



**SAN LUIS OBISPO
COUNCIL OF GOVERNMENTS**

Working toward an efficient, inter-modal transportation system for the San Luis Obispo Region

**COORDINATED
HUMAN SERVICES - PUBLIC TRANSPORTATION
PLAN**

Submitted to:

San Luis Obispo Council of Governments
1150 Osos Street, Suite 202
San Luis Obispo, CA. 93401

Submitted by:



A-M-M-A
and
JUDITH NORMAN-TRANSPORTATION CONSULTANT

OCTOBER 2007

SAN LUIS OBISPO REGION COORDINATED HUMAN SERVICES-PUBLIC TRANSPORTATION PLAN

Table of Contents

	Page
EXECUTIVE SUMMARY	v
CHAPTER 1 – CONTEXT FOR THE COORDINATION ACTION PLAN	1
1.1 At the Federal Level	1
1.2 At the State Level	2
1.3 San Luis Obispo Region’s Role in Coordination	4
CHAPTER 2 – CONTEXT FOR A PLAN FOR THE SAN LUIS OBISPO REGION	6
2.1 The Setting	6
2.2 Approach to the Locally-Developed Plan for the San Luis Obispo Region	7
2.3 Background from Previous Studies	8
CHAPTER 3 – QUANTITATIVE NEEDS ASSESSMENT: SURVEY & DEMAND ESTIMATION	23
3.1 Stakeholder Survey Introduction and Approach	23
3.2 Stakeholder Survey Findings	24
3.3 Stakeholder Survey Summary	43
3.4 Specialized Transit Trip Demand Estimate	44
CHAPTER 4 – QUALITATIVE NEEDS ASSESSMENT: STAKEHOLDER OUTREACH	54
4.1 Introduction and Approach	54
4.2 Outreach Objectives and Methodology	54
4.3 Stakeholder Outreach Findings	57
4.4 Summary of Outreach Findings	64
CHAPTER 5 – EXISTING TRANSPORTATION ENVIRONMENT	66
5.1 Organization of Public Transit Resources in the San Luis Obispo Region	66
5.2 Maps of Public Transit Services in the San Luis Obispo Region	78
5.3 CTSA Role and Responsibilities in the San Luis Obispo Region	90
5.4 San Luis Obispo Region Unmet Transit Needs Findings for FY 2007/2008	93
CHAPTER 6 – FINDINGS OF THE NEEDS ASSESSMENT PROCESS	96
6.1 Federal Transit Administration (FTA) Program Guidance	96
6.2 Available Services	97
6.3 Assessment of Needs of Target Populations	99
6.4 Gaps in Services Provided	103
CHAPTER 7 -- FUNDING	107
7.1 Federal Initiatives Related to Coordinated Transportation Funding	107
7.2 Other Potential Funding for Specialized Transportation	110
7.3 Meeting SAFETEA-LU Funding Requirements	111
CHAPTER 8 – RECOMMENDATIONS	112
8.1 Translating Needs Into Projects	112
8.2 Priorities and Project Selection	114
8.3 Framework for Coordination	115

Table of Contents, continued

CHAPTER 8 – RECOMMENDATIONS, continued

8.4	Plan Vision and Goals	118
8.5	Plan Recommendations	119
8.6	Sequencing and Prioritization of Recommendations	126

APPENDICES

132

Appendix A	Stakeholder Survey and Cover Letter	
Appendix B	Stakeholder Survey Supporting Database Reports	
Appendix C	Outreach Interview Participants Outreach Interview Summaries	
Appendix D	SLOCOG’s 2007/2008 Unmet Transit Needs, Attachment A (April 2007)	
Appendix E	“Senior Friendliness” Evaluation Strategy for Volunteer Driver Programs, Beverly Foundation (November 2006)	

LIST OF EXHIBITS

ES 1	Map of Transit Services -- Regional Routes and DAR Service Areas	X
ES 2	Map of Transit Services – Paso Robles-Templeton	Xi
ES 3	Map of Transit Services – ADA Coverage in Region	Xii
ES 4	San Luis Obispo Region -- Target Population Transportation Needs, Resources and Possible Responses	Xiv

LIST OF TABLES

1-1	Summary of Goals of SAFETEA-LU’s Coordinated Locally-Developed Planning Process	2
1-2	Olmstead Advisory Committee-Diversion Work Group-Increasing Access to Transportation	3
3-1	2007 Stakeholder Survey – Respondents as of May 10, 2007, by Legal Type	26
3-2	2007 Stakeholder Survey – Reported Caseload and Daily Ridership	27
3-3	2007 Stakeholder Survey – Client Groups Served	28
3-4	2007 Stakeholder Survey – Caseload/Constituencies Reported by Service Type	29
3-5	2007 Stakeholder Survey – Transportation Services Provided by Agency Type	31
3-6	2007 Stakeholder Survey – Agency Cited Barriers to Coordination, All Agency Types	37
3-7	2007 Stakeholder Survey – Vehicle Characteristics	39
3-8	2007 Stakeholder Survey – Vehicle Utilization	40
3-9	2007 Stakeholder Survey – Transportation Budgets Reported	41
3-10	2007 Stakeholder Survey – Reported Funding Sources	42
3-11	San Luis Obispo County Target Populations for SAFETEA-LU Programs	45
3-12	Target Populations for SAFETEA-LU Programs with Population Projections	47
3-13	Specialized Transit Trip Demand Estimation for SAFETEA-LU Target Populations	49
3-14	FY 05/06 Public Transit and Other Specialized Transit trips Provided	52
5-1	San Luis Obispo Region Transportation Services Matrix	68
5-2	Transfer Locations for Public Transit Systems	77
5-3	Selected Comments from FY 07/08 Unmet Needs Hearing Testimony Related to Coordination Plan Findings	95
7-1	SAFETEA-LU Approximate Funding to the San Luis Obispo Region	109

Table of Contents, continued

LIST OF TABLES

8-1	San Luis Obispo Region -- Target Population Transportation Needs, Resources and Possible Responses	113
8-2	Coordinated Plan Vision	120
8-3	Funding Categories	130

LIST OF FIGURES

2-1	Map of San Luis Obispo County Within California	6
3-1	2007 Stakeholder Survey – Responding Agencies by Legal Type	25
3-2	2007 Stakeholder Survey – Responding Agencies by Subregion	25
3-3	2007 Stakeholder Survey – Transportation Services Provided	30
3-4	2007 Stakeholder Survey – Poorly Served Client Trip Needs, All Reporting	32
3-5	2007 Stakeholder Survey – Poorly Served Client Trip Needs, Reported by Agency Type	33
3-6	2007 Stakeholder Survey – All Reporting Areas of Interest to Lower Costs or Improve Transportation	35
3-7	2007 Stakeholder Survey – Areas of Interest to Lower Costs or Improve Transportation	36
4-1	San Luis Obispo Region Summary of On-Site Public Outreach Efforts	56
5-1	Map – Coverage of Local Dial-A-Ride Service Areas	80
5-2	Map – ADA Transit Service Areas	81
5-3	Map – Transit Services – Nipomo-Santa Maria	82
5-4	Map – Transit Services – Five-Cities	83
5-5	Map – Transit Services – Central County Region	84
5-6	Map – Transit Services – Morro Bay-Cuesta	85
5-7	Map – Transit Services – Estero Bay Area	86
5-8	Map – Transit Services – Templeton-Atascadero	87
5-9	Map – Transit Services – Paso Robles-Templeton	88
5-10	Map – Transit Services – North Coast	89

San Luis Obispo Region Coordinated Human Services- Public Transportation Plan Executive Summary

This plan provides guidance and direction to San Luis Obispo region agencies and organizations to respond to the Call-for-Projects for Federal Transit Administration (FTA) funding related to specialized transportation needs. Funded projects will leverage available human services funding to more fully meet unmet transportation needs of persons with disabilities, individuals of low income and seniors.

This Coordinated Plan builds upon California's longstanding coordination experience which established consolidated transportation services agencies (CTSA's). This began with the designation of Ride-On Transportation as the CTSA for the San Luis Obispo region in 1979. What is new now is the directive to work with both public transit and human services agencies to jointly address unmet transportation needs of these three target groups and craft a comprehensive plan of responses.

THE COORDINATED ACTION PLAN: FEDERAL GUIDANCE REQUIRING THIS PLAN

This plan is prepared in response to the coordinated planning requirements of SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users, P.L. 109-59), set forth in three sections of the Act: Section 5316-*Job Access and Reverse Commute*, Section 5317-*New Freedom Program* and Section 5310-*Elderly Individuals and Individuals with Disabilities Program*.

The coordinated plan establishes the construct for a unified comprehensive strategy for transportation service delivery in the San Luis Obispo region that is focused on unmet transportation needs of seniors, persons with disabilities and individuals of low income. The coordinated plan must contain the following four (4) required elements, as identified in the implementing Federal circulars:

1. An **assessment of available services** identifying current providers (public and private);
2. An **assessment of transportation needs** for individuals with disabilities, older adults, and people with low incomes -- this assessment can be based on the experiences and perceptions of the planning partners or on data collection efforts and gaps in service;
3. **Strategies and/or activities and/or projects** to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery; and
4. **Priorities for implementation** based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

The San Luis Obispo Council of Governments (SLOCOG), as the metropolitan planning organization (MPO), is responsible for preparing this locally developed plan and for providing oversight to its implementation.

APPROACH TO THE PLAN

In anticipating the plan's development, three goals were articulated. The plan must:

- Serve as a **comprehensive, unified plan** that promotes community mobility for seniors, persons with disabilities and persons of low income.
- **Establish priorities to incrementally improve** mobility for the target populations;
- Develop a process to identify **partners interested, willing and able** to promote community mobility for the target populations.

From the plan development process, an important fourth goal developed which was to promote and encourage planning partners who may be interested, willing and able to develop projects that will address needs the plan identifies. To achieve these goals, the planning process involved:

- **Quantitative analyses** including a demand estimation to estimate need and a stakeholder survey of countywide stakeholders to identify resources, needs and potential partners.
- **Qualitative activities** included public meetings and interviews with major agencies and organizations funding human services, with representative direct service providers, and with consumers representing the target group constituencies.
- **An assessment of existing public transit services** was undertaken to provide initial informational tools of value to the target populations and their representatives.

DEMAND ESTIMATION FINDINGS

A census-based estimate of demand was undertaken to identify the San Luis Obispo region's target population and project their potentially needed trips. A range of 41,600 to 57,200 persons was estimated for the target population. These individuals are adults between ages 16 to 64 who are low income or disabled and seniors age 65 and older. They represent between 10 percent and up to 23 percent of San Luis Obispo County's 2000 population of almost 247,000 residents.

This proportion of the population is projected forward, using general population estimates developed by the SLOCOG and the California Dept. of Finance with other assumptions about changes in the senior population and the base adult population. The projections suggest that increasing proportions of residents will be within the target populations:

- by 2010, up to almost 70,000 persons or **25 percent of the population;**
- by 2020, up to almost 85,000 persons or **27 percent of the population;** and
- by 2030, up to over 100,000 persons or **28 percent of the population.**

Average trips per day were estimated for the target population, and the proportion of those trips that might be served by public transit (general public transportation options). These public transit trips represented potentially 780,000 to almost 2 million trips needed annually by these adults who are low income or disabled and seniors. From among these, those trips requiring special assistance were hypothesized at 25 percent, or one in four trips, between 195,000 to 508,000 annual trips for the 2000 census population.

This contrasts favorably with the almost 2 million documented trips provided by the public transit providers; of which 14 percent or 276,453 trips are specialized transit currently trips. Current trips provided are above the bottom of the demand range. In combination with the survey-documented trips of almost 100,000 human service agency trips, total specialized trips reported are in mid-range of the projected trips needed. The plan examines the characteristics and nature of those trips that are presently either not met, not provided or not available.

STAKEHOLDER SURVEY

A survey of potential planning partners develops a picture of specialized transportation resources and issues for the San Luis Obispo region. The survey generated a sixteen percent (16%) survey response rate with 61 agencies and organizations responding, coming from throughout the region. These organizations clearly reflect the breadth and diversity of organizations concerned with the transportation of persons of limited means, of seniors and of individuals with disabilities. The suggested state of coordination in the region appears to come from a broad-base of perspectives as represented by survey respondents.

Agencies responding represented a caseload of 110,000 persons, spread across the breadth of consumer groups. There was a good mix of public and non-profit, as well as for-profit social service agencies and commercial transportation providers. A small number of faith-based organizations responded but no tribal organizations.

Thirty-two agencies, over half, have some type of transportation function. These included directly providing it, contracting for it or as a contractor, subsidizing bus passes and tokens, or arranging for it on behalf of their consumers. Public operators were more likely to directly provide or contract for services, while social service agencies were more likely to subsidize bus tickets or taxi trips. Vehicles reported were just over 300, with 111 operated by public transit providers, 147 reported by social service agencies. The balance was reported by commercial providers and possibly duplicates some of the agency vehicles reported. Human service agency vehicles were more likely to be smaller and only 10 percent were lift-equipped.

Trips reported were almost 882,000 passenger trips annually, with 89 percent of these provided by 9 public transit operators, which includes Ride-On, and just 11 percent provided by the 23 responding human service providers. Applying just the operations costs presented, the public transit cost of a one-way trip is \$10.45, while the human services agencies was \$2.45 in reported costs.

Reported needs for client transportation differed somewhat between public transit operators and human services agencies but with overlap. Human services agencies saw medical trips as the highest priority, by 71 percent, followed by shopping and a.m. trips (multiple errands), and then training and education trips. Public transit agencies also saw medical trips as the greatest need (90 percent) followed by kids to day care (70 percent). Then trips for day-time work between 8 a.m. and 6 p.m. tied with visiting family or friends (both 60 percent).

Barriers to coordination were frequently noted as related to staff time and funding, with very limited staff time available to develop the cooperative relationships necessary. One respondent wrote of the "hidden costs" of coordination. There was concern about regulatory requirements of schedules and licensing, notably with the three school districts responding and the University. Several agencies spoke of the difficulties of finding and retaining sufficient drivers. Eight agencies noted they do have cooperative agreements in place, several involving Ride-On.

This 16 percent sample of agencies and organizations reported over \$12 million in funding for paratransit and specialized transportation. Differences in the funding base were significant, with public transit reporting a stable, continuing funding stream that they largely expected to increase. Human services agencies reported much more diverse funding types, with significant reliance upon donations and fees and far less likelihood of future increases.

STAKEHOLDER OUTREACH

The outreach effort for the San Luis Obispo region was conducted to address the FTA plan development guidance and achieve the following objectives:

- Lay the ground work for the stakeholders' survey and encourage response;
- Obtain views and perspectives of stakeholder agencies/ organization and clients/ consumers on coordination of transportation services;
- Inform and educate stakeholders about capacity building strategies to achieve coordination in the human and social services sectors of transportation;
- Build goodwill and cooperative relationships with key stakeholders and communities-at-large;
- Invite agencies to anticipate a continuing process by building a strengthened relationship with public transportation providers and SLOCOG.

A summary of findings from an extensive outreach effort that included public workshops, agency interviews and consumer focused discussion included the following:

1. *The importance of addressing individualized needs.*

Some very individualized kinds of needs did surface, from the difficulty for the frailest of seniors in making reservations or in handling long rides to the needs of young children to travel in a safe, supervised environment that doesn't involve other users. Other needs related to the trip purposes, as with those at the Creekside Career Center needing to complete a day of programming or activity there and then getting across to the Prado shelter by the time the evening meal is served. Behavioral health consumers similarly need to be protected from the sun, due to medications, and can become overly anxious about waiting or riding in spaces that are perceived as "public". Migrant worker travel needs exist, not yet readily documented.

Clearly meeting the travel needs and the unmet transportation needs of these target populations requires tailored, specialized services that are truly responsive to the needs presented. Such kinds of individualized needs are known far better to human services' agency personnel and less clear to the transit operators. Mechanisms to communicate these needs, in ongoing ways, are critical.

2. *Pervasiveness of need for information by everyone --- consumers and agencies.*

Every group with whom the consultant team spoke addressed the need for clear and better information, sometimes recognizing that they did not know how to use information that already existed. Sometimes this involved acknowledging that they didn't know where to go to get information. In multiple instances, there were new services in place or planned for implementation that would specifically address concerns of the agency representatives and their consumers but information about these was new and not yet readily available.

3. *Need for seamless and understandable regional transit service options*

Consumers, and their agency representatives, are typically navigating the region as a whole. They are traveling between communities and needing to make inter-community trips work for a wide range of trip purposes: employment, medical or services and social. There are difficulties in using the multiple transit operators as a regional system where operating hours and days differ; transfer locations and bus stops don't meet; fares differ and mechanisms for purchasing fares differ; and scheduling of routes doesn't always consider the travel timing needs of consumers traveling between jurisdictions. Improvements along these lines among the public transit

operators will do much to improve the accessibility and usability of existing services by the target populations.

4. Expanded inter-community and inter-county transit services

Many of the needed trips identified by outreach participants are inter-city and inter-county, traveling some distances to services and programs. This is particularly so for services centralized in the City of San Luis Obispo, serving consumers throughout the County who must travel there to participate or to be assessed or trained. All efforts to improve the services between communities and the connections and timing of those services will help to address the needs surfacing through this process.

PUBLIC TRANSIT SERVICES IN THE REGION

Public transit services vary throughout SLO region with eight public transit operators and one human service provider, Ride-On. They combine trolley; general public and specialized dial-a-rides; senior vans and senior shuttles; commuter vans (employer based and multi-employer); local and regional fixed route buses; senior volunteer driver programs. Most services focus on local travel needs; RTA Regional and Ride-On are the only transportation operators that provide service throughout the county.

Three transit information tools were developed in the course of this project and include:

1. Transit services matrices that summarizes the services provided in each subarea of the county and regionally;
2. A transfer locations table detailing the transfer locations in the county and the connecting routes at those places;
3. Ten maps presenting the transit systems within the county, examples of which are included as E-1, **Coverage of Local Dial-A-Ride Services**; E-2, **Paso Robles-Templeton Transit Services**; and E-3, **ADA Coverage in the Region**.

NEEDS ASSESSMENT, RESOURCES AND GAPS

The unique and individualized needs reported and expressed through the inventory and stakeholder involvement processes were significant. These were discussed in two dimensions:

- **Consumer-oriented characteristics** of need, including those of frail and able-bodied seniors, persons with a variety of disability-types, and low income individuals, including families and homeless persons;

- **Organizationally-oriented characteristics** of need which included the trip types needed, the importance of on-time performance, transit pass and bus token issues, expanded hours and days of service, information needs, and bus facility requirements for safe transfer locations, bus stops and bus shelter amenities.

Gaps in service were characterized in the following areas:

- **Institutional communication gaps** and the difficulties of working between two very distinct service systems. For public transit, operating transportation services are its core business, around which significant infrastructure has been built. For human services agencies, transportation is a support service and often viewed as a distraction from agencies' primary purposes.

- **Service capacity** issues are suggested where unmet needs of the target populations exist, despite a significant network of public transportation in the region.

Exhibit 1 - Coverage of Local DAR Service Areas



Exhibit 2 - Transit Services - Paso Robles-Templeton

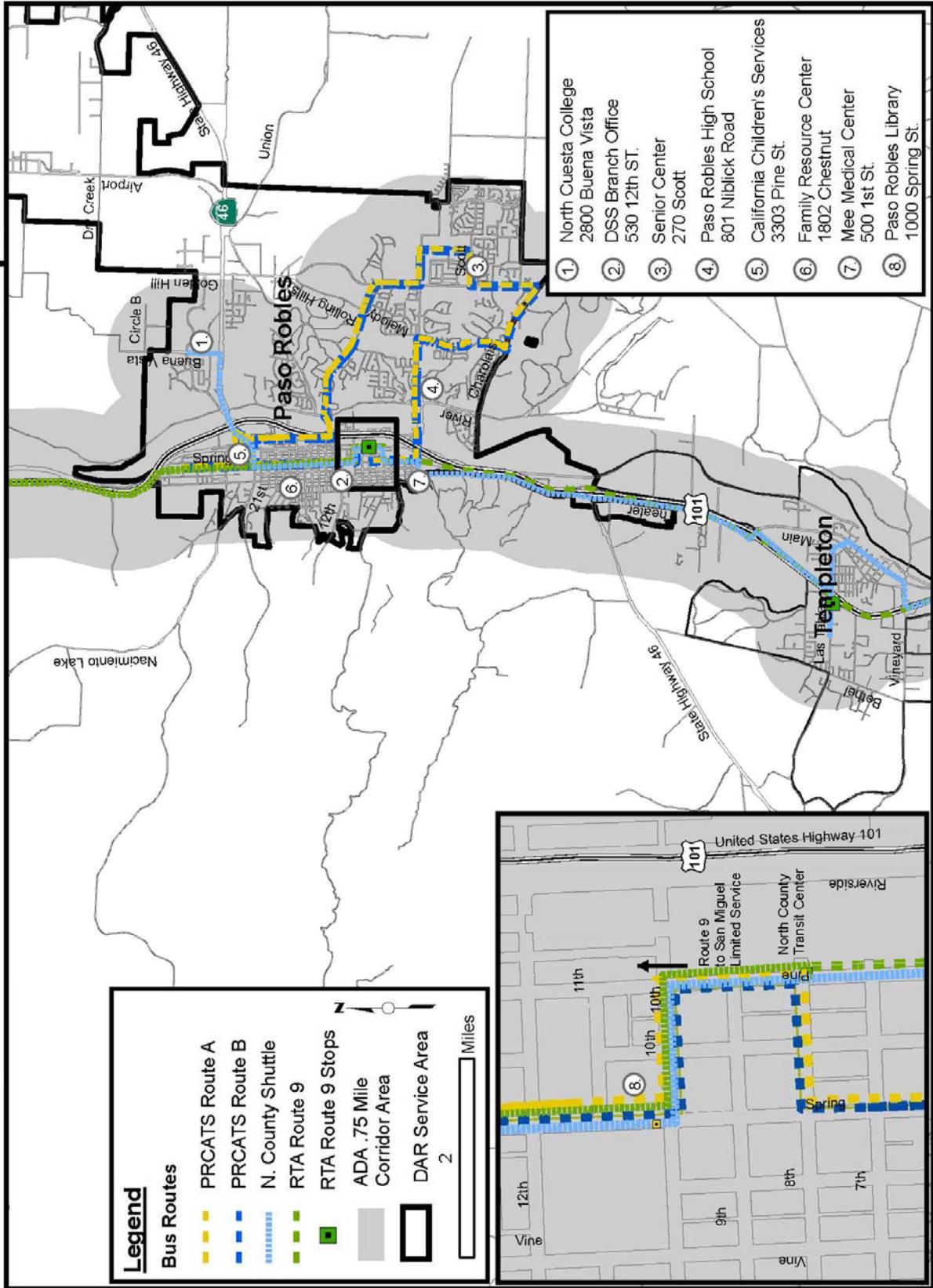


Exhibit 3 - ADA Transit Service Areas



Gaps in service, continued

- **Meeting individualized needs** remains a critical characteristic of the unmet specialized transportation needs of this region. Providing service to those difficult-to-serve groups or difficult-to-meet trips are the challenges of this Plan.
- **Improving communication between drivers, dispatchers, riders and prospective riders** will help to address many current areas of difficulty or uncertainty. This will also positively impact capacity where it leads to opportunity for increased efficiency of services.
- **Non-emergency medical trips and inter-community medical trips** surfaced as the consistently difficult-to-meet trip type needed across all groups.

MEETING COORDINATION REQUIREMENTS AND TRANSLATING NEEDS INTO PROJECTS

Coordination “friendly” policies must be developed by regional public transit agencies and organizations to ensure that projects seeking funding can be incorporated into the regional Program of Projects (POP). Implementation of the recommendations outlined in this report will assist SLOCOG and others in establishing a “culture of coordination” throughout the county.

The myriad of individualized needs that emerged through discussions with agency/organization staff representatives and with consumers begin to suggest project responses. Projects can be discussed in relation to the **type of consumer** whose needs are present, as with senior transportation, or the **types of trips needed**, as with non-emergency medical transportation, or possibly in relation to the **types of improvements** to transportation necessary to serve members of the target populations.

Exhibit 4 following suggests the potential projects heard from stakeholders and illustrates the connection between consumer needs and potential project responses.

PRIORITIES FOR PROJECT SELECTION

Meeting the specialized transportation needs of three diverse and often overlapping segments of the population -- seniors, persons with disabilities and low-income individuals -- is challenging. Actions and strategies developed will be incrementally effective in improving services, by providing a wider array of travel options to the target populations based upon their individual needs, and informing them about those options. This can be accomplished by gradually building the capacity of public transit and human service agencies/organizations to develop and implement coordinated projects, plans and programs. Both public transit and human service agencies/organizations must be active partners in this capacity building process.

Priorities relative to the development and funding of coordinated transportation projects identified through the locally developed comprehensive unified plan should:

1. Adequately address the unmet/underserved and individualized transportation needs of the target populations;
2. Maintain consistency with current Federal and State funding regulations and requirements;
3. Be financially sustainable;
4. Include measurable goals and objectives to be largely developed by the applicants;
5. Build and/or increase overall system capacity and service quality; and
6. Leverage and maximize existing transportation funding and capital resources, including human services funding.

**EXHIBIT 4, SAN LUIS OBISPO REGION
TARGET POPULATION TRANSPORTATION NEEDS, RESOURCES AND POSSIBLE RESPONSES**

Target Population	Special Transportation Needs and Concerns	Transportation Modes	Potential Transit or Transportation Program Solutions
Seniors, Able-Bodied	<ul style="list-style-type: none"> - Lack of knowledge about resources. - Concern about safety and security - Awareness of time when driving might be limited. 	<ul style="list-style-type: none"> - Fixed-route transit - Point deviation and deviated FR - Senior DAR - Special purpose shuttles: recreation, nutrition, shopping 	<ul style="list-style-type: none"> - Single point of information - Educational initiatives, including experience with bus riding before it is needed. - Buddy programs; assistance in “trying” transit - Transit fairs, transit seniors-ride-free days - Promotion of Gold Pass (80+ ride free)
Seniors, Frail and Persons Chronically III	<ul style="list-style-type: none"> - Assistance to and through the door. - On-time performance and reliability critical to frail users. - Assistance in trip planning needed. - Need for shelters - Need for “hand-off” for terribly frail 	<ul style="list-style-type: none"> - Fixed-route transit - ADA Paratransit - Emergency and non-emergency medical transportation - Escort/Companion Volunteer drivers - Special purpose shuttles 	<ul style="list-style-type: none"> - Escorted transportation options - Door-through-door assistance; outside-the-vehicle assistance. - Increased role for volunteers. - Technology that provides feedback both to consumer and to dispatch; procedures to identify frailest users when traveling. - Individualized trip planning and trip scheduling assistance. - Mileage reimbursement programs. - Driver sensitivity training. - Appropriately placed bus shelters.
Persons with Disabilities	<ul style="list-style-type: none"> - Service quality and reliability - Driver sensitivity and appropriate passenger handling procedure - Concerns about wheelchair capacity on vehicles/ pass-bys - Need for shelters - Sometimes door through door or issues of “hand-off” 	<ul style="list-style-type: none"> - ADA Paratransit - Emergency and non-emergency medical transportation - Special purpose shuttles - Escort/Companion Volunteer driven 	<ul style="list-style-type: none"> - Single point of information; Information as universal design solution. - Continuing attention to service performance; importance of time sensitive service applications. - Driver education and attention to procedures about stranded or pass-by passengers with disabilities. - Aggressive program of bus shelters. - Vehicles, capital replacement.
Persons of Low Income and Homeless Persons	<ul style="list-style-type: none"> - Easy access to trip planning information - Fare subsidies (bus tokens or passes) that can be provided in a medium that is not cash - Availability of tokens or passes - Breaking down the culture of poverty that uses transportation as the difficulty for not moving about the community. - Difficulties of mothers with multiple children - Need to bring along shopping carts 	<ul style="list-style-type: none"> - Fixed-route transit - Point deviation and deviated FR - Special purpose shuttles (work, training, special education, Headstart, recreation) 	<ul style="list-style-type: none"> - Creative fare options available to human services agencies. - Increased quantity of bus tokens available. - Standardized fare payment mechanisms across county. - Bus passes available to those searching for jobs or in job training programs; cost-effective. - Special shuttles oriented to this population’s predictable travel patterns. - Education about transit to case managers, workers with this population. - Feedback to transit planners on demand; continued work to improve transit service levels (coverage, frequency, span of hours) - Training of staff to train consumers - Vehicles, capital replacement.
Persons with Sensory Impairments	<ul style="list-style-type: none"> - Difficulty in accessing visual or auditory information. - Possible door-to-door for visually impaired 	<p>Same as seniors frail with emphasis on tactile signals.</p>	<ul style="list-style-type: none"> - Single point of information; information in accessible formats - Guides (personal assistance) through information - Driver training critical to respond to needs.
Persons with Behavioral Disabilities	<ul style="list-style-type: none"> - Medications make individuals sun-sensitive and waiting in the sun is not an option. - Medications make for thirstiness; long hour waits in the heat can lead to dehydration. - Mental illnesses can make it frightening to be in the public spaces such as public bus stops. - Impaired judgment and memory makes for poor decision-making. 	<ul style="list-style-type: none"> - Fixed-route transit - Point deviation and deviated FR - Special purpose shuttles (work, training, special education, Headstart, recreation) 	<ul style="list-style-type: none"> - Possibly special shuttles oriented to this known predictable travel need. - Aggressive program of bus shelters - “Hand-off” can be critical for confused riders, passing them off to a responsible party. - Important that driver understand riders’ conditions.

Priorities for Project Selection, continued

Actions needed to expand the capacity of transit services and to improve access to the range of transportation options suitable for the target populations will differ from the strategies needed to build the transportation capacity of human services agencies. By building the capacity of human service transportation providers, one can complement public transit services --- for instance with specialized services that cannot be provided by the transit sector. Such services include non-emergency medical, door-through-door and escorted trips. The Plan should encourage opportunities for strengthening the human service sector's ability to provide the hard-to-serve trip needs of seniors, persons with disabilities and low-income individuals.

FRAMEWORK FOR COORDINATION

Recommendations focus upon building a coordinated framework and strengthening ties between public transit and human service agencies and organizations. A central component of the coordinated framework is the Regional Mobility Manager, including sub-regional and agency-level mobility managers. The Federal guidance generally describes mobility management as:

"Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community....Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service."

FTA Circular 9045.1 New Freedom Program Guidance, May 1, 2007, pp. III-10 – 11.

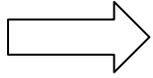
For the San Luis Obispo region, a single Regional Mobility Manager will provide leadership and promote dialogue between the public transit operators and the human services agencies, as well as among the public operators themselves. Bridging the communication gap between the two systems is important and complicated as each speaks different languages and, to some degree, has different values. Further dialogue among public transit operators is important as the plan speaks to the critical need for continued coordination among public transit services, as has been the direction of activities already undertaken. Coordinating public transit will go far in meeting some trip needs identified by this plan – for example, around transfer locations and timing of connections, common core service hours and standardized fare policy and fare collection mechanisms.

Given the complexities of this leadership role, the plan recommends that the Regional Mobility Manager be strongly affiliated with SLOCOG as the metropolitan planning organization. SLOCOG's authority as the funding conduit for the public operators and its regional planning responsibility will help to support and realize the coordination opportunities this plan envisions.

Sub-regional and agency-level mobility managers will also be needed to promote access to services in the myriad of ways in which these target populations require assistance. This second tier effort can focus on particular geographic sub-regions of the county, particular populations or even specific agency's clientele. The mobility management activities at these levels will extend activities directed by the regional mobility manager, helping to improve the mobility choices and opportunities of seniors, persons with disabilities and individuals of low income.

PLAN VISION, GOALS AND RECOMMENDATIONS

A vision is proposed for the San Luis Obispo region's locally developed coordination plan:



IMPROVED COMMUNITY MOBILITY FOR SAN LUIS OBISPO REGION SENIORS, PERSONS WITH DISABILITIES AND PERSONS OF LOW INCOME

To this end, the project team has developed three (3) goals, supported by fifteen (15) implementing objectives to accomplish coordination in the region. In addition, a total of fifty-three (53) implementing actions, strategies or projects are identified. The goals and objectives to guide project development are summarized below.

These goals are responsive to the Federal guidance for the locally developed plan and establish the roadmap by which mobility needs of the San Luis Obispo region target populations can be addressed. The implementing strategies are the methods by which gaps in services and opportunities for improved efficiencies may be achieved, through coordinated strategies and initiatives. The three goals are described as follows:

Goal 1 - Coordination Infrastructure

Given the level and diversity of needs in the region, a regional approach to facilitating coordination is needed, as no one agency or organization has the resources to facilitate the necessary cultural, institutional and operational changes needed to accomplish coordination goals. Coordination in the San Luis Obispo region cannot be accomplished without dedicated staff and financial resources. Projects funded under this goal should establish and/or further the development of the regional mobility concept. The specific objectives proposed under this goal include:

- 1.1 Establish a Regional Mobility Manager function within SLOCOG to provide leadership on coordination of public transportation/ human services transportation within the San Luis Obispo region.
- 1.2 Establish the Regional Mobility Manager's role in developing and "growing" projects responsive to regional coordination goals and objectives.
- 1.3 Promote human service agency-level Mobility Manager capabilities through the Call for Projects and through outreach by Regional Mobility Manager.
- 1.4 Develop visibility around specialized transportation issues and needs, encouraging high level political and agency leadership.
- 1.5 Establish a SLOCOG Call for Projects process sufficiently flexible for applicants to design and implement projects addressing identified needs.
- 1.6 Report on project performance, promoting project successes to regional partners and at state and federal levels.

Goal 2 – Building Capacity to Meet Individualized Mobility Needs

Acknowledging that more transportation capacity is needed to serve the growing population of the San Luis Obispo region, this goal addresses the idea of providing more trip options for the target populations. In addition, this goal inherently includes the concept of strengthening the ability of human service agencies and organizations to provide those trips that public transit cannot, thereby increasing not only capacity but access to services. The notions of reliability, quality of service and service monitoring are reflected under this goal. The objectives proposed include:

- 2.1 Promote policies that increase the quantity of public transit, paratransit and specialized transportation provided.
- 2.2 Identify and invest in strategies to improve the quality of specialized transportation, with attention to meeting individualized needs.

- 2.3 Develop strategies for improving transportation solutions in identified corridors of need.
- 2.4 Promote capital improvements to support safe, comfortable, efficient rides for the target populations.
- 2.5 Establish mechanisms to support transportation services provided by human services agencies.
- 2.6 Establish procedures to measure the quantities of trips provided, existing and new.

Goal 3 – Information Portals

It is critical to broaden the reach of information related to transit and specialized transportation services for clients/consumers, as well as stakeholder agencies and organizations. The San Luis Obispo region has significant transportation resources. Points of access to transportation information must be expanded to allow everyone the opportunity to understand transportation choices and to use the transportation network. The objectives proposed under this goal include:

- 3.1 Integrate and promote existing and new information strategies, including 211, 511 and web-based tools to get specialized transportation information to consumers.
- 3.2 Develop information portal tools for wide distribution.
- 3.3 Promote information opportunities for human services line staff and direct service staff.

SEQUENCING AND PRIORITIZATION OF RECOMMENDATIONS

Phase 1 of implementing these recommendations is to establish the Regional Mobility Manager (RMM), including determining the best location for that function. An advisory body to guide both the RMM and the activities of this plan is recommended, with broad representation from among the agencies and constituencies best representative of the target populations. Subsequent agency-level mobility managers are also envisioned, to guide individual consumers.

Phase 2 entails development of coordinated Action, Plans, Projects and Policies and may bring attention to such project concepts as:

- Implement a countywide travel training program
- Develop a transit data collection process to assist human service agencies
- Implement future coordinated service delivery models that use volunteer labor
- Conduct an annual inventory to build and nurture the coordination environment
- Develop additional processes and avenues to facilitate bus pass purchase programs for human service agencies.

A competitive selection process will be developed by SLOCOG for Section 5316 (JARC) and Section 5317 (New Freedom), consistent with state guidelines around the Section 5310 program. Recommendations for a flexible application process are proposed with projects to be invited under one or more of the three general project categories:

1. Coordination Infrastructure
2. Building Capacity
3. Information Portals

PLAN ADOPTION PROCESSES

The process for SLOCOG approval and adoption of the Coordinated Plan includes the following activities:

- Presentation and public hearing on the draft plan to SLOCOG Board of Directors August 8, 2007.
- Final plan presentation to SLOCOG Board of Directors for adoption on October 3rd, 2007.

**SAN LUIS OBISPO REGION
COORDINATED
HUMAN SERVICES- PUBLIC TRANSPORTATION PLAN**

**CHAPTER 1: CONTEXT FOR THE COORDINATED HUMAN SERVICES --
PUBLIC TRANSIT PLAN**

This plan is prepared in response to the coordinated planning requirements set forth in SAFETEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users, P.L. 190-059) in three sections of the Act: Section 5316-Job Access and Reverse Commute (JARC), Section 5317-New Freedom Program and Section 5310-Elderly Individuals and Individuals with Disabilities Program.

The document presents the plan’s context and purpose, describes methods by which this locally developed plan was constructed, presents findings and discusses the implications of these findings. The plan establishes the construct for a unified comprehensive strategy for transportation service delivery in San Luis Obispo County focused on unmet transportation needs of elderly individuals, persons with disabilities and individuals of low income.

1.1 AT THE FEDERAL LEVEL

SAFETEA-LU With the passage of the *Safe, Accountable, Flexible, Efficient, Transportation Equity Act – A Legacy for Users* (SAFETEA-LU) in 2005, the U.S. Dept. of Transportation (DOT) and the Federal Transit Administration (FTA) conducted a series of “listening sessions” around the country to obtain guidance on how to implement facets of this complex transportation funding authorization. Guidance was sought from public transit operators, regional transportation planning agencies and metropolitan transportation organizations as to how to address, in regulation and circular guidance, numerous facets of the transportation re-authorization. Comments on the New Freedom program, a new initiative responsive to the President’s Executive Order and in relation to increased funding for Job Access and Reverse Commute (JARC) and the existing 5310 capital program recommended consolidating the coordination planning requirements of each program.

To that end, the proposed FTA circulars issued in March 2006, with final circulars issued on May 1, 2007 all included a common Chapter V:

- Section 5310 - FTA C. 9070.1F; *Elderly Individuals and Individuals with Disabilities Program Guidance*
- Section 5316 – FTA C. 9050.1: *The Job Access & Reverse Commute Program Guidance*
- Section 5317- FTA C. 9045.1: *New Freedom Program Guidance.*

The circulars’ common Chapter V – “Coordinated Planning” requires that any projects funded through these sections be “derived from a locally developed, coordinated public transit – human services transportation plan” with the plan “developed through a process that includes

representatives of public, private, and non-profit transportation and human services providers and participation by members of the public.”¹

This plan is responsive to that requirement of a locally developed, coordinated public transit-human services transportation plan. This approach ensures that eligible projects envisioned within the San Luis Obispo region can be funded. Specifically, the plan’s goals should address the following general purposes and specific requirements:

Table 1-1

**Summary of Goals of
SAFETEA-LU’s Coordinated Locally-Developed Planning Process**

The Coordinated Locally-Developed Plan *shall identify transportation needs of individuals with disabilities, older adults and people with low incomes; provide strategies for meeting those local needs and prioritized transportation services for funding and implementation.*

[From the Overview in Chapter V, Coordinated Planning of the Circulars related to Sections 5310, 5316 and 5317 released May 1, 2007.]

Program Goals that the Plan shall address:

Section 5310 -- Elderly Individuals and Individuals with Disabilities Program:

Goal is to provide discretionary capital assistance in cases where public transit was inadequate or inappropriate to serve the transportation needs of elderly persons and persons with disabilities [FTA Circular 9070.1F, p. I-3]

Section 5316 – Job Access and Reverse Commute Program: Goal is to “improve access to transportation services to employment and employment-related activities for welfare recipients and eligible low-income individuals.” [FTA Draft Circular, September 2006, p. II-1] From the House of Representatives conference report, that the FTA would “continue its practices [with this program] of providing maximum flexibility to job access projects designed to meet the needs of individuals not effectively served by public transportation”. [HRC Report 109-203, Section 3018].

Section 5317 – New Freedom Program: Goal is to “provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society.” [FTA Draft Circular, September 2006, p. II-2]

1.2 AT THE STATE LEVEL

Various state-level coordination initiatives provide a context for and have relevance to the preparation of a “locally developed plan.” Some precede SAFETEA-LU’s coordination planning requirements and some anticipate them. California has since the late 1970’s recognized the value of coordination of transportation services to consumers. AB 120, the *Social Services Transportation Improvement Act*, was passed by the California legislature in 1979. Amended by SB 826 in 1981, the Act established the authorizations for the Consolidated Transportation

¹ Page V-1 of each of the respective proposed circulars, Section 5310, Section 5316 and Section 5317, issued in draft by the Federal Transit Administration, U.S. Dept. of Transportation, September 6, 2006.

Services Agencies (CTSAs) and recognized the importance of an inventory activity to identify and catalog the human services transportation resources, specifically vehicles and funding.

Unfortunately, no additional funding was provided to county-level agencies for the conduct of activities set forth in AB 120/SB 826. County transportation commissions and Regional Transportation Planning Agencies (RTPA's) had been complying by using their own resources with the biennial and then every four-year inventory and Action Plan activities. The Act did allow, on a discretionary basis, for the utilization of California Transportation Development Act (TDA), Article 4.5 funds to support vehicle operations provided by the CTSAs.

The Olmstead Act has prompted more recent dialogue about coordination of human service transportation. The Olmstead Act is a consequence of court settlements intended to improve community-based services such that alternatives to institutionalization exist for seniors or others threatened with the potential need for long-term, institutional care. The Act provides guidance on the distribution of State funds and seeks to influence policy around its core purposes. In a recent issue paper authored by the Olmstead Advisory Committee – Diversion Work Group, transportation is recognized as a critical aspect of protecting health and well-being in the community:

Table 1-2

<p>Olmstead Advisory Committee – Diversion Work Group² ISSUE 5: INCREASING ACCESS TO TRANSPORTATION</p> <p><u>Policy Goal</u> – To increase access to transportation alternatives that help individuals remain at home and in the community by, among other things, connecting consumers to medical, supportive and employment services.</p> <p><u>Problem</u> – A lack of coordination and silos of funding between programs spanning across the Health and Human Services Agency departments and the Department of Transportation have contributed to a fragmented human services transportation system. The system fragmentation can lead to difficulty accessing services for seniors and persons with disabilities.</p> <p><u>Barriers</u> –</p> <ul style="list-style-type: none">- Multiple funding streams operating across departments.- Lack of resources necessary to meet demand for services.
--

Transportation actions supported by the Olmstead Advisory Committee include:

1. Addressing the MediCal reimbursement structure for non-emergency medical transportation;
2. Supporting mobility management initiatives, and
3. Increasing access to transit and paratransit by focusing on the location decisions for all service facilities;

² Steenhausen, Sarah, Assistant Secretary, California Health and Human Services Agency; Olmstead Advisory Committee – Diversion Work Group. Olmstead Issues Briefs – Draft 2: February 21, 2006, Sacramento, California.

4. Enhancing funding for paratransit; and
5. Amending the CTSA law to require that public transit programs evaluate the impact of route and service cuts on seniors and persons with disabilities.

Caltrans is also providing some state-level coordination leadership as a consequence of a United We Ride grant and an outgrowth of 2001 President Bush Executive Order directing coordination among Federal level transportation, health and human services, education and labor departments. Caltrans hosted the March 2005 **United We Ride Mobility Summit** which brought together over 200 persons, local, state and federal-level leaders, to examine issues of mobility for California's more frail residents and the policies that inhibit or promote these.

The United We Mobility Summit was a recommendation from the **Long Range Strategic Plan for an Aging California** (October 2003) which had identified transportation as a priority. The Summit vision was "improving mobility and access to services through interagency cooperation and greatly improved coordination." There was recognition among the speakers of the need for infrastructure, for mechanisms by which to promote that coordination. The primary Summit recommendation was to address the need for a formal structure in California to address mobility and coordination barriers, and to implement mobility management at the state, regional and local levels.

Caltrans has supported the Transportation Task Team (TTT), meeting since 2004 as another recommendation from the 2003 Long Range Strategic Plan for an Aging California. Its focus has been on identification and promotion of strategies to build a state-level structure by which to support transportation coordination. The Caltrans TTT anticipates managing a consultant study during 2007 which will move forward specific state-level policy issues related to transportation. These include:

- Develop guidance on the MediCal transportation reimbursement policies;
- Increase the interaction of various state-level agencies around transportation issues;
- Devise the structure and guidance for a long range, comprehensive strategy to promote human services transportation coordination across the State.

1.3 SAN LUIS OBISPO REGION'S ROLE IN COORDINATION

Within the San Luis Obispo region, there has been extensive and continuing involvement with coordination in several arenas.

First, Ride-On, as a division of the San Luis Obispo County United Cerebral Palsy organization, assumed the designation of the Consolidated Transportation Services Agency (CTSA) after the passage of AB 120/ SB 826. In that role it has provided a range of services that extend the public transportation network, with a particular focus on seniors and persons with disabilities. Ride-On was characterized in its recent Short Range Transit Plan as "a very entrepreneurial organization that closely mirrors [what was] envisioned in the original 1979 Consolidated Transportation Services Agency state legislation."

SLOCOG has supported the inventory and action plan responsibilities of the AB 120/SB 826 legislation regarding social services coordination with the most recent Action Plan completed in 2002 for the San Luis Obispo region.

Additional coordination efforts around information sharing have developed through SLO Regional Rideshare, a transportation management organization which was initially located within the RTA organization and recently moved to SLOCOG. Regional Rideshare's mission is centrally involved with coordination of commuter transportation. Through a grant related to the new 511 information function, the Regional Rideshare has been exploring ways of supporting transportation information needs of other groups, including seniors.

Finally, there was a 1998 Job Access and Reverse Commute project between Dept. of Social Services and SLOCOG to develop transportation services needed by the agency's low income constituency. While this project was ultimately not successful, it does speak to historical relationships between public transportation and human services agencies within the San Luis Obispo region around meeting needs of these target populations.

CHAPTER 2: CONTEXT FOR A PLAN FOR THE SAN LUIS OBISPO REGION

This chapter establishes the local context and general direction for development of a locally developed plan for the San Luis Obispo region, predominately a rural county but with significant urban centers and a growing population. To ensure that the locally developed plan builds upon work that has already been done, this chapter also summarizes recent San Luis Obispo region reports and studies that have bearing on transportation needs of seniors, persons with disabilities and persons of low income.

2.1 THE SETTING

San Luis Obispo County is a 3,320 square mile coastal county approximately in the north-south center of California's long coast line. Its topography is a mix of coastal water front, coastal mountains and inland agricultural and open range land. Over 80 percent of its 247,000 persons (U.S. Census Bureau, 2000) live in the urban areas of the county. Its population density is 74 persons per square mile.

Figure 2-1, San Luis Obispo County Within California



Its population includes 14 percent persons over age 65, significantly above California's statewide average of 10.7 percent. It has a smaller proportion of children age 5 and under (5 percent) and youth age 18 (20 percent) and under than the respective statewide averages of 7 percent and 27 percent. While the dominant population is Caucasian (91 percent), there is a significant Hispanic presence (18 percent) that increases seasonally with migrant workers.

2.2 APPROACH TO THE LOCALLY-DEVELOPED PLAN FOR THE SAN LUIS OBISPO REGION

This coordination plan for the San Luis Obispo region builds upon its own history of coordination planning, as expressed in the Social Service Transportation Action Plan of April 2002 with an update in 2004. That plan established the framework for Ride-On Transportation services provided through the *Consolidated Transportation Services Agency* (CTSA) and articulated expectations for those from the San Luis Obispo Council of Governments (SLOCOG) in response to identified needs.

The SLOCOG, as the Regional Transportation Planning Agency and the Metropolitan Planning Organization (MPO), has the lead in preparing the required coordination plan for the San Luis Obispo region. SLOCOG issued a competitive proposal process in the summer of 2006 and selected the transit planning firm A-M-M-A to prepare this locally developed plan. In response to the Request for Proposals, A-M-M-A identified three general purposes to guide the plan development:

1. To identify and promote partnerships among transportation providers, including existing transit providers who may be public or private non-profit transportation programs, social service agencies and advocacy groups working with the target populations;
2. To identify the roles and responsibilities of partners for projects identified, including the lead and support partners in implementation;
3. To establish cost and project-element parameters over a four-year time horizon which are consistent with potentially available resources.

The specific approach undertaken involved the following activities:

- A **Local Outreach** task which included a stakeholder survey, outreach meetings and on-site and telephone interviews;
- A **Background Information** task to summarize relevant work already done in the San Luis Obispo region;
- A **2007 Target Populations' Needs Assessment** working paper; and
- Development of a **draft list of candidate improvements**

Since the project began in November 2006, the final circular guidance for the Section 5316, 5317 and 5310 programs was released and gave more detail for preparing the final planning documents. Among the elements clarified were selected performance measures by which the region as a whole is to measure progress towards improvement of transportation for seniors, persons of low income and persons with disabilities.

Some flexibility in approach was utilized with regard to the public outreach efforts, in order to be most responsive to the opportunities presented. For example, a second round of survey mailing was conducted to increase the response rate. And public meetings in the south and north county were sufficiently successful at garnering input from various representatives that a community-wide workshop was scheduled as follow-up, rather than working exclusively in smaller group settings.

An organizing theme, throughout this project, was to utilize this planning process to identify agencies and organizations that were **interested, willing and able** to support coordination efforts that will improve the mobility of the target population groups (seniors, persons with

disabilities and persons of low income). The Federal guidance around these coordination planning efforts assumes a competitive selection activity from which projects will be chosen, proposed by organizations that can meaningfully respond to the needs identified through the plan. One necessary activity is therefore to identify and promote organizations who are **interested, willing and able** to respond effectively to meeting these specialized transportation needs.

2.3 BACKGROUND FROM PREVIOUS STUDIES

2.3.1 Introduction -- A Review of Key Planning Documents

This section documents planning findings and recommendations with some bearing on the target populations of this coordination plan. Three cycles of the unmet needs process are summarized, with the most recent unmet needs findings discussed in Chapter 5. Other studies or reports reviewed included:

- SAN LUIS OBISPO REGION JARC PROJECT 2000 - October 2002
- SLOCOG 2004 TRANSIT NEEDS ASSESSMENT -December 2004
- RIDE-ON TRANSPORTATION STRATEGIC PLAN - August 2004
- SLOCOG NORTH COUNTY TRANSIT STUDY (NCTS), FY 06 to FY 15 - October 2004
- SLOCOG 2005 LONG RANGE TRANSIT PLAN (LRTP) - March 2005
- CITY OF PASO ROBLES SHORT RANGE TRANSIT PLAN (SRTP) – FY 07 to FY 11, July 2006
- SLOCOG 2006-07 TRANSIT DEFICIENCIES UPDATE - October 2006

Summaries of each report or study identified above follow noting those issues or points impacting the mobility of seniors, persons of low income or persons with disabilities. These include topics of inter-community travel, operating characteristics, fares, organizational issues, unmet needs and ridership needs or characteristics of the target populations.

2.3.2 Review of Unmet Transit Needs Reports

**REPORT: SLOCOG UNMET TRANSIT NEEDS REPORT
FISCAL YEAR 2005/2006
San Luis Obispo Council of Governments**

Inter-community travel and issues

- Need more coordination of regional and local transportation between specific communities, for example:
 - Coordination between Paso Robles and Atascadero
 - Transit connection between Paso Robles and Shandon, also requested during FY 2004/05 Unmet Transit Needs process (County began providing as a pilot program in 2005)
 - Gaps in service between San Luis Obispo City and Los Osos
 - Request for service between Morro Bay and Atascadero (also raised during FY 2003/2004 Unmet Transit Needs hearing)
 - Request more service between Los Osos and Morro Bay (RTA is increasing service to hourly runs or double frequency on weekdays in August 2007)

- Request more service between Morro Bay and San Luis Obispo
- Request more service between Cayucos and Morro Bay
- Other inter-community transit issues
 - Proposed super loop between Paso Robles, Templeton, and Atascadero (discussed in 2004 Transit Needs Assessment)
 - Concern about need for transfers for people to travel between Paso Robles and Atascadero and no Saturday service in Atascadero
- Organizational issues
 - Request implementation of Atascadero Transit Center as a center where all north County routes would stop
 - Reluctance to merge local transit systems because of possible loss of identity
 - Consider giving financial incentives for jurisdictions to function as a JPA

Inadequate service hours and/or days

- Evening service requests/needs related to specific areas
 - Need expanded evening service in San Luis Obispo City
 - Need evening dial-a-ride service in Morro Bay
 - Request for late evening service on RTA Route 9
 - Request for evening service on RTA Route 12 until 10 p.m.
 - Need for later hours on Atascadero Dial-a-Ride (end of the afternoon)
- Evening service requests/needs (general concerns)
 - Concern that seniors cannot attend meetings because they lack evening transit
 - Need for demand response service until 10 p.m.
 - Request for countywide connecting evening network, possibly through a subsidized dial-a-ride
- Weekend or other service requests/needs
 - Need for Sunday service on Paso Robles Transit
 - Need for Sunday service on RTA Route 10
 - Need for Sunday general public Dial-a-Ride service in Morro Bay, requested through surveys
 - Need for later Saturday service on Morro Bay Dial-a-Ride
 - Need for more mid-day service on RTA Route 12

Fares

- Concerns about demand response fares
 - Concern about Templeton Taxi fares for seniors
 - Need for affordable countywide demand response service

Services which do not currently exist

- Demand response service
 - Need for taxi service in Nipomo, Mesa, Cayucos, and Los Osos
- Fixed route
 - Need for fixed route service in Morro Bay (all year)

Specific target groups and trips

- Work trips

- Request subsidies on monthly vanpool fares
- Need to address transportation needs of migrant farm workers (staff waiting for recommendations of Bi-Lingual Outreach Project)
- Senior transportation
 - Lack of fixed route transportation serving Villa Paseo Palms Senior apartments in Templeton
 - Need for transportation serving Bolsa Chica Mobile Estate senior home park in Arroyo Grande (South County Area Transit (SCAT) implemented by extending Route 24)
- Persons with disabilities
 - Possible need to consider disabled riders as eligible for subsidized taxi service
 - Concern that Templeton Taxi does not serve persons with disabilities
- Low income riders
 - Need for reduced Ride-On fares to low income persons due to limited availability of Runabout for general public (few mechanisms in place to subsidize low income fares due to TDA rules)

**REPORT: SLOCOG UNMET TRANSIT NEEDS REPORT
FY 2004/2005
San Luis Obispo Council of Governments**

Inter-community travel and issues

- Need for coordination between specific communities
 - Request for airport shuttle between Paso Robles and San Luis Obispo airport
 - Need for general public transit service between Shandon and Paso Robles. Service between the two is a single van transporting seniors and people with disabilities, with very limited service to other Shandon residents (In 2004, the county and RTA were briefly discussing extending Route 9 to Shandon – this was not a recommendation from NCTS)

Inadequate service hours and/or days

- Evening service requests/needs related to specific areas
 - Request more Route 9 evening service
 - Request later evening services on SLO-Transit Route 6
 - Request evening service from San Luis Obispo Amtrak station to Morro Bay (RTA Route 12)
 - Request evening service from San Luis Obispo to Los Osos past 7pm (RTA Routes 11/12)
- Evening service requests/needs (general concerns)
 - Requests for affordable countywide evening service
 - Requests for countywide evening dial-a-ride service after fixed route service ends (staff noted that previous local attempts have been discontinued as not cost-effective)
- Weekend service requests/needs
 - Need for Sunday service in Paso Robles (mentioned in 2006 Transit Deficiencies Update; implemented as limited DAR since summer 2006 following the 2006 Short Range Transit Plan)
 - Need weekend fixed route service in Atascadero (Saturday service implemented with North County Shuttle)

- Other service hour needs
 - Need for Paso Robles transit morning connection to RTA Route 9 (to be met by expanding Paso Robles Dial-a-Ride hours to improve connectivity)
 - Need earlier bus on RTA Route 9 from North County to enable riders to get to work on time

Transfers

- Need to improve transfer connections in San Luis Obispo between RTA Route 9 and Route 12 to Cuesta College; the two bus stops are a quarter mile apart.
- Request rescheduling of RTA Route 9 to improve transfer to San Luis Obispo Transit (some changes were made in 2004)

Difficulties accessing service

- Request increase in Paso Robles Dial-a-Ride service capacity (second van)

Specific target groups and trips

- Work trips
 - Request additional park and ride lots in San Luis Obispo County
 - Request to replace current Nipomo bus stop and park-and-ride lot which facilitates feeder connections between RTA Route 10 and Nipomo Transit (new stop was added in 2004 Old Town and RTA revised route; a new park and ride lot is being evaluated on east side of freeway)
 - Request additional funding for subsidized vanpool service (also raised in FY 2003/2004 Unmet Transit Needs process)
 - Request express service, improving commuter trips, from San Luis Obispo to Los Osos (staff noted that there is currently one express trip in each direction, with limited usage in the evening)
- Senior transportation
 - Request for improved senior transportation to enable seniors to get out of their homes on their own. Currently difficult because Runabout gives priority to people with disabilities
 - Need for additional funding for senior transportation (no action taken)
- Persons with disabilities
 - Need better signage and information for visually impaired bus riders
 - Request for new and expanded countywide evening service for persons with disabilities, using smaller buses and with possible premium fare structure
 - Need for better accessible transportation to services located near airport, including physical therapy/rehabilitation center (San Luis Obispo may consider re-establishing this service in the future)
 - Need increased funding for Community Interaction Program (CIP), a Ride-On region-wide program serving persons with developmental disabilities (supplemental funding granted)

**REPORT: SLOCOG UNMET TRANSIT NEEDS REPORT
FY 2003/2004
San Luis Obispo Council of Governments**

Inter-community travel and issues

- Coordination between specific communities
 - Request transit connection between Atascadero and Morro Bay (41 Corridor)

Inadequate service hours and/or days

- Evening service requests/needs related to specific areas
 - Request more evening service on SLO-Transit, including routes serving Cal Poly (some improvements are being implemented)
- Evening service requests/needs (general concerns)
 - Request Runabout service hours be expanded in the evening so persons in wheelchairs can go out during evening hours
 - Request evening bus service throughout the county
- Weekend service requests/needs
 - Need for Sunday service in Paso Robles and Atascadero
 - Request later Saturday service from Atascadero to City of San Luis Obispo
 - Request Sunday service between City of San Luis Obispo and Five Cities (service implemented in September 2006)
 - Request more weekend service on CCAT (RTA fixed route)
- Other service hour needs
 - Request better alignment of San Luis Obispo Transit service with Cal Poly class schedules
 - Need for less travel time between Achievement House and Los Osos (RTA Routes 11 and 12)

Fares

- Request a bus pass which would work for both city and regional buses; would be especially helpful for persons with disabilities

Specific target groups and trips

- Work trips
 - Request increased funding for vanpools, and no vanpool rate increases
 - Concern about expected reduction of subsidies for vanpools
- Senior transportation
 - Request subsidized taxi service for seniors and persons with disabilities
 - Need for accessible and affordable transportation for seniors in every area in the county
 - Request for transportation from Resthaven Mobile Home Park for seniors outside Paso Robles to weekly evening farmers market in Paso Robles
- Persons with disabilities
 - Runabout service hours can't currently serve the evening trips of persons using wheelchairs who desire to go out during evening hours
 - Suggest subsidized taxi service for seniors and persons with disabilities
 - Request Braille signage at bus stops
 - Rancho Coalinga Mobile Home Park near Morro Bay needs dial-a-ride service (outside city limits)

Other needs

- Request that Avila Beach Trolley, currently a weekend service, be continued and expanded (Avila Beach Trolley integrated with SCAT – no expansion proposed)
- Need adequate passenger amenities and signs at SLO-Transit bus stops
- Need destination and transit information at all bus stops

2.3.3 Other Relevant Studies and Recent Plans

PROJECTS: SAN LUIS OBISPO REGION JARC PROGRAM 2000 San Luis Obispo Council of Governments October 2002

Inter-community travel and issues

- General inter-community transit issues
 - A need identified in the implementation of the one JARC project, Department of Social Services emergency dial-a-ride service, was the lack of clear and up-to-date information on existing transportation services.
 - Development of a Regional Bilingual Ride Guide (2002-2004) was designed to provide information for all services, promote the use of alternative transportation modes, and lend marketing support to regional and local transit and paratransit.
 - Recommendation for integrating different types of trips – child care trips and transportation of seniors and people with disabilities. The Santa Maria SMOOTH child care project was ended after 6 months because of very low ridership. The project would have been more cost-effective and productive by sharing dedicated vehicle and driver with other specialized dial-a-ride services.

