San Luis Obispo Regional Transit Authority

and

City of San Luis Obispo Transit

Short Range Transit Plans

Working Paper 3: Service and System Evaluation

Prepared for

RTA and SLO Transit

April 9, 2024

Prepared by LSC Transportation Consultants

San Luis Obispo Regional Transit Authority
and
City of San Luis Obispo Transit
Short Range Transit Plans

Working Paper 3:
Service and System Evaluation

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TABLE OF CONTENTS

CHAPTER *PAGE*

LIST OF TABLES

TABLES *PAGE*

LIST OF FIGURES

FIGURES *PAGE*

Chapter 1
INTRODUCTION

INTRODUCTION

The San Luis Obispo Regional Transit Authority (RTA) and San Luis Obispo Transit (SLO Transit) are the two largest public transit providers in San Luis Obispo County. The two agencies have retained LSC Transportation Consultants, Inc. to prepare the 2024 update to each agency's respective Short Range Transit Plan (SRTP). The effort to update the two SRTPs, including interim working papers and project meetings, is being coordinated by both agencies, however, the planning effort will ultimately result in two separate SRTPs as final deliverables.

This document, *Working Paper Three: Service and System Evaluation* (WP3), is the third interim study document developed for the RTA and SLO Transit SRTPs. Chapter 2 presents demographic and economic data related to transit demand for both San Luis Obispo County and the City of San Luis Obispo. Chapter 3 evaluates RTA operations and performance over the last ten years, with a focus on the agency's more recent history. Runabout operations are also considered in Chapter 3. Chapter 4 then evaluates ten-year operations and performance data for SLO Transit, with more detail provided for the most recent fiscal year. Additionally, this report contains multiple appendices that present supplemental demographic and ridership data, as well as passenger, community, stakeholder, and bus operator feedback, for both the RTA and SLO Transit. Ultimately, the RTA and SLO Transit SRTPs will improve service efficiencies and address public needs as identified in WP3.

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Chapter 2
STUDY AREA CHARACTERISTICS

INTRODUCTION

This chapter reviews the demographic and economic characteristics of both San Luis Obispo County and the City of San Luis Obispo, with a focus on data relevant to transit demand and the near-term future of RTA and SLO Transit services.

DEMOGRAPHICS

Population Projections

Population projections are useful for estimating how transit demand may change in the future; if the population grows, transit demand will likely increase as well. Population projections by age group for San Luis Obispo County, sourced from the California Department of Finance, are shown in Table 1. Overall, the San Luis Obispo County population size is expected to remain relatively consistent over the upcoming decades, growing by less than 2 percent from 2020 to 2040.

Within the current decade, the fastest-growing age group is senior adults: from 2020 to 2030, the population of mature retirees (those between 75 and 84 years old) is forecasted to grow by 61 percent and the population of older seniors (those ages 85 and older) is forecasted to grow by 24 percent. The older senior population is expected to continue growing from 2030 to 2040, meaning the older senior cohort will almost double in size from 2020 to 2040 (+98 percent). All the other age cohorts are experiencing negative growth this decade except for infants and toddlers (+3 percent). The college-aged adult population projections do not account for the many Cal Poly students who do not live in San Luis Obispo County full-time, and therefore are not technically considered residents.

The forecasted growth of San Luis Obispo County's senior adult population is important, as many seniors rely on transportation services for mobility. The growing senior population will likely drive increased demand for transportation services catered to the needs of seniors, such as non-emergency medical transportation, door-through-door services, and paratransit.

Table 1: San Luis Obispo County Population Projections by Age Category

Year	Total (All Ages)	Preschool (0-4 years)	School Age to Young Adult (5-17 years)	College Age (18-24 years)	Working Age (25-64 years)	Young Retirees (65-74 years)	Mature Retirees (75-84 years)	Older Seniors (85 or older)
2020	282,639	12,638	35,703	32,797	141,676	34,410	17,428	7,987
2030	286,547	13,015	33,548	32,333	134,940	34,639	28,131	9,941
2040	287,621	15,367	34,702	25,380	142,440	25,058	28,855	15,819
2020 to 2030 Change								
Number	3,908	377	-2,155	-464	-6,736	229	10,703	1,954
Percent	1%	3%	-6%	-1%	-5%	1%	61%	24%
2030 to 2040 Change								
Number	1,074	2,352	1,154	-6,953	7,500	-9,581	724	5,878
Percent	0%	18%	3%	-22%	6%	-28%	3%	59%

Sources: US Census Bureau, California Department of Finance. Report P-2B: Population Projections by Individual Year of Age, 2010-2060, California Counties

Transit Dependent Population

A large portion of transit ridership is drawn from what is referred to as the transit-dependent population. The transit-dependent population is typically considered to comprise youths, senior adults, persons with a disability, low-income persons, and persons who live in zero-vehicle households. This section discusses where transit-dependent persons live in San Luis Obispo County and the City of San Luis Obispo, and in turn what areas of the County and City have the greatest need for transit services based on demographics. Appendix A includes additional data and maps depicting where transit-dependent persons live in both the County and City.

San Luis Obispo County

An analysis of San Luis Obispo County demographic data by census tract (Appendix A), sourced from the US Census Bureau American Community Survey (ACS) 2022 5-Year Estimates, yielded the following takeaways:

- About 17 percent of San Luis Obispo County residents are youth younger than 18 years old, slightly lower than the rate observed across the State of California (22 percent). Communities home to large numbers of the overall countywide youth population include Paso Robles, the City of San Luis Obispo, Atascadero, Nipomo, and Arroyo Grande.
- Senior adults over the age of 65 comprise 21 percent of the total San Luis Obispo County population, a greater rate compared to the State of California (16 percent). The City of San Luis Obispo, Paso Robles, Arroyo Grande, and Los Osos are all home to significant proportions of the overall countywide senior population.
- 13 percent of San Luis Obispo County residents have a disability, based on the definition used by the US Census Bureau. This is a similar disability prevalence as the State of California (12 percent). Large proportions of the countywide disabled population live in the City of San Luis Obispo, Paso Robles, Arroyo Grande, and Atascadero.
- It is estimated that 12 percent of San Luis Obispo County residents are persons living below the federal poverty level. The San Luis Obispo County poverty rate is identical to what is observed across the State of California as a whole (12 percent). Although the City of San Luis Obispo is technically home to about half of the county's low-income population, this statistic is swayed due to the large number of full-time students living in the community. Other communities with large numbers of low-income residents include Paso Robles and Atascadero.
- The US Census Bureau estimated that 4 percent of San Luis Obispo County homes are zero-vehicle households. This is a lower rate than the State of California as a whole (7 percent). A third of the county's zero-vehicle households are located in the City of San Luis Obispo. Other communities with many of the county's total zero-vehicle households are Atascadero, Paso Robles, Arroyo Grande, and Nipomo. It should be noted that San Luis Obispo County has an identical rate of single-vehicle households as the State of California (31 percent).

San Luis Obispo County Transit Needs Index

The purpose of the Transit Needs Index (TNI) is to discern which areas of San Luis Obispo County have the greatest comparative need for transit services across all of the transit-dependent subgroups. The TNI succinctly reveals how transit-dependent residents are distributed across San Luis Obispo County, and in turn where additional or expanded transportation services may be most warranted. The San Luis Obispo County TNI is shown in Table 2 and Figures 1 through 4.

To develop the TNI, the population density of each subgroup was calculated for each census tract. Then, the concentration values were divided into five groups. The groups were used to rank the subgroups within each community on a scale of 1 (very low need) to 5 (very high need) based on the density of said group (number of people per square mile) compared to the respective density of that demographic group in the other census tracts. The five respective rank scores for each census tract were then summed to determine an overall TNI rank.

The areas with the highest TNI ranks, and therefore the greatest assumed need for transportation services, are Grover Beach, Oceano, west and southwest Arroyo Grande, Paso Robles, Baywood Park in Los Osos, and various neighborhoods in the City of San Luis Obispo. Transit needs within the City of San Luis Obispo are discussed in greater detail in the following section. Regions of San Luis Obispo County with moderate need for transit services, based on the TNI, include northeast Morro Bay, Atascadero, and Nipomo. All of the areas with high to moderate needs are already served with transit, either by the RTA, SLO Transit, or other local transit services such as Morro Bay Transit, Atascadero Dial-a-Ride, or Nipomo Dial-a-Ride.

It should be noted that while the TNI provides a useful assessment of transit needs, other factors, such as total population size and development density, also need to be considered when determining where to expand transit services. For instance, even though some areas ranked highly in the TNI due to a high concentration of potentially transit-dependent persons in the area, the overall populations are small. Consequently, it may not be feasible to operate transportation services in those areas due to the high operating cost that would be required but likely very low ridership.

Note: *View from Pismo Preserve* [Photo]. Sourced from Highway 1 Roadtrip, 2023.

Table 2: San Luis Obispo County Transit Needs Index (1/2)

Legend	
1	Very Low Rank
2	Low Rank
3	Medium Rank
4	High Rank
5	Very High Rank

Census Tract		Rank: Youth (Under 18 Years)	Rank: Senior Adults (65+)	Rank: Persons with a Disability	Rank: Persons Below Poverty Level	Rank: Zero-Vehicle Households	Overall Transit Needs Index Rank
100.16	San Miguel	1	1	1	1	1	5
100.17	Lake Nacimiento	1	1	1	1	1	5
101.01	Paso Robles - West	1	1	1	1	1	5
101.03	Paso Robles - Central	1	1	1	1	1	5
101.04	Paso Robles - North	5	1	2	1	1	10
102.02	Paso Robles - South East	1	1	1	1	1	5
102.04	Paso Robles - South	5	3	2	1	1	12
102.05	Paso Robles - East	5	4	2	1	3	15
102.06	Paso Robles - Union Road	2	1	1	1	1	6
102.07	Paso Robles - North East	1	1	1	1	1	5
103.01	Shandon	1	1	1	1	1	5
103.02	Paso Robles, Templeton	1	1	1	1	1	5
103.03	Whitley Gardens	1	1	1	1	1	5
104.03	Cambria - South	1	1	1	1	1	5
104.04	Cambria - North	1	1	1	1	1	5
105.04	Cayucos	1	1	1	1	1	5
105.05	Morro Bay - North East	1	3	3	1	1	9
105.06	Morro Bay - North West	1	1	1	1	1	5
106.02	Morro Bay - South	1	2	1	1	1	6
106.03	Morro Bay - Central	1	1	1	1	1	5
107.01	Los Osos - Baywood Park	5	5	4	1	1	16
107.03	Los Osos - East	3	2	1	1	1	8
107.07	Los Osos - Cuesta-by-the-Sea	1	1	1	1	1	5
109.02	SLO - Northeast	1	1	1	5	5	13
109.03	Cal Poly SLO - South	1	1	2	4	5	13
109.04	Cal Poly SLO - North	1	1	1	1	1	5
110.01	SLO - Southeast	1	1	1	1	1	5
110.02	SLO - East	1	1	1	1	1	5
111.01	SLO - Downtown	2	1	3	3	5	14
111.03	SLO - South	1	1	1	1	1	5
111.04	SLO - Broad St	3	1	1	1	5	11
111.05	SLO - South Central	5	4	1	1	5	16
112.01	SLO - Foothill Blvd, Highland Dr	1	1	1	1	1	5
112.02	SLO - Downtown (Northwest)	1	1	1	1	1	5
113	SLO - Laguna Lake	1	1	1	1	1	5

Source: LSC Transportation Consultants, Inc.

Table 2: San Luis Obispo County Transit Needs Index (2/2)

Legend	
1	Very Low Rank
2	Low Rank
3	Medium Rank
4	High Rank
5	Very High Rank

Census Tract		Rank: Youth (Under 18 Years)	Rank: Senior Adults (65+)	Rank: Persons with a Disability	Rank: Persons Below Poverty Level	Rank: Zero-Vehicle Households	Overall Transit Needs Index Rank
114	CA Men's Colony	1	3	1	1	1	7
115.01	SLO - S. Higuera St.	4	2	3	1	1	11
115.05	SLO - Camp SLO, SLO Airp	1	1	1	1	1	5
116	Avila Beach, Port San Luis	1	1	1	1	1	5
117.04	Pismo Beach, Shell Beach	1	2	1	1	1	6
117.05	Pismo Beach - South	1	3	1	1	1	7
117.06	Pismo Beach - East	1	1	1	1	1	5
118	Arroyo Grande - North	1	1	1	1	1	5
119.01	Arroyo Grande - Southeas	1	1	1	1	1	5
119.03	Arroyo Grande - West	4	4	1	1	1	11
119.04	Arroyo Grande - Southwes	5	5	5	1	5	21
120.01	Grover Beach - South	5	5	5	1	1	17
120.02	Grover Beach - East	5	4	5	1	1	16
121.02	Grover Beach - West	5	3	3	1	1	13
122.01	Oceano - West	4	2	2	1	1	10
122.02	Oceano - Halcyon	4	5	4	1	4	18
123.02	Edna, Huasna	1	1	1	1	1	5
123.05	Los Berros	1	1	1	1	1	5
123.06	Black Lake, Callender	1	1	1	1	1	5
124.03	Nipomo - Southwest	2	1	1	1	1	6
124.04	Nipomo - Northwest	2	1	1	1	1	6
124.05	Nipomo - Southeast	1	1	1	1	1	5
124.06	Nipomo - Northeast	2	1	1	1	1	6
125.02	Atascadero - Northeast	4	1	1	1	1	8
125.03	Atascadero - Southeast	4	1	1	1	1	8
125.05	Atascadero - North	1	1	1	1	1	5
126.01	Atascadero - Southwest	2	1	1	1	1	6
126.02	Atascadero - Northwest	1	1	1	1	1	5
127.05	Santa Margarita	1	1	1	1	1	5
127.06	Santa Rita, Morro Toro	1	1	1	1	1	5
127.07	Templeton - West	1	1	1	1	1	5
127.08	San Luis Obispo Co. - Sout	1	1	1	1	1	5
130	San Simeon	1	1	1	1	1	5
131	Templeton, Creston	1	1	1	1	1	5

Source: LSC Transportation Consultants, Inc.

Figure 1:
San Luis Obispo County Transit Needs Index

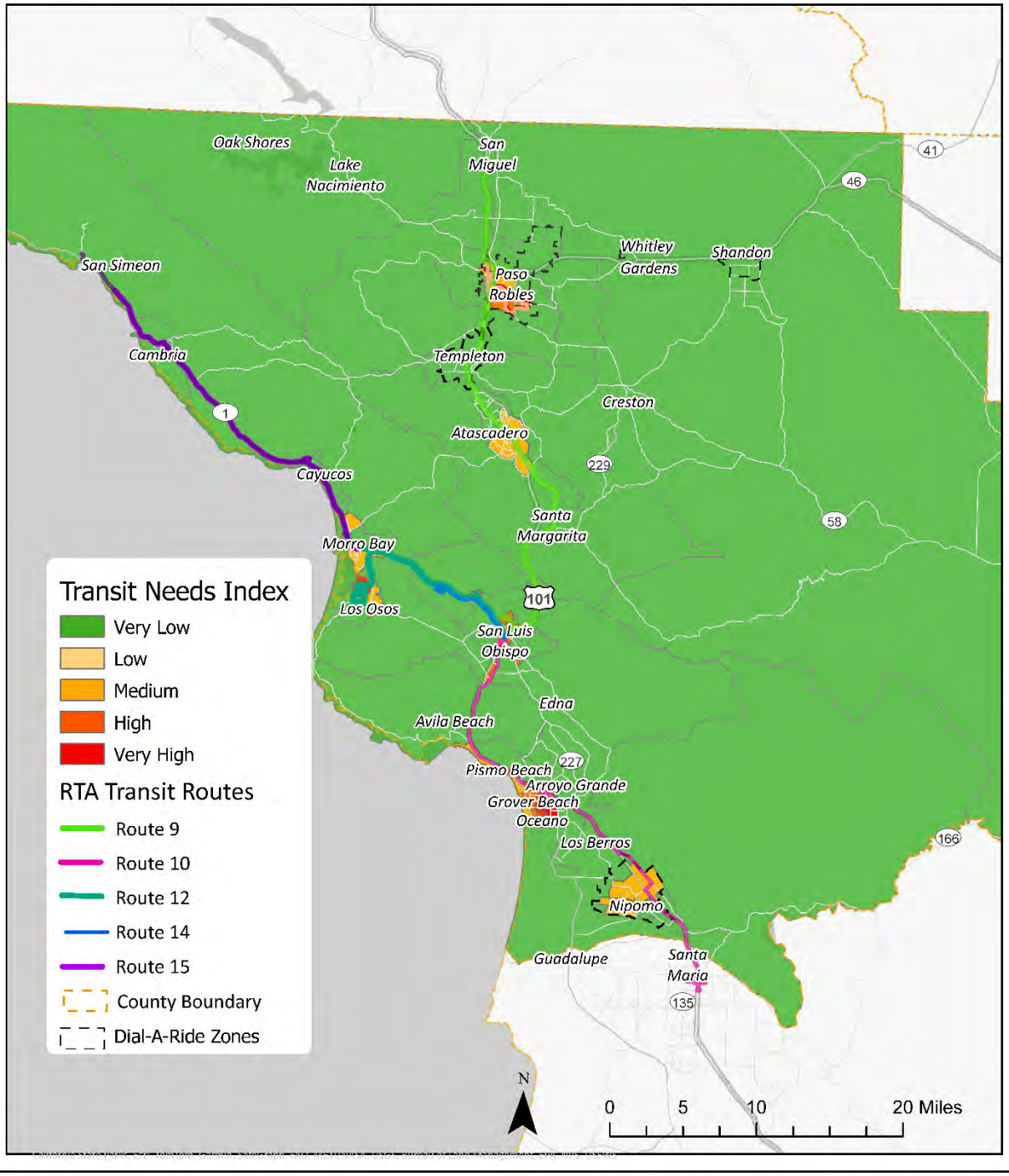


Figure 2:
North County Transit Needs Index

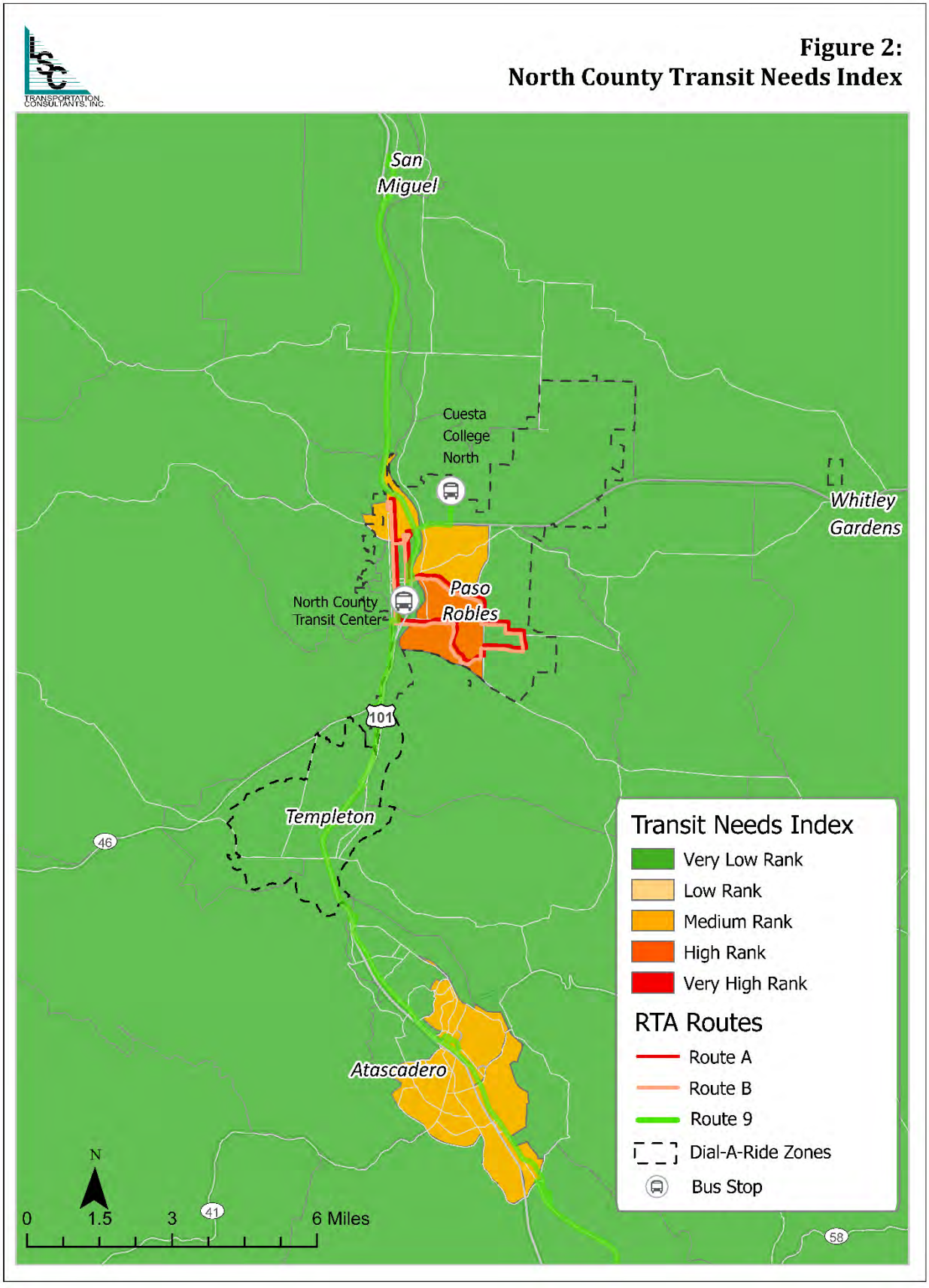


Figure 3:
South County Transit Needs Index

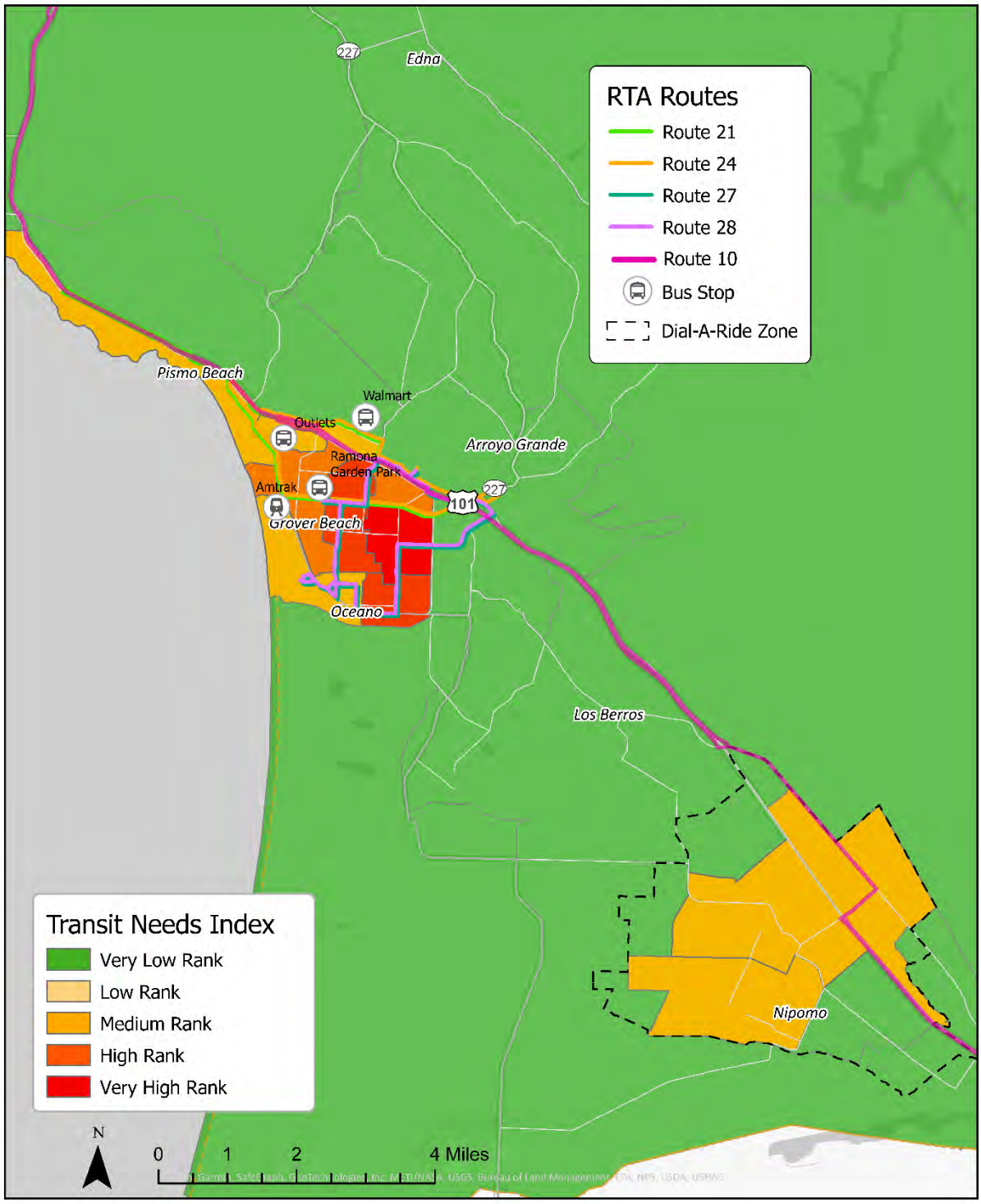
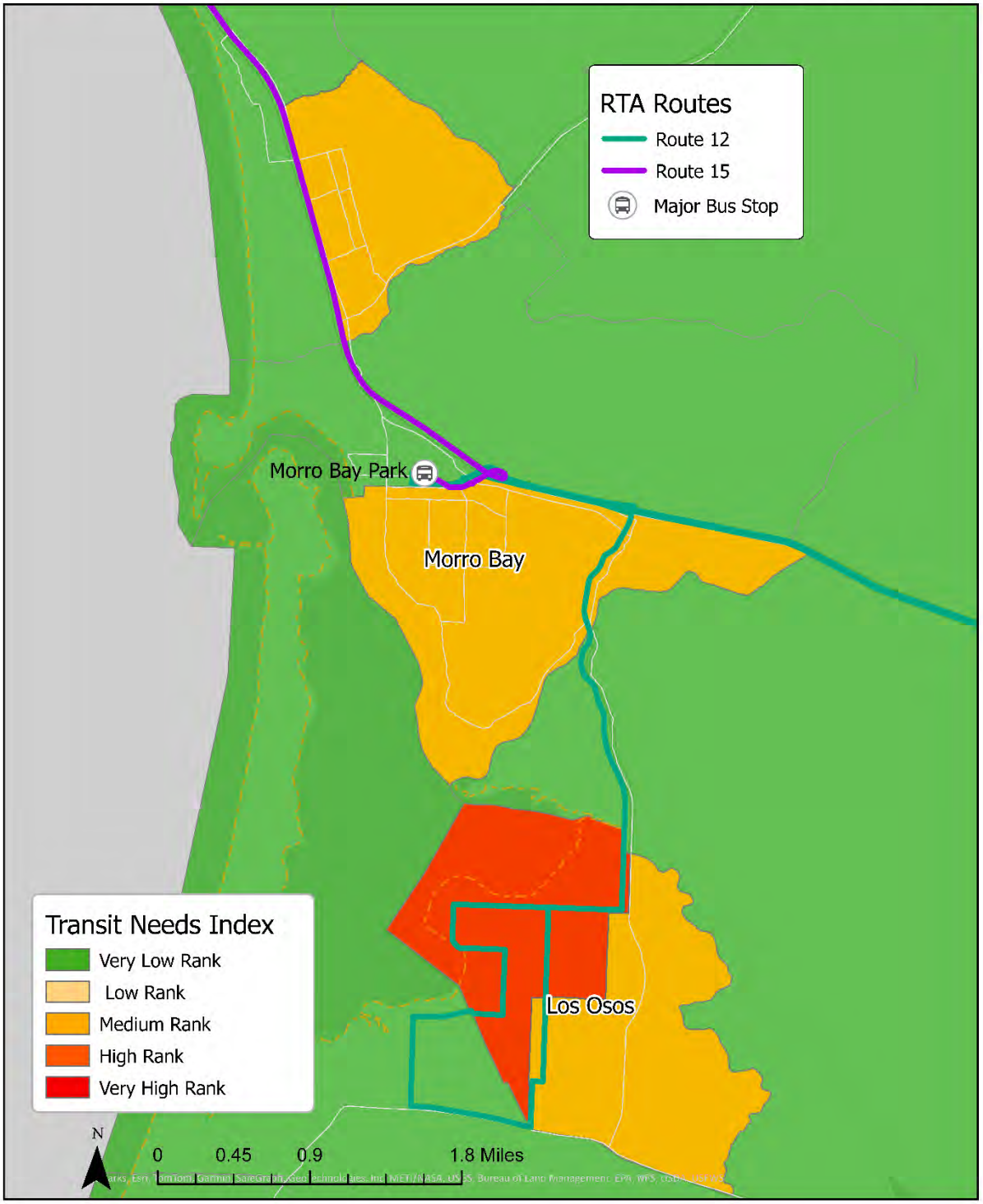


Figure 4:
Morro Bay Area Transit Needs Index



City of San Luis Obispo

City of San Luis Obispo demographic data, sourced from the US Census Bureau's American Community Survey (ACS) 2022 5-Year Estimates, was reviewed by census block group to determine patterns regarding transit dependency. Key trends are listed below:

- Youths younger than 18 years old comprise 9 percent of the city's population, similar to the rate observed countywide. Block groups with large youth populations include those encompassing the southeastern and southern areas of the city, Laguna Lake, S. Higuera Street, and the area near the San Luis Obispo County Regional Airport.
- About 12 percent of the City of San Luis Obispo's residents are senior adults over the age of 65, significantly less than the countywide rate. Block groups in the southeastern, southern, and Laguna Lake areas of San Luis Obispo are home to the greatest number of senior adults.
- The City of San Luis Obispo has a low disability rate, with only 8 percent of the city's population estimated to have a disability per US Census Bureau definitions. The three block groups home to the most disabled residents are located in southern San Luis Obispo, in the northwestern area of Downtown, and along S. Higuera Street.
- A quarter of residents in the City of San Luis Obispo are estimated to be persons living below the federal poverty level, as defined by the US Census Bureau. This is significantly higher than the countywide rate (12 percent), however, this statistic is influenced by the high number of university students living in the city who do not work or only work part-time. Block groups with large numbers of low-income residents include those encompassing Downtown, Foothill Boulevard, Highland Drive, the northeastern portion of the city, and the neighborhoods directly adjacent to the Cal Poly campus.
- 7 percent of homes in the City of San Luis Obispo are zero-vehicle households, a greater proportion than what is observed countywide. Most zero-vehicle households are located in block groups encompassing Downtown, Broad Street, and neighborhoods near Cal Poly. The City has a similar rate of single-vehicle households as the State and County (32 percent).

City of San Luis Obispo Transit Needs Index

As previously mentioned, the Transit Needs Index (TNI) shows which areas have the greatest relative need for transit services based on the concentration of transit-dependent residents. The method for calculating the TNI ranks was described in the previous section discussing countywide demographics. The City of San Luis Obispo TNI is shown in Table 3 and Figure 5.

Most areas of the City of San Luis Obispo have moderate to high transit needs based on the TNI. Block groups encompassing Downtown and south-central San Luis Obispo have the overall highest TNI ranks, scoring either high or very high for the majority of demographic categories considered. Block groups with moderate transit need, based on the TNI, are found in northeastern, eastern, and southeastern San Luis Obispo, along S. Higuera Street, Foothill Boulevard, and Highland Drive, as well as near the southern portion of the Cal Poly campus. Of the aforementioned areas with high to moderate transit needs, all are served with some level of SLO Transit and/or service.

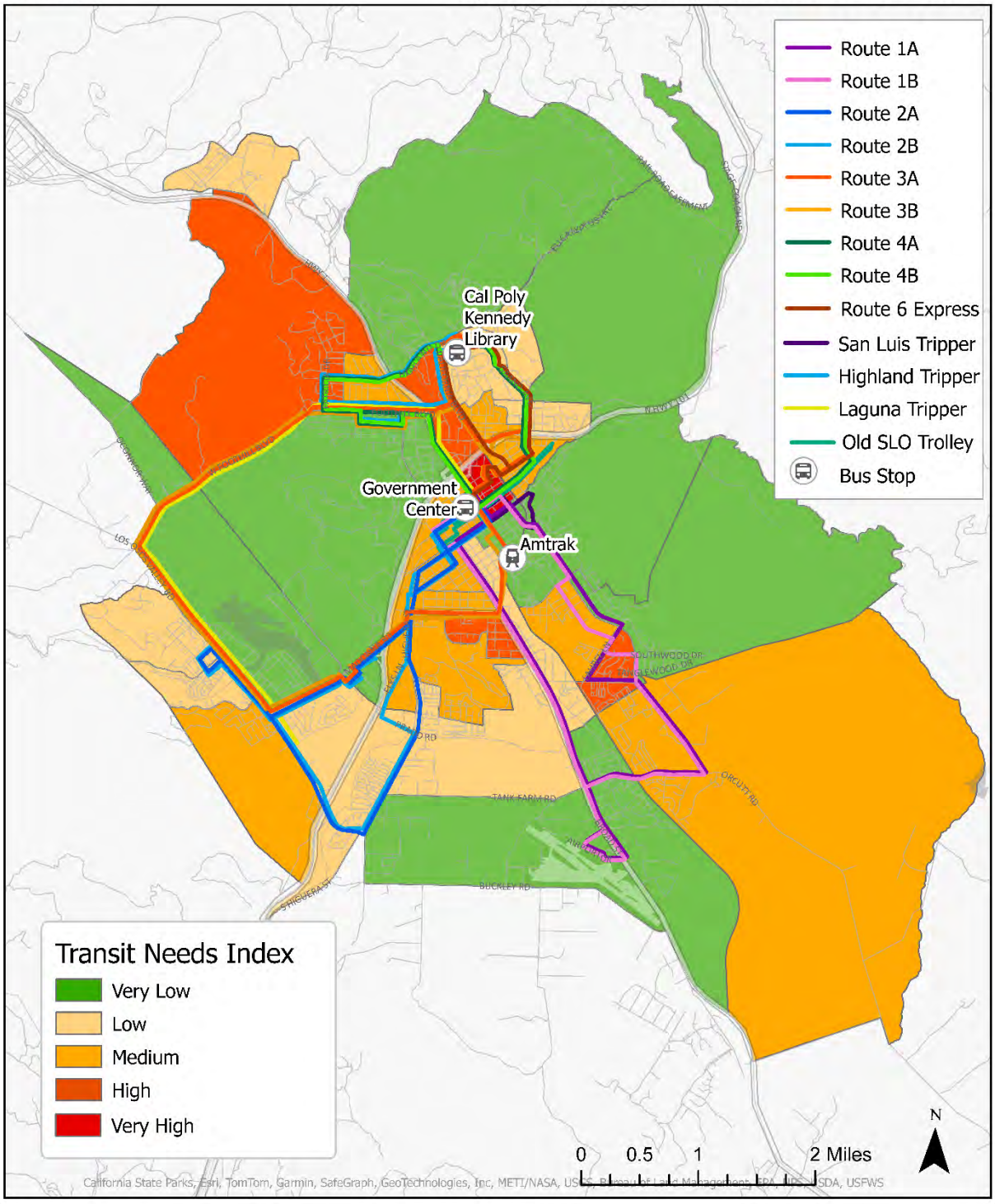
Table 3: City of San Luis Obispo Transit Needs Index

Legend	
1	Very Low Rank
2	Low Rank
3	Medium Rank
4	High Rank
5	Very High Rank

Census Tract	Block Group		Rank: Youth (Under 18 Years)	Rank: Senior Adults (65+)	Rank: Persons with a Disability	Rank: Persons Below Poverty Level	Rank: Zero-Vehicle Households	Overall Transit Needs Index Rank
109.02	1	SLO - Northeast	1	4	1	2	1	9
109.02	2	SLO - Northeast	1	1	4	5	4	15
109.02	3	SLO - Northeast	1	1	5	5	5	17
109.03	1	Cal Poly SLO - South	1	1	5	4	5	16
109.03	2	Cal Poly SLO - South	1	1	3	1	2	8
109.03	3	Cal Poly SLO - South	1	1	4	1	3	10
109.04	1	Cal Poly SLO - North	1	1	1	1	1	5
109.04	2	Cal Poly SLO - North	1	1	1	1	1	5
110.01	1	SLO - Southeast	5	5	5	1	1	17
110.01	2	SLO - Southeast	1	1	1	1	1	5
110.01	3	SLO - Southeast	3	5	4	1	1	14
110.02	1	SLO - East	1	1	1	1	1	5
110.02	2	SLO - East	1	5	5	1	2	14
111.01	1	SLO - Downtown	5	4	5	2	5	21
111.01	2	SLO - Downtown	1	3	3	1	4	12
111.01	3	SLO - Downtown	3	3	4	1	4	15
111.03	1	SLO - South	1	2	1	1	1	6
111.03	2	SLO - South	1	3	1	1	1	7
111.04	1	SLO - Broad St	3	3	3	1	4	14
111.05	1	SLO - South Central	4	5	1	1	2	13
111.05	2	SLO - South Central	5	5	4	1	5	20
111.05	3	SLO - South Central	4	5	1	1	2	13
112.01	1	SLO - Foothill Blvd, Highland Dr	3	4	5	4	1	17
112.01	2	SLO - Foothill Blvd, Highland Dr	1	1	1	1	1	5
112.02	1	SLO - Downtown (Northwest)	1	1	1	1	1	5
112.02	2	SLO - Downtown (Northwest)	1	4	3	1	3	12
113	1	SLO - Laguna Lake	1	1	1	1	1	5
113	2	SLO - Laguna Lake	1	2	1	1	1	6
113	3	SLO - Laguna Lake	3	3	2	1	1	10
113	4	SLO - Laguna Lake	3	1	1	1	1	7
113	5	SLO - Laguna Lake	1	4	2	1	1	9
114	1	CA Men's Colony	1	5	1	1	1	9
115.01	1	SLO - S. Higuera St.	4	4	4	1	1	14
115.05	1	Camp SLO, SLO Airport	1	1	1	1	1	5
115.05	2	Camp SLO, SLO Airport	1	1	1	1	1	5

Source: LSC Transportation Consultants, Inc.

Figure 5:
City of San Luis Obispo Transit Needs Index



The City TNI should be considered alongside other data, such as total population size, activity centers, and development density, to determine whether transit services should be increased to unserved or underserved areas.

COMMUTING PATTERNS

Commuting data for San Luis Obispo County, sourced from the US Census Longitudinal Employer Household Dynamics dataset (2021), is presented in Table 4. The top portion of the table shows where employees working in San Luis Obispo County commute from, while the bottom portion shows where residents of San Luis Obispo County commute to.

Table 4: San Luis Obispo County Commute Patterns

Where Employees In San Luis Obispo County Commute From

Counties	# of Jobs	% of Total	Cities/Towns	# of Jobs	% of Total
San Luis Obispo	71,112	68.0%	**San Luis Obipo**	11,977	11.5%
Santa Barbara	11,633	11.1%	**Paso Robles**	9,661	9.2%
Los Angeles	3,310	3.2%	**Atascadero**	9,285	8.9%
Kern	1,608	1.5%	Santa Maria	6,077	5.8%
Fresno	1,511	1.4%	**Arroyo Grande**	4,540	4.3%
Monterey	1,490	1.4%	**Los Osos**	3,933	3.8%
Orange	1,204	1.2%	**Nipomo**	3,648	3.5%
Ventura	1,046	1.0%	**Grover Beach**	3,487	3.3%
San Diego	910	0.9%	**Morro Bay**	2,978	2.8%
Tulare	907	0.9%	**Templeton**	2,453	2.3%
All Other Locations	9,862	9.4%	All Other Locations	46,554	44.5%
Total Number of Jobs	**104,593**		**Total Number of Jobs**	**104,593**	

Where San Luis Obispo County Residents Commute to

Counties	# of Jobs	% of Total	Cities and Towns	# of Jobs	% of Total
San Luis Obispo	71,112	64.8%	**San Luis Obipo**	20,635	18.8%
Santa Barbara	10,911	9.9%	**Paso Robles**	9,444	8.6%
Los Angeles	7,630	7.0%	**Atascadero**	7,097	6.5%
Orange	2,227	2.0%	Santa Maria	6,330	5.8%
Kern	2,121	1.9%	**Arroyo Grande**	3,669	3.3%
Monterey	1,663	1.5%	Los Angeles	3,467	3.2%
Fresno	1,656	1.5%	**Templeton**	3,298	3.0%
Ventura	1,521	1.4%	**Pismo Beach**	2,776	2.5%
Santa Clara	1,399	1.3%	**Morro Beach**	2,665	2.4%
San Diego	1,119	1.0%	**Grover Beach**	1,904	1.7%
All Other Locations	8,385	7.6%	All other locations	48,459	44.2%
Total Number of Jobs	**109,744**		**Total Number of Jobs**	**109,744**	

Source: US Census Bureau LEHD Database, 2021.
Note: **Bold text** indicates locations within San Luis Obispo County.

It is important to note that the data represents the number of jobs and not the number of people; one person may hold multiple jobs across the study area, however, this is not reflected in the LEHD data. Another caveat is that the LEHD data does not indicate whether a job is held by a remote worker, however, some remote work patterns can be assumed. For instance, likely, most San Luis Obispo County residents with jobs located in Los Angeles County are working remotely at least part of the time. Even with these caveats, the LEHD data still provides useful information about popular commute patterns that could potentially be served by transit.

Most San Luis Obispo County jobs are held by county residents (68 percent). The San Luis Obispo County communities that supply the greatest number of employees are the Cities of San Luis Obispo (12 percent of county jobs), Paso Robles (9 percent), and Atascadero (9 percent). Notably, 11 percent of San Luis Obispo County jobs are held by residents of Santa Barbara County, and about 6 percent are held by residents of Santa Maria specifically. In the City of San Luis Obispo, 38 percent of jobs held by employed residents are located within the City itself (6,700).

As expected, the majority of San Luis Obispo County residents' jobs are also within the county (65 percent). Nearly one out of every five positions held by San Luis Obispo County residents are located in the City of San Luis Obispo (19 percent). Other places where large numbers of San Luis Obispo County residents work include Paso Robles (9 percent of jobs held by county residents), Atascadero (7 percent), and Arroyo Grande (3 percent). The top out-of-county location where San Luis Obispo County residents are employed is Santa Barbara County (10 percent of jobs held by San Luis Obispo County residents). More specifically, 6 percent of jobs held by San Luis Obispo County residents are located in Santa Maria. According to a study conducted by the Santa Barbara County Association of Governments, the residents commuting south to Santa Barbara County tend to live in Nipomo, Arroyo Grande, and Grover Beach.[1]

Considering the number of workers estimated to be traveling in either direction, the LEHD data suggests about 11,000 people are commuting between San Luis Obispo and Santa Barbara Counties regularly. This trip is currently served by RTA Route 10; however, it is important to evaluate whether the RTA 10 schedule can be improved to maximize commuter ridership.

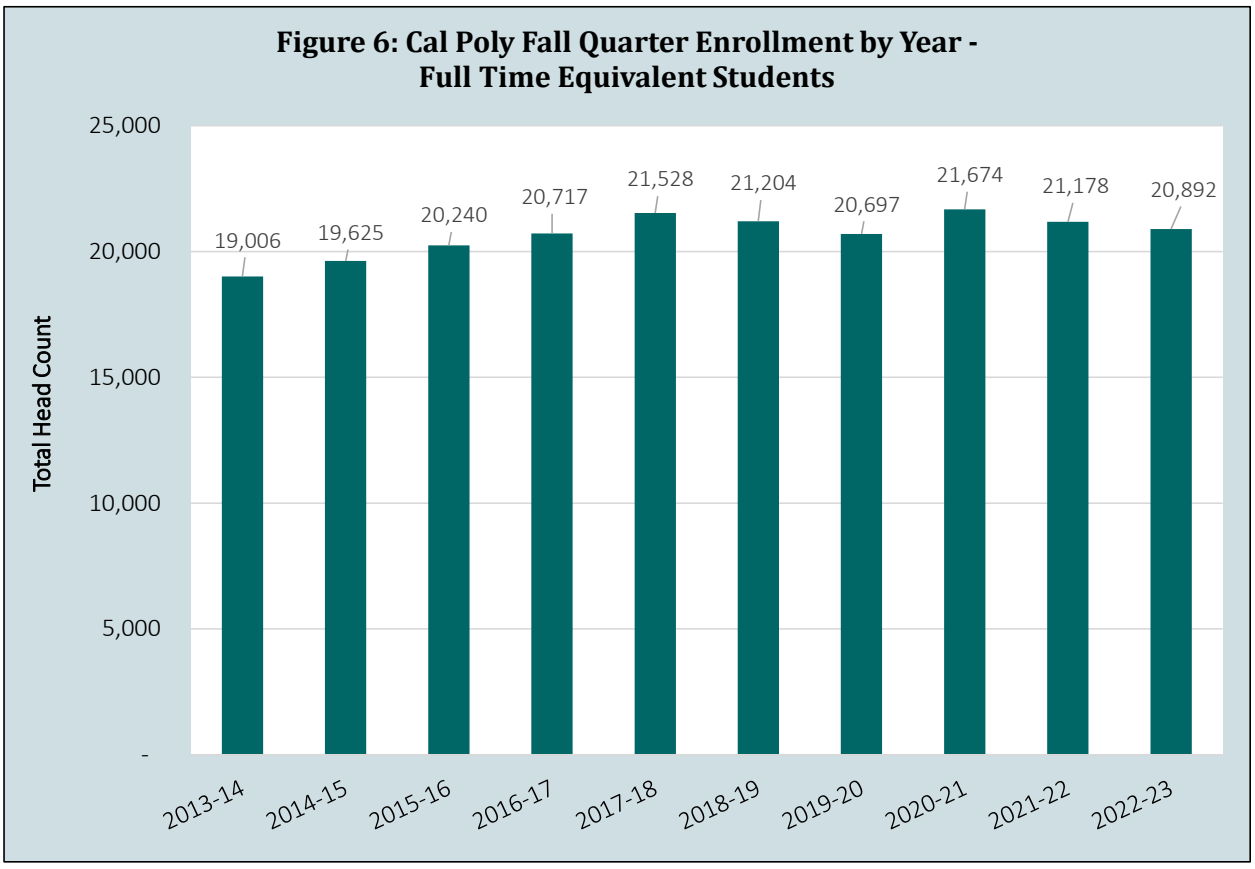
Looking at the potential for transit to serve popular commutes, it is necessary to consider how commuting patterns have changed since the COVID-19 pandemic. The widespread implementation of remote and hybrid work policies in the wake of the pandemic has resulted in many people commuting less frequently in 2024 than in 2019, therefore reducing the need for transit services designed for commuters. This trend was noted in a recent report by the Santa Barbara County Association of Governments, which found through an analysis of Replica data that about 15 percent of Santa Barbara County resident workers were working from home on any given day in 2022, up from 6 percent in 2019. Interestingly, the same report found that the shift to working from home only occurred for Santa Barabara County residents with an annual income of $75,000 to $100,000 or more. As lower-income workers are more likely to use the bus, this indicates a continued need for transit service for work purposes.

[1] Santa Barbara County Association of Governments. (2023). *Understanding Regional Travel Patterns – Draft* [PDF].

CAL POLY ENROLLMENT

The California Polytechnic University (Cal Poly) is a four-year California State University in the City of San Luis Obispo. Cal Poly is a major transit trip generator for both the RTA and SLO Transit, as many students and staff rely on transit for their transportation needs. Cal Poly has had 20,000 to 21,500 full-time equivalent students enrolled during the Fall Quarter since the 2015-16 school year. Cal Poly's historical enrollment, based on the Fall Quarter Census, is shown in Figure 6.

Per the *Cal Poly Campus Master Plan* (2019), Cal Poly intends to increase the student headcount to 25,000 by 2035, an increase of about 4,000 students compared to 2022. The growing student body will likely drive increased demand for transit services within the City of San Luis Obispo as well as the greater region. Another factor that may influence Cal Poly transit ridership in the future is that Cal Poly is undertaking multiple capital projects that will increase the total number of students living on campus from 8,000 to 15,000 by 2030. This increase in Cal Poly's on-campus residential capacity will be correlated to an increase in staff to manage the new facilities. The planned shift towards more students living on campus may alter SLO Transit travel patterns in particular, with peak hourly ridership likely changing as a result of more students starting their day on campus.



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Chapter 3

EVALUATION OF THE SAN LUIS OBISPO REGIONAL TRANSIT AUTHORITY

INTRODUCTION

In this chapter, RTA operations and performance are evaluated. First, ten-year operations are considered by service type. Second, FY 2022-23 performance is analyzed by individual service. Runabout operations are then explored in more detail at the end of the chapter. Additional RTA fixed route operating data is featured in the route profiles presented in Appendix B.

To understand how effectively RTA services meet community needs, as well as what service improvements are most desired, LSC gathered feedback from passengers, community members, stakeholders, and bus operators. This input was collected through an onboard survey, an online community survey, stakeholder meetings, and bus operator interviews. Data generated by these efforts are summarized in Appendices C (onboard survey), E (community survey), and F (stakeholder and bus operator input).

The operations and performance data presented in this Chapter and Appendix B, as well as the public and stakeholder feedback detailed in Appendices C, E, and F, will inform the development of potential service and capital alternatives for the RTA.

RTA TEN-YEAR TRENDS

RTA operations were impacted by two major events during the last ten years: the COVID-19 pandemic and the nationwide bus operator shortage. The widespread implementation of stay-at-home orders and remote work policies at the beginning of the COVID-19 pandemic (March 2020) caused a significant decline in transit ridership. Many transit agencies, including the RTA, were forced to reduce service levels in response to the decreased demand.

The nationwide bus operator shortage that has occurred in the years since the COVID-19 pandemic is due to two factors: 1) a large number of bus operators have retired; and 2) many bus operators have left their positions in pursuit of higher-paying roles with less public exposure. The high cost of living in San Luis Obispo County and the City of San Luis Obispo has limited the number of potential bus operators even further. The bus operator shortage has made it incredibly difficult for the RTA to retain enough staff to resume pre-pandemic service levels.

Operations

RTA operations data for the last ten years (FY 2013-14 through FY 2022-23) are shown in Tables 5 (regional routes), 6 (Paso Robles Routes A and B), 7 (local South County fixed routes), and 8 (the Runabout and rural DARs). Paso Robles Routes A and B operating data is only shown starting in FY 2014-15 because that is the year RTA assumed operational responsibility for the service.

Table 5: RTA Regional Routes - Operations Data

FY 2013-14 - FY 2022-23

	Service Parameters [1]				
Fiscal Year	Passenger-Trips	Service Hours	Service Miles	Operating Expenses [2]	Fare Revenue
2013-14	762,796	31,964	997,271	$3,951,819	$1,244,764
2014-15	765,559	31,444	982,913	$4,170,142	$1,152,169
2015-16	703,146	31,802	968,787	$4,131,601	$1,102,283
2016-17	652,327	36,312	1,050,965	$4,671,014	$1,003,303
2017-18	595,558	35,870	1,034,554	$5,318,245	$1,096,922
2018-19	605,178	36,256	1,040,700	$5,702,031	$1,031,700
2019-20	416,349	31,133	907,043	$5,895,295	$763,066
2020-21	301,312	30,416	878,876	$6,367,091	$197,491
2021-22	372,568	31,553	899,568	$6,685,979	$602,766
2022-23	409,936	32,516	913,099	$5,868,600	$529,240
% Change FY 13-14 to FY 22-23	**-46%**	**2%**	**-8%**	**49%**	**-57%**

Sources: National Transit Database, RTA Financial Audits, RTA Performance Reports

Note 1: Service data includes Routes 9, 10, 12, 14, 15.

Note 2: Operating expenses include depreciation.

Table 6: RTA Paso Robles Routes A and B - Operations Data

FY 2014-15 - FY 2022-23

	Service Parameters [1]				
Fiscal Year	Passenger-Trips	Service Hours	Service Miles	Operating Expenses [2]	Fare Revenue
2014-15	107,122	7,129	94,615	$665,760	$124,556
2015-16	107,485	7,191	96,700	$696,376	$143,323
2016-17	108,167	6,649	89,636	$669,146	$138,519
2017-18	101,578	6,256	86,860	$698,731	$137,891
2018-19	103,561	6,168	85,888	$707,777	$136,762
2019-20	60,812	5,840	82,564	$856,711	$97,527
2020-21	69,840	6,076	87,072	$826,964	$66,473
2021-22	106,647	5,843	83,881	$857,019	$101,999
2022-23	120,806	5,839	81,815	$933,480	$126,788
% Change FY 13-14 to FY 22-23	**13%**	**-18%**	**-14%**	**40%**	**2%**

Sources: National Transit Database, RTA Financial Audits, RTA Performance Reports

Note 1: Service data includes Paso Robles Routes A and B.

Note 2: Operating expenses exclude depreciation.

Table 7: RTA South County Fixed Routes - Operations Data

FY 2013-14 - FY 2022-23

Fiscal Year	Service Parameters [1]				
	Passenger-Trips	Service Hours	Service Miles	Operating Expenses [2]	Fare Revenue
2013-14	249,867	13,772	216,380	$1,116,796	$146,060
2014-15	232,326	13,533	220,293	$1,105,306	$149,222
2015-16	211,692	13,492	222,872	$1,256,415	$139,508
2016-17	192,290	14,032	230,985	$1,430,539	$145,021
2017-18	185,513	14,416	229,892	$1,528,896	$162,511
2018-19	168,875	14,708	234,123	$1,564,886	$153,140
2019-20	117,324	13,114	209,793	$1,443,070	$104,686
2020-21	130,804	13,305	210,337	$1,517,501	$46,973
2021-22	139,393	13,462	209,292	$2,035,439	$93,181
2022-23	168,392	13,632	217,569	$2,245,791	$135,478
% Change FY 13-14 to FY 22-23	**-33%**	**-1%**	**1%**	**101%**	**-7%**

Sources: National Transit Database, RTA Financial Audits, RTA Performance Reports

Note 1: Service data includes Routes 21, 24, 27, 28.

Note 2: Operating expenses exclude depreciation.

Table 8: Runabout, Dial-a-Rides, and RTA Contract Services - Operations Data

FY 2013-14 - FY 2022-23

Fiscal Year	Service Parameters [1]				
	Passenger-Trips	Service Hours	Service Miles	Operating Expenses [2]	Fare Revenue
2013-14	57,695	34,763	600,888	$3,330,807	$146,517
2014-15	60,659	35,139	565,641	$3,622,146	$166,665
2015-16	58,901	33,742	523,524	$3,681,230	$176,962
2016-17	56,236	33,391	506,908	$3,680,951	$182,950
2017-18	58,242	32,970	511,984	$3,777,223	$203,041
2018-19	56,546	31,857	482,764	$3,948,377	$199,102
2019-20	43,898	26,246	402,798	$3,915,620	$237,797
2020-21	24,268	18,631	242,526	$3,286,300	$75,752
2021-22	33,817	21,535	291,002	$3,624,231	$88,283
2022-23	40,229	23,526	329,799	$4,300,377	$109,491
% Change FY 13-14 to FY 22-23	**-30%**	**-32%**	**-45%**	**29%**	**-25%**

Sources: National Transit Database, RTA Financial Audits, RTA Performance Reports

Note 1: Service data includes Runabout, Paso Robles DAR, Nipomo DAR, Shandon/Templeton DAR, Avila Trolley, and Cambria Trolley.

Note 2: Operating expenses include depreciation.

Ridership

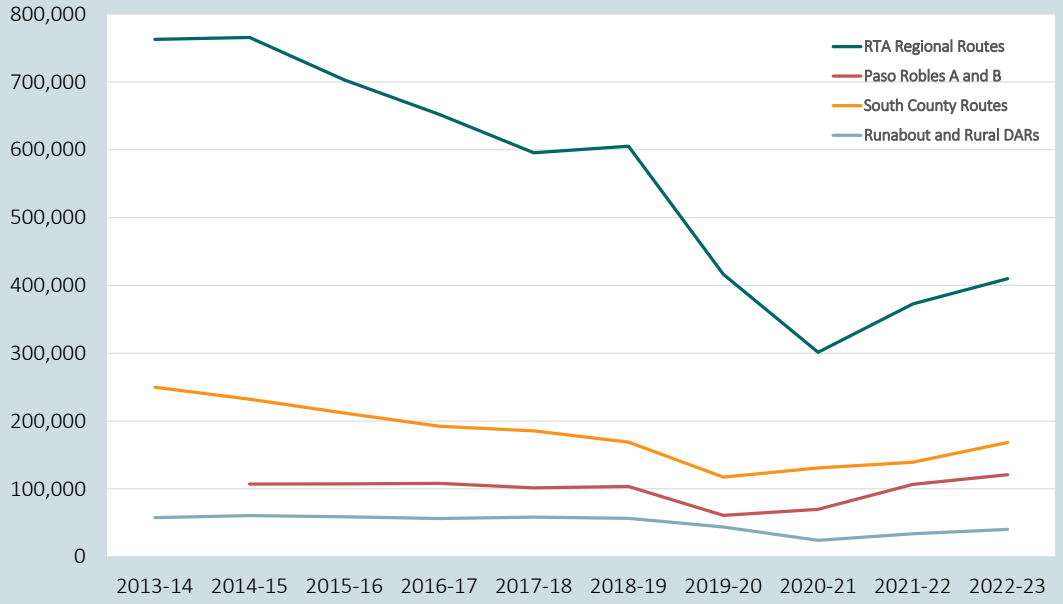
RTA's ten-year ridership is shown in Figure 7 in addition to the above tables. As shown, RTA regional ridership peaked in FY 2014-15 at 765,559 passenger-trips. Ridership then declined by 21 percent from FY 2014-15 to FY 2018-19, likely due to external factors such as cheap fuel prices and low interest rates which made it more feasible for many to purchase and maintain personal vehicles. The COVID-19 pandemic caused ridership on the regional routes to decrease by another 50 percent from FY 2018-19 to FY 2020-21. In FY 2022-23, ridership on the regional routes (409,936 passenger-trips) was up 36 percent higher from the pandemic low.

