



City of Lompoc
Transit Reimagined Study
Draft Final Report

October 2024



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Executive Summary

The City of Lompoc has provided some form of public transit in and around the Lompoc Valley for more than 30 years. Currently, public transit in Lompoc consists of the COLT fixed-route service, ADA Paratransit (Dial-A-Ride), Wine Country Express, Santa Barbara Shuttle, and Allan Hancock College Night Service. Most of the current services have been in place for more than 20 years. The purpose of the Transit Reimagined Study is to conduct a comprehensive analysis of the current service offerings and community needs so as to determine the best path for the City's transit program moving into the future.

Transit is an essential service within the community. It provides an affordable mobility option for those who may not have other transportation available, as well as offers a more environmentally friendly way to travel. Transit use also leads to a more active lifestyle through walking and biking. The recommendations arising from this study reflect a continued interest in transit from the community, as demonstrated through its active participation throughout the process. Through the service plan presented herein, the City anticipates realizing improved productivity (such as a higher number of riders per service hour) as well as the service being more attractive to a greater share of the Lompoc community.

Chapter 2 provides an overview of existing conditions within respect to public transportation in the Lompoc Valley. The City's core program is the COLT fixed-route service, which operates three local routes (within Lompoc) and a fourth route serving Mission Hills and Vandenberg Village. Service on each of these routes is provided every 60 minutes. The fixed-route service is supported by the ADA Paratransit Dial-A-Ride program, which is a federally required service. It operates within the same service area and operating hours of the fixed-route service to ensure ADA-certified individuals have access to public transportation. These services operated between 6:00 am and 7 pm Monday through Friday and between 9 am and 5 pm on Saturday.

The City also operates three additional transit services:

1. A supplemental service provides on-demand transportation from Allan Hancock College to locations within the COLT service area during four designated evening trips Monday through Thursday when school is in session.
2. Shuttle service to Santa Barbara and Goleta is provided twice weekly (Tuesday and Thursday) via one round trip per day. The bus departs the Lompoc Transit Hub at 8:30 am and departs Santa Barbara at 3:30 pm.
3. The Wine Country Express operates three trips per day between the Lompoc Transit Hub and Solvang Park, with an additional stop in Buellton. Trips depart Lompoc at 7:15 am, 1 pm, and 4:45 pm, returning to Lompoc at 8:33 am, 2:15 pm, and 5:58 pm.

The base fare for the fixed-route service is \$1.25 within city limits and \$2.00 outside city limits. Discounts are available for seniors and persons with disabilities. The ADA Paratransit fare is \$2.00 within city limits and \$4.00 outside city limits. The base fare for the Wine Country is \$2.00, which the fare for the Santa Barbara Shuttle is \$7.00 (no discounts). Unlimited monthly passes and 10-ride punch passes are also available at various fare levels.

The City’s revenue fleet currently consists of 13 cutaway buses and three vans. The same fleet is used for all transit services, and all are operated out of administration and maintenance facilities located at the City’s Corporate Yard.

Other transportation services operating within Lompoc include ride-hailing service such as Lyft and Uber, private taxi and shuttle services, the Clean Air Express bus (which offers commuter connections to Goleta and Santa Barbara), and SMRT Route 30 (formerly Breeze Bus Route 100, which offers service to Santa Maria). Amtrak rail service on the *Pacific Surfliner* is available at the Surf station.

Chapter 2 also provides review of service area demographics, as presented in Exhibit ES.1.

Exhibit ES.1 Summary of service area demographics

Total Service Area	ACS 2022 5-Year Estimate	
	Number	Percent
Total population	54,246	100.0%
Under 18	13,688	25.2%
65 years and older	7,402	13.6%
Total civilian non-institutionalized	50,953	100.0%
Disabled	6,966	13.7%
Hearing difficulty	1,710	3.4%
Vision difficulty	1,440	2.8%
Cognitive difficulty	2,913	5.7%
Ambulatory difficulty	3,273	6.4%
Self-care difficulty	1,282	2.5%
Independent living difficulty	2,434	4.8%
Population with poverty status established	51,328	100.0%
Below 125% of poverty level	10,069	19.6%
Per capita income	118,145	
Mean income (per household)	\$87,596	
Total households	17,686	100.0%
Zero vehicles	1,389	7.9%
One vehicle	2,087	11.8%
Total workers	22,587	100.0%
Commute: Transit	908	4.0%
White	28,738	53.0%
Black or African American	1,999	3.7%
American Indian/Alaska Native	1,230	2.3%
Asian	2,026	3.7%
Native Hawaiian/Pacific Islander	129	0.2%
Some other race	8,950	16.5%
Two or more races	11,174	20.6%

Total Service Area	ACS 2022 5-Year Estimate	
	Number	Percent
Hispanic/Latino of any race	30,129	55.5%
Limited English speaking households	1,232	7.0%

Chapter 3 provides a detailed analysis of the City’s current transit service. Each section reflects a comprehensive assessment of reported performance as well as the results of a ride check conducted in May and June 2024. The final section compares performance metrics for each service and program as well as the system as a whole. Performance metrics include those related to cost (such as operating cost per passenger) and productivity (such as passengers per vehicle service hour).

Chapter 4 offers a summary of the public engagement activities conducted during the Study. These activities were guided by a Public Engagement Plan and included the following: 1) bilingual project webpage, 2) periodic entries in City e-newsletter, 3) periodic entries in the SBCAG newsletter, 4) surveys of current and recent transit customers, 5) survey of the community at-large, 6) participation in community events (such as the annual Lompoc Valley Flower Festival and the Old Town Market), 7) informal information-sharing pop-up events, 8) community stakeholder survey, and 9) community workshops.

The various surveys sought to gather data regarding the travel needs, wants, and priorities of the community. The end use of the data is the identification of cost-effective strategies to address the community’s current and future mobility needs.

In addition to the dedicated survey efforts, the Lompoc Transit Reimagined Study included the following community engagement activities:

- **Pop-ups.** On June 20 and June 21, 2024, project representatives coordinated staffed pop-up events at Walmart (701 W Central Avenue), Lompoc Main Library (501 E. North Avenue), and Grocery Outlet (316 East Ocean Avenue). Each of these sites has traditionally attracted significant foot-traffic and each is a popular destination for patrons of the COLT local bus service. An estimated 35 persons visited the project information booth.
- **Lompoc Valley Flower Festival.** Project representatives staffed an information booth from 11:00 am to 8:00 pm on both Friday, June 21 and Saturday, June 22, 2024. To encourage festival attendance, the City offered free rides on the COLT local bus service. An estimated 150 persons visited the project information booth.
- **Old Town Market.** During July and August, the Lompoc Chamber of Commerce sponsors a Friday evening public market on the 100 block of South H Street. Project representatives staffed an information booth from 5:00 pm to 8:00 pm on July 19 and July 26, 2024. An estimated 65 persons visited the project information booth.

- **Community workshops.** A pair of one-hour public workshops was hosted on August 14, 2024 at the DeWees Community Center on Ocean Avenue. A second pair of hour public workshops was hosted on September 18, 2024, also at the DeWees Community Center. Workshops were promoted via email, the City’s e-newsletter, a flyer posted onboard the COLT vehicles, flyer posted on the library’s community bulletin board, and via the Old Town Market booth.

Chapter 5 provides a summary of findings arising from the initial tasks and public engagement activities conducted as part of the City of Lompop’s Transit Reimagined Study. It also introduces several preliminary service alternatives based on the findings.

Findings identified in this chapter included the following:

- Overall productivity (e.g., passengers per vehicle service hour) for the COLT local fixed-route and Dial-A-Ride services is low.
- A significant percentage of fixed-route riders use COLT because they have no other transportation options.
- The majority of Dial-A-Ride customers rely on public transit for their personal mobility
- Fixed-route riders would like more service overall.
- There is little connectivity between COLT and the Clean Air Express.
- There are few meaningful connections between SMRT Route 30 and COLT at the Transit Hub.
- Connectivity between COLT and the Wine Country Express (WCE) is typically good in only one direction per trip.
- There is interest in a shuttle operating frequently along H Street.
- There is interest in micro-transit.
- There is interest in carsharing.
- There is limited interest in bikesharing or e-scooters.
- There is some interest in access to additional destinations in the Santa Barbara area.

Potential service alternatives include a status quo alternative, which maintains the current slate of transit services, with potential minor alterations to routes to serve planned residential development areas. Another service alternative introduces limited micro-transit service to the current slate of mobility offerings. It includes three potential scenarios: 1) maintaining the current route network and service frequency; 2) maintaining the current route network but increasing frequency during peak hours; and 3) introducing a limited-stop shuttle that travels along H Street and revising Routes 1 through 3 to focus on east-west service. A third alternative replaces the fixed-route and Dial-A-Ride services with an all-day general public on-demand micro-transit service, while retaining offerings such as the Wine Country Express and Santa Barbara Shuttle. Finally, this chapter includes a series of recommendations that could be introduced in concert with some or all of the service alternatives.

A key benefit of micro-transit service is its scalability. This enables the City to make adjustments in its capacity as demand for service increases. By including micro-transit as a part of several of the proposed service alternatives, the City increases its flexibility in accommodating changes in demand.

Chapter 6 identifies the short-listed service alternatives and recommendations resulting from public outreach and provides further detail regarding the preferred service alternative and additional recommendations.

Three scenarios received the highest rankings during the second round of public workshops. Those scenarios (as presented during the second round of workshops) are summarized below.

Exhibit ES.2 Summary of top-ranked scenarios

Scenario	Features	Benefits	Impact to cost
Scenario #5 – micro-transit on evenings and Saturday	<ul style="list-style-type: none"> Service offerings stay mostly the same Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service 	<ul style="list-style-type: none"> Service extended to 10 pm on weekdays More direct travel with micro-transit service 	-5.3%
Scenario #7 – like Scenario #5 plus H Street Shuttle and revised Routes 1-3	<ul style="list-style-type: none"> COLT local fixed-route service introduces H Street Shuttle and revised Routes 1-3 Route 4, ADA service, WCE, and Santa Barbara Shuttle remain the same Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service 	<ul style="list-style-type: none"> 20-minute fixed-route frequency on H Street Shuttle and Routes 1-3 Service extended to 10 pm on weekdays More direct travel with micro-transit service 	+2.3% (3.9% with the addition of morning micro-transit service to Clean Air Express)
Scenario #8 – convert all local fixed-route and ADA service to micro-transit	<ul style="list-style-type: none"> COLT local fixed-route and ADA service replaced by general public on-demand micro-transit WCE and Santa Barbara Shuttle remain the same 	<ul style="list-style-type: none"> On-demand ride requests More direct travel with micro-transit service Corner-to-corner service (door-to-door for ADA) Service operates from 6 am to 10 pm weekdays 	-11.3%

Three additional recommendations were identified as the highest priority during the second round of workshops. They were:

- Recommendation A: Improve connections with the Wine Country Express.
- Recommendation F: Improve connections with SMRT Route 30.
- Recommendation H: Improve connections with the Clean Air Express, especially in the early morning.

Marketing recommendations were not included in the prioritization exercise, as they are considered a priority regardless of which scenario is elected.

Building upon the results of the Round 2 public engagement, the City selected Scenario #7 as its preferred service alternative. The preferred service alternative is a community-driven plan reflective of comments

and feedback received during public participation. It is designed to improve community mobility while remaining financially sustainable. (Note: Some components of this scenario were further refined following the Round 2 workshops and do not exactly match the assumptions and maps used in the workshop collateral.)

This scenario includes the following components:

- Redesigning COLT local fixed routes (Routes 1, 2, and 3) to have a more east-west focus.
- Introducing Route 5 – H St. Shuttle to provide frequent north-south service along the City's primary arterial between the Lompoc Transit Hub and Mission Plaza.
- Retiming the Route 4 schedule to better integrate with other fixed routes.
- Introducing micro-transit service on weekday evenings (replacing fixed-route, ADA Dial-A-Ride, and Allan Hancock College Shuttle services during this time).
- Introducing micro-transit service on Saturday (replacing fixed-route and ADA Dial-A-Ride service during this time).
- Introducing early-morning micro-transit service to provide connections to morning Clean Air Express trips to Goleta and Santa Barbara.
- Continuing operation of the Wine Country Express and Santa Barbara Shuttle.

Proposed route alignments and service schedules are provided for each of the local fixed routes.

Additional service recommendations, intended to enhance the above scenario, would potentially include the following:

- Consideration of a premium general public micro-transit service during fixed-route operating hours.
- Enhancing connectivity between COLT and the Wine Country Express, which could also include increased service frequency, service to the Chumash Casino, and additional marketing.
- Enhancing marketing of the City's transit program, especially with respect to the proposed service changes.

The Service Plan compares the anticipated level of service of the preferred scenario with the status quo. It also provides estimated costs for the various additional recommendations using the FY 2024/25 contracted rate per vehicle service hour. It should be noted that these costs are based on the current contractor's rates and will change depending upon the results of the operations procurement to be conducted in early 2025.

Chapter 6 concludes with a series of other considerations, including state and federal considerations, farebox recovery ratio impacts, fleet requirements, and the transition to zero-emission vehicles.

Chapter 7 presents financial and capital plans based on the City's existing revenues and expenditures. It includes assumptions for the operating budget extending through FY 2029/30. Costs for service will be refined after a new contract operator is selected. This chapter also includes a summary of the capital

projects listed in the City’s FY 2023 – FY 2029 Capital Improvement Plan. Specific fleet recommendations will be refined after a new contract operator is selected.

It should be noted the City’s transit program utilizes dedicated transportation funding sources to provide service at the lowest reasonable cost to the taxpayer. These include federal formula funds, state Transportation Development Act funds, and County Measure A funds. The City does not use any General Funds to operate its transit program.

The Implementation Plan in [Chapter 8](#) provides a recommended blueprint for the implementation of the preferred scenario and recommendations. It breaks implementation down into two phases. The first is the implementation of the base scenario, which would occur on July 1, 2025 concurrent with the start of the new operations and maintenance contract. The second phase would take place no less than six months following Phase 1 and would include the majority of the additional recommendations, some of which would be implemented as demonstration projects for a limited time period.

Finally, the [Appendices](#) to this report are contained within a separate volume. They include survey instruments, survey data, and collateral prepared to support and promote the two rounds of public workshops.

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Chapter 1 | Introduction

The City of Lompoc has provided some form of public transit in and around the Lompoc Valley for more than 30 years. Currently, public transit in Lompoc consists of the COLT fixed-route service, ADA Paratransit (Dial-A-Ride), Wine Country Express, Santa Barbara Shuttle, and Allan Hancock College Night Service. Most of the current services have been in place for more than 20 years. As a result, the City determined it was time to take a comprehensive look at how well those services meet the needs of the residents of the Lompoc Valley.

The Transit Reimagined Study is intended to serve as a blueprint for future public transportation service development, shaped by input from current transit users, members of the community, community stakeholders, City staff, and City elected officials. Initial outreach to the community took place in the Spring 2024, including a series of surveys and public outreach activities. Preliminary recommendations were developed based on this input and presented to the community for further consideration during a second round of community meetings in mid-September 2024.

The timing of this project was such that it could be aligned with the start of a new transit operations and maintenance contract. Consequently, service changes arising from the Study are expected to be implemented beginning July 1, 2025.

Within this Study, the City is looking at the big picture, both within Lompoc and in terms of connecting Lompoc to nearby communities. By determining what the needs of the community are both now and likely to be in the future, the City's public transportation program can be targeted to optimally meet those needs.

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Chapter 2 | Existing Conditions

Introduction

The purpose of this chapter is to document existing conditions with respect to public transportation services available within the Lompoc Valley, as well as identify current and potential demand through an analysis of socio-demographic data and land-use patterns. Doing so establishes a starting point for additional analysis and, ultimately, project recommendations.

Summary of City Transit Program

COLT Fixed-route Service

City of Lompoc Transit (COLT) operates four fixed routes between 6:00 a.m. and 7:00 p.m. on weekdays, and from 9:00 a.m. to 5:00 p.m. on Saturday. Service is not provided on Sunday or designated holidays. Four vehicles are required to operate the service. Each route operates on a 60-minute frequency.

Route 1 (Red) serves the east side of Lompoc, connecting with Routes 2 and 3 at the COLT Transit Hub and Route 4 at Mission Plaza. It provides 13 trips or circuits between 6:10 a.m. and 6:50 p.m. on weekdays and eight trips between 9:10 a.m. and 4:55 p.m. on Saturday.

Route 2 (Black) serves the west side of Lompoc, connecting with Routes 1 and 3 at the Transit Hub and Route 4 at Mission Plaza. It provides 13 trips between 6:10 a.m. and 6:50 p.m. on weekdays and eight trips between 9:10 a.m. and 5:00 p.m. on Saturday.

Route 3 (Green) connects the southwestern portion of Lompoc with the northeastern portion of the city, connecting with Routes 1 and 2 at the Transit Hub and Route 4 at Mission Plaza. It provides 13 trips between 6:10 a.m. and 6:56 p.m. on weekdays and eight trips between 9:10 a.m. and 5:00 p.m. on Saturday.

Route 4 (Blue) travels between Lompoc, Mission Hills, and Vandenberg Village connecting with other COLT routes at Mission Plaza. It provides 12 trips between 6:45 a.m. and 6:50 p.m. on weekdays and eight trips between 9:00 a.m. and 5:00 p.m. on Saturday.

COLT also provides a shared-ride evening shuttle service from the Lompoc campus of Allan Hancock College. The bus departs the Lompoc campus at 8:10 p.m., 8:40 p.m., 9:10 p.m., and 9:40 p.m., Monday



through Thursday. Riders are transported to their requested destination (within the designated service area).

Different fares are required for travel within city limits and outside city limits (Mission Hills and Vandenberg Village). Discounted fares are available for persons age 65 and older and ADA-certified individuals. Riders within city limits have the option of a 10-ride punch pass, while all riders can purchase a “Fare Saver” unlimited-ride monthly pass. A discounted student monthly pass is available for riders age 18 and younger.

Exhibit 2.1 COLT fixed-route fares

Fare category	Within city limits	Outside city limits
Regular fare (adult/student)	\$1.25	\$2.00
Discounted fare (senior/disabled)	\$0.60	\$1.00
Regular 10-punch pass	\$11.25	N/A
Senior 10-punch pass	\$5.60	N/A
Regular monthly pass	\$40.00	\$60.00
Student monthly pass	\$30.00	\$45.00
Senior monthly pass	\$15.00	\$30.00

COLT Dial-A-Ride Service

COLT’s Dial-A-Ride service provides ADA complementary paratransit service for persons with disabilities. Certification is required to use the service. The ADA application requires a physician’s signature confirming eligibility.

Service is provided between 6:00 a.m. and 7:00 p.m. on weekdays and from 9:00 a.m. to 5:00 p.m. on Saturday, mirroring the fixed-route service hours. Three vehicles are typically deployed each day. Service is not provided on Sunday or designated holidays. Advance reservations are required. The one-way fare for travel within city limits is \$2.00, while the one-way fare for travel within the service area outside city limits is \$4.00.

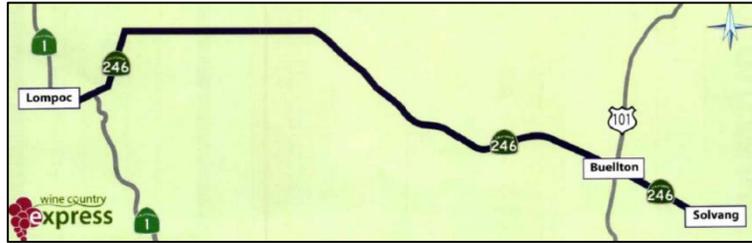
COLT Santa Barbara Shuttle

COLT operates one round-trip to Santa Barbara and Goleta every Tuesday and Thursday for medical appointments. Advance reservations are required.

The shuttle picks up Dial-A-Ride passengers in Lompoc first, then picks up other riders at the Transit Hub at 8:30 a.m. Riders are picked up at 1206 W. Chapala Street in Santa Barbara (next to China Pavilion) at 3:30 p.m., after which the shuttle picks up Dial-A-Ride passengers before returning to Lompoc. The vehicle and driver remain in Santa Barbara during this period. The one-way fare for this service is \$7.00.

Wine County Express

The Wine Country Express (WCE) is a fixed-route service connecting Lompoc with the Santa Ynez Valley. Funding is provided by the cities of Lompoc, Buellton, and Solvang and Santa Barbara County. Service is provided using any available COLT vehicle; vehicles are not branded as the Wine Country Express.



The service operates Monday through Saturday, providing three round trips each day. The service connects with COLT in Lompoc; the Breeze Bus 100 (SMRT Regional Route 30) in Lompoc; and Santa Ynez Valley Transit in Buellton and Solvang. The base one-way fare is \$2.00; a discounted fare for seniors and persons with disabilities is available for \$1.00.

Exhibit 2.2 Wine County Express schedule

Stop	Trip 1	Trip 2	Trip 3
Depart Lompoc Transit Hub	7:15 a.m.	1:00 p.m.	4:45 p.m.
Albertsons (Buellton)	7:41 a.m.	1:27 p.m.	5:12 p.m.
Arrive Solvang Park	7:50 a.m.	1:35 p.m.	5:21 p.m.
Depart Solvang Park	8:00 a.m.	1:40 p.m.	5:25 p.m.
US 246 East of Starbucks (Buellton)	8:08 a.m.	1:50 p.m.	5:33 p.m.
Arrive Lompoc Transit Hub	8:33 a.m.	2:15 p.m.	5:58 p.m.

Revenue Fleet

The City’s revenue fleet is comprised of 13 cutaway buses of varying sizes (ranging from 26 feet to 34 feet) and three vans. All vehicles are currently within their useful life. The 2017 vehicles have a 10-year useful life and will be eligible for replacement in 2027. The 2022 cutaways also have a useful life of 10 years and will be eligible for replacement in 2032. The vans have a useful life of eight years.

Exhibit 2.3 Transit revenue fleet (active)

Vehicle #	Model Year	Chassis Make	Body Model	Mileage (6/30/23)	Length	Capacity (Pax)	Fuel Type
11171	2017	Chevrolet G4500	Glaval Titan II	143,184	28'	18	Gas
11172	2017	Chevrolet G4500	Glaval Titan II	132,475	28'	18	Gas
11173	2017	Chevrolet G4500	Glaval Titan II	159,025	28'	18	Gas
11174	2017	Chevrolet G4500	Glaval Titan II	188,385	28'	18	Gas
11175	2017	Chevrolet G4500	Glaval Titan II	142,800	28'	18	Gas
12171	2017	Chevrolet G4500	Glaval Titan II	95,453	28'	18	Gas
12172	2017	Chevrolet G4500	Glaval Titan II	114,710	28'	18	Gas
19091	2019	Chevrolet G4500	Glaval Universal	79,265	28'	18	Gas
19105	2019	Ford Transit	NorCal Vans 350 Wagon XL	27,187	20'	6	Gas

Vehicle #	Model Year	Chassis Make	Body Model	Mileage (6/30/23)	Length	Capacity (Pax)	Fuel Type
21122	2021	Ford Transit	NorCal Vans 350 Wagon XL	9,348	20'	4	Gas
22014	2022	Ford Transit	NorCal Vans 350 Wagon XL	9,241	20'	4	Gas
22015	2022	Ford E-450	Glaval	18,474	26'	16	Gas
22016	2022	Ford E-450	Glaval	17,800	26'	16	Gas
22091	2022	Ford F-550	Glaval Entourage	5,127	34'	26	Gas
22092	2022	Ford E-450	Glaval Primetime	8,691	27'	17	Gas
22093	2022	Ford F-550	Glaval Entourage	7,597	34'	26	Gas

Transit Facilities

At present, the City has two transit facilities located at 1300 W. Laurel Avenue in Lompoc. The Administration facility was built in 1991 and has been in use for 33 years. The Maintenance facility was built in 1993 and has been in use for 31 years. In 2022, both were rated as a three on the TERM scale, indicating an Adequate condition.

The current operations and maintenance facilities are located at the City’s Corporate Yard, which is shared with other City fleets.



The City has plans to develop a new 14,888 square foot Transit Operations and Fleet Maintenance Facility consisting of four buildings with parking and landscaping at the northeast corner of Chestnut Avenue and D Street (site of the former Moore Mill & Lumber). Construction is now expected to begin in 2026.

Other Transportation Services

Ride-hailing services

Both Lyft and Uber have a presence in Lompoc, although it is impossible to know how many drivers serve the Lompoc Valley.

Taxi and shuttle services

At present, there is one local taxi company serving Lompoc (Lompoc Taxi). Another company, 805 Central Coast Transportation, provides private wine tours and airport service to Santa Barbara, Santa Maria, and Los Angeles.

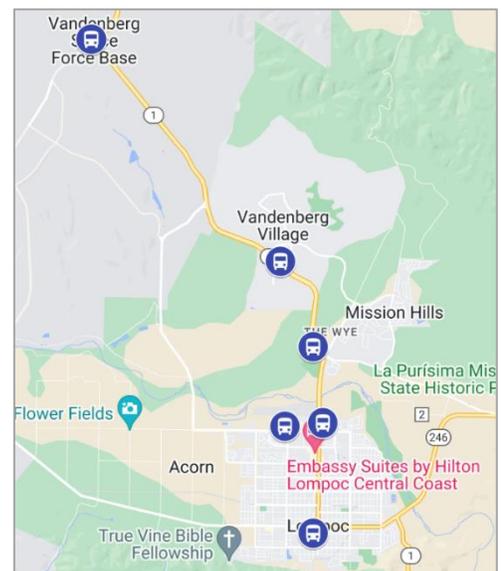
Clean Air Express

The Clean Air Express (administered by the Santa Barbara County Association of Governments) links northern Santa Barbara County with locations in Goleta and Santa Barbara.

Two routes serve Lompoc: Lompoc-Goleta and Lompoc-Santa Barbara. The Lompoc-Goleta route provides three southbound trips in the morning (departing the park and ride at 5:15 a.m., 5:45 a.m., and 6:25 a.m.), and three northbound trips in the afternoon (arriving in Lompoc at 5:05 p.m., 5:40 p.m., and 6:20 p.m.). The Lompoc-Santa Barbara route provides two southbound trips in the morning (departing the Lompoc park and ride at 6:05 a.m. and 6:35 a.m.), and two northbound trips in the afternoon (arriving in Lompoc at 5:50 p.m. and 6:20 p.m.). The Lompoc park and ride is co-located with the Lompoc Transit Hub at West Cypress Avenue and South I Street.

SMRT Route 30

Formerly known as Breeze Bus 100, the route connecting Santa Maria and Lompoc is now known as Santa Maria Regional Transit (SMRT) Regional Route 30. It provides eight southbound trips and seven northbound trips daily, Monday through Friday. Southbound service (from Santa Maria to Lompoc) operates from 5:05 a.m. to 6:23 p.m., while northbound service operates from 6:10 a.m. to 7:09 p.m. Service points in the Lompoc Valley include the Vandenberg Space Force Base main gate, Vandenberg Village (Burton Mesa Road at Constellation Road), Allan Hancock College Lompoc, Den Mat (Cordoba Avenue near N. O Street), Mission Plaza (Albertsons shopping center), and the Lompoc Transit Hub (W. Cypress Avenue and S. I Street).



Rail service

Amtrak’s *Pacific Surfliner* serves Lompoc via the rail station at Surf (Ocean Avenue and Park Road). At present, service includes two southbound stops (7:21 a.m. and 5:21 p.m.) and two northbound trips (11:20 a.m. and 7:22 p.m.). More frequent service (five trips daily in each direction) is provided from the Santa Barbara station. Amtrak’s Thruway Bus does not provide any service from the Surf station, though Thruway Bus connections are available in Buellton, Santa Maria, and Solvang.

Latent Demand Analysis

Socio-Demographics

Latent demand can be assessed by reviewing key populations within the study area. Historically mobility-disadvantaged populations include seniors (age 65 and older), youth (under age 18), persons with disabilities, persons with limited English proficiency, low-income individuals, and households with no access to a vehicle (and, to a lesser degree, households with access to a single vehicle). By identifying these populations as well as where they are concentrated, we can identify potential demand for transit services.

The total population of the service area (inclusive of Lompoc, Mission Hills, and Vandenberg Village) was slightly more than 54,000 as of the 2022 American Community Survey five-year estimates (the source for all data provided in this section). This total includes the population of the correctional institutions located within the study area. The total civilian non-institutionalized population is just shy of 51,000.

Exhibit 2.4 Service area demographics

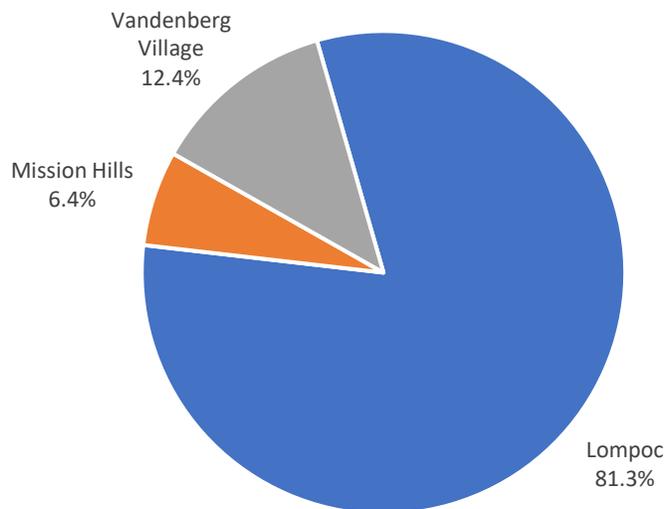
Total Service Area	ACS 2022 5-Year Estimate	
	Number	Percent
Total population	54,246	100.0%
Under 18	13,688	25.2%
65 years and older	7,402	13.6%
Total civilian non-institutionalized	50,953	100.0%
Disabled	6,966	13.7%
Hearing difficulty	1,710	3.4%
Vision difficulty	1,440	2.8%
Cognitive difficulty	2,913	5.7%
Ambulatory difficulty	3,273	6.4%
Self-care difficulty	1,282	2.5%
Independent living difficulty	2,434	4.8%
Population with poverty status established	51,328	100.0%
Below 125% of poverty level	10,069	19.6%
Per capita income	118,145	

Total Service Area	ACS 2022 5-Year Estimate	
	Number	Percent
Mean income (per household)	\$87,596	
Total households	17,686	100.0%
Zero vehicles	1,389	7.9%
One vehicle	2,087	11.8%
Total workers	22,587	100.0%
Commute: Transit	908	4.0%
White	28,738	53.0%
Black or African American	1,999	3.7%
American Indian/Alaska Native	1,230	2.3%
Asian	2,026	3.7%
Native Hawaiian/Pacific Islander	129	0.2%
Some other race	8,950	16.5%
Two or more races	11,174	20.6%
Hispanic/Latino of any race	30,129	55.5%
Limited English speaking households	1,232	7.0%

Population

The majority of the service area population (44,086) resides within the city of Lompoc. Vandenberg Village includes 6,702 residents, and Mission Hills includes 3,458 residents.

Exhibit 2.5 Population by community

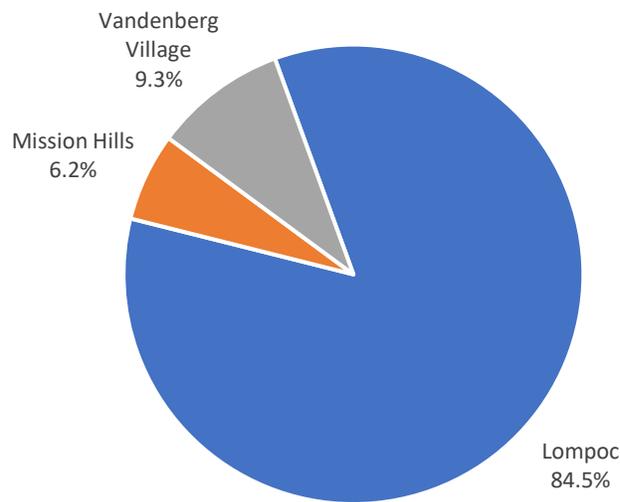


Youth Population

Youth represent a historically ride-dependent population given most of them are not old enough to drive. In addition, an increasing number of youth who have reached age 16 and are old enough to drive choose not to get their driver’s license until age 18 or older.

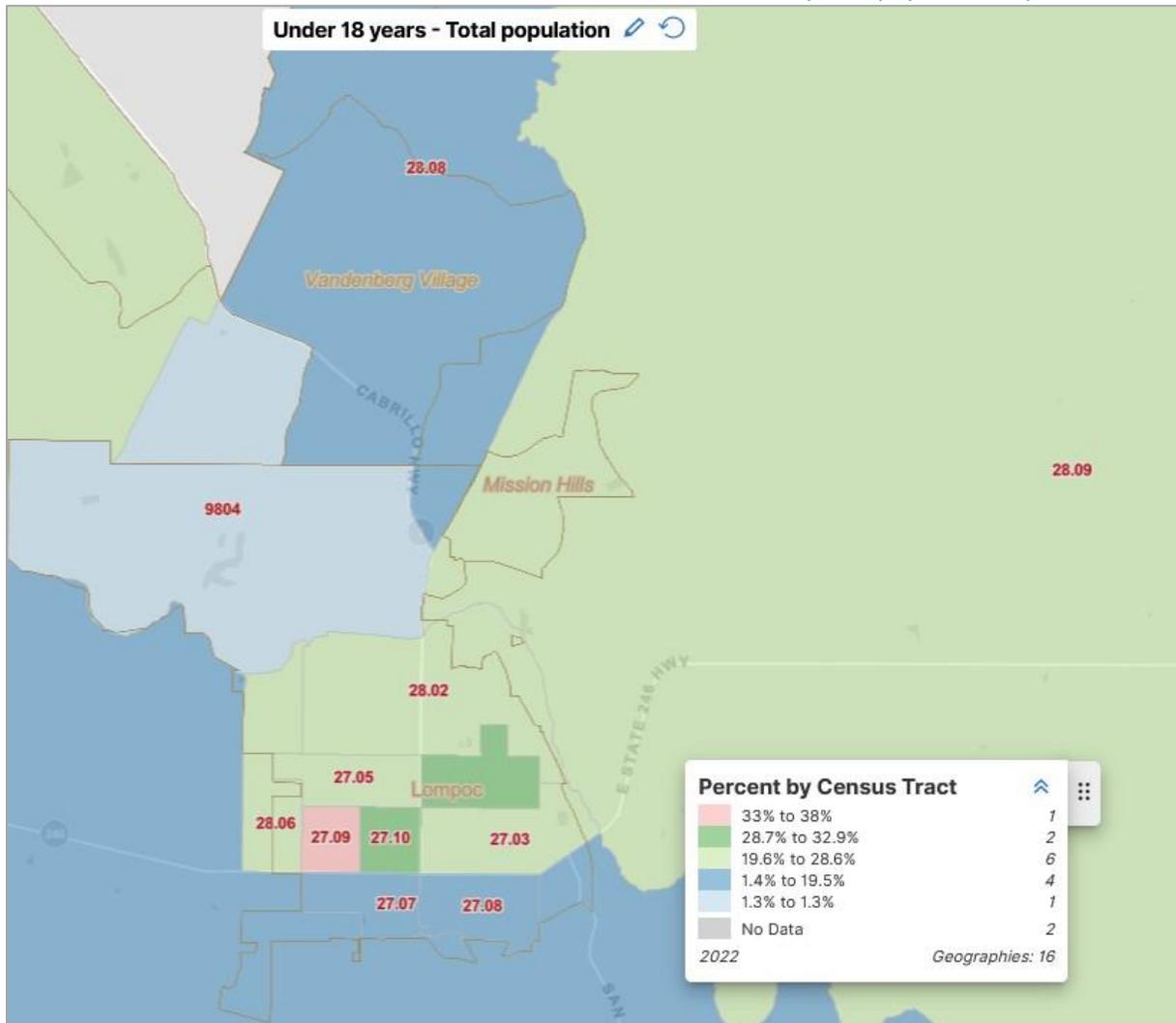
Overall, nearly 85 percent of the youth (under age 18) in the service area reside in Lompoc. In Lompoc and Mission Hills, youth represent 26.2 percent and 24.6 percent of the population, respectively. In Vandenberg Village, youth represent 19.1 percent of the population.

Exhibit 2.6 Youth population by community



The census tract with the greatest concentration of youth is 27.09, bounded by College Avenue, D Street, Ocean Avenue, and V Street. Other census tracts with high concentrations of youth are 27.10 (immediately adjacent to 27.09, reaching east to H Street) and 27.06 (primarily bounded by College Avenue, H Street, North Avenue, and 7th Street).

Exhibit 2.7 Concentration of youth population by census tract

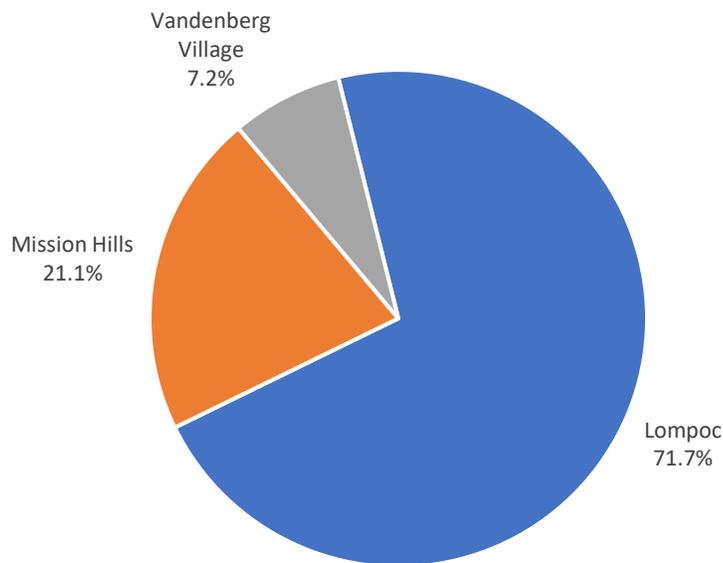


Senior population

Seniors represent a historically ride-dependent population given many individuals age 65 and older no longer drive. This may be due to health conditions, age-related limitations, or financial considerations that lead them not to have a personal vehicle. Others may not drive to certain places or during specific times of day (such as after dark).

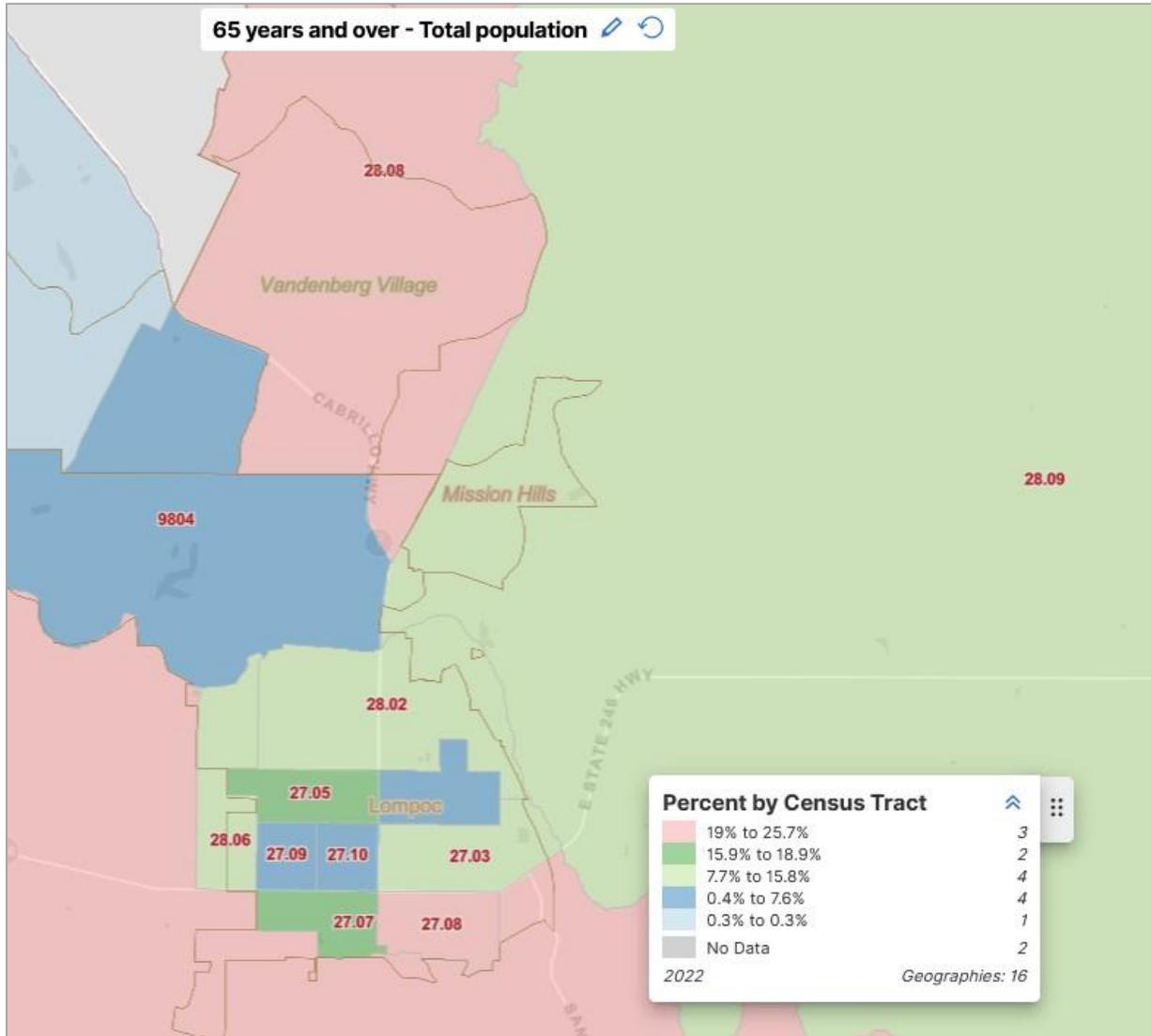
Overall, nearly 72 percent of the seniors (age 65 and older) in the service area reside in Lompoc. In Lompoc and Mission Hills, seniors represent 12 percent and 15.5 percent of the population, respectively. In Vandenberg Village, seniors represent 23.3 percent of the population.

Exhibit 2.8 Senior population by community



The census tracts with the greatest concentrations of seniors as shown in Exhibit 2.9 are 27.08 and 32.02. Tract 27.08 includes Vandenberg Village. Tract 32.02 is an extremely large tract spanning the area south of the Lompoc city limits all the way to the coast, including the area south of Buellton. As a result, the senior population in this tract is not necessarily located within the COLT service area. Other census tracts with high concentrations of seniors are 27.05 (primarily bounded by North Avenue, H Street, College Avenue, and V Street) and 27.07 (primarily bounded by V Street, Ocean Avenue, and H Street, extending south of Locust Avenue.)

Exhibit 2.9 Concentration of senior population by census tract

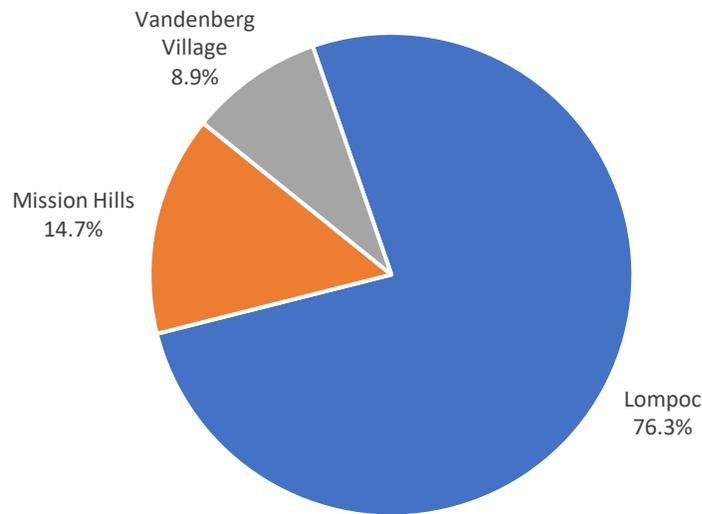


Disabled population

Persons with disabilities represent a historically ride-dependent population because some disabilities impact personal mobility. Physical disabilities such as vision impairments or cognitive disabilities that affect decision-making or reaction time often result in reliance on others for transportation.

Overall, more than 76 percent of the persons with disabilities in the service area reside in Lompoc. In Lompoc and Vandenberg Village, persons with disabilities represent 13 percent and 15.9 percent of the population, respectively. In Mission Hills, persons with disabilities represent 18.1 percent of the population.

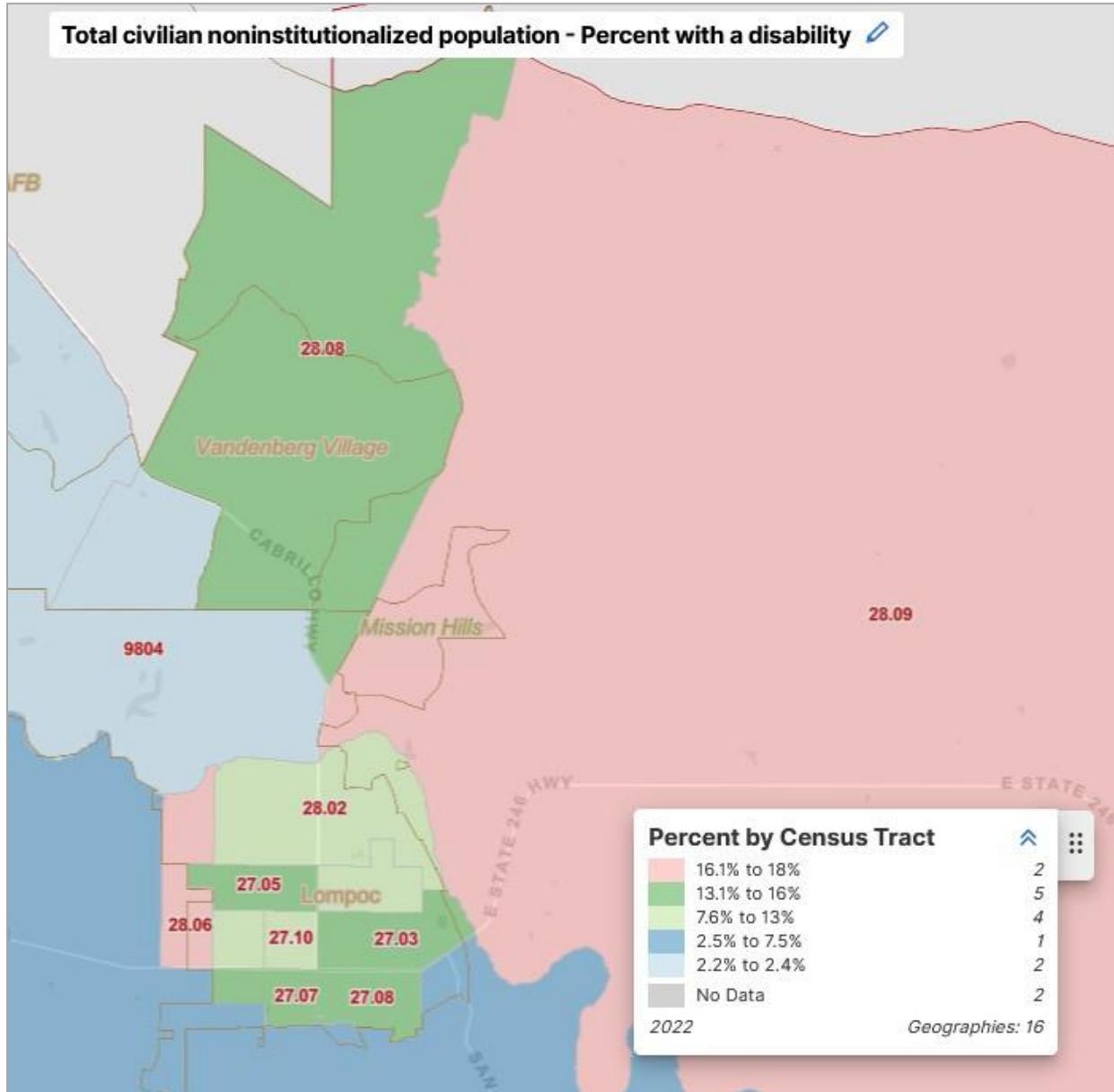
Exhibit 2.10 Disabled population by community



The census tracts with the greatest concentrations of persons with disabilities as shown in Exhibit 2.11 are 28.06 and 28.09. Tract 28.06 includes the western portion of the city of Lompoc, primarily bounded by Ocean Avenue, V Street, and north of Central Avenue, extending west to Bailey Avenue.

Tract 28.09 is a very large tract extending east from Lompoc nearly to Buellton, south nearly to Santa Rosa Road, and north to Hwy 135. As a result, the disabled population in this tract is not necessarily located within the COLT service area. Other census tracts that have higher concentrations of persons with disabilities include 27.03, 27.05, 27.07, and 27.08 (in Lompoc) and 28.08 (Vandenberg Village).

Exhibit 2.11 Concentration of disabled population by census tract



Race and Ethnicity

The U.S. Census Bureau defines five races: White, Black or African American, American Indian or Alaska Native, Asian, and Native Hawaiian or Pacific Islander. Alongside each of these races are ethnicities, usually referring to a country or culture of origin, which can apply to any race.

The most prevalent ethnicity in the Lompoc Valley, and therefore the most relevant to this discussion, is Hispanic/Latino, defined as “any person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.”

Just over half of the population of the service area (53 percent) identifies as White alone, with another 20.6 percent identifying as two or more races. Hispanic or Latino is examined separately, as it represents an ethnicity rather than a race. Within the service area, 55.5 percent of the population identifies as Hispanic or Latino. This percentage is higher in Lompoc (61.3 percent) and lower in Vandenberg Village and Mission Hills (27.6 percent and 36.6 percent, respectively).

Exhibit 2.12 Race and ethnicity by community

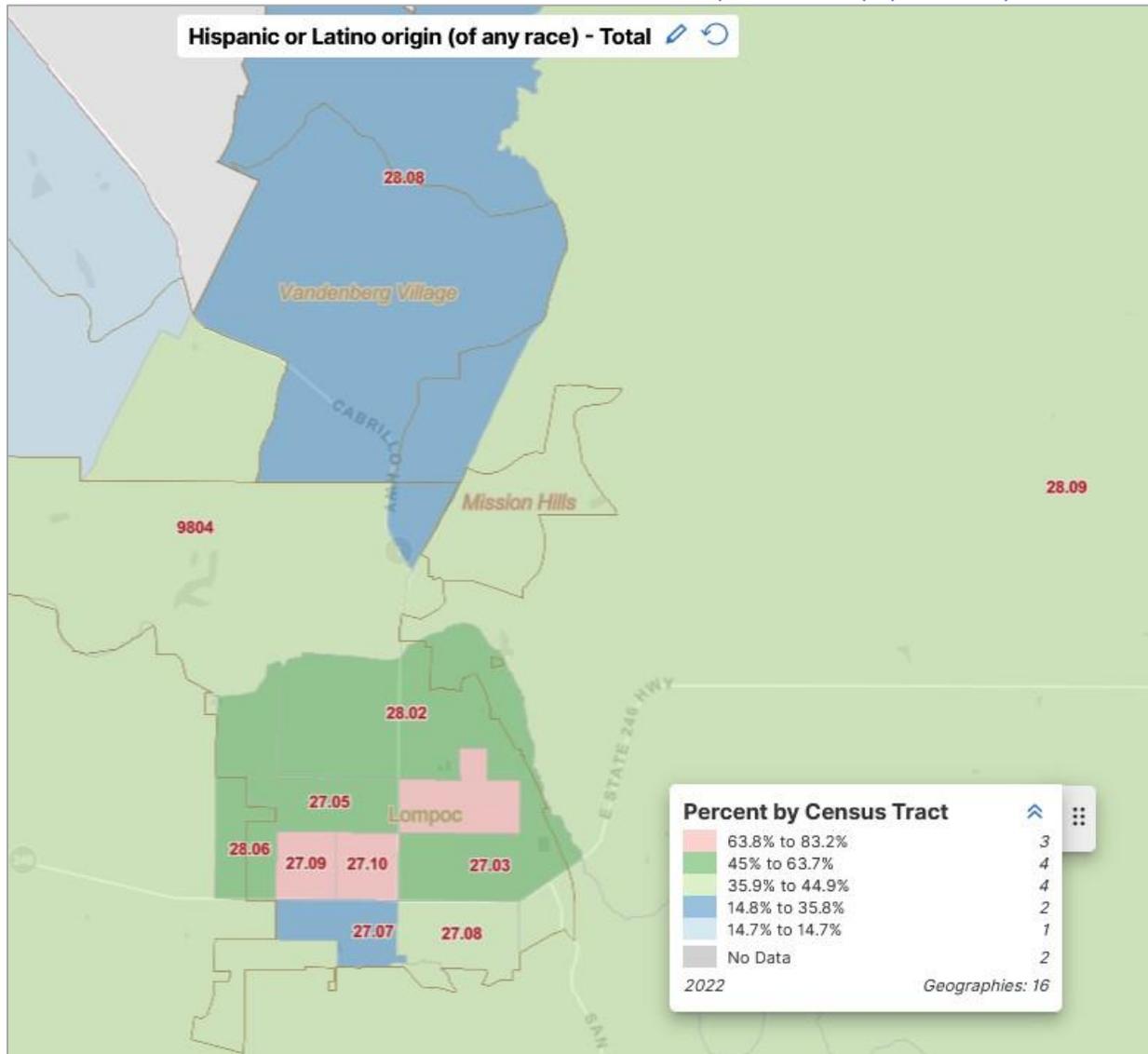
	Lompoc		Vandenberg Village		Mission Hills		Total Service Area	
	Estimate	Percent of Total	Estimate	Percent of Total	Estimate	Percent of Total	Estimate	Percent of Total
Race								
Total	44,086	100.0%	6,702	100.0%	3,458	100.0%	54,246	100.0%
White alone	22,334	50.7%	4,462	66.6%	1,942	56.2%	28,738	53.0%
Black or African American alone	1,592	3.6%	307	4.6%	100	2.9%	1,999	3.7%
American Indian or Alaska Native alone	1,014	2.3%	207	3.1%	9	0.3%	1,230	2.3%
Asian alone	1,587	3.6%	290	4.3%	149	4.3%	2,026	3.7%
Native Hawaiian or Pacific Islander alone	106	0.2%	23	0.3%	0	0.0%	129	0.2%
Some other race alone	8,032	18.2%	794	11.8%	124	3.6%	8,950	16.5%
Two or more races	9,421	21.4%	619	9.2%	1,134	32.8%	11,174	20.6%
Ethnicity								
Hispanic or Latino (of any race)	27,012	61.3%	1,851	27.6%	1,266	36.6%	30,129	55.5%

Source: American Community Survey 2022 5-Year Estimates.

Race and/or ethnicity does not directly translate to ride-dependence. However, some minority populations may have language, financial, or other barriers that impact personal mobility. The largest “minority” population in the service area is Hispanic/Latino. Comprising 55.5 percent of the population, this “minority” is actually a majority population. (White is indicated as the majority race in the service area, though many racially White individuals may ethnically identify as Hispanic/Latino.)

The census tracts with the greatest concentrations of Hispanic/Latino populations as shown in Exhibit 2.13 include all of the city of Lompoc north of Ocean Avenue.

Exhibit 2.13 Concentration of Hispanic/Latino population by census tract



Limited-English Proficiency

An individual who is considered limited-English proficient (LEP) generally speak English less than “very well.” Percentages are based on the population of individuals age five and older, rather than the total population. Approximately 17 percent of this population speaks English less than “very well” and is considered limited-English proficient. The majority of these individuals live in Lompoc, where the LEP population represents 18.8 percent of residents age five and older.

Not surprisingly, the majority of LEP individuals are Spanish-speakers, comprising 15.4 percent of the population. There are modest populations of LEP speakers of other languages, with Tagalog (Filipino) being the most prevalent single language (104 individuals, or 0.2 percent of the population). Spanish is the only language group that meets the Safe Harbor threshold of five percent or 1,000 individuals, whichever is lower. As a result, the City is only required to provide vital documents in Spanish.

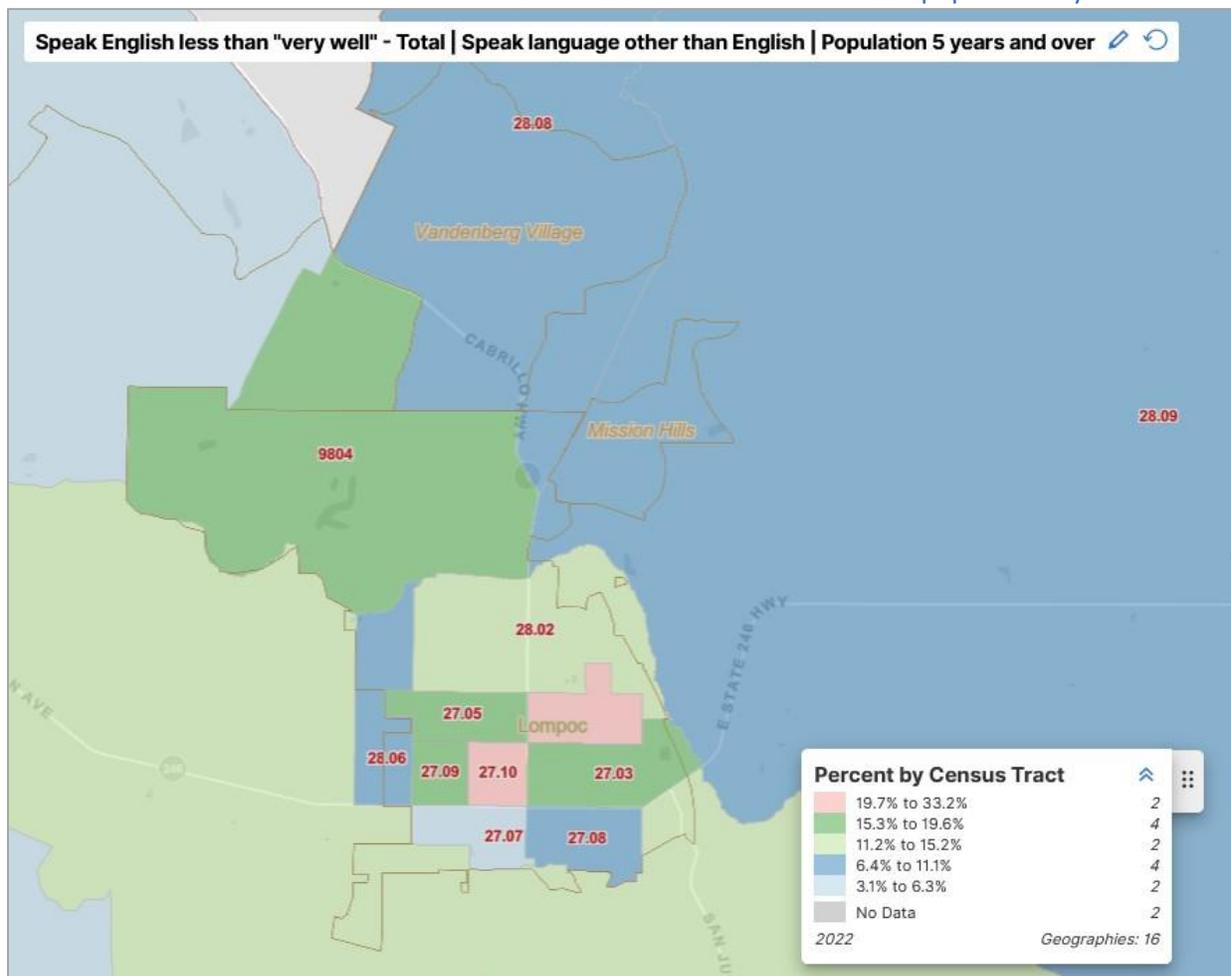
Exhibit 2.14 LEP individuals by community

	Lompoc		Vandenberg Village		Mission Hills		Total Service Area	
	Estimate	Percent of Total	Estimate	Percent of Total	Estimate	Percent of Total	Estimate	Percent of Total
Total Population (age 5 and up)	41,073	100.0%	6,499	100.0%	3,435	100.0%	51,007	100.0%
Total Speak only English	22,227	54.1%	4,958	76.3%	2,504	72.9%	29,689	58.2%
Total Speak language other than English	18,846	45.9%	1,541	23.7%	931	27.1%	21,318	41.8%
Total Speak English "very well"	11,135	27.1%	984	15.1%	589	17.1%	12,708	24.9%
Total Speak English less than "very well"	7,711	18.8%	557	8.6%	342	10.0%	8,610	16.9%
Speak English less than "very well" - breakdown								
Spanish	7,129	17.4%	445	6.8%	290	8.4%	7,864	15.4%
French, Haitian, or Cajun	0	0.0%	37	0.6%	0	0.0%	37	0.1%
German or other West Germanic languages	16	0.0%	0	0.0%	0	0.0%	16	0.0%
Russian, Polish, or other Slavic lang.	0	0.0%	0	0.0%	10	0.3%	10	0.0%
Other Indo-European languages	33	0.1%	0	0.0%	0	0.0%	33	0.1%
Korean	21	0.1%	0	0.0%	26	0.8%	47	0.1%
Chinese (incl. Mandarin & Cantonese)	17	0.0%	0	0.0%	0	0.0%	17	0.0%
Vietnamese	83	0.2%	0	0.0%	0	0.0%	83	0.2%
Tagalog (incl. Filipino)	104	0.3%	0	0.0%	0	0.0%	104	0.2%
Other Asian & Pacific Island lang.	189	0.5%	20	0.3%	16	0.5%	225	0.4%
Arabic	16	0.0%	55	0.8%	0	0.0%	71	0.1%
Other & unspecified languages	103	0.3%	0	0.0%	0	0.0%	103	0.2%
<i>Source: American Community Survey 2022 5-Year Estimates.</i>								

Persons who do not speak English “very well” are historically ride-dependent because they may have difficulty accessing transportation. Given the prevalence of Spanish in the COLT service area, service information is provided in that language. However, limited English proficiency can still impact mobility.

The census tracts with the greatest concentrations of LEP individuals who speak Spanish as shown in Exhibit 2.15 are 27.10 (bounded by College Avenue, D Street, Ocean Avenue, and H Street) and 27.06 (primarily bounded by College Avenue, H Street, North Avenue, and 7th Street). Other tracts with higher concentrations of Spanish-speaking LEP individuals include 27.03, 27.05, and 27.09 (within the city of Lompoc) and 9804 (west of Cabrillo Hwy between Lompoc and Vandenberg Village).

Exhibit 2.15 Concentration of LEP population by census tract



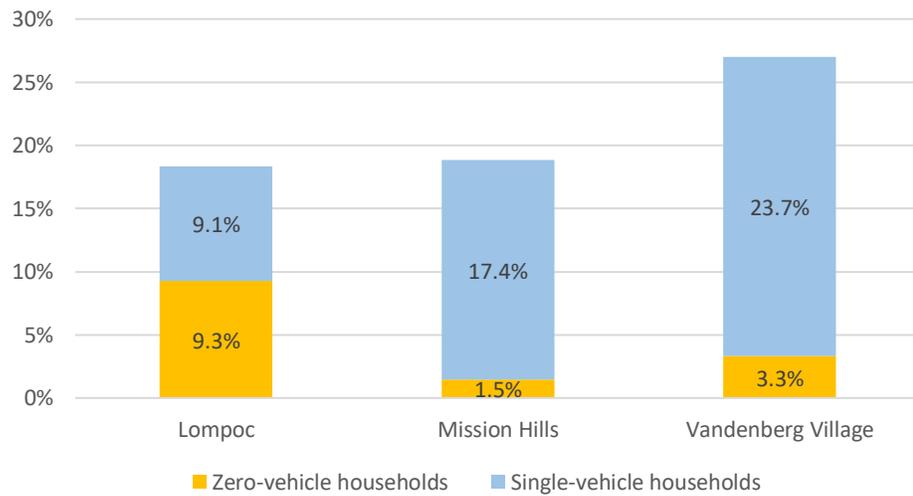
Vehicle Access

Households without access to a personal vehicle face challenges with mobility. There is a great deal of overlap between this demographic and others, particularly seniors, persons with disabilities, and low-income individuals. If an individual lives alone and cannot drive, they are unlikely to have a personal vehicle. Zero-vehicle households must rely on others, including public transportation, to access activities and essential services.

Single-vehicle households represent the greatest potential for ride-dependency. In a single-person household (or a household with a single driving-age individual), access to a single vehicle does not typically represent a mobility challenge, unless that vehicle becomes inoperable. However, a single-vehicle household in which there are multiple drivers often means that some of those drivers must rely on others for transportation.

Lompoc has the highest percentage of residents living in zero-vehicle households (9.3 percent). Mission Hills and Vandenberg Village have lower incidences of zero-vehicle households (1.5 percent and 3.3 percent, respectively). Vandenberg Village has the highest incidence of single-vehicle households, which is consistent with a smaller household size (2.52 versus 2.97 in Lompoc and Mission Hills).

Exhibit 2.16 Vehicle access by community



The census tracts with the greatest concentrations of zero-vehicle households as shown in Exhibit 2.17 are located within the city of Lompoc between Ocean Avenue and North Avenue. Tract 27.05 (which covers the area between College Avenue and North Avenue west of H Street) has the highest percentage, possibly due to the number of large apartment complexes and mobile home parks located therein.

The census tracts with the greatest concentrations of zero-vehicle households as shown in Exhibit 2.18 are found on the western portion of Lompoc, west of H Street and south of North Avenue. Numerous multi-family (apartment and condo) complexes are located in these areas as well.

