



South County Transit Short Range Transit Plan Working Paper Three: Service and System Evaluation



Prepared for the



**San Luis Obispo Regional Transit
Authority**



LSC Transportation Consultants, Inc.

San Luis Obispo South County Transit Short Range Transit Plan

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Working Paper Three: Service and System Evaluation

Prepared for the

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Chapter 1

Introduction

The San Luis Obispo Regional Transit Authority (SLORTA) has retained LSC Transportation Consultants, Inc., to prepare a Short Range Transit Plan (SRTP) for the South County area. This study also includes evaluation and planning for four general public Dial-A-Ride programs: Nipomo, Shandon-Paso Robles, Templeton-Paso Robles and Paso Robles. The study provides an opportunity to develop plans that will tailor transit services to current conditions and provide a “business plan” for the transit program regarding services and capital improvements as well as marketing and management strategies.

This document is the third in a series of Working Papers that have been prepared over the course of the study. Previous Working Papers have summarized existing services, summarized existing plans and reviewed the policies that guide the transit programs. This third Working Paper provide a performance review of existing transit services, a demographic analysis of transit needs and a summary of stakeholder input.

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Chapter 2

Service Performance Evaluation

This chapter presents a detailed review of existing SoCo Transit and the four Dial-A-Ride programs. Building on the overview information presented in Working Paper One, this detailed analysis includes a review of existing ridership patterns, the performance of the services and the trends in ridership and performance over the past ten years. This is important information with regards to developing and accessing potential future changes in the programs.

SoCo Transit and Avila-Pismo Trolley Performance Analysis

A performance analysis is a useful means of considering the relative effectiveness of various elements of a transit program. This analysis was conducted for the 2017-18 fiscal year for each SoCo Transit fixed route for weekdays, Saturdays and Sundays as well as for the seasonal Avila-Pismo Trolley service. Marginal operating costs were calculated using the cost model presented in Table 6 of Working Paper 1. This analysis is presented in Table 1 and indicates the following:

A key transit performance measure is the passenger-trips per vehicle-hour of service (also referred to as a transit system's "productivity"). Overall, the SoCo Transit fixed routes carry 15.9 passenger-trips per vehicle hour. This total is highest on weekdays (16.2), while slightly lower on Saturdays (15.3) and Sundays (14.4). On weekdays, as shown in Figure 1, Routes 21 and 24 are the most productive, at 18.2 and 18.3, respectively. Route 28 is slightly lower at 16.8 and Route 27 is substantially lower at 11.5. The three routes operated on Saturdays are all relatively similar (between 15.1 and 15.5), with Sunday's Route 28 as the most productive at 17.1 and Routes 21 and 24 as essentially equal at 13.1. The overall figure for the Avila-Pismo Trolley is lower, at 12.0, but this is still a reasonable value for a seasonal small urban transit route.

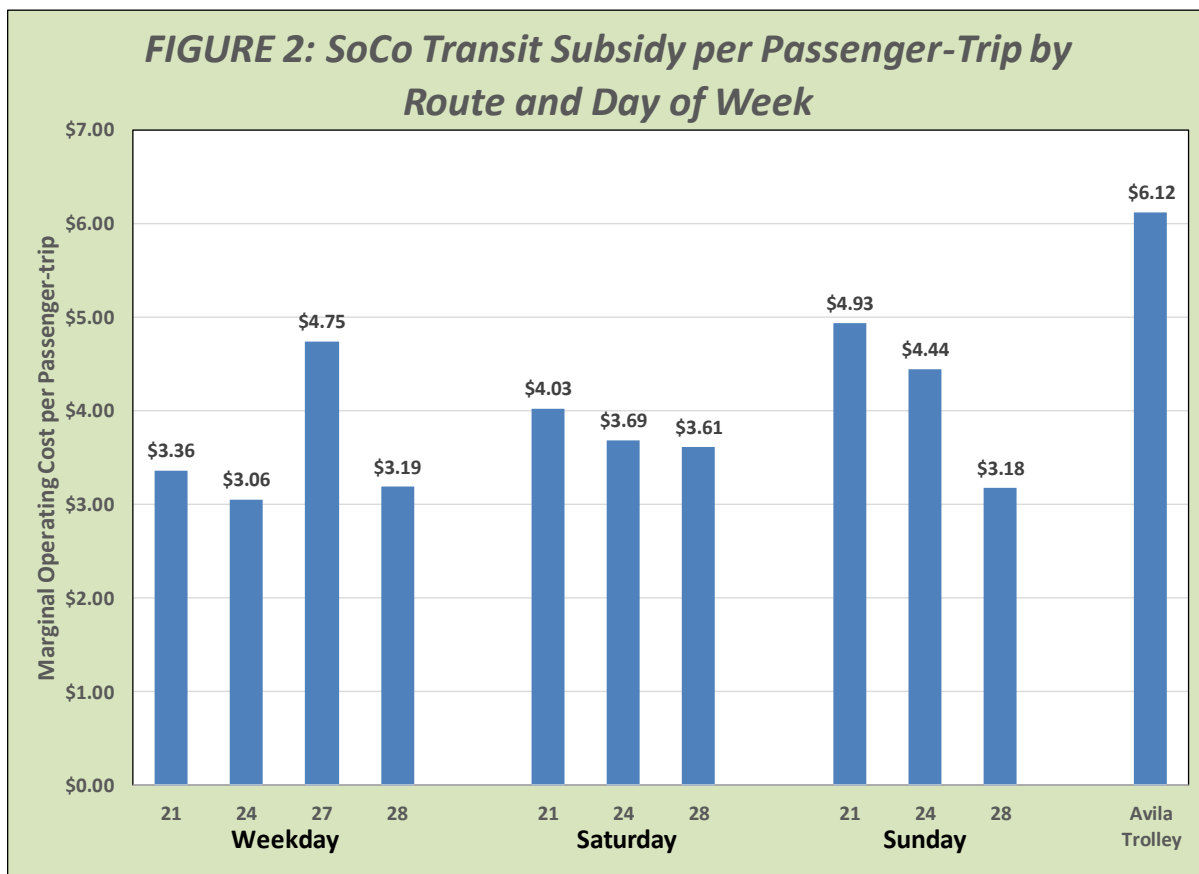
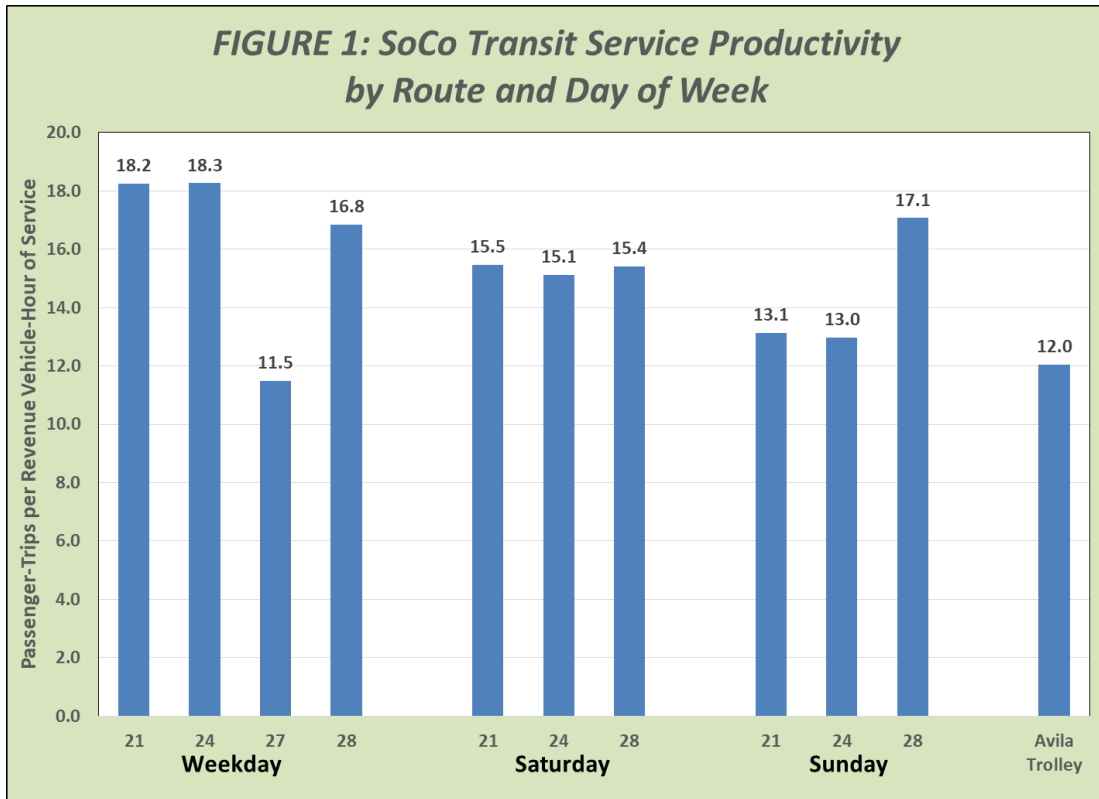
- Another measure of effectiveness is the passenger-trips per vehicle-mile of service. Overall, this figure is 1.01 for the SoCo Transit fixed routes and 0.54 for the Avila-Pismo Trolley. Route 24 is the best SoCo Transit route by this measure on weekdays, at 1.24, and Route 28 is the best route on Saturdays (1.09) and on Sundays (1.18).
- The marginal operating cost per passenger-trip is \$4.27 for the SoCo Transit fixed routes and \$6.47 for the Avila-Pismo Trolley. This figure ranges between \$4.19 for weekday fixed routes as a whole to \$4.44 for Saturday and \$4.74 for Sunday. The most cost-efficient service is Route 24 weekday service, which requires \$3.63 in costs per passenger-trip, while the least cost-efficient fixed route service is the Route 27 weekday service at \$5.75.
- Subtracting the fare revenues from the operating costs yields the marginal operating subsidy per passenger-trip. This is a key measure of the efficient use of tax dollars to provide mobility. The

SoCo Transit fixed routes overall require \$3.57 in operating subsidy per passenger-trip, while the Avila-Pismo Trolley requires \$6.12. As is also shown in Figure 2, subsidy per passenger-trip ranges from a weekday low of \$3.06 for Route 24 and a Sunday low of \$3.18 for Route 28. The weekday high subsidy is \$4.75 for Route 27 service with a Sunday high of \$4.93 for Route 21 service.

- A final financial performance measure is the farebox ratio—the ratio of passenger fare revenues (excluding donations and ad revenues) over the marginal operating costs. This figure is 16 percent for overall SoCo Transit fixed routes and 5 percent for the Avila-Pismo Trolley. The various elements of the SoCo Transit fixed route service all fall in a relatively narrow range of 11 percent (Sunday Route 21 service) to 18 percent (weekday and Sunday Route 28 service).

Unlike many other transit systems where performance on weekends is substantially lower than on weekdays, SoCo Transit weekend performance is relatively strong. This indicates that operating one less bus on weekends (only clockwise service on the Route 27/28 loop) is effective.

TABLE 1: SoCo Transit Fixed Route Performance Analysis												
Fiscal Year 2017-18												
Route	Ridership	Service Hours	Service Miles	Fare Revenues	Marginal Operating Cost	Marginal Operating Subsidy	Performance Measures					
							Psgr-Trips per Vehicle-Hour	Psgr-Trips per Vehicle-Mile	Cost per Psgr-Trip	Subsidy per Psgr-Trip	Marginal Operating Farebox Ratio	
Weekday												
21	47,712	2,614	50,217	\$30,668	\$191,200	\$160,532	18.2	0.95	\$4.01	\$3.36	16%	
24	47,862	2,621	38,553	\$27,444	\$173,800	\$146,356	18.3	1.24	\$3.63	\$3.06	16%	
27	32,063	2,789	40,675	\$32,166	\$184,400	\$152,234	11.5	0.79	\$5.75	\$4.75	17%	
28	49,835	2,960	42,367	\$35,643	\$194,500	\$158,857	16.8	1.18	\$3.90	\$3.19	18%	
SCT Total	177,472	10,984	171,811	\$125,921	\$744,000	\$618,079	16.2	1.03	\$4.19	\$3.48	17%	
Saturday												
21	7,751	501	9,518	\$5,296	\$36,500	\$31,204	15.5	0.81	\$4.71	\$4.03	15%	
24	7,529	498	7,249	\$5,125	\$32,900	\$27,775	15.1	1.04	\$4.37	\$3.69	16%	
28	8,089	525	7,425	\$5,211	\$34,400	\$29,189	15.4	1.09	\$4.25	\$3.61	15%	
SCT Total	23,369	1,524	24,192	\$15,633	\$103,800	\$88,167	15.3	0.97	\$4.44	\$3.77	15%	
Sunday												
21	6,021	459	8,552	\$3,496	\$33,200	\$29,704	13.1	0.70	\$5.51	\$4.93	11%	
24	5,717	440	6,616	\$4,017	\$29,400	\$25,383	13.0	0.86	\$5.14	\$4.44	14%	
28	7,919	464	6,723	\$5,429	\$30,600	\$25,171	17.1	1.18	\$3.86	\$3.18	18%	
SCT Total	19,657	1,363	21,891	\$12,942	\$93,200	\$80,258	14.4	0.90	\$4.74	\$4.08	14%	
TOTAL												
21	61,484	3,575	68,287	\$39,460	\$260,900	\$221,440	17.2	0.90	\$4.24	\$3.60	15%	
24	61,108	3,560	52,418	\$36,587	\$236,100	\$199,513	17.2	1.17	\$3.86	\$3.26	15%	
27	32,063	2,789	40,675	\$32,166	\$184,400	\$152,234	11.5	0.79	\$5.75	\$4.75	17%	
28	65,843	3,948	56,515	\$46,283	\$259,500	\$213,217	16.7	1.17	\$3.94	\$3.24	18%	
SCT Total	220,498	13,872	217,895	\$154,495	\$940,900	\$786,405	15.9	1.01	\$4.27	\$3.57	16%	
Avila Trolley ¹	7,479	621	13,914	\$2,616	\$48,400	\$45,784	12.0	0.54	\$6.47	\$6.12	5%	
Grand Total	227,977	14,493	231,808	157,111	989,300	832,189	15.7	0.98	\$4.34	\$3.65	16%	
Source: SCT and RTA Historical Ridership, Provided by SLORTA, 2018 Note 1: Excludes other revenues from donations and ad revenues.												



Recent Service and Fare Changes

A review of the recent history of SoCo Transit service changes is a useful basis for considering future improvements. Major changes over the last ten years consist of the following:

- In August of 2009, weekday evening service between roughly 7:30 PM and 9:30 PM was eliminated.
- After completion of the 2011 South County Short Range Transit Plan, service in the Oceano and southern Grover Beach area was reconfigured into two routes—adding Route 24 service and reconfiguring Route 23—starting in January 2012. This service was subsequently eliminated in March of 2014, in response to low productivity and budget limitations.
- On August 31, 2015, the layover point for Routes 21 and 24 was shifted from Ramona Garden Park to the Pismo Beach Outlets. This was done to improve transfer opportunities to/from RTA Route 10.
- A substantial route and fare change was implemented on July 31, 2016. Route 23 and the school-tripper Route 25 were eliminated and replaced with current Routes 27 and 28. Route 23 served much of the same area but consisted of a single vehicle operating large one-way loops, with separate one-way loops in the Arroyo Grande area and the Grover Beach/Oceano area. This resulted in many long travel times (such as a 53 minute travel time between downtown Arroyo Grande and the Arroyo Grande Hospital). This change eliminated service to seven existing stops (such as along Farroll Avenue at 8th Street and along Oak Park between The Pike and Farroll Avenue), but each stop either would be within one city block of a remaining stop or had very low ridership (less than 1.6 boardings per day). For cost savings, Route 27 was operated (and continues to be operated) on weekdays only.
- At the same time, base one-way fares increased from \$1.25 to \$1.50. Other fare instruments generally were increased by 20 to 25 percent, except the 20-ride discounted pass was increased from \$8 to \$12 (by 50 percent). It also introduced the day pass and eliminated the free transfer between SoCo Transit routes.
- In addition, the Avila-Pismo Trolley was extended to Pismo Beach in 2012, Friday night Farmers Market service was added and winter service (in November through February) was eliminated.

Review of Recent SoCo Transit and Avila-Pismo Trolley Productivity Trends

Table 2 presents the ridership and productivity figures for both SoCo Transit and the Avila-Pismo Trolley over the past ten years. Overall, SoCo Transit ridership has fluctuated during this period, dropping 21 percent between FY 2008/09 to a low of 213,620, increasing 38 percent to a high of 239,101 in FY 2013/14, declining 9 percent to another low of 203,309 in FY 2015/16 before a more recent increase of

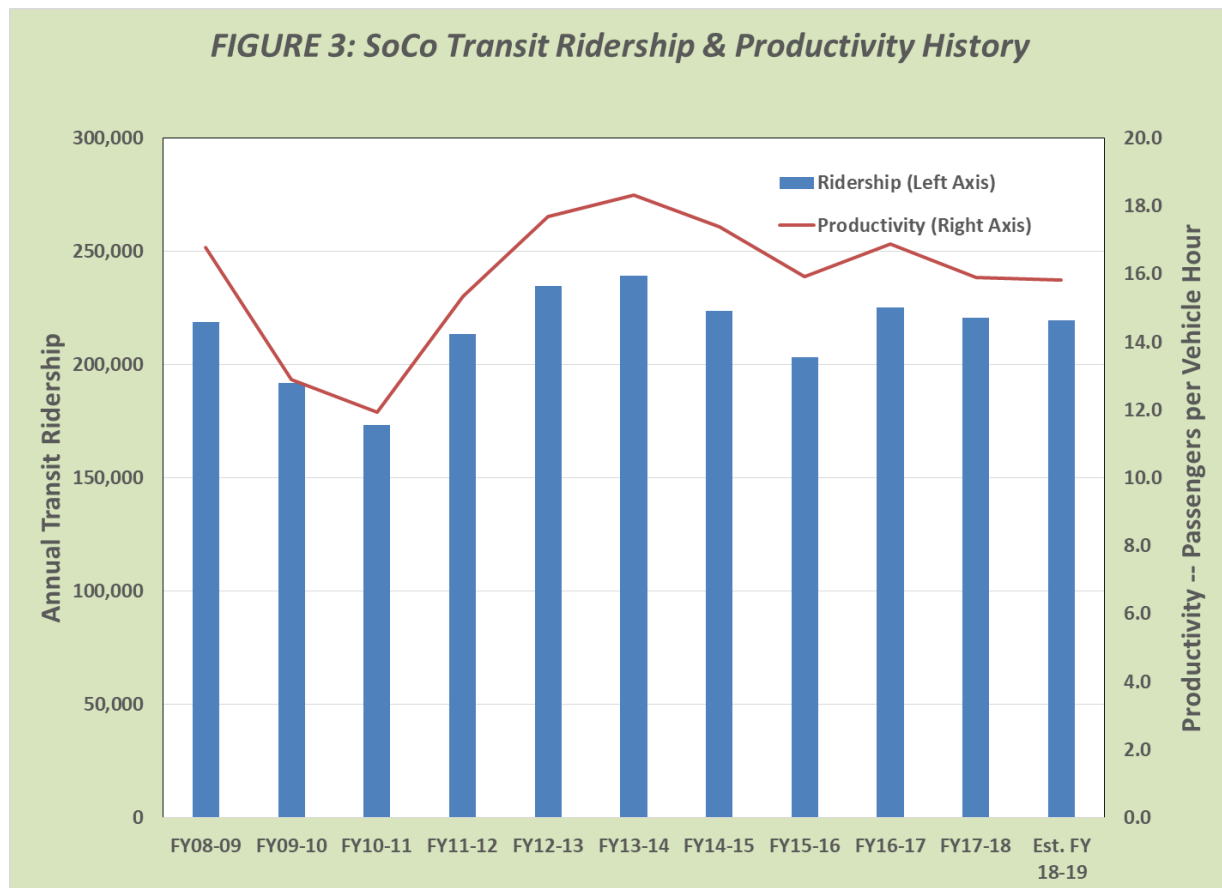
8 percent. Overall, total ridership is currently very close to the total of ten years previously. These figures are also presented in Figure 3.