Ridership on the local Paso Robles routes also decreased in the years pre-pandemic (-3 percent), albeit not as significantly. Unlike the other RTA service categories, ridership on the local Paso Robles routes has progressively increased since FY 2019-20. Ridership in FY 2022-23 (120,806 passenger-trips) actually surpassed FY 2018-19 ridership by 17 percent, in large part due to the cessation of school bus services in Paso Robles, which prompted many local students to begin utilizing RTA to get to and from school.

Ridership on the local South County routes followed a similar pattern to the other service categories pre-pandemic; ten-year ridership peaked in FY 2014-15 (232,326 passenger-trips) before then declining in the years leading up to the COVID-19 pandemic (-27 percent). Ridership on the local South County routes has increased year-over-year since the pandemic low observed in FY 2019-20. In FY 2022-23, South County fixed route ridership (168,392 passenger-trips) was nearly identical to FY 2018-19, however, ridership was still below the FY 2014-15 peak (-28 percent).

Runabout/DAR ridership also peaked in FY 2014-15 (60,659 passenger-trips). Ridership declined by 7 percent from FY 2014-15 to FY 2018-19, then decreased by 57 percent from FY 2018-19 to FY 2020-21 due to the impacts of the COVID-19 pandemic. FY 2022-23 ridership (40,229 passenger-trips) was up 66 percent from the FY 2020-21 low.

Figure 7: RTA Historical Ridership
FY 2013-14 - FY 2022-23



Data from RTA

Service Levels

The regional routes' service levels, or the number of vehicle service hours and miles operated, increased from FY 2013-14 to FY 2018-19 due to the introduction of additional express and evening service. The regional routes' operating requirements then decreased during the pandemic as the RTA cut service in response to lower ridership (both vehicle service hours and miles decreased by 16 percent from FY 2018-19 to FY 2020-21). Service reductions implemented during the pandemic included the elimination of all but one Route 9 express trip and the suspension of Route 14 in response to Cuesta College moving most classes online. The RTA has slowly increased service in the years since the pandemic.

Service levels on both the local Paso Robles and South County routes were also reduced in FY 2019-20 in response to the COVID-19 pandemic. As of FY 2022-23, the Paso Robles routes' service levels remain below pre-COVID levels (both vehicle service hours and miles are down 5 percent from FY 2018-19), as Saturday service has yet to be reinstated on Route A. FY 2022-23 service levels on the South County routes were also below FY 2018-19 (both vehicle service hours and miles are down 7 percent).

Runabout and DAR service levels are not determined by regular schedules and are therefore dependent on ridership and the legal requirement that paratransit service be available during the same hours and days as nearby fixed routes. This relationship is evident in Table 8, which shows how Runabout and DAR service levels plummeted during the COVID-19 pandemic alongside ridership; from FY 2018-19 to FY 2020-21, vehicle service hours decreased by 42 percent and vehicle service miles decreased by 50 percent. While service levels have increased in the years since the pandemic, FY 2022-23 service levels remained below FY 2013-14. It should be noted that the decline in Runabout service levels can also be attributed to intentional policies implemented as a result of the 2016 SRTP; to encourage Runabout passengers to use local fixed routes when able, Runabout passengers are offered free fares on all local fixed routes in San Luis Obispo County. Additionally, RTA now partners with SLOCOG to fund the Senior Go! service to reduce Runabout demand. Both of these measures have helped to lower Runabout service levels, and in turn provide the RTA with cost savings.

Operating Costs

Operating costs for all four RTA service categories increased from FY 2013-14 to FY 2022-23. The local South County fixed routes' operating costs increased most significantly (+101 percent) while the Runabout/DAR operating costs increased the least (+29 percent). The increase in operating costs observed over the last five years, despite service levels either decreasing or remaining unchanged on most of the services, can be attributed in large part to record-high inflation in the years following the COVID-19 pandemic as well as the need to offer competitive job offers to recruit more employees.

Fare Revenues

The only RTA service category that saw fare revenues increase over the last ten years was the local Paso Robles routes (+2 percent), in large part because ridership increased. Fare revenues received on the local South County routes decreased by 7 percent over the last ten years. The decrease in fares on the regional routes and Runabout/DARs more closely mirrored the decline in ridership; from FY 2013-14 to FY 2022-23, RTA regional fares decreased by 57 percent (slightly more than ridership) and Runabout/DAR fares decreased by 25 percent (slightly less than ridership). To increase fare revenues, RTA will need to increase ridership.

Performance

The ten-year RTA operating data presented previously was used to analyze performance, as shown in Tables 9 through 12. Takeaways from the performance analyses include:

- The number of passenger-trips per vehicle service hour is a good indicator of transit productivity. Over the last ten years, this metric decreased on the regional (-47 percent) and local South County routes (-32 percent) and increased on the local Paso Robles routes (+38 percent) and Runabout/DARs (+3 percent). Over the last five years (FY 2018-29 to FY 2022-23), the number of passenger-trips provided per service hour increased on the local Paso Robles (+23 percent) and South County routes (+8 percent) and decreased on the regional routes (-24 percent) and Runabout/DARs (-3 percent). In FY 2022-23, the local Paso Robles routes carried the most passenger-trips per hour (20.7).
- Passenger-trips per vehicle service mile is another measure to assess transit productivity. Overall, this measure followed similar ten-year trends as the number of passenger-trips carried per service hour: the greatest ten-year growth was observed on the local Paso Robles routes (+30 percent) and the greatest decrease was observed on the regional routes (-41 percent). In FY 2022-23, the local Paso Robles routes carried the most passenger-trips per mile (1.5).
- The operating cost per passenger-trip is an indicator of cost efficiency. Over the last ten years, this metric increased by 24 percent (local Paso Robles routes) to 198 percent (local South County routes) depending on the service category. Generally, these increases can be attributed to the decline in ridership and simultaneous increase in operating costs that occurred during the pandemic years.
- The operating cost per vehicle service hour also reflects the relative cost efficiency of transit services. All RTA services saw their respective operating costs per service hour increase from FY 2013-14 to FY 2022-23 due to rapidly increasing costs. From FY 2018-19 to FY 2022-23, the regional routes saw the smallest increase (+15 percent) while the local South County routes saw the highest (+55 percent).

In sum, the COVID-19 pandemic impacted RTA productivity and cost efficiency trends; decreased ridership and increased costs negatively impacted both productivity and cost performance. Since the peak of the pandemic, all of the RTA service categories have seen productivity and cost efficiency improve to some extent. The only large exception to these overall trends were the local Paso Robles routes, which saw productivity increase significantly over the last ten years due to ridership surpassing pre-COVID levels.

Table 9: RTA Regional Routes - Performance Analysis

FY 2013-14 - FY 2022-23

Fiscal Year	Performance			
	Passengers Per		Operating Cost per Passenger-Trip	Operating Cost per Service Hour
	Hour	Mile		
2013-14	23.9	0.8	$5.18	$123.64
2014-15	24.3	0.8	$5.45	$132.62
2015-16	22.1	0.7	$5.88	$129.92
2016-17	18.0	0.6	$7.16	$128.63
2017-18	16.6	0.6	$8.93	$148.26
2018-19	16.7	0.6	$9.42	$157.27
2019-20	13.4	0.5	$14.16	$189.36
2020-21	9.9	0.3	$21.13	$209.33
2021-22	11.8	0.4	$17.95	$211.89
2022-23	12.6	0.4	$14.32	$180.48
% Change FY 13-14 to FY 22-23	**-47%**	**-41%**	**176%**	**46%**

Sources: National Transit Database, RTA Financial Audits, RTA Performance Reports

Note 1: Data includes Routes 9, 10, 12, 14, and 15.

Table 10: RTA Paso Robles Routes A and B - Performance Analysis

FY 2014-15 - FY 2022-23

Fiscal Year	Performance			
	Passengers Per		Operating Cost per Passenger-Trip	Operating Cost per Service Hour
	Hour	Mile		
2014-15	15.0	1.1	$6.21	$93.38
2015-16	14.9	1.1	$6.48	$96.84
2016-17	16.3	1.2	$6.19	$100.64
2017-18	16.2	1.2	$6.88	$111.69
2018-19	16.8	1.2	$6.83	$114.76
2019-20	10.4	0.7	$14.09	$146.71
2020-21	11.5	0.8	$11.84	$136.10
2021-22	18.3	1.3	$8.04	$146.67
2022-23	20.7	1.5	$7.73	$159.87
% Change FY 13-14 to FY 22-23	**38%**	**30%**	**24%**	**71%**

Sources: National Transit Database, RTA Financial Audits, RTA Performance Reports

Note 1: Service data includes Paso Robles Routes A and B.

Table 11: RTA South County Fixed Routes - Performance Analysis

FY 2013-14 - FY 2022-23

Fiscal Year	Performance			
	Passengers Per		Operating Cost per Passenger-Trip	Operating Cost per Service Hour
	Hour	Mile		
2013-14	18.1	1.2	$4.47	$81.09
2014-15	17.2	1.1	$4.76	$81.68
2015-16	15.7	0.9	$5.94	$93.12
2016-17	13.7	0.8	$7.44	$101.95
2017-18	12.9	0.8	$8.24	$106.06
2018-19	11.5	0.7	$9.27	$106.40
2019-20	8.9	0.6	$12.30	$110.04
2020-21	9.8	0.6	$11.60	$114.05
2021-22	10.4	0.7	$14.60	$151.20
2022-23	12.4	0.8	$13.34	$164.74
% Change FY 13-14 to FY 22-23	**-32%**	**-33%**	**198%**	**103%**

Sources: National Transit Database, RTA Financial Audits, RTA Performance Reports

Note 1: Data includes Routes 21, 24, 27, and 28.

Table 12: Runabout, Dial-a-Rides, and RTA Contract Services - Performance Analysis

FY 2013-14 - FY 2022-23

Fiscal Year	Performance			
	Passengers Per		Operating Cost per Passenger-Trip	Operating Cost per Service Hour
	Hour	Mile		
2013-14	1.7	0.10	$57.73	$95.81
2014-15	1.7	0.11	$59.71	$103.08
2015-16	1.7	0.11	$62.50	$109.10
2016-17	1.7	0.11	$65.46	$110.24
2017-18	1.8	0.11	$64.85	$114.56
2018-19	1.8	0.12	$69.83	$123.94
2019-20	1.7	0.11	$89.20	$149.19
2020-21	1.3	0.10	$135.42	$176.39
2021-22	1.6	0.12	$107.17	$168.29
2022-23	1.7	0.12	$106.90	$182.79
% Change FY 13-14 to FY 22-23	**3%**	**27%**	**85%**	**91%**

Sources: National Transit Database, RTA Financial Audits, RTA Performance Reports

Note 1: Data includes the Runabout, Paso Robles DAR, Nipomo DAR, Shandon/Templeton DAR, Avila Trolley, and Cambria Trolley.

RTA FY 22-23 OPERATIONS AND PERFORMANCE

Operations

Table 13 summarizes RTA FY 2022-23 operations by service. Fixed route and Runabout/DAR subtotals are provided in addition to systemwide totals for each metric.

Table 13: RTA Operations by Service - FY 2022-23

	Service Parameters				
Service	Passenger-Trips	Service Hours	Service Miles	Marginal Operating Cost	Fare Revenue
Route 9	150,387	12,118	314,160	$1,801,376	$183,520
Route 10	139,293	10,070	312,964	$1,594,780	$218,282
Route 12	106,963	6,998	185,008	$1,013,775	$112,407
Route 14	2,876	162	3,746	$24,279	$1,094
Route 15	10,420	3,169	97,222	$524,550	$14,237
Paso Robles Route A	56,619	2,700	37,579	$412,398	$67,193
Paso Robles Route B	64,188	3,139	44,236	$478,748	$59,594
Route 21	48,195	3,674	71,299	$594,016	$34,011
Route 24	47,282	3,560	54,960	$553,758	$38,169
Route 27	24,317	2,657	37,571	$406,852	$22,180
Route 28	48,595	3,638	51,944	$560,230	$41,118
Avila/Pismo Trolley [1]	4,562	366	7,740	$174,871	$7,100
Runabout	22,963	18,139	281,936	$2,713,438	$79,437
Templeton/Shandon DARs [1]	7	4	17	$268	$11
Paso Robles DAR	2,736	1,463	13,902	$196,371	$7,465
Nipomo DAR [1]	9,754	3,538	25,910	$373,892	$15,179
Cambria Trolley [1]	207	16	294	$7,935	$322
Fixed Route Subtotal	703,697	52,267	1,218,722	$8,147,567	$799,227
Paratransit and DAR Subtotal	35,667	23,144	321,765	$3,283,969	$102,092
Systemwide	**739,364**	**75,411**	**1,540,487**	**$11,431,536**	**$901,319**

Sources: RTA FY 2022-23 Financial Statement, RTA FY 2022-23 Performance Reports

Note 1: For the county-sponsored services, the total annual operating cost and fare revenues were allocated to each service based on the proportion of total county service hours operated on each service.

Ridership

RTA carried 739,364 passenger-trips across all services in FY 2022-23. Over half of RTA's annual ridership was carried by Routes 9 (150,387 passenger-trips), 10 (139,293 passenger-trips), and 12 (106,963 passenger-trips). In Paso Robles, Route B carried more passenger-trips than Route A because it runs on Saturdays. In the South County area, Routes 21, 24, and 28 all saw similar annual ridership (around 37,000 weekday passenger-trips and 10,000 weekend passenger-trips); the weekday-only Route 27 had lower annual ridership comparatively (about 24,000 passenger-trips). The Runabout had the greatest ridership of the paratransit/demand response services (22,963), followed by the Nipomo DAR (9,754 passenger-trips).

RTA FY 2022-23 fixed route ridership by month is shown in Figure 8. As shown, ridership remained relatively consistent month-to-month except for a sharp drop in December 2022. This drop may have been caused by a decrease in student (both K-12 and college) ridership during the holidays. Ridership was also lower in the summer months of July 2022 and June 2023, further suggesting that RTA monthly ridership is impacted by student ridership patterns. The summer dip is likely caused more so by a decrease in college student and staff ridership, many of whom leave the region for extended periods during the summer months.

RTA fixed route ridership by day of the week for the month of October 2023 is shown in Figure 9. While this data technically represents FY 2023-24 ridership, it can still be interpreted as reflective of recent RTA ridership trends. Overall, weekday ridership was lowest on Mondays and highest on Tuesdays and Wednesdays. All three service categories saw the most ridership on Tuesday (3,057 passenger-trips on average). Saturday and Sunday ridership was lower than weekday ridership due to both lower demand as well as more limited service options.

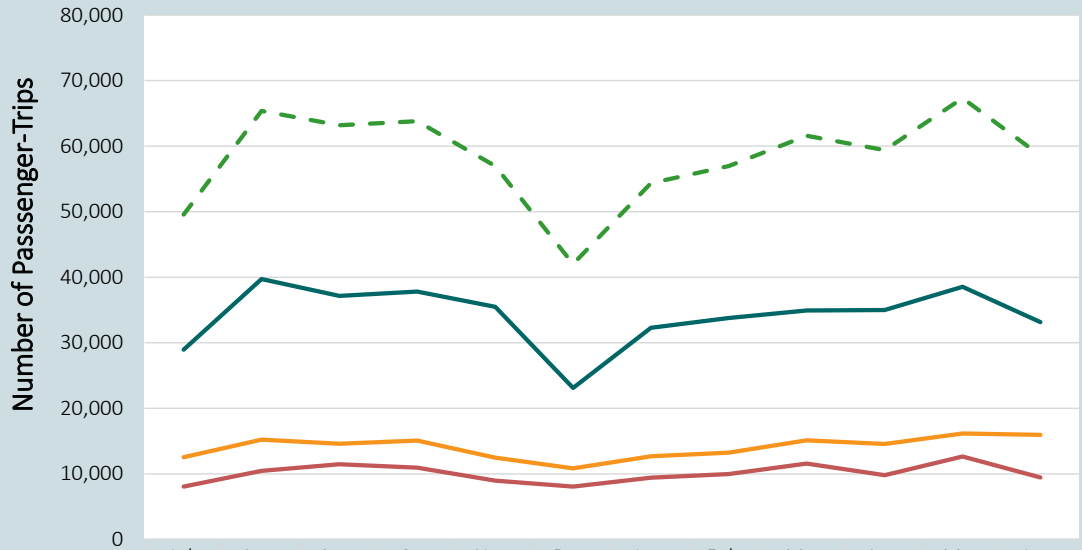
Service Levels

In FY 2022-23, RTA operated 75,411 vehicle service hours and 1,540,487 vehicle service miles across all services. The RTA regional routes generally required more vehicle service hours and miles than the other fixed routes due to the long hours and distances spanned. The Runabout required the most vehicle service hours (18,139) and the third most vehicle service miles (281,936) of the RTA-operated services.

Operating Costs

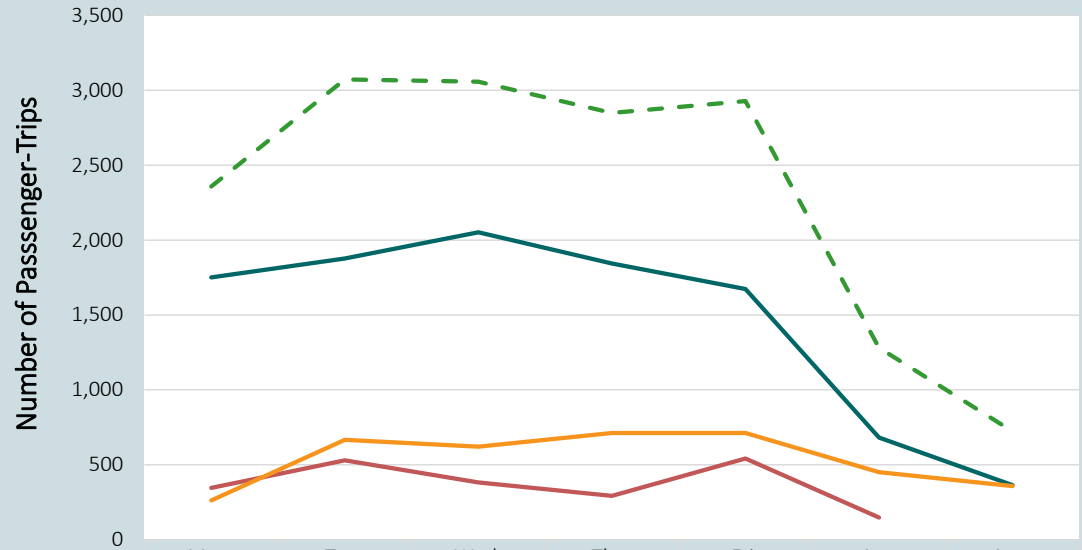
Marginal operating cost values include costs dependent on service levels, such as bus operator salaries, fuel, and vehicle insurance. Administrative staff time and other fixed costs such as utilities are not included in marginal operating costs. RTA marginal costs by service, as presented in Table 13, are sourced from RTA financial statements and reports. Overall, the RTA systemwide FY 2022-23 marginal operating cost was $11.4 million. Over 71 percent of costs were spent on fixed route service, however, the costliest individual RTA service was the Runabout, which alone required $2.7 million. The regional routes were the most expensive of the fixed routes due to the greater level of service provided. The local South County routes were generally more expensive than the Paso Robles routes. The least expensive services were the Templeton/Shandon DAR and the Cambria Trolley, as they do not operate daily.

Figure 8: RTA Fixed Route Ridership by Month
FY 2022-23



	Jul.	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.
Regional Routes	28,961	39,717	37,161	37,804	35,499	23,099	32,274	33,787	34,924	35,012	38,542	33,156
Paso Robles A and B	8,054	10,451	11,457	10,947	8,971	8,067	9,412	9,961	11,572	9,804	12,653	9,457
South County Routes	12,536	15,202	14,581	15,067	12,485	10,843	12,686	13,233	15,101	14,565	16,143	15,950
All Fixed Routes	49,551	65,370	63,199	63,818	56,955	42,009	54,372	56,981	61,597	59,381	67,338	58,563

Figure 9: RTA Fixed Route Average Ridership by Day of Week
Oct. 2023



	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.	Sun.
Regional Routes	1,751	1,877	2,052	1,844	1,674	682	365
Paso Robles A and B	345	529	383	293	542	148	
South County Routes	262	666	622	713	712	451	358
All Fixed Routes	2,358	3,072	3,057	2,849	2,928	1,281	722

Performance Analysis

RTA FY 2022-23 performance by service is presented in Table 14 and Figures 10 through 12. Findings from the performance analysis are discussed below:

- RTA carried 9.8 passenger-trips per vehicle service hour across all services in FY 2022-23. The most productive routes were Paso Robles Routes A (21.0 passenger-trips per hour) and B (20.5). Route 14, which provides supplemental service to Cuesta College's San Luis Obispo campus, also carried a large number of passenger-trips on its limited runs (17.7 passenger-trips per hour). Route 12 was the only other RTA service to surpass 15 passenger-trips per hour. The Nipomo DAR was the most productive demand response service (2.8 passenger-trips per service hour) while the Runabout was the least (1.3).
- In FY 2022-23, RTA carried an average of 0.5 passenger-trips per vehicle service mile. Paso Robles Routes A and B were the most productive (both carried 1.5 passenger-trips per mile), followed by Routes 24 and 28 (both 0.9). Routes 10, 15, the Runabout, and the general public DARs all served fewer passenger-trips per vehicle service mile than the systemwide average.
- The RTA marginal operating cost per passenger-trip was $18.05 in FY 2022-23. Of the RTA fixed route services, the local Paso Robles routes had the lowest costs per passenger-trip (less than $8.00) and Route 15 had the highest cost per passenger-trip ($58.73). Of the demand response services, the Runabout was the most expensive per passenger-trip ($149.57), not counting the fare-free trips provided to Runabout passengers on fixed routes in the county.
- The RTA marginal operating cost per vehicle service hour was $151.59 in FY 2022-23. Of the fixed routes, the most cost-efficient were Routes 9, 12, and 14 (less than $150 per vehicle service hour), and the least cost-efficient were Routes 15 and 21 (both more than $160 per vehicle service hour). The Runabout and the Paso Robles, Nipomo, and Templeton/Shandon DARs all cost less than $150 per hour.

The RTA FY 2022-23 performance analysis indicates the most productive and cost-efficient RTA services are Paso Robles Routes A and B. Other services that were productive and had low relative costs given ridership and service levels were the regional Routes 12 and 14 and the local South County Routes 24 and 28. The worst-performing RTA fixed route was Route 15, which unlike the other RTA routes functions as a rural lifeline service. Looking at the Runabout and DARs, the Nipomo DAR was the most productive. The Runabout, notably, was the least productive RTA service, in regard to the number of passenger-trips carried per vehicle service hour and mile, as well as the most expensive per vehicle service hour. The poor productivity of the Runabout compared to the other DARs can be attributed to the much longer average trip lengths (12.3 miles versus 2.7 on the Nipomo DAR and 5.1 on the Paso Robles DAR).

Fixed Route On-Time Performance

For passengers to feel comfortable taking transit, they need to feel confident that the bus will show up when they expect. RTA fixed route on-time performance, as recorded by RTA, for FY 2018-19 through FY 2022-23, is shown in Figure 13. During the last five years, RTA's on-time performance peaked in FY 2020-21. The great on-time performance in FY 2020-21 was likely due to low ridership during the pandemic; it is easier for the bus to stick to schedule when there are less passengers that need to be picked up.

Table 14: RTA Performance by Service - FY 2022-23

	Performance			
	Passengers Per			
Fiscal Year	Hour	Mile	Marginal Operating Cost per Passenger-Trip	Marginal Operating Cost per Service Hour
Route 9	12.4	0.5	$14.27	$148.66
Route 10	13.8	0.4	$13.46	$158.37
Route 12	15.3	0.6	$11.28	$144.86
Route 14	17.7	0.8	$10.01	$149.69
Route 15	3.3	0.1	$58.73	$165.55
Paso Robles Route A	21.0	1.5	$7.63	$152.72
Paso Robles Route B	20.5	1.5	$7.81	$152.53
Route 21	13.1	0.7	$13.07	$161.66
Route 24	13.3	0.9	$12.44	$155.54
Route 27	9.2	0.6	$17.78	$153.12
Route 28	13.4	0.9	$12.25	$154.00
Avila/Pismo Trolley [1]	12.5	0.6	$45.40	$477.75
Runabout	1.3	0.1	$149.57	$149.59
Templeton/Shandon DARs [1]	1.7	0.4	$45.40	$65.45
Paso Robles DAR	1.9	0.2	$75.62	$134.19
Nipomo DAR [1]	2.8	0.4	$45.40	$105.69
Cambria Trolley [1]	12.9	0.7	$45.40	$495.92
Fixed Route Subtotal	13.5	0.6	$13.17	$155.88
Paratransit and DAR Subtotal	1.5	0.1	$114.52	$141.89
Systemwide	**9.8**	**0.5**	**$18.05**	**$151.59**

Sources: RTA FY 2022-23 Financial Statement, RTA FY 2022-23 Performance Reports

Note 1: For the county-sponsored services, the total annual operating cost and fare revenues were allocated to each service based on the proportion of total county service hours operated on each service.

Figure 10: RTA Passenger-Trips per Service Hour

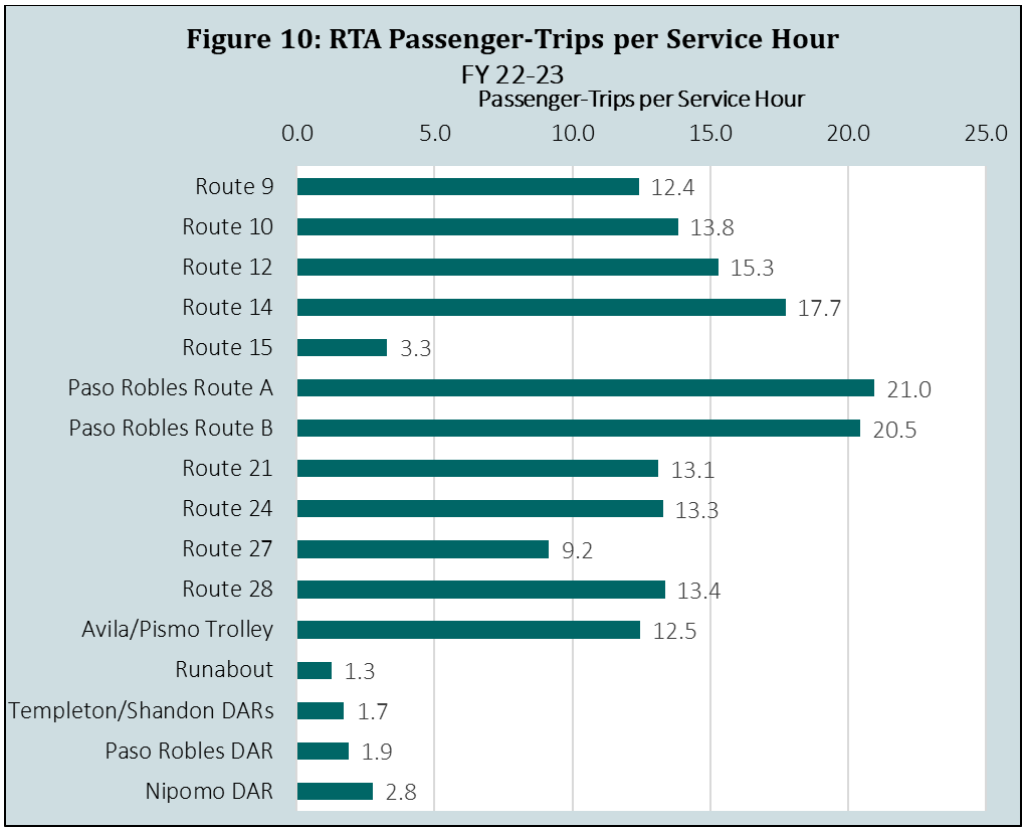


Figure 11: RTA Marginal Operating Cost per Passenger-Trip

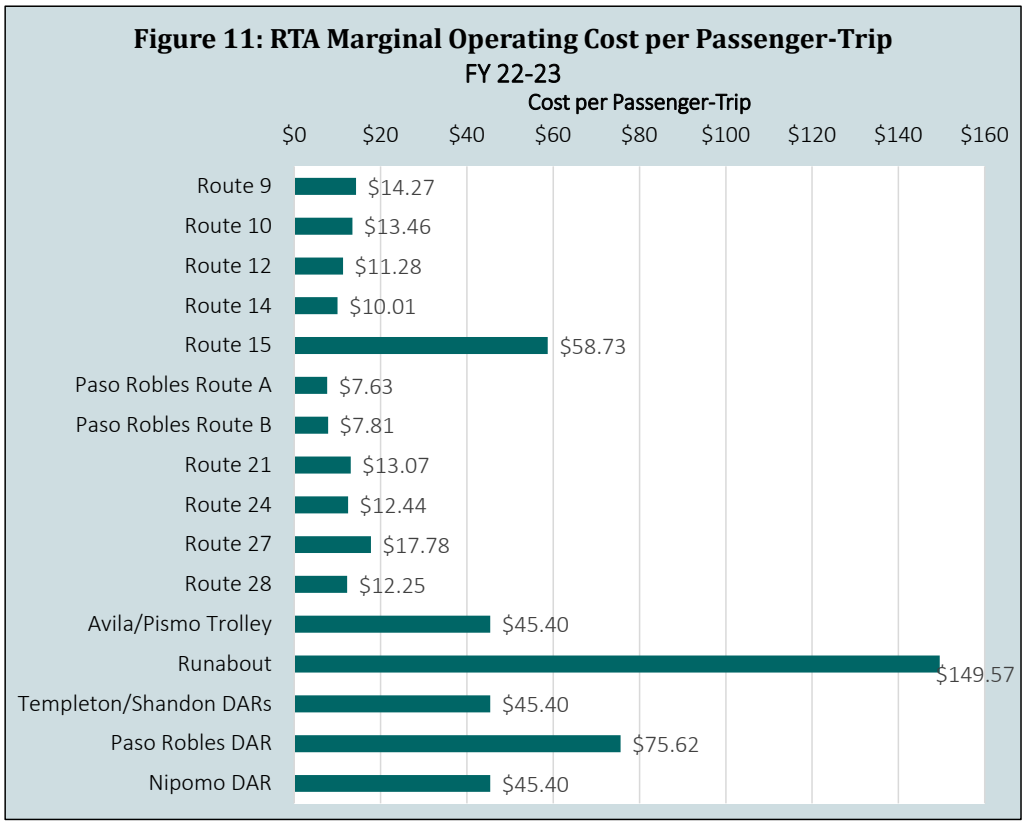


Figure 12: RTA Marginal Operating Cost per Service Hour
FY 22-23

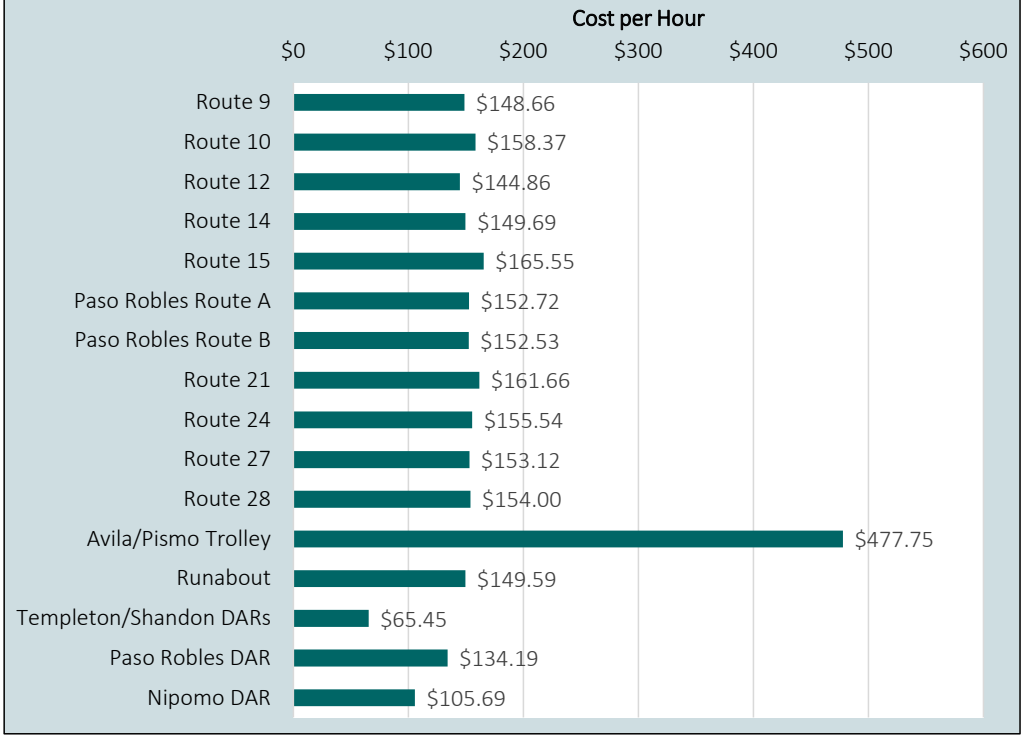
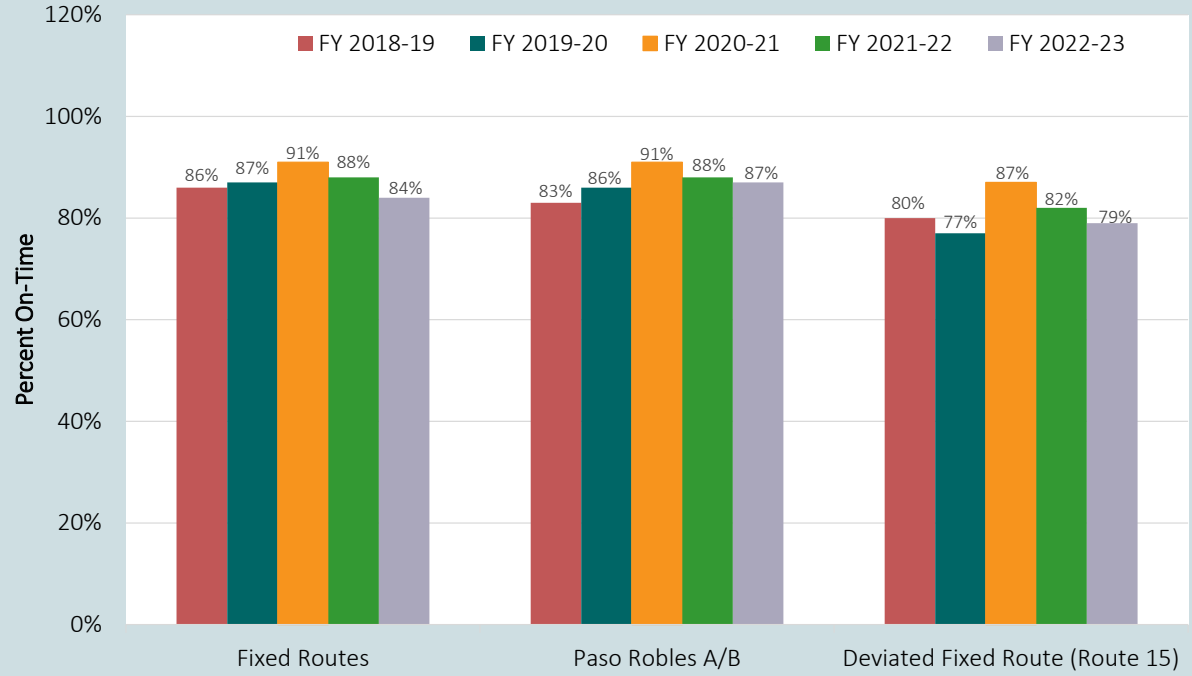


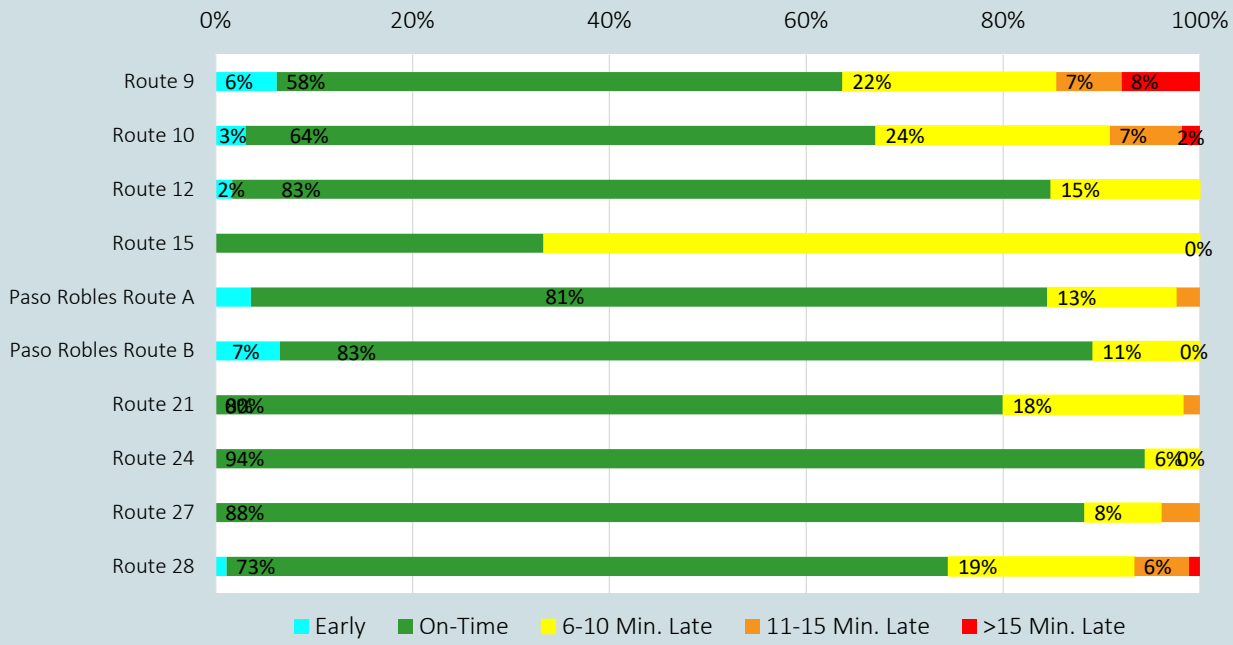
Figure 13: RTA Fixed Route On-Time Performance
FY 2018-19 - FY 2022-23



Data from RTA

Fixed route on-time performance was also assessed by LSC during October 2023 as a part of the greater onboard passenger survey effort conducted for the SRTP (Appendix C). Figure 14 shows the proportion of timepoint stops, as measured by LSC, that the bus departed early, on time, 6 to 10 minutes late, 11 to 15 minutes late, or more than 15 minutes late. The on-time performance data was collected during the equivalent of one weekday of service, so Figure 14 reflects a smaller sample size than Figure 13. The only exception is Route 15; the Route 15 data was collected during less than one full day of service, meaning the data is less likely to be representative of typical performance.

Figure 14: RTA On-Time Performance by Route



Data Collected by LSC Transportation Consultants, from 10/23-10/27/2023

Of the data collected by LSC, Route 12, Paso Robles Routes A and B, and the South County Routes 21, 24, and 27 were all on-time for 80 percent or more of the timepoint stops. The bus was recorded as leaving timepoints early for a small proportion of runs on Routes 9, 10, 12, Paso Robles Routes A and B, and the South County Route 28. The routes recorded as most frequently leaving timepoints 6 or more minutes late were Routes 15 (67 percent), 9 (36 percent), and 10 (33 percent). While many factors influence on-time performance on any given day or run, the data shown in Figure 14 suggests that on-time performance is a greater challenge on the RTA regional routes compared to the other fixed routes. This makes sense as they have longer distances to travel and more opportunities to encounter traffic, road construction, or other slowdowns out of the control of the bus system. The issue of on-time performance was brought up during the driver drop-in sessions, particularly with Routes 9 and 10. Delays on the regional routes can impact on-time performance with connecting services such as the Paso Robles Routes, the South County Routes, and SLO Transit.

RUNABOUT

The following section provides a more detailed analysis of Runabout operations, such as service quality and ridership patterns.

Operations and Performance

Runabout FY 2022-23 operations are summarized in detail in Table 15. A review indicates the following:

- The Runabout required 331,475 vehicle miles, 85 percent of which were operated when vehicles were in service and 66 percent of which were operated when passengers were on board. 33 percent of hours were operated when the vehicles were empty due to the large service area and significant distance between activity centers.
- The Runabout required 21,967 vehicle hours, 83 percent of which were operated when vehicles were in service and 37 percent of which were operated when passengers were on board. The large service area is the primary reason why the majority of miles (63 percent) are operated when vehicles are empty.
- The average group size was 1.3 passengers.
- The Runabout carried 1.3 passenger-trips per vehicle service hour and 0.08 passenger-trips per vehicle service mile.
- Cancellations represented 8 percent of total reservations, up 3 percent compared to FY 2014-15 (the year analyzed in the previous RTA SRTP update), when cancellations represented only 5 percent of reservations.
- No-shows, or passengers who reserved rides but did not show up for their reservation, accounted for 2 percent of reservations. This value was the same in FY 2014-15.

Origin/Destination Patterns

Given the vast size of the Runabout service area, and therefore the potential for long trips, where people travel is a key factor affecting Runabout service efficiency. Runabout origin/destination data for October 1 through 14, 2023, is shown in Table 16. The origin/destination data is summarized by major service area in Table 17. Important takeaways from the origin/destination data include:

- Over a quarter of Runabout trips both started and ended in San Luis Obispo (26 percent). A significant proportion of trips also started and ended in Paso Robles (12 percent).
- The most common Runabout trip origins were San Luis Obispo (37 percent), Paso Robles (23 percent), Atascadero (8 percent), and Arroyo Grande (7 percent). The most common Runabout trip destinations were San Luis Obispo (37 percent), Paso Robles (22 percent), Atascadero (8 percent), Arroyo Grande (6 percent), and Templeton (6 percent).

Table 15: Runabout Service Review

FY 2022-23

Operating Characteristics	#	% of Total
Vehicle Miles	**331,475**	
Service	*281,934*	*85%*
Non-Service	*49,540*	*15%*
Passenger	*218,862*	*66%*
No-Show	*16*	*0%*
Vehicle Hours	**21,967**	
Service	*18,139*	*83%*
Non-Service	*3,829*	*17%*
Passenger	*8,057*	*37%*
No-Show	*1*	*0%*
Ridership	**22,963**	
Wheelchair Trips	*5,777*	
Attendants	*4,704*	
Guests	*81*	
Total One-Way Trips	**18,178**	

Measure	#	% of Total One-Way Trips
Average Group Size	**1.3**	
Passenger-Trips per Hour	**1.3**	
Passenger-Trips per Mile	**0.08**	
Cancellations	**1,378**	**8%**
No-Shows	**279**	**2%**

Source: RTA

Table 16: Runabout Origin and Destination Patterns

October 1 to October 14, 2023 [1]

	Destination															
Origin	Arroyo Grande	Atascadero	Cayucos	Cuesta Area	Grover Beach	Los Osos	Morro Bay	Nipomo	Oceano	Paso Robles	Pismo Beach	San Luis Obispo	San Simeon	Santa Maria	Templeton	**% of Total Origins**
Arroyo Grande	1.5%	0.1%	0.0%	0.8%	0.9%	0.0%	0.0%	0.5%	0.1%	0.6%	0.9%	0.8%	0.0%	0.0%	0.4%	6.7%
Atascadero	0.1%	1.6%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.3%	0.0%	0.0%	1.8%	8.2%
Caycuos	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.0%	0.3%
Cuesta Area	0.8%	0.9%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	2.5%
Grover Beach	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.6%	1.5%	0.0%	0.0%	0.0%	3.0%
Los Osos	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.3%	0.0%	0.0%	0.9%	0.0%	2.3%	0.0%	0.0%	0.0%	5.4%
Morro Bay	0.0%	0.0%	0.0%	0.1%	0.0%	0.3%	0.7%	0.0%	0.0%	0.9%	0.1%	0.8%	0.0%	0.1%	0.2%	3.3%
Nipomo	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.9%	0.1%	0.0%	0.1%	0.0%	1.3%
Oceano	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%
Paso Robles	0.7%	4.4%	0.0%	0.0%	0.0%	0.9%	0.9%	0.0%	0.0%	12.5%	0.0%	2.2%	0.2%	0.0%	1.5%	23.3%
Pismo Beach	0.9%	0.0%	0.0%	0.0%	0.7%	0.0%	0.1%	0.9%	0.0%	0.0%	0.2%	1.1%	0.0%	0.0%	0.0%	4.0%
San Luis Obispo	0.6%	0.5%	0.3%	0.2%	1.3%	2.2%	0.8%	0.1%	0.0%	2.1%	1.2%	26.2%	0.0%	0.0%	0.9%	36.6%
San Simeon	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
Santa Maria	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.3%
Templeton	0.2%	0.9%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	1.1%	0.0%	1.0%	0.0%	0.0%	0.8%	4.5%
% of Total Destinations	5.9%	8.4%	0.3%	1.9%	3.1%	5.3%	3.4%	1.8%	0.3%	22.1%	4.0%	37.4%	0.2%	0.2%	5.6%	100.0%

Source: RTA

Note 1: Total sample size was 963 trips.

Table 17: Runabout Origin and Destination Patterns by Major Service Area
October 1 to October 14, 2023 [1]

Origin	Destination: North US 101 Corridor	North Coast Corridor	San Luis Obispo	South US 101 Corridor	Santa Maria	% of Total Origins
North US 101 Corridor	28.2%	3.1%	3.5%	1.0%	0.0%	36%
North Coast Corridor	3.2%	3.4%	4.0%	0.9%	0.1%	12%
San Luis Obispo	3.5%	3.5%	26.2%	3.3%	0.0%	37%
South US 101 Corridor	1.1%	0.9%	3.5%	9.8%	0.1%	15%
Santa Maria	0.0%	0.3%	0.1%	0.2%	0.0%	0.6%
% of Total Destinations	36%	11%	37%	15%	0.2%	100%

Source: RTA
Note 1: Total sample size was 963 trips.

- Based on the analysis of trip origins/destinations by major service area, San Luis Obispo and the North US 101 Corridor generated the most Runabout ridership activity. Santa Maria was the only major service area considered that accounted for less than 1 percent of Runabout trip origins or destinations.
- Internal trips were common in both the North US 101 corridor (28 percent of all trips) and San Luis Obispo (26 percent). Comparatively, only 10 percent of South US 101 Corridor trips and 3 percent of North Coast Corridor trips were internal, meaning far more passengers from these service areas used the Runabout to travel longer distances.
- 11 percent of the Runabout trips passed through San Luis Obispo, such as trips from the North Coast or the North US 101 Corridor to Santa Maria or the South US 101 Corridor.

Runabout and DARs On-Time Performance

On-time performance data for the Runabout/DARs, sourced from Routematch, was reviewed for the last three FYs. For the RTA's demand response services, rides are considered "on-time" if the pick-up is made within 15 minutes either before or after the scheduled pick-up time. As evidenced by Figure 15, Runabout/DAR's on-time performance was good in all three years considered, with 90 percent or more trips served on time on all services in FYs 2020-21 and FY 2021-22. Figure 16 further breaks down FY 2022-23 on-time performance, showing what proportion of runs were early, on-time, and late for each service. The Runabout and Paso Robles DAR both had more trips that were early than late, while the Nipomo DAR had equal numbers of trips that were early and late.

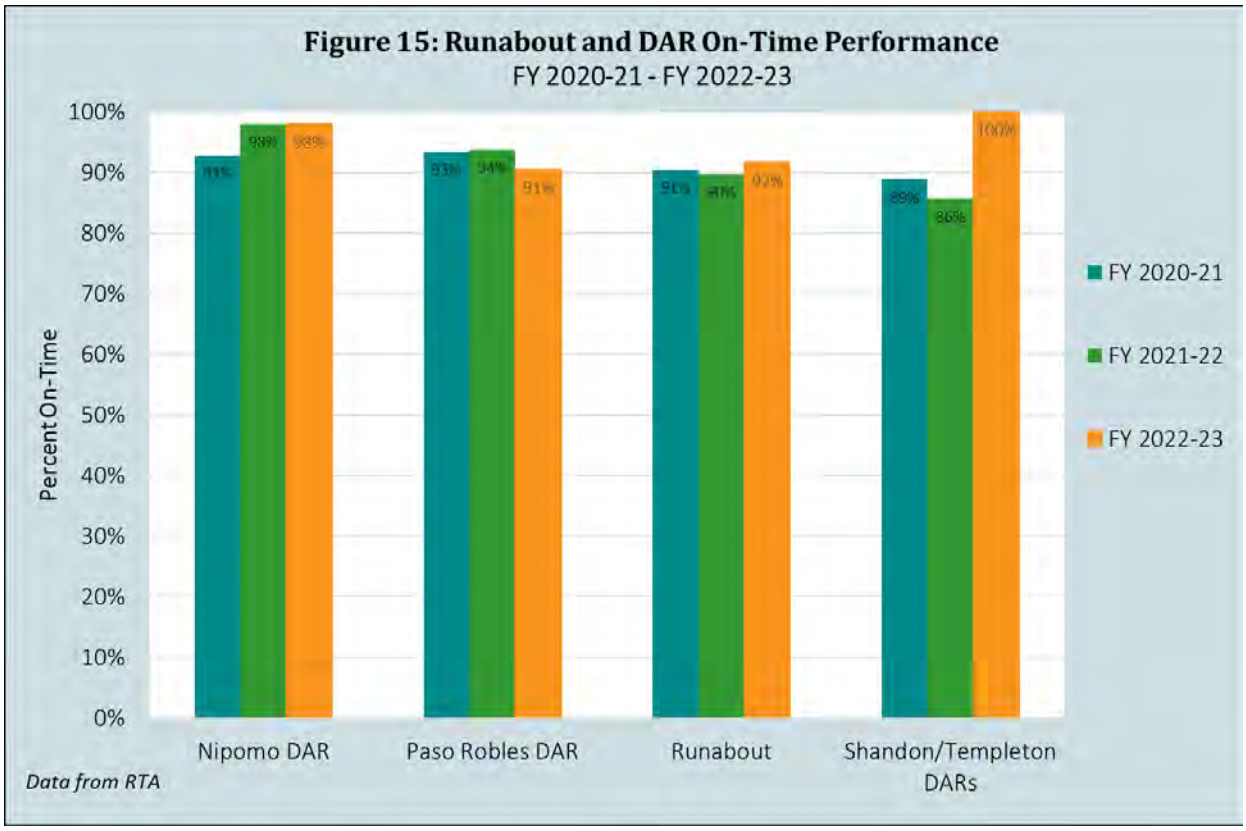


Figure 15: Runabout and DAR On-Time Performance
FY 2020-21 - FY 2022-23
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Percent On-Time
Nipomo DAR
Paso Robles DAR
Runabout
Shandon/Templeton DARs
FY 2020-21
FY 2021-22
FY 2022-23
Data from RTA

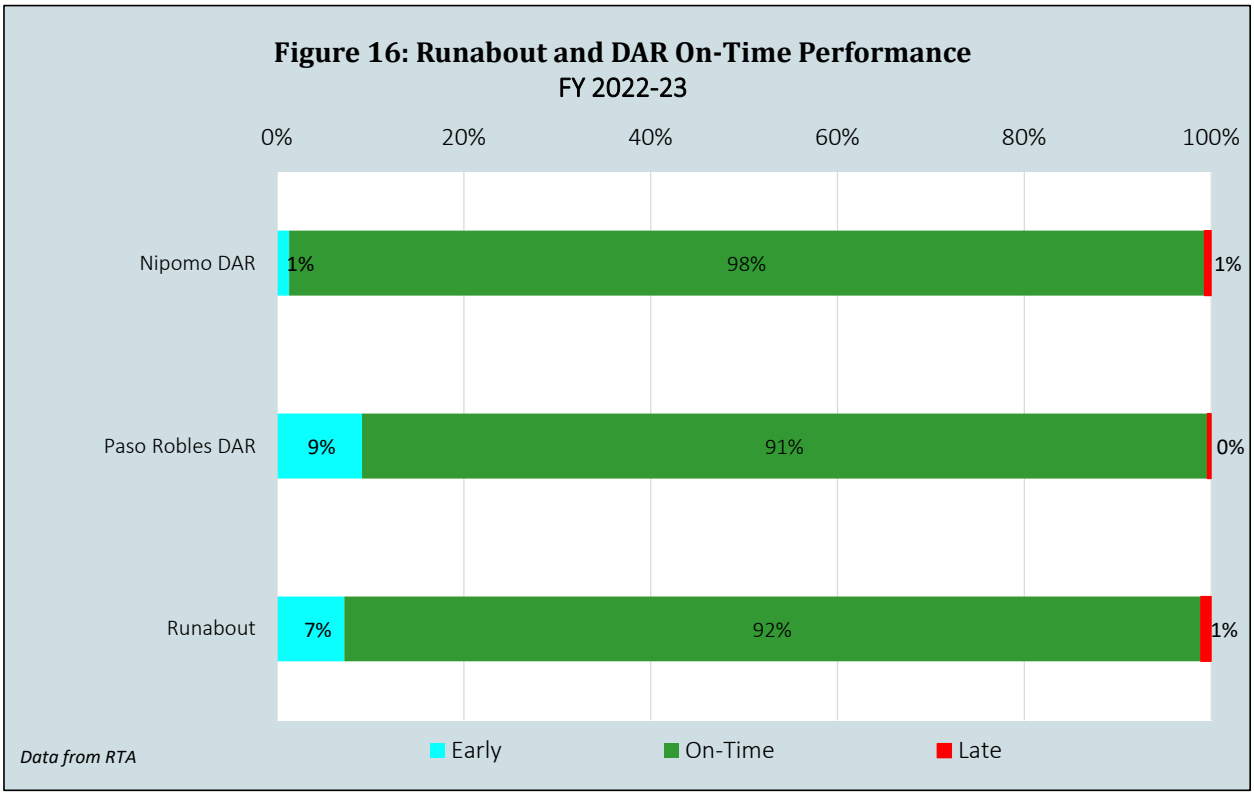


Figure 16: Runabout and DAR On-Time Performance
FY 2022-23
0%
20%
40%
60%
80%
100%
Nipomo DAR
1%
98%
1%
Paso Robles DAR
9%
91%
0%
Runabout
7%
92%
1%
Early
On-Time
Late
Data from RTA

FINDINGS

The COVID-19 pandemic had a clear impact on the RTA's ten-year operations and performance. The widespread implementation of remote work and school structures caused ridership to drop on all RTA services, which in turn prompted RTA to reduce service levels. The subsequent nationwide bus operator shortage has made it difficult to reinstate service in the following years. Additionally, the COVID-19 pandemic spurred multiple years of high inflation, causing RTA operating costs to increase. All of these factors combined negatively impacted productivity and cost efficiency on nearly every RTA service.

RTA operations have been slowly recovering in the years since the peak of the pandemic. RTA-operated services provided 739,364 passenger-trips in FY 2022-23, which equated to 9.8 passenger-trips per vehicle service hour and 0.5 passenger-trips per vehicle service mile. In FY 2022-23, the best performing RTA services were the local Paso Robles Routes A and B. Results of the onboard passenger survey, presented in Appendix C, indicate that the growing ridership on the local Paso Robles routes has been driven in large part by K-12 students and seniors.

Other services with either good productivity or cost efficiency were the regional Routes 12 and 14 and the local South County Routes 24 and 28. The Runabout carried very few passengers per hour or mile of service, for a very high cost per passenger-trip, due to the large amount of time and miles required per individual trip. Looking at on-time performance, the local fixed routes had generally better on-time performance than the regional routes. The Runabout and DARs all had good on-time performance.

A key issue underlying RTA performance in recent years, and that has been discussed throughout the evaluation presented in this chapter, has been the loss of ridership that occurred during the COVID-19 pandemic. The different rate of ridership recovery on the various RTA services suggests that travel patterns have shifted into a new normal. Potential RTA service modifications should consider how to best allocate limited financial resources towards service improvements that will make services more useful for both existing passengers as well as discretionary ridership. The community and stakeholder feedback summarized in Appendices C, E, and F provides more detail about RTA service improvements most desired by local residents.

Chapter 4

EVALUATION OF SAN LUIS OBISPO TRANSIT

INTRODUCTION

This chapter evaluates SLO Transit operations and performance. First, ten-year operating trends are discussed. Then, a more detailed performance assessment by service is presented for FY 2022-23. Additional route-specific data is incorporated into the route profiles included in Appendix B.

In addition to reviewing operations data, LSC solicited public, stakeholder, and bus operator feedback to learn how SLO Transit services are utilized and perceived by both passengers and community members alike, as well as to determine short-term service improvements to help SLO Transit better meet local transportation needs. Input regarding SLO Transit was gathered through an onboard survey, an online community survey, stakeholder meetings, and drop-in bus operator interviews. These efforts are summarized in Appendices D (onboard survey), E (community survey), and F (stakeholder and bus operator input).

The SLO Transit operations data summarized in this Chapter and Appendix B, as well as the community input discussed in Appendices D, E, and F, will influence the development of service and capital alternatives to be considered in future Working Papers.