Exhibit 2.17 Concentration of zero-vehicle households by census tract

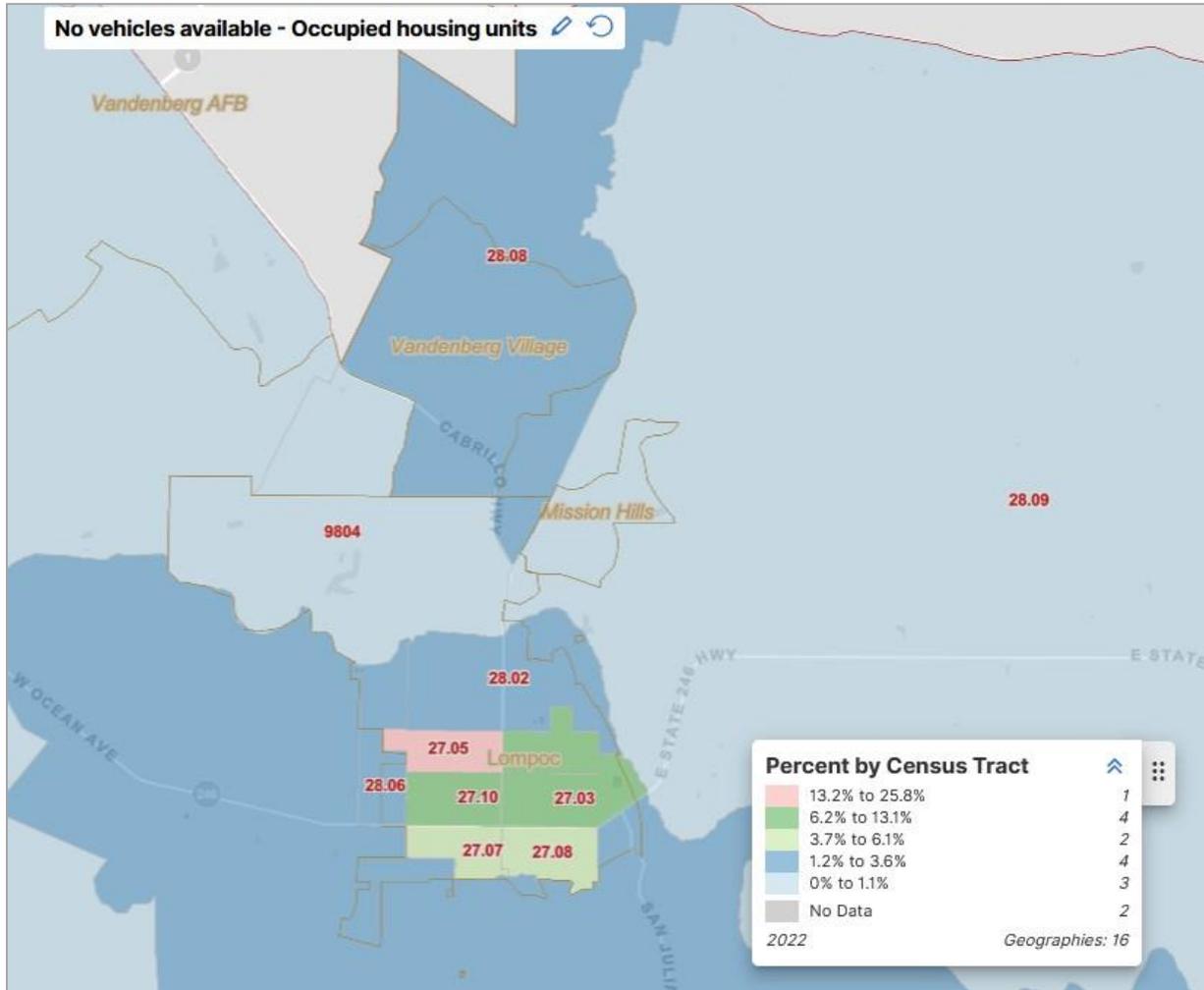
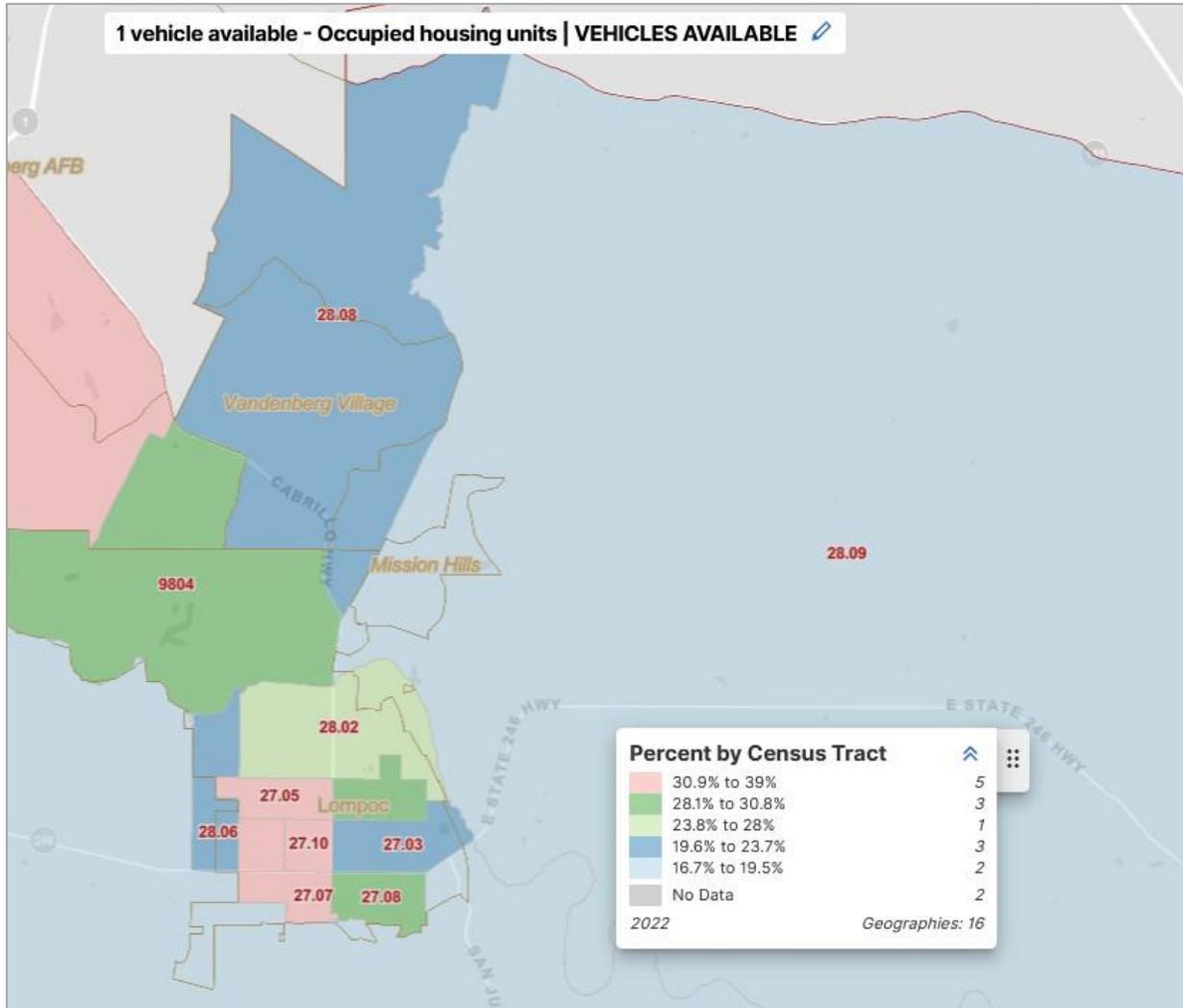


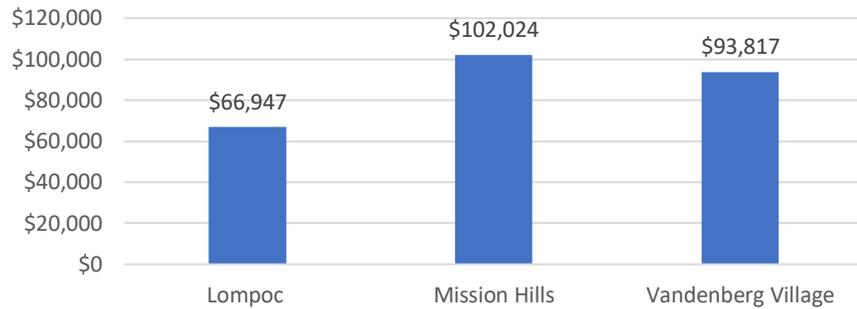
Exhibit 2.18 Concentration of single-vehicle households by census tract



Mean Household Income

Household income is another demographic that can impact ride-dependency. Lompoc has a mean household income of \$66,947. Mission Hills has the highest mean household income, more than 50 percent higher than the mean household income of Lompoc.

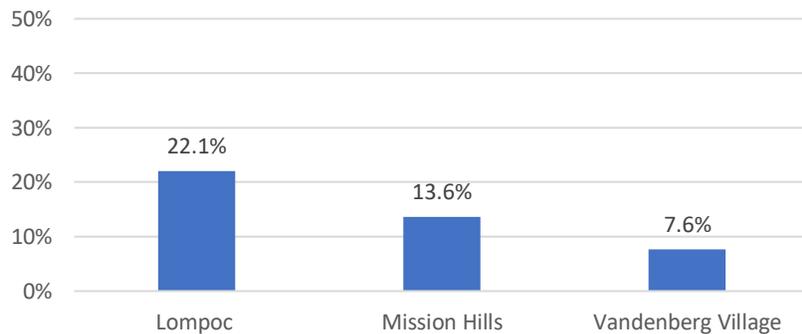
Exhibit 2.19 Mean household income by community



Poverty

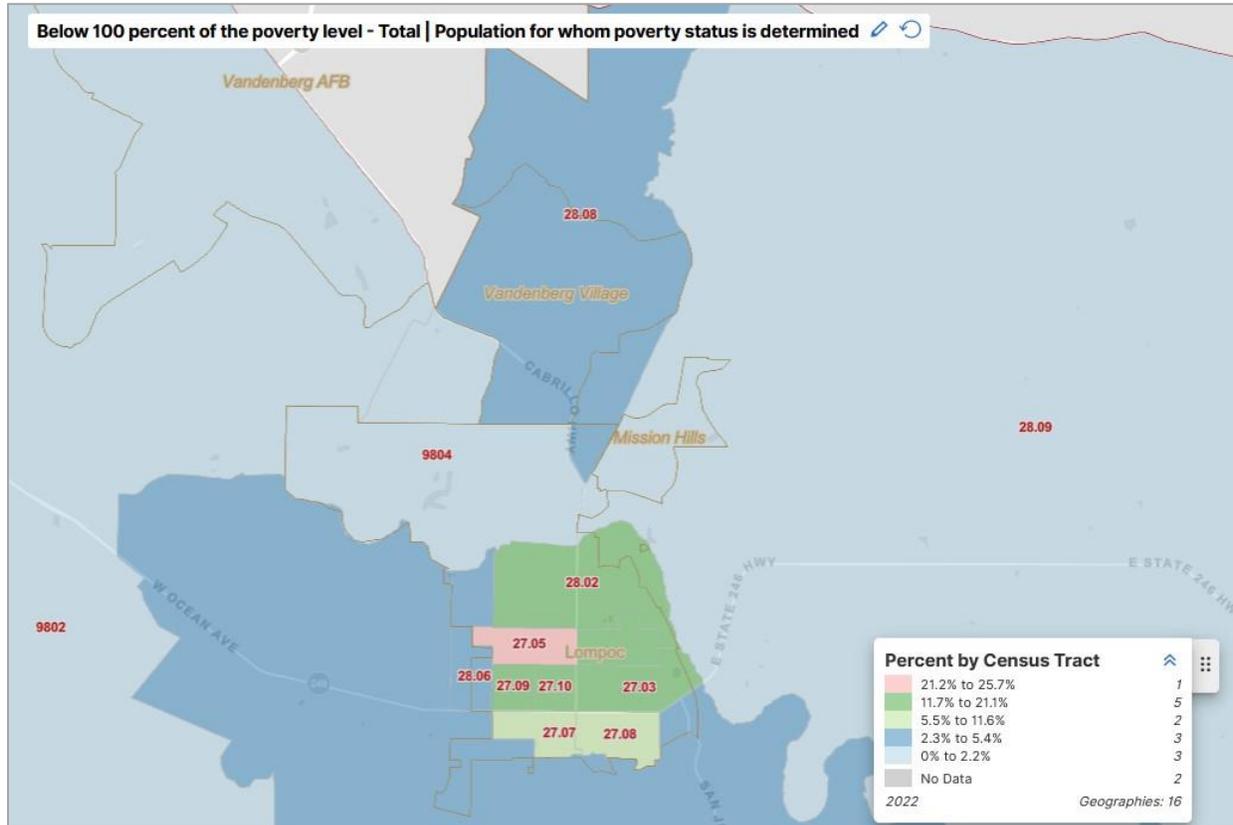
Persons living in poverty are likely to have limited access to a personal vehicle, which impacts their mobility. Lompoc has the highest percentage of individuals living below 125 percent of the poverty level (22.1 percent). At present, federal poverty guidelines define an income of \$31,200 as the poverty threshold for a family of four. Exhibit 2.20 presents the population living slightly above the poverty line (which would be \$39,000 for a family of four in 2024).

Exhibit 2.20 Population living below 125% of poverty level by community



The census tracts with the greatest concentrations of persons living below 125 percent of the poverty level as shown in Exhibit 2.21 are located within the city of Lompoc north of Ocean Avenue. Tract 27.05 (which covers the area between College Avenue and North Avenue, west of H Street) has the highest percentage, possibly due to the number of large apartment complexes and mobile home parks located therein. This mirrors the concentration of zero-vehicle households, which is often closely tied to income.

Exhibit 2.21 Concentration of low-income population by census tract



Land Use and Development

There are a number of residential, commercial, industrial, mixed-use, and other developments currently planned or under construction in Lompoc. The majority of these are located within the existing COLT service area. The primary development that will ultimately need service is the Burton Ranch development at The Wye (between Hwy 1 and Harris Grade Rd). Under the current route structure, this residential development is already served by Route 4 on both Harris Grade Rd and Hwy 1, though there are no stops at present. The first phase of the development is expected to break ground in 2025.

Residential Developments

- Burton Ranch
 - Burton Ranch (MJ Land) – 49 single-family homes, two triplexes.
 - Burton Ranch (MJ Land, LLC) – 63 single-family homes.
 - Burton Ranch (Martin) – 64 single-family parcels, one apartment parcel.
 - Burton Ranch (Towbes) – 210 residential units.
- River Terrace (Williams Homes) – 107 detached single-family homes, 76 duplexes, 75 townhomes).
- Mosaic Walk – 13 single-family homes.
- Housing Authority – County of Santa Barbara – 15-unit affordable one-bedroom apartments.

- Castillo de Rosas – 24-unit condominium project.
- Pettit Multi Family – four duplexes.
- Las Flores Apartment Homes – 48 residential apartments.
- La Purisima Court – 18 single-family homes.

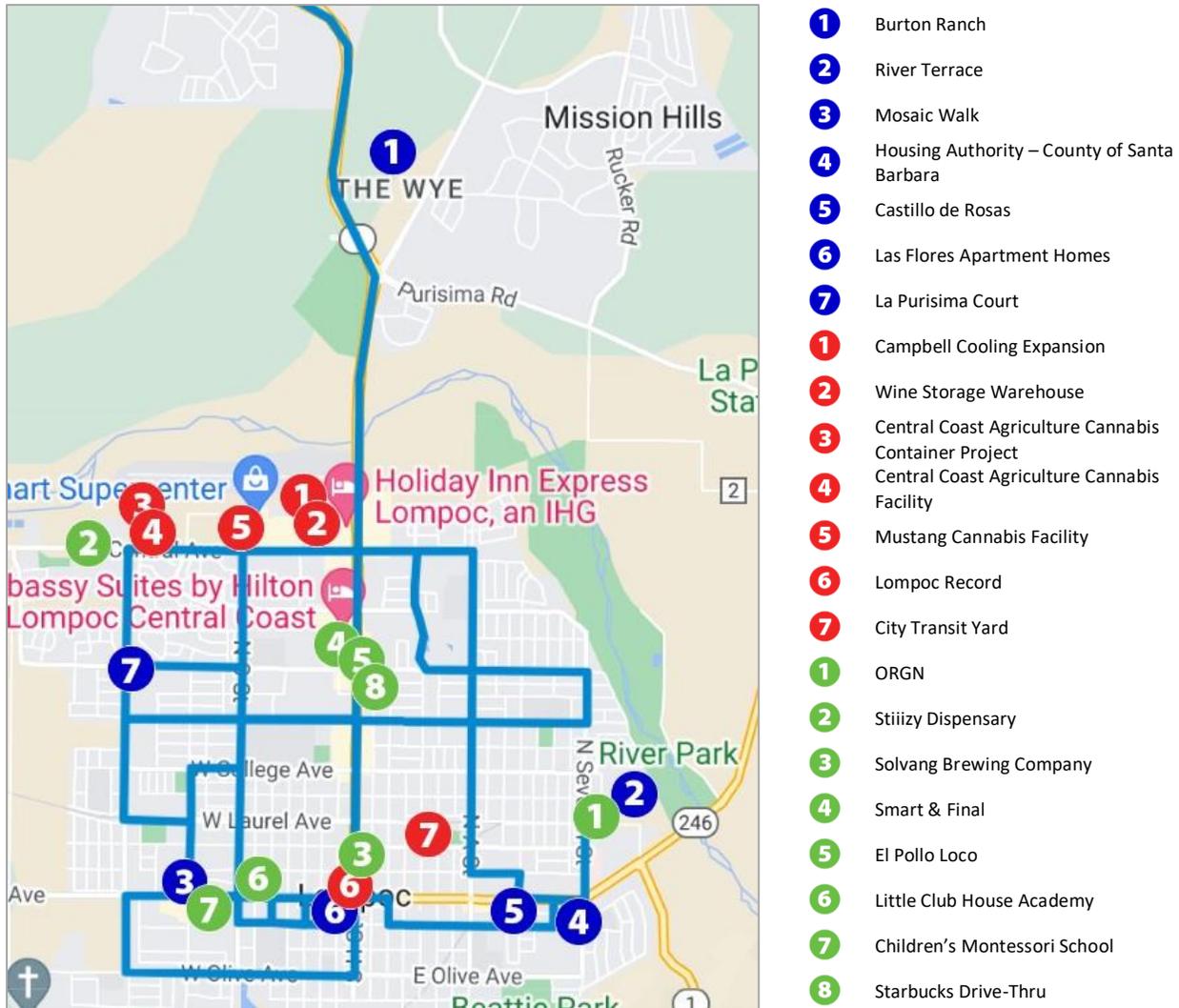
Industrial and Mixed-Use/Other Developments

- Campbell Cooling Expansion – addition to existing vegetable and berry cooling warehouse and office building.
- Wine Storage Warehouse – warehouse including storage and production for up to three tenants. Building currently used for cannabis.
- Mustang Cannabis Facility – building for cannabis cultivation, processing, manufacturing, distribution, administration, and storage.
- Central Coast Agriculture Cannabis Container Project – 200 metal storage containers for the storage of frozen cannabis.
- Central Coast Agriculture Cannabis Facility – construction of facility for manufacturing storage, lab, office, cultivation, and other uses.
- Lompoc Record – residential and commercial development within existing building.
- City Transit Yard – transit operation and fleet maintenance facility (four buildings).

Commercial Developments

- ORGN – cannabis dispensary (existing building).
- Stiizy Dispensary – cannabis dispensary within existing industrial tenant space.
- Solvang Brewing Company – construction of bottling facility.
- Smart & Final – demolition of existing building and construction of new retail supermarket.
- El Pollo Loco – new restaurant.
- Little Club House Academy – commercial child care/preschool.
- Children’s Montessori School – establish private school at existing church facility.
- Starbuck’s Drive Thru – construction of coffee retail business.

Exhibit 2.22 Lompoc development map



Literature Review

This section includes a summary of relevant prior planning documents developed by the City of Lompoc as well as the Santa Barbara County Association of Governments (SBCAG).

City planning documents

The following planning documents were prepared by or on behalf of the City of Lompoc and are specific to the City of Lompoc and the Lompoc Valley. The list includes documents specific to transit as well as general planning documents that include transit or circulation goals or recommendations.

- [City of Lompoc Short Range Transit Plan \(2003\)](#). The most recent Short Range Transit Plan (SRTPlan) prepared for the City of Lompoc is more than 20 years old. The current service is very similar to

the service evaluated in this document. Fares have increased slightly, and the span of service was reduced. The four local routes are largely the same as 2003 (though some minor route adjustments were implemented), and ridership is roughly one-third of what is once was. The SRTTP includes a series of goals, objectives, and standards that will be evaluated for continued relevance during the current planning effort.

- [Transit Asset Management Plan \(2022\)](#). The City’s Transit Asset Management (TAM) Plan is an FTA-required document intended to maintain a “State of Good Repair” for the transit revenue fleet and other capital assets. It tracks the useful life of all transit assets and looks ahead at the cost of replacement. Each TAM Plan has a four-year horizon. The TAM Plan is updated at a minimum every four years.
- [City of Lompoc Innovative Clean Transit \(ICT\) Rollout Plan \(2023\)](#). The City’s ICT Rollout Plan was prepared to fulfill the requirements of the California Air Resources Board’s mandate. The Plan details the City’s technology portfolio, examines the current fleet, plans for the transition to battery-electric vehicles beginning in 2025, identifies needed facility and infrastructure modifications, explores the impact on SB 535 Disadvantaged Communities (DACs), examines the need for workforce development, and identifies potential funding sources. The Plan is expected to be an important resource in terms of recommendations for vehicle replacement and capital/infrastructure development.
- [City of Lompoc 2030 General Plan](#). The City’s current General Plan was completed in 2010 and provides a 20-year plan for development in the following Elements: Land-Use, Circulation, Housing, Parks & Recreation, Public Service, Urban Design, Conservation Open Space, Noise, Safety, and Economic Development. Various Elements have been updated since the Plan’s development. The most relevant Element to this planning effort is the Circulation Element, which was adopted in November 2013. The Circulation Element sets forth goals and policies for all types of transportation in Lompoc, including streets and roads, active transportation, public transportation, and freight. These goals and policies will be incorporated as appropriate into the current planning effort.

Regional studies and plans

The following planning documents were prepared by or on behalf of the Santa Barbara County Association of Governments and include Lompoc within their respective study areas. The list includes documents specific to transit as well as those related to regional population growth and travel patterns.

- [North County Transit Plan \(2016\)](#). The North County Transit Plan was intended to supplement the local planning efforts of individual transit operators and build upon recommendations from the 2006 North County Transit Plan. The study included the five incorporated cities and unincorporated communities of northern Santa Barbara County, including Lompoc. Two primary recommendations arose from this plan:

- Allow for the voluntary merger of the smaller transit services into the larger services (COLT and SMAT¹); and
- Consider an agreement to integrate the Clean Air Express into COLT and/or SMAT as a long-term, sustainable solution for the continued operation of the Clean Air Express.

The first recommendation was partially implemented, as Cuyama Transit was folded into SMAT and SMAT assumed full operation and funding for the Breeze Bus. The second recommendation was not implemented, and the management of the Clean Air Express remains with the SBCAG.

- [Regional Growth Forecast \(2019\)](#). The Regional Growth Forecast provides consistent long-range population, job, and household forecasts for use in long-range regional planning for Santa Barbara County, its major economic and demographic regions, and the eight incorporated cities through 2050. The jobs forecast for Lompoc anticipates the addition of 390 jobs within the City of Lompoc and 680 jobs within the Lompoc region between 2026 and 2030. The population of Lompoc is also expected to increase by 2.7 percent between 2025 and 2030. Annual population growth is anticipated to be approximately 0.5 percent through 2040.
- [Central Coast Zero Emission Vehicle Strategy \(2023\)](#). The Central Coast Zero Emission Vehicle (CCZEV) Strategy identifies zero-emission vehicle charging infrastructure needs, challenges, and opportunities for the Central Coast counties of Santa Barbara, San Luis Obispo, Monterey, Santa Cruz, San Benito, and Ventura. While the CCZEV Strategy applies to all EV fleets and individual vehicles, the need for regional ZEV infrastructure is essential for transit given the California Air Resources Board's Innovative Clean Transit (ICT) Mandate. This is relevant to Lompoc given the mandated transition to zero-emission transit buses by 2040. The City's specific transition to ZEVs is discussed above in its ICT Rollout Plan.
- [Understanding Regional Travel Patterns \(2024\)](#). Understanding Regional Travel Patterns is intended to provide statistics and trend information related to transportation, land use, people, mobility, the economy, and social equity. Like the Regional Growth Forecast, it includes information broken down by jurisdiction, including working and commuting trends for the Lompoc Valley. It showed that there was an 18 percent decline in workers traveling to and from the Lompoc Valley between 2019 and 2022. It also revealed that half of Lompoc work trips are filled by local labor (persons who live in the Lompoc Valley).

¹ At the time the North County Transit Plan was completed, the City of Santa Maria's transit program was branded Santa Maria Area Transit (SMAT). In 2022 (?) the service was rebranded as Santa Maria Regional Transit (SMRT).

Chapter 3 | Evaluation of Current Transit Service

Introduction

This chapter provides a summary of recent performance of the City of Lompoc’s public transit program. “Recent” is defined as the three most recent fiscal years (FY 2021/22, FY 2022/23, and FY 2023/24). It provides an overview of the COLT local fixed-route service (segregated by individual route), Wine Country Express, ADA-complementary paratransit service, Santa Barbara Shuttle, and Allan Hancock College Shuttle. Each section reflects a comprehensive assessment of reported performance as well as the results of the ride check conducted in May and June 2024. The final section compares performance metrics for each service and program as well as the system as a whole.

COLT Local Fixed-Route Service

COLT operates four fixed routes between 6:00 a.m. and 7:00 p.m. on weekdays and 9:00 a.m. to 5:00 p.m. on Saturday. This service does not operate on Sunday or designated holidays.

Across the past three years, ridership has generally increased. Total ridership for FY 2023/24 slightly surpassed the previous year.

Exhibit 3.1 COLT local fixed-route ridership

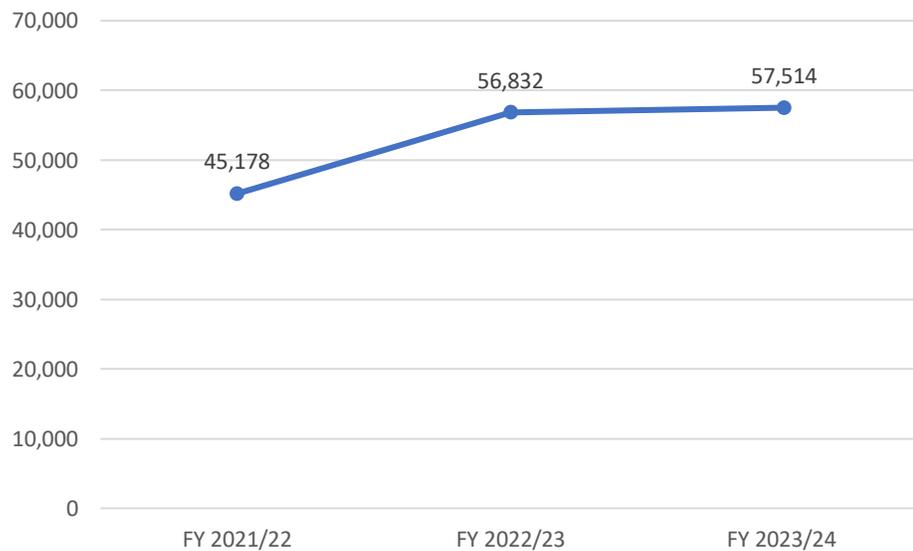
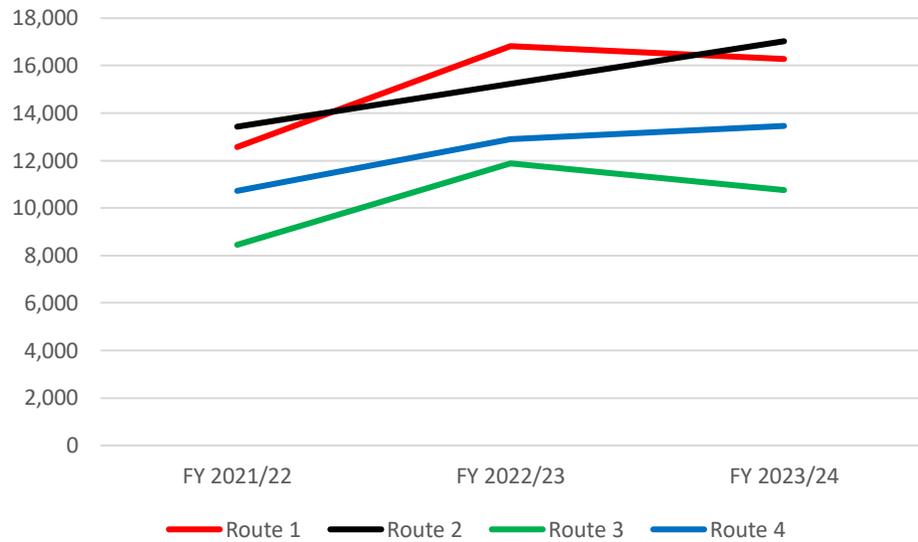


Exhibit 3.2 COLT local fixed-route ridership by route



Exhibits 3.3 and 3.4 demonstrate how ridership fluctuates from month to month. Across the past three years, total monthly ridership peaked at 5,685 in October 2022, with a low of 3,042 in January 2022. Routes 1 and 2 have the highest ridership, with Route 2 taking the lead in FY 2021/22 and FY 2023/24 and Route 1 in FY 2022/23.

Exhibit 3.3 COLT local fixed-route ridership by month

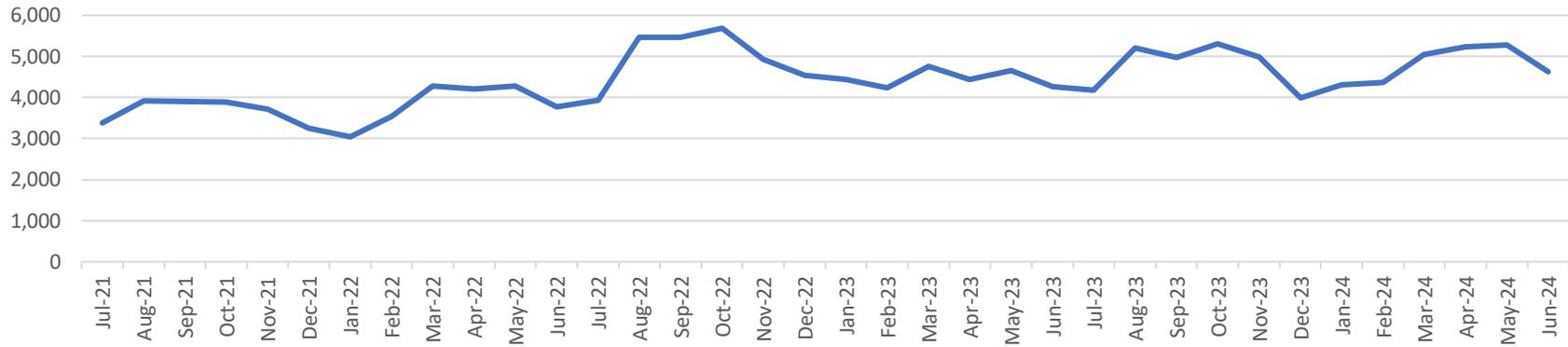
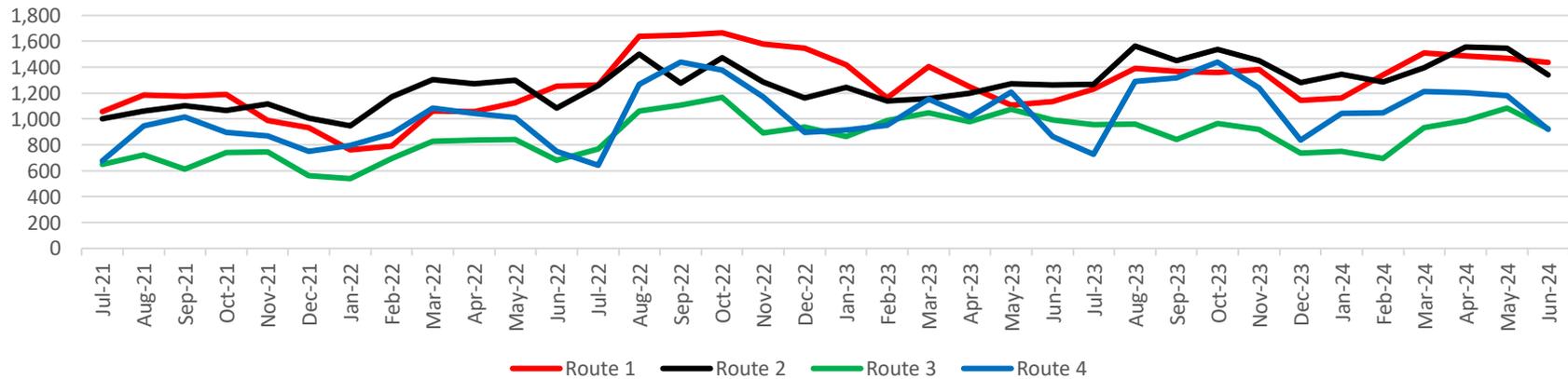


Exhibit 3.4 COLT local fixed-route ridership by month by route



Given the route alignment and service hours have not changed in the past three years, it is not surprising to see fairly consistent revenue hours and revenue miles from year to year. The increase in operating cost is based on the contractor’s cost per revenue hours, which has increased each subsequent year. As a result, cost-related metrics have also increased over time.

FY 2022/23 saw the best performance, with a reduction in cost per passenger and revenue mile and improved passengers per revenue hour. Productivity-related metrics continued to increase in FY 2023/24, although cost-related metrics also continued to rise.

Exhibit 3.5 Local fixed-route performance metrics

Local	FY 2021/22	FY 2022/23	FY 2023/24
Ridership	44,978	56,832	57,514
Revenue Hours	13,976.19	14,234.92	14,180.82
Revenue Miles	152,371	151,000	152,123
Operating Contract Cost	\$798,879.02	\$990,038.69	\$1,057,463.75
Fare revenue	\$39,648.24	\$49,913.38	\$45,119.28
Cost/Hour	\$57.16	\$69.55	\$74.57
Cost/Passenger	\$17.76	\$17.42	\$18.39
Cost/Mile	\$5.24	\$5.18	\$6.95
Passengers/Hour	3.22	3.99	4.06
Passengers/Mile	0.30	0.30	0.38
Farebox recovery ratio	4.96%	5.04%	4.27%

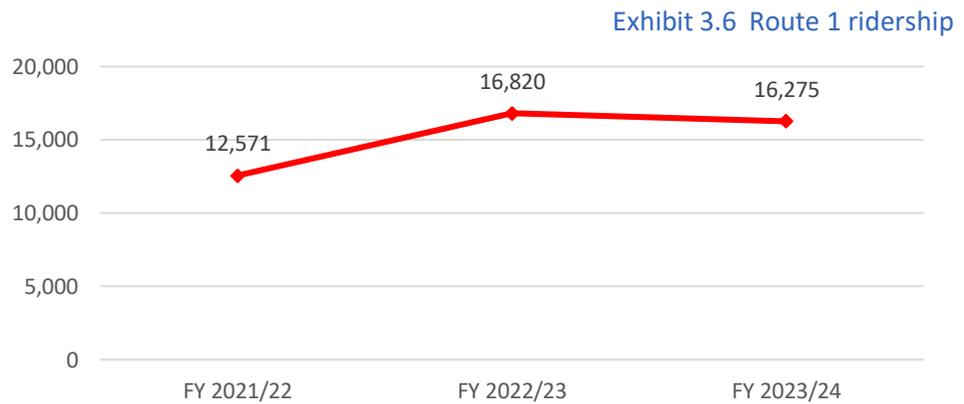
Overall, non-fare paying riders comprise between 20 and 22 percent of all local fixed-route riders. Currently, free rides are provided to children under the age of six and escorts for persons with disabilities. COLT also honors free intra-system transfers valid for up to 60 minutes. The majority of the non-revenue riders are transfers.

A ride check onboard the four fixed routes was conducted across four days (three weekdays and one Saturday) in May and June 2024. All trips operating during that period were observed, resulting in a representative sample. Data from the ride checks was used to create maps showing boarding and alighting activity by individual bus stop as well as load charts for local routes. Lompoc Unified School District schools were in session during the observation period; however, Allan Hancock College was not. Details regarding the ride check are provided each route’s analyses.

Route 1

Route 1 (Red) serves the east side of Lompoc, connecting with Routes 2 and 3 at the Lompoc Transit Hub and Route 4 at Mission Plaza. It provides 13 trips or circuits from 6:10 a.m. to 6:50 p.m. on weekdays, and eight trips from 9:10 a.m. to 4:55 p.m. on Saturday. The route is a 6.7-mile uni-directional loop. Although there are small segments where the route operates in both directions, bus stops are only served in one direction.

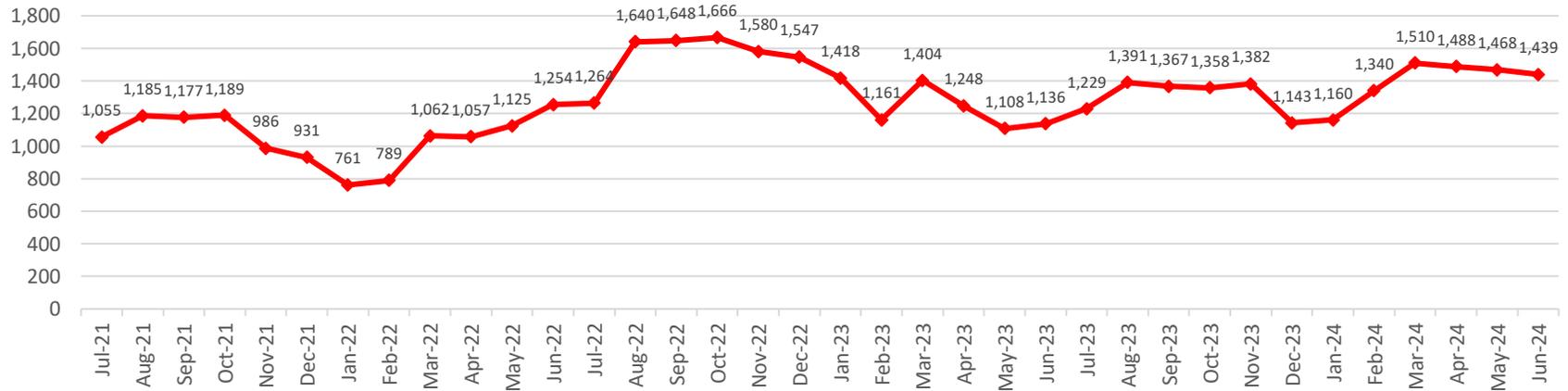
Exhibit 3.6 reflects ridership through FY 2023/24.



Route 1 has historically been one of the two highest-ridership local routes. During FY 2022/23, Route 1 ridership surpassed Route 2 consistently through April 2023. Route 1 ridership peaked in October 2022 with 1,666 riders. The greatest decline was between November 2021 and February 2022, which saw ridership dip to a monthly low of 761.

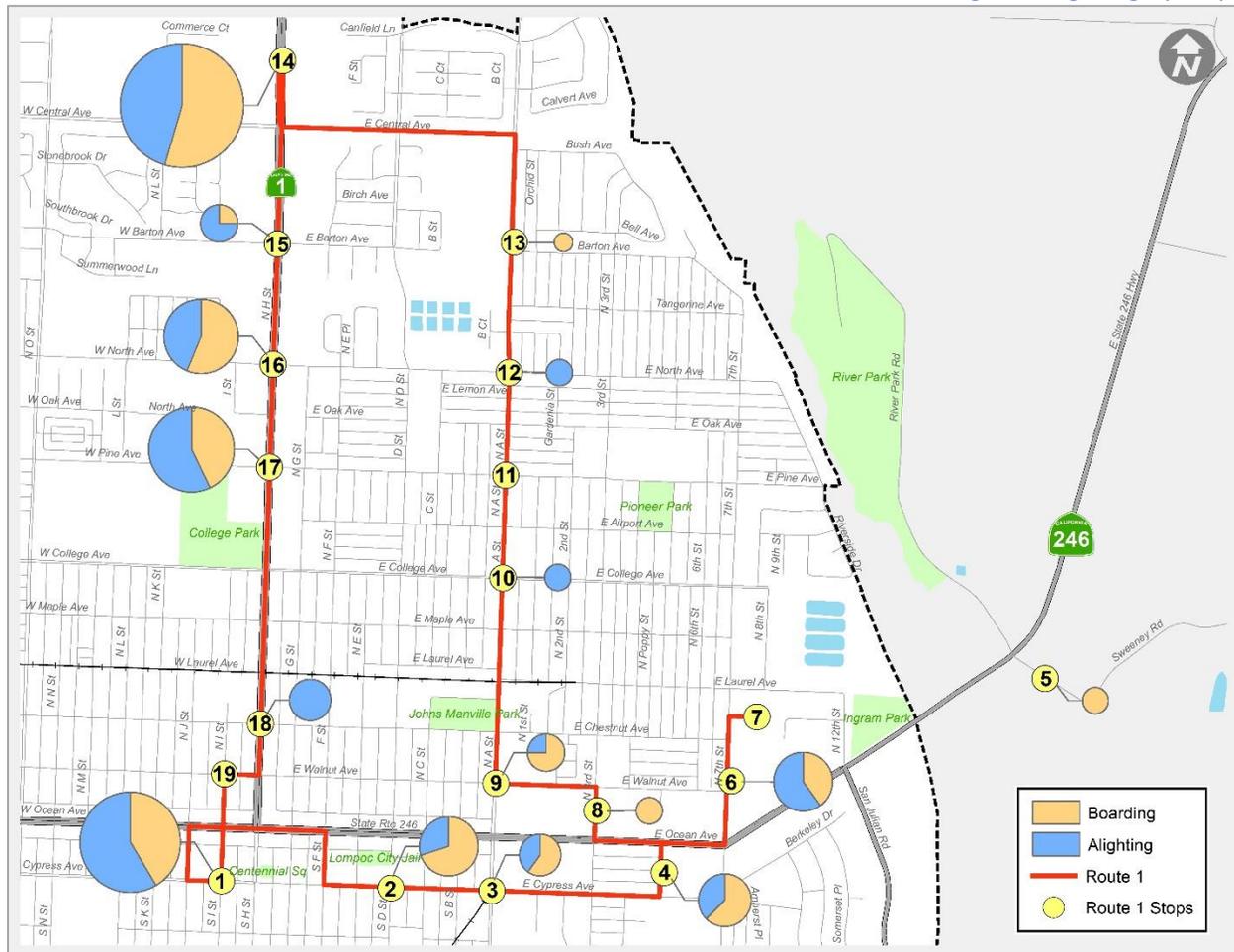
Route 1 posted its best performance during the autumn of 2022 (between August and December). Between January 2023 and February 2024 ridership barely surpassed 1,400 riders per month. Spring 2024 experienced some recovery, as ridership rose above 1,500 in March 2024, with only slight declines in subsequent months.

Exhibit 3.7 Route 1 ridership by month



The greatest incidence of boardings and alightings was observed at Stop #14 (Mission Plaza), followed by Stop #1 (Transit Plaza at Cypress Avenue/I Street). Other active stops include #17 (H Street/Pine Avenue) and #16 (H Street/North Avenue). No activity at Stop #7 (Wine Ghetto) and Stop #19 (Walnut Avenue/I Street) was observed during the ride check.

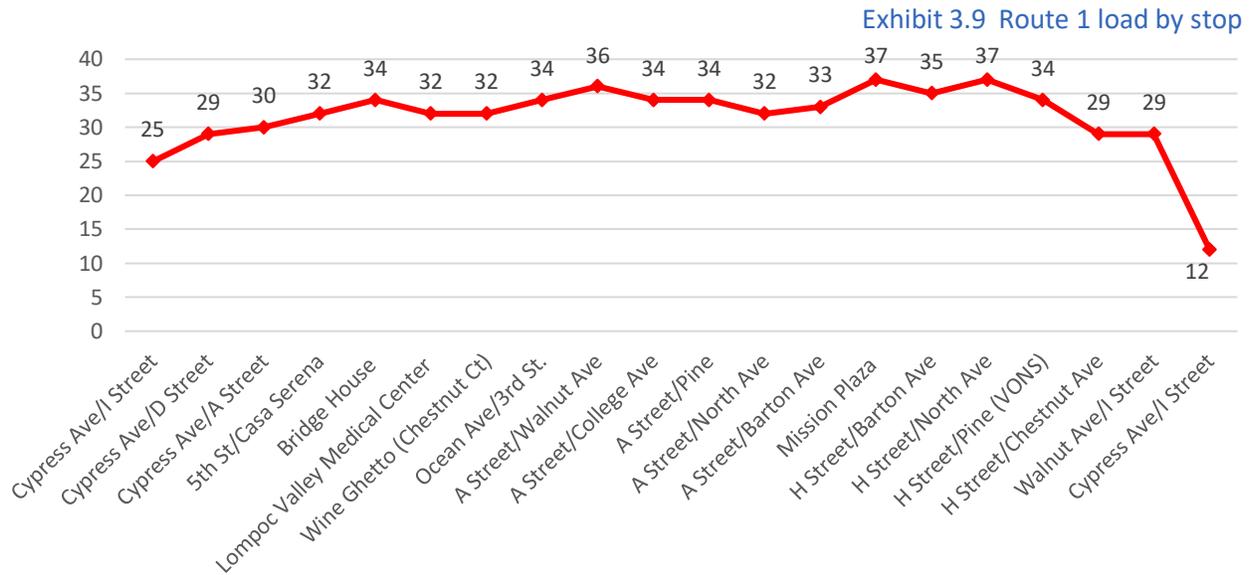
Exhibit 3.8 Route 1 boarding and alighting by stop



Route 1 stops

- | | |
|----------------------------------|----------------------|
| 1 Cypress Ave/I St | 11 A St/Pine Ave |
| 2 Cypress Ave/D St | 12 A St/North Ave |
| 3 Cypress Ave/A St | 13 A St/Barton Ave |
| 4 5 th St/Casa Serena | 14 Mission Plaza |
| 5 Bridge House | 15 H St/Barton Ave |
| 6 Lompoc Valley Medical Center | 16 H St/North Ave |
| 7 Wine Ghetto (Chestnut Ct) | 17 H St/Pine Ave |
| 8 Ocean Ave/3 rd St | 18 H St/Chestnut Ave |
| 9 A St/Walnut Ave | 19 Walnut Ave/I St |
| 10 A St/College Ave | |

In the representative ridership sample, the greatest loads (37) were observed in the northern part of the route, particularly at Mission Plaza and H Street/North Avenue. A secondary peak (36) was observed at A Street/Walnut Avenue. Loads ranged from 25 to 37 passengers throughout most of the route, suggesting riders are using Route 1 to travel throughout the city.



Given the route alignment and service hours have not changed during the past three years, it is not surprising to see consistent revenue hours and revenue miles from year to year. The increase in operating cost is based on the contractor’s cost per revenue hours, which has increased each subsequent year. As a result, cost-related metrics also generally increased every year. FY 2022/23 saw the best performance, with a reduction in cost per passenger and improved passengers per revenue mile and revenue hour. The metrics declined slightly in FY 2023/24.

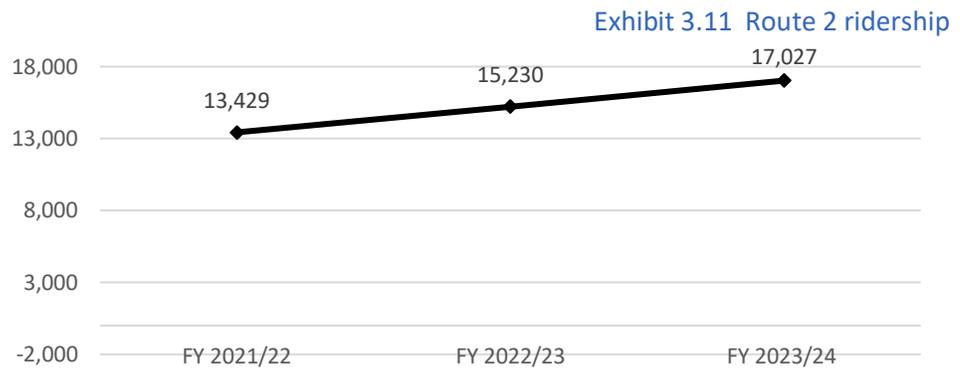
Exhibit 3.10 Route 1 performance metrics

	FY 2021/22	FY 2022/23	FY 2023/24
Ridership	12,571	16,820	16,275
Revenue Hours	3,567.67	3,575.42	3,570.50
Revenue Miles	28,804	28,000	28,007
Operating Contract Cost	\$203,928.02	\$248,670.46	\$266,252.19
Cost/Hour	\$57.16	\$69.55	\$74.57
Cost/Passenger	\$16.22	\$14.78	\$16.36
Cost/Mile	\$7.08	\$8.88	\$9.51
Passengers/Hour	3.52	4.70	4.56
Passengers/Mile	0.44	0.60	0.58

Route 2

Route 2 (Black) serves the west side of Lompoc, connecting with Routes 1 and 3 at the Lompoc Transit Hub and Route 4 at Mission Plaza. It provides 13 trips or circuits from 6:10 a.m. to 6:50 p.m. on weekdays, and eight trips from 9:10 a.m. to 5:00 p.m. on Saturday. The route is a 7.5-mile uni-directional loop. Although there are small segments where the route operates in both directions, bus stops are only served in one direction.

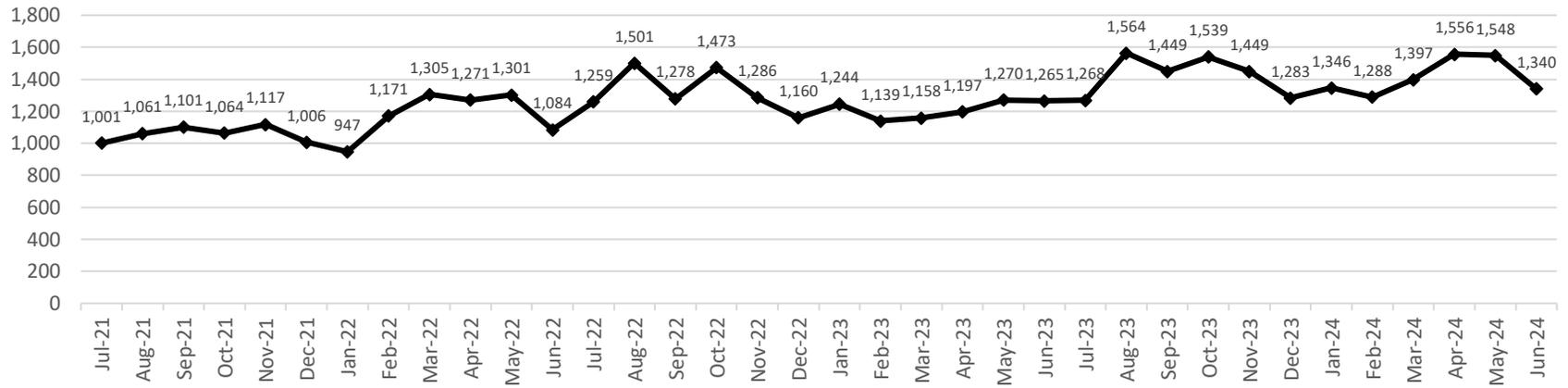
Exhibit 3.11 reflects ridership through June 2024.



Route 2 has historically been one of the two highest-ridership local routes. Unlike Route 1, Route 2 ridership has experienced a steady year-to-year increase despite month-to-month fluctuations. While Route 1 ridership generally surpassed that of Route 2 in FY 2022/23, Route 2’s ridership was generally higher in the other two years.

Route 2 posted its best performance in August 2023, when ridership peaked at 1,564. The lowest ridership was in January 2022 with 947 riders.

Exhibit 3.12 Route 2 ridership by month



The greatest incidence of boardings and alightings occur at Stop #1 (Transit Plaza at Cypress Avenue/I Street) and Stop #9 (Mission Plaza). Other active stops include #10 (Central Avenue at Walmart), #8 (Central Avenue/O Street), and #11 (V Street/Central Avenue). Some level of activity was noted at all bus stops during the ride check.

Exhibit 3.13 Route 2 boarding and alighting by stop

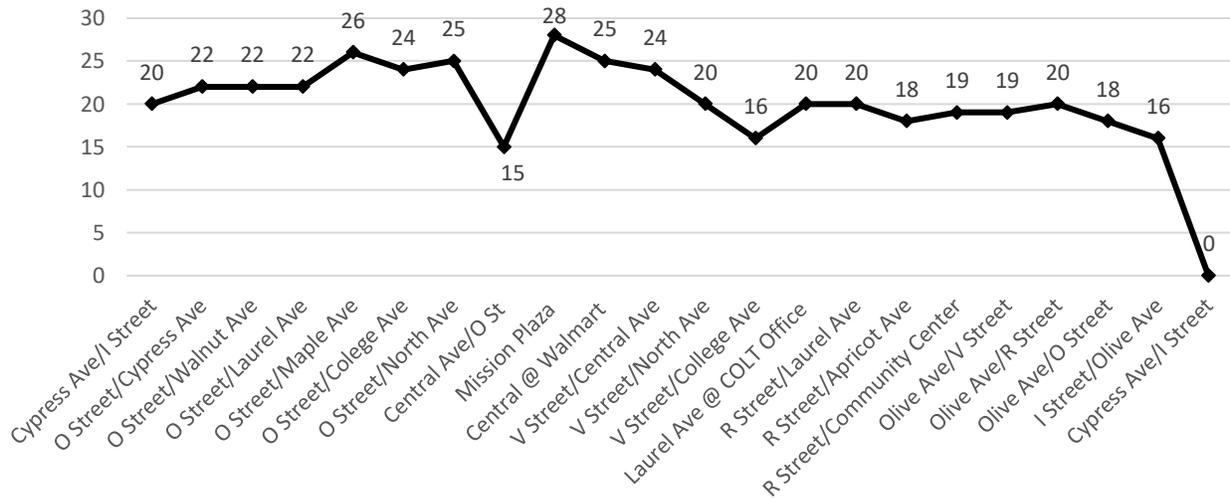


Route 2 stops

- | | |
|----------------------|-----------------------------|
| 1 Cypress Ave/I St | 12 V St/North Ave |
| 2 O St/Cypress Ave | 13 V St/College Ave |
| 3 O St/Walnut Ave | 14 Laurel Ave @ COLT Office |
| 4 O St/Laurel Ave | 15 R St/Laurel Ave |
| 5 O St/Maple Ave | 16 R St/Apricot Ave |
| 6 O St/College Ave | 17 R St/Community Center |
| 7 O St/North Ave | 18 Olive Ave/V St |
| 8 Central Ave/O St | 19 Olive Ave/R St |
| 9 Mission Plaza | 20 Olive Ave/O St |
| 10 Central @ Walmart | 21 I St/Olive Ave |
| 11 V St/Central Ave | |

In the representative ridership sample, the greatest load (28) was observed at Mission Plaza. A secondary peak (26) was observed at O Street/Maple Avenue. Loads ranged from 15 to 28 passengers throughout the route, suggesting riders are using Route 2 to travel throughout the city.

Exhibit 3.14 Route 2 load by stop



Given the route alignment and service hours have not changed across the past three years, it is not surprising to see consistent revenue hours and revenue miles from year to year. The increase in operating cost is based on the contractor’s cost per revenue hours, which has increased each subsequent year. As a result, cost-related metrics also generally increased every year.

FY 2022/23 saw the highest cost per passenger. This metric decreased in FY 2023/24, although cost per revenue mile continued to increase. Productivity-related metrics improved each year as ridership increased.

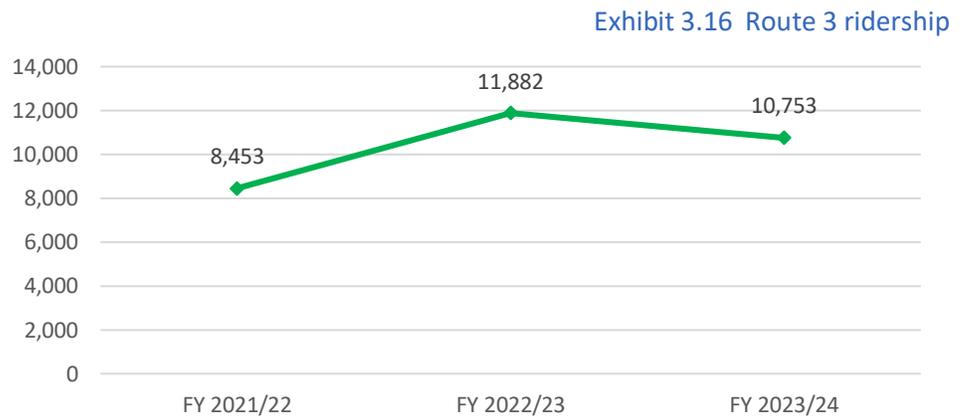
Exhibit 3.15 Route 2 performance metrics

	FY 2021/22	FY 2022/23	FY 2023/24
Ridership	13,429	15,230	17,027
Revenue Hours	3,507.67	3,579.50	3,574.66
Revenue Miles	29,527	29,188	29,563
Operating Contract Cost	\$200,498.42	\$248,954.23	\$266,562.40
Cost/Hour	\$57.16	\$69.55	\$74.57
Cost/Passenger	\$14.93	\$16.35	\$15.66
Cost/Mile	\$6.79	\$8.53	\$9.02
Passengers/Hour	3.83	4.25	4.76
Passengers/Mile	0.45	0.52	0.58

Route 3

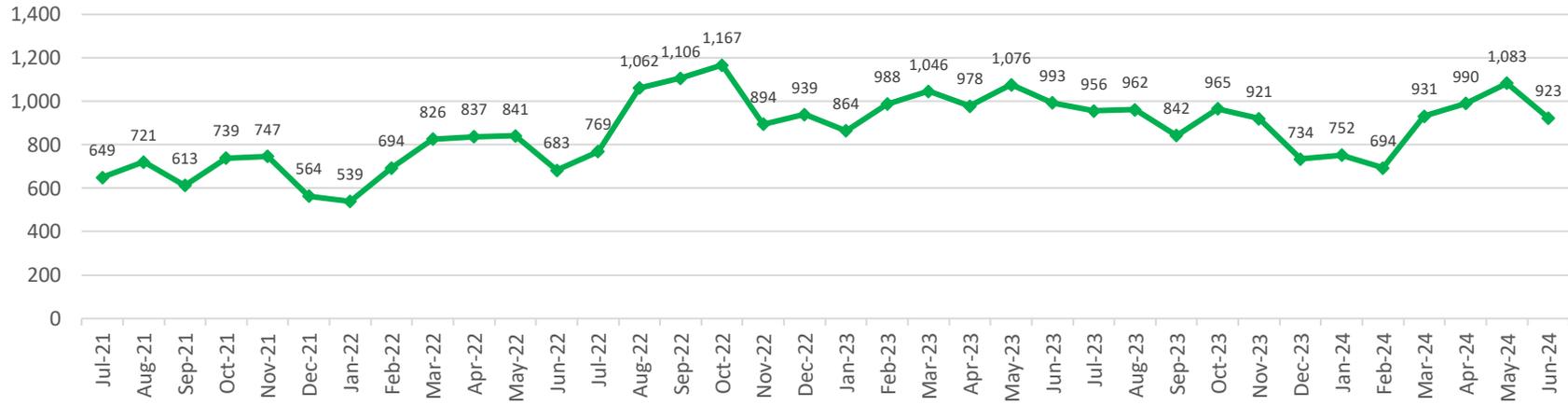
Route 3 (Green) connects the southwest portion of Lompoc with the northeast portion of the city, connecting with Routes 1 and 2 at the Lompoc Transit Hub and Route 4 at Mission Plaza. It provides 13 trips or circuits from 6:10 a.m. to 6:56 p.m. on weekdays, and eight trips from 9:10 a.m. to 5:00 p.m. on Saturday. The 10.8-mile route is chiefly bi-directional, although portions offer service in only one direction to provide additional coverage.

Exhibit 3.16 reflects ridership through June 2024.



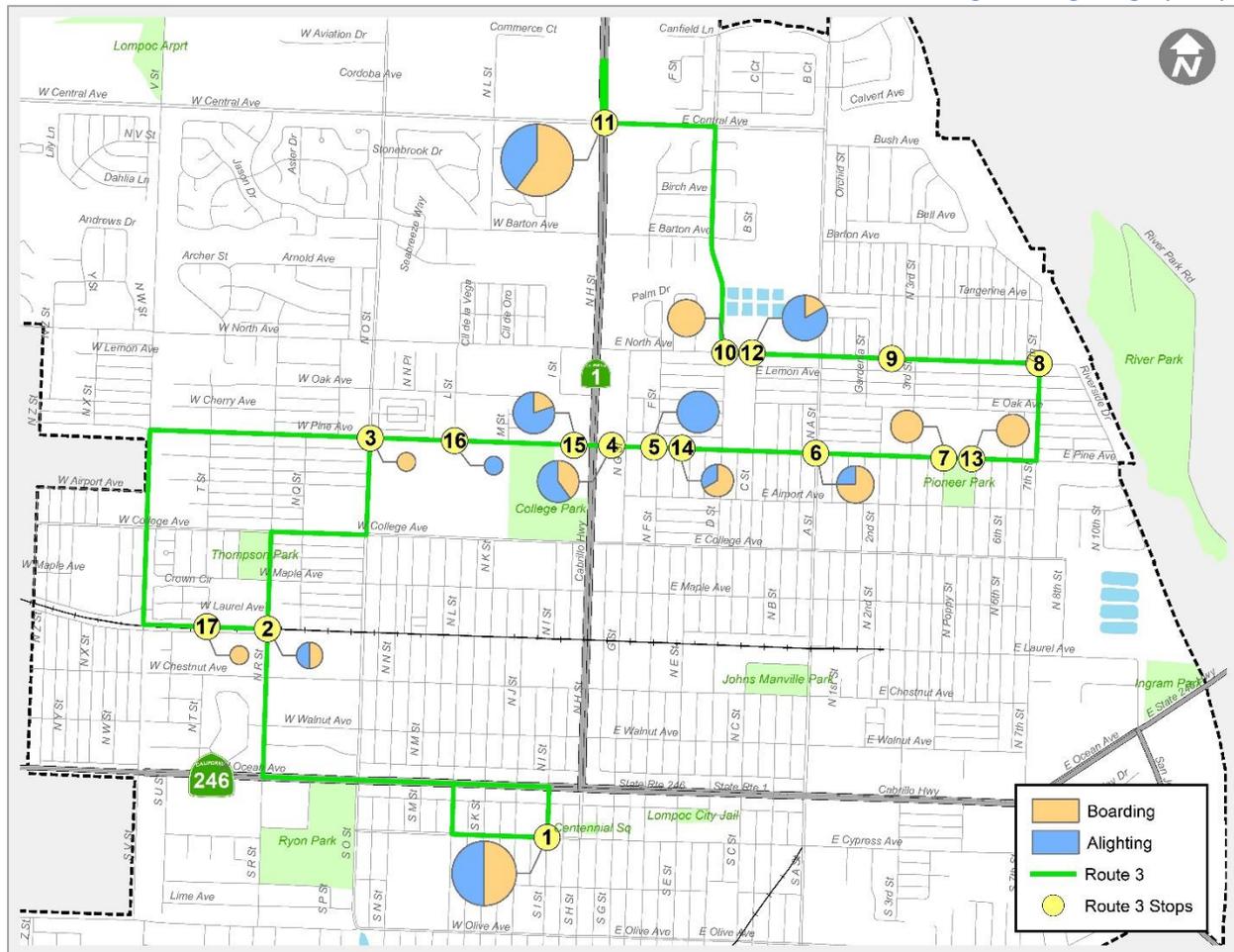
Route 3 has historically experienced the lowest ridership of the four local routes. The route saw its best performance in October 2022, when ridership peaked at 1,167. The lowest ridership was in January 2022 with 539 riders. Ridership generally declined after October 2022, with modest resurgences in May 2023 and May 2024.

Exhibit 3.17 Route 3 ridership by month



The greatest incidence of boardings and alightings occur at Stop #1 (Transit Plaza at Cypress Avenue/I Street) and Stop #9 (Mission Plaza). Other active stops include #10 (Central Avenue at Walmart), #8 (Central Avenue/O Street), and #11 (V Street/Central Avenue). Activity was observed at each bus stop during the ride check.

