

TO: James L. App, City Manager

FROM: Jim Throop, Administrative Services Director

SUBJECT: Paso Robles Transit System Modifications

DATE: February 15, 2011

NEEDS: For the City Council to consider modifying Paso Robles Public Transit services in order to meet State required farebox ratios.

- FACTS:**
1. The Paso Robles Transit System consists of the Paso Express fixed-route, Dial-A-Ride (DAR), Mid-Day Shuttle (MDS), and the North County Shuttle (NCS). The City also operates a Greyhound Bus franchise.
 2. The Transit System operates solely from farebox revenue and State/Federal Funding; no General Funds are used except to subsidize the Greyhound franchise.
 3. The Transit System is required to collect 20% of its operating revenue from rider fares as a pre-requisite to continued State and Federal funding. Up to 80% of the cost per ride (except for Greyhound) is funded with State and Federal subsidies.
 4. An estimated \$65,000 in additional revenue is needed to meet the FRR as required by State TDA regulations. This will attain the 20% FRR, but expenses will continue to exceed gross revenue (fares + State/Federal funding).
 5. The Transit System has fallen short of the 20% Farebox Recovery Ratio (FRR) for last two years. For FY2010:

<u>Service</u>	<u>Riders</u>	<u>Fare Revenue</u>	<u>Fare Box Ratio</u>
• Paso Express	132,442	\$107,570	23.80%
• D.A.R.	7,887	\$14,689	7.5%
• N.C. Shuttle	39,091	\$28,239	11.99%
• Midday Shuttle	<u>4,929</u>	<u>\$3,417</u>	<u>2.95%</u>
TOTAL	<u>184,349</u>	<u>\$153,915</u>	<u>15.25%</u>

NOTE: Greyhound operates at a \$30,000 annual loss to the General Fund.

6. Failure to meet the 20% FRR for a third straight year will result in a reduction in State funding. The Transit System has already experienced funding reductions of 27% (\$351,000) since FY2008, due to reductions in State funding.
7. Due to inadequate fare revenue, funding reductions (primarily State funding), and increasing bus maintenance and replacement costs, the Transit System was forced to use \$50,000 of its accumulated depreciation (reserve) funds in FY2010. Accumulated depreciation currently totals just \$178,500.

8. The Transit fleet consists of eleven (11) buses, aged 2 to 8 years, with an average of 140,000 miles per bus. The five highest-mileage buses average over 200,000 miles. Several vehicles in the bus fleet have surpassed their 'useful life' expectancy and are experiencing very high maintenance costs. Without sufficient revenues to fund replacements, loss of bus operations is inevitable.
9. There is inadequate local, State or Federal funding currently available to replace buses. Each new bus costs at minimum \$150,000.
10. At the City Council meeting on October 5, 2010, the fiscal situation of the transit system was presented, and staff was directed to further analyze options, both as presented in the council report and suggested in a letter from SLOCOG staff dated October 4, 2010 (see attachment "A")
11. City staff met for a third time with SLOCOG, the Mayor of Atascadero and Atascadero city staff to discuss proposed changes to the transit system.
12. As required by Federal guidelines a public comment meeting was held February 2, 2011. Approximately 32 people attended the meeting and the comments from the speakers are attached.

ANALYSIS &

CONCLUSION: The City operates five transit services, described below, along with the issues they currently face in meeting the required Farebox recovery ratio;

- **Paso Express** – A fixed-route system, making an hourly loop around the most populated and busiest sections of the City. This service is currently exceeding the required minimum 20% farebox recovery ratio.
- **D.A.R.** – A demand-response service providing curb-to-curb service anywhere within City limits. The nature of this service produces a low farebox recovery ratio (approx 6% in FY '09). A fare increase in September 2009 resulted in some improvement, to 8.1%, for the rest of FY 2009/10, but still very low.
- **N.C. Shuttle** – An inter-city fixed-route system making a one-hour loop between Cuesta College and south Atascadero. The current Memorandum of Understanding for the North County Shuttle creates imbalances in the distribution of fares and the Cuesta subsidy, which coupled with an unequal number of stops in the two cities, keeps the farebox recovery ratio for the portion of the North County Shuttle operated by Paso Robles, well under 20%.
- **Midday Shuttle** – A fixed-route service connecting most low-income and senior housing locations with employment, shopping, medical and recreation locations throughout the City. This is a new service with a low farebox recovery ratio, but is currently exempted from systemwide farebox calculations

because it is a pilot program. A Federal grant is paying for 50% of the operational costs of this service during the 3-year pilot period.

