

## **RTA Customer Perception Survey January 3, 2018**

RTA has wrapped up its second internally-managed comprehensive RTA Customer Perception Survey, which was conducted in the month of October. This effort included:

1. A Rider Survey for RTA, Paso Express, and South County Transit customers. This report will only include responses for the RTA and Paso Express; the results for SoCo Transit riders will be reported to the SoCo Transit Board on January 17<sup>th</sup>.
2. A Rider Survey for Runabout passengers.
3. An employee survey, which includes responses from both the RTA and SoCo Transit workforces, since some employees work at both agencies.

Staff used the findings from this survey effort, as well as the results from a similar on-bus survey conducted as part of the 2016 Short Range Transit Plan, to assist us in updating the RTA 2015-17 Strategic Business Plan that will be considered under Agenda Item A-5.

This is the second in-house survey that RTA has completed, although the number of fixed-route rider responses for this survey effort (951) was far greater than that achieved in our first rider survey completed in 2013 (302). The primary purposes of the 2017 RTA Customer Perception survey effort are as follows:

1. To collect relevant information (such as travel patterns) that can then be compared to survey results from previous perception surveys,
2. To address the qualitative objectives in the RTA 2015-17 Strategic Business Plan, and
3. To address possible changes to benchmarks that are used for measurable performance standards in RTA's Strategic Business Plan update.

Immediately following this narrative are copies of the three survey instruments in English; Spanish versions available upon request. Tabular summaries of all responses from the three survey instruments are then provided, followed by a listing of all the write-in responses to qualitative questions.

A number of conclusions can be drawn from the results, and the following key findings are provided below:

### RTA and Paso Express Fixed-Route Rider Survey

#### **1. Consistent Results in 2013 and 2017:**

- a) Roughly three-fourths of riders use RTA and Paso Express fixed-route services for round-trips.
- b) Almost two-thirds of respondents have been riding for greater than one year.
- c) The splits among the number of days respondents use our services has remained essentially unchanged since 2013, with more than one-third using our services daily.

#### **2. Major Differences between the 2013 and 2017 Results**

- a) The proportion of male riders is declining – 58.6% in 2013 vs. 54.1% in 2017. We hope that the camera systems implemented on the buses and focus on lighting at bus stops is improving riders' sense of personal security, which might be attracting more female riders.
- b) The proportion of our youngest (age 17 and younger, at 13.9% in 2017 vs. 8.7% in 2013) and our oldest (age 65 and older, at 7.8% in 2017 vs. 7.4% in 2013) customers is increasing the fastest. Conversely, the proportion of those aged 18 to 64 is declining – especially those aged 18 to 25 (34.6% in 2013 vs. 31.1% in 2017).
- c) While the proportion of those respondents who stated that they would drive themselves in the absence of our services remained consistent, the proportion who stated they would not make the trip increased from 26.5% in 2013 to 31.9% in 2017. More interesting is that the proportion who would ask a friend/family member to provide the trip increased from 22.4% in 2013 to 38.1% in 2017. This suggests that the improving economy might have resulted in more residents in the County having access to a private automobile but not personally for those persons who use our transit services.
- d) How 2017 respondents get to and from bus stops has changed since 2013: a greater proportion walk – a roughly two-thirds in 2017 vs. less than 60% in 2013. This suggests that it is important for us to work with our jurisdiction public works department partners to ensure good pedestrian access is provided adjacent to bus stops throughout the region. Another interesting finding is that fewer respondents use bicycles (13% in 2013 vs. 8% in 2017) to get to and from bus stops.

- e) A greater proportion of riders now either use a Day Pass (12.2% in 2017 vs. 8.0% in 2013) or Cash (44.6%, up from 42.3% in 2013), while the proportion using a 31-Day Pass has declined from 44.0% in 2013 to 41.2% in 2017. The increasing use of on-bus transactions can lead to declining on-time performance, so it is imperative that the convenience of pass sales outlets – including Ticket Vending Machines at major passenger facilities – be well supported and possibly expanded.

Runabout Rider Survey – based on past experience, it is often difficult to obtain surveys from ADA paratransit riders. Some Runabout riders are unable to complete a survey due to the extent of his or his disability; we were only able to obtain 25 completed surveys despite the Bus Operators offering each rider the opportunity to fill-out a survey during this latest effort. On a typical weekday, Runabout serves approximately 60 and 70 persons. Because so few surveys were collected, staff did not compare the results below with the 2013 results. Below are some important takeaways from the 2017 surveys:

1. A large majority of Runabout riders were traveling roundtrip (84%), which is greater than that reported by fixed-route riders (75%).
2. More than half (59%) of riders reported that they would not make the trip in the absence of Runabout. This ties into the roundtrip answer above, since most Runabout riders have no other travel option. Only three (14%) respondents indicated they would use a taxicab or Uber.
3. The top three Runabout trip purposes are Medical (29%), Work (25%) and Other (25%). In contrast to the fixed-route results above, no School trips were reported on Runabout (the second-highest on fixed-route), and very few Personal Business, Recreation/Social or Shopping trips were reported.
4. The vast majority (80%) of trip fares were paid using a Punch Pass. Punch passes are sold on the buses and through social service agencies. None are currently sold through the mail, nor is a credit card option offered on the bus.
5. Almost three-quarters of riders have been riding Runabout for more than one year. This is greater than on fixed-route (only 66%).
6. Relatively few riders use Runabout daily (13%), which is in stark contrast to fixed-route (37%). This is intuitive since relatively few riders use Runabout for work or school purposes in comparison to fixed-route riders.
7. All of Runabout respondents are age 26 or older, with the majority over 65 years (64%) and the same proportion female (64%). The age-Runabout link is intuitive, since with age often comes reduced mobility that might require service like Runabout.

8. Most Runabout riders use a mobility assistance device (68%), with use of a wheelchair most prevalent (47%), followed by a walker (35%) and a scooter (18%).
9. Runabout riders ranked the service differently than fixed-route riders, especially in regards to cleanliness, safety and convenience of pass purchases. It is important to note that riders rated the cost to ride Runabout lowest, despite the fact that Runabout is by far the most expensive public transportation service to operate in the County. This suggests that it might be important to again share with Runabout registrants the actual costs of operating the service through an information campaign.
10. When Runabout riders rated the importance of service attributes, the cost to ride was ranked the lowest, which is at odds with the ratings presented above. Conversely, the daily span of service was the ranked most important, followed by on-time performance.
11. Only 13% of Runabout riders use any fixed-route services, and not one respondent who currently does not ride asked to be trained in how to ride fixed-route fare-free.
12. Most Runabout riders who have used the 2012 and newer Runabout minivans expressed positive reactions, although two respondents stated it is difficult to maneuver a wheelchair/scooter in the relatively smaller space.

Employee Survey Results – the employee survey results represent the combined RTA and SoCo Transit workforces. The proportion of survey respondents among the various position titles is representative of this combined workforce.

1. A total of 31% of employees use our services as a passenger, typically less than once a month and likely for commuting or recreational purposes. This does not include the requirement that each administrative employee ride the buses at least once a quarter so that we stay attuned to issues facing our employees and riders. It should be noted that the Union contracts for both agencies include the ability for family members to also use RTA and SoCo Transit fixed-route services, so some of the responses could take into account the experience of employees' family members.
2. We are pleased that courtesy and safety continues to rank as the highest focal areas of the employees. However, appearance issues (bus cleanliness, bus stop appearance and bus exterior appearance) rank the lowest and is in stark contrast to riders' overall perceptions. It should be noted that we experienced staff shortages in the Utility department in September and October, so that recent experience may have affected the relatively low scores submitted by employees.

3. The top two reasons employees use bus services (Low Cost and No Car Available) are also the top two for riders, albeit in reverse order. The remaining reasons are otherwise starkly different between the employees' and riders' responses.
4. The fact that the rankings order of the Most Important Attributes are the exact same between our riders and our employees' understanding of the needs of our riders attests to the close relationship we have fostered with our riders.

As mentioned above, a listing of all qualitative responses provided for each survey type is provided at the end of this report. Common themes include requests for more frequent service, later evening service, and expanded service on weekends. Other requests include Wi-Fi on the buses, better links with SoCo Transit and SLO Transit routes, better service at Cuesta College, and ways to address behavior issues at bus stops and on the buses. Riders also provided mostly flattering comments about our Bus Operators, as well as (in rare cases) not-so-flattering comments about our employees or services.

The RTA department heads will cull through all the comments to address any issues that require additional attention and/or that can provide us with new ideas to explore. Staff will also cross-tabulate some of the data to best determine how particular issues can be best addressed for operations, marketing, maintenance or other purposes. For example, Phil Moores in Operations can cross-tab low on-time performance rating by route to see if riders on one route are more sensitive to delays than those on other routes. Mary in Marketing can work with our partners at SLO Transit to cross-tab which RTA fixed-routes have strong transferring with SLO Transit routes to see if departure times should be considered for realignment. And Phil and Mary can cross-tab a number of data points to determine how to address the many suggestions received on improving Cuesta College service.

Dear Rider:



San Luis Obispo Regional Transit Authority requests your assistance in gathering information about our services. Please help by taking 5 to 10 minutes to share some information about your commute habits and your perception of RTA services.

Your responses to this survey are voluntary and are confidential. Please return the completed survey to the surveyor or the Bus Operator before you leave the bus today.

Please fill-in the circle next to the appropriate answer. **Thank you!**

|   |   |  |   |   |   |  |  |
|---|---|--|---|---|---|--|--|
| <b>1. Will you be traveling roundtrip on RTA today?</b>   |   |  | <b>2. How would you make this trip if RTA was not available?</b>          |   |   |  |  |
| <input type="radio"/> Yes   |   | <input type="radio"/> No                           | <input type="radio"/> Drive self  | <input type="radio"/> Bicycle               | <input type="radio"/> Friend/Family           | <input type="radio"/> Walk               |  |
|   |   |  | <input type="radio"/> Taxi/Uber   | <input type="radio"/> Would not make trip   |   | <input type="radio"/> Other              |  |
| <b>3. How did you get to the bus stop where you boarded the bus?</b>  |   |  | <b>4. How will you get to your destination when you de-board the bus?</b> |   |   |  |  |
| <input type="radio"/> Walk  | <input type="radio"/> Dropped off         | <input type="radio"/> Transferred from another bus | <input type="radio"/> Walk  | <input type="radio"/> Picked up             | <input type="radio"/> Transfer to another bus |  |  |
| <input type="radio"/> Bicycle   | <input type="radio"/> Park and Ride       | <input type="radio"/> Other                        | <input type="radio"/> Bicycle   | <input type="radio"/> Drive                 | <input type="radio"/> Other                   |  |  |
| a. If transferred, which bus? _____   |   |  | a. If transfer, which one? _____  |   |   |  |  |
| <b>5. In which city/community did you board the bus today?</b>  |   |  |   |   |   |  |  |
| <input type="radio"/> San Luis Obispo/Downtown  |   | <input type="radio"/> San Luis Obispo/Cal Poly     |   | <input type="radio"/> San Luis Obispo/Other | <input type="radio"/> Atascadero              |  |  |
| <input type="radio"/> Paso Robles   |   | <input type="radio"/> Templeton                    |   | <input type="radio"/> Santa Margarita       | <input type="radio"/> Morro Bay/Los Osos      |  |  |
| <input type="radio"/> Five Cities   |   | <input type="radio"/> Nipomo                       |   | <input type="radio"/> Santa Maria           | <input type="radio"/> Other: _____            |  |  |
| <b>6. In which city/community will you de-board the bus today?</b>  |   |  |   |   |   |  |  |
| <input type="radio"/> San Luis Obispo/Downtown  |   | <input type="radio"/> San Luis Obispo/Cal Poly     |   | <input type="radio"/> San Luis Obispo/Other | <input type="radio"/> Atascadero              |  |  |
| <input type="radio"/> Paso Robles   |   | <input type="radio"/> Templeton                    |   | <input type="radio"/> Santa Margarita       | <input type="radio"/> Morro Bay/Los Osos      |  |  |
| <input type="radio"/> Five Cities   |   | <input type="radio"/> Nipomo                       |   | <input type="radio"/> Santa Maria           | <input type="radio"/> Other: _____            |  |  |
| <b>7. What is the main purpose of your trip today?</b>  |   |  | <b>8. How did you pay for your fare today?</b>                            |   |   |  |  |
| <input type="radio"/> Work  | <input type="radio"/> School              | <input type="radio"/> Shopping                     | <input type="radio"/> Medical   | <input type="radio"/> Cash                  |   | <input type="radio"/> Regional Day Pass  |  |
| <input type="radio"/> Recreation/Social   | <input type="radio"/> Personal business   | <input type="radio"/> Other                        | <input type="radio"/> 31-Day Pass   |   | <input type="radio"/> 7-Day Pass              |  |  |
| <b>9. How long have you been riding RTA?</b>  |   |  | <b>10. How often do you ride RTA?</b>                                     |   |   |  |  |
| <input type="radio"/> First time  |   | <input type="radio"/> Less than 6 months           | <input type="radio"/> 0 to 1 Days per week                                |   | <input type="radio"/> 2 to 3 Days per week    |  |  |
| <input type="radio"/> 6 months to 1 year  |   | <input type="radio"/> More than 1 year             | <input type="radio"/> 4 Days per week                                     |   | <input type="radio"/> Daily                   |  |  |
| <b>11. How did you first hear about RTA?</b>  |   |  | <b>12. How do you get most of your information about RTA?</b>             |   |   |  |  |
| <input type="radio"/> Buses/Bus stops   | <input type="radio"/> Schedules           | <input type="radio"/> RTA Website                  | <input type="radio"/> On the bus  |   | <input type="radio"/> RTA Website             |  |  |
| <input type="radio"/> Family/Friends  | <input type="radio"/> Google Maps/Transit | <input type="radio"/> Other: _____                 | <input type="radio"/> Family/Friends                                      |   | <input type="radio"/> Other: _____            |  |  |
| <b>13. What is the best way for RTA to tell people about their services? Use the space below to answer.</b> |   |  |   |   |   |  |  |
|   |   |  |   |   |   |  |  |
| <b>14. Which of the following best describes your employment status?</b>                                    |   |  |   |   |   |  |  |
| <input type="radio"/> Employed  |   | <input type="radio"/> Retired                      |   | <input type="radio"/> Student               | <input type="radio"/> Homemaker               | <input type="radio"/> Other              |  |
| <b>15. What is your age?</b>  |   |  |   |   |   |  |  |
| <input type="radio"/> 17 years or younger   |   | <input type="radio"/> 18 to 25 years               |   | <input type="radio"/> 26 to 64 years        |   | <input type="radio"/> 65 years and older |  |
| <b>16. What is your gender?</b>   |   |  |   |   |   |  |  |
| <input type="radio"/> Male  |   |  | <input type="radio"/> Female  |   |   |  |  |