SLO TRANSIT TEN-YEAR TRENDS

Two major events influenced SLO Transit operations in the last ten years: the COVID-19 pandemic and the nationwide bus operator shortage. In March 2020, the COVID-19 pandemic prompted many businesses and schools to institute remote work policies to encourage people to comply with regional stay-at-home orders. The widespread adoption of remote work/school policies caused SLO Transit ridership to plummet, and this ridership decline in turn caused SLO Transit to reduce service levels.

In the years since the COVID-19 pandemic, many bus operators have either retired or left their positions in pursuit of higher-paying roles with less public exposure. This trend has resulted in a nationwide bus operator shortage. Locally, the high cost of living in San Luis Obispo County and the City of San Luis Obispo has limited the number of potential bus operators even further. The bus operator shortage has made it incredibly difficult for SLO Transit to resume pre-pandemic service levels.

Operations

SLO Transit's ten-year (FY 2013-14 through FY 2022-23) operations data are shown in Table 18. The impacts of the COVID-19 pandemic and bus operator shortage are evident in the data; SLO Transit ridership declined significantly in FY 2019-20 as local businesses and schools, including Cal Poly, moved to remote formats. While most businesses and schools are operating in-person once again as of 2024, SLO Transit has not returned to pre-pandemic service levels due to several factors, including staffing levels and lower ridership.

Table 18: SLO Transit Operations - FY 2013-14 - FY 2022-23

Fiscal Year	Service Parameters				
	Passenger-Trips	Service Hours	Service Miles	Operating Costs	Local Revenue
2013-14	1,142,749	32,983	399,892	$3,235,378	$650,800
2014-15	1,099,547	33,016	396,269	$3,445,334	$656,115
2015-16	1,209,707	33,963	412,377	$3,450,953	$721,541
2016-17	1,131,879	34,698	437,145	$3,701,634	$702,644
2017-18	945,288	37,535	382,799	$3,532,310	$771,861
2018-19	981,995	39,599	441,483	$3,533,504	$703,061
2019-20	715,383	32,882	372,376	$3,283,817	$643,776
2020-21	179,456	29,994	330,124	$3,116,232	$323,759
2021-22	468,945	28,144	330,244	$3,348,735	$710,758
2022-23	515,002	30,870	343,103	$4,252,122	$742,743
% Change FY 13-14 to FY 22-23	**-55%**	**-6%**	**-14%**	**31%**	**14%**

Source: National Transit Database

Ridership

SLO Transit ridership for FY 2013-14 through FY 2022-23 is shown in Table 18 and Figure 17. Of the ten years considered, ridership peaked in FY 2015-16 at 1,209,707 passenger-trips. Ridership had already been declining from this peak before the pandemic, decreasing by 19 percent from FY 2015-16 to FY 2018-19. This pre-pandemic transit ridership decline was a trend observed nationwide, and can be attributed to factors such as low fuel costs and low interest rates that made it easier for many people to purchase and use personal vehicles. This ridership decline was then exacerbated by the pandemic; from FY 2018-19 to FY 2020-21, SLO Transit ridership decreased by 82 percent.

SLO Transit ridership has slowly recovered since the lows experienced during the pandemic. Systemwide, SLO Transit served 515,002 passenger-trips in FY 2022-23, an increase of 186 percent over FY 2020-21. Figure 18 shows how the recovery of ridership has varied by service by year. As shown, the SLO Transit routes that serve Cal Poly (Routes 3A, 3B, 4A, and 4B) have seen the greatest growth in ridership since the pandemic. This growth can be attributed to the large number of students who ride these services; ridership decreased when Cal Poly shifted to primarily remote instruction in the spring of 2020 and subsequently increased when Cal Poly returned to primarily in-person instruction during the 2021-22 school year. Ridership recovery on Routes 1B and 2B has been less consistent due to multiple service reductions resulting from the bus operator shortage.

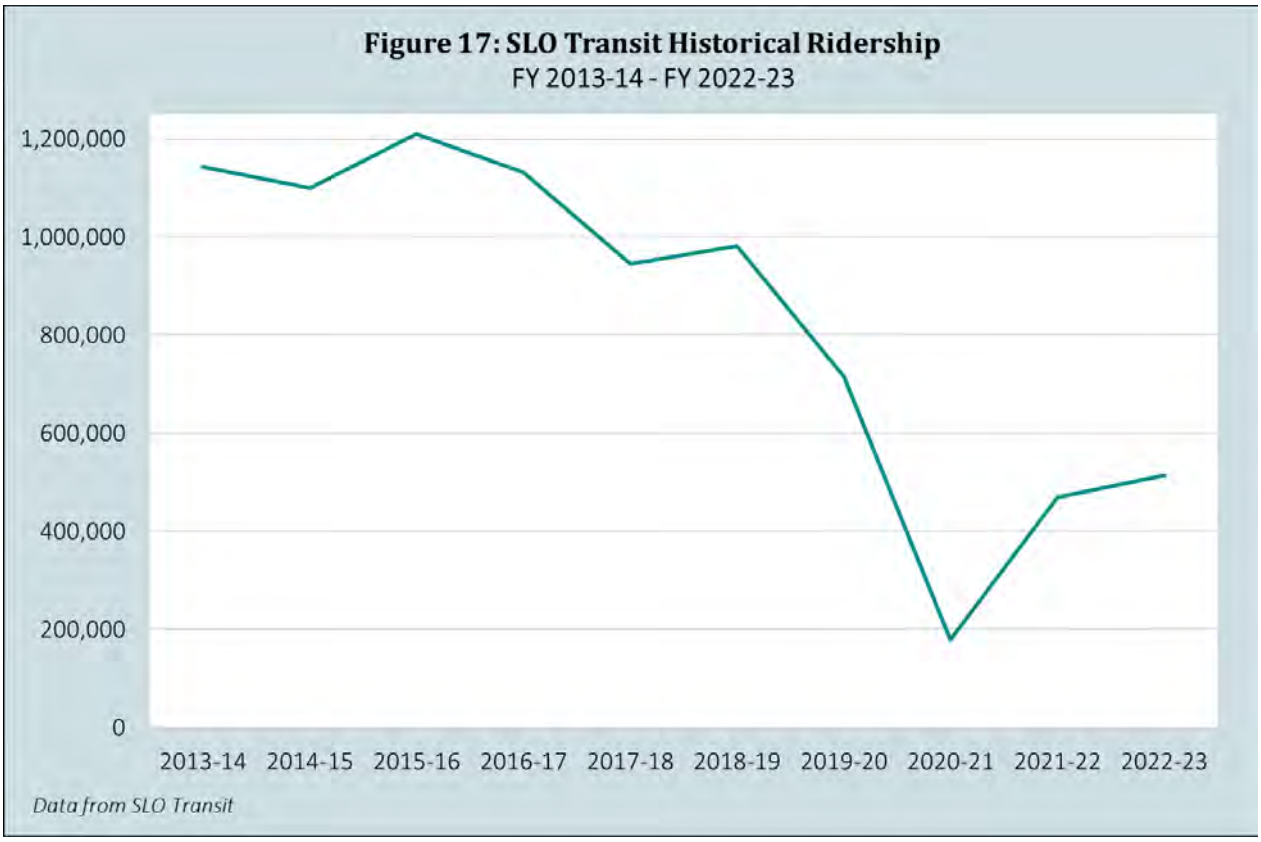


Figure 17: SLO Transit Historical Ridership
FY 2013-14 - FY 2022-23
1,200,000
1,000,000
800,000
600,000
400,000
200,000
0
2013-14
2014-15
2015-16
2016-17
2017-18
2018-19
2019-20
2020-21
2021-22
2022-23
Data from SLO Transit

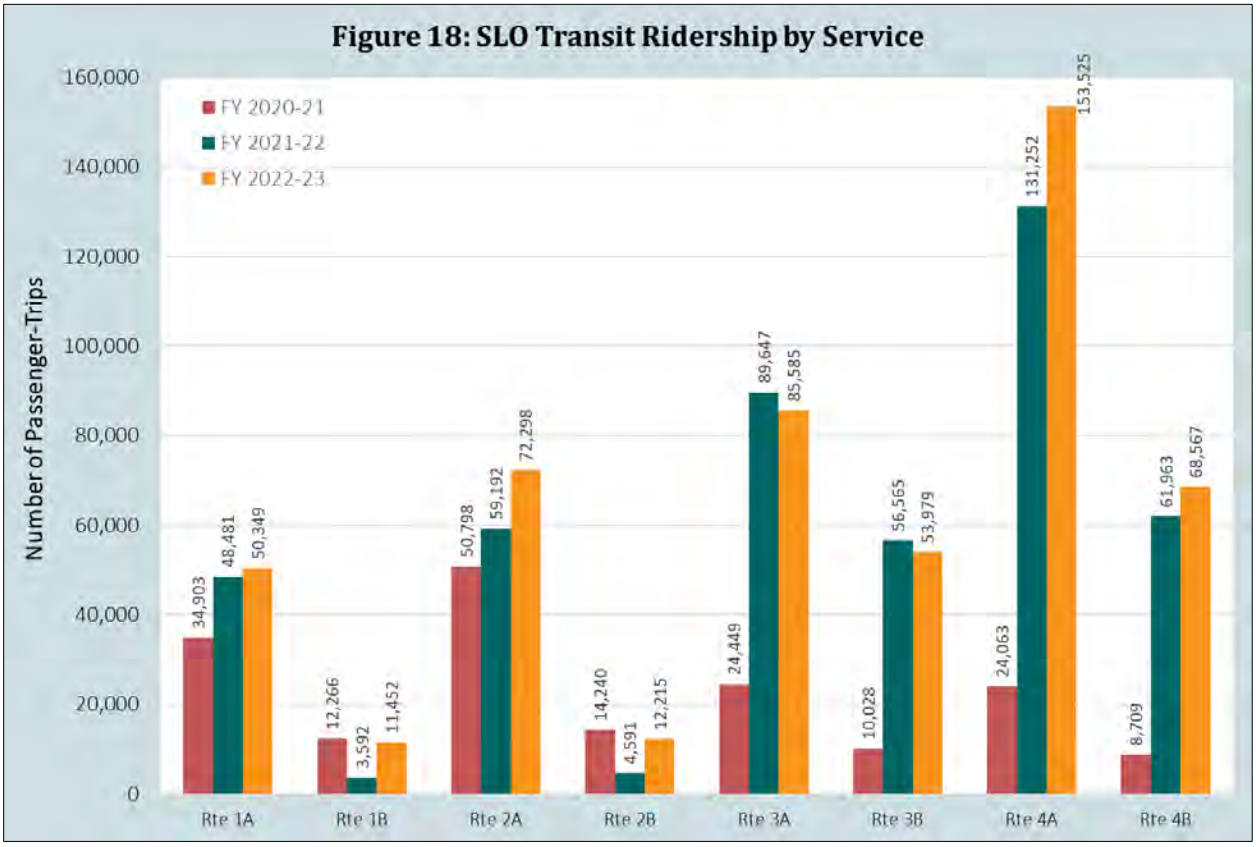


Figure 18: SLO Transit Ridership by Service
Number of Passenger-Trips
160,000
140,000
120,000
100,000
80,000
60,000
40,000
20,000
0
FY 2020-21
FY 2021-22
FY 2022-23
34,903
48,481
50,349
12,266
3,592
11,452
50,798
59,192
72,298
14,240
4,591
12,215
24,449
89,647
85,585
10,028
56,565
53,979
24,063
131,252
153,525
8,709
61,963
68,567
Rte 1A
Rte 1B
Rte 2A
Rte 2B
Rte 3A
Rte 3B
Rte 4A
Rte 4B

Service Levels

From FY 2013-14 to FY 2018-19, SLO Transit annual service levels increased, with the number of vehicle service hours increasing by 20 percent and the number of vehicle service miles increasing by 10 percent. These increases can be attributed to service changes implemented as a result of recommendations made in the 2016 update of the SLO Transit SRTP, including changes to the routing structure.

SLO Transit service levels have been lower in the years since the pandemic due to service reductions resulting from low ridership and the bus operator shortage. In particular, San Luis Tripper, Highland Tripper, and Route 6x operations have been suspended since the pandemic, and the Old SLO Trolley only resumed operations in FY 2023-24. As of FY 2022-23, SLO Transit vehicle service hours have decreased by 6 percent from FY 2013-14 and by 22 percent from FY 2018-19. SLO Transit vehicle service miles have decreased by 14 percent from FY 2013-14 and by 22 percent from FY 2018-19.

Operating Costs

SLO Transit's operating costs increased from $3.24 million in FY 2013-14 to $4.25 million in FY 2022-23 (+31 percent). Operating costs first increased by 9 percent from FY 2013-14 to FY 2018-19, then costs rapidly increased by 20 percent from FY 2018-19 to FY 2022-23. The significant increase in costs observed over the last 5 years in particular is largely due to record-high inflation and the need to offer competitive job offers to recruit more employees. However, it is worth noting that the consumer price index (CPI) increased by a similar amount (30 percent) during this ten-year time period, indicating SLO Transit operating costs have not increased much more than inflation.

Local Revenues

SLO Transit's local revenues, which include passenger fares and funding from Cal Poly, increased by 14 percent over the last ten years, growing from $650,800 in FY 2013-14 to $742,743 in FY 2022-23. Revenues declined during the pandemic as a result of the drop in ridership, however, revenues have grown in the years following. Of the ten years considered, SLO Transit's local revenues peaked in FY 2018-19 at $771,861.

Performance

The SLO Transit's ten-year operating data was used to calculate several performance indicators, detailed in Table 19. Trends evident from the data include:

- The number of passenger-trips per vehicle service hour is an indicator of the relative productivity of transit service. This measure decreased by 52 percent over the last 10 years and by 33 percent over the last 5 years.
- Passenger-trips per vehicle service mile is another indicator of productivity. This measure decreased by 47 percent over the last 10 years and by 33 percent over the last 5 years.
- The operating cost per passenger-trip has increased by 192 percent over the last 10 years. This measure peaked in FY 2020-21 when the pandemic was in full swing and SLO Transit ridership was at its lowest but has since dropped 52 percent as ridership returned.

Table 19: SLO Transit Performance - FY 2013-14 - FY 2022-23

	Performance			
	Passengers Per			
Fiscal Year	Hour	Mile	Operating Cost per Passenger-Trip	Operating Cost per Service Hour
2013-14	34.6	2.9	$2.83	$98.09
2014-15	33.3	2.8	$3.13	$104.35
2015-16	35.6	2.9	$2.85	$101.61
2016-17	32.6	2.6	$3.27	$106.68
2017-18	25.2	2.5	$3.74	$94.11
2018-19	24.8	2.2	$3.60	$89.23
2019-20	21.8	1.9	$4.59	$99.87
2020-21	6.0	0.5	$17.36	$103.90
2021-22	16.7	1.4	$7.14	$118.99
2022-23	16.7	1.5	$8.26	$137.74
% Change FY 13-14 to FY 22-23	-52%	-47%	192%	40%
% Change FY 18-19 to FY 22-23	-33%	-33%	129%	54%

Source: National Transit Database

- The SLO Transit **operating cost per vehicle service hour** increased by 40 percent over the last 10 years and 54 percent over the last 5 years.

Overall, the ten-year performance trends reflect the impacts of the COVID-19 pandemic; SLO Transit ridership decreased and operating costs increased as a result of the pandemic, causing negative impacts to SLO Transit's productivity and cost efficiency.

SLO TRANSIT FY 22-23 OPERATIONS AND PERFORMANCE

Operations

Table 20 details SLO Transit operating data by service for FY 2022-23. The Old SLO Trolley, San Luis Tripper, Highland Tripper, and Route 6x did not operate in FY 2022-23, therefore these services are not included.

Table 20: SLO Transit Operations by Service - FY 2022-23

Service	Service Parameters			
	Passenger-Trips	Service Hours	Service Miles	Marginal Operating Cost
Route 1A	50,349	5,179	52,857	$572,119
Route 1B	11,452	1,922	20,006	$212,958
Route 2A	72,298	5,208	61,899	$589,598
Route 2B	12,215	1,647	19,175	$185,804
Route 3A	85,585	5,208	71,402	$605,108
Route 3B	53,979	3,016	40,655	$349,290
Route 4A	153,525	5,322	48,625	$578,627
Route 4B	68,567	3,183	26,477	$341,816
Laguna Tripper	7,032	185	2,007	$20,631
Systemwide	**515,002**	**30,870**	**343,103**	**$3,455,950**

Sources: City of San Luis Obispo, LSC.

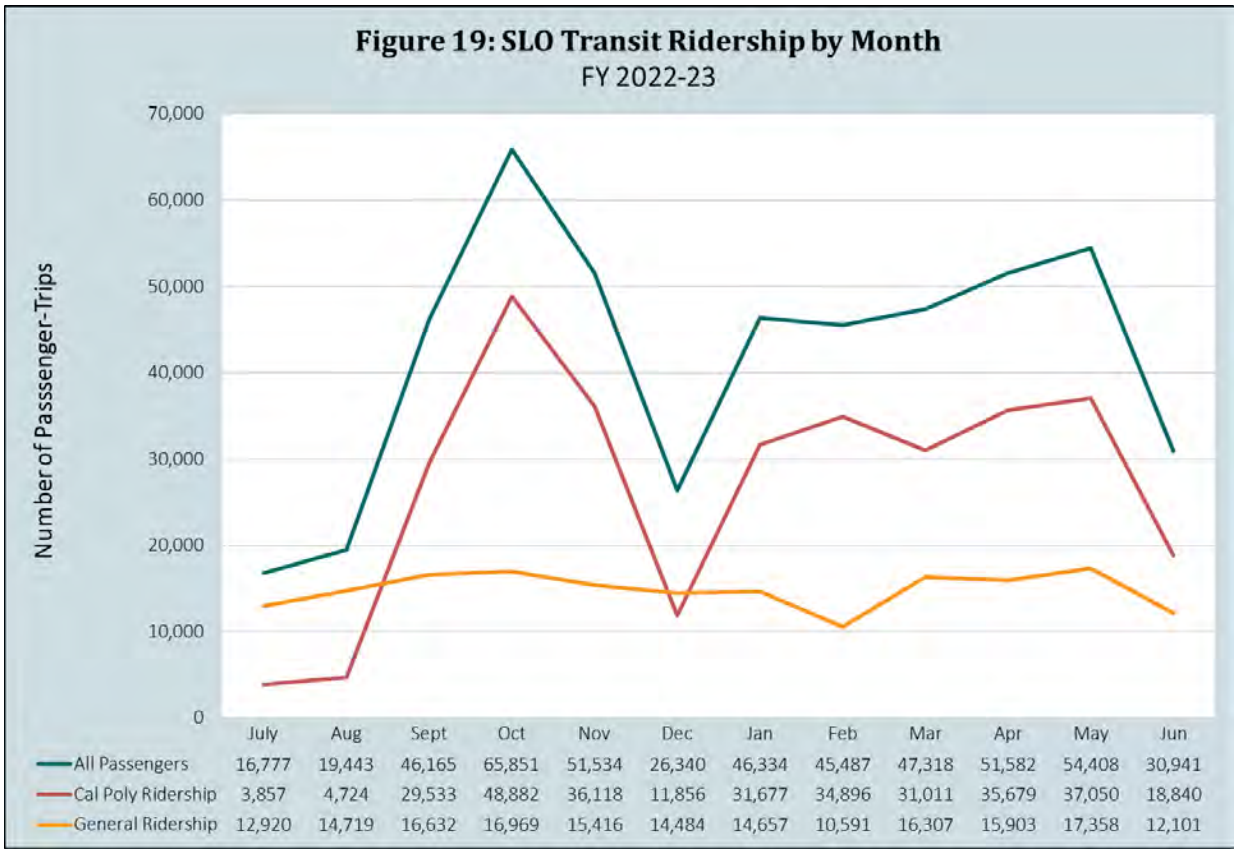
Ridership

SLO Transit served 515,002 passenger-trips in FY 2022-23. Route 4A had the greatest ridership, carrying 153,525 passenger-trips, or 30 percent of all annual ridership. Other routes with high ridership included Routes 3A (85,585 passenger-trips), 2A (72,298 passenger-trips), and 4B (68,567 passenger-trips). It should be noted that the generally higher ridership observed on the A routes versus the B routes is due to the A routes operating on more days of the week and for longer hours.

Figure 19 depicts how SLO Transit ridership by passenger-type varied by month. Given that such a large proportion of SLO Transit ridership is comprised of Cal Poly students and staff, SLO Transit ridership fluctuates depending on when Cal Poly is in session; in FY 2022-23, ridership was highest from September through November (Fall Quarter) and January through June (Winter and Spring Quarters). Ridership clearly dipped when the school had vacations or breaks, such as during the summer months, December, and March. General public ridership stayed relatively consistent throughout the year.

Service Levels

SLO Transit operated 30,870 vehicle service hours and 343,103 vehicle service miles in FY 2022-23. The A Routes required greater service levels due to having longer weekday service spans and operating on weekends. Looking at mileage, Route 3A operated the most vehicle service miles (21 percent of the systemwide total) due to the longer service span, higher service frequency during the school year, and longer route length compared to many of the other SLO Transit routes.



Operating Costs

To determine the SLO Transit operating cost by service, the FY 2022-23 adopted budget was used to develop an operating cost model. Each SLO Transit operating expense was allocated to the service quantity (vehicle service hours or vehicle service miles) upon which it is most dependent. The costs not dependent on service levels were designated as fixed costs. The costs were then divided by FY 2022-23 service levels to yield the following formula:

FY 2022-23 SLO Transit Operating Cost Model = $93.81 x annual vehicle service hours +

$1.63 x annual vehicle service miles +

$796,172 in fixed costs

The cost model was used to calculate the marginal operating costs of each SLO transit route, as shown in Table 20. Overall, the A Routes were more expensive than the B Routes or Laguna Tripper due to the greater service levels. Route 3A was the most expensive SLO Transit service in FY 2022-23 ($605,108) because of the large number of vehicle service hours and miles required for operations. The Laguna Tripper was the least expensive service ($20,631), as the service consisted of only two trips per weekday during the school year.

Performance Analysis

Table 21 and Figures 20 through 22 show FY 2022-23 performance indicators for each SLO Transit service. Important trends to note from the service-specific performance analysis are as follows:

Table 21: SLO Transit Performance by Service - FY 2022-23

Service	Performance			
	Passengers Per		Marginal Operating Cost per Passenger-Trip	Marginal Operating Cost per Service Hour
	Hour	Mile		
Route 1A	9.7	1.0	$11.36	$110.47
Route 1B	6.0	0.6	$18.60	$110.80
Route 2A	13.9	1.2	$8.16	$113.21
Route 2B	7.4	0.6	$15.21	$112.81
Route 3A	16.4	1.2	$7.07	$116.19
Route 3B	17.9	1.3	$6.47	$115.81
Route 4A	28.8	3.2	$3.77	$108.72
Route 4B	21.5	2.6	$4.99	$107.39
Laguna Tripper	38.0	3.5	$2.93	$111.52
Systemwide	**16.7**	**1.5**	**$6.71**	**$111.95**

Sources: City of San Luis Obispo, LSC.

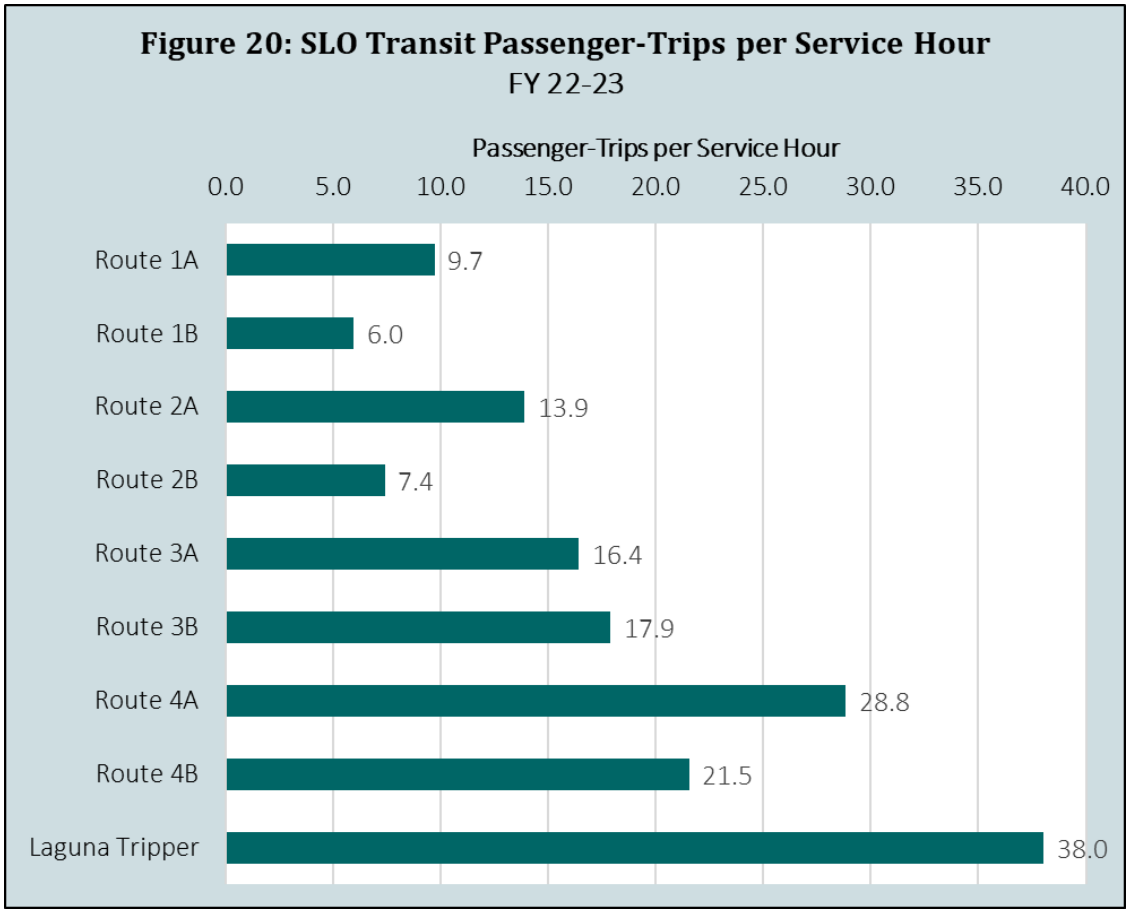


Figure 21: SLO Transit Marginal Operating Cost per Passsenger-Trip
FY 22-23

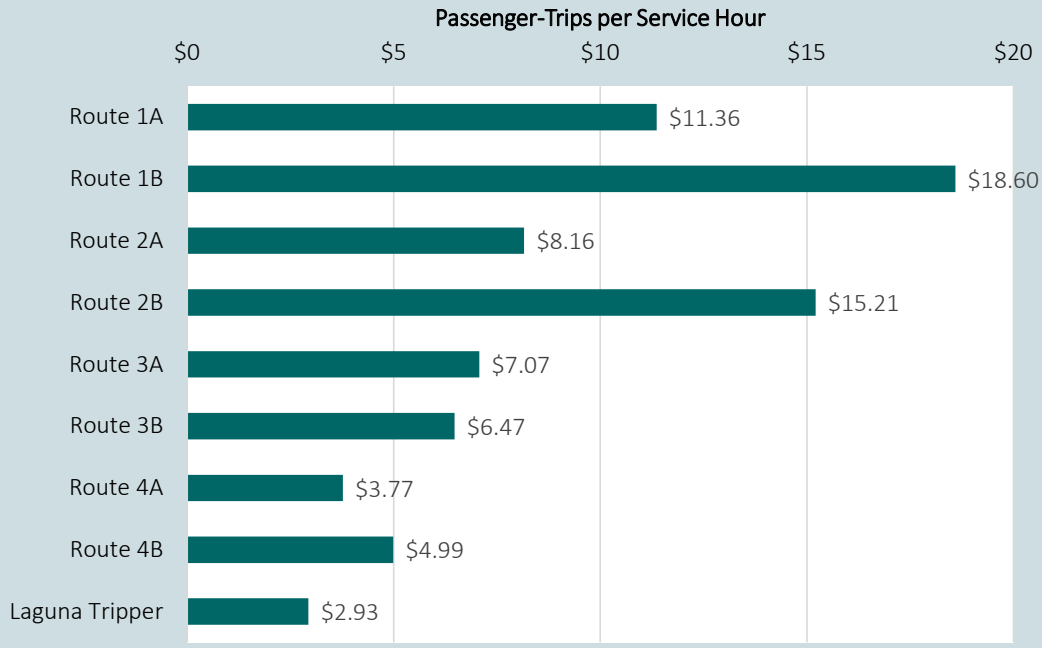
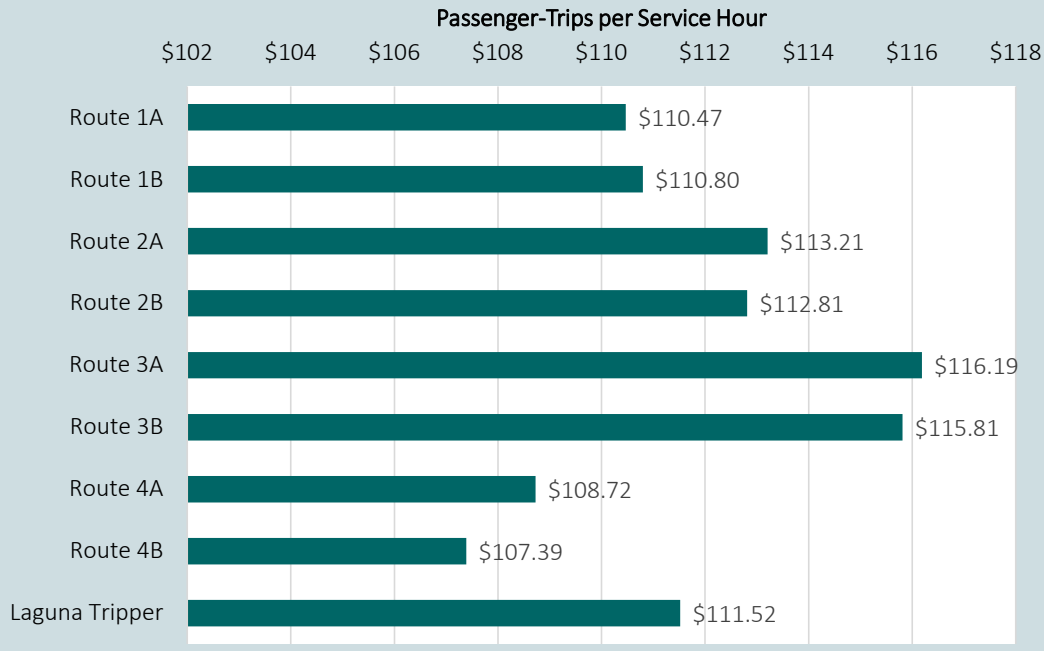


Figure 22: SLO Transit Marginal Operating Cost per Service Hour
FY 22-23



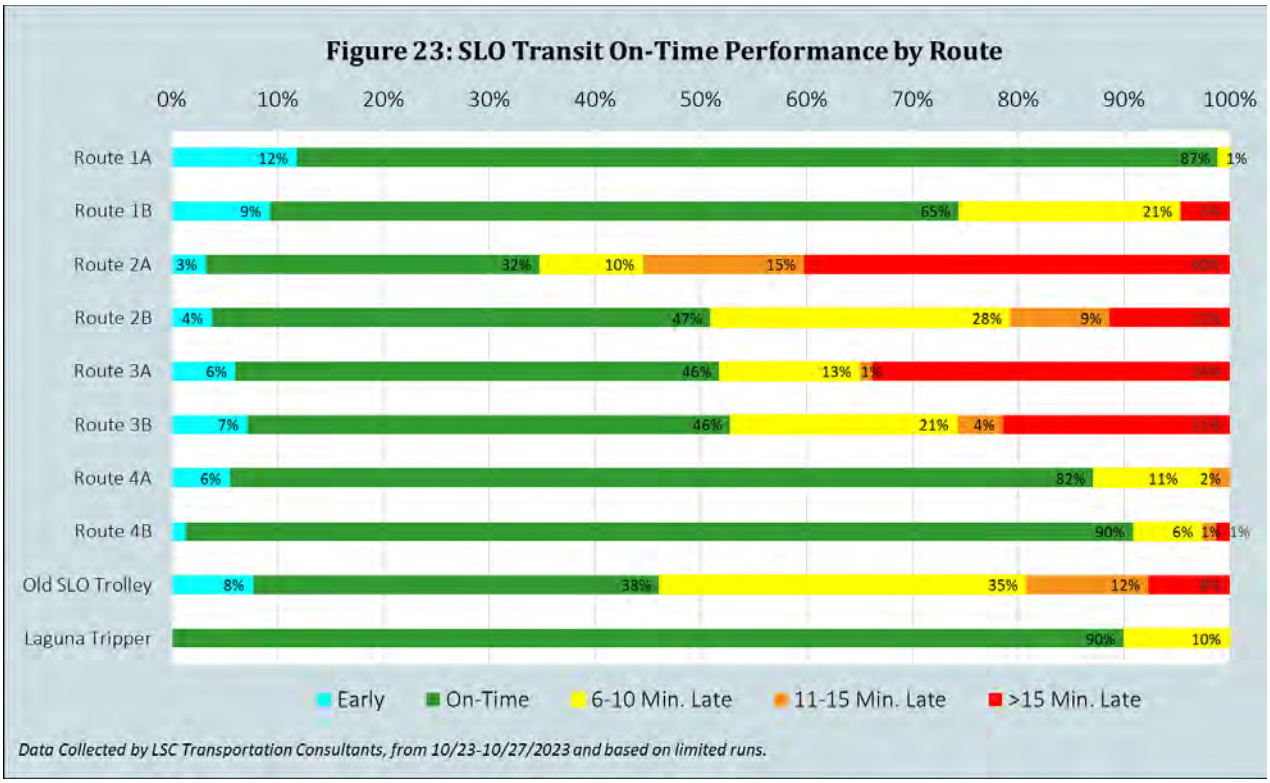
- Systemwide, SLO Transit served 16.7 **passenger-trips per vehicle service hour** in FY 2022-23. The most productive routes, based on this metric, were the Laguna Tripper (38.0 passenger-trips per hour), Route 4A (28.8), and Route 4B (21.5), three services that are all highly utilized by students. The least productive routes were Routes 1B (6.0 passenger-trips per hour) and 2B (7.4).
- SLO Transit carried 1.5 **passenger-trips per vehicle service mile** in FY 2022-23. The Laguna Tripper, Route 4A, and Route 4B all served more passenger-trips per vehicle service mile than the systemwide total. Considering this performance measure, Routes 1B (0.6 passenger-trips per mile) and 2B (0.6) were also the least productive services.
- The SLO Transit FY 2022-23 **marginal operating cost per passenger-trip** was $6.71. The Laguna Tripper was the most cost-efficient service ($2.93 per passenger-trip), followed by Route 4A ($3.77) and Route 4B ($4.99). The most expensive service per passenger-trip was Route 1B ($18.60), followed by Route 2B ($15.21) and Route 1A ($11.26).
- The **marginal operating cost per vehicle service hour** was similar across the various SLO Transit services, ranging from $107.39 on Route 4B to a high of $116.19 on Route 3A. Generally, this measure was lower on the low-mileage routes (Routes 4 A/B, 1 A/B, and the Laguna Tripper) and higher on the high-mileage routes (Routes 3 A/B and 2 A/B).

In sum, the SLO Transit services which are catered to Cal Poly and local K-12 students (Routes 3 A/B, 4 A/B, and the Laguna Tripper) were more productive and cost-efficient compared to other services.

On-Time Performance

LSC recorded SLO Transit's on-time performance by service during October 2023 as a part of the greater onboard passenger survey effort conducted for the SRTP (Appendix D). Figure 23 shows the proportion of timepoint stops that were early, on-time, 6 to 10 minutes late, 11 to 15 minutes late, or more than 15 minutes late as measured by what time the bus departed from established timepoints. The on-time performance data shown was collected during the equivalent of one weekday of service, so the data reflects a limited number of runs.

Based on the data collected by LSC, Routes 1A, 4A, 4B, and the Laguna Tripper had the best on-time performance, as they were on-time for 80 percent or more of the timepoint stops. Routes 1A and 1B left the timepoints early more frequently than any other services. Route 2A (65 percent) and the Old SLO Trolley (54 percent) had the largest proportions of timepoints for which the bus left late. Routes 2A (40 percent), 3A (34 percent), and 3B (21 percent) had the largest proportions of timepoints for which the bus left more than 15 minutes late. While this data is based on limited runs, it suggests that on-time performance is a challenge for SLO Transit, especially on Routes 2 A/B and 3 A/B. On-time performance is an important aspect of service quality and reliability, therefore the SLO Transit SRTP will consider service modifications to improve on-time performance.



FINDINGS

During the last ten years, SLO Transit operations and performance were significantly impacted by the COVID-19 pandemic, as well as by the subsequent nationwide bus operator shortage and rise in inflation. SLO Transit ridership declined during the COVID-19 pandemic due to the widespread implementation of remote work and school structures across the region, including at Cal Poly. SLO Transit reduced service levels in response to the reduced demand, however, the shortage of bus operators has made it difficult to reinstate pre-COVID service levels. Multiple years of high inflation rates also resulted in SLO Transit operating costs increasing at a rapid rate.

Since the peak of the pandemic in FY 2020-21, SLO Transit systemwide performance has slowly improved with the return of both local and Cal Poly ridership. In FY 2022-23, SLO Transit served 515,002 passenger-trips. Productivity increased to 16.7 passenger-trips per vehicle service hour and 1.5 passenger-trips per vehicle service mile. The best-performing SLO Transit services in FY 2022-23, in terms of productivity and cost-efficiency, were Routes 4A/B, Routes 3A/B, and the Laguna Tripper. In regard to on-time performance, Routes 1A, 4A, 4B, and the Laguna Tripper were the best performing.

Looking forward, it is likely that more than minor service modifications will be needed to increase SLO Transit ridership to the levels necessary to achieve the City of San Luis Obispo's adopted goal of a 12 percent transit mode split. The analyses presented in this Chapter highlight service inefficiencies that should be addressed to increase the reliability and utility of the service for both existing passengers as well as potentially new passengers. The public and stakeholder input summarized in Appendices C, D, and E provides additional insight beyond the analyses presented in this Chapter about how SLO Transit could potentially improve to further attract discretionary ridership.

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Appendix A
DEMOGRAPHIC DATA

Appendix A
DEMOGRAPHIC DATA

INTRODUCTION

This Appendix presents demographic data for both San Luis Obispo County and the City of San Luis Obispo related to transit demand. The data included therein supports findings presented in the San Luis Obispo Regional Transit Authority (RTA)'s and City of San Luis Obispo Transit (SLO Transit)'s respective Short Range Transit Plans. More specifically, the following demographic data was used to develop Transit Needs Indexes for both the County and the City to determine areas of high transit need, as shown in *Service and System Evaluation.*

Tables and maps included in this Appendix are as follows:

- Table A-1: San Luis Obispo County Demographic Characteristics
- Figure A-1: Population Density of San Luis Obispo County
- Figure A-2: Population of Youths Under 18 Years of Age – San Luis Obispo County
- Figure A-3: Population of Senior Adults Over 65 Years of Age – San Luis Obispo County
- Figure A-4: Population of Persons Living with a Disability– San Luis Obispo County
- Figure A-5: Low-Income Population – San Luis Obispo County
- Figure A-6: Zero-Vehicle Households – San Luis Obispo County
- Table A-2: City of San Luis Obispo Demographic Characteristics
- Figure A-7: Population Density of the City of San Luis Obispo
- Figure A-8: Population of Youths Under 18 Year of Age – City of San Luis Obispo
- Figure A-9: Population of Senior Adults Over 65 Years of Age – City of San Luis Obispo
- Figure A-10: Population of Persons Living with a Disability – City of San Luis Obispo
- Figure A-11: Low-Income Population – City of San Luis Obispo
- Figure A-12: Zero-Vehicle Households – City of San Luis Obispo

Note that the following tables and maps represent the number of people in each transit dependent category living in the census tract as compared to the total number of people in that transit dependent category for the county as a whole. The same applies to the City of San Luis Obispo tables and maps.

Table A-1: San Luis Obispo County Demographic Characteristics (1/2)

Census Tract	Area Description	Total Persons	Total Households	Youth (Under 18 Years)		Seniors (65+)		Persons with a Disability		Persons Below Poverty Level		Zero-Vehicle Households	
				#	%	#	%	#	%	#	%	#	%
100.16	San Miguel	5,206	1,807	1,170	2.4%	911	1.5%	459	1.3%	998	3.0%	76	1.9%
100.17	Lake Nacimiento	4,483	1,546	826	1.7%	797	1.3%	473	1.3%	239	0.7%	10	0.2%
101.01	Paso Robles - West	1,707	676	419	0.9%	410	0.7%	209	0.6%	119	0.4%	7	0.2%
101.03	Paso Robles - Central	3,088	1,547	539	1.1%	597	1.0%	421	1.2%	324	1.0%	30	0.7%
101.04	Paso Robles - North	3,100	1,071	1,063	2.2%	232	0.4%	481	1.3%	773	2.3%	19	0.5%
102.02	Paso Robles - South East	6,017	2,142	1,205	2.5%	1,347	2.3%	992	2.8%	305	0.9%	107	2.6%
102.04	Paso Robles - South	5,989	2,208	1,349	2.8%	932	1.6%	716	2.0%	551	1.6%	70	1.7%
102.05	Paso Robles - East	5,570	1,954	1,473	3.0%	1,074	1.8%	426	1.2%	781	2.3%	112	2.7%
102.06	Paso Robles - Union Road	3,252	1,296	693	1.4%	838	1.4%	485	1.3%	340	1.0%	18	0.4%
102.07	Paso Robles - North East	4,132	1,638	963	2.0%	998	1.7%	473	1.3%	330	1.0%	0	0.0%
103.01	Shandon	4,054	1,403	945	1.9%	817	1.4%	381	1.1%	382	1.1%	40	1.0%
103.02	Paso Robles, Templeton	3,454	1,300	673	1.4%	709	1.2%	509	1.4%	119	0.4%	46	1.1%
103.03	Whitley Gardens	2,804	1,047	535	1.1%	518	0.9%	325	0.9%	138	0.4%	0	0.0%
104.03	Cambria - South	3,893	1,798	604	1.2%	1,560	2.6%	574	1.6%	353	1.0%	42	1.0%
104.04	Cambria - North	1,932	1,004	203	0.4%	801	1.3%	427	1.2%	146	0.4%	24	0.6%
105.04	Cayucos	2,361	1,257	112	0.2%	892	1.5%	426	1.2%	237	0.7%	22	0.5%
105.05	Morro Bay - North East	3,477	1,438	349	0.7%	986	1.7%	728	2.0%	308	0.9%	50	1.2%
105.06	Morro Bay - North West	2,283	1,077	474	1.0%	571	1.0%	242	0.7%	264	0.8%	0	0.0%
106.02	Morro Bay - South	3,919	1,848	463	0.9%	1,165	2.0%	581	1.6%	406	1.2%	49	1.2%
106.03	Morro Bay - Central	1,359	606	106	0.2%	415	0.7%	184	0.5%	142	0.4%	35	0.9%
107.01	Los Osos - Baywood Park	5,068	2,037	884	1.8%	1,330	2.2%	698	1.9%	319	0.9%	55	1.3%
107.03	Los Osos - East	3,793	1,397	858	1.7%	878	1.5%	479	1.3%	642	1.9%	48	1.2%
107.07	Los Osos - Cuesta-by-the-Sea	6,295	2,806	1,019	2.1%	1,809	3.0%	979	2.7%	459	1.4%	25	0.6%
109.02	SLO - Northeast	4,708	1,601	69	0.1%	143	0.2%	175	0.5%	3,311	9.8%	97	2.4%
109.03	Cal Poly SLO - South	7,151	1,078	70	0.1%	5	0.0%	338	0.9%	1,936	5.7%	158	3.9%
109.04	Cal Poly SLO - North	2,705	0	26	0.1%	0	0.0%	105	0.3%	0	0.0%	0	0.0%
110.01	SLO - Southeast	4,504	1,931	801	1.6%	1,087	1.8%	579	1.6%	486	1.4%	96	2.4%
110.02	SLO - East	3,414	1,532	227	0.5%	529	0.9%	393	1.1%	896	2.7%	89	2.2%
111.01	SLO - Downtown	3,683	1,877	283	0.6%	301	0.5%	402	1.1%	1,059	3.1%	229	5.6%
111.03	SLO - South	3,422	1,560	507	1.0%	775	1.3%	494	1.4%	306	0.9%	101	2.5%
111.04	SLO - Broad St	1,853	895	212	0.4%	195	0.3%	163	0.5%	265	0.8%	138	3.4%
111.05	SLO - South Central	3,805	1,722	569	1.2%	445	0.7%	168	0.5%	551	1.6%	116	2.8%
112.01	SLO - Foothill Blvd, Highland Dr	4,628	1,547	333	0.7%	525	0.9%	424	1.2%	2,171	6.4%	39	1.0%
112.02	SLO - Downtown (Northwest)	4,255	1,215	152	0.3%	468	0.8%	424	1.2%	2,013	6.0%	187	4.6%
113	SLO - Laguna Lake	6,429	2,622	990	2.0%	1,236	2.1%	673	1.9%	1,169	3.5%	56	1.4%
114	CA Men's Colony	2,591	0	0	0.0%	299	0.5%	0	0.0%	0	0.0%	0	0.0%
115.01	SLO - S. Higuera St.	1,836	740	462	0.9%	324	0.5%	292	0.8%	287	0.9%	17	0.4%
115.05	SLO - Camp SLO, SLO Airport	4,703	1,609	710	1.4%	891	1.5%	379	1.1%	229	0.7%	8	0.2%
	Total	**281,312**	**108,099**	**49,037**	**17%**	**59,439**	**21%**	**36,013**	**13%**	**33,728**	**12%**	**4,084**	**4%**

Source: US Census Bureau American Community Survey 2022 5-Year Estimates.

Table A-1: San Luis Obispo County Demographic Characteristics (2/2)

Census Tract	Area Description	Total Persons	Total Households	Youth (Under 18 Years)		Seniors (65+)		Persons with a Disability		Persons Below Poverty Level		Zero-Vehicle Households	
				#	%	#	%	#	%	#	%	#	%
116	Avila Beach, Port San Luis	4,294	1,779	691	1.4%	1,387	2.3%	515	1.4%	313	0.9%	56	1.4%
117.04	Pismo Beach, Shell Beach	3,301	1,790	341	0.7%	789	1.3%	360	1.0%	304	0.9%	46	1.1%
117.05	Pismo Beach - South	1,670	961	115	0.2%	504	0.8%	269	0.7%	115	0.3%	25	0.6%
117.06	Pismo Beach - East	3,079	1,362	496	1.0%	1,065	1.8%	286	0.8%	213	0.6%	14	0.3%
118	Arroyo Grande - North	7,625	2,931	1,447	3.0%	2,027	3.4%	1,305	3.6%	340	1.0%	86	2.1%
119.01	Arroyo Grande - Southeast	3,235	1,446	527	1.1%	1,073	1.8%	687	1.9%	94	0.3%	35	0.9%
119.03	Arroyo Grande - West	1,950	857	376	0.8%	440	0.7%	180	0.5%	71	0.2%	7	0.2%
119.04	Arroyo Grande - Southwest	7,017	2,781	1,536	3.1%	1,454	2.4%	1,036	2.9%	613	1.8%	189	4.6%
120.01	Grover Beach - South	2,523	1,046	340	0.7%	787	1.3%	679	1.9%	314	0.9%	14	0.3%
120.02	Grover Beach - East	4,699	1,794	1,154	2.4%	657	1.1%	736	2.0%	632	1.9%	29	0.7%
121.02	Grover Beach - West	5,533	2,300	1,250	2.5%	921	1.5%	904	2.5%	404	1.2%	39	1.0%
122.01	Oceano - West	3,323	1,297	911	1.9%	681	1.1%	525	1.5%	835	2.5%	70	1.7%
122.02	Oceano - Halcyon	3,520	1,543	565	1.2%	1,097	1.8%	693	1.9%	144	0.4%	95	2.3%
123.02	Edna, Huasna	6,276	2,093	1,797	3.7%	1,528	2.6%	440	1.2%	605	1.8%	6	0.1%
123.05	Los Berros	5,952	2,371	1,016	2.1%	1,915	3.2%	1,027	2.9%	279	0.8%	14	0.3%
123.06	Black Lake, Callender	5,099	2,233	598	1.2%	2,092	3.5%	768	2.1%	255	0.8%	107	2.6%
124.03	Nipomo - Southwest	4,075	1,278	1,123	2.3%	886	1.5%	577	1.6%	128	0.4%	71	1.7%
124.04	Nipomo - Northwest	5,953	2,129	1,303	2.7%	1,127	1.9%	778	2.2%	857	2.5%	132	3.2%
124.05	Nipomo - Southeast	3,124	921	589	1.2%	568	1.0%	525	1.5%	67	0.2%	32	0.8%
124.06	Nipomo - Northeast	4,342	1,121	1,266	2.6%	298	0.5%	357	1.0%	185	0.5%	63	1.5%
125.02	Atascadero - Northeast	5,840	2,238	1,273	2.6%	532	0.9%	690	1.9%	628	1.9%	39	1.0%
125.03	Atascadero - Southeast	6,401	2,594	1,553	3.2%	807	1.4%	725	2.0%	891	2.6%	76	1.9%
125.05	Atascadero - North	4,459	2,006	680	1.4%	913	1.5%	743	2.1%	428	1.3%	133	3.3%
126.01	Atascadero - Southwest	6,324	2,253	1,440	2.9%	976	1.6%	843	2.3%	441	1.3%	147	3.6%
126.02	Atascadero - Northwest	1,153	556	178	0.4%	434	0.7%	189	0.5%	67	0.2%	0	0.0%
127.05	Santa Margarita	5,692	2,489	1,028	2.1%	1,770	3.0%	1,150	3.2%	179	0.5%	217	5.3%
127.06	Santa Rita, Morro Toro	4,115	1,614	539	1.1%	1,435	2.4%	829	2.3%	118	0.3%	10	0.2%
127.07	Templeton - West	4,639	1,941	804	1.6%	1,444	2.4%	586	1.6%	404	1.2%	32	0.8%
127.08	San Luis Obispo Co. - Southeast	978	461	7	0.0%	315	0.5%	103	0.3%	134	0.4%	0	0.0%
130	San Simeon	2,725	1,010	355	0.7%	893	1.5%	302	0.8%	200	0.6%	0	0.0%
131	Templeton, Creston	5,473	2,072	1,403	2.9%	814	1.4%	529	1.5%	116	0.3%	84	2.1%
	Total	**281,312**	**108,099**	**49,037**	**17%**	**59,439**	**21%**	**36,013**	**13%**	**33,728**	**12%**	**4,084**	**4%**

Source: US Census Bureau American Community Survey 2022 5-Year Estimates.

