SAN LUIS OBISPO
REGIONAL TRANSIT AUTHORITY
SHORT RANGE TRANSIT PLAN

Prepared for the

San Luis Obispo Regional Transit Authority

Prepared by

TRANSPORTATION CONSULTANTS, INC.

AECOM

Short Range Transit Plan
San Luis Obispo Regional Transit Authority

Prepared for the

San Luis Obispo Regional Transit Authority
179 Cross Street
San Luis Obispo, CA 93401
805 • 781-4472

Prepared by

LSC Transportation Consultants, Inc.
2690 Lake Forest Road, Suite C
P. O. Box 5875
Tahoe City, California 96145
530 • 583-4053

and by

AECOM, Inc.

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Introduction

This document presents a five-year Short-Range Transit Plan (SRTP) developed for the San Luis Obispo Regional Transit Authority (RTA). A SRTP is intended to provide a detailed business plan to guide the transit organization over the coming five years. It has been developed through the following study elements:

- A review of the San Luis Obispo region, it is demographics, and its transit needs, as well as expected changes over the coming five years.
- A series of surveys and ridership counts conducted for all RTA services.
- A detailed review of the effectiveness and efficiency of existing services.
- A review of similar "peer" and their performance measures.
- Analysis of a wide range of service, capital, financial and institutional options.
- Consideration of public input generated through committee meetings, surveys, and review of other planning documents.
- Preparation of detailed operational, capital and institutional plans, including an implementation plan.

This SRTP plan has been prepared as part of a joint planning process along with the development of a parallel SRTP for the SLO Transit program provided by the City of San Luis Obispo. This has provided an opportunity to focus on how these two major transit programs can best coordinate to maximum their effectiveness. While the RTA SRTP provides an overview of SLO Transit services, the reader is encouraged to consult the SLO Transit SRTP for additional detail. It should also be noted that this plan does not cover services operated by RTA under contract to other entities, including the Paso Express service, the South County Transit program, and the smaller demand response services operated for San Luis Obispo County.

This plan development was made possible by the Caltrans award of small urban Transportation Planning funds to the region. The findings and recommendations of this plan are solely those of the consultant team; they are not explicitly endorsed by Caltrans or the Federal Transit Administration.

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The study area consists of San Luis Obispo County, which is located on the Central Coast of California midway between San Francisco and Los Angeles. The City of San Luis Obispo, served by both RTA and SLO Transit, has an estimated population of 46,377 (2013 US Census Bureau estimate). The County of San Luis Obispo, serviced by RTA, has an estimated population of 279,083 (2014 US Census Bureau estimate). San Luis Obispo is home to the California Polytechnic State University (Cal Poly), a major source of trip generation, employment, and other overall economic activity.

EXISTING DEMOGRAPHICS

Key demographics of the county as a whole are presented in Table 1 and Figures 1 through 7. This data focuses on demographic characteristics that indicate a relatively high demand for transit services:

- The countywide population, per the 2009-2013 US Census estimates (used in Table 1 below), is 272,094. Population density is shown in Figure 1.

- Persons living in **households without vehicles** total 4,423, or 4.3 percent of the total countywide population. The percentage of zero-car households in each census tract is shown in Figure 2. Census tracts with relatively high concentrations are found in southern Paso Robles, Templeton, southern Atascadero, central and downtown San Luis Obispo, and southwestern Arroyo Grande.

- **Youth** (persons under 18 years of age) total 51,750, or 19 percent of total population. Areas with relatively high numbers of youth include Paso Robles, Atascadero, Nipomo, and Grover Beach. Figure 3 presents the density of youth population.

- **Elderly** persons age over 60 total 42,984. While there are many areas with elderly population, particular concentrations are found in the Los Berros area, Templeton, Arroyo Grande, Los Osos, Cambria and Shandon. The density of elderly population is shown in Figure 4.

- There are a total of 36,588 persons living in households below the federal **poverty** level (13.4 percent of total population). Areas of concentrations of persons below poverty consist of downtown San Luis Obispo, the Foothill Boulevard and Laguna Lake areas of San Luis Obispo, central Paso Robles, Oceano, and Nipomo. Figure 5 shows the percentage of population living below the poverty level, while Figure 6 presents the median household income.

TABLE 1: Demographic Data for San Luis Obispo County

Census Tract	Description	Total Population	Total House-holds	Median Household Income	Zero Vehicle Households		Youth Population (Under 18 years)		Elderly Population (Over 60 years)		Poverty Population		Disabled Population		*Served by Year-Round Transit?*
					#	*% of Total*	#	*% of Total*	#	*% of Total*	#	*% of Total*	#	*% of Total*	
100.02	Lake Nacimiento	3,498	1,235	$62,135	36	*2.9%*	455	*13%*	590	*17%*	103	*2.9%*	207	*5.9%*	***No***
100.16	Peachy Canyon Road	5,419	1,821	$76,250	36	*2.0%*	1,463	*27%*	612	*11%*	923	*17.0%*	538	*9.9%*	***No***
101.01	Paso Robles - West	1,752	759	$41,466	11	*1.4%*	217	*12%*	289	*16%*	60	*3.4%*	193	*11.0%*	***No***
101.02	Paso Robles - Central	6,647	2,487	$78,494	85	*3.4%*	1,861	*28%*	524	*8%*	1,455	*21.9%*	534	*8.0%*	***Yes***
102.01	Paso Robles - North	7,633	2,707	$60,781	75	*2.8%*	2,244	*29%*	1,272	*17%*	340	*4.5%*	573	*7.5%*	***Yes***
102.02	Paso Robles - SE	5,701	1,939	$54,816	38	*2.0%*	1,391	*24%*	765	*13%*	791	*13.9%*	623	*10.9%*	***Yes***
102.04	Paso Robles - South	5,231	2,189	$62,740	193	*8.8%*	1,135	*22%*	920	*18%*	429	*8.2%*	470	*9.0%*	***Yes***
102.05	Paso Robles - West	4,445	1,438	$71,136	78	*5.4%*	1,276	*29%*	451	*10%*	604	*13.6%*	641	*14.4%*	***Yes***
103	Shandon/Whitley Gardens	9,752	3,708	$57,430	83	*2.2%*	2,087	*21%*	1,500	*15%*	880	*9.0%*	1,075	*11.0%*	***No***
104.03	Cambria - South	3,962	1,886	$70,625	47	*2.5%*	487	*12%*	1,399	*35%*	217	*5.5%*	654	*16.5%*	***Yes***
104.04	Cambria - North	2,188	928	$52,780	54	*5.8%*	383	*18%*	722	*33%*	266	*12.2%*	254	*11.6%*	***Yes***
105.03	Morro Bay - North	5,023	2,491	$58,971	42	*1.7%*	829	*17%*	1,012	*20%*	634	*12.6%*	435	*8.7%*	***Yes***
105.04	Cayucos	2,475	1,260	$51,808	70	*5.6%*	163	*7%*	825	*33%*	297	*12.0%*	415	*16.8%*	***Yes***
106.02	Morro Bay - South	3,965	2,018	$33,603	45	*2.2%*	357	*9%*	1,082	*27%*	303	*7.6%*	443	*11.2%*	***Yes***
106.03	Morro Bay - Central	1,480	569	$60,967	96	*16.9%*	272	*18%*	410	*28%*	491	*33.2%*	158	*10.7%*	***Yes***
107.01	Los Osos - Baywood	4,681	1,995	$51,188	59	*3.0%*	847	*18%*	847	*18%*	402	*8.6%*	511	*10.9%*	***Yes***
107.03	Los Osos - Central	3,340	1,475	$2,689	106	*7.2%*	518	*16%*	459	*14%*	377	*11.3%*	583	*17.5%*	***Yes***
107.07	Los Osos - South	5,828	2,689	$58,036	63	*2.3%*	793	*14%*	1,479	*25%*	487	*8.4%*	879	*15.1%*	***Yes***
109.01	SLO - Cal Poly	8,391	829	$6,684	122	*14.7%*	84	*1%*	15	*0%*	1,284	*15.3%*	118	*1.4%*	***Yes***
109.02	SLO - Central	3,969	1,405	$16,339	87	*6.2%*	183	*5%*	135	*3%*	2,514	*63.3%*	219	*5.5%*	***Yes***
110.01	SLO - Johnson Ave.	5,540	2,050	$61,088	208	*10.1%*	837	*15%*	1,135	*20%*	818	*14.8%*	574	*10.4%*	***Yes***
110.02	SLO - East	3,319	1,192	$37,889	39	*3.3%*	299	*9%*	243	*7%*	1,449	*43.7%*	166	*5.0%*	***Yes***
111.01	SLO - Downtown	3,351	1,783	$36,893	228	*12.8%*	225	*7%*	265	*8%*	1,048	*31.3%*	276	*8.2%*	***Yes***
111.02	SLO - Railroad District	5,362	2,405	$49,507	125	*5.2%*	606	*11%*	450	*8%*	1,512	*28.2%*	388	*7.2%*	***Yes***
111.03	SLO - South Central	2,433	1,133	$41,354	125	*11.0%*	416	*17%*	451	*19%*	429	*17.6%*	354	*14.5%*	***Yes***
112	SLO - Foothill Blvd	6,635	2,595	$44,596	258	*9.9%*	630	*10%*	963	*15%*	2,816	*42.4%*	655	*9.9%*	***Yes***
113	SLO - Laguna Lake	7,956	2,805	$66,026	31	*1.1%*	1,209	*15%*	1,066	*13%*	1,823	*22.9%*	849	*10.7%*	***Yes***
114	CA Men's Colony	4,827	0	$0	0	*0.0%*	0	*0%*	193	*4%*	0	*0.0%*	1515	*31.4%*	***Yes***
115.01	SLO - S. Higuera St.	1,741	718	$46,406	14	*1.9%*	315	*18%*	229	*13%*	277	*15.9%*	297	*17.1%*	***Yes***
115.03	SLO - South	3,619	1,237	$96,250	52	*4.2%*	836	*23%*	361	*10%*	479	*13.2%*	237	*6.5%*	***Yes***
115.04	Cuesta/Los Padres NF	1,541	287	$61,920	0	*0.0%*	123	*8%*	81	*5%*	130	*8.4%*	117	*7.6%*	***Yes***
116	Avila Beach	4,162	1,939	$82,961	84	*4.3%*	570	*14%*	1,115	*27%*	271	*6.5%*	684	*16.4%*	***No***
117.01	Pismo Beach - East	4,779	2,117	$71,354	172	*8.1%*	1,085	*23%*	1,253	*26%*	283	*5.9%*	712	*14.9%*	***Yes***
117.04	Pismo Beach - West	2,928	1,686	$60,880	110	*6.5%*	167	*6%*	632	*22%*	274	*9.4%*	416	*14.2%*	***Yes***
118	Arroyo Grande - Village	7,540	2,797	$82,813	45	*1.6%*	1,674	*22%*	1,508	*20%*	403	*5.3%*	842	*11.2%*	***Yes***
119.01	Arroyo Grande - SE	3,206	1,404	$51,857	35	*2.5%*	523	*16%*	895	*28%*	447	*13.9%*	446	*13.9%*	***Yes***
119.02	Arroyo Grande - SW	8,068	3,286	$57,083	204	*6.2%*	1,525	*19%*	1,579	*20%*	575	*7.1%*	960	*11.9%*	***Yes***
120	Grover Beach - East	7,431	2,983	$48,112	93	*3.1%*	1,679	*23%*	846	*11%*	1,035	*13.9%*	1,023	*13.8%*	***Yes***
121.02	Grover Beach - West	5,838	2,246	$44,527	151	*6.7%*	1,098	*19%*	782	*13%*	582	*10.0%*	803	*13.8%*	***Yes***
122	Oceano	7,301	2,560	$43,933	110	*4.3%*	1,657	*23%*	1,285	*18%*	1,389	*19.0%*	1,098	*15.0%*	***Yes***
123.02	Huasna	5,001	1,885	$75,221	45	*2.4%*	1,035	*21%*	951	*19%*	409	*8.2%*	461	*9.2%*	***No***
123.04	Callender and Los Berros	10,146	3,781	$75,320	75	*2.0%*	2,060	*20%*	2,328	*23%*	691	*6.8%*	892	*8.8%*	***No***
124.01	Nipomo - East	6,576	2,104	$60,000	27	*1.3%*	1,933	*29%*	543	*8%*	688	*10.5%*	631	*9.6%*	***Yes***
124.02	Nipomo - West	10,008	3,349	$62,083	51	*1.5%*	2,822	*28%*	1,492	*15%*	1,285	*12.8%*	938	*9.4%*	***No***
125.02	Atascadero - Downtown	4,859	1,987	$54,786	55	*2.8%*	1,074	*22%*	433	*9%*	571	*11.8%*	572	*11.8%*	***Yes***
125.03	Atascadero - South	5,314	2,339	$41,910	209	*8.9%*	1,254	*24%*	765	*14%*	1,040	*19.6%*	765	*14.4%*	***Yes***
125.05	Atascadero - North	5,114	1,836	$85,515	64	*3.5%*	1,181	*23%*	572	*11%*	328	*6.4%*	474	*9.3%*	***Yes***
126	Atascadero - West	8,035	2,901	$71,433	99	*3.4%*	1,840	*23%*	1,159	*14%*	677	*8.4%*	882	*11.0%*	***No***
127.02	Santa Margarita	6,947	2,439	$71,713	57	*2.3%*	1,799	*26%*	919	*13%*	652	*9.4%*	635	*9.1%*	***Yes***
127.04	Templeton	8,588	3,411	$72,768	184	*5.4%*	1,692	*20%*	2,080	*24%*	562	*6.5%*	1,144	*13.3%*	***Yes***
128	Atascadero - East	676	64	$2,500	4	*6.3%*	16	*2%*	79	*12%*	55	*8.1%*	10	*1.5%*	***Yes***
129	Creston	5,489	2,024	$76,824	43	*2.1%*	1,257	*23%*	686	*12%*	610	*11.1%*	450	*8.2%*	***No***
130	Los Osos - Valley	2,384	983	$54,125	0	*0.0%*	412	*17%*	337	*14%*	123	*5.2%*	127	*5.3%*	***Yes***
	TOTAL COUNTY	272,094	102,154		4,423	*4.3%*	50,895	*19%*	42,984	*16%*	36,588	*13.4%*	29,916	*11.0%*	
Total Served by Public Transit		208,832 77%	78,752 77%		3,860 87%		37,088 73%		32,262 75%		30,679 84%		23,596 79%		

Source: US Census American Community Survey 2009 - 2013 Estimates

Figure 1
Population Density

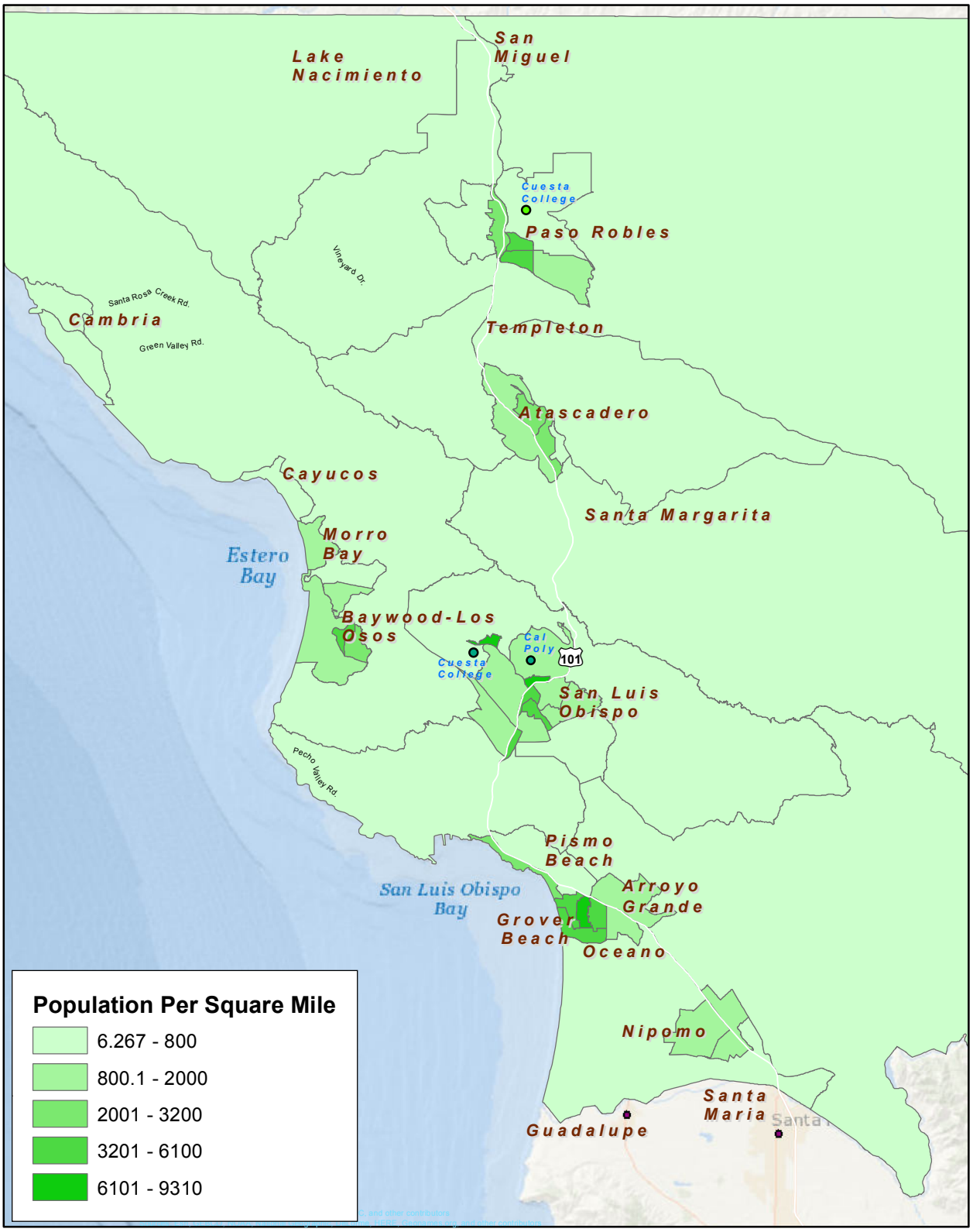


Figure 2
Percentage of Zero-Car Households

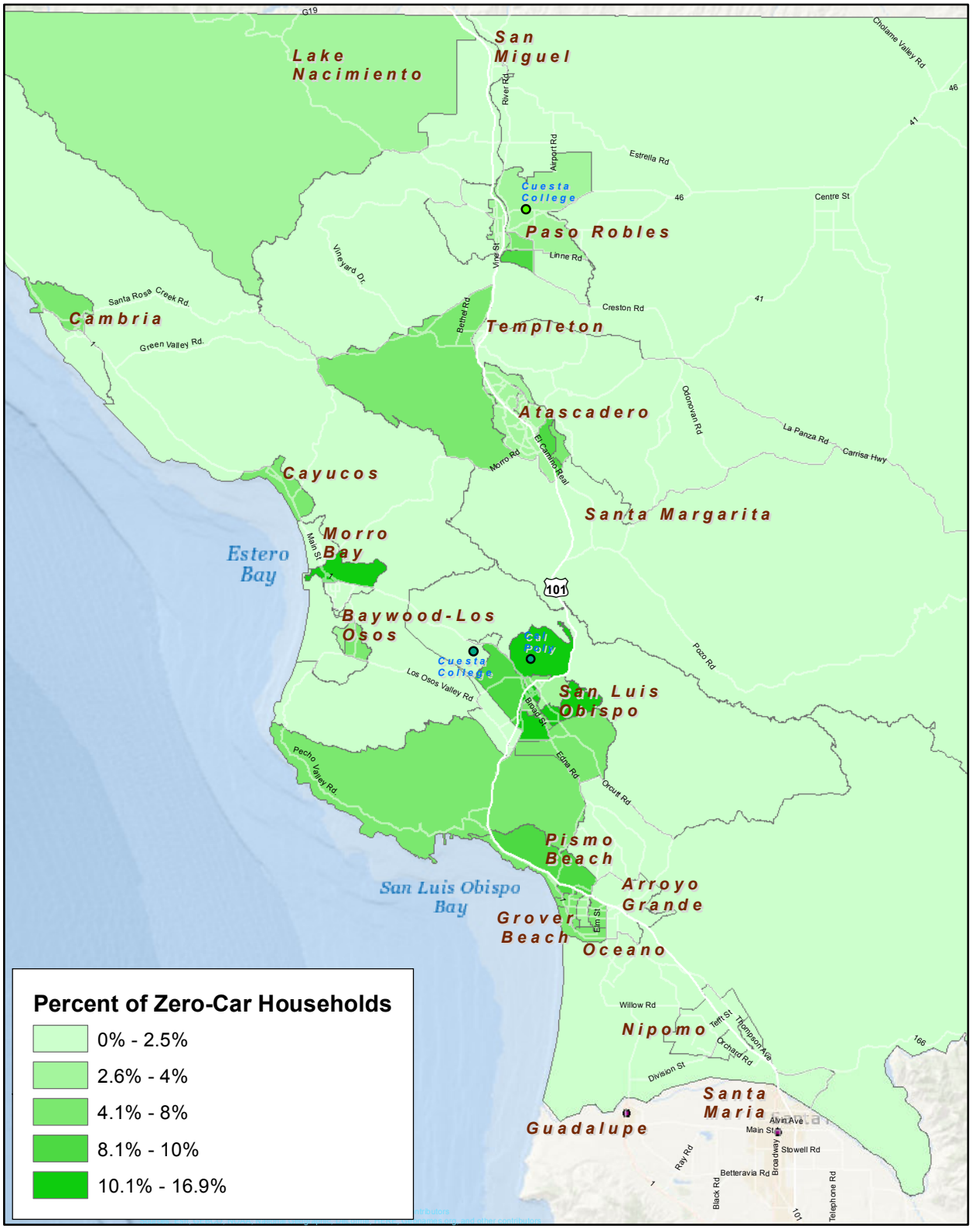


Figure 3
Density of the Population Under the Age of 18

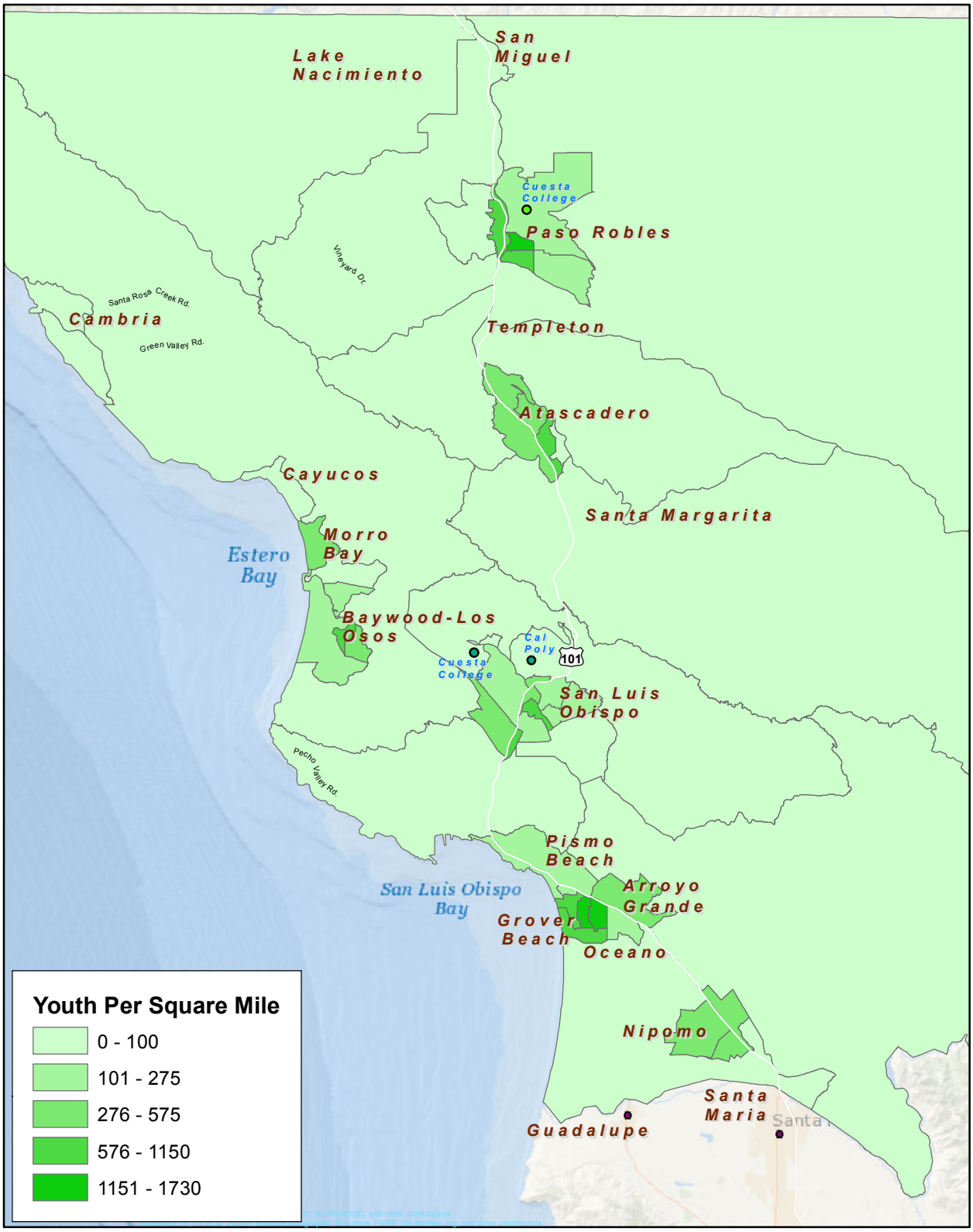


Figure 4
Density of the Population Over 65

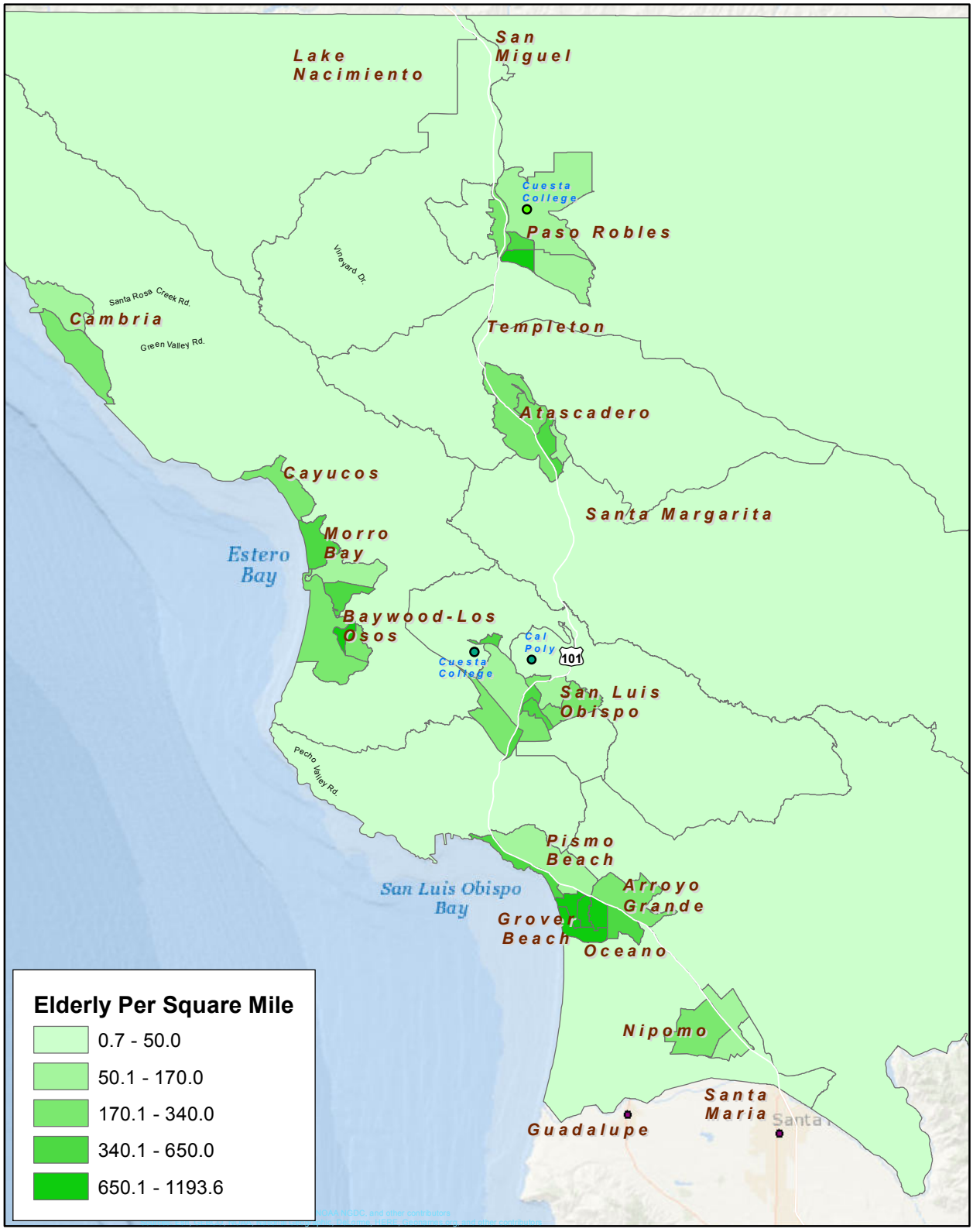


Figure 5
Percentage of the Population Living Below the Poverty Level

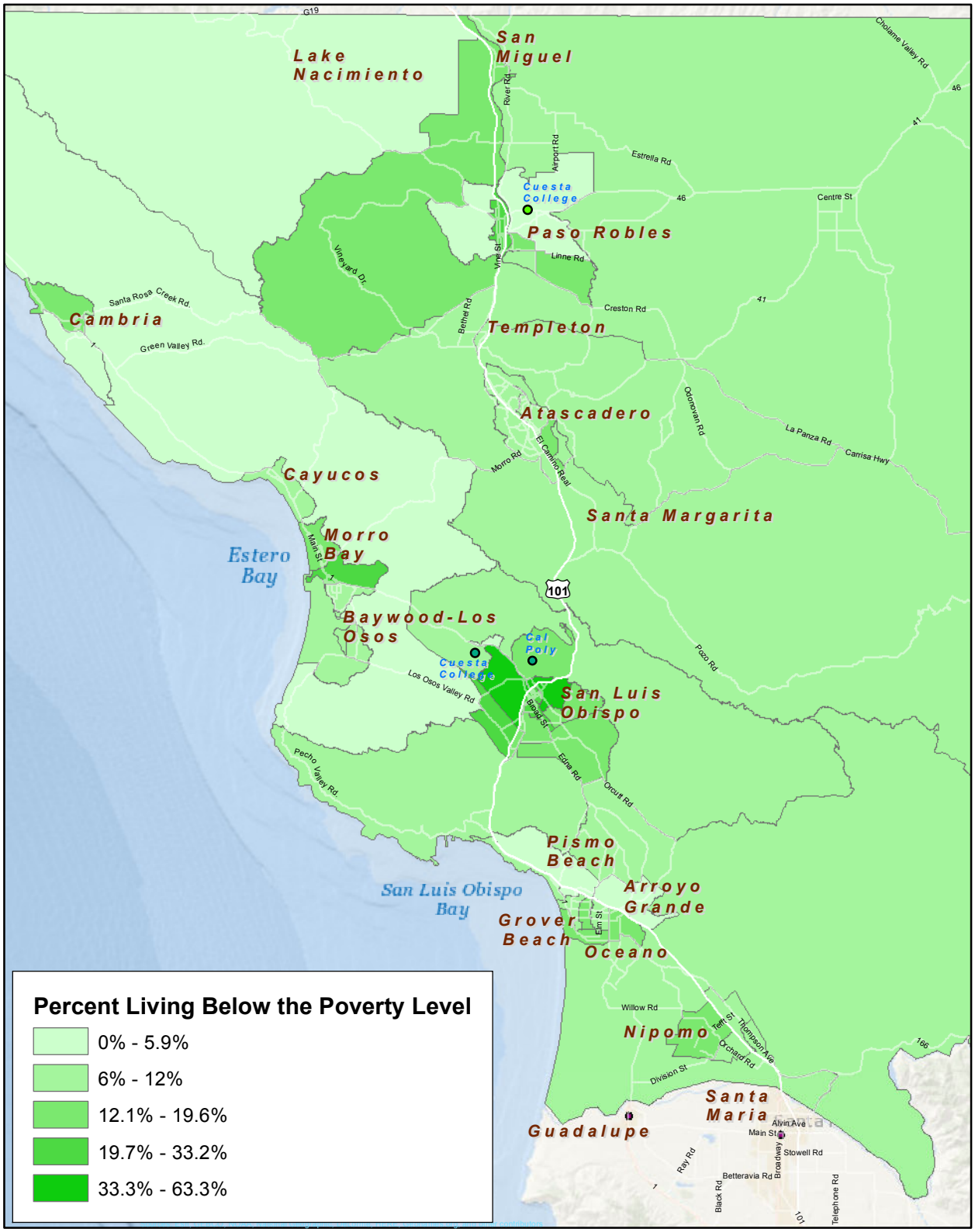
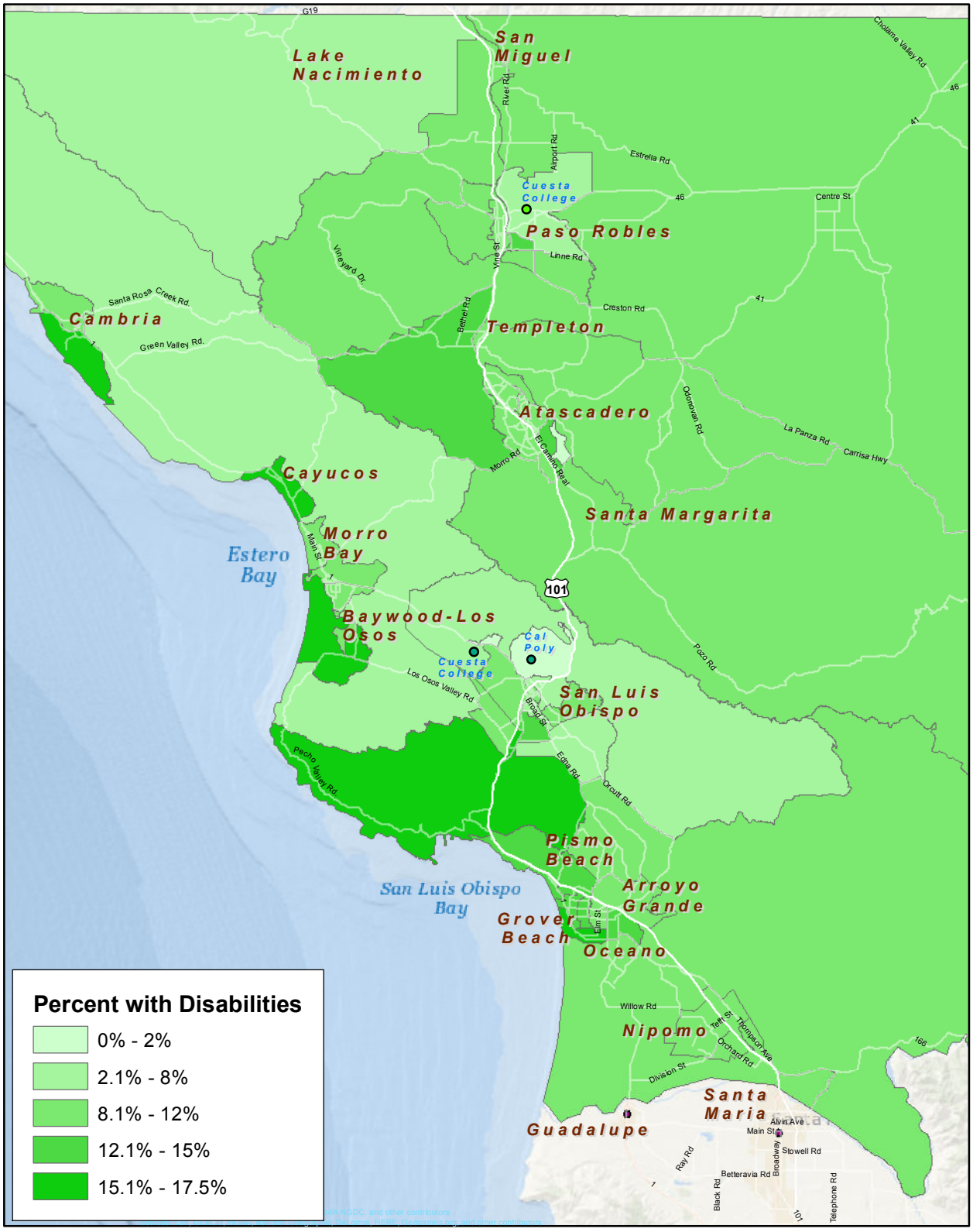


Figure 6
Median Household Income

Figure 7
Percentage of the Population with Disabilities



- Persons who indicate they have a mobility disability total 28,401, or 10.4 percent of total population. The percentage of population with a mobility disability is shown in Figure 7. Areas of concentration include Templeton, Oceano, Grover Beach, and Shandon/Whitley Gardens.

Table 1 also indicates those census tracts that are currently served[1] by one or more fixed route public transit programs. As indicated, it is estimated that fixed route transit currently serves 77 percent of total countywide population. Current service does a relatively good job of serving zero-vehicle households (87 percent), the persons living in poverty (84 percent), and disabled population (79 percent). Areas not currently served are generally in rural portions of the county.

POPULATION FORECAST

Between 2015 and 2021, total population of San Luis Obispo County is forecast by the California Department of Finance's Demographic Research Unit to increase by 11,478 (4 percent), as shown in Table 2. As also shown in this table, the greatest growth is forecast to occur among residents age 65 to 79, which is expected to increase by 34 percent, adding 12,482 residents in this age range. In comparison, other age categories are forecast to have either modest growth, or an actual reduction of 1 percent (2,463 persons) in the age 20 to 64 range.

TABLE 2: San Luis Obispo County Population Projection

Age	2015	2016	2017	2018	2019	2020	2021	Total 2015 - 2021 Growth #	Total 2015 - 2021 Growth %	Annual Growth
0-4	13,239	13,323	13,437	13,560	13,657	13,724	13,760	521	4%	0.8%
4-19	46,519	46,402	46,406	46,530	46,695	46,917	47,102	583	1%	0.2%
20-64	164,784	164,445	164,061	163,589	163,179	162,716	162,321	-2,463	-1%	-0.3%
65-79	36,648	38,458	40,557	42,793	45,017	47,128	49,130	12,482	34%	6.0%
80+	13,064	13,041	13,005	12,994	13,036	13,182	13,419	355	3%	0.5%
Total	274,254	275,669	277,466	279,466	281,584	283,667	285,732	11,478	4%	0.8%

Source: California Dept. of Finance Demographic Research Unit, Report P2

[1] Defined as a majority of population within a half-mile of transit service, which is a typical maximum walk distance for regional transit services.

Chapter 3

Existing Transit Services

The San Luis Obispo region as a whole is served by several transit organizations, including the RTA, City of San Luis Obispo's SLO Transit program, South County Transit (SCT), Morro Bay Transit, Paso Express, smaller dial-a-ride systems, as well as intercity and social service programs.

SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY

RTA is a Joint Powers Authority that connects and serves various communities within San Luis Obispo County and nearby cities. Regional fixed route and paratransit services throughout the region (including within the city of San Luis Obispo) are managed by RTA. Figure 8 provides an overview of RTA fixed route services. In addition, RTA is contracted by SLO County to operate community-based services in unincorporated areas (primarily in Nipomo, Shandon and Templeton), and by the City of Paso Robles to operate the Paso Express fixed route services and the Paso Robles Dial-A-Ride service. Finally, RTA provides administrative oversight of the SCT fixed route services in the Five Cities area.

The RTA was created in 1989 through creation of a Joint Powers Authority to provide regional management for fixed-route transportation services, as well as the regional paratransit service (Runabout). Runabout, although established in 1977, became the sole Americans with Disabilities Act (ADA) complementary paratransit provider in 2001 for all fixed route services in San Luis Obispo County.

RTA's service area includes all of San Luis Obispo County and extends into the northern part of Santa Barbara County (Santa Maria). The RTA Board of Directors consists of a representative from all of the cities in which transportation services are provided, as well as all five San Luis Obispo County Supervisors. These cities consist of Arroyo Grande, Atascadero, Grover Beach, Morro Bay, Paso Robles, Pismo Beach, and San Luis Obispo. The Regional Transportation Advisory Committee (RTAC) meets quarterly and provides advice to the RTA Board. RTAC is comprised of representatives from each of the local transit agencies in the county, as well as a representative from Cuesta Community College, an at-large fixed route representative, and an at-large representative from the disabled community. RTAC meets quarterly.

In August 2009, RTA assumed direct operation and maintenance of all fixed route and Runabout services; prior to then, RTA contracted with private companies for services. A current organizational chart is shown in Figure 9.

OVERALL SERVICE DESCRIPTION

The following tables outline details of the services provided, excluding the Runabout service discussed separately below. Table 3 describes the timeframe the services are operational and the frequency of how often the buses operate. This reflects the lower service frequency and span of service on weekends in comparison with weekdays.

Figure 8
RTA Routes

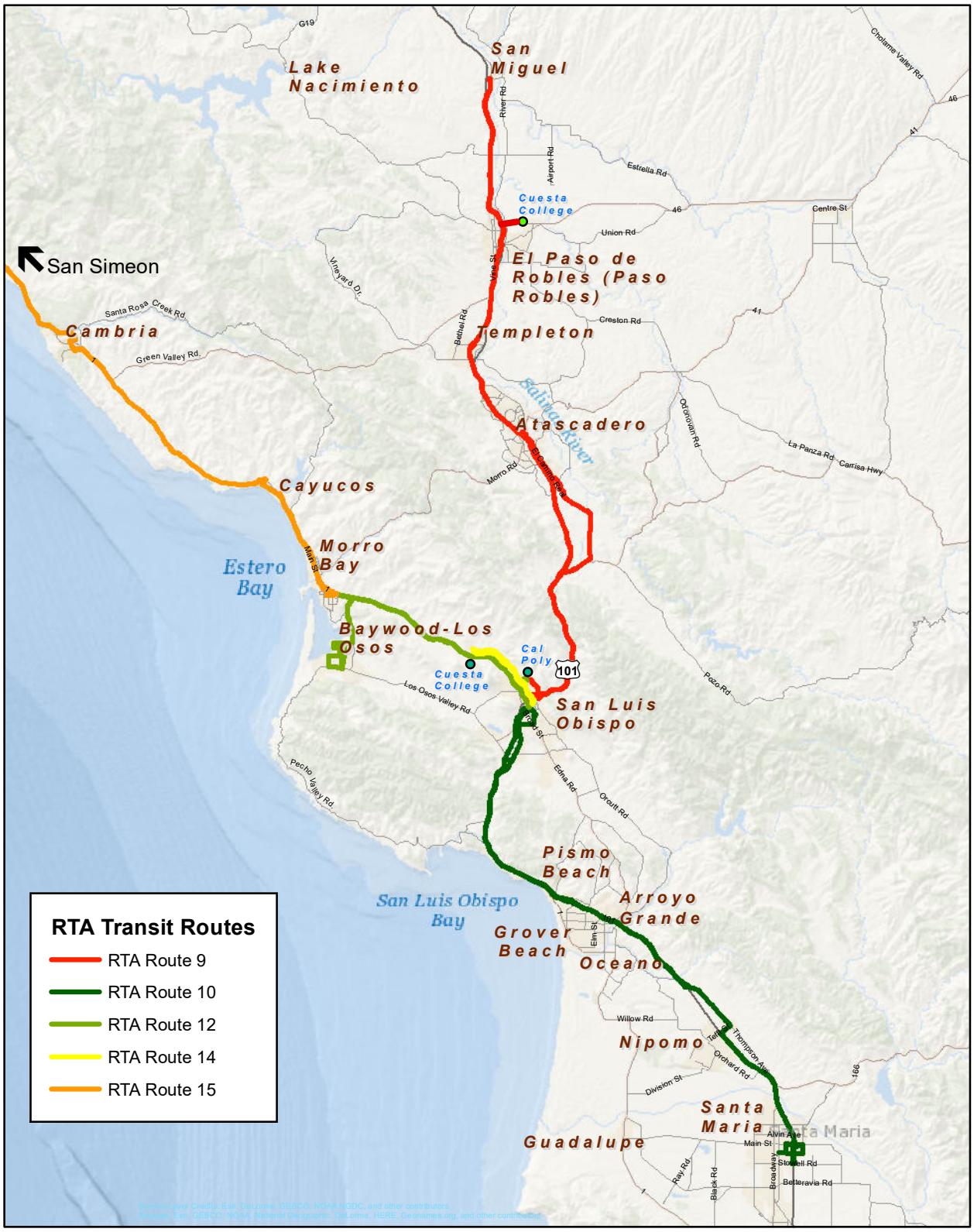


Figure 9: RTA Organizational Chart

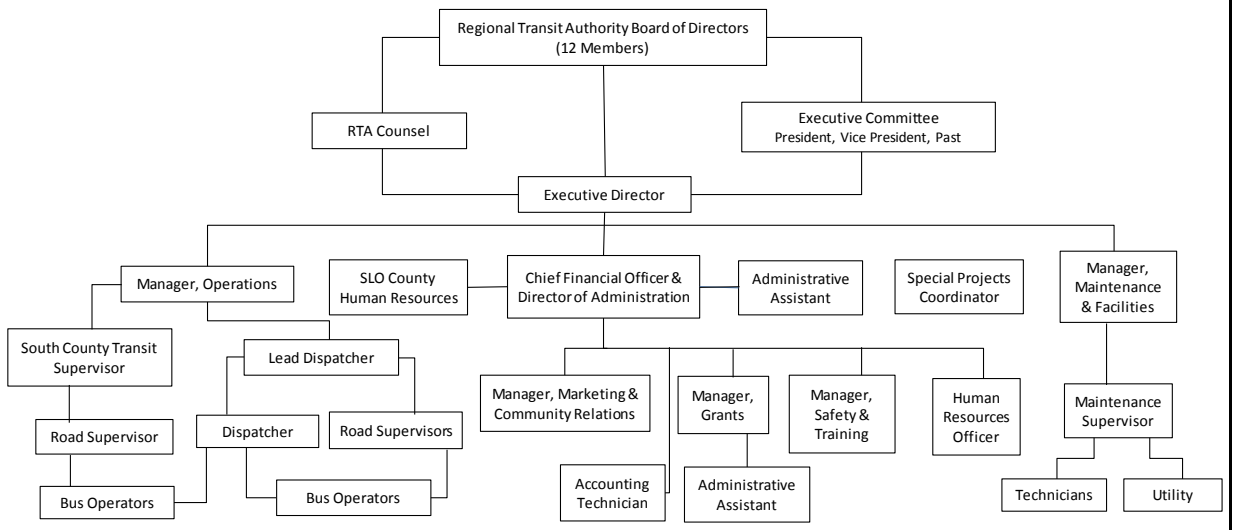


TABLE 3: RTA Service Span and Frequency

Route	Weekday		Saturday		Sunday	
	Span	Frequency (Minutes)	Span	Frequency (Minutes)	Span	Frequency (Minutes)
Route 9	5:30 AM – 9:51 PM	60	6:56 AM – 9:03 PM	180	7:56 AM – 7:03 PM	240
Route 10	5:45 AM – 9:43 AM	60	7:14 AM – 8:43 PM	180	8:14 AM – 6:43 PM	240
Route 12	6:23 AM – 10:03 PM	60	7:23 AM – 8:28 PM	105	8:23 AM – 6:28 PM	105
Route 14	7:42 AM – 3:45 PM	60	No Service		No Service	
Route 15	6:05 AM – 6:47 PM	180	7:05 AM – 8:47 PM	180	8:05 AM – 6:47 PM	240
Paso Express A	6:45 AM – 6:58 PM	60	7:45 AM – 5:58 PM	60	No Service	
Paso Express B	6:48 AM – 7:05 PM	60	7:55 AM – 6:05 PM	60	No Service	
Nipomo Dial-A-Ride	6:30 AM – 6:30 PM	N/A	No Service		No Service	
Shandon/Paso Robles and Templeton Dial-A-Ride Services	8:00 AM – 5:00 PM	Service in Shandon is provided only upon request on Mondays, Wednesdays, and Fridays, while Templeton service is available on Tuesday and Thursdays upon request.				

Source: RTA timetables

Note: For peak travel periods, all fixed routes operate additional runs at an increased frequency during the weekdays to accommodate passenger demand and specific employee shift times at major activity centers.

Table 4 lists the analytics of the routes, including mileage, cycle time and speed.

Table 5 presents ridership by route and day. As indicated, Route 10 generates the most ridership of the various services, followed closely by Route 9.

As shown in Table 6, RTA operated a total of 31,607 vehicle-hours and 986,066 vehicle-miles of revenue service over the FY 2013-14 fiscal year, excluding the contracted services and Runabout. For the fixed routes as a whole, the system averaged 24.1 passenger boardings per revenue vehicle-hour and 0.39 per revenue vehicle-mile. The most productive individual route was Route 15 (carrying over 36 passengers per hour and over 1.0 passengers per mile), followed by Route 12.

Fleet requirements are shown in Table 7. Excluding contract services, a total of 15 buses are required at peak to operate RTA fixed route services.

TABLE 4: RTA Fixed Route Roundtrip Mileage, Cycle Time, and Average Speed

Route		Weekday		Saturday		Sunday	
	Roundtrip Mileage	Cycle Time (min)	Avg. Speed	Cycle Time (min)	Avg. Speed	Cycle Time (min)	Avg. Speed
Route 9	83	163	40.49	168	35.57	168	33.88
Route 10	77.2	144	32.17	144	32.17	144	32.17
Route 12	65	112	34.82	112	34.82	112	34.82
Route 14	14	24	35	No Service			
Route 15	62.4	114	32.84	114	32.84	114	32.84
Paso Express A	11	50	13.2	50	13.2	No Service	
Paso Express B	11	50	13.2	50	13.2	No Service	

Source: RTA timetables and Google Maps

TABLE 5: FY 13-14 RTA Average Ridership by Route and Day

Route	Weekday	Saturday	Sunday	Annual
Route 9	901	259	148	252,744
Route 10	962	287	158	270,562
Route 12	699	180	110	194,884
Route 14	84	No Service	No Service	21,559
Route 15	71	48	30	22,249
TOTAL RTA	2,717	774	446	761998
Nipomo Dial-A-Ride	54	No Service	No Service	13,574
Shandon/Paso Robles Dial-A-Ride & Templeton Dial-A-Ride (combined)	<1.0/day	No Service	No Service	68
Paso Express A (1)	170	105	No Service	4,007
Paso Express B (1)	194	110	No Service	4,519
TOTAL Paso Express	364	215	-	8,526

Source: RTA Historical Ridership and Miles Note 1: Ridership for June 2014 only.

TABLE 6: FY 13-14 RTA Annual Ridership, Revenue Miles, Revenue Hours, and Performance Measures

Route	Ridership	Revenue Hours	Revenue Miles	Pass. Per Revenue Hour	Pass. Per Revenue Mile
Route 9	252,744	10,498.74	321,217.30	24.07	0.79
Route 10	270,562	10,468.91	342,688.40	25.84	0.79
Route 12	194,884	7,093.15	199,001.40	27.47	0.98
Route 14	21,559	590.15	20,371.75	36.53	1.06
Route 15	22,249	2,955.61	102,786.80	7.53	0.22
Total: RTA Fixed	761,998	31,607	986,066	24.1	0.77
Nipomo Dial-A-Ride	13,574	3,389	33,945	4.00	0.39
Shandon/Paso Robles Dial-A-Ride & Templeton Dial-A-Ride (combined)	68	42.97	649	1.58	0.1
Paso Express A (1)	4,007	297	3,846	13.49	1.04
Paso Express B (1)	4,519	295	4,000	15.32	1.13

Source: Historical Ridership and Miles Note 1: Figures for June 2014 only.

TABLE 7: RTA Vehicle Requirements

Route	Weekday	Saturday	Sunday
Route 9	6	1	1
Route 10	4	1	1
Route 12	3	2	2
Route 14	1	0	0
Route 15	1	1	1
Paso Express A	1	1	0
Paso Express B	1	1	0
Nipomo Dial-A-Ride	2	0	0
Paso Robles Dial-A-Ride	1	0	0
Shandon/Paso Robles Dial-A-Ride & Templeton Dial-A-Ride (combined)	1	0	0

Source: RTA driver paddles

As shown in Table 8, the allocated costs for RTA fixed route services in FY 2013-14 totaled just under $4 Million. Passenger revenues totaled $1,244,764, equal to 31.5 percent of total operating costs.

TABLE 8: FY 13-14 RTA Financial Indicators

Route	Ridership	Cost	Revenue	Cost per Pass.	Revenue per Pass.	Farebox Recovery
Route 9	252,744	$1,312,674	$412,871	$5.19	$1.63	31.45%
Route 10	270,562	$1,308,945	$441,977	$4.84	$1.63	33.77%
Route 12	194,884	$886,868	$318,353	$4.55	$1.63	35.90%
Route 14	21,559	$73,787	$35,218	$3.42	$1.63	47.73%
Route 15	22,249	$369,545	$36,345	$16.61	$1.63	9.84%
Total RTA	761,998	$3,951,819	$1,244,764	$5.19	$1.63	31.50%
Shandon/Paso Robles Dial-A-Ride & Templeton Dial-A-Ride (combined)	68	$14,879	$209	$218.81	$3.08	1.41%
Nipomo Dial-A-Ride	13,574	$296,371	$22,412	$21.83	$1.65	7.56%
TOTAL RTA	775,640	$4,263,069	$1,267,385	$5.50	$1.63	29.73%
Paso Express A (1)	4,007	$73,787	$6,612	$18.41	$1.65	8.96%
Paso Express B (1)	4,519	$73,787	$7,456	$16.33	$1.65	10.11%
TOTAL CONTRACT (1)	8,526	$147,574	$14,068	$17.31	$1.65	9.53%

Source: Historical Ridership and Miles, Fare Classification Counts and Budget (for cost per hour)
Note 1: Figures for June 2014 only.

Fixed Route Services

Route 9

Route 9 is a fixed-route service that serves the northern portion of the county from San Luis Obispo to San Miguel along the US 101 corridor, as shown in Figure 10. In general, Route 9 provides hourly headways on weekdays, with skip-stop Express trips augmenting the hourly runs during peak travel periods. A total of 21 runs are operated in each direction on weekdays, along with 5 on Saturdays and 3 on Sundays. On weekdays, 4 southbound runs are operated as Express runs, along with 2 northbound runs. There are 11 timed-stops (34 total bus stops, including the 11 timed-stops): 1 stop in San Miguel, 3 stops in Paso Robles, 2 stops in Templeton, 2 stops in Atascadero, 1 stop in Santa Margarita, and 2 stops in San Luis Obispo. The two timed-stops in San Luis Obispo are at the Cal Poly Library and the Government Center passenger facility at Osos and Palm.

Route 10

As shown in Figure 11, Route 10 is a fixed-route service operating in the southern portion of the county from San Luis Obispo into Santa Maria. In general, Route 10 provides hourly headways on weekdays, with skip-stop Express trips augmenting the hourly runs during peak travel periods. This service is offered 7 days a week with limited service on the weekends, and it makes stops in San Luis Obispo, Pismo Beach, Arroyo Grande, Nipomo and Santa Maria. There are 8 timed stops (27 total bus stops, including the 8 timed stops): 2 in Santa Maria at the Santa Maria Transit Center and Alan Hancock College, 1 stop in Nipomo, 1 stop in Arroyo Grande, 1 stop in Pismo Beach, and 3 stops in San Luis Obispo at S. Higuera at Suburban, Government Center at Osos and Palm, and Cal Poly (during peak periods). A total of 17 runs are operated each weekday in both directions (including 3 northbound Express runs and 2 southbound Express runs), along with 5 on Saturdays and 3 on Sundays.

Figure 10
RTA Route 9 Map

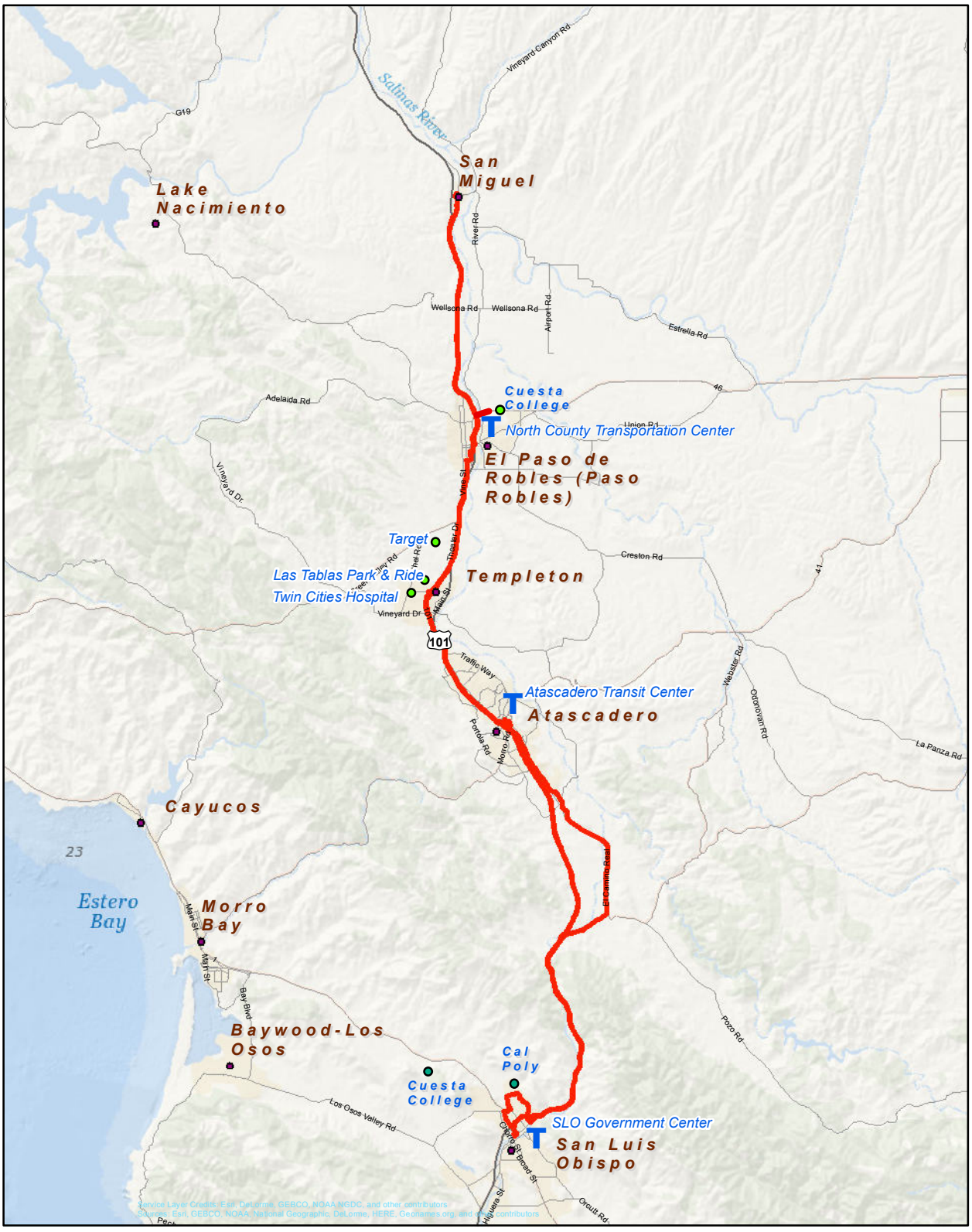
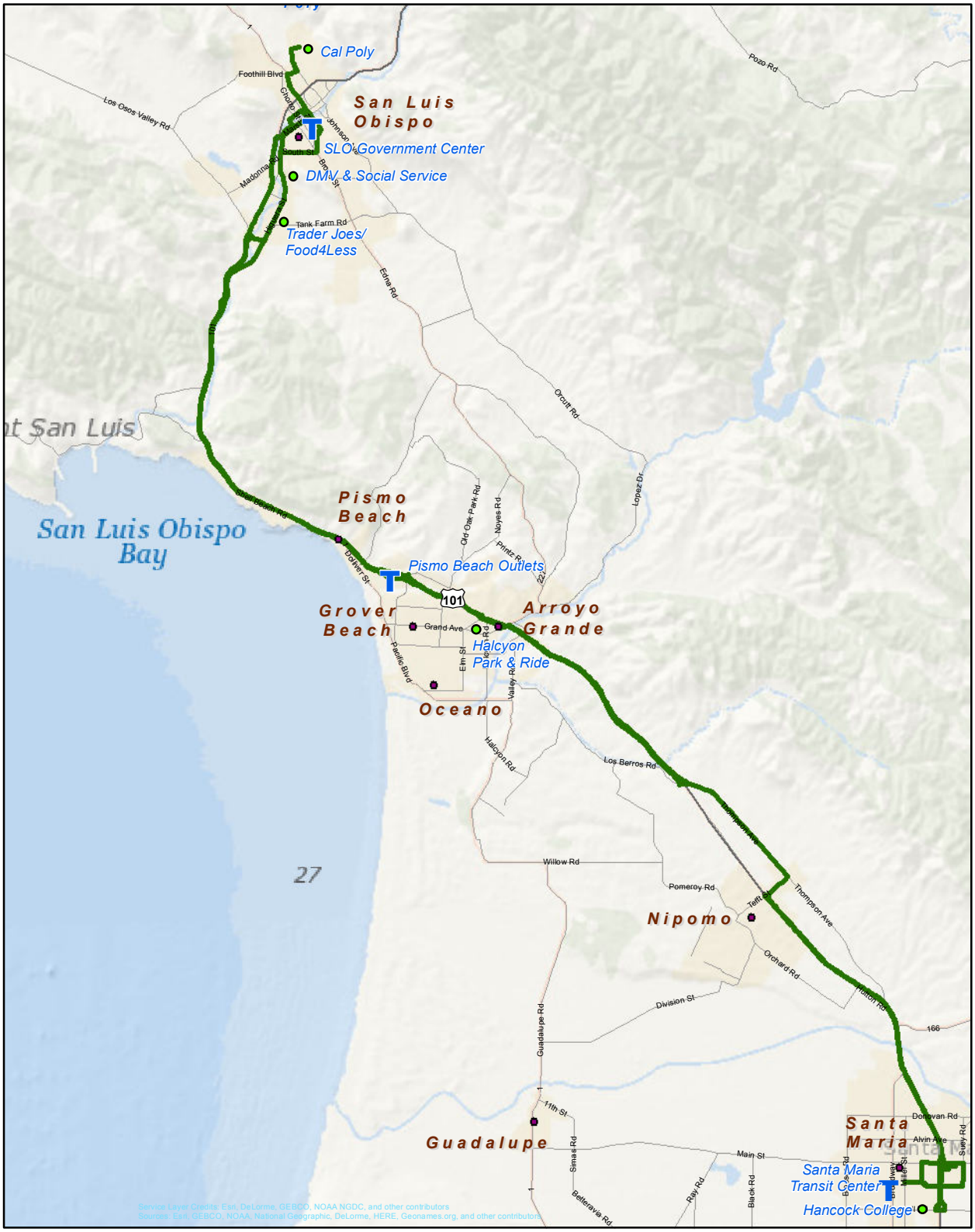


Figure 11
RTA Route 10



Route 12

The Route 12 provides hourly service between San Luis Obispo, Cuesta College, Morro Bay and Los Osos, as indicated in Figure 12. This service has 21 total bus stops (11 are timed stops) with 13 of them along the Los Osos Loop. This service runs 7 days a week with limited service on the weekends. A total of 18 runs per weekday provide hourly service between 6:23 AM and 10:03 PM, with some additional runs at peak times. Saturday service consists of 10 runs, while 8 runs are operated on Sundays. This service provides timed transfers with Route 15 at the Morro Bay transit center.