Please turn over to complete survey

| <b>17. Please rate the following aspects of RTA by circling the number that best describes your experience.</b>   |   |   |   |                           |
|---|---|---|---|---------------------------|
|   | <b>1 = Poor</b>                                 |   |   | <b>4 = Excellent</b>      |
| a. Time service begins in the morning   | 1   | 2 | 3 | 4                         |
| b. Time service ends in the evening   | 1   | 2 | 3 | 4                         |
| c. Frequency of service   | 1   | 2 | 3 | 4                         |
| d. On-time performance/reliability  | 1   | 2 | 3 | 4                         |
| e. Trip duration  | 1   | 2 | 3 | 4                         |
| f. Closeness of bus stops to home   | 1   | 2 | 3 | 4                         |
| g. Closeness of bus stops to destination  | 1   | 2 | 3 | 4                         |
| h. Cost to ride RTA   | 1   | 2 | 3 | 4                         |
| i. Crowding on buses  | 1   | 2 | 3 | 4                         |
| j. Cleanliness of buses   | 1   | 2 | 3 | 4                         |
| k. Courtesy and competency of Bus Operators   | 1   | 2 | 3 | 4                         |
| l. Safety on the vehicles and at stops  | 1   | 2 | 3 | 4                         |
| m. Convenience of transfers   | 1   | 2 | 3 | 4                         |
| n. Bus stop appearance  | 1   | 2 | 3 | 4                         |
| o. Bus exterior appearance  | 1   | 2 | 3 | 4                         |
| p. Convenience of pass purchase locations   | 1   | 2 | 3 | 4                         |
| q. Service when you call RTA  | 1   | 2 | 3 | 4                         |
| r. Value of new buses   | 1   | 2 | 3 | 4                         |
| <b>18. Please rate the reasons you use RTA services.</b>  |   |   |   |                           |
|   | <b>1 = Irrelevant</b>                           |   |   | <b>4 = Most important</b> |
| a. No car available   | 1   | 2 | 3 | 4                         |
| b. Do not have valid driver's license   | 1   | 2 | 3 | 4                         |
| c. Convenience  | 1   | 2 | 3 | 4                         |
| d. Low cost   | 1   | 2 | 3 | 4                         |
| e. Good for environment   | 1   | 2 | 3 | 4                         |
| f. Independence   | 1   | 2 | 3 | 4                         |
| g. Relaxing/less stress   | 1   | 2 | 3 | 4                         |
| h. Can sleep, read, catch up on work  | 1   | 2 | 3 | 4                         |
| <b>19. Please rate the service attributes that are most important to you.</b>   |   |   |   |                           |
|   | <b>1 = Irrelevant</b>                           |   |   | <b>4 = Most important</b> |
| a. Time service begins/ends   | 1   | 2 | 3 | 4                         |
| b. Frequency of service   | 1   | 2 | 3 | 4                         |
| c. On-time performance/reliability  | 1   | 2 | 3 | 4                         |
| d. Cost to ride   | 1   | 2 | 3 | 4                         |
| e. Trip duration  | 1   | 2 | 3 | 4                         |
| f. Closeness of bus stop to home/destination  | 1   | 2 | 3 | 4                         |
| <b>20. Have you used the Transit Tracker bus locating system</b>  |   |   |   |                           |
| <input type="checkbox"/> Using a cell phone/tablet  | <input type="checkbox"/> Via the website        |   |   |                           |
| <input type="checkbox"/> Using the App  | <input type="checkbox"/> No I have not used it  |   |   |                           |
| <b>21. If you have used Transit Tracker, how useful is the service to you?</b>  |   |   |   |                           |
| <input type="checkbox"/> Very Useful  | <input type="checkbox"/> Not useful             |   |   |                           |
| <input type="checkbox"/> Somewhat useful  | <input type="checkbox"/> Other (Please specify) |   |   |                           |
| <b>22. Do you find the notices posted on the LCD screen at the front of the bus useful for keeping you informed about system changes and information?</b> |   |   |   |                           |
| a. <input type="checkbox"/> Yes it is very helpful  |   |   |   |                           |
| b. <input type="checkbox"/> It is somewhat helpful  |   |   |   |                           |
| c. <input type="checkbox"/> No I have not been reading the notices  |   |   |   |                           |
| <b>23. Please use the space below for comments that you think will help improve our services.</b>   |   |   |   |                           |
|   |   |   |   |                           |





Dear Runabout Rider:

San Luis Obispo Regional Transit Authority requests your assistance in gathering information about our services. Please help us by taking 5 to 10 minutes to share some information about your commute habits and your perception of Runabout services.

Your responses to this survey are voluntary and will be kept confidential. Please return the completed survey to the surveyor or the bus operator before you leave the bus today.

Please fill-in the circle next to the appropriate answer. Thank you

|   |              |                        |           |  |                       |                                   |         |
|---|--------------|------------------------|-----------|--|-----------------------|-----------------------------------|---------|
| <b>1. Will you be traveling roundtrip on Runabout today?</b>            |              |                        |           | <b>2. How would you make this trip if Runabout were not available?</b> |                       |                                   |         |
| O Yes   |              | O No                   |           | O Drive self   | O Bicycle             | O Friend/Family                   | O Walk  |
|   |              |                        |           | O Taxi/Uber  | O Would not make trip |                                   | O Other |
| <b>3. In which city/community did you board the Runabout today?</b>     |              |                        |           |  |                       |                                   |         |
| O Downtown SLO  |              | O Cal Poly             |           | O San Luis Obispo/Other  |                       | O Atascadero                      |         |
| O Paso Robles   |              | O Templeton            |           | O Santa Margarita  |                       | O Morro Bay/<br>Los Osos          |         |
| O Five Cities   |              | O Nipomo               |           | O Santa Maria  |                       | O Other: _____                    |         |
| <b>4. In which city/community will you de-board the Runabout today?</b> |              |                        |           |  |                       |                                   |         |
| Downtown SLO  |              | O Cal Poly             |           | O San Luis Obispo/Other  |                       | O Atascadero                      |         |
| O Paso Robles   |              | O Templeton            |           | O Santa Margarita  |                       | O Morro Bay/<br>Los Osos          |         |
| O Five Cities   |              | O Nipomo               |           | O Santa Maria  |                       | O Other: _____                    |         |
| <b>5. What is the main purpose of your trip today?</b>                  |              |                        |           |  |                       |                                   |         |
| O Work  | O School     | O Shopping             | O Medical | O Recreation/Social  | O Personal business   | O Other                           |         |
| <b>6. How did you pay for your fare today?</b>                          |              |                        |           | <b>7. Will you transfer from or to another bus on this trip?</b>       |                       |                                   |         |
| O Cash  | O Punch Pass | O Other                |           | O Yes  |                       | O No                              |         |
| <b>8. How long have you been riding Runabout?</b>                       |              |                        |           |  |                       |                                   |         |
| O First time  |              | O Less than 6 months   |           | O 6 months to 1 year   |                       | O More than 1 year                |         |
| <b>9. How often do you ride Runabout?</b>                               |              |                        |           |  |                       |                                   |         |
| O 0 to 1 Days per week  |              | O 2 to 3 Days per week |           | O 4 Days per week  |                       | O Daily                           |         |
| <b>10. How did you first hear about Runabout?</b>                       |              |                        |           |  |                       |                                   |         |
| O Bus/Bus stop  |              | O Schedules            |           | O RTA Website  |                       | O Family/Friends                  |         |
|   |              |                        |           |  |                       | O Google Maps                     |         |
|   |              |                        |           |  |                       | O Other                           |         |
| <b>11. How do you get most of your information about Runabout?</b>      |              |                        |           |  |                       |                                   |         |
| O On the bus  |              | O RTA Website          |           | O Family/Friends   |                       | O Medical/Social Service Referral |         |
|   |              |                        |           |  |                       | O Other                           |         |
| <b>12. What is your age?</b>  |              |                        |           |  |                       |                                   |         |
| O 17 years or younger   |              | O 18 to 25 years       |           | O 26 to 64 years   |                       | O 65 years and older              |         |
| <b>13. What is your gender?</b>   |              |                        |           |  |                       |                                   |         |
| O Male  |              | O Female               |           |  |                       |                                   |         |
| <b>14. Do you use a mobility assist device?</b>                         |              |                        |           |  |                       |                                   |         |
| O Yes   |              | O No                   |           |  |                       |                                   |         |
| a. If yes, what type of device?   |              |                        |           |  |                       |                                   |         |
| O Wheelchair  |              | O Cane                 |           | O Scooter  |                       | O Walker                          |         |
|   |              |                        |           |  |                       | O Other                           |         |

Turn over to complete survey

**15. Please rate the following aspects of Runabout by circling the number that best describes your experience.**

| <b>If you do not know then please leave answer blank.</b> | <b>1 = Poor</b> |   | <b>4 = Excellent</b> |   |
|---|-----------------|---|----------------------|---|
| a. Time service begins in the morning                     | 1               | 2 | 3                    | 4 |
| b. Time service ends in the evening                       | 1               | 2 | 3                    | 4 |
| c. On-time performance/reliability                        | 1               | 2 | 3                    | 4 |
| d. Trip duration  | 1               | 2 | 3                    | 4 |
| e. Cost to ride Runabout                                  | 1               | 2 | 3                    | 4 |
| f. Crowding on buses                                      | 1               | 2 | 3                    | 4 |
| g. Cleanliness of buses                                   | 1               | 2 | 3                    | 4 |
| h. Courtesy & competency of Bus Operators                 | 1               | 2 | 3                    | 4 |
| i. Safety of Bus Operators                                | 1               | 2 | 3                    | 4 |
| j. Bus exterior appearance                                | 1               | 2 | 3                    | 4 |
| k. Convenience of pass purchase                           | 1               | 2 | 3                    | 4 |
| l. Courtesy of Runabout schedulers                        | 1               | 2 | 3                    | 4 |
| m. Consistency of time window for pick-up                 | 1               | 2 | 3                    | 4 |

**16. Please rate the service attributes that are most important to you.**

|                                    | <b>1 = Irrelevant</b> |   | <b>4 = Most important</b> |   |
|------------------------------------|-----------------------|---|---------------------------|---|
| a. Time service begins/ends        | 1                     | 2 | 3                         | 4 |
| b. On-time performance/reliability | 1                     | 2 | 3                         | 4 |
| c. Cost to ride                    | 1                     | 2 | 3                         | 4 |
| d. Trip duration                   | 1                     | 2 | 3                         | 4 |

**17. Do you currently use any fixed-route services?**

|   |                          |
|---|--------------------------|
| <input type="radio"/> Yes   | <input type="radio"/> No |
| <p>a. <u>If no</u>, would you be interested in training on how to ride those buses fare-free?</p> |                          |

**18. Have you used the RTA Runabout mini-vans?**

|   |                          |
|---|--------------------------|
| <input type="radio"/> Yes   | <input type="radio"/> No |
| <p>b. If yes, what is your opinion of the mini-vans? (Please use the space below to answer)</p> |                          |

**19. Have you been into our office to requalify for Runabout services?**

|   |                          |
|---|--------------------------|
| <input type="radio"/> Yes   | <input type="radio"/> No |
| <p>c. <b>If yes</b>, what is your opinion of the process?<br/>(Please use this space to answer)</p> |                          |

**20. Please use the text box below to comment in any way that you think will help to improve our services.**



Dear RTA/SoCo Transit Employee:

In order to help us better understand the travel needs of our riders and improve our service, please help us by taking about 5 minutes to share some information about your perception of our services.