Inadequate service hours and/or days

- General service hour needs
 - Need was identified for transportation for Cal Works clients from work or classes at hours when after hour needs could not be met by regular transit. Because of low participation by DSS clients, the project was ended.
 - Other options were identified as alternatives to the after-hours transportation, including employer-sponsored shuttles and ridesharing (limited applications in rural setting).

Fares

- Need for better coordination between fare structures. The development of the Regional Bilingual Ride Guide (2002 and 2004) was designed to promote use of alternative transportation modes, including through more uniform presentation of different fare structures, including local and regional transfer rules.
- An outcome of the Welfare Mobility Study was the adoption of Universal Pass, accepted by all providers and offered to DSS qualified clients for riding without handling cash. The fare media is still in use (a booklet of paper coupons sold by the RTA and Atascadero to customers and DSS offices).

Difficulties accessing service

- Lack of easy access to information about regional and local transportation systems, affecting the success of JARC projects.

- Need a comprehensive regional and local transportation resource guide for current and new transit users.

Specific target groups and trips

- Work trips
 - Need for transportation to Creekside Career Center (One Job) and new office parks in or near City of San Luis Obispo, southern area close to the airport. This identified need led to a loop being added to San Luis Obispo Transit Route 3. This loop was discontinued in 2004 due to poor ridership, operational safety, and on-time performance issues
 - Need for increased marketing of Santa Maria Reverse Commute regional bus service (marketing campaigns done in Nipomo and entire South County).

PLAN: RIDE-ON TRANSPORTATION STRATEGIC PLAN
San Luis Obispo Council of Governments
August 2004

Inadequate service hours / service days

- Need for increased evening and weekend services

Specific target groups and trips

- Work trips
 - Plan to coordinate Transportation Management Association (TMA) Marketing with Regional Rideshare
 - Recommend developing countywide car-sharing program with Rideshare
 - Ride-On TMA strategy includes increasing evening and weekend service
- Senior transportation
 - There is an increasing need for transportation to medical facilities
 - Need for senior mobility training program
- Persons with disabilities
 - Increasing need for transportation to medical facilities

Other needs/issues/comments

- CTSA needs to work with medical facilities to improve health care transportation
- Ride-On consolidates transportation for social service agencies
- Need for creation of a mobility management center
- Continuing need to support social service transportation through outreach
- Ride-On's three functions (CTSA, TMA, and private contract service) share resources to maintain efficiencies
- Ride-On plans to continue collaborating with local jurisdictions, SLOCOG, social service agencies, and others to improve coordination and marketing

**STUDY: SLOCOG NORTH COUNTY TRANSIT STUDY
FY 2005-06 TO 2014-15
Prepared by LSC Transportation Consultants, Inc. for
San Luis Obispo Council of Governments
October 2004**

Inter-community travel and issues

- Coordination between specific communities
 - Concern about need for transfers by persons traveling between Paso Robles, Templeton, and Atascadero. Recommend combining Paso Robles Route C and Atascadero El Camino Shuttle into a single local route, increasing convenience of public transit and eliminating the need for transfers.
 - Recommend Joint North County Local Service, implemented through MOU between Atascadero and Paso Robles
- Other inter-community transit issues
 - Recommend strengthening regional coordination through North County Operators Committee.
 - Recommend joint service procurement for a single contractor to maximize service efficiency

Inadequate service hours and/or days

- General service hour needs
 - Recommend implementation of 60-minute all-day service on Route 9, to provide consistent service and reduce travel time (implemented in September 2006)

Difficulties regarding transfers

- Concern about inconvenience of transfers for travel between Paso Robles, Templeton, and Atascadero. Recommend combining two local routes into a single route to eliminate this need for transfers
- Establish Atascadero Transit Center, facilitating coordination of routes and transfers (Transit Center Site Evaluation under way)

Fares

- Current fare structures by individual providers result in a confusing set of fares. Recommend providing consistent transit fares in North County, to enable north county systems to function as a system and eliminate fare confusion.

Difficulties accessing service

- Passengers have difficulties using transit because of limited amenities at bus stops; recommend improving passenger amenities at bus stops.

Specific target groups and trips

- Work trips
 - Recommendation: Implement 60-minute all-day service on Route 9, providing consistent service and reducing travel time for commuters

STUDY: SLOCOG 2004 TRANSIT NEEDS ASSESSMENT
San Luis Obispo Council of Governments
December 2004

Inter-community travel and issues

- Coordination between specific communities
 - Suggest deploying Paso Robles buses to San Miguel or Shandon at mid-day
 - Discussion of sub-regional transition in North County, including a more direct route between Atascadero, Paso Robles, and Templeton, (an issue also raised during the FY 2005/2006 Unmet Transit Needs process)
- Other inter-community transit issues
 - Suggest focusing regional transit north of Templeton on long distance commuter market (to San Luis Obispo)

Inadequate service hours / service days

- Evening service requests
 - Limited weekday evening transit options
- Weekend service requests/needs
 - Minimal weekend transportation services
- Other service hour needs
 - Lack of compatible hours among transit systems

Difficulties regarding transfers

- Different systems have different transfer rules, creating barriers to coordination
- Lack of timed transfers between regional and local buses, limiting mobility of riders and deterring potential riders
- Need better signs and schedule information at transfer points

Fares

- Lack of uniform fares and criteria for fare discounts, creates barriers to use of multiple systems

Other needs/issues

- Need improvements in signage at shared bus stops (similar issue was raised in the FY 2003/2004 Unmet Transit Needs process)
- Need permanent transfer points between regional and local buses, visible and pedestrian-friendly

REGIONAL PLAN: SAN LUIS OBISPO COUNTY LONG RANGE TRANSIT PLAN
FINAL REPORT
Prepared by Urbitran
March 2005

Establishes *Policy Goal* for public transit in the region:

“Provide reasonable and accessible region-wide public transit services to allow all persons in the County access to essential services, to improve air quality and overall mobility. Essential services include educational, recreational, health care and employment opportunities.”

Establishes Specialized Transit Objective (Objective 3):

Provide specialized services and systems to serve transportation-disadvantaged persons, including those with disabilities and mobility impairments, older adults and those of low income.

3.b Review the provision of all specialized transportation services in the County and encourage coordination between social service transportation and other paratransit services.

- 3b.1 Develop an action plan to provide lifeline transportation throughout the County, which would connect to fixed-route services and provide access to essential services.
- 3b.2 Support countywide coordination and maintain a formal mechanism for social service and other affected agencies' input into the public transit planning process. Encourage private sector and other organizations, both for-profit and non-profit, to coordinate convenient and reasonably priced alternative options with existing providers.
- 3b.3 Continue to support and expand coordination of transportation service delivery among social service agencies. Maintain an inventory of social service transportation providers, encourage information sharing between agencies, implement recommendations in the Action Plan for Social Services Transportation and support coordination legislation and technical assistance at the federal and state levels.

Population-based findings:

Many seniors are moving into the region and choosing to live in relatively low-density areas. This influx of retirees could increase demand for curb-to-curb services in the future, further increasing the need for the less productive regional and local dial-a-ride services. Similarly, projected growth in the number of low-income persons, residing in the outlying areas with lower housing costs, might increase demand for off-peak and evening services with higher levels of fare subsidies.

Geographic-based findings:

The projected trend is for the smaller, rural communities to absorb an increasing share of the future population growth and for the densest areas now to become less dominant in the region. This pattern will tend to spread transit resources more thinly and possibly reduce productivity as more paratransit or flexibly routed options become the most effective service models to respond to this trend. Start-up of local services or expansion

of paratransit services will be constrained by the current farebox recovery standards set by TDA.

Of three recommendations offered by the Long Range Transit Plan to the San Luis Obispo region's elected officials, the first recommendation is:

Develop a more customer-oriented perspective to transit service delivery through increased service coordination. Consider expanding the scope of the regional ridesharing function to allow "one-stop" information for all mobility options: all forms of ridesharing, public transit, human service transportation and specialized transportation.

**LOCAL PLAN: CITY OF PASO ROBLES SHORT RANGE TRANSIT PLAN
FY 2006-07 TO FY 2010-11
Prepared by Transit Resource Center for the City of Paso Robles
July 2006**

Inter-community travel and issues

- Coordination between specific communities
 - Recommend North County Shuttle to replace Route C and El Camino Shuttle, implemented through MOU between Paso Robles and Atascadero
 - Recommend timed transfers between North County Shuttle and Route 9 at Las Tablas Park-and-Ride
- Organizational issues
 - Recommend joint procurement of transit services by Runabout and Paso Robles Dial-A-Ride
 - Recommended strategy: focus RTA Route 9 on serving regional trips with higher frequency and shorter travel time.
 - Recommend local services be coordinated to provide consistent and expanded service
 - There are four dial-a-rides serving the North County (Ride-On, Runabout, Paso Robles Dial-A-Ride, and Atascadero Dial-A-Ride), each with its own trip and service area limitations and creating many gaps in riders' ability to make needed trips
 - Concern that proposed "super loop" will create a long one-way loop taking people out of their way for one part of a round trip

Inadequate service hours / service days

- Weekend service requests/needs
 - Need for Sunday transportation, possibly implemented with dial-a-ride van using advance reservations, to be evaluated after one year
- Other service hour needs
 - Request mid-day shuttle (Senior Focus)
 - Concern about 60-minute frequency along Spring Street and Niblick Road, possibly addressed by adding limited stop service as well as continuing local service

Difficulties regarding transfers

- Recommend timed transfers between North County Shuttle and RTA Route 9 at Las Tablas Park and Ride

Difficulties accessing service

- With four dial-a-rides in the North County, joint planning is important to match service delivery to needs to minimize confusion and make it clearer to consumer which service they should use
- Request advance reservations on dial-a-ride, up to 25% of capacity
- Possible solutions to dial-a-ride concerns:
 - Allow subscription trips for up to 25% of all trips
 - Allow advance reservations
 - Establish community service route to senior housing (Mid-day Shuttle)
 - Contract for additional Runabout service
 - Add a second dial-a-ride van at least during peak times

Specific target groups and trips

- Work trips
 - Targeted outreach to local workers
- Senior transportation
 - Need for dial-a-ride for seniors to Twin Cities Community Hospital and adjacent medical offices, possibly through community service route, an expanded service area, and/or contracting for additional Runabout service
 - Seniors currently have no guarantee of a Runabout ride, since 86% of Runabout service is ADA-eligible riders
 - Recommend implementation of a mid-day shuttle connecting senior housing complexes to desired destinations, using small buses and providing hourly service
 - Targeted outreach to seniors
 - Possibly implement subsidized taxi program for seniors
- Persons with disabilities
 - Targeted outreach to people with disabilities
- Low income
 - Targeted outreach to low income families

Other needs/issues

- Establish regional transit information number (Regional Rideshare project)
- Recommend ride guides with better passenger information, and display enhanced information at bus stops and the Paso Robles Transit Center

REPORT: SLOCOG 2006 TRANSIT DEFICIENCIES UPDATE
San Luis Obispo Council of Governments
October 2006

Inter-community travel and issues

- Organizational issues
 - Lack of uniform eligibility criteria for fare discounts, such as age thresholds for seniors (partly addressed with RTA oversight of County systems since 2005)
 - Need travel information at transfer points

Inadequate service hours and/or days

- Evening service requests/needs (general concerns)
 - Most local weekday service ends by 7 p.m.
 - North Coast lacks after-hours transit access to San Luis Obispo center area
- Weekend service
 - There is minimal weekend local service on fixed route and dial-a-ride service.
 - Among local fixed route systems, only SLO-Transit and SCAT have both Saturday and Sunday services
 - Only one dial-a-ride system (Morro Bay) operates on Saturday
- Other service hour needs
 - There is a lack of compatible hours for local and regional transit, creating a barrier to use of transit systems especially for trips beyond local area
 - There are limited ADA-paratransit service hours in the North Coast area (less of a barrier with 7 day RTA service since September 2006)

Difficulties regarding transfers

- There is a lack of user-friendly transfer rules
- Rules for regional/local transfer passes can be confusing
- There is a lack of timed transfers between regional and local systems, resulting in long waits at transfer points, deterring potential customers

Fares

- Lack of uniform eligibility criteria for fare discounts
- Some uniformity has been established through adoption of uniform general public base fares on local fixed route buses (since summer 2006) with Atascadero fare increases

Difficulties accessing service

- Need better maintenance of information posted at bus stops (signs and route/schedule) to ensure current and complete information on frequencies, destinations and start and end times of service

Needs for services which do not currently exist

- There is no regional bus coverage along Los Osos Valley Road corridor linking Los Osos/Baywood Park communities with the southern part of San Luis Obispo City which has a high concentration of activity centers.

Specific target groups and trips

- Work trips
 - There is no regional bus coverage in an emerging commute corridor connecting Five Cities to San Luis Obispo airport area (Highway 227/Price Canyon Rd.); such coverage could offer new transit access for employment sites in the area.
- Senior transportation
 - There is a lack of uniform eligibility rules for fare discounts
 - San Luis Obispo City has had no specialized transportation for seniors in the past two years (Ride-On re-initiated service in 2006)
 - The Senior Mobility Training Pilot Project (2006/2007) is likely to identify additional barriers to the use of transit by seniors
 - October 2005 closures of subsidized senior taxis in Templeton-Paso Robles and Five Cities were major reductions in mobility options for seniors.
- Persons with disabilities
 - Suggest extending ADA-paratransit service hours along the North Coast, possibly using federal New Freedom funds

Other needs/issues

- Should have permanent pedestrian-friendly and visible transit centers; these currently exist only in San Luis Obispo and Paso Robles.
- Need to maintain information at bus stops, providing up-to-date information on major destinations and start and end times of buses serving the stop.

2.3.4 Summary of Key Themes and Issues from Background Planning Documents

The reports reviewed for this project, while focusing on different years and some different geographic areas, dealt with many similar issues and needs with basic themes mentioned here.

There was much discussion of inter-community transportation from two viewpoints:

1. Transportation options between and among specific communities and
2. Inconsistent fares and transfer rules when traveling on different transportation systems to make these trips from one community to another.

Many specific requests for inter-community transportation focus on the North County area, including Paso Robles, Atascadero, Shandon, and Templeton. Interest was also expressed in the center of the county, including San Luis Obispo, Los Osos, and Morro Bay. A comprehensive South County Transit Study is programmed to assess future improvement

In addition to specific community-to-community transportation, issues were raised involving more general policies affecting inter-community travel. These include different transfer rules among transit systems, lack of uniform fares and fare-discount criteria, and geographic and timing difficulties in transferring between systems. Also mentioned as actions which could improve inter-community transportation were maintenance of information at bus stops and transit centers and a regional ride guide providing up-to-date information on all transit.

Additionally, among the issues affecting inter-community transportation, also addressed were days and times when transportation is not available, and issues affecting specific groups. Studies commented on the lack of transit service in most areas after 7 p.m. Limited weekend service was also discussed. These issues affect both fixed route and paratransit systems.

There were discussions of the transportation needs of specific demographic groups, but particularly seniors and persons with disabilities.

1. The needs of seniors were discussed in terms of a few issues: the need for transportation serving specific senior housing areas, the transportation needs of seniors who are not eligible for ADA-paratransit service, seniors' needs for transportation to medical and other destinations (often in other communities), and the need for travel training from the recently started senior mobility training program.
2. Transportation needs of persons with disabilities focused on the need for access to certain destinations, and desires for improved signage and information for persons with vision disabilities. One discussion of the specialized transportation needs of different groups focused on improvements which could integrate different types of trips, serving seniors, people with disabilities, parents needing transportation between child care and work, etc.

Most notable was the first recommendation presented in the Long Range Transit Plan, quoted here in full:

Develop a more customer-oriented perspective to transit service delivery through increased service coordination. Consider expanding the scope of the regional ridesharing function to allow "one-stop" information for all mobility options: all forms of ridesharing, public transit, human service transportation and specialized transportation.

San Luis Obispo County Long Range Transit Plan, 2006, p. 92.

CHAPTER 3: QUANTITATIVE NEEDS ASSESSMENT

This chapter presents the community outreach survey findings and sets forth an estimate of demand for specialized transportation. The stakeholder survey was conducted to bring new players into the transportation planning environment and to quantify needs and resources, to the greatest extent possible. The demand estimation is built up from Census information on the target population members and trip rates drawn from national research sources.

3.1 STAKEHOLDER SURVEY INTRODUCTION AND APPROACH

The stakeholder survey was designed to bring quantitative descriptions to the needs assessment, both about existing public transportation services and about human service resources and needs. The mail-back survey approach and findings are described here.

Constructing a Mailing List

Considerable effort was made to construct a master database that would reflect the breadth of human services and public transit organizations in the San Luis Obispo region. A primary source document was the Hotline directory [www.slohotline.org], entitled the **Human Services and Support Groups Directory for San Luis Obispo County**. This countywide listing is regularly published, with the most current version, 2005, used for this effort. Approximately 325 agencies and organizations were added through this directory.

Additionally from the California Motor Vehicle Department, the California Highway Patrol (CHP) terminal yard listings were obtained. This list reflects those transportation operators that the CHP inspects annually for safety and compliance with California code. There were 41 current records for the 2006 year in the CHP terminal yard inspection listing. Finally, some Internet searching was done to check lists of senior centers, adult day health care centers and major social service agencies among others. Approximately 60 to 70 records were added or confirmed through this process. Several delete duplicate activities were necessary, to remove outright duplicate agency records and to consolidate other records where two contacts existed. Also, addresses returned through the mailing were deleted as well.

An initial database of just under 400 records was constructed for the first mailing. This was reduced by bad address and returned mail, as well as augmented by new address information for a database count as of this writing of 379 records.

Designing the Survey

The survey tool itself was modified to reflect the San Luis Obispo region but derived from earlier versions used in three Southern California counties: San Diego, Ventura and Los Angeles Counties. The survey was designed around two primary objectives. First, it was intended to be easy-to-answer, short and kept to no more than two-pages, with as many check-box and closed-ended responses as possible. Secondly, it was applicable both to agencies who did not provide transportation and to those who did provide transportation. The rationale for this is that both groups have some understanding of unmet transportation needs, albeit from different perspectives.

The first page of the survey was applicable to all potential respondents and sought information about the responding agency, as well as opinions about unmet transportation needs and

coordination potential. The second page requested information specifically describing the agency's transportation function. In designing the survey, significant attention was paid to the wording and sequencing of the questions. The final version of the survey included 23 questions, which in addition to contact information asked four agency characteristic questions, four questions on needs, coordination issues, and 14 questions to obtain resource information about the transportation service the agency provided. There were three open-ended questions.

Constructing the Database

A relational database was built in Microsoft Access from the original mailing list data set for the Coordinated Action Plan Inventory. The database consists of two primary tables and several supporting tables.

- Table **Agencies** - agency name and address, source(s) of agency record
- Table **Survey** - inventory data

Supporting tables include look-up tables for coded inventory questions and other tables, such as zip codes used with the sector table for assigning surveys to San Luis Obispo County geographical areas.

Additionally, a spreadsheet file of "contacts" has been maintained through the project, to identify individuals within agencies who have transportation concern. Finding the "right" people within agencies remains a priority to promoting coordination and is critical to retain these names. These databases will be provided to SLOCOG at the end of the project for ongoing use and maintenance.

3.2 STAKEHOLDER SURVEY FINDINGS

The finalized survey was mailed out twice to stakeholder agencies. The first mailing to almost 400 agencies went out in early January 2007, immediately after the holidays. A cover letter from the San Luis Obispo Council of Governments explained the survey's intent towards preparation of the locally-developed coordinated action plan for San Luis Obispo County. A return envelope was included, to facilitate return mail of the survey although the survey could also be returned by fax or email. The survey as it was mailed out is included as Appendix 3-A with the SLOCOG cover letter introducing the plan development process.

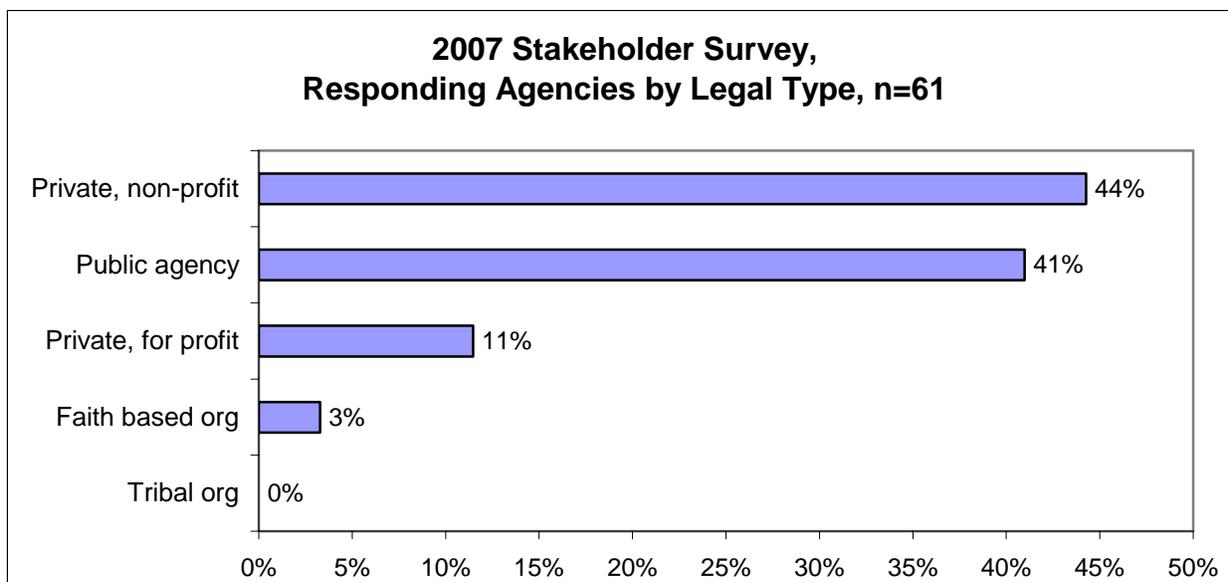
The survey was mailed a second time, in order to improve the response rate, having made corrections to the mailing list from the returned mail. Approximately 350 agencies were re-mailed a survey in late February, with a large lettering on the cover letter indicating "Second Request." Surveys received, as of this writing number 61, representing a 16percent return rate on the current database of 379 agency records.

3.2.1 Characteristics of Responding Agencies

Legal characteristics, caseload sizes and client populations served are described here for the responding agencies. Figure 3-1 shows the largest group of responding agencies were private, non-profit (27 agencies-44 percent), followed closely by public agencies (25 agencies-41 percent). Private, for-profit agencies were third most frequent (7 agencies-11 percent) and faith-based organizations were the least frequent (2 agencies-3 percent). No tribal organizations

responded. Agency locations by subarea of the County are presented in Figure 3-2 and an alphabetical listing by legal type presented in Table 3-1.

Figure 3-1



Not surprisingly, given the density of services in the City of San Luis Obispo, the largest proportion of respondents are located in the central subregion (56 percent-34 agencies). About equal proportions are located in the south subregion (20 percent-12 agencies) and in the north subregion (18 percent-11 agencies). Following population distribution, the fewest respondents were from north coastal communities (7 percent-4 agencies). (Figure 3-2).

Figure 3-2

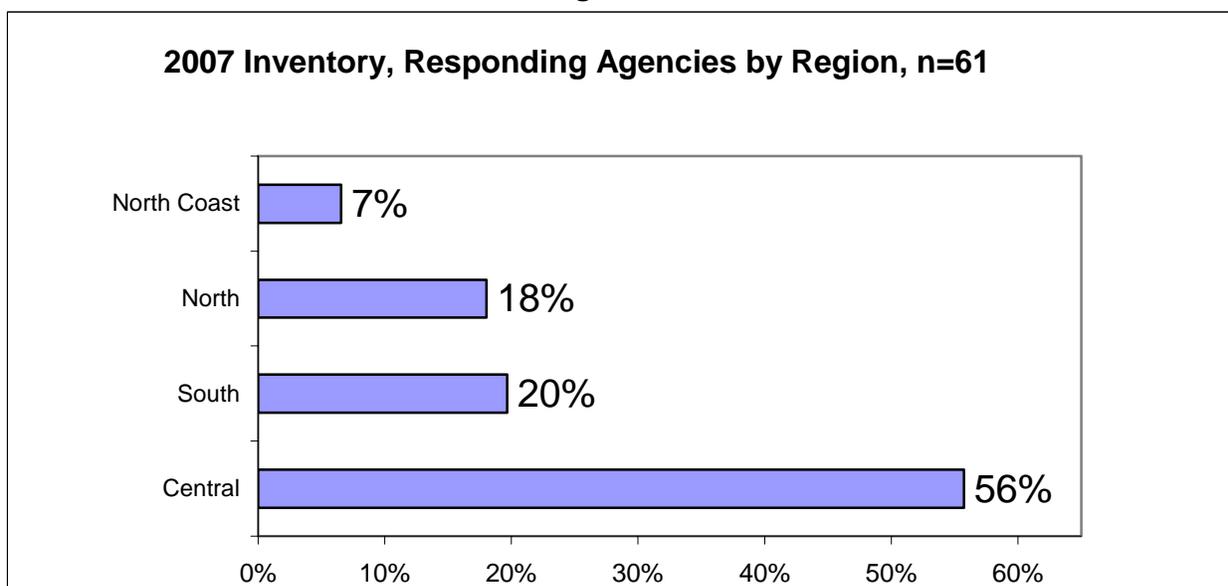


Table 3-1- Stakeholder Survey Respondents, as of May 10, 2007, by Legal Type

Agency	Agency Type
Atascadero Private, for-profitst Assembly - Little Lambs Preschool	Church
First Baptist Church of Cambria	Church
Best Care Central Coast Home Health	Private, for-profit
Juliet Chester - Mobility Training Program	Private, for-profit
Kidney Dialysis Center	Private, for-profit
Linda Contreras	Private, for-profit
R&D Transportation c/o Tri Counties Regional Center	Private, for-profit
Silverado Stages, INC.	Private, for-profit
Transitions Mental Health	Private, for-profit
Alpha Pregnancy Counseling and Support	Private, non-profit
Aspira Foster and Family Services	Private, non-profit
Cambria Community Council	Private, non-profit
Caring Callers Senior Volunteer Services	Private, non-profit
Casa Solana	Private, non-profit
Cayucos Senior Club	Private, non-profit
Central Coast Senior Center	Private, non-profit
Coast Caregiver Resource Center	Private, non-profit
Community Counseling Center	Private, non-profit
Economic Opportunity Commission of San Luis Obispo County	Private, non-profit
Five Cities Meals On Wheels	Private, non-profit
Grandmother's House	Private, non-profit
Healthy Start - SAFE Nipomo Family Resource Center	Private, non-profit
HOTLINE of SLO County, Inc.	Private, non-profit
Life Steps Foundation, Inc.	Private, non-profit
Life Steps Foundation, Inc. - Linkages	Private, non-profit
Long Term Care Ombudsman Services, SLO County	Private, non-profit
National Multiple Sclerosis Society	Private, non-profit
NCI Affiliates - CLS	Private, non-profit
NCI Affiliates - Senior Client Services	Private, non-profit
Nipomo Area Senior Citizen	Private, non-profit
Retired And Senior Volunteer Program Friendly Rides 4 Seniors	Private, non-profit
Senior Legal Services Project	Private, non-profit
Senior Nutrition Program of San Luis Obispo County	Private, non-profit
Templeton Chamber of Commerce	Private, non-profit
United Cerebral Palsy UCP / Ride-On CTSA	Private, non-profit
Work Training Programs Inc.	Private, non-profit
California Children's Services	Public
Cal-Poly State University	Public
Citizens Transportation Advisory Committee	Public
City of Atascadero	Public
City of Morro Bay	Public
City of Paso Robles DAR	Public
City of Paso Robles FR	Public
Coast Unified School District	Public
Commission on Aging for San Luis Obispo County	Public
Cuesta College Career Transfer Center	Public
Cuesta College: EOPS	Public
Department of Social Services	Public
Department of Social Services - Adult Services Division	Public
Department of Social Services-CalWORKS	Public
EOC Homeless Services	Public
Paso Robles PRYDE Program	Public
Paso robles Unified Schools	Public
Regional Transit Authority - SLO Fixed Route	Public
Regional transit Authority- SLO Runabout	Public
SLO Coastal U.S.D.	Public
SLO County Public Health	Public
SLO Regional Rideshare	Public
SLO Transit	Public
Social Security Administration	Public
State of California Department of Rehabilitation	Public

Agency Reported Caseloads

Agencies and organizations were asked to estimate the number of persons on their caseloads, the average daily attendance and that requiring specialized transportation assistance and/ or were traveling in a wheelchair (Table 3-2).

Table 3-2 - 2007 Stakeholder Survey, Reported Caseload and Daily Ridership

Caseload Related Questions	n=61	Private, For Profit	Private, Non-Profit	Public Agency	Faith Based Org.
		7	27	25	2
Enrolled clients/ consumers Percent of total caseload reported	110,802 100%	1,061 1%	7,871 7%	101,615 92%	255 0.2%
Daily attendance/ ridership Percent of caseload attending	16,594 15%	370 35%	2,573 33%	13,596 13%	55 22%
Estimated on-site daily requiring transportation assistance Percent of clients attending daily	2,527 15%	60 16%	257 10%	2,210 16%	0 0%
Estimated on-site daily in wheelchairs Percent of clients attending daily	198 1%	53 14%	73 3%	72 1%	0 0%

Caseload information drawn from respondents, suggests that 110,802 persons are touched by the agencies represented. If these were unduplicated individuals, this could be 46 percent of the county's approximately 250,000 residents. It is highly likely though that these agencies reflect some level of duplication as individuals who present to the social service system or may be using public transit, may also be utilizing other services represented among the survey respondents. Of the individuals reported, an estimated 16,594 (15 percent) are traveling daily to activities, programs, training or services provided by responding agencies.

Responding public agencies are seeing the greatest number of these persons, almost 14,000 of the reported almost 17,000 traveling daily. For non-profit agencies, although only 2,573 persons are reported as traveling daily, these represent a greater proportion of these agencies' caseloads (33 percent), than for the public agencies that reported just 13 percent of total caseload are traveling daily. This is consistent with the likelihood that non-profit agencies are seeing their clientele more frequently than is possible for the larger public organizations.

Consumers needing transportation assistance were estimated at 15 percent overall by all reporting agencies. The responding public agencies reported a lower percentage of daily attendees requiring transportation assistance, 13 percent. For profit and non-profit organizations reported high proportions of their caseloads attending daily programming, 35 percent and 33 percent respectively.

Mobility devices, predominately wheelchairs, were observed in use by just one percent of the overall population, almost 200 individuals traveling daily. The highest incidence was reported by the private for-profit agencies (14 percent), possibly because this includes a dialysis center as well the specialized for-profit transportation provider, R&D.

Primary Clients Served

While there is some overlap among populations served by the responding agencies, there are also differences and Table 3-3 shows the primary population(s) indicated. As agencies or organizations may serve more than one population these numbers do not total but are inclusive. Also, many of the public transit operators were reporting on their specialized transportation programs and so while they may be serving the general public for their fixed-route services, for this survey response, they typically related it to the senior and disability community populations.

Overall, **low-income populations** are the largest single group responding agencies serve (39 agencies-64 percent). The second largest group of agencies serve **persons with physical disabilities** (27 agencies-44percent) while almost one in ten are serving **able-bodied seniors** (24 agencies-39 percent) as the third largest group.

Fourth ranked in terms of population served are agencies serving persons with behavioral disabilities (22 agencies-36 percent) which includes both the mental health and the developmental disabilities populations. Agencies serving those with **sensory impairments**, such as blindness or deafness were significant in number (14 agencies-23 percent). Another third of the organizations serve **persons of low income** (59 agencies-29 percent).

Youth (under age 18) were reported as served by a small proportion of all respondents, just 15 percent (9 agencies). Those serving the **general public** were 10 percent (6 agencies), all public transit providers.

Table 3-3 - 2007 Stakeholder Survey, Client Groups Served

Primary Client Groups Served	n=61		Private For Profit 7 %		Private, Non-Profit 27 %		Public Agency 25 %		Faith Based Org 2 %	
Seniors, able-bodied	24	39%	2	29%	9	33%	12	48%	1	50%
Seniors, frail	21	34%	1	14%	14	52%	6	24%	0	0%
Persons w/ physical disabilities	27	44%	3	43%	12	44%	12	48%	0	0%
Persons w/ behavioral disabilities	22	36%	3	43%	11	41%	8	32%	0	0%
Persons w/ sensory impairments	14	23%	2	29%	5	19%	7	28%	0	0%
Persons of low income	39	64%	4	57%	17	63%	18	72%	0	0%
Youth	9	15%	0	0%	3	11%	5	20%	1	50%
General Public	6	10%	0	0%	1	4%	5	20%	0	0%

Within the individual groups, the for-profit sector was most likely to be serving persons of low-income or persons with physical or behavioral disabilities. The private-non profit respondents reported persons of low income or frail seniors as their dominant client population.

Public agencies are predominately serving persons of low income (72 percent of responding agencies), followed by able-bodied seniors or persons with physical disabilities. The two responding faith-based organizations were serving able-bodied seniors or youth.

Another way to understand the populations served by respondents is by service categories. These categories were assigned to the agencies during the data entry process, upon receipt of the completed survey. They provide some sense of the breadth of consumer groups and service types represented. Table 3-4 shows that of the 110,802 consumers reported, the

broadest caseload representation was among generalized groups where agencies were serving multiple consumer groups -- senior and disabled social services and public social services agencies, together reporting over 105,000 consumers. Specifically low income consumers were reported as 1637. Agencies serving youth and children reported 1300 consumers. Medical and health-related agencies responding reported 1080 consumers. Public transit agencies, presumably reporting the registered users on dial-a-ride and demand response services, reported 920 consumers.

**Table 3-4- 2007 Stakeholder Survey
Caseload/ Constituencies Reported by Service Type**

Consumer Groups Served	n of Agencies	Reported Caseload	% of Total Caseload
Senior/ Disabled, Social Services	23	53,023	48%
General Public, Social Services	11	52,548	47%
Low Income	5	1,637	1%
Youth/ Child	2	1,300	1%
Medical/Health	4	1,080	1%
Public Transit Agencies	7	920	1%
Faith Based	1	175	0%
Education	6	119	0%
Commercial Operators	2	0	0%
Totals	61	110,802	100%

As noted previously, these numbers may include some level of duplication. But they also represent different communities of interest that are suggested by their responding agencies. The varying types of consumers these agencies represent are worth noting.

Transportation Services Provided

Agencies were asked to describe the transportation they may provide and offered a number of ways in which to characterize that service. Responses could include:

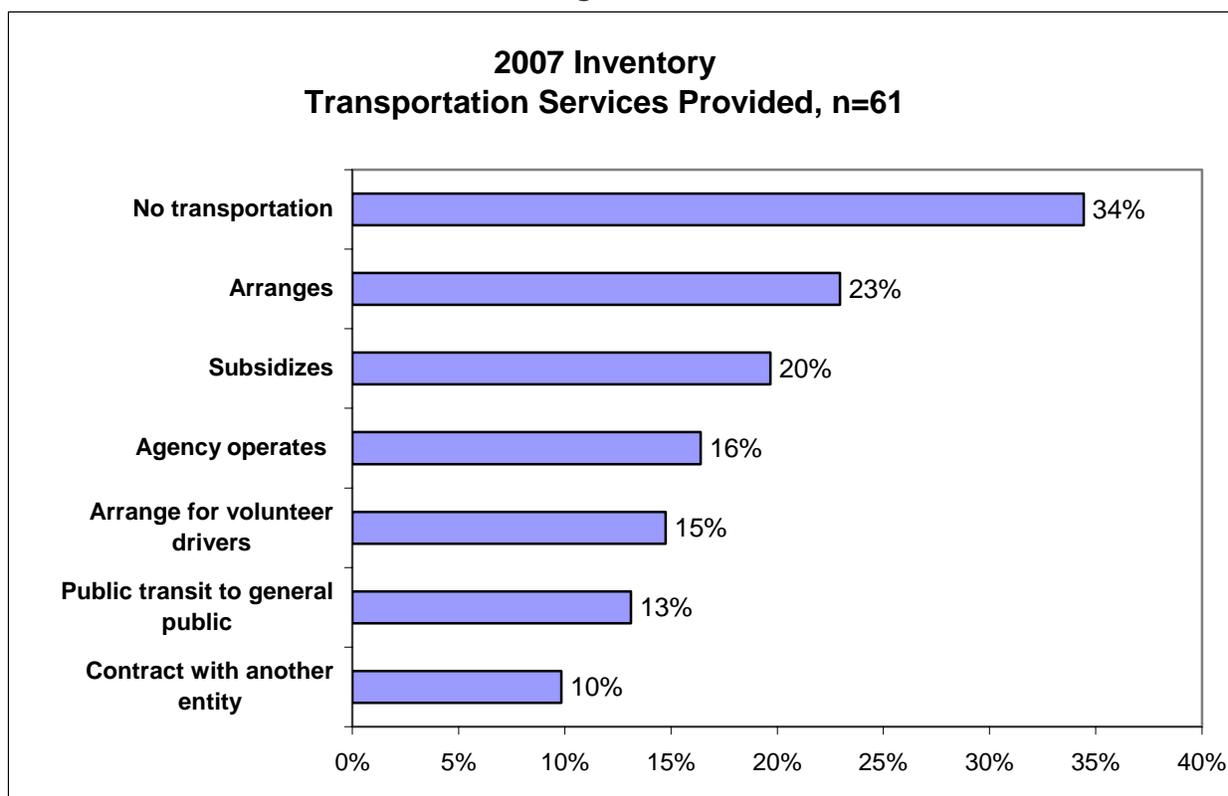
- **Arranging** for transportation by assisting with information but clients responsible for follow-up
- **Subsidizing** transportation through agency purchase of coupons, scrip, passes, fares or mileage reimbursement
- **Agency directly operates** transportation with full responsibility for the transportation by this agency
- **Arranging for volunteer drivers**
- **Public transit** provision to general public
- **Contracting with** another entity or agencies to provide transportation services
- **No transportation** operated, contracted or subsidized

Figure 3-3 presents the results for the data set as a whole, identifying separately those entities that provide public transportation services. For purposes of this analysis, the Ride-On CTSA program has been included in that group. Figure 3-3 presents the forms of transportation reported by responding agencies. Providing **no form of transportation** was selected by one-third of all respondents (21 agencies-34 percent). These agencies are neither directly providing transportation nor assisting consumers in obtaining transportation services. By contrast, almost one-quarter (14 agencies-23 percent) are at a minimum **arranging transportation** for consumers in a variety of ways. This can mean simply providing phone numbers and letting consumers request their own trips. Or, it may be more involved with staffers making the trip

arrangements for consumers. Usually this function does not involve any expenditure of funds by agencies. Second most frequent are those agencies who are **subsidizing transportation** on behalf of their consumers, through bus passes or tokens or mileage reimbursement (12 agencies –20 percent).

Figure 3-3 shows that those **agencies operating directly** represent 16 percent of respondents (10 agencies). Followed closely behind are those **arranging for volunteer drivers** (9 agencies –15 percent).³ Responding public transit operators were grouped together for purposes of this question (8 agencies--13 percent of respondents). And agencies who **contract with another entity** to provide transportation were the smallest group (6 agencies–10 percent)

Figure 3-3



Examining these reported relationships to transportation related to the agency’s legal status, some interesting differences emerge (Table 3-5) which uses the language provided in the survey to describe the transportation function. For-profit agencies were most likely to provide **information assistance** to the consumers but less likely to directly operate, contract or subsidize. Non-profit organizations were most likely to provide **no transportation services** (14 agencies-52 percent).

³ A question was raised about whether these agencies take responsibility for the liability of volunteer drivers or whether they require the driver to maintain his or her own insurance. This was not explored in the survey but could be an important follow-up question in subsequent work with volunteer-based transportation programs.

Public agencies were either most likely to be **public transit operators** (7 agencies-28 percent) serving the general public or to be **subsidizing** purchase of bus passes and tokens (7 agencies-28 percent), followed by **no transportation services** (5 agencies- 20 percent). The two faith-based organizations reported either **no transportation services** provided or **arranging for volunteer** drivers.

**Table 3-5- 2007 Stakeholder Survey,
Transportation Services Provided by Agency Type**

Transportation Services Provided n=	Total 61	Private, For Profit 7	Private, Non- Profit 27	Public Agency 25	Faith Based Org. 2
No transportation provided, contracted, arranged	21 34%	1 14%	14 52%	5 20%	1 50%
Arranges by assisting w/information	14 23%	5 71%	6 22%	3 12%	0 0%
Subsidizes passes, tokens, mileage	12 20%	1 14%	4 15%	7 28%	0 0%
Agency operates / full responsibility	10 16%	2 29%	5 19%	3 12%	0 0%
Arranges for volunteer drivers or car	9 15%	0 0%	6 22%	2 8%	1 50%
Public transit provided to general public	8 13%	0 0%	1 4%	7 28%	0 0%
Contract for service with other entity	6 10%	1 14%	1 4%	4 16%	0 0%

Note: 11 Although more agencies are reported as "other" in the detailed reports in the appendices, in fact all but two were offering comments as to the nature of their transportation service.

3.2.2 Transportation Needs and Issues Presented

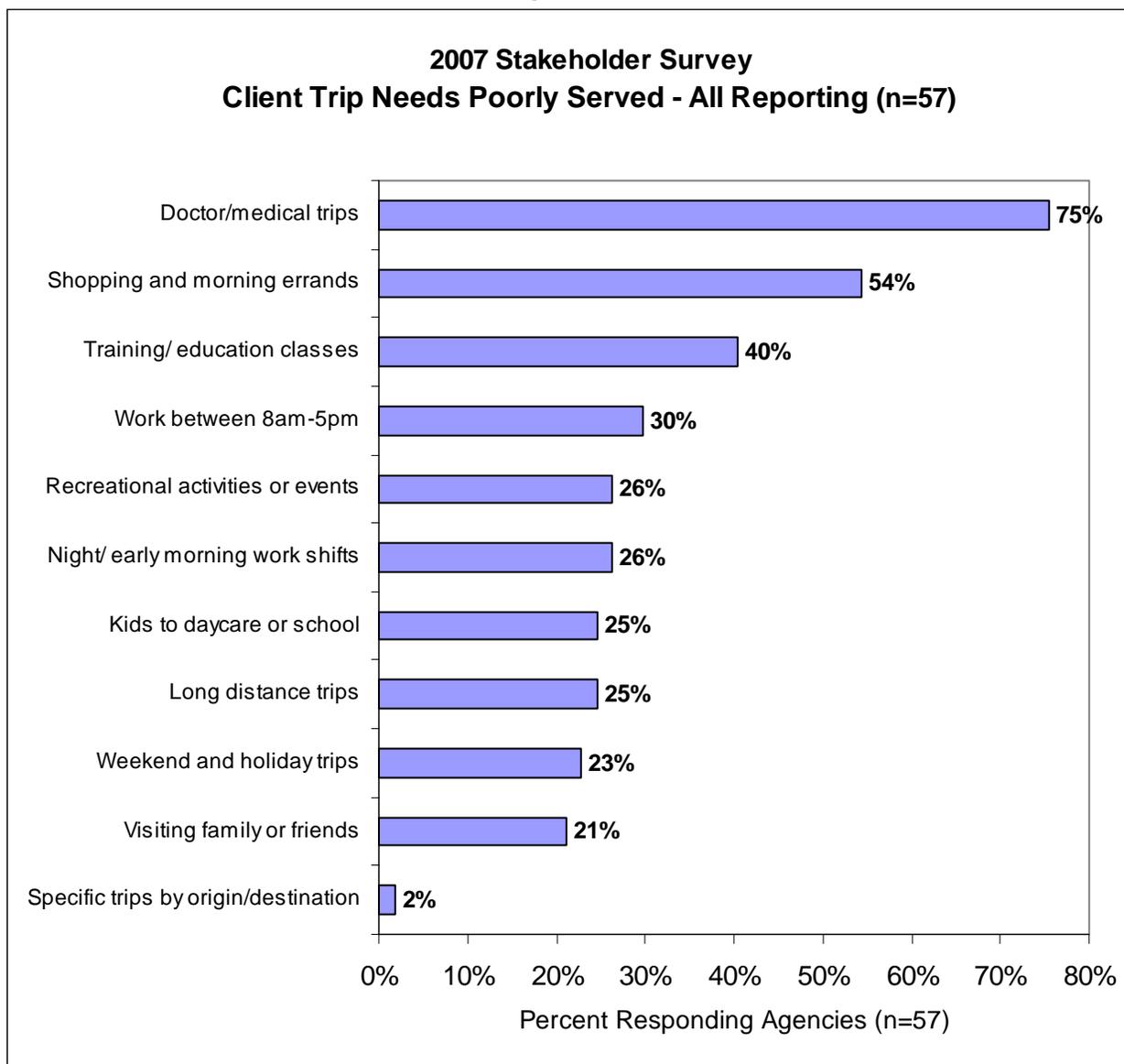
Responding agencies were asked to characterize the needs of consumers they believe to be poorly served.

Figure 3-4 shows the ranking of transportation needs reported by for all responding agencies, with **medical trips**, **shopping with morning errand trips** and **training/ education classes** ranked as the top three areas of need. **Medical** trip needs (43 agencies-75 percent) far outrank the others.

The next tier of needs, generally grouped together as shown in Figure 3-4 following, were reported as:

- work between 8 a.m. and 5 p.m.** (17 agencies-30 percent)
- long-distance trips** (14 agencies-28 percent)
- recreational trips** (15 agencies-26 percent)
- night-time or early morning work shifts** (15 agencies-26 percent)
- children to daycare** (14 agencies-25 percent)
- visiting family and friends** (12 agencies-21 percent)
- weekend and holiday trips** (11 agencies-19 percent)

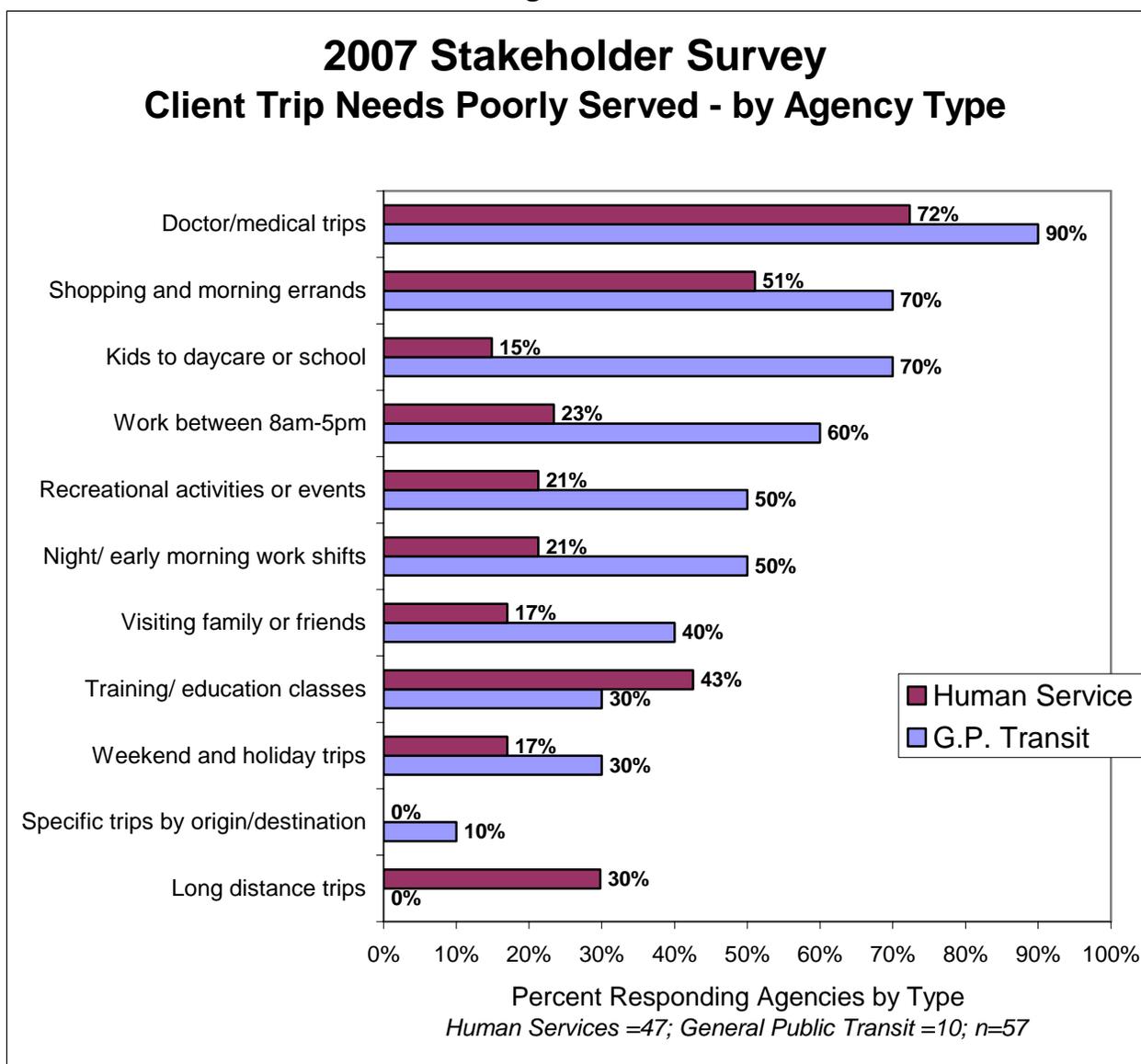
Figure 3-4



Some differences emerge when reported needs are examined by type of agency, whether human services organization or general public transit. Figure 3-5 contrasts these responses by percentage of agency responding. Both groups agree that **medically-related trips** are top-ranked needs.

There is less agreement on the second and third ranked positions with public transit viewing these as **shopping and morning errands**, tied with getting **kids to daycare**. The human services organizations agreed on the **shopping and morning errands** but ranked **training and education classes** as the third-most area of need. There were notes about service to and from Cuesta College in relation to training needs. Human service respondents saw **long-distance trips** in the fourth ranked need position while this didn't register as a need by the public transit operators. **Daytime work trips** were the fourth-ranked area of need for public transit.

Figure 3-5



Other needs noted in the open-ended parts of the survey included:

- Establishing service between Cambria and Paso Robles along Route 46 (Economic Opportunity Commission),
- General intercity transportation needs (Silverado Stages, Inc.),
- Long distance trips for conferences and training (Work Training Programs, Inc.)
- Long distance trips for dialysis purposes or other medical purposes (Kidney Dialysis Center, SLO; California Children’s Services; Life Steps; NCI; SLO County Public Health Dept.)
- Service within San Luis Obispo from Prado Rd. and Higuera to South Broad via Tank Farm Road to establish connectivity between the Prado Day Center and the Creekside one-stop services center (Dept. of Social Services),
- Medical trips to Santa Barbara’s Sansum Clinic or doctors’ offices (Coast Caregiver Resource Center)

3.2.3 Coordination Interest and Experience

Coordination Interest for Lowering Costs and Improving Transportation

Survey respondents were asked about coordination interest with the question “Please indicate your areas of interest to lower costs or improve transportation.” Respondents could check as many options among the twelve choices as might apply, or indicate no interest. Figure 3-6 shows the combined respondents, with only 11 agencies (18 percent) indicating ***not interested at this time***.

Two areas generated the greatest interests as stated by 17 agencies at 28 percent each:

- ***coordinated service operations*** and
- ***coordinated trip scheduling and dispatch***

This may indicate a desire to purchase trips or to obtain additional vehicle capacity through a coordinated system, without having to operate the vehicles by one’s own agency. Agencies’ intent or specific needs will have to be further explored to understand their requirements.

There are similar levels of interest in the next three areas, with 15 percent of agencies reporting some interest in:

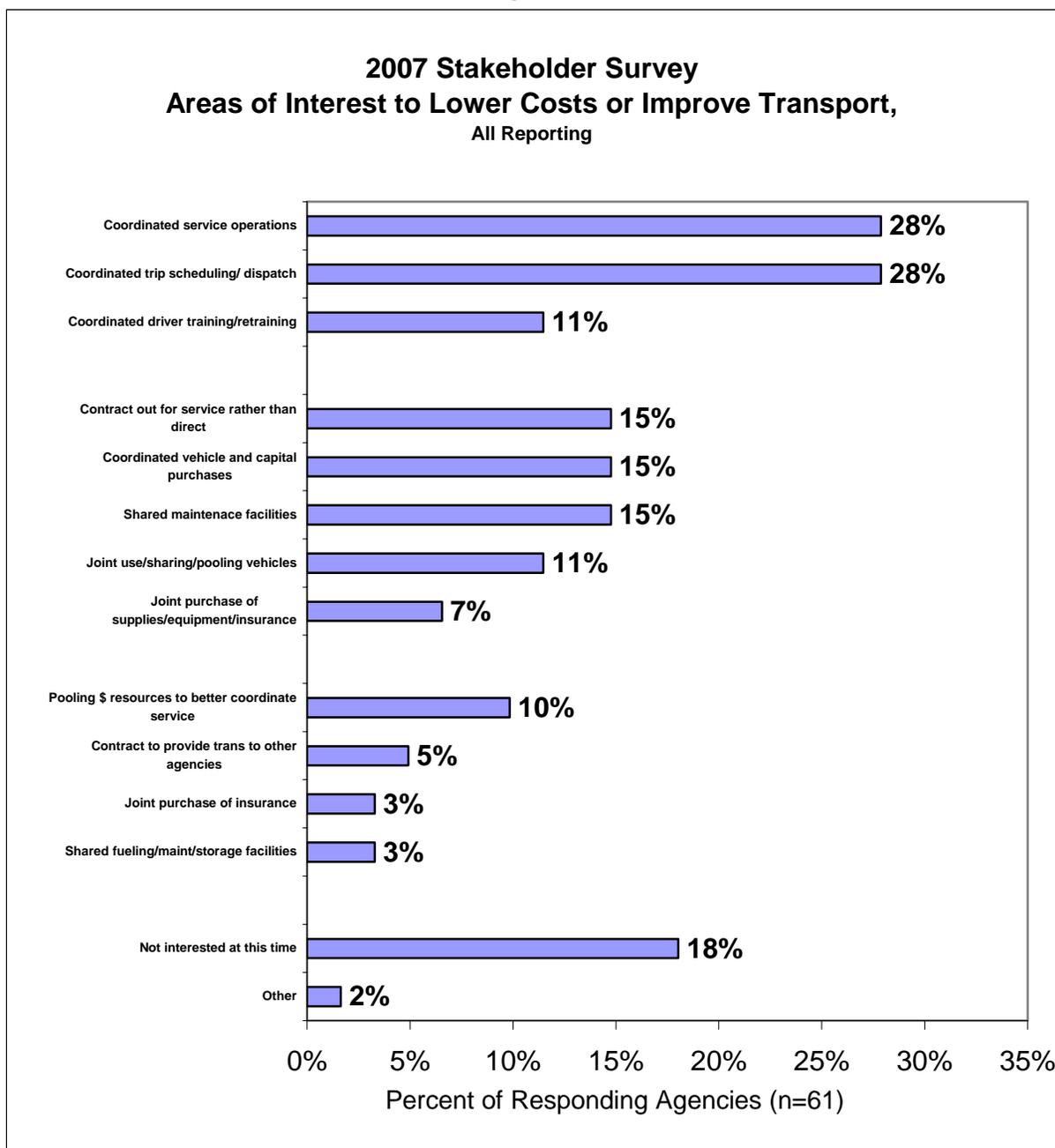
- ***Contracting out for service;***
- ***Shared vehicle maintenance facilities; and***
- ***Coordinated equipment purchases.***

Nine agencies selected these three options (Figure 3-6).

