RESOLUTION NO. 10744 (2016 SERIES)

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SAN LUIS OBISPO, CALIFORNIA, ADOPTING THE 2016-21 SHORT RANGE TRANSIT PLAN

WHEREAS, the City of San Luis Obispo, California operates San Luis Obispo Transit, a public transit service; and

WHEREAS, the San Luis Obispo Council of Governments requires transit operators to prepare a Short Range Transit Plan every five years to be included in the regional transportation plan; and

WHEREAS, the Mass Transportation Committee conducted a hearing and received public testimony on July 13th, 2016 and recommended approval of the Short Range Transit Plan; and

WHEREAS, the Planning Commission conducted a hearing and received public testimony on August 24th, 2016 and recommended approval of the Short Range Transit Plan; and

WHEREAS, the City Council conducted a hearing on September 20th, 2016 and has considered testimony of interested parties, the records of the Planning Commission hearing and action, the records of the Mass Transportation Committee hearing and action and the evaluation and recommendation of staff: and

WHEREAS, the City Council finds that the proposed Short Range Transit Plan is consistent with the policies of the General Plan; and

WHEREAS, the City of San Luis Obispo has developed a Short Range Transit Plan to review it public transit service, and to make recommendation for service improvements; and

NOW, THEREFORE, BE IT RESOLVED by the Council of the City of San Luis Obispo, who operates SLO Transit, as follows:

Section 1. Approval. The City hereby adopts the Short Range Transit Plan dated August 10, 2016 as recommended by the Mass Transportation and Planning Commission.

Section 2. Constraints. That the SRTP is a fiscally constrained document and that adoption of the plan in no way commits the Council or the City to implementation of the service recommendations contained in the plan nor does it imply that the Council endorses all of these recommendations or plan content. The recommendations contained in this document are the consultant's professional judgment in addressing the data, field observations and overall system analysis and the outcomes for changing service.

Section 3. Environmental Review. The Council hereby finds and concludes that the project is exempt from the California Environmental Quality Act (CEQA) pursuant to CEQA Guidelines § 15061(b)(3) (General Rule Exemption), § 15262 (Feasibility and Planning Studies) and/ or § 15276(A) (Transportation Improvement and Congestion Management Programs) and hereby directs staff to file a Notice of Exemption consistent herewith because the project is largely a planning and feasibility study that specifies route changes and refinements along existing corridors that will reduce transportation and reduce congestion and that proposed improvements are largely programmatic in nature and there is not specificity to determine that any impacts will occur and therefore falls within the General Rule CEQA exception.

Upon motion of Council Member Rivoire, seconded by Council Member Christianson, and on the following roll call vote:

AYES:	Council Members Ashbaugh, Christianson and Rivoire, Vice Mayor Carpenter and Mayor Marx
NOES:	None
ABSENT:	None

The foregoing resolution was adopted this 20th day of September, 2016.

Mayor Jan Marx

ATTEST:

Carrie Gallagher
City Clerk

APPROVED AS TO FORM:

J. Christine Dietrick
City Attorney

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of the City of San Luis Obispo, California, this 27th day of September, 2016.

Carrie Gallagher
City Clerk

SAN LUIS OBISPO TRANSIT
SHORT RANGE TRANSIT PLAN

Prepared for the

City of San Luis Obispo's SLO Transit

Prepared by

LSC TRANSPORTATION CONSULTANTS, INC.

AECOM

SLO Transit
Short Range Transit Plan

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Prepared for the

City of San Luis Obispo
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805-781-7121

Prepared by

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

and by

AECOM, Inc.

August 10, 2016

LSC #157040

September 20, 2016

City Council Adoption

The document was prepared using Federal Transit Administration (FTA) discretionary funds, awarded by the California Department of Transportation (Caltrans) (Sustainable Communities Program) to the San Luis Obispo Council of Governments. The recommendations and findings presented in this document are solely those of the authors and do not necessarily reflect those of the FTA or Caltrans.

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Executive Summary

2016 SLO Transit Short Range Transit Plan

Prepared by LSC Transportation Consultants, Inc. and AECOM, Inc.

This document presents a five-year Short-Range Transit Plan (SRTP) developed for SLO Transit: the City of San Luis Obispo's public transit program. An SRTP is intended to provide a detailed business plan to guide the transit organization over the coming five years. It includes a review of demographics and its transit needs, a series of surveys and ridership counts conducted for all SLO Transit services, a review of the effectiveness and efficiency of existing services, a review of similar systems, analysis of a wide range of options, and the results of public input processes. The resulting SRTP provides operational, capital and institutional plans, including an implementation plan. This SRTP plan has been prepared jointly with the development of a parallel SRTP for the San Luis Obispo Regional Transit Authority (RTA) program, in order to identify means to best coordinate the two services.

EXISTING DEMOGRAPHICS

The population of the San Luis Obispo area (including portions of census tracts extending beyond City boundaries), per the 2009-2013 US Census estimates is 58,684. Persons living in **households without vehicles** total 231, or 1.3 percent of the total countywide population. **Youth** (persons under 18 years of age) total 2,838, or 5 percent of total population. **Elderly** persons age over 60 total 3,068 (15 percent). There are a total of 14,579 persons living in households below the federal **poverty** level (24.8 percent of total population). Persons who indicate they have a **mobility disability** total 2,259, or 4 percent of total population. Of all population, 99 percent live within 1/4 mile of a public transit route, reflecting very good overall coverage by the SLO Transit program. Population is forecast to increase by 2.3 percent by 2021.

OVERVIEW OF SLO TRANSIT

SLO Transit is a service provided through the City of San Luis Obispo's Department of Public Works, providing fixed route services throughout the city as well as the adjacent Cal Poly campus[1]. Management, marketing and planning are provided by a small three-person staff of City employees, while service operations and vehicle maintenance is provided by a private contractor (First Transit). The City Council is the decision making body, with input from the Mass Transportation Committee.

SLO Transit operates a total of seven bus routes on weekdays, six routes on Saturdays, and four routes on Sundays. Routes 1 and 3 are one-directional loops connecting Cal Poly and downtown with the southeast portion of the city. Route 2 connects downtown with the southern portion of the city. Routes 4 and 5 comprise a large bi-directional loop connecting Cal Poly and downtown with the western and southwestern portions of the city. Routes 6A and 6B connect

[1] Complementary paratransit services requires by the Americans with Disabilities Act are provided by the RTA Runabout program.

the Cal Poly with the neighborhoods immediately adjacent to the campus, including downtown. Service is generally provided from 6:00 AM to as late as 11:00 PM on weekdays and 8:00 AM to 6:00 PM on weekends. Lower service levels are operated during the summer. In addition, the Old SLO Trolley service is operated from 5:00 PM to 9:00 PM on a route within downtown on Thursdays (year-round), on Fridays in the summer, and on Saturdays from April to October. Limited "tripper" services are also operated to serve San Luis Obispo High School as well as to provide necessary capacity to the Cal Poly campus.

The service requires 10 vehicles in operation at peak times (excluding tripper buses). It operates 362,000 vehicle-miles per year over 29,700 vehicle-hours of service.

Financials

The SLO Transit program has an annual operating cost of approximately $1,317,000 per year. The base cash fare is $1.25, or $0.60 for senior citizens age 65-79, passengers with disabilities, and Medicare card holders. Free boarding is provided for Cal Poly students, faculty and staff (through an agreement with Cal Poly), seniors age 80 and above, and children age 4 or below. Passes are available at discounted rates. Operating revenues consist of Federal sources (particularly the Federal Transit Administrations 5307 program), state/regional sources (particularly Local Transportation Funds), and local fares and revenues.

Ridership

In total, approximately 1,029,000 passenger-trips are served annually. Of these, 58 percent are Cal Poly students, staff or faculty. Overall, 35 passengers board per vehicle-hour of service, or 2.8 per vehicle-mile of service. Since 2003, ridership has grown by 64 percent.

Fleet

The SLO Transit fleet consists of a total of 17 revenue vehicles, including 14 standard buses, one double decker bus, one cutaway vehicle and a trolley replica vehicle. Vehicles use clean diesel technology, except the cutaway and trolley vehicles that are gasoline powered.

Facilities

The SLO Transit operations and maintenance facility is located at 29 Prado Road. The primary passenger facility is the Downtown Transit Center adjacent to City Hall. SLO Transit serves over 170 bus stops, of which 46 have shelters/benches and an additional 66 have benches.

Onboard Surveys

Fixed Route Onboard Survey

An onboard passenger survey indicated that respondents were primarily coming and going for the purpose of either school (64 percent) or work (15 percent). Of the riders, 81 percent were

Cal Poly students, staff or faculty, while 4 percent were associated with Cuesta College. Passengers were asked to rank transit service characteristics of SLO Transit on a scale of "Very Poor" to "Excellent." Overall, 94 percent indicated "Good" or "Excellent." "Safety," "Driver Courtesy" and "Value for Fares" also received high scores. The lowest scoring category was "On-Time Performance," which was ranked as "Good" or "Excellent" by 68 percent. The most common request for service improvements were for expanded hours or days of service.

Online Survey

In addition to the onboard surveys, an online survey was conducted. Asked to rate the service, the lowest rated service among SLO Transit riders was "Hours of Service" followed by "Service Frequency." The highest rated services were "Value Received for Fare" and "Safety Performance." The most popular way to improve SLO Transit was to extend service later on weekdays, followed by later weekend service.

Peer Comparison

Comparing SLO Transit with eight peer systems, SLO Transit was found to have the highest productivity, as measured in passenger-trips per vehicle-hour or passenger-trips per vehicle-mile. SLO Transit also had a per capita trip rate more than twice the peer average. Operating cost per vehicle revenue hour was relatively high but the cost per passenger-trip is substantially lower than the peer average (the third lowest of the peer group). The SLO Transit fares are slightly lower than the peer average.

SHORT RANGE TRANSIT PLAN ELEMENTS

Service Plan

The existing route structure will be realigned to enhance service quality in key corridors, provide meaningful new connections, and improve service efficiency. Overall, the route network will be reconfigured into a series of four bi-directional routes. In addition, it is recommended that the routes be renumbered, and A/B designations be used to differentiate the direction of travel. The "A" routes will operate largely clockwise and the "B" routes largely counterclockwise:

- **Routes 1 and 3 will be revised to create new Route 1A and Route 1B.** Route 1A will be served by one route in a clockwise direction, operated every 45 minutes using a single bus. It will generally follow the existing Route 3, will extend service south of Tank Farm Road, and can be modified over time to serve new development. Route 1B will serve a counterclockwise loop generally along Broad Street, Orcutt Road and Johnson Avenue, similar to the southern portion of existing Route 1. One bus will provide service every half-hour.

- **Route 2 will be modified to add service to the Madonna Road and Los Osos Valley Road corridors**. A second bus will augment the one bus currently providing service every 40

minutes on Route 2 to provide hourly service in both directions along this larger route. Both buses will serve the South Street/Santa Barbara Avenue/Santa Rosa Street corridor, providing service every 30 minutes on this busy corridor. Route 2A will operate the loop clockwise, and Route 2B counterclockwise.

- **Routes 4 and 5 will be revised to provide hourly service, realigned, and renumbered Route 3A (clockwise) and 3B (counterclockwise).** Service between downtown and Cal Poly will be shifted from Grand Avenue to California Boulevard (replaced with 4A/4B enhancements) and service on Los Osos Valley Road east of Madonna Road will be eliminated (replaced with 2A/2B). Overall, this will reduce service frequency in the low-ridership areas on the western side of the system, free up two buses for use in higher ridership areas, and improve on-time performance.

- **Routes 6A and 6B will be configured into a bi-directional loop serving Cal Poly and downtown, and renumbered 4A (clockwise) and 4B (counterclockwise).** During peak daytime periods in the school year, two buses will be operated in each direction over the 40-minute loop, providing service every 20 minutes in each direction. In evenings, one bus will operate Route 4A service every 30 minutes. This strategy will improve connections between the Foothill/Highland corridor and downtown (and connecting bus services). It will also result in a simpler route structure that is easier for passengers to understand.

This route plan (absent the expansion of hours of service, as discussed below) will increase the annual number of runs by 6 percent of the existing total, increase the vehicle-hours of service by 9 percent, but only increases vehicle-miles of service by 0.5 percent. One additional bus will be operated at peak. The plan focuses transit resources on areas with the greatest ridership potential, provides new cross-town travel options between the Madonna Road corridor and the South Higuera corridor, improves on-time performance by building more layover time into the routes, increases service frequency in the key neighborhoods near the Cal Poly campus and to/from downtown, provides service to new neighborhoods and employment opportunities, and provides flexibility to expand services in the future to serve new developments, such as Righetti Ranch and the Margarita Area Specific Plan.

Hours of service will be expanded during the school year, as follows:

- Route 1B (existing Route 1): extend service until 8:09 PM, and operate one earlier run at 6:15 AM.

- Route 2A/2B (existing Route 2): extend daytime service level until approximately 8:00 PM

- Operate both Routes 3A and 3B in the evenings, and operate one additional 3A (existing Route 4) run at 6:10 AM.

- Route 4A/4B (existing Route 6A/6B): 20 minute frequency until 9:00 PM, and 40 minute frequency until approximately 11:30 PM

New weekday evening service will be operated during the summer, as follows:

- Route 1A (revised existing Route 3) until approximately 9:45 PM
- Route 2A (revised existing Route 2) until approximately 9:45 PM
- Route 3A (revised existing Routes 4) until approximately 10:00 PM
- Route 4B (revised existing Routes 6A and 6B) until 10:30 PM, at 30 minute frequency

Finally, SLO Transit will investigate serving bell times at the Laguna Middle School by operating specific runs off of Los Osos Valley Road.

Capital Plan

- The City will **purchase 9 fixed route buses plus a trolley** over the coming six years. It is recommended that two of the additional buses be double deck, to expand capacity in a cost-efficient manner. The City will also consider 100% electric buses, as technological improvements increase the operational and financial feasibility.

- **New bus stops** will be constructed at a total of ten locations to implement the route modifications.

- **Bus stop improvements** to be pursued include 15 additional shelters, 11 additional benches, 14 additional trash cans, 10 additional bike racks and new electronic transit information signs at five locations. Painting or repainting red curbs is also needed at approximately 75 stops.

- The City will continue to work with the SLOCOG and RTA to develop a **new downtown transit center**. As this project will require several years to implement, in the meantime the City should enhance lighting at the existing Government Center site.

- **Improvements to the Transit Operations and Maintenance Facility** will include reconfiguring existing space to create a training room, adding up to two additional maintenance bays, and expanding bus and staff parking.

Management Plan

- **Service standards will be revised** to better match current conditions and goals.

- **Coordination of SLO Transit with RTA** will be enhanced by (1) working towards a single regional bus tracker website, (2) developing a single ID card for persons with disabilities, (3) defining a consistent policy on passenger baggage, (4) coordinating routes and schedules

where beneficial, (5) increasing joint driver training, and (6) working towards a common bus replacement policy.

Financial Plan

SLO Transit will implement the following fare policy changes:

- Offer a **discount Regional Day Pass** to enhance mobility throughout the region by persons with disabilities.

- Eliminate the c**urrent 7-Day Pass and 5-Day** Pass, which get very little use.

- Consider a **stored value card** fare option as a replacement to the punch pass.

SLO Transit will also monitor financial conditions to assess future need for fare modifications. No changes in base fares are included in this plan.

This plan will increase annual operating costs by 6.8 percent. Services improvements are planned to be funded through a combination of existing funding sources, including fare revenues, Federal Transit Administration funds, Transportation Development Act funds, other state sources, and Cuesta College contributions. There also is a potential for new revenues from a potential new countywide ½-cent sales tax (though these revenues are not included in this plan). If passed, this new revenue would be focused on expanding evening service. Capital costs over the plan period exceed the current forecasted 5307 funds by $5.6 Million, which will require new funding.

Chapter One
Introduction

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

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

This SRTP plan has been prepared as part of a joint planning process along with the development of a parallel SRTP for the San Luis Obispo Regional Transit Authority (RTA) program. This has provided an opportunity to focus on how these two major transit programs can best coordinate to maximum their effectiveness.

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

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Chapter Two
Study Setting

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

EXISTING DEMOGRAPHICS

Table 1 and Figures 1 through 7 present key demographic data for the San Luis Obispo at the detailed block group level. Note that, as census block group boundaries do not coincide with city limits, these data do not specifically represent characteristics within the city only. A review of this data indicates the following:

- Total population of the area is 58,684, per the most recent Census data. Population density within the City, as shown in Figure 1, is greatest in the central area, around the Cal Poly campus, and in the southeast area between Broad Street and Johnson Avenue. The California Men's Colony Prison, along State Route 1 outside the city limits, is another area of high population density.

- There are a total of 231 **households without vehicles**, or 1.3 percent of the total. The percentage of zero-car households in each block group is shown in Figure 2. Areas with relatively high concentrations are found in the northwest part of the city (along Foothill Boulevard) as well as the southern part of the city.

- **Youth** (persons under 18 years of age) total 2,838, or 4.8 percent of total population. Areas with relatively high concentrations of youth include the southern portion of the city, along Foothill Boulevard, and along Los Osos Valley Road. Figure 3 presents the density of youth population.

- **Elderly** persons age over 64 total 3,068 (5.2 percent). While there are many areas with elderly population, particular concentrations are found near downtown, and south between Broad Street and the rail tracks. The density of elderly population is shown in Figure 4.

- There are a total of 14,579 persons living in households below the federal **poverty** level (24.8 percent of total population). Areas of concentrations of persons below poverty consist of the neighborhood northeast of downtown, and portions of northwest San Luis Obispo

- Persons who indicate they have a mobility disability total 2,259, excluding those at the Men's Colony prison. This is equal to 4.2 percent of the population. The percentage of

TABLE 1: San Luis Obispo Demographic Data by Block Group

Census Tract	Description	Block Group	Total Population	Total Households	Median Household Income	Zero Vehicle Households	Youth (Under 18) #	Youth (Under 18) %	Elderly (Over 64) #	Elderly (Over 64) %	Poverty Population #	Poverty Population %	Disabled Population #	Disabled Population %	*Served by Transit?*
109.01	SLO - Cal Poly	1	3,548	607	$ 6,190	0	34	1.0%	0	0.0%	619	17.4%	59	1.7%	*Yes*
		2	4,843	323	$ 6,188	0	26	0.5%	8	0.2%	665	13.7%	52	1.1%	*Yes*
109.02	SLO - Central	1	1,219	395	$ 32,774	4	0	0.0%	51	4.2%	806	66.1%	23	1.9%	*Yes*
		2	970	687	$ 9,651	7	16	1.6%	27	2.8%	595	61.3%	53	5.5%	*Yes*
		3	1,780	761	$ 16,385	0	43	2.4%	8	0.4%	1,113	62.5%	71	4.0%	*Yes*
110.01	SLO - Johnson Ave.	1	2,212	501	$ 67,711	13	214	9.7%	199	9.0%	343	15.5%	60	2.7%	*Yes*
		2	1,401	788	$ 103,603	0	70	5.0%	207	14.8%	192	13.7%	45	3.2%	*Yes*
		3	1,927	751	$ 41,364	0	154	8.0%	312	16.2%	283	14.7%	33	1.7%	*Yes*
110.02	SLO - East	1	1,971	441	$ 56,375	8	79	4.0%	126	6.4%	595	30.2%	74	3.8%	*Yes*
		2	1,348	530	$ 12,083	0	55	4.1%	0	0.0%	854	63.4%	16	1.2%	*Yes*
111.01	SLO - Downtown	1	934	761	$ 40,600	0	25	2.7%	34	3.6%	246	26.3%	60	6.4%	*Yes*
		2	1,387	492	$ 29,173	0	64	4.6%	50	3.6%	469	33.8%	109	7.9%	*Yes*
		3	1,030	692	$ 46,404	22	27	2.6%	49	4.8%	333	32.3%	16	1.6%	*Yes*
111.02	SLO - Railroad District	1	1,590	488	$ 43,769	0	59	3.7%	110	6.9%	584	36.7%	78	4.9%	*Yes*
		2	1,094	512	$ 48,947	12	72	6.6%	22	2.0%	330	30.2%	70	6.4%	*Yes*
		3	1,036	713	$ 60,833	0	57	5.5%	65	6.3%	115	11.1%	26	2.5%	*Yes*
		4	1,642	523	$ 50,787	0	45	2.7%	19	1.2%	483	29.4%	44	2.7%	*Yes*
111.03	SLO - South Central	1	1,398	610	$ 42,232	30	185	13.2%	54	3.9%	253	18.1%	67	4.8%	*Yes*
		2	1,035	797	$ 40,795	21	28	2.7%	198	19.1%	176	17.0%	63	6.1%	*Yes*
112	SLO - Foothill Blvd	1	2,096	395	$ 16,213	11	86	4.1%	61	2.9%	1,357	64.7%	114	5.4%	*Yes*
		2	1,162	297	$ 99,458	17	142	12.2%	130	11.2%	166	14.3%	0	0.0%	*Yes*
		3	981	770	$ 62,344	4	56	5.7%	44	4.5%	251	25.6%	19	1.9%	*Yes*
		4	1,635	336	$ 38,409	0	53	3.2%	284	17.4%	911	55.7%	70	4.3%	*Yes*
		5	761	1259	$ 62,364	0	58	7.6%	75	9.9%	131	17.2%	46	6.0%	*Yes*
113	SLO - Laguna Lake	1	3,304	878	$ 54,835	16	219	6.6%	244	7.4%	672	20.3%	195	5.9%	*Yes*
		2	2,535	447	$ 71,176	0	147	5.8%	132	5.2%	677	26.7%	143	5.6%	*Yes*
		3	1,149	221	$ 78,194	0	148	12.9%	118	10.3%	78	6.8%	54	4.7%	*Yes*
		4	968	0	$ 59,297	0	66	6.8%	40	4.1%	396	40.9%	87	9.0%	*Yes*
114	CA Men's Colony	1	4,827	718	-	0	0	0.0%	0	0.0%	0	0.0%	1515	31.4%	*Yes*
115.01	SLO - S. Higuera St.	1	1,741	511	$ 46,406	14	128	7.4%	133	7.6%	277	15.9%	197	11.3%	*Yes*
115.03	SLO - South	1	1,607	726	$ 107,031	11	216	13.4%	82	5.1%	250	15.6%	24	1.5%	*Yes*
		2	2,012	260	$ 81,875	41	213	10.6%	135	6.7%	229	11.4%	91	4.5%	*Yes*
115.04	Cuesta/Los Padres Nat. Forest	1	588	27	$ 60,714	0	43	7.3%	41	7.0%	102	17.3%	41	7.0%	*No*
		2	953		$ 76,875	0	10	1.0%	10	1.0%	28	2.9%	159	16.7%	*Yes*
TOTAL: SLO Area			58,684	18217		231	2,838	4.8%	3,068	5.2%	14,579	24.8%	3,774	6.4%	
Total Served by Public Transit			58096 99%			231 100%	2795 98%		3027 99%		14477 99%		3733 99%		

Source: US Census American Community Survey 2009 - 2013 Estimates

Figure 1
Population Density-
San Luis Obispo City Area

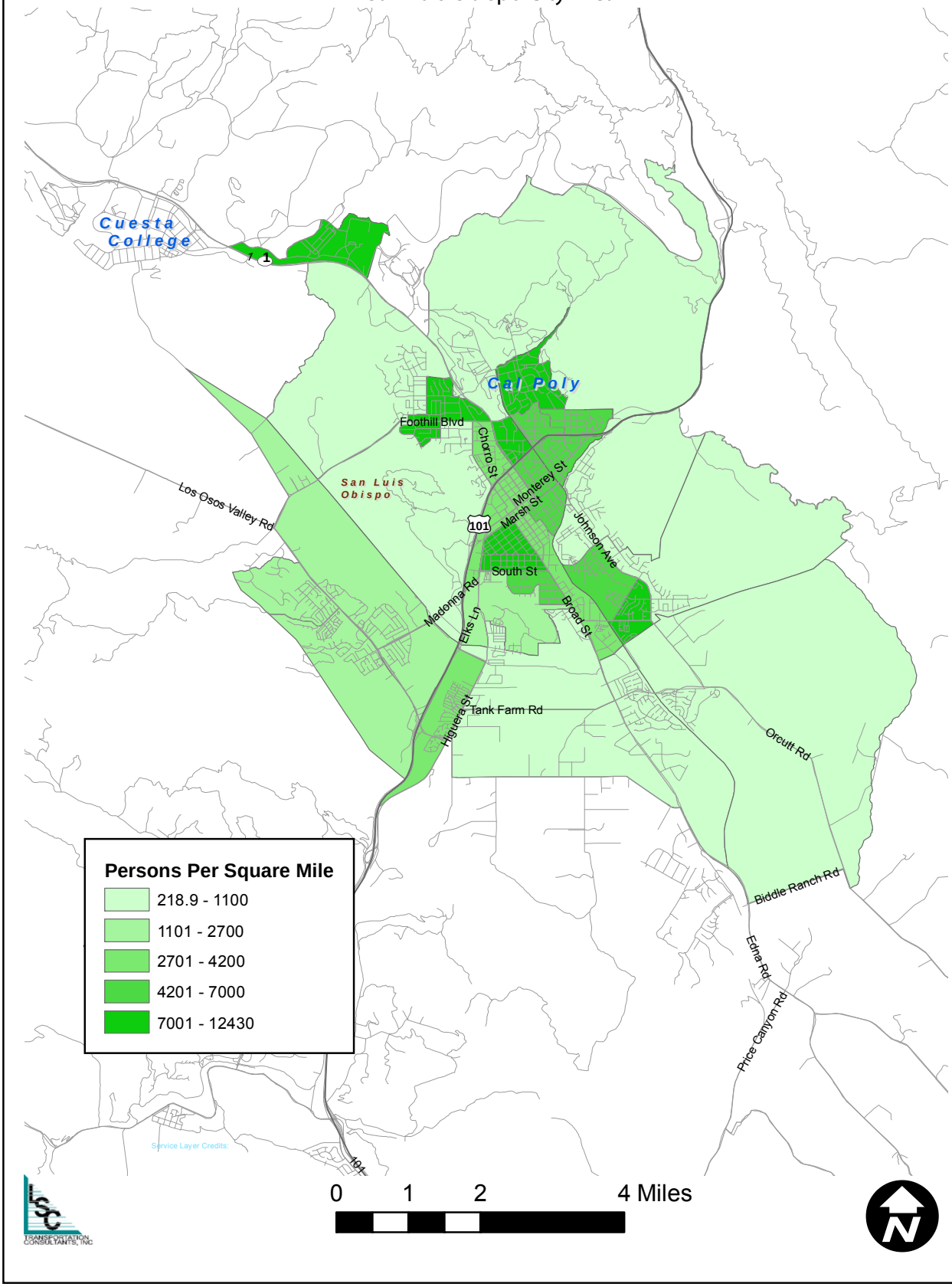


Figure 2
Percentage of Zero-Car Households-
San Luis Obispo City Area

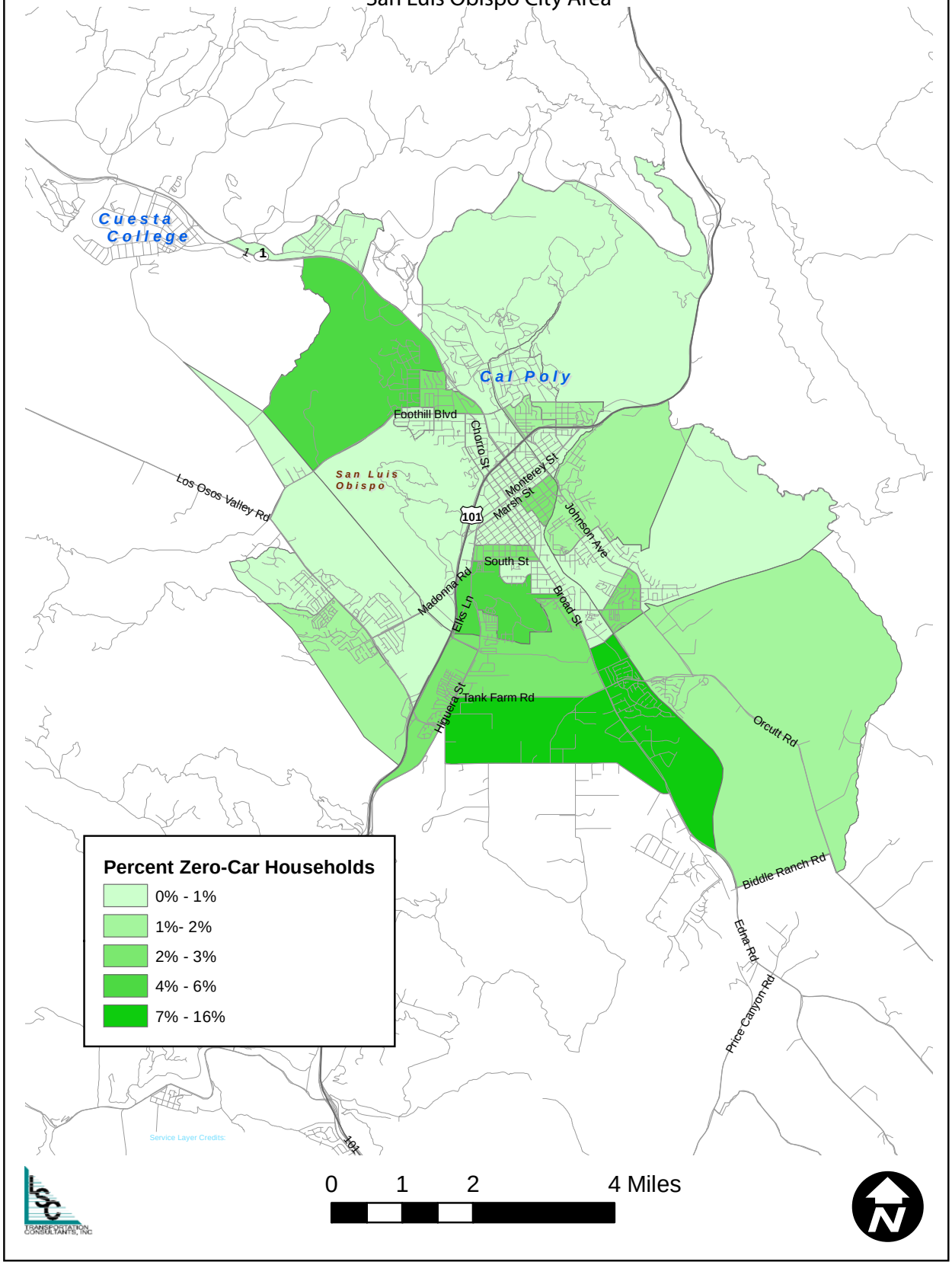


Figure 3
Density of the Population Under the Age of 18-
San Luis Obispo City Area

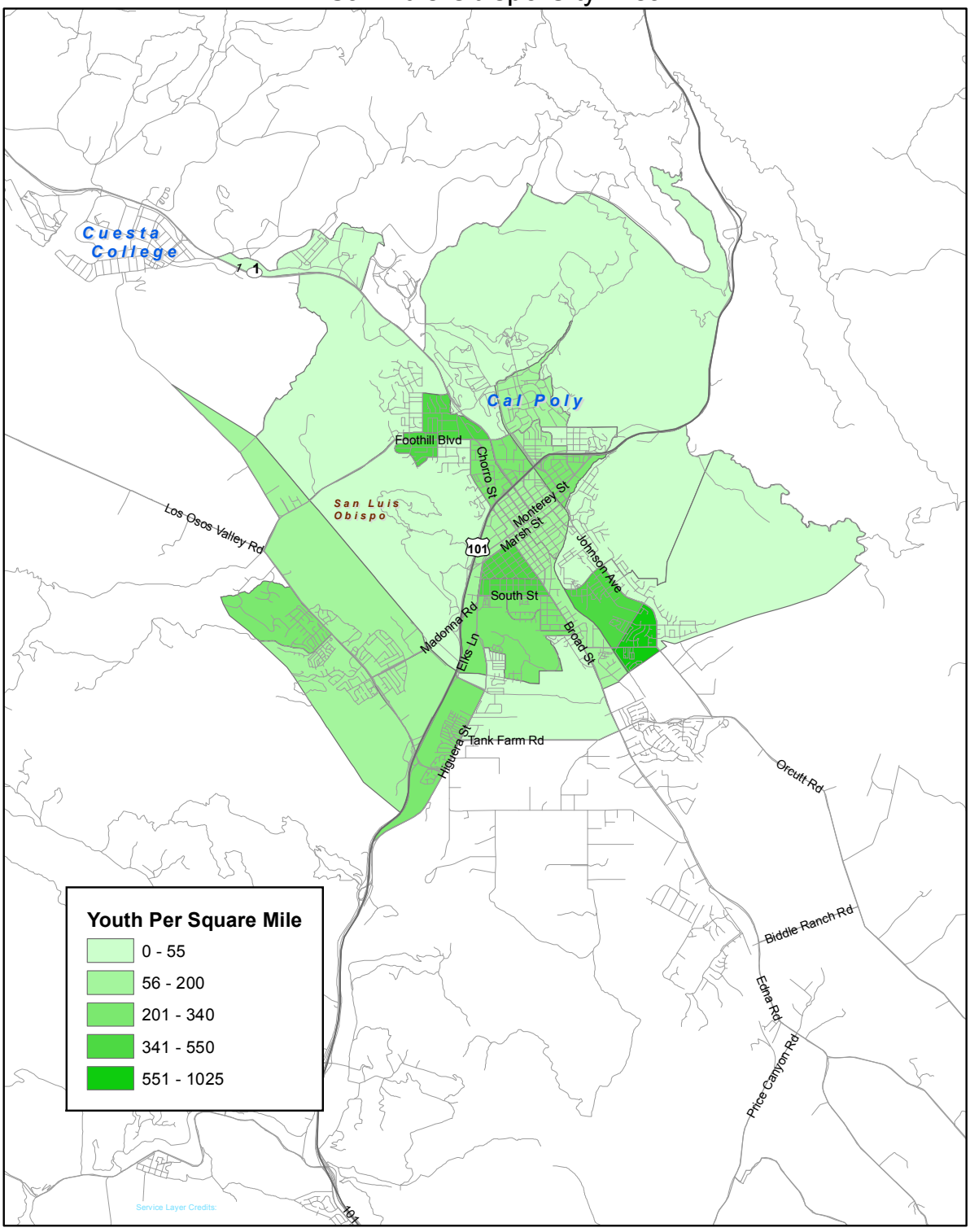


Figure 4
Density of the Population Over the Age of 65
San Luis Obispo City Area

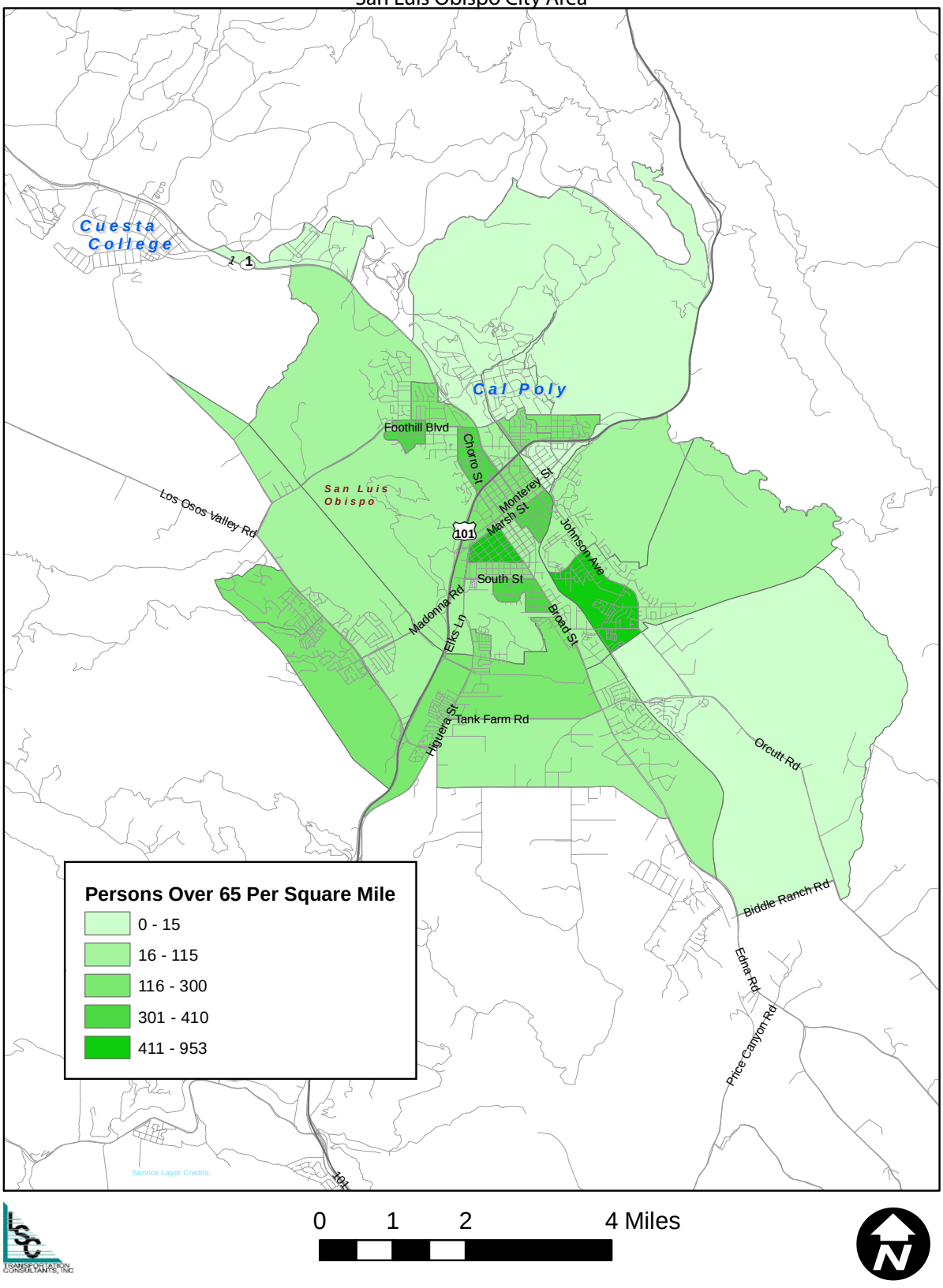


Figure 5
Percentage of the Population Living Below the Poverty Level
San Luis Obispo City Area

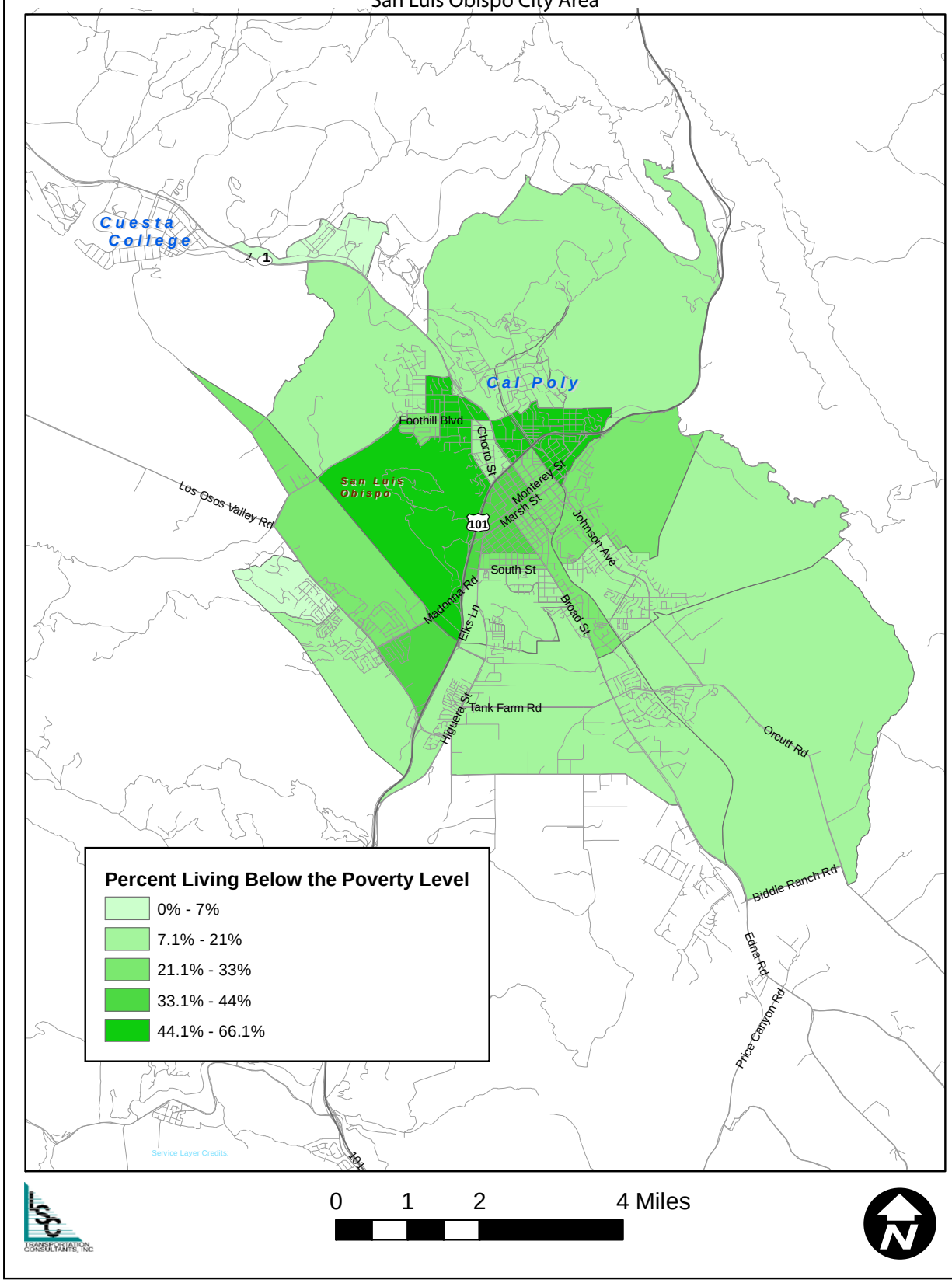


Figure 6
Median Household Income
San Luis Obispo City Area

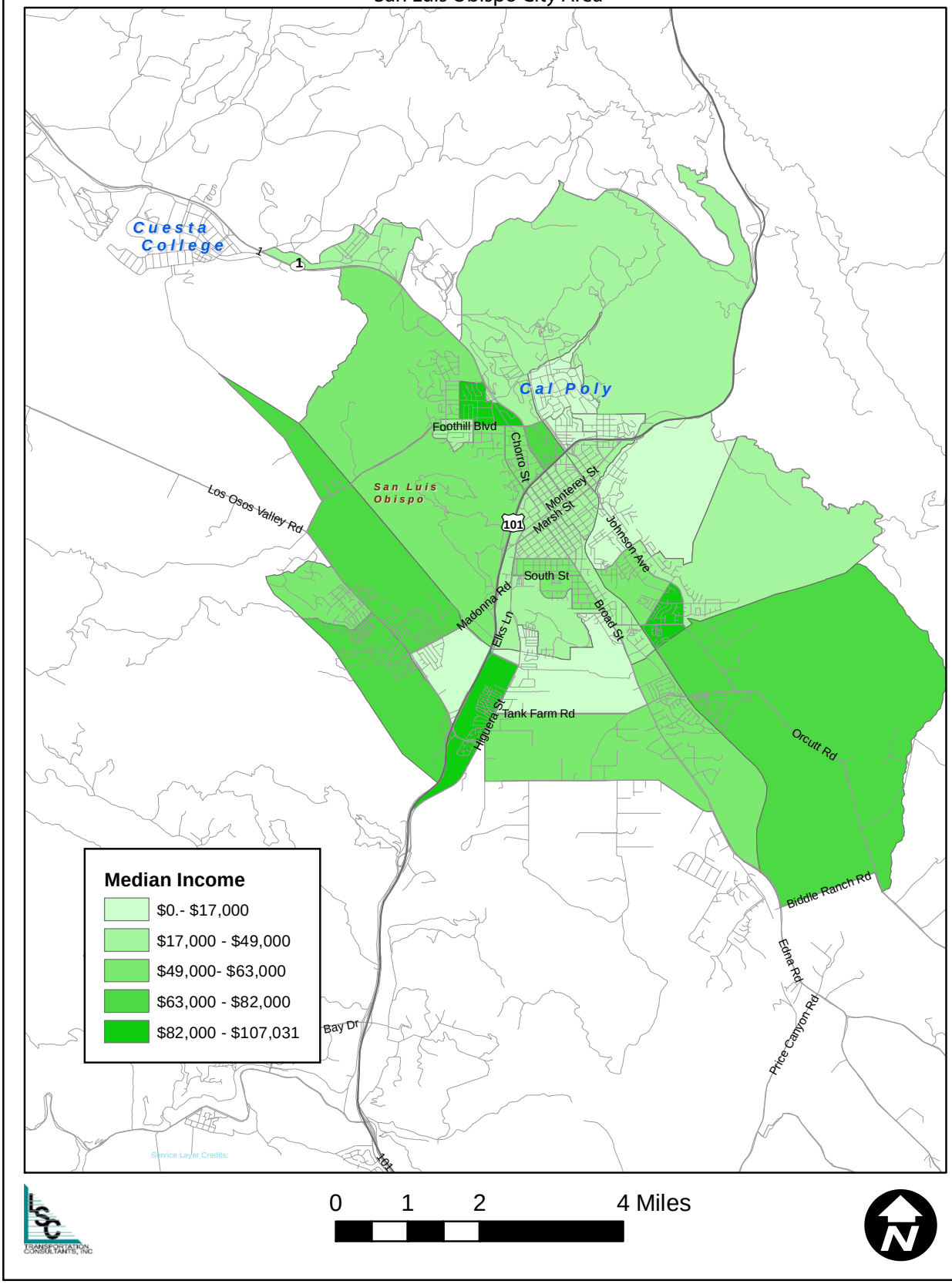
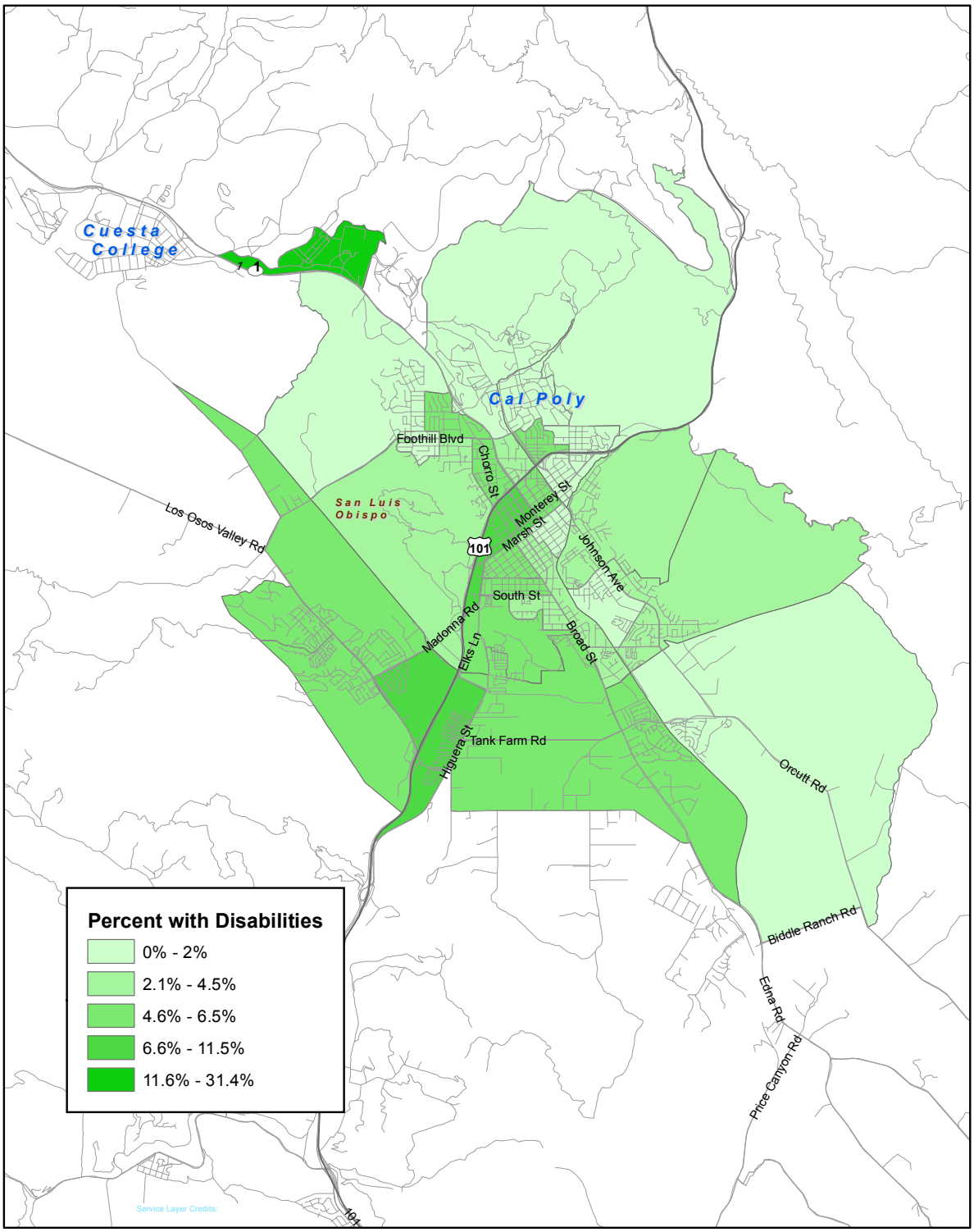


Figure 7
Percentage of the Population with Disabilities



population with a mobility disability is shown in Figure 7. Areas of concentration include the southwest portions of the central core, as well as along Los Osos Valley Road.

As also shown in Table 1, 99 percent of total population in the city area is currently served by public transit[1]. This indicates a high degree of coverage by the existing route system.

POPULATION FORECAST

Between 2015 and 2020, total population of San Luis Obispo is forecast to grow by 1,301 persons, as presented in the *Final Report: San Luis Obispo County 2040 Population, Housing and Employment Forecast* prepared for the San Luis Obispo Council of Governments in 2011. This corresponds to a modest 2.9 percent growth over the five-year period, or 0.6 percent per year. While population forecasts by age are not available specifically for the City, the California Department of Finance's Demographic Research Unit's forecasts of countywide population changes indicates that the greatest growth across San Luis Obispo County is forecast to occur among residents age 65 to 79, which is expected to increase by 5 percent per year.

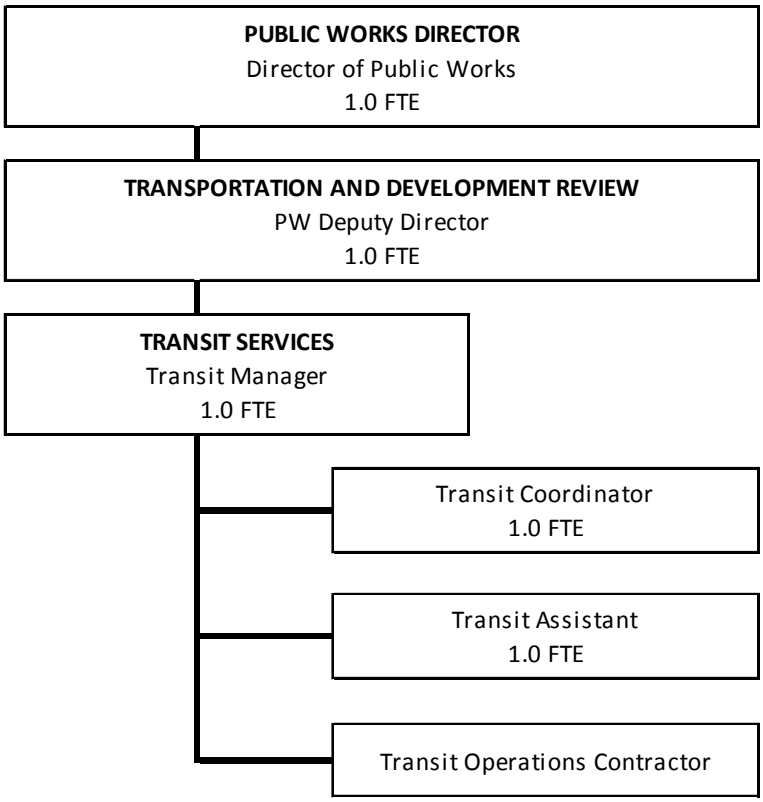
[1] A quarter-mile walk distance is used to define the service area.

San Luis Obispo is served by the two major SLO Transit and RTA systems, as well as intercity services, social service programs, taxi service and ridesharing services.

SLO TRANSIT

SLO Transit, a program operated out of the Department of Public Works, is the City of San Luis Obispo's transit provider and operates local fixed route service throughout the City and the adjacent Cal Poly campus, as well as trolley service in the downtown area. Within the Public Works Department, SLO Transit staff consists of three employees: a Transit Manager who reports to the Public Works Deputy Director, a Transit Coordinator and a Transit Assistant (both report to the Transit Manager). Service operations and vehicle maintenance are currently contracted out to First Transit. Figure 8 represents the organizational structure of SLO Transit. In addition, the Mass Transportation Committee (MTC) is an advisory group that provides transit related recommendations to the City Council.

Figure 8: SLO Transit Organizational Chart



Overall Service Description

SLO Transit provides mobility throughout the City and on the Cal Poly campus with seven fixed bus routes on weekdays, six routes on Saturdays, and four routes on Sundays. Service levels are slightly reduced when Cal Poly classes are not in full session. In addition to these routes, SLO Transit also manages the Downtown Trolley, which runs from North Monterey St. to downtown SLO year-round on Thursdays and on Fridays and Saturdays during the summer season.

These routes provide service throughout the city and connect to the Cal Poly campus. Six of the seven fixed routes meet at the Transit Center at City Hall, where transfers are available (with a one-block walk) to RTA Route 9, 10, 12, and 14 services. It should be noted that not all SLO Transit routes have timed-transfers at the city's transit center due to the varying route cycle lengths, and none of RTA's routes are scheduled to meet SLO Transit's buses (RTA's buses are scheduled to arrive at 25 minutes after each hour and depart at 33 minutes past each hour). Table 2 presents the service span and frequency for SLO Transit routes.

TABLE 2: SLO Transit Service Span and Frequency

Route	Span	Frequency (Minutes)	Span	Frequency (Minutes)	Span	Frequency (Minutes)
	Weekday		**Extended Weekday Labor Day – June 13**		**Weekends**	
Route 1	7:15 AM – 6:09 PM	60	No Service		No Service	
Route 2	6:03 AM – 5:40 PM	40	6:50 PM – 9:18 PM	60	8:03 AM – 5:40 PM	40
Route 3	6:04 AM – 6:17 PM	40	6:17 PM - 9:45 PM	60	8:25 AM - 5:37 PM	40
Route 4	6:34 PM – 6:15 PM	30	6:18 PM – 9:45 PM	60	8:04 AM – 5:37 PM	40
Route 5	6:20 AM – 7:21 PM	30	No Service		8:20 AM – 6:17 PM	60
	Weekday Labor Day – Mid-June		**Saturdays Labor Day – Mid-June**		**Weekday Mid-June – Labor Day**	
Route 6A	7:16 AM – 10:29 PM	30 (60 evenings)	9:10 AM – 5:29 PM	60	9:10 AM – 5:29 PM	60
Route 6B	7:02 AM – 10:56 PM	30 (60 evenings)	8:45 AM – 5:56 PM	60	8:45 AM – 5:56 PM	60
	Thursdays (Year Round)		**Fridays June – Labor Day**		**Saturdays April – October**	
Old SLO Trolley	5 PM – 9 PM	20	5 PM – 9 PM	20	5 PM – 9 PM	20

Source: SLO Transit Timetables

Note: Service for Route 2 ends at 5:00 pm on Sundays.

The mileage and operating speed of the SLO Transit routes are shown in Table 3. While routes operating in outlying areas (like Routes 4 and 5) have relatively high operating speeds, others (such as the Trolley) operate relatively slowly.

As shown in Table 4, average daily ridership totals 3,615 passenger boardings on weekdays, 1,197 on Saturdays and 982 on Sundays. Over the course of the year, ridership totals to approximately 1,029,000 passenger boardings. The busiest routes are Routes 4 and 5, which together serve almost half of the system-wide passengers.

TABLE 3: SLO Transit Roundtrip Mileage, Cycle Time, and Average Speed

		Weekday		Saturday		Sunday	
Route	Roundtrip Mileage	Cycle Time	Avg. Speed	Cycle Time	Avg. Speed	Cycle Time	Avg. Speed
Route 1	10.25	56	10.98	No service		No service	
Route 2	7.14	35	12.24	35	12.24	35	12.24
Route 3	7.91	32	14.83	32	14.83	32	14.83
Route 4	13.7	55	14.95	55	14.95	55	14.95
Route 5	13.79	57	14.52	57	14.52	57	14.52
Route 6A	4.16	19	13.14	19	13.14	19	13.14
Route 6B	4.38	34	7.73	24	10.95	24	10.95
Old SLO Trolley	2.78	24	6.95	24	6.95	24	6.95

Source: SLO Transit timetables and TransitMix Pro

TABLE 4: SLO Transit Average Ridership by Route and Day

Route	Weekday	Saturday	Sunday	Annual
Route 1	213	0	0	54,832
Route 2	350	216	185	110,846
Route 3	436	293	247	140,408
Route 4	870	332	284	255,880
Route 5	809	317	266	238,476
Route 6A	482	0	0	123,757
Route 6B	360	7	0	92,783
Old SLO Trolley	95	32	0	11,556
TOTAL	3,615	1,197	982	1,028,538

Source: Ridership and hours reports FY2013/14

Annual service quantities (miles and hours of revenue service) are shown in Table 5. SLO Transit operates 361,761 vehicle-miles over 29,731 vehicle-hours over the course of the year. This table also presents the productivity of the routes, as measured in the passenger boardings per revenue hour and per revenue mile. As indicated, the SLO Transit program as a whole serves 34.59 passengers for every revenue-hour of service, and 2.84 passengers per mile. The most productive individual route is Route 6A, which serves 59.33 passengers per revenue hour and 7.14 passengers per revenue mile. While Route 1 has the lowest productivity (19.94 passengers per revenue hour and 1.80 passengers per revenue mile), it should be noted that these figures are still quite strong for the size of the city and the size of the transit program.

TABLE 5: SLO Transit Annual Ridership, Revenue Miles, Revenue Hours, and Performance Measures

Route	Ridership	Revenue Hours	Revenue Miles	Passenger per Revenue Hour	Passenger per Revenue Mile
Route 1	54,832	2,750	30,468	19.94	1.8
Route 2	110,846	3,966	43,750	27.95	2.53
Route 3	140,408	4,125	50,662	34.04	2.78
Route 4	255,880	6,767	92,787	37.81	2.76
Route 5	238,476	7,470	104,252	115.21	2.29
Route 6A	123,757	2,070	17,342	59.33	7.14
Route 6B	92,783	2,086	18,999	44.48	4.88
Old SLO Trolley	11,556	497	3,501	23.25	3.3
TOTAL	1,028,538	29,731	361.761	34.59	2.84

Source: Ridership and hours report FY 2013/14

Table 6 presents SLO Transit operating vehicle requirements. A maximum of 10 SLO Transit vehicles are on the roads at the peak time on weekdays, with 8 on Saturdays and 7 on Sundays.

TABLE 6: SLO Transit Vehicle Requirements

Route	Weekday	Saturday	Sunday
Route 1	1	0	0
Route 2	1	1	1
Route 3	1	1	1
Route 4	2	1	1
Route 5	2	1	1
Route 6A	1	1	1
Routs 6B	1	1	1
Old SLO Trolley	1	1	0
TOTAL	10	7	6

Source: Route and Schedule Stats Report

Key SLO Transit financial indicators are shown in Table 7. In FY 2013/14, the service incurred just under $3 Million in operating costs, of which $668,550 were covered by operating revenues. The overall cost per passenger was $2.75, while the farebox recovery ratio (proportion of operating costs covered by fare revenues) was 22.54 percent. Route 6A had the best financial efficiency, requiring only $1.44 of costs per passenger-trip and covering almost 43 percent of costs through passenger revenues.

TABLE 7: SLO Transit Financial Indicators

Route	Ridership	Cost	Revenue	Cost per Passenger	Revenue per Passenger	Farebox Recovery
Route 1	54,832	$215,426	$35,641	$3.74	$0.65	16.54%
Route 2	110,846	$364,739	$72,050	$3.14	$0.65	19.75%
Route 3	140,408	$413,767	$91,265	$2.81	$0.65	22.06%
Route 4	255,880	$787,420	$166,322	$2.93	$0.65	21.12%
Route 5	238,476	$768,849	$155,009	$3.07	$0.65	20.16%
Route 6A	123,757	$187,569	$80,442	$1.44	$0.65	42.89%
Route 6B	92,783	$194,998	$60,309	$2.00	$0.65	30.93%
Old SLO Trolley	11,556	$33,428	$7,511	$2.76	$0.65	22.47%
TOTAL	1,028,538	$2,966,196	$668,550	2.75	$0.65	22.54%

Source: SLO Transit budget FY 2014.15 budget (actuals from FY 2013/14) and ridership/hours reports

Fixed Route Services

Existing SLO Transit fixed routes are as follows:

- **Route 1** -- As shown in Figure 9, Route 1 (Broad/Johnson/University Square) consists of a one-way loop serving the southeastern section of San Luis Obispo, along with two-way service ending in a small loop in the northwestern part of the city providing service to downtown.