Your responses to this survey are **voluntary and confidential**. Please return the completed survey to Shelly in RTA Operations or Mike or Kevin, or Jon, in Paso Robles, LeaAnne or Mark at SoCo, Mary in Administration , or Carrie in the shop by **Friday, 10/27/17** All respondents will receive an insulated RTA/SoCo Transit water bottle.

**Please tell us about you**

|   |                        |                       |                          |                |       |
|---|------------------------|-----------------------|--------------------------|----------------|-------|
| <b>1. What is your current position with RTA/SoCo Transit?</b>                                    |                        |                       |                          |                |       |
| Bus Operator  | Maintenance            | Supervisor            | Administration           | Other          |       |
| <b>a. If Operator, which service(s)?</b>  |                        |                       |                          |                |       |
| Fixed-route   | Runabout               | Trolley               | Dial-A-Ride              |                |       |
| <b>b. Which yard to your report to?</b>   |                        |                       |                          |                |       |
| SLO   | SoCo Transit           | Paso Robles           | Nipomo or Cambria        |                |       |
| <b>2. Do you currently use any RTA/SoCo Transit services as a passenger?</b>                      |                        |                       |                          |                |       |
| Yes   |                        |                       | No                       |                |       |
| <b>IF the answer to the above is YES, please complete a, b &amp; c:</b>                           |                        |                       |                          |                |       |
| <b>a. Which services (Mark all that apply)</b>  |                        |                       |                          |                |       |
| Fixed-route   | Runabout               | Trolley               | Dial-A-Ride              |                |       |
| <b>b. How often do you ride?</b>  |                        |                       |                          |                |       |
| Less than once per month  | 1 to 3 times per month | 1 to 3 times per week | 4 or more times per week |                |       |
| <b>c. What is the general purpose of your trips taken using RTA and/or SoCo Transit services?</b> |                        |                       |                          |                |       |
| Ride to Work  | School                 | Shopping              | Recreation               | Medical appts. | Other |

**Perception of RTA/SoCo Transit Services**

|  |            |                 |   |                      |   |  |
|--|------------|-----------------|---|----------------------|---|--|
| <b>3. Whether or not you ride the bus, please rate your perceptions about our service by circling the number that best describes your experience and/or observations. If you don't know, answer "Don't know"</b> |            |                 |   |                      |   |  |
|  |            | <b>1 = Poor</b> |   | <b>4 = Excellent</b> |   |  |
| a. Time service begins in the morning  | Don't know | 1               | 2 | 3                    | 4 |  |
| b. Time service ends in the evening  | Don't know | 1               | 2 | 3                    | 4 |  |
| c. Frequency of service  | Don't know | 1               | 2 | 3                    | 4 |  |
| d. On-time performance/reliability   | Don't know | 1               | 2 | 3                    | 4 |  |
| e. Trip duration   | Don't know | 1               | 2 | 3                    | 4 |  |
| f. Closeness of bus stops to home  | Don't know | 1               | 2 | 3                    | 4 |  |
| g. Closeness of bus stops to destination   | Don't know | 1               | 2 | 3                    | 4 |  |
| h. Cost to ride  | Don't know | 1               | 2 | 3                    | 4 |  |
| i. Crowding on buses   | Don't know | 1               | 2 | 3                    | 4 |  |
| j. Cleanliness of buses  | Don't know | 1               | 2 | 3                    | 4 |  |
| k. Courtesy & competency of Bus Operators  | Don't know | 1               | 2 | 3                    | 4 |  |
| l. Safety on the vehicles and at stops   | Don't know | 1               | 2 | 3                    | 4 |  |
| m. Convenience of transfers  | Don't know | 1               | 2 | 3                    | 4 |  |
| n. Bus stop appearance   | Don't know | 1               | 2 | 3                    | 4 |  |
| o. Bus exterior appearance   | Don't know | 1               | 2 | 3                    | 4 |  |
| <b>4. Please rate the reasons you believe customers use our services. 1 = Least important 4 = Most important</b>   |            |                 |   |                      |   |  |
| a. No car available  | Don't know | 1               | 2 | 3                    | 4 |  |
| b. Do not have valid driver's license  | Don't know | 1               | 2 | 3                    | 4 |  |
| c. Convenience   | Don't know | 1               | 2 | 3                    | 4 |  |
| d. Low cost  | Don't know | 1               | 2 | 3                    | 4 |  |
| e. Good for the environment  | Don't know | 1               | 2 | 3                    | 4 |  |
| f. Independence  | Don't know | 1               | 2 | 3                    | 4 |  |
| g. Relaxing/less stressful travel  | Don't know | 1               | 2 | 3                    | 4 |  |
| h. Can sleep, read, catch up on work   | Don't know | 1               | 2 | 3                    | 4 |  |

| 5. Please rate the service attributes that you think are most important to customers. |            |                     |   |                    |   |
|---|------------|---------------------|---|--------------------|---|
|   |            | 1 = Least important |   | 4 = Most important |   |
| a. Time service begins/ends   | Don't know | 1                   | 2 | 3                  | 4 |
| b. Frequency of service   | Don't know | 1                   | 2 | 3                  | 4 |
| c. On-time performance/reliability  | Don't know | 1                   | 2 | 3                  | 4 |
| d. Cost to ride   | Don't know | 1                   | 2 | 3                  | 4 |
| e. Trip duration  | Don't know | 1                   | 2 | 3                  | 4 |
| f. Closeness of bus stop to home/destination  | Don't know | 1                   | 2 | 3                  | 4 |

### Strategic Business Plan Standards

Customer perception surveys are part of our mission and we need your help setting benchmarks for the measurement of service performance.

|  |
|--|
| <b>6. What are some ways that we can improve our recruitment and hiring processes?</b> |
|  |

|  |
|--|
| <b>7. What would be the advantages and disadvantages of SoCo Transit consolidating into RTA?</b> |
|  |

|  |
|--|
| <b>8. What are some ways that we can further improve the length of employment for employees?</b> |
|  |

| 9. Have you participated in the following training/development programs? If you have participated, please rate your experience. |     |     |   |    |   |                        |  |
|---|-----|-----|---|----|---|------------------------|--|
|   |     | Yes |   | No |   | 1 = Poor 4 = Excellent |  |
| a. Verification of Transit Training   | Yes | No  | 1 | 2  | 3 | 4                      |  |
| b. Verbal Judo  | Yes | No  | 1 | 2  | 3 | 4                      |  |
| c. Leadership Training  | Yes | No  | 1 | 2  | 3 | 4                      |  |
| d. Driver Safety Training   | Yes | No  | 1 | 2  | 3 | 4                      |  |
| e. Supervisor Training  | Yes | No  | 1 | 2  | 3 | 4                      |  |
| f. Generation Diversity   | Yes | No  | 1 | 2  | 3 | 4                      |  |
| g. Other _____  | Yes | No  | 1 | 2  | 3 | 4                      |  |

| 10. Please rate the state of repair of RTA/SoCo operational facilities. |  |          |   |               |   |
|---|--|----------|---|---------------|---|
|   |  | 1 = Poor |   | 4 = Excellent |   |
| a. RTA main facility and yard   |  | 1        | 2 | 3             | 4 |
| b. Paso Robles yard   |  | 1        | 2 | 3             | 4 |
| c. Cambria yard   |  | 1        | 2 | 3             | 4 |
| d. SoCo Transit yard  |  | 1        | 2 | 3             | 4 |

| 11. Please rate the state of repair of RTA/SoCo Transit passenger facilities. |  |          |   |               |   |
|---|--|----------|---|---------------|---|
|   |  | 1 = Poor |   | 4 = Excellent |   |
| a. Government Center  |  | 1        | 2 | 3             | 4 |
| b. Pismo Premium Outlets  |  | 1        | 2 | 3             | 4 |
| c. Ramona Garden stop   |  | 1        | 2 | 3             | 4 |
| d. Atascadero Transit Center  |  | 1        | 2 | 3             | 4 |
| e. Paso Transit Center  |  | 1        | 2 | 3             | 4 |
| f. Morro Bay Transit Area   |  | 1        | 2 | 3             | 4 |
| g. Santa Maria Transit Center   |  | 1        | 2 | 3             | 4 |

|  |
|--|
| <b>12. How can we improve the safety and appeal of the facilities and bus stops?</b> |
|  |

|  |
|--|
| <b>13. Please use the space below for any other comments on how we can improve our services.</b> |
|  |

**Thank You! Please return by Friday 10/27/17 for your RTA/SoCo Transit bottle!**

| <b>Results of RTA &amp; Paso Express Fixed-Route Rider Surveys, October 2017</b> |   |             |       |
|--|---|-------------|-------|
| <b>Which route are you currently riding?</b>                                     |   | # responses | %     |
| RTA 9  |   | 255         | 26.8% |
| RTA 10   |   | 225         | 23.7% |
| RTA 12   |   | 203         | 21.3% |
| RTA 14   |   | 48          | 5.0%  |
| RTA 15   |   | 19          | 2.0%  |
| SCT  |   | 158         | 16.6% |
| Paso Express   |   | 43          | 4.5%  |
| Question 1   | <b>Will you be traveling roundtrip on RTA today?</b>              | # responses | %     |
|  | Yes   | 699         | 74.8% |
|  | No  | 236         | 25.2% |
| Question 2   | <b>How would you make this trip if RTA was not available?</b>     | # responses | %     |
|  | Friend/Family   | 251         | 38.1% |
|  | Would not make trip   | 210         | 31.9% |
|  | Drive self  | 144         | 21.9% |
|  | Walk  | 130         | 19.7% |
|  | Bicycle   | 90          | 13.7% |
|  | Taxi/Uber   | 51          | 7.7%  |
|  | Other   | 34          | 5.2%  |
| Question 3   | <b>How did you get to the bus stop where you boarded the bus?</b> | # responses | %     |
|  | Walked  | 595         | 64.7% |
|  | Transferred from another bus                                      | 104         | 11.3% |
|  | Dropped off   | 100         | 10.9% |
|  | Bicycle   | 70          | 7.6%  |
|  | Park and Ride   | 32          | 3.5%  |
|  | Other   | 18          | 2.0%  |
|  | <b>If transferred from another bus, which one?</b>                | # responses | %     |
|  | RTA 10  | 18          | 22.2% |
|  | RTA 9   | 10          | 12.3% |
|  | SLO Transit   | 9           | 11.1% |
|  | SCT 21  | 9           | 11.1% |
|  | Paso Express  | 7           | 8.6%  |
|  | SCT 28  | 7           | 8.6%  |
|  | RTA 12  | 6           | 7.4%  |
|  | Morro Bay Transit   | 4           | 4.9%  |
|  | SCT 24  | 4           | 4.9%  |
|  | SMAT  | 3           | 3.7%  |
|  | Breeze  | 2           | 2.5%  |
|  | RTA 15  | 1           | 1.2%  |
| Guadalupe Flyer  | 1   | 1.2%        |       |

## Results of RTA & Paso Express Fixed-Route Rider Surveys, October 2017

| Question 4 | How will you get to your destination when you de-board the bus? | # responses | %     |
|------------|---|-------------|-------|
|            | Walk  | 586         | 67.7% |
|            | Transfer to another bus   | 117         | 13.5% |
|            | Bicycle   | 68          | 7.9%  |
|            | Picked up   | 63          | 7.3%  |
|            | Drive   | 31          | 3.6%  |
|            | Other   | 0           | 0.0%  |
|            | <b>If transfer to another bus, which one?</b>                   | # responses | %     |
|            | RTA 12  | 18          | 22.2% |
|            | SLO Transit   | 18          | 22.2% |
|            | RTA 10  | 11          | 13.6% |
|            | RTA 9   | 6           | 7.4%  |
|            | SCT 28  | 6           | 7.4%  |
|            | Paso Express  | 4           | 4.9%  |
|            | SCT 21  | 4           | 4.9%  |
|            | SCT 27  | 4           | 4.9%  |
|            | RTA 15  | 3           | 3.7%  |
|            | RTA (unspecified)   | 3           | 3.7%  |
|            | Morro Bay Transit   | 3           | 3.7%  |
|            | SMAT  | 2           | 2.5%  |
|            | SCT 24  | 2           | 2.5%  |
|            | Runabout  | 1           | 1.2%  |