Figure A-1:
Population Density of San Luis Obispo County

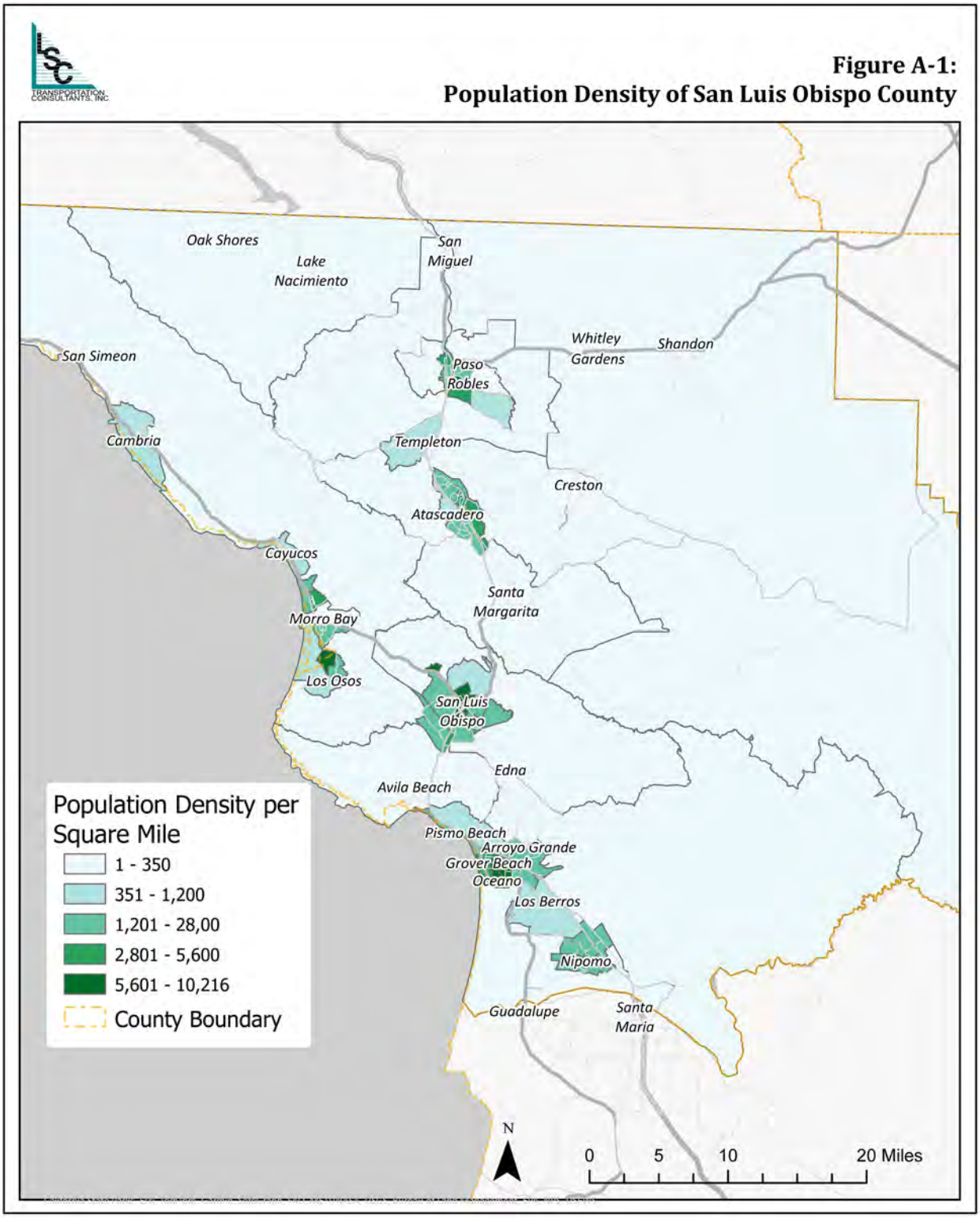


Figure A-2:
Population of Youths Under 18 Years of Age - San Luis Obispo County

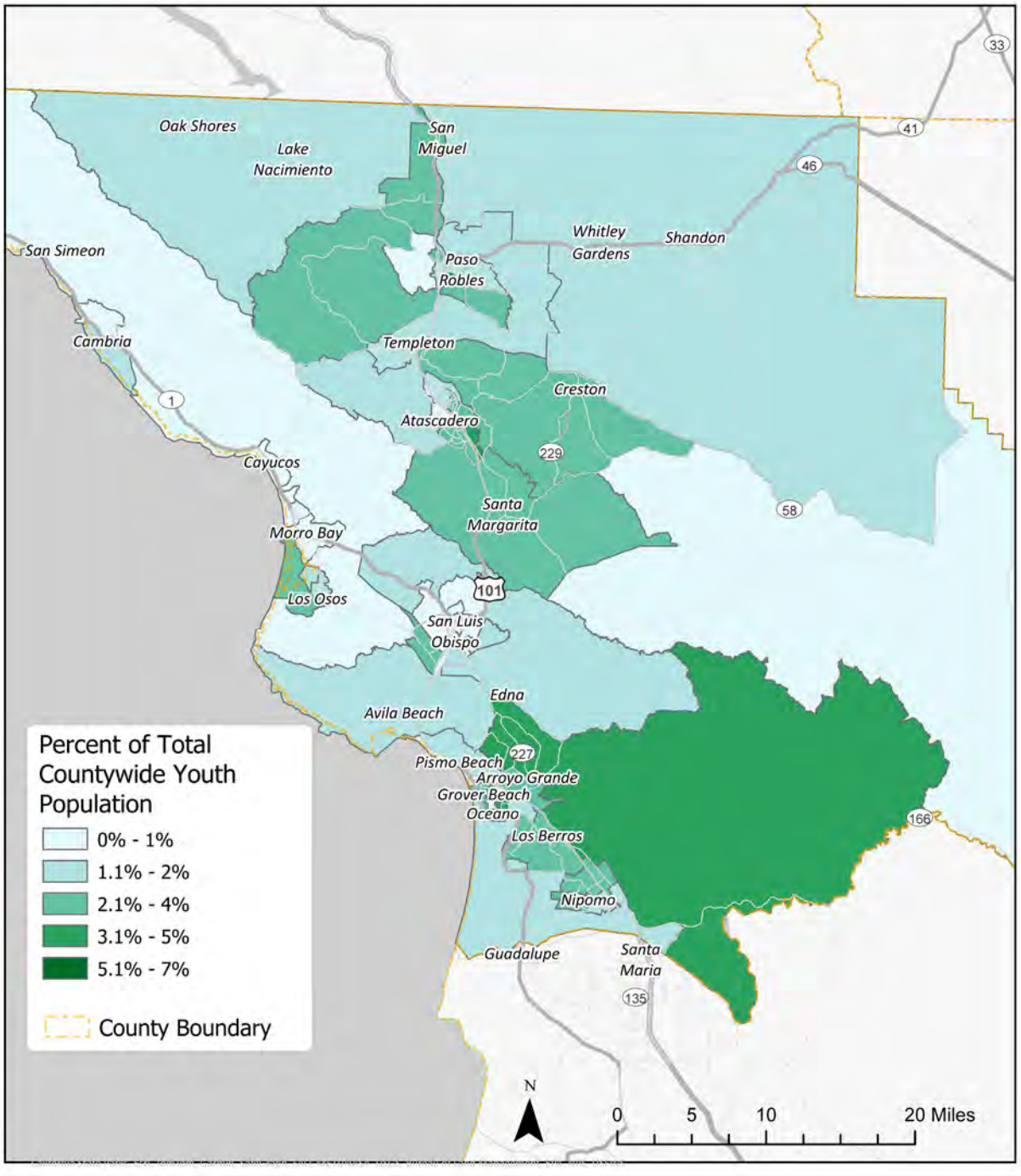


Figure A-3:
Population of Senior Adults Over 65 Years of Age - San Luis Obispo County

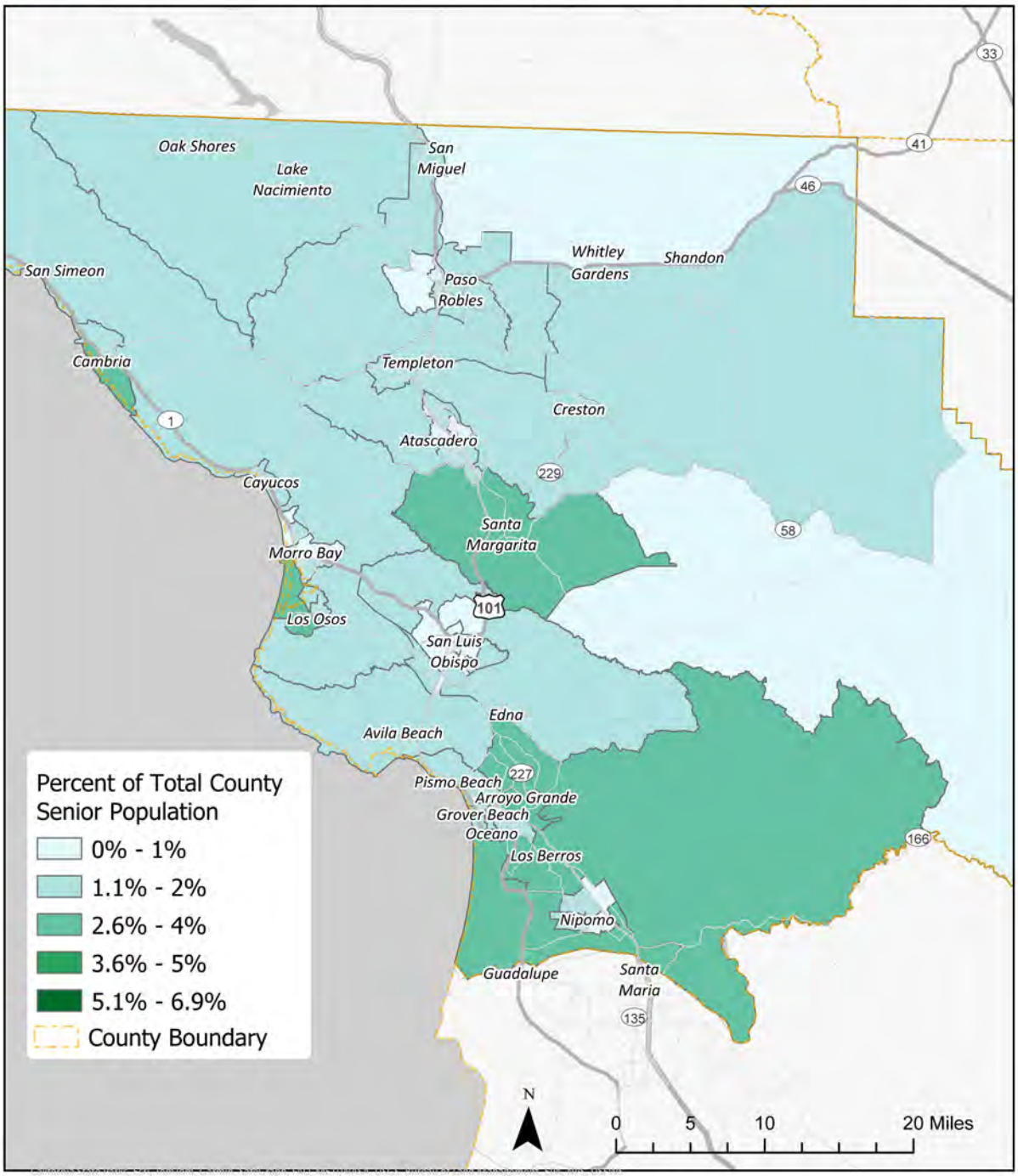


Figure A-4:
Population of Persons Living With a Disability - San Luis Obispo County

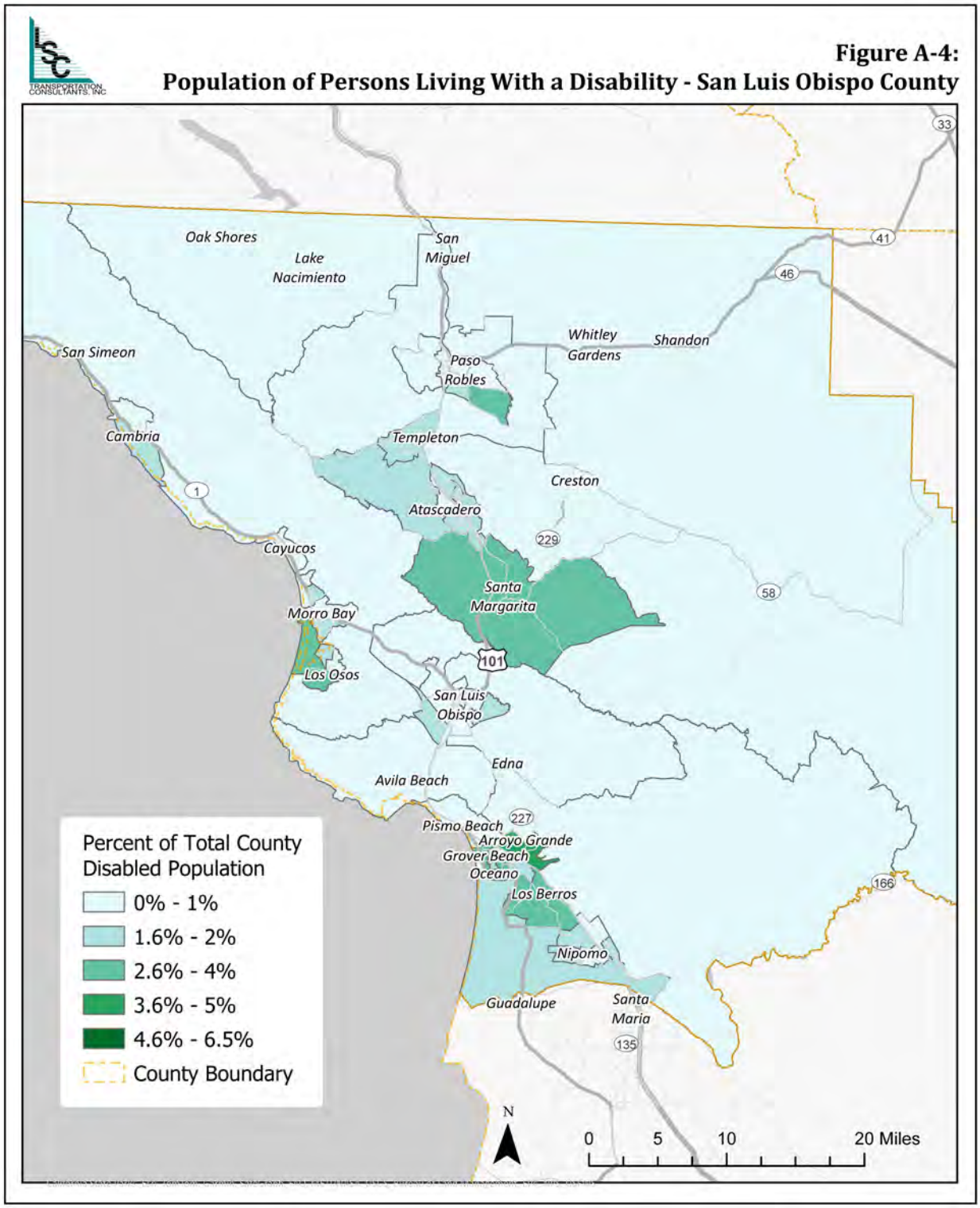


Figure A-5:
Low-Income Population - San Luis Obispo County

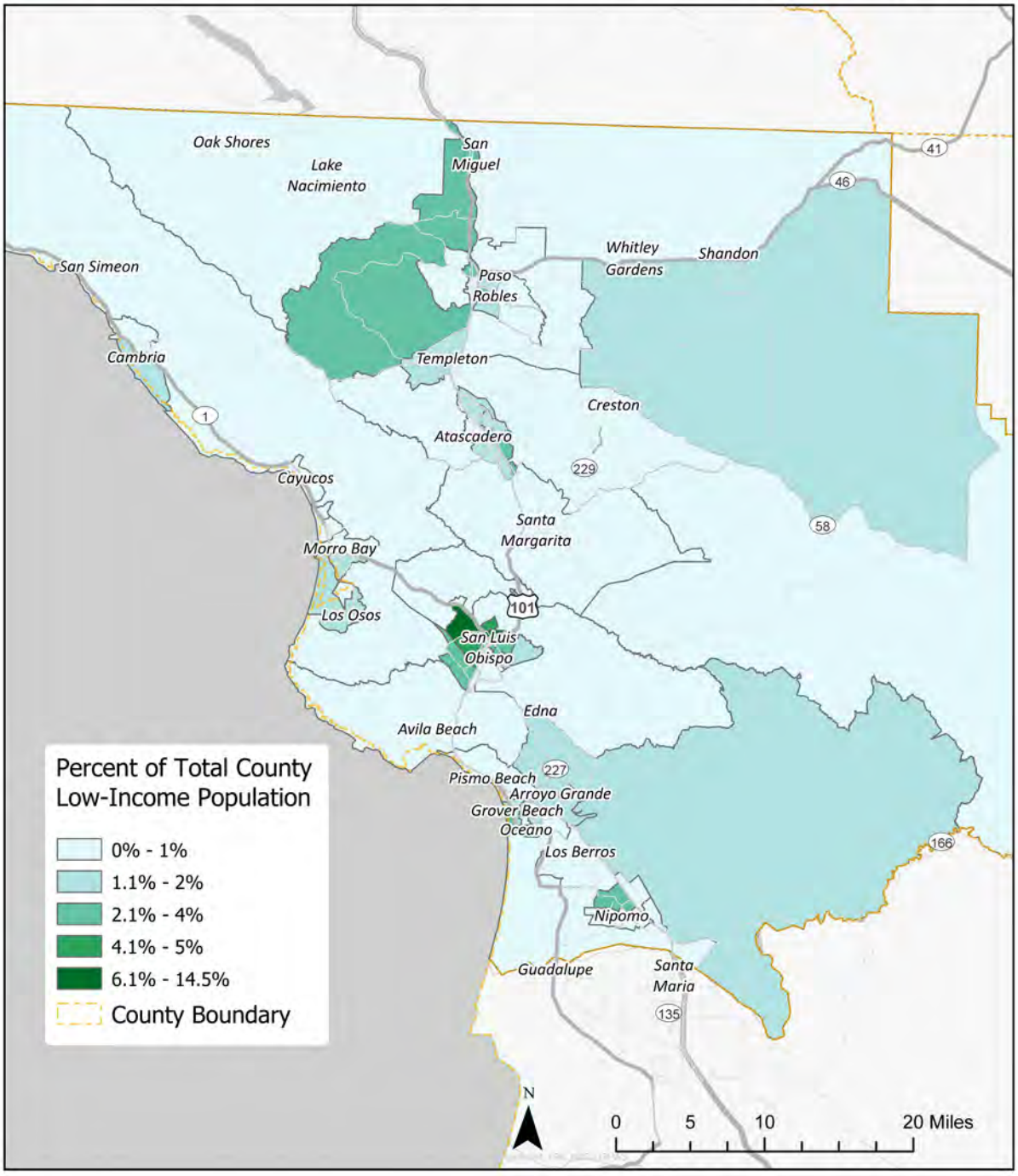


Figure A-6:
Zero-Vehicle Households - San Luis Obispo County

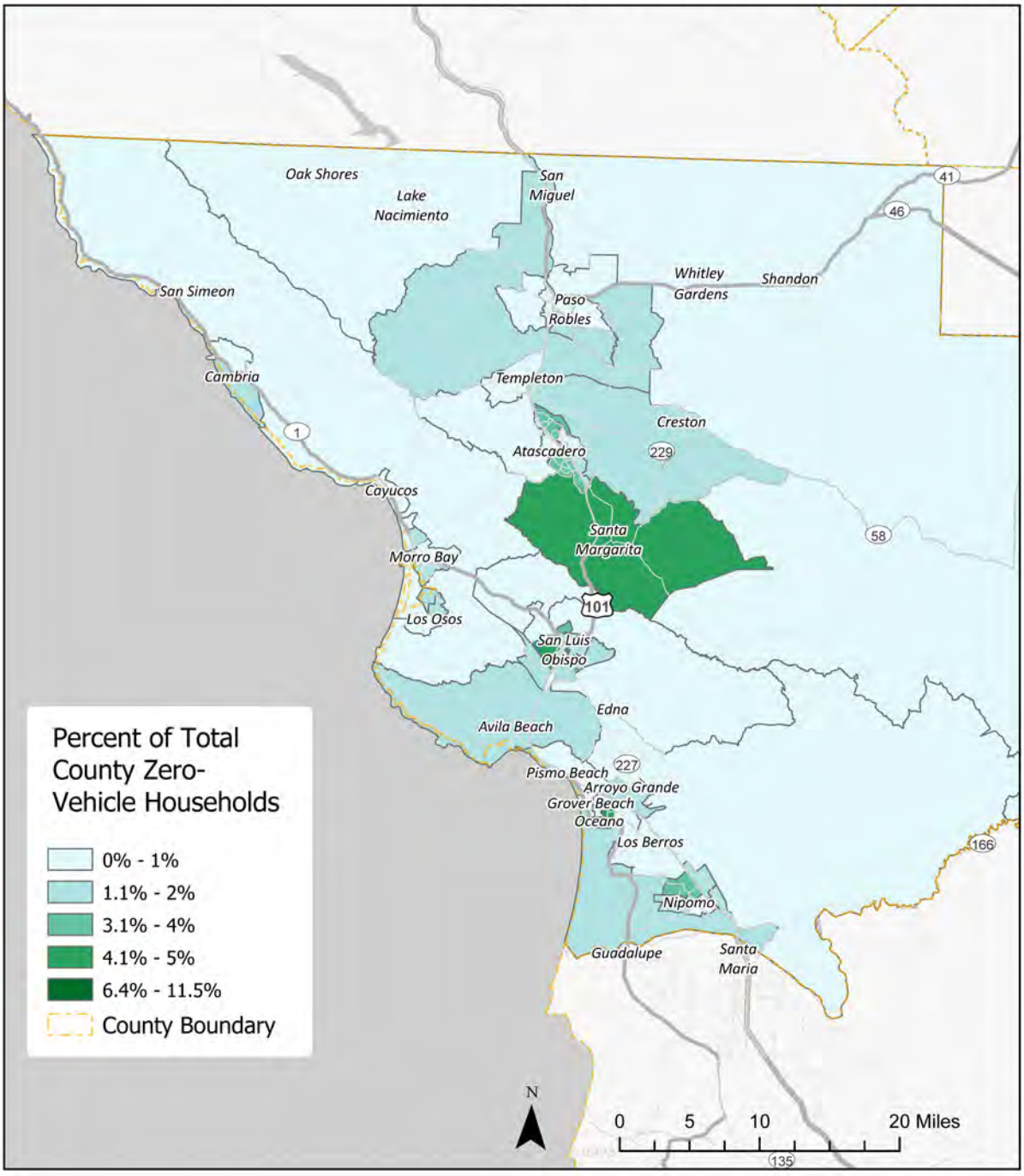


Table A-2: City of San Luis Obispo Demographic Characteristics

Census Tract	Block Group	Area Description	Total Persons	Total Households	Youth (Under 18 Years)		Seniors (65+)		Persons with a Disability		Persons Below Poverty Level		Zero-Vehicle Households	
					#	%	#	%	#	%	#	%	#	%
109.02	1	SLO - Northeast	1,096	293	50	0.9%	128	1.8%	41	0.9%	771	5.3%	18	1.3%
109.02	2	SLO - Northeast	1,400	535	0	0.0%	0	0.0%	52	1.1%	985	6.8%	32	2.4%
109.02	3	SLO - Northeast	2,212	773	19	0.4%	15	0.2%	82	1.7%	1,556	10.8%	47	3.4%
109.03	1	Cal Poly SLO - South	2,035	307	0	0.0%	0	0.0%	96	2.0%	551	3.8%	45	3.3%
109.03	2	Cal Poly SLO - South	1,684	254	36	0.7%	0	0.0%	80	1.7%	456	3.2%	37	2.7%
109.03	3	Cal Poly SLO - South	3,432	517	34	0.6%	5	0.1%	162	3.4%	929	6.4%	76	5.6%
109.04	1	Cal Poly SLO - North	2,686	N/A	26	0.5%	0	0.0%	104	2.2%	0	0.0%	0	0.0%
109.04	2	Cal Poly SLO - North	19	N/A	0	0.0%	0	0.0%	1	0.0%	0	0.0%	0	0.0%
110.01	1	SLO - Southeast	1,603	667	350	6.6%	293	4.2%	206	4.4%	173	1.2%	33	2.4%
110.01	2	SLO - Southeast	1,064	449	221	4.2%	291	4.2%	137	2.9%	115	0.8%	22	1.6%
110.01	3	SLO - Southeast	1,837	815	230	4.4%	503	7.3%	236	5.0%	198	1.4%	41	3.0%
110.02	1	SLO - East	1,853	829	159	3.0%	364	5.3%	213	4.5%	486	3.4%	48	3.5%
110.02	2	SLO - East	1,561	703	68	1.3%	165	2.4%	180	3.8%	410	2.8%	41	3.0%
111.01	1	SLO - Downtown	1,296	688	103	2.0%	63	0.9%	141	3.0%	373	2.6%	84	6.2%
111.01	2	SLO - Downtown	1,233	924	64	1.2%	113	1.6%	135	2.8%	355	2.5%	113	8.3%
111.01	3	SLO - Downtown	891	545	120	2.3%	94	1.4%	97	2.1%	256	1.8%	66	4.9%
111.03	1	SLO - South	1,284	483	156	3.0%	209	3.0%	185	3.9%	115	0.8%	31	2.3%
111.03	2	SLO - South	2,138	1,077	351	6.6%	566	8.2%	309	6.5%	191	1.3%	70	5.1%
111.04	1	SLO - Broad St	1,853	895	212	4.0%	195	2.8%	163	3.4%	265	1.8%	138	10.1%
111.05	1	SLO - South Central	1,131	554	186	3.5%	173	2.5%	50	1.1%	164	1.1%	37	2.7%
111.05	2	SLO - South Central	1,577	660	205	3.9%	101	1.5%	70	1.5%	228	1.6%	44	3.3%
111.05	3	SLO - South Central	1,097	508	178	3.4%	171	2.5%	48	1.0%	159	1.1%	34	2.5%
112.01	1	SLO - Foothill Blvd, Highland Dr	2,549	941	135	2.6%	138	2.0%	234	4.9%	1,196	8.3%	24	1.7%
112.01	2	SLO - Foothill Blvd, Highland Dr	2,079	606	198	3.8%	387	5.6%	190	4.0%	975	6.7%	15	1.1%
112.02	1	SLO - Downtown (Northwest)	3,412	892	89	1.7%	331	4.8%	340	7.2%	1,614	11.2%	137	10.1%
112.02	2	SLO - Downtown (Northwest)	843	323	63	1.2%	137	2.0%	84	1.8%	399	2.8%	50	3.7%
113	1	SLO - Laguna Lake	1,009	469	138	2.6%	220	3.2%	106	2.2%	183	1.3%	10	0.7%
113	2	SLO - Laguna Lake	2,221	893	145	2.7%	609	8.8%	232	4.9%	404	2.8%	19	1.4%
113	3	SLO - Laguna Lake	1,482	542	329	6.2%	188	2.7%	155	3.3%	269	1.9%	12	0.9%
113	4	SLO - Laguna Lake	811	235	285	5.4%	35	0.5%	85	1.8%	147	1.0%	5	0.4%
113	5	SLO - Laguna Lake	906	483	93	1.8%	184	2.7%	95	2.0%	165	1.1%	10	0.8%
114	1	CA Men's Colony	2,591	N/A	0	0.0%	299	4.3%	0	0.0%	0	0.0%	0	0.0%
115.01	1	SLO - S. Higuera St.	1,836	740	462	8.8%	324	4.7%	292	6.2%	287	2.0%	17	1.2%
115.05	1	Camp SLO, SLO Airport	1,570	638	325	6.2%	327	4.7%	127	2.7%	76	0.5%	3	0.2%
115.05	2	Camp SLO, SLO Airport	1,584	746	249	4.7%	293	4.2%	128	2.7%	77	0.5%	4	0.3%
		Total	**57,875**	**19,984**	**5,279**	**9%**	**6,921**	**12%**	**4,728**	**8%**	**14,451**	**25%**	**1,360**	**7%**

Source: US Census Bureau American Community Survey 2022 5-Year Estimates.

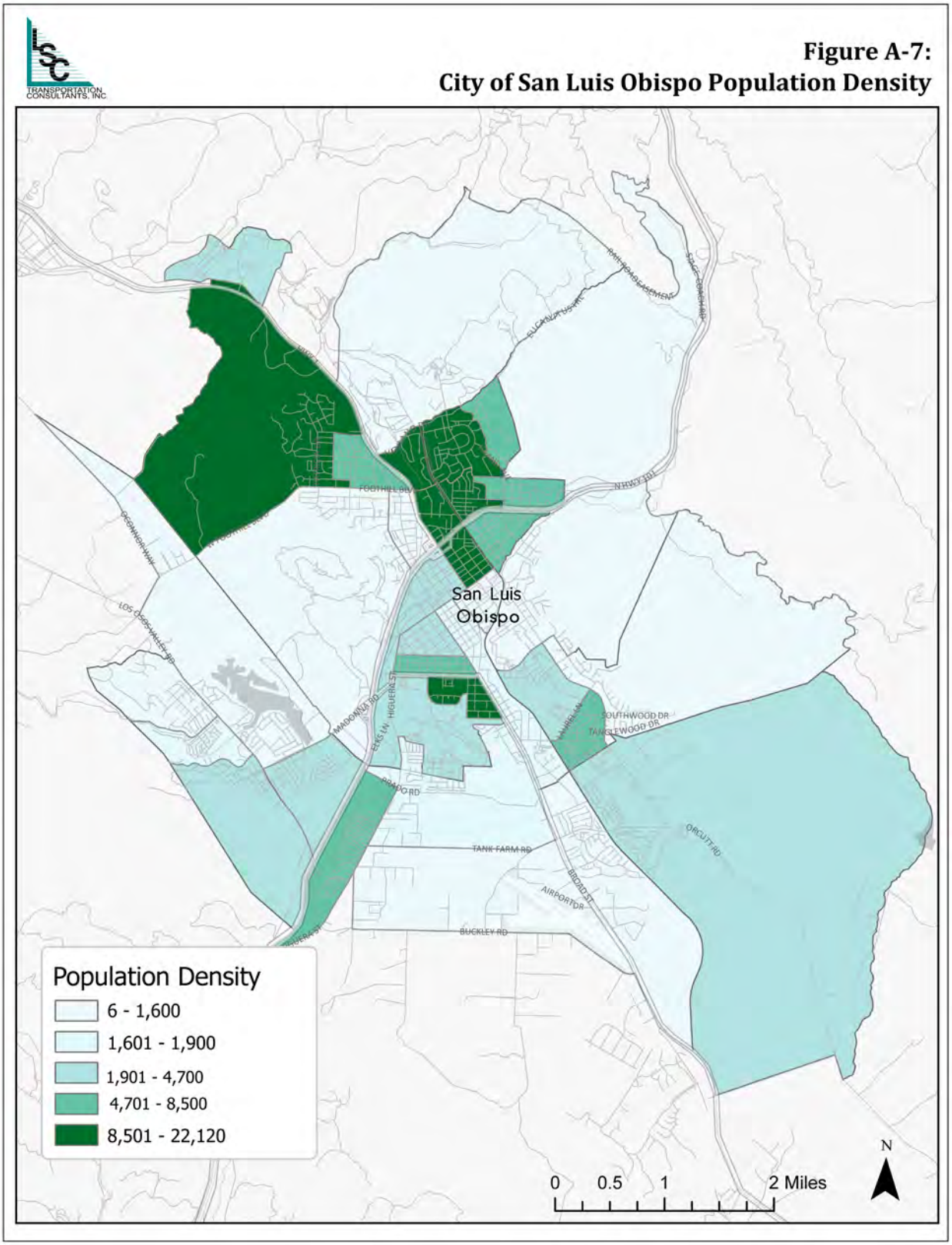


Figure A-7:
City of San Luis Obispo Population Density
San Luis Obispo
Population Density
6 - 1,600
1,601 - 1,900
1,901 - 4,700
4,701 - 8,500
8,501 - 22,120
0
0.5
1
2 Miles
N

Figure A-8:
Population of Youths Under 18 Years of Age - City of San Luis Obispo

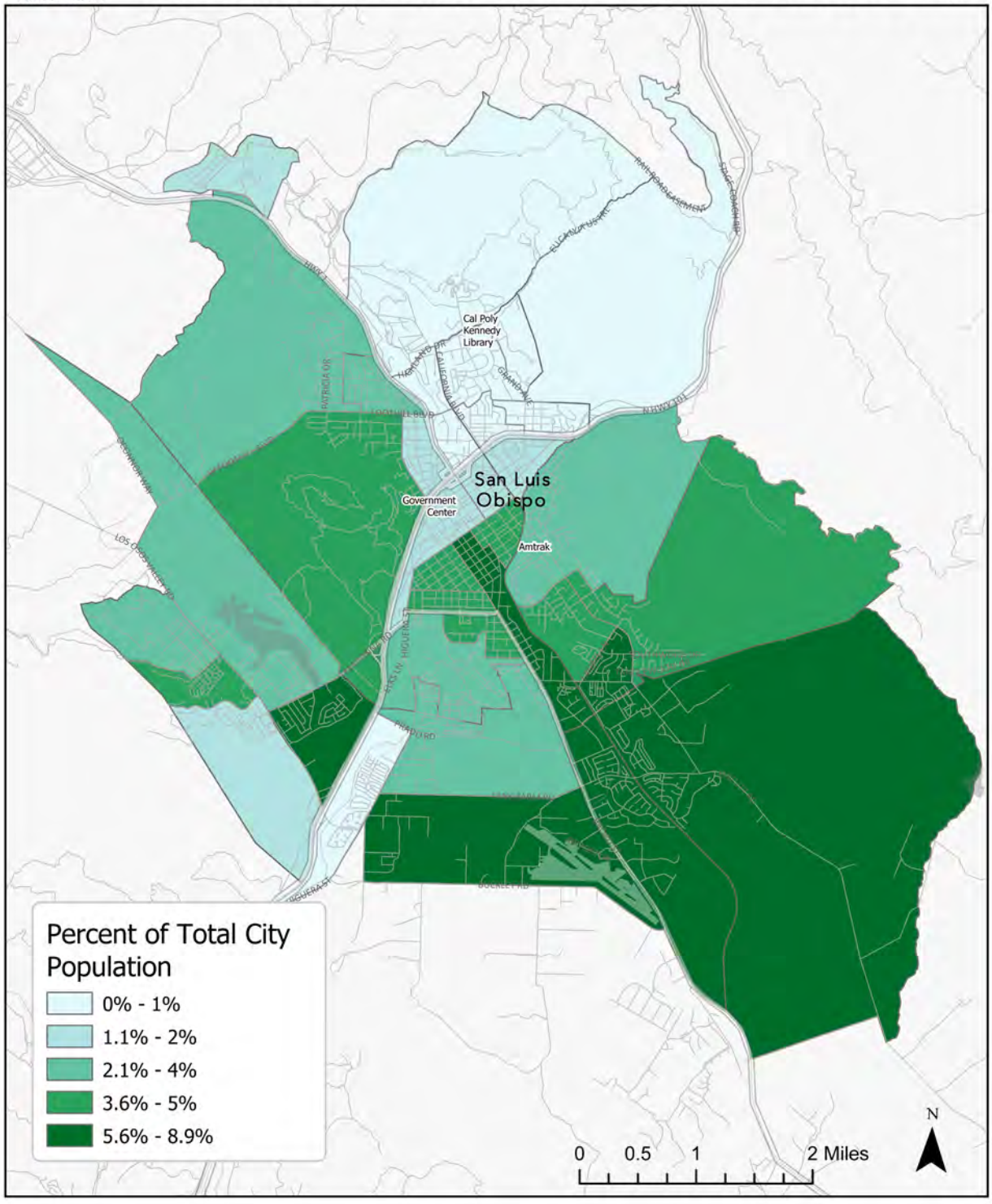


Figure A-9:
Population of Senior Adults Over 65 Years of Age - City of San Luis Obispo

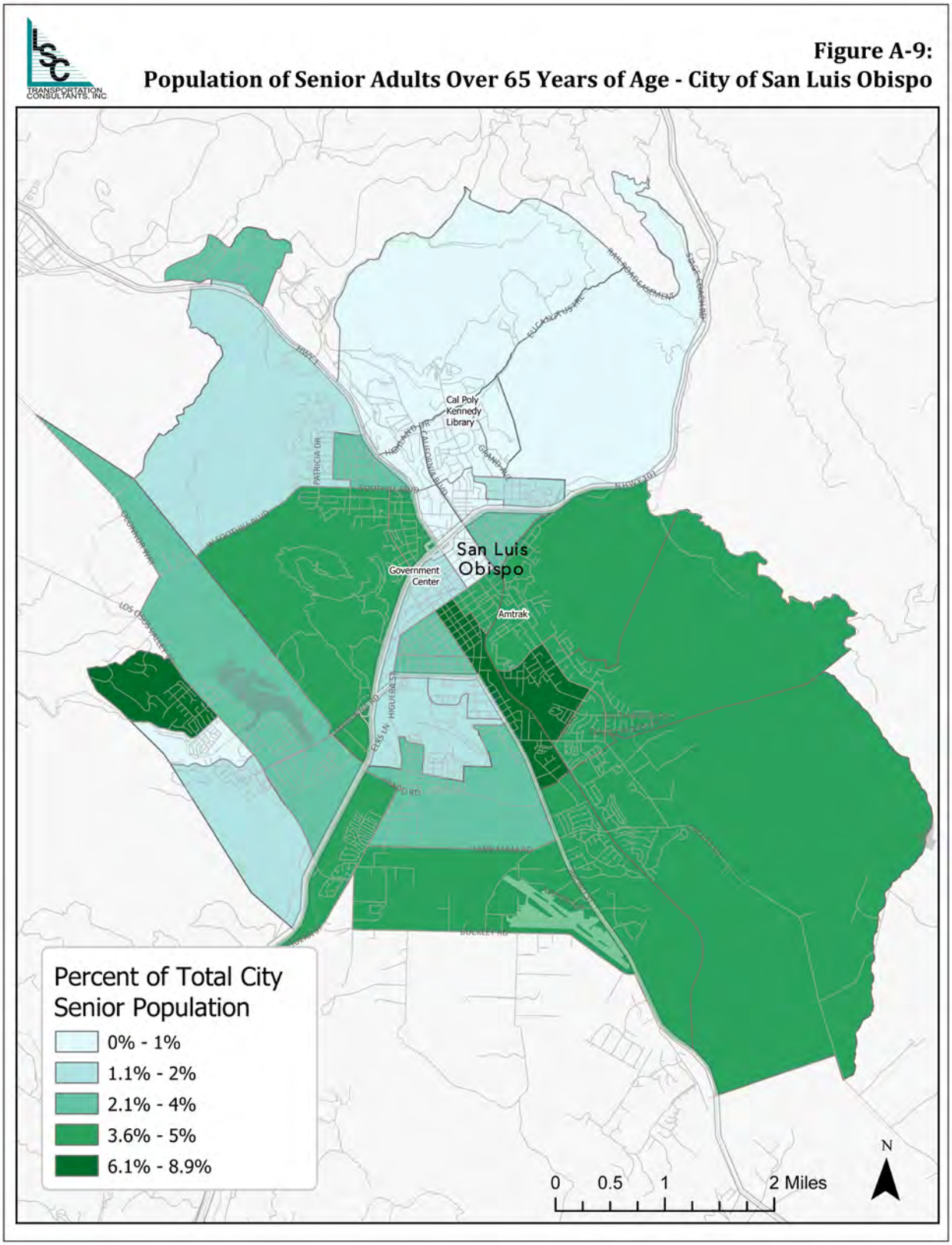


Figure A-10:
Population of Persons Living with a Disability - City of San Luis Obispo

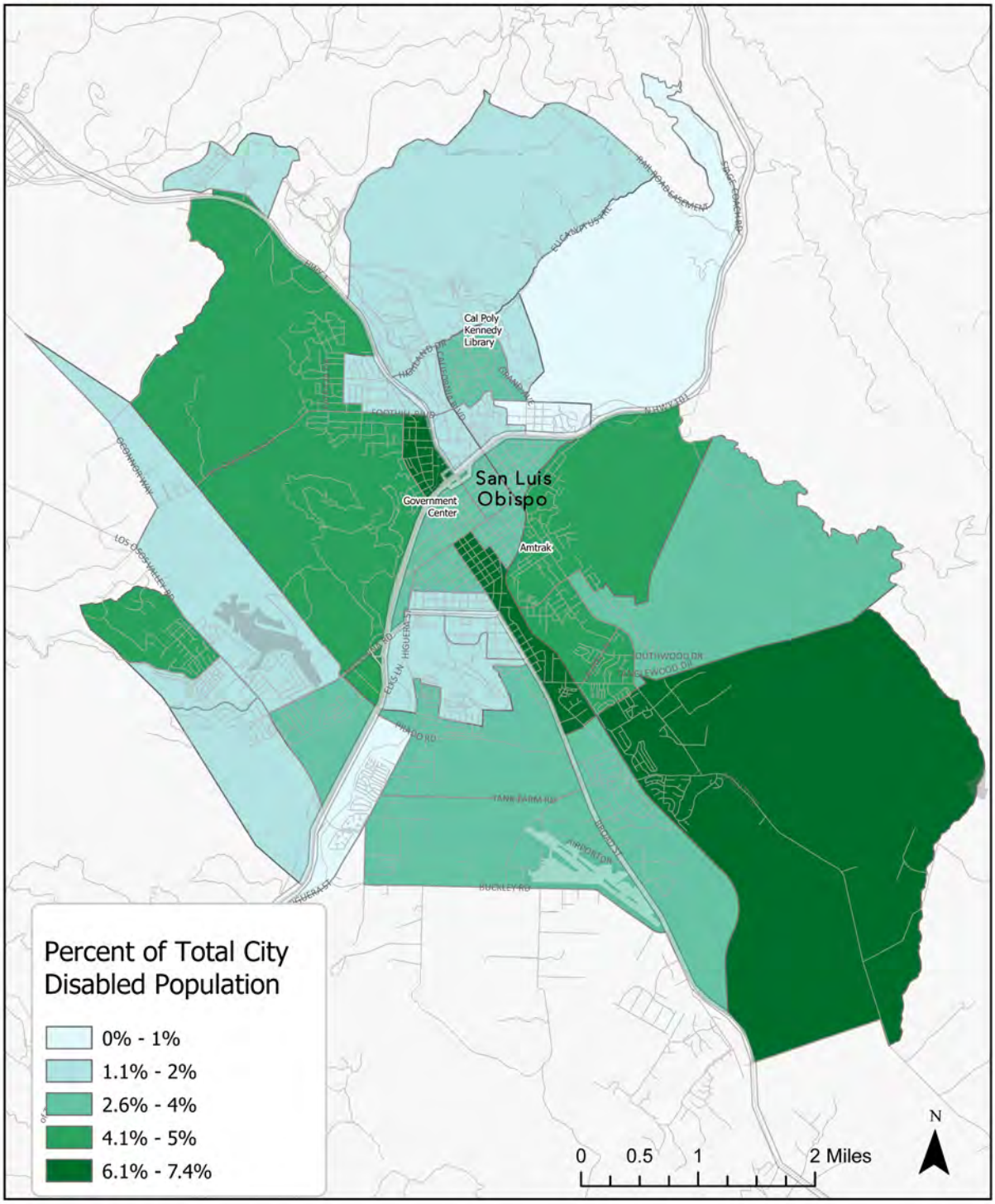


Figure A-11:
Low-Income Population - City of San Luis Obispo

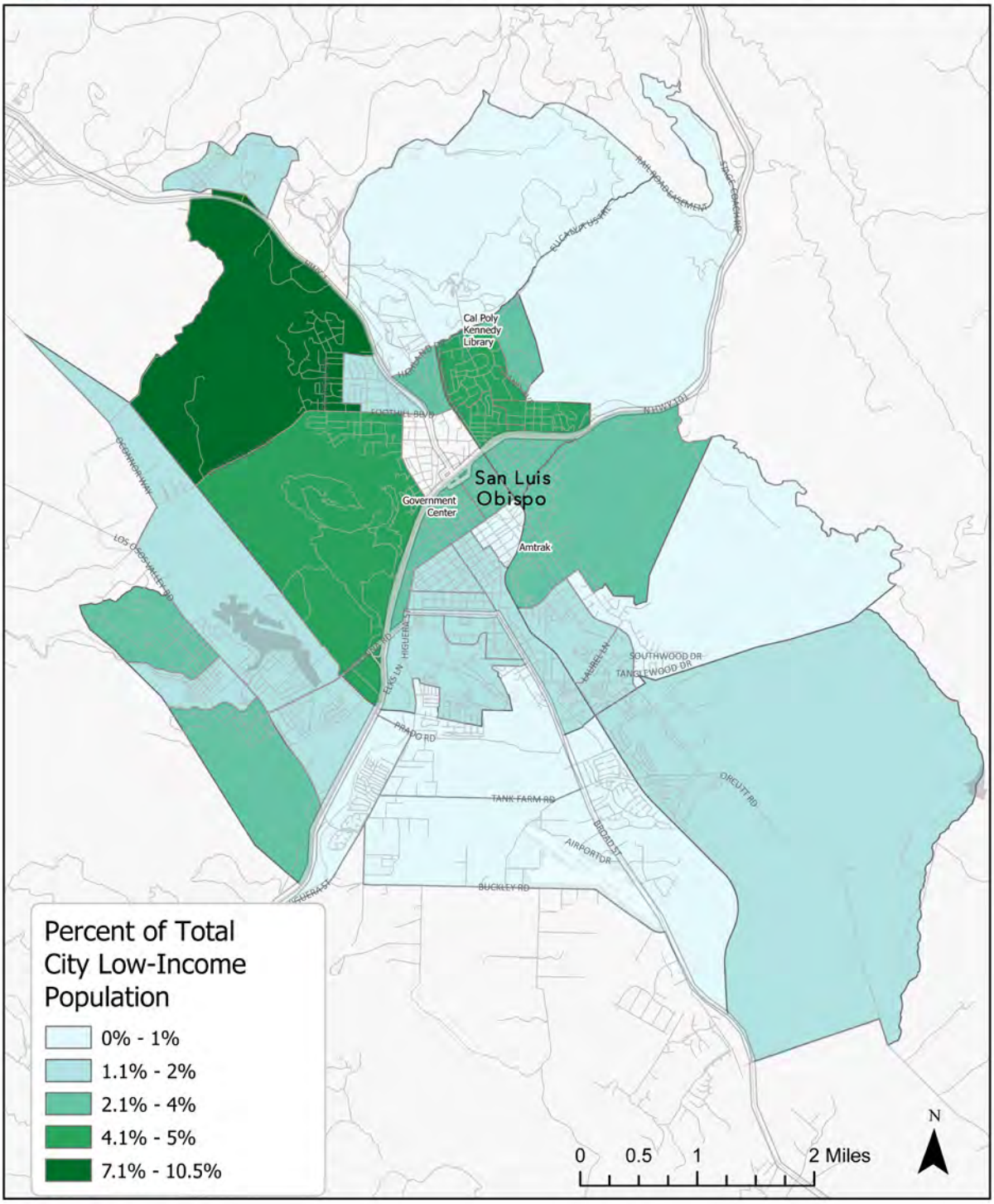
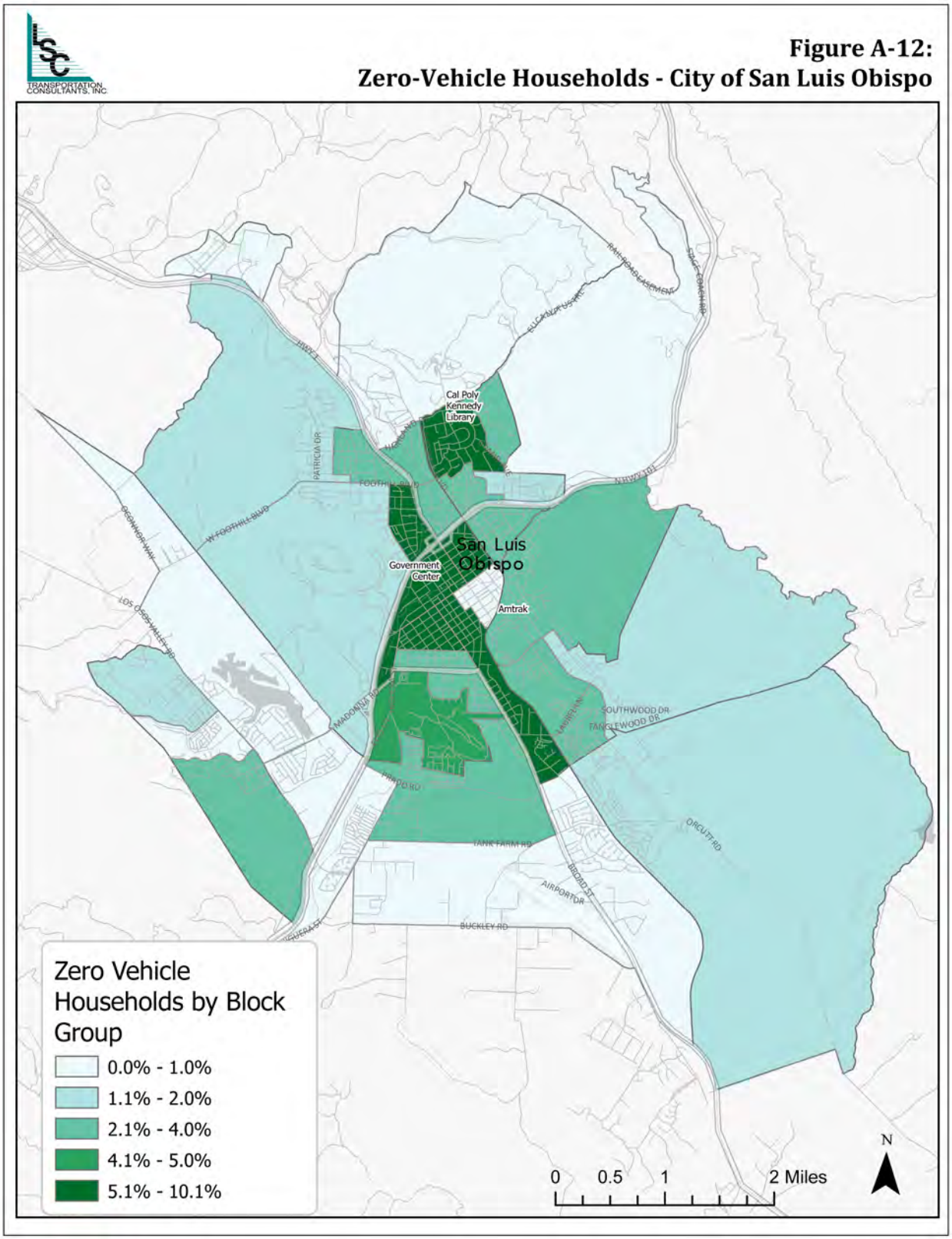


Figure A-12:
Zero-Vehicle Households - City of San Luis Obispo



Appendix B

ROUTE PROFILES

Appendix B

ROUTE PROFILES

INTRODUCTION

The attached route profiles provide a summary of San Luis Obispo Regional Transit Authority (RTA) and City of San Luis Obispo Transit (SLO Transit) fixed route services. For each fixed route, data for annual ridership, annual operations, boarding by hour, and boarding by stop is provided. Data was derived from reports provided by the RTA and SLO Transit or was collected by LSC Transportation Consultants, Inc. during October 2023. Additionally, a list of strengths and challenges are listed for each route, based on observations and performance. An explanation of how the strengths and challenges were defined for each transit program is provided on the following pages. Some of the observations are subjective.

The route profiles are intended to supplement information presented in the 2024 updates to both the RTA and SLO Transit Short Range Transit Plans.

RTA STRENGTHS AND CHALLENGES

Service Frequency

January 2024 service schedules were used to assess service frequency.

- High/Good Frequency – up to 30-minute frequency.
- Moderate Frequency – 31 to 60 minutes.
- Relatively Infrequent – 61 minutes or more.

Productivity

Productivity data for FY 2022-23 was considered. Productivity was categorized as follows:

- High Productivity – 17.7 or more passenger-trips per hour
- Good Productivity – 13.3 to 17.6 passenger-trips per hour
- Moderate Productivity – 8.9 to 13.2 passenger-trips per hour
- Moderately Poor Productivity – 4.5 to 8.8 passenger-trips per hour
- Poor Productivity – 0.0 to 4.4 passenger-trips per hour

On-Time Performance

On-time performance data collected by LSC during October 2023 was analyzed.

- Very Good – Late 5 percent or less of timepoint stops.
- Good – Late 6 – 15 percent of timepoint stops.
- Fair – Late 16 – 25 percent of timepoint stops.
- Poor – Late 26 – 35 percent of timepoint stops.
- Very Poor – Late 36 percent or more of timepoint stops.

Post-Pandemic Ridership Recovery

Ridership has returned at different rates on the various routes. To compare ridership recovery, FY 2022-23 ridership was compared to FY 2018-19, the last full FY pre-pandemic. The rates of ridership recovery were defined as follows:

- Very Good – FY 2022-23 was at or above FY 2018-19.
- Good – FY 2022-23 was 1 to 20 percent below FY 2018-19.
- Moderate – FY 2022-23 was 21 to 40 percent below FY 2018-19.
- Slow – FY 2022-23 was 41 to 60 percent below FY 2018-19.
- Poor – FY 2022-23 was 61 percent or more below FY 2018-19.

SLO TRANSIT STRENGTHS AND CHALLENGES

Service Frequency

January 2024 service schedules were used to assess service frequency.

- High/Good Frequency – up to 30-minute frequency.
- Moderate Frequency – 31 to 60 minutes.
- Relatively Infrequent – 61 minutes or more.

Productivity

Productivity data for FY 2022-23 was considered.

- High Productivity – 22.9 or more passenger-trips per hour
- Good Productivity – 17.2 to 22.8 passenger-trips per hour
- Moderate Productivity – 11.5 to 17.1 passenger-trips per hour
- Moderately Poor Productivity – 5.8 to 11.4 passenger-trips per hour
- Poor Productivity – 0.0 to 5.7 passenger-trips per hour

On-Time Performance

On-time performance data collected by LSC during October 2023 was analyzed.

- Very Good – Late 5 percent or less of timepoint stops.
- Good – Late 6 – 15 percent of timepoint stops.
- Fair – Late 16 – 25 percent of timepoint stops.
- Poor – Late 26 – 35 percent of timepoint stops.
- Very Poor – Late 36 percent or more of timepoint stops.

Post-Pandemic Ridership Recovery

To compare ridership recovery post-pandemic, FY 2022-23 ridership was compared to FY 2018-19, the last full FY pre-pandemic. The rates of ridership recovery were defined as follows:

- Very Good – FY 2022-23 was at or above FY 2018-19.
- Good – FY 2022-23 was 1 to 20 percent below FY 2018-19.
- Moderate – FY 2022-23 was 21 to 40 percent below FY 2018-19.
- Slow – FY 2022-23 was 41 or more below FY 2018-19.

Route 9

San Miguel - Paso Robles - Templeton - Atascadero - Santa Margarita - San Luis Obispo

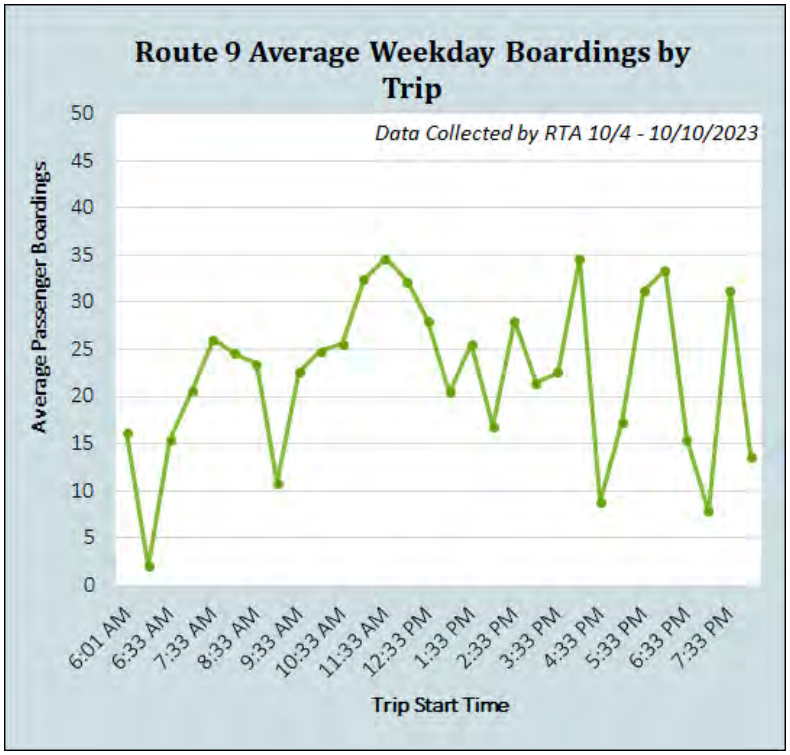
Monday-Sunday

STRENGTHS

- ☑ Moderate Frequency
- ☑ Important Inter-City Connection
- ☑ Moderate Productivity

WEAKNESSES

- ☒ Very Poor On-Time Performance
- ☒ Moderate Recovery Post Pandemic
- ☒ Sometimes Difficult to Make Connections
- ☒ Moderate Productivity



Route 9 - Paso Robles - SLO		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 3 Hours	Annual Boardings	251,567	197,697	111,900	143,484	150,387	-40%
	Hours	13,552	11,466	11,344	11,608	12,118	-11%
	Miles	360,973	315,249	293,068	303,075	314,160	-13%
	Passenger-Trips/Vehicle Hour	*18.6*	*17.2*	*9.9*	*12.4*	*12.4*	-50%

Route 10

San Luis Obispo - Pismo Beach - Arroyo Grande - Nipomo - Santa Maria

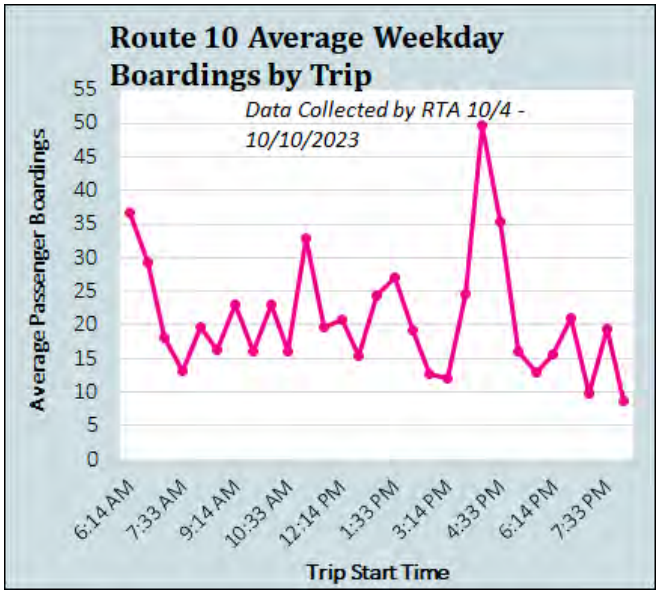
Monday- Sunday

STRENGTHS

- ☑ Moderate Frequency
- ☑ Important Inter-City Connection
- ☑ Good Productivity

WEAKNESSES

- ☒ Poor On-Time Performance
- ☒ Moderate Recovery Post Pandemic
- ☒ Sometimes Difficult to Make Connections

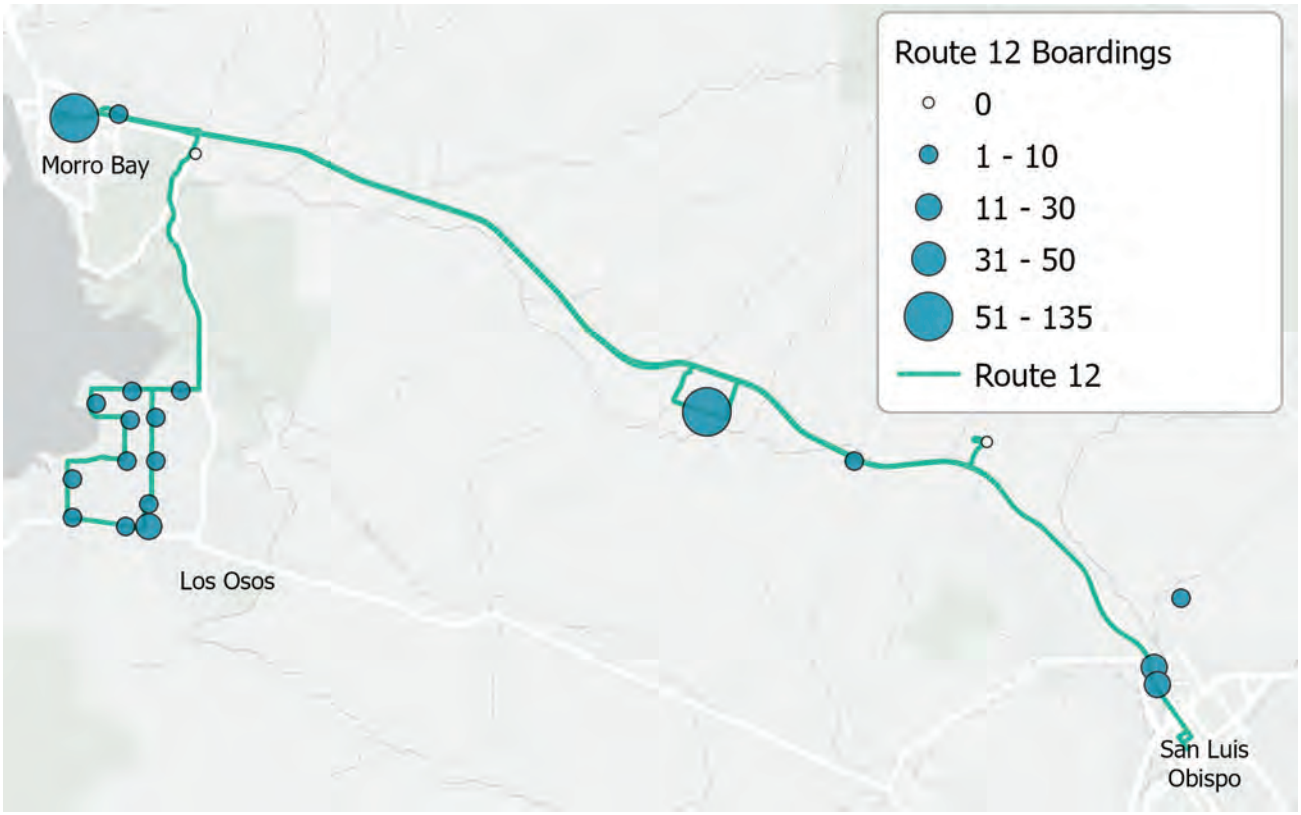


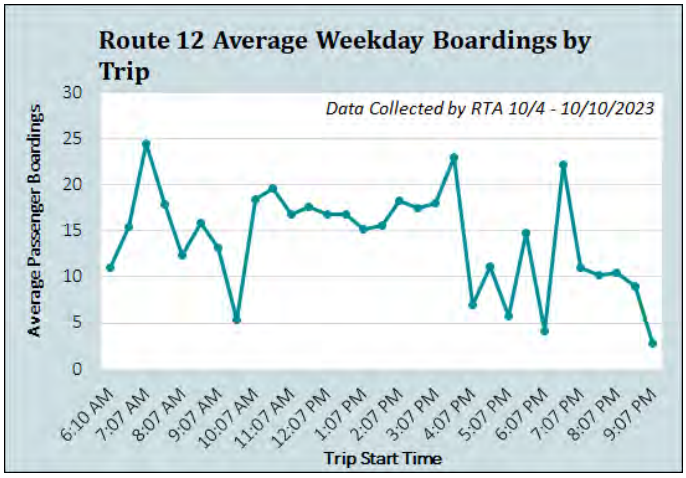
Route 10 - Santa Maria - SLO		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 3 Hours	Annual Boardings	227,685	178,927	105,076	122,414	139,293	-39%
	Hours	13,552	9,645	9,503	9,962	10,070	-26%
	Miles	354,049	306,074	307,133	316,100	312,964	-12%
	Passenger-Trips/Vehicle Hour	*16.8*	*18.6*	*11.1*	*12.3*	*13.8*	-21%