- **Route 2** -- Route 2 (South Higuera/Suburban) serves the area southwest of downtown San Luis Obispo with two-way service ending in a small loop in the downtown area, as shown in Figure 10.

- **Route 3 –** Figure 11 shows that Route 3 (Johnson/Broad/Marigold) serves southeastern San Luis Obispo with a large one-way loop through downtown.

- **Route 4** -- Route 4 (Madonna/Laguna Lake/Cal Poly) is a single one-way loop that covers a large area over the northwest, north, south, and southwest parts of town. The route provides access to Cal Poly campus and downtown San Luis Obispo, as shown in Figure 12.

- **Route 5** -- Route 5 (Cal Poly/Laguna Lake/Madonna) is a single one-way loop that covers a large area over the northwest, north, south, and southwest parts of town on a reverse direction to Route 4. The route, shown in Figure 12, provides access to Cal Poly campus and downtown San Luis Obispo.

- **Route 6A** -- Route 6A Cal Poly/Highland serves the Cal Poly community and surrounding neighborhoods to the west of the campus. Route 6A is interlined with Route 6B in a figure-

Figure 9
SLO Transit Route 1

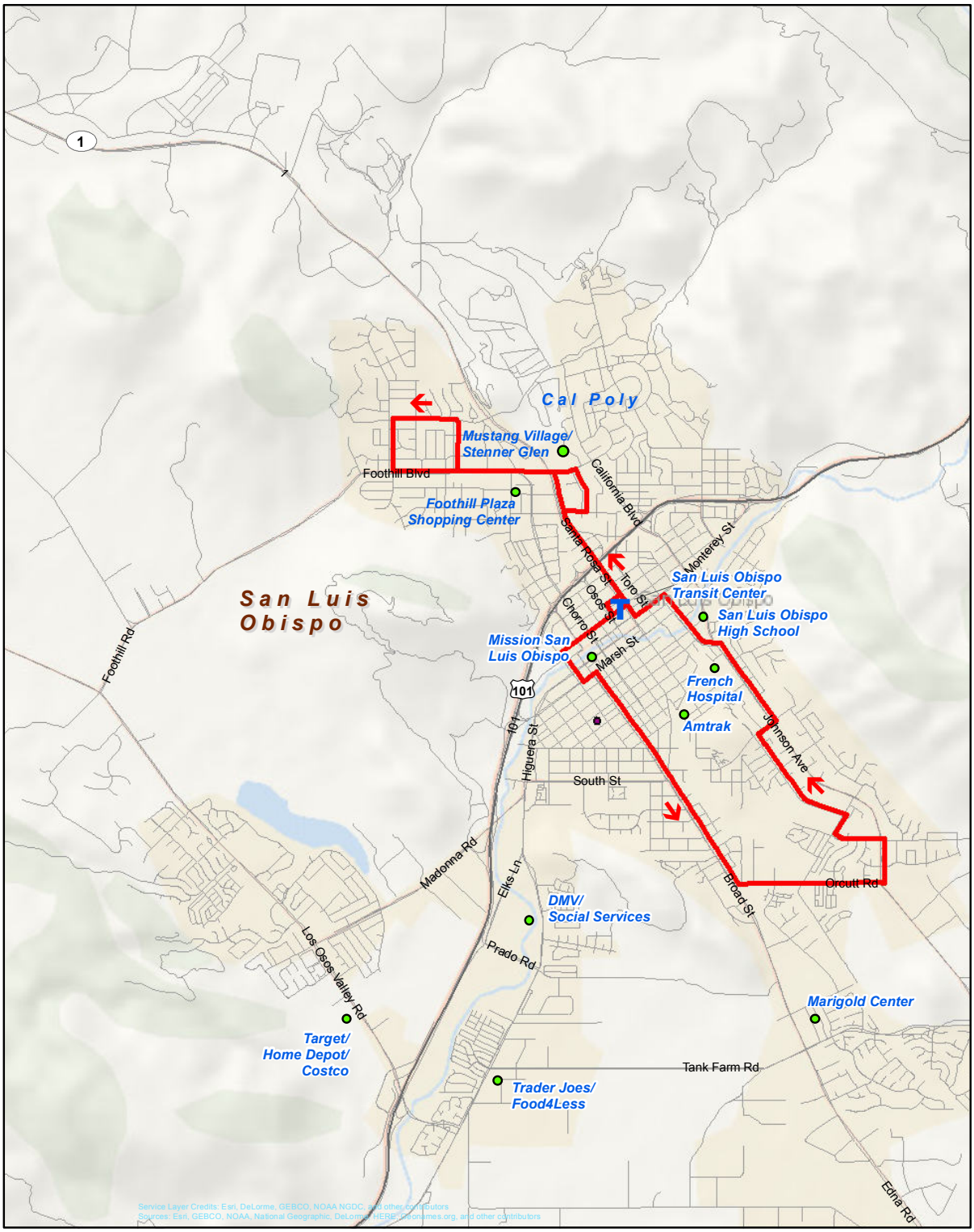


Figure 10
SLO Transit Route 2

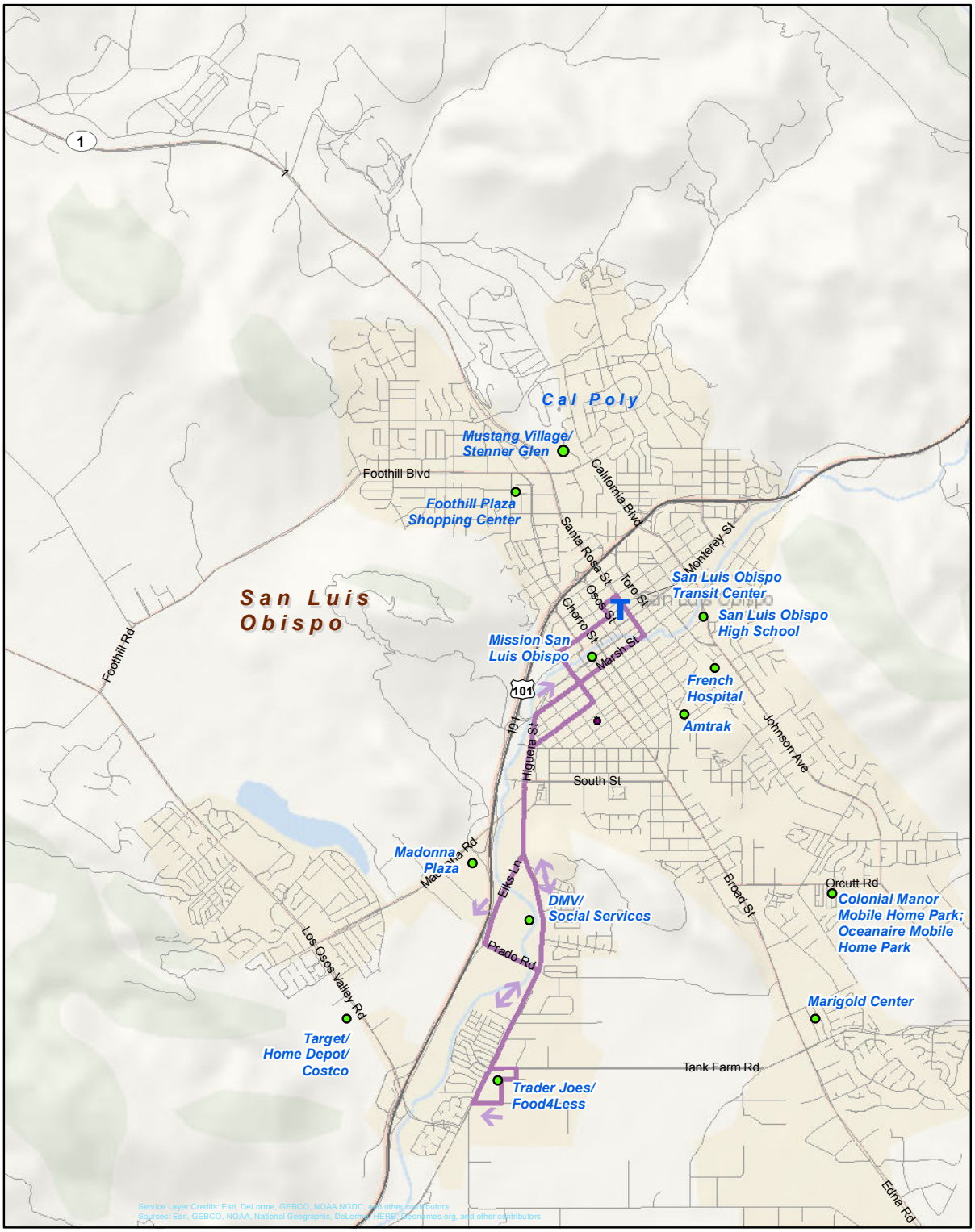


Figure 11
SLO Transit Route 3

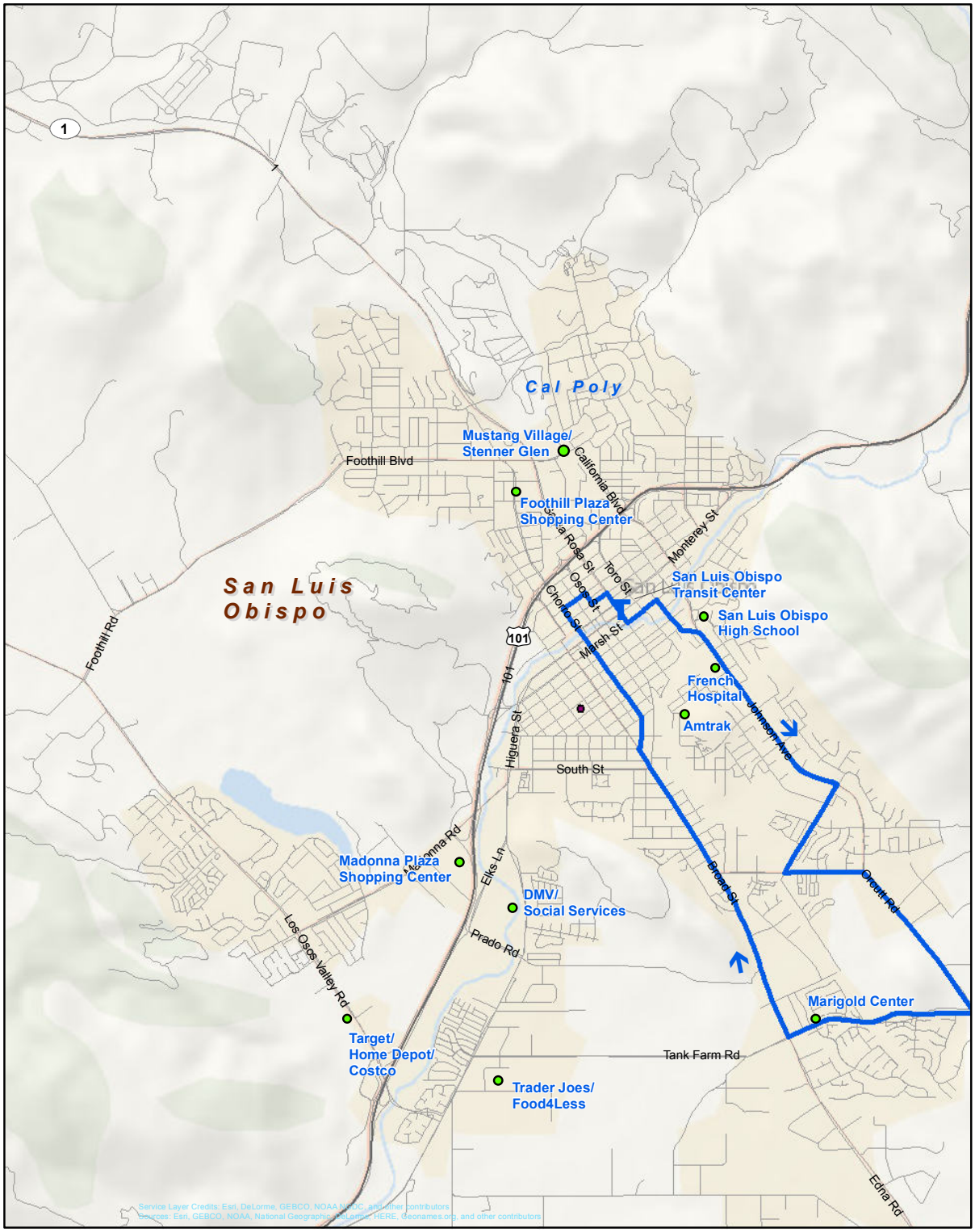
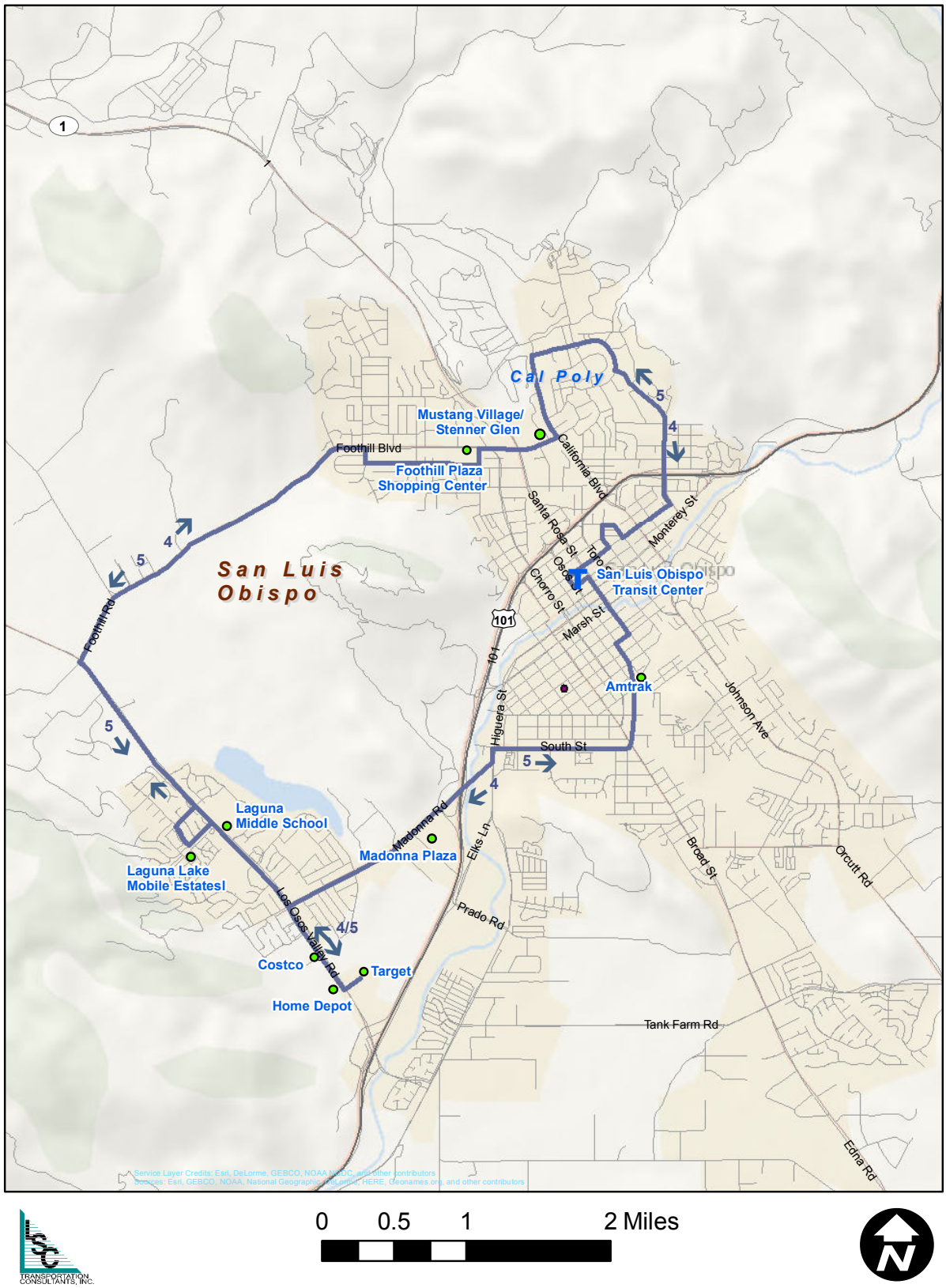


Figure 12
SLO Transit Route 4 and 5



eight route pattern on weekends, as well as in the evening and during the summer. This route is shown in Figure 13.

- **Route 6B** -- Route 6B Cal Poly/Downtown serves both the Cal Poly community connecting to downtown, as reflected in Figure 14. Route 6A is interlined with Route 6B in a figure-eight route pattern on weekends, as well as in the evening and during the summer.

In addition, the **Old SLO Trolley** is operated from 5:00 PM to 9:00 PM every Thursday, on Fridays from June to Labor Day, and Saturdays from April to October. The trolley runs a fixed route shown in Figure 15 between Downtown and upper Monterey Street, making 18 stops, with 4 timed stops every 20 minutes at La Cuesta Inn, Monterey at Santa Rosa, Marsh at Chorro and Monterey at California.

SLO Transit also recently added two new routes. Starting in August 2015, the **Tripper** route connects downtown with the San Luis Obispo High School campus on school days, providing three runs in the morning and three runs in the afternoon for all types of passengers. The **Kennedy Library Tripper** began service in February 2016, providing three morning runs between the Foothill Boulevard corridor, the Cal Poly campus, and downtown during the academic year.

Service Changes over the Last Three Years

There have been no major service changes since 2009 when the double deck bus was purchased. To facilitate the operations of the double deck bus, there were minor route changes to address clearance issues for these buses. The result is that changes in service ridership have been organic with very little change in service levels of patterns that have impacted ridership.

Fare Structure

SLO Transit's base cash fare is $1.25, and $0.60 for senior citizens and passengers with a disability as well as Medicare card holders. Discounts are provided for the purchase of passes, which are available in increments of 1 day, 3 day, 5 day, 7 day, and 31 day. All but the 31 day pass are available for purchase onboard buses. SLO Transit also offers discounted 16 ride passes (15 ride passes for seniors and disabled passengers. Thirty-one day passes and multiple ride passes are sold at the City of San Luis Obispo City Hall Finance Counter and at the San Luis Obispo Chamber of Commerce. A Regional Day Pass also available for $5.00, which is good for fixed route rides on SLO Transit as well as RTA, Morro Bay Transit, SCT and Paso Express. Similarly, a Regional 31-Day pass is offered for $64.00 for all of the fixed routes throughout the County. In addition, multiple ride ("punch") passes are available at $20 for 16 regular passenger rides, and at $9 for 15 senior/disabled rides.

The following populations are able to ride for free on SLO Transit buses; seniors over 80 years old, children under 5, and Cal Poly students, faculty and staff. The pre-paid unlimited access offered to Cal Poly affiliates is provided as a result of an annual financial agreement negotiated

Figure 13
SLO Transit Route 6A

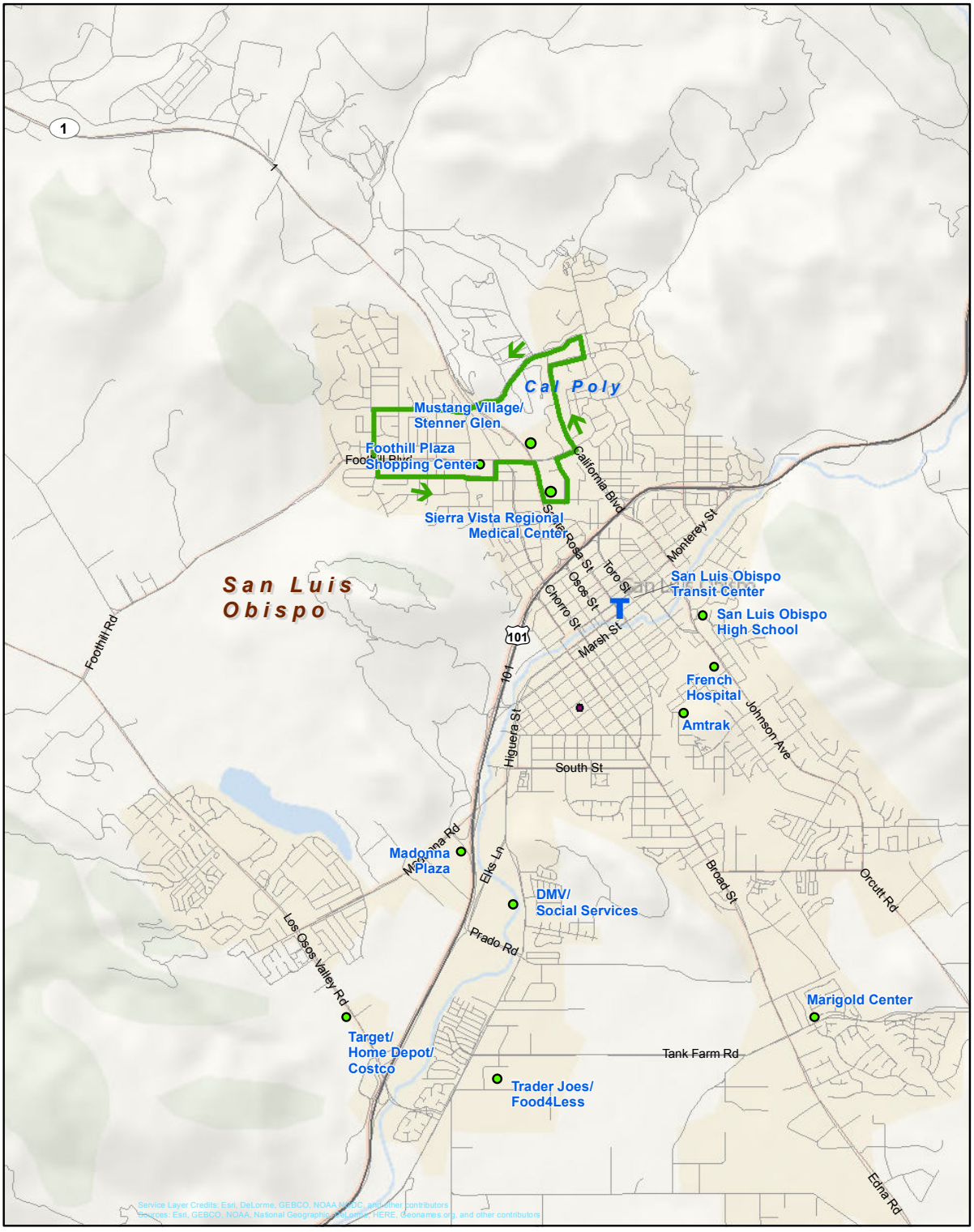


Figure 14
SLO Transit Route 6B

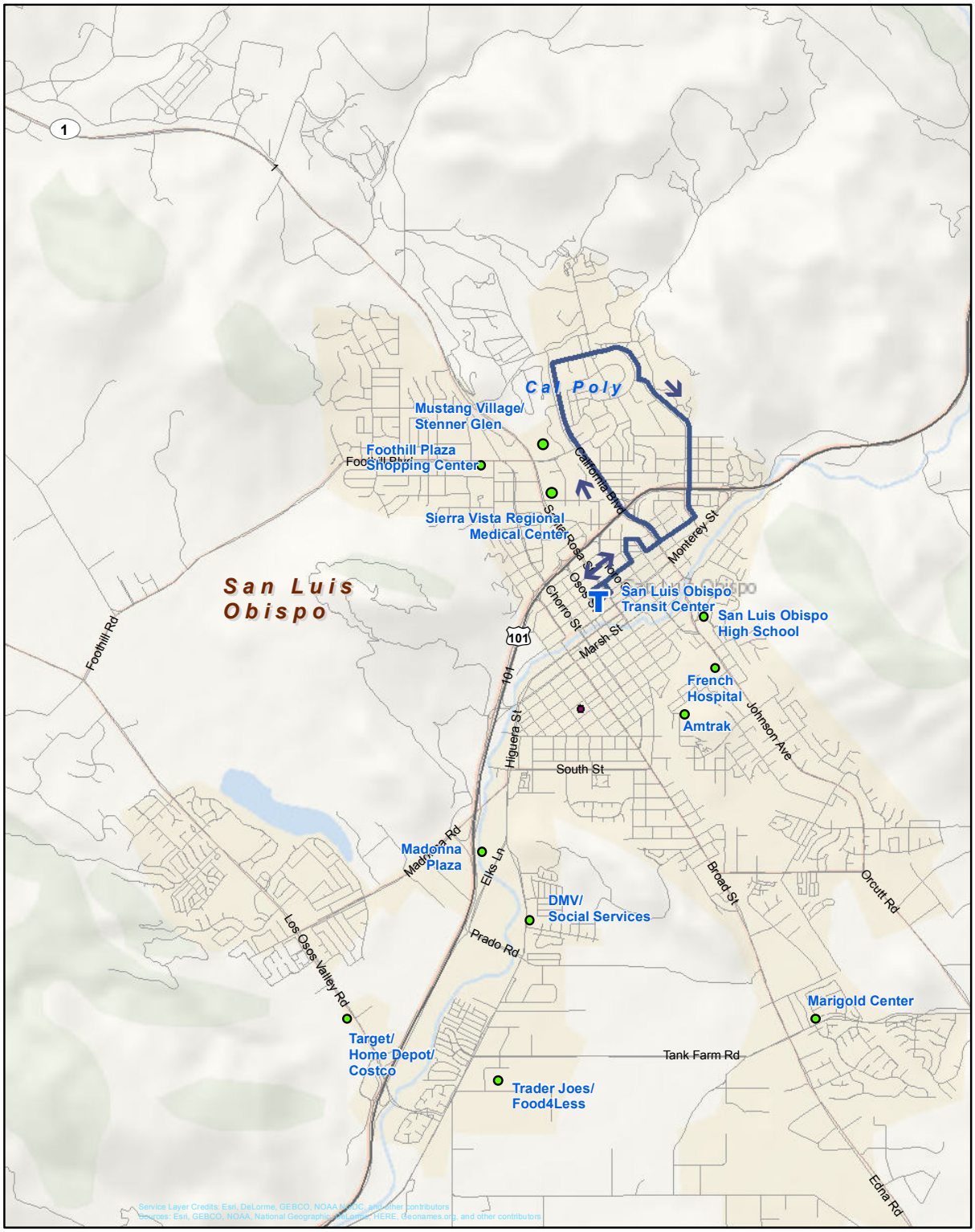
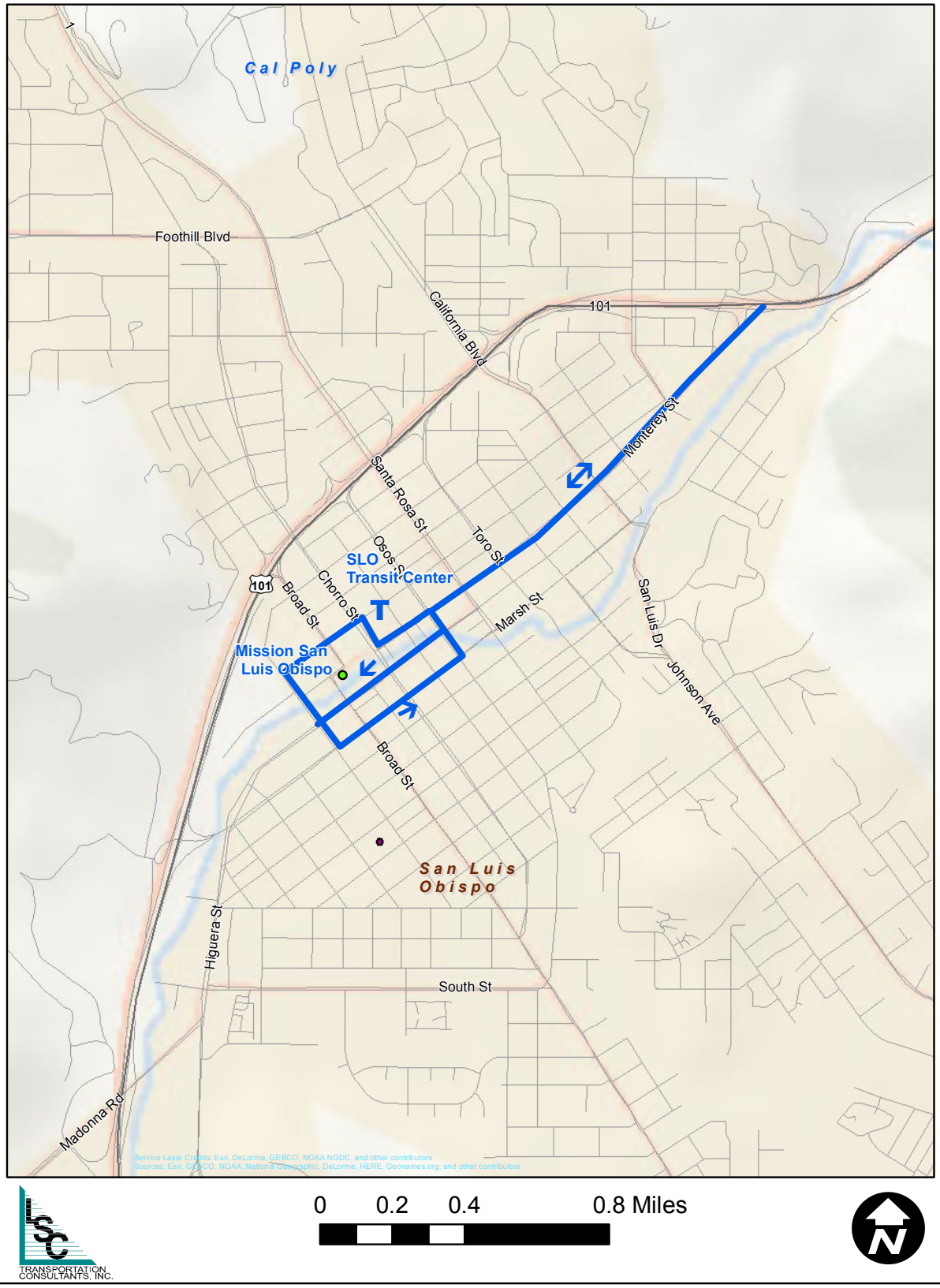


Figure 15
Old SLO Trolley Map



between Cal Poly and the City of San Luis Obispo. Table 8 presents the fare schedule for SLO Transit.

TABLE 8: SLO Transit Fare Structure

	Regular Fare	Senior (65-79 years) / Disabled	Medicare Card Holders	Students (K-12)
Base/Cash Fare	$1.25	$0.60	$0.60	
Trolley	$0.50	$0.25	—	—
1 Day Pass	$3.00	$0.25	—	—
1 Day Regional Pass	$5.00	—	—	—
3 Day Pass	$6.00	—	—	—
5 Day Pass	$10.00	—	—	—
7 Day Pass	$14.00	—	—	—
31 Day Pass	$37.00	$12.50	$12.50	$25.00
15 Ride Pass	—	$9.00	$9.00	—
16 Ride Pass	$20.00	—	—	—

Source: SLO Transit

Table 9 presents the annual number of passenger boardings by fare instrument, indicating the following:

- Fully 57.4 percent of passengers board as Cal Poly students, staff and faculty.
- Only 10.8 percent pay a one-way cash fare (8.2 percent as regular riders and 2.6 percent as senior/disabled riders).
- The 31-day pass on SLO Transit is also relatively popular, generating 13 percent of all boardings (8.8 percent by senior/disabled passengers, 2.2 percent by students, and 2 percent by regular passengers).
- The regional fare options are used by 8.2 percent of all SLO Transit boardings, consisting of 6.3 percent using the Regional 31-day Pass and 1.9 percent by using a Regional Day Pass.

Of note, many of the fare options are little used. The punch pass option is only used by 0.3 percent of all boarding, while the 5-day and 7-day pass is only used by 0.1 percent of boarding each. The time and costs associated with handling these fares may more than offset the convenience to the few riders using them.

TABLE 9: SLO Transit Annual Ridership by Pass Type

FY 2013-14

		Annual Ridership	% Total Ridership
Regular Fares & Passes	Cash	93,368	8.2%
	1 Ride Pass	1,020	0.1%
	1-Day Pass	9,591	0.8%
	3-Day Pass	4,038	0.4%
	5-Day Pass	1,199	0.1%
	7-Day Pass	1,240	0.1%
	31-Day Pass	22,806	2.0%
	Punch Pass	2,045	0.2%
Discount Fares & Passes	Senior/Disabled Cash	29,385	2.6%
	Senior/Disabled 31-Day Pass	100,249	8.8%
	Senior/Disabled Punch Pass	838	0.1%
	31-Day Student Pass	25,027	2.2%
	Free Riders	14,868	1.3%
	VIP	10,161	0.9%
	Youth	15,404	1.3%
Special Passes & Programs	Cal Poly	651,166	57.0%
	Cal Poly Invalid Card	4,522	0.4%
	Downtown Access Pass	12,765	1.1%
	Prado Token	8,307	0.7%
Regional Passes	Regional Day Pass	21,938	1.9%
	Regional 31-Day Pass	71,799	6.3%
Other	Amtrak	1	0.0%
	Pass Override	5,956	0.5%
	Free Ride Event	15,133	1.3%
	Free Token	273	0.0%
	Newcomer	958	0.1%
	Promo Pass	545	0.0%
	Transfers	18,147	1.6%
	Total	**1,142,749**	**100.0%**

Source: SLO Transit

Capital Inventory

SLO Transit's capital equipment is used to support SLO Transit service within the City of San Luis Obispo and on the Cal Poly campus. The vehicle fleet is maintained and stored at a single maintenance facility within the city. The city is responsible for maintaining bus stops and bus stop amenities. This section provides a highlight of the current SLO Transit capital equipment and capital program.

Vehicle Fleet

The current SLO Transit fleet is shown in Table 10. As indicated, it consists of a total of 17 revenue vehicles, including 14 standard buses ranging in length from 30 to 40 feet, a trolley replica vehicle, a 28 foot cut-away vehicle, and a double decker bus. All are ADA accessible, and are equipped with bicycle racks (the majority of which accommodate up to three bicycles). The double decker bus is typically used on Routes 4 and 5 to help accommodate high peak loads, while a 30-foot bus is used on Route 1 due to the constrained street geometrics.

TABLE 10: SLO Transit Existing Bus Fleet

Note: All buses are ADA compliant and equipped with bike racks.

Unit	Make	Model	Year	Length	Capacity	Fuel
151	Gillig	Low Floor	2001	40	38/2 wc	Diesel
152	Gillig	Low Floor	2001	40	38/2 wc	Diesel
153	Gillig	Low Floor	2001	40	38/2 wc	Diesel
754	Gillig	Low Floor	2007	30	23/2 wc	Diesel
755	Gillig	Low Floor	2007	30	23/2 wc	Diesel
856	Double K	Trolley	2008	30	24/2 wc	Gasoline
857	Gillig	Low Floor	2008	40	36/2 wc	Diesel
858	Gillig	Low Floor	2008	40	36/2 wc	Diesel
859	Gillig	Low Floor	2008	40	36/2 wc	Diesel
860	Gillig	Low Floor	2008	40	36/2 wc	Diesel
861	Gillig	Low Floor	2008	35	32/2 wc	Diesel
862	Gillig	Low Floor	2008	35	32/2 wc	Diesel
963	Alexander Dennis	Double Deck	2009	40	81/2 wc	Diesel
1264	Gillig	Low Floor	2012	40	36/2 wc	Diesel
1365	Gillig	Low Floor	2013	40	36/2 wc	Diesel
1366	Gillig	Low Floor	2013	40	32/2 wc	Diesel
1167	Ford	Cut-Away	2011	28	28/2 wc	Gasoline

The City has chosen to use clean diesel technologies to address the requirements of the California Air Resources Board (CARB). The 2015 CARB fleet analysis indicates that this technology reduces the SLO Transit fleet's emission of particulate matter ("soot") by 95 percent.

SLO Transit implemented an Automatic Vehicle Locator (AVL) passenger access system using GPS to transmit vehicle location. Passengers have the ability to track bus locations on the internet.

Bus Stops

SLO Transit serves over 170 bus stops, as shown in Table 11. The busiest single stop is at Kennedy Library (916 passenger boardings per day), followed by the Downtown Transit Center (712). At present, 46 stops have one or more shelters, and an additional 66 stops have bus benches. Many stops (56) have trash cans. A relatively small number of stops (15) have a pullout specifically for the transit bus (though many others have curb space sufficient to avoid blocking a through travel lane). Only three stops currently have bicycle racks. Three stops have electronic bus information displays, at the following locations:

- Cal Poly campus at Kennedy Library (2 signs, one eastbound and one westbound)
- Downtown Transit Center (2 signs)

Facilities

SLO Transit has an operations and maintenance facility located at 29 Prado Road in southwest San Luis Obispo. All SLO Transit vehicles are housed and maintained at this location. This location is located adjacent to the Water Department facilities. Long term, SLO Transit will need additional space, which will need to be provided either by expanding at the current site or possibly moving to a new site.

SLO Transit currently operates out of a Transit Operations & Maintenance Facility located on Prado Road adjacent to US 101. This facility consists of bus bays totaling 10,600 square feet in floor area, along with a 5,480 square foot Administration and Maintenance building. The location is beneficial for the operation of the transit service, as it provides for convenient dead-head movements at the beginning and end of service, and the overall site is adequate to accommodate the program.

Review Past Service /Trend Analysis

A tabulation of Service Levels, Ridership, Funding and Revenue Trend are identified in Table 12. This data was compiled from annual National Transit Database reports. Since 2003 there has been a general annual increase in ridership. With an increase in ridership there is also a consistent increase in fare revenue which supports the total operating revenue budget. Overall, there has been a slight (11 percent) reduction in revenue vehicle-hours but a substantial (64 percent) increase in ridership.

TABLE 11: SLO Transit Bus Stop Inventory (1 of 3)

Location	Routes Served											Total Daily Boardings	Existing Amenities						Improvements
	Route 1	Route 2	Route 3	Route 4A	Route 4B	Route 5A	Route 5B	Route 6A	Route 6B	Route 6A/B	Route 2 Ev	Trolley		Shelter	Bench	Bike Rack	Pullout	Trash Can	Electronic Sign	
Nipomo & Higuera	▼	▼										▼	7		▼					
Marsh & Broad	▼	▼											13		▼			▼		large, older post
Broad & Islay	▼												3		▼					no red curb, bench part of fence
Broad & Funston	▼												6		▼	▼		▼		no red curb
Broad & Caudill	▼												3		▼					no red curb
Broad & Sweeney	▼												2		▼					
Orcutt & Duncan	▼												1	▼			▼	▼		no red curb
Southwood & Woodside	▼												9		▼					
Southwood & Laurel	▼												8		▼					
Laurel & Laurel Lane Market	▼												9		▼					
Augusta & Laurel	▼												17	▼						
Augusta & Gerda	▼												6		▼					
Augusta & Bishop	▼												8							no red curb
Johnson & Bishop	▼												9	▼				▼		bad red curb condition
Johnson & Marsh	▼												10		▼					
Monterey & Toro	▼											▼	0		▼			▼		bad red curb condition
Santa Rosa & Murray	▼												0		▼					no red curb
Foothill & Univ Square	▼					▼	▼						15	▼				▼		no red curb
Patricia & Foothill	▼							▼					40		▼					red curb needs repainting
Foothill & La Entrada	▼			▼				▼					83		▼					
Foothill & Cuesta	▼												0		▼					
Highland & Mt. Bishop								▼					6							no red curb
Highland & Cuesta	▼							▼					94							red curb needs repainting
Highland & Jeffrey	▼							▼					19							
Patricia & Highland	▼							▼					25							
Foothill & Cuesta	▼						▼						24							
Foothill & Ferrini	▼												5		▼			▼		red curb needs repainting
Foothill & Ferrini	▼						▼						37					▼		
Foothill & Rosita						▼	▼						4							
Foothill & Chorro	▼			▼	▼			▼					55	▼				▼		no red curb
Foothill & Casa	▼			▼	▼								19	▼			▼	▼		no red curb
Foothill & Casa							▼						12							
Casa & Deseret	▼												3		▼					
Casa & Deseret								▼					31							
Murray & Casa	▼												1		▼					
Murray & Casa								▼					79							
Santa Rosa & Murray	▼												0		▼			▼		no red curb
Nipomo & Pismo		▼											8		▼			▼		
Pismo & Carmel		▼											2							
Pismo & Archer		▼											4							
Higuera & South		▼											6		▼			▼		no red curb
Higuera & Bridge		▼											0		▼			▼		no red curb
Prado Day Center		▼											38	▼	▼			▼		defaced shelter
Higuera & Prado (southbound)		▼											7		▼					
Higuera & Granada		▼											3		▼			▼		no red curb, sidewalk cracked
Higuera & Silver City		▼											13		▼					sidewalk cracked
Tank Farm & Higuera		▼											8	▼			▼			no red curb
Higuera & Suburban		▼											62	▼			▼	▼		broken glass panels
Higuera & Hind		▼											12	▼			▼			no red curb
Higuera & Prado (northbound)		▼											10	▼	▼		▼			no red curb
Higuera & Margarita (DMV) NB		▼											29	▼				▼		no red curb

TABLE 11: SLO Transit Bus Stop Inventory (2 of 3)

Location	Routes Served												Total Daily Boardings	Existing Amenities					Improvements
	Route 1	Route 2	Route 3	Route 4A	Route 4B	Route 5A	Route 5B	Route 6A	Route 6B	Route 6A/B	Route 2 Ev	Trolley		Shelter	Bench	Bike Rack	Pullout	Trash Can	Electronic Sign	
Higuera & Margarita (DMV) SB											▼		1	▼				▼		
Higuera & Chumash Village		▼											8	▼						no red curb
Higuera & Elks		▼											2							no red curb
Higuera & South		▼											5		▼			▼		no red curb
Marsh & Archer		▼											5		▼					
Marsh & Chorro		▼										▼	5		▼	▼		▼		
Marsh & Chorro			▼										2							
Marsh & Osos		▼											0		▼					
Santa Rosa & Higuera		▼				▼	▼						9		▼			▼		bad red curb condition
Marsh & Johnson			▼										24	▼				▼		
Johnson & Lizzie			▼										5		▼			▼		bad red curb condition
Johnson & Lizzie	▼												4							red curb needs repainting
Johnson & Bishop			▼										10	▼				▼		
Johnson & Sydney			▼										2							
Johnson & La Cita			▼										2							
Laurel & Augusta			▼										15		▼			▼		
Laurel & Southwood			▼										7	▼				▼		no red curb
Laurel & Camden			▼										0		▼					no red curb
Orcutt & Laurel	▼		▼										40	▼			▼	▼		no red curb
Orcutt & Johnson	▼		▼										6							no curb
Johnson & Gregory	▼												1							red curb needs repainting
Tank Farm & Wavertree			▼										4		▼					no red curb
Tank Farm & Brookpine			▼										3	▼						broken glass panels
Tank Farm & Hollyhock			▼										1	▼				▼		no red curb, broken glass panels
Tank Farm & Poinsettia			▼										10							
Broad & Marigold Center			▼										0	▼			▼	▼		no red curb
Broad & Capitolio			▼										13	▼			▼			no red curb
Broad & Rockview			▼										3	▼				▼		broken glass panels
Broad & The Brickyard			▼										28	▼				▼		no red curb, broken glass panel
Broad & Humbert			▼										4		▼			▼		no red curb
The Village at Broad			▼										6		▼			▼		
Broad & Santa Barbara			▼										3		▼			▼		no red curb
Chorro & Upham			▼										1							
Chorro & Islay			▼										2		▼					bad red curb condition
Chorro & Monterey			▼										0							
Santa Rosa & Marsh				▼	▼								23		▼			▼		bad red curb condition
Santa Rosa & Buchon				▼	▼								12		▼					bad red curb condition
Santa Barbara & Church				▼	▼								1		▼					no red curb
Santa Barbara & High				▼	▼								5		▼			▼		bad red curb condition
Santa Barbara & High							▼						5							
South & Meadow Park				▼	▼								2		▼					no red curb
South & Parker				▼	▼								10	▼				▼		broken glass, sidewalk cracked
Promenade				▼	▼	▼	▼						52	▼				▼		
Madonna & Oceanaire				▼	▼								10	▼						
LOVR & Madonna				▼	▼		▼						39	▼			▼	▼		no red curb
LOVR & Irish Hills Plaza				▼	▼		▼						31	▼			▼	▼		no red curb
LOVR & Auto Park Way				▼	▼		▼						29							
LOVR & Laguna Village				▼	▼								54	▼				▼		no red curb
LOVR & Oceanaire				▼	▼								0	▼						no red curb

TABLE 11: SLO Transit Bus Stop Inventory (3 of 3)

Location	Routes Served											Total Daily Boardings	Existing Amenities						Improvements
	Route 1	Route 2	Route 3	Route 4A	Route 4B	Route 5A	Route 5B	Route 6A	Route 6B	Route 6A/B	Route 2 Ev Trolley		Shelter	Bench	Bike Rack	Pullout	Trash Can	Electronic Sign	
LOVR & Laguna Lane				▼	▼							0		▼			▼		no red curb, sidewalk cracked
LOVR & Laguna Lane							▼					9							no red curb
LOVR & Descanso				▼	▼							6		▼			▼		no red curb
LOVR & Diablo				▼	▼							5							no red curb
LOVR & Diablo						▼	▼					3		▼					no red curb
LOVR & Valle Vista				▼	▼							4							
LOVR & Valle Vista						▼	▼					4							
Foothill & Blarney				▼	▼							9							
Foothill & Blarney						▼	▼					0							
Ramona & Tassajara				▼	▼			▼				155		▼					
Ramona & Palomar				▼	▼			▼				233	▼				▼		graffitti
Performing Arts Center				▼	▼				▼			285	▼				▼		no red curb
Mill & Park				▼	▼				▼			8		▼					bad red curb condition
Prefumo Canyon & Del Rio					▼	▼	▼					24		▼					
Del Rio & Descanso					▼	▼	▼					9							no red curb
Mill & Santa Rosa						▼	▼		▼			45		▼					bad red curb condition
Mill & Santa Rosa				▼	▼				▼			0							
Mill & Johnson						▼	▼		▼			34		▼					
Mill & Johnson				▼	▼				▼			6							
Mill & Pepper						▼	▼		▼			63		▼					
Mill & Pepper				▼	▼				▼			2							
Phillips & Pepper						▼	▼		▼			43							
Phillips & Pepper				▼	▼				▼			4							
California & Phillips									▼			39							
California & Taft									▼			13							
Mill & Grand						▼	▼					116	▼				▼		
Grand & Abbott						▼	▼					172	▼				▼		missing glass panel
Grand & Wilson				▼	▼				▼			10							
Grand & Wilson						▼	▼					10	▼				▼		
Grand & McCollum						▼	▼					50	▼				▼		bad red curb condition
Grand & McCollum				▼	▼				▼			12							bad red curb condition
Performing Arts Center							▼					73	▼			▼			no red curb
Descanso & LOVR					▼	▼	▼					21		▼					
LOVR & Oceanaire							▼					11		▼					no red curb
LOVR & Laguna Village						▼	▼					14	▼				▼		bench removed, bad red curb
Madonna & Oceanaire						▼	▼					12		▼					
Madonna Plaza NB						▼	▼					21	▼				▼		no red curb
Madonna Plaza SB				▼	▼							3	▼						
South & Parker						▼	▼					13	▼			▼	▼		no red curb
South & Exposition						▼	▼					5		▼					no red curb
South & King						▼	▼					4		▼					no red curb
South & King				▼	▼							3							no red curb
South & Meadow Park						▼	▼					10		▼					no red curb, old park bench
Santa Barbara & Church						▼	▼					14		▼					
Amtrak St. & Ion						▼	▼					10		▼					
Santa Rosa & Leff						▼	▼					24		▼					bad red curb condition
Santa Rosa & Buchon						▼	▼					19		▼					
Cal Poly & Kennedy RT5						▼	▼					194	▼				▼	▼	no red curb
Kennedy Library				▼	▼					▼		916	▼				▼	▼	no red curb
Higuera & Margarita											▼	1	▼			▼			no red curb
Downtown Transit Center	▼	▼	▼	▼	▼	▼	▼		▼			712	▼	▼	▼	▼	▼	▼	
													46	66	3	15	56	3	

TABLE 12: SLO Transit 10-Year Trend in Service Levels, Ridership, Funding and Revenue Trends

	Services Provided					Operating Revenue			
Year	Revenue Hours	Revenue Miles	Peak Vehicles	Unlinked Ridership	Operating Cost	Fares (1)	State Sources	Local Sources	Federal Sources
2003	36,497	392,462	11	677,355	$2,209,884	$367,796	$1,035,491	$0	$806,597
2004	34,955	394,025	11	680,906	$2,314,354	$396,764	$1,004,949	$0	$912,641
2005	33,096	395,990	11	875,354	$2,789,045	$436,174	$1,788,915	$0	$563,956
2006	32,408	355,970	12	963,370	$2,607,989	$453,002	$1,640,858	$0	$514,128
2007	32,695	367,740	12	934,534	$2,998,320	$510,954	$1,516,100	$0	$473,000
2008	33,760	381,608	12	1,003,695	$3,380,541	$516,397	$1,598,100	$0	$770,000
2009	34,019	378,766	12	1,032,232	$2,753,165	$593,769	$881,396	$0	$1,278,000
2010	34,718	396,410	10	1,019,852	$2,826,292	$567,747	$876,445	$0	$1,382,100
2011	33,607	397,495	10	1,045,369	$2,889,389	$630,248	$1,014,942	$0	$1,244,200
2012	33,006	393,931	10	1,118,533	$3,278,607	$661,407	$1,342,617	$0	$1,274,563
2013	32,586	393,831	10	1,109,559	$3,309,674	$483,032	$1,391,750	$0	$1,431,719
10-Yr	-3,911	1,369	-1	432,204	1,099,790	115,236	356,259	0	625,122
Change	-11%	0%	-9%	64%	50%	31%	34%	--	78%

Source: National Transit Database. Note 1: Includes Cal Poly fees for services.

Current Financial Conditions

Existing Operating Costs and Cost Model

Table 13 presents the existing annual operating costs for SLO Transit, assuming the current services. As shown, the bulk of the costs are associated with the service contractor, totaling 72 percent of total costs. Costs outside of the service contract, which include City management and oversight, fuel, marketing and major vehicle repairs, constitute the remaining 28 percent.

The figures in Table 13 can be used to generate a "cost model" – a formula that can be used to estimate the cost impacts of service changes. As a contracted service, this formula reflects the cost factors reflected in the contract. The current contract defines payments to the contractor based upon a monthly fixed fee plus a rate per revenue vehicle-mile. In addition, some of the other costs vary by mileage, while others are fixed (do not vary by service level). In total, $1,317,220 in expenses are fixed, while $1,685,443 vary with vehicle-miles. Considering the 401,800 annual vehicle-miles of service, the resulting cost model equation is as follows:

Annual SLO Transit Operating Costs = $4.19 X Revenue Vehicle-Miles + $1,317,220

Cost Projections

The contract for transit services has recently been competitively procured, for the next four years (with three potential subsequent one-year extensions.) The negotiated costs are lower than previously expected, with only a 4 percent initial increase in operating costs and an average of 3 percent increase over the length of the base (4 year) contract period. This will provide for modest cost increases over the five-year length of this plan.

TABLE 13: SLO Transit FY 2015-16 Operating Expenditures and Cost Model

		Annual Cost	% of Total	Cost Allocation Factor
Contractor Operating Costs	$	1,170,443	39.0%	Revenue Veh-Mile
Contractor Management Fee/Insurance	$	982,020	32.7%	Fixed
Subtotal: Contractor				
Sub Total:	**$**	**2,152,463**	71.7%	
City Administrative Salaries/Benefits	$	227,500	7.6%	Fixed
Diesel Fuel	$	495,000	16.5%	Revenue Veh-Mile
Overhaul & Major Repairs	$	20,000	0.7%	Revenue Veh-Mile
Marketing & Advertising	$	34,200	1.1%	Fixed
Auditing & Accounting	$	7,300	0.2%	Fixed
Contract Services	$	42,600	1.4%	Fixed
Print & Production	$	11,200	0.4%	Fixed
Supplies	$	3,500	0.1%	Fixed
Travel/Training/Association	$	8,900	0.3%	Fixed
Total Operating Costs	**$**	**3,002,663**	100.0%	
Subtotal Fixed	*$*	*1,317,220*		
Subtotal Allocated by Revenue Vehicle-Mile	*$*	*1,685,443*		
Annual Revenue Vehicle-Miles		*401,800*		

Operating Cost Model		
$4.19	per Revenue Vehicle-Mile Plus	
	$	1,317,220

The resulting operating cost forecasts, assuming no changes in the transit program other than the marketing expansion discussed above, are shown in Table 14. This indicates that by 2021/22, SLO Transit ongoing annual costs will be approximately $732,000, or 24 percent, above current levels.

TABLE 14: SLO Transit Base Case Operating Cost Forecasts

	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Contractor Costs	$2,296,700	$2,342,600	$2,389,500	$2,461,200	$2,535,000	$2,611,100
Other Operating Costs	$867,200	$884,500	$902,200	$929,300	$957,200	$985,900
Marketing Enhancements	$107,300	$109,400	$111,600	$114,900	$118,300	$121,800
Total	$3,271,200	$3,336,500	$3,403,300	$3,505,400	$3,610,500	$3,718,800

Existing Revenues

Table 15 presents existing revenues for SLO Transit capital improvements and operations, for the current year and two prior years. This reflects the fact that revenues vary in order to fund capital expenses. For the current fiscal year, 54 percent of funds come from federal sources (in large part, the Federal Transit Administration's 5307 program), 27 percent come from state and regional sources, and 19 percent come from local sources.

The existing operating funding sources can be forecast for each of the SRTP analysis years, using the financial planning assumptions presented in the SLOCOG *2014 Regional Transportation Plan.* The assumed rate of operating cost inflation was applied to the contract management revenues, as well as the Cal Poly agreement revenues, as well as the surcharge for the Trolley service. As shown in Table 16, over the coming five years these existing operating revenues sources are expected to increase by approximately $1.0 Million over the five-year Plan period. The largest proportion (approximately $664,000) is forecast to consist of growth in Federal funding (for both capital and operating needs). It should be noted that the current agreement for Cal Poly funding of SLO Transit services terminates on June 30th, 2016; this forecast assumes no significant changes in these revenues beyond the impacts of inflation.

Change in SLO Transit Performance

Table 17 presents the trends in key transit performance measures for the SLO Transit program:

- **Passenger-trips per revenue vehicle-hour of service** have increased by an impressive 83 percent over the last ten years, and by 16 percent over the last three years.

- **Passenger-trips per revenue vehicle-mile of service** have increased by 63 percent over the last ten years and 10 percent over the last three years.

- The **operating costs per passenger-trip** has dropped by 9 percent over the last ten years, but has increased by 8 percent over the last three years.

TABLE 15: SLO Transit Revenues

	2013-14 Actual	2014-15 Budget	2015-16 Budget
FEDERAL			
5307 - Operating	$1,101,012	$1,205,100	$1,150,000
5307 - Capital	$36,861	$388,920	$668,160
5307 - Preventive Vehicle Maint	$160,000	$160,000	$160,000
5317 - Planning	$0	$10,000	$10,000
JARC / New Freedom Grant	$2,340	$0	$0
Congestion Mgmt/Air Quality	$0	$1,102,000	$0
Sub Total:	*$1,300,213*	*$2,866,020*	*$1,988,160*
STATE/REGIONAL			
TDA - Local Transportation Fund	$1,012,990	$1,694,393	$841,223
TDA - State Transit Assistance (STA)	$38,724	$33,304	$33,304
TDA - STA Discretionary	$143,574	$142,833	$142,833
TDA - Prior Year Carryover	$0	$247,200	$0
Proposition 1B	$0	$25,689	$0
Prop 1B Discretionary	$0	$0	$0
California Emergency Mgmt Agency	$45,498	$0	$0
Sub Total:	*$1,240,785*	*$2,143,419*	*$1,017,360*
LOCAL			
CalPoly Agreement	$403,104	$415,197	$427,653
Cash Fares	$145,421	$140,463	$144,677
Bus Pass Revenue	$68,069	$59,410	$61,193
Downtown Access Pass	$15,956	$20,000	$20,000
Prado Tokens	$10,371	$5,000	$5,000
SLORTA Revenue Sharing	$16,697	$20,460	$21,074
Trolley Surcharge	$4,909	$6,790	$6,993
Sale of Surplus Prop	$9,763	$4,000	$4,000
Investment & Prop Revenues	$10,264	$5,800	$5,800
Other	$10,159	$4,561	$0
Sub Total:	*$694,714*	*$683,909*	*$698,685*
TOTAL	**$3,235,713**	**$5,693,348**	**$3,704,205**

TABLE 16: SLO Transit Revenue Forecasts (Existing Sources)

	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Annual Growth Rate
FEDERAL								
5307 - Operating	$1,150,000	$1,208,000	$1,268,000	$1,331,000	$1,398,000	$1,468,000	$1,541,000	5% Note 1
5307 - Capital	$668,160	$702,000	$737,000	$774,000	$813,000	$854,000	$897,000	5% Note 1
5307 - Preventive Vehicle Maint	$160,000	$168,000	$176,000	$185,000	$194,000	$204,000	$214,000	5% Note 1
5317 - Planning	$10,000	$0	$0	$0	$0	$0	$0	--
Sub Total:	$1,988,160	$2,078,000	$2,181,000	$2,290,000	$2,405,000	$2,526,000	$2,652,000	
STATE/REGIONAL								
TDA - Local Transportation Fund	$841,200	$875,000	$910,000	$946,000	$984,000	$1,023,000	$1,064,000	4% Note 1
TDA - State Transit Assistance (STA)	$33,300	$34,000	$35,000	$36,000	$37,000	$38,000	$39,000	2% Note 1
TDA - STA Discretionary	$142,800	$146,000	$149,000	$152,000	$155,000	$158,000	$161,000	2% Note 1
Sub Total:	$1,017,300	$1,055,000	$1,094,000	$1,134,000	$1,176,000	$1,219,000	$1,264,000	
LOCAL								
CalPoly Agreement	$427,700	$452,000	$461,000	$470,000	$479,000	$493,000	$508,000	Note 2
Cash Fares	$144,700	$148,000	$151,000	$154,000	$157,000	$160,000	$163,000	2% Note 1
Bus Pass Revenue	$61,200	$62,000	$63,000	$64,000	$65,000	$66,000	$67,000	2% Note 1
Downtown Access Pass	$20,000	$20,000	$20,000	$20,000	$20,000	$20,000	$20,000	2% Note 1
Prado Tokens	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000	$5,000	2% Note 1
SLORTA Revenue Sharing	$21,100	$22,000	$22,000	$22,000	$22,000	$22,000	$22,000	2% Note 1
Trolley Surcharge	$7,000	$7,000	$7,000	$7,000	$7,000	$7,000	$7,000	Note 2
Sale of Surplus Prop	$4,000	$4,000	$4,000	$4,000	$4,000	$4,000	$4,000	--
Investment & Prop Revenues	$5,800	$6,000	$6,000	$6,000	$6,000	$6,000	$6,000	--
Sub Total:	$696,500	$726,000	$739,000	$752,000	$765,000	$783,000	$802,000	
TOTAL	$3,701,960	$3,859,000	$4,014,000	$4,176,000	$4,346,000	$4,528,000	$4,718,000	

1. SLOCOG 2014 Regional Transportation Plan, Reasonably Expected Scenario

2. Increased to match assumed inflation rate: 5.7% in first year (given currently expected increases in specific operating costs), with rates in following years consistent with RTP Reasonably Expected Scenario (2 percent through 2019, and 3% starting in 2020.

TABLE 17: SLO Transit 10-Year Service Levels, Ridership, Funding and Revenue

Year	Psgrs per Rev. Veh-Hr	Psgrs per Rev. Veh-Mi	Operating Cost per Psgr-Trip	Operating Subsidy per Psgr-Trip	Farebox Ratio (1)
2003	18.6	1.73	$3.26	$2.72	16.6%
2004	19.5	1.73	$3.40	$2.82	17.1%
2005	26.4	2.21	$3.19	$2.69	15.6%
2006	29.7	2.71	$2.71	$2.24	17.4%
2007	28.6	2.54	$3.21	$2.66	17.0%
2008	29.7	2.63	$3.37	$2.85	15.3%
2009	30.3	2.73	$2.67	$2.09	21.6%
2010	29.4	2.57	$2.77	$2.21	20.1%
2011	31.1	2.63	$2.76	$2.16	21.8%
2012	33.9	2.84	$2.93	$2.34	20.2%
2013	34.1	2.82	$2.98	$2.55	14.6%
Change: Last 3 Years	16%	10%	8%	15%	-27%
Change: Last 10 Years	83%	63%	-9%	-6%	-12%

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

Source: National Transit Database

- Subtracting fare revenues from costs to identify operating subsidy, the **subsidy per passenger-trip** has similarly dropped by 6 percent over the ten-year period, but increased by 15 percent over the last three years.

- The simple **farebox return ratio** has declined by 12 percent over ten years and 27 percent in the last three years.

- Overall, these figures reflect improved performance over the last ten years, though increasing costs tied with relatively flat ridership growth over the last few years have started to reduce the financially-based performance.