**Results of RTA & Paso Express Fixed-Route Rider Surveys, October 2017**

| Question 5 | In which city/community did you board the bus today? | # responses | %     |
|------------|--|-------------|-------|
|            | San Luis Obispo / Downtown                           | 156         | 17.1% |
|            | Atascadero   | 106         | 11.6% |
|            | Paso Robles  | 103         | 11.3% |
|            | Morro Bay / Los Osos                                 | 94          | 10.3% |
|            | Five Cities  | 76          | 8.3%  |
|            | Santa Maria  | 55          | 6.0%  |
|            | Nipomo   | 46          | 5.0%  |
|            | Oceano   | 40          | 4.4%  |
|            | Grover Beach   | 39          | 4.3%  |
|            | Pismo Beach  | 37          | 4.0%  |
|            | Arroyo Grande  | 31          | 3.4%  |
|            | San Luis Obispo / Cal Poly                           | 29          | 3.2%  |
|            | Templeton  | 28          | 3.1%  |
|            | San Luis Obispo / Other                              | 22          | 2.4%  |
|            | Santa Margarita                                      | 14          | 1.5%  |
|            | San Luis Obispo                                      | 14          | 1.5%  |
|            | Cuesta College                                       | 9           | 1.0%  |
|            | Cambria  | 8           | 0.9%  |
|            | Shell Beach  | 5           | 0.5%  |
|            | Cayucos  | 2           | 0.2%  |
|            | Other (not specified)                                | 13          | 1.4%  |

## Results of RTA & Paso Express Fixed-Route Rider Surveys, October 2017

| <b>Results of RTA &amp; Paso Express Fixed-Route Rider Surveys, October 2017</b> |   |             |       |
|--|---|-------------|-------|
| Question 6   | <b>In which city/community will you de-board the bus today?</b> | # responses | %     |
|  | San Luis Obispo / Downtown                                      | 131         | 14.3% |
|  | Atascadero  | 101         | 11.1% |
|  | Paso Robles   | 97          | 10.6% |
|  | Morro Bay / Los Osos  | 73          | 8.0%  |
|  | Santa Maria   | 70          | 7.7%  |
|  | San Luis Obispo / Other   | 55          | 6.0%  |
|  | Five Cities   | 52          | 5.7%  |
|  | San Luis Obispo / Cal Poly                                      | 51          | 5.6%  |
|  | Grover Beach  | 49          | 5.4%  |
|  | Arroyo Grande   | 48          | 5.3%  |
|  | Cuesta College  | 37          | 4.0%  |
|  | Templeton   | 29          | 3.2%  |
|  | Nipomo  | 27          | 3.0%  |
|  | Pismo Beach   | 25          | 2.7%  |
|  | Oceano  | 20          | 2.2%  |
|  | San Luis Obispo   | 13          | 1.4%  |
|  | Cambria   | 8           | 0.9%  |
|  | Santa Margarita   | 6           | 0.7%  |
|  | Shell Beach   | 6           | 0.7%  |
| Cayucos  | 3   | 0.3%        |       |
| San Simeon   | 2   | 0.2%        |       |
| Other (not specified)  | 10  | 1.1%        |       |
| Question 7   | <b>What is the main purpose of your trip?</b>                   | # responses | %     |
|  | Work  | 292         | 31.8% |
|  | School  | 288         | 31.4% |
|  | Personal business   | 117         | 12.7% |
|  | Shopping  | 72          | 7.8%  |
|  | Recreation/Social   | 53          | 5.8%  |
|  | Medical   | 50          | 5.4%  |
|  | Other   | 46          | 5.0%  |
| Question 8   | <b>How did you pay for your fare today?</b>                     | # responses | %     |
|  | Cash  | 338         | 44.6% |
|  | 31-Day Pass   | 312         | 41.2% |
|  | Day Pass  | 92          | 12.2% |
|  | 20-Ride Punch Pass  | 10          | 1.3%  |
|  | 7-Day Pass  | 5           | 0.7%  |
| Question 9   | <b>How long have you been riding RTA?</b>                       | # responses | %     |
|  | First time  | 24          | 2.7%  |
|  | Less than 6 months  | 184         | 21.0% |
|  | 6 to 12 months  | 89          | 10.1% |
|  | More than 1 year  | 581         | 66.2% |

| <b>Results of RTA &amp; Paso Express Fixed-Route Rider Surveys, October 2017</b> |  |   |       |
|--|--|---|-------|
| Question 10  | <b>How often do you ride RTA?</b>  | # responses   | %     |
|  | 0-1 days/wk  | 104   | 12.8% |
|  | 2-3 days/wk  | 196   | 24.2% |
|  | 4 days/wk  | 208   | 25.6% |
|  | Daily  | 303   | 37.4% |
| Question 11  | <b>How did you first hear about RTA?</b>                                 | # responses   | %     |
|  | Buses / Bus stops  | 355   | 40.5% |
|  | Family/Friends   | 290   | 33.1% |
|  | Google Maps/Transit  | 70  | 8.0%  |
|  | Schedules  | 65  | 7.4%  |
|  | RTA Website  | 47  | 5.4%  |
|  | Other  | 49  | 5.6%  |
| Question 12  | <b>How do you get most of your info about RTA?</b>                       | # responses   | %     |
|  | On the bus   | 350   | 40.0% |
|  | RTA Website  | 293   | 33.4% |
|  | Family/Friends   | 84  | 9.6%  |
|  | Schedules  | 8   | 0.9%  |
|  | Other  | 44  | 5.0%  |
| Question 13  | <b>What is the best way for RTA to tell people about their services?</b> | See attached narrative for summary of qualitative responses |       |
| Question 14  | <b>Which of the following best describes your employment status?</b>     | # responses   | %     |
|  | Employed   | 402   | 44.6% |
|  | Student  | 299   | 33.2% |
|  | Other  | 107   | 11.9% |
|  | Retired  | 72  | 8.0%  |
|  | Homemaker  | 21  | 2.3%  |
| Question 15  | <b>What is your age?</b>   | # responses   | %     |
|  | 17 years or younger  | 125   | 13.9% |
|  | 18 to 25 years   | 279   | 31.1% |
|  | 26 to 64 years   | 423   | 47.2% |
|  | 65 years and older   | 70  | 7.8%  |
| Question 16  | <b>What is your gender?</b>  | # responses   | %     |
|  | Male   | 481   | 54.1% |
|  | Female   | 408   | 45.9% |

## Results of RTA & Paso Express Fixed-Route Rider Surveys, October 2017

| Results of RTA & Paso Express Fixed-Route Rider Surveys, October 2017 |  |             |       |
|---|--|-------------|-------|
| Question 17   | <b>Please rate the following aspects of RTA by circling the number that best describes your experience (1 = Poor, 4 = Excellent)</b> | avg. score  | rank  |
|   | a. Time service begins in the morning  | 3.4         | 7     |
|   | b. Time service ends in the evening  | 3.0         | 18    |
|   | c. Frequency of service  | 3.1         | 15    |
|   | d. On-time performance/reliability   | 3.3         | 14    |
|   | e. Trip duration   | 3.3         | 9     |
|   | f. Closeness of bus stops to home  | 3.3         | 11    |
|   | g. Closeness of bus stops to destination   | 3.5         | 4     |
|   | h. Cost to ride RTA/SCT  | 3.3         | 12    |
|   | i. Crowding on buses   | 3.1         | 17    |
|   | j. Cleanliness of buses  | 3.4         | 6     |
|   | k. Courtesy and competency of Bus Operators  | 3.6         | 2     |
|   | l. Safety on the vehicles and at stops   | 3.6         | 1     |
|   | m. Convenience of transfers  | 3.4         | 8     |
|   | n. Bus stop appearance   | 3.3         | 10    |
|   | o. Bus exterior appearance   | 3.5         | 3     |
|   | p. Convenience of pass purchase locations  | 3.1         | 16    |
| q. Service when you call RTA  | 3.3  | 13          |       |
| r. Value of new buses   | 3.5  | 5           |       |
| Question 18   | <b>Please rate the reasons you use RTA/SCT services (1 = Irrelevant, 4 = Most important)</b>   | avg. score  | rank  |
|   | a. No car available  | 3.1         | 2     |
|   | b. Do not have valid driver's license  | 2.5         | 8     |
|   | c. Convenience   | 3.1         | 3     |
|   | d. Low cost  | 3.2         | 1     |
|   | e. Good for environment  | 3.1         | 4     |
|   | f. Independence  | 2.9         | 5     |
|   | g. Relaxing/less stress  | 2.9         | 6     |
|   | h. Can sleep, read, catch up on work   | 2.8         | 7     |
| Question 19   | <b>Please rate the service attributes that are most important to you (1 = Irrelevant, 4 = Most important)</b>                        | avg. score  | rank  |
|   | a. Time service begins/ends  | 3.4         | 3     |
|   | b. Frequency of service  | 3.5         | 2     |
|   | c. On-time performance/reliability   | 3.6         | 1     |
|   | d. Cost to ride  | 3.3         | 4     |
|   | e. Trip duration   | 3.2         | 6     |
|   | f. Closeness of bus stop to home/destination   | 3.3         | 5     |
| Question 20   | <b>Have you used the Transit Tracker bus locating system?</b>  | # responses | %     |
|   | No, I have not used it   | 438         | 58.6% |
|   | Using a cell phone/tablet  | 258         | 34.5% |
|   | Using the App  | 35          | 4.7%  |
|   | Via the website  | 16          | 2.1%  |

| <b>Results of RTA &amp; Paso Express Fixed-Route Rider Surveys, October 2017</b> |   |             |       |
|--|---|-------------|-------|
| Question 21  | <b>If you have used Transit Tracker, how useful is the service to you?</b>  | # responses | %     |
|  | Very useful   | 145         | 48.0% |
|  | Somewhat useful   | 114         | 37.7% |
|  | Not useful  | 37          | 12.3% |
|  | Other   | 6           | 2.0%  |
| Question 22  | <b>Do you find the noticed posted on the LCD screen at the front of the bus useful for keeping you informed about system changes and information?</b> | # responses | %     |
|  | Yes, it is very helpful   | 450         | 61.6% |
|  | It is somewhat helpful  | 198         | 27.1% |
|  | No, I have not been reading the notices   | 82          | 11.2% |

| <b>Results of Runabout Rider Surveys, October 2017</b> |  |             |        |
|--|--|-------------|--------|
| Question 1   | <b>Will you be traveling roundtrip today?</b>                      | # responses | %      |
|  | Yes  | 21          | 84.0%  |
|  | No   | 4           | 16.0%  |
| Question 2   | <b>How would you make this trip if the bus were not available?</b> | # responses | %      |
|  | Would Not Make the Trip  | 13          | 59.1%  |
|  | Friend/Family  | 6           | 27.3%  |
|  | Taxi/Uber  | 3           | 13.6%  |
|  | Drive Self   | 0           | 0.0%   |
|  | Bicycle  | 0           | 0.0%   |
|  | Walk   | 0           | 0.0%   |
| Question 3   | <b>In Which Community did you board Runabout today?</b>            | # responses | %      |
|  | SLO/Other  | 11          | 44.0%  |
|  | Paso Robles  | 5           | 20.0%  |
|  | Atascadero   | 3           | 12.0%  |
|  | Downtown SLO   | 2           | 8.0%   |
|  | Templeton  | 2           | 8.0%   |
|  | Five Cities  | 1           | 4.0%   |
|  | Santa Margarita  | 1           | 4.0%   |
| Question 4   | <b>In which community will you de-board the Runabout today</b>     | # responses | %      |
|  | SLO/Other  | 10          | 47.6%  |
|  | Templeton  | 5           | 23.8%  |
|  | Paso Robles  | 3           | 14.3%  |
|  | Five Cities  | 2           | 9.5%   |
|  | Atascadero   | 1           | 4.8%   |
|  | Downtown SLO   | 0           | 0.0%   |
|  | Santa Margarita  | 0           | 0.0%   |
| Question 5   | <b>What is the main purpose of your trip today</b>                 | # responses | %      |
|  | Medical  | 7           | 29.2%  |
|  | Work   | 6           | 25.0%  |
|  | Other  | 6           | 25.0%  |
|  | Shopping   | 2           | 8.3%   |
|  | Recreation/Social  | 2           | 8.3%   |
|  | Personal Business  | 1           | 4.2%   |
|  | School   | 0           | 0.0%   |
| Question 6   | <b>How did you pay for your fare today</b>                         | # responses | %      |
|  | Cash   | 3           | 12.0%  |
|  | Punch Pass   | 20          | 80.0%  |
|  | Other  | 2           | 8.0%   |
| Question 7   | <b>Will you transfer from or to another bus on this trip?</b>      | # responses | %      |
|  | Yes  | 0           | 0.0%   |
|  | No   | 21          | 100.0% |

