



San Luis Obispo South County Transit Short Range Transit Plan

Working Paper One: Existing Transit Conditions

Prepared for the

San Luis Obispo Council of Governments

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FYs 2019-20 to 2026-27

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San Luis Obispo Council of Governments
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INTRODUCTION

Public transit strategies play a crucial role in the quality of life provided by any community. Access to social and medical services, employment opportunities, educational resources, and basic necessities are topics of universal concern, as they have a strong impact on the economy, ease of movement, and quality of life for the residents of an area. In addition to providing mobility to residents without easy access to a private automobile, transit services can provide a wide range of economic development and environmental benefits.

Transit services are important to the South County portion of San Luis Obispo County, including the Five Cities area (Arroyo Grande, Grover Beach, Oceano, Pismo Beach, and Shell Beach), as well as Nipomo and Avila Beach. Services provided by the South County Transit (SoCo Transit), as well as regional services, are currently providing a wide range of benefits to the community. Improvements in transit services are also important elements of local and regional plans to address environmental, economic, and livability goals.

The San Luis Obispo Council of Governments (SLOCOG) 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 County-funded 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, capital improvements, marketing, and management strategies.

This initial working paper provides a thorough review of the existing demographic conditions in the study area, with particular focus on the “transit-dependent” populations, as well as the existing transit services provided. Subsequent study documents will explore the need for transit service, alternatives regarding services and capital improvements, institutional options, and financial strategies. Ultimately, this study process will afford the leaders and transportation providers of the area an opportunity to take an in-depth look at the transit system currently in place, choose the optimal manner in which transit can meet the public’s needs within this dynamic area, and carefully identify where transit resources should be devoted over the Plan period.

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SOUTH COUNTY TRANSIT

The South County Transit program – branded and marketed as SoCo Transit in 2016 -- is a public fixed-route transit system serving the “Five Cities” area in South San Luis Obispo County, including the Cities of Pismo Beach, Arroyo Grande and Grover Beach, as well as unincorporated Oceano. Service is also provided to unincorporated Avila Beach. Each of these incorporated cities and San Luis Obispo County entered into a Joint Powers Agreement to form South County Area Transit (SCAT) in 1978. Since 1990, SCAT services have been provided through an agreement with the San Luis Obispo Regional Transit Authority (RTA) which was formed as a Joint Powers Authority (JPA) to provide a county-wide transit system.

South County Transit Organization

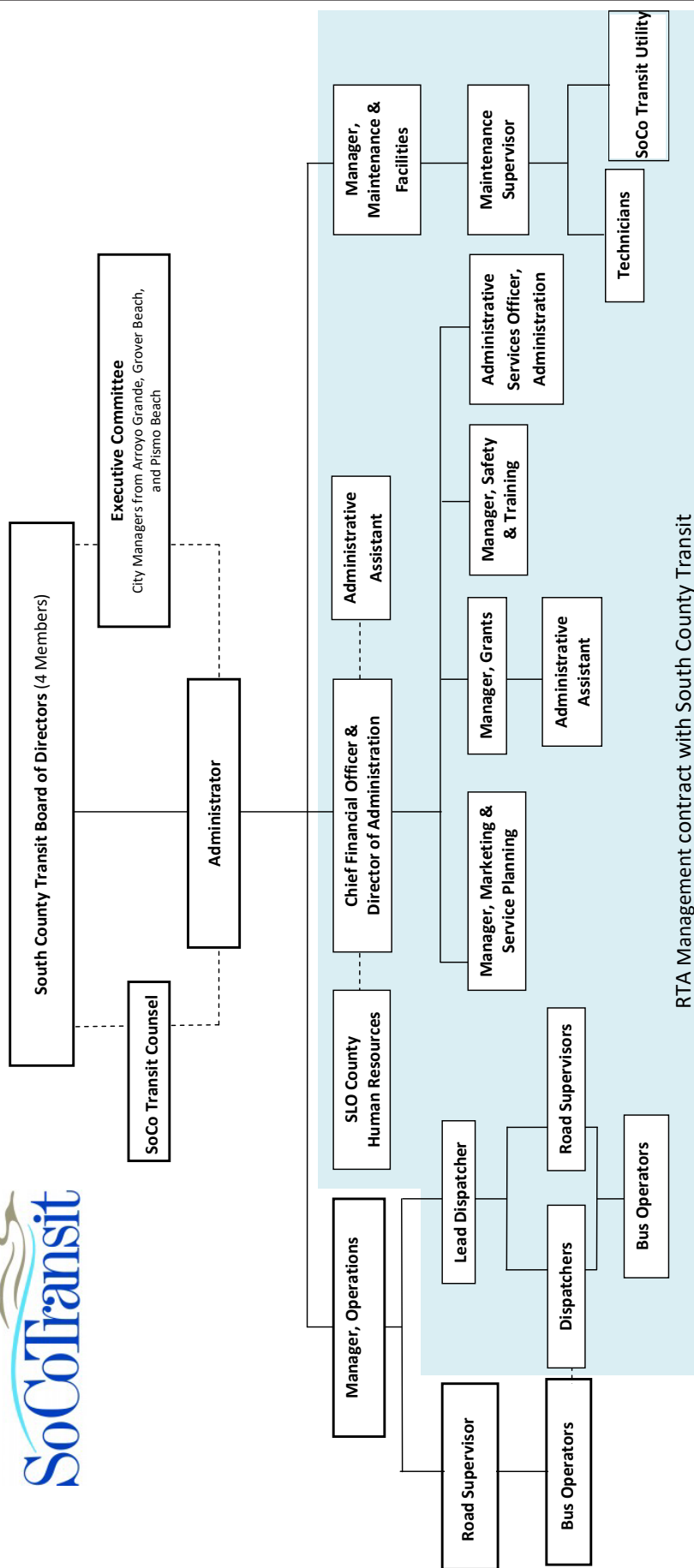
The SoCo Transit program operates under contract with the RTA. The RTA provides day-to-day administration, dispatching services, maintenance and financial management. SoCo Transit also operates under direction of an Executive Committee, which provides technical oversight and policy guidance. The Executive Committee includes the City Managers from each of the cities served by SCAT (Arroyo Grande, Pismo Beach and Grover Beach). Organizational charts for SoCo Transit and RTA are depicted in Figures 1 and 2.

Existing South County Transit Services

SoCo Transit provides four year-round fixed-routes -- 21, 24, 27, and 28 -- as well as the Avila/Pismo Trolley (operated during occasional Fridays and weekends during the spring, fall, and summer seasons). The existing fixed routes and Dial-A-Ride service areas are shown in Figures 3 and 4, respectively. The Avila/Pismo Trolley route is shown in Figure 5. The SoCo Transit (SCT) routes are described below.

Route 21: This hourly route operates from 6:29 AM to 7:29 PM weekdays, 7:29 AM to 7:29 PM Saturdays, and 7:29 AM to 6:29 PM Sundays. The route consists of a large clockwise loop traveling south on James Way and West Branch serving Arroyo Grande, west on Grand Avenue serving Grover Beach, and north on Price Street and US 101 to complete a smaller counter-clockwise loop serving Pismo and Shell Beach. This route connects with Regional Route 10 at the top of the hour, and with Route 24 at Ramona Gardens at 29 minutes after the hour. Transfers to the Nipomo General Public Dial-A-Ride are also available to all routes at the Prime Outlets with a 24 hour reservation (or as available).