The next grouping of interest areas included ***coordinating training*** and retraining options (7 agencies-11 percent); shared or ***pooled use of vehicles*** (7 agencies-11 percent); and ***pooling of funding*** in order to better coordinate services (6 agencies-10 percent). The final option in this grouping was the ***joint purchasing of insurance, equipment or supplies*** that support the transportation function (4 agencies, 7 percent).

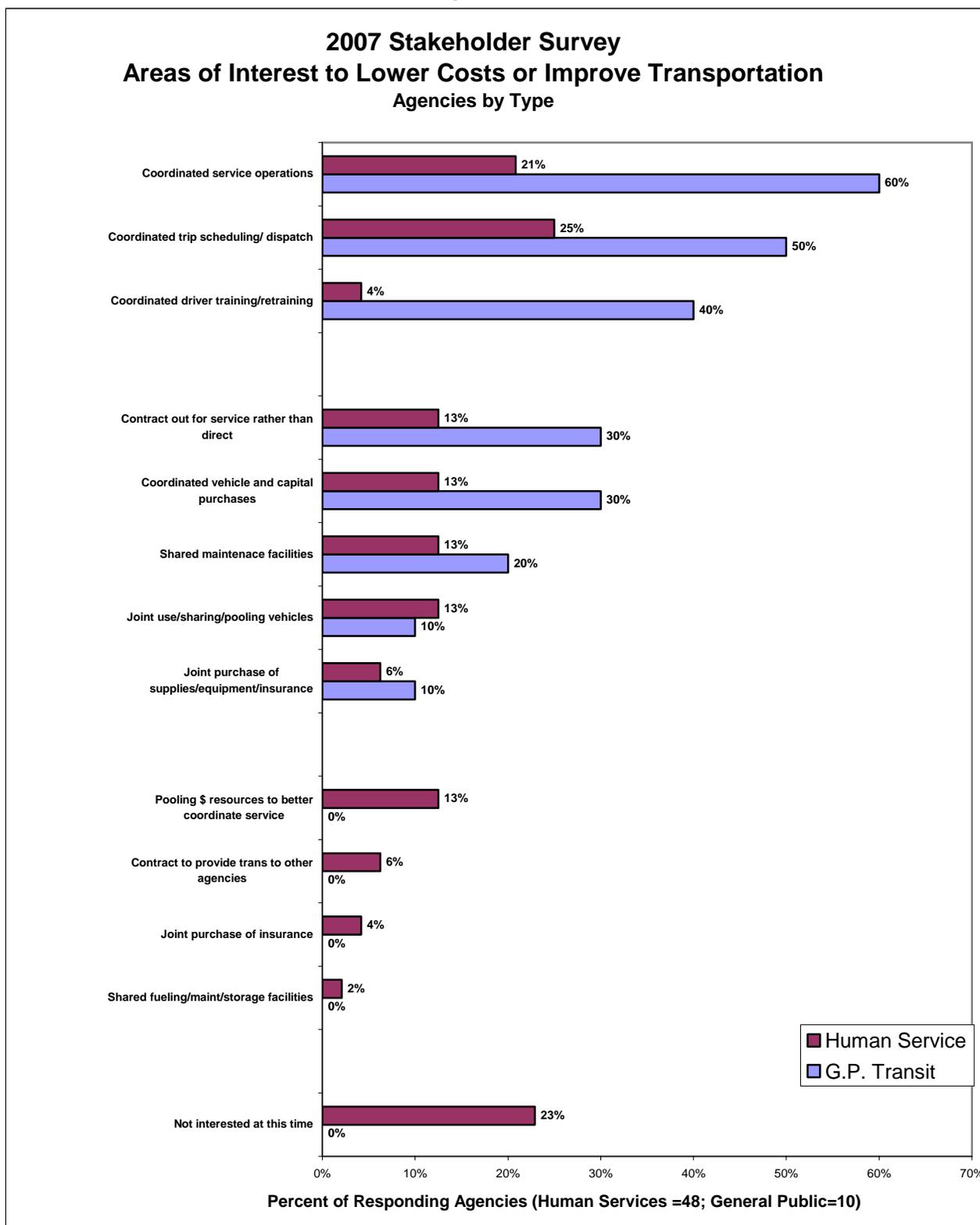
Just a couple of agencies indicated interest in each of the final areas: ***acting as the contractor*** to provide transportation to other agencies (3 agencies-5 percent), ***joint purchase of insurance*** (2 agencies-3 percent) and ***shared fueling or vehicle storage*** facilities (2 agencies-3 percent). Agencies noting “other” interest, in Figure 3-6, included the Templeton Chamber of Commerce indicating they could help promote available public transit services and the San Luis Coast Unified School District indicating that they could transport students to Cuesta and to and from home during non-District served hours.

Figure 3-6



Differences in the types of interest emerged when distinguishing the responses of the public transit operators from the human services organizations (Figure 3-7). Eleven human services organizations indicated they were not interested at this time in any of the coordination options listed while no public transit operators selected that option. The public operators were most interested in coordinating service operations, coordinating dispatch and coordinating driver training and re-training. There was some overlap with human services agencies who indicated that coordinating service operations and trip scheduling or dispatch ranked highest.

Figure 3-7



Note: Agencies could select more than one option so percentages exceed 100 percent.

Barriers to Coordination

Agencies were asked to identify their primary barriers to coordinating transportation on behalf of their organization and consumers. Twenty-nine agencies (47 percent) provided an answer, with responses grouped into the following categories, some agencies indicating more than one barrier. Both human services and public transit providers are presented in this summary of barriers.

Table 3-6- Agency Cited Barriers to Coordination, All Agency Types

Agency funding inadequate	7	24%
Geography and remoteness	5	17%
Insurance-related concerns	5	17%
Limited staff time/ limited # drivers	4	14%
Politics or state regulation	4	14%
Service quality/ on-time & wait concerns	4	14%
Can't coordinate due to consumer needs	3	10%
Need changes to bus schedules/ routing	3	10%
Availability or quantity of bus tokens	2	7%
Lack of control on service quality	1	3%

n=29

Agencies indicating funding concerns itemized the expense of liability insurance, limited staffing resources to drive vehicles and the “hidden” costs of coordination, presumably also a reference to staff time. Staff issues came up as well in relation to drivers – the Senior Nutrition Program noted the problem of getting drivers with current licenses and proof of insurance, while the Central Coast Senior Center indicated they had few to no qualified drivers. Insurance issues were identified in several instances. Agencies spoke of both the costs of obtaining insurance and problems of availability in an environment with multiple agencies.

Three school districts responded, San Luis Obispo Coast Unified, Paso Robles Unified and SLO Coastal, indicating that their mission of providing transportation to school children was a barrier to coordinating with others, specifically the times of day and the licensing requirements for drivers. But the Coast Unified School district indicated the potential for transporting non-district students to Cuesta, during the non-district served hours. Cal Poly State University noted financial barriers to further participation in coordinated transportation.

The vast geographic area and the remoteness of some consumers were identified as significant barriers. Cayucos Senior Club noted its rural location and small size; Cambria Community Council made a similar comment about distance. The SLO County Public Health Department commented that its clients are spread all over the county but that most services are provided in the City of San Luis Obispo.

The Department of Rehabilitation noted its own regulations as a barrier, although did not detail these. Three public transit operators responded: one indicated there were no barriers and others referenced the political decision-making that can undergird the allocation of resources for public transit.

Service quality issues were referenced in relation to concern about wait times for medically frail individuals, as well as flexibility of providing services to meet one’s own consumers’ needs without having to accommodate other client groups.

Cooperative Agreements or Arrangements

Agreements between agencies were identified by survey respondents in nine instances, and these included:

- Between the City of Atascadero and Escuela Del Rio in relation to dial-a-ride and with Cuesta College in relation to fixed route services;
- Between the Cities of Paso Robles and Atascadero for the North County Shuttle;
- Between Coast Unified School District and several schools in adjacent service areas;
- Between Work Training Program, Inc. and Ride-On for services;
- Between Ride-On and Tri-Counties Regional Center to provide services;
- Between Tri-Counties Regional Center and Smooth Transportation, as well as Ride-On for contract operations;
- Between Ride-On and Cambria Community Council for limited vehicle maintenance;
- Between Life Steps Foundation and Ride-On as well as RSVP.

Open-Ended Comments

Twenty-one agencies replied to the query "Please describe other needs or unmet transportation needs in San Luis Obispo County:" These responses are noted below:

Expanded public transit services:

- Expanded Saturday and adding Sunday hours for Morro Bay Dial-a-Ride (City of Morro Bay)
- Expanded weekend services (Cayucos Senior Club)
- More frequent and more stops for RTA routes in North Coast and in 5 cities area (Tri Counties Regional Center)
- Expanded countywide service availability (Dept of Social Services –Adult Div.)
- More buses and more scheduling (Senior Legal Services Project)
- Loop routes not all having to go Downtown and having to transfer to another bus/ route (Dept. of Social Services – CalWORKS)
- Evening service for Cuesta College students at both campuses – SLO and NC
- Adequate public transit to the Twin Cities Medical Center which is the only in-patient hospital in the North County (Templeton Chamber of Commerce)
- Need to serve isolated senior housing facility, Villa Paseo (Ramada Rd. along Hwy 101) which is in the middle of a commercial service district and 2 miles for medical facilities (Templeton Chamber of Commerce).
- Commuter express buses needed for intercity transportation (SLOCOG Citizens Advisory Committee member)
- Improved bus connections between SLO and other cities (Alpha Pregnancy Counseling and Support)

Needs for special rider groups:

- Dialysis patients living outside of ¾ mile fixed route limit and not eligible for MediCal transportation may be unable to get to treatment, without moving (Kidney Dialysis Center)
- Youth transportation (Aspira Foster and Family Services)
- Transportation assistance and training for people with mental illness (Transitions Mental Health)
- Until [seniors] medical appointment needs and food shopping needs are met, we should just focus on these (Caring Callers Senior Volunteer Services)

- Special needs transportation for people not sponsored by an agency to Cuesta College is difficult for our students (Cuesta College Career Transfer Center)
- Homeless persons need transportation throughout the county; there are limited routes and hours (Economic Opportunity Commission of San Luis Obispo County)
- Need Spanish speaking dispatchers and drivers (Healthy Start – SAFE Nipomo Family Resource Center)
- Frail elderly and wheelchair clients with very low income have difficulty finding affordable, timely transportation (Long Term Care Ombudsman, SLO County)
- Students and commuters need to be added to the Citizens’ Transportation Advisory Committee (SLOCOG CTAC member)

Other issues:

- Additional park and ride lot in Templeton; currently overflowing up to 20 vehicles a day onto adjacent streets (Templeton Chamber of Commerce) (some expansion is underway)

3.2.4 Transportation Providing Agencies

A total of 32 (52 percent) of the responding agencies provide transportation services in some form, either directly operating, contracting for service, subsidizing bus passes or taxis, or arranging for transportation.

Vehicles Available

Vehicles reported by for-profit, non-profit and public agencies through this survey numbered 311. Excluding the commercial vehicles, as these have the potential to be double-counted with agency vehicles and also school district vehicles, 226 public transit or human service agency vehicles were identified. These are broken down in Table 3-7.

**Table 3-7- 2007 Stakeholder Survey
Vehicle Characteristics**

Vehicle Characteristics	All Agencies n=61	Total GP Trans + Human Services n=31		General Public Transport n=9		Human Services Agencies n=23	
Total Vehicles	311	226		111	36%	115	37%
Vehicles Used Daily	273	209		84	31%	99	36%
		92% of total veh.		76% of total veh.		86% of total veh.	
Passenger Capacity							
Up to 9 pax	41	41	20%	0	0%	41	41%
10-14 pax	29	29	14%	25	30%	4	4%
15-24 pax	59	59	28%	47	56%	12	12%
25+ pax	37	37	18%	36	43%	1	1%
Wheelchair/ lift equipped	100	77	37%	62	62%	3	3%
% of Total Vehicles	32%	34%		56%		3%	

Note: Vehicles reported by commercial operators and two school districts are included in the total count (All Agencies) but not detailed in the breakdown by General Public providers and Human Services providers. This avoids double counting by agencies with whom they are contracting and excludes the school bus vehicles.

The public transit agencies are reporting a larger fleet of back-up vehicles, with 75 percent of their vehicles used daily, in contrast with human services agencies where 86 percent of reported vehicles are in use daily. Public transit vehicles tend to be larger and are more likely to be lift-equipped. Human service agency vehicles are more likely to be smaller and only 3 percent of vehicles reported are lift-equipped.

Vehicle Use

The utilization of vehicles is of paramount interest to this inquiry as it suggests a baseline of services now provided and a means by which to measure increases in the quantities of services provided, over time. Reported data is presented below in Table 3-8.

**Table 3-8- 2007 Stakeholder Survey
Vehicle Utilization**

Vehicle Utilization	Total GP Trans + Human Services	General Public Transport	Human Services Agencies
	N=31	N=9	N=22
Total Monthly One-Way Trips Reported	73,552	65,326	8,226
Annualized One-Way Trips X 12 months	882,624 100%	783,912 89%	98,712 11%
Total Monthly Service Miles Reported	264,943	237,488	27,455
Annualized Service Miles X 12 months	3,179,316 100%	2,849,856 90%	329,460 10%

Note: Ride-On CTSA is included among the public transit operators' counts above, providing approximately 11,000 trips monthly with 80,000 service miles.

Table 3-8 suggests the volume of transportation trips reported through this survey is almost 900,000 trips annually provided by the responding agencies. Nine transit organizations are presenting one-way trip information totaling over 65,000 trips monthly, 89 percent of all trips reported. A larger number of human services organizations, 23 agencies, report just 11 percent of all trips reported at over 8,000 trips monthly.

Because human service agencies typically count consumers, rather than trips, there is some concern about the reliability of the numbers represented in Table 3-8. Human service agency reporting of transportation tends to count a round-trip as one trip. One consumer travels out and back, equaling one trip. Experience in other counties has shown that the human service agencies are using different methodologies to report standard transit indicators. A consequence of which is that they are probably "under reporting" trips provided in relation to public transit reporting procedures. These numbers therefore, for the human services programs, simply provide a point of reference and general comparison but probably are not as reliable as those reported by the public transit agencies for which standardized reporting definitions exist.

3.2.5 Funding Reported for Agencies Providing Transportation

A final area of inquiry is that of funding. What level of funding supports the programs reported and what are the sources of those funds is of considerable interest to considering and developing coordinated initiatives.

Reported Budgets

Almost \$12 million in total funding was reported between the responding general public transit providers and the human services providers. Thirty-one agencies reported transportation funding, each of whom indicated some type of transportation function. The commercial systems reported only negligible dollars and as there is the potential for double-counting where their funding comes from a contracted operation with the public transit or human services agency, these numbers are not included in Table 3-9 below. Again, the unified school district numbers were also removed.

**Table 3-9- 2007 Stakeholder Survey
Transportation Budgets Reported**

Transportation Budget	Total GP Trans + Human Services		General Public Transport		Human Services Agencies	
	n=31		n=9		n=22	
Vehicle operations (drivers & supervisors, maintenance, fuel)	\$8,437,930	79%	\$8,196,425	83%	\$241,505	31%
Administrative expense	\$901,446	8%	897,121	9%	\$4,325	1%
New vehicles and equipment	\$791,091	7%	\$767,091	8%	\$24,000	3%
Mileage reimbursement	\$126,546	1%	\$0	0%	\$126,546	16%
Bus passes and bus tokens	\$80,248	1%	\$22,700	0%	\$57,548	7%
Taxi vouchers/ mileage reimbursement	\$2,200	0%	\$0	0%	\$2,200	0%
Other \1	\$322,000	3%	0	0%	\$322,000	41%
Total Reported Budgeted Dollars	\$10,661,461	100%	\$9,883,337	100%	\$778,124	100%
			93%		7%	

Note \1: CalPoly's subsidy to SLO Transit for transportation to University students.

Direct vehicle operations account for seven in ten of the almost \$12 million dollars reported. Administrative expenses over \$900,000 were reported, largely by the public transit operators. Similarly, the capital, equipment replacement budget of almost \$800,000 was also reported largely by the public operators.

By contrast, mileage reimbursement and bus pass purchases are utilized more heavily by the human services agencies, with all reported mileage reimbursement expended by social service agencies and over 70 percent of the reported bus pass expenditures. The expenditure of \$322,000 in the "other" category of the human service agencies was subsidy payment to SLO Transit made by CalPoly University.

Considering only operations funding for trips, there is a significant disparity in the reported costs of trips. Applying just the operations costs presented in Table 3-9 above to the trips reported in Table 3-8, the public transit cost of a one-way trip is \$10.45 while the human services agencies are providing trip for \$2.45 in reported costs.⁴ Again, such numbers must be considered cautiously given the uncertainty of human services trip counting procedures.

⁴ These per trip costs were derived as follows:
 - for public transit dividing \$8.196 million (Table 3-9) into 783,912 annual transit trips (Table 3-8) = \$10.45
 - for human services dividing \$241,505 (Table 3-9) into 98,712 annual trips (Table 3-8) = \$2.45

When asked about anticipated future budgets increasing or decreasing, overall, 44 percent of agencies anticipated their budget would increase and 44 percent expected it to stay the same. Just nine percent anticipated some decrease. The public transit agencies were more likely to report a possible increase (67 percent said yes) while fewer human services agencies expected increases (35 percent of agencies). Seven human service agencies anticipated their budget would not change next year (30 percent) while only one public transit agency had a similar perspective.

All of the public transit operators responding expected to be in the transportation business in five years time. Fifteen (65 percent) of the responding human service agencies answered similarly while four (17 percent) were unsure and one (4 percent) said no, they did not expect to be providing transportation in five years time.

Reported Funding Sources

Funding sources utilized by responding agencies are reported (Table 3-10). The funding picture that emerges for the responding agencies provides insight into the challenges and difficulties of promoting coordination (Table 3-10). Public transit operators have predictable and stable funding sources. Human services organizations report greater dependency on donations and fees, with continuing funding reported by only small numbers.

**Table 3-10- 2007 Stakeholder Survey
Reported Funding Sources**

Reported Funding Sources	Total GP Trans + Human Services	General Public Transport	Human Services Agencies
n=	32	9	23
COUNTY/ LOCAL FUNDING			
General Funds	3 9%	1 11%	2 9%
Other	5 16%	3 33%	2 9%
STATE FUNDING			
Transportation Development Act	9 28%	8 89%	1 4%
Education Department	2 6%	0 0%	2 9%
Department of Developmental Services	1 3%	0 0%	1 4%
Department of Aging	1 3%	0 0%	1 4%
Department of Rehabilitation	1 3%	0 0%	1 4%
Department of Health Services	2 6%	1 11%	1 4%
Other	2 6%	1 11%	1 4%
FEDERAL FUNDING			
FTA Section 5307/5309	5 16%	5 56%	0 0%
FTA Section 5310 vehicles/ capital	2 6%	1 11%	1 4%
FTA Section 5311	1 3%	1 11%	0
Community Development Block Grants	1 3%	0 0%	1 4%
Health and Human Services	1 3%	0 0%	1 4%
Other	2 6%	1 11%	1 4%
OTHER FUNDING			
Client/ parent/ rider fees and fares	3 9%	1 11%	2 9%
Private donations/ fees	8 25%	1 11%	7 30%
United Way	0 0%	0 0%	0 0%
Other	8 25%	4 44%	4 17%

The public transit agencies are predominately reporting ongoing funding through state Transportation Development Act funding (89 percent) and through Federal transit operating

funds, urban Section 5307/ 5309 (56 percent), specialized transit capital Section 5310 (12 percent) and rural Section 5311 service (11 percent). Farebox revenues were noted by the public operators as a continuing source. By contrast, the funding picture for responding human service organizations is more diverse. The largest single funding source is private donations, with seven agencies noting this (30 percent). Tri Counties Regional Center and/or the California Dept. of Developmental Services are identified as a source by four agencies. Community Development Block grants and Federal Department of Health and Human Services funding were identified by just two agencies (2 percent). One of these was Ride-On, presumably noting its Medi-Cal, Federal Title XIX funding, a major funding source in other states for non-emergency medical transportation.

3.3 STAKEHOLDER SURVEY SUMMARY

This survey has developed a picture of specialized transportation resources and issues in San Luis Obispo County. The survey generated a sixteen percent survey response rate with 61 agencies and organizations responding, coming from throughout the region. These organizations clearly reflect the breadth and diversity of organizations concerned with the transportation of persons of limited means, of seniors and of individuals with disabilities. The picture that emerges of the state of coordination in the region appears to be grounded in a broad-base of perspectives represented by survey respondents.

Agencies responding represented a caseload of 110,000 persons, spread across the breadth of consumer groups. There was a good mix of public and non-profit, as well as for-profit social service agencies and commercial transportation providers. A small number of faith-based organizations responded but no tribal organizations were heard from.

Thirty-two agencies, over half, have some type of transportation function, including directly providing it, contracting for it or as a contractor, subsidizing bus passes and tokens, or arranging for it on behalf of their consumers. Public operators were more likely to directly provide or contract for services while social service agencies were more likely to subsidize bus tickets or taxi trips. Vehicles reported were just over 300, with 111 operated by public transit providers, 147 reported by social service agencies. The balance was reported by commercial providers and possibly duplicates some of the agency vehicles reported. Human service agency vehicles were more likely to be smaller and only 10 percent were lift-equipped.

Trips reported by responding agencies were just under a million passenger trips annually (882,624 one-way trips annualized) with 89 percent of these provided by the public transit operators, which includes Ride-On, and 11 percent provided by the responding human services agencies. Applying just the operations costs presented, the public transit cost of a one-way trip is \$10.45 while the human services agencies are providing trips for \$2.45 in reported trip costs.

Reported needs for client transportation differed somewhat, between public transit operators and human services agencies but with overlap. Human services agencies saw medical trips as the highest priority, by 71 percent, followed by shopping and a.m. trips (multiple errands), and then training and education trips. Public transit agencies also saw medical trips as the greatest need (90 percent) followed by kids to day care (70 percent) and then day-time work between 8 and 6 tied with visiting family or friends (both 60 percent).

Barriers to coordination were frequently noted as related to staff time and funding, with very limited staff time to develop the cooperative relationships necessary. One respondent wrote of the “hidden costs” of coordination. There was concern about regulatory requirements of schedules and licensing, notably with the three school districts responding and the University. Several agencies spoke of the difficulties of finding and retaining sufficient drivers. Eight agencies noted they do have cooperative agreements in place, several involving Ride-On.

Top ranked coordination interest was most strongly expressed in relation to coordinated dispatching and scheduling of trips and coordinated service. Between 60 and 50 percent of public operators selected these options and more than 20 percent of the responding human service organizations. This speaks to the successful model of Ride-On, although there was stronger support for this among the public transit providers than among the human services agencies, suggesting the importance of continued outreach to the social services community.

This 16 percent sample of agencies and organizations reported over \$12 million in funding for paratransit and specialized transportation. Differences in the funding base were significant, with public transit reporting a stable, continuing funding stream that they largely expected to increase. Human services agencies reported much more diverse funding types, with significant reliance upon donations and fees and far less likelihood of future increases.

3.4 SPECIALIZED TRANSIT TRIP DEMAND ESTIMATE

3.4.1 Introduction

Planning for increased coordination and consolidation of demand response services for San Luis Obispo County is informed by an understanding and measuring of the specific populations that use public transit, demand response programs and specialized transportation services. These individuals are best characterized by the target populations of the three SAFETEA-LU programs: Section 5310, *Capital Assistance for Seniors and Disabled Individuals*, Section 5316, JARC, and Section 5317, *New Freedom*. The populations served by these programs are seniors, persons with disabilities, and persons of low income. This section quantifies the people within these population groups in San Luis Obispo County and projects the future population among these groups. A further rationale for quantifying the specialized trips these individuals may need is proposed. It is noted that children are among those using public transportation services, notably regular riders on the many trolley and dial-a-ride services in the region, but for purposes of developing this demand estimate, only adult population data is considered.

3.4.2 Target Populations

The Federal Transit Administration has identified three populations as of concern to the SAFETEA-LU programs, Sections 5316, 5317 and 5310. These are persons of low income, including persons on welfare, persons with disabilities and seniors.

Table 3-11 identifies the numbers of these individuals in San Luis Obispo County from selected 2000 Census variables.

Table 3-11 considers the adult population only; persons age 16 and older with the exception of persons below the poverty line (ages 18 – 64). Certainly there are children in poverty and children with disabilities, which could be involved in some of the initiatives this plan may

eventually support. But for purposes of developing an estimate of demand for transportation, it is necessary to consider the individual likely to be traveling on his or her own and not the dependent child. For that reason, only the adult population is presented here.

Table 3-11

SAN LUIS OBISPO COUNTY TARGET POPULATIONS for SAFETEA-LU PROGRAMS: JARC, New Freedoms, and Section 5310			
2000 Census Attribute, Summary File 3	People by Category [2000]	% of Population Subgroup	% of Total SLO County Population
San Luis Obispo County Total Population [1]	246,681		100%
ADULTS 16-64 [2]	164,893		67%
Low-income (ages 18-64) (Below poverty level as defined by the Census Bureau) [3] <i>Low-income adults as percentage of age 16-64 population</i>	21,534	13%	9%
Adults "go-outside-home" disability, ages 16-64 (non-institutionalized) [4] <i>Disabled adults as percentage of age 16-64 population</i>	5,909	4%	2%
SENIORS [2]	35,679		14%
Seniors, ages 65-74	18,020	51%	7%
Seniors, ages 75-84	13,393	38%	5%
Seniors, ages 85+	4,266	12%	2%
Low Income Seniors (Below poverty level as defined by the Census Bureau) [3]	2,029	6%	1%
Seniors "go-outside-home" disability (non-institutionalized) [4] <i>Disabled seniors as percentage of all seniors.</i>	5,317	15%	2%
TOTAL TARGET POPULATION RANGES			
Low End: Adults with disabilities (16-64) and only seniors 75+	23,568		10%
Mid Range: Adults with disabilities (16-64) and all seniors 65+	41,588		17%
Hi End: Low income adults (16-64) and all seniors 65+	57,213		23%

[1] Census 2000 Summary File 3, Total Population.

[2] Extrapolated from Census 2000 Summary File 3, Sex by Age.

[3] Extrapolated from Census 2000 Summary File 3, Poverty Status in 1999 by age.

[4] Extrapolated from Census 2000 Summary File 3, Age by types of disability for the civilian non-institutionalized population 5 years & over with disabilities. The "go-outside-the-home" disability includes those who because of a physical, mental or emotional condition lasting 6 months or more, have difficulty going outside the home alone to shop or to medical appointments.

[5] See footnote 2.

[6] See footnote 4.

[7] See footnote 3.

Poverty Levels For the 2000 Census, the San Luis Obispo County total population was established as 246,681. Of this total, 9 percent were identified as at or below the poverty levels as defined by the U.S. Census, or 21,534 adults and representing 13 percent of the adult population group, age 16 to 64. Definitions of poverty by the U.S. Census are made on the

basis of a set of money income thresholds that vary by family size and composition. When a family's income is less than the threshold for a family of that size and type, then that family and every individual in it is considered to be in poverty. These thresholds do not vary geographically.⁵ The San Luis Obispo region's proportion of 9 percent of persons at poverty levels is below the statewide mean of 13.3 percent and the comparable national mean of 13 percent for the United States as a whole.⁶

Disability Characteristics The second population group of interest is persons with disabilities. A disability is characterized by 2000 Census as persons with difficulty performing selective activities of daily living. While the 2000 Census has a number of variables related to disability status, this analysis uses the "go outside the home" disability, a self-reported characteristic that is likely to impact mobility outside the home. The U.S. Census Bureau classification of this disability includes those who because of a physical, mental or emotional condition lasting 6 months or more, have difficulty going outside the home alone to shop or to medical appointments. For San Luis Obispo County this represented 2 percent of the total population of adult's ages 16 – 64 or 5,909 persons. For those ages 65 and over, this was another 2 percent of the total population, 5,316 seniors and 15 percent of the senior population.

Persons with disabilities and persons of low income represent some overlap but also some difference. The Census Bureau documents that presence of a disability is associated with lower levels of income. In other studies, the Census Bureau reported that those with a low (less than half the median) relative income nationally, were 13.3 percent among those with no disability, 30.4 percent among those with any disability and 42.2 percent among those with a severe disability.⁷ Hence individuals with these characteristics are best represented in Table 3-11.

Senior Characteristics The senior population has a variety of characteristics of interest to this discussion. The individuals over age 65 in the 2000 census numbered 35,679 or 14 percent of the total San Luis Obispo County population. This is above the statewide average of 12 percent. Low-income seniors, defined by income in relation to household size, are 1 percent of the total county population and represent 6 percent of the senior population, age 65 and older. Seniors with disabilities were also identified in the 2000 census, a self-reported category and reflecting the individual's perception. Five percent of seniors characterized themselves as disabled or 12,897 persons.

A third group of potentially vulnerable seniors are those who are older than 75 years of age and those who are older than 85 years of age. Advanced age is associated with increased rates of disability.⁸ About 13,393 seniors are between the ages of 75 and 84, representing 38 percent of the total county senior population and another 4,266 aged 85 and older, representing 12 percent of the county senior population. San Luis Obispo region seniors 85+ are above the California state proportion of 35.5 percent seniors age 85+, comprising 11.6 percent of the state's seniors.

The physiology of aging identifies age 75 as the age point at which the natural effects of the aging processes are increasingly likely to impinge upon lifestyle, health status and general well-being. This is not to say that every 75 year-old is going to have difficulty getting around. But it

⁵ U.S. Bureau of the Census, *Income, Earnings and Poverty Data from the 2005 American Community Survey*. B.H Webster, A. Bishaw. Washington, DC, August 2006, p. 20.

⁶ *Income, Earnings and Poverty Data from the 2005 American Community Survey*, p. 22.

⁷ *Current Population Reports, Series P23-194, Population Profile of the United States, 1997*. p. 32.

⁸ U.S. Bureau of the Census, *Current Population Reports, Series P23-194, Population Profile of the United States, 1997*. Washington DC, 1998, p. 50-51.

does indicate that statistically, there is increased incidence of disease processes, of falling, that results in mobility impairments and of the consequences of stroke and heart disease, as well as various chronic conditions or degenerative processes that can limit mobility.⁹

For persons age 85 and older, these rates of higher incidence of chronic disease and impairment increase more dramatically. This population is highly likely, although certainly not every individual in this group, to have increased special needs and requirements when it comes to moving about their local community. This group is also the subset of the senior population that is expected to grow at the fastest rate with the aging of the baby boomers.

In total then, this suggests that between 57,213 and 60,107 San Luis Obispo County residents in 2000 were among the target populations of seniors, persons with disabilities and persons of low income.

3.4.3 Future Population Projections

Anticipating future population impacts, San Luis Obispo County provides population projections for the region are presented in Table 3-12. For the purpose of this study, 2010, 2020, and 2030 estimates are presented. Using California Dept of Finance estimates, the county's population will grow to 365,016 persons by 2030, an increase of 48 percent over the 2000 population.

Table 3-12

TARGET POPULATIONS for JARC, New Freedoms, 5310 Programs -- POPULATION PROJECTIONS				
	2000 Census	San Luis Obispo County DOF Population Projections for Total Population		
		2010	2020	2030
Total San Luis Obispo Population	246,681	279,404	319,510	365,016
Adults with disabilities and/or low income adults, ages 16 to 64	5,909 21,534 <small>2% to 9% of adult population</small>	5,588 to 27,940 <small>2% to 10%</small>	6,390 to 31,951 <small>2% to 10%</small>	7,300 to 36,502 <small>2% to 10%</small>
Seniors age 65 and older, including older seniors, 75+ (7% of total population), seniors with disabilities (2% of total population) and low-income seniors (1% total population).	35,679 <small>14% of total population</small>	41,911 <small>15%</small>	52,719 <small>17%</small>	63,878 <small>18%</small>
Low: Adults w/ disabilities (16-64) & all seniors 65+	41,588 <small>17% to 23% of total population</small>	47,499 <small>17%</small>	59,109 <small>19%</small>	71,178 <small>20%</small>
Hi: Low income adults (16-64) & all seniors 65+	57,213	to 69,851 <small>25%</small>	to 84,670 <small>27%</small>	to 100,379 <small>28%</small>

Table 3-12 presents target population projections based upon straight projections of the adult low-income population and the disability adult populations, in combination with a modestly increasing senior population. Adults with disabilities (ages 16-64) plus all seniors represent the low end of the ranges. Low income adults (ages 16-64) plus all seniors represent the high end of the range. Combined, these suggest target population ranges of:

- 47,489 to 69,851 persons by 2010,
- from 59,109 to 84,670 persons by 2020,
- from 71,178 to 100,379 persons by 2030.

⁹ Spirduso, W. Physical Dimensions of Aging, Human Kinetics, 1995, p. 28.

At the low end of these ranges, the region's target population grows from:

- 17 percent to 20 percent of the total population.

At the high end, the target population grows from:

- 23 percent up to 28 percent.

The low income population is held at a steady rate, anticipating that change is unlikely for this group: 9 percent of the total population and 13 percent of the adult population. It was projected forward then as a constant proportion, within a range that includes the population with disabilities. The disability population may be an increasing proportion, as increases in the number of adults with disabilities are suggested by evidence in the public health literature. This literature predicts increases among younger cohorts due to potentially rising obesity rates.¹⁰ For purposes of this analysis, such possible growth is represented within the range of adults age 16 to 64 inclusive of those of limited means.

There is some demographic evidence, at the national level, that the proportion of seniors in poverty is decreasing as the baby-boomers age. This suggests that while tomorrow's seniors will be increasing significantly in quantity, they may also be more able to offset the costs of the services they require.¹¹

3.4.5 Demand Estimation

Anticipating what level of trips these persons need and what proportion of these trips are unmet or undermet are other areas of inquiry. Table 3-13 presents an estimate of the potential trip demand for specialized transit trips hypothesized for these target populations, drawing upon trip making rates in various national research efforts.

Working with the population estimates presented in Tables 3-11 and 3-12, the Table 3-13 following uses average daily trip rates, defined as the number of one-way trips per day made by an individual, developed through national research to establish a total level of trips these groups may be making on a typical weekday. These trip rates are annualized to establish annual trips made. Assumptions are then applied as to the proportion of trips made on transit or specialized transportation.

The target population groups considered in Table 3-13 following utilizes the 2000 Census adult population estimates developed in Table 3-11. This revealed that for adults below age 65, proportions of 13 to 17 percent were persons of low-income or disabled or may fall into both categories, somewhere between 5,909 and 21,534 persons. Seniors in various sub groups are considered, including those who are low income (6 percent of seniors), those with disabilities (15 percent of seniors) and those over age 75 where general health conditions are more prevalent (49 percent of seniors).

¹⁰ www.pubmed.gov, website of the National Library of Medicine and the National Institutes of Health, as cited in SACOG Region Senior and Mobility Study, 2007, p. 10.

¹¹ U.S. Bureau of the Census, *Current Population Reports, Series P23-194, Population Profile of the United States, 1997*. Washington DC, 1998, p. 4.

**Table 3-13
Specialized Transit Trip Demand Estimation for
SAFETEA-LU Target Populations (2000 Census)**

Target Population, Census 2000		Column A	Column B	Column C	Column D	Column E	
		Mean Trip Rates Per Day ¹	Estimated Annual Trips, All Trips (Trip Rate * Target Population * 255 days)	% Trips Made On Public Transit	Annual Trips Potentially on Public Transit (Annual Trips * Public Transit Rate)	Annual Trips Requiring Special Assistance @ 25% of Public Transit Trips	
Adults (age 16 – 64)							
Low Income Population at 13% of adult population ages 18-64 (21,534 persons)	13% to 17% adult population	3.7 ¹	20,317,329	8.5% ³	1,726,973	431,743	
Disabled population at 4% of adult population (5,909 persons)			5,575,142		473,887	118,472	
Seniors (ages 65+)							
Seniors low-income at 6% of age 65+ (2,029 persons)	6% to 15% of senior population	3.4 ¹	1,759,143	3% ⁵	52,774	13,194	
Seniors with disabilities at 15% of age 65+ (5,317 persons)			4,609,839		138,295	34,574	
Seniors age 75+ when mobility issues become increasingly critical (17,659 persons)	49% of senior population	2.1 ²	15,310,353	2% ¹	306,207	76,552	
Target Populations for San Luis Obispo County		Trip Making Estimate Range	Low end trip range: disabled adults 16-64 and up to 49% of seniors	to	20,885,495	780,094	195,024
			High end trip range: low income adults 16-64 and up to 49% of all seniors		35,627,682	2,033,180	508,295

[1] Bureau of Transportation Statistics, 2001 National Household Travel Survey - Trip rates for 65+, Not Employed; Medical Conditions Limiting Travel
 [2] National Cooperative Highway Research Program "Estimating Impacts of the Aging Population on Transit Ridership", p. 17 (2006)
 [3] Sacramento Area Council of Governments Household Travel Survey 1999, Senior & Disabled Mobility Study, 2006, p. 9.
 [4] Freedom to Travel, U.S. DOT Bureau of Transportation Statistics (2002)
 [5] Transportation Research Report, TCRP Report 82: Improving Public Transit Options for Older Persons (2002) and 2001 National Household Travel Survey (6%)

Table 3-13 proposes mean trip rates for these persons, estimates the number of total trips taken by these individuals annually, estimates the number of these trips potentially taken on public transit and then, of these, the proportion that may require specialized transportation or additional assistance.

Mean trip rates (Column A in Table 3-13) are the *average number of one-way trips per day* made by an individual. Mean trip rates are drawn from several published sources.

- The longstanding source is the 2001 *National Household Travel Survey* (NHTS) which is routinely used as a basic data set by which to understand travel patterns of various subsets of the population. This disaggregated study is built up from a relatively small “n” but distributed around the country so that it is not geographically limited to a single region. Because extensive work has been done with this data set, and a similar 1999 study, it is the most common source for daily trip rate activity.
- Through the U.S. DOT Bureau of Transportation Statistics, mean trip rates for persons age 65, for those not employed, and for those with medical conditions limiting travel were developed and used in Table 3-13.
- Also used is work published by the National Cooperative Highway Research Program (NCHRP) in a study entitled *Estimating Impacts of the Aging Population on Transit Ridership* (2006). Considerable research has been done by the highway industry to

understand the effects of the aging process and its implications for road and highway design. This particular study disaggregated the travel patterns of seniors of different ages and mobility levels and their published mean trip rate for the oldest old, defined as age 85 and older is used here.

- Several sources were used in attributing mode share to these subgroups. The U.S. DOT Bureau of Transportation Statistics published a study *Freedom to Travel* (2002) that examined the trip making behavior of various groups. It included an analysis of persons with disabilities and did identify them as high users of public transit, at rates of 25 percent and more of trips made, unlike the mode share for the general population of 4 percent or less.
- By contrast, the Sacramento Council of Governments conducted a 1999 disaggregated travel survey of seniors and the disabled populations and established a mode share of 8.5 percent use of transit by persons with disabilities, this in a region that is transit-friendly to persons with disabilities. This lower rate of use is used here.
- Finally a Transit Cooperative Research Report (TCRP), Report 82: *Improving Public Transit Options for Older Persons* (2002) identified a 3 percent public transit utilization rate by seniors in urbanized areas. This was half the mode share suggested by the 2001 *National Household Travel Survey* but this lower rate of use is used in Table 3-13 to help ensure a conservative, low-end estimate.

Table 3-13 uses these sources to establish the “mean” trip rate per person in the subgroup per day (Column A). This rate is multiplied by target population group number, times 255 days, to establish a mean weekday travel figure for the year (Column B). For the subgroups identified this represents a range of 20.8 million to 35.6 million trips a year, for weekday only trips by all modes, and all methods by which these individuals might travel.

Then the various rates of public transit, drawn from the literature and discussed above, are applied to establish the proportions of these trips potentially presenting for public transit (Column C). Multiplying these public transit rates times the annual trips taken establishes the range of public transit trips, between 780,000 and 2.0 million needed by members of the target populations (Column D). A further calculation is made to identify the proportion of these trips – presumed by this calculation to be one in four trips (25 percent) -- where some kind of special intervention, additional information or assistance, or particular requirement may be needed (Column E). For the San Luis Obispo region, this is estimated at 195,000 to 508,000 passenger trips, given the 2000 census population base.

As the proportion of persons requiring these specialized trips grows in San Luis Obispo County, the relative need for increased numbers of these trips will grow also.

3.4.6 Trips Currently Provided

People targeted and trips needed must be contrasted with trips provided to understand what gaps in service might exist. Table 3-14 following shows the level of public transportation trips provided in the San Luis Obispo region, drawn from SLOCOG's 2006 SLO Transit Deficiencies Report and from the Plan's stakeholder survey information.

A total of 1,993,745 trips were reported by the publicly funded operators, almost 2 million trips, for FY 05-06. These include 86 percent trips provided on fixed-route service, including the trolleys, 7 percent provided by community dial-a-ride programs, and 7 percent trips provided by the CTSA and the TMA vanpools.

Trips reported by 22 human services agencies through the stakeholder survey are 98,712 passenger trips¹², almost 100,000 trips annually, exclusive of for-profit contractor-reported trips or the two responding school districts. This was 5 percent of total trips documented in Table 3-14.

The demand estimates developed in Table 3-13 suggest a range of 780,000 to 2 million trips needed annually by these target populations. Trips documented here total 1.9 million public transit trips, plus the additional 96,712 trips reported from the stakeholder survey or almost 2.1 million trips total. Of these 2.1 million documented trips, 375,145 trips or 18 percent are specialized transit trips, including public dial-a-rides, CTSA trips and trips reported through the stakeholder survey by social service agencies. This 375,000 trip-level is approximately in the middle of the range of estimated trips needed. That range was 195,000 to 508,000 passenger trips needed by the target populations of this plan, developed from a 2000 census basis (Table 3-13).

This chapter documents a variety of unmet trip needs --- by trip type, by geographic area and time of day and by levels of service required. This suggests that there is latent demand not yet addressed by the trips currently provided by a mix of public transit and human services providers. Additionally, riders potentially eligible for ADA services will increase as population grows and the baby boomer generation increasingly reaches senior status above 65 years of age where additional specialized transportation trips will need to be served.

¹² For reported human service agency trips provided, see Table 3-8, page 41 or Appendix B.

**Table 3-14
FY 05-06 Public Transit and Other Specialized Transit Trips Provided**

San Luis Obispo County Total Population, Census 2000 [1]		246,681	% of Transit Trips	% of All Trips
Public Bus, Fixed Route [2]		1,717,312	86%	82%
Regional Fixed Route				
RTA only	349,678			
Central Area-Local Fixed Route				
San Luis Obispo Transit (SLO Transit) (includes SLO city trolley with 32,000 riders)	963,370			
Other Local Fixed Route				
South County Area Transit (Five Cities-SCAT)	168,053			
Paso Robles	153,911			
Atascadero	47,000			
Trolley Services				
Cambria Village Trolley	15,300			
Morro Bay	15,000			
Avila Beach	5,000			
Public Demand Responsive [2]		143,662	7%	7%
Regional DAR				
Runabout (county wide)	29,852			
Local DAR-Municipal				
City of Morro Bay DAR	35,357			
City of Atascadero DAR	26,830			
City of Paso Robles DAR	8,973			
County Area DAR				
South Bay DAR	22,105			
Nipomo DAR	8,545			
Other Localized Specialized Services				
Cambria Community Bus	10,500			
Five Cities Senior Shuttle	1,000			
Cayucos Senior Van	500			
Ride-On (includes senior shuttles) [2]		132,771	7%	6%
CTSA	132,771			
Public Transit & Specialized Trips Reported		1,993,745	100%	95%
Trips per Capita		8.1		
Stakeholder Survey with Human Service Agency Trips Reported [3] (Total n=22 agencies; trips estimated by agencies, not validated)		98,712		5%
Trips per Capita		0.4		
Total Human Service, Public & Specialized Transit Trips		2,092,457		100%
Trips per Capita		8.5		
Transit Funded Specialized Transit Trips Reported		276,433	14%	13%
Trips per Capita		1.1		
Specialized Transit Trips Reported, Including Stakeholder Survey		375,145		18%
Trips per Capita		1.5		

[1] Census 2000 Summary File 3, Total Population.

[2] November 2006 SLO Transit Deficiencies Update - Table C - Ridership Trends by Mode - FY 05/06

[3] 2007 San Luis Obispo Region Coordinated Human Services-Public Transit Plan by A-M-M-A

Table excludes small rural shuttles with ridership less than 500 trips per year

3.4.7 Demand Estimation Summary

This subsection presents a rationale by which to quantify the target populations, utilizing census variables and establishing a range of 41,588 persons up to 57,213 persons, based upon the 2000 Census. These individuals represented between 17 percent and 23 percent of San Luis Obispo County's 2000 population of 246,681 residents. They are comprised of adults between the ages of 16 and 64 who are low income and/or are disabled and seniors age 65 and older.

This proportion of the population is projected forward, using general population estimates developed by the California Dept. of Finance and other assumptions about changes in the senior population and the base adult population. The projections suggest increasing proportions of San Luis Obispo County residents will be within the target populations: by 2010, almost 70,000; by 2020, up to 85,000 and by 2030, over 100,000 persons.

Trip demand is also considered in relation to the target population. A rationale for *mean trips per day* was presented. From total trips, estimated the proportion of those trips that might present for public transit was estimated – likely public transit demand. This represented a range of **780,000 trips to over 2 million trips**. This is a conservative trip demand estimate for weekday trips only, exclusive of holidays and weekends. Of these, it is hypothesized that one in four trips (25 percent) will require some level of specialized assistance, reflecting the trip demand appropriate to this Plan. This is represented as a range of 195,000 to 508,000 annual trips for the 2000 census population.

Public transit trips currently provided are estimated at almost 2 million trips for FY 2005/2006, of which 14 percent or 276,453 trips were provided with public transit funding. Added to these the trips documented by the region's responding human service agencies, a total of 375,000 trips are reported, approximately in the middle of the demand range projected.

This study documents unmet transit needs of a variety of types and characteristics suggesting the demand estimate will reflect latent demand, trips not currently served. Further as the years forward from the 2000 census-based population grow, the demand for specialized transit trips will also grow. The goal suggested then is to provide high quality transit and specialized service that can meet growing demand and meet future demand for some portion of the individualized trips needed by members of the target populations.

CHAPTER 4: QUALITATIVE NEEDS ASSESSMENT – STAKEHOLDER OUTREACH

This chapter presents findings from a series of public outreach meetings in the San Luis Obispo region. SAFETEA-LU requires that a plan must be developed through a process that includes representatives of public and private and non-profit transportation and human services transportation providers and participation by members of the public. This describes the approach to and findings of that effort for the San Luis Obispo region. This qualitative needs assessment validates and extends the survey findings presented in Chapter 3 and lays the groundwork for the plan's recommendations.

4.1 INTRODUCTION

The San Luis Obispo Region Coordinated Human Services-Public Transportation Plan will ultimately articulate a unified comprehensive strategy for public transportation delivery that speaks specifically to the mobility needs of three target populations: 1) seniors, 2) persons with disabilities, and 3) persons with limited means. Outreach to and involvement of agencies and organizations that operate transportation and/or provide other services to the target populations is critical to the preparation of the locally developed plan.

Outreach reported here describes the process of the initial phases of the plan. Included in appendix C, and potentially addressed in the final recommendations are comments and responses received from the review of the August 2007 Draft Plan.

4.2 OUTREACH OBJECTIVES AND METHODOLOGY

The outreach effort for the San Luis Obispo region was conducted to address the FTA plan development guidance and achieve the following objectives:

- Lay the ground work for the stakeholders' survey and encourage response;
- Obtain views and perspectives of stakeholder agencies/ organization and clients/ consumers on coordination of transportation services;
- Inform and educate stakeholders about capacity building strategies to achieve coordination in the human and social services sectors of transportation;
- Build goodwill and cooperative relationships with key stakeholders and the community-at-large; and
- Invite agencies to anticipate a continuing process by building a strengthened relationship with public transportation providers and SLOCOG.

Reported here are the activities conducted January through May 2007, towards accomplishment of these objectives.

Recognizing the need to reach as many stakeholders as possible in a relatively short time, with constrained resources, the A-M-M-A project team developed an approach designed to:

- Inform stakeholders of and involve agency/ organization representatives in the SLOCOG project;
- Participate in the on-going coordination “dialogue” with other interested parties; and
- Solicit input from the region’s stakeholders relative to coordination of public transportation and human services transportation.

The target audiences of the outreach effort included the following:

1. Management and staff representatives of agencies and organizations operating transportation and/or serving the day-to-day needs of clients and consumers;
2. Staff representatives of specialized transportation services;
3. Citizens advisory group representatives;
4. Clients and consumers of specialized transportation services;
5. Local and regional transit and human service organizational representatives.

A critical dimension of building coordinated projects in the future is to begin to generate interest and encourage participation. Outreach activities are conducted with that in mind, anticipating future participation facilitated by SLOCOG around these issues. A key tool will be the “contacts” database provided to SLOCOG at the end of the project, to assist staff in future outreach efforts.

Specifically, the outreach activities of this project, with the meeting schedule presented Figure 4-1, included:

1. Telephone and face-to-face contacts with identified consumer and agency stakeholders in the region;
2. Public meetings with invitations extended broadly, first to a 400 agency master mailing list and subsequently to stakeholders participating in the process;
3. Invitational workshop for representatives of both public transit and human services agencies to consider project responses;
4. Consumer focus groups;
5. Presentations to the SLOCOG Social Services Transportation Advisory Council (SSTAC) and to the SLOCOG Board of Directors; and
6. Upcoming meetings.

In advance of various public meetings and forums, telephone and/or email and/or surface mail contacts were made with individuals. These included contacts during March and April with offices of the elected officials and city managers of the region’s cities, senior center programs, SLOCOG advisory group members (including SSTAC and Citizens Transportation Advisory Committee CTAC) and other interested parties known to SLOCOG.

It is noted that this approach intends to reach a representative sample of the agencies and organizations involved in specialized transportation. It cannot reach all such entities, but strives to reach an initial group of key stakeholders. One anticipates the process will build and grow, strengthening the network of participants in coordinated transportation responses to meet identified needs.

Figure 4-1

**San Luis Obispo Region
Coordinated Human Services-Public Transportation Plan**

LOCALLY DEVELOPED COORDINATION PLAN
Summary of On-Site Public Outreach Efforts, as of 6/20/07

Public Workshops

Grover Beach Community Center - March 7, 2007
Paso Robles City Hall Council Chambers - March 8, 2007
San Luis Obispo Public Library - Project Possibility Workshop - May 22, 2007

Committee Presentations

SLO Public Transit Operators - Jan. 11, March 6 and June 20, 2007
Social Services Transportation Advisory Council - May 23 and July 25, 2007
SLOCOG Board of Directors - August 8, and October 3, 2007

Human Services Agency Outreach Site Interviews

NCI, formerly North County Industries - Jan. 12, 2007
San Luis Obispo County Dept. of Social Services (DSS), - Jan. 12 and April 13, 2007
California Council of the Blind, Central Coast Chapter - Jan. 12, 2007
Low Vision Council, City of San Luis Obispo - Jan. 12, 2007
Independent Living Resource Center - Jan. 12, 2007
Tri-Counties Regional Center - Jan. 12, 2007
SLOCOG Senior Mobility Training Project - Jan. 12, 2007
Senior Peer Counseling - Jan. 12, 2007
Economic Opportunity Commission (EOC) - April 13, 2007

Consumer Focus Groups

Consumers with Disabilities [Low-Vision & Independent Living Center] – Jan. 12, 2007
Seniors' Transportation Conversation - April 13, 2007
Low-Income Consumers, Creekside One Stop Center - May 23, 2007

4.3 STAKEHOLDER OUTREACH FINDINGS

Recognizing that this plan outreach brings back representative results and not a complete picture of any single service or client group, results are summarized from two perspectives:

1. Consumer group or market segment
2. Geographic area

SLOCOG's request for proposal required the needs assessment to consider market segments or consumer groups as one primary frame of analysis. Also presented is a geographic dimension, so critical to public transportation planning and because many trips made by consumers within the county are inter-regional in nature. These perspectives will provide a clearer understanding of needs that may be met by coordinated responses.

The highlights of the outreach activities are presented below. In addition, the public meeting notices are included as Appendix 4-1 and summaries of the outreach interviews and public meetings are included as Appendix 4-2.

4.3.1 Consumer Groups' Transportation Needs and Findings

Persons with Developmental Disabilities:

- Tri-Counties Regional Center (TCRC) reduced its transportation reimbursements to agencies, requiring them to both cut their transportation budgets (in half in some instances) and develop alternatives transportation methods.
- TCRC vendor agencies struggle with reduced transit operations budgets.
- TCRC consumers are eligible for public transit services and many for ADA services. In Paso Robles, the morning and afternoon buses are filled with school children, with no capacity to serve regional center trips.
- Vehicle replacement, vehicle maintenance and driver training are support services of concern. Any potential for saving dollars in these areas is of interest.
- Long-distance trips to outlying areas are of a concern; expensive and difficult trips to schedule given the time involved: Shandon in northeast SLO County.
- Transfers between buses are difficult for this population. Consumers are more likely to use public transit where it goes straight through – appreciated change with North County Shuttle thru service to Cuesta College from Atascadero.
- Possible liability insurance concerns [costs] for TCRC vendors providing client transportation.
- Changes to services are difficult for this population – holiday changes that don't coincide with workshop holidays (e.g. the summer schedule reflecting Cal Poly student travel in San Luis Obispo).

Potential projects:

Operations or alternative services: driver training; vehicle maintenance projects; special shuttles targeted to outlying communities; input on routing/ scheduling or at least advance notice in order to re-train consumers who are travel trained on an existing route configuration.

Capital projects: spare vehicle, vehicle replacement for NCI (formerly North County Industries), possibly other regional center vendors.

Persons with Visual Impairments/ Persons with Disabilities

- Information concerns about changes to SLO fixed-route services without notifying public -- holiday schedules that are focused on CalPoly student travel patterns don't recognize the needs of SLO residents who work at the campus throughout the year.
- No information at bus stops on holiday changes and these holidays are not intuitive holidays, in that they follow the academic year and not necessarily Federal legal holidays. Consumers can wait indefinitely for a bus that never comes.
- Importance of calling out stops is critical to those with visual impairments, and it benefits new or uncertain riders too.
- Need to extend hours of services in both mornings and evenings. Need earlier morning service for those who are transit dependent. No evening service on selected routes that would benefit from extended evening service.
- There had been one doctor in San Luis Obispo who would renew the MediCal prescriptions for behavioral health consumers; this physician recently died and these individuals must now go down to Santa Barbara to get prescriptions renewed every couple of months.

Potential projects:

Operations or alternative services: information projects oriented to those on the buses including more bus information at stops and at pass outlets with trained staff, increased real-time bus information with greater sensitivity to those with low vision. Expand transit service hours in both early mornings and later evenings, with more advanced planning and coordination with social services agencies for service changes.

