

# SAN LUIS OBISPO COUNTY COORDINATED HUMAN SERVICES PUBLIC TRANSPORTATION PLAN - APPENDIX

March 15, 2016

PREPARED FOR:



PREPARED BY:

## GRIDWORKS

Solutions at the Intersection of Access + Mobility  
[GRIDWORKS.US](http://GRIDWORKS.US)



# Table of Contents

APPENDIX A: DETAILED TRANSPORTATION INVENTORY .....	1
APPENDIX B: TRANSPORTATION PROVIDER SURVEY & METHODOLOGY .....	10
APPENDIX C: PERFORMANCE ASSESSMENT ACTIVITIES.....	17
Current Plans and Studies .....	17
Mobility Management Summit & Workshop .....	22
Performance Evaluation.....	23
Stakeholder Interviews .....	26
APPENDIX D: COMMUNITY ENGAGEMENT ACTIVITIES .....	29
Intercept Surveys.....	29
Community Interviews.....	34



# APPENDIX A: DETAILED TRANSPORTATION INVENTORY

---

Initially, we had hoped to develop the inventory of transportation services from the responses to the provider survey. However, while a 24% return rate is not uncommon, it is too low to be useful as a base for the inventory alone. Fortunately, LSC Transportation Consultants, Inc. recently completed an extensive inventory of transportation services within San Luis Obispo County as part of the ongoing joint short-range transit planning effort for RTA and SLO City Transit. Their first report (Working Paper One) includes detailed route and service information for all fixed-route and demand response services provided by RTA and SLO City Transit, as well as brief narrative descriptions of other transportation providers in the region.

Between these two information sources, and data collected throughout the project, we compiled two complementary inventory resources that summarize the transportation services available in San Luis Obispo County. The first is a matrix of existing transportation services, including their service area, eligibility, and trip limitations. The information in this matrix was compiled from the survey responses, the Joint STP, stakeholder interviews, and supplemental research.

The second is a list of organizations that provide some sort of transportation service within the county, including churches, taxi companies, limousines, and wine tours. For each entry the list features the organization name, type, contact name, email, phone, website, and source of information.

Table A1: Transportation Inventory - Services

SERVICE NAME	SERVICE PROVIDER	SERVICE TYPE	SERVICE AREA	SERVICE ELIGIBILITY	SERVICE LIMITATIONS
<b>Amdal Transportation Services</b>	Amdal In-Home Care	Demand Response	Transportation services available throughout the state of California	No eligibility requirements but aimed at people with disabilities	None
<b>Cambria Anonymous Neighbors</b>	Cambria Anonymous Neighbors	Demand Response	County-wide	Age, Disability	Trips are limited to Medical purposes
<b>Cambria Community Bus</b>	Cambria Community Council	Demand Response	Cambria and San Simeon	Age, Disability	None
<b>Homeless Transportation</b>	CAPSLO	Demand Response	Mostly near San Luis Obispo, but often to north and south county	Homeless and lack of transportation	Trips provided are very limited due to lack of staff and vehicles. Only people with an urgent need can be transported, such as to a doctor visit.
<b>Head Start / Migrant Head Start School Bus</b>	CAPSLO	Vanpool	To and from school	Age, Pre School and Toddlers	Home to school and to disability services.
<b>Atascadero Dial-A-Ride</b>	City of Atascadero	Demand Response	Atascadero city limits	General Public	None
<b>Morro Bay Transit</b>	City of Morro Bay	Deviated Fixed Route	City limits with the exception of the area south of the Mortuary on Quintana Road near South Bay Blvd.	Service open to the general public. Age and disability requirements for fare only.	None

SERVICE NAME	SERVICE PROVIDER	SERVICE TYPE	SERVICE AREA	SERVICE ELIGIBILITY	SERVICE LIMITATIONS
<b>Morro Bay Trolley</b>	City of Morro Bay	Fixed Route	3 routes within the City limits	General Public	None
<b>Rideshare Vanpool</b>	Enterprise Rideshare	Vanpool	Enterprise Rideshare operates nation-wide	Age	None
<b>Bus Ministry</b>	Mid State Baptist Church	Express or commuter service	Templeton, Paso Robles, Atascadero	None	Church activities and church services
<b>AgVan</b>	Ride-On	Demand Response	County-wide	General Public	Limited to trips to and from Agricultural work sites for Agricultural Workers
<b>Airport Shuttle</b>	Ride-On	Demand Response	County-wide	General Public	Trips limited to SLO & Santa Maria Airport and Amtrak stations
<b>Community Interaction Program</b>	Ride-On	Demand Response	County-wide	Disability	Trips must be scheduled in advance for specific destinations only
<b>Lunchtime Express</b>	Ride-On	Demand Response	SLO City area	General Public	Limited to trips to and from sponsoring restaurants 11-2pm M-F
<b>Non Emergency Medical</b>	Ride-On	Demand Response	County-wide	CenCal Health/MediCal eligible	Passengers must be "prescribed" transportation services by a CenCal Health network physician, pre-authorized trips must be for dialysis or prescribed medical appointments.
<b>Private Shuttle</b>	Ride-On	Demand Response	County-wide	General Public	Trips must be scheduled 24 hours in advance
<b>Senior Shuttle</b>	Ride-On	Demand Response	SLO City, North Coast, South County, Five Cities, North County	Age	None

SERVICE NAME	SERVICE PROVIDER	SERVICE TYPE	SERVICE AREA	SERVICE ELIGIBILITY	SERVICE LIMITATIONS
<b>Tri Counties Regional Center</b>	Ride-On	Contracted Subscription Service	County-wide	Disability	Developmentally disabled passengers served by Tri Counties Regional Center are picked up at residences and transported to work sites, vocational training centers, and/or day care facilities.
<b>Veterans Express Shuttle</b>	Ride-On	Demand Response	County-wide	Veteran	Limited to trips between home and VA clinics
<b>Vanpool</b>	Ride-On	Vanpool	County-wide	General Public	Trips must be combined with other Vanpool riders
<b>Runabout</b>	RTA	ADA Paratransit	Within 3/4 of a mile of all fixed route service in the county	Must be certified ADA eligible by RTA	None
<b>Cayucos Senior Van</b>	RTA	Demand Response	Cambria with occasional trips to SLO City and Paso Robles	General Public	None
<b>Nipomo Dial-A-Ride</b>	RTA	Demand Response	Nipomo	General Public	None
<b>Paso Robles Express Dial-A-Ride</b>	RTA	Demand Response	Paso Robles city limits (M-F 7am-1pm)	General Public	None
<b>Shandon/Paso Robles Dial-A-Ride</b>	RTA	Demand Response	Shandon and Paso Robles (MWF 8am-5pm only on request)	General Public	None
<b>Templeton Dial-A-Ride</b>	RTA	Demand Response	Templeton (TTh 8am-5pm only on request)	General Public	None
<b>Beach Trolley</b>	RTA	Fixed Route	Seasonal service in Five Cities and Avila Beach areas	General Public	None
<b>Paso Express A</b>	RTA	Fixed Route	Paso Robles	General Public	None



SERVICE NAME	SERVICE PROVIDER	SERVICE TYPE	SERVICE AREA	SERVICE ELIGIBILITY	SERVICE LIMITATIONS
<b>Paso Express B</b>	RTA	Fixed Route	Paso Robles	General Public	None
<b>Route 9</b>	RTA	Fixed Route	SLO City North to San Miguel	General Public	None
<b>Route 10</b>	RTA	Fixed Route	SLO City South to Santa Maria	General Public	None
<b>Route 12</b>	RTA	Fixed Route	SLO City West to Los Osos, Morro Bay	General Public	None
<b>Route 14</b>	RTA	Fixed Route	SLO City West to Cuesta College	General Public	None
<b>Route 15</b>	RTA	Fixed Route	Morro Bay North to San Simeon	General Public	None
<b>SCT Route 21</b>	RTA	Fixed Route	South County - Pismo Beach, Grover Beach, Arroyo Grande	General Public	None
<b>SCT Route 23</b>	RTA	Fixed Route	South County - Grover Beach and surrounding areas	General Public	None
<b>SCT Route 24</b>	RTA	Fixed Route	South County - Pismo Beach, Grover Beach, Arroyo Grande	General Public	None
<b>Old SLO Trolley</b>	SLO City Transit	Fixed Route	Downtown SLO City	General Public	None
<b>Route 1</b>	SLO City Transit	Fixed Route	SLO City, NW-SE via Downtown, Cal Poly	General Public	None
<b>Route 2</b>	SLO City Transit	Fixed Route	SLO City SW-Downtown	General Public	None
<b>Route 3</b>	SLO City Transit	Fixed Route	SLO City SE-Downtown	General Public	None
<b>Route 4</b>	SLO City Transit	Fixed Route	West SLO City via Downtown, Cal Poly	General Public	None
<b>Route 5</b>	SLO City Transit	Fixed Route	West SLO City via Downtown, Cal Poly	General Public	None

SERVICE NAME	SERVICE PROVIDER	SERVICE TYPE	SERVICE AREA	SERVICE ELIGIBILITY	SERVICE LIMITATIONS
<b>Route 6A</b>	SLO City Transit	Fixed Route	North SLO City via Cal Poly	General Public	None
<b>Route 6B</b>	SLO City Transit	Fixed Route	North SLO City via Cal Poly	General Public	None
<b>SLO Safe Ride</b>	SLO Safe Ride	Demand Response	Anywhere within California	None	None
<b>SLO Safe Ride</b>	SLO Safe Ride	Deviated Fixed Route	Anywhere within SLO County	None	None
<b>Tri Counties Regional Center</b>	SMOOTH, Inc.	Contracted Subscription Service	Shell Beach-Pismo-Five Cites-Nipomo	Disability	Developmentally disabled passengers served by Tri Counties Regional Center are picked up at residences and transported to work sites, vocational training centers, and/or day care facilities.
<b>Non Emergency Medical</b>	SMOOTH, Inc.	Demand Response	Nipomo residents seeking transportation south to Santa Barbara County	CenCal Health/MediCal eligible	Passengers must be "prescribed" transportation services by a CenCal Health network physician, pre-authorized trips must be for dialysis or prescribed medical appointments.
<b>Transportation for Mental Health Services</b>	Transitions-Mental Health Association	Demand Response	County-wide	Disability	Trips associated with mental health services provided, including case management, residential assistance, wellness center activities, and employment.
<b>Wilshire Good Neighbor Program</b>	Wilshire Community Services	Demand Response	County-wide	Age, Disability	None

Table A2: Transportation Inventory - Providers (A complete matrix with contact information for each organization was submitted to SLOCOG for their records).