Exhibit 3.18 Route 3 boarding and alighting by stop

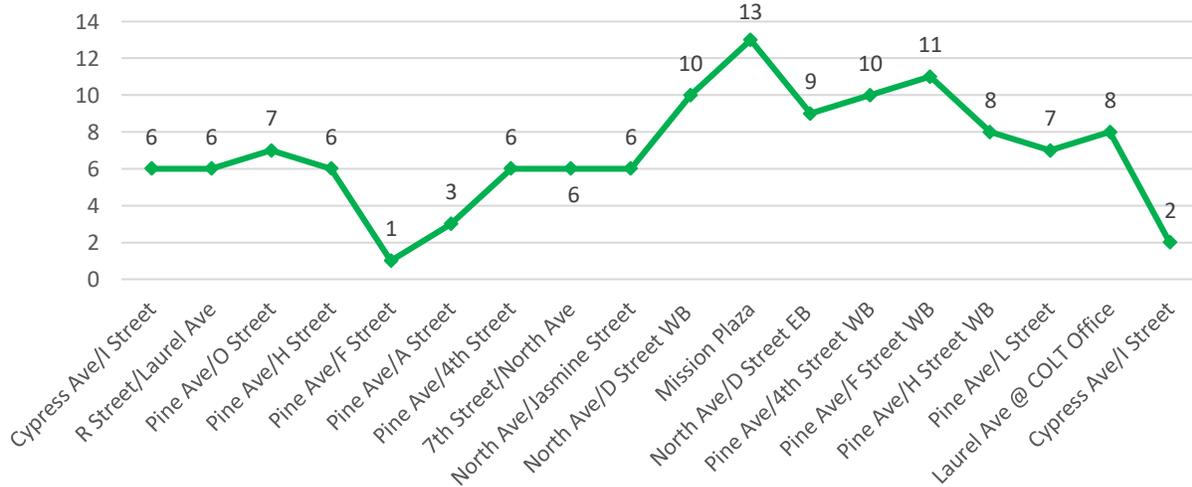


Route 3 stops

- | | |
|----------------------------------|-----------------------------------|
| 1 Cypress Ave/I St | 10 North Ave/D St WB |
| 2 R St/Laurel Ave | 11 Mission Plaza |
| 3 Pine Ave/O St | 12 North Ave/D St EB |
| 4 Pine Ave/H St EB | 13 Pine Ave/4 th St WB |
| 5 Pine Ave/F St EB | 14 Pine Ave/F St WB |
| 6 Pine Ave/A St | 15 Pine Ave/H St WB |
| 7 Pine Ave/4 th St EB | 16 Pine Ave/L St |
| 8 7 th St/North Ave | 17 Laurel Ave @ COLT Office |
| 9 North Ave/Jasmine St | |

In the representative ridership sample, the greatest load (13) was observed at Mission Plaza. A secondary peak (11) was observed at Pine Avenue/F Street (westbound). Loads ranged from one to 13 passengers, with greater loads generally observed on the westbound/southbound portion of the route.

Exhibit 3.19 Route 3 load by stop



Given the route alignment and service hours have not changed across the past three years, it is not surprising to see consistent revenue hours and revenue miles from year to year. The increase in operating cost is based on the contractor’s cost per revenue hours, which has increased each subsequent year. As a result, cost-related metrics also generally increased every year.

FY 2023/24 saw the highest cost per passenger and cost per revenue mile. Passengers per revenue hour and revenue mile were the greatest in FY 2022/23, as that year also posted the highest ridership.

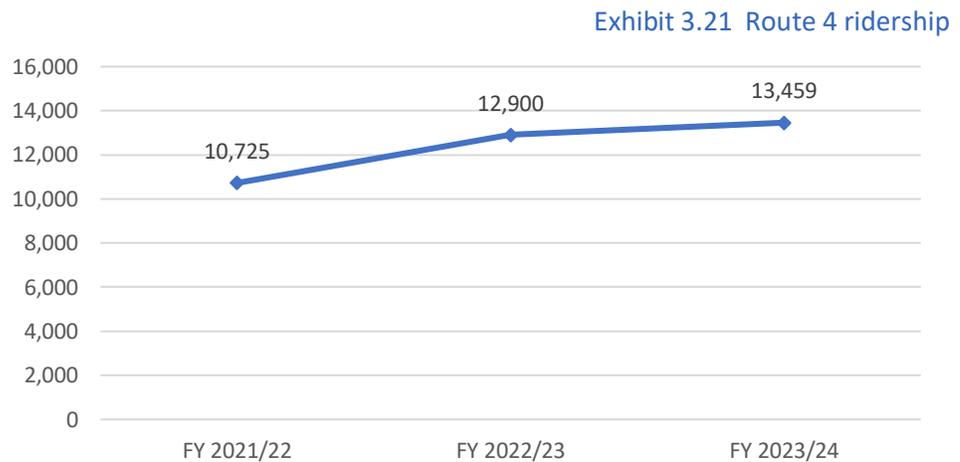
Exhibit 3.20 Route 3 performance metrics

	FY 2021/22	FY 2022/23	FY 2023/24
Ridership	8,453	11,882	10,753
Revenue Hours	3,468.77	3,604.60	3,599.66
Revenue Miles	39,276	40,375	40,418
Operating Contract Cost	\$198,274.89	\$250,699.93	\$268,426.65
Cost/Hour	\$57.16	\$69.55	\$74.57
Cost/Passenger	\$23.46	\$21.10	\$24.96
Cost/Mile	\$5.05	\$6.21	\$6.64
Passengers/Hour	2.44	3.30	2.99
Passengers/Mile	0.22	0.29	0.27

Route 4

Route 4 (Blue) travels between Lompoc, Mission Hills, and Vandenberg Village connecting with other COLT routes at Mission Plaza. It provides 12 trips or circuits from 6:45 a.m. to 6:50 p.m. on weekdays, and eight trips from 9:00 a.m. to 5:00 p.m. on Saturday. The 15.4-mile route is primarily a uni-directional loop, although portions offer service in both directions. Each Route 4 circuit stops at the Allan Hancock College campus at both the start and end of each trip.

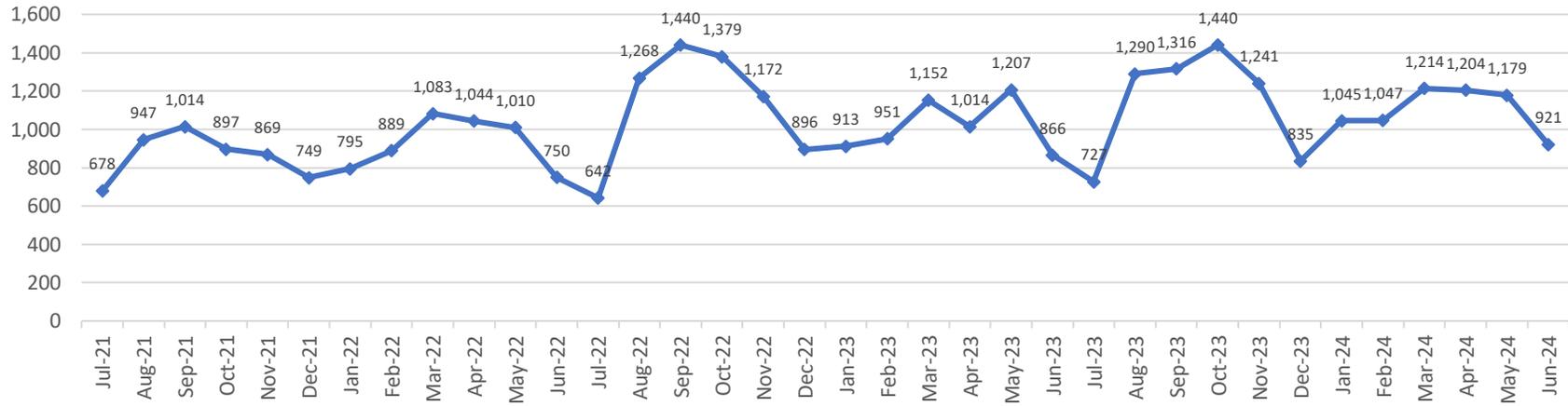
Exhibit 3.21 reflects ridership through June 2024.



Route 4 has historically been one of the two lower-ridership local routes. The route saw its best performance in September 2022 and October 2023, when ridership peaked at 1,440. The lowest ridership was in July 2022 with 642 riders.

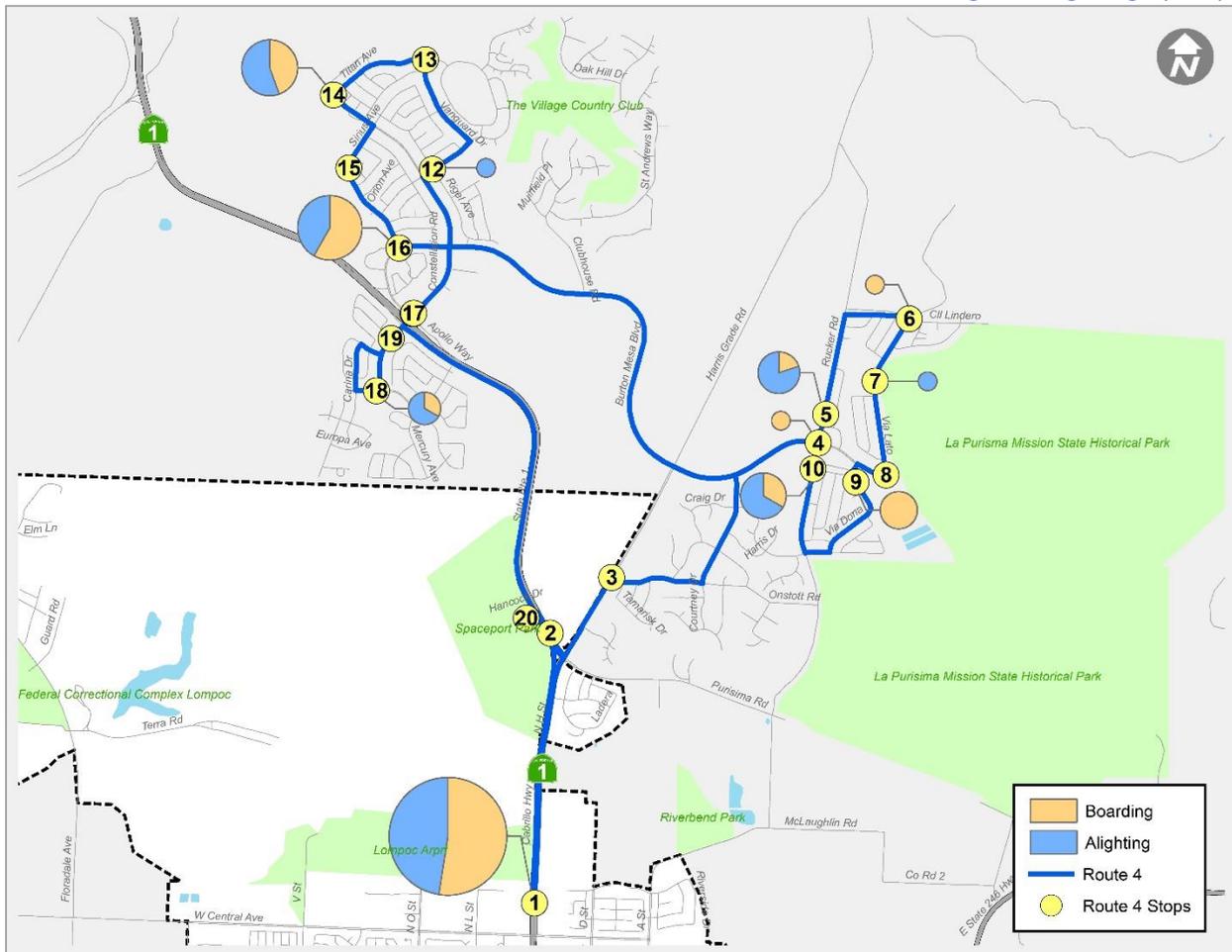
Route 4 ridership has increased steadily since December 2023. Not surprisingly, ridership tends to pick up during the fall (coinciding with the start of school), then declines through December. The summer months traditionally have the lowest ridership.

Exhibit 3.22 Route 4 ridership by month



The greatest incidence of boardings and alightings occurs at Stop #1 (Mission Plaza). Other active stops include #16 (Burton Mesa/Sirius Avenue) and #14 (Cabrillo High School). No activity was observed at Stops #2, #3, #8, #13, #15, #17, #19, and #20 during the ride check. Absence of activity at Allan Hancock College is not surprising given the ride check occurred after the end of the Spring 2024 semester.

Exhibit 3.23 Route 4 boarding and alighting by stop

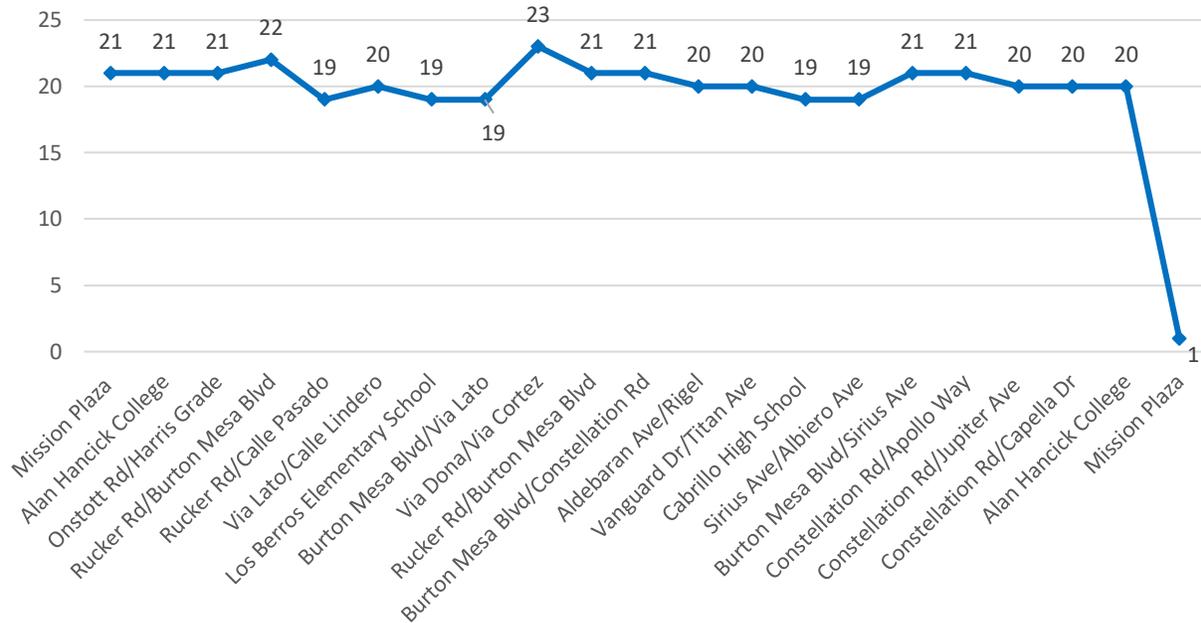


Route 4 stops

- | | |
|--------------------------------|--------------------------------------|
| 1 Mission Plaza | 11 Burton Mesa Blvd/Constellation Rd |
| 2 Allan Hancock College | 12 Aldebaran Ave/Rigel Ave |
| 3 Onstott Rd/Harris Grade | 13 Vanguard Dr/Titan Ave |
| 4 Rucker Rd/Burton Mesa Blvd | 14 Cabrillo High School |
| 5 Rucker Rd/Calle Pasado | 15 Sirius Ave/Albiero Ave |
| 6 Via Lato/Calle Lindero | 16 Burton Mesa Blvd/Sirius Ave |
| 7 Los Berros Elementary School | 17 Constellation Rd/Apollo Way |
| 8 Burton Mesa Blvd/Via Lato | 18 Constellation Rd/Jupiter Ave |
| 9 Via Dona/Via Cortez | 19 Constellation Rd/Capella Dr |
| 10 Rucker Rd/Burton Mesa Blvd | 20 Allan Hancock College |

In the representative ridership sample, the greatest load (23) was observed at Via Dona/Via Cortez in Mission Hills. A secondary peak (22) was observed at Rucker Road/Burton Mesa Boulevard in Mission Hills. Loads were consistent throughout the route, perhaps suggesting Route 4 serves not only to connect Vandenberg Village/Mission Hills with locations in Lompop, but also for local travel within VV and MH.

Exhibit 3.24 Route 4 load by stop



Given the route alignment and service hours have not changed during the past three years, it is not surprising to see consistent revenue hours and revenue miles from year to year. The increase in operating cost is based on the contractor’s cost per revenue hours, which has increased each subsequent year. As a result, cost-related metrics also generally increased every year. FY 2023/24 saw the highest cost per passenger and cost per revenue mile. Productivity-related metrics have increased each year.

Exhibit 3.25 Route 4 performance metrics

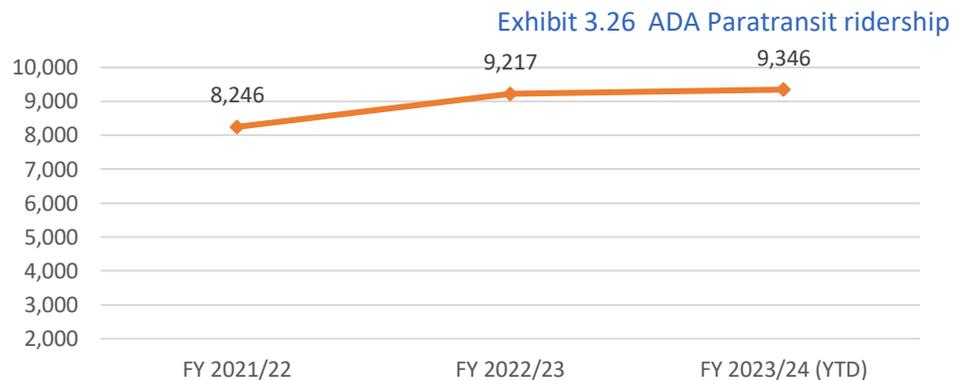
	FY 2021/22	FY 2022/23	FY 2023/24
Ridership	10,725	12,900	13,459
Revenue Hours	3,432.08	3,440.08	3,436.00
Revenue Miles	54,764	53,437	54,135
Operating Contract Cost	\$196,177.69	\$241,714.07	\$256,222.52
Cost/Hour	\$57.16	\$70.26	\$74.57
Cost/Passenger	\$18.29	\$18.74	\$19.04
Cost/Mile	\$3.58	\$4.52	\$4.73
Passengers/Hour	3.12	3.75	3.92
Passengers/Mile	0.20	0.24	0.25

COLT ADA Paratransit Service

COLT’s Dial-A-Ride service provides ADA complementary paratransit service for persons with disabilities. Certification is required to use the service. The ADA application requires a physician’s signature to confirm eligibility.

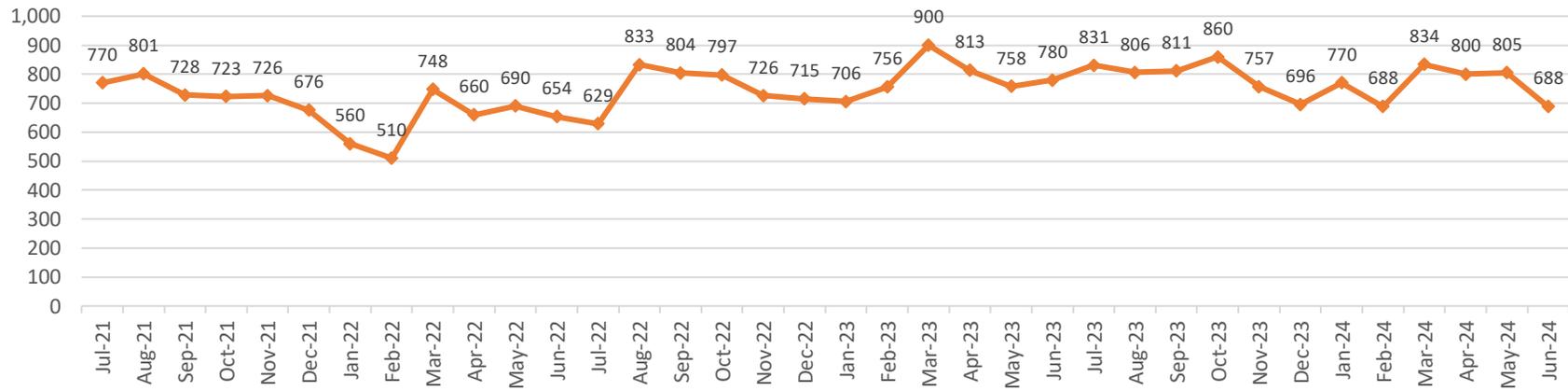
Service is provided from 6:00 a.m. to 7:00 p.m. on weekdays, and from 9:00 a.m. to 5:00 p.m. on Saturday; mirroring the fixed-route hours of service. It does not operate on Sunday or designated holidays. Reservations are required. The adult one-way fare for travel within Lompoc city limits is \$2.00, while the fare for travel within the service area outside city limits is \$4.00.

Exhibit 3.26 reflects ridership through June 2024.



Ridership on the ADA Paratransit service is more consistent year-round than the other demand-response services. Ridership peaked in March 2023 with 900 passengers, and declined to 510 in February 2022.

Exhibit 3.27 ADA Paratransit ridership by month



Revenue hours and revenue miles fluctuate more than fixed-route due to the demand-response nature of the service. The increase in operating cost is based on the contractor’s cost per revenue hours, which has increased each year. As a result, cost-related metrics also generally increased each year. That said, productivity-related metrics (related to ridership) also increased each year.

Exhibit 3.28 ADA Paratransit performance metrics

	FY 2021/22	FY 2022/23	FY 2023/24
Ridership	8,246	9,217	9,346
Revenue Hours	6,810.54	6,818.54	6,801.00
Revenue Miles	29,608	35,095	32,069
Operating Contract Cost	\$360,798.83	\$474,229.46	\$507,150.57
Fare revenue	\$15,454.51	\$17,027.36	\$16,604.23
Cost/Hour	\$52.98	\$69.55	\$74.57
Cost/Passenger	\$43.75	\$51.45	\$54.26
Cost/Mile	\$12.19	\$13.51	\$15.81
Passengers/Hour	1.21	1.35	1.37
Passengers/Mile	0.28	0.26	0.29
Farebox recovery ratio	4.28%	3.59%	3.27%

Wine Country Express

The Wine Country Express (WCE) is a fixed-route service connecting Lompoc with the Santa Ynez Valley. Funding is provided by the cities of Lompoc, Buellton, and Solvang, and Santa Barbara County. The service operates Monday through Saturday, providing three round trips each day. The service connects with COLT in Lompoc; the Breeze Bus 100 (SMRT Regional Route 30) in Lompoc; and Santa Ynez Valley Transit in Buellton and Solvang. The adult one-way fare is \$2.00. A discounted fare for seniors and persons with disabilities is available for \$1.00.

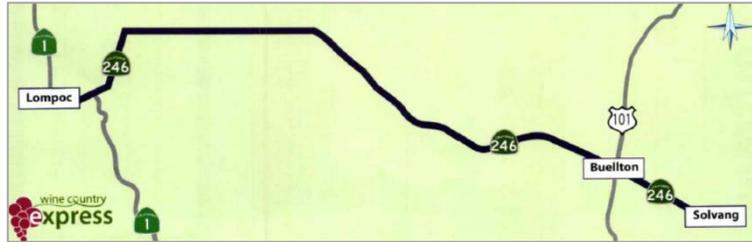
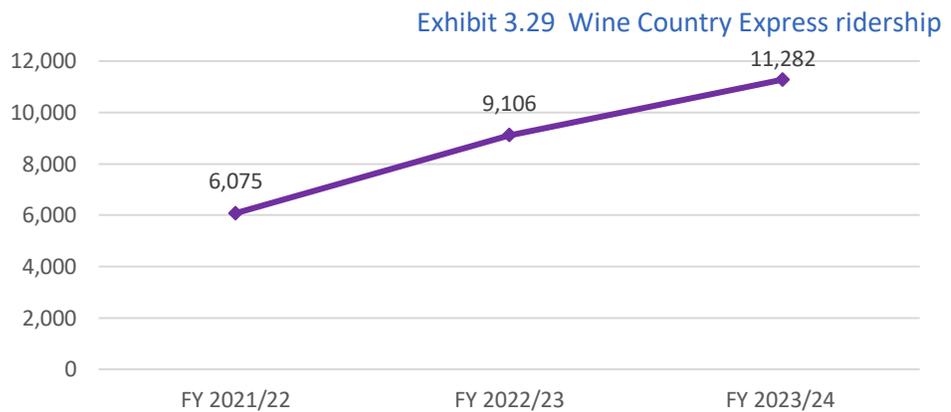
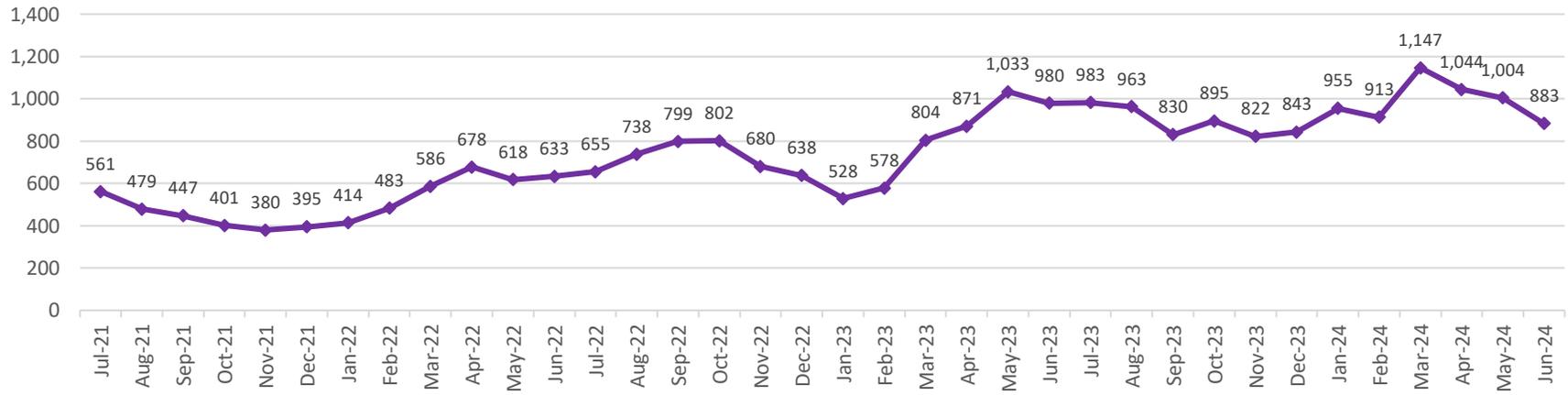


Exhibit 3.29 reflects ridership through June 2024.



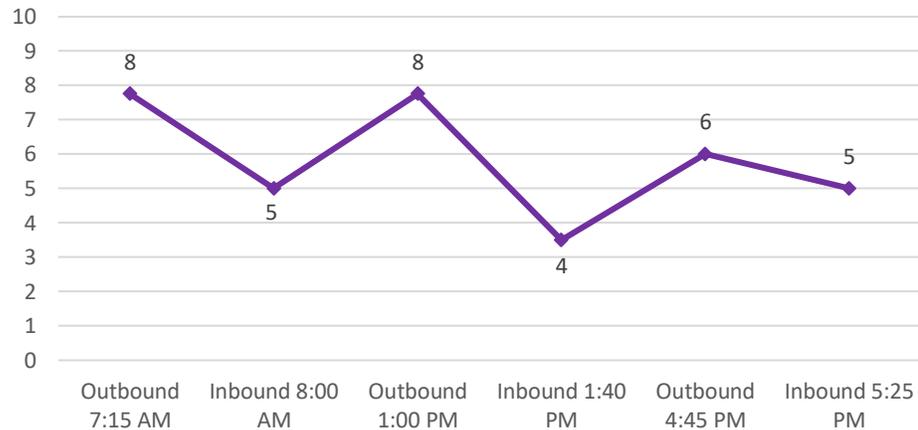
Ridership on the Wine Country Express has increased across the past three years, reaching a peak in March 2024. The route saw its lowest ridership in FY 2021/22, with a low of 380 in November 2021. Ridership tends to be lowest during the winter months.

Exhibit 3.30 Wine Country Express ridership by month



Ridership activity on the Wine County Express was recorded by drivers across four days (three weekdays and one Saturday) between June 4 and June 8, 2024. Exhibit 31 illustrates average ridership by trip. Outbound trips are those originating in Lompoc, while inbound trips terminate in Lompoc. Ridership on the outbound trips is generally higher than inbound trips. June 5 saw the greatest overall outbound ridership (25), while June 7 had the greatest overall inbound ridership (17).

Exhibit 3.31 Wine County Express average ridership by trip



Revenue hours and revenue miles are fairly consistent from year-to-year. The increase in operating cost is based on the contractor’s cost per revenue hour, which has increased each year. As a result, cost-related metrics also generally increased every year. While cost per revenue mile has increased each year, productivity-related metrics improved due to an increase in ridership. The non-supplemented farebox recovery ratio also increased.

Exhibit 3.32 Wine Country Express performance metrics

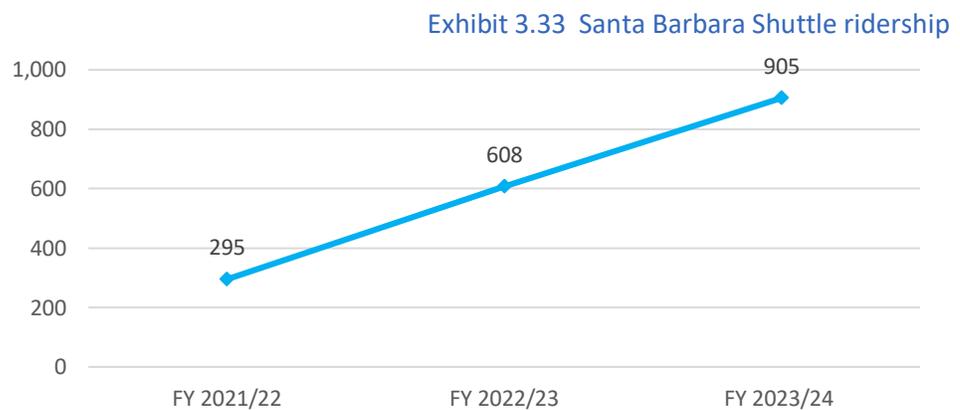
	FY 2021/22	FY 2022/23	FY 2023/24
Ridership	6,075	9,106	11,282
Revenue Hours	1,152.83	1,156.66	1,156.66
Revenue Miles	38,862	39,366	39,301
Operating Contract Cost	\$65,895.76	\$80,445.70	\$86,252.14
Fare revenue	\$10,312.43	\$15,260.22	\$18,167.75
Cost/Hour	\$57.16	\$69.55	\$74.57
Cost/Passenger	\$10.85	\$8.83	\$7.65
Cost/Mile	\$1.70	\$2.04	\$2.19
Passengers/Hour	5.27	7.87	9.75
Passengers/Mile	0.16	0.23	0.29
Farebox recovery ratio	15.65%	18.97%	21.06%

Santa Barbara Shuttle

COLT provides one round-trip to Santa Barbara and Goleta every Tuesday and Thursday chiefly to provide access to healthcare services. Ride reservations are required.

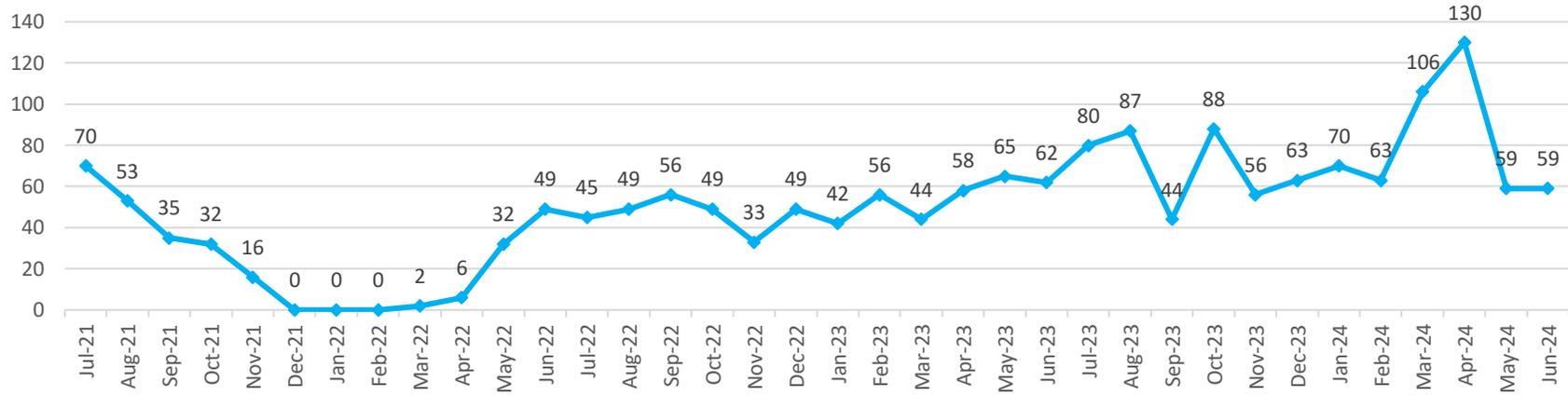
The Shuttle picks up Dial-A-Ride passengers in Lompoc first, then picks up other riders at the Lompoc Transit Hub at 8:30 a.m. For the return or northbound trip, riders are picked up at 1206 W. Chapala Street in Santa Barbara (next to China Pavilion) at 3:30 p.m., after which the Shuttle picks up Dial-A-Ride passengers before returning to Lompoc. The adult one-way fare is \$7.00.

Exhibit 3.33 reflects ridership through June 2024.



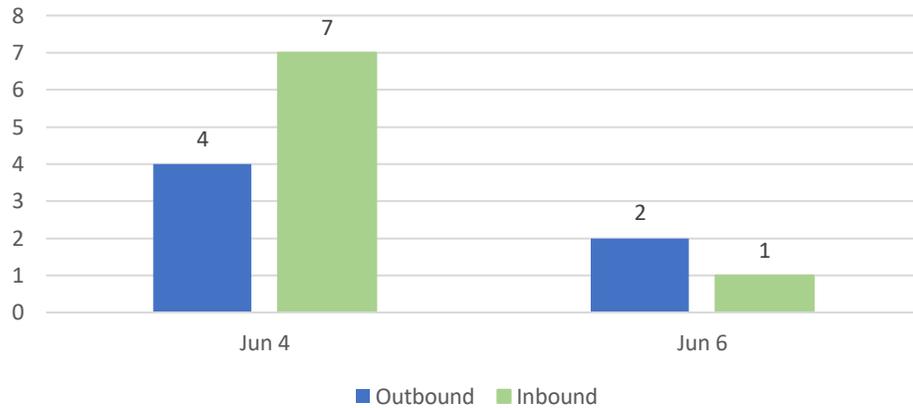
Ridership on the Santa Barbara Shuttle has increased across the past three years, reaching a peak in April 2024. The route saw its lowest ridership in FY 2021/22 with no activity between December 2021 and February 2022.

Exhibit 3.34 Santa Barbara Shuttle ridership by month



Ridership activity on the Santa Barbara Shuttle was recorded by drivers on June 4 and June 6, 2024. The Tuesday (June 4) trip had greater ridership both outbound (from Lompoc) and inbound (to Lompoc). Interestingly, it appears some riders use the service for one-way travel to or from Santa Barbara.

Exhibit 3.35 Santa Barbara Shuttle representative ridership



Revenue hours and revenue miles fluctuate given the nature of the service. The increase in operating cost is based on the contractor’s cost per revenue hours, which has increased each year. As a result, cost-related metrics also generally increased every year. While cost per revenue mile increased each year, productivity-related metrics improved given the increase in ridership.

Cost per passenger decreased significantly each year, while cost/revenue mile rose in FY 2022/23 and decreased in FY 2023/24. The non-supplemented farebox recovery ratio also increased given the increased fare revenue associated with ridership growth.

Exhibit 3.36 Santa Barbara Shuttle performance metrics

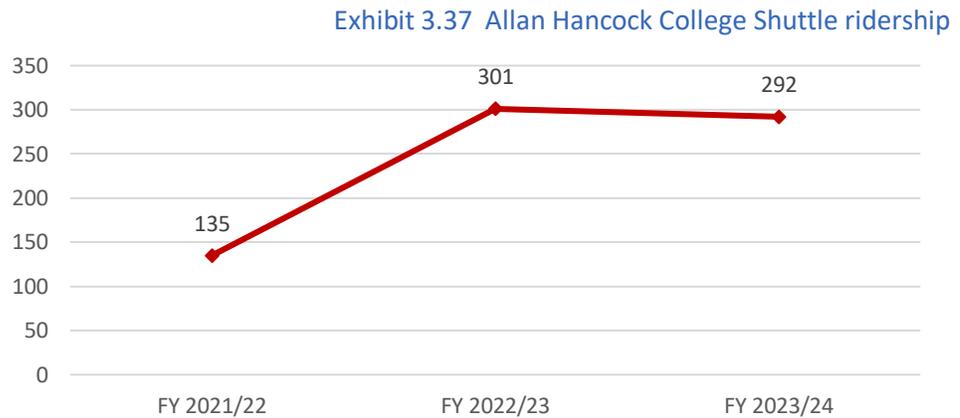
	FY 2021/22	FY 2022/23	FY 2023/24 (YTD)
Ridership	295	608	905
Revenue Hours	607.20	938.40	929.20
Revenue Miles	8,564	12,295	15,222
Operating Contract Cost	\$34,764.71	\$65,265.72	\$69,290.44
Fare revenue	\$1,926.25	\$4,004.99	\$5,512.80
Cost/Hour	\$57.25	\$69.55	\$74.57
Cost/Passenger	\$117.85	\$107.34	\$76.56
Cost/Mile	\$4.06	\$5.31	\$4.55
Passengers/Hour	0.49	0.65	0.97
Passengers/Mile	0.03	0.05	0.06
Farebox recovery ratio	5.54%	6.14%	7.96%

Allan Hancock Shuttle

COLT provides evening shuttle service from the Lompoc campus of Allan Hancock College. The bus departs the campus at 8:10 p.m., 8:40 p.m., 9:10 p.m., and 9:40 p.m., Monday through Thursday.

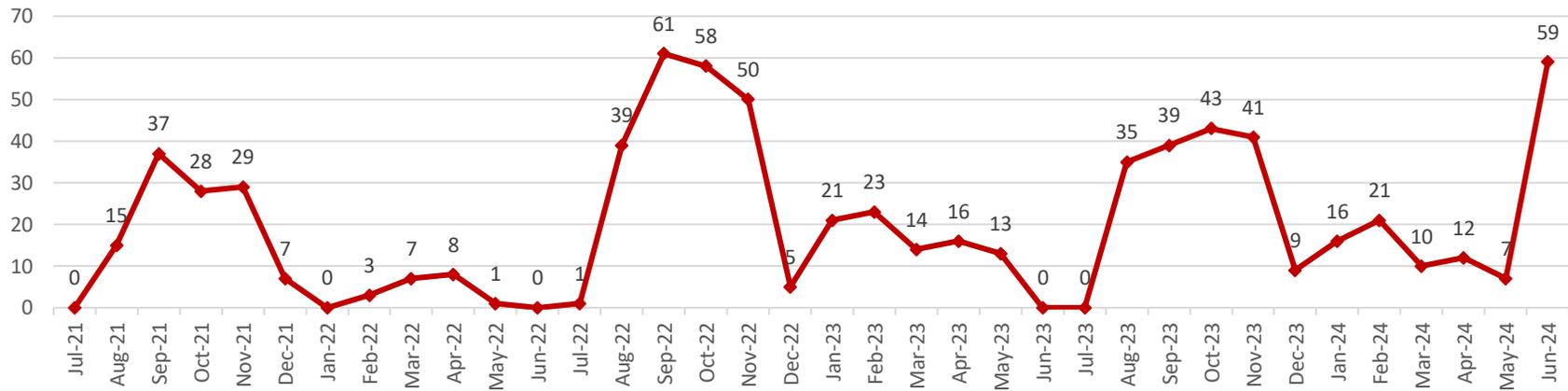
The service functions as a general public dial-a-ride. That is, once riders board at the campus, they are transported to their individual destinations (within the designated service area).

Exhibit 3.37 illustrates ridership through June 2024.



Ridership on the Allan Hancock College Shuttle is generally higher during the fall semester (August through November). While some ridership occurs during the spring semester, it is relatively modest. FY 2022/23 experienced the highest ridership, reaching a peak of 61 users in September 2022.

Exhibit 3.38 Allan Hancock College Shuttle ridership by month



Note: It is unclear whether ridership for June 2024 is accurate, as it was the same as for the Santa Barbara Shuttle in the contractor's report.

Revenue hours and revenue miles often fluctuate given the nature of the service. The increase in operating cost is based on the contractor’s cost per revenue hours, which has increased each year. As a result, cost-related metrics also generally increased every year.

This is an expensive service to operate given the very low passengers per revenue hour. The cost per passenger declined from a high of \$320.96 in FY 2021/22 to a low of \$143.95 in FY 2022/23 before rebounding to \$159.10 in FY 2023/24. Despite this, the non-supplemented farebox recovery ratio was higher than that of the local fixed-route service.

Exhibit 3.39 Allan Hancock College Shuttle performance metrics

	FY 2021/22	FY 2022/23	FY 2023/24
Ridership	135	301	292
Revenue Hours	437.50	623.00	623.00
Revenue Miles	2,149	2,149	1,918
Operating Contract Cost	\$43,329.65	\$43,329.65	\$46,457.11
Fare revenue	\$1,940.36	\$2,721.63	\$2,788.38
Cost/Hour	\$99.04	\$69.55	\$74.57
Cost/Passenger	\$320.96	\$143.95	\$159.10
Cost/Mile	\$20.16	\$20.16	\$24.22
Passengers/Hour	0.31	0.48	0.47
Passengers/Mile	0.06	0.14	0.15
Farebox recovery ratio	4.48%	6.28%	6.00%

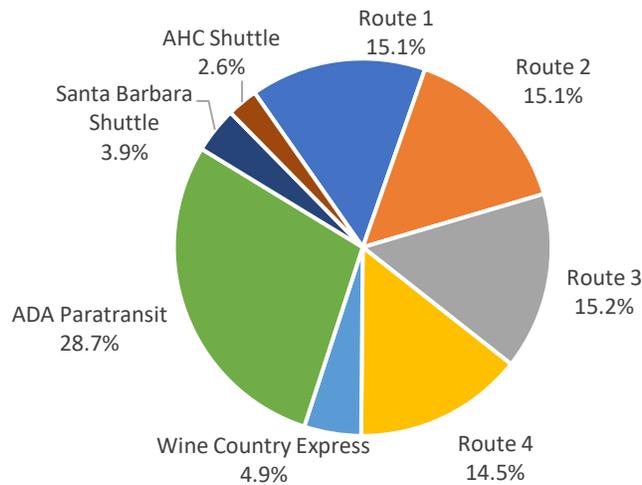
System Comparison

The purpose of this section is to illustrate the difference in performance metrics for the various routes and services during FY 2023/24. Cost per revenue hour is not analyzed given the contracted cost per hour rate is the same for all services.

Ridership. Route 2 posted its highest ridership during FY 2023/24. The Wine Country Express noted a 24 percent increase over FY 2022/23, while the Santa Barbara Shuttle had an increase of nearly 50 percent.

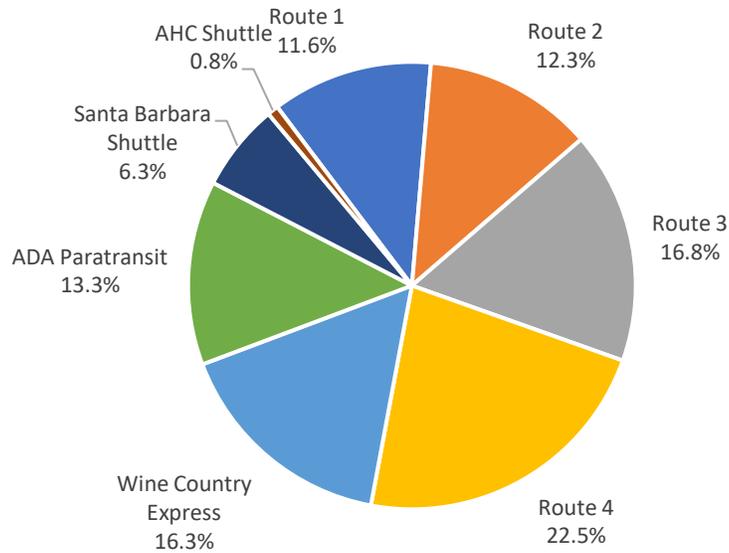
Revenue hours. For the four-route local service, total revenue hours are spread evenly between each route. Nearly 29 percent of revenue hours are attributed to ADA Paratransit. The remaining 11 percent are split between the Wine Country Express, Santa Barbara Shuttle, and Allan Hancock College Shuttle.

Exhibit 3.40 System revenue hour distribution



Revenue miles. Unlike revenue hours, revenue miles are less evenly spread across the four local routes. Routes 1 and 2 have the lowest revenue miles, followed by the Wine Country Express, Route 3, and Route 4. ADA Paratransit, despite operating 29 percent of revenue hours, only accounted for 13 percent of total revenue miles. This is likely due to ADA Paratransit trips being local in nature and relatively short distances, but requiring more time for wait time, loading, and unloading of passengers.

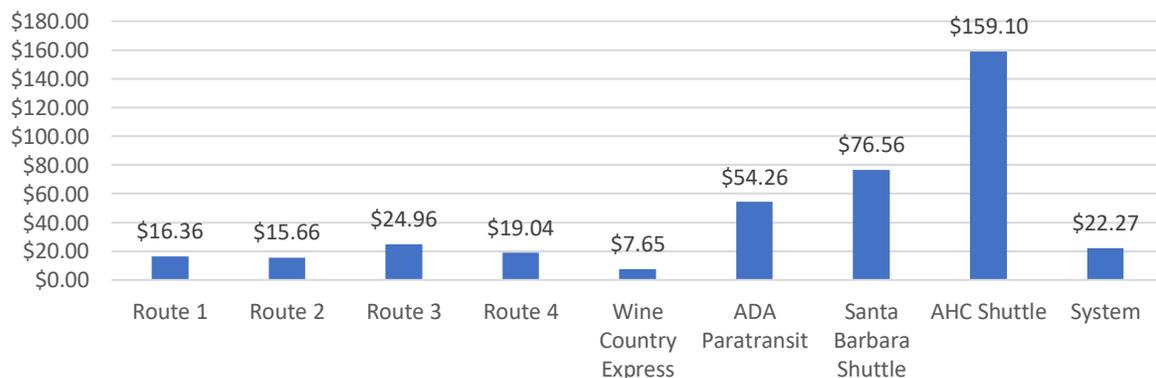
Exhibit 3.41 System revenue mile distribution



Operating contract cost. Given contractor billings are based on revenue hours, operating contract costs are distributed identically to revenue hours. Overall, local fixed routes comprise approximately 60 percent of the total operating cost as billed by the operations contractor.

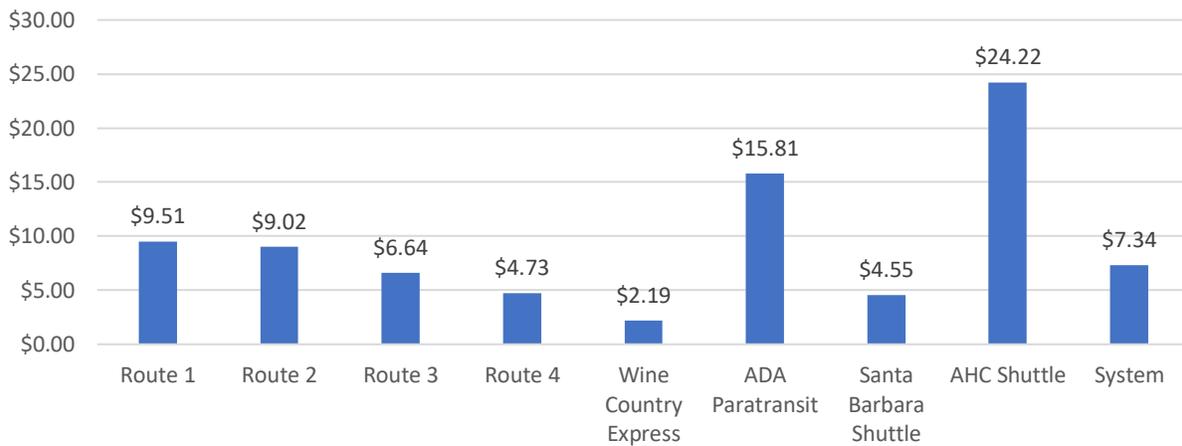
Cost per passenger. The Wine Country Express had the lowest cost per passenger at \$7.65, while the Allan Hancock College Shuttle had the highest at \$159.10.

Exhibit 3.42 System cost per passenger



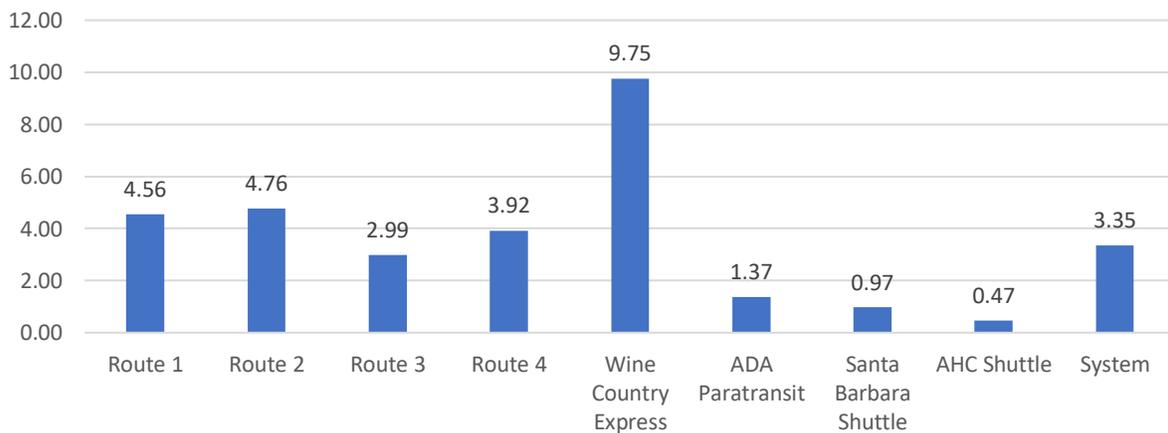
Cost per mile. The Wine Country Express also had the lowest cost per mile at \$2.19 while the Allan Hancock College Shuttle was highest at \$24.22.

Exhibit 3.43 System cost per mile



Passengers per hour. The Wine Country Express is the most productive service, with 9.75 passengers per revenue hour. This can be attributed to the limited number of trips operated.

Exhibit 3.44 System passengers per hour



Passengers per mile. Routes 1 and 2 experienced the highest passengers per revenue mile (0.58). The Santa Barbara Shuttle, with its low ridership and relatively high revenue miles, had the lowest passengers per revenue mile.

Exhibit 3.45 System passengers per mile

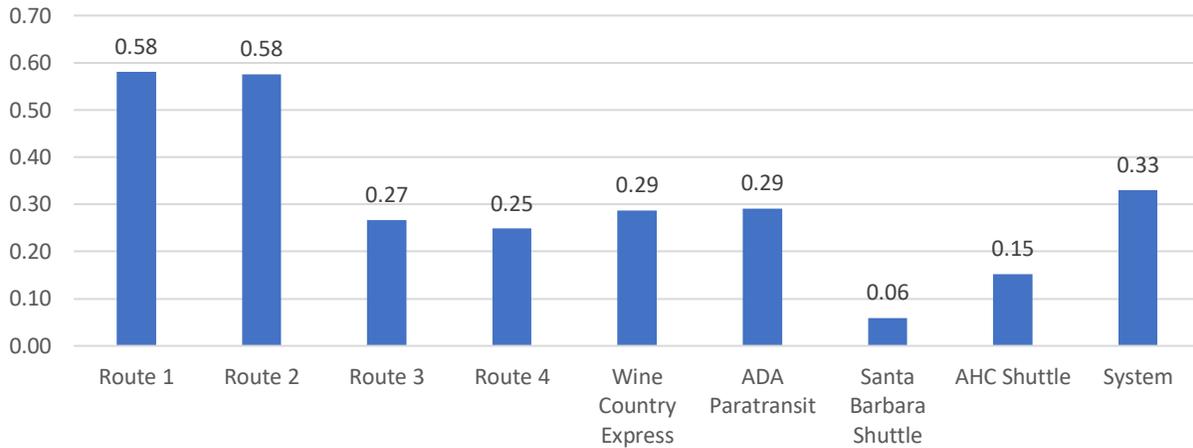


Exhibit 3.46 Systemwide performance metrics (FY 2023/24)

	Local fixed-route (Routes 1-4)	Route 1	Route 2	Route 3	Route 4	Wine Country Express	ADA Paratransit	Santa Barbara Shuttle	Allan Hancock College Shuttle
Ridership	57,514	16,275	17,027	10,753	13,459	11,282	9,346	905	233
Revenue hours	14,180.82	3,570.50	3,574.66	3,599.66	3,436.00	1,156.66	6,801.00	929.20	570.50
Revenue miles	152,123	28,007	29,563	40,418	54,135	39,301	32,069	15,222	1,827
Operating cost	\$1,057,463.75	\$266,252.19	\$266,562.40	\$268,426.65	\$256,222.52	\$86,252.14	\$507,150.57	\$69,290.44	\$42,542.19
Farebox revenue	\$45,119.28					\$18,167.75	\$16,604.23	\$5,512.80	\$2,646.14
Cost/hour	\$74.57	\$74.57	\$74.57	\$74.57	\$74.57	\$74.57	\$74.57	\$74.57	\$74.57
Cost/passenger	\$18.39	\$16.36	\$15.66	\$24.96	\$19.04	\$7.65	\$54.26	\$76.56	\$182.58
Cost/mile	\$6.95	\$9.51	\$9.02	\$6.64	\$4.73	\$2.19	\$15.81	\$4.55	\$23.29
Passengers/hour	4.06	4.56	4.76	2.99	3.92	9.75	1.37	0.97	0.41
Passengers/mile	0.38	0.58	0.58	0.27	0.25	0.29	0.29	0.06	0.13
Farebox recovery ratio	4.27%					21.06%	3.27%	7.96%	6.22%

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Chapter 4 | Community and Stakeholder Engagement

Introduction

This chapter presents a summary of stakeholder and community feedback regarding existing transportation services provided by the City of Lompoc as well as unmet mobility needs within the Lompoc Valley. The various surveys sought to gather data regarding the travel needs, wants, and priorities of the community. The end use of the data is the identification of cost-effective strategies to address the community's current and future mobility needs.

In total, four surveys were conducted: survey of fixed-route customers (i.e., COLT, Santa Barbara Shuttle, Wine Country Express), survey of ADA Paratransit users (dial-a-ride), survey of the community at-large, and survey of community stakeholders. Lastly, a series of information-sharing pop-up events and community workshops was conducted.

Public Engagement Plan/Summary of Approach

The purpose of the Public Engagement Plan was to summarize and guide the public outreach and engagement activities and processes anticipated in support of the 2024 Lompoc Transit Future study.

Given the demographic characteristics of the Lompoc Valley, all public engagement activities included English and Spanish equivalents. Promotional tactics include traditional channels (e.g., print media, direct mail) as well as non-traditional channels (e.g., social media, piggyback/affinity marketing). The focus was 1) historic public transit customers; 2) the overall community (especially persons for whom new mobility alternatives could be attractive); 3) community stakeholders serving as advocates for persons who traditionally may not participate in City public engagement activities; and 4) policymakers, opinion shapers, and influencers.

We undertook a variety of public engagement activities: 1) bilingual project webpage, 2) periodic entries in City e-newsletter, 3) periodic entries in the SBCAG newsletter, 4) surveys of current and recent transit customers, 5) survey of the community at-large, 6) participation in community events (such as the annual Lompoc Valley Flower Festival and the Old Town Market), 7) informal information-sharing pop-up events, 8) community stakeholder survey, and 9) community workshops.

1. Bilingual project webpage.

To enhance community awareness and hence participation in the project, Moore & Associates created and maintained a bilingual project-specific webpage as a means of communicating essential project information while also keeping the community apprised of the project's progress. The site includes a project home page, news and informational postings, event calendar, links to online surveys, and an online comment mechanism. The website (lompoctransitfuture.com), available in English and Spanish, launched on May 24, 2024. It has been updated to reflect project progress on approximate two-week intervals throughout the project duration.

2. [Periodic entries in City e-newsletter.](#)

Through discussion with the City's Public Information Officer, we learned the City disseminates a biweekly e-newsletter to residents and other interested persons. News items regarding the Lompoc Transit Reimagined Study and community involvement opportunities were included within the e-newsletter.

3. [Periodic entries in SBCAG newsletter.](#)

The Santa Barbara County Association of Governments (SBCAG) publishes a monthly newsletter which is distributed electronically. In addition to promoting SBCAG initiatives and activities, the e-newsletter serves as a mechanism for promotion of member jurisdiction projects and activities. At the time of this writing, three items have appeared: one introducing the overall project, one promoting the online community survey, and one promoting the first round of community workshops.

4. [Transit rider surveys.](#)

Working collaboratively with City staff, Moore & Associates prepared a 24-question survey instrument to collect information from persons using the City's fixed-route transit service. Additionally, a 19-question survey instrument was distributed to more than 600 recent ADA Paratransit (dial-a-ride) patrons. Similar surveys were also shared with persons using the Wine Country Express and Santa Barbara Shuttle.

The survey included questions regarding the rider's overall travel behavior and travel patterns, perceptions regarding the COLT services, and basic demographic data. In addition to English, the survey was available in Spanish. Bilingual collateral promoting the survey was designed, produced, and installed onboard transit vehicles. To encourage participation, the survey included entry into a random drawing for one of several \$50 VISA gift cards.

Onboard survey collection on COLT local routes occurred May 29 to June 1, 2024. Two waves of ADA Paratransit survey mailers were distributed, one each in May and June 2024. Distribution of survey packets on the Wine Country Express and the Santa Barbara Shuttle took place during the week of June 3, 2024.

5. [Community survey.](#)

The primary goal of the community survey was to solicit input from residents within the Lompoc Valley, regardless of whether or not they currently use the City's transit program or have done so in the recent past. The survey was promoted via three channels: 1) a postcard mailer (15,000 pieces) targeting households in Lompoc, Vandenberg Village, and Mission Hills; 2) intercept interviews at various community pop-up events as well as the Lompoc Valley Flower Festival and Old Town Market; and 3) the project website. All persons completing the survey were entered into a random drawing for one of several \$50 VISA gift cards.

6. [Community events.](#)

In addition to the customer and community surveys, Moore & Associates sought to obtain additional input regarding current transit services and future mobility options through participation in existing community events. The project team hosted an information-sharing booth at two days of the Lompoc

Valley Flower Festival (June 21 and June 22, 2024), as well as two dates at the Old Town Market (July 19 and July 26, 2024).

7. **Pop-up events.**

Our project team conducted informal information-sharing pop-up events in June 2024. Locations included Walmart, Lompoc public library, and Grocery Outlet. The outreach team had service information available for each of the local transit programs, copies of the bilingual community survey, and miscellaneous project collateral.

8. **Stakeholder survey.**

This survey has two objectives. First, to capture information regarding transportation programs and/or services either provided by the respective stakeholder or utilized by the stakeholder's members, clientele, and/or program participants. Second, to identify the mobility needs and priorities of the stakeholder's members, clientele, staff/employees, and visitors (including conditional and/or seasonal transportation needs). The stakeholder engagement included outreach to a wide array of service providers including human services providers; educational institutes; healthcare organizations; major employers; and advocates of individuals with disabilities, seniors, and veterans.

9. **Community workshops.**

The community information-sharing workshops, held on August 14, 2024, included a presentation detailing the catalyst for the project, the results of preliminary community input, and preliminary transit service and/or mobility enhancing opportunities. Attendees had the opportunity to ask questions, complete the community and/or rider survey, and indicate preferences regarding future mobility options.

A second round of community workshops (slated for mid-September 2024) will serve as an opportunity to discuss the project findings and recommendations, and to receive public input regarding same. An email invitation will be sent to all project stakeholders as well as Round 1 attendees/participants. Here again, each session will offer real-time interpretation, a participation/attendance incentive, and potential "virtual attendance" option.

Summary of Fixed-route Customer Survey

Working collaboratively with City of Lompoc staff, Moore & Associates created a 24-question survey instrument designed to collect information from participating fixed-route riders. The survey included questions regarding the rider's overall travel behavior and travel patterns, mobility needs and priorities, perception/satisfaction specific to the COLT service, and basic demographic data.

The survey instrument was produced in both Spanish and English to encourage the broadest possible participation. A copy of the survey instrument in each language will be included within the report Appendix.

Given the relatively modest fixed-route ridership, we opted for a "coverage" approach rather than establishing numerical sampling targets for each route. By fielding the survey across all day-parts

(morning, mid-day, and afternoon) as well as on weekdays and a Saturday, we believe the average COLT fixed-route rider had at least one opportunity to participate in the survey. As a further participation tactic, both the Spanish and English surveys were available as links off the Lompoc Transit Future project website.

The online survey was promoted via bilingual flyers posted onboard COLT fixed-route vehicles as well as bilingual business cards which included a QR link. Offering the online survey option likely increased survey participation among persons unwilling or unable to complete the survey while onboard the bus as well as “short trip” riders (that is, persons traveling only a short distance). A survey sample of 114 valid responses was realized.

Concurrent with the survey, Moore & Associates’ staff tracked boarding and alighting activity at each COLT bus stop. Across a four-day period (three weekdays and one Saturday), 281 persons rode the local service.

Also across a four-day period (early June 2024), the Wine County Express provided 141 unlinked rides. By contrast, during a two-day period (early June 2024), the Santa Barbara Shuttle provided 14 unlinked rides.

Moore & Associates created and produced a color poster for display in the COLT/RATP Dev driver lounge advising drivers of the upcoming survey fielding. Additionally, we prepared bilingual content promoting the survey for the project website and rider alerts for display onboard the fixed-route buses. Images of these materials will be included within the report Appendix.

To encourage participation, an incentive consisting of entry into a random drawing for one of several 50-dollar VISA gift cards was offered/included.

The fixed-route survey was fielded using two complementary methods: 1) intercept and/or self-administered while onboard a COLT bus, and 2) online (self-administered) subsequent to completing the observed ride. Intercept surveying onboard the vehicles occurred May 29 through June 1, 2024. The online survey was available through June 10, 2024.

The survey questionnaire was printed on cardstock to facilitate completion while onboard the bus. The survey was printed double-sided in an 8.5 x 11-inch format. The English version was printed using white cardstock, with the Spanish version a different color.

Surveyors were identified by an identification badge and yellow reflective vest. A printed survey was offered to each person boarding a COLT fixed-route bus throughout the survey fielding period. Surveyors were available to answer questions regarding the survey or to assist a rider complete the survey if so requested. Each surveyor had a supply of bilingual business cards featuring a QR code linking to the online survey. The card was offered to any rider who initially declined one of the printed surveys. A copy of the business card artwork will be included within the report Appendix.

All survey data was entered into SurveyMonkey and exported into a Microsoft Excel spreadsheet using trained data entry staff. The data entry work was reviewed on a daily basis to confirm data accuracy. Once data entry was complete, our project staff initiated data cleaning. During the data cleaning process, open-ended questions and responses that included “other” and/or “specify” as a response option were

reviewed for accuracy. Where appropriate, response data was “cleaned” for consistency and/or categorized with similar responses. For example, with respect to “trip purpose” if “doctor” or “hospital” was written in as an “other” option, we categorized it with “healthcare” responses.

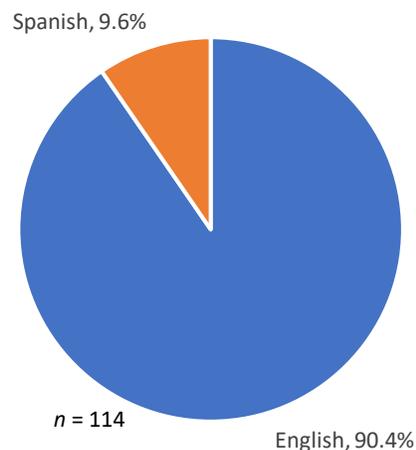
The cleaned data was then exported into a Statistical Package for the Social Sciences (SPSS) database for analysis. The SPSS database allowed our project team to compile simple frequencies as well as perform data cross-tabulations within each data set. Data cross-tabulations facilitate comparison between survey responses that can provide additional insight into customer travel behavior, travel patterns, service perceptions, and demographics. For example, the analysis includes a cross-tab between customer satisfaction and how often the respondent rides within a given week.

The following analysis examines each survey question, and includes data cross-tabs where appropriate.

Survey language

The fixed-route customer survey was available in both Spanish and English. Ninety percent of participants chose to complete the survey in English. This data point is supported by the results of Question 20 wherein nearly 88 percent indicated speaking English “very well.” This suggests English comprehension does not represent a barrier to transit usage in the Lompoc Valley.

Exhibit 4.1 Fixed-route Survey: Survey language

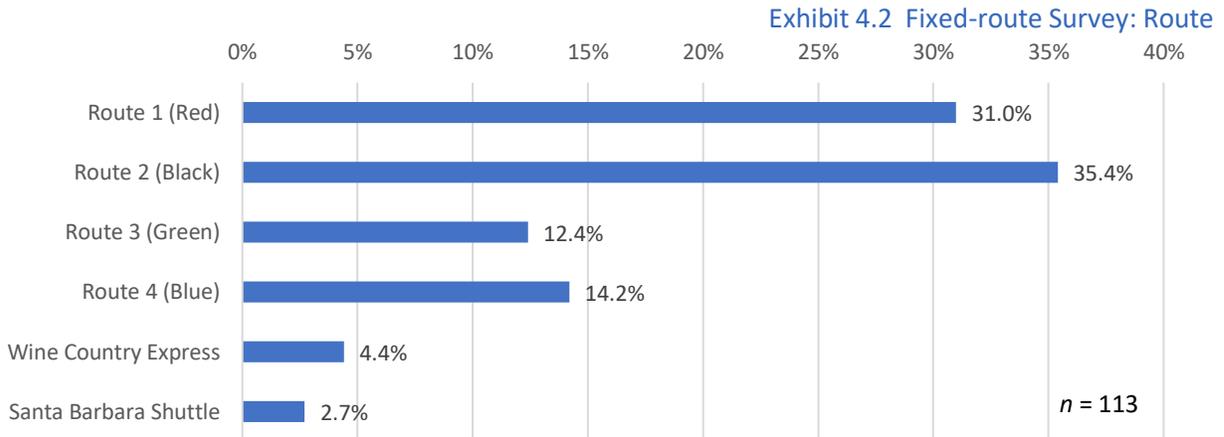


Question 1. Which route are you riding?