Persons of Low Income or Limited Means / Homeless Persons

- Very, very difficult for low income consumers to pay transit fares because of their fixed incomes.
- Ride-On fares are difficult, although some Ride-On services do travel out into outlying communities.
- Bus passes differ substantially in prices – South County Area Transit is \$3.50 a day while interregional base fares are \$1.50. Lowest income riders don't have funds to pay.
- Need a mechanism for issuing bus passes to those on General Assistance, including the option of working directly with social service agencies to provide bus passes for those on general aid relief.
- Consumers do not live where the employment is; sometimes difficult to make the connections on transit.
- Transit routing in the City of San Luis Obispo is difficult for consumers using "one stop shop" services at the Creekside Career Center (South Broad, s/o Tank Farm Road). Two other facilities within the city: Prado Day Care Center (Prado Road near Higuera/101) and the Shelter (Orcutt Road near South Broad) are poorly connected. In all cases, a local homeless person will need to make one transfer in downtown SLO. In some cases, an EOC & DSS client from South County will need to make 2 or 3 transfers (local, regional, local) to reach the career center. For some users, the long wait at bus stops becomes a real barrier to survival.
- Difficult to serve large migrant populations in outlying communities, particularly in North County: Creston, Shandon, California Valley, San Miguel.

- Migrant populations' needs are not well known but clearly involve transportation and traveling distances of 25 to 40 miles and more between work locations and inexpensive housing.
- In South County, there is a day-time shelter but no overnight shelter and so consumers may have to come to SLO; a long trip particularly for those in Nipomo.
- Transit operating hours end too early in evening; e.g. in Atascadero, the Paso Robles transit connection stops at 6 p.m. but the shelter on Traffic Way (Atascadero) closes at 7 p.m.; retail and restaurant workers routinely work until 10 p.m. when stores close.
- Atascadero's public transit stops at 7 p.m.; difficulty to get to shelter on Traffic Way at Baptist Church which closes at 7 p.m.
- Transit operating hours don't start early enough in mornings; many service workers have to leave for work between 5 a.m. and 6 a.m. Employment in service industries often requires earlier transit services.
- Later operating hours, employment options often require later travel and weekend travel; corridor in South County is along Grand/ 4th Street and Rt. 101.
- Need Rt. #10 (SLO) to start earlier than 8 a.m. for help in getting consumers to jobs that start before then.
- Templeton low income housing exists at Villa Paseo (HUD Section 8) housing but no transit to Target across the freeway. Some not moving into this facility because there is no transit or limited service. Templeton Shuttle runs only 6 days per week.
- Some use of Ride-On and Runabout. Report that some riders have been listed as "no shows" the vehicle arrived early and they were not ready (either Ride-On or Runabout).
- Employment-related trips very difficult for those living on the north side of the Grade and needing to get to San Luis Obispo main campus and Cuesta College by 9 a.m. for employment training resources.
- Times of travels for lowest income workers are tied to service industries: retail, restaurants with 10 p.m. end-of-shifts; motels (ok as finished in late afternoon); hospitality industry with early morning and late evening shift changes.
- Timing difficult for those traveling by bus from North County or Paso Robles to jobs or services in SLO between 8 and 5 p.m.; okay traveling in but difficult getting back since September 2006, hourly service till 8:30 p.m. reaches Paso Robles at 9:40 p.m.
- Police department is asked for transit information after-hours and then for transit assistance when no other alternatives exist.
- Medical trips are difficult to serve: Atascadero around El Camino Real and Morro Road; trips into Santa Barbara; trips to medical facilities in San Luis Obispo from various parts of the county; trips down to Los Angeles or up to Stanford for medical purposes.
- Medical trips from San Miguel needed; Ride-On providing some.
- Department of Social Services (DSS) agency does have some vehicles but these are not accessible; little training opportunities or coordinating scheduling of these.
- Medical trips provided by Community Health Center – picking up consumers and transporting them to medical appointments.
- DSS provides mileage reimbursement and (universal pass) bus fare media; numbers of passes purchased or mileage reimbursement levels not readily available.
- Interest in Regional Rideshare and vanpools as alternatives for consumers.

- Information needs are continuing at all levels of system – consumers, individual case managers, supervisors.
- Agency staff needs enough information, and current information, to be able to refer consumers to the right resources.
- Communication is complicated as human services personnel don't know with whom to communicate about transportation and are not aware of new services or planned services that will help their consumers.
- Much interest in one-number solutions through 511/ 211 or bringing the Regional Rideshare resources forward. Much need for one-number approach.

Potential Projects

Operations or service alternative projects: special purpose shuttles such as to get people between Creekside Career Center One-Stop services and the Prado Day Center/SLO shelter; special shuttles targeted to outlying communities; increased or enhanced bus pass/buy-down programs, possibly some involving Ride-On; information projects targeted to case workers; mechanisms to participate with greater effectiveness in the annual unmet needs process; Regional Rideshare projects to find and coordinate volunteer drivers; coordinate information including bringing 511 and 211 systems together. (early development stage with JARC grant)

Capital projects: accessible vehicles, possibly low-floor sedans

Children of Low Income Families (Headstart programs and School Districts)

- School District (San Luis Obispo Coastal Unified School District) concerned about low-income children and trip needs, other than to school; school buses a possible resource.
- Recent census has identified 667 homeless children in the County, with 150 at-risk children in the “no child left behind” program; expected that these children have special transportation needs.
- In SLO, the public bus won't come in front of the homeless shelter overnight – stops 1 ½ blocks away; difficult for very young children who may be arriving unaccompanied, coming from school.
- No bus service to Paso Robles park just outside of town (Barney Schwartz Park), towards Shandon; excellent park for families with young children but no way to get them there.
- Public dial-a-ride doesn't work as car seats are not available for those under 40 pounds; many children are riding unaccompanied and need on-vehicle escort.
- For Headstart children, most are not close enough to public bus to take it and when they are, requires four trips for parents – taking child to center and back, returning at the end of the session and home.
- Headstart has difficulty fielding drivers: hard to find drivers who will pass the screenings; once found, hard to retain as the wages are lower than for public school bus operators.
- Headstart providing almost 200,000 trips annually in San Luis Obispo region to children; 10 months a year, traveling 5 days a week, twice daily: 164,500 trips to approximately 387 children ages 3 to 5 years old; 32,300 trips to approximately 76 children ages 0 to 3 years old in Early Headstart.
- Starting a migrant workers' Headstart in Shandon and Nipomo.

- Concerned about mixing Headstart children with adults, or even youth, on vehicles.
- About 10 percent of Headstart children have some type of disability.
- Resources are narrowly focused on population and tied to individuals; can't easily use for "match" in grants.
- Medically-related trips for children and their families are very difficult; agency staff often have to transport; usually to regional facilities that will take MediCal (San Luis Obispo or Santa Barbara); UCLA and Children's Hospital, Los Angeles; U.C. San Diego and Scripps eye clinics.
- San Luis Obispo Unified School District notes that it has difficulty filling part-time positions with qualified persons who can meet the state school bus operators' regulations. Interest in "building" the pool of qualified drivers and finding ways to increase the pool of persons who can be considered for school bus training.

Potential Projects

Operations or service alternative projects: Driver training pilots that attract, train and utilize drivers in specialized transit, then establish possible career path mechanisms to bring them into school bus driver training programs; Lucia Maria School District and the McKenney Ventura programs; possible role for churches and for volunteers; creative responses to remote areas of Shandon and California Valley with attention to concern for not mixing children with other riders.

Capital projects: Replacement of Headstart vehicles.

Seniors

- Difficult for seniors coming from northern coast communities; timing of bus connections is too long for coming into San Luis Obispo – must wait three hours to get back home north of Morro Bay [Cayucos to SLO and back]; exhausting.
- Need for door-to-door and door-through-door assistance for seniors.
- Seniors in mobile home parks have special needs; "aging in place population"; which had transportation services as younger persons but now reliant upon service programs difficult for them to ask or pursue.
- Seniors need assistance carrying bags to and from the bus.
- Assistance needs are varied and change with individuals over time; potential for increasing levels of assistance as the aging processes progress.
- Senior riders need opportunities to use public restrooms.
- Need for low-cost transportation; very difficult for fixed-income seniors to afford Ride-On.
- Sometimes Ride-On needs more seats on the van; vehicle seating capacity is too limited.
- Ride-On advance reservation is okay but sometimes seniors need same-day reservation capability.
- Ride-On is not always using the right vehicle; sometimes needs a lift; sometimes too high to climb aboard.
- Smaller vehicles and low floor vehicles are easier for seniors to board.
- Seniors are daunted by Ride-On telephone options; hard to know which service is appropriate to take.

- Runabout certification process is a barrier to seniors riding; many don't understand the process and need a trip "now", not understanding they must be certified several weeks ahead of time.
- The quality of the ride on Runabout is very rough for frail bones; need better shocks, particularly where this is a shared-ride, long-distance trip.
- Long ride times are hard on frail elderly; importance of dispatchers' paying attention to ride-time length in the scheduling of the trip.
- Driver training needed for serving the frailest, oldest seniors. Easy not to understand these issues.
- Interest in environmentally friendly project – show connection to the environment by riding transit.
- Importance of having successes; want to be able to show success but also tolerate failure in special projects. Need to have an environment where it is okay to experiment as to what projects will work best for seniors. Need to have measures for evaluating success and failure in special projects. Need flexibility in programming in order to find those projects that truly will work best.
- Need for a transportation guru who can help translate transit information for seniors.
- Opportunity for coordination with "Senior Connection" around information issues and needs.
- Information needs are constant; senior advocates are aware that Ride-On has services for seniors but sometimes difficult to translate these into service options for seniors.
- Need to distribute transit information in the water bills; having it always in front of seniors towards the times when the individual needs it.
- Information needs to be constant and continuously out there as individual seniors don't want to think about transit now but may have to soon.
- Information needs to be simplified; interest in one number option with a person at the other end of the telephone and not multiple buttons to push to get to needed information.
- A special transportation hotline staffed to handle requires from seniors; preferable to calling a phone number with multiple options.
- Importance of regional orientation to information; probably best to centralize information in the Rideshare office as this is an appropriate place. Provide for getting information out to seniors in as many ways as possible; have it there for the time when they are ready to pay attention to transit needs and issues.
- Medical trip needs are continuing for individuals and difficult to serve, particularly when out-of-the county --- Santa Barbara, Stanford or UCLA in Los Angeles.
- Coordination between different services is desirable. The train station is served by SLO and RTA but no way to get to or from SLO airport on public transit.
- Taxi services are very limited; can't help with many trips.
- Potential with Silverado Stages running tour buses and shuttles between SLO and LAX, Port of Long Beach – combined with potential medical shuttle expansion. (UCLA, USC)

Potential Projects

Operations or alternatives services: Information projects oriented specifically towards seniors; may be a role for churches and for volunteers; potential private sector partnering (taxi, Silverado Stages; others); role for police department in directing after-hours persons

to resources; specialized training for drivers and dispatchers, focused on frail seniors' needs; expansion of existing senior-oriented transportation services.

Capital projects: low-floor sedans for senior transportation; more vehicles for senior volunteer programs.

4.3.2 Geographically-Oriented Targeted Group Needs and Findings

Several corridors of travel and related needs emerged from these outreach discussions

North Coast

- **East-west travel between north coast communities and Paso Robles (SR 46 – West)** for seniors, for persons of low income and for persons with disabilities. Long travel distances down to San Luis Obispo and then north to Paso Robles make for very long days. Medical facilities, in Templeton, as well as services in Paso Robles necessitate these trips.
- **Improved north-south travel between north coast communities and San Luis Obispo** with shorter timeframes between return trips back to northern communities after completing SLO business; particularly important for frail elderly riders.
- **East-west travel between Shandon and Paso Robles (SR 46 – East)** for low-income individuals, migrant workers (for services, not employment), for persons with disabilities living in lower cost housing. Trips for employment purposes, social services, medical.
- **East-west travel between California Valley and Atascadero (SR 58)** for all target populations where lower cost housing is available.
- **Access to medical services in Templeton.**
- **Continued improvements** to connections between and outside of Paso Robles and activities in Paso Robles, Atascadero and Templeton.
- **Faster and lower cost connections** between Paso Robles and San Luis Obispo.
- **Travel into north Santa Barbara County** including Santa Maria Medical Facilities and service jobs for the low income and minority population – insured timed connections with Santa Maria Area Transit (SMAT). (connection with RTA Route 10 and Lompoc The Breeze)
- **Travel into South Santa Barbara County** (Santa Barbara medical and educational/training sites) and beyond (Ventura and Los Angeles) for medical trips to large facilities –UCLA, USC and others.

San Luis Obispo

- Importance of **steady, advance communication** with riders about changes in service, particularly around holiday times and academic calendar changes.
- **Safety and security needs** at the downtown transfer center (off peak and after hours).
- **Travel out of County** (including Santa Maria, Santa Barbara and Los Angeles County – UCLA, Children's Hospital, others) for medically-related trips.

South County

- ***Within Five Cities area***, extensive need to and from human service agencies and low-income client residences in Grover Beach and Oceano.
- ***Between Five Cities area and San Luis Obispo*** Creekside Career Center for low-income consumers.
- ***Between Five Cities area and San Luis Obispo*** for employment, often at times earlier and later than existing operating hours.
- ***Nipomo trips within and between Five Cities*** for a variety of trip purposes, including employment and services.
- ***Travel out of County*** (including Santa Maria, Santa Barbara and Los Angeles County – UCLA, Children’s Hospital, others) for medically-related trips.

Region-Wide

- ***Consumer need for seamless, easier travel*** within the San Luis Obispo region into adjacent Santa Barbara County with regard to standardization of fares, and bus passes, operating hours and days of service. Interest in improved connections and increased speed of travel between areas.
- ***Information needs*** across all target groups, on behalf of individual consumers and on behalf of the human services personnel working with consumers; consistent messages about the difficulty of accessing information, of knowing where to get information, of how to interpret and use the information available to address consumer travel needs.
- ***Social Services Agency needs for improved access to bus passes*** and ability to purchase subsidized fares on behalf of neediest consumers.

4.4 SUMMARY OF OUTREACH FINDINGS

From these discussions with consumers and their representatives there surfaced several overarching needs that should guide the development of recommendations. These include:

1. *The importance of addressing individualized needs.*

Some very individualized kinds of needs did surface, from the difficulty for the frailest of seniors in making reservations or in handling long rides to the needs of young children to travel in a safe, supervised environment that doesn’t involve other users. Other needs related to the trip purposes, as with those at the Creekside Career Center needing to complete a day of programming or activity there and then getting to the Maxine Lewis Memorial Shelter by the time the evening meal is served. Behavioral health consumers similarly need to be protected from the sun, due to medications, and can become overly anxious about waiting in spaces that are perceived as “public”. Migrant worker travel, not yet readily documented here, presents other kinds of needs.

Clearly meeting the travel needs and the unmet transportation needs of these target populations requires tailored, specialized services that are truly responsive to the challenges they present. Such kinds of individualized needs are known far better to human services’ agency personnel and less clear to the transit operators. Mechanisms to communicate these needs, in ongoing ways, are critical.

2. *Pervasiveness of need for information by everyone --- consumers and agencies.*

Every group with whom the consultant team spoke addressed the need for clear and better information, sometimes recognizing that they did not know how to use information that already existed. Sometimes this involved acknowledging that they didn't know where to go to get information. In multiple instances, there were new services in place or planned for implementation that would specifically address concerns of the agency representatives and their consumers but information about these was new or not readily available

3. *Need for seamless and understandable regional transit service options*

Consumers, and their agency representatives, are typically navigating the region as a whole, traveling between communities and needing to make inter-community trips work for a wide range of trip purposes: employment, medical or services and social. There are difficulties in using the multiple transit operators as a regional system where operating hours and days differ; transfer locations and bus stops don't meet; fares differ and mechanisms for purchasing fares differ; and scheduling of routes doesn't always consider the travel timing needs of consumers traveling between jurisdictions. Improvements along these lines among the public transit operators will do much to enhance the accessibility and usability of existing services by the target populations.

4. *Expanded inter-community and inter-county transit services*

Many of the trips identified by outreach participants are inter-city and inter-county, traveling some distances to services and programs. This is particularly so for services which are centralized in the City of San Luis Obispo, serving consumers throughout the County who must travel there to participate or to be assessed or trained. Most social services destination clients in the City of San Luis Obispo have transit coverage by the local SLO-Transit bus; yet for most trips originating outside of the City, a regional bus can only offer access to the downtown transit center, where a transfer is required. All efforts to improve the services between communities and the connections and timing of those services will help to address the needs surfacing through this process.

CHAPTER 5 – EXISTING TRANSPORTATION ENVIRONMENT

This chapter documents the available public transit resources in the San Luis Obispo region, providing a working template for organizing information about all services in a manner that can potentially be shared with human services workers in a variety of settings. It describes the role and responsibilities of the Consolidated Transportation Services Agency (CTSA), as set forth in state statute and provided in San Luis Obispo County. It summarizes the most recent Unmet Transit Needs hearing process, relating that testimony to findings of this Plan.

5.1 PUBLIC TRANSIT RESOURCES IN THE SAN LUIS OBISPO REGION

Transportation services vary throughout the SLO region. They combine trolleys; general public and specialized dial-a-rides; senior vans and senior shuttles; commuter vans (employer based and multi-employer); local and regional fixed route buses; senior volunteer driver programs. Most services focus on local travel needs; RTA Regional and Ride-On are the only transportation operators that provide service throughout the county.

A summary of key features of these public transportation services follows in Table 5-1. This format provides a working template for presenting unified information about the region's public transit services. It can be improved upon through the coordination process, or when human service personnel and public transit providers communicate with one another about needs and resources. Table 5-2 summarizes the current connections and transfer points among these transit programs.

➤ **Trolley Services**

There are currently four trolley services operating out of the cities of San Luis Obispo and Morro Bay, plus the areas of Cambria and Avila Beach.

➤ **RTA Fixed Route Services**

This system provides transportation services to the general public throughout the entire region. The operating hours range from 5:50 am to 9:40 pm during weekdays and 7am to 7pm on weekends. Weekday frequency between buses ranges from 60 minutes (all routes except 12-B) to as high as 4 hours (North Coast). Fares vary depending on the departure city and destination. The zone-based fare ranges from \$1.00 to \$2.50. Seniors are given a 50% discount. Three of the routes provide a transfer point to a local Dial-a-Ride service while the other route provides a transfer point with SMAT and SLO Transit. All of the RTA buses are equipped with wheelchair lifts to accommodate passengers with disabilities as well as seniors.

➤ **RTA SCAT Services**

Service is provided to the general public within the 5-Cities area which includes Arroyo Grande, Grover Beach, Pismo Beach, Shell Beach, and Oceano. Service hours range from 6am to 8:30 pm during weekdays and 7am to 8:30 pm on weekends. The frequency between buses is 1 hour. Daily and monthly passes are available and the base fare is \$1.00 and goes up to \$3.00 for a daily pass.

➤ **Senior Shuttle Services**

Ride-on, as RTA's operator, is providing Senior Shuttles throughout the region. There are six systems providing services for seniors only, from 8am to 5 pm during the week. There is no service on Sundays and shuttles operate only on specific days of the week outside of the San Luis Obispo city. All of the shuttles offer door-to-door service but require a 2-24 hour prior reservation. The base fare is \$2.00 one way. The Ride-On Senior Shuttles and Runabout are the main two Dial-A-Ride services between cities.

➤ **Smaller Shuttles**

There are small scale shuttles with limited days of service and by reservations only. These include: Cambria Community Bus (senior and disabled) with weekly trips to San Luis Obispo and monthly trips to Paso Robles; Templeton Shandon Shuttle (low-income seniors in Templeton and general public in Shandon for access to Paso Robles); and Nipomo-Mesa Shuttle (general public for access to SCAT).

➤ **Dial-A-Ride General Public Services**

There are seven systems throughout the county operated primarily by private contractors providing demand response services to general public riders. All of the Dial-A-Ride's offer service Monday through Friday with a few offering service on Saturday (Morro Bay) or Sunday (Paso Robles). The operating hours range from 6am to 7:30pm. The base fare and senior discounts vary among the different areas. All of the services which are open to the general public, offer door-to-door services.

➤ **Local Public Transit Fixed-Route**

SLO Transit, Paso Robles City Area Transit System, North County Shuttle, Santa Maria Area Transit are local providers of public transit for the general public. All systems operate from Monday through Saturday, with Sunday service on SLO Transit, SMAT and SCAT. See Table 5-1 for schedule and base fare information.

➤ **Ride-On Services**

This operator offers a mix of services to the public: Transportation Management Association (TMA), Consolidated Transportation Services Agency (CTSA), and Guaranteed Ride Home, other specialized services and commuter van pools.

➤ **Runabout Service**

This program is the ADA complementary paratransit service to all fixed route in the region (regional bus, local bus, trolley). Hours of service vary by area within $\frac{3}{4}$ mile of the bus corridor.

➤ **Regional Rideshare**

This is an information education program, oriented primarily but not exclusively, to commuters. Regional Rideshare is responsible for promoting use of public transit, through information dissemination, campaigns, and a variety of other alternative transportation strategies, throughout the region.

**Table 5-1, San Luis Obispo Region Public Transit Programs, page 1 of 9
Trolley Services**

Systems	Operating Organization	Area Served	Service	Hours	Eligibility	Transfer Policy	Fare Policies
Morro Bay Trolley	Contracted to City of Morro Bay	Morro Bay and State Parks	Monday Friday Saturday Sunday & Holidays	11am-5pm 11am-8pm 11am-9pm 11am-6pm	General Public	N/A	\$0.50 per ride \$2.00 for all day ticket All day ticket is good for unlimited rides on Routes 1 and 2
The Morro Bay Trolley Service operates Memorial Day Weekend through the first weekend in October. Monday & Friday Service operates from Memorial Day through Labor Day. Route 1 completes one loop approximately every 30 minutes. Route 2 completes one loop approximately every hour.							
Cambria Village Trolley	Contractor(s) to Regional Transit Authority (RTA).	Cambria area	<u>June 1-September 4</u> Thurs-Mon <u>September 5-May 31</u> Fri-Mon	9am-6pm 1 hr. freq.	General Public	Connection with RTA 12	Free Donations accepted
SLO (Downtown) Trolley	Contractor to San Luis Obispo Transit	Downtown SLO and No. Monterey St.	Thurs. 3:30pm – 9pm Fri/Sat 12pm – 9pm Sun 12pm – 5:30pm	Every 15-20 minutes	General public	N/A	\$0.25
Avila Beach Trolley	RTA-SCAT	Avila Beach Avila Valley Northern Shell Beach (Spyglass)	Saturday / Sunday and Monday Holidays	9 am-6pm 30 min Freq.	General Public	N/A	Free Donations accepted



Table 5-1, page 2 of 9
RTA Regional Fixed Route Services

System	Operating Organization	Area Served	Service	Hours	Eligibility	Transfer Policy	Fare Policies
Route 9	Regional Transit Authority	Cal Poly SLO Santa Margarita Atascadero Templeton Paso Robles San Miguel	Monday-Friday Saturday-Sunday	5:50am-9:40pm 8:06am-6:54pm 60 min Freq. weekdays	General Public	<u>Route 9</u> Connects with PRCATS, NCS & local Dial-A-Rides RTA Rte. 9&10	Fares vary by starting and ending location
Route 10		Cal Poly SLO Shell Beach Grover Beach Ramona Park Transfer Point Pismo Beach Prime Outlets Transfer Point Arroyo Grande Nipomo Santa Maria	Monday-Friday Saturday-Sunday	6:08am-9:48pm 8:08am-6:50pm 1 hr. Freq.		<u>Route 10</u> Connects with SMAT,SCAT, Avila Trolley, Nipomo DAR and SLO Transit RTA Rte. 9&10	
Route 12A local		Los Osos Morro Bay Cuesta/Cal Poly SLO	Monday-Friday Only	6:33am-9:32pm 1 hr. Freq. *		<u>Route 12A</u> Connects with Rt. 12B, & South Bay / Morro Bay Dial-A-Rides RTA Rte. 9&10 SLO Transit	
Route 12 Express		Los Osos Cal Poly Downtown SLO	Monday-Friday Only	1 daily round trip			
Route 12B Sat/Sun		Hearst Castle San Simeon Cambria Cayucos Morro Bay (Los Osos on weekends)	Saturday-Sunday	7:46am-7:21pm 4 hr. Freq. to Cambria		<u>Route 12B</u> Connects with Rt. 12A, & Morro Bay Dial-A- Ride	
Route 12B Weekday	RTA	Hearst Castle San Simeon Cambria Cayucos Morro Bay	Monday-Friday	5:57am-7:05pm 5 hr. Freq. to Cambria	<u>Route 12B</u> Connects with Rt. 12A in Morro Bay and Morro Bay DAR		

Routes 9 and 12 operate Monday through Friday, approximately 6:00 a.m. - 9:40 p.m. with limited schedules on Saturday and Sunday, except the holidays listed below. Route times will vary. Please check respective route schedule. Service is not available on following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. All RTA buses are equipped with wheelchair lifts to accommodate passengers with disabilities.

*Route 12A express arrives at Cal Poly (7:32am) and downtown (7:42am); afternoon commute runs arrive in Los Osos (5:34pm)

** New hours on routes 10, 12A, 12B, and 12 Express will be updated with Final Plan



Table 5-1, page 3 of 9
South County Fixed Route Services

System	Operating Organization	Area Served	Service	Hours	Eligibility	Transfer Policy	Fare Policies
RTA SCAT-21	South County Area Transit (managed and administered by RTA)	Pismo Beach, Shell Beach Prime Outlet Stores, K-Mart, Wal-Mart And Grand Ave (Westbound) A.G. Village, Grover Beach	Monday - Friday Saturday Sunday	6:29am-9:26pm 7:29am-7:26pm 7:29am-6:26pm 1 hr. Freq.	General Public	Free within SCAT and to RTA from 8/1/07	Regular: \$1.00 Senior: (65+) \$0.50 Disabled: \$0.50 Children: Free (age 5 and under) Day pass: \$3.50 80+: Free with gold pass Monthly pass: GP \$30 Senior. (65-79) & disabled: \$15 Punch Pass: \$30.00
RTA SCAT-23 (new)		Oceano, Arroyo Grande Hospital, AG High School, The Village, Grand Ave. and Halcyon Park & Ride, Ocean Airport, Senior Center, Grover Heights Grover beach	Monday - Friday Saturday Sunday	9:29am-10:24pm 6:29am-8:24pm 6:29am-7:24pm 1 hr. Freq.			
RTA SCAT-24		South County Library, Wal-Mart, K-Mart, Outlet Stores, Pismo Beach, Oceano Airport, Grand Ave (Eastbound) A.G. Village Strother Park Grover Beach	Monday - Friday Saturday Sunday	6:29am-9:26pm 7:29am-7:26pm 7:29am-6:26pm 1 hr. Freq.			
Avila Beach Trolley Link- Weekend Service for the Avila Valley from Highway 101, Shell Beach to Avila Beach and Port San Luis Transfer to RTA-SCAT Route21 (Spyglass Stop) and RTA Route 10 (Spyglass Stop) - 9:00 am to 6:00pm Saturday and Sunday and recent addition of Monday service (3 day holiday weekends). The South County Area Transit (SCAT) was formed in 1978 through a Joint Powers Agreement (JPA) to provide intercity fixed route public transportation service in between the three incorporated cities in the southern portion of San Luis Obispo County (Arroyo Grande, Grover Beach and Pismo Beach) and Oceano, which is in the unincorporated portion of San Luis Obispo County.							



Table 5-1, page 4 of 9
Central Area Local Fixed Route Services

System	Operating Organization	Area Served	Service	Route hours and frequency	Eligibility	Transfer Policy	Fare Policies			
SLO-Transit Routes	First Transit Contracted to SLO Transit	City of San Luis Obispo	Routes 1, 2, 3, 4 & 5 Monday thru Friday	Mon-Fri	General Public	Connection with RTA 9, 10, 11 express and 12-A.	Cal Poly Students - Free			
1			Routes 6a & 6b Monday through Saturday	Rte 1 – 7:15 – 6pm – Hourly Rte 2 – 6:25am – 6:20pm – 40min Rte 3 – 6:25am – 6:10pm – 40min Rte 4 – 6:40am – 6:05pm – 30min Rte 5 – 6:20am – 6:47pm – 30min						
2		Cal Poly Campus	Routes 7 & 8 Monday through Thursday Evening Only	Mon-Thurs (school season only)						
3			Routes 2, 3, 4 & 5 Saturday and Sunday	Rte 6a – 7:16am – 5:59pm – 30min Rte 6b – 7:04am – 5:56pm – 30min						
4		SLO Transit provides Sunday service on the following holidays:	<ul style="list-style-type: none"> • New Year's Eve • New Year's Day • Martin Luther King Day • President's Day • Memorial Day • Independence Day • Thanksgiving Friday • Thanksgiving Saturday • Select days during winter break (see Appendix) 	Weekends				From SLO Transit - Free From RTA - \$.075 From Downtown Trolley – Full Fare	Regular - \$1.00	
5				Rte 2 – 8:03am – 6:03pm – 40min Rte 3 – 8:04am – 5:30pm – 40min Rte 4 – 8:10am – 6:05pm – Hourly Rte 5 – 8:20am – 6:17pm – Hourly					Fri. and Sat. Only (Labor Day to mid June)	Senior (62+) - \$0.50
6A				Rte 6a – 9:05am – 5:29pm – Hourly Rte 6b – 8:45am – 5:39pm – Hourly						Disabled - \$0.50 Children - Free under 5 years with fare paying adult (maximum of 2 children)
6B				Evening Runs* **						
7	Rte 7 – 6:30pm – 8:49pm – Hourly (3 runs only) Rte 8 – 6:15pm – 8:33pm – Hourly (4 runs only)									
8	Rte 6a – 6:35pm – 8:49pm – Hourly (3 runs only) Rte 6b – 6:10pm – 8:10pm – Hourly (3 runs only)									
SLO Transit provides no service on Thanksgiving Day and Christmas Day										
Some schedules have a shorter service span in summer months (later start, earlier end from June 16 – Labor Day)										

*Monday through Thursday only Labor Day to Mid June

** Recent expansion of Route 4 in to evening service (Monday-Friday). 2 ½ hours added to service span (pilot program). Further extensions planned for Route 6a and 6b for fall 2007.



**Table 5-1, page 5 of 9
Public Transit Fixed Route**

System	Operating Organization	Area Served	Service	Hours	Eligibility	Transfer Policy	Fare Policies
SMAT (Santa Maria Area Transit)	MV Transportation contract with City of Santa Maria	City of Santa Maria and Orcutt area.	6:15 am-6:45pm 8:15am-5:45pm 9:15 am-5:45pm <u>Night Owl Service</u> 7:15-10:15 pm Mon-Fri	Mon-Fri Saturday Sunday 30min -1hr freq.	General Public	Free transfers with the purchase of a one-way fare good for 60 minutes when transferring to another bus	Basic: \$1.25 Students: \$1.00 Seniors (age 60 & over): \$.60 Persons with disabilities: \$.60 Medical Card Holders: \$.60

Note: The night routes run every 45 minutes and include route 7N, 61, 62, 3P, 2, 40, 8, 5. Routes connect to many of the shopping areas, neighborhoods, medical facilities and schools. SMAT ADA service operated by SMOOTH offers independence and mobility by providing curb-2-curb transportation for individuals who, because of a disability, are unable to use the fixed route system

Local Fixed Route in North County

Paso Robles City Area Transit Service (PRCATS)	Contracted to City of Paso Robles	Paso Robles city limits	7:00am-7:00pm	Mon-Sat 1 hr. freq.	General Public	N/A	Basic: \$1.00 Seniors: \$0.50 (Senior Card) Disability: \$0.50 Free for children up to 4
North County Shuttle (NCS)	Contracted to cities of: Paso Robles and Atascadero	North Cuesta College Paso Robles Templeton Atascadero El Camino Real Twin Cities Community Hospital Las Tablas Park and Ride lot.	7:00am-7:00pm Mon-Fri 10:30am to3:30pm Sat.	Mon-Sat 1 hr. freq.	General Public	Transfer to Paso Robles: Free Transfer to RTA Rte 9: \$0.75	Regular Fare: \$1.00 Seniors(65+): \$0.50 Disability: \$0.50 Children age 3 and younger: Free Cuesta College Students: Free

Two local fixed routes: (A,B) connect the North County Transportation Center, the Spring St. Corridor, commercial areas around Niblick Rd., the Creston Road Corridor and the Dry Creek apartment areas.

**Table 5-1, page 6 of 9
Senior Shuttle Services**

System	Operating Organization	Area Served	Service	Hours	Eligibility	Trip Reservation Policy	Fare Policies
North County	Ride-On	San Miguel, Paso Robles, Atascadero, Templeton, Santa Margarita, SLO	9am-5pm	Mon. Weds. Sat.	Senior 65+	2-24 hr reservation required	\$2.00 one way (reduced from \$4.00 in March 2007) All Senior Shuttles are door-to-door rides Donations are accepted from community to recover the \$2.00 balance
South County	Ride-On	Nipomo, Oceano, AG, Avila, Grover, Pismo, Shell Beach, SLO	9am-5pm	Tues. Thurs. Sat.	Senior 65+	2-24 hr reservation required	
5-Cities Shuttle	Ride-On Contract with local Cities and County	Oceano, AG, Shell Beach, Grover Beach, Pismo Beach	8am-5pm	Tues. Wed. Thurs.	Senior 65+		
San Luis Obispo	Ride-On	San Luis Obispo	9am-5pm	Mon-Sat	Senior 65+	2-24 hr reservation required	
North Coast	Ride-On	Cambria, Cayucos, Morro Bay, Los Osos, SLO	9am-5pm	Mon. Wed. Sat.	Senior 65+	2-24 hr reservation required	
Cambria Community Bus*	Cambria Community Council/RTA (volunteer driver)	SLO Cambria (Tues.) Cambria-Paso Robles (Thurs. once a month)	8am-4pm	Mon-Fri	Seniors and Disabled	2 days in advance	Free fare Donations accepted by the Council
Cayucos Senior Van	Volunteer Operated Cayucos Senior Club RTA	Cayucos to SLO and Morro Bay,	Varies with demand	Mon - Sunday	Seniors and Members	Same Day or 24 hours in advance	Donations

*Assess feasibility of replacing the (Cambria Community Bus) with a general public Dial-a-Ride (2009/10) was introduced in the North Coast Transit Plan



**Table 5-1, page 7 of 9
General Public Dial-a-Ride Services**

System	Operating Organization	Area Served	Service	Hours	Eligibility	Trip Reservation Policy	Fare Policies
Morro Bay Dial-A-Ride	Contracted to City of Morro Bay	Morro Bay	6:45 am-6pm 8am-4pm	Mon.-Fri. Sat.	General Public	Same day or subscription Door-to-door Call in 2 hr. advance notice	\$1.50 one way Regular Fare \$1.00 One way Discount Fare (mobility impaired and Senior Fare (65+) Regular and discount Punch Passes (\$15/\$10 for 11 rides) Bike Racks Provided
South Bay Dial-A-Ride	Contracted to RTA	Los Osos Baywood Park	8am-5 pm	Mon-Fri	General Public	Some same day services	\$1.10 one way Cash Fare (no senior discounts) Accepts transfers from the RTA buses. With a transfer the cost is \$.75. Also issue transfers to the RTA buses.
Templeton/Shandon Shuttle Deviated Fixed-Route	Contracted to RTA	Templeton Paso Robles Shandon	Limited to time windows	Mon-Sat (Templeton) M-W-F Shandon leg	General Public	Door-to-door 24 Hours in Advance (Shandon)	\$2.00 fare each way \$3.00 for Shandon to Templeton
South Bay Dial-A-Ride operates locally within the Los Osos-Baywood Park area. Service area boundaries extend from the Nazarene Church at South Bay Blvd. & Santa Ysabel to the north, to Clark Valley Road & Blue Heron Lane in the east, to Costa Azul in the west.							
Nipomo Dial-A-Ride	Regional Transit Authority	Nipomo Core area	6:30am-6:30pm	Mon.-Fri.	General Public	2-24 hour prior notice	\$1.75 one way Cash Fare \$1.25 one way-Seniors, Disabled & Children
(Nipomo) Mesa Shuttle (Pilot Project)	Ride-On Contract with SLOCOG	Nipomo Mesa, Village in Arroyo Grande, Arroyo Grande High School, and the Arroyo Grande Community Hospital	8am-5pm	Mon.-Sat.		(\$0.75 transfer to SCAT/RTA) 2-24 hour prior notice	\$4.00 one way Senior Discount 1/2 price Children 5 and under ride free (2 per paying adult)
Atascadero Dial-A-Ride	Contract with City of Atascadero	Atascadero	7:30 am-4:30 pm	Mon.-Fri.		2-24 hour prior notice	\$2.50 one way (zone one)Regular Fare \$5.00 one way (zone two) Regular Fare \$1.25 Seniors & Disabled (zone one) \$2.50 Seniors & Disabled (zone two) Bike Racks Provided
Paso Robles Dial-A-Ride	Contract with Paso Robles	City of Paso Robles limits	Daily 6am-6pm Extended Service 6pm-8pm Sunday Only 8am -3pm	Mon.-Fri. Sun.		2-24 prior notice Sun. (call before 3pm on Fri. to make reservation)	\$2.00 each way (6am-8pm) \$1.00 (Seniors & Disabled w/ Gold Pass)



**Table 5-1, page 8 of 9
ADA Complementary Service**

System	Operating Organization	Area Served	Service	Hours	Eligibility	Transfer Policy	Fare Policies
Runabout Van Service	Regional Transit Authority	Throughout SLO County See footnote		All days covered with RTA. Extent of coverage 7-day service varies with local and regional network.	ADA Within ¾ mile	2-24 prior notice Reservations are required	\$2.00 to \$6.00 for ADA certified each way (varies by distance) (6am-8pm) Provides door-2-door service for GP (if space is available and at higher prices)
<p>All vehicles are Wheelchair Lift equipped. Mobility Aids (walkers, canes, crutches), groceries and packages will be accommodated on the vehicle if possible. Runabout operates Monday through Sunday. ADA coverage (¾ mile) for all fixed routes; includes four trolleys and Santa Maria (route 10)</p>							

Ride-On Countywide Services

Ride-On Transportation is a non-profit organization dedicated to improving transportation services in San Luis Obispo County. Started in 1993, Ride-On is the Consolidated Transportation Services Agency (CTSA) and a Transportation Management Association (TMA)

Ride-On CTSA provides door-to-door shuttle services for seniors, people with disabilities and social service agencies. Ride-On offers support services for social service agencies that provide their own transportation services to clients. Ride-On CTSA is dedicated to helping social service agencies to provide safe and cost effective transportation for the people they serve. Ride-On Transportation offers several support services, most for free.

1. Vehicle Maintenance
2. Vehicle Maintenance consulting services
3. Driver training
4. Vehicle purchasing
5. Emergency evacuation planning
6. Vehicle communication systems/dispatch support
7. Drug/Alcohol testing program
8. California Highway Patrol (CHP) Inspection preparation

Ride-On TMA provides other transportation services for the general public with commuter vanpools, airport/Amtrak shuttles, Guaranteed Ride Home (contract with Regional Rideshare), Lunchtime Express, Visitor Shuttles, and Special Event Shuttles.



Table 5-1, page 9 of 9
San Luis Obispo Regional Rideshare

SLO Regional Rideshare acts as a one stop shop for all transportation choices including biking, walking, sharing the ride, taking the bus and working from home. SLO Regional Rideshare plays a pivotal role in coordinating multimodal information to support all transportation choices for employees, residents and visitors in the county.

SLO Regional Rideshare's role includes:

- Centralize and facilitate transportation information
- Create an environment for people to easily access information
- Develop incentives to encourage people not to drive alone
- Reduce barriers to using an alternative transportation choice
- Provide more convenient and useful information
- Provide individualized trip planning assistance
- Develop materials for target audiences and geographic areas
- Participate in community events, make presentations and conduct outreach
- Develop the annual Rideshare Week (October) and Bike Month (May)
- Provide a free "Triplink data base" for commuter matching (all modes)-new user friendly features (summer 2007)

Guaranteed Ride Home SLO Regional rideshare contracts with Ride-On to provide a shuttle to pick up employees registered with Regional Rideshare at work (within 30 minutes of request) for just \$4.00. Some employers will pay the full fare for their employees; SLO County, Cal Poly and the City of San Luis Obispo.

The Guaranteed Ride Home is available from 8 am until 7 pm, Monday through Friday. Individuals can register for this service at no charge by calling SLO Regional Rideshare at (805) 541-2277; to request a Guaranteed Ride Home, call Ride-On at (805) 541-8747 before 5 pm to set up a ride.

The Guaranteed Ride Home may be used by any employee who commutes to work by vanpool, carpool, bus, bike, walking, or any means other than driving alone. Ride-On will take you to any location in San Luis Obispo County and into Santa Maria. Commute eligible rides include: family member or employee gets ill unexpectedly; need to work late and came to work via carpool, vanpool, bus (schedules do not fit return time).

Transfers between these systems are of critical importance to members of the public who need to travel between communities. Table 5-2 summarizes existing transfer locations, by area of the county. Outreach comments reported elsewhere speak of the challenges and inconvenience of existing bus transfers within the San Luis Obispo region.

Table 5-2- Transfer Locations for Public Transit Systems

South County Transfer Locations			
<i>Location</i>	<i>Connecting Systems</i>	<i>Connecting Systems</i>	<i>Connecting Systems</i>
Santa Maria Town Hall Center	SMAT	The Breeze (Lompoc)	RTA Rte. 10
Ramona Garden Park (Grover Beach)	SCAT – 3 Routes		
Spyglass Drive (Pismo Beach)		SCAT – Rte. 21	Avila trolley (weekends only)
Nipomo Old Town	Nipomo DAR	RTA Route 10	
Pismo Beach Outlets	Park and Ride	SCAT – Rte. 21 & 24	RTA Rte. 10
Central County Transfer Locations			
Downtown Transit Center (City Hall)	6 SLO Transit Routes 1,2,3,4,5,6	3 RTA regional routes 9,10,12	3 RTA routes with timed transfers since Aug 2007
Cal Poly campus (University Union, Mott Gym, Graphic Arts)	RTA Routes. 9 & 12A	SLO transit	
Coastal Area to Morro Bay and North			
Morro Bay City Park	RTA Rts. 12 – A & B	Local DAR	Trolleys (seasonal)
Cambria Moonstone Drive/Windsor	Cambria Trolley		RTA Rte. 12B
Cambria East Village (Main/Burton Way)	Cambria Trolley		
North County Transfer Locations			
Paso Robles Train Station	Local Rts. A & B Local Dial-a-Ride	RTA Rte. 9	North County Shuttle
Las Tablas Park and Ride Lot, Templeton	North County Shuttle	RTA Rte. 9	

5.2 MAPS OF PUBLIC TRANSIT SERVICES IN THE SAN LUIS OBISPO REGION

A series of ten maps presents graphically the layout of public transit services in the San Luis Obispo region, as of summer 2007. These are organized as follows: for the region as a whole, south sector area maps, the central county area map, coastal area maps and north county maps. A brief summary follows of each map grouping.

➤ Regional Maps

The general public **Local DAR** map (Figure 5-1) shows the local nature of those services. While there are specialized senior programs in Cambria and Cayucos, most of the previous senior vans have been phased out and replaced by local general public DAR's to the sole exception of the Five Cities.

The **ADA Transit Service Areas** map (Figure 5-2) depicts the $\frac{3}{4}$ mile corridors that follow the regional and local bus routes as well as the local vintage trolleys. As shown the geographical coverage is very extensive, although some populated areas lie beyond the ADA boundaries; namely the Nipomo area $\frac{3}{4}$ mile west of 101, the State Rte 1 south of Oceano, the Highway 227 corridor, and non-served east west corridors (Highways 46 and 41 West).

➤ South Sector Maps

The **Nipomo-Santa Maria** map (Figure 5-3) shows Nipomo's core area has an extensive coverage with DAR with weekday connections to the RTA buses near the Tefft Street freeway interchange. All three sites shown are served by the DAR; only one, the Nipomo High School, used by Cuesta College for evening adult classes, is in walking distance to a regional bus stop. There is no transit service between the Nipomo community shown and the Nipomo Mesa further west.

The **Five Cities map** (Figure 5-4) shows its local fixed route bus transit network with three routes (two of the previous ones merged into a single route); to date local-to-local transfers were timed at the Ramona Garden Park in Grover Beach-where local-to-regional bus transfers (not timed connections) also took place. Commuter express runs were also provided along Highway 101 at two express stops in the Five Cities (Arroyo Grande and Pismo Beach). The August 2007 changes will greatly alter this service-with all regional buses running along the freeway and very limited start and end of the day regional coverage along Grand Avenue; plus two local routes making timed-transfer connections with the regional service at the Pismo Beach express stop. The social service centers shown may be near an existing bus stop although trip directness could vary greatly with origins.

➤ Central County Area Map

The **Central County Region** map (Figure 5-5) shows San Luis Obispo area served by four regional routes (one express only; three all day) and six local SLO Transit routes (map does not show two special evening routes). Most of those routes also serve the Cal Poly campus either before or after going downtown. The ADA coverage is excellent as a result of the dense network. As shown many social services sites are outside of the downtown with the best transit access and access to them may necessitate one or two

transfers. South Higuera Street has less intensive transit service (less frequent runs at 40 minute headways); access from outside of the central area to medical facilities along Johnson Street also warrants a transfer between a regional and local bus.

➤ **Coastal Area Maps**

The **Morro Bay Cuesta** map (Figure 5-6) shows the regional network lay out with the Route 12A, connecting Los Osos with Morro Bay and San Luis Obispo. This connection became a direct trip between Los Osos, via Morro Bay and Cuesta College into San Luis Obispo in August 2007. The College main campus and the Achievement House center represent major destinations for low income and persons with disabilities throughout the region.

The **Estero Bay Area** map (Figure 5-7) shows the extensive coverage of local DAR's, although there is no comparable service to the north into Cayucos. The regional transit coverage is more extensive within Los Osos than Morro Bay and quite limited in Cayucos. Among the five activity centers shown, three are fairly close to a bus line, although the bus stop location may not be optimal for seniors. The Senior Center in Morro Bay and the DSS field office on Napa Street are several blocks away from the Morro Bay City Park (beyond walking distance for some patients).

➤ **North County Maps**

The **Templeton Atascadero** map (Figure 5-8) shows a very linear north south coverage by fixed route transit buses and no coverage along Highway 41 west except for the DAR to the west of Highway 101. Most social services sites are along the highly served transit corridor. The Twin Cities Community Hospital in Templeton has a direct transit connection to Atascadero via the North County Shuttle; this is only convenient for a patron able to reach the Shuttle along the east side of Highway 101 (without using the Atascadero DAR).

The **Paso Robles – Templeton** map (Figure 5-9) shows more extensive fixed route coverage than in Atascadero and the same hourly connection to Twin Cities Community Hospital in Templeton. Most activity centers lie along the local fixed route bus corridors, although few are close enough to either the downtown area or the Paso Robles Transportation Center for a pedestrian.

The **North Coast** map (Figure 5-10) shows good geographical coverage although the limited frequency (3 buses a day with schedule tailored to commuters) greatly limits opportunities for transit access to services in the more populated areas.

Figure 5-1 - Coverage of Local DAR Service Areas



Figure 5-2 - ADA Transit Service Areas



Figure 5-3 - Transit Services - Nipomo-Santa Maria

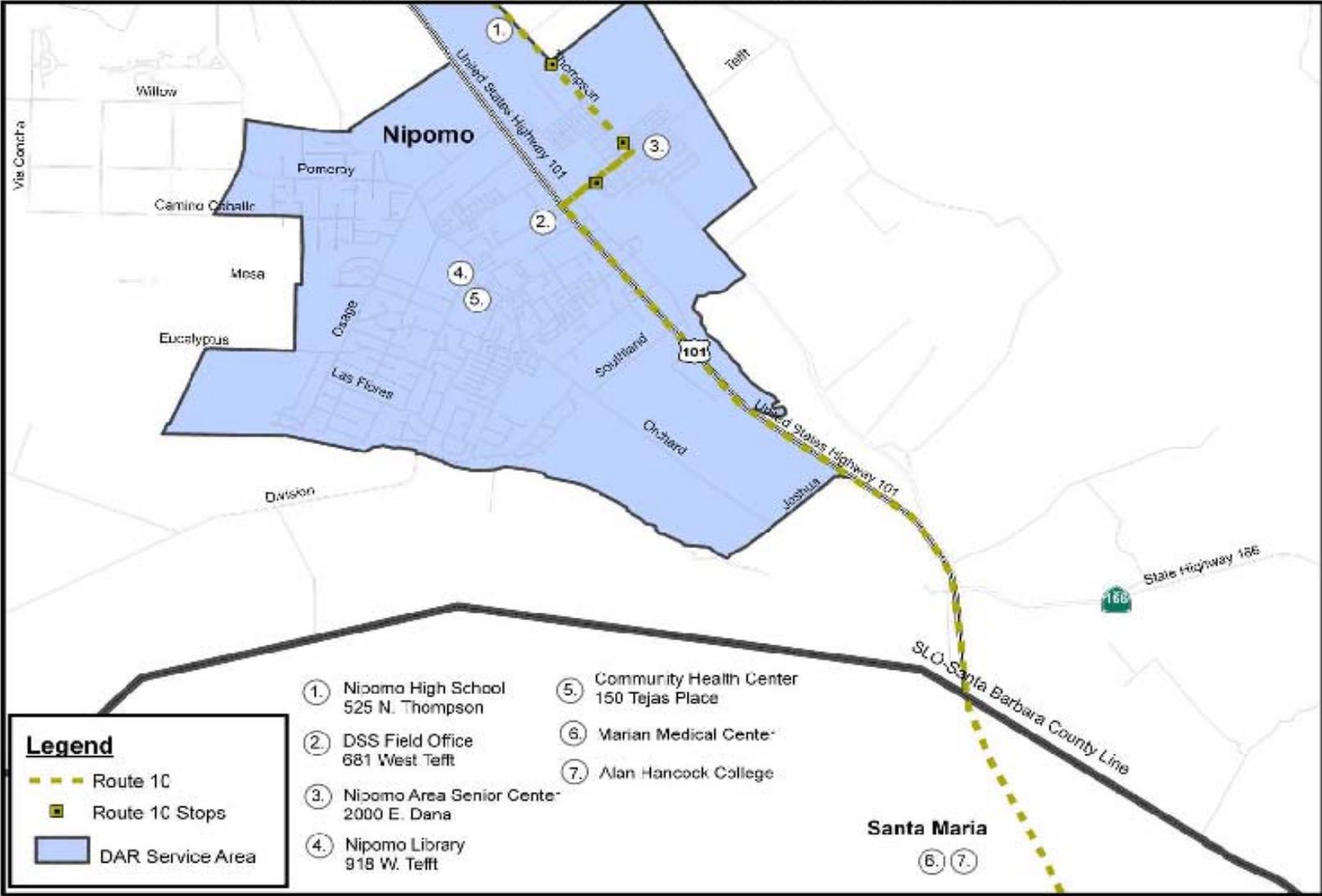


Figure 5-4 - Transit Services - Five-Cities



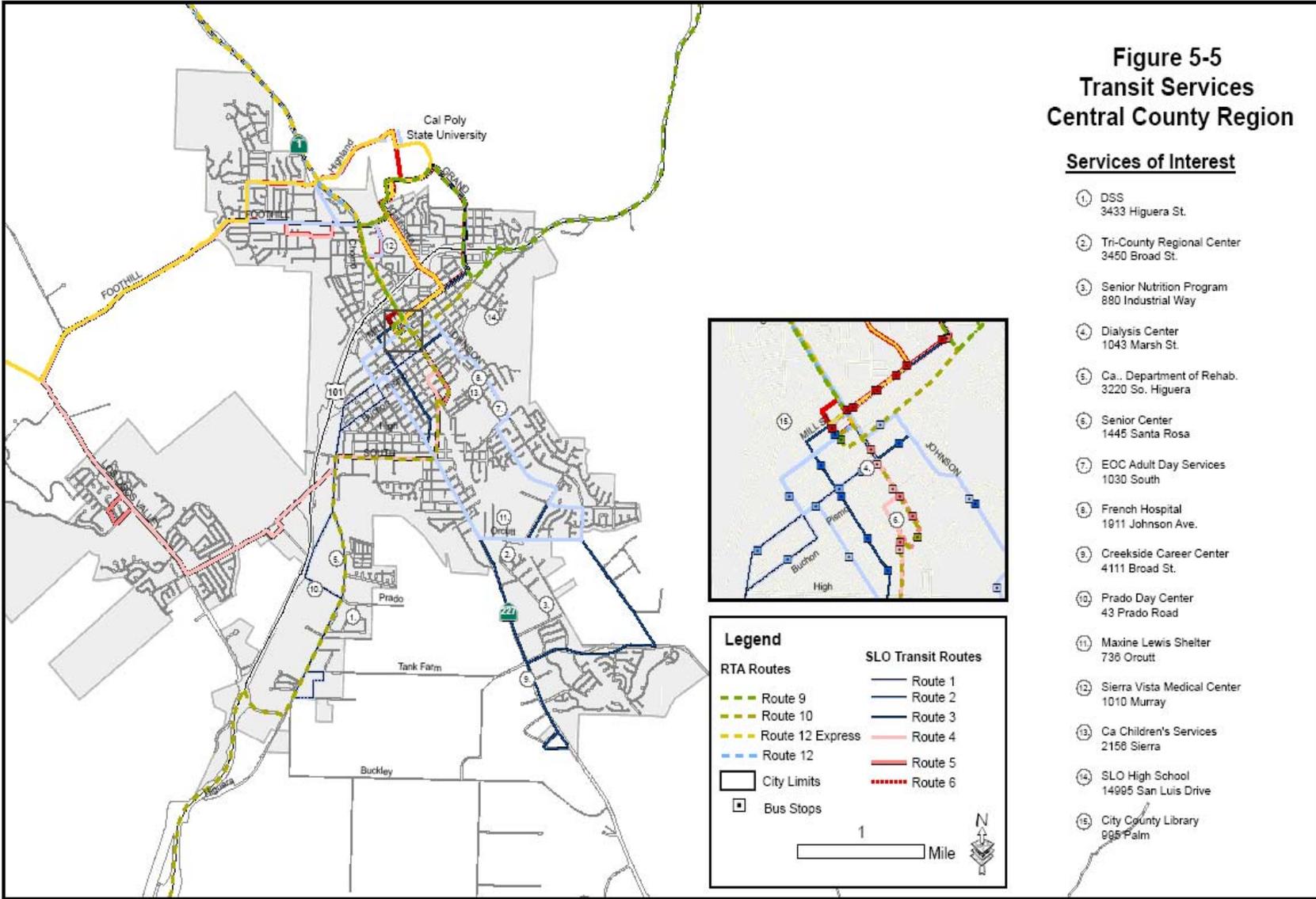
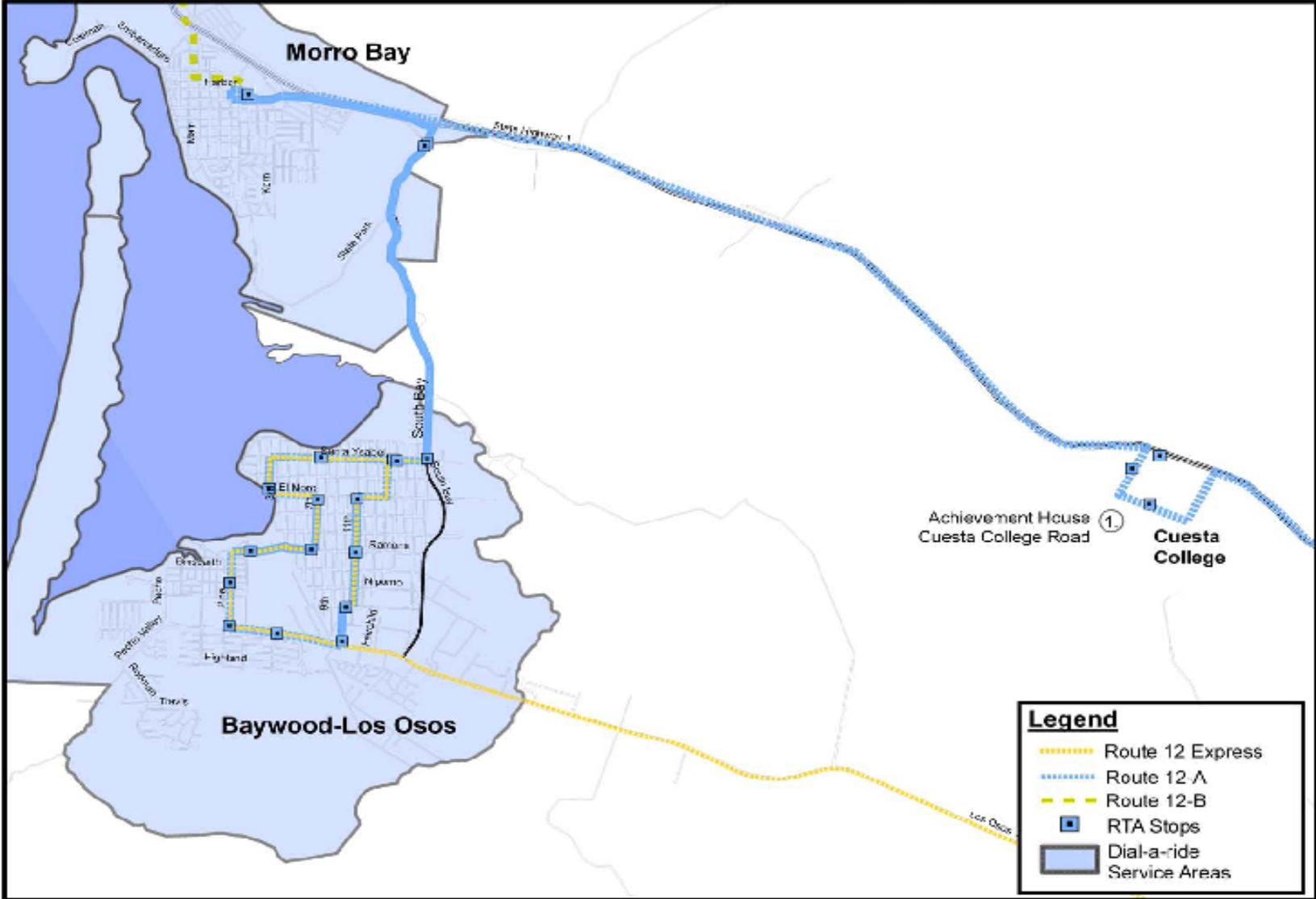