Route 12

San Luis Obispo - Morro Bay - Los Osos

Monday - Sunday





STRENGTHS

- ☑ Moderate Frequency
- ☑ Important Inter-City Connection
- ☑ Good Productivity
- ☑ Good On-time performance

WEAKNESSES

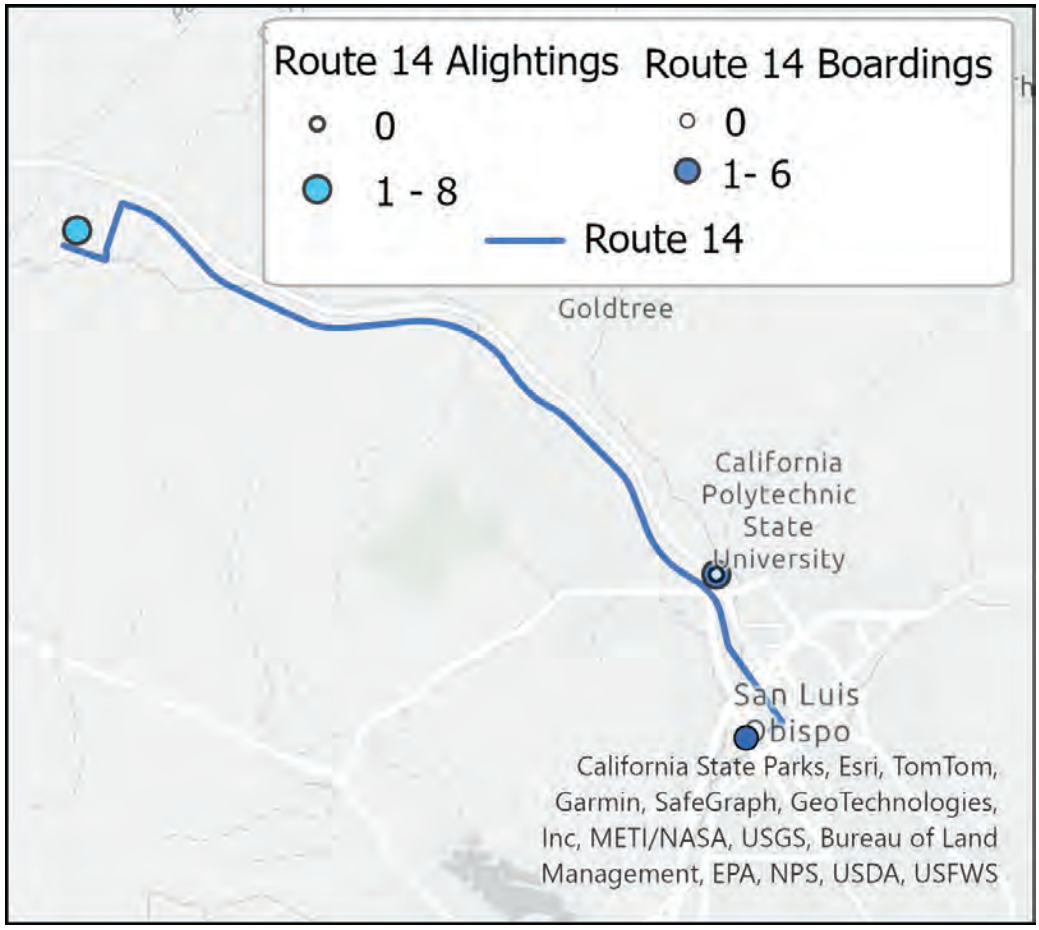
- ☒ Moderate Recovery Post Pandemic

Route 12 - Morro Bay - SLO		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 2 Hours	Annual Boardings	197,818	127,300	68,928	91,920	106,963	-46%
	Hours	11,256	6,178	6,618	6,824	6,998	-38%
	Miles	197,818	166,128	181,845	183,992	185,008	-6%
	Passenger-Trips/Vehicle Hour	*17.6*	*20.6*	*10.4*	*13.5*	*15.3*	*-15%*

Route 14

San Luis Obispo - Cuesta College

Monday -Sunday



STRENGTHS

- ☑ Express Service
- ☑ High Productivity

WEAKNESSES

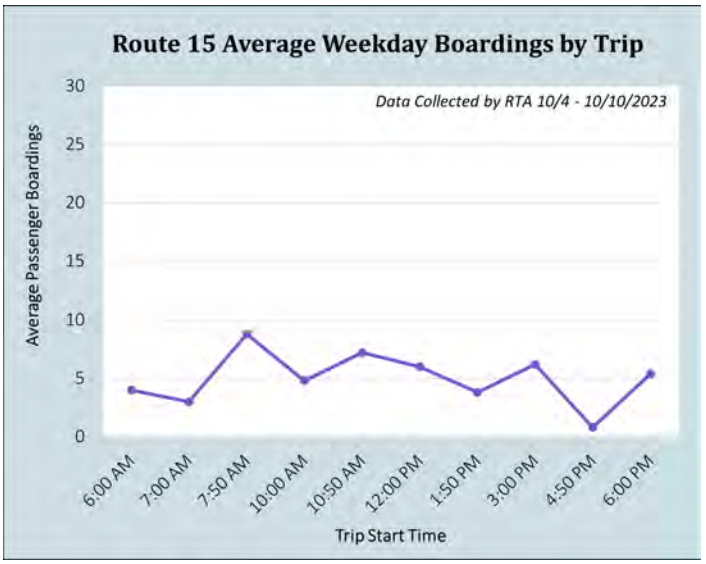
- ☒ Limited Service
- ☒ Poor Recovery Post-Pandemic
- ☒ Infrequent

Route 14 - Cuesta College		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 30 Minutes	Annual Boardings	20,139	15,591	2,898	3,139	2,876	-86%
	Hours	810	510	106	139	162	-80%
	Miles	20,139	16,607	3,549	3,954	3,746	-81%
	Passenger-Trips/Vehicle Hour	*24.9*	*30.6*	*27.3*	*22.7*	*17.7*	*-40%*

Route 15

Morro Bay - Cayucos - Cambria - San Simeon

Monday - Sunday



STRENGTHS

- ☑ Deviated Fixed Route Service
- ☑ Important Inter-City Connection

WEAKNESSES

- ☒ Slow Ridership Recovery Post-Pandemic
- ☒ Infrequent
- ☒ Poor Productivity

Route 15 - San Simeon - Morro Bay		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour 50 Minutes	Annual Boardings	24,795	19,066	12,509	11,612	10,420	-58%
	Hours	3,250	3,332	2,854	3,021	3,169	-2%
	Miles	107,722	102,984	93,282	92,447	97,222	-10%
	Passenger-Trips/ Vehicle Hour	*7.6*	*5.7*	*4.4*	*3.8*	*3.3*	*-132%*

Route 21 *Five Cities Loop Clockwise* *Mon-Sun*

Route 24 *Five Cities Loop Counterclockwise* *Mon- Sun*

STRENGTHS

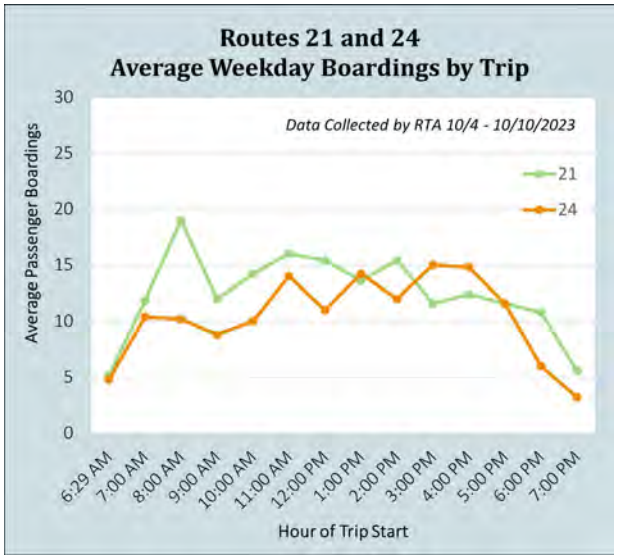
- ☑ Moderate Frequency (Rts 21 and 24)
- ☑ Very Good Ridership Recovery Post Pandemic (Rts 21 and 24)
- ☑ Good Productivity
- ☑ Good On-Time Performance (Routes 24)

WEAKNESSES

- ☒ Moderate Productivity (Route 21)
- ☒ Fair On-Time Performance (Route 21)

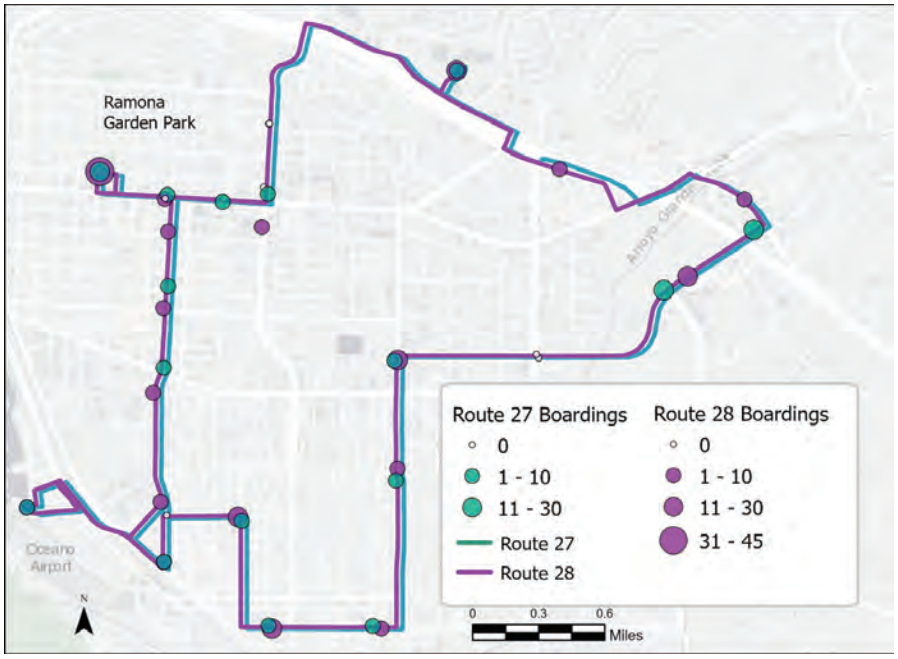
Route 21 - Five Cities Loop (CW)		2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	62,141	43,562	20,934	43,648	48,195	-22%
	Hours	3,572	3,566	1,834	3,601	3,674	3%
	Miles	68,447	66,930	34,043	67,573	71,299	4%
	Passenger-Trips/ Vehicle Hour	*17.4*	*12.2*	*11.4*	*12.1*	*13.1*	*-33%*

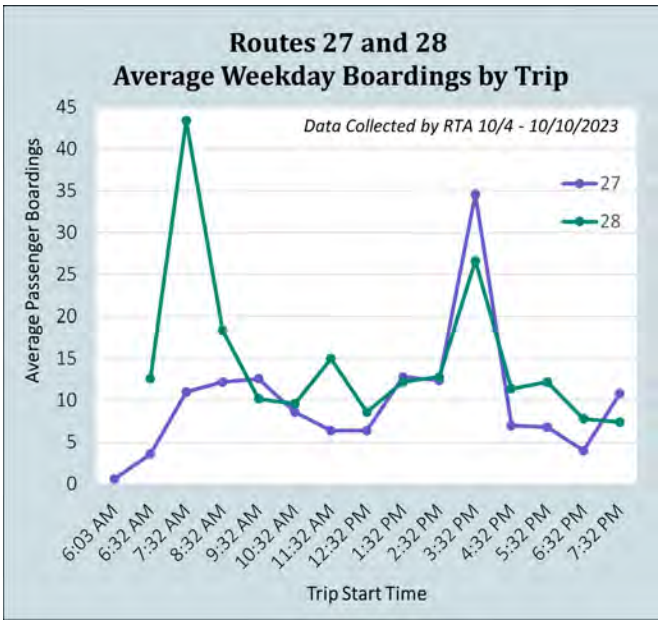
Route 24 - Five Cities Loop (CCW)		2018-2019	2019-2020	2020-2021	2021-2022	2022-2023	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	60,927	54,502	26,027	40,163	47,282	-22%
	Hours	3,514	3,470	1,743	3,476	3,560	1%
	Miles	52,454	51,387	26,027	51,559	54,960	5%
	Passenger-Trips/ Vehicle Hour	*17.3*	*15.7*	*14.9*	*11.6*	*13.3*	*-31%*



Route 27 *Grover Beach - Arroyo Grande - Oceano • Clockwise* *Mon-Sun*

Route 28 *Grover Beach - Arroyo Grande - Oceano • Counterclockwise* *Mon-Sun*





STRENGTHS

- ☑ Moderate Frequency (Routes 27 and 28)
- ☑ Very Good Ridership Recovery Post-Pandemic (Route 28)
- ☑ Good Productivity (Route 28)
- ☑ Good On-Time Performance (Routes 27)

WEAKNESSES

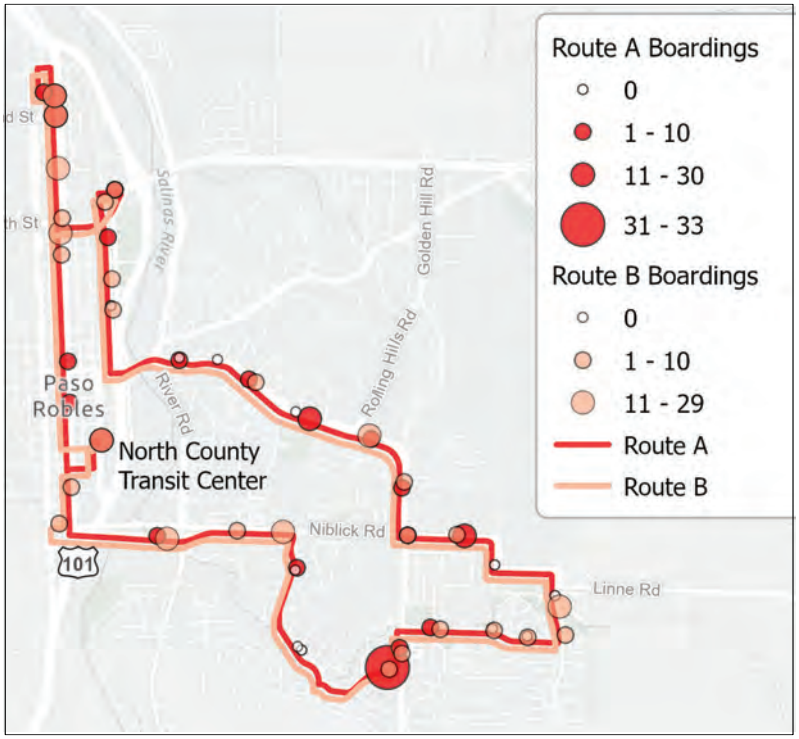
- ☒ Moderate Productivity (Route 27)
- ☒ No Weekend Service (Route 27)
- ☒ Poor On-Time Performance (Route 28)

Route 27 - Arroyo Grande - Oceano - Grover Beach (CW)		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	34,218	22,184	19,769	17,905	24,317	-29%
	Hours	2,788	1,911	1,303	2,599	2,657	-5%
	Miles	41,277	28,617	19,769	38,000	37,571	-9%
	Passenger-Trips/Vehicle Hour	*12.3*	*11.6*	*15.2*	*6.9*	*9.2*	*-34%*

Route 28 - Arroyo Grande - Oceano - Grover Beach (CCW)		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	63,242	48,164	26,244	37,679	48,595	-23%
	Hours	3,973	3,802	1,820	3,787	3,638	-8%
	Miles	56,935	55,003	26,244	52,159	51,944	-9%
	Passenger-Trips/Vehicle Hour	*15.9*	*12.7*	*14.4*	*10.0*	*13.4*	*-19%*

Route A *Paso Robles • Clockwise* *Mon-Fri*

Route B *Paso Robles • Counterclockwise* *Mon-Sat*

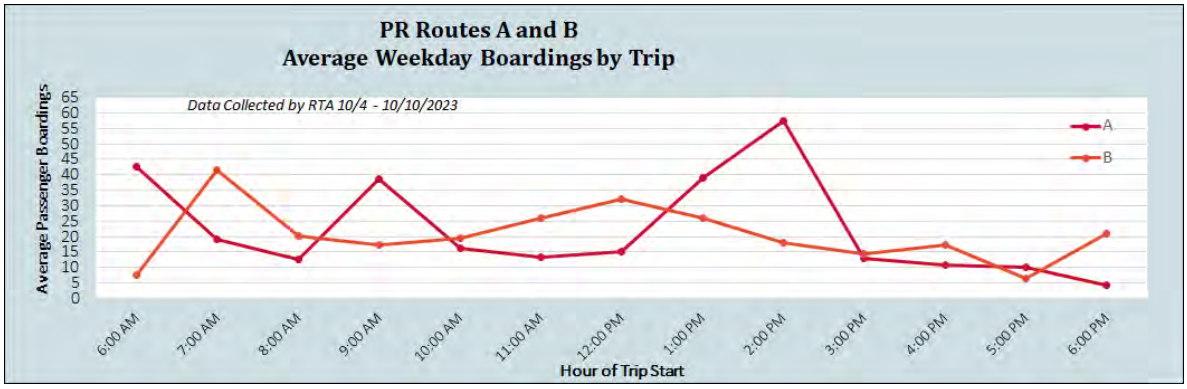


STRENGTHS

- ☑ High Productivity (Routes A and B)
- ☑ Very Good Ridership Recovery Post-Pandemic (Routes A and B)
- ☑ Good On-Time Performance (Routes A and B)

WEAKNESSES

- ☒ Crowding at school start/end times (Route B)
- ☒ No Weekend Service (Route A)

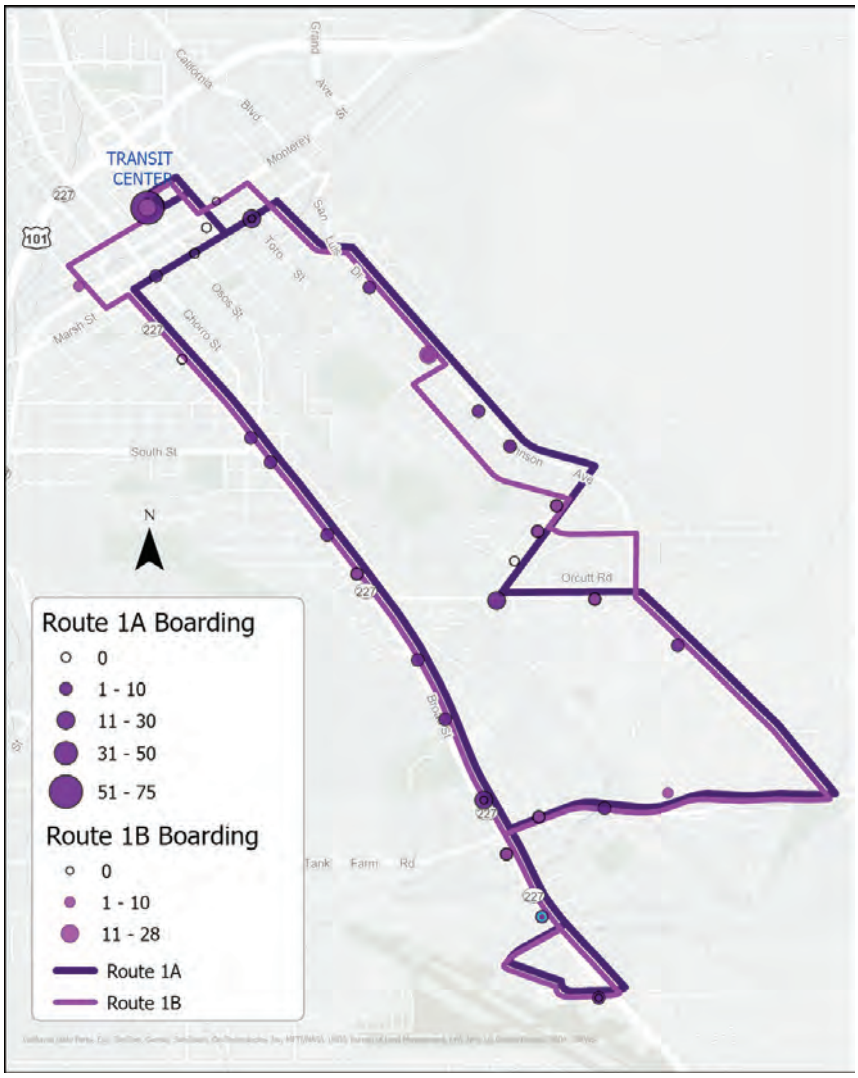


Paso Robles Routes A		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	42,757	44,212	34,397	52,319	56,619	32%
	Hours	3,091	2,907	3,036	2,793	2,700	-13%
	Miles	42,757	40,810	43,001	39,563	37,579	-12%
	Passenger-Trips/Vehicle Hour	*13.8*	*15.2*	*11.3*	*18.7*	*21.0*	*34%*

Paso Robles Route B		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	43,131	47,137	35,444	54,328	64,188	49%
	Hours	3,077	2,933	3,041	3,050	3,139	2%
	Miles	43,131	41,754	44,070	44,318	44,236	3%
	Passenger-Trips/Vehicle Hour	*14.0*	*16.1*	*11.7*	*17.8*	*20.5*	*31%*

Route 1A *Johnson - Tank Farm - Airport* *Mon-Sun*

Route 1B *Broad - Airport - Johnson* *Mon-Fri*

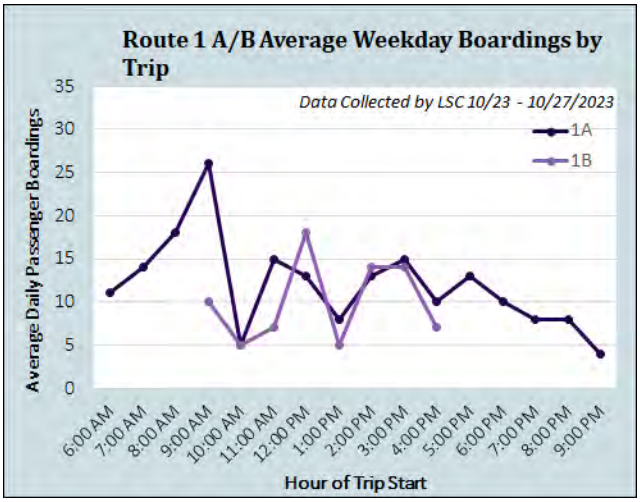


STRENGTHS

- ☑ Serves the Airport (1A and 1B)
- ☑ Very Good On-Time Performance (1A)

WEAKNESSES

- ☒ Moderate Frequency (1A and 1B)
- ☒ Moderate (1A) to Poor (1B) Ridership Recovery Post-Pandemic
- ☒ Moderately Poor Productivity (1A and 1B)
- ☒ Poor On-Time Performance (1B)

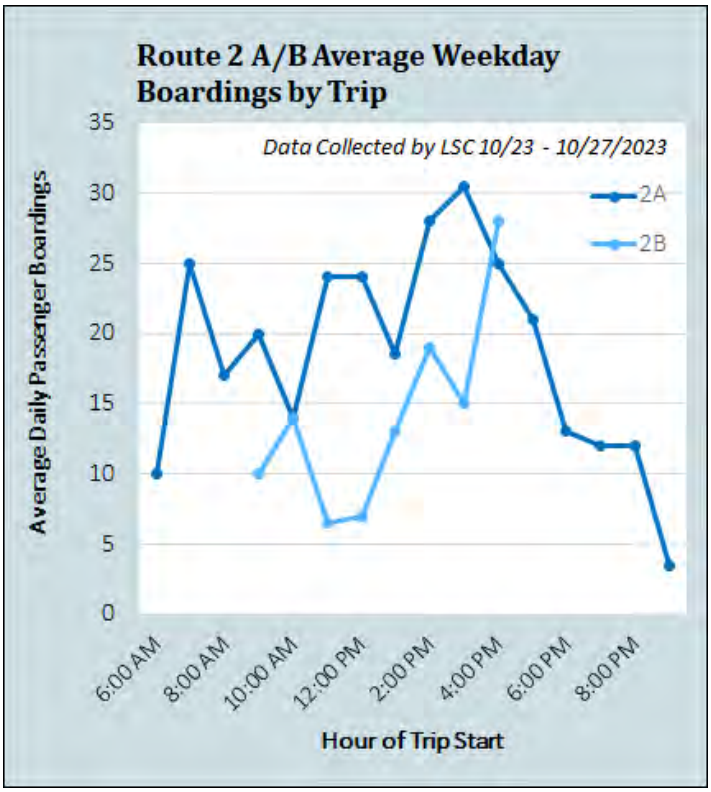


Route 1A - Johnson / Tank Farm /Airport		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	76,233	64,190	34,903	48,481	50,349	-34%
	Hours	5,157	4,905	4,721	5,157	5,179	0%
	Miles	55,083	52,059	50,431	53,032	52,827	-4%
	Passenger-Trips/Vehicle Hour	*14.8*	*13.1*	*7.4*	*9.4*	*9.7*	-52%

Route 1B – Broad / Airport / Johnson		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	37,257	24,825	12,266	3,592	11,452	-69%
	Hours	2,925	2,103	2,679	658	1,922	-34%
	Miles	25,883	22,567	29,003	7,010	20,006	-23%
	Passenger-Trips/Vehicle Hour	*12.7*	*11.8*	*4.6*	*5.5*	*6.0*	-114%

Route 2A *Higuera - LOVR - Madonna* *Mon-Sun*

Route 2B *Madonna - LOVR - Madonna* *Mon-Fri*



STRENGTHS

- ☑ Serves Social Services (2A and 2B)
- ☑ Good Ridership Recovery Post-Pandemic (2A)
- ☑ Moderate Productivity (2A)

WEAKNESSES

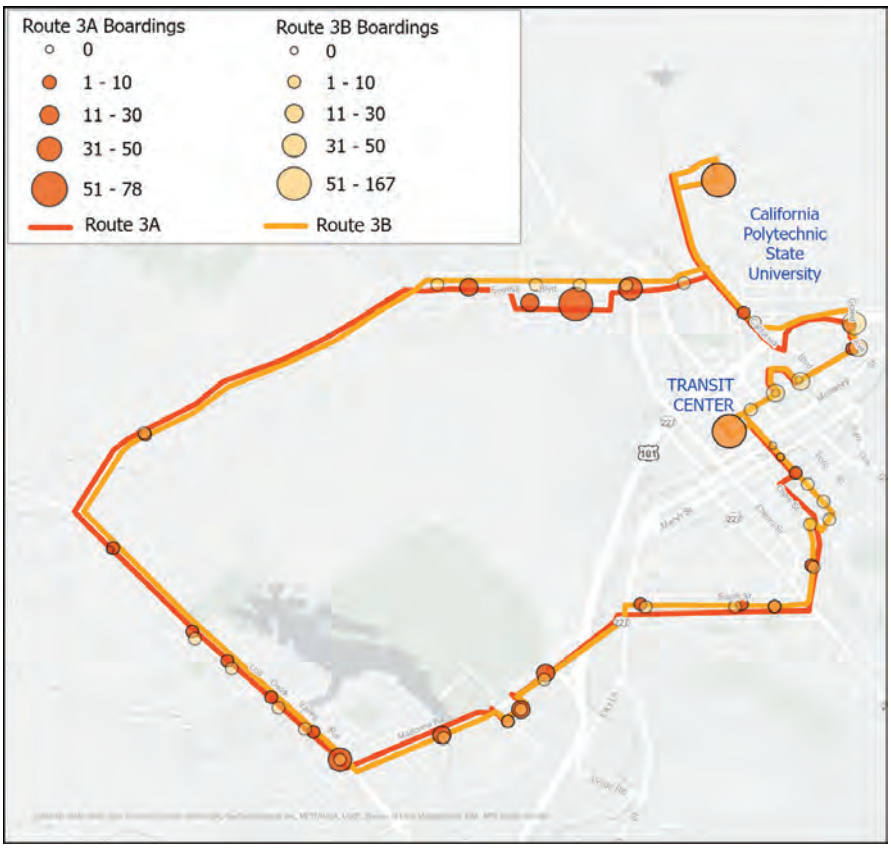
- ☒ Moderate Frequency (2A and 2B)
- ☒ Very Poor On-Time Performance (2A and 2B)
- ☒ Moderately Poor Productivity (2B)
- ☒ Poor Ridership Recovery Post-Pandemic (2B)

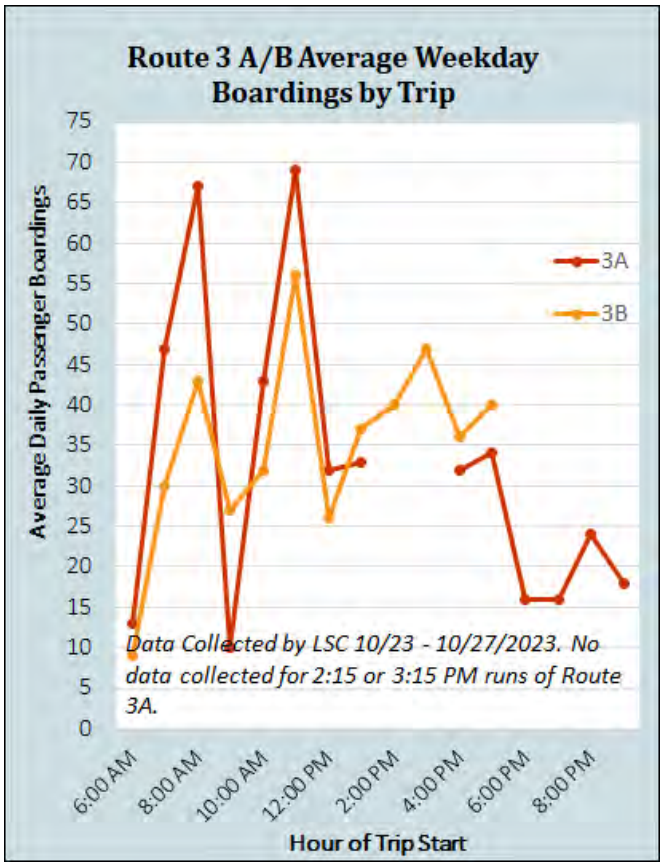
Route 2A - Higuera / LOVR / Madonna		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	87,336	83,123	50,798	59,192	72,298	-17%
	Hours	5,169	4,923	4,750	5,171	5,208	1%
	Miles	55,556	53,066	50,259	56,030	61,899	11%
	Passenger-Trips/Vehicle Hour	*16.9*	*16.9*	*10.7*	*11.4*	*13.9*	*-22%*

Route 2B - Madonna / LOVR / Higuera		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	41,843	28,673	14,420	4,591	12,215	-71%
	Hours	2,969	2,118	2,697	662	1,647	-45%
	Miles	32,244	23,203	28,726	7,214	19,175	-41%
	Passenger-Trips/Vehicle Hour	*14.1*	*13.5*	*5.3*	*6.9*	*7.4*	*-90%*

Route 3A *Promenade - LOVR - Cal Poly* *Mon-Sun*

Route 3B *Cal Poly - LOVR - Amtrak* *Mon-Fri*





STRENGTHS

- ☑ Good Frequency (3A and 3B)
- ☑ Serves Cal Poly (3A and 3B)
- ☑ Serves Shopping Centers (3A and 3B)
- ☑ Good (3B) to Moderate (3A) Productivity

WEAKNESSES

- ☒ Very Poor On-Time performance (3A and 3B)
- ☒ Slow (3A) to Poor (3B) ridership recovery

Route 3A - Promenade / LOVR / Cal Poly		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	172,070	124,481	24,449	89,647	85,585	-50%
	Hours	5,436	5,075	4,750	5,272	5,208	-4%
	Miles	107,578	91,821	63,517	75,011	71,402	-34%
	Passenger-Trips/Vehicle Hour	*31.7*	*24.5*	*5.1*	*17.0*	*16.4*	-93%

Route 3B - Cal Poly / LOVR / Amtrak		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 1 Hour	Annual Boardings	137,156	89,634	10,028	56,565	53,979	-61%
	Hours	3,739	2,652	2,718	3,016	3,016	-19%
	Miles	66,420	46,925	35,950	48,520	40,655	-39%
	Passenger-Trips/Vehicle Hour	*36.7*	*33.8*	*3.7*	*18.8*	*17.9*	-105%

Route 4A *Foothill - Cal Poly - Monterey* *Mon-Sun*

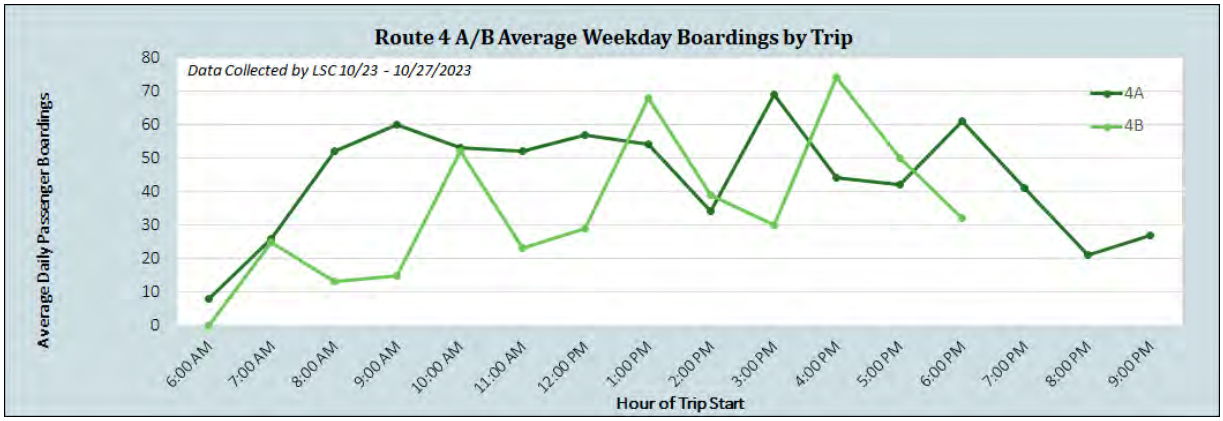
Route 4B *Monterey - Cal Poly - Ramona Drive* *Mon-Fri*

STRENGTHS

- ☑ Good Frequency (4A and 4B)
- ☑ Serves Cal Poly (4A and 4B)
- ☑ Good On-Time Performance (4A and 4B)
- ☑ High (4A) to Good (4B) Productivity
- ☑ Moderate Ridership Recovery Post-Pandemic

WEAKNESSES

- ☒ Slow Ridership Recovery (4B)



Route 4A - Foothill / Cal Poly / Monterey		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 45 Minutes	Annual Boardings	222,966	156,959	24,063	131,252	153,524	-31%
	Hours	5,431	5,104	4,807	5,362	5,322	-2%
	Miles	53,942	50,932	48,173	51,338	48,625	-10%
	Passenger-Trips/Vehicle Hour	*41.1*	*30.8*	*5.0*	*24.5*	*28.8*	*-42%*

Route 4B - Monterey / Cal Poly / Ramona		2018-19	2019-20	2020-21	2021-22	2022-23	5 yr. % Change
Cycle Time: 45 Minutes	Annual Boardings	162,271	109,960	8,709	61,963	68,569	-58%
	Hours	3,854	2,738	2,868	3,183	3,183	-17%
	Miles	33,925	24,099	25,127	26,561	26,477	-22%
	Passenger-Trips/Vehicle Hour	*42.1*	*40.2*	*3.0*	*19.5*	*21.5*	*-95%*

Appendix C

SUMMARY OF RTA ONBOARD PASSENGER SURVEYS

Appendix C

SUMMARY OF RTA ONBOARD PASSENGER SURVEYS

INTRODUCTION

The San Luis Obispo Regional Transit Authority (RTA) and San Luis Obispo Transit (SLO Transit) retained LSC Transportation Consultants, Inc. to prepare the 2024 update to each agency's respective Short Range Transit Plan (SRTP). From October 23 to October 27, 2023, LSC conducted an onboard passenger survey on RTA and SLO Transit services as a part of the greater SRTP effort. Trained survey staff were onboard on all operating fixed routes throughout the week to distribute and collect surveys. RTA bus operators administered a demand-response specific survey for Runabout and Dial-a-Ride (DAR) passengers during the same week. This Appendix explores the RTA onboard survey results, both fixed route and paratransit/DAR.

FIXED ROUTE SURVEY RESULTS

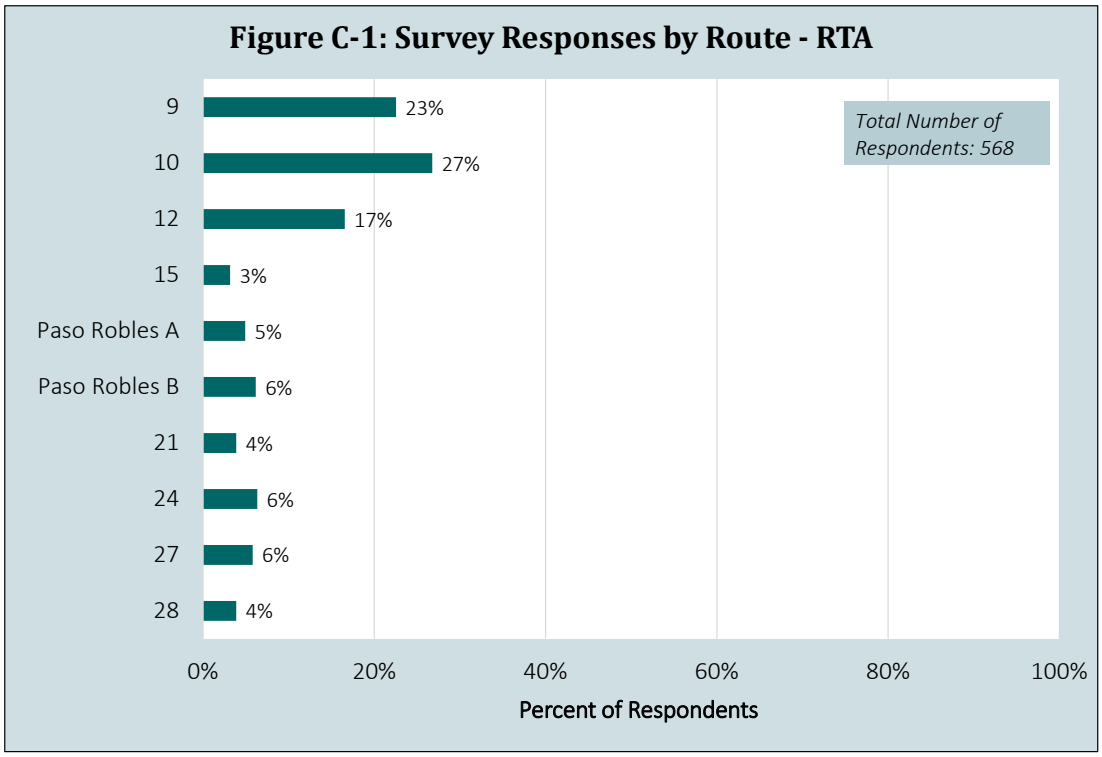
Both RTA and SLO Transit fixed route passengers were surveyed with the same set of questions, then responses were sorted during analysis so that the feedback for each agency could be analyzed separately. The fixed route survey instrument consisted of a one-page questionnaire printed on card stock; the questions were presented in English on one side and Spanish on the reverse side. The survey included 16 questions in multiple choice, short-answer, or comment format.

This section presents the RTA fixed route survey results. There were 568 valid survey responses collected, 486 in English and 82 in Spanish. The following analysis occasionally compares the 2023 results to the results of the 2015 RTA fixed route onboard survey to determine how ridership and passenger views have changed over time. It should be noted that while there were less valid responses to the 2023 survey than in 2015 (-46 percent), this decrease was due primarily to ridership having declined in the years since the COVID-19 pandemic; in Fiscal Year (FY) 2022-23, RTA fixed route ridership was down 37 percent from FY 2014-15. The 2023 RTA fixed route survey responses represent around 20 percent of average daily ridership.

Ridership Patterns

Responses by Route

Figure C-1 shows the number of survey responses collected on each RTA fixed route. As shown, the routes with the most rider responses were Route 10 (27 percent) and Route 9 (23 percent). The proportions of survey responses received from each route were generally consistent with FY 2022-23 ridership trends; the most responses were received from passengers on Routes 9, 10, and 12, which were the three fixed routes that saw the greatest ridership in FY 2022-23.



Boarding Times

Most passengers completed the onboard survey in the morning (6:00 AM to 11:59 AM) (58 percent). Participation then decreased throughout the day, as only 16 percent of surveys were completed after 4:00 PM. Based on anecdotal evidence from the survey staff, this decrease in participation throughout the day may have been due to many passengers having taken the survey on their morning commute.

Table C-1: Boarding Times of Surveyed RTA Passengers

Time	# of Participants	% of Participants
6:00 AM - 7:59 AM	120	23%
8:00 AM - 9:59 AM	90	17%
10:00 AM - 11:59 AM	87	17%
12:00 PM - 1:59 PM	72	14%
2:00 PM - 3:59 PM	63	12%
4:00 PM - 5:59 PM	57	11%
6:00 PM - 7:59 PM	22	4%
8:00 PM - 9:59 PM	5	1%
Total Responses	**516**	**100%**

Boarding and Alighting Activity

The onboard survey asked the RTA fixed route passengers to identify where they boarded the bus and where they planned to alight. The responses provided can be used when planning potential service changes or to prioritize bus stop improvements. The stops with the greatest boarding and alighting activity across all the RTA fixed routes are shown in Tables C-2 and C-3.

The passengers' boarding and alighting data was used to identify common origin and destination patterns. Table C-4 details the top origin/destination pairs for passengers traveling on the RTA regional routes (Routes 9, 10, 12, 14, and 15), Table C-5 shows origin/destination data for passengers traveling on Paso Robles Routes A and B, and Table C-6 shows the top origin/destination pair for passengers traveling on the local South County routes (Routes 21, 24, 27, and 28). The most popular origin/destination pairs are indicated by darker hues.

Most of the RTA regional fixed route passengers were traveling either to or from downtown San Luis Obispo; 17 percent boarded and 18 percent alighted at the Government Center, similar to the 2015 survey when 12 percent boarded and 15 percent alighted at the Government Center. Additionally, 3 percent of passengers boarded at the Cuesta College campus and 6 percent alighted there, with a full 4 percent traveling between the Government Center and Cuesta College. Of the 5 percent of passengers who boarded at the Pismo Beach Premium Outlets, 2 percent were traveling north to San Luis Obispo and 1 percent were traveling south to Santa Maria or Nipomo. Of the 4 percent of passengers who boarded at the North County Transit Center, 2 percent were traveling to San Luis Obispo, 1 percent were traveling to the Twin Cities Hospital in Templeton, and, notably, 1 percent were traveling to Pismo Beach or Nipomo.

The most common trip made by the passengers riding Paso Robles Routes A and B was from the stop at Ysabel and 24th to the North County Transit Center (7 percent of surveyed passengers). Other common trips were from the North County Transit Center to Paso Robles High School (5 percent of surveyed passengers), from Spring St and 21st to Paso Robles High School (5 percent), and from the Woodland Plaza to the Paso Robles Senior Center (5 percent). This data suggests that the Paso Robles local services are being well-utilized by youth and senior adults.

On the local South County routes, most passengers were traveling to or from the transfer hubs at Ramona Garden Park in Grover Beach (12 percent of boardings and 23 percent of alightings) or the Pismo Beach Premium Outlets (12 percent of boardings and 11 percent of alightings). The most common trips overall were from Highway 1 and 21st in Oceano to Ramona Garden Park (5 percent of surveyed passengers), from the Pismo Beach Premium Outlets to Ramona Garden Park (4 percent), and from Ramona Garden Park to Dolliver at Pomeroy Ave in Pismo Beach.

Table C-2: RTA Stops with Greatest Boarding Activity

Stop	# of Participants	% of Participants
Government Center	63	12%
Pismo Beach Premium Outlets	29	5%
North County Transit Center	20	4%
Ramona Garden Park	14	3%
Tefft at Carillo (Nipomo)	13	2%
Santa Maria Transit Center	12	2%
Cuesta College	10	2%
Nipomo - General	10	2%
Halcyon Park and Ride	9	2%
Hancock College (Santa Maria)	9	2%
Highway 1 at 21st (Oceano)	9	2%
10th at Los Osos Valley Road (Los Osos)	8	2%
E. Grand at El Camino Real (Arroyo Grand	8	2%
Higuera and Suburban (San Luis Obispo)	8	2%
Morro Bay Park	8	2%
Other	299	57%
Total Responses	**529**	**100%**

Table C-3: RTA Stops with Greatest Alighting Activity

Stop	# of Participants	% of Participants
Government Center	68	13%
Pismo Beach Premium Outlets	30	6%
Cuesta College	23	5%
Ramona Garden Park	22	4%
San Luis Obispo - General	20	4%
E. Grand at El Camino Real (Arroyo Grand	12	2%
North County Transit Center	12	2%
Walmart (Arroyo Grande)	12	2%
Hancock College (Santa Maria)	11	2%
Morro Bay Park	11	2%
Morro Bay - General	10	2%
Nipomo High School	10	2%
Arroyo Grande - General	9	2%
Pismo Beach - General	9	2%
Cuesta College - North County	8	2%
Other	242	48%
Total Responses	**509**	**100%**

Table C-4: Major Origin/Destination Pairs from Onboard Survey Results

RTA Routes 9, 10, 12, and 15

Boarding Stop	Destination Stop: Arroyo Grande - General	Cuesta College	Cuesta College - North County	E. Grand at El Camino Real (Arroyo Grande)	Government Center	Hancock College (Santa Maria)	Higuera and Suburban (San Luis Obispo)	Los Osos - General	Morro Bay - General	Morro Bay Park	Nipomo High School	North County Transit Center	Pismo Beach - General	Pismo Beach Premium Outlets	San Luis Obispo - General	Santa Maria - General	Santa Maria Transit Center	Santa Rosa at Higuera (San Luis Obispo)	Tefft at Carillo (Nipomo)	Twin Cities Hospital (Templeton)	Total
10th at Los Osos Valley Road (Los Osos)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Atascadero - General	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Atascadero Transit Center	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Cal Poly - Performing Arts Center	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Cuesta College	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
E. Grand at El Camino Real (Arroyo Grande)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
El Camino Real at Highway 41 (Atascadero)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Government Center	0%	3%	1%	1%	0%	0%	0%	0%	2%	1%	1%	0%	0%	2%	0%	0%	0%	0%	0%	0%	17%
Halcyon Park and Ride	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
Hancock College (Santa Maria)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%
Higuera and Suburban (San Luis Obispo)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	2%
Las Tablas Park & Ride (Templeton)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Marian Medical Center (Santa Maria)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Mission at 14th (San Miguel)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%
Morro Bay - General	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Morro Bay Park	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Nipomo - General	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	2%
North County Transit Center	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	4%
Paso Robles - General	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Pismo Beach Premium Outlets	0%	0%	0%	0%	2%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	5%
San Luis Obispo - General	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	2%
Santa Maria Transit Center	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
Santa Rosa at Foothill (San Luis Obispo)	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Tefft at Carillo (Nipomo)	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	3%
Twin Cities Hospital (Templeton)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Viejo Camino at Bocina Ln (Atascadero)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Total	2%	6%	2%	3%	18%	3%	2%	2%	3%	3%	3%	2%	1%	5%	5%	2%	2%	1%	1%	1%	100%

Table C-5: Major Origin/Destination Pairs from Onboard Survey Results
Paso Robles A and B

Boarding Stop	Destination Stop: Atascadero Transit Center	Creston Rd at Bolen Dr	Creston Rd at Melody Dr	North County Transit Center	Paso Robles - General	Paso Robles High School	Paso Robles Senior Center	Rambouillet at Torrey Pines Dr	Sherwood Rd @ Quail Run	Spring St at 18th St	Spring St at 21st	Spring St at 24th	Spring St at 28th	Spring St at 30th	Spring St at 34th	Spring St at 4th	Woodland Plaza at Niblick Rd	Ysabel at 24th	Total
1st at Oak St	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Creston Rd at Melody Dr	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	5%
Cuesta College - North County	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
El Camino Real at Traffic Way	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	2%
North County Transit Center	2%	0%	0%	0%	0%	5%	0%	2%	0%	0%	0%	2%	0%	0%	2%	0%	0%	0%	14%
Paso Robles - General	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Paso Robles Senior Center	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	2%	5%
Scott at Westfield	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	2%
Sherwood and Quail Run	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Spring St at 13th	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	2%
Spring St at 21st	0%	0%	0%	0%	0%	5%	0%	0%	0%	0%	2%	0%	2%	0%	0%	0%	0%	0%	9%
Spring St at 28th	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	2%
Spring St at 30th	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	2%
Spring St at 34th	0%	0%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
Stoney Creek Rd at Dry Creek Apartments	0%	0%	0%	0%	2%	0%	0%	0%	0%	2%	0%	2%	0%	0%	0%	0%	0%	2%	9%
Woodland Plaza at Niblick Rd	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	7%
Ysabel at 24th	0%	0%	0%	7%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	14%
Total	2%	2%	7%	11%	7%	14%	5%	2%	2%	2%	7%	5%	7%	2%	5%	5%	5%	5%	100%

Round-Trip Travel

About two-thirds of the RTA passengers surveyed were traveling round-trip (65 percent). By service, 66 percent of passengers on the RTA regional routes, 57 percent of the passengers on Paso Robles Routes A and B, and 69 percent of the passengers on the local South County routes were traveling round-trip. Less passengers were traveling round-trip in 2023 compared to 2015, when 75 percent of passengers reported they were using transit to travel round-trip.

Transfer Patterns

Figure C-2 shows the proportions of passengers, by service, who needed to transfer in order to complete the trip they were making when surveyed. Most of the Paso Robles Routes A and B passengers (80 percent) and about two-thirds of the RTA regional passengers did not need to transfer. Almost half of the passengers on the local South County services indicated they needed to transfer (44 percent), suggesting that the current route structure could be better optimized to minimize transfer requirements.

Table C-6: Major Origin/Destination Pairs from Onboard Survey Results

RTA Routes 21, 24, 27, 28

Boarding Stop	Destination Stop: 13th at Belridge St (Oceano)	Arroyo Grande High School	Dolliver at Pomeroy Ave (Pismo Beach)	Dolliver at San Luis (Pismo Beach)	Elm St at The Pike (Arroyo Grande)	Grand and 13th (Grover Beach)	Grand and 16th (Grover Beach)	Grand Ave & 3rd (Grover Beach)	Grand Ave at Alder St (Arroyo Grande)	Halcyon Park & Ride	Highway 1 at 21st (Oceano)	James Way at Oak Park (Pismo Beach)	Oak Park at Grand Ave (Arroyo Grande)	Oak Park at Long Branch (Grover Beach)	Oak Park at Ramona Ave	Oceano - General	Pismo Beach - General	Pismo Beach Premium Outlets	Ramona Garden Park	Shell Beach at Cuyama (Pismo Beach)	Shell Beach at Seacliff (Pismo Beach)	Traffic Way at Firefighters Park	Walmart (Arroyo Grande)	Wilmar Ave at 19th (Oceano)	Wilmar St at 13th (Oceano)	Total
13th at Belridge St	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
13th at Highway 1 (Oceano)	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	0%	3%
13th at Messina	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Arroyo Grande - General	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	5%
Arroyo Grande High School	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	2%
Dolliver at Butterfly Tree	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Dolliver at Frady	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Dolliver at Pomeroy Ave (Pismo Beach)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	3%
Elm St at Fair Oaks Ave (Arroyo Grande)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%
Elm St at The Pike (Arroyo Grande)	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	1%	0%	0%	4%
Grand and 13th (Grover Beach)	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Grand and 16th (Grover Beach)	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	1%	2%	0%	0%	7%
Grand and Branch (Arroyo Grande)	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Grand Ave & 3rd (Grover Beach)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	3%
Grand Ave & 6th (Grover Beach)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%
Grand Ave at Elm St (Arroyo Grande)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%
Grover Beach - General	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	2%	0%	0%	0%	0%	0%	0%	3%
Highway 1 at 21st (Oceano)	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%	1%	0%	0%	7%
James Way at Oak Park (Pismo Beach)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Oceano - General	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	3%
Oceano Airport	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%
Pismo Beach Premium Outlets	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	4%	0%	0%	0%	2%	0%	0%	12%
Ramona Garden Park	0%	2%	3%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	2%	2%	0%	0%	1%	0%	0%	0%	0%	12%
Walmart (Arroyo Grande)	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%	4%
Wilmar Ave at 19th (Oceano)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	2%	0%	0%	3%
Total	1%	4%	3%	1%	1%	1%	1%	2%	1%	1%	1%	3%	2%	1%	1%	2%	3%	11%	23%	1%	2%	2%	12%	2%	1%	100%

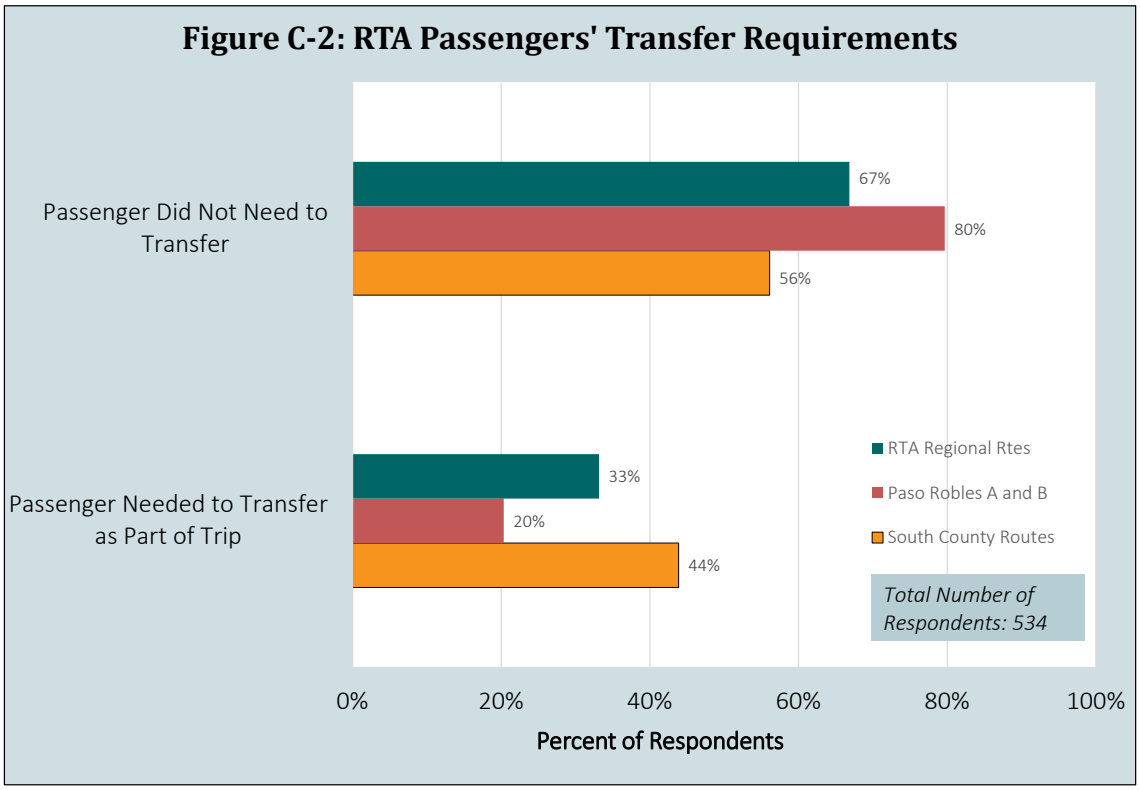


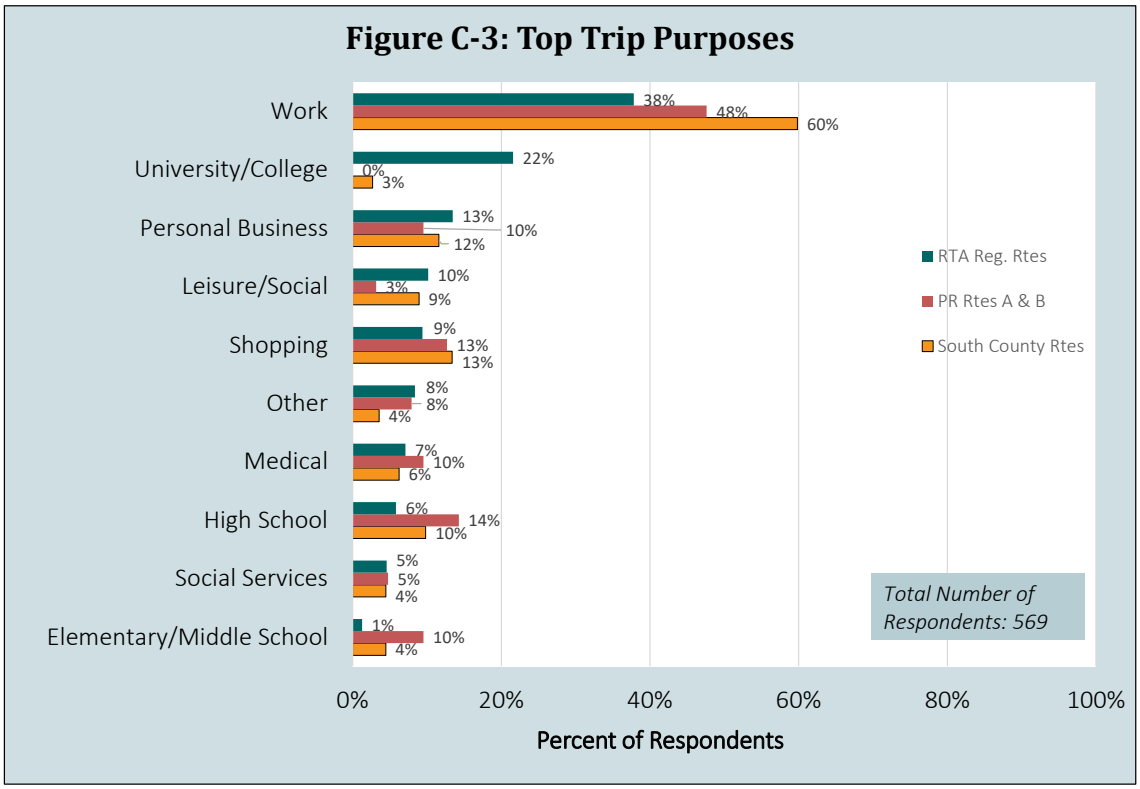
Table C-7 summarizes passengers' transfer patterns. Across all three services, 31 percent of passengers indicated they transferred; of the 31 percent who transferred, 63 percent were transferring to or from other RTA services, 13 percent were transferring to or from SLO Transit services, and 10 percent were transferring to or from other regional services. The most common RTA transfer pairs were Routes 10 and 12 (3 percent of all surveyed passengers), Routes 10 and 24 (3 percent of all surveyed passengers), and Routes 9 and 12 (2 percent of all surveyed passengers). The SLO Transit route most utilized by RTA passengers was Route 1A (1 percent of passengers). Compared to 2015, more passengers needed to transfer; from 2015 to 2023, the proportion of passengers transferring between RTA services increased by 11 percent and the proportion of passengers transferring to or from SLO Transit services increased by 6 percent. The higher frequency of transfers in 2023 suggests that passengers are traveling farther distances.