ORGANIZATION	TYPE	SOURCE
Agape Christian Fellowship	Church	PUC License - Exempt
Atascadero Bible Church	Church	PUC License - Active
First Baptist Church Of Cambria	Church	PUC License - Active
First Baptist Church San Luis Obispo	Church	PUC License - Exempt
Grace Bible Church	Church	PUC License - Active
Landmark Missionary Baptist of Arroyo Grande	Church	PUC License - Exempt
Mid State Baptist Church Schools & Ministries In Paso Robles Inc	Church	PUC License - Active
New Life Community Church Nazarene	Church	PUC License - Active
S L O Church Of The Nazarene	Church	PUC License - Exempt
Saint Johns Lutheran Church	Church	PUC License - Exempt
Cambria Anonymous Neighbors (CAN)	Human Service	Internet search
CAPSLO	Human Service	PUC License - Active
CenCal	Human Service	Rideshare
Community Health Center (CHC)	Human Service	Rideshare
Creative Alternative For Learning And Living Inc	Human Service	PUC License - Active/Past 5310 Applicant
Escuela Del Rio	Human Service	Past 5310 applicant
Life Steps Foundation, Inc.	Human Service	Past 5310 applicant
NCI Affiliates	Human Service	Past 5310 applicant
PathPoint	Human Service	Project Contact/Past 5310 applicant
RISE	Human Service	Rideshare
Smooth	Human Service	Project Contact
Amdal	Senior Services	Project Contact
Atascadero Christian Home	Senior Services	PUC License - Active
Cambria Community Council	Senior Services	Past 5310 applicant
Casa De Flores	Senior Services	PUC License - Active
Cayucos Senior Club Van	Senior Services	Past 5310 applicant
RSVP of the Central Coast	Senior Services	2-1-1 Database

ORGANIZATION	TYPE	SOURCE
Wilshire Good Neighbor Program	Senior Services	Internet search
Slo Saferide	Shuttle/ Taxi/Tours	PUC License - Active
Central Coast Taxi	Shuttle/ Taxi/Tours	Internet search
Surf Cab Co	Shuttle/ Taxi/Tours	Rideshare
A Ride Awaits	Shuttle/ Taxi/Tours	Internet search
Mikellis Michael John	Shuttle/ Taxi/Tours	PUC License - Active
Ventura Transit System	Shuttle/ Taxi/Tours	Project Contact
Tri-Counties Transit, Inc. DBA Yellow Cab	Shuttle/ Taxi/Tours	Project Contact
Fetch!	Shuttle/ Taxi/Tours	Internet search
101 Wine Tours	Shuttle/ Taxi/Tours	PUC License - Active
Bay Limousine Services	Shuttle/ Taxi/Tours	PUC License - Active
Breakaway Tours	Shuttle/ Taxi/Tours	PUC License - Active
Central Coast Jeep Adventures	Shuttle/ Taxi/Tours	PUC License - Active
Central Coast Trolley Company	Shuttle/ Taxi/Tours	PUC License - Active
Crown Limousine	Shuttle/ Taxi/Tours	PUC License - Active
Drive 805	Shuttle/ Taxi/Tours	PUC License - Active
Elegant Image Limo Inc	Shuttle/ Taxi/Tours	PUC License - Active
Grand Cru Limousine LLC	Shuttle/ Taxi/Tours	PUC License - Active
Hop On Beer Tours	Shuttle/ Taxi/Tours	PUC License - Active
Lush Limousine Services	Shuttle/ Taxi/Tours	PUC License - Active
Obsession Limousines	Shuttle/ Taxi/Tours	PUC License - Active
Pacific Vineyard Company	Shuttle/ Taxi/Tours	PUC License - Active
Revel Rides LLC	Shuttle/ Taxi/Tours	PUC License - Active
Roadrunner Shuttle & Limousine	Shuttle/ Taxi/Tours	Internet search
Silver Bay Tours	Shuttle/ Taxi/Tours	PUC License - Active
The Wine Line	Shuttle/ Taxi/Tours	PUC License - Active
Vines And Views Tours LLC	Shuttle/ Taxi/Tours	PUC License - Active
Xsperience It Custom Tours	Shuttle/ Taxi/Tours	PUC License - Active
Atascadero Dial-A-Ride	Transit	Rideshare
Morro Bay Fixed/Call-A-Ride	Transit	Rideshare
RTA	Transit	Project Contact
SLO City Transit	Transit	Project Contact

ORGANIZATION	TYPE	SOURCE
<b>R&amp;D Transportation c/o Tri Counties Regional Center</b>	Travel Training	Tri-Counties
<b>Transitions Inc., San Luis Obispo</b>	Travel Training	Past 5310 applicant
<b>Enterprise Vanpool</b>	Vanpool	Rideshare
<b>vRide</b>	Vanpool	Rideshare
<b>Regional Rideshare</b>	Various	Project Contact
<b>Ride On Transportation</b>	Various	PUC License - Active / Past 5310 applicant

# APPENDIX B: TRANSPORTATION PROVIDER SURVEY & METHODOLOGY

---

## Survey Methodology

The survey distribution list was developed using the pre-identified list of project stakeholders as a starting point. Stakeholder organizations that provide transportation services or support were included. This initial list was then augmented with holders of active or exempt commercial licenses from the California Public Utilities Commission, and recent recipients of 5310 funding. A few additional contacts - mainly taxi companies - were added from the United Way 2-1-1 database and Internet searches. Finally, Regional Rideshare staff provided a handful of additional contacts not listed elsewhere. This initial distribution list included 66 different organizations.

After reviewing the final distribution list with Regional Rideshare staff, an online distribution method was determined to be most appropriate. The online survey was created using Google Forms, and emailed out in early July.

The transportation survey was designed with three primary objectives in mind: 1) to better understand the specific services and capacities of transportation providers, 2) to uncover needs and opportunities not yet identified, and 3) to determine survey participants' level of interest in increased coordination.

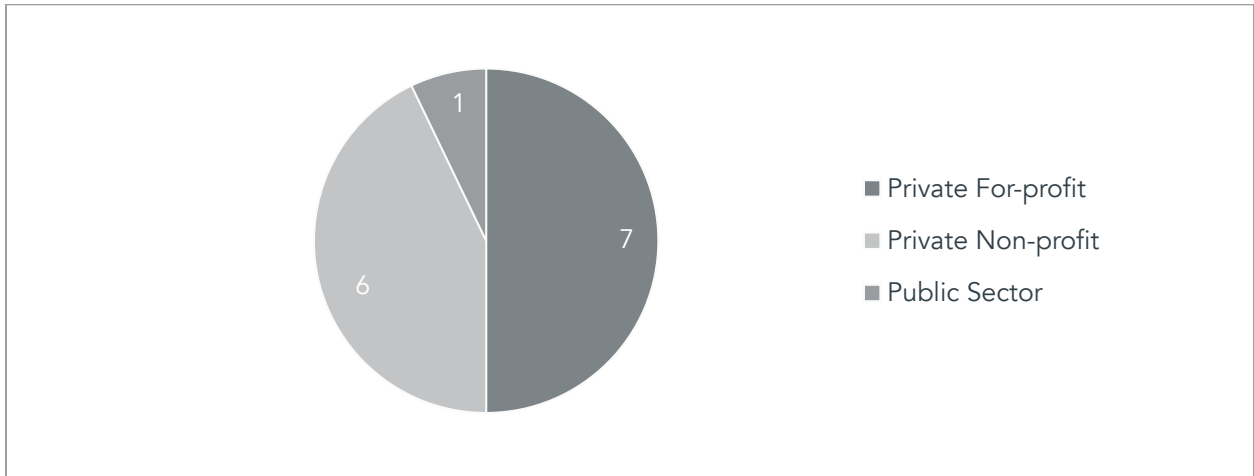
The survey was not sent out to the three largest transportation providers in the region (RTA, Ride-On, and SLO City Transit) or Regional Rideshare because their feedback and service information was collected during the stakeholder interviews. Three additional contacts were also removed from the list after it was determined that they either were not providing transportation or were longer in business. This resulted in a final distribution of 59. The final distribution list is included as Appendix B and will be provided in a separate Microsoft Excel file.

In late July follow-up emails were sent to those that had not yet responded to the survey. On July 31 the survey closed with 14 responses, a 24% return rate. Tabulated responses to the survey are included in Appendix B and will be provided in a separate Microsoft Excel file as well.