Figure 5-6 - Transit Services - Morro Bay-Cuesta



Legend

- Route 12 Express
- Route 12 A
- Route 12-B
- RTA Stops
- Dial-a-ride Service Areas

Figure 5-8 - Transit Services - Templeton - Atascadero

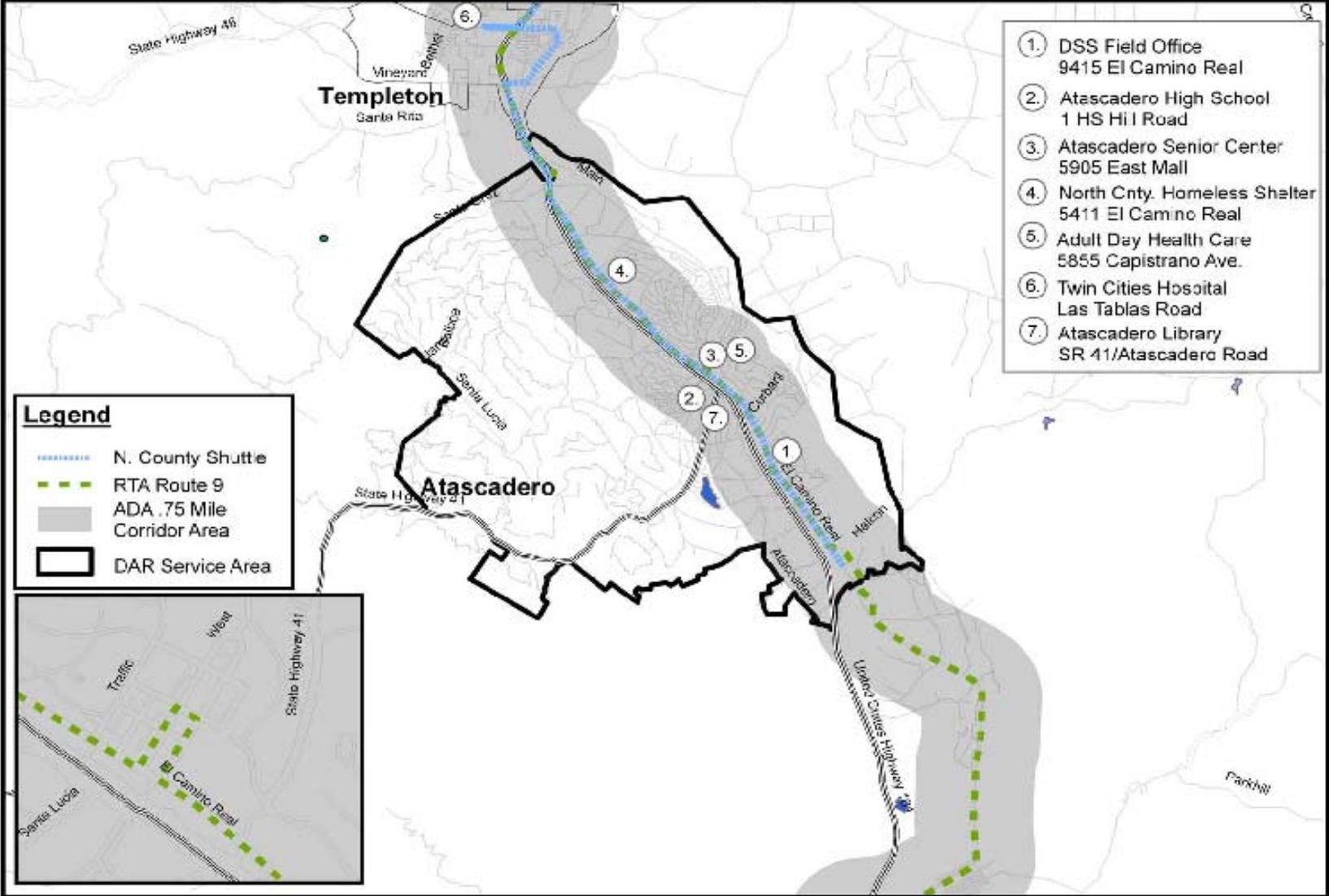


Figure 5-9 - Transit Services - Paso Robles-Templeton

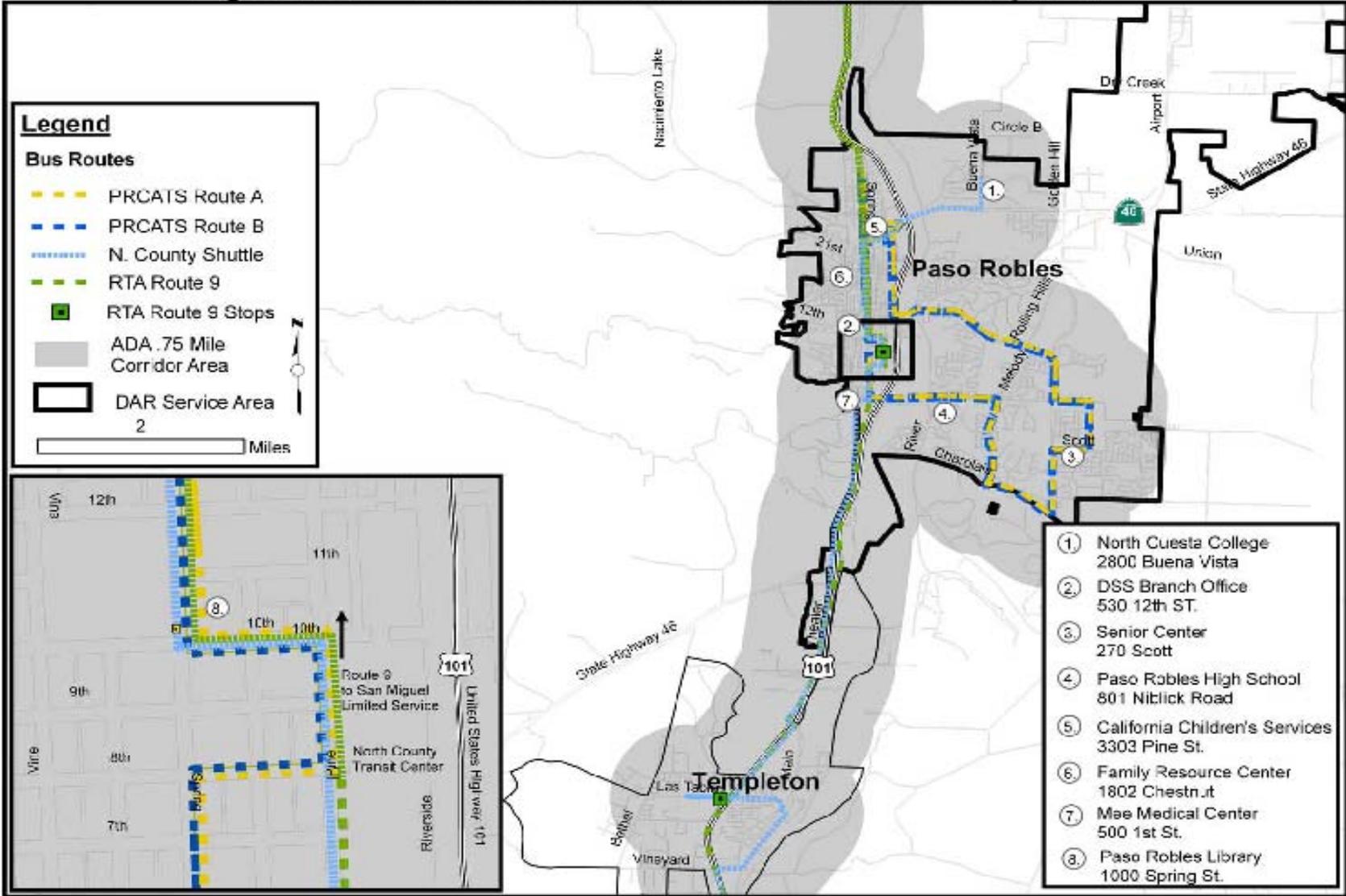
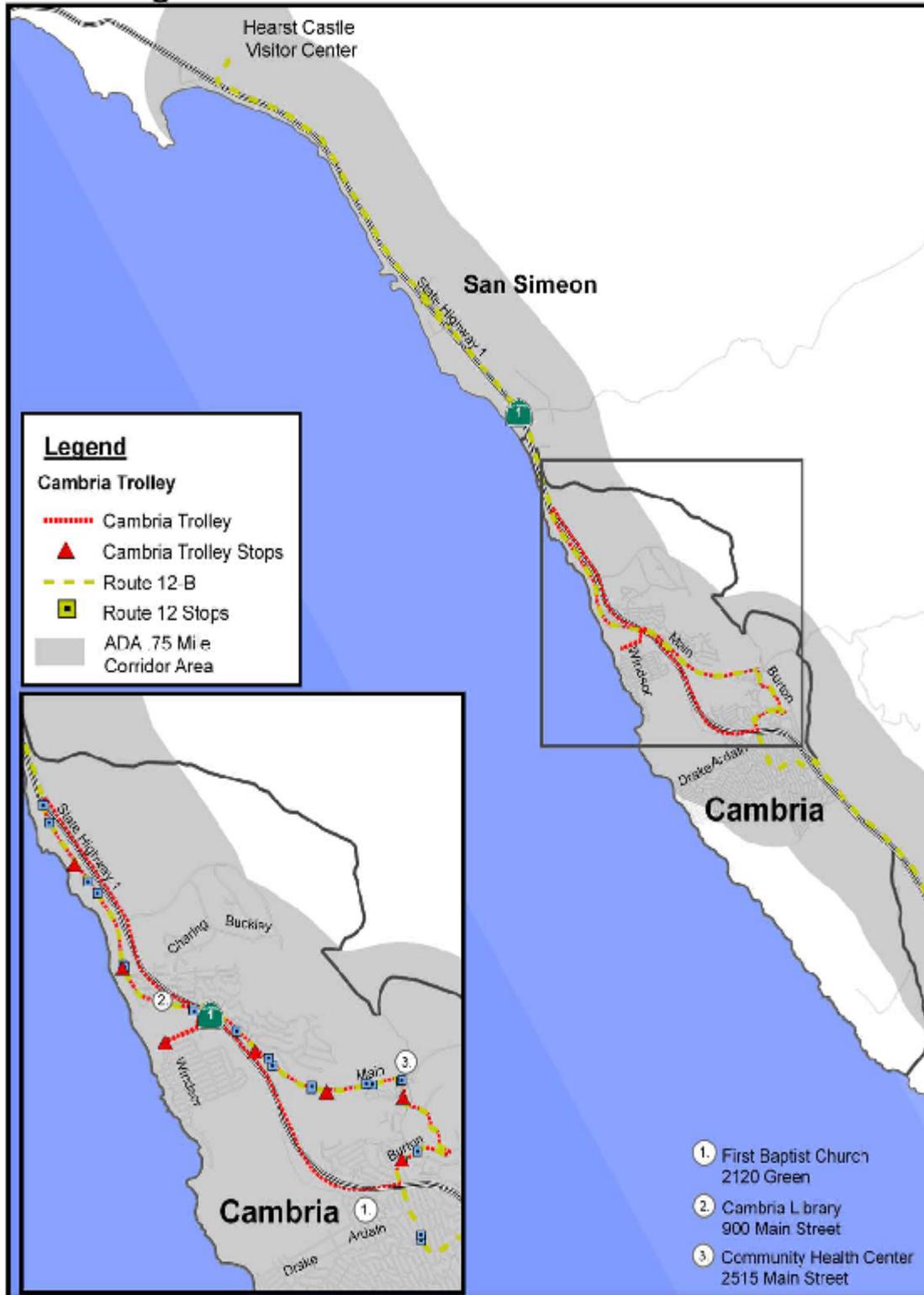


Figure 5-10 - Transit Services - North Coast



5.3 CTSA ROLE AND RESPONSIBILITIES IN THE SAN LUIS OBISPO REGION

5.3.1 Background on the CTSA's

In California, improvement of specialized transportation has long been encouraged through coordination and consolidation of human services and public specialized transportation services. Formalized in 1979 through the passage of AB120, the Social Service Transportation Improvement Act, county transportation commissions were required to prepare inventories and to develop action plans for the coordination and consolidation of social service transportation and to designate a Consolidated Transportation Services Agency (CTSA) to implement these action plans.

The potential benefits to be derived from coordination and, ultimately, consolidation of social service transportation are enumerated in Sections 15951 and 15952:

- *Cost savings through combined purchasing of equipment;*
- *Increased safety and lower insurance costs through more effective driver training;*
- *More efficient use of vehicles through centralized dispatching;*
- *Increased vehicle reliability and maintenance cost savings through centralized maintenance;*
- *Cost savings, elimination of duplicative administrative processes and increased services from centralized administration; and*
- *More effective and cost efficient use of scarce resource dollars through identification and consolidation of existing sources of funding.¹³*

Experience in the more than 25 years since the passage of AB120 has shown that the coordination and/or consolidation of social service transportation involves a lot of organizational and operation details, can take significant time, work and resources to implement, and may not be readily embraced by some local agencies. Regardless of these caveats, improvement of local transportation through coordination and consolidation has the potential of bringing about real improvements in the quality of transportation provided to consumers who need these services, through increased efficiency and safety in operations, and increased cost-effectiveness in these services through the provision of more rides for the same cost.

The key to developing coordinated or consolidated specialized transportation lies in the realization that different transportation provider agencies have different levels of interest in and need for the benefits of coordination or consolidation. To be successful, a plan for transportation coordination and consolidation must allow agencies to participate at different levels.

SLOCOG conducted a Social Service Needs Inventory and Action Plan in 2002, prior to that in 1998, in compliance with the Social Service Transportation Improvement Act. Recommendations of those documents are consistent with the intent of this Plan, namely promoting strengthened and expanded specialized transportation, with an emphasis on public outreach and information exchange. There was particular attention paid to the needs of seniors and of consumers with disabilities but no direct focus on low-income populations in the 2002 plan.

¹³ State of California, Government Code Sections 15951-15952.

5.3.2 CTSA in the San Luis Obispo Region

The San Luis Obispo Region has enjoyed a strong and active CTSA in the years since the passage of the 1979 Social Service Transportation Improvement Act. Ride-On Transportation, established as a division of the San Luis Obispo County United Cerebral Palsy organization in 1988, is providing a range of services throughout the county. The June 2006 Short Range Transit Plan (SRTP) reports the operation of 37 cutaway buses and vans plus another 27 vans for commuter vanpool services.

Services provided in its role as the CTSA (Consolidated Transportation Services Agency) include senior shuttles operated in various parts of the County, namely North County, North Coast, San Luis Obispo, and South County with connections from outlying areas to SLO several days a week. Ride-On is currently operating pilot shuttle services in North and South County less densely populated areas and also provides other shuttles for special events, or to supplement the gaps not met by regular public transit.

Ride-On provides Medi-Cal transportation, having secured Medi-Cal vendor status, an achievement which very few other public transit operators in the State of California have achieved but which is increasingly coveted. Ride-On operates various contracted services, including a significant contract on behalf of the Tri-Counties Regional Center, serving consumers with developmental disabilities. Ride-On oversees a substantial commuter vanpool program. And, through its Transportation Management Association (TMA), it provides information about available transportation services to employers and consumers in coordination with Regional Rideshare (Transportation Choices Program). Some of those TMA activities tap into the same drivers' pool, administrative resources and maintenance capabilities as the regular CTSA program.

The SRTP comments about the Ride-On organization as follows:

"Ride-On is generally viewed as a very entrepreneurial organization that closely mirrors the organization structure envisioned in the original 1979 Consolidated Transportation Services Agency (CTSA) enabling legislation. Ride-On has been successful in bringing together existing programs, in creating new programs, and in serving as a platform from which to expand a wide variety of community transportation services. (SRTP, June 2006, p. 5)

Ride-On has built an organization that provides almost 25,000 units of service each month, including all of its transit trips (contract operations with public sector), its vanpool trips and TMA contracts. Annual trips under the aegis of the CTSA-only numbered 132,771 during FY 2005/2006.

Given this significant history and presence in the region as the primary provider of specialized transportation, it is important to give particular thought to Ride-On's role and responsibilities in this Coordinated Human-Services- Public Transportation Plan. This section considers issues and opportunities surfacing during the development of this Coordinated Human Services Public Transportation Plan:

- **Information** - Some of the public outreach comments received during this plan echoed issues that arose during the first Ride-On SRTP (1999) and were reiterated in the most recent SRTP. Specifically, the many services that Ride-On provides are sometimes

confusing for consumers and agency personnel, reporting that it can be difficult for a prospective rider to understand what is available and how best to navigate it. Proposals for changes or improvements to the existing Ride-On information base may be among the projects it chooses to propose. A similar recommendation from the triennial performance audit (Aug 2006) was for Ride-On to prepare a marketing plan encompassing all its services and programs.

- **Vehicle Maintenance** - This may be an area where Ride-On can play an important support role to other organizations, particularly if back-up or loaner vehicles can be made available to human services agencies for which maintenance services to their fleets were provided. There are significant fleets in the county, notably the Headstart program, California Polytechnic State University, a few senior centers and the Tri Counties Regional Center vendors. These agencies could potentially be assisted by Ride-On's expanded maintenance program soon to be coordinated with the Regional Transit Authority.
- **Testing Special Pilots** - Several corridors and areas where new service is needed have been identified through this plan in Chapter 4, Stakeholder Outreach, some of which have also surfaced in recent annual unmet needs hearings. Ride-On is potentially able to test responses to addressing these needs, in concert with SLOCOG, where there is limited social service agency interest to fill the gaps. An important aspect of the new SAFETEA-LU funding opportunities is to leverage other dollars, such as to bring Federal Dept. of Health and Human Services (DHHS) funds into the public transit mix. Thus it is important not to move too fast to plug gaps that could possibly be addressed by human services agencies, as direct providers. But where these partner agencies cannot directly provide transportation, or do not wish to do so, Ride-On could become the mechanism for developing coordinated responses. Importantly though, funding for these pilots will have to be matched by participating partner agencies.

In the recent SRTP, Ride-On's future is characterized by three levels of growth: **1. Basic service level; 2. Modest expansion** and; **3. Substantial expansion**. Each of these growth levels is then described by different activities, some of which could become particular projects responsive to some of the needs identified by this coordinated plan. There are caveats to undertaking some of these projects made explicit in the 2006 SRTP, namely that Ride-On must ensure its Basic service level elements are firmly in place before considerable expansion is undertaken or it will not be able to meet Federal, State and regional compliance requirements under its existing funding base.

Defining Ride-On's role in developing the required coordination plan will involve a combination of factors. For all candidate projects, it will be incumbent upon Ride-On to develop a financing package: both the Section 5316 and Section 5317 funding opportunities are based on leveraging dollars new to public transit, or conversely extending existing human services agency dollars by matching them with the FTA funds.

Those key factors include:

- ❑ The CTSA's interest and willingness to undertake particular projects that are suggested by this plan,
- ❑ SLOCOG's interest and willingness to use the expertise of Ride-On in filling gaps that might otherwise go unfilled.

- Ride-On's ability to identify those particular projects where the match funding can be secured, or in concert with SLOCOG, to develop partnerships by which such matching is possible and mutually beneficial.

5.4 San Luis Obispo Region Unmet Transit Needs Findings for FY 2007/2008

SLOCOG, as the region's transportation planning agency, is required to annually conduct the unmet needs hearing process to comply with the California Transportation Development Act (TDA, Sections 99401.5 and 99401.6). This process requires consulting with the public and soliciting testimony regarding unmet public transit and bicycle needs.

SLOCOG is required to make determinations about the annual testimonies received that will guide the allocation of available local transportation funds. Specifically, SLOCOG must determine whether or not these are "unmet transit needs" and then whether these are needs that are "reasonable to meet", given criteria established by SLOCOG.

"Unmet needs" have been defined as follows and a request must meet all criteria to qualify as an unmet need:

1. The request fills gaps in transit services or is identified as a deficiency in key transit planning documents;
2. Sufficient broad-based community support exists: either from at least 15 people for general public services or requests from 10 people for disabled services;
3. This a current rather than future need; and
4. The request is for service expansion such as increased hours, increased frequency, new routes, significant modifications to existing routes; and not operational in nature, such as minor route changes or bus stop changes.

Additional criteria exist to define a "need that is reasonable to meet". These are not optional. They are the second step for evaluation and include:

1. Farebox recovery: The quest is projected to generate the required farebox ratio (10% rural, 20% urban, 16.2% RTA) by the third year demonstrating continuous progress after the first and second year;
2. Served entity: Service will not involve funding from a non-served entity.
3. Service is comparable with other transit services (such as local fixed-route, regional fixed-route, local general public dial-a-ride, specialized dial-a-ride, circulator, trolley) or will be similar, based upon the projected number of passengers per hour that the proposed service would carry.
4. The request is fundable with existing TDA (LTF and STA) funds, without replacing other existing transit services.

An unmet transit need is recognized by SLOCOG as reasonable to meet only if all the above criteria are satisfied.

For the most recent cycle, a summary was prepared of testimony received in the fall/ winter of 2006 and 2007 that reflect issues raised in this Plan. An analysis of the 100 categories of need identified by SLOCOG was undertaken, identifying larger groupings of issues common to the general areas of need described within this Plan. These categories are as follows;

- Transit Service Area Expansion
- Information Services

- Amenities
- Senior Services
- Service Hour Expansion
- Service Quality and Reliability
- Transfer and Coordination Between Services

The analysis in Table 5-3 following shows that 51 of the 100 SLOCOG categories of need raised issues that are also identified in this Plan. In terms of the individual commenters, 324 of the 451 individual requests or 71 percent reflect issues raised in this Plan.

Table 5-3 shows the particular comment number that was enumerated in SLOCOG's April 2007 staff report (see Appendix D). The operator whose service or service area is the topic of the comment and the substance of the comment is presented in the second and third columns of Table 5-3. The final column shows the number of commenters raising this issue.

Table 5-3

SLOCOG Comment No.	Transit Operator	Selected Comments from FY 07/08 Unmet Needs' Hearing Testimony Related to Coordination Plan Findings	# of Requests
Transit Service Area Expansion			
2	SLO City	Provide east/west service from Higuera St to Broad St.	1
40	RTA/Co.	Request fixed route bus service in Nipomo.	1
51	RTA/Co.	Request shuttle service from Cambria to North County	15
48	SCAT	Request expanded bus service in Arroyo Grande (frequency, shelters)	7
83	Paso Robles	Request PRCAT & DAR services be expanded beyond existing areas.	5
86	Paso Robles	Request that Paso DAR serve Las Tables in Templeton.	1
Information Services			
3	SLO City	Better publicity for SLO Transit and trolley services.	2
5	SLO City	Request current schedules/ maps at bus stops.	18
6	SLO City	Request that schedules posted at bus stops be ADA compliant.	3
7	SLO City	Requesting raised letters/ Braille on bus stops.	1
37	Ride-On	Request more information about senior transport choices in SLO.	2
38	Ride-On	Request more information about senior transport choices in 5 Cities.	21
55	RTA	Request schedules with approximate arrival times available at stops.	1
Amenities			
11	SLO City	Requesting solar light at bus stop; more transit shelter improvements.	1
14	SLO City	Requesting more transit shelter improvements of all types.	1
48	SCAT	Requesting more bus shelters in Arroyo Grande.	1
94	All	Requesting more bike racks on buses countywide.	18
Senior Services			
4	SLO City	Request expanded bus service/ stops in SLO for seniors	9
24	SLO City	Seniors requesting low-floor buses for easier boarding.	11
30	SLO City	Request Rt. 4 stop at Del Rio/Perfumo Cyn Rd. to serve senior residences.	50
33	Ride On	Request more frequent senior shuttle between Paso Robles & SLO.	5
39	RTA/Co.	Request that Villa Paseo Senior Community have covered bus stop.	3
45	SCAT	Request service to/from Oceano Senior Center, extending Rt. 24/22.	20
80	Nipomo	Request improved senior transportation in Nipomo.	2
100	Runabout	Requesting that senior trips request not get bumped for ADA trip.	5
93	All	Requesting hospital shuttle to all hospitals.	1
97	All	Requesting that age for senior fare discount be lowered to 55.	1
Service Hour Expansion			
8	SLO City	Request expanded weekend service hours.	15
18	SLO City	Requesting expanded evening service (Route 4 & 5).	24
31	Ride-On	Request expanded senior shuttle in North County on weekends.	5
49	SCAT	Requesting bus service on Sundays until 8 p.m.	1
64	RTA	Requesting more weekend service and later evening on RTA Rt. #9.	2
66	RTA	Request additional bus on all RTA Saturday routes.	1
67	RTA	Request extended service hours on all RTA routes	1
70	RTA	Request increased service hours on Rt. # 10.	4
74	Atascadero	Request extended service hours for No. County Shuttle (a.m. & p.m.)	2
78	Morro Bay	Request increased service on Saturday and add Sunday service.	1
81	Nipomo	Request expanding Nipomo DAR to weekends.	1
87	Paso Robles	Request PRCAT extended hours to and from multimodal Transit Ctr.	5
Service Quality and Reliability			
35	Ride-On	Request more reliable senior transportation (reduced wait times)	14
98	Runabout	Requests (seniors) to reduce waiting time for afternoon pickups.	8
99	Runabout	Requests improved dispatching of trips; not exceed 30 minute wait window.	20
Transfer/ Coordination Between Services			
43	SCAT	Request improved connections among SCAT buses and RTA buses.	1
58	RTA	Request better transfer times btwn. Rt. 12, 10 and 9.	1
59	RTA	Requests improved connections btwn. RTA # 11 & Los Osos RTA #10.	3
62	RTA	Requests better coordination btwn RTA and local bus systems.	1
65	RTA	Request refined transfer between No. County Shuttle and Rt. #9.	1
75	Atascadero	Request that No. County Shuttle have a pass like RTA.	1
79	Nipomo	Request that Nimpom DAR vehicle display RTA #10 connection info.	1
82	Paso Robles	Request improved connections between PRCAT line A/B and RTA.	5
91	Paso Robles	Requests more time for transfers to No. County Shuttle.	1
51	Count of Comments	Count of Commenters	324

Note: Highlighted requests are those identified by SLOCOG as “unmet needs” and were analyzed for “reasonable to meet.”

CHAPTER 6: FINDINGS OF THE NEEDS ASSESSMENT PROCESS

This chapter considers the findings of the work activities completed and presented in the previous chapters. There is discussion of the resources and needs assessment and identification of gaps and unmet needs.

6.1 FEDERAL TRANSIT ADMINISTRATION (FTA) PROGRAM GUIDANCE

FTA guidelines require that the coordinated plan must contain the following four (4) required elements consistent with the available resources of each individual agency/organization:

1. As assessment of available services that identifies current providers (public, private and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes – this assessment can be based on the experiences and perceptions of the planning partners or on data collection efforts and gaps in service;
3. Strategies and/or activities and/or projects to address the identified gaps between current services and needs as well as opportunities to improve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for carrying out specific strategies and/or activities identified.

Meeting these required elements began with the extensive effort involved to develop a master database listing of agencies and two rounds of surveys distributed to this listing, to invite key stakeholders or “planning partners” into the process. Stakeholders included both representatives of public transit organizations and of human service agencies throughout the San Luis Obispo region. The methods used to ensure participation included administration of the countywide stakeholder survey, stakeholder agency/organization meetings and interviews and consumer meetings. In addition, meetings with various SLOCOG committees at several stages during the study process provided opportunity to review and comment upon project issues.

The stakeholder survey and accompanying trip demand estimation presented in Chapter 3, and the outreach processes undertaken and documented in Chapter 4 provide considerable data and information from which to develop a profile of the needs of the target populations. A profile of the available transportation resources of public transit and human service agencies throughout the county is given in Chapter 5. These data and collected information will be used to inform the development of strategies and recommendations presented in Chapter 8. This chapter discusses the project findings relative to the required FTA elements.

6.2 AVAILABLE SERVICES

6.2.1 Public Transit

Public transit resources in the San Luis Obispo region are significant. This plan shows that FY 05/06 public transit operated a range of services in communities across the region, with some services traveling between cities. A total of 1.9 million public transit boardings (person trips) were documented of which 86 percent are fixed-route, 7 percent are general public demand response and 7 percent are CTSA services provided by Ride-On. For the 2000 Census this represents 8.1 public transit trips per capita from a population of 246,681 persons residing in San Luis Obispo County. Reported trips specialized transit, combining general public dial-a-ride and CTSA trips were equivalent to 1.1 trips per capita. Clearly there is significant public transit investment in the San Luis Obispo region.

Projected increases of the general population as well as the target populations over the next twenty years indicate continued need for growth in the capacity of the overall public transit systems of the San Luis Obispo region. The County's total population is expected to increase 16 percent with the target populations (seniors, persons with disabilities and income disadvantaged) increasing by as much as 28 percent of the total population by 2030 as documented in Chapter 3.

6.2.2 Specialized Transportation in the San Luis Obispo Region

Trips Provided

There is a significant level of human service transportation trips provided, most notably by the Ride-On organization, but also by other human service providers.

Ride-On is providing an estimated 7 percent of all trips documented in Chapter 3, Table 3-14, almost 133,000 trips during FY 05-06.

Other human service agency transportation was represented by the responding sample from the stakeholder survey of 22 human service agencies, excluding Ride-On, indicating some type of transportation function. These organizations reported approximately 98,712 passenger trips in FY 05/06 or 5 percent of all trips documented in Chapter 3 (Table 3-14)¹⁴ As these agencies represent some unknown portion of all social service organizations providing transportation, we do not know the full quantity of human service trips provided in the San Luis Obispo region. This is further confounded by the differences in how human services programs report trips provided, compared to the more standardized methods in which public transit report passenger trips. These trips represent five percent of all trips reported for FY 05/06, when combined with all public transit trips.

Vehicles Reported

This survey also documented vehicles operated by the participating stakeholders. A total of 311 reported in operation with the public operators accounting for 111 of these and the

¹⁴ Excluded from this count are trips provided by two responding school districts whose passenger trip counts distort the human service agency trips provided.

human services providers with 115 vehicles. Not included are an additional 85 vehicles reported by two school districts and by commercial providers which could be double counted among vehicles reported by their contracting agencies. The age of vehicles was not collected in this survey, but other surveys have shown human service agency vehicles to be generally older, with substantially higher mileage as compared with vehicles operated by public transit agencies. Responding agencies did indicate that just 15 percent of the human service agencies are lift-equipped, wheelchair accessible, contrasting sharply with the public transit vehicles of which six out of ten are lift equipped.

Expenditures Reported

Information on expenditures and their sources was notably different between the two sectors, public transit versus human and social services. While \$11.7 million was reported in total operating expenditures, these funds were expended differently between the two groups. Public transit accounted for almost \$10 million, 93 percent of all funds reported. Transit providers are allocating eight out of ten dollars into direct vehicle operations, with another two in ten dollars expended for administration or for vehicle replacements. Less than one percent is going to special bus pass, bus token or mileage reimbursement/ taxi voucher programs.

Human and social service providers reported a much smaller proportion of the total dollars expended at \$778,000 (7 percent), with about one-third used for direct vehicle operations. Only three percent of reported human services' dollars is expended for vehicle replacement. Vehicle replacement is less than one percent. Almost one quarter of these funds are expended for mileage reimbursement, bus passes/ tokens and taxi vouchers. Less than one percent of funds was reported for administration of human service transportation programs. The significant subsidy that CalPoly provides to SLO Transit for its university students accounted for 41 percent of reported human services transportation expenditures.

Funding sources are substantially different in that city-operated systems and public transit operators report continuing, stable funding from federal, state and local dedicated transit sources. Human and social service agencies/organizations reported private donations, general fund allocations and special grants. For many human and social service agencies/organizations, particularly the smaller ones, funding availability from year to year is an on-going issue.

Infrastructure Differences

Public transit operators have access to formula funding for vehicle replacement which helps to ensure that high percentages of their vehicle fleets are lift-equipped. In addition, transit agencies have funding for facilities to maintain vehicles and staffing to regularly perform preventative vehicle maintenance. There is the increasing introduction of technology to perform both administrative and operational support functions, such as data management and accounting, billing, trip scheduling, dispatching, AVL, automated fare payment and call taking and information applications. Such infrastructure does not commonly exist within the human service systems, the exception being the developing maintenance facility for RTA and Ride-On transportation programs.

6.3 ASSESSMENT OF NEEDS OF TARGET POPULATIONS

Understanding the unique and individualized needs reported and expressed during the survey and the outreach processes enabled the project team to begin to understand the nuances of consumer needs in the San Luis Obispo region to ensure that projects, actions and strategies developed could conceivably address the needs over time.

Recognizing that there is overlap in the characteristics of target populations (e.g. seniors who are low income and/or are disabled) and the fact that the sub-segments of the target populations demonstrate even greater individualized needs, the following section describes the rationale and profiles the needs by consumer segment and recognized sub-segments, as well as, organizational issues relative to meeting these needs.

6.3.1 Consumer-Oriented Characteristics of Need

Seniors - Able-Bodied Seniors

Much has been written about the transportation needs of seniors and the importance of encouraging them to consider the use of public transit before they actually need it. Seniors, like the non-senior adult population, are more likely to drive or travel as passengers in private automobiles. Encouraging seniors to consider alternative transportation is challenging, as it represents a loss of personal independence and self-reliance that is difficult to contemplate.

But seniors who do explore alternative mobility options demonstrate the importance of continuing to promote public transit. This is critical inasmuch as health conditions can sometimes change quickly, and the need for assistance in accessing transportation can become a higher priority. Knowledgeable seniors comment that even if there is only a gradual decrease in physical capabilities, continually reinforcing and providing information about the availability of transportation resources is important, as it ensures that the information provided to the senior may be understood in that moment when the individual is ready to listen and learn and consider.

Frail Elderly and Persons with Chronic Illness

Consumers who are medically frail may be supported at home but are in a debilitated health status. They may be attending day care programs or adult day health care programs outside of the home but are otherwise quite limited in their mobility around the community due to multiple health issues. Trips taken revolve largely around life-sustaining purposes of medical needs, pharmacy needs or nutrition.

Assistance with transportation begins with making the actual arrangements for the trip, which includes scheduling the appointment and the transportation pick-up, and getting from their house to the vehicle. These consumers generally need door-through-door transportation support, which must include help with trip scheduling. When these consumers do travel about the community, it is often a fearful experience due to their overall poor health condition and limited capacity to tolerate difficulties, such as long waits or no-show vehicles.

Individuals on dialysis have a range of needs that impact transportation. Reasonably able-bodied when arriving at dialysis appointments, they are weak upon leaving and may need varying degrees of assistance. On-time arrival is very important for dialysis patients where

the individual has a time slot in a given “chair” that will soon be used by the next patient on the roster, and can’t be reserved if the rider is delayed by transportation difficulties. Also return trips may have to be rescheduled if an individual has a medically difficult session (e.g. bleeding out, etc.) and has to stay longer at the dialysis center.

Persons with Disabilities -- Physically Disabled Using Mobility Devices

Since the implementation of the Americans with Disabilities Act (ADA) in 1990 considerable attention has been paid to the physical environment relative to persons in wheelchairs and using mobility devices. The outstanding issue that is consistently raised by consumers and their social service agency representatives is the problem of the impediments in path of travel.

Implementation of the ADA has been successful in contributing to creation of “islands” of accessibility, which has resulted in a greater numbers of accessible bus stops and transfer points. Consumers however still have difficulty accessing these places because of the difficulties in navigating and moving about in the physical environment. One resulting impact is the greater numbers of persons with disabilities who are classified in the conditional eligibility category, as they cannot access fixed-route services because of path-of-travel difficulties.

Local jurisdictions, commercial entities, public transit providers and human service agencies/organizations must work in a coordinated fashion to remove physical impediments to path of travel for persons with disabilities.

Persons with Disabilities -- Consumers with Behavioral Health Needs

Consumers in this category fall into several subsets, including those with mental health problems, those who are developmentally disabled and those that may have Alzheimer’s or brain injuries that translate into behavioral difficulties. Those clients associated with various mental health services may be physically more able-bodied and mobile than some other groups. They can frequently have same-day trip needs for medical appointments when their mental health situation changes rapidly. Trip purposes for these individuals can reflect the full gamut of life-sustaining, as well as life-enhancing purposes.

Fixed-route services are potentially feasible but also may be difficult and frightening for some persons on those days when their mental illness is active. Medications commonly taken make it difficult for these individuals to be exposed to the sunlight for extended periods. This creates unhealthy situations when there are longer wait times for vehicle pick-ups and drop-offs.

Consumers with developmental disabilities, Alzheimer’s or those with severe brain injuries likely require some level of supervision or assistance, both in transit, and at the end destination. In these instances, the “hand-off” is very important as it ensures that an individual with impaired judgment or poor memory is not wandering or getting lost in the space between the vehicle and the front door of their destination. Some consumers may become agitated, or even combative, in transit where they become fearful, or anxious, particularly where there is a departure from their daily routine. In addition, there is increased incidence of seizures among members of these groups. In short, drivers assigned to these services should be adequately trained and prepared to handle these types of real situations.

Low Income Individuals -- Families

Consumers of public social service programs obtain assistance from agencies and organizations through various channels. They may be court referrals where there has been an allegation of child abuse or child neglect. These cases can be a probation referral, where the family is in danger of losing their children to out-of-home placement. Some families are in immigrant populations and are non-English speaking, or speak English with limited proficiency. Single parents, enrolled in Medi-Cal and Healthy Start programs or with children attending Headstart, are family units with typically more than one child. These are among the low-income clientele of responding human service agencies.

This population is generally physically healthy, able to walk and move about the community, but may not own a car or the single working car in the family is used by the household wage earner. Use of fixed-route service is possible, but information must be readily accessible and services must not be so inconvenient as to discourage use. Consumers have one or more children, potentially making use of fixed route transit services more difficult.

Pricing of transportation services is also an issue. This segment of the population is by definition low on financial resources, and therefore struggles with the expenditure of these scarce resources for transportation versus food and other basics.

Low Income Individuals -- Homeless Consumers

Individuals who are homeless or on the verge of homelessness have few to no resources and a single bus fare or token is usually beyond them. These consumers have very limited access to information and learning a bus route or the particular routing to get to a desired destination is a complicated task, simply because so many life issues impinge upon them. Similarly, even where the individual might qualify for ADA paratransit, they have limited to no success to a telephone to schedule a trip pick-up. There can be children accompanying a homeless individual, usually a female, all of whom need bus fares. In some instances, as with children participating in after-school programs and shelter-oriented activities, very young children may be traveling alone.

For these persons, so many activities of daily living are difficult and complicated. Caseworkers hope to make the transportation element easier so that access to jobs and a better quality of life become more readily possible. However agency personnel also note that reported transportation problems are sometimes used as a reason for “not trying”. Where these legitimate difficulties can be eased or smoothed, it encourages the individual to grapple with the “culture of poverty” and work to better their circumstances.

6.3.2 Organizationally-Oriented Characteristics of Need

Trip Types Needed

Organizations surveyed were well aware of selective consumer needs and both public transit and human services agencies spoke to the need for medical transportation and the cross-jurisdictional, long-distance trips that typify non-emergency medical trips. This is despite Ride-On’s ability to provide Medi-Cal transportation as a Medi-Cal vendor.

Stakeholders also spoke about the consumers' need for trip chaining. For example, upon leaving the doctor's office the need to stop at the pharmacy; once out for a medical appointment, the need to stop at the grocery store because this is the first and possibly only outing of the week. Case managers talked of providing these trips themselves because the kind of escorted assistance that is needed cannot readily be provided. However, agency staff can provide this type of trip support only on a very limited basis. In some instances, these are trips out-of-the county.

Escort trips are a significant need for many of the programs operating adult day health care, which includes Alzheimer's clinics. Challenges typically arise in cases where agency staff wants to allow a respite day for the family member who is the consumers' care-provider.

On-Time Performance

The issue of reliability of transportation does surface in discussions about specialized transportation. It is a problematic issue and not easily addressed, but of paramount concern to all involved. Consumers become very anxious about their appointment times and concerned when shared-ride services transport them long distances from their destination. Agencies and organizations expressed numerous concerns about on-time performance relating to the problems of scheduling, deployment and actual arrival times of transportation services.

In the case of dialysis and mental health appointments, the implications of transportation services that are late can be severe. As noted, the dialysis unit cannot easily juggle consumers from one transfusion chair to another, as these appointments are typically tightly scheduled in "waves" of service over the course of the day. Similarly, mental health medication appointments are usually very short in duration, ten minutes or less. If an individual misses his or her appointment, it may require either rescheduling or waiting many hours until there is another open ten-minute slot. Other healthcare appointments are equally unforgiving about late arrivals and generally must be rescheduled.

There are also financial impacts to late or no-show service. Attendance-based programs, such as training and education programs for re-entry workers, workshops and day programs for persons with developmental disabilities, or adult day health care activities often lose income when vehicles are late. Income is lost when consumers can attend only partial days, below the threshold of what is an approved or authorized day of service.

Expanded Span of Hours and Days of Service

Both public transit and human service agency representatives raised issues related to the need for increased evening and weekend services. In some cases this involved the difficulty of traveling between communities, often for very early or very late work shifts. In other cases, they cited the problems of connecting between services during mid-day periods when only limited service was operating. Representatives from both public transit and human and social service agencies were aware of and concerned about the limited weekend and evening service and the travel challenges this posed for members of the target populations.

Information Resources and Needs

A couple of human service agency representatives demonstrated considerable knowledge about fixed-route services operating, including schedules, frequency and the nearest bus stop. These individuals are clearly a valuable resource to clients and other persons within their agencies/organizations, as there is considerable reliance upon their knowledge of the specificity and detail of the transit system, including in one instance, the agency transit “guru” assisting another staffer in reading the bus book and planning the route.

Case managers speak of the need to learn the transportation system in order to be able to help their consumers. They identified problems including personnel turnover and the difficulty of keeping abreast of changes in the public transit environment. Also, staff indicated that they need massive quantities of bus books and ride guides to distribute to consumers. Agency/organization staff representatives report that many consumers do not have access to the computer or capability of using it. This reinforces the fact that the old-fashioned paper product still has considerable value within the community.

Passenger Amenities and Other Facilities – Safe Transfers, Bus Shelters and Benches, Bathrooms, Bus Curb Cuts and Safe Pull-Outs

Issues were raised about the physical amenities that dependent populations require to travel independently about the community. For single women, women with children, or children themselves, as well as frail elderly or chronically ill individuals, a sense of safety and security is critical. Safety elements, and information about those, are important to these populations and persons working on their behalf.

Arranging Transportation

Riders with multiple health conditions need trip planning assistance. For the most part, human service agency staff does not have the time; the necessary resource information or skills to assist riders in identifying the transportation options that may best serve meet their needs. All possible tools, from maps schedules to persons knowledgeable about available transportation are needed to increase the mobility of these populations.

6.4 GAPS IN SERVICES PROVIDED

This subsection reviews the identified gaps in transportation services within the San Luis Obispo region, including temporal and geographic areas, where trips may be needed.

6.4.1 Institutional Communication Gaps

Coordination of the transportation services operated by public transit and human and social services agencies/organizations is impacted by the challenges of working between two very distinct service systems. For public transit, operating service is its’ core business, around which significant infrastructure has been built. For the human services agencies, transportation is a support service, and is viewed as a distraction from the agencies’ primary purpose.

Although both serve the public, cultural differences are clearly evident at the institutional level. Human service organizations are closer to the client, have a better understanding of individual

needs and requirements, and focus their day-to-day efforts on addressing and resolving issues on behalf of the individual, as characterized in Chapter 4's Stakeholder Outreach findings. Public transit is more attentive to "mass" needs only in relation to providing service, with considerably less awareness of the individual.

Since the day-to-day business objectives of these two public service industries differ, it is logical to find that they speak different "languages", interpret, process and respond to things differently. For example, public transit operators talk in terms of one-way passenger trips, and apply performance measures of cost per hour and passengers per hour. Human service agencies speak of client days, per diem rates and often understand trips as vehicle trips rather than passenger trips. These differences can and do make communication challenging.

One such difference in understanding relating to service provision is the drive to greater service efficiencies that a shared-ride system represents and the need to pick up several passengers in a given hour. This can contrast sharply with the individualized orientation of human and social services personnel to meet the needs of a single consumer who may have had a difficult dialysis session, and is more frail than usual, or the individual whose medication regime makes waiting in the sunlight particularly difficult. This is certainly a different perspective than is held by public transit.

These disparities reflect different value systems, consistent with the different core missions of each industry. These issues must gradually be addressed in the development of coordination projects that will work effectively between systems. At a minimum, it is important to establish a "translator" who can work with these two systems, understanding each sufficiently to navigate in both and to design responsive, cost-effective coordinated transportation programs.

6.4.2 Capacity Needs

Chapter 3's demand estimation has identified the public transit trips currently being provided in the region. Human service transportation programs also exist, notably the CTSA services provided under contract to various organizations and others with varied methods of service provision that include staff members driving consumers in their own car with mileage reimbursement, volunteer-based programs, directly operated services and various scenarios for contracted or taxi-based service provision, including those described in Chapter 3's stakeholder survey findings.

However, the assessment also shows that some of the needs of the target population are not being met. In fact, the needs described exceed the services now in place. This mandates then that the existing network of transportation services must be re-configured to handle the ever-increasing need, as the San Luis Obispo region realizes continuing population growth in the future. The potential to coordinate and leverage transportation resources is a logical next step.

6.4.3 Meeting Individualized Needs

One of the main purposes of this Plan is to recommend ways that public transit and human service agencies can work together to develop plans and projects to meet the needs of seniors, disabled persons and low income individuals. Providing service to some difficult-to-serve sub-segments of the target population (e.g. frail, chronically ill and disabled individuals) is the highest level of individualized service that can be offered to consumers, will require a significant commitment by public transit and human and social services and resources.

This Plan identifies, in Chapters 3 and 4, specific areas of individualized need for segments of the target population that must be addressed on some level to improve mobility overall. Public transit and human service agencies and organizations must find ways in which to meet needs consumers describe, and agency/organization personnel enumerate on their behalf. Actions and strategies developed as elements of this plan have been designed to improve the ability of operators of specialized transportation to serve a higher level of individualized trip needs with greater efficiency.

6.4.4 Improving Communication Between Drivers, Dispatchers and Passengers and with Prospective Riders

Improving communications between everyone involved in the provision of specialized transportation services can expand the capability of agencies and organizations to address individualized needs. Chapter 4 Stakeholder Outreach discusses the need for improved communication with persons who might be using public transit, in its many forms.

Improved communication applies during the ride or in the process of obtaining a ride. This suggests continuing and differently focused driver training to sensitize both public fixed-route and paratransit drivers to recognize and facilitate transportation for persons with special needs. In addition, technological tools may improve the capability of the system to strengthen the connection between the rider, the vehicle and dispatch in a real-time situation. This will serve to minimize long waits, absent information about the vehicle's arrival time. Dispatchers and call takers may require additional training to assist high-needs consumers more effectively and to be sensitized to their requirements.

Capacity building then, for specialized transportation, has two purposes:

1. To increase the quantity of what is available; and
2. To improve the characteristics of what is available, whether in terms of measures of cost-effectiveness, getting more for the dollars expended, or in terms of the types of service, greater responsiveness to the target populations.

Both efforts can translate into more cost-effective programs with combined resources getting more for the dollars spent, and into more diversified approaches to meeting needs – different types of service in response to different target population needs.

Capacity building becomes then an array of activities: training and professional development, use of technologies to achieve increased efficiency and effectiveness, and all possible methods of expanding the quantities of service available.

6.4.5 Areas Where Specialized Transit Demand May Exist

Chapter 4 details a number of corridors and areas in the county where additional demand exists. These include temporal as well as geographic areas of need.

Service Hours and Days

As has been noted, expansion of operating hours of the county's inter-community transit network is indicated where it can serve the trip needs between communities falling very early in the morning or later in the evening. Saturday service and Sunday service is indicated, for selected work trips, such as those required by hospitality industry workers where

requirements fall outside of the traditional workweek of Mondays thru Fridays, 9 a.m. to 5 p.m.

Inter-Community and Inter-County Medical Trips

Much has been written elsewhere about the need for medical trips which are usually lengthy and typically require individuals to travel to regionally-based medical facilities. This is a state-level policy issue that relates to Medi-Cal reimbursement to public transit for medical trips provided to the eligible Medi-Cal population. At present, California is unique among the states in not reimbursing public transit for non-emergency medical transportation. In many other areas of the country, this is a significant funding source for this type of transportation. In short, there needs to be continued policy focus and attention, at both federal and state levels, to this type of transportation, even as local initiatives are implemented to assist in meeting long-distance, medically related transportation need.

The San Luis Obispo region is highly unusual in that its CTSA is a Medi-Cal vendor, and yet it cannot serve all potentially needed Medi-Cal trips, given state policy about Medi-Cal transportation reimbursement. Nonetheless, in the stakeholder surveys and interviews, documented in Chapters 3 and 4, medical trip needs, traveling between communities and in some instances out of the county, are a continuing unmet trip need. This is particularly the case between San Luis Obispo County and Santa Barbara County given changes in the manner in which low income health care is being provided.

Geographic Areas of Need

All efforts to improve the connectivity of public transit services across the San Luis Obispo region will serve the consumers of the target populations, including improving all aspects of transferring between the regions' multiple public transit operators. Specific corridors of need were identified in the north coast and north county areas, in the south county and, for medically-related purposes, between communities and to neighboring counties.

CHAPTER 7: FUNDING

This chapter identifies available Federal funding under SAFETEA-LU and acknowledges other funding sources from which potential match could be secured. The intent of the SAFETEA-LU coordinated planning process is to extend available dollars, for both public transit and human services agencies and organizations in meeting unmet transportation needs identified.

7.1 FEDERAL INITIATIVES RELATED TO COORDINATED TRANSPORTATION FUNDING

7.1.1 Federal Funding for Specialized Transportation

There has long been recognition of the value of coordinating specialized transportation as an important mechanism for meeting the needs of persons for whom it is difficult to use the private automobile, rail or fixed-route public transport. The Government Accounting Office (GAO) prepared a 2003 report on coordination¹⁵, detailing the 62 federal programs currently funding transportation services for individuals with a variety of specialized transportation needs and suggesting that improved coordination of these resources was needed to better address these transportation needs. The programs identified by the GAO report are primarily administered by the Federal Departments of Health and Human Services, Labor, Education and Transportation. Collectively these had spent an estimated \$24 billion on transportation services in 2001.

The GAO report identified various benefits to coordination, including improved customer service and selected financial benefits. A concurrent study sought to enumerate the economic benefits of coordination¹⁶, defining coordination as a “technique for better resource management” to realize benefits in such areas as:

- **Additional funding** – more total funding and a greater number of funding sources;
- **Increased efficiency** – reduced cost per vehicle hour or per mile;
- **Increased productivity** – more trips per month or passengers per vehicle hour
- **Enhanced mobility** – increased access to jobs or health care, or trips provided to passengers at a lower cost per trip; and
- **Additional economic benefits** – increased levels of economic development in the community or employment benefits for those persons associated with the transportation service.

In recognition of coordination needs at the Federal Level, in 2004 President Bush issued an Executive Order to establish the Federal Interagency *Coordinating Council on Access and Mobility* (CCAM) and launched the United We Ride (UWR) initiative. United We Ride now provides website access to best practices and training resources. Together with CCAM, these serve as means by which the 11 federal departments funding various forms of transportation can work together to simplify access, reduce duplication, and enhance cost efficiencies in community human service transportation.

¹⁵ United States General Accounting Office, Transportation Disadvantaged Populations – Many Federal Programs Fund Transportation Services, but Obstacles to Coordination Persist (GAO-03-698T), May 1, 2003.

¹⁶ Transit Cooperative Research Report: Economic Benefits of Coordinating Human Service Transportation and Public Transit Services, Burkhardt, J.E., Koffman, D., and Murray, G. (2003). Published by the Transportation Research Board, Washington DC, as TCRP Report 91.

Six goals were established for the Federal Coordinating Council which includes:

1. **Education and outreach** to provide more information about transportation services
2. **Consolidated access**
3. **Regulatory barriers** addressed
4. **Coordinated planning** between departments
5. **Cost allocation issues** examined
6. **Useful practices** identified and promoted

As one tool of the CCAM, the FTA sponsored development of *The Framework for Action: Building the Fully Coordinated Transportation System—A Self Assessment Tool for Communities and States* (FTA, 2003). The purpose of this framework was to enable states, regions and localities to develop an understanding of where they stood in promoting coordinated transportation solutions, and that where key players were able to envision the “big picture” of coordinating, then a shared perspective would develop that could move coordination efforts forward. Fully coordinated systems were understood to solve access, service quality and cost issues that limit mobility. The Framework details a four-step model that involves:

1. **Process Planning** to ensure that the right people are talking to one another;
2. **Assessing** to evaluate what needs are met and where the system needs improvement;
3. **Prioritizing** to establish strategic options and focus resources towards clear goals; and
4. **Action Planning** to move to a clear sense of who is expected to do what and by when, with clear outcomes and an accountability framework.

The preparation of the San Luis Obispo Region Coordination Plan has generally followed the steps set forth by the CCAM'S *Framework for Action*.

7.1.2 SAFETEA-LU Funding to the San Luis Obispo Region

Funding for the SAFETEA-LU programs at issue here comes to the region through several pots. These include those funds going to the two adjacent urbanized areas (UZAs) of San Luis Obispo and Paso Robles for the Section 5316, JARC program and Section 5317, New Freedom program, both of which are allocated on the basis of population to the urbanized areas. Additionally the rural areas of the county can apply for funding under Section 5316 and 5317 through Caltrans with the procedures for that currently under development. Unknown rural funding levels are available in that way.

Additionally, the Section 5310 program, the longstanding capital program for services to seniors and persons with disabilities specialized transit continues as a statewide, competitive program although this program too, is to be guided by direction from this plan.

As presented on Table 7-1, funding levels to the region are generally modest, less than \$200,000 annually for the urbanized areas, not counting funds awarded for rural projects or through the Section 5310 program. Importantly, these funds are expanded by leveraging human service agency funding.

Match requirements are 50 percent on operations projects and 20 percent local share on capital projects. Capital projects with 80 percent Federal funding and 20 percent local share can include the Mobility Manager proposals (see Chapter 8) as this Mobility Manager function is understood to be part of the infrastructure, capital-oriented in its nature.

Approximate funding levels coming into the San Luis Obispo region are estimated for FY 05/06 and FY 06/7 as follows, with the anticipation that gradually increasing annual funding amounts will come to the region for the next 3 years of the SAFETEA-LU authorization. As shown in Table 7-1, the UZA-part of the funding under JARC is approximately double the funding level under New Freedom. Section 5310 funding is based upon competitively awarded grants and will vary from year to year.

Table 7-1- SAFETEA-LU Approximate Funding to the SLO Region

	Section 5316 - JARC	Section 5317- New Freedom	Section 5310 – Capital equipment	Funds Committed	Totals
FY 05/06					
San Luis Obispo UZA	\$54,000	\$22,000			\$ 76,000
Atascadero/ Paso Robles UZA	\$26,000	\$15,000			\$ 41,000
Total	\$80,000	\$37,000	\$104,000		\$117,000
Rural areas	Unknown	Unknown			Unknown
FY 06/07					
San Luis Obispo UZA	\$67,000	\$22,000			\$89,000
Atascadero/ Paso Robles UZA	\$42,000	\$25,000			\$67,000
Total	\$109,000	\$47,000	\$154,000		\$156,000
Rural areas	Unknown	Unknown			Unknown
Projects for Which Funds Were Committed in FY 05/06				\$119,000	
Estimated Unexpended Balance of Known Funds (Two Years)					\$154,000

Note

UZA – Urbanized Areas with population above 50,000.

The FTA grant funds, which the San Luis Obispo region has access to, fall into two categories: Small urbanized areas (population at 50,000+ residents), and rural areas. The State of California receives those two categories of funds on an annual basis. The first programming cycle (FY 05/06) was implemented by Caltrans in August 2006 with three projects funded in the region:

- \$81k – JARC funds to Regional Rideshare for 511 – Customer Information (combined small urban and rural funds)
- \$18k – New Freedom funds to RTA/Runabout for ADA – after hours operation (combined small urban and rural funds) and
- \$20k – New Freedom funds to Ride-On for expanded Community Interaction program (small urban funds in San Luis Obispo and North County UZA's)

These projects will begin in FY 07/08 due to the delay in Caltrans grant awards process, although those funds must be spent by September 30, 2008. Since the first cycle was completed, Caltrans released estimated “carry over” funds from the FY 05/06 cycle in the magnitudes below:

- JARC (Section 5316) at \$1.7 million (small UZA) and over \$800k (rural)
- New Freedom (Section 5317) at \$1.2 million (small UZA) and close to \$500k (rural).