## Results of Runabout Rider Surveys, October 2017

| Question    | Response   | # responses | %     |
|-------------|--|-------------|-------|
| Question 8  | <b>How long have you been riding Runabout</b>                  |             |       |
|             | First Time   | 0           | 0.0%  |
|             | Less than 6 months   | 3           | 12.0% |
|             | 6 months to 1 year   | 4           | 16.0% |
|             | More than 1 year   | 18          | 72.0% |
| Question 9  | <b>How often do your ride Runabout?</b>                        |             |       |
|             | 0 to 1 Days per week   | 7           | 30.4% |
|             | 2 to 3 Days per week   | 7           | 30.4% |
|             | 4 Days per week  | 6           | 26.1% |
|             | Daily  | 3           | 13.0% |
| Question 10 | <b>How did you first hear about Runabout?</b>                  |             |       |
|             | Other  | 15          | 60.0% |
|             | Family/Friends   | 7           | 28.0% |
|             | RTA Website  | 2           | 8.0%  |
|             | Bus/Bus Stop   | 1           | 4.0%  |
|             | Schedules  | 0           | 0.0%  |
| Question 11 | <b>How do you get most of your information about Runabout?</b> |             |       |
|             | Other  | 10          | 43.5% |
|             | On the bus   | 7           | 30.4% |
|             | RTA Website  | 5           | 21.7% |
|             | Family/Friends   | 1           | 4.3%  |
|             | Medical/Social Service Referral                                | 0           | 0.0%  |
| Question 12 | <b>What is your age?</b>                                       |             |       |
|             | 17 years or younger  | 0           | 0.0%  |
|             | 18 to 25 years   | 0           | 0.0%  |
|             | 26 to 64 years   | 9           | 36.0% |
|             | 65 years and older   | 16          | 64.0% |
| Question 13 | <b>What is your gender?</b>                                    |             |       |
|             | Male   | 9           | 36.0% |
|             | Female   | 16          | 64.0% |
| Question 14 | <b>Do you use a mobility assist device?</b>                    |             |       |
|             | Yes  | 17          | 68.0% |
|             | No   | 8           | 32.0% |
|             | <b>If you do use a mobility device, what type:</b>             |             |       |
|             | Wheelchair   | 8           | 47.1% |
|             | Walker   | 6           | 35.3% |
|             | Scooter  | 3           | 17.6% |
|             | Cane   | 0           | 0.0%  |
| Other       | 0  | 0.0%        |       |

## Results of Runabout Rider Surveys, October 2017

| Question 15 | Please rate the following aspects of Runabout by circling the number that best describes your experience (1 = Poor, 4 = Excellent)         | avg. score  | rank  |
|-------------|--|-------------|-------|
|             | The time service begins in the mornings  | 3.33        | 7     |
|             | The time service ends in the evenings  | 3.00        | 10    |
|             | On time performance/reliability  | 3.33        | 7     |
|             | Trip duration  | 3.67        | 4     |
|             | Cost to ride Runabout  | 2.33        | 13    |
|             | Crowding on buses  | 3.00        | 10    |
|             | Cleanliness of the buses   | 4.00        | 1     |
|             | Courtesy & Competency of the drivers   | 3.67        | 4     |
|             | Safety of bus Operators  | 3.67        | 4     |
|             | Bus exterior appearance  | 4.00        | 1     |
|             | Convenience of pass purchase   | 4.00        | 1     |
|             | Courtesy of Runabout schedulers  | 3.33        | 7     |
|             | Consistency of time window for pick up   | 3.00        | 10    |
| Question 16 | Please rate the service attributes that are most important to you (1 - Irrelevant 4 = Most Important)                                      | # responses | %     |
|             | Time service begins/ends   | 4.00        | 1     |
|             | On-time performance/reliability  | 3.00        | 2     |
|             | Cost to ride   | 2.33        | 4     |
|             | Trip Duration  | 2.50        | 3     |
| Question 17 | Do you currently use any fixed route services?   | # responses | %     |
|             | Yes  | 3           | 13.0% |
|             | No   | 20          | 87.0% |
|             | <i>(No respondents stated they wish to be trained on using fixed-route buses)</i>  |             |       |
| Question 17 | Have you used the Runabout mini-vans?  | # responses | %     |
|             | Yes  | 16          | 69.6% |
|             | No   | 7           | 30.4% |
|             | <i>(Two respondents stated the minivans are difficult for wheelchair &amp; scooter users; the other twelve provided positive feedback)</i> |             |       |
| Question 18 | Have you been into our office to re-qualify for Runabout services?   | # responses | %     |
|             | Yes  | 4           | 16.7% |
|             | No   | 20          | 83.3% |

## Results of RTA & SCT Employee Surveys, October 2017

| Question 1 | What is your current position with RTA/SoCo Transit?                       | # responses | %   |
|------------|--|-------------|-----|
|            | Operator   | 68          | 61% |
|            | Maintenance  | 13          | 12% |
|            | Supervisor   | 17          | 15% |
|            | Administration   | 9           | 8%  |
|            | Other  | 4           | 4%  |
|            | <b>If Operator, which service(s)</b>                                       |             |     |
|            | Fixed-Route  | 48          | 72% |
|            | Runabout   | 16          | 24% |
|            | Trolley  | 0           | 0%  |
|            | Dial-A-Ride  | 3           | 4%  |
| Question 2 | Which yard to your report to?  | # responses | %   |
|            | SLO  | 62          | 60% |
|            | SoCo Transit   | 20          | 19% |
|            | Paso Robles  | 17          | 17% |
|            | Nipomo or Cambria  | 4           | 4%  |
| Question 3 | Do you currently use any RTA/SoCo Transit services as a passenger?         | # responses | %   |
|            | Yes  | 34          | 31% |
|            | No   | 74          | 69% |
|            | <b>If yes, which services</b>  | # responses | %   |
|            | Fixed-Route  | 33          | 94% |
|            | Runabout   | 1           | 3%  |
|            | Trolley  | 0           | 0%  |
|            | Dial-A-Ride  | 1           | 3%  |
|            | <b>How often do your ride?</b>   | # responses | %   |
|            | Less than once a month   | 17          | 49% |
|            | 1-3 times per month  | 11          | 31% |
|            | 1-3 times per week   | 3           | 9%  |
|            | 4 or more times per week   | 4           | 11% |
|            | <b>What is the general purpose of your trips taken on RTA/SoCo Transit</b> | # responses | %   |
|            | Work   | 13          | 37% |
|            | School   | 2           | 6%  |
|            | Shopping   | 4           | 11% |
|            | Recreational   | 9           | 26% |
|            | Medical  | 1           | 3%  |
|            | Other  | 6           | 17% |

## Results of RTA & SCT Employee Surveys, October 2017

| Results of RTA & SCT Employee Surveys, October 2017 |   |   |      |
|---|---|---|------|
| Question 4  | <b>Please rate all of the following with 1 = Poor through 4 = Excellent</b>   | Avg. Score  | Rank |
|   | a. Time service begins in the morning   | 3.49  | 3    |
|   | b. Time service ends in the evening   | 3.20  | 11   |
|   | c. Frequency of service   | 3.23  | 10   |
|   | d. On-time performance/reliability  | 3.41  | 5    |
|   | e. Trip duration  | 3.28  | 7    |
|   | f. Closeness of bus stops to home   | 3.14  | 12   |
|   | g. Closeness of bus stops to destination  | 3.25  | 9    |
|   | h. Cost to ride RTA/SCT   | 3.45  | 4    |
|   | i. Crowding on buses  | 3.37  | 6    |
|   | j. Cleanliness of buses   | 2.98  | 14   |
|   | k. Courtesy and competency of Bus Operators   | 3.54  | 1    |
|   | l. Safety on the vehicles and at stops  | 3.50  | 2    |
|   | m. Convenience of transfers   | 3.27  | 8    |
|   | n. Bus stop appearance  | 2.92  | 15   |
| o. Bus exterior appearance                          | 3.12  | 13  |      |
| Question 5  | <b>Please rate the reason you use the bus: 1 = Irrelevant through 4 = Very Important</b>                                  | Avg. Score  | Rank |
|   | a. No car available   | 3.37  | 1    |
|   | b. Do not have valid driver's license   | 3.22  | 3    |
|   | c. Convenience  | 2.89  | 6    |
|   | d. Low cost   | 3.33  | 2    |
|   | e. Good for environment   | 2.89  | 7    |
|   | f. Independence   | 2.95  | 5    |
|   | g. Relaxing/less stress   | 2.97  | 4    |
|   | h. Can sleep, read, catch up on work  | 2.79  | 8    |
| Question 6  | <b>Please rate the service attributes that are most important to customers: 1 = Irrelevant through 4 = Most Important</b> | Avg. Score  | Rank |
|   | a. Time service begins/ends   | 3.44  | 3    |
|   | b. Frequency of service   | 3.51  | 2    |
|   | c. On-time performance/reliability  | 3.62  | 1    |
|   | d. Cost to ride   | 3.31  | 4    |
|   | e. Trip duration  | 3.20  | 6    |
|   | f. Closeness of bus stop to home/destination  | 3.25  | 5    |
| Question 7  | <b>What are some ways that we can improve our recruitment and hiring process</b>  | See attached narrative for summary of qualitative responses |      |
| Question 8  | <b>What would be the advantages and disadvantages of SoCo Transit consolidating into RTA?</b>                             | See attached narrative for summary of qualitative responses |      |

## Results of RTA & SCT Employee Surveys, October 2017

|             |   |   |      |
|-------------|---|---|------|
| Question 9  | <b>What are some ways that we can further improve the length of employment for employees?</b>   | See attached narrative for summary of qualitative responses |      |
| Question 10 | <b>If you have participated in the following training/development programs, please rate your experience. (1 = poor 4 = excellent)</b> | Avg. Score  | Rank |
|             | Verification of Transit Training  | 3.5   | 4    |
|             | Verbal Judo   | 3.5   | 3    |
|             | Leadership Training   | 3.5   | 2    |
|             | Driver safety training  | 3.6   | 1    |
|             | Supervisor training   | 3.4   | 5    |
|             | Generation Diversity  | 3.2   | 7    |
|             | Other   | 3.3   | 6    |
| Question 11 | <b>Please rate the state of repair of RTA/SoCo operational facilities. (1 = poor 4 = excellent)</b>                                   | Avg. Score  | Rank |
|             | RTA main facility and yard  | 3.5   | 1    |
|             | Paso Robles Yard  | 2.7   | 3    |
|             | Cambria Yard  | 2.4   | 4    |
|             | SoCo Transit Yard   | 3.0   | 2    |
| Question 12 | <b>Please rate the state of repair of RTA/SoCo Transit passenger facilities. (1 = poor 4 = excellent)</b>                             | Avg. Score  | Rank |
|             | SLO Government Center   | 3.1   | 3    |
|             | Pismo Outlets   | 3.1   | 2    |
|             | Ramona Garden stop  | 3.0   | 5    |
|             | Atascadero Transit Center   | 3.0   | 6    |
|             | Paso Transit Center   | 3.0   | 4    |
|             | Morro Bay Transit   | 2.9   | 7    |
|             | Santa Maria Transit Center  | 3.3   | 1    |
| Question 13 | <b>How can we improve the safety and appeal of the facilities and bus stops</b>   | See attached narrative for summary of qualitative responses |      |
| Question 14 | <b>Any comments on how we can improve our services</b>  | See attached narrative for summary of qualitative responses |      |

### Fixed-Route Rider Comments on Ways to Improve RTA services

1. All but one driver are very nice about my service animal.
2. I love the services.
3. Wi-Fi needed.
4. System is just hard to take due to cost and how frequently the buses don't come. I have to plan whole days around bus schedules - hard to do.
5. Complimentary sodas.
6. I take the Routes 12 and 14. Route 12 seems to run very timely but the Route 14 seems random and deviates from online schedules sometimes.
7. Cal Poly students get RTA passes for free, should be extended to Cuesta students as well.
8. More stops in Morro Bay and SLO.
9. The front screens are helpful, when they are working...
10. More pass purchasing machines should be set up at accessible locations.
11. Excellent service, especially for Cuesta students.
12. This customer put a smiley face by her rating of "4" for helpful bus operators. In addition, she wrote "I am so thankful for RTA, and the service it provides our community. I would like to see the hours of service extend later so that when I am working or meeting friends/classmates at night I can take the bus home.
13. Discount for cuesta students.
14. The cost went up. I now have to pay \$23.50 for a bus pass, instead of \$22. I love bus drivers John, Carlos, Larry and Eric.
15. Thank you for getting me to school on time and home.
16. Having bus run later, more express services.
17. If bus times matched up with Cuesta Classes better that would be good.
18. You guys suck.
19. I love our bus drivers.
20. I would greatly appreciate more weekend service.
21. Please add more frequency of service, earlier start, and later end. I'd pay more...
22. John on Route 12 is an especially great driver.
23. Drivers should not proceed until all passengers have sat down.
24. More service on weekends.
25. 1 out of 3 times, the transit tracker gives the wrong arrival time.
26. Bus service is good. Maybe late runs would be cool.
27. I am pretty satisfied.
28. I wish student in college (Cuesta) had a discount or were free. Students don't always have money. Seems like they favor Cal Poly, but forget about Cuesta. I love the first 2 weeks being free, but I wish it was every day.
29. Be more specific on your bus tracker. Like, what time will it arrive rather than minutes between [mohs?].
30. More service on the Route 12 during the day - it's too crowded.
31. Fairness to Senior drivers in pay, respect. We like to see families and happy drivers.
32. The website does a pretty good job. Everything is fine.