Trip Purpose

Work was the top trip purpose on the RTA regional routes (38 percent of passengers), local Paso Robles routes (48 percent), and local South County routes (60 percent) (Figure C-3). On the RTA regional routes, 22 percent were traveling for university or college. While the local Paso Robles and South County services were not highly utilized by university/college students (0 percent and 3 percent of surveyed passengers, respectively), they were utilized by elementary/middle school and high school students; 24 percent of the local Paso Robles passengers and 14 percent of the local South County passengers were grade school students. Across all RTA routes, significantly fewer passengers were traveling to or from university/college in 2023 compared to 2015 (-19 percent).

Table C-7: RTA Transfer Patterns

Routes Included as Part of Trip	Surveyed Route										
	9	10	12	15	PR A	PR B	21	24	27	28	Total
9		6	5	0	1	4	0	1	0	0	17
10	3		8	0	0	0	5	3	1	2	22
12	5	10		4	0	0	0	0	0	0	19
14	2	1	0	0	0	0	0	0	0	0	3
15	0	0	2		0	0	0	0	0	0	2
PR A	5	0	0	0		0	0	0	0	0	5
PR B	2	0	0	0	0		0	0	0	0	2
21	0	3	1	0	0	0		2	8	1	15
24	0	12	2	0	0	0	0		4	0	18
27	0	1	0	0	0	0	1	1		0	3
28	1	3	0	0	0	0	1	1	2		8
SLO Transit 1A	1	0	4	0	1	0	1	0	0	0	7
SLO Transit 1B	2	1	0	0	0	0	0	0	0	0	3
SLO Transit 2A	2	0	0	0	0	0	0	0	0	0	2
SLO Transit 2B	1	0	0	0	0	0	0	0	0	0	1
SLO Transit 3A	1	2	0	0	0	0	0	0	0	0	3
SLO Transit 3B	0	1	0	0	0	0	0	0	0	0	1
SLO Transit 4A	0	2	0	0	0	0	0	0	0	0	2
SLO Transit 4B	0	2	0	0	0	0	0	0	0	0	2
Santa Maria Reg. Transit	0	3	0	0	0	0	0	0	0	0	3
Atascadero Dial-a-Ride	0	0	0	0	0	1	0	0	0	0	1
Other	4	4	3	0	0	0	1	2	0	0	14
Total	29	51	25	4	2	5	9	10	15	3	180



Typical Ridership Frequency

Figure C-4 details how frequently the surveyed RTA passengers ride transit. Over 80 percent of passengers surveyed on the local Paso Robles and South County routes ride transit 3 or more days per week (84 and 83 percent, respectively), and over 50 percent of passengers on both services ride 5 or more days per week (56 and 54 percent, respectively). The RTA regional route passengers ride transit less frequently, comparatively, with only 78 percent riding 3 or more days per week and only 41 percent riding 5 or more days per week. In 2015, 80 percent of RTA respondents reported they used transit 3 or more days per week, and 50 percent rode 5 or more days per week. The decrease in ridership frequency on the RTA regional routes since 2015 is likely due in part to the more frequent use of remote and hybrid work/school structures since the COVID-19 pandemic.

Passenger Characteristics

Alternative Vehicle Availability

Over three-quarters of the surveyed passengers indicated they did not have a vehicle available to use for the trip they were making when surveyed. Figure C-5 shows how this data varied by service. As shown, the proportion of passengers without a vehicle available was highest on the local Paso Robles routes and lowest on the RTA regional routes. The very high proportion of passengers on the Paso Robles routes without a car may be due to the large number of grade school students, who are not old enough to drive, that were surveyed. The proportion of RTA passengers without a vehicle available increased by 12 percent compared to 2015.

Figure C-4: Number of Days per Week RTA Passengers Ride Transit

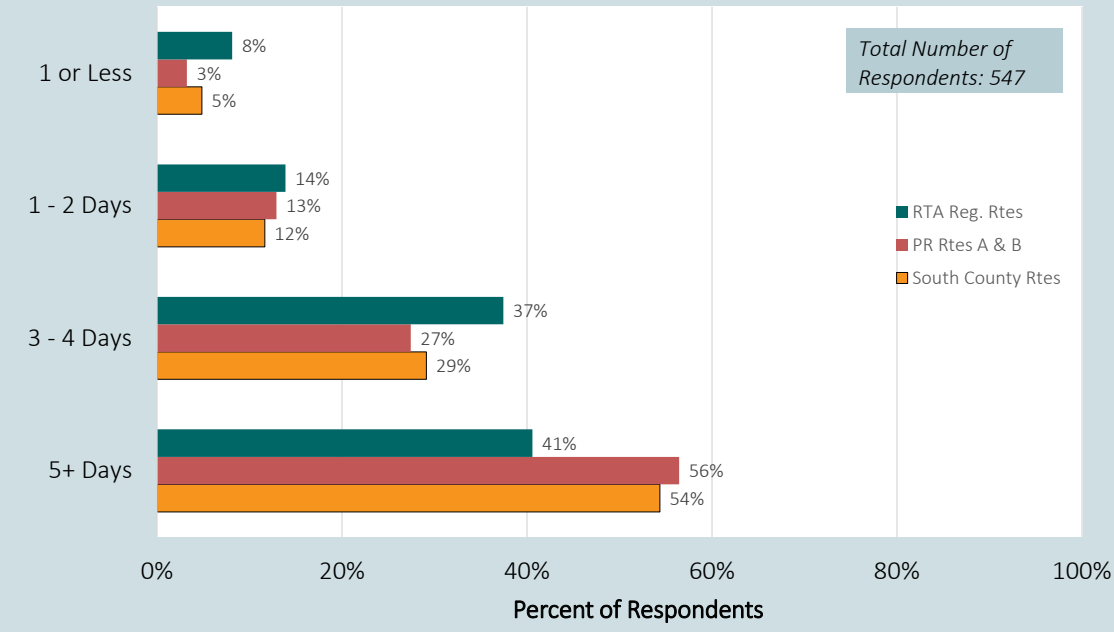
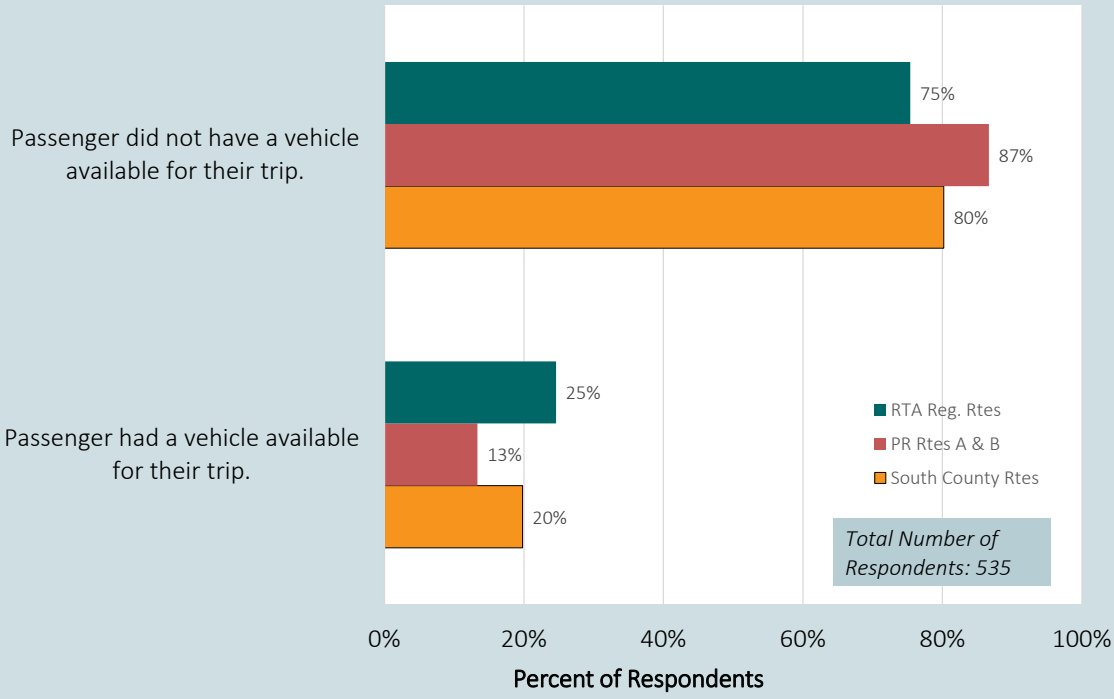
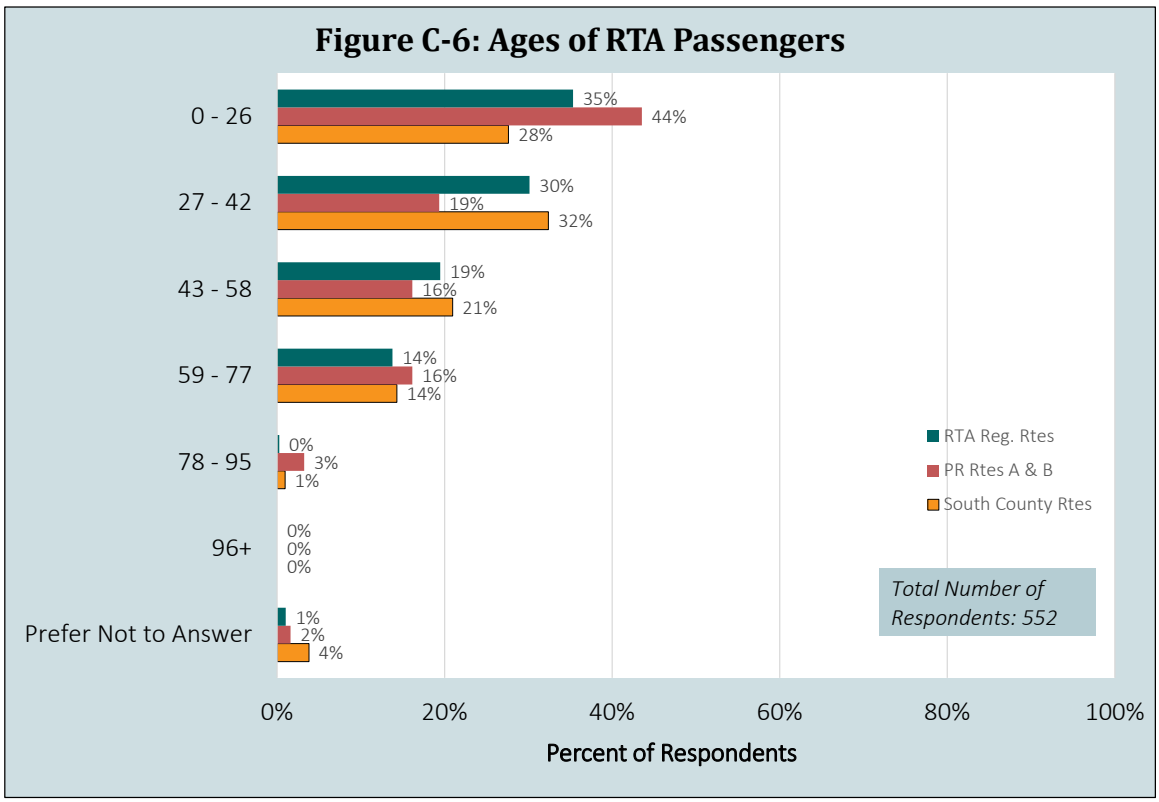


Figure C-5: Alternative Vehicle Availability



Age

Passengers' ages varied by service. The local Paso Robles routes had the largest proportions of youth passengers 26 or younger (44 percent) and of senior passengers 59 or older (19 percent) of the three service categories considered. The RTA regional routes and local South County routes had more passengers of traditional working age (27 to 58 years old) (49 and 53 percent, respectively). Across all three systems, the 2023 survey saw less youth participants (-6 percent) and more senior participants (+3 percent). Figure C-6 presents the full results regarding the surveyed passengers' ages.



Nearest Bus Stop to Home

The bus stops closest to the surveyed passengers' homes are listed in Tables C-8, C-9, and C-10. For the passengers surveyed on the RTA regional routes, the stops nearest to the passengers' homes included Tefft at Carillo in Nipomo (6 percent), the Santa Maria Transit Center (5 percent), and the Pismo Beach Premium Outlets (4 percent). For the passengers surveyed on the local Paso Robles routes, the stops nearest to the passengers' homes included Dry Creek Apartments (18 percent), Spring Street at 21st Street (9 percent), and Ysabel at 24th Street (9 percent). For the passengers surveyed on the local South County routes, the stops nearest to the passengers' homes included Ramona Garden Park (9 percent), Highway 1 at 21st in Oceano (8 percent), and Wilmar Ave at 19th in Oceano (8 percent).

Table C-8: Stops Nearest Passengers' Homes

Routes 9, 10, 12, 14, and 15

Stop	# of Participants	% of Participants
Tefft at Carillo (Nipomo)	18	6%
Santa Maria Transit Center	14	5%
Pismo Beach Premium Outlets	11	4%
Morro Bay Park	10	4%
E. Grand at El Camino Real (Arroyo Grande)	9	3%
Government Center	8	3%
Atascadero Transit Center	7	2%
Halcyon Park and Ride	6	2%
Cal Poly - Performing Arts Center	5	2%
Higuera and Prado (San Luis Obispo)	5	2%
Mission at 14th (San Miguel)	5	2%
Morro Bay - General	5	2%
North County Transit Center	5	2%
10th at Los Osos Valley Road (Los Osos)	4	1%
Arroyo Grande - General	4	1%
El Camino Real at Del Rio Rd	4	1%
El Camino Real at Highway 41 (Atascadero)	4	1%
Other	160	56%
Total Responses	**284**	**100%**

Table C-9: Stops Nearest Passengers' Homes

Paso Robles Routes A and B

Stop	# of Participants	% of Participants
Stoney Creek Rd at Dry Creek Apartments	8	18%
Paso Robles - General	4	9%
Spring St at 21st	4	9%
Ysabel at 24th	4	9%
Spring St at 28th	3	7%
Spring St at 30th	3	7%
Sherwood Rd @ Quail Run	2	4%
Spring St at 24th	2	4%
Spring St at 5th	2	4%
1st at Oak St	1	2%
Creston and Nickerson	1	2%
Creston and Oak Meadow	1	2%
El Camino Real at Traffic Way	1	2%
Paso Robles Senior Center	1	2%
Spring at 34th	1	2%
Spring St at 32nd	1	2%
Other	6	13%
Total Responses	**45**	**100%**

Table C-10: Stops Nearest Passengers' Homes
Routes 21, 24, 27, and 28

Stop	# of Participants	% of Participants
Ramona Garden Park	8	9%
Highway 1 at 21st (Oceano)	7	8%
Wilmar Ave at 19th (Oceano)	7	8%
Grand and 16th (Grover Beach)	6	7%
Walmart (Arroyo Grande)	4	4%
Elm St at The Pike (Arroyo Grande)	3	3%
Grand Ave & 3rd (Grover Beach)	3	3%
Oceano - General	3	3%
Oceano Airport	3	3%
13th and Highway 1 (Oceano)	2	2%
Arroyo Grande - General	2	2%
Elm St at Fair Oaks (Arroyo Grande)	2	2%
Grover Beach - General	2	2%
Pismo Beach Premium Outlets	2	2%
Shell Beach at Seacliff (Pismo Beach)	2	2%
Traffic Way at Firefighters Park	2	2%
Other	33	36%
Total Responses	**91**	**100%**

Languages Spoken

Just over one-third of the surveyed RTA passengers reported they are bilingual or multilingual (34 percent). The proportion of passengers who are bilingual or multilingual was greatest on the local Paso Robles routes (42 percent) and lowest on the local South County routes (25 percent).

Preferred Sources for Information on Transportation-Related Services

Passengers' preferred news sources for information on transportation-related services are shown in Figure C-7. The three most preferred sources across are social media, email newsletters, and printed mailers or letters. Digital news sources, like social media and email newsletters, are more preferred by RTA regional route passengers compared to the local Paso Robles and South County passengers.

Passenger Opinions

Desired Service Improvements

Figure C-8 shows the service improvements passengers want to see implemented on RTA. While there was some level of support for all of the service improvements listed, passengers on the RTA regional and local Paso Robles routes most requested additional weekend service. The improvements most requested by passengers on the local South County routes were evening service and additional Saturday service. Of those that requested more service, many requested service to Avila Beach or that the RTA reinstate Express service along key corridors. Of those that requested bus stop improvements, many requested awnings or shelters, water fountains, seating, and lights.

Figure C-7: Preferred Sources for Information About Transportation-Related Services

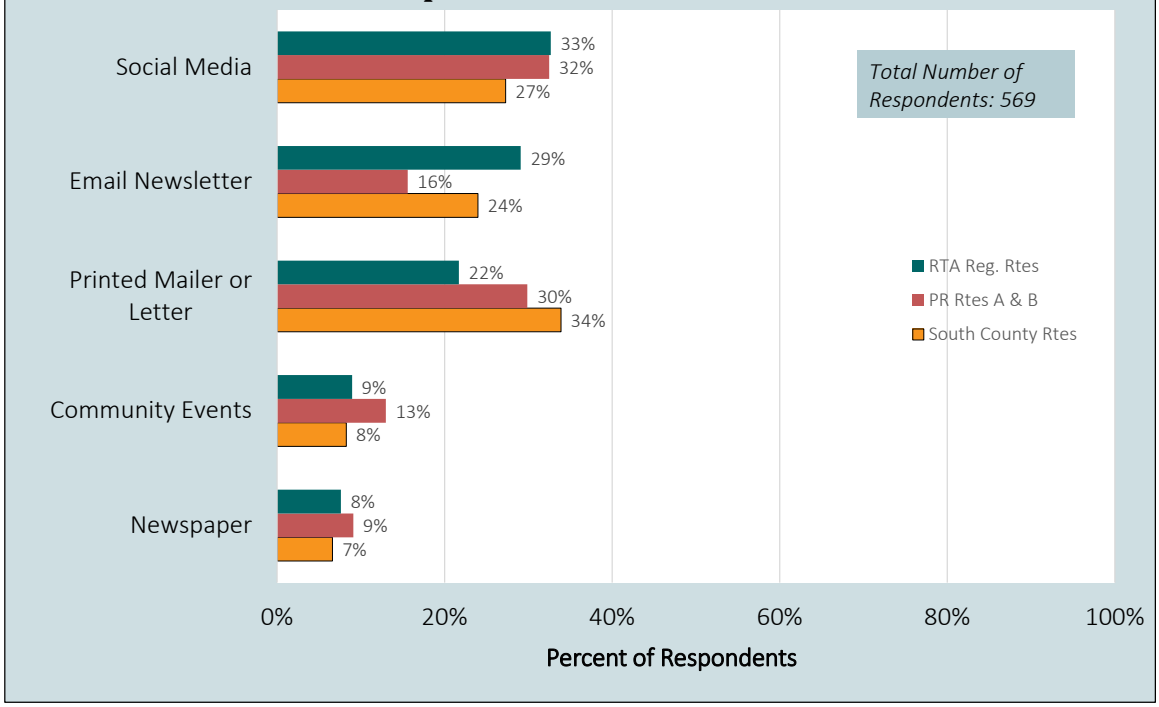
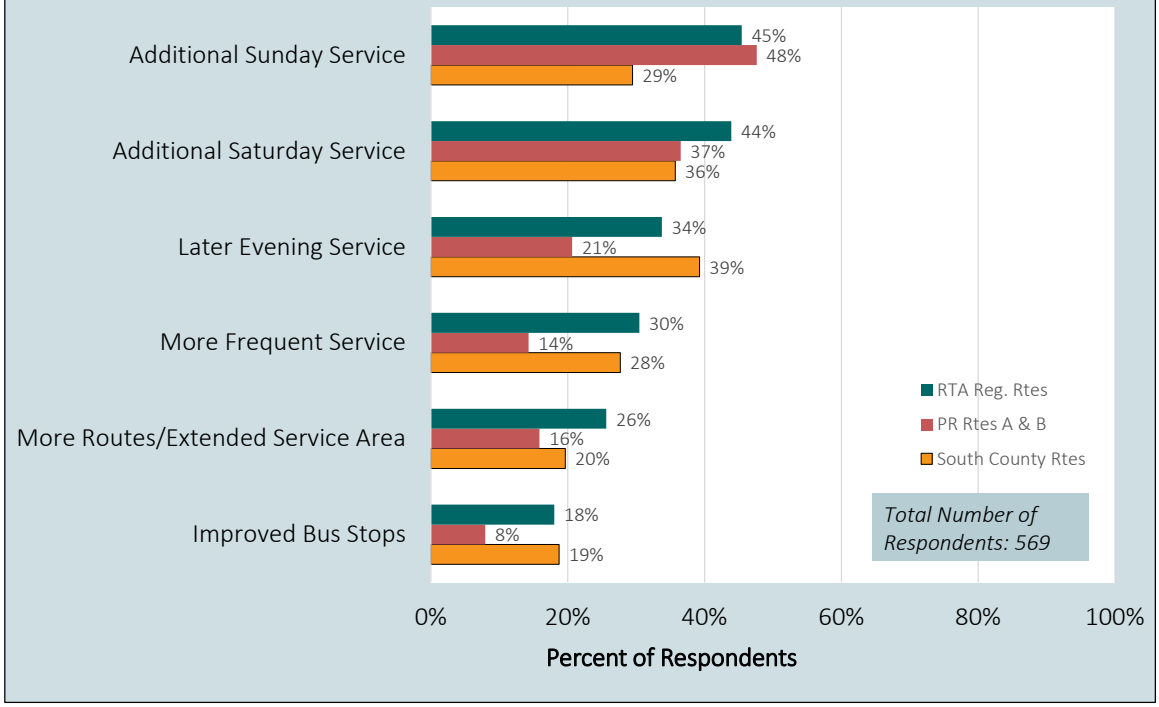


Figure C-8: Desired RTA Service Improvements



Opinions on RTA Service Characteristics

The survey asked passengers to rank various aspects of the service they were riding on a scale of 1 (poor) to 5 (excellent). These results are shown in Figures C-9 (RTA regional routes), C-10 (local Paso Robles routes), and C-11 (local South County routes). Considering the RTA regional routes, passengers ranked the overall service 4.3 out of 5, and 78 percent of the total answers were either 4 (good) or 5 (excellent). The highest ranked service characteristics were driver courtesy (4.6), value received for fare (4.4), and safety/security (4.5). The lowest ranked factors were bus stop amenities (3.8) and service frequency (3.9).

Passengers on the local Paso Robles routes ranked the overall service 4.5 out of 5, and 79 percent of the total answers were either 4 (good) or 5 (excellent). The highest ranked service characteristics were driver courtesy (4.6), safety/security (4.5), and value received for fare, ease of transfers, and vehicle cleanliness (all 4.4). The lowest ranked factors were bus stop amenities (3.8) and service frequency (3.9).

The local South County routes were ranked very highly by passengers, with passengers ranking the overall service 4.6 out of 5. Additionally, 90 percent of the total answers were either 4 (good) or 5 (excellent). The highest ranked characteristics were driver courtesy (4.8), vehicle cleanliness (4.7), and safety/security (4.7). The lowest ranked factors were bus stop amenities and service frequency (both 4.3).

In 2015, passengers ranked the overall service only 4 out of 5, suggesting that passenger satisfaction has improved over time. Additionally, passengers are more satisfied with the hours of service in 2023 compared to 2015; in 2015, the hours of service were the worst ranked service factor. Service frequency was ranked low by passengers in both 2015 and 2023.

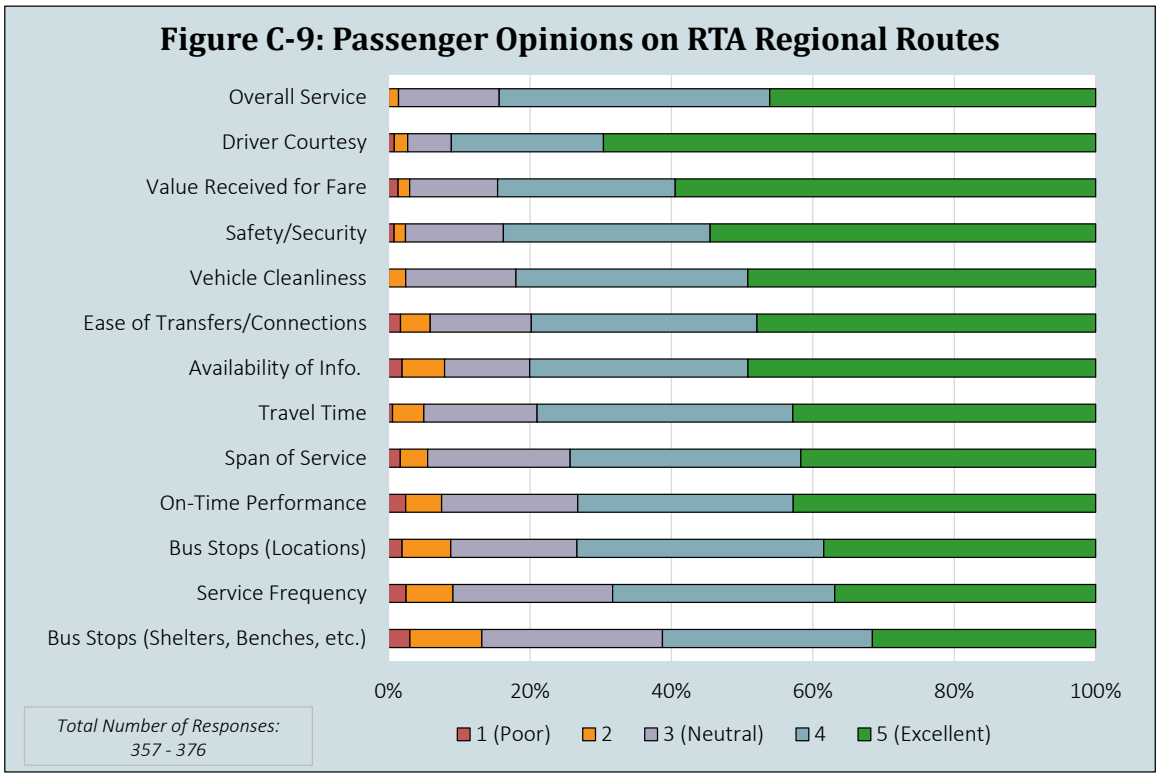
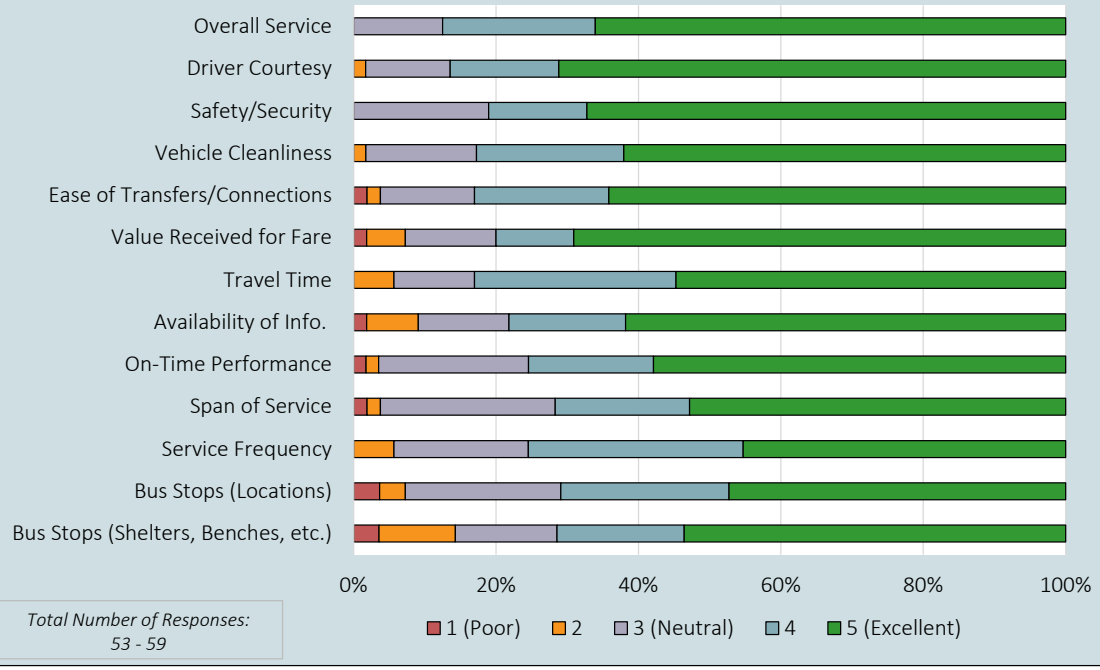
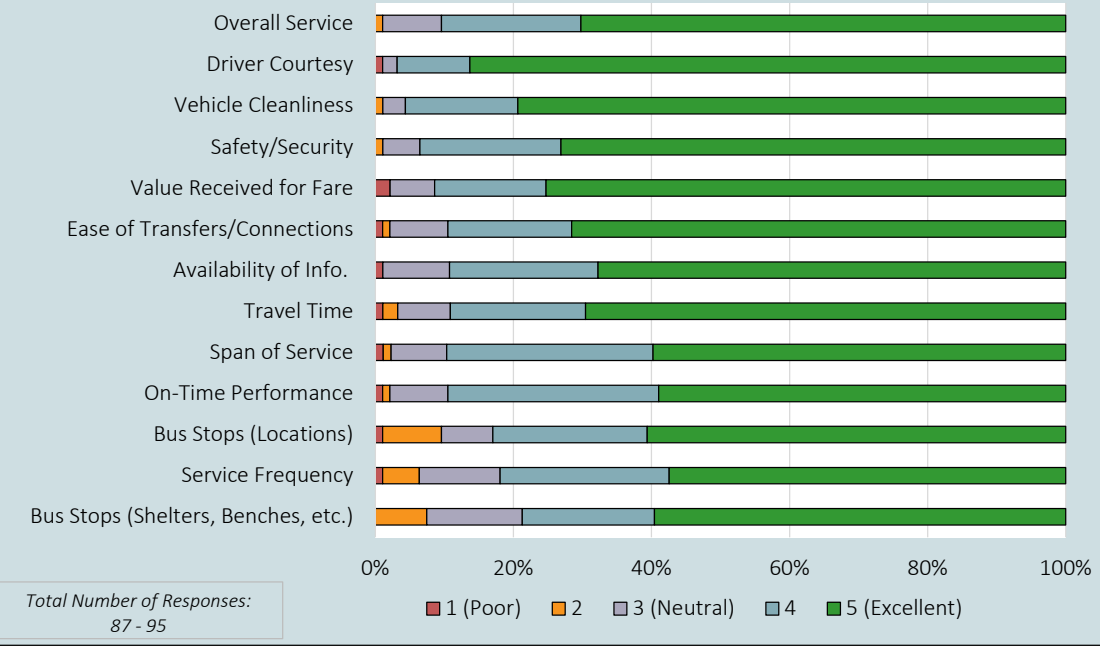


Figure C-10: Passenger Opinions on Paso Robles Routes A and B



Total Number of Responses: 53 - 59

Figure C-11: Passenger Opinions on Local South County Routes



Total Number of Responses: 87 - 95

Additional Improvement Requests and Suggestions

The final question of the onboard survey asked passengers to list additional comments or suggestions for the RTA. Comments from both RTA as well as SLO Transit passengers were considered. In all, 367 people commented specifically on the RTA. Figures C-12 through C-14 present the top service improvements requested by passengers on each of the respective RTA fixed route service types. As shown, the most requested improvement by RTA regional passengers was more/improved on-board amenities, such as Wi-fi and air conditioning (12 percent). The improvements most requested by the local Paso Robles passengers were additional weekend service and later service hours (both 13 percent). The improvements most requested by the local South County passengers were more frequent service, more bus stops, and later service hours (each requested by 8 percent of passengers). Table C-13, provided at the end of this Appendix, lists all of the comments regarding the RTA fixed routes verbatim.

Figure C-12: Top Requested Improvements by RTA Regional Passengers

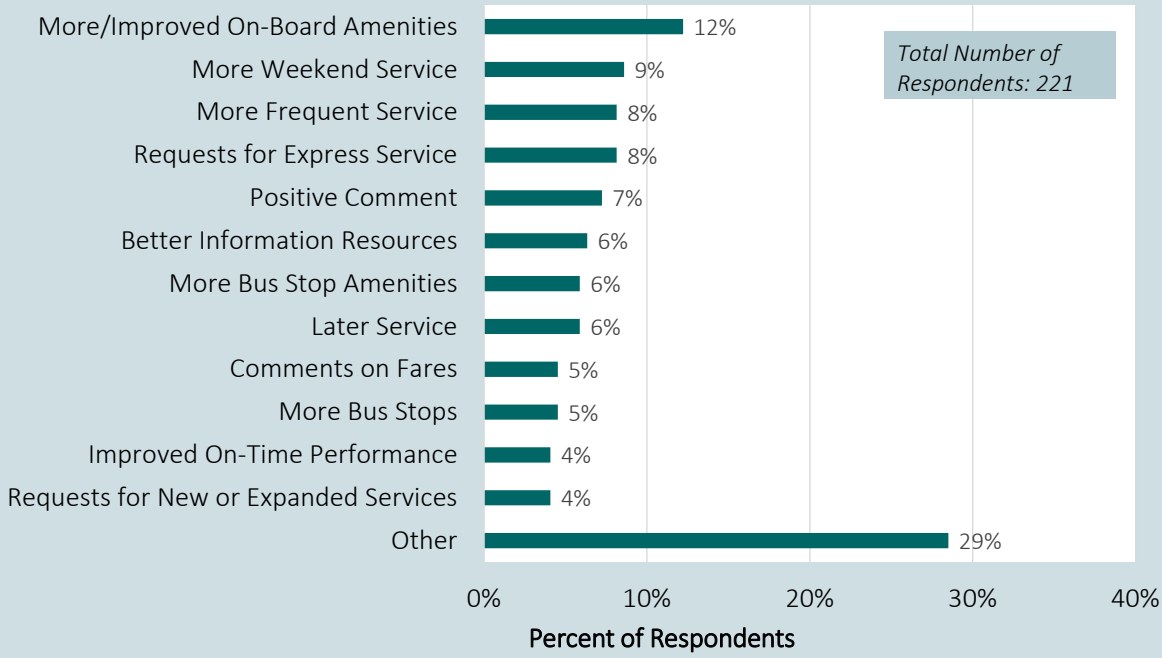


Figure C-13: Top Requested Improvements by Local Paso Robles Passengers

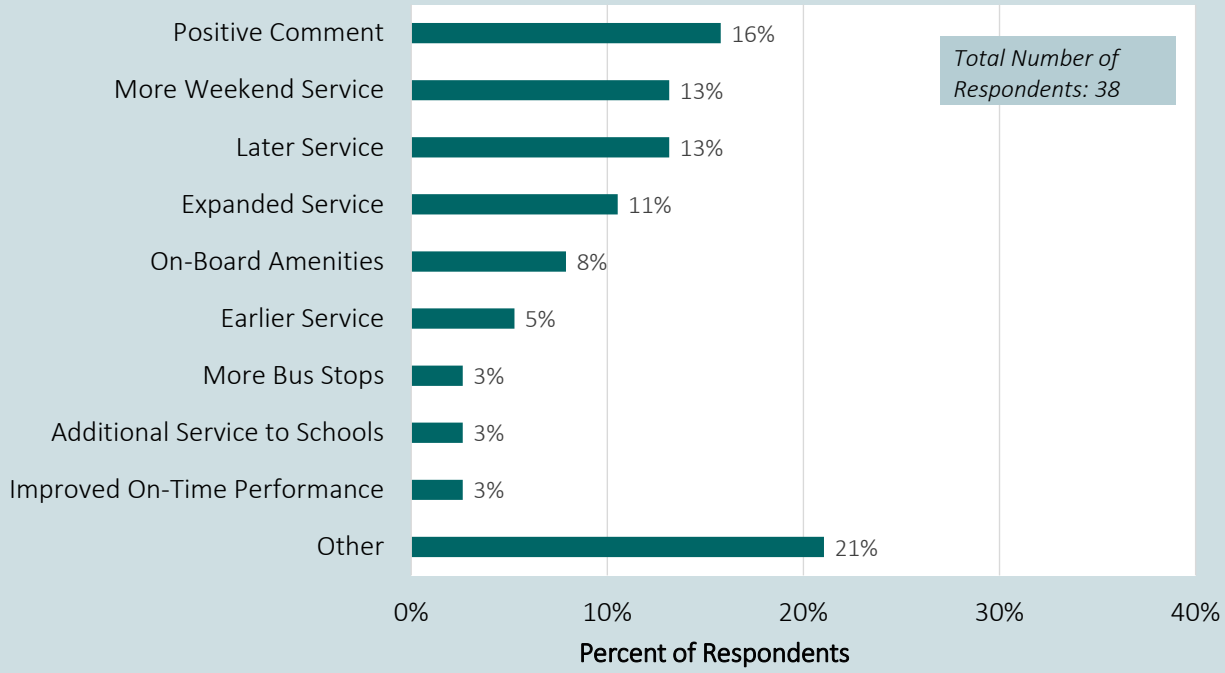
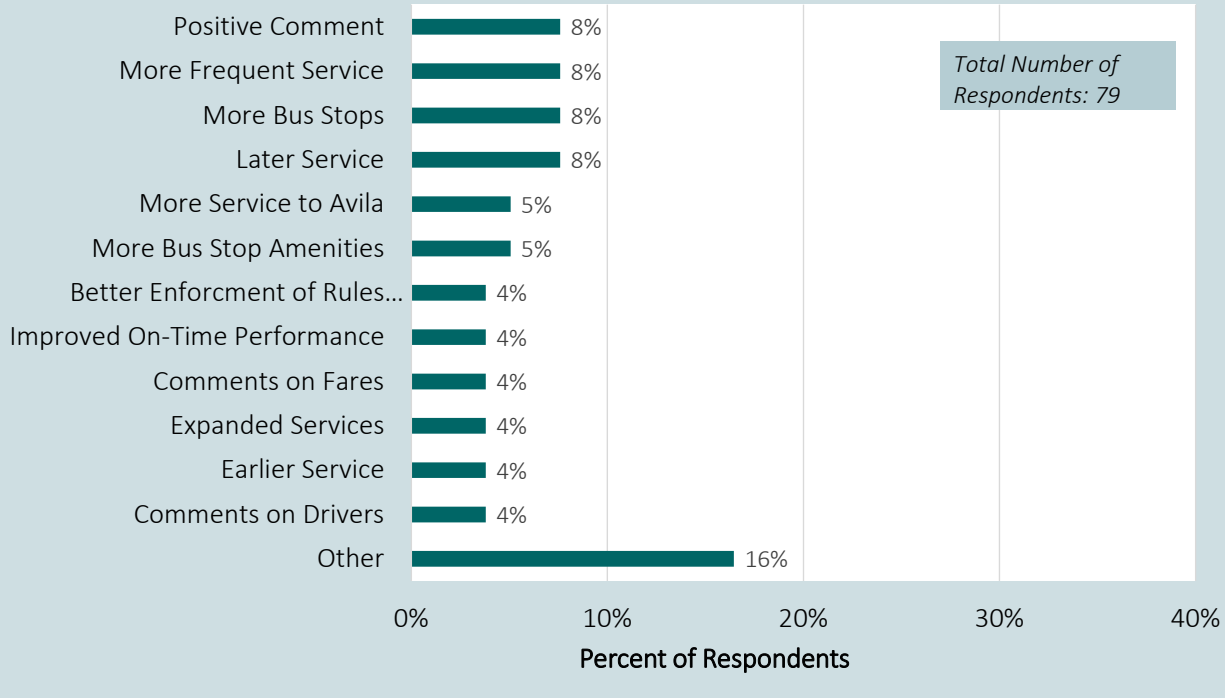


Figure C-14: Top Requested Improvements by Local South County Passengers



RUNABOUT AND DIAL-A-RIDE SURVEY RESULTS

As previously mentioned, the bus operators on the Runabout and RTA-operated DARs administered an onboard survey designed specifically for Runabout and DAR passengers. The survey included 17 questions in multiple choice, short-answer, or comment fomat and was provided in both English and Spanish. A total of 23 surveys were either fully or partially completed by Runabout and DAR passengers. A summary of these answers is shown in Table C-11. Highlights include:

- Most passengers surveyed were riding the Runabout (74 percent).
- Of the 12 passengers who volunteered their boarding and alighting locations, half (50 percent) traveled 5 miles or less.
- Most passengers (a combined 68 percent) scheduled their ride several days in advance, with 32 percent scheduling 4 to 7 days in advance, 18 percent scheduling 3 days in advance, and another 18 percent scheduling 2 days in advance.
- Most passengers (58 percent) reported they were picked up on-time they day they were surveyed. Of those not picked up on-time, 21 percent reported an early pickup, and 22 percent reported being picked up 0 to 30 minutes after their scheduled ride time.
- Most passengers (95 percent) traveled round trip using the Runabout or DAR services.
- Many survey passengers (39 percent) would not have made the trip if the Runabout or specific DAR service they were riding was not available. Without the Runabout or DAR, 35 percent would have gotten a ride, 13 percent would have walked, 13 percent would have taken a fixed route bus, and 9 percent would have used a wheelchair to complete their trip.
- Most of the surveyed passengers also use the RTA fixed routes (59 percent). The Runabout (24 percent) and SLO Transit (18 percent) were other services also used by a number of surveyed passengers. Of the specific fixed routes used by the surveyed Runabout/DAR passengers, the RTA Paso Robles Routes A and B, RTA Route 10, and SLO Transit Routes 3A and 3B were the most frequently utilized.
- Medical or dental appointments were reported by 48 percent of passengers as the purpose of their trip. Shopping was reported by 29 percent of passengers as their primary trip purpose.
- 86 percent of passengers did not have access to another vehicle on the day they were surveyed, suggesting that the Runabout and DAR services allowed them to make the trip.
- Passengers largely reported being older, with 39 percent responding they were 59 to 77 years old and 30 percent responding they were 78 to 95 years old. Only 31 percent of respondents were ages 0 to 58.
- 23 percent of passengers reported being bilingual or multilingual.
- Email newsletters (40 percent) and printed mailers or newsletters (40 percent) are passengers' preferred ways to learn about transportation-related services in the community. Social media notifications were preferred by 25 percent of passengers.
- The surveyed passengers ride the Runabout or DAR services frequently; 43 percent ride 2 to 4 days per week, 39 percent ride 2 to 4 days per month, and 13 percent ride 5 or more days per week.

Table C-11: Summary of Runabout and Dial-a-Ride Onboard Survey Results

Service Passenger was Surveyed On

Runabout	74%
Nipomo DAR	17%
Paso Robles DAR	4%
Shandon/Templeton DAR	4%
Total Responses	*23*

Average Distance Traveled During Trip

0-5 Miles	50%
11-15 Miles	17%
20+ Miles	17%
6-10 Miles	8%
16-20 Miles	8%
Total Responses	*12*

Number of Days in Advance Passengers Called to Schedule Ride

4 - 7 days	32%
2 days	18%
3 days	18%
1 day	14%
Today	9%
Subscription Trip	9%
Total Responses	*22*

Scheduled Pickup Time Vs. Actual Pickup Time

On-time	*58%*
Early	*21%*
0-5 Minutes After Scheduled Time	*11%*
15-30 Minutes After Scheduled Time	*11%*
Total Responses	*19*

Round-Trip Travel Patterns

Yes - Traveling Round-Trip	95%
No - Only Traveling One-Way	5%
Total Responses	*21*

How Surveyed Pasengers Would Have Made their Trip if the Runabout/Dial-a-Rides were Unavailable

Would not have made the trip	39%
Got a ride	35%
Walked	13%
Fixed route bus	13%
Wheelchair	9%
Taxi	0%
Driven alone	0%
Bicycled	0%
Total Responses	*23*

Other Transit Services Used by Surveyed Passengers

RTA Fixed Routes	59%
Runabout	24%
SLO Transit	18%
Ride-On	6%
Ventura Transit	6%
Total Responses	*17*

Trip Purpose

Medical / Dental	48%
Shopping	29%
Leisure / Social	19%
Work	14%
Personal Business	10%
Social Services	10%
School	5%
Total Responses	*21*

Alternative Vehicle Availability on Day of Trip

No - Passenger Did Not Have Access to Vehicle	86%
Yes - Passenger Had Access to Vehicle	14%
Total Responses	*22*

Age of Surveyed Passengers

59 - 77	39%
78 - 95	30%
43 - 58	13%
0 - 26	9%
27 - 42	9%
96+	0%
Prefer not to answer	0%
Total Responses	*23*

Languages of Surveyed Passengers

Only Speak One Language	77%
Bilingual or Multilingual	23%
Prefer not to answer	0%

How Passengers Prefer to Learn About Transit-Related Services

Email newsletter	40%
Printed mailer or newsletter	40%
Social media	25%
Community events	5%
Newspaper	0%
Total Responses	*20*

Surveyed Passengers' Typical Use of Runabout/Dial-a-Ride

2 - 4 days/week	43%
2 - 4 days per month	39%
5 + days/week	13%
This is my first trip	4%
1 or less days/month	0%
1 day/week	0%
Total Responses	*23*

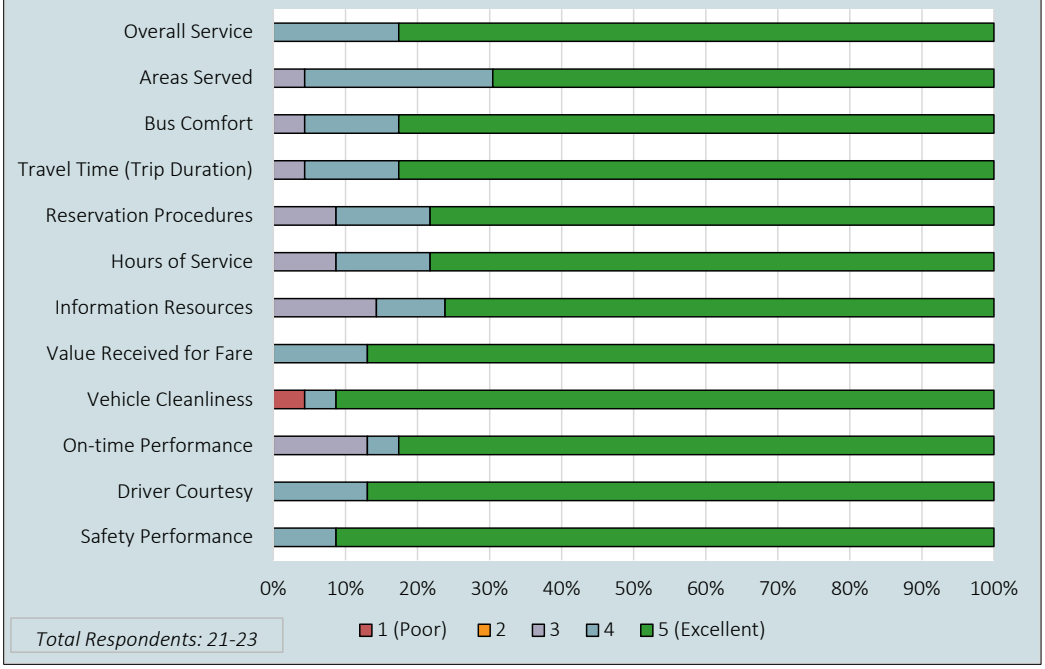
Communities Surveyed Passengers Visit for Medical Services

San Luis Obispo	64%
Pismo Beach	14%
Templeton	9%
Santa Maria	9%
Paso Robles	5%
Nipomo	5%
Morro Bay	5%
Five Cities	5%
Davita	5%
Total Responses	*22*

- The City of San Luis Obispo is where most of the passengers go to receive medical services (64 percent). Pismo Beach (14 percent), Templeton (9 percent), and Santa Maria (9 percent) are also locations the surveyed passengers go for medical treatment.

Passengers were asked to rank aspects of the service they were riding, such as safety performance or areas served, on a scale of 1 (Poor) to 5 (Excellent). Overall, all Runabout/DAR service characteristics were ranked highly by passengers responding to the survey, with vehicle cleanliness being the only category to receive any response of 1. These results are shown in Figure C-5.

Figure C-15: Passenger Opinions of Runabout/DARs



Lastly, passengers were given the opportunity to provide feedback on the Runabout and DARs (Table C-12). Over a third of the responses received (35 percent) were either general positive feedback (21 percent) or positive feedback for the drivers (14 percent). Passengers also suggested improvements, including improvements to the reservation system used to book Runabout or DAR rides (21 percent), improved vehicles (14 percent), and expanded service hours and areas (14 percent).

Table C-12: Passenger Requests and Feedback for the Runabout and Dial-a-Rides

Positive Feedback	21%
Improve Reservation System	21%
Improve Vehicles	14%
Positive Driver Feedback	14%
Extend Service Time	7%
Extend Service Area	7%
Improve Safety	7%
Better On-Time Performance	7%
Total Responses	*14*

Table C-13: Additional Comments and Suggestions for RTA (1/12)

Service Surveyed On	Comments Regarding Accessibility for Mobility-Limited Individuals
RTA	24 bus driver pull to curb @ PB information office
RTA	Drivers pull up with the back door aligned with the curb. Easier to exit the bus!
Paso	boarding for disabled

Service Surveyed On	Requests for Better Information Resources
SoCo	updateds on special holidays when bus i snot in sevice
SoCo	Bus tracking
RTA	Add an app w/ tracking like SLO transit. More stops at Cal Poly. Synch w/ SLO Transit
RTA	Better notification options of changes in schedule, notes/posters on bus stops more frequently
RTA	Easier bus tracking
RTA	Better information in Atascadero
Paso	The txt service to work, all routes to run
RTA	Need more troubleshooting
RTA	Bus tracking app Express bus: Santa Maria --> Cal Poly, SLO RTA4: Cal Poly to downtown, SLO is often late
RTA	Maybe easier access to info, the announcer tech at stops fixed, and another stop in Nipoom like by the park
RTA	App showing bus real time location
RTA	A working app
RTA	Update RTA app
RTA	Live bus/route tracking
RTA	A tracker similar to the one on the SLO transit app to see where the bus is
RTA	Better audio and visual of upcoming stops instead of just more drivers needed $2000 hiring bonus
SLO	Bus tracking app
SLO	Easier to understand information about RTA - I couldn't figure it out when I was considering taking a RTA bus somewhere.
SLO	better updates if route is closed

Table C-13: Additional Comments and Suggestions for RTA (2/12)

Service Surveyed On	Requests for Improved Transfer Opportunities
RTA	some 27+10 meet so i can get home ot high school i have to walk to sheel i wait a hour
RTA	Better transfer times btwn RTA +SLO Transit to campus for commuting
RTA	Not change the route because when that happens I miss the connection, 9 to 10
RTA	Cuesta bus picks up right as my classes ends at the 50min mark
RTA	Driver when late ask if there are transfers
RTA	If a bus is late and asks who needs what connections - those buses should wait
SLO	Tiempo igual a del SLO
SLO	a set span of time for the bus to be at each spot(1-2min).
SLO	Working with 10-12, 14-15 to connect on time
SLO	More times matching up w/ SLO buses

Service Surveyed On	Requests for Additional On-Board Seating Capacity
RTA	bigger bus!
SoCo	More space
RTA	Bigger bus/more buses to same route
RTA	a place to sit onboard
SLO	more often service busses way too crowded

Service Surveyed On	Requests for More/Improved Bus Stop Amenities
RTA	bus stop on grand ave/ oak park intersection in arroyo grande
RTA	water madzine
SoCo	benches at every stop
SoCo	libary firefighter park
SoCo	Sun shades and bench on PCH and Belridge
RTA	Bus stop in Harmony
SoCo	More benches w/ top for sun exposure
Paso	benches at stops
RTA	Power at stops to charge devices
RTA	Change stops back to covered/sheltered
RTA	Include more benches on stops that do not have any
RTA	fixing flickering lights
RTA	More shelters
RTA	Bus benches at stops with none now
RTA	Bus on HWY 41, bus stop seats & coverings
RTA	Shelters at bus stops Los Osos 7th St
RTA	More stops and awnings
RTA	Nipomo - Vons
SLO	more annings, bustops

Table C-13: Additional Comments and Suggestions for RTA (3/12)

Service Surveyed On	Comments Regarding Cleanliness On-Board and at Stops
SoCo	3 bus 1 got today were dirty
SoCo	Cleaner seats
RTA	Non cloth seats - they retain odor
RTA	Maybe clean seats sometimes
RTA	Cleaner hand rails
RTA	Cleaner chairs
RTA	Improvement on cleanliness
RTA	Cleaner seats
RTA	The buses are fairly clean but sometimes I feel like the air is very stagnant. Circulating more fresh air would be great.
SLO	Cleaner busses inside and out
SLO	Cleaner seats
SLO	Cleaner bus seats
SLO	Cleaner seats
SLO	more on time, cleaner

Service Surveyed On	Comments on Driver Conduct and Performance
SoCo	The drivers having patience with customer
SoCo	Giving change back
RTA	Charlie needs to be a better driver
RTA	Bus drivers need to stop harassing homeless
RTA	Sometimes the bus drivers are rude
SoCo	Mas conductores bilingues
Paso	Some drivers could use a little more smiles than seriousness
RTA	More bus drivers like the one I have right now :)
RTA	more helpful dispatchers
RTA	First off many more engagement (this survey is a great start). You guys have some of the greatest drivers, however there are a few that I would say could definitely use maybe a vacation, so maybe increase in driver vetting.
RTA	Better driver knowledge of routes

Service Surveyed On	Requests for Expanded Services
Paso	More routes, more drivers
Paso	Morning and evening bus that goes from Paso to Atascadero via back roads
RTA	More buses and times later in evening and on weekends
RTA	Extended routes for Paso Robles Bus A and B
RTA	go to hanford
SoCo	More availability, more bus stops
SoCo	More availability
RTA	More buses with comfortable seats
RTA	Year long beach shuttle El Camino Real
RTA	Private RTA bus pickup at residence house
RTA	More routes More frequent service
RTA	More drivers. Holiday service
RTA	Mainly a route to Paso Robles from Cambria
SoCo	More buses. The 10N in the morning is always full
SLO	More routes, more times in an hour
SLO	Expansion in atascadero
SLO	expanded service

Table C-13: Additional Comments and Suggestions for RTA (4/12)

Service Surveyed On	Requests for Express Service
RTA	more for express rates headn north and south of $20
RTA	MB to los Osos to slo via lovr and Higuera, 2x daily 7-8 and 5-6pm slo to lo
RTA	more expess rts
RTA	Increased Express routes
RTA	Faster trips/specifically through Cuesta
RTA	More express trips
RTA	Express routes, north and southbound
RTA	Bring back some express route options
RTA	Maybe just a few more time slots or Express
RTA	Have Express in the morning
RTA	I would love an express from Los Osos -->SLO DMV (or Chumash!) and back again at 2:15pm, M-F
RTA	Express service non stop, MB to SLO no stops
RTA	More express 9, less rude passengers
RTA	would like to more sevice maybe cut the time in half
RTA	direct route from los osos to san luis
RTA	Faster
RTA	Otra Ruta Extra @ 8:30am
RTA	[Abbreviated] I would like to see the return of the express bus going north for Route 9. Many of us on the 9S express route return on the 4:30pm bus, so would like to see one then. I've been commuting by bus for over a year and a half and the worst thing about the commute is the time in the bus going home.
RTA	A 4:30 9N express bus.