In the cases of the Section 5310 (Special Needs of Elderly Individuals and Individuals with Disabilities), Caltrans will program the combined FY 06/07 and FY 07/08 at the same time. Funding levels are higher than historical in each programming cycle.

While no actual apportionments for the next three cycles (FY 06/07 to 08/09) are available until the start of each Federal fiscal year, the SAFETEA-LU estimates from November 2005 suggest upward trends in the level of funding available for competitive awards. For instance, JARC levels are expected to grow by 6 to 8 percent a year; New Freedom levels by 4 to 8 percent a year; and 5310 levels by 5 to 9 percent a year. Based on the FY 05/06 carry over funds and the anticipated year to year increases (at national level), one anticipates those programs to grow to the end of FY 08/09.

With regard to Section 5310 funds, in prior years awards to region were primarily to Ride-On and ranged from \$200k to \$250k. This is more than double the JARC funding level for the UZA. In the rural categories for JARC and New Freedom, the region could increase its funding potential via competitive projects. For example, in August 2006, Caltrans application guidelines set a cap of \$190k per project – a high target for small agencies with need for matching funds at a comparable level. The Caltrans application and project evaluation guidelines are being refined with participation of a JARC/New Freedom Small Urban Advisory Committee with release dates not known as of this writing.

7.2 OTHER POTENTIAL FUNDING FOR SPECIALIZED TRANSPORTATION

Tracking down local funding levels for the 62 Federal programs cited in the GAO report on coordination (2004) is difficult for a number of reasons. In some cases the choice of spending such funding on transportation is made locally, as with the Title III (b) funding of the Older Americans Act, and such funds are not automatically directed to transportation. In other cases, transportation funds are not itemized as they may be absorbed in other budget categories, such as through staffing assistance to consumers on county vehicles (as with the County Dept. of Public Health and County Dept. of Social Services).

In the case of the Headstart program operated by the EOC, or with the Tri Counties Regional Center, substantial transportation investment exists. However, agency policy and operating practice has traditionally offered limited opportunity for coordination around direct services to these constituencies, pre-school children and persons with developmental disabilities respectively. In the case of the Tri-Counties consumers, where Ride-On is the contracted operator, there is some indirect coordination through cost-sharing on overhead expense.

State funding sources of specialized transportation under Transportation Development Act is significant in California, and therefore to the San Luis Obispo region. The California Department of Developmental Services, providing life long services to consumers with developmental disabilities has a substantial transportation budget, reportedly recently increased in the latest revisions to the California state budget. The mental health system received an infusion of funds through the Mental Health Services Act (2005) with funding transportation to consumers of mental health programs. Tobacco Revenue Settlement funding in California has been largely directed to “First Five” programs which, in some regions, have directed funds to transportation for children ages 0 to 5.

7.3 MEETING SAFETEA-LU FUNDING REQUIREMENTS

To meet SAFETEA-LU requirements around these funds, it will be necessary to:

- Conduct an area-wide competitive selection process;
- Certify a fair and equitable distribution of the funds; and
- Certify that each project selected was derived from a locally developed coordinated public transit and human service transportation plan

The impetus for public transit to coordinate with human and social service agencies is fueled by Federal and State funding initiatives. As coordination plans and projects are developed, it is important that a visionary approach to selecting and funding coordination projects be embraced. Applications should be encouraged from organizations willing and able to provide trips that cannot be effectively served by public transit.

The local involvement process undertaken by SLOCOG in development of the coordinated action plan, and the subsequent recommendations constructed for the San Luis Obispo region are consistent with the current FTA guidance. The region has developed a comprehensive unified coordination plan, to promote community mobility for seniors, individuals with disabilities and those of low-income in accordance with FTA Sections 5310, 5316 and 5317.

The survey (Chapter 3) and public outreach process (Chapter 4) also enabled SLOCOG to re-establish or to initiate new relationships with the larger human service agencies and organizations. Federal guidance suggests that coordination efforts should promote active involvement of funding agencies/organizations in the on-going coordination dialogue. Among the dozens of organizations participating in various ways, through interview, public workshop or survey, some of the larger stakeholder agencies, other than public transit, participating included:

- County Department of Social Services, CalWORKs, Medi-Cal, Food Stamps/Food Assistance Program
- Economic Opportunity Commission, Homeless Services and Headstart Programs
- Independent Living Resource Center (SLO)
- Low Vision Council
- Social Security Administration
- Area Agency on Aging Council – COA Senior Home Care
- Paso Robles Public Schools
- National Multiple Sclerosis Society
- San Luis Coastal Unified School District
- Caltrans District Office

Coordination “friendly” policies must be developed by all planning partners, including the public transit agencies, the larger public and social service systems of the region and SLOCOG itself, working together to establish a “culture of coordination” throughout the county.

CHAPTER 8: RECOMMENDATIONS

8.1 TRANSLATING NEEDS INTO PROJECTS

The many individualized needs that emerged through discussions with agency and organization staff representatives and with consumers, begin to suggest project responses. Projects can be discussed in relation to the **types of consumers** whose needs are to be met as with senior transportation, or the **types of trips needed**, as with non-emergency medical transportation, or possibly in relation to the **types of improvements** to transportation that are necessary to serve members of the target populations.

Table 8-1 illustrates the connection between different types of consumers' needs and potential project responses applicable to those needs. The table shows the following:

- ❑ Various target groups or sub groups, whose transportation needs are the main focus of this plan;
- ❑ The breadth of special needs and concerns typically expressed by seniors, persons with disabilities and low income persons and their agency/organization representatives (per the earlier stakeholders' outreach findings in Chapters 4 and 6);
- ❑ The transit and/or specialized transportation "modes" and options currently used, (operated by either public transit or by human and social service agencies); and
- ❑ Several potential project-oriented solutions identified as a result of the inventory and county-wide stakeholder outreach process, designed to meet specific needs. Consideration of these factors guided the development of the actions plan goals, objectives and strategies detailed later in Section 8.4.

Table 8-1, Target Populations Transportation Needs, Resources and Possible Responses

Target Population	Special Transportation Needs and Concerns	Transportation Modes	Potential Transit or Transportation Program Solutions
Seniors, Able-Bodied	<ul style="list-style-type: none"> - Lack of knowledge about resources. - Concern about safety and security - Awareness of time when driving might be limited. 	<ul style="list-style-type: none"> - Fixed-route transit - Point deviation and deviated FR - Senior DAR - Special purpose shuttles: recreation, nutrition, shopping 	<ul style="list-style-type: none"> - Single point of information - Educational initiatives, including experience with bus riding before it is needed. - Buddy programs; assistance in “trying” transit - Transit fairs, transit seniors-ride-free days - Promotion of Gold Pass (80+ ride free)
Seniors, Frail and Persons Chronically Ill	<ul style="list-style-type: none"> - Assistance to and through the door. - On-time performance and reliability critical to frail users. - Assistance in trip planning needed. - Need for shelters - Need for “hand-off” for terribly frail 	<ul style="list-style-type: none"> - Fixed route transit - ADA Paratransit - Emergency and non-emergency medical transportation - Escort/Companion Volunteer drivers - Special purpose shuttles 	<ul style="list-style-type: none"> - Escorted transportation options - Door-through-door assistance; outside-the-vehicle assistance. - Increased role for volunteers. - Technology that provides feedback both to consumer and to dispatch; procedures to identify frailest users when traveling. - Individualized trip planning and trip scheduling assistance. - Mileage reimbursement programs. - Driver sensitivity training. - Appropriately placed bus shelters.
Persons with Disabilities	<ul style="list-style-type: none"> - Service quality and reliability - Driver sensitivity and appropriate passenger handling procedure - Concerns about wheelchair capacity on vehicles/ pass-bys - Need for shelters - Sometimes door through door or issues of “hand-off” 	<ul style="list-style-type: none"> - ADA Paratransit - Emergency and non-emergency medical transportation - Special purpose shuttles - Escort/Companion Volunteer driven 	<ul style="list-style-type: none"> - Single point of information; Information as universal design solution. - Continuing attention to service performance; importance of time sensitive service applications. - Driver education and attention to procedures about stranded or pass-by passengers with disabilities. - Aggressive program of bus shelters. - Vehicles, capital replacement.
Persons of Low Income and Homeless Persons	<ul style="list-style-type: none"> - Easy access to trip planning information - Fare subsidies (bus tokens or passes) that can be provided in a medium that is not cash - Availability of tokens or passes - Breaking down the culture of poverty that uses transportation as the difficulty for not moving about the community. - Difficulties of mothers with multiple children - Need to bring along shopping carts 	<ul style="list-style-type: none"> - Fixed-route transit - Point deviation and deviated FR - Special purpose shuttles (work, training, special education, Headstart, recreation) 	<ul style="list-style-type: none"> - Creative fare options available to human services agencies. - Increased quantity of bus tokens available. - Standardized fare payment mechanisms across county. - Bus passes available to those searching for jobs or in job training programs; cost-effective. - Special shuttles oriented to this population’s predictable travel patterns. - Education about transit to case managers, workers with this population. - Feedback to transit planners on demand; continued work to improve transit service levels (coverage, frequency, span of hours) - Training of staff to train consumers - Vehicles, capital replacement.
Persons with Sensory Impairments	<ul style="list-style-type: none"> - Difficulty in accessing visual or auditory information. - Possible door-to-door for visually impaired 	<p>Same as seniors frail with emphasis on tactile signals.</p>	<ul style="list-style-type: none"> - Single point of information; information in accessible formats - Guides (personal assistance) through information - Driver training critical to respond to needs.
Persons with Behavioral Disabilities	<ul style="list-style-type: none"> - Medications make individuals sun-sensitive and waiting in the sun is not an option. - Medications make for thirstiness; long hour waits in the heat can lead to dehydration. - Mental illnesses can make it frightening to be in the public spaces such as public bus stops. - Impaired judgment and memory makes for poor decision-making. 	<ul style="list-style-type: none"> - Fixed-route transit - Point deviation and deviated FR - Special purpose shuttles (work, training, special education, Headstart, recreation) 	<ul style="list-style-type: none"> - Possibly special shuttles oriented to this known predictable travel need. - Aggressive program of bus shelters - “Hand-off” can be critical for confused riders, passing them off to a responsible party. - Important that driver understand riders’ conditions.

8.2 PRIORITIES FOR PROJECT SELECTION

Meeting the specialized transportation needs of the three diverse and often overlapping segments of the population (i.e. seniors, persons with disabilities and low-income individuals) will continue to be challenging into the future. Actions and strategies developed should be effective in incrementally improving services, by providing access to as many travel options as possible to the target populations based upon their individual needs, and informing them about those options. This can be accomplished by gradually building the capacity of public transit and human and social service agencies and organizations to develop and implement coordinated projects, plans and programs. Both public transit and human and social service agencies and organizations must be active partners in this capacity building process.

The actions necessary to increase the capacity of public transit to offer improved access and availability to transportation options for the target populations will differ from those actions and strategies needed to build capacity for human and social services. For example, in San Luis Obispo County, public transit operators have built significant infrastructure, and are taking the initiative to build capacity by moving incrementally toward technological solutions to improve service delivery and efficiency. Public transit operators are in the business of transporting the “masses” as efficiently and cost-effectively as possible and have limited ability to serve the specialized trip needs.

Moreover, the need to build the capacity of human and social service transportation providers to complement public transportation services is critical, since the overall mission of these agencies and organizations is to serve individualized needs, including operating services that public transportation cannot (e.g., non-emergency medical, door-through-door, etc.). For this reason, project opportunities designed to strengthen the ability of human and social service agencies and organizations to meet the hard-to-serve trip needs of seniors, persons with disabilities and low-income individuals should be encouraged.

Priorities relative to the development and funding of coordinated transportation projects identified through this plan should, at a minimum:

1. Adequately address the unmet/underserved and individualized transportation needs of the target populations;
2. Maintain consistency with current Federal and State funding regulations and requirements;
3. Be financially sustainable;
4. Include reasonable, measurable goals and objectives;
5. Build and/or increase overall system capacity and/or service quality; and
6. Leverage and maximize existing transportation funding and capital resources, including human services funding.

The single most important factor in order to prioritize and select coordinated projects for funding, lies in its potential to satisfactorily address and/or resolve the identified transportation need(s) of the target populations.

8.3 FRAMEWORK FOR COORDINATION

The project team approach to the development of recommendations gives SLOCOG and the stakeholder agencies and organizations in San Luis Obispo County a framework for coordination. We believe that there is a myriad of opportunities to work with human and social service agencies and organizations to plan for and ultimately deploy newly developed coordinated plans projects to address the changing transportation needs in the region.

Current FTA guidance suggests that specific project recommendations for the Program of Projects (POP) do not need to be included in coordinated plans at this juncture. Rather plans should offer a framework for evaluation and decision-making in the subsequent annual programming. In addition, we believe that viable coordination projects can only be developed by those with significant understanding of the details of the transportation environment. Therefore, our recommendations focus upon building the coordinated framework and strengthening ties between public transit and human and social service agencies and organizations. The wholly inclusive stakeholders' involvement activities of this plan have resulted in many actions, strategies and recommendations that represent the next logical steps toward coordination.

8.3.1 Regional Mobility Management

Functions and Roles

The Mobility Manager, as articulated in the 2007 Federal Transit Administration Circulars (delineating the JARC, New Freedom and Section 5310 programs requirements), is central to the concept of coordination. As such, the implementation of mobility management initiatives is an eligible capital grant project, funded at the larger Federal share of 80 percent.

Specifically, the circular language states:

“Mobility management techniques may enhance transportation access for populations beyond those served by one agency or organization within a community....Mobility management is intended to build coordination among existing public transportation providers and other transportation service providers with the result of expanding the availability of service. Mobility management activities may include:

- (a) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults and low-income individuals;*
- (b) Support for short-term management activities to plan and implement coordinated services;*
- (c) The support of State and local coordination policy bodies and councils;*
- (d) The operation of transportation brokerages to coordinated providers, funding agencies and customers;*
- (e) The provision of coordination services, including employer-oriented Transportation Management Organizations' and Human Service Organizations' customer-oriented travel navigator systems and neighborhood*

travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;

- (f) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and*
- (g) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems...¹⁷*

The Mobility Manager concepts as described in the FTA Circulars are not new to California as they include many elements of the original AB 120 and SB 826 Social Service Transportation Improvement Act, which focused on the social services sector and led to the designation of Consolidated Transportation Services Agencies (CTSA) in various counties (including San Luis Obispo, See Chapter 5). The difference is that the Mobility Manager's roles and responsibilities now encourage coordination between public transit and human and social services transportation and that the new Mobility Manager might be less directly involved in the day-to-day delivery or direct operation of the transportation services.

The Mobility Manager construct for the San Luis Obispo region will to a large degree assume the persona of the responsible lead agency. In fact, organizationally mobility management can be accomplished in any number of ways which include, but are not limited to:

- Integration of a new functional unit or section within an existing agency/organization; or
- Creation of a new and separate organization for mobility management purposes.

San Luis Obispo Region Mobility Manager Recommendations

Given the size of the San Luis Obispo region and the rate of projected growth in the target populations over the next few years, the Regional Mobility Manager will play a major role in furthering coordination, ultimately assuming some or all the functions in the above circular.

The Regional Mobility Manager will be guided by an advisory body made of representatives from the public transit and human and social service sectors. Should the role of Regional Mobility Manager be assumed by an existing agency or organization, governance for this new function would logically reside with this agency or organization.

Conceptually, the Regional Mobility Manager will initially work to develop an agreed upon "agenda" of actions needed to further coordination in the region. The Regional Mobility Manager would also serve as the catalyst and guiding force in the implementation of coordinated transportation plans, projects and programs.

As coordination efforts between public transit and human and social service agencies and organizations are implemented throughout the San Luis Obispo region, it is envisioned that the Regional Mobility Manager will become the central mechanism for implementing coordinated activities. It will be important that this entity remains flexible and innovative in its approaches to

¹⁷ FTA Circular 9045.1
New Freedom Program Guidance and Application Instructions, May 1, 2007,
p. III-10 to III-11.

coordination, as its role will vary with the nature of the strategy, plan or activity to be accomplished. This role will include but is not limited to, serving in a number of capacities as partner, broker and/or coordinator of projects, plans and programs. The Regional Mobility Manager with its multiplicity of roles must also serve as the “translator” and liaison between the two sectors toward the goal of improved mobility for the target populations.

For the San Luis Obispo region, a single Regional Mobility Manager will provide leadership and promote dialog between the public transit operators and the human services agencies, as well as among the public operators themselves. Bridging the communication gap between the two systems is important and complicated as each speaks different languages and, to some degree, has different values. Further dialog among public transit operators is important as the plan speaks to the critical need for continued coordination among public transit services, as has been the direction of activities already undertaken. Coordinating public transit will go far in meeting some trip needs identified by this plan – for example, around transfer locations and timing of connections, common core service hours and standardized fare policy and fare collection mechanisms.

Given the complexities of this leadership role, the plan recommends that **the Regional Mobility Manager be strongly affiliated with SLOCOG** as the metropolitan planning organization. SLOCOG’s authority as the funding conduit for the public operators and its regional planning responsibility will help to support and realize the coordination opportunities this plan envisions.

8.3.2 Ensuring a Strong Coordination Framework: Coordination Between Public Transit Providers

Coordination also means coordination within systems, particularly within and between public transit systems. This introspective on coordination is equally important, especially for public transit whose sole business is to operate transportation services that should be seamless and transparent to the general public customers. Several recent initiatives, which have led to service improvements for the general public, have demonstrated potential for coordination between transit providers. Examples are;

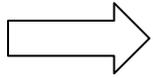
- Merging of two local fixed routes in North County for more direct connections between two cities (North County Shuttle, Aug. 06);
- Shift of transit operations, dispatch and maintenance for several County Dial-A-ride systems under the RTA umbrella (South Bay and Nipomo DAR’s) with recent use of Mobile Data Terminals (2007); and
- Coordinated planning and implementation of regional and local bus service improvements (South County Area Transit timed transfer with regional buses since August 2007).

Although, there are and have been coordination initiatives undertaken by the San Luis Obispo region’s public transit operators, there remain opportunities to strengthen the public transit network and better serve consumers.

For example, establishing core service operating hours across the region would benefit the transit dependent low-income rider who may need to travel long distances from home to work and back again, and must be certain that a return trip can be made. Other examples of potential areas of coordination could include standardization of age eligibility requirements between systems, more uniform fare media and coordinated scheduling and dispatching.

8.4 PLAN VISION AND GOALS

The following overall vision is proposed for San Luis Obispo locally developed coordination action plan:



**IMPROVED MOBILITY FOR SAN LUIS OBISPO REGION SENIORS,
PERSONS WITH DISABILITIES AND PERSONS OF LOW INCOME**

The project team has developed three (3) goals to accomplish coordination of transportation between public transit and human and social service agencies and organizations in the county. The Coordinated Plan goals are as follows:

1. Establish a coordination infrastructure to promote coordination within and between public transit agencies and the human services organizations.
2. Build capacity to meet individualized mobility needs.
3. Promote information portals to enable numerous of points of access to transportation information.

These three goals are supported by fifteen (15) implementing objectives and fifty-three (53) implementing actions, strategies and projects. The goals, objectives, implementing actions, strategies and recommended projects are discussed below and outlined in Table 8-2.

Goal 1 - Coordination Infrastructure

Given the level and diversity of needs in the region, a regional approach to facilitating coordination is needed, as no one agency or organization has the resources to facilitate the necessary cultural, institutional and operational changes needed to accomplish coordination goals. Coordination in the San Luis Obispo region cannot be accomplished without dedicated staff and financial resources. Projects funded under this goal should establish and/or further the development of the regional mobility concept. The specific objectives proposed under this goal include:

- 1.1 Establish a Regional Mobility Manager function to provide leadership on coordination of specialized transportation within the San Luis Obispo region.
- 1.2 Establish the Regional Mobility Manager's role in developing and "growing" projects responsive to regional coordination goals and objectives.
- 1.3 Promote human service agency-level Mobility Manager's capabilities through the Call for Projects and through outreach by Regional Mobility Manager.
- 1.4 Develop visibility around specialized transportation issues and needs, encouraging high level political and agency leadership.
- 1.5 Establish a SLOCOG Call for Projects process sufficiently flexible for applicants to design and implement projects responsive to identified needs.
- 1.6 Report on project performance, promoting project successes to regional partners and at state and federal levels.

Goal 2 – Building Capacity to Meet Individualized Mobility Needs

Acknowledging that more transportation capacity is needed to serve the growing population within San Luis Obispo County, this goal addresses the idea of providing more trip options for the target populations. In addition, this goal inherently includes the concept of strengthening the ability of human and social service agencies and organizations to provide those trips that public transit cannot, thereby increasing not only capacity but access to services. The notions of reliability, quality of service and service monitoring are reflected under this goal. The objectives proposed include:

- 2.1 Promote policies that increase the quantity of public transit, paratransit and specialized transportation provided.
- 2.2 Identify and invest in strategies to improve the quality of specialized transportation, with attention to meeting individualized needs.
- 2.3 Develop strategies for improving transportation solutions in identified corridors of need.
- 2.4 Promote capital improvements to support safe, comfortable, efficient rides for the target populations.
- 2.5 Establish mechanisms to support transportation services provided by human services agencies.
- 2.6 Establish procedures to measure the quantities of trips provided, existing and new.

Goal 3 – Information Portals

The need to broaden the reach of information related to transit and specialized transportation services for clients/consumers, as well as stakeholder agencies and organizations is critical. The San Luis Obispo region has a wealth of transportation service resources. Points of access to transportation information must be expanded to allow everyone the opportunity to understand transportation choices and to use the transportation network. The objectives proposed under this goal include:

- 3.1 Integrate and promote existing information strategies, including 211, 511 and web-based tools to get specialized transportation information to consumers.
- 3.2 Develop information portal tools for wide distribution.
- 3.3 Promote information opportunities for human services agency line staff and direct service workers

The above goals and objectives are in compliance with the Federal guidance for the locally developed plan and will provide the direction to SLOCOG and stakeholders countywide in furthering their efforts to meet the transportation needs of the target populations.

8.5 PLAN RECOMMENDATIONS

The project team approach to development of the recommendations is designed to give public transit and human and social service agencies/organizations a coordinated framework. This framework will help the participants to plan, program and allocate funding and ultimately deploy new transportation initiatives that will address the transportation needs in the San Luis Obispo region. The specific implementing actions, strategies and recommended projects will serve to address gaps in services and represent opportunities to improve efficiencies by leveraging existing resources as shown in Table 8-2.

Table 8-2, Coordination Plan Vision: IMPROVED MOBILITY FOR SAN LUIS OBISPO REGION SENIORS, PERSONS WITH DISABILITIES AND PERSONS OF LOW INCOME

GOAL 1.0: COORDINATION INFRASTRUCTURE	
<p>1.1 Establish a Regional Mobility Manager’s capability to lead the coordination of specialized transportation within the San Luis Obispo region.</p>	1.1.1 Designate the lead agency for the Regional Mobility Manager.
	1.1.2 Define roles and responsibilities of the regional mobility manager.
	1.1.3 Establish a strategic oversight committee and invite membership by elected officials, regional human service agency leadership and public transit leadership representative of potential stakeholder partners. Establish a quarterly meeting schedule for purposes of monitoring and promoting coordination activity.
	1.1.4 Program mechanisms to promote coordination , including an annual resource inventory updating, regularly scheduled workshops with expanded training opportunities, and projects to be implemented by partner agencies.
	1.1.5 Clarify roles and responsibilities of the CTSA--Ride On and the Regional Rideshare program in support of coordination activities.
	1.1.6 Establish ongoing mechanisms for communication via email, surface mail newsletter, web posting, and other strategies with partner agencies.
	1.1.7 Promote the visibility of the Regional Mobility Manager’s role through all possible tools, such as e-newsletters to partner agencies, promoting understanding this as a portal of access to coordinated specialized transportation solutions for the target populations within the San Luis Obispo region.
<p>1.2 Establish the Regional Mobility Manager’s role in developing, “growing” and strengthening projects responsive to regional coordination goals and objectives.</p>	1.2.1 Work at the agency and project levels to identify potential coordination projects, working with participants and grant applicants to design effective projects.
	1.2.2 Establish a technical assistance capability for the Regional Mobility Manager to consistently provide technical support to human service agency transportation programs relate to service efficiency, effectiveness and safety.

GOAL 1.0: COORDINATION INFRASTRUCTURE, <i>CONTINUED</i>	
<p>1.3 Promote human services agency-level Mobility Manager(s)' capabilities through the Call for Projects and through outreach by Regional Mobility Manager.</p>	<p>1.3.1 Promote agency-level Mobility Managers through pilots structured to improve intra-agency coordination, targeting such agencies as Dept. of Social Services, the Economic Opportunity Commission/ Headstart, and Public Health.</p>
	<p>1.3.2 Ensure that the Regional Mobility Manager and agency-level Mobility Manager(s) work together to promote the Coordination Plan vision and goals by establishing specific, action areas and joint activities.</p>
	<p>1.3.3 Develop consumer-oriented mobility training for riders and non-riders.</p>
	<p>1.3.4 Develop agency-oriented training opportunities to bring together human services personnel and public transit personnel focused on training needs of caseworkers, drivers, and maintenance persons on relevant training topics.</p>
<p>1.4 Develop visibility around specialized transportation issues and needs, encouraging high level political and agency leadership.</p>	<p>1.4.1 Conduct an annual summit of high-level leadership among stakeholder partners to promote successes and address outstanding policy issues on specialized transportation needs on behalf of the target populations.</p>
	<p>1.4.2 Develop the inventory database into an agency-level "partnership" tool to encourage participation at all levels in defining coordinated mobility solutions.</p>
<p>1.5 Establish a SLOCOG Call for Projects process sufficiently flexible for applicants to design and implement projects responsive to identified needs.</p>	<p>1.5.1 Utilize the Section 5310 technical assistance approach to provide adequate technical assistance to prospective applicants to improve the quality of the project proposals and to ensure compliance with Federal grant requirements.</p>
	<p>1.5.2 Ensure that agencies establish measurable goals or service standards and evaluate performance against these goals and standards.</p>
	<p>1.5.3 Require successful applicants to collect and provide ongoing data on coordination projects implemented and assess projects against agency goals.</p>
<p>1.6 Report on project performance, promoting project successes to regional partners and at state and federal levels.</p>	<p>1.6.1 Document performance measures that include cost-effectiveness, responsiveness to consumer needs and consumer satisfaction levels.</p>
	<p>1.6.2 Identify successes, as well as poor performance, and report on specialized transportation project successes and identified and barriers.</p>
	<p>1.6.3 Monitor implementation over the "project life" of individual projects, providing technical assistance as appropriate.</p>

GOAL 2.0: BUILD CAPACITY TO MEET INDIVIDUALIZED MOBILITY NEEDS	
<p>2.1 Promote policies that increase the <u>quantity</u> of public transit, paratransit and specialized transportation provided.</p>	<p>2.1.1 Promote policies to expand availability of specialized transportation later into weekday evenings, earlier in the mornings and on Saturdays and Sundays.</p>
	<p>2.1.1 Review policies related to token, bus pass and day passes programs to enhance the capabilities of programs serving low-income populations to get more trips to these consumers...</p>
	<p>2.1.3 Promote brokered specialized transportation services such as extending pooling of resources through contractual relationships, vanpooling and other strategies.</p>
	<p>2.1.4 Promote the Call for Projects to strengthen the service provision capabilities of successful applicants, in areas that may include centralized maintenance, shared dispatch, joint vehicle procurement, parts or supplies procurement or insurance pool capabilities</p>
	<p>2.1.5 Identify and encourage private sector responses to specialized transportation needs, including taxi, jitney and commercial operator options.</p>
<p>2.2 Identify and invest in strategies to improve the <u>quality</u> of specialized transportation, with attention to meeting individualized needs.</p>	<p>2.2.1 Promote coordination among public transit entities around coordinated policies of core service hours and days, standardized fares, consistent transfer policies and establishing common timeframes for schedule changes.</p>
	<p>2.2.2 Promote successful technology applications that improve paratransit on-time performance, customer communication and bus pass/ bus token purchase capabilities for target populations.</p>
	<p>2.2.3 Establish driver training programs, tools, modules or resources that emphasize effectively meeting individualized needs of the target populations.</p>
	<p>2.2.4 Develop and promote specialized transportation projects to address door-to-door, door-through-door and escorted transportation needs.</p>
	<p>2.2.5 Support same-day transportation innovations.</p>

GOAL 2.0: BUILD CAPACITY TO MEET INDIVIDUALIZED MOBILITY NEEDS, <i>CONTINUED</i>	
2.3 Develop strategies for improving transportation solutions in identified corridors or areas of need.	2.3.1 Promote pilot solutions that address any of the following corridors/areas: <ul style="list-style-type: none"> - east-west travel between north coast communities & Paso Robles (SR 46-west) - north-south travel between north coast communities & San Luis Obispo (SR 1) - east-west travel between Shandon and Paso Robles (SR 46 – east) - east-west travel between California Valley and Atascadero (SR 58) - improved connections to medical facilities around Templeton - within the Five Cities area - north-south travel between Five Cities area & San Luis Obispo (101 & SR 227) - north-south travel between Five Cities & the Creek side Career Center (S. SLO) - Nipomo trips within and between the Five Cities (101 & SR 1)
	2.3.2 Collect data to document needs and identify potential strategies to address mobility needs of hidden populations , including agricultural workers and incarcerated homeless persons who are released from jail.
	2.3.3 Promote projects that partner with private sector providers to connect the San Luis Obispo region with other counties, including Santa Barbara and counties to the south and Monterey County and counties to the north.
	2.3.4. Promote non-emergency medical transportation initiatives, including innovative projects that serve medical destinations in Santa Barbara County.
2.4 Promote capital improvements to support safe, comfortable, efficient rides for the target populations.	2.4.1 Promote the broadest range of capital projects to improve users' riding experience, including support for bus shelters, benches, lighting at stops, information technology at stops and on vehicles, and safe boarding strategies.
	2.4.2 Promote vehicle and vehicle-related capital projects that increase the number of accessible vehicles and promote safe, cost-effective transportation.
2.5 Establish mechanisms to support transportation services provided by human services agencies.	2.5.1 Promote vehicle maintenance, vehicle loaner and vehicle back-up programs for human services agencies via the CTSA.
	2.5.2 Identify and distribute information about liability insurance options for human service organizations, including general liability for vehicle operations and for volunteer-based programs.

GOAL 2.0: BUILD CAPACITY TO MEET INDIVIDUALIZED MOBILITY NEEDS, <i>CONTINUED</i>	
2.5 Establish mechanisms to support transportation services provided by human services agencies, <i>continued</i>.	2.5.3 Develop, encourage and promote <i>cooperative relationships between public transit providers and human services organizations</i> around transit support functions (e.g. maintenance, rider information, travel training) through workshop settings, special projects and any other means devised.
	2.5.4 <i>Establish basic reporting tools</i> , including driver logs, dispatch logs and standardized definitions of terms that can be easily adopted by human services agencies to report on transportation provided and to monitor trends.
	2.5.5 Encourage the <i>use of basic reporting tools</i> by human services agencies through all possible means, including the Call for Projects and liaison with other human services funding sources (Tri-Counties Regional Center, Dept. of Social Services, Headstart, Dept. of Behavioral Health, Public Health and others).
2.6 Establish procedures to measure the quantities of trips provided, existing and new.	2.6.1. Promote <i>full participation in the annual inventory process</i> and develop other means of achieving accurate counts of all publicly-supported specialized transportation programs in the region.
	2.6.2 Require all Call for Projects' applicants to <i>complete inventory forms</i> and to be in the specialized transportation database.
	2.6.3 Establish other mechanisms to <i>improve the accuracy of counting person trips</i> provided by human services organizations to the target populations.

GOAL 3.0: INFORMATION PORTALS	
3.1 Integrate and promote existing information strategies, including 211, 511 and web-based tools to get specialized transportation information to consumers.	3.1.1 Continue to integrate the multiplicity of information resources available, through SLOCOG’s existing 511 transit project, focusing particularly on the information needs of the target populations and their caseworkers.
	3.1.2 Test information applications through regional, systems-level and agency-level pilot projects to promote the use of existing transit for the target populations.
3.2 Develop information portal tools for wide distribution.	3.2.1. Create information tools oriented to direct human service agency staff that help them access specialized transportation services on behalf of their consumers.
	3.2.2 Improve methods of information distribution by working through the SSTAC ¹⁸ and other advisory committees of SLOCOG and the transit operators.
	3.2.3 Ensure that the Regional Mobility Manager’s information tools are maintained and kept current with service changes, establishing standardized mechanisms for the public operators to advise the Mobility Manager(s) of anticipated service changes.
	3.2.4 Invite through the Calls for Projects strategies that establish, promote, enhance and extend transit and specialized transit information portals.
3.3 Promote information opportunities for human services agency line staff and direct service workers	3.3.1 Develop and promote transit introduction modules to provide periodic training to agency level staff on transportation options across the San Luis Obispo region, potentially including connections with neighboring counties.
	3.3.2 Hold periodic transit workshops , distributed geographically across the county to bring human services agency personnel current with available transportation resources and information tools.

¹⁸ Social Services Transportation Advisory Council, an advocacy body to SLOCOG per state Transportation Development Act mandate.



8.6 SEQUENCING AND PRIORITIZATION OF RECOMMENDATIONS

This plan proposes the enhancement and improvement of the existing network of transportation services through coordination -- specifically for seniors, persons with disabilities and persons of low income. A coordination vision is proposed of improved mobility for the target populations.

To accomplish this vision, several dozen implementing actions and strategies have been detailed in Table 8-2, with the expectation that there will be incremental implementation and refinement of actions and strategies over the next few years. The strategies outlined in the table should be viewed as guidance for public transit and human and social service agencies, as actual projects developed by stakeholders will be based upon their specific needs, resources and ability and willingness to work to establish coordination relationships with others. Phases of activity are recommended, as follows.

8.6.1 Phase I – Establishing Coordination Infrastructure (Goal 1)

San Luis Obispo Region Regional Mobility Manager

The establishment and implementation of the Regional Mobility Manager (RMM) function in the San Luis Obispo Region is the fundamental recommendation of the coordinated plan. It is recommended that a Regional Mobility Manager, including the advisory body discussed in the detail following be put into place within one to two years.

As discussed previously, RMM roles and responsibilities can either be designated to an existing agency/organization, or a newly created entity can be formed. The RMM should serve to further the goals outlined in the plan, and focus on efforts to establish relationships between public transit and human and social service agencies, including technical assistance and cooperation for developing coordinated transportation plans, programs and projects.

This essentially means that the RMM guided by **an advisory body** comprised of representatives from the public transit and human and social service sectors should initially serve as the clearinghouse for developing information and technical resources that can enhance accessibility to and information about both public transit and human and social service agencies and organizations based on transportation services available within the region as a whole. As coordination efforts evolve, the role of the RMM can conceivably be expanded to broker services and/or directly provide services.

In order to ensure that the RMM will remain committed to a proactive coordination agenda, it is recommended that the advisory body of public transit and human and social service agencies and organizations include only those willing and interested in working together. The advisory body should focus on meeting pre-determined objectives aimed at specialized transportation needs in the San Luis Obispo Region. Therefore, those electing to participate in the RMM advisory group would conceivably:

- Represent organizations, agencies and entities with an interest in addressing the issues relative to the target populations' transportation needs;
- Have the consent and support of executive management within their own organization/agency to regularly and actively participate on the advisory body;

- ❑ Be positioned to represent their agency/organizations' viewpoints, and have access to responsible decision-makers within their organization/agency; and
- ❑ Have some knowledge of specialized transportation issues as manifested by the target population group(s) represented by their organization/agency.

An initial outreach effort should be conducted to solicit stakeholder organization/agency interest and participation on the recommended advisory body. A dialogue should be conducted with larger public transit and human and social service agencies and organizations to ascertain their stake and interest in transportation issues, and their willingness to work toward a coordinated "mix" of solutions. In addition, smaller agency/organization participation should also be encouraged.

It is recommended that the RMM working with the advisory body develop an "action-oriented" agenda that will guide their work activities for the first year. The agenda could focus initially on the plan goals, objectives and strategies outlined above. Meetings of the advisory body should be regularly scheduled to make progress toward achievement of established goals and objectives, and to ensure that the advisory body remains focused, organized and functional.

The RMM advisory body is initially envisioned as a cooperative strategic working group that operates on a volunteer basis, and is collectively convened to guide the RMM on transportation coordination issues. However, depending upon how the RMM is established (i.e., either as a function of an existing agency/organization or a newly formed entity) governance and legal responsibility of the RMM may or may not be delegated to this body. Moreover, the advisory body as appropriate, may progress to development of a more formal operating structure if warranted. The size of this body will depend upon the interest and level of commitment demonstrated by stakeholder organizations and agencies.

8.6.2 Phase II – Coordinated Actions, Plans, Projects and Policies (Goals 2 and 3)

Concurrent with the full "build out" of transportation coordination activities in the San Luis Obispo Region, opportunities for coordinated projects that can begin to address the needs of the target populations should be pursued. The project team believes that there are a few "basic" strategies and project concepts that can be developed early; those early projects will support and promote the framework of a coordinated transportation environment and can be funded and implemented over a two to five year timeline.

Therefore, the project team recommends that the RMM and/or other public transit and human and social services agencies/organizations explore the feasibility of implementing these and other project concepts at the regional and/or subregional level, as applicable. These project concepts include:

- ❑ **Implement a Travel Training Program for Agencies/Organizations staff, and their clients.** Create a county-wide Travel Training program to encourage greater use of transit for those in the target populations who can and would use public transportation. Human and social service agencies/organizations' staff desiring to arrange transportation or refer their clients to transit, as well as, new and prospective clients and customers needing to travel to their various destinations would be candidates for training and participating in group training sessions on regularly scheduled fixed-route and/or paratransit services.

❑ Develop a transit data collection process to assist human and social service agencies and organizations operating transportation (or their contractors). Establish trip counting procedures to ensure accuracy and consistency in tracking seniors, persons with disabilities and low-income trips. At a minimum human and social service agencies should collect data in the following categories:

- One-way passenger trips (boardings)
- Passenger pick-up and drop-off points by zip code
- Passenger pick-up and drop-off points by street address
- Passenger trip purposes
- Time of day

The data collection and reporting methodologies should reflect an understanding of certain categories of client information under the Health Insurance Portability and Accountability Act (HIPAA) and the Lanterman Developmental Disabilities Act (i.e. street address, etc.).

This project will provide information on the level of services operated in the region, and will help to identify patterns of travel; this is useful for planning new and/or expanded services. This will also promote participation of human and social service agencies as partners with public transit in the planning and development of coordinated services. Moreover, data collection efforts can also be used as justification for SLOCOG in their efforts to gain the necessary financial support and resources from Federal and State agencies.

- ❑ Assess the potential to implement future coordinated service delivery models that use volunteer labor** in a structured, close geographic setting. We recommend review of “The Volunteer Driver TurnKey Kit”, a tool for meeting specialized transportation needs. This is an online resource and includes planning, implementation, and evaluation materials for organizations interested in starting volunteer driver programs. The Volunteer Driver TurnKey Kit also includes resources on the *Volunteer Friends* model - a specialized pilot program for providing volunteer rides for seniors (Appendix D).
- ❑ Conduct an annual inventory to build and nurture the coordination environment.** This activity will ensure that the data on transportation services, resources and needs is current, and can offer a sound basis for coordinated planning activities. The database can also be modified to serve as the nucleus for tracking and monitoring coordinated plans and projects.
- ❑ Develop additional processes and avenues to facilitate bus pass purchase programs** for human and social service agencies.

8.6.3 Competitive Project Selection Process

FTA funding provides the impetus for developing the coordinated action plan. The funding is allocated to successful applicants in the region with SLOCOG in an advisory role as the MPO and in some cases sub recipient. The funding is distributed through a competitive project selection process with direct participation by Caltrans (as the designated FTA recipient for rural and small urbanized areas statewide) in the project selection.

In recognition of the similarities of the two funding sources (i.e. JARC and New Freedom) while acknowledging the various elements directed to a specific segment of the target population, a two-part application may be appropriate. Part One of the application requires the applicant to provide information about the project such as:

Type and amount of funding requested;

- Applicant and co-applicant information (contact names, telephone numbers, etc.);
- A description and location of the project; and
- Total amount of funding requested.

Part two of the application is a funding-specific section, requiring applicants to provide additional narrative that describes and gives the rationale for the proposed project or strategy.

Conceivably, Part Two of the application would encompass the three goals developed in Section 8.5. These goals could effectively represent general project funding categories. Specifically, applications would be allowed under one or more of three general project categories, as follows:

- Coordination Infrastructure
- Building Capacity
- Information Portals

The plan objectives and accompanying strategies specified under each of the three goals (general funding categories) will give applicants which types of projects are eligible for funding under each category. Table 8-3 following illustrates this concept.

Table 8-3

FUNDING CATEGORY: BUILDING CAPACITY
<p>Projects submitted under this category should generally:</p> <ol style="list-style-type: none">1. Promote policies to increase the <u>quantity</u> of public transit and specialized transportation provided.2. Improve the <u>quality</u> of public and specialized transportation, with attention to meeting individualized needs.3. Improve transportation solutions between cities and between counties.4. Make capital improvements to support safe, comfortable, efficient rides for the target populations.5. Establish mechanisms to support transportation services provided by human services agencies.6. Establish procedures to measure the quantities of trips provided, existing and new.
<p>Eligible Projects may:</p> <ul style="list-style-type: none"><input type="checkbox"/> Expand availability of specialized transportation into evenings, on Saturdays and on Sundays in identified areas of the county.<input type="checkbox"/> Promote vehicle maintenance, vehicle loaner and vehicle back-up programs for human services agencies.<input type="checkbox"/> Establish basic reporting tools, including driver logs, dispatch logs and standardized definitions of terms that can be easily adopted by human services agencies and utilized in reporting on transportation services provided.<input type="checkbox"/> Research liability insurance options for human service organizations, including general liability for vehicle operations and for volunteer-based programs; distribute widely information about these findings and resources.

A funding application tied directly to the plan reflects a straightforward, logical approach toward ensuring that requests for funding will be wholly consistent with the Coordinated Plan goals, objectives and strategies.

8.6.4 Technical Assistance

Although working with others is not entirely a new concept, the task of building relationships between the public transit and human services sector is daunting to stakeholder agencies and organizations. This raises the idea that additional assistance to applicants is warranted to further educate and inform them about funding requirements, evaluation criteria, and the associated competitive application guidelines and eligibility rules

Technical assistance to stakeholder applicants can serve a dual purpose. First, the outreach process necessary to educate and inform can also be used to assist applicants for project conceptualization and development. This will not only encourage greater participation in the grant programs, but will likely result in well prepared applications and a more competitive selection process.

Therefore, the project team recommends that ***prior to and during the next funding cycle, the designated RMM of SLOCOG conduct outreach to stakeholders for educating and informing these agencies and organizations about the JARC and New Freedom funding requirements and processes.*** In addition as funds are available, resources could conceivably be allocated to assist with project development.

8.6.5 Plan Approval and Adoption Process

The process for SLOCOG approval and adoption of the coordinated plan included the following activities:

- Presentation of the draft plan to SLOCOG Board of Directors and public hearing on August 8, 2007.
- Staff presentation of the Draft Plan to the Regional Advisory Committees (Social Services Transportation Advisory Council, Citizens Transportation Advisory Committee) on September 19, 2007.
- Outreach to participating stakeholders during August – September 2007.
- Final plan presentation to SLOCOG Board of Directors for adoption on October 3, 2007.

APPENDICES

- Appendix A Stakeholder Survey and Cover Letter
 - A-1 Stakeholder Invitation Cover Letter
 - A-2 Project Summary Fact Sheet
 - A-3 Stakeholder Survey

- Appendix B Stakeholder Survey Supporting Reports
 - B-1 List of Responding Agencies
 - B-2 Summary of Survey by Legal Type
 - B-3 Summary of Survey by Region
 - B-4 Summary of Survey by Public and Human Service Categories
 - B-5 Summary of Survey by Public and Human Services Providers

- Appendix C Outreach Interview Summaries
 - C-1 Outreach Interview Participants
 - C-2 Outreach Interview Summaries by Date

- Appendix D SLOCOG's 2007/2008 Unmet Transit Needs, Attachment A (April 2007)

- Appendix E "Senior Friendliness" Evaluation Strategy for Volunteer Driver Programs, Beverly Foundation (November 2006)

APPENDIX A-1

San Luis Obispo Council of Governments



Regional Transportation Planning Agency
Metropolitan Planning Organization
Census Data Affiliate
Service Authority for Freeways and Expressways

Atascadero
Arroyo Grande
Carpinteria
Cuesta
Maricopa
Paso Robles
Pismo Beach
San Luis Obispo
Santa Leticia

January 2007

Dear Agency or Organization Representative,

The San Luis Obispo Council of Governments (SLOCOG) is developing a *Coordinated Human Services and Public Transportation Plan* for addressing unmet transportation needs within the region. Senior individuals, persons with disabilities and persons of low income are the focus of this plan. Towards that end we ask you to respond to the enclosed two-page survey. We wish to hear from agencies serving persons with special needs, whether or not they directly provide transportation services.

The opportunities on the horizon to improve mobility for those with special needs in San Luis Obispo County stem from new Federal legislation called "*Safe, Affordable, Flexible and Efficient Transportation Equity Act – A Legacy for Users*" (SAFETEA-LU). This legislation, which guides the public transportation industry over the next seven years, establishes a new program, called the New Freedom initiative. This initiative promotes transportation coordination efforts designed to improve the mobility of consumers whose transportation needs are not easily met.

Please respond to the enclosed two-page survey, and return it to us promptly so that you can participate in any one, or all, of the following, on behalf of your consumer base:

- **Federal Funding opportunities** through SAFETEA-LU (new and existing programs)
- **Regional transportation planning and unmet needs review** conducted by SLOCOG

The enclosed brief survey form is to be completed by **agencies providing transportation and agencies which serve clients needing transportation**. We request that you complete your survey and return it to us by **January 26, 2007** in the enclosed envelope or by fax.

Please direct any questions about the survey to Heather Menninger-Mayeda at (805) 621-3101 or by email at menninger@earthlink.net. We value your input and hope to receive your response soon. For general questions about the Plan and SLOCOG on-going activities, do not hesitate to contact me at equillot@slocog.org or 805-781-5711.

Sincerely,

Eliano Guillot
San Luis Obispo Council of Governments

1150 Osos Street, Ste. 202, San Luis Obispo, CA 92401 ♦ Tel. (805) 781-4219 ♦ Fax. (805) 781-5703
E-mail: slocog@slocog.org ♦ Internet: <http://www.slocog.org>

APPENDIX A-2



Coordinated Human Services – Public Transportation Plan

San Luis Obispo Region's Response to the Coordinated Transportation Planning Requirements of SAFETEA-LU

*[Safe, Accountable, Flexible, Efficient
Transportation Act, A Legacy for Users
(SAFETEA-LU) Public Law 109-059]*

The Action Plan will prioritize and plan for use of approximately \$400,000 in San Luis Obispo County under:

- New Freedom Program (Section 5317)
- Job Access & Reverse Commute [JARC] (Section 5316)
- Seniors and Persons with Disabilities capital funds (Section 5310)

This locally developed plan is to establish a "unified comprehensive strategy for public transportation service delivery" through a coordinated planning process to address unmet needs of target populations. [SAFETEA-LU]

SLOCOG has contracted with the transit planning firm A-M-M-A of Claremont, CA. to prepare this locally developed plan.

TARGET GROUPS FOR COORDINATED PLAN:

- Persons with disabilities
- Seniors
- Individuals of low-income

PLANNING PROCESS GOALS:

1. To identify and promote partnerships among transportation providers, including existing providers who may be public or private non-profit, social service agencies or advocacy groups working with the target populations.
2. To identify roles and responsibilities of partners for projects identified, including the lead and support partners in implementation.
3. To establish cost and project-element parameters over a four-year time horizon consistent with the potentially available resources.

PLAN DEVELOPMENT COMPONENTS:

STAKEHOLDERS' SURVEY

Purpose: To build an interactive database of stakeholders, identifying those INTERESTED, WILLING AND ABLE to participate in coordinated transportation solutions to address unmet needs.

A survey was distributed to 400 agencies and organizations serving seniors, persons of low income or persons with disabilities. These include transportation providers and those who do not offer transportation. Information solicited includes opinions about transportation need, coordination interest, transportation services provided, if any, and agency characteristics and population served.

PUBLIC OUTREACH

The consultant team is conducting a tiered outreach effort that involves in-person interviews, telephone interviews and public workshops. The first of these workshops are:

- South County – Wed., March 7th noon – 2:30**
Noon-Ramona Gardens Park, Grover Beach
- North County – Thurs., March 8th 10 - noon**
Paso Robles City Hall

LOCALLY DEVELOPED PLAN PREPARATION PROCESS

- Compile survey responses and
- Conduct public stakeholders outreach
- Identify populations to be served by coordination
- Identify types and categories of unmet needs
- Identify gaps, needs and duplication of services

PLAN DESIGN AND PROJECT SELECTION:

- Populations to be served by region and type
- Needs and service gaps to be addressed
- Plan goals & objectives responding to needs
- Project types/ categories responding to needs
- Priority setting

PLAN IMPLEMENTATION GUIDANCE FOR SLOCOG:

- Identify opportunities for coordination at individual, community and regional levels
- Prioritize coordination opportunities
- Develop implementation components of financial plan, management structure and timetables.

TIMEFRAMES:

Stakeholder survey – January and February
Public Outreach – February through March
Draft Plan – Spring 2007
Plan Adoption – Summer 2007

For more information contact: Eliane Guillot, SLOCOG eguilot@slocog.org
Heather Menninger-Mayeda, AMMA menninger@earthlink.net

AMMA/ JNTC February 2007

APPENDIX A-3



**COORDINATED Human Services – Public Transportation STAKEHOLDER SURVEY
Winter 2006**

Contact Name:	Agency Name:
Title:	Address:
Telephone:	Mailing Address: Yes ___ No ___ Site Address: Yes ___ No ___
Fax:	City:
E-Mail:	Zipcode:

1. Provide a brief description of your program. You may also attach a brochure or flyer at your discretion.

2. YOUR AGENCY TYPE (check one only):

- Private, for profit
- Private, non-profit
- Public Agency
- Church affiliated
- Tribal organization

3. NUMBER OF ACTIVE CLIENTS ON YOUR AGENCY'S ROSTER LIVING WITHIN SAN LUIS OBISPO COUNTY

_____ # Total clients / consumers enrolled or on caseload lists

_____ # Average daily attendance

_____ # Est. on site daily who require transportation assistance

_____ # Est. in wheelchairs daily

_____ Not applicable (check mark only)

4. PLEASE IDENTIFY THE PRIMARY CLIENT POPULATION YOUR AGENCY SERVES: (check all that apply)

- Seniors, able-bodied
- Seniors, frail
- Persons with physical disabilities
- Persons of low income
- Persons with behavioral disabilities
- Other _____
- Persons with sensory impairments

5. PLEASE SPECIFY THE TRANSPORTATION NEEDS THAT ARE MOST OFTEN COMMUNICATED TO YOU BY YOUR CLIENT BASE: (check all that apply)

- Getting to work between 8am – 5pm
- Night or early morning work shifts
- Weekend and holiday trips
- Recreational activities or events
- Visiting family or friends
- Kids to day care or school
- Going to the doctor / medical trips
- Shopping and morning errands
- Attending training, education classes or program sites
- Long distance trips for purposes of _____
- Specific trips by origin and destination that cannot now be made by your consumers _____

6. WHICH BEST DESCRIBES ANY TRANSPORTATION SERVICE PROVIDED BY YOUR AGENCY:

- NO TRANSPORTATION** operated, contracted, or arranged
- PUBLIC TRANSIT** provided to the general public.
- OPERATE** transportation with full responsibility for the transportation by this agency.
- CONTRACT** for transportation, services provided by another entity under contract to this agency.
- SUBSIDIZE** transportation through agency purchase of passes, fares or mileage reimbursement.
- ARRANGE FOR** public or private transportation by assisting with information but clients responsible for follow-up.
- ARRANGE FOR** volunteer drivers or private car
- Other (please specify) _____

7. PLEASE INDICATE YOUR AREAS OF INTEREST TO LOWER COSTS OR IMPROVE TRANSPORTATION SERVICES (check all that apply):

- Joint use, pooling, or sharing of vehicles among organizations
- Coordinated service operations
- Coordinated vehicle and capital purchases
- Shared fueling facilities
- Shared maintenance facilities
- Joint purchase of supplies or equipment
- Joint purchase of insurance
- Coordinated trip scheduling and/or dispatching
- Coordinated driver training and retraining programs
- Contracting out for service provision rather than direct operations
- Contracting to provide transportation to other agencies.
- Pooling of financial resources to better coordinate service
- Not interested in transportation coordination activities at this time.
- Other _____

TRANSPORTATION SURVEY, PAGE 2

8. WHAT PRIMARY BARRIERS TO COORDINATING TRANSPORTATION EXIST FOR YOUR AGENCY or ORGANIZATION? _____

*If you answered **NO TRANSPORTATION** to #6, stop here and go to question #23 and return survey. Otherwise please complete questions #9 thru # 23, returning as indicated. Thank You!*

6. HOW MANY VEHICLES DO YOU HAVE FOR CLIENT/ CONSUMER TRANSPORTATION? _____

7. HOW MANY VEHICLES ARE USED TO PROVIDE TRANSPORTATION ON AN AVERAGE DAY? _____

11. NUMBER AND CAPACITY OF VEHICLES:

A. ____ # of vehicles serving 9 or fewer passengers

B. ____ # of vehicles for 10 - 14 passengers

C. ____ # of vehicles for 15 - 24 passengers

D. ____ # of vehicles for 25 passengers or more

E. ____ Total # of vehicles lift-equipped

12. HOW MANY OF YOUR VEIHCLES NEED TO BE REPLACED?
 Now ____ Within a year ____ Within the next two years ____

13. PASSENGER AND VEHICLE USE
Please tell us about the volume of service you provide:

A. ____ **Average** # of one-way passenger trips per **MONTH**
 Counting as a trip each round-trip as 2 one-way passenger trips; count one trip each time a passenger boards the vehicle.

B. ____ **Average** # of **MONTHLY** vehicle miles
 Average monthly number of miles traveled by your total fleet to transport riders.

