

## 2020 Transit Needs Assessment

### Santa Barbara County Association of Governments (SBCAG)

#### **Background**

As directed by the Santa Barbara County Association of Governments (SBCAG) Board of Directors, the 2020 Transit Needs Assessment process has been carried out with the expectation that no associated Transportation Development Act (TDA) funding would be allocated for purposes other than transit.

The Transit Needs Assessment process is conducted annually by SBCAG to gather public input on potential unmet transit needs. In previous cycles, any reported unmet transit needs must be determined either reasonable or unreasonable to meet by the SBCAG Board of Directors prior to allocating TDA (Local Transportation Fund) funding towards non-transit purposes, such as local streets and roads projects. Essentially, TDA allows for the use of TDA funding for local streets and roads purposes as long as there are no unmet transit needs that are reasonable to meet.

Based on direction from the SBCAG Board of Directors, all TDA funds in the 2020 cycle are to be used for transit purposes. As a result, the 2020 Transit Needs Assessment process did not require a reasonableness to meet analysis for any unmet transit needs comments. Public Utilities Code section 99238.5 requires SBCAG to conduct at least one public hearing and to *consider other methods of obtaining public feedback on public transportation needs*.

For the 2020 cycle, comments received have not be screened against the reasonable to meet criteria as no finding is required. Therefore, the purpose of the public outreach was to identify any transit issues within Santa Barbara County and to share those issues with the relevant transit service providers. The public outreach process and summary of comments received are documented in this memorandum.

Traditionally, the Transit Needs Assessment process includes collecting ridership data from the transit agencies within Santa Barbara County. Transit ridership data for Fiscal year 2018-19 is displayed in Appendix 2.

#### **Public Outreach Process**

SBCAG held one public hearing in the City of Santa Barbara on December 17<sup>th</sup>, 2019 in the Faulkner Gallery at the Santa Barbara Public Library. Additionally, the City of Lompoc Transit and the City of Santa Maria Transit held public hearings independently of SBCAG in late 2019. The comments received in all three public hearings are included in Table 1. As required by the TDA, SBCAG staff noticed the public hearing in local newspapers at least 30 days in advance.

In addition to the public hearings, SBCAG solicited public input via other means. Members of the public had the opportunity to submit comments regarding transit via email, written letter, or by completing an online survey available in both English and Spanish. The public comment period was open for thirty days, culminating on December 18<sup>th</sup>, 2019. All public outreach materials are included in Appendix 1.

### ***Summary of Public Comments***

Overall, SBCAG received a total of 54 comments from all means of public input, including those identified in the efforts of the City of Santa Maria and the City of Lompoc. Comments ranged from requests for new transit routes, improved language options, and other operational changes such as increased frequency and availability of service on holidays. Numerous comments received were made for improving the transportation services available to seniors, particularly those who are ineligible for complementary Americans with Disabilities Act (ADA) services. A complete list of all public comments received in this cycle can be found in Table 1.

Table 1: All Comments Received

Source	Comment
Santa Barbara Public Hearing	Difficult to get into the neighborhoods on the Mesa for a housekeeper toting supplies
Santa Barbara Public Hearing	No direct route between Goleta and Santa Barbara Cottage Hospital
Santa Barbara Public Hearing	Need better coordination between cities and transit for bus stops and service in new developments
Santa Barbara Public Hearing	Little or no transit information is made available in Mix-tec language
Santa Barbara Public Hearing	Make transit apps multi-lingual
Santa Barbara Public Hearing	Have MTD provide limited service on Thanksgiving and Christmas
Santa Barbara Public Hearing	Provide free bus service on election days like Fresno County does
Lompoc Public Hearing	Hopes that the Wine County Express continues Saturday services
Lompoc Public Hearing	Would like to see a policy to require headsets/ earbuds for people who are listening to music or other things on personal devices
Lompoc Public Hearing	Wine Country Express service on website does not indicate Saturday service.
Lompoc Public Hearing	Stop cord on bus 11171 does not work
Lompoc Public Hearing	Will there ever be free Wi-Fi available on the buses?
Lompoc Public Hearing	Would like service hours extended to 7 PM
Lompoc Public Hearing	Would like to see better notification of meetings to attract more people
Lompoc Public Hearing	Need trash can at Barton and H Street (the Hilton stop)
Santa Maria Public Hearing	I called ADA for a schedule pick-up, I called back and left a message to cancel. The driver shows up and I told him that I had called the ADA number and cancelled the trip. The phone system needs improvement.
Santa Maria Public Hearing	There is no bench on the residential side of Enos Street, on the opposite side there is a bench. Seniors use the Minami Senior Community Center and they need a bench. Foster Road needs benches, lighting and a crosswalk.
Santa Maria Public Hearing	How can those who are low income and trying to improve themselves get free bus passes? I work with many clients who need the bus to get to job interviews and appointments. Our agency has received a small grant for transportation, and it will be helpful if we had other sources.
Santa Maria Public Hearing	I would like to advocate for much needed bus passes and token for our homeless clients, a hand up! They are working hard.
Santa Maria Public Hearing	Please devise a program which will allow the homeless to receive free bus passes so they can get to appointments and services.
Santa Maria Public Hearing	I am a volunteer for Community Partners in Caring. Many people who qualify for SMOOTH, ADA services call us! We offer free door to door and indoor- escort inside