Service Standards Evaluation

The City has adopted a set of service standards, using the following categories: service coverage, patron convenience, fiscal condition, and passenger comfort. Service coverage

standards identify residential area availability, major activity center availability, frequency, span and directness. Patron convenience standards include guidance on speed, loading, bus stop spacing, dependability, and road call ratio. Standards relating to the fiscal condition of the system include fare structure, farebox recovery, productivity, and cost effectiveness and efficiency.

Service Coverage

Service coverage includes standards that address residential area availability, major activity center availability, frequency, span, and directness. Each standard can be measured to determine service coverage of the transportation system. These standards are listed in Table 18, *SLO Transit Service Coverage Indicators.* As discussed in Chapter 2, coverage is very high, with 99 percent of the residents in the area within a quarter-mile walk of a bus route. Over the past 10 years, SLO Transit has been able to maintain service coverage within the City. Residential area and major activity center availability has provided more people with access to use the services. While operating within relatively the same revenue hours, improvements to frequency, span and directness have also allowed for more efficient service quality.

Patron Convenience

Standards including speed, loading, bus stop spacing, dependability, and road call ratio contribute as indicators to patron convenience. These standards are outlined in Table 19, *SLO Transit Patron Convenience Indicators.* Patron Convenience addresses speed, loading, bus stop ratio, dependability, and road call ratio. All of these indicators are evaluated annually for improvement. These indicators contribute toward the development of efficient route design supporting increased ridership. Annual trends cannot be derived; however the annual increase in ridership shows SLO Transit routes support patron convenience due to the general increase in ridership.

Fiscal Condition

The fiscal condition of the SLO Transit system is assessed by standards on fare structure, farebox recovery, productivity, cost effectiveness and efficiency. All standards are presented in Table 20. As operating cost increased over the past 10 years, farebox revenue also increased with the exception of 2013. Farebox revenue is able to keep up with costs due to ridership increases.

Passenger Comfort

Passenger comfort is a high priority to maintain ridership and a successful service. Quality standards for waiting shelters, bus stop signs, revenue equipment, and public information are listed in Table 21, *Passenger Comfort Indicators.* Based off ridership surveys, passengers have rated their experience using the SLO Transit services to be comfortable and efficient. Passengers rank vehicle cleanliness as very high. Waiting shelters, bus stop signs revenue

equipment and public access to information on the transit systems is evaluated annually and improvements are made as needed.

Table 18: SLO Transit Service Coverage Indicators

	Standard	SLO Transit Performance	Relation to Standard
Residential Area Availability	90% of population within ¼ mile of bus route	The 2009 Short Range Transportation Plan proposed these standards which were adopted by the City.	Since these standards were adopted, routes have been adjusted to meet these standards within the City.
Major Activity Center Availability	Employment concentrations of 200 or more employees	According to the last STRP, SLO Transit fixed routes serve the majority of major trip generators within the city. Major trip generators south of Tank Farm Road are not served by SLO Transit, but are served by RTA routes.	The SLO Transit fixed routes serve the major activity centers within the city. For the employment centers south of Tank Farm Road, the area is covered by the RTA routes.
	Health Centers		
	Middle and High Schools		
	Colleges/Universities		
	Shopping Centers over 25 stores or 100,000 SF of retail space		
	Social Service/Government Center		
Frequency	30 minute peak	Routes 1, 2, and 3 do not meet the peak frequency. Routes 4, 5, 6 A/B and the Old SLO Trolley meet the peak frequency timeframe.	Routes 1, 2, and 3 do not meet the peak frequency. Routes 4, 5, 6 A/B and the Old SLO Trolley meet the peak frequency timeframe.
	60 minute off-peak		
Span	5 AM to 10 PM on weekdays	None of the routes start at 5 AM during weekdays or earlier than 8 AM on weekends. Route 6 A/B is the only one that ends after 10 PM on the weekdays. During the weekends the Old SLO Trolley is the only line available after 7 PM.	SLO Transit is not meeting service needs between the times specified by these service standards for weekday and weekend route services.
	6Am to 7 PM on weekends		
Directness	Maximum 25% of passengers transferring	Based on survey, 7.2% passengers transferred getting to the bus and 9.3% will transfer. At a total of 16.5% transferring, this guideline is met	Guideline is being met

TABLE 19: SLO Transit Patron Convenience Indicators

	Standard	SLO Transit Performance	Relation to Standard
Speed	Regular routes maximum of 15 MPH	All routes operate on average under the maximum speed of 14 MPH.	The speed of fleet vehicles on average does not exceed the 15 MPH standard.
Loading	25% standees for short periods acceptable (a load of 45 passengers except on trips operated with the double deck bus)	Per detailed data shown in Appendix D, load is above 45 on following runs: Route 4: 710 am, 810 am, 910 am, 1110 am, 240 pm, 620 pm Route 5: 710 am, 750 am, 850 am, 920 am, 1150 am, 550 am Route 6a: 940, 1110, 1140, 310, 340, 610, 810 Route 6b 732 am	Very few trips have standing loads overall, many of the trips that have a passenger load of over 45 passengers are on vehicle trips that utilize the double deck bus.
Bus Stop Spacing	5 to 7 blocks per mile in core (every other block) Fringe 4 to 5 per mile, as needed based on land uses	All routes have bus stops spaced appropriately to meet the mileage standard. Look at number of stops per route divided by mileage (likely meeting guideline)	All routes have bus stops spaced appropriately to meet the mileage standard.
Dependability	No missed trips 95% on-time service (0 to 5 minutes later)	During December 2014 and January 2015, 98.0% of runs were on time, 1.4% were late, and 0.6% were early. Worst route (Rt 4) was 96% on time	All routes meet on-time standard. Data not available on missed trips.
Road Call Ratio	4,000 to 6,000 miles per road call	During FY2014, the road call total was 69 calls total over 393,831 revenue miles. This is approximately, 5,707 miles per call.	SLO Transit met the road call ratio during FY14.

Note 1: This table provides recommended route spacing based upon population density and the proportion of households without autos. It ranges from ¼ mile spacing in the densest areas with highest non-auto households up to 1 mile spacing.

Source: San Luis Obispo Transit Short Range Transit Plan Final Report, Urbitran Associates, 2009. Peer data updated to FY13.

Table 20: Fiscal Condition Indicators

	Standard	SLO Transit Performance	Relation to Standard
Fare Structure	Fare Structure – Qualitative criteria	Fare policy does have a number of cash and pass options	Sufficient pass types are offered
Farebox Recovery	Farebox Recovery – Significantly alter routes less than 60% of system group average (22% is average) Review and modify routes between 60% and 80% system group	Routes 1, 2, 4, and 5 are close to meeting the average for farebox recovery but remain less than 60% of average.	Routes 1, 2, 4, and 5 are close to meeting this standard but fall short and should be reviewed and modified to meet this standard.
Productivity	Significantly alter routes less than 60% of system group average (1.9 passengers per mile and 24 passengers per hour) Review and modify routes between 60% and 80% of group average	Route 1 and the Old SLO Trolley have productivity less than system average.	Route 1 and the Old SLO Trolley should be reviewed and modified to meet this standard.
Cost Effectiveness and Efficiency	Significantly alter routes more than 140% of system group average cost per passenger ($3.37) of SLO system average Review and modify routes between 120% and 140% average	All costs per passenger for fixed routes are less than the SLO system average, with the exception of Route 1 which is $3.73.	All routes meet the standard

Table 21: Passenger Comfort Indicators

Standard		SLO Transit Performance	Relation to Standard
Waiting Shelters	25 or more boardings	Not all bus stops with waiting shelters take on 25 or more boardings. The main exception is the Downtown Transit Center Stop which takes on more than 25 boardings.	Waiting shelters should accommodate 25 or more boardings; however most stops with waiting shelters do not have 25 boardings. Bus stop shelters should continue to be maintained to support additional service standards including community perception of the system.
Bus Stop Signs	Denote SLO Transit, contact information, and route	Most signs denote SLO Transit, contact information, and route.	Standard is met
Revenue Equipment	Clean and good condition	Complaint log	Data not available
Public Information	Timetable, maps, advertising	Timetables, route maps and route advertisements are available online. Routes are advertised with bus stop signs and buses traveling on the routes.	This standard is met with clear timetables and maps available on the City website. The service is advertised with bus stop signs and buses traveling on heavily trafficked routes.

Findings

Most service standards are met, with improvements to service coverage, patron convenience, fiscal condition, and passenger comfort. High passenger loads have been largely addressed through the operation of higher capacity equipment. The general increase in ridership and operational efficiencies have improved the management of the system. In 2010, the peak vehicles amount dropped from 12 to 10. However, there was still a general increase in operational cost, ridership and fare revenue. SLO Transit was able to operate fewer vehicles reducing maintenance and operational costs while still serving more passengers.

SLO Transit Staff Input

Consultant staff met with a group of SLO Transit contractor staff, including drivers and dispatchers. Key comments and input generated through this meeting consist of the following:

- Growth in homeless ridership can create conflicts, particularly regarding amount of stuff carried onboard.

- Worst times for on-time performance are around 10 AM, 2 PM and 5 PM. 4a has particular problems 9AM to 11AM, 5b has problems right after lunch, and Route 3 has problems when wheelchair boarding are high. Routes 4 (particularly 4A) and 5 (particularly 5B) are the greatest problems to operate on time. The greatest areas of delays are Auto Parkway and Irish Hills, and these traffic delays are getting worse. Keep Route 4 off of Descanso, Auto Parkway and Bouchon?

- Growth in wheelchair boardings has also reduced running speeds. There have been up to five wheelchairs on an individual run, and instances of wheelchair users being left at the stop due to lack of tie-down capacity. Route 3 has the greatest wheelchair use, as well as a lot of walkers.

- The double decker bus also adds up to 15 minutes to the running time, due to additional passenger boarding time.

- Bike rack use has been growing, and bikers (cyclists) are sometimes left at the curb. Need for more bike rack space?

- Operations around the Cal Poly campus are relatively good. There has not been much overflow from the reduction in RTA service to the campus. Much of the student ridership is along Foothill and Grand, and in downtown, which can result in overcrowding on the buses.

- Route 4 is impacted by the narrowness of Santa Rosa Street and Bouchon Street – could be moved back to Pismo, or shifted to follow Route 5 past the train station.

- The narrowness of Patricia Drive is a problem on Routes 1 and 6, and Route 1 is also impacted by the narrowness of Augusta Street. The limited street width creates delays to the vehicles, and can result in safety concerns.

- The Route 2 / Route 3 bus swap is confusing – can this be eliminated?

- The existing Transit Center needs to have four parking spaces for the four shift relief vehicles (rather than the current two), and passengers sometimes have trouble boarding/deboarding due to the slope.

- Many bus stops need extended red curb areas to allow the space for buses to pull in.

- Double decker bus should not be used on Route 4/5 along LOVR – too much wear and tear for so much service.

- Recommendations for service changes
  - Need for service to the airport
  - Operate Route 1 on weekends
  - Some people want later service on weekends

- Recommendations regarding specific stops and route segments:
  - Stops along Santa Rosa Street between the Transit Center and Murray – get requests for stops, but difficult to serve
  - Madonna and Oceanaire is bad location for stop – hard to get back into lane -- move stop back closer to Laguna Lake bridge
  - Prefumo Canyon loop can be time sucker because not a lot of ridership
  - Tank Farm Road on Route 3 is dangerous – serves wrong side of road
  - Mobile home park -- what about deviated call-ahead?
  - South Street has too many stops, could make more efficient
  - LOVR may have two stops that are too close – could get rid of one
  - Routes 1 and 3 could benefit from a bus bay at hospital – Johnson/Lizzie
  - Route 2 stop at DMV is not used

- City should do a better job of letting transit staff know about construction detours, etc., which causes operational problems

SLO Transit Triennial Performance Audit

The most recent TDA Triennial Performance Audit was completed in May of 2014. It found the City's transit program to be in compliance with all regulations, with the minor exception that not all City staffers that provide limited support to the transit program (such as the Finance Director) were fully accounted for in the calculation of full time equivalent personnel count. Service standards were found to be largely met, except regarding on-time performance on some routes as well as regarding the farebox return ratio (which attained TDA required minimum levels but did not attain the standard identified in the previous SRTP). Recommendations of the Auditor were as follows:

- The City of San Luis Obispo should collect paid work hour information and report Employee Full-Time Equivalents (FTEs) annually, in accordance with PUC requirements.

- Work with Cal Poly to implement a University "U" Pass Program in FY 2016/17, replacing the current subsidy agreement with a more stable and reliable source of funding.

- As part of the next SRTP process, update and refine performance standards for SLO Transit and explore opportunities to coordinate service with RTA routes. (This is consistent with a parallel recommendation in the RTA audit.)

- Establish more formal standards around complaints / accidents and include a category in the City's database for complaint verification.

The City is currently in the process of addressing these recommendations.

Federal Transit Administration Triennial Review

The Federal Transit Administration's triennial audit for SLO Transit was last completed in February, 2014. Among the 18 subject areas, the audit process resulted in findings of deficiencies in four areas:

- Procurement – A cost/price analysis was not conducted for the purchase of three buses.

- Planning/Program of Projects – A statement regarding the availability of the Program of Projects was not included in public notices.

- Title VI – The City had not established system-wide service standards and policies regarding non-discrimination.

- Equal Employment Opportunity – The City was found to not have a copy of the transit service contractor's Equal Employment Opportunity Plan, or evidence that the plan met FTA requirements.

Subsequent to the audit, the City has been working to address these issues.

Onboard Surveys

The following section presents a summary of the main findings from the onboard surveys. Full results, including customer comments, are displayed in Appendix A.

SLO Transit Fixed Routes – Onboard Survey

The onboard surveys were conducted over the course of three midweek days, Tuesday through Thursday, between March 3, 2015, and March 5, 2015. All runs were surveyed over multiple days, resulting in 1,573 valid survey responses. Consistent with ridership levels, the routes with the most rider responses were Routes 4, 5 and 6. Key findings of this survey are as follows:

- Nearly three-quarters of the riders (71 percent) were travelling roundtrip.

- 92 percent walked to the bus from their origin and 88 percent will walk from the bus to their destination. More than half the riders were walking to and from the bus between one and two blocks away. Less than 5 percent claimed to walk more than six blocks.

- Between 5 and 6 percent of the riders were transferring to and from other SLO Transit routes and 2 percent were transferring to and from Regional Transit Authority (RTA) routes. Among the SLO routes, transfers were evenly spread with slightly more riders transferring between Routes 5 and 6. Routes 9 and 12 were the most common RTA routes that SLO Transit passengers transferred to or from.

- The most popular trip generator was Cal Poly, with one-quarter of the riders boarding there, mostly at the Kennedy Library, and 41 percent de-boarding at Cal Poly. The Downtown Transit Center followed as the next most popular origin and destination with 8.5 percent boarding there and 14 percent de-boarding. Cuesta was the third most common stop, and specifically, the Cuesta and Highland intersection was cited the most often. More popular streets and intersections are displayed below in Table 22.

- Riders were primarily traveling for school, with 64 percent affirming this, followed by commuting to work (15 percent).

- Asked how long they had been using the SLO Transit services, 39.2 percent indicated less than 1 year, 25.5 percent 1 to 2 years, 23.9 percent 3 to 4 years, and 11.7 percent 5 or more years

- Those than had been riding SLO Transit less than one year were asked how they would have completed their trip before using the service. The largest proportion (40.2 percent) indicated they would have walked, 27.4 percent would have bicycled, 22.7 percent would have driven, while 17.3 percent would have been a passenger in a car.

  Respondents were asked to rate the SLO Transit service on a scale of "Very Poor" to "Excellent." The "On-Time" option received the lowest rating, though two-thirds of the riders still rated it a "Good" or "Excellent." Results are displayed in Figure 16. When asked to rate their overall experience with SLO Transit, a very large majority of riders gave either an "Excellent" response (32 percent) and an additional 62 percent gave a "Good" response. This indicates that, despite some specific issues, the large majority of riders have a high opinion of the service. The lowest overall score was indicated for on-time performance, though even in this category 68 percent of passengers indicted either "Good" or "Excellent."

- At the time of the survey, a majority of the riders were Cal Poly students, staff or faculty (81 percent) and 4 percent were Cuesta students, staff or faculty (some of which attended both institutions).

TABLE 22: Location Riders Are Coming From

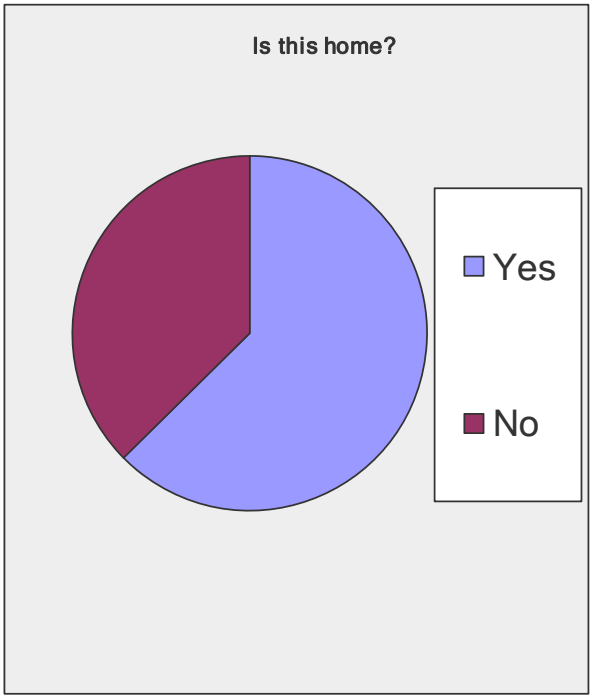
answered question 1494 *skipped question* 79

Respondents coming from SLO

Street	Intersection/Place	Response Count	Response Percent
SLO		1452	**97.2%**
Augusta		14	
Broad		27	
Cal Poly		374	**25.0%**
	Cal Poly Library	*219*	
	Cal Poly PAC	*59*	
California		13	
Casa		25	
	Casa and Murray	*18*	
Cuesta		39	
	Cuesta and Highland	*28*	
Downtown Transit Center		77	
Foothill		58	
Grand		45	
	Grand and Abbott	*16*	
	Grand and Mill	*13*	
Highland		14	
Higuera		37	
	Higuera and Suburban	*8*	
Johnson		33	
LOVR		58	
	LOVR and Madonna	*28*	
	LOVR and Oceanaire	*11*	
Madonna		27	
	Madonna and Oceanaire	*10*	
Mill		53	
	Mill and Osos	*6*	
	Mill and Pepper	*8*	
	Mill and Santa Rosa	*13*	
Orcutt		14	
Patricia		26	
Phillips		14	
	Phillips and Pepper	*9*	
Prado		15	
Ramona		64	
	Ramona and Palomar	*34*	
	Ramona and Tassajara	*19*	
Santa Rosa		40	
South		22	
Tassajara		22	

Respondents Coming from Cities other than SLO

City/Town	Response Count	Response Percent
Other		
San Jose	1	0.1%
Paso Robles	1	0.1%
Atascadero	8	0.5%
Santa Maria	2	0.1%
Arroyo Grande	1	0.1%
Los Osos	3	0.2%
Morro Bay	4	0.3%
Pismo Beach	2	0.1%
Cambria	2	0.1%
Templeton	1	0.1%
Left Blank	17	1.1%



- The respondents indicated they typically ride the bus 5 or more days during the week (47 percent) or at least 3-4 days per week (32 percent).

- More than half of the riders (56 percent) did not have a vehicle available at the time of the trip; however, most of them have one or more vehicles within their household (78 percent) and do have a driver's license (77 percent).

- Less than 5 percent indicated they have no internet access, while three-quarters of the riders have a computer and/or a smartphone.

- The riders' primary source for transit information varied with the following percentages:

  - Bus driver 10.7 percent
  - Bus stop 16.8 percent

- Agency website 16.3 percent
- Printed guide / schedule 26.8 percent
- Facebook 0.7 percent
- Real time info 35.4 percent
- Google Maps 13.8 percent

- Since the riders are primarily Cal Poly students, it's no surprise that the age range was most often cited between 18-24 years of age with 70 percent indicating this range.

- Riders are in a wide range of economic classes. While 36 percent have a total family income of less than $15,000 per year, 21 percent have total family income exceeding $100,000 per year.

Finally, riders were asked to respond to the question "What single most important improvement would you suggest for SLO Transit". A total of 829 persons provided a response (some provided several responses). The responses were categorized into major categories. A review of these responses indicates the following:

- The largest number of comments (218) was regarding the hours or days of service. Of these, 89 were for expanded "weekend" service, 19 for expanded service on Sundays, and 5 for expanded service on Saturdays. A total of 84 requests were for later service, along with 40 for extended or longer service hours, and 14 requests for earlier service.

- A high number of comments were also (144) made regarding **service frequency or run times.** A very common request was simply for more buses, to address overcrowding problems at the beginning and end of the academic day on weekdays. In addition, there were 15 requests for additional frequency in the evenings, and 11 for additional weekend frequency.

- The need for improvements in **on-time performance** was cited by 121 respondents. The large majority indicated that buses were late or unreliable, though five complained of buses departing stops early.

- Comments regarding **buses and bus amenities** totaled 151. Of these, 48 asked for additional seating, including the use of more double decker buses (along with one request for a triple decker bus). There were a total of 16 requests for improved Wi-Fi, and 9 requests for improved cleanliness.

- Only nine persons commented about the existing **bus stops**. Of these, four identified the need for improved street lighting to improve conditions while waiting at night, and two requested a shelter at Laurel/August.

- **Routing and stop location changes** were cited by 70 respondents. Many were simple requests for additional routes or stop locations. Five requests for service to the airport were made, along with five requests to convert one-way loops into two-way service. The only specific location that garnered multiple requests for service was Poly Canyon Village.

- 13 persons commented on **passenger** issues (including dogs), including baggage blocking the aisle, cell phone use, and hygiene issues.

- 155 comments were categorized in the **other** category. Of these 24 were regarding the importance of the transit app, including requests to maintain or improve the app. There were also 21 complaints of unfriendly drivers, as well as several comments on the practice of pulling buses off the route that are running very late (sometimes requiring passengers to wait for a later bus).

In addition, 22 respondents provided **accolades** about their satisfaction with the transit service.

Comparison with 2007 SLO Transit Onboard Survey Results

Many of the same data were collected in the previous survey conducted of SLO Transit passengers in 2007. A total of 776 persons participated in the previous survey. A review of this data indicates the following key changes or trends:

- The proportion of riders associated with Cal Poly has stayed relatively constant – a 2007 figure of 81 percent versus a 2015 figure of 82 percent. As in 2007, the large majority of these are students.

- The age distribution of passengers remained similar between the two surveys. 62 percent of the passengers in 2007 were ages 19 to 24, while 70 percent of the passengers in 2015 were ages 18 to 24. The number age 60 or above also remained similar.

- The proportion of passengers with household income exceeding $75,000 per year increased from 21 percent in 2007 to 34 percent in 2015.

- The proportion of passengers without a car available for the trip dropped from 61 percent to 56 percent, but the proportion without a driver's license increased from 15 percent to 23 percent.

- The mode used to access the bus changed little between 2007 and 2015. The proportion accessing by walking increased by 4 percent and the proportion transferring from another SLO bus increased by 1 percent, while the proportion driving to the stop dropped.

- The proportion of passengers that are regular riders remained constant, with 79 percent in both surveys riding at least 3 days per week.

- Long-term riders have increased: while 27 percent of those surveyed had ridden at least 3 years in 2007, this figure increased to 36 percent in 2015.

- Passenger trip purpose remained relatively unchanged: while the proportion traveling for school dropped from 67 percent to 64 percent, the proportion traveling for work increased from 9 percent to 15 percent.

- Service ratings are not directly comparable between the two surveys: while the 2007 survey used a six-category system (poor, fair, good, very good and excellent), the 2015 survey used a five-category system (very poor, poor, fair, good, and excellent). In both surveys, on-time performance had the greatest proportion of the lowest responses, with 3 percent indicating "poor" in 2007 and a total of 7 percent indicating "poor" or "very poor" in 2015. Regarding the overall rating, 89 percent indicated "good," "very good" or "excellent" in 2007, compared with 94 percent indicating "good" or "excellent" in 2015.

The comments received in both surveys were similar, with a focus on bus overcrowding (need for more frequency and/or larger buses), on-time performance, and the need for expanded hours of service.

Online Survey

In addition to the onboard surveys, an online survey was offered through Survey Monkey during the month of March. The survey was designed to assess the primary bus service used by each rider and consider the transit patterns of those riders as well as their opinion of that specific service. Out of the 104 survey participants, there were 46 respondents or 44 percent who selected SLO Transit as their primary bus service. Key findings of this survey are as follows:

- The highest proportion (27 percent) of online respondents had been using SLO Transit for five or more years.

- 44 percent of respondents only use the service occasionally or less than 5 times per month.

- The respondents were asked to indicate the mode of travel they used prior to using SLO Transit and they were permitted to select more than one answer.

- Customers were requested to rate the SLO Transit service on a scale of "Very Poor" to "Excellent". The lowest rated service was "Hours of Service," followed by "Service Frequency." The highest rated service was "Value Received for Fare," followed by "Safety Performance."

- Asked to indicate their reasons for using SLO Transit, the most common response was "Low Cost," followed by "Convenience" and "Good for Environment." Only one person claimed they do not have a driver's license.

- Customers were asked to select various ways that they believe would make SLO Transit more convenient. Operating later on weekdays was the most popular response (70.7 percent) followed by operating later on weekends (61.0 percent), more frequent weekend schedules (46 percent), and consistent schedules between Saturday and Sunday (42 percent).

Detailed response data is available by contacting SLO Transit.

OTHER TRANSPORTATION PROGRAMS SERVING SAN LUIS OBISPO

San Luis Obispo Regional Transit Authority

The RTA is a Joint Powers Authority that connects and serves various communities within San Luis Obispo County and nearby cities. In addition to operating regional fixed route service, the Runabout program operated by the RTA provides paratransit services for all fixed route services throughout the region, including within the city of San Luis Obispo. RTA's service area includes all of San Luis Obispo County and extends into the northern part of Santa Barbara County (Santa Maria).

Fixed Route Service

Four RTA fixed routes serve San Luis Obispo, as summarized in Table 23 and discussed below:

TABLE 23: RTA Service Span and Frequency

Route	Weekday		Saturday		Sunday	
	Span	Frequency (Minutes)	Span	Frequency (Minutes)	Span	Frequency (Minutes)
Route 9	5:30 AM – 9:51 PM	60	6:56 AM – 9:03 PM	180	7:56 AM – 7:03 PM	240
Route 10	5:45 AM – 9:43 AM	60	7:14 AM – 8:43 PM	180	8:14 AM – 6:43 PM	240
Route 12	6:23 AM -10:03 PM	60	7:23 AM – 8:28 PM	105	8:23 AM – 6:28 PM	105
Route 14	7:42 AM – 3:45 PM	60	No Service		No Service	

Source: RTA timetables

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

- **Route 9** is a fixed-route service that serves the northern portion of the county from San Luis Obispo to San Miguel along the US 101 corridor. Route 9 provides hourly headways on weekdays, with skip-stop Express trips augmenting the hourly runs during peak travel

periods. A total of 21 runs are operated in each direction on weekdays, along with 5 on Saturdays and 3 on Sundays. On weekdays, 4 southbound runs are operated as Express runs, along with 2 northbound runs. While all runs serve the Government Center passenger facility at Osos and Palm, some peak-period runs also serve the Cal Poly campus (and stops along the way).

- **Route 10** is a fixed-route service operating in the southern portion of the county from San Luis Obispo to Santa Maria. Route 10 also provides hourly headways on weekdays, with skip-stop Express trips augmenting the hourly runs during peak travel periods. This service is offered 7 days a week with limited service on the weekends, and it makes stops in San Luis Obispo, Pismo Beach, Arroyo Grande, Nipomo and Santa Maria. Within San Luis Obispo, Route 10 serves three stops in each direction along the South Higuera corridor, as well as Marsh/Broad and the Government Center transfer point. Several runs each weekday also directly serve the Cal Poly Library stop.

- **Route 12** provides hourly service between San Luis Obispo, Cuesta College, Morro Bay and Los Osos. At Morro Bay, transfers are available to both Morro Bay Transit as well as RTA Route 15 serving the north coast corridor as far as Hearst Castle. This service runs 7 days a week with limited service on the weekends. A total of 18 runs per weekday provide hourly service between 6:23 AM and 10:03 PM, with some additional runs at peak times. Saturday service consists of 10 runs, while 8 runs are operated on Sundays. In addition to the Government Center transfer point, this route also serves two stops along Santa Rosa Avenue within San Luis Obispo.

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

Table 24 presents ridership by route and day. As indicated, Route 10 generates the most ridership of the routes serving San Luis Obispo, followed closely by Route 9.

RTA and SLO Transit Transfer Activity

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

TABLE 24: Ridership on RTA Routes Serving San Luis Obispo

Route	Weekday	Saturday	Sunday	Annual
Route 9	901	259	148	252,744
Route 10	962	287	158	270,562
Route 12	699	180	110	194,884
Route 14	84	No Service	No Service	21,559
Route 15	71	48	30	22,249
TOTAL RTA	2718	774	446	761,998

Source: RTA Historical Ridership and Miles, Fiscal Year 2013-14

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

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

- Of passengers transferring to RTA buses, 76.4 percent were coming from other RTA buses while 23.4 percent were coming from SLO Transit buses. Within the RTA system, the largest proportions of transfers were between Routes 10 and 12 (28.7 percent of all transfers) and between Routes 9 and 12 (26.8 percent of all transfers). Coming from SLO Transit, 7.3 percent of all RTA transferring boardings were from Route 2, followed by 6.5 percent from Route 3.

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

Runabout Service

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

Pick up times are coordinated in advance and services are available within a set time-frame. Service is provided within ¾-mile of all fixed routes. Runabout meets the ADA complementary paratransit requirements of the fixed routes provided by SLO Transit as well as the other fixed route services in the county. Runabout drivers are not authorized to enter any personal residence to assist riders. This service is available only to those riders who meet criteria defined by the ADA and deemed eligible through an established ADA certification process managed by RTA.

Runabout services can be summarized as follows:

- Vehicle-hours total 37,838 per year. Of these 30,456 were with passengers, 6,722 were in-service but without passengers on board, and 660 were out of service hours.
- "No shows" (passengers that are not available for pickup) are 2 percent of all reservations.
- Late cancellations represent 5 percent of total reservations.
- The service carries 1.47 passenger-trips per vehicle-hour of service.
- Up to 12 to 15 vehicles are in operation on weekdays (with the greatest number on Fridays), and 6 on Saturdays and Sundays.
- Overall 30.3 percent of riders are subscription rides.
- A review of Runabout Routematch data for a two month period (October and November 2014) indicated that, overall, 94.2 percent of trips were served on-time (0 to 5 minutes late), 4.7 percent were served early, while 1.1 percent were served more than 5 minutes late. Of these late trips, on average the service arrive 12 minutes behind the scheduled time. Runabout had zero missed-trips during the evaluation period.
- A review of Runabout passenger-trip origin and destination data for a full year indicated that 34.8 percent of all Runabout trips have both an origin and destination within San Luis Obispo. An additional 25.6 percent of passenger-trips are generated by riders traveling to or from San Luis Obispo from other communities. Overall, 60.4 percent of all passenger-trips have one or both trip-ends in San Luis Obispo. Of the trips in or out of San Luis Obispo, the preponderance (16.5 percent) are to/from the south (the Five Cities area).

Fare Structure

RTA fixed route cash fares are based on distance traveled with base fares ranging between $1.50 and $3.00 on a single route. In lieu of free transfers, RTA offers a Regional Day Pass for $5.00, which – along with the Regional 31-Day Pass – is accepted on all fixed route buses operated by the various transit agencies in the county. Senior citizens, disabled passengers, Medicare card holders, and kindergarten through 12th grade students all ride for half fare. RTA offers discounted passes in a 1 day, 7 day, and 31 day increments. Only the regional day pass is available for purchase on the bus. RTA also sells a stored value card. Children under 44 inches tall as well as riders age 80 and above ride for free.

The Runabout fare policy is consistent with guidelines of the Americans with Disability Act. Fares are twice the base cash fare of RTA fixed route services for a similar trip, with a cap of $10.00 for each Runabout one-way trip. All ADA passengers are eligible to use RTA, SLO Transit[2] and other regional fixed routes at no fare. The shifting of ridership from Runabout to fixed routes[3] helps to substantially reduce overall Runabout costs, while encouraging ADA passengers to use the more inclusive fixed route service.

Ride On Transportation

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

Cambria Community Bus

The Cambria Community Bus operates through the Cambria Community Council, and is administered on behalf of SLO County by RTA. The bus provides transportation services for seniors, persons with disabilities, and youth programs. In addition, Cambria Community Bus shares some of its volunteer drivers with Cambria Anonymous Neighbors due to the small size of the community. The Cambria Community Council receives funding in the form of mileage reimbursement through the County via RTA. This is a curb-to-curb service reserved in advance. One bus runs Monday through Friday and provides local transit in Cambria. Once a week, the bus provides a group trip to San Luis Obispo. Further, once a month the bus provides a group trip to medical services in Templeton and shopping malls in Paso Robles.

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

Cayucos Senior Van

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

Cambria Anonymous Neighbors

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

San Luis Obispo Regional Rideshare

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

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

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

Cal Poly Late Night Escort Service

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

SLO Safe Ride

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

Amtrak/LOSSAN

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

Greyhound

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

Taxis

Taxis in the San Luis Obispo area provide service to any destination. They can be found on short notice in downtown San Luis Obispo and at the San Luis Obispo Regional Airport. More than 20 different taxi companies provide service to in the region. Among these companies are transportation network companies such as Uber. In the City of San Luis Obispo the Mass Transportation Committee is responsible for policy and oversight over transit services and taxis.

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Chapter 4
Goals and Objectives

INTRODUCTION

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

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

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

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

EXISTING POLICY STATEMENTS

As a City-provided service, SLO Transit is guided by the transportation policies defined in the City's General Plan. In addition, the City develops transit department goals as part of the biannual budgeting process. Performance standards were developed as part of the 2009 SRTP effort, although not all of those standards are regularly analyzed as part of the transit department's reports provided to its Mass Transportation Committee (MTC).

San Luis Obispo General Plan

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

> *1.6.1 Transportation Goals … Goal #2 - Reduce people's use of their cars by supporting and promoting alternatives such as walking, riding buses and bicycles, and using car pools.* (Note

that this goal is quantified in Table 1 elsewhere in the document by setting a goal of 12 percent transit "mode split" -- proportion of all trips made by transit).

1.7.1 Encourage Better Transportation Habits - San Luis Obispo should: 1. Increase the use of alternative forms of transportation (as shown in Table 1) and depend less on the single-occupant use of vehicles. (Note that Table 1 of the document identifies a goal of 12 percent transit "mode split" -- proportion of all trips made by transit) *2. Ask the San Luis Obispo Regional Transportation Agency to establish an objective similar to #1 and support programs that reduce the interregional use of single-occupant vehicles and increase the use of alternative forms of transportation.*

1.7.2 Promote Alternative Forms of Transportation - San Luis Obispo should: … 2. Complete improvements to the city's transit system serving existing developed areas by 2035, and provide service to new growth areas

1.7.4 Support Environmentally Sound Technological Advancement …1B. When replacing any City vehicle or expanding the City's vehicle fleet, the City will consider purchasing alternative fuel vehicles that reduce air pollution.

1.7.5 Support a Shift in Modes of Transportation – San Luis Obispo will physically monitor the achievement of the modal shift objectives shown on Table 1, and bi-annually review and adjust transportation programs if necessary.

2.2.4 Incentives for Educational Institutions - The City shall continue to work with Cal Poly, Cuesta College, and other educational institutions to provide incentives to all students, faculty and staff to use alternative forms of transportation.

Transit Service Policies

3.1.1 Transit Development - The City shall encourage transit accessibility, development, expansion, coordination and marketing throughout San Luis Obispo County to serve a broad range of local and regional transportation needs.

3.1.2 City Bus Service - The City shall improve and expand city bus service to make the system more convenient and accessible for everyone. Transit services owned and operated by the City shall endeavor to maintain and improve all system-side transit standards identified in the City's Short Range Transit Plan.

3.1.3 Paratransit Service - The City shall continue to support paratransit service for seniors and persons with disabilities by public, private and volunteer transportation providers.

3.1.4 Campus Service - The City shall continue to work with Cal Poly to maintain and expand the "free fare subsidy program" for campus affiliates. The City shall work with Cuesta College and other schools to establish similar programs.

3.1.5 Unmet Transit Needs - The City shall work with SLOCOG to identify and address Unmet Transit Needs.

3.1.6 Service Standards - The City shall implement the following service standards for its transit system and for development that is proximate to the transit network:

A. Routes, schedules and transfer procedures of the City and regional transit systems should be coordinated to encourage commuter use of buses.

B. In existing developed areas, transit routes should be located within 1/4 mile of existing businesses or dwellings.

C. In City expansion areas, employment-intensive uses or medium, medium-high or high density residential uses should be located within 1/8 mile of a transit route.

D. The spacing of stops should balance patron convenience and speed of operation.

3.1.7 Transit Service Access - New development should be designed to facilitate access to transit service.

3.2.1 Transit Plans - The City shall continue to implement the Short Range Transit Plan (5-year time frame) and coordinate with SLOCOG on implementing the Long Range Transit Master Plan (20-year time frame). The Plans shall consider funding partnerships to continue the Downtown Trolley service as part of the overall transit system as funding permits.

3.2.2 Bulk Rate Transit Passes - The City shall make available bulk rate transit passes to all groups.

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

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

3.2.5 Marketing and Promotion - The City shall develop and maintain a comprehensive marketing and promotion program to reach individual target audiences.

3.2.6 The City shall update its Short Range Transit Plan to evaluate adding mass transit stops at the high school and the middle school.

3.1.8 Regional Transit Center - The City shall work with other agencies to develop a regional transit center downtown.

11.1.3 Public Transit Service 00 The City shall encourage improved public transit service to the County airport as soon as practical.

While achieving some of these policy statements is within the control of the City and its transit program, others (such as expansion of funding programs) require actions on the part of others, including implementation of long-range regional transit plans and improvements in regional commuter bus service. This reflects the need for ongoing coordination between the City, SLOCOG and SLORTA to achieve the City's transit-related goals.

Biennial Budgeting Process

The City has developed an integrated process that ties goal setting with the bi-annual budget development. This is initiated with a City Council goal-setting workshop, the most recent of which was held on January 24, 2015. Significant to this SRTP study, this process yielded three "major goals" for the 2015-17 budget process, among which is "*Multi-Modal Transportation: Prioritize implementation of the Bicycle Master Plan and improve and maintain bicycle, pedestrian and transit facilities."*

2009 Short Range Transit Plan

The Short Range Transit Plan Update for the City of San Luis Obispo completed by Urbitran Associates in 2009 lists the "proposed service standards" shown in Table 25. As some of these

standards are based on the average of peer systems, the peer analysis conducted in the 2009 study was updated, as shown in Table 26, and the updated peer averages included in Table 25.

TABLE 25: SLO Transit Service Standards

Category	Standard
Service Coverage	
Residential Area Availability	90% of population within ¼ mile of a bus route
	Route spacing guide presented in separate table (Note 1)
Major Activity Center Availability	Employment concentrations of 200 or more employees
	Health Centers
	Middle and High Schools
	Colleges/Universities
	Shopping Centers over 25 stores or 100,000 SF of retail space
	Social Service/Government Center
Frequency	30 minute peak
	60 minute off-peak
Span	5 AM to 10 PM on weekdays
	6 AM to 7 PM on weekends
Directness	Maximum 25% of passengers transferring
Patron Convenience	
Speed	Regular routes maximum of 15 MPH
Loading	25% standees for short periods acceptable
Bus Stop Spacing	5 to 7 stops per mile in core (every other block)
	Fringe 4 to 5 per mile, as needed based on land uses
Dependability	No missed trips
	95% on-time service (not early and no more than 5 minutes late)
Road Call Ratio	4,000 to 6,000 miles per road call
Fiscal Condition	
Fare Structure	Fare Structure -Qualitative criteria
Farebox Recovery	Farebox Recovery - Significantly alter routes less than 60% of peer group average (22% is average)
	Review and modify routes between 60% and 80% peer group average
Productivity	Significantly alter routes less than 60% of peer group average (1.9 passengers per mile and 24 passengers per hour)
	Review and modify routes between 60% and 80% peer group average
Cost Effectiveness and Efficiency	Significantly alter routes more than 140% of peer group average cost per passenger ($3.37) or SLO system average
	Review and modify routes between 120% and 140% average
Passenger Comfort	
Waiting Shelters	25 or more boardings
Bus Stop Signs	Denote SLO Transit, contact information, and route
Revenue Equipment	Clean and good condition
Public Information	Timetable, maps, advertising

Note 1: This table provides recommended route spacing based upon population density and the proportion of households without autos. It ranges from 1/4 mile spacing in the densest areas with highest non-auto households up to 1 mile spacing.

Source: San Luis Obispo Transit Short Range Transit Plan Final Report, Urbitran Associates, 2009. Peer data updated to FY 2013.

TABLE 26: SLO Transit Peer Group Data and Performance Indicators

All Data for FY2013, Fixed Route Services Only

	INPUT DATA				
Peer System	Operating Expenses	Fare Revenue	Vehicle Revenue Miles	Vehicle Revenue Hours	Unlinked Passenger Trips
City of Greeley, CO	$2,113,232	$517,730	448,727	32,854	525,186
Bloomington, IN	$6,335,125	$1,545,187	993,525	92,717	3,454,889
St. Cloud, MN	$6,544,243	$1,337,021	1,195,671	84,785	2,197,210
Las Cruces, NM	$2,562,787	$579,183	506,260	36,557	759,645
Charlottesville Transit, VA	$6,614,851	$756,570	941,282	88,895	2,405,151
Blacksburg Transit, VA	$4,548,586	$1,429,714	784,442	47,607	927,565
Eau Claire Transit, WI	$3,760,784	$709,843	694,863	46,398	1,000,816
City of San Luis Obispo, CA	$3,309,674	$654,900	393,831	32,586	1,109,559

	PERFORMANCE INDICATORS							
Peer System	Cost per Vehicle Revenue Mile	Cost per Vehicle Revenue Hour	Passenger per Vehicle Revenue Mile	Passengers per Vehicle Revenue Hour	Cost per Passenger	Average Fare	Subsidy per Passenger	Farebox Recovery Ratio
City of Greeley, CO	$4.71	$64.32	1.17	16.0	$4.02	$0.99	$3.04	24.5%
Bloomington, IN	$6.38	$68.33	3.48	37.3	$1.83	$0.45	$1.39	24.4%
St. Cloud, MN	$5.47	$77.19	1.84	25.9	$2.98	$0.61	$2.37	20.4%
Las Cruces, NM	$5.06	$70.10	1.50	20.8	$3.37	$0.76	$2.61	22.6%
Charlottesville Transit, VA	$7.03	$74.41	2.56	27.1	$2.75	$0.31	$2.44	11.4%
Blacksburg Transit, VA	$5.80	$95.54	1.18	19.5	$4.90	$1.54	$3.36	31.4%
Eau Claire Transit, WI	$5.41	$81.05	1.44	21.6	$3.76	$0.71	$3.05	18.9%
Peer Maximum	*$7.03*	*$95.54*	*3.48*	*37.3*	*$4.90*	*$1.54*	*$3.36*	31.4%
Peer Average	*$5.69*	*$75.85*	*1.88*	*24.0*	*$3.37*	*$0.77*	*$2.61*	22.0%
Peer Minimum	*$4.71*	*$64.32*	*1.17*	*16.0*	*$1.83*	*$0.31*	*$1.39*	11.4%
City of San Luis Obispo, CA	$8.40	$101.57	2.82	34.1	$2.98	$0.59	$2.39	23.2%
SLO Transit Rank (1 = Best)	8	8	2	2	4	6	3	4

Source: National Transit Database Missouri State Univ., Springfield MO excluded, as it stopped independent operations in 2007

SAN LUIS OBISPO COUNCIL OF GOVERNMENTS (SLOCOG)

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

SLOCOG Performance Measures Report

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

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

SLOCOG 2014 RTP

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

Public Transportation Goal

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

Public Transportation Objectives

- *System Preservation -- Support efforts of transit, rail and airlines to maintain age & condition of vehicles as needed to provide safe public transportation*
- *Safety & Security -- Support efforts of transit, rail & aviation system operators to maintain high standards for safe operation of their vehicles*
- *Mobility & Accessibility -- Support efforts to increase fleet size, routes served & frequency of service to address demand*
- *Connectivity & Integration -- Support efforts to serve additional routes that address needs and implement recommendations of short range transit plans and performance audits.*

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

Public Transportation Policies

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

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

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

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

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

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

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

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

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

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

Existing Monitoring and Ongoing Service Improvement Process

City of San Luis Obispo

On a monthly basis the contractor (First Transit) provides a summary report that details the following:

- Ridership by route by fare category
- Total passenger revenue by fare category
- Revenue and non-revenue vehicle hours and miles, by route and by weekday/Saturday/Sunday
- Ridership per revenue vehicle-miles and revenue vehicle-hour, by route
- Costs and budget tracking

A "Performance Measures Report" is prepared by SLO Transit staff on a quarterly basis. This summarizes the following data:

- Passengers by mode (fixed route daytime, trolley, fixed route evening)
- Revenue-hours and revenue-miles by mode
- Productivity (passengers per revenue hour) by mode
- Contractor operating costs by mode
- Fare revenues by mode
- Farebox ratio by mode
- Average fare by mode
- Cost and subsidy per rider, by mode
- Year-over-year trends in ridership by fare type, revenue hours and revenue miles, by weekday/Saturday/Sunday

In addition, an "On-Time Performance Report" is generated monthly using the City's GPS-based automatic vehicle tracking system. It reports the number and percent of on-time, early and late arrivals, by route, at key time points. For instance, performance on Route 3 is tracked at five time points out of the 27 total bus stops served. The report also presents the average minutes that late runs are late, and early runs are early.

Discussion and Recommended Improvements

The City's *General Plan* provides a reasonable set of goals for the transit program. It bears noting that if the City is to achieve the LUCE goal of a 12 percent transit mode split by 2035, it would require a substantial expansion of transit ridership. City staff reports that a comparison of existing transit ridership with total travel demand indicates that at present approximately 7 percent of travel is via transit. Given that expansion of transit services typically have lower productivity than current services, this infers that at least a 70 percent expansion of transit service would be needed to achieve this goal. It also may well require some combination of "auto disincentives" such as expanded paid parking programs, restrictions on parking availability, etc.

It would be beneficial to the transit program to develop and adopt its own department Mission Statement separate from the City's. This key policy element can help focus the organization on those ideals that are most important, and can also help create a sense of common purpose

within the staff. A reasonable starting point would be “To enhance the mobility and environment of San Luis Obispo through effective and safe public transit services.”

Specific considerations regarding the performance standards are as follows:

- The route spacing guides shown in the previous SRTP based on population density and non-auto households is useful, so long as it is understood to be simply a guide. In reality, the limitations of the roadway network and other factors such as key activity centers also define route spacing.

- The service span standards for weekends (6 AM to 7 PM) may be too broad, as it exceeds the current span (8 AM to 6 PM).

- The road call ratio shown in the 2009 SRTP (4,000 to 6,000 per road call) would better be stated as “no less than 4,000 vehicle service miles per road call”. Given that the program is exceeding this figure (at 5,700 miles between road calls at present), and given that 4,000 is relatively low compared to transit industry typical standards, it is recommended that a more aspirational standard of “no less than 6,000 vehicle service miles per road call” be adopted.

- A safety standard of 1 preventable accident per 100,000 should be adopted.

- The passenger comfort standard of providing a shelter for stops with 25 or more boardings per day should be considered for reduction to 20 or more boardings per day.

- The public information standard should be modified to include website and social media.

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Chapter 5

Peer System Review

To help gain an understanding of the effectiveness of the SLO Transit program, a peer analysis has been conducted.

PEER SYSTEM SELECTION

An initial list of 20 peer candidates was compiled. Since the peer analysis utilized peer systems throughout the country, this larger candidacy pool was used to ensure relevancy among the peer systems. The peer information was drawn from National Transit Database 2013 data. The majority of the peer systems identified had a similar service area population to SLO Transit and were located within a university town. In addition, the Bloomington-Normal Public Transit System (of Illinois) was included as a peer system due to its status as the American Public Transportation Association's elected 2015 *Outstanding Public Transit System*.

For each peer candidate, the following data was collected, as shown in Table 27:

- Operating Expenses
- Fare Revenue
- Vehicle Revenue Miles
- Vehicle Revenue Hours
- Unlinked Passenger Trips
- Peak Vehicles
- Service Area Population
- Service Area

Four indicator categories (operating expenses, peak vehicles, service area population, and service area) were analyzed among the peer candidates and SLO Transit. As shown in Table 28, the percent difference from SLO Transit was calculated in each category for each peer candidate. An average of these percent differences was then taken to illustrate the overall peer variance from SLO Transit in terms of operating level and service size. Peer systems with average percent differences from SLO Transit of over 80 percent were eliminated from the peer review. The City of Corvallis transit system was also eliminated due to its free fare system.

The final peer group, consisting of systems that have comparable service spans and production levels to SLO Transit, includes the following:

- **City of Pocatello - Pocatello Regional Transit (PRT**) – Operated by the City of Pocatello, Idaho, PCT Transit provides fixed route service to urban and rural areas within Pocatello, as well as Idaho State University campus.

- **Pueblo Transit System (PT) –** Pueblo Transit is a publicly-owned transit system operated by the City of Pueblo, Colorado and managed by the US Department of Transportation. Fixed route service is available throughout the city of Pueblo, with access to CSU Pueblo.

TABLE 27: SLO Transit Peer Candidate Operating Data

Agency Name	Operating Expenses	Fare Revenue	Vehicle Revenue Miles	Vehicle Revenue Hours	Unlinked Passenger Trips	Peak Vehicles	Service Area Population	Service Area (Sq mi)
Missoula Urban Transportation District (Mountain Line)	3,819,016	276,959	582,914	44,630	886,049	18	69,999	70
City of Corvallis (CTS)	2,533,345	0	411,448	28,278	1,183,072	11	54,674	14
City of Pocatello - Pocatello Regional Transit (PRT)	1,152,078	90,075	345,810	23,572	313,783	11	81,730	27
Pueblo Transit System (PT)	3,860,225	503,781	540,601	39,173	995,589	19	105,000	39
Unitrans - City of Davis	4,133,821	2,136,424	801,007	80,050	3,880,464	36	72,611	13
Tuscaloosa County Parking and Transit Authority	1,257,289	151,386	271,834	18,764	293,391	7	136,487	171
Northern Arizona Intergovernmental Public Transit Authority (NAIPTA)	5,249,669	1,354,377	700,879	57,434	1,842,322	21	71,957	35
University of Iowa (Cambus)	2,997,248	0	745,912	73,421	4,499,878	26	71,372	30
Capital Area Transportation Authority (CATA)	27,453,846	6,453,019	3,109,648	237,772	11,358,535	79	287,598	136
Las Cruces Area Transit (RoadRUNNER Transit)	2,562,787	579,183	506,260	36,557	759,645	12	107,419	55
University of Georgia Transit System (UGA)	5,355,484	6,281,720	853,644	114,959	11,058,944	47	44,000	14
Terre Haute Transit Utility (THTU)	2,095,472	156,000	459,456	46,250	394,678	8	59,614	18
City of St. George (SunTran)	944,712	163,598	228,111	17,692	473,851	6	75,561	35
Williamsburg Area Transit Authority (WATA)	6,216,309	562,060	1,279,937	89,804	2,546,808	40	57,000	144
Mesa County (GVT)	3,467,373	443,667	863,886	56,721	974,644	12	120,000	66
Billings Metropolitan Transit (Billings MET Transit)	3,665,245	322,383	572,768	38,310	609,194	20	114,773	34
University of Arkansas, Fayetteville (Razorback Transit)	2,274,753	1,405,317	413,245	39,636	2,006,722	19	75,102	18
The City of Bowling Green/Community Action of Southern Kentucky (CASK)	978,077	55,257	180,917	14,365	107,515	6	50,000	15
Santa Cruz Metropolitan Transit District (SCMTD)	34,332,717	8,569,261	3,172,011	215,613	5,369,670	83	254,538	446
Bloomington-Normal Public Transit System	7,530,167	1,248,514	1,303,831	90,913	2,009,241	23	129,107	46
SLO Transit	3,309,674	654,900	393,831	32,586	1,109,559	10	52,576	20

Source: National Transit Database 2013 Data

TABLE 28: SLO Transit Initial Peer Candidate Performance Indicators and Evaluation

Peer Systems	Operating Expenses		Peak Vehicles		Service Area Population		Service Area (Sq mi)		Ave % Difference
Agency Name	**#**	**% from SLO**	**#**	**% from SLO**	**#**	**% from SLO**	**#**	**% from SLO**	**from SLO**
Missoula Urban Transportation District (Mountain Line)	$3,819,016	15.4%	18	80.0%	69,999	33.1%	70	250.0%	94.6%
City of Corvallis (CTS)	$2,533,345	23.5%	11	10.0%	54,674	4.0%	14	30.0%	16.9%
City of Pocatello - Pocatello Regional Transit (PRT)	$1,152,078	65.2%	11	10.0%	81,730	55.5%	27	35.0%	41.4%
Pueblo Transit System (PT)	$3,860,225	16.6%	19	90.0%	105,000	99.7%	39	95.0%	75.3%
Unitrans - City of Davis	$4,133,821	24.9%	36	260.0%	72,611	38.1%	13	35.0%	89.5%
Tuscaloosa County Parking and Transit Authority	$1,257,289	62.0%	7	30.0%	136,487	159.6%	171	755.0%	251.7%
Northern Arizona Intergovernmental Public Transit Authority (NAIPTA)	$5,249,669	58.6%	21	110.0%	71,957	36.9%	35	75.0%	70.1%
University of Iowa (Cambus)	$2,997,248	9.4%	26	160.0%	71,372	35.8%	30	50.0%	63.8%
Capital Area Transportation Authority (CATA)	$27,453,846	729.5%	79	690.0%	287,598	447.0%	136	580.0%	611.6%
Las Cruces Area Transit (RoadRUNNER Transit)	$2,562,787	22.6%	12	20.0%	107,419	104.3%	55	175.0%	80.5%
University of Georgia Transit System (UGA)	$5,355,484	61.8%	47	370.0%	44,000	16.3%	14	30.0%	119.5%
Terre Haute Transit Utility (THTU)	$2,095,472	36.7%	8	20.0%	59,614	13.4%	18	10.0%	20.0%
City of St. George (SunTran)	$944,712	71.5%	6	40.0%	75,561	43.7%	35	75.0%	57.5%
Williamsburg Area Transit Authority (WATA)	$6,216,309	87.8%	40	300.0%	57,000	8.4%	144	620.0%	254.1%
Mesa County (GVT)	$3,467,373	4.8%	12	20.0%	120,000	128.2%	66	230.0%	95.8%
Billings Metropolitan Transit (Billings MET Transit)	$3,665,245	10.7%	20	100.0%	114,773	118.3%	34	70.0%	74.8%
University of Arkansas, Fayetteville (Razorback Transit)	$2,274,753	31.3%	19	90.0%	75,102	42.8%	18	10.0%	43.5%
The City of Bowling Green/Community Action of Southern Kentucky (CASK)	$978,077	70.4%	6	40.0%	50,000	4.9%	15	25.0%	35.1%
Santa Cruz Metropolitan Transit District (SCMTD)	$34,332,717	937.3%	83	730.0%	254,538	384.1%	446	2130.0%	1045.4%
Bloomington-Normal Public Transit System	$7,530,167	127.5%	23	130.0%	129,107	145.6%	46	130.0%	133.3%
SLO Transit	$3,309,674	0.0%	10	0.0%	52,576	0.0%	20	0.0%	0.0%

Source: National Transit Database 2013 Data

- **Northern Arizona Intergovernmental Public Transit Authority (NAIPTA)** – NAIPTA fixed routes, referred to as the "Mountain Line," and "Mountain Link," are operated by the City of Flagstaff and Coconino County. The fixed routes service the city of Flagstaff and surrounding areas, with direct lines to and from the NAU Campus.

- **Terre Haute Transit Utility (THTU)** – THTU, operated by the City of Terre Haute, Indiana, serves Terre Haute, including the campuses of Indiana State University and Ivy Tech.

- **City of St. George (SunTran)** – The City of St. George operates SunTran throughout St. George, with service to Dixie State University.

- **Billings Metropolitan Transit (Billings MET Transit)** – The City of Billings, Montana offers MET Transit, which serves downtown Billings and outlying areas.

- **The City of Bowling Green/Community Action of Southern Kentucky (CASK)** – The non-profit group Community Action of Southern Kentucky operates transit services within the city limits of Bowling Green, Kentucky. Encompassed within the city transit system, "Go College Life" provides transit service to Western Kentucky University and numerous technical and community colleges.

- **Bloomington-Normal Public Transit System** – Otherwise referred to as "Connect Transit," Bloomington-Normal Public Transit System is a joint transit effort provided by the City of Bloomington and the Town of Normal (both located in Indiana). The service operates within the limits of Bloomington and Normal, with several routes specifically targeting Indiana State University.

PEER ANALYSIS

Tables 29 and 30 illustrate key performance indicators for the peer systems alongside SLO Transit.

<u>System Productivity</u>

Passengers per VRH

SLO Transit's passengers per VRH figure is higher than any of the peer systems, as shown in Figure 17. The number of passengers per VRH among the peer systems ranges from 7.48 (Community Action of Southern Kentucky or CASK) to 32.08 (Northern Arizona Intergovernmental Public Transit Authority or NAIPTA) averaging at 17.18. SLO Transit's average passengers per VRH is 34.05, nearly double that of the peer average.

TABLE 29: SLO Transit Peer Performance Indicators

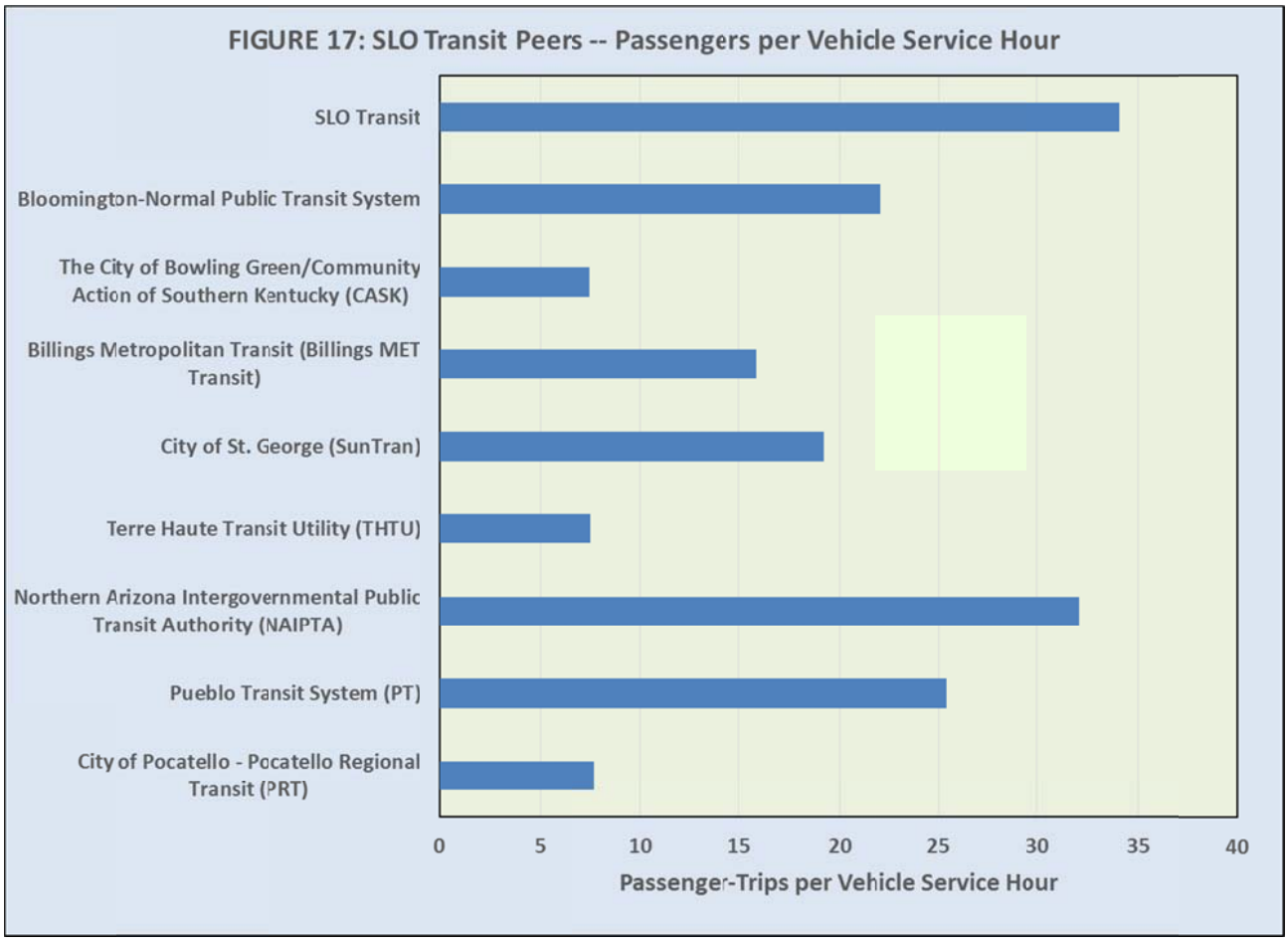
	Peer System							
	City of Pocatello - Pocatello Regional Transit (PRT)	*Pueblo Transit System (PT)*	*Northern Arizona Intergovernmental Public Transit Authority (NAIPTA)*	*Terre Haute Transit Utility (THTU)*	*City of St. George (SunTran)*	*Billings Metropolitan Transit (Billings MET Transit)*	*The City of Bowling Green/Community Action of Southern Kentucky (CASK)*	*Bloomington-Normal Public Transit System*
Passengers per VRH	7.72	25.42	32.08	7.53	19.22	15.90	7.48	22.10
Passengers per VRM	0.51	1.84	2.63	0.81	1.78	1.06	0.59	1.54
Passenger Trips per Capita	5.17	9.48	25.60	6.90	6.36	5.31	2.15	15.56
Operating Cost per VRH	$48.24	$98.54	$91.40	$43.77	$48.39	$95.67	$68.09	$82.83
Operating Cost per VRM	$3.21	$7.14	$7.49	$4.69	$4.48	$6.40	$5.41	$5.78
Operating Cost per Passenger	$6.25	$3.88	$2.85	$5.81	$2.52	$6.02	$9.10	$3.75
Farebox Recovery Ratio	5.2%	13.1%	25.8%	8.4%	14.6%	8.8%	5.6%	16.6%
Subsidy per Passenger	$5.93	$3.37	$2.11	$5.33	$2.15	$5.49	$8.58	$3.13
Average Fare	$0.33	$0.51	$0.74	$0.49	$0.37	$0.53	$0.51	$0.62

Source: National Transit Database 2013 Data

TABLE 30: SLO Transit Peer Group Statistics

	Peer Minimum	Peer Maximum	Peer Average	SLO Transit	SLO to Average Peer	SLO Transit Ranking (1 = Highest)
Passengers per VRH	7.48	32.08	17.18	34.05	198.2%	1
Passengers per VRM	0.51	2.63	1.35	2.82	209.3%	1
Passenger Trips per Capita	2.15	25.60	9.57	21.10	220.6%	2
Operating Cost per VRH	$43.77	$98.54	$72.12	$101.57	140.8%	9
Operating Cost per VRM	$3.21	$7.49	$5.57	$8.40	150.8%	9
Operating Cost per Passenger	$2.52	$9.10	$5.02	$2.98	59.4%	3
Farebox Recovery Ratio	5.2%	25.8%	12.3%	19.8%	161.4%	2
Subsidy per Passenger	$2.11	$8.58	$4.51	$2.39	53.0%	3
Average Fare per Passenger	$0.33	$0.74	$0.51	$0.59	115.6%	3

Source: National Transit Database 2013 Data



Passengers per VRM

SLO Transit's average passengers per VRM figure is 2.82, which is over twice the peer average of 1.35 passengers per VRM. Out of the systems analyzed, SLO has the highest number of passengers per VRM, with NAIPTA coming in second at 2.63.