Route 14

The Route 14 augments Route 12 service as shown in Figure 13, primarily serving travelers between Cuesta College and San Luis Obispo. There are three stops in San Luis Obispo: at Government Center in Downtown San Luis Obispo, at the Stenner Glen apartment complex on Santa Rosa Street, and at Cuesta College. This is essentially a tripper route for Cuesta College students and staff which operates solely during the fall and spring sessions. This service is provided only on weekdays, with seven runs per day in each direction. Two "call in" stops (at the California Men's Colony and at the SLO County Jail / Corp-Yard complex) are served along with the scheduled stops.

Route 15

The North Coast Route 15 services Morro Bay, Cayucos, Cambria, and San Simeon, as shown in Figure 14. This is a coastal service which runs 7 days a week making 36 stops (5 are timed stops). Five runs are operated on weekdays and Saturdays, and three on Sundays. Route 15 connects to Route 12 in Morro Bay to make a connecting service into San Luis Obispo. RTA recently changed Route 15 into a deviated fixed route service in lieu of operating both the fixed route and Runabout service along the North Coast.

<u>Demand Response Services</u>

Nipomo Dial-A-Ride

The Nipomo Dial-A-Ride service is funded by SLO County and provides curb-to-curb transportation services Monday – Friday 6:30 AM – 6:30 PM with reservations made in advance. The service area includes the more densely populated area of Nipomo. One way trip fares are $2.25 for adults and $1.75 for seniors, disabled, and children. Transfers to RTA Route 10 are available at the two Old Towne Nipomo bus stops on Tefft Street.

Templeton Dial-A-Ride

The Templeton Dial-A-Ride service is offered Tuesdays and Thursdays from 8:00 AM – 5:00 PM on a request basis only. Service is provided in the populated areas of Templeton, including the

Figure 12
RTA Route 12

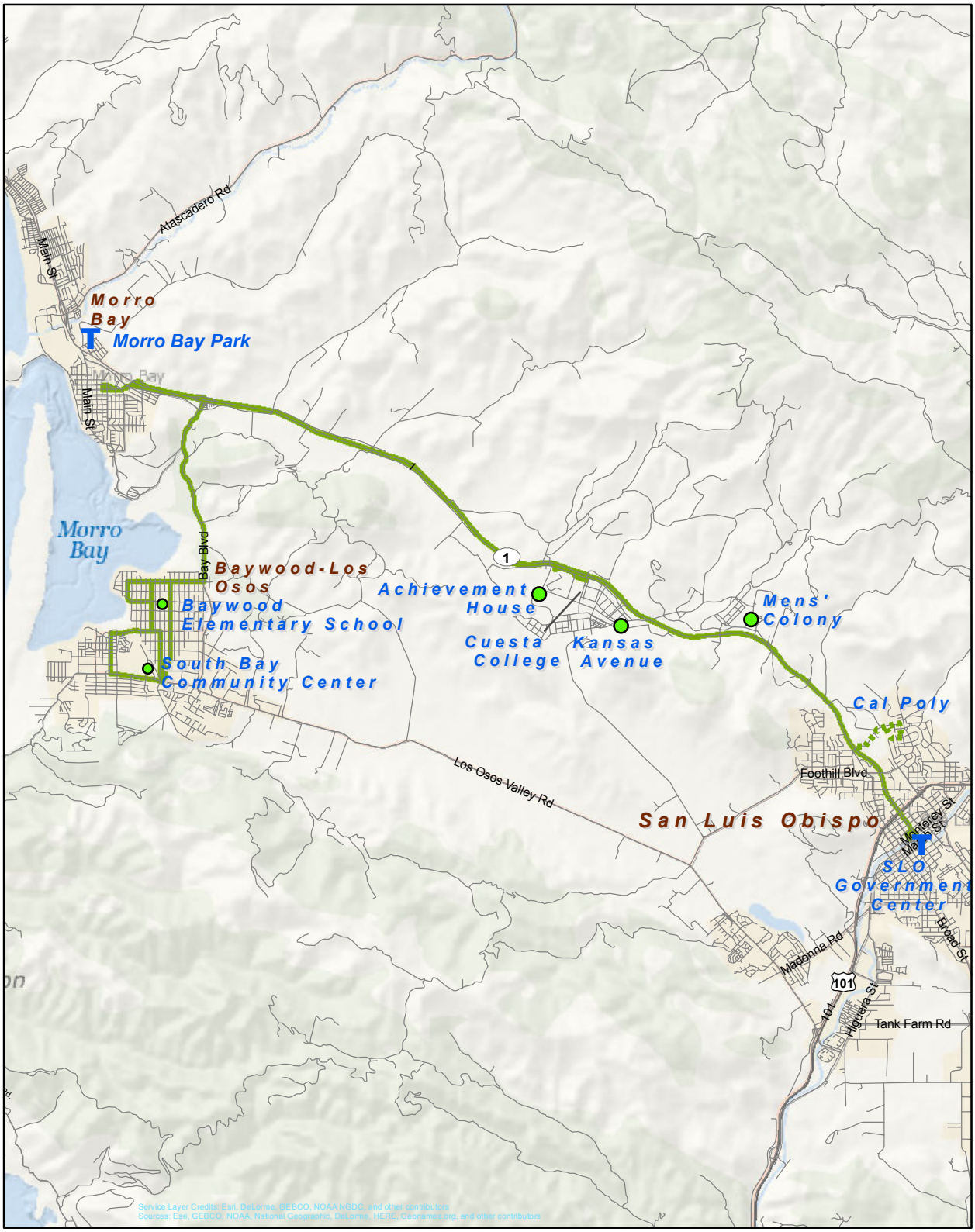
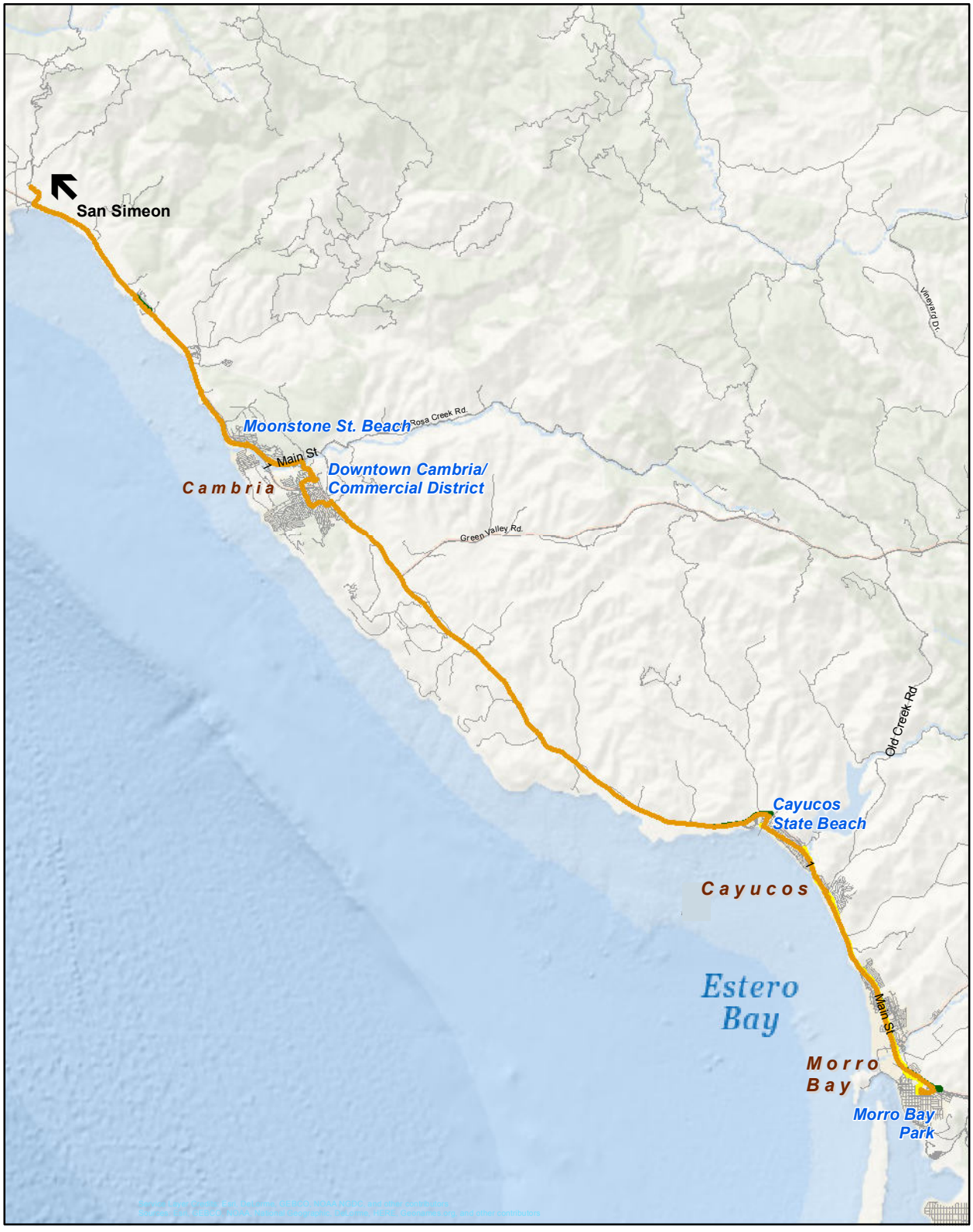


Figure 13
RTA Route 14

Figure 14
RTA Route 15



Twin Cities Hospital area. Reservations must be made before 12:00 PM the day before. Transfers to RTA Route 9 are available at the Las Tablas Park & Ride, and fares are $2.50 per one way trip.

Paso Robles/Shandon Dial-A-Ride

The Paso Robles/Shandon Dial-A-Ride service is funded by the county. It is offered Mondays, Wednesdays and Fridays from 8:00 AM – 5:00 PM, with service between Paso Robles city limits and the populated area of Shandon. This is a curb-to-curb service where reservations for transportation are made in advance (by 12:00 PM the day before the trip). Fares are $4.00 per one way trip and connections can be made to Route 9 at the Paso Robles Train Station.

Runabout Service

Runabout is the San Luis Obispo County-wide ADA complementary paratransit service operated by RTA. The service began in 1977 and was designated the sole ADA complementary service in 2001. Each vehicle that supports this service is wheelchair lift-equipped. Runabout provides curb-to-curb service for all riders through reservations made in advance (riders can request door-to-door service if their disability makes curb-to-curb service infeasible).

Pick up times are coordinated in advance and services are available within a set time-frame. Service is provided within ¾-mile of all fixed routes in the county, including along RTA Route 10 in Santa Maria. Runabout meets the ADA complementary paratransit requirements of the fixed routes provided by SLO Transit, RTA, Paso Express, SCT, and the Morro Bay Trolley. Runabout drivers are not authorized to enter any personal residence to assist riders. This service is available only to those riders who meet criteria defined by the ADA and deemed eligible through an established ADA certification process managed by RTA.

A summary of Runabout performance is shown in Table 9. A review of this table indicates the following:

- Vehicle-hours total 37,838 per year. Of these 30,456 were with passengers, 6,722 were in-service but without passengers on board, and 660 were out of service hours.

- “No shows” (passengers that are not available for pickup) are 2 percent of all reservations.

- Late cancellations represent 5 percent of total reservations.

- The service carries 1.47 passenger-trips per revenue vehicle-hour of service.

Vehicles in Service by Hour of the Day

Runabout services vary substantially by day of the week. Table 10 presents a summary of the number of drivers “on the clock” by 15 minute period over the course of each day of the week.

As shown, up to 12 to 15 vehicles are in operation on weekdays (with the greatest number on Fridays), and 6 on Saturdays and Sundays. The number of daily driver-hours is as high as 139.8 (on Fridays). Subtracting 15 minutes of check-in and 10 minutes of check-out time for each driver shift, the total vehicle-hours is as high as 133.1.

Passenger Boardings by Hour

Total RTA demand response ridership by hour data is shown in Table 11. As this data is collected for the various RTA demand response services as a whole, it reflects more than Runabout service (though the large proportion consists of Runabout ridership). As indicated, there is a morning peak in the 8:00 AM hour, and a lower afternoon peak in the 3:00 PM hour. Evening ridership (after 6:00 PM) is only 1.7 percent of total daily ridership.

TABLE 9: Runabout Service Summary

Period: June 1, 2014 to May 31, 2015

	Revenue	Non-Revenue	Total
Vehicle-Miles	522,357	108,269	630,626
Vehicle-Hours	30,456	7,382	37,838
Passenger-Miles			468,263
No Show Miles			2
Passenger-Hours			18,267
No Show Hours			0.25
Late Cancellations			2,058
Percent Late Cancellations			*5%*
No Shows			676
Percent No Shows			*2%*
Total Passengers			44,797
One-Way Trips			39,705
Ambulatory			26,085
Wheelchair			13,620
Attendent Count			4,787
Guest Count			305
Psgr-Trips per Revenue Vehicle-Hour of Service			1.47

Source: RTA RouteMatch data, November 2014

TABLE 10: Runabout Drivers In Operation by Time of Day and Day of Week

15 Minute Period by Start Time	Day of Week Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
5:30 AM	1	1	1	1	1	0	0
5:45 AM	1	1	1	1	1	0	0
6:00 AM	4	4	3	3	3	0	0
6:15 AM	4	4	3	3	3	0	0
6:30 AM	5	6	4	5	4	0	0
6:45 AM	5	6	4	5	4	0	0
7:00 AM	8	7	9	7	8	0	0
7:15 AM	8	7	9	7	8	0	0
7:30 AM	8	7	10	7	8	2	3
7:45 AM	8	7	10	7	8	2	3
8:00 AM	9	7	10	9	9	3	4
8:15 AM	9	7	10	9	9	3	4
8:30 AM	10	8	10	10	10	4	5
8:45 AM	10	8	10	10	10	4	5
9:00 AM	11	8	10	10	11	5	6
9:15 AM	11	8	10	10	11	5	6
9:30 AM	11	8	10	10	11	5	6
9:45 AM	11	8	9	10	10	5	6
10:00 AM	8	8	7	10	8	6	6
10:15 AM	8	8	7	10	8	6	6
10:30 AM	8	9	7	11	9	6	6
10:45 AM	8	9	7	11	9	6	6
11:00 AM	8	10	7	11	11	6	6
11:15 AM	8	10	7	11	11	6	6
11:30 AM	9	10	8	11	12	6	6
11:45 AM	9	10	8	11	12	6	6
12:00 PM	9	11	9	12	12	6	6
12:15 PM	9	11	9	12	12	6	6
12:30 PM	9	11	9	12	12	6	6
12:45 PM	9	11	9	12	12	6	6
1:00 PM	12	12	13	14	15	6	6
1:15 PM	12	12	13	14	15	6	6
1:30 PM	12	12	13	13	15	6	6
1:45 PM	12	12	13	13	15	6	6
2:00 PM	12	12	13	13	15	6	6
2:15 PM	12	12	13	13	15	6	6
2:30 PM	12	11	13	13	14	6	6
2:45 PM	12	11	13	13	14	6	6
3:00 PM	10	8	11	11	13	6	6
3:15 PM	10	8	11	11	13	6	6
3:30 PM	9	6	11	10	12	6	6
3:45 PM	9	6	11	10	12	6	6
4:00 PM	9	6	9	9	12	6	6
4:15 PM	9	6	9	9	12	6	6
4:30 PM	9	6	8	8	12	4	3
4:45 PM	9	6	8	8	12	4	3
5:00 PM	8	6	7	6	10	4	2
5:15 PM	8	6	7	6	10	4	2
5:30 PM	7	5	7	6	9	3	1
5:45 PM	7	5	7	6	9	3	1
6:00 PM	3	4	4	5	5	2	0
6:15 PM	3	4	4	5	5	2	0
6:30 PM	3	4	4	5	5	2	0
6:45 PM	3	4	4	5	5	2	0
7:00 PM	3	4	4	4	5	0	0
7:15 PM	3	4	4	4	5	0	0
7:30 PM	2	3	3	2	4	0	0
7:45 PM	2	3	3	2	4	0	0
8:00 PM	1	1	3	2	3	0	0
8:15 PM	1	1	3	2	3	0	0
8:30 PM	0	1	3	2	2	0	0
8:45 PM	0	1	2	2	2	0	0
Scheduled Driver-Hours	115.0	108.0	119.5	126.0	139.8	56.0	54.0
Driver Check-In/Check-Out time	109.2	103.0	113.7	119.8	133.1	53.5	51.5

SOURCE: RTA driver shift descriptions

TABLE 11: RTA Demand Response Ridership by Hour

Hour Beginning	Passenger Boardings: Total	Individual Trip Reservations	Standing Orders	Percent Standing Orders	Percent of Daily Ridership
4:00 AM	2	2	0	0.0%	0.0%
5:00 AM	2	2	0	0.0%	0.0%
6:00 AM	308	139	169	54.9%	0.5%
7:00 AM	4,743	2,303	2,440	51.4%	7.9%
8:00 AM	10,524	4,291	6,233	59.2%	17.4%
9:00 AM	6,020	5,044	976	16.2%	10.0%
10:00 AM	4,744	4,548	196	4.1%	7.9%
11:00 AM	4,257	4,002	255	6.0%	7.1%
12:00 PM	5,947	5,152	795	13.4%	9.9%
1:00 PM	4,470	3,749	721	16.1%	7.4%
2:00 PM	3,733	3,080	653	17.5%	6.2%
3:00 PM	7,284	2,913	4,371	60.0%	12.1%
4:00 PM	5,221	4,543	678	13.0%	8.7%
5:00 PM	2,091	1,449	642	30.7%	3.5%
6:00 PM	607	473	134	22.1%	1.0%
7:00 PM	228	228	0	0.0%	0.4%
8:00 PM	158	158	0	0.0%	0.3%
9:00 PM	1	1	0	0.0%	0.0%
Totals	**60,340**	**42,077**	**18,263**	30.3%	100.0%

Source: RTA RouteMatch data, November 2014

Proportion of Subscription Trips and Group Trips

Table 11 also presents the proportion of subscription trips. As shown, overall 30.3 percent of riders are subscription rides. However, this proportion increases to up to 60 percent in the AM and PM peak periods, and drops to zero in the evening.

Missed Trips and On-Time Performance

Runabout Routematch data was reviewed for a two month period (October and November 2014) to evaluate missed trips and on-time performance, as shown in Table 12. Overall, 94.2 percent of trips were served on-time (0 to 5 minutes late), 4.7 percent were served early, while 1.1 percent were served more than 5 minutes late. Of these late trips, on average the service

arrive 12 minutes behind the scheduled time. Runabout had zero missed-trips during the evaluation period.

TABLE 12: Runabout On-Time Performance
October 1 to November 30, 2014

		Total	% Total
Early	> 30 Minutes Early	69	1.1%
	26-30 Minutes Early	18	0.3%
	21-25 Minutes Early	29	0.4%
	16-20 Minutes Early	30	0.5%
	11-15 Minutes Early	54	0.8%
	6-10 Minutes Early	107	1.6%
Ontime	0 Minutes	5,921	**91.0%**
	1-5 Minutes Late	205	3.2%
Late	1-5 Minutes Late	30	0.5%
	6-10 Minutes Late	11	0.2%
	11-15 Minutes Late	10	0.2%
	16-20 Minutes Late	3	0.0%
	21-25 Minutes Late	2	0.0%
	26-30 Minutes Late	4	0.1%
	> 30 Minutes Late	13	0.2%
		6,506	100.0%
Total Early			**4.7%**
Average Early			17
Total Late			**1.1%**
Average Late			12

Source: RTA RouteMatch data

Origin/Destination Pattern by Community

A key factor in the efficiency of the Runabout service is the distribution of trips by origin/destination. The data for an entire year of service by community is presented in Tables 13A and 13B, while Table 14 shows a summary by major area. In addition, Figure 15 presents a map of Runabout trip patterns. A review of this indicates the following key findings:

- The largest proportion by community (34.8 percent) is trips with both origin and destination within San Luis Obispo, followed by 8.1 trips with both origin and destination in Paso Robles.

- Overall, 60.4 percent of all passenger-trips have one or both trip-ends in San Luis Obispo.

TABLE 13 (Page 1 of 2): Runabout Passenger Trip Origin vs. Destination

June 1, 2014 through May 31, 2015

ANNUAL TRIPS		Community of Trip Destination																			
		Arroyo Grande	Atascadero	Avila Beach	Cambria	Cayucos	Cuesta Area	Grover Beach	Los Osos	Morro Bay	Nipomo	Oceano	Paso Robles	Pismo Beach	San Luis Obispo	San Miguel	San Simeon	Santa Margarita	Santa Maria	Templeton	Totals
Community of Trip Origin	Arroyo Grande	948	56	1	0	2		199	20	38	93	291	25	189	400	0	0	0	17	34	**2,313**
	Atascadero	54	845	0	0	2		8	10	5	0	0	1,367	6	606	0	0	3	3	702	**3,611**
	Avila Beach	1	0	0	0	0		1	0	0	0	1	0	0	7	0	0	0	0	0	**10**
	Cambria	0	0	0	0	0		0	207	171	0	0	10	0	81	0	0	0	0	48	**517**
	Cayucos	2	2	0	0	0		0	1	11	2	0	0	1	51	0	0	0	0	0	**70**
	Cuesta Area																				**0**
	Grover Beach	209	6	1	0	0		10	0	1	10	34	4	157	771	0	0	0	5	2	**1,210**
	Los Osos	17	14	0	205	1		1	500	274	1	6	238	21	1,636	0	0	0	2	2	**2,918**
	Morro Bay	25	6	0	176	12		2	301	339	1	0	159	4	554	0	0	1	208	4	**1,792**
	Nipomo	77	0	0	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0	**77**
	Oceano	254	0	1	0	0		38	6	0	0	2	0	62	25	0	0	0	0	0	**388**
	Paso Robles	24	1,389	0	3	0		3	227	152	0	0	3,225	3	344	19	0	0	4	670	**6,063**
	Pismo Beach	194	7	0	0	1		161	18	6	8	56	2	260	406	0	0	0	78	0	**1,197**
	San Luis Obispo	392	579	5	82	52		749	1,626	575	68	30	280	396	13,842	1	3	3	346	77	**19,106**
	San Miguel	0	0	0	0	0		0	0	0	0	0	19	0	1	0	0	0	0	1	**21**
	San Simeon	0	0	0	0	0		0	0	0	0	0	0	0	3	0	0	0	0	0	**3**
	Santa Margarita	0	3	0	0	0		0	0	1	0	0	1	0	3	0	0	0	0	3	**11**
	Santa Maria	17	8	0	0	0		6	2	209	23	0	4	76	348	0	0	0	1	5	**699**
	Templeton	36	602	0	50	1		2	2	5	2	0	699	0	63	1	0	4	7	542	**2,016**
	Totals	**2,250**	**3,517**	**8**	**516**	**71**	**0**	**1,180**	**2,920**	**1,787**	**208**	**420**	**6,033**	**1,175**	**19,141**	**21**	**3**	**11**	**671**	**2,090**	**42,022**

TABLE 13 (Page 2 of 2): Runabout Passenger Trip Origin vs. Destination

June 1, 2014 through May 31, 2015

PERCENT OF TOTAL ANNUAL TRIPS		Community of Trip Destination																			
		Arroyo Grande	Atascadero	Avila Beach	Cambria	Cayucos	Cuesta Area	Grover Beach	Los Osos	Morro Bay	Nipomo	Oceano	Paso Robles	Pismo Beach	San Luis Obispo	San Miguel	San Simeon	Santa Margarita	Santa Maria	Templeton	Totals
Community of Trip Origin	Arroyo Grande	2.3%	0.1%	0.0%	0.0%	0.0%	0.0%	0.5%	0.0%	0.1%	0.2%	0.7%	0.1%	0.4%	1.0%	0.0%	0.0%	0.0%	0.0%	0.1%	5.5%
	Atascadero	0.1%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	1.7%	8.6%
	Avila Beach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Cambria	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.4%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%	1.2%
	Cayucos	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
	Cuesta Area	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Grover Beach	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.4%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%
	Los Osos	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%	1.2%	0.7%	0.0%	0.0%	0.6%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%
	Morro Bay	0.1%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.7%	0.8%	0.0%	0.0%	0.4%	0.0%	1.3%	0.0%	0.0%	0.0%	0.5%	0.0%	4.3%
	Nipomo	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
	Oceano	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.9%
	Paso Robles	0.1%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.4%	0.0%	0.0%	7.7%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	1.6%	14.4%
	Pismo Beach	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.1%	0.0%	0.6%	1.0%	0.0%	0.0%	0.0%	0.2%	0.0%	2.8%
	San Luis Obispo	0.9%	1.4%	0.0%	0.2%	0.1%	0.0%	1.8%	3.9%	1.4%	0.2%	0.1%	0.7%	0.9%	32.9%	0.0%	0.0%	0.0%	0.8%	0.2%	45.5%
	San Miguel	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	San Simeon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Santa Margarita	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Santa Maria	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.1%	0.0%	0.0%	0.2%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%
	Templeton	0.1%	1.4%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	1.3%	4.8%
	Totals	5.4%	8.4%	0.0%	1.2%	0.2%	0.0%	2.8%	6.9%	4.3%	0.5%	1.0%	14.4%	2.8%	45.5%	0.0%	0.0%	0.0%	1.6%	5.0%	100.0%

TABLE 14: Summary of Runabout Passenger Origin/Destination Data by Major Area

		DESTINATION				
		North 101 Corridor	North Coast Corridor	San Luis Obispo	South 101 Corridor	Santa Maria
ORIGIN	North 101 Corridor	24.0%	0.5%	2.4%	0.9%	0.0%
	North Coast Corridor	0.5%	1.7%	1.6%	1.3%	0.5%
	San Luis Obispo	2.2%	1.7%	32.9%	7.8%	0.8%
	South 101 Corridor	0.9%	1.3%	7.7%	9.2%	0.2%
	Santa Maria	0.0%	0.5%	0.8%	0.3%	0.0%

- Considering the three major corridors radiating from San Luis Obispo (North 101, North Coast, and South 101), the North 101 Corridor generates the greatest Runabout ridership (with 31.4 percent of all trips having at least one trip-end within the corridor), followed closely by the South 101 Corridor (29.6 percent) and then by the North Coast Corridor (9.6 percent). Only 3.1 percent of Runabout trips are to or from Santa Maria.

- The North 101 Corridor area has a relatively high internal trip pattern: of all trips with at least one trip-end in the North 101 Corridor area, 76 percent have both trip-ends in the area. In comparison, only 31 percent of South 101 Corridor passenger-trips stay within the South 101 Corridor and only 18 percent of North Coast trips stay within the North Coast.

- Only 6.5 percent of Runabout passenger trips pass through San Luis Obispo without stopping (such as trips between the North 101 Corridor and the South 101 Corridor).

RTA FINANCIAL INFORMATION

Financial information for RTA, pulled from the Fiscal Year 2016 budget, indicated that the key cost items are transit operating expenses, which include driver costs, dispatcher costs and ongoing fleet maintenance. These make up approximately 81 percent of overall operating expenses. Administrative functions represent the remaining 18 percent of the operating expenses, as shown in Table 15.

RTA's FY 2016 operating revenues are also illustrated in Table 15 (pulled from RTA's FY 2016 operating budget). TDA funding, specifically LTF, makes up approximately 45 percent of operating revenue, the single largest category. Directly generated sources make up approximately 37 percent of the RTA's operating revenue. Directly generated sources include passenger fares, other operating revenue, interest income and fee reimbursements. RTA relies on federal sources for an additional 19 percent of funding.

Figure 15
Average Weekday Runabout Passenger Trips by Origin and Destination

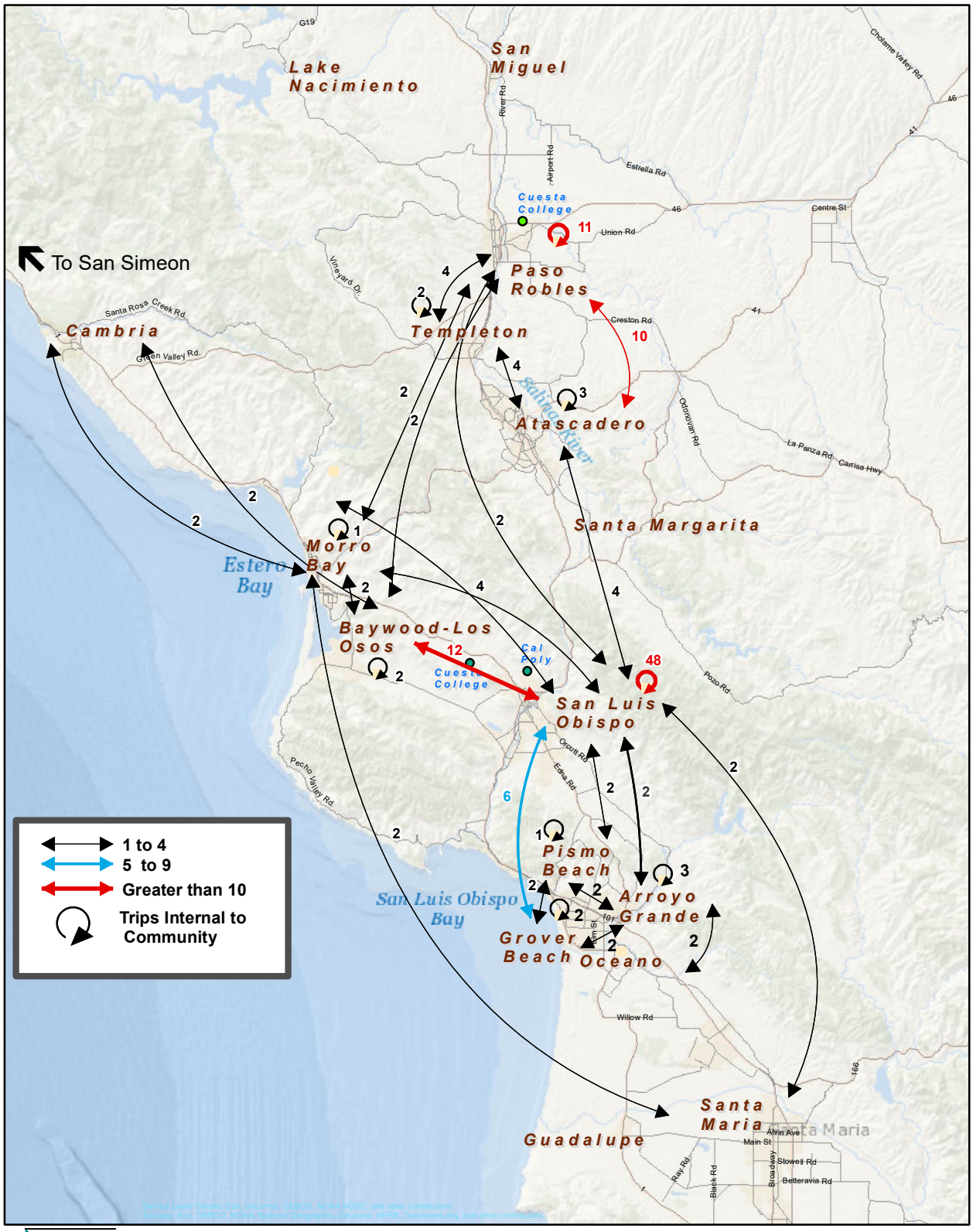


TABLE 15: RTA Fiscal Year 2015-16 Expenses and Revenues

Category	Amount
Operating Expenses	
Transit Operating Expenses	$6,612,600
Interest Expense	$64,500
Administrative and Financial Services	$1,462,400
Total Operating Expenses	$8,139,500
Operating Revenue	
Passenger Fares	$1,175,000
Other Operating Revenue	$1,937,971
TDA Funds	$3,740,499
Federal Sources	$1,557,130
Interest Income	$3,000
Total Operating Revenue	$8,413,600

Source: FY 2016 Budget

Fare Structure

RTA has different fares for fixed route services, general public dial-a-ride services, and Runabout ADA service. The RTA fare schedule is presented in Table 16.

RTA fixed route cash fares are based on distance traveled with base fares ranging between $1.50 and $3.00 on a single route. In lieu of free transfers, RTA offers a Regional Day Pass for $5.00, which – along with the Regional 31-Day Pass – is accepted on all fixed route buses operated by the various transit agencies in the county. Senior citizens, disabled passengers, Medicare card holders, and kindergarten through 12th grade students all ride for half fare. RTA offers discounted passes in a 1 day, 7 day, and 31 day increments. Only the regional day pass is available for purchase on the bus. RTA also sells a stored value card. Children under 44 inches tall as well as riders age 80 and above ride for free. RTA passes are currently sold at its operating facility at 179 Cross Road in San Luis Obispo, the SLO County offices located adjacent to the RTA passenger facility, the Santa Maria Transit Center, and at most city halls in the county.

TABLE 16: RTA Fare Structure

	Regular Fare	Senior (65-79 years) / Disabled	Medicare Card Holders	Students (K-12)
		Fixed Route		
Base/Cash Fare	$1.50 - $3.00	$0.75 - $1.50	$0.75 - $1.50	$0.75 - $1.50
1 Day Regional Pass	$5.00	—	—	—
7 Day Pass	$14.00	—	—	—
RTA 31 Day Pass	$44.00	$22.00	—	$22.00
Regional 31 Day Pass	$64.00	$32.00	—	$32.00
Stored Value Pass	$15.00	—	—	—
		General Public Dial-A-Ride		
Shandon DAR	$5.00	—	—	—
Templeton DAR	$2.50	—	—	—
Paso Robles DAR	$5.00	$2.50	—	—
Nipomo DAR	$2.25	$1.75	—	—
		Runabout		
Base/Cash Fare	$3.00 - $10.00	—	—	—

Source: RTA website

The general public dial-a-ride in Templeton charges a base fare of $2.50, while those in Paso Robles and Shandon charge a base rate of $5.00. The base fare on the Nipomo Dial-A-Ride is $2.25, with a discounted fare of $1.75 offered to seniors, disabled passengers and children.

The Runabout fare policy is consistent with guidelines of the Americans with Disability Act. Fares are twice the base cash fare of RTA fixed route services for a similar trip, with a cap of $10.00 for each Runabout one-way trip.

All ADA passengers are eligible to use RTA, SLO Transit[2] and other regional fixed routes at no fare. This shifting of ridership from Runabout to fixed routes[3] helps to substantially reduce overall Runabout costs, while encouraging ADA passengers to use the more inclusive fixed route service.

[2] SLO Transit's inclusion in this strategy began in September 2015.
[3] Roughly 10,000 fixed-route boardings by persons eligible for Runabout occurred in FY 2014-15.

Capital Inventory

This section presents RTA's capital resources and plans. The vehicle fleet list includes projected date of replacement of vehicles. RTA also has plans for replacing the operations and maintenance facility in the City of San Luis Obispo. RTA has 125 bus stops and transfer centers that serve RTA passengers.

Vehicle Fleet

The RTA fixed route and Runabout fleets are shown in Table 17. As indicated, the fixed route fleet consists of a total of 34 vehicles, while the Runabout program has a fleet of 22 vehicles. Note that this includes vehicles used for services not the subject of this SRTP (such as the Avila Trolley). The bulk of the fleet used in RTA fixed routes are 40' diesel coaches, with capacity ranging from 38 to 43 passenger seats. In addition, RTA recently took receipt of four 45' over-the-road coaches, with a 57 passenger capacity. All fixed route vehicles include three-position bike racks on the front and rear of every vehicle, with the exception of the 45' coaches which have three-position racks only on the front. In addition, every fixed route vehicle meets the requirements of the Americans with Disabilities Act.

RTA fixed route services currently require up to 15 vehicles in operation at the peak time (the morning commute period), consisting of 6 buses on Route 9, 5 buses on Route 10, 3 buses on Route 12/14, and 1 bus on Route 15. Per the "Standard of Excellence for Fleet and Facility" in RTA's *Strategic Business Plan 2015-17*, RTA sets forth a standard to replace 100 percent of all revenue vehicles no more than 40 percent beyond the FTA-defined useful life standard. For many of the large-scale fixed route buses, the useful life is surpassed after 10 years of performance.

Bus Stops

There are approximately 125 bus stops supporting RTA transportation within the County. 21 of these stops are considered high-use RTA bus stops as defined as having at least 1% of system wide boardings. A bus stop assessment and prioritization report was prepared in 2013 that analyzed the current bus stop inventory with recommendations for improvements and priorities for renovations. Not all bus stops are ADA compliant.

Facilities

RTA services operate out of five locations. The main operating base is located in a leased facility in southern San Luis Obispo, which serves many of the regular fixed routes and most of the Runabout vehicles. This facility is leased from a private development firm, and is relatively modest in size (2.7 acres) for a transit operation of RTA's size. All RTA, SCT, SLOCAT and Paso Express vehicle maintenance is conducted at this site, along with all administrative functions and the large majority of operations functions. There is also a yard in Paso Robles where a number of the Runabout vehicles are stored, some of the Route 9 buses, as well as vehicles that

TABLE 17: Existing RTA Fixed Route and Runabout Fleet

Vehicle #	Manufacturer	Model	Year	Length	# Seats	# of Wheelchair Positions	Bike Rack Capacity	Fuel Type	Planned Replacement Year
RTA FIXED ROUTE FLEET									
166	SUPREME	TROLLEY	2007	32'	29	2	2	UNLEADED	2017
1510	FORD	STARCRAFT CUTAWAY	2011	20'	20	2	3	UNLEADED	2016
1512	FORD	STARCRAFT CUTAWAY	2011	20'	20	2	3	UNLEADED	2016
152	GILLIG	PHANTOM	1997	40'	43	2	6	DIESEL	2015
153	GILLIG	PHANTOM	1997	40'	43	2	6	DIESEL	2015
156	GILLIG	PHANTOM	1999	40'	43	2	6	DIESEL	2015
159	GILLIG	PHANTOM	2003	40'	43	2	6	DIESEL	2015
161	GILLIG	PHANTOM	2003	40'	43	2	6	DIESEL	2015
162	GILLIG	PHANTOM	2003	40'	43	2	6	DIESEL	2015
163	GILLIG	PHANTOM	2003	40'	43	2	6	DIESEL	2017
164	GILLIG	PHANTOM	2003	40'	43	2	6	DIESEL	2017
165	GILLIG	PHANTOM	2003	40'	43	2	6	DIESEL	2017
167	GILLIG	PHANTOM	2008	40'	43	2	6	DIESEL	2018
168	GILLIG	PHANTOM	2008	40'	43	2	6	DIESEL	2018
1101	EL DORADO	LOW-FLOOR BRT	2011	40'	37	2	6	DIESEL	2021
1301	GILLIG	LOW-FLOOR	2013	40'	38	2	6	DIESEL	2023
1302	GILLIG	LOW-FLOOR	2013	40'	38	2	6	DIESEL	2023
1303	GILLIG	LOW-FLOOR	2013	40'	38	2	6	DIESEL	2023
1304	GILLIG	LOW-FLOOR	2013	40'	38	2	6	DIESEL	2023
1305	GILLIG	LOW-FLOOR	2013	40'	38	2	6	DIESEL	2023
1306	GILLIG	LOW-FLOOR	2013	40'	38	2	6	DIESEL	2023
1307	GILLIG	LOW-FLOOR	2013	40'	38	2	6	DIESEL	2023
1501	GILLIG	LOW-FLOOR	2015	40'	38	2	6	DIESEL	2025
1502	GILLIG	LOW-FLOOR	2015	40'	38	2	6	DIESEL	2025
1503	GILLIG	LOW-FLOOR	2015	40'	38	2	6	DIESEL	2025
1504	GILLIG	LOW-FLOOR	2015	40'	38	2	6	DIESEL	2025
1505	GILLIG	LOW-FLOOR	2015	40'	38	2	6	DIESEL	2025
1506	GILLIG	LOW-FLOOR	2015	40'	38	2	6	DIESEL	2025
1507	GILLIG	LOW-FLOOR	2015	40'	38	2	6	DIESEL	2025
1508	GILLIG	LOW-FLOOR	2015	40'	38	2	6	DIESEL	2025
**	MCI	OTR COACH	1999	45'	57	2	3	DIESEL	2009
**	MCI	OTR COACH	1999	45'	57	2	3	DIESEL	2009
**	MCI	OTR COACH	1999	45'	57	2	3	DIESEL	2009
**	MCI	OTR COACH	1999	45'	57	2	3	DIESEL	2009
RTA RUNABOUT FLEET									
29	FORD	STARCRAFT CUTAWAY	2008	23'	14	2	0	UNLEADED	2013
32	FORD	STARCRAFT CUTAWAY	2008	23'	14	2	0	UNLEADED	2013
1001	FORD	EL DORADO CUTAWAY	2010	23'	14	2	0	UNLEADED	2015
1002	FORD	EL DORADO CUTAWAY	2010	23'	14	2	0	UNLEADED	2015
1003	FORD	EL DORADO CUTAWAY	2010	23'	14	2	0	UNLEADED	2015
1004	FORD	EL DORADO CUTAWAY	2010	23'	14	2	0	UNLEADED	2015
1102	FORD	EL DORADO CUTAWAY	2011	23'	14	2	0	UNLEADED	2016
1103	FORD	EL DORADO CUTAWAY	2011	23'	14	2	0	UNLEADED	2016
1201	DODGE	BRAUN MINIVAN	2012	17'	5	1	0	UNLEADED	2017
1202	DODGE	BRAUN MINIVAN	2012	17'	5	1	0	UNLEADED	2017
1203	DODGE	BRAUN MINIVAN	2012	17'	5	1	0	UNLEADED	2017
1205	DODGE	BRAUN MINIVAN	2012	17'	5	1	0	UNLEADED	2017
1206	DODGE	BRAUN MINIVAN	2012	17'	5	1	0	UNLEADED	2017
1207	DODGE	BRAUN MINIVAN	2012	17'	5	1	0	UNLEADED	2017
1401	FORD	STARCRAFT CUTAWAY	2014	23'	8	4	0	UNLEADED	2019
1402	FORD	STARCRAFT CUTAWAY	2014	23'	8	4	0	UNLEADED	2019
1403	FORD	STARCRAFT CUTAWAY	2014	23'	8	4	0	UNLEADED	2019
1404	FORD	STARCRAFT CUTAWAY	2014	23'	8	4	0	UNLEADED	2019
1405	FORD	STARCRAFT CUTAWAY	2014	23'	8	4	0	UNLEADED	2019
1406	FORD	STARCRAFT CUTAWAY	2014	23'	8	4	0	UNLEADED	2019
1407	FORD	STARCRAFT CUTAWAY	2014	23'	8	4	0	UNLEADED	2019
1408	FORD	STARCRAFT CUTAWAY	2014	23'	8	4	0	UNLEADED	2019

operate the Paso Robles services. In addition, a yard in Cambria is used to store Route 15 buses, while the Nipomo Dial-A-Ride vehicle is stored in a grocery store parking lot in Nipomo. All RTA-operated and –managed vehicles are cycled through the San Luis Obispo yard for maintenance purposes. Finally, RTA manages SCT's operating facility leased from SLO County and located in Arroyo Grande.

Current Capital Improvement Plan

The RTA current capital program includes replacement vehicles, maintenance facility projects, and a number of major capital projects. The vehicle replacement schedule is highlighted on the vehicle fleet table (Table 17). In terms of maintenance facility there are plans to improve the current facility to meet the maintenance needs of the RTA fleet as well as the eventual construction of a new facility. Other projects include a transit center for both RTA and SLO Transit in San Luis Obispo, and other transit fleet improvements. RTA is currently conducting environmental planning efforts to construct a long-term operations and maintenance facility. The current facility is leased through January 2022, although it is currently at capacity. RTA is also researching operating facility needs in Paso Robles that will meet the long-term needs for both RTA and the City's local transit program.

Current Financial Conditions

Existing Operating Costs

Existing RTA operating/administrative costs are presented in Table 18, focusing on those services that are the subject of this SRTP. As indicated, these costs total $8,159,000 per year. The largest cost elements are operations/maintenance labor (53 percent of total costs), administration costs (18 percent) and fuel (17 percent).

Operating Costs and Cost Model

The costs presented in Table 18, along with the service quantities, are used to develop a cost model for FY 2015/16. RTA evaluation of expected costs indicate that an overall five percent inflation rate is expected between FY 2015/16 and FY 2016/17. The resulting cost model for RTA (including Runabout, but excluding North County and County services) is:

FY 2016/17 Annual Operating/Administrative Costs =
$57.03 X Revenue Vehicle-Hours + $2.07 X Revenue Vehicle-Miles + $1,603,200

Operating Cost Projections

Beyond the five percent cost increase expected by RTA between 2015/16 and 2016/17, the inflation assumptions identified in the SLOCOG RTP were applied: two percent annual inflation through 2018/19, and three percent thereafter. This yields an operating cost estimate for FY 2021/22 of $9,716,300, which is $1,576,258 (19 percent) over FY 2015/16 costs.

TABLE 18: RTA Operating Expenses and Cost Model

Administration and Service Delivery Totals	Operating Budget FY 2015/16	Cost Allocation Factor
Administration (Net of Contracts)	**$1,462,400**	Fixed
Service Delivery:		
Labor - Operations	$3,174,400	Revenue Vehicle-Hours
Labor - Operations Workers Comp	$316,090	Revenue Vehicle-Hours
Labor - Maintenance	$737,540	Revenue Vehicle-Miles
Labor - Maintenance Workers Comp	$92,300	Revenue Vehicle-Miles
Fuel	$1,357,270	Revenue Vehicle-Miles
Insurance	$439,620	Revenue Vehicle-Miles
Maintenance (parts, supplies, materials)	$394,560	Revenue Vehicle-Miles
Maintenance Contract Costs	$100,820	Revenue Vehicle-Miles
Total Operations	**$6,612,600**	
Interest Expense	$64,500	Fixed
TOTAL	**$8,139,500**	
		Annual Quantities
Subtotal: Vehicle-Hours Factor	$3,490,490	64,260
Subtotal: Vehicle-Miles Factor	$3,122,110	1,580,950
Subtotal: Fixed	$1,526,900	--
FY 2015/16 Cost Model		
Annual Operating/Administrative Costs =	$54.32	Per Revenue Vehicle-Hour +
	$1.97	Per Revenue Vehicle-Mile +
	$1,526,900	
FY 2016/17 Cost Model		
Annual Operating/Administrative Costs =	$57.03	Per Revenue Vehicle-Hour +
	$2.07	Per Revenue Vehicle-Mile +
Assumes 5 percent inflation over 15/16	$1,603,200	

Note: Excludes North County and County Services.

Existing Capital Costs

RTA annual capital expenditures over the last two years as well as for the current year are shown in Table 19. This reflects that annual capital costs vary dramatically, depending particularly on fleet improvements and facility improvements, as well as available revenues.

TABLE 19: RTA Annual Capital Expenditures

Capital Expenditures	Actual FY 2013-14	Budget FY 2014-15	Budget FY 2015-16
Computer System Maintenance/Upgrades	$13,416	$36,400	$37,540
Miscellaneous Capital			
Facility Improvements	$0	$15,000	$6,100
Maintenance Software and Maintenance Equipment	$0	$60,000	$58,990
Tire Lease Buyout	$34,767	$0	$0
Marking and Tethering Program	$898	$0	$0
Rotary Lift/Wireless Lift	$0	$52,000	$0
Specialized Maintenance Tools	$12,451	$52,000	$0
Maintenance Staff Office/Desks and Office Equipment	$25,854	$1,800	$0
Radios	$0	$0	$6,000
Vehicle ITS/Camera System	$0	$558,030	$725,900
Bus Stop Improvements/Bus Stop Solar Lighting	$0	$73,750	$294,890
Bus Rehabilitation	$0	$185,000	$0
Bus Procurement Reserve/Large Capital Repairs	$9,461	$81,810	$0
RouteMatch Dispatching Software/Call Back System	$0	$40,000	$37,500
Vehicles			
Support Vehicles	$98,669	$62,500	$60,000
40' Coaches	$2,724,173	$3,865,710	$0
Over the Road Coaches	$0	$0	$1,300,000
Cutaway Vehicles	$0	$89,300	$259,300
Runabout Vehicles	$0	$572,200	$521,280
Total Capital Outlay	$2,919,689	$5,745,500	$3,307,500
Loan Pay down	$1,108,877	$543,130	$200,600
Property Purchase/Facility Environmental Planning	$1,512,602	$0	$219,430
TOTAL FUNDING USES	$5,541,168	$6,288,630	$3,727,530

Operating Revenues

The operating revenues sources for RTA over the previous two years and the current year are shown in Table 20. Per the budgeted FY 2015-16 numbers, Local Transportation Funds generate the largest proportion, totaling 44 percent of all revenues. Federal sources generate 19 percent of operating revenues. As shown in Table 20, between FY 2012/13 and FY 2015/16, these operating revenues sources are expected to have increased by approximately $864,000.

Capital Revenues

As indicated in Table 21, over the last three years capital revenues have varied significantly. In sum, Federal Transit Administration programs have generated 51 percent of total capital funding (largely through the 5307 program). State sources (STA and Proposition 1b) generated a total of 30 percent.

TABLE 20: RTA Operating Revenues

		Operating Budget		
		2012/2013	**2014/2015**	**2015/2016**
FUND BALANCE AVAILABLE		-$136,285	-$275,745	**$1,011,792**
NON TDA SOURCES				
FARES		$995,000	$1,175,000	**$1,175,000**
SCT MANAGEMENT CONTRACT		$77,500	$78,760	**$79,830**
COUNTY MANAGEMENT CONTRACT		$175,000	$80,500	**$80,500**
NORTH COUNTY MANAGEMENT CONTRACT		$0	$39,720	**$39,720**
INTEREST		$4,500	$4,000	**$3,000**
STATE TRANSIT ASSISTANCE (STA)		$271,061	$0	**$0**
RURAL TRANSIT FUND (Administration)		$25,000	$25,000	**$30,000**
RURAL TRANSIT FUND (Operating Funds)		$225,120	$197,139	**$200,000**
FEDERAL TRANSIT ADM (Section 5316) - JARC		$400,000	$800,000	**$0**
FEDERAL TRANSIT ADM (Section 5307-N. County) - Operating		$799,422	$681,520	**$765,600**
FEDERAL TRANSIT ADM (Section 5307-SM) - Operating		$278,734	$235,860	**$317,160**
FEDERAL TRANSIT ADM (Section 5307) - S. County Operating		$0	$400,000	**$420,000**
CUESTA CONTRIBUTION ROUTE 12		$61,336	$53,855	**$54,370**
CUESTA CONTRIBUTION NORTH COUNTY		$0	$8,580	**$0**
CMAQ OPERATING FUNDS		$0	$80,000	**$0**
SPECIAL EVENTS REVENUE/OTHER		$109,942	$105,080	**$0**
	SUB TOTAL	$4,362,444	$4,437,514	**$3,661,310**
TOTAL FUND BALANCE & NON TDA FUNDING		$4,226,159	$4,161,769	**$4,673,102**
Transportation Development Act Funding				
CITY OF ARROYO GRANDE	Population Based	$177,456	$220,709	**$198,830**
CITY OF ATASCADERO		$292,903	$363,983	**$328,917**
CITY OF GROVER BEACH		$135,343	$167,622	**$150,872**
CITY OF MORRO BAY		$105,554	$130,903	**$117,871**
CITY OF PASO ROBLES		$306,801	$387,037	**$349,495**
CITY OF PISMO BEACH		$78,770	$97,914	**$88,380**
CITY OF SAN LUIS OBISPO	18% 49%	$598,269	$746,273	**$673,290**
COUNTY OF SAN LUIS OBISPO		$1,628,621	$2,031,521	**$1,832,844**
TOTAL		$3,323,717	$4,145,961	**$3,740,499**
TOTAL FUNDING SOURCES		**$7,549,876**	**$8,307,730**	**$8,413,600**

Note: FTA 5311 funds are used to fund the Rural Transit Fund, as shown in this table.

SERVICE CHANGES OVER THE LAST THREE YEARS

There have been a number of service changes made to fixed route services to improve scheduling and passenger accommodations due to the annual increase in ridership:

- In 2011, the Los Osos Dial-a-Ride was eliminated due to low ridership and high cost of operation.

TABLE 21: RTA Capital Revenues

	2013/14 ACTUAL	2014/15 BUDGET	2015/16 BUDGET
Use of Available Fund Balance	$583,557	$226,450	$35,726
State Transit Assistance (Sta)	$670,836	$636,640	$561,504
Proposition 1b Funding - Safety & Security	$0	$558,030	$173,970
Proposition 1b Funding - Bus Replacement	$1,512,602	$0	$0
Rural Transit Fund (Capital)	$870,166	$407,750	$0
Federal Transit Admin (FTA) (Section 5339) - Bus And Bus Facilities	$0	$491,240	$229,300
Federal Transit Adm (Fta) (Section 5316) - JARC	$50,000	$249,000	$782,200
Federal Transit Adm (Fta) (Section 5307-North County)	$1,454,007	$2,336,640	$0
FTA (Section 5339) - Bus and Bus Facilities	$0	$35,000	$0
FTA (Section 5311f)	$0	$336,580	$0
FTA (Section 5316) - JARC	$0	$400,000	$0
FTA (Section 5307-North County)	$0	$471,000	$236,600
FTA (Section 5307-South County)	$400,000	$51,000	$534,200
TOTAL FUNDING SOURCES	$5,541,168	$6,199,330	$2,553,500

- The Avila Trolley (managed by RTA) winter service was eliminated in 2011 and two extra operating days were added during the summer season.

- In 2011, Route 14, between San Luis Obispo and Cuesta College, was created to alleviate Route 12 overcrowding. Routes 11 and 13 were added, and Route 12 was made more efficient.

- During 2012, Routes 11 and 13 were eliminated and Route 12 and 14 were restructured.

- Due to the increased demand for the Runabout service, all non-ADA trips were formally eliminated in March 2013.

- The Cambria Trolley (operated by the RTA on behalf of SLO County) did not operate in 2011. During 2012 and 2013 it was operational during the summer season four days a week. However due to low ridership, this service was reduced to operate only six days per year for special events beginning in 2014.

Review of Past Service /Trend Analysis

Service Trends

Annually the National Transit Database is a primary source that compiles information and statistics on transportation systems in the United States. Data on the operations and management of the RTA transit systems in San Luis Obispo County are available as far back as 2007. Pertinent data from the annual reports is presented in Table 22. This table provides a compilation of annual data showing the growth of ridership over time. Since 2007 there has

been a consistent annual increase in ridership. In fact, 2013 ridership is fully 270 percent greater than 2003 ridership. This has contributed directly to the increase in total cost to operate a system to accommodate the increased ridership demand with the implementation of more vehicles and more revenue hours. Over the ten-year period, revenue vehicle-hours have increased by 230 percent while revenue vehicle-miles have increased by 207 percent. This, along with increased unit costs, has resulted in a 324 percent increase in total annual operating costs. With an increase in ridership there is also an increase in fare revenue, totaling 284 percent over 2003 figures.

TABLE 22: RTA 10-Year Trend in Service Levels, Ridership, Funding and Revenue

	Services Provided					Operating Revenue			
	Revenue Hours	Revenue Miles	Peak Vehicles	Unlinked Ridership	Total Operating Cost	Fares	State Sources	Local Sources	Federal Sources
2003	22,819	583,280	--	279,780	$1,999,716	$437,735	--	--	--
2004	23,889	616,964	--	313,194	$1,877,157	$408,899	--	--	--
2005	24,445	639,727	--	349,678	$2,035,727	$451,083	--	--	--
2006	26,044	728,609	--	386,819	$2,321,117	$420,879	--	--	--
2007	38,512	1,069,701	24	416,580	$3,562,329	$507,022	$2,357,008	$0	$632,866
2008	46,197	1,300,854	24	482,785	$4,403,572	$603,724	$2,434,942	$63,926	$913,461
2009	49,555	1,313,004	27	581,963	$5,234,518	$804,620	$2,477,250	$496,025	$1,187,970
2010	50,967	1,317,686	28	564,783	$6,292,610	$879,229	$1,968,341	$265,820	$2,124,661
2011	48,919	1,390,869	29	630,028	$5,979,939	$1,107,286	$2,863,713	$0	$1,254,838
2012	74,903	1,783,374	37	957,847	$7,612,230	$1,708,434	$3,955,812	$0	$1,728,126
2013	75,241	1,789,991	36	1,038,391	$8,486,112	$1,680,123	$4,554,152	$0	$2,535,579
10-Yr	52,422	1,206,711	--	758,611	6,486,396	1,242,388	--	--	--
Change	230%	207%	--	271%	324%	284%	--	--	--

Source: National Transit Database and previous SRTP. No NTD data is available before 2007

Change in Performance

Table 23 presents a 10-year review of RTA service performance, as measured by key transit indicators. A review of this data indicates the following:

- **Passenger-trips per revenue vehicle-hour of service** have increased by 13 percent over the last 10 years, and by 25 percent over the last three years.

- **Passenger-trips per revenue vehicle-mile of service** have increased by 21 percent over the last ten years and 35 percent over the last three years.

- The **operating costs per passenger-trip** has increased overall by 14 percent over the last ten years, but has declined by 27 percent over the last three years.

TABLE 23: RTA 10-Year Service Levels, Ridership, Funding and Revenue

Year	Psgrs per Rev. Veh-Hr	Psgrs per Rev. Veh-Mi	Operating Cost per Psgr-Trip	Operating Subsidy per Psgr-Trip	Farebox Ratio (1)
2003	12.3	0.48	$7.15	$5.58	21.9%
2004	13.1	0.51	$5.99	$4.69	21.8%
2005	14.3	0.55	$5.82	$4.53	22.2%
2006	14.9	0.53	$6.00	$4.91	18.1%
2007	10.8	0.39	$8.55	$7.33	14.2%
2008	10.5	0.37	$9.12	$7.87	13.7%
2009	11.7	0.44	$8.99	$7.61	15.4%
2010	11.1	0.43	$11.14	$9.58	14.0%
2011	12.9	0.45	$9.49	$7.73	18.5%
2012	12.8	0.54	$7.95	$6.16	22.4%
2013	13.8	0.58	$8.17	$6.55	19.8%
Change: Last 3 Years	25%	35%	-27%	-32%	42%
Change: Last 10 Years	13%	21%	14%	17%	-10%

Note 1: Simple calculation of fare revenues divided by operating cost.

Source: National Transit Database, and previous SRTP.

- Subtracting fare revenues from costs to identify operating subsidy, the **subsidy per passenger-trip** has similarly increased by 17 over the ten-year period, but dropped by 32 percent over the last three years.

- The simple **farebox return ratio** has declined by 10 percent over ten years, but improved by 42 percent in the last three years.

Overall, these figures reflect the impact of the Great Recession on ridership and fare revenues (between 2007 and 2010), but a substantial re-bound in more recent years to performance levels generally exceeding those of 2003.

RTA Staff Input

The Consultants met with several RTA drivers and other staff members to discuss current operational issues and suggestions. Key items mentioned in this meeting consist of the following:

- In recent years, there has been an increase in students using Route 9, and also in homeless using the transit service.

- The current service plan creates problems along El Camino Real in Atascadero. There is not sufficient scheduled time to accommodate the delays associated with passenger loading/unloading – particularly short trips along El Camino. A local route could serve this need. Route 9 is the most pressing on-time performance issue for RTA. Increased wheelchair loading is adding to this issue.

- Paso Robles Routes A&B may not have enough time now with size of loops. Need to reduce the size of the loops, increase frequency to increase running time, or reconfigure to a hub and spoke system.

- With elimination of JARC funding, Route 15 needs to be altered to allow for ADA pick-ups, and eliminate Hearst Castle service.

- Route 10 needs additional freeway bus stops. Key question is whether to use Price Canyon Road (which serves stops along Broad Street Corridor) or along 101 corridor.

- The on-demand evening service to Cuesta College North Campus gets little ridership, and merits review.

- The current RTA transit hub in downtown SLO creates safety and operational problems. One particular problem is how narrow Osos Street is north of the hub (Route 9).

- Need to consider service along Tank Farm Road and possibly the airport. This could be part of service adjustment to shift RTA onto Broad Street and SLO Transit onto other streets including Tank Farm Road, with a transfer.

- Need to re-evaluate Nipomo DAR to address poor performance.

- The need for more frequency on weekdays on both Routes 9 and 10. Route 10 can also have standees generated by the boardings at the Pismo Beach Premium Outlets transfer facility. Route 12 also has standees due to demand at Cuesta College.

- Bike capacity is an increasing problem. In turn, RTA should better market its bikes-on-buses allowance on the last run of the evening.

- Route 12 has most standees because of college.

- Riders complain about no service in the Nipomo Mesa area between Five Cities and Guadalupe.

- Common request for an additional hour or two of Paso DAR service in the afternoon.

- Passengers can get confused between SLO Transit and RTA services. Single branding with separate operations might be considered.

Transportation Development Act Triennial Performance Audit

California's Transportation Development Act (TDA) established major statewide funding sources, along with a requirement that audits of transit recipients be performed every three years. The most recent audit was completed in June of 2014. This audit found the RTA to be in technical compliance with all TDA requirements. In reviewing the recommendations of the previous audit complete in 2011, it found that three of the four recommendations were fully implemented. The remaining recommendation (determined to be partially complete) was as follows:

> *Obtain assistance to develop and evaluate scheduling, vehicle blocking, and driver assignment options to implement the SLO Transit SRTP recommendations and, in conjunction with RTA, to address coordination issues resulting from recommendations in RTA's SRTP update.*

Strategies recommended for consideration by the Auditor to implement this recommendation are to minimize duplication of services, improve frequency where routes overlap, coordinate schedules and transfers, consider relocating bus stops and coordinate driver assignments. The current SRTP will address this "carryover" recommendation. In addition, the 2014 audit identified the four following new recommendations:

- RTA should explore the feasibility and practicality of employing a subsidized taxi program for a portion of the Runabout service. A subsidized taxi program can be a cost effective strategy for serving some of the longer distance rides and supplement service during peak periods.

- Consider exploring the option of in-person assessments for determining ADA eligibility. This could include interviews or functional assessments, or having a subset or all applicants come in for an assessment. The goal should never be to simply deny eligibility to applicants; it should, however, ensure that applicants are matched to the transportation mode that is most suited to their functional ability.

- RTA should develop goals and attainable performance standards for the four County services and create periodic and annual reports that tie performance statistics directly to adopted goals and standards. These reports should be shared with County staff and the Board of Supervisors.

- To maximize sales distribution of RTA passes, all Joint Powers Authority (JPA) member jurisdictions should agree to sell RTA passes at their respective city hall or county offices.

Federal Transit Administration Triennial Review

In addition to TDA audits, the Federal Transit Administration requires reviews on a triennial schedule. The most recent RTA review was completed in February, 2014. Among the 18 subject areas, the only deficiency identified was regarding the ADA no-show policy. Specifically, the existing policy suspended riders based on the number of missed trips, but did not consider the total number of trips in order to base suspensions on the rate of missed trips to define a true pattern of no-show activity. A revised no-show policy was adopted by the RTA Board and accepted by the FTA in July of 2014.

Onboard Surveys

RTA Fixed Route Onboard Survey

Surveys were conducted on both RTA fixed route and demand response services to better understand passenger activity, ridership patterns, and overall perception of the system. The surveys were distributed onboard as well as administered online through the Survey Monkey platform. Onboard surveys were distributed on all RTA routes. Detailed response data is presented in Appendix A. All runs were surveyed over the same days as the local routes, resulting in 1,048 valid survey responses. Key findings of this survey are as follows:

- 75 percent of riders were travelling roundtrip.

- 62 percent walked to the bus from their origin and 66 percent were walking from the bus to their destination. Nearly 20 percent said they arrived at the bus by automobile (either driving or being driven). Between 8 and 9 percent of the riders were transferring to and from other RTA routes and between 5 and 7 percent were transferring to and from SLO Transit routes. Among the RTA routes, there were more riders transferring from Routes 9 and 10 and more riders transferring to Route 12.

- Table 24 displays a cross tabulation by respondent's trip origin and trip destination. 57 percent of passengers were traveling to, from or within San Luis Obispo. The most common roundtrips were within San Luis Obispo and Paso Robles, with approximately 10 percent of respondents travelling within those cities. However, riders rarely travelled between the two cities with only 4 percent travelling between San Luis Obispo and Paso Robles.