## Survey Responses

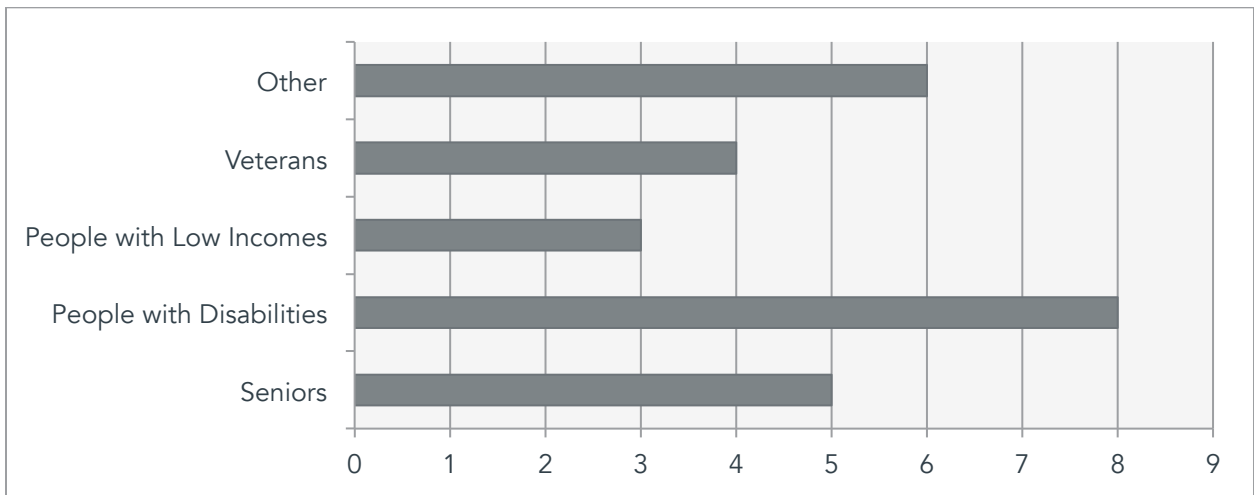
Half of the organizations that responded to the survey were private for-profit companies, while six were non-profit organizations, and one was a public entity (Figure A1). This ratio is roughly what was expected given that the survey was not administered to RTA or SLO City Transit, the region's primary public transportation providers, or Ride-On. Along with Regional Rideshare, these entities represent the primary coordinating partners, and their feedback is being collected separately.

Figure A1: Transportation Provider Survey participants by organization type



The survey participants represent a mix of services specifically for different populations, including seniors, people with disabilities, veterans and people with low incomes (Figure A2). Other populations reported include homeless individuals, wine consumers, business groups, private parties, families, and the general public.

Figure A2: Populations served by survey participants



The most illuminating aspect of the survey proved to be the section asking about coordination. There is broad interest in sharing vehicles and maintenance, coordinating vehicle and capital purchases and driver training, and pooling financial resources (Table A3) For each of these topics, interest was shared across for-profit and non-profit providers, with 2 or more of each reporting interest in exploring coordination in these ways. This level of interest bodes well for these types of coordination efforts.

Table A3: Survey participants’ level of interest in coordination activities

	Already Underway	Interested	N/A	Not Interested	Grand Total
Joint use, pooling, or sharing of vehicles among organizations	2	5	2	3	12
Coordinated service operations	2	4	1	4	11
Coordinated vehicle and capital purchases	0	5	1	5	11
Shared fueling facilities	0	4	3	4	11
Shared maintenance facilities	0	5	1	5	11
Joint purchase of supplies or equipment	0	3	1	7	11
Joint purchase of insurance	0	4	1	6	11
Coordinated trip scheduling and/or dispatching	1	2	3	5	11
Coordinated driver training and retraining programs	0	6	1	4	11
Contracting out for service provision rather than direct operations	1	2	2	6	11
Contracting to provide transportation to other agencies	0	4	3	4	11
Pooling of financial resources to better coordinate service	0	5	3	3	11

On the other hand, the survey participants expressed little interest in contracting additional transportation services to third parties, or in coordinating trip scheduling and dispatch functions. This could indicate that efforts to coordinate these functions would face an initial lack of buy-in by providers in the community.

Finally, there is interest from the private sector in contracting to provide transportation services to other agencies, with three for-profit companies reporting being interested in this type of coordination. This finding would seem to support the opportunities identified in the stakeholder interviews.

As indicated in Table A4, participants reported using a range of different training standards for their drivers, ranging from First Aid to Limited English Proficiency (LEP). This diversity in driver training standards is particularly interesting given the high level of interest expressed in coordinating training programs as previously discussed. This further supports the notion that there exists an opportunity for coordinated driver training, a function that is often provide by a CTSA.



Table A4: Driver Training Standards reported by survey participants

Which of the following driver training standards must your drivers meet?	
Passenger Service and Safety (PASS)	4
Wheelchair/mobile device securement	5
Commercial Drivers License	6
CPR and First Aid	6
Confidentiality and HIPAA	5
Bloodborne pathogen spill cleanup	5
Limited English Proficiency (LEP)	2
Other	6

Finally the participants also identified additional service gaps and areas of need (Table A5). Some of the most common needs reported were recreational activities and events, medical appointments, and grocery or shopping errands. This would appear to support the idea there is a need for consistent and reliable transportation for basic everyday activities.

Table A5: Transportation needs reported by survey participants

What transportation needs are most often communicated by your organization’s clients?	
Getting to work before 8:00 AM	4
Getting to work between 8:00 AM - 5:00 PM	2
Getting to work between 5:00 PM and 9:00 PM	4
Getting to work after 9:00 PM	2
Attending training, education classes or program sites	1
Getting kids to daycare or school	2
Recreational activities or events	6
Visiting family or friends	3
Going to the doctor	7
Groceries, shopping, or other errands	7
Getting to church or other faith-based services	4
Getting places during the weekend	4
Getting places during holidays	3
Getting places during evenings	3
Other	2

In regions where fixed-route transit is lacking, the most common needs reported tend to be the routine daily trips, such as getting to work or school. But the one-off trips to the grocery store or a medical appointment are not always easily filled by public transit systems, particularly for transportation disadvantaged populations like seniors and people with disabilities. These trips are a great opportunity for volunteer driver programs that leverage existing community networks and support structures with driver training and capital investments or mileage reimbursements to provide on-demand transportation services to those in need.

Participants also brought up two areas of unmet need that had not previously been discussed. One participant cited a need for medical or personal transportation options that provide a care attendant during transport. Also mentioned was a need for better mental health awareness training for drivers and transportation provider staff.

Finally, we asked participants to look forward and identify areas where they foresee demand for transportation services growing most in the near future. Among the factors cited were the aging population, more low-income seniors, medical appointments, and recreational activities (Table A6).

Table A6: Factors cited by survey participants that will impact demand growth

Demand Growth
Demand from seniors, as the population ages.
Additional breweries in the county will drive growth for our business.
The Black Lake subdivision on the Nipomo Mesa.
Hospital discharges, long distance medical appointments and individuals with mobility issues moving to the Central Coast.
Community involvement, networking with county agencies and informing our medical community of our services.
Schools, secondary care facilities, and vanpools.
People with disabilities are being expected to become more independent and will need to have more transportation services.
Recreational trips for events, and business meetings with airport pick up and drop off.
We expect our services to be at the same level for the next few years.
Inbound tourism.
Demand from seniors is an obvious area of growth, especially as more and more seniors will be getting by with less.

Table A7: Transportation Provider Survey Distribution List (contact info provided to SLOCOG)

ORGANIZATION	DBA	TYPE
Amdal		Senior Services
Smooth		Human Service
Ventura Transit System	Yellow Cab Co, Smart Shuttle, SLO Cab Company	Taxi/ Shuttle/ Tours
PathPoint		Human Service
Slo Saferide		Taxi/ Shuttle/ Tours
RSVP of the Central Coast	Friendly Rides 4 Seniors Program	Taxi/ Shuttle/ Tours
234 Taxi		Taxi/ Shuttle/ Tours
Central Coast Taxi		Taxi/ Shuttle/ Tours
Fetch!		Taxi/ Shuttle/ Tours
Roadrunner Shuttle & Limousine		Taxi/ Shuttle/ Tours
Transitions Inc., San Luis Obispo	George Lepper, Travel Trainer	Travel Training
NCI Affiliates		Human Service
Life Steps Foundation, Inc.		Human Service
Cayucos Senior Club Van		Senior Services
Escuela Del Rio		Human Service
Cambria Community Council	Cambria Community Bus	Senior Services
Drive 805		Taxi/ Shuttle/ Tours
Atascadero Bible Church		Church
Xsperience It Custom Tours	SLO Limo Rental	Taxi/ Shuttle/ Tours
Community Action Partnership Of San Luis Obispo County (CAPSLO)	EOC SLO?	Human Service
101 Wine Tours		Taxi/ Shuttle/ Tours
Casa De Flores		Senior Services
Mikellis Michael John		Taxi/ Shuttle/ Tours
Atascadero Christian Home	Atascadero Christian Community, Pacific Christian Senior Services	Senior Services
Revel Rides LLC		Taxi/ Shuttle/ Tours
First Baptist Church Of Cambria		Church
Grace Bible Church		Church
Mid State Baptist Church Schools & Ministries In Paso Robles Inc		Church
New Life Community Church Nazarene		Church
Bay Limousine Services		Taxi/ Shuttle/ Tours
Breakaway Tours		Taxi/ Shuttle/ Tours

ORGANIZATION	DBA	TYPE
Central Coast Jeep Adventures	CC Jeep Tour Adventures, CCJTA	Taxi/ Shuttle/ Tours
Central Coast Trolley Company		Taxi/ Shuttle/ Tours
Crown Limousine		Taxi/ Shuttle/ Tours
Elegant Image Limo Inc		Taxi/ Shuttle/ Tours
Grand Cru Limousine LLC		Taxi/ Shuttle/ Tours
Hop On Beer Tours		Taxi/ Shuttle/ Tours
Lush Limousine Services		Taxi/ Shuttle/ Tours
Obsession Limousines		Taxi/ Shuttle/ Tours
Pacific Vineyard Company		Taxi/ Shuttle/ Tours
Silver Bay Tours		Taxi/ Shuttle/ Tours
The Wine Line		Taxi/ Shuttle/ Tours
Vines And Views Tours LLC		Taxi/ Shuttle/ Tours
Wine Tours Vip		Taxi/ Shuttle/ Tours
Creative Alternative For Learning And Living Inc		Human Service
Agape Christian Fellowship		Church
First Baptist Church San Luis Obispo		Church
Landmark Missionary Baptist of Arroyo Grande		Church
S L O Church Of The Nazarene		Church
Saint Johns Lutheran Church		Church
Enterprise Vanpool		Vanpool
vRide		Vanpool
Surf Cab Co		Taxi/ Shuttle/ Tours
Atascadero Dial-A-Ride		Dial-A-Ride
Morro Bay Fixed/Call-A-Ride		Flex Transit
RISE		Human Service
Community Health Center (CHC)		Human Service
CenCal		Human Service
R&D Transportation c/o Tri Counties Regional Center		Travel Training
Wilshire Good Neighbor Program		Senior Services
A Ride Awaits		Taxi/ Shuttle/ Tours

# APPENDIX C: PERFORMANCE ASSESSMENT ACTIVITIES

## Current Plans and Studies

The San Luis Obispo Region is the subject of numerous plans, studies and evaluations relating to public and alternative transportation. There is a great deal of planning work currently underway among transportation providers. GridWorks reviewed the plans and studies listed in Table A8. Our summaries are listed in chronological order beginning with the most recent.

