



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



Public Works

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- 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.

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:

- b. Requirements (per Major Reduction – Public Engagement)
 - 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)



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days public notice of the service or fare changes prior to their implementation.

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.