- **Greyhound Bus Franchise** – A nation-wide bus service with a franchise bus stop/depot at the North County Transit Center in Paso Robles. The City offers ticket agent services through its current transit operator, as well as use of the transit facility. Because of the relatively low use of the Greyhound service, and low commissions on ticket sales and cargo shipments, the Greyhound franchise consistently runs a net loss of \$30,000 per year for the City's General Fund.

The following modifications to service are presented to reach the required FRR and establish sufficient income to fund regular vehicle replacement.

Dial-A-Ride

Maintain DAR, but reduce service levels and eliminate Mid-Day Shuttle

- Reduce of hours of service from thirteen (13) hours per day and six (6) days per week to six (6) hours per day and five (5) days per week.
- Eliminate the Mid-Day Shuttle. Currently, this partially grant-funded service is under-utilized and continued ridership growth has been less than projected. By eliminating the Mid-Day Shuttle, immediate savings of approximately \$42,000/year will be achieved. Riders of the Mid-day Shuttle will still be able to use the Paso Express routes A & B which follow a very similar route as the MDS. Another option being explored is to redesign the MDS to service Cuesta College, and preserve the remainder of this grant funding.

Outcome – Reduction in DAR hours of service of approximately 60% will save \$65,000 year and elimination of Mid-Day Shuttle will save approximately \$42,000/year.

North County Shuttle

Terminate Current Memorandum of Understanding

- Terminate current memorandum of understanding with the City of Atascadero and create a new MOU with the County's RTA service and the City of Atascadero to share the Cuesta College subsidy on a per rider basis.
- Modify the Paso Robles portion of the current NCS to incorporate additional stops within the City limits and change the service name to the Paso Express for continuity of service.
- Additional stops added to the new Paso Express route, thus enabling more citizens to use the local transit and assist in making the required FRR.
- Continued free transportation of Cuesta College students; using the Paso Express, RTA Route 9 and/or the Atascadero bus service.

Outcome – The current MOU has many imbalances, such that the Paso Robles portion of the service will never be able to make its FRR requirement, thus dragging down the entire system.

The NCS route is popular, thus elimination is not being suggested. Rather, through cooperation with the three entities, this popular service is being enhanced rather than contracted. The proposal will allow all three entities to provide free rides to Cuesta College students, and, monthly or quarterly, the Cuesta subsidy will be divided by number of free rides provided on each system.

Cuesta College was notified of this proposed change in service and has agreed to continue with the subsidy. The route schedule would be structured to service the class schedule at Cuesta, and timed transfers from RTA. These timed transfers will allow most students traveling to or from Atascadero to reach the Cuesta North County campus with a single transfer, and allow students in San Miguel free transit to the campus

Greyhound Service

Terminate Greyhound Franchise

- The City has owned the franchise since 1993 and has lost money on it each year. The most current year produced a loss of \$30,000, which came from the General Fund.
- Ridership for Greyhound averages 1,900 passengers a year. This equates to a subsidy of approximately \$16.00 per passenger for this privately-run company.
- Commissions on tickets and cargo were originally 15% in 1993. Commissions are now 3% for online tickets picked up at counter, 8% for tickets purchased at the counter and 10% for cargo.
- Greyhound has confirmed that if the City terminated the franchise, the bus line would still stop in Paso Robles. A maintenance agreement with Greyhound would help defray the costs of upkeep of the station's bathrooms and other amenities. Greyhound has agreed to assist with the maintenance by paying \$300/month in maintenance fees.

Outcome – Terminating the Greyhound franchise will assist the General Fund in these hard economic times. The General Fund is currently projected to have a deficit of \$6.1 million over the next five years. Elimination of the franchise will assist the General Fund by approximately \$150,000 over the next five years, or more if the commission rates are reduced again.

In addition, Greyhound will continue to stop in Paso Robles and assist financially in the upkeep of the transit station.