At the time of the survey fielding, the COLT fixed-route service included four routes: Route 1: Red, Route 2: Black, Route 3: Green, and Route 4: Blue. These routes operate within the Lompoc Valley and provide service Monday through Saturday.

At the request of City staff, the fixed-route rider survey was also provided onboard the Wine Country Express (three daily roundtrips, Monday through Saturday), and the Santa Barbara Shuttle (one daily round trip, Tuesday and Thursday only).

The distribution of survey participation (that is, the number of valid surveys collected on each route) is in line with the individual route’s respective ridership. In other words, the greatest number of surveys were collected on the Red and Black lines, which typically have the highest average daily ridership.



Question 2. At which bus stop did you board the bus today?

While some level of activity was observed at nearly every bus stop within the four-route local service, two bus stops clearly had the highest observed boarding activity: Cypress Avenue/I Street and Mission Plaza/Albertsons (North H Street/E Central Avenue). Since 2018, Cypress Ave/I Street has served as the COLT “transit center.” In addition to the four local service routes, this location is also served by the Wine Country Express, Santa Barbara Shuttle, the Breeze (SMRT Route 30), and Clean Air Express (both the Santa Barbara and Goleta routes).

Mission Plaza is a multi-tenant retail center located on North H Street/East Central Avenue. Its anchor stores include Albertson’s grocery store and Ross. Located at the north end of H Street, Mission Plaza at one time included the COLT “transfer center.”

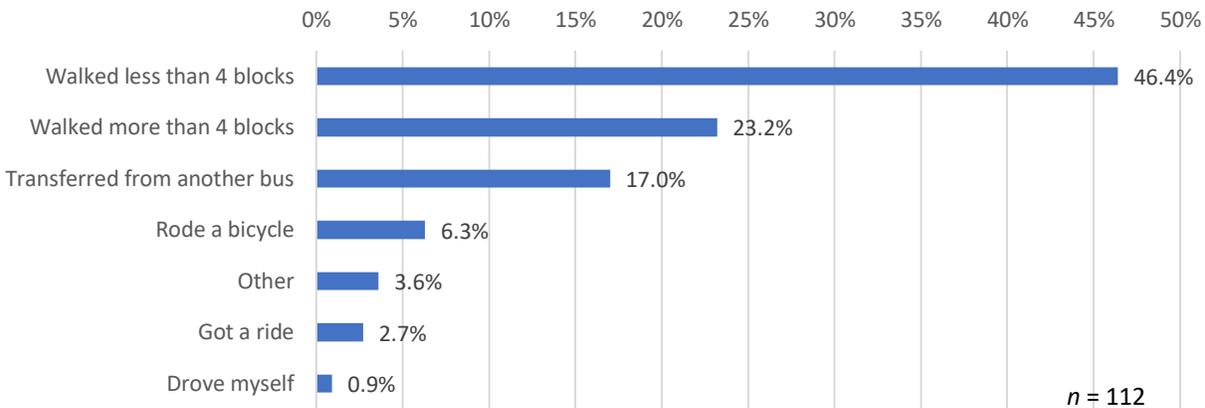
Question 3. How did you get/travel to the bus stop where you boarded this bus?

In terms of typography, Lompoc is a relatively flat environment. Given the extensive number of sidewalks, Lompoc can be characterized as a “pedestrian positive” community. All COLT buses feature easy-to-load bicycle racks which supports the bike-bus interface.

Nearly half of all survey respondents indicated walking less than four blocks to access their starting (origin) bus stop. Collectively, 70 percent of respondents indicated “walking” as a means of accessing the bus stop. This suggests the current COLT bus stop network is appropriate and easy to access. Bus stop access (often defined as “convenience” in transit rider surveys) is a key determinant for selecting public transit as a mobility option.

Also worth noting is the 17 percent incidence of transfer. Given the hours during which the survey was conducted, we conclude most, if not all, of this transfer activity pertained to COLT inter-line transfers.

Exhibit 4.3 Fixed-route Survey: Access to boarding bus stop



Question 4. At which bus stop will you end this ride?

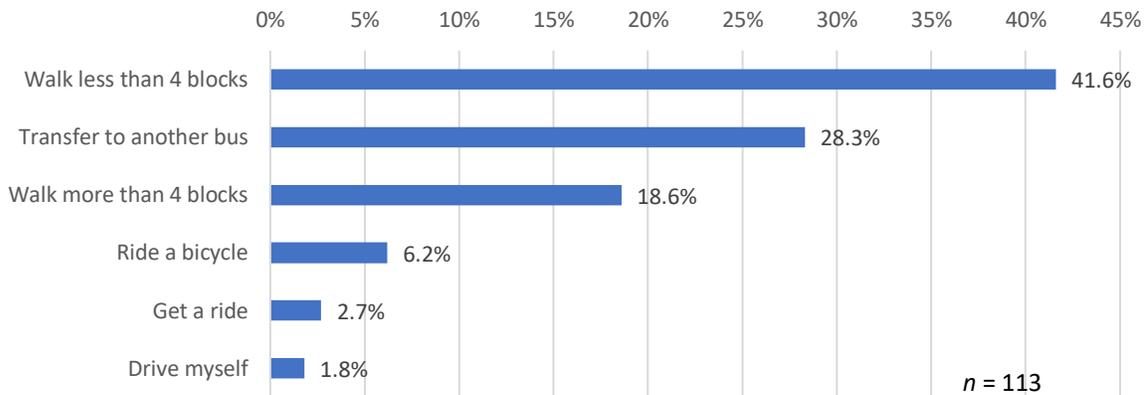
While some level of activity was observed at nearly every COLT bus stop (within the four-route local service), three locations clearly had the highest observed alighting activity: Mission Plaza/Albertson’s (North H Street/East Central Avenue), Cypress Avenue/I Street, and Walmart (701 West Central Avenue). (Note: Sharing the Walmart center is Foods Co, a popular grocery store.) Cypress Ave/I Street serves as COLT’s “transit center.” In addition to the four local service routes, this location is also served by the Wine Country Express, Santa Barbara Shuttle, and Clean Air Express.

Mission Plaza is a multi-tenant retail center located on North H Street/East Central Avenue. Its anchor stores include Albertson’s grocery store and Ross. The retail center in which the Walmart Super Center is located (701 W Central Avenue) also includes Foods Co., O’Reilly Auto Parts, Applebee’s Grill, Subway, AAA, Wells Fargo Bank, and other commercial store fronts.

Question 5. How will you get/travel to your final destination once you get off this bus?

As noted under Question 3, Lompoc is a relatively flat environment. Given the presence of numerous sidewalks, it can be characterized as “pedestrian friendly.” Approximately 70 percent of survey respondents indicated “walking” as a means of travel once they alighted from the COLT bus. Of these, approximately 42 percent indicated walking a distance of less than four blocks. Here again, this suggests the current COLT bus stop network is appropriate (with respect to placement) and easy to access.

Exhibit 4.4 Fixed-route Survey: Travel to final destination



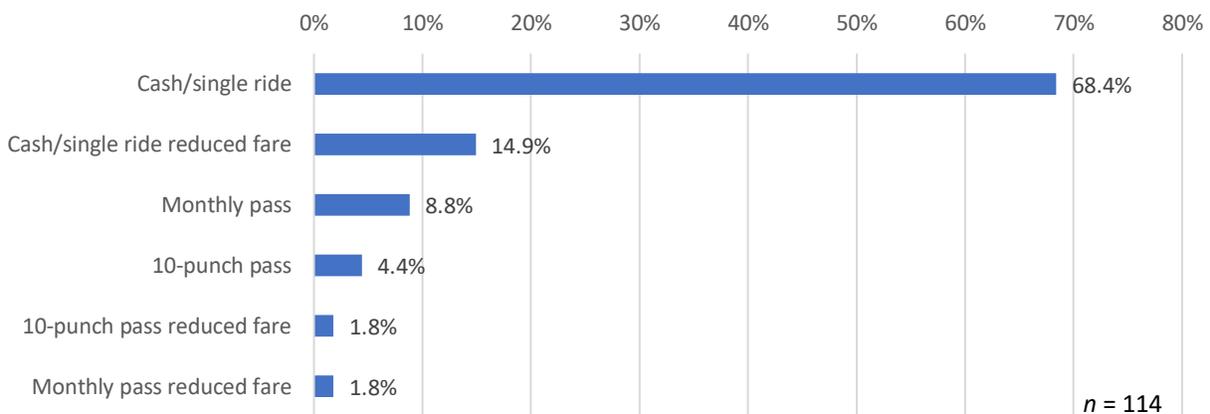
Question 6. How did you pay your fare for this trip?

At the time of the survey, the one-way adult fare was \$1.25, while the one-way reduced fare was 60 cents. COLT offers a variety of fare payment options including single-ride cash as well as non-cash fare media (i.e., monthly pass, 10-ride punch pass). Generally speaking, non-cash fare media offers both convenience as well as savings.

Collectively, cash accounted for 83 percent of the reported activity. This is somewhat surprising given the demographics of the “profile rider.” This could suggest a “need” to more effectively promote both the monthly pass and 10-ride punch pass (especially among customers who indicate riding more often and/or live in lower income households).

Use of non-cash fare media benefits public transit providers such as COLT in a variety of ways including customer retention, higher satisfaction rating, and reduced administrative burden (i.e., less cash handling).

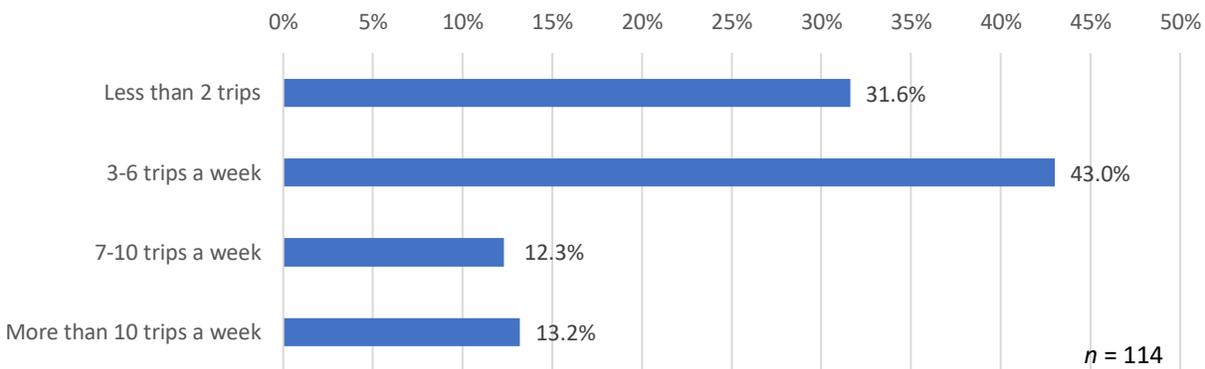
Exhibit 4.5 Fixed-route Survey: Fare payment



Question 7. In a typical week, how often do you ride COLT? (Indicate number of one-way trips.)

Survey participants were queried as to the number of one-way trips they complete in a typical week. Approximately one-quarter indicate making at least seven one-way trips/week. While the data does not provide insight into “per day” usage, it does indicate a relatively high usage based on other recent community transit market research conducted by Moore & Associates. When compared with the results of Question 9 (Reasons for riding) and Question 16 (Access to a personal vehicle), we believe a sizable portion of current COLT customers can reasonably be termed “transit-reliant.” This supposition will be an important consideration as the City evaluates future mobility options.

Exhibit 4.6 Fixed-route Survey: Frequency of use



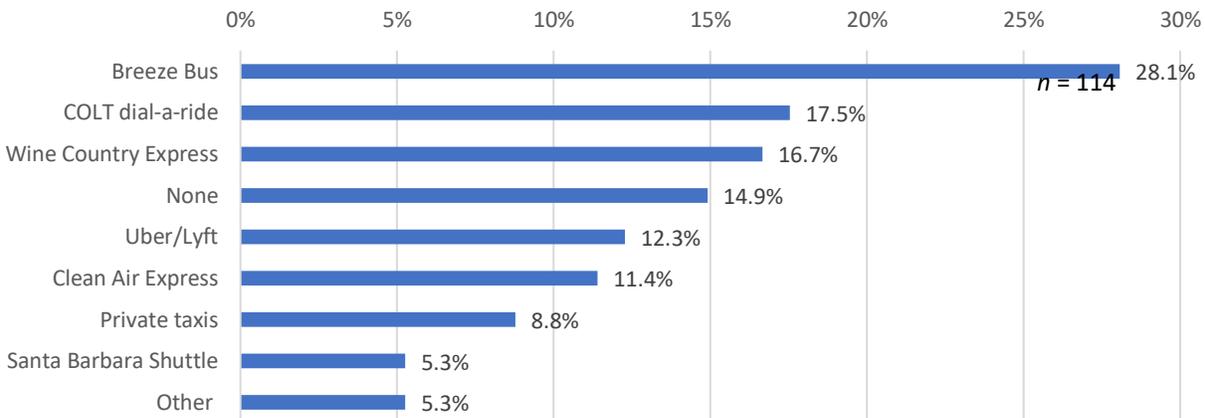
Question 8. In addition to COLT/local bus service, which of the following do you use? (Select all that apply.)

While the survey’s primary focus was COLT’s fixed-route service, it included a question regarding use of other area transit and private mobility services. Nine response options were offered including “None.” Of these, use of five services stand out (listed in descending hierarchical order): Breeze Bus (28.1 percent), COLT dial-a-ride (17.5 percent), Wine Country Express (16.7 percent), Uber/Lyft (12.3 percent), and Clean Air Express (11.4 percent).

On an aggregate basis, private services (Uber/Lyft and private taxis) accounted for nearly 21 percent. This data point will be important as the City considers future mobility options including a general public, on-demand service. Beyond confirming the current availability of such services within the Lompoc Valley, typically access of such services requires use of a smart phone and/or app.

The significant use of other services underscores the importance of schedule coordination, joint fare agreements, and cross-promotion.

Exhibit 4.7 Fixed-route Survey: Other services



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

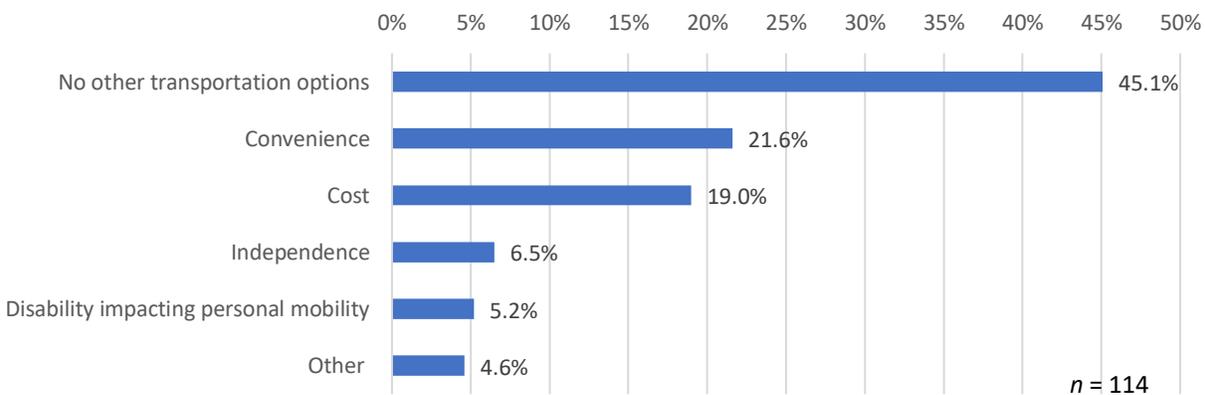
Question 9. Why did you choose to ride the COLT bus to make this trip? (Select all that apply.)

People use public transit for a variety of reasons including absence of other transportation options. Question 16 reveals 75 percent of survey respondents lack access to a personal vehicle. Further, nearly 21 percent cited a disability (Question 18) which impacts their personal mobility. When considered together, this data supports our supposition regarding the relatively high degree of transit-reliance (Question 7).

Two other “influences” also bear mention: “Convenience” nearly (22 percent) and “Cost” (19 percent). As noted earlier, in public transit market research, “convenience” is often equated with “ease of access,” which relates to bus stop placement. “Cost” can be defined wither in terms of “affordability” or in contrast to other mobility options. Clearly, the cost of a COLT ride is less than a comparable distance in a car.

No response within “Other” garnered more than a single response.

Exhibit 4.8 Fixed-route Survey: Reasons for riding



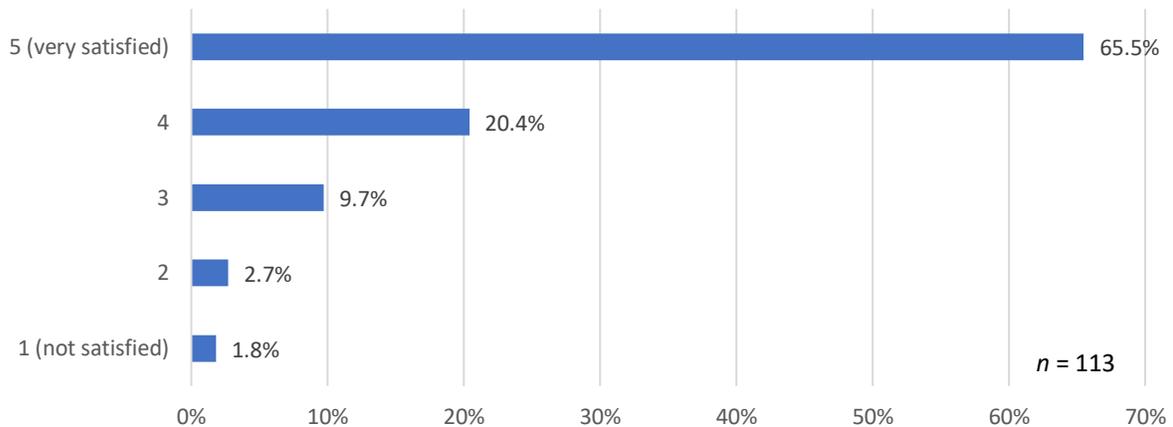
Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 10. On a scale of 1-5, how would you rate the OVERALL quality of COLT bus service?

Customer satisfaction is critical to customer retention as well as customer attraction (often via “testimonials” or “endorsements”).

COLT riders were asked to indicate their overall satisfaction employing a five-point scale (wherein 1 = not satisfied and 5 = very satisfied). Eighty-six percent selected either a “4” or “5,” equating to a high satisfaction rating. Less than five percent indicated some level of dissatisfaction.

Exhibit 4.9 Fixed-route Survey: Satisfaction



Question 11. Which of the following is your preferred service improvement?

Most transit service enhancements require the disbursement of additional monies. A few, such as improved customer service, can often be realized through a modest increase of expenditures.

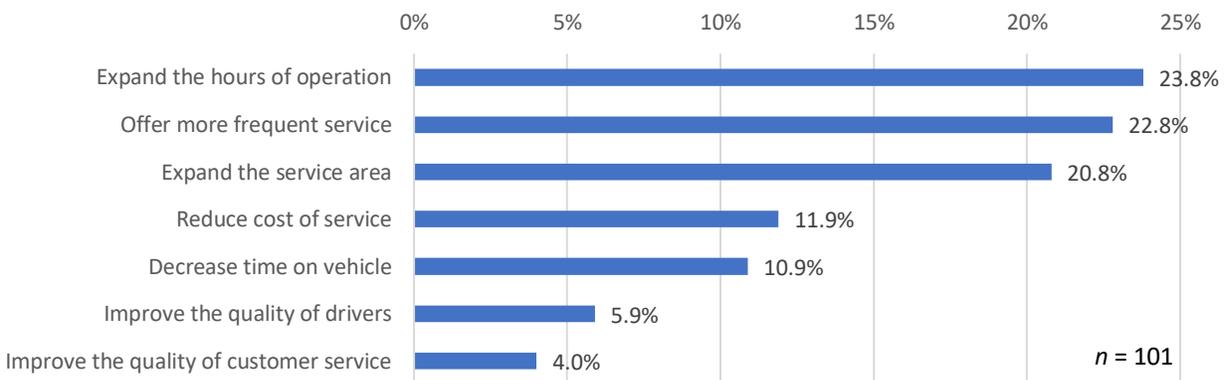
The survey presented seven potential improvements for consideration, with a request the respondent select the “most preferred” (i.e., only one). Three responses stood above the rest, and the trio was clustered closely: expand service hours (23.8 percent), more frequent service (22.8 percent), and expand service area (20.8 percent).

At the time of the survey, COLT service was provided weekday service from 6:30 am to 7:00 pm; and Saturday service from 9:00 am to 5:00 pm. From this we conclude the “need” likely relates to expanded weekday evening service (say, until 9:00 pm). This change could position COLT as a more attractive mobility option for persons having other than traditional 8:00 am to 5:00 pm employment. (Note: As an alternative to “across the board” service hours expansion, some Moore & Associates’ clients have opted to open their normally eligibility-based DAR service to the general public from 5:00 pm to service end. This approach generally costs less than extending service hours across all routes.

The request for more service frequency is not surprising given the four local routes operate on (nominal) hourly headways (and for the large part in a uni-directional pattern). In today’s world of public transit, 30-minute service frequency is the “standard.”

Finally, the popularity of “expanded service area” is a bit puzzling given the Black, Red, and Green routes (taken collectively) cover nearly all of the inhabited portions of the city (Central Avenue on the north, V Street on the west, Olive Avenue on the south, and Seventh Street on the east). A fourth (local) route runs from Mission Plaza (North H Street/Central Avenue) into Mission Hills and Vandenburg Village. As such, we recommend this topic to be explored further via data from the community survey and community workshops.

Exhibit 4.10 Fixed-route Survey: Most preferred service improvement

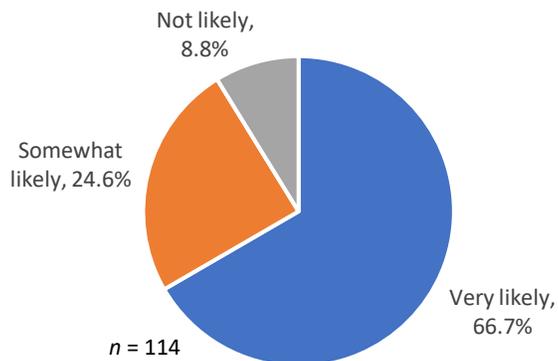


Question 12. If the City operated frequent (that is, every 15 to 20 minute) bus service along North/South H Street (from Central Avenue to Ocean Avenue), how likely would you be to use this service?

Among the goals of the Lompoc Transit Future project is the identification of possible mobility alternatives (beyond the City’s historic two-tier public transit program). One preliminary idea is introduction of frequent, limited-stop service along the city’s primary commercial corridor, H Street. As initially envisioned, such a service would link Mission Plaza (North H Street/East Central Avenue) with the current COLT transit center (Cypress Avenue/I Street).

Two-thirds of all survey participants indicated being “very likely” to use such a service. Another 25 percent indicated “somewhat likely.” This translates to a 91 percent positive indication.

Exhibit 4.11 Fixed-route Survey: H Street Shuttle

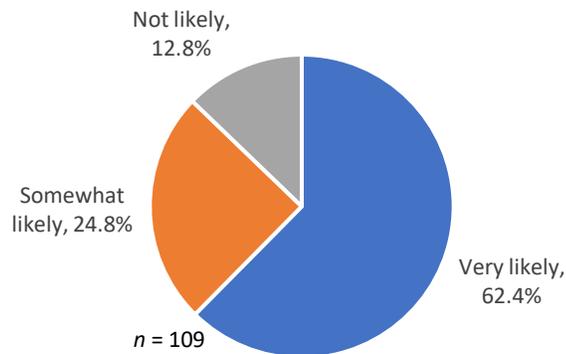


Question 13. If the City introduced a general public on-demand transit service, how likely would you be to use it?

Given declines in annual ridership, several California transit providers have implemented either point-to-point or node-to-node on-demand services operating within a defined service area. Most of the nascent programs are open to the general public, and some employ variable pricing depending upon time of day. Ride requests are placed through a dedicated app and/or a traditional call center. In some instances, calls for ride requests are relayed directly to an in-service driver.

In this survey, 62 percent of respondents indicated “very likely” to use such a service, while 25 percent indicated “somewhat likely.” This translated to an 87 percent positive indication.

Exhibit 4.12 Fixed-route Survey: General public on-demand

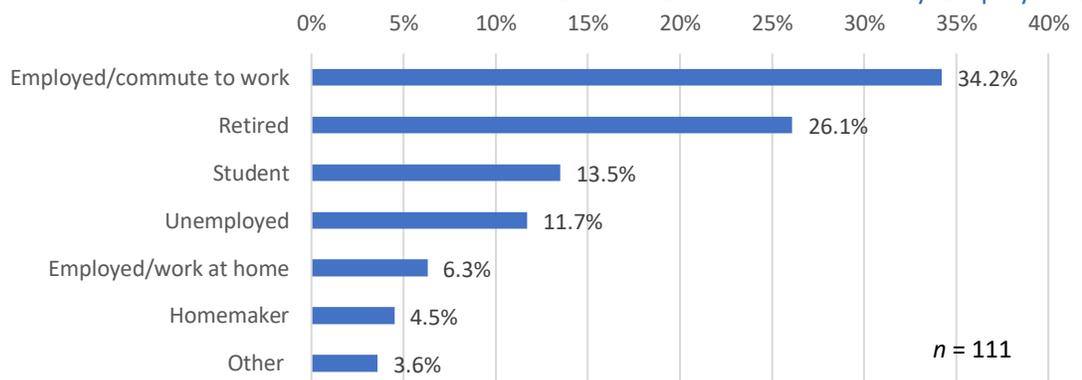


Question 14. Which of the following [employment status] best describes you?

As of July 2024, employment rate in Santa Barbara County stood at 4.5% (California Employment Development Department). Interestingly, more than 40 percent of survey respondents indicate they are employed while nearly 12 percent reported they are unemployed.

More than one-third of survey respondents indicate they commute to work, while an additional 6.3 percent indicate they work from home. It is likely many of the one-third of riders who commute to work use COLT to do so.

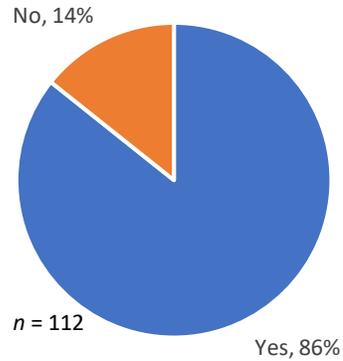
Exhibit 4.13 Fixed-route Survey: Employment



Question 15. Do you have access to a smartphone?

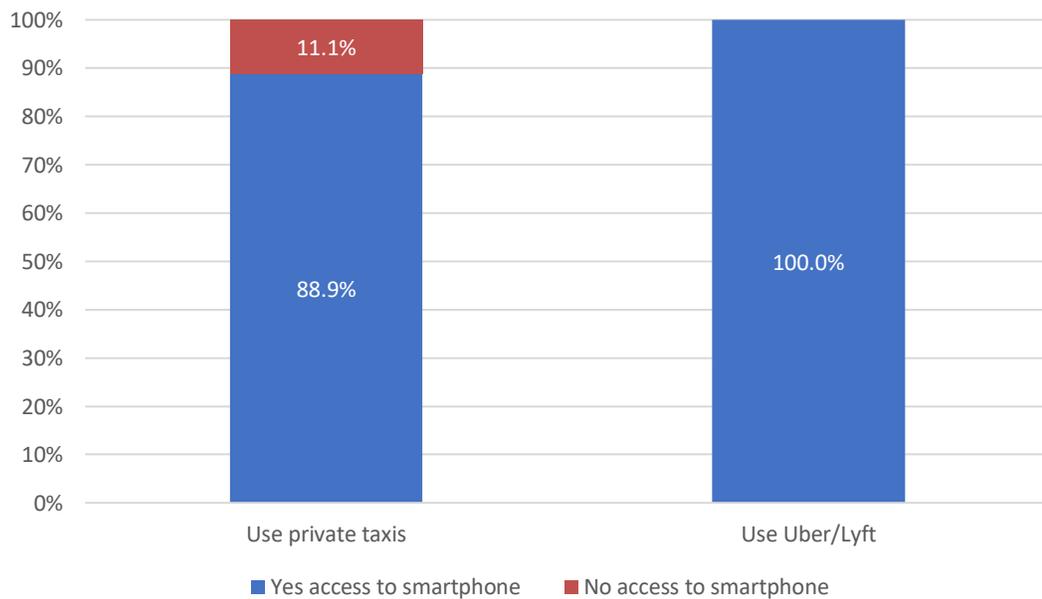
This question was asked with respect to the potential for implementing general public on-demand service (also known as micro-transit). Many of the successful micro-transit programs offer payment and reservation booking via a designated website or an app which would require access to a smartphone.

Exhibit 4.14 Fixed-route Survey: Smartphone



This data reveals that while all people who reporting using Uber/Lyft have access to smartphone, there were some who use private taxis that do not have access to a smartphone.

Exhibit 4.15 Fixed-route Survey: Cross tab: Access to smartphone v. Use of private taxis/Uber/Lyft



Question 16. Do you own or have access to a personal vehicle?

Question 17. Are you currently a licensed driver?

Three-quarters of survey respondents indicate they do not have access to a personal vehicle; while 58 percent of survey respondents indicate they are not licensed to drive. This ties in directly with the data revealed in Question 9 (reason for riding) in which 45 percent indicated they do not have any other transportation option beyond public transportation. This data supports the continued need to provide some form of public transportation in the Lompoc Valley.

Exhibit 4.16 Fixed-route Survey: Personal vehicle

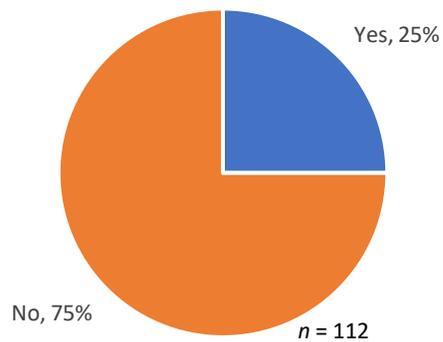
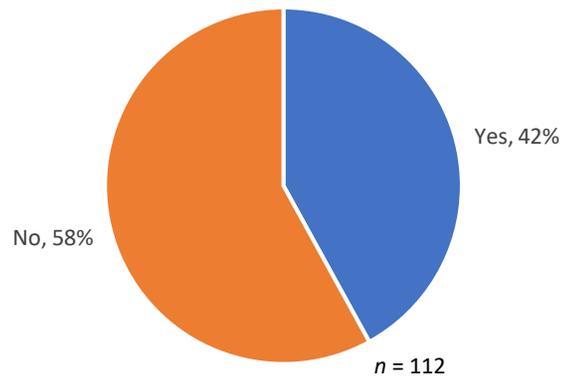


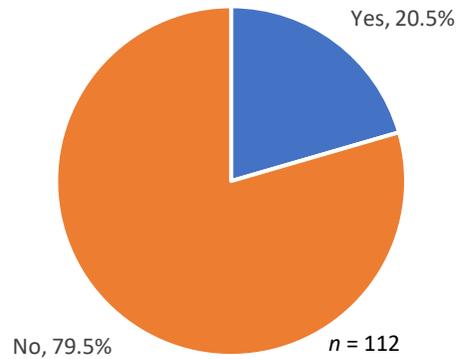
Exhibit 4.17 Fixed-route Survey: Licensed driver



Question 18. Do you have a disability which impacts your personal mobility?

This data ties into the importance of understanding that more than 20 percent of existing fixed-route riders have a disability which impacts personal mobility which speaks to the importance of any service changes (vehicle changes, location pickups, etc.) ensuring ADA compliance.

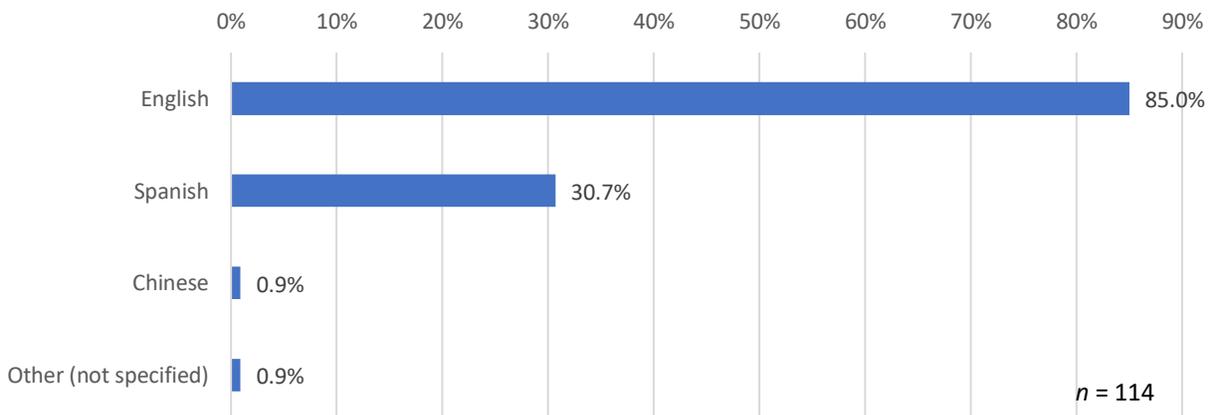
Exhibit 4.18 Fixed-route Survey: Disability impacting mobility



Question 19. What language(s) are spoken in your home? (Select all that apply.)

Based on this data, the only language other than English spoken with high frequency among current transit riders is Spanish. The City provides service information and other vital documents in Spanish as part of its Title VI program. As such, language is unlikely to be a significant barrier to public transit use in the Lompoc Valley.

Exhibit 4.19 Fixed-route Survey: Languages spoken at home

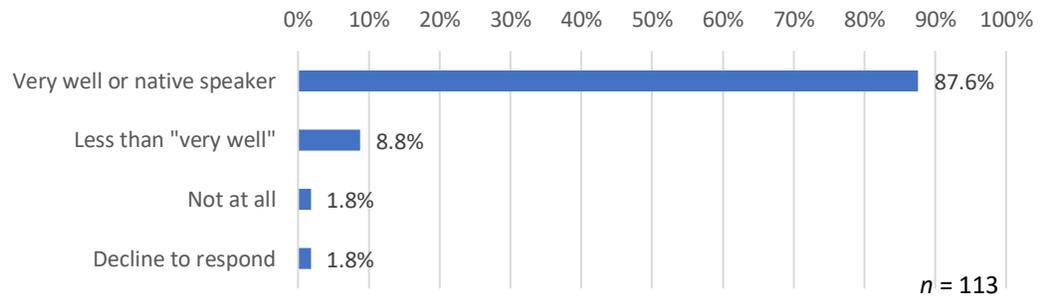


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 20. How well do you speak English?

Approximately 11 percent of respondents indicated having limited or no English proficiency. Given the prevalence of Spanish within the service area, it is likely the majority of LEP individuals are Spanish-speakers. Access to information and vital documents in Spanish is included within the City’s Title VI Program.

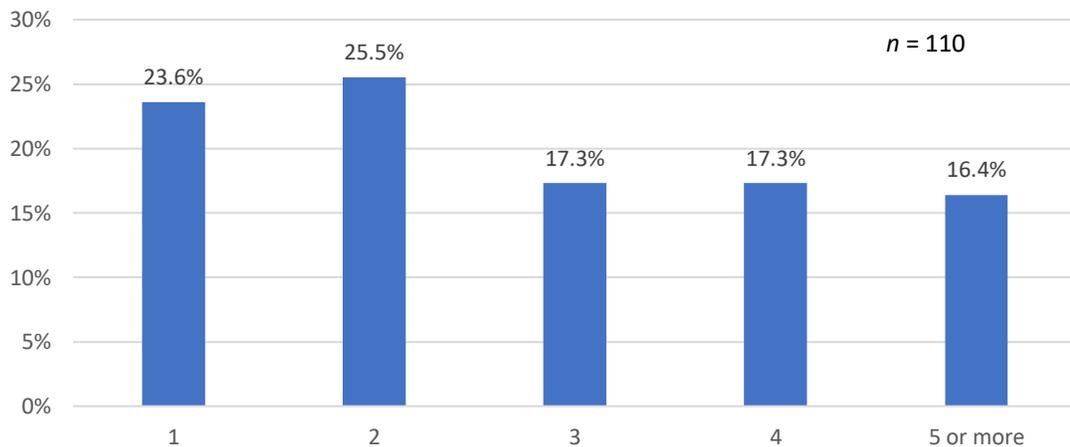
Exhibit 4.20 Fixed-route Survey: English proficiency



Question 21. How many individuals normally live in your household (including yourself)?

The average household size in Lompoc is 3.56 (American Community Survey). On an aggregate basis, 66 percent of survey respondents reported one to three individuals in their household.

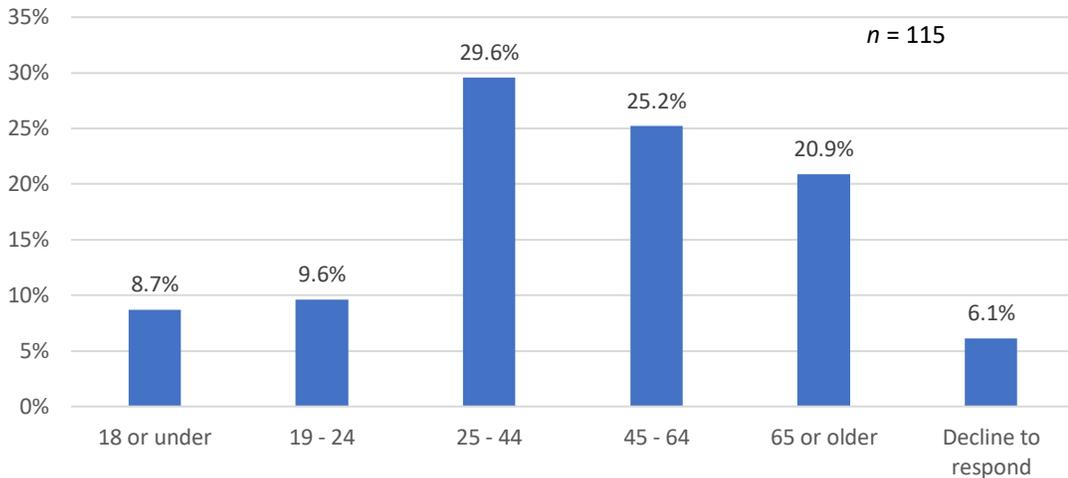
Exhibit 4.21 Fixed-route Survey: Individuals in household



Question 22. Which of the following groups includes your age?

The median age in Lompoc is 34.3 years (American Community Survey). On an aggregate basis, nearly 55 percent of survey respondents report being of working age (25 to 64 years); of which 30 percent report being 25 to 44 years of age.

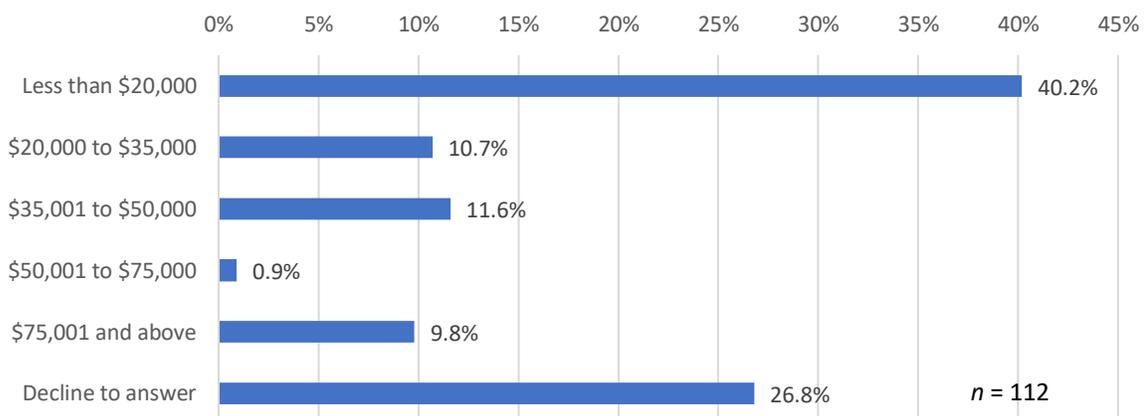
Exhibit 4.22 Fixed-route Survey: Age



Question 23. What is your approximate annual household income?

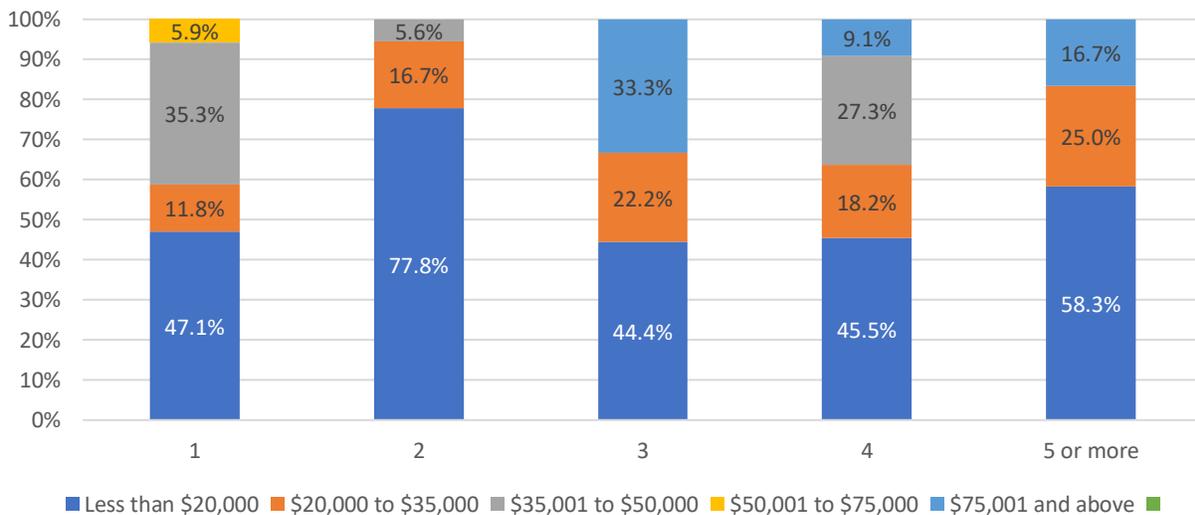
The median household income in the COLT service area is \$87,596 (American Community Survey). Nearly all respondents who selected a response to this question cited a household income well below the median. More than 40 percent of survey participants indicated an annual household income of \$20,000 or less.

Exhibit 4.23 Fixed-route Survey: Household income



When household income is compared to the number of individuals in the household, this information can be used to assess the likelihood of individuals living in poverty. For example, the 2024 federal poverty threshold for a two-person household is \$20,440. From this data, it can be inferred that 77.8 percent of the riders living in a two-person household are living in poverty. This also translates to more than 55 percent of the riders specifying their household income either living below or just above the federal poverty level. This further reinforces the need for public transportation options in Lompoc.

Exhibit 4.24 Fixed-route Survey: Cross tab: Household income v. individuals in household



Among the people who report using private taxis who also provided their household income, all reported a household income of \$35,000 or less. Persons in the higher income categories were more likely to use Uber or Lyft.

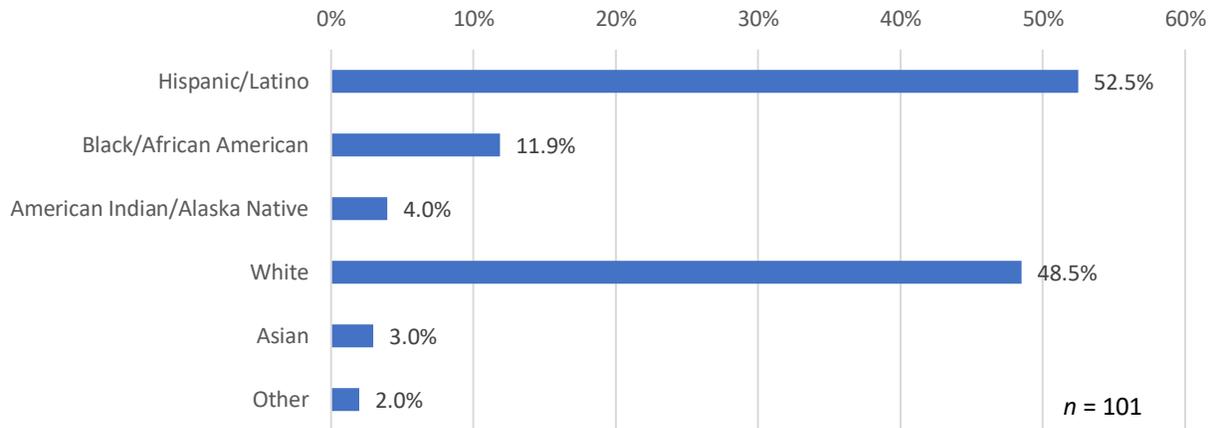
Exhibit 4.25 Fixed-route Survey: Cross tab: Household income v. Use of private taxis/Uber/Lyft



Q24 Are you... [Race/Ethnicity] (Select all that apply.)

According to the American Community Survey, 57 percent of Lompoc residents report identifying as Hispanic or Latino. Approximately 53 percent of survey participants who answered this question self-identify as Hispanic or Latino.

Exhibit 4.26 Fixed-route Survey: Race



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

ADA Paratransit Customer Survey

The City of Lompoc (City of Lompoc Transit) provides an eligibility-based ADA-complementary Paratransit service (dial-a-ride). The reservation-based service offers curb-to-curb transport for any persons with disabilities regardless of age.

In Spring 2024, a self-administered survey of recent dial-a-ride customers was conducted in support of the City’s Transit Reimagined project. The survey included 19 questions designed to gain insight into dial-a-ride customer travel behavior and patterns, mobility options as well as limitations, service satisfaction, and basic demographics.

Given the characteristics of the dial-a-ride service as well as its customers, it was decided the optimal method would be to mail the survey to a selection of recent (Year 2024) dial-a-ride patrons. In addition to the survey instrument, the mailer included a postage-paid response envelope, and an incentive of entry in a random drawing for one of several 50-dollar VISA gift cards.

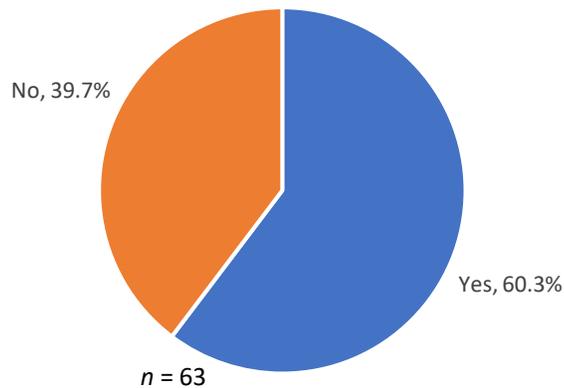
Using a database provided by the City, an initial mailing of 500 pieces was made. A response deadline of approximately two weeks after anticipated delivery was agreed upon. The survey instrument was formatted double-sided in large font. From the initial mailing, approximately 60 pieces were returned as “non-deliverable.” To mitigate this, an additional 75 surveys were mailed out using the same “recent rider” criterion (for a total of 575 mailers).

The following is a summary of the 63 survey responses received. All respondents completed the survey in English.

Question 1. Have you ridden the City’s dial-a-ride service this year (2024)?

More than 60 percent of all respondents indicated making at least one dial-a-ride trip in 2024. This means the remaining nearly 40 percent have not used the service in 2024 and therefore are not categorized as “recent riders.”

Exhibit 4.27 ADA Paratransit Survey: Recent services used



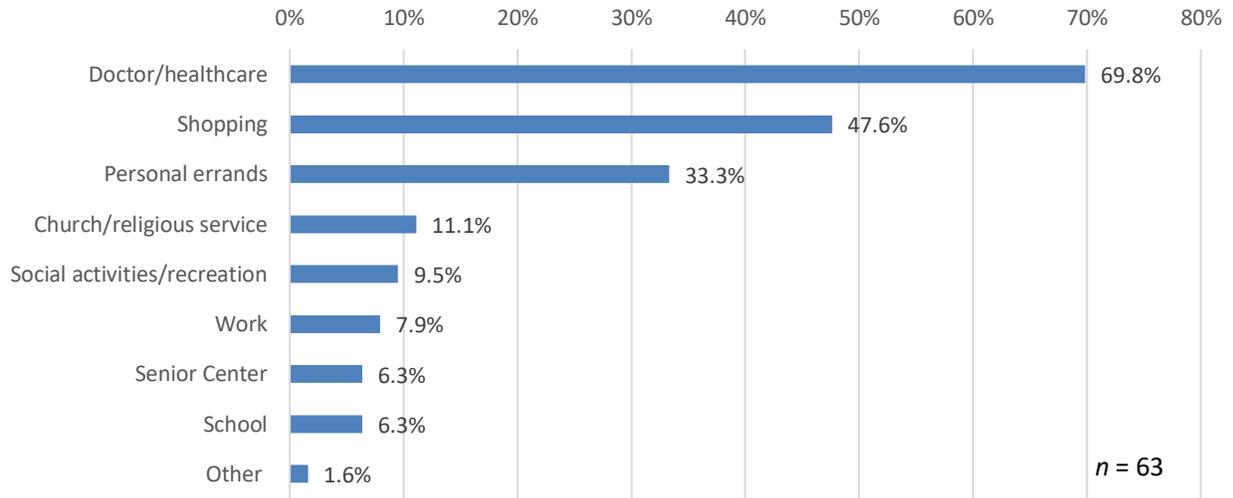
Question 2. What is your most frequent destination when riding the City’s dial-a-ride service? (Choose up to three.)

The City’s dial-a-ride service can be used to travel from and to any locations within the defined service area, and for any reason.

To gain additional insight into dial-a-ride customer travel patterns, a list of nine response options was provided, from which survey participants could select. Three “destinations” stood out: “doctor/healthcare” (70 percent), “shopping” (48 percent), and “personal errands” (33 percent).

Original responses within the “Other” category amounted to nearly 10 percent. Nearly all of the defined destinations could be recategorized into the response categories provided. For example, “gym” was added to social activities/recreation, “therapy” to doctor/healthcare, and “hair salon” to personal errands.

Exhibit 4.28 ADA Paratransit Survey: Frequent destinations



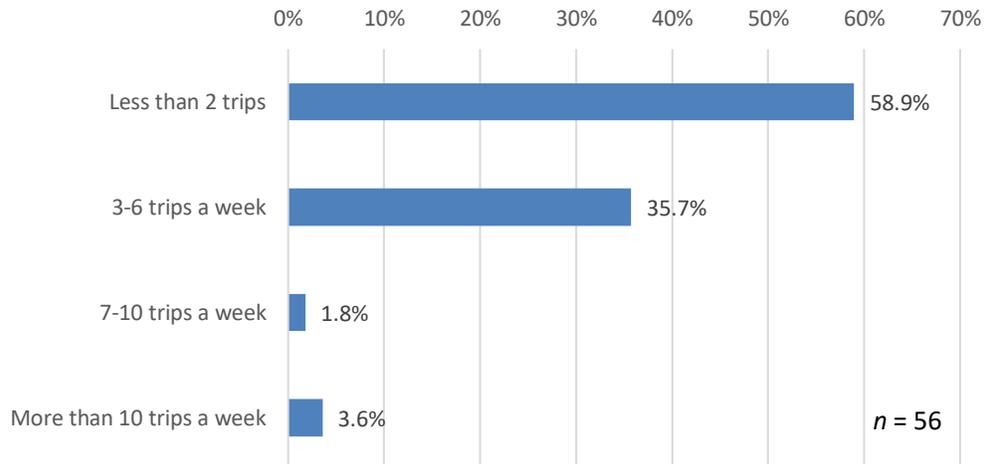
Note: The response percentages exceed 100 percent as survey participants were permitted to select more than one response option.

Question 3. In a typical week, how often do you use the City’s dial-a-ride service?

It was surprising to learn nearly 60 percent of survey participants make two or fewer one-way trips in a typical week given dial-a-ride service is often characterized as a “lifeline” service. Data from Question 4 (Reason for riding) suggests nearly 82 percent of survey respondents are transit-reliant; those respondents indicated they do not have access to a personal vehicle, no longer drive, or are disabled.

An additional 36 percent of survey respondents indicated making three to six one-way trips in a typical week.

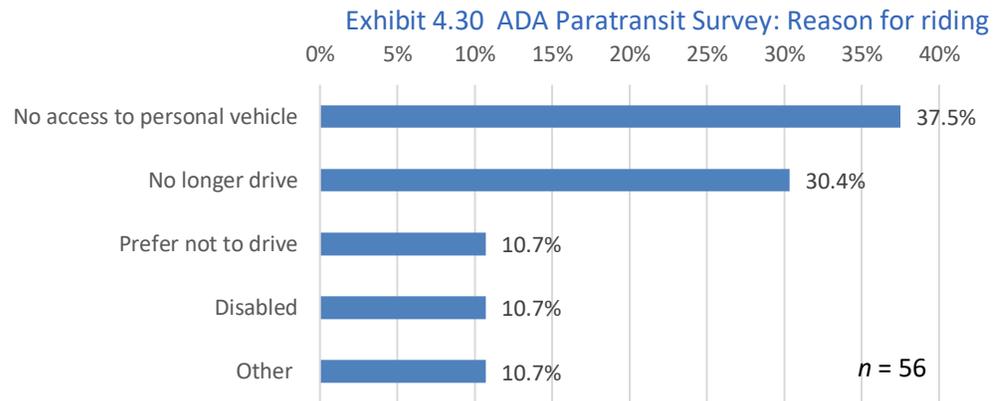
Exhibit 4.29 ADA Paratransit Survey: Frequency of use



Question 4. What is the primary reason you ride the City’s dial-a-ride service?

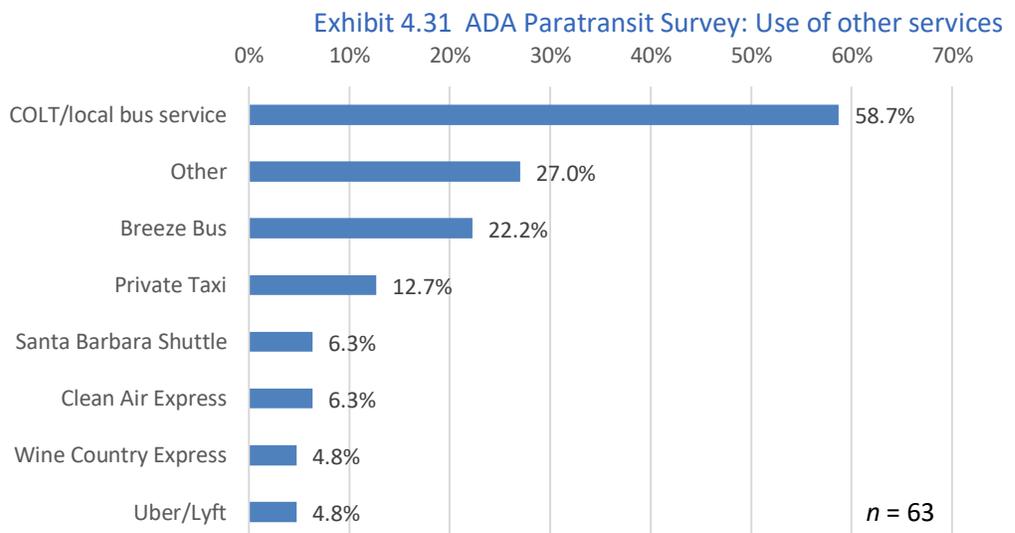
When queried as to primary motivation or reason for using dial-a-ride, four response options stood out: “No access to personal vehicle” (38 percent), “No longer drive” (30 percent), “Disabled” (11 percent), and “prefer not to drive” (11 percent). These responses suggest a high degree of transit-reliance among the dial-a-ride survey respondents.

Of the four respondents that marked “other,” only one gave the reason of “all of above,” while the other three did not specify a reason.



Question 5. In addition to the City’s dial-a-ride service, which of the following do you use? (Select all that apply.)

Survey participants were asked to identify what, if any, other transportation services they use other than dial-a-ride. Four response options stood out: “COLT fixed-route” (59 percent), “Other” (27 percent), “Breeze” (22 percent), and “private taxi” (13 percent).



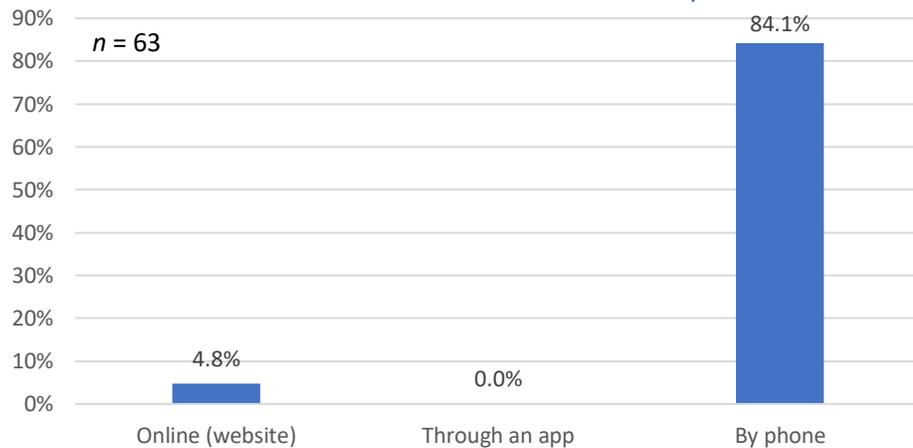
Note: Response tallies exceed 100 percent as survey participants were permitted to select more than one response option.

Other	Frequency
ADA THX Local	1
AMDAL special transportation	1
CPIC	1
Family	1
Friend	1
Medical Services	1
Van	1
Ventura Transit	2
Walk	1
None	5

Question 6. If dial-a-ride reservations could be made the following ways, which would you be likely to use?

Respondents were queried as to what methods they would use to make dial-a-ride reservations. Three response options were provided: Online (website), through an app, and by phone. Respondents were prompted to select all that apply. It is not surprising the vast majority (84 percent) of respondents indicated they would contact the call center by phone to place a ride request given the current ADA service only accepts reservation by phone. No one selected “through an app,” suggesting that any implementation of app-based reservations would require a significant educational component.

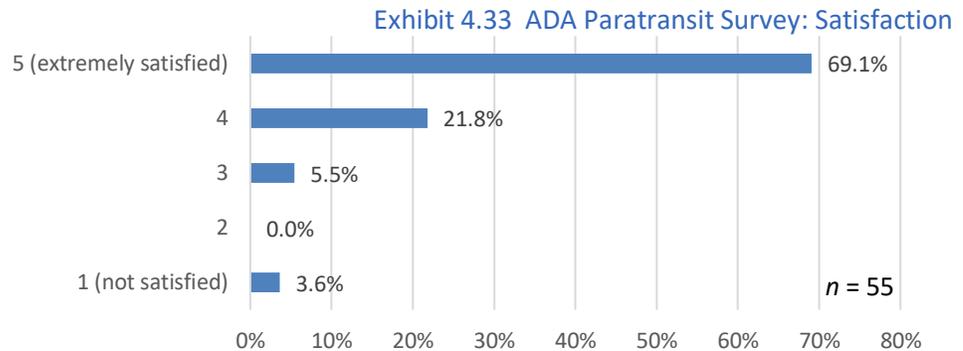
Exhibit 4.32 ADA Paratransit Survey: Reservation making



Note: Survey participants were permitted to select more than one response option.

Question 7. In terms of OVERALL quality, how would you rate the City’s dial-a-ride service?

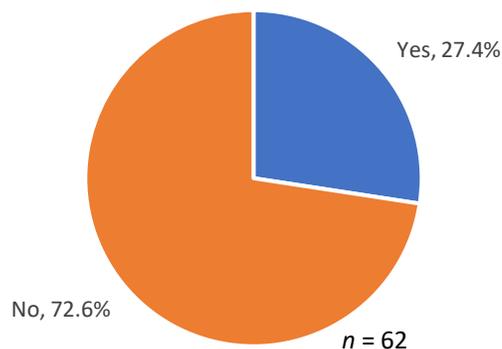
Customer satisfaction is critical to customer retention as well as customer attraction (often via customer word-of-mouth). Dial-a-ride patrons were asked to indicate their overall satisfaction using a five-point rating scale (wherein 1 = not satisfied and 5 = extremely satisfied). Nearly 91 percent selected either a “4” or a “5,” equating to a very high satisfaction rating. Less than four percent indicated some level of dissatisfaction.



Question 8. Do you have access to personal vehicle?

Nearly 73 percent of survey respondents indicated they do not have access to a personal vehicle. Based on this data, especially when combined with the results of Question 4 (Reasons for riding Dial-A-Ride), we believe a sizable portion of current dial-a-ride customers can reasonably be termed transit-reliant or transit-dependent. This supposition will be an important consideration as the City evaluates future mobility options; especially changes to the dial-a-ride program.

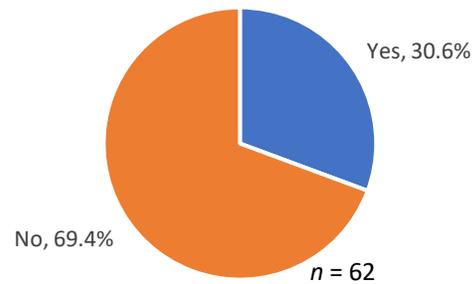
Exhibit 4.34 ADA Paratransit Survey: Access to personal vehicle



Question 9. Are you currently a licensed driver?

This data aligns with the data revealed from Question 4 and Question 8, which further confirms the belief that existing dial-a-ride riders are dependent on the service (i.e., do not drive, have access to a personal vehicle, and other limited transportation options). It will be important for the City to consider the needs of dial-a-ride users when implementing changes to the existing services.

Exhibit 4.35 ADA Paratransit Survey: Licensed driver



Question 10. Do you own (or have access to) a smartphone?

Question 11. Do you have access to the Internet?

One-third of dial-a-ride survey participants do not have access to a smart phone, while 23 percent report not having access to the internet. Given the prevalence of smartphones and internet access in today’s culture, it is easy to overlook the fact that not everyone has access to these tools, especially among older generations. This is something the City should bear in mind should the reservation-making policy be changed for the ADA service.

Exhibit 4.36 ADA Paratransit Survey: Access to smart phone

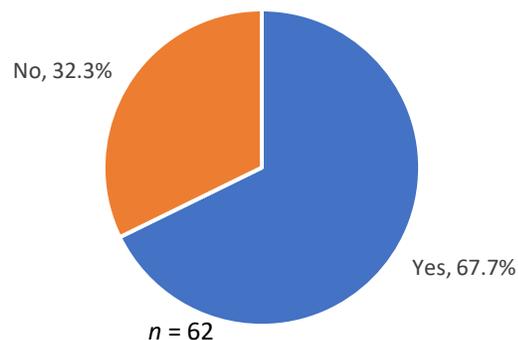
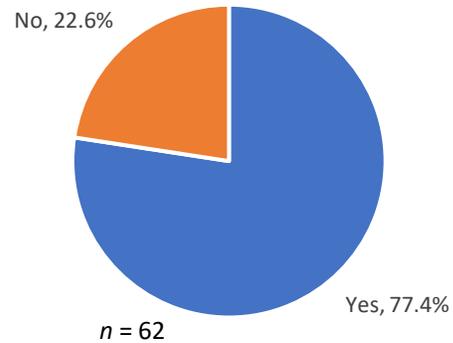


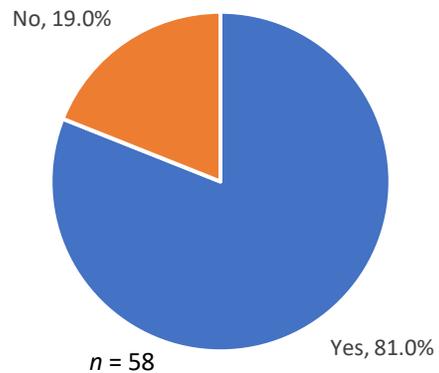
Exhibit 4.37 ADA Paratransit Survey: Access to internet



Question 12. Do you have a disability which impacts your personal mobility?

Eighty-one percent of dial-a-ride survey respondents reported having a disability which impact their personal mobility. This will be an important consideration should a change to the ADA service vehicles be implemented, or if a change regarding pick up/drop off policies/procedures is introduced.

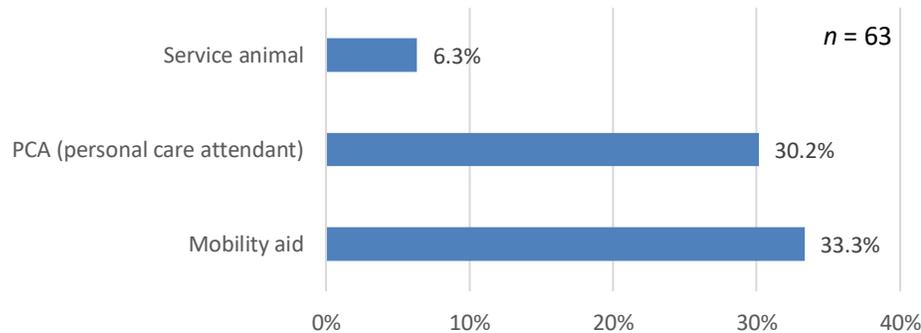
Exhibit 4.38 ADA Paratransit Survey: Disability impacting mobility



Question 13. Do you travel with...? (Select all that apply.)

Nearly 28 percent of survey respondents did not respond to this question which can be inferred they do not travel with a mobility aid, personal care attendant, or a service animal. It will be important to consider the nearly 35 percent of survey respondents who indicate they travel with a mobility aid should a change to service vehicles (e.g., minivans versus cutaway buses) be implemented.

Exhibit 4.39 ADA Paratransit Survey: Travel with...