Figure 1
South County Transit Organizational Chart



RTA Management contract with South County Transit



Figure 2
SLORTA Organizational Chart

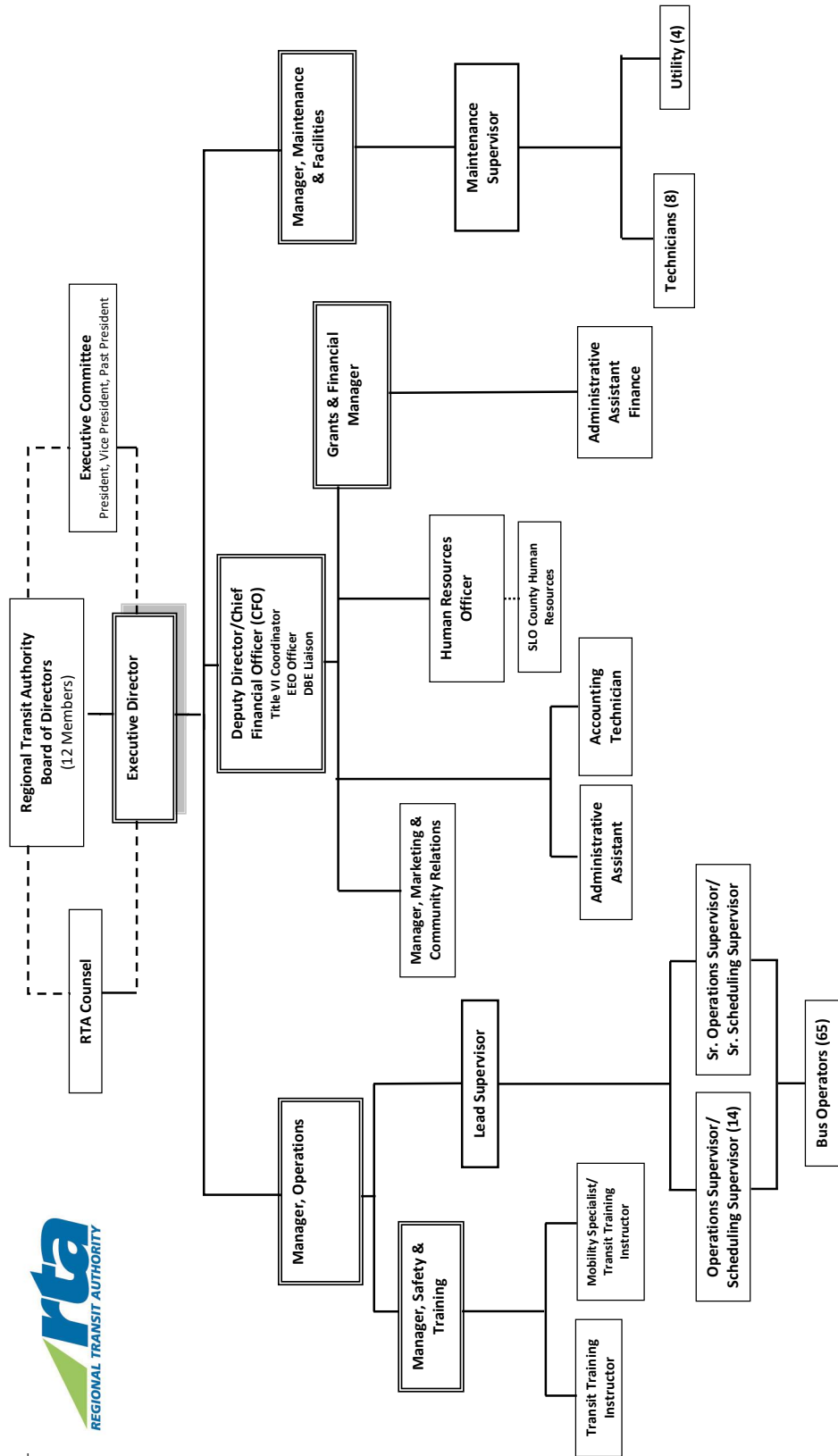


Figure 3
South County Transit Fixed Routes

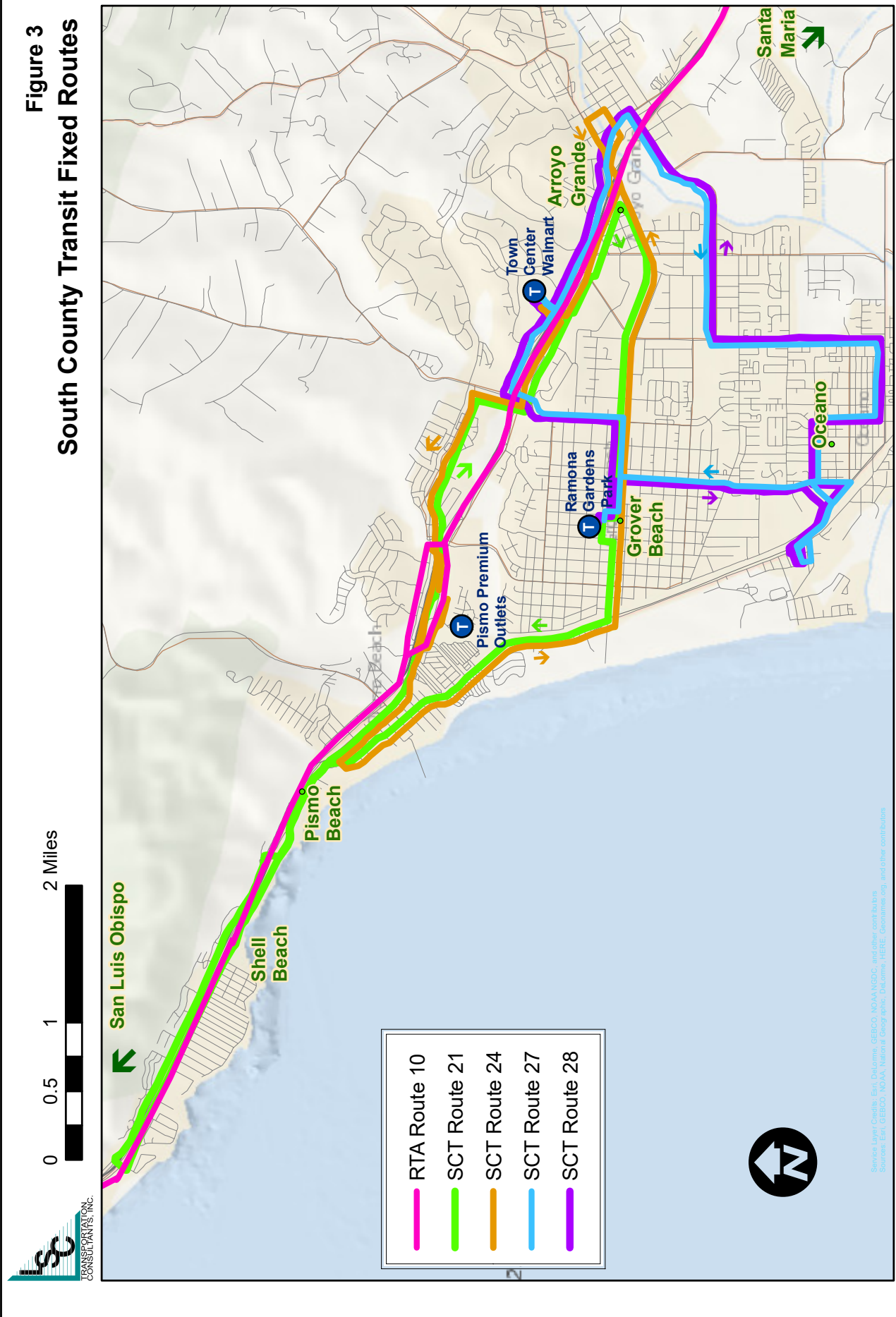


Figure 4
Dial-A-Ride Service Areas

Dial-A-Ride Service Area

20 Miles

0 5 10

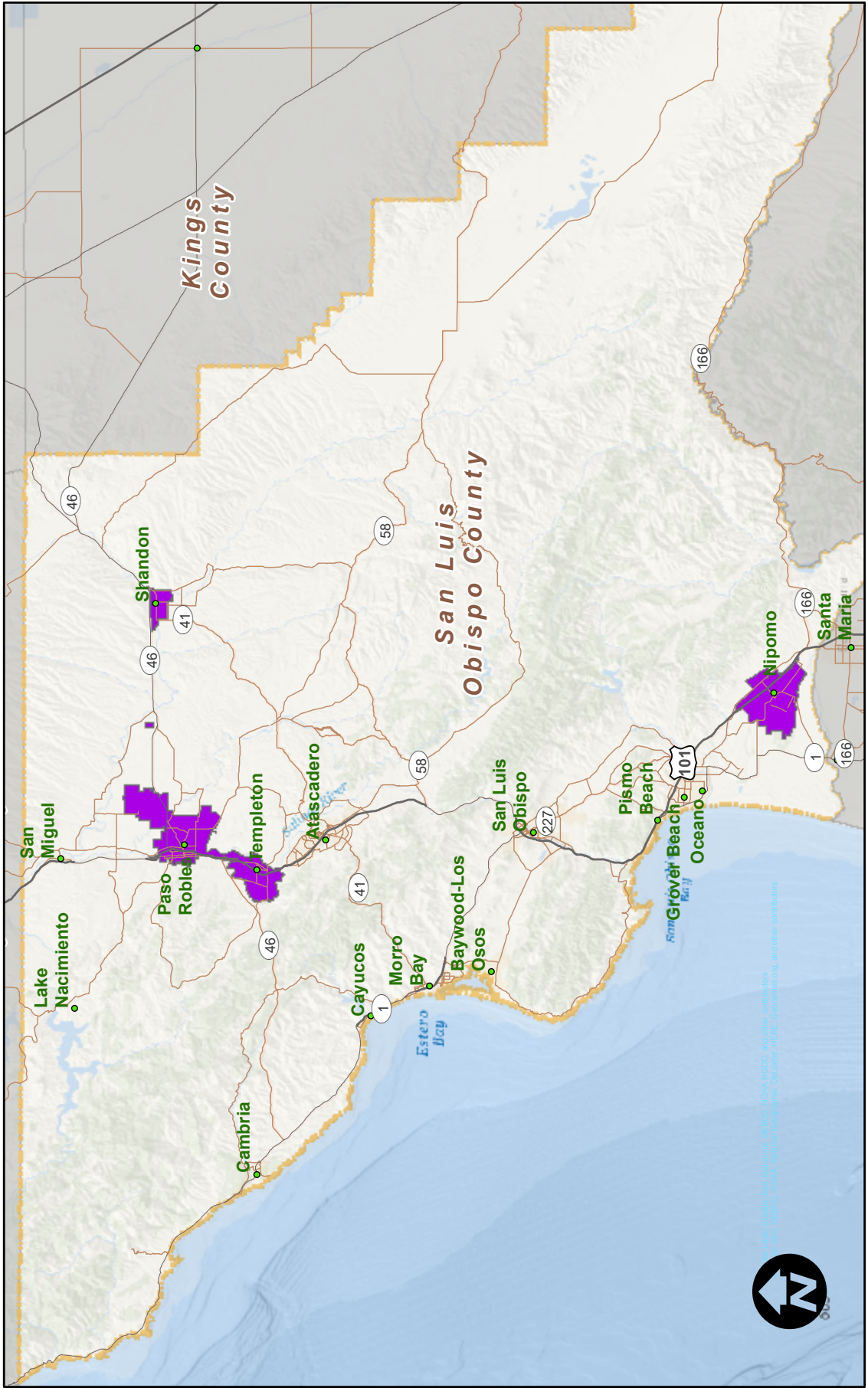


Figure 5
Avila/Pismo Trolley Route

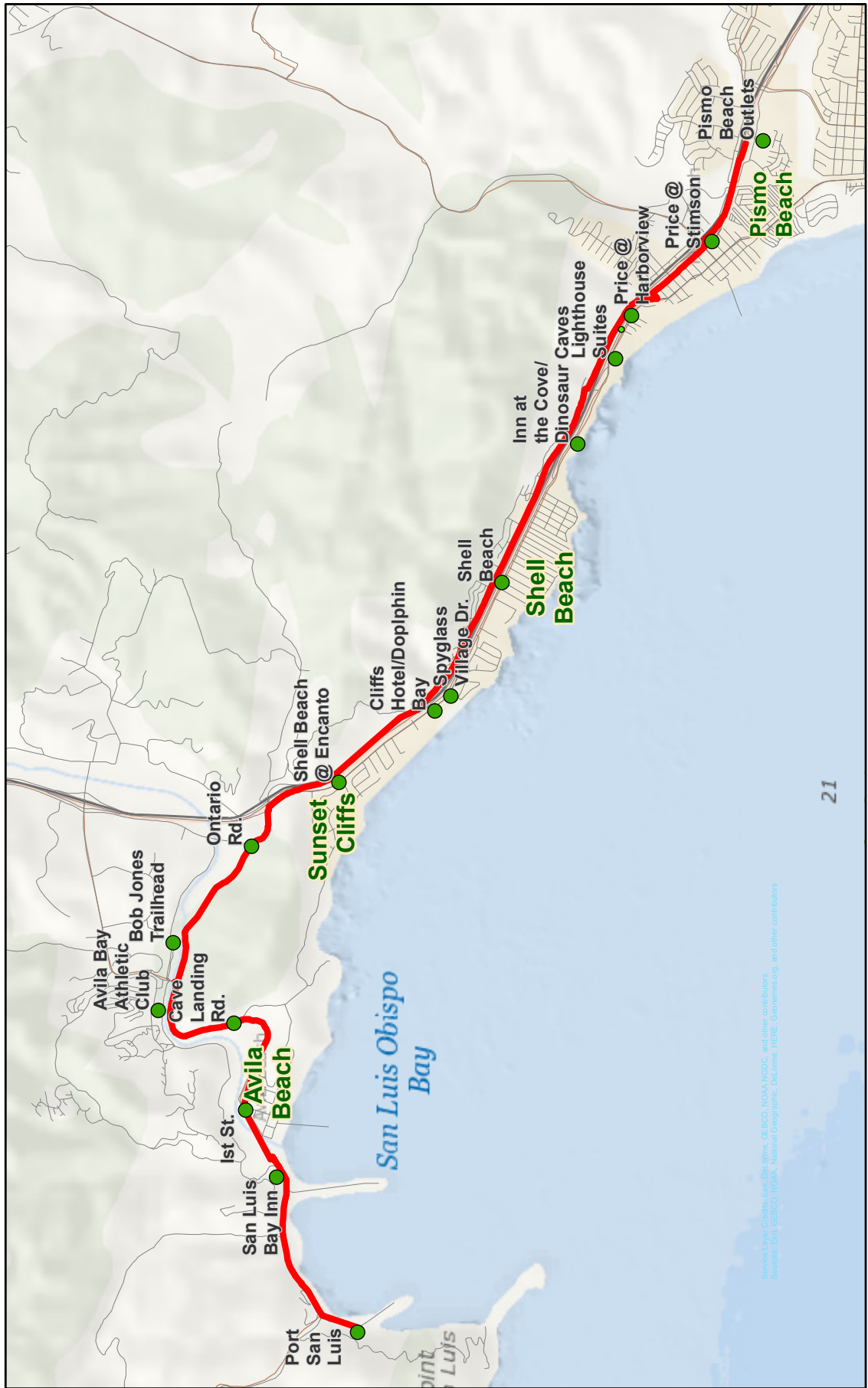


2 Miles

1

0.5

0



21

- Route 24: Service is provided hourly from 6:29 AM to 7:29 PM weekdays, 7:29 AM to 7:29 PM Saturdays, and 7:29 AM to 6:29 PM Sundays. This loop route serves the core of Pismo Beach, Grover Beach, and Arroyo Grande primarily in a counter-clockwise direction. It is largely aligned with Route 21, except that Route 24 adds service to downtown Arroyo Grande but does not serve the Shell Beach area of Pismo Beach. From the Pismo Premium Outlet Center, the route travels northwest towards Pismo Beach circling south down Highway 1 to Grover Beach. The route then travels east on Grand Avenue, north towards Arroyo Grande, and west looping back towards the Town Center Walmart stop before returning to the Pismo Beach Outlet Center.
- Route 27: Hourly service is provided from 6:03 AM to 8:13 PM on weekdays only. This route travels in clockwise direction serving Arroyo Grande, Oceano and the eastern portions of Grover Beach. This route connects with Routes 21 and 24 at Ramona Gardens at 29 minutes after the hour and with Route 28 at 32 minutes after the hour.
- Route 28: Hourly service is provided from 6:20 AM to 8:14 PM on weekdays, 7:32 AM to 8:14 PM on Saturdays, and 7:32 AM to 7:14 PM on Sundays. This route travels in a counter-clockwise direction serving the same route as Route 27 in reverse order (except for one block around Long Branch Avenue and Oak Park Boulevard). This route connects with Routes 21 and 24 at Ramona Gardens at 29 minutes after the hour and with Route 27 at 32 minutes after the hour.
- Avila Trolley: The Avila Trolley runs April through September during holidays, weekends, and Fridays. Hourly service is generally provided between 10:00 AM to 6:00 PM with hours extending to 9:00 PM during June, July, and August. The Beach Trolley connects with SCT Routes 21 and 24 and RTA 10 at the Pismo Beach Outlet stop at the top of each hour. No fare is charged on this service.