Table A8: Current Plans and Studies Matrix

Document	Date	Status	Relevance to Coordinated Plan
<b>2015 RTA/SLO Transit Joint Short-Range Transit Plan</b>	Plan is currently underway	Three working papers are available on SLO City website.	Identifies current demographic data and detailed transit data, maps. Much of this information can be used directly in the Coordinated Plan.
<b>Ride-On Transportation Plan and Future Strategies Report</b>	May 2015	Grant awarded to study brokerage concept further.	Includes demographic maps, Transit dependency index.
<b>2014 Transit Needs Assessment Update</b>	January 2015		Includes route and paratransit maps, Identifies recent changes in services, provides detailed demographic data including DSS caseloads, labor force, LEP populations, and veterans.
<b>2014 Regional Transportation Plan</b>	December 2014		Identifies long-term trends and regional desired outcomes relating to transportation. Visually appealing – can serve as model for Coordination Plan Update.
<b>SLO and RTA 2014 TDA Performance Audits</b>	June 2014		Includes recommendations relevant to Coordinated Plan.
<b>2007 Coordinated Human Services Transportation Plan</b>	October 2007	Partially implemented. See CHSTP Performance Evaluation.	Includes stakeholders and inventory information that can be updated.

## 2015 RTA/SLO Transit Joint Short-Range Transit Plan

RTA and SLO Transit are currently working with a consultant to jointly update their short-range transit plans. We reviewed three undated interim working papers available online at the SLO City website<sup>1</sup>:

- **Working Paper One: Overview of Existing Transit Service.** Provides history of operations and governance issues, service descriptions, financial data and vehicle inventories for both transit agencies. Includes detailed route maps and frequency/cycle tables. Includes a narrative description of other transportation providers that we have incorporated into our transportation services inventory. Mentions that Runabout is currently complying with FTA's March 2015 Final Rule on reasonable modifications.
- **Working Paper Two: Goals, Objectives and Standards.** Includes a review of existing service standards and policies. Includes peer comparisons and offers recommendations for improving service standards.
  - Relevant recommendations for RTA:
    - Introduction of service standards for dial-a-ride
    - Reduction of Runabout on-time window from 30 to 20 minutes
    - Reduction of RTA's system wide productivity standard to 10 passengers per hour
    - Allow standees on higher percentage of short run routes
  - Relevant recommendations for SLO Transit:
    - Adopt separate mission from City's
    - Evaluation of expanding weekend service
    - Evaluate bus stop shelter standard of 25 boardings, consider lowering to 20 boardings
    - Update public information standard to include website and social media
- **Working Paper Three: Service and System Evaluation:** Includes detailed demographic data and maps, including current demographic data for non-driver populations typically evaluated as part of a coordinated human services public transportation plan. Includes survey of dial-a-ride users and detailed operating data for runabout including on-time performance and missed trips. Also includes relevant feedback from staff that could be beneficial to CHSTP. Staff from both RTA and SLO Transit mention an increase in homeless riders and growth in boardings by people who use wheelchairs. Known service gaps identified include the area around the Airport and service on tank farm road. Mentions that joint SRTP is intended to help ID opportunities to coordinate transfers.

## Ride-On Transportation Plan and Future Strategies Report

The Ride-On Transportation plan and Future Strategies Report was completed in May 2015. It covers Ride-On's function as both a TMA & CTSA. We focused our review on the CTSA functions.

The primary data sources for the recommendations in the Future Strategies Report were a focus group comprised of stakeholders identified primarily by Ride-On staff and a discussion with the Ride-On Board of Directors. Input from these participants was used by the Consultant to develop a series of goals, objectives and performance standards for Ride-On's CTSA and TMA programs.

---

<sup>1</sup> <http://www.slocity.org/government/department-directory/public-works/slo-transit/short-range-transit-plan>

The report includes the following recommendations for the CTSA:

- Improve marketing, public information and customer service
- Formalize group trips on senior shuttles
- Expand volunteer driver program
- Provide links to regional or local transit services
- Serve as a maintenance coordinator and provider
- Transition to Countywide Human Service Transportation Brokerage
- Position organization as a contract operator for ADA paratransit operations

The brokerage strategy includes a short-term recommendation for Ride-On to provide travel navigation services as a precursor to performing brokerage functions. A five-year funding plan is identified including capital requirements. However, the financial plan does not include cost or savings estimates for the recommended brokerage.

The report includes a section on organizational recommendations and best practices but does not include specific changes.

The appendix includes a detailed list of partners and a matrix of programs, including budget and performance data.

### 2014 Transit Needs Assessment Update

The 2014 Transit Needs Assessment Update from SLOCOG covers recent changes and developments in transportation options in the region. It includes a helpful summary of transit options by jurisdiction, an assessment of service coverage, review of ridership trends for fixed-route providers, and a summary of known deficiencies in the system.

Known deficiencies include:

- Intercommunity transit options
- Service hours and days
- Fare choices and information
- Fully accessible bus stops and strategically placed regional stops
- Visibility, service awareness and understanding
- Increased frequencies, reliability of connections, new services in underserved areas

### SLO and RTA 2014 TDA Performance Audits

TDA performance audits were conducted for SLO Transit and RTA in May and June 2014, respectively. These audits contain detailed operating and performance data for both services and recommendations for improvements. Recommendations from the audits that are relevant to this plan are listed below:

Recommendations from 2014 TDA SLO City Audit:

- Implement a U pass program
- Update and refine performance standards for SLO transit

- Explore opportunities to coordinate services with RTA routes
- Establish standards and procedures for handling complaints

Recommendations from 2014 TDA RTA Audit:

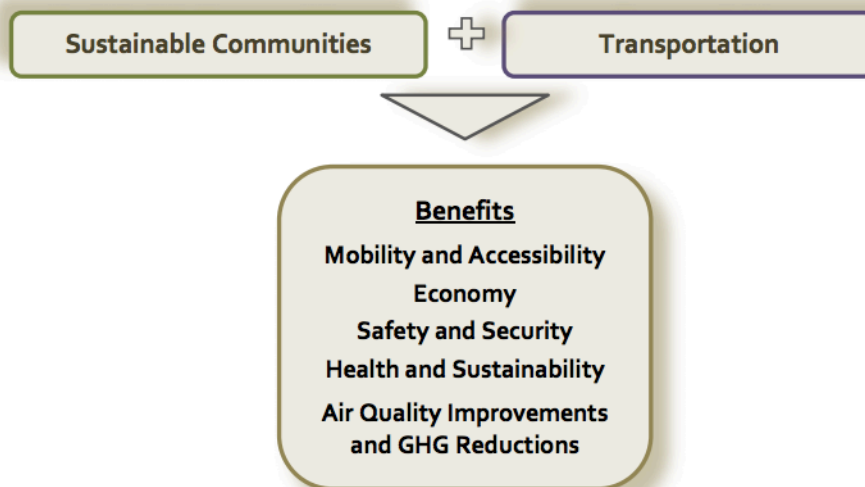
- Explore opportunities to coordinate services with SLO Transit routes
- Taxi subsidy program to supplement Runabout
- In-person eligibility assessments for Runabout
- Establish goals and performance standards with periodic and annual reports

### 2014 Regional Transportation Plan

The 2014 Regional Transportation Plan outlines a long-range vision for transportation in the San Luis Obispo region. It emphasizes Livable Communities, Public Transit and Active Transportation as a means of supporting more active and healthy lifestyles among the region’s residents. Key findings of the plan are that the region cannot “build [its] way out of congestion” and that the region must focus efforts to achieve a more efficient and interconnected system that accommodates the needs of all users. The plan identifies \$91 Million in System Efficiency investments, \$589 Million in Public Transportation investments, \$132 Million in Active Transportation investments, and \$1,364 Million in Street, Road and Highway improvements and maintenance.

The plan identifies a systems approach to transportation planning that links transportation investments with outcomes relating to economic prosperity, safety and security, health, air quality, and sustainability, as illustrated in Figure A3, excerpted from the RTP executive summary.

Figure A3: RTP Planning Framework and Desired Outcomes



Key insights from the RTP relating to the Coordination Plan include:

- Aging population: Seniors will make up 25% of population by 2035.
- High cost of housing: RTP notes that the high cost of housing exacerbates transportation issues by driving lower-income and younger families to live further away.



- Drought: The RTP anticipate a reduced number of new homes built due to scarcity of water. This reduced supply combined with continued population growth could exacerbate high housing costs.
- Preferred Growth Scenario: Preferred growth scenario of the Sustainable Communities Strategy (SCS) identifies more concentrated development patterns and greater mobility options for individuals.
- Desired outcomes: Figure ES-12 provides a type of logic model, linking transportation benefits to desired outcomes identified in the RTP and SCS plans.