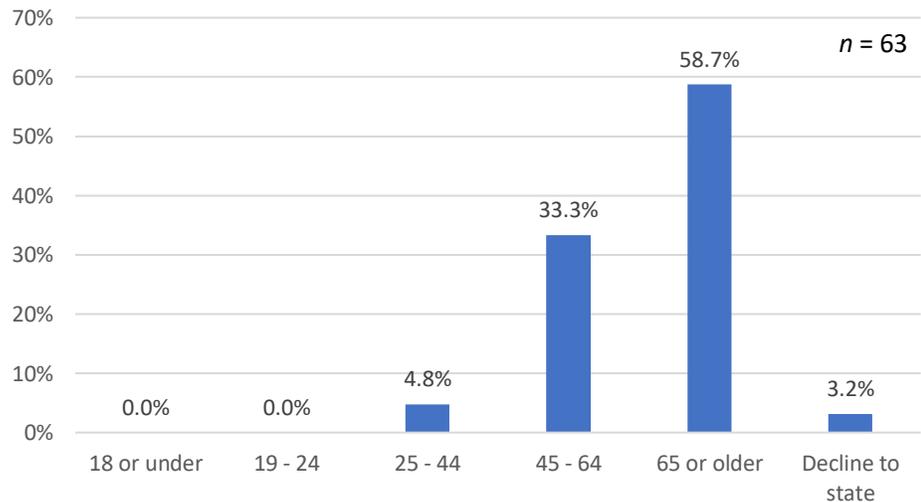


Note: Total percentage does not equal 100 percent as respondents were permitted to select more than one response option.

Question 14. Which age group applies to you?

The City’s ADA Paratransit (dial-a-ride) service is available for persons with disabilities, regardless of age. This data reveals the majority of survey respondents (59 percent) are 65 years or older. This appears to be reflective of riders with age-related disabilities, since a disability is required to use the ADA service.

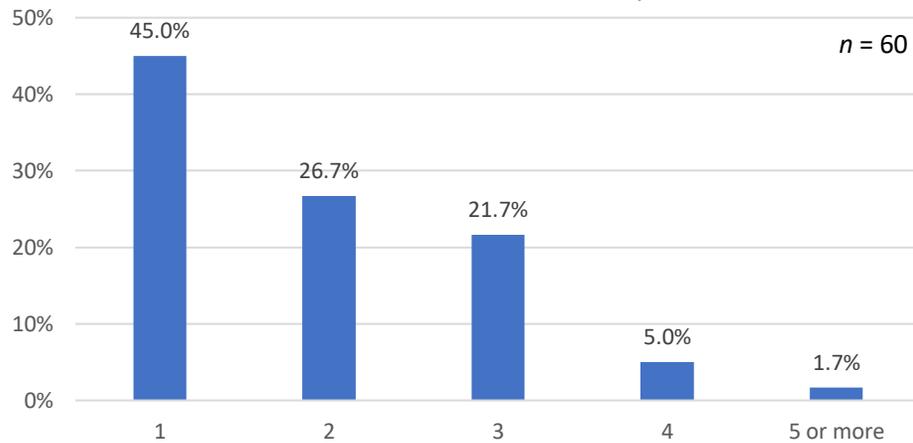
Exhibit 4.40 ADA Paratransit Survey: Age



Question 15. How many individuals normally live in your household (including yourself)?

Not surprisingly, nearly 72 percent of survey respondents indicate living in a household with two or fewer individuals. This is consistent with the number of riders reporting their age as 65 or older. Many individuals in this age category live alone or with just one other person in the household.

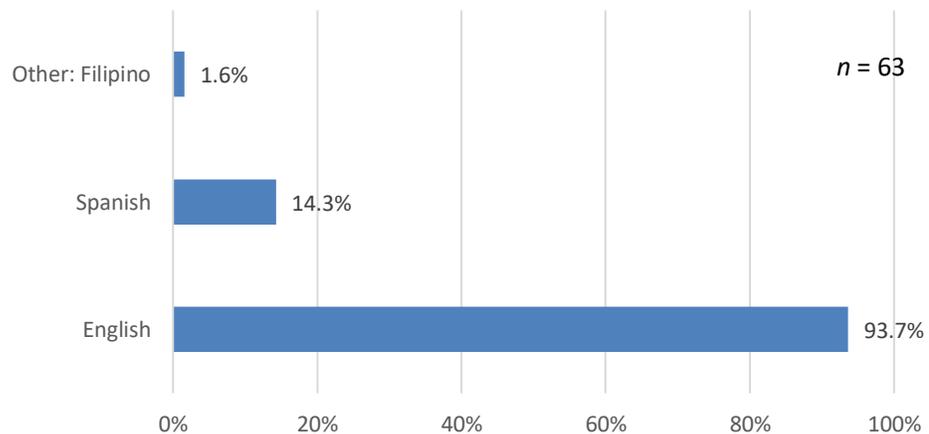
Exhibit 4.41 ADA Paratransit Survey: Individuals in household



Question 16. What languages are spoken in your home? (Select all that apply.)

Based on this data, the only language other than English spoken with high frequency among current dial-a-ride users is Spanish. The City provides service information and other vital documents in Spanish as part of its Title VI Program. As such, language is unlikely to be a significant barrier to public transit use in the Lompoc Valley.

Exhibit 4.42 ADA Paratransit Survey: Languages spoken at home

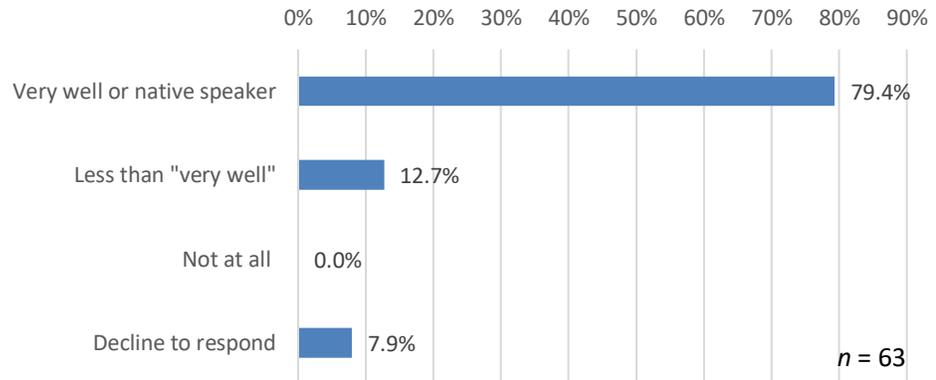


Note: Total responses exceed 100 percent as survey participants were permitted to select more than one response option.

Question 17. How well do you speak English?

Given the prevalence of Spanish-speakers among dial-a-ride riders, it can be inferred the majority of people who have limited English proficiency speak Spanish. Spanish-language materials and information are provided pursuant to the City’s Title VI Program.

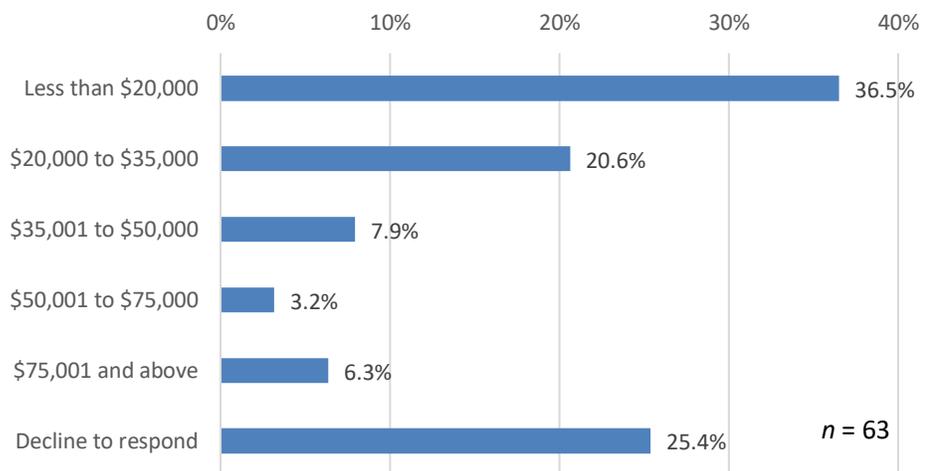
Exhibit 4.43 ADA Paratransit Survey: English proficiency



Question 18. What is your approximate annual household income?

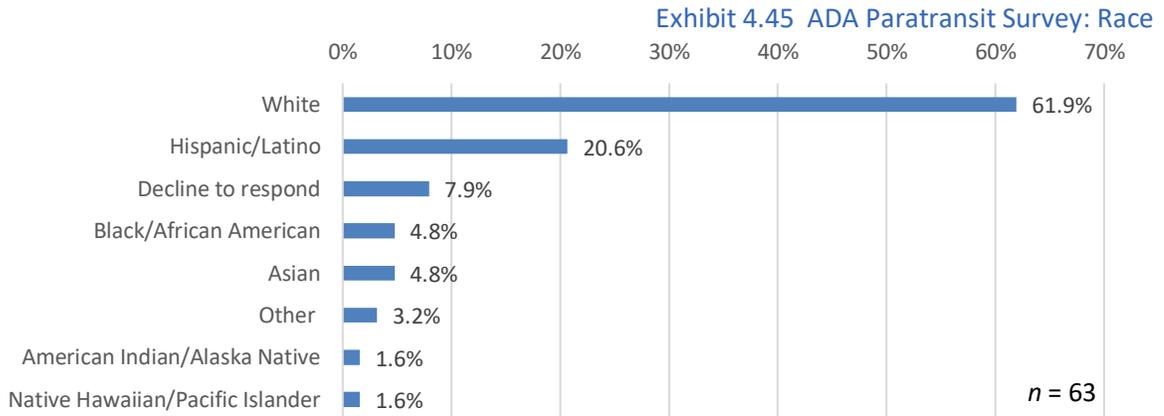
The 2024 federal poverty guideline establishes a minimum income threshold of \$15,060 for single-person households and \$20,440 for two-person households. It is likely many dial-a-ride riders live below or just above the federal poverty threshold for their household size. This reinforces the need for the provision of effective public transportation in the Lompoc Valley.

Exhibit 4.44 ADA Paratransit Survey: Household income



Q19. Are you...? (race/ethnicity) (Select all that apply.)

According to the American Community Survey, 57 percent of Lompoc residents report identifying as Hispanic or Latino. Nearly 62 percent of survey respondents who answered this question self-identify as White, while 21 percent self-identify as Hispanic or Latino.



Note: Total responses exceed 100 percent as survey participants were permitted to select more than one response option.

Other	Frequency
Cuban	1
Filipino	1

Community Survey

The primary goal of the community survey is to solicit input from residents within the Lompoc Valley, regardless of whether or not they currently use the City’s transit program or have done so in the recent past. The survey was promoted via three channels: 1) a postcard mailer (15,000 pieces) targeting households in Lompoc, Vandenberg Village, and Mission Hills); 2) intercept interviews at various community pop-up events as well as the Lompoc Valley Flower Festival and Old Town Market; and 3) the project website. All persons completing the survey were entered into a random drawing for one of several \$50 VISA gift cards.

Working collaboratively with City of Lompoc staff, Moore & Associates created a 34-question survey instrument designed to collect information from participants regarding their current public transit use, travel habits and patterns, interest in introduction of mobility alternatives, and basic demographic data.

The survey instrument was produced in both Spanish and English to encourage the broadest possible participation. A copy of the survey instrument in each language will be included within the report Appendix.

The online survey was promoted via bilingual flyers distributed by community stakeholders, entries within the City’s e-newsletter and SBCAG’s e-newsletter, posted on the transit website and at the library community bulletin board, as well as bilingual business cards inclusive of a QR code which were distributed

at the community events, pop-up events, and workshops. A survey sample of 432 valid responses was realized.

All survey data was entered into SurveyMonkey and exported into a Microsoft Excel spreadsheet using trained data entry staff. The data entry work was reviewed on a daily basis to confirm data accuracy. Once data entry was complete, our project staff initiated data cleaning.

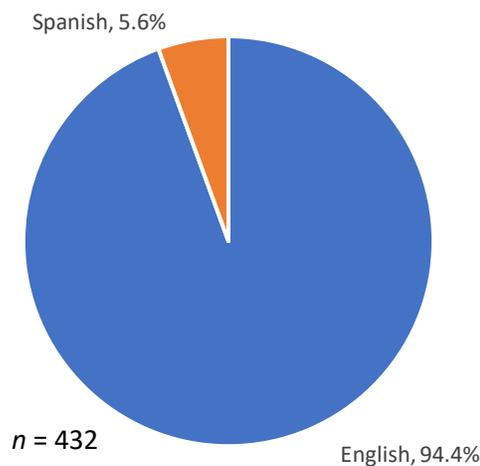
The cleaned data was then exported into a Statistical Package for the Social Sciences (SPSS) database for analysis. The SPSS database allowed our project team to compile simple frequencies as well as perform data cross-tabulations within each data set. Data cross-tabulations facilitate comparison between survey responses that can provide additional insight into travel behavior, travel patterns, and demographics.

The following analysis examines each survey question and includes data cross-tabs where appropriate.

Survey language

The majority of community surveys were completed in English (nearly 95 percent).

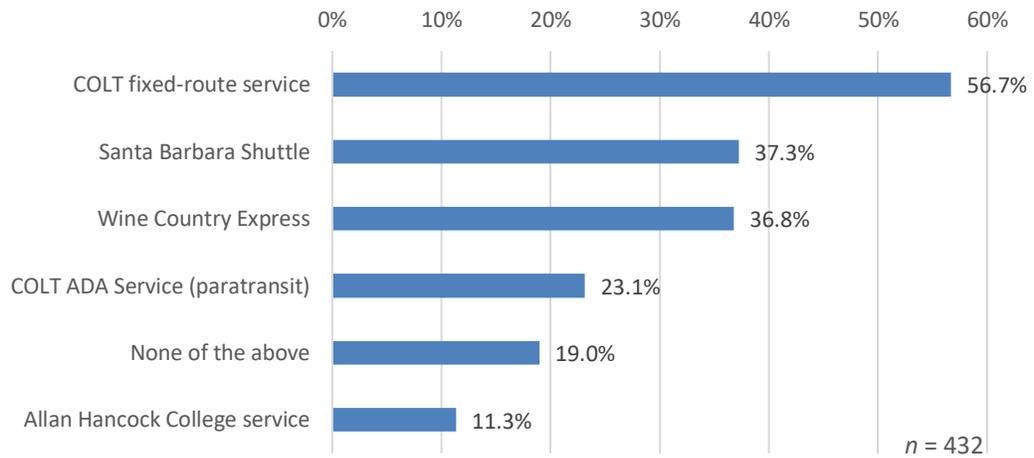
Exhibit 4.46 Community Survey: Survey language



Q1. Have you ever ridden the City's public bus service/COLT? If so, specify which service(s).

More than half of survey participants (57 percent) reported using the COLT fixed-route service at some point. Nearly 20 percent of respondents indicated they have not used any of the City's public bus service; while another third (37.3 percent and 36.8 percent) each reported using Santa Barbara Shuttle and Wine County Express respectively. Nearly a quarter of survey respondents (23.1 percent) indicated use of COLT's ADA service (paratransit) at some point.

Exhibit 4.47 Community Survey: Services used

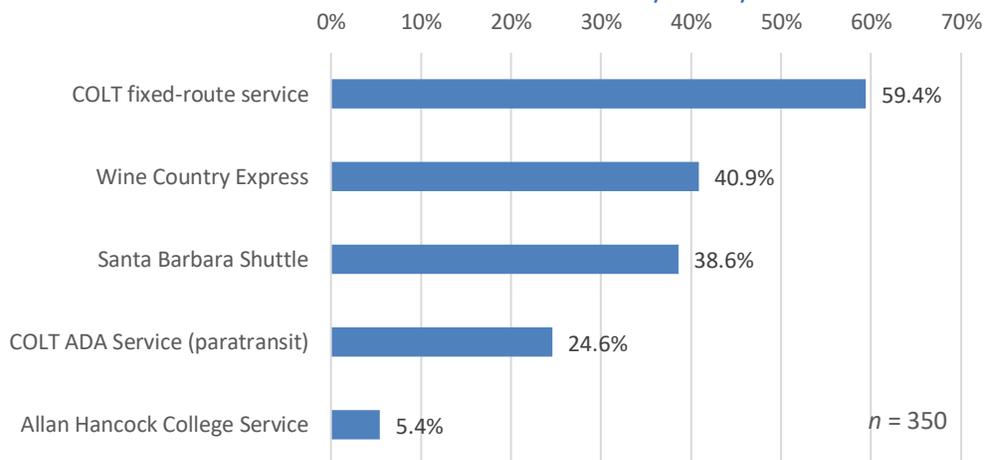


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 2. Which service(s) have you ridden within the last 90 days?

Of those who reported use of the City’s public bus service, nearly 60 percent reported using the COLT fixed-route service in the last 90 days, while nearly 25 percent of respondents indicated use of the COLT ADA service (paratransit) in the last 90 days. Surprisingly, 40 percent of respondents indicated using the Wine Country Express in the last 90 days. This data is surprising given the low ridership reported during the June observations.

Exhibit 4.48 Community Survey: Recent services used

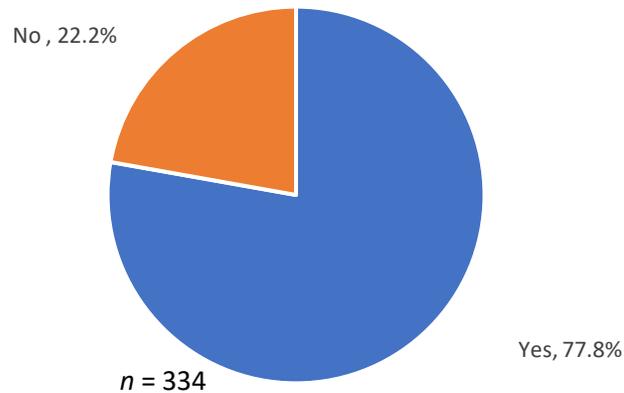


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 3. Do you ride/use public transit/COLT regularly (e.g., at least once per week)?

Of those who indicated use of the City’s public bus service, nearly three-quarters (73 percent) reported using the service at least once per week.

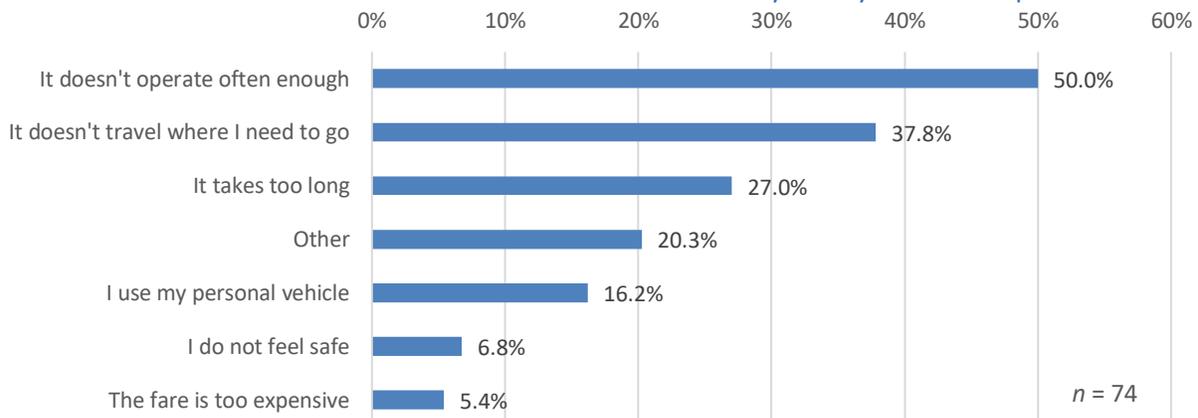
Exhibit 4.49 Community Survey: Regular use of public transit



Question 4. If you do not use public transit/COLT regularly, please indicate why. (Select all that apply.)

Of those who reported occasional use of the City’s public bus service (i.e., less than once per week), half (50 percent) indicated service frequency as a barrier to transit use (reporting the service does not operate often enough). Another 38 percent reported “it doesn’t go where I need to go” as a barrier to transit use, while 27 percent reported “it takes too long” as a barrier to transit use.

Exhibit 4.50 Community Survey: Barriers to public transit use

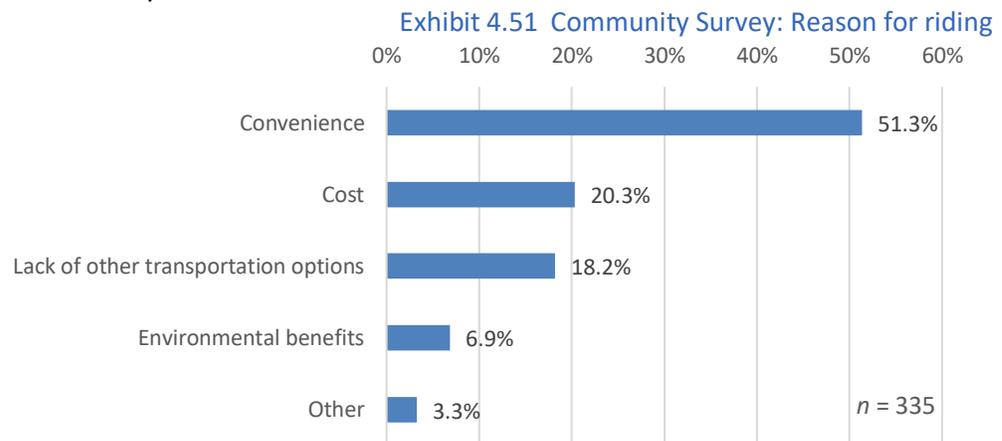


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Other	Frequency
I don't travel often	3
I walk	2
The routes are not direct enough.	2
Service doesn't operate early enough	1
I mostly work from home	1
Dispatch is rude (Silvia)	1
Uncomfortable for bad back	1
It can be confusing on where to catch public transportation.	1
Last minute errands - hard to plan around bus routes.	1

Question 5. What is the PRIMARY reason you choose to ride the City's public bus service/COLT?

Of those who indicated using the City's public bus service at least once a week, more than half (51 percent) cited "convenience" as the primary reason for riding. Convenience is often equated with ease of access, location of bus stop, and reliability.

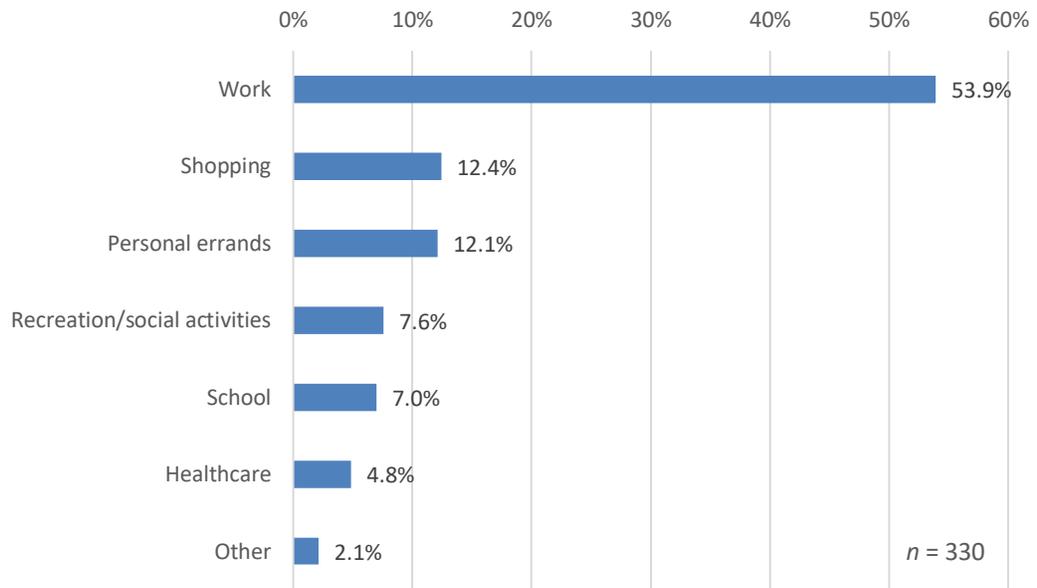


Other	Frequency
Car in shop	2
Fun	1
I chose it during the Flower Festival because it was free	1
I wish to catch the Clean Air Express to get to/from work. And to catch SYVT and SMRT.	1
No car.	1
Not yet licensed to drive/work.	1
So I don't have to drive.	1
When I was injured and could not drive.	1

Question 6. When choosing to ride the City’s public bus service, what is your most common or frequent destination?

Of those who indicated using the City’s public bus service, more than half (54 percent) cited “work” as the most frequent destination; followed by “shopping” and “personal errands” (each 12 percent).

Exhibit 4.52 Community Survey: Common destinations

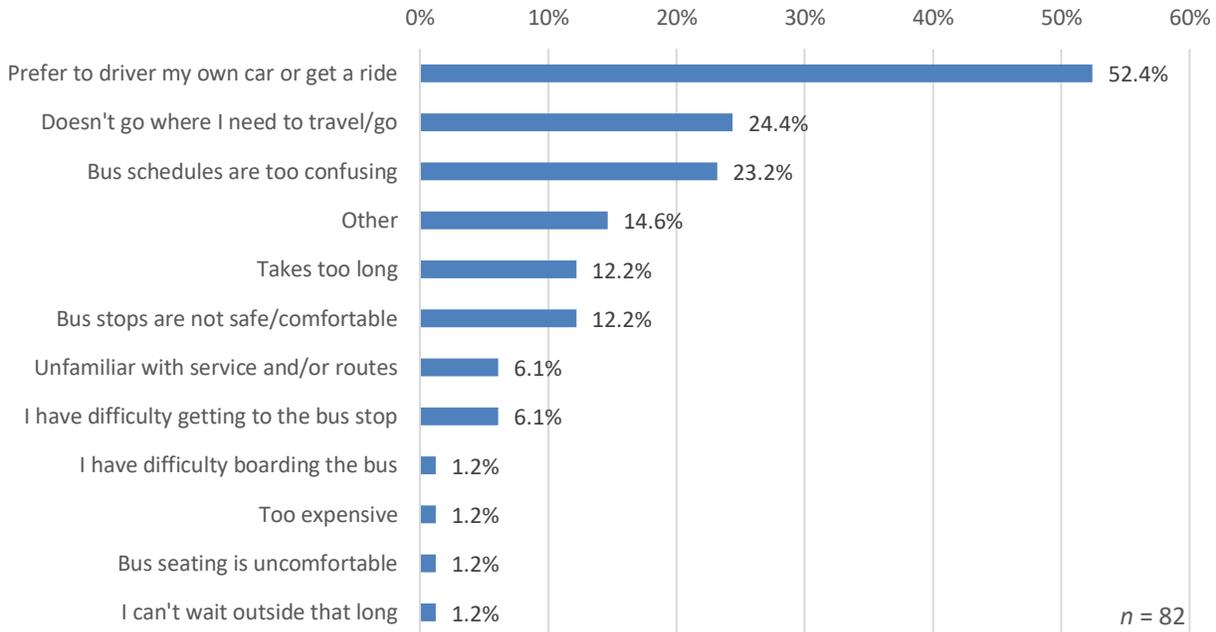


Other	Frequency
Auto repair shop	1
It'd be useful for travel, if a bus went up to Surf beach Amtrak station	1
Solvang	1
To connect with Clean Air bus	1
Using COLT to get to/from Clean Air would be my preferred way. Instead of walking to the bus stop in the dark	1
Take a break from driving and save gas	1

Question 7. If you do not use public transit in Lompoc, why not?

Of survey participants reporting no use of the City’s public bus service, more than half (52 percent) indicated a preference for driving their own car or getting a ride. Nearly one quarter (24 percent) indicated public transit does not go where they need to travel. Another 23 percent cited confusing bus schedules as a barrier to public transit use.

Exhibit 4.53 Community Survey: Barriers to public transit use

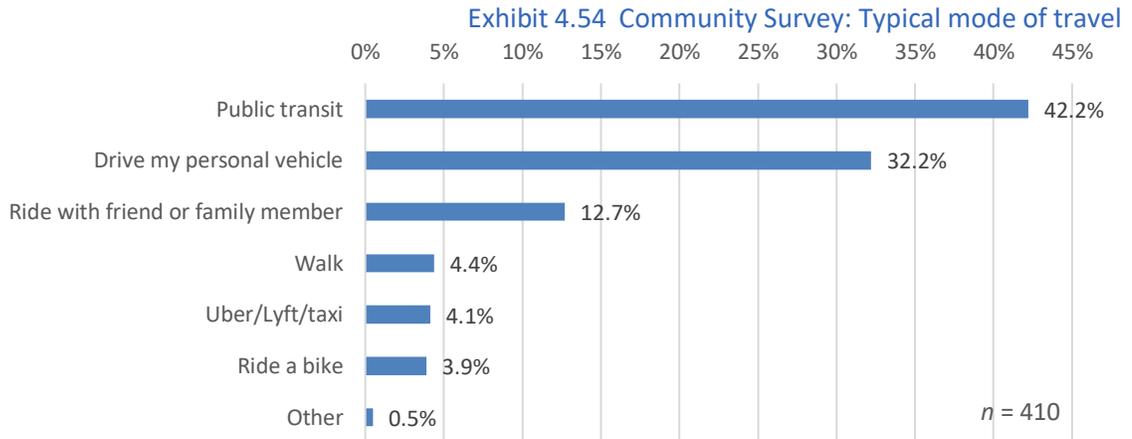


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Other	Frequency
I'm disabled	1
Doesn't allow dogs	1
I have a car and forget that we have public transit. I'd love to ride to the parks or local shops that are too far to walk to. Beattie Park and the Villa.	1
I prefer to walk.	1
I prefer to ride my bike.	2
Infrequent schedule	1
I live in Antelope Valley	1
No connection to our city's Amtrak station.	1
Not running when I need it	1

Question 8. How do you typically travel within the Lompoc Valley?

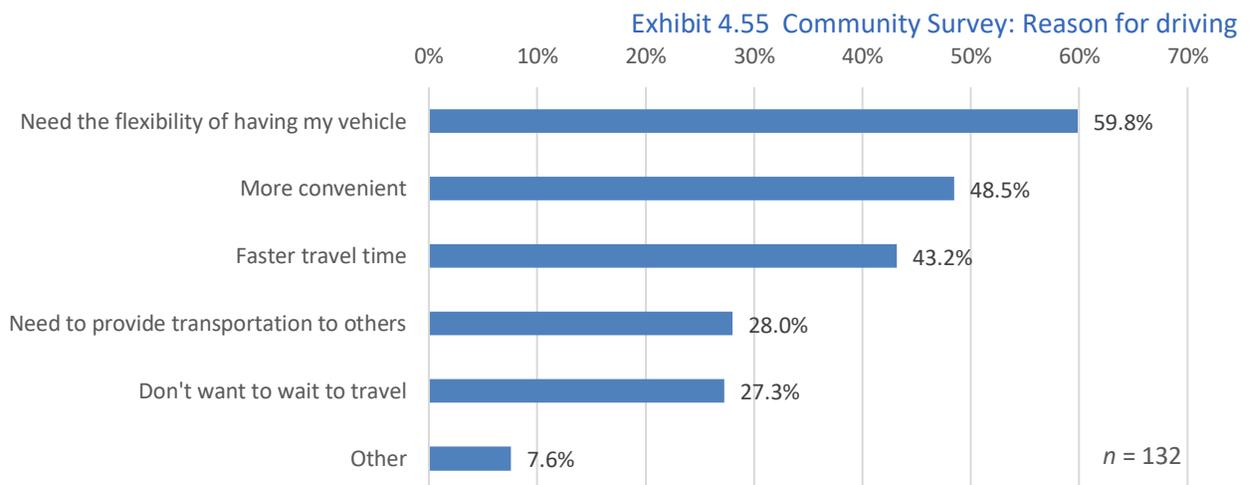
More than 40 percent of survey respondents said they use public transit to travel within the Lompoc Valley; while nearly one-third of survey respondents (32 percent) indicated driving their personal vehicle as their typical method of travel within the Lompoc Valley.



Other	Frequency
Drive, carpool, bike, walk (multiple ways)	1
I'm getting older so I have concerns about taking a bus	1

Question 9. If you typically drive, tell us why.

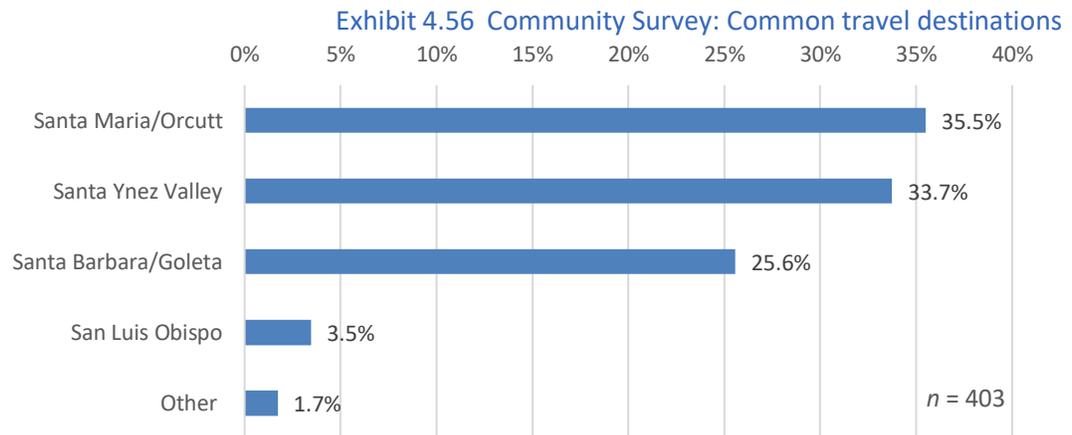
Of those who indicated driving their personal vehicle as their primary method of travelling within the Lompoc Valley, nearly 60 percent indicated needing the flexibility of having their vehicle. Of these, nearly half perceive driving as “more convenient” (49 percent) or offering “faster travel time” (44 percent).



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Other	Frequency
All of the above and I forget we have public transit. Plus I don't know the schedule.	1
Bus doesn't always run when I need it.	1
Don't know how to navigate the bus system.	1
Habit.	1
Have a dog.	1
I like driving and feel more comfortable.	1
It is not safe to wait at bus stops in Lompoc.	1
No transit to the beach, train, Mission, airport.	1
Safer than bus stops.	1
There is no good public transportation.	1

Question 10. Other than Lompoc/Vandenberg Village, what is your most common travel destination?
 Among respondents indicating not driving, nearly 36 percent cited Santa Maria/Orcutt as their most common travel destination outside Lompoc/Vandenberg Village. Other common travel destinations include Santa Ynez Valley (34 percent) and Santa Barbara/Goleta (26 percent).

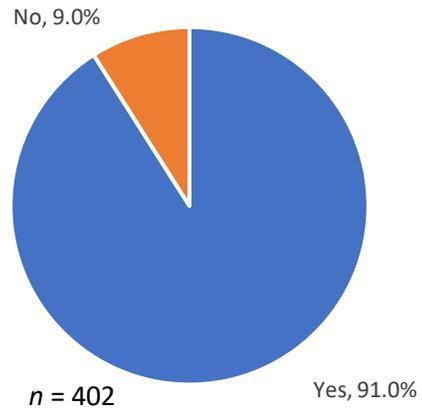


Other	Frequency
Vandenberg Space Force Base	2
All over Santa Barbara County.	1
Antelope Valley	1
Both Santa Maria and Santa Ynez area	1
Lompoc only	1
Mesa Oaks/Mission Hills	1
None	1
Santa Ynez Valley, Santa Maria/Orcutt, Santa Barbara	1
Los Angeles	1

Question 11. Is it generally easy for you to get where you need to go?

Most respondents (91 percent) indicate they are easily able to get where they need to go.

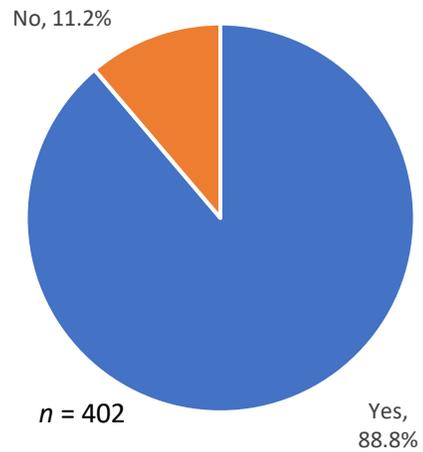
Exhibit 4.57 Community Survey: Ease of travel



Question 12. Do you have a valid driver's license?

Nearly 89 percent of survey respondents cited having a valid driver's license.

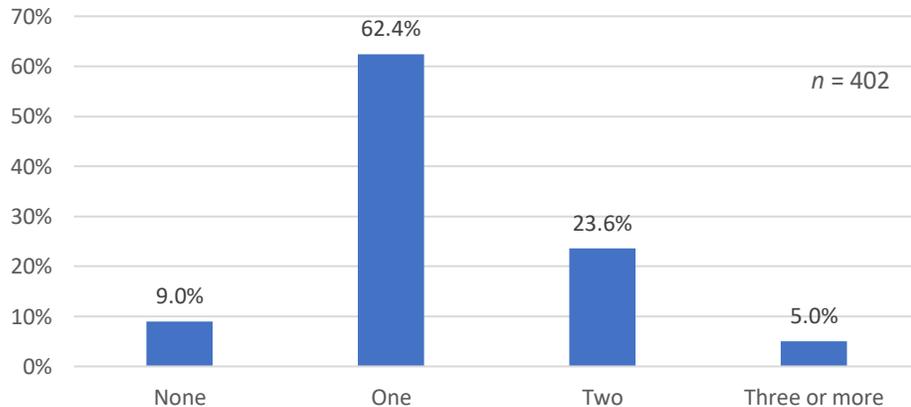
Exhibit 4.58 Community Survey: Licensed drivers



Question 13. How many cars/vehicles are available for use by your household?

Ninety-one percent of survey participants reported having access to at least one vehicle in their respective household. Of those, nearly 29 percent reported having access to two or more vehicles. By contrast, nine percent cited no access to a vehicle.

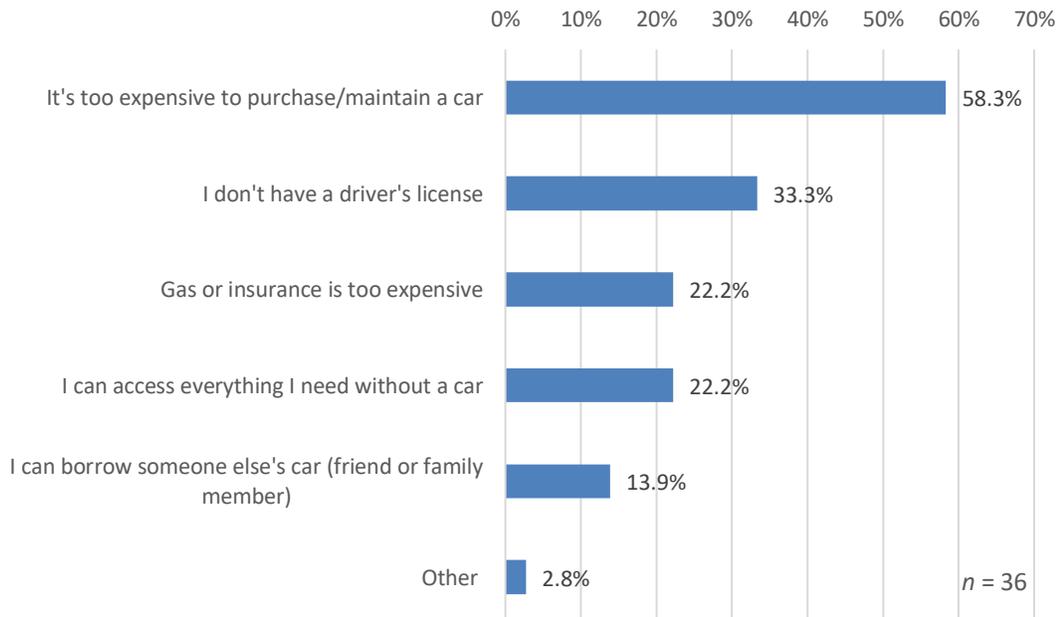
Exhibit 4.59 Community Survey: Household vehicles



Question 14. If you do not own (or lease) a car/vehicle, please indicate why. (Select all that apply.)

Of those who indicated no access to a vehicle, 58 percent identified cost (too expensive to purchase/maintain) as a contributing factor.

Exhibit 4.60 Community Survey: Car ownership

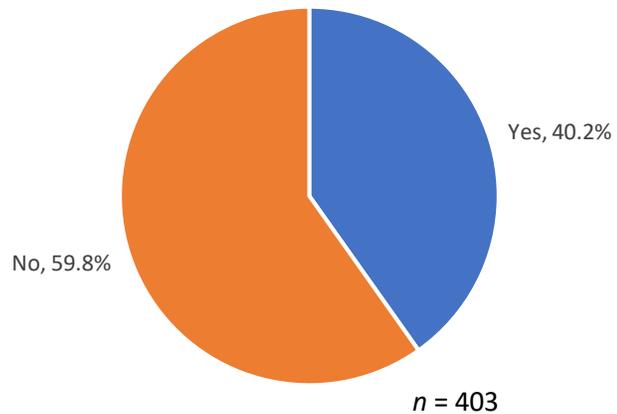


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 15. Do you use Lyft or Uber regularly (e.g., at least once per week)?

Forty percent of all survey participants cited using Lyft or Uber on a regular basis (i.e., at least once per week).

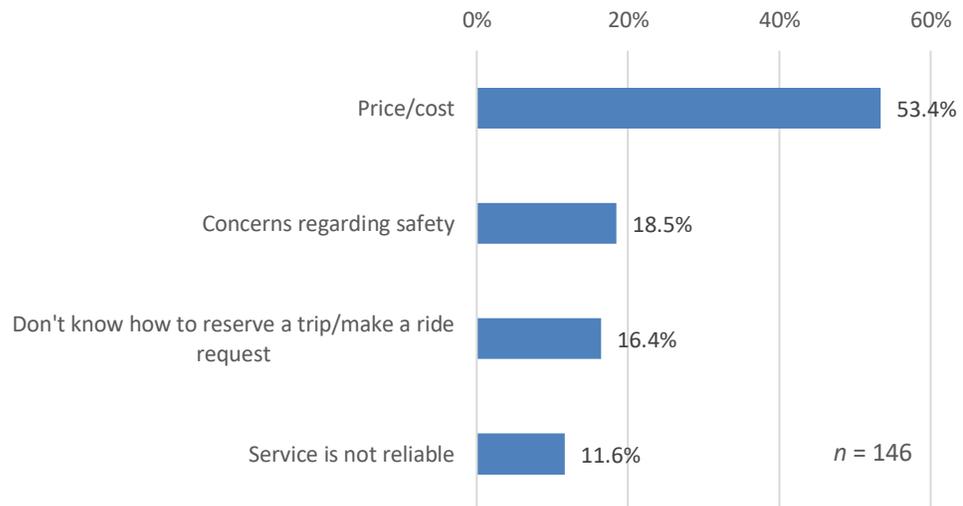
Exhibit 4.61 Community Survey: Regular use of Uber/Lyft



Question 16. If you do not use Lyft or Uber regularly, why not?

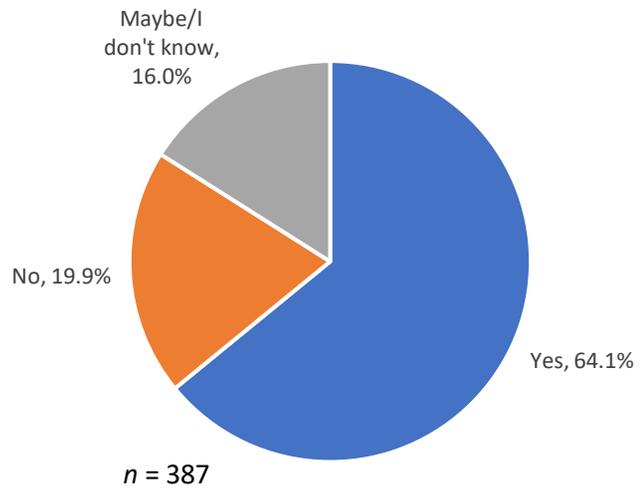
Among respondents reporting limited or no use of Lyft or Uber, price/cost was identified as the primary barrier (53 percent).

Exhibit 4.67 Community Survey: Reason for not using Uber/Lyft



Question 17. If carsharing became available in the Lompoc Valley, would you be interested in using it? Eighty percent of all survey participants indicated they would or could be interested if carsharing became available in the Lompoc Valley. Given this positive feedback, Technical Chapter 5 will include discussion of potential carsharing opportunities in the Lompoc Valley.

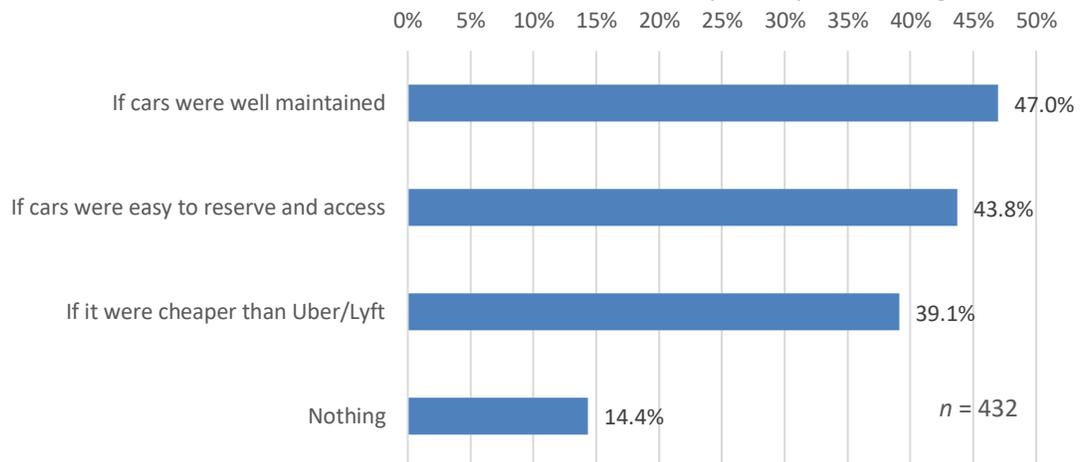
Exhibit 4.68 Community Survey: Carsharing



Question 18. What would impact your interest in using carsharing? (Select all that apply.)

The top two influencers for survey participants to use carsharing are “if cars are well maintained” (47 percent) and “if cars were easy to reserve and access” (44 percent). These were followed closely by (if carsharing were) “cheaper than Uber/Lyft” (39 percent).

Exhibit 4.69 Community Survey: Carsharing influencers



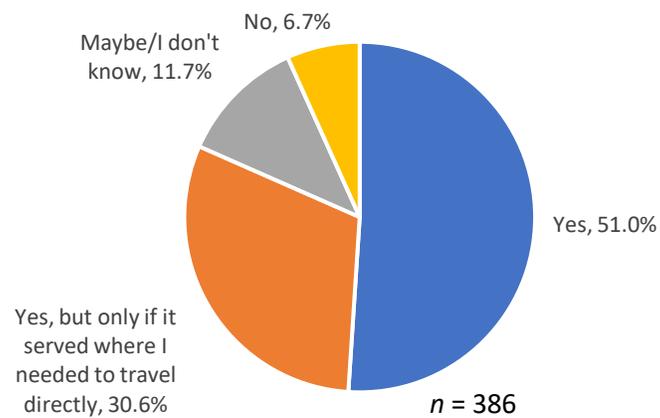
Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 19. If micro-transit was available in the Lompoc Valley, would you consider using it?

While micro-transit can take many forms, one of the most common is on-demand service similar to Uber or Lyft. Several California communities are pursuing on-demand service either as a supplement to traditional public transit service or as a replacement to transit. Among the anticipated benefits are lower operating cost and/or increased service area.

Given the survey data as well as feedback received during the community workshops, Chapter 5 will include discussion of on-demand service as a possible service alternative in the Lompoc Valley.

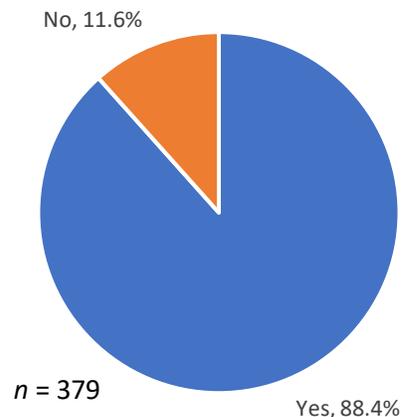
Exhibit 4.70 Community Survey: Interest in micro-transit



Question 20. Would you be interested in learning about new/potential mobility options for the Lompoc Valley?

The majority of survey participants (88 percent) indicated interest in learning about new/potential mobility options for the Lompoc Valley.

Exhibit 4.71 Community Survey: Interest in new mobility options

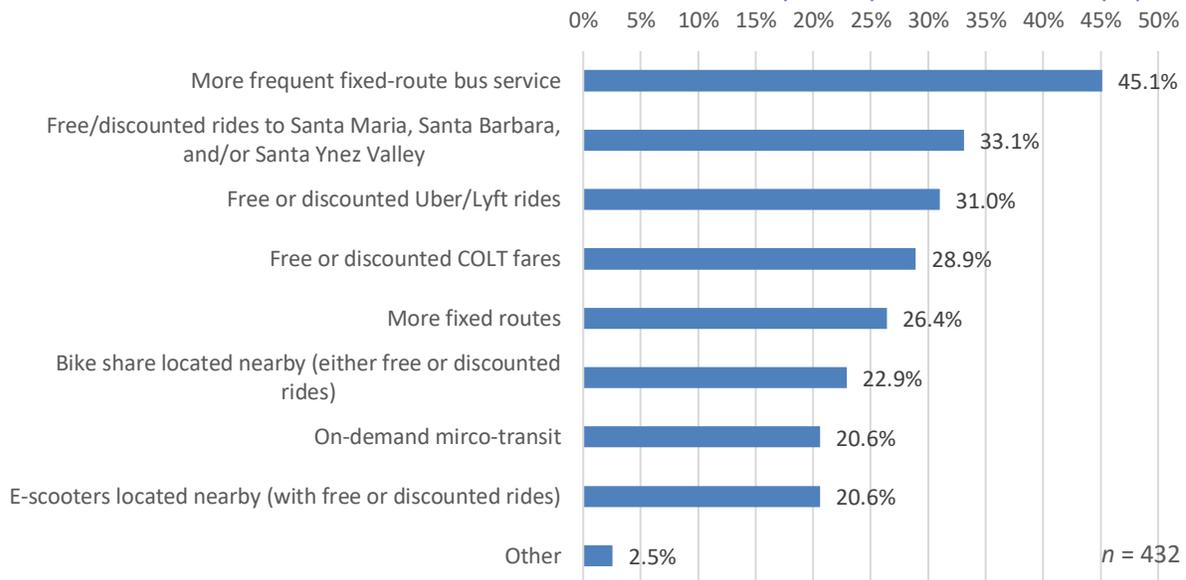


Question 21. Which of the following mobility options would you MOST like the City to invest in?

The top preferred mobility option for City investment is “more frequent fixed-route bus service” (45 percent). This was followed by “free/discounted service to Santa Maria, Santa Barbara, and Santa Ynez Valley” (33 percent).

Given the survey data as well as feedback received during the community workshops, Chapter 5 will include discussion of increased COLT service frequency.

Exhibit 4.72 Community Survey: Preferred mobility options

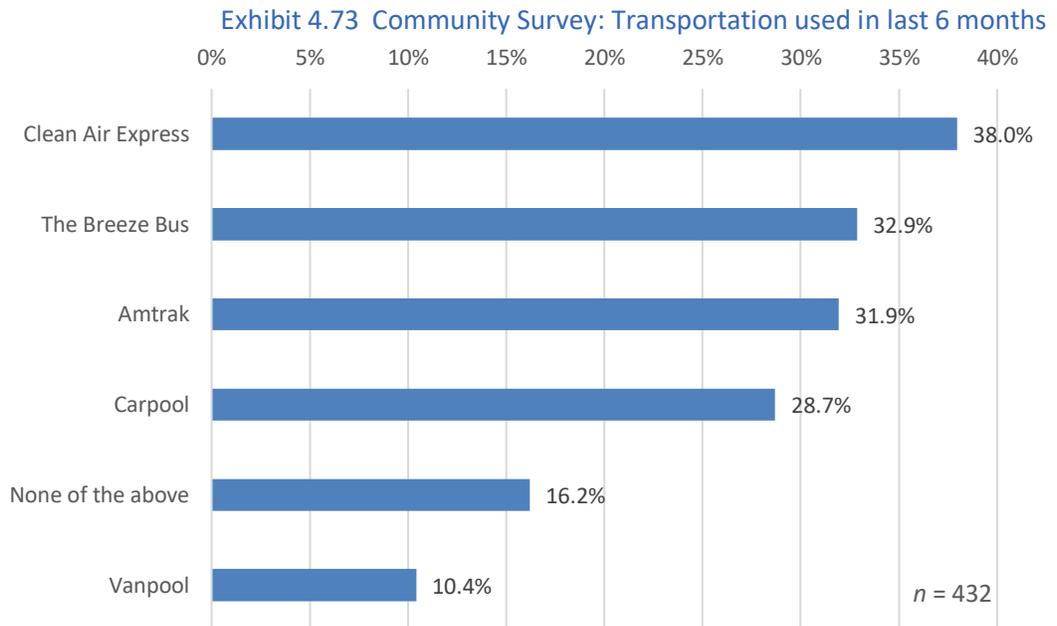


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Other	Frequency
A connection to Lompoc-Surf Station.	1
A safe city to travel in. People are doing drugs on every corner and at bus stops.	1
Airport shuttle	1
I have been stranded in Santa Maria and Buellton with no way home in the evening.	1
I want to use COLT now but it is not running early or late enough to make Clean Air connections. Also, it goes all over in big circles but not in straight lines.	1
Resumption of Clean Air Express (or similar) commuter line straight to UCSB.	1
Sunday Service	1
Surf Beach route, more frequent trips to SB, Airports, coverage of the city with no need to transfer.	1
Connection to trains.	1
Waymo - self driving cars	1
Goleta, Santa Barbara Airport	1

Question 22. Which of the following transportation options have you used within the past six months? (Select all that apply.)

Clean Air Express (38 percent) was cited as the most commonly used service, followed by Breeze Bus (33 percent). This underscores the importance of continued connectivity between COLT and these two services.

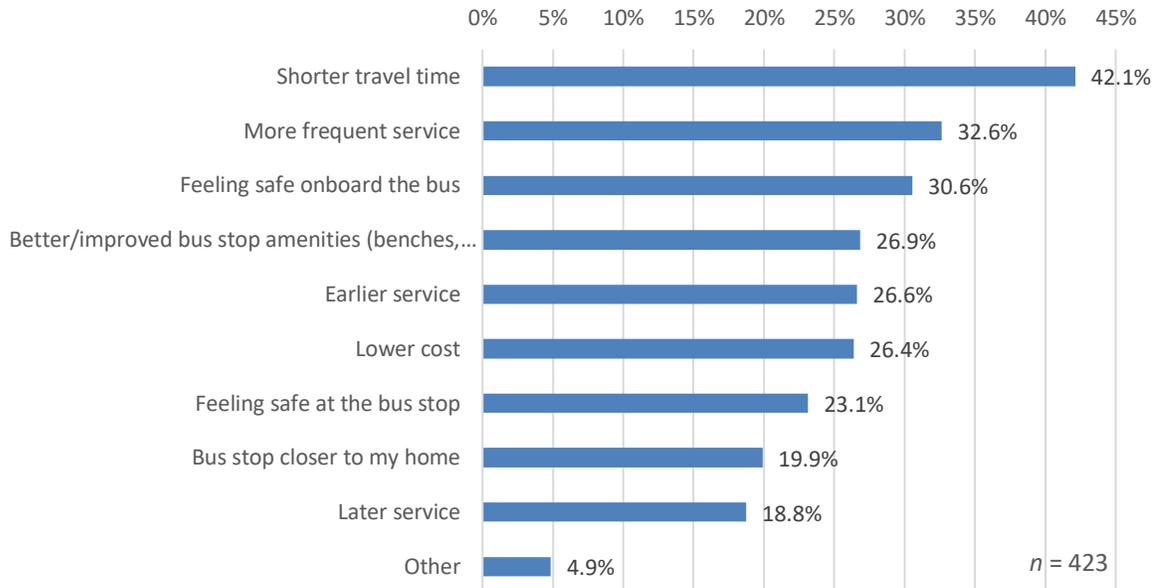


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 23. What might encourage you to ride public transit or use it more often? (Select all that apply.)

“Shorter travel time” was the top influencer to encourage public transit ridership (42 percent). Potential tactics for addressing this will be discussed in Chapter 5.

Exhibit 4.74 Community Survey: Ridership influencer

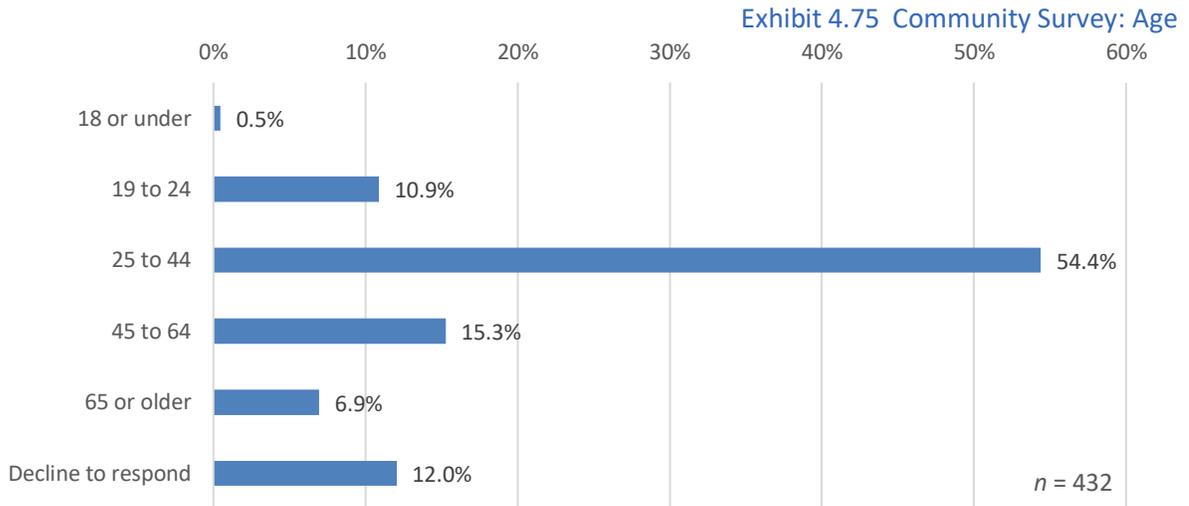


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Other	Frequency
A connection to our train station.	1
Bus stops near high density housing (e.g. apartments) and points of interest (e.g. shopping centers, events, etc.)	1
Bus to beach.	1
Cleaner buses!	1
Direct point-to-point service on demand.	1
Expanded service area.	1
I would be more interested in transportation from Lompoc to Goleta/SB. I am not interested in public transportation within Lompoc at this time.	1
Lack of other transportation.	1
Longer fixed routes. I don't want to transfer.	1
Make schedules easier to understand.	1
Maps for the bus services at the bus stops, and GPS of the buses to know when it's coming.	1
More routes.	1
More times driving to and from SB more pick up locations.	1
None, work from home.	1
Pets (dog) allowed	1
Sunday service	1
Tourist attraction stops so not drinking and driving. Later service to the Village or Mission Hills.	1
Working in Lompoc and not Santa Maria.	1

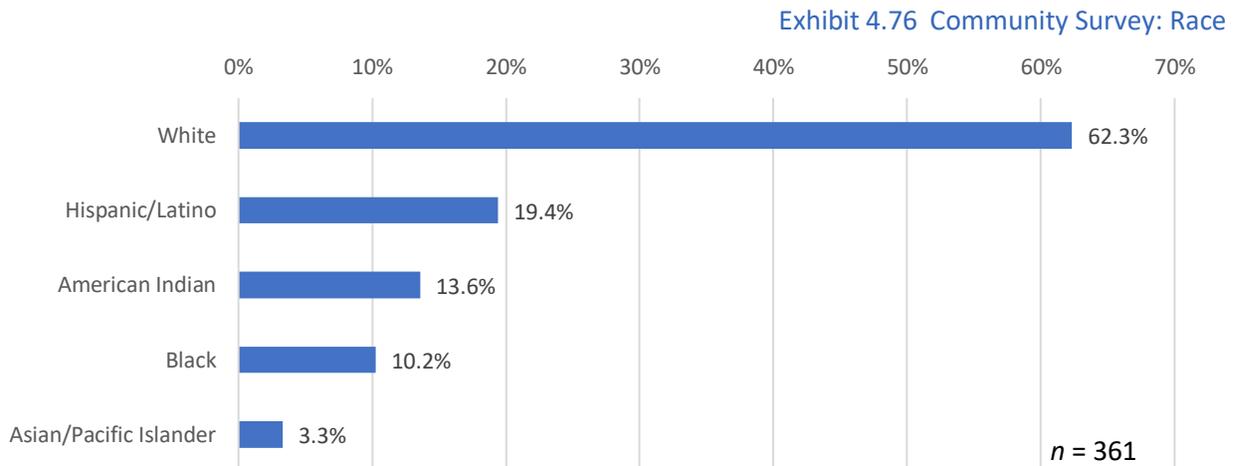
Question 24. Which of the following groups includes your age?

On an aggregate basis, nearly 70 percent of survey participants are working age adults (25 to 64 years old).



Question 25. Are you...? (race/ethnicity) (Check all that apply.)

More than 62 percent of survey participants responding to this question self-identify as “White.” Nearly 20 percent identify as Hispanic or Latino.

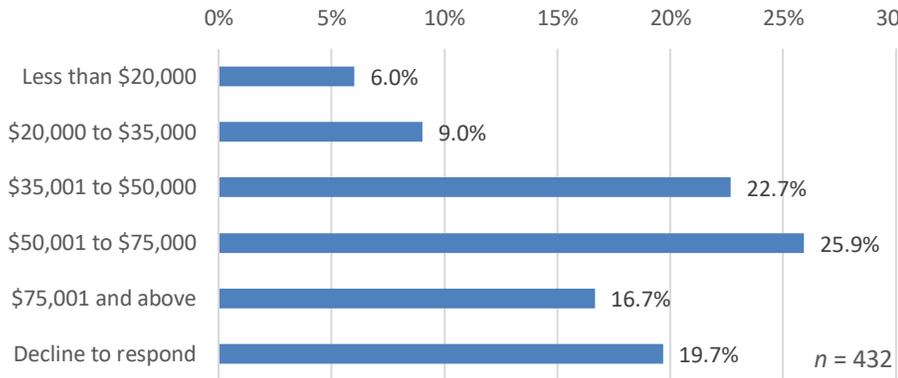


Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 26. What is your approximate annual household income?

Community survey respondents tended to exhibit higher household incomes than respondents to the rider surveys. Approximately 20 percent of community survey respondents declined to respond.

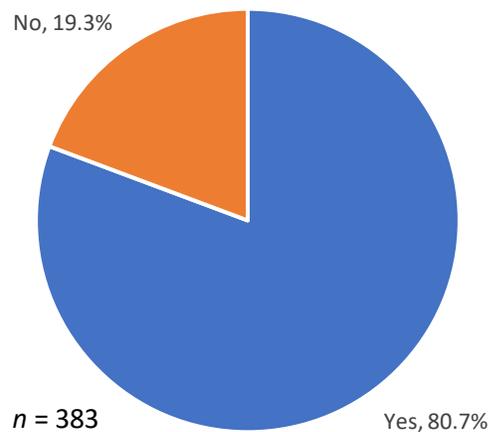
Exhibit 4.77 Community Survey: Household income



Question 27. Are you currently employed?

More than 80 percent of all survey participants cited being currently employed. This ties in with Question 6 which revealed 54 percent of the City’s public transit users indicated “work” as their most frequent destination.

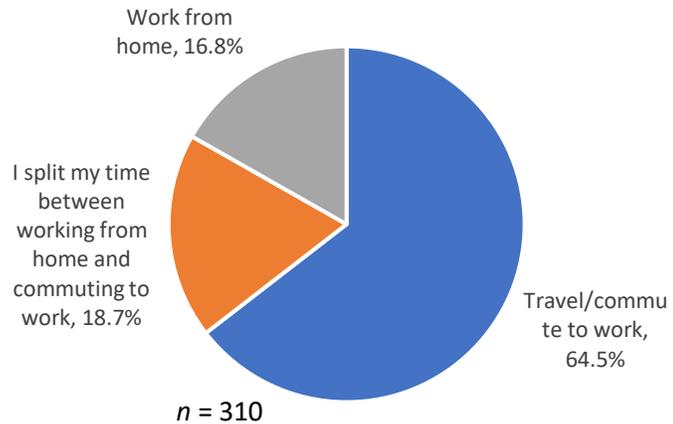
Exhibit 4.78 Community Survey: Employment



Question 28. If yes, do you work primarily from your home or do you travel/commute to your work place?

Nearly two-thirds of respondents who work do so from a worksite outside of their home that requires them to commute every day. Another nearly 19 percent have a hybrid schedule that requires them to commute on some days.

Exhibit 4.79 Community Survey: Commuting to employment



Question 29. If you commute to work, what is the zip code of your work place?

Most commonly reported zip codes: 93436 (Lompoc: 59 respondents), 93438 (Lompoc: 43 respondents), and 93117 (Goleta/Santa Barbara: 9 respondents).