	<p>offices and stores. There is a need for our service. Funding would make it possible to offer more drivers for increase in calls for riders. On our website for ride requests there is enough to be equivalent to 40 hours for me alone. These rides are free for seniors 62+ over. I would like to see a partnership w/ the city as a non-profit.</p>
<p>Santa Maria Public Hearing</p>	<p>I think the Transportation dept bringing in Community Partners in Caring is a great idea to spread the transportation offerings for people needing door-thru-door services. It would be great if you could look into how San Diego and other cities have blended these programs together &amp; see what Santa Maria could learn/do. Definitely an all-win for the City, transit customers and Community Partners in Caring. Thank You!  PS- I would also be interested in knowing who city transportation serves- where they live and where they're travelling to. Is there a pie chart?</p>
<p>Santa Maria Public Hearing</p>	<p>Dear Mr. Valdez,  My name is Bobby Rogers and I was in attendance at last nights transportation meeting at the Santa Maria library. Firstly, let me thank and commend you on your professional and open format meeting yesterday, it was very informative and all parties and their questions were treated with respect and answered at least seemingly me to me, to their satisfaction.  I am also a volunteer driver for Community Partners in Caring. I did however not speak at last nights meeting feeling that others in our organization had already sufficiently voiced our needs and desires! The reason I chose Community Partners in Caring was largely because twenty some years ago I myself suffered a disability that caused me not to be able to drive for nearly a year. This was a difficult time for me as I've always been a person who has difficulty asking of others. During my time of limited independence I often missed appointments and without certain necessities because I was uncomfortable asking my acquaintances for these rides, feeling like that's not what they signed up for in our friendship. The beauty of Community Partners in Caring is that's exactly what all our volunteer drivers have signed up for. All my clients have always been appreciative and kind in response to the gift of independence and self sufficiency that Community Partners in Caring has afforded them.  The one thing all these people have in common is their need for our services is not something they chose. Be it age, disability, income, lack of family or a support group, they come to us out of a need the other transportation services for one reason or another are not able to fill.  It is my contention that if one needs evidence of our fulfilling an unmet need you need look no further than our extensive client list, number of trips and miles logged. It also would seem to be a unique opportunity for SMAT to appropriate funds for an organization that already has a longstanding infrastructure and administrative arm already in place. How much more sense does that make and money does it save, rather than attempting to fund and establish a new agency to provide for there undeniable needs of our elderly and partially disabled citizens.  Thank you for your consideration, William (Bobby) Rogers</p>
<p>Santa Maria Public Hearing</p>	<p>Community Partners in Caring serving Santa Maria since 1997. Most providing rides to medical appointments, the grocery store and hot meal sites. We have an unmet need that is not being met for the elderly and mildly disabled individuals.  Once ambulatory difficulty increases, people can't use the local Dial A Ride, but they don't meet criteria for ADA services.  Even those that meet criteria for ADA services, use our Volunteer Drivers because we provide door-through-door rides enabling people to access basic needs such as food and medical attention.  Uber/LYFT and Taxis are an option, but they are too expensive and curb to curb.  We need Transportation services that take into account the special needs of the elderly and mildly disabled.</p>