Service Surveyed On	Comments Regarding Fares and Fare Payments
SoCo	pago can taueta targeta
RTA	Option to purchase single trip tix on app or tap to pay option
RTA	more stops/more times dedit to pay
SoCo	value
SoCo	the monthly pass be changed it change to at 68$ a year
SoCo	cheaper monthly pass can't afford it!!!!
RTA	Fare sticker on all machines
RTA	Sometimes I don't have cash and board well-after 1/2 day gone and I'm subject to $5.50 day pass for 102 direction late day: 20 1.75-2.50 (+) would be cool on app. Pay short trip {illegible}
RTA	maybe giving more free rides for the homeless
RTA	Cheaper fare Charging stations More locations/Orcutt pickup
RTA	I would like to see the machine give change back to those who don't have the exact fare
RTA	More locations to buy a bus pass. Encourage riders to exit back door
RTA	More discounts for students, cheaper monthly passes
RTA	Phone chargers USB. More frequent Sat Sun stops for frequent Discounted monthly passes
RTA	20 ride ticket purchase for North County/Morro Bay
RTA	Always 24 hours on regional RTA passes
SLO	Expensive
SLO	Rta fare changes for students
SLO	the farw reader on the bus doesn't always work
SoCo	price too high, Avila does not stop, too long outlets.
SLO	Make it free

Table C-13: Additional Comments and Suggestions for RTA (5/12)

Service Surveyed On	Requests for Earlier or Later Service
RTA	earlier buses and later buses
SoCo	early morning service
Paso	Early service Later service
RTA	Could realy use an earlier AM route 9 Atown to SLO. thx. I cycle some of the route to work.
RTA	longer service
SoCo	later service
SoCo	extend hours
SoCo	Later routes
RTA	Longer night schedule
SoCo	Expande mas horarios
SoCo	Expandir mas horarios
SoCo	Later evening services
Paso	Later evening services
Paso	Better routes, bus should operate till like 8
Paso	Mas servicio por la noche
RTA	Extended times
RTA	Later buses to get home safely at night
RTA	More rides a later service on farmers market
RTA	No Saturday routes during Thanksgiving or Christmas. I work 8-5 as do most people. I could manage coming in at 8:30, but why cant you have a 5:30pm instead of 4:30?In order to work an 8 hr day, I have to come in late and catch the 7:30 bus to go home or be forced {cut off} I also wish customer service was nicer. I haven't had good interactions when called
RTA	Night owl bus
RTA	Just an emphasis on later bus times
RTA	Nothing aside from later evening service :)
RTA	Paso Express run later
RTA	My number one priority would be later service. It's very difficult to do any activities after classes when the last bus leaves SLO at 8:30pm. Number two would be more frequent service. Busses every half an hour would be awesome. Once every few hours on the weekends make it difficult to use. Copying SLO transit's app would be great as well.
RTA	Later evening service is very important please!
SLO	Hours getting extended beyond 9pm!
SLO	Earlier weekend service and later weekday service
SLO	just later service. i work late on campus and would be nice to have a bus available at night
SLO	un servio mas tarde
SLO	Later services and more frequent services

Table C-13: Additional Comments and Suggestions for RTA (6/12)

Service Surveyed On	Requests for Improved On-Time Performance
RTA	the bus at 4:20 is always late 20+ minutes
RTA	On time arrival/nicer
RTA	Consistency, have had issues of busses leaving too early or not arriving on scheduled days
SoCo	Cuando un bus se retrasa hacer el favor de esperar para tomar otra ruta
SoCo	Sometimes I miss a transfer because a bus is late
SoCo	Waiting a little longer at stops for late people (3 mins)
RTA	Being on time
RTA	On time routes, buses are late, missed connections
RTA	Timeliness of 9N at Twin Cities at 4:25pm
RTA	If a bus is late & my transfer bus leaves, give me a ride to work
RTA	On time all the time
RTA	Just be on time
RTA	Have lisa be on time
Paso	1.) Be more on time 2.) More frequent busses 3.) Extended bus times (more for later night. I want more busses towards the night so I can stay longer or do other things instead of heading back home early). 4.) Notifications when bus running late (1 time it was like 30-40 mins late and I got home 1hr later than what I was expecting (;~;) >:(bruh).
SLO	- On time - More bus should be added
SLO	Possibly better timeliness.
SLO	Better timing/frequent

Service Surveyed On	Other Comments
Paso	Accomodation of tandem bicycle - I would use it regularly and have demonstrated to RTA staff how it fits current bike racks
RTA	Suspensions. There is one bus that is rough.
RTA	Bus drivers receive frequent, adequate raises
RTA	Bullet train possibly
RTA	Back up buses w/o steps
RTA	Different color shirts for holidays
RTA	Suggestion box
RTA	More ads w/ funny focus selling TurboTax
RTA	I have a scooter that doesnt fold that i need to take on the bus with me but the bus driver told me i cant ride unless it folds. Every morning I tuck it under the seats and hold it and it hasn't ever been a problem!!
SLO	Less luggage
SLO	Community engagement. More people need to use the bus.
SLO	I would like to see more hourly times

Table C-13: Additional Comments and Suggestions for RTA (7/12)

Service Surveyed On	Positive Comments
RTA	love it
RTA	rta 12 dose a good job
SoCo	todo esta bien
SoCo	tobo esta bein
SoCo	esta bein
SoCo	None. You do good job
RTA	Your doing a beautiful job what a blessing you are :)
Paso	The RTA is good as it is
Paso	In my opinion the bus is perfect
Paso	todo bien
RTA	:)
SoCo	todo esta bien
SoCo	Para mi todo esta bien gracias
RTA	todo esta muy bien
RTA	doing a great job
Paso	None its a bus not much to improve
Paso	Todo perfecto
Paso	esta excelente
RTA	It's okay as is
RTA	The modern seats are nice, more comfortable!
RTA	Nothing I like it the way it is
RTA	None come to mind. My thanks to our many drivers and staff who are so courteous and helpful and also keep the ride...
RTA	okay
RTA	I feel as if it is fine
RTA	All good
RTA	It's great
RTA	todo bien
RTA	Just always seeing people in community make it where they need to be

Service Surveyed On	Requests for Additional Service to Local Schools
Paso	Not skipping schools, seats have lots of dust
RTA	More stops to local schools

Table C-13: Additional Comments and Suggestions for RTA (8/12)

Service Surveyed On	Comments Regarding Safety and the Enforcement of Rules for Passenger Conduct
SoCo	no alcohol
SoCo	no subir gente indigente
RTA	Have pets under control
SoCo	No subir homeless
RTA	Keeping burnouts off the bus and cool music
RTA	To put a little more restrictions on passengers about noise {illegible} phones, talk loudly and music
RTA	Sometimes fear safety when unruly passengers board
Paso	Throw violent mental case druggies off post...haste
SLO	Make drivers enforce NO LOUD PHONES!!!
SLO	Restriction of abusive punks
RTA	Some of the stops feel unsafe due to the homeless, this also applies to on the bus
RTA	Safety, security. Some people don't pay (not right)
RTA	Occasional extra security depending on situations

Service Surveyed On	Requests for Additional Service to Specific Locations
RTA	Drive through neighborhoods, ideally college and low income housing areas
SoCo	stop in shell beach and Avila beach areas.
SoCo	me gustaria que el bus llesue pr Avila beach
SoCo	trolly to basketball courts in Avila beach 3 or 4 trolleys daily
RTA	9S stop @ Cal Poly every time + GPS route app
RTA	Add Cal Poly stops
RTA	More buses to Cuesta
RTA	More stops in SLO
RTA	A bus route from Los Osos straight to SLO

Table C-13: Additional Comments and Suggestions for RTA (9/12)

Service Surveyed On	Requests for More Frequent Service
RTA	more frequent services- especial on weekends
SoCo	more frequent and later service especially on weekends
SoCo	maybe more frequents time and not just every hour
SoCo	pasr antes de cad HORO
SoCo	buses every half hour
SoCo	mas frecunecte , ya quesipier periferes un bus, debe esperar1 hora para la proxima uuclta
SoCo	more frequent Rought less judgmental driver
RTA	que aiga cada 30 mnts aurobuses
RTA	More frequencies
RTA	Que hubiera bus mas frequenta 20 o 30 minutos
RTA	Cleanliness at bus stops. More frequent service for sure, along w/ later service now that holiday is coming up and workplaces are extending hours
RTA	Que cada 30 mito pasen
RTA	Frequent service
RTA	Maybe more buses for different, faster times
RTA	If possible, more frequent bus rides/more weekend rides
RTA	More stops in San Miguel. More frequent every 30min not once an hour
RTA	More frequent service
RTA	Maybe 45 min. interbals or more stops
RTA	Better designations and traveling rates, higher ride frequency
RTA	Que tengan mas servicio otra ruta evito 9am-3pm
RTA	Que haya mas horarios de salidas
RTA	More frequent #15 trips
SLO	Just more times in an hour
SLO	More buses, improve frequency
SLO	More frequent and more buses, especially regional buses like 10N and 10S
SLO	more frequent
SLO	I don't take RTA but I have heard it runs infrequently.
SLO	Maybe more frequent routes
SLO	More frequent buses available
RTA	More frequent & later running routes

Table C-13: Additional Comments and Suggestions for RTA (10/12)

Service Surveyed On	Requests for Additional Weekend Service
RTA	please more severice on Saturday
RTA	no mas que ayocaun {illegible} autobus el sabado
RTA	Weekend service
RTA	If possible have Sunday service for couple hours
Paso	Sunday service
Paso	Trabaja domingo
RTA	Que se extenda servicio a domingos
SoCo	Sabado y domingo mas servicio a SLO y S. Maria
RTA	More service Sat & Sun
Paso	Saturday Route A
Paso	Que huviera servicio los domingos
Paso	Ruta A-B Sabado
RTA	Sat/Sun schedule is awful. Please fix it :)
RTA	More service weekends Route for SLO high in downtown
RTA	More service or buses on Sunday
RTA	Weekend service
RTA	Sat/Sun their night & services farmers market
RTA	More weekend buses and more frequent bus
RTA	More weekends Central location moved from local gov, location to more private
RTA	More Sun. service
RTA	Better weekend service
RTA	Que los sabados y domingos sean como entre semana
RTA	More Sunday times
SoCo	More times on the weekend would be appreciated and possibly one or two more stops towards the More northern part of Santa Maria.
SLO	Sabados y domingos trabajen a las 6:00am
SLO	Que salieran Sabado/Domingo a le 6:00am
SLO	Additional weekend service
SLO	Additional Sunday service
SLO	more 10 on weekends
SLO	More weekend service Later evening service
SLO	Early weekend service
SLO	More weekend times

Table C-13: Additional Comments and Suggestions for RTA (11/12)

Service Surveyed On	Requests for More/Improved On-Board Amenities
RTA	better wifi and not all buses have wifi
RTA	more usb chargers on the bus
SoCo	Fresh air when it is hot
SoCo	Seatbelts
RTA	More busses w/ VSB charge
RTA	More phone chargers
RTA	Plugs on all busses
Paso	Better wifi connection
RTA	Sometimes Wifi doesn't work
Paso	Better sitting
Paso	Free wifi like big cities
RTA	To lower the AC To not allow bums with animals
RTA	Wifi Friendly all busses charging accessibility
RTA	Improved seats, too hard!
RTA	Ergonomic seats
RTA	I liked the large seats, they were more comfortable
RTA	Newer seats or buses!
RTA	Newer buses, plusher seats
RTA	Better wheelchair straps. Can't remember 1 bus has loose straps
RTA	Charging ports?
RTA	Chargers plugins
RTA	Some buses need to be decommissioned or reupholstered
RTA	More charge ports would be nice, less travel time :)
RTA	Having all buses with USB for charging on the go
RTA	Phone charging ports
RTA	Maybe monthly "custom detail" and seatbelts. All electric less ruckus
RTA	Reverse routes (within cities) phone charging!
RTA	If more busses had USB charging like the 2100s
RTA	Outlets to charge my phone
RTA	More seat cushion, heating
RTA	Bigger seats
SLO	More grips for standing passengers

Table C-13: Additional Comments and Suggestions for RTA (12/12)

Service Surveyed On	Requests for More Bus Stops
SoCo	closer stop to butterfly park 21
SoCo	more stops in oceanio
Paso	More bus stops with additional pickup times closer to community pickup homeless shelter
RTA	More stops and extended hours
RTA	Turn back on Tracker #; add a stop in front of Creekside Home
RTA	My only wish another stop at Cuesta on the other side of the campus
RTA	More bus stops
RTA	More bus stops
RTA	More stops in S cities on 10S
SLO	Paradas mas frequentes
SLO	New stops
SLO	Optimize locations of stops
SLO	More stops in Grover Beach area
SoCo	More stops near Oceano
SoCo	Would like stop @ Avilo Beach/spyglass
RTA	More stops
RTA	More stops
SLO	RTA 15 - more stops in MB - especially UMB p/u - Sat/Sun
SLO	More stop to go up south AG

Appendix D

SUMMARY OF SLO TRANSIT ONBOARD PASSENGER SURVEY RESULTS

Appendix D

SUMMARY OF SLO TRANSIT ONBOARD PASSENGER SURVEY RESULTS

INTRODUCTION

The San Luis Obispo Regional Transit Authority (RTA) and San Luis Obispo Transit (SLO Transit) retained LSC Transportation Consultants, Inc. to prepare the 2024 updates to each agency's respective Short Range Transit Plan (SRTP). As a part of this effort, LSC conducted an onboard passenger survey on RTA and SLO Transit fixed routes from October 23 to October 27, 2023. During this week, trained survey staff were onboard on all operating fixed routes to distribute and collect surveys, as well as to assist passengers with taking the survey. RTA bus operators administered a more specified survey for Runabout and Dial-a-Ride passengers during the same week.

The same survey instrument was used for both the RTA and SLO Transit fixed routes. The responses were then sorted during analysis by which service the passengers were riding so that the feedback for each agency could be analyzed separately. The fixed route survey instrument consisted of a one-page questionnaire printed on card stock; the questions were presented in English on one side and Spanish on the reverse side. The survey included 16 questions in multiple choice, short-answer, or comment format.

This Appendix explores the SLO Transit onboard passenger survey results. In all, 427 valid survey responses were received, 404 in English and 23 in Spanish. The following analysis of the 2023 results makes occasional comparisons to the 2015 onboard survey to illustrate long-term trends. There were less valid responses to the 2023 survey compared to 2015 (-73 percent) in large part due to decreased ridership in the years since the COVID-19 pandemic; in Fiscal Year (FY) 2022-23, SLO Transit ridership was down 53 percent from FY 2014-15. Despite the smaller number of responses, the 2023 survey still had a statistically significant sample size, around 20 percent of average daily ridership.

RIDERSHIP PATTERNS

Ridership by Route

Figure D-1 shows the number of survey responses collected on each SLO Transit service. The proportion of survey respondents riding each route was relatively consistent with FY 2022-23 ridership trends; for instance, passengers on Routes 4A and 4B accounted for 40 percent of the total survey responses, and these routes accounted for 43 percent of annual ridership in FY 2022-23.

Boarding Times

The SLO Transit survey respondents boarded the bus throughout the day, as shown in Table D-1. Over half of the respondents boarded the bus midday (10:00 AM to 3:59 PM) (53 percent). Fewer passengers participated in the survey during the first hours (6:00 AM to 7:59 AM) or the final hours of the service day (6:00 PM or later). The variation in survey participation throughout the day is mirrored by the trends in ridership per hour, as seen in the SLO Transit route profiles included in Appendix B.

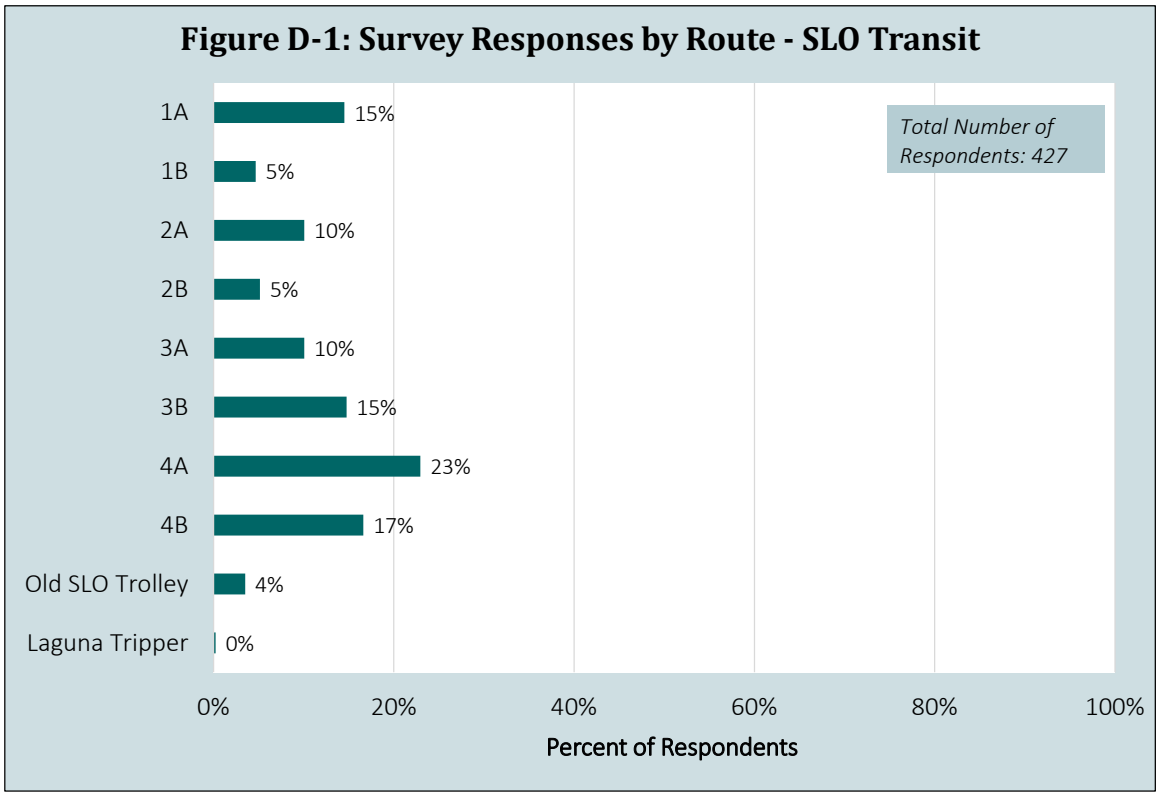


Table D-1: Boarding Times of Surveyed SLO Transit Passengers

Time	# of Participants	% of Participants
6:00 AM - 7:59 AM	49	12%
8:00 AM - 9:59 AM	55	14%
10:00 AM - 11:59 AM	70	17%
12:00 PM - 1:59 PM	62	15%
2:00 PM - 3:59 PM	81	20%
4:00 PM - 5:59 PM	48	12%
6:00 PM - 7:59 PM	28	7%
8:00 PM - 9:59 PM	8	2%
Total Responses	**401**	**100%**

Boarding and Alighting Activity

Boarding and alighting information is valuable when making decisions about how to best use funds dedicated to maintaining and improving bus stops, therefore the passenger survey asked the respondents to record where they boarded the bus and where they planned to alight. The SLO Transit stops with the greatest boarding activity, based on the trips being taken by the onboard survey participants, are shown in Table D-2, and the top alighting locations are shown in Table D-3.

Table D-2: SLO Transit Stops with Greatest Boarding Activity

Stop	# of Participants	% of Participants
Government Center	99	28%
Cal Poly - Kennedy Library	50	14%
Ramona Dr at Palomar Dr	23	7%
Cal Poly - Performing Arts Center	18	5%
Monterey St at California Blvd	11	3%
Foothill Blvd at Chorro St	7	2%
Mill St at Grand Ave	7	2%
Foothill Blvd at University Square	6	2%
Foothill Blvd at Patricia Dr	5	1%
LOVR at Laguna Village	5	1%
Augusta St at Laurel Ln	4	1%
Grand Ave at Abbott St	4	1%
Madonna Rd at Oceanaire Dr	4	1%
Monterey St at Grand Ave	4	1%
Monterey St at Toro St	4	1%
Prado Rd at Elks Ln	4	1%
Other	95	27%
Total Responses	**350**	**100%**

Table D-3: SLO Transit Stops with Greatest Alighting Activity

Stop	# of Participants	% of Participants
Cal Poly - Kennedy Library	88	26%
Government Center	66	19%
Cal Poly - Performing Arts Center	30	9%
Cal Poly - General	24	7%
LOVR at Laguna Village	9	3%
Dalidio Dr at Madonna Rd	6	2%
Ramona Dr at Palomar Ave	6	2%
Foothill Blvd at University Square	5	1%
Highland Dr at Cuesta Dr	4	1%
Johnson Ave at Bishop St	4	1%
Johnson Ave at Lizzie St	4	1%
Tank Farm Rd at Poinsettia St	4	1%
Augusta St at Laurel Ln	3	1%
Broad St at Leff St	3	1%
Foothill Blvd at Patricia Dr	3	1%
Grand Ave at Abbott St	3	1%
Other	77	23%
Total Responses	**339**	**100%**

Using the boarding and alighting data presented in Tables D-2 and D-3, origin and destination patterns were analyzed. Table D-4 shows the top origin/destination pairs based on the proportion of passengers that boarded from a specified location and then alighted at the labeled destination location. The most common origin/destination pairs are indicated by darker red hues. Overall, the most common trip made by the survey respondents was from the Government Center to the Kennedy Library at the California Polytechnic University (Cal Poly) (4 percent of respondents). Another 4 percent of respondents were traveling from the Government Center to either the Cal Poly Performing Arts Center or an unspecified location on the Cal Poly campus. Five percent of the respondents were making the reverse trip, traveling from either the Kennedy Library or Performing Arts Center to the Government Center. The Ramona Drive at Palomar Avenue stop was also highly utilized among the survey respondents, with 7 percent of the respondents reporting to have boarded at the stop and a full 5 percent reporting they boarded at the stop and planned to alight somewhere on the Cal Poly campus.

Table D-4: Top Origin/Destination Pairs from Onboard Survey Results

Boarding Stop	Destination Stop: Augusta St at Laurel Ln	Broad St at Leff St	Cal Poly - General	Cal Poly - Kennedy Library	Cal Poly - Performing Arts Center	Dalidio Dr at Madonna Rd	Foothill Blvd at Patricia Dr	Foothill Blvd at University Square	Government Center	Grand Ave at Abbott St	Highland Dr at Cuesta Dr	Higuera St at Margarita Ave	Higuera St at Prado Rd	Johnson Ave at Bishop St	Johnson Ave at Lizzie St	Laguna Middle School	LOVR at Laguna Village	Prado Rd at Elks Ln	Ramona Dr at Palomar Ave	Tank Farm Rd at Poinsettia St	Total
Amtrak Station	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Augusta St at Laurel Ln	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Broad St at Tank Farm Rd	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Cal Poly - Kennedy Library	0%	0%	0%	0%	0%	0%	1%	1%	2%	0%	1%	0%	0%	0%	0%	1%	2%	0%	1%	0%	15%
Cal Poly - Performing Arts Center	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
Foothill Blvd at Chorro St	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Foothill Blvd at Patricia Dr	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Foothill Blvd at University Square	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Government Center	1%	0%	2%	4%	2%	1%	0%	1%	1%	0%	0%	1%	1%	1%	1%	0%	1%	1%	0%	0%	29%
Grand Ave at Abbott St	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Highland Dr at Cuesta Dr	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
LOVR at Laguna Village	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Madonna Rd at Oceanaire Dr	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Mill St at Grand Ave	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Monterey St at California Blvd	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
Monterey St at Grand Ave	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Monterey St at Toro St	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Nipomo St at Pismo St	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Ramona Dr at Palomar Ave	0%	0%	0%	3%	2%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%
South St at Parker St	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Total	1%	1%	7%	27%	9%	2%	1%	2%	20%	1%	1%	1%	1%	1%	1%	1%	3%	1%	2%	1%	100%

Note 1: Only shows top twenty boarding and destination stops.

Compared to 2015, a similar proportion of boarding and alighting activity occurred at Cal Poly. In 2023, 19 percent of respondents boarded and 42 percent alighted at Cal Poly, while in 2015, 25 percent of the respondents boarded and 41 percent alighted at Cal Poly. The proportions of surveyed passengers who either boarded or alighted at the Government Center increased from 2015; in 2023, 28 percent of passengers boarded (+19 percent from the 2015 effort) and 19 percent alighted (+5 percent) at the Government Center.

Round-Trip Travel

The majority of the SLO Transit passengers surveyed were traveling round-trip (61 percent), with the remaining 39 percent indicating they were only traveling one-way (39 percent). The proportion of passengers traveling round-trip decreased by 10 percent compared to 2015.

Transfer Patterns

Transfers can discourage people from taking transit; therefore, it is important that routes are designed so most passengers can travel where they need without transferring. Based on the onboard survey results, the SLO Transit route structure is effectively minimizing the need to transfer for many passengers, as 80 percent of respondents reported they did not need to transfer in order to complete the trip they were taking when surveyed (Figure D-2).

Figure D-2: SLO Transit Passengers' Transfer Requirements

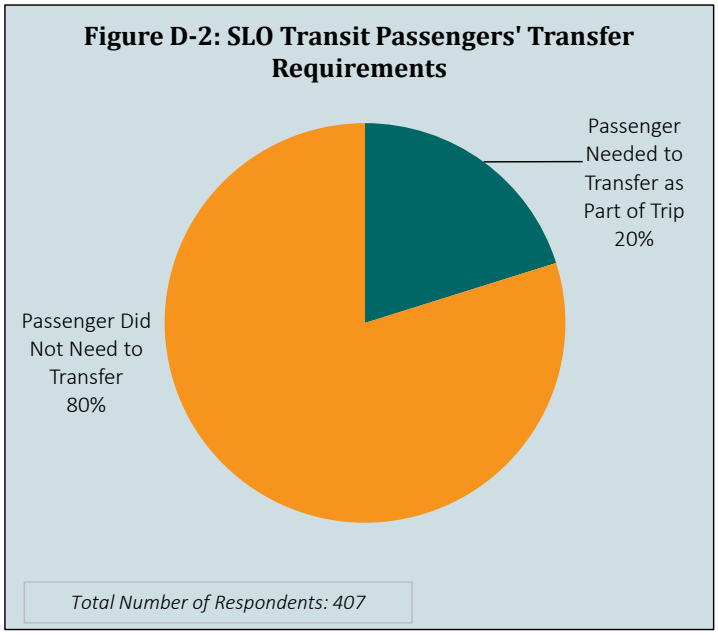


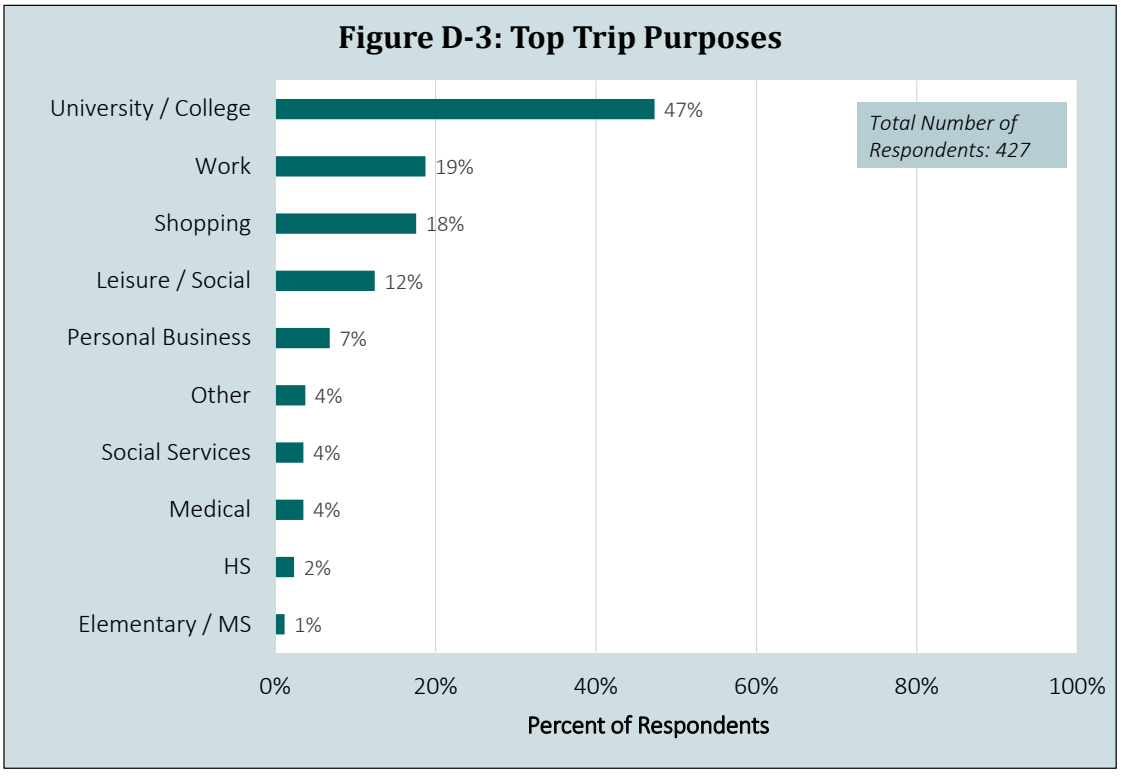
Table D-5 summarizes the transfer patterns of those who rode more than one service to complete their trip. The majority of the passengers who used more than one service transferred between SLO Transit routes (71 percent). The most common SLO Transit transfer pairs were Routes 2A and 1A (10 percent of passengers who transferred) and Routes 2A and 4A (8 percent). 4 percent of all surveyed passengers reported that they transferred to or from RTA services, representing an increase of 2 percent compared to 2015. The RTA service most used by SLO Transit passengers was Route 10.

Table D-5: SLO Transit Transfer Patterns

Surveyed Route	Routes Included as Part of Planned Trip												
	1A	1B	2A	2B	3A	3B	4A	4B	RTA 9	RTA 10	RTA 12	Other	Total
1A		2	1	0	1	0	3	2	1	3	2	0	15
1B	1		0	0	1	0	0	0	1	3	1	1	8
2A	6	0		2	0	0	5	0	0	1	0	0	14
2B	2	1	2		0	0	1	0	0	0	0	0	6
3A	0	0	2	0		0	2	0	0	0	0	0	4
3B	0	0	0	0	1		0	1	1	1	0	0	4
4A	0	0	0	1	0	1		3	0	1	0	1	7
4B	1	0	0	1	1	0	1		0	0	1	0	5
Total	10	3	5	4	4	1	12	6	3	9	4	2	63

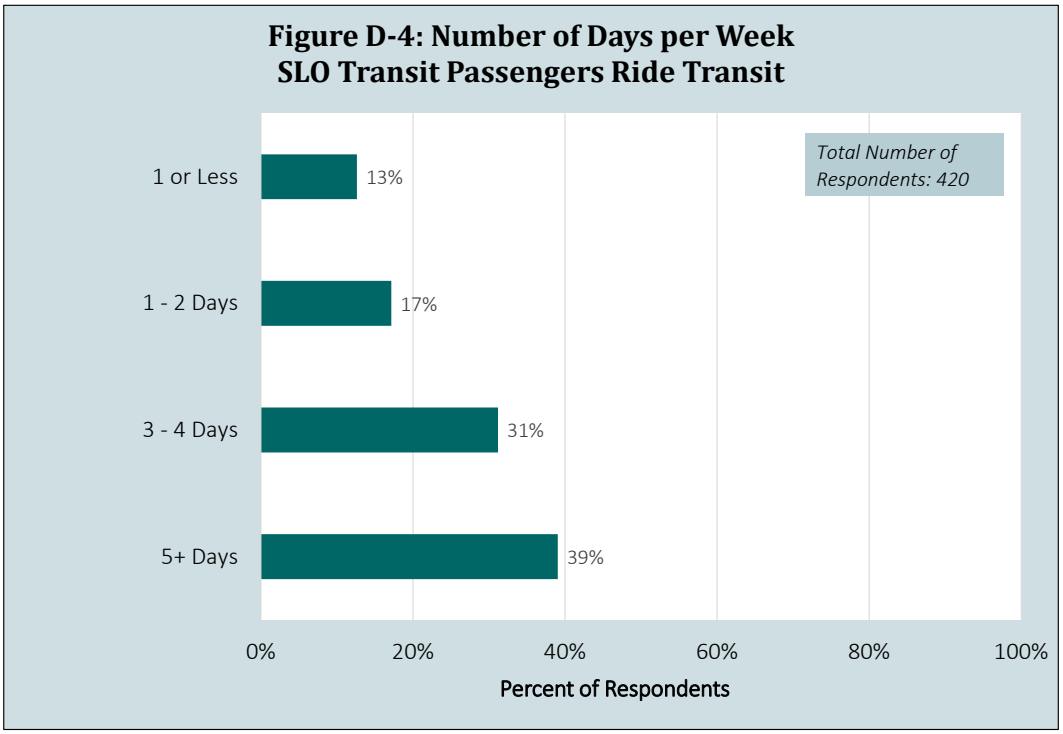
Trip Purpose

Nearly half of the surveyed passengers were traveling to or from university or college (47 percent), as shown in Figure D-3. Considering the 3 percent of respondents traveling to or from grade school, a full half of the respondents were traveling to or from school when they were surveyed. The proportion of surveyed passengers traveling to school decreased by 14 percent compared to 2015. 19 percent of the respondents were traveling for work (+4 percent compared to 2015), and 18 percent were traveling to go shopping (+12 percent compared to 2015).



Typical Ridership Frequency

Most of the surveyed SLO Transit passengers ride 3 or more days per week (70 percent); 39 percent ride transit 5 or more days per week and 31 percent ride 3 to 4 days per week. This data reflects a decrease in typical ridership frequency compared to 2015. During the 2015 survey effort, 78 percent of the SLO Transit respondents reported they rode transit 3 or more days per week, and 47 percent of respondents rode 5 or more days per week. The decrease in ridership frequency observed since 2015 is likely a result of the widespread implementation of remote and hybrid work/school structures in the wake of the COVID-19 pandemic. The full 2023 results regarding how often SLO Transit passengers ride the bus are shown in Figure D-4.



Passenger Characteristics

Alternative Vehicle Availability

Two-thirds of the SLO Transit passengers reported they did not have a vehicle available to use for the trip they were making when they were surveyed (Figure D-5). This indicates that most SLO Transit passengers likely rely on the transit program to meet their transportation needs.

Nearest Bus Stop to Home

Table D-6 details the bus stops closest to the surveyed passengers' homes. Just over one-quarter of the respondents reported that the closest stops to their home are either the Cal Poly Performing Arts Center, the Cal Poly Kennedy Library, or other stops near the campus such as Ramona Drive at Palomar Avenue, Foothill Boulevard at Chorro Street, Foothill Boulevard at Cuesta Drive, or Foothill Boulevard at University Square. About 5 percent of the survey participants live near Laurel Lane.

Figure D-5: Alternative Vehicle Availability

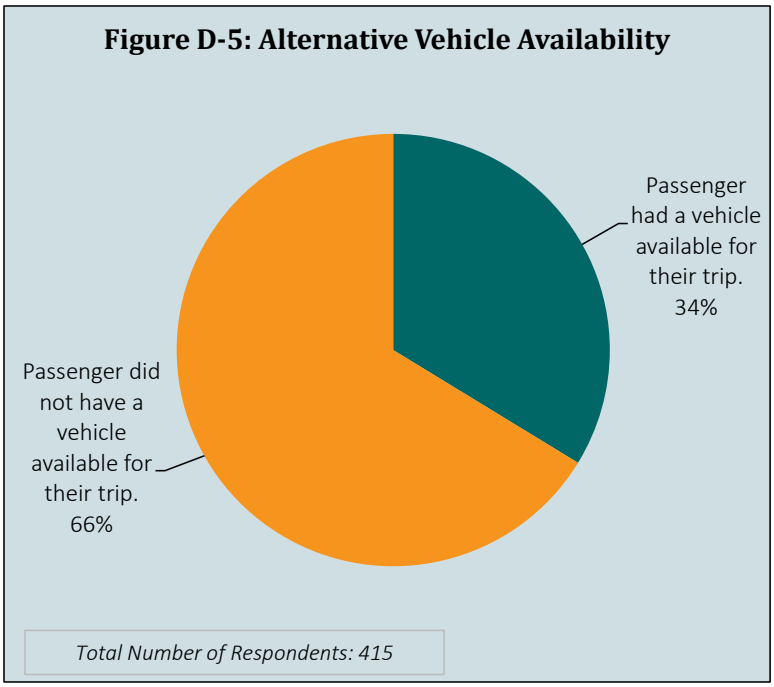
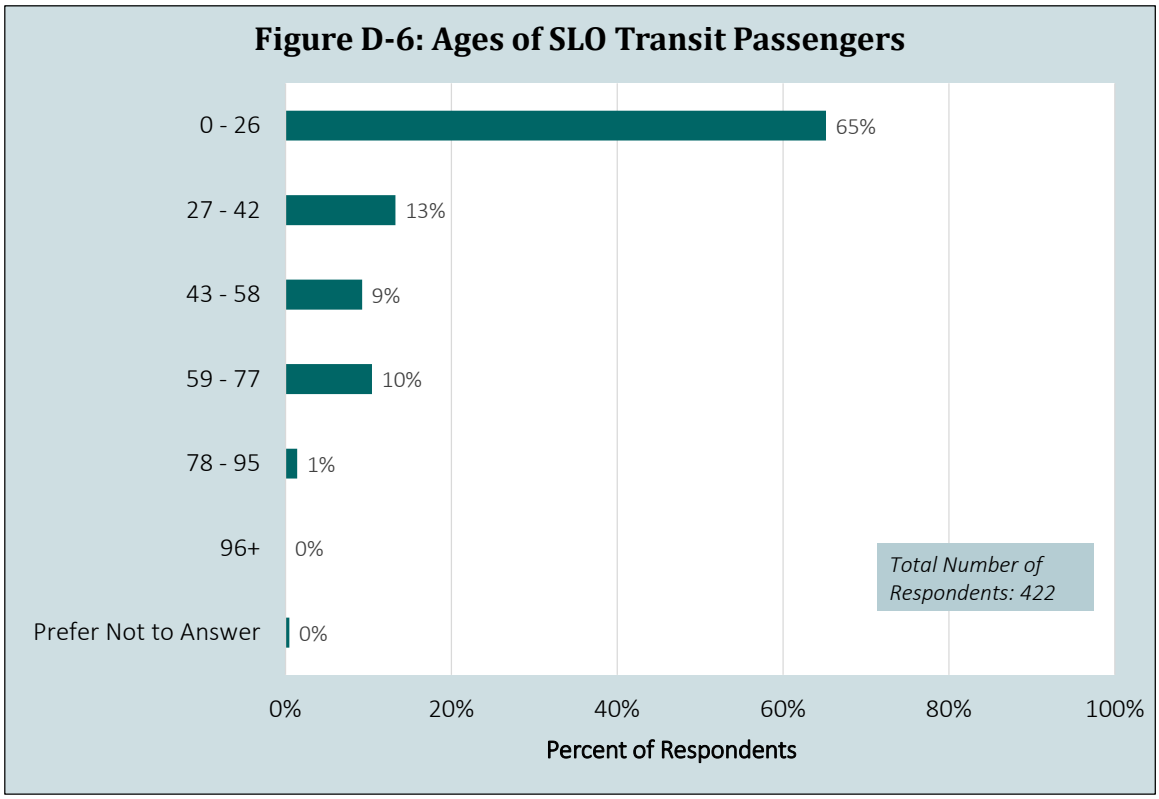


Table D-6: Stops Nearest SLO Transit Passengers' Homes

Stop	# of Participants	% of Participants
Cal Poly - Performing Arts Center	34	9%
Ramona Dr at Palomar Ave	29	7%
Outside San Luis Obispo	21	5%
Cal Poly - Kennedy Library	17	4%
Government Center	16	4%
Augusta St at Laurel Ln	10	3%
LOVR at Laguna Village	10	3%
Orcutt Rd and Laurel Ln	9	2%
Cal Poly - General	7	2%
Foothill Blvd at Patricia Dr	7	2%
Prado Rd - General	7	2%
Foothill Blvd at University Square	6	2%
Grand Ave at Abbott St	6	2%
Mill St at Grand Ave	6	2%
Foothill Blvd at Chorro St	5	1%
Foothill Blvd at Cuesta Dr	5	1%
Highland Dr at Cuesta Dr	5	1%
Other	188	48%
Total Responses	**388**	**100%**

Age

Given the large number of students who participated in the survey, it is not surprising that 65 percent of the respondents were 26 years old or younger. About a quarter of the respondents were working age adults 27 to 58 years old. Only 11 percent of responses were senior adults ages 59 or older. Less youth participated in the 2023 survey compared to 2015 (-9 percent). Information on the onboard survey respondents' ages is shown in Figure D-6.

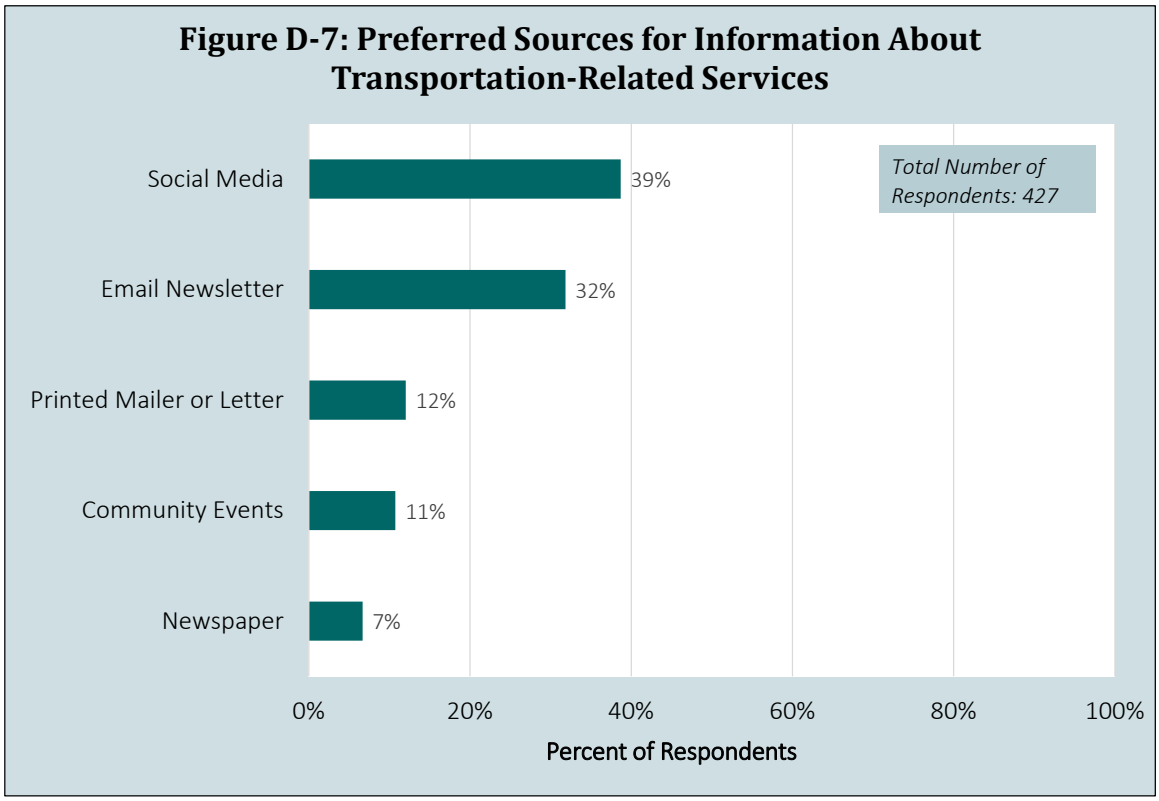


Languages Spoken

A significant proportion of passengers reported they are bilingual or multilingual (42 percent), which suggests a need for information and marketing materials to be made available in multiple languages.

Preferred Sources for Information on Transportation-Related Services

Figure D-7 shows the news sources preferred by the surveyed passengers for accessing information on transportation-related services in the community. As shown, social media is the preferred communication method among the surveyed respondents (39 percent), followed by email newsletters (32 percent). This strong preference for digital information is likely correlated to the high proportion of respondents who were younger than 26.



Passenger Opinions

Desired Service Improvements

Passengers were asked to identify general service improvements that they would like to see implemented on SLO Transit (Figure D-8). Later evening service was the most popular service improvement among the surveyed passengers (54 percent), followed by more frequent service (42 percent). Additional Saturday service was requested by 39 percent of the passengers and additional Sunday service was requested by 32 percent of the passengers. Of those that requested more service, a number requested additional service to local grocery stores such as Trader Joes, Target, and Costco. Of those that indicated they would like bus stops to be improved, many requested additional amenities such as shelters, seating, trash cans, and lights.

Opinions on SLO Transit Service Characteristics

The survey asked passengers to rank various aspects of the SLO Transit service on a scale of 1 (poor) to 5 (excellent) (Figure D-9). Passengers ranked the overall service 4.1 out of 5, and 72 percent of the total answers were either 4 (good) or 5 (excellent). The highest ranked SLO Transit service characteristics were driver courtesy (4.6), value received for fare (4.6), and safety/security (4.5). The lowest ranked factors were service frequency (3.6) and on-time performance (3.7). The 2023 respondents ranked the overall service slightly lower than in 2015 (4.1 versus 4.3, respectively). Passengers ranked SLO Transit driver courtesy and value higher in 2023 than 2015.

Figure D-8: Desired SLO Transit Service Improvements

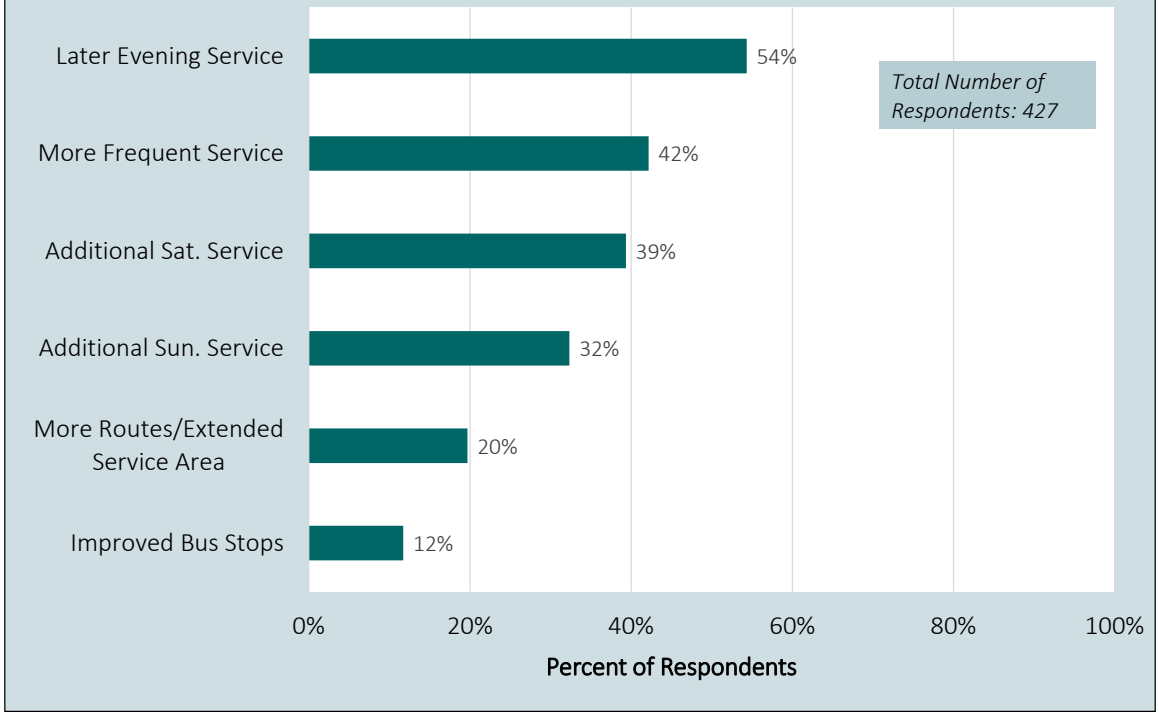
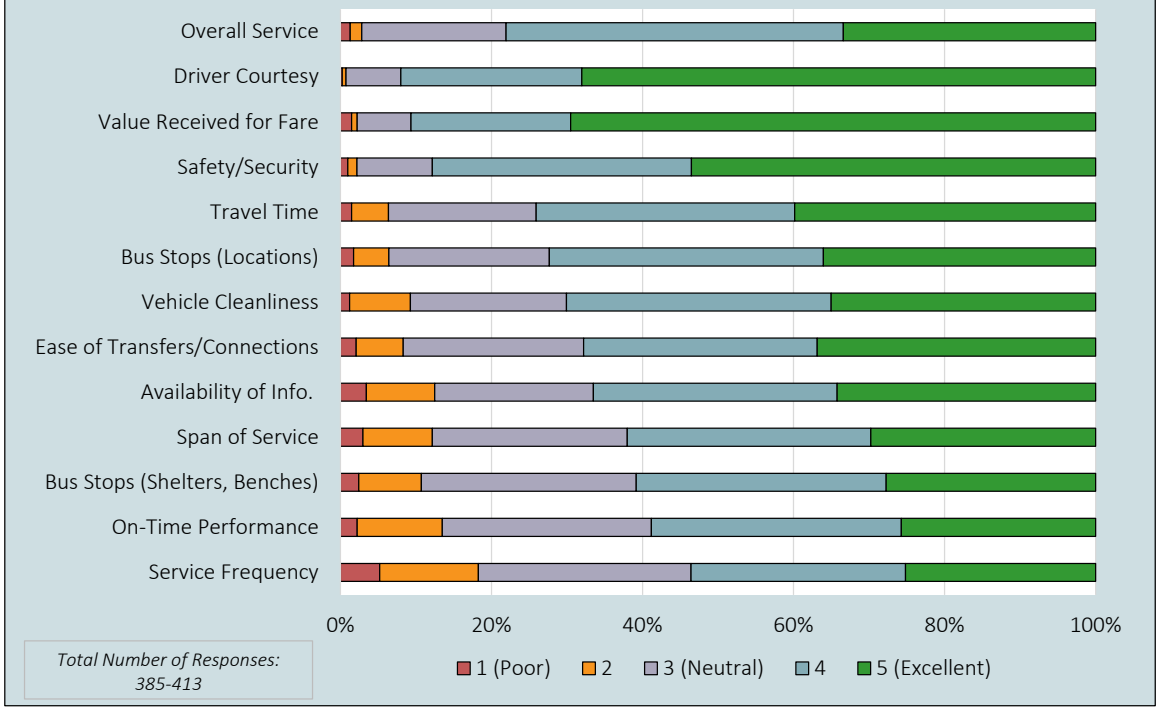


Figure D-9: Passenger Opinions on SLO Transit Service



Additional Improvement Requests and Suggestions

The final question of the onboard survey provided passengers with the opportunity to list any other comments or ideas they may have for SLO Transit staff. Considering responses from both SLO Transit and RTA passengers, 307 people commented specifically on SLO Transit. Figure D-10 shows the top service improvements requested by passengers. As shown, 17 percent of passengers requested more frequent service, 14 percent requested later service, and 6 percent requested more weekend service. Over 10 percent of the passengers requested improved information sources, with many asking for updates to the SLO Transit phone application. Table D-7 lists all of the comments provided by the surveyed passengers verbatim.

Figure D-10: Top Requested Improvements to SLO Transit

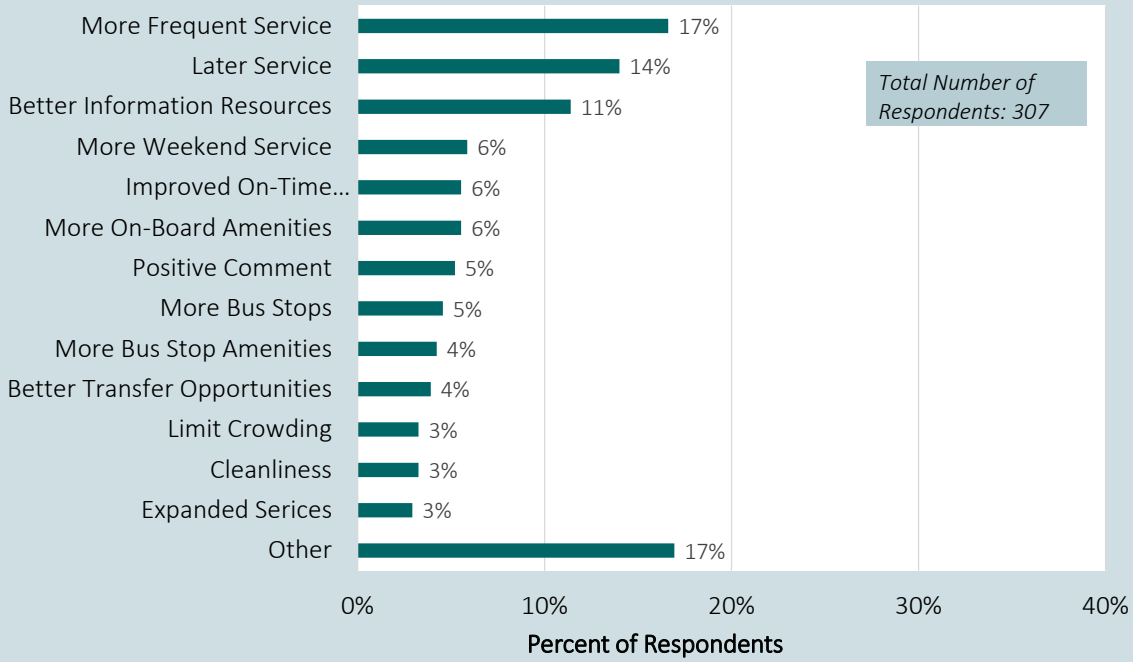


Table D-7: Additional Comments and Suggestions for SLO Transit (1/7)

Requests for Improved Information
the app need an update
App don't work
App notifications when buses are late
the app crashes sometimes dose not show where the buss are update the Schedel tab
More accurate arrival times on the slo transit app!
Improve the app so we can see bus times further out!
Have a better method to notify travels when route modifications occur
More accurate bus timing on app
More accurate times on the app
Improved app accuracy for bus arrival
Route maps on buses
app dose not work
Make the app accurate.
The app to check the bus location is also very poor. It could use some improvement.
Accurate bus tracking & arrival times
Working app, bus is NEVER on time
Mobile app improvement no service or delay alerts
Bus app malfunctions a lot, doesn't show buses current location
Mainly just notify on app when {illegible}
Accurate times when bus will make it to the stop. The app may say 3~ minutes away, but can be up to 20 minutes later
Show all stops on the app at one time
Mejorar la aplicacion
App accurace & construction updates. Pay your workers more! Or make Cal Poly pay up!!
Better app tracking accuracy Better communication (closed stops, etc.) Plastic seats (no carpeting) is more sanitary
Better communication on the app! Canceled stops, etc. Push notifications
Clocks at bus stop
The bus to show up on the app and for bus times to update in the app
Improve the app Improve the info in Spanish, a lot of errors
Better communication about detours affecting bus service
Availability of routes clearer, weekend {illegible} tickets
The text system that states how far it is from a stop should work consistently
better bus stop postings for scheduled routes
Fix text location, does not work anymore
Mainly just notify on app when {illegible}

Table D-7: Additional Comments and Suggestions for SLO Transit (2/7)

Requests for Improved Transfers
more time to txfer @ downtown
3a route to Amtrak (weekends do not have bus service currently)
linear rates instead of circular better service toward cal-poly and travel connection amtrack and airport
The 4a bus sometimes misses 1a by 5 minutes, making me an hour late
Times coincide Too much time between busses
See 15 - more matching w/ RTA
we get out at 3:35 so we must wait till 420
Have the two sync up or a few more am slots
Calling ahead for transfers
Would like if route 4A arrived at the SLO Transit Center before XX:30 so I wouldn't have to wait another hour for 10S bus
Synch better w/ RTA for transfers + have times not be right before the hour (ex. 5:55 departure) because students have to wait.