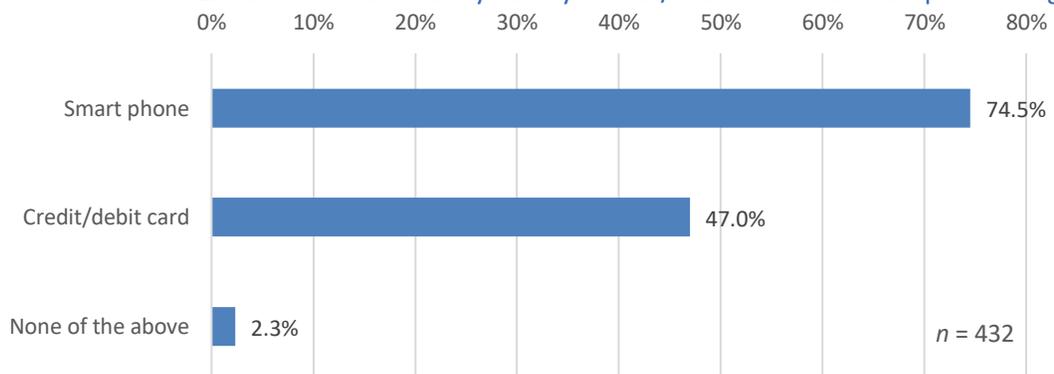
Question 30. How far do you travel to work (each way)?

Most commonly reported distances: 10 miles (20 people), five miles (16 people), and two miles (13 people). An additional 42 respondents cited traveling 20 or more miles to work.

Question 31. Which of the following do you use regularly? (Select all that apply.)

Seventy-five percent indicated regularly using a smart phone.

Exhibit 4.80 Community Survey: Credit/debit card and smart phone usage



Note: Total percentage exceeds 100 percent as respondents were permitted to select more than one response option.

Question 32. Additional comments. Is there anything else you would like to tell us about mobility in the Lompoc Valley?

Exhibit 4.81 Community Survey: Additional comments

Comments	Frequency
More convenient service	4
A tram or a trolley that just went up and down key streets (ex: Ocean) throughout the day would be great for tourists and residents.	1
Add bus lines and stations to improve the coverage and convenience of public transportation.	1
Analyze ridership data to dynamically adjust route planning	1
Better lit sidewalks for pedestrians who prefer to walk.	1
Better more frequent direct routes to Allan Hancock College	1
Better service	1
Bus service to and from Lompoc-Surf station would prove absolutely valuable to people that use public transit regularly. Our station only gets served four times a day, but a considerable amount of people board and get off here. It provides a safe and quiet connection to our neighboring communities. Just four busses for our four trains would make getting to Lompoc-Surf Station so much more convenient and safer. Currently, passengers have to plan ahead of time to coordinate pickups from the station, as Surf Beach has no cell phone service. Reliable and on-time service to and from the city center needs to happen. The Guadalupe Flyer is a good example of connecting Santa Maria and Guadalupe residents to Amtrak's Pacific Surfliner service. I hope someone actually reads this.	1
Cheaper, faster transportation	1
Clean Air Express commute was a god send for us, would be better to have another hub spot across town to serve folks in the north. Everyone driving Village to commute could be more efficient and environmentally responsible, we would pass our bus on the way each morning as we were both driving to the hub, at least a pick up/drop off in the north.	1
Consider coordinating with local major employers for scheduling.	1
Don't have the homeless to sit at the stops all day	1
Enhance employee training to improve customer service quality	1
Es facil transporters en lompoc ya que no hay trafico. (It is easy to get around in Lompoc since there is no traffic.)	1
Ease of use and time are the most important factors for me! Reloadable transportation cards like Pasmio are really convenient, and a digital wallet version would be fine- something that's easy to tap when getting on the bus, to keep track of whether it's charged, and the ability to get a physical card with card purchasing/recharging stations at a major hub on each route would be something I'd like! I'd personally rather see a focus on making the bus system run as often, as timely, and as late as possible rather than a diversity of investment in alternative mobility options like e-bikes and such- I'd love to see those in the future but to me, making the bus system as convenient to use and as reliable as possible so people can rely on it for work would be great. Japanese bus systems are amazing and it would be great if the design and principles of them could be considered for restructuring the COLT service!	1
Evening hours and micro transit would be nice.	1
Expand bus routes and increase the frequency of services in Lompoc Valley to better meet the needs of residents, particularly those without access to personal vehicles.	1
Fix the alley ways especially K St Alley please!	1
Hopefully more routes will be added	1
I give rides to several people that could probably use a bus service but I don't know enough to refer them to one.	1

Comments	Frequency
I just lost my job and am hoping to win \$50. I used to work in Santa Barbara, and used Clean Air Express at one point when my car was broken down. I had to leave work early every day in order to get to the bus stop in time to go home. Later or more frequent service to SB/Goleta is needed. I could have saved so much on fuel.	1
I loved the free service during the Flower Festival. Do it more often! Comment: it took more than an hour to get from Ryan Park to my house on the east side, since I had to go all the way to Albertsons’s bus stop to transfer to another color line.	1
I really do not feel safe traveling and walking the streets in Lompoc. I feel sad for teens as well. When I was a teenager, I used public transport every day to get to work and to visit friends and family. I’ve seen people doing drugs in bus stops, in front of stores, on the streets. I’ve been followed and harassed by homeless people. I don’t feel safe and I don’t feel confident in allowing my children to freely travel in the city alone sadly.	1
I think COLT is good. The drivers are nice and the buses are well maintained. But I wish it worked better with other services like SYVT - the bus stops are nowhere near each other. Or for Clean Air that the buses met those buses when they came into town, or when they leave in the morning. Transfers are very difficult. And transfers should also be discounted. I have to pay twice which adds up. And the buses should have GPS and accept credit cards so we know when the bus is coming and don't have to carry cash (or some special pass)	1
I think it is necessary to improve the road infrastructure to cope with the increased traffic. Also note the lack of adequate sidewalks or bike lanes in certain areas, which is unsafe for non-motorized traffic. There is also the frequency and reliability of public buses, routes or schedules to enhance the transportation system.	1
I think the COLT service needs to be updated and really reviewed in regards the amount of utilization for fixed routes. There are routes that are regularly empty which is a waste of resources and time. Some of the routes also double up on the same street which is preventing service to another area. Drivers also need to be trained in simple etiquette. They speak to some customers in an unprofessional manner. They have to remember that they are at a job and not just ridesharing with their friends. I think that having an on-demand service would be more beneficial to the people of Lompoc since the fixed routes are not utilized to their full potential.	1
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I think the public transportation coverage in Lompoc Valley is not comprehensive enough, making it difficult for residents to travel.	1
I wish more people rode bicycles. It’s convenient, there are many bike lanes. I’ve been biking for almost a year here and have never had a problem	1
I wish they have a public transportation system like Ventura.	1

Comments	Frequency
<p>I would use the bus more if it was close and convenient, and if I remembered we had a bus system! I don't even know what our buses look like here so I just don't think about it as an option but I would definitely use it frequently if it was close, quick, frequent, and took me and my son to the places we go i.e., the parks, grocery stores, snack shops etc. I also would really enjoy bike sharing or low cost bike/scooter rental as a ride option for short distances or as an intermediary/accountment to the bus or micro transit stops, like ones they have in large city's that you can park anywhere and you just use your phone to unlock. They can be a bit costly though. I especially support LEGAL motor scooters. So many kids AND adults have illegal bikes without lights or good brakes or HELMETS. And I totally support affordable public motor scooters. Especially the street legal pedal motor scooters that don't require a motorcycle license to drive. Hopefully the criminals wouldn't mess with them though if they were parked anywhere like the ones in LA. The drivers in this town can be very aggressive and careless so I'm not sure how safe I'd feel on bikes with my kids. I have two vehicles but I've been without a car before and I've been homeless.... A bicycle or motor scooter makes THE WORLD of difference to someone who is struggling to succeed or just be alive, happily, if they don't have convenient transportation. Sometimes people can't even get to the food bank or meal handouts and it is a terrible downward cycle so I appreciate Lompoc trying to make transport more accessible. Also, If transport was inexpensive and convenient, I would imagine there would be less people driving while under the influence and transport should be incorporated in the pub scene or a route to the convenience stores and liquor stores. Lastly, riding the bus would be fun for my kids and I and I would use the system we have more often if it was advertised better so I remember it's an option. Thank you, Lompoc.</p>	1
<p>I would use the public transport if the headways were 15 minutes and were reliable. Options are important to those who cannot drive and/or choose not to drive. Driving should not be the only reliable way to transverse across any town/city. I think going to the bus stations to talk with frequent users of the system as many may not have access to this survey as those users likely have little access and/or resources.</p>	1
<p>I'm a big supporter of the new mode of transportation that is convenient and environmentally friendly.</p>	1
<p>I'm specifically interested in frequent public transportation option between Lompoc and Goleta, Goleta/Santa Barbara Airport/Santa Barbara incl. Amtrak station in Goleta and Santa Barbara. BTW: I do not use Lyft/Uber because I do not support their business model as it is not a fair competition/equal playground compared with regular taxi service.</p>	1
<p>Improve and expand bicycle lanes. I used to bike within the city until I was injured by a motorist.</p>	1
<p>Increase the coverage and frequency of bus lines to meet the daily commuting and travel needs of residents. At the same time, we can consider introducing more environmentally friendly electric buses to reduce carbon emissions</p>	1
<p>Introduce some bike sharing, that would be a lot easier too</p>	1
<p>It would be easier to commute to work if bike sharing was popularized</p>	1
<p>it would be great to have an additional bus later in the morning going to Goleta</p>	1
<p>It's actually pretty good</p>	1
<p>Keep it up, much needed</p>	1
<p>Keep up the good work</p>	1
<p>More Bike Sharing</p>	1
<p>More direct service to Mission Hills. Shorter time on the bus.</p>	1

Comments	Frequency
More frequent fixed routes as well as more routes and locations would be helpful for riders trying to get places in the Lompoc Valley. Bus stops should be power washed with water so they are free of feces from homeless people camping and occupying the benches. More benches should be placed in locations at marked bus stops, as people are at different levels of ability or disability and may need to sit. Additionally, all public water fountains should be operational as the public should have access to drinking water fountains that work along city streets as well a more of these fountains should be placed across town, not just downtown in old original Lompoc. There are many pedestrians that will walk and also combine public transportation for example especially after shopping and buying groceries. There should be a number of bus stops that are well marked and provide water fountains, shelters, benches, and Yes, there should even be a couple public restroom facilities along city street areas, routes for example. Not all merchants accommodate people that are walking /without their own car/transportation, and the city should keep this in mind for passengers taking routes across town, having to wait on buses. Thank you	1
More public transportation	1
Please make the fixed routes longer. I shouldn't have to transfer busses to get to my destination within the city. Lompoc is pretty small.	1
Please put COLT bus stops on Google Maps and Apple Maps. This would make things easier for the residents, the new military personnel, and the travelers that come through town. This is quite easy and wouldn't require too much time.	1
Install a new stop between the Pioneer Park stop and Pine & F Street in the direction of Cypress & I Street.	1
Promote car-sharing and bike-sharing services to improve vehicle utilization and reduce private vehicle ownership.	1
Promote the construction of transportation information: provide real-time traffic conditions, bus arrival time and other information through mobile applications or websites to facilitate residents' travel planning.	1
Reverse black line was great	1
Routes need to run later	1
Safe public transportation is important to the community and to the environment. I am happy that you are taking the initiative to improve it and I hope you come to conclusions that are modern, safe, and provide value to the people who could use them. Thanks!	1
Safety is paramount. If it's unsafe, no one will want to use it.	1
Something else that would motivate me to use public transit is if there were electric buses. I have an electric vehicle, so I prefer to drive for environmental reasons as well. I would love to ride public transit instead of driving though, given it were more affordable (I typically commute with my child so if kids could ride free that would be a major plus as well). I've also seen some bus stops on streets with no sidewalk, so safety is certainly an issue. I have tried to look up routes to try and use it, but there is conflicting information online that makes the whole experience very confusing and off putting. I'm excited to see how public transit improves!!	1
Sunday service	1
The drivers for COLT take care of customers and are very courteous.	1
The Flower Festival is crowded, so pay attention to traffic safety!	1
These busses are not properly cleaned when compared to similar cities.	1
Use of credit card on bus is needed.	1
We need better walking paths. River park would benefit with a path. Bailey Ave, paved and lit would be nice. Want more people walking? We need safe paths.	1

Comments	Frequency
When I travel around the city, I'm usually concerned about getting to my destination fairly quickly. I'm worried that taking the bus would take longer than I would like.	1
Would like to see a beach train or bus.	1
Would love an earlier red line bus to take the clean air bus	1
I think it's already very good	1
Enhance employee training to improve customer service quality	1
I would like there to be more routes and frequencies of urban transportation to Santa Maria, Santa Barbara, Buellton and if possible, to the Bay Area	1
For a person of the third age (of legal age) like me, I would love for them to be able to pick up/return home, as was done many years ago. Also, help getting on the truck or facilitating entry/exit of the truck because I can't lift my feet very high.	1

Stakeholder Outreach

In July 2024, a self-administered survey was provided to 33 community stakeholders. The stakeholder engagement included outreach to human services providers; healthcare organizations; advocates of individuals with disabilities, seniors, low-income and unhoused persons, and veterans; major employers; and educational institutions. To facilitate the survey’s distribution, Moore & Associates compiled a database of community stakeholders located within and serving Lompoc, Mission Hills, and Vandenberg Village.

Multiple attempts were made via email and first class mail to encourage survey participation. The survey sought to gain first-hand insight into the travel habits and transportation needs of the members, clients, and employees of stakeholder organizations. This analysis reflects responses/data received from five organizations (indicated in the list below with an asterisk). The stakeholders contacted included the following:

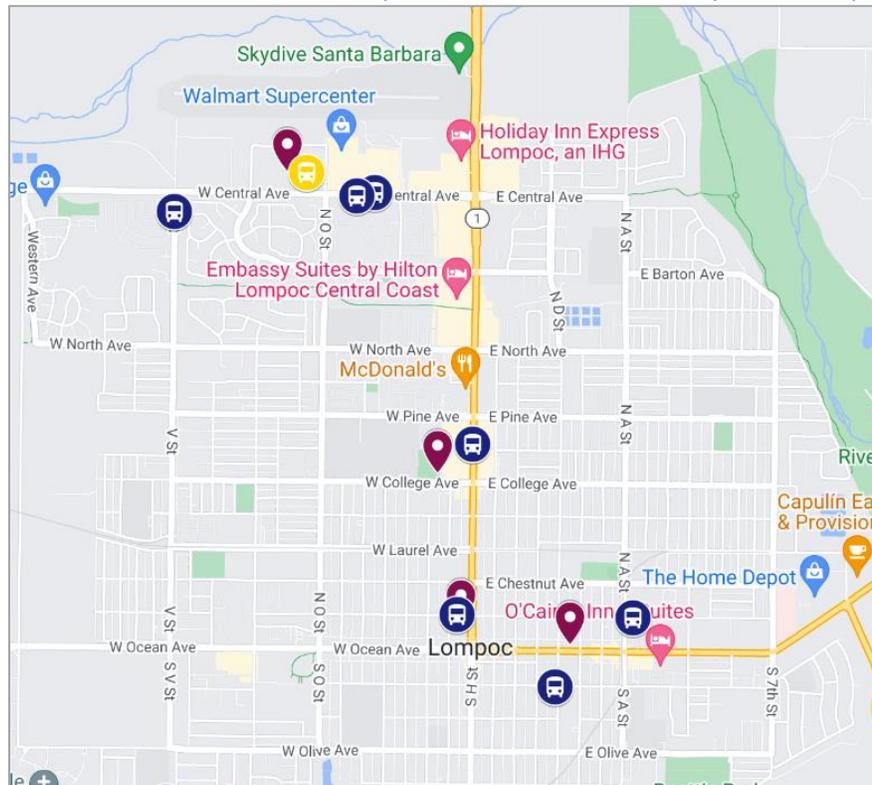
1. Allan Hancock College – Lompoc Valley Center
2. CASA of Santa Barbara County
3. Catholic Charities/Lompoc Food Pantry
4. CommUnify
5. Community Partners in Caring*
6. Den Mat Holdings, LLC*
7. Family Service Agency – Dorothy Jackson Family Resource Center
8. FCI Lompoc I
9. FCI Lompoc II
10. Good Samaritan BridgeHouse Emergency Shelter
11. Imerys Minerals California, Inc.
12. IMPORTA Centro de Inmigracion
13. Independent Living Resource Center
14. Lompoc Adult School and Career Center
15. Lompoc Community Health Center
16. Lompoc Family YMCA*
17. Lompoc Main Library

18. Lompoc Parks & Recreation – Dick DeWees Community and Senior Center
19. Lompoc Public Library – Vandenberg Village Branch
20. Lompoc Taxi
21. Lompoc Unified School District
22. Lompoc Valley Chamber of Commerce and Visitors Bureau
23. Lompoc Valley Community Health Organization/Healthy Lompoc Coalition
24. Lompoc Valley Medical Center
25. Lompoc Veterans Services
26. LOVARC*
27. North County Rape Crisis and Child Protection Center*
28. Santa Barbara County – Probation, Adult & Juvenile Services
29. Santa Barbara County – Public Health Department
30. Santa Barbara County – Social Services
31. Savie Health
32. United Boys and Girls Clubs – Lompoc Unit
33. Vandenberg Space Force Base

Of the five responding organizations, three were non-profits, one was a human/social services organization, and one was a major employer. All of them noted that the majority of the individuals they represent in the Lompoc Valley live in Lompoc. The individuals they represent use a variety of transportation options to access the stakeholder’s programs or location. Three organizations reported their clients/members use COLT fixed-route services, while two indicated use of COLT ADA paratransit.

Only one stakeholder (YMCA) said there was a COLT bus stop (Route 1) located within a reasonable walking distance of its location (approximately 0.25 mile). Den Mat has a SMRT stop located very nearby, with the nearest COLT Route 2 stop approximately 0.25 mile away. LOVARC has a Route 1 stop located approximately 0.1 mile to the north of its location, also a reasonable walking distance. While the North County Rape Crisis and Child Protection Center (NCRCCPC) does have a COLT Route 1 stop within 0.25 mile, it requires crossing Ocean Avenue at an uncontrolled intersection (although there are marked crosswalks at both D Street and C Street). Walking to A Street to cross at a signaled intersection increases the distance to 0.5 mile.

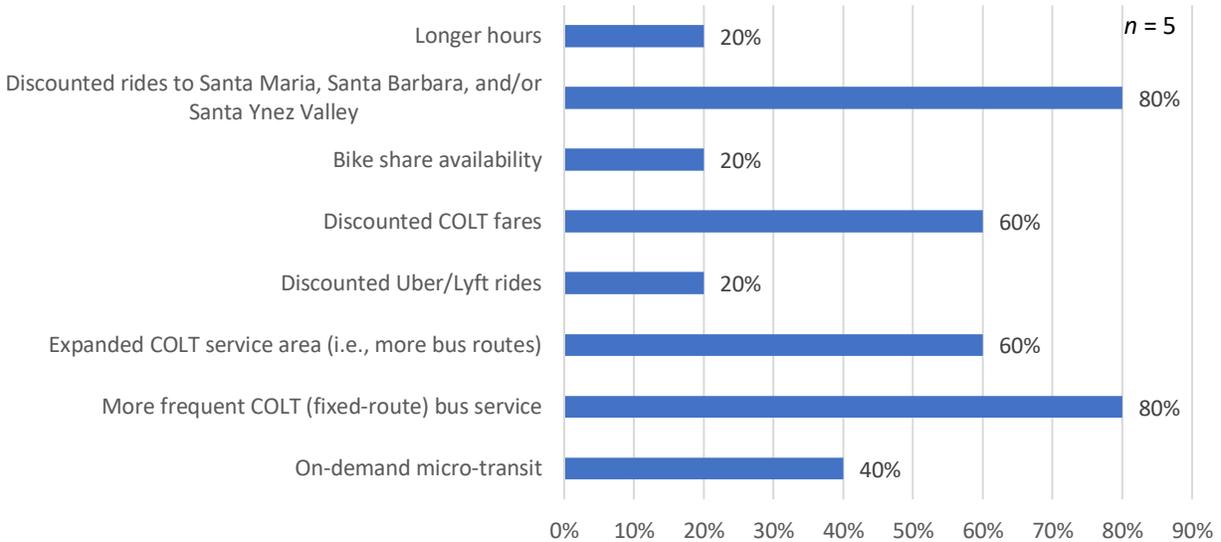
Exhibit 4.82 Lompoc stakeholders and nearby transit stops



Four of the five respondents said the individuals they represent have trouble obtaining transportation to their location, and three indicated they were aware that individuals also had trouble obtaining transportation to other locations, especially long-distance rides to Santa Barbara and Santa Maria.

The top two mobility options stakeholders indicated perceived as most effective in enhancing transportation in the Lompoc Valley were more frequent COLT fixed-route service and discounted rides to locations outside of the Lompoc Valley. This was followed by discounted COLT fares and expanded COLT service area.

Exhibit 4.83 Stakeholder preferred mobility options



Four respondents completed the section of the survey focusing on their employees. Three of the four said the majority of employees drive a personal vehicle to work, while the fourth indicated carpooling. Two indicated that some employees need a personal vehicle during the day. Two of the respondents indicated typical business hours (approximately 9:00 a.m. to 5:00 p.m.), while two indicated expanded hours (7:00 a.m. to 7:00 p.m. and 5:30 a.m. to 9:00 p.m.). Two felt a lack of transportation contributed to absenteeism among employees.

Community Information-Sharing Events

In addition to the dedicated survey efforts, the Lompoc Transit Reimagined Study included four additional community engagement activities: 1) a series of information-sharing pop-up events, 2) a project information booth at the Lompoc Valley Flower Festival, 3) a project information booth at the Old Town market, and 4) two rounds of community workshops. With the exception of the second round of workshops (which took place after the survey was closed), printed copies of the bilingual community survey were available at each of these activities.

- A. Pop-ups. On June 20 and June 21, 2024, project representatives coordinated staffed pop-up events at Walmart (701 W Central Avenue), Lompoc Main Library (501 E. North Avenue), and Grocery Outlet (316 East Ocean Avenue). Each of these sites has traditionally attracted significant foot-traffic and each is a popular destination for patrons of the COLT local bus service. Each pop-up lasted 60 to 90 minutes and provided an opportunity to promote the project and respond to questions from the community. We estimate 35 persons visited the project information booth.
- B. Lompoc Valley Flower Festival. The Flower Festival is a very popular annual community event attracting thousands of locals and visitors alike. Project representatives staffed an information

booth from 11:00 am to 8:00 pm on both Friday, June 21 and Saturday, June 22, 2024. To encourage festival attendance, the City offered free rides on the COLT local bus service. We estimate 150 persons visited the project information booth.

- C. Old Town Market. During July and August, the Lompoc Chamber of Commerce sponsors a Friday evening public market on the 100 block of South H Street. Project representatives staffed an information booth from 5:00 pm to 8:00 pm on July 19 and July 26, 2024. We estimate 65 persons visited the project information booth.
- D. Community workshops. A pair of one-hour public workshops was hosted on August 14, 2024 at the DeWees Community Center on Ocean Avenue. To encourage attendance, the City provided free rides on COLT to/from the workshops. Participants from the various project surveys were sent individual invitations to attend one of the workshops. The workshops were promoted via the City's e-newsletter, a flyer posted onboard the COLT vehicles, flyer posted on the library's community bulletin board, and via the Old Town Market booth. A second pair of hour public workshops was hosted on September 18, 2024, also at the DeWees Community Center on Ocean Avenue. Similar promotional tactics were utilized.

Workshop 1 | August 14, 2024 - 3:30 pm @ DeWees Community Center (Round 1)

Five members of the public and several transit representatives attended the first workshop.

An overview of the Lompoc Transit Reimagined Study was presented before the floor was opened for comments and questions. Questions regarding the catalyst for the project and comments for maintaining the current fixed route service were posed to the group as an ice breaker. A desire for increased COLT service frequency and bidirectional fixed-route service was expressed by participants. Residents of Vandenberg Village noted a 90-minute travel time as a barrier to use of the current transit system.

The potential for a hybrid service combining fixed-route service and micro-transit was discussed. If the proposed reimagined fixed-route service ends at 5:00 p.m., participants requested a micro-transit service run later so they can get home after work or participate in community activities in the evening.

Several concerns regarding bikesharing were raised. Participants expressed concerns bikes would end up stolen or in the riverbed. They believe with the increase in presence of unhoused individuals in the community, a bikesharing program would not be appropriate or sustainable. They indicated belief that a bikesharing program may work better in and around Allan Hancock College.

One participant, who is legally blind, supported the micro-transit option. She shared it would be helpful for grocery trips and other "everyday" errands. She is interested to learn more about the micro-transit option.

While it is unlikely a micro-transit service would expand outside Lompoc, most of the attendees expressed interest in a service that would travel outside the Lompoc city limits. Participants shared their feeling about being isolated in Lompoc and would use a service that extended to Santa Barbara or to the airport that operated during expanded service hours (that is, beyond what the fixed-route service operates now).

Interest in Sunday service in Lompoc and out to Santa Barbara was suggested. Deviated fixed-route service was raised as a possible service enhancement, with an added stop on the northside at the City's Botanical Garden.

Workshop 2 | August 14, 2024 - 5:30 pm @ The DeWees Community Center (Round 1)

Three members of the public, two RATP Dev staff (COLT's contractor), and two City representatives attended the second workshop.

Similar to the first workshop, a brief project background and overview was shared and then the audience was invited to share their opinions on the proposed service enhancements and alternatives. Some workshop participants indicated being fairly new to the area; having lived in the Bay Area and Irvine prior to settling in Lompoc in the last two or three years. Participants were in agreement that public transit is an important community service and enhancements should be made to provide the best and efficient service possible.

More frequent connections to other transit agencies serving Santa Barbara, Buellton, Solvang and surrounding areas were expressed as desired service enhancements. Another participant requested expanded operating hours to include midday service and increased frequency of the Clean Air Express.

Similar to the first workshop group, participants in the second workshop expressed concerns regarding a bikesharing option. Based on prior experience in the Bay Area, attendees had witnessed bikes thrown around and not returned to designated docking stations. They also observed a lack of use. It was noted that bikesharing works well in denser cities, however could be useful as a "first/last mile" solution in Lompoc. Participants expressed more interest in electric scooters rather than bikesharing.

One attendee expressed support for micro-transit. She is interested in the efficiency and convenience it could provide. Another attendee noted that people will use whatever is convenient and that should be the driving thought to make transit attractive in Lompoc. Additional conversations regarding deviated fixed-route service and the H Street Shuttle were discussed as other options under consideration.

Workshop 3 | September 18, 2024 - 3:30 pm @ DeWees Community Center (Round 2)

Workshop 4 | September 18, 2024 - 5:00 pm @ DeWees Community Center (Round 2)

The City provided free transportation to/from each workshop upon request. All workshop materials were available in both Spanish and English. In total, 40 persons attended the sessions.

The workshops had three objectives: 1) update the community regarding project status, 2) provide a forum for questions and discussion, and 3) invite attendees to indicate their preference regarding eight possible service alternatives and eight possible transit program enhancements.

The workshops were promoted via the City's biweekly e-newsletter, notices onboard City of Lompoc Transit vehicles, SBCAG's monthly e-newsletter, social media, posters at various Lompoc venues/activity

centers, and an email to each survey participant and each person who attended the first round of community workshops (held on August 14, 2024).

Workshop attendees were asked to vote for their top three service scenarios. Each participant was given a ballot containing descriptions of each service scenario wherein they were asked to rank their top three choices.

Twenty-four individuals attended the two workshops and participated in the voting activities. Comments received during the workshops generally focused on frequency, regional connectivity, and weekend and late night service. The results of the voting activities, including the short-list of service alternatives and preferred recommendations, are discussed in Chapter 6.

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Chapter 5 | Findings and Preliminary Service Options

Introduction

This chapter provides a summary of findings arising from the initial tasks and public engagement activities conducted as part of the City of Lompoc’s Transit Reimagined Study. It also introduces several preliminary service alternatives based on the findings.

This chapter presents a series of findings related to community mobility. Potential service alternatives include a status quo alternative, which maintains the current slate of transit services, with potential minor alterations to routes to serve planned residential development areas. Another service alternative introduces limited micro-transit service to the current slate of mobility offerings. It includes three potential scenarios: 1) maintaining the current route network and service frequency; 2) maintaining the current route network but increasing frequency during peak hours; and 3) introducing a limited-stop shuttle that travels along H Street and revising Routes 1 through 3 to focus on east-west service. A third alternative replaces the fixed-route and Dial-A-Ride services with an all-day general public on-demand micro-transit service, while retaining offerings such as the Wine Country Express and Santa Barbara Shuttle. Finally, this chapter includes a series of recommendations that could be introduced in concert with some or all of the service alternatives.

Summary of Findings

Drawing upon the results of the community, fixed-route rider, Dial-A-Ride rider, and stakeholder surveys; discussions from the community workshops; and staff and stakeholder input, combined with the consultant’s review of the City’s transit program, a series of findings about the existing service and community transportation needs was developed.

Overall productivity for the COLT local fixed-route and Dial-A-Ride services is low. The most recent Short Range Transit Plan (2003) included several performance standards for COLT. Key performance indicators for productivity included passengers per revenue vehicle mile and passengers per revenue vehicle hour. For fixed route, the passengers per mile goal was 1.25 and passengers per hour was 16.0. For Dial-A-Ride, the passengers per mile goal was 0.30 and passengers per hour was 3.0.

During the three most recent fiscal years, the fixed-route passengers per mile ranged from 0.30 to 0.38 and the passengers per hour ranged from 3.23 to 4.05. For Dial-A-Ride, the passenger per mile ranged from 0.26 to 0.29 while the passengers per hour ranged from 1.21 to 1.38. Even before the pandemic (FY 2017 – FY 2019), the fixed-route passengers per hour ranged from 5.0 to 6.2, well below the goal of 16.0. Fixed-route passenger per mile ranged from 0.26 to 0.44, also below the goal of 1.25. For Dial-A-Ride, passengers per hour ranged from 1.7 to 2.2, below the goal of 3.0, and passengers per mile ranged from 0.22 to 0.26, also below the goal of 0.30. Even taking into account that the goals set in 2003 may no longer be achievable, service productivity has not returned to pre-pandemic levels.

A significant percentage of fixed-route riders use COLT because they have no other transportation options. The fixed-route survey revealed 45.1 percent of respondents indicated this as the primary reason

for riding. In addition, 21.6 percent cited “convenience.” This underscores the need for the City to continue to provide some form of transit service open to the general public.

The majority of Dial-A-Ride customers rely on public transit for their personal mobility. Fewer than 10 percent of respondents indicated having both a valid driver’s license and access to a personal vehicle. The COLT local fixed-route service was a frequently cited alternative to Dial-A-Ride (58.7 percent), as was SMRT Route 30 (Breeze 100) (22.2 percent).

Fewer than five percent use Uber or Lyft, while 12.7 percent indicated use of a taxi. In addition, 33.3 percent travel with a mobility aid, while 6.3 percent travel with a service animal. As a result, maintaining some level of on-demand service for current Dial-A-Ride users is important. It is also important to note that the majority of Dial-A-Ride riders (84.1 percent) indicated a preference for making ride requests by phone rather than a smartphone app, although 67.7 percent indicated having access to a smartphone.

Fixed-route riders would like more service overall. The top three preferred improvements were expanded service hours, more frequent service, and expanded service area. Even though there is a high level of satisfaction among riders (85.9 percent indicated being satisfied or very satisfied), there is still a desire for more service. Expanded service hours could refer to weekday evening service or longer hours on Saturday. More frequent service likely refers to service that operates more frequently than once per hour. The desire for an expanded service area is somewhat harder to interpret, given the current COLT routes cover the majority of the city as well as Mission Hills and Vandenberg Village.

These preferences were reflected in the community survey as potential barriers to using public transit, including not operating often enough (50 percent), not traveling where the respondent needs to go (37.8 percent), and taking too long (27 percent). In addition, community survey respondents indicated improvements to fixed-route service were some of the most preferred mobility investments: more frequent service (45.1 percent) and more fixed routes (26.4 percent).

There is little connectivity between COLT and the Clean Air Express (CAE). Four of the morning CAE trips depart Lompoc before 6:00 a.m., and those that depart after 6:00 a.m. do so before each route has the opportunity to complete one circuit and return to the Transit Hub. Of the CAE afternoon trips, three arrive before 6:00 p.m. and therefore offer connectivity with COLT. However, two of the trips arrive at 6:20 p.m., after the last COLT departures from the Transit Hub.

There are few meaningful connections between SMRT Route 30 (the former Breeze Bus Route 100) and COLT at the Transit Hub. The only Route 30 trip with meaningful connections arrives at the Transit Hub at 7:07 am and departs at 7:10 am. This aligns with service from all three COLT routes serving the Transit Hub and supports easy transfers between COLT and SMRT. However, this is the only time of day when a meaningful connection is available at this location. Subsequent SMRT trips do not line up with the COLT schedule, requiring a wait of up to 50 minutes between connections. This makes it difficult for Lompoc residents to connect with SMRT for travel to Santa Maria/Orcutt. Connectivity at Mission Plaza is better, yet there are still several instances where longer waits are required.

Connectivity between COLT and the Wine Country Express (WCE) is typically good in only one direction per trip. Persons connecting with the WCE have a good connection traveling (eastbound) to the Santa Ynez Valley (SYV) on the first trip of the day, yet those arriving in Lompoc on the return trip (westbound) have to wait nearly 40 minutes for a connection with COLT. The same situation occurs on the second trip, although the wait time for a connection in Lompoc increases to 55 minutes. On the third trip, there is a wait of 45 to 50 minutes for persons transferring from COLT to the WCE, but only a 12-minute wait for those arriving from the SYV and transferring to COLT for the last COLT trip of the day. This schedule works for persons traveling from Lompoc to SYV during the day and returning in the evening. However, it does not facilitate easy travel to Lompoc from the SYV during the day and returning in the evening.

There is interest in a shuttle operating frequently along H Street. Among COLT fixed-route riders, 66.7 percent said they would be very likely to use a frequent limited-stop shuttle service traveling up and down H Street. Another 24.6 said they would be somewhat likely. This comprised more than 91 percent of respondents.

There is interest in micro-transit. There is significant interest in on-demand (micro-transit) service: 87 percent of fixed-route customers said would be very likely or somewhat likely to use such a service, while more than 93 percent of community survey respondents expressed some level of interest (e.g., if it met their travel needs). The majority of current transit riders (86 percent of fixed-route and 67 percent of Dial-A-Ride) have access to a smartphone, which could positively impact use of an app-based reservation/ride request system.

If a corner-to-corner service model (which utilizes virtual bus stops, or nodes, instead of directly serving the requested address to optimize productivity) were used, curb-to-curb service should be made available for ADA-certified customers.

There is interest in carsharing. In the community survey, 64.1 percent of respondents said they were interested in using a carsharing program, and an additional 16 percent said they might be interested. Supporting this is that 58.3 percent of those who did not own or lease a personal vehicle said it was because it was too expensive to purchase and/or maintain the vehicle. Nearly 44 percent said ease of use would impact their interest; 47 percent said they would be interested if the cars were well maintained; and 39.1 percent said they would be interested if it were cheaper than Uber or Lyft.

There is limited interest in bikesharing or e-scooters. Approximately 23 percent of community survey respondents expressed an interest in bikesharing, while 21 percent would be interested in e-scooters. This interest may have been spurred by the potential for free or discounted rides included in the question. During the community workshops, attendees expressed concerns regarding theft or damage with respect to bikesharing equipment.

There is some interest in access to additional destinations in the Santa Barbara area. Some community survey respondents indicated a desire for direct service to UCSB, Goleta, and the Santa Barbara Airport. This interest is relevant to the Clean Air Express, which lies outside the scope of this study.

Currently, the CAE provides service to locations in Goleta (including the Santa Barbara Airport) via the Lompoc-Goleta route. However, this service operates only during peak hours. CAE no longer provides a direct Lompoc/Buellton – UCSB route. In addition, the City’s Santa Barbara Shuttle does not currently serve the Santa Barbara Airport.

Service Alternative #1

Service Alternative #1 represents a continuation of the current service model: local fixed-route service, ADA Paratransit service, Santa Barbara Shuttle, Allan Hancock College evening service, and the Wine Country Express.

Service Alternative #1A

In Service Alternative #1A, the only changes to existing route alignments would be potential adjustments to serve newly emerging residential communities once they are built out (such as Burton Ranch at Highway 1 and Harris Grade Rd. and River Terrace at E. Laurel Avenue and N. 12th Street). A summary of the current service is provided below:

- Local fixed routes (Routes 1-4) would operate from 6:00 a.m. to 7:00 p.m., Monday through Friday with hourly service, and on Saturday from 9:00 a.m. to 5:00 p.m. with hourly service.
- Dial-A-Ride (ADA Paratransit) would operate from 6:00 a.m. to 7:00 p.m., Monday through Friday, and on Saturday from 9:00 a.m. to 5:00 p.m.
- The Wine Country Express would provide three round trips per day, Monday through Saturday, as currently scheduled.
- The Santa Barbara Shuttle would provide service between Lompoc and Santa Barbara on Tuesday and Thursday as currently scheduled.
- The Allan Hancock College night service would provide evening on-demand service Monday through Thursday as currently scheduled.

The status quo alternative would see little to no change in vehicle service hours. However, absent an increase in ridership, fixed-route productivity is unlikely to improve significantly. An increase in ridership would most likely be impacted by improvements to the service (such as expanded hours or more frequent service, neither of which is included in this alternative) and a robust marketing program. Increasing ridership would also increase fare revenue. The City may also wish to adjust its fares to better help cover ongoing increases in operating cost.

Operation of the City’s transit program under this service alternative would likely be by a single third-party contractor, similar to the contract currently in place. The contractor would need to be able to provide both fixed-route and demand-response service using the City-owned fleet.

This scenario would not incur additional capital requirements beyond those already planned. By continuing to operate cutaway vehicles, the City is responsible for compliance with the Innovative Clean Transit (ICT) mandate and will ultimately need to replace gas-powered vehicles with zero-emission (battery-electric) vehicles as well as provide the infrastructure needed for charging. This should be incorporated into the design of the new transit maintenance and operations facility currently under development.

Service Alternative #1B

Service Alternative #1B would maintain the status quo offered in Service Alternative #1A, but would offer limited route deviations during each trip. No more than two route deviations of up to one-quarter mile would be provided during each trip on each route, and deviations would need to be scheduled by phone in advance. Route deviations would be available to the general public.

Given route deviations would be served within the existing temporal footprint of the service, there would be no changes to operating or capital costs from Service Alternative #1A.

Exhibit 5.1 Summary of Service Alternative #1A and #1B

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<ul style="list-style-type: none"> ● Local fixed-route ● Dial-A-Ride ● Wine Country Express ● Allan Hancock College service 	<ul style="list-style-type: none"> ● Local fixed-route ● Dial-A-Ride ● Wine Country Express ● Santa Barbara Shuttle ● Allan Hancock College service 	<ul style="list-style-type: none"> ● Local fixed-route ● Dial-A-Ride ● Wine Country Express ● Allan Hancock College service 	<ul style="list-style-type: none"> ● Local fixed-route ● Dial-A-Ride ● Wine Country Express ● Santa Barbara Shuttle ● Allan Hancock College service 	<ul style="list-style-type: none"> ● Local fixed-route ● Dial-A-Ride ● Wine Country Express 	<ul style="list-style-type: none"> ● Local fixed-route ● Dial-A-Ride ● Wine Country Express

Service Alternative #1C

Service Alternative #1C maintains the service delivery of Service Alternative #1A, but extends fixed-route service by two hours, until 9:00 p.m., on weekdays. This would also extend the Dial-A-Ride service until 9:00 p.m. There would be no changes to any of the other routes or services. Service Alternative #1C should be initially approached on a trial basis to determine actual demand for service during this time period, as well as if extending the fixed-route service is the best approach to addressing that demand.

This alternative is expected to result in a 13.03 percent increase in vehicle service hours, which also translates to a 13.03 percent increase in operating cost versus the status quo under the current contractor’s billing model (based solely on vehicle service hours).

Exhibit 5.2 Summary of Service Alternative #1C

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<ul style="list-style-type: none"> Local fixed-route until 9 pm Dial-A-Ride until 9 pm Wine Country Express Allan Hancock College service 	<ul style="list-style-type: none"> Local fixed-route until 9 pm Dial-A-Ride until 9 pm Wine Country Express Santa Barbara Shuttle Allan Hancock College service 	<ul style="list-style-type: none"> Local fixed-route until 9 pm Dial-A-Ride until 9 pm Wine Country Express Allan Hancock College service 	<ul style="list-style-type: none"> Local fixed-route until 9 pm Dial-A-Ride until 9 pm Wine Country Express Santa Barbara Shuttle Allan Hancock College service 	<ul style="list-style-type: none"> Local fixed-route until 9 pm Dial-A-Ride until 9 pm Wine Country Express 	<ul style="list-style-type: none"> Local fixed-route Dial-A-Ride Wine Country Express

Service Alternative #1D

Service Alternative #1D maintains the service delivery of Service Alternative #1B, but introduces bi-directional service on Route 2 (Black) by adding a second vehicle to the route. This would double the vehicle service hours for Route 2 on weekdays. There would be no changes to any of the other routes or services. It would require the deployment of an additional vehicle and driver.

This alternative is expected to result in a 15.09 percent increase in vehicle service hours, which also translates to a 15.09 percent increase in operating cost versus the status quo under the current contractor’s billing model (based solely on vehicle service hours).

Exhibit 5.3 Summary of Service Alternative #1D

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<ul style="list-style-type: none"> Local fixed-route (bidirectional service on Rt 2) Dial-A-Ride Wine Country Express Allan Hancock College service 	<ul style="list-style-type: none"> Local fixed-route (bidirectional service on Rt 2) Dial-A-Ride Wine Country Express Santa Barbara Shuttle Allan Hancock College service 	<ul style="list-style-type: none"> Local fixed-route (bidirectional service on Rt 2) Dial-A-Ride Wine Country Express Allan Hancock College service 	<ul style="list-style-type: none"> Local fixed-route (bidirectional service on Rt 2) Dial-A-Ride Wine Country Express Santa Barbara Shuttle Allan Hancock College service 	<ul style="list-style-type: none"> Local fixed-route (bidirectional service on Rt 2) Dial-A-Ride Wine Country Express 	<ul style="list-style-type: none"> Local fixed-route (bidirectional service on Rt 2) Dial-A-Ride Wine Country Express

Service Alternative #2

Service Alternative #2 continues the status quo service model with several alterations. The fixed-route service would be replaced by a general public on-demand (micro-transit) service during weekday evenings and Saturday. This service would also replace the Allan Hancock College night service. It also explores the introduction of more frequent service on weekdays as well as the introduction of a north-south limited-stop shuttle along H Street. The introduction of evening micro-transit service would also improve connectivity with the northbound Clean Air Express, although it would not impact connectivity with the southbound service in the morning.

Service Alternative #2A

Service Alternative #2A adds on-demand general public micro-transit service during weekday evenings and Saturdays yet does not increase service frequency during peak hours.

- Local fixed routes (Routes 1-4) would operate from 6:00 a.m. to 5:00 p.m., Monday through Friday with hourly service.
- Dial-A-Ride (ADA Paratransit) would operate from 6:00 a.m. to 5:00 p.m., Monday through Friday.
- Micro-transit (general public on-demand service) would operate two vehicles from 5:00 p.m. to 7:00 p.m. and one vehicle from 7:00 p.m. to 10:00 p.m., Monday through Friday.
- Micro-transit would operate a minimum of four vehicles from 9:00 a.m. to 5:00 p.m. on Saturday, replacing both fixed-route and ADA Paratransit service with general public on-demand service.
- The Wine Country Express would continue to provide three trips per day, Monday through Saturday, as currently scheduled.
- The Santa Barbara Shuttle would continue to provide service between Lompoc and Santa Barbara on Tuesday and Thursday as currently scheduled.

This alternative is expected to result in a 5.33 percent decrease in vehicle service hours, which also translates to a 5.33 percent decrease in operating cost versus the status quo under the current contractor's billing model (based solely on vehicle service hours).

Service Alternative #2B

Service Alternative #2B adds on-demand general public micro-transit service during weekday evenings and Saturdays as well as increases local fixed-route service frequency during peak hours.

- Local fixed routes (Routes 1-4) would operate from 6:00 a.m. to 5:30 p.m., Monday through Friday with half-hour service during a.m. and p.m. peak travel times and hourly service between 9:00 a.m. and 3:00 p.m.
- Dial-A-Ride (ADA Paratransit) would operate from 6:00 a.m. to 5:30 p.m., Monday through Friday.
- Micro-transit (general public on-demand service) would operate two vehicles from 5:30 p.m. to 7:00 p.m. and one vehicle from 7:00 p.m. to 10:00 p.m., Monday through Friday.
- Micro-transit would operate a minimum of four vehicles from 9:00 a.m. to 5:00 p.m. on Saturday, replacing both fixed-route and ADA Paratransit service with general public on-demand service.
- The Wine Country Express would continue to provide three trips per day, Monday through Saturday, as currently scheduled.
- The Santa Barbara Shuttle would continue to provide service between Lompoc and Santa Barbara on Tuesday and Thursday as currently scheduled.

This alternative is expected to result in an 8.73 percent increase in vehicle service hours, which also translates to an 8.73 percent increase in operating cost over the status quo under the current contractor's billing model (based solely on vehicle service hours). This is due to adding four additional round trips per weekday to each route.

Exhibit 5.4 Summary of Service Alternatives #2A & #2B

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<ul style="list-style-type: none"> Local fixed-route Dial-A-Ride Wine Country Express Evening Micro-transit 	<ul style="list-style-type: none"> Local fixed-route Dial-A-Ride Wine Country Express Santa Barbara Shuttle Evening Micro-transit 	<ul style="list-style-type: none"> Local fixed- Dial-A-Ride Wine Country Express Evening Micro-transit 	<ul style="list-style-type: none"> Local fixed-route Dial-A-Ride Wine Country Express Santa Barbara Shuttle Evening Micro-transit 	<ul style="list-style-type: none"> Local fixed-route Dial-A-Ride Wine Country Express Evening Micro-transit 	<ul style="list-style-type: none"> Local Micro-transit Wine Country Express

Service Alternative #2C

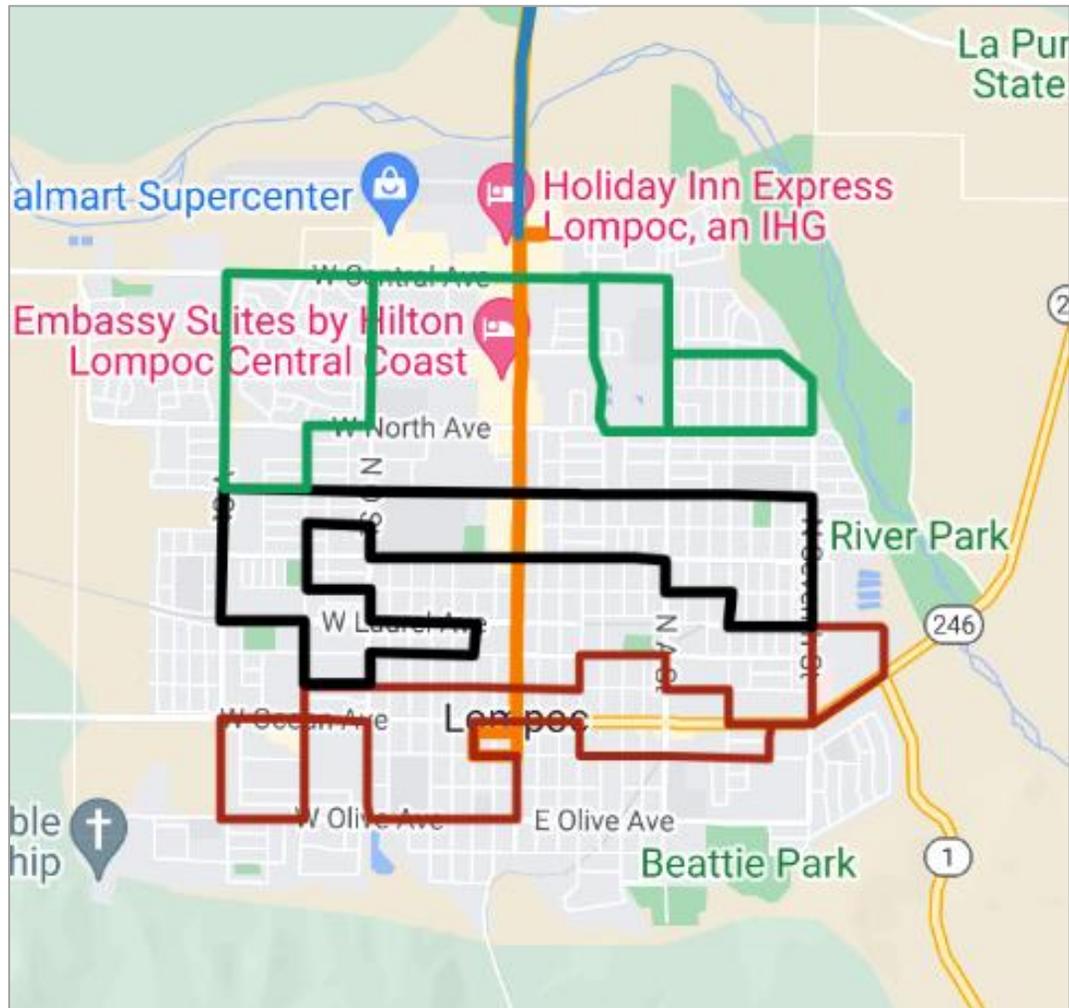
Service Alternative #2C builds upon Service Alternative #2A. It adds on-demand general public micro-transit service during weekday evenings and Saturdays but does not increase service frequency during peak hours. However, it would revise local fixed routes operating within Lompoc to include the introduction of an H Street Shuttle.

The H Street Shuttle would provide 20-minute bi-directional service north and south on H Street between the Transit Hub and Mission Plaza. The three proposed Lompoc routes would focus on east-west travel in south Lompoc, central Lompoc, and north Lompoc, offering connections with the H Street Shuttle at several locations. Each of the three Lompoc routes would offer 40-minute frequency. The H Street connections would eliminate the need for all three routes to serve the Transit Hub. Since the incidence of transfers would be greater, we also recommend the introduction of a day pass rather than continuing to offer transfers.

- Local fixed routes (Routes 1-4 and the H Street Shuttle) would operate from 6:00 a.m. to 5:00 p.m., Monday through Friday with service every half hour (except for Route 4, which would continue to operate hourly).
- Dial-A-Ride (ADA Paratransit) would operate from 6:00 a.m. to 5:00 p.m., Monday through Friday.
- Micro-transit (general public on-demand service) would operate two vehicles from 5:00 p.m. to 7:00 p.m. and one vehicle from 7:00 p.m. to 10:00 p.m., Monday through Friday.
- Micro-transit would operate a minimum of four vehicles from 9:00 a.m. to 5:00 p.m. on Saturday, replacing both fixed-route and ADA Paratransit service with general public on-demand service.
- The Wine Country Express would continue to provide three trips per day, Monday through Saturday, as currently scheduled.
- The Santa Barbara Shuttle would continue to provide service between Lompoc and Santa Barbara on Tuesday and Thursday as currently scheduled.

This alternative is expected to result in a 2.33 percent increase in vehicle service hours, which also translates to a 2.33 percent increase in operating cost over the status quo under the current contractor’s billing model (based solely on vehicle service hours). (Note: The 2.33 percent increase in vehicle service hours does not reflect the addition of early morning micro-transit service to connect with the Clean Air Express, which was ultimately added to the Preferred Service Alternative and is discussed in Chapter 6.)

Exhibit 5.5 Potential route network with H Street Shuttle



- Route 1
- Route 2
- Route 3
- Route 4
- Route 5 - H Street Shuttle

Exhibit 5.6 Summary of Service Alternative #2C

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<ul style="list-style-type: none"> Local fixed-route plus H Street Shuttle Dial-A-Ride Wine Country Express Evening Micro-transit 	<ul style="list-style-type: none"> Local fixed-route plus H Street Shuttle Dial-A-Ride Wine Country Express Santa Barbara Shuttle Evening Micro-transit 	<ul style="list-style-type: none"> Local fixed-route plus H Street Shuttle Dial-A-Ride Wine Country Express Evening Micro-transit 	<ul style="list-style-type: none"> Local fixed-route plus H Street Shuttle Dial-A-Ride Wine Country Express Santa Barbara Shuttle Evening Micro-transit 	<ul style="list-style-type: none"> Local fixed-route plus H Street Shuttle Dial-A-Ride Wine Country Express Evening Micro-transit 	<ul style="list-style-type: none"> Local Micro-transit Wine Country Express

Each of the options under Service Alternative #2 provides an expansion of general public service into the evening (10:00 p.m.) utilizing micro-transit. Options #2B and #2C offer a more extensive service improvement, including increased frequency on the local fixed routes. This would help to address the preferred service improvements as indicated by riders and the community, thereby attracting more users to the system. Increased ridership will also increase fare revenue and improve productivity. The City would still need a robust marketing program to promote the existing services and inform riders and the community about the service improvements (increased frequency, micro-transit, and evening service). The City may also wish to consider a fare adjustment. Often the community is more tolerant of a fare increase when it is apparent the increase is accompanied by something that increases the value of the service, such as increased frequency or expansion of service hours.

Operation of the City’s transit program under this service alternative would likely be by a single third-party contractor, similar to the contract currently in place. The contractor would need to be able to provide fixed-route, demand-response, and micro-transit services using the City-owned fleet. It is not uncommon for micro-transit to be operated by a traditional transit contractor, particularly when it represents only a portion of the services being offered. Alternately, the transit contractor could choose to subcontract with a micro-transit provider to either provide the on-demand technology or, less likely, turnkey operation of the micro-transit portion of the overall service.

This scenario may not incur additional capital requirements beyond those already planned, depending on what vehicles are used to operate the micro-transit service. While micro-transit is often operated with minivans, it could also be operated using the City’s existing fixed-route or paratransit fleet. Should the City decide it would like to operate the micro-transit portion of the service using minivans, it would need to purchase or lease them.

As stated above, with the existing fleet, the City is responsible for compliance with the Innovative Clean Transit (ICT) mandate and will ultimately need to replace gas-powered vehicles with zero-emission (battery-electric) vehicles as well as provide the infrastructure needed for charging. Any minivans used for the micro-transit service fall below the gross vehicle weight threshold for both the ICT mandate and the Advanced Clean Fleet (ACF) regulation, and could be purchased or leased as gas-powered vehicles.

Service Alternative #3

Service Alternative #3 would replace the local fixed-route and ADA paratransit services with an on-demand micro-transit service. The City would no longer be required under the ADA to provide complementary paratransit service if it no longer operated local fixed-route service. However, the use of wheelchair-accessible vehicles by the micro-transit service would ensure continued access for riders traveling with mobility devices. The Wine Country Express would continue to operate as a fixed-route service. The Santa Barbara Shuttle would continue to operate on Tuesday and Thursday.

Micro-transit service beginning at 6:00 a.m. would help facilitate morning connectivity with the southbound Clean Air Express, while evening service would offer connectivity with northbound trips.

- Micro-transit would operate general public on-demand service on weekdays using a minimum of five vehicles between 6:00 a.m. and 6:00 p.m. Two vehicles will provide service between 6:00 p.m. and 10:00 p.m.
- Micro-transit would operate general public on-demand service on Saturdays using a minimum of four vehicles between 9:00 a.m. and 5:00 p.m.
- The Wine Country Express would continue to provide three trips per day, Monday through Saturday, as currently scheduled.
- The Santa Barbara Shuttle would continue to provide service between Lompoc and Santa Barbara on Tuesday and Thursday as currently scheduled.

Exhibit 5.7 Summary of Service Alternative #3

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<ul style="list-style-type: none"> •Local Micro-transit •Wine Country Express 	<ul style="list-style-type: none"> •Local Micro-transit •Wine Country Express •Santa Barbara Shuttle 	<ul style="list-style-type: none"> •Local Micro-transit •Wine Country Express 	<ul style="list-style-type: none"> •Local Micro-transit •Wine Country Express •Santa Barbara Shuttle 	<ul style="list-style-type: none"> •Local Micro-transit •Wine Country Express 	<ul style="list-style-type: none"> •Local Micro-transit •Wine Country Express

This alternative is expected to result in an 11.28 percent decrease in vehicle service hours, which also translates to an 11.28 percent decrease in operating cost as compared to the status quo under the current contractor’s billing model (based solely on vehicle service hours).

Service Alternative #3 has the greatest potential to attract new riders, thereby growing ridership. The micro-transit mode addresses several preferred improvements, including travel time, service availability, frequency, and convenience. Increased ridership will also increase fare revenue and improve productivity. The City would still need a robust marketing program to educate riders about the new service model. The City would also need to determine how the micro-transit service should be priced. It may be appropriate to price it at the same fare currently being used for ADA Paratransit (\$2.00 in town, \$4.00 out of town). Fares need to be priced high enough so that the program is not overwhelmed with demand, but low enough to still be affordable.

Operation of the City’s transit program under this service alternative would potentially be more complicated. The majority of the operation would be micro-transit, but the Wine Country Express and the

Santa Barbara Shuttle would need to be operated as scheduled services. As such, they may need to be operated using the City's current fixed-route or paratransit vehicles. A turnkey micro-transit operator may be able to do this, or a more traditional transit operator could operate both modes. As with Service Alternative #2, a transit contractor could choose to subcontract with a micro-transit provider to either provide the on-demand technology or turnkey operation of the micro-transit portion of the service.

This scenario may not incur additional capital requirements beyond those already planned, depending on what vehicles are used to operate the micro-transit service. Should the City decide it would like to operate the micro-transit portion of the service using minivans, it would need to purchase or lease them.

As stated above, any minivans used for the micro-transit service fall below the gross vehicle weight threshold for both the ICT mandate and the Advanced Clean Fleet (ACF) regulation, and could be purchased or leased as gas-powered vehicles. Larger vehicles would need to comply with the Innovative Clean Transit (ICT) mandate and replacements would need to ultimately transition to zero-emission.

Additional Preliminary Recommendations

This section includes additional preliminary recommendations that could be applied to any of the service alternatives discussed earlier in this chapter.

Recommendation #1: Implement ongoing marketing for the City's transit program.

Marketing is more than just publishing service information. For residents of the Lompoc Valley who do not already use public transit, it may take multiple exposures to messaging in order to achieve a change in behavior. In addition, it has to be the right message that will resonate with the target audience. While there is always a population that will never consider using transit, there is typically a large percentage of individuals that do not already use transit that would consider doing so if it met their needs. An ongoing marketing program should focus on messaging about how the City's programs can address community mobility needs.

Regardless of which Service Alternative is ultimately selected, broad and ongoing marketing needs to be a component of it. If the status quo alternative is selected, marketing can help improve productivity by growing ridership on the City's core services, which will also increase farebox revenues. Increasing fixed-route ridership is a win-win, as carrying more riders does not increase the cost of operating the service. For any other scenario, marketing should be used to raise awareness of the benefits of service changes as well as educate the community about how to use new service modes (such as micro-transit).

Recommendation #2: Implement targeted marketing for the Wine Country Express.

While the Wine Country Express has better productivity than the COLT local fixed routes, there is still ample capacity to carry more riders. Ridership by transit-dependent customers may be impacted by connectivity with COLT, especially if they are seeking to travel from the Santa Ynez Valley to Lompoc early in the day and return in the evening. A targeted marketing campaign – both in Lompoc and the Santa Ynez Valley – would help to raise awareness and increase ridership of the Wine Country Express. Should

the City also implement Recommendation #4, marketing could also promote improved connectivity with COLT.

Recommendation #3: Improve connectivity between COLT local fixed-route service and the Wine Country Express.

As discussed in the findings, connections between the Wine Country Express and Routes 1 through 3 typically only work well in one direction. The City should work to better align connections between the two so as to better enable travel in both directions for all three Wine Country Express trips. Should the City elect to move forward with Service Alternative #2C, COLT routes may be scheduled with this connectivity in mind. For Service Alternatives #1 and #2A/2B, it could make more sense to adjust Wine Country Express service times.

Recommendation #4: Extend Wine Country Express service to the Chumash Casino in Santa Ynez.

Currently, the Wine Country Express (WCE) route terminates at Solvang Park in Solvang. The City indicated there has been interest in extending the service to the Chumash Casino in Santa Ynez. The Chumash Casino is located approximately four miles east of Solvang Park, which would add eight miles and approximately 20 minutes travel time to the route. Given the WCE operates three unlinked round trips, additional time could be integrated into the middle of each round trip without impacting the schedule for other trips. It would also add approximately 302 vehicle service hours to the annual operation of the WCE. At the current contracted rate, this would be an increase of approximately \$22,500 annually. Since this service is partially funded by partners in the Santa Ynez Valley, this increase in the scope of the service (and cost) would need to be approved by them as well.

Exhibit 5.8 Current Wine Country Express route

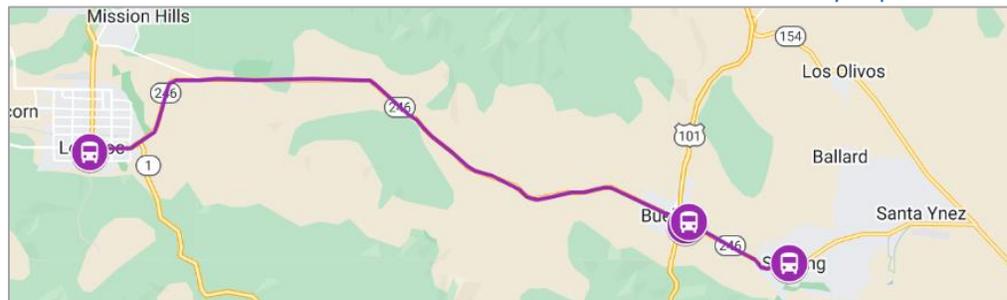
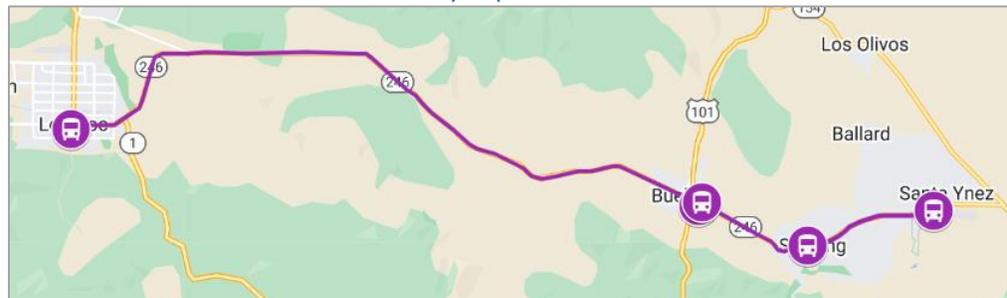


Exhibit 5.9 Wine Country Express route with Chumash Casino extension



Santa Ynez Valley Transit (SYVT), the public transit provider in the Santa Ynez Valley, also provides service between Solvang Park and the Chumash Casino. However, at present, stops at the casino are on-call, meaning they must be requested either upon boarding or by calling to schedule a pick-up during a scheduled fixed-route trip. In addition, service to the casino is provided via the Los Olivos Loop, which travels to Los Olivos before reaching Santa Ynez and the casino, resulting in a travel time to the casino of approximately 40 minutes. The WCE would provide more direct service to the casino. Given the current schedule, two of the three WCE trips would provide service to the casino in-between the times it is currently served by the SYVT Los Olivos Loop. As a result, SYVT would not lose a significant number of riders to the WCE (who would continue on to the casino via WCE rather than by with SYVT).

[Recommendation #5: Implement targeted marketing for the Santa Barbara Shuttle.](#)

While the Santa Barbara Shuttle is operated as a demand-response service, the nature of the service is such that it can benefit from increased ridership in the same manner as a fixed-route service. In other words, because it already travels from Lompoc and Santa Barbara at a given day and time, adding riders to that trip incurs very little additional expense. As a result, targeted marketing of the Santa Barbara Shuttle to historically transit-dependent populations and local healthcare providers could increase ridership and improve service productivity. Marketing would also help to increase awareness about the service's availability to the general public for any trip type, not just ADA-eligible customers or for healthcare-related trips.

[Recommendation #6: Explore the introduction of a carsharing program.](#)

There was significant interest identified through the community survey regarding a local carsharing program. Rather than offering competition to local public transportation, a carsharing program can assist with trips that cannot be taken via transit, such as a trip to Santa Barbara when the Clean Air Express or Santa Barbara Shuttle are not operating, or for a grocery shopping trip that would be difficult to manage on the bus.

Carsharing membership and rental costs vary by provider. Zipcar, for example, offers a membership for \$9.00 per month or \$90 per year. It also charges a one-time application fee of \$25. Members are also responsible for the cost of the car rental (which starts at \$10.00 per hour in some markets), as well as any local fees and taxes. The rental typically includes a designated number of miles.

While a carsharing program would not directly improve public transportation, it could enhance mobility within Lompoc. Further exploration of this option would need to be undertaken to determine its feasibility, and the City would need to identify a partner (such as ZipCar or MíoCar) that would be interested in expanding into Lompoc.

[Recommendation #7: Explore the feasibility of a bikesharing program as a first-/last-mile mobility solution.](#)

Though the geographic footprint of Lompoc is relatively small, walking to access a bus stop can be a challenge for some riders. As a result, we recommend the City consider the feasibility of a bikesharing programs as a first-/last-mile mobility solution. There were some concerns expressed about the viability of such a program during the first round of community workshops, including that the bikes would be stolen or damaged. As a result, the City should conduct a targeted study to explore the feasibility of such

a program – including demand, safety, and how well it would address first-/last-mile travel needs – prior to considering the implementation of bikesharing. If that study finds sufficient demand and an effective operating environment, then the City should consider implementation.

Recommendation #8: Secure funding contribution from Allan Hancock College for continued evening service.