<p>Santa Maria Public Hearing</p>	<p>Dear Sir or Madam,</p> <p>I have been a volunteer driver with COMMUNITY PARTNERS for the past 18 months. I transport seniors and younger residents with limited mobility to necessary appointments enabling them to transact business and manage their lives as independently as possible. What makes our services unique is that we are providing extra care and support not just from curb to curb, but more specifically door to door whether assisting through the portals of medical offices or shopping venues. In addition, the ease with which the client requests our services is simple; by making ONE phone call to COMMUNITY PARTNERS driver performs that requested service with the client’s schedule in mind, relieving the client from having to make a second phone call to be picked up for the trip back home, a real convenience and time saver.</p> <p>I fell this is a huge advantage for our clients. In validation, I’ve seen our clients’ trip request numbers dramatically increase, often receiving positive word of mouth feedback and notes expressing appreciation for our efforts.</p> <p>Santa Maria has the enviable title of being “an All American City”. That said, <u>ALL members of our community deserve the option of choosing the transit system that best meets their needs.</u> I strongly urge the City to address and resolve this most important issue for our citizens.</p> <p>Thank you for your consideration, Danielle McGraw</p>
<p>Online Survey</p>	<p>Dear Sir or Madam, There is a significant transit need that is not being met for seniors and mildly disabled individuals and, according to data (Santa Barbara County Age Characteristics; SBCAG, August 2017) it’s only going to get worse given that the senior population is rising very quickly. The seniors we are referring to are those that no longer drive, cannot use the bus, are living with ambulatory difficulties, and require assistance to get in and out of their home, but are not disabled enough to qualify for ADA services. These seniors also find local Dial-A-Rides difficult to access. Dial-A-Rides are curb-to-curb and do not provide the additional assistance that some seniors/elderly require. The other options in our community, such as Lyft/Uber/Taxi, are too expensive and don’t offer the support that people with mobility limitations need. In order to access basic needs, such as medical care and grocery shopping, some seniors/elderly are utilizing the free services our agency, Community Partners in Caring, offers. I’m a member of the Board of Directors. Through Volunteer Drivers, we provide door-through-door guided assistance from their home to the vehicle to the destination and back home again. Because vehicles are lower to the ground, they are much easier to access. Even individuals who are ADA qualified utilize our services. This is due to the flexibility of our Program. We offer unrestricted times (Monday – Saturday; 5am to 6pm) and unrestricted county-wide destinations, so, seniors/elderly/disabled individuals seeking medical care within the County but outside the city limits, are able to get to their appointments. Given the calls and the data, our community is in dire need of specialized transportation services that take into account the added support the elderly and mildly disabled require. Thank you,</p>
<p>Online Survey</p>	<p>There is a significant transit need that is not being met for seniors, according to county data. It is only going to get worse given that the senior population is rising very quickly. The seniors that I am referring to are those that can no longer drive and cannot use the bus. Some of these seniors have ambulatory difficulties and require assistance to get in and out of their home and car and are not qualified to receive ADA services. These seniors also find local Dial-A-Rides difficult to access as the do not provide the additional assistance that some seniors require. The other options in such as Lyft/Uber/Taxi, are to expensive and do not offer the support that people need with mobility limitations need. In order to access basic needs, such as medical care and grocery shopping, some seniors are utilizing the free services Community Partners in Caring offers. The volunteer Drivers provide door-through door guided assistance from their home to vehicle to the</p>

	<p>destination and back home . This service allow seniors the ability to be able to keep all their appointment and met all of their needs within the county. Their is a flexibility with unrestricted time Monday - Saturday 5 am to 6pm. and unrestricted county wide destinations. Our community is in dire need of specialized transportation services that take in account the added support the elderly and mildly disabled need.</p>
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Online Survey	<p>There is a significant transit need that is not being met for seniors and mildly disabled individuals and, according to data (Santa Barbara County Age Characteristics; SBCAG, August 2017) it's only going to get worse given that the senior population is rising very quickly. The seniors I'm referring to are those that no longer drive, cannot use the bus, are living with ambulatory difficulties, and require assistance to get in and out of their home, but are not disabled enough to qualify for ADA services. These seniors also find local Dial-A-Rides difficult to access. Dial-A-Rides are curb-to-curb and do not provide the additional assistance that some seniors/elderly require. The other options in our community, such as Lyft/Uber/Taxi, are too expensive and don't offer the support that people with mobility limitations need. We all need to access basic needs, such as medical care and food. Access to preventive care, medical care, and specialist become even more critical as we age. Many seniors/elderly are utilizing the free services offered through Community Partners in Caring in order to access these basic needs. I'm one of their volunteers. I help older Veterans and seniors living in Santa Maria and Orcutt. We provide door-through-door guided assistance from their home to the vehicle to the destination and back home again.</p>