Fare Increases

Increase Fares

- Current funding for transit has been cut back dramatically and expenses have continued to rise.
- The County transit system RTA has increased its base fixed-route rates to \$1.50 in order to help offset funding losses and increased expenses. A \$0.25 increase in base fares for the fixed-route will allow the Paso Robles system to match RTA, the county system. Discounted fares would be increased from \$0.60, to \$0.75.
- DAR fares would increase \$1.00 per full fare rider, and \$0.50 for discounted fares.
- A fare increase will require two public meetings in order for the public to be given an opportunity to voice their opinions.
- The transit system must meet a farebox recovery ratio of 20%. Thus, revenue derived from fares, must be at least equal to 20% of the revenue received each year. If this FRR is not met, funding will be decreased as it was this last fiscal year by \$31,000. By increasing the fares, the FRR will more likely be met, thus avoiding any future penalties.

	Current	Proposed
Paso Express regular FR Fare	\$1.25	\$1.50
Paso Express discounted FR fare	\$.60	\$.75
DAR Regular fare	\$3.00	\$4.00
DAR discounted fare	\$1.50	\$2.00

Outcome – An increase in fares will help offset funding cuts from the State, as well as assist in offsetting rising fuel and maintenance costs. The increase is projected to generate approximately \$21,000 in additional revenue.

Policy

Reference:

Fiscal Policy – *(a) provide for the delivery of quality services and products cost effectively, (b) provide for an acceptable level of services and products as the community grows, (c) ensure that the City is living within its means, and (d) provide reserves for unbudgeted needs that might arise from time to time.*

Strategic Plan – Local Focus, Livable Communities. *“Minimize the impact of cars and promote walking, bicycling and transit access to employment, education, recreation, entertainment, shopping and services”*

State Requirements – *Transportation Development Act (TDA) sections 68.2 to 99270.1.*

Fiscal

Impact:

Elimination or reduction of DAR service, elimination of the MDS, changes to NCS service and MOU, elimination of the Greyhound franchise, and a fare increase would improve transit's bottom line by approximately \$145,000 per year. More incremental steps, such as

reducing rather than elimination of DAR, would have a lesser, though still positive, effect on the transit systems financial performance.

Suggested options include:

1. Reduce DAR operations to 5 days/week, 6 hours/day, and review performance again at a later date.
2. Eliminate the Mid-Day Shuttle.
3. Eliminate current MOU on the NCS and create new MOU with RTA/Atascadero.
4. Terminate Greyhound franchise, but offer use of transit station to Greyhound for a nominal monthly fee to assist with maintenance of the transit station and bathrooms.
5. Increase base fares on both DAR and the fixed-route to \$4.00 and \$1.50, respectively.

Assuming this option is chosen the FRR is projected to be 20.5%, which is slightly above the required 20% farebox recovery ratio.

Assuming that the operational and fare changes are approved, it is estimated that a minimum of \$145,000 per year in operational savings and revenue enhancement will be attained. This funding is needed in order to assist in meeting increasing maintenance and operational costs as well funding depreciation reserves in order to purchase a new bus every one and half years.

- Options:**
- a. Adopt Resolution No. 11-xxx approving the recommended fare and service changes, or
 - b. Amend, modify, or reject the above options

- Attachments:
- a. Summary of comments from public meeting on February 2, 2011.
 - b. Additional correspondence

Transit Service Options

<u>Service</u>	<u>Option 1</u>	<u>Option 2</u>	<u>Option 3</u>
Dial-A-Ride	Reduce service to 5 days per week/6 hours per day, eliminate the Mid-day shuttle	Reduce service to 3 days per week/6 hours per day, eliminate the Mid-day shuttle	Change DAR to an Article 8 service and give operation to outside non-profit agency, but continue to fund the service
North County Shuttle	Terminate current MOU and create new MOU with RTA and Atascadero	Terminate current MOU and create new MOU with RTA and Atascadero	Terminate current MOU and create new MOU with RTA and Atascadero
Greyhound	Terminate Greyhound franchise, but allow bus line to continue using transit station	Terminate Greyhound franchise, but allow bus line to continue using transit station	Terminate Greyhound franchise, but allow bus line to continue using transit station
Fare Increase	Implement fare increase of \$0.25 on fixed-route and \$1.00 on DAR	Implement fare increase of \$0.25 on fixed-route and \$1.00 on DAR	Implement fare increase of \$0.25 on fixed-route and \$1.00 on DAR
Estimated FRR By Option	20.5%	19.2%	16.7%

Note: Greyhound is a franchise and not part of the FRR calculations

Summary of Public Workshop on Proposed Transit Changes February 2nd, 2011

At the Public Comment meeting, 32 persons attended. Also in attendance were Terry Gillespie and Azucena (Susi) Castro of First Transit (with Ms. Castro providing translation for Spanish-speaking attendees), and Michael Seden-Hansen of the City of Paso Robles.