- Respondents were primarily coming and going for the purpose of either work (39 percent) or school (34 percent). They were asked how they would make the trip if RTA service was not available and nearly half said they would get a ride, but only 30 percent would drive themselves.

- Asked how long they had been using the RTA services, the most prevalent response was five or more years, with 28 percent of respondents, followed by 21 percent riding for one to two years

- Most riders use the RTA service at least three times per week (80 percent), and half of those claimed more than five times per week.

- Half of riders have a driver's license, while 65 percent did not have a car available for the trip. One-quarter of the riders do not have a car at all in the household.

- By age, a wide range of passengers use RTA service:

  - Under 14 1.3 percent
  - 14 - 18 15.9 percent
  - 19 - 24 23.9 percent
  - 25 - 44 25.9 percent
  - 45 - 59 21.5 percent
  - 60+ 11.5 percent

- 34 percent of the riders were college students. Of that percentage, most of them were Cuesta students (73 percent), and 22 percent were Hancock College students. Only 9 percent were Cal Poly students.

- The majority of riders (77 percent) had an annual family income under $50,000, with 39 percent of them earning less than $15,000 annually.

- The riders were asked about their source of internet and transit information. Only 8 percent indicated they have no internet access, while 60 percent of the riders have a computer and 55 percent have a smartphone. The riders' primary source for transit information varied with the following percentages:

  - Bus driver 23.0 percent
  - Bus stop 23.1 percent
  - Agency website 24.7 percent
  - Printed guide / schedule 40.3 percent
  - Facebook 0.8 percent
  - Real time info 3.3 percent
  - Google Maps 8.4 percent

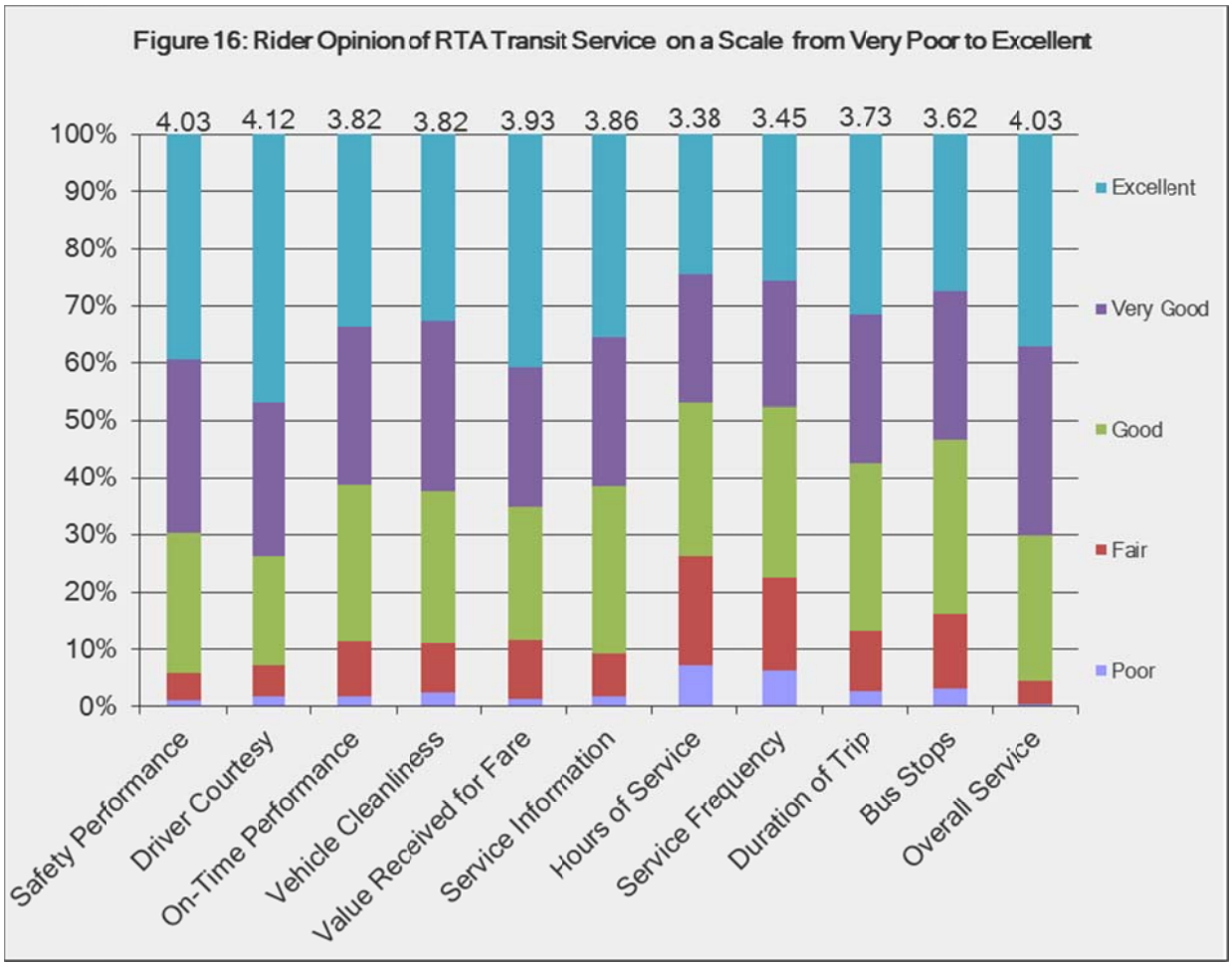
TABLE 24: RTA Onboard Survey Respondent Trip Origin vs. Destination

TRIP ORIGIN	TRIP DESTINATION																		
	Arroyo Grande	Atasca-dero	Cambria	Cayucos	Grover Beach	Los Osos	Morro Bay	Nipomo	Oceano	Paso Robles	Pismo Beach	San Luis Obispo	Santa Margarita	Santa Maria	San Miguel	San Simeon	Temple-ton	Other	TOTAL
Arroyo Grande	3	1	0	0	0	0	0	1	0	0	1	15	0	9	0	0	0	0	30
Atascadero	1	14	0	0	0	0	2	0	0	5	2	28	1	1	0	0	2	0	56
Cambria	0	0	1	0	0	1	2	0	0	0	0	6	0	0	0	0	0	1	11
Cayucos	0	0	1	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	4
Grover Beach	0	0	0	0	1	0	0	0	0	0	0	6	0	2	0	0	0	0	9
Los Osos	0	1	1	0	0	2	5	0	0	1	0	16	0	1	0	1	2	0	30
Morro Bay	0	0	1	1	0	1	2	0	0	0	0	12	0	2	0	2	0	0	21
Nipomo	7	0	0	0	0	0	0	0	0	0	2	10	0	12	0	0	0	0	31
Oceano	0	0	0	0	0	0	0	0	2	0	1	2	0	2	0	0	0	0	7
Paso Robles	1	6	0	0	0	0	0	0	0	50	0	9	0	1	1	0	4	1	73
Pismo Beach	0	1	0	0	0	0	0	3	0	2	1	9	1	3	0	0	0	0	20
San Luis Obispo	10	13	6	3	4	7	9	4	1	11	4	52	0	7	0	0	0	1	132
Santa Margarita	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	0	3
Santa Maria	9	2	1	0	2	0	0	7	1	0	3	38	0	4	0	0	0	1	68
San Miguel	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	1	4
San Simeon	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Templeton	0	3	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	0	6
Other	0	0	2	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	10
TOTAL	31	41	14	5	7	11	22	15	4	72	14	215	2	44	2	3	9	5	516

Percent of Total Responses

TRIP ORIGIN																			
Arroyo Grande	0.6%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	2.9%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	5.8%
Atascadero	0.2%	2.7%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	1.0%	0.4%	5.4%	0.2%	0.2%	0.0%	0.0%	0.4%	0.0%	10.9%
Cambria	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	2.1%
Cayucos	0.0%	0.0%	0.2%	0.2%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%
Grover Beach	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	1.7%
Los Osos	0.0%	0.2%	0.2%	0.0%	0.0%	0.4%	1.0%	0.0%	0.0%	0.2%	0.0%	3.1%	0.0%	0.2%	0.0%	0.2%	0.4%	0.0%	5.8%
Morro Bay	0.0%	0.0%	0.2%	0.2%	0.0%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.4%	0.0%	0.4%	0.0%	0.0%	4.1%
Nipomo	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	1.9%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	6.0%
Oceano	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.2%	0.4%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	1.4%
Paso Robles	0.2%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.7%	0.0%	1.7%	0.0%	0.2%	0.2%	0.0%	0.8%	0.2%	14.1%
Pismo Beach	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.4%	0.2%	1.7%	0.2%	0.6%	0.0%	0.0%	0.0%	0.0%	3.9%
San Luis Obispo	1.9%	2.5%	1.2%	0.6%	0.8%	1.4%	1.7%	0.8%	0.2%	2.1%	0.8%	10.1%	0.0%	1.4%	0.0%	0.0%	0.0%	0.2%	25.6%
Santa Margarita	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%
Santa Maria	1.7%	0.4%	0.2%	0.0%	0.4%	0.0%	0.0%	1.4%	0.2%	0.0%	0.6%	7.4%	0.0%	0.8%	0.0%	0.0%	0.0%	0.2%	13.2%
San Miguel	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.2%	0.2%	0.8%
Templeton	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Other	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%
TOTAL	6.0%	7.9%	2.7%	1.0%	1.4%	2.1%	4.3%	2.9%	0.8%	14.0%	2.7%	41.7%	0.4%	8.5%	0.4%	0.6%	1.7%	1.0%	1.9%

Passengers were asked to rank transit service characteristics of RTA on a scale of "Very Poor" to "Excellent." The results are shown in Figure 16. As indicated, "Driver Courtesy" received the highest rating with 74 percent of the riders rating it a "Very Good" to "Excellent." The "Hours of Service" and "Service Frequency" receive the lowest average rating.



Riders were also asked to respond to the question "What single most important improvement would you suggest for RTA". A review of these responses indicates the following:

- The largest number of comments (202) was regarding the **hours or days of service**. Of these, 29 were for additional Sunday service, 22 for "weekend" service, and 13 for Saturday service. A total of 84 respondents indicated the need for later or expanded service hours, while 26 asked for earlier service. 8 persons indicated the need for expanded service on holidays.

- A high number of comments were also (144) made regarding **service frequency or run times.** Common requests were for additional service on "weekends" (20), Saturdays (14) and on Sundays (10). There were many general requests for additional frequency, and 10 specific requests for half-hourly service frequency. Additional express service was

requested, particularly for departures around 4:00 PM. In addition 9 requests for additional service to San Miguel were made.

- The need for improvements in **on-time performance** was cited by 29 respondents. Of these, 8 complained about drivers departing stops ahead of time, 3 indicated that buses were late, and the remainder were more generic comments about timeliness of service.

- Comments regarding **buses and bus amenities** totaled 91. Of these, 13 asked for Wi-Fi service on the buses, while 7 riders asked for larger buses, or complained about overcrowding. A total of 9 persons requested that the mesh or tinting be removed from the windows (largely on Route 15).

- A total of 26 persons commented about the existing **bus stops**. Of note, 11 of these identified the need for improved street lighting to improve conditions while waiting at night.

- **Routing and stop location changes** were cited by 94 respondents. There were a significant number asking for additional stops, particularly in San Luis Obispo and on the Cal Poly campus. However, several respondents requested less stops. There were few specific suggestions regarding routes, other than several persons who asked for the old Route 11 Express routing (that avoids traveling between Los Osos and San Luis Obispo via Morro Bay).

- 18 persons commented on **passenger** issues (including dogs).

- 105 comments were categorized in the **other** category. Of these 21, requested reduced fares (including free fare for Cuesta students). Many other comments were provided regarding improvements to marketing pieces, the desire for real-time web bus location information, or the provision of an RTA app.

Finally, 66 respondents provided **accolades** about their satisfaction with the transit service.

Comparison with 2013 RTA Fixed Route Onboard Survey

A previous survey of RTA fixed route passengers was conducted for ten days during 2013. The surveys were distributed on Routes 9, 10, and 12, and resulted in 302 responses. A comparison of the two surveys indicates the following key findings:

- It is not possible to directly compare the passenger age data, as differing age categories were used. However, both surveys use the 24/25 age as a break between categories. In 2013, 43 percent were 25 or younger, while in 2015 41 percent were 24 or younger, indicating a slight decline in younger ridership. The proportion of passengers age 65 and above in 2013 (7 percent) compared with the proportion age 60 and above in 2015 (12 percent) infers that the proportion of passengers that are seniors is increasing.

- In 2013, 31 percent of the respondents were “students” and in 2015, 34 percent of respondents were college students.

- Asked how frequently they ride RTA, respondents who rode five or more times per week grew from 37 percent in 2013 to 40 percent in 2015.

- The RTA website and other internet sources was the most common information source for respondents in 2013, whereas a printed guide or schedule was the most popular transit information source among respondents in 2015.

- In both surveys, roughly three-quarters of all respondents were riding round-trip.

- The proportion of travel to the bus stops shifted towards walking (an increase of 6 percent). Similarly, the proportion of respondents walking from the bus grew by 7 percent (from 59 to 66 percent).

- The proportion of riders indicating that they have been using RTA services for over one year dropped from 67 percent in 2013 to 49 percent in 2015.

- The proportion of RTA weekday passengers riding to access school has increased slightly, from 30 percent in 2013 to 34 percent in 2015. The proportion traveling for work increased from 31 percent to 39 percent. On the other hand, travel for personal business dropped by 4 percent.

- Both surveys asked for passenger perception of a range of service characteristics. In 2013, the highest-rated service characteristics were Courtesy of Competency of Drivers, Safety on Vehicles and at Stops, and Bus Exterior Appearance. In contrast, respondents identified Crowding on Buses as the largest issue with RTA service. In 2015, the highest-rated service characteristics were Driver Courtesy and Safety Performance. The lowest-rated service characteristics were Hours of Service and Service Frequency.

Runabout Onboard Survey

All RTA demand-response services were surveyed. A total of 41 responses were received from Runabout passengers. Detailed response data for the Runabout onboard survey is presented in Appendix B. Highlights of the findings on the Runabout service include the following:

- 40 percent of customers called 4 to 7 days in advance for their reservation, and only one person out of the 38 who answered the question had a subscription trip. A high percentage of customers (32 percent) were using the service for medical/dental purposes, while 20 percent were using it for work.

- Only 13 percent of respondents said they had a car available for the trip, and 44 percent claimed they would not have made the trip had DAR service not been available, indicating high transit-dependency of the ridership. Furthermore, 37 percent of the customers did not use the Fixed Route bus on the specific van surveyed because it would be too difficult for them while 17 out of the 41 customers require a wheelchair.

- More than three-quarters of the respondents (77 percent) use the service at least twice weekly and almost 30 percent of those customers use it daily. Only 17 percent use RTA Fixed Route service and 11 percent use Ride-On.

- 63 percent of the respondents were over the age of 60 years old, and 69 percent did not have a driver's license at the time of the survey.

Passengers were asked to rank the service characteristics of DAR on a scale of "Very Poor" to "Excellent." The "Website" received the least amount of responses (probably because it's not utilized by some respondents). The highest ranked services included: "System Safety," "Bus Cleanliness," and "Driver Courtesy." These services received a "Very Good" or "Excellent" rating from at least 80 percent of the respondents. The lowest score was regarding the reservation procedures, though even in this category 69 percent of respondents ranked it "Very Good" or "Excellent". Notably, no "Poor" rankings were received from any respondent in any category.

Survey of Transfer Activity

An important factor regarding how well the transit systems perform as a regional network is the patterns of transfer activity at the key downtown San Luis Obispo transit hub, location along two blocks of Osos Street. Personnel surveyed passengers boarding both RTA and SLO buses over the course of a weekday to identify whether each passenger transferred from another bus and, if so, which route they transferred from. Detailed results are presented in Appendix C. Key findings are as follows:

- A total of 242 transfers to SLO Transit and 261 transfers to RTA buses were recorded over the course of the day.

- Of passengers transferring to SLO Transit buses, the majority (74.7 percent) transferred from other SLO Transit buses, while 25.3 percent transferred from RTA buses. Within the SLO Transit system, the largest proportion was between Routes 2 and 3 (29.4 percent of all SLO transferring passengers, or 39.0 percent of all transfers within the SLO Transit system). Of those transferring from RTA buses, the proportions were relatively consistent between those coming from Route 9 (8.7 percent of all SLO Transit transfers), Route 10 (7.9 percent), and Route 12 (7.9 percent), with only 0.8 percent transferring from Route 14.

- Of passengers transferring to RTA buses, 76.4 percent were coming from other RTA buses while 23.4 percent were coming from SLO Transit buses. Within the RTA system, the largest

proportions of transfers were between Routes 10 and 12 (28.7 percent of all transfers) and between Routes 9 and 12 (26.8 percent of all transfers). Coming from SLO Transit, 7.3 percent of all RTA transferring boardings were from Route 2, followed by 6.5 percent from Route 3.

These figures reflect the importance of transfers to overall passenger use of the two systems, totaling approximately 7 percent of daily SLO Transit ridership and 10 percent of RTA ridership. Transfers are particularly important to the effectiveness of RTA Route 12, as approximately 23 percent of passengers transfer to or from Route 12 buses at Government Center. These figures can also be used to help design a new transit center, by designating bus bays to reduce walk distance between buses with high levels of transfer activity.

Online Survey

In addition to the onboard surveys, an online survey was offered through Survey Monkey during the month of March. The survey was designed to assess the primary bus service used by each rider and consider the transit patterns of those riders as well as their opinion of that specific service. The first question required the survey participant to choose the primary bus service they use and the system permitted only one answer. Contingent on the survey respondent's answer, the system offered the remaining questions associated with the transit service selected. There were also ten questions at the end of the survey for all the respondents, regardless of the transit service selected in the first question. There were 104 participants in the online survey. Key findings can be summarized as follows:

- Out of the 104 online-survey participants, there were 31 respondents or 30 percent who selected RTA as their primary bus service. Key results from these respondents are as follows:

- RTA has many loyal riders, with 67 percent riding for 2 years or longer.

- 37 percent only use the service occasionally (less than 5 times per month), 41 percent ride between 5 times a month and 5 days per week, while 22 percent use the service 5 or more days per week.

- Customers were requested to rate the RTA service on a scale of "Very Poor" to "Excellent" A weight of 1 ("Very Poor") to 5 ("Excellent") was assigned, and the average response calculated. As shown, the lowest rated service was "Hours of Service" followed by "Service Frequency. The highest rated services were "Driver Courtesy" and "Safety Performance." Overall, online respondents were well satisfied with the service, with 70 percent indicating an "Excellent" or "Very Good" rating of overall performance.

- Customers were asked to select various ways that they believe would make RTA more convenient and they could select multiple answers. The most popular choices were to offer

a more frequent schedule on both weekdays and weekends (67%), and to operate later on weekdays (46%)

- There were 24 respondents or 23 percent who stated they do not ride the bus:

  - Respondents were asked to select the reasons for not riding the bus and were permitted to select more than one answer. The most popular reason selected was "The bus is inconvenient for me," followed by "Traveling by bus takes too long."

  - Asked how they accomplish their trips without riding the bus, 73 percent indicated the drive themselves, 14 percent walk, 9 percent bicycle, and 4 percent get a ride or carpool.

Detailed response data is available by contacting RTA.

OTHER TRANSPORTATION SERVICES

SLO Transit

SLO Transit is a transportation service operated through the Department of Public Works at the City of San Luis Obispo. SLO Transit provides mobility throughout the City and on the Cal Poly campus with seven fixed bus routes on weekdays, six routes on Saturdays, and four routes on Sundays. Service levels are slightly reduced when Cal Poly classes are not in full session. In addition to these routes, SLO Transit also manages the Downtown Trolley, which runs from North Monterey St. to downtown SLO year-round on Thursdays and on Fridays and Saturdays during the summer season. Service operations are contracted to First Transit. Six of the seven fixed routes meet at the Transit Center at City Hall, where transfers are available (with a one-block walk) to RTA Route 9, 10, 12, and 14 services. It should be noted that not all SLO Transit routes have timed-transfers at the city's transit center due to the varying route cycle lengths, and none of RTA's routes are scheduled to meet SLO Transit's buses (RTA's buses are scheduled to arrive at 25 minutes after each hour and depart at 33 minutes past each hour).

Paso Express Routes A & B

The Paso Express Routes A & B are operated by RTA under contract with the City of Paso Robles. Service is provided within Paso Robles Monday – Friday with slightly reduced service on Saturday and no service on Sunday. These loops run opposite of each other and connect with RTA Route 9 at the North County Transportation Center at Pine and 8th. RTA Route 9 serves the city east of the Salinas River – including the Cuesta College North Campus – and connecting with Routes A & B in downtown Paso Robles. The Paso Express fare program mirrors that of RTA Route 9 within city limits (i.e., base cash fare is $1.50).

Paso Robles Express Dial-A-Ride

The Paso Robles Dial-A-Ride service provides paratransit service to the general public anywhere within the City limits, using two ramp-equipped low-floor minivans. This service is also operated by RTA under contract to the City of Paso Robles. The base cash fare is $5.00, and senior citizens, disabled passengers, and Medicare card holders all ride for half fare. A punch pass is sold for $10.00 that can be used to pay fares on the dial-a-ride services. Service is operated 8:00 AM to 1:00 PM on weekdays only.

South County Transit

South County Transit (SCT) consists of four fixed-routes in the southern part of San Luis Obispo County serving the Five Cities area. SCT is a JPA made up of San Luis Obispo County, the City of Arroyo Grande, the City of Pismo Beach, and the City of Grover Beach, with service administered by RTA but using SCT employees to drive and supervise the buses. SCT Route 21 extends from Shell Beach into Arroyo Grande. SCT Route 23 provides service through Grover Beach and Oceano. SCT Route 24 operates in the opposite direction of the main loop of SCT Route 21 through Pismo Beach, Grover Beach and Arroyo Grande. Service is provided between approximately 6:00 AM and 7:30 PM on weekdays, 7:00 AM and 7:30 PM on Saturdays, and 7:30 AM and 6:30 PM on Sundays. SCT Route 25 provides service to Arroyo Grande High School through the Five Cities area only during the Arroyo Grande High School academic year. Timed transfers between SCT Routes 21 and 24 are provided with RTA Route 10 at the Pismo Premium Outlets transfer center. SCT is currently planning to combine Routes 27 and 28 (in the form of a two-way loop) to grant Oceano residents more direct connections to points north of Highway 101.

Another element of the SCT program is the Beach Trolley, funded by SLO County and administered by RTA. It operates 10 AM – 4 PM on weekends from Late March – Early June. Expanded summer service begins in June providing local transportation to the influx of tourists in the Five Cities and Avila Beach areas. This is a free service which makes a total of 9 stops connecting riders to the Pismo Beach Premium Outlets to the Port of San Luis via Avila Valley, and resorts in Shell Beach and Pismo Beach. In addition, SCT operates a local service within Avila Beach when the Avila Beach Farmer's Market operates. The Avila Beach Community Foundation provides the support to maintain this free service, which is augmented by advertising revenue and passenger donations. Connections from SCT Routes 21 and 24, as well as RTA Route 10 can be made to the Trolley at the Pismo Beach Premium Outlets transfer facility.

Morro Bay Transit

Morro Bay Transit is operated by the Transit Division under the Department of Public Works in the City of Morro Bay. Morro Bay Transit provides a local deviated fixed route within the City limits to the general public Monday through Friday 6:25 AM to 6:45 PM and on Saturdays from 8:25 AM to 4:25 PM. Deviations are provided curb-to-curb within ¾-mile of the route and are

deemed “Call-A-Ride” trips, which meet the requirements of the Americans with Disabilities Act. Additionally, Morro Bay Transit operates the Morro Bay Trolley service from Memorial Day through the first weekend of October.

Santa Maria Area Transit

The City of Santa Maria operates Santa Maria Area Transit through the Public Transit Services Division in the Department of Public Works. This bus system operates 13 fixed-routes within the City of Santa Maria, with routes providing service to the Alan Hancock Community College campus, the Santa Maria Airport, the Marian Regional Medical Center, downtown Santa Maria, and the adjacent neighborhoods. The Santa Maria Transit Center serves as a transfer point to RTA Route 10, the Breeze bus connecting to Lompoc, and the Guadalupe Flyer.

Monterey-Salinas Transit

Monterey-Salinas Transit District is a local government agency which primarily serves the transportation needs of Monterey County and the City of Salinas, located north of San Luis Obispo on the California Coast. Monterey–Salinas Transit operates 57 routes with a fleet of 111 vehicles within a 280 square-mile area of Monterey County and Southern Santa Cruz County. The Monterey-Salinas Transit District overlaps with RTA with the Route 83 service from Fort Hunter Liggett to Paso Robles via San Miguel and Lockwood.

MST Route 83 consists of express transit service between Fort Hunter Liggett and Paso Robles via San Miguel and Lockwood. This service has a base fare of $3.50 with a discounted fare of $1.75 to applicable riders from Fort Hunter Liggett to Paso Robles. This service provides four roundtrips per day on weekdays and two roundtrips on weekends. The Route 83 service connects with Route 82 that operates between Ft. Hunter Liggett and Salinas.

Ride On Transportation

The Ride On Transportation is an independent non-profit specialized transportation provider which services San Luis Obispo County. They provide a range of shuttle services for veterans, seniors, people with disabilities, and social service agencies. Additionally, they provide shuttle services for the general public to coordinate airport shuttles, Amtrak shuttles, vanpools, event transport, and a range of other transportation services. Ride On Transportation serves as the Consolidated Transportation Service Agency (CTSA) for San Luis Obispo County.

Cambria Community Bus

The Cambria Community Bus operates through the Cambria Community Council, and is administered on behalf of SLO County by RTA. The bus provides transportation services for seniors, persons with disabilities, and youth programs. In addition, Cambria Community Bus shares some of its volunteer drivers with Cambria Anonymous Neighbors due to the small size of the community. The Cambria Community Council receives funding in the form of mileage

reimbursement through the County via RTA. This is a curb-to-curb service reserved in advance. One bus runs Monday through Friday and provides local transit in Cambria. Once a week, the bus provides a group trip to San Luis Obispo. Further, once a month the bus provides a group trip to medical services in Templeton and shopping malls in Paso Robles.

Cayucos Senior Van

The Cayucos Senior Van is rideshare transportation option available for seniors. This service is reserved in advance and is administered on behalf of SLO County by RTA. This service is primarily funded from proceeds from the senior thrift store, and with SLO County funds; trips are made 7 days a week to locations as close as Morro Bay (shopping, medical) or as far as the Five Cities, depending upon demand.

Atascadero Dial-A-Ride

The City of Atascadero operates Atascadero Dial-A-Ride, a curb-to-curb general public shuttle service available within the city limits. All vehicles are Wheelchair Lift equipped and reservations are made in advance. A discount fare is available to disabled riders.

Cambria Anonymous Neighbors

Cambria Anonymous Neighbors is a non-profit organization that provides volunteer driver transportation to seniors and persons with disabilities who need transportation to non-emergency medical appointments.

San Luis Obispo Regional Rideshare

San Luis Obispo Regional Rideshare is a division of the San Luis Obispo Council of Governments (SLOCOG) which provides regional transportation information, road conditions, and other commute resources. This program supports reducing single occupant vehicle travel by encouraging other options for commuting including rideshare matching for carpooling and vanpools. Other modes of rideshare transportation information is presented for bike, carpool, vanpool, shuttles and taxi services, and public transit.

Additionally, San Luis Obispo Rideshare manages the regional mobility management program. The goal of the mobility management program is to bridge the communication gap between public transit agencies and social service agencies. As part of mobility management, SLO Regional Rideshare manages the first rural 511 trip planning service in the nation which provides concise transportation information on road conditions, public transportation, ridesharing, and roadside assistance in both English and Spanish. The 511 service is utilized throughout the state and is funded by the Caltrans New Freedom Grant. Other aspects of mobility management include:

- Launch of a county-wide online bus trip planner
- Personalized trip planning assistance by calling 781-1385
- One-on-one transportation training with agency staff
- Agency wide transportation information presentation or training
- Transportation Information Centers for onsite use
- Organized group Transit Field Trips
- Mobility training to become a trainer for your clients
- Door-to-door trip assistance

Cal Poly Late Night Escort Service

For Cal Poly students, the Cal Poly Late Night Escort Service is available through the University Police Department. This service provides transportation to locations from and within the campus between the hours of 7:00 PM and 12:00 PM.

SLO Safe Ride

SLO Safe Ride is a for-profit company that provides transportation services for events, late-night rides, weddings, wine tasting, and various other shuttle services. They have been supporting the San Luis Obispo area since 2010. Reservations are made in advance.

Amtrak/LOSSAN

Amtrak is a national railroad service that provides services to more than 500 destinations in 46 states. In California, the Los-Angeles-San Diego-San Luis Obispo (LOSSAN) Rail Corridor Agency encourages rail transportation efficiencies with increased ridership, revenue, capacity, reliability, and safety within the LOSSAN Corridor along the California coast. Amtrak operates the *Pacific Surfliner* which services San Diego, Orange County, Los Angeles, Ventura, Santa Barbara, and San Luis Obispo. During 2014 the *Pacific Surfliner* made 2 daily round trips from San Diego to San Luis Obispo (source: Amtrak California 2014 Fact Sheet). Amtrak California Thruway Connection buses provide an additional five roundtrips connecting to *Pacific Surfliner* trains that do not serve San Luis Obispo County stations and two roundtrips that operate through San Luis Obispo and Grover Beach connecting Santa Maria and Hanford. Beyond *Pacific Surfliner* service, the *Coast Starlight* operates daily between Los Angeles and Seattle. In San Luis Obispo County, there are multiple transit options available for transportation to the Amtrak stations in Paso Robles, San Luis Obispo, and Grover Beach.

Greyhound

Greyhound Lines, Inc. is a national bus transportation service with 3,000 stops in North America. Tickets can be purchased to travel within a state or to other states. There are two Greyhound bus stop locations in San Luis Obispo County: one at 1460 Calle Joaquin Street in San Luis Obispo and another in San Miguel at Mission and 14th Streets. Only the San Miguel location is served on a limited basis by RTA Route 9.

Taxis

Taxis in San Luis Obispo County provide service to any destination. They can be found on short notice in downtown San Luis Obispo and at the San Luis Obispo Regional Airport. Taxis also operate in the Five Cities area and in North County. However, their rides are primarily arranged in advance. Taxi rates are relatively more expensive than other forms of transportation available within the County. More than 20 different taxi companies provide service to County of San Luis Obispo with service to downtown. Among these companies include mobile-app transportation services such as Uber. In the City of San Luis Obispo the Mass Transportation Committee is responsible for policy and oversight over transit services and taxis.

Chapter 4
Goals and Objectives

INTRODUCTION

An important element in the success of any organization is a clear and concise set of goals and objectives, as well as the performance measures and standards needed to attain them. This can be particularly important for a public transit agency, for several reasons:

- Transit goals can be inherently contradictory. For instance, the goal of maximizing cost effectiveness can tend to focus services on the largest population centers, while the goal of maximizing the availability of public transit services can tend to disperse services to outlying areas. To best meet its overall mission, a public transit agency must therefore be continually balancing the trade-offs between goals. Adopting policy statements also allows a discussion of community values regarding transit issues that is at a higher level of discussion than is possible when considering case-by-case individual issues.

- As a public entity, a public transit organization is expending public funds, and therefore has a responsibility to provide the public with transparent information on how funds are being spent and how well it is doing in meeting its goals. Funding partners also have a responsibility to ensure that funds provided to the transit program are being used appropriately. The transit organization therefore has a responsibility to provide information regarding the effectiveness and efficiency by which public funds are being spent.

- An adopted set of goals and performance standards helps to communicate the values of the transit program to other organizations, to the public, and to the organization staff.

Several entities have set forth goals that indirectly or directly pertain to the services provided by RTA. This section first presents a discussion of standards and criteria set forth in the *San Luis Obispo General Plan* and by the San Luis Obispo Council Of Governments that relate to guiding policies for public transportation services, their utilization, and the monitoring involved.

San Luis Obispo General Plan

A new City General Plan Land Use and Circulation Element (LUCE) was adopted by the San Luis Obispo City Council on December 9, 2014. It includes the following key policy statements regarding regional transit services:

1.6.1 Transportation Goals … Goal #2 - Reduce people's use of their cars by supporting and promoting alternatives such as walking, riding buses and bicycles, and using car pools. (Note that this goal is quantified elsewhere in the document by setting a goal of 12 percent transit "mode split" -- proportion of all trips made by transit).

1.7.1 Encourage Better Transportation Habits - San Luis Obispo should: 1. Increase the use of alternative forms of transportation and depend less on the single-occupant use of vehicles. 2. Ask the San Luis Obispo Regional Transportation Agency to establish an objective similar to #1 and support programs that reduce the interregional use of single-occupant vehicles and increase the use of alternative forms of transportation.

3.2.3 Commuter Bus Service - The City of San Luis Obispo shall work with the San Luis Obispo Regional Transit Authority (SLORTA) to maintain and expand commuter bus service to and from the City of San Luis Obispo during peak demand periods consistent with the Short Range Transit Plan and Long Range Transit Plan.

3.2.4 Transit Service Evaluation - The City shall coordinate with the San Luis Obispo Regional Transit Authority (SLORTA) to evaluate the benefits and drawbacks of consolidated service.

San Luis Obispo Council Of Governments (SLOCOG)

While SLOCOG does not directly operate transit services, it is integral in the funding allocation and planning process. As such, it is worthwhile to review SLOCOG policies and monitoring efforts. As discussed below, there are two documents that directly address transit performance and policies: the Performance Measures Report and the Regional Transportation Plan (RTP).

SLOCOG Performance Measures Report

SLOCOG has developed a performance measurement program for all elements of transportation throughout San Luis Obispo County. Though it does not set specific performance standards, it does reflect the factors deemed important to the COG. The *2013 Transportation System Performance Measures Report* includes the following transit-related measures.

- Total Annual Public Transit Ridership
- Transit Vehicle Collisions per 100,000 Miles
- Average Age of Transit Vehicles
- Regional Priority: Connectivity and Integration – Support additional routes that address needs and implement recommendations of short range transit plans and performance audits.

SLOCOG 2014 RTP

SLOCOG's 2014 *Regional Transportation Plan/Sustainable Communities Strategy* provides an important region wide policy document. Key transit-related policy statements consist of the following:

Public Transportation Goal

Provide sustainable, comprehensive and accessible region-wide public transportation services to allow persons in the County access to essential services, to improve air quality and overall mobility, and to reduce traffic congestion. Essential services include educational, recreational, health care and employment opportunities.

Public Transportation Objectives

- *System Preservation -- Support efforts of transit, rail and airlines to maintain age & condition of vehicles as needed to provide safe public transportation*

- *Safety & Security -- Support efforts of transit, rail & aviation system operators to maintain high standards for safe operation of their vehicles*

- *Mobility & Accessibility -- Support efforts to increase fleet size, routes served & frequency of service to address demand*

- *Connectivity & Integration -- Support efforts to serve additional routes that address needs and implement recommendations of short range transit plans and performance audits.*

- *Overall Conclusion -- The region's transportation systems are effectively addressing regional priorities*

Public Transportation Policies

PT 1. Service Level: Provide regional fixed-route transit services between connecting major and minor population centers; maintain appropriate local community transit services; and provide paratransit service, as necessary all coordinated with regional/local services to meet the identified transit needs. The appropriate levels of service shall be determined by the Short-Range Transit Plan (SRTP) updates (in agreement with sub area transit plans) and consistent with the RTP regional policies.

PT 2. Convenience and Amenities: Improve convenience and passenger amenities for public transit service users where feasible and cost-effective, to make transit attractive to both transportation-disadvantaged and choice riders, with a goal to increase ridership at least 4 percent each year (all services combined).

PT 3. Sustainable Communities Strategy: Emphasize public transit's role in the coordinated effort to reduce overall VMT and improve air quality in tandem with ridesharing incentives programs, proposed regulatory changes and potential technological applications (alternative fuels, automated passenger information, automated vehicle location etc.)

PT 4. Vanpool Programs: Encourage growth in commuter vanpool programs through user-side incentives, outreach, education and promotion. Continue to support the agricultural workers' vanpool program via targeted bi-lingual outreach and subsidies.

PT 5. Efficiency and Effectiveness: Ensure the provision of reliable public transit services to meet mobility needs at the lowest reasonable cost and encourage better coordination and consolidation among different transit and paratransit systems for more efficient service delivery.

PT 6. Public Participation: Maximize regional input from the general public, jurisdictions, and groups on all aspects of public transit.

PT 7. Corridor Planning: Focus on sub-regional corridor and system planning in geographically similar areas to reduce planning costs and enhance coordination and system integration.

PT 8. Specialized Transit Services: Develop and provide specialized services and systems to meet the needs of transportation disadvantaged individuals, including those with disabilities or mobility impairments, seniors and persons with low income.

PT 9. Express Bus Corridors: Support the regional deployment of a BRT network along main commute corridors enabling the delivery of more competitive travel times and more attractive bus transit services.

PT10. Construct Central Area Regional and Local Transportation Center - Support a coordinated transit facility in downtown San Luis Obispo.

EXISTING RTA POLICY STATEMENTS

RTA has a well-developed set of guiding policies, as summarized in the *2015-17 Strategic Business Plan*, which was adopted on July 9, 2014. This is the latest result of a planning process that started with a joint Board, staff and public workshop held in 2008. Key ongoing policy elements consist of a vision statement, mission statement, overall goals and overall objectives, as well as a series of standards.

The adopted vision statement 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 communities in the South County, residents and visitors use public transportation rather than relying on their cars.*

The adopted mission statement is: *The Mission of RTA is to provide safe, reliable and efficient transportation services that improve and enhance the quality of life for the citizens of and visitors to San Luis Obispo County.*

The "Overall Goals" identified in the document are as follows. For each, the "Overall Objectives" associated with each are provided.

1 Provide market-driven service that meets the needs of the communities that we serve but that will also attract discretionary riders.

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

2 Provide transportation services that are safe, reliable, economical and accessible in an efficient manner with innovative management practices and technological advancements.

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

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 RTA serves.

3.1 Achieve a highly rated level of customer satisfaction.
3.2 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 Promote the value of RTA and public transportation to the quality of life in San Luis Obispo County and the environmental rewards of utilizing public transportation and the reduction of vehicle miles traveled.

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

The Business Plan also details the "Standards of Excellence" presented in Tables 25 through 29. These tables also present an evaluation of current performance against service standards. These standards are set using indicators of service quality and efficiency, revenue and resources, safety, human resources, fleet and facility, and leadership in relation to past service trends. Service quality and efficiency standards account for quantitative operational efficiency. Revenue and Resources standards identify financial efficiencies and goals for the services provided. Safety standards provide guidance for service safety for operators, customers, and the general public. Human resources standards encourage employee professional development

and talent retention. Fleet and facility standards identify operational and maintenance guidelines to maintain an operating fleet and functioning facilities. Leadership standards promote the successful operation of the San Luis Regional Transit Authority as a regional agency leader. Performance of each indicator is discussed in relation to the service standards adopted by San Luis Obispo Regional Transit Authority (RTA).

Service Quality and Efficiency

The service quality and efficiency indicators including six standards for RTA are identified in Table 25. These standards cover on-time performance, ridership, service quality improvements, and capacity. Service quality and efficiency standards support the operation of customer focused and efficient transit services. In order for the RTA to meet standard 1, the fixed route passengers per vehicle service hour will be 22 or greater. Annually this goal is met through a general increase in revenue hours, mileage, and vehicles available. Delivery rates and on-time performance standards are supported with appropriate funding. The RTA has gradually improved services provided to customers through fleet expansion and improved operation which has resulted in increased ridership.

Revenue and Resources

In order to maintain efficient operation, the revenue and resources indicators need to be monitored. Standards addressing revenue and resources are identified in Table 26. Annually the cost for service operation has generally increased with the exception of 2011. Since 2007, revenue from fares has increased and funding from state, local, and federal sources has generally increased. However, over the years as operating budgets changed, so did the operating revenue. During years when more funding to provide more vehicles to the fleet, the total cost for operation and the total operating revenues increased.

Safety

Service safety is a high priority to successfully operate any transportation system. Table 27 identifies standards addressing vehicle collisions, safety hazards, workers compensation claims, customer and community perception of system safety, and risk management. Service safety is a system priority for both employees and customers. Reductions in vehicle collisions, safety hazard identification and analysis, reductions in workers compensation claims, maintaining an public perception of safe system operations, and ensuring risk management is a low portion of the operating budget are all factors that allow the RTA systems to operate successfully. These standards are met consistently on an annual basis.

Human Resources

Table 28 identifies standards about employee retention, talent development, teambuilding, and annual employee assessments. Employee retention and talent development is valued by the RTA through standards which promote effective communication and professional skills. Work

TABLE 25: RTA Service Quality and Efficiency Indicators

Standard	RTA Performance	Relation to Standard
Standard 1: Fixed route passengers per vehicle service hour will be 22 or greater	The fixed route passengers per vehicle service hour by route is as follows: Route 9: 24.07, Route 10: 25.84, Route 12: 27.47, Route 14: 36.35, Route 15: 7.53, Paso Express (A): 13.49; and Paso Express (B): 15.32.	This standard is met by all fixed routes except Route 15 and the Paso Express A & B Routes.
	Year to date the fixed route service achieved a productivity figure of 24.7 through February 28, 2015.	This standard is met on average, with seasonal fluctuation.
Standard 2: Service delivery rate shall be 99% or greater	During the previous quarter, RTA missed zero scheduled trips achieving a delivery rate of 100%.	Since zero scheduled trips were missed, the delivery rate of 99% was met.
Service 3: System wide On-time Performance shall be 95% or greater	During FY14-15, RTA achieved or surpassed the 95% goal each month.	Since the 95% goal was achieved or surpassed, this goal was met.
Standard 4: Runabout On-time Performance shall be 95% or greater	During FY 14-15, Runabout surpassed the 95% goal each month.	Since the 95% goal was surpassed, this goal was met.
Standard 5: RTA 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	Efforts to add new Route 9 and 10 peak service is recommended beginning Spring 2015, including one morning and one afternoon trip for each route. Additionally service to the San Luis Obispo Airport is being considered. The Short Range Transit Plan for RTA and SLO Transit are in the process of being updated resulting in equitable funding allocation and coordinated system improvements.	The standard is met since efforts to explore new service and service delivery options are currently under consideration.
Standard 6: The number of bus trips with passenger standees will not exceed 10% of the daily bus trips on that route	Routes 12 and 14 include the greatest number of standing-load bus trips, followed by Route 9 and 10. Route 15 does not experience any standing load trips and no weekend bus trips have standees. Detailed data generated in the on-board surveys is presented in Appendix A. Measurement of this standard is limited until the CAD/AVL system is installed to provide more accurate data.	This standard is met by most of the Routes with the exception of Routes 12, 14, 9 and 10 due to heavier service demand.

TABLE 26: RTA Revenue and Resource Indicators

Standard	RTA Performance	Relation to Standard
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	Operating costs are tracked on a monthly basis. Historical operating costs were as follows: FY 2012: 95% of adopted budget; FY 2013: 93% of adopted budget: FY2014: 90% of adopted budget. For FY2015 operating costs are 64.77% of the adopted budget through March 31, 2015 (75% of the fiscal year).	This standard has historically been met and is closely monitored on a monthly basis to inform board decisions.
Standard 2: Fixed Route Farebox Recovery Ratio(FRR) shall be greater than 25%	Monthly route productivity and performance analyzes the fixed route farebox recovery ratio. Historically the FRR is as follows: FY2012: 28.81%, FY2013: 30.82%, FY2014: 31.50% and FY 2015: 28.78% through March 31, 2015 (including Paso Express).	The fixed route farebox recovery ratio has historically been higher than 25% for the past three fiscal years and has already met this standard 75% through FY2015.
Standard 3: No significant financial audit findings	Financial Audits are conducted every year to report any significant audit findings in regards to Financial Statements and Federal Awards. The past report in FY 2015 identified a significant non-material weakness in regards to internal control over financial reporting. In response, the auditor's recommendations have been implemented.	This standard is in the process of being met through the implementation of recommendations suggested by the auditors.
Standard 4: Ensure that all capital procurements provide good value to our customers and our employees	This standard is evaluated through the bi-annual customer perception survey, feedback from communities and review of the annual capital program by staff and the board. The capital program, valuing the state of good repair to ensure safe and reliable services, is developed annually by staff and presented to the board as part of the annual budget-making process.	This standard is met on an annual basis by compiling public feedback and budgeting to maintain infrastructure.

TABLE 27: RTA Safety Indicators

Standard	RTA Performance	Relation to Standard
Standard 1: Rate of preventable vehicle collisions will not exceed 1.0 per 100,000 miles	Since January 2014, the RTA has achieved this goal.	This standard is met.
Standard 2: Address all safety hazards identified by the Safety Resource Committee	In the past quarter, the Safety Resource Committee has resolved 18 employee suggestions.	Safety hazards are identified and resolved by the Safety Resource Committee to meet this standard.
Standard 3: Preventable workers compensation lost-time claims will not exceed 6 annually, and preventable medical-only claims will not exceed 10 annually	Historical work comp claims are as follows: FY 2011: 10; FY 2012: 16 (7 medical only); FY 2013: 11; FY 2014: 9 (5 medical).	Claims have reduced over time and with the change in third party claim administrators the RTA is confident on future improved efficiencies.
Standard 4: Customer and Community perception of system safety will be at least 90%	According to onboard surveys, customer and community perception of safety surpassed the 90% goal.	This standard was met because customer and community perception of system safety surpassed the 90% goal.
Standard 5: Total risk management costs shall not exceed 8.5% of total operating costs	Historically total risk management costs have not exceeded 8.2% for the past 4 fiscal years.	This standard is met because total risk management costs have not exceeded 8.5% of total operating costs. However, this percentage has increased over time and the RTA will need to closely monitor these costs to meet this standard.

TABLE 28: RTA Human Resources Indicators

Standard	RTA Performance	Relation to Standard
Standard 1: Recruit, promote and retain highly qualified employees to achieve our service standards	Between 2010 and 2014 employee turnover rates have remained under 25%, with the exception of 2011.	This standard has been met because employee turnover rates remain low.
Standard 2: Provide continuous development of organizational skills through ongoing training and development programs that result in personal and professional growth (Minimum annual training requirements)	Training had been provided to all employees. Technicians in the maintenance department received more training hours due to the essential services they provide. Operations Supervisors, Bus Operators and Finance and Administration all received training hours.	Annual training budgets have been approved for the past two years to meet this standard, develop employee talent, and improve daily operations.
Standard 3: Enable our employees to achieve excellence in serving our customers by building teamwork and understanding effective communication within the organization	All employees complete formal training called Verbal Defense and Influence, to develop more effective communication within the organization and with the public. Bi-weekly staff meetings and weekly executive leadership meetings are held to ensure consistent messaging and direction for the organization.	RTA provides employees with the resources to communicate effectively through the formal training called Verbal Defense and Influence. Team meetings are held to understand effective communication within the organization. Through the implementation of the training and meetings this standard is met.
Standard 4: Employees will be evaluated annually in fair and equitable way to judge performance and be provided a developmental plan for the next fiscal year	Annual employee merit evaluations are provided to each employee measuring attainment of organization values and standards.	Annual employee performance reviews are conducted to meet this standard.

performance is evaluated on an annual basis to ensure employees are meeting the service standards of the organization and acknowledged for their positive work performance. Although employee retention has fluctuated, retention rates have generally increased over time allowing for more efficient transit services.

Fleet and Facility

To maintain the safe and successful operation of the RTA transportation systems, system infrastructure needs to be assessed on a routine basis. Table 29 lists standards that address fleet and facility maintenance. Routine fleet maintenance and upgrading of fleet vehicles contributes to a reduction in road calls. The RTA values the public perception of the services provided to be attractive and clean including fleet vehicles and bus stops. The RTA strives to achieve all federal, state-mandated maintenance practices, as well as vendor recommended maintenance schedules for the fleet and facilities. These standards are met consistently and contribute to the increased demand for services, increase in ridership, revenue hours, revenue mileage and revenue generated from fareboxes.

Leadership

Leadership is evaluated in the Executive Director's annual performance evaluation and not tracked over time by a set of indicators at the system level. Maintaining a positive and cooperative relationship with federal, state and local funding agencies supports the opportunity for the transportation system to sustain funding. Partnerships with stakeholders, community leaders, and decision makers, can support the longevity of the system. Agency internal communication and commitment to agency values contributes to effective leadership for public transportation within the County. Being a regional transportation leader, the RTA values their relationship with other public agencies as well as developing partnerships with stakeholders, community leaders and decision makers. Additionally, promoting effective internal communications and promoting the values of the organization allows for efficient service operation and coordination.

Existing Monitoring and Ongoing Service Improvement Process

On a monthly basis, RTA staff conducts the following data collection and evaluation:

- Ridership by service/route
- Service quantities
- Productivity
- Costs and budget tracking
- Farebox recovery ratio
- Preventable collisions
- Road calls

TABLE 29: RTA Fleet and Facility Indicators

Standard	RTA Performance	Relation to Standard
Standard 1: Replace 100% of all revenue vehicles no more than 40% beyond the FTA-defined useful life standard in terms of years or miles	Currently all fleet vehicles are within the 40% standard.	Standard has been met and the capital program will be updated as part of the Short Range Transit Plan update.
Standard 2: Road calls will not exceed 5 per 100,000 miles of vehicle service miles. A road call is defined as all failures that affect the completion of a scheduled revenue trip or the start of the next scheduled revenue trip, including failures during deadheading and layover	This standard has been achieved or surpassed during all but two months over the past three fiscal years. Year-end averages for FY2013 and FY2014 did not exceed 5 per 100,000 miles.	The standard has been met over annual averages and this standard is closely monitored as the fleet ages.
Standard 3: Maintain a clean, attractive fleet. Maintain our facilities so that they are safe and appealing to customers and employees	Based on a review of complaints, passengers did not have complaints on the appearance of RTA amenities.	Standard is met
Standard 4: Achieve 80% favorable rating of bus stop appearance by customers and the communities that we serve	Onboard survey results from customers in the communities served by rated bus stop appearance surpassing the 80% goal.	This standard is met because onboard survey results provided over 80% favorable rating to bus stop appearance.
Standard 5: Achieve all federal, state-mandated maintenance practices, as well as vendor recommended maintenance schedules for our fleet and facilities	No negative FTA or TDA audit findings in 2014. Preventative maintenance is done on at 3,000 mile intervals.	This standard is met since no negative findings were reported during the triennial TDA audit.

The following data is reviewed on a quarterly basis (and reported to the board semi-annually):

- Service delivery rate
- On-time performance by service
- Passenger loads (crowding) by route

Other standards are reviewed on an annual or biennial basis.

Discussion and Recommended Improvements

The mission statement, vision statement, goals and objectives adopted by RTA are reasonable and internally consistent. They comprehensively consider the various elements that comprise a successful transit program. One item of note, given the high proportion of total RTA resources expended on demand response service, is that none of the goals or objectives pertain specifically to demand response services. A typical objective addressing demand response service is "Ensure that persons with disabilities have adequate mobility."

Other specific points are as follows:

- Service efficiency standards are needed for RTA and local dial-a-ride services. The *RTA Fixed Route Service and RTA Runabout Short Range Transit Plan Update Final Report* completed by Majic Consulting Group in 2010 recommended standards for Runabout of at least 3.0 passengers per revenue vehicle-hour and at least 0.23 passengers per revenue vehicle-mile. The *SLOCOG North County Transit Plan Final Report* (Nelson/Nygaard, 2012) recommended standards for local DAR service of at least 3.0 passengers per revenue vehicle hour and 0.3 passengers per revenue vehicle-mile. At present, the passengers per revenue vehicle-hour are at 4.0 for Nipomo DAR, 1.58 for Paso Robles/Shandon DAR and 1.40 for Runabout, and the passengers per revenue vehicle-mile are 0.39 for Nipomo DAR, 0.10 for Paso Robles/Shandon DAR, and 0.08 for Runabout.

- In light of these figures, and standards for similar systems, a reasonable standard for RTA demand response services would be 0.2 passengers per revenue vehicle-mile and 2.0 passengers per revenue vehicle-hour. While lower than other recommended standards, these would still require very substantial improvements in efficiency in both the Runabout service and the Paso Robles – Shandon DAR.

- The productivity standard (22 passenger-trips per vehicle service-hour) is appropriate for the RTA fixed route system as a whole. Considered on a route-by-route basis, however, this is too high a standard to apply to Route 15 (which currently carries 7.5 passenger-trips per vehicle-hour). A minimum standard of 10.0 passenger-trips per vehicle service-hour should be considered.

- The GPS-based Automatic Passenger Counting system that is currently being implemented will allow RTA to switch to a more reliable load factor in the near future. Currently, Bus Operators radio in standing loads to the Dispatcher, although there may still be open seats available on the bus. The current standard of allowing standees on no more than 10 percent of runs applies to all RTA fixed routes, regardless of length.

- It may be appropriate to relax this standard by allowing standees on up to 20 or 30 percent of runs on the shorter Route 14 and the segment of Route 12 between downtown SLO and the Cuesta College campus.

- The preventable collision rates and road call rates are tracked on a monthly basis, which is too small a sample to see a trend. These data should only be considered on an annual basis, such as the most recent 12-month period.

- The current road call standard (no more than 5 per 100,000 vehicle miles, or no less than 20,000 miles between road calls) is relatively high compared to industry standards. However, RTA is substantially exceeding this standard (at roughly 32,000 miles between road calls), and this figure is in part a reflection of the relatively high average operating speed. The current standard remains appropriate.

Chapter 5

Peer System Review

To help gain an understanding of the effectiveness of the RTA program, a peer analysis has been conducted separately for the RTA Fixed Routes and RTA Runabout Paratransit system. The following peer analysis compares transit performance indicators with relevant peer systems, to help guide future improvements in the regional transit programs.

RTA PEER ANALYSIS

The seven California peer systems in the RTA fixed route and paratransit peer analysis consists of the following:

1. *B-Line* - Butte County: B-Line, or Butte Regional Transit, travels throughout Chico, Oroville, Paradise, and between Butte County communities. While B-Line is managed by BCAG (Butte County Association of Governments), it is operated through a contractor. BCAG is formed by a Joint Powers Agreement between Butte County and Chico, Biggs, Gridley, Oroville and Paradise. B-Line offers a relatively high volume of urban routes within Chico, as well as regional routes to rural areas. B-Line Paratransit, also operated by BCAG, is available to ADA riders within ¾ miles of any B-Line fixed route in the town limits of Chico, Paradise, Oroville and Biggs. For an extra fare, paratransit service is also available up to three miles outside of ADA town boundaries.

2. *Monterey Salinas Transit* – Monterey County: Monterey-Salinas Transit is the result of a Joint Powers Agreement between the City of Salinas and Monterey Peninsula Transit Agency. Monterey Salinas Transit offers primarily urban service, while also offering regional routes to and within rural areas, such as Big Sur. The transit service is operates the fixed routes in-house, and uses a contractor for its paratransit services. Monterey Salinas Transit also provides ADA paratransit service within a service corridor of ¾ mile of regular routes, as well as outside of the ¾ mile boundary for premium fares (within the north county region).

3. *Santa Cruz Metro* – Santa Cruz County: Santa Cruz Metro is public transit agency that operates entirely in-house through the Santa Cruz Metropolitan Transit District. The Metro service is primarily urban (serving local areas such as downtown Santa Cruz and UCSC), while also providing service to several rural areas throughout the region. Metro Paratransit, dubbed “ParaCruz,” provides ADA transit within ¾ mile of any fixed route.

4. *Livermore Amador Valley Transit Authority (LAVTA)* – Alameda County: LAVTA is a result of a Joint Powers Agreement between Livermore, Pleasanton, and Alameda County, and operated through a contractor. LAVTA is primarily an urban transit system (serving San Ramon, Dublin, Livermore and Pleasanton), while also providing rural transit to the unincorporated areas of Alameda County. LAVTA’s door-to-door Dial-A-Ride services are available to ADA riders in Dublin and Livermore, as well as to-and-from the San Ramon

Medical Center. DAR service is also available in Pleasanton during the hours that the City of Pleasanton's paratransit program is not in operation. LAVTA DAR coordinates with several other regional paratransit agencies to provide transfers throughout the Bay Area.

5. *Yolobus* – Yolo County: The Yolobus is managed by the Yolo County Transportation District and operated through a contractor. Yolobus provides a mix of urban and rural transit services, serving areas such as Davis, Sacramento, Woodland, the Sacramento International Airport, Cache Creek Casino Resort, and numerous smaller towns within Yolo County. Yolobus Special, a contracted service through First Transit, provides local and intercity ADA transportation in Yolo County. Route deviations of ¾ mile are available in rural communities.

6. *The Bus* – Merced County: The Bus, which acts as the only public transit system in Merced County, is operated by a Joint Powers Authority for Merced County. The Bus operates an in-house fixed route transit system, and contracts out its ADA services. The majority of The Bus routes are urban, operating locally in Merced and the UC Merced area. However, The Bus also offers rural routes in Los Banos and Atwater, as well as regional intercity routes. The Bus offers deviated fixed routes for public and ADA riders that are available in designated "paratransit areas" within Merced County. Separate curb-to-curb paratransit service is provided for ADA riders in every city, community and town.

7. *Gold Coast Transit (GCT)* – Ventura County: The Gold Coast Transit District is a result of a Joint Powers Agreement between the Cities of Ojai, Oxnard, Port Hueneme and San Buenaventura. Gold Coast Transit operates an in-house fixed route transit system, and contracts out its ADA services. Gold Coast Transit predominantly provides urban transit service (throughout Oxnard and Ventura), though it does offer some rural services in the unincorporated areas of Ventura County. GCT's Paratransit Service, dubbed "ACCESS," provides curb-to-curb transportation for senior and disabled riders to any location within GCT's service area.

These systems were selected based upon their relative size of operation, provision of regional services over longer distance, and population served. The reader should recognize, however, that there still are substantial differences between these peer systems and RTA that impact performance. In particular, the proportion of urban to rural/intercity service (RTA has a relatively high proportion of rural/intercity service compared to the peers) and whether services are provided in-house versus contracted (RTA is the only service that provides both fixed route and paratransit services in-house) impact performance.

The peer data shown was gathered from the transit agencies and the National Transit Database. Data represents FY 2013-14 for all of the peer systems, except for the Merced County Bus, which is drawn from calendar year 2013 operating statistics. The operating statistics for SLO RTA are derived from unaudited FY 2014-15 data. The categories used to analyze the performance of the peer and RTA systems are described below.

System Productivity

Indicators of system productivity are used to determine if the amount of transit services offered are utilized efficiently and adequately. As shown, system productivity is measured in terms of Passengers per VRH (Vehicle Revenue Hour), Passengers per VRM (Vehicle Revenue Mile), and Passenger Trips per Capita.

Economic Efficiency

Economic efficiency was considered to analyze the cost of each unit of service. In order to assess the economic efficiency of RTA, the peer and RTA systems were analyzed in terms of Operating Cost per VRH and Operating Cost per VRM.

Economic Productivity

Economic productivity analysis helps to identify the various factors that fund public transit within a system, taking into account the expenditures of the transit authority as well as the fare revenues. RTA's economic productivity was measured through analyzing the Operating Cost per Passenger, Farebox Recovery Ratio, Subsidy per Passenger, and Average Fare of RTA and the peer systems.

RTA Fixed Route Peer Analysis

Tables 30 and 31 illustrate key operating statistics and performance indicators for the peer fixed routes alongside the figures for RTA fixed routes.

System Productivity

Passengers per VRH

The average number of passengers per VRH among the peer systems is 18.67. With 23.9 passengers per VRH, RTA surpasses the peer average by a significant 28.0 percent, as shown in Figure 17. The only peer system with a higher productivity level in terms of passengers per VRH is Santa Cruz, at 24.63.

Passengers per VRM

Many of the peer systems have an annual average of over one passenger per VRM, culminating in a peer average of 1.17. RTA, however, has an average of 0.76 passengers per VRM, which is 35.2 percent lower than that of the peer systems. The only system with a lower passenger per VRM average is The Bus in Merced County, at 0.64 passengers per VRM. The relatively long travel distances on RTA routes (reflected in the fact that it has a higher average operating speed at 31.6 miles per hour than any of the other peer systems) tends to reduce this measure for RTA.

TABLE 30: RTA Fixed Routes Peer Group Performance Indicators

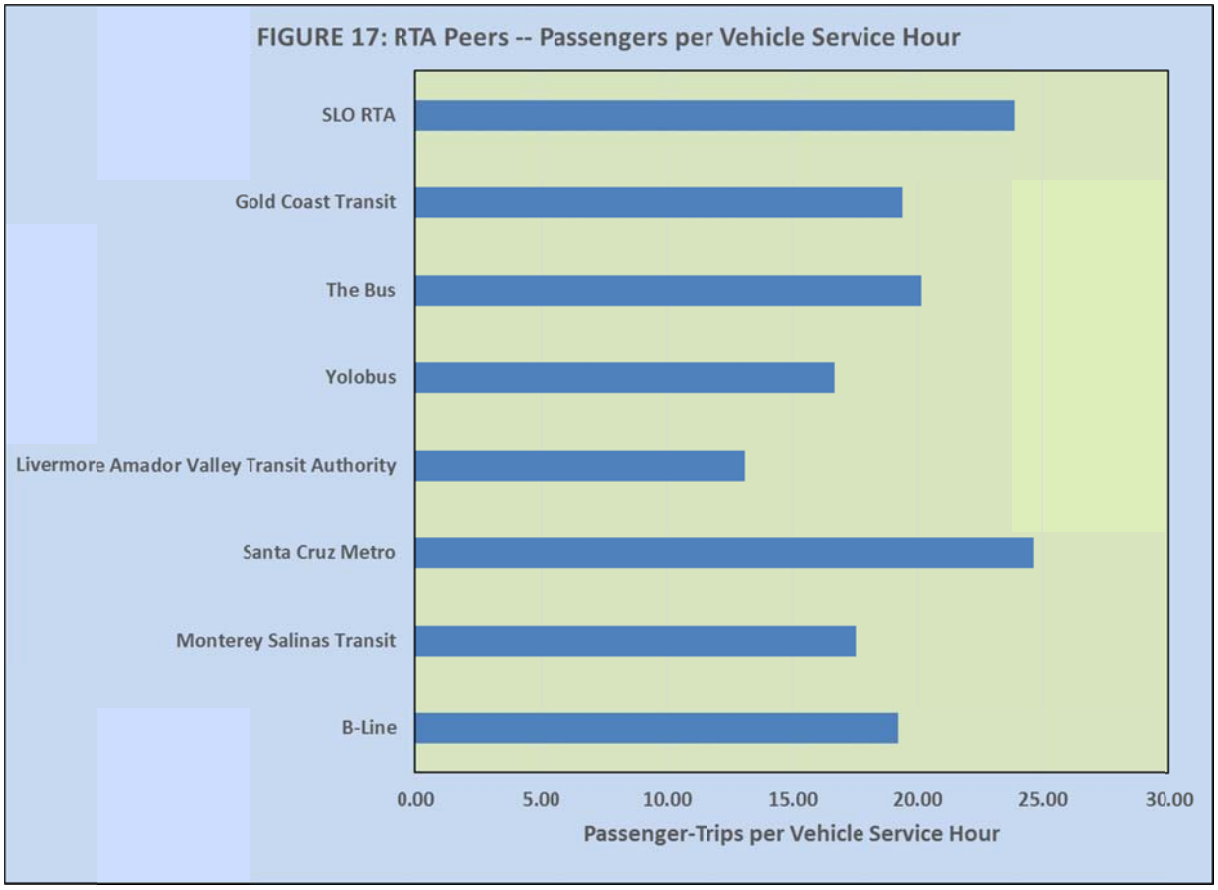
	System						
	B-Line	*Monterey Salinas Transit*	*Santa Cruz Metro*	*Livermore Amador Valley Transit Authority*	*Yolobus*	*The Bus*	*Gold Coast Transit*
County Population	222,090	428,826	269,419	1,579,000	204,593	263,228	839,520
Unlinked Passenger Trips	1,364,665	4,161,456	5,514,200	1,652,151	1,697,005	802,287	3,817,758
Vehicle Revenue Hours (VRH)	71,018	237,759	223,855	125,706	101,947	39,810	196,925
Vehicle Revenue Miles (VRM)	1,137,491	3,905,119	3,325,172	1,816,916	2,012,856	1,253,213	2,044,386
Operating Cost	$5,839,053	$30,600,202	$39,864,790	$16,518,162	$9,842,424	$5,457,993	$16,019,298
Fare Revenue	$1,292,794	$6,593,103	$9,185,510	$1,723,635	$2,555,781	$1,248,352	$3,386,373
Passengers per VRH	19.22	17.50	24.63	13.14	16.65	20.15	19.39
Passengers per VRM	1.20	1.07	1.66	0.91	0.84	0.64	1.87
Passenger Trips per Capita	6.14	9.70	20.47	1.05	8.29	3.05	4.55
Operating Cost per VRH	$82.22	$128.70	$178.08	$131.40	$96.54	$137.10	$81.35
Operating Cost per VRM	$5.13	$7.84	$11.99	$9.09	$4.89	$4.36	$7.84
Operating Cost per Passenger	$4.28	$7.35	$7.23	$10.00	$5.80	$6.80	$4.20
Farebox Recovery Ratio	22.1%	21.5%	23.0%	10.4%	26.0%	22.9%	21.1%
Subsidy per Passenger	$3.33	$5.77	$5.56	$8.95	$4.29	$5.25	$3.31
Average Fare	$0.95	$1.58	$1.67	$1.04	$1.51	$1.56	$0.89

Source: Peer Agencies, National Transit Database 2013 Data, RTA Unnaudited FY 2014-15 Data

TABLE 31: RTA Peer Group Statistics

	Peer Minimum	Peer Maximum	Peer Average	RTA	RTA to Average Peer	RTA Ranking (1 = Highest)
County Population	204,593	1,579,000	543,811	276,443	50.8%	
Unlinked Passenger Trips	802,287	5,514,200	2,715,646	770,225	28.4%	
Vehicle Revenue Hours (VRH)	39,810	237,759	142,431	32,223	22.6%	
Vehicle Revenue Miles (VRM)	1,137,491	3,905,119	2,213,593	1,017,316	46.0%	
Operating Cost	$5,457,993	$39,864,790	$17,734,560	$4,141,912	23.4%	
Fare Revenue	$1,248,352	$9,185,510	$3,712,221	$1,152,170	31.0%	
Passengers per VRH	13.14	24.63	18.67	23.90	128.0%	2
Passengers per VRM	0.64	1.87	1.17	0.76	64.8%	7
Passenger Trips per Capita	1.05	20.47	7.61	2.79	36.6%	7
Operating Cost per VRH	$81.35	$178.08	$119.34	$128.54	107.7%	5
Operating Cost per VRM	$4.36	$11.99	$7.30	$4.07	55.7%	8
Operating Cost per Passenger	$4.20	$10.00	$6.52	$5.38	82.4%	6
Farebox Recovery Ratio	10.4%	26.0%	21.0%	27.8%	132.3%	1
Subsidy per Passenger	$3.31	$8.95	$5.21	$3.88	74.5%	6
Average Fare	$0.89	$1.67	$1.31	$1.50	113.9%	5

Source: Peer Agencies, National Transit Database 2013 Data, RTA Unnaudited FY 14-15 Data



Passenger Trips per Capita

The peer average number of passenger trips per capita is 7.61, which is 63.4 percent higher than RTA's annual average of 2.79 passenger trips per capita. The Livermore Amador Valley Transit Authority (LAVTA) is the only peer system with a lower number of passenger trips per capita (at 1.05), though this is likely attributed to the fact that the expansive county population is not all within the LAVTA service area population.