	<p>My car is lower to the ground, so, it's easier for the senior to get in and out of. One of the people I help qualifies for ADA services but chooses to use us when ADA won't take him where he needs to go. This is because we're flexible. We can drive Monday thru Saturday from 5am to 6pm and I can drive people county-wide so they can get to specialists in Santa Barbara, for example. As a volunteer, I can see requests for help from my computer. The need is very high. Given my experience and the data you all collected, our community is in dire need of specialized transportation services that take into account the added support the elderly and mildly disabled require. Thank you, Jaime Lopez</p>
Online Survey	<p>It would be nice to have an RFID card system like larger cities do, to avoid passes becoming unusable due to demagnetization.</p>
Online Survey	<p>Make rides FREE for everyone. We need way more people riding the bus. SLOW DOWN. There's no need to drive so fast in such a small community. How much faster will speeding get a bus anywhere? Not much, 30 seconds sooner? Slow bus are quieter, safer, shake homes less, and are more inviting instead of a heavy, threatening hulk come down the street. Provide Saturday Westside service to the Farmers market! Come on! This is a no-brainer! I moved to the west side almost 20 years ago and it was supposedly in the works then. It's pathetic it hasn't been implemented still. Start advertising it on the side of the shuttle. What great way to create community!</p>
Online Survey	<p>Santa Barbara needs public transportation in the foothill Mission Canyon corridor</p>
Online Survey	<p>The Express MTD Bus between Goleta and Santa Barbara is great (12X). I've started using this line in the past year and it works well. It would be wonderful to be able to purchase bus passes online or through an app. It would be helpful for those of us in Countywide organizations to have a commuter bus/shuttle that runs FROM SB to key areas of North County. Many of us periodically attend North County events, meetings, or may work in North County offices from time to time. It would be wonderful if there were special incentives for non-profit employers to encourage the use of transit or other options other than a single-occupant vehicle. In the long run, having some type of commuter light rail or other option that runs along the AMTRAK line or 101 would seem to make a lot of sense, but I realize the complexities of actually getting that realized must be enormous. I think more people may start using the AMTRAK commuter line if AMTRAK can ensure that it is on time and when Goleta opens the new train station. We need bus service to/from the Goleta train station. The lack of evening options is difficult, but I recognize this is likely a lower priority. I think a lot of people will use UBER/LYFT after an evening out.</p>
Online Survey	<p>It seems clear the underlying concern for most people is that there are too many cars in the city/county. Something needs to be done to facilitate public transport and bike infrastructure. I think the State street shuttle should be free and frequent, and as an addition I think eventually someone with an art/design/graphic design background should be contracted to redesign/rebrand not only the State St. shuttle but the entire bus fleet. This could possibly be funded by creative means like a competition or by advertising on the buses. Some analysis needs to be done to determine whether/where the system requires such large buses -- I see a lot of buses half-full stopping 11 times to crawl up State st.; it seems like many of the rides throughout the day could be carried out by smaller vehicles, and more direct routes could be added. Maybe a hybrid style Vanpool option ~10 riders rather than ~40 riders is worth considering. One problem is obviously that most people don't live "downtown" proper, but live further out in the Riviera, Montecito, Goleta, etc. If their rides are not made more direct/cost effective, there will never be incentive for these people to use public transportation. I don't know if this is something the city can afford, but it would be huge to contract an expert; urban planning and design consultants with experience and know-how are going to be a lot more helpful and effective than city council members spitballing in meetings. At this point I think everyone agrees that State St. should be closed to vehicular traffic. Just do it -- clearly what is being done is not working, so why not try something bold and different.</p>

	Collaborate with interested local parties like Paseo Nuevo, the Arts Fund, CAW, Fishbon, and local architecture firms to do it right (I am aware some work is being done on this -- keep up the good work!). Thanks for all your effort on this issue -- I personally think it is a critically important one for the vitality of the city.
Online Survey	There should be a dedicated lane for public transportation. We utilized public transportation (buses) while in Dublin, Ireland. It was amazing and allowed visitors to stay on the outskirts of the city but travel expeditiously in & out of the city. Just an idea.
Online Survey	Earlier this year a teenage girl and I were verbally assaulted by an SBMTD bus driver at the transportation center on Chapala near Carrillo. It was early in the morning and I was dropping my daughter off at the transport hub. There were no parking spots on the street, and several shady homeless people were lurking in the early morning hours, I wanted to drop my daughter off close to the hub, so she would not be assaulted by the shady homeless types. I pulled my car over in the red on Chapala, turned on my flashers, and in 5 seconds my teenage daughter got out of my car and I started to leave. But not before a bus driver stood on the curb and screamed at me at the top of his lungs for five minutes. Since I usually do not respond to screaming lunatics, I stood there and stared at him. He was white, approx. 6' 220 lbs, 50ish, with gray hair. When he did not get the reaction he had hoped for, he started screaming at my teenage daughter, who started crying, which made the disgruntled S.B. bus driver continue screaming at her at the top of his lungs. I had to cancel a meeting and drive my teenage daughter to school that day because one of the S.B. bus drivers verbally assaulted a teenage girl and me. This S.B. bus driver is extremely dangerous and disgruntled. Please contact me at (310) 707-8711, I would like to look at S.B. bus driver photos, pick out which bus driver assaulted my teenage daughter, and file charges with S.B.P.D. Thank you for following up with me. Sincerely, David Silva
Online Survey	I live in Santa Barbara (Calle Cesar Chavez and Guttierrez) and work in Goleta (Castillian Dr). We have many people in the Goleta industrial/tech businesses that live in parts of Santa Barbara. The long range buses are fairly popular for our employees commuting to Lompoc, Santa Maria, Ventura, Oxnard, etc. These are very important for the businesses. Please keep those routes going and improve however possible. Our businesses depend on them. As far as my commute, the biggest limiting factor from using the bus system is time. It is difficult to justify taking a 45 min bus ride when it can be < 15min door to door for me. I imagine that is the case for most people. It's probably out of the scope of this survey, but, my biggest public transportation need is faster and more frequent Amtrak service to San Diego and Northern California. An express train with limited stops to the Bay Area and to San Diego would greatly benefit the Central Coast. Although I do take the train often, it's just too long to be used regularly. For any transportation system to be successful it needs to be just as fast as driving.
Online Survey	Why is there not more rail service between Goleta and Ventura? Sad to see US101 creep and beep During the peak rush alongside an empty railway.
Online Survey	The MTD bus service is good but needs greater frequency, and at least a few more routes. Some don't run on the weekends at all. With the current system we still need a car to get places on time. Wait time when transferring between buses can double the time in transit. I enjoy riding the bus, and don't like to drive, but just try going about a normal life for a month without a car and see how difficult it is. Also, can we get subsidized Uber or taxi service for the elderly and disabled? Some communities somehow give scrip so that old people can take a taxi to the grocery store or doctor visits a few times a month without breaking the bank.
Online Survey	Wish there was a shuttle from mountain ave and Valerio near Harding school that would go up Valerio to Calle canyon and go to cliff drive!
Online Survey	I fail to understand why Santa Barbara MTD cannot provide public bus transportation to the local high schools. It would be an easy matter to pick central locations (i.e. the Mesa