Passenger-Trips per Capita

The average peer number of passenger-trips per capita is 9.57, which is less than half that of SLO Transit's annual average of 21.1 passenger-trips per capita. The peer passenger-trips per capita range from 2.15 (CASK) to 25.6 (NAIPTA).

System Productivity Summary

SLO Transit's system productivity far surpasses the peer system averages in all three productivity measures. These figures suggest that SLO Transit is successfully generating ridership and providing resources in a useful manner.

Economic Efficiency

Operating Cost per VRH

Among the peer systems, the operating cost per vehicle revenue hour ranges from $43.77 (Terre Haute Transit Utility or THTU) to $98.54 (Pueblo Transit System or PT), averaging at $72.12. SLO Transit's operating cost per VRH is higher than any peer system, and a substantial 40.8 percent above the average, at $101.57.

Operating Cost per VRM

The peer operating costs per VRM vary from $3.21 (Pocatello Regional Transit or PRT) to $7.49 (Northern Arizona Intergovernmental Public Transit Authority or NAIPTA), averaging at $5.57. SLO Transit's operating cost per VRM of $8.40 is the highest out of all nine systems analyzed.

Economic Efficiency Summary

SLO Transit's operating cost per VRH and VRM is higher than any other peer systems. This suggests it may be useful to further examine how to more efficiently operate the system.

Economic Productivity Summary

Operating Cost per Passenger

SLO Transit's operating cost of $2.98 per passenger is significantly lower than the peer average of $5.02 per passenger. The lowest operating cost per passenger is $2.52 (City of St. George

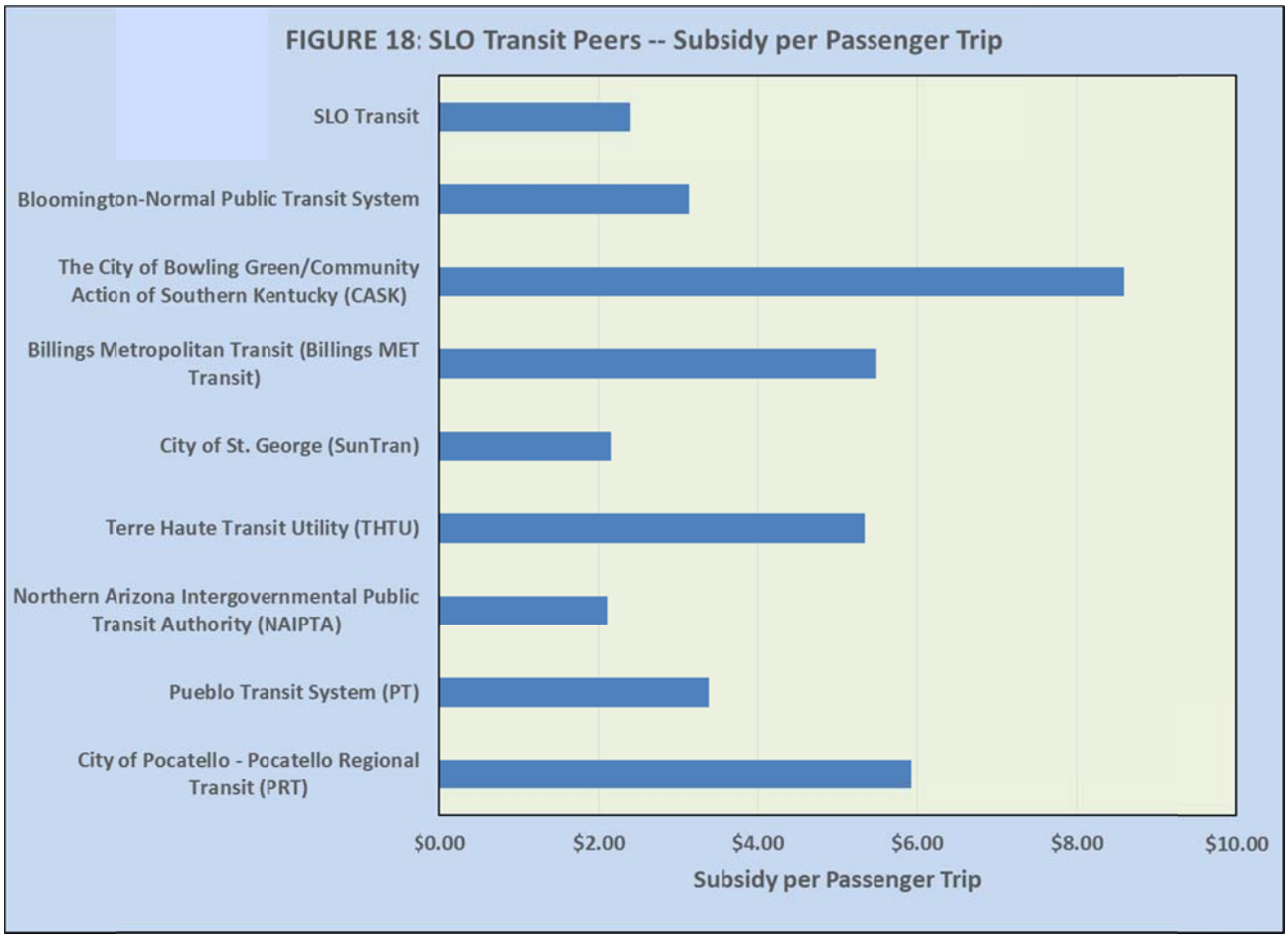
SunTran), whereas the highest operating cost per passenger is $9.10 (CASK). SLO has the third-lowest cost per passenger of all systems analyzed.

Farebox Recovery Ratio

Farebox recovery ratios among the peer systems vary substantially, from 5.2 percent (PRT) to 25.8 percent (NAIPTA). With a farebox recovery ratio of 19.8 percent, SLO far surpasses the average 12.3 percent farebox recovery ratio among peers.

Subsidy per Passenger-Trip

SLO Transit's subsidy per passenger-trip of $2.39 is 47.0 percent lower than the peer average of $4.51, as shown in Figure 18. NAIPTA has a particularly low subsidy per passenger-trip of $2.11, whereas the highest peer subsidy per passenger-trip of $8.58 belongs to CASK.



Average Fare

SLO Transit's average fare of $0.59 is slightly above the peer average of $0.51. The peer fares range from $0.33 (PRT) to $0.74 (NAIPTA).

Economic Productivity Summary

Compared to the peer averages, SLO Transit excels in terms of operating cost per passenger, farebox recovery ratio, and subsidy per passenger-trip. While SLO Transit's average fare is slightly above average, high system productivity levels and economic productivity levels suggest that the fare level is not hindering transit participation.

PEER FARE REVIEW

An important frame of reference when considering fares is the fares charged by other similar "peer" transit systems. On SLO Transit, regular one-way fares are $1.25 and discounted fares (applicable to persons age 65 to 79 and/or with a disability) are $0.60. As shown in Table 31, the average regular one-way fare among the SLO Transit peer systems is $1.31 and the average peer discounted fare is $0.63. Both the regular and discount SLO fares are 5 percent below the peer average. Terre Haute Transit Utility and the City of Bowling Green are the two peer transit agencies with higher fares than SLO Transit ($1.75 and $2.00 respectively).

Information on the pass options for SLO Transit and the peer systems is also illustrated in Table 31. While SLO Transit offers day passes, only half of the peer systems include a day pass option. The peer day passes average $2.69, ranging from $2.00 - $3.75. SLO Transit's local day pass costs $3.00, which falls within the peer range, and 12 percent above the average. The majority of systems include multi-ride passes. SLO Transit offers a 16-ride pass, and the peer passes include 4 to 40 rides. All of the peer systems provide multiple-day passes, including 10-day, 31-day, 35-day, monthly, and semester passes. SLO Transit includes the greatest variety of multiple-day passes, with 3-day, 5-day, 7-day, and 31-day passes. Five of the systems include "monthly" passes, and four of the systems (including SLO Transit) offer 30-35 day passes. The peer monthly (including 30-35 day) passes range from $22.00 - $45.00, averaging at $34.00. SLO Transit's local 31-day pass costs $37.00, exceeding the peer average by 9 percent.

Another way to consider the monthly pass rate is to identify the percent discount that monthly pass users receive in comparison with the base fare, assuming that the pass user rides one round-trip per month on 22 work/school days per year. As shown in the right-most column of Table 31, SLO Transit currently provides a 33 percent discount to regular monthly pass user, which is a smaller discount than the 40 percent average of the peers. Finally, Table 31 indicates that all of the peer systems provide discounts for students of the major college/university, with half providing free transit rides throughout the system.

TABLE 31: SLO Transit Fare Structure Peer Analysis

	One-Way Fares			Fare Media Types Offered			Pass Costs			Fare Discount for Students of Major College?
	Regular Fare	Discount Fare	% Discount	Day Pass	Punch Pass	Multiday Pass	Day Pass Fare (Reg)	Monthly Pass Fare (Reg)	Monthly Pass % Discount(1)	
City of Pocatello - Pocatello Regional Transit (PRT)	$1.00	$0.50	50%	Y	40-ride	monthly	$2.00	$25.00	43%	Free on campus, 50% Discount off-campus
Pueblo Transit System (PT)	$1.25	$0.60	52%	Y	22-ride	35-day	$3.75	$44.00	20%	20% Discount
Northern Arizona Intergovernmental Public Transit Authority (NAIPTA)	$1.25	$0.60	52%	Y	--	10-day 30-day	$2.50	$37.00	33%	Free Fare
Terre Haute Transit Utility (THTU)	$1.75	$0.85	51%	N	14-ride	31-day	--	$45.00	42%	Free Fare
City of St. George (SunTran)	$1.00	$0.50	50%	Y	10-ride	Semester Monthly	$2.50	$30.00	32%	Free Fare
Billings Metropolitan Transit (Billings MET Transit)	$1.25	$0.50	60%	N	10-ride	Monthly	--	$22.00	60%	32% Discount on Monthly Pass Only
The City of Bowling Green/Community Action of Southern Kentucky (CASK)	$2.00	$1.00	50%	N	4-ride 9-ride	Monthly	--	$40.00	55%	58% Discount on Monthly Pass Only
Bloomington-Normal Public Transit System	$1.00	$0.50	50%	N	--	Monthly	--	$29.00	34%	Free Fare
Average Peer Fare	*$1.31*	*$0.63*	*52%*	--	--	--	*$2.69*	*$34.00*	*40%*	--
SLO Transit (2)	**$1.25**	**$0.60**	**52%**	**Y**	**16-ride**	**3-day 5-day 7-day 31-day**	**$3.00**	**$37.00**	33%	Free Fare
- SLO Transit % of Peer Avg	95%	95%					112%	109%	82%	
- SLO Transit Ranking	3	3					4	4	6	

Source: Websites of respective transit agencies

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

Note 2: Local monthly pass rate. Regional monthly pass also available for $64.

Chapter 6

Service Alternatives Considered

This chapter presents a wide range of potential service alternatives for SLO Transit. Route changes are first evaluated, including changes and combinations of the existing fixed routes. Alternatives are next considered regarding the hours and seasons that various services are provided.

It should be noted that this analysis does not consider significant changes to the Cal Poly campus. Campus Administration is currently in the process of developing a Master Plan, which presently is envisioned to reflect a growth in student population, provision of additional on-campus housing, possible closure of existing roadways, and a possible on-campus shuttle. While this Plan may well impact transit service strategies in the long term, at present it appears that substantive implementation of the Master Plan will largely occur beyond the 5-year plan period of this SRTP.

ROUTES ALTERNATIVES

Routes 1 and 3

Routes 1 and 3 both serve the area southeast of downtown, and are best considered together. These routes serve the Broad Street and Johnson Avenue corridors, as follows:

- Route 1 consists of a counterclockwise loop, exiting downtown via Broad Street to the south, heading east on Orcutt Road, and returning north to downtown via Augusta (south of Bishop) and Johnson Avenue. This element is scheduled for 32 minutes of running time, and is operated once per hour. (At present, it also serves Cal Poly over the remainder of the hour, though this may change.) North of downtown, Route 1 serves the Foothill Boulevard corridor and Sierra Vista Hospital, providing a direct connection between neighborhoods between downtown and neighborhoods to the north without having to travel through the Cal Poly campus.

- Route 3 consists of a clockwise loop, exiting downtown via Johnson Avenue southbound, traveling along Laurel and Orcutt Road to Tank Farm Road, traveling west on Tank Farm Road and returning northbound via Broad Street. It is scheduled for 32 minutes of running time, and is operated every 40 minutes.

Together, these routes provide bi-directional service every 60 minutes in one direction and every 40 minutes in the other as far south as Orcutt Road, and service every 40 minutes in one direction as far south as Tank Farm Road. This service plan is generally effective (as measured by factors such as passenger-trips per vehicle-hour), but does have some existing disadvantages:

- The bus stops on Tank Farm Road at Wavertree Street and Brookpine Drive are on the opposite (north) side of the street from the adjacent residential neighborhoods, requiring passengers to cross Tank Farm Road at an uncontrolled intersection, which is a busy (8,000 vehicles per day) and relatively high-speed road.

- Similarly, the stops serving Damon-Garcia Sports Complex are on the opposite side of Broad Street (though a controlled crosswalk is available at the Industrial Way signal).

- The existing routes do not serve nearby transit generators, such as the residential areas and employment centers east of the airport. (With a 60-minute running time on Route 3, a loop via Poinsettia Street, Fuller Road and Broad Street south of Tank Farm Road could be a simple addition.)

- There are only 41 boardings and 30 alightings on Route 1 north of downtown, most of whom would still be able to access downtown on Route 4/5.

Before assessing route alternatives, it is useful to review potential developments in the vicinity and their possible implications for transit service:

- The Righetti Ranch/Jones Ranch area of the Orcutt Area Specific Plan encompasses the undeveloped area north of eastern Tank Farm Road, between the Union Pacific Railroad on the west and Orcutt Road on the east. The area is ultimately envisioned to be developed with 286 single family homes and 87 multifamily homes, of which 49 would be low-income housing. A small proportion (approximately 10 percent) would be accessed via Orcutt Road north of Righetti Hill, with the majority of development with access off of Tank Farm Road just east of the rail tracks. This development would generate a modest level of transit demand, which could be partially (though not wholly) served by a stop at the new access intersection (proposed to consist of a roundabout) along Tank Farm Road. The initial development phase of 212 units could be constructed over the next few years. Means of providing transit service to this area is discussed below for each of the service options.

- The Chevron Tank Farm area is located along both sides of Tank Farm Road, from Santa Fe Road on the east to the existing development on the west. While a majority of this area is proposed for environmental restoration and open space, there is a substantial area in the eastern portion of this site slated for business park and service/ manufacturing uses. Providing service to these transit trip generators would probably require implementation of a cross-town route. As development is probably beyond the 5-year horizon of this SRTP, it is not considered further.

- The Margarita Specific Plan Area includes the area between South Higuera Street and Broad Street, north of the Chevron Tank Farm area and south of the South Hills. It is planned for up to 840 residences (of which 185 would be medium-high or high density), along with a 28-acre business park. The key question with regards to the SRTP is timing of the extension of

Prado Road east to Broad Street and associated development, which is currently uncertain. Once developed, this could be a moderate transit trip generator. Potential means of serving this development, once it occurs, are discussed below.

Four options for changes to Routes 1 and 3 are presented below. All would require two buses to operate (one on each route), and would provide service every 30 minutes on Route 1 and every 60 minutes on Route 3.

Alternative 1: Two One-Way Opposite Loops, With Route 3 Extension South on Broad Street

This alternative is shown in Figure 19, modified to only serve neighborhoods in downtown, since ridership north of downtown is relatively low (only approximately 8 percent of total Route 1 ridership) but generates almost 50 percent of total route costs, and this area is served by multiple routes. This proposal provides bi-directional service along Broad Street south of Orcutt Road while discontinuing service along Orcutt Road southeast of Johnson Avenue and along Tank Farm Road east of Poinsettia Street (at least in the near term prior to Righetti Ranch development). It adds service along Fuller Road and Poinsettia Street, which is close to employment sites and residential neighborhoods. This alternative would result in the elimination of three bus stops along Tank Farm Road: at Wavertree Street, Brookpine Drive, and Hollyhock Way. At present, the boarding and alighting data presented in Chapter 2 indicates that these stops are not highly used, combining for a total of 8 boardings and 13 alightings per day. The busier bus stop at the intersection of Poinsettia Street and Tank Farm Road, which serves 10 boardings and 38 alightings per day, would need to be relocated (such as to along the west side of Poinsettia Street south of Tank Farm Road) as it would no longer be on the route. This route would run on a counter-clockwise loop to complement Route 3, which provides service in the clockwise direction. Route 1 passengers north of downtown would have service along other routes (4 and 6A); however service to downtown may be less direct or may require a transfer. There are 41 boardings and 30 alightings per day north of downtown that would be impacted.

The current cycle time for Route 3 is 40 minutes today. For this alternative, the running time could be 45 minutes; however, the cycle time should be 60 minutes allowing for a clock face headway (and for future potential expansion). Route 1 would operate with one vehicle providing service every 30 minutes.

An eastward extension on Tank Farm Road between Poinsettia Street and the Righetti Ranch access drive could serve the Righetti Ranch development. (A roundabout at this access point on Righetti Road would provide a convenient means of turning the bus around.) Similarly, a diversion on Route 3 approximately ¼ west on extended Prado Road (to another roundabout) could serve the eastern portion of the Margarita Specific Plan area. Service to Tank Farm Road east of the Union Pacific railroad tracks would be eliminated and replaced with a turnaround through the neighborhood south of Tank Farm. Specifically, the bus would proceed south along Broad Street, east on Tank Farm Road, south on Poinsettia Street, and west on Fuller Road before returning north on Broad Street. There would be an anticipated net ridership gain if

Figure 19
Routes 1 and 3 Alternative 1

implemented, as this neighborhood has relatively high potential transit demand and as the extension would serve numerous employers. With increased ridership, the Route would also increase in revenue. It would be within a convenient ¼ mile walk from the employment center east of the airport. It is envisioned that this Route would run as a clockwise version of Route 1 with a southern extension. The bus stops along Tank Farm Road that will no longer be served have 21 boardings and alightings per day, which is only 3% percent of total daily route ridership.

A potential option with an extension to Route 3 would be to offer on-call service to the San Luis Obispo Airport on key days around the beginning and end of the Cal Poly quarter sessions for students traveling by air. Due to the poorly connected neighborhoods and limited pedestrian access and lack of space needed to operate large buses in the neighborhoods, a fixed route to the airport is not recommended. However, an employer funded shuttle for mid-day travelers to access downtown could be considered.

Ridership would be increased by the additional service frequency on Route 1, additional service area, and improved connections associated with consistent clock headways. However, ridership would be reduced due to the elimination of some existing stops, the lower service frequency on Route 3, and the need to transfer for persons currently riding Route 1 through downtown. As shown in Table 32, the net impact of this alternative would be an increase of 4,200 passenger-trips per year. This would result in an increase in cash fares of $1,000 per year. Operating costs would increase slightly, by $2,000. Overall annual subsidy would be increased by $1,000 annually.

Advantages

- Expands service availability by providing Route 1 service every 30 minutes, rather than hourly with one bus. While Route 3 would be reduced from every 40 minutes to hourly, the total number of bus runs would increase from 29 per day to 33.
- Service as far south as Fuller Road would provide transit access to residential and employment areas near the airport. This neighborhood has relatively high transit potential characteristics.
- Consistent clock headways would be easier for passengers to remember and use.
- The additional layover time on Route 3 would improve on-time performance.
- A stop more convenient to Damon-Garcia Sports Complex could be provided.
- The existing low productivity portion of Route 3 between Johnson/Orcutt and Poinsettia/Tank Farm would be eliminated.
- Route 1 will no longer serve unproductive segments north of downtown. Current Route 1 riders will still be able to access downtown on Routes 4/5.
- Provides evening service on both S. Broad Street and Johnson Avenue in the weekday evenings (Route 3).

TABLE 32: SLO Transit Service Alternatives Summary

Alternative			Change In Annual Service: Service Hours	Service Miles	Operating Cost	Ridership	Fare Revenues	Operating Subsidy	Change in Peak Buses
Routes 1-3	1	2 One-Way Opposite Loops, With Route 3 Extension S on Broad St	2,480	480	$2,000	4,200	$1,000	$1,000	0
	2	Bi-Direction Routes (Route 1 on Broad St, Route 3 on Johnson Ave)	1,600	14,810	$62,100	-8,100	-$1,900	$64,000	0
	3	Bi-Direction Routes (Route 1 on Johnson Ave and Route 3 on Broad St)	1,600	-4,470	-$18,700	3,900	$900	-$19,600	0
	4	Reverse Existing Routes	1,010	5,430	$22,800	22,700	$5,200	$17,600	0
Route 2	1	Minor Revision to Serve New Development	480	-4,450	-$18,600	-15,200	-$3,600	-$15,000	0
	2	Large 1-Way Loop on Higuera St, Los Osos Valley Rd and Madonna Rd	480	-190	-$800	-10,400	-$2,400	$1,600	0
Routes 2-4	1	Combine Route 4 and Route 2 and Operate Both Ways on Higuera St, Los Osos Valley Rd and Madonna Rd	-6,770	-55,330	-$231,800	-16,800	-$3,600	-$228,200	-1
Route 4-5	1A	Revise Route 4 to 2-Way Service on Madonna Route and Revise Route 5 to Serve California Blvd - Hourly Rt 4	-3,290	-38,760	-$162,400	-10,500	-$1,400	-$161,000	-1
	1B	Revise Route 4 to 2-Way Service on Madonna Route and Revise Route 5 to Serve California Blvd - Half-Hrly Rt 4	-278	5,396	$22,600	44,000	$5,700	$16,900	0
	2	Combined 2-Way Route	-2,500	-97,800	-$409,800	-26,600	-$3,500	-$406,300	0
Route 6	1	Two Half-Hourly Routes	0	-2,010	-$8,400	5,100	$100	-$8,500	0
	2	One Hourly Route Providing 30 Minute Frequency	0	-2,030	-$8,500	5,500	$100	-$8,600	0
	3	Two Half-Hourly Routes Providing Service Every 15 Minutes in Peak Periods	4,410	34,800	$145,800	53,200	$600	$145,200	2
	4	Large Bi-Directional Loop Providing Service Every 20 Minutes in Peak Periods	-290	77,850	$326,200	42,400	$500	$325,700	2
Extend Hours of Operation During the School Year			2,730	31,805	$138,500	31,000	$300	$138,200	0
Provide Evening Service in the Summer			760	9,465	$39,600	8,000	$1,300	$38,300	0
Expand Trolley Service Until Midnight on Fridays and Saturdays			84	561	$11,400	1,300	$600	$10,800	0
Crosstown Route			3,939	47,268	$198,100	13,900	$3,200	$194,900	1

Disadvantages

- Three existing stops on eastern Tank Farm Road would no longer be served. These stops currently serve a total of 21 boardings or alightings daily.
- Operating subsidy increases slightly
- Route 1 passengers may have less direct service to downtown.
- Service frequency south of The Brickyard would be reduced from 40 minutes to 60 minutes.
- People traveling between Foothill Boulevard and downtown will have a less direct trips and some passengers would have to make additional transfers to complete their trip.

A sub-alternative would be to add the extension south along Broad Street from Orcutt Road to Fuller Road to Route 1, rather than Route 3. This would allow Route 3 to operate half-hourly service with one bus, but Route 1 would be too long for half-hourly service and so would become the hourly route. Operating costs and ridership would not differ.

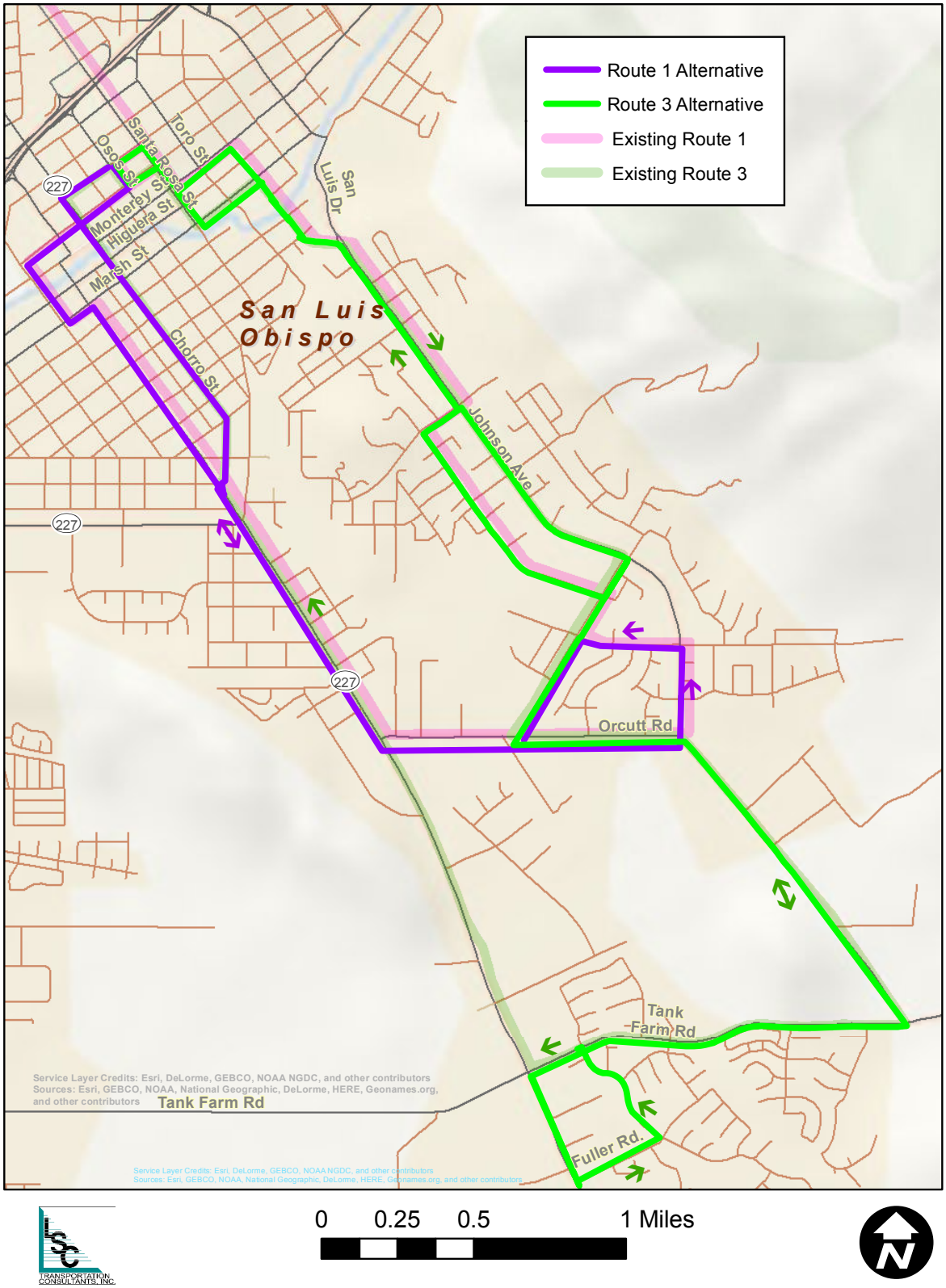
Alternative 2 – Bi-Directional Routes with Route 1 on Broad Street, Route 3 on Johnson Avenue

As shown in Figure 20, under this option Route 1 and 3 would both be converted to routes operating in both directions along a single corridor, with a terminal loop at the end. Route 1 would focus on the Broad Street corridor between downtown and Orcutt Road, with a terminal loop consisting of Orcutt Road, Johnson Avenue, Southwood Drive and Laurel Lane. Route 3 would focus on the Johnson Avenue, Orcutt Road and eastern Tank Farm Road corridors, with a terminal loop along southern Broad Street, Fuller Road and Poinsettia Street. (This is essentially the proposal from the previous Short Range Transit Plan.) Each route would require one bus.

The issue with this proposal is that there would be no service along Broad Street between Orcutt Road and Tank Farm Road, which includes generators such as the Marigold Center and Damon-Garcia Sports Fields. Each route would require one bus, with Route 1 completing its cycle in 30 minutes while Route 3 would require close to 60 minutes. While a future extension of Route 1 could be considered to serve development at the Chevron property and the Margarita Specific Plan area, this would extend Route 1's cycle time and thereby require either a second bus or reduction in service frequency. There are three stops on Broad Street that would lose all service as part of this proposal which are located at Marigold Center, Capitolio Way, and at Rockview Place that serves a total of 53 boardings and 21 alightings.

Operating costs would be increased by $62,100 annually under this alternative. The net impact on ridership, considering both service frequency improvements and changes in service area, is a decrease of 8,100 passenger-trips per year, resulting in a decrease in fare revenues of $1,900 per year. The net impact on operating subsidy requirements would be an increase of $64,000 annually.

Figure 20
Routes 1 and 3 Alternative 2



Advantages

- Serves eastern Tank Farm Road, including Righetti Ranch
- Provides new service south of Tank Farm Road
- Reduces out-of-direction travel for travel to/from areas south of Orcutt Road.
- Improves overall service frequency, particularly along Broad Street north of Orcutt Road.

Disadvantages

- Most importantly, does not serve Broad Street between Orcutt Road and Tank Farm Road.
- Precludes potential for efficient future service to eastern end of Margarita Area Specific Plan via extended Prado Road.
- Puts more service on relatively low ridership segments of Orcutt Road and eastern Tank Farm Road.
- Without adding evening service, would result in lack of evening service along the Broad Street corridor in the evenings during the academic year.
- Relatively high mileage.

<u>Alternative 3 – Bi-Direction Routes, With Route 1 on Johnson Avenue and Route 3 on Broad Street</u>

This option is similar to the previous option, except that the routes would be reversed such that Route 1 serves the Johnson Avenue corridor (as far south as Johnson/Orcutt) in both directions while Route 3 serves the Broad Street corridor (as far south as Fuller Road) in both directions. This is shown in Figure 21. The existing segment of Route 3 east of Poinsettia Drive and along Orcutt south of Johnson Avenue would no longer be served, though once a roundabout is provided on Tank Farm Road at the Righetti Ranch access point (just east of the rail tracks), this route could be extended to serve a stop at this turn-around point. In addition, the Route 1 stop on Orcutt at Duncan would lose service. This alternative would require one bus per route. Net impact on ridership would be an annual increase of 3,900. Reflecting lower vehicle-miles associated with these shorter routes, operating cost would be reduced by $18,700 per year. Subtracting the increase in farebox revenue of $900, the net impact on operating subsidy requirements would be a reduction of $19,600 per year.

Advantages

- Serves both sides of Broad Street as far south as Tank Farm Road.
- Provides new service south of Tank Farm Road.
- Improves service frequency on Johnson Avenue corridor north of Orcutt Road from 40 minutes to 30 minutes.
- Relatively low mileage.

Figure 21
Routes 1 and 3 Alternative 3

Disadvantages

- Does not serve eastern Tank Farm Road east of Poinsettia Lane in the short term or east of the Righetti Road roundabout in the long-term (after construction of this roundabout).
- Service frequency on Broad Street reduced from current 30 minutes (north of Orcutt) and 40 minutes (south of Orcutt) to 60 minutes.
- The existing stop at Orcutt/Duncan would no longer be served. This stop on Route 1 currently serves 23 daily boardings or alightings. The nearest remaining stop is a ¼ mile walk in either direction.
- Without adding evening service, would result in lack of evening service along the Johnson Avenue corridor in the evenings during the academic year.
- Relatively high mileage.

Alternative 4 – Reverse Existing Routes

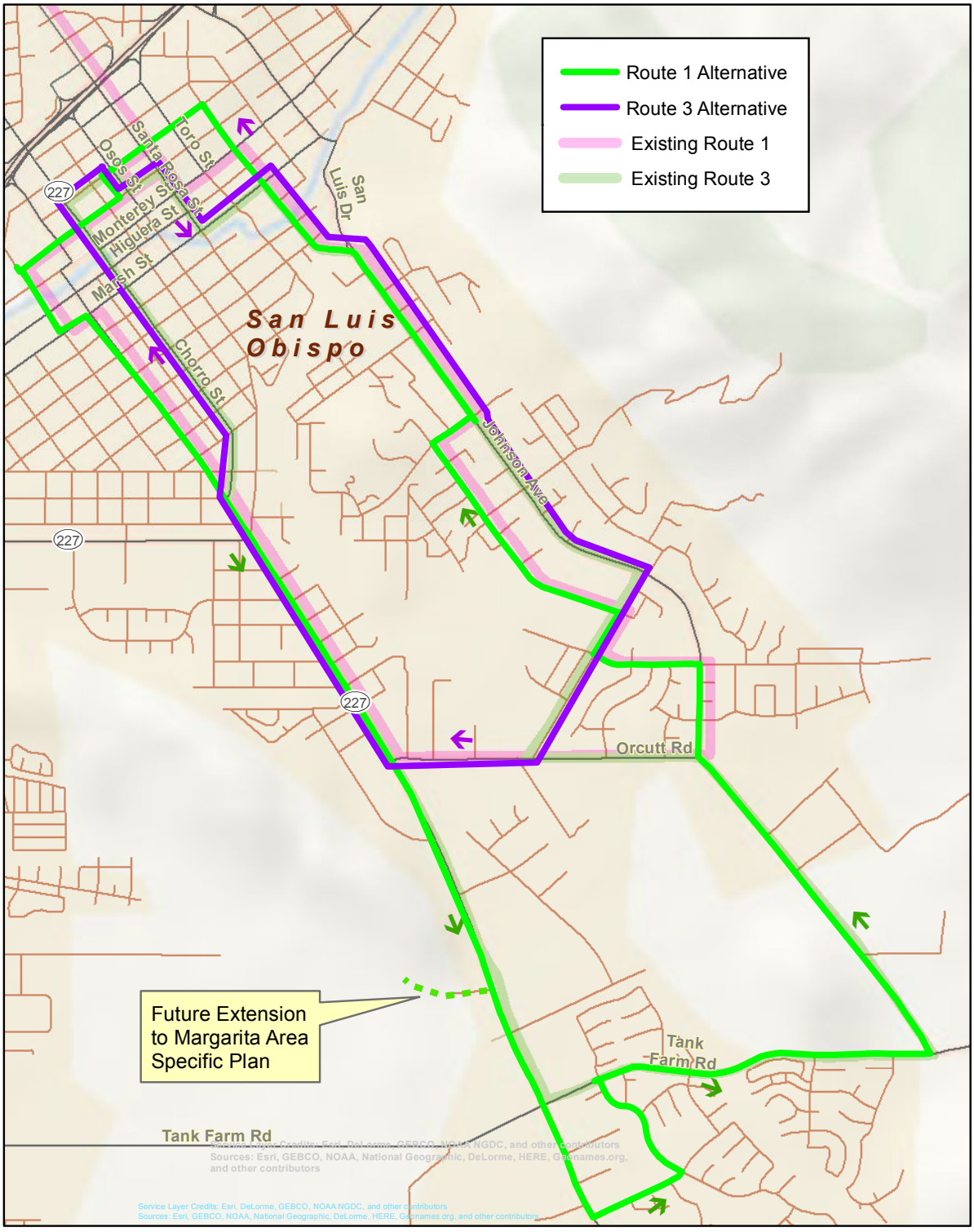
A final alternative for Routes 1 and 3 would be to effectively reverse the directions of the current Route 1 and Route 3, maintaining service with one bus per route. The routes would also be designed to address one-way streets or to avoid unnecessary relocations of bus stops to the opposite side of the street, as shown in Figure 22. Route 1 (excluding the current segment north of downtown) would operate on 30-minute cycles, while Route 3 would remain at the current 45 minute headway.

This would increase annual operating costs by $22,800. Overall, ridership would be increased by an estimated 22,700 passenger-trips per year. Subtracting the change in fare revenues of 5,200, annual operating subsidies would be increased by $17,600 annually.

Advantages

- This would put the stops along eastern Tank Farm Road on the same side of the street as the existing residences (a long-standing issue).
- Provides new service south of Tank Farm Road.
- Maintains good service frequency on both Broad Street and Johnson Avenue north of Orcutt.
- Continues to serve all existing stop locations (though some stops would need to be relocated across the street or around the corner).
- Provides evening service on both S. Broad Street and Johnson Avenue in the weekday evenings (Route 3).

Figure 22
Routes 1 and 3 Alternative 4



Disadvantages

- Passengers would have to cross the street to access Marigold Center. This is a relatively busy bus stop which would no longer have direct service, with 37 boardings and 10 alightings per day.
- The relatively busy stop at Capitolio Way (24 passenger boardings or alightings per day) as well as the stop at Rockview (3 boardings or alightings per day) would no longer be served. Note that there is no protected crossing of Broad Street at this location to provide access to a stop on the west side of Broad.
- The cost of relocating stops could be substantial.
- Existing on-time performance problems on Route 3 would not be addressed.

Route 2

Route 2 is a currently a straightforward arterial corridor route along Higuera Street radiating southwest from downtown San Luis Obispo going as far south as Suburban Road. One bus is operated on a 40-minute frequency. A new homeless services center which combines the Prado Day Center and overnight Maxine Lewis Center is expected to be completed in 2016 and will require direct service along Route 2. All alternatives discussed below would provide service to this new facility.

<u>Alternative 1 – Minor Revision to Serve New Development</u>

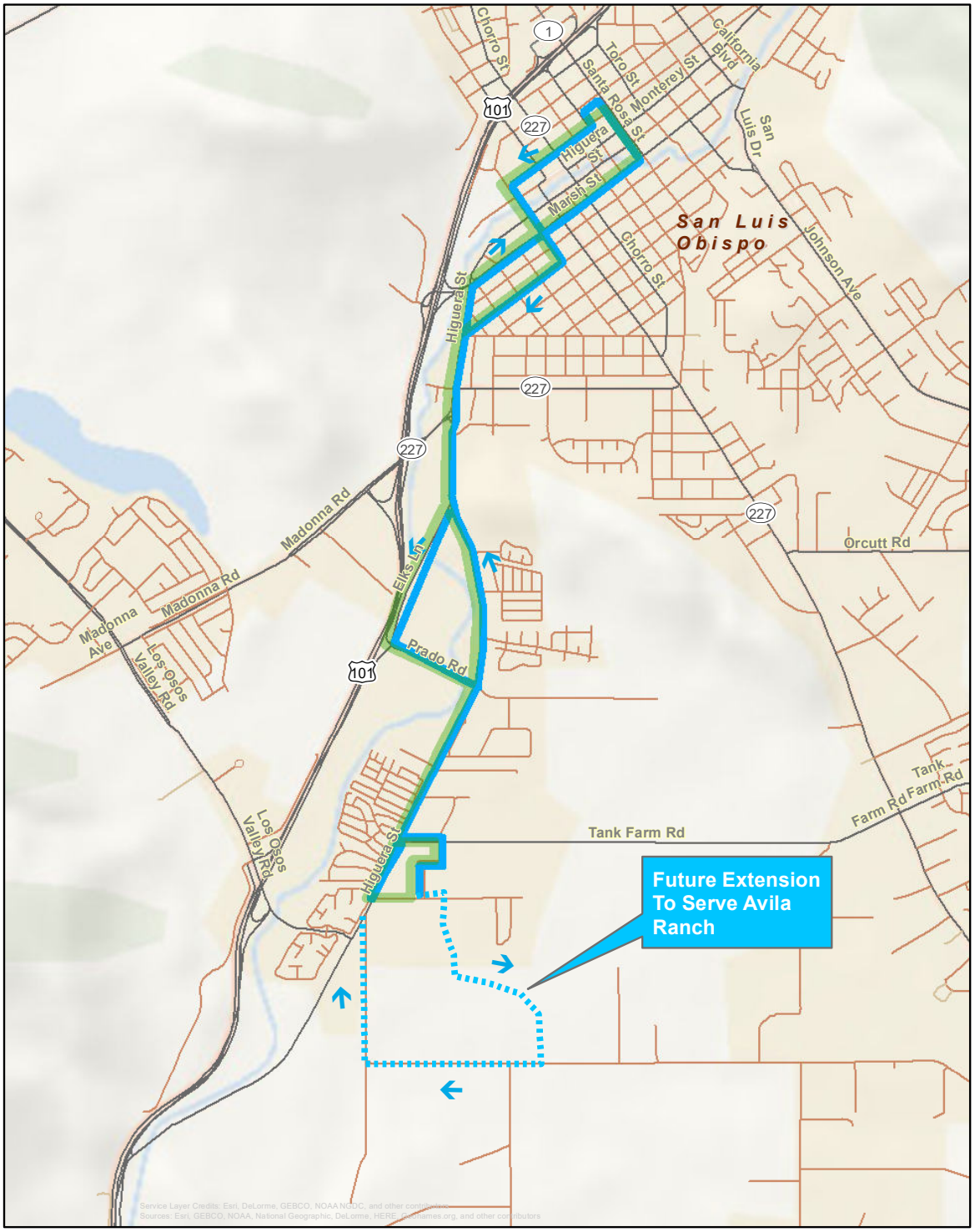
This alternative would simply extend Route 2 to serve the 150-acre planned neighborhood of Avila Ranch that will be built east of Vachell Lane and north of Buckley Road (just south of the existing RTA facility). The revised route is shown in Figure 23. This development is proposed to include 700 homes and 35,000 square feet of commercial space. Although this development is still in the planning stages, it would be prudent to account for the potential for future growth in this area. The cycle time with layover and recovery would be increased from 40 minutes to 60 minutes. This would resolve on-time performance issues, and ensure that all Route 2 trips will have convenient transfers to other services, and ensure that the operator break times required under Wage Order 9 can be provided by increasing operator break times. All existing Route 2 bus stops would continue to be served.

This would reduce annual operating costs by $18,600. Excluding ridership from potential new development, this alternative would reduce ridership by 15,200 annual passenger-trips. Considering the loss in fare revenues of $3,600, annual operating subsidies would be reduced by $15,000.

Advantages

- Expands service area, when warranted.
- Maintains service to existing stops.

Figure 23
Route 2 Alternative 1



- Improves on-time performance, and ability to provide driver breaks.
- "Clock headways" are easier for passengers to remember and provide consistent transfers to other routes.

Disadvantages

- Reduces service frequency from every 40 minutes to every hour.
- Results in a reduction in ridership, until new development generates additional ridership.

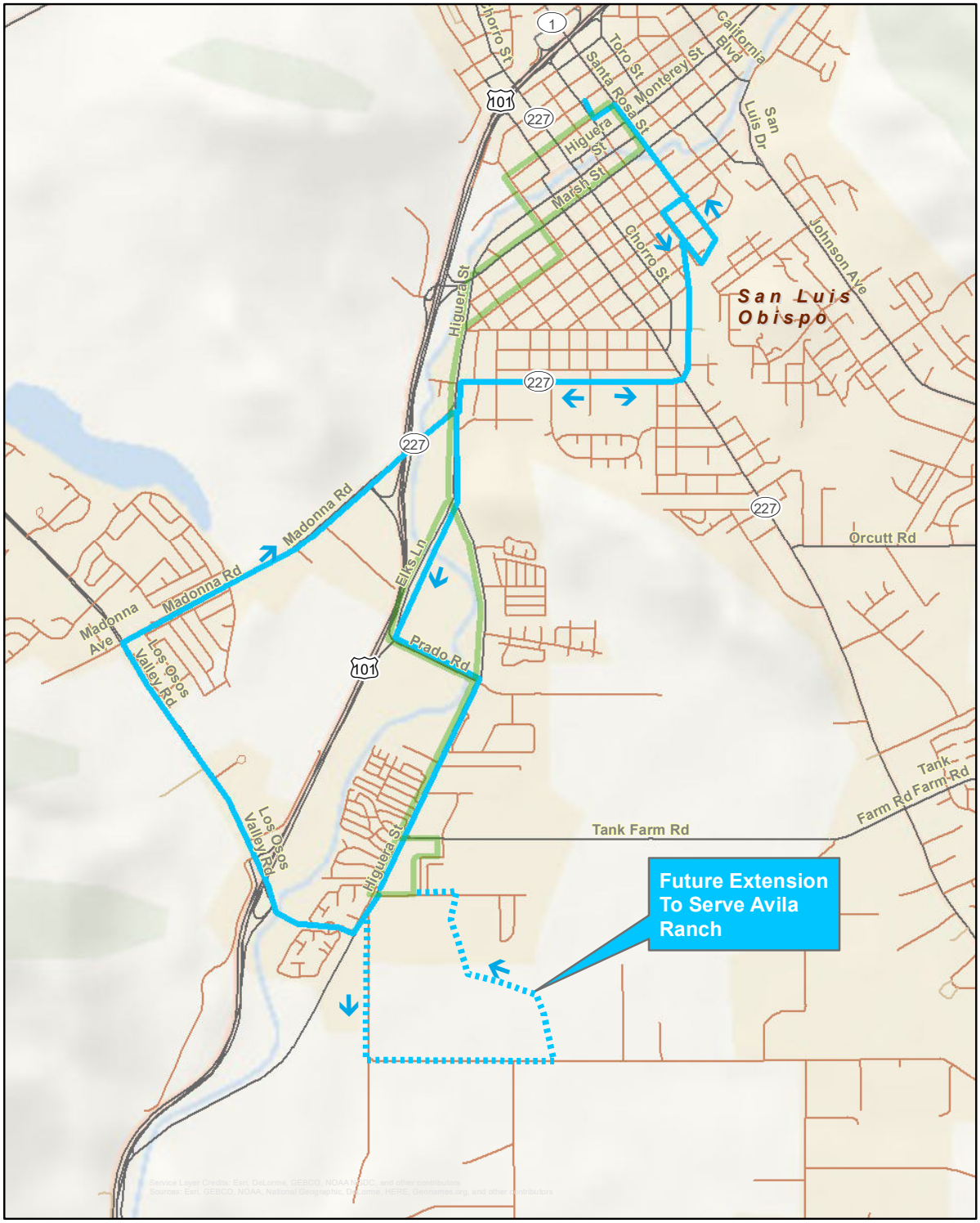
Alternative 2: Large 1-Way Loop on Higuera Street, Los Osos Valley Rd and Madonna Road

Between downtown and the intersection of Higuera Street and South Street, Route 2 would operate along the alignment of Routes 4/5 along South Street, Santa Barbara Avenue and Santa Rosa Street, as shown in Figure 24. This would allow Routes 4 and 5 to have a more direct trip into downtown, thereby increasing the reliability of those routes. South of South Street, Route 2 could operate as a one-way loop that would connect Higuera Street directly to Madonna Plaza. This loop would largely operate in the clockwise direction in order to serve the Prado Day Center. Prior to Avila Ranch development, it would serve the current route via Tank Farm Road, Cross Street, Short Street and Suburban. Once Avila Ranch is developed, it would operate a small counterclockwise loop in the new development, allowing the left turn back onto South Higuera Street to occur at the Suburban Street signal. This routing would serve the Lower Los Osos Valley Road and Auto Parkway areas, relieving pressure on Routes 4 and 5. This would increase coverage in the southwest portion of San Luis Obispo and provide service to the Auto Parkway/Los Osos Valley area so Routes 4 and 5 would no longer need to serve this area. This route would have a service frequency of every 60 minutes. Service could continue to operate with one bus.

Ridership would be benefitted by expanding service along Los Osos Valley Road and along Madonna Road, as well as by providing a quick one-way connection between the South Higuera Street area and Los Osos Valley Road/Madonna Road. On the other hand, some passengers would have a longer in-vehicle travel time in one direction or the other, due to the relatively large one-way loop, and the reduced service frequency would also reduce ridership. Overall, this alternative is estimated to reduce ridership by 10,400 passenger-trips per year.

This alternative would result in a slight reduction in operating costs, of $800 per year. The ridership drop would reduce fare revenues by $2,400, resulting in a net increase in annual operating subsidy of $1,600.

Figure 24
Route 2 Alternative 2



Advantages

- Allows for a reduction in running time on Routes 4 and 5, increasing reliability.
- Provides a new connection in one direction across a portion of the southern portion of the city.
- Expands service area to Avila Ranch, and to Los Osos Valley Road between South Higuera and Auto Park from the Higuera Street corridor.

Disadvantages

- Would force passengers coming from the southern portion of Higuera Street to travel through Los Osos Valley Road, Madonna Road, and Madonna Plaza before returning into downtown, increasing travel time.
- Would reduce the number of buses per hour on South Street and Santa Barbara Avenue from two in each direction to one in each direction.
- Would reduce the service frequency on Los Osos Valley Road from 30 minutes to 60 minutes, and eliminate service to stops on the southwest side of this roadway (including Irish Hills Plaza).
- Would require passengers traveling from the South Street/Santa Barbara Avenue areas to Cal Poly to transfer in downtown.
- With longer length and running time, this would not provide an adequate driver break to help conform to Wage Order Nine.

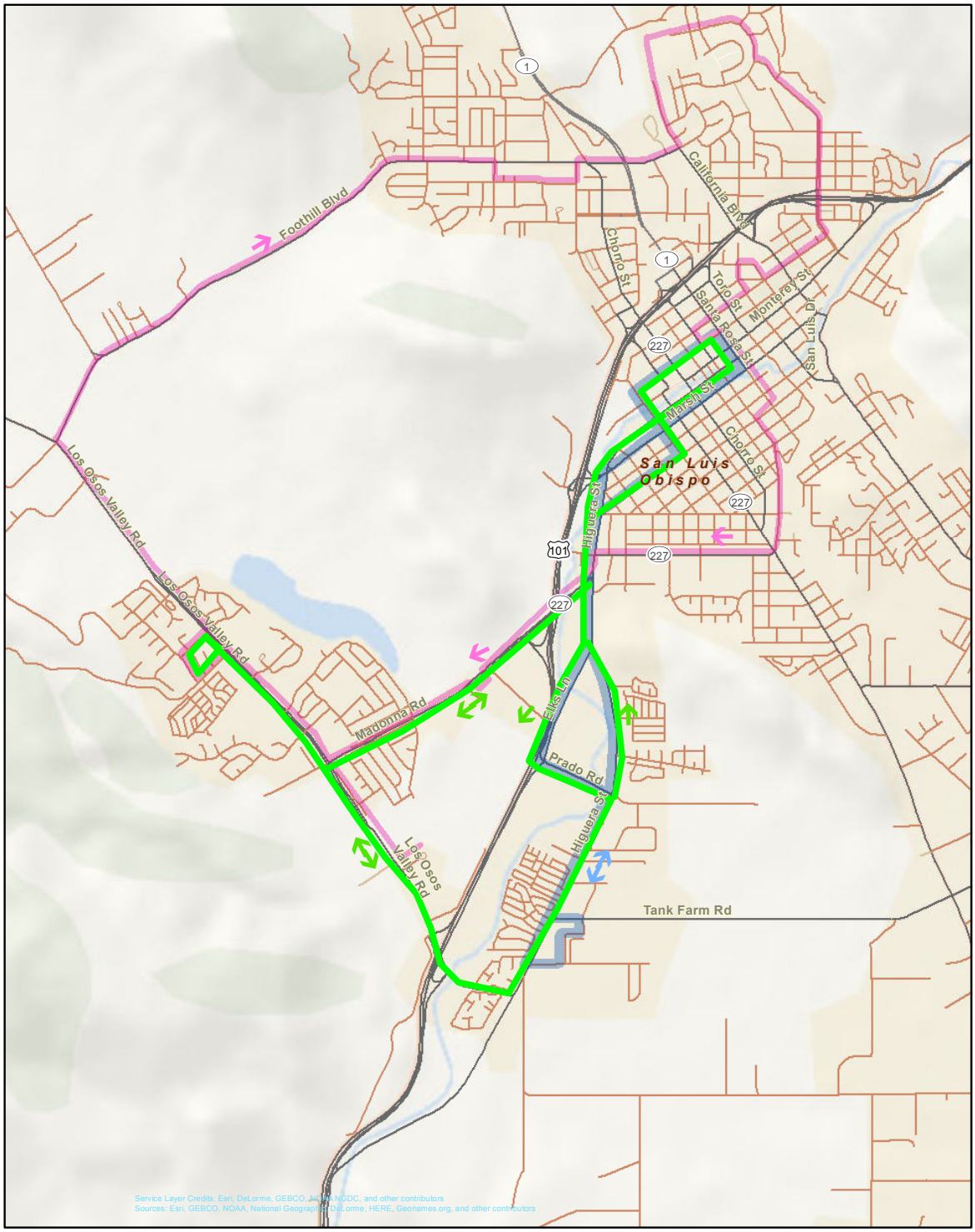
Routes 2 and 4

Another alternative involving changes to Route 2 would also include revisions to Route 4. As discussed in more detail below, Route 4 is currently the clockwise element of the Route 4/5 pair, which uses up to 4 buses to provide half-hourly bi-directional service around a large hour-long loop. As shown in Figure 25, the existing Route 4 could be eliminated and one of these buses combined with Route 2. The resulting loop would be similar to the Route 2 Alternative 2 routing discussed above, except that it would operate in both directions around the Madonna/Los Osos Valley Road/Higuera loop. It would also stay on the Higuera corridor to downtown. Two buses would be used to operate bi-directional hourly service. Also considering Route 5, the same level of service (four buses per hour) would be operated along the Madonna Road corridor, though the buses per hour on the Foothill Boulevard corridor would be reduced from 4 to 2. This segment of Routes 4 and 5, however, generates less than 2 percent of total ridership on these routes.

As a sub-option, one of the two Route 5 buses could operate in the clockwise direction (the Route 4 direction), providing hourly Route 5 and existing Route 4 service.

Ridership would be reduced by the reduction in service frequency between Descanso Street and Patricia Street, the reduced frequency of relatively quick trips between the Los Osos Valley

Figure 25
Route 2 and 4 Alternative 1



Road area and Cal Poly, the out-of-direction travel required on South Higuera Street, and the increase in headway on South Higuera Street from 40 minutes to 60 minutes. While ridership would also be generated by the new connection between the Los Osos Valley Road area and South Higuera as well as the better connections in downtown associated with consistent hourly headways, overall this option would reduce annual ridership by 16,800 passenger-trips per year.

This alternative would reduce the peak number of buses in operation by one. Considering the reduction in vehicle-miles and hours, annual operating costs would be reduced by 231,800. The reduction in ridership would reduce fare revenues by $3,600, resulting in a net reduction in operating subsidy of $228,200.

Advantages

- Reduces the number of buses in operation by one and reduces operating subsidy requirements.
- Focuses resources on more productive corridors and away from unproductive areas.
- Reduces traffic delays associated with turning around on LOVR.
- Provides new opportunities for travel between the South Higuera area and LOVR.
- Avoids out-of-direction travel on South Higuera Street.

Disadvantages

- Reduces direct service frequency between LOVR and Cal Poly via Foothill Boulevard, which has a shorter travel time than via downtown.
- Reduces service frequency along South Street and Santa Barbara Avenue.
- Reduction of service along Foothill corridor could increase overcrowding on Route 6A.

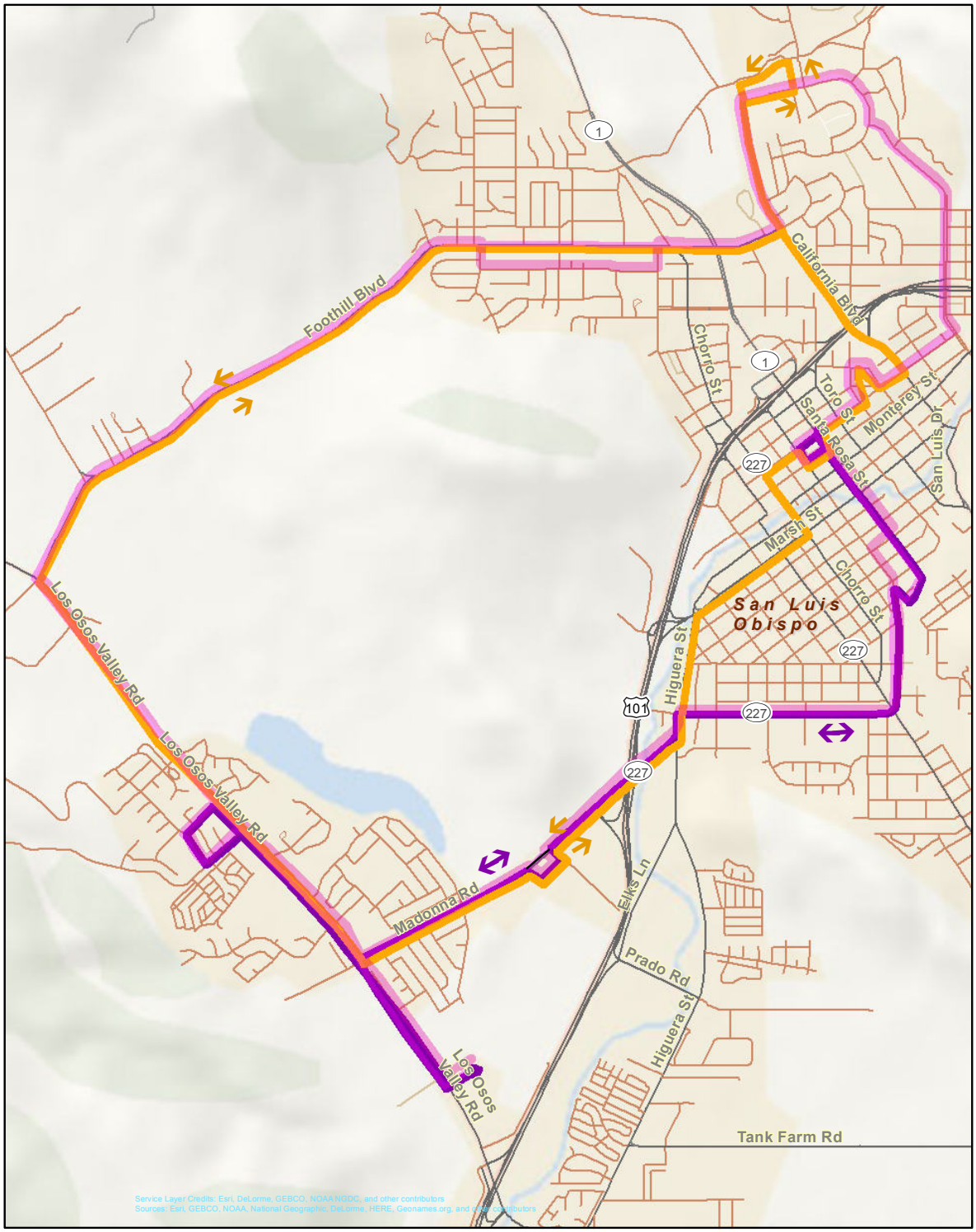
Routes 4 and 5

Routes 4 and 5 consist of a large bi-directional loop serving Cal Poly and neighborhoods north of downtown and southwest of downtown. This includes Los Osos Valley Road and Madonna Road. Running time is scheduled for just under an hour, and a total of four buses at a time are used to provide 30 minute service frequency when operating bi-directional service.