The current SCT schedules provide driver break/layover times as follows:

- At Premium Outlets between 51 minutes after the hour and 5 minutes after the hour for Route 21 and between 55 minutes/10 minutes for Route 24.
- At Ramona Gardens between 13 minutes/32 minutes for Route 27 and between 14 minutes/32 minutes for Route 28.

Routes 21 and 24 are also scheduled to serve Ramona Park Gardens at 29 minutes past the hour, providing the opportunity for direct transfers between all SCT routes at that time.

Travel Times

An important service quality factor is the travel time required to complete trips, as well as the need to transfer between buses. Table 1 provides a summary of travel times between major

destinations in the South County area. These include the Pismo Beach pier area, Grover Beach (4th Street and Grand Avenue), the Oceano Senior Center, Arroyo Grande City Hall, and Arroyo Grande High School, as well as trips between each area and downtown San Luis Obispo and Santa Maria.

TABLE 1: SoCoTransit Travel Times

		Destination						
		San Luis Obispo	Pismo Beach	Grover Beach	Oceano	Arroyo Grande City Hall	Arroyo Grande High School	Santa Maria
Origin	San Luis Obispo	~	27 m.	56 m. T	83 m. T	45 m.	52 m.	~
	Pismo Beach	27 m.	~	19 m.	41 m. T	18 m.	43 m. T	38 m.
	Grover Beach	56 m. T	19 m.	~	17 m.	16m.	24 m.	70 m.
	Oceano	83 m. T	41 m. T	17 m.	~	19 m.	12 m.	105 m. T
	Arroyo Grande City Hall	45 m.	18 m.	16m.	19 m.	~	14 m.	100 m. T
	Arroyo Grande High School	52 m.	43 m. T	24 m.	12 m.	14 m.	~	107 m. T
	Santa Maria	~	38 m.	70 m.	105 m. T	100 m. T	107 m. T	~
<p><i>Note: T = Transfer Required</i></p> <p><i>Source: SCT/RTA 10 Schedules and Google Maps, Accessed 1/20/2019</i></p>								

As shown, approximately 40 percent of trips require transfers between routes (as indicated by the letter “T”), resulting in longer travel times and the uncertainty associated with making the transfer. For instance, it requires roughly 43 minutes to travel from Arroyo Grande High School to Pismo Beach – 3 minutes on Route 28, an 18 minute layover at Grand at AM/PM stop, and 18 minutes on Route 21.

The current service plan provides the most convenient service for trips between Pismo Beach / Grover Beach / Arroyo Grande (on Routes 21 and 24) and between Grover Beach / Arroyo Grande / Oceano (on Routes 27 and 28). Transfers are typically only necessary when traveling between Pismo Beach and Oceano, or to/from San Luis Obispo and Santa Maria.

Regional Transit Authority Transfers

A key consideration is transfer opportunities to RTA Route 10, both northbound to San Luis Obispo and southbound to Santa Maria. The key existing transfer location is at Premium Outlets

in Pismo Beach. As both the northbound and southbound Route 10 buses are at Premium Outlets at the top of the hour, there is a direct transfer to and from both SCT Route 21 and 24. Transfers are more difficult between RTA Route 10 and SCT Routes 27 and 28, as these routes do not serve Premium Outlets. Instead, passengers can transfer at the Halcyon Park-and-Ride in Arroyo Grande. However, as the current schedules are designed for timed transfers at Ramona Gardens, transfers at Halcyon Park-And-Ride are more difficult:

- For **northbound RTA Route 10** service to San Luis Obispo, SCT Route 27 passengers have a relatively convenient transfer opportunity, arriving at Halcyon only a few minutes prior to the northbound Route 10 service time at 49 minutes past the hour. However, SCT Route 28 passengers must wait approximately 47 minutes, as this route serves Halcyon at 2 minutes past the hour.
- In the opposite direction, **southbound Route 10** service from San Luis Obispo arrives 13 minutes prior to the SCT Route 28 service time, while connections to SCT Route 27 require a 57 minute wait.
- For service southbound to Santa Maria, SCT Route 27 passengers must wait 55 minutes and SCT Route 28 passengers must wait 39 minutes before boarding the southbound RTA Route 10 bus.
- Returning from Santa Maria, transfers from RTA Route 10 to SCT Route 27 requires a 5 minute wait time and to Route 29 requires a 21 minute wait time.

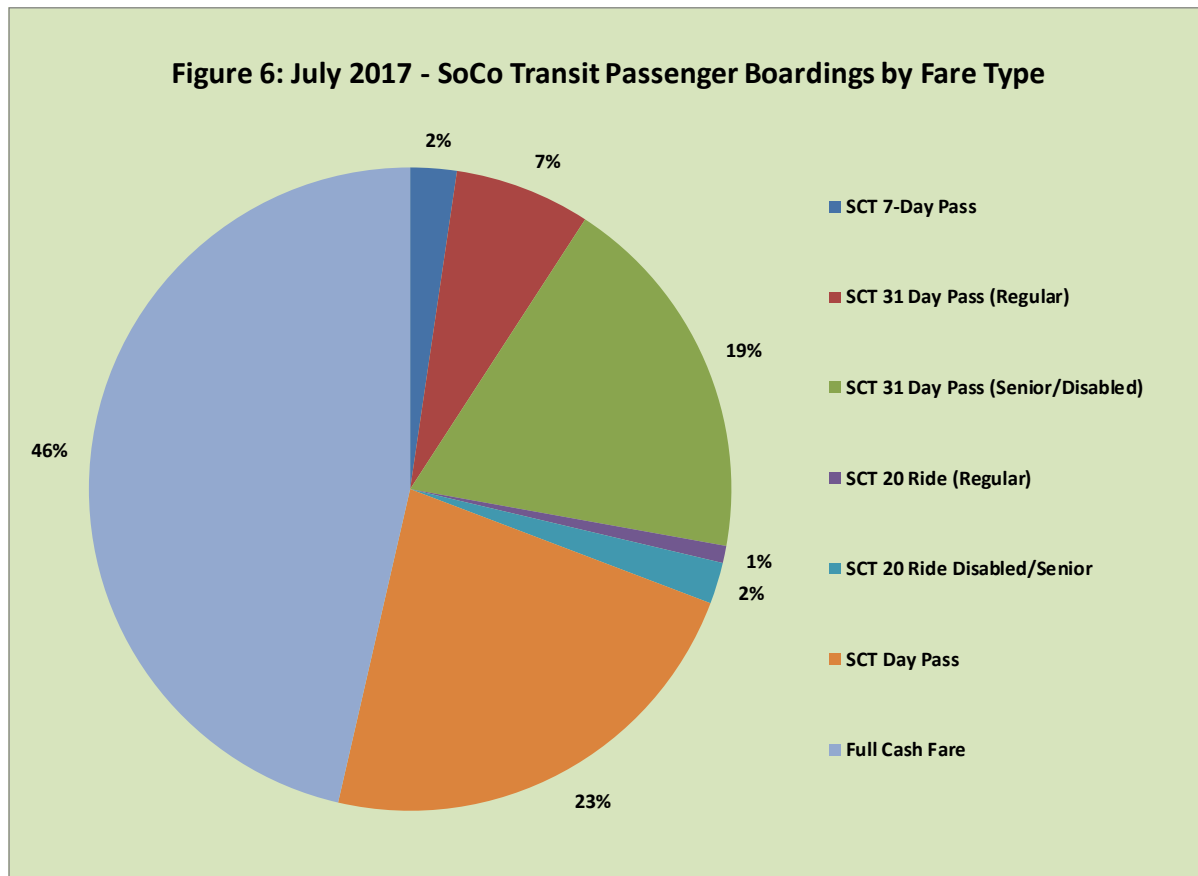
In sum, the existing SoCo Transit schedules require SCT Route 27 and SCT Route 28 passengers to wait a total of one hour at Halcyon Park-and-Ride to complete a round-trip via RTA Route 10 to either San Luis Obispo or Santa Maria.

Fare Structure

SoCo Transit uses a large variety of fare media, including the following:

- SCT Cash Fares (\$1.50 for the general public, \$0.75 for senior or disabled citizens)
- SCT Day Pass (\$3.00/\$1.50 Discount- Purchase on Bus)
- SCT 7-Day Pass (\$14.00)
- SCT 31-Day Pass (\$37 Regular/ \$18.50 Discount)
- SCT 20-Ride Pass (\$24 Regular/ \$12 Senior Discount)
- Summer Break Pass: for students in K-12 from Memorial Day to Labor Day.
- VIP Pass: Unlimited rides for seniors aged 80 and over

As indicated by fare data collected in July 2017 and shown in Figure 6, the most common fare type used is cash (46 percent) followed by SCT Day Pass (23 percent).



Operating Characteristics

SoCo Transit and Trolley operating characteristics are depicted in Tables 2 and 3 for Fiscal Year (FY) 2013-14 through the most recent FY 2017-18. Discontinued routes are included to show overall increases and decreases throughout the past five years.

Ridership

SoCo Transit and Avila Trolley ridership is shown in Table 2. Total SCT ridership in FY 2013-14 was 239,101 one-way passenger-trips, while in FY 2017-18, ridership was 181,156. Overall, fixed route ridership declined by 24 percent, though the decline between the last two years of available data (2016/17 to 2017/18) was a relatively modest 2 percent. More detailed, route-specific findings are summarized below:

- Overall ridership has declined for Routes 21 (39 percent) and 24 (36 percent). However, over the past two fiscal years Routes 21 and 24 have only decreased in ridership by 8 and 4 percent, respectively.

TABLE 2: South County Transit Annual Ridership

Route	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
21	82,739	78,864	64,545	55,111	50,849
22	20,232	N/A	N/A	N/A	N/A
23	50,585	66,984	66,070	5,724	N/A
24	73,691	66,460	61,406	49,081	47,198
25	11,854	11,465	11,288	N/A	N/A
26	N/A	30	N/A	N/A	N/A
27	N/A	N/A	N/A	25,175	29,264
28	N/A	N/A	N/A	48,937	53,845
SCT Subtotal	239,101	223,803	203,309	184,028	181,156
Avila Trolley	10,766	8,905	9,787	8,262	5,171
Total	249,867	232,708	213,096	192,290	186,327

Source: SCT Historical Ridership, Provided by SLORTA, 2018

- SCT Routes 27 and 28 have shown increased ridership of 16 and 10 percent since their implementation in 2016.
- Overall trolley ridership has decreased by 52 percent. The bulk of this ridership loss – 37 percent – occurred over the last two fiscal years. However, more recent ridership data for July through September 2018 indicates a 13 percent increase over the same period in 2017.

SoCo Transit and Trolley ridership by month from July 2017 to June 2018 is shown in Figure 7. As indicated, ridership on both services is highest in the summer, particularly in July when monthly ridership is roughly 20 percent above the annual average. Ridership is roughly 16 percent below the annual average in February.

Hours and Miles of Service

Table 3 shows that total SoCo Transit and Trolley hours and miles of service operated have increased by 5 and 7 percent over the past five fiscal years. Additional route-specific findings are summarized below:

- Routes 21 and 24 have both decreased in hours by 18 and 19 percent, respectively.