	Shopping Center for students in the Mesa area) where ONCE A DAY a bus could be assigned to park and pick up students to be transported directly to their high school. The difficulty of trying to take public transportation when transferring lines is required and the absolute mess of cars parking and/or dropping off students at the schools would seem to make this a necessary service. This was done when I was growing up in a Mid-Western city and it saved on carpooling, driving and the cost to the district of purchasing their own school buses
Online Survey	In its current state, public transit in SB County is embarrassingly slow and inconvenient. For 3 years I took the MTD line 11 bus every day from my house in Goleta to a job in Santa Barbara. I often took the Vista bus to Thousand Oaks and Ventura on weekends also. There are several problems with the buses that need to be addressed for the general public to start using the system more. 1)PUT LIGHT RAIL IN THE FREEWAY MEDIAN BETWEEN VENTURA AND SB!! It's a total no-brainer that has been discussed for years if not decades. Instead Caltrans expands the freeway haphazardly with little to no public input or positive impact on traffic. 2)Buses need to be clean: newspapers, spilled drinks, trash and general grime are left on the floors and seats of most buses 3) There needs to be more security and decorum. I have seen several fights, one of which led to all passengers rushing to the back to avoid a yelling homeless man threatening to kill people. In more minor cases, there were people loudly talking to themselves, ripping up books and papers, smoking weed in the bathroom of a Vista bus, and asking passengers for money. Young women are harassed by the homeless, mental ill, and/or creepy old men on a regular basis. Because the driver is the only employee present and they need to stay safe and focused, passengers are left to defend themselves, huddle next to similar people or get off at the next stop if it gets too bad. Admittedly the average ride was uneventful but public transit is noticeably more unsafe than being most places in public and a serious incident can lead to all riders on the bus switching to just driving. 4) Why does Vista stop so much? I can't tell you how many times buses looped around to Carmen Plaza in Camarillo , the nearby Esplanade, or random corporate parks just to have nobody get on or off. If you want more riders, fix numbers 2 and 3. Until then make the Vista buses into express lines. . If you address these issues in a serious way and make taking public transit an enjoyable experience, professionals like me will start taking it in droves. Instead, I'll be driving for the foreseeable future
Online Survey	The county needs to develop additional train service to points south (LA) and points north (SF).
Online Survey	Clean Air Express is a much needed public transit service. I have been a commuter for 21 years now from Santa Maria using the bus. Thank you for the opportunity to express the importance of this service. I am not able to attend the public meeting.
Online Survey	The Goleta bus taking of from Santa maria @ 6:30 AM should be specifically for Goleta commuters since most of the people riding that bus are commuters from Goleta. Currently, that bus makes a stop at the County admin building and 2 other stops. It would be efficient if the last bus taking off from Santa maria would make those three stops.
Online Survey	Would like to see greater frequency and diversity of commuter options (buses) between Lompoc, Santa Ynez, Buellton, Carpinteria, and Santa Barbara. One could consider planning for a water taxi/ ferry service as well as commuter rail service. We have such a pretty coastline.
Online Survey	I am a round-trip commuter between Santa Maria and UCSB. As there is no Clean Air Express route between these two direct points I have to catch the transfer (Clean Air Express route between Lompoc and UCSB) at a bus stop in Goleta. That means my commute time is one and a half hours each way. True, I do acknowledge that perhaps not enough commuters currently exist out of Santa Maria to justify the cost of creating an additional route. However, I do believe that if such a route was created that an increase in round-trip commuters between Santa Maria and UCSB would occur. I hope that SBCAG