<u>Alternative 1 – Revise Route 4 to 2-Way Service on Madonna Route and Revise Route 5 to Serve California Boulevard</u>

Under this option Route 4 would be modified as shown in Figure 26 to instead provide bi-directional service between downtown and the Los Osos Valley area via Madonna Road. This modification would relieve portions of the current Routes 4 and 5 that are the biggest sources of delay along Los Osos Valley Road, including the traffic associated with the shopping centers off Los Osos Valley Road and the car dealerships. Although the revised route would still travel

Figure 26
Routes 4 and 5 Option 1



along Los Osos Valley Road, eliminating service down Foothill Boulevard would improve the directness and the on-time performance of the Route. One bus would provide hourly service at all times, or two buses could be used to provide half-hourly service during weekdays. A variation using US 101 for service was considered, however, it would impact the ability of the route to provide bi-directional services in certain key areas of the city, specifically connections between such areas Auto Parkway and Madonna Plaza.

Route 5 would continue to operate as a large bi-directional loop, providing hourly service in each direction using one bus in each direction. This route would be scheduled to arrive on campus at the busy part of the hour. The routing on-campus would be streamlined to reduce service through time consuming portions of the campus. In addition, service is shifted from the South Street/Santa Barbara Avenue corridor to Higuera Street/Marsh Street to reduce Route 5 running time and improve on-time performance. Although it is expensive to operate two buses on this route, the primary benefit of this route is that it provides a shorter travel time between the Los Osos Valley Road area and the Cal Poly campus, which is a popular trip pattern.

If Route 4 is operated hourly, this would reduce annual operating costs by $162,400. Ridership would be reduced by 10,500 per year, largely due to the need to transfer and longer travel times between the LOVR area and Cal Poly, as well as the loss of service along Grand Avenue. Subtracting the $1,400 annual loss of fare revenues, overall subsidy requirements would be reduced by $161,000.

Advantages

- Reduces the number of buses in operation by one and reduces operating subsidy requirements.
- Focuses resources on more productive corridors and away from unproductive areas.
- Reduces traffic delays associated with turning around on LOVR
- Improves running time and on-time performance on Route 5.
- Continues to provide service to all stops that are served today by Routes 4 and 5.

Disadvantages

- Reduces direct service frequency between LOVR and Cal Poly via Foothill Boulevard, which has a shorter travel time than via downtown.
- Reduces service on Foothill Boulevard west of Patricia to hourly in each direction.
- Reduction of service along Foothill corridor could increase overcrowding on Route 6A.
- Eliminates northbound service on Grand Avenue, and reduces southbound service. While ridership currently using the Performing Arts Center stop would shift to other on-campus stops, the stops at Grand/Mill, Grand/Abbott and Grand/McCollum currently generate 12 percent of all ridership on Routes 4 and 5.
- Reduces service on South Street and Santa Barbara Avenue to hourly in each direction
- Requires a transfer between the neighborhood south of downtown and Cal Poly.

- Reduced service between downtown and Cal Poly could increase overcrowding on Route 6B.

Adding a second bus on Route 4 on weekdays to provide half hourly service would erase the reduction in operating cost, and instead result in a net increase of $22,600 per year. Ridership would be substantially benefitted from the more frequent service, yielding an overall increase of 44,000 per year. Considering the $5,700 in additional fare revenues, net subsidy needs would increase by $16,900.

Alternative 2 – Combined 2-Way Route

The second alternative would merge Routes 4 and 5 into a single route that would serve many of the same neighborhoods but would not leave the city limits along Foothill and Los Osos Valley Road. Instead, as shown in Figure 27 this route would travel from Cal Poly (Highland Drive) to Los Osos Valley Road via downtown San Luis Obispo. As shown, the route would continue to serve the Auto Parkway area, however, if Route 2 is modified to serve the southeastern portion of Los Osos Valley Road, then Route 4/5 would no longer need to serve Auto Parkway. This route could provide a frequency of every 30 minutes with 3 buses (2 buses would result in a 45 minute frequency).

The elimination of Route 4/5 service on the Foothill Corridor west of Cal Poly would trigger the need for additional Route 6A capacity. Based on a review of existing 4/5 passenger loads, 9 additional hours of service are assumed on Route 6A for weekdays during the academic year.

The revisions to Route 4 and 5 would reduce operating costs by $475,200. Including an additional operating cost of $65,400 associated with additional Route 6A service, the net reduction in operating cost would be $409,800. Ridership would be reduced by 26,600 per year, including the impacts of the loss of service on Grand Avenue and the increased travel time between LOVR and Cal Poly. Fares would be reduced by $3,500 per year, yielding a net operating subsidy savings of $406,300 annually.

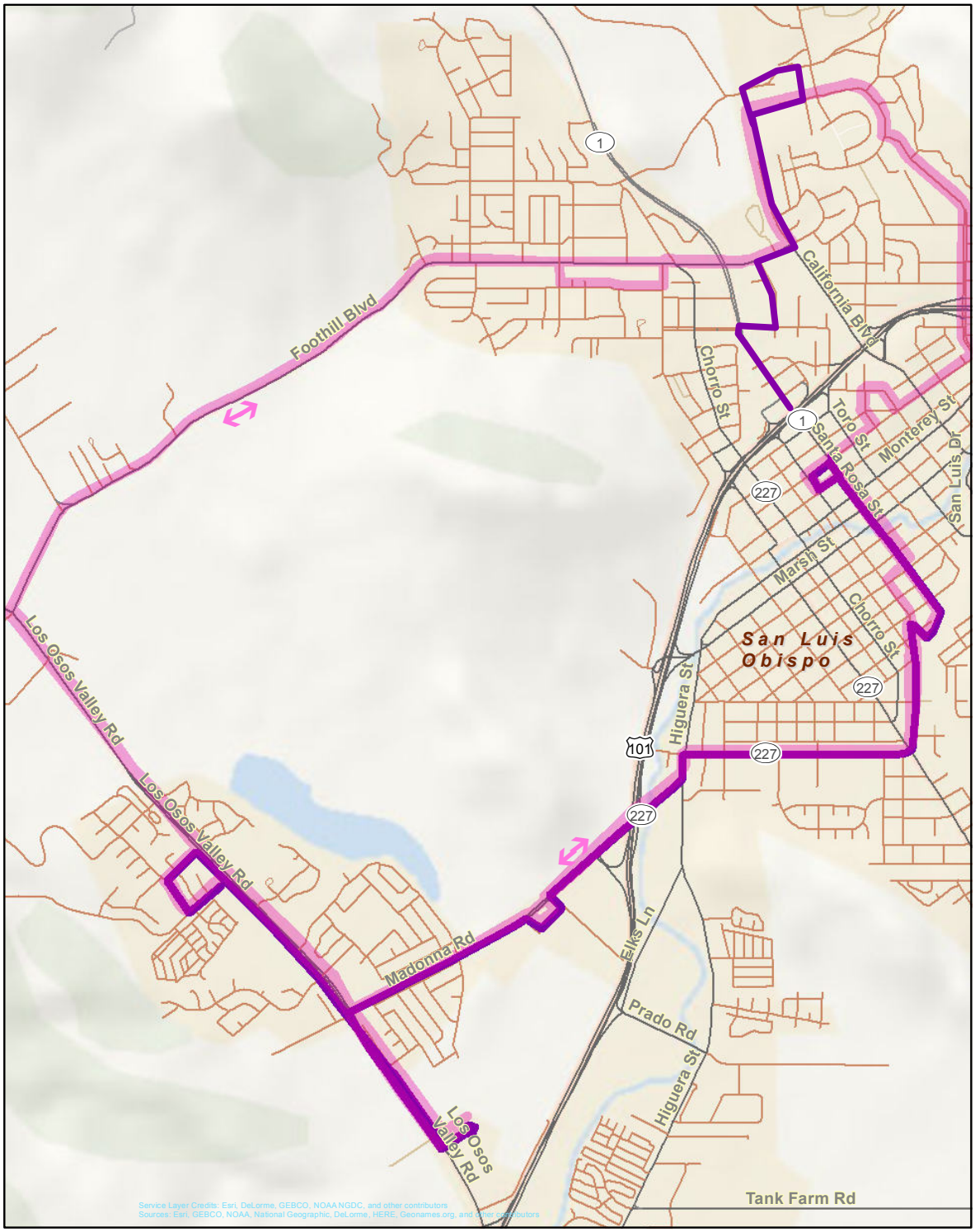
Advantages

- Eliminates service beyond the city limits.
- Reduces the number of buses needed to provide 30 minute service frequency from four to three (though additional 6A bus yields a net of no change in the number of buses)
- Avoids the need for transfers in downtown for travel between southwest San Luis Obispo and Cal Poly

Disadvantages

- This alternative would eliminate all direct service between the neighborhoods along Foothill Boulevard from downtown San Luis Obispo as the only service to these neighborhoods would be 6A

Figure 27
Routes 4 and 5 Alternative 2



- During periods of reduced service, 45-minute frequency would not provide good transfer options.
- Would result in no service along Grand
- Would increase travel times between the LOVR area and Cal Poly by roughly 20 minutes

Route 6A/B

Currently one bus provides 30 minute service on Route 6A during weekdays in the academic year. Route 6b is currently the capacity enhancement route, with one bus providing 30-minute service between the Cal Poly campus and downtown.

Alternative 1 – Two Half-Hourly Routes

As shown in Figure 28, this alternative would leave Route 6A unchanged. Route 6b, currently the capacity enhancement route, would become the prime connector between downtown and the Cal Poly campus, serving the Grand Avenue corridor via the Performing Arts Center in both directions. This would allow the changes to Route 1 and/or Routes 4/5, discussed above. One bus can provide 30 minute service on Route 6a and one bus can provide 30 minute service on Route 6b.

This would reduce annual operating costs by $8,400. The ridership would increase by 5,100 passenger-trips per year. Subtracting the change in fare revenues of $100, annual operating subsidies would decrease by $8,500.

Advantages

- Provides greater flexibility for expanding downtown-Cal Poly or Foothill/Highland-Cal Poly capacity as needed.
- Avoids delays on other parts of the system unduly impacting service reliability on this key corridor.
- Provides consistent two-way service along busy Grand Avenue corridor

Disadvantages

- Requires transfers between the Foothill area and downtown at Kennedy Library, depending on the changes to Routes 4/5 (discussed above).
- Eliminates service to the California/Taft stop (northbound only)

Alternative 2 – One Hourly Route Providing 30 Minute Frequency

This option is similar to Alternative 1, except that Routes 6a and 6b would be combined into a single 60-minute-long route operated by two buses, as shown in Figure 29. Service would continue to operate with 2 buses providing service every 30 minutes during the school year

Figure 28
Route 6A/6B Alternative 1

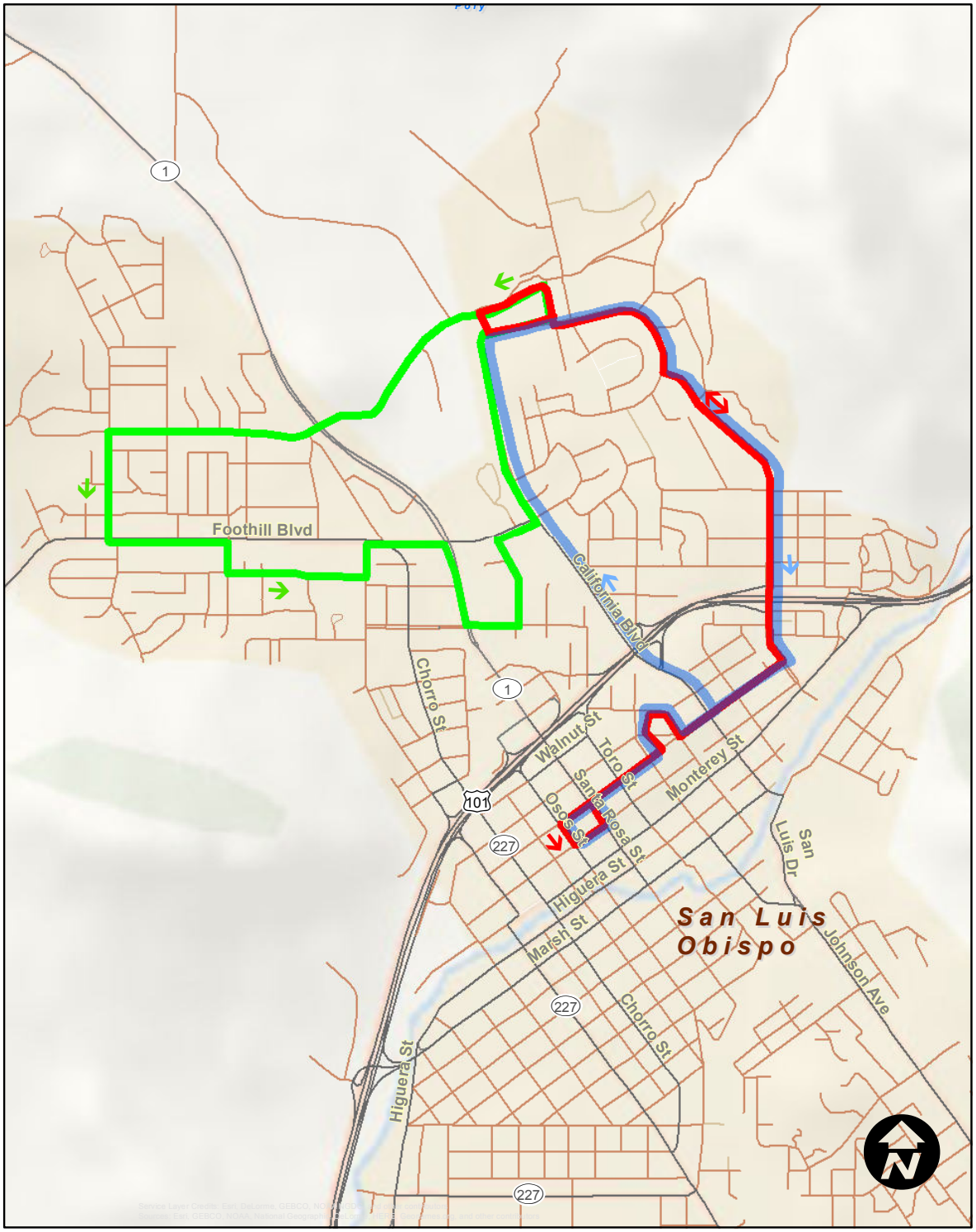
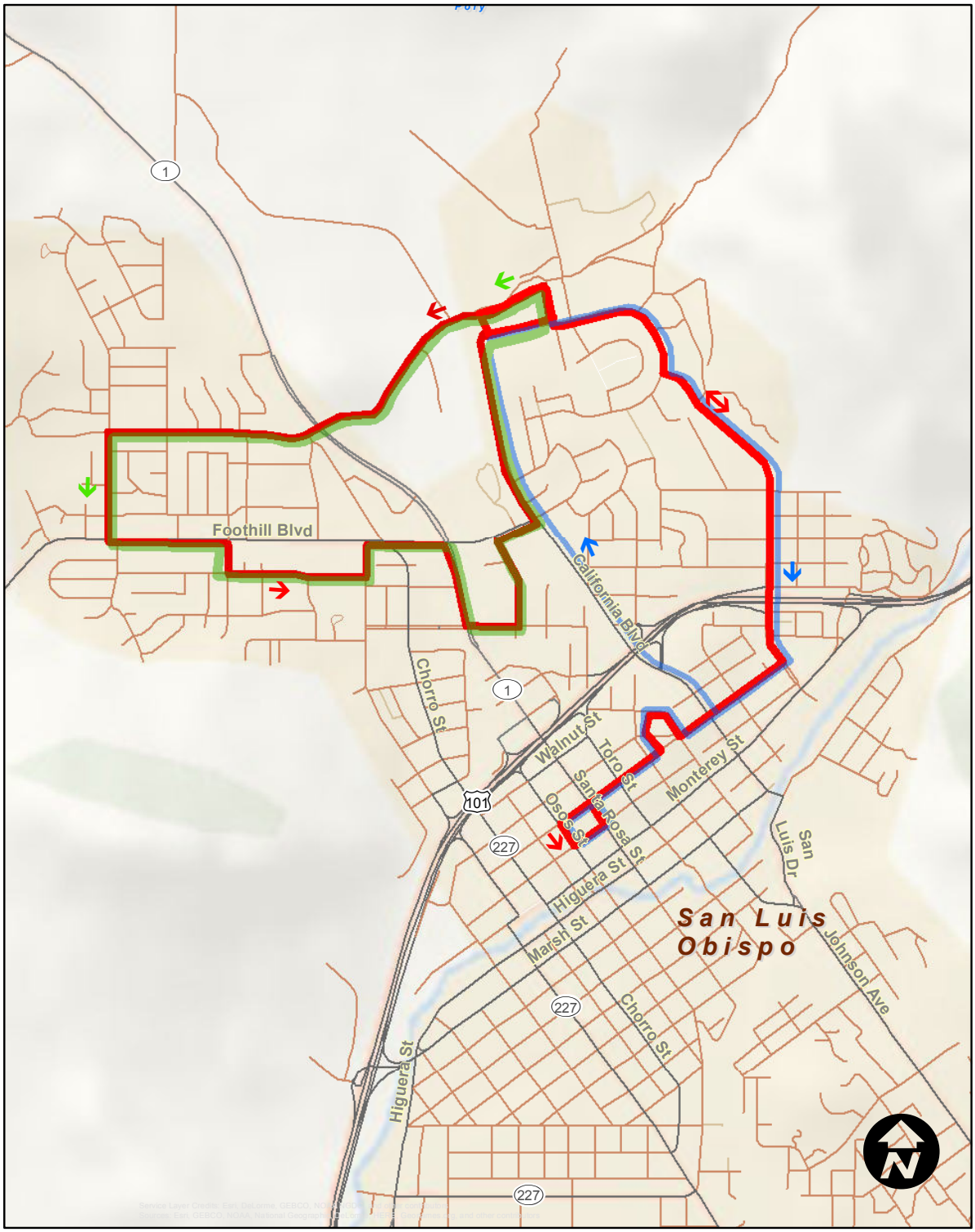


Figure 29
Route 6A/6B Alternative 2



weekday daytime periods with 1 bus providing service every 60 minutes during the summer and during school year evenings and Saturdays.

Operating costs would be reduced by $8,500 per year. A slight increase in ridership over the previous alternative would be generated by the fact that passengers between the Foothill Corridor and downtown would not need to transfer at Cal Poly, resulting in an overall ridership increase of 5,500 per year. Subtracting the small increase in fare revenue, subsidy requirements would be decreased by $8,600.

Advantages

- Avoids the need to transfer for trips between the Foothill Boulevard area and downtown, and makes the system easier to understand and use.
- Avoids delays on other parts of the system unduly impacting service reliability on this key corridor
- Provides consistent two-way service along busy Grand Avenue corridor

Disadvantages

- Eliminates service to the California/Taft stop (northbound only)

<u>Alternative 3 – Two Half-Hourly Routes Providing Service Every 15 Minutes in Peak Periods</u>

Another alternative considered is identical to Alternative 1, except that two buses would be operated during high ridership periods on weekdays during the school year, providing service every 15 minutes. A review of ridership data by run indicates that the additional service would be warranted over the following periods:

Route 6a – 7:30 AM to 9:30 PM
Route 6b – 7:30 AM to 4:30 PM

The additional service would increase annual operating costs by $145,800. Based on existing ridership during the expanded service period, elasticity analysis indicates that an increase of 53,200 passenger-trips per year would be generated. Subtracting $600 in additional fare revenues, subsidy requirements would increase by $145,200.

Advantages

- Greater frequency, generating greater ridership.
- Greater frequency of arrivals in downtown provides better transfer opportunities to other routes and services.

Disadvantages

- Requires 4 (2 additional) buses to provide 15-minute service frequency at all peak times.

Alternative 4 – Large Bi-Directional Loop Providing Service Every 20 Minutes in Peak Periods

A final alternative is a single large loop that encompasses Cal Poly, downtown and the Foothill/Highland corridor, as shown in Figure 30. This loop would have a running time of approximately 34 minutes, providing 6 minutes of layover in a 40-minute cycle length. To avoid excessive out-of-direction travel and delays, this loop would need to be operated in both directions. Two buses in each direction would yield 20-minute service frequency.

This option would benefit ridership by increasing service frequency, and by providing convenient one-bus service throughout the northern portion of San Luis Obispo. Travel time between the Cal Poly campus and the eastern end of the Foothill Corridor (such as University Square) would be increased, which would have a negative impact on ridership. In addition, the low-ridership stop at California/Taft would no longer be served. Overall, annual ridership would increase by 42,400 per year.

This would increase annual operating costs by $326,200. Subtracting the change in fare revenues of $500, annual operating subsidies would increase by $325,700.

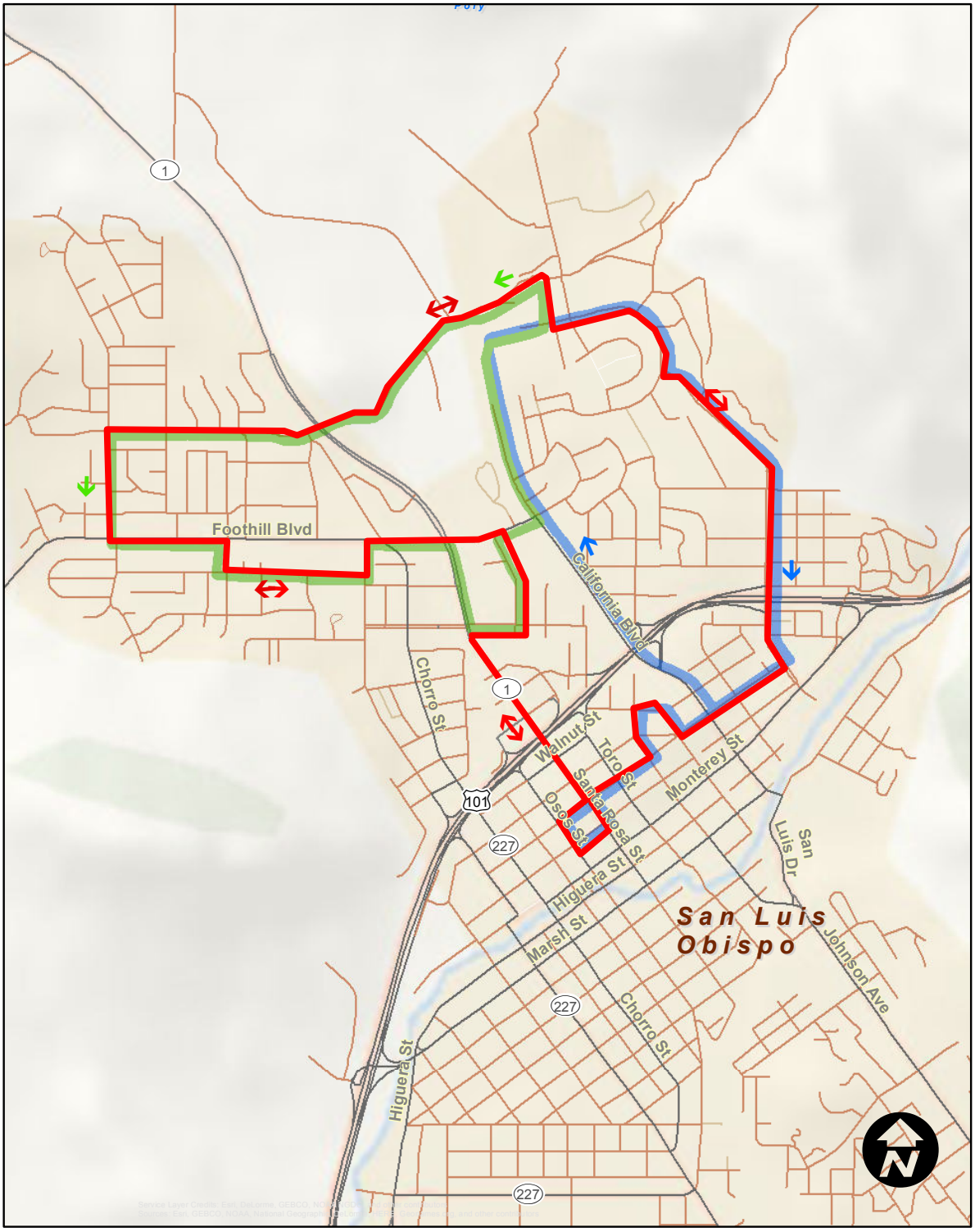
Advantages

- Better transit connections between the Foothill/Highland corridor and downtown (and connecting bus services).
- Simpler route structure that is easier to understand.

Disadvantages

- Requires 4 buses to provide 20-minute service frequency at all peak times.
- Changes in service levels can only be made for the entire route.
- 20 minute frequency would reduce convenience of transfers to other routes on some runs.
- As more time and miles is provided connecting residential areas to downtown rather than to the Cal Poly campus, this is a less effective service expansion alternative than the previous one.

Figure 30
Route 6A/6B Alternative 4



Span of Service Options

Extend Hours of Operation during the School Year

On school-year weekdays, the daytime service plan currently runs through approximately 6:00 PM on Routes 1, 2, 3, 4, 6a, and 6b, and until roughly 7:20 PM on Route 5. Lower frequency evening service is operated until 9:18 PM on Route 2, 9:45 PM on Route 3, 10:44 PM on Route 4, 10: 29 on Route 6A, and 10:56 on Route 6B. A very common request is for later evening service and more frequent evening service, particularly on the routes with high student ridership.

A review of hourly ridership by route data indicates the following additional evening services would be effective:

- Route 1 – Extend daytime service by 2 hours (until 8:09 PM, with 2 additional trips)
- Route 4 – Extend daytime service by 2 hours (until 8:15 PM, with 2 additional trips)
- Route 5 -- Extend daytime service by 2 hours (until 8:17 PM, with 2 additional trips)
- Route 6a – Extend daytime service by 3 hours (until 8:59 PM, with 3 additional trips) and extend evening service by 1 hour, until 11:29 PM (1 additional trip)
- Route 6b -- Extend daytime service by 3 hours (until 9:09 PM, with 3 additional trips).

In addition, the following additional early morning runs would be effective:

- Route 1 – One additional run starting at 6:15 AM
- Route 4 – One additional 4b run starting at 6:10 AM

This would also have the benefit of making the start times more consistent over the system (with the exception of Route 6a and 6b, focusing on Cal Poly).

An evaluation of the impacts of these additional services is presented in Table 33. As indicated, costs are included for the Runabout services needed to cover the additional late-night hours, as well as the additional dispatch/mechanic costs. In total, these service enhancements would increase annual operating costs by $138,000. The ridership increase, based upon elasticity analysis and review of ridership patterns, would equal 31,000 passenger-trips per year. Subtracting the change in fare revenues of $300 per year, annual operating subsidies would increase by $138,200.

TABLE 33: SLO Transit Span of Service Alternatives

Route	Trips	Additional Service: Daily Hours	Daily Miles	Days	Annual Hours	Annual Miles	Annual Cost	Change in Annual Ridership	Fare Revenue	Operating Subsidy
1 Later Runs	2	2	20.5	210	420	4,305	$18,000	1,700	$0	$18,000
1 Earlier Run	1	1	10.3	210	210	2,153	$9,000	1,300	$0	$9,000
4 Later Runs	2	2	27.4	210	420	5,758	$24,100	9,100	$100	$24,000
4 Earlier Run	2	2	27.4	210	420	5,758	$24,100	3,200	$0	$24,100
5 Later Runs	2	2	27.6	210	420	5,792	$24,300	2,900	$0	$24,300
6A Later Runs	4	2	16.6	210	420	3,494	$14,600	7,700	$100	$14,500
6B Later Runs	3	1.5	13.1	210	315	2,759	$11,600	5,100	$100	$11,500
Runabout Service		0.5	8.5	210	105	1,785	$12,800	--	--	$12,800
Total					2,730	31,805	$138,500	31,000	$300	$138,200

Advantages

- Expands access to evening employment, classes, social events, etc.
- Addresses overcrowding of some evening runs on Routes 4 and 6A
- Can help improve personal security

Disadvantages

- Increases operating costs
- Requires expansion of Runabout hours of service

Provide Evening Service in the Summer

At present, SLO Transit does not provide fixed route service in the evening (beyond approximately 6:30 PM to 7:00 PM, depending on the route) during the summer. Under this alternative, evening service would be provided on summer weekday evening, with hours consistent with those operated during the academic year, on Routes 2, 3, 4 and 6A/6B.

Ridership can be estimated by reviewing existing evening ridership during the academic year, as well as the relative ridership during the summer versus during the academic year. As shown in Table 34, estimated total ridership growth is 8,000 additional passenger-trips, with the strongest potential on Route 4. This would increase annual operating costs by $39,600. The ridership increase would generate additional fare revenue of $1,300, yielding an annual operating subsidy requirement of $38,300.

TABLE 34: SLO Transit Summer Evening Service Alternative

	Additional Service							Change		
		Daily			Annual			in Annual	Fare	Operating
Route	Trips	Hours	Miles	Days	Hours	Miles	Cost	Ridership	Revenue	Subsidy
2	3	1.5	26.79	58	87	1,554	$6,500	900	$200	$6,300
3	4	2	31.64	58	116	1,835	$7,700	1,600	$300	$7,400
4	4.6	4.6	63.066	58	267	3,658	$15,300	4,300	$700	$14,600
6AB	5	5	41.7	58	290	2,419	$10,100	1,200	$100	$10,000
					760	9,465	$39,600	8,000	$1,300	$38,300

Advantages

- Expands access to evening employment, classes, social events, etc.
- Provides for a more consistent year-round schedule, expanding ability to use SLO Transit for ongoing evening activities such as employment
- Can help improve personal security

Disadvantages

- Increases operating costs
- Relatively low productivity

Extended Trolley Hours of Service

Increased span of service beyond the current 9 PM end of service on Fridays (June through Labor Day) and Saturdays (April through October) has been identified as a desire of both the City of San Luis Obispo as well as the Chamber of Commerce. Increasing the span of service for the Trolley would also require increasing the span of service for Runabout. The cost of extending the service would include longer dispatcher hours and one Runabout van in operation during the additional service hours. Extension of service to Midnight on Fridays and Saturdays between June 1 and Labor Day would be a reasonable next step.

This alternative would cost approximately $2,400 for additional Trolley service. The larger costs would be for extension of Runabout service and additional dispatch/mechanics hours, which would equal approximately $9,000, for a total of $11,400.

Riders was estimated to be a net increase of 1,300 per year, based upon observed SLO Trolley ridership and the relative ridership by hour of similar downtown shuttle services. These new riders would increase fare revenues by an estimated $600, yielding a net increase in subsidy of $10,800 per year.

Advantages

- Encourages downtown evening business activity
- Could reduce drunk driving
- Can help improve personal security

Disadvantages

- Increases operating costs
- Increases need for Runabout service

OTHER ALTERNATIVES

High School Tripper

SLO Transit implemented a new route in August 2015 designed to serve the important needs of San Luis Obispo High School. This route operates three roundtrips in the morning and three roundtrips in the afternoon connecting the downtown Transit Center and San Luis Obispo High School. As this is a new service, no modifications are considered at this time.

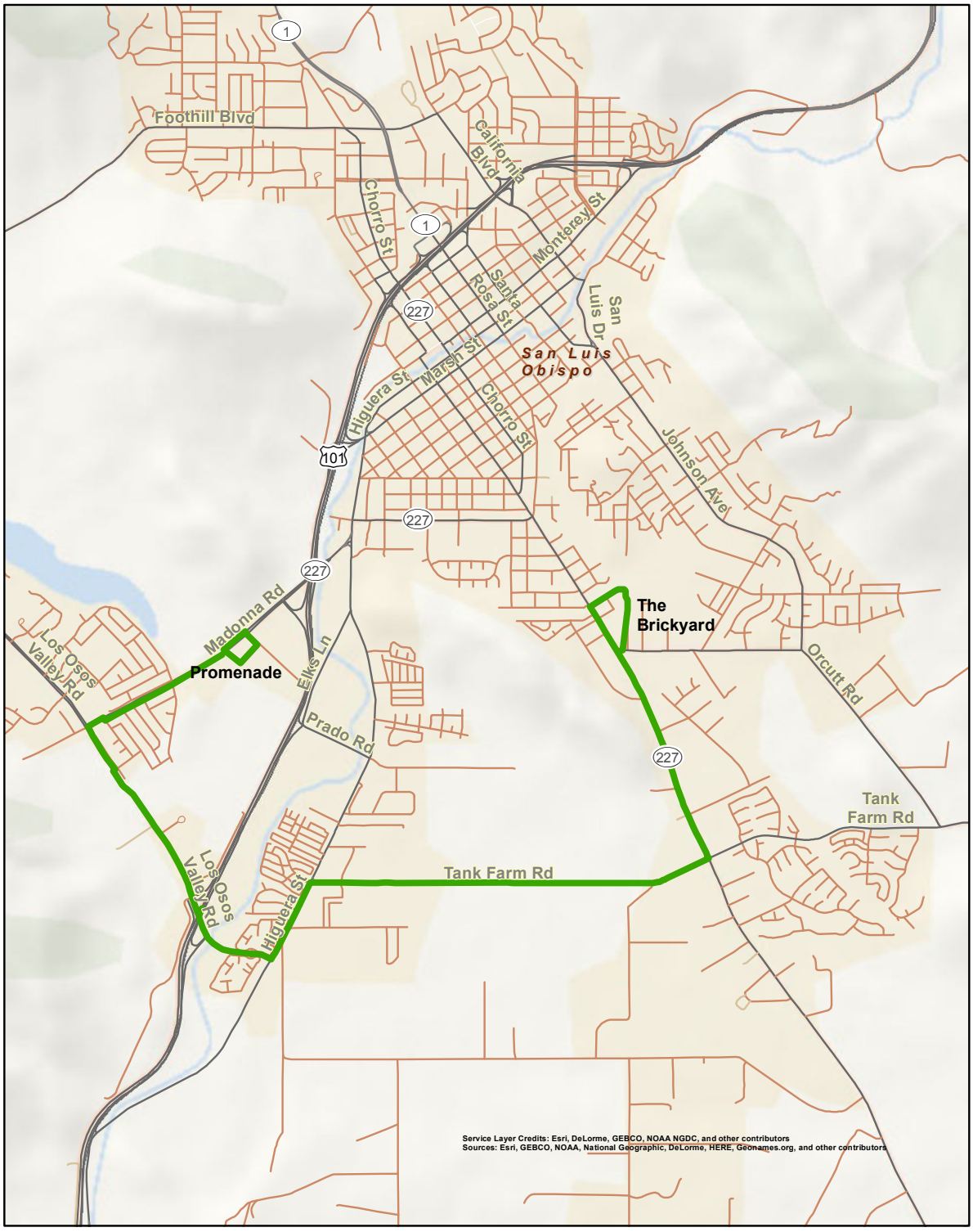
Crosstown Route

Public outreach has yielded several comments desiring a cross-town route within the City of San Luis Obispo. As a radial-route system, SLO Transit's current routes require travel to downtown and transfer to a second route in order to travel across the southern portion of the service area. For example, a trip between the residential areas along southern portions of Routes 1 and 3 and the commercial opportunities along Los Osos Valley Road currently takes about 50 minutes to complete, depending on the specific time of day.

A crosstown route alternative is shown in Figure 31. This 6.0-mile route (one way) could be served with one bus on an hourly headway, with time in the schedule to make connections at the Promenade (with Routes 4 and 5), Higuera Plaza (with Route 6) and at The Brickyard (Routes 1 and 3). This route could reduce travel time to approximately 25 minutes for this same trip. It could also serve some transit trip generators (such as along Tank Farm Road) not currently served by public transit. However, the potential demand would be relatively low compared to the other existing routes.

A crosstown route also would provide the opportunity to serve the Margarita Specific Plan area (between South Higuera Street and Broad Street, north of Tank Farm Road). Providing transit service to the Margarita Specific Plan has been a consideration in the last three Short Range Transit Plans. A key aspect of this plan is the completion of Prado Road between Broad Street and Higuera Street. Once specific timing of this roadway as well as timing for development of a substantial portion of the Specific Plan land uses has been defined, the potential for service via a Crosstown Route can be better defined.

Figure 31
Crosstown Route Alternative



Assuming a span of service similar to that of Routes 1 and 3 during the non-academic year (roughly 12 hours of service on weekdays and 9 hours on weekends), this route would require annual operating costs of approximately $198,100. Ridership was estimated by reviewing existing boarding/alighting patterns and transfer patterns on the routes that would be connected with a Crosstown Route, assessing the reduction in travel time that could be provided by this new route as well as the need to transfer, and considering the potential for new service areas along the route. In particular, the fact that time savings for many trips would be relatively modest and/or would still require a transfer limits the ridership benefit of this option. Overall, an annual ridership of 13,900 was estimated. Subtracting the fare revenues of $3,200, annual operating subsidies would be increased by $194,900 per year.

Advantages

- Provides reduced travel times for east-west trips across the southern portion of the city
- Expands transit service area to employment areas along Tank Farm Road
- Provides future opportunity to serve new development in the area

Disadvantages

- Substantially increases operating costs
- Many individual passenger trips would still require transfers, reducing attractiveness to potential riders

Taxicab Services

There are two taxicab companies, along with Uber and Lyft, which provide privately owned public transit services within the City of San Luis Obispo and to San Luis Obispo Airport. In addition to the airport, the Amtrak train station in San Luis Obispo is a taxi trip generator. These taxicab companies are more likely to have success serving the airport than transit services as there is space for passenger luggage in the vehicles, they provide door-to-door and their service is on demand. This is a more appropriate service strategy for the limited number of flights that serve the airport. If the airport does receive more flights and the airport employment base increases, transit services may become more feasible but for the time being taxicab service are sufficient. The niche air market does not require that the RTA or SLO Transit provide subsidies for taxicab rides.

Service Scheduling to Provide 15-Minute Driver Breaks

As opposed to providing adequate running time to accommodate driver breaks in the regular route schedule, another means of meeting driver break requirements would be to build 15-minute breaks in all fixed route services every 3 hours over the course of the day. This would eliminate the ability to provide timed transfers with RTA routes, except on a haphazard basis. It would also complicate the schedule, making it a little more difficult for SLO Transit passengers to understand and use the schedules. Experience in other transit systems show that providing

consistent “clock headways” that do not vary over the course of the day results in roughly a 5 percent increase in ridership. Due to this ridership impact, this strategy is not recommended. Benefits, however, are a consistent compliance with driver break requirements, a slight reduction of driver staffing and associated costs, (because of the reduction in shift change coverage positions) as well as the cost saving of not paying for four 15-minute breaks throughout the day. This equates to one entire revenue hour and associated cost savings that could be reinvested to extend the hours of service.

COMPARISON OF ALTERNATIVES AND PERFORMANCE ANALYSIS

A review of Table 32 reflects the wide variation in the impacts of the various alternatives on SLO annual ridership. As also shown in Figure 32, these range from an increase of 53,200 for the 15-minute service on Routes 6A and 6B, to a decrease of 26,600 resulting from revising Routes 4 and 5 into a single route connecting Cal Poly, downtown and the LOVR area. Other alternatives with relatively strong ridership potential are the 44,000 associated with the Route 4/5 Alternative 1 with 30-minute service on the Madonna Road corridor, and the 42,400 generated by combining Routes 6A and 6B into a single large bi-directional loop with 20-minute service.

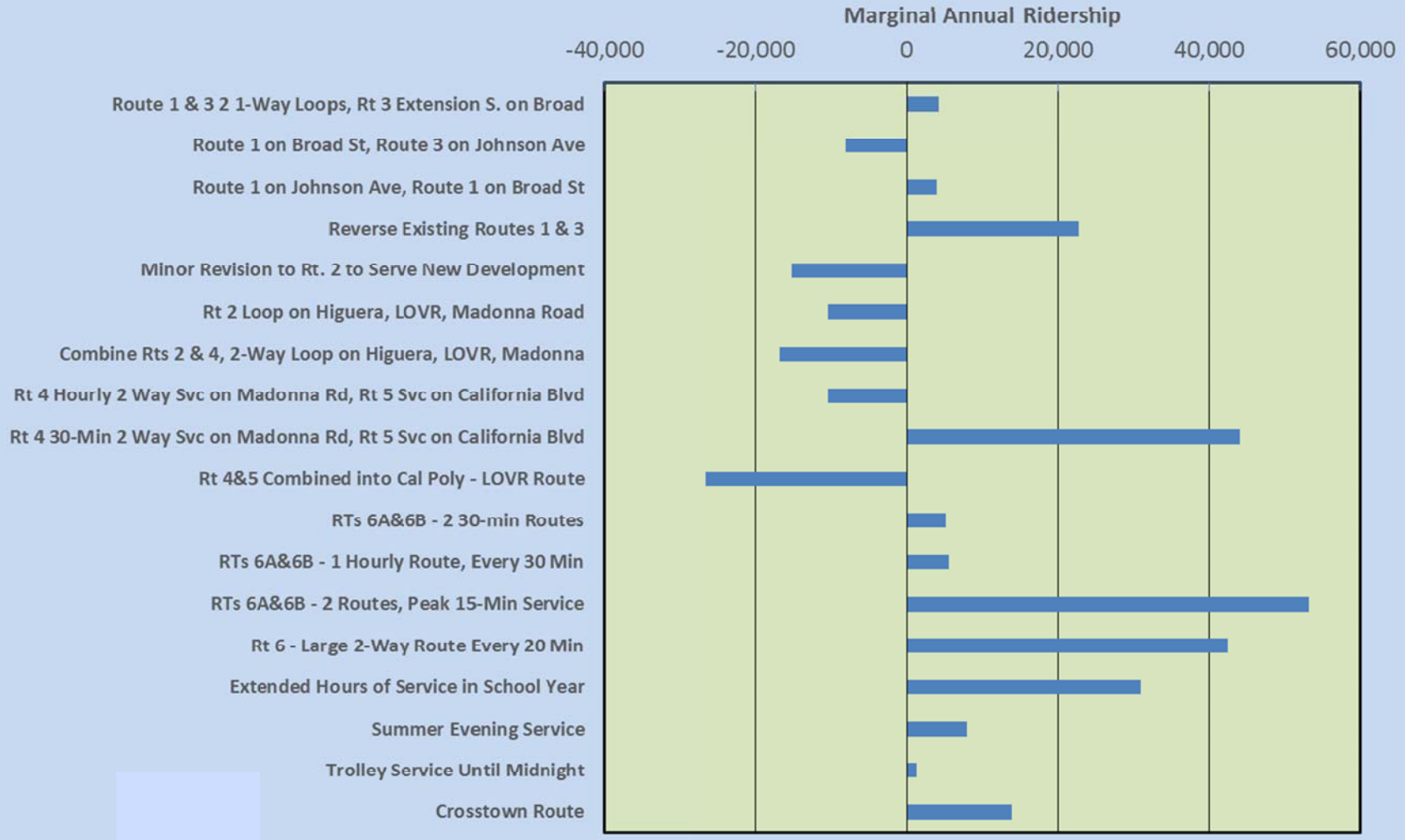
The relative impacts on annual subsidy requirements are shown in Figure 33. At one extreme, combining Routes 6A and 6B into a single large 2-way loop would increase annual subsidy requirements by $325,700, while at the other extreme combining Route 4 and 5 into a single Cal Poly – downtown – LOVR route would reduce subsidy by $406,300.

Alternatives Performance Analysis

An analysis of the performance of the SLO alternatives is presented in Table 35. This considers the following key transit service performance measures:

- The marginal **passenger-trips per vehicle-hour** is a key measure of the productivity of a transit service. As shown, and as also indicated in Figure 34, some alternatives yield a negative number, reflecting the ridership decreases while vehicle-hour increase (an undesired result) while others yield a negative value due to a positive ridership change and a reduction in vehicle-hours (a desired result). Also, some positive values are a result of a reduction in both ridership and vehicle-hours. By this measure, the “best” alternatives are the realignment of Route 4 to provide 30-minute service along the Madonna Road corridor, which generates, 158.3 additional passenger-trips for every hour of reduction in service. The revision of Route 6 into a large loop with 20-minute service also has good performance by this measure, increasing annual ridership by 146.2 for every vehicle-hour reduced. Of those alternatives increasing vehicle-hours of service, the best performer is reversing Routes 1 and 3, generating 22.5 passenger-trips for every additional vehicle-hour. By this measure, the worst alternative is the second Routes 1/3 alternative (Route 1 on Broad Street, Route 3 on Johnson Avenue), that reduces ridership by 5.1 passengers for every hour of service added.

Figure 32: SLO Transit Alternatives Impact on Annual Ridership



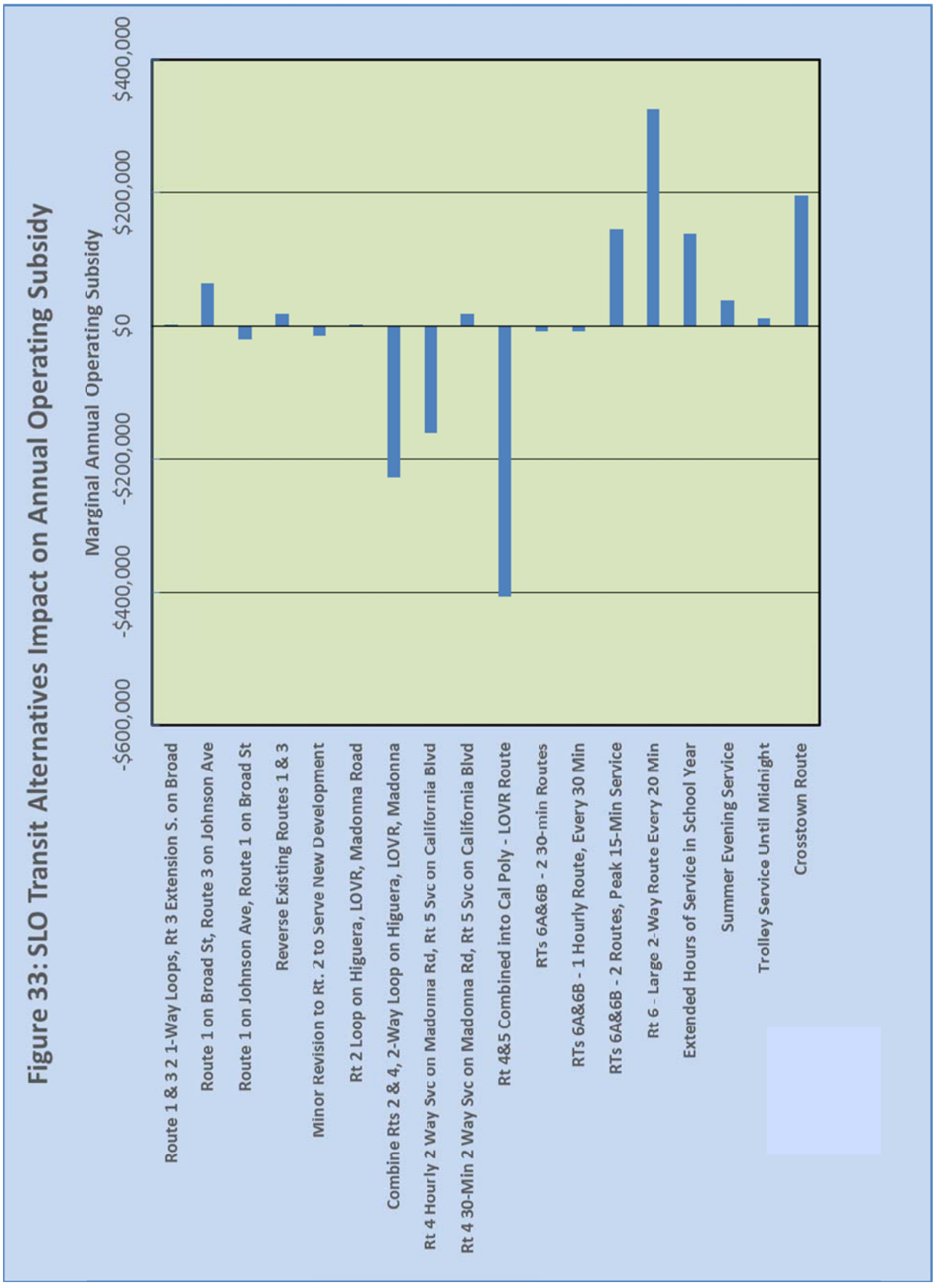


Figure 33: SLO Transit Alternatives Impact on Annual Operating Subsidy
Marginal Annual Operating Subsidy
-$600,000
-$400,000
-$200,000
$0
$200,000
$400,000
Route 1 & 3 2 1-Way Loops, Rt 3 Extension S. on Broad
Route 1 on Broad St, Route 3 on Johnson Ave
Route 1 on Johnson Ave, Route 1 on Broad St
Reverse Existing Routes 1 & 3
Minor Revision to Rt. 2 to Serve New Development
Rt 2 Loop on Higuera, LOVR, Madonna Road
Combine Rts 2 & 4, 2-Way Loop on Higuera, LOVR, Madonna
Rt 4 Hourly 2 Way Svc on Madonna Rd, Rt 5 Svc on California Blvd
Rt 4 30-Min 2 Way Svc on Madonna Rd, Rt 5 Svc on California Blvd
Rt 4&5 Combined into Cal Poly - LOVR Route
RTs 6A&6B - 2 30-min Routes
RTs 6A&6B - 1 Hourly Route, Every 30 Min
RTs 6A&6B - 2 Routes, Peak 15-Min Service
Rt 6 - Large 2-Way Route Every 20 Min
Extended Hours of Service in School Year
Summer Evening Service
Trolley Service Until Midnight
Crosstown Route

TABLE 35: SLO Transit Service Alternatives Performance Analysis

	Alternative		Psgr-Trips per Service-Hour	Psgr-Trips per Service-Mile	Cost per Psgr-Trip	Subsidy per Psgr-Trip	Farebox Ratio
Routes 1-3	1	Route 1 & 3 2 1-Way Loops, Rt 3 Extension S. on Broad	1.7	8.75	$0.48	$0.24	50%
	2	Route 1 on Broad St, Route 3 on Johnson Ave	-5.1	-0.55	-$7.67	-$7.90	-3%
	3	Route 1 on Johnson Ave, Route 1 on Broad St	2.4	-0.87	-$4.79	-$5.03	-5%
	4	Reverse Existing Routes 1 & 3	22.5	4.18	$1.00	$0.78	23%
Route 2	1	Minor Revision to Rt. 2 to Serve New Development	-31.7	3.42	$1.22	$0.99	19%
	2	Rt 2 Loop on Higuera, LOVR, Madonna Road	-21.7	54.74	$0.08	-$0.15	300%
Routes 2-4	1	Combine Rts 2 & 4, 2-Way Loop on Higuera, LOVR, Madonna	2.5	0.30	$13.80	$13.58	2%
Routes 4-5	1A	Rt 4 Hourly 2 Way Svc on Madonna Rd, Rt 5 Svc on California Blvd	3.2	0.27	$15.47	$15.33	1%
	1B	Rt 4 30-Min 2 Way Svc on Madonna Rd, Rt 5 Svc on California Blvd	-158.3	8.15	$0.51	$0.38	25%
	2	Rt 4&5 Combined into Cal Poly - LOVR Route	10.6	0.27	$15.41	$15.27	1%
Route 6	1	RTs 6A&6B - 2 30-min Routes	--	-2.54	-$1.65	-$1.67	-1%
	2	RTs 6A&6B - 1 Hourly Route, Every 30 Min	--	-2.71	-$1.55	-$1.56	-1%
	3	RTs 6A&6B - 2 Routes, Peak 15-Min Service	12.1	1.53	$2.74	$2.73	0%
	4	Rt 6 - Large 2-Way Route Every 20 Min	-146.2	0.54	$7.69	$7.68	0%
Extended Hours of Service in School Year			11.4	0.97	$4.47	$4.46	0%
Summer Evening Service			10.5	0.85	$4.95	$4.79	3%
Trolley Service Until Midnight			15.5	2.32	$8.77	$8.31	5%
Crosstown Route			3.5	0.29	$14.25	$14.02	2%

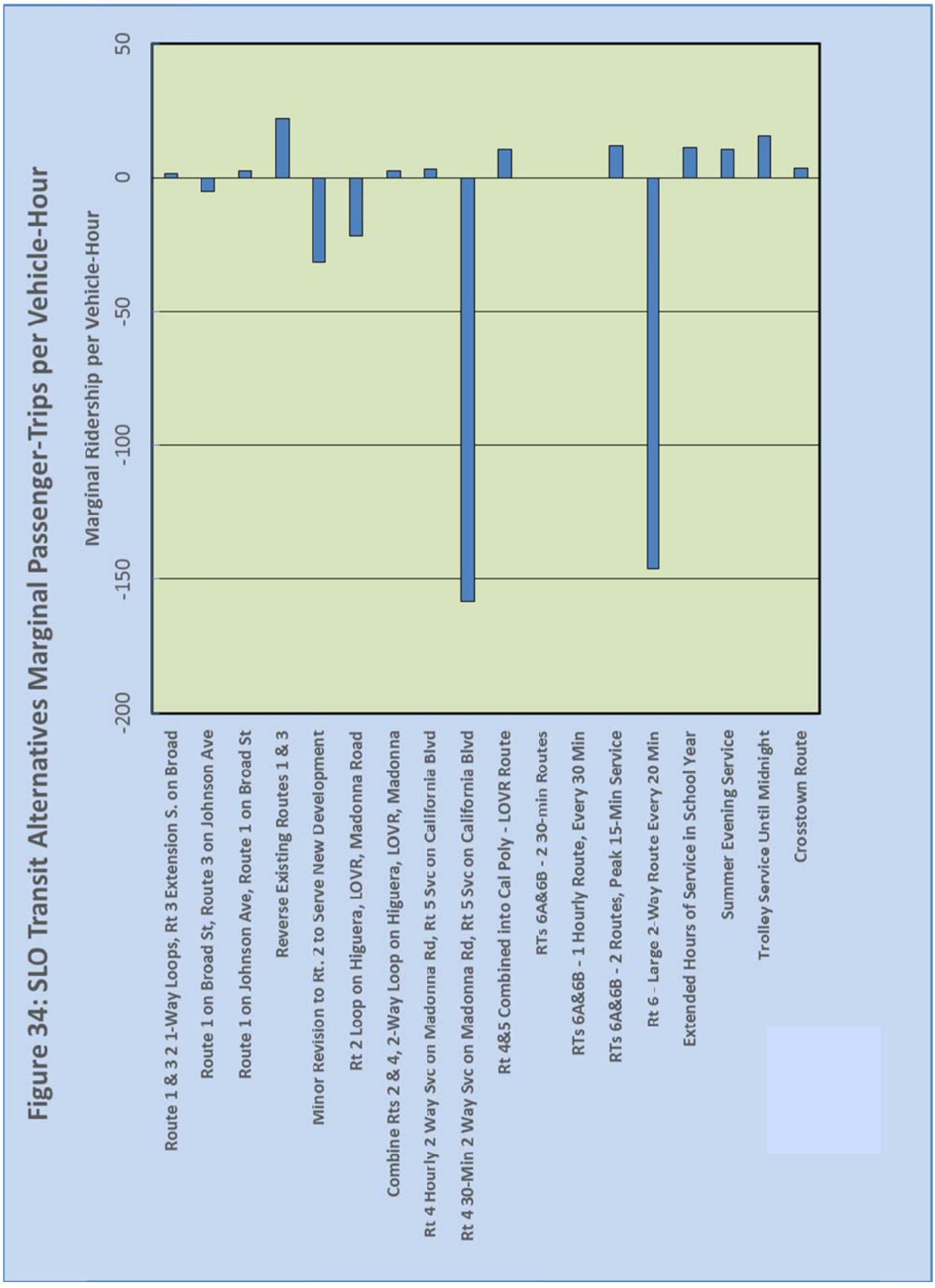


Figure 34: SLO Transit Alternatives Marginal Passenger-Trips per Vehicle-Hour
Marginal Ridership per Vehicle-Hour
50
0
-50
-100
-150
-200
Route 1 & 3 2 1-Way Loops, Rt 3 Extension S. on Broad
Route 1 on Broad St, Route 3 on Johnson Ave
Route 1 on Johnson Ave, Route 1 on Broad St
Reverse Existing Routes 1 & 3
Minor Revision to Rt. 2 to Serve New Development
Rt 2 Loop on Higuera, LOVR, Madonna Road
Combine Rts 2 & 4, 2-Way Loop on Higuera, LOVR, Madonna
Rt 4 Hourly 2 Way Svc on Madonna Rd, Rt 5 Svc on California Blvd
Rt 4 30-Min 2 Way Svc on Madonna Rd, Rt 5 Svc on California Blvd
Rt 4&5 Combined into Cal Poly - LOVR Route
RTs 6A&6B - 2 30-min Routes
RTs 6A&6B - 1 Hourly Route, Every 30 Min
RTs 6A&6B - 2 Routes, Peak 15-Min Service
Rt 6 - Large 2-Way Route Every 20 Min
Extended Hours of Service in School Year
Summer Evening Service
Trolley Service Until Midnight
Crosstown Route

- The marginal **passenger-trips per vehicle-mile of service**, among those alternatives that increase ridership, is "best" for those that yield a negative value, such as the second Route 1/3 alternative (Route 1 on Johnson Avenue, Route 3 on Broad Street), followed by the first two revisions to Route 6. Of those that increase both ridership and vehicle-hours, the best is the first Route 1/3 alternative (two one-way loops, with extension south on Broad Street), that generates 8.75 passenger-trips for every net new vehicle-mile.

- The **cost per passenger-trip** is best for those that generate a negative number through a reduction in cost and an increase in ridership, which consists of the third alternative for Routes 1/3 (Route 1 on Johnson Avenue and Route 3 on Broad Street), as well as the first two Route 6 alternatives. Of those alternatives increasing both costs and ridership, the best alternatives have a relatively low value, such as the first Routes 1/3 alternative which requires only $0.48 in additional costs per new passenger-trip. At the opposite extreme, the second Routes 1/3 alternative would increase costs by $7.67 for every passenger-trip lost.

- **Subsidy per passenger-trip** directly relates the key public input (funding) to the key desired output (ridership). As with the previous performance measure, the best alternatives yield a negative value by relating a reduction in subsidy to an increase in ridership. These consist of Routes 1/3 Alternative 3, and the first two alternatives for Route 6. Of those alternatives that increase both ridership and subsidy needs, the best alternatives (those requiring the least in subsidy for every passenger-trip gained) are the first Routes 1/3 alternative ($0.24), followed by the first Route 4/5 alternative with 30-minute service on the realigned Route 4 ($0.38). Of those that reduce both ridership and cost, the "better" are those that save the greatest subsidy per passenger-trip eliminated, such as the second Routes 4/5 alternative ($15.27). Finally, the second Route 1/3 alternative again shows poor performance by increasing subsidy for every passenger-trip lost by $7.90. These findings are displayed in Figure 35.

- The **farebox ratio** is the ratio of marginal passenger-fares to marginal operating costs. Again, a negative value can reflect a positive condition, in that fares increase while operating costs decrease (Routes 1/3 Alternative 3 and Route 6 Alternatives 1 and 2). Of those alternatives increasing fares and costs, a high value reflects a better alternative, such as the 50% value found for the first Routes 1/3 alternative. The highest value shown in Table 35, however, reflects that the second Route 2 alternative generates three times more loss in fare revenue than it generates reduction in operating cost.