System Productivity Summary

The fixed routes on RTA have a relatively high number of passenger-trips per VRH, suggesting RTA is making efficient use of operating resources. The number of passenger-trips per VRM and capita, however, fall respectively 35.2 and 63.4 percent below the peer averages. This gap in system productivity could be explained by the fact that RTA operates on a purely regional route system, suggesting inherently longer miles per passenger-trip. The fewer passenger-trips per capita could be explained by the fact that county population does not directly reflect service-area population, as much of the county population is served by SLO Transit. In addition, other factors, such as varying hours of operation, as well as differences in reporting ridership data for transportation providers that are not Federally-funded, could impact the passenger-trips per capita figures among the transit systems.

Economic Efficiency

Operating Cost per VRH

Among the peer systems, the operating cost per vehicle revenue hour ranges from $81.35 (Gold Coast Transit) to $178.08 (Santa Cruz Metro), averaging at $119.34. RTA's operating cost per VRH falls near the average at $128.54.

Operating Cost per VRM

RTA's operating cost per VRM is $4.07, which falls well below the peer average of $7.30. The peer operating costs per VRM range from $4.36 (The Bus) to $11.99 (Santa Cruz Metro), making RTA the system with the lowest cost per VRM of all of the systems analyzed.

Economic Efficiency Summary

RTA's typical operating cost per VRH and exceptional operating cost per VRM suggests that RTA is operating a cost-effective system in respect to similar California transit systems.

Economic Productivity

Operating Cost per Passenger

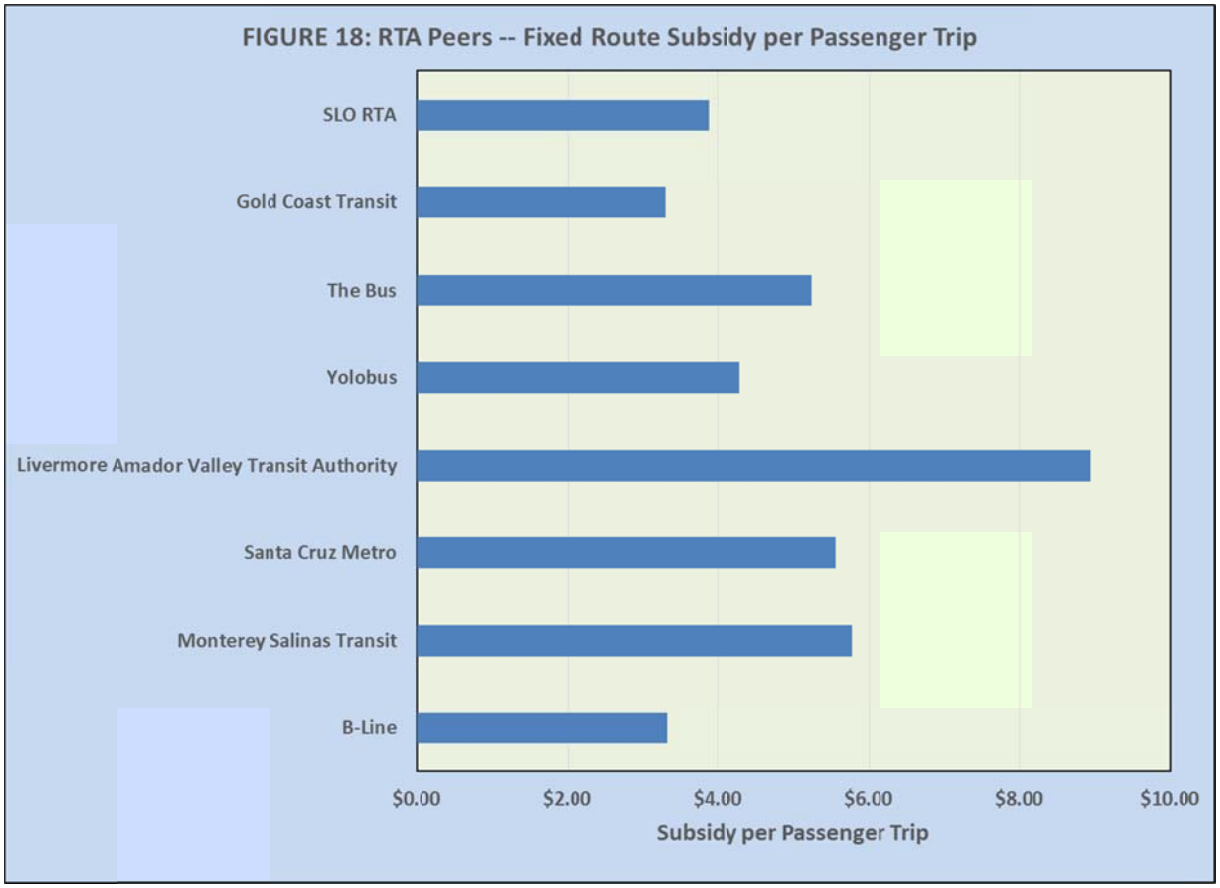
Out of all eight systems, RTA has the third-lowest operating cost per passenger. RTA's cost of $5.38 per passenger falls 17.6 percent below the peer average of $6.52.

Farebox Recovery Ratio

The farebox recovery ratio measures the portion of operating costs which are covered by fare revenues (calculated by dividing total fares by total operating cost). RTA has the highest farebox recovery ratio of any peer system, at 27.8 percent. The relatively high farebox ratio supports the fact that RTA is the most effective system at generating high fares relative to costs. The average farebox recovery ratio among all systems is 21.0 percent.

Operating Subsidy per Passenger-Trip

The operating subsidy (operating cost minus fare revenues) per passenger-trip performance indicator represents the actual cost to the transit agency to provide the passenger-trip. As the majority of public transit revenues are derived from tax payer money, this performance measure is particularly important, as it directly compares the most significant public "input" (public subsidy funding) with the most significant "output" (passenger-trips). As shown in Figure 18, of the peer systems, RTA has the third-lowest subsidy per passenger-trip, at $3.88. The B-Line and Gold Coast Transit systems require the lowest passenger-trip subsidies, at respectively $3.31 and $3.33. The average subsidy per passenger-trip among all of the peer systems is $5.21.



Average Fare

RTA's average fare of $1.50 is the fourth-lowest, yet 13.9 percent above the peer average of $1.31. Gold Coast Transit has the lowest average fare $0.89, as well as the lowest subsidy and operating cost per passenger. The four transit systems with the highest fares have average fares that range from $1.51 to $1.67.

Economic Productivity Summary

RTA's economic productivity measures are superior to the peer average in terms of farebox recovery ratio, subsidy per passenger-trip, and operating cost per passenger-trip. While RTA's average fare is above the peer average, it still falls near the median. RTA's high levels of economic productivity would argue against the consideration of fare increases.

RTA Paratransit Peer Analysis

Utilizing the same seven peer systems, Tables 32 and 33 illustrate key operating statistics and performance indicators for the peer paratransit system alongside the RTA Runabout paratransit system. It should be stressed that these figures are impacted by differences in services strategy (such as in-house operation versus contract operation), service area, ridership patterns,

TABLE 32: RTA Runabout Peer Group Performance Indicators

	System						
	B-Line	*Monterey Salinas Transit*	*Santa Cruz Metro*	*Amador Valley Transit Authority*	*Yolobus*	*The Bus*	*Gold Coast Transit*
County Population	222,090	428,826	269,419	1,579,000	204,593	263,228	839,520
Unlinked Passenger Trips	153,514	107,278	96,898	48,388	24,326	145,249	82,495
Vehicle Revenue Hours (VRH)	49,934	68,291	48,714	22,121	14,774	40,285	36,210
Vehicle Revenue Miles (VRM)	411,284	996,250	481,345	203,932	273,498	666,090	552,342
Operating Cost	3,189,330	3,029,859	4,923,387	1,363,619	1,253,827	3,167,382	2,512,184
Fare Revenue	348,241	327,840	327,405	163,730	90,131	549,601	328,541
Passengers per VRH	3.07	1.57	1.99	2.19	1.65	3.61	2.28
Passengers per VRM	0.37	0.11	0.20	0.24	0.09	0.22	0.15
Passenger Trips per Capita	0.69	0.25	0.36	0.03	0.12	0.55	0.10
Operating Cost per VRH	$63.87	$44.37	$101.07	$61.64	$84.87	$78.62	$69.38
Operating Cost per VRM	$7.75	$3.04	$10.23	$6.69	$4.58	$4.76	$4.55
Operating Cost per Passenger	$20.78	$28.24	$50.81	$28.18	$51.54	$21.81	$30.45
Farebox Recovery Ratio	10.9%	10.8%	6.7%	12.0%	7.2%	17.4%	13.1%
Subsidy per Passenger	$18.51	$25.19	$47.43	$24.80	$47.84	$18.02	$26.47
Average Fare	$2.27	$3.06	$3.38	$3.38	$3.71	$3.78	$3.98

Source: Peer agencies, National Transit Database 2013 Data, RTA Unnaudited FY 14-15 Data

TABLE 33: RTA Runabout Peer Group Statistics

	Peer Minimum	Peer Maximum	Peer Average	RTA	RTA to Average Peer	RTA Ranking (1 = Highest)
County Population	204,593	1,579,000	543,811	276,443	50.8%	
Unlinked Passenger Trips	24,326	153,514	94,021	45,226	48.1%	
Vehicle Revenue Hours (VRH)	14,774	68,291	40,047	30,396	75.9%	
Vehicle Revenue Miles (VRM)	203,932	996,250	512,106	519,162	101.4%	
Operating Cost	$1,253,827	$4,923,387	$2,777,084	$3,094,340	111.4%	
Fare Revenue	$90,131	$549,601	$305,070	$123,990	40.6%	
Passengers per VRH	1.57	3.61	2.34	1.49	63.7%	8
Passengers per VRM	0.09	0.37	0.20	0.09	44.3%	7
Passenger Trips per Capita	0.03	0.69	0.30	0.16	54.5%	5
Operating Cost per VRH	$44	$101	$72	$102	141.4%	1
Operating Cost per VRM	$3.04	$10.23	$5.94	$5.96	100.3%	4
Operating Cost per Passenger	$20.78	$51.54	$33.12	$68.42	206.6%	1
Farebox Recovery Ratio	6.65%	17.35%	11.14%	4.01%	36.0%	8
Subsidy per Passenger	$18.02	$47.84	$29.75	$65.68	220.8%	8
Average Fare	$2.27	$3.98	$3.37	$2.74	81.5%	7

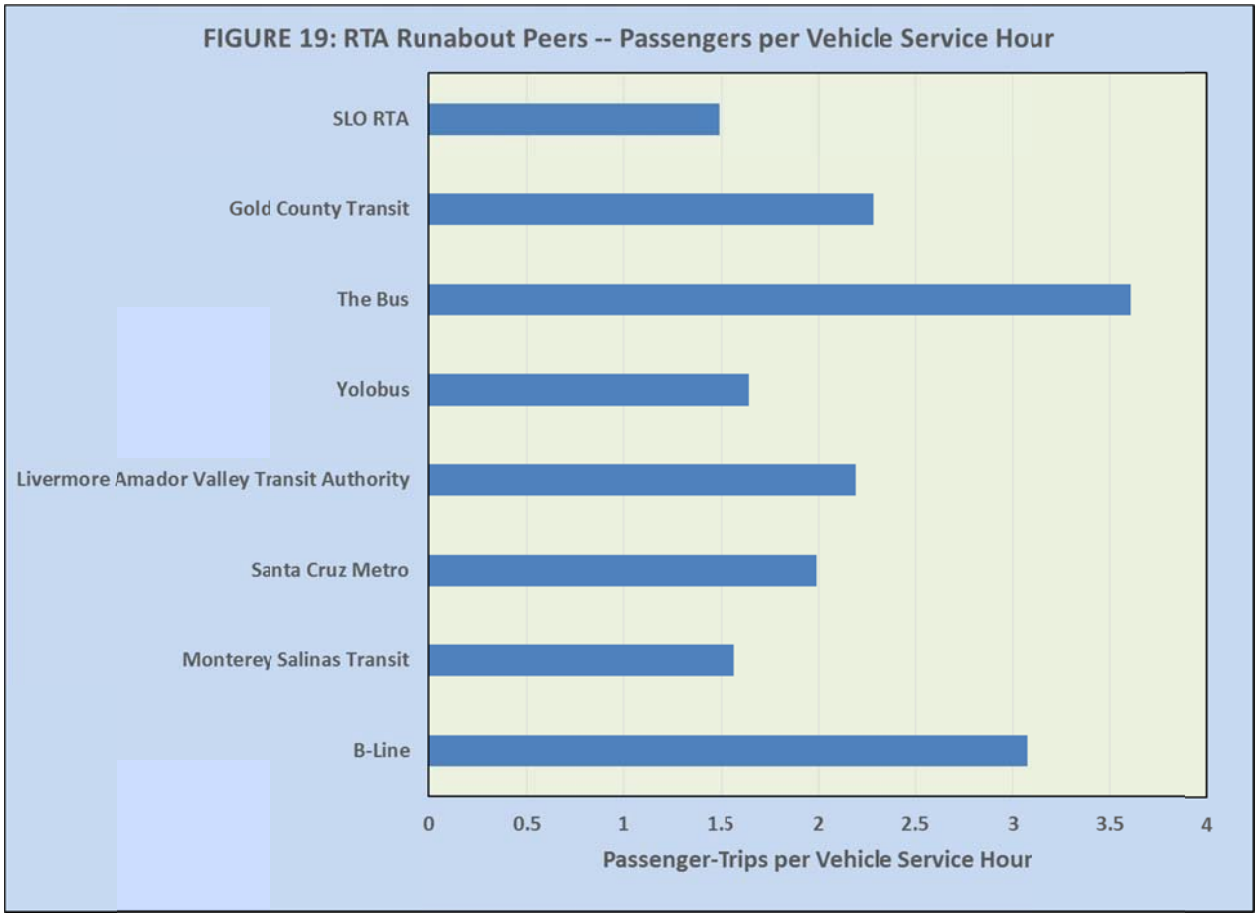
Source: Peer Agencies, National Transit Database 2013 Data, RTA Unnaudited FY 14-15 Data

passenger policies and financial procedures. In particular, different transit agencies allocate fixed costs (such as administrative salaries) in differing way: while RTA allocates these costs both to the fixed route services as well as Runabout, other services (including Gold Coast, Monterey Salinas Transit, LAVTA and Santa Cruz Metro) do not allocate overhead costs to their paratransit program. Approximately 18 percent of Runabout operating costs consist of allocated administrative costs. As a result, Runabout costs and subsidy levels are relatively higher than they otherwise would be.

System Productivity

Passengers per VRH

The number of passengers per VRH among the paratransit peer systems ranges from 1.57 (Monterey Salinas Transit) to 3.61 (The Bus), averaging at 2.34. Runabout's average passengers per VRH is the lowest of any system analyzed, at 1.49 (36.3 percent below the peer average). This data is depicted in Figure 19.



Passengers per VRM

Runabout has an average of 0.09 passengers per VRM, which is a significant 55.7 percent lower than that of the peer systems (averaging 0.20 passengers per VRM). Both Runabout and Yolobus paratransit systems have averages of 0.09 passengers per VRM, making them the systems with the lowest productivity in this category among all of the peers.

Passenger-Trips per Capita

The average peer number of passenger-trips per capita is 0.30, which is nearly double that of Runabout's annual average of 0.16 passenger trips per capita. The peer average is inflated through a significantly high number of passenger-trips per capita on the B-Line (averaging 0.69) and the Bus (averaging 0.55). Taking this into account, there are four peer systems with lower passenger-trips per capita than the Runabout system.

System Productivity Summary

Runabout has lower passengers per VRH and passengers per VRM figures than any of the peer systems. Runabout's average passenger-trips per capita is significantly below the peer average. Runabout's consistently low-levels of system productivity suggest that the service may not be provided and/or marketed in an efficient manner. The large area served by Runabout tends to reduce the potential productivity of the service.

Economic Efficiency

Operating Cost per VRH

Among the peer systems, the operating cost per vehicle revenue hour ranges from $44.37 (Monterey Salinas Transit) to $101.07 (Santa Cruz Metro), averaging at $71.97. Runabout's operating cost per VRH is higher than any peer system (just slightly higher than Santa Cruz Metro), and a substantial 41.4 percent above the average, at $101.80. As discussed above, 18 percent of Runabout's operating cost consists of allocated administrative overhead costs.

Operating Cost per VRM

The peer operating costs per VRM vary significantly from $3.04 (Monterey Salinas Transit) to $10.23 (Santa Cruz Metro). Runabout's operating cost per VRM is $5.96, which nearly matches the peer average of $5.94.

Economic Efficiency Summary

While Runabout's operating cost per VRM falls at about average, it has the highest operating cost per VRH of any system analyzed. While some of this is a result of the allocation of

overhead costs, the high operating cost per VRH coupled with the low passengers per VRH supports the need to consider strategies to improve efficiency, as discussed above.

Economic Productivity Summary

Operating Cost per Passenger

Out of all eight systems, Runabout has the highest operating cost per passenger. Runabout's cost of $68.42 per passenger is over twice that of the peer average of $33.12.

Farebox Recovery Ratio

Reflective of the high operating cost per passenger, Runabout has the lowest farebox recovery ratio of any peer system, at only 4.0 percent. The peer systems, however, have farebox recovery ratios as high as 17.4 percent (The Bus), averaging at 11.1 percent.

Subsidy per Passenger-Trip

In congruence with Runabout's low farebox recovery ratio and high operating cost per passenger, Runabout also requires the highest subsidy per passenger-trip out of all peer systems, as shown in Figure 20. The average subsidy per passenger-trip among all of the peer systems is $29.75 and Runabout's subsidy per passenger-trip is $65.68. The Bus has a particularly low subsidy per passenger-trip of $18.02, whereas the highest peer subsidy per passenger-trip belongs to the Yolobus, at $47.84.

Average Fare

Runabout's average fare of $2.74 is the second-lowest of all of the peer systems. The average peer fare is $3.37, which is 18.5 percent higher than that of Runabout. Average peer fares range from $2.27 on the B-Line to $3.98 on Gold Coast Transit.

Economic Productivity Summary

Runabout has the poorest economic productivity of all systems analyzed in terms of operating cost per passenger, farebox recovery ratio, and subsidy per passenger trip. The fact that Runabout has the second-lowest fare of all systems could help to explain the relatively poor overall economic productivity within the Runabout system. Runabout's low system productivity and economic efficiency levels also contribute to poor overall economic productivity.

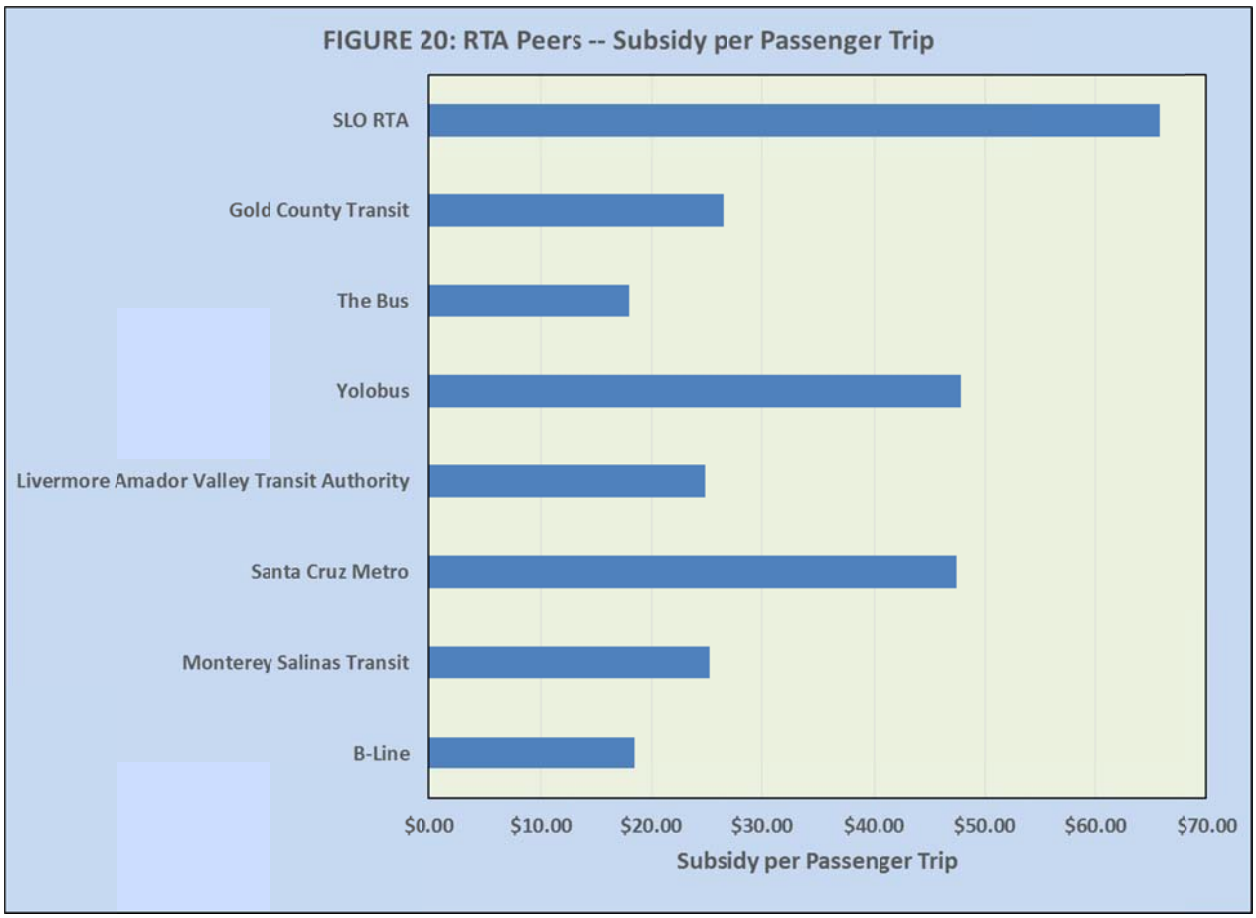


FIGURE 20: RTA Peers -- Subsidy per Passenger Trip
SLO RTA
Gold County Transit
The Bus
Yolobus
Livermore Amador Valley Transit Authority
Santa Cruz Metro
Monterey Salinas Transit
B-Line
$0.00
$10.00
$20.00
$30.00
$40.00
$50.00
$60.00
$70.00
Subsidy per Passenger Trip

With current operations of the San Luis Obispo RTA routes there is room for route improvements and increased efficiencies. Reducing costs and improving quality of service for riders are important to both the RTA and Cities when analyzing alternatives. Issues indicative to all routes include opportunities to improve weekend services and resolve crowding issues. Specific route changes have been reviewed and are outlined in the following series of alternatives, designed to improve the SLO RTA regional transportation system.

The service alternatives presented in this chapter can ultimately be used to develop a scalable service plan. This can be achieved by modifying span and frequency of services based on funding availability. For example if funding levels increase, the RTA could consider adding more service during weekends, later in the evening, or adding more express trips. Similarly, if funding levels are reduced, service frequency could be reduced and span of service could be modified.

ROUTE 9

The current cycle time for Route 9 is 163 minutes for a round-trip during weekdays and 168 minutes for a round-trip on weekends. Currently, the running time is 80 minutes northbound and 83 minutes southbound with an overall roundtrip running time of 163 minutes. Including 36 minutes for layover and recovery, this route has a total cycle time of 199 minutes (3.5 hours). The travel time from Paso Robles to San Luis Obispo is very long for a regional route. The service through Atascadero has high ridership supporting the need to maintain service to most stops through the city. Ten potential alternatives have been identified below to improve the cycle time.

<u>Alternative 1 – Provide Route 9 South (Templeton-SLO) and Separate Route 9 North Express (Paso Robles-SLO)</u>

Route 9 could be reconfigured into “Route 9 North Express” and “Route 9 South” whereby the Route 9 North Express route serves the Paso Robles-Templeton-Atascadero Transit Center-SLO (skipping other stops within Atascadero and Santa Margarita) and the Route 9 South Route serving all stops in Templeton-Atascadero-Santa Margarita-SLO[4]. The northern end of Route 9 South route would be the Twin Cities Community Hospital in Templeton. Note that all buses would continue to serve San Luis Obispo, the Atascadero Transit Center, and Twin Cities Hospital.

Figure 21 depicts this alternative, showing how both routes would provide service between San Luis Obispo and Templeton and where transfers would be possible between these two routes.

[4] For any of these alternatives that result in new routes, changes in route numbering could be considered to reduce the potential for passenger confusion.

Figure 21
Route 9 Alternative 1 - Route 9 South and Separate Route 9 North Express

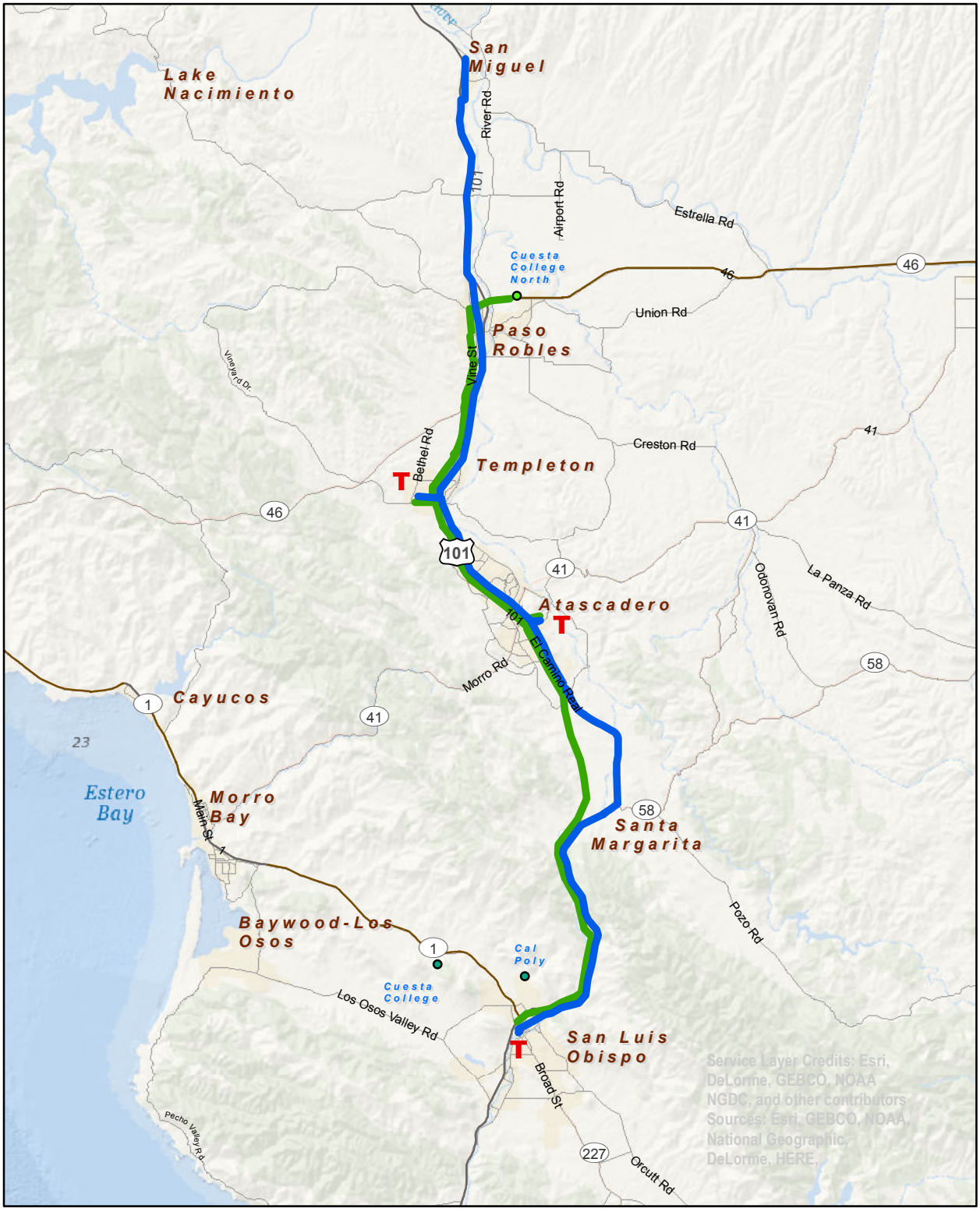


Table 34 presents an example schedule, indicating how timed transfers would be available at the Twin Cities Hospital in both directions. As part of this alternative, free transfers would be provided for travel in the same direction at the Atascadero Transit Center and at the Twin Cities Community Hospital.

Route 9 North would have a roundtrip run time of 138 minutes between Cuesta College North and San Luis Obispo and Route 9 South would have a roundtrip run time of 110 minutes between Twin Cities Hospital and San Luis Obispo. Hourly service can be operated on each route with three buses on the North Express Route and two buses on the South Route for a total of five buses, which would increase the need for Route 9 buses by one over the current three base period buses. However, as this alternative would eliminate the need for peak period express trips, the peak number of buses would be reduced from six to five.

Three RTA operated roundtrips to San Miguel would continue to operate. As they operate today, these extensions would operate from the Pine and 8th Transit Center and go directly to San Miguel. The roundtrip travel time to San Miguel is five minutes longer than the roundtrip travel time to/from Cuesta College North. There is enough time within the Route 9 North cycle to continue to operate these trips without the need to add an additional vehicle.

Overall, this alternative would increase vehicle-hours of service by 4,360 per year, while increasing vehicle-miles of service by 113,600, as summarized in Table 35. Applying the RTA cost model presented in Table 18 in Chapter 3, this option would increase annual operating costs by $484,000.

There would be two key ridership factors of this alternative, as discussed below:

- Passengers traveling between San Luis Obispo and the portion of Route 9 from Templeton north to San Miguel would be afforded a substantially shorter travel time, saving 13 minutes in each direction. Similarly, passengers traveling between San Luis Obispo and the Atascadero Transit Center would save 7 minutes of travel time. Chapter 3 presents information on current trip patterns that can be evaluated using a travel-time elasticity analysis. The increase in ridership associated with this factor is 3,500 per year.

- Passengers traveling between local stops in Atascadero/Santa Margarita and any stops in Paso Robles/San Miguel would need to transfer either at the Atascadero Transit Center or at the Twin Cities Hospital. This would be a direct transfer (at Twin Cities Hospital) for persons traveling between North County and local stops in Santa Margarita or Atascadero, or vice versa. Even with direct transfers, the need to transfer is a disincentive to use transit (as it introduces more uncertainty into the overall trip). Considering the proportion of existing Route 9 ridership making this trip pattern, the transfer requirement would reduce annual ridership by an estimated 2,100 passenger-trips per year.

Overall, ridership would increase by an estimate 2,400 annual passenger-trips. These passengers would increase fare revenues by $3,100 per year, resulting in a net increase in

TABLE 34: RTA Route 9 Alternative Example Run Schedules

	Alt. 1		Alt. 2		Alt. 3			Alt. 4		Alt. 5, 8, 9, 10	Alt. 6		Alt. 7	
	9 North Express	9 South	9 North Express	9 South	9 North Express	9 South	9 off peak	9 Express	9 Local	9 Local	9 Local	9 Skip Atascadero	9	19
Southbound														
Cuesta College North	12:05 PM	--	12:05 PM	--	12:05 PM	--	11:59 PM	--	11:59 PM	11:59 PM	11:59 PM	12:05 PM	--	11:57 AM
North County Transit Center	12:15 PM	--	12:15 PM	--	12:15 PM	--	12:09 PM	1:10 PM	12:09 PM	12:09 PM	12:09 PM	12:15 PM	12:24 PM	12:07 PM
Twin Cities Hospital	12:30 PM	12:30 PM	12:30 PM	--	12:30 PM	--	12:26 PM	--	12:26 PM	12:26 PM	12:26 PM	12:30 PM	--	12:24 PM
Las Tablas Park and Ride	12:32 PM	12:32 PM	12:32 PM	--	12:32 PM	--	12:28 PM	1:18 PM	12:28 PM	12:28 PM	12:28 PM	12:32 PM	12:32 PM	12:26 PM
North End of Atascadero	--	12:36 PM	--	12:32 PM	--	12:32 PM	12:32 PM	--	12:32 PM	12:32 PM	12:32 PM	--	--	12:30 PM
Atascadero Transit Center	12:42 PM	12:46 PM	12:42 PM	12:42 PM	12:42 PM	12:42 PM	12:42 PM	1:28 PM	12:42 PM	12:42 PM	12:42 PM	12:42 PM	12:42 PM	12:40 PM
Santa Margarita	--	1:07 PM	--	1:03 PM	--	1:03 PM	1:03 PM	--	1:03 PM	1:03 PM	1:03 PM	1:03 PM	1:03 PM	--
Government Center	1:16 PM	1:27 PM	1:16 PM	1:23 PM	1:16 PM	1:23 PM	1:23 PM	2:02 PM	1:23 PM	1:23 PM	1:23 PM	1:23 PM	1:23 PM	--
Northbound														
Government Center	12:43 PM	12:33 PM	12:38 PM	12:33 PM	12:38 PM	12:33 PM	12:33 PM	12:15 PM	12:33 PM	12:33 PM	12:33 PM	12:33 PM	12:33 PM	--
Santa Margarita	--	12:47 PM	12:00 PM	12:47 PM	12:00 PM	12:47 PM	12:47 PM	--	12:47 PM	12:47 PM	12:47 PM	12:47 PM	12:47 PM	--
Atascadero Transit Center	1:13 PM	1:08 PM	1:08 PM	1:08 PM	1:08 PM	1:08 PM	1:08 PM	12:40 PM	1:08 PM	1:08 PM	1:08 PM	1:08 PM	1:08 PM	1:10 PM
North End of Atascadero	--	1:22 PM	12:00 PM	1:22 PM	12:00 PM	1:22 PM	1:22 PM	--	1:22 PM	1:22 PM	1:22 PM	--	--	1:24 PM
Twin Cities Hospital	1:26 PM	1:26 PM	1:21 PM	--	1:21 PM	--	1:26 PM	12:53 PM	1:26 PM	1:26 PM	1:26 PM	1:21 PM	--	1:28 PM
Las Tablas Park and Ride	1:28 PM	--	1:23 PM	--	1:23 PM	--	1:29 PM	--	1:29 PM	1:29 PM	1:29 PM	1:23 PM	1:21 PM	1:31 PM
North County Transit Center	1:37 PM	--	1:32 PM	--	1:32 PM	--	1:40 PM	1:03 PM	1:40 PM	1:40 PM	1:40 PM	1:32 PM	1:30 PM	1:42 PM
Cuesta College North	1:50 PM	--	1:45 PM	--	1:45 PM	--	1:53 PM	--	1:53 PM	1:53 PM	1:53 PM	1:45 PM	--	1:55 PM

TABLE 35: RTA Service Alternatives Summary

	Alternative	Change In Annual Service: Service Hours	Service Miles	Operating Cost	Ridership	Fare Revenues	Operating Subsidy	Change in Peak Buses
Route 9	1 Route 9 S (to Templeton) and Separate Route 9 N Express Service	4,360	113,600	$484,000	2,400	$3,100	$480,900	-1
	2 Route 9 S (to Atascadero) and Route 9 N Express Service	4,360	92,400	$440,000	2,300	$3,000	$437,000	-1
	3 Current Service Mid-Day and Route 9 N Express and Route 9 S During Peak Weekday Periods	2,020	46,700	$212,000	1,000	$1,300	$210,700	-1
	4 Midday Express Service from Paso Robles to San Luis Obispo	2,008	83,000	$286,300	25,900	$33,900	$252,400	0
	5 Additional Route 9 Evening Runs (1)	1,442	29,900	$265,000	12,100	$15,900	$249,100	0
	7 Route 9 N and Route 9 S Express Service	3,440	117,400	$439,000	5,400	$7,100	$431,900	2
	8 2-Hour Service Frequency on Weekends	468	9,703	$47,000	2,200	$2,900	$44,100	0
	9 Increased Frequency During Weekday Peak Periods	4,518	93,673	$452,000	34,300	$44,900	$407,100	3
	10 Rt 9 30-Minute Weekday Service Frequency	9,050	206,000	$943,000	66,100	$86,600	$856,400	3
Route 10	1 Later Rt 10 Service	1,442	37,095	$268,300	10,800	$16,000	$252,300	0
	2 Revise Rt 10 to Provide a 2 Hour Cycle Length	-5,010	-49,400	-$388,000	-93,400	-$139,000	-$249,000	-3
	3 Rt 10 Weekend Service Expansion	312	8,000	$34,400	2,700	$4,000	$30,400	0
Route 12	1 Eliminate Rt 12 Layovers in Morro Bay (2)	0	0	$0	1,300	$1,800	-$1,800	0
	3 Additional Rt 12 Evening Run	377	10,400	$81,200	3,200	$4,500	$76,700	0
	4 Additional Rt 12 Saturday Runs	130	4,300	$16,300	500	$700	$15,600	0

Note 1: Costs include additional Runabout service and dispatch/mechanic hours.

Note 2: Costs assume that the additional layover time in San Luis Obispo remain paid driver hours.

operating subsidy of $480,900. This option would reduce the peak fleet requirements by 1 vehicle.

Advantages

- The key benefit of this option is that travel times between Paso Robles and San Luis Obispo would be reduced by approximately 13 minutes.
- Two buses per hour would be operated between Templeton and San Luis Obispo throughout the entire day, increasing overall transit capacity.
- Increases ridership

Disadvantages

- Establishes a need to transfer for 16 percent of Route 9 passengers
- Significantly increases operating costs and reduces efficiency
- As it largely benefits the northern end of the Route 9 corridor, it does not match with the fact that the bulk of the ridership is in the southern end of the corridor.

Alternative 2 – Provide Route 9 South (Atascadero-SLO) and Route 9 North Express (Cuesta College North – SLO)

Similar to Alternative 1, this alternative would provide a separate Route 9 North/Express route and Route 9 South route. The difference would be that the Route 9 South route would only extend as far north as the northern end of Atascadero (El Camino Real at Santa Cruz), and the timed transfer between these two routes would occur at the Atascadero Transit Center. Route 9 North Express would have a roundtrip run time of 138 minutes between Cuesta College North and San Luis Obispo and Route 9 South would have a roundtrip run time of 100 minutes between the north end of Atascadero and San Luis Obispo. Two buses would still be needed to operate hourly service on the Route 9 South as well as three buses on Route 9 North Express. Under this alternative, the timed transfer point would be provided at the Atascadero Transit Center. Having the transfer point between Route 9 North and Route 9 South at the Atascadero Transit Center would be the best location for this connection, since it is the stop with the most daily boardings in Atascadero. Passengers traveling between the stops in Atascadero north of this Transit Center on the Route 9 South could directly transfer to Route 9 North Express for travel south to San Luis Obispo or north to Paso Robles or Templeton. However, some trips would require out-of-direction travel, and a greater proportion of passengers would need to transfer. As with Alternative 1, the current runs to San Miguel would continue to be operated.

In total, this alternative would increase vehicle-hours of service by 4,360 per year, while increasing vehicle-miles of service by 92,400, as summarized in Table 35. This option would increase annual operating costs by $440,000.

There would be three key ridership factors of this alternative, as discussed below:

- Passengers traveling between San Luis Obispo and the portion of Route 9 from Templeton north to San Miguel would be afforded a substantially shorter travel time, saving 13 minutes in each direction. Similarly, passengers traveling between San Luis Obispo and the Atascadero Transit Center would save 7 minutes of travel time, while those traveling between San Luis Obispo and stops in northern Atascadero would also be able to take advantage of the faster travel times by transferring at the Atascadero Transit Center. Considering the trip patterns and the benefits of this reduced travel time, the increase in ridership associated with this factor is 7,500 per year.

- Passengers traveling between local stops in Atascadero/Santa Margarita and any stops in Paso Robles/San Miguel would need to transfer at the Atascadero Transit Center. This would be a direct transfer (at Atascadero Transit Center) for persons traveling between North County and local stops in Santa Margarita or Atascadero, or vice versa. The change in ridership associated with this transfer would be an estimated loss of 4,400 passenger-trips per year.

- Travel between northern Atascadero and Paso Robles/Templeton would require out-of-direction travel via the Atascadero Transit Center. This additional travel time would reduce ridership by an estimated 800 passenger-trips per year.

Overall, ridership would increase by 2,300 annual passenger-trips (slightly less than Alternative 1). Fare revenues would be increased by $3,000 per year, resulting in a net increase in subsidy requirements of $437,000. Peak bus requirements would be reduced by one.

<u>Advantages</u>

- Reduces travel time between northern Atascadero and San Luis Obispo, as well as Paso Robles/Templeton
- Provides additional layover time for Route 9 South
- Provides additional capacity between Atascadero and San Luis Obispo over the entire day

<u>Disadvantages</u>

- Increases travel time and out-of-direction travel for travel between Paso Robles/Templeton and the northern portion of Atascadero
- Would require 33 percent of Route 9 passengers to transfer
- While still increasing ridership, this increase is slightly less than Alternative 1.
- With a higher proportion of riders needing to transfer, this alternative is more dependent on making consistent timed transfers, and thus more prone to long delays if transfer times are missed due to delays.

Alternative 3 – Operate Route 9 North Express and Route 9 South During Weekday Peak Periods Only, with Current Service Plan Mid-Day

Under this alternative, the Route 9 North Express and Route 9 South alternative (Alternative 2) would operate only during peak periods on weekdays and the entire existing Route 9 would operate locally during weekday middays, Saturdays and Sundays. From 5:30 am – 9:00 am and 3:00 pm – 5:30 pm the 9 North and 9 South routes would operate and during all other times the route would operate as the current Route 9. Service to Cuesta College North and San Miguel would be maintained as part of Route 9 North. This would still require only five buses at peak (one less than at present), as the additional peak period buses would come from the current Route 9 express trips. While service times south of Templeton would be consistent, schedule times north of Templeton would shift.

Operating three buses rather than five in the off-peak periods would result in lower overall hours and miles of service. The net cost impact of this alternative would be an increase of $212,000 from current Route 9 operating costs. Considering the proportion of ridership impacts occurring during the peak periods, and also considering the impacts of the changes in service times at the transitions between the two service plans, overall impact on ridership would be an increase of 1,000 passenger-trips per year. Subtracting the increase in fare revenues, net impact on operating subsidy requirements would be an increase of $210,700 per year.

Advantages

- Reduces travel time between Paso Robles/Templeton/northern Atascadero and San Luis Obispo during peak periods
- Less costly than the previous alternatives
- Focuses resources where most needed: longer commute trips during the peak periods and comprehensive local service during the off-peak periods

Disadvantages

- Increases travel time and out-of-direction travel for travel between Paso Robles/Templeton and the northern portion of Atascadero
- Potentially confusing to passenger, as the schedule would shift three times per day
- Lower ridership growth than previous alternatives
- Focusing service on limited peak periods does not effectively match ridership patterns over the day on Route 9, which are more evenly spread over the day than on a typical route focusing on commuters only.

Alternative 4 – Midday Express Service from Paso Robles to San Luis Obispo

The fourth option would be to operate the current Route 9 and add an additional bus to the weekday midday schedule to operate all day express service between Paso Robles and San Luis

Obispo. Stops would be limited to Government Center, Atascadero Transit Center, Las Tablas Park-and-Ride and the North County Transit Center, as shown in Figure 22. This alternative includes adding one bus to the mid-day period (roughly 8:30 AM to 4:30 PM) without breaking up the existing route. The cycle time of this alternative would be 120 minutes with layover and recovery, with the fourth bus operating once every two hours. It would address the crowding issue and provide shorter travel times for travel between Paso Robles/Templeton and San Luis Obispo. As this service could be operated using a bus already providing express service in peak periods, it would not require an additional bus. Four additional round-trips would be operated each day. In addition to providing faster travel times (up to 19 minutes for the full trip between San Luis Obispo and Paso Robles), it would increase the frequency of service.

This additional service would incur an operating cost of $286,300 per year. Considering the proportion of ridership between the key express stops during the mid-day period and the reduction in travel time, this option would increase ridership by an estimate 25,900 per year. Subtracting the additional $33,900 in farebox revenue, operating subsidy would be increased by $252,400.

Advantages

- Reduces travel time between key stops throughout the middle of the day
- Less costly than the previous alternatives
- Does not disrupt existing schedules and travel patterns

Disadvantages

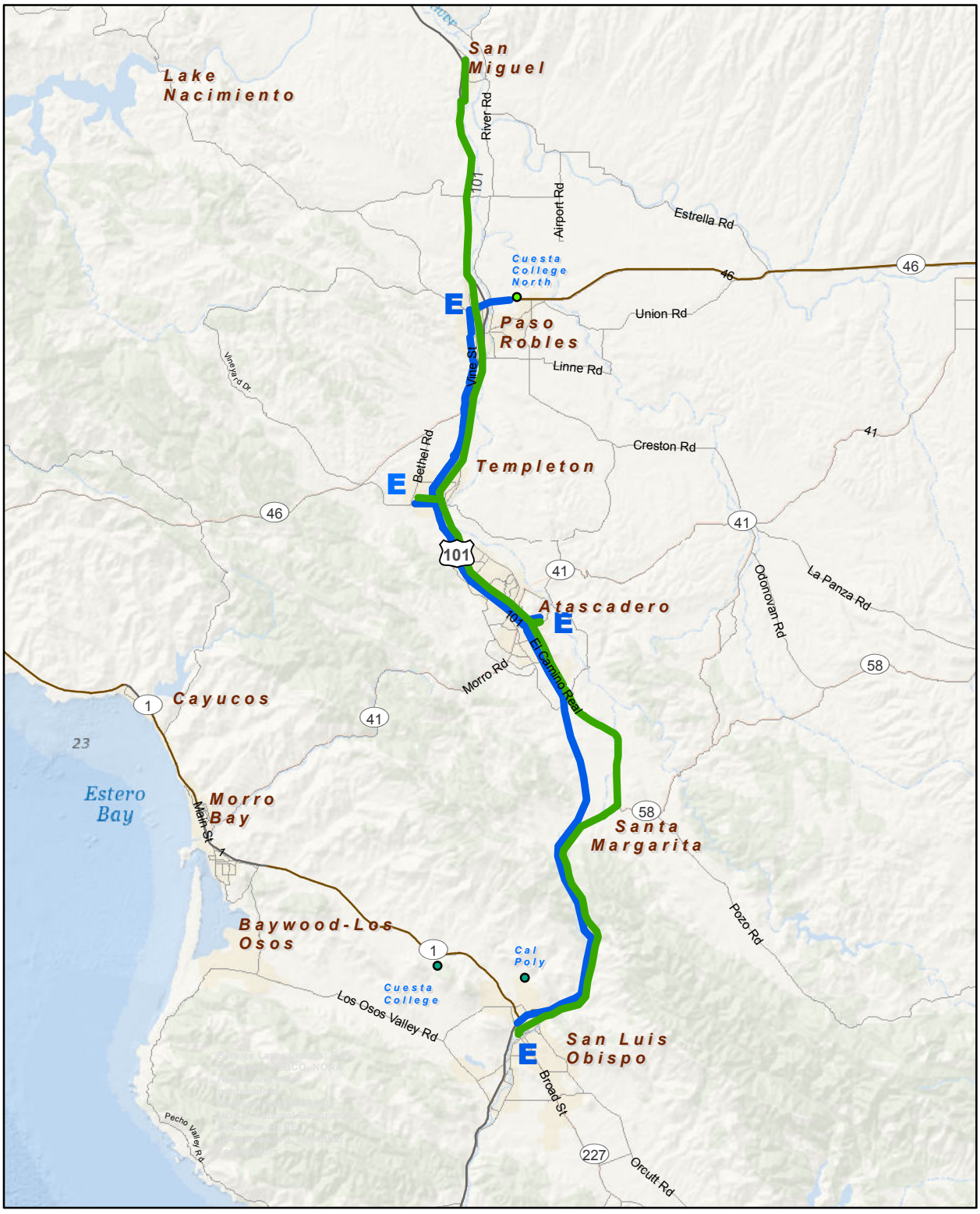
- The every-other-hour schedule would be potentially confusing
- Substantial increase in operating subsidy requirements

Alternative 5 - Additional Route 9 Evening Runs

During the stakeholder meetings, the need for longer evening service hours was identified. At present, the last weekday departures on Route 9 are at 7:00 PM southbound from Paso Robles and 8:33 PM northbound from San Luis Obispo. This precludes any evening activities in Atascadero or Paso Robles among San Luis Obispo residents, and also limits the ability of residents of the northern communities to take part in evening activities in San Luis Obispo. Under this option, two additional southbound runs would be operated on weekday evenings (departing Paso Robles at 8:00 PM and 9:00 PM), along with one additional northbound run (departing San Luis Obispo at 9:33 PM). One additional roundtrip (southbound departure at 8:10 PM and northbound departure at 9:33 PM) would be operated on Saturdays, along with an additional Sunday southbound departure at 7:10 PM and northbound departure at 8:47 PM.

In total, these additional runs would increase annual operating cost by $144,000 per year. This extension in hours of service would also require additional Runabout service, which would add $87,200 per year to overall operating costs. (Another option for any of the alternatives that

Figure 22
Route 9 Alternative 4 -Mid-Day Express Service



extends span of service would be a subsidized taxi program (using a wheelchair-accessible vehicle.) In addition, the extension of RTA service hours beyond the existing end of the service day would require extended hours for dispatch and maintenance staff, estimated to cost $33,800 per year, for a total annual cost impact of $265,000.

Based upon observed Route 9 ridership and the pattern of ridership by hour for similar regional services, it is estimate that these additional runs would generate an additional 9,800 passenger-trips on weekdays, 1,300 on Saturdays, and 1,000 on Sundays, or a total of 12,100. Subtracting the additional $15,900 in fare revenues, subsidy would be increased by $249,100 per year.

Advantages

- Increases access to evening activities, including social events and jobs
- Does not require additional buses

Disadvantages

- Increases costs, both for Route 9 service and for Runabout service
- Lack of evening Paso Express service would limit effectiveness

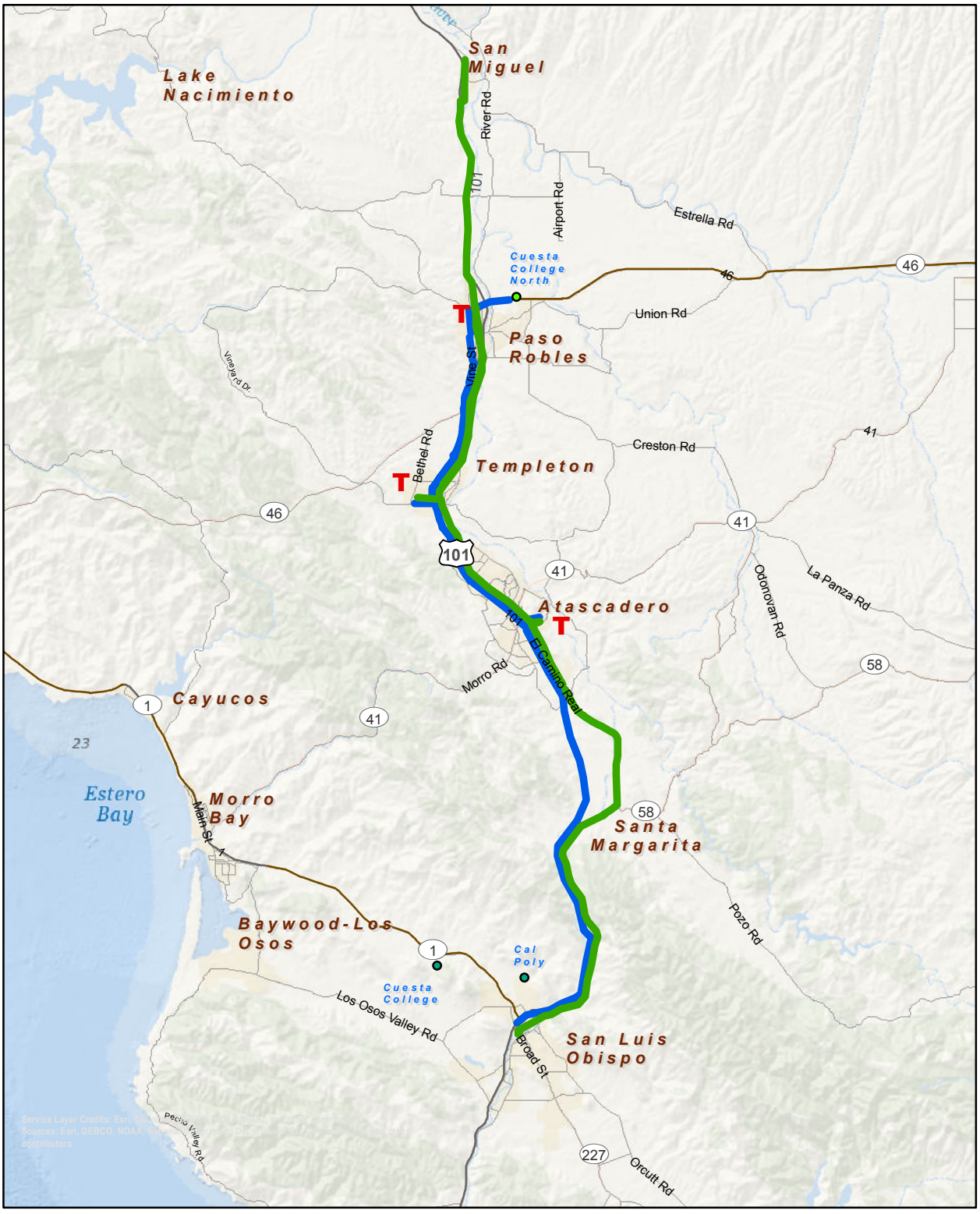
Alternative 6 – Reduced Atascadero Service

Under this alternative, Route 9 would operate under the current service plan, with modifications to reduce running time. During the midday period, northern Atascadero would be served only on every other trip, proceeding directly between the Atascadero Transit Center and the Las Tablas Park-and-Ride via US 101. This would save six to eight minutes off the running time in each direction, or 14 minutes per cycle. However, this is not a sufficient reduction in running time to provide the desired two-hour cycle length. In addition, it would affect 61 boardings southbound, 27 alightings southbound, 15 boardings northbound and 47 alightings northbound during middays, and result in inconsistent schedules. As this alternative has negative impacts with no offsetting positive impacts, it is not considered further.

Alternative 7 – Provide Route 9 North (Paso Robles – Atascadero) and Route 9 South Express (Paso Robles – San Luis Obispo)

This alternative would revise the existing Route 9 to operate all stops between San Luis Obispo and Atascadero Transit Center and then provide express service to serve only three more stops: at Twin Cities Hospital and Las Tablas Park and Ride in Templeton and the North County Transit Center in Paso Robles. As shown in Figure 23, local service replacement of Route 9 between the Atascadero Transit Center and Cuesta College North would be operated by a new Route 9 North service. This could potentially save 15 minutes southbound and 10 minutes northbound which would save a total of 25 minutes per cycle on Route 9 between San Luis Obispo and Paso Robles. Route 9 would then take 57 minutes northbound and 59 minutes southbound, for a total running time of 116 minutes. Four minutes of layover/recovery is not sufficient for this

Figure 23
Route 9 Alternative 7 - Route 9 North and Separate Route 9 South Express



route. With adequate layover the cycle time included the total cycle would be 180 minutes which would still require three buses. The peak period express trips would remain in service to ensure adequate capacity to/from San Luis Obispo is provided. Three daily Route 9 trips would also continue to operate to San Miguel.

The replacement local route, Route 9 North, would operate between the Atascadero Transit Center and Cuesta College North. Route 19's travel time would be 43 minutes southbound and 45 minutes northbound, with an 89 minute total travel time. Based on this travel time, the cycle time would be 120 minutes, or two hours, and would require two buses. Including the Route 9 South Express and express buses, this option would increase the peak number of buses on this corridor by one, to a total of seven.

In addition to the reduced ridership for those riding between Paso Robles/San Miguel and San Luis Obispo/Atascadero, roughly 6 to 8 minutes of in-vehicle travel time would be saved for person traveling to or from Templeton. The reduction in travel time would generate a ridership increase of approximately 9,000 per year. The key ridership issue with this alternative is that it would force a transfer for people traveling through the Atascadero Transit Center unless they are going to/from the two stops that would be served north of the Atascadero Transit Center, which would total approximately a quarter of all Route 9 passengers. The inconvenience of this transfer would eliminate an estimated 3,200 passenger-trips. Overall, this alternative would increase ridership by roughly 5,400 passenger-trips. Operating costs would be increased by $439,000, which along with the addition of an estimated $7,100 in fare revenues would increase subsidy requirements by an estimate $431,900 per year.

Advantages

- Reduced in-vehicle travel times for trips between North County Transit Center, Las Tablas Park-and-Ride, and downtown San Luis Obispo
- Results in an overall ridership increase

Disadvantages

- Increases operating costs and subsidy requirements
- Increases peak bus requirements by 2
- Increases the need for transfers, specifically for passengers traveling to/from stops in northern Atascadero. 25 percent of all Route 9 riders would need to transfer

Alternative 8 – 2 hour Service Frequency on Weekends

This alternative leaves the current route unchanged but would increase service frequency to every two hours on Saturdays and Sundays. This would increase the overall convenience of transit services for travel throughout the corridor, and make the schedule easier to understand and remember. An additional bus would be needed to increase service levels. The daily number of round-trips would be increased from the current five to six on Saturdays, with a one-hour

break in service in the late afternoon to provide the last departures at the same time as the current schedule. On Sundays, the number of runs would increase from the current three to five, over the same span of service.

This would increase ridership by an estimated 800 passenger-trips on Saturdays plus 1,400 passenger-trips on Sundays. Operating costs would be increased by $47,000 per year. Subtracting the additional fare revenues, operating subsidies would be increased by $44,100 annually.

Advantages

- Increases access to weekend activities, including social/recreational events and jobs
- Does not require additional buses

Disadvantages

- Increases costs and subsidy requirements
- Results in inefficient driver schedules, requiring a 1-hour layover after each round-trip
- The lack of local Sunday transit services in the three communities restricts access to weekend activities

Alternative 9 – Increased Frequency During Weekday Peak Periods

This alternative keeps the current Route 9 service as is, with increased service frequency during peak periods. Three additional buses would be added to provide 30-minute service during peak periods, with no reduction assumed in express runs. This alternative would address peak period crowding and improve the frequency of service for all riders. The cost of operating additional buses during peak periods from 5:30 am – 9am and 3 pm – 5:30 pm would total $452,000 over the course of a year. Ridership is estimated to equal an increase of 34,300 passenger-trips per year. Overall impact on operating subsidy requirements would be an increase of $407,100, once the additional $44,900 in fare revenues is subtracted.

Advantages

- Increases travel choices and capacity during peak times
- Increases ridership
- Increases transfer opportunities with Paso Express

Disadvantages

- Increases operating costs
- Increases peak fleet requirements by three buses
- Additional runs would have only limited transfer opportunities in San Luis Obispo and North County

Alternative 10- 30-Minute Weekday Service Frequency

This alternative keeps the current Route 9 services and route, but adds three additional buses to increase service to every 30 minutes throughout the entire weekday. This alternative would address crowding and improve the frequency of service for all riders, and provide for a consistent service schedule. The cost of operating this additional service would be substantial, totaling $943,000 per year. The overall impact on ridership would be an increase of 66,100, yielding an increase in fare revenues of $86,600. The net impact on operating subsidy requirements would be an increase of $856,400 per year.

Advantages

- Increases travel choices and capacity during peak times
- Increases ridership
- Increases transfer opportunities in both San Luis Obispo and Paso Robles

Disadvantages

- Significantly increases operating costs
- Increases peak fleet requirements by three buses

ROUTE 10

The current cycle time for Route 10 is 144 minutes for a round-trip. Currently, the running time is 74 minutes northbound and 70 minutes southbound with an overall roundtrip running time of 144 minutes. Including 36 minutes for layover and recovery, this route has a total cycle time of 180 minutes (three hours). Up to six buses are in operation on Route 10 on weekdays. Five potential alternatives are considered below, focusing on means to expand service availability and/or improve efficiency.

Alternative 1 - Later Service

Route 10 provides service from San Luis Obispo to Santa Maria and has the highest ridership of all RTA routes, with 270,562 annual passengers during FY 13-14. Based on passenger survey comments, passengers were mostly satisfied with the beginning of the span of service but were not as satisfied with the time services ended. Final weekday Route 10 runs currently depart at 7:14 PM northbound from Santa Maria, and 8:33 PM southbound from San Luis Obispo. Under this option two additional northbound runs would be operated (departing at 8:14 PM and 9:14 PM northbound) along with one additional southbound run (departing a 9:33 PM) on weekdays. One additional roundtrip would be operated on weekends. On Saturdays, an additional northbound run would depart at 8:14 PM and southbound at 9:33 PM (necessitating the operating of an additional bus). On Sundays, the additional northbound run would depart at 7:14 PM and southbound at 8:33 PM. An example schedule of these runs is shown in Table 36.