	<p>will look into this matter seriously not only to provide much needed alternative transportation but also to further consolidate commuters to save our environment.</p>
<p>Email</p>	<p>To whom it may concern,</p> <p>As one of the founding members of the Santa Barbara Village, a non-profit specifically designed to help seniors age in place, I learned firsthand about the transportation needs of seniors. Since that time, we learned that the original model for the Santa Barbara Village was not sustainable, and a decision was made to combine with Community Partners in Caring (CPC), a non-profit, started in North County. Fortunately, CPC was willing to expand their Volunteer Driver Program into the Santa Barbara area, since they are the only program currently able to provide door to door transportation to seniors for free!</p> <p>Transportation needs are one of the first major reasons seniors cannot stay at home. Once they can no longer get themselves to doctor's appointment, pick up groceries, etc., this senior population (now called a senior tsunami) must consider other options.</p> <p>There are other transportation options for seniors who can no longer drive. These include taking the bus, using Easy Lift, or Uber/Lyfts/taxis. However, Community Partners in Caring Volunteer Driver Program is the only program that is completely free to the senior, who is paired with a trained and vetted volunteer, someone who often develops a wonderful and nurturing relationship with the senior he or she is driving.</p> <p>Please consider additional funding to Community Partners in Caring, so that they can grow this program in South County, enabling more seniors and mildly disabled people the option of staying in their own homes longer, in a city that does not have other free specialized transportation programs.</p> <p>Sincerely, Carol Spungen, LCSW</p>
<p>Email</p>	<p>As a founding member of the Board of Santa Barbara Village, a nonprofit created to help seniors age in place, I noticed that our most frequent request among our services was for transportation to accomplish everyday activities that the rest of us take for granted: medical appointments, food shopping, hair salon trips and social activities. The inability to pursue these activities has a devastating effect on a person's sense of well-being.</p> <p>Since our Village model of operation was not sustainable, despite changes along the way, we were able to arrange to be taken over by Community Partners in Caring, begun in North County now reaching South County residents. The focus of this organization has been to provide free individual transportation to seniors and mildly handicapped individuals in order that they can pursue normal activities of daily living. As a volunteer driver for Community Partners in Caring, I see the extent of this need.</p> <p>There are other services that attempt to address this need. Some are too expensive for our seniors to afford. Some require more notice that can be foreseen. Community Partners schedules rides on an individual basis and for no charge. In order to provide this service safely and reliably, we need additional funding to vet and orient volunteer drivers and to reimburse them for their gas mileage. Funding is also needed for staffing to administer the program, and ultimately to expand our services to meet the needs of an increasing population of seniors who are dealing with issues of aging in place.</p> <p>Sincerely, Joni Meisel</p>

<p>Email</p>	<p>Dear Sir or Madam,</p> <p>There is a significant transit need that is not being met for seniors and mildly disabled individuals and, according to data (Santa Barbara County Age Characteristics; SBCAG, August 2017) it's only going to get worse given that the senior population is rising very quickly.</p> <p>The seniors we are referring to are those that no longer drive, cannot use the bus, are living with ambulatory difficulties, and require assistance to get in and out of their home, but are not disabled enough to qualify for ADA services. These seniors also find local Dial-A-Rides difficult to access. Dial-A-Rides are curb-to-curb and do not provide the additional assistance that some seniors/elderly require. The other options in our community, such as Lyft/Uber/Taxi, are too expensive and don't offer the support that people with mobility limitations need. In order to access basic needs, such as medical care and grocery shopping, some seniors/elderly are utilizing the free services our agency, Community Partners in Caring, offers. Through Volunteer Drivers, we provide door-through-door guided assistance from their home to the vehicle to the destination and back home again. Because vehicles are lower to the ground, they are much easier to access. Even individuals who are ADA qualified utilize our services. This is due to the flexibility of our Program. We offer unrestricted times (Monday – Saturday; 5am to 6pm) and unrestricted county-wide destinations. Seniors/elderly/disabled individuals seeking medical care within the County but outside city limits, are able to get to their appointments thanks to our Volunteer Drivers.</p> <p>This unmet transit need has pushed our agency's growth, but we are underfunded to meet the need. Given the calls and the data, our community is in dire need of specialized transportation services that take into account the added support the elderly and mildly disabled require.</p> <p>Thank you,  Vilma Contreras  Executive Director  Community Partners in Caring</p>
<p>Email</p>	<p>I am a senior on Section 8 housing assistance. I do not qualify for any subsidized transportation service for seniors. Because I can walk well, even though I have a heart condition, I could not qualify for Easy Lift. I take the city bus, but sometimes I through 1-2 months of health problems, which make it difficult to take the city bus.</p> <p>Because my income is low, I stay away from utilizing taxis or Uber as much as possible. I'm glad that I am now signed up with Community Partners in Caring, as it is now serving the Santa Barbara Area. Still, when I have early morning lab appointments before 8 AM, there were no volunteers able to pick me up at 7:15 AM.</p> <p>We do need more transportations services available for low income seniors, who can not qualify for Easy Lift.</p>