TABLE 2: SoCo Transit Fixed Route Ridership & Productivity History

	SCT Route							Total	Total Vehicle Service- Hours	Productivity (Psgr-Trips per Veh-Hr)
	21	22	23	24	25	27	28			
FY08-09	74,180	--	74,419	63,515	6,568	--	--	218,682	13,025	16.8
FY09-10	65,550	--	67,141	51,973	7,143	--	--	191,807	14,878	12.9
FY10-11	63,018	--	57,261	46,208	7,015	--	--	173,502	14,545	11.9
FY11-12	77,532	14,490	53,187	62,163	6,248	--	--	213,620	13,928	15.3
FY12-13	81,695	31,531	37,823	71,609	12,032	--	--	234,690	13,276	17.7
FY13-14	82,739	20,232	50,585	73,691	11,854	--	--	239,101	13,055	18.3
FY14-15	78,864	--	66,984	66,460	11,465	--	--	223,773	12,877	17.4
FY15-16	64,545	--	66,070	61,406	11,288	--	--	203,309	12,765	15.9
FY16-17	65,242	--	5,823	54,091	--	35,740	64,175	225,071	13,342	16.9
FY17-18	61,484	--	--	61,108	--	32,063	65,843	220,498	13,872	15.9
Est. FY 18-19	61,014	--	--	60,114	--	33,884	64,463	219,455	13,872	15.8

Source: RTA ridership and service records. Ridership for last three years based on APC counts.

FIGURE 3: SoCo Transit Ridership & Productivity History



Total service levels (as measured in vehicle service-hours) has increased by 6 percent per year overall, reflecting an increase to a high of 14,878 in FY 2009/10 and a low of 12,765 of FY 2015/16 12,765 to a level of 13,872 in FY 2017/18. Considering both ridership and service levels, productivity dropped from 16.8 passenger-trips per vehicle-hour in FY 2008/09 to a low of 11.9 in FY 2010/11, rose to a high of 18.3 in FY 2013/14 and has stabilized around 15.9 over recent years. This is also shown in Figure 3.

Historical ridership trends were also reviewed by day of the week, as shown in Table 3. Saturday ridership has dropped slightly over the past ten years, while weekday and Sunday has increased slightly. Overall, however, the proportion of SoCo Transit ridership on the various days of the week is currently very similar to the proportions in FY 2008/09.

It is also possible to review ridership and productivity trends for the two key subareas of the SoCo Transit service area. While routes have varied over the years, in general Routes 21 and 24 have always served Pismo Beach, the northern portion of Grover Beach (north of Grand Avenue) and the northern and downtown Arroyo Grande. The other routes have served Oceano and the areas of Grover Beach and Arroyo Grande to the south. Table 4 presents the annual ridership, vehicle-hours and productivity for the routes in these two areas. Overall ridership has increased by roughly 18,000 passenger-trips per year in the southern (Oceano, etc.) area with a roughly equal decline in the northern (Pismo Beach, etc.) area. As a result, while the northern routes generated 70 percent more ridership than the southern routes in FY 2008/09, at present the northern route ridership is only 23 percent higher.

TABLE 3: SoCo Transit Annual Ridership by Day of Week

	Total Annual Ridership			Percent of Total Ridership		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
FY08-09	175,944	25,550	17,188	80%	12%	8%
FY09-10	154,366	21,057	16,384	80%	11%	9%
FY10-11	145,108	15,754	12,640	84%	9%	7%
FY11-12	177,722	21,001	14,897	83%	10%	7%
FY12-13	190,863	25,097	18,730	81%	11%	8%
FY13-14	193,753	26,129	19,219	81%	11%	8%
FY14-15	181,672	24,584	17,517	81%	11%	8%
FY15-16	167,513	20,816	14,980	82%	10%	7%
FY16-17	184,078	22,800	18,193	82%	10%	8%
FY17-18	177,472	23,369	19,657	80%	11%	9%
Est. FY 18-19	177,026	22,841	19,608	81%	10%	9%

Source: SoCo Transit Ridership Reports.

TABLE 4: SoCo Transit Annual Ridership by Day of Week

	Ridership		Vehicle Hours		Productivity	
	Oceano / S. Grover Beach / S. Arroyo Grande Area	Pismo Beach / N. Grover Beach / N. Arroyo Grande Area	Oceano / S. Grover Beach / S. Arroyo Grande Area	Pismo Beach / N. Grover Beach / N. Arroyo Grande Area	Oceano / S. Grover Beach / S. Arroyo Grande Area	Pismo Beach / N. Grover Beach / N. Arroyo Grande Area
FY08-09	80,987	137,695	5,038	7,987	16.1	17.2
FY09-10	74,284	117,523	5,620	9,258	13.2	12.7
FY10-11	64,276	109,226	5,467	9,078	11.8	12.0
FY11-12	73,925	139,695	4,887	9,041	15.1	15.5
FY12-13	81,386	153,304	4,268	9,008	19.1	17.0
FY13-14	82,671	156,430	4,285	8,770	19.3	17.8
FY14-15	78,449	145,324	4,368	8,509	18.0	17.1
FY15-16	77,358	125,951	4,350	8,415	17.8	15.0
FY16-17	105,738	119,333	6,486	6,856	16.3	17.4
FY17-18	97,906	122,592	6,737	7,135	14.5	17.2
Est. FY 18-19	98,327	121,128	6,737	7,135	14.6	17.0

Source: SoCo Transit Ridership Reports.

Service levels have also increased in the southern area, particularly with the initiation of Route 28 service in 2016 after a relatively low level of service in FY 2012/13. Overall, current levels are 34 percent higher than ten years previously. The northern routes show an opposite trend, increasing from FY 2008/09 to FY 2009/10 followed by a decline to a FY 2018/19 level that is 11 percent lower than ten years previously.

As a result, productivity in the southern area increased between FY 2008/09 to a high of 19.3 passenger-trips per vehicle hour in FY 2013/14, but has declined somewhat to a current level of 14.6 (due to the expansion of service). In the northern area, productivity dropped substantially between FY 2008/09 and FY 2010/11 to a low of 12.0 before an increase to a high of 17.8 in FY 2013/14 and then an overall slight decline to 17.0.

Overall, this review indicates that the SoCo Transit service changes in 2011 (along with the overall recovery from the Great Recession) were successful in increasing ridership and productivity. The service reductions in 2014 resulted in a modest reduction in ridership, though overall relatively high levels of productivity were maintained. The 2016 expansion was successful in generating new ridership (even with the negative ridership impacts of a fare increase), accompanied by a small reduction in productivity.

Table 5 presents ridership and productivity historical data for the Avila-Pismo Trolley. This indicates that ridership increased from FY 2008/09 to FY 2013/14 by a full 59 percent, while annual vehicle-hours declined by 8 percent. This indicates that the extension of service to Pismo Beach Outlets as well as Friday evening service were successful in generating new ridership, while elimination of winter service allowed service levels to decline and productivity to improve. Over the most recent five years, ridership

**TABLE 5: Avila-Pismo Trolley
Ridership and Productivity Trends**

Fiscal Year	Annual Ridership	Annual Vehicle-Hours	Productivity
FY08-09	6,947	783	8.9
FY09-10	7,339	943	7.8
FY10-11	8,618	998	8.6
FY11-12	10,499	831	12.6
FY12-13	10,514	614	17.1
FY13-14	10,766	717	15.0
FY14-15	8,905	672	13.3
FY15-16	9,787	699	14.0
FY16-17	8,262	689	12.0
FY17-18	7,479	621	12.0
Est. FY 18-19	8,040	621	12.9

Source: SoCo Transit Ridership Reports.

has declined by 25 percent while service levels have declined by 13 percent, resulting in a 14 percent decline in productivity. Overall, however, productivity over the 10-year period improved by a full 46 percent.

SoCo Transit Ridership by Route and by Hour

A review of ridership patterns by hour and by day of the week for the various routes is useful in assessing the relative effectiveness of various elements of a transit services “span of service.” As shown in Table 6, ridership data for the month of October 2018 was analyzed to determine the proportion of passenger boardings in each hour of the service day, and then factored by the average daily ridership (for weekdays versus weekend days) to identify the average daily ridership by hour for each route.

These results are also depicted in Figure 4. In addition, the hourly ridership was divided by the vehicle-hours of service provided in each hour (including the tripper runs) to identify the productivity of each route in each hour of the day, as measured by the passenger boardings per vehicle hour. A review of this data indicates the following:

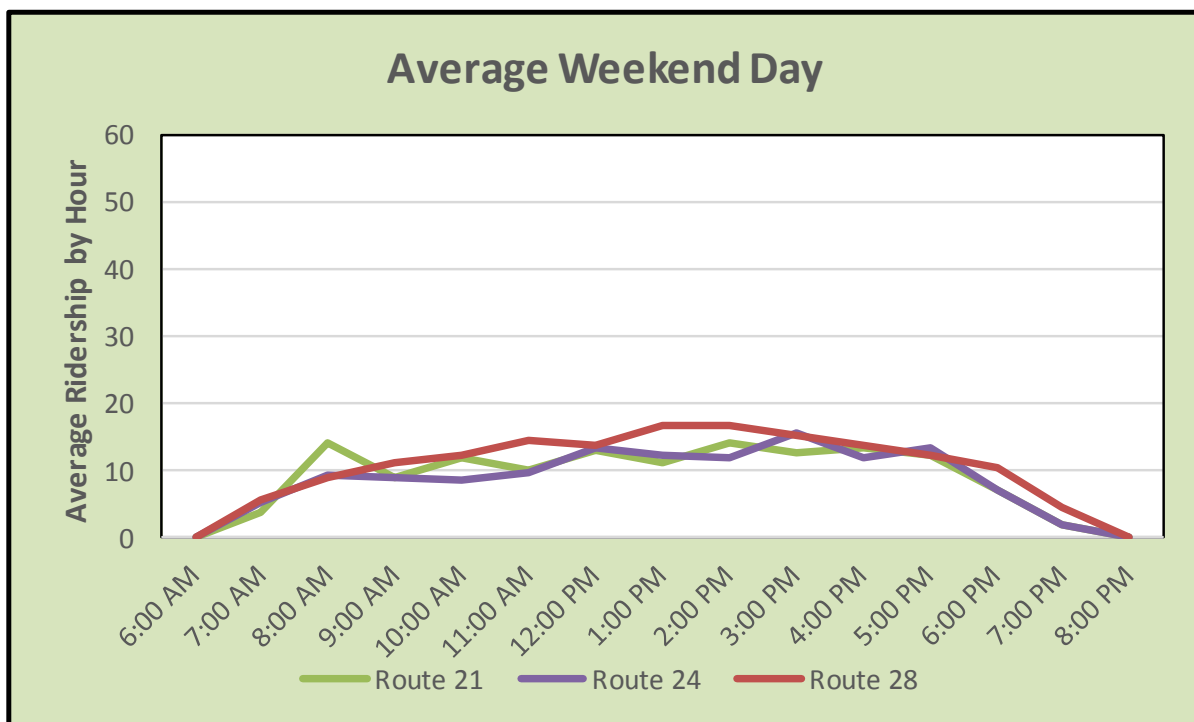
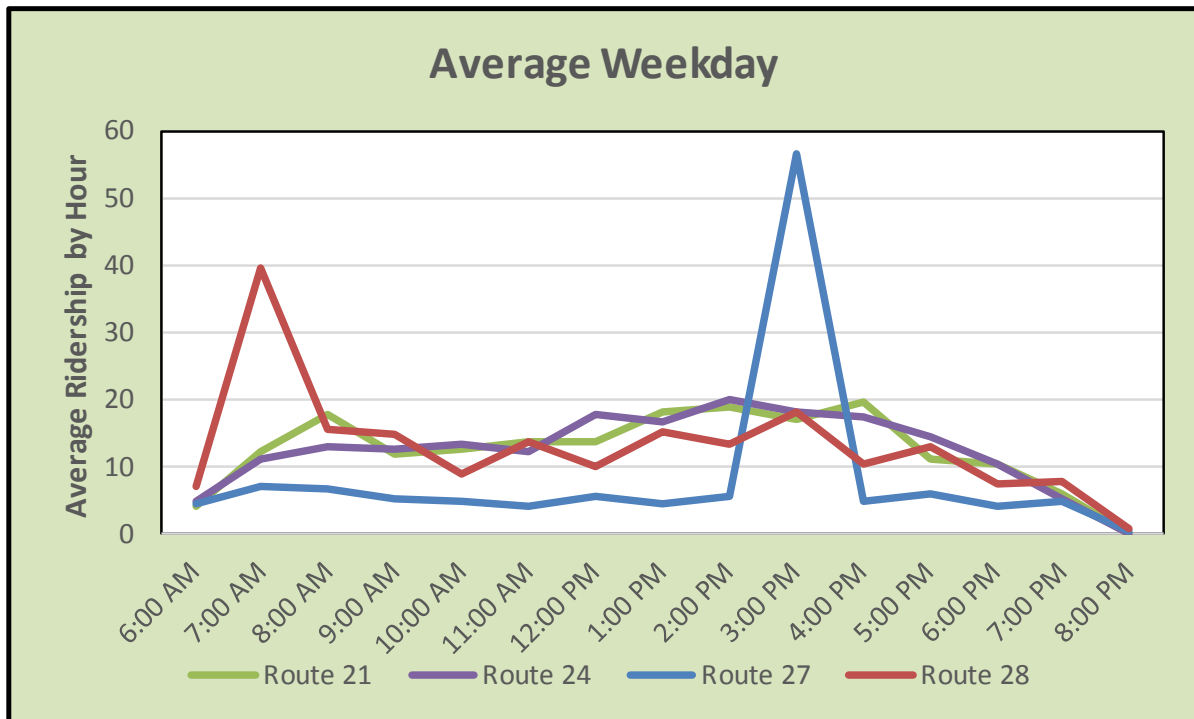
- The Arroyo Grande High School service times are very evident in the data, as shown by the 40 boardings on Route 28 in the 7:00 AM weekday hour and the 57 boardings on Route 27 in the 3:00 PM weekday hour.

TABLE 6: SoCo Transit Ridership by Route by Hour

Route	Hour Beginning																Total
	6:00 AM	7:00 AM	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM	6:00 PM	7:00 PM	8:00 PM		
AVERAGE DAILY RIDERSHIP																	
Weekday																	
21	4	12	18	12	13	14	14	18	19	17	20	11	10	6	--	189	
24	5	11	13	13	14	12	18	17	20	18	18	15	11	5	--	189	
27	5	7	7	5	5	4	6	5	6	57	5	6	4	5	1	127	
28	7	40	16	15	9	14	10	15	13	18	11	13	8	8	1	197	
Total	21	70	53	45	40	45	47	55	58	110	53	45	33	24	2	701	
Weekend Day																	
21	--	4	14	9	12	10	13	11	14	13	13	12	7	2	--	135	
24	--	5	9	9	8	10	13	12	12	16	12	13	7	2	--	130	
28	--	6	9	11	12	15	14	17	17	15	14	12	11	4	0	157	
Total	--	15	33	29	33	34	41	40	43	44	39	39	25	8	0	422	
PERCENT OF AVERAGE DAILY RIDERSHIP BY HOUR																	
Weekday																	
21	2.2%	6.6%	9.4%	6.4%	6.7%	7.4%	7.3%	9.7%	10.0%	9.1%	10.4%	6.0%	5.5%	3.2%	--	100.0%	
24	2.7%	6.0%	6.9%	6.8%	7.2%	6.6%	9.5%	8.8%	10.6%	9.7%	9.3%	7.7%	5.6%	2.7%	--	100.0%	
27	3.7%	5.7%	5.3%	4.1%	3.8%	3.4%	4.4%	3.7%	4.6%	44.7%	4.0%	4.8%	3.4%	3.8%	0.5%	100.0%	
28	3.7%	20.1%	8.0%	7.5%	4.7%	7.0%	5.1%	7.7%	6.8%	9.2%	5.4%	6.6%	3.8%	3.9%	0.5%	100.0%	
Total	3.0%	10.0%	7.6%	6.4%	5.8%	6.4%	6.8%	7.9%	8.3%	15.6%	7.6%	6.4%	4.7%	3.4%	0.2%	100.0%	
Weekend Day																	
21	--	3.0%	10.4%	6.6%	8.8%	7.4%	9.8%	8.3%	10.5%	9.3%	9.9%	9.2%	5.4%	1.4%	--	100.0%	
24	--	4.1%	7.1%	7.0%	6.5%	7.6%	10.3%	9.4%	9.2%	12.2%	9.2%	10.3%	5.6%	1.5%	--	100.0%	
28	--	3.6%	5.7%	7.2%	7.8%	9.4%	8.9%	10.7%	10.8%	9.8%	8.8%	7.8%	6.8%	2.8%	0.0%	100.0%	
Total	--	3.5%	7.8%	6.9%	7.8%	8.1%	9.7%	9.4%	10.2%	10.4%	9.3%	9.1%	5.9%	1.9%	0.0%	100.0%	
PRODUCTIVITY (Passenger-Trips per Vehicle-Hour)																	
Weekday																	
21	8.0	12.4	17.8	12.1	12.6	14.0	13.8	18.4	18.9	17.2	19.7	11.4	10.5	12.4	--	14.5	
24	9.8	11.4	13.0	12.8	13.6	12.4	17.9	16.6	20.1	18.3	17.6	14.6	10.6	10.7	--	14.5	
27	5.0	7.3	6.8	5.2	4.8	4.3	5.6	4.8	5.8	41.0	5.1	6.1	4.3	4.9	2.8	8.7	
28	10.9	51.3	15.4	14.1	9.2	13.8	10.1	15.2	13.3	18.1	10.6	12.9	7.6	7.8	4.2	14.3	
Total	8.0	18.5	13.3	11.1	10.1	11.1	11.8	13.8	14.6	25.0	13.3	11.2	8.2	8.0	3.5	12.9	
Weekend Day																	
21	--	7.8	14.0	8.9	11.9	10.0	13.2	11.2	14.2	12.6	13.3	12.5	9.9	7.7	--	11.7	
24	--	10.4	9.2	9.1	8.5	9.8	13.4	12.2	11.9	15.8	11.9	13.4	9.8	8.0	--	11.3	
28	--	12.0	8.9	11.3	12.3	14.7	13.9	16.7	16.9	15.4	13.8	12.3	10.6	7.2	0.0	12.9	
Total	--	9.9	11.0	9.7	10.9	11.4	13.6	13.2	14.3	14.7	13.1	12.9	10.0	7.2	--	12.0	

Source: 2017/18 average daily ridership by day of week, factored by proportion of ridership by hour in October, 2018.

FIGURE 4: SoCo Transit Hourly Ridership by Route



- Other than these school-related peaks, in general SoCo Transit ridership reaches a peak in the early afternoon on both weekdays and weekend days. This indicates that the service is used for a wide variety of trip purposes, rather than focusing on work trips (that would tend to occur in the AM and PM commute periods).
- Overall weekday productivity is highest during the school bell times. Other than these peaks, productivity is relatively strong (with over 10 passenger boardings per vehicle-hour) throughout the weekday service day on Routes 21 and 24. Route 28 has relatively high productivity prior to 10 AM and from 11:00 AM through 5:00 PM but declines in the early evening as well as in the 10 AM hour. Other than the afternoon school-related peak in the 3 PM hour, productivity on Route 27 (weekdays only) is only 5.2 boardings per vehicle-hour. Productivity on both Routes 27 and 28 is relatively low starting at 6:00 PM but stays relatively high on Routes 21 and 24.
- Productivity on weekend days is lower in the first few hours of the day but actually exceeds productivity on weekdays in most hours between 10:00 AM and 6:00 PM, if the school ridership is excluded from the weekday figures. Note that this is due in part to the fact that Route 27 is not operated on weekend days.

SoCo Transit On-Time Performance

On-time performance is an important measure of the overall quality of service provided by a transit program. SoCo Transit's standard is to provide a minimum of 90 percent of runs within six minutes of the scheduled time. Table 7 presents on-time performance data for Fiscal Year 2017/18. The standard was met for all routes for the year as a whole, ranging from 91 percent on-time service on Route 27 up to 94 percent on Route 24. Performance fell below the 90 percent standard in some months on each of the four routes. In particular, on-time performance has been impacted in the summer on Routes 21, 24 and 28 by seasonal traffic congestion (particularly in downtown Pismo Beach). Route 27's on-time performance is relatively high in summer as it does not operate on weekends when congestion is worst.

SoCo Transit Passenger Activity by Stop

The Automatic Passenger Counters on SoCo Transit fixed-route buses provide useful information on ridership activity by stop along the individual routes. Data for July 2017 through June of 2018 were analyzed and factored by the average weekday ridership totals in order to identify the average weekday passenger activity by stop for the individual routes:

Route 21—As shown in Table 8 and Figure 5, ridership activity on Route 21 is concentrated at the Pismo Beach Outlets (33 percent of all boardings and alightings), followed by Ramona Garden Park (17 percent) and Walmart (9 percent). Ridership is also relatively strong along

TABLE 7: SoCo Transit On-Time Performance*Fiscal Year 2017/18*

	ROUTE				Total
	21	24	27	28	
July	87%	86%	91%	89%	88%
August	89%	89%	93%	92%	90%
September	93%	95%	93%	92%	93%
October	95%	95%	93%	94%	95%
November	94%	96%	93%	92%	94%
December	90%	94%	91%	88%	91%
January	94%	93%	90%	96%	94%
February	95%	95%	91%	93%	94%
March	96%	93%	89%	95%	93%
April	95%	96%	90%	96%	95%
May	94%	96%	89%	94%	93%
June	91%	95%	90%	90%	92%
Annual	93%	94%	91%	93%	93%

Source: RTA Connexionz data. On-time standard is within 6 minutes of published schedule time.