Requests for Additional Bus Stop Amenities
more benches/ shady area for when it gets hot.
Cleaner transit center
Cleaner transit center
bendel at more stops
better upkeep of stops seating and shelter added to stops
Bus stops too far apart, poorly maintained, more for the elderly and disabled
Safety at stops while waiting
Cleaner seats/transit center
Add more benches on Elk Prado for only that are riding the bus
better cared for bus stops
For us older someplace to sit w/ tops and to feel safe
Lighted stops at night

Comments on Cleanliness
cleaner seats
cleaner buses, provide hand sanitizer or clean surfaces more often.
Cleaner bus shelters/benches and bigger shelters and less anti homeless architecture
cleanliness
Wash your windows
3 trash receptacles on bus 1-back 1-mid 1-front thank you!
Cleaning of seats
Cleaner buses
Annual "custom detail" especially 2A & 2B Seat belts All electric busses, less ruckus!
Bus maintenance Housekeeping

Table D-7: Additional Comments and Suggestions for SLO Transit (3/7)

Complaints
Teenagers, lazy parents, doesn't matter. It's unfair everyone around has to have headphones.
Driver attitude
Angers me when drivers have conversations while driving
No tech crap on buses, feels dirty & toxic sometimes
Giving change back
Bus small for 60+ students in the AM
Bus unsafe, crowded, standing only past capacity, rip off. More buses to school
- Additional bus needed - On time
Shouldn't have to stand and not have a seat at this price?
More buses to SLO Cal Poly standing is dangerous!!! Bus too full!!!
More buses to campus too crowded
cp rider aaaurance it won't be full(doubel decker)
More space
More buses to handle large influxes of students. Electric buses like those in Santa Maria
More availability/Seating for disabled people

Comments Regarding Fare Payments
Removal of all coin/paper $ card/phone only
Quicker boarding
use of debit to pay

Comments Regarding Drivers
Bus driver awareness of updates
Faster bus drier switch (or notification on app that there is a switch)
Hire bus managers who ride the bus themselves Seats are too high Cutting service when Cal Poly is out is racist
Driver courtesy - depends on the driver - most are excellent

Requests for Earlier Service
Paradas mas temprano los weekends
Earlier 1b to counter 1a - have to walk sometimes - bad back
earlier time on weekends

Table D-7: Additional Comments and Suggestions for SLO Transit (4/7)

Requests for Expanded Service
Please extend the B line for later and in weekends
Expanded bus service on holidays and Thursday nights for the farmers market
Maybe some other routes
Mas autobuses para Higuera y TankFarm
Would love a route that cycles close to campus like up and down Foothill/California
Wishing for more route/frequent service, but staying the same is OK too, just please do not decrease stop/route/hours
Mas transporte mas seguido mas exta {Illegible}
Same as above. I mostly use for work need to work on the weekends need more buses
I think it's pretty much overall good! Truly I don't like the reduced hours before and after holidays
Cleanliness, extended time

Requests for Free Youth Fares
free for kids
Children under 12 should be free. I'm single mom of 5 children at the shelter it's a lot
all children ride FREE

Requests for Later Service
Later at night
later 3b and 4b service
later services
4b should have evening sevice
just later service. i work late on campus and would be nice to have a bus available at night
later evening service for b routes!! a bus route that circles the neighborhood right next to the campass
Evening service + earlier weekend service
More later availability
Later service, especially on Thursdays and weekends when it is really needed
later times
un servio mas tarde
later in the night
later evning service
Later evening services and service on weekends
- Later service on weekends - USB ports for charging electronics
Later evening service
Later service
Horario mas tarde (noche)
Later service hours beyond 9pm
later times for school
Later buses
Later buses
Later night service to Cal Poly
Evening service for 1b after 6
do 64 & after class @ CP
Later and more frequent buses
4b to go later into the night
Later service on the B-lines
after 11pm hours especially for night employees
More night hours
Later evening service
Later service on weekends
Evening times
Extended evening hours would help me personally but perhaps there isn't enough demand.
Longer schedule
Servicio mas tarde
Later evening services

Table D-7: Additional Comments and Suggestions for SLO Transit (5/7)

Requests for More Frequent Service
Better communication about stops being closed, more frequent weekend service
More buses during peak traffic hours, please
Que pasen x la menos c/media hora
Full bus - more buses = seats
more frequent/more stops/ app crashs
Bring back extra 3A & B service that was suspended due to the driver shortage ~2 years ago
There needs to be more frequent routes, later service, and more options on weekends.
more buses per route
Just more frequent service :) (especially thursday during farmer)
Maybe more routes to/from Cal Poly, especially after 6:00PM
i have trouble leaving cal-ploy on thursday night due to the crush of student heading to the famers market
more buses 4a/4b run long this is my only transport
faster service, more effective routes
more frequent buses on popular routes
better routes, frequency, later night routes
Higher frequency
Increased frequency especially for stops at cal poly
madonna bus is redciulas 3hrs or more for senoir to get home
30 minute instead of hourly routes B-buses on weekends
More times and more frequent service
More frequent service on the 4A/4B and 3A/3B lines!!! Many college students want to take the bus, but it's hard to rely on it
More frequent service!!! The bus has so much potential but it doesn't run enough
More weekend service, route B on weekends, more frequent service
more frequent sevice
More run times
Multiple buses for busy routes. Longer service times
Just some B's on the weekend
Mas buses
Sam as above; more accurate or up-to-date schedules
More buses on Cal Poly route on busy mornings
30min loop for 4A/4B not 45-50 min i.e. more service
I'd like to see more frequent buses
More morning buses for students
More buses
More frequencies and additional weekend service
More trolleys in service
More frequent bus
More buses to/from Cal Poly, SLO
More frequent stops. I've wanted my daughter to take the bus, but the timing and where buses stop have not made it possible.
More buses
more bus's running during the fall
1.) More frequent bus 2.) Later bus times
More freq. service
mas aoutbus frecuentmente
more service please thank you
more frequent routes nicer drivers
SLO transit is really good already, I think the main thing is increasing frequency. For example, sometimes I'll donate blood at vitalent on broad, but if I miss the bus it'll take another hour to get back.

Table D-7: Additional Comments and Suggestions for SLO Transit (6/7)

Requests for More Bus Stops
More bus stops
New stops
More locations and/or longer times available
More stops
more stops
More stops Stop at poly canyon village
More stops
More frequent service. More stops in more places
Stops needs to improve between suburban and Prado. Need a stop in between
More bus stops
More bus stops

Requests for Additional Weekend Service
on sunday
More weekend service
Schedules on Saturdays because I work until Saturday :)
more service! especially on weekends
Weekends
Request stops on phone Saturday more routes
More Sat/Sunday service
Que pase mas frequente Sabado
There NEEDS to be weekend B routes because people need to get around on weekends too. More frequent than every hour, B routes should be available past 6pm
More bus on Sat & Sun
I would like to see to routes on weekends as well as 30 minutes to an hour
More on weekends
Extended weekend service
B routes on weekends
Sat/Sunday late night trip!
More efficient routing
Easier routes for bus drivers

Request for Improved On-Board Amenities
better handles/sturdier for standing
Softer seats Transit bus kiosk for tickets broken
TV, phone hook ups
Better A/C
Abre las ventanas
screen telling upcoming stop
straps for standing passengers
Air fresheners on bus
Seat belts
Better interior in all busses
Put charging stations for phones at bus stop and on buses All night service (24hr)
If you're going to say that there's free WiFi then have it work please
Newer, better bike racks
Music as we're driving like elevator music
More legroom
USB outlets
10 leave stops at the right time, sometimes the bus leaves earlier

Table D-7: Additional Comments and Suggestions for SLO Transit (7/7)

Comments on On-Time Performance
the bus leaves before they even are supposed to get there and the map on app is missing the buses
- never on time - more often times - available more at night
smoother video (no hard bralcing) and on time
3A is consistently late
Bus needs to get on time with new driver
Buses on time. Learn when/where busses run behind & create new schedule
on time
time consistency
Route 3b getting to Kennedy Library a little later, it's difficult using it after class when it arrives 5 minutes before the hour on the days it's on time
The 3A on south and meadow rarely shows up or is late
Leaving when it says it's going to leave (not earlier)
On time performance Lights at bus stops
more on time, cleaner
on time bus at the bus stop
on time ALL the time
Be on time

Positive Comments
so far good
everything is perfect
you have a great staff :)
:)
Overall OK
You're good so far
fine
fine
:)
I think it's great already! bench missing at La Entrada stop
All is good
Same as is
Everything is pretty nice!
Satisfied
Esta bien todo Gracias
Por el momento todo lo demas esta bien

Requests to Reduce Fares
Cheaper pass
no nothig yet at his point, expet fix the app and make chepper
Courtesy ride
Lower fare, more frequent service
Free rides for people who need a ride but cant afford it at the time
cheaper monthly pass can't afford it!!!!

Requests to Monitor Passenger Conduct
Que no se permita el individio con alcohol o marihuana
Limipieza y seguridad de personas alcoholicos
Que no permitan personal en estado atilico (alcolicos)
No alcohol

Appendix E

SUMMARY OF THE ONLINE COMMUNITY SURVEY

Appendix E

SUMMARY OF THE ONLINE COMMUNITY SURVEY

INTRODUCTION

From November 14 to December 12, 2023, an online community survey was launched to gather data regarding public opinions of the San Luis Obispo Regional Transit Authority (RTA) and San Luis Obispo Transit (SLO Transit). The survey was conducted by LSC Transportation Consultants, Inc. as a part of the ongoing process to update both agencies' respective Short Range Transit Plans (SRTPs). The community survey was advertised online by the RTA, the City of San Luis Obispo, and New Times SLO. Additionally, local stakeholders were provided with the online survey information via email to further distribute to clients and customers. The survey was available in both English and Spanish. Residents could take the survey either through SurveyMonkey or through the City of San Luis Obispo's official website. In total, 254 surveys were completed across all platforms; 249 were completed in English and 5 were completed in Spanish. This Appendix summarizes the online community survey responses.

SURVEY RESULTS

Transit Questions

Importance of Transit as a Travel Option

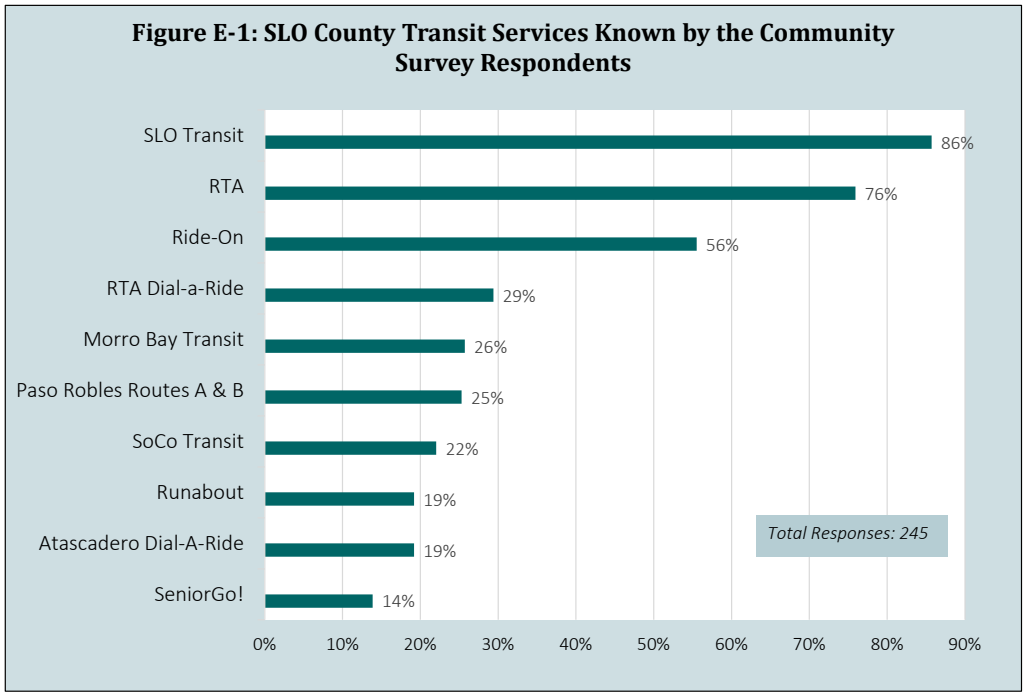
Respondents were asked whether they agree or disagree that transit is an important travel option in San Luis Obispo County (SLO County) (Table E-1). Most respondents indicated that they believe transit is an important travel option in SLO County, with those who strongly agreed accounting for 74 percent of responses and those who somewhat agreed accounting for 19 percent of responses.

Table E-1: Do Respondents Agree that Transit is an Important Travel Option?

Opinion	# of Participants	% of Participants
Strongly Agree	185	74%
Somewhat Agree	48	19%
Somewhat Disagree	7	3%
Strongly Disagree	6	2%
No Opinion	4	2%
Total Responses	**250**	**100%**

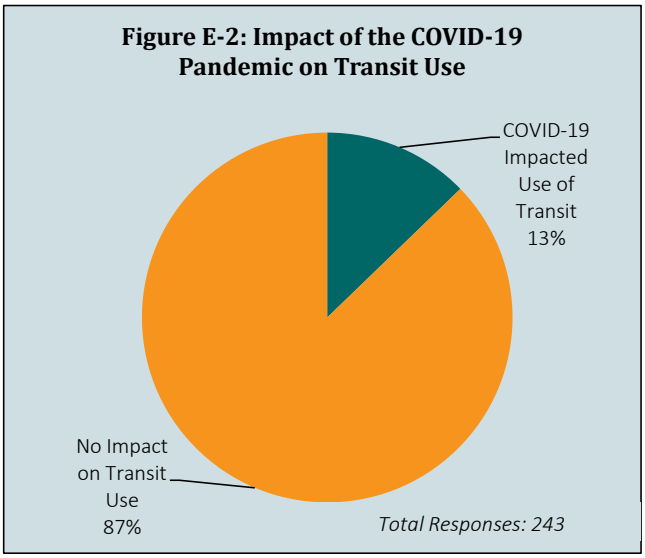
Knowledge of SLO County Transit Services

When asked to select all of the transit services that they had heard of or were familiar with, 86 percent of respondents selected SLO Transit, 76 percent selected RTA, and 56 percent selected Ride-On (Figure E-1). The transit services least known were Runabout (19 percent), Atascadero Dial-a-Ride (19 percent), and SeniorGo! (14 percent). Overall, most respondents indicated some level of familiarity with the transit services currently available in SLO County.



Impact of COVID-19 on Transit Use

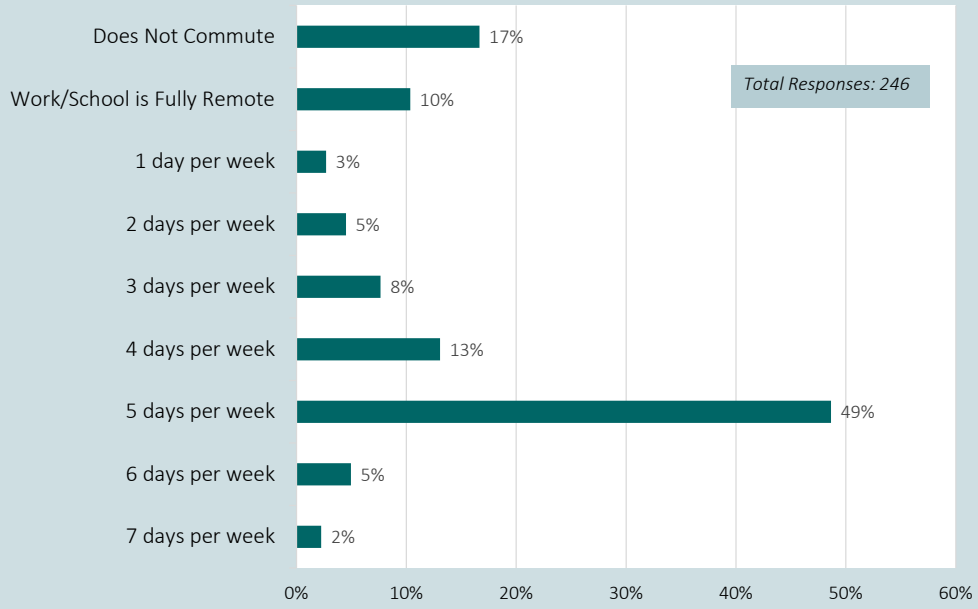
Transit ridership decreased nationwide during the COVID-19 pandemic due to the need for social distancing, which prompted many businesses and schools to offer remote working options. Despite the widespread decrease in ridership observed nationwide since the pandemic, 87 percent of the community survey respondents reported that the COVID-19 pandemic did not impact their use of transit. Of the 13 percent who reported that the pandemic did impact their use of transit, most said that they now ride transit less, with the primary reasons being that they either attend work or school remotely or they are concerned about social distancing on-board.



Weekly Commute Frequency

Respondents were asked how many days they commute to attend work or school in-person each week. The responses provided suggest that in-person work/school is once again the norm, with those commuting to work/school 4 or more days per week accounting for 69 percent of responses. Nearly half of the respondents (49 percent) commute 5 days per week. On the other end of the spectrum, 27 percent of the respondents do not commute at all, with 17 percent reporting they do not work due to being retired or other reasons and 10 percent reporting their school or work is fully remote (Figure E-3).

Figure E-3: Weekly Commuting Frequency



Anticipated Changes to Commuting Frequency

When asked if they anticipate commuting more frequently in the coming year, 56 percent of the respondents reported they did not anticipate any change in their commuting patterns. 26 percent of respondents anticipated commuting 1 to 4 days more per week, as shown in Table E-2. Overall, most of the respondents do not anticipate any change to their commuting habits, and a quarter of respondents anticipate they will commute more often.

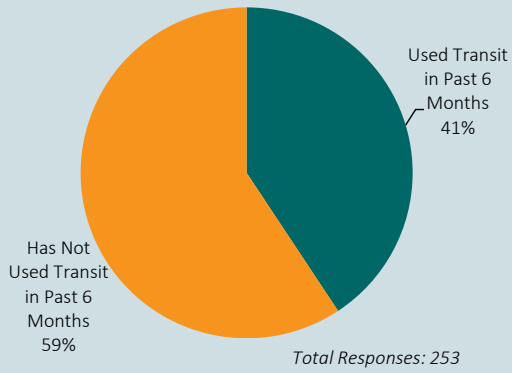
Table E-2: Anticipated Changes to Commuting Patterns in 2024

No Change in Commute	56%
Don't Know	18%
Yes, I will be commuting 4 more days a week	15%
Yes, I will be commuting 1 more day a week	6%
Yes, I will be commuting 2 more days a week	3%
Yes, I will be commuting 3 more days a week	2%
Total Responses	217

Recent Transit Use

When asked if they had taken public transit in the City of San Luis Obispo or San Luis Obispo County in the past 6 months, 59 percent of respondents said they had not and 41 percent said they had (Figure E-4).

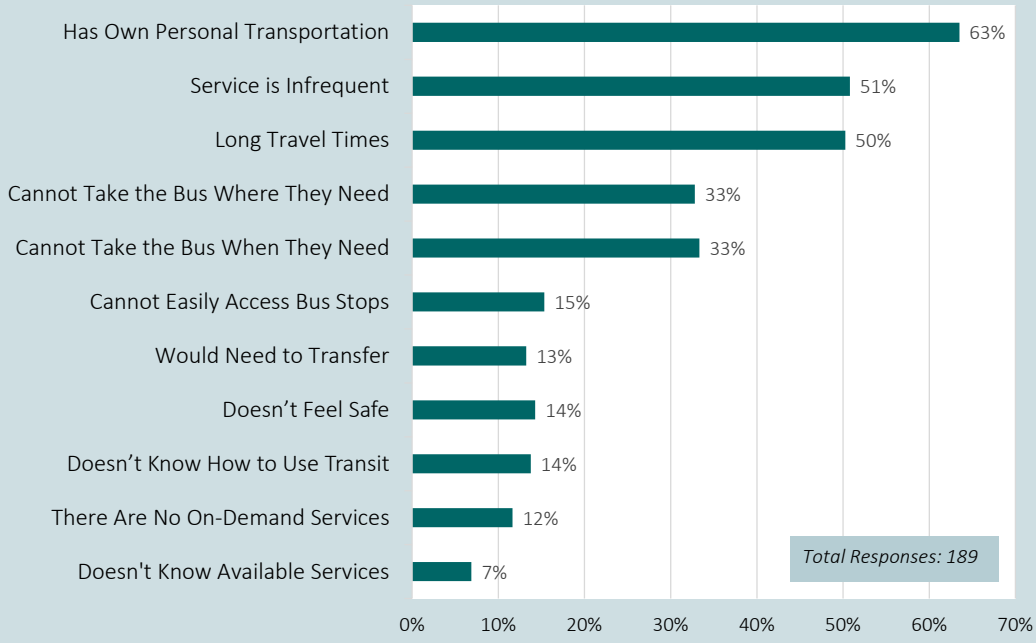
Figure E-4: Recent Use of SLO County and City of SLO Transit Services



Reasons Against Using Public Transit

Of those who reported they had not used public transit in the six months prior to completing the community survey, 63 percent reported the primary reason was that they have their own transportation. Infrequent service (51 percent) and long travel times (50 percent) were the second and third most reported reasons why the community survey respondents opted against using transit. A full list of reasons is seen in Figure E-5.

Figure E-5: Reasons Against Using Public Transit



Public Transit Use After Improvement

Respondents were asked to rank on a scale of 1 (definitely would not) to 4 (definitely would) the likelihood they would use public transit if certain improvements were made (Table E-3). The highest-ranked improvement was more frequent weekday service, with a weighted score of 3.15. The second highest-ranked improvement was adding service to additional locations not currently served, with a weighted score of 3.05. The lowest-ranked improvement was earlier weekend service (2.5).

Transit Service Used in Past 6 Months

Those who had ridden transit in the past six months were asked to detail which services they had utilized. SLO Transit was used by 55 percent of respondents, while the RTA was used by 37 percent. Other transit services used by the respondents included SoCo Transit (4 percent), Santa Maria Regional Transit (1 percent), Cal Poly Mustang Shuttle (1 percent), and Morro Bay Transit (1 percent).

Note: This question was included on the SurveyMonkey version of the survey, but not on the survey form hosted by the City of San Luis Obispo.

Table E-3: Public Transit Use After Improvement

	1 (Definitely Would Not)	2 (Would Not)	3 (Would)	4 (Definitely Would)	Total Responses	Weighted Score
Better Information	7%	21%	51%	21%	156	2.85
Bus Stops Closer to Home	7%	20%	47%	26%	148	2.93
Earlier Weekday Service	9%	40%	29%	21%	137	2.62
Earlier Weekend Service	14%	42%	26%	19%	133	2.50
Improved Bus Stops (Shelters/Benches)	10%	28%	39%	23%	149	2.76
Later Weekday Service	10%	23%	38%	29%	139	2.86
Later Weekend Service	13%	27%	28%	31%	137	2.78
More Frequent Weekday Service	6%	14%	39%	41%	160	3.15
More Frequent Weekend Service	11%	18%	38%	33%	154	2.94
Service to Additional Destinations	7%	17%	40%	36%	155	3.05

Desired Transit Travel Destinations

Respondents were asked where they would travel by bus if transit services were expanded or improved (Table E-4). San Luis Obispo was listed by 58 percent of respondents, making it the location most selected, followed by Morro Bay (32 percent). Other popular destinations reported by respondents included Paso Robles (24 percent), Pismo Beach (22 percent), Los Osos (21 percent), and Arroyo Grande (20 percent).

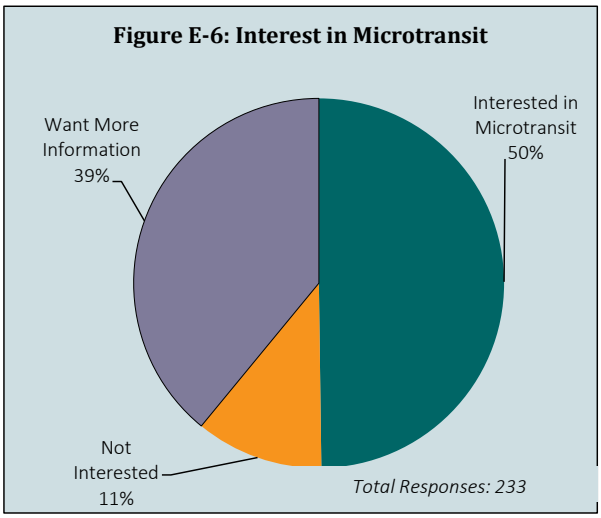
Table E-4: Destinations the Community Survey Respondents Would Travel to on Expanded Transit Services

San Luis Obispo	58%
Morro Bay	32%
Paso Robles	24%
Pismo Beach	22%
Los Osos	21%
Arroyo Grande	20%
Atascadero	19%
Grover Beach	15%
Templeton	14%
San Simeon / Cambria	16%
Santa Margarita	8%
Nipomo	8%
San Miguel	7%
Avila Beach	3%
Cayucos	3%
Santa Maria	2%
Total Responses	**221**

Interest in Microtransit

The community survey respondents were asked if they would be interested in using microtransit. Figure E-6 shows that 50 percent of the respondents were interested, 11 percent were not interested, and 39 percent needed more information about microtransit before forming an opinion.

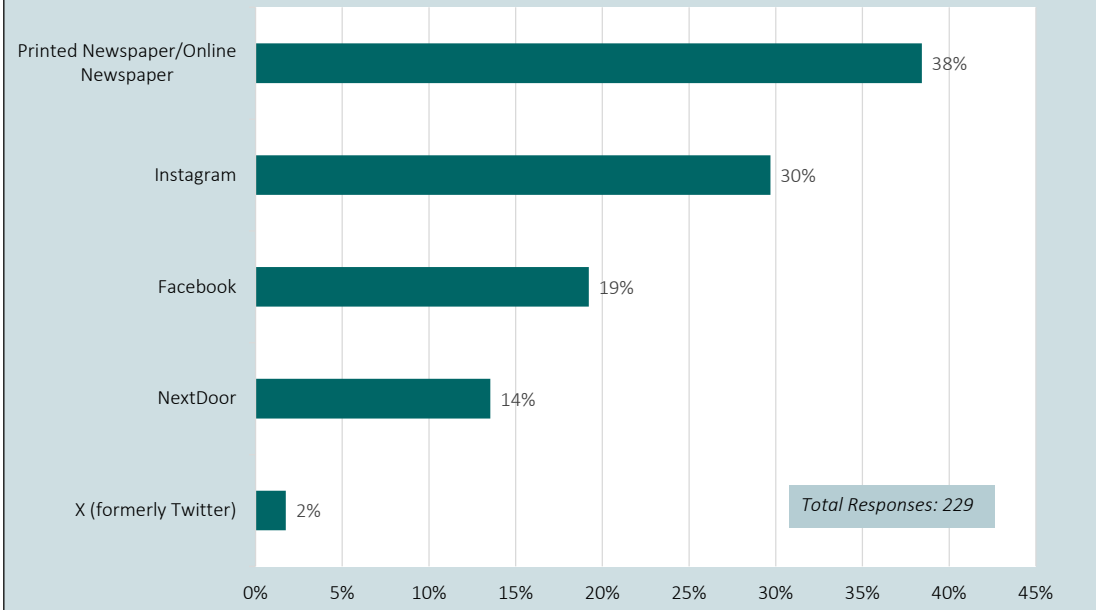
Figure E-6: Interest in Microtransit



Preferred Sources for Community Information

Figure E-7 shows the top news sources used by the community respondents to learn about local community happenings. 38 percent of the respondents reported that printed newspapers/online newspapers are their preferred news source. Nearly a third of respondents indicated that Instagram is their primary source for community news, a statistic likely influenced by the large number of students and young adults living in SLO County.

Figure E-7: Preferred Sources for Community Information



Most Frequently Used Social Media Platforms

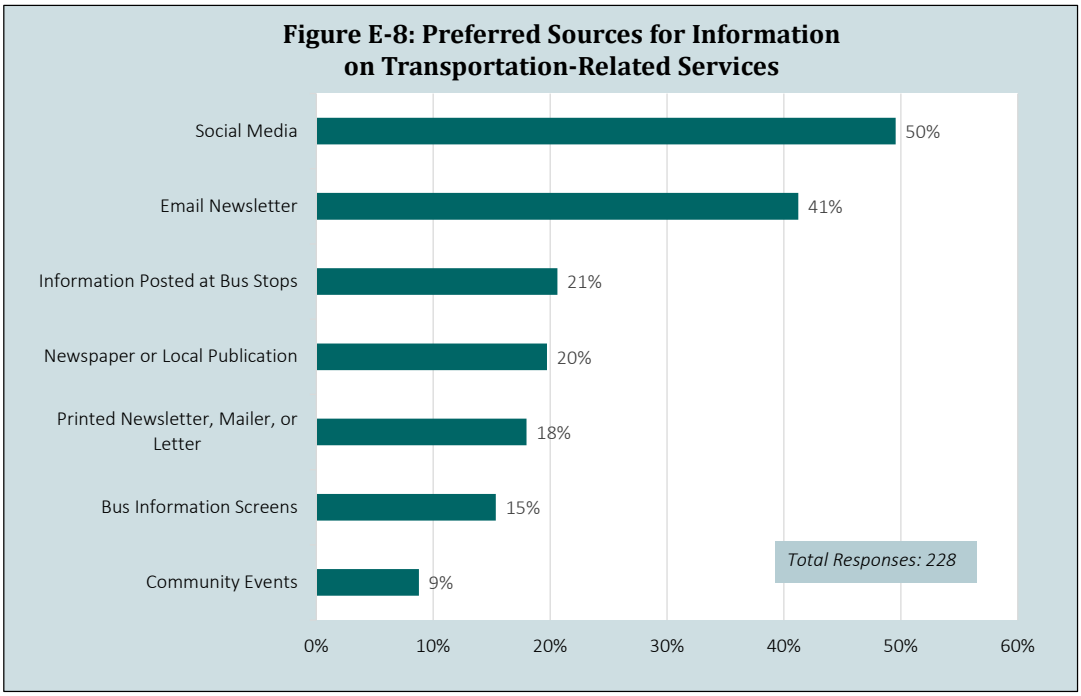
Instagram (50 percent) and Facebook (36 percent) are the two most popular social media platforms among the community survey respondents, followed by NextDoor (12 percent) and TikTok (9 percent). This data can be used to design transit marketing campaigns for both the RTA and SLO Transit.

Preferred Sources for Information on Transportation-Related Services

Respondents were asked how they prefer to learn about transportation-related services in the region (Figure E-8), with half reporting that social media is their preferred transportation news source. Newsletters are preferred by 59 percent of respondents; 41 percent prefer email newsletters and 18 percent prefer printed newsletters, mailers, or letters. Those preferring to get news on the bus made up a combined 36 percent of respondents, with 21 percent preferring to have information posted at bus stops and 15 percent preferring up-to-date on-board information screens.

Mobile Bus Passes

The vast majority of the community survey respondents reported that they have bought bus passes on their phones at some point (88 percent).



Demographic Questions

Number of Household Vehicles

Respondents were asked about the number of vehicles in their household (Figure E-9). Most respondents live in households with 2 vehicles (43 percent) or 1 vehicle (33 percent). Those living in zero vehicle households accounted for 7 percent of respondents, suggesting that most of the community survey respondents are not dependent on transit for their mobility needs.

Residence

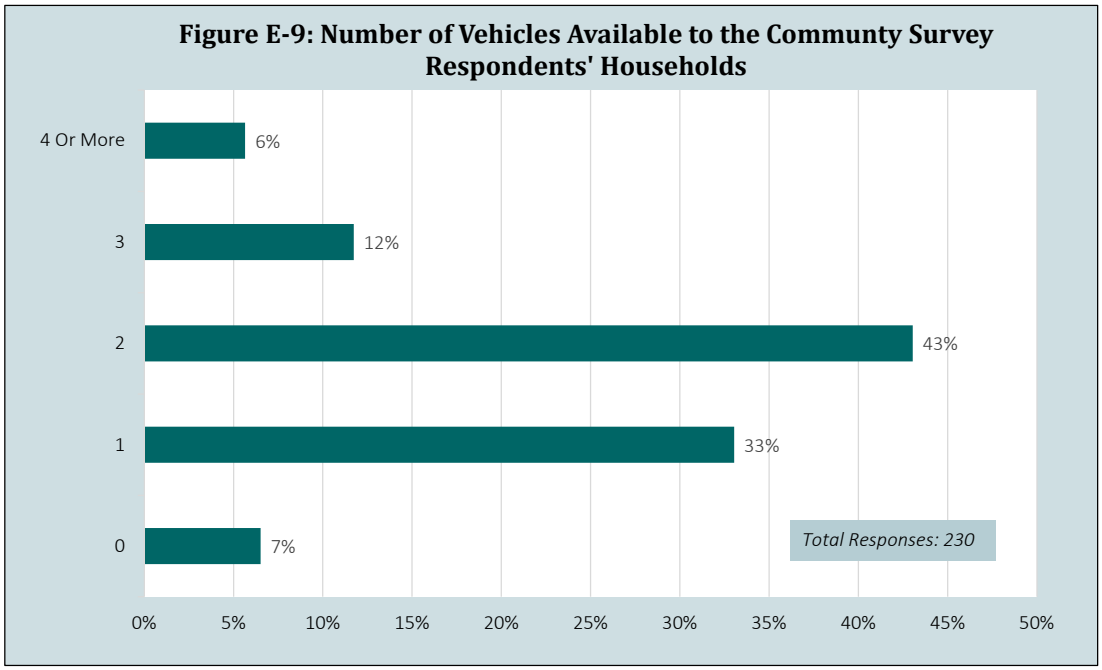
Most of the respondents live in San Luis Obispo or Paso Robles (61 percent and 12 percent of respondents, respectively). A total of 16 percent combined live in Arroyo Grande (4 percent), Los Osos (4 percent), Atascadero (4 percent) and Morro Bay (4 percent). Full results are shown in Figure E-10.

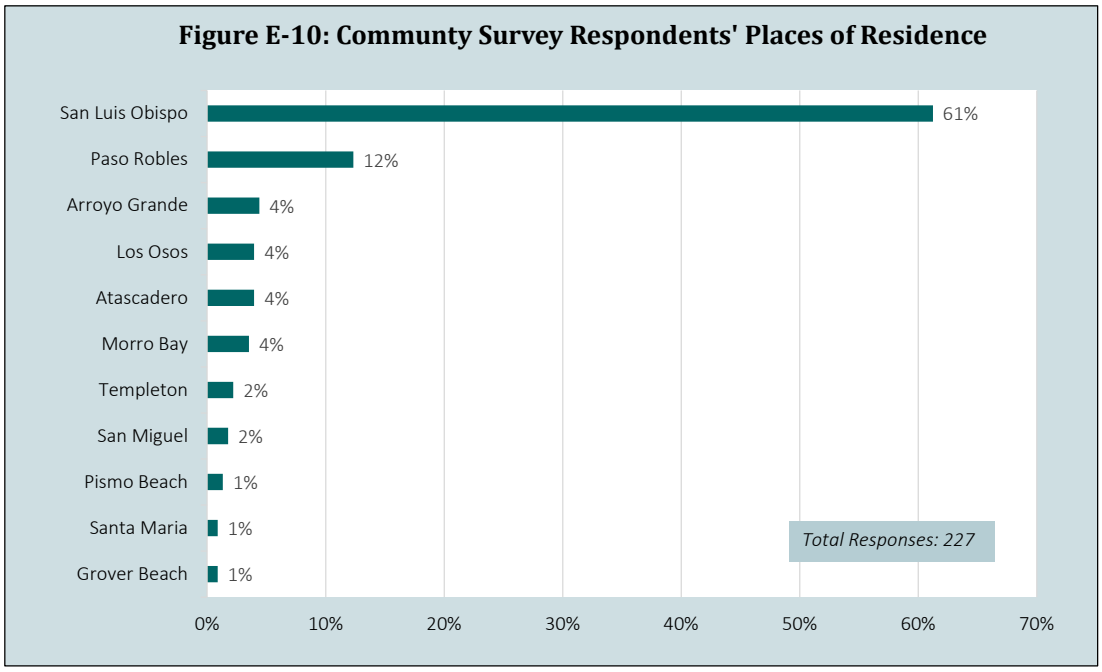
Age

About one out of every four of the community survey respondents are ages 27 to 41. Another quarter of the respondents are ages 45 to 58 (25 percent). Seniors ages 59 to 77 years old represent 23 percent of the respondents. This data suggests that the community survey responses represent the views of residents of all ages, not just college students. Full results are shown in Table E-5.

Language

About one-quarter of the respondents are bilingual or multilingual (24 percent) (Table E-5). 94 percent of respondents selected English as their primary language. Of those who indicated they have another primary language, 2 percent reported they speak Spanish. Other languages spoken by the respondents include Vietnamese, Arabic, Chinese, and other Asian or Pacific Islandic languages.





Ethnicity and Race

14 percent of the community survey respondents identify as Latino or Hispanic. Additionally, 48 percent of the respondents identify as European, 11 percent identify as Mexican/Mexican American/Chicano, and 10 percent identify as being two or more ethnicities. Considering race, 78 percent of the community survey respondents identify as white/Caucasian, 8 percent identify as two or more races, and 6 percent identify as Native American, American Indian, or Alaska Native. The complete results regarding ethnicity and race are shown in Table E-5.

Table E-5: Demographics of the Community Survey Respondents

Age

1981 - 1996 (age 27-42)	26%
1965 - 1980 (age 43-58)	25%
1946 - 1964 (age 59-77)	23%
1997 - now (age 0-26)	18%
1928 - 1945 (age 78-95)	6%
Prefer not to answer	2%
Total Responses	231

Primary Language at Home

English	94%
Spanish	2%
Other Languages	2%
Prefer not to answer	1%
Total Responses	217

Bilingual or Multilingual

No	75%
Yes	24%
Prefer Not To Answer	1%
Total Responses	*223*

Disability Status

No	81%
Yes	15%
Prefer Not To Answer	4%
Total Responses	*225*

Hispanic/Latino

No	82%
Yes	14%
Prefer Not to Answer	4%
Total Responses	*225*

Ethnicity

European	48%
Prefer Not To Answer	19%
Mexican/Mexican American/Chicano	11%
Two or More Ethnicities	10%
Eastern European	5%
Japanese	2%
Central American	1%
Asian Indian/South Asian	1%
Chinese	1%
Filipino	1%
Middle Eastern	1%
African	0%
Korean	0%
South American	0%
Vietnamese	0%
Cambodian	0%
Caribbean	0%
Puerto Rican	0%
Total Responses	*208*

Gender Identity

Cisgender Female/Woman	45%
Cisgender Male/Man	33%
Prefer Not To Answer	16%
Gender Variant/Nonconforming/Non-binary	2%
Transgender Male/Man	1%
Questioning/Unsure	1%
Another Gender Identity	1%
Genderqueer	0%
Transgender Female/Woman	0%
Total Responses	*223*

Race

White/Caucasian	78%
Prefer Not To Answer	11%
Two or More Races	8%
Asian	6%
Native American, American Indian, or Alaska Native	1%
Native Hawaiian or Other Pacific Islander	0%
Black or African American	0%
Total Responses	*223*

Sexual Orientation

Heterosexual or Straight	64%
Prefer Not To Answer	22%
Bisexual	5%
Asexual	3%
Gay or Lesbian	2%
Queer	2%
Pansexual	1%
Questioning or Unsure	1%
Another Sexual Orientation	0%
Total Responses	*221*

Annual Income

$0 - $19,999	10%
$20,000 - $49,999	7%
$50,000 - $79,999	18%
$80,000 - $99,999	11%
$100,000 - $129,999	16%
$130,000 - $149,999	4%
$150,000 +	16%
Prefer Not to Answer	18%
Total Responses	*224*

Disability Status

Respondents were asked about their disability status. The types of disabilities considered included:

- Ambulatory: having serious difficulty walking or climbing stairs.
- Cognitive: because of a physical, mental, or emotional problem, having difficulty remembering, concentrating, or making decisions.
- Employment: because of physical, mental, emotional condition lasting 6 months or more, the person has difficulty working at a job or business.
- Sensory: conditions that include blindness, deafness, or severe vision or hearing impairment.
- Self-care: because of a physical, mental, or emotional condition lasting 6 months or more, the person has difficulty dressing, bathing, or getting around inside the home.
- Mental: because of physical, mental, or emotional condition lasting 6 months or more, the person has difficulty learning, remembering, or concentrating.
- Physical: conditions that substantially limit one or more basic physical activities such as walking, climbing stairs, reaching, lifting, or carrying.

81 percent of the community survey respondents do not have any type of disability, while 15 percent indicated that they have one or more disability.

Gender Identity

Cisgender females/women accounted for 45 percent of the community survey respondents and cisgender males/men accounted for 33 percent of the respondents. Only 6 percent of respondents identified as any other gender. Many preferred not to report their gender identity (16 percent) (Table E-5).

Sexual Orientation

Most of the community survey respondents identify as heterosexual or straight (64 percent). 14 percent of the respondents have a different sexual orientation such as bisexual, gay, lesbian, etc. Those who preferred not to answer accounted for 22 percent of respondents (Table E-5).

Annual Income

Based on data from the US Census Bureau, the average annual income per capita in San Luis Obispo County is $47,390 and the average annual income per household is $90,158.[1] Compared to these county-wide averages, the community survey respondents earn typical or slightly-above average incomes: 18 percent earn $50,000 to $79,000 , 16 percent earn $100,000 to $129,000, and 16 percent earn more than $150,000. Full income information for the community survey respondents is included in Table E-5.

[1] US Census Bureau. (2022). *Quick Facts – San Luis Obispo County, California.* https://www.census.gov/quickfacts/fact/table/sanluisobispocountycalifornia/INC110222

Military Service

Most of the respondents have not served in the US military or military reserves (76 percent). 18 percent have served in the military or the reserves at some point, whether currently or in the past.

Suggestions for Transit Improvements

The community survey respondents were asked if any specific transit improvement not previously listed on the survey might influence them to ride the bus more often. 34 percent reported that there were indeed improvements that would encourage them to use transit more frequently. These respondents were invited to describe the service improvements they would like to see. These ideas for service improvements are listed in Table E-6.

All of the respondents were asked at the end of the survey if they had any other ideas or comments regarding SLO County transit services. The most requested service improvement categories are shown in Figure E-11.

Figure E-11: Top Requested Service Improvements

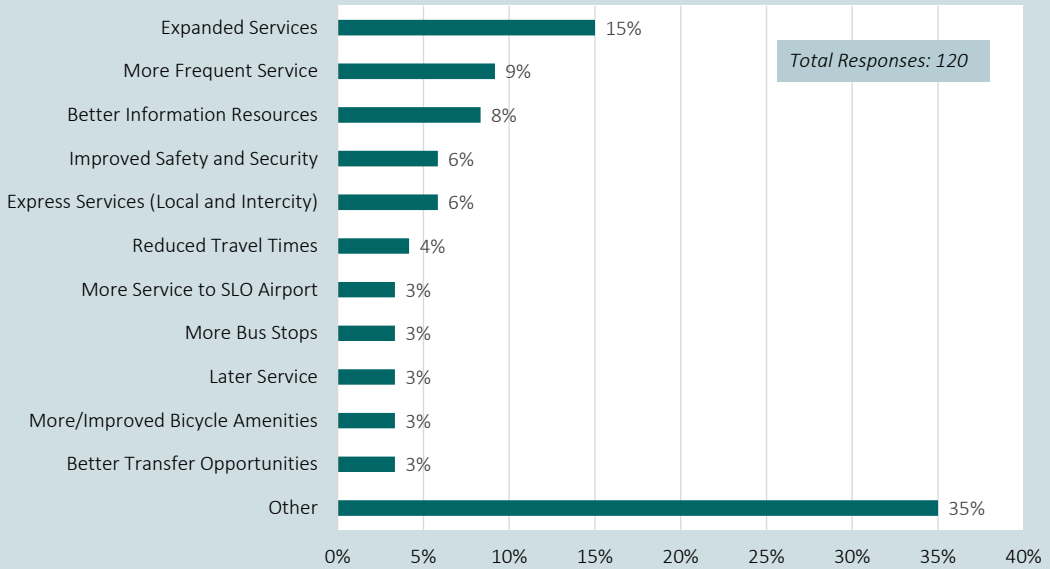


Table E-6: Suggestions for Transit Improvements (1/3)

Information and signs in Spanish.
Echoing late weekend service - midnight and 1am service between Cal Poly and downtown on Friday nights and weekends for bargoers and late night movie watchers
There needs to be a bus stop on the Linne Rd. by NCI - lots of people with disabilities using that area and you can't even provide a bench or shelter for them to wait under - SHAME ON YOU
More payment methods. Less homeless people. Also, your survey has no neutral response, so the only way to highlight the changes that would matter most to you is to deprioritize the ideas that matter less. But those lesser important ideas would still have positive impact for me.
Paso to Cambria and Morro Bay service.
Easier transfer between the SLO city system and RTA. We need a Transit Center on flat land and both systems need to be coordinated.
Ensure that transit mobile app has accurate bus tracking information at all times
a pass that gives a lower cost/ride for buying a multi-ride ticket (e.g. a 50U.S.D. pass that would lower the S.L.O. - L.O. cost from 2,75U.S.D./ride to 2U.S.D./ride) & configuring the R.T.A. app. to work c multi-ride tickets (e.g. currently, the 15U.S.D. ticket for R.T.A. cannot be purchased on the app.)
Please consider that there are many older people in this town who are not disabled, but do have issues that prevent riding a bike safely or getting into a stranger's car. Smaller vehicles and more frequent routes that go into the neighborhoods east of the downtown would make taking public transportation much more desirable.
Wait time for next bus a bus stops. Adding schools to routes during school start and end times.
Better cycling infrastructure to use a bike for starting and last portions of a trip
Make them cleaner, both inside, and in operation (pollution-related).
time it takes to get around
Do somethng about homeless people hanging around the bus stops. I don't feel safe.
Improve Electronic "Next Bus Arrival" times/schedule.
I would ride the B lines on the weekend if they ran at that time.
Santa Barbara and Santa Maria airports
I am afraid to wait for the bus near my home. It is usually being used by homeless people in need of shelter.
needs to be free
adjustments to streets that would prioritize transit and make it faster during times of congestion
I don't always have exact change. Please allow overpayment! Also, service that aligns with Cal Poly class schedule, Amtrak train schedule, and airport schedule. The bus doesn't run early enough to catch a train or plane in the morning, or late enough at night, leaving travelers stuck with unreliable Uber.
A video on how to use the bike racks would be helpful. How about an app where people could see live where the busses are
more security
Shorter and more frequent routes, to reduce the time it takes to get where you need to go.
bicycle racks on buses to help facilitate multimodal trips
Adequate trash cans at all stops

Table E-6: Suggestions for Transit Improvements (2/3)

Rural area residents have no way to catch the bus unless someone else drives them to a bus stop. Also dial a ride is very costly for seniors
Shopping Tripper only-Sprouts,Target, Tank Farm, Vons. Something that connects the 1A and 2A
Free fares for kids
Although I can deal with it, the bus stops at the downtown transit center often have mentally unstable people hanging around.
I would help if the bus schedule coordinated with the train schedule.
I would like to see bus service free in the city and the county and expect this would significantly increase ridership. It is worth subsidizing the system for the benefit of all. Other cities in the US and Europe have tried this and it seems to be working well. https://en.as.com/latest_news/these-cities-offer-fare-free-public-transport-where-is-the-bus-or-train-free-n/
improved info on how to use buses
Revise/Have a South route passing East/West on Tank Farm
Direct Service from Los Osos to SLO
Bring back the express bus routes to and from Cal Poly, without having to transfer busses down to just to get home to the North County. Stop driving all the way through Atascadero--they need their own bus system like Paso A&B.
Express busses directly from my town (Grover beach) to my work (cal poly)
If they were on time
More runs to airport - earlier and later, over summer, and on weekends (route 1B)
Ventura Transit and Senior Go seem to have problems with scheduling, on-time and correct addresses. Notification of pick-up and drop-off times.
Frequency! Even having two buses for each route would be such a game-changer for me!
More electric/renewable powered transit options would increase my ridership
More direct routes so not loops are not as long in SLO.
A and B routes have significantly different schedules so often I can go somewhere but not get back
More information about places to park a car before getting on transit. Add more bike racks on buses.
Closest stop to me on Buchon is a 15 minute walk, which is a safety issue. The busses at cal poly get full. There needs to be more stops and more frequent busses.
e bikes car share
More EV buses, riding free
app or refillable pay card (like the bart system or subways) that makes it easy for the user to pay and use the transit systems more often
More options like an Uber or on call maybe?
Shorter routes / more frequent
Cleaner buses and more enforcement of belligerent behavior from transients riding public transportation.
Can the bus run later in the evening to act as an alternate to Uber.
Create faster routes from the southern part of SLO city to Cal Poly to provide a faster option to use the bus rather than driving. The southern part of the city does not have safe bikeways and the bus takes almost an hour to get to Cal Poly which leads me to drive my car to work.

Table E-6: Suggestions for Transit Improvements (3/3)

Easy to figure out routes
a commuter train
Airport, Cuesta Pool for Aerobics, and Cal Poly evening entertainment. Also, Farmer's Market to LLME AT NIGHT!!!
Express Routes. It would take me 4-5 hours to go from Paso to Work. That's one way.
If everyone on the bus was clean, vaccinated, and behaved respectfully, then I would consider it.
a direct route from shell beach to slo - right now it takes an hour because first you have to go to the outlets. this is a serious disincentive
Help the homeless and sick and get them off the streets and living in buss stops
Transit needs to run frequently, be easy to view the system/routes. Easy to pay.
The homeless population is a problem in regards to transportation. Limit them hanging out on busses. Feels unsafe
We desperately need bus transportation for students to get to/from school in Paso Robles. I think students would use it if it were available
Service to areas where there were wineries. Could be a safe ride option.
A Day at the Beach service

Appendix F

STAKEHOLDER AND BUS OPERATOR MEETINGS

Appendix F

STAKEHOLDER AND BUS OPERATOR MEETINGS

INTRODUCTION

Short Range Transit Plans (SRTPs) address the mobility needs of residents within the study area. Local stakeholders, such as elected officials, social service program directors, business owners, and citizens at large, can provide insight into transportation issues impacting various demographic groups within the region. LSC Transportation Consultants, Inc. (LSC) held two (one in-person, one remote) stakeholder meetings to learn more about transit needs and priorities in San Luis Obispo County as a part of the greater process to update both the San Luis Obispo Regional Transit Authority's (RTA) and the City of San Luis Obispo Transit's (SLO Transit) respective SRTPs. Additionally, LSC held "drop-in" meetings with both RTA and SLO Transit bus operators to learn more about ridership patterns, operational challenges, and common passenger requests and complaints. This Appendix summarizes key themes garnered from the discussions with both stakeholders and bus operators.

STAKEHOLDER WORKSHOP

November 2023

The first stakeholder workshop was held in-person at the San Luis Obispo City Hall on November 8, 2023. Seven individuals attended, representing the following organizations:

- RTA
- City of San Luis Obispo
- City of San Luis Obispo Active Transportation Committee
- Cal Poly
- City of Paso Robles

LSC briefly presented on the joint process to update both the RTA and SLO Transit SRTPs, including project objectives, timeline, and scope. LSC then asked the group five discussion questions:

- What do you see as primary transit or mobility issues in the region?
- How can transit services best help meet broader local and regional goals?
- What changes in the community and/or planned developments will impact the need for public transportation over the next five to ten years?
- How could the RTA or SLO Transit better serve your organization?
- What are the potential coordination opportunities between transit operators in the region?
- Are there any other changes you would like to see?

The main topics and issues discussed at the November stakeholder meeting are reviewed on the following page.

Primary Transit Issues

The stakeholders discussed how the expansive area of San Luis Obispo County makes it difficult for the RTA to provide transit coverage to all residents. Additionally, it is difficult to provide frequent service over such long distances. Another challenge facing both the RTA and SLO Transit this decade is the need to convert fleets to zero-emission vehicles, which will be expensive and require additional training for both operators and mechanics. SLO County may need a sales tax inititive to fund transit. The City's goal to dramatically increase the transit mode split was identified.

Stakeholders also dicussed the need to facilitate transfers between different services to encourage intercity travel. A common commute pattern is between North County and the City of San Luis Obispo. Increased service to Cuesta College was mentioned. RTA and SLO Transit could help passengers make connections by installing additional passenger infrastructure at bus stops, as well as providing real-time information at stops and on-line.

Stakeholders would like to see both the RTA and SLO Transit implement more advanced fare payment options and improved on-board technologies, however there is concern that new technology may discourage seniors from using transit. Apps may not be as useful for attracting visitors either.

Community Changes and Projects that will Impact Transit

Upcoming developments likely to impact transit during the next five to ten years include the US 101/Prado Road Interchange project and the Avila Ranch Development. The City of Paso Robles also has significant growth and development planned, including a Mobility Hub. Additionally, where there is currently no service in Santa Margarita, the community has been promoting transit-oriented development and may merit service in the future.

Coordination Opportunities

The stakeholders recommended RTA and SLO Transit integrate their respective technologies, such as fare payment systems and phone applications, to provide a more seamless rider experience. The stakeholders also suggested the RTA and SLO Transit coordinated with local destination marketing organizations to encourage tourists to ride transit. Coordinating with bike share and other multi-modal options will also be important.

Other Improvements

Other service improvements suggested by the stakeholders are listed below.

- Procure bike racks able to accommodate e-bikes.
- Improve passenger amenities at the North County Transit Center.
- Improve first/last mile connectivity across all jurisdictions.
- Extend service later in the evening.
- Increase service to Cal Poly during peak times.
- Increase service to Cuesta College.

- Implement microtransit to expand transit coverage in areas not served effectively with fixed routes.

January 2024

The second stakeholder workshop was held virtually via Zoom on January 18, 2024. Twenty-four stakeholders attended, representing the following organizations:

- RTA
- The City of San Luis Obispo
- TransDev (the SLO Transit contractor)
- San Luis Obispo Council of Governments (SLOCOG)
- Cal Poly
- Cuesta College
- City of Paso Robles
- City of Grover Beach
- Caltrans District 5

LSC presented the same information as the November stakeholder meeting. LSC also asked stakeholders the same discussion questions as the previous meeting. Key themes of the discussion are listed below.

Primary Transit Issues

Stakeholders representing San Luis Obispo County or areas served by the RTA discussed the challenges of serving dispersed communities given limited resources. There was concurrence that RTA service levels need to be maintained, if not increased, to meet residents' needs. Stakeholders also concurred the RTA needs to continue to provide connectivity between different communities along the US 101 corridor and between different modes of transportation.

Stakeholders representing the City of San Luis Obispo dicussed the need for more frequent SLO Transit service in order to increase ridership. Stakeholders also expressed that there is wide spread interest in increasing service levels so as to improve travel times and help with school transportation needs. The condition of SLO Transit capital assets was mentioned as a concern.

Staff from Cal Poly and Cuesta College both discussed how the number of students and staff commuting from other cities and counties has increased, suggesting a greater need for regional transit services. Additionally, to increase ridership by Cuesta College students and staff, the RTA would need to extend services hours later in the day to provide service after all classes are complete.

For both the RTA and SLO Transit, stakeholders discussed the challenge of transit coverage versus service frequency. It is possible that the agencies will need to prioritize one goal over the other in order to meet regional mobility, environmental, and equity goals. There also is a clear need, especially since the COVID-19 pandemic, to attract discretionary ridership back to both agencies.

Role of Transit in Meeting Local and Regional Goals

Transit is an essential component of many of SLOCOG's ongoing projects and initiatives to help the region meet greenhouse gas emissions targets. Within the City of San Luis Obispo specifically, the City intends to achieve a 12 percent transit mode split, which will require transit ridership to surpass pre-COVID levels. The City also has adopted new policies regarding residential developments that will prioritize infill, multifamily development and reduce parking requirements per unit, which will likely result in increased

need for transit. Cal Poly has established goals to reduce the amount of vehicle miles traveled, which will require that the proportion of students and staff riding transit increase.

Community Changes and Projects that will Impact Transit

Stakeholders agreed that the aging population will likely result in increased demand for transit in the near-future. Stakeholders also discussed how new commuting patterns post-pandemic have reduced the need for transit services catered towards commuters. In regards to development projects, the two projects mentioned by stakeholders as likely to impact transit operations were the US 101/Prado Road Interchange project and a number of new developments along West Grand Avenue in Grover Beach.

RTA and SLO Transit Marketing

Stakeholders believe that the RTA and SLO Transit should both invest in improved marketing materials targeted at different community groups and people who speak different languages. Stakeholders also requested that the RTA and SLO Transit proactively share transit marketing materials with community stakeholders.

Coordination Opportunities

Stakeholders discussed the need for improved coordination between San Luis Obispo County and Santa Barbara County transit agencies, especially as the number of people commuting between the two counties increases. Additionally, stakeholders mentioned the desire for improved fare coordination among transit providers in both San Luis Obispo County as well as across the greater region.

BUS OPERATOR INTERVIEWS

RTA

LSC interviewed bus operators at both the RTA San Luis Obispo Facility and the Paso Robles Yard in November 2023. Comments and input provided during these interviews were as follows:

- Passengers' desired service improvements:
    - Passengers would like additional service, including more weekend service as well as holiday service. Passengers in Paso Robles would like Sunday service.
    - Passengers would like express services to be restored.
    - Passengers would like the Paso Robles Dial-a-Ride (DAR) hours to be extended.
- Ridership trends:
    - Ridership to Cal Poly and Cuesta College is primarily students, however there are also professors and employees who use transit to get to the respective campuses.
    - Passengers traveling to/from Santa Maria are mostly traveling for the purpose of work.
    - There is a significant number of people who commute from Nipomo to Cal Poly.
    - There is a significant number of people who commute from Paso Robles to San Luis Obispo.

    - On Route 9, many passengers travel to the Atascadero Transit Center, Vons, or the Twin Cities Hospital.

- Challenges:
    - Serving the Cal Poly campus takes a significant amount of time and can cause other passengers to miss connections at the Government Center.
    - High ridership by grade school students in Paso Robles and the southern county area causes crowding, however it would be difficult to schedule a tripper service to help meet demand due to a lack of bus operators.
    - Bus operators have experienced technical difficulties with the Runabout tablets.
    - It is difficult to coordinate transfers between Route 9 and Route 10; both the Route 9 and the Route 10 bus are often late to the Government Center, meaning the other bus has to wait. Additionally, poor on-time performance on Route 9 delays local Paso Robles service, as the bus waits for Route 9 to arrive so passengers can transfer.
- Bus operator suggestions for improvements:
    - Add express service from Los Osos to San Luis Obispo.
    - Add express runs of Route 10.
    - Add a route from Morro Bay to Atascadero.
    - Extend Paso Robles Route B service later in the evening.
    - Schedule the first daily northbound run of Route 10 to depart Santa Maria at 6:10 AM to help passengers make transfers in San Luis Obispo.
    - Add an additional Route 10 northbound trip at 8:14 PM.
    - Expand services to San Miguel.
    - Increase service frequency on Route 15.
    - Procure buses with phone charging features for passengers.
    - Establish a fare agreement with Cal Poly to allow students to board for free.

SLO Transit

LSC interviewed SLO Transit bus operators at the Government Center during the same November 2023 site visit. Themes evident during the discussions are listed below:

- Ridership trends:
    - Route 3 A/B serves a large number of Cal Poly students.
    - Route 2 A/B serves a large number of passengers who need to access social services.
    - Many Cal Poly students use SLO Transit to get to Target and other shopping centers.
    - Many Cal Poly students live along Foothill Boulevard.
    - Ridership is high on Thursdays when the Farmers Market is held.
    - There is typically high ridership activity from 7:30 AM to 9:00 AM, from 10:00 AM to 12:00 PM, and then in the mid afternoon from 3:00 PM to 4:30 PM.

- Challenges:
    - Route 2A has poor on-time performance.
    - It is difficult to see passengers at night due to poor lighting and obstructions.
    - Operators do not always feel safe due to poor passenger conduct.
- Bus operator suggestions for improvements:
    - Install more lighting at bus stops.
    - Improve on-board technology – cameras, stop announcement system, etc.
    - Expand service to Cal Poly, either by increasing service frequency on the existing routes or by adding a new express service.
    - Establish stricter policies for enforcing passenger conduct standards.