TABLE 36: RTA Route 10 Alternative Example Run Schedules

	Alt 1	Alt 2	Alt 3	Alt 4 RTA	Alt 4 SMAT
Southbound					
Government Center	8:33 PM	12:33 PM	12:33 PM	12:33 PM	--
Pismo Beach	9:00 PM	--	1:00 PM	1:00 PM	--
Arroyo Grande (Five Cities Center)	--	12:55 PM	--	--	--
Arroyo Grande (Halcyon)	9:06 PM	--	1:06 PM	1:06 PM	--
Nipomo	9:19 PM	1:10 PM	1:19 PM	1:19 PM	1:19 PM
Hancock College	9:31 PM	1:22 PM	1:31 PM	--	1:31 PM
Santa Maria Transit Center	9:43 PM	1:29 PM	1:38 PM	--	1:43 PM
Northbound					
Santa Maria Transit Center	7:14 PM	12:33 PM	12:20 PM	--	1:53 PM
Hancock College	7:18 PM	12:48 PM	12:00 PM	--	1:57 PM
Nipomo	7:35 PM	12:00 PM	12:35 PM	1:35 PM	2:14 PM
Arroyo Grande (Halcyon)	7:49 PM	--	12:49 PM	1:49 PM	--
Arroyo Grande (Five Cities Center)	--	1:04 PM	--	--	--
Pismo Beach	8:00 PM	--	1:00 PM	2:00 PM	--
Government Center	8:28 PM	1:27 PM	1:28 PM	2:28 PM	--

These additional runs would incur an increase in annual operating costs of $268,200 per year, including $159,000 for fixed route service, $80,100 for additional Runabout service, and $29,200 for additional dispatch and mechanic hours. Based upon the relative hourly ridership of evening service in similar regional transit programs offering later service, this alternative would add 8,700 passenger-trips on weekdays, 1,100 on Saturdays and 1,000 on Sundays annually. Subtracting the $16,000 in additional fare revenues, subsidy requirements would increase by $252,300 per year.

Advantages

- Increases travel choices and ability to access evening classes, jobs, and social/recreational opportunities
- Increases ridership

Disadvantages

- Increases operating costs
- New runs would have no available SCT connections.

Alternative 2 – Route Revisions to Provide a Two Hour Cycle Length

This alternative evaluates the route revisions that would be needed to reduce Route 10 running time down to a two hour cycle. This in turn would reduce peak bus requirements and vehicle-hour requirements.

Revisions in Santa Maria

There are two changes to Route 10 in Santa Maria that would be needed in order to reduce Route 10's running time:

- The first change is that the two stops near Marian Regional Medical Center in Santa Maria would need to be eliminated. Service would still be maintained to the two busiest stops in Santa Maria at Hancock College and the Santa Maria Area Transit (SMAT) Transit Center. As SMAT Route 3 service is available to the SMAT Transit Center and the Marian Regional Medical Center, existing RTA passengers traveling to and from these stops would still be able to complete their trips, but would need to transfer. SMAT Route 3 will serve the stops RTA will no longer serves pulses at the SMAT Transit Center every 30 minutes, at :00 and :30 past the hour which will allow for easy transfers. The current boardings at the Marian Regional Medical Center stop traveling northbound at E. Church at Palisade is a daily total of 15 passengers while the southbound daily total is of 9 passengers. The current boardings for the stop northbound at Nicholson/E. Cypress has a daily total of 21 passengers and a southbound daily total of 17 passengers. Considering the impacts on ridership associated with introducing a transfer, approximately less than 1 percent (6 passengers per day) would be lost due to this change in service. Removing these stops from the route would improve the efficiency of the route to the SMAT Transit Center which has current daily boardings of 80 passengers on the northbound route and 77 passenger alightings on the southbound route. An alternative to this scenario would be to keep the stops at the Hospital and SMAT Transit Center, but only serve it on northbound trips.

- A second change in the Santa Maria area would be to serve Hancock College only in one direction, which reduces running time in Santa Maria. There are two ways to accomplish this. The first would be to have only southbound trips serve the college all day. The second way is to have southbound trips serve the college during the AM hours and northbound trips serve the college in the PM hours. Serving the college only on southbound trips will improve the directness of the route. However, San Luis Obispo County passengers going to/from the College may prefer being the first stop in Santa Maria in the morning and the last stop in the evening, reducing the number of passengers that would need to ride through the Santa Maria Transit Center and sit through the bus layover. Route 10 has 33 passengers arriving in the southbound direction at Alan Hancock College in the morning between 6:30 AM – 10 AM and 36 passengers boarding in the northbound direction in the afternoon between 2 PM – 7 PM.

The travel time savings in Santa Maria associated with these service changes would be eight minutes in the southbound direction and four minutes in the northbound direction, which by themselves are not sufficient to allow a two-hour cycle length. This option would change service times at the SMAT Transit Center. At present, Route 10 arrives at 43 minutes past the hour and depart at 14 minutes past the hour. Under this alternative, there would be a short layover between the arrival at 29 minutes past the hour and the departure at 33 minutes past the hour. Most of the eight local SMAT routes operate every 30 minutes, and six of them (2, 3, 4, 5, 7, and 8) provide service near the bottom of the hour. The only SMAT route that this Route 10 service change would negatively impact would be SMAT Route 6, which would require roughly 15 minute waits between connections to/from RTA Route 10.

Revisions in Five Cities Area

To accommodate passengers in the Five Cities, service could be provided to the Ramona Garden Park to connect the South County Transit (SCT) Routes to Route 10. This alternative would add 10 minutes to the running time of the Route in each direction. Although there would be enough time within the current route cycle, there would be an increase in travel time between San Luis Obispo and Santa Maria to almost an hour and half (which can be driven in about 40 minutes). Total cycle time under this alternative would remain at the current cycle time of 180 minutes. SCT Route schedules would have to be modified to meet Route 10. Service to Ramona Garden Park would not improve the efficiency of the route and would add too much time to the running time in each direction. Therefore, this is not a recommended alternative.

Another alternative to improve the service through the Five Cities would be to change the transfer point with SCT. This would replace the current transfer at the Pismo Beach Premium Outlets and would eliminate Route 10 service to this stop. There are three stops on Route 10 that serve the Five Cities area:

- Current weekday boardings on Route 10 at the Pismo Beach Premium Outlets is 154 northbound and 160 southbound. This stop is the second busiest stop after the Government Center in San Luis Obispo.

- The current boardings for the stop at East Grand Avenue at El Camino traveling northbound has a daily total of 76 passengers and a southbound daily total of 63 passengers.

- The current boardings for the stop at El Camino Real at Halcyon traveling northbound have a daily total of 81 passengers and a southbound daily total of 45 passengers.

The most viable option would be to create the transfer point between Route 10 and SCT to the Walmart (Five Cities Center) on the north side of 101, which would replace all of the existing stops in the Five Cities area. Currently, the route for northbound Route 10 to and from the Premium Outlets is convoluted as the bus bays are only in the southbound direction on 5 Cities Drive, the bus has to exit at 4th Street and then take the James Way loop west to the underpass near the rail line and loop back. Moving the Transfer Center to the Walmart (Town Center)

would allow buses to travel about 0.5 miles off of US 101. With the current route configuration with the Transfer Center at Pismo Beach Outlets, buses travel about 0.9 miles off of US101. Cutting down on mileage on and off the freeway would improve running time. This alternative would save approximately three minutes in each direction.

At present, the transfer point between RTA and SCT buses (Premium Outlet) is served at the top of the hour, in both directions. Under this alternative, the southbound Route 10 buses would serve the relocated transfer point at 55 minutes after, while the northbound Route 10 buses would serve it at 4 minutes after. At present SCT Route 21 is scheduled to arrive at the current transfer point at 56 minutes after and departs at 5 minutes after, while SCT Route 24 arrives at 56 minutes after and departs at 4 minutes after. The schedules for these routes would need to be shifted by approximately 10 minutes to meet the new RTA service times at Five Cities Center. While the existing layover times indicate that it would be theoretically possible for these SCT routes to meet both the northbound and southbound buses, the nine minutes between the northbound and southbound RTA buses would leave no time to address RTA delays without impacting SCT services (particularly for delays in the northbound RTA Route 10 bus). The frequency of missed connections and/or delays to SCT routes would therefore increase under this alternative, unless other route changes are made to shorted Routes 21 and 24. The other SCT route (Route 23) does not serve the existing transfer point, though it would be more feasible to serve a Five Cities Center transfer point.

Revisions in San Luis Obispo

Within the City of San Luis Obispo, ridecheck data indicates that Route 10 along Higuera Street generates more ridership in the northbound direction than the southbound direction. Specifically, daily boardings/alightings average 113 in the northbound direction and 52 in the southbound direction (a 12%/6% split). One alternative to improve route efficiency would be to eliminate Higuera Street service all together and have all trips serve downtown using the Route 10 express routing, which saves approximately 8 minutes in each direction. There are 37 boarding passengers in the southbound direction along Higuera Street that would be impacted by removing service from Higuera Street along with 81 northbound alighting passengers. Southbound alighting passengers and northbound boarding passengers along Higuera Street would still have access to SLO Transit Route 2 services. This would save running time and help get the route down to a two-hour travel cycle; however, the demand for service on Higuera would still remain. Considering the proportion of impacted riders that would still use RTA services via SLO Transit connections (or by walking), the overall impact of this option would impact 165 passenger-trips per day. However, the reduced running time would lead to increased ridership. Overall, it would cause a significant impact to service quality.

A second alternative would be to provide service along Higuera only in the northbound direction. This would require riders to sit through layovers in downtown San Luis Obispo, which may be seen as inefficient. However, it would be more convenient than waiting to make a transfer to SLO transit. It currently takes 28 minutes to travel between the Government Center at Osos and Palm and the Pismo Beach Outlets. Eliminating service on Higuera would reduce

the overall route running time by 8 minutes in each direction. Ridership loss along S. Higuera would be approximately 52 passenger-trips per day, which would be offset to a degree by new passengers attracted by shorter southbound travel times.

Summary

Considering these three opportunities to reduce the running time along Route 10 as a whole, service changes in all three areas would be required in order to reduce running time enough to change the cycle time of Route 10 from three hours to two hours. Implementing all of the changes will reduce northbound running time to 51 minutes and southbound running times to 58 minutes for a total running time 109 minutes. This would reduce vehicle-hours of service by 5,010 per year, and reduce operating costs by $388,000 per year.

This alternative would have many impacts on ridership. Most significantly, an analysis of ridership data by stop indicates that an estimated 60 percent of all existing Route 10 riders board or alight at one of the stops where service would be eliminated. Considering that some of the impacted passengers would continue to use Route 10 (and transfer to connecting services to complete their trip), the overall loss of ridership associated with this factor would be 48 percent of existing non-express ridership, or 113,000 rides per year. Passengers using the remaining stops would be benefited with faster running times (saving up to 23 minutes on a one-way trip), which would generate an estimated 19,800 additional boardings per year. The reduced dependability of transfers with SCT would tend to reduce ridership. Overall, this alternative would have a substantial ridership impact, reducing annual boardings by roughly 93,400.

Farebox revenues would drop by $139,000 per year, resulting in a net reduction in operating subsidy requirements of $249,000 annually.

<u>Advantages</u>

- Reduces operating costs and subsidy needs
- Reduces peak bus requirements
- Provides faster travel times for remaining passengers

<u>Disadvantages</u>

- Eliminates service to many existing productive stops
- Requires realignment of SCT services
- Requires additional transfers, increasing travel time and inconvenience for many passengers
- Raises issues of coordination with all connecting services

Alternative 3 -- Weekend Service Expansion

This option would improve Saturday service by one additional run, with northbound departures at 7:14 AM, 9:14 AM, 11:14 AM, 1:14 PM, 3:14 PM, and 6:14 PM, and southbound departures at 8:33 AM, 10:33 AM, 12:33 PM, 2:33 PM, 4:33 PM and 7:33 PM. This would require operation of a second bus. In addition, an additional Sunday run would be added, resulting in northbound departures at 7:14 AM, 10:14 AM, 1:14: PM and 4:15 PM and southbound departures at 8:33 AM, 11:33 AM, 2:33 PM and 5:33 PM. Overall operating costs would be increased by $34,400. The resulting increase in annual ridership would equal 700 passenger-trips on Saturday and 2,000 on Sunday, or 2,700 in total. This increase would generate $4,000 in fare revenues, resulting in a net increase in operating subsidy requirements of $30,400.

Advantages

- Expands access to weekend employment, shopping, recreational and social opportunities
- Expands ridership

Disadvantages

- Increases operating costs
- Increases buses operating on Saturdays
- Lack of frequent local weekend service in SCT Area, Avila, and Nipomo restricts access to weekend activities

Alternative 4 – Terminate Route 10 at Nipomo

Under this alternative, Route 10 would terminate in Nipomo (Tefft/Carrillo). A cost-sharing agreement would be implemented with the City of Santa Maria to extend a SMAT route (or establish a new route) north to Nipomo. The resulting Route 10 would have a two-hour cycle length, including a 16 minute layover in Nipomo. Service schedules on the remaining route north of Nipomo would remain unchanged.

Optimally, the schedules would be coordinated to allow direct bus-to-bus transfers between the two systems in Nipomo. However, the 16 minutes of time between the southbound Route 10 arrival in Nipomo and the northbound departure does not provide adequate time to make a round trip between Nipomo and the Santa Maria Transit Center. To make direct timed transfers in both directions would therefore require two SMAT buses in operation, resulting in an additional bus operating along the corridor and a very substantial increase in cost. Using one SMAT bus, Table 36 shows an example schedule, timed to provide a direct connection for southbound travelers. As shown, this requires a 21 minute layover in the northbound direction between the arrival of the SMAT bus and the departure of the northbound RTA Route 9.

Currently, 43 percent of Route 10 ridership travels through Nipomo, equivalent to 112,800 passenger-trips per year. An additional 6 percent travels between Nipomo and Santa Maria, or 15,900 passenger-trips per year. Considering the impact of the transfer, overall ridership would be reduced by an estimated 20,500 per year.

Another consideration is that, as there is no fare agreement between SMAT and RTA, passengers would have to pay a full additional fare when transferring between the two systems. This would add $2.50 to the cost of a daily round-trip, or $40 to the monthly pass costs for an existing RTA rider passing through Nipomo. It would also result in another substantial reduction in ridership, not reflected above. This alternative would also increase SMAT's fleet requirements. The subsidy provided by RTA for SMAT service within San Luis Obispo County would need to be negotiated. In addition, the express runs currently operating through Nipomo would need to be addressed. Overall, as this alternative would significantly reduce ridership at an uncertain impact on overall costs, it is not recommended for further consideration.

ROUTES 12 AND 15

Routes 12 and 15 provide service to the north coast of San Luis Obispo County. Route 15 was recently modified from a fixed route service (with complementary Runabout service) to a deviated fixed route service, in order to bring overall costs in line with ridership levels. As such, this discussion focuses on four alternatives for Route 12 service.

Alternative 1 – Eliminate Route 12 Layovers in Morro Bay

Many of the Route 12 runs, serving Los Osos, currently are scheduled with a layover in Morro Bay in order to provide timed transfers with Route 15, serving the North Coast. These 20-minute layovers are scheduled on the northbound run in the morning and the southbound run in the afternoon/evening, which reduces the proportion of riders impacted by this strategy. However, this adds to in-vehicle travel time for the 5 percent of total Route 12 passengers traveling between Los Osos and San Luis Obispo at these times, which has been a common passenger complaint. It also results in a shift in service times in the Los Osos area.

A review of ridership patterns, moreover, indicates that there are very few daily transfers between Route 15 and Route 12. Route 12 has greater ridership with 553 daily riders traveling southbound, 468 riders travel northbound and 259 traveling the Los Osos Loop. This indicates that Route 12 should be scheduled to eliminate the long Morro Bay layovers (while still serving Morro Bay). This would reduce the in-vehicle travel time between Los Osos and San Luis Obispo. As an example, the 3:35 PM departures from Los Osos, which currently requires 60 minutes to travel from Los Osos to San Luis Obispo would instead require only 40 minutes, ultimately increasing ridership, at only a small impact to Route 15 ridership.

Advantages

- Reduces in-vehicle travel time between Los Osos and San Luis Obispo
- Provides a more consistent schedule

Disadvantages

- Increases transfer wait times for some connections between Routes 12 and 15

The net effect on total vehicle-hours or vehicle-miles of operations would be negligible, as the layover time would simply be shifted[5]. Ridership benefits, considering the proportion of existing Route 12 ridership currently waiting through transfers at Morro Bay and the proportion of Route 15 ridership transferring to/from Route 12, is 1,300 per year. As these additional riders would generate an estimated $1,800 in fare revenues, net subsidy needs would be reduced by $1,800.

Alternative 2 – Provide Separate Route 12 Runs to Morro Bay and Runs to Los Osos

Another proposal would be to treat Morro Bay and the Baywood-Los Osos area as two distinct branches of the Route 12 that would alternate each hour on weekdays. The issue with this alternative is that there is enough ridership traveling between Baywood-Los Osos and Morro Bay to justify the connection between these areas. Daily, 39 passengers board the bus in Morro Bay going towards Los Osos, while 48 passengers get off the bus in Morro Bay as the bus returns from Baywood-Los Osos. This constitutes approximately 15 percent of all Route 12 ridership, or 20,000 passenger-trips per year. Thus this connection does need to be maintained, and this option would not be a net benefit. This alternative is therefore not considered further.

Alternative 3 - Additional Route 12 Evening Run

The last Route 12 weekday run currently departs San Luis Obispo at 8:33 PM, returning from Morro Bay at 10:38 PM. Under this option, one additional run would be operated, one hour later than these times. This would increase operating costs by $81,200 per year, including $23,100 for additional Runabout service and $15,000 for extended dispatch/mechanics hours. Considering the relative ridership by hour of similar services, it would generate an estimated increase of 3,200 passenger-trips per year, yielding an increase in fare revenues of $4,500 per year. Net subsidy would be increased by $76,700.

Advantages

- Expands access to evening education, employment, shopping, recreational and social opportunities
- Expands ridership

Disadvantages

- Increases operating costs

[5] This assumes that the additional 20 minutes of new layover time in San Luis Obispo cannot be re-allocated to reduce overall driver hours.

- Requires longer Runabout and dispatch hours

Alternative 4 - Additional Saturday Runs

The current Route 12 plan provides six round trips on Saturdays, on generally 3-hour headways. It uses layover periods in Los Osos to provide driver breaks three times a day, along with an overlap of two buses in mid-day. An alternative plan would be to operate one bus on a consistent two-hour headway. By eliminating the layover in Morro Bay, a 27 minute layover can be provided in San Luis Obispo. Service could be operated on two-hour headways between 7:23 AM and 9:28 PM (two additional round trips) by adding only 2 daily vehicle-hours of service. Similarly, a consistent 2-hour headway service could be operated on Sundays between 8:23 AM and 6:43 PM. This would add 0.5 hours of service each day, operating the same number of runs (five).

This option would increase ridership by an estimated 500 passenger-trips per year, resulting in an increase in fare revenues of $700. Operating costs would increase by $16,300, yielding a net increase in subsidy requirements of $15,600.

Advantages

- Expands access to weekend employment, shopping, recreational and social opportunities
- Provides a more consistent weekend schedule
- Expands ridership

Disadvantages

- Increases operating costs

OTHER ALTERNATIVES

Service to the San Luis Obispo Airport Area

The San Luis Obispo (SLO) Airport is located south of the city limits of the City of San Luis Obispo. This area is unique because it has limited pedestrian access and accessibility for large buses in the surrounding business parks. In addition, there are employment centers just to the north of the terminal and to the east that are not currently provided with transit service. The RTA already has a planned route that will pass by the airport that will operate a small number of trips per day on weekdays operating between Morro Bay and Santa Maria. Also, there may be opportunities within the current schedules to serve the airport. The concept of deadhead runs to serve the airport makes sense as long as it can be incorporated into the layover times of the proposed routes and are consistent with driver union contracts. An issue is that the airport itself is not a major generator as there are a limited number of flights and employees who

would generate transit ridership. However there has been growth in office/industrial parks near the airport that may generate ridership.

It should be noted that relatively small commercial airports are not typically found to be strong transit ridership generators. Air passengers typically are either traveling on business (who generally find the wait times to use transit service too lengthy) or are leisure/family travelers with substantial luggage (and often a family member to drive them to/from the airport). While the presence of Cal Poly generates additional student air passengers, this demand tends to concentrate around relatively short periods near the beginning and end of class sessions. While airport employees can be a strong transit market for larger hub airports, the relatively small employment associated with the SLO Airport and the fact that schedules are varied across a long operating day reduces employment demand. Rather than the airport itself, the greater potential transit demand in this area is generated by the employment areas nearby. Service to the airport is considered under an alternative to Route 3 in the SLO Transit short range transit plan. Service to the airport would operate as an express that would have a roundtrip cycle time of 30 minutes. Ideally any RTA service to/from the airport would be scheduled to fit within the cycle time of an additional service.

As an aside, a separate option to add airport service to Route 10 was considered but eliminated. Even with very limited stops, diverting Route 10 off of the US 101 /Higuera Street corridor to serve the airport via Tank Farm Road and Broad Street would add a minimum of 20 minutes of running time. This would both add substantial operating costs (extending the cycle length by another hour), and greatly impact the very large proportion of existing Route 10 riders not bound to/from the airport area.

Additional Morro Bay –Templeton Route

A potential new route, mentioned in public and stakeholder input, is a new service between Morro Bay and Templeton. This service would connect employees in the North Coast area to employment at Twin Cities Hospital without going into San Luis Obispo, as well as other travelers between the North Coast and Templeton/Paso Robles. There are a number of concerns regarding this service. The first concern is that both Highway 41 and Highway 46 would be very difficult for buses to operate along due to the topography and road geometry. The second concern is there are very few opportunities for generating ridership along the route and the North Coast area may not provide sufficient ridership to support a fixed route between these two areas. The third concern is that travel time between the North Coast and Templeton via Highways 41 or 46 may not be significantly shorter than traveling through San Luis Obispo on Routes 12 and 9. For this reason, a fixed route should not be pursued at this time, but a vanpool may be a viable alternative.

During the summer of 2013, an experimental route was implemented connecting the beach communities in North County. This beach shuttle was Route 80 which provided service from Paso Robles to Atascadero, and then traveled on Route 41 to the beaches of Morro Bay and

Cayucos. During operation the shuttle had little ridership carrying only 2,085 passengers in 351.1 service hours.

Comparison of Alternatives and Performance Analysis

Figure 24 presents the ridership impact of the various alternatives. As shown, the greatest potential ridership increase identified in any of the alternatives is 66,100, resulting from the Route 9 all-day weekday 30-minute service frequency. Other alternatives with relatively high ridership potential are the increased Route 9 peak period service frequency (34,300), mid-day Route 9 express service (25,900) and later Route 10 service (10,800). At the other extreme, revising Route 10 to a 2-hour operating cycle would reduce ridership by 93,400 passenger-trips per year.

The relative impact on operating subsidy largely mirrors the impact on ridership, as shown in Figure 25. Route 9 30-minute all-day service frequency would require the greatest increase of $856,400. The three alternatives that consider splitting Route 9 into a combination of local and express services have subsidy impacts ranging from $434,800 to $480,900). At the other extreme, $249,000 in subsidy could be saved by revising Route 10 to a 2-hour base cycle.

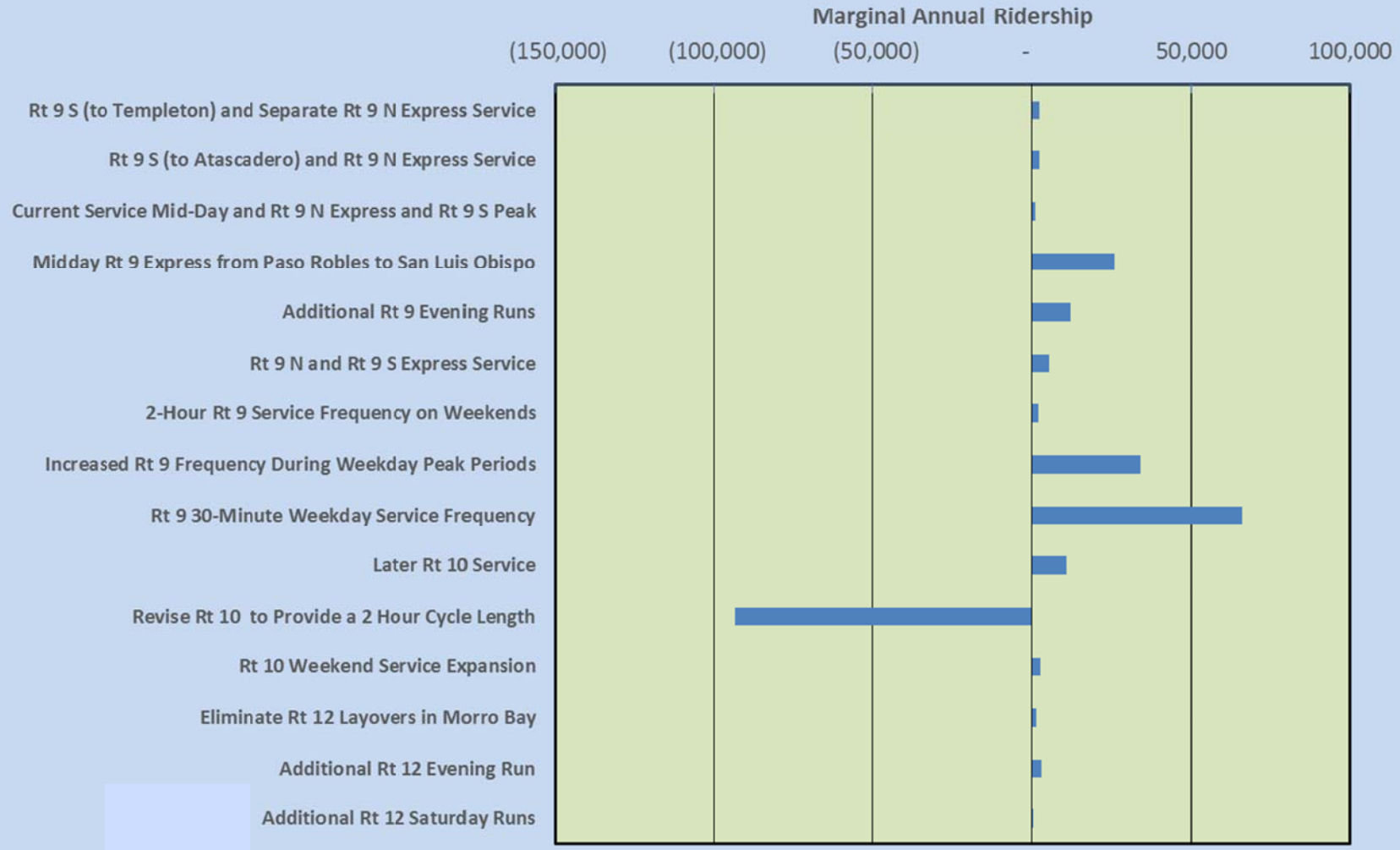
Alternatives Performance Analysis

An analysis of the performance of the various RTA alternatives is presented in Table 37. This considers the following key transit service performance measures:

- The marginal **passenger-trips per vehicle-hour** is a key measure of the productivity of a transit service. As also indicated in Figure 26, the best of these alternatives that increases ridership is the mid-day express service on Route 9, which would carry 12.9 passengers for every additional hour of service. The elimination of Route 12 layovers in Morro Bay could actually be considered the best alternative, as it adds ridership without any requirement for additional service hours. Revising Route 10 to a 2-hour cycle length has a value of 18.6, which represents the loss of ridership for every vehicle-hour reduction in service. RTA has an adopted system wide standard of providing at least 22 passenger-trips per vehicle-hour; by this standard, none of the alternatives would be met. Other alternatives with relatively high productivity are the expansion of weekend service on Route 10 and additional evening runs on Routes 9 and 12.

- The marginal **passenger-trips per vehicle-mile of service** is, among those alternatives increasing ridership, highest for the additional Route 9 evening runs (0.40), the increased peak-period Route 9 service (0.37) and the Route 10 weekend expansion (0.34). Again, the Route 10 2-hour cycle alternative reflects a reduction in both passengers and miles. The alternatives that would break up Route 9 into local and express elements are the poorest performers by this measure.

Figure 24: RTA Alternatives Impact on Annual Ridership



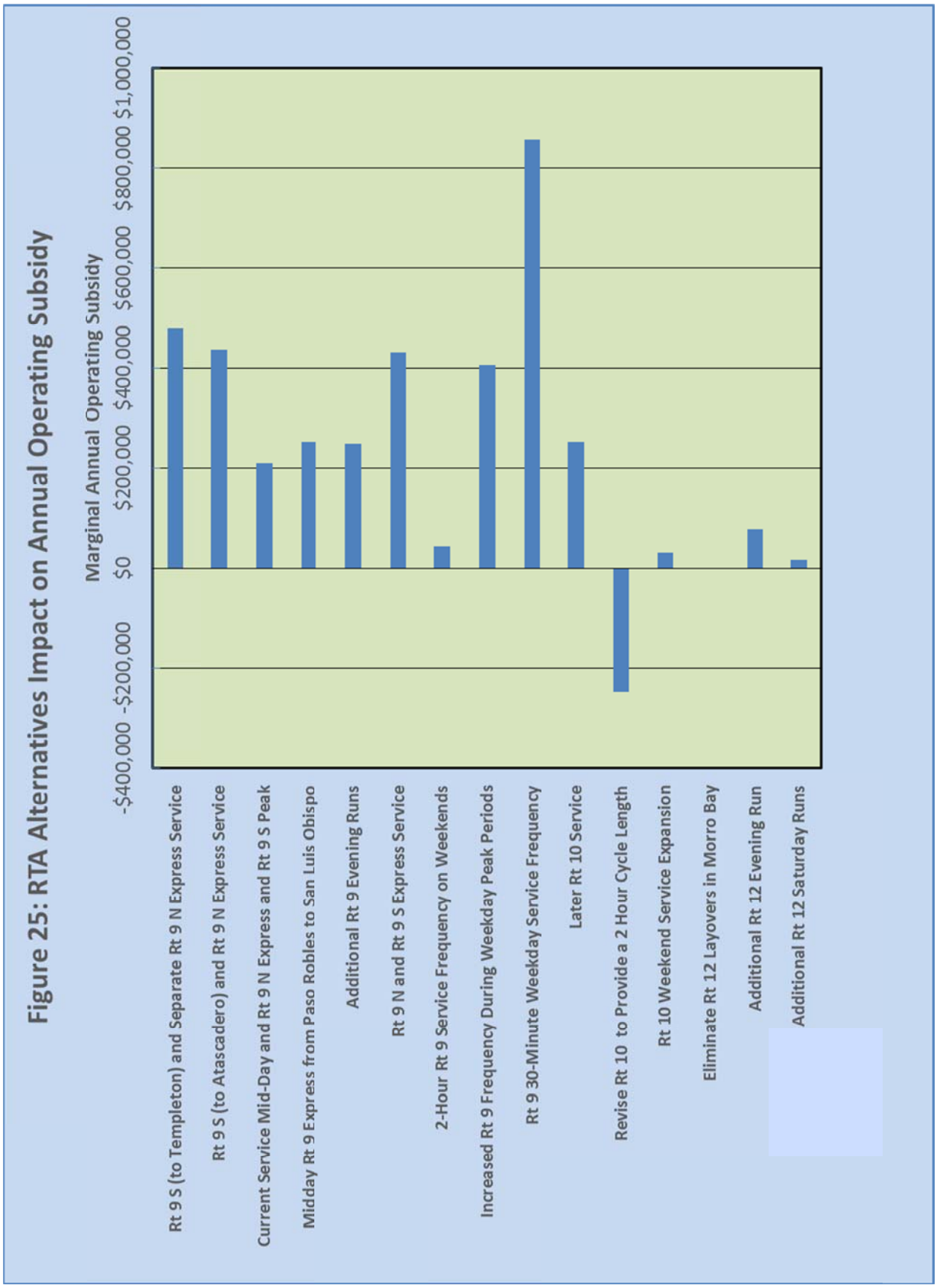
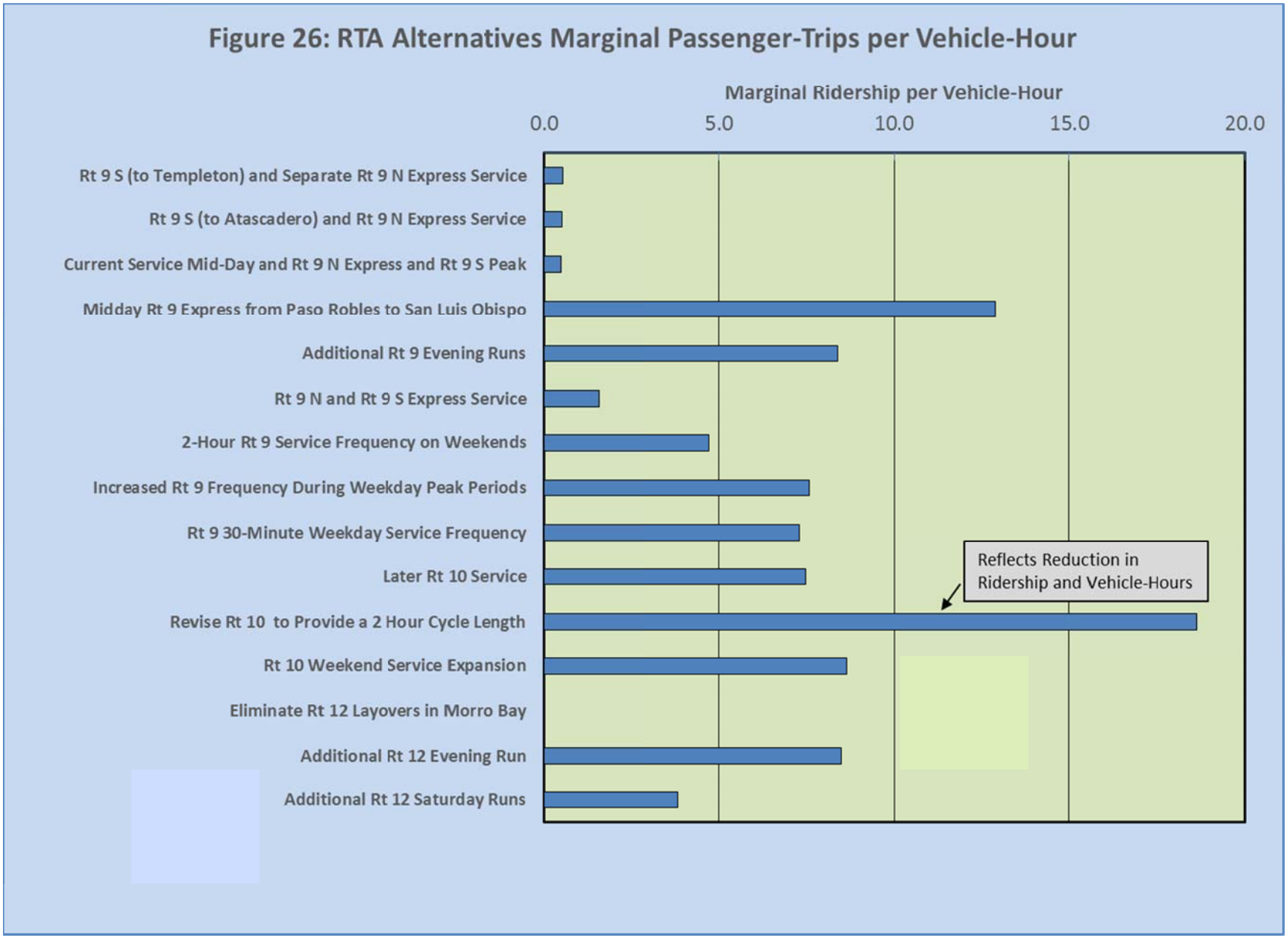


Figure 25: RTA Alternatives Impact on Annual Operating Subsidy
Marginal Annual Operating Subsidy
-$400,000
-$200,000
$0
$200,000
$400,000
$600,000
$800,000
$1,000,000
Rt 9 S (to Templeton) and Separate Rt 9 N Express Service
Rt 9 S (to Atascadero) and Rt 9 N Express Service
Current Service Mid-Day and Rt 9 N Express and Rt 9 S Peak
Midday Rt 9 Express from Paso Robles to San Luis Obispo
Additional Rt 9 Evening Runs
Rt 9 N and Rt 9 S Express Service
2-Hour Rt 9 Service Frequency on Weekends
Increased Rt 9 Frequency During Weekday Peak Periods
Rt 9 30-Minute Weekday Service Frequency
Later Rt 10 Service
Revise Rt 10 to Provide a 2 Hour Cycle Length
Rt 10 Weekend Service Expansion
Eliminate Rt 12 Layovers in Morro Bay
Additional Rt 12 Evening Run
Additional Rt 12 Saturday Runs

TABLE 37: RTA Service Alternatives Performance Analysis

	Alternative	Psgr-Trips per Service-Hr	Psgr-Trips per Service-Mile	Cost per Psgr-Trip	Subsidy per Psgr-Trip	Farebox Ratio
Route 9	1 Route 9 S (to Templeton) and Separate Route 9 N Express Service	0.6	0.02	$201.67	$200.38	1%
	2 Route 9 S (to Atascadero) and Route 9 N Express Service	0.5	0.02	$191.30	$190.00	1%
	3 Current Service Mid-Day and Route 9 N Express and Route 9 S During Peak Weekday Periods	0.5	0.02	$212.00	$210.70	1%
	4 Midday Express Service from Paso Robles to San Luis Obispo	12.9	0.31	$11.05	$9.75	12%
	5 Additional Route 9 Evening Runs	8.4	0.40	$21.90	$20.59	6%
	7 Route 9 N and Route 9 S Express Service	1.6	0.05	$81.30	$79.98	2%
	8 2-Hour Service Frequency on Weekends	4.7	0.23	$21.36	$20.05	6%
	9 Increased Frequency During Weekday Peak Periods	7.6	0.37	$13.18	$11.87	10%
	10 Rt 9 30-Minute Weekday Service Frequency	7.3	0.32	$14.27	$12.96	9%
Route 10	1 Later Rt 10 Service	7.5	0.29	$24.84	$23.36	6%
	2 Revise Rt 10 to Provide a 2 Hour Cycle Length	18.6	1.89	$4.15	$2.67	36%
	3 Rt 10 Weekend Service Expansion	8.7	0.34	$12.74	$11.26	12%
Route 12	1 Eliminate Rt 12 Layovers in Morro Bay	--	--	$0.00	-$1.38	--
	3 Additional Rt 12 Evening Run	8.5	0.31	$25.38	$23.97	6%
	4 Additional Rt 12 Saturday Runs	3.8	0.12	$32.60	$31.20	4%

Figure 26: RTA Alternatives Marginal Passenger-Trips per Vehicle-Hour



- The **cost per passenger-trip** range from $0.00 for revising the Route 12 layovers in Morro Bay up to $212.00 for the Route 9 Alternative 3 (current mid-day service, with peak South Route and North/Express Route). The value for the Route 10 2-hour cycle alternative ($4.15) reflects the costs saved for every passenger-trip eliminated. By this measure, the better alternative is the lowest value. Relatively good performers by this measure (beyond the Route 12 Morro Bay layover revision) are the mid-day Route 9 express alternative ($11.05), Route 10 expanded weekend service ($12.74), and Route 9 increased frequency during peak periods ($13.18).

- **Subsidy per passenger-trip** is a key measure of the financial efficiency of a service alternative, as it directly relates the key public input (funding) to the key desired output (ridership). As also shown in Figure 27, this measure ranges from a savings of $1.38 for the Route 12 Morro Bay layover revision up to $210.70 for the Route 9 peak period North/Express Route and South Route alternative. The relative pattern closely tracks with that of the cost per passenger-trip measure.

- The **farebox ratio** is the ratio of marginal passenger-fares to marginal operating costs. This ratio for the Route 10 2-hour cycle alternative (36 percent) reflects the loss in fare revenues over the reduction in costs. As revising the Route 12 layover in Morro Bay increases fare revenues at zero cost, its value is effectively infinite. For those alternatives adding ridership and costs, the best alternative is expansion of Route 10 weekend service (12 percent) and mid-day Route 9 express service (12 percent), followed by increased Route 9 peak-period frequency (10 percent). The poorest performers are the alternatives that break up Route 9 into local and local/express routes. RTA has adopted a system wide standard of achieving a 25 percent farebox ratio; by this measure, none of the alternatives that increase ridership (other than eliminating the Route 12 layovers in Morro Bay) meet this standard.

Overall, this comparison of service alternatives indicates the following:

- None of the options to break Route 9 into local/express and local routes perform well at all. This indicates that a 3-hour schedule for Route 9 services (beyond additional express runs) remains appropriate.

- While it is possible to cut Route 10 down to a 2-hour cycle length, the negative impacts on ridership and regional coordination would be very severe. This also indicates that a 3-hour cycle should be maintained for regular service.

- The revision to Route 12 schedule to eliminate the long layovers in Morro Bay is an effective alternative, as is Mid-day weekday Route 9 express service.

- Extension of RTA services longer into the evening performs reasonably well, particularly on Routes 10 and 12.

- Increased weekend service performs reasonably well for Route 10, but less so for the other RTA routes.

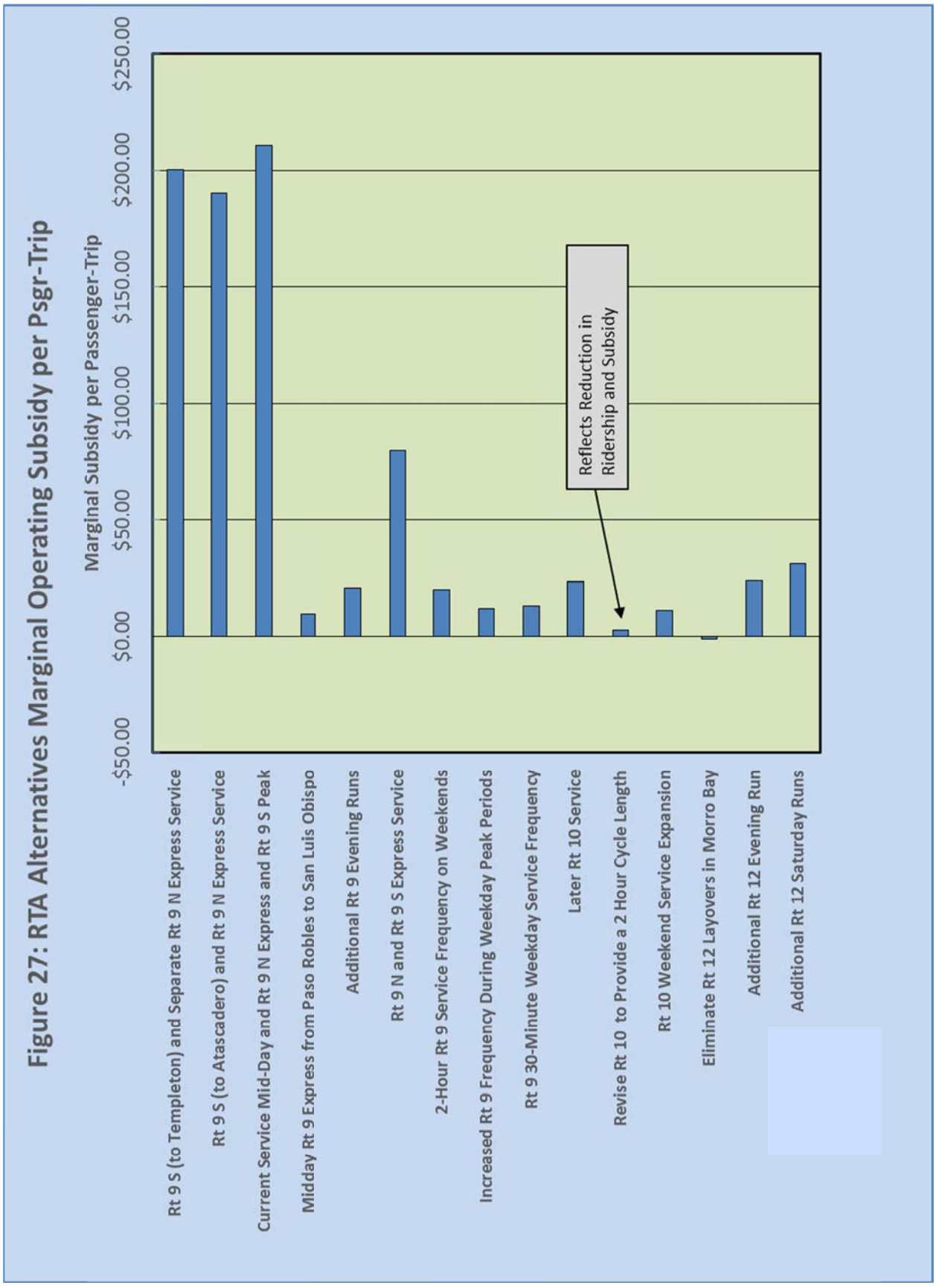


Figure 27: RTA Alternatives Marginal Operating Subsidy per Psgr-Trip
Marginal Subsidy per Passenger-Trip
-$50.00
$0.00
$50.00
$100.00
$150.00
$200.00
$250.00
Reflects Reduction in Ridership and Subsidy
Rt 9 S (to Templeton) and Separate Rt 9 N Express Service
Rt 9 S (to Atascadero) and Rt 9 N Express Service
Current Service Mid-Day and Rt 9 N Express and Rt 9 S Peak
Midday Rt 9 Express from Paso Robles to San Luis Obispo
Additional Rt 9 Evening Runs
Rt 9 N and Rt 9 S Express Service
2-Hour Rt 9 Service Frequency on Weekends
Increased Rt 9 Frequency During Weekday Peak Periods
Rt 9 30-Minute Weekday Service Frequency
Later Rt 10 Service
Revise Rt 10 to Provide a 2 Hour Cycle Length
Rt 10 Weekend Service Expansion
Eliminate Rt 12 Layovers in Morro Bay
Additional Rt 12 Evening Run
Additional Rt 12 Saturday Runs

MANAGEMENT ALTERNATIVES

RTA / SLO Transit Coordination Opportunities

A focus of this SRTP is to consider opportunities to better coordinate the RTA program with the SLO Transit program. There is a long history of coordination between the transit services. The intention and mechanism for coordination was formalized in 2003 via an agreement between SLOCOG, the City of SLO and the RTA regarding public transit planning and programming. This document specifies that SLOCOG and the two operators "*agree to work cooperatively with each other and with other public and private transit providers and governmental agencies to ensure the provision of coordinated, cost-effective, area-wide transit services. Such coordination includes, to the extent feasible: fares; operating service agreements; transfer rates and pass policies; transit information and marketing; schedule and service coordination; capital needs; shared support facilities; data needs to meet period reporting requirement; and other activities as agreed upon by the parties.*"

This discussion first focuses on opportunities for the coordination of transit services, followed by a review of fares and fare policies, marketing, technology options, performance measures and funding strategies.

Service Coordination

Services can be coordinated in terms of geography (routes) as well as times (schedules and span of service) and route designations, as discussed below.

Geographic Areas of Existing Overlap

The two transit systems have only limited overlap:

- **RTA Route 9** serves the US 101 corridor north of San Luis Obispo. While all runs serve the Government Center, five southbound and eight northbound (out of 17 runs per day in each direction) serve Cal Poly (Kennedy Library), as well as 4 to 5 other stops along Monterey Street, Grand Avenue and Santa Rosa Avenue. These are the runs arriving southbound up to 8:11 AM, and most of the runs departing northbound starting at 2:21 PM. A review of Route 9 ridership by run for the day of onboard surveys indicates that good ridership was generated by the southbound AM runs serving Cal Poly. However, only the 2:21 PM, 4:21 PM and 5:15 PM northbound departures served more than one rider on the survey day on these additional local stops. While it is appropriate to continue to provide Route 9 service to Cal Poly for the final 8:33 PM departure, more extensive ridership data should be reviewed

to identify if continuing to serve the limited stops on the 3:21 PM, 4:15 PM, 5:21 PM and 6:21 PM northbound runs should be continued.

- **RTA Routes 12 and 14** serve two stops within San Luis Obispo (beyond the downtown transfer center) along Santa Rosa Street. A review of ridership patterns indicates that the large majority of these passengers are boarding northbound runs heading out of town or deboarding southbound runs arriving from Morro Bay and Cuesta College. Given that these are regional trips, it is appropriate that RTA serve these stops.

- **RTA Route 10** extends south from San Luis Obispo to the Five Cities and Santa Maria. With the exception of the three northbound and two southbound daily express runs, this route serves four existing stops also served by SLO Transit Route 2 (at Higuera/Nipomo, Higuera/South, Higuera/Margarita and Higuera/Suburban). A review of ridership activity at these shared stops indicates the following:

  - On the northbound Route 10 runs, 113 ridership deboard at these stops over the course of a day, and 35 passengers board. In the southbound direction, 15 passengers deboard and 37 passengers board. Overall, 200 RTA passengers per day use these stops, with 150 (75%) using them in the "regional" direction (deboarding northbound, boarding southbound), and 50 (25%) in the "local" direction.

  - This pattern indicates that many riders arrive in San Luis Obispo from the south and deboard along South Higuera, use SLO Transit or RTA locally during the day, and then board at Government Center for the return trip southbound. This is corroborated by the fact that the majority of the northbound deboardings along South Higuera occur prior to 9:30 AM.

  - Ridership at these stops is a substantial proportion of overall Route 10 ridership, generating 30 percent of ridership in the northbound direction and 12 percent in the southbound direction, or 21 percent overall.

    Overall, this data indicates that it is important for RTA to continue to serve the South Higuera corridor, and that the number of passengers using this route segment for local trips within San Luis Obispo is relatively low[6]. However, there are some runs that (based upon the survey day data) serve low (less than 3) passenger-trips in the "regional" direction:

    Northbound – 1:14 PM

    Southbound – 8:33 AM, 11:33 AM, 12:33 PM, 1:33 PM, 2:33 PM, 6:33 PM, and 8:33 PM

[6] This is probably due in part to the fact that fares for a local trip within San Luis Obispo are slightly higher than fares for SLO Transit.

While it is appropriate to retain South Higuera service on the final 8:33 PM "sweep" run, the other runs are potential candidates for conversion to express service, at least with respect to the South Higuera stops. Ridership data over additional days should be reviewed to determine if the broader data supports this modification.

Scheduling and Transfer Opportunities

Hours of Operation

Optimally, the span of service would allow transfers from all runs on each route to all runs on other routes. As shown in Table 38, the service times line up reasonably well, with the following exceptions:

- The first morning RTA runs operate before SLO Transit Routes 1, 4, 6a and 6b begin service.

- On weekdays during the academic year, RTA Routes 9 and 10 stop service prior to the last few runs on SLO Transit Routes 2, 3, 4, 6a and 6b (though RTA Route 12 is still in operation until roughly the end of the SLO Transit operating day). The last few RTA Route 9 and 10 runs therefore do not have transfer opportunities to SLO Transit routes in summer.

- The start of Saturday service is consistent over the two services, though the final RTA runs occur after the end of SLO Transit service.

Reviewing the existing transfer activity helps to put this consideration in context. Over a weekday during the academic year, 121 passengers transfer between the SLO Transit and RTA systems. This is equivalent to roughly 4.5 percent of RTA boardings, and 2.6 percent of SLO Transit boardings. The greatest transfers occur between RTA Route 10 and SLO Route 3 (14 passengers), between RTA Route 12 and SLO Route 2 (14 passengers) and between RTA Route 12 and SLO Route 3 (15 passengers). The relatively low interaction between the two systems points towards their different roles, as well as that RTA serves some key trip generators in San Luis Obispo directly, reducing the need for transfers. The current lack of coordination also probably contributes to this low level of transfer activity. Overall, however, the need to coordinate schedules is modest, indicating that this is one consideration -- but not a vital one -- in evaluating the appropriate span of service on the individual routes.

Schedule Coordination

There are many factors that bear consideration in setting the specific schedule of routes. Key factors include coordination with school bell times (particularly Cal Poly), work schedules, and the capacity of the transit center.[7] Optimally, one factor would be to provide a schedule that

[7] At present, SLO Transit schedules have been offset somewhat to avoid exceeding the current five-bus capacity of the Government Center transfer point.

provides the ability to directly transfer (walk off of one bus and directly onto the other) at the Government Center transfer point.

TABLE 38: Comparison of RTA and SLO Transit Span of Service

Time of First Departure to Time of Last Arrival

		Weekday		Saturday		Sunday	
Service/Route		From	To	From	To	From	To
RTA	9	6:22 AM	8:33 PM	8:23 AM	7:33 PM	7:56 AM	5:33 PM
	10	6:40 AM	8:33 PM	8:28 AM	7:33 AM	9:28 AM	5:33 PM
	12	6:33 AM	10:03 PM	8:25 AM	7:33 PM	9:25 AM	5:33 PM
	14 (1)	7:42 AM	3:45 PM	--	--	--	--
SLO	1	7:15 AM	6:09 PM	--	--	--	--
	2 (2)	6:20 AM	9:18 PM	8:20 AM	5:40 PM	8:20 AM	5:00 PM
	3 (2)	6:17 AM	9:45 PM	8:17 AM	5:37 PM	8:17 AM	5:37 PM
	4 (2)	7:05 AM	10:20 PM	8:10 AM	6:05 PM	8:10 AM	6:05 PM
	5	6:47 AM	7:17 PM	8:20 AM	6:17 PM	8:20 AM	6:17 PM
	6a (1)	7:29 AM	10:29 PM	9:10 AM	5:29 PM	--	--
	6a (3)	9:10 AM	5:29 PM	--	--	--	--
	6b (1)	7:02 AM	10:56 PM	8:45 AM	5:56 PM	--	--
	6b (3)	8:45 AM	5:56 PM	--	--	--	--

1. During academic year only.
2. Weekday evening service after 6:17 PM only during the academic year.
3. During non-academic year only.

Note: Times shown are for service to Government Center transfer point, except that times at Kennedy Library are shown for Route 6a.

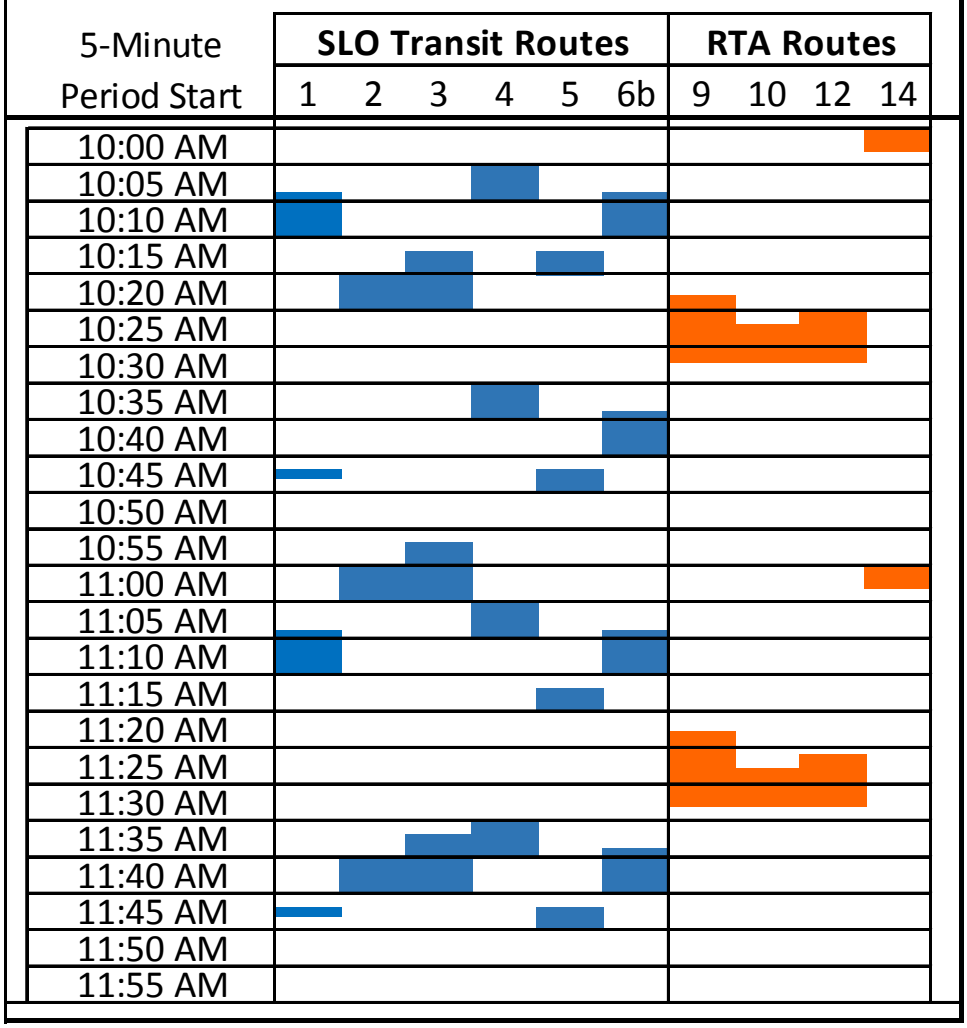
Table 39 presents the current schedule of buses on each RTA and SLO Transit route at the downtown center, for a representative two-hour period of a weekday during the academic year. This graphically shows that RTA routes along with SLO Transit Route 1 are on a consistent hourly schedule, SLO Transit Routes 4, 5 and 6b are on 30 minute headways, while SLO Transit Routes 2 and 3 are on 40-minute headways. As a result, Routes 2 and 3 shift in comparison with the other routes.

Route Designations

Considering the San Luis Obispo region as a whole, the current route numbering is potentially confusing. Local routes in San Luis Obispo are numbered as Routes 1 through 6 (including a 6A and 6B route), while Routes 9 through 15 are regional routes, and Routes 21 through 25 are South County Transit routes, and the two local routes serving Paso Robles are Routes A and B.

TABLE 39: Example of Existing Schedule Coordination at Government Center Transfer Station

Weekdays During Academic Year



This is potentially confusing to first-time passengers, and does not present the appearance of coordinated, consistent region-wide transit network.

One option would be to renumber the regional routes by multiples of 10, and the local routes as the following integers, such as the following:

- Maintain existing RTA Route 10, and renumber the SCT routes as Routes 11, 12, 14, and 15.

- Renumber existing RTA Route 9 as Route 20, and renumber the Paso Express routes (at the discretion of the City of Paso Robles) as Routes 21 and 22.

- Renumber Route 12 as Route 30, while Route 14 becomes Route 31 and Route 15 becomes Route 32. The Morro Bay Transit fixed route could also be renumbered as Route 33, at the discretion of the City of Morro Bay.

Obviously, there are many possible variations on this numbering scheme. Implementing this strategy would require substantial staff time and costs (for printing new schedules and ride guides, modifying bus stop signs, and generating public awareness of the changes. It would also generate inevitable short-term confusion among passengers. If it can be fully coordinated, however, this strategy would yield long-term benefits through providing a consistent and readily-understandable regional route structure.

Coordinated Scheduling

Under the current schedules, consistent direct transfers are available for the following routes:

- Between RTA Routes 9, 10, and 12
- Between SLO Transit Route 1 (northbound) and Route 5
- Between SLO Transit Route 1 (southbound) and Route 6b
- Between SLO Transit Routes 2 and 3
- Between SLO Transit Routes 4 and 6b

For the majority of possible transfers, however, passengers must wait between buses -- sometimes for substantial periods. An RTA passenger arriving on Routes 9, 10 or 12 and destined somewhere in southeast San Luis Obispo along Route 3, for example, is faced with roughly a half-hour wait at Government Center. Another example is the long wait for SLO residents along Foothill Boulevard transferring from SLO Transit Routes 1 or 4 to RTA Routes 9 or 10, who are faced with roughly a 20 minute wait. Even within the SLO Transit network, many transfers require waits of 15 minutes or more between buses. Overall, the current schedules reduce the local and regional convenience of the transit network.

In considering strategies to better align schedules, there are more potential constraints on RTA schedules than on SLO Transit schedules. Changes in RTA Route 9, 10 and 12 schedules (such as shifting to service at Government Center near the top of the hour rather than the bottom of the hour) would affect transfer timing with Paso Express, SCT, RTA Route 15 and Morro Bay Transit, and would also impact coordinating with key “bell times” at Cuesta College and Allan Hancock College. In comparison, scheduling SLO Transit’s routes must take careful consideration of Cal Poly schedules (with classes starting at the top of the hour) and to a much lesser extent the bell times of local schools, but in general have more flexibility. Shifting schedules on Routes 1, 4 and 5 would be relatively straightforward, while providing consistent direct transfers on Routes 2 and 3 would require shifting away from the current 40-minute headway to consistent clock headways.

Fare Coordination

Fare Categories

The two systems have already taken a substantive fare coordination step (resulting from the 2008 *Regional Fare Improvement Study)* by offering a regional Day Pass, good for use on both systems (as well as the SCT and Paso Express services). There are, however, several potential strategies for better aligning fare categories and policies:

- Both systems provide a Regional Day Pass as well as a 31-Day Pass. RTA provides a 7-Day Pass, while SLO Transit provides a Day Pass, 3-Day, 5-Day and 7-Day Pass. One option would be to focus both programs on a 3-Day Pass, while another would be to focus both programs on a 7-Day Pass. Of note, the most popular of the SLO Transit options is the 3-Day Pass (approximately 4,000 boardings per year) compared to the 5-day and 7-Day Passes (approximately 1,200 apiece). In addition, a consistent multi-day pass program could be converted to a regional pass program, good on both SLO Transit and on RTA. This could be a convenient option for visitors exploring the region by transit over a weekend, as an example.

- Both systems provide a means of paying in bulk for multiple rides, though in different forms. SLO Transit provides a multi-ride punch pass, good for $20 in boardings for the general public and for $9 for discount riders. RTA provides a stored value card for $15, again with no discount provided. One potential strategy would be to expand the stored value card to also encompass the SLO Transit program, and possibly other connecting services (Santa Maria Area Transit and Monterey-Salinas Transit).

- While both systems provide free boardings for small children, SLO Transit's definition is by age (less than 5 years of age) while RTA's definition (as well as that used by other services in the region) is by height (less than 44 inches). The latter is easier for drivers to monitor (a label is marked along the side of the door), and tends to reduce conflicts between drivers and passengers. Changing SLO Transit's policy to a 44-inch height limit or changing RTA's policy to a less than 5 years of age limit would reduce one source of potential confusion among passengers using both systems.

- Both systems provide discounts for persons with disabilities. On SLO Transit, passengers wishing to board at a discount fare must prove their status by displaying either a Medicare card or a photo ID. On RTA, passengers must display either a Medicare card or a letter from the Veterans Administration. A single picture ID program valid over both services would be a convenience to riders and would better align the two systems.

Transfer Policies

SLO Transit allows free transfers for riders boarding the second bus within an hour and traveling in the same direction. No free transfers are provided on RTA. Given the long travel distances and zone fares on the RTA system, a free transfer policy would not be appropriate on

RTA. On the other hand, free transfers are important for SLO Transit due to the route structure, which necessitates numerous transfers. No changes in transfer policies are recommended.

Pass Availability

Optimally, passes for both systems would be available at all pass sale locations in San Luis Obispo. All SLO Transit pass options are available at the City Hall (990 Palm Street), while 31-Day Passes are also available at the Chamber of Commerce (895 Monterey Street) and the 31-day Student passes are available at two other locations. RTA offers RTA, SCT and Regional passes through its website. In addition, RTA passes are available at the County Public Works office (976 Osos Street), the RTA offices (179 Cross Street) and the Cal Poly Administrative Building. While there would be little need for SLO Transit pass sales on the Cal Poly campus (given the current fare agreement), it would be beneficial for RTA passes to be available at City Hall and the Chamber of Commerce, and for SLO Transit passes to be available at the RTA offices and through the RTA website.