33. I have read the screens, but they aren't helpful. The 12 time change is terrible coming from MB transit. 40 minutes when it rains? Worse.
34. Have a place for homeless people to put dirty blankets on bus [presumably so as not to touch people sitting next to the items]
35. Cleaner hand rails.
36. More stops at Cuesta per hour
37. Increase in frequency would be highly beneficial. I'm a Cuesta student who doesn't drive and I find it can be very inconvenient when the 12 and 14 run about once an hour and within a couple of minutes of each other. It leaves a huge gap.
38. Very friendly drivers. Much more efficient than driving alone.
39. Clean cabin air filter regularly, or more frequently.
40. Appreciate your service.
41. Improve Transit app. It is somewhat unreliable and make more user friendly. Arrival estimates are not that accurate. More Morro Bay to Cal Poly direct busses (12x).
42. RTA is a good, cheap way to get where you need to go.
43. More buses closer to the hours, more routes on Sundays, later service.
44. Cost, trip duration, and morning bus start times need improvement. Cost shouldn't be more than \$1.50. Way too long of trips. Los Osos bus stops have no seats or covering.
45. Lower cost of 31-Day passes, open up more opportunity for students, increase the friendliness of drivers.
46. John and Larry deserve a promotion. They are top tier bus drivers.
47. More frequent buses during the day, and more especially on Saturday and Sunday. It makes it hard when you work in Morro Bay and live in Atascadero on weekends. I have been riding for 4 years.
48. The buses are really nice.
49. There are dangerous people in some cities in San Luis Obispo County. So, there are controllable emergency options provided by RTA to quietly assist. The fares (at \$2.50 from Morro Bay to SLO, for instance) is just a little too high. Maybe \$1.75 with better transfer info.
50. App is kind of confusing.
51. A better looking website. The aesthetics are terrible and schedules seem scattered. The online side could use some work.
52. Keep up the great work. My dad drove for MTD in Santa Barbara for 15 years. Your drivers are all awesome, comparatively.
53. I think they have a pretty good system.
54. On the Transit Tracker - I can't tell how far the bus is to me. Have more buses to meet up with those ready to transfer. Ex, Route 12 meets with 10, 9 and 12 before they leave at 30 mins past the hour and I have to wait between the 12 and other connections.
55. Wi-Fi on buses.
56. I haven't figured out the transit tracker. Time change made it difficult with the #15 route times and frequencies.
57. I have been very pleased with the friendliness and service of both RTA as well as it's drivers.
58. Pay a living wage [to drivers].

59. I have been riding the bus for over 30 years. It has improved a lot. Thanks to great bus drivers Carlos, John, Eric.
60. Awesome service. I love the drivers. I would like a bus from Morro Bay to SLO via LOVR.
61. Route 15 - please add an 8pm northbound trip from Morro Bay to Cambria M-F. Make Route 15 afternoon driver full time.
62. RTA is great for me
63. Keep doing what you're doing. Eric is the only reason I ride RTA. He's a badass!
64. Great service.
65. Everything is good. Would change duration.
66. Way too hard from Oceano w/no #28 to #10 connection at park & ride. I have a 50 minute wait.
67. Keep doing what you're doing.
68. Is there a bus service at the airport? It would be great we would use it often. More service on Route 15 would be popular. Thank you.
69. This customer noted courtesy of drivers was a 5 (on a 4 point scale). Great drivers, friendly and there to help. Carlos on Route 12N rocks.
70. Good Job. Service is very dependable.
71. Having RTA in google maps is really helpful for teenagers. As for anything else, users should be directed to the website.
72. Better connections with Morro Bay Transit, please.
73. The transit tracker is very confusing for me. Calling the MB bus and [?] bus is retarded. Look at a map. It's an [ew?] line.
74. Cal Poly has increased frequency of 7am classes. Need an earlier Los Osos to Cal Poly run.
75. Transit tracker accuracy could be improved. Bus stops could be serviced for trash more often in Los Osos and Morro Bay.
76. 7:13 express should leave Morro bay earlier at 7:10 to get to SLO GC by 7:30. Eric and Larry are great drivers.
77. More frequent bus for students, please. 30 minute gaps would be very helpful, rather than an hour. Some of us might have early exams. Thank you.
78. There are often scammers wanting to "borrow" phones, they take phone numbers and sell them to other scammers.
79. Great service, Keep up the great work and thank you. The website is great. When I call and ask questions, employees are helpful. Drivers are friendly, professional and drive safely. So, if it's not broke, don't fix it.
80. An earlier a.m. bus from Morro Bay to SLO. Improve punctuality of 8:38 am and 11:38 am bus going from Morro Bay to SLO.
81. More frequent bus service.
82. Very professional and prompt.
83. You guys are awesome.
84. There should be more frequency of service more than once an hour. It would make your service more convenient for more people.
85. Bus driver need to ease up braking at stops and traveling while... [customers are not seated].

86. I didn't know there was an app.
87. I love Carlos - he's the best bus driver. Very inconvenient bus time change in Morro Bay Park with Morro Bay Transit. It adds 2 hours to my trip and it really sucks.
88. Much earlier service in Morro Bay and more frequent throughout the day. Keep costs same as now to keep affordable. Thanks.
89. No fare. People who use the bus are struggling as it is, so why not pay our drivers more and make it fare free?
90. Thank you. It's all great.
91. More drivers like Larry.
92. Work being on time.
93. More frequent service. Longer hours of operation.
94. The format of the app is confusing to some people. The screens are helpful when they are working. We all appreciate the bus drivers. John, Larry and Alfonso are all great.
95. Most of the RTA drivers are great with customer service. I do not have a car right now, but frankly, I do not care because I have RTA.
96. I like the new service all the way to the airport.
97. I love the app, but sometimes it does not work.
98. Wi-Fi please. This route losses cell service twice due to mountains and Wi-Fi would be useful and appreciated.
99. Treat everyone the same, homeless or not.
100. Buses are late often. Besides that, everything is good.
101. Have bus drivers change their routes to avoid confusion [change Route signs?]
102. Most of the bus drivers are very helpful and considerate. Thank you.
103. Bring back the hour service at Morro Bay. I use a wheelchair and the 40-minute wait between RTA and Morro Bay transit causes a lot of pain.
104. Later service on weekends.
105. More RTA service in Morro Bay.
106. [Customer drew in a heart, smiley face and peace sign.]
107. The bike racks with the black hooks work much better.
108. Post fare costs on bus stop signs. Raise the frequency of service to 2x per hour. Otherwise, I'm completely satisfied.
109. More evening and weekend frequency.
110. The bus system is free in Scotland for everyone over 60. This is beneficial on many levels. It gets older people out from behind the wheel, making the roads safer. It causes more engagements socially and allows multi-generational mingling, and fosters Community. It also encourages mental stimulation as older people have to look at schedules and provides more physical activity with more walking. Perhaps RTA could adopt a similar practice as the one in Scotland. This is a very nice bus system. At 50, I just started writing and am enjoying it.
111. More bus stops in Templeton (closer to Vineyard and Trader Joe's). Thank you.
112. Keeps costs down. Do not increase fares.
113. Later service in the evenings.
114. Sundays need more trips.
115. Love you. Thank you.

116. Later evening and more frequent service. Overall, employees are pleasant and courteous.
117. I have poor eyesight and can't see the screen on the bus. Good performance overall. I commend the drivers for their courtesy, politeness and at times firmness when customers are out of line.
118. More weekend service.
119. Change the seats in a different position (this customer rides with her brother and mom between Los Osos and Atascadero) and make the bus more friendly by painting the walls.
120. Thank you.
121. The Route 12 is amazing, always very nice and drivers are helpful.
122. Please add service along Hwy 41 from Morro bay to Atascadero.
123. Some drivers need to drop the attitude, but most are really nice.
124. The seats feel cramped for someone of my height (6-3). I find some, but not all, RTA buses to be like this.
125. Add more times for Cuesta service.
126. More service.
127. Longer service in the evenings (buses stop too early). Always friendly drivers.
128. Everything is perfect.
129. I would love to have Route 11 back (from Los Osos along LOVR to Higuera)
130. Most of your drivers are jerks. Seriously, who hires these guys? Between that and the face tattooed ex-cons shouting at random people, I pretty much hate the bus and it's inhabitants. Get rid of the crazy junkies and homeless people. Do you know what it's like to hear a guy shout the words "F U" for 45 minutes? Let me tell you... It's great...
131. My mom rides from San Simeon to Los Osos and the frequency of buses is not good. Either it's a long wait - late at night - to take the bus home or there's less than an hour turn around.
132. Later buses. Easier to understand schedules. Drivers are really nice.
133. Bus service on weekends is very limited, and more buses on Sat/Sun would be very helpful.
134. Just keep up the good work and don't become like those transport folks down in L.A.
135. Wi-Fi.
136. You are doing fine.
137. It gets hot w/out windows.
138. Excellent.
139. Increase locations where customers can purchase bus passes.
140. Please add more Routes 9, 10 and 12 times on Saturday and Sunday.
141. More service on weekends.
142. Better coordination between SLO transit and RTA, I've missed SLO Transit buses several times due to lack of communication between buses.
143. Could have a bus stop close to the Santa Barbara road, with ECR in Atascadero.
144. Increase weekend service and express 6am SLO to Paso.
145. Extending service later in the evenings (until 1am) will make it possible for service industry workers to travel between cities, thus expanding work options in SLO county.

146. Emergency preparations {?}
147. More service.
148. More weekend service. At least one more service in a.m. and p.m. The trip planner is awful. You can give info on the bus. Also, stop at north end of Atascadero by Home Depot is no longer there to board both ways. Very inconvenient, and dangerous if you need to go south.
149. I like SLO Transit's GPS bus tracker better than the RTA one that doesn't show where the bus is.
150. Thank you. Route 9 is awesome.
151. I have had drivers pass me by when I'm waiting at the stop, and I have had drivers fail to stop even when I pulled the cord. Especially a lot at night I have seen drivers fly by without checking. A lot of people depend on the bus and it is aggravating when things like that happen.
152. Make bus stops more frequent. Make sure LCD screen is on. It's hard to know where you are at night, and the screen helps to know where you are at night.
153. The transit tracker doesn't give a clear message where the bus is.
154. Thank you.
155. I don't use it but it is a good feature. I am usually working at my laptop while riding the bus and not watching the screen. Increasing the frequency of service is desirable if finances and ridership will support.
156. I use trip planner with google maps. Post online if there is a schedule change, post at the bus stop, and get an app that sends nearest bus routes to people's phones, or finds the easiest route for them.
157. More a.m and p.m. trips.
158. The transit tracker is not clear enough. Add more express buses on Routes 9N & 9S in a.m. & p.m. Great bus drivers - Tracy, Scott, Rick and Mike are Awesome!
159. How about a discount for frequent riders? Or 15-day pass. It's hard to pay for a 31-day pass, and hard to pay \$5 for a Regional Day Pass.
160. Drivers need access to County Building to use restroom prior and subsequent to 8-5 m-f. The clocks on the corner at the Gov't Center are slow and need to be fixed. It causes passengers to miss buses.
161. I use RTA for medical purposes of travel only.
162. Use alternative energy buses.
163. The bus drivers are awesome.
164. Expanded service times.
165. I'm grateful for the RTA.
166. Later southbound route. More trips to Cambria per day. Great job RTA. I love how friendly employees are.
167. More early and late trips.
168. Driver Rick Webb is a 5. ECR and Car Wash bus stop is very messy - sodas and dirt. I can't see the screen when there is quite a glare on the bus. Moms and dads with strollers need ramps as much as seniors, and maybe some netting in front of the bus to store gear would be helpful.
169. Have passes available in Paso at the Paso Government Center.