## 2007 Coordinated Human Services Transportation Plan

The 2007 Coordinated Plan provides an assessment of existing transportation options for Seniors, People with Disabilities and People with Low Incomes. It explores the needs of these populations using demographic data, a stakeholder survey and a variety of outreach meetings held throughout the county. The identified needs are summarized into four broad categories, including:

- Individualized needs
- Need for information
- Seamless, understandable options
- Expanded connections

The 2007 Coordinated Plan provides a list of potential projects based on the identified needs and a framework for prioritizing project selection as part of the annual call for projects. A major feature of the 2007 Coordinated Plan is its recommended Framework for Coordination, which establishes the Regional Mobility Manager role within SLOCOG. As part of this framework, the 2007 Coordinated Plan also recommended a system of sub-regional and agency-level mobility managers.

It includes a vision statement with three supporting goals, fifteen objectives, and fifty-three implementing actions. The actions are organized into two phases: first to establish the regional mobility manager followed by implementation of county-wide travel training, continued data collection and transit inventory work, expansion of volunteer drivers, and other priority projects. While most of the first phase has been implemented, limited progress has been made on the second phase recommendations. See the 2007 Coordinated Plan Performance Evaluation for a detailed assessment.

## Current Plans and Studies; Conclusion

These plans provide much of the data and background information that is required as part of the Coordinated Plan. We are able to rely on the related plans for much of the required transportation inventory and for maps and demographic data needed to gain insights into the needs and issues facing the community. The availability of this data enables us to focus more project resources on the questions of what strategies and tactics are best able to meet the needs and how best to carry out those strategies and tactics.

## Mobility Management Summit & Workshop

The Regional Mobility Manager role – branded as Know How to Go! – is currently housed within SLO Regional Rideshare, a division of the San Luis Obispo Council of Governments. While the Regional Mobility Manager role was formally delegated to Rideshare in 2007, momentum around mobility management has grown in recent years through the annual Mobility Management workshops held in 2013 and 2014.

These workshops have helped Rideshare gain an improved understanding of the transportation needs of social service agencies and their customers. The following highlights were gleaned from materials provided by Rideshare. The conclusion of this section provides our synthesis of these workshops and how the information gained from these workshops will be used in the 2015 Coordinated Plan update.

### 2013 Mobility Management Summit

The 2013 Mobility Management Summit was the first annual meeting focused on Mobility Management for the region. It marked a renewed focus on human service transportation in the San Luis Obispo area. Action items resulting from this workshop include:

- Partnership with Hearst Cancer Research Center and Wilshire Community Center to leverage volunteer connections
- Trainings and guidance to RISE relating to taxi subsidy
- Mobility management training for discharge nurses at French Hospital
- Partnerships with County Drug and Alcohol Abuse Prevention Program to determine possible partnership options for meeting transportation needs
- Spanish language transportation training for social service agencies

### 2014 Mobility Management Workshop

The second annual mobility management meeting was styled as a workshop and facilitated by Hunter Harvath of Monterey-Salinas Transit. Rideshare used clicker technology to poll an audience of over 76 individuals representing 55 social service organizations. The 2014 event drew a larger audience than the 2013 meeting and focused on how and why clients of the participating agencies use the transportation system.

#### **Key results:**

- Over eighty percent of the agencies who participated deal with client transportation. Most disseminate information via telephone.
- Thirty percent of participating agencies provide transportation.
- Limited hours/days of transit is a barrier for referring individuals to use fixed-route.
- More agencies would use/refer fixed-route if there were more resources for trip planning and better understanding of the different providers.

#### **Next steps:**

Participants identified the following next steps as a result of the workshop:

- Rideshare is working with RTA to evaluate referrals to Runabout.

- A key takeaway for Rideshare was the high level of interest among partners in personalized trip planning and trainings. Rideshare set a goal of marketing services specifically to audiences who would benefit from these services. Rideshare identified a three-tiered training program and is currently working on collateral.

**Survey highlights:**

- 71% of participating agencies support a coordinated intake/screening process
- 44% of clients need door-to-door whereas 16% require door-through-door
- 44% of participating agencies indicated that training on all transit options would be helpful
- Participants expressed a great deal of support for shuttles and same-day service
- Information, trip planning and training were rated as most important topics for agencies referring riders to fixed-route
- Medical appointments are the most frequent trip mode

**Synthesis of Recent Mobility Management Workshops; Conclusion**

The Mobility Management Summit and Workshop resulted in beneficial data and relationships that can be built upon during development of the 2015 Coordinated Plan. However, in subsequent follow up with the Rideshare Mobility Manager we learned that some of the momentum gained during the summit and workshop has not been maintained due to staff changes. Most of the action items coming out of these two meetings have not been completed or their status is currently unknown.

**Performance Evaluation**

The 2007 Coordinated Plan includes three overarching goals, 15 objectives and 53 “implementing actions.” Each of the implementing actions was reviewed to determine its current status and impact. Each implementing action was rated as “Implemented,” “Partially Implemented,” or “Not Implemented.” For those implementing actions that were classified as either partially or not implemented, barriers preventing their implementation were assessed. Tables 27 and 28 below summarize the findings of the evaluation. Barriers and other challenges are described in the synthesis section that follows.

Table 9: Status of “Implementing Actions” as a Percentage of all Actions by Goal

	Implemented	Partially Implemented	Not Implemented
<b>Goal 1.0 – Coordination Infrastructure</b>	29%	29%	42%
<b>Goal 2.0 – Build Capacity to meet Needs</b>	4%	29%	67%
<b>Goal 3.0 – Information Portals</b>	25%	50%	25%

Table 10: Status of “Implementing Actions” by Objective

Goal/Objective	Status of Actions
<b>Goal 1.0 – Coordination Infrastructure</b>	
1.1 Establish a Regional Mobility Manager’s capability to lead the coordination of specialized transportation within the San Luis Obispo region.	4 Implemented 3 Partially Implemented
1.2 Establish the Regional Mobility Manager’s role in developing, “growing” and strengthening projects responsive to regional coordination goals and objectives.	1 Partially Implemented 1 Not implemented
1.3 Promote human services agency-level Mobility Manager(s)’ capabilities through the Call for Projects and through outreach by Regional Mobility Manager.	1 Implemented 1 Partially Implemented 2 Not implemented
1.4 Develop visibility around specialized transportation issues and needs, encouraging high level political and agency leadership.	1 Implemented 1 Not implemented
1.5 Establish a SLOCOG Call for Projects process sufficiently flexible for applicants to design and implement projects responsive to identified needs.	3 Not implemented
1.6 Report on project performance, promoting project successes to regional partners and at state and federal levels.	1 Partially Implemented 2 Not implemented
<b>Goal 2.0 – Build Capacity to Meet Needs</b>	
2.1 Promote policies that increase the quantity of public transit, paratransit and specialized transportation provided.	1 Implemented 3 Partially Implemented 1 Not implemented
2.2 Identify and invest in strategies to improve the quality of specialized transportation, with attention to meeting individualized needs.	3 Partially Implemented 2 Not implemented
2.3 Develop strategies for improving transportation solutions in identified corridors or areas of need.	1 Partially Implemented 3 Not implemented
2.4 Promote capital improvements to support safe, comfortable, efficient rides for the target populations.	2 Partially Implemented
2.5 Establish mechanisms to support transportation services provided by human services agencies.	5 Partially Implemented
2.6 Establish procedures to measure the quantities of trips provided, existing and new.	2 Partially Implemented 1 Not implemented
<b>Goal 3.0 – Information Portals</b>	
3.1 Integrate and promote existing information strategies, including 211, 511 and web-based tools to get specialized transportation information to consumers.	1 Partially Implemented 1 Not implemented
3.2 Develop information portal tools for wide distribution.	1 Implemented 2 Partially Implemented 1 Not implemented
3.3 Promote information opportunities for human services agency line staff and direct service workers	1 Implemented 1 Partially Implemented

## Synthesis of Performance Evaluation Findings

The following observations are offered as an overall synthesis of the performance evaluation findings.

- **Progress has been made in building coordination infrastructure, but roles need to be better defined.** Objective 1.1 – which deals with establishing a regional mobility manager – had the greatest number of successfully implemented actions. Four out of seven implementing actions under Objective 1.1 were implemented. Despite progress on the regional mobility manager role, many of the Phase II implementing actions identified in the 2007 plan remain unfulfilled. We attribute this to several factors explored below.
- **Clarification of CTSA functions and accountabilities will help implement technical assistance functions.** Actions 2.1.4, 2.2.3, and 2.5.1 through 2.5.4 deal with specific technical assistance activities such as driver training, maintenance, dispatch, procurement, risk management, and insurance. None of these actions were fully implemented. Coordination of these technical transportation activities is considered a best practice and should be part of the regional coordination plan. Ride-On as the CTSA currently performs some of these functions, but this role was not explicit in the 2007 plan. CTSA responsibilities and accountabilities need to be clarified in the updated plan. Specifically, we recommend the updated plan explicitly designate these Phase II strategies from the 2007 plan as CTSA functions with specific performance measures and accountabilities.
- **Lack of impact evaluation is a severe weakness.** None of the actions that have been implemented have been formally evaluated to determine impact. Of the 53 implementing actions, we were unable to identify whether performance criteria were established, reported, or evaluated. The lack of formal performance evaluation is a major obstacle to implementation of a successful coordination program.
- **The majority of “promotional” actions were not implemented.** Sixteen of the fifty-three implementing actions were to “promote” some other action. Ten of these promotional actions were partially implemented, and six were not implemented. We believe these actions were poorly executed partly because the action language was vague and indirect. This lack of specificity resulted in poor adoption and ownership among candidate stakeholders responsible for implementation.
- **Actions are complex, overwhelming.** There are too many implementing actions. The list is overwhelming, even for us as transportation professionals. While the overall structure of goals, objectives and implementation actions is helpful, it needs to be simplified. We recommend the future plan include no more than 10 major implementing actions, each with specific accountabilities and performance measures.
- **Actions lack independent utility.** Many of the implementing actions were not implemented because their implementation depended on other actions that were also not implemented. The updated plan will be more successful if the actions can be implemented independent of one another.
- **Purpose of some actions is lost in translation.** Many of the implementing actions are described using transportation jargon. We were unable to decipher the purpose and intent of actions 1.1.4, 1.2.2, and 3.1.2. Clear actions will be more successful than ambiguous ones.
- **Opportunity for supplemental local leadership in 5310 program administration.** Our performance evaluation identified a leadership gap in the 5310 program in terms of technical assistance, defining and tracking performance measures, and monitoring 5310 investments. These functions are currently performed by CalTrans, but have limited follow through and limited local accountability. As a result, many of these functions were simply not performed as

identified in actions 1.5.1, 1.5.2, 1.5.3, 1.6.1, 1.6.2 and 1.6.3 of the 2007 Coordinated Plan. It may be beneficial for SLOCOG to voluntarily provide supplemental oversight of the 5310 program.