Currently, the City provides evening service from Allan Hancock College (AHC) with pick-ups at 8:10 p.m., 8:40 p.m., 9:10 p.m., and 9:40 p.m., Monday through Thursday. This is operated as a demand-response service connecting individuals from the College directly to their desired final destination. This service would continue under Service Alternative #1, and would be replaced by evening micro-transit service under all other Service Alternatives. Given the timeframe being served is outside of current operating hours, it would be appropriate to approach the College regarding a contribution to the continued operation of evening service that directly benefits AHC students.

Recommendation #9: Improve connectivity between COLT local fixed-route service and SMRT Route 30.

As discussed in the findings, meaningful connections between SMRT Route 30 (the former Breeze Bus 100) at the Transit Hub are limited to the first trip of the day. Should the City select implementation of Service Alternative #1 or #2A/B/C, it is recommended the City of Lompoc work with the City of Santa Maria to better facilitate travel between Lompoc and Santa Maria/Orcutt.

Recommendation #10: Extend Clean Air Express service to Vandenberg Village.

The Clean Air Express (CAE), a weekday commuter bus service funded by the Santa Barbara County Association of Governments (SBCAG), currently provides three morning and three afternoon trips between Lompoc and Goleta and two morning and two afternoon trips between Lompoc and Santa Barbara. The City indicated there has been interest in extending CAE service up to Vandenberg Village. This is approximately five miles north of the current service location in Lompoc (Lompoc Transfer Center at Cypress Avenue and I Street).

Extending the route to Vandenberg Village will increase both revenue and deadhead hours by an estimated 10 to 15 minutes per one-way trip. This would result in an additional 1.7 to 2.5 vehicle service hours per day if the route were extended for all trips, or approximately 425 to 625 additional vehicle service hours annually.

This recommendation is not within the City's purview to implement, but can be shared with SBCAG for consideration.

Recommendation #11: Improve connections with the Clean Air Express, especially in the early morning

This recommendation could only be paired with a service alternative that introduces micro-transit in some capacity. It would expand access to the Clean Air Express by providing connecting micro-transit service for trips not currently served by COLT. It would introduce early-morning on-demand micro-transit service to the Lompoc Transit Hub. Evening micro-transit options would support connectivity with afternoon/evening Clean Air Express arrivals in Lompoc.

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Chapter 6 | Service Plan

Introduction

The purpose of this chapter is to identify the short-listed service alternatives and recommendations arising from the various community engagement activities and provide further detail regarding the preferred service alternative and additional recommendations.

Nearly 900 Lompoc residents participated through surveys, workshops, and other outreach events. During the second round of workshops held on September 18, 2024, members of the community had the opportunity to review eight possible service alternatives and a like number of possible program enhancements.

Based on community input, three service alternatives rose to the top. Of these, both City staff and Morre & Associates believe the best value (including increased ridership, broader community appeal, and shorter average travel time) would be realized by the selection of the preferred alternative discussed in later in this chapter.

Refined Preliminary Service Alternatives

The first round of community engagement, which took place from June to August 2024, focused on quantifying community mobility needs and priorities. The second round centered on two workshops held on September 18, 2024, wherein participants were invited to rank the scenarios developed following the first round as well as prioritize a series of additional service and program recommendations. All interactive activities and workshop information was available online to facilitate virtual participation as well. Collateral from the second round of workshops is included in the Appendix.

Each workshop on September 18 lasted 60 to 90 minutes, and the location for both was the City's Dick DeWees Community and Senior Center (1120 West Ocean Blvd.). The City provided free transportation to/from each workshop upon request. All workshop materials were available in both Spanish and English. In total, 40 persons attended the sessions.

The workshops had three objectives: 1) update the community regarding project status, 2) provide a forum for questions and discussion, and 3) invite attendees to indicate their preference regarding eight possible service alternatives and eight possible transit program enhancements.

The workshops were promoted via the City's biweekly e-newsletter, notices onboard City of Lompoc Transit vehicles, SBCAG's monthly e-newsletter, social media, posters at various Lompoc activity centers, and an email to each survey participant and each person who attended the first round of community workshops (held August 14, 2024).

Workshop attendees were asked to vote for their top three service scenarios. Each participant was given a ballot containing descriptions of each service scenario (presented in Exhibit 6.1), wherein they were asked to rank their top three choices.

Exhibit 6.1 Round 2 workshops: Service scenarios

	Scenario #1: Status Quo (SQ)	Scenario #2: SQ + route deviations	Scenario #3: SQ + weekday evening service	Scenario #4: SQ + bidirectional service on Route 2	Scenario #5: Micro-transit on evenings & Saturday	Scenario #6: Scenario #5 + increase local service during peak hours	Scenario #7: Scenario #5 + H Street Shuttle and revised Routes 1-3	Scenario #8: Convert all COLT local fixed-route & ADA service to micro-transit
Features	Everything stays the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle)	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Route deviations will need to be requested by phone in advance	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Fixed-route and ADA services operate until 9 pm on weekdays	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Bidirectional service is introduced on Route 2 (Black)	Service offerings stay mostly the same (COLT, ADA, WCE, Santa Barbara Shuttle) Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	Service offerings stay mostly the same (COLT, ADA, WCE, Santa Barbara Shuttle) Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	COLT local fixed-route service introduces H Street Shuttle and revised Routes 1-3 Route 4, ADA service, WCE, and Santa Barbara Shuttle remain the same Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	COLT local fixed-route and ADA service replaced by general public on-demand micro-transit WCE and Santa Barbara Shuttle remain the same
Benefits	Familiar service offerings	Familiar service offerings General public route deviations offered on a first-come, first-served basis	Familiar service offerings Service extended to 9 pm on weekdays	Familiar service offerings Improved frequency and reduced travel times on Route 2	Service extended to 10 pm on weekdays More direct travel with micro-transit service	30-minute fixed-route frequency during peak hours Service extended to 10 pm on weekdays More direct travel with micro-transit service	30-minute fixed-route frequency on H Street Shuttle and Routes 1-3 Service extended to 10 pm on weekdays More direct travel with micro-transit service	On-demand ride requests More direct travel with micro-transit service Corner-to-corner service (curb-to-curb for ADA) Service operates from 6 am to 10 pm weekdays
Impact to cost	Cost-neutral	Cost-neutral	+13%	+15%	-5.3%	+8.7%	+7.4%	-11.3%

Note: Some cost impacts and scenario details were revised subsequent to the workshops and may not match the information provided herein exactly.

Three scenarios received the highest rankings. Those scenarios, as presented to the community, are summarized below.

Scenario #5

Scenario #5 builds on the current (status quo) service, replacing fixed-route and Dial-A-Ride service with on-demand general public micro-transit service during weekday evenings and Saturdays.

- Local fixed routes (Routes 1-4) would operate from 6:00 a.m. to 5:00 p.m., Monday through Friday with hourly service.
- Dial-A-Ride (ADA Paratransit) would operate from 6:00 a.m. to 5:00 p.m., Monday through Friday.
- Micro-transit (general public on-demand service) would operate two vehicles from 5:00 p.m. to 7:00 p.m. and one vehicle from 7:00 p.m. to 10:00 p.m., Monday through Friday.
- Micro-transit would operate a minimum of four vehicles from 9:00 a.m. to 5:00 p.m. on Saturday, replacing both fixed-route and ADA Paratransit service with general public on-demand service.
- The Wine Country Express would continue to provide three trips per day, Monday through Saturday, as currently scheduled.
- The Santa Barbara Shuttle would continue to provide service between Lompoc and Santa Barbara on Tuesday and Thursday as currently scheduled.

This alternative is expected to result in a 5.33 percent decrease in vehicle service hours, which also translates to a 5.33 percent decrease in operating cost versus the status quo under the current contractor's billing model (based solely on vehicle service hours).

Scenario #7

Scenario #7 replaces fixed-route and Dial-A-Ride service with on-demand general public micro-transit service during weekday evenings and Saturdays. However, it would also revise local fixed routes operating within Lompoc to include the introduction of an H Street Shuttle.

The H Street Shuttle would provide 20-minute bi-directional service north and south on H Street between the Transit Hub and Mission Plaza. The three proposed Lompoc routes would focus on east-west travel in south Lompoc, central Lompoc, and north Lompoc, offering connections with the H Street Shuttle at several locations. Each of the three Lompoc routes would operate every 40 minutes.

The H Street connections would eliminate the need for all three routes to serve the Transit Hub. Since the incidence of transfers would be greater, we also recommend the introduction of a day pass rather than continuing to offer transfers.

- Local fixed routes (Routes 1-4 and the H Street Shuttle) would operate from 6:00 a.m. to 5:00 p.m., Monday through Friday.
- Dial-A-Ride (ADA Paratransit) would operate from 6:00 a.m. to 5:00 p.m., Monday through Friday.

- Micro-transit (general public on-demand service) would operate two vehicles from 5:00 p.m. to 7:00 p.m. and one vehicle from 7:00 p.m. to 10:00 p.m., Monday through Friday.
- Micro-transit would operate a minimum of four vehicles from 9:00 a.m. to 5:00 p.m. on Saturday, replacing both fixed-route and ADA Paratransit service with general public on-demand service.
- The Wine Country Express would continue to provide three trips per day, Monday through Saturday, as currently scheduled.
- The Santa Barbara Shuttle would continue to provide service between Lompoc and Santa Barbara on Tuesday and Thursday as currently scheduled.

This alternative is expected to result in a 2.33 percent increase in vehicle service hours, which also translates to a 2.33 percent increase in operating cost over the status quo under the current contractor's billing model (based solely on vehicle service hours). (Note: As discussed in Chapter 5, Scenario #7 as presented during the workshops did not include the early morning micro-transit connection to the Clean Air Express. It is discussed further as part of the Preferred Service Alternative section of this chapter.)

Scenario #8

Scenario #8 would replace all local fixed-route and ADA paratransit services with an on-demand micro-transit service. The City would no longer be required to provide ADA complementary paratransit service given it no longer operate local fixed-route service. However, the use of wheelchair-accessible vehicles by the micro-transit service would ensure continued access for riders traveling with mobility devices.

The Wine Country Express would continue to operate as a fixed-route service. The Santa Barbara Shuttle would continue to operate on Tuesday and Thursday.

Micro-transit service beginning at 6:00 a.m. would help facilitate morning connectivity with the southbound Clean Air Express, while evening service would offer connectivity with northbound trips.

- Micro-transit would operate general public on-demand service on weekdays using a minimum of five vehicles between 6:00 a.m. and 6:00 p.m. Two vehicles will provide service between 6:00 p.m. and 10:00 p.m.
- Micro-transit would operate general public on-demand service on Saturdays using a minimum of four vehicles between 9:00 a.m. and 5:00 p.m.
- The Wine Country Express would continue to provide three trips per day, Monday through Saturday, as currently scheduled.
- The Santa Barbara Shuttle would continue to provide service between Lompoc and Santa Barbara on Tuesday and Thursday as currently scheduled.

This alternative is expected to result in an 11.28 percent decrease in vehicle service hours, which also translates to an 11.28 percent decrease in operating cost as compared to the status quo under the current contractor's billing model (based solely on vehicle service hours).

Workshop participants were also asked to prioritize additional recommendations that were not tied to a specific scenario (as presented in Exhibit 6.2). Participants were given colored stickers to indicate whether they considered the eight transit program enhancements as high priority, no opinion, or low priority.

Exhibit 6.2 Round 2 workshops: Recommendations poster

	A Improve connectivity between WCE and COLT	B Extend WCE to Chumash Casino	C Explore a carsharing program	D Explore a bikesharing program	E Secure funding from Allan Hancock College for continued evening service	F Improve connectivity between SMRT and COLT	G Extend CAE service to Vandenburg Village	H Introduce early morning micro-transit service to connect to CAE
Features	Reduce wait times between COLT local fixed-route service and the Wine Country Express	Extend each Wine Country Express trip to the Chumash Casino in Santa Ynez	Calls for the City to explore the potential to introduce carsharing to the Lompoc Valley	Calls for the City to explore the potential to introduce bikesharing to the Lompoc Valley	Would result in additional funding from AHC for evening service provided under Scenarios #1-4	Reduce wait times between COLT local fixed-route service and SMRT Route 30	Add a Clean Air Express bus stop in Vandenburg Village Could not be implemented by the City; would need to be addressed to SBCAG if a priority	Offer limited on-demand micro-transit service to provide connectivity with Clean Air Express trips departing before 6 a.m. Could be added to any scenario introducing micro-transit
Benefits	<ul style="list-style-type: none"> Increase ridership Reduce travel time Improve mobility between Lompoc and the Santa Ynez Valley 	<ul style="list-style-type: none"> Reduce travel time to the Chumash Casino Increase ridership by Casino patrons and employees 	<ul style="list-style-type: none"> Improve mobility (if determined to be feasible) 	<ul style="list-style-type: none"> Improve first-/last-mile mobility (if determined to be feasible) 	<ul style="list-style-type: none"> Improve financial sustainability for the City's transit program 	<ul style="list-style-type: none"> Reduce travel time Improve mobility between Lompoc and Santa Maria/Orcutt 	<ul style="list-style-type: none"> Improve access to the Clean Air Express for residents in Vandenburg Village and Mission Hills 	<ul style="list-style-type: none"> Improve access to the Clean Air Express Improve mobility between Lompoc Valley and Santa Barbara/Goleta
High priority (green)								
No opinion (yellow)								
Not a priority (red)								

The highest-priority recommendations are listed below. (Note: Marketing recommendations were not included in the prioritization exercise, as they are considered a priority regardless of which scenario is elected.)

Recommendation A: Improve connections with the Wine Country Express

Recommendation A directs the City to work to better align connections between COLT and the Wine Country Express so as to better enable travel in both directions for all three Wine Country Express trips. This recommendation could potentially be combined with Recommendation B, which would extend WCE service to the Chumash Casino in Santa Ynez.

Recommendation F: Improve connections with SMRT Route 30

Meaningful connections between SMRT Route 30 (the former Breeze Bus 100) at the Transit Hub are limited to the first trip of the day. This recommendation calls for the City of Lompoc work with the City of Santa Maria to provide more effective schedule coordination opportunities between Lompoc and Santa Maria/Orcutt.

Recommendation H: Improve connections with the Clean Air Express, especially in the early morning

Recommendation H would expand access to the Clean Air Express by providing connecting micro-transit service for trips not currently served by COLT. It would introduce early-morning on-demand micro-transit service to the Lompoc Transit Hub. Evening micro-transit options within all three top-ranked scenarios would support connectivity with afternoon/evening Clean Air Express arrivals in Lompoc.

Following the workshops, City staff provided direction regarding their preferred service alternative, which is discussed below.

Preferred Service Alternative

Building upon the results of the Round 2 public engagement, City staff selected Scenario #7 as its preferred service alternative. The preferred service alternative is a community-driven plan reflective of comments and feedback received during public participation. It is intended to improve community mobility while remaining financially sustainable. (Note: Some components of this scenario were further refined following the Round 2 workshops, and therefore may not exactly match the assumptions and maps presented in the workshop collateral.)

This scenario includes the following components:

- Redesigning COLT local fixed routes (Routes 1, 2, and 3) to have a more east-west focus.
- Introducing Route 5 – H St. Shuttle to provide frequent north-south service along the City's primary arterial between the Lompoc Transit Hub and Mission Plaza.
- Retiming the Route 4 schedule to better integrate with other fixed routes.
- Introducing micro-transit service on weekday evenings (replacing fixed-route, ADA Dial-A-Ride, and Allan Hancock College Shuttle services during this time).
- Introducing micro-transit service on Saturday (replacing fixed-route and ADA Dial-A-Ride service during this time).

- Introducing early-morning micro-transit service to provide connections to morning Clean Air Express trips to Goleta and Santa Barbara.
- Continuing operation of the Wine Country Express and Santa Barbara Shuttle.

Additional service recommendations, intended to enhance the above scenario, would potentially include the following:

- Consideration of a premium general public micro-transit service during fixed-route operating hours.
- Enhancing connectivity between COLT and the Wine Country Express, which could also include increased service frequency, service to the Chumash Casino, and additional marketing.
- Enhancing marketing of the City’s transit program, especially with respect to the proposed service changes.

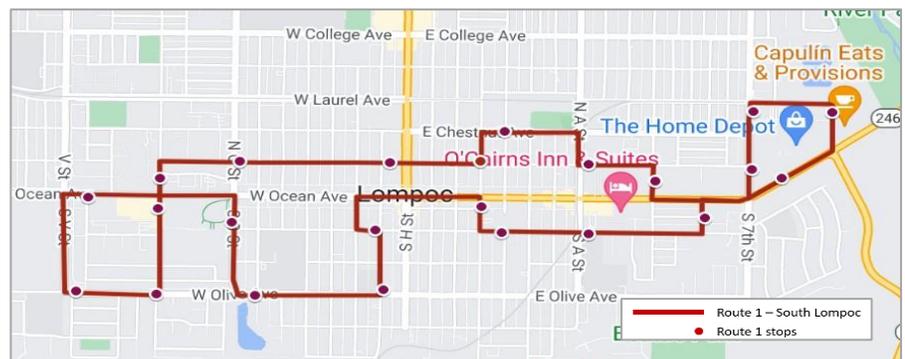
Scenario Components

Redesigned COLT Local Routes 1, 2, and 3

The first component of the preferred service alternative is a redesign of COLT Local Routes 1, 2, and 3. The purpose of the redesign is three-fold: First, to enhance east-west travel within Lompoc. Second, to connect with the proposed H Street Shuttle route (which will provide frequent north-south travel). Third, to increase service frequency on all routes (with service every 40 minutes instead of every hour). The routes are designed to offer connections between the routes as well as to the H Street Shuttle. Each route is discussed below.

Route 1 – South Lompoc

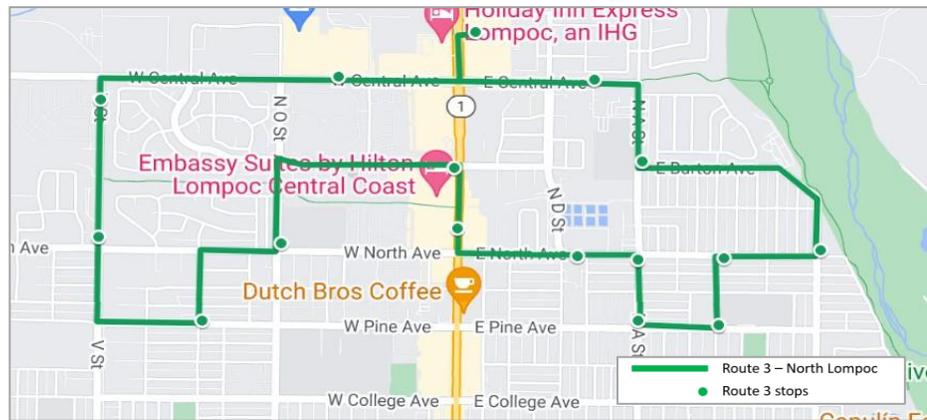
Route 1 would serve many of the locations served by the current Route 1, including the Lompoc Transit Hub. It offers connections with the Wine Country Express, Clean Air Express, and SMRT Route 30 at the Transit Hub, as well as connections to the H Street Shuttle at the Transit Hub and Walnut Street. It also features connections with Route 2 at Seventh Street/Laurel Avenue and Walnut Avenue/O Street. Service would operate every 40 minutes beginning at 6:09 am and ending at 5:02 pm.



Route 1 would serve many of the locations served by the current Route 1, including the Lompoc Transit Hub. It offers connections with the Wine Country Express, Clean Air Express, and SMRT Route 30 at the Transit Hub, as well as connections to the H Street Shuttle at the Transit Hub and Walnut Street. It also features connections with Route 2 at Seventh Street/Laurel Avenue and Walnut Avenue/O Street. Service would operate every 40 minutes beginning at 6:09 am and ending at 5:02 pm.

Route 3 – North Lompoc

Route 3 would serve many of the locations served by current routes. It offers connections with Route 4, H Street Shuttle, and SMRT Route 30 at Mission Plaza as well as connections to the H Street Shuttle at Barton Avenue and North Avenue. It also includes connections with Route 2 at Pine Avenue/R Street and Pine Avenue/A Street. Service would operate every 40 minutes beginning at 6:10 am and ending at 5:01 pm.



W. Pine Ave./N. R St. (dep.)	6:10 AM	6:50 AM	7:30 AM	8:10 AM	8:50 AM	9:30 AM	10:10 AM	10:50 AM	11:30 AM	12:10 PM	12:50 PM	1:30 PM	2:10 PM	2:50 PM	3:30 PM	4:10 PM	4:50 PM
N. O St./W. North Ave. (La Canada Elem.)	6:12 AM	6:52 AM	7:32 AM	8:12 AM	8:52 AM	9:32 AM	10:12 AM	10:52 AM	11:32 AM	12:12 PM	12:52 PM	1:32 PM	2:12 PM	2:52 PM	3:32 PM	4:12 PM	4:52 PM
W. Barton Ave./H St. (Burger King)	6:16 AM	6:56 AM	7:36 AM	8:16 AM	8:56 AM	9:36 AM	10:16 AM	10:56 AM	11:36 AM	12:16 PM	12:56 PM	1:36 PM	2:16 PM	2:56 PM	3:36 PM	4:16 PM	4:56 PM
H St./North Ave. (Dollar Tree)	6:17 AM	6:57 AM	7:37 AM	8:17 AM	8:57 AM	9:37 AM	10:17 AM	10:57 AM	11:37 AM	12:17 PM	12:57 PM	1:37 PM	2:17 PM	2:57 PM	3:37 PM	4:17 PM	4:57 PM
E. North Ave./N. D St. (Lompoc Library)	6:19 AM	6:59 AM	7:39 AM	8:19 AM	8:59 AM	9:39 AM	10:19 AM	10:59 AM	11:39 AM	12:19 PM	12:59 PM	1:39 PM	2:19 PM	2:59 PM	3:39 PM	4:19 PM	4:59 PM
N. A St./E. North Ave.	6:20 AM	7:00 AM	7:40 AM	8:20 AM	9:00 AM	9:40 AM	10:20 AM	11:00 AM	11:40 AM	12:20 PM	1:00 PM	1:40 PM	2:20 PM	3:00 PM	3:40 PM	4:20 PM	5:00 PM
N. A St./E. Pine Ave.	6:21 AM	7:01 AM	7:41 AM	8:21 AM	9:01 AM	9:41 AM	10:21 AM	11:01 AM	11:41 AM	12:21 PM	1:01 PM	1:41 PM	2:21 PM	3:01 PM	3:41 PM	4:21 PM	5:01 PM
N. 3rd St./E. Pine Ave. (Fillmore Elem.)	6:22 AM	7:02 AM	7:42 AM	8:22 AM	9:02 AM	9:42 AM	10:22 AM	11:02 AM	11:42 AM	12:22 PM	1:02 PM	1:42 PM	2:22 PM	3:02 PM	3:42 PM	4:22 PM	
E. North Ave./N. 3rd St.	6:23 AM	7:03 AM	7:43 AM	8:23 AM	9:03 AM	9:43 AM	10:23 AM	11:03 AM	11:43 AM	12:23 PM	1:03 PM	1:43 PM	2:23 PM	3:03 PM	3:43 PM	4:23 PM	
N. 7th St./E. North Ave. (Generations Church)	6:24 AM	7:04 AM	7:44 AM	8:24 AM	9:04 AM	9:44 AM	10:24 AM	11:04 AM	11:44 AM	12:24 PM	1:04 PM	1:44 PM	2:24 PM	3:04 PM	3:44 PM	4:24 PM	
N. A St./E. Barton Ave. (La Honda Acad.)	6:28 AM	7:08 AM	7:48 AM	8:28 AM	9:08 AM	9:48 AM	10:28 AM	11:08 AM	11:48 AM	12:28 PM	1:08 PM	1:48 PM	2:28 PM	3:08 PM	3:48 PM	4:28 PM	
E. Central Ave./N. D St.	6:30 AM	7:10 AM	7:50 AM	8:30 AM	9:10 AM	9:50 AM	10:30 AM	11:10 AM	11:50 AM	12:30 PM	1:10 PM	1:50 PM	2:30 PM	3:10 PM	3:50 PM	4:30 PM	
Mission Plaza	6:33 AM	7:13 AM	7:53 AM	8:33 AM	9:13 AM	9:53 AM	10:33 AM	11:13 AM	11:53 AM	12:33 PM	1:13 PM	1:53 PM	2:33 PM	3:13 PM	3:53 PM	4:33 PM	
W. Central Ave./N. L St. (Foods Co)	6:36 AM	7:16 AM	7:56 AM	8:36 AM	9:16 AM	9:56 AM	10:36 AM	11:16 AM	11:56 AM	12:36 PM	1:16 PM	1:56 PM	2:36 PM	3:16 PM	3:56 PM	4:36 PM	
V St./W. Central Ave.	6:40 AM	7:20 AM	8:00 AM	8:40 AM	9:20 AM	10:00 AM	10:40 AM	11:20 AM	12:00 PM	12:40 PM	1:20 PM	2:00 PM	2:40 PM	3:20 PM	4:00 PM	4:40 PM	
V St./W. North Ave.	6:42 AM	7:22 AM	8:02 AM	8:42 AM	9:22 AM	10:02 AM	10:42 AM	11:22 AM	12:02 PM	12:42 PM	1:22 PM	2:02 PM	2:42 PM	3:22 PM	4:02 PM	4:42 PM	
W. Pine Ave./N. R St. (arr.)	6:45 AM	7:25 AM	8:05 AM	8:45 AM	9:25 AM	10:05 AM	10:45 AM	11:25 AM	12:05 PM	12:45 PM	1:25 PM	2:05 PM	2:45 PM	3:25 PM	4:05 PM	4:45 PM	

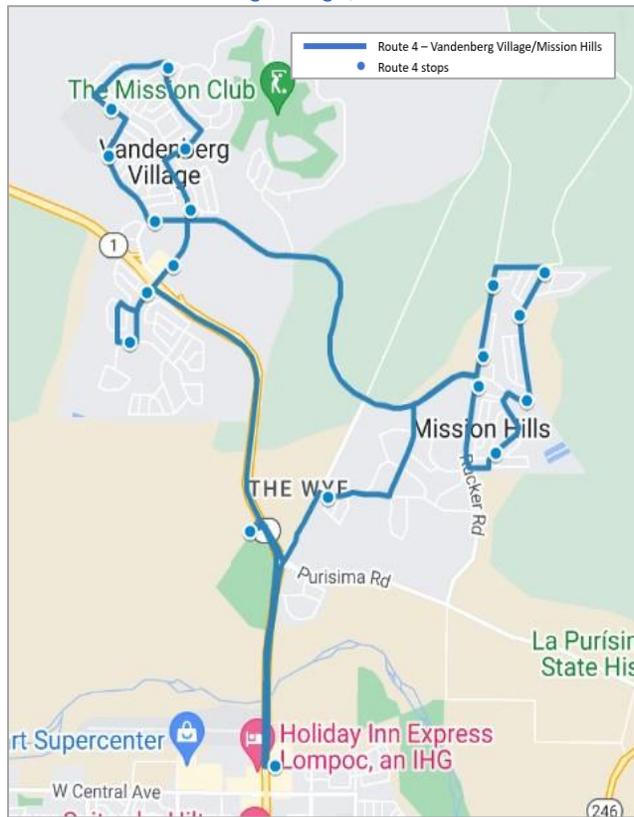
Retiming the local routes would also improve connectivity with the Wine Country Express, SMRT Route 30, and Clean Air Express during the proposed operating hours.

While there are transfer points between Routes 1 and 2, Routes 2 and 3, and Routes 3 and 4, traveling throughout Lompoc would be significantly less effective without Route 5 – H Street Shuttle (discussed below). Should the City postpone introduction of Route 5 – H Street Shuttle to a later phase, connections would be less frequent and require both more transfers and a longer time on the bus.

Route Schedule Adjustment of COLT Route 4

In order to maximize connectivity between Route 4 and Routes 3 and 5 (H Street Shuttle) at Mission Plaza, the Route 4 schedule would need to be adjusted. The proposed hourly schedule moves the current schedule forward by 12 minutes, resulting in the first departure from Mission Plaza at 6:33 AM. Despite the earlier time, it allows for effective connections with Routes 3 and 5. Delaying the departure of the eighth daily trip until 2:00 PM (as currently scheduled) would put service to Cabrillo High School at 3:35 PM, which would align with the 3:30 PM dismissal.

Route 4 – Vandenberg Village/Mission Hills

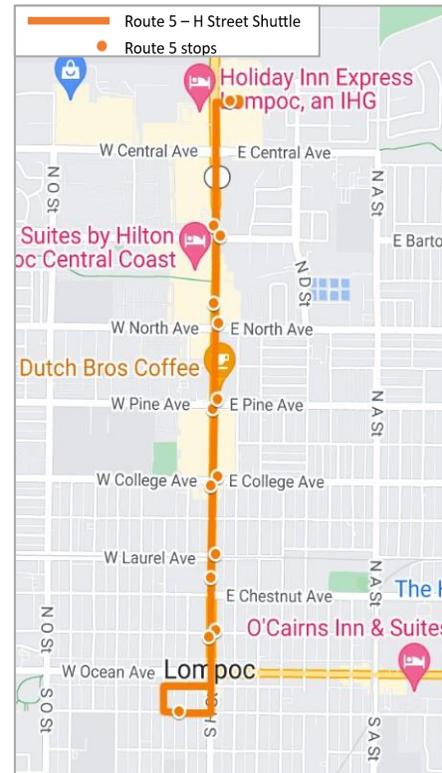


Mission Plaza	6:33 AM	7:33 AM	8:33 AM	9:33 AM	10:33 AM	11:33 AM	12:33 PM	2:00 PM	3:00 PM	4:00 PM
Allan Hancock College	6:38 AM	7:38 AM	8:38 AM	9:38 AM	10:38 AM	11:38 AM	12:38 PM	2:05 PM	3:05 PM	4:05 PM
Via Lato/Calle Lindero	6:48 AM	7:48 AM	8:48 AM	9:48 AM	10:48 AM	11:48 AM	12:48 PM	2:15 PM	3:15 PM	4:15 PM
Los Berros School	6:50 AM	7:50 AM	8:50 AM	9:50 AM	10:50 AM	11:50 AM	12:50 PM	2:17 PM	3:17 PM	4:17 PM
Via Dona/Via Cortez	6:53 AM	7:53 AM	8:53 AM	9:53 AM	10:53 AM	11:53 AM	12:53 PM	2:20 PM	3:20 PM	4:20 PM
Mission Hills Market	6:56 AM	7:56 AM	8:56 AM	9:56 AM	10:56 AM	11:56 AM	12:56 PM	2:25 PM	3:25 PM	4:23 PM
Cabrillo High School	7:08 AM	8:08 AM	9:08 AM	10:08 AM	11:08 AM	12:08 PM	1:08 PM	2:40 PM	3:40 PM	4:35 PM
Constellation/Jupiter	7:13 AM	8:13 AM	9:13 AM	10:13 AM	11:13 AM	12:13 PM	1:13 PM	2:45 PM	3:45 PM	4:40 PM
Allan Hancock College	7:18 AM	8:18 AM	9:18 AM	10:18 AM	11:18 AM	12:18 PM	1:18 PM	2:50 PM	3:50 PM	4:45 PM
Mission Plaza	7:23 AM	8:23 AM	9:23 AM	10:23 AM	11:23 AM	12:23 PM	1:23 PM	2:55 PM	3:55 PM	4:50 PM

Route 5 – H Street Shuttle

The preferred service alternative introduces a fifth route, the H Street Shuttle. This route would travel between the Lompoc Transit Hub and Mission Plaza every 20 minutes using one vehicle, providing connections with all routes. It connects with Routes 1, 2, and 3 in both directions at multiple locations, which is expected to reduce rider average travel time. Since Routes 1, 2, and 3 operate as loops, riders would be able to connect at the transfer point that offering the shortest trip to their destination.

Ideally, Route 5 would be introduced concurrent with the redesign of Routes 1, 2, and 3 to provide maximum connectivity and rider convenience. Should the introduction of Route 5 be postponed to a later phase, connections between the local routes would be more difficult and require longer travel time.





E. Cypress Ave./ S. I St. (Transit Hub) (dep.)	6:10 AM	6:30 AM	6:50 AM	7:10 AM	7:30 AM	7:50 AM	8:10 AM	8:30 AM	8:50 AM	9:10 AM	9:30 AM	9:50 AM	10:10 AM	10:30 AM	10:50 AM	11:10 AM	11:30 AM	11:50 AM
H St./E. Walnut Ave. (NB)	6:12 AM	6:32 AM	6:52 AM	7:12 AM	7:32 AM	7:52 AM	8:12 AM	8:32 AM	8:52 AM	9:12 AM	9:32 AM	9:52 AM	10:12 AM	10:32 AM	10:52 AM	11:12 AM	11:32 AM	11:52 AM
H St./E. Laurel Ave. (NB)	6:13 AM	6:33 AM	6:53 AM	7:13 AM	7:33 AM	7:53 AM	8:13 AM	8:33 AM	8:53 AM	9:13 AM	9:33 AM	9:53 AM	10:13 AM	10:33 AM	10:53 AM	11:13 AM	11:33 AM	11:53 AM
H St./E. College Ave. (NB)	6:14 AM	6:34 AM	6:54 AM	7:14 AM	7:34 AM	7:54 AM	8:14 AM	8:34 AM	8:54 AM	9:14 AM	9:34 AM	9:54 AM	10:14 AM	10:34 AM	10:54 AM	11:14 AM	11:34 AM	11:54 AM
H St./E. Pine Ave. (NB)	6:15 AM	6:35 AM	6:55 AM	7:15 AM	7:35 AM	7:55 AM	8:15 AM	8:35 AM	8:55 AM	9:15 AM	9:35 AM	9:55 AM	10:15 AM	10:35 AM	10:55 AM	11:15 AM	11:35 AM	11:55 AM
H St./E. North Ave. (NB)	6:16 AM	6:36 AM	6:56 AM	7:16 AM	7:36 AM	7:56 AM	8:16 AM	8:36 AM	8:56 AM	9:16 AM	9:36 AM	9:56 AM	10:16 AM	10:36 AM	10:56 AM	11:16 AM	11:36 AM	11:56 AM
H St./E. Barton Ave. (NB)	6:17 AM	6:37 AM	6:57 AM	7:17 AM	7:37 AM	7:57 AM	8:17 AM	8:37 AM	8:57 AM	9:17 AM	9:37 AM	9:57 AM	10:17 AM	10:37 AM	10:57 AM	11:17 AM	11:37 AM	11:57 AM
Mission Plaza (Albertsons)	6:20 AM	6:40 AM	7:00 AM	7:20 AM	7:40 AM	8:00 AM	8:20 AM	8:40 AM	9:00 AM	9:20 AM	9:40 AM	10:00 AM	10:20 AM	10:40 AM	11:00 AM	11:20 AM	11:40 AM	12:00 PM
H St./W. Barton Ave. (SB)	6:22 AM	6:42 AM	7:02 AM	7:22 AM	7:42 AM	8:02 AM	8:22 AM	8:42 AM	9:02 AM	9:22 AM	9:42 AM	10:02 AM	10:22 AM	10:42 AM	11:02 AM	11:22 AM	11:42 AM	12:02 PM
H St./W. North Ave. (SB) (Dollar Tree)	6:23 AM	6:43 AM	7:03 AM	7:23 AM	7:43 AM	8:03 AM	8:23 AM	8:43 AM	9:03 AM	9:23 AM	9:43 AM	10:03 AM	10:23 AM	10:43 AM	11:03 AM	11:23 AM	11:43 AM	12:03 PM
H St./W. Pine Ave. (SB) (Aldi)	6:25 AM	6:45 AM	7:05 AM	7:25 AM	7:45 AM	8:05 AM	8:25 AM	8:45 AM	9:05 AM	9:25 AM	9:45 AM	10:05 AM	10:25 AM	10:45 AM	11:05 AM	11:25 AM	11:45 AM	12:05 PM
H St./W. College Ave. (SB) (Jack in the Box)	6:26 AM	6:46 AM	7:06 AM	7:26 AM	7:46 AM	8:06 AM	8:26 AM	8:46 AM	9:06 AM	9:26 AM	9:46 AM	10:06 AM	10:26 AM	10:46 AM	11:06 AM	11:26 AM	11:46 AM	12:06 PM
H St./W. Laurel Ave. (SB)	6:27 AM	6:47 AM	7:07 AM	7:27 AM	7:47 AM	8:07 AM	8:27 AM	8:47 AM	9:07 AM	9:27 AM	9:47 AM	10:07 AM	10:27 AM	10:47 AM	11:07 AM	11:27 AM	11:47 AM	12:07 PM
H St./W. Walnut Ave. (SB)	6:28 AM	6:48 AM	7:08 AM	7:28 AM	7:48 AM	8:08 AM	8:28 AM	8:48 AM	9:08 AM	9:28 AM	9:48 AM	10:08 AM	10:28 AM	10:48 AM	11:08 AM	11:28 AM	11:48 AM	12:08 PM
E. Cypress Ave./ S. I St. (Transit Hub) (arr.)	6:30 AM	6:50 AM	7:10 AM	7:30 AM	7:50 AM	8:10 AM	8:30 AM	8:50 AM	9:10 AM	9:30 AM	9:50 AM	10:10 AM	10:30 AM	10:50 AM	11:10 AM	11:30 AM	11:50 AM	12:10 PM

E. Cypress Ave./ S. I St. (Transit Hub) (dep.)	12:10 PM	12:30 PM	12:50 PM	1:10 PM	1:30 PM	1:50 PM	2:10 PM	2:30 PM	2:50 PM	3:10 PM	3:30 PM	3:50 PM	4:10 PM	4:30 PM	4:50 PM
H St./E. Walnut Ave. (NB)	12:12 PM	12:32 PM	12:52 PM	1:12 PM	1:32 PM	1:52 PM	2:12 PM	2:32 PM	2:52 PM	3:12 PM	3:32 PM	3:52 PM	4:12 PM	4:32 PM	4:52 PM
H St./E. Laurel Ave. (NB)	12:13 PM	12:33 PM	12:53 PM	1:13 PM	1:33 PM	1:53 PM	2:13 PM	2:33 PM	2:53 PM	3:13 PM	3:33 PM	3:53 PM	4:13 PM	4:33 PM	4:53 PM
H St./E. College Ave. (NB)	12:14 PM	12:34 PM	12:54 PM	1:14 PM	1:34 PM	1:54 PM	2:14 PM	2:34 PM	2:54 PM	3:14 PM	3:34 PM	3:54 PM	4:14 PM	4:34 PM	4:54 PM
H St./E. Pine Ave. (NB)	12:15 PM	12:35 PM	12:55 PM	1:15 PM	1:35 PM	1:55 PM	2:15 PM	2:35 PM	2:55 PM	3:15 PM	3:35 PM	3:55 PM	4:15 PM	4:35 PM	4:55 PM
H St./E. North Ave. (NB)	12:16 PM	12:36 PM	12:56 PM	1:16 PM	1:36 PM	1:56 PM	2:16 PM	2:36 PM	2:56 PM	3:16 PM	3:36 PM	3:56 PM	4:16 PM	4:36 PM	4:56 PM
H St./E. Barton Ave. (NB)	12:17 PM	12:37 PM	12:57 PM	1:17 PM	1:37 PM	1:57 PM	2:17 PM	2:37 PM	2:57 PM	3:17 PM	3:37 PM	3:57 PM	4:17 PM	4:37 PM	4:57 PM
Mission Plaza (Albertsons)	12:20 PM	12:40 PM	1:00 PM	1:20 PM	1:40 PM	2:00 PM	2:20 PM	2:40 PM	3:00 PM	3:20 PM	3:40 PM	4:00 PM	4:20 PM	4:40 PM	5:00 PM
H St./W. Barton Ave. (SB)	12:22 PM	12:42 PM	1:02 PM	1:22 PM	1:42 PM	2:02 PM	2:22 PM	2:42 PM	3:02 PM	3:22 PM	3:42 PM	4:02 PM	4:22 PM	4:42 PM	
H St./W. North Ave. (SB) (Dollar Tree)	12:23 PM	12:43 PM	1:03 PM	1:23 PM	1:43 PM	2:03 PM	2:23 PM	2:43 PM	3:03 PM	3:23 PM	3:43 PM	4:03 PM	4:23 PM	4:43 PM	
H St./W. Pine Ave. (SB) (Aldi)	12:25 PM	12:45 PM	1:05 PM	1:25 PM	1:45 PM	2:05 PM	2:25 PM	2:45 PM	3:05 PM	3:25 PM	3:45 PM	4:05 PM	4:25 PM	4:45 PM	
H St./W. College Ave. (SB) (Jack in the Box)	12:26 PM	12:46 PM	1:06 PM	1:26 PM	1:46 PM	2:06 PM	2:26 PM	2:46 PM	3:06 PM	3:26 PM	3:46 PM	4:06 PM	4:26 PM	4:46 PM	
H St./W. Laurel Ave. (SB)	12:27 PM	12:47 PM	1:07 PM	1:27 PM	1:47 PM	2:07 PM	2:27 PM	2:47 PM	3:07 PM	3:27 PM	3:47 PM	4:07 PM	4:27 PM	4:47 PM	
H St./W. Walnut Ave. (SB)	12:28 PM	12:48 PM	1:08 PM	1:28 PM	1:48 PM	2:08 PM	2:28 PM	2:48 PM	3:08 PM	3:28 PM	3:48 PM	4:08 PM	4:28 PM	4:48 PM	
E. Cypress Ave./ S. I St. (Transit Hub) (arr.)	12:30 PM	12:50 PM	1:10 PM	1:30 PM	1:50 PM	2:10 PM	2:30 PM	2:50 PM	3:10 PM	3:30 PM	3:50 PM	4:10 PM	4:30 PM	4:50 PM	

Exhibit 6.3 Preferred Scenario System Map

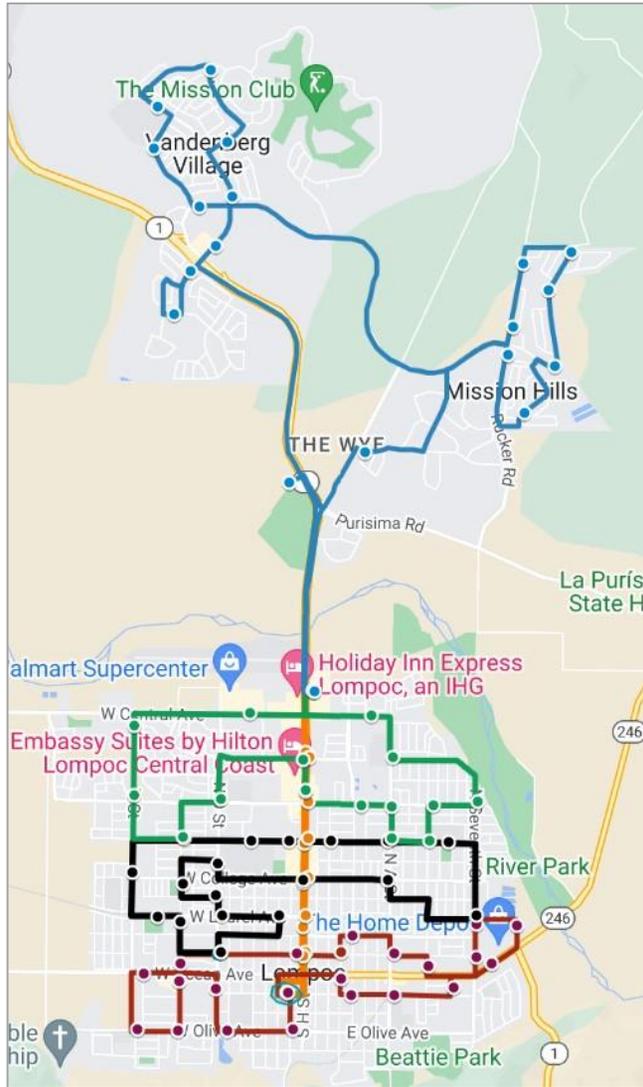
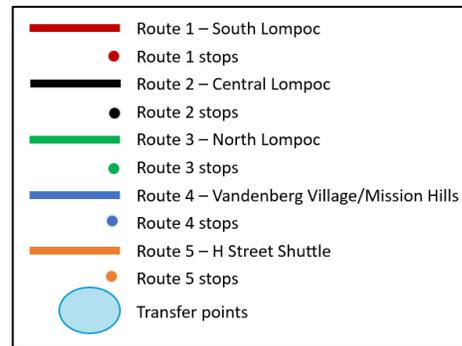
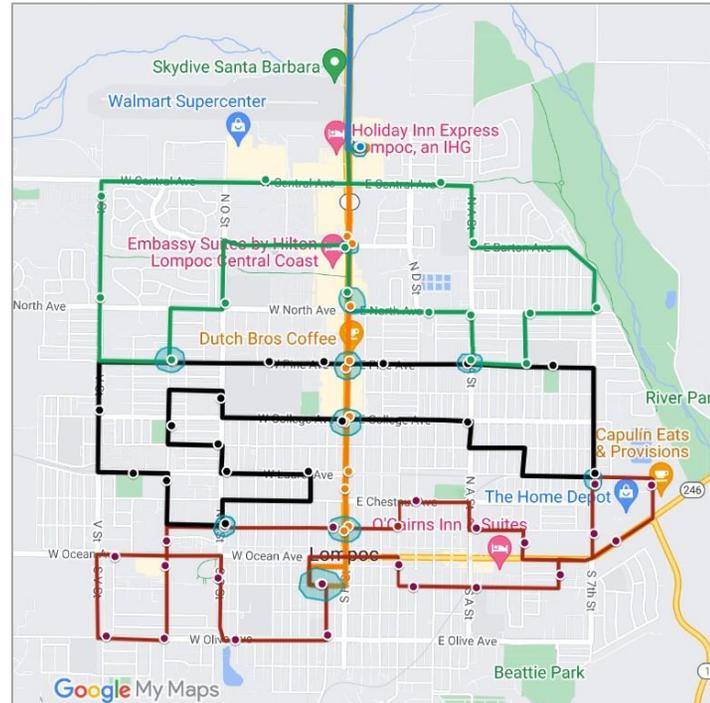


Exhibit 6.4 Preferred Scenario – Lompoc Detail



Evening Micro-transit Service

In a review of ridership by day-part for May 2024, the evening trips (beginning at 5 pm or later) represented the smallest portion of ridership, comprising just nine percent of total boardings. As such, we believe serving this time period with micro-transit will offer a cost savings while continuing to serve the needs of COLT and ADA riders alike.

For the exhibit below, the day-parts are defined as:

- AM Peak – before 10 am
- Midday – 10 am to 2 pm
- PM Peak – 2 pm to 5 pm
- Evening – 5 pm or later

Exhibit 6.5 Weekday fixed-route ridership by day-part (by route)

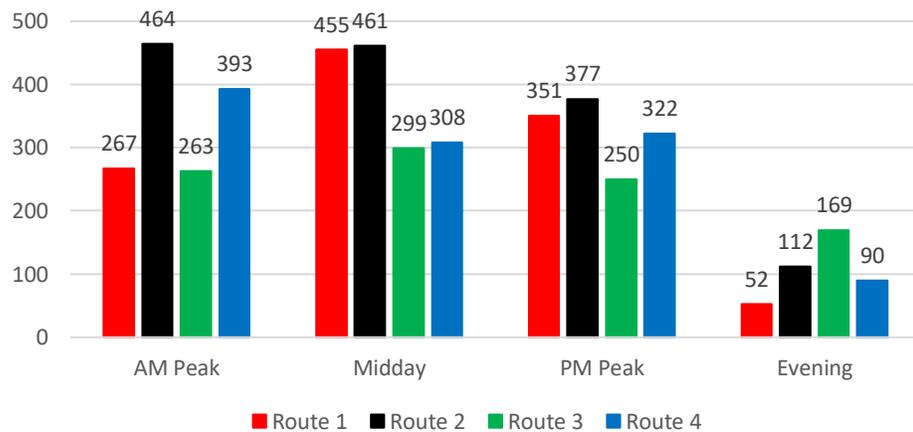
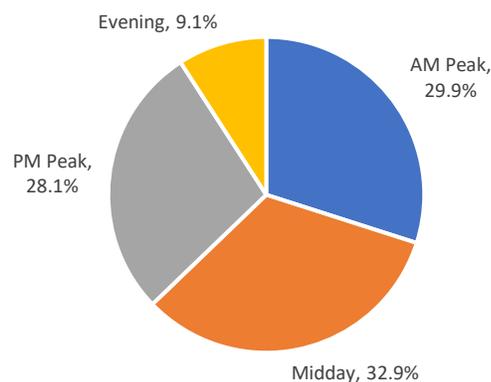


Exhibit 6.6 Weekday fixed-route ridership by day-part (by system)



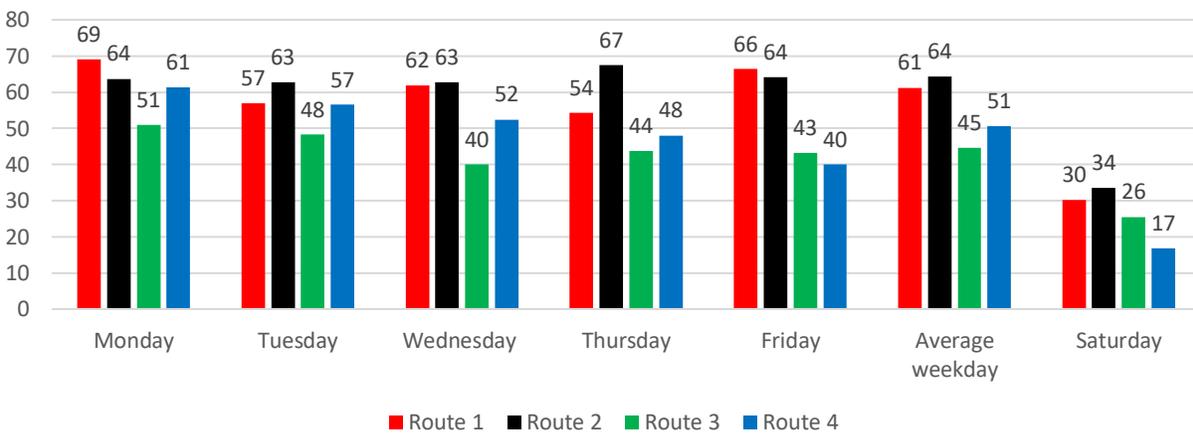
Under the preferred service alternative, fixed-route and ADA complementary paratransit service would end at 5 pm. It would be replaced by on-demand micro-transit service, which would operate until 10 pm. This service would also replace the current Allan Hancock College late-night shuttle service. The service

plan calls for two vehicles to operate between 5 pm and 7 pm, with one vehicle operating between 7 pm and 10 pm. A third vehicle could be added if demand warrants. The evening micro-transit service would address connectivity with evening Clean Air Express service as well. The City may wish to consider cost sharing with Allan Hancock College for the evening service and/or offering subscription service/standing reservations for those who use the service from the college regularly.

Saturday Micro-transit Service

In a review of ridership by day of the week for May 2024, overall fixed-route ridership on Saturday was less than half of the overall average weekday ridership. The chart below shows the average daily ridership by day by route for that month.

Exhibit 6.7 Fixed-route ridership by day of week



With this in mind, we believe providing Saturday service via micro-transit would offer a cost savings while continuing to serve the needs of COLT and ADA riders. Under the preferred service alternative, fixed-route and ADA complementary paratransit service would both be provided as on-demand micro-transit operating between 9 am and 5 pm using four vehicles. (If, after implementing the change, it is determined the service could be provided using fewer vehicles, this would result in additional cost-savings.)

Another option the City may wish to consider is a demonstration or trial offering service earlier in the day (such as between 8 am and 9 am). This option would be delivered using one vehicle to determine if there is a demand for earlier service, and if so, how great it is. Should it be determined that fewer vehicles are needed to provide service throughout the day on Saturday, making one vehicle available for trips between 8 am and 9 am may be a cost-neutral offering (with service hours not used between 9 am and 5 pm reassigned to the earlier service).

Early Morning Micro-transit Connections to the Clean Air Express

One of the frequent comments was about the Clean Air Express, which departs from the Lompoc Transit Hub with early morning service to Santa Barbara and Goleta. Four of these trips depart before 6:00 am, and those that do depart after the current COLT service begins do so before the three Lompoc routes return to the Transit Hub. Offering on-demand micro-transit service before the fixed-route service begins

would offer a solution to connectivity challenges with the Clean Air Express. Trip requests could be geographically limited to the Lompoc Transit Hub and likely delivered using a single micro-transit vehicle. The service should be introduced as a pilot or demonstration program for a period of three to six months to assess demand. An additional vehicle could be introduced if demand warrants.

Continued Operation of Santa Barbara Shuttle

The preferred scenario includes the continued operation of the Santa Barbara Shuttle two days per week, one round trip per day. No changes are recommended at this time, although increased marketing to raise awareness of the service for non-medical trips is included as part of the additional recommendations.

Fare Adjustment

Given the potential for multiple transfers between routes, we recommend introducing a day pass fare option. The day pass should be priced at no less than the cost of two round trips and would be used in lieu of transfers. Revenue for the day pass would be no less than the current revenue from a round trip with a free transfer each way.

The significant adjustments to the City's transit service also represent an opportunity to adjust fares overall, since new fares will need to be developed for the new micro-transit service. It is anticipated that the fare for the micro-transit service will be higher than the base fare for the local fixed-route service given the higher level of service provided.

Additional Recommendations

Several additional recommendations were initially included, the majority of which could be implemented alongside multiple service alternatives. The following were selected by the City for inclusion within the preferred service alternative. (Note: Connectivity with the Wine Country Express and SMRT Route 30 is expected to be addressed through the redesign and retiming of COLT fixed routes, the introduction of on-demand micro-transit, and the introduction of Route 5 – H Street Shuttle).

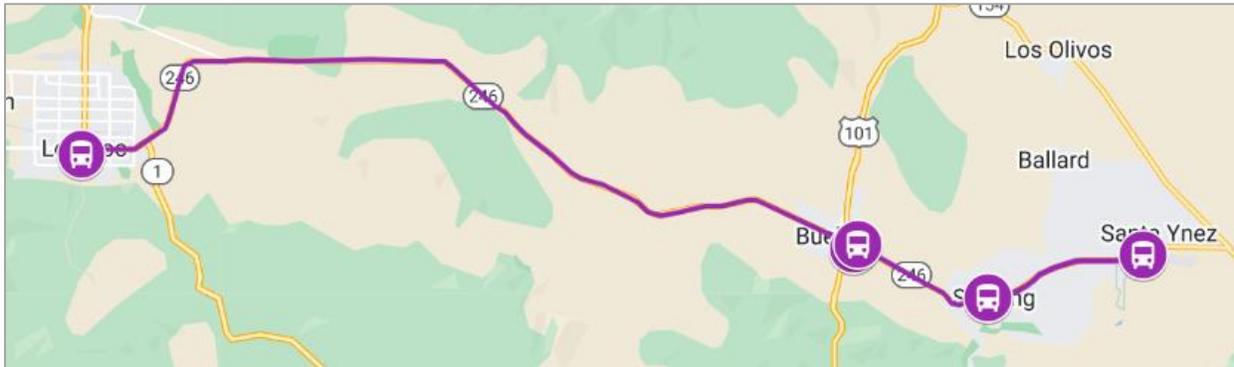
Premium-priced Micro-transit Service during Fixed-route Operating Hours

Given the convenience of on-demand service, the City may wish to consider operating general public micro-transit for a premium price during fixed-route service hours. This could be initiated as a demonstration project provided the City has a sufficient fleet to deploy the additional vehicle(s). The price point for this service would be significantly higher than the evening and Saturday micro-transit service in an effort to moderate demand given the fixed-route service would be operating (for a lower fare) during the same time.

Expansion of the Wine Country Express

The City should also consider expansion of the Wine Country Express. Options include extending the route to serve the Chumash Casino in Santa Ynez and providing additional trips. The primary benefit of extending the route would be increasing the number of riders traveling to the casino, whether for work or recreation. Extending current runs to the casino would result in trips to the casino would supplement (not duplicate) Santa Ynez Valley Transit runs to that location.

Exhibit 6.8 Wine Country Express extension to Chumash Casino



Adding a fourth round-trip to the Wine Country Express service could provide another mid-day travel option for those who would be traveling between Lompoc and the Santa Ynez Valley for reasons other than employment or school (which would likely necessitate traveling in the morning and evening). Another option would be to provide an additional morning trip, given the current popularity of the morning service. However, introducing another morning trip would likely require an additional vehicle to be deployed, so the City would need a sufficient fleet to be able to offer this option.

The addition of service hours to the existing Wine Country Express would require approval of the other funding partners.

Expanded Transit Marketing

In recent years, the City has conducted relatively little marketing of its transit program. This additional recommendation calls for the expansion of transit marketing efforts to achieve the following goals:

1. Increase the likelihood of success of the preferred service alternative.
2. Inform the community about changes to the transit program arising from this study, including educational materials about how to use the on-demand micro-transit service.
3. Promote use of the City's regional services (Wine Country Express and Santa Barbara Shuttle).
4. Promote connectivity with regional services operating within Lompoc (Clean Air Express and SMRT Route 30).
5. Ensure service information regarding the City's transit offerings are broadly distributed, easy to understand, and up to date.

Introduction of micro-transit would, by necessity, result in the introduction of a mobile app through which riders can book and pay for trips. This could be expanded to offer mobile fare payment throughout the system, ADA paratransit booking through the app, and real-time tracking of vehicles through an app or online. Phone reservations can also be offered for those who prefer to request ADA paratransit and micro-transit rides that way.

Given the mobile app and website technology is likely to be closely tied to the micro-transit platform, the City will be best served by specifying the features it would like these technologies to provide for inclusion

in the transit operations request for proposals. It will then be up to bidders to identify a micro-transit software partner that can provide those features as part of their bid.

Service Plan

This section examines the changes in the level of service (and therefore cost) between the preferred service alternative and the existing service (status quo). The following assumptions are used in these calculations:

1. Weekday fixed-route service and ADA paratransit service would operate between approximately 6 am and 5 pm.
2. Evening on-demand micro-transit service would provide both general public and ADA Dial-A-Ride service using two vehicles, one operating between 5 pm and 10 pm and one operating between 5 pm and 7 pm.
3. Evening on-demand micro-transit service would replace the existing Allan Hancock College Shuttle.
4. Saturday on-demand micro-transit service would provide both general public and ADA Dial-A-Ride service using four vehicles operating between 9 am and 5 pm.
5. Early morning on-demand micro-transit service would provide connections from a rider's origin to the Transit Hub to connect with the Clean Air Express.
6. There would be no changes to the operation of the Wine Country Express or Santa Barbara Shuttle.
7. Weekday ADA Dial-A-Ride hours were calculated based on the percentage of hours that would continue to be operated under the preferred alternative (83 percent of current).
8. Cost comparisons are shown using the contracted rate of \$77.12 per vehicle service hour and reflect only contractor costs (not City costs).

The introduction of early morning on-demand micro-transit service to provide connectivity with the Clean Air Express would result in the operation of a single vehicle for no more than 1.5 revenue hours per weekday (5 am to 6:30 am). This translates to an annual cost of \$28,920 at the FY 2024/25 contractor's rate of \$77.12. Should there be lower demand, the actual cost may be lower. We recommend introducing this service as a pilot or demonstration project for three to six months concurrent with the launch of the revised service to assess true demand. It could also be introduced as part of a second phase of improvements once the evening and Saturday micro-transit service is in place. Should demand warrant, a second vehicle could be introduced, which would double the annual cost.

Trip requests would need to be geofenced to ensure they reflect travel from a location within the micro-transit service area to the Lompoc Transit Hub. The City may want to consider requiring trip requests for these trips to be placed one day in advance to ensure they can be effectively served.

Exhibit 6.9 Vehicle service hour comparison between Status Quo and Preferred Alternative

Annual Vehicle Service Hours	Status Quo	Preferred Alternative
Route 1 (weekday)	3,167.50	2,720.00
Route 1 (Saturday)	394.16	0.00
Route 2 (weekday)	3,167.50	2,712.50
Route 2 (Saturday)	407.16	0.00
Route 3 (weekday)	3,192.50	2,712.50
Route 3 (Saturday)	407.16	0.00
Route 4 (weekday)	3,020.00	2,572.00
Route 4 (Saturday)	416.00	0.00
Route 5 - H Street Shuttle (weekday)	0.00	2,707.50
Wine Country Express (weekday)	942.50	942.50
Wine Country Express (Saturday)	196.04	196.04
Santa Barbara Shuttle	950.00	950.00
Allan Hancock College Shuttle	623.00	0.00
ADA Dial-A-Ride (weekday)	6,385.00	5,300.00
ADA Dial-A-Ride (Saturday)	408.00	0.00
Micro-transit (weekday evenings, 2 vehicles)	0.00	1,750.00
Micro-transit (Saturday, 4 vehicles)	0.00	1,664.00
Micro-transit (early weekday mornings, 1 vehicle)	0.00	375.00
Total VSH	23,676.52	24,602.04
Difference from SQ	0.00	925.52
Contracted Cost/Hour	\$77.12	\$77.12
Operating Cost	\$1,825,933.22	\$1,897,309.32
Difference from SQ	0.00%	3.91%

The following matrix demonstrates the increase in cost should demand warrant the addition of a third micro-transit vehicle operating between 5 pm and 10 pm Monday through Friday. All other vehicle service hours are unchanged.

Exhibit 6.10 Vehicle service hour comparison with third micro-transit vehicle option

Annual Vehicle Service Hours	Status Quo	Preferred Alternative
Route 1 (weekday)	3,167.50	2,720.00
Route 1 (Saturday)	394.16	0.00
Route 2 (weekday)	3,167.50	2,712.50
Route 2 (Saturday)	407.16	0.00
Route 3 (weekday)	3,192.50	2,712.50
Route 3 (Saturday)	407.16	0.00
Route 4 (weekday)	3,020.00	2,572.00
Route 4 (Saturday)	416.00	0.00
Route 5 - H Street Shuttle (weekday)	0.00	2,707.50
Wine Country Express (weekday)	942.50	942.50
Wine Country Express (Saturday)	196.04	196.04
Santa Barbara Shuttle	950.00	950.00
Allan Hancock College Shuttle	623.00	0.00
ADA Dial-A-Ride (weekday)	6,385.00	5,300.00
ADA Dial-A-Ride (Saturday)	408.00	0.00
Micro-transit (weekday evenings, 3 vehicles)	0.00	3,000.00
Micro-transit (Saturday, 4 vehicles)	0.00	1,664.00
Micro-transit (early weekday mornings, 1 vehicle)	0.00	375.00
Total VSH	23,676.52	25,852.04
Difference from SQ	0.00	2,175.52
Contracted Cost/Hour	\$77.12	\$77.12
Operating Cost	\$1,825,933.22	\$1,993,709.32
Difference from SQ	0.00%	9.19%

Additional Recommendations

Earlier micro-transit service on Saturday

Should the City desire to offer micro-transit service on Saturday between 8 am and 9 am, this would require the addition of one vehicle service hour per Saturday, for a total of 52 vehicle service hours annually. At the FY 2024/25 contractor’s rate of \$77.12, this would result in an additional cost of \$4,010. If, as suggested above, the number of vehicles required for Saturday service is less than anticipated, this extra hour may be able to be offered within the Saturday micro-transit cost (assuming it would not result in the addition of any vehicle service hours). We recommend introducing the earlier service after the

Saturday micro-transit service has already been established. It should be presented as a trial or demonstration project so that demand can be effectively determined.

Premium weekday micro-transit service during fixed-route hours

Should the City wish to offer a premium on-demand service, it may consider offering micro-transit during weekdays when the fixed-route service is operating. The service would be provided for a premium fare, which would be significantly higher than that charged for fixed-route service. It would give members of the general public an on-demand option as an alternative to fixed-route service. Providing this service using one vehicle per weekday (from 6 am to 5 pm) would result in the addition of up to 11 vehicle service hours per weekday, or 2,750 vehicle service hours annually. At the FY 2024/25 contractor rate of \$77.12, this would result in a cost of \$212,080 annually.

Provision of this premium service would be contingent upon the availability of vehicles, given the maximum number of vehicles would be operating the fixed-route, ADA paratransit, Wine Country Express, and Santa Barbara service during this same time period. Should the City move forward with this recommendation, we recommend providing it as a demonstration project no less than six months after the transition to the revised fixed-route network and general public micro-transit service.

Wine Country Express enhancements

Extending the Wine Country Express service to the Chumash Casino on all trips would result in the addition of 262.50 vehicle service hours on weekdays and 54.60 vehicle service hours on Saturday, for a total of 317.10 vehicle service hours annually. At the FY 2024/25 contractor rate of \$77.12, this would increase the cost of the Wine Country Express by \$24,455 annually.

Adding one round trip to the Wine Country Express schedule would add 1.3 vehicle service hours per trip for service terminating at Solvang Park, or 1.6 vehicle service hours per trip for service terminating at the Chumash Casino. This translates to an additional 392.60 annual vehicle service hours to add one trip terminating at Solvang Park, or \$30,277 at the FY 2024/25 contractor rate per hour. For trips extending to the Chumash Casino, this would result in 483.20 annual vehicle service hours to add one trip, at a cost of \$37,264.

In summary, if the City and its partners wished to both expand service to the Chumash Casino *and* add a fourth trip, this would result in an additional cost of \$61,719 annually.

As mentioned previously, operating a second morning trip would require an additional vehicle, while introduction of a mid-day trip could be operated using the same vehicle as the existing trips. The operating cost of providing the fourth trip would not be impacted by the need to use a second vehicle, though capital requirements may change system-wide depending on overall fleet needs.

Expanded transit marketing

While there are multiple goals for increased marketing (as discussed above), all can be effectively addressed within a well-coordinated marketing program. A good rule of thumb is to allocate approximately three percent of the program operating cost to marketing. For the preferred service alternative contract cost cited above, this translates to approximately \$65,000 annually. Additional

marketing dollars are recommended to support any significant service changes, as they will require development of new service collateral as well as the preparation of training and educational materials to inform riders about the new service offerings.