After a round of introductions, a survey was taken by show of hands, for all participants to declare which of the potential transit change(s) were most important to them. Based on the show of hands, the four proposed changes ranked in importance as shown below:

- 1) North County Shuttle (18 people)
- 2) DAR service reduction (13 people)
- 3) Mid-Day shuttle changes (12 people)
- 4) Fare increase (2 people)

After the show of hands, questions were asked to clarify what specifically about the NCS service was most needed. One participant stated that transferring from the RTA to another bus in Paso Robles to reach Cuesta college, as a rider from Atascadero would need to under the proposed changes, would be a barrier to riding, especially for mobility-impaired people. The rest or those voicing concerns (approx. 6 people) identified the need to be able to get to the hospital and medical offices along Las Tablas road as most important need for riders from Paso Robles traveling southward.

Questions posed by the participants, with the number of persons posing each question shown in parentheses, included:

Q: Could more stops be added to the NCS in Paso Robles, to make it a more viable local route? (1 person)

A: No, the travel time between south Atascadero and Cuesta college doesn't permit the addition of more stops on an hourly route.

Q: Has the wider economic impact of eliminating Sunday DAR service been assessed (i.e.: people not shopping on Sunday, or moving from the area entirely)? (1 person)

A: No, although the financial impact specific to transit has been assessed.

Q: How would one get to Twin Cites Hospital? (2 people)

A: Either by walking from the Templeton Park & Ride, using the Ride-On Senior Shuttle, or Runabout. One participant declared that Runabout was "too expensive" (note: assuming the City of Atascadero models their post-NCS service as planned, riders could transfer from the RTA at the Templeton Park & Ride to the Atascadero bus and ride it to the hospital or medical offices).

Q: Is there any consideration of eliminating routes A or B? (2 people)

A: No.

Q: Could route headways be changed to more than an hour, their current frequency? (1 person)

A: Not without making the transit schedule very complicated, with the bus arriving at a given stop at a different time each hour.

Other observations, suggestions and opinions expressed included:

- Local taxi service is not reliable; stated pick-up times are not kept (1 person)
- Sunday DAR service is needed (2 people stated this)
- More people should be using the bus to limit traffic and prevent parking congestion. (1 person)
- The Mid-Day shuttle needs more advertising; drivers don't promote it. (1 person)
- The City has an obligation to provide transit service to the hospital. (1 person)
- Transit ridership has been going up sharply, and fuel will become very expensive in the near future. (1 person) (note local transit ridership, though increasing in 2008 , has not been rising since)
- Fixed incomes have not been increased in the last two years. (1 person)
- People will adjust to increased transit fares, if they need to take the trip. (2 people)
- The city should provide whatever extra money transit needs (1 person)
- The Mid-Day shuttle is convenient (2 people).
- In response to the suggestion of possible limited DAR service to Twin Cities, one participant stated that it is hard to make appointments at a specific time, as the doctor tells the patients when to be there.

At the end of the meeting, the remaining participants to confirm that their priorities were to insure that service to the medical offices in Templeton was available, and to preserve as many DAR service hours as practicable, and that changing or eliminating the Mid-Day Shuttle and raising fares were acceptable. There was a general agreement to this summation.

In addition to the public meeting, comments on the proposed transit service changes were solicited via phone mail, FAX and e-mail. The summary of comments received via these channels are below:

Comments on proposed service changes received by phone

Three comments were received by phone, summarized below:

Caller: Edie Cook [REDACTED]
Call received 9:00 a.m. 2/3/11

Ms. Cook spoke in support of transit, and requested that service hours not be cut. She uses DAR and fixed route. She works as an in-home caregiver 9:00 a.m. -5:30 p.m.. Monday-Friday, and uses the DAR to get to appointments, while using fixed route on the weekends for personal use. The difficulty of using fixed route in variable weather, and the familiarity of the DAR drivers with her work routine causes her to favor DAR on weekdays. She also has some difficulty walking, and likes the DAR drivers and service, describing them as 'dependable'. Along with other seniors, she'd be in 'dire straits' without DAR service. Her son also uses DAR for medical appointments; he is disabled, and uses a motorized wheelchair.