Figure 7: SoCo Transit and Trolley Ridership by Month

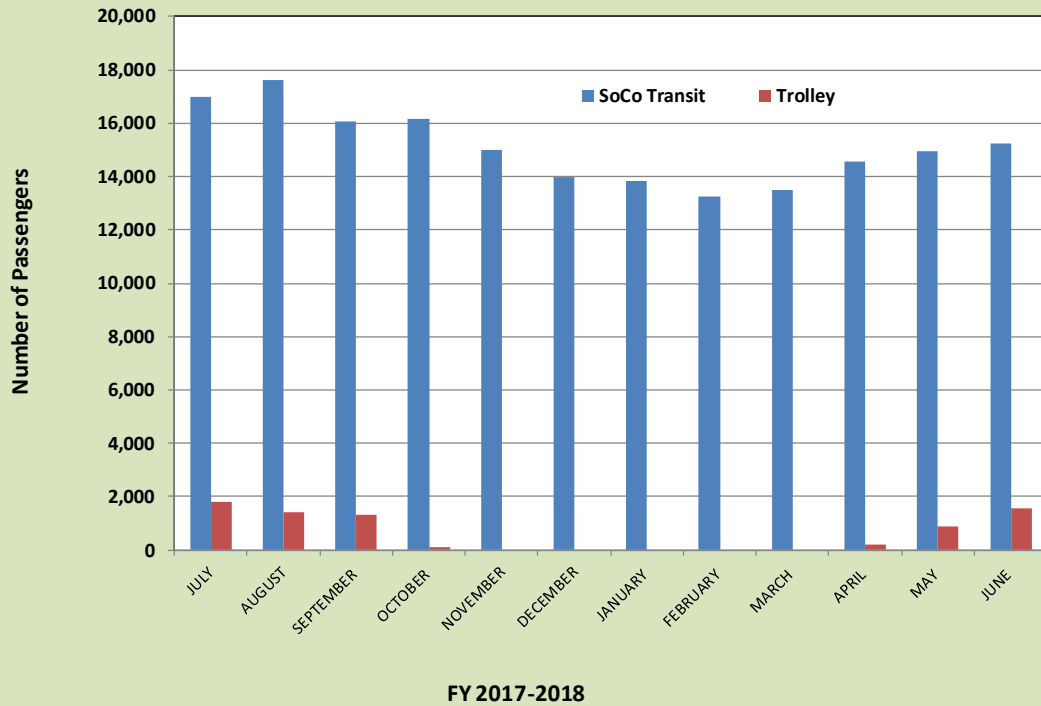


TABLE 3: South County Transit Hours and Miles of Service

Route Type	FY 2013-14		FY 2014-15		FY 2015-16		FY 2016-17		FY 2017-18	
	Hours	Miles	Hours	Miles	Hours	Miles	Hours	Miles	Hours	Miles
21	4,373	61,419	4,226	63,654	4,191	63,400	3,517	67,750	3,575	68,287
22	1,022	18,676	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
23	3,066	52,724	4,171	75,288	4,153	75,160	342	7,440	N/A	N/A
24	4,397	65,197	4,283	64,550	4,225	64,450	3,339	50,964	3,560	52,418
25	197	3,478	198	3,495	197	3,704	N/A	N/A	N/A	N/A
26	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
27	N/A	N/A	N/A	N/A	N/A	N/A	2,552	38,166	2,789	40,675
28	N/A	N/A	N/A	N/A	N/A	N/A	3,593	50,671	3,948	56,515
Avila Trolley	717	14,906	672	13,816	699	15,576	689	15,995	621	13,914
SCT Total	13,055	201,494	12,877	206,987	12,765	206,714	13,342	214,991	13,872	217,895
Grand Total	13,772	216,400	13,550	220,803	13,464	222,291	14,032	230,986	14,493	231,808

Source: SCT and RTA Historical Ridership, Provided by SLORTA, 2018

- Route 21 miles of service has increased by 11 percent, while Route 24's miles of service have decreased 20 percent over the last five years.

- Routes 27 and 28 have increased in operable hours since their implementation in 2016 by 9 and 10 percent, respectively. Their miles have also increased by 7 and 12 percent.
- Avila Trolley hours and miles have decreased by about 13 and 7 percent, respectively.

It is important to note that the miles and hours presented in this report are considered “service” hours and miles. As such, the reported miles and hours represent of all the time each driver is in the bus, including deadhead time before and after the in-revenue-service time, rather than simply the standard revenue or service-miles/hours.

South County Transit Financial Characteristics

Revenues

SoCo Transit derives its revenues from a number of sources, as shown in Table 4 and Figure 8. The largest single source is the Federal Transit Administration (FTA) 5307 Urbanized Area Formula Grant program, which accounts for 36 of operating revenues. The Local Transportation

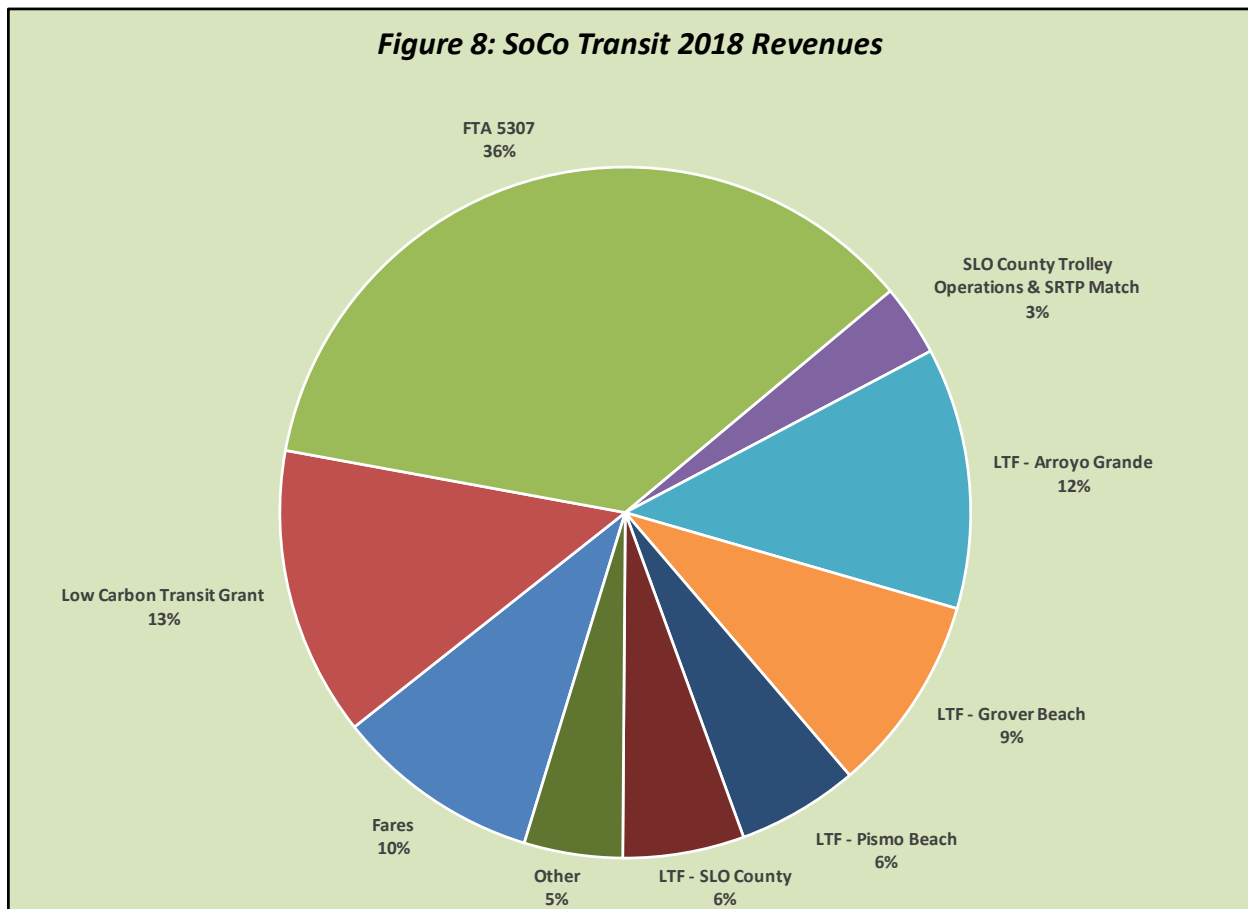


TABLE 4: South County Transit Historic Revenue

Funding Sources	Operating			Capital		
	FY 16/17	FY 17/18	FY 18/19	FY 16/17	FY 17/18	FY 18/19
Beginning Fund Balance	\$546,030	\$320,810	\$332,960	\$127,905	\$127,110	\$206,940
Estimated Fund Balance	\$546,030	\$320,810	\$332,960	\$127,905	\$127,110	\$206,940
Less Required Reserves:						
TDA Required Operating Reserve	\$244,230	\$274,990	\$294,240	-	-	-
Equipment Replacement Reserve		-	-	\$109,340	\$164,840	\$305,070
Total Reserves	\$244,230	\$274,990	\$294,240	\$109,340	\$164,840	\$305,070
Fund Balance Available (Required)	\$301,800	\$45,820	\$38,720	\$18,565	-\$37,730	-\$98,130
Operating Revenues						
Fares	\$154,420	\$141,700	\$142,190	-	-	-
STA Including STA SB1 Augmentation		-	-	\$89,380	\$71,500	\$156,810
Low Carbon Transit Grant	\$89,240	\$134,420	\$200,000	-	-	-
FTA 5307	\$501,200	\$562,020	\$532,510	-	-	-
SLO County Trolley Operations & SRTP Match	\$57,060	\$57,660	\$49,300	-	-	\$22,750
RTA Operations Supervisor Contribution	\$8,240	\$8,490	\$13,650	-	-	-
Advertising and other income	-	-	\$10,000	-	-	-
Total Non-TDA Funds	\$810,160	\$904,290	\$947,650	\$89,380	\$71,500	\$179,560
Local Transportation Funds (LTF)						
Arroyo Grande	\$64,095	\$166,057	\$180,602	-	-	-
Grover Beach	\$48,577	\$125,426	\$136,908	-	-	-
Pismo Beach	\$28,505	\$76,404	\$83,990	-	-	-
SLO County	\$27,493	\$73,754	\$83,990	-	-	-
Total LTF Funds	\$168,670	\$441,641	\$485,490	-	\$0	\$0
Total Operating Revenues	\$978,830	\$1,345,930	\$1,433,140	\$89,380	\$71,500	\$179,560
Non-Operating Resources						
Interest	\$3,940	\$7,370	\$5,660		-	-
Prop 1B - Vehicle Replacement/ITS		-	-	\$27,995	-	-
Federal Transit Adm (FTA) 5307 Capital		-	-	\$211,500	\$129,080	\$193,730
Federal Transit Adm (FTA) 5339 Capital		-	-	\$12,670	-	-
Total Non-Operating Resources	\$3,940	\$7,370	\$5,660	\$252,165	\$129,080	\$193,730
Total Resources	\$1,284,570	\$1,399,120	\$1,477,520	\$360,110	\$162,850	\$275,160

Source: FY 2017-2018 & 2018-19 South County Transit Budget, April 25, 2018

Fund (LTF) monies apportioned to the jurisdictions in the Five Cities area account for a total of 34 percent of total revenue. The LTF is based on a quarter-cent sales tax collected by the State of California and returned to the source area. This includes LTF for Arroyo Grande, Grover Beach, Pismo Beach and a portion of San Luis Obispo County for the unincorporated areas of Shell Beach and Oceano, as The LTF is apportioned based on population. Of all LTF revenue, Arroyo Grande is the highest contributing community at 37 percent of LTF funds received. After LTF, the next largest revenue source is fares at 10 percent of the total operating revenue. SCT also receives money from RTA to operate the Avila Trolley (3 percent of total revenue), and from the State's Low Carbon Transit Operations Program (LCTOP) at 13 percent of revenue. Passenger fares generate 10 percent of operating revenue.