14. TRANSPORTATION SERVICE AREA:
(complete all that apply)

Please describe service area, listing cities, if appropriate

Within a ____ mile radius of _____

Throughout San Luis Obispo County _____

15. DAYS AND HOURS OF OPERATION:

	Operating Hours	First Pick-up	Last Pick-up
Weekdays			
Saturdays			
Sundays			

16. DO YOU LIMIT THE KINDS OF TRIPS YOU PROVIDE TO PEOPLE? No Yes, please explain _____

17. DRIVERS AND MANAGEMENT FOR TRANSPORT:

_____ # Full Time Drivers _____ # Volunteer Drivers

_____ # Part Time Drivers _____ # Supervisors/Mgrs.

18. COOPERATIVE AGREEMENTS/ARRANGEMENTS?
 Do you have any cooperative service agreements/ arrangements for transportation?
 No
 Yes, cooperative agreements/arrangements with: _____

19. TRANSPORTATION BUDGET: (Current fiscal year)

\$ _____ For vehicle operations (drivers, maintenance, fuel)

\$ _____ For vehicle replacement capital funds

\$ _____ For Bus Passes

\$ _____ For Taxi Vouchers / other specialized transportation

\$ _____ Other (please specify) _____

20. FUNDING SOURCES FOR TRANSPORTATION BUDGET
(indicate source and identify other as appropriate)

<u>County/Local Funding</u>	<u>Federal Funding</u>
<input type="checkbox"/> General Funds	<input type="checkbox"/> FTA section 5307
<input type="checkbox"/> Other _____	<input type="checkbox"/> FTA section 5310 (vehicles)
<input type="checkbox"/> Other _____	<input type="checkbox"/> FTA section 5311
	<input type="checkbox"/> Comm. Dev. Block Grants
	<input type="checkbox"/> Health and Human Services.
	<input type="checkbox"/> Other _____
	<input type="checkbox"/> Other _____
State Funding	Other Funding
<input type="checkbox"/> Transportation Dev'lpmnt Act	<input type="checkbox"/> Client/Parent Fees
<input type="checkbox"/> Education Department	<input type="checkbox"/> Private Donations / Grants
<input type="checkbox"/> Dept. Developmental Services	<input type="checkbox"/> United Way
<input type="checkbox"/> Dept. of Aging	<input type="checkbox"/> Other _____
<input type="checkbox"/> Dept. of Rehabilitation	
<input type="checkbox"/> Dept. of Health Services	
<input type="checkbox"/> Other _____	
<input type="checkbox"/> Other _____	

21. COMPARED TO LAST YEAR, DID YOUR AGENCY TRANSPORTATION BUDGET?

Increase Decrease Stay the same

22. WILL YOUR AGENCY CONTINUE ITS CLIENT TRANSPORTATION OVER THE NEXT 5 YEARS?

Yes No Unsure

23. PLEASE DESCRIBE OTHER NEEDS or UNMET TRANSPORTATION NEEDS IN SAN LUIS OBISPO COUNTY:



APPENDIX B-1

SAN LUIS OBISPO COUNTY : Responding Agencies

Organization	Name	ADDRESS	PHONE
1 Alpha Pregnancy Counseling and Support	Ingrid Pires	11549 Los Osos Valley Rd. Ste 104	San Luis Obispo 93405 (805) 541-3367 HS
2 Aspira Foster and Family Services	Roselinda Rodriguez	200 S. 13th Street, Suite 101	Grover Beach 93433 (805) 473-8760 HS
3 Atascadero 1st Assembly - Little Lamb's Preschool	Lisa Zisa	5545 Ardilla Rd.	Atascadero 93422 (805) 462-0433 HS
4 Best Care Central Coast Home Health	Laurie Smith	277 South Street, Suite W	San Luis Obispo 93401 (805) 782-8600 HS
5 California Children's Services	Pam Dudley	P.O. Box 1489	San Luis Obispo 93406 (805) 781-5527 HS
6 Cal-Poly State University	Susan Rains	1 Grand Ave., Bldg. 74	SAN LUIS OBISPO 93407 (805) 756-6680 HS
7 Cambria Community Council	Warren Gay	P.O. Box 486	Cambria 93420 (805) 927-1147 HS
8 Caring Callers Senior Volunteer Services	Wanda McFarlane	285 South Street Suite J	San Luis Obispo 93401 (805) 541-1800 HS
9 Casa Solana	Kim Fleming	383 S. 13th Street	Grover Beach 93433 (805) 481-6509 HS
10 Cayucos Senior Club	Joan Hoffman	PO Box 134	Cayucos 93430 (805) 895-3543 HS
11 Central Coast Senior Center	Betsy Milne	1580 Railroad St.	Oceano 93445 (805) 481-3191 HS
12 Citizens Transportation Advisory Committee	Joel Couser	707 Avilo	Arroyo Grande 93420 (805) 474-8575 HS
13 City of Atascadero	Valerie Humphrey	6901 El Camino	Atascadero 93422 (805) 470-3486 GP
14 City of Morro Bay	Janeen Burlingame	595 HARBOR ST	MORRO BAY 93442 (805) 772-6263 GP
15 City of Paso Robles DAR	Jody Dauth	1000 Spring Street	Paso Robles 93446 (805) 237-3898 GP
16 City of Paso Robles FR	Jody Dauth	1000 Spring Street	Paso Robles 93446 (805) 237-3999 GP
17 Coast Caregiver Resource Center	Rebecca Huerta-Sussman	1528 Chapala Street Suite 302	Santa Barbara 93101 (800) 443-1236 HS
18 Coast Unified School District	DR PAMELA MARTENS	2950 SANTA ROSA CREEK RD	CAMBRIA 93428 (805) 927-8567 Oth
19 Commission on Aging for San Luis Obispo County	Colleen McLean	1222 Hussman Rd.	Arroyo Grande 93420 (805) 489-7056 HS
20 Community Counseling Center	Binola Polay	1129 Marsh St.	San Luis Obispo 93401 (805) 543-7969 HS
21 Cuesta College Career Transfer Center	Patrick Schwab	PO Box 8106	San Luis Obispo 93403 (805) 546-3100 HS
22 Cuesta College: EOPS	Julianne Jackson	PO Box 8106	San Luis Obispo 93403 (805) 546-3144 HS
23 Department of Social Services	Christina Chew	PO Box 8119	San Luis Obispo 93403 (805) 781-1897 HS
24 Department of Social Services - Adult Services Division	Barri Dymott	PO Box 8119	San Luis Obispo 93403 (805) 772-6360 HS
25 Department of Social Services-CalWORKS	Ramiro Cardenas	3433 S. Higuera St	San Luis Obispo 93403 (805) 781-1611 HS
26 Economic Opportunity Commission of San Luis Obispo County	Jody Smith	1030 Southwood Dr.	San Luis Obispo 93401 (805) 544-4355 HS
27 EOC Homeless Services	Larry Feldt	1616 Manhattan	Grover Beach 93433 (805) 473-8210 HS
28 First Baptist Church of Cambria	DAVID HOLLINGSWORTH	2120 GREEN ST	CAMBRIA 93428 (805) 927-3356 HS
29 Five Cities Meals On Wheels	Thas Wendorf	PO Box 756	Pismo Beach 93448 (805) 481-2877 HS
30 Grandmother's House	Dotie Ryan	1344 Nipomo St.	San Luis Obispo 93401 (805) 541-1305 HS
31 Healthy Start - SAFE Nipomo Family Resource Center	Mary Squallati	920 W. Tefft	Nipomo 93444 (805) 473-5506 HS
32 HOTLINE of SLO County, Inc.	Mike Bossenbery	PO Box 5456	San Luis Obispo 93403 (805) 544-6016 HS
33 Juliet Chester - Mobility Training Program	Juliet Chester	PO Box 1006	Atascadero 93422 (805) 712-4284 HS
34 Kidney Dialysis Center	Joyce Hathaway	1043 Marsh St.	San Luis Obispo 93401 (805) 543-1013 HS
35 Life Steps Foundation, Inc.	Charri Neal	3450 Broad St. # 104	San Luis Obispo 93401 (805) 471-1472 HS
36 Life Steps Foundation, Inc. - Linkages	Helen Sampson	3450 Broad Street, suite 104	San Luis Obispo 93401 (805) 549-0150 HS
37 Linda Contreras	Linda Contreras	3108 Cine St.	Paso Robles 93446 HS
38 Long Term Care Ombudsman Services, SLO County	Karen Stenson	3232 S. Higuera St., Suite 101-B	San Luis Obispo 93401 (805) 785-0132 HS
39 National Multiple Sclerosis Society	Andra Henson	14 West Valerio St.	Santa Barbara 93101 (805) 682-8783 HS

SAN LUIS OBISPO REGION
COORDINATED HUMAN SERVICES-PUBLIC TRANSPORTATION PLAN

Organization	Name	ADDRESS	PHONE
40 NCI Affiliates - CLS	Carlos Olveda	1434 Chestnut Street	Paso Robles 93446 (805) 238-6630 HS
41 NCI Affiliates - Senior Client Services	John Bradley	1434 Chestnut Street	Paso Robles 93446 (805) 238-6630 HS
42 Nipomo Area Senior Citizen	Betty Lorenz	200 E. Dana Street	Nipomo 93444 (805) 929-1615 HS
43 Paso Robles PRYDE Program	Tara Quinn	PO Box 7010	Paso Robles 93447 (805) 237-3362 GP
44 Paso Robles Unified Schools	Marisela L. Garcia	800 NIBLICK RD	PASO ROBLES 93446 (805) 237-3421 Oth
45 R&D Transportation c/o Tri Counties Regional Center	Rosie Helbron	3450 Broad St, Suite 111	San Luis Obispo 93401 (805) 501-9942 HS
46 Regional Transit Authority - SLO Fixed Route	Dave Lilly	1150 OSOS STREET SUITE 206	SAN LUIS OBISPO 93401 (805) 787-4472 GP
47 Regional transit Authority- SLO Runabout	DAVE LILLY	1150 OSOS STREET SUITE 206	SAN LUIS OBISPO 93401 (805) 781-4472 GP
48 Retired And Senior Volunteer Program Friendly Rides 4 Seniors	Diane Maiorano	660 Pismo Street	San Luis Obispo 93401 (805) 544-8740 HS
49 Senior Legal Services Project	Angie King	PO Box 14642	San Luis Obispo 93406 (805) 543-5140 HS
50 Senior Nutrition Program of San Luis Obispo County	Eliza Nimsh	880 Industrial Way	San Luis Obispo 93401 (805) 541-3312 HS
51 Silverado Stages, INC.	Jim Gehlha	241-B PRADO ROAD	SAN LUIS OBISPO 93401 (805) 545-8400 CT O
52 SLO Coastal U.S.D.	Brad Parker	937 Southwood Dr.	San Luis Obispo 93401 (805) 596-4105 Oth
53 SLO County Public Health	Michelle Shoreman	2191 Johnson Ave	San Luis Obispo 93401 (805) 788-2906 HS
54 SLO Regional Rideshare	Lisa Quinn	1150 Osos St. # 206	San Luis Obispo 93401 (805) 781-4462 GP
55 SLO Transit	Sabrina Haggie	919 Palm Street	San Luis Obispo 93401 (805) 781-7531 GP
56 Social Security Administration	Joseph Kent	3240 South Highways Street	San Luis Obispo 93401 (805) 544-3079 HS
57 State of California Department of Rehabilitation	Scott Black	3220 South Highways, Suite 102	San Luis Obispo 93401 (805) 549-3742 HS
58 Templeton Chamber of Commerce	Robert Rosales	PO Box 701	Templeton 93465 (805) 434-2315 HS
59 Transitions Mental Health	Jill Bolster - White	P.O. Box 15408	San Luis Obispo 93406 (805) 541-5144 HS
60 United Cerebral Palsy UCP / Ride-On CTSA	Mark Shaffer	3620 Sacramento St, Suite 201	San Luis Obispo 93401 (805) 541-8751 GP
61 Work Training Programs Inc.	Aime Graham	P.O. Box 1451	San Luis Obispo 93406 (805) 782-8890 HS

APPENDIX B-2

**San Luis Obispo Council of Governments
Stakeholder Survey by Legal Type
N= 61 surveys returned**

	All	Private, for profit	Private, non-profit	Public Agency	Church affiliated	Tribal org
	61 100%	7 11%	27 44%	25 41%	2 3%	0 0%
3. Number of active clients living in SLO County						
Avg enrolled clients/consumers	1,816	152	292	4,065	128	#Num!
Total enrolled clients/consumers	110,802	1,061	7,871	101,615	255	0
Avg daily attendance	281	53	95	567	28	#Num!
Total daily attendance	17,169	370	2,573	14,171	55	0
Avg daily needing tx assist	41	9	10	88	0	#Num!
Total daily needing tx assist	2,527	60	257	2,210	0	0
Avg daily in wheelchairs	3	8	3	3	0	#Num!
Total daily in wheelchairs	198	53	73	72	0	0
not applicable (n)	10	1	3	6	0	0
5. Transportation needs most frequently reported						
Getting to work between 8am - 5pm	17	2	5	10	0	0
Night or early morning work shifts	16	1	6	9	0	0
Weekend and holiday trips	13	1	6	6	0	0
Recreational activities or events	17	3	7	6	1	0
Visiting family or friends	14	3	6	5	0	0
Kids to daycare or school	16	1	3	12	0	0
Going to the doctor/medical trips	45	5	22	17	1	0
Shopping and morning errands	32	3	16	12	1	0
Training, education classes or program sites	24	3	13	8	0	0
Long distance trips	17	2	8	7	0	0
Specific trips by origin/destination not now met	1	0	0	1	0	0
6. Transportation service provided by agency						
No transportation	21	1	14	5	1	0
Operate transportation	10	2	5	3	0	0
Contract; service prov by another entity	6	1	1	4	0	0
Subsidize transportation	12	1	4	7	0	0
Arrange for trans by assisting w/info	14	5	6	3	0	0
Arrange for vol drivers or private car	9	0	6	2	1	0
Other	0	0	0	0	0	0
Public Transit	8	0	1	7	0	0
7. Potential coordination areas						
Joint use/sharing/pooling vehicles	7	1	2	4	0	0
Coordinated service operations	17	3	5	9	0	0
Coordinated vehicle and capital purchases	9	2	3	4	0	0
Shared fueling/maint/storage facilities	9	3	3	3	0	0
Joint purchase of supplies/equipment/insurance	4	1	2	1	0	0
Coordinated trip scheduling/dispatching	17	4	7	6	0	0
Contract out for service rather than direct op	9	3	2	4	0	0
Contract to provide trans to other agencies	3	0	2	1	0	0
Pooling \$ resources to better coordinate service	6	0	5	1	0	0
Not interested at this time	11	1	7	1	2	0
Other	1	0	1	0	0	0

SummaryP1

8/1/2007 12:31:23 PM

San Luis Obispo Council of Governments Stakeholder Survey by Legal Type, page 2 N= 61 surveys returned							
	All	Private, for profit	Private, non-profit	Public Agency	Church affiliated	Tribal org	
	61 100%	7 11%	27 44%	25 41%	2 3%	0 0%	
9. Tot # vehicles for client transportation	311	113	72	124	2	0	
10. Tot # vehicles used for operating trans daily	273	111	64	98	0	0	
11. Number and passenger capacity of vehicles							
up to 9 passengers	56	18	23	15	0	0	
10-14 passengers	31	2	28	1	0	0	
15-24 passengers	67	0	20	46	1	0	
25+ passengers	107	37	0	69	1	0	
wheelchair lift-equipped	100	21	3	76	0	0	
Total number of vehicles classified:	261	57	71	131	2	0	
12. How many vehicles need to be replaced?							
Now	10	0	6	4	0	0	
Within one year	35	11	7	17	0	0	
Within the next two years	36	2	11	23	0	0	
13. Passenger and vehicle use							
Avg monthly one-way trips	2,688	2,548	596	5,200	1	#Num!	
Total monthly one-way trips	163,942	17,836	16,102	130,002	2	0	
Avg monthly vehicle miles	8,393	29,000	3,535	8,539	33	#Num!	
Total monthly vehicle miles	511,986	203,000	95,440	213,481	65	0	
14. Transportation service area							
Throughout SLO County	11	3	5	3	0	0	
16. Do you limit trips provided?							
Yes	12	3	6	2	1	0	
17. Drivers and management for transport							
Avg full-time drivers	2	6	1	2	0	#Num!	
Total full-time drivers	135	43	34	58	0	0	
Avg part-time drivers	3	8	2	2	0	#Num!	
Total part-time drivers	163	59	57	47	0	0	
Avg volunteer drivers	5	0	9	1	3	#Num!	
Total volunteer drivers	287	3	255	24	5	0	
Avg supervisors/managers	1	2	1	0	0	#Num!	
Total supervisors/managers	53	14	28	11	0	0	
18. Cooperative agreements/arrangements							
Yes	8	1	4	3	0	0	

San Luis Obispo Council of Governments Stakeholder Survey by Legal Type, page 3 N= 61 surveys returned							
	All	Private, for profit	Private, non-profit	Public Agency	Church affiliated	Tribal org	
	61 100%	7 11%	27 44%	26 41%	2 3%	0 0%	
19. Transportation budget							
Avg for vehicle op	\$161,523	\$15,571	\$83,611	\$299,457	\$0	#Num!	
Total for vehicle op	\$9,852,930	\$109,000	\$2,257,505	\$7,486,425	\$0	\$0	
Avg for vehicle rplc cap funds	\$13,426	\$2,857	\$6,959	\$24,444	\$0	#Num!	
Total for vehicle rplc cap funds	\$818,991	\$20,000	\$187,900	\$611,091	\$0	\$0	
Avg for bus passes	\$1,316	\$286	\$304	\$2,802	\$0	#Num!	
Total for bus passes	\$80,248	\$2,000	\$8,200	\$70,048	\$0	\$0	
Avg for taxi vchrs/other sp trans	\$36	\$0	\$7	\$80	\$0	#Num!	
Total for taxi vchrs/other sp trans	\$2,200	\$0	\$200	\$2,000	\$0	\$0	
Avg for other	\$5,279	\$0	\$0	\$12,880	\$0	#Num!	
Total for other	\$322,000	\$0	\$0	\$322,000	\$0	\$0	
20. Funding sources for transportation budget							
COUNTY/LOCAL FUNDING							
General funds	4	0	0	4	0	0	
Other	5	0	3	2	0	0	
STATE FUNDING							
Transportation Development Act	9	0	2	7	0	0	
Education Department	3	0	0	3	0	0	
Department of Dev. Services	1	0	1	0	0	0	
Department of Aging	1	0	1	0	0	0	
Department of Rehabilitation	1	0	0	1	0	0	
Department of Health Services	2	0	1	1	0	0	
Other	2	0	0	2	0	0	
FEDERAL FUNDING							
FTA section 5307/5309	5	0	0	5	0	0	
FTA section 5310 (vehicles)	2	1	1	0	0	0	
FTA section 5311	1	0	0	1	0	0	
Community Dev. Block Grants	1	0	1	0	0	0	
Health and Human Services	1	0	0	1	0	0	
Other	2	0	1	1	0	0	
OTHER FUNDING							
Client/parent fees	3	0	2	1	0	0	
Private donations/grants	10	0	9	0	1	0	
United Way	0	0	0	0	0	0	
Other	9	1	4	4	0	0	
21. Compared to last year, agency trans buget							
Increased	17	2	6	9	0	0	
Decreased	3	0	0	3	0	0	
Stayed the same	10	1	5	3	1	0	
22. Agency plans to cont client trans over next 5 yrs							
Yes	26	2	10	13	1	0	
No	2	1	1	0	0	0	
Unsure	5	1	2	2	0	0	

**San Luis Obispo Council of Governments
General Public Transportation Agencies and Human Services Agencies
N= 61 surveys returned**

	All 61 100%		Private, for profit 7 11%		Private, non profit 27 44%		Public 25 41%		Church Affiliated 2 3%		Tribal Services 0 0%	
4. Primary client population served												
Seniors, able-bodied	24	39%	2	29%	9	33%	12	48%	1	50%	0	0
Persons with physical disabilities	27	44%	3	43%	12	44%	12	48%	0	0%	0	0
Persons with behavioral disabilities	22	36%	3	43%	11	41%	8	32%	0	0%	0	0
Persons with sensory impairments	14	23%	2	29%	5	19%	7	28%	0	0%	0	0
Seniors, frail	21	34%	1	14%	14	52%	6	24%	0	0%	0	0
Persons of low income	39	64%	4	57%	17	63%	18	72%	0	0%	0	0
Other	0	0%	0	0%	0	0%	0	0%	0	0%	0	0
Youth	9	15%	0	0%	3	11%	5	20%	1	50%	0	0
General Public	6	10%	0	0%	1	4%	5	20%	0	0%	0	0

Summary Question 4 by legal type

8/1/2007 12:35:53 PM

APPENDIX B-3

San Luis Obispo Council of Governments Stakeholder Survey by Region N= 61 surveys returned						
	All 61 100%	Central 34 3%	South 12 3%	North 11 3%	North Coast 4 3%	
3. Number of active clients living in SLO Count						
Avg enrolled clients/consumers	1,816	3,185	109	67	119	
Total enrolled clients/consumers	110,802	108,275	1,311	741	475	
Avg daily attendance	281	469	15	94	3	
Total daily attendance	17,169	15,943	175	1,039	12	
Avg daily needing tx assist	41	72	2	4	1	
Total daily needing tx assist	2,527	2,455	27	40	5	
Avg daily in wheelchairs	3	6	0	0	2	
Total daily in wheelchairs	196	188	1	3	6	
not applicable (n)	10	6	2	2	0	
5. Transportation needs most reported						
Getting to work between 8am - 5pm	17 28%	12 35%	1 8%	3 27%	1 25%	
Night or early morning work shifts	16 26%	8 24%	2 17%	5 45%	1 25%	
Weekend and holiday trips	13 21%	7 21%	2 17%	3 27%	1 25%	
Recreational activities or events	17 28%	8 24%	2 17%	4 36%	3 75%	
Visiting family or friends	14 23%	7 21%	2 17%	4 36%	1 25%	
Kids to daycare or school	16 26%	8 24%	1 8%	5 45%	2 50%	
Going to the doctor/medical trips	45 74%	23 68%	9 75%	9 82%	4 100%	
Shopping and morning errands	32 52%	17 50%	5 42%	7 64%	3 75%	
Training, ed classes or prog sites	24 39%	14 41%	7 58%	2 18%	1 25%	
Long distance trips	17 28%	10 29%	3 25%	3 27%	1 25%	
Specific trips not now met	1 2%	0 0%	0 0%	1 9%	0 0%	
6. Transportation service provided by ag						
No transportation	21 34%	12 35%	7 58%	2 18%	0 0%	
Public transit provide to general public	8 13%	4 12%	0 0%	3 27%	1 25%	
Operate transportation	10 16%	5 15%	2 17%	1 9%	2 50%	
Contract; serv prov by another entity	6 10%	3 9%	0 0%	2 18%	1 25%	
Subsidize transportation	12 20%	10 29%	1 8%	1 9%	0 0%	
Arrange for trans by assisting w/info	14 23%	8 24%	3 25%	3 27%	0 0%	
Arrange for vol drivers or private car	9 15%	7 21%	0 0%	0 0%	2 50%	
Other	0 0%	0 0%	0 0%	0 0%	0 0%	
7. Potential coordination areas						
Joint use/pooling/sharing vehicles	7 11%	3 9%	3 25%	1 9%	0 0%	
Coordinated service operations	17 28%	10 29%	1 8%	5 45%	1 25%	
Coordinated veh and cap purchases	9 15%	3 9%	2 17%	3 27%	1 25%	
Shared fueling facilities	2 3%	1 3%	0 0%	0 0%	1 25%	
Shared maintenance facilities	9 15%	7 21%	1 8%	0 0%	1 25%	
Joint purchase of supplies or equipment	4 7%	1 3%	1 8%	0 0%	2 50%	
Joint purchase of insurance	2 3%	2 6%	0 0%	0 0%	0 0%	
Coordinated trip scheduling/dispatch	17 28%	7 21%	3 25%	5 45%	2 50%	
Coordinated driver training/retraining	7 11%	4 12%	0 0%	2 18%	1 25%	
Contract out for service (no dir op)	9 15%	6 18%	1 8%	2 18%	0 0%	
Contract to prov trans to oth ags	3 5%	1 3%	2 17%	0 0%	0 0%	
Pooling \$ to better coord service	6 10%	2 6%	3 25%	1 9%	0 0%	
Not interested at this time	11 18%	6 18%	3 25%	1 9%	1 25%	
Other	1 2%	0 0%	0 0%	1 9%	0 0%	

Summary by Region P1

8/1/2007 12:37:11 PM

San Luis Obispo Council of Governments Stakeholder Survey by Region, page 2 N= 61 surveys returned										
	All		Central		South		North		North Coast	
	61	100%	7	3%	27	3%	25	3%	2	3%
	avg/%		avg/%		avg/%		avg/%		avg/%	
9. Tot # vehicles for client transportation	311	5	113	16	72	3	124	5	2	1
10. Tot # vehicles used for operating trans daily	273	4	111	16	64	2	98	4	0	0
11. Number and passenger capacity of vehicles up to 9 passengers	56	1	18	3	23	1	15	1	0	0
10-14 passengers	31	1	2	0	28	1	1	0	0	0
15-24 passengers	67	1	0	0	20	1	46	2	1	1
25+ passengers	107	2	37	5	0	0	69	3	1	1
wheelchair lift-equipped	100	2	21	3	3	0	76	3	0	0
Total number of vehicles classified:	261	156	57	8	71	2	131	2	2	29
12. How many vehicles need to be replaced?										
Now	10	0	0	0	6	0	4	0	0	0
Within one year	35	1	11	2	7	0	17	1	0	0
Within the next two years	36	1	2	0	11	0	23	1	0	0
13. Passenger and vehicle use										
Avg monthly one-way trips	2,688		2,548		596		5,200		1	
Total monthly one-way trips	163,942		17,836		16,102		130,002		2	
Avg monthly vehicle miles	8,393		29,000		3,535		6,539		33	
Total monthly vehicle miles	511,986		203,000		95,440		213,481		65	
14. Transportation service area										
Throughout SLO County	11	0	3	0	5	0	3	0	0	0
16. Do you limit trips provided?										
Yes	12	0	3	0	6	0	2	0	1	1
17. Drivers and management for transport										
Avg full-time drivers	2		6		1		2		0	
Total full-time drivers	135		43		34		58		0	
Avg part-time drivers	3		8		2		2		0	
Total part-time drivers	163		59		57		47		0	
Avg volunteer drivers	5		0		9		1		3	
Total volunteer drivers	287		3		255		24		5	
Avg supervisors/managers	1		2		1		0		0	
Total supervisors/managers	53		14		26		11		0	
18. Cooperative agreements/arrangements										
Yes	8	0	1	0	4	0	3	0	0	0

Summary by Region P2

8/1/2007 12:38:11 PM

San Luis Obispo Council of Governments Stakeholder Survey by Region, page 3 N= 61 surveys returned										
	All 61	100%	Central 7	3%	South 27	3%	North 25	3%	North Coast 2	3%
	avg/%		avg/%		avg/%		avg/%		avg/%	
19. Transportation budget										
Avg for vehicle op	\$161,523		\$15,571		\$83,611		\$299,457		\$0	
Total for vehicle op	\$9,852,930		\$109,000		\$2,257,505		\$7,486,425		\$0	
Avg for vehicle rplc cap funds	\$13,426		\$2,857		\$6,959		\$24,444		\$0	
Total for vehicle rplc cap funds	\$618,991		\$20,000		\$187,900		\$611,091		\$0	
Avg for bus passes	\$1,316		\$286		\$304		\$2,802		\$0	
Total for bus passes	\$80,248		\$2,000		\$8,200		\$70,048		\$0	
Avg for taxi vohrs/other sp trans	\$36		\$0		\$7		\$80		\$0	
Total for taxi vohrs/other sp trans	\$2,200		\$0		\$200		\$2,000		\$0	
Avg for other	\$5,279		\$0		\$0		\$12,880		\$0	
Total for other	\$322,000		\$0		\$0		\$322,000		\$0	
20. Funding sources for transportation budget										
COUNTY/LOCAL FUNDING										
General funds	4	7%	0	0%	0	0%	4	16%	0	0%
Other	5	8%	0	0%	3	11%	2	8%	0	0%
STATE FUNDING										
Transportation Development Act	9	15%	0	0%	2	7%	7	28%	0	0%
Education Department	3	5%	0	0%	0	0%	3	12%	0	0%
Department of Dev. Services	1	2%	0	0%	1	4%	0	0%	0	0%
Department of Aging	1	2%	0	0%	1	4%	0	0%	0	0%
Department of Rehabilitation	1	2%	0	0%	0	0%	1	4%	0	0%
Department of Health Services	2	3%	0	0%	1	4%	1	4%	0	0%
Other	2	3%	0	0%	0	0%	2	8%	0	0%
FEDERAL FUNDING										
FTA section 5307/5309	5	8%	0	0%	0	0%	5	20%	0	0%
FTA section 5310 (vehicles)	2	3%	1	14%	1	4%	0	0%	0	0%
FTA section 5311	1	2%	0	0%	0	0%	1	4%	0	0%
Community Dev. Block Grants	1	2%	0	0%	1	4%	0	0%	0	0%
Health and Human Services	1	2%	0	0%	0	0%	1	4%	0	0%
Other	2	3%	0	0%	1	4%	1	4%	0	0%
OTHER FUNDING										
Client/parent fees	3	5%	0	0%	2	7%	1	4%	0	0%
Private donations/grants	10	16%	0	0%	9	33%	0	0%	1	50%
United Way	0	0%	0	0%	0	0%	0	0%	0	0%
Other	9	15%	1	14%	4	15%	4	16%	0	0%
21. Compared to last year, agency trans buget										
Increased	17	28%	2	29%	6	22%	9	36%	0	0%
Decreased	3	5%	0	0%	0	0%	3	12%	0	0%
Stayed the same	10	28%	1	14%	5	19%	3	12%	1	50%
22. Agency plans to cont trans over next 5 yrs										
Yes	26	43%	2	29%	10	37%	13	52%	1	50%
No	2	3%	1	14%	1	4%	0	0%	0	0%
Unsure	5	8%	1	14%	2	7%	2	8%	0	0%

Summary by Region P3

8/1/2007 12:50:25 PM

APPENDIX B-4

San Luis Obispo Council of Governments General Public Transportation Agencies and Human Services Agencies N= 57 surveys returned						
	All 57	100%	General Public 10	4%	Human Services 47	4%
4. Primary client population served						
General Public						
Youth						
Seniors, able-bodied	24	42%	8	80%	16	34%
Persons with physical disabilities	26	46%	4	40%	22	47%
Persons with behavioral disabilities	21	37%	3	30%	18	38%
Persons with sensory impairments	14	25%	3	30%	11	23%
Seniors, frail	21	37%	2	20%	19	40%
Persons of low income	38	67%	8	80%	30	64%
Other	0	0%	0	0%	0	0%
5. Transportation needs most reported						
Getting to work between 8am - 5pm	17	30%	6	60%	11	23%
Night or early morning work shifts	15	26%	5	50%	10	21%
Weekend and holiday trips	11	19%	3	30%	8	17%
Recreational activities or events	15	26%	5	50%	10	21%
Visiting family or friends	12	21%	4	40%	8	17%
Kids to daycare or school	14	25%	7	70%	7	15%
Going to the doctor/medical trips	43	75%	9	90%	34	72%
Shopping and morning errands	31	54%	7	70%	24	51%
Training, ed classes or prog sites	23	40%	3	30%	20	43%
Long distance trips	14	25%	0	0%	14	30%
Specific trips not now met	1	2%	1	10%	0	0%
6. Transportation service provided by ag						
No transportation	21	37%	1	10%	20	43%
Public transit provide to general public	8	14%	8	80%	0	0%
Operate transportation	7	12%	2	20%	5	11%
Contract; serv prov by another entity	5	9%	3	30%	2	4%
Subsidize transportation	12	21%	0	0%	12	26%
Arrange for trans by assisting w/info	14	25%	0	0%	14	30%
Arrange for vol drivers or private car	8	14%	0	0%	8	17%
Other	0	0%	0	0%	0	0%
7. Potential coordination areas						
Joint use/pooling/sharing vehicles	7	12%	1	10%	6	13%
Coordinated service operations	16	28%	6	60%	10	21%
Coordinated veh and cap purchases	9	16%	3	30%	6	13%
Shared fueling facilities	1	2%	0	0%	1	2%
Shared maintenance facilities	7	12%	2	20%	5	11%
Joint purchase of supplies or equipment	4	7%	1	10%	3	6%
Joint purchase of insurance	2	4%	0	0%	2	4%
Coordinated trip scheduling/dispatch	17	30%	5	50%	12	26%
Coordinated driver training/retraining	6	11%	4	40%	2	4%
Contract out for service (no dir op)	9	16%	3	30%	6	13%
Contract to prov trans to oth ags	2	4%	0	0%	2	4%
Pooling \$ to better coord service	6	11%	0	0%	6	13%
Not interested at this time	11	19%	0	0%	11	23%
Other	1	2%	0	0%	1	2%

Summary by GP/HS

8/1/2007 12:52:57 PM

APPENDIX B-5

**San Luis Obispo Council of Governments
Transportation Providers, Service by General Public Agencies and Human Services Agencies
N= 31 surveys returned**

	All 31 100%	General Public 9 6%	Human Services 22 6%
3. Number of active clients living in SLO Count			
Avg enrolled clients/consumers	1,486	413	1,924
Total enrolled clients/consumers	46,051	3,720	42,331
Avg daily attendance	167	289	117
Total daily attendance	5,170	2,601	2,569
Avg daily needing tx assist	9	0	13
Total daily needing tx assist	292	0	292
Avg daily in wheelchairs	3	3	4
Total daily in wheelchairs	103	25	78
not applicable (n)	5	2	3
5. Transportation needs most reported			
Getting to work between 8am - 5pm	13 42%	5 56%	8 36%
Night or early morning work shifts	11 35%	4 44%	7 32%
Weekend and holiday trips	7 23%	2 22%	5 23%
Recreational activities or events	10 32%	4 44%	6 27%
Visiting family or friends	7 23%	3 33%	4 18%
Kids to daycare or school	11 35%	6 67%	5 23%
Going to the doctor/medical trips	26 84%	8 89%	18 82%
Shopping and morning errands	18 58%	6 67%	12 55%
Training, ed classes or prog sites	14 45%	3 33%	11 50%
Long distance trips	8 26%	0 0%	8 36%
Specific trips not now met	1 3%	1 11%	0 0%
6. Transportation service provided by ag			
No transportation	1 3%	0 0%	1 5%
Public transit provide to general public	8 26%	8 89%	0 0%
Operate transportation	7 23%	2 22%	5 23%
Contract, serv prov by another entity	5 16%	3 33%	2 9%
Subsidize transportation	12 39%	0 0%	12 55%
Arrange for trans by assisting w/info	6 19%	0 0%	6 27%
Arrange for vol drivers or private car	8 26%	0 0%	8 36%
Other	0 0%	0 0%	0 0%
7. Potential coordination areas			
Joint use/pooling/sharing vehicles	2 6%	0 0%	2 9%
Coordinated service operations	9 29%	5 56%	4 18%
Coordinated veh and cap purchases	7 23%	3 33%	4 18%
Shared fueling facilities	0 0%	0 0%	0 0%
Shared maintenance facilities	6 19%	2 22%	4 18%
Joint purchase of supplies or equipment	3 10%	1 11%	2 9%
Joint purchase of insurance	1 3%	0 0%	1 5%
Coordinated trip scheduling/dispatch	11 35%	5 56%	6 27%
Coordinated driver training/retraining	6 19%	4 44%	2 9%
Contract out for service (no dir op)	6 19%	3 33%	3 14%
Contract to prov trans to oth ags	1 3%	0 0%	1 5%
Pooling \$ to better coord service	3 10%	0 0%	3 14%
Not interested at this time	2 6%	0 0%	2 9%
Other	0 0%	0 0%	0 0%

Summary by GP/HS P1

8/1/2007 12:53:59 PM

San Luis Obispo Council of Governments
Transportation Providers, Service by General Public Agencies and Human Services Agencies, p2
N= 31 surveys returned

	All 31 100% avg%	General Public 9 6% avg%	Human Services 22 6% avg%
9. Tot # vehicles for client transportation	226 7	111 12	115 5
10. Tot # vehicles used for operating trans daily	183 6	84 9	99 5
11. Number and passenger capacity of vehicles up to 9 passengers			
10-14 passengers	41 1	0 0	41 2
15-24 passengers	29 1	25 3	4 0
25+ passengers	59 2	47 5	12 1
wheelchair lift-equipped	37 1	36 4	1 0
Total number of vehicles classified:	65 2	62 7	3 0
12. How many vehicles need to be replaced?			
Now	166 5	108 12	58 5
Within one year	9 0	6 1	3 0
Within the next two years	20 1	13 1	7 0
13. Passenger and vehicle use			
Avg monthly one-way trips	34 1	21 2	13 1
Total monthly one-way trips	2,373	7,258	374
Avg monthly vehicle miles	73,552	65,326	8,226
Total monthly vehicle miles	8,547	26,388	1,248
14. Transportation service area			
Throughout SLO County	264,943	237,488	27,455
16. Do you limit trips provided?			
Yes	10 32%	2 22%	8 36%
17. Drivers and management for transport			
Avg full-time drivers	3	10	1
Total full-time drivers	104	89	15
Avg part-time drivers	3	2	3
Total part-time drivers	82	22	60
Avg volunteer drivers	9	0	13
Total volunteer drivers	286	0	286
Avg supervisors/managers	1	2	1
Total supervisors/managers	37	21	16
18. Cooperative agreements/arrangements			
Yes	7 23%	3 33%	4 18%

Summary by GP/HS P2

8/1/2007 12:54:34 PM

San Luis Obispo Council of Governments
Transportation Providers, Service by General Public Agencies and Human Services Agencies, p3
N= 31 surveys returned

	All 31 100% avg/%	General Public 9 6% avg/%	Human Services 22 6% avg/%
19. Transportation budget			
Avg for vehicle op	\$272,191	\$910,714	\$10,978
Total for vehicle op	\$8,437,930	\$8,195,425	\$241,505
Avg for vehicle rplc cap fund	\$25,519	\$85,232	\$1,091
Total for vehicle rplc cap fund	\$791,091	\$767,091	\$24,000
Avg for bus passes	\$2,589	\$2,522	\$2,616
Total for bus passes	\$80,248	\$22,700	\$57,548
Avg for taxi vchrs/other sp trar	\$71	\$0	\$100
Total for taxi taxi vchrs/other sp trar	\$2,200	\$0	\$2,200
Total for administration	\$901,446	\$897,121	\$4,325
Total for mileage	\$126,546	\$0	\$126,546
Avg for other	\$10,387	\$0	\$14,636
Total for other	\$322,000	\$0	\$322,000
20. Funding sources for transportation budget			
COUNTY/LOCAL FUNDING			
General funds	2 6%	1 11%	1 5%
Other	5 16%	3 33%	2 9%
STATE FUNDING			
Transportation Development Ac	9 29%	8 89%	1 5%
Education Department	1 3%	0 0%	1 5%
Department of Dev. Services	1 3%	0 0%	1 5%
Department of Aging	1 3%	0 0%	1 5%
Department of Rehabilitation	1 3%	0 0%	1 5%
Department of Health Services	2 6%	1 11%	1 5%
Other	2 6%	1 11%	1 5%
FEDERAL FUNDING			
FTA section 5307/5308	5 16%	5 56%	0 0%
FTA section 5310 (vehicles)	2 6%	1 11%	1 5%
FTA section 5311	1 3%	1 11%	0 0%
Community Dev. Block Grant	1 3%	0 0%	1 5%
Health and Human Services	1 3%	0 0%	1 5%
Other	2 6%	1 11%	1 5%
OTHER FUNDING			
Client/parent fee	2 6%	1 11%	1 5%
Private donations/grants	8 26%	1 11%	7 32%
United Way	0 0%	0 0%	0 0%
Other	8 26%	4 44%	4 18%
21. Compared to last year, agency trans budge			
Increased	14 45%	6 67%	8 36%
Decreased	3 10%	1 11%	2 9%
Stayed the same	7 45%	1 11%	6 27%
22. Agency plans to cont trans over next 5 yr			
Yes	22 71%	8 89%	14 64%
No	1 3%	0 0%	1 5%
Unsure	4 13%	0 0%	4 18%

Summary by GP/HS P3

8/1/2007 12:55:15 PM

APPENDIX C-1

San Luis Obispo Public Meeting Participants, January and March 2007

Fname	Lname	Agency	Telephone	Email
<u>SLO TRANSIT OPERATORS</u>				
Lisa	Quinn	SLO Regional Rideshare	(805) 781-4462	lquinn@rideshare.org
Jason	Gillespie	RTA (SCAT)	(805) 781-4467	igillespie@slorta.org
David	Lilly	RTA	(805) 781-4465	dlilly@slorta.org
Jody	Dauth	Paso Robles	(805) 237-3999	jdauth@prcity.com
Peter	Rodgers	SLOCOG	(805) 781-5712	prodgers@slocog.org
Sabrina	Haggie	SLO Transit	(805) 781-7531	shaggie@slocity.org
Mark	Shaffer	Ride-On	(805) 541-8751	shafmt@aol.com
Eliane	Guillot	SLOCOG	(805) 781-5711	equillot@slocog.org
Janeen	Burlingame	City of Morro Bay	(805) 772-6263	jburlingame@morro-bay.ca.us
Judith	Norman	JNTC	(310) 608-2005	bossclay@ca.rr.com
Heather	Menninger-Mayeda	A-M-M-A	(909) 621-3101	menninger@earthlink.net
<u>GROVER BEACH MEETING</u>				
Denise	Gello	San Luis Coastal U.S.D.	(805) 596-4111	dgello@slcusd.org
Dan	Woodson	South County Advisory Council	(805) 929-3966	william_woodson@nolmak.com
Zak	Viker	Silverado Stages	(805) 545-8400	zviker@silveradostages.com
Vera	Wallen	Cayucos Senior Center	(805) 995-3334	jwallen@charter.net
Joan	Hoffman	Cayucos Senior Center	(805) 995-2188	joanhoffman@aol.com
Larry	Feldt	EOC Homeless Services	(805) 473-8210	lfeldt@eocslo.org
Ramiro	Cardenas	Dept. Social Services-Participant Services	(805) 781-1611	rcardenas@co.slo.ca.us
Karen	Floyd	Dept. Social Services-Participant Services	(805) 541-6351	kfloyd@co.slo.ca.us
Peggy	Fowler	EOC Homeless Services	(805) 473-8210	pfowler@eocslo.org
Joel	Cousser	Citizens' Transportation Advisory Committee (CTAC)	(805) 474-8575	
Audra	Henson	National MS Society	(805) 682-8783	audra.henson@cal.nmss.org
Fred	Strong	City of Paso Robles	(805) 238-5400	fstrong@prcity.com
<u>PASO ROBLES MEETING 3/8/2007</u>				
Belinda	Benassi	DSS-Morro Bay	(805) 772-6490	bbenassi@co.slo.ca.us
Juliet	Chester	Silver Lining		jchester@tcsn.net
Cliff	Smith	SLO County-Board Supervisor's aide	(805) 781-4491	csmith@co.slo.ca.us
Maria	Schlosser	Social Security Administration	(805) 544-5251	maria.c.schlosser@ssa.gov
Jody	Smith	EOC		jsmith@eocslo.org
Annette	Estrada	NCI/AHI	(805) 459-6746	aestrada@nciaffiliates.org
Anna	Bliss	DSS	(805) 237-3142	abliss@co.slo.ca.us
Cindy	Utter	Caltrans-District 5	(805) 549-3648	cindy-utter@dot.ca.gov
Marilu	Gomez	Paso Robles Public Schools	(805) 237-3470	mgomez@king.prps.k12.ca.us
Ronnie	Navarez	EOC Homeless Services	(805) 466-5795	rnavarez@eocslo.org
Stacy	Lough	No. County EOC case management	(805) 466-5795	slough@eocslo.org
Bert	Olmos	Coast Healthy	(805) 927-5043	bertolmos@hotmail.com
Christina	Hatch	PRPD	(805) 237-4086	chatch@prcity.com

-

San Luis Obispo Public Meeting Participants April 13, 2007

Fname	Lname	Agency	Telephone	Email
<u>SLO LIBRARY</u>				
Carol	Schmidt	Senior Peer Counseling	(805) 547-7025 xt 15	seniorpeer@arrival.net
Eliane	Guillot	SLOCOG	(805) 781-5711	equillot@slocog.org
Kathleen	Bellefontaine	AAA Council - COA Senior Home Care	(805) 235-5779	kbellefont@charter.net
Alice	Loh	California Senior Assembly Woman - AAA Advisory Council	(805) 543-9055	aloh@calpoly.edu
<u>DSS SAN LUIS OBISPO</u>				
Glenna	Petrush	DSS Paso Robles	(805) 237-3143	gpetrush@co.slo.ca.us
David	Draggoo	ERS San Luis Obispo	(805) 781-1627	ddraggoo@co.slo.ca.us
Christina	Chow	Program Manager Staff Development	(805) 781-1897	cchow@co.slo.ca.us
Sherry	Seehof	DSS Arroyo Grande	(805) 474-2133	sseehoff@co.slo.ca.us
Rose	Cochran	DSS Arroyo Grande	(805) 474-2130	rocochran@co.slo.ca.us
Lisa	Rivera	DSS Atascadero	(805) 461-6010	lrivera@co.slo.ca.us
Jennifer	Bierman	DSS Atascadero	(805) 461-6009	jbierman@co.slo.ca.us
Eliane	Guillot	SLOCOG San Luis Obispo	(805) 781-5711	equillot@slocog.org
Lee	Gulliver	Manager SLO, Adult Services	(805) 781-1715	lgulliver@co.slo.ca.us
Donna	Clipperton	DSS Morro Bay	(805) 772-6348	dclipperton@co.slo.ca.us
Sharron	Simmons	DSS Morro Bay-Staff Development	(805) 772-6492	ssimmons@co.slo.ca.us
<u>ECONOMIC OPPORTUNITY COMMISSION OF SAN LUIS OBISPO</u>				
Amanda	Garcia	Case Manager	(805) 458-9112	agarcia@eocslo.org
Stacy	Lough	Case Manager	(805) 458-9113	slough@eocslo.org
Ronnie	Nevarez	No. County Case Management	(805) 466-5795	rnevarez@eocslo.org
Peggy	Fowler	So. County Case Management	(805) 541-6351	pfowler@eocslo.org
Judy	Brummel	ITS/EHS Program Director	(805) 544-4355 Xt 222	jbrummel@eocslo.org
Robben	Romano	Planning Specialist	805-544-4355	romano@eocslo.org

San Luis Obispo Public Meeting Participants May 22, 2007

Fname	Lname	Agency	Telephone	Email
<u>SLO LIBRARY</u>				
Vera	Wallen	Cayucos Senior Center	(805) 995-3334	jvwallen@charter.net
Denise	Martinez	Independent Living Resource Center	(805) 593-0667	dmartinez@iirc-trico.org
Anna	Lady	Ride-On Transportation	(805) 541-8747	anna@ride-on.org
GlennaDeane	Dovey	SSTAC	(805) 544-2076	gddvfi@kcbx.net
Mary	Miller	EOC/HealthCare Access Program	(805) 441-0616	mmiller2@eocslo.org
Dan	Woodson	Nipomo CAC	(805) 929-3966	william_woodson@hotmail.com
Donna	Clipperton	SLO County IHSS	(805) 772-6348	dclipperton@co.slo.ca.us
Susan	Fuller	DSS	(805) 781-1833	sfuller@co.slo.ca.us
Dana	Vicars	SLO YMCA	(805) 543-8235	dvicars@sloymca.org
Lisa	Quinn	SLO Regional Rideshare	(805) 781-4462	lquinn@rideshare.org
Annette	Estrada	AHI/NCI	(805) 238-6630 xt 28	aestrada@nciaffiliates.org
Susan	Rains	Cal Poly	(805) 756-6680	srains@calpoly.edu
Annette	Montoya	People's Self Help	(805) 781-3088	annettem@pshhc.org
Sue	Reese	Low Vision Council	(805)-528-5298	soulgarden@earthlink.net
Robben	Romano	EOC	(805) 544-4355 xt492	rromano@eocslo.org
Peter	Rodgers	SLOCOG	(805) 781-5712	prodgers@slocog.org
Ramiro	Cardenas	DSS	(805) 781-1611	rcardenas@slo.co.org
Juliet	Chester	Silver Lining	(805) 712-4284	jchester@tcsn.net
Kathleen	Bellafontaine	AAA	(805) 235-5775	kbellefont@charter.net
Tim	Gillham	SLOCOG	(805) 781-1520	tgillham@slocog.org
Dawn	Williams	LWV	(805) 545-8412	slodawn1@att.net
Thomas	Athanasion	Central Coast Low Vision Council	(805) 783-2007	n/a

APPENDIX C-2

COMPILED SAN LUIS OBISPO REGION PUBLIC OUTREACH SUMMARIES FOR COORDINATED HUMAN SERVICES-PUBLIC TRANSPORTATION PLAN

Meetings summarized include:

January (Jan 11-12)

NCI (formerly North County Industries), Paso Robles
San Luis Obispo County Dept. of Social Services
California Council of the Blind, Central Coast Chapter
Low Vision Council, City of San Luis Obispo
Independent Living Resource Center
Tri-Counties Regional Center
Ride-On Transportation
Senior Peer Counseling-Senior Mobility Advocate

March

SLO Region Public Transit Operators
SLOCOG Executive Staff
Grover Beach Public Meeting, March 7, 2007
Paso Robles Public Meeting, March 8, 2007

April and May

Economic Opportunity Commission
San Luis Obispo County Department of Social Services
Seniors Focus Group, San Luis Obispo City-County Library, April 13, 2007
San Luis Obispo Region Community Meeting -- Project Development Workshop, May 22, 2007

Note: Sign-in sheets precede the summaries of key points covered at the above meetings.

INTERVIEW AND MEETING SUMMARIES

NCI (formerly North County Industries) Interview at SLOCOG offices

Agency site at 14th and Pine (consumer site address) in Paso Robles

January 12, 2007

Annette Estrada

Amy Hicks, Senior Client Service Coordinator

This is a workshop/ supported employment, program providing work training experience to adults with developmental disabilities. Day time programming and work experience is provided between, some on-site at the 14th and Pine address and some out in the field at sites at a variety of locations. The agency caseload at the time of the interview was 146 persons, all clients of Tri Counties Regional Center. Funding for programs comes from Tri Counties and from the California Dept. of Rehabilitation and Department of Developmental Services.

Transportation Services Provided

The agency directly provides transportation with a fleet of approximately 15 vehicles. The agency transportation budget is about \$100,000 annually. Operating expenses are not directly reimbursed by the primary funding sources (Regional Center and State Dept. of Rehab).

Vehicles: Several have been purchased with 5310 funding (about 4) but most have been obtained through a variety of other funding sources including the Department of Rehabilitation and private donations. At present, all vehicles are used daily and the agency has no spare vehicle. Only some vehicles are lift-equipped.

Maintenance is done by local dealers and independent garages. There are two to three of these that NCI regularly uses and conducts maintenance activities around the vehicle down-times.

Agency experience with the 5310 program has been very unsatisfactory, specifically a long lead time to procure the vehicles and extensive maintenance requirements for most of the 5310-funded vehicles. Caltrans recently released one 5310 vehicle, given the vehicle's excessive maintenance requirements – this vehicle had recently received a new transmission and other major work with about 160,000 miles. But Caltrans was in agreement that its maintenance had become excessive.

Service Provided: Transportation provided by the agency is only for trips to and from the program or to and from the work sites in the field. The agency transportation budget was reduced by half, from \$200,000 to approximately \$100,000 in 2003 when the Tri-Counties Regional Center reduced its funding base to the agency. Prior to that, NCI had provided door-to-door transportation for a significant number of consumers. After this cutback, a system of "designated pick-up locations" was instituted to reduce vehicle miles traveled and driving time. Under this "designated pick-up location" system, there are two pick-up areas – one in Atascadero and one in Paso Robles. Consumers have to get themselves to these central locations, either by walking or some other means. They are picked up in the morning and dropped off at these places.

Drivers: Drivers are agency-staff with other responsibilities. The pull-notice program to monitor driving records is maintained by human resources. Training for drivers is not extensive,

relying heavily upon other general personnel training activities. There is some interest in expanded driver training resources.

Transportation Resources to NCI Consumers:

Of the current 146 consumers on the agency caseload, the breakdown for transportation to and from the facility is approximately as follows:

80	In residential programming, transported by NCI during the day only
35	Work services program, paid for by TCRC and transported by Ride-On
25	Arriving on public fixed-route transit (independent placement)
16	Paid by exception by Tri Counties and transported by Ride-On
12	Transportation by NCI, through designated pick-up locations (agency no longer provides door to door services)
4	Transported by family
2	Transported by Paso Robles Dial-a-Ride

About 10% of the transportation to and from the facility at the beginning and end of the programming day is provided by NCI. Almost 100% of the transportation during the day, to work sites away from the facility, is provided by NCI.

Barriers to Transportation

- Reimbursement for transportation operations is a continuing challenge.
- Paso Robles dial-a-ride is at capacity by school trips at morning and afternoon travel times when eligible NCI consumers might otherwise use the service.
- Fleet maintenance issues with the Section 5310 vehicle have made this an undesirable source for vehicle replacement. It is staff understanding that the manufacture of the chassis is inadequate to the load the vehicles are expected to carry. Staff doesn't plan apply for further 5310 grants, despite the need for replacement vehicles.
- Distances to the rural, outlying communities (Shandon, Jardine and Bradley in South Monterey County) make service costly (fuel and vehicle wear-and-tear).
- Transfers between vehicles are difficult for NCI consumers, specifically the Dry Creek run (note: this was replaced by the North County Shuttle thru service to the North Cuesta campus).
- Job opportunities where clients live are not always realistic options
- Services across county line to work sites in Bradley

Project Possibilities

Driver training

Mobility training

Capital – spare vehicle, replacement vehicles (two currently over 200,000 miles),

Fleet sharing with Ride-On

Contract for maintenance with Ride-On

San Luis Obispo County Dept. of Social Services Interview at SLOCOG Offices
January 12, 2007

Mark Hass, Regional Manager North County
Elise Roberts, Regional Manager South County

This agency provides a variety of public social services to a caseload of 16,431 clients in November 2006. Primary programs administered include: child welfare and child protective services, income maintenance – Medi Cal, job training -- Cal Works, food stamps, In-home Supportive Services. Three populations are served: 1) Children and families; 2) Adults; and 3) Seniors.

The County is divided into several regions: North (including the small communities of California Valley, San Miguel, and Shandon); Coast (Morro Bay, Cambria) and South (Five Cities plus Nipomo, Arroyo Grande rural and Nipomo Mesa)

The mission of the agency is to promote child safety, well-being, permanency and self-sufficiency. Transportation issues relate to most of those directives.

Transportation Provided

A range of transportation programs exist that include mileage reimbursement, car loaner programs, purchasing bus passes to provide free or discounted trips to consumers. Specifics on services will have to be obtained by agency personnel.

Federal Mandate Related to Transportation

States are required by Federal directives to continue to reduce the welfare levels of funding. Specifically, states are required to increase by 50% the number of cases (individuals and families) that are “participating” in the full range of programs and therefore moving off of the welfare rolls. Participation usually means job training and related activities. Currently, San Luis Obispo County is at a 25% participation rate and it must see this doubled. The baseline against which this is counted was recently changed, previously having used a caseload number from 1995. The implications of this change make it more difficult to show progress in the direction the Federal government is requiring. States risk sanctions if they cannot, on average, show a 50% caseload participation level. There is some possibility that counties that achieve or exceed the 50% participation levels may receive some kind of incentive or bonus payment from the state.

Transportation Barriers and Trends/ Implications

- The main issue is that consumers usually do not live where the jobs exist. This is particularly true for the small rural communities in the northeastern part of the county. Transportation to jobs is critical but most consumers do not have access to a functioning car.
- There is just a single One-Stop location, at Creekside Career Center (Tank Farm Road and Broad Street) in South San Luis Obispo, where consumers can come and meet with a wide range of services’ representatives. There is no One-Stop location in South County with the consequence that agency consumers living in South County must be transported to Creekside in South San Luis Obispo (not a direct trip via existing transit).

- In North County, Paso Robles area, there is a very large migrant population. Very low-income populations in Creston, Shandon, California Valley and San Miguel have a 25 to 40 mile trip to reach Paso Robles or Atascadero and much further to reach services into San Luis Obispo.
- South County trips are often across the county line, between South San Luis Obispo and North Santa Barbara Counties. Travel distances to those destinations are often shorter than to the City of San Luis Obispo.
- Ride-On high fares are extremely difficult for low-income people.
- There is confusion about how to use Ride-On, as to who is eligible and how to request a trip and which telephone number to call.
- The Social Services Transportation Advisory Council (SSTAC) membership needs to include more social service representation; some restructuring of membership could help to promote coordination with human services organizations.

Project Prioritization

- The SLO region DSS mission is to promote: 1. Well-being; 2. Permanency; and 3. Self-sufficiency. Projects that support and promote these mission elements are important.

Project Possibilities

- Pilots that address the small, rural communities such as shuttles, although this may be difficult given the low density of people and the dispersed pattern of potential job sites.
- Bus passes buy-down options, such as with Ride-On or other local providers.
- Mechanisms to advise caseworkers of changes in transportation services, maybe by email notification.
- Participation by DSS on the SSTAC to learn more about transportation systems, to be able to advise DPSS caseworkers and to participate in addressing unmet needs.

Consumer Focus Group Interview at SLOCOG Offices
January 12, 2007

California Council of the Blind, Central Coast Chapter
Low Vision Council, City of San Luis Obispo
Michelle Mason and Tomas Athanasion
Independent Living Resource Center (ILRC)
Denise Martinez, Peer Support Advocate

Individuals are all public transit users and had comments specific to the public transit services in San Luis Obispo.

Issues:

- Span of service – earlier morning service, particularly on Route #3
- Concerns about non-ADA compliant features of public transit in SLO
- Not enough evening service in the City of San Luis Obispo
- No regional transit coverage along State Routes 41, 46 and 227.
- Services stopped or decreased in frequency in San Luis Obispo for holidays and summer to match Cal Poly academic year; this makes it very difficult for community riders who work at Cal Poly and must go whether or not school is in session. No notice about schedule changes; just out at stop and waiting for a bus that either doesn't come or comes much later.
- Make regional services more comparable to local services
-

Project Possibilities

- Joint effort between Low Vision Council and ILRC to generate more legible transit maps/timetables for their members (similar to on going project to convert the Hot Line directory into Braille)
- Needs assessment for other types of disabilities-such as deaf or hard of hearing individuals
- Sensitivity training of drivers to the needs of low vision customers
- Stop annunciators where not already provided (example-regional RTA)
- Increase late evening travel options (model from Santa Cruz MTD)

Ride-On Interview at Ride-On offices
January 11, 2007

Mark Shaffer, Executive Director
Heather Menninger-Mayeda, A-M-M-A

Issues Around Current Services

- Ride-On services can be cost prohibitive for some users.
- Mesa Shuttle – west of Nipomo; no public transit. Very rural areas. Few ride requests; services provided on Ride-On are billed based upon costs. Can be very expensive to the funding agency.
- Nipomo Dial-a-Ride connections with RTA are taken into account (impact on scheduling).
- For Five Cities Senior Shuttle – serving three days per week; reimbursed based upon use (marginal costs); must be able to make farebox recovery ratio.
- Templeton/ Paso Robles – starting services with plan to put resources into marketing.
- North Coast Senior Shuttle – demand very limited, no marketing activities; one day a week historically; competition with two established volunteer senior vans in northernmost areas (Cayucos and Cambria)
- Mesa to Arroyo Grande – need to schedule in a run, particularly for seniors.
- Seniors who are not ADA and can't use Runabout need some service; further Runabout can only serve the ¾ mile corridor around RTA services. Seniors can't necessarily afford Ride-On's full fare structure.
- Exploring how dial-a-ride can be used as a feeder to fixed route; importance of coordinating schedules.
- Shandon to Paso Robles is now \$2 each way; Shandon to SLO service not provided except for seniors, recently lowered to \$2.00 each way; too expensive for most low income users.
- Ride-On trips are not subsidized to airport (\$26 one way from parts of SLO City to regional airport).