Caller: V. Chambers Address: [REDACTED]
Call received approx 11:00 a.m. 2/3/2011.

Ms. Chamber spoke in support of DAR. She stated she had given up driving last year. Taxi rides are cost-prohibitive for many, about \$20 each way. She would like to see daytime service preserved. She added that she'd stopped using the train because the local taxi wasn't always available when the train arrived in town late.

Caller: Jean Schroeder [REDACTED]
[REDACTED]
Caller left message on 2/2/11; spoken to at 9:30 a.m. on 2/4/11

The caller stated that she "really needs" Dial-A-Ride on Sundays to get to church, and that a fare increase is acceptable, so long as the service remains available. Her travel times are 9:15 a.m. to church, with 11:15 a.m. return.

Comments received via mail:

No comments were received by mail; however, one written note, from First Transit driver Linda Anzel, was hand delivered. The note contained the suggestion below:

- Fare increase is acceptable; punch cards should be eliminated
- Suggest keeping Midday service on Tuesday and Thursday; the elderly need storefront drop-offs
- DAR should be kept as is except on Sundays
- We do take people to work!!
- Test run the proposed new route

- Cuesta passes should only be used to and from Cuesta; otherwise regular fare prices should be charged
- NCS should meet up with an Atascadero regular route at the K-Mart in Atascadero for passengers continuing southward, with free transfers, and vice versa
- A customer questionnaire on what their needs are should be given and evaluated.

Comments received via FAX

(No comments were received via FAX)

Comments received via E-mail

From Larry Anderson, received 1/26/11 5:21 p.m.

Agrees with reduction in DAR hours, suggests that the service be offered eight hours daily instead of the proposed six, and in a continuous time block rather than separate blocks of service in the a.m. and p.m.

From Maribel Rodriquez, received 2/1/11 at 11:17 a.m.

Ms. Rodriguez opposes changes to the Mid-Day shuttle, as it is more convenient than route B, and also opposes changes to the North County Shuttle.

From John Sutter, received 2/2/11 at 1:57 p.m.

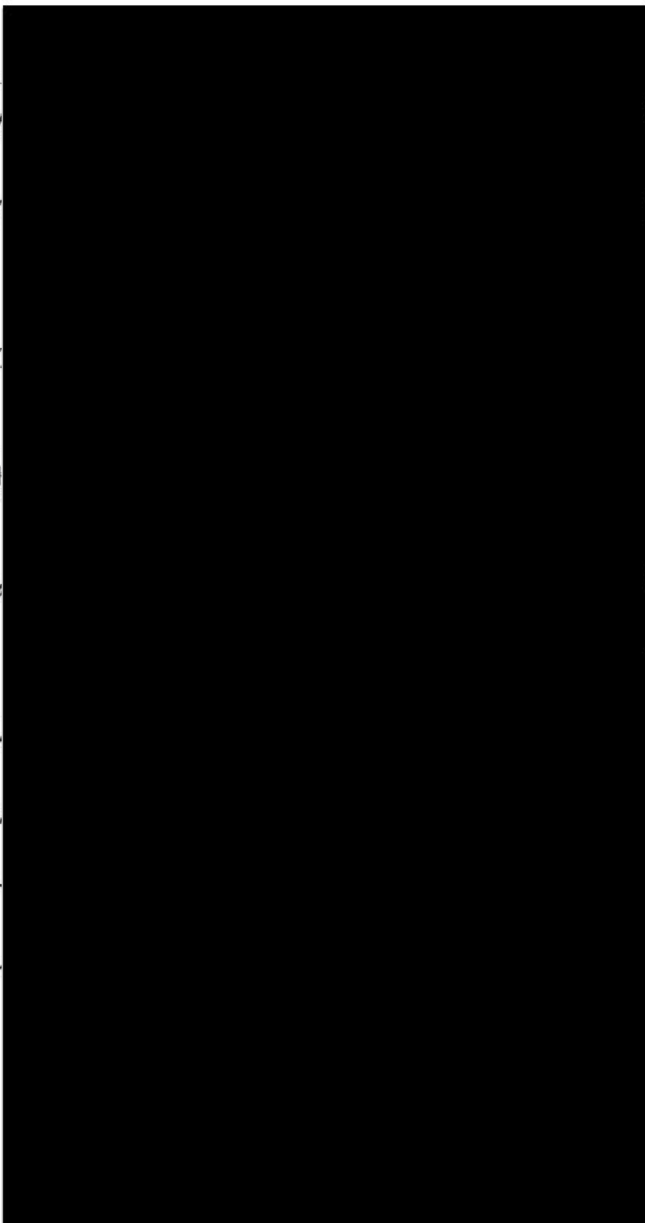

Mr Sutter offered “reluctant” support of proposed changes, so long as some services remain.