170. Peace.
171. Doing a great job.
172. More polite drivers like Jewell.
173. Very helpful and friendly.
174. RTA is awesome. Thank you.
175. The transit tracker doesn't work online.
176. I have no complaints, except that it takes forever to get through Atascadero. Other than that, it is OK. Thank you RTA.
177. Need Express Route 9 at 3 or 330pm for people who start work in SLO at 6 or 6:30am. An 80-90 minute commute to Templeton is long. Paso every day is not conducive to getting N. County workers out of their vehicles when they can be home in half the time.
178. I would like Route 14 times posted when it goes to Cal Poly. Expand Route 14 service to Cal Poly.
179. Cuesta gets you at the 50-minute mark. The bus (the Route 12) comes at the 50-minute mark, making it impossible to catch. Please fix this. Also, if your more popular routes could come very early, with half hour service that would be nice.
180. Your bus drivers are very confident, and patient. The night-time service is good. More weekend buses would help, though with careful planning I can work it out fine.
181. Longer hours, especially weekends.
182. Have more stops in San Miguel.
183. It's hard to improve that which, in my humble estimation, is awesome. Just keep up the great service. Keep your employees happy. Thank you and god bless you.
184. More weekend service, earlier and later service.
185. There has been great improvement. I take the same route same time and was very unhappy with recent services, but that has changed before I ever had a chance to complain. Keep up the good work.
186. Maybe be more on-time at each bus.
187. Thank you.
188. An app that tracks the bus.
189. Later service.
190. Bus Driver <<<name redacted; management will investigate>>> on Paso Express is a racist against blacks and Mexicans. All summer he would not turn on the A/C.
191. More service, especially on Sundays.
192. Bus driver <<<name redacted; management will investigate>>> often goes on racist rants. Homeless/mentally ill make me feel unsafe at bus stops.
193. Drivers are polite, thoughtful, considerate and Route 9 Driver Jason is especially kind and respectful of teenagers, which is rare.
194. Services are great.
195. Wi-Fi and more frequent check to make sure the screens are working on the bus.
196. This customer notes he often does not walk to the bus, but rather RUNS.
197. More stops are needed in Templeton. More weekend service and evening service for those of us who work off hours.
198. Put a bus stop next to Atascadero High School so we don't have to walk so far.
199. Everything is good.

200. Wi-Fi.
201. Wi-Fi.
202. Earlier morning bus NB from Atascadero to Paso. More weekend service.
203. Service is good, though sometimes trips are very crowded. (Route 9)
204. Continue what you're doing.
205. Fantastic bus system with great drivers. Thank you, RTA.
206. Drivers attitude could be improved sometimes and awareness to time-sensitive rides.
207. Increase frequency of service.
208. Buses keep leaving too early from Cuesta, earlier than schedules, and connections aren't made.
209. Thank you for good service. There are times when the drivers seem very distracted.
210. Just be the same awesome way.
211. Don't involve in any other business other than transportation of the riders to the destination and turn any lost items on the bus to the person who lost items, not the police or operators.
212. Earlier start of service and more weekend service.
213. On-time arrivals to Paso Robles bus stop in order to make other connections, please.
214. I love that students of Cuesta (north campus) get free rides.
215. Being on time is key.
216. Lower the price.
217. The 12:08 bus at Atascadero Transit Center is often late (every time of late when I ride).
218. That the bus arrive more on time.
219. I wish that the buses came every 30 minutes like in a large metro area. I do understand why it takes so long though [as in, this isn't a large metro area.]
220. Help out, be nice and wait if you can tell we are running to catch the bus.
221. Need more frequent bus service and more bus stops.
222. More frequent service during weekends if finances allow.
223. Thank you for service.
224. More service for San Miguel, please.
225. More service to San Miguel.
226. Use monitor reader on the bus [?]
227. Drivers and excellent and on-time.
228. The express buses are great. I wish there was one more later one in the morning, say 8:30 or 9am.
229. The #9 express service is crucial for my work commute. It works well for me, though any expansion of express service is always welcome.
230. Thank you for this life enhancing service.
231. More frequency during school times.
232. Better air conditioning.
233. Early, later and more frequent service.
234. The only thing I could say would improve service would be to continue communicating openly about delays at construction areas.
235. Great service. Some drivers could be friendlier.
236. Tell the anxious to smile more.

237. More weekend schedule (to match weekday).
238. I usually just look at the bus schedules rather than use the app.
239. Wi-Fi.
240. Add time where stop request is [I believe this means add more times at current "untimed" stops]
241. Most drivers like Diane are wonderful. Driver <<<name redacted; management will investigate>>> seems to have a mood disorder, like walking on eggshells.
242. More weekend service.
243. More service and frequency on the weekends.
244. More comfortable seating.
245. Later buses for people going to dinner.
246. Thank you for your service and help.
247. It would help if the bus could stay 2-3 minutes at the bus stops.
248. You guys are great, but please be on time so I'm not late for school. Help out more when someone doesn't have money please. Thanks.
249. [can't read - possibly request for more service]
250. More patient drivers in Paso, especially with passengers with disabilities who are slower to board sometimes.
251. Earlier and later service for those in school and with no transportation.
252. More northbound buses (9), and add 9nx buses later in the evening.
253. More frequent and later service. Better connections with RTA and SLO Transit.
254. More on time, more frequent, later service at night.
255. Better transit app, more detailed automated texts for the transit tracker service.
256. Great service and great drivers.
257. I wouldn't change a thing.
258. A direct route between Paso Robles and Morro Bay or Cambria.
259. Too cold on the bus. The transit tracker often tells me the bus isn't coming when it is.
260. Later evening service to Paso.
261. Keep on doing what you're doing. Fantastic.
262. Bus drivers are very friendly.
263. Just keep doing what you're doing. It's public transit, not a limousine.
264. Some drivers get too stressed about disabled boarding.
265. It is difficult to understand the transit tracker, if the bus is coming or going. Driver James is the most welcoming and kindest driver RTA should be proud to have such a safe nice driver.
266. Service is very fine by my standards.
267. Earlier, later and more frequent weekend service.
268. Difficult to make transfers.
269. Except for the big tour bus, the new busses are extremely uncomfortable. They vibrate, shake and appear to have little suspension. Also noisy. The "so-called" 31-Day pass, for most people is really a 20-Day pass, since no one uses them on weekends. Scarce weekend service is not very useful. You should change them to 31 actual days of usage.
270. I tried the transit tracker and it didn't work.
271. Put two stops in San Miguel.

272. Make 31-day passes available on the bus.
273. Bus should leave origin (first pickup) on-time.
274. On time.
275. Fix A/C on all buses. Add Wi-Fi. Sell passes on the bus.
276. Need more Sunday service (every 3-4 hours is not enough).
277. Keep up the good work. Drivers are cool.
278. Tuesdays at noon, the buses are constantly late (Route 10 SB).
279. Be on time. I have yet to be on time for school with the 12:05pm drivers. Today I will be over 5 minutes late due to a new driver.
280. A 6am southbound bus would increase ridership (Route 10SB).
281. More frequency.
282. RTA Route 10 service is excellent. Five Cities drivers have poor attitude of administration and some drivers give a bad overall experience on SoCo Transit. Updated bus stop schedules, 24 hr phone service, distribute passes at more locations.
283. Keep A/C in working order.
284. Drivers are friendly and make sure you get where you're going on time. Keep up the good work and add more seats.
285. Courtland bus stop.
286. Post more on the Route 10 LCD screen. Thank you for being a great bus service.
287. I wish there were more Route 10 bus stops.
288. The smell. And I would like to be able to eat on the bus.
289. Smell and should also be able to bring food on board.
290. More bus stops in Nipomo.
291. Thank you for always driving me places.
292. Extend hours of operation and frequency of trips.
293. The buses should go more places around SLO and the county. Example, Cambria beaches.
294. I was on the bus when the lunatic ran onto 101 several weeks ago. Keeping such safety hazards off the roads would be nice.
295. More express service, and also expanded routes.
296. Keep the LCD screens working more consistently.
297. Increase weekend service.
298. I heard that the Santa Maria next to IHOP Restaurant will be discontinued. I hope not. There are around 8-10 regulars every morning at this stop at 6:20am who work in SLO. I have been taking the bus from that location over 9 years. Driver Ray is excellent. Also, my driver on the Route 10 back to Santa Maria is also great, the Route 10 that leaves DMV at 5:40pm.
299. Transit tracker would be helpful if it were more like the SLO Transit app.
300. Staggering the Route 10 between the freeway and Price canyon throughout the day, and not just the one commuter trip.
301. Raise the bus stop hand wires higher.
302. Bus is frequently full, both inside and the bike racks.
303. Better lighting at stop, and better surface at bus stop [unfortunately, customer did not identify what stop. Appears she gets on in Santa Maria.]

304. Keep the transit tracker functional at all times.
305. Bus to Avila 7 days per week. It's like Honolulu with no Waikiki bus.
306. Keep prices for passes at \$22 instead of \$23.50.
307. More frequent buses and early & later service would make RTA a better option for more people.
308. Hover Buses.
309. Keep up the great service.
310. During mid-afternoon it would be much better if they were little on time so I can make my next bus in Santa Maria.
311. Service is very good for a small town.
312. Alphonso is a great driver [Route 10}
313. People w/out driver license use RTA to help them keep their independence. I know people who can't drive per medical conditions and this is the #1 way to get around.
314. Very happy with Bus service. The bus operators are very kind.
315. Longer service Hours. Not enough/erratic stop locations on Grand Ave. in AG.
316. Have a clock on the bus that works. Have drivers cease speaking while driving.
317. I've been in two close calls and they need to focus. These buses need to run every 30 minutes and operate later. I work in hospitality and guests ask about later bus service often. Have Avila service - the weekend only trolley service is not adequate. Have passengers take seats (and sit down) if seats are available. Have drivers stop complaining about policy where passengers hear conversations. Appearance Matters. Have drivers present a tidy appearance - most are overweight with shirts that don't fit, sloppy shorts. Most drivers are very courteous.
318. If RTA is going to have bus trackers, make them accurate. When I have used it, it isn't correct. #10 bus in the morning is always crowded. Have some kind of alert when bus will be 5 minutes late.
319. It is very helpful. Thank you.
320. The Route 12 and 14 are too early. My class gets out the same time they leave and all they do is sit at the GC for 20 minutes. I transfer to the Route 10. Making the Route 12/14 at least would help the students who get out at 50 after.
321. We like the helpful, clean and friendly services. God Bless.
322. Later service for people who work late.
323. Thank you. Your driver today has a nice smile and great customer service.
324. Please pay your bus drivers more. They do not get paid enough for the service they provide.
325. Clean bus stop areas better, and better lighting. [doesn't say which ones - Five Cities]
326. Everything is good.
327. When route times change, they could be posted on screens in the bus. The 7am Route 10N and 4:27 Route 10S are getting really crowded.
328. Not so early bus departures in Santa Maria and possibly another bus. An Express from Santa Maria to go to SLO by 8am, without having to leave at 6:15am would be very ideal.
329. I think the service is good.
330. Keep up the good work.

331. Sometimes the screens on the buses don't work, very glitchy. Maybe lose wiring?
332. Would like the Route 10X to leave Cal Poly and the transit center earlier, and have the 1508 bus. The hard seats on the city bus for the long drive are painful.
333. Thank you RTA and staff.
334. Please make bus schedule font bigger.
335. More Route 10 service on evenings and weekends, please.
336. Longer service hours on Route 10 for school and work. Great bus drivers on the Route 10.
337. If drivers knew a little more about other routes, etc. 1 or 2 buses that went through Nipomo. Better reminders to let riders know to move their backpacks to make room for more customers to sit down. Transit tracker doesn't always work.
338. Don't raise bus fares but change amounts for Day Passes as most people don't carry cash, let alone change. Makes it sometimes less convenient.
339. It would be great to have frequent bus schedules in of once per hour. Also, having later buses past 8:30 and more trips on Sundays.
340. I'm content with my rides right now.
341. Earlier trips than 6am (route 10) and another trip on Sundays would be really helpful.
342. More consideration for connection times from other transit [customer takes Breeze from Lompoc then travels all the way to SLO]. Earlier start and later end trips. Try not to raise fares.
343. More Weekend service.
344. More late Thursday night service from SLO after farmers market, and later weekend service back to Santa Maria.
345. Awesome drivers Jay, Jewell, and all the Route 10 drivers. Reggie keeps a clean bus stop.
346. Passes are very expensive.
347. Wi-Fi
348. I noticed that RTA doesn't show up on the map at the Santa Maria transit center - sometimes people visualize the map better and it would be helpful to see RTA.
349. Thank you - I could not get places without this service.
350. Later Route 10N, especially on the weekends.
351. This was my first time on RTA and the service was great. The drivers were smiling and I felt safe taking the bus and it was on time.
352. Always feel safer riding the bus than driving plus low cost and great service [retired 65+ rider]
353. Adding more evening routes and longer hours.
354. Excellent Service.
355. Vital to show leadership on vehicle power source and low emissions. Don't make policies because they are easy - make them because they are right.
356. More buses running on weekends, and SoCo later service to Five Cities.
357. Need transfers between buses.
358. Please bring back transfers.
359. More frequent bus stops on the Route 10. Need an extra bus to Santa Barbara.
360. Friendly Customer Service.
361. Good Job.