Grand Avenue and in downtown Pismo Beach. The section west of Bay Street, which is not also served by Route 24, generates relatively low ridership (35 passengers per day), which is 9 percent of the total route passenger activity. The stops along Mattie Road (at Valencia, City Hall and Foothill) are particularly low generators, totaling only 1.2 passenger boardings or alightings per day.

- **Route 24**—The busiest stops on Route 24 are very similar to those of Route 21, consisting of Pismo Beach Outlets (34 percent), Ramona Garden Park (17 percent) and Walmart (9 percent), along with stops along Grand Avenue and in downtown Pismo Beach. These figures are shown in Table 9 and Figure 5. The stops along James Way departing the Outlets and at Ridge Road generate low ridership.
- **Route 27**—Table 10 and Figure 6 indicate that ridership on this route is concentrated at Ramona Garden Park (46 percent of all boardings and alightings), followed by Walmart (10 percent) and the Arroyo Grande High School (8 percent). No other stop generates more than 5 percent of

TABLE 8: Average Weekday Passenger Activity by Stop -- Route 21

Stop	Avg Daily			% of All Activity	Rank
	Boardings	Alightings	Total		
Pismo Beach Premium Outlets	66.2	59.0	125.2	33%	1
James Way & 4th	1.3	1.6	2.8	1%	22
James Way & Ridge	0.4	0.3	0.8	0%	26
James Way & Oak Park	4.3	4.9	9.2	2%	8
Walmart Shopping Center	14.1	18.9	33.0	9%	3
Grand @ AM PM	5.3	2.4	7.7	2%	9
Grand & Halcyon	3.2	2.6	5.8	2%	15
Grand & Alder	3.4	2.8	6.1	2%	14
Grand & Elm	6.0	6.5	12.4	3%	6
Grand & 16th	6.9	11.0	17.9	5%	5
Grand & 13th	2.3	3.5	5.8	2%	16
Ramona Garden Park	40.3	24.3	64.6	17%	2
6th & Grand	5.2	1.2	6.4	2%	12
Grand & 2nd	3.8	2.7	6.5	2%	11
Highway 1 & Le Sage	0.4	0.5	0.9	0%	24
Dolliver & Frady	1.5	4.1	5.6	1%	18
Dolliver & Pomeroy	4.6	17.4	22.0	6%	4
Dolliver & San Luis	1.6	2.5	4.0	1%	19
Price & Harbor View	1.3	1.1	2.3	1%	23
Lighthouse Inn North	1.2	5.1	6.4	2%	13
Mattie & Foothill	0.1	0.2	0.2	0%	27
Pismo Beach City Hall	0.5	0.4	0.9	0%	25
Mattie & Valencia	0.0	0.1	0.1	0%	28
Shell Beach & Seacliff	4.9	7.5	12.4	3%	7
Shell Beach & Terrace	1.5	1.9	3.4	1%	20
Shell Beach & Cuyama	1.8	1.4	3.2	1%	21
Shell Beach & Pier	3.2	2.4	5.7	2%	17
Price & Stimson	3.9	2.7	6.6	2%	10
Grand Total	189.0	189.0	378.0	100%	

Source: RTA APC data for July 2017 to June 2018

Figure 5
Route 21 and 24 Average Daily Boarding and Alightings

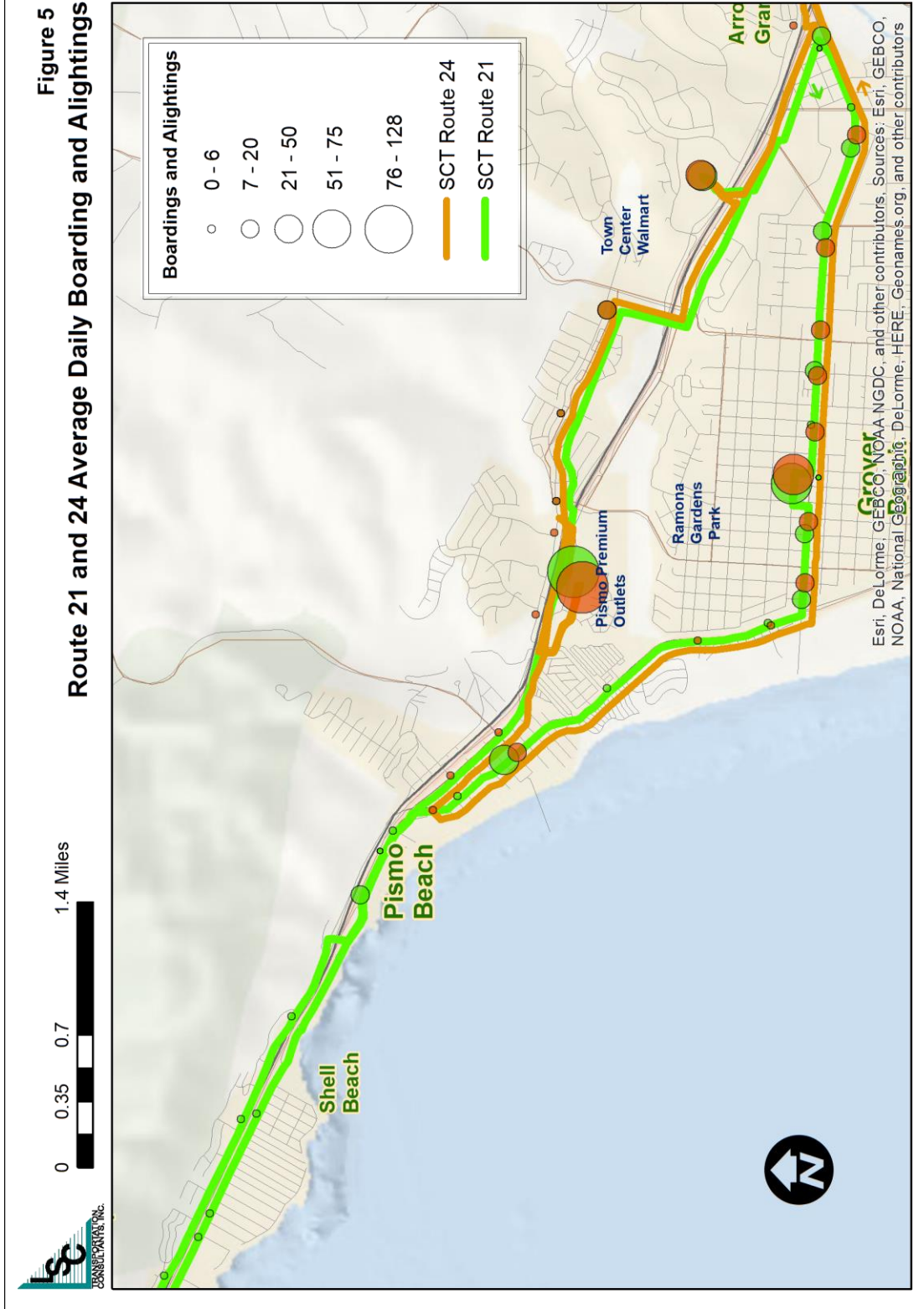


TABLE 9: Average Weekday Passenger Activity by Stop -- Route 24

	Avg Daily			% of All Activity	Rank
	Boardings	Alightings	Total		
Pismo Beach Premium Outlets	65.6	62.2	127.8	34%	1
James Way & Ventana	0.1	0.1	0.2	0%	27
James Way & Highland	0.4	0.3	0.7	0%	25
Price & Hinds	0.5	3.0	3.5	1%	20
Dolliver & Bay	0.9	1.1	2.0	1%	22
Price & Wadsworth	2.0	3.7	5.6	1%	17
Dolliver & Hinds	12.4	6.0	18.4	5%	4
Pismo Coast Village	4.7	1.4	6.2	2%	15
Dolliver @ Butterfly Tree	2.2	2.0	4.3	1%	19
Highway 1 & Le Sage	0.5	0.6	1.1	0%	23
Grand & 3rd	3.4	4.3	7.7	2%	10
Grand & 7th	2.5	6.8	9.2	2%	8
Ramona Garden Park	30.6	35.1	65.7	17%	2
Grand & 13th	4.4	1.9	6.3	2%	14
Grand & 16th	11.0	6.5	17.6	5%	5
Grand & Oak Park	7.4	5.4	12.8	3%	6
Grand & Elm	3.5	3.5	7.1	2%	12
Grand & Alder	4.1	5.3	9.4	2%	7
Grand & Branch	1.3	3.7	5.0	1%	18
Arroyo Grande City Hall	3.7	5.2	8.9	2%	9
Branch & Vernon	0.3	0.4	0.6	0%	26
South County Library	2.9	2.8	5.7	2%	16
Walmart Shopping Center	17.9	16.0	33.9	9%	3
Kmart	3.3	4.0	7.3	2%	11
James Way & Oak Park	2.6	4.2	6.9	2%	13
James Way & Ridge	0.2	0.9	1.1	0%	24
James Way & 4th	0.6	2.5	3.1	1%	21
Grand Total	189.0	189.0	378.0	100%	

Source: RTA APC data for July 2017 to June 2018.

TABLE 10: Average Weekday Passenger Activity by Stop -- Route 27

	Avg Daily			Percent of Total	Rank
	Boardings	Alightings	Total		
Ramona Garden Park	53.2	63.8	117.0	46%	1
Grand & 13th	2.3	7.3	9.6	4%	5
Grand & 16th	4.0	1.2	5.2	2%	9
Oak Park & Grand	2.9	2.0	5.0	2%	10
Oak Park & Newport	0.7	0.8	1.5	1%	20
Walmart Shopping Center	14.6	11.4	26.0	10%	2
Grand & Branch	1.9	0.8	2.8	1%	19
Fair Oaks & Traffic Way	1.6	2.2	3.8	1%	15
Arroyo Grande High School	18.6	2.6	21.2	8%	3
Fair Oaks & Halcyon	2.6	1.9	4.4	2%	13
Elm & Fair Oaks	1.4	3.9	5.3	2%	8
Elm & The Pike	0.9	1.9	2.8	1%	18
Elm & Paul	0.3	1.0	1.3	1%	21
Highway 1 & 25th	3.5	4.2	7.7	3%	6
Highway 1 & 21st	5.1	7.9	13.0	5%	4
19th & Wilmar	1.7	2.5	4.1	2%	14
Wilmar & 13th	1.3	1.9	3.2	1%	16
Oceano Airport	3.9	2.7	6.6	3%	7
13th & Highway 1	3.5	1.3	4.8	2%	11
13th & Wilmar	0.9	0.2	1.0	0%	22
13th & Farroll	1.0	2.1	3.0	1%	17
13th & Trouville	1.1	3.5	4.6	2%	12
Grand Total	127.0	127.0	254.0	100%	

Source: RTA APC data for July 2017 to June 2018.

total activity. Given the time needed to cross Highway 1 and serve the Oceano Airport stop (approximately 6 minutes), the ridership generated by this stop (6.6 passenger-trips per day) is modest.

- **Route 28**—Ramona Garden Park generates 37 percent of all passenger activity on Route 28, as shown in Table 11. This is followed by Walmart at 9 percent and Wilmar/19th at 6 percent. While the proportion of total ridership generated by Arroyo Grande High School is lower than on Route 27 (at 5 percent), the actual passenger activity is identical (21.2). Ridership at the Oceano

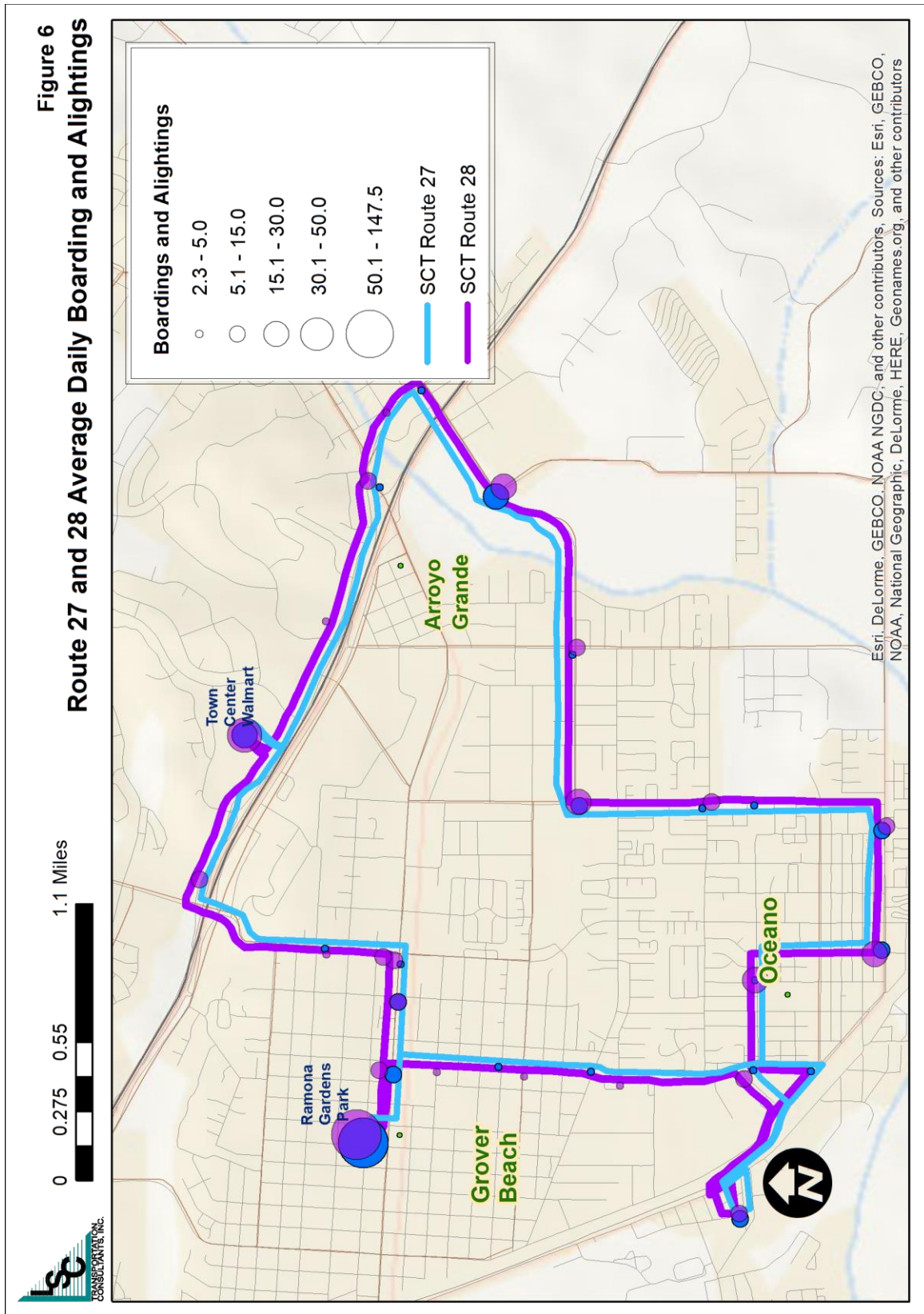


TABLE 11: Average Weekday Passenger Activity by Stop -- Route 28

	Avg Daily			Percent of Total	Rank
	Boardings	Alightings	Total		
Ramona Garden Park	78.5	69.0	147.5	37%	1
13th & Long Branch	3.0	0.4	3.4	1%	22
13th & Mentone	2.3	2.0	4.4	1%	20
13th & Messina	1.5	1.1	2.6	1%	24
13th & Belridge	2.1	5.3	7.4	2%	15
Oceano Airport	7.7	7.3	15.0	4%	7
13th & Highway 1	4.6	3.4	8.0	2%	14
Wilmar & 19th	13.0	9.9	22.9	6%	3
Highway 1 & 21st	10.6	7.3	17.9	5%	5
Highway 1 & 25th St	7.9	5.4	13.3	3%	8
Elm & The Pike	3.8	2.0	5.8	1%	18
Elm & Fair Oaks	9.1	6.4	15.5	4%	6
Arroyo Grande Hospital	2.5	3.5	5.9	2%	17
Arroyo Grande High School	4.2	17.0	21.2	5%	4
Traffic & Firefighters Park	1.9	2.4	4.3	1%	21
Grand & Branch	1.6	1.1	2.7	1%	23
Grand @ AM PM	6.0	7.2	13.2	3%	9
Halcyon Park & Ride	2.2	2.8	4.9	1%	19
Walmart Shopping Center	15.6	18.9	34.6	9%	2
Kmart	4.0	4.2	8.2	2%	11
Oak Park & Newport	0.4	1.8	2.3	1%	25
Oak Park & Ramona	1.3	7.0	8.2	2%	12
Oak Park & Long Branch	4.4	5.5	9.9	3%	10
Grand & 16th	2.7	4.0	6.7	2%	16
Grand & 13th	5.9	2.2	8.1	2%	13
Grand Total	197.0	197.0	394.0	100%	

Source: RTA APC data for July 2017 to June 2018.

Airport stop (15.0 per day) is substantially higher than on Route 27. There are also several other stops in the Oceano area that generate more ridership on Route 28 than on Route 27.

Table 12 presents a summary of total weekday passenger activity on the four SoCo Transit routes in order of relative activity. Reflecting that it is the key transfer point, the Ramona Garden Park stop is the busiest single stop with 395 passengers boarding or deboarding a bus (28 percent of all activity). This is followed by the Pismo Beach Outlets (18 percent) and Walmart (9 percent). No other stop generates more than 3 percent of total ridership. Twelve stops serve more than 20 passengers per day, while six (largely in the Shell Beach area) serve less than one passenger per day.

The passenger activity by stop for the Avila-Pismo Trolley is presented in Table 13 and depicted in Figure 7. The busiest stop is the key stop in downtown: Avila Beach at First Street, which generates 36 percent of the passenger activity (total of both directions) or 68.2 passengers per day. This is followed by the Pismo Beach Outlets with 27 percent. Other popular stops are Port San Luis (9 percent), Price Street and Stimson (6 percent), Avila Hot Springs (4 percent) and the Bob Jones Trailhead (4 percent). The stops along Shell Beach generate relatively little ridership (9.0 passenger boardings and alightings per day).

SoCo Transit Passenger Loads

Overcrowding on buses can be a serious issue to transit passengers and operators, and it is important that services be designed to avoid excessive loads that cause standees on buses or even passengers left at the stop. The passenger activity data collected by LSC (for each run on of each route on a weekday²) was analyzed to identify the passenger load along each route and summarized in Table 14.

With the exclusion of the school tripper runs, the maximum load from the limited sample was 5 passengers on Route 27, 9 passengers on Route 21, 12 passengers on Route 24 and 13 passengers on Route 28. Given that the buses used on these routes seat 35 passengers, the maximum load on any of the routes used 37 percent of the seating capacity. Crowding is therefore not an issue on SoCo Transit.

SoCo Transit Fixed Route Passenger Activity by Fare Type

Table 15 presents a review of the proportion of SoCo Transit fixed route passengers that board using the various fare instruments for a representative period (October, 2018). Beyond reflecting the sheer number of options available for boarding the bus, this data indicates the following:

- Overall, only 32.7 percent board SoCo Transit buses by paying a cash fare.

² Note that the 12:30 and 1:30 PM run on Route 27 was missed in the survey. (Onboard passenger surveys, boarding and alightings were conducted in March 2019.)