Attachments: Sign-in sheet for workshop attendance
Petition received at workshop
E-mails received

Public Workshop on Proposed Transit Service Changes

February 2, 2011

Sign-In sheet

Name	Address	Phone	E-mail
<u>Carmen Meraz</u>			
<u>ROSA JOHNSON</u>			
<u>KARLINE FRIEDMAN</u>			
<u>Vicki Reeder</u>			N/A
<u>Maribel Rodriguez</u>			
<u>Larry Anderson</u>			
<u>Sony Brauchman</u>			
<u>Ashley Brubaker</u>			
<u>Glady's Morales</u>			59
<u>Martha Gonzalez</u>			
<u>Cherry Chien</u>			
<u>Mayra Ogo</u>			
<u>Jane Kester</u>			
<u>Doran MacKinnon</u>			
<u>Pedro Ramin</u>			
<u>Anna Dean</u>			Condit

ROBERT COLLINS
Debbie Collins
Marti Mroz
Connie Wolff
Mannula Pacheco
KARL RICHARD HANS
James Franklin
JAMES FRANKLIN 199
Sammy Wemert
Gary Wemert
Trena Wilson
Maria Elena
April King }
Mike King }
FAITH ARAGON 29
CONATE LAND

February 2-2011 febrero 2-2011

Estamos pidiendo por favor que siga el servicio de los Bases, ya que es indispensable transportarnos de un lugar a otro, y es muy importante para los Discapacitados con Silla de ruedas.

Paso Robles esta creciendo por lo tanto necesitamos el servicio. Si deciden quitar los Bases #1 #2 de las tiendas es muy Bien. Gracias de Antemano

AH La Comunidad

Please do not remove the buses Paso Robles is growing and many people are dependent on this form of transportation including myself.

Gloria Morales

Name	Address	Telephone #
Nombre	Direccion	# Telefono

Leonidas Luna		
Angelica Ortiz		
Blanca Aparicio		
Brenda Garcia		
Sonia Beltran		
Eloisa Aviles		
Alma Fernandez		
Margarita Ramos		
Dolores Lopez		
Yolanda Mendez		
Ramiro Castro		
Cecilia Menas		
Martin Menas		

Name

Address

Telephone #

Nombre

Francisco Santos

Rosa Muñoz

Guadalupe Santa

Cristina Rodrig

Guadalupe Gonzal

ELENA ZARAHUA

Jose Vasquez

Francisca Aviles 571

Francisco Santa

ENRIQUE SANCHEZ

MADINA SANCHEZ

Seandino Esp

Soledad Cast

Maria Rodriguez

Manuela Pacheco

Consuelo de la Cruz

Esperanza de la Cruz

Antonio Madueña

Marcos Aquilera

Rita Echeverria

Yessenia Dandiego

Cristina Hernandez

Victor Marias

Vanessa Velasquez

Name	Address	Telephone #
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Nombre	Dirección	# Teléfono
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Miguelo Olivar		
Carlos Avila		
Brett Wollase		
Berna Mejia		
Angela Eunice		
Mario Ortega		
Juan Mejia		
Evelin Zuñiga		
Dare Maquena		
Maria Perez		
Teresa Huitron		
Pilar Ossio		
Francisco		
Berta Rago		
Lidia Aguirre		
Teresa Gonzalez		
Mercedes Delgado		
Martín Contreras		
Mario Sancedo		
Amanda Vesco		
Manuela Muñoz		
Pancrocio Piosor		
Carmen Mont		
Amelia Oliv		