## Stakeholder Interviews

In late April and early May, interviews were conducted with representatives from stakeholder organizations to understand the needs and opportunities for coordination of transportation services in the region. The organizations interviewed are listed alphabetically in table A11.

Table A11: Stakeholders interviewed.

Organization	Location	Number of Individuals	Interview Date
<b>Adult Services Policy Council</b>	CAPSLO, 1030 Southwood Drive, San Luis Obispo, CA	14	5/12/2015
<b>Amdal In Home Care</b>	Over the phone	1	5/5/2015
<b>Community Action Partnership of San Luis Obispo (CAPSLO)</b>	CAPSLO, 1030 Southwood Drive, San Luis Obispo, CA	9	4/30/2015
<b>Regional Rideshare</b>	Regional Rideshare, 1114 Marsh Street, San Luis Obispo, CA	2	5/1/2015
<b>Ride-On Transportation</b>	Ride-On, 3620 Sacramento Drive #201, San Luis Obispo, CA	2	4/30/2015
<b>San Luis Obispo Transit</b>	SLO City Transit, 919 Palm Street, San Luis Obispo, CA	1	4/30/2015
<b>San Luis Obispo Council of Governments (SLOCOG)</b>	Bello Mundo Café, 980 Monterey Street, San Luis Obispo, CA	1	4/29/2015
<b>San Luis Obispo County Department of Social Services</b>	SLO County DSS, 3433 South Higuera Street, San Luis Obispo, CA	1	5/1/2015
<b>San Luis Obispo Regional Transit Authority (RTA)</b>	RTA, 179A Cross Street, San Luis Obispo, CA	1	4/29/2015
<b>SLO Safe Ride</b>	Over the phone	1	4/30/2015
<b>SMOOTH Transportation</b>	Over the phone	1	4/23/2015
<b>Ventura Transit System/Yellow Cabs of San Luis Obispo</b>	SLO County Gov't Center, 1055 Monterey Street, San Luis Obispo, CA	3	4/29/2015
<b>Tri-Counties Regional Center</b>	Tri-Counties Regional Center, 3450 Broad Street, San Luis Obispo, CA	3	4/30/2015

Many of the themes heard during the interviews echoed the findings of the functional assessment covered in our first memo. For example, throughout these interviews a common theme emerged regarding the confusion and competition that resulted from overlapping roles, programs, and

offerings. Multiple organizations including SLO Transit, Rideshare, and Tri-Counties are performing travel training, but they are not doing so in a coordinated way.

Meanwhile there is confusion about how some functions are performed and by whom. For example, we heard wildly different interpretations about how the 5310 funding program operates in the county. Lack of clarity and mutual accountability around roles and responsibilities appear to contribute to a lack of trust between key stakeholders.

Detailed summaries of the interviews will not be provided as the interviews were conducted in confidence to ensure that stakeholders felt comfortable speaking freely. A summary of key takeaways is included below, including specific service gaps, needs, and opportunities for better transportation service in San Luis Obispo.

## Gaps

The following specific geographic areas within the county were identified by one or more stakeholders as regions with limited or inadequate transportation service. It is important to note that some of these areas have already been identified in the ongoing RTA/SLO Transit Joint Short-Range Transit Plan.

- **South County.** The Nipomo area in particular was cited by a number of stakeholders as an area that is not well served by public transportation.
- **North County.** Downtown Templeton used to have a bus but today the area is served only by RTA route 9, which stops on the other side of HWY 101.
- **Shandon.** This relatively low-income area out on HWY 46 to the East has dial-a-ride service only 3 times per week on call.
- **Oceano.** This unincorporated territory just South of Grover Beach has a relatively high concentration of native Spanish speakers who travel to Santa Maria for goods and services, a bus trip that - despite being only 16 miles long - takes between 1.5-2 hours.
- **Morro Bay.** This coastal city features a number of low-income mobile home parks and senior living centers, as well as full-time vacation rental homes. This population dichotomy presents a unique challenge for transportation as these two populations have very different needs.

## Needs

In addition to the specific gaps above, three broader needs were identified throughout the interviews:

- **There is a need to reduce travel times on fixed-route transit.** Oceano was not the only example given where fixed-route travel times were too long to be useful. SLO City routes are largely oriented to get riders in and out of downtown and the university, making certain cross-town trips difficult.
- **There is a need for same-day service for riders who are unable to use fixed-route transit.** A number of human services and social service organizations offered this as a primary area of need for their clients, stating that most everyday trips are difficult to plan in advance.
- **There is a need for increased service to connect rural areas with services in San Luis Obispo and Santa Maria.** Far-flung areas like Shandon and Nipomo are home to some of the county's most vulnerable and in-need residents. Without a consistent and reliable transportation option residents in these areas often end up going without basic services including preventative healthcare.

## Opportunities

Our first memo discusses opportunities that were brought up in stakeholder interviews, such as joint marketing and coordination of certain mobility management functions. Additional opportunities were identified during the stakeholder interviews that had not already been addressed in our previous deliverables. It is important to note that these are not recommendations, rather they are opportunities identified by stakeholders during our interviews. Even so, they represent ideas that should be discussed and considered further for possible incorporation into the final plan.

- **Joint driver recruitment, training, and certification.** Multiple stakeholders expressed that despite there being plenty of demand for human service transportation and non-emergency medical transportation services, the bottleneck may be finding enough qualified and interested drivers either for paid or volunteer positions.
- **Expansion of volunteer driver pool.** Many human service organizations stated that their staff members sometimes provide needed rides for their clients, despite not having any formal training as a paid or volunteer driver. Meanwhile, there are transportation programs that rely on volunteer drivers, but they are not centrally coordinated or always made available to human service organizations in the area. Putting investment and support behind a coordinated volunteer driver program could help ensure that users get transportation that is appropriate for their needs.
- **Trip sharing.** Many taxi vehicles and TNCs experience low volumes during the daytime on weekdays, the same general time period when Ride-On experiences peak ridership. With proper coordination and training these vehicles and drivers could help meet the demand for human service transportation during weekdays.
- **NEMT capacity.** Ventura Transit System has experience providing NEMT services in Ventura County and could potentially use that experience to help meet the need for NEMT service in San Luis Obispo County.



# APPENDIX D: COMMUNITY ENGAGEMENT ACTIVITIES

---

## Intercept Surveys

In early August we traveled to San Luis Obispo County to conduct intercept surveys and personal interviews in various cities and towns across the county, including San Luis Obispo, Morro Bay, Los Osos, Grover Beach, Nipomo, and Paso Robles. One primary goal of this trip was to hear from residents all over the county, particularly in some of the further flung corners of the county where transportation needs had been identified by stakeholders.

### Method

We focused our outreach efforts on low-income populations, people with disabilities, and seniors, as they represented the communities who would be most affected by changes in public transportation. We sought out these populations over a four-day period at free meal events, homeless shelters, community health screenings, bus stops, parks, and public libraries.

The summary below captures responses from 88 individuals. While we recognize that the results of this survey are not scientific, they are instructive about many of the key needs in the community.

### Demographics

To get a better idea of the type of residents who took this survey, the following tables show how participants answered the questions, “Are you disabled?” and, “In what year were you born?” As the interviews were informal, not every person chose to nor had time to answer every question. For this reason, there are many “No Response” answers represented in this chart.

As shown in the Figure A4, a large number of survey participants identified themselves as “disabled.” Some disabilities were obvious because of the presence of a walker or a wheelchair, but not all. Some of the less visible ailments included chronic back and hip pain, various types of arthritis, fibromyalgia, and varying degrees of mental illnesses.

Figure A4: Do you have any disabilities that make it hard for you to get around?