TABLE 12: SoCo Transit Total Average Weekday Passenger Activity by Stop

	Avg Daily			Percent of Total	Rank
	Boardings	Alightings	Total		
Ramona Garden Park	202.6	192.2	394.8	28%	1
Pismo Beach Premium Outlets	131.7	121.3	253.0	18%	2
Walmart Shopping Center	62.2	65.1	127.4	9%	3
Grand & 16th	24.7	22.6	47.3	3%	4
Arroyo Grande High School	22.8	19.7	42.4	3%	5
Highway 1 & 21st	15.7	15.2	30.9	2%	6
Grand & 13th	14.9	14.9	29.8	2%	7
Wilmar & 19th	13.0	9.9	22.9	2%	8
Dolliver & Pomeroy	4.6	17.4	22.0	2%	9
Oceano Airport	11.5	10.0	21.6	2%	10
Grand @ AM PM	11.3	9.6	20.9	2%	11
Elm & Fair Oaks	10.6	10.2	20.8	1%	12
Grand & Elm	9.5	10.0	19.5	1%	13
Dolliver & Hinds	12.4	6.0	18.4	1%	14
James Way & Oak Park	6.9	9.1	16.0	1%	15
Grand & Alder	7.5	8.1	15.6	1%	16
Kmart	0.0	0.0	0.0	0%	72
Highway 1 & 25th St	7.9	5.4	13.3	1%	17
13th & Highway 1	8.1	4.7	12.9	1%	18
Grand & Oak Park	7.4	5.4	12.8	1%	19
Shell Beach & Seaclyff	4.9	7.5	12.4	1%	20
Grand & Branch	4.8	5.7	10.5	1%	21
Oak Park & Long Branch	4.4	5.5	9.9	1%	22
Grand & 7th	2.5	6.8	9.2	1%	23
Arroyo Grande City Hall	3.7	5.2	8.9	1%	24
Elm & The Pike	4.7	3.9	8.6	1%	25
Oak Park & Ramona	1.3	7.0	8.2	1%	26
Highway 1 & 25th	3.5	4.2	7.7	1%	27
Grand & 3rd	3.4	4.3	7.7	1%	28
13th & Belridge	2.1	5.3	7.4	1%	29
Price & Stimson	3.9	2.7	6.6	0%	30
Grand & 2nd	3.8	2.7	6.5	0%	31
6th & Grand	5.2	1.2	6.4	0%	32
Lighthouse Inn North	1.2	5.1	6.4	0%	33
Pismo Coast Village	4.7	1.4	6.2	0%	34
Arroyo Grande Hospital	2.5	3.5	5.9	0%	35
James Way & 4th	1.8	4.1	5.9	0%	36
Grand & Halcyon	3.2	2.6	5.8	0%	37
South County Library	2.9	2.8	5.7	0%	38
Shell Beach & Pier	3.2	2.4	5.7	0%	39
Price & Wadsworth	2.0	3.7	5.6	0%	40
Dolliver & Frady	1.5	4.1	5.6	0%	41
Oak Park & Grand	2.9	2.0	5.0	0%	42
Halcyon Park & Ride	2.2	2.8	4.9	0%	43
13th & Trouville	1.1	3.5	4.6	0%	44
Fair Oaks & Halcyon	2.6	1.9	4.4	0%	45
13th & Mentone	2.3	2.0	4.4	0%	46
Traffic & Firefighters Park	1.9	2.4	4.3	0%	47
Dolliver @ Butterfly Tree	2.2	2.0	4.3	0%	48
19th & Wilmar	1.7	2.5	4.1	0%	49
Dolliver & San Luis	1.6	2.5	4.0	0%	50
Fair Oaks & Traffic Way	1.6	2.2	3.8	0%	51
Oak Park & Newport	1.1	2.6	3.8	0%	52
Price & Hinds	0.5	3.0	3.5	0%	53
Shell Beach & Terrace	1.5	1.9	3.4	0%	54
13th & Long Branch	3.0	0.4	3.4	0%	55
Wilmar & 13th	1.3	1.9	3.2	0%	56
Shell Beach & Cuyama	1.8	1.4	3.2	0%	57
13th & Farroll	1.0	2.1	3.0	0%	58
13th & Messina	1.5	1.1	2.6	0%	59
Price & Harbor View	1.3	1.1	2.3	0%	60
Highway 1 & Le Sage	0.9	1.2	2.1	0%	61
Dolliver & Bay	0.9	1.1	2.0	0%	62
James Way & Ridge	0.6	1.2	1.8	0%	63
Elm & Paul	0.3	1.0	1.3	0%	64
13th & Wilmar	0.9	0.2	1.0	0%	65
Pismo Beach City Hall	0.5	0.4	0.9	0%	66
James Way & Highland	0.4	0.3	0.7	0%	67
Branch & Vernon	0.3	0.4	0.6	0%	68
Mattie & Foothill	0.1	0.2	0.2	0%	69
James Way & Ventana	0.1	0.1	0.2	0%	70
Mattie & Valencia	0.0	0.1	0.1	0%	71

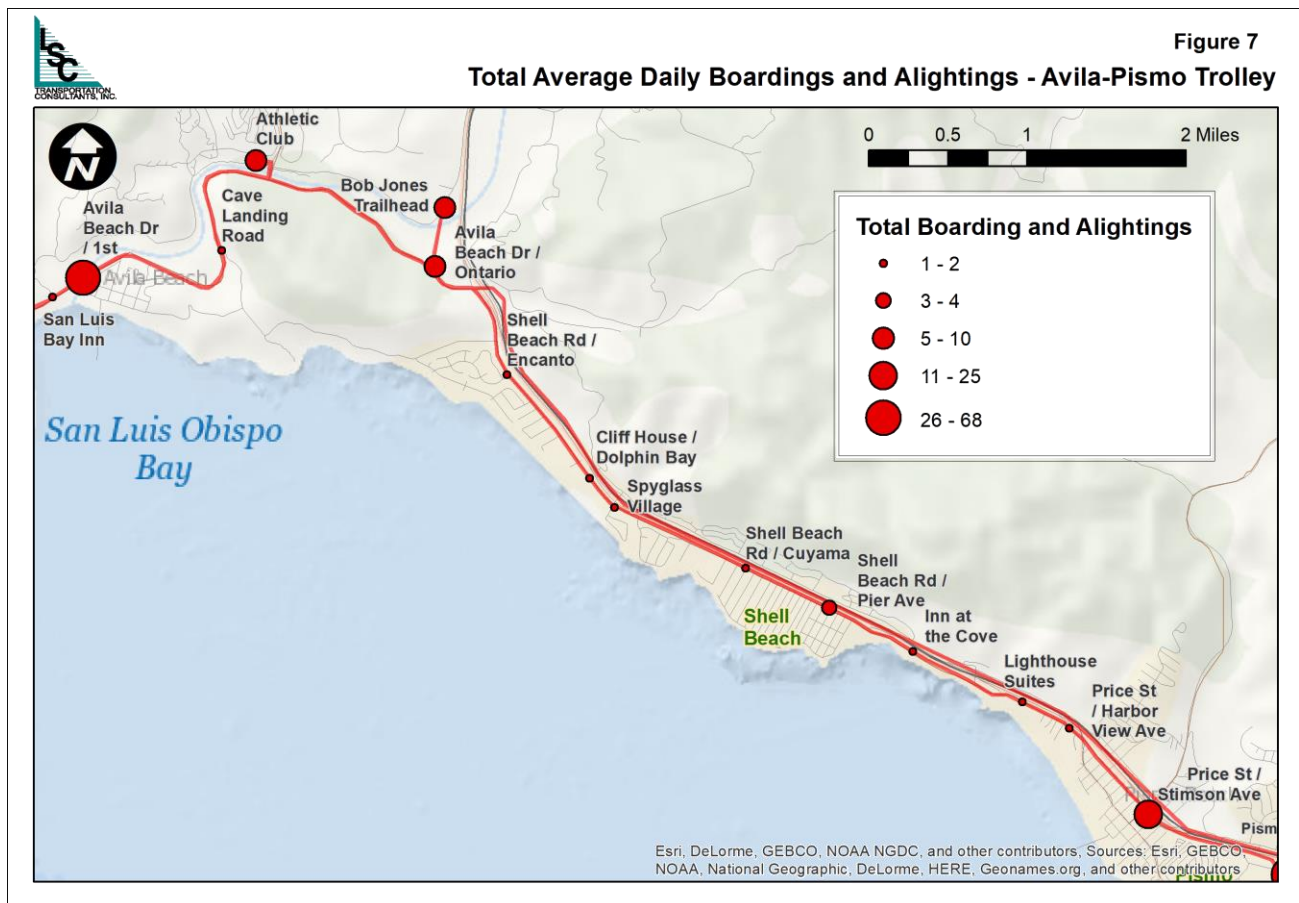
Source: RTA APC data for July 2017 to June 2018.

**TABLE 13: Average Daily Passenger Activity by Stop:
Avila-Pismo Trolley**

Stop	Avg Daily			Percent of Total	Rank
	Boardings	Alightings	Total		
Pismo Beach Premium Outlets	28.0	23.9	51.9	27%	2
James Way & Ventana	0.2	0.2	0.4	0%	20
Avila Hot Springs	5.9	2.5	8.4	4%	5
Ontario & Bob Jones Trail	0.6	3.9	4.5	2%	7
Avila Barn	1.5	4.8	6.3	3%	6
Avila Bay Athletic Club	2.0	2.1	4.1	2%	8
Avila Beach & First	33.5	34.7	68.2	36%	1
Avila Beach & San Luis Bay Inn	0.7	0.8	1.5	1%	14
Port San Luis	9.8	7.8	17.6	9%	3
Avila Beach & Cave Landing	0.2	0.3	0.5	0%	19
Ontario @ Bob Jones Trail	3.2	0.5	3.7	2%	9
Shell Beach & Encanto	0.2	0.5	0.7	0%	18
Shell Beach & Ebb Tide	0.3	0.7	1.0	1%	16
Shell Beach & Cuyama	0.3	0.4	0.8	0%	17
Shell Beach & Seacliff	0.9	0.7	1.6	1%	11
Shell Beach & Terrace	0.2	1.0	1.3	1%	15
Shell Beach & Pier	1.3	0.8	2.1	1%	10
Lighthouse Inn South	0.7	0.9	1.6	1%	12
Price & Dolliver	0.8	0.8	1.6	1%	13
Price & Stimson	4.3	7.3	11.5	6%	4
Grand Total	94.7	94.7	189.3	100%	

Source: RTA APC data for July 2017 to June 2018.

- In total, 42.5 percent of passengers board using a regional fare type. The regional 31-day pass is particularly popular, with 28.5 percent of all passengers using this fare instrument. A substantially higher proportion of passengers on Routes 21 and 24 use regional fares (53.6 percent) compared with passengers on Routes 27 and 28 (30.2 percent), probably reflecting the better connections provided to/from RTA Route 10 by Routes 21 and 24.



- Overall, 35.4 percent of passengers use some form of SoCo Transit pass. SoCo Transit day passes are the most popular (17.3 percent) followed by SoCo Transit 31-day passes (14.2 percent).
- Of the various regional and SoCo Transit pass options, the regional 7-day pass is the least used, representing 1.0 percent of all boardings.
- Other fare options with very low levels of use are the Amtrak transfer passes and Cuesta free passes.
- Overall, only 0.3 percent of boardings were by passengers using a wheelchair. This ranged from a high of 0.6 percent on Route 24 to a low of 0.0 percent (only 1 boarding over the month) on both Routes 21 and 27.
- 4.9 percent of passengers loaded a wheelchair on the bus bike racks. This proportion was highest on Routes 21 (7.6 percent) and Route 24 (5.3 percent), and lowest on Route 27 (2.6 percent).

TABLE 14: SoCo Transit Maximum Passenger Load by Run

					Tripper Bus				
		Route 21		Route 24		Route 27		Route 28	
Run Start Time		6:30 AM	2	6:30 AM	3	6:30 AM	2	6:00 AM	3
		7:00 AM	6	7:00 AM	6	7:30 AM	5	7:07 AM	27
		8:00 AM	9	8:00 AM	7	8:30 AM	3	7:30 AM	3
		9:00 AM	6	9:00 AM	3	9:30 AM	4	8:30 AM	2
		10:00 AM	3	10:00 AM	9	10:30 AM	5	9:30 AM	6
		11:00 AM	7	11:00 AM	8	11:30 AM	4	10:30 AM	3
		12:00 PM	4	12:00 PM	7	12:30 PM	27	11:30 AM	5
		1:00 PM	8	1:00 PM	6	1:30 PM	1	12:30 PM	2
		2:00 PM	9	2:00 PM	9	2:30 PM	2	1:30 PM	5
		3:00 PM	5	3:00 PM	12	3:10 PM	5	2:30 PM	13
		4:00 PM	5	4:00 PM	3	3:30 PM	4	3:30 PM	7
		5:00 PM	6	5:00 PM	5	4:30 PM	1	3:30 PM	6
		6:00 PM	5	6:00 PM	5	5:30 PM	1	5:30 PM	6
		7:00 PM	3	7:00 PM	1	6:30 PM	1	6:30 PM	2
		--	--	--	--	7:30 PM	1	7:30 PM	3
	Maximum		8:00 AM	9	3:00 PM	12	10:30 AM	5	7:07 AM
Maximum Excluding Trippers		8:00 AM	9	3:00 PM	12	10:30 AM	5	2:30 PM	13
Maximum % Load		26%		34%		14%		37%	
Peak Load Point (Excluding Trippers)		Downtown Pismo and Grand E. of Ramona Garden		Premium Outlet to Ramona Garden		13th/Farroll to Ramona Garden		E. Grand/El Camino Real to Oak Park/Newport	
Source: LSC Boarding/Alighting Counts.									

DIAL-A-RIDE PROGRAMS

Dial-A-Ride Performance Analysis

A performance analysis for the four individual Dial-a-Ride services is presented in Table 16. Note that the analysis for the Shandon and Templeton services was for a full year, while the Nipomo and Paso Robles analysis was conducted for a typical month during the school year (October, 2018). A review of these results indicates the following:

- The ridership levels are very different. With only 2 passenger-trips over an entire year, the Shandon Dial-a-Ride had only 0.01 passenger for every day that the service was available, compared with 1.8 for the Templeton DAR, 10.6 for the Paso Robles Dial-a-Ride and 82.3 for the

TABLE 15: SCT Fixed Route Ridership by Fare Type -- October 2018

Fare Type	Total Boarding by Fare Type					Percent by Fare Type				
	Rt 21	Rt 24	Rt 27	Rt 28	TOTAL	Rt 21	Rt 24	Rt 27	Rt 28	TOTAL
Boardings										
Cash Fare - Regular	841	575	604	754	2774	30.7%	18.3%	28.3%	21.9%	24.2%
Cash Fare - Discount	256	288	135	293	972	9.4%	9.2%	6.3%	8.5%	8.5%
Regional Daypass Issued & Used	90	62	39	54	245	3.3%	2.0%	1.8%	1.6%	2.1%
Use of Regional Daypass - Not at Purchase	454	432	88	274	1,248	16.6%	13.8%	4.1%	8.0%	10.9%
Regional 31-Day Pass - Reg	330	435	146	322	1,233	12.1%	13.9%	6.8%	9.4%	10.8%
Regional 31-Day Pass - Discount	632	637	288	467	2,024	23.1%	20.3%	13.5%	13.6%	17.7%
Regional 7-Day Pass	11	55	12	33	111	0.4%	1.8%	0.6%	1.0%	1.0%
SCT 31-Day Pass - Reg	55	89	130	150	424	2.0%	2.8%	6.1%	4.4%	3.7%
SCT 31-Day Pass - Discount	284	232	204	327	1,047	10.4%	7.4%	9.6%	9.5%	9.2%
SCT 20-Day Pass - Regular	13	59	339	157	568	0.5%	1.9%	15.9%	4.6%	5.0%
SCT 20-Day Pass - Discount	7	16	8	6	37	0.3%	0.5%	0.4%	0.2%	0.3%
SCT Daily Pass	219	177	122	261	779	8.0%	5.6%	5.7%	7.6%	6.8%
SCT Daypass Issued & Used - Reg	93	115	152	174	534	3.4%	3.7%	7.1%	5.1%	4.7%
SCT Daypass Issued & Used - Discount	82	174	128	278	662	3.0%	5.6%	6.0%	8.1%	5.8%
Free	64	81	38	88	271	2.3%	2.6%	1.8%	2.6%	2.4%
ADA	44	40	6	33	123	1.6%	1.3%	0.3%	1.0%	1.1%
VIP (Over 75 Years)	121	190	35	123	469	4.4%	6.1%	1.6%	3.6%	4.1%
Single Boarding (Short)	22	39	101	82	244	0.8%	1.2%	4.7%	2.4%	2.1%
Fare Paid by Agency	1	2	0	0	3	0.0%	0.1%	0.0%	0.0%	0.0%
Cuesta	0	2	0	0	2	0.0%	0.1%	0.0%	0.0%	0.0%
Transfer	18	21	3	82	124	0.7%	0.7%	0.1%	2.4%	1.1%
Employee Dependents	5	30	21	13	69	0.2%	1.0%	1.0%	0.4%	0.6%
Amtrak Pass	0	2	0	0	2	0.0%	0.1%	0.0%	0.0%	0.0%
Use of SCT Daypass - Not at Purchase	190	245	271	513	1,219	6.9%	7.8%	12.7%	14.9%	10.7%
Total Boardings by Fare Type	2,735	3,135	2,132	3,439	11,441	100.0%	100.0%	100.0%	100.0%	100.0%
Subtotal - Regional Fare Types	1,517	1,621	573	1,150	4,861	55.5%	51.7%	26.9%	33.4%	42.5%
Subtotal - SCT Passes	753	862	1,083	1,353	4,051	27.5%	27.5%	50.8%	39.3%	35.4%
Other Boarding Activities										
Passenger Using Wheelchair	1	19	1	17	38	0.0%	0.6%	0.0%	0.5%	0.3%
Passenger Loading Bike	195	166	56	142	559	7.1%	5.3%	2.6%	4.1%	4.9%
Use of Stored Value Card	6	13	0	9	19	0.2%	0.4%	0.0%	0.3%	0.2%

Source: RTA APC records for October, 2018.

TABLE 16: Dial-A-Ride Performance Analysis

Input Data	Data Range		Ridership	Service Days	Total Service Miles	Total Revenue Miles	Total Service Hours	Total Revenue Hours	Fare Revenue	Marginal Operating	
	From	To								Cost	Subsidy
Templeton DAR	7/1/2017	6/30/2018	167	61	220	181	60.0	48.4	\$405	\$5,755	\$5,350
Shandon DAR	7/1/2017	6/30/2018	2	153	146	111	4.9	3.7	\$5	\$439	\$434
Nipomo DAR	10/1/2018	10/31/2018	1,892	23	3,288	3,149	442.3	413.2	\$3,402	\$38,423	\$35,021
Paso Robles DAR	10/1/2018	10/31/2018	243	23	1,205	1,130	160.5	132.4	\$560	\$12,710	\$12,150

Performance Analysis	Ridership per Available Service Day	Psgr per Revenue Vehicle-Hour	Psgr per Revenue Vehicle-Mile	Marginal Cost per Psgr	Marginal Subsidy per Psgr
Templeton DAR	1.8	3.45	0.92	\$34	\$32
Shandon DAR	0.01	0.54	0.02	\$220	\$217
Nipomo DAR	82.3	4.58	0.60	\$20	\$19
Paso Robles DAR	10.6	1.84	0.22	\$52	\$50

Source: RouteMatch Productivity by Service reports.

Nipomo Dial-a-Ride. The relatively high level for the Nipomo service is a reflection of the concentration of ridership generated by the schools.

- The passenger-trips per revenue vehicle-hour (“productivity”) is highest for the Nipomo Dial-a-Ride at 4.6, followed by 3.5 for the Templeton Dial-a-Ride, 1.8 for the Paso Robles Dial-a-Ride and only 0.5 for the Shandon Dial-a-Ride.
- The Templeton Dial-a-Ride is the most productive on a per-revenue-mile basis at 0.92, reflecting the short length of travel while the passengers are on the vehicle. This is followed by the Nipomo service at 0.60, the Paso Robles service at 0.22 and the Shandon service at 0.02.
- Costs for the individual services were calculated at the marginal rate of \$119 per revenue hour for the Shandon and Templeton services (reflecting relatively long trips in for both revenue and deadhead elements), \$96 for the Paso Robles service and \$93 for the Nipomo service. The marginal cost per passenger-trip is “best” (lowest) for the Nipomo Dial-a-Ride at \$20 and highest for the Shandon Dial-a-Ride at \$220.
- Subtracting passenger fare revenues, the marginal operating subsidy per passenger-trip is best for the Nipomo Dial-a-Ride at \$19, followed by \$32 for the Templeton Dial-a-Ride, \$50 for the Paso Robles Dial-a-Ride and reaching \$217 for the Shandon Dial-a-Ride.

Overall, these results reflect the very different functions of the Dial-a-Ride programs. The Nipomo Dial-a-Ride provides elementary school transportation, which tends to improve the performance results by concentrating trips into a “many to one” pattern that is more efficient than a “one to one” dispersed pattern, as well as a modest level of general Dial-a-Ride trips around a core area. The Paso Robles Dial-a-Ride does not serve any significant number of student trips but instead serves “one to one” trips over a larger area, which inherently tends to result in lower performance results. Finally, the Templeton and Shandon Dial-a-Ride services are “lifeline” in nature, serving very occasional trips that cannot be accommodated in other ways. Given this sporadic trip pattern and long travel distances (either in revenue service or deadheading), the performance of these rural Dial-a-Ride services is poorer.

Dial-A-Ride Ridership Patterns

Nipomo Dial-A-Ride

A detailed analysis of ridership records for October 2018 was conducted to provide additional information on the use patterns of the service.

Ridership by Day of Week

Table 17 presents the average ridership by day of week. This data was also categorized by full school days versus minimum school days (a total of five minimum school days). As shown, the highest

passenger activity was on Friday on the full school days and Wednesday on the minimum school days. Ridership on the minimum school days was observed to be 5 to 10 percent above the average full school day.