Information issues and potential improvements

- Lisa Quinn (RTA) – Regional Rideshare program building a centralized resource that will provide information about vanpool, bus options – offer choices to consumers.
- Ride-On Interested in carpooling for seniors and ways of developing that; also mileage-based reimbursement mechanisms. (new project in Paso Robles)

CTSA Role/ Project Possibilities

- Supporting agencies [social service agencies] to a modest extent. May be ways to expand this role. Important around training.
- Need for agricultural workers' transport – potential for grants but difficulty of accessing populations to identify needs.
- Dial-a-Ride can be an effective feeder to intercity fixed route services—already implemented in Nipomo area with coordination of daytime schedules. Existing Dial-a-Ride trips include about 25% that feed the fixed route service.
- Job training grants a possibility; job training for drivers.

SLOCOG Meeting with Public Transit Operators
March 6, 2007, San Luis Obispo County Government Center

Lisa Quinn, SLO Regional Rideshare
Jason Gillespie, RTA
David L. Lilly, RTA
Jody Dauth, Paso Robles
Peter Rogers, SLOCOG
Sabrina Haggie, SLO Transit
Mark Shaffer, Ride-On
Eliane Guillot, SLOCOG
Janeen Burlingame, City of Morro Bay
Judith Norman, JNTC
Heather Menninger-Mayeda, A-M-M-A

Existing Coordinated Initiatives

- North County Shuttle Paso to Atascadero and up to Cuesta College is on a 1 hour loop. This schedule will help students departing after classes.
- Communication mechanisms across agencies include RTA's advisory committee and the SSTAC of SLOCOG, as well as a periodic electronic newsletter update from SLOCOG.
- Coordination between Ride-On and RTA around new joint maintenance facility. This is a new and major coordinated effort among the two regional operators. Anticipating getting more at less cost; at the construction stage, new maintenance contractor selected and to come on board next year; final operating agreement between all participants still in development.

Issues and Concerns Related to Target Populations of the Coordinated Plan

- New Mid-day Shuttle for seniors and disabled, delayed by procurement of 3 new buses (regular service fleet).by the City of Paso Robles. Service had been proposed as a local circulator and connector to the medical facilities in Templeton (that leg of the service is not contemplated in near term due to the lack of County funding support)
- Planned linking of RTA and Paso Robles local bus schedules – intended to be seamless to the consumer (not yet in place except for the North County Shuttle).
- Can get consumers to services but difficulty getting them back, given service hour days in Nipomo. Possibly taxicabs to go home?
- North County coordination between the Cities of Paso and Atascadero; joint route and promotion.
- More South County regional bus coordination with the City of Santa Maria needed.
- Information needs are clear – need to communicate around the homeless population and strengthen communication with EOC.

- Potential for joint RFP around coordinated dispatching, possibly collaborative effort between Morro Bay, Runabout and perhaps Ride-On. Would need to involve key decision-makers to bring about. Consumers could potentially be offered a menu of services.
- Information needs can be partly met through one number for Regional Rideshare --- individualized telephone number. Not sure about elderly consumers' ability to navigate complex information menus; importance of keeping it simple. New JARC project (already funded) for a linked 211/ 511 information line underway.
- Concern about homeless populations –
 - Difficulties connecting the Prado Day Center with the homeless shelter (SLO Transit)
 - Token system; possibly need for improvements around that (RTA has day pass, costly to low income)
 - Lack of a homeless shelter in the South County makes it difficult to service consumers.
 - Concern about children at the homeless services sites; need for reliable transportation
- SLO anticipating major service changes related to its new SRTP.
- Interest in the Try Transit of Fresno and San Diego where seniors (and possibly others) ride for free.
- Economies of scale – some exist and may be achievable through coordinated activities.

Coordination Plan Issues

- Interest in how to prioritize projects – what sort of framework is appropriate?
- Make the best use of small pots of money.
- Local control an important issue.
- Interest in how to leverage new/other dollars through coordination.
- How to integrate annual unmet transit needs and transit deficiencies updates with this effort.

March 6, 2007 SLOCOG Executive Staff Meeting
SLOCOG Offices

Ron De Carli, SLOCOG
Peter Rogers, SLOCOG
Eliane Guillot, SLOCOG
Judith Norman, JNTC
Heather Menninger-Mayeda, A-M-M-A

Coordination and regional coverage issues:

- Paso Robles/ Atascadero/ Templeton north County Shuttle– 2 vehicles and a shared route; anticipated contract with Laidlaw
- SCAT, operating in Five Cities. Transferred to RTA the maintenance/operations management functions
- SLO and Cal Poly coordination – important around parking issues and revenue.
- RTA becoming the administrator/ manager for smaller systems funded by the County; however challenges remain where they manage the function but not the dollars related to these.
- Ride-On – a model for coordination; important to build upon successes.
- New regional maintenance function and shared administrative facility – are there ways to build further upon this through more coordination efforts (dispatch)
- Regional transfer policy exists between all locals and the RTA (under review)
- Regional Mobility manager role – good fit with Regional Rideshare activities; potentially coming to SLOCOG

Ride-On SRTP direction and related issues:

- CTSA – continue to do what they are doing well; identify and expand that.
- Some room for growth, expansion capability.
- Importance of “good growth”, in directions that complement what CTSA does well.
- Agency may not yet be ready to expand into contracting with the public side...different focus; infrastructure by which to do this doesn't yet exist.
- Prime role is one of expanding to serve those human service agencies willing and able to contract with CTSA.
- Senior transportation services modest; contracting role is very small.
- Social services need to re-assess their roles and potential to provide services, where these can be done cost-effectively.
- Role of Life-Steps in Atascadero.
- Challenge of sorting thru coordinated/consolidated services versus the status quo.

Other issues:

- ADA services restricted to ¾ mile boundaries
- TDA is expended for transit at about 45% so there is room for growth in communities' services; obviously political decisions to reallocate these dollars.
- Morro Bay challenge – regional emphasis where all services are consolidated but can't do a 20 year forecast.
- Concern expressed about the coordinated plan – that agencies serving the disabled populations should be able to provide these services themselves, to represent them, and not require this particular plan.

Grover Beach Public Meeting, March 7, 2007
Ramona Garden Park-Grover Beach Community Center

Attendees included representatives from: Dept. of Social Services, Silverado Stages, SLO Unified Coastal School District, SLOCOG Citizens Transportation Advisory Committee, Cayucos Senior Center, Economic Opportunity Commission, City of Paso Robles/ SLOCOG Board member and National Multiple Sclerosis Society.

Issues and Needs

Geographic-based needs:

- Families in Nipomo need help getting to services; bus down the freeway is not helpful; not where low-income families are commonly living.
- Nipomo Community Advisory Council sees need for Nipomo area transportation.
- Need assistance in rural parts of the county.
- Requesting a loop between Cayucos – possibly Cambria – Paso Robles. East/ west. Can't currently go east/west without coming down to San Luis Obispo and then up to Paso Robles.
- Crossing county lines is a problem – to Santa Maria and Santa Barbara to the south. Also to Marian Hospital and the VA medical Center in Santa Maria and to a cluster of doctors there.
- SCAT local service; very limited RTA coverage off Grand Avenue.

Consumer group needs:

- School District concerned about needs of low income children. School district has a 250 square mile service area; possibly school buses are a resource.
- Children – recent census identified 667 homeless children.
- Children – 150 children in “no child left behind” program.
- Groups left out of current service structure include students and commuters.
- Homeless children – in SLO City, the public bus won't come in front of the shelter; can't stop at the shelter; 1 ½ blocks between Orcutt Street, where facility is, and stop location on Broad Street where bus shelter is. Difficult for very young children to make this distance.
- County Dept. of Social Services has similar concerns, seeing needs for more frequent bus trips and some route changes to help those on General Assistance, largely single adults looking for employment.
- EOC Homeless Services deals with many of the same people. It is difficult to get around parts of the county; particularly for those living in South County who must get to services in SLO.
- Cayucos Senior Center wants to improve transportation options for seniors; those in their early 90's aren't supposed to be driving but aren't able to not drive. Interested in volunteer options and ways to help oldest seniors feel less trapped.
- From Cayucos, can get on an early bus into SLO but must wait three hours to get back. Exhausting for oldest seniors. Getting north to Cambria is very difficult.
- Seniors – mobile home parks along the coast; much “aging in place” with high levels of need; specialized transportation needs.
- People with disabilities – when grocery shopping, difficult to carry bags in from the bus.

Health-related trip needs:

- Health care transportation – anticipated Medi Cal health care initiative with Santa Barbara County will increase the volume of inter-county Non-Emergency Medical Transportation (NEMT) needs.
- Medical trip needs very difficult to serve, particularly for far flung families, such as those in Nipomo or Shandon;
- Some medical trips are long-distance, e.g. to UCLA in Los Angeles; Stanford or Santa Barbara County.
- MS Society refers to experienced neurologists located on State St., Santa Barbara.
- Potential for volunteers to assist with medically-related trips; RSVP program.
- May be a role for churches.

Transit operations issues/ needs:

- Bus passes differ substantially in prices – South County Area Transit is \$3.50 per day while interregional fares are \$1.50. Lowest income consumers don't have funds to pay.
- Bus passes – need a means of issuing bus passes to those on general relief. Don't have passes now, only the Universal "pass" media, which offers no discount to the customers-only a substitute for cash payment at full fare and media accepted by all providers (local and regional)
- Purchasing day passes on the RTA works well. SCAT price difference difficult for lowest income riders.
- Timing difficult for those traveling by bus to jobs or services in SLO that are not 8 to 5; okay traveling into SLO but difficult getting back.
- Later operating hours -- employment options are often late night, weekends. Even on major corridors of travel, these times are difficult to serve. One such corridor in South County is along Grand Avenue/ 4th Street and Rt. 101.
- Need more seamless services -- times differ; jurisdictional boundaries differ; fare structures differ. 13 providers. Took 1 ½ years to get a meet for services between Atascadero, Templeton and Paso Robles; with a ½ mile gap between the two local systems.
- Transit operators need to include SLOCOG in their planning meetings; cities are growing and need to develop good, affordable and sustainable plans. SLOCOG helps ensure that.
- Lack of affordable housing moves families farther and farther out; then no \$s left for transportation. EOC goals are to get individuals into their own housing and to find employment.
- Lack of a homeless shelter in South County contributes to individuals being homeless longer, with such limited services available.
- Ride-On is great but access can be limited by costs, and to some extent, eligibility. One week advance reservation is problematic for those who need to travel same-day or next-day.
- Vehicle seating capacity is limited in some places – need more seats on the van, larger vehicles.
- Small vehicles and low floor vehicles are desirable for seniors – easier to board.
- Connected intermodal services are desirable – train station is two blocks from bus station. No way to get to airport in SLO on bus transit (Ride-On only option at premium fares).
- Inter-organizational coordination requires schedules to mesh.

- Modified express bus is desirable – “Bus Rapid Transit” – to leave the highway at specific points but travel at faster speeds.
Ride-On’s Guaranteed Ride Home (funded by Regional Rideshare) is a good program but it is only available up to 4 times a year for registered Rideshare subscribers.
- Taxi services are very limited – example Beach Cities Cab can’t help with many trips.

Information issues and needs:

- Importance of making sure those consumers can get to transit information through a variety of means. Likely that there are some services but consumers don’t know of these.
- Transportation roles include: operate, arrange, and refer. Need enough knowledge to be able to arrange transportation for clients; for staff and consumers to know where to go to get information.

Need for workers:

- School district has difficulty filling part-time positions with qualified persons. Need to meet state school bus regulations. Want to “build” the pool of qualified drivers. Interested in collaborative training programs that might increase the pool of persons who could be considered for school bus training.
- Particularly difficult to find a driver in small communities such as Shandon or California Valley.

Topics Related to Prioritization

- Farebox recovery rules – need for public transit to maintain minimum farebox returns.
- Liability issues – importance of covering these with any new programs that may be operated by human services organizations.
- Sustainable funding – important
- Stability of the program – related to sustainability but also important to ensure success.
- Leverage other dollars – where these exist.
- Programs don’t have to be big to make a difference.

Potential Projects/ Opportunities

- *Potential for partnering with private sector* – Silverado Stages running tour buses and shuttle runs between SLO and LAX. Primarily focused on the cruise ships and Long Beach harbor. But could possibly coordinate around senior trip needs into the Los Angeles basin by providing intercity transit and stopping in SLO and Buellton. Buses are lift-equipped and kneeling.
- *School district role* – Around Shandon, possibly give gas cards to families.
- *Lucia Mar (So County) School District; McKenney Ventura program*
- *Volunteer transportation* – expanded role for RSVP initiatives.
- *Capital expansion and replacement* – more vehicles for senior volunteer program(s).
- *Churches* – may be a role for churches to play.

Paso Robles Public Meeting, March 8, 2007
Paso Robles City Council Chambers

Attendees included representatives from Dept. of Social Services, Caltrans, Achievement House, NCI, Silver Lining/ Senior consultant, Supervisor Harry Ovitt's office, City of Paso Robles Administrative Services, San Luis Obispo School District, Economic Opportunity Commission, North County Homeless Services, Parent advocate for special needs, Paso Robles Police Dept., Coast Healthy Start/Coast Unified School District.

Needs Identified

Consumer group needs:

- Transportation problems of the oldest-old include difficulty paying for services. RTA doing a good job with GOLD pass, free fare for 80 year-olds.
- Concern about oldest old driving. Seniors night vision is impaired and day time vision also weakens. Volunteers in some programs are 86 and 90.
- Communication an issue – but difficult for human services personnel to know with whom to communicate about transportation when they are not in the transportation loop. For example, there are new apartments planned in Paso Robles, but not clear that fixed route transit will go near these. Active participation is the challenge.
- Ride-On contracted with Tri-Counties Regional Center to bring consumers to NCI so long as they could meet certain criteria (related to numbers of clients and types of trips). Tri-Counties Regional Center is purchasing trips to and from the day program and work activity program but is not funding supported employment trips or IP trips. These trips take place during the day. NCI has considered contracting directly with Ride-On but these would be \$12 per trip and that is not affordable as NCI has to take this out of its direct operations budget. NCI has worked to get more consumers onto Paso Robles transit services where possible.

Geographic-based needs:

- EOC Homeless services requests bus line from Cambria to Paso Robles for medical and urgent care for homeless persons, along Highway 46. Transportation is a huge issue for the case managers. Need transportation to get to appointments; parents with children have problems; have to get to SLO in order to get to Paso Robles. 8 a.m. and mid-day shuttle times suggested, even a few days a week would be of assistance.
- Current North County trips require coming down to San Luis Obispo and transferring to get a bus to Paso Robles.
- Access from San Simeon to medical facilities in Paso Robles is important.
- High need/ remote and un-served areas include: Shandon, Creston, Cambria, San Miguel.
- Social services staff members are taking clients at their own expense from these most remote areas; not enough funding in their budgets to sustain.
- Bus ride from the main Cuesta College campus in San Luis Obispo to Paso Robles takes 2 ½ hours (shorter trip possible by timed transfer since Aug 2007).

- No bus service to Barney Schwartz Park in Paso Robles, towards Shandon. Excellent park for families with young children but no way to get them there.
- Santa Maria trip needs, for after school YMCA and youth trips. Could involve the Chamber of Commerce; business stakeholders can play a role.
- Work trips needed from Atascadero into SLO or from Santa Maria to SLO.

Transit operations:

- Using public transit – a direct connection along Route 46 of RTA Route 9 in Paso Robles with the Templeton's service would be a big assistance.
- New service -- new 98 unit complex will be served by Templeton/ Shandon Shuttle six days a week (service is undergoing changes)
- Operating hours – Paso Robles Police Dept. gets requests for after-hours emergency pick-ups because the transit services have stopped.
- Timing -- Dept. of Social Services worker in north county communities finds that 80% of her job is transporting people to services. Would be a big help to get shuttles from San Miguel three times a day, 9 a.m., mid-day and later in the day. Currently limited to 6 a.m. and 6 p.m. runs (RTA Route 9).
- Employment related trips very difficult for those living on north of the Grade and needing to be at Cuesta College by 9 a.m.
- Takes 1 hour to get from Shoreline to Tank Farm Road (employment training; one stop services center).
- Poor connection with RTA Route 9 from Paso to the other SLO routes; need to improve the timing of the connections (new timed connections among regional buses implemented in Aug 2007)
- Paso Robles Dial-a-Ride is advance reservation only; would like to see some same-day services.
- Paso Robles Dial-a-Ride vehicles – what to do with bus in the summer.
- Operating hours – would like to see buses running until 8 p.m. to get people to the Atascadero homeless shelter.
- Operating hours – would like to see Dial-a-Ride start earlier. One consumer who needed Dial-a-Ride had to be at work at 5:30 a.m. but couldn't without transit; lost job.
- Operating hours – Earlier Atascadero to Paso Robles North County Shuttle route; shift changes at 5 a.m.
- DSS doesn't use Ride-On as a contractor although it has funding for supporting transportation services; uses these funds mostly for purchase of the Universal transit passes (some subsidized for the Cal Works population).
- Consumers paying for monthly pass on SSI or general relief receive about \$800 a month and a \$50 per month regional bus pass is a hefty amount.

Health related trip purposes:

- Medical trips out-of-the-area of some concern. People need to get to UCLA Medical Center, UCLA School of Dentistry, and Los Angeles Children's Hospital. U.C. San Diego Medical Center and Scripps Eye Clinic. Very difficult to arrange these trips from the many rural environments of SLO region.
- Health services -- countywide shuttle that is inter-city; limited trips (pilot project) with Community Health Centers.
- Medi Cal trips are needed from San Miguel, Shandon, California Valley and Cuesta College.

Resources

- HUD funding includes a line item for bus passes and for vehicles expenses. There is a three year funding cycle. High gas prices are eroding this line item and creative alternatives to transportation problems are important to identify.
- Some interest in mileage-reimbursement programs to assist frail elders or others in getting from remote areas into services.
- DSS can purchase bus passes for consumers who are working.
- Paso Robles has mid-day senior travel needs; planning one new route with two buses. Also implementing targeted travel training.
- There is a lack of communication between transit and human services for the later group to know what is being planned, what new projects are in the hopper that will help to meet consumer needs.

Possible Projects

- *Information portals* – in as many ways as possible to get information out about existing and planned transit services: web site, telephone links, multiple ways to disseminate the info.
- Important to focus services and information as population will not continue to support an array of programs; focus on exchange of information – human services understands needs while transit understands deployment of vehicles and related resources.
- *New technology* tools to help with information exchange – calling re information, dispatch calling consumers re next bus arrival, improved scheduling so vehicles are timelier.
- *Regional Mobility Management*- Regional Rideshare exists to match people with needs. SLOCOG is a logical coordination point.
- *Improved Fare Options*-Interest in common transit fare mechanisms to make it more seamless across the county to consumers.
- Agency Communication Need to create ways for social service people to learn what the transit people are saying; have to get the right people to the table to learn what transit is planning, to then influence what human services organizations can plan.
- *Non transit options*-Interest in vanpools or coordination with school districts for rural communities.
- *Individualized Needs*- Information needs to respond to individualized consumer needs; ability to talk to a person on the telephone.
- *Single Information line* Need to promote integration of 511 and 211.

Economic Opportunity Commission (EOC) Interview, San Luis Obispo
April 13, 2007

Six participants representing the Headstart program, Adult services Central and South County, Adult services North County and agency planning

Agency Background

Largely federally funded, this was originally a Community Action Agency that grew out of the War on Poverty. Most of those did not survive; EOC did survive and currently operates in 13 California counties. Programs include: Headstart; Federal, state, county and local funding for homeless and lowest income; FEMA programs and HUD programs. Funding is applied for annually to various sources. A major grant is split with Transitions Mental Health agency. EOC collaborates with the Housing Authority for HUD funding and some case management funding. Other funding sources include Federal block grants from DHHS and CDGB funding from county sources.

Direct services include: Headstart for young children and for migrant children; child welfare and child protective services.

County Dept. of Social Services (DSS) contracts with EOC to provide selective services.

Issues and Needs

North County – Four case managers utilize 2 vans. These vehicles are constantly used, thus old, in need of replacement. Trips made include to college to sign up for classes; to social security, to variety of appointments related to obtaining services.

Headstart program – Children ages 0 to 3 years. Federal emphasis is on poverty and early programming for children at risk. Own their own fleet and directly operate services. Providing transportation for a large percentage of consumers.

- Transportation provided for a high percentage of children. Most not close enough to walk (some in Paso Robles) or parents cannot transport. Providing transportation for 40 out of 60 in Paso Robles.
- 1 bus for Los Osos, Sunny Side and Morro Bay Elementary Schools
- 1 bus for Paso Robles and Atascadero
- 1 bus for Nipomo; no service provided in the Five Cities (see below)
- Total of 24 agency vehicles.
- Nipomo providing transport for 40 out of 60 children.
- Public Dial-a-Ride doesn't work as car seats are required for those under 40 pounds and aren't available.
- Difficulties finding drivers. , who will pass the screenings; once found, hard to retain as the wages are higher with school bus transport.
- In South County, five Cities parents often need much help with transportation and if they bring their children to Headstart by public transit, that means 4 trips per day for the parent – one each out and back at beginning and end of the day. Children are traveling alone in the vehicles (without parent) but with an on-board attendant, in addition to the driver.
- Atascadero children travel alone; used to have a larger program; now smaller.
- Currently there are children on the Headstart waiting lists.
- Children travel from end of August to mid-May; about 10 months per year; traveling 5 times a week, 2 trips per day; about a half day (3 ½ hours program).

- Enrollees include 387 -3 to 5 year olds; and 76 - 0 to 3 year olds in Early Headstart.
- Largely a center-based program but moving towards home-based program delivery.
- Program sites:
 - 40 Nipomo
 - 40 Paso Robles
 - 20 Atascadero
 - 40 Los Osos/ Morro Bay
- Starting migrant workers' Headstart programs in Shandon and Nipomo.
- Don't want to mix Headstart children on vehicles with other adults.
- Two sites with Continuing education-Paso Robles and Nipomo Mesa (Lopez)

Other Needs

- Families need affordable access to Medi Cal appointments. Dial-a-Ride (where present) is under pressure to provide these but costs are high for consumers...too high.
- Significant need in California Valley and Santa Margarita for medically-related trips.
- North County trips more difficult to meet as the populations are less concentrated; more dispersed.
- In South County there is no shelter and so many trips are up to San Luis Obispo for services, work interviews or work.
- Also serve low income populations "in danger of becoming homeless."
- Ride-On is too expensive.
- No system yet for pass subscription purchase (such as similar to DSS arrangement with RTA).
- Some use of Runabout for Dialysis between Atascadero and Templeton, but that became too expensive. Those trips were truly sensitive and of immediate need; consumer now traveling to a closer Dialysis Center.
- About 10% of the children in EOC programs have some type of disability
- Speech & language disabilities – speech therapists are no longer making on-site visits; must go to them so child is transported.
- South County resources for homeless do not include an overnight shelter.
- Anticipating increased need for medical trips into Santa Barbara County with this Medi Cal initiative. Idea is to expand Medi Cal trips.
- Migrant Education workers concentrated in Shandon and Nipomo
- Resources are narrowly focused on population; tied to individuals; can't easily use dollars for "match" in grants.

Project possibilities

- Replacement of vehicles
- Driver training and driver retention projects.
- Cautious potential for coordinated services but concerned about mixing consumers; can't do that with the children.
- Creative responses to far flung areas (California Valley and Shandon).
- Medically-related trip responses, to take families into Santa Barbara County.

San Luis Obispo Dept. of Social Services Interview, San Luis Obispo offices
So Higuera/Prado Rd
April 13, 2007

Participants included eleven (11) case managers and supervisors from across the county. Consumers served include adults and elderly homeless and low income individuals.

Providing services under five programs: Cal Works, Medi Cal, Food Stamps, General Assistance and Foster care.

Needs and Issues

- San Luis Obispo -- The Creekside Career Center, One Stop Facility (Off South Broad Street-south of Tank Farm Road), is at the south end of town, with the Daytime Prado Center (near South Higuera and Highway 101) at the other end (different bus routes). The overnight shelter south of downtown (Orcutt Street) is not easy to get to via local transit from the Prado Day Center. Have to transfer on buses in the downtown to get between them. One child recently walked with his parent, with mittens on his feet for shoes, because they didn't have bus fares.
- Shelter can house 120 nightly. About 120 to 130 at Orcutt/Broad which closes at 4:30 PM with the evening meal at 5:30 PM. Lots of families. Need to develop more effective way to get consumers from overnight shelter to day program.
- Nipomo – there is a homeless daytime shelter used by families. Many transportation requests/needs come in at the end of the day on Fridays to the DSS office at Tefft Street.
- Nipomo Mesa – no way to get between communities.
- South county has no shelter (overnight) but working on it.
- Atascadero transit stops at 6 p.m.; can't get to shelter in Atascadero – Traffic Way at Baptist Church closes at 7 p.m.
- Paso Robles to Atascadero to the Traffic Way facility difficult.
- Consumers on general assistance for “employables” get \$32 a week.
- Atascadero medical trips into El Camino Real – bus doesn't go down Morro Road; a bus route needs to be added to serve Morro Road; possibly the North County Shuttle can be re-routed to go by the medical buildings.
- Paso Robles – no bus service to Villa Paseo housing (County area), a Section 8 low-income housing unit. This is across the 101 freeway from Target store and some homeless individuals are not moving into this facility because they have no independent means of transportation.
- San Miguel – need for medical transportation; Ride-On providing some.
- Need Rt. 10 (and other routes) to start earlier than 8 a.m. to help in getting consumers to service jobs that start considerably earlier.
- Some report by consumers that they have been marked as “no shows” when the vehicle arrived early and they were not ready (don't know if Ride-On or Run About).
- Times of travel for workers in services industry: retail, restaurants with 10 p.m. end-of-shift; motels (done in late afternoon), hospitality industry with early and late shifts.

Supervisor commented that 60% of the issues that the case managers she supervises deal with are transportation and transportation-related. What a boon it would be if these could be addressed and resolved.

Resources

- IHHS can provide some transportation, including 5 emergency workers and 2 community service aides. Child welfare workers do have sedans and not uncommonly transport children. These vehicles are non-accessible
- Community Health Center (CHC) is picking consumers up to transport them to medical appointments. (CHC – Marsha Bolinger, Dept. of Health). Contract provider.
- RTA Route 10 in South County going to hourly service – this will be a big help to the population served by DSS staff.

Project Possibilities

- Vehicles are not- accessible. Could apply for accessible vehicles; low-floor sedans.
- Regional Rideshare and vanpools; finding and coordinating volunteer drivers
- Modernize telephone systems and bring 511 and 211 together.

Senior Transportation Consumer Focus Group Discussion

San Luis Obispo City-County Library, April 13, 2007

Carol Schmidt, Senior Peer Counseling
Kathleen Bellefontaine, AAA Council - COA Senior Home Care
Alice Loh, CA Senior Assembly Woman - AAA Advisory Council
Heather Menninger-Mayeda, A-M-M-A

Issues/ Needs

- Need for low income seniors to have transportation – difficult where costs are too high and basic fare is often too high.
- Need a transportation guru, an ambassador who can translate information for consumers and for agency personnel.
- Health care initiative in Santa Barbara County is going to increase trips between the two counties. Still possibly 2 to 3 years out.
- Geriatric mental health; need a full-time psychiatrist as the region lost the last one to serve Medi Cal patients in San Luis Obispo has just retired. Now have to travel into Santa Barbara County to get prescriptions refilled.
- Morro Bay to Templeton – seniors have trip needs; can't drive any more.
- Handling of money/ fares on buses can be difficult for those with memory issues.
- Seniors don't have knowledge of what is available or what exists; don't want to know what is available with regard to transportation as it represents a loss of independence.
- Cal Poly Faculty Association – retired faculty members are isolated, frail. Need volunteers to drive them where they might need to go.
- Need door-to-door transportation as distance from front door to curb where vehicle is waiting is too far for some of the frailest elderly.
- Assistance needs are varied – assistance from driver to and from the home/ destination. Assistance in making the reservation and in being reminded about the trip. Assistance in finding the way to the right transportation resource.
- Regarding information, telephone punch system is difficult for seniors who are hard of hearing; difficult to navigate too many layers down to get to necessary information. Need a person on the other end of the line.
- Concern about liability issues for volunteer drivers and small programs. Coverage a concern.
- Door-through-door is a real need for the frailest individuals. Possibly can be met by volunteer programs although these have their challenges.
- Believe that information dissemination should be centralized in Rideshare and SLOCOG. Keep the focus there – moving to one number. Importance of a regional orientation.

Existing Transportation Resources

- Ride-On doesn't offer some of the flexibility that some seniors need.
- Ride-On is not always using the right vehicle – sometimes needs a lift. Sometimes too high to climb into (cut-away van).
- Ride-On options and alternative services are confusing to seniors. Don't know which to choose.
- Importance of same-day transport option for seniors. Don't know if it is going to be a good day – to travel. Or a bad day and need to get to doctor's.
- Runabout certification process is a barrier to seniors for riding. Many don't have information as to what the process is. Need a trip "now" and don't understand that they must be certified ahead of time.

- Transit services information numbers are quickly confusing. Ride-On is confusing to seniors, to know which ones of their services to use.
- Para transit vans can be +rough; balance is difficult and an issue; uncertainty about where the van will go, particularly when it is a shared-ride and the consumer is traveling around longer than he or she can tolerate. Long ride times very hard on frail elderly.
- Rideshare is a good resource but needs to emphasize non-commute transportation resources. Needs special emphasis on senior information.

Resources

- Currently Community Health Center provides transportation with 48 hour advance reservation. Free to north Santa Barbara County, up to San Miguel.
- Ride-On is available on limited days (Tuesdays and Thursdays-since expanded to a third day on Saturdays) but that is \$2 one-way, \$4 round trip; difficult for some fixed-income seniors to afford.
- RSVP is one resource for volunteers.

Project Possibilities

- Need one information number with a person-assisted response to provide seniors with current information about transit resources and how to use them. (Currently available from Regional Rideshare at office hours)
- Coordination of 511/ 211 customer information lines (start up of new project partly funded by JARC)
- Need broad dissemination of information.
- Door-to-door and door-through-door pilot programs; lack of consistency in operating rules among current Dial-a-Ride providers.
- Volunteer-based program involving the Cal Poly Faculty Association.
- Pilot focused on younger seniors to get them to ride BEFORE they have few alternatives; peer training opportunities to encourage senior riders.
- Driver training focused on sensitivity to special needs of the 75 and older seniors, most frail seniors who can't climb the step risers.
- Rideshare and senior-focused project regarding information. "Senior Connection" AAA. Needs to communicate, catchy, alternative to my car.
- Distribution of transit information through the water bills. Continuing distribution of information as seniors don't want to think about alternative transportation until they really must
- Make an environmentally friendly project, to show connection to environment by using transit.

Prioritization/ Implementation Issues

Need to identify measures for success and methods of implementing/ evaluating. We want to have successes but there needs to be room for failure so that other strategies may be introduced and tried if one effort is less-than-successful. Flexibility in programming is needed so that new innovations can be considered.

**Community Meeting on Project Development
San Luis Obispo City County Library, May 22nd, 2007**

Reports back from three working groups that developed responses around coordination projects'. Each group's choice covered the following topical areas:

Project Development Brainstorming – Topics for Discussion

Projects Value Range: \$10k - \$40k

- Target population
- Needs met - perceived benefits
- Brief description of the program
- Potential project partners and lead agency
- How to measure success
- Project timetable
 - Start up
 - Project duration

Group I: Central coordinator to handle service calls.

General Discussion:

Target pop:

- Having expanded beyond when available.

Issues:

- 24/7 Non-Emergency service

Target pop:

- People with special needs – Public transit not a good option

Key issues:

- Need demand response service

3 elements:

- 24 hr reservation and on-demand service –

Volunteer Service:

- Volunteer people available – core volunteers; reimbursement for immediate demand.

Key issues:

- Cost seems out of range for this type of service. Speaks to remote geographic cost prohibitive.
- Rideshare as facilitator. Ride-On or rideshare and volunteers.
- They used personal experience to estimate cost
- On call jobs which work late nights
- Runabout – Los Osos to airport \$30.00+
- Cost of parking no more than cost of public transportation (Ride-On)
- Suggested group trips – were some planned but taken away.
- This county has strong volunteer network RSVP, Paso Robles – recommendations that strengthen volunteer network.

Comment:

- Lack of information by drivers – communication and information needed
- Individual trip needs can perhaps be made if we have knowledge.

Group II: Corridors

Areas of county that need coverage:

- Hwy 46 West – unmet need served by specific shuttle two to three times per week.
- Shandon
- San Miguel
- Avila Beach – needs weekdays – PG&E cooperation
- Oceano Senior Center – no service close enough
- Existing SCAT routes

Project:

- Smaller more flexible DAR service
- South end for riders in Nipomo
- The Park-n-Ride customers use fixed route
- Coordinating existing DAR programs to connect to fixed routes
- Maybe an employer match – buses could be used mid day
- Local DAR/Senior Shuttle provided by Rideshare
- Connections to fixed route from shuttles
- Need more information on the Shandon shuttle that already exists
- Communications information
- Language issues (Spanish)

Group III: Combination of Public Transit and Social Services

Educational piece:

- Coordination and Collaboration between industries

Projects:

- Subsidize taxi for certified low income (work training, etc.)
- Support taxi services – combine with senior populations

Subsidize taxi:

- Expand senior discounts on shuttles
- Ride-On needs to be used to transport children to school in the morning, but seniors cannot access if children are on at that time
- Education programs in the school at early age

Suggestions:

- 1 day per year meeting/symposium (once per year grade card)
- Include elected officials, opinion leaders, and agency/organization representatives
- Coordination/information on when services change
- Method in which to advise of all changes on all systems

APPENDIX D

Attachment A to SLOCOG's Staff Report of April 7, 2007 follows, presenting the summarized testimony of 100 category areas for 451 individual requests provided to SLOCOG during the 2007/2008 Unmet Transit Needs cycle.

ATTACHMENT A

"Unmet Needs" Definition Criteria: 1) Fills gap in transit service, 2) Community support, 3) Current rather than future service expansion.

UNMET NEEDS REQUESTS FY 2007-2008		Number of Requests				Operator Comments	
		1	2	3	4		
Transit Service Request		"Unmet Needs" Criteria					
SLO City		1	2	3	4		
A	1 More direct service between RTA transfer point at SLO Transit Center and Marigold Center.	1	N	N	Y	N	Route 3 connection to Marigold on hourly basis. Current land use density does not meet bus route viability. East-west connection will be considered with Margarita and Prado Rd. plans.
	2 Provide east/west service from Higuera St. to Broad St.	1	Y	N	Y	Y	Comment noted.
	3 Better publicity for SLO Transit and trolley service.	2	Y	N	Y	N	Service changes will be reviewed in the Update to the SRTP (2007-08).
	4 Request (seniors) to expand current bus service/stops in San Luis Obispo.	9	N	N	Y	Y	Schedules/maps available at every stop and online (www.slocity.org). Currently researching ADA print standards for At-Stop schedules.
	5 Request to have current schedules/maps at every bus stop and also to have access to schedules in different locations throughout San Luis Obispo, and online.	18	Y	Y	Y	N	Met with Low Vision Council on 3/5/07. Most SLO Transit "P" posts are being removed and replaced with lower sign posts.
	6 Request that current posting of bus schedules on kiosks and bus poles be within the ADA large print requirements and that placards be placed at the required height allowed by ADA.	2	N	N	Y	N	Will be reviewed in the update to SRTP.
	7 Request that all bus stops be identified by raised letter and Braille markers on the poles.	1	N	N	Y	N	(See page A-1-7 for discussion)
	8 Requests for expanded weekend service hours (Friday-Sunday).	15	Y	Y	Y	Y	Inconsistent with current fixed route policies.
	9 Request that drivers drop female passengers off at nearest street to their home at night.	1	N	N	Y	N	Will be reviewed in the update to SRTP.
	10 Request to maintain Rt. 1 service during winter and spring holidays.	1	Y	N	N	Y	Orcutt/Laurel Ln. widening project to begin in 2007. Bus stop/shelter will be addressed.
	11 Installation of a solar light at bus stop shelter located at Laurel Ln. and Orcutt Rd. in SLO.	1	N	N	Y	N	Will be reviewed in the update to SRTP.
	12 Request an additional bus to Cal Poly be provided during peak hours.	1	Y	N	Y	Y	May be reviewed in the update to SRTP.
	13 Make SLO Transit transfer slips universal regardless of route, but within required timeframe.	1	N	N	Y	N	Bus stop improvement project to begin construction in summer 2007.
	14 Request for transit shelter improvements (i.e. install recycling bins, safety lighting, etc.).	1	N	N	Y	N	Bus stop on Rt. 4 located less than 1000 ft. from Amtrak station. Low demand for service would not outweigh time impact to Rt. 4.
	15 Request to adjust Route 4 to serve Amtrak Station or have Route 5 run in both directions.	1	N	N	Y	Y	Comment noted.
	16 Request to incorporate or transition to a mini shuttle transit system to improve efficiency.	1	N	N	Y	Y	May be reviewed in the update to SRTP.
	17 Request one transfer slip be used throughout entire day for all routes.	1	N	N	Y	N	
B	18 Request to expand evening service (i.e. Route 4 and 5).	24	Y	Y	Y	Y	(See page A-1-9 for discussion)
	19 Request better service in SLO.	1	N	N	Y	N	Comment noted.
	20 Request holiday bus schedule confusion be resolved.	1	N	N	N	N	Holiday bus schedules resolved by Council in 2006.
	21 SLO Transit bus lowering hydraulics (kneeler) do not work on a regular basis	20	N	Y	N	N	Fleet Maintenance manager reports all buses currently have the kneeling feature and operate properly. Patrons must ask for it to be activated.
	22 Request mechanical condition of buses be improved.	1	N	N	Y	N	Bus replacement underway.
	23 Request earlier morning service on Rt. 3.	1	Y	N	Y	Y	Ridership estimates do not make earlier hours cost beneficial and could reduce fare ratio below State requirements.
	24 Seniors requesting low-floor buses to make loading and unloading easier.	11	N	N	Y	N	Fleet Maintenance manager reports all buses currently have the kneeling feature and operate properly. Patrons must ask for it to be activated.
	25 Request for bus service to Monterey Heights in San Luis Obispo	1	N	N	Y	Y	Ridership estimates do not make extension into this area cost beneficial and could reduce fare ratio below State requirements.
	26 Request to operate routes 6a and 6b during the summer.	1	Y	N	N	Y	Due to Cal Poly summer schedule ridership estimates do not make running 6a/6b on regular schedule cost beneficial and could reduce fare ratio below State requirements.
	27 Request that Rt. 6a, 6b and Rt. 4 schedules be better coordinated with Cal Poly class times.	2	N	N	Y	Y	All routes have been timed to give priority to getting students to campus before class so they can be on time. Sliding schedules to time buses when students get out of class will cause significant wait times before class start times.
C	28 Request same bus schedule for all routes throughout the week (i.e. 6a and 6b on Friday).	3	N	N	Y	Y	Ridership estimates do not indicate that significant ridership exists for Friday night service and could reduce fare ratio below State requirements. May be reviewed in SRTP update.
	29 Request service to airport area (i.e. Buckley and Hwy. 227).	3	Y	N	Y	Y	Low ridership rates and traffic control issues caused this service to be discontinued in 2005.
	30 Requests for Rt. 4 to serve bus stop on Del Rio/Perfumo Canyon Rd.	50	Y	Y	Y	N	(See pageA-1-11 for discussion)
	Ride-On						
	31 Expand senior shuttle to weekends (North County).	5	Y	N	Y	Y	Ride-On began weekend senior shuttle service for the entire County on March 1st.
	32 Offer more than 2 CIP rides per month (request more funding for program).	20	N	Y	Y	Y	Ride-On will receive \$15,000 from a grant that will increase the budget for 2007-08. It should increase the number of rides per month to 4.
	33 More frequent senior shuttle trips from Paso Robles to San Luis Obispo (for medical trips).	5	Y	N	Y	Y	Ride-On added Monday and Saturday to the North County Senior Shuttle on March 1st. Seniors can get rides from Paso Robles to SLO on Mondays and Wednesdays.
34 Request senior discounts (\$1.25) for door-to-door service to Oceano Senior Center and throughout 5 Cities area.	20	N	Y	Y	N	On March 1st Ride-On lowered the fare for the Senior Shuttle from \$4 to \$2 each way.	
35 Request that shuttles be outfitted with bike racks.	1	N	N	Y	N	Ride-on will seek grant funding to purchase bike racks for their vehicles.	
36 Request more reliable senior transportation in SLO County (i.e. reduce waiting times).	14	N	N	Y	Y	The waiting times are during the afternoon and we encourage riders to make their appointments before 2 PM when there is plenty of availability. We are not arriving late, but riders need to wait for their scheduled time.	

SAN LUIS OBISPO REGION
COORDINATED HUMAN SERVICES-PUBLIC TRANSPORTATION PLAN

SLO Regional Rideshare								
37	Request more information regarding senior transportation choices be made available in SLO.	1	N	N	Y	N	SLO Regional Rideshare is developing a marketing plan to provide current information to seniors regarding current services. A media schedule has been developed which provides secured funding for scheduled media.	
38	Request information regarding senior transportation choices be made available in 5 Cities.	21	N	Y	Y	N	SLO Regional Rideshare is developing a marketing plan to provide current information to seniors regarding current services. A media schedule has been developed which provides secured funding for scheduled media.	
RTA/County								
39	Requests that Villa Paseo Senior Community have a covered bus stop in front of building.	3	N	N	Y	N	There is very little usage of this bus stop. Usage does not warrant a bus shelter at this time.	
40	Request fixed route bus service in Nipomo.	1	Y	N	Y	Y	Nipomo DAR provides door-to-door service and RTA Rt. 10 fixed route service. NDAR is not used enough to warrant changing it to a fixed route service.	
41	Request to provide better coverage along Los Osos Valley Rd. and Higuera corridor.	1	Y	N	Y	Y	Not enough description for comment (SLO Transit?)	
SCAT								
42	Year-round weekend shuttle service to Lopez Lake.	1	N	N	Y	Y	Current funding is not available for this service.	
43	Request improved connections times among SCAT buses and RTA buses.	1	N	N	Y	N	RTA is working on service improvements for SCAT and RTA Rt. 10. Implementation will be July or August 2007. Connections between services will be addressed while developing and implementing these improvements.	
44	Provide a Lopez Lake shuttle stop at entrance of park.	1	N	N	Y	N	Staff can look at this possibility when implementing summer service in June 2007.	
D	45	Request to provide service to and from Oceano Senior Center by extending Rt. 24 or 22.	20	Y	Y	Y	Y	(See page A-1-12 for discussion)
46	Earlier start time for Lopez Lake shuttle and one additional run.	1	N	N	N	Y	Funding is limited for this service. Starting earlier and adding a run is not possible at this time.	
47	Request for more bus shelters in Arroyo Grande.	1	N	N	Y	N	RTA just received funding for additional bus stop amenities, including shelters.	
48	Requests for expanded bus service/coverage in Arroyo Grande.	5	Y	N	Y	Y	Not enough description for comment.	
49	Expand bus service on Sunday until 8 PM	1	Y	N	Y	Y	Sunday bus service was extended to 7:23 PM on March 3rd.	
50	Request for quicker route times in Arroyo Grande.	5	N	N	Y	Y	Can only go as fast as the speed limit and traffic allows.	
RTA								
E	51	Request shuttle service from Cambria to North County (Paso, Templeton, Atascadero)	15	Y	Y	Y	Y	(See page A-1-15 for discussion)
52	Request for more flexible times (more trips) from Los Osos to San Luis Obispo.	1	Y	N	Y	Y	Ridership does not warrant increased frequency for direct service from Los Osos to SLO at this time, however, RTA is working on hourly service on Rt. 11 between Los Osos and Morro Bay to connect with Rt. 12 into SLO.	
53	Expand park-and-ride lot at Highway 58 and make improvements so Route 9 express run can make a south and northbound stop at the PnR lot.	1	N	N	Y	Y	SLOCOC responsibility.	
F	54	Request Rt. 12 schedule coordinate better with Cuesta College SLO campus class times (i.e. more frequency and extended evening service).	20	Y	Y	Y	Y	(See page A-1-17 for discussion)
55	Request schedules with approximate arrival times be available at all bus stops.	1	N	N	Y	N	Kiosks with this information are located at all RTA bus stops.	
56	More frequent trips to San Miguel.	1	N	N	Y	Y	RTA recently added weekend service for San Miguel. Limited ridership does not warrant increased service frequency at this time.	
57	Request that RTA driver's salaries be increased.	2	N	N	Y	N	Not in the scope of unmet needs. Drivers work for the contractor.	
58	Request better transfer times b/w Rt. 12, 10, and 9.	1	N	N	Y	Y	RTA is working on increasing all service frequency to hourly that will pulse in and out of the Government Center at the same time.	
59	Requests connections between RTA Rt. 11 from Los Osos to RTA Rt. 10 be improved.	3	N	N	Y	Y	This will be addressed with the increase to hourly service on Rt. 10.	
60	Request that travel times between North County and SLO be shortened.	1	N	N	Y	Y	They are about as short as possible and were shortened with the restructure and implementation of hourly service in September 2006.	
61	Request an additional early morning run of Route 10 from Santa Maria to SLO.	1	N	N	Y	Y	RTA will implement hourly service in July or August 2007. RTA currently monitors the capacity of morning and afternoon Rt. 10 buses. An additional bus is not warranted at this time.	
62	Request for better coordination between RTA and local bus systems.	1	N	N	Y	Y	RTA works with local transit systems to coordinate service. It is difficult to coordinate one RTA route with several local services along the way.	
63	Request that RTA improve punch pass system.	1	N	N	Y	N	The current system works for RTA until electronic fareboxes can be implemented. Need more information to identify a problem with current system.	
64	Request more service on weekends and later service on weekdays for Route 9.	2	Y	N	Y	Y	With the implementation of four round trips on Saturday, the service day will be extended by one hour.	
65	Request North County Shuttle and Rt. 9 transfers be refined.	1	N	N	Y	Y	At this time, the current transfer system and times are the best options RTA could negotiate with the North County Shuttle. Some changes are being made in Paso Robles that may offer some improvements.	

SAN LUIS OBISPO REGION
COORDINATED HUMAN SERVICES-PUBLIC TRANSPORTATION PLAN

66	Request 1 additional run on all RTA buses on Saturday.	1	N	N	Y	Y	Will be implemented in April or May 2007.
67	Request to extend service hours on all RTA routes.	1	N	N	Y	Y	Current ridership does not warrant service later in the day.
68	Request for an RTA Rt. 10 bus stop on Westside of Hwy. 101 in Nipomo.	1	Y	N	Y	Y	RTA no longer serves the west side of Hwy. 101 in Nipomo. Passengers can use NDAR to get from the west side of Hwy. 101 to the east side to connect with RTA Rt. 10.
69	Request Rt. 9 Southbound bus stop at El Camino Real and Santa Margarita Rd. be relocated to a safer location.	1	N	N	Y	N	Staff will review the location of this bus stop.
70	Requests that RTA buses increase service hours (Route 10).	4	Y	N	Y	Y	Hourly service on Rt. 10 is planned for July or August implementation.
71	Request to add more buses during busy commute times of 7-9 am and 4-6 pm.	1	N	N	Y	Y	RTA staff continually monitors service and levels of ridership. RTA recently added an AM express bus on Rt. 9 because ridership had increased and buses were full. RTA is reviewing the morning Rt. 12 for a possible increase in the number of buses. Rt. 10 ridership is also being monitored.
Atascadero							
72	Request for more park-and-ride spaces at Curbaril PnR in Atascadero.	1	N	N	Y	N	Potential multi-jurisdictional project-Caltrans-SLOCOG-City of Atascadero reviewing options.
73	Request North County Shuttle and Rt. 9 transfers be refined.	1	N	N	Y	N	Will be reviewing operation of North County Shuttle as it approaches the end of its first year of operation.
74	Request service hours be extended for North County Shuttle (morning and evenings).	2	Y	N	Y	Y	Will be reviewing operation of North County Shuttle as it approaches the end of its first year of operation.
75	Request that North County Shuttle have a bus pass like RTA.	1	N	N	Y	N	The North County Shuttle accepts the Regional Bus Pass.
76	Bus service to Monterey Rd. in Atascadero.	1	Y	N	Y	Y	Atascadero DAR provides door-to-door service on Monterey Rd.
77	Request that North Co. Shuttle stop at Paso Transit Center twice an hour instead of once.	1	Y	N	Y	Y	Will be reviewing operation of North County Shuttle as it approaches the end of its first year of operation.
Morro Bay							
78	Request MBDAR increase service hours on Saturday and implement Sunday service.	1	N	N	Y	Y	The recently adopted North Coast Transit Plan projects a revenue surplus over the next five years and recommends evaluating expanding MBDAR service in FY 2008-09 which would include evaluation of a pilot program for expanding Saturday hours and offering Sunday service.
Nipomo DAR							
79	Request that Nipomo DAR vehicle display RTA Route 10 connection information.	1	N	N	Y	N	This information should already be available on the DAR brochure on the buses. Staff will make sure these brochures are available on the NDAR and RTA Rt. 10 buses.
80	Request improved senior transportation in Nipomo.	2	Y	N	Y	Y	NDAR is dependable and available to seniors Monday-Friday 6:30 AM to 6:30 PM.
81	Request to expand Nipomo DAR to weekends.	1	Y	N	Y	Y	RTA staff recently applied for grant funding to expand NDAR to include service on Saturday. RTA was not awarded the grant. Funding is not currently available to expand service and current ridership does not warrant weekend service at this time.
Paso Robles CAT							
82	Requests to improve connections between PRCAT line A/B and RTA.	5	Y	N	Y	Y	We have re-done the times on A and B to better connect with RTA and were planning on implementing this with the roll-out of the re-branding.
83	Requests that PRCAT and DAR services be expanded outside service area.	5	Y	N	Y	Y	The North County Shuttle serves this purpose extending all the way to Atascadero.
84	Request bus service to Linne Rd. In Paso Robles.	1	Y	N	Y	Y	Both routes A and B go down Linne now. There are several stops in the area, not one specifically on Linne.
85	Request bus service to Ramada Dr.	2	Y	N	Y	Y	This is outside the city limits and is serviced by RTA.
86	Request that Paso DAR serve Las Tablas in Templeton.	1	N	N	Y	Y	The North County Shuttle serves Templeton.
87	Request PRCAT extend service hours to and from multimodal transit center (earlier and later).	1	Y	N	Y	Y	Not enough ridership.
88	Request better transit coverage/service for Eastside of Paso Robles.	1	Y	N	Y	Y	Not enough description for comment.
89	Request morning and afternoon shuttle service to the airport.	1	Y	N	Y	Y	DAR service meets this need.
90	Request for a bus stop on Hwy. 46.	1	N	N	Y	N	Where on Hwy. 46? Is it safe to stop. Not enough description for comment.
91	Request more time for transfers to North Co. Shuttle.	1	N	N	Y	Y	We are still tweaking the NCS route, it is tight, especially if we have lifts, traffic issues, or construction. We are making one change that has not been implemented yet, but it will only pick up about 2 minutes. We will continue to look at this issue.
92	Request a bus route from Paso High School to Cuesta North Campus.	1	Y	N	Y	Y	Take Rt. A or B to Transit Center and transfer to NCS for ride to college.

SAN LUIS OBISPO REGION
COORDINATED HUMAN SERVICES-PUBLIC TRANSPORTATION PLAN

Region-Wide							
93	Request there be a hospital shuttle to all hospitals.	1	Y	N	Y	Y	Comment noted.
94	Request more bike racks are needed on all buses countywide.	16	N	Y	Y	N	SLOCOG staff to research available funding.
95	Request implementing a hub-type transit system where people could shuttle, trolley, bike, walk, etc. from a centrally located multimodal station.	1	N	N	N	N	Comment noted.
96	Request that televisions be installed in all bus seats countywide.	1	N	N	N	N	Comment noted.
97	Request the age for senior fare discount be lowered to 55 years of age.	1	N	N	Y	N	65 years of age is the norm within the region.
Runabout							
98	Requests (seniors) to reduce waiting time for pickup in afternoon.	8	N	N	Y	N	Runabout is not a senior transportation service. Qualified ADA passengers receive priority service.
99	Request dispatch improve accuracy in scheduling and drivers not exceed 30 minute pick-up window.	20	N	Y	Y	N	All dispatchers know the RTA policy regarding the pick-up window, and the drivers also know to take a break if they are going to arrive at a pick-up before the window. The only concern would be if a Runabout passenger schedules a pick-up after 5 PM for the next day when the schedule is already done; however, we are still able to pick them up and get them to their appointment. Also, some riders do not tell us they have appointments.
100	Senior requests not to get bumped from prior reservation due to ADA qualified request.	5	N	N	Y	N	Runabout is not a senior transportation service. Qualified ADA passengers receive priority service.

Total 451

APPENDIX E

Volunteer Driver TurnKey Kit *Planning Implementation Evaluation*



A 5 A'S "Senior Friendliness" Evaluation Strategy for **Volunteer Driver Programs**

Trends in the past century reveal a growing reliance on community-based services as people age, in part because of the fading networks of extended families and friends that traditionally provided support for the elderly. Community transportation, in particular, can be critical to older adults who have limited their driving or have stopped driving altogether. However, it is the degree of "senior friendliness" of the transportation option that will determine whether transportation enables seniors to experience a sense of independence to get where they need to go, or to enjoy an acceptable quality of life.

In 2000, following extensive focus group and survey research with senior drivers, seniors who were no longer driving, and caregivers concerned about senior mobility and transportation, the Beverly Foundation identified the "5 A's of Senior Friendly Transportation". Subsequent research conducted by the Foundation and policy and program initiatives of government and non-profit agencies at the national, state, and local level have further defined the 5 A's and have adopted them as criteria for standards in senior transportation. The criteria focus on the five key factors below:

- Availability** (transportation services that are available to seniors)
- Acceptability** (transportation services that are acceptable to seniors)
- Accessibility** (transportation services that seniors can access)
- Adaptability** (transportation services that can be adapted to senior needs)
- Affordability** (transportation services that are affordable for seniors and the community)

Adopting this set of criteria can provide a framework for ensuring the "senior friendliness" of a transportation service, regardless of who sponsors it, who supports it, or who acts as the service provider. Such criteria also can serve to establish a baseline for measuring the effectiveness of coordination efforts and can provide benchmarks that help move coordination initiatives forward. Specific factors important to each of the 5 A's are included in the "Senior Friendliness Evaluation Guide" found on the following page.

Developed by Beverly Foundation (Pasadena, CA) and TRIP (Riverside, CA)

A "Senior Friendliness" Calculator For Volunteer Driver Programs

The 5 A's of Senior Friendly Transportation have been refined as criteria for use by volunteer driver programs in making a preliminary judgment as to their senior friendliness. To initiate your review, check each of the factors below that are represented within your volunteer driver program. Each check equals one point. When you have completed your review, add up your score and look at the scoring key at the bottom of the page to know where you are on "the road to senior friendliness."

Availability: The Volunteer Driver Program....

- provides transportation to seniors
- is able to recruit and retain sufficient number of drivers
- can provide transportation anytime (days, evenings, weekends)
- does not limit number of rides
- maintains organizational relationships with human & transit services

Acceptability: The Volunteer Driver Program....

- uses automobiles to provide majority of transportation
- does not require advance scheduling
- involves riders to determine appropriate wait time
- conveys guidelines to ensure vehicles are clean and well maintained
- provides driver "sensitivity to seniors" training

Accessibility: The Volunteer Driver Program....

- can accommodate needs of majority of elders in the community
- can take riders to destinations beyond city & county boundaries
- provides "door-to-door" transportation
- provides training to riders on how to access services
- can provide services to essential and non essential activities

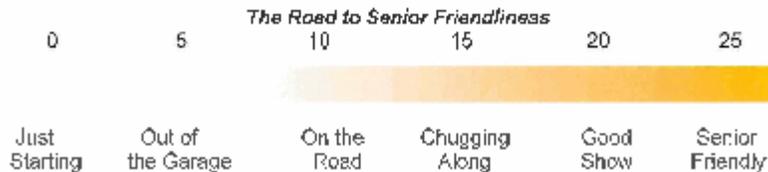
Adaptability: The Volunteer Driver Program....

- can accommodate riders who need or want to make multiple stops
- makes an effort to link riders with other services when appropriate
- can access vehicles to accommodate wheelchairs and walkers
- provides "door-thru-door" transportation when needed
- will provide transportation escorts when needed

Affordability: The Volunteer Driver Program....

- provides insurance coverage for volunteer drivers
- does not charge seniors for transportation services
- accepts passenger donations for transportation services
- covers the driver's deductible in the event of a crash
- is willing to reimburse drivers for mileage or costs

Total _____ (Possible Score = 25)



Developed by Beverly Foundation (Pasadena, CA) and TRIP (Riverside, CA)
Revised November 2006