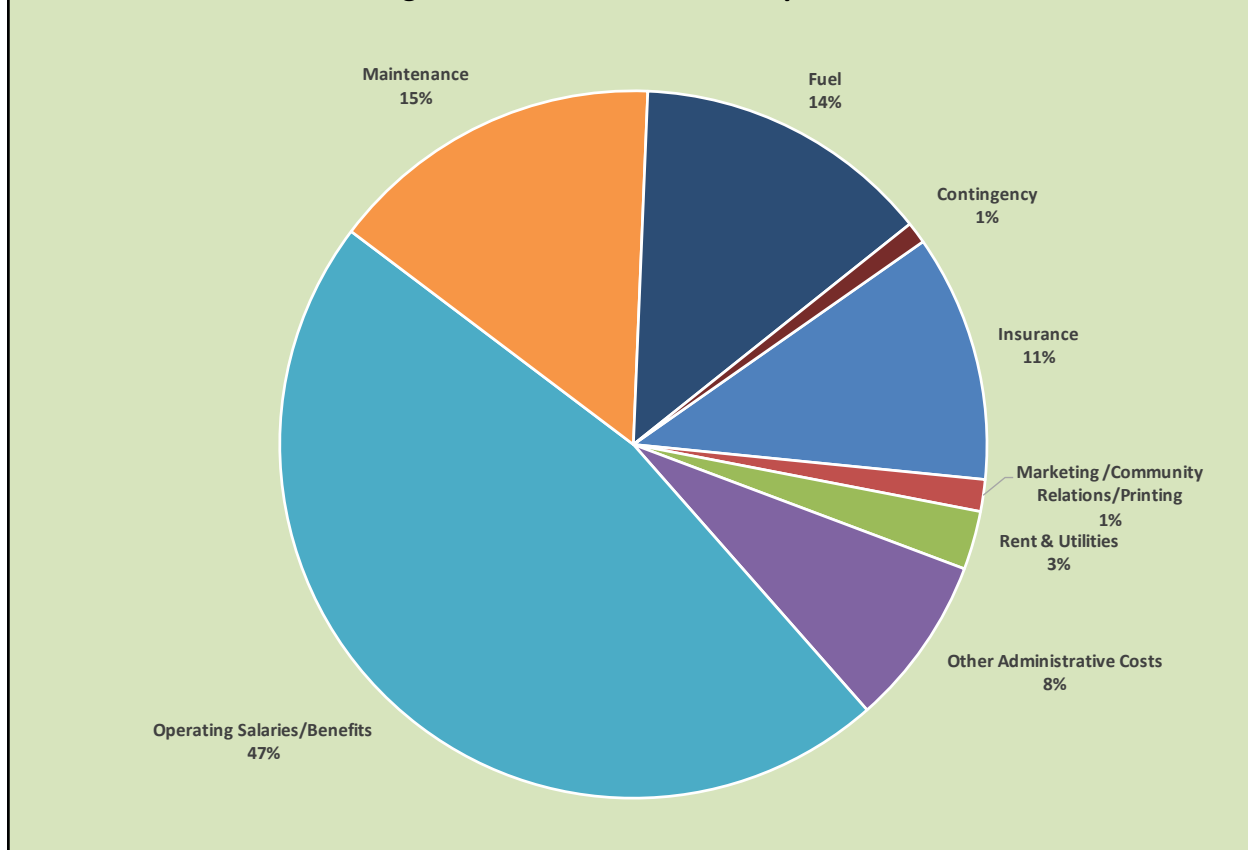
Expenses

SoCo Transit operating costs have been within the \$1.2 million and 1.5 million range for the past three fiscal years (not including capital outlay) as shown in Table 5. As also shown in Figure 9, operating salaries and benefits account for the approximately 47 percent of the operating expenditures. Maintenance is the next largest expense (15 percent of expenses), followed by fuel (14 percent). Administrative expenditures such as insurance, rent, utilities and marketing are 23 percent of the entire expense budget.

TABLE 5: South County Transit Historic Expenditures

Funding Sources	Operating			Capital		
	FY 16/17 Actual	FY 17/18 Actual	FY 18/19	FY 16/17 Actual	FY 17/18 Actual	FY 18/19
Administrative Expenditures						
Insurance						
Liability & Physical Damage	\$82,000	\$101,135	\$115,280	-	-	-
Workers Compensation	\$57,000	\$57,997	\$51,000	-	-	-
Property Insurance	\$700	\$638	\$740	-	-	-
Rent	\$36,000	\$32,555	\$30,600	-	-	-
Utilities	\$8,450	\$8,684	\$8,980	-	-	-
Radio Expense	\$1,240	\$1,133	\$1,240	-	-	-
Legal Services	\$6,200	\$3,875	\$1,590	-	-	-
Payroll Processing	\$1,680	\$876	\$760	-	-	-
Administration - Staff Time	\$74,750	\$77,600	\$81,110	-	-	-
Finance - Staff Time	\$13,200	\$13,700	\$14,320	-	-	-
Marketing - Staff Time	\$5,100	\$5,290	\$5,530	-	-	-
Office Expense/Miscellaneous	\$10,370	\$7,207	\$7,150	-	-	-
Audit	\$3,000	\$3,105	\$3,310	-	-	-
Marketing /Community Relations/Printing	\$25,000	\$13,902	\$16,000	-	-	-
Uniforms/Laundry/Physcials	\$10,270	\$4,936	\$5,660	-	-	-
Operating Expenditures				-	-	-
Salaries/Benefits	\$579,750	\$616,662	\$667,510	-	-	-
Maintenance	\$115,800	\$182,755	\$226,920	-	-	-
Dispatch - Staff Time	\$21,850	\$22,680	\$23,700	-	-	-
Sign Maintenance	\$3,000			-	-	-
SCT Bus Fuel	\$215,770	\$166,972	\$201,490	-	-	-
Contingency	\$12,640	\$750	\$14,630	-	-	-
Total Operating Expenditures	\$1,284,570	\$1,322,452	\$1,477,520	-	-	-
Capital Service	-	-	-	-	-	-
Support Vehicle	-	-	-	-	-	\$33,000
Short Range Transit Plan	-	-	-	-	-	\$105,000
Computer Upgrade	-	-	-	-	\$843	-
Vehicles/ITS	-	-	-	\$156,600	-	-
Facility Improvements/Bus Stop/Amenities	-	-	-	\$141,010	-	\$43,410
Transit Centers Improvements	-	-	-	\$62,500	\$120,000	\$93,750
Total Use of Resources	\$1,284,570	\$1,322,452	\$1,477,520	\$360,110	\$120,843	\$275,160
Source: FY 2017-2018 & 2018-19 South County Transit Budget, April 25, 2018						

Figure 9: SoCo Transit 2018 Expenses



Cost Allocation

A cost allocation model is a useful tool for evaluating current costs as well as for developing service alternatives later on. The costs associated with service factors were evaluated for FY 2017-18 to develop a cost allocation model. Each cost item in the budget is allocated to that quantity – vehicle service hour, vehicle service-mile, or fixed costs – upon which it is most dependent. Fuel costs, for example, are allocated to vehicle service-miles. When divided by the total quantity of service budgeted for FY 2017-18, a “cost equation” can be developed, as presented in Table 6. This equation is:

$$\begin{aligned}\text{Operating Cost} = & \$44.11 \times \text{annual vehicle service hours} + \\ & \$1.51 \times \text{annual vehicle service-miles} + \\ & \$332,383 \text{ in annual fixed costs.}\end{aligned}$$

This equation can be used to estimate the cost of any changes in service, such as the operation of additional routes or changes in daily hours of operation. It will be used in subsequent tasks as part of this study to evaluate the cost impacts of service alternatives.

TABLE 6: South County Transit Cost Allocation Model				
FY 2017-18				
Line Item	Total	Total Vehicle Service Hours	Total Vehicle Service Miles	Fixed
<u>Administrative Expenditures</u>				
Insurance	\$159,770			\$159,770
Rent	\$32,555			\$32,555
Utilities	\$8,684			\$8,684
Radio Expense	\$1,133			\$1,133
Legal Services	\$3,875			\$3,875
Payroll Processing	\$876			\$876
Administration - Staff Time	\$77,600			\$77,600
Finance - Staff Time	\$13,700			\$13,700
Marketing - Staff Time	\$5,290			\$5,290
Office Expense/Miscellaneous	\$7,207			\$7,207
Audit	\$3,105			\$3,105
Marketing /Community Relations/Printing	\$13,902			\$13,902
Uniforms/Laundry/Physcials	\$4,936			\$4,936
<u>Operating Expenditures</u>				
Salaries/Benefits	\$616,662	\$616,662		
Maintenance	\$182,755		\$182,755	
Dispatch - Staff Time	\$22,680	\$22,680		
SCT Bus Fuel	\$166,972		\$166,972	
Contingency	\$750			\$750
<u>Total Operating Expenditures</u>	<u>\$1,322,452</u>	<u>\$639,342</u>	<u>\$349,727</u>	<u>\$333,383</u>
Unit Quantities		14,493	231,808	
Cost Per Unit		\$44.11	\$1.51	\$333,383
Source: FY 2017-2018 & FY 2018-2019 South County Transit Budget, Dated March 24, 2017 and April 25, 2018				

Operating Cost Trends

As indicated in Table 5, the annual operating costs increased approximately 3 percent from \$1,284,570 in 2016-2017 to \$1,322,452 in FY 2017-2018. The budgeted operating cost for FY 2018-2019 is \$1,477,520 which is a 12 percent increase over the previous year.

Fare Revenue Trends

Fare revenues over the past three years are shown in Table 4. As indicated, a total of \$141,700 in fare revenues was generated in FY 2017-2018. While fare revenue dropped 8 percent from FY 2016-2017 to FY 2017-2018, the FY 2018-2019 revenue expects a slight increase from existing fares up to \$142,190.

South County Transit Staffing

SoCo Transit has one full time Operations Supervisor, four full time Bus Operators, a part time utility worker (no mechanic) and approximately eight part time Bus Operators based on the

time of year (more in the summer to operate the trolley). In addition, SoCo Transit receives support from RTA including financial support, planning assistance, maintenance support, and dispatch services. However, staff hours provided by RTA are not specifically tracked, and it is unknown specifically how many hours of support are provided. Additionally, many of the duties undertaken by RTA are undertaken on behalf of both organizations and therefore difficult to allocate.

SoCo Transit Capital Assets

Transit Fleet

SoCo Transit has a fleet of eight 35-foot buses, two 29-foot trolley replica vehicles and seven 22-foot Dial-a-Ride vehicles as shown in Table 7. Based on industry standards, two of the smaller vehicles will warrant replacement in 2019, with four larger fixed route buses warranting replacement in 2020.

The fleet of SoCo Transit fixed route buses seat 35 passengers and run on clean diesel. Each bus is equipped with front and rear bike racks, providing a total of up to six bicycle loading spaces. All of the vehicles are wheelchair lift-equipped with two tie-down positions. The trolleys and smaller DAR vehicles use gasoline.