TABLE 17: Nipomo DAR Ridership by Day of Week				
	Full School Day	Minimum School Day	Percent of Average Full School Day	
			Full School Day	Minimum School Day
Monday	87	--	97%	--
Tuesday	90	94	100%	105%
Wednesday	84	99	94%	110%
Thursday	88	94	98%	105%
Friday	99	--	110%	--
<i>Note: For Oct 1 to 26, 2018. All weekdays were full or minimum school days.</i> <i>Source: SoCo Transit Dial-a-Ride Ridership Reports.</i>				

Ridership by Hour

The average passenger boardings by hour for both full school days and minimum school days is shown in Table 18 and depicted in Figure 8. This reflects the strong concentration in ridership during the school bell times: the 8:00 AM hour and 3:00 PM hour on the full school days and in the 8:00 AM hour and 12:00 PM (noon) hour on minimum days.

School Trip Passenger Rosters

RTA maintains a passenger roster for students attending the three elementary schools in Nipomo (Nipomo, Dorothea Lange and Dana). All requests for Nipomo Elementary and Dorothea Lane Elementary can be accommodated within the van capacity but a waiting list is maintained for Dana Elementary students.

Passenger Trip Origin / Destination Patterns

The monthly trip logs were analyzed to tally the trip origins versus destination pairs. The results are presented in Table 19 and plotted in Figure 9. A review of this data indicates the following:

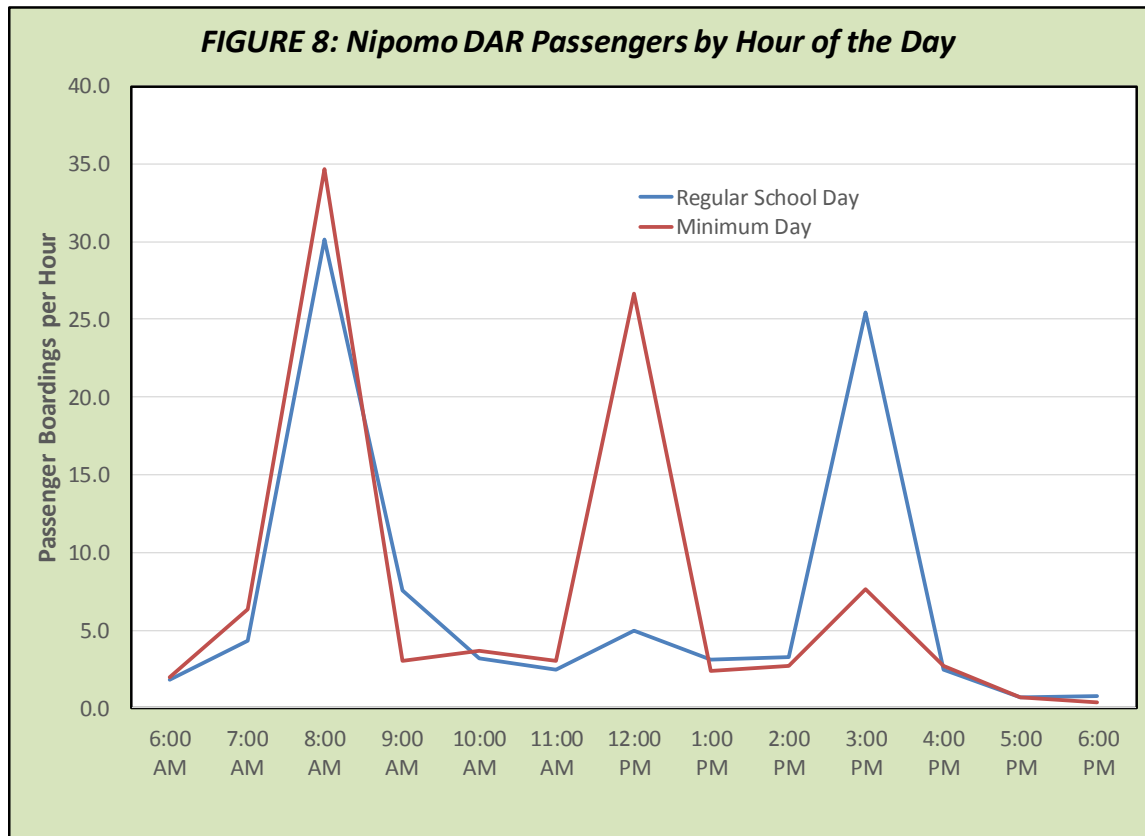
TABLE 18: Nipomo DAR Average Boardings by Hour

	Regular School Day	Minimum Day
6:00 AM	1.8	2.0
7:00 AM	4.3	6.3
8:00 AM	30.1	34.7
9:00 AM	7.6	3.0
10:00 AM	3.2	3.7
11:00 AM	2.5	3.0
12:00 PM	4.9	26.7
1:00 PM	3.1	2.3
2:00 PM	3.3	2.7
3:00 PM	25.4	7.7
4:00 PM	2.5	2.7
5:00 PM	0.6	0.7
6:00 PM	0.8	0.3

Note: For Oct 1 to 26, 2018. All weekdays were full or minimum school days.

Source: SoCo Transit Nipomo DAR Boarding Analysis, 2018.

- Of all trips, the elementary schools are the origin or destination of the following proportion of all trips:
 - Dana Elementary—40 percent of all trips
 - Nipomo Elementary—34 percent of all trips
 - Dorothea Lang Elementary—5 percent of all trips
 - In total, 79 percent of all trips are to/from the elementary schools.
- Trips not made to the elementary schools total an average of 18.6 one-way passenger-trips per day.
- No strong pattern was found in the trips not to or from the elementary schools.
- While service is available to a broader area, all trips in October 2018 occurred to and from locations in the central portion of Nipomo south of Sandydale Drive.



Paso Robles Dial-A-Ride Trip Patterns

Ridership pattern data for the Paso Robles Dial-A-Ride, as shown in Table 20, were also analyzed for October 2018 (1st to 26th). The analysis provided the following highlights:

- A total of 197 passenger-trips were served over this period.
- As shown ridership was highest on Thursday (11.5 passenger-trips per day) and Friday (11.3), and lowest on Wednesday (8.0) followed by Monday (8.3).

Average boardings in each hour were highest in the 10:00 AM hour, as shown in Table 21, with 2.0 passenger-trips. Ridership was at least 1.2 passenger-trips per hour in each of the scheduled hours, with a few trips (6 over the 20 days) served after the formal 1:00 PM end of scheduled service due to delays. Ridership within the scheduled hours is lowest in the 7:00 AM hour, at 1.2 boardings per hour.

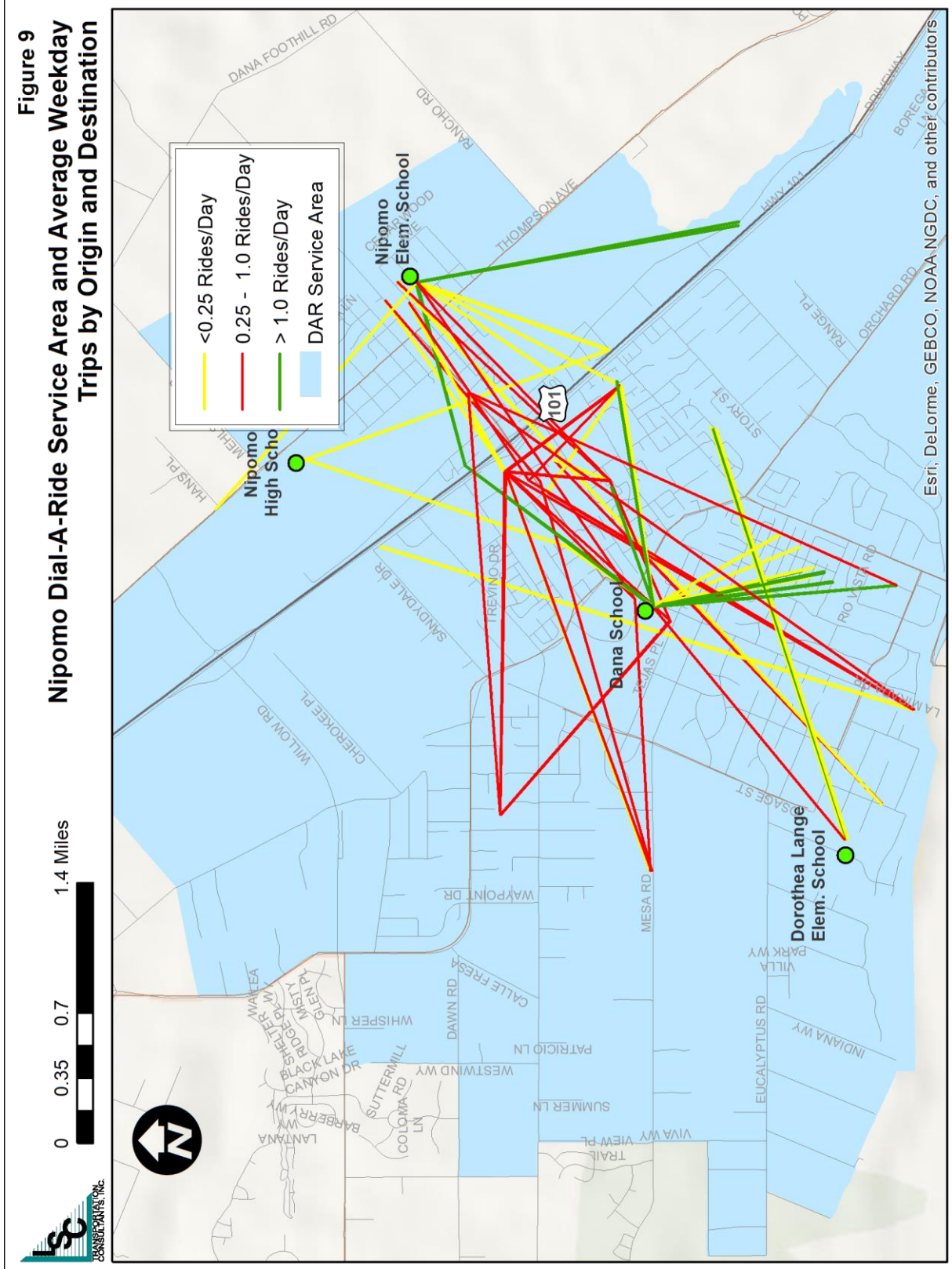
- Table 22 and Figure 10 show the distribution of individual passenger-trip origin vs. destination pairs. Overall travel patterns are very dispersed, with no specific location generation more than 1 trip origin or destination per day (20 over the 20 service-days analyzed).

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Figure 9
Nipomo Dial-A-Ride Service Area and Average Weekday
Trips by Origin and Destination



Esri, DeLorme, GEBCO, NOAA-NGDC, and other contributors

TABLE 20: Paso Robles DAR by Day of Week

	Average Ridership	Percent of Average
Monday	8.3	84%
Tuesday	10.3	104%
Wednesday	8.0	81%
Thursday	11.5	117%
Friday	11.3	114%
Note: For Oct 1 to 26, 2018.		

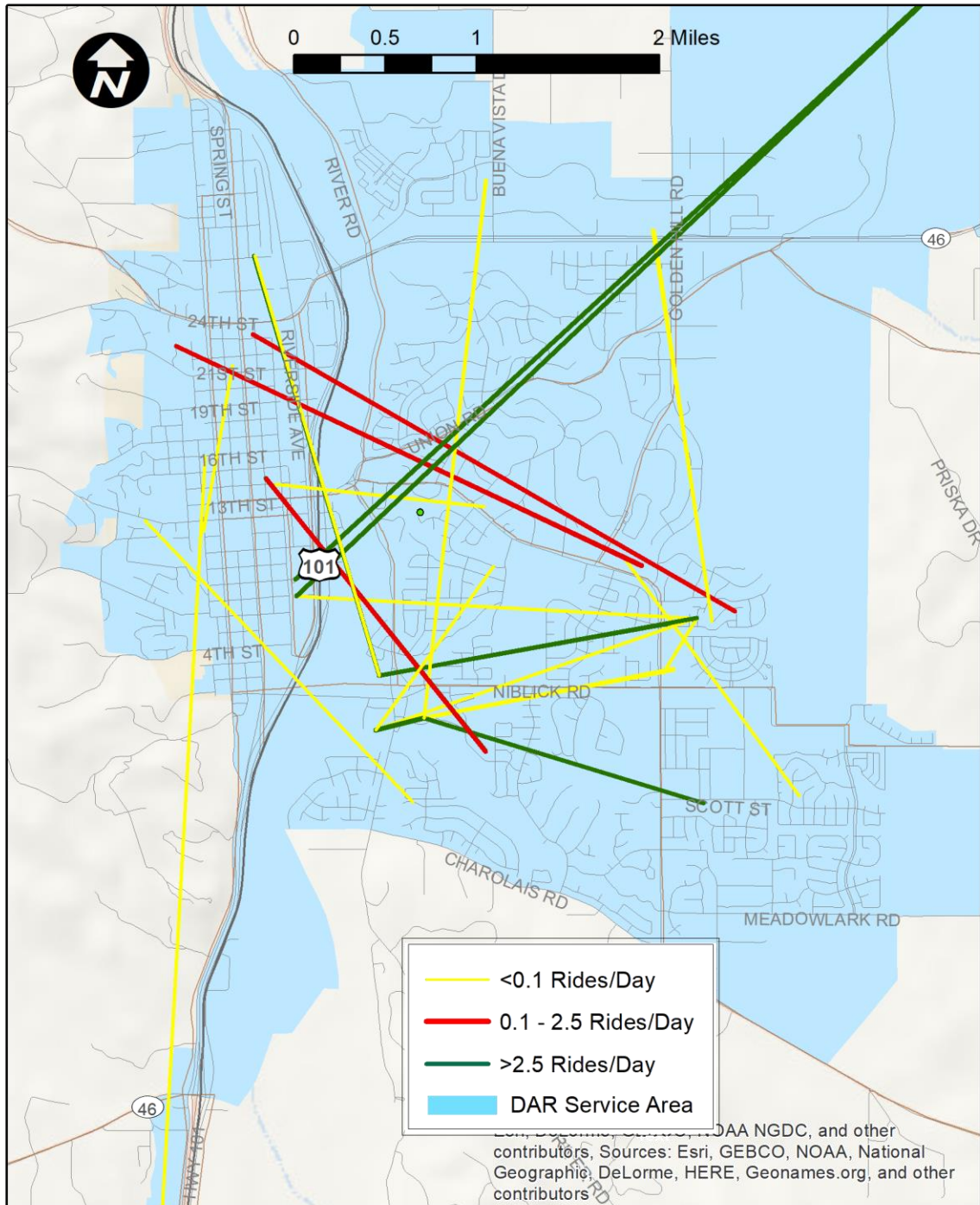
TABLE 21: Paso Robles DAR Average Boardings by Hour

Hour Beginning	Hourly Boardings	Percent of Peak
7:00 AM	1.2	58%
8:00 AM	1.5	75%
9:00 AM	1.8	88%
10:00 AM	2.0	100%
11:00 AM	1.8	88%
12:00 PM	1.4	70%
1:00 PM	0.3	15%
Note: For Oct 1 to 26, 2018.		

October 1 to 26, 2018 (20 Service Days)

TRIP DESTINATION

Figure 10
Paso Robles Dial-A-Ride Service Area and
Average Weekday Trips by Origin & Destination



Templeton Dial-A-Ride Trip Patterns

Trips on the Templeton Dial-a-Ride service are largely between residences in Templeton and the medical facilities at or near the Twin Cities Community Hospital. This typically consists of one passenger being provided with a round-trip on a day when any service is requested.

Shandon Dial-A-Ride Trip Patterns

The two individual passenger-trips served over the FY 2017/18 fiscal year consisted of trips between a Shandon residence and Paso Robles or Templeton.

Dial-A-Ride On-Time Performance

A summary of on-time performance of the four Dial-a-Ride services over a 9 month period is presented in Table 23. As shown, all four services are easily meeting the existing standard that at least 95 percent of runs are served within 30 minutes of the scheduled pick-up time. This actual percentage is at least 99 percent on all services. At least 97 percent of pick-ups occur at the specific scheduled time on the Nipomo, Shandon and Templeton Dial-a-Ride services. Performance of the Paso Robles Dial-a-Ride is poorer with 83 percent occurring at the specific scheduled time, 0.8 percent occurring late and 16.2 percent occurring early, but 99 percent are still within 30 minutes of the scheduled time and 93.1 percent are within 10 minutes.

Dial-A-Ride No-Show and Late Cancellation Rates

An important factor in the operation of a demand-response service is the proportion of passenger-trips that are “no shows” (are not available for travel at the scheduled pick-up time, thereby wasting resources) or cancel a reservation too late for the driver and vehicle to be scheduled to serve another passenger (within 2 hours of the reservation time). These rates are shown in Table 24. The cancellation rate is highest (10.9 percent) for the Templeton Dial-a-Ride, though fortunately this does not reflect a high number of trips. Late cancellations are also relatively high (3.9 percent) on the Paso Robles Dial-a-Ride.

No-show passengers are concentrated on the Nipomo Dial-a-Ride service, where 10.5 percent of trips are no-shows. A review of trip patterns indicates that the large majority of these are students. As there are typically other students in the same vicinity that are not no-shows, trips are still productive and this results in a smaller impact on overall operations than would otherwise be the case. However, these no-shows still take up capacity that could otherwise be used for other passengers on the waiting list, and as a result RTA does monitor and enforce passenger policies to curb this problem. The Templeton Dial-a-Ride also has a relatively high no-show rate of 6.0 percent, though this average only 1 such trip per month on average. As a point of comparison, no-show rates on public DAR typically are between 2.5 and 3.0 percent.

TABLE 23: Summary of On-Time Performance for Dial-A-Rides

For all trips July 2018 through March 2019

		Nipomo	Paso Robles	Shandon	Templeton
		DAR	DAR	DAR	DAR
EARLY	>30	0.4%	0.8%	0.0%	0.0%
	26-30	0.0%	0.3%	0.0%	0.0%
	21-25	0.0%	0.7%	0.0%	0.0%
	16-20	0.1%	1.1%	0.0%	0.0%
	11-15	0.2%	2.4%	0.0%	0.0%
	6-10	0.2%	5.9%	0.0%	0.0%
	1-5	0.4%	5.0%	0.0%	0.0%
On-Time		97.4%	83.0%	100.0%	97.4%
LATE	1-5	0.4%	0.2%	0.0%	0.0%
	6-10	0.3%	0.1%	0.0%	0.0%
	11-15	0.1%	0.1%	0.0%	2.6%
	16-20	0.1%	0.0%	0.0%	0.0%
	21-25	0.0%	0.1%	0.0%	0.0%
	26-30	0.0%	0.1%	0.0%	0.0%
	>30	0.3%	0.2%	0.0%	0.0%
On-Time Window		95% Within 30 Minutes of Scheduled Time			
Percent in On-Time Window		99.3%	99.0%	100.0%	100.0%
Source: Routematch reports.					

TABLE 24: Dial-A-Ride Cancellation and No Show Rates

	Data Range		Ridership	Late Cancellations		No Shows	
	From	To		#	Rate	#	Rate
Templeton DAR	7/1/2017	6/30/2018	167	22	10.9%	12	6.0%
Shandon DAR	7/1/2017	6/30/2018	2	0	0.0%	0	0.0%
Nipomo DAR	10/1/2018	10/31/2018	1,892	44	2.0%	227	10.5%
Paso Robles DAR	10/1/2018	10/31/2018	243	10	3.9%	6	2.3%
Source: RouteMatch Productivity by Service reports.							

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Chapter 3

Peer System Analysis

A “peer analysis” is a useful tool in comparing a transit program with other, similar programs. This provides good context for the ridership and performance figures and helps in identifying areas of relative strength and weaknesses. This discussion first presents the peer systems selected for comparison, followed by the data and analysis.

FIXED ROUTE TRANSIT PEER OPERATORS

Table 25 displays operating data for five municipally operated transit systems servicing similar areas. These operators were chosen based on the following characteristics:

- Service areas with similar population (50,000 to 90,000).
- Service areas of that range between 10 to 22 square miles. SoCo Transit serves 15 square miles.
- Absence of a major university or four-year college.
- A location not immediately adjacent to a major metropolitan area.
- A service area located within California.

A brief overview of each California-based peer transit system is as follows:

- **Lompoc Transit**—The City Lompoc is a coastal town located 27 miles south of Santa Maria. Lompoc Transit serves a population of 55,666 people with four routes operating weekdays between 6:30 AM and 7:00 PM and Saturdays between 9:00 AM and 5:00 PM.
- **Petaluma Transit**—The City of Petaluma is located approximately 40 miles north of San Francisco. Petaluma Transit serves a population of 60,530 people with six routes. They provide service seven days per week with hours of operation Monday through Friday between 6:30 AM and 8:22 PM, Saturdays between 7:30 AM and 7:52 PM, and Sundays between 8:30 AM and 4:52 PM.
- **Delano Area Rapid Transit (DART)**—The City of Delano is 30 miles north of Bakersfield. DART provides service to a population of 54,372 people along four routes. Hours of service include weekdays between 7:00 AM and 5:00 PM and Saturdays between 8:30 AM 4:00 PM. Bus routes operate every 30 minutes from the central Delano Station.