In sum, this review provides useful information for making decisions regarding the individual routes, and ultimately the SLO Transit network as a whole. The appropriate alternatives to work into the overall plan will depend on the relative balance between the desire for ridership growth and the financial realities of available operating funding. It is also important to consider that there are many other factors (in particular, the ability to provide a dependable and safe transit service) beyond these financial and performance measures. Nonetheless, the following are key overall findings that result from this evaluation:

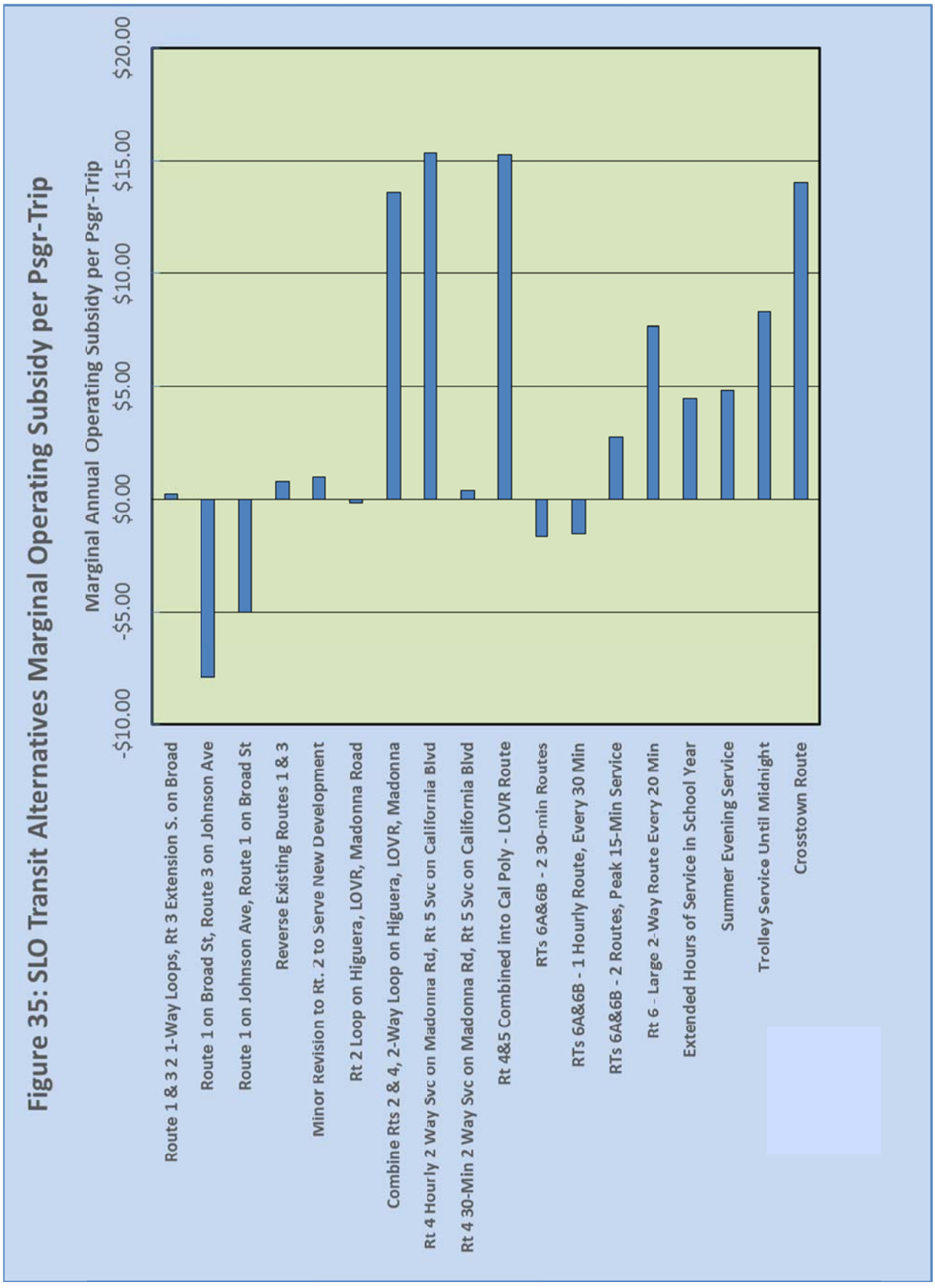


Figure 35: SLO Transit Alternatives Marginal Operating Subsidy per Psgr-Trip
Marginal Annual Operating Subsidy per Psgr-Trip
-$10.00
-$5.00
$0.00
$5.00
$10.00
$15.00
$20.00
Route 1 & 3 2 1-Way Loops, Rt 3 Extension S. on Broad
Route 1 on Broad St, Route 3 on Johnson Ave
Route 1 on Johnson Ave, Route 1 on Broad St
Reverse Existing Routes 1 & 3
Minor Revision to Rt. 2 to Serve New Development
Rt 2 Loop on Higuera, LOVR, Madonna Road
Combine Rts 2 & 4, 2-Way Loop on Higuera, LOVR, Madonna
Rt 4 Hourly 2 Way Svc on Madonna Rd, Rt 5 Svc on California Blvd
Rt 4 30-Min 2 Way Svc on Madonna Rd, Rt 5 Svc on California Blvd
Rt 4&5 Combined into Cal Poly - LOVR Route
RTs 6A&6B - 2 30-min Routes
RTs 6A&6B - 1 Hourly Route, Every 30 Min
RTs 6A&6B - 2 Routes, Peak 15-Min Service
Rt 6 - Large 2-Way Route Every 20 Min
Extended Hours of Service in School Year
Summer Evening Service
Trolley Service Until Midnight
Crosstown Route

- For Routes 1/3, the first, third and fourth alternatives should all be considered, while the second alternative is clearly inferior.

- None of the alternatives involving Route 2 would increase ridership, though the combination with Route 4 could save substantial operating subsidy.

- The revisions of Route 4 and 5 that would yield half-hourly Route 4 service between downtown and the LOVR area along with a revised Route 5 has the potential for increasing ridership substantially, at a relatively modest increase in operating cost.

- The first two alternatives for Route 6 could yield a modest increase in ridership along with a modest reduction in costs. The latter two alternatives have a higher potential to increase ridership, though at higher subsidy needs. Of these, the provision of peak 15-minute service on routes oriented to the Cal Poly campus has a higher ridership potential and lower net subsidy requirement, though the large two-way loop provides better integration into downtown and the remainder of the transit system.

- The extension of the span of service during the academic year, the provision of summer evening service and the extension of trolley service until Midnight on summer Friday and Saturday nights all have similar modest performance results. Of the span of service options, the extension of evening service on Routes 4 and 6A/6B yield substantially better productivity (16 to 21 passengers per hour) than the other options considered.

- The Crosstown Route would have very poor performance and should not be considered further. Instead, convenient cross-town service could be more effectively provided by schedule revisions to allow better direct transfers in downtown San Luis Obispo.

ADA IMPACTS

Overall, this service plan does not increase service coverage in the county that would necessitate a change in the Runabout service area. However, extension of fixed route services (on either SLO Transit or RTA) beyond the current span of Runabout service hours would trigger the need for expanded Runabout services (including dispatch services). At present, Runabout operations cease at 9:00 PM on weekdays, 7:00 PM on Saturdays, and 6:00 PM on Sundays. In addition, an ADA analysis has been conducted in order to manage growth in the current Runabout service, and is discussed in the following chapter.

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MANAGEMENT ALTERNATIVES

RTA / SLO Transit Coordination Opportunities

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

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

Service Coordination

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

Geographic Areas of Existing Overlap

The two transit systems have only limited overlap:

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

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

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

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

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

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

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

    Overall, this data indicates that it is important for RTA to continue to serve the South Higuera corridor, and that the number of passengers using this route segment for local trips within San Luis Obispo is relatively low[4]. However, there are some runs that (based upon the survey day data) serve low (less than 3) passenger-trips in the "regional" direction:

    Northbound – 1:14 PM

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

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

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

Scheduling and Transfer Opportunities

Hours of Operation

Optimally, the span of service would allow transfers from all runs on each route to all runs on other routes. As shown in Table 36, the service times line up reasonably well, with the following exceptions:

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

- On weekdays during the academic year, RTA Routes 9 and 10 stop service prior to the last few runs on SLO Transit Routes 2, 3, 4, 6a and 6b. The last few RTA Route 9 and 10 runs therefore do not have transfer opportunities to SLO Transit routes in summer.

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

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

Schedule Coordination

There are many factors that bear consideration in setting the specific schedule of routes. Key factors include coordination with school bell times (particularly Cal Poly), work schedules, and the capacity of the transit center.[5] Optimally, one factor would be to provide a schedule that provides the ability to directly transfer (walk off of one bus and directly onto the other) at the Government Center transfer point.

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

TABLE 36: Comparison of RTA and SLO Transit Span of Service

Time of First Departure to Time of Last Arrival

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

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

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

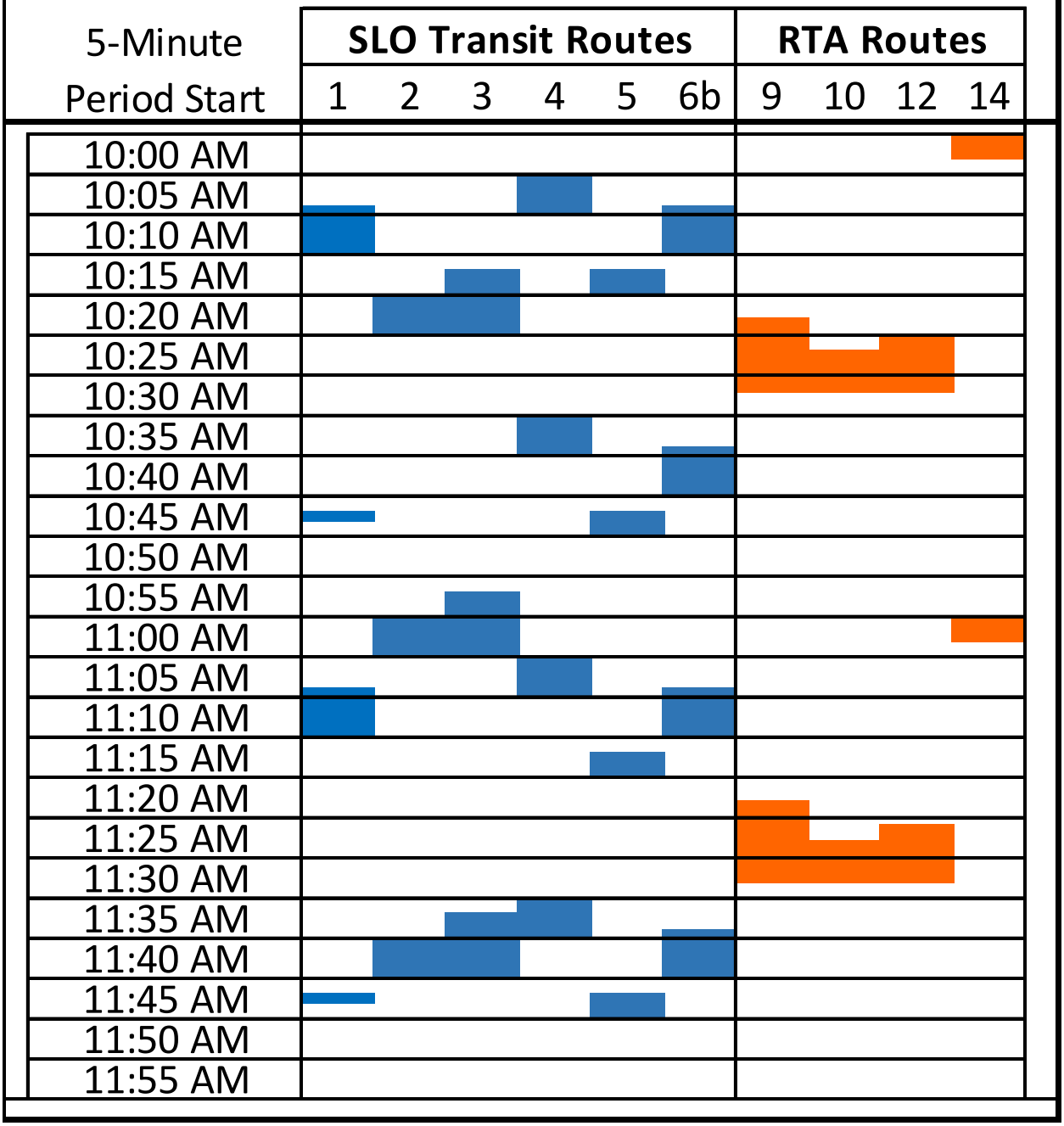
Table 37 presents the current schedule of buses on each RTA and SLO Transit route at the downtown center, for a representative two-hour period of a weekday during the academic year. This graphically shows that RTA routes along with SLO Transit Route 1 are on a consistent hourly schedule, SLO Transit Routes 4, 5 and 6b are 30 minute headway, while SLO Transit Routes 2 and 3 are on 40-minute headways. As a result, Routes 2 and 3 shift in comparison with the other routes.

Route Designations

Considering the San Luis Obispo region as a whole, the current route numbering is potentially confusing. Local routes in San Luis Obispo are numbered as Routes 1 through 6 (including a 6A and 6B route), while Routes 9 through 15 are regional routes, and Routes 21 through 25 are South County Transit routes, and the two local routes serving Paso Robles are Routes A and B. This is potentially confusing to first-time passengers, and does not present the appearance of coordinated, consistent region-wide transit network.

TABLE 37: Example of Existing Schedule Coordination at Government Center Transfer Station

Weekdays During Academic Year



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

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

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

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

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

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

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

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

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

and 3 would require shifting away from the current 40-minute headway to consistent clock headways. Specific strategies for revising SLO Transit routes to concentrate Government Center schedule times at the bottom of the hour will be developed once changes to these routes have been identified.

Fare Coordination

Fare Categories

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

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

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

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

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

Transfer Policies

SLO Transit allows free transfers for riders boarding the second bus within an hour and traveling in the same direction. No free transfers are provided on RTA. Given the long travel distances and zone fares on the RTA system, a free transfer policy would not be appropriate on RTA. On the other hand, free transfers are important for SLO Transit due to the route structure, which necessitates numerous transfers. No changes in transfer policies are recommended.

Pass Availability

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

<u>Marketing Coordination</u>

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

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

Another potential joint marketing strategy would be to develop a single coordinated transit customer information line for RTA and SLO Transit (and potentially other regional services). At present, both the RTA and the SLO Transit information phone numbers are typically answered

by a dispatcher. As dispatchers must give priority to transit operations, customer calls are not infrequently delayed. In addition, dispatchers can have varying levels of understanding of other transit services, and often do not have the time available to help guide a passenger through a complicated regional trip involving two or more individual services. The SLO Regional Rideshare provides a very good regional web-based trip planning tool, but is not readily accessible to all residents, such as some elderly or persons with disabilities. The Rideshare phone line, moreover, is not consistently staffed. Expanding this program to fund a single transit information phone resource in both English and Spanish, and promoting this single phone number through multiple transit websites and published marketing pieces, could both benefit overall regional ridership while freeing existing dispatcher time.

Intelligent Transportation Systems Coordination

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

Performance Standards

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

Joint Purchasing

Vehicles

The operating requirements of the RTA and SLO Transit systems differ substantially, reducing the potential for joint purchasing strategies of specific vehicle makes/models. However, successfully administering the intricate process of vehicle purchases using Federal and state funding is a significant burden on staff, and combining vehicle purchases into a single process can ease overall requirements for staff time. Both SLO Transit and RTA are part of the existing

joint purchasing consortium for diesel low-floor coaches, which expires in 2018. Beyond that date, the two systems could seek to jointly partner in another consortium.

Bus Stop Amenities

RTA should be purchasing and installing additional shelters over the SRTP plan period. A bulk purchase of shelters could potentially yield a lower per-unit cost, as well as providing a more consistent look to major bus stops around the region. The two services could also agree to review ridership boarding data at the shared stops, to define future need for additional shelters. The boarding figures could then be used to allocate the share of improvement costs.

Joint Training and Maintenance

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

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

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

Coordination of Funding

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

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

In addition, the Low Carbon Transit Operations Program (LCTOPS) is a new, growing source of state funding, generated through the "Cap and Trade" program. This program is flexible, and the two transit programs need to coordinate through SLOCOG for funding allocations. The

Proposition 1B Bond program also has some remaining funds that require coordination for allocation.

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

FINANCIAL ALTERNATIVES

Base Fare Increases

One financial option is an increase in fares. The following are important considerations in evaluating the need for a fare increase:

- As discussed in Chapter 5 above, SLO Transit's fare levels are largely in line with the base fares of peer systems.

- The key farebox return ratio (proportion of operating costs generated by fares) is approximately 21 percent (as defined in the most recent Triennial Performance Audit for FY 2012/13). A comparison of fare revenues (including Cal Poly agreement revenues and RTA revenue sharing income) shown in Table 3 with the total annual operating costs shown in Table 1 indicates that the farebox return ratio for FY 2015/16 is slightly higher, at 22 percent. These figures are above the 20 percent minimum farebox return ratio required by the Transportation Development Act, but less than the 27.4 percent identified as a standard in the previous SRTP.

- The last substantive fare increase occurred in 2009, when the base cash fare increased from $1.00 to $1.25.[6] Since that time, inflation has increased overall consumer costs by 11 percent, indicating that a fare of $1.38 in 2015 dollars is equivalent to the buying power of $1.25 in 2009 dollar.

A base fare increase from $1.25 to $1.50 would be a logical step increase (if an increase were to be pursued). This would be a 20 percent increase. Assuming that all fare media would increase proportionally, this would result in a discount fare of $0.75, and monthly pass costs of $44.50 for general public, $15.00 for seniors/disabled, and $30 for local students.

An important factor is that only approximately 26 percent of existing SLO Transit passengers currently purchase a 1-way boarding, day-pass, multi-day pass, or monthly pass (and thus would be impacted directly by this fare increase). Conducting an elasticity analysis of these passengers, the fare increase would result in a loss of approximately 17,500 passenger boardings per year. This is equivalent to 6.2 percent of existing cash/pass boardings, or 1.6

[6] Trolley fares were increased from $0.25 to $0.50 in November 2010.

percent of all boardings. Considering the additional fare revenue generated by the remaining cash/pass boarding as well as the loss of ridership, the net impact of this fare increase would be to increase annual revenues by approximately $34,500. If the fare increase is used as a basis for increasing the Cal Poly agreement funding levels proportionately, this would add approximately an additional $83,000.

As discussed above, the ratio of the 31-day pass to the base cash fare results in a 33 percent discount for regular SLO Transit riders. While this is slightly below the average 40 percent average discount of the peer systems, bringing SLO Transit in line with the peer average would reduce revenues.

Changes in Fare Options and Discount Policies

The review of peer fare discount policies presented in Chapter 5 indicates that SLO Transit provides a relatively modest discount for monthly pass users (33 percent) compared to the peers. This indicates that an increase in monthly pass rates is not warranted, except as it would occur as part of a broader fare increase.

SLO Transit offers an unusually wide range of fare options, including 1-day, 3-day, 5-day, 7-day and 31-day passes, as well as a punch pass. There are several disadvantages to providing a plethora of fare options. The complicated fare structure can be potentially confusing to passengers, require additional time for drivers to disburse and accept fares, and increase bookkeeping costs. One alternative would be to eliminate the 3 day and 5 day pass, while retaining the 7 day pass. This would bring SLO Transit in line with RTA multiday pass options. Another option would be to retain the more popular 3-day pass, eliminating the 5-day and 7-day options. This second option would have less impact on existing ridership. Given the low level of use and fare revenues generated by the 3- to 7-day passes and that many persons currently purchasing one type of pass would shift to another, the net impact of either option would be negligible.

Another option would be to eliminate the multi-ride pass, which currently provides 16 general public boardings for $20, or 15 discount boardings for $9. This fare option is only used by 0.3 percent of all boarding passengers, or approximately 12 boardings per day. Passengers currently using this fare option would largely shift to paying the cash fare. Eliminating this relatively cumbersome fare option would speed boarding times, and simplify the responsibilities of drivers and accounting staff. However, it is important to note that the primary users of the multi-ride pass are K-12 students. The multi-ride pass enables K-12 users to utilize transit without having exact change on hand. Serious consideration of elimination of this pass type warrants further study as to the possible effects of this change on K-12 riders.

New Revenue Sources

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

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

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

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

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

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

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

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

SERVICE PLAN

The service plan consists of a realignment of routes, as well as expansion to the hours of service both in the school year as well as in the summer.

Revise the Route Structure

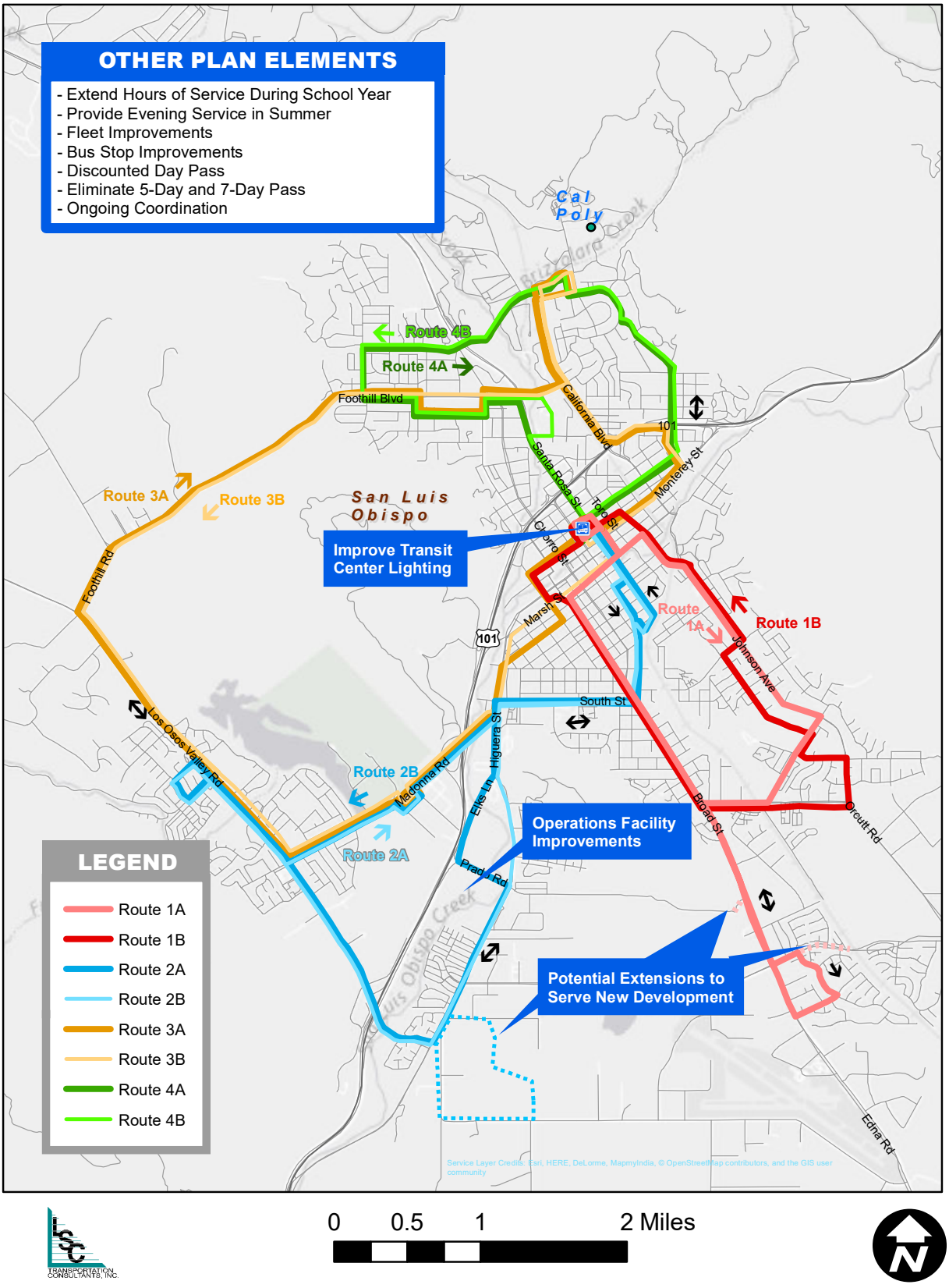
Based upon the review of existing service efficiency, public and staff input, and detailed evaluation of a wide range of alternatives, a realignment of the route structure is recommended. Overall, the route network should be reconfigured into a series of four bi-directional routes. In addition, it is recommended that the routes be renumbered, and A/B designations be used to differentiate the direction of travel. The "A" routes will operate largely clockwise and the "B" routes largely counterclockwise. A summary graphic of service improvements is presented in Figure 36.

Revise Routes 1 and 3 to Create new Route 1A and Route 1B

Route 1A will be served in a clockwise direction, operated every 45 minutes using a single bus. It will generally follow the existing Route 3, leaving downtown southeasterly along Johnson Avenue. It turns southwest on Laurel Lane, then at Orcutt Road this route heads west to Broad Street, where it heads southeast as far as Tank Farm Road. It then head east, turning right onto Poinsettia Way and then Fuller Road before heading back to downtown via Broad Street and Choro Street[7].

[7] In the future, this route could be modified to serve the Righetti Ranch development on the north side of Tank Farm Road east of the Union Pacific Railroad tracks with a short eastward extension on Tank Farm Road, as a roundabout at the development access point on Tank Farm Road would provide a convenient location to turn the bus around and serve a new stop. When Prado Road is extended eastward to Broad Street, a similar short extension of this route could also be added to serve new development in the Margarita Specific Plan Area.

Figure 36
SLO Transit Short Range Transit Plan



Route 1B will serve a counterclockwise loop generally along Broad Street, Orcutt Road and Johnson Avenue, similar to the southern portion of existing Route 1. One bus will provide service every half-hour.

These route revisions will provide the following overall advantages:

- The extension of service along Broad Street as far south as Fuller Road will provide service to a new neighborhood with high ridership potential. It will be within a convenient ¼ mile walk from the employment center east of the airport.

- Expands service availability by providing Route 1 service every 30 minutes, rather than hourly with one bus. While Route 3 would be reduced from every 40 minutes to every 45 minutes, the total number of bus runs would increase from 29 per day to 36.

- Provides two-way service on Broad Street between Orcutt and Tank Farm, including a stop on the same side of Broad Street as the Damon-Garcia Sports Complex.

- Provides evening service on both S. Broad Street and Johnson Avenue in the weekday evenings (Route 1A).

- The additional five minutes of running time on Route 1A (compared with existing Route 3) will improve on-time performance.

This strategy will eliminate service to three existing stop along Tank Farm Road between the Poinsettia Way and Orcutt Road. However, these stops serve only a total of 21 boardings and alightings each day (or an average of 10.5 boardings plus 10.5 alightings). The westernmost of these stops (at Hollyhock Way) is also within a reasonable (900 feet) of a remaining stop to the west. The substantial running time needed to serve these stops can serve more riders under this new route plan.[8] While it will also eliminate existing Route 1 service north of downtown, this route segment currently generates low ridership, and service in this area will be added as part of the Route 4A/4B services discussed below.

Revise Route 2 to Add Service to the Madonna Road and Los Osos Valley Road Corridors

Route 2 will be expanded to also serve the Madonna Road and Los Osos Valley Road corridors west of US 101. A second bus will augment the one bus currently providing service every 40 minutes on Route 2 to provide hourly service in both directions along this larger route. **Route 2A** will operate the loop in a clockwise direction and **Route 2B** will operate it in a counterclockwise direction. Both of these routes will also extend west on Los Osos Valley Road to serve the Descanso loop. In addition, this route will serve the South Street/Santa Barbara Avenue/Santa Rosa Street corridor, providing service every 30 minutes on this busy corridor.

[8] While these route modifications will also eliminate existing Route 1 service north of downtown, this service will be picked up by other route revisions discussed below.

This modification accomplishes the following:

- Provides convenient transit connections in both directions between the South Higuera and Madonna Road corridors, without the need to travel downtown.

- Expands frequency between downtown and South/Higuera via Santa Rosa Street, Santa Barbara Avenue and South Street, which is a high ridership area.

- Reduces need for Routes 4 and 5 to provide frequency along Madonna Road, or to serve the existing problematic turnaround at Auto Parkway.

- Provides additional running time, allowing driver breaks.

Revise Routes 4 and 5 to Hourly Service, Move to California Blvd

Route 4 will be modified from half-hourly service (operated using two buses) to hourly service (using one bus) and renumbered as **Route 3A.** Similarly, Route 5 will be converted to hourly service and renumbered as **Route 3B**. Between downtown and Cal Poly, both routes will use the California Boulevard corridor (rather than the existing Grand Avenue corridor). In addition, the extension east on Los Osos Valley Road to Auto Parkway will be eliminated. The benefits of these modifications are as follows:

- The route revision will reduce the route length by roughly 1.7 miles, thereby reducing running time and improving on-time performance.

- The current inefficient use of resources on the western portions of Los Osos Valley Road and Foothill Boulevard will be addressed, freeing up vehicles and hours/miles for more effective use elsewhere.

The reduction in service along Madonna Road will be offset by the Route 2A/2B modification discussed above, while the reduction in service along Grand Avenue will be offset by the Route 4A/4B service discussed below.

Revise Route 6A and 6B to a Bi-Directional Loop Serving Cal Poly and Downtown

Existing Routes 6A and 6B will be revised into a single large loop connecting Cal Poly, the Foothill Corridor and downtown, as shown in Figure 36. The clockwise route will be redesignated as **Route 4A**, and the counterclockwise route will be **Route 4B**. During peak daytime periods in the school year, two buses will be operated in each direction over the 40-minute loop, providing service every 20 minutes in each direction. In evenings, one bus will operate Route 4A service every 30 minutes.

This strategy will improve connections between the Foothill/Highland corridor and downtown (and connecting bus services). It will also result in a simpler route structure that is easier for passengers to understand.

Summary

A summary of the existing and planned service levels (excluding other routes not impacted by these changes) is presented in Table 38. As shown, this plan (absent the expansion of hours of service, as discussed below) will increase the annual number of runs by 2,613 (or 6 percent of the existing total), increase the vehicle-hours of service by 3,025 (or 9 percent), but only increase vehicle-miles of service by 2,189 (or 0.5 percent). This latter figure is particularly pertinent, as the service contractor fee is based on the vehicle mileage. The plan also increases the peak number of buses in operation by one vehicle.

Overall, this route realignment will:

- Focus transit resources on areas with the greatest ridership potential.
- Provide new cross-town travel options between the Madonna Road corridor and the South Higuera corridor.
- Improve on-time performance by building more layover time into the routes.
- Increase service frequency in the key neighborhoods near the Cal Poly campus, and to/from downtown.
- Provide service to new neighborhoods and employment opportunities.

In addition, this route network provides flexibility to expand services in the future to serve new developments, such as Righetti Ranch and the Margarita Area Specific Plan.

Extend Weekday Hours of Service During the School Year

The analysis of ridership patterns as well as public input indicates that expansion of the higher daytime levels of service as well as the extension of hours of evening service levels are warranted on specific routes. Evening service will be expanded during the school year.

- Route 1B (existing Route 1) – Extend service until 8:09 PM
- Route 2A/2B (existing Route 2) – Extend daytime service level until approximately 8:00 PM
- Route 4A/4B (existing Route 6A/6B) – 20 minute frequency until 9:00 PM, and 40 minute frequency until approximately 11:30 PM

TABLE 38: Plan Service Quantities

Route	Peak Buses: Daytime	Peak Buses: Evening Non-Summer	Headway (Minutes): Daytime Non-Summer	Headway (Minutes): Daytime Summer	Headway (Minutes): Evening	Route Length (Mi): Daytime	Route Length (Mi): Evening	Hours per Run: Daytime	Hours per Run: Evening	Trips per Day: Weekday Daytime	Trips per Day: Weekday Non-Summer	Trips per Day: Weekday Summer	Trips per Day: Weekday Evening	Trips per Day: Saturday	Trips per Day: Sunday	Annual: Runs	Annual: Hours	Annual: Miles
Existing Routes																		
1	1	0	60	60	--	10.2	10.2	1.00	--	11	--	--	0	0	0	2,794	2,794	28,499
2	1	0.5	40	40	60	7.0	6.8	0.75	0.47	17.5	--	--	3	14.5	13.5	6,581	4,773	45,952
3	1	0.5	40	40	60	7.9	7.9	0.67	0.53	18.5	--	--	4	14.5	14.5	7,100	4,729	56,090
4	2	1	30	30	60	13.2	12.8	1.00	1.00	23	--	--	4.5	10	10	7,826	7,826	102,715
5	2	0	30	30	--	13.4	13.8	1.00	1.00	28	--	--	0	10	10	8,232	8,232	110,309
6A	1	0.5	30	60	60	4.2	4.2	0.50	0.50	--	26	9	3	9	0	7,062	3,243	29,660
6B	1	0.5	30	60	60	4.4	4.4	0.50	0.50	--	27	10	3	10	0	7,356	3,390	32,366
TOTAL	9	3														46,951	34,986	405,592
Plan Routes -- Existing Span of Service																		
1A	1	1	45	45	45	7.9	7.9	0.75	0.75	18.5	--	--	4	14.5	14.5	7,100	5,325	56,090
1B	1	0	30	30	--	5.7	5.7	0.50	--	21	--	--	0	0	0	5,334	2,667	30,404
2A	1	1	60	60	60	11.0	11.0	1.00	1.00	12	--	--	3	10	10	4,744	4,744	52,184
2B	1	0	60	60	--	11.7	11.7	1.00	0.00	12	--	--	0	0	0	3,048	3,048	35,662
3A	1	1	60	60	60	11.5	11.5	1.00	1.00	12	--	--	4.5	10	10	5,032	5,032	57,868
3B	1	0	60	60	--	11.6	11.6	1.00	0.00	15	--	--	0	10	10	4,930	4,930	57,188
4A	2	0	20	40	--	6.0	6.0	0.67	--	--	39	20	0	14	0	8,728	5,813	52,368
4B	2	1	20	40	30	6.2	6.2	0.67	0.50	--	39	20	5	14	0	10,648	6,452	66,018
TOTAL	10	4														49,564	38,011	407,781
Change	*1*	*1*														*2,613*	*3,025*	*2,189*
Plan Routes -- Expanded Span of Service During the School Year																		
1A	1	1	45	45	45	7.9	7.9	0.75	0.75	18.5	--	--	4	14.5	14.5	7,100	5,325	56,090
1B	1	0	30	30	--	5.7	5.7	0.50	--	25	--	--	0	0	0	6,350	3,175	36,195
2A	1	1	60	60	60	11.0	11.0	1.00	1.00	14	--	--	3	10	10	5,252	5,252	57,772
2B	1	0	60	60	--	11.7	11.7	1.00	0.00	14	--	--	0	0	0	3,556	3,556	41,605
3A	1	1	60	60	60	11.5	11.5	1.00	1.00	12	--	--	4.5	10	10	5,032	5,032	57,868
3B	1	0	60	60	--	11.6	11.6	1.00	0.00	15	--	--	0	10	10	4,930	4,930	57,188
4A	2	0	20	40	--	6.0	6.0	0.67	--	--	41	20	4	14	0	10,648	6,580	63,888
4B	2	1	20	40	30	6.2	6.2	0.67	0.50	--	41	20	9	14	0	12,568	7,219	77,922
TOTAL	10	4														55,436	41,070	448,528
Change From Revised Routes, Existing Span of Service																*8,485*	*6,083*	*42,936*
Plan Routes -- Summer Evening Service																		
1A	1	1	45	45	45	7.9	7.9	0.75	0.75	18.5	--	--	4	14.5	14.5	7,348	5,511	58,049
1B	1	0	30	30	--	5.7	5.7	0.50	--	21	--	--	0	0	0	5,334	2,667	30,404
2A	1	1	60	60	60	11.0	11.0	1.00	1.00	12	--	--	3	10	10	4,930	4,930	54,230
2B	1	0	60	60	--	11.7	11.7	1.00	0.00	12	--	--	0	0	0	3,048	3,048	35,662
3A	1	1	60	60	60	11.5	11.5	1.00	1.00	12	--	--	4.5	10	10	5,249	5,249	60,364
3B	1	0	60	60	--	11.6	11.6	1.00	0.00	15	--	--	0	10	10	4,930	4,930	57,188
4A	2	0	20	40	--	6.0	6.0	0.67	--	--	39	20	0	14	0	8,728	5,813	52,368
4B	2	1	20	40	30	6.2	6.2	0.67	0.50	--	39	20	5	14	0	11,268	6,659	69,862
TOTAL	10	4														50,835	38,807	418,126
Change From Revised Routes, Existing Span of Service																*3,884*	*3,820*	*12,534*

Also, both Routes 3A and 3B will operate in the evenings. In the morning, service will start earlier on the following routes:

- Route 1B (existing Route 1) – One earlier run starting at 6:15 AM

- Route 3A (existing Route 4) -- One additional run starting at 6:10 AM

In addition to generating ridership, this has the benefit of making the start times more consistent over the system (with the exception of Route 6a and 6b, focusing on Cal Poly).

Provide Evening Service in the Summer

A common comment heard over the course of this study from passengers as well as other members of the public is the desirability of providing year-round evening service on weekdays The following routes will be operated on weekday evenings between June 10th and Labor Day weekend:

- Route 1A (revised existing Route 3) until approximately 9:45 PM
- Route 2A (revised existing Route 2) until approximately 9:45 PM
- Route 3A (revised existing Routes 4) until approximately 10:00 PM
- Route 4B (revised existing Routes 6A and 6B) until 10:30 PM, at 30 minute frequency

Together, summer evening service will be provided to all areas within the fixed route service network.

Consider Serving Laguna Middle School Near Bell Times

SLO Transit should investigate providing scheduled service to a stop along Laguna Lane adjacent to Laguna Middle School once a day in each direction to accommodate Middle School students. There is a need for service arriving from the northwest in the morning (via Route 4B), and departing towards the northwest in the afternoon (via Route 4A). Classes typically start at 8:15 AM, and end at 2:59 PM. This will require detailed discussions with School District staff, as well as evaluation of routing options.

CAPITAL PLAN

Fleet Improvement Plan

As discussed above, the service plan will expand the number of buses in operation at peak by one. There is adequate vehicles in the current fleet to provide this additional bus. More important to the fleet plan is the replacement of buses, as well as providing additional seating capacity.

The City strives to replace buses based on a 12-year useful life, though limitations on funding sometimes constrain replacement schedules. Table 39 presents the fleet improvement schedule. As shown, SLO Transit faces a substantial bus replacement challenge in FY 2016/17 and FY 2019/20, with a total of 9 buses needing replacement. This excludes any additional buses needed to implement service improvements. Developing adequate local funds to finance this fleet improvement will be addressed in the financial plan.

TABLE 39: SLO Transit Bus Replacement Schedule

Year / Unit	Make	Model	Year	Length	Capacity	Replace With	Cost
2016/17							
754	Gillig	Low Floor	2007	30	23/2 wc	Low Floor	$ 500,000
755	Gillig	Low Floor	2007	30	23/2 wc	Low Floor	$ 500,000
							$ 1,000,000
2019/20							
856	Double K	Trolley	2008	30	24/2 WC	Trolley	$ 450,000
857	Gillig	Low Floor	2008	40	36/2 WC	Low Floor	$ 536,000
858	Gillig	Low Floor	2008	40	36/2 WC	Low Floor	$ 536,000
859	Gillig	Low Floor	2008	40	36/2 WC	Low Floor	$ 536,000
860	Gillig	Low Floor	2008	40	36/2 WC	Low Floor	$ 536,000
861	Gillig	Low Floor	2008	35	32/2WC	Double Deck	$ 941,000
862	Gillig	Low Floor	2008	35	32/2WC	Double Deck	$ 941,000
							$ 4,476,000

Vehicle Size

The appropriate bus capacity for SLO Transit has been a popular subject of discussion over recent years. While some routes (existing Routes 1, 2 and 3) have passenger activity levels that are appropriate for a 30-foot to 40-foot bus), Routes 4, 5 and 6A all have multiple runs during the academic year with loads exceeding the seating capacity of a 40-foot bus. In addition, within the current 2015 academic year, overcrowding on Route 6B has become increasingly apparent on several trips. As such, SLO Transit has begun scheduling regular “chase “or “tripper” vehicles, adding to operating costs.

As one strategy to expand capacity without adding operating costs, the fleet currently includes the single Alexander Dennis double decker bus (with a seating capacity of 81). Operationally, the use of a double decker bus is more compatible with the relatively short block length and limited curb space in downtown San Luis Obispo, in comparison with a 60-foot articulated bus (the other option for additional capacity). In general, the public opinion on the use of the double decker bus has been positive, with initial negative reactions fading over time.

One disadvantage of the current fleet occurs when the only double decker bus is not available due to maintenance and is replaced with a standard bus. The resulting overcrowding (and

passengers left at the curb) was a common complaint in the onboard surveys. This indicates that a backup double decker bus would be beneficial.

Given the current passenger loads, the potential for increased passenger loads in the future (generated by factors such as expansion of Cal Poly student levels), and the operational considerations, it is recommended that the fleet of double deck buses be expanded to three.

The additional capacity of a double-decker bus (81 seats versus 36 seats on a typical low-floor bus) benefits SLO Transit in two ways. First, by allowing one driver to transport twice the number of passengers, the operating cost required to meet the peak passenger demands on the busier runs is substantially reduced. Secondly, the fewer number of buses required in the fleet reduces the total required footprint of the transit operations facility, which is an important consideration given the limitations on land at the facility.

Alternative Fuels

As an area of relatively good air quality, San Luis Obispo avoids the need to invest in alternatives fuels (such as compressed natural gas) in order to address impacts on particulate emissions. Diesel fueled vehicles thus are appropriate means of addressing this key transit-related pollution concern of the last few decades.

Going forward, the focus (particularly within California) will be on reducing transit's impact on greenhouse gas emissions. While standard alternatives to diesel fuel such as CNG do not materially change greenhouse gas emission rates, advances in all-electric bus technologies hold the potential to reduce greenhouse gas emissions[9]. Improvements in battery technology (led in large part by research conducted for automobiles) have begun to address the range limitations in electric battery buses to the point where some all-electric (non-hybrid) bus models can travel 150 to 200 miles or more on a single charge. This is well in excess of the daily mileage for many of the SLO Transit routes, making electric vehicles a feasible option for SLO Transit. San Luis Obispo's relatively mild climate also means that heating and cooling the bus is not as much a drain on the batteries as is found in more extreme climate locations. While per-unit costs are presently high (in the range of $750,000), future advances and the benefits of mass production may bring prices down to the point where they are a feasible option for local transit services. SLO Transit should monitor advances in this technology, and consider this alternative prior to future bus procurements.

SLO Transit can also reduce the environmental impacts of fuel use by pursuing alternatives sources of power for facilities. In particular, solar panel installations have become common in transit facility projects and would help to reduce the transit program's overall environmental footprint. Alternative fuels should be pursued in future facility upgrades.

[9] Assuming a low or zero emission source of electricity

New Bus Stops

The route modifications identified above will require the establishment of new bus stops at the following locations:

Route 1A

- Broad/Rockview (southbound)
- Broad/Damon Garcia Sports Complex (southbound)
- Tank Farm / Poinsettia
- Poinsettia / Bluebell
- Poinsettia / Fuller
- Fuller / Broad

Route 2A / 2B

- Los Osos Valley Road / S. Higuera Street (both directions)
- Los Osos Valley Road / Calle Joaquin (both directions)

Note that the specific location at each site will be dependent upon a detailed review of land availability, traffic operations, and impact on adjacent properties.

Bus Stop Improvement Plan

Bus stops are an important element of a successful public transit system. Particularly for transit services with a high number of relatively short trips, many passengers can spend more time at their boarding stop waiting for the bus than actually traveling on the bus. As such, providing an attractive, comfortable and safe place to wait for the bus is key in passenger's overall perception of the transit program, and can well make or break an individual's decision to be a regular transit user.

SLO staff recently conducted a review of specific bus stops. The Consultant Team expanded on the results of this review, and included a review of existing transit boardings at each stop. Including the new stops needed to serve the revised routes, the resulting list of improvements by location is shown in Table 40:

- **Shelter** locations were identified based upon the current SLO Transit standard to provide shelters at stops with 25 or more total daily boardings. A total of 15 locations were identified, of which four have activity that warrants a shelter larger than the standard 9 foot length.

- **Bench** locations (beyond those provided in the shelters) were identifying by applying a standard of 10 boarding or more per day. This yielded a total of five locations that do not already have shelters or benches (including the existing stop at Tank Farm/Poinsettia that will need to be relocated). In addition, benches should be provided at seven of the new

TABLE 40: Recommended SLO Transit Bus Stop Improvements

Location	Route (Existing) Served									Total Daily Boardings	Recommended Amenity
	Route 1	Route 2	Route 3	Route 4A	Route 4B	Route 5A	Route 5B	Route 6A	Route 6B		
Patricia & Foothill										40	Replace Bench With Shelter, Trash Can
Foothill & La Entrada										83	Replace Bench With Large Shelter, Trash Can
Highland & Cuesta										94	Provide Large Shelter, Trash Can
Patricia & Highland										25	Provide Shelter, Trash Can
Foothill & Ferrini										37	Provide Shelter
Casa & Deseret										31	Provide Shelter, Trash Can
Murray & Casa										79	Replace Bench With Large Shelter, Trash Can
LOVR & Auto Park Way										29	Provide Shelter, Trash Can
Ramona & Tassajara										155	Provide Large Shelter, Trash Can, Electronic Sign
Mill & Santa Rosa										45	Replace Bench With Shelter, Trash Can
Mill & Johnson										34	Replace Bench With Shelter, Trash Can
Mill & Pepper										63	Replace Bench With Shelter, Trash Can
Phillips & Pepper										43	Provide Shelter, Trash Can
California & Phillips										39	Provide Shelter, Trash Can
Foothill & Cuesta										24	Provide Shelter, Trash Can
Highland & Jeffrey										19	Provide Bench
Foothill & Casa										12	Provide Bench
Grand & Wilson										10	Provide Bench
Grand & McCollum										12	Provide Bench
Ramona & Palomar										233	Provide Electronic Sign
Performing Arts Center										285	Provide Electronic Sign
Mill & Grand										116	Provide Electronic Sign
Grand & Abbott										172	Provide Electronic Sign
Broad & Rockview				New Route 1A						--	Sign Only
Broad & Damon Garcia Pk				New Route 1A						--	Provide Bench
Tank Farm & Poinsettia				New Route 1A						--	Provide Bench
Poinsettia & Bluebell				New Route 1A						--	Sign Only
Poinsettia & Fuller				New Route 1A						--	Sign Only
Fuller & Broad				New Route 1A						--	Provide Bench
LOVR & S. Higuera				New Route 2A						--	Provide Bench
LOVR & S. Higuera				New Route 2B						--	Provide Bench
LOVR & Calle Joaquin				New Route 2A						--	Provide Bench
LOVR & Calle Joaquin				New Route 2B						--	Provide Bench

Also provide bike racks at approximately 10 stops

Also provide/repair red curb at approximately 75 stops

COST ESTIMATE	Number of Units	Cost per Unit (Installed)	Total Cost	
New Stops	10	$2,000	$20,000	
Large Shelter	4	$11,600	$46,400	
Shelter	11	$10,400	$114,400	
Bench	11	$1,300	$8,800	Note: Assuming re-use of replaced benches
Trash Can	14	$800	$11,200	
Electronic Sign	5	$5,000	$25,000	
Bike Rack	10	$500	$5,000	
Improve Red Curbs	75	$300	$22,500	
			$253,300	

stops, for a total of 11 new benches. As more than 11 existing benches will be replaced by shelters, these existing benches can be re-used at the new locations.

- **Trash cans** should be provided at all shelter locations. This requires an additional 14 trash cans.

- **Electronic transit information sign** locations were identified as those stops with 100 or more daily boardings, totaling five locations not already equipped with a sign (at Foothill/Blarney, Ramona/Tassajara, Ramona/Palomar, Mill/Grand, and Grand/Abbott).

- **Bike racks** are also recommended at additional locations. In addition to providing an amenity for passengers, racks can reduce property damage associated with locking bikes to trees and fences, and can help address shortages of bus bike capacity. Defining specific locations will require a detailed review of current bike use, available space, and consistency with bicycle facility plans. For budgeting purposes, 10 additional bike racks are included in this plan.

In addition, at approximately 75 stops **red curb paint** is needed to indicate no parking at bus stops, or existing paint needs repainting. Including an average of $2,000 for improvements (such as wheelchair pads) needed at the ten new stops, the total costs associated with bus stop improvements is estimated to be $253,300.

Downtown Transit Center

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

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

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

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

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

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

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

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

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

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

- Up to 11 bus bays (though 13-16 bus bays were included in the original project scope)
- Indoor and outdoor passenger waiting areas
- Driver break area and operational space
- Restrooms
- Transit information counter

Given that completion of a new transit center is at best several years in the future, and in light of the importance of this facility to both the RTA and City of SLO systems, a modest level of improvements to the existing facility is warranted. At the SLO facility, street lighting should be enhanced. $40,000 is included in the plan for this element.

Transit Operations and Maintenance Facility

SLO Transit currently operates out of a Transit Operations & Maintenance Facility located on Prado Road adjacent to US 101. This facility consists of bus bays totaling 10,600 square feet in

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

floor area, along with a 5,480 square foot Administration and Maintenance building. Over the 40 years since its construction in 1976, the use requirements for this facility have shifted. In particular, the need for a training classroom has required that a portion of a maintenance bay be partitioned off. The resulting space is noisy and not climate controlled, resulting in a poor learning environment.

City and contractor staff has developed a strategy to repurpose the existing Parts Room as a classroom, and move the parts storage function to the area currently used for training. This will require provision of walls, installing doors, and electrical and finish work, as well as shelving in the new parts area. Design work is estimated to equal $45,000, and construction costs are estimated to total $175,000.

The maintenance space also warrants expansion. The existing two bays limits the ability to work efficiently on multiple vehicles, and can require inefficient jockeying of buses in and out of the bays. Transit industry standards (such as those presented in the US Department of Transportation's *Transit Garage Planning Guidelines: A Review* indicates that four maintenance bays would optimally be provided.

In addition, parking at the site is constrained, both for buses as well as for employee vehicles. The site provides 19 bus parking bays, which is not much above the current fleet size, and the provision of at least three additional bus bays would improve operations and accommodate growth in the fleet. The limited on-site parking currently requires some staff parking on the adjacent access drive, reducing the security and convenience of staff parking. The City is currently considering options for the overall site that could increase parking capacity, such as modifications to the adjacent corporation yard or sewage treatment plant. These additional improvements will cost on the order of $3.0 to $3.5 Million.

Coordinate Joint Bus Shelter Program

SLO Transit should combine boarding data with RTA to review activity at shared stops, and program new shelters at locations where 25 or more passengers per day board. Costs for improvements should be shared based upon the proportion of boarding by each system.

MANAGEMENT PLAN

Management plan elements consist of revisions to SLO Transit service standards, as well as strategies to improve coordination among transit programs in the region.

Revise Service Standards

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

- The transit program should develop and adopt its own department Mission Statement separate from the City's overall Mission Statement.

- The service span standards for weekends (6 AM to 7 PM) should be revised to 8 AM to 6 PM, reflecting the low ridership potential in these first and last hours on weekends.

- A road call rate standard of "no less than 6,000 vehicle service miles per road call" be adopted.

- A safety standard of 1 preventable accident per 100,000 should be adopted.

- The passenger comfort standard of providing a shelter for stops with 25 or more boardings per day should be reduced to 20 or more boardings per day.

- The public information standard should be modified to include website and social media.

Continue and Expand Coordination Efforts with RTA

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

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

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

- **Coordinated Policy On Baggage** – Policies regarding items allowed on the buses (groceries, shopping carts, strollers, etc.) would optimally be consistent between the two systems. At present, SLO Transit's policy is "*Carrying objects blocking aisle or stairway or occupying seat is prohibited, except at driver's discretion if space allows; stroller must be folded prior to boarding*" while RTA's policy is "*Carry-on items (including folded strollers) must be held or secured to protect other passengers in case of a sudden stop and must not block the aisles or exits*" while A consistent policy would avoid confusion or conflict as to what is allowed.

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

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

FINANCIAL PLAN

Monitor the Need to Increase Fares

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

Offer Discount Regional Day Pass

SLO Transit currently allows seniors age 65 to 79 and persons with disabilities to board the bus at a 50% discount fare when using cash and at a 66% discount when using the 31-day regional pass, and the 31-day RTA pass. However, no discount is available when using the $5 regional day pass. A discounted $2.50 regional day pass is recommended to increase transit usage between the various transit systems among persons in the discount categories. While this is estimated to reduce SLO Transit fare revenues by $3,800 per year, it will increase ridership by 1,100 new boardings per year.

Eliminate the 7-Day Pass and 5-Day Pass

SLO Transit offers an unusually high number of fare options. This costs the system in terms of managing and accounting for the various fare media, and complicates the boarding process (and the bus driver's workload). A review of the level of use shows that the 5-day and 7-day

passes have very low use levels, at only approximately 1,200 boardings per year by each of these two options. In total, only 0.2 percent of SLO Transit passengers use these two fare options. In comparison, over 4,000 boardings per year are made using the 3-day pass. Accordingly, the 5-day and 7-day pass should be eliminated.

Consider a Stored Value Card Fare Option as Replacement to the Punch Pass

SLO Transit currently offers a punch card fare option, which is not frequently used (only approximately 2,000 boardings per year). An increasingly common alternative among transit agencies is a stored value card ("smart card") with either an RFID chip or magnetic strip to store the remaining value of the card. This has a number of benefits, including (1) faster boarding speeds, (2) better ability to track usage, (3) the ability to deduct any amount of fare (rather than being constrained by the various punch values). Costs vary substantially depending upon the capabilities of fareboxes, and the need for equipment to produce the cards. SLO Transit should consider the relative costs and benefits of a stored value card.

Potential Countywide Half-Cent Sales Tax Increase

SLOCOG is currently evaluating the potential for a county wide "local option" sales tax increase to fund a wide range of transportation improvements. This could be important in supporting improvements, particularly the expansion of the hours of SLO Transit service during the school year and the establishment of evening service in the summer. Given the current uncertainty regarding this new funding source, it is not included in the financial plan discussed below.

Fund SLO Transit Through Fares and Existing Subsidy Sources

The following methodology was utilized in developing this Financial Plan:

- First, forecasts of annual operating and administrative costs were developed, as presented in Table 41 for FY 2016/17 through FY 2020/21. "Base case" operating and administrative cost forecasts were estimated based on the existing revised budget. The service enhancements are included in the second year of the plan (FY 2017/18). Per SLOCOG planning criteria, a 2 percent rate of inflation was assumed through 2018/19, and 3 percent thereafter, in the absence of any change in service levels. Next, operating and administrative cost estimates were identified for each SRTP element, based upon the analyses presented in previous sections of this document, and consistent with the implementation plan presented below. These costs were also factored to reflect the assumed rate of inflation. Operating and administrative costs by the fifth year of the plan will total approximately $3,728,800 which is 6.8 percent over the base-case cost of $3,492,200.

TABLE 41 : SLO Transit Short Range Transit Plan Operating Costs

All Figures in Thousands

Plan Element	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21	5-Year Plan Total
Base Case Operating Costs	$3,163.9	$3,227.2	$3,291.7	$3,390.5	$3,492.2	$16,565.5
Operating Plan Elements						
Route Realignment	$0.0	$9.4	$9.6	$9.9	$10.2	$39.0
Extend Hours of Service During the School Year	$0.0	$50.5	$177.6	$182.9	$188.4	$599.5
Provide Evening Service in the Summer	$0.0	$44.2	$45.0	$46.4	$47.8	$183.4
Total: Service Plan Elements	*$0.0*	*$95.1*	*$223.1*	*$229.8*	*$236.6*	*$784.6*
Total With Plan Elements	*$3,163.9*	*$3,322.3*	*$3,514.8*	*$3,620.2*	*$3,728.8*	*$17,350.0*
Percent Increase over Base Case	*0.0%*	*2.9%*	*6.8%*	*6.8%*	*6.8%*	*4.7%*

Base Case costs based upon FY 2015-16 Amended Budget, excluding capital and management contract costs
Inflation assumptions identified in the SLOCOG RTP were applied: two percent annual inflation through 2018/19, and three percent thereafter
Source: LSC Transportation Consultants, Inc.

- Next, ridership for each SRTP element was estimated, as presented in the top portion of Table 42. The "base case" ridership reflects expected ridership assuming no changes in service. The ridership impact of each Plan element is then identified and summed. This includes the ridership generated by the new discount Day Pass, as discussed above. As new services do not immediately attain the full potential ridership, the net new ridership on the revised routes and the extended hours of service during the school year is factored to reflect 80 percent of potential ridership in the first year of service and 95 percent of potential ridership in the second year. Ridership is expected to respond relatively slowly to the summer evening service (66 percent in the first year, and 90 percent in the second year). By FY 2019/20, ridership is forecast to equal 1,287,100 one-way passenger-trips per year, which is 101,200 trips over the base case forecast of 1,185,200. This indicates that the plan will result in an 11.9 percent increase in ridership by the end of the plan period. Of note, this percentage increase in ridership exceeds the percentage increase in operating costs, thus indicating an enhanced productivity of the service.

- Based on the ridership figures, the estimated farebox revenues are presented in the bottom of Table 42. Reflecting that many SLO Transit passengers board without a fare, the growth in direct farebox revenue is relatively modest. By the end of the plan period the service improvements will increase fares by $3,300 per year (including the loss in fares associated with the discount Day Pass), or 1.3 percent over the base case fares.

- The next element necessary in the development of the SRTP is estimation of the capital cost for vehicles, passenger amenities, passenger facility improvements and operating equipment, as shown in Table 43 for each year of the Short Range Transit Plan period. Transit Operations/Maintenance Facility costs for the interior remodel are assumed for the first year of the plan period, with 15% of the larger parking/garage improvements assigned in Year 2 and 85% in Year 3. Bus stop improvements are spread across the five plan years, adjusted for inflation. The lighting improvements at Government Center are identified in

TABLE 42: SLO Transit Short Range Transit Improvements Ridership and Fare Revenue

All Figures in Thousands

Plan Element	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21	5-Year Plan Total
Base Case Ridership (1)						
Total	1,157.1	1,164.1	1,171.1	1,178.1	1,185.2	5,855.6
Service Plan Elements						
Route Realignment	0.0	47.7	57.0	60.4	60.7	225.8
Extend Hours of Service During the School Year	0.0	7.3	30.0	31.8	31.9	101.0
Provide Evening Service in the Summer	0.0	5.3	7.3	8.2	8.2	29.0
Total: Service Plan Elements	0.0	60.3	94.3	100.4	100.8	355.8
Discount Regional Day Pass Fare	1.1	1.1	1.1	1.1	1.1	
Total Ridership	1,158.2	1,225.5	1,266.5	1,279.6	1,287.1	5,058.6
% Growth over Base Case	*0.1%*	*5.3%*	*8.2%*	*8.7%*	*8.7%*	
% Growth over FY 15-16	*0.7%*	*6.5%*	*10.1%*	*11.2%*	*11.9%*	
Base Case Operating Revenues (2)	$235.0	$239.0	$243.0	$247.0	$251.0	$1,215.0
Service Plan Elements						
Route Realignment	$0.0	$4.3	$5.2	$5.5	$5.5	$20.6
Extend Hours of Service During the School Year	$0.0	$0.2	$0.3	$0.3	$0.3	$1.1
Provide Evening Service in the Summer	$0.0	$0.3	$1.3	$1.3	$1.3	$4.2
Discount Regional Day Pass Fare	-$3.8	-$3.9	-$3.9	-$3.9	-$3.9	-$19.4
Net Change in Fare Revenues	-$3.8	$1.0	$2.8	$3.2	$3.3	$6.5
Total Annual Fare Revenues	$231.2	$240.0	$245.8	$250.2	$254.3	$1,221.5
Percent Change	*-1.6%*	*0.4%*	*1.2%*	*1.3%*	*1.3%*	*0.5%*

Note 1: Base case ridership on fixed routes increased by 0.6% per year, per the mid-range projections presented in Final Report - San Luis Obispo County 2040 Population, Housing & Employment Forecast (SLOCOG, 2011)

Note 2: Includes cash fares, bus pass revenues, downtown access pass, and Prado tokens

Source: LSC Transportation Consultants, Inc.

Year 1. In addition, programmatic capital improvements (communications, maintenance equipment, etc.) are included, with additional funds in Year 2 for IT improvements. Based on the capital plan, presented above, the capital costs total $9,689,000 over the five-year period.

TABLE 43: SLO Transit Short Range Transit Capital Plan

All Figures in Thousands

Plan Element	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21	5-Year Plan Total
Capital Plan Elements						
Low Floor Buses	$1,000.0	$0.0	$0.0	$2,144.0	$0.0	$3,144.0
Double Decker Buses	$0.0	$0.0	$0.0	$1,882.0	$0.0	$1,882.0
Trolley	$0.0	$0.0	$0.0	$450.0	$0.0	$450.0
Transit Operations/Maintenance Facility	$220.0	$525.0	$2,975.0	$0.0	$0.0	$3,720.0
Bus Stop Improvements	$50.7	$51.7	$53.8	$57.6	$63.6	$277.3
Short Term Government Center Transit Hub Improvements	$40.0	$0.0	$0.0	$0.0	$0.0	$40.0
Programmatic Capital Improvements	$31.0	$45.0	$32.3	$33.2	$34.2	$175.7
Subtotal: Capital Plan Elements	*$1,341.7*	*$621.7*	*$3,061.0*	*$4,566.8*	*$97.8*	*$9,689.0*

Inflation assumptions identified in the SLOCOG RTP were applied: two percent annual inflation through 2018/19, and three percent thereafter

Programmatic capital improvements include bus stop improvements, maintenance equipment and computer/communications equipment

Source: LSC Transportation Consultants, Inc.

The results of Tables 41 through 43 were used to develop the Financial Plan, as presented for each of the five years of the Short Range Transit Plan period in Table 44. In addition to passenger fare revenues, this Financial Plan incorporates the following funding sources:

- Farebox and pass sales revenues.
- FTA Section 5307 (Urban Program) funds are used for operations and capital purchases. These funds are assumed to grow at 5 percent per year, per the *SLOCOG 2014 Regional Transportation Plan.*
- The Cal Poly agreement revenues are assumed to continue, growing at the rate of inflation, as is the Trolley service surcharge.
- A modest amount of income from interest and sale of surplus property is included.
- Transportation Development Act Local Transportation Funds are assumed to increase at 4 percent per year while State Transit Assistance funds are assumed to grow at 2 percent per year, per the *SLOCOG 2014 Regional Transportation Plan.*
- State Transit Assistance funds are used as capital funding. Given current uncertainty regarding this source, no change from current levels is assumed.