## Appendix 1: Public Outreach Materials

### Public Hearing Notice



## **PUBLIC HEARING NOTICE**

## **UNMET TRANSIT NEEDS**

### **How could the bus better serve your needs? (Fixed-route or Dial-a-Ride)**

The Santa Barbara County Association of Governments (SBCAG) wants to hear your comments about transit service in Santa Barbara County. SBCAG staff is holding a public hearing to receive comments on transit needs in Santa Barbara County, as required under Section 99401.5 of the Public Utilities Code.

#### **The hearing will be held:**

- Tuesday, December 17, 2019 at 5:30 PM, Faulkner Gallery, Santa Barbara Central Library, 40 E. Anapamu St.

If you cannot attend the hearing, you may still submit written comments up until December 17, 2019. You may e-mail them to [comment@sbcag.org](mailto:comment@sbcag.org) or mail them to SBCAG at 260 North San Antonio Road, Suite B, Santa Barbara, CA 93110.

In compliance with the Americans with Disabilities Act, individuals needing special accommodations to participate in a meeting should contact SBCAG at least three working days prior to the meeting at (805) 961-8900.

Spanish-language interpretation services will be provided at the December 17, 2019 hearing. Se ofrecerá servicios de interpretación durante la audiencia en el 17 de diciembre 2019.

For more information, call SBCAG at 961-8900.



## How Can the Bus Better Serve Your Needs?

The Santa Barbara County Association of Governments staff will be holding a public hearing to learn about the transit needs of the residents of Santa Barbara County. Please plan to attend and present your comments or concerns about transit service in Santa Barbara County.

### Public Hearing:

**Santa Barbara:** Tuesday, December 17, 2019 at 5:30 PM Faulkner Gallery,  
Santa Barbara Central Library, 40 E. Anapamu St.

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### Can't Attend in Person?

Simply follow the link to take an online survey:

[https://www.surveymonkey.com/r/SBCAG\\_TNA](https://www.surveymonkey.com/r/SBCAG_TNA)

Note: the survey will close on December 18, 2019

You may also submit comments in writing by December 18, 2019 to:

Santa Barbara County Association of Governments  
260 N. San Antonio Rd., Suite B  
Santa Barbara, CA 93110  
-or by email to-

[comment@sbcag.org](mailto:comment@sbcag.org)





## ¿Como Puede Servirle Mejor el Autobús?

El personal de la Santa Barbara County Association of Governments tendrá una audiencia pública para aprender cuales son las necesidades de tránsito de los residentes del Condado de Santa Bárbara. Por favor asista y presente sus comentarios o preocupaciones acerca del servicio de tránsito en el Condado de Santa Bárbara.

### La audiencia se llevará a cabo:

**Santa Bárbara:** El martes, 17 de diciembre a 5:30 PM, Faulkner Gallery,  
Biblioteca Central de Santa Bárbara, 40 E. Anapamu St.

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### ¿No puede participar en persona?

Siga el enlace para conteste una encuesta electrónicamente:

[https://www.surveymonkey.com/r/TNA\\_ESP](https://www.surveymonkey.com/r/TNA_ESP)

Nota: La encuesta será cerrada en el 18 de diciembre 2019

También pueden mandar sus comentarios por escrito antes del 18 de diciembre de  
2019 a:

Santa Barbara County Association of Governments  
260 N. San Antonio Rd., Suite B  
Santa Barbara, CA 93110  
-o por correo electronico a-  
[comment@sbcag.org](mailto:comment@sbcag.org)



Online Survey - English

## **SBCAG - Transit Needs Assessment Survey**

### **Santa Barbara County Association of Governments - Transit Needs Assessment**

The Santa Barbara County Association of Governments (SBCAG) is soliciting public comments regarding transit services in Santa Barbara County. This is an opportunity to express any issues with the current bus system or to submit requests for new or expanded service.