TABLE 25: SoCo Transit Fixed Route Peer Analysis

Transit System	Input Data							
	Service Area Population	Annual Ridership	Vehicle Revenue Miles	Vehicle Revenue Hours	Square Miles of Service	Annual Operating Costs	Fare Revenues	Peak Buses in Service
SoCo Transit	51,878	154,655	217,895	14,493	15	\$1,322,452	\$162,511	5
Lompoc Transit (COLT)	55,666	93,528	212,083	16,034	11	\$1,056,318	\$140,090	8
Petaluma Transit	60,530	343,616	246,443	19,797	12	\$1,749,315	\$221,598	14
Delano Area Rapid Transit (DART)	54,372	101,416	131,275	10,250	10	\$876,916	\$77,169	4
City of Lodi	68,738	272,990	259,734	22,511	16	\$1,944,395	\$156,811	8
City of Porterville	70,272	620,420	701,880	50,183	21	\$3,270,987	\$524,987	9
City of Turlock Transit	87,867	117,295	390,710	24,695	22	\$1,011,912	\$65,549	6
Peer Average	66,241	258,211	323,688	23,912	15.3	\$1,651,641	\$197,701	8
SoCo Transit Percent of Peer Average	-22%	-40%	-33%	-39%	-2%	-20%	-18%	-39%
SoCo Transit Ranking (1 = Highest)	7	4	5	6	4	4	3	6

	Performance Measures							
	Annual Vehicle Service Hours per Capita	Annual Ridership per Capita	Passengers per Vehicle-Hour	Passengers per Mile	Operating Cost per Hour	Cost per Psgr-Trip	Subsidy Per Psgr-Trip	Farebox Ratio
SoCo Transit	0.28	2.98	10.7	0.71	\$91.25	\$8.55	\$7.50	12%
Lompoc Transit (COLT)	0.29	1.68	5.8	0.44	\$65.88	\$11.29	\$9.80	13%
Petaluma Transit	0.33	5.68	17.4	1.39	\$88.36	\$5.09	\$4.45	13%
Delano Area Rapid Transit (DART)	0.19	1.87	9.9	0.77	\$85.55	\$8.65	\$7.89	9%
City of Lodi	0.33	3.97	12.1	1.05	\$86.38	\$7.12	\$6.55	8%
City of Porterville	0.71	8.83	12.4	0.88	\$65.18	\$5.27	\$4.43	16%
City of Turlock Transit	0.28	1.33	4.7	0.30	\$40.98	\$8.63	\$8.07	6%
Peer Average	0.35	3.89	10.4	0.81	\$72.05	\$7.68	\$6.86	11%
SoCo Transit Percent of Peer Average	-21%	-23%	3%	-12%	27%	11%	9%	13%
SoCo Transit Ranking (1=Best)	6	4	4	5	7	4	4	4

Source: NTD Profile Summaries, Fiscal Year 2017-18

- City of Lodi Transit: The Grapeline**—The City of Lodi is located 40 miles south of Sacramento. The Grapeline provides five routes and serves a population of 68,738 people. Hours of service include weekdays and Saturdays between 6:30 AM and 7:20 PM and Sundays between 7:30 AM and 9:20 PM.
- Porterville Transit**—The City of Porterville is located 51 miles north of Bakersfield. Porterville Transit operates nine routes on weekdays between 6:00 AM and 10:15 PM, Saturdays between 8:00 AM and 10:15 PM and Sundays between 8:00 AM and 6:05 PM.
- City of Turlock Transit** – The City of Turlock is located 15 miles south from Modesto, California. This system provides service on weekdays between 6:00 AM and 8:55 PM and Saturdays from 9:10 AM to 6:55 PM. The system runs six routes that pulse from a central Turlock Regional Transit Center every 30 minutes.

The Simi Valley and City of Visalia transit systems were also considered but ultimately not included in the peer analysis due to their service area populations being over 120,000 people.

Transit system data was collected for fiscal year 2017/18 (the most recent year with audited data available). As shown in the top of Table 25, the SoCo Transit program has the smallest service area population of the six peer systems (though only 2,494 people less than Delano Area Rapid Transit). It

also has a relatively small fixed route transit program, ranking sixth in terms of annual vehicle-service hours and peak buses in operation and fifth in terms of annual vehicle-miles.

The bottom portion of Table 25 presents a performance analysis of the various peer systems. A review of this indicates the following:

- The **operating cost per vehicle-hour of service** ranges between \$40.98 for Turlock Transit and \$91.25 for SoCo Transit. SoCo Transit costs are approximately 27 percent higher than the peer average of \$72.05. However, this hourly cost is only approximately \$3 higher than Petaluma Transit.
- The **annual vehicle service hours per capita** provided by SoCo Transit is 0.28. With a peer average of 0.35, SoCo Transit is 21 percent below the peer average. (Note that the SoCo Transit service area is also served by RTA Route 10, which is not included in this figure.) This indicates that the SoCo Transit program is in line with the other peer communities, although on the low side.
- SoCo Transit fixed route service generates a good number of **passenger trips per vehicle-hour of service** (also known as the service productivity). At 10.7, this figure is 3 percent above the peer average.
- SoCo Transit serves a relatively average to low number of **passenger-trips per vehicle-mile of service**, coming in just behind DART at 12 percent below the peer average.
- The use of public transit in the South County region ranks fourth at 2.98 **transit trips per person per year**.
- SoCo Transit's fixed route **cost per passenger-trip** of \$8.55 is just over the peer average (\$7.68) by 11 percent.
- An important measure of a transit service is the operating subsidy (costs minus passenger fares) per passenger-trip. This compares the key public "input" to a transit program (public funding) to the key desired "output" (passenger-trips). SoCo Transit ranks fourth of the six peer systems by this measure, as it requires \$7.50 compared to a range of the peers between \$4.43 and \$9.80.
- Finally, the "farebox ratio" is the proportion of operating costs that are covered by the passenger fares. The peer systems range from a low of 6 percent in Turlock to a high of 16 percent in Porterville. The SoCo Transit fixed routes generate a figure of 12 percent, slightly above the average of 11 percent.

Overall, these figures reflect well on the cost-efficiency of the SoCo Transit program (particularly given the relatively high wage rates along the West Coast). The relatively low vehicle-hours per capita, average

vehicle service-hours per capita and above average passengers per vehicle-hour indicate that service could be modified while still resulting in transit figures that stay well within those of the peer systems.

DIAL-A-RIDE TRANSIT PEER OPERATORS

A similar peer analysis was conducted for the demand response paratransit services operated in each community. As shown in the top portion of Table 26, a review of the characteristics of the various services indicates the following:

- Service levels are relatively moderate with annual vehicle service-hours 11 percent below the average and service-miles 25 percent more than the average.
- Annual operating costs and fare revenues are also relatively low. RTA operating costs rank third compared to the operating costs of similar systems with fare revenue ranking fourth.
- Annual RTA Dial-a-Ride ridership ranks third out of the six systems, even with an annual ridership that is greater than the peer average.
- The **operating cost per passenger-trip** for RTA Dial-a-Ride is \$28.90, making it the lowest of the peer systems, fully 36 percent below the peer average of \$44.89.
- RTA Dial-a-Ride ranks first of the peers with regards to the lowest **subsidy per passenger-trip**, requiring \$27.02 compared to a peer average of \$42.52.
- The **farebox ratio** for RTA Dial-a-Ride is 7 percent. This is 22 percent more than the peer average of 5 percent.

Overall, this analysis indicates that the RTA Dial-a-Ride is very efficient with regards to the costs of serving paratransit passengers with operating costs and subsidy per trip much lower than the peer average. This is a result of relatively high passenger-trips per service-hour (tied for second from the highest) and relatively low cost per service-hour (second from the lowest).

In review of these results, it should be kept in mind that the goal of a paratransit program is typically not to maximize ridership. As the cost to serve a passenger-trip on a paratransit service is much higher than fixed route services (approximately 4 times, in the case of the RTA Dial-a-Ride program), the goal of a paratransit program is to fully serve those persons in need of door-to-door service at a high quality rather than maximizing ridership.

TABLE 26: RTA Dial-a-Ride Peer Analysis

Transit System	Input Data							
	Service Area Population	Annual Ridership	Vehicle Revenue Miles	Vehicle Revenue Hours	Square Miles of Service	Annual Operating Costs	Fare Revenues	Peak Buses in Service
Nipomo Dial-a-Ride	16,117	15,467	33,288	4,128	8	\$397,013	\$27,810	1
Paso Robles Dial-a-Ride	32,446	2,861	11,575	1,391	12	\$131,333	\$6,598	1
Shandon / Templeton Dial-a-Ride	18,408	169	292	52	6	\$6,194	\$410	2
RTA Dial-a-Ride Total	51,878	18,497	50,210	5,571	26	\$534,540	\$34,818	4
Lompoc Transit (COLT)	55,666	7,983	36,849	4,570	11	\$285,235	\$14,489	2
Petaluma Transit	60,530	19,421	75,496	9,251	12	\$906,039	\$43,277	7
Delano Area Rapid Transit (DART)	54,372	14,502	49,693	6,608	10	\$688,403	\$47,203	4
City of Lodi	68,738	32,485	11,706	12,074	16	\$1,289,341	\$63,407	6
City of Porterville	70,272	10,480	39,256	2,384	21	\$584,179	\$20,817	3
City of Turlock Transit	87,867	8,706	28,873	2,609	22	\$383,708	\$26,206	4
Peer Average	66,241	15,596	40,312	6,249	15	\$689,484	\$35,900	4.3
RTA Dial-a-Ride Percent of Peer Average	-22%	19%	25%	-11%	70%	-22%	-3%	-8%
RTA Dial-a-Ride Ranking (1 = Highest)	7	3	2	4	1	3	4	3

	Performance Measures							
	Annual Vehicle Service Hours per Capita	Annual Ridership per Capita	Passengers per Vehicle-Hour	Passengers per Mile	Operating Cost per Hour	Cost per Psgr-Trip	Subsidy Per Psgr-Trip	Farebox Ratio
Nipomo Dial-a-Ride	0.26	0.96	3.7	0.46	\$96.18	\$25.67	\$23.87	7%
Paso Robles Dial-a-Ride	0.04	0.09	2.1	0.25	\$94.42	\$45.90	\$43.60	5%
Shandon / Templeton Dial-a-Ride	0.00	0.01	3.2	0.58	\$118.89	\$36.65	\$34.22	7%
RTA Dial-a-Ride Total	0.11	0.36	3.3	0.37	\$95.95	\$28.90	\$27.02	7%
Lompoc Transit (COLT)	0.08	0.14	1.7	0.22	\$62.41	\$35.73	\$33.92	5%
Petaluma Transit	0.15	0.32	2.1	0.26	\$97.94	\$46.65	\$44.42	5%
Delano Area Rapid Transit (DART)	0.12	0.27	2.2	0.29	\$104.18	\$47.47	\$44.21	7%
City of Lodi	0.18	0.47	2.7	2.78	\$106.79	\$39.69	\$37.74	5%
City of Porterville	0.03	0.15	4.4	0.27	\$245.04	\$55.74	\$53.76	4%
City of Turlock Transit	0.03	0.10	3.3	0.30	\$147.07	\$44.07	\$41.06	7%
Peer Average	0.10	0.24	2.7	0.68	\$127.24	\$44.89	\$42.52	5%
RTA Dial-a-Ride Percent of Peer Average	8%	47%	21%	-46%	-25%	-36%	-36%	22%
RTA Dial-a-Ride Ranking (1=Best)	4	2	3	2	2	1	1	3

Source: NTD Profile Summaries, Fiscal Year 2017-18.

The peer performance analysis for the demand response services shown in the bottom portion of Table 26 indicates the following:

- RTA Dial-a-Ride is relatively cost-efficient, ranking second with regards to the **operating cost per vehicle service-hour** and 25 percent below the peer average.
- The **annual ridership per capita**, at 0.36 trips per person per year, is 47 percent greater than the peer average.
- The productivity (**passenger-trips per vehicle service-hour**) of RTA Dial-a-Ride ranks third of all the peers at 3.3 passengers per hour. This is 21 percent higher than the peer average of 2.7.
- Similarly, the **passengers per vehicle service-mile** (0.37) ranks second of the peers and is 46 percent less than the peer average of 0.68.

PEER FARE COMPARISON

As part of the peer analysis, a comparison of the fares charged on the various fixed-route systems was also conducted as shown in Table 27:

- The “base” one-way full fare is \$1.50 for three of the six peer systems with the Delano Area Rapid Transit service charging the highest fare at \$2.25.
- Four of the systems (including SoCo Transit) charge a \$0.75 fare for seniors, persons with disabilities and persons showing a Medicare card. The exceptions are the Petaluma Transit system (\$0.60) and the Delano Area Rapid Transit (\$1.25).
- Three of the systems provide a day pass (good for unlimited rides over the course of a day) as does SoCo Transit. A regional day pass is also available for travel throughout the county.
- Three of the six peer systems offer a multi-day bus pass, which SoCo Transit also offers.
- With the exception of Delano Area Rapid Transit, all of the peer systems offer a monthly pass (including SoCo Transit). At \$37.00 for the general public (and \$18.50 for seniors and persons with disabilities), SoCo Transit’s monthly pass is the second to the least expensive. The most expensive monthly pass is for City of Turlock Transit (\$50.00).
- Four of the six peer systems provide free transfers.

Overall, transit fares in South County are consistent with its peers with regards to the one-way fare and generally consistent with its peers regarding the paratransit fare. This indicates that, if additional passenger revenues are needed, consideration should be given to raising the monthly and/or day pass rate.

TABLE 27: SoCo Transit Fare Peer Comparison

	One-Way Fare			General Day Pass	Multi-Ride Pass (Fare per Ride)	Monthly Pass			Free Transfers?	ADA Paratransit Fare
	General Public	Senior, Disabled, Medicare	Youth or Student			General Public	Senior, Disabled, Medicare	Youth or Student		
SoCo Transit	\$1.50	\$0.75	-	\$3.00	\$1.20	\$37.00	\$18.50	-	No	\$2.50
Lompoc Transit (COLT)	\$1.25	\$0.60	-	-	\$1.13	\$40.00	\$15.00	\$30.00	No	\$4.00
Petaluma Transit	\$1.50	\$0.75	\$1.00	-	-	\$30.00	\$15.00	\$20.00	Yes	\$3.00
Delano Area Rapid Transit (DART)	\$2.25	\$1.25	-	\$6.00	\$1.50	-	-	-	Yes	\$1.75
City of Lodi	\$1.25	\$0.60	-	-	\$1.25	\$44.00	\$22.00	-	Yes	\$2.00
City of Porterville	\$1.50	\$0.75	-	\$3.00	-	\$40.00	\$20.00	\$25.00	No	\$2.50
City of Turlock Transit	\$1.50	\$0.75	\$1.50	\$3.50	-	\$50.00	\$25.00	\$40.00	Yes	\$2.50
Peer Average	\$1.54	0.78	\$1.25	\$4.17	\$1.29	\$40.80	\$19.40	\$28.75	-	\$2.63

Source: Transit System Websites, Accessed May, 2019.

Chapter 4

Demographic Analysis

DEMOGRAPHIC AND TRANSIT STANDARDS ANALYSIS

Public transportation is an important service in the southern region of San Luis Obispo County. Transit services provide mobility to residents, including access to important educational, medical, recreational, social and economic services. In addition to being important to residential quality of life, public transit services assist in supporting educational programs, public and private employers and social service programs throughout the region.

Transit Dependent Populations

A review of current population and demographic characteristics by census tract is discussed below and shown in Table 28. Data from the *2013-2017 American Community Survey* is provided for each of the population subsets that are considered to be “transit dependent.” In other words, these groups tend to rely more frequently on public transportation for their mobility needs based on age, income status or lack of private vehicles available to them. Understanding the population trends, as well as where these transit-dependent populations are located, transit can help service providers better define transit needs and determine if the transit program is serving these groups. Population and demographics characteristics are represented by fixed route and dial-a-ride service areas. Demographic data mapping for the dial-a-ride services can be found in the *2016 San Luis Obispo Regional Transportation Authority Short Range Transit Plan*.

Youth (5 to 17 years old)

For the purposes of this study, the youth population is defined as persons who are between 5 and 17 years of age. The study area as a whole has a total youth population of 14 percent. The highest youth concentrations, as shown in Figure 11, are located within the eastern portions of Grover Beach (17.8 percent, Oceano (16.3 percent), and the downtown area of Arroyo Grande (14.6 percent). Both census tract areas of Nipomo have high rates of youth populations as well, at 15 percent and 17.7 percent.

Senior (65 and Over)

Another important group to consider for transit services is the senior population, defined as persons age 65 and older. The total senior population within the study area is 11,097, which is 21.4 percent of the total population. The highest concentrations of senior persons are shown in Figure 12. These larger senior populations are located within the eastern areas of Pismo Beach (33.3 percent), the southeast

TABLE 28: Population Demographics for South San Luis Obispo County

Census Tract	Description	Total Population	Youth (Ages 5-17)		Senior (Ages 65 & older)		Low Income		Disabled		Zero Vehicle Households		
			#	% of Census Tract	#	% of Census Tract	#	% of Census Tract	#	% of Census Tract	Total Households	% of Households	
Fixed Route Service Areas													
116	Avila Beach	3,898	538	13.8%	1131	29.0%	166	4.3%	492	12.6%	2,229	9	0.4%
117.01	Pismo Beach - East	4,301	299	7.0%	1432	33.3%	283	6.6%	711	16.5%	2,926	198	6.8%
117.04	Pismo Beach - West	3,718	302	8.1%	920	24.7%	397	10.7%	346	9.3%	2,669	64	2.4%
118	Arroyo Grande - Village	7,372	1078	14.6%	1955	26.5%	385	5.2%	946	12.8%	3,167	76	2.4%
119.01	Arroyo Grande - Southeast	3,164	414	13.1%	919	29.0%	245	7.7%	430	13.6%	1,453	18	1.2%
119.02	Arroyo Grande - Southwest	8,663	1258	14.5%	1538	17.8%	495	5.7%	801	9.2%	3,730	228	6.1%
120	Grover Beach - East	7,883	1402	17.8%	993	12.6%	1220	15.5%	1132	14.4%	3,136	114	3.6%
121.02	Grover Beach - West	5,641	797	14.1%	882	15.6%	646	11.5%	915	16.2%	2,610	196	7.5%
122	Oceano	7,238	1180	16.3%	1327	18.3%	1429	19.7%	1191	16.5%	3,054	55	1.8%
Fixed Route Service Area Subtotal		51,878	7,268	14.0%	11,097	21.4%	5,266	10.2%	6,964	13.4%	24,974	958	3.8%
Dial-a-Ride Service Area													
101.01	Paso Robles - West	1,913	222	11.6%	371	19.4%	252	13.2%	158	8.3%	846	10	1.2%
101.02	Paso Robles - Central	7,122	1115	15.7%	638	9.0%	1270	17.8%	484	6.8%	2,967	135	4.6%
102.01	Paso Robles - North	6,927	1364	19.7%	1300	18.8%	337	4.9%	691	10.0%	2,954	37	1.3%
102.02	Paso Robles - Southeast	5,494	1119	20.4%	955	17.4%	535	9.7%	498	9.1%	2,131	105	4.9%
102.04	Paso Robles - South	6,504	1149	17.7%	911	14.0%	906	13.9%	713	11.0%	2,413	197	8.2%
102.05	Paso Robles - West	4,486	761	17.0%	545	12.1%	534	11.9%	479	10.7%	1,585	11	0.7%
103	Shandon & Whitley Gardens	8,974	1283	14.3%	1786	19.9%	836	9.3%	999	11.1%	4,115	73	1.8%
124.01	Nipomo - East	6,145	922	15.0%	907	14.8%	530	8.6%	654	10.6%	2,158	46	2.1%
124.02	Nipomo - West	9,972	1764	17.7%	1497	15.0%	1111	11.1%	792	7.9%	3,566	64	1.8%
127.04	Templeton	9,434	1553	16.5%	2309	24.5%	549	5.8%	1167	12.4%	3,651	103	2.8%
Dial-a-Ride Service Area Subtotal		66,971	11,252	16.8%	11,219	16.8%	6,860	10.2%	6,635	9.9%	26,386	781	3.0%
SoCo Transit Demographic Total		118,849	18,520	15.6%	22,316	18.8%	12,126	10.2%	13,599	11.4%	51,360	1,739	3.4%
Source: US Census American Community Survey 2013 - 2017 Estimates.													

areas of Arroyo Grande (29 percent) and Avila Beach (29 percent). Nipomo has slightly lower senior population at 14.8 percent and 15 percent.