TABLE 44: SLO Transit Short Range Financial Plan

All Figures in Thousands

	FY16-17	FY17-18	FY18-19	FY19-20	FY 20-21
OPERATING					
Operating Costs (From Table 41)	$3,163.9	$3,322.3	$3,514.8	$3,620.2	$3,728.8
Operating Revenues					
Fare Revenues (From Table 42)	$231.2	$240.0	$245.8	$250.2	$254.3
5307 - Operating	$1,208.0	$1,268.0	$1,331.0	$1,398.0	$1,468.0
5307 - Preventive Vehicle Maint	$168.0	$176.0	$185.0	$194.0	$204.0
TDA - Local Transportation Fund	$875.0	$910.0	$946.0	$984.0	$1,023.0
TDA - State Transit Assistance (STA)	$34.0	$35.0	$36.0	$37.0	$38.0
TDA - STA Discretionary	$146.0	$149.0	$152.0	$155.0	$158.0
CalPoly Agreement	$452.0	$461.0	$470.0	$479.0	$493.0
SLORTA Revenue Sharing	$22.0	$22.0	$22.0	$22.0	$22.0
Trolley Surcharge	$7.0	$7.0	$7.0	$7.0	$7.0
Sale of Surplus Prop	$4.0	$4.0	$4.0	$4.0	$4.0
Investment & Prop Revenues	$6.0	$6.0	$6.0	$6.0	$6.0
Total	$3,153.2	$3,278.0	$3,404.8	$3,536.2	$3,677.3
Additional Funds Required	$10.7	$44.3	$109.9	$84.0	$51.6
CAPITAL					
Capital Costs (From Table 43)	$1,341.7	$621.7	$3,061.0	$4,566.8	$97.8
Capital Revenues					
5307 - Capital	$737.0	$774.0	$813.0	$854.0	$897.0
Additional Funds Required	*$604.7*	*($152.3)*	*$2,248.0*	*$3,712.8*	*($799.2)*

FTA - Federal Transit Administration

Source: LSC Transportation Consultants, Inc.

- Low Carbon Transit Operations Program funds are used for capital purposes, and are assumed to grow with inflation.

These sources result in $3,153,200 in operating revenues in the first year of the program, rising to $3,677,300 in the final year. This yields a small shortfall in FY 2016/17 ($10,700). The service enhancements are assumed to occur in the second year of the program, which yields a deficit of $109,900. This declines over the remaining years as revenues increase at greater rates than expenses, to a FY 2020-21 figure of $51,600.

This additional funding need reflects the potential for a new local funding sources (such as the region wide sales tax) to fund viable SLO Transit service enhancements (and to reduce the day pass fare for elderly and persons with disabilities).

As also shown in Table 44, capital costs exceed revenues in some years but not others. Over the five-year period, capital costs exceed the identified 5307 Capital funds by $5.6 Million, largely driven by the costs associated with improvements to the garage facility and to replace/enhance the transit fleet. Funding options to address this capital shortfall include the Federal Transit Administration Section 5339 Grants for Bus and Bus Facilities program, TDA funds, additional 5307 funding, and sales tax revenues.

IMPLEMENTATION PLAN

Fiscal Year 2016-17

- Implement the short-term improvements to the SLO Transit passenger facilities at Government Center in San Luis Obispo
- Conduct engineering/permitting tasks for enhancements to the Transit Operations and Maintenance Facility, and construct the interior remodel.
- Purchase 2 low-floor buses
- Establish new bus stops for route reconfiguration, and improve other bus stops
- Prepare final schedules for reconfigured routes
- Consider Serving Laguna Middle School Near Bell Times
- Eliminate 5-day and 7-day pass, and start offering a discounted Day Pass
- Start marketing awareness campaign for route reconfiguration/service enhancements
- Continue coordination efforts with RTA

Fiscal Year 2017-18

- Implement the revised route plan and expanded school-year evening service after Labor Day.
- Implement summer evening service at the end of the 17/18 school year.
- Start construction of Transit Operations and Maintenance Facility improvements
- Continue bus stop improvements

- Continue coordination efforts with RTA

Fiscal Year 2018-19

- Complete construction of Transit Operations and Maintenance Facility improvements
- Continue bus stop improvements
- Continue coordination efforts with RTA

Fiscal Year 2019-20

- Purchase 2 double-decker buses, 4 low-floor buses, and a Trolley vehicle.
- Continue bus stop improvements
- Continue coordination efforts with RTA

Fiscal Year 2020-21

- Continue bus stop improvements
- Update Short Range Transit Plan

CONCLUSION

As a whole, this plan will:

- Increase SLO Transit annual ridership by an estimated 8.7 percent.
- Increase annual operating costs by approximately $237,000 (by FY 2010/21), or 6.8 percent.
- Improve on-time performance and address driver break requirements.
- Substantially simplify the route structure, making it easier for passengers to understand and use.
- Provide service to new neighborhoods, and increase service frequency in areas that most need it.
- Initiate summer weekday evening service.
- Expand weekday evening service during the school year
- Improve the cost-effectiveness of SLO Transit services
- Improve bus stops, transit facilities as well as the bus fleet.
- Enhance coordination with RTA services.

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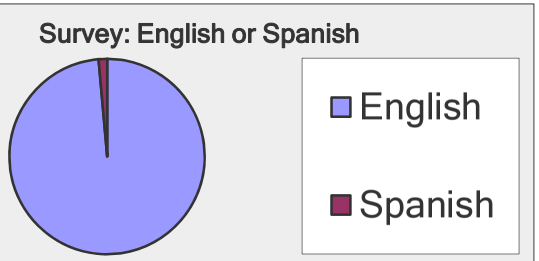
Appendix A

SLO Transit Onboard Survey

Survey: English or Spanish		
Answer Options	**Response Percent**	**Response Count**
English	98.6%	1532
Spanish	1.4%	22
	answered question	**1554**
	skipped question	**19**



Route number survey respondent was on:		
Answer Options	**Response Percent**	**Response Count**
1	5.8%	90
2	9.5%	148
3	4.2%	65
4	20.9%	325
5	19.0%	295
6a	24.8%	385
6b	15.8%	246
	answered question	**1554**
	skipped question	**19**

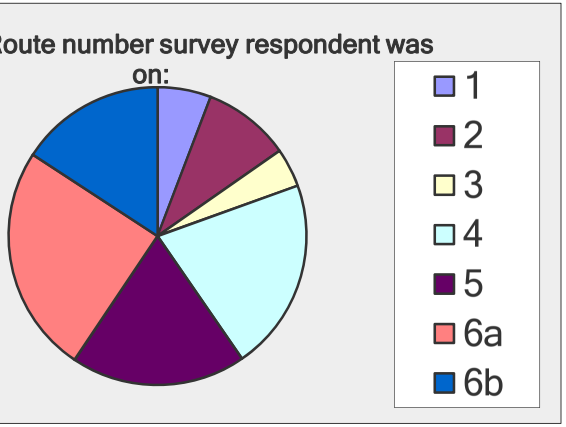


TABLE A: Location Riders Are Coming From

answered question 1494 *skipped question* 79

Respondents coming from SLO

Street	Intersection/Place	Response Count	Response Percent
SLO		1452	**97.2%**
Augusta		14	
Broad		27	
Cal Poly		374	**25.0%**
	Cal Poly Library	*219*	
	Cal Poly PAC	*59*	
California		13	
Casa		25	
	Casa and Murray	*18*	
Cuesta		39	
	Cuesta and Highland	*28*	
Downtown Transit Center		77	
Foothill		58	
Grand		45	
	Grand and Abbott	*16*	
	Grand and Mill	*13*	
Highland		14	
Higuera		37	
	Higuera and Suburban	*8*	
Johnson		33	
LOVR		58	
	LOVR and Madonna	*28*	
	LOVR and Oceanaire	*11*	
Madonna		27	
	Madonna and Oceanaire	*10*	
Mill		53	
	Mill and Osos	*6*	
	Mill and Pepper	*8*	
	Mill and Santa Rosa	*13*	
Orcutt		14	
Patricia		26	
Phillips		14	
	Phillips and Pepper	*9*	
Prado		15	
Ramona		64	
	Ramona and Palomar	*34*	
	Ramona and Tassajara	*19*	
Santa Rosa		40	
South		22	
Tassajara		22	

Respondents Coming from Cities other than SLO

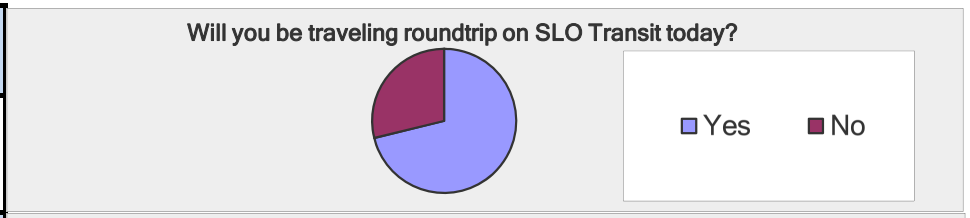
City/Town	Response Count	Response Percent
Other		
San Jose	1	0.1%
Paso Robles	1	0.1%
Atascadero	8	0.5%
Santa Maria	2	0.1%
Arroyo Grande	1	0.1%
Los Osos	3	0.2%
Morro Bay	4	0.3%
Pismo Beach	2	0.1%
Cambria	2	0.1%
Templeton	1	0.1%
Left Blank	17	1.1%

I got on the bus at:

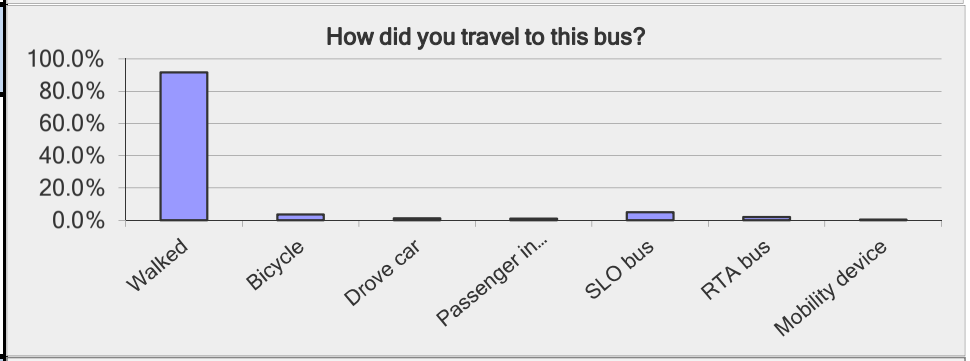
answered question	1369
skipped question	204

Common Bus Stop	Response Count	Response Percent
Cal Poly	123	
Cal Poly PAC	38	
Kennedy Library	185	
Subtotal Cal Poly locations	*346*	25.3%
Downtown Transit Center	117	8.5%
Cuesta	10	
Cuesta and Highland	12	
Cuesta and Dartmouth	2	
Cuesta and Foothill	1	
Cuesta and Stanford	1	
Subtotal Cuesta College locations	*26*	1.9%
Ramona and Tassajara	23	
Ramona and Palomar	19	
LOVR and Madonna	17	
Valencia	17	
Casa and Murray	15	
Laurel and Augusta	13	
Madonna	12	
Mill and Johnson	12	
Mill and Santa Rosa	12	
Foothill and Patricia	11	
Orcutt and Laurel	11	
Higuera and Suburban	10	
Mill and Pepper	9	
LOVR	8	
LOVR and Oceanaire	8	
Patricia and Highland	8	
Phillips and Pepper	8	
Mill and Grand	7	
Murray and Casa	6	
Santa Rosa and Leff	6	
Foothill and La Entrada	5	
Madonna and Oceanaire	5	
Santa Rosa and Buchon	5	
Grand and Abbot	4	
Grand and Mill	4	
South and Higuera	3	
South and King	3	
Southwood and Laurel	3	
Southwood and Woodside	3	

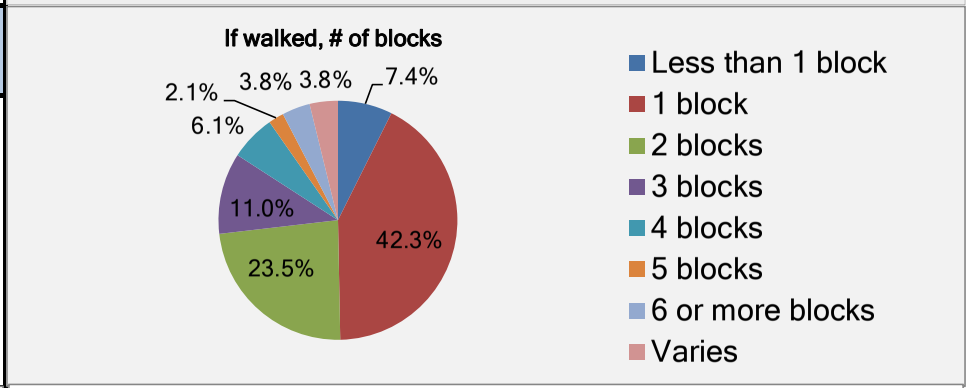
Will you be traveling roundtrip on SLO Transit today?		
Answer Options	**Response Percent**	**Response Count**
Yes	71.2%	945
No	28.8%	382
answered question		**1327**
skipped question		**246**

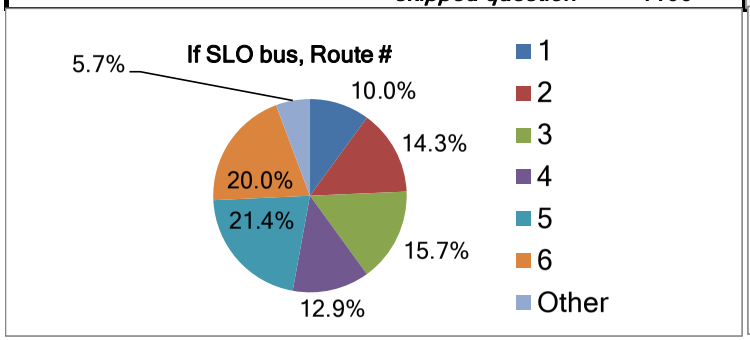


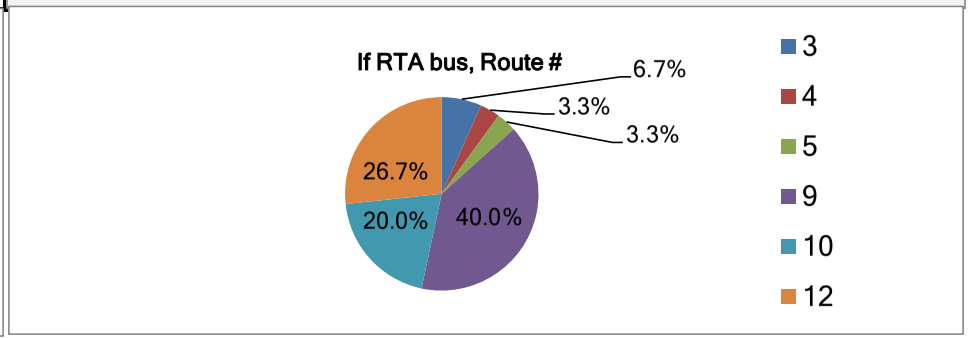
How did you travel to this bus?		
Answer Options	**Response Percent**	**Response Count**
Walked	91.5%	1408
Bicycle	3.6%	55
Drove car	1.2%	18
Passenger in car	1.1%	17
SLO bus	5.1%	78
RTA bus	2.1%	33
Mobility device	0.4%	6
answered question		**1538**
skipped question		**35**



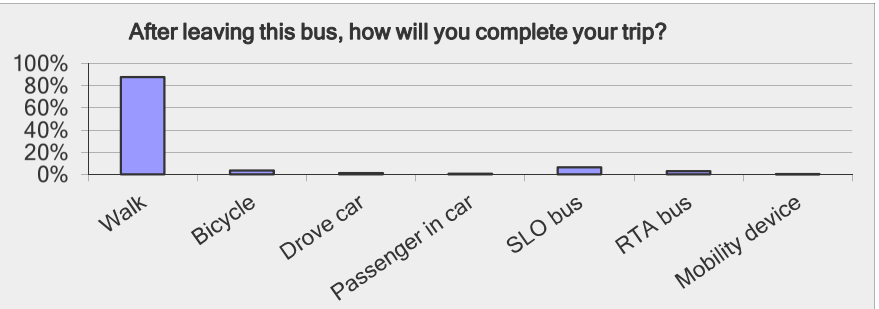
If walked, # of blocks		
Answer Options	**Response Percent**	**Response Count**
Less than 1 block	7.4%	**35**
1 block	42.3%	200
2 blocks	23.5%	111
3 blocks	11.0%	52
4 blocks	6.1%	29
5 blocks	2.1%	10
6 or more blocks	3.8%	18
Varies	3.8%	18
answered question		**473**
skipped question		**1100**



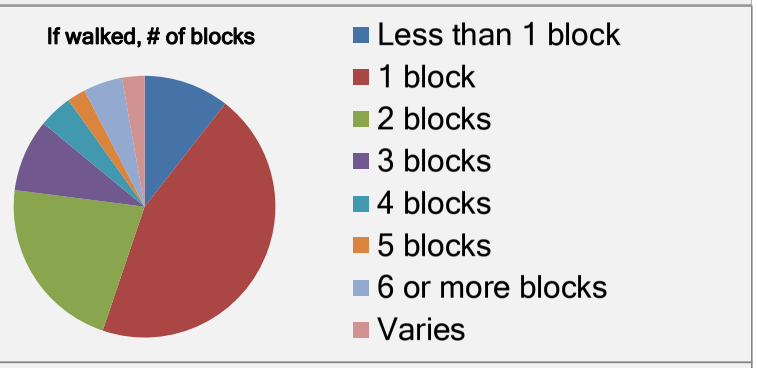


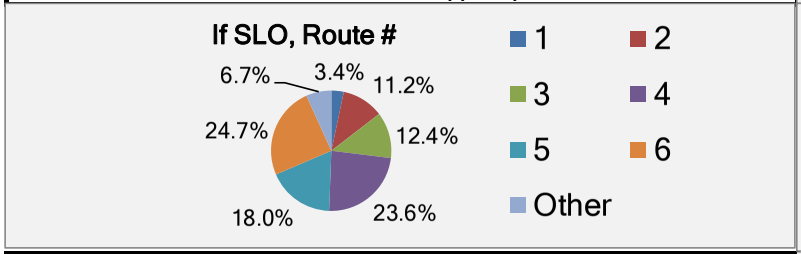


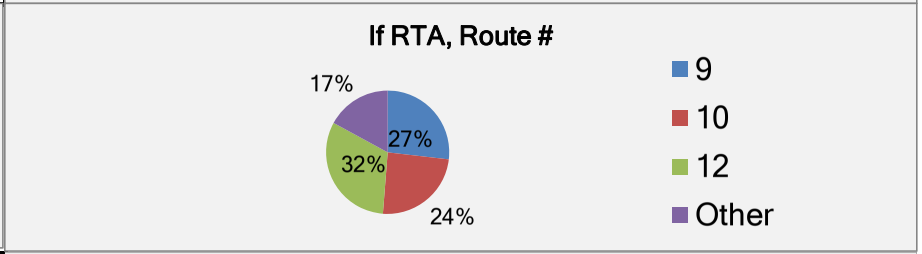
After leaving this bus, how will you complete your trip? Answer Options	Response Percent	Response Count
Walk	87.7%	1332
Bicycle	3.5%	53
Drove car	1.3%	19
Passenger in car	0.7%	10
SLO bus	6.4%	97
RTA bus	2.9%	44
Mobility device	0.4%	6
answered question		**1518**
skipped question		**55**



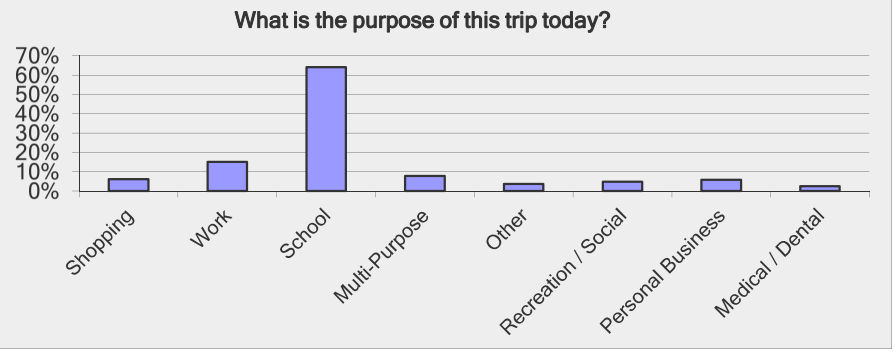
If walked, # of blocks Answer Options	Response Percent	Response Count
Less than 1 block	10.6%	46
1 block	44.6%	194
2 blocks	21.8%	95
3 blocks	9.0%	39
4 blocks	4.1%	18
5 blocks	2.3%	10
6 or more blocks	4.8%	21
Varies	2.8%	12
answered question		**435**
skipped question		**1138**



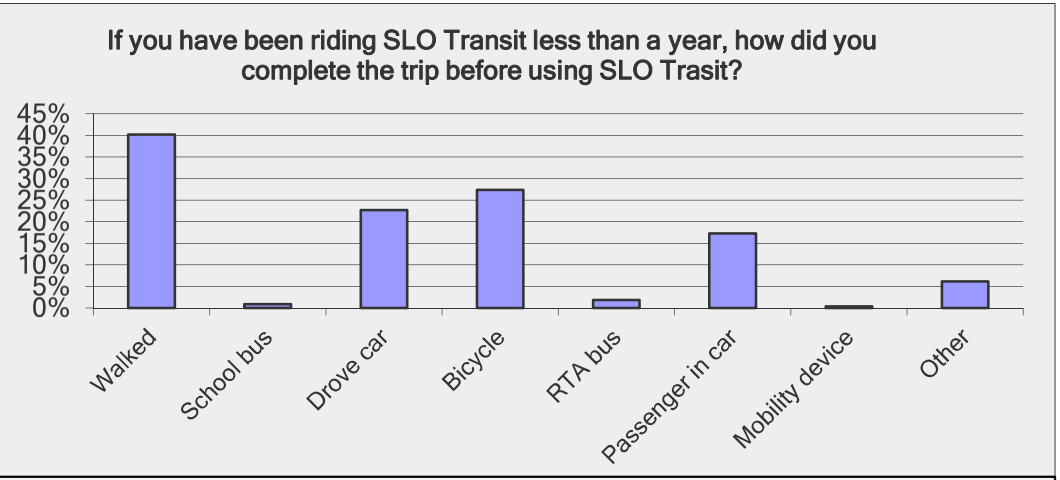


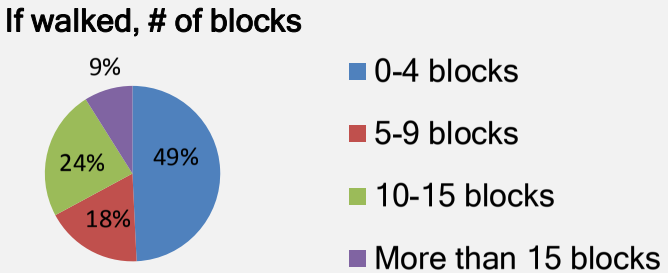


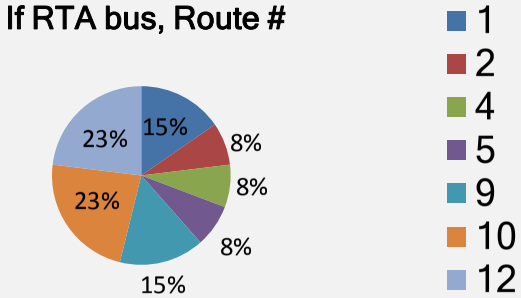
What is the purpose of this trip today? Answer Options	Response Percent	Response Count
Shopping	6.1%	90
Work	15.1%	222
School	64.1%	941
Multi-Purpose	7.8%	115
Other	3.7%	54
Recreation / Social	4.8%	70
Personal Business	5.8%	85
Medical / Dental	2.5%	36
answered question		**1469**
skipped question		**104**



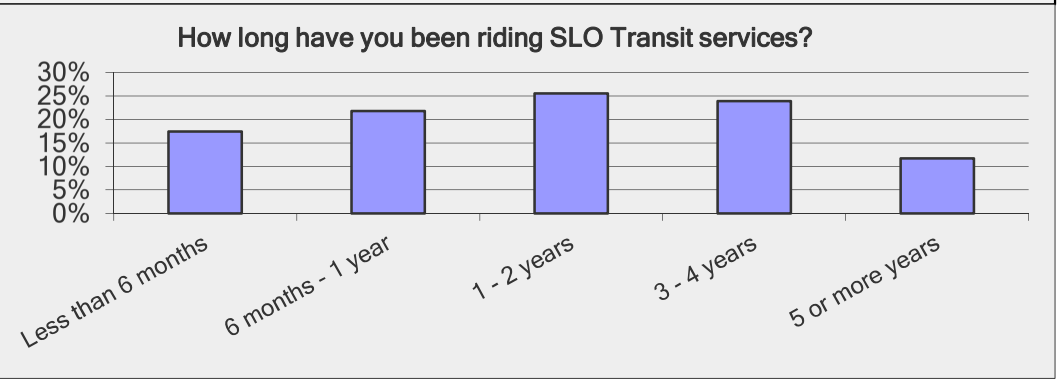
If you have been riding SLO Transit less than a year, how did you complete the trip before using SLO Transit?		
Answer Options	**Response Percent**	**Response Count**
Walked	40.2%	457
School bus	0.9%	10
Drove car	22.7%	258
Bicycle	27.4%	311
RTA bus	1.9%	22
Passenger in car	17.3%	197
Mobility device	0.4%	4
Other	6.2%	70
	answered question	**1137**
	skipped question	**436**



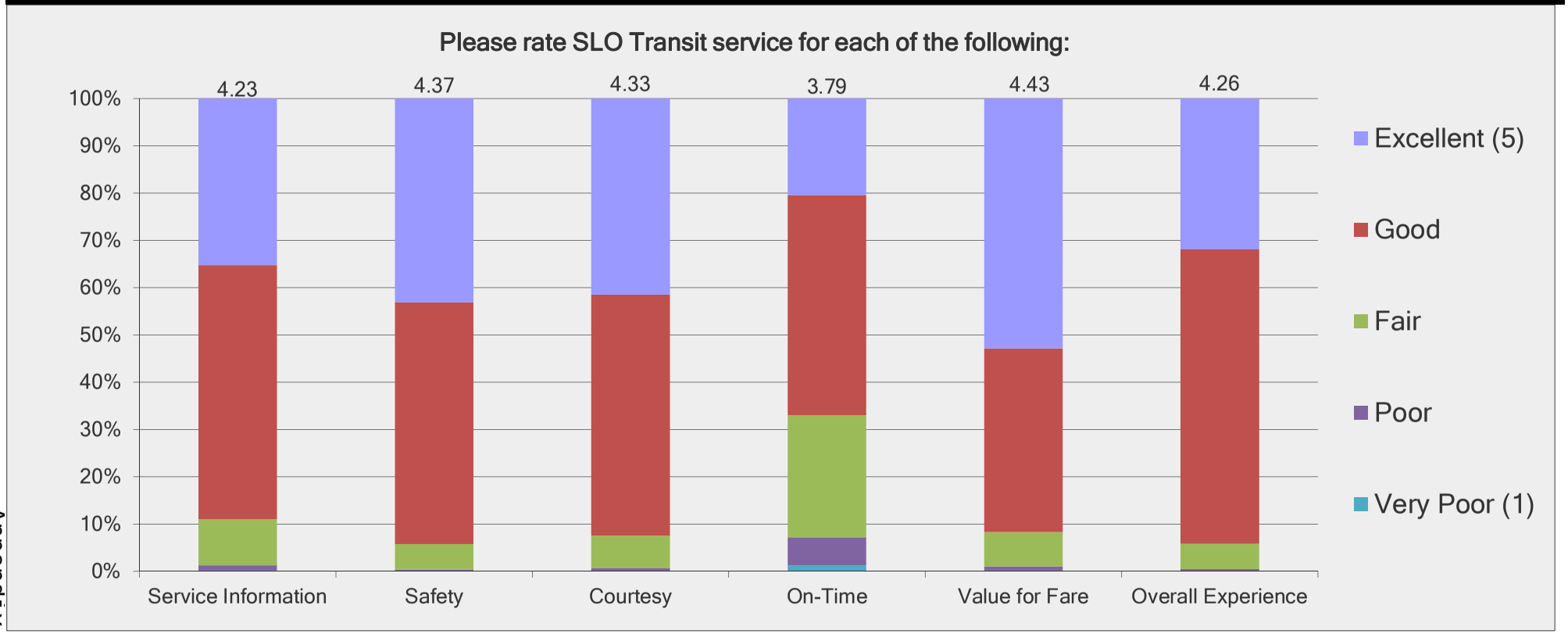




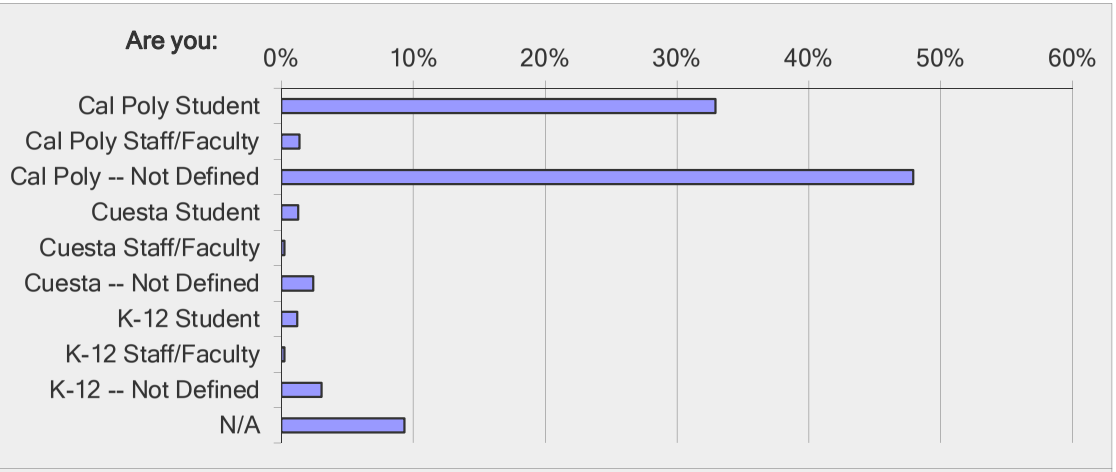
How long have you been riding SLO Transit services?		
Answer Options	**Response Percent**	**Response Count**
Less than 6 mo	17.4%	251
6 mo - 1 year	21.8%	314
1 - 2 years	25.5%	367
3 - 4 years	23.9%	344
5 or more yr	11.7%	169
	answered question	**1442**
	skipped question	**131**



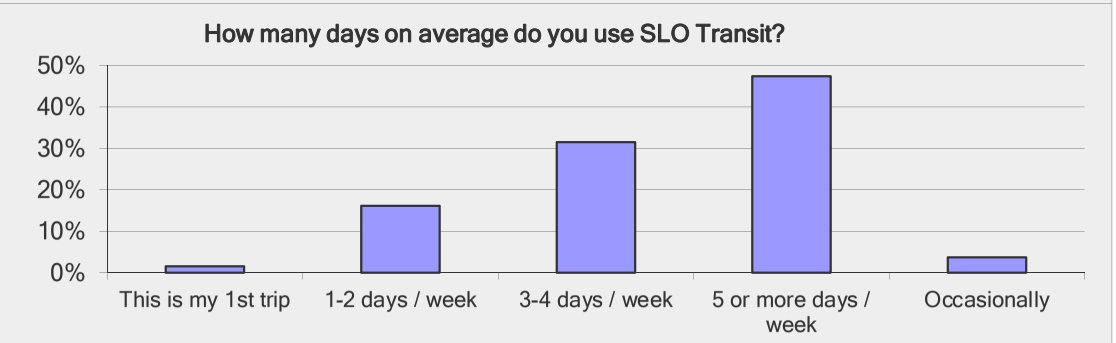
Please rate SLO Transit service for each of the following:												
Answer Options	Excellent (5)		Good		Fair		Poor		Very Poor (1)		Rating Average	Response Count
Service Information	493	35.2%	752	53.8%	136	9.7%	16	1.1%	2	0.1%	4.23	1399
Safety	607	43.0%	722	51.2%	76	5.4%	5	0.4%	0	0.0%	4.37	1410
Courtesy	582	41.5%	715	51.0%	97	6.9%	8	0.6%	1	0.1%	4.33	1403
On-Time	288	20.5%	655	46.5%	364	25.9%	83	5.9%	18	1.3%	3.79	1408
Value for Fare	738	52.9%	542	38.8%	101	7.2%	13	0.9%	2	0.1%	4.43	1396
Overall Experience	433	31.9%	845	62.3%	73	5.4%	6	0.4%	0	0.0%	4.26	1357
											answered question	**1425**
											skipped question	**148**



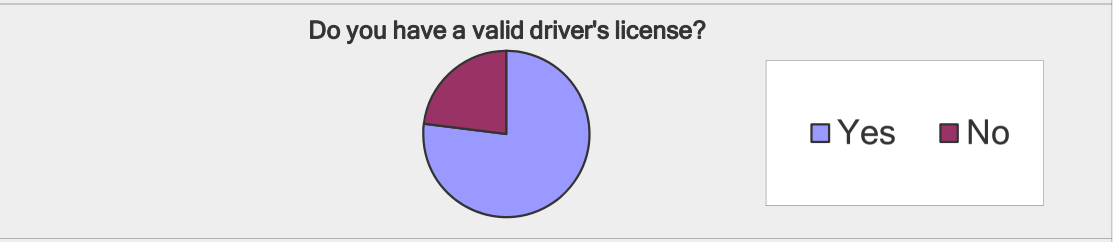
Are you:		
Answer Options	**Response Percent**	**Response Count**
Cal Poly Student	32.9%	409
Cal Poly Staff/Faculty	1.4%	17
Cal Poly -- Not Defined	47.9%	595
Cuesta Student	1.3%	16
Cuesta Staff/Faculty	0.2%	3
Cuesta -- Not Defined	2.4%	30
K-12 Student	1.2%	15
K-12 Staff/Faculty	0.2%	3
K-12 -- Not Defined	3.1%	38
N/A	9.3%	116
	answered question	**1242**
	skipped question	**330**



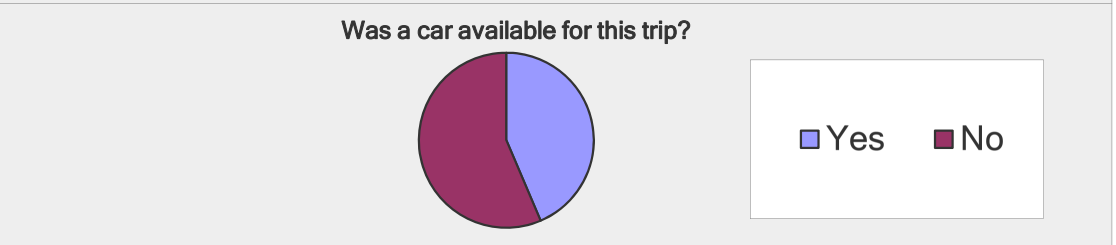
How many days on average do you use SLO Transit?		
Answer Options	**Response Percent**	**Response Count**
This is my 1st trip	1.6%	23
1-2 days / week	16.2%	230
3-4 days / week	31.5%	446
5 or more days / week	47.4%	671
Occasionally	3.7%	52
	answered question	**1416**
	skipped question	**157**



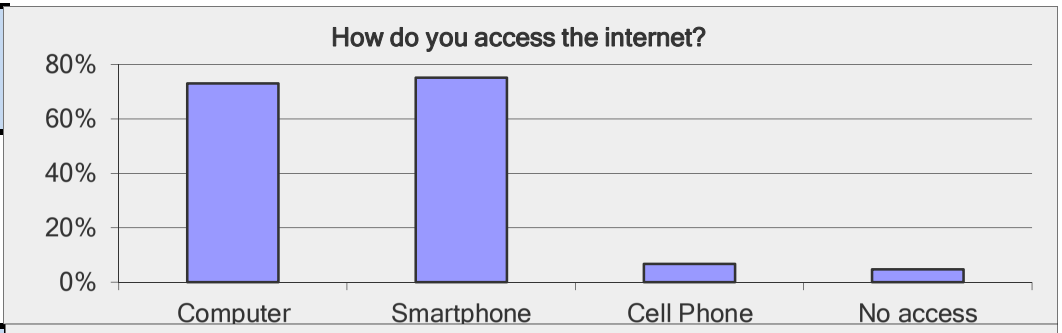
Do you have a valid driver's license?		
Answer Options	**Response Percent**	**Response Count**
Yes	77.0%	1076
No	23.0%	321
	answered question	**1397**
	skipped question	**176**



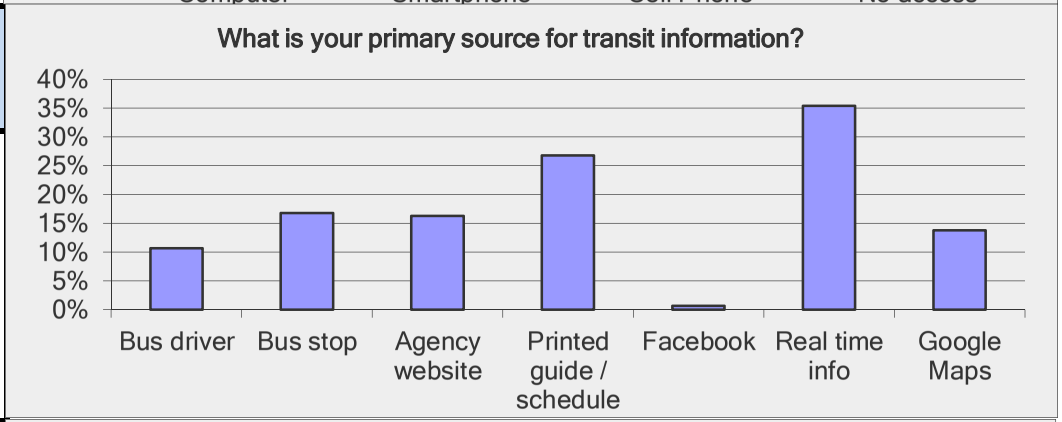
Was a car available for this trip?		
Answer Options	**Response Percent**	**Response Count**
Yes	43.6%	605
No	56.4%	782
	answered question	**1387**
	skipped question	**186**



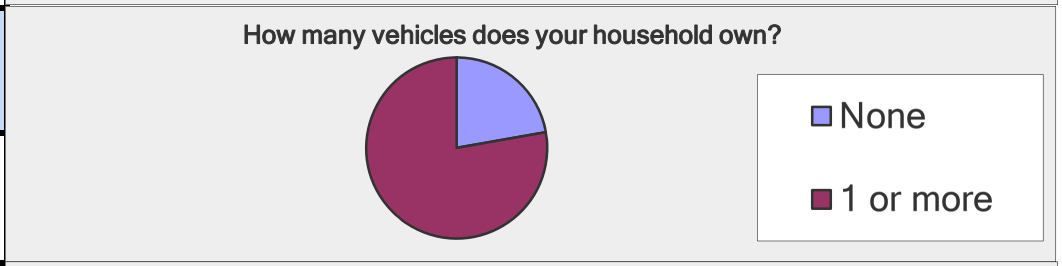
How do you access the internet?		
Answer Options	Response Percent	Response Count
Computer	73.1%	1002
Smartphone	75.2%	1030
Cell Phone	6.7%	92
No access	4.7%	64
answered question		1370
skipped question		203



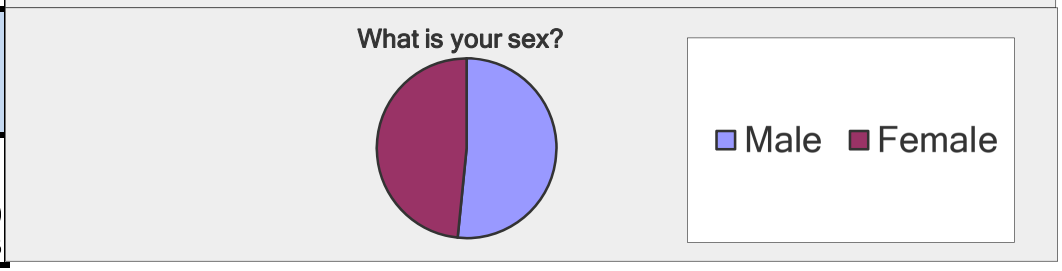
What is your primary source for transit information?		
Answer Options	Response Percent	Response Count
Bus driver	10.7%	143
Bus stop	16.8%	225
Agency website	16.3%	218
Printed guide / schedule	26.8%	359
Facebook	0.7%	9
Real time info	35.4%	473
Google Maps	13.8%	184
answered question		1338
skipped question		235



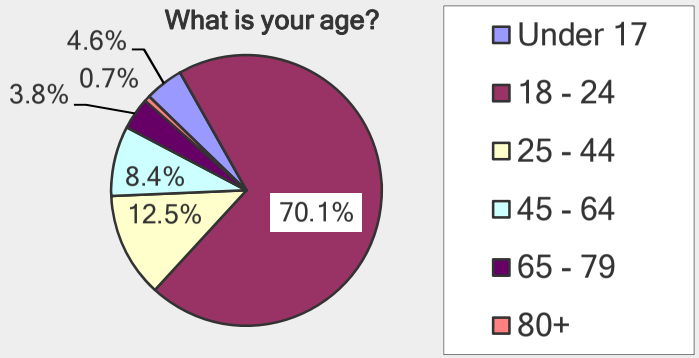
How many vehicles does your household own?		
Answer Options	Response Percent	Response Count
None	22.2%	302
1 or more	77.8%	1056
answered question		1358
skipped question		215



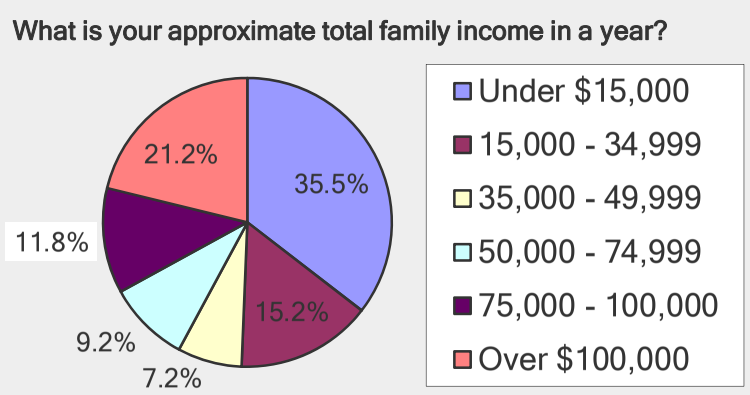
What is your sex?		
Answer Options	Response Percent	Response Count
Male	51.6%	361
Female	48.4%	339
answered question		700
skipped question		873



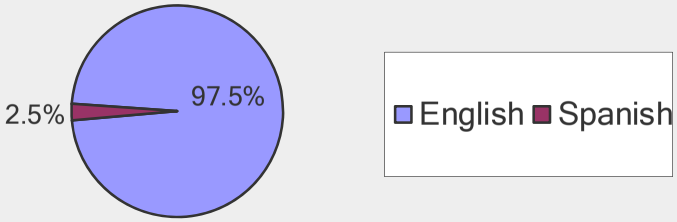
What is your age?		
Answer Options	**Response Percent**	**Response Count**
Under 17	4.6%	63
18 - 24	70.1%	968
25 - 44	12.5%	173
45 - 64	8.4%	116
65 - 79	3.8%	52
80+	0.7%	9
answered question		**1381**
skipped question		**192**



What is your approximate total family income in a year?		
Answer Options	**Response Percent**	**Response Count**
Under $15,000	35.5%	430
15,000 - 34,999	15.2%	184
35,000 - 49,999	7.2%	87
50,000 - 74,999	9.2%	111
75,000 - 100,000	11.8%	143
Over $100,000	21.2%	257
answered question		**1212**
skipped question		**361**



What is your language preference?		
Answer Options	**Response Percent**	**Response Count**
English	97.5%	666
Spanish	2.5%	17
Other		14
answered question		**683**
skipped question		**890**



What single most important improvement would you suggest for SLO Transit?

answered question	829
skipped question	744

FREQUENCY / SCHEDULE

30 minute trips in evening for 6a.
6B waiting a few more minutes at the CP library so students can catch the bus after class.
A 8:00am route 5 starting at LOVR and Madonna on weekends. Thanks.
A route 5 bus that arrives to Cal Poly at 6:35, a route 4 bus that arrives at Cal Poly at 6:56am, a route 6b bus that arrives to Cal Poly at 7:02am, a route 6a bus that arrives to Cal Poly at 7:06am.
Add a bus to route 4. Be more on time!
Add more buses between 9:00am to 10:00am. Also 5:30 to 7:00pm
Add more buses-too full and infrequent.More students means we need more buses.
Additional route or times info for Cal Poly. Routes would free up housing locations. Times into Poly would reduce the morning/evening routes.
Adjust 6a route time a few minutes earlier.
Adjust evening buses to be more like day time hours. Try to arrive at Cal Poly earlier than on the hour.
Arrive before Cal Poly classes start at the top of the hour. Leave 5 minutes later so you can reach the bus after class.
Avoid issues about maximum capacity.
Better standing support for us short people. More buses during peak times (5pm-9pm) would be helpful.
Better transfer connection, control homeless on 2 and 3, just plain nasty, use it like living room.
Better weekend service.
Bus 4 or 6B leaving the library a 5 or 6 minutes after they leave right after each other.
Bus pick ups every 30 minutes.
Bus to come to Cal Poly stop at :15 mark instead of :08 mark.
Buses 5 minutes earlier to get to class on time.
Buses every 15 minutes. I would use the bus all the time if it was more frequent.
Change timing that bus arrives at Cal Poly.
Come around more often.
Come every half hour, obviously it would be a luxury.
Come to Kennedy Library later than 2 minutes after the hour. If students get out of class on the hour, we always miss it.
Consistent timing.
Consistent year round service.
Could be more efficient with timing. 6a and 4 don't always arrive on campus in time to get to class (from foothill).
Decreasing headways and offering service later than 10pm, WIFI on all buses. The 5 is consistently late, especially in the morning heading towards campus.
Fill up the #2 bus gap starting at 5:45. A great deal more night service everyday until 2:00 AM.
For high use hours (morning weekdays) maybe more frequent stops to help people standing on the bus.
Getting to school at the hour not 5 after.
Greater service frequency, esp weekends and nights.
Half hour routes or hourly trips on route 1.
Have another bus that goes from campus to LOVR after 5pm.
Have bus come a little earlier so I'm not late to school.
Have the 5 run later than 7pm, more like 10pm.
Have the bus (4,5,6a,6b) all stop at Library at the beginning of the hour. I don't always want to be late to class.
I always miss the bus after school so I wish the 6B left 10 minutes after the hour instead of 2.
I realize not everyone is using the bus for school but for those of us who are, the bus comes at awkward times.
I think it is great, but everyone would be happy with more frequent late buses.
I wish the 4 and 5 bus was more frequent! Add a 2nd double decker bus!! Students shouldn't be late to class because the bus is full.
I wish the buses did not leave Cal Poly right at the top of the hour. It is too hard to get to the bus on time. The bus should leave 10 minutes after the hour.
I would greatly appreciate later service times on weekends and more frequent service intervals.
I would like route 1 to run 30 minutes.
I'd like to see the early am always be 6:30am so I can go to 8:00am doctor appointment emergencies. Also 10:30pm, but am is preferred.
If the 5 left the Kennedy Library 2 to 5 minutes later it would be easier to get home from class without waiting an extra 30 minutes.
If the buses that come to campus ran more frequently on the weekend. My biggest reason for not using it is I tend to get stuck for an hour.
Improve on-time performance. Improve app-accuracy when buses are out of service. Also it would be nice if more buses ran at 6:00pm.
Improve the frequency, consolidate some stops.
In the morning there could be more/later hour bus stops. 6-8pm should be every 1/2 hour, could go until midnight.
Increase bus frequency to every half hour. Make sure the first stop times for 4A and 5A are on time.
Increase service area and more often.
Increase service for weekends and evenings.
Increase service frequency.
It would be great if the 6a bus could get to campus 5-10 minutes earlier to accommodate walking to class/getting to class a few minutes early.
It would be nice if the buses did not have weird transition times at night, not being able to take a bus home at 7:30pm sucks.
Larger buses and/or more buses running during when people are commuting to school.
Later hours and buses to run more frequent on weekends.
Later than 6pm for some routes, more frequent routes on weekends.
Less expensive, greater frequency, better printed guide.
Less waiting time between buses and more connections to Poly from bus 1-3.
Make buses arrive at Kennedy Library by the door or 5 minutes earlier.
Maybe more buses on the Cal Poly routes because they can be really full.

What single most important improvement would you suggest for SLO Transit?

answered question	829
skipped question	744

More 6A.
More bus routes at night. More than once an hour too.
More bus routes, instead of adding double deckers we need more routes and buses, way too crowded.
More bus routes/buses
More buses
More buses after 6pm.
More buses and more often.
More buses around 6:00pm.
More buses at night and 4B to run later at night.
More buses in the morning. Sometimes I have to wait for a 2nd bus to get to my 8:00am class.
More buses on crowded routes/peak times.
More buses on route.
More buses on weekends.
More buses running.
More buses to Cal Poly
More buses to/from Cal Poly
More buses to/from Cal Poly
More buses, cleaner.
More buses, less wait time.
More buses, more hours, two way bus.
More buses, more often and later.
More buses, they become too crowded. Also, work on APP reliability.
More buses. They get packed.
More capacity
More frequencies. I use the phone app.
More frequency on my route and being on time. More buses.
More frequent at night.
More frequent bus frequency.
More frequent buses if possible.
More frequent buses, timing further apart for #2 and #6B, they come so close together it is useless.
More frequent buses.
More frequent buses. It seems that they go to my stop every hour, if missed you have to wait another hour.
More frequent evening buses.
More frequent evening Cal Poly Buses.
More frequent ride times.
More frequent routes.
More frequent service at more times of day. More on-time buses that don't go out of service at the transit center.
More frequent trips.
More frequent trips.
More lines for this route: it is often full by the time it arrives and we have no other choice but to walk and be late for class.
More night buses
More regular times (every 15 minutes at peaks).
More room for students trying to get to school at 8:00am. The bus gets so full that people get turned away.
More room to fit students.
More Route 1, more weekend.
More routes or add another bus for each route. For example, the 4 route is always over crowded in the mornings on the :45 after bus.
More routes, later hours.
More service around Cal Poly area to reduce bus overload (congestion) during certain times slots.
More service on the weekends for Transit and RTA.
More time services.
More time variability arriving and leaving Cal Poly campus.
More times for the bus to go around. Not just every 30 minutes.
More trips/hour
More.
Move route 5 up by 10 minutes.
Need extra back up buses 24/7-need to map out bus service (stops). More night time service 24/7. Improve transportation stops-etc. Add more lights to bus stops.
Not enough time to get to the bus stop on the hour when students get out of class.
Offer more buses, 30 min wait can be frustrating.
Operate at more times.
Optimize morning routes to Cal Poly (especially 5 and 6a).
Please keep SLO transit, very needed. More rides frequently would be nice.
Provide buses every 15 minutes
Routes that better align with classes at Poly
Run more frequently after six from Kennedy Library.
Run more often.
Run more often.

What single most important improvement would you suggest for SLO Transit?

answered question	829
skipped question	744

Run routes 6A and 6B twice every hour, as opposed to stopping and only running every hour once it is 6pm.
Saturday and Sunday Route 3 should have 5:45 loop.
Shouldn't drop off at Cal Poly so close to 10 past the hour.
Slightly earlier 5 bus to reach Kennedy Library before 10 after consistently, maybe 5-10 minutes.
Stagger bus every 15 minutes, not 2 buses every 30 minutes at the same time.
Stagger times for buses so that nat all arrive at the same time. For example, 6A and 4 arrive at similar times at several stops.
Stop at library 10 minutes after the hour.
The 4 and 6A leaving people at bus stops. Also, the beeps and air release when the bus kneels are uncomfortable and unnecessarily loud.
The bus should stop at the library at 10 minutes after the hour so students can get on after class.
There needs to be more buses. I haven't been able to get on the bus because it was too full before.
This route is packed at 6:00pm. It might need a bigger bus.
Times
Times that work for Cal Poly classes.
Wifi on bus, more frequent runs and pick ups, too many gaps.
You need to add more buses to the 5 and 4 routes.

HOURS / DAYS OF SERVICE

#1 should run on weekends
24/7 service for Cal Poly during dead/finals/midterms week. Excellent for our long nights of studying.
24/7 service on at least some important routes.
6A run later.
7 days a week, 365 days a year, 6AM to 10PM
A late night bus that runs maybe less frequently for those late nights on campus where I end up walking home in the dark.
A route between broad and S. Higher and longer bus time on weekends.
Always having evening transit and not only when Cal Poly is in session.
Always having the evening bus available, not only when Caly Poly is in session.
Better lighting at bus stops, longer hours on weekends. Buses that travel both ways on a route (instead of one way).
Better weekend service route 4-5.
Better, late hours on Fridays from campus.
Bus hours extended.
Bus hours go later at night.
Bus routes running several hours longer.
Bus routes to begin earlier on the weekends.
Bus runs later hours at night.
Bus runs later on weekends.
Buses later at night.
Buses run later, especially the 5)
Buses should run later on weekends.
Buses should run longer. It'd be nice to be able to stay at the library till it closes with out having to walk several miles home.
Buses that run late on weekends.
Classes at Poly start at 7am, the 6a doesn't start until 7:10am, also later downtown buses.
Cleaner buses, more run times (later times).
Continue night service even when Cal Poly students are out of school.
Decreasing headways and offering service later than 10pm, WIFI on all buses. The 5 is consistently late, especially in the morning heading towards campus.
Do not eliminate late buses after 5PM in summer, forces many to walk from work to home 3 to 5 miles.
Double decker bus reliability and later hours on weekends.
Driver during later hours in the evening.
Due to that, sometimes, I stay late on campus it would be nice to have a later bus on route 6A.
Earlier / Later buses
Earlier buses on the weekends, I work early and have to walk from Tank Farm to Downtown.
Earlier times on Saturday.
Earlier times so I can make classes on the hour.
Earlier, later weekend hours on 4 and 5.
Everything is good. Increase frequency on weekends.
Excellent service! Have later hours for finals/dead week. 24/7 (Architecture students will benefit greatly).
Expand routes, times and evening service.
Expand weekend hours
Extend bus times to run later and start earlier.
Extend hours
Extend hours for evenings and weekends.
Extend hours on weekends.
Extend the hours of operation on weekdays and weekends. Maintain the buses much cleaner
Extend the hours of operation to include additional rides at 9pm, 10pm, and 11pm for Bus 2, 6A, 6B, and 5 on week days.
Extended bus hours between Cal Poly and downtown.
Extended bus hours.
Extended hours during school break.
Extended hours for certain routes.

What single most important improvement would you suggest for SLO Transit?

answered question	829
skipped question	744

First bus start at 6:28am.
For buses to run later.
Go later in the evening.
Happy on the whole. I would like more buses on weekend nights so we could come back from basketball games.
Have 6a running on weekends.
Have 6a start earlier for early classes.
Have more service hours during the weekend.
Have the 5 route run after 7pm. It can be difficult getting home if I'm at school late.
Having buses run from campus later.
Having the 5 run later.
I want route 5 to be available after 7:00pm.
I would benefit from later weekend bus hours as I work late and am unable to ride the bus home occasionally.
I would greatly appreciate later service times on weekends and more frequent service intervals.
I would prefer that the bus 5 made its on the hour stops earlier. Also, I would like either the 4 or the 6 to stop at the library later.
I would suggest running later in the evenings on weekends. This is when students actually have time to be up and about.
In the morning there could be more/later hour bus stops. 6-8pm should be every 1/2 hour, could go until midnight.
Increase availability Night Bus (student safety)
Increase hour time at Poly stop for 6b.
Increase weekend and evening services please.
Increase weekend bus hours later.
Increased hours for weekends.
increasing hours
Keep 6a running later on weekends instead of just once an hour.
Keep buses cleaner, extend bus hours on the weekends and weekdays.
Larger buses for Foothill stops, double decker isn't enough, more buses should run later.
Last longer into the night, at least until 10pm.
Late buses on Sundays. Later hours.
Late night bus extended hours to 12am. More buses for college students to get to class on time or use double decker buses.
Late night hours.
Later available hours.
Later bus hours on the weekend.
Later bus hours on weekends.
Later bus routes
Later bus service for route 5 bus.
Later bus serving Cal Poly besides the two.
Later bus times until 12:00am.
Later buses for downtown workers who work weekend nights past 10pm.
Later hours and buses to run more frequent on weekends.
Later hours of operation.
Later hours on the weekend.
Later hours on weekends.
Later hours would be nice.
Later hours, safety for women at night.
Later hours.
Later hours.
Later on Saturday evenings and very early Sunday mornings-please. Thank you.
Later on weekends.
Later routes.
Later service
Later service on Saturday evening and very early on Sunday. Thank you.
Later service.
Later stops in the evening.
Later than 6pm for some routes, more frequent routes on weekends.
Later weekend hours.
Lengthen hours of service on weekdays and weekends. Also consider a bus stop at PCU.
Long weekend hours for service.
Longer hours
Longer hours of operation on weekends.
Longer hours on weekends, at least till 8:00pm. I want to be able to take the bus downtown for dinner.
Longer hours on weekends.
Longer service hours and on-time performance.
Longer service hours for 4a and 6b on the weekend.
Longer service hours.
Longer weekend routes.
More and longer nighttime service.
More bus hours on the weekends.

What single most important improvement would you suggest for SLO Transit?

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More bus routes at night. More than once an hour too.
More bus routes on the weekend and at night.
More bus stops, extended hours at night.
More buses at night
More buses at night and 4B to run later at night.
More buses later
More buses later at night and weekend
More buses on the weekends, especially at night.
More buses on the weekends.
More buses on weekends.
More buses on weekends. They don't run late enough.
More buses scheduled during night time so people who have no cars can have the chance to find work on night shifts. Thank you.
More buses, hours, and stops.
More buses, more hours, two way bus.
More buses, more often and later.
More buses/routes running later at night.
More county-wide routes on the weekend.
More double decker buses in the morning and on time (to got to class).
More early morning and evening weekend buses.
More evening bus runs.
More evening buses.
More evening service, including weekends. My overall daily commute is on RTA route 9.
More frequent/later service times on weekends.
More hours by either starting earlier (preferred) or ending later.
More hours on weekends
More hours, especially on weekends.
More hours.
More hours/buses on the weekends.
More late hours for students and weekends.
More late night buses.
More late night/weekend stops after 8.
More night and weekend routes.
More night time routes.
More on Saturday.
More on weekends, 4 and 6 further into town.
More on weekends.
More on weekends. Would go to the theater more if the Cal Poly buses run later.
More routes at night.
More routes available on weekends. Definitely extended hours on the weekend just like during the week would be appreciated.
More routes on weekends.
More routes, hours extended on weekends, up to date hours/app
More routes, later hours.
More weekend buses
More weekend routes
Need extra back up buses 24/7-need to map out bus service (stops). More night time service 24/7. Improve transportation stops-etc. Add more lights to bus stops.
Need to have early bus runs on Sunday.
Night buses all year round.
Night buses downtown.
Night buses past 10pm or 11pm.
Night hours on weekends.
Night service during summer.
Night service on weekends.
Night service when Cal Poly not in session.
Night service.
Offer earlier times, 6:00am.
On time and later hours for downtown.
On weekends to run later or to run more often.
Please extend weekend hours.
Providing service later. I had a job downtown late at night and didn't have a car so most nights I had to walk home 20-30 minutes alone.
Regular hours on weekends, not like now
Regular weekday hours on weekends, shortened schedules are a bummer.
Route 1 on weekends.
Route 4/5 bus starting at 6:00 for students who have 7am class at Cal Poly (coming from Madonna/Oceanaire).
Run 6B on Sunday/more weekend buses for safe transportation.
Run a little later on weekdays, the 5 route doesn't run when I am out of class at 8.
Run buses later at night.

What single most important improvement would you suggest for SLO Transit?

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Run later
Run later during weekends, please!
Run later in the evenings, lower fares, bigger buses on heavily traveled routes.
Run later on weekdays.
Run later on weekends.
Run later so I can study later.
Run longer on the weekends.
Run routes later, Route 5 is no longer going to Cal Poly when I get out of class at 8.
Run the 6a on Sundays for students.
Run the service later throughout the day. Start at 6:00am. End at 10:00pm.
Run until 10 instead of 9
Running later on Saturday and Sunday.
Running night buses
Running night buses
Service LOVR stops later.
Start a little earlier in the am. I have to walk to catch the 10 south.
Start bus earlier (6am) please!
Stay open later.
Stick to the schedule and later buses, 6:55pm is still early.
Stop at 10pm instead of 9pm.
Stops earlier in the morning and more stops on the weekends.
The 5 to run later
I wish the route 5 would run an extra hour. Because students still have school, and a 7:40 route would be awesome for me.
The bus run later, particularly from Cal Poly downtown.
As a student I am often rushed to reach the last bus and then the bus doesn't complete the route and I have to walk farther (Route 4).
This is really impressive bus system, however, I wish it ran in the later hours, especially on weekends.
Timeliness and night service extended.
Times and availability on weekends and nights.
To have more buses on weekends for a longer duration.
To run longer on the weekends.
Transit option to the airport. Late evening buses.
Weekend extended hours
Weekend late night routes to/from Cal Poly and downtown.
Weekend nights and holiday routes longer.
Weekend service
Weekend service frequency and extension of operation for the weekend.