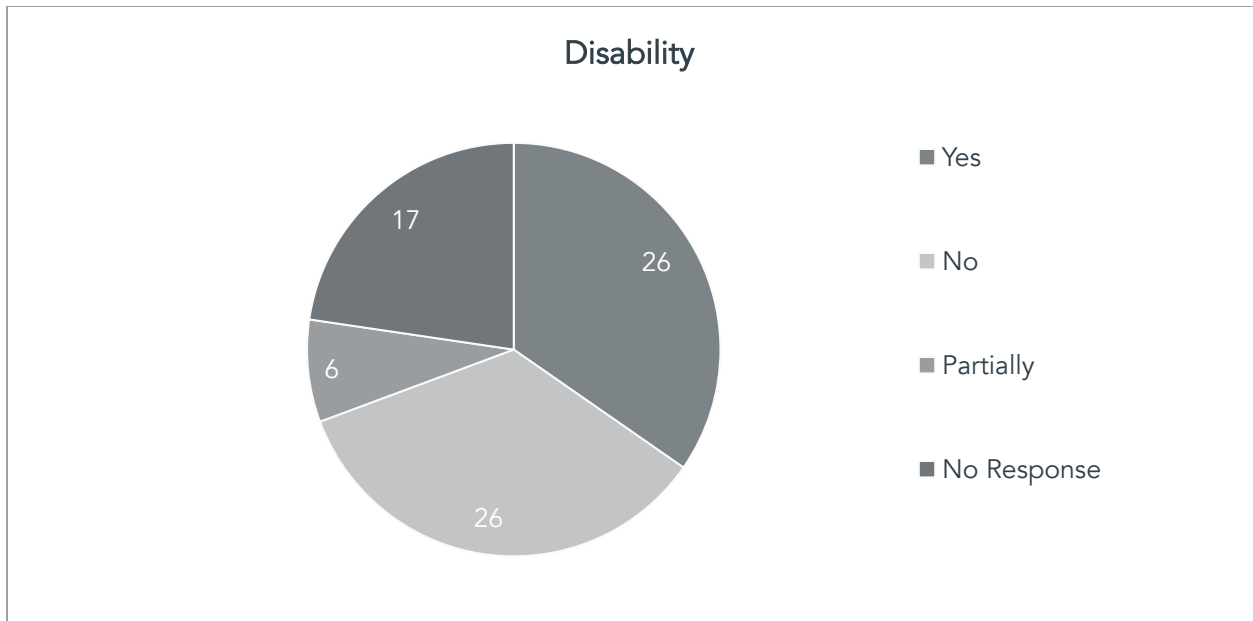
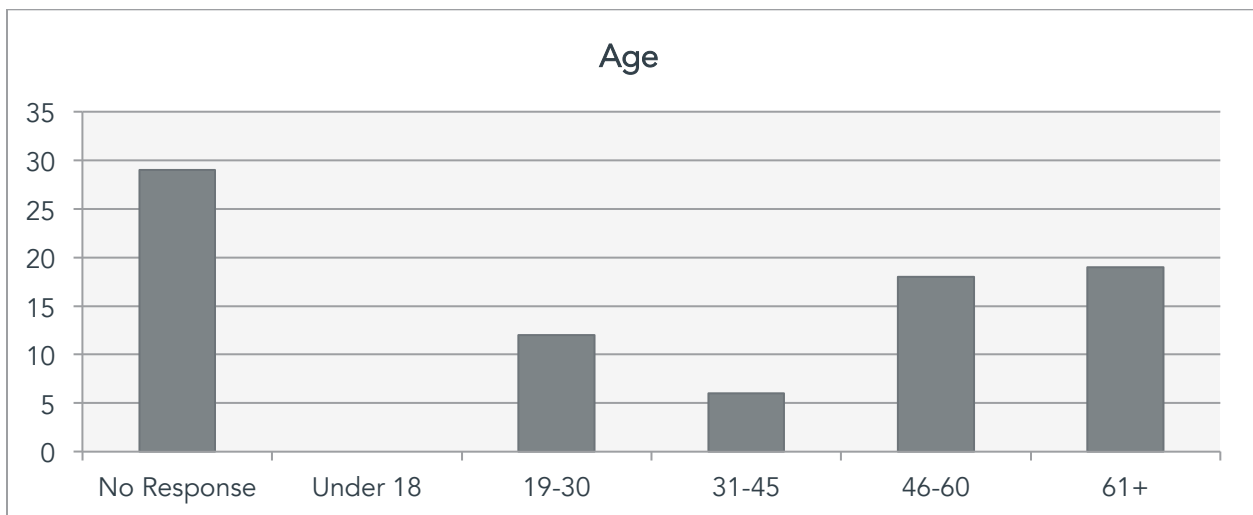


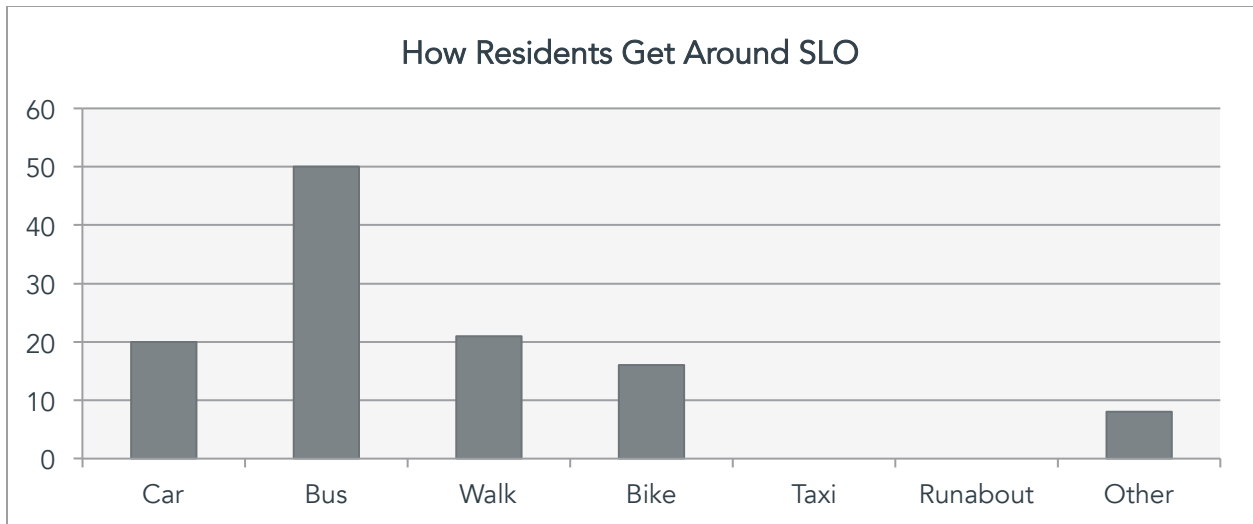
Figure A5: In what year were you born?



### Modes of Transportation

As this survey focused primarily on residents' ability to get around, all participants answered the question, "What is your primary mode of transportation?" Because many people alternate between two primary modes of transportation, Figure A6 includes two responses for many survey participants. "Other" options in this figure represent people who have someone to drive them where they need to go or who use a skateboard or power chair to get around.

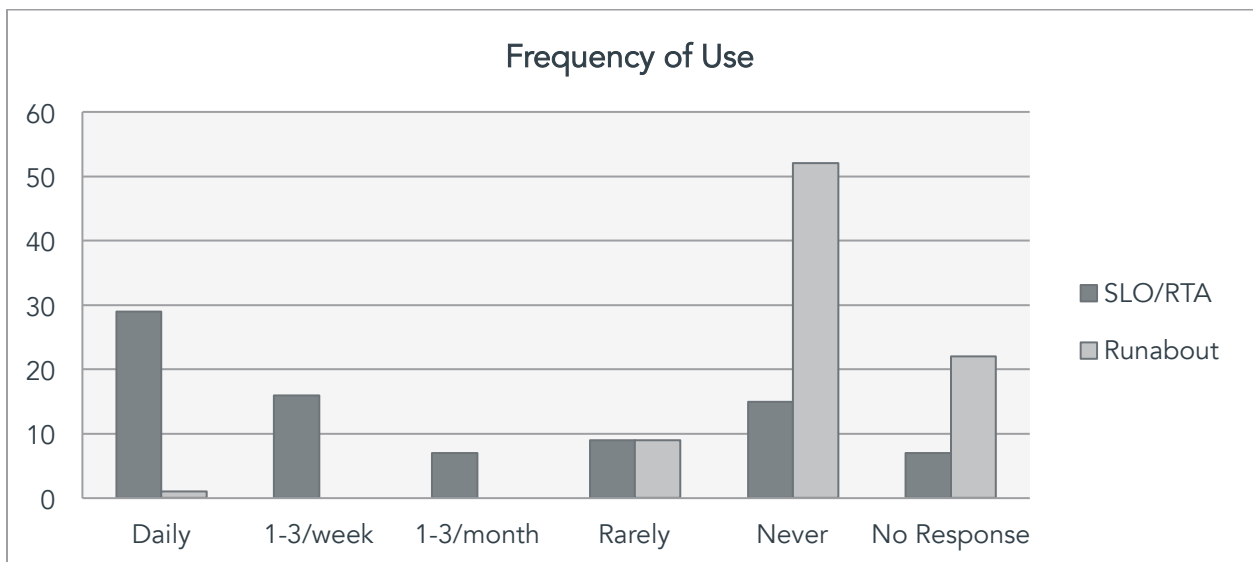
Figure A6: What is your primary mode of transportation?



Since this survey targeted specific populations, the majority of people use the bus as one of their primary modes transportation. We believe this number would have been even higher if there were other ways for low-income populations to pay for bus fare. Many of the survey participants that chose walking or biking as their primary ways of getting around, stated the cost of bus tickets as the reason. Transit fares in the county are in line with fares in the region, and organizations like CAPSLO and the Prado Day Center do provide some support, but it’s clear that this isn’t enough to meet all of the need in the community.

As shown in Figure A7, not one person chose Runabout as their primary mode of transportation. There were people, however, who had one or two experiences with the service in the past that claimed they used it “rarely.” While they were all generally happy with the experience, a few did mention the advance notice requirement as a problem. It restricts users ability to be spontaneous and feel like they have freedom.

Figure A7: How often do you use SLO, RTA, and Runabout?