TABLE 7: South County Transit Fleet							
VEHICLE #	MILEAGE	LENGTH	MAKE	MODEL	YEAR	DEPARTMENT	REPLACE DATE
201	466,310	35'	GILLIG	PHANTOM	2003	SCT-FIXED	2020
204	500,176	35'	GILLIG	PHANTOM	2003	SCT-FIXED	2020
1011	264,599	35'	THOR	EZ RIDER	2010	SCT-FIXED	2022
1012	187,186	35'	THOR	EZ RIDER	2010	SCT-FIXED	2022
1013	103,562	29'	DOUBLE K	VILLAGER	2011	CO-TROLLEY	2025
1308	245,108	35'	GILLIG	LOW FLOOR	2013	SCT-FIXED	2025
1309	228,835	35'	GILLIG	LOW FLOOR	2013	SCT-FIXED	2025
1310	239,035	35'	GILLIG	LOW FLOOR	2013	SCT-FIXED	2025
1509	164,316	35'	GILLIG	LOW FLOOR	2015	SCT-FIXED	2027
1707	14,935	29'	DOUBLE K	VILLAGER	2017	CO-TROLLEY	2032
504	176,702	22'	DODGE	RAM 2500	2002	SCT-SUP	2019
516	54,221	22'	DODGE	GRAND CARAVAN	2014	SCT-SUP	2024
517	30,988	22'	DODGE	GRAND CARAVAN	2014	SCT-SUP	2024
1204	120,960	22'	FORD	STARCRAFT	2013	CO-DAR	2019
1511	69,527	22'	FORD	STARCRAFT E450	2015	CO-DAR	2022
729	52,000	22'	DODGE	BRAUN ENTRAVAN	2013	PASO-DAR	2020
730	51,531	22'	DODGE	BRAUN ENTRAVAN	2013	PASO-DAR	2020
<i>Source: South County Transit Fleet Roster, dated October 1, 2018</i>							

Transit Operations and Maintenance Facility

The SoCo Transit operations and maintenance facility is located at 800 Rodeo Drive in Arroyo Grande, between West Branch Street and Grace Lane. This is a leased space that includes a bus storage, small administrative space, a small rest space for drivers and no maintenance bay. Buses are washed in the parking lot, with a drain installed to capture runoff. The facility is small and showing its age, with inadequate parking, but is centrally located within Arroyo Grande. Vehicles are fueled at JB Dewar in San Luis Obispo with Easy Fuel available onsite for top off after hours. All major maintenance work is done at the RTA facility at 179A Cross Street in San Luis Obispo.

Transfer Centers and Passenger Amenities

SoCo Transit has three transfer centers: the Premium Outlet Mall, Ramona Garden, and Town Center / Walmart:

- The Premium Outlets Mall is on the south side of Five Cities Drive near 4th Street in Pismo Beach. This location has a bus pullout that accommodates four buses, a covered shelter with benches, and an information kiosk. SCT Routes 21 and 24 serve this stop, as does RTA Route 10. The transfer stop is conveniently located near at an exit/egress to US 101, though the configuration of nearby interchanges requires some out-of-direction travel for northbound Route 10 buses.
- The Ramona Garden Park transfer center is located on the north side of Ramona Street between 9th and 10th Streets one block north of Grand Avenue in Grover Beach. This location has four sawtooth bus pullouts and three passenger shelters with benches. The park has bathrooms which are available to passengers (and drivers), and park-and-ride spots will soon be designated on 10th Street. All four SoCo Transit routes serve this stop near the bottom of the hour.
- The Town Center/Walmart transfer center is located just outside the Walmart on the westbound side of the Town Center Drive loop. It has one covered shelter with benches and a pull out for buses. It is served by all four SCT routes.

DEMAND RESPONSE SERVICES

The Dial-A-Ride services offer riders curb-to-curb transportation within smaller San Luis Obispo County communities. Vehicles are low floor and ramp equipped for mobility-impaired passengers. Requests for rides may be made up to a week in advance. In order to guarantee a ride, passengers must call by 12:00 noon the day before their trip, though in some regions, same day requests are considered.

Shandon – Paso Robles Dial-A-Ride

Dial-A-Ride service is available to the general public serving residents of Shandon and providing service to/from Paso Robles. Service is available from 8:00 AM to 5:00 PM, Monday, Wednesday, and Friday. The Dial-A-Ride provides transfers to Route 9 at the Paso Robles Train Station. Rides are available through reservations only, with one-way fares of \$5.00 for the general public. Same day service is not available for this area. If no requests for service are received by the day prior to a service day, service is not operated.

Templeton - Paso Robles Dial-A-Ride

Dial-A-Ride service is available to the general public in the Templeton area providing connections to/from Paso Robles. Service is provided from 8:00 AM to 5:00 PM, Tuesday and Thursday. The Dial-A-Ride provides transfers to Route 9 and at the Las Tablas Park and Ride. Rides are available through reservations only, with one-way fares of \$2.50 for the general public. Same day service is not available for this area and service is not operated without prior reservations.

Paso Robles Dial-A-Ride

Dial-A-Ride service is available to the general public serving Paso Robles. Service is provided from 7:00 AM to 1:00 PM, Monday through Friday. The Dial-A-Ride provides transfers to Route 9. Rides are available through reservations only, with one-way fares of \$5.00 for the general public and \$2.50 for senior and disabled passengers. Same day requests may be honored if space is available.

Nipomo Dial-A-Ride

Dial-A-Ride service is available to the general public serving most of Nipomo. Service is provided from 7:00 AM to 6:30 PM, Monday through Friday. The Dial-A-Ride provides transfers to Route 10, which allows passengers to access SCT services by transferring at Premium Outlets. Rides are available through reservations, though same day requests may be honored if space is available. One-way fares are \$2.25 for the general public and \$1.75 for senior, disabled, and youth passengers. Special 10-ride punch passes are available for adults (\$20.00) and children between the ages of K-12th grade (\$15.00).

Demand Response Ridership, Hours and Miles

The FY 2017-2018 total annual ridership for Dial-a-Ride service was 18,244 passengers. Nipomo Dial-a-Ride had the highest ridership at 15,467 passengers (84.3 percent) with Paso Robles Dial-a-Ride having 2,861 passengers (15.6 percent). The Shandon/Templeton Dial-a-Ride serviced only 16 people (0.1 percent) over the past fiscal year.

Revenue hours and vehicle miles follow the same pattern as the overall ridership values as shown in Table 8. The Nipomo Dial-a-Ride had nearly 75 percent of the total revenue hours with Paso Robles providing approximately 25 percent of the total hours served. Vehicle miles by Dial-A-Ride service had a similar breakdown with Nipomo Dial-a-Ride having traveled nearly 73 percent of the total, Paso Robles having traveled approximately 24 percent, and the Shandon / Templeton Dial-a-Ride having traveled around 3 percent of the fiscal year total.

TABLE 8: Demand Services Ridership, Hours and Miles						
	FY 2017-2018					
	Passengers		Revenue Hours		Vehicle Miles	
	#	%	#	%	#	%
Nipomo Dial-a-Ride	15,467	84.3%	4,128	74.7%	37,383	72.7%
Shandon / Templeton Dial-a-Ride	16	0.1%	4	0.1%	1,516	2.9%
Paso Robles Dial-a-Ride	2,861	15.6%	1,391	25.2%	12,535	24.4%
Total	18,344		5,523		51,434	
<i>Source: Productivity by Service - FY 2017-2018, Dated 1/13/2019</i>						

Demand Response Financial Characteristics

Revenues

The Dial a Ride services derive its revenues from a number of sources, the largest being TDA LTF funding (47 percent of the operating budget). As shown in Table 9, deferred revenue allocation accounts for 29 percent of the proposed FY 2018-2019 revenue. State Transit Assistance (STA) and 5339 Discretionary funding provide 9 and 8 percent of the budget, respectively. The Dial-a-Ride fares have hovered between 3 to 5 percent of total revenue over the past three fiscal years.

TABLE 9: SLOCAT County Program Revenues				
Revenue Items	FY 2016-	FY 2017-	FY 2018-	
	2017	2018	2019	
	(Actual)	(Adopted)	(Adopted)	
Nipomo Dial A Ride - Fares	\$28,151	\$27,810	\$31,400	
Templeton/Shandon/Paso Robles DAR - Fares	\$515	\$410	\$290	
TDA (Transportation Development Act) - LTF	-	\$353,944	\$432,812	
STA (State Transit Assistance)	\$43,588	\$71,590	\$78,380	
STA SB1 Augmentation	-	-	\$39,050	
FTA 5307 (Federal Transit Administration)	\$160,000	-	-	
5339 Discretionary (Caltrans)	-	-	\$69,300	
Deferred Revenue Allocation	\$436,106	\$77,276	\$262,408	
Interest	\$680	\$650	\$490	
Total	\$669,040	\$531,680	\$914,130	
<i>Note: Does not include Five Cities Shuttle and Avila Trolley fare revenue</i>				
<i>Source: San Luis Obispo County Budget 2018-2019</i>				

Expenses

Dial a Ride operating costs have been fairly consistent over the past three fiscal years (not including capital outlay) as shown in Table 10. Operation labor costs have consistently accounted for between 40 and 41 percent of the total expenditures over the past three fiscal years. Administrative costs are the second highest and most consistent expenditure accounting for between 19 and 21 percent of total costs over the past three fiscal years.

Cost Allocation

A cost allocation model is a useful tool for evaluating current costs as well as for developing service alternatives later on. The costs associated with service factors were evaluated for FY

TABLE 10: SLO RTA County Services Expenses			
Expense Items	FY 2016-2017 (Actual)	FY 2017-2018 (Adopted)	FY 2018-2019 (Adopted)
Administration	\$92,110	\$95,230	\$97,630
Labor - Operations	\$187,150	\$180,430	\$194,140
Labor - Operations Workers Comp	\$21,990	\$20,830	\$18,780
Labor - Maintenance	\$43,250	\$42,140	\$44,030
Labor - Maintenance Workers Comp	\$6,440	\$6,100	\$5,500
Fuel	\$24,790	\$21,740	\$19,900
Insurance	\$12,100	\$11,090	\$13,410
Special Transit	\$57,300	\$43,900	\$43,900
Maintenance (Parts, Supplies, Materials)	\$21,220	\$27,630	\$29,970
Maintenance Contract Costs	\$6,340	\$4,000	\$5,530
Total Operations	\$472,690	\$453,090	\$472,790
<i>Source: San Luis Obispo County Budget 2018-2019</i>			

2017-18 to develop a cost allocation model. Each cost item in the budget is allocated to that quantity – vehicle service hour, vehicle service-mile, or fixed costs – upon which it is most dependent. Fuel costs, for example, are allocated to vehicle service-miles. When divided by the total quantity of service budgeted for FY 2017-18, a “cost equation” can be developed, as presented in Table 11. This equation is:

$$\begin{aligned}\text{Operating Cost} = & \$47.52 \times \text{annual vehicle service hours} + \\ & \$1.34 \times \text{annual vehicle service-miles} + \\ & \$203,280 \text{ in annual fixed costs.}\end{aligned}$$

TABLE 11: County Services Cost Allocation Model				
Expenditures	FY 2018-2019	Total Vehicle Service Hours	Total Vehicle Service Miles	Fixed
Administration	\$97,630	-	-	\$97,630
Labor - Operations	\$194,140	\$194,140	-	-
Labor - Operations Workers Comp	\$18,780	\$18,780	-	-
Labor - Maintenance	\$44,030	\$44,030	-	-
Labor - Maintenance Workers Comp	\$5,500	\$5,500	-	-
Fuel	\$19,900	-	\$19,900	-
Insurance	\$13,410	-	\$13,410	-
Special Transit	\$43,900	-	-	\$43,900
Avila Trolley	\$61,750	-	-	\$61,750
Maintenance (Parts, Supplies, Materials)	\$29,970	-	\$29,970	-
Maintenance Contract Costs	\$5,530	-	\$5,530	-
<u>Total Operating Expenditures</u>	\$534,540	\$262,450	\$68,810	\$203,280
Unit Quantities		5,523	51,434	-
Cost Per Unit		\$47.52	\$1.34	-
<i>Source: San Luis Obispo County 2017-2018 and 2018-2019 Budget</i>				

This equation can be used to estimate the cost of any changes in service, such as the operation of additional routes or changes in daily hours of operation. It will be used in subsequent tasks as part of this study to evaluate the cost impacts of service alternatives.

Operating Cost Trends

As indicated in Table 11, the annual operating costs decreased approximately 4 percent from \$472,690 in FY 2016-2017 to \$453,090 in FY 2017-2018. The budgeted operating cost for FY 2018-2019 is \$472,790 which is a 4 percent increase over the previous year.