Low Income

Low income persons are defined by poverty status reported to the US Census, which are persons who have been living below or at the poverty line over the previous 12 months. The data indicates that approximately 10.2 percent of the population served by SoCo Transit and Dial-a-Ride is considered low income.

The areas with the highest concentrations include Oceano (19.7 percent) and eastern Pismo Beach (16.5 percent). The western area of Nipomo has a low income population of 11.1 percent. This information is presented in Figure 13.

Disabled

Approximately 13,599 persons, or 11.4 percent, of the population within the study area have a disability that limits a person's mobility and potential to use public transportation. As shown in Figure 14, areas that include the highest populations of disabled persons include Oceano (16.5 percent) and eastern Pismo Beach (16.5 percent).

Zero Vehicle Households

Households that do not have a vehicle available for use typically are more reliant on public transportation as there are no other options available besides getting a ride with a friend or family member. As shown in Table 26, roughly 3.8 percent of households within the fixed route service area do not have a vehicle available. The highest concentrations of zero vehicle households are within the areas of western Grover Beach (7.5 percent) and eastern Pismo Beach (6.8 percent) as shown in Figure 15.

Figure 11
Youth Population by Census Tract

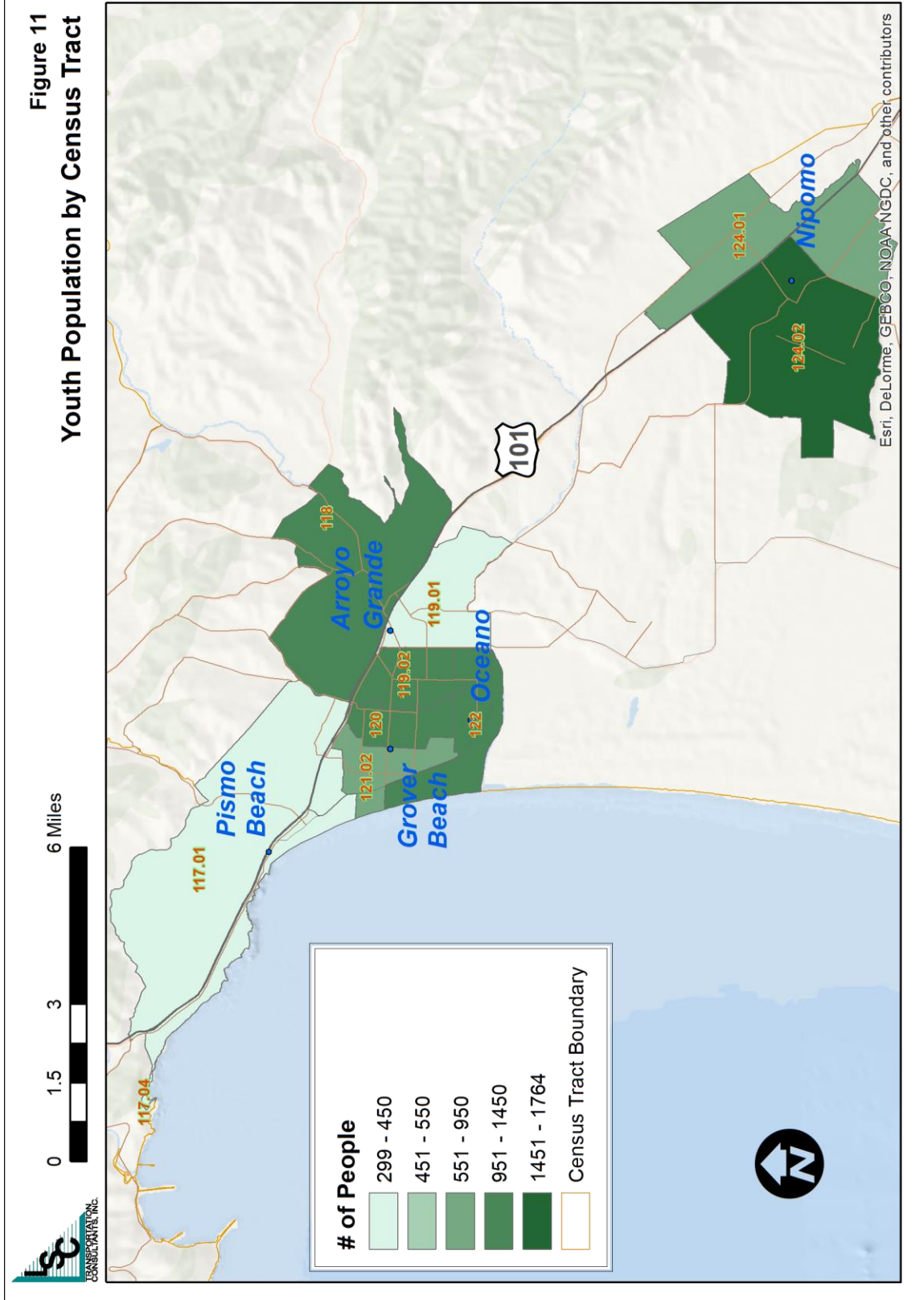
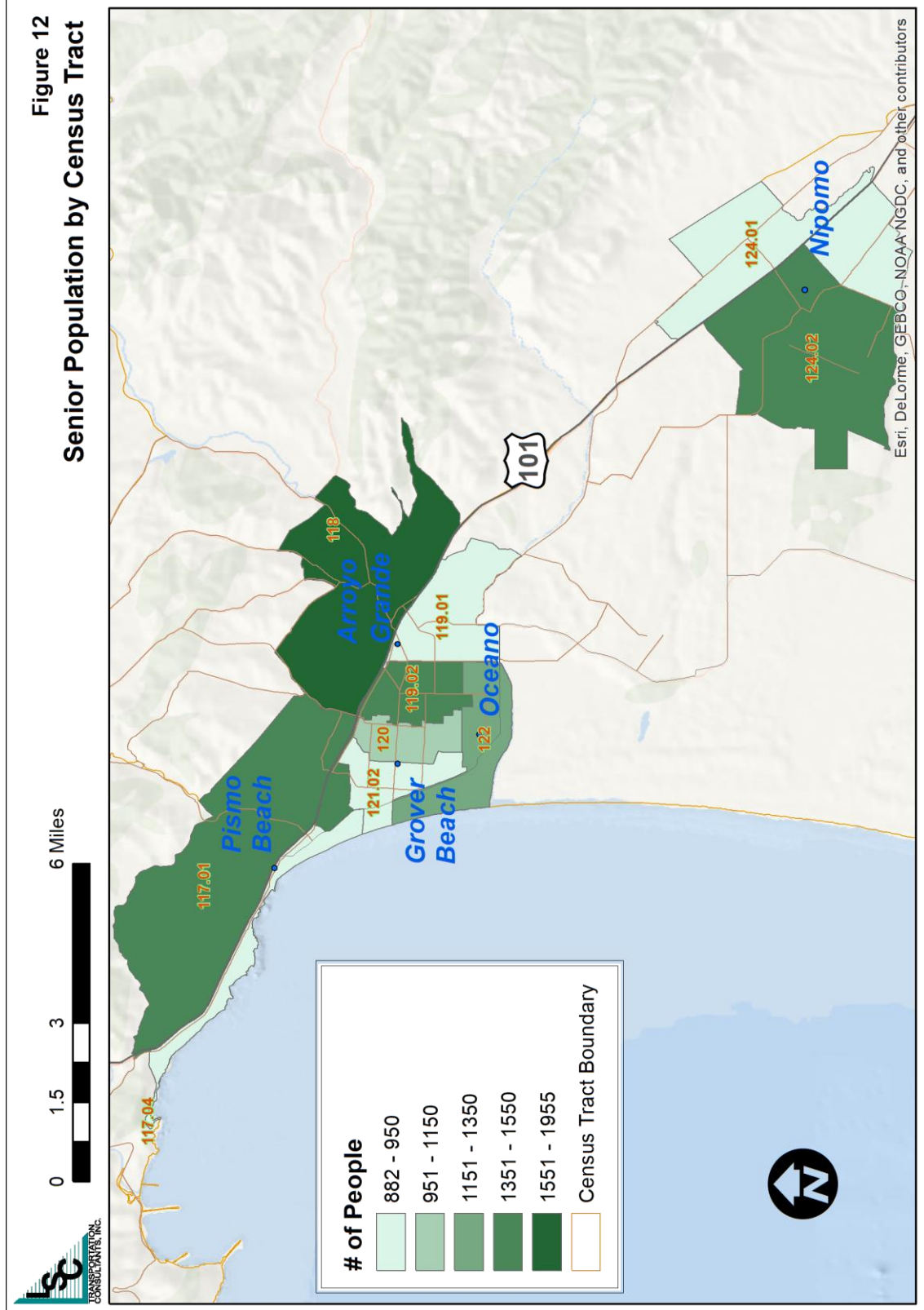


Figure 12
Senior Population by Census Tract



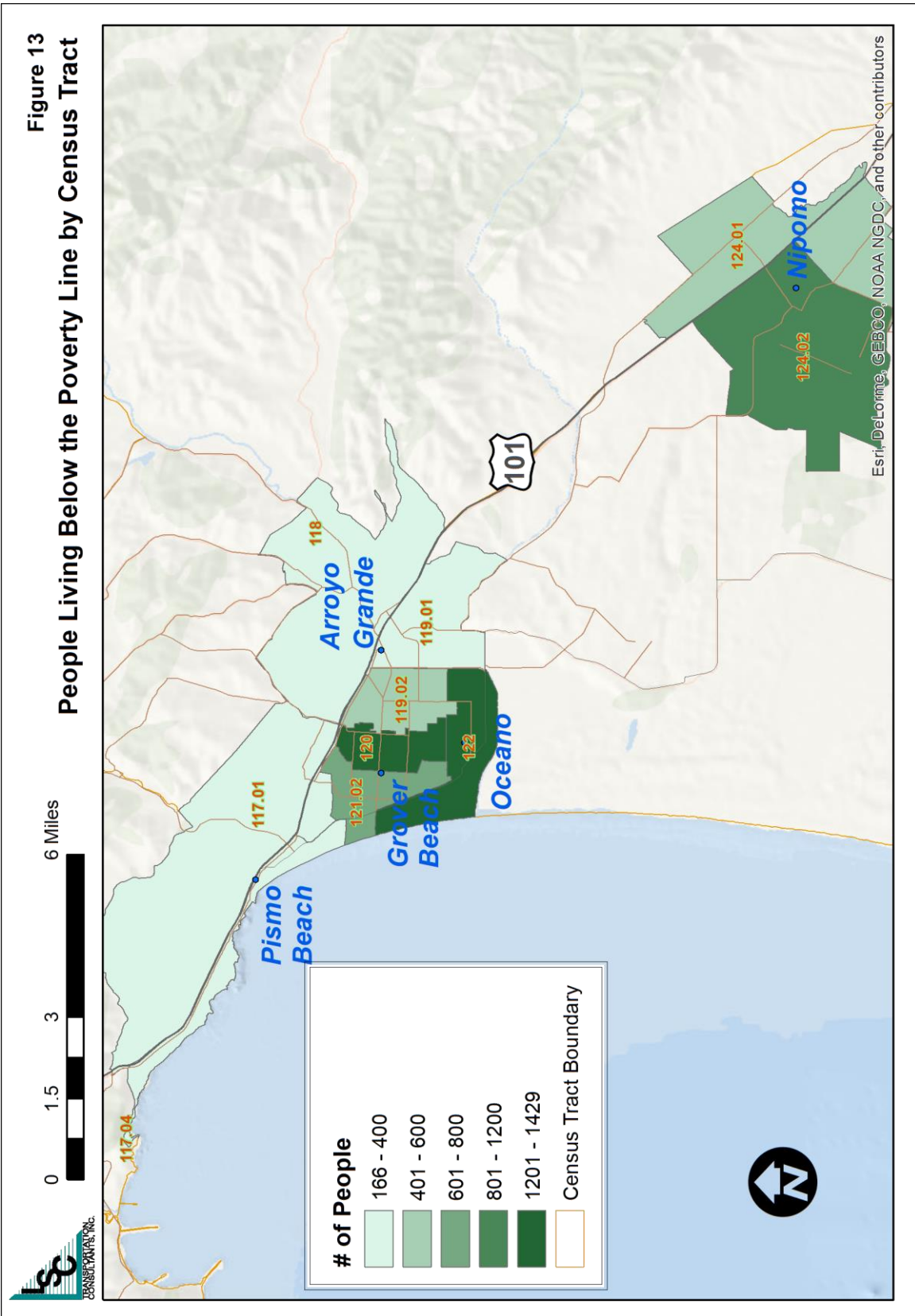


Figure 14
Population with a Disability by Census Tract

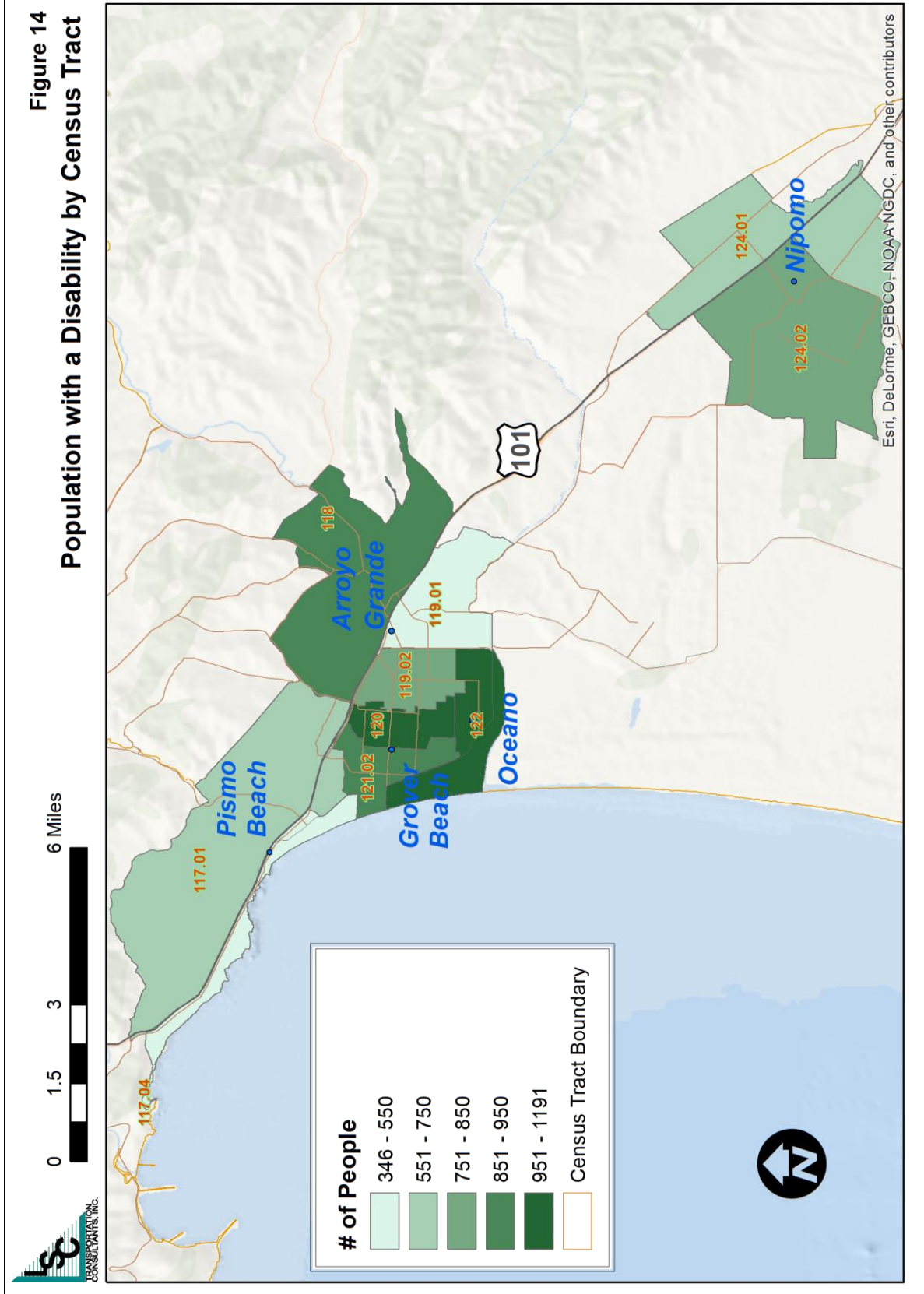
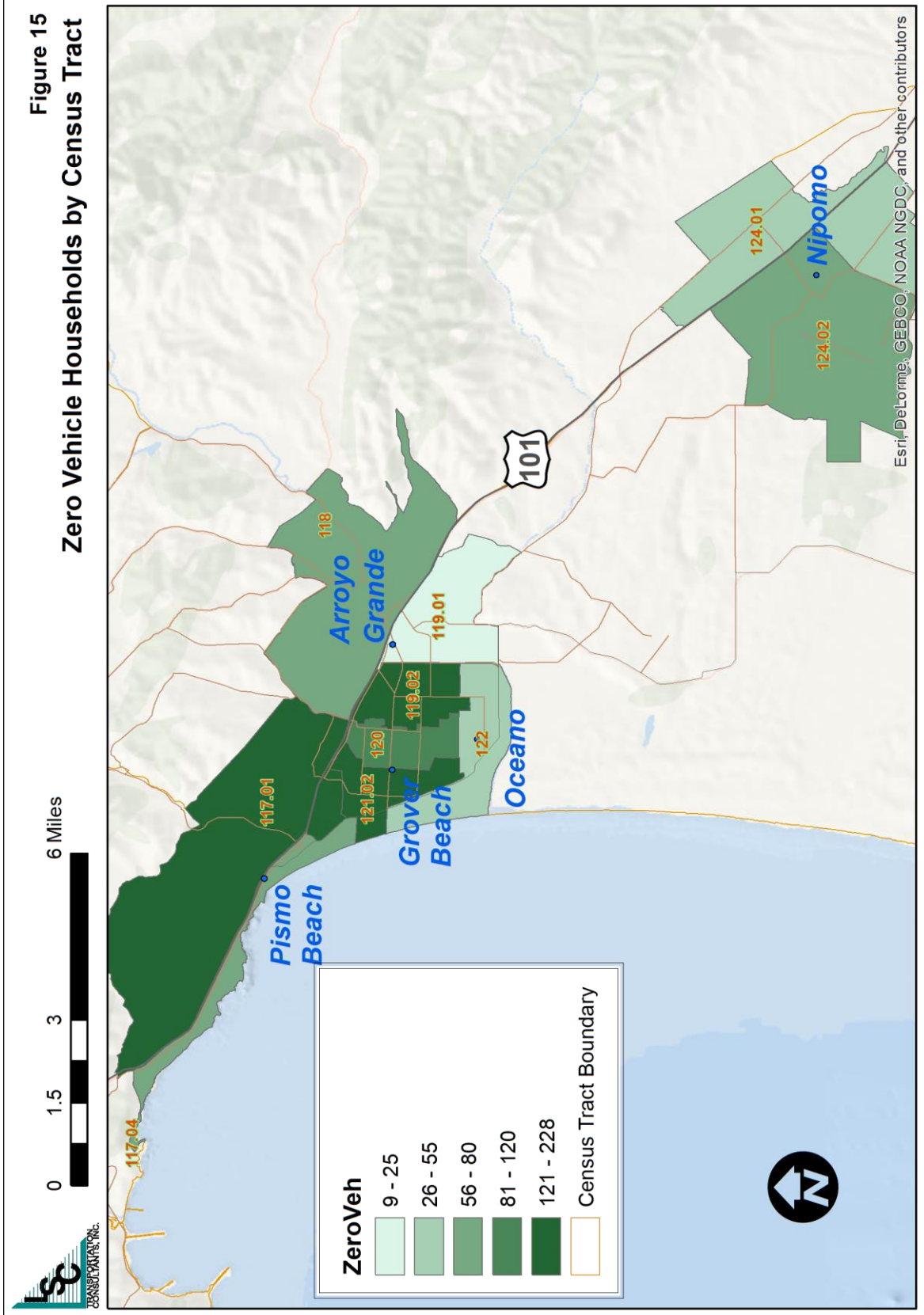


Figure 15
Zero Vehicle Households by Census Tract



Chapter 5

Stakeholder Input

PROCESS

Key persons regarding the management and oversight of the South County Transit and dial-a-ride programs were identified and interviewed to define their opinions. Although the specific persons interviewed are not identified (to encourage a broader discussion), they include representatives of the SoCo Transit Board and the local jurisdictions funding the Dial-a-Ride programs. A summary of the input received is presented below.