Nome Address Telephone #

Nombre Direccion # telefono

Teresa Reimoz
Norma Solis
Janean Perez
Griselda Loza
Ruben Penolita
Rosa Albana
Brenda Cedroza
Cristina Alcor
Uriel Roman
Edgar Gellano
Juan Triles
Monica Solis
Silvia Aguilar
Salvador Alvar
Moldo Zabalza
Ivonne Martinez
Adriana Martinez
Alma Delia
Nol Lopez
Rosa Ortiz
Alma Rojas
Ana Delia Garcia
Eustolia Garcia
Flora Luna
Angela Villanue

Name	Address	Telephone #
Nombr	Dirección	# Teléfono

Rafael Mireles

Ana Lily Lopez

Gloria Viera

Isabel Roque

Laura Handy

Guadalupe Mo

Gloria Gonzalez

Raquel Flores

Martina Gonzalez

Jesus Jimenez

Reyna Resendiz

juan p. Rojas

AV

Alexander Smith

Dionicio Vargas

Rafael Gonzalez

Allen Bao

Alisha Contreras

Carina Reyes

Carmella Pati Pie

Rick Hobby

Marcos Antonio Aguila

Cheryl Miller

Maria Ventura

Nombre

Dirección

Telefono

Name

Address

Telephone #

NAME

Address

Telephone #

GREG BARANEN

Juana Ruiz

Peter Ruiz

Emma Sanchez ma

Ma Del Socorro

Isabel Sanchez

GUADALUPE SA

Heriberto Ma

Rocio MARTINEZ

Guadalupe LOPEZ

Maria Anguiano

Maria Roque

Erendino Merillo

Nestorio Lorenzo

Juana Lora R

Mikiesha Hughes

Charles O'Hern

Margarita Zanger

John

Kelly + Sandy

Blessandra C.

Amelia Olivo

Socorro Cuervo

Name

Address

Telephone #

Nombre

Direccion

telefono

Rita Sanchez

Maria Aguilera

Guillermina Ayala

Irma Garcia

Maria Guadalupe Romo

Frendira Murillo

Ma Juana Ruiz 3515

Elva Angulo 3150

Juanita Guzman

Vanessa Cava

Armando Cava

Paulene Vargo

Elvia Ayala 23

Rosaura Gonzalez 3

Guadalupe Calderon

Evangelina Banderas

ANA Solorio

Maricela Delacruz

Rose Mayfield

Amelia Ortiz

Maria Elena Martinez

Esmeralda Lopez

Lva Mendoza

Sosana Diego

Name

Address

Telephone #

Nombre

Dirección

Telefono #

Veronica Dominguez

Jesus Peñaloca

Josefina Flores

Luis Flores

Esteban Nunez

Ma Santos Gutierrez

Raquel Lopez

~~RAFAEL~~ ROSA

Emilia Rosa

Segundo Chacón

Guadalupe Solis

Martha González

Salud Rodriguez

Olivia Preito

Guadalupe Barrera

Stephanie Martinez

Melissa Martinez

Lizeth Rincon

Nick Baca

Levi Blackwell

Edgar Chavez 3

Mario Sancedo 1

Leis y Cano 12

Walter Cano 2-15

Michael Seden-Hansen

From: [REDACTED]
Sent: Wednesday, January 26, 2011 5:21 PM
To: info@pasoexpress.com
Subject: Dial A Ride

Dear Sir,

I have heard about the reduction in hours of the Dial A Ride Bus, which in itself is not a totally bad idea, as long as it is kept, especially for our senior citizens for whom this bus service is a life line to get to and from appointments etc.

The proposal being floated is to have a six hour day divided into two parts with a 2 or 3 hour break between the two halves. This does not seem logical or even good economics or an efficient way to run the Dial A Ride Business. Why don't you consider doing what our neighboring city of Atascadero does and run the Dial A Ride on one 8 hour shift Monday thru Friday. You could set it up to go from say, 6:30 A.M. to 2:30 P.M. or from 7:00 A.M. to 3:00 P.M. giving those in need of the service total access for that time period, without service interruption for 2 to 3 hours for a break for the driver. Service to our citizens should take precedent.

Hopefully you will give this idea some consideration in your deliberations, before you finalize the final product.

Regards,

Larry Anderson
Paso Robles

Information from ESET NOD32 Antivirus, version of virus signature database 5634 (20101119)

The message was checked by ESET NOD32 Antivirus.