Fare Revenue Trends

Fare revenues over the past three fiscal years are also shown in Table 9. As indicated, a total of \$29,071 in fare revenues was generated in FY 2016-2017. While fare revenue dropped 4 percent from FY 2015-2016 to FY 2017-2018, the FY 2018-2019 revenue expects a 12 percent increase from existing fares.

OTHER TRANSIT SERVICES

San Luis Obispo Regional Transit Authority

The San Luis Obispo Regional Transit Authority provides regional public transit services across San Luis Obispo County. This review focuses on the sole route serving the South County area.

Route 10: San Luis Obispo and Santa Maria Service

Connections from the South County area to the City of San Luis Obispo and Santa Maria are provided by RTA Route 10, which operates along the US 101 corridor. Service levels vary by the day of the week:

- There are 17 runs per **weekday** on hourly headways, as well as 2 express routes (morning and evening). General weekday operating hours in the South County area (at Pismo Outlets) are between 6:20 AM and 8:00 PM in the northbound direction (towards San Luis Obispo) and 7:00 AM and 9:00 PM in the southbound direction (towards Santa Maria).
- **Saturday** service consists of five runs in each direction, serving Pismo Outlets between 9:00 AM and 8:00 PM in the southbound direction and 8:00 AM / 7:00 PM in the northbound direction.
- On **Sundays**, service is limited to three runs in each direction, serving Pismo Outlets at 10:00 AM, 2:00 PM and 6:00 PM in the southbound direction and at 9:00 AM, 1:00 PM and 5:00 PM in the northbound direction.

One-way general public fares are dependent upon the origin and destination:

- \$1.50 for service wholly within a single area: San Luis Obispo, Pismo Beach/Arroyo Grande, Nipomo, or Santa Maria/Orcutt.
- \$2.00 for service between San Luis Obispo and Pismo Beach/Arroyo Grande, between Pismo Beach/Arroyo Grande and Nipomo, and between Nipomo and Santa Maria.
- \$2.50 for service between San Luis Obispo and Nipomo, and Pismo Beach/Arroyo Grande and Santa Maria.
- \$3.00 for service between Santa Maria/Orcutt and San Luis Obispo.

Reduced (roughly half-price) fares are provided for seniors age 65 to 79, persons with disabilities, Medicare cardholders and K-12 students. Seniors age 80 or above, ADA cardholders and children 44 inches or shorter ride for free.

Operating data for the most recent 12 months (July 2017 through June 2018) shows that Route 10 ridership totaled 232,651 one-way passenger-trips, as shown in Table 12. A review of the monthly data shows that the month of October historically tends to generate the greatest ridership. Further, in the most recent 12 months, a total of 355,167 miles and 11,139 hours

were completed on the route. From a service performance analysis perspective, Route 10 is performing very well, with 20.8 passenger-trips per hour and 0.65 passenger-trips per mile.

TABLE 12: RTA 10 Ridership, Hours, and Miles of Service

RTA 10	FY 2013-14	FY 2014-15	FY 2015-16	FY 2016-17	FY 2017-18
Ridership	270,562	251,310	226,862	251,951	232,651
Hours	10,469	10,408	10,542	11,780	11,139
Miles	342,688	340,681	345,076	373,753	355,168
<i>Source: RTA Historical Ridership, Provided by SLORTA, 2018</i>					

Ride-On Transportation

In an effort to reduce congestion, air pollution and parking demand while increasing the mobility of area residents, Ride-On offers transportation services to both social service clients and the general public. With a fleet of over 90 vans, buses, and wheelchair-equipped vehicles Ride-On provides services tailored for social service clients (such as the disabled), social service agencies (group and individual rides), Medi-Cal recipients, smaller community groups, and the Five Cities Senior Shuttle described below.

The general public can take advantage of Ride-On services through the airport/train shuttle; special event shuttles; vanpools for commuters; guaranteed/emergency ride home service; and private shuttles for individuals within the county.

SLO Regional Rideshare

RTA and SLOCOG operate a regional rideshare program, designed to educate commuters and promote alternative transportation modes, such as carpool, bicycles and transit. While the program itself does not provide actual transit services, it provides a wealth of information regarding transportation alternatives to employers, residents and transit providers, including trip planners, and marketing services.

5 Cities Senior Shuttle

Dial-A-Ride service is available to the general public ages 65 and up between 8:00 AM and 5:00 PM on Tuesday, Wednesday, and Thursday. Route connections can be made to Route 10 at the Pismo Premiums Outlets. Rides are available through reservations only, with one-way fares of \$3.00. Same day requests may be honored if space is available.

Runabout Paratransit

The Runabout is a county-wide paratransit system providing service along the fixed-route corridors, including regional, local, and trolley services for ADA certified passengers only. Fares for the Runabout service range from \$2.50 to \$11.00 each way. The Runabout provides services every day and reservations can be made between 8:00 AM and 5:00 PM, 7 days a week.

Santa Maria Transit (SMAT)

SMAT offers eight routes within the City of Santa Maria. General operating hours are between 5:30 AM and 9:30 PM depending on the route. One-way fares are \$1.50 for the general public, \$1.25 for students, and \$0.75 for seniors (60 years and older), those with disabilities and/or Medicare recipients. Children 5 years old or under are free. SMAT also offers Monthly unlimited ride passes that are \$48.00 for the general public, \$31.00 for students, and \$24.00 for seniors (60 years and older), those with disabilities and/or Medicare recipients.

Amtrak

Amtrak currently serves San Luis Obispo County with two rail routes, the *Coast Starlight* and the *Pacific Surfliner*. The Coast Starlight train operates between Seattle and Los Angeles, with stops in Paso Robles and San Luis Obispo. The Pacific Surfliner, operating between San Luis Obispo and San Diego, includes stops in San Luis Obispo and Grover Beach. Trains depart the Grover Beach station at 7:15 AM and 4:35 PM each day in the southbound direction, and arrive at the Grover Beach station at 7:55 PM in the northbound direction. Amtrak Thruway motor coaches are also available for bus connections from the South County area to the *Surfliner*, *Capital Corridor* (service to Sacramento from the Bay Area) and the *San Joaquin* (service from Bakersfield to Sacramento and the East Bay Area) trains.

Review of Existing Plans and Documents

INTRODUCTION

To meet the goals of the study, it is essential that the regulatory and institutional context of the study effort be fully documented. The following summary of findings and recommendations will provide a solid background on local transit planning work already completed, as well as provide a base understanding of the region's transit needs.

Santa Maria – San Luis Obispo Transportation Connectivity Study (2017)

The *Santa Maria-San Luis Obispo Transportation Connectivity Study* was prepared by Nelson/Nygaard for the Santa Barbara County Association of Governments (SBCAG) in partnership with the San Luis Obispo Council of Governments (SLOCOG). The purpose of the study was to identify opportunities to improve transit and ridesharing services between northern Santa Barbara County and southern San Luis Obispo County.

The plan reviewed existing SBCAG and SLOCOG plans as well as current Short-Range Transit Plans in the Area. After considering the existing facilities and services within the area, the following recommendations were made for RTA's Route 10:

Short-Term Recommendations

1. Realign RTA Route 10 from Marion Medical Center to Broadway in Santa Maria.
2. Eliminate Hagerman Park-and-Ride and SLO County Regional Airport stops on RTA Route 10 express trips.
3. Serve the following consistent stops on RTA Route 10 Express trips.
 - Santa Maria Transit Center
 - Broadway at Orchard Street / Alvin Avenue
 - Halcyon Park-and-Ride
 - SLO Government Center
 - California Polytechnic State University

Mid-Term Recommendations

1. Increase RTA Route 10 weekday service span.
2. Improve RTA Route 10 weekend headways to 90 minutes.

Long Term Recommendations

1. Improve RTA Route 10 weekday headways to 30 minutes.
2. Improve RTA Route 10 weekend headways to 60 minutes.

Park & Ride Lot Study (2017)

A major goal of SLOCOG is to help assure the development of an efficient, coordinated, integrated, and balanced transportation system to meet the mobility needs of the San Luis Obispo region utilizing all modes of transportation. This includes providing designated Park and Ride (P&R) lot locations throughout the County to encourage commuters to carpool, vanpool, and/or take public transportation. P&R lots are “change of mode facilities” where individuals meet and then group-travel to their destinations via vanpool, carpool or transit. These facilities can be vacant lots where commuters pre-determine to meet, or large intermodal transportation facilities that link individuals to many other modes of transportation, including bus and rail. Previous studies were completed in 2005, 2008, and 2013.

Since the previous 2013 study, SLOCOG has added 30 additional parking spaces in Paso Robles and 20 additional parking spaces in Nipomo park and ride lots. A new Grover Beach Train Station park and ride lot has been added as well. Based on the findings of the 2017 study, the following general recommendations were suggested:

1. Encourage the County and local jurisdictions to require P&R lot spaces as a Condition of Approval for “major” new development where appropriate and encourage the Air Pollution Control District (APCD) to request P&R spaces when applicable.
2. Encourage Caltrans to continue maintaining existing P&R lots in State Right-of-Way, including resealing, restriping, debris removal, weed abatement, etc.
3. Recommend \$100,000 per year be set aside to maintain and improve existing lots (i.e. ongoing maintenance needs, lighting, solar shade structures, uniform signage with 511, shade trees and landscaping, irrigation and upkeep, etc.), renew existing lease agreements and to secure new lease agreements, and contracting for repaving, overlays/resealing, and restriping as needed.
4. Recommend funding for project development, construction, and capital needs of future P&R lots, including land purchase (additional funding for the development of major lots to be determined at a later date).
5. Continue to work with partner agencies to secure new lots.

6. Strive to locate a P&R lot in every community:
 - a. Meet certain improvement standards.
 - b. Conduct annual usage (i.e. counts) and improvement assessment.
7. Continue to promote and maintain the bike locker program.
8. Encourage Low Impact Development (LID) practices and pursue grants to install Electric Vehicle (EV) charging stations where appropriate.
9. Include transit service as a consideration in all future P&R lots.
10. Conduct P&R Survey Report and update P&R Study every 4 years.

The next study update will be in the 2021.

RTA Short Range Transit Plan (2016)

A *Short Range Transit Plan* was prepared by LSC Transportation Consultants for both the RTA and City of San Luis Obispo transit programs, completed in August, 2016. Existing transit services were reviewed and route alternatives were offered. RTA Route 10's ridership and stop activity were analyzed and the following major recommendations for RTA Route 10 were made as a result of the plan.

Mid-Day Weekday Express Service -- Through the implementation of a mid-day weekday express service, Route 10 would be limited to the following stops:

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

Expanding Evening Services -- The plan recommended adding later weekday service runs at 8:14 PM and 9:14 PM northbound from Santa Maria, as well as on additional southbound run from San Luis Obispo at 9:33 PM. It also recommended adding on additional Saturday northbound run departing at 8:14 PM and southbound run departing at 9:33 PM. Finally, an additional Sunday route departing northbound at 7:14 PM and southbound at 8:33 PM was suggested.

Ride-On Short Range Transit Plan Update (2015)

The *Ride-On Short Range Transit Plan Update* considered CTSA, TMA, and Vanpool Programs within San Luis Obispo County. The Plan's recommendations focus on a specific set of strategies

that Ride-On has identified as being critical to its growth and development. The plan developed the following immediate and mid-term strategies:

Immediate

- Improve marketing strategies.
- Implement new services for the CTSA including the addition of group trips to the senior shuttle program.
- Enhance volunteer driver program.
- Grow existing services by including online reservation requests and automated scheduling.
- Expand commuter vanpool program

Mid-Term

- Implementation of a countywide human service transportation brokerage.
- Ride-on is to position itself as a contract operator for paratransit operations.