Marketing Coordination

There are no joint marketing pieces that encompasses all transit services throughout the region. The 511 site operated by the SLO Regional Ridership program (Rideshare.org) provides a good region-wide trip planning tool called "Know-How-To-Go" that includes both RTA and SLO Transit (as well as other transit services in the region). While web-based services are an excellent way to provide detailed information tailored to the needs of the individual rider once an individual chooses to look into using transit service, there is still a role for paper marketing pieces that can spark the initial awareness of services.

A region-wide comprehensive marketing piece, focusing on a poster-sized map, is a common strategy in in similar regions with multiple individual transit services. While keeping a regional map up to date can require ongoing staff time, it can increase general awareness of the extensive array of interconnecting transit services throughout the San Luis Obispo region (and beyond), and can be particularly useful in marketing to arriving college students, such as through posting at key activity centers and distribution at freshman orientation events. This would not be intended for widespread distribution, but posting the map at key activities and making it available on-line can be a worthwhile marketing effort.

Another potential joint marketing strategy would be to develop a single coordinated transit customer information line for RTA and SLO Transit (and potentially other regional services). At present, both the RTA and the SLO Transit information phone numbers are typically answered by a dispatcher. As dispatchers must give priority to transit operations, customer calls are not infrequently delayed. In addition, dispatchers can have varying levels of understanding of other transit services, and often do not have the time available to help guide a passenger through a complicated regional trip involving two or more individual services. The SLO Regional Rideshare provides a very good regional web-based trip planning tool, but is not readily accessible to all residents, such as some elderly or persons with disabilities. The Rideshare phone line,

moreover, is not consistently staffed. Expanding this program to fund a single transit information phone resource in both English and Spanish, and promoting this single phone number through multiple transit websites and published marketing pieces, could both benefit overall regional ridership while freeing existing dispatcher time.

Intelligent Transportation Systems Coordination

SLO Transit provides real-time bus location information online, using the OTVia2 platform. RTA is in the process of implementing a similar system in the near future, using the Connexionz platform. Optimally, a rider (or potential rider) could access a single site or use a single app to see a real-time bus location map for all regional systems. In addition, focusing on a common system could increase the ability to share information, ease the process of procuring, installing and maintaining equipment, and reduce overall system costs.

Performance Standards

In considering coordination of standards, it is appropriate that there be differences, reflecting the different route length and overall conditions. Both RTA and SLO Transit have well-developed performance standards reflecting substantial discussion over the years, as discussed in Chapter 4. One specific recommendation to enhance coordination and consistency between the two systems is regarding bus replacement policies. RTA's adopted standard for fleet improvements is to "*Replace 100 percent of all revenue vehicles no more than 40 percent beyond the FTA-defined use life standard in terms of years or miles."* As federal/state funding for fleet replacement on one system affects funding availability for the other system, it would be beneficial to have a consistent policy adopted by both. The two organizations (along with SLOCOG) should also discuss whether tightening up this policy (such as by dropping the 40 percent to 20 percent) is feasible.

Joint Purchasing

<u>Vehicles</u>

The operating requirements of the RTA and SLO Transit systems differ substantially, reducing the potential for joint purchasing strategies of specific vehicle makes/models. However, successfully administering the intricate process of vehicle purchases using Federal and state funding is a significant burden on staff, and combining vehicle purchases into a single process can ease overall requirements for staff time. Both SLO Transit and RTA are part of the existing joint purchasing consortium for diesel low-floor coaches, which expires in 2018. Beyond that date, the two systems could seek to jointly partner in another consortium.

<u>Bus Stop Amenities</u>

RTA should be purchasing and installing additional shelters over the SRTP plan period. A bulk purchase of shelters could potentially yield a lower per-unit cost, as well as providing a more

consistent look to major bus stops around the region. The two services could also agree to review ridership boarding data at the shared stops, to define future need for additional shelters. The boarding figures could then be used to allocate the share of improvement costs.

Joint Training and Maintenance

Both RTA and SLO Transit have robust training programs for drivers, dispatchers and staff. There may be opportunities to combine training sessions for specialized training functions, such as the following:

- Maintenance on wheelchair lifts
- Sensitivity training for working with persons with disabilities
- Use and maintenance of the electronic fareboxes
- FTA reporting procedures

The relocation of RTA's operations/maintenance center nearby to the existing SLO facility will increase the potential for joint training, as will the construction of the planned improved training room at the existing SLO facility.

Coordination of Funding

A key coordination opportunity between the two transit programs is to coordinate use of Federal and State transit funding sources. This is particularly important regarding major capital expenditures, such as bus replacement, or transit facility improvements. Some existing transit funding sources, such as the Local Transportation Fund program, are governed by a formula and therefore do not require ongoing coordination.

In particular, both RTA and the City of San Luis Obispo are grantees of Federal Transit Administration 5307 Urbanized Area Formula Program, administered through Caltrans. This requires the two transit entities (and others) to coordinate both operating and capital funding needs within the overall SLOCOG programming process. This is governed by an existing cooperative planning agreement, which on the whole appears to function well in accommodating the needs of the two transit programs.

In addition, the Low Carbon Transit Operations Program (LCTOPS) is a new, growing source of state funding, generated through the "Cap and Trade" program. This program is flexible, and the two transit programs need to coordinate through SLOCOG for funding allocations. The Proposition 1B Bond program also has some remaining funds that require coordination for allocation.

SLOCOG's Technical Transportation Advisory Committee (TTAC) provides a good forum for coordination between the two transit programs, as both the RTA and the City have membership in the committee. In addition, the Rideshare program's Ridership, Marketing and Outreach Development Committee also considers transit issues on a region-wide scale.

RUNABOUT MANAGEMENT STRATEGIES

Runabout provides complementary ADA paratransit not only to RTA and SLO transit; but also Paso Express, SCT, and MB Trolley. This service was established to comply with the Americans with Disabilities Act. The service is intended to provide mobility for those who meet the eligibility requirements and are unable to use fixed-route buses. Any changes to the span of service to fixed-route buses will directly impact the length of service Runabout operates by requiring Runabout to match the new service span. The RTA provides complementary paratransit service for the rural areas served by the RTA as well as the routes served by SLO Transit. Recent growth in demand for service and associated costs, as well as expected future increases in need for service, makes the provision of effective and appropriate Runabout service a particularly important issue.

This chapter first reviews the eligibility/certification process by which individuals become able to access Runabout services. This is followed by a review of scheduling strategies to improve effectiveness of the service.

Eligibility/Certification Process

Certification is based on a person's functional (physical or cognitive) limitations in riding or reaching the fixed-route system. Eligibility is based on three factors:

- The individual's ability to navigate the fixed-route system
- The individual's ability to board/exit the bus
- The individual's ability to get to/from a fixed-route bus stop

To become eligible, an individual must complete a Runabout Application and mail it to the RTA. The application form includes questions about the individual's ability to use fixed-route transit and includes a Medical Professional Certification form. The Medical Professional Certification must be completed before the application is mailed to RTA.

When the completed application is received, it is processed by RTA staff. Applicants are notified in less than 20 days by letter verifying his/her disability and certifying eligibility for use of the ADA complementary paratransit service on either a permanent or temporary basis. RTA staff rely primarily on the Medical Professional Certification to determine eligibility. There is no requirement for an in-person interview as part of the process. There has been little or no travel training provided by RTA to help individuals use the fixed-route system. Funding has been obtained to hire staff to perform travel training.

Until recently, the application form was available on the RTA website. RTA has removed the form from the website and now requires applicants to call to request the form. During the telephone conversation, the RTA representative conducts a preliminary screening interview with the interested party. Other information on the website includes fares, the no-show policy, and Frequently Asked Questions about Runabout.

If eligibility is denied, if certain conditions are placed on eligibility, or if a particular trip request is denied, applicants for ADA certification have a right to appeal the decision. Appeals must be made within 60 days of the date of the denial letter and must be made in writing by the individual or a parent agency on behalf of its client. If the appeal does not result in a "mutually satisfactory arrangement," then the appeal can be referred to the Regional Transit Advisory Committee. If the appeal remains undecided after 30 days, "presumptive eligibility" applies until a decision is reached. The RTA is in the process of forming an appeals committee under the RTAC so that appeals may be reviewed separately from the quarterly RTAC meetings.

RTA does have a requirement for recertification. Individuals who are determined to be eligible are given an expiration date for their certification. However, recertification is not being required on a regular basis. Individuals who have not used the service for over a year are required to go through a recertification process when they call to request a ride.

RTA, SLO Transit, SCT and Paso Express offer free rides on the fixed-route system for those who are certified as eligible for Runabout. Morro Bay Transit does not currently offer free rides on its Trolley or fixed route services. RTA funds these rides on SLO Transit. There is some concern that individuals seek eligibility certification on Runabout to take advantage of the free ride on the fixed-route service.

Runabout has recently stopped accepting new requests for subscription trips over concern that the percentage of subscription trips was reaching an unacceptable level. While this may prevent overloading the service with standing trip requests, it also has the impact of increasing the workload for scheduling as more individuals have to call for each individual trip request.

Evaluation of Existing Process

The following observations indicate strengths of the certification process and areas where there may be opportunities to make changes to improve the process. Comparisons to some of the approaches used by other systems are made where appropriate regarding possible changes to the process.

- The certification process is completed quickly and applicants are notified within a few days to a week after submitting a complete application.

- There is no personal interview completed with the applicant. Many systems use an-in person interview to complete the application process. The Transit Cooperative Research Program (TCRP) Report 163 found that 25-30 percent of applicants required to have an in-person interview or assessment will self-select out of the process. Of those who complete the interview process, two to eight percent will be found ineligible for the service.

- There is no consistency in the medical evaluation of a person's disability. Each applicant chooses their healthcare provider and has the verification form completed by that provider.

Guidance is provided for the healthcare provider, but the information is limited. Only on rare occasions does a medical profession determine that the applicant does not need paratransit service.

- RTA has implemented no-fare rides on fixed-route service as incentive for eligible Runabout passengers to use the fixed-route service instead of Runabout. Over the past year, more than 10,000 rides were made by ADA eligible passengers on the fixed route services.

- Travel training has not been used on a regular basis as a demand management strategy. However, RTA is in the process of hiring staff to perform travel training to implement this strategy.

- Sidewalk and pedestrian infrastructure improvements could make access to bus stops easier for passengers with a disability and allow them to use the fixed-route system in some areas.

- RTA has increased enforcement of the cancellation/no-show policy, which has reduced the number of no-show trips. This improves service productivity and helps to contain costs. The policy was recently revised to ensure compliance with FTA requirements.

- Although RTA has a recertification requirement, is has not been used on a regular basis to ensure the eligibility database is kept up to date.

Recommendations

The following recommendations are provided to improve the eligibility and certification process for Runabout. The recommendations are made to ensure access to Runabout for those who need the service while maintaining eligibility standards to control costs.

RTA Website

Minor changes to the website should be made to reflect the other recommended changes in the eligibility determination process.

- Include a checklist for self-assessment of eligibility. An example checklist is provided in Appendix D.

- Describe accessible features of fixed-route service as an option.

- Emphasize availability of travel training.

Initial Telephone Call

RTA has recently added the requirement for applicants to call to request an application form. The purpose of this initial contact is to help the person determine if Runabout is an appropriate transportation option and if they should submit an application. The Runabout staff should use a standard script for this initial call. An example script is provided in Appendix E.

In-Person Interviews

This is the most significant change recommended for the certification process. All individuals who apply for eligibility to use Runabout should be required to complete an in-person interview after the application form has been completed and submitted to RTA. RTA should contact the individual to schedule an appointment to complete the interview once the forms have been completed. RTA must complete the interview and make an eligibility determination within 21 days of receiving the completed application. Elements to be considered in conducting the in-person interviews include:

- If the applicant needs transportation to and from the in-person interview, this would be scheduled on Runabout and provided without charge.

- Interviews would be conducted at the RTA office.

- The Interviewer must have training in ADA certification. Training is available through programs such as Easter Seals Project Action. RTA staff has not yet received this training.

- The Interviewer would make an assessment of functional abilities related to use of public transportation based on observation and interview questions. This provides the opportunity to describe mobility options including use of fixed-route services in the county, and provides the opportunity to emphasize travel training and determine potential to use fixed-route service with travel training.

- Interviewer may recommend travel training if appropriate.

- Interviewer should also be the person who provides travel training if the applicant agrees to participate. This gives the individual responsible for interviews and training an additional opportunity to determine if the person is able to use fixed-route transit and under what conditions.

Recertification

RTA should implement a consistent, regular approach to recertification. The database should be examined monthly to determine which individuals have passed the expiration date of their eligibility. The individuals should then be contacted. In most cases this will only require contact

by telephone to verify the person's address and disability. An interview may be necessary for individuals whose condition has changed or who has had a significant change in the type of mobility device used.

Other Strategies Considered

Two strategies to manage demand for paratransit service that are often considered are functional assessments and conditional eligibility. These two strategies do not appear to be cost-effective for San Luis Obispo. Functional assessments are an expensive option to implement and most disabilities can be assessed through the in-person interview by asking appropriate questions and observing the individual during the interview. Conditional assessment may be used to limit eligibility to those times when a person cannot use fixed-route transit. An example would be that a person is able to use fixed-route service when there are accessible pathways at both ends of the trip, but cannot use the fixed-route system when an accessible path is absent. Although some systems incorporate this strategy, the implementation is limited and often is on an honor system. The objective is likely achieved by eliminating the fare on the fixed-route service for those who are eligible, as has been done on RTA, SLO Transit, SCT and Paso Express fixed-route services.

Summary

RTA has already taken some steps to manage the demand for Runabout service. These steps include requiring an initial telephone call to request the application form and establishing a travel trainer position. Additional recommendations include a self-screening checklist to be placed on the website and incorporated as part of the telephone script. In-person interviews are recommended for all applicants. Encouraging use of travel training (along with the free fares on fixed route services that are already in place) will serve as an incentive for eligible individuals to use the fixed-route service. The combined impact of these strategies could reduce the growth in new applicants by 30 to 40 percent with a corresponding decrease in the rate that demand for Runabout will increase in the future. The recommendations are made to ensure the service remains available to all who truly need the complementary paratransit service.

Runabout Scheduling

The scheduling procedures for Runabout were reviewed to determine if there are potential areas of improvement. The review included discussion of the procedures with the schedulers and review of reports provided by RTA. Driver paddles (the working schedules for drivers), manifests, and the productivity report were reviewed in detail. Manifests and productivity reports were provided for the week of August 23, 2015.

Key Findings

- Driver schedules have a flexible start time and stop time. The start time can vary up to two hours from the time shown on the paddle. Drivers are required to call dispatch the night before their shift to find out their actual start time for the following day. This provides flexibility to adjust drivers' work hours to meet actual demand.

- Drivers are scheduled for a one hour unpaid lunch break. RTA is only required to provide 30 minutes sometime during the shift. The lunch breaks are scheduled by blocking time for the break and not scheduling trips for that driver during that time.

- RTA uses RouteMatch to suggest vehicles for requests and the schedulers assign the best vehicle based on their knowledge. The lead scheduler reviews all manifests at the end of the day and revises manifests to better optimize the schedules.

- Schedulers typically negotiate the requested time for trips being scheduled the day prior to service. For trips requested in advance, the individual is given their requested time. The passenger is rarely called back to negotiate a time for those trips scheduled more than one day in advance.

- Schedulers use RouteMatch to determine if a request is within the service area. They adhere to the ¾ mile buffer and match times for the fixed-route trips.

- RTA has stopped taking new subscription trips. This has resulted in more individual calls to request trips and has made scheduling more difficult for schedulers because of the increased number of individual trips that must be scheduled each day.

- Schedulers try to group trips as much as possible, particularly program trips. However, program trip passenger loads have decreased recently. Some programs have moved from operating at a single location to multiple locations, decreasing the ability to group these trips.

- North County trips have been increasing. They have increased from one vehicle to three vehicles serving primarily North County trips.

- Some drivers are scheduled for both fixed-route and Runabout to do peak runs on fixed-route and then operate on Runabout.

- RTA typically has a fixed number of drivers on Runabout based on the bids. They have additional casual and extra board drivers available and use them as needed to fill in for regularly scheduled drivers or meet a peak requirement.

- Productivity has been decreasing from around 2.0 to about 1.4 passengers per revenue-hour. This appears to be a combination of how hours are recorded and the increasing runs for North County where productivity is low. Past data for productivity on Runabout may not be accurate and does not provide a good comparison with recent reports. However, the productivity has continued to decrease over the past several years.

The driver paddles were analyzed to determine the amount of time given for lunch breaks. Split shifts and peak shifts do not have lunch breaks included. Only those shifts with a lunch break included were analyzed. The total time assigned for lunch breaks based on a one-hour break is approximately 66 hours per week. The implication is that RTA must have 1.6 full-time equivalent employees to cover lunch breaks on Runabout. The breaks are covered by use of part-time drivers and drivers who have a shift that includes both fixed-route and Runabout. By reducing the standard lunch break to 30 minutes, there is a potential of reducing time to cover lunch breaks by up to 0.8 full-time equivalent employees. The actual reduction would depend on demand levels and driver scheduling.

Manifests and productivity reports were analyzed in detail for Monday, Tuesday, and Wednesday during the week of August 23. The manifests were used to determine the amount of non-productive hours or slack time for Runabout. Lunches account for a portion of this time, but the manifests indicated a significant amount of time that drivers are not providing service. To determine the nonproductive time, each manifest was reviewed to identify periods of time in excess of 30 minutes between a drop-off and the next pick-up. Although drivers may be scheduled for up to one hour for lunch, a 30 minute lunch break was used in this analysis to determine the time that drivers could be available for service. The times were also adjusted for travel time between the drop-off location and the next pick-up location. For the three days, the average non-productive driver time, adjusted for lunch breaks and travel time, was about 23 hours. Reducing the amount of non-productive time will lead to increased productivity. Even a small reduction in this number on a daily basis would lead to an improvement in the number of passengers per revenue hour. The greatest challenge in reducing the non-productive time will the large service area covered by RTA and the increasing demand in North County.

RTA has been working with RouteMatch to develop a report which will show slack time or the driver non-productive hours. This report was not available at the time of this analysis. The productivity report does not differentiate scheduled driver breaks for lunch and slack time when the driver is available but not providing service.

Recommendations

The following recommendations are provided to lower costs and improve productivity for Runabout:

- Continue to use flexible start and end times for all drivers on Runabout.

- Reduce the minimum scheduled lunch time to 30 minutes for all Runabout paddles that include a lunch break.

- Accept requests for subscription trips as long as capacity is available for individual trip requests. Standing trip requests allow schedulers to develop a more efficient schedule.

- Reduce the number of Runabout bids and make greater use of casual and extra board drivers as much as possible to increase flexibility for scheduling and respond to actual levels of demand.

- Work with RouteMatch to develop a report which shows non-productive time separate from breaks for all Runabout drivers. Review this report at least monthly with schedulers to identify opportunities to increase the number of passengers per hour of service.

- Emphasize the need to group trips and avoid long slack periods on driver manifests.

- Continue to enforce the no-show and cancellation policy to minimize the disruptions to schedules and the corresponding loss in productivity.

Other Runabout Strategies

<u>One-Stop Runabout and Ride-On Dispatching</u>

RTA has made efforts to coordinate trips between Ride-On and Runabout. Ride-On focuses on trips for human service agency programs while Runabout is the complementary paratransit service. Sharing rides between the two services provides an opportunity to improve productivity on both services. These efforts would be enhanced through common access to the scheduling platform. Establishing a one-call center in the future would also provide opportunities for enhanced service quality for users and improved efficiency for operations.

Ride-On and RTA partnered to obtain FTA Mobility Services for All Americans grant to study technology solutions to better coordinate the two programs. This 18-month study began in January 2016. This will define intelligent transportation systems as well as provide operating funds for coordinated on-demand transit services for people with mobility issues, focusing on everyday needs such as employment, medical care, and groceries.

<u>Coordinated Runabout and Fixed Route Services</u>

One of the factors driving the growth in Runabout operating costs is the increasing average length of passenger-trips, resulting from the growth in longer-distance trips. Factors such as changes in healthcare and overall greater mobility among seniors and persons with disabilities are spurring longer trips. Just over half (51 percent) of annual Runabout trips are between communities, rather than within a community. As an example, every year Runabout carries

approximately 700 passengers between Santa Maria and San Luis Obispo, as well as approximately 600 passengers between San Luis Obispo and Paso Robles. Given the long travel distances and times, coupled with the fact that most trips require long dead-head travel, these trips can easily require $150 or more in public subsidy.

One operational strategy would be to review individual ride requests to identify if the trip can better be accomplished through a local Runabout trip coordinated with a fixed-route bus ride. Obviously, this is not a viable option for all passengers and for all individual trips, and would need to be considered on a case-by-case basis. Transfers are an inconvenience to any passenger, but particularly for those using a mobility device. Particularly when the non-residential end of the trip is directly served by fixed route, however, this can be a viable option, and can result in substantial operating cost savings. It may also open up new scheduling options for individual passengers. However, a substantial increase in fixed-route boardings by persons with mobility limitations could impact on-time performance due to increases in required boarding times.

Provide Expanded Regional Travel Training

Persons new to public transportation (such as those who become unable to drive) often are not fully aware of the range of transit options, and can be reluctant to make use of fixed-route options. One-on-one and group travel training programs can provide the information for passengers to become comfortable with using new transit options, benefitting both the individual (who gains greater mobility) and the transit programs (which can potentially provide mobility at lower cost). As detailed in the draft *San Luis Obispo Coordinated Human Services Public Transportation Plan* (SLOCOG, November 2015) a region-wide travel training program could make effective use of resources, ensure that all travel options are presented in a consistent manner, and yield benefits to residents and to the transit programs.

FINANCIAL ALTERNATIVES

Fixed Route Base Fare Increase Alternative

One financial alternative is modification to the passenger fares. As discussed in Chapter 3, existing RTA general public fares range from $1.50 within one local area up to $3.00 for the longest trips along each corridor, in increments of $0.50. A Regional Day Pass is available for $5.00, good for travel on RTA as well as other (SLO Transit, Paso Express, SCT and Morro Bay Transit) services. No discount is available on the Regional Day Pass. A seven-day pass is available for $14 (good for RTA, Paso Express and SCT with no discount available). In addition, RTA-only 31-day passes are available for $44 (general public) and $22 (senior, disabled, student K-12), while Regional 31-Day Passes (RTA, SLO Transit, SCS, Paso Express) are available for $64 (general public) and $32 (senior, disabled, student K-12).

The proportion of annual passenger boardings by fare type is shown in Table 40. In total, 29.8 percent pay a one-way cash fare (consisting of 18.8 percent full-fare passengers and 11.0

percent boarding at the senior/disabled discount fare). 41.8 percent of boardings were made using some form of 31-day pass, with the largest proportion (20.8 percent) using the regular RTA pass.

TABLE 40: RTA Annual Ridership by Pass Type for FY 2013-14

	Ridership	% Total Ridership
Token, Ticket, and Pass Counts		
Full Fare	143,956	18.8%
Senior/Disabled Fare	84,735	11.0%
Regional Day Pass (1)	69,118	9.0%
Regional 31-day Regular Pass	40,865	5.3%
Regional 31-day Discount Pass	64,145	8.4%
RTA 31-day Regular Pass	159,419	20.8%
RTA 31-day Discount Pass	56,502	7.4%
7-day Pass	6,560	0.9%
Stored Value Card	2,371	0.3%
Transfer	4,791	0.6%
Summer Break Pass	5	0.0%
Department Social Services 2-ride Pass	59	0.0%
Key Count		
Regional Day Pass (1)	28,853	3.8%
Free	18,199	2.4%
ADA Riders	6,460	0.8%
VIP Pass	4,431	0.6%
Promotional Pass	49,805	6.5%
Short Fare (Passenger did not have full amount	5,232	0.7%
Cuesta (2)	21,696	2.8%
Total Passengers	**767,202**	***100.0%***

Note 1: The :Key Count" figure represents the first swipe of passes sold on the bus, while the "Token, Ticket and Pass Count" figure represents all swipes of passes sold at pass outlets plus other swipes of passes sold on the bus, for a total boardings using the regional day pass of 97,961. A total of 36,008 regional day passes were sold.

Note 2: Free boardings provided to Cuesta students year-round at North County campus and for the first 2 weeks of Fall and Spring classes at the main campus.

Source: RTA Event Summary Report

Regional Fare Comparison

As RTA services provide connections to several other transit programs in the region, it is worthwhile to compare fare structure with these connecting systems. Table 41 presents this comparison, including fare structure information for SLO Transit, South County Transit, SMAT, Morro Bay Transit, Morro Bay Trolley and Paso Robles Express:

TABLE 41: Regional Fare Structure Summary

	RTA & Paso Express		SLO Transit		South County Transit (SCT)		Morro Bay Fixed Route		Morro Bay Trolley		SMAT	
	Definition	*Amount*	*Definition*	*Amount*	*Definition*	*Amount*	*Definition*	*Amount*	*Definition*	*Amount*	*Definition*	*Amount*
Base Fare	--	$1.50-$3.00	--	$1.25	--	$1.25	--	$1.50	--	$1.00	--	$1.25
Senior	Ages 65-79 or Medicare Card Holder	$0.75-$1.50	Ages 65-79 or Medicare Card Holder	$0.60	Ages 65-79 or Medicare Card Holder	$0.60	Ages 65+	$0.75	--	--	(Ages 60+)	$0.60
Senior 2 (VIP)	Ages 80+	Free with Card	Ages 80+	Free with Card	Ages 80+	Free with Card	--	--	--	--	--	--
Disabled	Disabled	$0.75-$1.50	Disabled	$0.60	Disabled	$0.60	Disabled	$0.75	--	--	--	$0.60
	ADA Certified	Free	--	--	ADA Certified	Free	--	--	--	--	Must have ID	$1.00
Students	K - 12	$0.75-$1.50	Cal Poly students faculty and staff (with card)	Free	--	--	--	--	--	--	--	--
Children	Height 44" and below, Max 1 per adult	Free	Under 5, Max 2 kids per adult	Free	Height 44" and below, Max 1 per adult	Free	Under 5, Max 2 kids per adult	Free	Under 5, Max 2 kids per adult	Free	Under 6	Free

Source: RTA and SLO Transit

- Base single-zone fares are all between $1.00 and $1.50, with approximately 50% discounts. Current RTA single-zone fares are at the upper end of the range.

- The age definition of Seniors is generally 65 or above, though SMAT uses an age 60 definition. RTA, SLO Transit and SCT all provide free rides for persons 80 and above, though the other three services do not.

- Young children are defined by height on RTA and SCT, but by age on the other systems (below 5 years of age, with the exception of SMAT that uses a definition of below 6).

RTA Fixed Route Peer Fare Analysis

Table 42 illustrates the fare structures (regular and discounted) and pass options among RTA and seven peer systems. As shown, the average peer one-way fares range from $1.71 - $2.29 for regular riders, depending on the route. Five of the systems (including RTA) offer regular fares as low as $1.50, which is the lowest fare among the peer systems. The highest regular fare is $3.50, which is required on some routes within Monterey Salinas Transit. RTA's regular fare range of $1.50-$3.00 is comparable to the fare levels throughout the peer systems analyzed. Comparing the lowest available (general public) fare in each system, RTA's fare of $1.50 is 12 percent lower than the peer average. At the other end of the general public base fare range, RTA's $3.00 fare is 31 percent *higher* than the peer average.

The pass information illustrated in Table 42 grants insight into the types and costs of passes among RTA's peers. As shown, most of the peer systems offer day passes, punch passes and multiday passes (6 of the 7 peer systems):

- **Day passes** are offered by all of the peer systems other than the Livermore Amador Valley Transit Authority (LAVTA), as well as by RTA. The peer day passes range from $4.00 - $10.00, averaging at $5.83 - $6.17, depending on the route type (city versus intercity). RTA's regional day pass is $5.00, falling below the peer average.

- **Multiple-ride passes** (or "punch passes") are offered by 4 of the 7 peer systems, but not by RTA. The number of rides provided by these passes ranges from 2 to 15.

- **Multi-day passes** are offered by all peer systems, with the exception of LAVTA. RTA offers both a 7-day pass and 31-Day Passes (both RTA and Regional). Most systems offer a 30-day or 31-day pass, while Yolobus offers a straight monthly pass[8]. Four of the seven peer systems also offer a shorter multiday pass (typically 7 days). Peer monthly/30 day/31 day passes range average at $78.75 - $120.75, depending on whether a route is local or regional. RTA's 31-Day Pass cost falls below the peer average, ranging from $44.00 (RTA-only) - $64.00 (Regional). In comparison, RTA's monthly pass rates are 44 percent below the

[8] This is valid for the calendar month within which it is purchased, plus one "grace" day in the next month. A 31-day pass has the advantage of providing the same value regardless of when in the calendar month it is purchased.

TABLE 42: RTA Fare Structure Peer Analysis

	One-Way Fares		Fare Media Types Offered			Pass Costs			
	Regular Fare	**Discount Fare**	**Day Pass**	**Punch Pass**	**Multiday Pass**	**Day Pass Fare (Reg)**	**Monthly Pass Fare (Reg)**	**Monthly Pass % Discount (1)**	
B-Line (Butte County)	$1.50-$2.00	$0.75-$1.00	Y	2-ride 10-ride	30-day	$4.00	$37.50 - $48.00 (local or regional)	43% 45%	Low End High End
Monterey Salinas Transit	$1.50- $12.00	$0.75-$6.00	Y	--	7-day 31-day	$10.00 (2)	$95.00 - $190.00 (local or regional)	31% 64%	Low End High End
Santa Cruz Metro	$2.00	$1.00	Y	15-ride	3-day 7-day 31-day	$7.00	$145.00	39%	
Livermore Amador Valley Transit Authority	$2.00	$1.00	N	10-ride	N	--	--	--	
Yolobus	$2.00	$1.00	Y	--	Monthly	$6.00	$85.00	3%	
The Bus (Merced County)	$1.50-$3.00	$0.75-$1.50	Y	--	7-day 31-day	$4.00 - $8.00 (city or intercity)	$60.00	9% 55%	Low End High End
Gold Coast Transit	$1.50	$0.75	Y	15-ride	31-day	$4.00	$50.00	24%	
Average Peer Fare	*$1.71 - $2.29*	*$0.86 - $1.11*	--	--	--	*$5.83 - $6.17*	*$78.75 - $120.75*	25% 35%	
RTA	**$1.50-$3.00**	**$0.75-$1.50**	**Y**	**N**	**7-day 31-day**	**$5.00**	**$44.00 - $64.00 (local or regional)**	33% 52%	**Local Regional**
RTA % of Peer Avg - Lowest Fare	88%	87%				86%	56%		
RTA % of Peer Avg - Highest	131%	135%				81%	53%		
RTA Ranking -- Lowest Fare	4	4				4	6		
RTA Ranking -- Highest Fare	2	1				5	3		

Source: Websites of respective transit agencies

Note 1: For regular riders making 44 one-way trips per month.

Note 2: Requires additional fare on most expensive service.

peer average of the lowest available rates, and 47 percent the peer average of the highest rates. For a regular transit rider making 22 round-trips per month, RTA's local monthly pass rate provides a 33 percent discount, while the regional monthly pass provides a 52 percent discount. This discount is substantially greater than that provided by the peer systems, particularly for the Regional 31-Day Pass.

Discussion of Fixed Route Base Fare Increase

In considering an RTA fixed-route fare increase, the following merits review:

- Per the most recent Transit Development Act full Performance Audit, RTA's current farebox return ratio (30 percent, considering all allowable operating revenues) is significantly above the required minimum of 16 percent, indicating no need for fare increases to address TDA requirements.

- Compared to the peer systems, the lowest RTA fare ($1.50) is only 12 percent below the peer average of lowest fares, while the highest RTA fare ($3.00) is 31 percent over the peer average of higher fares. This overall does not indicate a substantial need to increase fares to be consistent with the peer systems.

- A fare increase in RTA services would, by itself, expand the current difference between the $1.50 RTA base single-zone fare and the $1.25 SLO Transit fare.

If necessary, a logical next step in regional fares is shown in Table 43, consisting of a 33% increase to a base local fare of $2.00, with the highest 1-way fare rising to $4.00. RTA Monthly pass rates would increase to $58/$29. It is assumed that other pass options would increase at the same proportion.

An elasticity analysis of this potential fare increase was conducted, reflecting the specific characteristics of RTA ridership (relatively long trips, and a relatively high proportion traveling for work or school). This analysis indicates that the fare increase would reduce ridership by approximately 73,500 passenger-trips per year, equivalent to 7 percent. Summing the additional fare revenues generated by remaining riders and the loss of revenue associated with the loss of riders, this option would increase fare revenues by an estimated $259,000, or 22 percent.

As shown in Table 43 and discussed above, the RTA 31-day pass rate provides a relatively generous discount to regular riders, in comparison with the average discount provided by the peer systems (particularly for the longer trips). This indicate that RTA could raise RTA-only pass rates from the current level of $44 general public/$22 discount to $50/$25 and still be consistent with the peer pass discount rate. This would reduce ridership using monthly passes by an estimated 8,100 per year. Some of this reduction would reflect passengers choosing other fare instruments (such as stored value cards), while others would stop using the transit system.

TABLE 43: Example RTA 1-Way Fares with Fare Increase

1-Way Regular Fares	San Luis Obispo	Santa Margarita / Atascadero	Templeton	Paso Robles	San Miguel
San Luis Obispo	$2.00	$2.75	$3.25	$4.00	$4.00
Santa Margarita / Atascadero	$2.75	$2.00	$2.00	$2.75	$3.25
Templeton	$3.25	$2.00	$2.00	$2.00	$2.75
Paso Robles	$4.00	$2.75	$2.00	$2.00	$2.75
San Miguel	$4.00	$3.25	$2.75	$2.75	$2.00

South County	San Luis Obispo	Pismo/Arroyo Grande	Nipomo	Santa Maria
San Luis Obispo	$2.00	$2.75	$3.25	$4.00
Pismo/Arroyo Grande	$2.75	$2.00	$2.00	$2.75
Nipomo	$3.25	$2.00	$2.00	$2.00
Santa Maria	$4.00	$2.75	$2.00	$2.00

North Coast	San Luis Obispo	Cuesta/ Kansas/CMC	Morro Bay/ Los Osos	Cayucos/ Cambria/ San
San Luis Obispo	$2.00	$2.75	$3.25	$4.00
Cuesta/ Kansas/CMC	$2.75	$2.00	$2.75	$3.25
Morro Bay/ Los Osos	$3.25	$2.75	$2.00	$2.75
Cayucos/ Cambria/ San Simeon	$4.00	$3.25	$2.75	$2.00

Passes	Regular	Senior/ Disabled/ Student
7-Day Pass	$18.50	--
RTA 31-Day Pass	$58.00	$29.00

The net effect of this pass rate increase would be a loss in ridership of approximately 5,400 annual boardings, and a net increase in fare revenues of $25,500 per year.

Runabout Base Fare Increase Alternative

A fare increase could also be considered for Runabout. As shown in Table 44, Runabout's fares amount to twice that of the fixed routes, with a maximum fare capped at $10.00. Also shown, the peer paratransit fares range from 100 to 200 percent of regular fares, averaging at 175 percent that of the respective regular fares. Among the peers, Yolobus is the only system that charges the same fee for regular and paratransit services. Several of the peer systems, including Monterey Salinas Transit, Santa Cruz Metro, and Gold Coast Transit, provide paratransit services at twice the cost of regular services. As also illustrated in the table, all of the systems analyzed provide paratransit services to ADA eligible passengers, while two also serve non-ADA seniors. None serve the general public.

TABLE 44: Runabout Fare Structure Peer Analysis

	Regular Fare	Dial-A-Ride Fare	Ratio of Dial-A-Ride to Regular Fare	Rider Eligibility
B-Line (Butte County)	$1.50	$2.75	183%	ADA and Riders 70+
Monterey Salinas Transit	$1.50 - $3.50	$3.00 - $7.00	200%	ADA
Santa Cruz Metro	$2.00	$4.00	200%	ADA
Livermore Amador Valley Transit Authority	$2.00	$3.50	175%	ADA
Yolobus	$2.00	$2.00	100%	ADA
The Bus (Merced County)	$1.50	$2.50	167%	ADA
Gold Coast Transit	$1.50	$3.00	200%	ADA and Riders 65+
Peer Average	*$1.75*	*$2.96*	*175%*	--
Runabout	**$1.50**	**$3.00**	**200%**	**ADA**
- Runabout Ranking	3	8		

Source: Websites of respective transit agencies

Runabout fares are already 17 to 30 percent above the average of the peer transit systems. A fare increase could still be considered to increase revenues as well as to help control demand, particularly if an increase in the base fare of the RTA fixed routes is implemented. Increasing the Runabout fares from the current range of $3.00-$6.00 to a new range of $4.00-$8.00 would increase fare revenues by an estimated $33,200, while reducing ridership by an estimated 1,900 passenger-trips per year (4.2 percent).

New Revenue Sources

There are also a number of funding sources that could potentially be tapped, as discussed below:

- **Congestion Management and Air Quality** (CMAQ) is a Federal program for projects that reduce specific air pollutants from transportation-related sources. The SLO Region is able to access these funds due to the non-attainment status of the eastern portion of the county regarding ozone. Total region-wide funds were $2.3 Million in 2013, and can be expected to increase by 2 percent annually.

- The **Federal Transit Administration Section 5339 Bus and Bus Facilities Program** provides $428 Million nationwide. It is available to fixed-route operators for bus purchase or rehabilitation, for bus operations facilities and for transit passenger facilities. Within California, the program is managed by Caltrans. The 2014 SLOCOG RTP assumes that $100,000 per year would be available in the San Luis Obispo area, on average. Because of the relatively modest annual funding level, these funds are typically pooled within the region.

- The **Low Carbon Transit Operations Program (LCTOP)** is an element of the Transit, Affordable Housing and Sustainable Communities Program established by the passage of Senate Bill 862 in 2014. These funds are generated by greenhouse gas reduction funds ("Cap and Trade" funds). In 2014, $25 Million was appropriated statewide, while going forward 5 percent of total Greenhouse Gas Reduction Fund revenues will be allocated to LCTOP. Funds are allocated to each county under a formula by Caltrans. The program is intended to reduce greenhouse gas emissions, with a focus on low-income communities (for those areas that include areas designated as disadvantaged communities). For funds allocated in 2015/16, the San Luis Obispo region is eligible for $291,000, region-wide. These funds must be targeted to transit operations, fare programs, or capital improvements that enhances/expands transit mode share and that reduces greenhouse gas emissions. While the program is intended to focus on disadvantaged communities, the State has not designated any disadvantaged community areas in San Luis Obispo County. However, without a State designation of disadvantaged communities, SLOCOG can recommend the use of LCTOP funds for projects that target the needs of relatively disadvantaged community areas. In FY 2015-16, these funds were allocated towards South County Transit to expand transit access by Oceano residents.

- The majority of California counties with substantial urban population have become "self help" counties through passage of a **countywide transportation sales tax** (up to a ½ cent, under state authorizing legislation). In these 19 counties (including nearby Santa Barbara, Monterey, and Fresno Counties), these tax revenues are key in funding a wide range of highway, transit and bicycle/pedestrian improvements. Imposed countywide in San Luis Obispo County, this source could generate up to approximately $25 Million annually. At present, SLOCOG and others are considering detailed voter polling to evaluate voter

interests and preferences, including interest in expanding various elements of the region-wide transit program.

Chapter 8

RTA Short Range Transit Plan

The following provides a comprehensive plan to improve the RTA program over the coming five years. Service enhancements are first presented. This is followed by capital improvements, including fleet improvements, facility plans, passenger amenities, and other capital items. Management and financial strategies are then identified. Finally, an implementation plan is defined.

This discussion builds upon the review of conditions and alternatives presented in previous chapters. The reader is encouraged to refer to these previous chapters for additional information regarding the plan elements.

SERVICE PLAN

A summary graphic of service improvements is presented in Figure 28.

Provide Mid-Day Express Service on Route 9 and Route 10

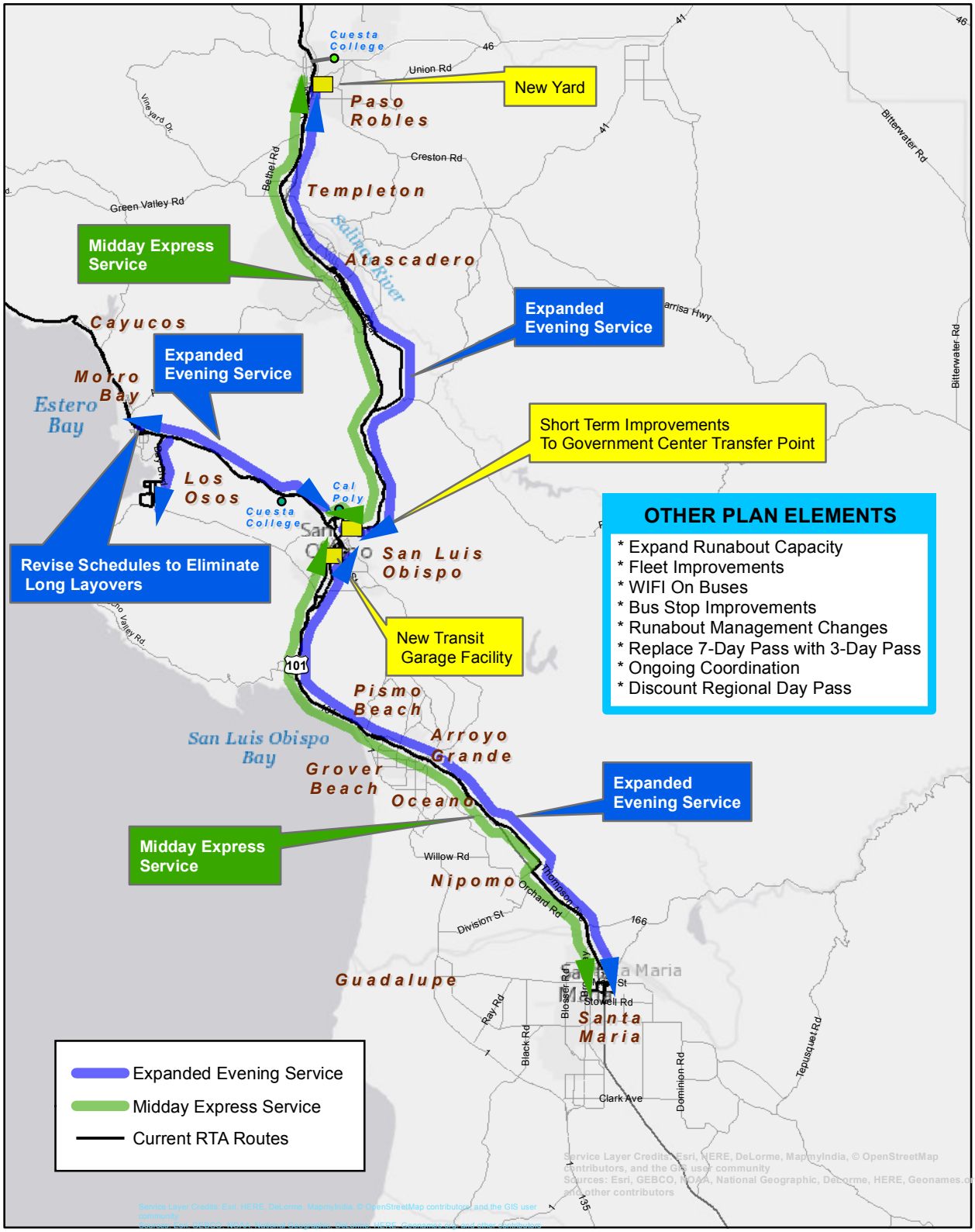
This plan will enhance weekday daytime service on Routes 9 and 10 by adding new mid-day limited stop express service to the current schedule. This is considered a high transit priority for funding generated through a new countywide sales tax for transportation funding purposes.

RTA should implement weekday express service on Route 9 between San Luis Obispo and Paso Robles in the mid-day period, consisting of four additional round trips. Stops should be limited to Government Center, Atascadero Transit Center, Las Tablas Park-and-Ride and the North County Transit Center. An additional (fourth) bus should be added to the mid-day period (roughly 8:30 AM to 4:30 PM) while maintaining all existing runs. New northbound runs should depart San Luis Obispo at 8:33 AM, 10:33 AM, 12:33 PM and 2:33 PM, and new southbound runs depart Paso Robles at approximately 9:35 AM, 11:35 AM, 1:35 PM and 3:35 PM. This will reduce in-vehicle travel times by up to 20 minutes, expand the frequency of service between these key transit centers, and help address the crowding issue. It will not require any additional buses. Ridership is forecast to increase by 25,900 passenger boardings per year.

A mid-day weekday express service should also be implemented on Route 10. This service should be limited to the following stops:

- Cal Poly (Kennedy Library)
- Government Center
- Pismo Beach Premium Outlets
- Halcyon Park-and-Ride
- East Grand Avenue/El Camino Real
- Tefft/Carillo
- Santa Maria Transit Center

Figure 28
RTA Short Range Transit Plan



It is estimate that 60 percent of Route 10 passenger-trips are made between these key stops. The current 74 minute end-to-end travel time would be reduced to 55 minutes. Note that not all stops may be served on all runs, in order to maintain a two-hour round trip cycle time. Five new express runs in each direction will occur between roughly 7:30 AM and 5:50 PM, which will allow use of existing express buses. It is expected that the existing Route 10 short runs (the 7:21 AM run from Arroyo Grande to Government Center and the 4:05 PM run from Cal Poly to Arroyo Grande) will be folded into these new runs. Specific schedule times and stops will be developed through detailed planning. In addition, more travel time choices would be provided. Overall, this strategy will increase ridership by an estimated 26,100 passenger-trips per year.

Expand Evening Service on Routes 9, 10, and 12

Evening service on Route 9 should be expanded by providing the following additional local route runs:

- Weekday departing Paso Robles at 8:00 PM and 9:00 PM and departing San Luis Obispo at 9:33 PM

- Saturday departing Paso Robles at 8:10 PM and departing San Luis Obispo at 9:33 PM

- Sunday departing Paso Robles at 7:10 PM and departing San Luis Obispo at 8:47 PM

In addition, Runabout service hours in the Route 9 corridors will be expanded to match the new hours of fixed route operation.

The need for extended evening service was a common comment by stakeholders and the public in this SRTP plan process, in particular to allow participation in evening activities in Atascadero or Paso Robles among San Luis Obispo residents as well as to allow residents of the northern communities to take part in evening activities in San Luis Obispo. At present, the last weekday departures on Route 9 are at 7:00 PM southbound from Paso Robles and 8:33 PM northbound from San Luis Obispo, the last runs on Saturday depart at 6:10 PM southbound and 7:33 PM northbound, while the last runs on Sunday depart at 4:10 PM southbound and 5:33 PM northbound

Additional evening runs should also be added to the existing Route 10 schedule. Specifically, the following runs should be added:

- Weekdays - Additional northbound runs departing Santa Maria at 8:14 PM and 9:14 PM and one additional southbound run departing San Luis Obispo at 9:33 PM

- Saturdays – One additional northbound run departing at 8:14 PM and southbound at 9:33 PM

- Sundays – One additional northbound run departing at 7:14 PM and southbound at 8:33 PM

This was a common request among participants in the SRTP study. It will expand resident's access to jobs, cultural activities and educational opportunities along the corridor. Based upon the relative hourly ridership of evening service in similar regional transit programs offering later service, this alternative will add 8,700 passenger-trips on weekdays, 1,100 on Saturdays and 1,000 on Sundays annually.

Finally, an additional weekday evening run should be added to the Route 12 schedule, departing San Luis Obispo at 9:33 PM. The last Route 12 weekday run currently departs San Luis Obispo at 8:33 PM, returning from Morro Bay at 10:38 PM. Considering the relative ridership by hour of similar services, it would generate an estimated increase of 3,200 passenger-trips per year.

In addition to adding fixed route service, this strategy will also require expansion of Runabout service to provide ADA paratransit mobility during the additional fixed route hours. Extension of dispatch/mechanics hours will also be necessary.

Modify Route 10 Services As Demand Warrants

Ridership patterns on Route 10 are relatively complex in comparison with the other RTA fixed routes, as Route 10 has strong transit generators at both ends as well as in the Five Cities area and Nipomo along the route. Ridership patterns should be monitored (particularly as service enhancements are implemented) to identify specific route segments that warrant additional service or that experience bus crowding. As necessary, additional runs on portions of the route should be added, such as runs between Five Cities and San Luis Obispo.

Modify Route 12 Schedules to Eliminate Long Layovers in Morro Bay

Route 12 should be rescheduled to eliminate the long Morro Bay layovers on many runs (while still serving Morro Bay). This will reduce the in-vehicle travel time between Los Osos and San Luis Obispo by up to 20 minutes (depending on the specific run). While this will no longer provide direct bus-to-bus transfers between Route 12 and Route 15, ridership data indicates little or no transfers are currently occurring. As a result, the net effect of this modification will be to increase ridership, while eliminating a common complaint among Los Osos transit riders.

Expand Runabout Capacity

As discussed in Chapter 2, the San Luis Obispo County elderly resident population age 65 to 79 is forecast by the California Department of Finance to increase by 34 percent between 2015 and 2021. While the demand for Runabout service is generated both by elderly as well as non-elderly persons with disabilities, this reflects an overall substantial growth in underlying demand for Runabout service. As discussed below, this SRTP includes strategies to improve Runabout efficiency and manage demand for service that will help address the need for

expanded capacity. However, it remains prudent to plan for expansion of Runabout capacity. Based on the demographic forecasts and the expected benefits of management strategies, this plan includes the provision of one additional Runabout vehicle in peak operation every two years, along with a 2 percent annual growth in Runabout service hours and miles.

One potential strategy to address growth in demand for Runabout services (particularly for long trips in more outlying areas) is a taxi subsidy program. While the recent Request for Letters of Interest process yielded only limited interest among taxi operators, this may well change in the future. This option should be reconsidered periodically, particular if demand increases unexpectedly and/or if late evening services are implemented.

CAPITAL PLAN

Fleet Improvement Plan

Table 45 presents the fleet improvement plan for RTA. This reflects no change in peak vehicle requirements as a result of service plan changes. As shown, a total of 12 RTA fixed route buses plus 30 Runabout vehicles will need to be purchased to maintain acceptable fleet conditions over the six years from FY 16-17 to FY 21-22[9]. This is estimated to require a total capital outlay of $6,198,000 for RTA fixed route buses plus $2,429,000 for Runabout vehicles.

Not shown in this table is that significant additional replacement needs come due in the period immediately after this SRTP plan period. In particular, RTA has seven heavy-duty buses that will reach the end of their useful life in FY 2022-23, with an estimated replacement cost of $3,360,000. This indicates a particular need for capital reserves as the end of the SRTP plan period nears.

In addition, RTA will need to replace two staff vehicles (currently a pickup truck and a hybrid car) in 2016/17.

Implement Wi-Fi Service on Fixed Route Buses

The provision of internet Wi-Fi connectivity to transit passengers is becoming increasingly common, as a means of attracting additional riders and better serving existing riders. In particular, providing connectivity on long commute trips helps to make transit service more competitive with driving. While no detailed studies have been conducted, anecdotal information indicates that a ridership increase of several percentage points can be attributed to provision of Wi-Fi service. Examples of existing transit systems providing Wi-Fi service are SLO Transit, the Regional Transportation Commission in Reno, Nevada, as well as Sonoma County Transit. However, some transit services have also faced challenges in implementing dependable Wi-Fi service, due to issues over cell coverage and the availability of various service plans. The rapid changes in smartphone technologies also adds uncertainty to this issue.

[9] Including some existing Runabout vehicles that will require replacement twice within the period.

TABLE 45: RTA Fleet Replacement Plan and Costs

Assumed Annual Inflation Rate 2.5%

Vehicle Type		FY16-17	FY17-18	FY18-19	FY19-20	FY20-21	FY21-22	TOTAL
Number of Vehicles								
RTA Fixed Route								
Total Over-the-Road Coach Purchases		**2**	**0**	**2**	**0**	**0**	**0**	**4**
Total Heavy-Duty Bus Purchases		**3**	**2**	**0**	**0**	**1**	**0**	**6**
Total Cutaway Purchases		**0**	**0**	**0**	**0**	**1**	**0**	**1**
Total Trolley Purchases		**1**	**0**	**0**	**0**	**0**	**0**	**1**
Total		**6**	**2**	**2**	**0**	**2**	**0**	**12**
Runabout								
Total Cutaway Purchases		**2**	**0**	**8**	**0**	**6**	**2**	**18**
Total Minivan Purchases		**6**	**0**	**0**	**0**	**0**	**6**	**12**
Total		**8**	**0**	**8**	**0**	**6**	**8**	**30**
Cost Estimate								
RTA Fixed Route	**14/15 Unit Cost**							
Over-the Road Coaches	$650,000	$1,366,000	$0	$1,435,000	$0	$0	$0	$2,801,000
Heavy-Duty Buses	$480,000	$1,513,000	$1,034,000	$0	$0	$557,000	$0	$3,104,000
Cutaway Buses	$90,000	$0	$0	$0	$0	$104,000	$0	$104,000
Trolley	$180,000	$189,000	$0	$0	$0	$0	$0	$189,000
Total		$3,068,000	$1,034,000	$1,435,000	$0	$661,000	$0	$6,198,000
Runabout								
Cutaway Buses	$90,000	$189,000	$0	$795,000	$0	$626,000	$214,000	$1,824,000
Minivans	$45,000	$284,000	$0	$0	$0	$0	$321,000	$605,000
Total		$473,000	$0	$795,000	$0	$626,000	$535,000	$2,429,000

It is recommended that RTA implement Wi-Fi on a limited basis, expanding service once any initial issues have been addressed. A reasonable approach would be to first install Wi-Fi on the four over-the-road coaches and make them available on Route 9 and Route 10 express runs, and then expand service to the remainder of the fixed-route fleet. Installation costs are typically $1,500 per vehicle, with ongoing data plan costs of $50 to $100 per vehicle per month.

Continue to Provide Retiring Vans to Other Transportation Providers at Nominal Cost

As a means of expanding mobility options for San Luis Obispo County residents while helping to contain future costs of Runabout service, it is recommended that RTA continue to make older low-value surplus vans available to other transportation providers in the region, such as public agencies, non-profit organizations, as well as for-profit transportation companies. Other transit systems providing paratransit services have found that expanding the availability of wheelchair-accessible vehicles (no matter the entity providing the service) helps to reduce the demand for costly demand-response services while giving residents new options for meeting their mobility needs.

RTA Transit Garage Facility in San Luis Obispo

RTA's primary garage facility is located at 179 Cross Street (off of Tank Farm Road) in the southern portion of San Luis Obispo. This facility is leased from a private development firm, and is relatively modest in size (2.7 acres) for a transit operation of RTA's size. All RTA, SCT, SLOCAT and Paso Express vehicle maintenance is conducted at this site, along with all administrative functions and the large majority of operations functions.

The primary detriment of this facility is that the space for vehicle maintenance is insufficient, with only two tandem bays available. (Common bus facility planning standards indicate the need for seven bays at present.) There is also insufficient space for battery storage and tire storage. In addition, the facility provides no room to expand the transit fleet, large equipment storage, staff vehicle parking and employee parking. As the parcel is 100 percent "landlocked" with existing development on all sides, a new site is clearly needed.

RTA recently conducted an evaluation of new sites, including development of an appropriate site program to accommodate long-range growth and an assessment of the operational and preliminary environmental issues associated with four sites. Of these, a 10-acre parcel at 253 Elks Lane was found to be substantially preferable. Key factors in favor of this site are its adequate size, compatibility with adjacent land uses, relatively good proximity to US 101 and to the downtown transit center, and location close to the SLO Transit operations facility (across the street) and to the County Department of Social Services and homeless services.

The RTA Board recently selected this site as the preferred option, and directed staff to start the environmental review (NEPA/CEQA) process. Total cost of land acquisition and construction (sized to accommodate long-term needs) is estimated by RTA to be on the order of $9.8 million. This excludes the costs of permitting, environmental analysis and design/engineering. Funding

(largely FTA Section 5307) for environmental assessment has been set aside for expenditure in 2016. In addition, RTA has started the process of setting aside a total of $4 Million in 5307 funding over a ten-year period to fund a large portion of this facility's costs.

In addition, the first three years of the SRTP plan period are also the last three years of loan payments on the current garage facility. A total of $612,900 will be required to pay off the cost of previous tenant improvements.

RTA Use of Portion of County Yard in Paso Robles

Due to a change in ownership and planned development, RTA will not indefinitely have use of the existing parking yard at 4th and Pine Streets in Paso Robles, as well as operations office space. As a replacement, RTA is currently overseeing an engineering/architectural study of a new facility on County-owned land on Paso Robles Street adjacent to US 101. This new facility will need to be completed in 2016. Federal Transit Administration 5307 funding totaling $300,000 has been set aside to fund these improvements, as well as the $291,000 in FY 15-16 LCTOP funds.

Downtown Transit Center

A weak point of the regional San Luis Obispo public transit network is the existing transit hub in downtown San Luis Obispo (Government Center). This currently consists of a SLO Transit facility on the west side of Osos Street between Mill Street and Palm Street, and an RTA facility on the east side of Osos Street between Monterey Street and Palm Street. The SLO Transit facility provides sawtooth bays for up to five buses along with shelter structures. The RTA facility provides approximately 200 feet of straight curb, which is adequate to accommodate up to three buses, depending on the order that individual buses arrive. There is also a drop-off only area around the corner on Palm Street that accommodates a fourth bus. The facility includes two 20-foot passenger shelters. Overall, this facility has a long list of deficiencies:

- There is inadequate space for all RTA buses at peak times, resulting in buses that park around the corner on Palm (potentially conflicting with other uses), or that end up parked at an angle to the curb. This can block travel lanes on Osos Street, and also increase hazards to passengers boarding/alighting the bus and preclude deployment of the wheelchair lift/ramp.

- The number of bays available for SLO Transit limits the ability to schedule services to maximize direct bus-to-bus transfers.

- While there are restrooms available at nearby public buildings (City Hall, Library), these are only available during operating hours.

- Transferring between the SLO Transit and RTA systems requires walking across two streets.

- Both blocks are on a grade that exceeds the desired maximum slope of a facility as defined by the ADA (2 percent)[10]. This creates challenges to wheelchair users transferring between buses, and can also increase hazards associated with using a lift or ramp.

- Bus shelter capacity is inadequate at peak times, particularly for RTA passengers. The south-facing passenger shelters also cause passenger discomfort during afternoon periods due to inadequate shade.

- There is inadequate street lighting for night-time operations, as well as to address personal security concerns.

- The 8' wide sidewalks adjacent to the RTA bus locations get congested, particularly when a wheelchair lift or ramp is in use.

SLOCOG is leading an ongoing effort to construct a new, enhanced transit center along Higuera Street in the block between Santa Rosa Street and Toro Street. The current focus is on developing a joint public/private project that would include the transit center as well as a public parking structure. The feasibility of this concept and the source of the necessary public funding have yet to be determined. Per the 2012 downtown transit center study and further analysis, if constructed, the facility is envisioned to consist of the following:

- Up to 11 bus bays (though 13-16 bus bays were included in the original project scope)

- Indoor and outdoor passenger waiting areas

- Driver break area and operational space

- Restrooms

- Transit information counter

Given that completion of a new transit center is at best several years in the future, and in light of the importance of this facility to both the RTA and City of SLO systems, a modest level of improvements to the existing RTA facility is warranted. The following is recommended:

- Elimination of the four existing parking spaces on the east side of Osos Street north of Monterey Street, to allow additional RTA buses to be at the site without blocking travel lanes and to ensure that buses are parallel against the curb when loading passengers.

- Two additional bus shelters and two additional benches on the RTA side, with improved shade for passengers.

[10] ADA regulations allow greater slopes for bus bays along streets with greater slopes, so long as the existing slope is not increased.

- Enhanced street lighting, on both the SLO Transit and RTA sides.

A cost estimate for these improvements is shown in Table 46. As illustrated, the improvement cost on the RTA side, exclusive of staff costs, is $66,500. As also shown in Table 46, the additional street lights required for the SLO Transit side amount to a cost of $26,000, culminating in a total project cost of $92,000.

TABLE 46: Estimated Short-Term Government Center Improvement Costs

	Units	Unit Cost	Cost
RTA Bus Stops			
Shelters	2 EA	$ 10,400	$ 20,800
Benches	2 SF	$ 2,600	$ 5,200
Additional Low Level Streetlights: RTA Transit Stops	5 EA	$ 8,000	$ 40,000
Striping/Signing			$ 500
Subtotal			$ 66,500
SLO Transit Stops			
Additional Streetlights: SLO Transit Stops	4 EA	$ 8,000	$ 26,000
Total Probable Project Costs			**$ 92,500**

Note: Excludes any hazardous waste remediation costs.

Bus Stop Improvement Plan

Bus stops are an important element of a successful public transit system. Particularly for "choice" riders with access to a car, the comfort and safety perceived by persons waiting at a bus stop can be crucial in passenger's overall perception of the transit program, and can well make or break an individual's decision to be a regular transit user.

Table 47 presents the recommended bus stop improvements. This was developed based upon the following:

- The "Prioritizing RTA Fixed-Route Bus Stop Improvements" report prepared recently by RTA staff.

- A review of other RTA bus stops not included in this report. In particular, boarding activity was compared against a standard of providing a shelter for stops serving 20 or more boardings per day, in order to identify new shelter locations.

TABLE 47: Recommended RTA Bus Stop Improvements

Excluding Government Center

Stop	Route					Recommended Improvement							
	9	10	10X	12/14	15	Shelter	ADA Pad	Sign	Bike Rack	Trash Can	Information Kiosk	Solar Lighting	
Cal Poly Kennedy Library	▼		▼	▼				▼	▼				
Santa Rosa at Mustang Village	▼			▼		▼	▼		▼	▼			
Santa Rosa at Foothill	▼			▼					▼	▼			
Atascadero City Hall	▼								▼				
Cal Poly Performing Arts Center NB	▼								▼				
Cal Poly Performing Arts Center SB	▼								▼				
Monterey at Grand	▼								▼		▼		
6 Stops in SLO County (Santa Margarita area)	▼						▼						
4 Stops in SLO City	▼						▼						
Spring St @ 30th St	▼								▼				
Viejo Camino @ Bocina	▼					▼	▼		▼	▼			
Tefft St @ Carillo St (SB)		▼				▼							
El Camino Real @ E. Grand SB		▼				▼							
El Camino Real @ E. Grand NB		▼				▼							
Santa Maria Transit Center		▼									▼		
4 Stops in SLO County (Nipomo area)		▼					▼						
El Camino Real @ Albertson's		▼							▼				
Morro Bay Park				▼	▼								
11 Stops in SLO County (Los Osos area)				▼			▼						
30 Stops in SLO County					▼		▼						
Nicholson/E.Cypress (Santa Maria)							▼						
Pismo Beach Premium Outlets							▼						
TOTAL						5	58	1	10	3	2	12	
Unit Cost (Includes Construction/Installation)						$10,400	$1,300	$300	$800	$800	$500	$4,000	**Total**
Total Costs[1]						$52,000	$75,400	$300	$8,000	$2,400	$1,000	$48,000	**$ 187,100**

Note: Excludes Government Center in San Luis Obispo, discussed elsewhere

- A review of traffic volumes to identify locations where new bus bays (pullouts) are needed. This was conducted focusing on high-activity stops, and applying a standard of providing a pullout where needed to avoid a bus stopping in a travel lane serving 4,000 or more vehicles per day. No such locations were found to exist.

As shown in the table, the following improvements are warranted:

- Wheelchair pads (8' X 5' concrete or asphalt pads) are needed at a total of 58 locations[11] around the system as identified by the Americans with Disabilities Act. Many of these locations also will require an accessible path of travel for persons using mobility devices to the nearby transit trip generator. While the ADA does not require these improvements until/unless other changes are made to a stop, it is recommended that the RTA implement a multi-year program to provide these ADA amenities. A five-year program would require new ADA pads at 12 locations per year for all transit programs operated or managed by RTA (including SCT and Paso Express).