<http://www.eset.com>

Michael Seden-Hansen

From: [REDACTED]
Sent: Tuesday, February 01, 2011 11:17 AM
To: info@pasoexpress.com
Subject: Buses

My name is Maribel Rodriguez. I am a single mother of four kids and also a full time student at Cuesta. The discontinuation of the midday shuttles would be very devastating for me. I do not drive and I certainly do not own a vehicle. I depend on public transportation for all my needs and errands. I do everything I have to do on the midday shuttles...especially grocery shopping. It is also convenient for me when I have hours in between classes at Cuesta to be able to come home, run an errand or two and be on my way back to school. I'm home within 10 minutes as opposed to the 40 minutes it would take on route B.

Maybe restructuring the route to serve its purpose would be a good idea, and maybe not having them run at the same time as route B would also be good. There are still plenty of people out there, especially Spanish speakers who do not know how the midday shuttles run because they were never informed.

I also believe that the North County Shuttle should remain as is. As a friend of mine stated, "why fix what's not broken"...splitting the route in half makes it just more difficult for passengers and all the transferring that needs to be done, considering that the majority of passengers in the morning and throughout the day are Cuesta students that come and go not only from Paso, but from Atascadero as well.

Thank you for your time.

Maribel Rodriguez.

Michael Seden-Hansen

From: info@pasoexpress.com
Sent: Wednesday, February 02, 2011 1:57 PM
To: info@pasoexpress.com
Subject: PasoExpress Feedback

Below is the result of your feedback form. It was submitted by
(info@pasoexpress.com) on Wednesday, February 02, 2011 at 16:56:58

Name: John Sutter

Email Address: [REDACTED]

referred-by3: Brochure/Schedule

referred-by12: Transit Fare and Service Changes

Comments, Questions, or Suggestions: Regarding your proposals to change fares and services, I reluctantly agree with them. I use the transit system and wish the changes didn't have to occur, but understand why. The budget is not there to support the services as they are now structured, therefore changes have to be made. It will cause inconvenience, but I can put up with that as long as there is some services still remain.

Submit1: Submit

- * fare increases acceptable. paper cards eliminated
- * suggest keeping mid day service on juos & juos
- * elderly need streetcar
- * DAF as is except no Sundays
- ** we do take people to work !!
- * test run on new route
- * Cuerta passes should only be used to and from Cuerta, otherwise regular fare prices
- * NCS should meet up with an Atlas regular route at Kmart for people continuing on transfers given vice versa
- * customer question on what their needs are to be evaluated

RESOLUTION NO. 11-xxx

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PASO ROBLES
APPROVING FARE INCREASES FOR DIAL-A-RIDE AND FIXED-ROUTE TRANSIT AND
SERVICE CHANGES FOR DIAL-A-RIDE AND FIXED-ROUTE SERVICE**

WHEREAS, the City of Paso Robles provides public transit services; and

WHEREAS, transit services must maintain a 20% farebox recovery ratio to continue to qualify for State and Federal funding; and

WHEREAS, operational and maintenance costs have steadily increased in recent years and funding from State and Federal agencies has been reduced; and

WHEREAS, the fixed-route transit and Dial-A-Ride standard fares would be increased from \$1.25 to \$1.50 and from \$3.00 to \$4.00, respectively; and

WHEREAS, the Dial-A-Ride service would be reduced from thirteen (13) hours per day, six (6) days per week, to five (5) days per week and six (6) hours per day; and

WHEREAS, the Mid-day shuttle would be discontinued due to low usage and a farebox ratio of approximately 3.5%; and

WHEREAS, the North County Shuttle MOU would be terminated and a new fixed route and MOU be established between the Regional Transportation Authority (RTA) and the City of Atascadero to serve as a basis for distributing the Cuesta College funding subsidy, such that Cuesta College students continue to ride for free; and

WHEREAS, in accordance with City policy on making changes to transit fares, hours and routes, publicized workshops were held on February 2nd, and a public hearing with the City Council was held on February 15th;

NOW THEREFORE BE IT RESOLVED by the City Council of the City of El Paso de Robles to implement the fare and service changes for the Paso Express, North County Shuttle and Dial-A-Ride transit services, such that the above rates and charges and hours of operation shall be effective July 1, 2011.

PASSED AND ADOPTED by the City Council of the City of El Paso de Robles this 15th day of February 2011 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

ATTEST:

Duane Picanco, Mayor

Caryn Jackson, Deputy City Clerk