362. Fix the LCD TV. It flickers on and off a lot, and at times doesn't work at all.
363. Quiet the brakes.
364. Most of the screens that show the bus stops usually have something wrong with them, flickering or shutting off.
365. More frequency.
366. Very good service and I wouldn't change a thing. It's all "chill".
367. Please ask drivers to have more patience while customers are running toward bus.
368. I'm a business owner, and it would help to do more marketing through chambers of commerce.
369. Have more A/C's. It gets hot in the bus (Route #10 comment)
370. Fire the middle age guy w/ white mustache who dries the bus during the night shift (Route 10) because he gets early like at 6pm instead of 7pm and is a jerk. He is unpleasant, very unpleasant. I don't trust the RTA Route 10 at night, so I don't ride the bus away from hometown AG because of poor service [didn't say frequency - or refer exactly to what this means]
371. Lower bus pass cost and Santa Maria extended hours for students with night classes. Friendly service, but wish the bus times were better in Santa Maria.
372. You guys are doing a great job.
373. At the actual bus stops, the times for all the stops are listed except the one you're at. It would be nice to just look at a sign and see when the next bus will be there. Thank you for your service.
374. Good Service.
375. You guys are great.
376. Please make a stop in north SM closer to Boomers. Also, don't raise the price.
377. Very helpful for my medical needs.
378. More weekend service.
379. I would like to see earlier departure/arrival times (Route 10 SB). Even if only one more was added to the morning and one at night. Also, the transit tracker should be improved. It's confusing because the text updates done give an actual location. However, I think the transit tracker could be helpful. Also, the app could be improved.
380. More on-time.
381. There is only 1 bus stop in Nipomo. It is hard to catch the bus sometimes.
382. Most of your bus drivers do a very good job (Jay, Rey, Jorge, Hawk). <<<Name redacted; management will investigate>>> scares me. Sorry. Anyway, RTA bus services here are pretty good.
383. Buses come late on the 4:33pm (SB) trip. [I think this may cause the customer to miss their SMAT connection in SM}
384. Drivers are very courteous and generous.
385. RTA definitely caters to the public, however, at the SM Transit Center there is no parking available at 6am due to the housing complex next to the transit center.
386. No parking at the SM transit center because it's used by building residents nearby.
387. Management at RTA when you call or email are very rude. Bus drivers are excellent. Need better buses for longer rides. The uncomfortable seats are ridiculous for an almost

- 2-hour ride. But management does not care. [Something about speaking with Phil and his boss - totally unprofessional]
388. Combine the AG and Pismo outlet stop for the morning 10x for a real express (those stops are really close). Parking at the SM transit center is awful due to the new apartments takin transit center parking.
  389. Parking at the SM transit center is tough with new apartments.
  390. A bigger bus in the afternoon because it gets very hot and crowded.
  391. Focus on Route 10 weekday peak hour frequency improvements, weekday span of service and weekend span of service AND frequency improvements.
  392. I am very satisfied.
  393. Another stop on the Route 10NB after Suburban and before DMV.
  394. More Route 10 service, with 1/2 hour frequency during peak commute times. I really like when bus drivers greet us. Most do getting on and off.
  395. Run route 10 every half hour at peak times.
  396. Please do not drop the stop at Cypress @ Nicholson in Santa Maria.
  397. Thanks, I like the service, It would be awesome if a bus went down 4th street, towards Grand, but everything else is good.
  398. Keep up the good work.
  399. More buses for RTA.
  400. I use RTA when working at Cal Poly and also when I went to Nipomo High. Thank you for your services.
  401. Better Transit tracker. More weekend buses. Overall, great service.
  402. Earlier Route 10 to SM. I stopped buying a monthly pass without early enough service to get to work in Santa Maria.
  403. 6am southbound route #10 bus (from five cities)
  404. Smiley face.
  405. Thanks.
  406. Please don't increase the price of a 7-day pass in December.
  407. I would love a 6:30am SB #10 from Fives Cities. Love RTA.
  408. Earlier times on the #10 southbound to SM during the week would be awesome.
  409. Being on time is important, especially in the afternoon (rte 10 sb). Having earlier buses available from Los Osos.
  410. Earlier starts and later runs on weekend.
  411. Add a stop at 24th in Cayucos, later in the evening to SLO and home.
  412. Add 8pm north M-F on 15 from MB to Cambria.
  413. Enjoy Alan on the Route 15.
  414. Like Eric and Allen, they are wonderful.
  415. Pretty content with everything you offer.
  416. Sat and Sunday run later.

### **Runabout Rider Comments on Ways to Improve Services**

1. No coffee pot!
2. Drivers need to be consistent to make sure they punch the correct amount for disabled persons.
3. I'm glad this service exists. Would appreciate later in the evening pickup so I could go to the PAC or movies.
4. More time needed when waiting to be picked up. May take more time at doctor's office sometimes.
5. Would like later hours.
6. Service to and from Avila would be wonderful.
7. No complaints, very satisfied with Runabout.
8. Needs no improvement.
9. I appreciate that my mother can ride on the runabout to go to adult daycare in Paso.
10. Scheduling seems rather strange sometimes. Perhaps something could be done to improve in this area.
11. Very pleased with the service.
12. All be well.
13. I have had no trouble with the service. Only had a few really late picking me up. Kirk is a special friendly driver, one of a kind.
14. Dispatch needs to schedule more time for long distances between pickups.
15. Experiment with same day pickup calls in less busy time slots. Allow 9PM pickups at concert venues in town i.e., PAC and Spanos Theatre.

**Employee Survey:  
How to improve the safety and appeal of the facilities and bus stops**

1. More lights. clean more often.
2. More lights.
3. I loathe the MB Park restroom. No we're not responsible for it, but hate it nonetheless. Rather have a chem. toilet is so bad sometimes.
4. Clean them and security cameras.
5. Keep cleaner and trim landscape.
6. Clean them more regularly, more signs. Info on buses and policies.
7. Restrooms for drivers, place to sit and complete paperwork, decorate bus stops, MB has nice bus stop.
8. Use solar, make them well lit.
9. Trash cans, less homeless.
10. More lighting.
11. Shelters, lighting, seating.
12. Keeping them more clean and lit when possible.
13. Dump trash more often. Remove graffiti, make them well lit. Homeless-free.
14. Unfortunately stops all through Atascadero have homeless persons living. Very sad situation.
15. Better patrol and enforcement of local laws and set a no smoking 50ft from bus stops at all stops.
16. Better lighting, patrolling of transit hubs to remove undesirables, trash, give passengers a sense of security.
17. Bus stops have improved with Michael working on this project.
18. Additional lighting shelter rehab when paint is faded.
19. Please keep them clean. Get rid of smokers.
20. Consistent cleaning! Cambria yard needs to be paved. Santa Maria transit center bathrooms are disgusting.
21. More maintenance hours used for faculties.
22. Keep all stops lit up and homeless out of area.
23. More trash cans.
24. Better lighting, more sun and rain protection.
25. Trash pick ups so the stop doesn't smell!
26. More lighting at remote bus stops.
27. More lights, especially at GC.
28. Trash pick up more often, night lighting, cleaning/power washing, more benches.
29. Modernize.
30. Keep cleaner, better patrolled, don't allow camping out in direct vicinity.
31. Keep them clean. INCREASE LIGHTING. Upgrade facilities like SLO GC.
32. Lights at the shelters, clean them more often.
33. Keep stops clean and have lights.
34. Keep paint fresh and rusted metals replaced. Deep clean and trash free.

35. Make downtown terminal permanent and improve. Install pass kiosks.
36. Clean out trash cans at stops more frequently.
37. Add lights to all stops.
38. Some stops are too dirty.
39. Have police department make (?).
40. More of an outside eating area for employees! Non smoking please.
41. More bus stops need shelter for weather. Along with benches esp. Los Osos.
42. Move toilets everywhere! I am appalled at the disrespect for the most basic needs of humans by so-called civilized culture overall in this university town.
43. Bright lights for night. Trash detail, replace old shelters.
44. Dust and clean more often. empty trash more often. Well lit at nights at all stops.
45. More lighting at night. Solar lighting.
46. Bus stops in SoCo area need red curbs. A lot do not have these which requires us to drop in the street.
47. Bus stops need to be cleaned more often. And have lights so we can see our passengers when it is dark.
48. Info kiosk at Atascadero with routes.
49. Better lighting and restrooms!
50. Keep them cleaner and smoke free.
51. I think the bus stops should be cleaner.
52. Manned kiosks.
53. Keep them clean and free of transients.
54. Stop public drinking at Atascadero bus stops. DO NOT allow loitering. Do not allow homeless people to use bus stops as their rest area.
55. Better lighting, more colorful fixtures.
56. Cleanliness, covered shelter area.
57. Move bus stop back to old 'first transit' bus stop.
58. Some type of low maintenance lighting at EACH stop.
59. Take more of the stations.
60. More stop maintenance! More seating for larger stops. Public restrooms at all major transfer stations for drivers as well as customers including GC.
61. Just keep them maintained and clean.
62. Make them a non-smoking area.
63. Bike lockers.
64. Move signs back 3 ft. at stops.
65. Make the transit center a real transit center. Sell passes and give info with a friendly voice.
66. Budget for proper upkeep.
67. Better benches and lighting.
68. Brighter lighting, brighter color painting.
69. Better communication
70. Don't know.
71. Lighting, Get rid of homeless and shady people.
72. School type artwork.

73. Keep them well maintained and trees and bushes trimmed.
74. Put some overhead shelters and benches on stops that don't have them.
75. Put a bench at as many stops as possible so it lets driver know that there is a passenger waiting, and also a place for them to wait and read.
76. Clean up the benches. Many are covered in bird poop. Add trash cans to stops that don't have any.
77. More shade at GC and Paso. Incorporation of ITS signs (LED) and TVM.
78. Someone should do continuous bus stop maintenance

**Employee Survey:**  
**Comments on How to Improve Our Services**

1. I wish our buses had some sort of rooftop vent system to actively pull out bad odors of smelly transients. Open windows and AC don't help.
2. Assign on a more regular basis a bus to a fixer route/use old as spare.
3. Longer evenings for working people.
4. I think RTA is great!
5. More park and rides! Excellent staff in all positions. Met the goal of being the best of the best employers in SLO County.
6. Great company, please continue the great work.
7. Better ongoing training, ride-alongs for full trip. All managers must ride full trip 3 times/month.
8. Improvements could be made by changing communications between supervisors and drivers.
9. Keep working on making arrival time information available work on ways to help people avoid getting on wrong bus, missing stops and missing transfers. Enforce customer conduct requirements.
10. The paddles need to be audited. The times are way off for many of the bids.
11. More man hours.
12. Can't fix what's not broken.
13. Get more new buses to replace Phantoms. They are eyesores and do not present a professional image. Put something in the New Times or newspapers once a month letting people know about upcoming changes in service, rates etc. Also, ask survey questions once month and give the results the next.
14. RTA has improved a lot over the years and keep moving in that direction. More frequent headways and more express trips.
15. Have a goal to hire service-oriented people, more training in customer service, more frequently. More training for Runabout drivers.
16. Thank you for all you do for us.
17. More staff.
18. Better time off (vacation) hours not to be included as sick time. County benefits, better retirement.
19. More availability of toilets for employees and passengers everywhere.
20. I personally think that the facilities, staff, drivers, mechanics are first class. I feel like I'm playing on the "A" team! Better coordination of routes with all city buses perhaps a transportation coordinator at each city/county connection junction.
21. The buses are filthy inside and out. Keep day pass amount to \$5.
22. Better interaction with SLO Transit.
23. TV shows on bus with local ads, I suggested this 2 years ago. So far you've lost \$200,000 :-)

24. Please enforce the RTA policies at Atascadero transit center. Admin needs to meet with mayor and/or police chief to project the public and school kids. School is less than 100 yard from bus stop. Enforce no drinking, smoking, loitering!!!
25. Everything is great.
26. Better radio reception for Runabout throughout the county.
27. RTA is a fabulous company. Everybody that works here from CEO to maintenance is great.
28. Non smoking area.
29. Tefft and Carillo stop is in need of repair
30. Keep the radio clear for supervisors! Not drivers who think they are supervisors. Please! This is not their home! Please have employees take their items home.
31. Paso Express, use 35-40 ft. buses at peak times.
32. Overall, we are doing very good but always room for improvement.
33. I feel that offering more Express routes late and early can help the rider base want to use the bus more.
34. What a team!