- New shelters are warranted at five locations, of which three are along Route 10.

- Bike racks or other bicycle storage facilities are needed at ten locations, with nine needed along Route 9 and one needed on Route 10. Provision of racks can help to avoid damage to nearby trees and other property due to informal bike storage, can help to encourage transit use, and can help address capacity problems with the on-bus bike racks.

- Additional trash cans, signs, and information kiosks are also warranted at several existing stops.

- Improving lighting at bus stops is important for passenger safety and comfort, particularly as RTA expands evening service. Recent improvements in solar technology allow urban shelters to be provided with lighting without the need for utility connections, for a unit cost of approximately $4,000. In addition, rural shelters can be lit through solar power (using a pole-mounted system) for approximately $1,500 per stop. Lighting should be installed in 12 shelters, to be determined based upon existing lighting conditions, location, and the potential for evening ridership.

Implementing many of these improvements will require coordination and possible cost-sharing with other organizations (Cities, County and Cal Poly, in particular). Depending on right-of-way, utility location and other site-specific factors, moreover, some improvements may prove infeasible. As shown in Table 47, the total cost of these improvements (excluding costs associated with ADA path of travel improvements beyond the pads) is $187,100.

[11] One of these locations is at the Pismo Beach Outlet Stores. While there is one pad at this location, an additional pad is needed for peak transfer times.

In addition, some RTA stops are located along relatively high speed roadways, away from signalized intersections or other pedestrian crossing protection. In recent years, traffic engineers have developed an expanded selection of pedestrian crossing enhancements, including the "Rapid Rectangular Flashing Beacon" (which increases driver awareness of pedestrian crosswalk locations), as well as the "Pedestrian Hybrid Beacon" (which provides for a full stop of traffic when activated by a pedestrian). One location that merits particular consideration of enhanced pedestrian protection is along El Camino Real north of Santa Barbara Street in Atascadero. Due to pedestrian risk, this stop location is currently not used by Route 9, despite its shelter and bus pullout area.

Coordinate Joint Bus Shelter Program

RTA and SLO Transit should combine boarding data to review activity at shared stops, and program new shelters at locations where 25 or more passengers per day board. Costs for improvements should be shared based upon the proportion of boarding by each system. RTA and SLO Transit can utilize passenger activity data collected through GPS-based Automatic Passenger Counter systems to determine these proportions.

MANAGEMENT PLAN

Management plan elements consists of revisions to RTA service standards, as well as recommended management strategies for the Runabout program and strategies to improve coordination among transit programs in the region.

Revise Service Standards

Based upon the review of existing RTA service goals, policies and standards, as well as the current service performance, the following revisions are recommended:

- RTA demand response service efficiency standards should be established at 2.0 passengers per revenue vehicle-hour and 0.2 passengers per revenue vehicle-mile.

- On an individual route basis, a minimum productivity of 10.0 passengers per revenue vehicle-hour should be adopted.

- The current system-wide standard of standees on no more than 10 percent of runs on any individual route should be relaxed given the relatively short travel time between San Luis Obispo and the main Cuesta College campus. In turn, a standard load factor of 1.0 of seated capacity should be adopted on commuter/express runs. On local runs (Routes 9, 10, 12, 14, and 15), a standard load factor of 1.5 of seated capacity should be used. Automatic Passenger Counter systems can be used to determine when passenger loads on buses exceed these factors.

Improve Runabout Eligibility and Certification Process

The following modifications to the Runabout process of determining eligibility are recommended:

- The website should be modified to include a checklist for self-assessment of eligibility, a description of accessible features of fixed-route service as an option, and the availability of travel training.

- A standard script should be used by Runabout staff for a potential passenger's initial call. An example script is provided in Appendix B.

- All individuals who apply for eligibility to use Runabout should be required to complete an in-person interview after the application form has been completed and submitted to RTA.

- RTA should implement a consistent, regular approach to recertification, including monthly review of the database.

Modify Runabout Scheduling Procedures

The following scheduling recommendations are provided to lower costs and improve productivity for Runabout:

- Continue to use flexible start and end times for all drivers on Runabout.

- Reduce the minimum scheduled lunch time to 30 minutes for all Runabout paddles that include a lunch break.

- Accept requests for subscription trips as long as capacity is available for individual trip requests. Standing trip requests allow schedulers to develop a more efficient schedule.

- Reduce the number of Runabout bids and make greater use of casual and extra board drivers as much as possible to increase flexibility for scheduling and respond to actual levels of demand.

- Work with RouteMatch to develop a report which shows non-productive time separate from breaks for all Runabout drivers. Review this report at least monthly with schedulers to identify opportunities to increase the number of passengers per hour of service.

- Emphasize the need to group trips and avoid long slack periods on driver manifests.

- Continue to enforce the no-show and cancellation policy to minimize the disruptions to schedules and the corresponding loss in productivity.

Also, RTA and Ride-On are currently conducting an 18-month study of technology solutions to better coordinate the two programs. The results of this study may identify other good strategies for enhancing on-demand transit services for people with mobility issues.

Focus on Coordinating Runabout and Fixed Route Services

Where appropriate, RTA should seek out opportunities to reduce long Runabout trips by coordinating individual passenger's trips with fixed route services. This is not a viable option for all passengers and for all individual trips, and should be considered on a case-by-case basis. When using fixed route services for a portion of the trip is viable (particularly for recurring trips), it can reduce overall RTA costs and expand passengers' travel options.

Provide Expanded Regional Travel Training

A region-wide travel training program should be implemented to make effective use of resources, ensure that all travel options are presented in a consistent manner, and yield benefits to residents and to the transit programs.

Continue and Expand Coordination Efforts with SLO Transit

This planning process has underlined the importance of building on the strong coordination between RTA and SLO Transit. It is recommended that the senior management of both transit programs meet on a quarterly basis to continue coordination efforts. The following are topics that are recommended as a starting point:

- **Work Towards A Single Regional Bus Tracker Website** – Optimally, a transit passenger could visit a single website or download a single app that would show all regional buses on the same map. As the RTA and SLO Transit bus tracker programs are developed on differing software platforms, this is a challenging endeavor. However, it remains a valid goal and an important strategy to making the regional transit network operate as a convenient system for the passenger.

- **Develop A Single ID For Persons With Disabilities Accepted On Both Systems** – The regional system would be easier for persons with disabilities to navigate and overall administrative costs reduced by developing a single ID program good for boarding both systems at discount fare (or free fare, for persons eligible for Runabout). This should include a magnetic stripe to allow convenient tracking of boardings by fare category.

- **Coordinated Policy On Baggage** – Policies regarding items allowed on the buses (groceries, shopping carts, strollers, etc.) would optimally be consistent between the two systems. At present, RTA's policy is "*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*" while SLO Transit's policy is "*Carrying objects blocking aisle or stairway or occupying seat is*

prohibited, except at driver's discretion if space allows; stroller must be folded prior to boarding". A consistent policy would avoid confusion or conflict as to what is allowed.

- **Joint Driver Training On Managing Difficult Passengers** – In recent years there has been an increase on both RTA and SLO Transit in passengers causing conflicts with other passengers or drivers. While drivers in both systems already have training in this matter, there are specialized training classes available that could aid drivers in difficult situations. Joint training would be both cost-effective, and would help ensure that both transit systems address these issues in a consistent manner. As a starting point, the lead trainers from RTA and the SLO Transit contractor should meet along with Community Action Partnership of San Luis Obispo County staff to discuss opportunities.

- **Work Towards a Common Bus Replacement Policy** -- At present, RTA has an adopted policy to "*Replace 100 percent of all revenue vehicles no more than 40 percent beyond the FTA-defined useful life standard in terms of years or miles"* while the City has a less-specific standard of "*clean and good conditions"* regarding revenue equipment. A consistent policy between the two systems could help ensure that limited Federal and state funding resources are best used to maintain the region's transit fleets in good condition, and merits ongoing discussion. These discussions could also consider tightening the RTA's standard, such as reducing the 40 percent figure, if funding permits.

- **Route Coordination** – On an ongoing basis, route scheduling should be considered to maximize the convenience of transfers between the various transit systems in the region. In addition, consideration should be given to consistent region-wide designation of routes.

FINANCIAL PLAN

Monitor the Need to Increase Fares

No fare increases are proposed under this plan. As discussed below, the overall RTA funding balance is sufficient to negate the need for fare increases under current financial expectations. However, there is a high degree of uncertainty regarding future funding figures, particularly at the state and Federal levels. As part of the annual budgeting process, fare revenues should be reviewed to determine if changes in fares are necessary to continue to fund a high quality of transit service for the region.

Offer Discount Regional Day Pass

RTA currently allows seniors age 65 to 79, persons with disabilities as well as K-12 students to board the bus at a 50% discount fare when using cash, the 31-day regional pass, and the 31-day RTA pass. However, no discount is available when using the $5 regional day pass. A discounted $2.50 regional day pass is recommended to increase transit usage between the various transit systems among persons in the discount categories. While this is estimated to reduce RTA fare revenues by $26,500 per year, it will increase ridership by 7,500 new boardings per year. To

simplify the boarding process, the day pass should be the only regional pass option that can be purchased directly from the RTA bus driver.

Replace 7-Day Pass with 3-Day Pass

To better align the RTA and SLO Transit programs, the RTA-only 7 day pass should be eliminated and replaced with an RTA-only 3 day pass. On the SLO Transit system, the 3-day pass is roughly 3 times more popular with riders than the 7-day pass. Consistent with the current daily cost of the 7-day pass, the 3-day pass should be provided for $6, for all riders. If future demand and ridership requests warrant it, consideration could be given to making this a region-wide pass.

Accept SLO Transit Picture ID for RTA Discount Fares

To board at the reduced fare available to persons with disabilities, RTA current requires the passenger to display either a Medicare card or a letter from the Veterans Administration. SLO Transit also provides the option of obtaining a picture ID card that can be used to verify disability status. RTA should modify policies to allow use of this SLO Transit ID card to document disability status.

Potential Countywide Half-Cent Sales Tax Increase

SLOCOG is currently evaluating the potential for a county wide "local option" sales tax increase to fund a wide range of transportation improvements. This could be important in supporting improvements, including:

- Expansion of Runabout services to persons with disabilities
- Expansion of evening service on Routes 9, 10 and 12
- Initiating Mid-Day Express Service on Routes 9 and 10
- Expanding transit availability to seniors and persons with disabilities through the discounted Day Pass.

Given the current uncertainty regarding this new funding source, it is not included in the financial plan discussed below.

Fund RTA Through Fares and Existing Subsidy Sources

The following methodology was utilized in developing this Financial Plan:

- First, forecasts of annual operating and administrative costs were developed, as presented in Table 48 for FY 2016/17 through FY 2020/21. "Base case" operating and administrative cost forecasts were estimated based on the existing revised budget. Per SLOCOG planning

criteria, a 2 percent rate of inflation was assumed through 2018/19, and 3 percent thereafter, in the absence of any change in service levels. Next, operating and administrative cost estimates were identified for each SRTP element, based upon the analyses presented in previous sections of this document, and consistent with the implementation plan presented below. These costs were also factored to reflect the assumed rate of inflation. Operating and administrative costs by the fifth year of the plan will total approximately $10,489,200 which is 15.4 percent over the base-case cost of $9,091,100.

- Next, ridership for each SRTP element was estimated, as presented in Table 49. The "base case" ridership reflects expected ridership assuming no changes in service. The ridership impact of each Plan element is then identified and summed. This includes the ridership generated by the new discount Day Pass, as discussed above. As new services do not immediately attain the full potential ridership, ridership on new evening services is factored to reflect 66 percent of potential ridership in the first year of service and 90 percent of potential ridership in the second year. Ridership is expected to respond relatively quickly to Mid-Day Express service (80 percent in the first year, and 95 percent in the second year). For the relatively small change to Route 12 schedules, a 90 percent factor is assumed for the first year and full ridership thereafter. In addition, ridership (for both base case and for the service improvements) is factored to reflect a 0.8 percent annual increase in population and associated ridership demand. By FY 2019/20, ridership is forecast to equal 879,800 one-way passenger-trips per year, which is 94,600 trips over the base case forecast of 785,200. This indicates that the plan will result in a 16.9 percent increase in ridership by the end of the plan period.

- Based on the ridership figures presented in Table 49, the estimated farebox revenues are presented in Table 50. As presented, by the end of the plan period the service improvements will increase fares by $96,100 per year (including the loss in fares associated with the discount Day Pass), or 6.7 percent over the base case fares.

- The next element necessary in the development of the SRTP is estimation of the capital cost for vehicles, passenger amenities, passenger facility improvements and operating equipment, as shown in Table 51 for each year of the Short Range Transit Plan period. For the new main Transit Garage Facility, $500,000 is identified in the first four years of the plan (per current budgeting), followed by $695,300 per year to finance the estimated $8.3 Million remaining construction and land acquisition cost over 15 years at 3 percent interest rate. Funds are also included for the final three years of the current loan obligation on the existing garage facility. Based on the capital plan, presented above, the capital costs total $13,042,300 over the five-year period.

The results of Tables 48 through 51 were used to develop the Financial Plan, as presented for each of the five years of the Short Range Transit Plan period in Table 52. In addition to passenger fare revenues, this Financial Plan incorporates the following funding sources:

TABLE 48: RTA Short Range Transit Plan Operating Costs

All Figures in Thousands

Plan Element	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21	5-Year Plan Total
Base Case Operating Costs	$8,236.5	$8,401.2	$8,569.2	$8,826.3	$9,091.1	$43,124.3
Operating Plan Elements						
Provide Mid-Day Express Service on Route 9	$0.0	$250.9	$255.9	$263.6	$271.5	$1,042.0
Provide Mid-Day Express Service on Route 10	$0.0	$319.3	$325.6	$335.4	$345.5	$1,325.8
Expand Evening Service on Route 9	$0.0	$253.1	$258.1	$265.9	$273.8	$1,050.9
Expand Evening Service on Route 10	$0.0	$256.4	$261.6	$269.4	$277.5	$1,064.9
Expand Evening Service on Route 12	$0.0	$67.5	$68.9	$70.9	$73.1	$280.4
Modify Route 12 Schedules To Eliminate Long Layovers	$0.0	$0.0	$0.0	$0.0	$0.0	$0.0
Expand Runabout Capacity	$22.0	$44.9	$68.7	$94.3	$121.4	$351.3
Wi-Fi Operating Costs	$0.0	$4.8	$42.4	$43.7	$45.0	$136.0
Total: Service Plan Elements	*$22.0*	*$1,187.9*	*$1,272.1*	*$1,333.8*	*$1,398.1*	*$5,214.0*
Total With Plan Elements	*$8,258.5*	*$9,589.1*	*$9,841.3*	*$10,160.1*	*$10,489.2*	*$48,338.3*
Percent Increase over Base Case	*0.3%*	*14.1%*	*14.8%*	*15.1%*	*15.4%*	*12.1%*

Base Case costs based upon FY 2015-16 Amended Budget, excluding capital and management contract costs

Inflation assumptions identified in the SLOCOG RTP were applied: two percent annual inflation through 2018/19, and three percent thereafter

Source: LSC Transportation Consultants, Inc.

TABLE 49: RTA Short-Range Transit Improvements Ridership Forecasts

All Figures in Thousands

Plan Element	FY 15-16	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21	5-Year Plan Total
Base Case Ridership [1]							
Fixed Route	709.0	714.5	720.1	725.7	731.4	737.1	3,628.8
Runabout [2]	43.6	44.5	45.4	46.3	47.2	48.1	231.4
Total	752.6	759.0	765.5	772.0	778.6	785.2	3,860.3
Service Plan Elements							
Provide Mid-Day Express Service on Route 9		0.0	21.0	25.2	26.7	26.9	99.8
Provide Mid-Day Express Service on Route 10		0.0	21.2	25.4	26.9	27.1	100.6
Expand Evening Service on Route 9		0.0	8.1	11.1	12.5	12.6	44.3
Expand Evening Service on Route 10		0.0	7.2	9.9	11.1	11.2	39.4
Expand Evening Service on Route 12		0.0	2.1	2.9	3.3	3.3	11.6
Modify Route 12 Schedules To Eliminate Long Layovers		0.0	1.2	1.3	1.3	1.4	5.2
Expand Runabout Capacity		0.9	1.7	2.6	3.5	4.4	13.1
Total: Service Plan Elements		0.9	62.5	78.4	85.3	86.9	314.0
Discount Regional Day Pass Fare		7.5	7.5	7.6	7.6	7.7	
Total Ridership		767.3	835.5	858.0	871.5	879.8	3,444.8
% Growth over Base Case		*1.1%*	*9.2%*	*11.2%*	*12.0%*	*12.1%*	
% Growth over FY 15-16		*2.0%*	*11.0%*	*14.0%*	*15.8%*	*16.9%*	

Note 1: Base case ridership on fixed routes increased by 0.78% per year, per the mid-range projections presented in Final Report - San Luis Obispo County 2040 Population, Housing & Employment Forecast (SLOCOG, 2011)

Note 2: As Runabout ridership is a function of the service level provided, growth in ridership is reflected in the service plan element.

Source: LSC Transportation Consultants, Inc.

TABLE 50: RTA Short-Range Transit Improvements Fare Revenues

All Figures in Thousands

Plan Element	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21	5-Year Plan Total
Base Case Operating Revenues (Fares and Adve	$1,330.0	$1,340.4	$1,361.4	$1,393.5	$1,437.5	$6,862.7
Service Plan Elements						
Provide Mid-Day Express Service on Route 9	$0.0	$27.5	$33.0	$34.9	$35.2	$130.6
Provide Mid-Day Express Service on Route 10	$0.0	$22.9	$31.4	$35.3	$35.6	$125.2
Expand Evening Service on Route 9	$0.0	$12.9	$15.5	$16.4	$16.5	$61.3
Expand Evening Service on Route 10	$0.0	$10.7	$14.7	$16.4	$16.6	$58.4
Expand Evening Service on Route 12	$0.0	$4.2	$4.5	$4.5	$4.8	$18.0
Modify Route 12 Schedules To Eliminate Long Layovers	$0.0	$1.2	$1.6	$1.9	$1.9	$6.5
Expand Runabout Capacity	$2.6	$5.1	$7.7	$10.3	$12.8	$38.5
Discount Regional Day Pass Fare	-$26.5	-$26.7	-$26.9	-$27.1	-$27.3	-$134.5
Net Change in Fare Revenues	-$23.9	$57.7	$81.4	$92.6	$96.1	$304.0
Total Annual Fare Revenues	$1,306.1	$1,398.1	$1,442.8	$1,486.1	$1,533.6	$7,166.6
Percent Change	*-1.8%*	*4.3%*	*6.0%*	*6.6%*	*6.7%*	*4.4%*

Source: LSC Transportation Consultants, Inc.

TABLE 51: RTA Short Range Transit Capital Plan

All Figures in Thousands

Plan Element	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21	5-Year Plan Total
Capital Plan Elements						
Fixed Route Buses (See Table 46)	$3,068.0	$1,034.0	$1,435.0	$0.0	$661.0	$6,198.0
Runabout Vehicles (See Table 46)	$473.0	$0.0	$795.0	$0.0	$626.0	$1,894.0
Transit Garage Facility	$500.0	$500.0	$500.0	$500.0	$695.3	$2,695.3
Paso Robles Bus Storage Facility	$850.0	$0.0	$0.0	$0.0	$0.0	$850.0
Wi-Fi Bus Equipment	$0.0	$6.0	$45.0	$0.0	$0.0	$51.0
Short Term Government Center Transit Hub Improvements	$92.5	$0.0	$0.0	$0.0	$0.0	$92.5
Programmatic Capital Improvements[(1)]	$189.0	$133.1	$130.2	$96.7	$99.6	$648.6
Loan Payment on Current Garage Facility	$200.6	$200.6	$211.7	$0.0	$0.0	$612.9
Subtotal: Capital Plan Elements	*$5,373.1*	*$1,873.7*	*$3,116.9*	*$596.7*	*$2,081.9*	*$13,042.3*

Inflation assumptions identified in the SLOCOG RTP were applied: two percent annual inflation through 2018/19, and three percent thereafter

Note 1: Programmatic capital improvements include bus stop improvements, maintenance equipment and computer/communications equipment

Source: LSC Transportation Consultants, Inc.

TABLE 52: RTA Short-Range Financial Plan

All Figures in Thousands

	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21
OPERATING					
Operating Costs (From Table 49)	$8,258.5	$9,589.1	$9,841.3	$10,160.1	$10,489.2
Operating Revenues					
Fare Revenues (From Table 51)	$1,306.1	$1,398.1	$1,442.8	$1,486.1	$1,533.6
Rural Transit Fund	$234.6	$244.1	$259.0	$283.1	$318.7
FTA Section 5307	$2,038.9	$2,079.6	$2,121.2	$2,184.9	$2,250.4
FTA Section 5311	$639.3	$652.1	$665.1	$685.1	$705.6
Cuesta Contribution	$55.5	$56.6	$57.7	$59.4	$61.2
Interest	$3.0	$3.0	$3.0	$3.0	$3.0
Transportation Development Act	$3,981.2	$5,155.7	$5,292.5	$5,458.6	$5,616.7
Total	$8,258.5	$9,589.1	$9,841.3	$10,160.1	$10,489.2
Balance	$0.0	$0.0	$0.0	$0.0	$0.0
CAPITAL					
Capital Costs (From Table 48)	$5,373.1	$1,873.7	$3,116.9	$596.7	$2,081.9
Capital Revenues					
FTA 5307	$4,042.8	$1,015.4	$1,849.1	$0.0	$842.1
Proposition 1B	$241.3	$0.0	$0.0	$0.0	$0.0
State Transit Assistance	$561.5	$561.5	$561.5	$561.5	$561.5
Low Carbon Transit Operations Program	$291.0	$296.8	$308.8	$330.9	$365.3
Rural Transit Fund (Capital)	$236.5	$0.0	$397.5	$0.0	$313.0
Total	$5,373.1	$1,873.7	$3,116.9	$892.4	$2,081.9
Balance	*$0.0*	*$0.0*	*$0.0*	*$295.7*	*$0.0*

FTA - Federal Transit Administration

Source: LSC Transportation Consultants, Inc.

- Farebox and advertising revenues.

- Rural Transit Fund revenues are used for operating, assumed to grow with the rate of inflation, and are also assumed to fund half the cost of new Runabout vehicle purchases.

- FTA Section 5307 (Urban Program) funds are used for operations, facilities, and the purchase of local fixed route buses. Operating funding is assumed to grow with the rate of inflation, while capital funds are identified as needed to balance the capital improvement budget.

- FTA Section 5311 (Rural Program) funding is used for operations serving rural areas, and is assumed to grow at the rate of inflation.

- The Cuesta College contribution is assumed to continue, growing at the rate of inflation.

- A modest amount of interest income is included.

- Transportation Development Act funding is calculated to balance the operating budget.

- The final year of the Proposition 1B (Safety and Security) funds are reflected in the first year of the plan.

- State Transit Assistance funds are used as capital funding. Given current uncertainty regarding this source, no change from current levels is assumed.

- Low Carbon Transit Operations Program funds are used for capital purposes. While these funds are discretionary, overall they are assumed to grow with inflation.

This financial plan yields a balanced operating budget. A balanced budget is also identified on the capital side, with the exception of FY 2019-20, when revenues will exceed costs (thus indicating an increase in Capital Project Reserves).

IMPLEMENTATION PLAN

<u>Fiscal Year 2016-17</u>

- Implement the short-term improvements to the RTA passenger facilities at Government Center in San Luis Obispo
- Conduct environmental analysis and engineering/permitting tasks for new Transit Garage in San Luis Obispo
- Construct new Paso Robles yard
- Improve Runabout eligibility and certification process, and scheduling procedures
- Purchase five buses, one trolley (for the Avila Trolley route) and eight Runabout vehicles

- Start offering a discounted Regional Day Pass
- Replace 7 day pass with 3 day pass
- Finalize schedules for Mid-Day Express services and extension of evening services.
- Continue coordination efforts with other transit agencies
- Improve bus stops

Fiscal Year 2017-18

- Implement the Mid-Day Express services and extension of evening services. While these are identified for initiation in Fiscal Year 2017-18, the specific timing may depend on future ridership trends, the annual unmet transit needs process, as well as the development of new funding sources.
- Modify Route 12 schedule to avoid long layovers
- Finalize plans and funding strategies for new Transit Garage in San Luis Obispo
- Expand Runabout capacity through additional vehicles and expanded vehicle hours of service
- Purchase two buses
- Implement Wi-Fi on over-the-road coaches
- Begin engineering and design of long-term Transit Garage
- Continue coordination efforts with other transit agencies
- Improve bus stops

Fiscal Year 2018-19

- Start construction of new Transit Garage in San Luis Obispo
- Expand Runabout capacity
- Purchase two buses and eight Runabout vehicles
- Expand Wi-Fi service to remainder of fixed-route fleet
- Continue coordination efforts with other transit agencies
- Improve bus stops

Fiscal Year 2019-20

- Move into new Transit Garage in San Luis Obispo
- Expand Runabout capacity
- Continue coordination efforts with other transit agencies
- Improve bus stops

Fiscal Year 2020-21

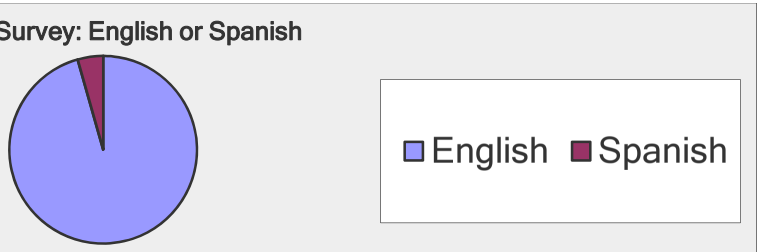
- Expand Runabout capacity
- Purchase two buses and six Runabout vehicles
- Continue coordination efforts with other transit agencies

- Improve bus stops
- Update Short Range Transit Plan

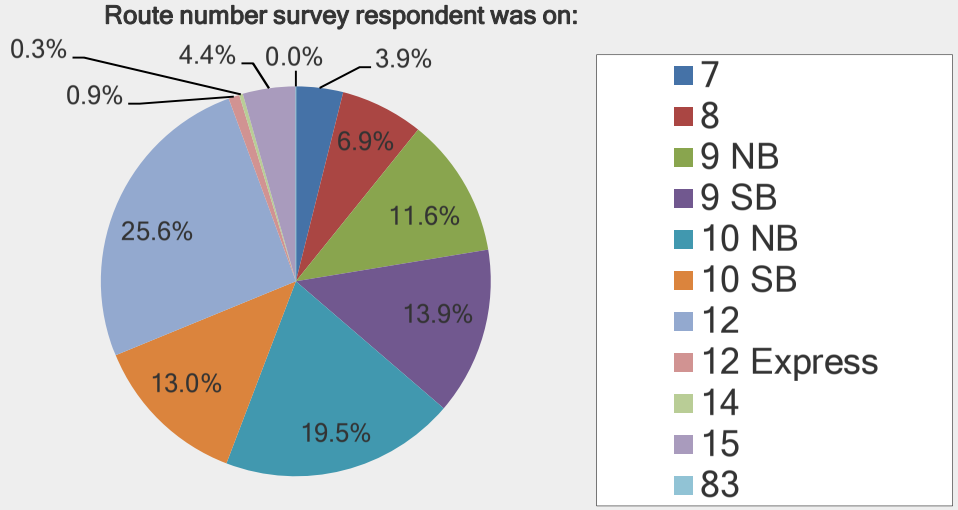
Appendix A

SLO RTA Onboard Survey

Survey: English or Spanish		
Answer Options	**Response Percent**	**Response Count**
English	95.6%	980
Spanish	4.4%	45
	answered question	1025
	skipped question	23



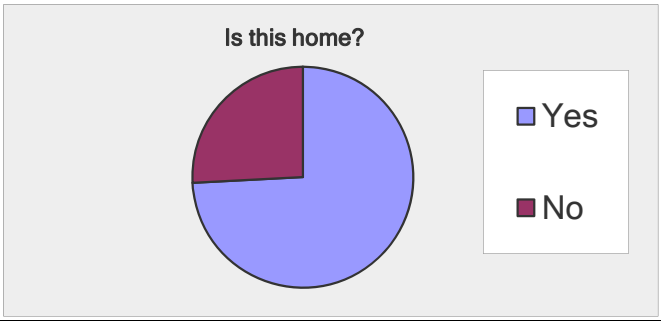
Route number survey respondent was on:		
Answer Options	**Response Percent**	**Response Count**
7	3.9%	40
8	6.9%	71
9 NB	11.6%	120
9 SB	13.9%	144
10 NB	19.5%	202
10 SB	13.0%	135
12	25.6%	265
12 Express	0.9%	9
14	0.3%	3
15	4.4%	46
83	0.0%	0
	answered question	1035
	skipped question	13



I got on the bus at:

answered question	999
skipped question	49

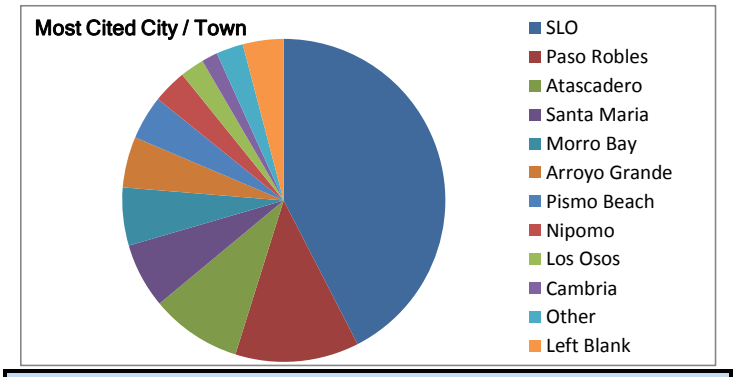
City/Town	Key Location (5 or More Responses)	Response Count	Response Percent
SLO		260	26.0%
	Downtown Transit Center / Govt	122	12.2%
	Cuesta College	51	5.1%
	Cal Poly	8	0.8%
	Santa Rosa and Foothill	7	0.7%
Paso Robles		147	14.7%
	Paso Robles Transit Center	14	1.4%
	Dry Creek	11	1.1%
	8th and Pine	10	1.0%
	Paso Robles	9	0.9%
	24th Spring St	6	0.6%
	Airport Rd	6	0.6%
	Cuesta College North Campus	6	0.6%
Atascadero		118	11.8%
	Atascadero Transit Center	34	3.4%
	Bordeaux	8	0.8%
	San Anselmo	5	0.5%
Santa Maria		84	8.4%
	Santa Maria Transit Center	39	3.9%
	Allan Hancock College	12	1.2%
	IHOP	7	0.7%
Pismo Beach		64	6.4%
	Pismo Beach Outlets	51	5.1%
Los Osos		58	5.8%
	10th & LOVR	13	1.3%
Arroyo Grande		55	5.5%
	Halcyon Park and Ride	13	1.3%
	AM/PM	8	0.8%
	El Camino/Halcyon	6	0.6%
	Halcyon Rd	6	0.6%
Morro Bay		54	5.4%
	Morro Bay City Park	19	1.9%
Nipomo		52	5.2%
	Tefft	16	1.6%
	Tefft and Carillo	12	1.2%
Cambria		23	2.3%
	Ardath	5	0.5%
Templeton		22	2.2%
	Templeton Park and Ride	9	0.9%
	Las Tables Park and Ride	6	0.6%
Santa Margarita		14	1.4%
San Miguel		5	0.5%
Cayucos		5	0.5%
Other (Total by Community)			
Oceano		4	0.4%
Grover Beach		4	0.4%
San Simeon		3	0.3%
Lompoc		2	0.2%

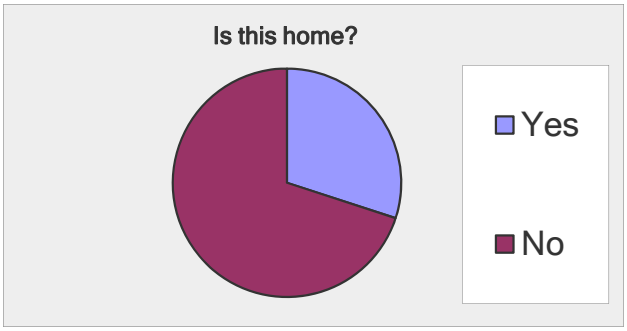


I am coming from:

answered question	896
skipped question	152

City/Town	Response Count	Response Percent
SLO	214	23.9%
Paso Robles	123	13.7%
Atascadero	97	10.8%
Santa Maria	76	8.5%
Arroyo Grande	47	5.2%
Nipomo	45	5.0%
Los Osos	44	4.9%
Morro Bay	41	4.6%
Pismo Beach	35	3.9%
Cambria	22	2.5%
Oceano	20	2.2%
Grover Beach	18	2.0%
Templeton	9	1.0%
Other		
Orcutt	7	0.8%
Santa Margarita	7	0.8%
Cayucos	5	0.6%
San Miguel	3	0.3%
San Simeon	3	0.3%
Lompoc	2	0.2%
Garden Farms	2	0.2%
Los Olivos	2	0.2%
Bradly	1	0.1%
Creston	1	0.1%
Shandon	1	0.1%
Left Blank	71	7.9%





I am getting off at:

answered question 947
skipped question 101

City/Town	Key Location (5 or More Responses)	Response Count	Response Percent
SLO		402	42.4%
	Downtown Transit Center	139	14.7%
	Cuesta College	86	9.1%
	Cal Poly	31	3.3%
	SLO	13	1.4%
	Santa Rosa/Foothill	6	0.6%
	South and Higuera	5	0.5%
Paso Robles		117	12.4%
	Paso Robles Transit Center	18	1.9%
	Paso Robles High School	12	1.3%
	Cuesta North Campus	10	1.1%
	8th and Pine	9	1.0%
	Lewis Middle School	6	0.6%
Atascadero		86	9.1%
	Atascadero Transit Center	23	2.4%
	Atascadero	6	0.6%
	Vons	6	0.6%
	Traffic Way/El Camino	5	0.5%
Santa Maria		62	6.5%
	Allan Hancock College	31	3.3%
	Santa Maria Transit Center	15	1.6%
Morro Bay		55	5.8%
	City Park	20	2.1%
	Morro Bay	8	0.8%
	Morro Bay Blvd/Harbor St	5	0.5%
Arroyo Grande		48	5.1%
	AM/PM	13	1.4%
	Halcyon Park and Ride	6	0.6%
Pismo Beach		42	4.4%
	Pismo Outlets	33	3.5%
Nipomo		32	3.4%
	Tefft	12	1.3%
Los Osos		23	2.4%
Cambria		15	1.6%
Templeton		8	0.8%
San Miguel		6	0.6%
Other		26	2.7%
San Simeon		4	0.4%
Santa Margarita		3	0.3%
Cayucos		2	0.2%
Oceano		1	0.1%
Grover Beach		1	0.1%
Orcutt		1	0.1%

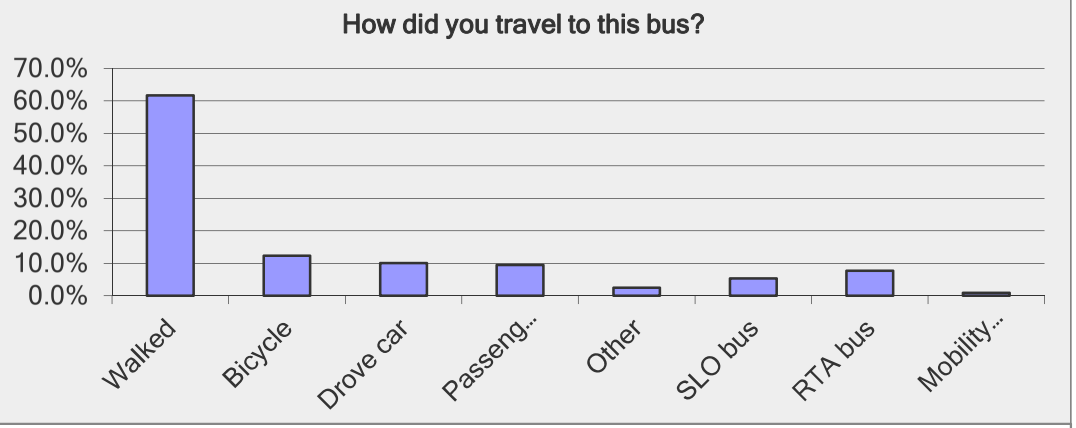
I am going to:

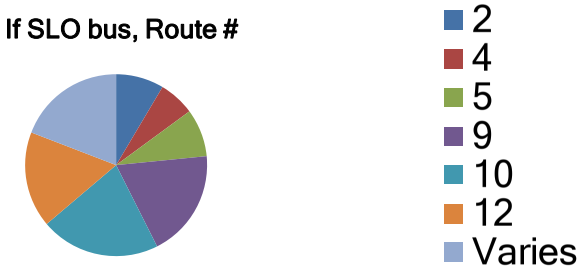
answered question 834
skipped question 214

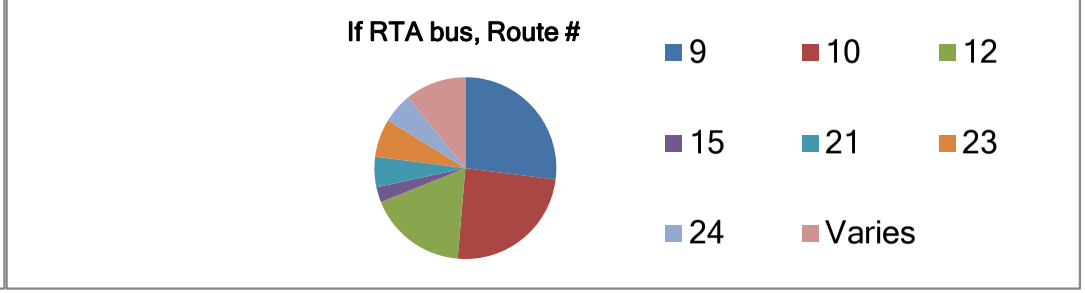
City/Town		Response Count	Response Percent
SLO		336	40.3%
Paso Robles		79	9.5%
Atascadero		65	7.8%
Santa Maria		51	6.1%
Arroyo Grande		38	4.6%
Nipomo		20	2.4%
Los Osos		18	2.2%
Morro Bay		31	3.7%
Pismo Beach		18	2.2%
Cambria		13	1.6%
Oceano		5	0.6%
Grover Beach		10	1.2%
Templeton		14	1.7%
Other			
	Orcutt	5	0.6%
	Santa Margarita	3	0.4%
	Cayucos	6	0.7%
	San Miguel	6	0.7%
	San Simeon	3	0.4%
	Shandon	1	0.1%
	Guadalupe	2	0.2%
	Oregon	1	0.1%
	Sacramento	2	0.2%
	San Francisco	1	0.1%
Left Blank		106	12.7%

Will you be traveling roundtrip on RTA today?		
Answer Options	Response Percent	Response Count
Yes	75.7%	659
No	24.3%	212
answered question		871
skipped question		177

How did you travel to this bus?		
Answer Options	Response Percent	Response Count
Walked	61.7%	637
Bicycle	12.3%	127
Drove car	10.1%	104
Passenger in car	9.5%	98
Other	2.5%	26
SLO bus	5.3%	55
RTA bus	7.7%	79
Mobility device	0.9%	9
answered question		1032
skipped question		16

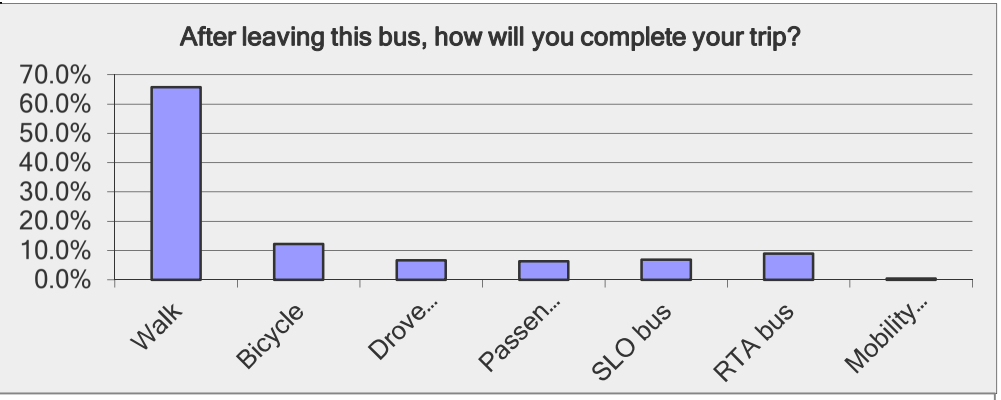


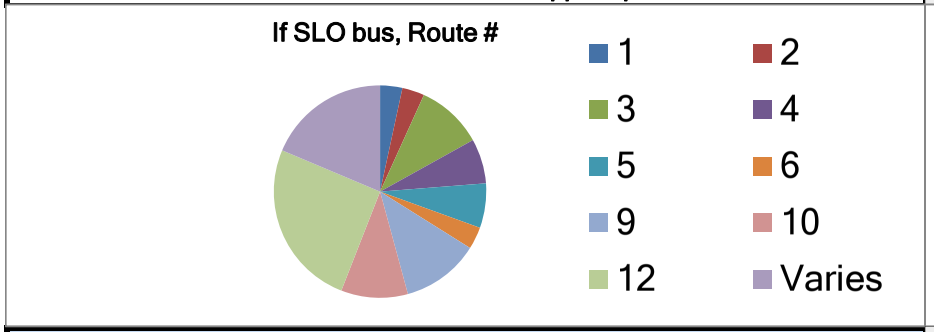


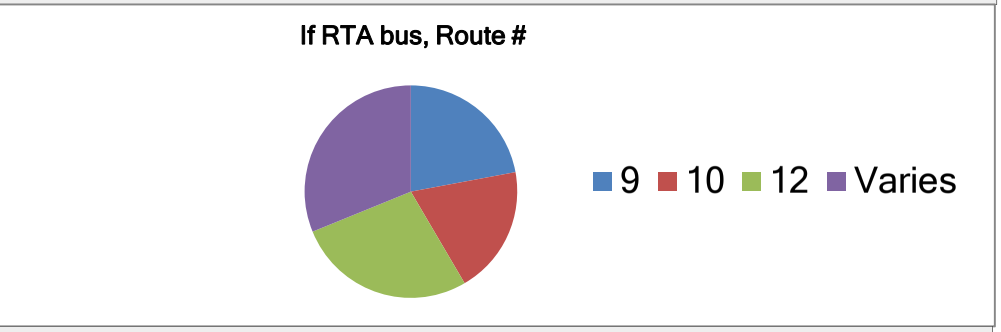


After leaving this bus, how will you complete your trip?

Answer Options	Response Percent	Response Count
Walk	65.7%	640
Bicycle	12.2%	119
Drove car	6.6%	64
Passenger in car	6.3%	61
SLO bus	6.8%	66
RTA bus	8.9%	87
Mobility device	0.4%	4
	answered question	**974**
	skipped question	**74**

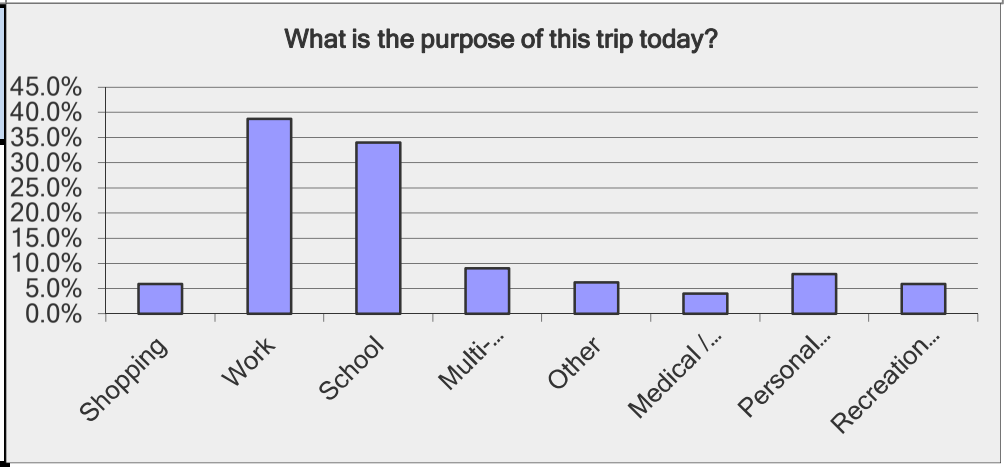




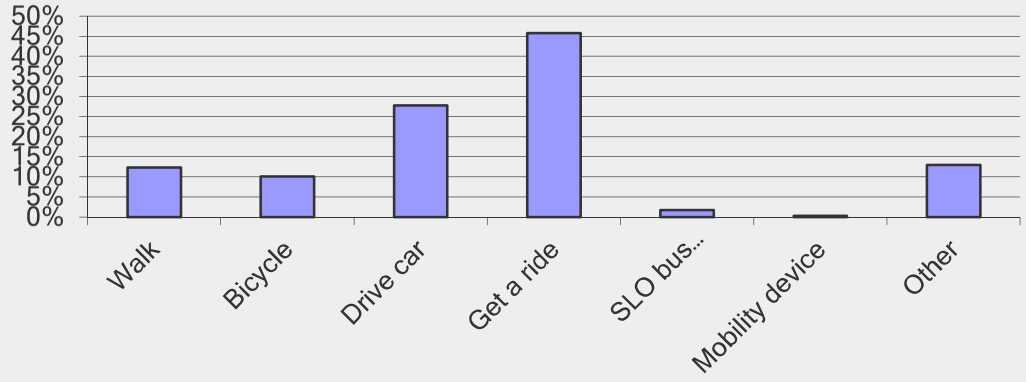


What is the purpose of this trip today?

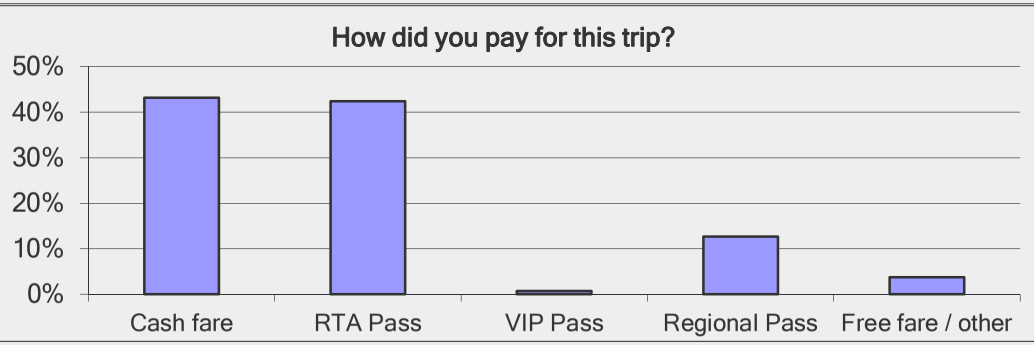
Answer Options	Response Percent	Response Count
Shopping	5.9%	60
Work	38.7%	396
School	34.0%	348
Multi-Purpose	9.0%	92
Other	6.2%	63
Medical / Dental	4.0%	41
Personal Business	7.9%	81
Recreation / Social	5.9%	60
	answered question	**1023**
	skipped question	**25**



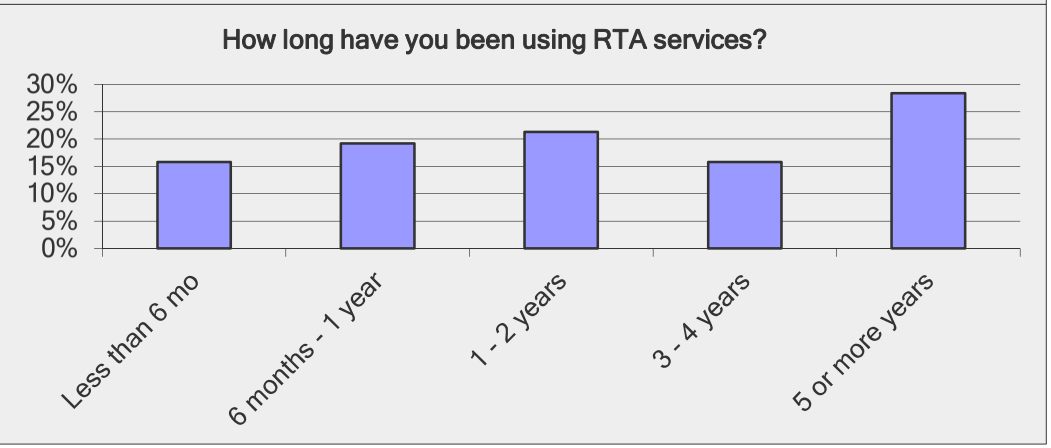
How would you make this trip if RTA was not available?		
Answer Options	**Response Percent**	**Response Count**
Walk	12.3%	124
Bicycle	10.1%	102
Drive car	27.8%	280
Get a ride	45.8%	461
SLO bus 10 (1) 12 (4)	1.7%	17
Mobility device	0.3%	3
Other	13.0%	131
	answered question	**1006**
	skipped question	**42**



How did you pay for this trip?		
Answer Options	**Response Percent**	**Response Count**
Cash fare	43.2%	433
RTA Pass	42.4%	425
VIP Pass	0.7%	7
Regional Pass	12.7%	127
Free fare / other	3.7%	37
	answered question	**1002**
	skipped question	**46**

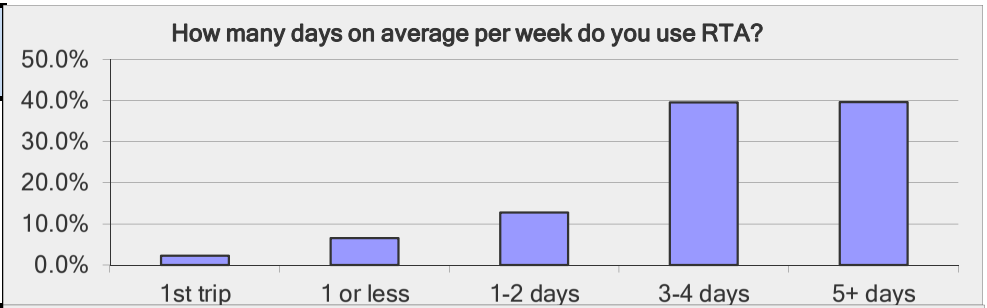


How long have you been using RTA services?		
Answer Options	**Response Percent**	**Response Count**
Less than 6 mo	15.8%	160
6 months - 1 year	19.2%	194
1 - 2 years	21.3%	216
3 - 4 years	15.8%	160
5 or more years	28.4%	287
	answered question	**1012**
	skipped question	**36**



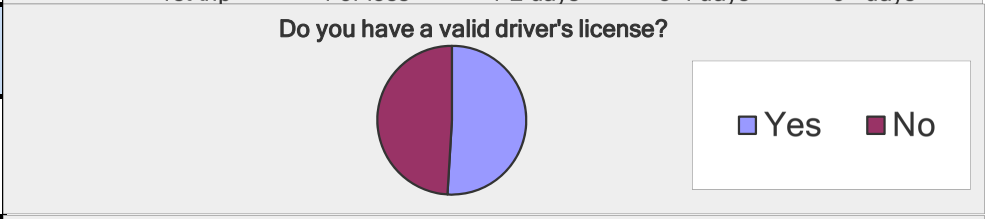
How many days on average per week do you use RTA?

Answer Options	Response Percent	Response Count
1st trip	2.3%	23
1 or less	6.6%	66
1-2 days	12.8%	128
3-4 days	39.6%	397
5+ days	39.7%	398
answered question		1002
skipped question		46



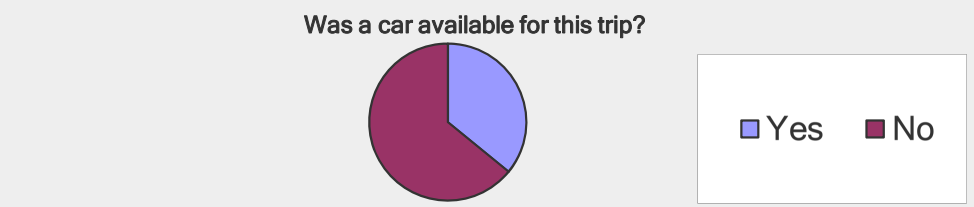
Do you have a valid driver's license?

Answer Options	Response Percent	Response Count
Yes	50.9%	503
No	49.1%	486
answered question		989
skipped question		59



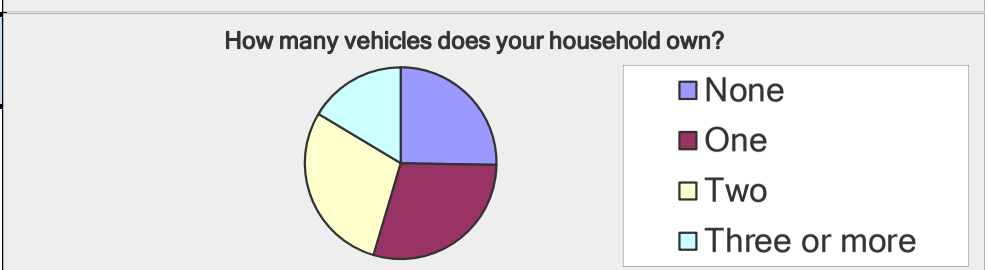
Was a car available for this trip?

Answer Options	Response Percent	Response Count
Yes	35.9%	348
No	64.1%	622
answered question		970
skipped question		78



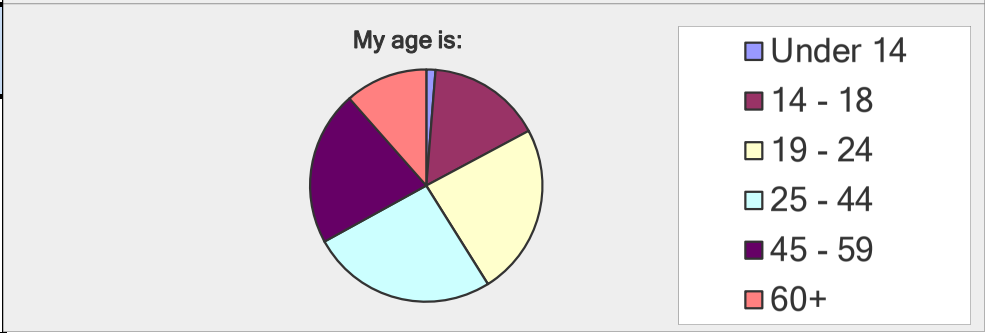
How many vehicles does your household own?

Answer Options	Response Percent	Response Count
None	25.3%	244
One	29.3%	283
Two	29.0%	280
Three or more	16.4%	158
answered question		965
skipped question		83

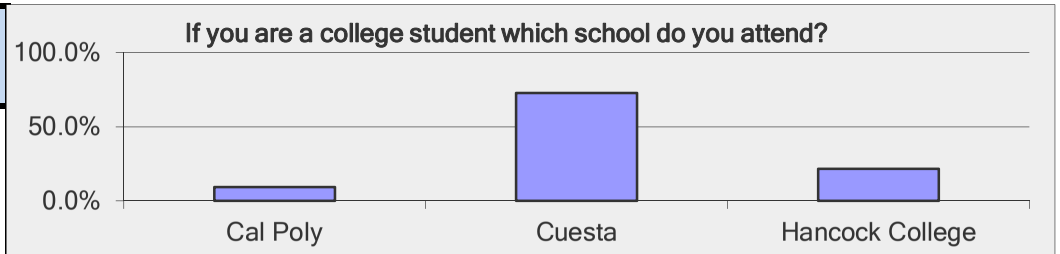


My age is:

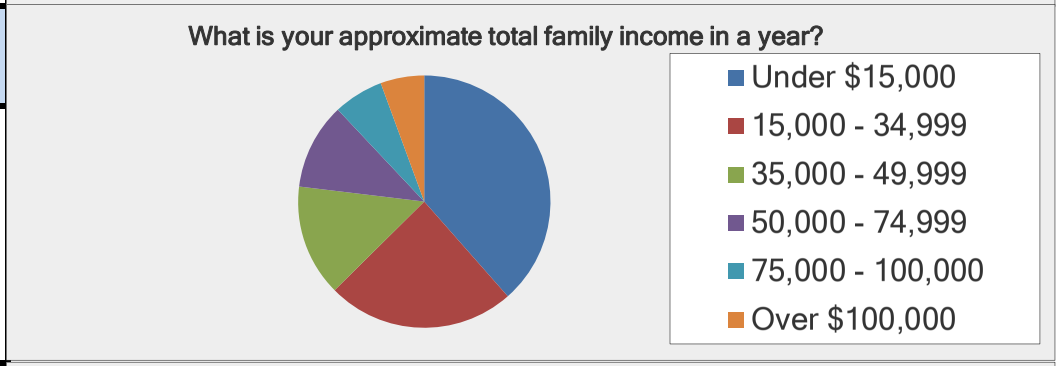
Answer Options	Response Percent	Response Count
Under 14	1.3%	12
14 - 18	15.9%	149
19 - 24	23.9%	224
25 - 44	25.9%	243
45 - 59	21.5%	202
60+	11.5%	108
answered question		938
skipped question		110



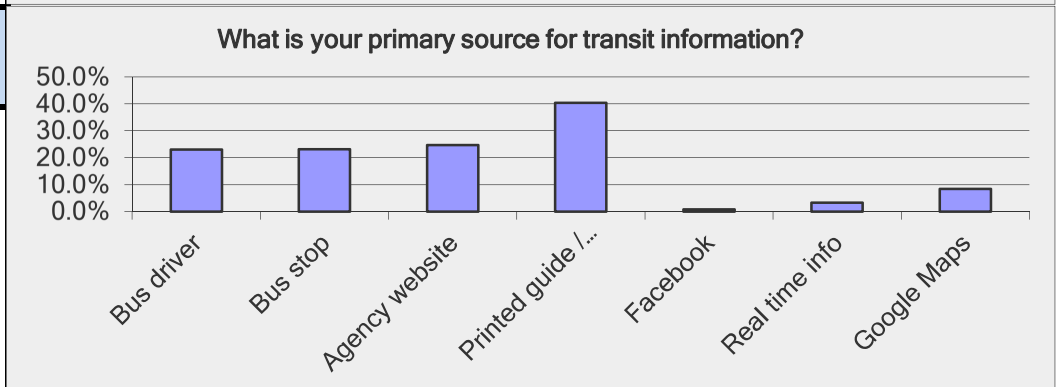
If you are a college student which school do you attend?		
Answer Options	Response Percent	Response Count
Cal Poly	9.2%	33
Cuesta	72.9%	261
Hancock College	21.5%	77
answered question		358
skipped question		690



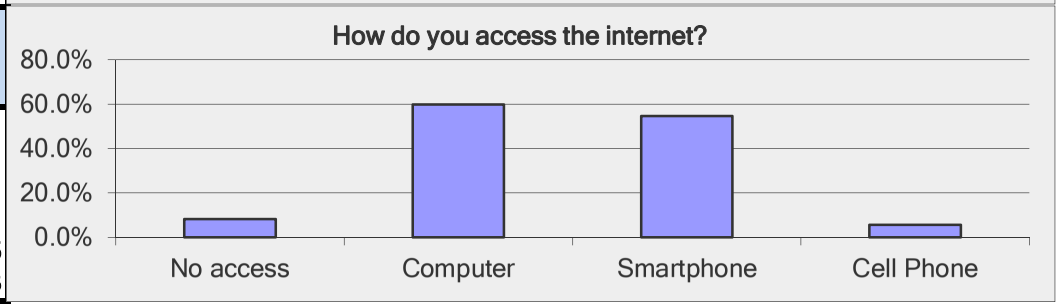
What is your approximate total family income in a year?		
Answer Options	Response Percent	Response Count
Under $15,000	38.5%	326
15,000 - 34,999	24.1%	204
35,000 - 49,999	14.3%	121
50,000 - 74,999	11.1%	94
75,000 - 100,000	6.4%	54
Over $100,000	5.6%	47
answered question		846
skipped question		202



What is your primary source for transit information?		
Answer Options	Response Percent	Response Count
Bus driver	23.0%	220
Bus stop	23.1%	221
Agency website	24.7%	236
Printed guide / schedule	40.3%	386
Facebook	0.8%	8
Real time info	3.3%	32
Google Maps	8.4%	80
answered question		957
skipped question		91

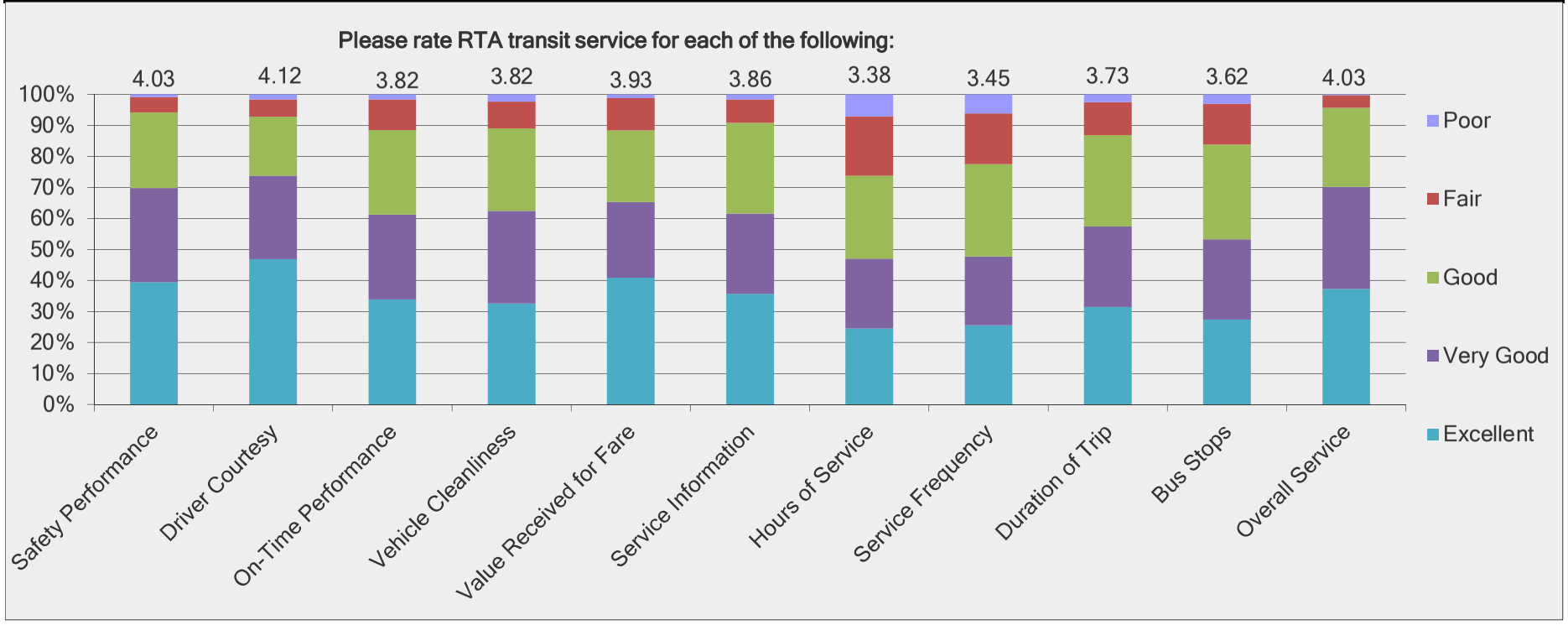


How do you access the internet?		
Answer Options	Response Percent	Response Count
No access	8.2%	76
Computer	59.9%	554
Smartphone	54.6%	505
Cell Phone	5.6%	52
answered question		925
skipped question		123



Please rate RTA transit service for each of the following:

Answer Options	Poor		Fair		Good		Very Good		Excellent		Rating Average	Response Count
Safety Performance	8	0.8%	49	4.9%	242	24.4%	301	30.4%	390	39.4%	4.03	990
Driver Courtesy	16	1.6%	55	5.5%	190	19.1%	268	26.9%	467	46.9%	4.12	996
On-Time Performance	16	1.6%	98	9.9%	271	27.3%	272	27.4%	336	33.8%	3.82	993
Vehicle Cleanliness	23	2.3%	86	8.7%	264	26.6%	296	29.8%	323	32.6%	3.82	992
Value Received for Fare	12	1.2%	102	10.4%	227	23.1%	240	24.4%	401	40.8%	3.93	982
Service Information	16	1.6%	73	7.5%	284	29.3%	251	25.9%	346	35.7%	3.86	970
Hours of Service	70	7.1%	189	19.1%	264	26.7%	223	22.6%	242	24.5%	3.38	988
Service Frequency	60	6.1%	161	16.4%	292	29.8%	217	22.1%	251	25.6%	3.45	981
Duration of Trip	24	2.4%	105	10.7%	288	29.4%	255	26.0%	308	31.4%	3.73	980
Bus Stops	29	3.0%	129	13.2%	299	30.6%	253	25.9%	268	27.4%	3.62	978
Overall Service	2	0.2%	39	4.1%	242	25.5%	313	33.0%	353	37.2%	4.03	949
										answered question		1001
										skipped question		47



What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

SERVICE FREQUENCY / RUN TIMES

1 extra bus from 4:33-5:33pm government center in SLO. Love Ray! Awesome bus driver.
1) There should be a bus that arrives at SLO at 7:00am and one that leaves SLO at 5:00pm.
1. More frequent trips
1/2 hour service rather than hourly
30 minute frequency instead of every hour or 25 minutes
4:10 Bus back direct from Court House to Atascadero
6 schedules for Saturday
A bus that leaves SLO transit with no Cal Poly stops, i.e. 4:10 express
A route 10 bus that arrives in SLO at 8:15 or 8:20am.
Adding second service for busy routes like the 10, so you would have an option every half hour.
An express run (route 10) from SLO to Santa Maria that left SLO Government Center at 4:30pm would be nice.
Another afternoon trip that comes back on the 15 bus at 4:20 to meet the 12 in Morro Bay at 5pm would be better for many people.
Barista, breakfast, 4:10 express, Express not through Poly after SLO transit. More service frequency.
Bathroom at bus stop or bathroom on bus, more buses, more frequency 30 min, shouldn't let anyone on bus, make schedule readable.
Better service on weekends.
Bigger bus, better service in the afternoon.
Buses and more buses on Saturdays, more cleaning. More frequent buses.
By the hour 12t, 15 stops at Morro Bay Park and more bike racks.
Direct express route at 4:30pm to N. County. I miss the 4:15pm by 15 minutes. Local takes too long to get to Templeton.
Duration of trip service frequency- make it like every half an hour trip. It's hard to wait for the bus for an hour if you even miss it.
Earlier buses to Paso Robles and more frequent buses
Get a 3:30 or 3:45 bus from Cuesta to SLO
Have bus come 1/2 hour instead of hourly.
Have buses arrive and leave Cuesta every half hour all the time.
Have hourly bus rides to and from San Miguel. I wouldn't have to wait so long to get to and from school/work.
Have hourly routes on weekends.
Hourly service to San Miguel would be more convenient and I really think you would have more people form San Miguel riding.
Hourly service to San Miguel.
Hours of Service- ends too early. Service Frequency- Not enough trips. Bus stops- Not covered in Cambria. Add a sixth trip to route 15 M-F leaving Morro Bay North at 8:00pm to Cambria. We can't stay later than 5:18pm at Cal Poly.
I don't like seating arrangements in newer buses. Wheel wells take up too much space, needed for seats near front. Plus, not everyone gets off work at 5:00pm. Keep the 4:00pm Cal Poly Express.
I put poor for service info because sometimes the days where the bus doesn't run, nothing is posted at important stops like Government Center. We need better/frequent weekend times.
I wish the buses would run more frequently and longer in the evenings.
I would say lower fares, but apparently they only increase. We need regular hours on Sat and Sun. Limited hours makes it very difficult to get to work.
If ridership was there, I would like more frequency in routes my drivers are Debby and Elvis, both are excellent but when I take a later bus drivers are late. GPS would be fantastic like SLO buses
If there were hourly runs to San Miguel more people would ride.
Increase frequency on Saturday and Sunday from SLO to Santa Maria
Increase frequency, especially on weekends and holidays. People do need the public transit on days off and holidays.
Increase north bound routes after 5 pm-7pm.
Increased frequency Saturday and Sunday
Increased service frequency
It would be nice if bus 14 was a little more frequent and later (a 7:46 bus would be nice).
It would be nice if the buses were offered more frequently. Sometimes the only way to get to something on times is to be 40 minutes early.
It's fairly priced but would appreciate cheaper bus cards and stops on 30 minute schedules instead of an hour would extremely increase convenience.
Later service. Half hour services. Lit bus stops.
Less wait time for RTE 10 Express in PM

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

Lower fare, increase night frequency.
Make sure new buses continue to have space for 6 bikes. 2 morning and Eve express buses between Los Osos and SLO
Making more trips on Sunday.
More 30 min waits after peak hours
More afternoon/evening buses from Cuesta to SLO
More availability on the weekends. Hourly on Saturdays until 6:00pm. Maybe every other hour on Sundays. Most all drivers are cautious and courteous.
More available bus times for Cambria
More buses
More buses
More buses
More buses
More buses an hour
More buses available during weekends.
More buses for transportation
More buses on Saturday
More buses on Sunday and an hour later on the Northbound #10.
More buses on weekends.
More buses running would be nice.
More buses so there isn't a long wait time. Return all day service from Santa Margarita to Cal Poly
More buses to and from Cambria. Allen is the best!
More buses to make every 30 minutes as opposed to on the hour.
More buses, it would be nice to have more frequent trips.
More buses, longer hours
More buses.
More buses. A lot of my classes get out at 50 after and the bus leaves at 46 after so I have to wait an hour for the next one.
More buses. No hour long waits.
More express buses
More express buses for Route 9
More express buses from Atascadero to SLO and much more frequent Rt14 pick ups for Cuesta.
More express buses to gain riders.
More express buses would be nice, if not that is okay too.
More express routes from Pismo Outlets. Maybe even a direct Pismo to Cuesta.
More express runs
More expresses would be nice. I mold my day around getting on the early bus, but my day lasts too long to catch the late buses.
More frequency
More frequent bus stops. Bus comes every 30 minutes rather than every hour.
More frequent bus times on weekends, more places available to buy bus pass
More frequent buses
More frequent buses and shorter wait times maybe one every half hour instead of once every hour.
More frequent buses, every 30 minutes instead of every hour.
More frequent buses, every 30 minutes.
More frequent buses. Every 30 minutes.
More frequent cuesta pick ups. When I get off work I have to wait almost an hour for the next one.
More frequent route schedules
More frequent routes maybe between Morro Bay and SLO
More frequent service
More frequent service and extended hours of service.
More frequent service on weekends
More frequent transit schedules
More frequent trips. More RTA routes in the 5 cities area.
More frequent visits to bus stops with high traffic.
More frequent weekend service.
More frequent weekend stops around mid-day on weekends.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
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More pick up times (frequency), later hours
More rides to San Miguel
More rides to San Miguel
More rides to San Miguel.
More rotations, more transit on Sundays
MOre San Miguel Rides
More schedule rides on the weekends
More service for the 12 line.
More service frequency
More service on weekends
More service Sunday.
More Sunday service frequency and a later weekday #2 #10 bus.
More times between Morro Bay and Cambria
More times on the weekends
More times on weekend
More times to ride the bus
More trips on weekends.
More trips to San Miguel, there are only 4 a day.
More weekend buses
More weekend service
Morning express bus. Extra bus on weekends.
Morro Bay bus leaving SLO between 5:30-6:30. Bus stop end of Morro Bay North Bound
Morro Bay to SLO and back every half hour.
Need to add earlier 9x Paso, 5:30am. Need to add 9xPaso 5:30am. Need 9x SLOto stop at templeton.
Not leaving before they're supposed to. More times, running every 30 minutes. I'm very uncomfortable with the pick up at Kaysas, for the people who just got out of jail.
On time buses and every 30 mins instead a hour and WIFI to kill time.
Overall service is good-maybe add another Rt 10 Southbound Express earlier than the current 5:25pm 10s Express.
Please keep the 4pm Express from Cal Poly not all workers get off at 5:00pm.
PM express from Atascadero Transit to SLO Government Center
Remove screens from windows. More trips to Cambria.
Route 10 N/S has normal Sat and Sunday bus schedule, my health/life depends on it.
RTA trip every thirty vs. every hour
Run every 30 minutes instead of hourly.
Run every half hour
Saturday frequency to avoid longer hours (7:15am-8:45pm).
School kids getting out of school make the bus more than a 1/2 hour late for the next 2 rounds. Need a 2nd bus just for the school kids.
Service every 30 minutes
Service frequency
Service frequency
Service frequency
Service frequency
Service frequency. More stops at Cuesta on the weekend.
There doesn't seem to be a bus that arrives in Arroyo Grande at the El Camino inter. at 10am, but ti does at all other hours. I'd appreciate it if there was one.
There's a good amount that go to Santa Maria from Government Center. It should leave earlier (express) than 5:25 from Government Center like 5:15. There's a lot of coworkers that would take the bus if it left earlier.
To have more buses going out.
Weekend service very poor. If you have 15 minute appointment 2-3 hour wait until next bus.