Existing Strengths of the Transit Program

- Buses are clean.
- Service is reliable.
- RTA management does a good job of addressing passenger issues in a punctual manner.
- Changes to Route 27 and 28 have been a big improvement. Providing service to Walmart has benefited ridership.
- Transfers at Pismo Beach Outlets works very well.
- Very few constituent complaints regarding either SoCo Transit or the Dial-a-Ride services.
- The SoCo Transit program is improving the lives of local residents who are big fans of the program.

Existing Areas for Improvement

- Better service between Nipomo and Santa Maria, particularly for medical trips.
- Drivers need to be assured that workplace issues such as seniority will be adequately addressed in any future changes.
- Homeless persons loitering on the buses are a concern.
- There is not a great, urgent need for expansion in SoCo Transit services. SoCo Transit should continue to serve the limited needs of the community, but should not expand in an attempt to generate more ridership that is not there.

Opinion About Merging SoCo Transit into the RTA

- Seems to be a good idea as it reduces bureaucracy.
- It is needed to address the SoCo Transit farebox ratio issue.
- Much support for the idea. It would improve the overall efficiency of transit services. The possibility of “losing local control” is not an issue.
- Need to address employee concerns regarding changes in work rules and seniority. Retirement costs need to be considered.
- Merger would allow improvements to be more easily implemented, such as flexible services for seniors.
- Staff supports a merger as it would reduce overall costs.

Changes in the Service Area Over the Next Decade that Will Impact Transit

- Aging of the population will increase need for service.
- Growth in population—Paso Robles is expected to increase from today’s 31,000 population to a buildout figure of 44,000.
- New developments serving seniors, particularly in southeast Paso Robles and in the Nipomo area (such as Trilogy).

Recommended Strategies and Changes for Transit Services

- Improve medical transportation between Five Cities, Nipomo and Santa Maria.
- Although there has been discussion about fixed route service in Nipomo, it probably does not make sense.
- Given the low ridership on the Shandon and Templeton services, they should be eliminated.
- Some RTA Route 10 runs should serve more stops in the Nipomo area (“local” service).
- Some RTA Route 9 runs could serve additional stops in Templeton east of US 101.

- The Avila-Pismo Trolley could be better integrated into the RTA program. A regular bus could be used rather than a trolley replica.

Other Comments

- The fact that few complaints are received regarding the services is a good thing! Stakeholder Nipomo DAR.
- Paso Robles is considering a downtown/special event shuttle service.
- Los Osos would be better served with a direct route into San Luis Obispo rather than through Morro Bay.

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Chapter 6

Passenger Surveys

SURVEY METHODOLOGY AND RESULTS

Onboard passenger surveys were conducted in the beginning of March 2019 on all of SoCo Transit's fixed routes and Dial-a-Ride services. During selected surveying days, the passenger surveys were handed out and collected by trained LSC staff.

The survey instruments consisted of a one-page questionnaire in English on one side and Spanish on the reverse side, all printed on card stock. The surveys included a simple introduction with 23 questions and were distributed on all SoCo Transit fixed routes (21, 24, 27, and 28) and Dial-A-Ride services. An analysis of these surveys by service type is described below.

Fixed Route Survey Results

A total of 133 people participated in the survey (22 in Spanish and 111 in English). Not all respondents answered all questions, but some provided multiple answers (when the survey allowed). Of the surveys completed, 47 percent of the surveys were completed on Route 21, followed by 26 percent on Route 24, 16 percent on Route 28 and 11 percent on Route 27.

Each question below notes the number of individual and multiple responses collected during the survey process.

Question 1. What Time did you board this bus? (121 individual responses): The highest rate of response was between 11:30 AM and noon, followed by the morning (between 7:30 AM and 8:00 AM). Of those surveyed, 18 percent did not specify the exact time they boarded the bus, however 13% of those surveyed indicated it was sometime in the AM hours.

Questions 2, 5-11, and 13. (107 to 128 responses): The following highlights summarize the data presented in Table 29.

- Most surveyed passengers walked to and from the bus (78 percent and 70 percent respectively). This reflects the importance of sidewalks and other pedestrian facilities in accessing bus stops.
- Overall, 20 percent of passengers got to the bus that they were surveyed on by transferring, and 23 percent planned on transferring to another bus. This reflects the interdependent nature of the route structure and the need for convenient transfer opportunities. As shown in Table 30, the proportion transferring is particularly high among Route 27 and Route 21 passengers.
- A majority of passengers have traveled round trip by bus (69 percent).

- When asked what the main purpose of their trip was, 60 percent of passengers said they were on their way to or from work, followed by shopping (16 percent).

TABLE 29: Responses to Survey Questions 2, 5-11, and 13

Survey Responses			Survey Responses		
Questions	#	%	Questions	#	%
Q2. How did you get to the bus?			Q9. How would you make this trip if SoCo Transit was not available?		
Walked	99	78%	Taxi	2	2%
Transferred from another Route	25	20%	Walk	52	43%
Drove alone	1	1%	Bike	9	8%
Wheelchair	0	0%	Wouldn't make trip	14	12%
Other	2	2%	Uber/Lyft	7	6%
Q5. How will you get to your destination after you get off this bus?			Ride with someone		
Walk	90	70%	Drive my car	0	0%
Bicycle	4	3%	Other (Please Specify)	2	2%
Picked Up	4	3%	Q10. How long have you been using the bus?		
Transfer to another route	30	23%	First Time	6	5%
Drive Alone	0	0%	6 Months to a Year	17	14%
Wheelchair	0	0%	Under 6 Months	14	11%
Other (Please Specify)	0	0%	More than a year	88	70%
Q6. Are you travelling round trip by bus today?			Q11. Do you use Transit Tracker?		
Yes	85	69%	Yes	31	28%
No	38	31%	No	80	72%
Q7. What is the main purpose of your trip?			Q13. What is your age?		
Work	64	60%	6 to 11	1	1%
School/College	10	9%	12 to 18	5	4%
Shopping	17	16%	19 to 25	19	15%
Recreation/Social/Visiting	8	7%	25 to 44	44	36%
Medical/Dental/Social Services	8	7%	45 to 64	44	36%
Personal Business/Other	0	0%	65 and older	10	8%
Q8. How often do you ride the bus?					
4 or more times/Week	84	66%			
1 to 3 times/Week	22	17%			
1 to 3 times/Month	14	11%			
Less than 1 time/Month	8	6%			

Source: SoCo Transit Onboard Passenger Surveys, March 2019.

- Of those surveyed, 66 percent ride SoCo Transit four or more times per week.
- If SoCo Transit was not available, 43 percent said they would walk followed by 28 percent who said they would get a ride with someone else.
- 70 percent of those surveyed said that they have been riding SoCo Transit for more than a year. Only 5 percent mentioned they have been riding the bus for the first time.

TABLE 30: Transfers on SoCo Routes

	Transferred From Another Route		Transfer To Another Route		Transfer Both Directions	
	#	%	#	%	#	%
21	13	21.0%	12	19.4%	25	40.3%
24	6	17.1%	6	17.1%	12	34.3%
27	1	6.7%	7	46.7%	8	53.3%
28	3	14.3%	4	19.0%	7	33.3%
Total	23	17.3%	29	21.8%	52	39.1%

Source: Onboard surveys conducted April, 2019 on SoCo routes. Did not include surveys on RTA Route 10.

- When asked whether passengers use the Transit Tracker phone app, 72 percent said no.
- The majority (72 percent) of those surveyed were between the ages 25 and 64.

Questions 3 and 4. Where did you get on and off this bus? (127 individual responses): The most frequently recorded on and off boardings were the following:

- Ramona Garden
- Pismo Beach Outlets
- Walmart
- 7th and Grand Avenue

Question 12. What is your home zip code? (103 individual responses): Nearly 39 percent of those surveyed live in Grover Beach, followed by 20 percent living within Arroyo Grande and 13 percent living in Oceano.

Questions 14 and 15. Please indicate your opinion of the SoCo Transit bus service and Overall Service: Passengers were asked to rate the transit system on a scale of 1 (poor) to 4 (excellent) on various service characteristics, as well as for the service as a whole. As shown in Figure 16, overall SoCo Transit passengers have an excellent (62 percent) or good (26 percent) opinion of the service, with only 12 percent indicating their opinion is fair or poor. The highest “excellent” ranking characteristics included driver courtesy (79 percent), transfer convenience (68 percent) and bus cleanliness (65 percent). The poorest perceptions are regarding safety (onboard vehicles and at stops) with 23 percent indicating poor or fair, followed by crowding on the buses (18 percent poor or fair).

To assess how the relatively low opinions relate to the individual routes, a cross-tabulation was conducted as shown in Table 31. A poor or fair opinion of crowding on the buses is particularly common on Route 24 (63 percent) followed by Route 27 (27 percent). Much of the poor or fair perceptions

regarding safety are also found on Route 24 (43 percent of respondents) with little or no such responses on other routes. Finally, poor or fair perceptions of on-time performance were slightly higher on Route 27 and slightly lower on Route 24.

Questions 16 – 22. (97 to 114 individual responses): The following highlights summarize the data presented in Table 32:

- Over half of those surveyed said they get information about SoCo Transit through the printed bus schedule, while only 8 percent indicated they get information through the website.
- Twenty-two percent of those surveyed had some sort of disability that limits their ability to drive.
- When asked whether passengers had a driver's license, 44 percent said yes, while 56 percent said no.
- A large majority of passengers (85 percent) do not have a car available to them.
- There were 10 percent more male than female survey participants.
- Full-time employees made up 47 percent of those surveyed followed by 17 percent part-time employed and 15 percent Unemployed.
- Of those surveyed, 60 percent reported a family annual income of under \$23,000.

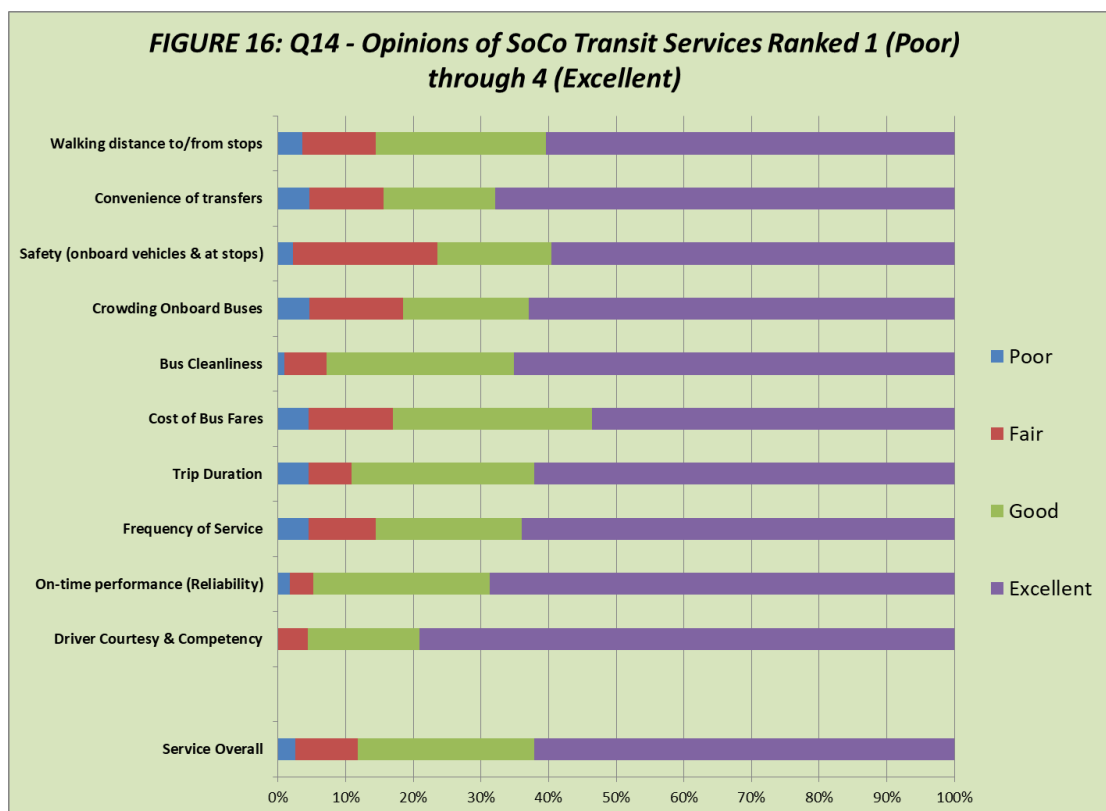


TABLE 31: SoCo Transit Characteristics

Characteristics	Ranking				Overall Score
	Poor	Fair	Good	Excellent	
Service Overall	2.5%	9.2%	26.1%	62.2%	3.5
Driver Courtesy & Competency	0.0%	4.3%	16.5%	79.1%	3.7
On-time performance (Reliability)	1.7%	3.5%	26.1%	68.7%	3.6
Frequency of Service	4.5%	9.9%	21.6%	64.0%	3.5
Trip Duration	4.5%	6.3%	27.0%	62.2%	3.5
Cost of Bus Fares	4.5%	12.5%	29.5%	53.6%	3.3
Bus Cleanliness	0.9%	6.3%	27.7%	65.2%	3.6
Crowding Onboard Buses	4.6%	13.9%	18.5%	63.0%	3.4
Safety (onboard vehicles & at stops)	2.2%	21.3%	16.9%	59.6%	3.3
Convenience of transfers	4.6%	11.0%	16.5%	67.9%	3.5
Walking distance to/from stops	3.6%	10.8%	25.2%	60.4%	3.4

Source: SoCo Transit Onboard Passenger Surveys, March 2019.

TABLE 32: Responses to Survey Questions 16 - 22

Questions	Survey Responses		Questions	Survey Responses	
	#	%		#	%
Q16. How do you get information about SoCo Transit?			Q20. Are you Male or Female?		
Bus Schedule	64	56%	Male	53	55%
Friend/Co-Worker	7	6%	Female	44	45%
Driver of bus	18	16%	Q21. What is your main occupation?		
Telephone	11	10%	Full-time Employed	54	47%
Website	9	8%	Homemaker	2	2%
Other (Please Specify)	5	4%	Retired	8	7%
Q17. Do you have a disability that limits driving?			Unable to work	8	7%
Yes	25	22%	Part-time Employed	19	17%
No	89	78%	Student	6	5%
Q18. Do you have a drivers license?			Not Employed	17	15%
Yes	50	44%	Q22. What is your family's annual income?		
No	63	56%	Less than \$23,000	64	60%
Q19. Did you have a car available for this trip?			\$23,000 to \$34,000	24	22%
Yes	17	15%	\$34,000 to \$57,000	10	9%
No	97	85%	Greater than \$57,000	9	8%

Source: SoCo Transit Onboard Passenger Surveys, March 2019.

Question 22. What service or customer improvements would you like to see? (65 individual responses): As shown in Figure 17 and Table 33, increased service frequency was the most frequently suggested service improvement at 40 percent, followed by later weekday service (23 percent), then new or extended routes (18 percent). When considered by the individual SoCo Transit routes, a higher proportion of those riding Route 27 (75 percent) and Route 24 (44 percent) would like to see an increase in service frequency. Later weekday service was also most frequently noted by those riding Route 28 (50 percent).

Question 23. (60 individual responses): The following comments were most frequently received:

- Provide weekend service on Route 27 (Saturdays)
- Free transfers
- More frequent transfers with RTA 10
- Cleaner buses
- Safer drivers
- Add stop at Smart & Final
- Later weekday services
- Add a stop at The Mesa in Arroyo Grande

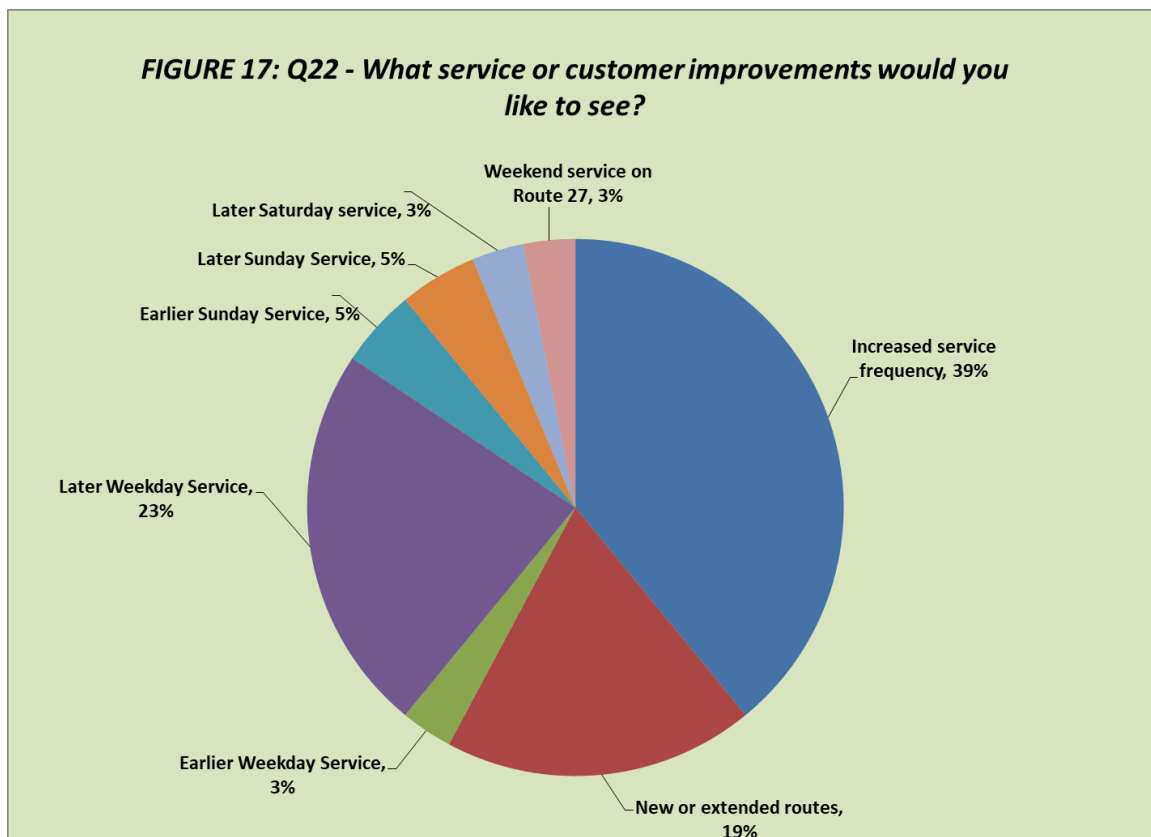


TABLE 33: Service Improvements by Route

Service Improvements	Route			
	21	24	27	28
Increased service frequency	44.4%	30.0%	75.0%	20.0%
New or extended routes	22.2%	20.0%	0.0%	20.0%
Earlier Weekday Service	3.7%	5.0%	0.0%	0.0%
Later Weekday Service	18.5%	25.0%	0.0%	50.0%
Earlier Sunday Service	3.7%	5.0%	12.5%	0.0%
Later Sunday Service	7.4%	0.0%	0.0%	10.0%
Later Saturday service	0.0%	10.0%	0.0%	0.0%
Weekend service on Route 27	0.0%	5.0%	12.5%	0.0%

Source: SoCo Transit Onboard Passenger Surveys, March 2019.

Dial-a-Ride Survey Results

A total of 39 Dial-a-Ride surveys were completed on both the Nipomo and Paso Robles Dial-a-Ride services in March and April, 2019. Not all passengers completed every question, so the number of responses per question is listed as appropriate.

Nipomo Dial-a-Ride Service (34 Responses)

- Sixty-two percent of those surveyed made their ride reservations between four and seven days in advance, followed by one day in advance (23 percent).
- Forty-eight percent of passengers were using the service to get to and from school, followed by shopping and medical/dental (15 percent).
- Only 5 of the 22 passengers said they had a car available to make the trip. Moreover, 30 percent said they would not make the trip if service were not available.
- Forty-five percent said they use the service 2 to 4 times per week.
- Fifty-two percent were under the age of 12, followed by 28 percent who were ages 75 and older.
- Passengers were asked to rank services on a scale of 1 (poor) to 5 (excellent), and the majority rated most factors "5", as indicated in Figure 18. Of the characteristics described, travel time and driver courtesy were ranked the excellent by 78 percent and 79 percent of those surveyed

respectively. Reservation procedures and telephone information was ranked poorly by 5 percent of those who participated in the survey. Significantly, all of the passengers completing surveys thought the service was very good or excellent.

- Passengers were asked to list specific improvements they would like to see. Several of the comments were compliments relating to considerate, helpful and friendly drivers, but suggestions included:
 - Provide Saturday half-day or part-time services (access to local events)
 - Make it easier to book subscription rides.

Paso Robles Dial-a-Ride Service (5 Responses)

- Three out of five surveys indicated that they called to reserve their rides two days in advance.
- Three out of five surveys indicated that the main purpose of their trip was work.
- Two out of five passengers indicated that they use Dial-a-Ride daily.
- Three out of five indicated that they were between the ages of 25 and 59.
- Three out of five indicated that they would like extended service hours.