1. Name (optional):

2. Contact Information (optional):

3. Please provide any comments regarding the public transit system in Santa Barbara County:

For questions or more information please contact:

**Jared Carvalho** [jcarvalho@sbcag.org](mailto:jcarvalho@sbcag.org) | (805) 961-8906

Submit

Online Survey - Spanish

## Encuesta: Una evaluación de las necesidades de tránsito en el Condado de Santa Barbara

### Santa Barbara County Association of Governments

El personal de la Santa Barbara County Association of Governments (SBCAG) está efectuando una evaluación de las necesidades del autobús en el Condado de Santa Barbara. Esta encuesta es una oportunidad para expresar comentarios o presentar solicitudes sobre el sistema de tránsito.

1. Nombre (opcional):

2. Información de contacto (opcional):

3. Por favor escriba algunos comentarios o preocupaciones sobre el servicio de transporte público en el Condado de Santa Barbara:

Si tiene alguna pregunta o para obtener más información contacto al:

**Jared Carvalho** [jcarvalho@sbcag.org](mailto:jcarvalho@sbcag.org) | (805) 961-8906

Enviar la encuesta

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**SANTA BARBARA NEWS PRESS**  
**Proof of Publication**  
**(2015.5C.C.P)**

**Superior Court of  
the State of California  
In and For The County of Santa Barbara**

**In the Matter of:**

**Legal 55504  
Acct. 623732**

**Public Hearing Notice**

**The undersigned, being the principal clerk of the printer of the Santa Barbara News Press, a newspaper of general circulation, printed and published daily in the City of Santa Barbara, County of Santa Barbara, California and which newspaper has been adjudged a newspaper of general circulation by the Superior Court in the County of Santa Barbara, State of California, Adjudication Number 47171; and that affiant is the principal clerk of said Santa Barbara News Press. That the printed notice hereto annexed was published in the SANTA BARBARA NEWS-PRESS, in the issues of the following named dates:**

**November 17, 2019**

**all in the year 2019, I hereby certify (or declare) under penalty of perjury that the foregoing is true and correct.**

**Executed on this 19<sup>th</sup> of November, 2019 at Santa Barbara, CA**

  
**P. Matsumaru**

  
santa barbara county association of governments

**PUBLIC HEARING NOTICE  
UNMET TRANSIT NEEDS**

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Spanish-language interpretation services will be provided at the December 17, 2019 hearing

For more information, call SBCAG at 961-8900.

NOV 17 / 2019 – 55504

The Public Hearing Notice was published in the following local newspapers: Santa Barbara News Press, Lompoc Record, Santa Maria Sun, Santa Maria Times, Space Country Times, and Santa Ynez Valley News.

Public Hearing Sign-in Sheet

**SBCAG Transit Needs**

Public Hearing

December 17<sup>th</sup>, 2019 – Santa Barbara Public Library

Please sign in:

NAME	Email
Hillary Blackerby	hblackerby@sbmtd.gov
David Landecker	dlandecker@stbike.org
Oran Viriyincy	oranv@uw.edu
Cameron Gray	cgray@ccemail.org
Jacob Lesner-Buxton	

## Appendix 2: Santa Barbara County Transit Ridership

Transit System	Ridership FY 2018-19	Farebox Recovery: Local Fixed Route	Farebox Recovery: ADA	Farebox Recovery: Systemwide
Clean Air Express	179,026	515	N/A	51%
COLT <sup>1</sup>	118,829	12%	5%	13%
Cuyama Transit <sup>2</sup>	1,492	N/A	N/A	11%
Easy Lift	64,952	N/A	69%	69%
Guadalupe <sup>3</sup>	76,989	13.5%	8.1%	12.8%
MTD	6,432,190	27%	N/A	27%
SMAT <sup>4</sup>	685,891	69%	31%	66%
SMOOTH	84,996	N/A	66%	66%
SYVT <sup>5</sup>	41,562	12%	14%	13%
<b>Total</b>	<b>7,685,927</b>	-	-	-

Note: All figures are self-reported. Farebox recovery ratios includes use of local funds where applicable.

<sup>1</sup> Includes Local FR, SB Shuttle, ADA, & Wine Country Express services. WCE not included in Local FR recovery figure.

<sup>2</sup> Cuyama transit is managed by SMAT. Per federal guidance Cuyama is demand response.

<sup>3</sup> Includes Guadalupe flyer, shuttle and ADA services.

<sup>4</sup> Includes local, Breeze, and ADA services.

<sup>5</sup> Includes local FR, and Dial-a-ride (DAR). DAR services figure is reported under ADA farebox recovery.