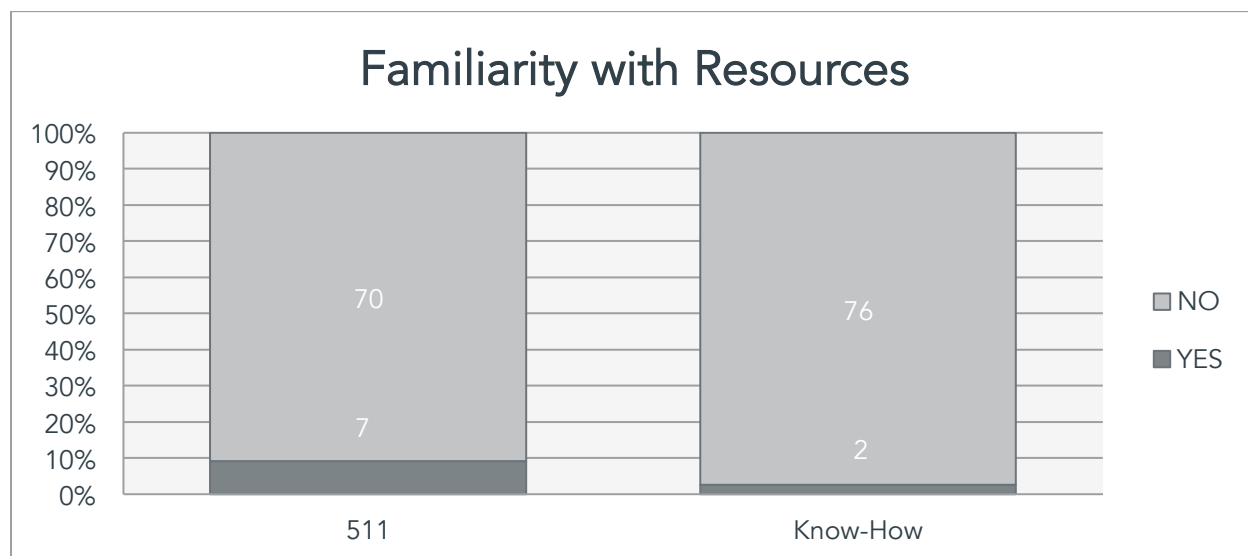
One participant with a walker told the story of how she had expressed interest in using the Runabout service years before, but was denied. She claimed that she even had a disability placard from the DMV, but still wasn't able to get all of the required paperwork to prove her disability for Runabout. Many other people we spoke with mentioned this same idea of needing a more efficient way of authenticating disabilities.

### Informational Materials

San Luis Obispo has a wealth of information available to inform residents and tourists about the available transportation options. Two of these main programs are the 511 number and the "Know How To Go" informational books and flyers.

We asked all survey participants about their familiarity with these resources and what we found is that a very small percentage of San Luis Obispo residents have ever heard of them. This isn't surprising as many places we visited – including senior centers, homeless shelters, and transit stops – didn't have any of the pamphlets or flyers on display. Many survey participants also didn't own a phone to be able to call 511. Delivering informational materials to centers around the community would be an easy way to inform these and other residents about lesser-known transportation options such as senior shuttles and local volunteer driver programs.

Figure A8: Are you familiar with 511 or "Know How to Go"?

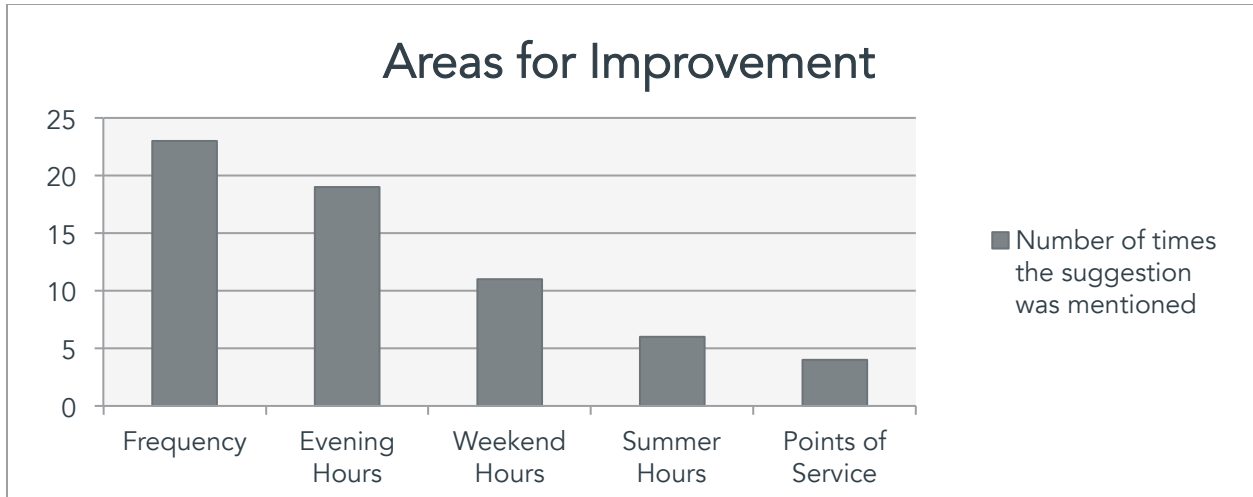


### Feedback and Recommendations

Beyond this recommendation, all participants had the opportunity to give any other feedback and suggestions they had relating to transportation in the county. There was a lot of positive feedback from participants complimenting the kindness of the drivers, the great customer service, the coverage of stops across the county, and complimenting the bus system for being easy to figure out. Residents are generally impressed by all of the transportation services that are offered for a relatively small and rural county.

Figure A9, however, shows the five common suggestions survey participants had for improving services.

Figure A9: What are the major transportation challenges that you regularly experience?



The most common of these complaints had to do with the frequency of buses. As buses only come once every half hour or once every hour, a lot of people have difficulties getting to work and making transfers. Some participants even mentioned that walking or biking are often faster ways for them to get around the city. While this provides great exercise for some of the county’s residents, it isn’t a possible alternative for many seniors and people with disabilities.

This issue of frequency is exacerbated on weekends and during the summer. These changing schedules not only cause people to have to wait longer for buses, they cause a lot of confusion for people trying to figure out the system for the first time. One survey participant even mentioned being left at a bus stop more than a mile from her house because she didn’t realize that routes as well as times change during the summer.

Another one of the biggest hurdles for people getting around is the fact that service stops too early in the day. Many of the people that rely on public transit most are unable to take jobs that start or end in the evening because they don’t have a way to get there and back. A group of senior citizens mentioned a similar problem with taking classes. Since many adult education classes are in the evenings, they have no reliable way of getting home afterwards.

Even though we conducted these intercept surveys all across the county, however, only a few people mention the points of service as a problem. The few that did all mentioned the lack of service to the Greyhound station, and to and around the airport as the biggest problems. The fact that there isn’t an economical way for people to get to these locations means that it is very difficult for low-income, and disabled residents to coordinate with visiting family and friends.

Beyond these most prominent findings, survey participants related a number of other opinions surrounding transit services in San Luis Obispo County. The following list summarizes many of these key suggestions:

- More eco-friendly buses to match the energy efficient city
- Less crowded buses around certain stops (ie. the Prado Day Center and CalPoly)
- More voucher programs to help low-income people pay for transit passes
- More dedicated bike paths
- Assistance to seniors to introduce them to transit

- More attention to rider safety by putting more security cameras on buses
- More assistance from drivers to get on the bus
- More locations to buy all transit passes outside of San Luis Obispo city

Complete tabulated survey results were provided in XLSX format to SLOCOG by GridWorks/C.R. Peterson LLC on September 18, 2015.

## Community Interviews

In addition to the intercept surveys, we scheduled more in-depth interviews with three community members. These residents all provided unique perspectives regarding the transportation options available in San Luis Obispo County.

### Peta Rimington

Peta has held a seat on the commission on aging for two years. As a low-income senior with health concerns, she describes herself as the only person on the board that actually lives the life the other seat holders talk about. Recently, Peta began to experience the quick transition between driving and walking everywhere, and not having the ability to get around on her own. Because of this, she has first-hand experience using many of the transportation and health services offered by the government and social service agencies.

While Peta described many of the same difficulties as the people we spoke with at bus stops and homeless shelters, she also provided insights into the disconnect between healthcare and transportation. According to Peta, DentiCal and CenCal are both lacking providers in her area and in the county as a whole. Services such as healthcare, grocery stores, and pharmacies are also farther away. This is a problem considering the fact that dial-a-ride doesn't offer services outside of the county and volunteer driver programs are usually unwilling to give rides to people in North County where she lives. As services change, it means that existing transportation services aren't necessarily continuing to meet the needs of the community.

Peta's concerns are problems that transportation alone may not be able to fix. There are, however, ways that the transportation options could be improved to help her and people in similar situations get around. Coordinating transportation with Medicaid and Medicare programs better would be a key step in making sure that more San Luis Obispo residents are actually able to access the providers and services they need to be healthy.

### Dorothy Yelda

We were introduced to Dorothy from one of her fellow members on the Commission on Aging. Dorothy is incredibly active in her community for a person in her mid eighties. While she now primarily receives rides from her son, she used to be a very frequent user of both SLO Transit and Dial-a-ride services. Like many other aging seniors, Dorothy expressed concerns about using public transportation with her decreasing energy levels and increasing health concerns.

Dorothy's biggest suggestions focused on making the existing transportation options more accessible for seniors like herself in the community. Even with programs like Runabout, which are directed toward people like her, she expressed difficulty getting cash to pay drivers, scheduling urgent rides, and generally understanding all of the different transportation options available.

She suggested little changes such as removing blue ink from informational materials for people with vision impairments, having people in call centers speak slower and more clearly, and helping

people without smartphones to schedule urgent rides with companies like Uber. While many of her suggestions are very simple, they would make an enormous impact on the accessibility of transportation for seniors.

### Kathleen Riel

As Program Manager at the Independent Living Resource Center, Kathleen understands the concerns that people with disabilities face every day. The transportation options available to this population are limited by problems with the Paratransit system and the difficulty of finding other services that are able to accommodate a wheelchair, service animal, or other mobility device. Kathleen mirrored others' concerns that, while services like Lyft and Uber are starting to offer more accessible vehicles, the only way to schedule a ride is using a smartphone.

Kathleen also has the unique perspective of working in offices in both San Luis Obispo County and Santa Barbara County. Since there are no public buses from San Luis Obispo to Santa Barbara, people traveling between the counties without a car are often left with Greyhound as the only option. This is not only more expensive, but scheduled at times that force many people to have to wait until the next day for a return trip. She suggested that a shuttle similar to the one between Santa Barbara and Ventura County would be a step in the right direction for better connecting people in these two counties.