Organizational

- Ensure that Board of Directors has the right experience and skills to oversee the transportation programs
- Improve performance monitoring and reporting
- Implement some additional technology upgrades
- Improve the relationships with partner agencies including SLOCOG and Rideshare.
- Create a CTSA Advisory Committee

US 101 Corridor Mobility Master Plan - San Luis Obispo County, California (2014)

This *Master Plan* comprehensively examined both existing and future conditions along approximately 70 miles of the corridor (county line to county line) in San Luis Obispo County to identify improvements that address existing and future needs in the corridor. Phase I of the *US 101 Corridor Mobility Master Plan* used performance measures to identify four Focus Segments of greatest need spanning approximately 25 miles of the 70 mile corridor. More detailed and scale sensitive performance measure assessments were then applied in Phase II to analyze each of the various improvement concepts considered within each Focus Segment. Both Phase I and Phase II of the plan were each informed through a comprehensive public outreach process that included both traditional (i.e., workshops and presentations) and nontraditional (web-based tools and surveys) methods for maximum effectiveness.

The study area most relevant to our analysis was “Segment 1” which included sections of US 101 between Avila Beach down through Arroyo Grande. The following was recommended as part of the Master Plan:

- Arroyo Grande – Improve Fair Oaks Boulevard / Orchard Avenue Intersection
- Pismo Beach – Extend Price Street
- Five Cities Area
 - Add HOV Lanes to US 101
 - Add auxiliary lanes to US 101 (15 aux lanes and 25 accel/decel lanes)
 - New or improved Park and Ride lots (12 lots, 262 new spaces)
 - Add ramp meters to US 101

San Luis Obispo Highway 101 Bus Rapid Transit Application Study (2013)

SLOCOG has been proactive in anticipating the transit needs in the county and has embarked on a series of studies to better improve local and regional transit service and has initiated a study to evaluate Bus Rapid Transit (BRT) opportunities along the Highway 101 corridor, specifically focusing on RTA Routes 9 and 10.

After reviewing County ridership data and expected population growth, the suggested general recommendations included increase service frequency and provide earlier and later services.

South County Transit Short Range Transit Plan (2011)

The previous *Short Range Transit Plan* for the South County area was completed in 2011 by LSC Transportation Consultants. Similar to this plan, it identified major issues, public need, strengths, and course of action for the South County region. The plan recommended changes to Routes 23 and 24, as well as an extension to the Avila Trolley. Since this plan was adopted, Route 23 has ceased running, and routes have been re-aligned including the introduction of Routes 27 and 28. The trolley now runs from Pismo Beach to Avila Beach during summer, spring, and fall.

Nipomo Short Range Transit Plan (2011)

A Short Range Transit Plan was prepared by Majic Consulting Group for the unincorporated area of Nipomo in 2011. After reviewing the existing and projected demographics and ridership, the following goals and objectives were recommended:

Goals and Objectives

1. Provide local community transportation, which fully integrates with the RTA regional public transportation network, offering seamless travel options throughout the area for residents and visitors in Nipomo
 - 1.1 Conveniently link resident populations and major traffic generators within the region.
 - 1.2 Coordinate service with RTA regional services.

2. Provide excellent, effective and efficient public transportation services, which are safe, reliable and accessible.
 - 2.1 Provide Safe public transportation.
 - 2.2 Provide reliable public transportation.
 - 2.3 Provide effective public transportation.
 - 2.4 Provide efficient public transportation.
 - 2.5 Provide comfortable transportation.
3. Provide market-driven services in a cost effective manner through the intelligent use of technology and best management practices.
 - 3.1 Achieve a highly rated level customer satisfaction.
 - 3.2 Provide services that are supported by market needs.
 - 3.3 Manage services in a cost effective manner.
 - 3.4 Employ technology cost effectively.
4. Ensure strong awareness and knowledge of Nipomo Transit and connecting public transportation and its value to the quality of life exists within the community, especially among disadvantaged segments, such as seniors, students, persons with disabilities, and persons with limited income.
 - 4.1 Provide accountability and transparency
 - 4.2 Increase use and support of public transportation in Nipomo.
 - 4.3 Implement an annual Marketing Plan.
 - 4.4 Use public funding efficiently in meeting the public transportation needs of Nipomo.
 - 4.5 Educate community and business leaders and the public on the availability

To further fulfill the goals and objectives, the SRTP developed a “Performance Measurement System” and offered two different route alternatives. The first alternative was to use the Dial-A-Ride service as a fixed route with only nominal amount of deviation. The second alternative was to turn the current Nipomo Dial-A-Ride into a deviated fixed route with a looser, hourly schedule.

Transportation Development Act Triennial Performance Audits

The focus of the Triennial Performance Audit (TPA) is to fulfill the requirements of the State of California Transportation Development Act (TDA). Under California law (PUC Section 99246), transit operators must monitor and report on an annual basis the following five performance indicators:

1. Operating costs per passenger;
2. Operating costs per revenue vehicle service hour;
3. Passengers per vehicle service hour;
4. Passengers per vehicle service mile; and
5. Revenue vehicle service hours per full-time employee equivalent.

TPA final reports review an agency's ability to meet objectives and performance standards. The most recent RTA and SoCo Transit TPA final reports are described in detail below.

San Luis Obispo Regional Transportation Authority

In 2014, under direction from SLOCOG, Nelson/Nygaard conducted an audit that examined FY 2009-2010 through 2012-2013 performance standards. The six near-term recommendations were the following:

1. The next SRTP update is intended to be a cooperative effort with SLO Transit. One of the primary objectives of this SRTP update should be to develop action oriented strategies to improve coordination between the two systems.
This was a carryover recommendation from the previous audit intended to strengthen the communication between the SLO Transit and RTA.
2. RTA should explore the feasibility and practicality of employing a subsidized taxi program for a portion of the Runabout service. A subsidized taxi program can be a cost effective strategy for serving some of the longer distance rides and supplement service during peak periods.
This was previously recommended but not elected for pursuit in previous audits. The plan recognized RTA's efforts in experimenting with services such as Ride-On.
3. Consider exploring the option of in-person assessments for determining ADA eligibility. This could include interviews or functional assessments, or having a subset or all applicants come in for an assessment. The goal should never be to simply deny eligibility to applicants; it should, however, ensure that applicants are matched to the transportation mode that is most suited to their functional ability.
4. RTA should develop goals and attainable performance standards for the four County services and create periodic and annual reports that tie performance statistics directly to adopted goals and standards. These reports should be shared with County staff and the Board of Supervisors.

While the Shandon, Templeton and Nipomo Dial-A-Ride services may provide "lifeline service" for people who have limited mobility with no other travel options, their performance should be assessed against realistic standards on a

regular basis to determine if the services should be continued, modified, or eliminated.

5. To maximize sales distribution of RTA passes, all Joint Powers Authority (JPA) member jurisdictions should agree to sell RTA passes at their respective city hall or county offices.
6. Work with San Luis Obispo County to review and update the Operating Agreement for Avila Beach Trolley Services.

In 2017, an audit was prepared by Majic Consulting Group and Amma Transit Planning. The document reviewed FY 2013-2014, 2014-2015, and 2015-2016. Of the six recommendations stated in the previous TPA, two were implemented, two were partially implemented, and two were not implemented. The recommendations that were not implemented were related to the County performance standards and the Avila Beach trolley operations agreement. The audit suggested the following four recommendations to RTA:

1. Analyze the integration of current services and assess most efficient and effective ways to serve populations in service corridors.
2. Continue to improve the efficiency and effectiveness of Runabout paratransit operations and dispatch.
3. Enhance public participation, customer service, and marketing.
4. Realign responsibilities to augment RTA's organizational capabilities and oversight.

Improving the efficiency of the Runabout paratransit services and enhancing public participation were recommended as high priority. The next expected TPA will be completed in 2020.

South County Transit

In 2014, under direction from SLOCOG, Nelson\Nygaard conducted an audit that examined FY 2009-2010 through 2012-2013. The TPA major findings concluded that SoCo Transit met a majority of its adopted standards with the exception of the following:

- The farebox recovery ratio for fixed route service and for the system as a whole did not meet SCT's 15% target set by the 2011 *South County Transit Plan* (since increased to 20% with the 2010 Census urbanized area designation).
- The system efficiency did not meet the target of increasing at a slower pace than the local consumer price index (CPI) each year. This was due to increased fuel costs and an upward adjustment to the wage scale in FY 2011/12.

- Performance data was not available for several standards, including on-time performance, passenger injuries, bus and shelter cleaning, and passenger amenities.

Two of the four recommendations from the last performance audit (published in 2010) were fully implemented and two are only partially complete:

- *Recommendation #3: Adopt and report on Key Performance Indicators (KPIs) on a routine basis. SCT has partially implemented the updated reporting system, and will finalize this based on the recommendations of the Strategic Business Plan currently under development.*
- *Recommendation #4: Update and implement the RTA/SCAT Marketing Plan and improve opportunities for local participation. SCT has implemented many of the marketing recommendations from the 2011 South County Transit Plan, including updating the rider guides, adopting a new name (changing from SCAT to SCT), developing "how to ride the bus" videos, and engaging in promotional outreach campaigns. However, many of the recommendations have not been fully implemented, including developing a distinctive logo and recording and reporting on-time performance statistics.*

The report suggested the following six recommendations as a result of their audit:

1. *Adopt and report on Key Performance Indicators (KPIs) on a routine basis.*
2. *Update and implement the RTA/SCT Marketing Plan and improve opportunities for local participation.*
3. *Create a standalone website for SCT that is separate from the RTA site.*
4. *Review the amount of time RTA staff devotes to SCT service and revisit the agreement between SCT and RTA for financial and administrative services to ensure it is fair and accurate.*
5. *Review the SCT fare structure and fare policies to meet the increased 20% farebox recovery ratio requirement.*
6. *Revisit the original SCT JPA Agreement (1978) between the member agencies.*

In 2017, an audit was prepared by Majic Consulting Group and Amma Transit Planning. The document reviewed FY 2013-2014, 2014-2015, and 2015-2016. Of the six recommendations stated in the previous TPA, four were completely implemented and two were partially implemented. The two that were partially implemented related to marketing and website.

The report suggested the following two recommendations:

1. *Consider consolidation with RTA, which would be accompanied with a realignment of the RTA management function to ensure SCT maintains a local focus*
2. *Work with RTA and Rideshare to enhance the SCT brand, develop a sustained marketing program, improve the availability of public information, and provide additional opportunities for public participation.*

SLOCOG Unmet Transit Needs Reports

SLOCOG, as the administrator of TDA funds for San Luis Obispo County, performs the annual Unmet Transit Needs study. The purpose of this study is to ensure that any unmet transit needs that are found reasonable to meet are met before TDA funds are expended for non-transit uses, such as streets and roads.

A request must meet all of the four (4) adopted criteria if it is to be determined an "unmet need": 1) the request fills gap in service or is identified as a deficiency, 2) sufficient broad-based community support is demonstrated, 3) the request is a current need, 4) the request is for new or expanded service.

In addition, an unmet need must meet all of the following four (4) adopted criteria in order for it to be deemed "reasonable to meet": 1) the request is projected to generate the required farebox recovery ratio, 2) service will not involve funding from a non-served entity, 3) service is comparable with similar transit services, 4) the request is fundable with existing TDA funds.

2015-2016, 2016-2017 and 2017-2018 Unmet Transit Needs Reports

SLOCOG includes an Unmet Transit Needs Annual report summarizing the requests received and hearings as required by Section 99401.5 of the California Public Utilities Code. The past three Unmet Needs Reports have received a total of 130 requests for RTA, the Runabout, South County Transit, and SLO Transit services. The reports included a summary of services like the following:

- Better advanced coordination/notification to RTA riders of detours/delays due to construction projects
- Provide later RTA Route 10 service to Ramona Garden Park in Grover Beach
- Provide a weekly commuting route through the five cities for 8:00 AM and 5:00 PM workers.
- Provide later Dial-A-Ride services past 6:00 PM
- Upgrade bus bike racks to accommodate more bicycles

- Provide text alerts to users
- Provide later service on weekend nights around Cal Poly campus
- Provide RTA Route 10 bus stop at Costco in Santa Maria
- Provide year route and weekday Avila Beach Trolley service
- Provide more shelters and benches at bus stops in South County

Of these requests, none were found to meet the adopted “Unmet Needs” Criteria and were deemed “operational” in nature and forwarded to transit operators for review and responses.