HOURS / DAYS OF SERVICE

1. Longer Sunday Hours
1. More frequent trips 2. Better weekend/holiday service. By the way, the newer buses are extremely uncomfortable.
14 could maybe go to Morro Bay also or maybe operate a little later? Maybe like 10pm instead of 8pm?

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
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A 9:35pm SLO-Morro Bay
A later route in Cambria.
A pick up at Bosina stop earlier then 6:45am.
Add later bus stops after 8:30pm, 9:33 preferably.
Add M-F 8:00pm North from Morro Bay to Cambria. Add covered bus stop at Burton and Ardath in Cambria.
Add M-F 8PM North Route 15 from Morro Bay to Cambria
Add Sunday buses
Additional buses for Saturday and Sunday.
An earlier Am bus leaving Morro Bay at 6:45am so I can get to work by 7:30am.
Another time added on Sundays for additional service.
At least one bus later after the hours available. Later hours for everyones conveniences.
Better Braking, longer weekend hours
Better holiday bus service
Better service. No Morro Bay weekends
Better weekend hours, thank you.
Better weekend service, later hours
Better weekend times
Bus on weekends.
Bus stops closer to my house and longer hours and more trips on weekends.
Buses and more buses on Saturdays, more cleaning. More frequent buses.
Buses on Sunday
Buses run later, especially on weekends
Buses running later.
Buses should run later than 8-9 PM
Buses that run later in the evening
Can Route 9 increase it's hours of operation to Cal Poly on Saturdays and from 11:00am-2:00pm Monday-Friday.
cleaner smelling, later hours
Coco Radio Shack -needed- Need Sunday 5x like Saturday to get out family to church.
Cuesta should coordinate Saturday Scheduling better with RTA for their on campus Saturday 8-5 classes.
Earlier and later services
Earlier buses in the morning on Saturday and Sunday so I could be at work by 8:00am. I'm lucky, I don't have to be there earlier. Weekday schedule for weekends. I am very grateful for the bus service and it is mostly good. Allen or Garry are always extra helpful.
Earlier buses to Paso Robles and more frequent buses
Earlier hours, 4:00am.
Earlier weekend routes
Earlier/later times
Early bus on weekends for working people, after all isn't that most of your ridership. Thank You
Expand route 14 service during the summer and to Cal Poly.
Extended hours of service.
For the buses to run a little bit later and food allowed on board.
Get on bus sooner.
Have a Sunday bus
Have bus run later & more often. Put a bus stop by Madonna.
Have later and earlier buses available than the current available hours.
Have the buses run later and get rid of that ridiculous weekend schedule
Have the services run later because I work until 10:00pm.
Holiday Service
Hourly Weekend service
Hours of Service- ends too early. Service Frequency- Not enough trips. Bus stops- Not covered in Cambria. Add a sixth trip to route 15 M-F leaving Morro Bay North at 8:00pm to Cambria. We can't stay later than 5:18pm at Cal Poly.
Hours of service should be extended after 8:30pm, especially on weekends. More frequent runs on weekends.
I have to work on all holidays, I need buses for those days too. I will lose my job without service since I lost my car.
I wish the buses would run more frequently and longer in the evenings.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

I work Christmas Eve and New Years Eve. I pay for service, but I have to drive. Add service to Sunday service.
I would increase service frequency.
I would like a North Grand bus that comes an hour earlier going north bound, so I can working Paso Robles. I currently can only work in Atascadero.
If they would run 7 days a week normal hours
Improve Sat service, get me to work on time and leave at a reasonable time.
Improved weekend hours/extended weekend hours
Improved/extended weekend hours
Increase frequency, especially on weekends and holidays. People do need the public transit on days off and holidays.
Increase service on Sundays.
It would be nice if bus 14 was a little more frequent and later (a 7:46 bus would be nice).
Late hours of service for northbound RTA
Later and earlier hours, run more. Hours of service need improvement.
Later bus hours! Paso Robles needs later buses cause mainly people work late hours and can't get back home.
Later Buses besides Cuesta College
Later buses on weekends
Later hours
Later hours
Later hours of service
Later hours or more express buses to south county and Cuesta College
Later hours, there are some night classes that get out later than RTA is in service. Service until 11:00pm or 12:00am, would be ideal.
Later hours.
Later route
Later routes for weekdays, earlier and later on weekends.
Later Routes.
Later run at night.
Later schedules on the weekend and on Thursday.
Later service for Hancock.
Later service from SLO County to Santa Maria
Later service times during the week and weekends. More frequent service during weekends. Thank you
Later service, better Sunday service.
Later service. Half hour services. Lit bus stops.
Later times departing Santa Maria. I rate RTA 99/100
Later times from Santa maria to SLO with an express bus.
Longer hours and more drivers.
Longer hours of service in the evenings.
Longer schedule, more buses.
Longer service time
Longer weekend hours, more bus stops in Nipomo.
Longer, later hours in the evenings and at night.
Make buses run later into the night
maybe 8:00pm a hour/bus
Maybe make earlier for seniors to go to senior center in Nipomo before 10am.
Maybe one more Sunday bus?
More bus hours for the weekends.
More bus hours, more bus stop locations across town.
More bus stops, later buses
More bus time
More bus times/hours of service, especially on the weekend.
More buses earlier.
More buses for the weekend
More buses on Saturday and Sunday and buses that leaver earlier and later.
More buses on Sunday and an hour later on the Northbound #10.
More buses on Sundays

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

More buses on the weekend, more so on Sunday.
More buses running on the weekend would be great.
More buses- start earlier, run later.
More buses, longer hours
More convenient times after 9:00pm
More evening hours at daylight savings time in the spring/summer months.
More express buses in the evening. Scott is wonderful.
More frequent service and extended hours of service.
More frequent service, fewer stops so trips are faster.
More gas hours of night.
More hours of service
More hours of service (until 10pm or 11pm), more hours on weekends.
More hours of service on weekends
More hours of service on weekends.
More hours of service, and an easier to understand pamphlet for routes.
More hours of work.
More hours on weekends, run earlier and there are no early buses that run later from Los Osos in order to get to SLO (downtown) to catch the 1st bus to Santa Maria.
More hours service on Saturdays and Sundays
More multiple use pre-pay options. More frequency on weekends.
More night and weekends availability
More pick up times (frequency), later hours
More rotations, more transit on Sundays
More routes on weekend
More routes, longer hours
More scheduled times/routes on Saturday and Sunday, free for cuesta students and students on route.
More service on Saturday and Sunday.
More service on weekends
More service on weekends.
More service on weekends.
More services during the weekend.
More services hours
More stops and times for weekends.
More stops available and more later hours. I live in Arroyo Grande and go to Cuesta College help.
More stops, frequent drop off, pick up later, earlier buses.
More Sunday Service
More times on weekends
More transit rides on the weekends
More transit/ more weekend hours
More weekend bus availability
More weekend buses- from Los Osos to Morro Bay. Keep Cambria times the same.
More weekend hours.
More weekend service
More weekend service
More weekend Service
More weekend service
More weekend Service
More weekend service.
Need earlier and later hours and more weekend hours.
Need more buses for the weekend and later buses for the summer.
Need same service on weekends as during the week.
Need service on Saturdays and Sundays.
Need to run a route for Allan Hancock College for evening classes. Two routes one at 9:00pm-11:00pm because of 10:30pm classes.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
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Nights and weekends
Nights and weekends
No whack jobs! Later hours from Cuesta College. Power outlets for chargers.
On Saturdays a bus leaving SLO an hour earlier for people working. Would like the new bus seats to be more comfortable, like the old ones.
One earlier trip to Santa Maria in the morning, and one more trip to SLO in the evening (route 10).
One thing that would make the RTA services better is to operate late hours.
Operate later in the evenings.
Perhaps more buses on Fridays. I've been left stranded because I got off work after the buses stopped running.
Possibly a 6am bus.
Post bus times at each bus stop w/highlights on what stop it is, make it easier to understand, extend time to Sat at night.
Probably more weekend service. More care with air conditioning-too much-the late runs are often freezing.
Regular schedule on weekends too would help out a lot.
Route 15 run more frequently due to 3 hour waits.
Run earlier on weekends.
Run Later
Run later
Run later at night
Run later at night
Run later for both SLO and 5 Cities.
Run more hours. End two hours later. Ok? Thank you.
Run more on weekends and a bus stop off 166 Exit in Nipomo.
Run on Sunday
Run on Sundays A and B shuttle. Excellent Driver, Sue.
Run weekends for all people.
Service on Saturdays and Sundays. Earlier too.
Some of us must work Holidays. It would be nice to have at least limited service.
Stop the milk run through Atascadero. Start earlier in North County. RTA is great!
Sunday service
The bus should run later during night.
The hours of service
The hours to be increased.
The only problem I have is there are no routes on holidays.
To extend the weekend schedule and add more buses, especially Sunday.
To give rides a little beyond 8:33 (from SLOto Los Osos). SLO its a town chosen by a lot of exchange students that aren't allowed to drive so exchange students plus good service = $$
To have more hours available for us going to Morro Bay. Especially for students. Thanks!
To run a little later on weekends
We need later service north M-F from Morro Bay to Cambria 8:00pm depart Morro Bay.
Weekend hours to Santa Maria
Weekend schedule and days after holidays, Sunday Schedules, not too friendly for work schedules.
Weekend service and cross town service-5 cities.
Weekend Service-more hours.
Weekends
Within Paso Robles city limits there needs to be more stops and Sunday Service

ON-TIME PERFORMANCE

A quick check to make sure they are not "too early".
Always be on time
Arrive on time, the 1:03 bus to Los Osos arrives at Foothill at 1:15 every Monday/Tuesday/Friday.
Being more on-time
Being on time and certain bus drivers' attitudes.
Buses leave early sometimes, really messes up my schedule.
Buses which arrive early must wait until their specific arrival time is up to depart.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
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Consistent arrival-departure times.
Don't hold buses for people who are late
Getting on time.
Having the buses come on time and cleaner bus areas.
I would appreciate an improvement in driving skills of drivers. Also, leaving stops on time instead of early.
Keep being on time.
Keep hiring excellent drivers, later bus times south from Cuesta Sat/Sun normal hours.
Making sure buses come on time
More Cal Poly Stops, don't leave bus stops minutes early, and some drivers talk the entire trip to passengers, some ok courtesy, but it could be a safety issue. Thanks!
More consistent departure times (1-2 minutes early can make me miss the bus).
More trips to Cal Poly. Do not leave timed stops early!
Not leaving before they're supposed to. More times, running every 30 minutes. I'm very uncomfortable with the pick up at Kaysas, for the
Occasionally buses arrive at weird times at Cuesta, maybe make an announcement on line if it is happening.
on time
On time performance
One of my stops is almost always late. A few minutes and sometimes more. Route 9 Northbound at Theater Dr.
Punctuality
RTA got to be on-time.
To be more on time. Everyone has somewhere to be. Sometimes they're 10-15 minutes late.
To be more punctual with the schedule
To get to the bus stops at the stated time.
WAIT ONE MORE MINUTE

BUSES AND BUS AMENITIES

1. More frequent trips
A little cleaner
AC, maybe
Always use the older buses for Rt 9. Smaller buses don't have enough seats. Too many Standing.
Be more clean
Better air conditioning in buses. I am comparing to other bus systems I have used.
Better seats
Better seats on the new buses and more cushion.
Bigger bike racks-6 bike capacity is not enough. Racks are often full.
Bigger Bus
Bigger bus, better service in the afternoon.
Buses a little wider.
Buses and more buses on Saturdays, more cleaning. More frequent buses.
Clean buses more often and restrict what some passengers bring on the bus.
Cleaner buses, nicer drivers, plastic passes.
cleaner smelling, later hours
Cleanliness
Cleanliness of all buses needs to be improved.
Clear windows, no mesh.
Clear windows.
Comfier seats
Cover from the sun on windows
Either make buses with windows that open or make sure the air conditioner always works.
Enforce no music (ear phones loud at times). Enforce no foul language on bus. Have hawk train other drivers. When/if you buy new buses,
File Seats only
Free WIFI on bus, cup holders.
Have longer seats so we can rest our heads.
Have the tinted windows removed
Have WIFI, have more seats on the newer buses.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

I don't like seating arrangements in newer buses. Wheel wells take up too much space, needed for seats near front. Plus, not everyone gets off work at 5:00pm. Keep the 4:00pm Cal Poly Express.
It would be nice to have buses that ran better.
Keeping buses clean. A lot of transient ride.
Maintenance of vehicle seats (i.e. vandalism removal, stain removal, replacing broken seats).
Make seatbelts available.
Make sure new buses continue to have space for 6 bikes. 2 morning and Eve express buses between Los Osos and SLO
Maybe a bigger bus for Cuesta to SLO trip. It's always crowded.
More Bike Racks.
More bike space or more frequent routes during peak hours. Often racks are full.
More cleanliness
More comfortable buses. The new buses are very uncomfortable for trips over the grade.
More comfortable Seats
More comfortable seats like the old buses.
More comfortable seats on the newer buses.
More leg room on newer buses.
More of an open air quality? On some occasions the air has been stuffy and thick.
More of fancy blue lights for the night buses.
More sitting capacity.
New buses need better seats.
New buses.
Nicer buses and more free days :)
Nicer buses!
No more small buses.
No screens on the windows, a gift shop on the bus.
No stairs.
No whack jobs! Later hours from Cuesta College. Power outlets for chargers.
Not using smaller buses with hard seats on the 1.25-1.5 hour ride from SLO to Santa Maria (route 10).
Old buses are more comfortable seating and spacious! Very important for me as I spend about 3+ hours per day on the bus. Comfy seats make
On Saturdays a bus leaving SLO an hour earlier for people working. Would like the new bus seats to be more comfortable, like the old ones.
On warm days, better AC
Place to upchuck if needed
Please remove mesh from our windows. We have a beautiful route.
Please remove mesh on Cambria route bus to allow US and foreign people to enjoy the beautiful view.
Remove mesh from windows. Beautiful coastline too bad we can't see it!
Route 15: The view of the coast is spectacular. Unfortunately I can't see it!!! Remove window coverings ASAP!
Same buses with old seats.
Seat belts.
Seat belts? Why is there not any?
Seats on new buses need to be changed.
softer seats
Solar lights at all stops/recycle bins and trash bins and covered stops. All bus drivers call out stops. Security keep smoking away.
Some buses don't have as many seats as others. Just use the buses with more seating.
Take screens off windows. More trips to Cambria.
Take the screens off the windows so we can see the view.
The buses with the blue and green coloration and the cheap chairs are terrible. They're uncomfortable and there is less room. The white buses
The next new buses must be comfortable
To get a double decker bus for when bus is pass full capacity.
Turn off the heater
Warmth, it is so cold on these buses and the AC always seems to be on even colder.
WIFI
Wifi
WiFi on bus
WIFI on bus

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

Wi-Fi on bus.
Wi-Fi on Buses
WIFI on the bus
WIFI service
WIFI service
Provide wifi/internet access for riders, especially for students like myself who commute long distance and spend 2.5 hours on the RTA
WiFi would really help with homework while commuting.
You have new smaller buses but same amount or more people. Not enough seats. People have to stand. We all pay, we should have a seat.
You will probably need more bicycle carrying capacity.

BUS STOP IMPROVEMENTS

1. Longer Sunday Hours 2. Lights at all bus stops
Alan is the "Greatest" driver. He needs a raise. Also, would like a bench at Ocean Blvd 6:40 stop please. Thank you.
At least one light at each stop.
Atascadero South Bound bus stop at bordeaux apt. Very very poor. Needs improvement.
Benches at all stops. Please do not eliminate any routes.
Bus canopy across Atascadero Post Office
Bus stop at Garden Farms (shelter) return 08 Monterey St stop in afternoon.
Coco Radio Shack -needed- Need Sunday 5x like Saturday to get out family to church.
Have lights at all the bus stops
Have lights at bus stops at night so they can see people waiting.
Have TV
Hours of Service- ends too early. Service Frequency- Not enough trips. Bus stops- Not covered in Cambria. Add a sixth trip to route 15 M-F leaving Morro Bay North at 8:00pm to Cambria. We can't stay later than 5:18pm at Cal Poly.
I would suggest that they clean and maintain the bus stops.
Later service. Half hour services. Lit bus stops.
Light at bus stop after dark in the morning and evening.
Light up stops at night. Hours of service frequency. Add a little more to both.
Lights at the wait stops also have someone clean the surrounding areas. I also have found fleas on me when getting off the bus.
Lights in bus stops. Female waiting in dark am/pm sometimes alone.
Make all bus stops ADA compliant so they are safer and easier for those with mobility issues.
More bus hours, more bus stop locations across town.
More lights at bus stops at night
Put in a shade rain stop when it rains. Wifi on the bus to kill time, put lights on every bus stop.
See more bus shelters in Los Osos only one on 10th and Los Osos Valley Rd
Telephone at the bus stop
The Southbound stop at Tefft next to Jocko's needs major improvement. It's not safe. I pay a monthly fee and feel I should not have to stand in Transit Center in SLO please

ROUTING AND STOP LOCATIONS

A bus stop at Camp San Luis
A closer stop to my job. Lowe's shopping center.
A shuttle bus for Atascadero 3 times a day
Add a route past the airport in SLO.
Add M-F 8:00pm North from Morro Bay to Cambria. Add covered bus stop at Burton and Ardath in Cambria.
Add PCTC that used to go down Grand in Grover then down Shell Beach Rd to Government Ctr
Allan Hancock should also have an additional pick up like cuesta.
An easier way to get to Cuesta south county.
Better access to Los Osos retail area from 5 cities.
Better service from San Miguel to Paso Robles.
Bring back Route 11 Express Los Osos-Cp without MB stop
Bring the 11 back! Los Osos to SLO
Bus stop at Garden Farms (shelter) return 08 Monterey St stop in afternoon.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

Bus stops closer to houses farther along Airport Road
Bus to Lowe's Hardware
Buses in South County (Shell Beach)
Change 10/5 route in Santa Maria. Hospital should be first stop and Hancock be last. Would be more efficient.
Closer stop to SLO airport. Express bus from Atascadero to Cuesta in SLO
Communication with city bus. Bus times don't match up well.
Continue local bus service
Direct bus from Nipomo to Cuesta College or Santa Maria to Cuesta College.
Don't degrade service.
DP LOVR #14 would help
Everything seems fine. Just needs a few more stops where people seem to need it.
Expand route 14 service during the summer and to Cal Poly.
Express stop at park and ride, 101 at why 58
Fix this: 9xSLO need to stop at Templeton Park and ride at 3:00pm, 4:00pm, 5:00pm.
For rural stops a solar light for the early morning and evening hours.
Go straight to Freeway from Santa Maria Transit Center. Local buses serve the same stops as route 10. Overall commute time could be
Go to airport in SLO and a stop closer to Morro Bay High for students and staff.
Have a 4:00pm bus leaving Cambria to make the 5:00pm bus leaving Morro bay.
Have a bus that goes from Paso Robles to SLO with no stops for students.
Have bus run later & more often. Put a bus stop by Madonna.
Have more bus stops.
Have more direct bus stops to Cal Poly.
Have more stops!!!
Have stops near hospitals.
I liked the Los Osos to SLO route that was canceled.
I would like the 4:00pm express (105) to go all the way to Santa Maria. Thanks!
I would like to see a RTA bus straight to Los Osos to SLO on tour, I'm not only one that feels like this.
Increase the 7:18 Northbound bus stop at Hancock to an hour or two. It's easier on transportation.
Instead of so many 10 Express in morning, have one more regular route in morning.
It would be nice if I could ride the bus from home. From here to outlets is fine, but outlets to home is ridiculous. It's about an hour, so I drive.
less stops to and from SLO
Like a bus stop out in Orcutt (RTA)
Local bus route for Atascadero like Paso Robles even if limited bus service, mornings, afternoons, early. Have 2 places to go and no bus service evenings.
Local service need for Atascadero-RTA doing their job for them.
Lower fare from Cuesta to Government Center. Route from/to Shandon
Make Highland and ?? a stop.
More bus stops
More bus stops around, Nipomo.
More bus stops in the other side of Nipomo.
More bus stops, later buses
More bus stops.
More buses from SLO to Los Osos/Morro Bay. It's extremely inconvenient to take the bus sometimes because of how long it takes and how little it runs.
More Cal Poly pick ups and drop offs
More Cuesta routes
More RTA stops at Cal Poly
More service from Santa Margarita to Cal Poly and back.
More service to and from Cambria add 8pm return North from Morro Bay Daily- Not just Sat
More service to Cal Poly on the 12
More stop bus.
More stop over a wider area
More stops
More stops

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

More stops at Cal Poly
More stops available and more later hours. I live in Arroyo Grande and go to Cuesta College help.
More stops in Nipomo.
More stops in Nipomo. One RTA bus driver slaps on brakes.
More stops on Monterey St
More stops to san Miguel
More stops.
Need bus from Los Osos to SLO
Open bus stops closer to other student apts such as valencia
Please make a stop at Camp SLO
Provide additional route to SW via price Cyn/227 (also keep D730 express Rte 10 to SLO). Love the bus and Driver. Bring back Mike!
Put a stop closer to Los Osos Valley rd
Put the 3:50pm later, Cuesta bus into connect to express to Pismo outlets. Provide info for SLO transit schedules.
Reinstate Cal Poly stop on South Bound Route 9 afternoons and evenings.
Route 12 should stop at Cal Poly, not just the express. I have no choice of when I arrive at and depart work. If I teach a class past 5:30, I can't take the bus.
RTA van service on the 41, 46, and 227
Service to theater drive, Paso Robles
Southbound stop closer to Staples in Atascadero
Stop in downtown Templeton
Takes way too long. No need to stop in Morro Bay
To get the bus I walk 7 blocks and to get back to my house I walk 7 blocks. -90 years old
To have early local bus. Why only express? More stops in SLO.
Too many stops in smallest town Nipomo.
Waiting for other buses to arrive before departing.
Weekend service and cross town service-5 cities.
Why don't you have a route from Paso Robles to Morro Bay?
With RTA taking over the city bus in Paso it seems like there is not enough routes in Paso, North Paso, East Paso ect.
Within Paso Robles city limits there needs to be more stops and Sunday Service
You definitely need a connection between Oceano and 24 to Walmart at Arroyo Grande around Grand and Traffic Way. Possibly shorter route time between Oceano Beach (22nd st) and Bof A in Arroyo Grande.

PASSENGER ISSUES

Deal with the bad breath problem on the bus. Offer mints?
Do not allow drunks on transit or people that smell really bad of body odor.
Do put "no loitering" signs at Atascadero transit center. There are transients there drinking etc daily when Junior High gets out.
In "my perfect world'. I have nothing against pets, however, not all the ones that ride the bus are true "service animals.
It smells (the buses) when homeless people get in the bus. Could be insolvable anyway. I bring hand sanitized. Sorry had to say.
Keep non service dogs off the buses.
Keep trouble makes off the bus (drinkers, substance abuse).
Less disrespectful passengers?
Less smokers at Morro Park. You already have a prohibited sign that people don't obey.
More penalties for people who don't have money that get on for free. I pay full fare cash but all the time, I see people/homeless let on
No whack jobs! Later hours from Cuesta College. Power outlets for chargers.
Not leaving before they're supposed to. More times, running every 30 minutes. I'm very uncomfortable with the pick up at Kaysas, for the
Not let people with bad body odor on the bus
Obey SLO smoking laws, protect riders from smoke, don't tell smokers they can smoke only 20 ft from bus. They must stay at least 20 ft from waiting areas too. So at least 20 ft from benches too. Don't tell smokers they can smoke on county property at SLO transit, it is illegal and obnoxious regardless of law.
People talking on cell phones
Search transient luggage and they use a mental health bus/ They talk to us or we separate them to tell the truth about their travels. Keep us safe enough to work. Separate druggies and drunks.
Too many loud people especially with homeless people and allowing pets inside the bus, it is a matter of liability.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

Train drivers and expect them to enforce basic bus policies with regards to bus rider civility such as not using obscene foul language and not playing music in bus. Hawk and Jay do a great job announcing on speakers request for people to stop above behavior.

OTHER

3 month bus passes for Seniors
A bathroom
A little expensive. It is $0.75 -$1.25 more than others.
A map of all the possible stops the route can make, so to lessen confusion of proximity of destination.
A tracker app like city bus.
All bus drivers have always been nice to me, but I have seen on several occasions how the bus drivers seem to answer other's questions very rudely. Try to be a little more kind, not everyone has resources to know what is going on.
allow food and drink
Allow Pets
Alternative fuel sources
Better communication when a bus is running late.
Bigger discount for college students.
Can't think of any.
Can't think of any.
Change rates for students
Charge less.
Cheaper day pass.
Cheaper Fare
Cheaper Fares
Cheaper fares
Cheaper fares for students
Cheaper rates for students
Cheaper regional bus passes for students in college and local employees.
Cheaper regional passes for low income people
Cheaper transit for College students.
Correlate with all transit 30+ minutes between buses. Makes reliance on transit hard.
Could be cheaper
Cuesta students pay too much for bus fair. There needs to be a cheaper way to combat this problem.
Discount for students.
Driver consistency with all drivers adhere to traffic safety and compliance. Some in past have been too fast. It it your schedules.
Easier with pencil for survey
For myself? It is frustrating.
Free bus fare for Cuesta Students.
Get an app like SLO buses
Get people to and from bus stops. Old, infirm, limited mobility
Get rid of the racist bus driver.
Have an easier schedule to read.
Havent rode that long.
Higher pay for drivers! They do all the work and safety with the riders.
I can't think of any improvements at the moment.
I had this bus driver who always missed my stop and it was an official stop. He should have known. I think his name was Scott, not sure
I would like to hear the radio
I would say lower fares, but apparently they only increase. We need regular hours on Sat and Sun. Limited hours makes it very difficult to get to
I would suggest just to keep doing what they're already doing.
If it were a little more cost efficient, my local SMAT is $1.25. This bus is $2.00 or more.
If there were more seats for people
Improve accuracy of website, keep it current. Especially about schedule changes during breaks at Cal Poly.
It would be nice if the buses were required to stop at the James way stop.
It's important to let people just be rock and roll and get their minds, just rocking all day.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

Larger schedule
Less 25 minute breaks
Let there be music
Lower cost. I would ride everyday, not once a week. Morro Bay-Cuesta, 4 miles=$2.00
Lower fare from Cuesta to Government Center. Route from/to Shandon
Lower fare, increase night frequency.
Make connection to SCAT buses more of a priority-time management.
Make RTA passes cheaper. More stops for less wait at Cuesta
More advertising! Increase usage and riders.
More hours of service, and an easier to understand pamphlet for routes.
More penalties for people who don't have money that get on for free. I pay full fare cash but all the time, I see people/homeless let on
More routes to Southern Santa Maria County areas. Give Rey (RTA 10 Bus 6:20am Driver) a RAISE- HE ROCKS!
More Smiles
Music
My single most pet peeve is that RTA schedules do not match up with the SLO City Transit schedules so there is no way to get from Grand and Monterey to Tank Farm and Broad in a timely manner with out a vehicle.
Nicer bus drivers
Nicer Paso Robles Bus Drivers.
No construction on South Higuera
No improvement
No more construction on South Higuera
none
None
None
None
none
None at this time!
Not sure
Note: Writing was very difficult to read. Not sure of street names.
Nothing
Once a month free day bus ride!
One time I couldn't get an answer at the info #, it was a holiday. Holiday and weekend hours throw me off.
People should be able to get email newsletters with route changes/disruptions and any "rider alerts" plus, an app like slo transit's for bus location would be great.
Play Music
Please honor our Veterans by giving them a discount or better yet, they should ride at no charge. I'm a concerned citizen, not vet myself.
Price
Price and Friendliness may be a bit more welcoming and informative to 1st times.
Provide student discounts on the monthly regional passes.
Real time info-type app please (phone application).
Reduce significant/consistent "standing" room only occurrences.
Sanatizing wipes and or soap
Short bus rides
Shorter form
Smart phone app
Smoking Sections :(
Solar lights at all stops/recycle bins and trash bins and covered stops. All bus drivers call out stops. Security keep smoking away.
Some driver let dogs on. This should stop.
Some drivers break too hard. Makes me sick to my stomach. I get motion sickness.
Some of the afternoon bus drivers drive way too fast and don't stop at the right stop. Some of them don't even stop at the stop.
Take me to Sacramento, LOL
That all bus drivers, no matter what, stop at all bus stops even if you're standing
To ask each person where they are going so they have a great bus experience.
To have most of the front area only for handicap. Not all the seats, just most.

What single most important improvement would you suggest for RTA services?

Text Responses	Response Count
answered question	731
skipped question	317

Try absolute best to accommodate everyone.
Wait 3 minutes at every main stop. Hire drivers who come to work happy and treate rides better.
Wait a few more minutes at morning stops
Waiting for everyone to sit down before driving away from the curb.
We just like Sue, she is great. The other drivers, not so much.

ACCOLLADES

Alan is the "Greatest" driver. He needs a raise. Also, would like a bench at Ocean Blvd 6:40 stop please. Thank you.
Alls good.
All's good.
Better pay for good friendly drivers :)
Eric is a great driver. He should be the next driver of the quarter!
Everything is fine, that's what I think.
Everything is good
Everything is good
Everything is Great
Everything is okay.
Excellent service, keep up the good work! I'm very grateful.
Free donuts? I don't know. You guys are great.
Good Service. No Comment
I cannot name one because this travel service is great!
I don't know? RTA is better than any in Southern California, Orange County, and LA.
I feel there isn't any thing to improve on. Excellent service from bus drivers on bus 10. They take care of us and the bus. They are always
I have no important suggestions, it's amazing for my circumstances so keep ip the good work.
I like the newer buses. Also the driver for route 10 at 6:50 is the nicest.
I like the service.
I love that the 9N was revised last June and I get in 1/2 hour earlier. In the winter when it gets dark earlier, the drivers need to call out the
I say the bus is well improved and I have no complaints about the bus company.
I suggest that they continue their great work.
I think RTA has good service.
I think RTA is great! Especially Gary.
It is excellent services but some drivers are friendlier than others.
It was my first ride it was pleasant.
It's all good.
It's fine how it is.
It's good now.
It's good.
Just made my Dr appointment and my day on RTA. Thanks so much!
Keep it the way it is. Keep up the good work.
Keep it up :)
Keep up the good work.
Keep up the good work.
Lower the fare.
My Grandson's first bus ride.
Nice to not have to pay gas money.
No complaint, keep smiling :)
None, everything is ok with RTA service
None, Thank you for all services, RTA and SCAT.
None, you are doing a great job
Not much to improve on. Overall, a great service. Very pleased.
Nothing I can think of. I would just like to say that Jewels is one of my favorites :) . She's very sweet and very respectful to everyone! P.S. Love
Nothing really. I appreciate what RTA does for me.
Nothing, everything is good.

What single most important improvement would you suggest for RTA services?	
Text Responses	**Response Count**
	answered question **731**
	skipped question **317**
Nothing, everything is well.	
Nothing, good job. :)	
Nothing, I like it.	
Nothing, you guys are great!	
Nothing, you guys have great drivers!	
Nothing. Thanks for providing safe and affordable transportation to school.	
Offering free passes for College Students who go 3 or 4 times a week. Cuesta	
Overall, good since I started riding on bus	
Please stay- You're why I stay and work where I do, otherwise would have to change everything.	
Really nothing. You guys are doing a great job.	
Thank you for the great service.	
The bus driver was very polite and helpful.	
The RTA route 10 drivers are very respectful and always go above and beyond. Thanks	
The system has worked for me extremely well.	
They're doing just fine.	
This is perfect.	
Very excellent. Thanks for having RTA bus service.	
You guys and gals are doing a great job. Thank you for your service.	
You guys are doing your best I'm sure.	
Your drivers are the best.	

Appendix B

Runabout Onboard Survey Data

Runabout Dial-A-Ride Survey Responses

3. How many days in advance did you call for this ride?

Answer Options	Response Percent	Response Count
Today	0.0%	0
1 day	15.8%	6
2 days	18.4%	7
3 days	21.1%	8
4 - 7 days	42.1%	16
subscription trip	2.6%	1
answered question		38
skipped question		3

4. What is the main purpose of this trip? If you are going home, what was the main purpose for this trip?

Answer Options	Response Percent	Response Count
Shopping	7.3%	3
Work	19.5%	8
School	2.4%	1
Senior Center	7.3%	3
Other	19.5%	8
Medical / Dental	31.7%	13
Personal Business	4.9%	2
Recreation / Social	9.8%	4
answered question		41
skipped question		0

5. Was there a vehicle that you could have used for this trip?

Answer Options	Response Percent	Response Count
Yes	12.5%	5
No	87.5%	35
answered question		40
skipped question		1

6. If the DAR service was not available, how would you have made this trip?

Answer Options	Response Percent	Response Count
Walked	0.0%	0
Get a ride	38.2%	13
Drove	2.9%	1
Take taxi	14.7%	5
Ride-On	0.0%	0
I would not have made this trip	44.1%	15
Other (please specify)		5
answered question		34
skipped question		7

Number	Response Date	Other (please specify)	Categories
1	Apr 24, 2015 10:44 PM	Fixed route	
2	Mar 25, 2015 12:03 AM	Ride-On	
3	Mar 24, 2015 11:51 PM	Do not use DAR	
4	Mar 24, 2015 9:19 PM	Too far to walk, too late at night	
5	Mar 24, 2015 6:42 PM	Driven my wheelchair	

7. How often do you use the Dial-A-Ride service?

Answer Options	Response Percent	Response Count
Daily	28.6%	10
2-4 days / week	48.6%	17
1 day / week	5.7%	2
2-4 days / month	17.1%	6
1 or less day / month	0.0%	0
First time	0.0%	0
answered question		35
skipped question		6

77.2%

8. Do you use any of the following transit services?		
Answer Options	**Response Percent**	**Response Count**
RTA Fixed Route	16.7%	6
Runabout	83.3%	30
Ride-On	11.1%	4
Other (please specify)		2
	answered question	**36**
	skipped question	**5**

Number	Response Date	Other (please specify)	Categories
1	Mar 24, 2015 9:22 PM	Route 10 somewhat often	
2	Mar 24, 2015 12:00 AM	my car	

10. What is the general location of your home?		
Answer Options	**Response Percent**	**Response Count**
Town / Neighborhood	86.5%	32
Or nearby cross streets	48.6%	18
	answered question	**37**
	skipped question	**4**

Number	Response Date	Town / Neighborhood	Categories	Or nearby cross streets	Categories
1	Apr 24, 2015 11:22 PM	SLO		Laguna area and Avalon	
2	Apr 24, 2015 11:20 PM	Carmel / SLO			
3	Apr 24, 2015 11:10 PM	Paso Robles			
4	Apr 24, 2015 10:57 PM	San Luis			
5	Apr 24, 2015 10:55 PM	Atascadero		San Jacinto and ECR	
6	Apr 24, 2015 10:46 PM	Morro Bay		Hillcrest	
7	Apr 24, 2015 10:39 PM	Los Asos			
8	Apr 24, 2015 10:35 PM			Santa Isbel and Santa Maria	
9	Apr 24, 2015 10:28 PM	Bishop's Peak		Foothill and Patricia	
10	Apr 24, 2015 10:16 PM	Arbors - SLO			
11	Mar 25, 2015 12:04 AM	Los Osos		14th & Santa Ysabel	
12	Mar 25, 2015 12:02 AM	Los Osos			
13	Mar 24, 2015 11:50 PM	Los Osos			
14	Mar 24, 2015 11:05 PM	Santa Maria			
15	Mar 24, 2015 9:40 PM	Grover Beach			
16	Mar 24, 2015 9:33 PM	San Luis Obispo			
17	Mar 24, 2015 9:29 PM	Santa Maria			
18	Mar 24, 2015 9:22 PM	Nipomo		Divisior	
19	Mar 24, 2015 9:18 PM	Cambria		Hillcrest and Northampton	
20	Mar 24, 2015 7:17 PM	San Luis Obispo			
21	Mar 24, 2015 7:05 PM	3860 Higuera st SLO		Tank Farm	
22	Mar 24, 2015 6:58 PM			Haleyon and Pike	
23	Mar 24, 2015 6:46 PM			Broad and South	
24	Mar 24, 2015 5:38 PM	Morro Bay		Morro Bay Blvd and Kern Ave	
25	Mar 24, 2015 5:36 PM			Patricia and Highland	
26	Mar 24, 2015 12:04 AM	Laguna Lake		Madonna and Los Osas Valley	
27	Mar 24, 2015 12:00 AM	Madonna area			
28	Mar 23, 2015 11:58 PM	Atascadero			
29	Mar 23, 2015 11:33 PM	SLO / Bullock Lane		Oralutt and Lurel	
30	Mar 23, 2015 10:23 PM	SLO Bullock Lane		Bullock and Orcutt	
31	Mar 23, 2015 10:20 PM			Carmel & Pacific	
32	Mar 23, 2015 10:04 PM	Atastadero			
33	Mar 23, 2015 7:28 PM	1343 Fernwood Drive			
34	Mar 21, 2015 12:08 AM	Paso Robles		Creston and Scott	
35	Mar 21, 2015 12:06 AM	Paso Robles			
36	Mar 21, 2015 12:03 AM	Atascadero			
37	Mar 21, 2015 12:01 AM	San Luis Obispo			

11. If you only use the Dial-A-Ride service, what is the reason?

Answer Options	Response Percent	Response Count
Not aware of other services	3.7%	1
I enjoy using door to door service	51.9%	14
Bus stop too far from house	29.6%	8
Using Fixed Route bus is difficult	37.0%	10
Difficult to take grocery/shopping bags on bus	7.4%	2
Other (please specify)		13
	answered question	27
	skipped question	14

Number	Response Date	Other (please specify)	Categories
1	Apr 24, 2015 11:10 PM	Always on time	
2	Apr 24, 2015 10:55 PM	temporarily while in rehab	
3	Apr 24, 2015 10:16 PM	Disabled, use scooter	
4	Mar 25, 2015 12:04 AM	R&D schedules for me	
5	Mar 24, 2015 9:40 PM	In a wheelchair	
6	Mar 24, 2015 7:17 PM	medical	
7	Mar 24, 2015 7:05 PM	All apply sometimes	
8	Mar 24, 2015 6:58 PM	Disabled 25 years post polio	
9	Mar 24, 2015 12:04 AM	Impossible - permanent paraplegic	
10	Mar 24, 2015 12:00 AM	For family member with disability	
11	Mar 23, 2015 11:33 PM	I am diabled and rely on your services	
12	Mar 23, 2015 7:28 PM	physically disabled	
13	Mar 21, 2015 12:08 AM	50% blind	

12. Do you require a wheelchair lift to board/exit the bus?

Answer Options	Response Percent	Response Count
Yes	43.6%	17
No	56.4%	22
	answered question	39
	skipped question	2

13. If you are using Dial-A-Ride because of a disability, how would you best describe your disability?		
Answer Options	**Response Percent**	**Response Count**
I have difficulty understanding how to use the Fixed	8.3%	2
Visual disability	20.8%	5
I can use the Fixed Route bus for some trips, but not	20.8%	5
I cannot use Fixed Route by myself	62.5%	15
Other (please specify)		8
answered question		**24**
skipped question		**17**

Number	Response Date	Other (please specify)	Categories
1	Apr 24, 2015 11:10 PM	Can't drive	
2	Apr 24, 2015 10:39 PM	legs - disability	
3	Apr 24, 2015 10:35 PM	age - difficult to walk	
4	Apr 24, 2015 10:16 PM	M.D.	
5	Mar 24, 2015 6:58 PM	only Runabout	
6	Mar 24, 2015 12:00 AM	for my mom	
7	Mar 23, 2015 11:58 PM	I like door to door	
8	Mar 23, 2015 7:28 PM	fractured hips and back	

14. What is your age?			
Answer Options	**Response Percent**	**Response Count**	
Under 12	0.0%	0	
13 - 18	0.0%	0	
19 - 24	5.3%	2	
25 - 59	31.6%	12	63.2%
60 - 74	39.5%	15	
75+	23.7%	9	
answered question		**38**	
skipped question		**3**	

15. Do you have a driver's license?		
Answer Options	**Response Percent**	**Response Count**
Yes	31.4%	11
No	68.6%	24
	answered question	**35**
	skipped question	**6**

16. Please rate Dial-A-Ride service for each of the following:								
Answer Options	**Poor**	**Fair**	**Good**	**Very Good**	**Excellent**	**Rating Average**	**Response Count**	
System Safety	0	0	8	11	20	4.31	39	31
On-Time Performance	0	3	9	11	16	4.03	39	27
Driver Courtesy	0	0	2	7	30	4.72	39	37
Travel Time	0	1	9	13	16	4.13	39	29
Areas served	0	1	7	10	19	4.27	37	29
Bus cleanliness	0	0	7	10	22	4.38	39	32
Bus comfort	0	2	7	11	19	4.21	39	30
Reservation procedures	0	6	6	12	15	3.92	39	27
Telephone information	0	5	9	8	13	3.83	35	21
Website	0	1	7	4	3	3.60	15	7
Printed information	0	1	9	6	10	3.96	26	16
Overall Service	0	0	6	11	20	4.38	37	31
						answered question	**40**	
						skipped question	**1**	

17. What service or customer improvements would you like to see on DAR?	
Answer Options	**Response Count**
	21
answered question	**21**
skipped question	**20**

Number	Response Date	Response Text	Categories
1	Apr 24, 2015 10:57 PM	My driver today was excellent. She took the time to walk with me and helped with my walker and the door to the Doctor office. Best service I ever received so far!	
2	Apr 24, 2015 10:55 PM	Ability to make "day of" reservations	
3	Apr 24, 2015 10:46 PM	none	
4	Apr 24, 2015 10:35 PM	The 11:45 pick up time is very important and the pick up time has change a few times but I try to work with you.	
5	Apr 24, 2015 10:28 PM	Thanks to Greg and Scott, my favorite drivers	
6	Apr 24, 2015 10:21 PM	For someone who uses this service on a daily basis, the price is very expensive; especially when I usually only go a very short distance to visit my husband.	
7	Apr 24, 2015 10:16 PM	Bus ride is rough, needs suspension.	
8	Mar 25, 2015 12:02 AM	Dispatch could improve on the schedule using more common sense.	
9	Mar 24, 2015 11:50 PM	Called customer service twice and left voicemail with address requesting ADA rate information sent to my house and never received a call or any response.	
10	Mar 24, 2015 9:40 PM	Cheaper fares	
11	Mar 24, 2015 9:18 PM	The ability to cancel due to illness without fear of losing services. I am answering this for my disabled daughter.	
12	Mar 24, 2015 7:17 PM	More mini vans for comfort, prevention of injuries	
13	Mar 24, 2015 7:05 PM	When pickup times are changed, must have a red flag so dispatch and customer are aware of changes.	
14	Mar 24, 2015 6:58 PM	None! Love Runabout, great service and drivers, especially Roy!	
15	Mar 24, 2015 6:46 PM	Same day reservation for health emergencies. Improved communication with clients if times must be changed. Allow more time for loading/unloading to avoid being late for appointments.	
16	Mar 24, 2015 5:36 PM	Earlier and later hours of service and more coverage of outlying areas	
17	Mar 24, 2015 12:04 AM	I truly appreciate the service	
18	Mar 23, 2015 11:33 PM	Santa Maria Runs	
19	Mar 23, 2015 10:23 PM	Santa Maria Runs	
20	Mar 21, 2015 12:08 AM	I wish they would cash my check when I buy the yellow punch cared faster and more timely.	
21	Mar 21, 2015 12:06 AM	Expanding areas. When reservation is made, an email can be sent to customer to verify.	

18. Survey: English or Spanish		
Answer Options	**Response Percent**	**Response Count**
English	100.0%	38
Spanish	0.0%	0
answered question		**38**
skipped question		**3**

Appendix C
Transfer Activity

RTA TRANSFER ACTIVITY AT GOVERNMENT CENTER

Hour of Departures	Route Passengers are Boarding	Number of Persons that arrived at the Transit Center by Route...										
		SLO 1	*SLO 2*	*SLO 3*	*SLO4*	*SLO 5*	*SLO 6*	RTA 9	RTA 10	RTA 12	RTA 14	
6:00 AM	RTA 9	0	1	0	0	0	0	-	0	0	0	
	RTA 10	0	0	0	0	0	0	5	-	0	0	
	RTA 12	0	0	0	0	0	0	0	0	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
7:00 AM	RTA 9	0	0	0	0	0	0	-	0	0	0	
	RTA 10	0	0	0	0	0	0	1	-	2	0	
	RTA 12	0	0	0	0	0	0	1	10	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
8:00 AM	RTA 9	0	0	0	0	0	0	-	0	1	0	
	RTA 10	0	0	0	0	0	0	3	-	0	0	
	RTA 12	1	1	0	0	0	0	5	10	-	0	
	RTA 14	0	0	2	0	1	0	2	0	0	-	
9:00 AM	RTA 9	0	0	0	0	0	0	-	2	3	0	
	RTA 10	0	0	0	0	0	0	1	-	2	0	
	RTA 12	0	0	0	0	1	0	2	1	-	0	
	RTA 14	2	0	1	0	1	0	0	0	0	-	
10:00 AM	RTA 9	0	0	0	0	0	0	-	0	5	0	
	RTA 10	0	1	0	0	1	0	1	-	1	0	
	RTA 12	1	2	1	0	1	0	5	5	-	1	
	RTA 14	0	0	1	0	0	0	0	0	0	-	
11:00 AM	RTA 9	0	0	1	0	0	1	-	1	1	0	
	RTA 10	0	0	1	0	0	0	1	-	5	0	
	RTA 12	0	1	0	0	0	0	5	1	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
12:00 PM	RTA 9	0	0	0	0	0	0	-	2	3	0	
	RTA 10	0	0	0	0	0	0	2	-	1	0	
	RTA 12	0	1	2	0	0	0	3	2	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
1:00 PM	RTA 9	0	1	0	0	0	0	-	2	5	0	
	RTA 10	0	0	0	1	0	2	2	-	3	0	
	RTA 12	0	0	0	1	0	0	8	5	-	0	
	RTA 14	0	0	0	0	0	0	5	0	5	-	
2:00 PM	RTA 9	0	2	1	2	0	0	-	3	6	0	
	RTA 10	0	1	1	0	0	1	2	-	6	0	
	RTA 12	0	1	1	0	1	0	4	2	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
3:00 PM	RTA 9	0	2	0	1	0	0	-	0	1	3	
	RTA 10	0	0	0	0	0	0	2	-	5	0	
	RTA 12	0	1	2	0	1	0	3	1	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
4:00 PM	RTA 9	0	0	0	0	0	0	-	0	1	0	
	RTA 10	0	1	0	0	0	0	2	-	3	0	
	RTA 12	0	1	1	2	0	0	1	3	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
5:00 PM	RTA 9	1	0	1	0	0	0	-	4	3	0	
	RTA 10	1	1	0	0	0	0	0	-	0	0	
	RTA 12	0	0	0	0	0	0	0	4	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
6:00 PM	RTA 9	0	0	0	0	0	0	-	0	0	0	
	RTA 10	0	1	1	0	0	0	0	-	0	0	
	RTA 12	0	0	0	0	0	0	2	0	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
7:00 PM	RTA 9	0	0	0	0	0	0	-	0	0	0	
	RTA 10	0	0	0	1	0	0	0	-	0	0	
	RTA 12	0	0	0	0	0	0	0	1	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
8:00 PM	RTA 9	0	0	0	0	0	0	-	0	0	0	
	RTA 10	0	0	0	0	0	0	3	-	2	0	
	RTA 12	0	0	0	0	0	0	2	0	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	Total
Total Daily Transfers	RTA 9	1	6	3	3	0	1	-	14	29	3	60
	RTA 10	1	5	3	2	1	3	25	-	30	0	70
	RTA 12	2	8	7	3	4	0	41	45	-	1	111
	RTA 14	2	0	4	0	2	0	7	0	5	-	20
	TOTAL	6	19	17	8	7	4	73	59	64	4	261
Percent of Total Daily Transfers	RTA 9	0.4%	2.3%	1.1%	1.1%	0.0%	0.4%	-	5.4%	11.1%	1.1%	23.0%
	RTA 10	0.4%	1.9%	1.1%	0.8%	0.4%	1.1%	9.6%	-	11.5%	0.0%	26.8%
	RTA 12	0.8%	3.1%	2.7%	1.1%	1.5%	0.0%	15.7%	17.2%	-	0.4%	42.5%
	RTA 14	0.8%	0.0%	1.5%	0.0%	0.8%	0.0%	2.7%	0.0%	1.9%	-	7.7%
	TOTAL	2.3%	7.3%	6.5%	3.1%	2.7%	1.5%	28.0%	22.6%	24.5%	1.5%	100.0%

SLO PASSENGER TRANSFERS AT DOWNTOWN TRANSIT CENTER

Route Passengers are Boarding	Number of Persons the Arrived at the Transit Center by Route…											Subtotal: SLO	Subtotal: RTA	TOTAL
	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5a	SLO 5b	SLO 6b	RTA 9	RTA 10	RTA 12	RTA 14			
TOTAL DAILY TRANSFERS														
SLO 1	--	8	1	6	1	1		1	1	1		17	3	20
SLO 2	3	--	22	2		2	4	4	1	2		33	7	40
SLO 3	3	25	--	12	6	1	5	6	11	8		52	25	77
SLO 4	1	6	2	--		3	4	6	3	8		16	17	33
SLO 5a	12	2	1	1	--				1		1	16	2	18
SLO 5b	1	2	10	3	9	--	3		1		1	28	2	30
SLO 6b		5	3	10		1	--	4	1			19	5	24
TOTAL	20	48	39	34	16	8	16	21	19	19	2	181	61	242
PERCENT OF TOTAL DAILY TRANSFERS														
SLO 1	--	3.3%	0.4%	2.5%	0.4%	0.4%	0.0%	0.4%	0.4%	0.4%	0.0%	7.0%	1.2%	8.3%
SLO 2	1.2%	--	9.1%	0.8%	0.0%	0.8%	1.7%	1.7%	0.4%	0.8%	0.0%	13.6%	2.9%	16.5%
SLO 3	1.2%	10.3%	--	5.0%	2.5%	0.4%	2.1%	2.5%	4.5%	3.3%	0.0%	21.5%	10.3%	31.8%
SLO 4	0.4%	2.5%	0.8%	--	0.0%	1.2%	1.7%	2.5%	1.2%	3.3%	0.0%	6.6%	7.0%	13.6%
SLO 5a	5.0%	0.8%	0.4%	0.4%	--	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	6.6%	0.8%	7.4%
SLO 5b	0.4%	0.8%	4.1%	1.2%	3.7%	--	1.2%	0.0%	0.4%	0.0%	0.4%	11.6%	0.8%	12.4%
SLO 6b	0.0%	2.1%	1.2%	4.1%	0.0%	0.4%	--	1.7%	0.4%	0.0%	0.0%	7.9%	2.1%	9.9%
TOTAL	8.3%	19.8%	16.1%	14.0%	6.6%	3.3%	6.6%	8.7%	7.9%	7.9%	0.8%	74.8%	25.2%	100.0%

Appendix D

Runabout Website Checklist

To be eligible for Runabout you must apply through RTA. Before submitting your application, please consider the following factors:

1. Are you able to use RTA, SLO Transit, SCT and/or Paso Express fixed-route bus service? Fixed route service are the buses that operate on a schedule along specific routes.

2. Do you require a mobility aid or equipment such as a wheelchair or walker to travel outside your home?

3. Would you be able to ride the fixed route bus if you received free training on how to use the bus?

4. Are you able to get to and from the fixed route bus stop by yourself?

5. Are you able to walk four blocks or one quarter mile by yourself?

6. Are you able to wait outside up to 15 minutes at a bus stop?

7. Are you able to get on and off the bus either using the steps, a ramp, or a lift?

8. Are you able to understand how to use the fixed-route bus?

If you answered "no" to one or more of these questions, you may be eligible to use Runabout for your transportation. There are three steps to apply for eligibility to use Runabout:

(1) Complete the Application Form

(2) Have the healthcare professional who is most knowledgeable about your disability and its impacts on your ability to use public transportation complete the Medical Professional Certification portion of the application.

(3) Complete an in-person interview with staff of RTA. Once the Eligibility Questionnaire and Healthcare Professional Verification Form are both completed, contact RTA to schedule the in-person interview. Interviews will typically be scheduled within two weeks of submittal of the eligibility application. If requested, a Runabout van will transport you to and from the interview. You can contact RTA by phone at _____ or email at _____.

Appendix E

Script for Receptionist

This script is to be followed when a call is received or a person comes to the RTA office to request application forms for Runabout.

Ask the applicant:

> "Have you looked at the information on our website?"

If the applicant responds "yes," ask:

> "Have you looked at the checklist to determine if you may be eligible for Runabout?"

If the applicant has not looked at the website, provide the following information and ask them to consider the following questions to help determine if they are eligible for Runabout.

"Runabout is the federally-mandated Americans with Disabilities Act (ADA) paratransit service for RTA and SLO Transit, the regular fixed-route bus service. Runabout is provided to individuals who have disabilities that prevent use of fixed-route bus service and who have been certified as eligible for Runabout.

1. Are you able to use RTA or SLO fixed-route bus service?

2. Do you require a mobility aid or equipment such as a wheelchair or walker to travel outside your home?

3. Would you be able to ride the bus if you received free training on how to use the bus?

4. Are you able to get to and from the bus stop by yourself?

5. Are you able to walk four blocks or one quarter mile by yourself?

6. Are you able to wait outside up to 15 minutes at a bus stop?

7. Are you able to get on and off the bus either using the steps, a ramp, or a lift?

8. Are you able to understand how to use the fixed-route bus?"

If the applicant answers "no" to any question, then proceed to the following questions. If there are no negative responses, state the following:

Let me explain the process for determining if you are eligible. If you desire to apply to use Runabout, I will provide you with the information to start the process.

"There are three steps to apply for eligibility to use Runabout:

(1) Complete the Runabout application.

(2) Have the healthcare professional who is most knowledgeable about your disability and its impacts on your ability to use public transportation complete the Medical Professional Certification Form.

(3) Complete an in-person interview with staff of Runabout."

For all applicants who consider themselves eligible and desire to apply, continue with the following statements and questions.

"Please be aware that Runabout only serves those areas that are also served by RTA and SLO buses. Runabout may not meet all of your transportation needs."

"Are you aware that we offer free training on how to use RTA and SLO buses?"

If the applicant answers "no," explain the travel training program:

"Our trainer will meet with you and explain how to understand the bus schedule, how to board the bus, how to let the driver know where you need to get off, and how to get off the bus. The trainer will then take you on a trip on the bus to any destination you choose that we serve. If you participate in travel training and learn how to ride the bus, this does not mean that you will be denied eligibility for Runabout."

If the applicant is interested in travel training, schedule a time for the training.

If the applicant desires to apply for Runabout certification, ask if they would prefer to receive the application packet by email, regular mail, or pick it up in person at the RTA office. Obtain the correct information and send the packet. Tell them that interviews will typically be scheduled within two weeks of submittal of the eligibility application, and that, if requested, a Runabout van will transport them to and from the interview.