ON-TIME PERFORMANCE

1. Needs to be on time more. 2. It should not take 3 hours to get across SLO.
Accurate arrival times.
Add accuracy
Always late, makes me late to class on a regular basis. More stops to downtown for bus 6 would be great.
Arrival and departure timeliness.
Arrive on time. We would like to be on campus by 8:00am so we can make it to 8:10am class.
Arriving/Departing on time.
Be more on time, I have been late to class on multiple occasions.
Be more on time.
Be more punctual. Sometimes the 6b and 5 are too close to each other/and at the same time.
Be on time
Be on time and update app with live tracking.
Be on time because it affects how late/early we get on campus/classroom.
Be on time more!
Be on time!
Be on time!
Be on time!
Be on TIME!
Be on time!
Be on time! Tom B (a driver) is the best!
Be on time!!
Be on time, it makes it hard for students when the bus is late.
Be on time.
Be on time.
Be on time.
Be on time.
Being on time
Being on time

What single most important improvement would you suggest for SLO Transit?

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Being on time and having enough room.
Being on time.
Being on time.
Being on time/Courtesy.
Better on time.
Build in extra time so buses aren't always late.
Buses being on time.
Buses should be on time more.
Change Route 6B so that it isn't constantly late.
Come earlier so that all riders aren't late to class. 5 minute change.
Consistency of time.
Consistency with bus times and actual bus arrivals.
Consistent times.
Consistently be on time for morning buses.
Crowded and slow on rainy days.
Decreasing headways and offering service later than 10pm, WIFI on all buses. The 5 is consistently late, especially in the morning heading towards campus.
Get the 5 to be on time
Get the bus on time.
Get there on time.
Get to Cal Poly before classes start!
Getting to campus on time.
If the buses would come on time and they need to be more clean.
Improve on-time performance.
Improve on-time performance. Improve app-accuracy when buses are out of service. Also it would be nice if more buses ran at 6:00pm.
It's a bummer when the bus runs late in the am and I end up being late to class. Bus could arrive minutes earlier for students.
Just get to Cal Poly campus a few minutes earlier.
Keep the buses on schedule. I've seen them 15 minutes later before. we have class to attend!
Keeping a schedule, reliable app usage.
Late buses on Sundays. Later hours.
Leave earlier so I can be on time to school when we have to step for a lot of people.
Let buses run later on Sundays since students usually go to school to study.
Longer service hours and on-time performance.
Make allowed times for bus arrival/departure. Correct/factor in traffic during school/work hours.
Make being on time the number one priority.
Make buses more punctual
Making sure the bus is on time.
Maybe more buses to get everywhere on time.
More accurate arrival times.
More accurate times.
More consistent rate of buses for each route, difficult to ride when 2 come in 10 minute of each other and then not again for an hour.
More consistent time.
More double decker buses, timeliness.
More frequency on my route and being on time. More buses.
More on time buses to not be late for class.
More on time trips
More punctual
More realistic times.
More time scheduled for this route.
Needs to be on time, it should not take 2 hours to get across SLO.
Not to be early please.
Not to leave the bus and stop early please.
Often not on time.
Often runs behind schedule during busy time=late to class.
On schedule more often
On time
On time and later hours for downtown.
On time arrival
On time departing and arriving.
On time more often in mornings, more room on buses in morning.
On time more often,
On time more.
On time.
On time.
On-time, often route 5 is late.
Please be on time.
Please get to Cal Poly campus on time.

What single most important improvement would you suggest for SLO Transit?

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Punctuality
punctuality
Punctuality
Punctuality is most important and don't leave stops early.
Pushing pick up times 2 minutes early. Often get to class a little late.
Some buses run late and should notify us on the app if they're full.
Sometimes I get to class late so change the timing of time at a stop.
Sometimes I'm late to class in the afternoon if bus is running late.
Sometimes it come really late and I'm late to class.
Stick to the schedule and later buses, 6:55pm is still early.
The 5 is almost always late getting to Cal Poly. It's morning stops at the transit center are frustrating to morning commuters.
The improvement made in keeping buses on time, compared to when I used to ride 10+ years ago, is great.
The Route 2 and 3 are hardly ever on time, maybe you could do 2 buses for each route.
They don't get to my stop on time during the weekends.
Time
Timeliness
Timeliness
Timeliness
Timeliness and night service extended.
Timing can improve.
To be more aware of the time schedule. Have a nice/welcoming attitude.
Try to arrive at Cal Poly more timely.
Try to be more on time and consistent.
Try to be more on time and precise with the app.
Try to be on time more often. Transit is often 10 minutes late for smaller stops.
Trying to follow the schedule, I've missed buses because they left early and been late to school because bus was late.
Uses phone app for info. 6a is late most mornings making me late to class.

BUSES

Air conditioning when it's hot.
Air conditioning.
Air freshener.. please
Air on when bus is full of people.
Always a rack for luggage.
Always send the double decker bus on route 4 during busy morning times and update the live tracker when a bus is full.
Back doors need to be open larger for us old folks!
better seats
Better seats.
Better standing support for us short people. More buses during peak times (5pm-9pm) would be helpful.
Better use of the double decker buses.
Better ventilation, more airflow, the bus gets smelly.
Bigger bus for 6a at 6:00pm.
Bigger buses and luggage compartment.
Bigger buses and more luggage room.
Bigger buses early in the morning to Cal Poly, bigger buses in the evening from Cal Poly.
Bigger buses for crowded loads.
Bigger buses in the morning going to Cal Poly.
Bigger buses on Thursday nights.
Bigger buses.
Bigger buses.
Bigger buses.
Bus smells sometimes and gets overfilled during peak commute times.
Buses could be cleaner during day.
Cleaner buses
Cleanliness of the bus could improve.
Cleanliness of the buses could improve
Decreasing headways and offering service later than 10pm, WIFI on all buses. The 5 is consistently late, especially in the morning heading towards campus.
Don't use the single floor bus in the morning (8:00am-9:00am) on weekdays.
Double decker 6a during busy times.
Double decker at 6:00pm. That trip is insanely crowded.
Double Decker at 9:00am.
Double decker bus reliability and later hours on weekends.
Double decker for 6A at 6pm.
Double deckers during rush hours.
Extend the hours of operation on weekdays and weekends. Maintain the buses much cleaner
Fix Wifi.
Forward facing seats are better for back support.

What single most important improvement would you suggest for SLO Transit?

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Free wifi
Get bigger buses because sometimes they are packed and people cannot get on.
Get bigger buses because sometimes they are packed and people can't get on
Get rid of sideways facing seats and replace them with forward facing seats.
Great job bus driver, a little cleaner (bus seats especially).
Having wifi on more buses would be nice.
Heating / AC
Higher heat in winter and internet service.
Hybrid engines, save the earth.
I think the double decker bus in the morning is necessary.
If the buses would come on time and they need to be more clean.
Larger buses and/or more buses running during when people are commuting to school.
Larger buses for Foothill stops, double decker isn't enough, more buses should run later.
Make sure air is always circulating so it doesn't get humid and smelly.
Make sure the double decker is running on route 4 in the morning.
Make sure the two level bus for route 4a is in service.
Make sure to use 4 double decker for buses arriving on the hour at CP. When the single level bus is used, people are almost always left behind.
Make the seats more comfortable and play music.
Monday through Friday Route 4 should always be double decker earlier than 8am.
More bike racks.
More bike racks.
Less buses with those awkward space consuming side fancy seats.
More double decker buses (more seats) on popular routes.
More double decker buses for rush hours at Cal Poly Kennedy Library.
More double decker buses in the morning and on time (to got to class).
More double decker buses, timeliness.
More double decker buses.
More double decker buses.
More double deckers for early 6a/4a.
More routes and cleaner seats.
More seating
More seating if possible. More info when schedule changes or when other stops are affected like they are now because of construction.
More seating on the number 4 bus for college students.
More seats
More seats on popular routes.
More seats on some routes.
More space
More space.
More ventilation, it gets smelly on the bus sometimes.
Morning buses fill up very quickly , so maybe sending two would help accommodate more people and sometimes this causes the bus to arrive late to Cal Poly.
Music
Music and air conditioning.
Music or tv's.
Need improvement on lighting the bus at night.
Noise levels. buzzing is too loud at times.
Not always clean. More reliable, where there's construction, more info please
Play music for students.
Regulate the air conditioning better. Sometimes it gets too hot.
Remove half the seats on 6a, for more space...Play radio on bus 91.3 KCPR UC Santa Cruz buses do both of the above
Replace springs on bike racks so they are easier to raise/lower.
RTA buses should have WIFI access to students who commute.
Run later in the evenings, lower fares, bigger buses on heavily traveled routes.
Run the double decker more often on weekdays.
Seatbelts
Some buses seem to be too small for the number of people on it. It would be good to be more away of busy hours to ensure enough space.
Sometimes smells like wine. Otherwise, nothing at all.
Staggered wheelchair placement.
Temperature is usually very warm, it gets too hot and stuffy on the bus.
Temperature regulation policies.
Temperature.
temperature/airflow erratic.
The 4 and 6A leaving people at bus stops. Also, the beeps and air release when the bus kneels are uncomfortable and unnecessarily loud.
The android app has several glitches. Keep double decker buses in the morning for route 4.
The double decker was a great improvement. I think there may be better time in the day that require a double decker or require 2 buses to be sent.
The electronic signs at bus stops that tell you when the bus is arriving.
The wifi never works

What single most important improvement would you suggest for SLO Transit?

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To include an additional bike rack in the back of the bus as the RTA has done. Thank you.
Too many people, not enough buses.
Triple decker buses.
Two crowded, need bigger buses.
Update the mobil app. Get the bigger buses for 5 on mornings because it gets crowded.
Use larger buses at the 6:00pm time as it is very crowded.
Use larger capacity buses for Cal Poly routes in the rush hours. Winter= sick people and over crowding is an issue. Only improvement I can think of.
Use more double deckers during busy times.
Use the double decker bus for Route 5 in the AM, tons of kids and adults get turned away for there not being enough room on the bus.
Using the double decker buses during busy hours, example, 6:00pm on a school day.
When the double decker is out of service it is very difficult, otherwise I love SLO transit.
WIFI
Wifi
Wifi
Wifi
Wifi
WiFi availability on all buses.
Wifi on bus, more frequent runs and pick ups, too many gaps.
Wifi on bus.
WiFi on buses
Wifi on buses.

BUS STOPS

Add count-down clocks at all stops (i.e. bus will arrive in x minutes).
Better lighting at bus stops, longer hours on weekends. Buses that travel both ways on a route (instead of one way).
Bus shelter at Laurel and August.
Covered benches from rain.
Improve bus stops and ensure on street parking does not interfere with bus coming and going from stops.
More lighting on mill at stops.
More lights at bus stops.
Need more lighting at stops.
Put shelter at Augusta and Laurel.

ROUTING / STOP LOCATIONS

1)Paired routes that go both directions2)More frequent buses, for example, every 20 minutes.3)Bus stop at PCV
1. Needs to be on time more. 2. It should not take 3 hours to get across SLO.
A bus that goes more directly from downtown to University Square.
A bus that waits at Kennedy and laves to go downtown at 10 after the hour.
A connection over 101 between Irish Hills (Whole Foods) and Suburban Road (Trader Joe's)
A more efficient route from the Laurel Johnson area to Cal Poly or Downtown Transit.
A route between broad and S. Higher and longer bus time on weekends.
A route going both ways on California.
A route that goes up highland and onto Cal Poly campus rather than just the 6a. More punctual.
A stop near the business building at Cal Poly.
Abandoning the the double-decked bus and replacing it with two normal ones so that the buses may come more frequently.
Add a stop by Cal Poly stadium/business building.
Add a stop DN 6b and 5 and 4 closer to California and Foothill. I work at that side of campus and it's a long walk.
Better access to Food 4 Less, Trader Joe's, DMV
Better lighting at bus stops, longer hours on weekends. Buses that travel both ways on a route (instead of one way).
Better RTA service to Cal Poly.
Bring more routes.
Bus route for Cal Poly students who need to go to animal/farm units on campus (north of main campus).
Bus stop at PCV please
Bus stop near PCV helps students to get to school.
Bus stops in PVC.
Bus that goes from Vons to Food 4 Less. Bus that goes from Burger King to Food 4 Less.
Buses should come to stop too early. Stop on Route 2 closer to Oso High School
Direct from Cal Poly to Transit Center.
Disembark or enter in every block
Duration of trips, lines that stop less frequently.
Either having the 6b wait until 5 after to depart to give students a chance to make it over, or not have it wait and just make it arrive more often.
Go to airport
Have a bus stop right by the stadium/business building.
Have a route that goes directly to Cal Poly from each route.
Have bus that runs to the airport and Route 1 runs later and during the weekends.
I live off Johnson and wish there was a route to campus that I could get without taking multiple buses.
I wish the 6a route was shorter.

What single most important improvement would you suggest for SLO Transit?

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I would like to see a bus direct to Los Osos (on LOVR) at least 6 times a day. I'm not the only one that feel that way.
It would be nice if the 6a and 10b didn't switch off/combine after 6 during the week.
Keep bus app up to date, route clockwise 6A.
Lengthen hours of service on weekdays and weekends. Also consider a bus stop at PCU.
Let the Poly kids walk more. Take out stops on South and Foothill.
Also maybe expand bus route. Please have more buses from airport.
Making the routes more direct. Drivers need to slow down at times.
More bus routes.
More bus stops. More notice when closing a stop.
More buses, more hours, two way bus.
More convenient stops
More direct routes to Cal Poly from South/East end of town, area around French Hospital.
More express to main areas of town.
More on weekends, 4 and 6 further into town.
More route options
More route options. It takes me close to an hour to get to work every morning. It's about 2 miles away from my house.
More routes
More routes and cleaner seats.
More routes towards downtown from SLO.
More routes, hours extended on weekends, up to date hours/app
More routes.
More routes.
More stops
More stops
More stops along Cal Poly perimeter. Sometimes we pass right by one of my class buildings but then I have to walk back that direction.
More stops, more buses
One route for all outlying stops #3,4, and 5. One big loop.
Personally, it would be helpful if the bus came to CP closer to :45 due to starting work at 8:00am and ending at 4:30. From my location it only comes on the :30.
Re-close phillips/pepper stop
Route 6a does not have enough stops. Route 4 is too long a route, should be broken up.
Routes with more stops.
Service Santa Rosa
Thanks for everything! More routes between Cal Poly-Johnson.
That they get a route to go farther out on broad st. Do a loop to the airport.
The 6b leaves at the :02, I always miss it by a minute.
Transit option to the airport. Late evening buses.
We need more stops because I still have to ride a bike or walk further to get to my destination.

PASSENGERS

Better transfer connection, control homeless on 2 and 3, just plain nasty, use it like living room.
Cleaner buses, less unhygienic homeless riders, feces stains/smells.
Control of smoking in bus stop bench areas.
Have people with walker fold them so they are not a tripping hazard.
Less baggage allowed per passenger
Less carriage, baby strollers in gang way.
No use of cell phones except for texting, horribly noisy.
Not too many rude/homeless/drunk people on board that bug you.
People should be required to clean up themselves before getting on the bus. Theres no windows, the buses often reek and are dirty. Clean better.
People sitting on the bus for multiple loop rides and there is standing room only. It is not a pleasant when smelly people have been on the bus for hours.
Smoking cigarettes on the bus.
Some more governing on the #2/3 bus regarding noise level, language, and conduct.
That no one talks on their cell phones at all. Way too noisy.

OTHER

A map inside the bus showing the route.
A more clear schedule.
A warning at bus stops in advance of road work so I can change my plans.
About 90% of the SLO transit drivers are kind and courteous to their passengers. About 5-10% are rude and act like they despise passengers.
Advance warning at bus stops when there will be a route change.
Allow transfer from #3 to #3, hate paying twice to go to grocery shopping at vons.
App improvement for schedules.
Ask drivers not to pee on private property. Ask drivers not to drive off until passengers are seated.
Be on time and update app with live tracking.
Better advertisement of stops that will be closed using a method convenient for college students (like a FB page with updates).
Better app, not glitchy.
Better bus tracking on the app.
Better communication with RTA

What single most important improvement would you suggest for SLO Transit?

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Better driving for students that have to stand and provide other buses if bus is full because some students rely on the bus system 100%.
Better live updates on delays.
Better Pace and CTA. Maybe cheaper price, but still good price for a day pass.
Better warnings of when stops are closed. It only happened to me once when Foothill/Chorro was closed for construction, but it was very inconvenient.
Brake/accelerate/turn less abruptly. Keep the seats clean (people leave trash behind).
Bus drivers could at least smile, but I understand that not everyone has good days.
Bus drivers need to be more aware when ones get on who need assistance, seating available up front.
Bus schedule is confusing.
Buses to Avila Beach. Extended hours of operation for CP bus and dt.
Can't think of anything.
Cheaper fare.
Clearer schedule for those not used to riding on buses.
Correlated more with the app.
Courtesy
Courtesy with drivers is good except for a few who don't even make eye contact.
Courtesy/Friendly bus drivers.
Discount for homeless.
Dollar rides.
Don't buy double decker buses before you know for sure you will get federal help.
Don't push surveys on people.
Don't think it needs to change.
Driver Courtesy
Drivers should be more courteous to passengers, especially those with disabilities.
Fix the bus tracker app.
Fix the phone app.
Flat daily rates.
For them to slow down a bit and not appearing to care less about riders.
Free bus fare for students.
Free snacks and or drinks.
Friendlier bus drivers
Friendlier staff, way to attract passengers.
Get rid of rude driver.
God help the people on bus 2.
Have arrival times posted at bus stops.
Have food.
Have printed schedule at each bus stop, including Cal Poly library stop, and never cover it up with a rider alert announcement.
Holiday clarity of cancelations
Hygiene hand cleaners when paying fare. Maybe run 1/2 hour but schedules and drivers in SLO are the best. Sometimes the buses are over crowded.
I get the Downtown access pass and it's the reason I started riding the bus, great program!
I have no complaints about SLO transit.
I think the app could be improved or 1 or 2 more buses running on a couple of the routes.
I use the SLO transit app for information.
I want to chat with bus drivers.
If a bus stops running or working during its time, another bus should be waiting at the transit center to take passengers the same way.
If not already implemented, alerts for delays.
Improve app come at consistent times.
Improve online presence.
Improve on-time performance. Improve app-accuracy when buses are out of service. Also it would be nice if more buses ran at 6:00pm.
Improve reliability and accuracy of mobile app.
Improved driver courtesy (last Rt. 5 driver on weekdays is an awesome example of how drivers should interact with passengers).
Improving the phone app that shows all active buses-it hasn't been working recently.
Improving transit map comprehension.
It always passes McCollum
Keep asking, will help
Keep bus app up to date, route clockwise 6A.
Keep bus rides safe in terms of passengers.
Keep Google maps up to date and notify patrons of service changes on holidays.
Keep improving the smartphone app. It's helped me to track buses and figure out what route I should take.
Keep the app and website updated.
Keep the app updated
Keep the bus app updated.
Keep updating the app, it is really useful.
Less expensive, greater frequency, better printed guide.
Look into more buses with Cal Poly cutting back on hundreds of parking spots.
Make 24 hour passes "actually" good for "24 hours"
Make it easier to pay for bus fare, so that you can get change back, or a card that records the change amount for use next time.

What single most important improvement would you suggest for SLO Transit?

answered question	829
skipped question	744

Make SLO transit bus app more accurate when near the end of the routes.
Make sure the phone app can always read where the bus is.
Make the app for the phone better.
Making the stops at the designated stops, but it is never too late.
Manners
More accuracy on the mobil app.
More accurate App
More accurate App
More accurate real time info.
More accurate time on the phone app.
More colors, dancing, and butterflies.
More female drivers.
More female employees.
More information about when buses don't run, such as holidays, etc.
More personable drivers.
More reliable bus tracking app.
More reliable SLO transit phone app.
More updated real time info.
Music Playing
Never go out of service because it's way behind. That can really ruin someones day.
Nicer drivers. New schedule.
No improvement needed.
none
Not so "jerkish" drivers.
Nothing!
On time, nicer drivers, some are mean.
Please have all drivers wait till everyone is seated before pulling away from the curb.
Post bus times at least at major bus stops.
Provide information on when buses stop running.
Putting a phone number or way to call base on SLO Transit App to call to hold bus.
Radio/music on bus
Rental bikes.
RTA #9 takes too long to go to SLO from Paso Robles. I have incontenance and would like a 45 minute trip.
RTA into Lompoc if possible.
Run water/no more on weekends.
Since I use the Routes 2 and 3 a lot, it would be great if they could wait a few minutes at the transit center, so we don't miss our bus.
SLO transit app could be improved.
Snacks
Snacks (LOL)
Some drivers need customer service.
Sometimes the app doesn't work
Stop announcements?
Switch to cleaner fuel source. I think the service is fine. Why are there more rating questions for Spanish Speaking people on reverse side?
Some of the drivers are not very customer service savvy. Others are great.
There is one bus driver that never smiles.
The android app has several glitches. Keep double decker buses in the morning for route 4.
The app sometimes shows "no current/active routes" when in fact there is.
The driver refused a lady who needed help with her fare to give her a transfer and was rude to her.
The drivers need to be a little more understand and not so rude.
The real time app notifications can be late which makes me miss the bus.
The SLO transit app.
The tracker app is highly depended and needs lost data recovery algorithms and last known location contingencies.
The transfers need to last longer.
The unsubsidized cost is crazy, but the subsidized is ok.
There is one grumpy driver (6B route), male. His is the only grumpy driver I have seen.
To have driver for the 2 and 3 evening routes to be nicer.
To not stop a route just because it is running late.
To update their bus stop times so there wouldn't be any confusion.
Transit App and later and earlier bus times.
Try to tell driver to wait or accelerate lower when people are walking to their seats. Some might fall.
Update for app.
Update the app
Update the app because a lot of the time the time it says the bus is away from a certain stop is often wrong. The app is great otherwise.
Update the app. It doesn't load correctly at times.
Update the mobil app. Get the bigger buses for 5 on mornings because it gets crowded.
Update/fix the app.
Uses app for information

What single most important improvement would you suggest for SLO Transit?	
answered question	829
skipped question	744

Uses app for iPhone. It's a great experience.
Uses phone app.
Wait at a stop longer.
Wants DVDs on board! Seriously though, not enough buses on weekends.
Warnings when buses will be going out of service at the transit center.
When a passenger says "thank you" to a driver, it's very rude for the driver to say nothing. We are not hunks of meat!
When a stop is closed, make some sort of announcement on bus tracker APP
When someone is running for the bus and almost there, please be nice and stop (6b route driver is not nice).
When the bus goes out of service downtown telling everyone when they get on that it is, some drivers do, but not all.

ACCOLLADES

Great free service for those whose kids are grown and work downtown.
All is good.
Awesome bus drivers.
Doing great.
Excellent service.
Great service for seniors!
Happy with how it is.
Honestly, it is pretty good.
I think all is good.
I think the bus system in SLO is great.
I wouldn't change anything, I'm really grateful for the system.
Keep up good work driver and SLO personal.
Love these guys.
None -- all good
None, works well for me.
Nothing, everything is just fine.
Nothing.
Nothing. I've had really good experience with all my bus drivers. Thank you!
Please keep SLO transit, very needed. More rides frequently would be nice.
They already have excellent service.
This is really impressive bus system, however, I wish it ran in the later hours, especially on weekends.
Very happy.

Appendix B
Transfer Activity

RTA TRANSFER ACTIVITY AT GOVERNMENT CENTER

Hour of Departures	Route Passengers are Boarding	Number of Persons that arrived at the Transit Center by Route...										
		SLO 1	*SLO 2*	*SLO 3*	*SLO4*	*SLO 5*	*SLO 6*	RTA 9	RTA 10	RTA 12	RTA 14	
6:00 AM	RTA 9	0	1	0	0	0	0	-	0	0	0	
	RTA 10	0	0	0	0	0	0	5	-	0	0	
	RTA 12	0	0	0	0	0	0	0	0	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
7:00 AM	RTA 9	0	0	0	0	0	0	-	0	0	0	
	RTA 10	0	0	0	0	0	0	1	-	2	0	
	RTA 12	0	0	0	0	0	0	1	10	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
8:00 AM	RTA 9	0	0	0	0	0	0	-	0	1	0	
	RTA 10	0	0	0	0	0	0	3	-	0	0	
	RTA 12	1	1	0	0	0	0	5	10	-	0	
	RTA 14	0	0	2	0	1	0	2	0	0	-	
9:00 AM	RTA 9	0	0	0	0	0	0	-	2	3	0	
	RTA 10	0	0	0	0	0	0	1	-	2	0	
	RTA 12	0	0	0	0	1	0	2	1	-	0	
	RTA 14	2	0	1	0	1	0	0	0	0	-	
10:00 AM	RTA 9	0	0	0	0	0	0	-	0	5	0	
	RTA 10	0	1	0	0	1	0	1	-	1	0	
	RTA 12	1	2	1	0	1	0	5	5	-	1	
	RTA 14	0	0	1	0	0	0	0	0	0	-	
11:00 AM	RTA 9	0	0	1	0	0	1	-	1	1	0	
	RTA 10	0	0	1	0	0	0	1	-	5	0	
	RTA 12	0	1	0	0	0	0	5	1	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
12:00 PM	RTA 9	0	0	0	0	0	0	-	2	3	0	
	RTA 10	0	0	0	0	0	0	2	-	1	0	
	RTA 12	0	1	2	0	0	0	3	2	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
1:00 PM	RTA 9	0	1	0	0	0	0	-	2	5	0	
	RTA 10	0	0	0	1	0	2	2	-	3	0	
	RTA 12	0	0	0	1	0	0	8	5	-	0	
	RTA 14	0	0	0	0	0	0	5	0	5	-	
2:00 PM	RTA 9	0	2	1	2	0	0	-	3	6	0	
	RTA 10	0	1	1	0	0	1	2	-	6	0	
	RTA 12	0	1	1	0	1	0	4	2	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
3:00 PM	RTA 9	0	2	0	1	0	0	-	0	1	3	
	RTA 10	0	0	0	0	0	0	2	-	5	0	
	RTA 12	0	1	2	0	1	0	3	1	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
4:00 PM	RTA 9	0	0	0	0	0	0	-	0	1	0	
	RTA 10	0	1	0	0	0	0	2	-	3	0	
	RTA 12	0	1	1	2	0	0	1	3	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
5:00 PM	RTA 9	1	0	1	0	0	0	-	4	3	0	
	RTA 10	1	1	0	0	0	0	0	-	0	0	
	RTA 12	0	0	0	0	0	0	0	4	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
6:00 PM	RTA 9	0	0	0	0	0	0	-	0	0	0	
	RTA 10	0	1	1	0	0	0	0	-	0	0	
	RTA 12	0	0	0	0	0	0	2	0	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
7:00 PM	RTA 9	0	0	0	0	0	0	-	0	0	0	
	RTA 10	0	0	0	1	0	0	0	-	0	0	
	RTA 12	0	0	0	0	0	0	0	1	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	
8:00 PM	RTA 9	0	0	0	0	0	0	-	0	0	0	
	RTA 10	0	0	0	0	0	0	3	-	2	0	
	RTA 12	0	0	0	0	0	0	2	0	-	0	
	RTA 14	0	0	0	0	0	0	0	0	0	-	Total
Total Daily Transfers	RTA 9	1	6	3	3	0	1	-	14	29	3	60
	RTA 10	1	5	3	2	1	3	25	-	30	0	70
	RTA 12	2	8	7	3	4	0	41	45	-	1	111
	RTA 14	2	0	4	0	2	0	7	0	5	-	20
	TOTAL	6	19	17	8	7	4	73	59	64	4	261
Percent of Total Daily Transfers	RTA 9	0.4%	2.3%	1.1%	1.1%	0.0%	0.4%	-	5.4%	11.1%	1.1%	23.0%
	RTA 10	0.4%	1.9%	1.1%	0.8%	0.4%	1.1%	9.6%	-	11.5%	0.0%	26.8%
	RTA 12	0.8%	3.1%	2.7%	1.1%	1.5%	0.0%	15.7%	17.2%	-	0.4%	42.5%
	RTA 14	0.8%	0.0%	1.5%	0.0%	0.8%	0.0%	2.7%	0.0%	1.9%	-	7.7%
	TOTAL	2.3%	7.3%	6.5%	3.1%	2.7%	1.5%	28.0%	22.6%	24.5%	1.5%	100.0%

SLO PASSENGER TRANSFERS AT DOWNTOWN TRANSIT CENTER

Route Passengers are Boarding	Number of Persons the Arrived at the Transit Center by Route…											Subtotal: SLO	Subtotal: RTA	TOTAL
	SLO 1	SLO 2	SLO 3	SLO 4	SLO 5a	SLO 5b	SLO 6b	RTA 9	RTA 10	RTA 12	RTA 14			
TOTAL DAILY TRANSFERS														
SLO 1	--	8	1	6	1	1		1	1	1		17	3	20
SLO 2	3	--	22	2		2	4	4	1	2		33	7	40
SLO 3	3	25	--	12	6	1	5	6	11	8		52	25	77
SLO 4	1	6	2	--		3	4	6	3	8		16	17	33
SLO 5a	12	2	1	1	--				1		1	16	2	18
SLO 5b	1	2	10	3	9	--	3		1		1	28	2	30
SLO 6b		5	3	10		1	--	4	1			19	5	24
TOTAL	20	48	39	34	16	8	16	21	19	19	2	181	61	242
PERCENT OF TOTAL DAILY TRANSFERS														
SLO 1	--	3.3%	0.4%	2.5%	0.4%	0.4%	0.0%	0.4%	0.4%	0.4%	0.0%	7.0%	1.2%	8.3%
SLO 2	1.2%	--	9.1%	0.8%	0.0%	0.8%	1.7%	1.7%	0.4%	0.8%	0.0%	13.6%	2.9%	16.5%
SLO 3	1.2%	10.3%	--	5.0%	2.5%	0.4%	2.1%	2.5%	4.5%	3.3%	0.0%	21.5%	10.3%	31.8%
SLO 4	0.4%	2.5%	0.8%	--	0.0%	1.2%	1.7%	2.5%	1.2%	3.3%	0.0%	6.6%	7.0%	13.6%
SLO 5a	5.0%	0.8%	0.4%	0.4%	--	0.0%	0.0%	0.0%	0.4%	0.0%	0.4%	6.6%	0.8%	7.4%
SLO 5b	0.4%	0.8%	4.1%	1.2%	3.7%	--	1.2%	0.0%	0.4%	0.0%	0.4%	11.6%	0.8%	12.4%
SLO 6b	0.0%	2.1%	1.2%	4.1%	0.0%	0.4%	--	1.7%	0.4%	0.0%	0.0%	7.9%	2.1%	9.9%
TOTAL	8.3%	19.8%	16.1%	14.0%	6.6%	3.3%	6.6%	8.7%	7.9%	7.9%	0.8%	74.8%	25.2%	100.0%

Appendix C
Public Input

The following is a list of meetings and public input opportunities conducted as part of this plan process.

- Feb 27, 2015 – SRTP Kick-of Meeting with Transit Providers (SLO Transit & RTA)
- Mar, 2015 – Online Public Surveys (30-days)
- Mar, 2015 – Driver/Contractor Interviews
- Mar 3-5, 2015 – Onboard Rider Surveys
- July 14, 2015 – Stake-Holder Interviews (elected officials, advisory body, etc.)
- July 15, 2015 – Joint MTC/RTAC Meeting
- Dec 4, 2015 – MTC Special Meeting
- Jan 13, 2016 – Joint MTC/RTAC Meeting
- Apr 5, 2016 –Public Meeting, Recommended Changes
- Apr thru May 2016 – 30 Day Public Comment Period
- May 11, 2016 – MTC Review of Public Comment
- June 15, 2016 – MTC Special Meeting
- July 13, 2016 – MTC Meeting
- July 13, 2016 – Planning Commission
- Aug 24, 2016 - Planning Commission, Final Action
- Sept 20, 2016 – City Council, Adoption

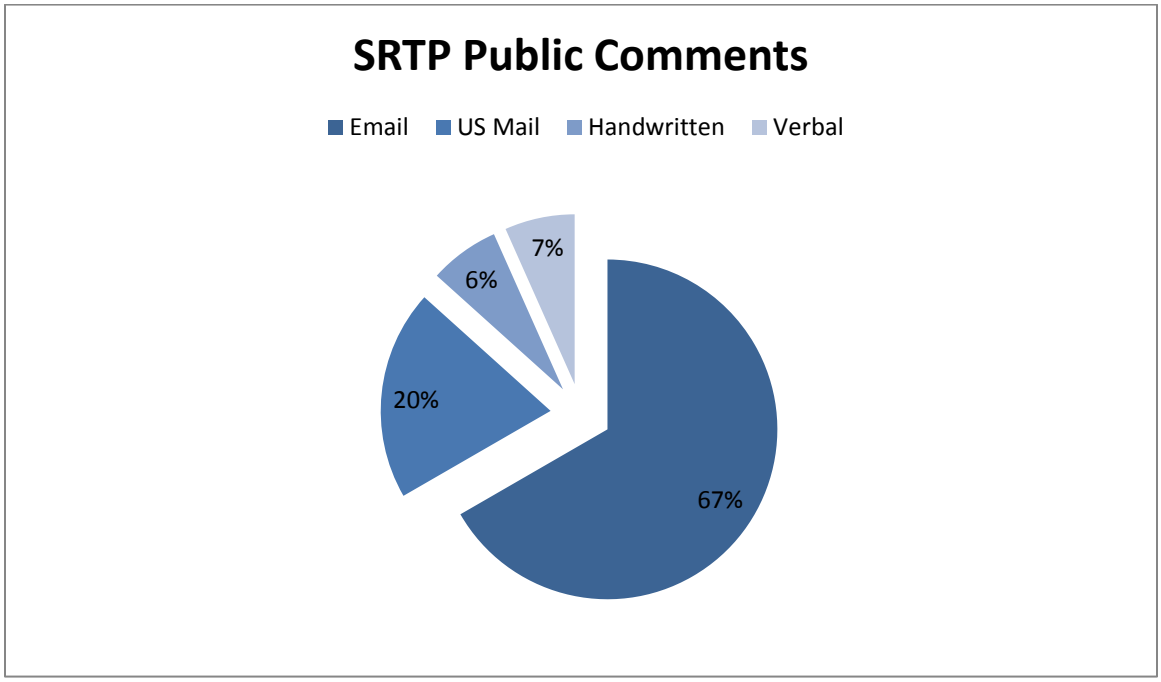
Public comments (beyond those received as part of the public and onboard passenger surveys) are presented in the following pages.

Public Comments

Short Range Transit Plan (SRTP)

The Short Range Transit Plan (SRTP) public comment period closed on May 6, 2016. The City of San Luis Obispo Transit (SLO Transit) received a total of 12 public comments. Comments were submitted via Email, US mail, written comments, and verbal comments as follows:

- 10 – Email
- 3 – US Mail
- 1 – Handwritten
- 1 – Verbal



Public Comments are summarized as follows:

Service Routes	Service Location	Public Comment	Staff's Comments
All		- Consider smaller buses. Bigger buses are not always better. - Consider more buses - Run all routes in both clockwise and counter clockwise direction. - Run buses more often (no more than 15 minutes between bus stops within city limits and no more than 30 minutes between rural stops).	- Ridership currently is exceeding the capacity of 40' vehicles. Smaller vehicles would create even bigger challenges - Considering the parking capacity constraints at the Bus Yard, this is also a challenge. Larger (40') but fewer is a likelier feasible alternative - Bi-directional service is a goal of the plan - Higher frequency is a goal of the plan
Route 1	Laurel & Orcutt roads	- Retain existing hourly service to Laurel & Orcutt roads.	- Plan is to reduce the hourly headway to 45 minutes perhaps even 30
Route 2	Higuera at Suburban bus stop	- Retain existing service to Higuera/Suburban stop.	- There is no plan to eliminate this stop
Route 2	South Higuera/ Tank Farm/ Broad	- Consider scheduling connection from RTA Route 10 to SLO Transit Route 2 in the morning and evening to better serve commuting professionals at businesses on South Higuera side of Tank Farm/Broad street vicinity. In the past the RTA Route 9 traveled down South Higuera and turned left on Tank Farm with a perfect schedule for working. -	- Worth considering during the development of schedules. Will likely work with RTA to see the feasibility of this idea as one of the goals is to improve connectivity between the two systems.

Proposed Route 2 and 4	South Higuera/ Los Osos Valley Road/ Madonna	- Will returning to the Transit Center be necessary when traveling within South Higuera, LOVR, and Madonna vicinity?	- Preserving the current Spoke-N-Hub transit model assumes the need to transfer to other routes. So yes, returning to the TC will be preserved.
Route 2 and 3		- Consider providing 2-3 morning shuttles and 2-3 evening shuttles to express the homeless from one point to another. That would bring a huge shift to those two routes and better evaluation once the new homeless shelter is up and running	- It's a thought-provoking concept, however the Federal Transit Administration who oversees public transit systems, amongst others, might take concern with segmenting populations from one another. While community services do have their broad challenges, they still must be open and available to all walks of life. Now beyond specialized trips, we are attempting to address crowding issues via the recommendations of our Short Range Transit Plan. You can learn more about the Short Range Transit Plan via visiting our website www.SLOTransit.org. Please let me know if you have any other questions, comments, suggestions, concerns or complaints. Thanks.
Route 3	Tank Farm at Wavertree & Tank Farm at Brookpine bus stops	- Retain Tank Farm at Wavertree bus stop. Understands existing concerns with bus stop location, but elimination of this stop would place the nearest stop about a mile from residence. - With proposed development in this area, would Tank Farm	- Ridership counts at Wavertree were nominal and largely unproductive although not entirely (3 On's & 6 Off's in 10 day period). New developments (e.g. Righetti Ranch) are showing potential for higher demand and could provide at least some service level albeit a little more distanced from current location

		at Wavertree and Tank Farm at Brookpine be brought back? - Reverse route so stops are on residential side of Tank Farm. Tank Farm at Wavertree & Tank Farm at Brookpine bus stops have no lighting, no crosswalk, and no signage, which does not provide the city with safe access to these stops.	- Yes, see response above - A phase 2 change to the Route 1 would provide bi-directional service near this segment. This is however dependent on the development of Righetti Ranch and comes with the changes to service associated with its development
Route 3	Tank Farm at Wavertree	- Three bus stops on Tank Farm should be combined into a single bus stop, probably located at Wavertree as that stop has the best sight distance to crosss the street - When Righetti Ranch builds out, adding another stop at Bullock Lane would make sense	- A lot of technical analysis goes into developing and refining these plans. As you can imagine, data upon data is what drives these plans and in shaping Transit systems to become more efficient. However, we recognize, as an industry, that the goal of public transit system should not entirely be to only maximize service. We often grapple with questions like: do underperforming stops become discontinued to save on cost so that savings can be reinvested in more productive segments and especially in segments that see overcrowding, or do we continue to invest the money even if there is even just one rider? That is where your public comment comes in. We need to hear from the community. Thank you once again.
Route 3	Tank Farm between Broad and Orcutt	- Reverse route so stops are on residential side of Tank Farm or remove these stops.	- A phase 2 change to the Route 1 would provide bi-directional service near this segment.

			This is however dependent on the development of Rhegetti Ranch and comes with the changes to service associated with its development
Routes 4, 5, 6B	Phillips/ Pepper/ Johnson	- Do bus stops on Phillips leave adequate room for buses to stop and pick up passengers while sufficiently staying out of the roadway? - Consider existing stop on South side of Phillips that requires bus to nose between a parking spot and a driveway, rather than pull to the curb parallel to the street. - Consider that both stops on Phillips are situated between two corners – one completely uncontrolled (Pepper) and one uncontrolled coming from Phillips and with limited visibility (Johnson). As buses go through each corner, there is often not enough room for passenger cars as the buses go around the corner. There is simply not enough room for the bus and for the inevitable driver that attempts to cut the corners between Phillips, Johnson, and Pepper, two-way residential streets with parking on both sides. - Consider existing stops on Mill St. These stops are on a wider street with a greater view of oncoming traffic and with more space for riders to wait for the bus. Residents of	- No known traffic incidents of conflicts (PD or internal) however it can be derived from current measurements of vehicles and roadway. Anecdotal observations also confirm the concern. - This requires more analysis and is outside the scope of the SRTP - No known incidents of conflicts however it can be derived from current measurements of vehicles and roadway. Anecdotal observations also confirm the concern. - Plan is recommending shifting most routes off of Pepper/Mill area to other roadways (e.g. Monterey). APC data will help with final determinations.

		Phillips, Johnson, and Pepper are within the ¼ mile benchmark of these established stops.	
		- Consider bus impact on Phillips/Johnson intersection due to bus traffic, which has required regular repairs by the City. Repair costs should be factored into the efficiency calculation of bus route.	- See response above
		- Consider multitude of existing bus stops in close proximity. Removing bus stops on Phillips would not have impact on bus ridership and fees collected. Keeping buses on Mill St. will still serve Phillips/Johnson/Pepper neighborhood.	- See response above
		- Omit Johnson/Phillips/Pepper detour. However, if existing detour is necessary, moving the bus stops to either Johnson or Pepper would provide a safer alternative. Johnson has cut-out area, where the road is widened and there is greater line of sight for passing cars. The East side of Pepper along the railroad tracks provides a long straight area where the bus could stop completely parallel to the street while providing enough room for the bus to achieve proper position coming into the turn onto Phillips.	- See response above

		- Buses servicing Phillips/Pepper/Johnson are empty certain times of the day, wasting both time and money. Buses should go through 1300 block of Mill.	- See response above
		- Buses traveling on 4 block detour usually drive well over the dividing line for the traffic lanes. The Phillips/Pepper intersection is very narrow. Consider safety and visibility when buses turn from Pepper to Mill. The bus hangs out into the traffic lane on the railroad bridge because the red zone does not allow buses to pull forward enough to be in the clear. When cars try to go around these buses are often met with cars coming over the hill heading into town. Entire bridge curbing should be painted red.	- See response above
		- Consider road damage from the weight of buses at the intersection of Peach/Johnson and the 700 block of Pepper.	- See response above
		- Consider 800 block of Pepper that has no sidewalk – many riders park in this area and ride the bus. Lack of sidewalk poses danger and risk to these pedestrians/riders. Consider increasing all day parking in the 1200 and 1300 blocks of Peach, 700 block of Johnson, Phillips, and Pepper.	- See response above

None specified	Madonna/ LOVR/ Laguna Lake area	- Consider express or direct service from Madonna/LOVR to Johnson (2180 Johnson) in the mornings (between 7:30 and 8:30 AM) and afternoons (between 5:30 and 6:30 PM).	- The merit of this request requires further evaluation. Improvements to the Route 2 (crossing LOVR bridge) might address this request.
None specified	Southwood	- Consider service to the YMCA on Southwood.	- No safe turnaround to come out of Southwood. A full parking lot presents risks
None specified	Airport	- Add bus stop to service airport	- The merit of this request requires further evaluation

Public Comments

Short Range Transit Plan (SRTP)

April 2, 2016 – Bus Stop at Airport

-----Original Message-----
From:
Sent: Saturday, April 02, 2016 7:57 AM
To: SLO, Transit
Subject: Bus Route

I would like to request that a bus stop at the airport be added.

April 4, 2016 – Route 1 and Route 2

April 4, 2016
Orcutt Rd.
SLO, Ca.93401-0028

Dept. of Public Works/SLO Transit
919 Palm Street
SLO, CA.93401

Dear sir or ms.,

Hello. This letter is in regard to the forum on city bus needs and route changes. Since I can't attend tomorrow's meeting, I am writing in regard to routes 1 & 2.

In the past proposals to eliminate the Prado-Sububan road bus stop at Food4Less and Trader Joe's were submitted. Instead, it was proposed that the Route 2 buses go only so far as Prado Road, then return to city hall via Higuera Street. Please do not do this. I buy nearly all of my groceries at Food4Less and estimate saving $7 to $8 per shopping trip by going there.

I would also ask you to retain Route 1 hourly service to Laurel & Orcutt roads. Many busriders use this stop and having two city buses stopping there is very convenient.

I hope this is helpful in deciding transit needs for coming years.

Sincerely,

April 5, 2016 – Proposed Route 2 and Route 4

Living in Chumash Village on South Higuera – the proposed #2 and #4 Alternatives

I could go south on S. Higuera to Los Osos Valley Road and over to Madonna to shop. Then to board to go back to S. Higuera & Madonna Rd. At that point could I transfer to South? or would I have to return to the traffic center in order to go back to South Higuera?

April 6, 2016 – Phillips/Pepper/Johsnon

From:
Sent: Wednesday, April 06, 2016 10:50 AM
To: Anguiano, Gamaliel
Subject: SRTP Input

G -

Thank you for your presentation last night. I enjoyed meeting you and hearing about the future of our bus system.

Attached is a letter regarding my concerns about the bus service on Phillips Lane. I have placed a hard copy in the mail for your records.

Please contact me with any discussion, questions, or concerns. As I said in the letter, I would be happy to meet with you anytime.

Thank you,

VIA E-MAIL & US MAIL

Phillips Lane
San Luis Obispo CA 93401

@hotmail.com

6 April 2016

Gamaliel Anguiano
Transit Manager, City of San Luis Obispo
919 Palm Street
San Luis Obispo CA 93401
GAnguiano@slocity.org
(805) 781-7121

Dear Mr. Anguiano,

Thank you for hosting the meeting last night regarding the SRTP and for soliciting public input as our transit system grows and changes with our city. Though I am only an occasional user of our city's bus system, I have great appreciation for the service that is provided and the traffic and emissions it reduces by way of removing cars from the road.

I do have a comment regarding the detour onto Phillips Lane, and I will address it using the four rules you discussed in your PowerPoint presentation.

1. Safety - I question whether the bus stops on Phillips Ln. leave adequate room for the busses to stop and pick up passengers while sufficiently out of the roadway. The stop on the South side of Phillips requires that the bus noses in between a parking spot and a driveway, rather than pull to the curb parallel to the street. Further, both stops on Phillips are situated between two corners - one completely uncontrolled (Pepper) and one uncontrolled coming from Phillips and with limited visibility (Johnson). As busses go through each corner, there is often not enough room for passenger cars as the busses go around the corner.

The situation on Phillips Lane is similar to the one you discussed on Sandercock. Though we do not have a school and the threat of young children darting in front of the bus, there is simply not enough room for the bus and for the inevitable driver that attempts to cut the corners between Phillips, Johnson, and Pepper. Sandercock, Phillips, Johnson, and Pepper are all 2-way residential streets with parking on both sides.

2. Reliability - No issues here. 98% on time service seems pretty darn good to me.

3. Accessibility - You are well aware of the multitude of stops on Mill St. and other

surrounding streets. These stops are on a wider street with a greater view of oncoming traffic and with more space for riders to wait for the bus. The residents of Phillips, Johnson, and Pepper are well within the 1/4 mile benchmark of these established bus stops. Asking the bus ridership to walk an additional block to Mill St. seems reasonable, and does not seem to be any tangible threat to their accessibility to our City bus system.

4. Efficiency - The City has been out to repair the Phillips/Johnson intersection multiple times in the years since this bus route has been added. It is a steep dip and the constant bus traffic has been detrimental to the condition of the street. This repair cost should be factored into the efficiency calculation of the bus route.

Additionally, with the multitude of bus stops in close proximity, I have doubts that removing the bus stops on Phillips would have any impact on bus ridership and the fees that are collected.

It is easy to dismiss complaints without suggestions as a simple "Not In My Backyard" argument. This is not a NIMBY argument, as I said I appreciate the service the bus system provides and I understand its place in our city and neighborhood. The fact is, keeping buses on Mill St. will still serve this neighborhood.

My obvious preference, and that of many of my neighbors, would be to have the Johnson/Phillips/Pepper detour omitted from future bus routes. The concerns I have discussed make a good case for this omission.

However, if there is a reason that the bus system needs to continue on the existing detour, moving the bus stops to either Johnson or Pepper would provide a safer alternative. Johnson has a cut-out area, where the road is widened and there is greater line of sight for passing cars. Similarly, the East side of Pepper along the railroad tracks provides a long straight area where the bus could stop completely parallel to the street while providing enough room for the bus to achieve proper position coming into the turn onto Phillips.

I appreciate you opening the forum for public input, and I hope you give serious consideration to these concerns. Please, contact me anytime via telephone, e-mail, or a knock on my front door. I would be thrilled to walk the neighborhood with you to discuss these concerns, our options moving forward, and your eventual final decision.

Sincerely,

April 8, 2016 – Tank Farm at Wavertree & Tank Farm at Brookpine bus stops

From:
Sent: Friday, April 08, 2016 3:25 PM
To: Lawson, Dee; Anguiano, Gamaliel
Subject: SLO Transit Route 3

Gamaliel,

Hello! I wanted to voice some feedback as a rider of SLO Transit and a SLO City resident. Although I know and appreciate the concerns with the stop at Tank Farm and Wavertree Street, I am disappointed to see it is being proposed as a stop that would no longer be served. I live on Wavertree Street and enjoy the proximity of the bus stop (it was a factor in our home search believe it or not). With it eliminated, it makes the distance to the nearest bus stop just shy of a mile which is a haul compared to the less than 500 feet that we now have. It adds another barrier to traveling on transit, especially when I am usually with three children.

One question, with the proposed development in the area, would you propose to bring those stops (Wavertree and Brookpine) back?

Many thanks!

April 9, 2016 – System Wide

-----Original Message-----
From:
Sent: Saturday, April 09, 2016 6:59 AM
To: SLO, Transit
Subject: Slo Transit

Hi,
I read through the three hundred some odd page report on the future expansion of SLO Transit.

Here is my comment: simple and sweet!

SMALLER busses.
MORE busses.
Run all routes in both clockwise and counter clockwise direction Run buses MORE often. (no more than 15 minutes between bus stops within city limits, and no more than 30 minutes between rural stops.)

SLO does not need such HUGE buses. Bigger is not alway better!

Thanks,

April 10, 2016 – Route 3

From:
Sent: Sunday, April 10, 2016 9:05 AM
To: SLO, Transit
Subject: Short Range Transit Plan Suggestion Route 3

Dear Gamaliel Anguinao,
Please give top priority to Route 3, Tank Farm Road between Broad and Orcutt Road. Reverse the route so that stops are on residential side of Tank Farm or remove the stops.

As a resident on Huckleberry Lane, I have been amazed at the danger presented to citizens at two city bus stops across Tank Farm Road from Brookpine and Wavertree. How did this pass ADA requirements?! No lighting, no crosswalk, no signage is offered. As you are aware, there is a lawsuit resulting from these unsafe conditions which resulted in serious injuries to a buss passenger crossing Tank Farm trying to reach the residential area. One of the goals for mass transit within the city is to offer safe access. There is nothing safe about these two stops especially for those with disabilities. Unfortunately, one citizen has permanent disabilities as a result of faulty planning regarding these two bus stops.

Sincerely,

April 10, 2016 – System Wide

From:
Sent: Monday, April 11, 2016 7:03 PM
To: E-mail Council Website
Subject: SLO Bus Ridership Comments., Transit Report Dated, Dec 8, 2015

Dear Mayor and Council Members.

I was looking at the

Joint Short Range Transit Plans for RTA and SLO Transit, Dec. 8th, 2015.

I am not sure what the actual goal here is but from looking at the report it appears to be incomplete.

Mostly what I see missing is what happens as a result of the changes.

Example. If Bus service is reduced what happens to the displaced riders and how do they get to their destination. Especially near Cal Poly. Students or Staff will either walk, ride a bike or get in a car to get to school, which may increase traffic on existing roads. The report does not discuss this from what I can tell they only discuss cost differences and what happens to existing riders.

Since I live in the Arbors, my only real comment is that the three bus stops be combined into a single bus stop, probably located at Wavertree as that stop has the best sight distance to cross the street. When the Righetti Ranch builds out. Adding another stop at Bullock Lane would make sense.

Thanks for listening.

Sincerely,

Gary Felsman
1266 Sumac Court

San Luis Obispo, CA 93401

April 12, 2016 – Route 2 and Route 3

From:
Sent: Tuesday, April 12, 2016 7:59 AM
To: E-mail Council Website
Subject: Giving the homeless a shuttle

Hi there, I know bus route 2 & 3 gets crowed as the homeless move from night Shelter to day shelter. Please consider providing 2-3 morning shuttles and 2-3 evening shuttles to express them from one point to the other. That would bring a huge shift to those two route and a better evaluation once the new shelter is up and running.
Thanks for reading this!

April 12, 2016 – System Wide

From:
Sent: Tuesday, April 12, 2016 5:02 PM
To: E-mail Council Website <emailcouncil@slocity.org>
Subject: Re: bus routes and stops

To the SLO City Council:

Please keep all the bus routes and stops that we have currently and please add more. And of course safety improvements would also be wonderful.

Our family of 5 is trying to increase our use of bus service, biking, and walking. Our future in general depends on improving public transportation and alternative modes of travel. Part of the reason we chose to move to SLO in 2006 was the ability to have a local carless life here. We definitely appreciate the traffic calming and green lanes for bikes. Public transportation is also a big part of moving away from fossil fuels. We need to leave a decent life for our children and their children and beyond.

Thank you,

Sinsheimer-Johnson Neighborhood

April 14 2016

Hello:

I want to add a few comments on your bus routes. Mainly the areas of Johnson - Phillips and Pepper.

What a waste of money!!! Within 15 mins of writing this 3 buses have come along all empty!!! This goes on all day from 6 A.M. to around 9 P.M. The 1st bus will pick up the very few riders who are waiting on Phillips. The others aimlessly following wasting both time and money.

After the 1st bus goes through this others should go through on the 1300 block of Mill. This make Bellevue "Historic Area" is no better than any other area in this city.

Lets talk Safety - As your buses drive along this 4 block detour they usually drive well over the dividing line for the traffic lanes.

The intersection of Phillips and Pepper is the worst, its very narrow!

Its very unsafe when the buses turn from Pepper to Mill - the driver is looking into a phone pole and trees!

Then on the Railroad Bridge the bus hangs out into the traffic lane because the red zone does not allow them to pull forward enough to be in the clear.

When cars try to go around they are often met with cars coming over the hill heading into town.

THE LENTIRE BRIDGE CURBING SHOULD BE PAINTED RED!

DAMAGE LOOK AT THE DAMAGE THAT HAS BEEN DONE AND CONTINUES TO THE STREETS FROM THE WEIGHT OF THE BUSES. IE; INTERSECTION OF PEACH AND JOHNSON, AND THE 700 BLOCK OF PEPPER.

SAFETY, MORE AND MORE RIDERS, MAINLY STUDENTS, PARK IN THE AREA AND RIDE THE BUS. THE 800 BLOCK OF PEPPER HAS NO SIDEWALK SO YOU HAVE TO WALK OUT IN THE TRAFFIC. THE INCREASE OF ALL DAY PARKING EFFECTS THE IMPACTED PROBLEM OF PARKING IN THE AREA OF THE 12 & 1300 BLOCK OF PEACH, 700 BLOCK OF JOHNSON (1 OF THEM), PHILLIPS DUE TO THE LOSS OF PARKING CAUSED BY THE BUS STOPS, AND PEPPER.

PERHAPS THE CALIFORNIA HIGHWAY PATROL COULD HELP YOU WITH SOME OF THE DRIVING ISSUES, AND DRIVER TRAINING.

THANK YOU FOR YOUR TIME, IT WOULD BE NICE TO KNOW OF THESE MEETINGS BEFORE THEY ARE HELD.

April 29, 2016 – South Higuera, Tank Farm, Broad

From:
Sent: Friday, April 29, 2016 11:16 AM
To: SLO, Transit
Cc:
Subject: Convenient Transit to The Spice Hunter on Suburban Road in San Luis Obispo.

To Whom it May Concern:

I currently commute on the RTA Route 9 from Atascadero to Suburban Road in San Luis Obispo. Most days I get on the first express bus at 5:48 a.m. with my bike. I get off at The Apple Farm at the top of Monterey and ride about five miles down to Suburban, arriving at 6:25 to start my workday. By doing this ***I beat the Route 10 connection by about thirty minutes***.

In the afternoon I would need to cut my eight hour day short or extend it beyond my allotted work hours to use the Route 10 connection or the SLOT #2 if I did not use my bike. Needless to say, when I can't ride my bike for some reason I must drive instead of using a more convenient bus system.

A few years ago the Route 9 bus came down South Higuera and turned left on Tank Farm Road with a perfect schedule for working. Since then, many businesses have opened up on this South Higuera side and in the Tank Farm/Broad Street vicinity to reinstate this route (MIND BODY!!!) with the potential for HUGE rider growth if the schedules were updated to something more convenient for the professional employee.

Please consider doing this. Thank you.

Sincerely,

April 29, 2016 – Madonna/LOVR, Laguna Lake area

From:
Sent: Friday, April 29, 2016 12:10 PM
To: SLO, Transit
Subject: Public Comment Transportation Plan

I ride a bike and have been attempting to go car free for years, but gaps in SLO Transit make it near impossible.

Our work location at 2180 Johnson is currently undeserved by SLO Transit. I would consider riding SLO Transit if there was express or direct service from Madonna/LOVR that arrived near my workplace on [Johnson] between 7:30am and 8:30 a.m. and departed between 5:30 and 6:30 p.m.

In addition, a second transportation hub, outside of the downtown corridor (eg Laguna Lake Area) would make connecting with RTA much easier for everyone.

May 5, 2016 - Southwood

Meeting with Executive Director of the YMCA (Monica Grant), City Director of Public Works (Daryl Grigsby), and City Facilities Maintenance Supervisor (Andrew Collins):

Ms. Grant requested bus route that comes down Southwood to YMCA. Mr. Grigsby mentioned Short Range Transit Plan and route changes. Mr. Collins acknowledged that trip down Southwood might be difficult due to turnaround – parking lot damage, etc. The closest existing stop is on Laurel.

Public Works
919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

City of San Luis Obispo Transit – SLO Transit

Service Reduction
&
Fare Increase Policy

I. Purpose

49 USC Chapter 53, Section 5307(d)(1)(I) provides that urban grant recipient shall have:

> *"a locally developed process to solicit and consider public comment before raising a fare or carrying out a major reduction of transportation."*

The City of San Luis Obispo's fixed-route SLO Transit system is a recipient of Federal Transit funding and therefore must establish an acceptable public meeting procedure with respect to fare increase and major service reductions as required by Federal law.

II. Definitions

a. Major Service Reduction:

i. An indefinite reduction of more than 15 percent of daily revenue miles or hours; or

ii. A number of indefinite service reductions in any given fiscal year that add up to more than 15 percent of daily revenue miles or hours.

b. Fare Increase:

i. Any increase to a fare price per unit of service.

c. Emergency Service Change:

i. Service change that is to be in effect for fewer than thirty (30) days; and

ii. Service change does not meet the criteria of Section II.A.

Examples of emergency service changes include, but are not limited to; those due to power failure, severe weather, major construction, reconstruction, and improvement projects.

III. Procedure

a. If a Major Service Reduction or Fare Increase is determined to be necessary by SLO Transit staff, a recommendation and supporting materials will be submitted to the City of San Luis Obispo City Council (Council) for consideration.

b. If the Council determines that a Major Service Reduction or Fare Increase may be necessary based on staff's recommendation and supporting documentation, staff will schedule and advertise a no less than two public meetings to be conducted in accordance with City's most recently adopted Public Engagement Manual. One said meeting will be held during typical work day hours (before 5 p.m.) and the other after work day hours (after 5 p.m.). At a minimum, public notices for public meetings will be posted at or electronically sent to the following locations, in both English and Spanish:

   i. City Hall (990 Palm St.)
   ii. Transit Center
   iii. On board fixed-route vehicles
   iv. County/City Public Library
   v. Local Access TV Channel 21
   vi. SLO Transit website with email link for comments
   vii. City of San Luis Obispo website with email link for comments
   viii. Social Media (e.g. Facebook)
   ix. Paid and legal notices in local print periodicals
   x. Press Releases to local media outlets

c. A public meeting on the Major Service Reduction or Fare Increase will be held in a convenient, accessible and diverse location.

   i. The location selected will be along bus routes whenever possible;
   ii. The public meeting will be held under the supervision of SLO Transit Manager;
   iii. The public comments will be recorded and filed; and
   iv. The public meeting may be held at a regular Mass Transit Advisory Committee meeting.
   v. Spanish speaking assistance availability

d. After the public meeting is closed, staff will give a recommendation for consideration by the Council

e. If Council adopts a plan for a Major Service Reduction or Fare Increase, the SLO Transit Manager shall be authorized and directed to implement the action according to the approved transit schedule. The schedule shall provide a minimum of 45 (calendar) days public notice of the service or fare changes prior to their implementation.

Public Works
919 Palm Street, San Luis Obispo, CA 93401-3218
805.781.7200
slocity.org

IV. Exemptions

The following criteria establish certain instances which are exempt from the requirement to solicit public comment:

a. Standard seasonal variations;

b. Special Events (e.g. marathon, triathlon, etc.)

c. Changes imposed and under the control of private organizations (e.g. CalPoly)

d. An Emergency Service Change;

e. Experimental service changes for a period of 180 days or less, unless the changes extend beyond 180 days and meet the criteria of a Major Service Reduction as defined in Section II.A;

f. Any fare, ticket or pass rate changes that do not result in increased fares per unit of service;

g. Increases in service; or

h. Decreases in fares.