The cost to implement a mobile app and website supporting micro-transit (including mobile payments) cannot be estimated at this time. It will be included as part of each proposer's bid in response to the operations and maintenance Request for Proposals. However, the implementation of a micro-transit platform can vary widely and can easily be upwards of \$200,000. Pricing is dependent on a number of factors, including annual software licensing fees, size of the fleet, equipment costs, and what options or modules are selected.

Other Considerations

State and Federal Considerations

State and federal guidance that should be taken into account as the City explores the preferred service alternative include the following:

- Compliance with the State's Innovative Clean Transit (ICT) requirement for future vehicle purchases.
- Compliance with the Transportation Development Act (TDA) farebox recovery ratio once the penalty waiver is no longer in place.
- Compliance with federal procurement guidelines for vehicles and infrastructure funded with federal monies.
- Compliance with federal procurement guidelines for third-party contracting for operation and maintenance of the transit program.
- FTA Title VI impact of fare and service changes (fare and service equity analyses).

Forecast Impact on Performance

Under the preferred service alternative, more areas of Lompoc are served across more service hours, thereby expanding access to transit. The introduction of Route 5 – H Street Shuttle is expected to significantly improve performance for riders who wish to travel from north to south, while the reconfigured Routes 1, 2, and 3 will enhance east-west travel. Introduction of a day pass will mitigate the impact of a potentially greater incidence of transfers. On-demand micro-transit service will provide a convenient level of access throughout the service area for general public and ADA riders while requiring fewer resources. Overall, we anticipate the preferred service alternative will attract new riders while continuing to meet the needs of existing riders.

Farebox Recovery Ratio Impacts

For many years, transit operators throughout California have struggled with the outdated farebox recovery ratio requirement for continued full funding under the Transportation Development Act (TDA). Emergency legislation enacted in response to the COVID-19 pandemic eliminated penalties for not meeting farebox recovery ratio thresholds between FY 2019/20 and FY 2025/26, and the TDA Transformation Task Force is currently considering other performance metrics that may be used in the future to ensure TDA recipients are functioning in an efficient and productive manner.

In FY 2022/23, though no penalties were assessed, the City of Lompoc met the 10 percent farebox recovery ratio requirement for its ADA service but did not meet the 20 percent farebox recovery requirement for its fixed-route service or system overall. It should be noted that the farebox recovery calculation in the City’s FY 2022/23 Transit fiscal audit did not include any federal funding as local support (as allowed under PUC Section 99268.19, amended via Assembly Bill 149 and signed into law in July 2021). Had it done so, it would have met the 20 percent threshold.

It is difficult to effect a significant change in the farebox recovery ratio through ridership (and fare revenue) growth alone. It must be done through increasing revenues eligible to be counted as fare revenue and/or local supplementation while effectively controlling operating costs. As such, no matter how much ridership is increased, it is unlikely to solve the farebox recovery ratio issue on its own. Therefore, other sources of eligible revenues (such as federal funding) should be used to meet the threshold until such time as it may be replaced by other, more effective metrics.

Fleet Requirements

The City’s current transit fleet size (14 vehicles) is expected to be sufficient in number and composition to deliver the preferred service alternative. One additional vehicle will be required to deliver service on Route 5. No more than nine vehicles would be operating at any given time, which could enable the City to reduce the size of its fleet and lower its spare ratio.

Exhibit 6.11 Fleet requirements

Service	Number of Vehicles
COLT fixed-route service (Routes 1-5) (weekdays, 6 am – 5 pm)	5
ADA Dial-A-Ride (weekdays, 6 am – 5 pm)	2
Evening on-demand micro-transit (weekdays, 5 pm – 10 pm)	2
Saturday on-demand micro-transit (Saturday, 9 am – 5 pm)	4
Wine Country Express (three round trips) (7:15 am – 6 pm)	1
Santa Barbara Shuttle (Tuesday/Thursday, 8 am – 5 pm)	1
Total vehicles operating at maximum service	9

Several potential recommendations may require additional fleet. These include the addition of a second morning trip for the Wine County Express (one vehicle) and introduction of premium weekday general public micro-transit service on weekdays (one vehicle).

The City may wish to use this study as an opportunity to re-evaluate its fleet composition, including potentially incorporating smaller vehicles. This could also be a strategy to delay or minimize the impact of the transition to zero-emission vehicles.

Transition to Zero-Emission Vehicles

The City of Lompoc prepared an Innovative Clean Transit (ICT) Rollout Plan in 2023. That plan anticipated the transition to a battery-electric fleet would begin in 2025 with the purchase of two zero-emission vehicles. Two vehicles would be purchased each year until the entire fleet is replaced in 2031. The ICT Plan also called for depot and en-route charging infrastructure.

Capital cost assumptions cited a per-vehicle cost of \$250,000 (in 2023 dollars) for GreenPower EVStar+ cutaway vehicles, which would have an estimated useful life of eight years. Depot chargers would be installed at the City’s Corporate Yard, with en-route wireless inductive charging at the Lompoc Transit Hub and Mission Plaza, and depot charging available at the Santa Barbara Transit Center.

The ICT Plan assumes an average en-route layover of more than seven minutes to charge vehicles using en-route charging. However, the schedules presented herein include less layover time, which could impact the effectiveness of en-route charging. Five vehicles would be required for pull-out for the fixed-route service, with four additional vehicles (total) required for Dial-A-Ride, Wine Country Express, and Santa Barbara Shuttle. With a fleet of 14, however, there should be a sufficient number of vehicles to switch out electric vehicles during the day for charging. Vehicles that charge during the afternoon could then be used for the evening micro-transit service. Depending upon how the early zero-emission vehicles function within the operating environment, however, the City may determine it needs to increase its spare ratio so as to have fully charged buses available when needed.

For new vehicle purchases made beginning January 1, 2026, the City will need to ensure 25 percent are zero-emission vehicles. Beginning January 1, 2029, all new vehicle purchases will need to be zero-emission vehicles. While the City was planning to make its first zero-emission vehicle purchases in 2025, it is unclear if it is still on track to do so. There is sufficient leeway for the City to push back the beginning of its transition to battery-electric buses by another year by purchasing conventionally fueled vehicles in 2025 should it choose to do so. Should the City wish to consider utilizing some smaller vehicles in its fleet, this could also help to postpone the introduction of battery-electric vehicles through the purchase of vehicles that are not included in the ICT mandate. However, the transition to zero-emission for vehicles meeting the ICT threshold of more than 14,000 pounds GVWR still must be completed by 2040.

Sustainability Targets

Increasing the availability of public transportation and future electrification of the transit fleet support several of the focus areas and measures contained within the Santa Barbara County 2030 Climate Action Plan. Relevant focus areas and measures are shown in the table below.

Exhibit 6.12 County sustainability targets

Focus Area	Measure
Housing and Transportation	(TR-1) Increase the use of zero-emission vehicles.
	(TR-2) Increase affordable housing and mobility options.
Clean Energy	(CE-1) Increase clean energy use and energy resilience in new and existing buildings.

Operating and Capital Cost Projections

As discussed previously, implementation of the base preferred service alternative is expected to result in a 2.33 percent increase in vehicle service hours. The actual increase in overall cost, however, will be dependent upon the operations and maintenance contract the City enters into as a result of the procurement process. Consequently, it is impossible to state what the actual cost of the operating contract will be at this time. Using the contractor’s hourly rate for FY 2024/25, the 2.33 percent increase raises the overall contract cost from \$1,825,933 to \$1,868,389. Added to this would be the cost of any of the additional recommendations the City elects to implement.

With respect to capital costs, the ICT Plan estimates a full fleet replacement over seven years at a cost of \$250,000 (in 2023 dollars) per vehicle. This results in a total investment of \$3.5 million (in 2023 dollars) across that time period to replace all 14 vehicles in the fleet. Costs would be lower if the City elects to utilize some smaller vehicles (such as minivans) as part of its fleet. Additional costs to develop the planned new transit operations and maintenance facility and construct charging infrastructure for the zero-emission transit fleet would be on top of the cost for rolling stock.

In addition to these costs, the service changes discussed herein will also require the installation and removal of bus stops to support redesign of Routes 1, 2, and 3 and the new Route 5.

Chapter 7 | Financial and Capital Plans

Financial Plan

This Financial (Operating) Plan assumes the procurement of a new operations contract (inclusive of micro-transit and technology) beginning in FY 2025/26. It does not include capital considerations or additional recommendations that would increase the cost of the operations contract. Revenues and costs for FY 2021/22 through FY 2024/25 were obtained from the Transit Fund section of the City's FY 2023 – FY 2025 Budget Book.

The Financial Plan reflects the following assumptions:

- Increase of 2.5 percent per annum of City Measure A sales tax revenues.
- Increase of five percent per annum of investments and property revenues.
- Increase of five percent per annum of FTA Section 5307 operating grant revenues (estimated based on prior allocations).
- Increase of two percent per annum of TDA Local Transportation Fund (LTF) revenues.
- Increase of five percent per annum for both fixed-route and ADA Dial-A-Ride bus fares.
- Increase of 2.5 percent per annum for City personnel costs.
- Increase of 1.5 percent per annum for City operating costs.
- Increase of two percent per annum for professional services (not including the transit operations contract).
- Increase of 25 percent in FY 2025/26 for the transit operations contract, inclusive of technology components; two percent increase in FY 2026/27 (assuming a higher amount of one-time costs for FY 2025/26), then 3.5 percent increase per annum in subsequent years. (This includes the addition of early morning service to connect to the Clean Air Express but does not initially include the implementation of a third weekday evening micro-transit vehicle.)
- No changes to revenues and expenditures not listed here.

Exhibit 7.1 Financial (operations) plan

	FY 2022 Actual	FY 2023 Projected	FY 2024 Adopted	FY 2025 Adopted	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030
Beginning Fund Balance	\$12,959,976.00	\$14,414,325.00	\$15,433,145.00	\$17,817,421.96	\$20,310,904.39	\$22,479,613.74	\$24,741,626.55	\$27,071,472.39	\$29,472,773.96
REVENUES									
Measure A Sales Tax (City)	\$39,594.00	\$30,000.00	\$31,741.00	\$42,005.00	\$40,736.00	\$37,647.00	\$39,056.00	\$40,530.00	\$42,056.00
Measure A Sales Tax (County contrib)	\$112,000.00	\$0.00	\$112,000.00	\$112,000.00	\$112,000.00	\$112,000.00	\$112,000.00	\$112,000.00	\$112,000.00
Investments & Property Revenues	-\$80,187.00	\$191,629.00	\$232,422.00	\$243,745.00	\$255,932.25	\$268,728.86	\$282,165.31	\$296,273.57	\$311,087.25
FTA Section 5307 Operating	\$1,106,016.00	\$624,001.00	\$1,609,792.00	\$1,690,281.60	\$1,774,795.68	\$1,863,535.46	\$1,956,712.24	\$2,054,547.85	\$2,157,275.24
LCTOP Grant Revenue	\$98,542.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Prop 1B	\$67,649.00	\$358,038.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
FTA Section 5307 CARES Act	\$400,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Revenue Sales Tx Gas (LTF)	\$2,025,099.00	\$2,080,873.00	\$2,400,705.00	\$2,448,719.10	\$2,497,693.48	\$2,547,647.35	\$2,598,600.30	\$2,650,572.30	\$2,703,583.75
Revenue MH VV County	\$570,000.00	\$0.00	\$775,000.00	\$775,000.00	\$775,000.00	\$775,000.00	\$775,000.00	\$775,000.00	\$775,000.00
Revenue Bus Sv - Buellton	\$20,000.00	\$20,000.00	\$24,000.00	\$24,000.00	\$24,000.00	\$24,000.00	\$24,000.00	\$24,000.00	\$24,000.00
Revenue Bus Sv - Solvang	\$20,000.00	\$20,000.00	\$24,000.00	\$24,000.00	\$24,000.00	\$24,000.00	\$24,000.00	\$24,000.00	\$24,000.00
Revenue - WCE - County	\$10,000.00	\$0.00	\$10,600.00	\$10,600.00	\$10,600.00	\$10,600.00	\$10,600.00	\$10,600.00	\$10,600.00
Breeze Bus passes	\$1,648.00	\$1,395.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Revenue CAEB Fare	\$0.00	\$5,230.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
SBCAG Co Bus Purchase Reserves	\$0.00	\$0.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00	\$20,000.00
Revenue Surplus Equipment	\$8,829.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Damage to Property	\$43,163.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Bus Advertising	\$0.00	\$0.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00
Misc. Revenue	\$2,018.00	\$0.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00
COLT bus fares	\$81,007.00	\$85,197.00	\$102,968.00	\$123,563.00	\$129,741.15	\$136,228.21	\$143,039.62	\$150,191.60	\$157,701.18
ADA DAR fares	\$0.00	\$6,423.00	\$39,682.00	\$47,619.00	\$49,999.95	\$52,499.95	\$55,124.94	\$57,881.19	\$60,775.25
Total Revenues	\$4,525,378.00	\$3,422,786.00	\$5,385,710.00	\$5,564,332.70	\$5,717,298.51	\$5,874,686.83	\$6,043,098.40	\$6,218,396.52	\$6,400,878.67
OPERATING EXPENSES									
Personnel	\$237,911.00	\$278,004.00	\$424,367.00	\$429,627.00	\$440,367.68	\$451,376.87	\$462,661.29	\$474,227.82	\$486,083.52
Operating	\$420,853.00	\$441,853.00	\$461,171.00	\$464,543.00	\$471,511.15	\$478,583.81	\$485,762.57	\$493,049.01	\$500,444.74
Professional Services*	\$614,355.00	\$0.00	\$300,000.00	\$300,000.00	\$300,000.00	\$300,000.00	\$300,000.00	\$300,000.00	\$300,000.00
Operations contract	\$1,313,780.00	\$1,650,852.00	\$1,779,212.04	\$1,840,120.27	\$2,300,150.34	\$2,346,153.34	\$2,428,268.71	\$2,513,258.12	\$2,601,222.15
Training, Travel, Insurance, Permits	\$44,235.00	\$29,471.00	\$36,058.00	\$35,935.00	\$35,935.00	\$35,935.00	\$35,935.00	\$35,935.00	\$35,935.00
Vehicles and Rentals	\$3,769.00	\$3,786.00	\$625.00	\$625.00	\$625.00	\$625.00	\$625.00	\$625.00	\$625.00
Internal Services	\$279.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Depreciation, Rebates	\$435,670.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Interest	\$177.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Operating Expenses	\$3,071,029.00	\$2,403,966.00	\$3,001,433.04	\$3,070,850.27	\$3,548,589.16	\$3,612,674.02	\$3,713,252.57	\$3,817,094.94	\$3,924,310.41
Total Revenues less Operating Expenses	\$1,454,349.00	\$1,018,820.00	\$2,384,276.96	\$2,493,482.43	\$2,168,709.35	\$2,262,012.81	\$2,329,845.84	\$2,401,301.57	\$2,476,568.26
Ending Fund Balance	\$14,414,325.00	\$15,433,145.00	\$17,817,421.96	\$20,310,904.39	\$22,479,613.74	\$24,741,626.55	\$27,071,472.39	\$29,472,773.96	\$31,949,342.22

*Transit reserves to support implementation of the Preferred Service Alternative.

Note: This Financial Operations Plan and ending balances do not include capital project costs or all capital revenues).

Exhibit 7.2 Cost of additional recommendations

	Additional Annual Cost FY 2026*	Additional VSH
Third micro-transit vehicle (weekday evenings)	\$138,856	1,800.52
Saturday morning micro-transit service (8-9 am)	\$4,010	52.00
Premium weekday micro-transit service (6am-5pm)	\$212,080	2,750.00
WCE extension to Chumash Casino	\$24,455	317.10
WCE addition of 1 trip to Solvang	\$30,277	392.60
WCE addition of 1 trip to Chumash Casino	\$37,264	483.20
Expanded transit marketing	\$65,000	

*Reflects FY 2024/25 cost per hour of \$77.12 since cost per hour rate of new contract is unknown.

Capital Plan

Details regarding the Capital Plan are taken from the City’s FY 2023 – FY 2029 Capital Improvement Plan (CIP). Projects included in the CIP are:

- Bus washer (\$250,000) (FY 2025)
- Replacement buses (\$1.73 million over five years)
- Transit Operations and Maintenance Facility (\$18 million) (budgeted during FY 2024)

The total cost of these capital improvements is approximately \$20 million between FY 2023/24 and FY 2028/29.

Funding for these projects is provided by TDA (LTF) revenues as well as:

- \$9.6 million in SB 125 funds (for Transit Operations and Fleet Maintenance Facility construction),
- \$5.45 million from the Transit and Intercity Rail Capital Program (TIRCP) Cycle 7 (for Transit Operations and Fleet Maintenance Facility construction), and
- \$5.7 million from the Transit and Intercity Rail Capital Program (TIRCP) Cycle 7 (for zero emissions bus replacements).

Exhibit 7.3 Capital Improvement Plan

	FY 2022 Actual	FY 2023 Projected	FY 2024 Adopted	FY 2025 Adopted	FY 2026	FY 2027	FY 2028
Projects in FY 2023-FY 2029 CIP							
Bus Washer (TDA)				\$250,000.00			
Replacement Buses (TDA)			\$342,000.00	\$372,000.00	\$484,000.00		\$532,400.00
Transit Ops & Maint facility (Fund balance)			\$8,000,000.00				
Transit Ops & Maint facility (TDA)			\$10,000,000.00				
Total	\$0.00	\$0.00	\$18,342,000.00	\$622,000.00	\$484,000.00	\$0.00	\$532,400.00
Capital Revenues							
SB 125	\$0.00	\$0.00	\$0.00	\$0.00	\$9,600,000.00	\$0.00	\$0.00
TIRCP	\$0.00	\$0.00	\$0.00	\$5,700,000.00	\$5,450,000.00	\$0.00	\$0.00

Chapter 8 | Implementation Plan

Implementation of the preferred scenario and recommended alternatives is expected to occur in two phases. The first would be the roll-out of the base scenario, which would introduce micro-transit and Route 5 – H Street Shuttle as well as the redesigned local routes. This phase would be accompanied by robust marketing and the introduction of technology tools associated with micro-transit. The first phase would launch on July 1, 2025.

The second phase will include many of the additional recommendations as well as potential expansion of the technology. It may include demonstration projects based on the success of other components of the service change. This phase should take place at least six months after the initial phase begins (after January 1, 2026). The City may ultimately choose not to implement some of the Phase 2 recommendations depending upon the results of the first six months of operation of the revised service plan.

Exhibit 8.1 Implementation Plan

Activity	Prerequisites	Timeframe	Duration
Phase 1			
Development of Request for Proposals (RFP) for Operations, Maintenance, and Technology for the transit program		January-February 2025	4 weeks
Route proving and refinement of new/reviced routes		February-March 2025	6 weeks
Finalize placement of new bus stops		February-March 2025	
Contract procurement	Development of RFP	February-April 2025	10 weeks
Contract approved by City Council	Selection of contractor	April 15, 2025	
Fare changes approved by City Council		April 15, 2025	
Determine fleet needs for new service and identify opportunities to lease vehicles if needed	Selection of contractor	April 2025	
Develop Marketing Plan for service launch and FY 2025/26		April 2025	
Transition to new contract	Selection of contractor	April-June 2025	10 weeks
Develop and install technology tools	Selection of contractor	April-June 2025	10 weeks
Order new bus stop signage and poles (if needed)		May 2025	
Development of service information (as detailed in Marketing Plan)	Finalization of routes	May 2025	4 weeks
Development of educational/promotional information about the service change (as detailed in Marketing Plan)	Finalization of routes	May 2025	4 weeks
Promote weekday early morning micro-transit service connecting with the Clean Air Express		May-June 2025	4-6 weeks
Conduct outreach regarding fare changes (as detailed in Marketing Plan)		May-June 2025	Minimum 30 days notice
Distribute updated service information and post to transit website	Development of service information	June 2025	4 weeks
Conduct outreach regarding micro-transit and service changes (as detailed in Marketing Plan)	Development of service information	June-August 2025	12 weeks (longer as needed)

Activity	Prerequisite(s)	Timeframe	Duration
Install new bus stop signs (cover until launch)		June 2025	
Launch revised service	Transition to new contract	July 1, 2025	
Introduce weekday early morning micro-transit service connecting with the Clean Air Express	Promotion of service	July 1, 2025	Demonstration project (3-6 months)
Launch technology tools	Transition to new contract	July 1, 2025	
Introduce new fare schedule	Launch of new service; approval by City Council	July 1, 2025	
Cover/decommission stops no longer in use		July 2025	
Evaluate weekday early morning micro-transit service connecting with the Clean Air Express for continuation	Completion of demonstration period	October 2025 or January 2026	Continuation will be determined by ridership/productivity
Three-month evaluation		October 2025	
Six-month evaluation		January 2026	
Service adjustments (if needed) (e.g., adding a third evening micro-transit vehicle, adjusting fixed-route schedules, etc.)	Three- and six-month evaluations	January-February 2026	
Phase 2 (as desired)			
Promote Saturday morning micro-transit service between 8 am and 9 am		January 2026	3 weeks
Introduce Saturday morning micro-transit service between 8 am and 9 am	Promotion of service	February 1, 2026	Demonstration project (3 months)
Promote premium general public micro-transit service from 6 am to 5 pm on weekdays		March 2026	3 weeks
Introduce premium general public micro-transit service from 6 am to 5 pm on weekdays	Promotion of service	April 6, 2026	Demonstration project (3 months)
Evaluate Phase 1 service changes for 9-month period (YTD FY 2025/26) for any changes needed effective FY 2026/27		April 2026	
Evaluate Saturday morning micro-transit service between 8 am and 9 am for continuation	Completion of demonstration period	May 2026	

Activity	Prerequisite(s)	Timeframe	Duration
Promote extension of Wine Country Express service to Chumash Casino		June 2026	3 weeks
Promote new AM Wine Country Express trip		June 2026	
Extend Wine Country Express service to Chumash Casino	Promotion of service	July 1, 2026	
Introduce new AM Wine Country Express trip	Promotion of service	July 1, 2026	
Evaluate premium general public micro-transit service from 6 am to 5 pm on weekdays for continuation	Completion of demonstration period	July 2026	
Evaluate changes to Wine Country Express		October 2026	



City of Lompoc
Transit Reimagined Study
Draft Final Report - Appendices

October 2024



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Appendix A | Fixed-route Customer Survey

Exhibit A.1 Fixed-route survey instrument (English)



City of Lompoc
Fixed-Route Customer Survey

Please take a few minutes to complete this short customer survey. Return the completed form to a surveyor or complete online by **June 10, 2024** to be entered into a random drawing for a series of **\$50 VISA gift cards**. Thank you for your input and for riding COLT.

Please provide information about this ONE-WAY trip.

1. **Which route are you riding?**
 - Route 1_Red Route 4_Blue
 - Route 2_Black Wine Country Express
 - Route 3_Green Santa Barbara Shuttle
2. **At which bus stop did you board the bus today?**

3. **How did you get/travel to the bus stop where you boarded this bus?**
 - Walked more than 4 blocks Drove myself
 - Walked less than 4 blocks Rode a bicycle
 - Transferred from another bus Got a ride
 - Other (specify): _____
4. **At which bus stop will you end this ride?**

5. **How will you get/travel to your final destination once you get off this bus?**
 - Walk more than 4 blocks Drive myself
 - Walk less than 4 blocks Ride a bicycle
 - Transfer to another bus Get a ride
 - Other (specify): _____
6. **How did you pay your fare for this trip?**
 - Cash/single ride
 - Cash/single ride reduced fare
 - 10-punch pass
 - 10-punch pass reduced fare
 - Monthly pass
 - Monthly pass reduced fare
7. **In a typical week, how often do you ride COLT? (Please indicate number of one-way trips.)**
 - Less than 2 trips
 - 3-6 trips a week
 - 7-10 trips a week
 - More than 10 trips a week
8. **In addition to COLT/local bus service, which of the following do you use? (Select all that apply.)**
 - COLT dial-a-ride Breeze Bus
 - Wine Country Express Private taxis
 - Santa Barbara Shuttle Uber/Lyft
 - Clean Air Express
 - Other (specify): _____
9. **Why did you choose to ride the COLT bus to make this trip? (Select all that apply.)**
 - No other transportation options
 - Disability impacting personal mobility
 - Convenience
 - Cost
 - Independence
 - Other (specify): _____
10. **On a scale of 1-5 (where 1=not satisfied and 5=very satisfied) how would you rate the OVERALL quality of COLT bus service?**
 - 1 (not satisfied) 2 3 4 5
11. **Which of the following is your preferred service improvement? (Select only one.)**
 - Decrease time on vehicle
 - Reduce cost of service
 - Expand the service area
 - Expand the hours of operation
 - Improve the quality of drivers
 - Improve the quality of customer service
 - Offer more frequent service
12. **If the City operated frequent (that is, every 15 to 20 minute) bus service along North/South H Street (from Central Avenue to Ocean Avenue), how likely would you be to use this service?**
 - Very likely
 - Somewhat likely
 - Not likely

Continue on back

13. If the City introduced a general public on-demand transit service, how likely would you be to use it?
Many California communities are replacing their traditional public transit (bus) service with an on-demand service open to the general public. These services allow residents to obtain rides between locations within a defined service area. Ride requests are typically made either using an app (via a smart phone) or through a call center.

Very likely
 Somewhat likely
 Not likely

14. Which of the following best describes you?

Employed/work at home
 Employed/commute to work
 Homemaker
 Student
 Retired
 Unemployed
 Other (specify): _____

15. Do you have access to a smartphone?

Yes No

16. Do you own or have access to a personal vehicle?

Yes No

17. Are you currently a licensed driver?

Yes No

18. Do you have a disability which impacts your personal mobility?

Yes No

19. Which language(s) are spoken in your home?
 (Select all that apply):

English Spanish
 Other (specify): _____

20. How well do you speak English?

Very well or native speaker
 Less than "very well"
 Not at all
 Decline to respond

21. How many individuals normally live in your household (including yourself)?

1 2 3 4 5 or more

22. Which of the following groups includes your age?

18 or under 19 - 24 25 - 44
 45 - 64 65 or older
 Decline to respond

23. What is your approximate annual household income?

Less than \$20,000 \$20,000 to \$35,000
 \$35,001 to \$50,000 \$50,001 to \$75,000
 \$75,001 and above Decline to respond

24. Are you... (Select all that apply):

Hispanic/Latino
 White
 Black/African American
 Asian
 American Indian/Alaska Native
 Native Hawaiian/Pacific Islander
 Other (specify): _____
 Decline to respond

To be eligible to win one of several \$50 VISA gift cards, please provide your contact information.

First name: _____

Phone number or email: _____

QR code to online survey:



Exhibit A.2 Fixed-route survey instrument (Spanish)



Ciudad de Lompoc
Encuesta a los Clientes de la Ruta Fija

Por favor, dedique unos minutos a completar esta breve encuesta para clientes. Devuelva el formulario cumplimentado a un encuestador o complételo online antes del **10 de junio, 2024** para participar en el sorteo de una de varias **tarjetas regalo VISA de \$50**. Gracias por su opinión y por viajar en COLT.

Por favor, facilítenos información sobre este viaje de ida.

- ¿En qué ruta está viajando?

<input type="checkbox"/> Ruta 1_Roja	<input type="checkbox"/> Ruta 4_Azul
<input type="checkbox"/> Ruta 2_Negra	<input type="checkbox"/> Wine Country Express
<input type="checkbox"/> Ruta 3_Verde	<input type="checkbox"/> Santa Barbara Shuttle
- ¿En qué parada ha subido hoy al autobús?

- ¿Cómo llegó/viajó hasta la parada en la que subió a este autobús?

<input type="checkbox"/> Caminé más de 4 cuadras
<input type="checkbox"/> Conduje yo mismo
<input type="checkbox"/> Caminé menos de 4 cuadras
<input type="checkbox"/> Monté en bicicleta
<input type="checkbox"/> Traslado desde otro autobús
<input type="checkbox"/> Conseguí un aventón
<input type="checkbox"/> Otro (especificar): _____
- ¿En qué parada de autobús terminará este trayecto?

- ¿Cómo llegará/viajará a su destino final una vez que se baje de este autobús?

<input type="checkbox"/> Caminaré más de 4 cuadras
<input type="checkbox"/> Conduciré yo mismo
<input type="checkbox"/> Caminaré menos de 4 cuadras
<input type="checkbox"/> Montaré en bicicleta
<input type="checkbox"/> Traslado a otro autobús
<input type="checkbox"/> Conseguiré un aventón
<input type="checkbox"/> Otro (especificar): _____
- ¿Cómo pagó el pasaje para este viaje?

<input type="checkbox"/> Efectivo/viaje de ida
<input type="checkbox"/> Efectivo/viaje de ida tarifa reducida
<input type="checkbox"/> Pase de 10 ponches
<input type="checkbox"/> Pase de 10 ponches tarifa reducida
<input type="checkbox"/> Pase mensual
<input type="checkbox"/> Pase mensual tarifa reducida
- En una semana normal, ¿con qué frecuencia utiliza COLT? (Por favor indique el número de viajes de ida).

<input type="checkbox"/> Menos de 2 viajes
<input type="checkbox"/> 3-6 viajes a la semana
<input type="checkbox"/> 7-10 viajes a la semana
<input type="checkbox"/> Más de 10 viajes a la semana
- Además del servicio de autobús COLT/local, ¿cuál de los siguientes utiliza? (Seleccione todo lo que corresponda).

<input type="checkbox"/> COLT dial-a-ride	<input type="checkbox"/> Breeze Bus
<input type="checkbox"/> Wine Country Express	<input type="checkbox"/> Taxis privados
<input type="checkbox"/> Santa Barbara Shuttle	<input type="checkbox"/> Uber/Lyft
<input type="checkbox"/> Clean Air Express	
<input type="checkbox"/> Otro (especifique): _____	
- ¿Por qué decidió viajar en el autobús COLT para realizar este trayecto? (Seleccione todas las opciones que procedan).

<input type="checkbox"/> No hay otras opciones de transporte
<input type="checkbox"/> Discapacidad que afecte a la movilidad personal
<input type="checkbox"/> Conveniencia
<input type="checkbox"/> Costo
<input type="checkbox"/> Independencia
<input type="checkbox"/> Otro (especificar): _____
- En una escala del 1 al 5 (donde 1 = no satisfecho y 5 = muy satisfecho), ¿cómo calificaría la calidad GLOBAL del servicio de autobuses COLT?

<input type="checkbox"/> 1 (no satisfecho)	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
--	----------------------------	----------------------------	----------------------------	----------------------------
- ¿Cuál de las siguientes opciones prefiere para mejorar el servicio? (Seleccione sólo una.)

<input type="checkbox"/> Disminuir el tiempo en el vehículo
<input type="checkbox"/> Reducir el costo del servicio
<input type="checkbox"/> Ampliar la zona de servicio
<input type="checkbox"/> Ampliar el horario de funcionamiento
<input type="checkbox"/> Mejorar la calidad de los conductores
<input type="checkbox"/> Mejorar la calidad del servicio al cliente
<input type="checkbox"/> Ofrecer un servicio más frecuente
- Si en la Ciudad operara un servicio de autobús frecuente (es decir, cada 15 ó 20 minutos) a lo largo de North/South H Street (desde Central Avenue hasta Ocean Avenue), ¿con qué probabilidad utilizaría este servicio?

<input type="checkbox"/> Muy probablemente
<input type="checkbox"/> Bastante probable
<input type="checkbox"/> Poco probable

Continúe en el reverso 

13. Si la Ciudad introdujera un servicio de transporte público general bajo demanda, ¿con qué probabilidad lo utilizaría? *Muchas comunidades de California están sustituyendo su servicio tradicional de transporte público (autobús) por un servicio bajo demanda abierto al público en general. Estos servicios permiten a los residentes obtener viajes entre localidades dentro de un área de servicio definida. Las solicitudes de trayectos suelen realizarse mediante una app (a través de un smartphone) o a través de un centro de llamadas.*

Muy probablemente
 Bastante probable
 Poco probable

14. ¿Cuál de las siguientes opciones le describe mejor?

Empleado/trabaja en casa
 Empleado/viaja al trabajo
 Ama de casa
 Estudiante
 Jubilado
 Desempleado
 Otro (especifique): _____

15. ¿Tiene acceso a un smartphone?

Sí No

16. ¿Posee o tiene acceso a un vehículo personal?

Sí No

17. ¿Tiene actualmente licencia para conducir?

Sí No

18. ¿Tiene alguna discapacidad que afecte a su movilidad personal?

Sí No

19. ¿Qué idioma(s) se habla(n) en su hogar? (Seleccione todos los que procedan):

Inglés Español
 Otro (especifique): _____

20. ¿Qué tan bien habla inglés?

Muy bien o lengua materna
 Menos que "muy bien"
 No, en absoluto
 Se niega a responder

21. ¿Cuántas personas viven normalmente en su hogar (incluido usted)?

1 2 3 4 5 o más

22. ¿Cuál de los siguientes grupos incluye su edad?

18 o menos 19 - 24 25 - 44
 45 - 64 65 años o más
 Se niega a responder

23. ¿Cuál es el ingreso anual aproximado de su hogar?

Menos de \$20,000 \$20,000 a \$35,000
 \$35,001 a \$50,000 \$50,001 a \$75,000
 \$75,001 y más Se niega a responder

24. Es usted... (Seleccione todas las que correspondan):

Hispano/Latino
 Blanco
 Negro/Afroamericano
 Asiático
 Indígena Americano/Nativo de Alaska
 Nativo de Hawái/Islands del Pacífico
 Otro (especifique): _____
 Se niega a responder

Para ser elegible para ganar una de las varias tarjetas regalo VISA de \$50, por favor proporcione su información de contacto.

Nombre:

Número de teléfono o correo electrónico:

Exhibit A.3 Fixed-route survey onboard notice

Share your ideas and opinions regarding City of Lompoc Transit (COLT) and future mobility options.

Survey will be available onboard COLT vehicles
Wednesday, May 29 through Saturday, June 1, 2024.

Or scan QR code to link to online survey.



Comparta sus ideas y opiniones sobre el Tránsito de la ciudad de Lompoc (COLT) y opciones futuras de movilidad.

La encuesta estará disponible a bordo de los vehículos
COLT desde el **miércoles 29 de mayo hasta el sábado
1 de junio de 2024.**

O escanee el código QR para vincularlo a
la encuesta en línea.



(805) 736-7666



Exhibit A.4 Fixed-route survey driver lounge poster

COLT
City of Lompoc Transit

2024 Customer Survey

Surveyors will be riding onboard buses from May 29 – June 1 to conduct the 2024 COLT Customer Survey.

They will wear a bright yellow vest and display a temporary surveyor badge. (Surveyors will ride free and are not to be counted in the farebox.)

Exhibit A.5 Fixed-route survey simple frequencies

Which language are you taking this survey in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	103	67.3	90.4	90.4
	Spanish	11	7.2	9.6	100.0
	Total	114	74.5	100.0	
Missing	System	39	25.5		
Total		153	100.0		

Q1. Which route are you riding?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Route 1_Red	35	22.9	31.0	31.0
	Route 2_Black	40	26.1	35.4	66.4
	Route 3_Green	14	9.2	12.4	78.8
	Route 4_Blue	16	10.5	14.2	92.9
	Wine Country Express	5	3.3	4.4	97.3
	Santa Barbara Shuttle	3	2.0	2.7	100.0
	Total	113	73.9	100.0	
Missing	System	40	26.1		
Total		153	100.0		

Q2. At which bus stop did you board the bus today?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A and cypress	69	45.1	45.1	45.1
	A St. and North Ave	1	0.7	0.7	45.8
	Albertsons	6	3.9	3.9	50.3
	Aldi	2	1.3	1.3	51.6
	Bridge House	3	2.0	2.0	53.6
	Buellton Chamber of Commerce	1	0.7	0.7	54.2
	Buellton P.O.	1	0.7	0.7	54.9
	Cabrillo	1	0.7	0.7	55.6
	Cabrillo High School	2	1.3	1.3	56.9
	Central @ Walmart	1	0.7	0.7	57.5
	City Hall	1	0.7	0.7	58.2
	Colt Offices @ Laurel	1	0.7	0.7	58.8
	Colt Transit Center	1	0.7	0.7	59.5
	Community Center	2	1.3	1.3	60.8
	Community Health Center	1	0.7	0.7	61.4
	Constellation and Jupiter	1	0.7	0.7	62.1
	Cypress Ave	5	3.3	3.3	65.4
	Cypress Ave and I St.	12	7.8	7.8	73.2
	Goodwill	1	0.7	0.7	73.9
	La canada	1	0.7	0.7	74.5
	Lompoc Transit Hub W Cypress	1	0.7	0.7	75.2
	Mission Hills	1	0.7	0.7	75.8
	Mission Hills Market	1	0.7	0.7	76.5
	Mission Plaza	10	6.5	6.5	83.0
	My office	1	0.7	0.7	83.7
	O st and college ave	1	0.7	0.7	84.3
	O St and Cypress Ave	1	0.7	0.7	85.0

O street	1	0.7	0.7	85.6
Olive Ave and V St.	2	1.3	1.3	86.9
Pine Ave	2	1.3	1.3	88.2
Pine Ave and 4th St	1	0.7	0.7	88.9
Pine Ave and H St	3	2.0	2.0	90.8
R st and Apricot Ave	1	0.7	0.7	91.5
Solvang Park	1	0.7	0.7	92.2
South H St.	1	0.7	0.7	92.8
Taco Bell	3	2.0	2.0	94.8
The village	1	0.7	0.7	95.4
V St.	2	1.3	1.3	96.7
V St. and College Ave	1	0.7	0.7	97.4
Via Lotto	1	0.7	0.7	98.0
Walmart	2	1.3	1.3	99.3
Walnut Ave and O st	1	0.7	0.7	100.0
Total	153	100.0	100.0	

Q3. How did you get/travel to the bus stop where you boarded this bus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	4	2.6	3.6	3.6
	Walked more than 4 blocks	26	17.0	23.2	26.8
	Walked less than 4 blocks	52	34.0	46.4	73.2
	Transferred from another bus	19	12.4	17.0	90.2
	Drove myself	1	0.7	0.9	91.1
	Rode a bicycle	7	4.6	6.3	97.3
	Got a ride	3	2.0	2.7	100.0
	Total	112	73.2	100.0	
	Missing	System	41	26.8	
Total		153	100.0		

Q3. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		149	97.4	97.4	97.4
	Chumash Shuttle	1	0.7	0.7	98.0
	Live there	1	0.7	0.7	98.7
	Walked 10 minutes	1	0.7	0.7	99.3
	Work nearby	1	0.7	0.7	100.0
	Total	153	100.0	100.0	

Q4. At which bus stop will you end this ride?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		60	39.2	39.2	39.2
	A St and North Ave	1	0.7	0.7	39.9
	A St.	1	0.7	0.7	40.5
	Albertsons	10	6.5	6.5	47.1
	Aldi	2	1.3	1.3	48.4
	Bridge House	2	1.3	1.3	49.7
	By Hospital	1	0.7	0.7	50.3
	Cabrillo High School	3	2.0	2.0	52.3
	Cental Ave @ Walmart	1	0.7	0.7	52.9
	Central Ave	2	1.3	1.3	54.2

Central Ave and V St.	1	0.7	0.7	54.9
City Hall	1	0.7	0.7	55.6
Colt Transit Center	3	2.0	2.0	57.5
Community Center	2	1.3	1.3	58.8
Constellation and Jupiter	1	0.7	0.7	59.5
Cypress Ave	2	1.3	1.3	60.8
Cypress Ave and I St.	12	7.8	7.8	68.6
El Camino	2	1.3	1.3	69.9
Goleta/UCSB	1	0.7	0.7	70.6
Hospital	3	2.0	2.0	72.5
Lompoc High School	1	0.7	0.7	73.2
Lompoc Library	1	0.7	0.7	73.9
Maple High	1	0.7	0.7	74.5
Mission Hills	1	0.7	0.7	75.2
Mission Plaza	16	8.5	8.5	85.0
O St and Maple Ave	1	0.7	0.7	86.3
O St and Pine Ave	1	0.7	0.7	86.9
O st. and North Ave	1	0.7	0.7	87.6
Olive Ave and V St	1	0.7	0.7	88.2
Pine Ave	2	1.3	1.3	89.5
Pine Ave and F St.	1	0.7	0.7	90.2
Pine Ave and H St	1	0.7	0.7	90.8
Santa Barbara	1	0.7	0.7	91.5
Solvang	1	0.7	0.7	92.2
Taco Bell	1	0.7	0.7	92.8
V St. and Central Ave	1	0.7	0.7	93.5
Via Lato	1	0.7	0.7	94.1
Walmart	8	5.2	5.2	99.3
Walnut Ave and O St.	1	0.7	0.7	100.0
Total	153	100.0	100.0	

Q5. How will you get/travel to your final destination once you get off this bus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	1	0.7	0.9	0.9
	Walk more than 4 blocks	21	13.7	18.6	19.5
	Walk less than 4 blocks	47	30.7	41.6	61.1
	Transfer to another bus	32	20.9	28.3	89.4
	Drive myself	2	1.3	1.8	91.2
	Ride a bicycle	7	4.6	6.2	97.3
	Get a ride	3	2.0	2.7	100.0
	Total	113	73.9	100.0	
Missing	System	40	26.1		
Total		153	100.0		

Q5. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		152	99.3	99.3	99.3
	Walked 15 minutes	1	0.7	0.7	100.0
	Total	153	100.0	100.0	

Q6. How did you pay your fare for this trip?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash/single ride	78	51.0	68.4	68.4
	10-punch pass	5	3.3	4.4	72.8
	Monthly pass	10	6.5	8.8	81.6
	Cash/single ride reduced fare	17	11.1	14.9	96.5
	10-punch pass reduced fare	2	1.3	1.8	98.2
	Monthly pass reduced fare	2	1.3	1.8	100.0
	Total	114	74.5	100.0	
Missing	System	39	25.5		
Total		153	100.0		

Q7. In a typical week, how often do you ride COLT? (Please indicate number of one-way trips.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 trips	36	23.5	31.6	31.6
	3-6 trips a week	49	32.0	43.0	74.6
	7-10 trips a week	14	9.2	12.3	86.8
	More than 10 trips a week	15	9.8	13.2	100.0
	Total	114	74.5	100.0	
Missing	System	39	25.5		
Total		153	100.0		

Q8. In addition to COLT/local bus service, which of the following do you use? (Select all that apply.)

		Frequency	Percent
Valid	COLT dial-a-ride	20	13.1
Valid	Wine Country Express	19	12.4
Valid	Santa Barbara Shuttle	6	3.9
Valid	Clean Air Express	13	8.5
Valid	Breeze Bus	32	20.9
Valid	Private taxis	10	6.5
Valid	Uber/Lyft	14	9.2
Valid	Other (please specify)	23	15.0
Total		153	89.5*

Q8. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		130	85.0	85.0	85.0
	Amtrak	1	0.7	0.7	85.6
	Bike	1	0.7	0.7	86.3
	Colt Bus	1	0.7	0.7	86.9
	My own vehicles	1	0.7	0.7	87.6
	None	17	11.1	11.1	98.7
	Sister's Truck	1	0.7	0.7	99.3
	SYVT	1	0.7	0.7	100.0
	Total	153	100.0	100.0	

**Q9. Why did you choose to ride the COLT bus to make this trip?
 (Select all that apply.)**

		Frequency	Percent
Valid	No other transportation options	69	45.1
Valid	Disability impacting personal mobility	8	5.2
Valid	Convenience	33	21.6
Valid	Cost	29	19.0
Valid	Independence	10	6.5
Valid	Other (please specify)	7	4.6
Total		153	102.0*

Q9. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		146	95.4	95.4	95.4
	Fatigue	1	0.7	0.7	96.1
	Go DT	1	0.7	0.7	96.7
	I do not drive	1	0.7	0.7	97.4
	Job	1	0.7	0.7	98.0
	To get Home	1	0.7	0.7	98.7
	Very Smooth	1	0.7	0.7	99.3
	Visit	1	0.7	0.7	100.0
Total		153	100.0	100.0	

Q10. On a scale of 1-5 (where 1 =not satisfied and 5=very satisfied) how would you rate the OVERALL quality of COLT bus service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 (not satisfied)	2	1.3	1.8	1.8
	2	3	2.0	2.7	4.4
	3	11	7.2	9.7	14.2
	4	23	15.0	20.4	34.5
	5	74	48.4	65.5	100.0
	Total	113	73.9	100.0	
Missing	System	40	26.1		
Total		153	100.0		

Q11. Which of the following is your preferred service improvement? (Select only one.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Decrease time on vehicle	11	7.2	10.9	10.9
	Reduce cost of service	12	7.8	11.9	22.8
	Expand the service area	21	13.7	20.8	43.6
	Expand the hours of operation	24	15.7	23.8	67.3
	Improve the quality of drivers	6	3.9	5.9	73.3
	Improve the quality of customer service	4	2.6	4.0	77.2
	Offer more frequent service	23	15.0	22.8	100.0
	Total	101	66.0	100.0	
Missing	System	52	34.0		
Total		153	100.0		

Q12. If the City operated frequent (that is, every 15 to 20 minute) bus service along North/South H Street (from Central Avenue to Ocean Avenue), how likely would you be to use this service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very likely	76	49.7	66.7	66.7
	Somewhat likely	28	18.3	24.6	91.2
	Not likely	10	6.5	8.8	100.0
	Total	114	74.5	100.0	
Missing	System	39	25.5		
Total		153	100.0		

Q13. If the City introduced a general public on-demand transit service, how likely would you be to use it? Many California communities are replacing their traditional public transit (bus) service with an on-demand service open to the general public. These servi

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very likely	68	44.4	62.4	62.4
	Somewhat likely	27	17.6	24.8	87.2
	Not likely	14	9.2	12.8	100.0
	Total	109	71.2	100.0	
Missing	System	44	28.8		
Total		153	100.0		

Q14. Which of the following best describes you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	4	2.6	3.6	3.6
	Employed/work at home	7	4.6	6.3	9.9
	Employed/commute to work	38	24.8	34.2	44.1
	Homemaker	5	3.3	4.5	48.6
	Student	15	9.8	13.5	62.2
	Retired	29	19.0	26.1	88.3
	Unemployed	13	8.5	11.7	100.0
	Total	111	72.5	100.0	
Missing	System	42	27.5		
Total		153	100.0		

Q14. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		149	97.4	97.4	97.4
	Disabled	2	1.3	1.3	98.7
	N/A	1	0.7	0.7	99.3
	On SSI	1	0.7	0.7	100.0
	Total	153	100.0	100.0	

Q15. Do you have access to a smartphone?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	96	62.7	85.7	85.7
	No	16	10.5	14.3	100.0
	Total	112	73.2	100.0	
Missing	System	41	26.8		
Total		153	100.0		

Q16. Do you own or have access to a personal vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	28	18.3	25.0	25.0
	No	84	54.9	75.0	100.0
	Total	112	73.2	100.0	
Missing	System	41	26.8		
Total		153	100.0		

Q17. Are you currently a licensed driver?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	47	30.7	42.0	42.0
	No	65	42.5	58.0	100.0
	Total	112	73.2	100.0	
Missing	System	41	26.8		
Total		153	100.0		

Q18. Do you have a disability which impacts your personal mobility?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	15.0	20.5	20.5
	No	89	58.2	79.5	100.0
	Total	112	73.2	100.0	
Missing	System	41	26.8		
Total		153	100.0		

Q19. Which language(s) are spoken in your home? (Select all that apply):

		Frequency	Percent
Valid	English	97	63.4
Valid	Spanish	35	22.9
Valid	Other (please specify)	2	1.3
Total		153	87.6*

Q19. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		152	99.3	99.3	99.3
	Chinese	1	0.7	0.7	100.0
	Total	153	100.0	100.0	

Q20. How well do you speak English?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very well or native speaker	99	64.7	87.6	87.6
	Less than "very well"	10	6.5	8.8	96.5
	Not at all	2	1.3	1.8	98.2
	Decline to respond	2	1.3	1.8	100.0
	Total	113	73.9	100.0	
Missing	System	40	26.1		
Total		153	100.0		

Q21. How many individuals normally live in your household (including yourself)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	26	17.0	23.6	23.6
	2	28	18.3	25.5	49.1
	3	19	12.4	17.3	66.4
	4	19	12.4	17.3	83.6
	5 or more	18	11.8	16.4	100.0
	Total	110	71.9	100.0	
Missing	System	43	28.1		
Total		153	100.0		

Q22. Which of following groups includes your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 or under	10	6.5	8.7	8.7
	19 - 24	11	7.2	9.6	18.3
	25 - 44	34	22.2	29.6	47.8
	45 - 64	29	19.0	25.2	73.0
	65 or older	24	15.7	20.9	93.9
	Decline to respond	7	4.6	6.1	100.0
	Total	115	75.2	100.0	
Missing	System	38	24.8		
Total		153	100.0		

Q23. What is your approximate annual household income?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than \$20,000	45	29.4	40.2	40.2
	\$20,000 to \$35,000	12	7.8	10.7	50.9
	\$35,001 to \$50,000	13	8.5	11.6	62.5
	\$50,001 to \$75,000	1	0.7	0.9	63.4
	\$75,001 and above	11	7.2	9.8	73.2
	Decline to answer	30	19.6	26.8	100.0
	Total	112	73.2	100.0	
Missing	System	41	26.8		
Total		153	100.0		

Q24. Are you...(Select all that apply):

		Frequency	Percent
Valid	Hispanic Latino	53	34.6
Valid	Black/African American	12	7.8
Valid	American Indian/Alaska Native	4	2.6
Valid	White	49	32.0
Valid	Asian	3	2.0
Valid	Decline to respond	52	34.0
Valid	Other (please specify)	2	1.3
Total		153	114.4*

Q24. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		152	99.3	99.3	99.3
	Greek	1	0.7	0.7	100.0
	Total	153	100.0	100.0	

Appendix B | ADA Paratransit Customer Survey

Exhibit B.1 ADA paratransit survey instrument (English)



City of Lompoc
Dial-A-Ride Customer Survey

As a customer of the City of Lompoc’s dial-a-ride service your opinion is important. Please complete the survey and return it using the enclosed postage-paid envelope. Each completed survey received by **June 10, 2024** will be entered into a random drawing for a series of **\$50 VISA gift cards**. Thank you for participating.

Si necesita esta encuesta en español por favor llame 888.743.5977.

1. Have you ridden the City’s dial-a-ride service this year (2024)?
 Yes No

2. What is your most frequent destination when riding the City’s dial-a-ride service? (Choose up to three.)
 Doctor/healthcare
 Church/religious service
 Senior Center
 Shopping
 Work
 School
 Personal errands
 Social activities/recreation
 Other (specify) _____

3. In a typical week, how often do you use the City’s dial-a-ride service? (Please indicate number of one-way trips.)
 Less than 2 trips
 3-6 trips a week
 7-10 trips a week
 More than 10 trips a week

4. What is the primary reason you ride the City’s dial-a-ride service?
 No access to personal vehicle
 No longer drive
 Prefer not to drive
 Other (specify) _____

5. In addition to the City’s dial-a-ride service, which of the following do you use? (Select all that apply.)
 COLT/local bus service
 Breeze Bus
 Wine Country Express
 Santa Barbara Shuttle
 Clean Air Express
 Uber/Lyft
 Private Taxi
 Other (specify) _____

6. What method(s) would you use to make dial-a-ride reservations? (Select all that apply.)
 Online (website)
 Through an app
 By phone

7. On a scale of 1-5 (where 1 = not satisfied and 5 = very satisfied) how would you rate the OVERALL quality of the City’s dial-a-ride service?
 1 (not satisfied) 2 3 4 5 (extremely satisfied)

Continue on back →

8. Do you have access to a personal vehicle?
 Yes No

9. Are you currently a licensed driver?
 Yes No

10. Do you own (or have access to) a smart phone?
 Yes No

11. Do you have access to the internet?
 Yes No

12. Do you have a disability which impacts your personal mobility?
 Yes No

13. Do you travel with: (Select all that apply.)
 Mobility aid Service animal
 PCA (personal care attendant)

14. Which age group applies to you?
 18 or under 45 - 64
 19 - 24 65 or older
 25 - 44
 Decline to state

15. How many individuals normally live in your household (including yourself):
 1 2 3 4 5 or more

16. What languages are spoken in your home? (Select all that apply.)
 English Spanish
 Other (specify): _____

17. How well do you speak English?
 Very well or native speaker
 Less than "very well"
 Not at all
 Decline to respond

18. What is your approximate annual household income?
 Less than \$20,000
 \$20,000 to \$35,000
 \$35,001 to \$50,000
 \$50,001 to \$75,000
 \$75,001 and above
 Decline to respond

19. Are you... (Select all that apply):
 Hispanic/Latino
 White
 Black/African American
 Asian
 American Indian/Alaska Native
 Native Hawaiian/Pacific Islander
 Other (specify): _____
 Decline to respond

To be eligible to win one of several \$50 VISA gift cards, please provide your contact information.

First name: _____

Phone or email: _____

Exhibit B.2 ADA paratransit survey instrument (Spanish)



Ciudad de Lompoc

Encuesta a los Clientes de Dial-A-Ride

Como cliente del servicio dial-a-ride de la Ciudad de Lompoc su opinión es importante. Por favor, rellene la encuesta y reenvíela utilizando el sobre franqueado adjunto. Cada encuesta cumplimentada que se reciba antes del **10 de junio, 2024** formará parte de un sorteo al azar de una serie de **tarjetas regalo VISA de \$50**. Gracias por participar.

1. ¿Ha viajado en el servicio dial-a-ride de la Ciudad este año (2024)?
 Sí No
2. ¿Cuál es su destino más frecuente cuando utiliza el servicio dial-a-ride de la Ciudad? (Elija hasta tres.)
 Médico/atención sanitaria
 Iglesia/servicio religioso
 Centro de Mayores
 Compras
 Trabajo
 Escuela
 Gestiones personales
 Actividades sociales/recreación
 Otros (especifique) _____
3. En una semana normal, ¿con qué frecuencia utiliza el servicio dial-a-ride de la Ciudad? (Por favor, indique el número de viajes de ida)
 Menos de 2 viajes
 3-6 viajes a la semana
 7-10 viajes a la semana
 Más de 10 viajes a la semana
4. ¿Cuál es la razón principal por la que utiliza el servicio dial-a-ride de la Ciudad?
 Sin acceso a vehículo personal
 Ya no conduzco
 Prefiero no conducir
 Otro (especifique) _____
5. Además del servicio dial-a-ride de la Ciudad, ¿cuál de los siguientes utiliza? (Seleccione todo lo que corresponda).
 COLT/servicio local de autobuses
 Breeze Bus
 Wine Country Express
 Santa Barbara Shuttle
 Clean Air Express
 Uber/Lyft
 Taxi Privado
 Otro (especifique) _____
6. ¿Qué método(s) utilizaría para hacer reservas de dial-a-ride? (Seleccione todos los que procedan).
 Online (sitio web)
 A través de una app
 Por teléfono
7. En una escala del 1 al 5 (en la que 1 = no satisfecho y 5 = muy satisfecho), ¿cómo calificaría la calidad GLOBAL del servicio dial-a-ride de la Ciudad?
 1 (no satisfecho) 2 3 4 5 (extremadamente satisfecho)

Continúe en el reverso →

8. ¿Tiene acceso a un vehículo personal?
 Sí No

9. ¿Tiene actualmente licencia de conducir?
 Sí No

10. ¿Posee (o tiene acceso a) un smartphone?
 Sí No

11. ¿Tiene acceso a Internet?
 Sí No

12. ¿Tiene alguna discapacidad que afecte a su movilidad personal?
 Sí No

13. Viaja con: (Seleccione todo lo que corresponda.)
 Ayuda para la movilidad
 Animal de servicio
 PCA (asistente de cuidado personal)

14. ¿Qué grupo de edad le corresponde?
 18 o menos 45 - 64
 19 - 24 65 años o más
 25 - 44
 Se niega a responder

15. ¿Cuántas personas viven normalmente en su hogar (incluido usted)?:
 1 2 3 4 5 o mas

16. ¿Qué idiomas se hablan en su hogar? (Seleccione todos los que corresponda.)
 Inglés Español
 Otro (especifique): _____

17. ¿Qué tan bien habla inglés?
 Muy bien o lengua materna
 Menos que, "muy bien"
 No, en absoluto
 Se niega a responder

18. ¿Cuál es el ingreso anual aproximado de su hogar?
 Menos de \$20,000
 \$20,000 a \$35,000
 \$35,001 a \$50,000
 \$50,001 a \$75,000
 \$75,001 y más
 Se niega a responder

19. Es usted... (Seleccione todas las que correspondan):
 Hispano/Latino
 Blanco
 Negro/Afroamericano
 Asiático
 Indígena Americano/Nativo de Alaska
 Nativo de Hawái/Islas del Pacífico
 Otro (especifique): _____
 Se niega a responder

Para participar en el sorteo al azar de una serie de tarjetas regalo VISA de \$50, facilite sus datos de contacto.

Nombre: _____

Teléfono o correo electrónico: _____

Exhibit B.3 ADA paratransit survey simple frequencies

Which language are you taking this survey in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	63	100.0	100.0	100.0

Q1. Have you ridden the City's dial-a-ride service this year (2024)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	38	60.3	60.3	60.3
	No	25	39.7	39.7	100.0
	Total	63	100.0	100.0	

Q2. What is your most frequent destination when riding the City's dial-a-ride service? (Choose up to three.)

		Frequency	Percent
Valid	Doctor/healthcare	44	69.8
Valid	Church/religious service	7	11.1
Valid	Senior Center	4	6.3
Valid	Shopping	30	47.6
Valid	Work	5	7.9
Valid	School	4	6.3
Valid	Personal errands	21	33.3
Valid	Social activities/recreation	6	9.5
Valid	Other (please specify)	1	1.6
	Total	63	193.7*

Q2. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		62	98.4	98.4	98.4
	Never Used	1	1.6	1.6	100.0
	Total	63	100.0	100.0	

Q3. In a typical week, how often do you use the City's dial-a-ride service? (Please indicate number of one-way trips.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 2 trips	33	52.4	58.9	58.9
	3-6 trips a week	20	31.7	35.7	94.6
	7-10 trips a week	1	1.6	1.8	96.4
	More than 10 trips a week	2	3.2	3.6	100.0
	Total	56	88.9	100.0	
Missing	System	7	11.1		
	Total	63	100.0		

Q4. What is the primary reason you ride the City's dial-a-ride service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other (please specify)	12	19.0	21.4	21.4
	No access to personal vehicle	21	33.3	37.5	58.9
	No longer drive	17	27.0	30.4	89.3
	Prefer not to drive	6	9.5	10.7	100.0
	Total	56	88.9	100.0	
Missing	System	7	11.1		
Total		63	100.0		

Q4. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		54	85.7	85.7	85.7
	ADA	2	3.2	3.2	88.9
	All of the above	1	1.6	1.6	90.5
	Disabled	6	9.5	9.5	100.0
	Total	63	100.0	100.0	

Q5. In addition to the City's dial-a-ride service, which of the following do you use? (Select all that apply.)

		Frequency	Percent
Valid	COLT/local bus service	37	58.7
Valid	Breeze Bus	14	22.2
Valid	Wine Country Express	3	4.8
Valid	Santa Barbara Shuttle	4	6.3
Valid	Clean Air Express	4	6.3
Valid	Uber/Lyft	3	4.8
Valid	Private Taxi	8	12.7
Valid	Other (please specify)	17	27.0
Total		63	142.9*

Q5. Other (please specify)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		47	74.6	74.6	74.6
	ADA THX Local	1	1.6	1.6	76.2
	AMDAL special transportation	1	1.6	1.6	77.8
	CPIC	1	1.6	1.6	79.4
	Family	1	1.6	1.6	81.0
	Friend	1	1.6	1.6	82.5
	Medical Services	1	1.6	1.6	84.1
	None	5	7.9	7.9	92.1
	Van	1	1.6	1.6	93.7
	Ventura Transit	3	4.8	4.8	98.4
	Walk	1	1.6	1.6	100.0
	Total	63	100.0	100.0	

**Q6. What method(s) would you use to make dial-a-ride reservations?
 (Select all that apply.)**

		Frequency	Percent
Valid	Online (website)	3	4.8
Valid	By phone	53	84.1
Total		63	88.9*

**Q7. On a scale 1-5 (where 1 = not satisfied and 5 = very satisfied) how would you rate the
 OVERALL quality of the City's dial-a-ride service?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 (not satisfied)	2	3.2	3.6	3.6
	2	0	0.0	0.0	0.0
	3	3	4.8	5.5	9.1
	4	12	19.0	21.8	30.9
	5 (extremely satisfied)	38	60.3	69.1	100.0
	Total	55	87.3	100.0	
Missing	System	8	12.7		
Total		63	100.0		

Q8. Do you have access to a personal vehicle?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	17	27.0	27.4	27.4
	No	45	71.4	72.6	100.0
	Total	62	98.4	100.0	
Missing	System	1	1.6		
Total		63	100.0		

Q9. Are you currently a licensed driver?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	19	30.2	30.6	30.6
	No	43	68.3	69.4	100.0
	Total	62	98.4	100.0	
Missing	System	1	1.6		
Total		63	100.0		

Q10. Do you own (or have access to) a smart phone?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	42	66.7	67.7	67.7
	No	20	31.7	32.3	100.0
	Total	62	98.4	100.0	
Missing	System	1	1.6		
Total		63	100.0		

Q11. Do you have access to the internet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	76.2	77.4	77.4
	No	14	22.2	22.6	100.0
	Total	62	98.4	100.0	
Missing	System	1	1.6		
Total		63	100.0		

Q12. Do you have a disability which impacts your personal mobility?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	47	74.6	81.0	81.0
	No	11	17.5	19.0	100.0
	Total	58	92.1	100.0	
Missing	System	5	7.9		
Total		63	100.0		

Q13. Do you travel with: (Select all that apply.)

		Frequency	Percent
Valid	Mobility aid	21	33.3
Valid	Service animal	4	6.3
Valid	PCA (personal care attendant)	19	30.2
Total		63	69.8*

Q14. Which age group applies to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	25 - 44	3	4.8	4.8	4.8
	45 - 64	21	33.3	33.3	38.1
	65 or older	37	58.7	58.7	96.8
	Decline to state	2	3.2	3.2	100.0
	Total	63	100.0	100.0	

Q15. How many individuals normally live in your household (including yourself):

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	27	42.9	45.0	45.0
	2	16	25.4	26.7	71.7
	3	13	20.6	21.7	93.3
	4	3	4.8	5.0	98.3
	5 or more	1	1.6	1.7	100.0
	Total	60	95.2	100.0	
Missing	System	3	4.8		
Total		63	100.0		

Q16. What languages are spoken in your home? (Select all that apply.)

		Frequency	Percent
Valid	English	59	93.7
Valid	Spanish	9	14.3
Valid	Other (please specify)	1	3.2
Total		63	111.2*

Q16. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	62	98.4	98.4	98.4
Filipino	1	1.6	1.6	100.0
Total	63	100.0	100.0	

Q17. How well do you speak English?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	50	79.4	79.4	79.4
Very well or native speaker	8	12.7	12.7	92.1
Less than "very well"	5	7.9	7.9	100.0
Decline to respond				
Total	63	100.0	100.0	

Q18. What is your approximate annual household income?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	23	36.5	36.5	36.5
Less than \$20,000	13	20.6	20.6	57.1
\$20,000 to \$35,000	5	7.9	7.9	65.1
\$35,001 to \$50,000	2	3.2	3.2	68.3
\$50,001 to \$75,000	4	6.3	6.3	74.6
\$75,001 and above	16	25.4	25.4	100.0
Decline to respond				
Total	63	100.0	100.0	

Q19. Are you...(Select all that apply):

	Frequency	Percent
Valid	13	20.6
Hispanic/Latino	39	61.9
White	3	4.8
Black/African American	3	4.8
Asian	1	1.6
American Indian/Alaska Native	1	1.6
Native Hawaiian/Pacific Islander	5	7.9
Decline to respond	2	3.2
Other (please specify)	63	100.0
Total		

Q19. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	61	96.8	96.8	96.8
Cuban	1	1.6	1.6	98.4
Filipino	1	1.6	1.6	100.0
Total	63	100.0	100.0	

Appendix C | Community Survey

Exhibit C.1 Community survey instrument (English)

City of Lompoc Community Transportation Survey

The City of Lompoc is interested in learning about the travel needs, wants, and priorities of the community. As a Lompoc Valley resident, your input/opinion is important, regardless of whether or not you have ridden/used the City's transit services. Complete this short survey to be entered into a random drawing for one of a series of \$50 VISA gift cards. Your input will help shape the future of transit in the Lompoc Valley.

1. Have you ever ridden the City's public bus service/COLT? If so, specify which service(s).
- COLT fixed-route service
 - COLT ADA Service (paratransit)
 - Wine Country Express
 - Santa Barbara Shuttle
 - Allan Hancock College service
 - None of the above → skip to Question 7

Transit riders

2. Which service(s) have you ridden within the last 90 days?
- COLT fixed-route service
 - COLT ADA Service (paratransit)
 - Wine Country Express
 - Santa Barbara Shuttle
 - Allan Hancock College Service
3. Do you ride/use public transit/COLT regularly (e.g., at least once per week)?
- Yes → Skip to Question 5
 - No
4. If you do not use public transit/COLT regularly, please indicate why. (Select all that apply.)
- I do not feel safe
 - It takes too long
 - It doesn't travel where I need to go
 - It doesn't operate often enough
 - The fare is too expensive
 - Other (specify): _____
5. What is the PRIMARY reason you choose to ride the City's public bus service/COLT?
- Lack of other transportation options
 - Convenience
 - Cost
 - Environmental benefits
 - Other (specify): _____
6. When choosing to ride the City's public bus service, what is your most common or frequent destination?
- Work School Healthcare
 - Shopping Personal errands
 - Recreation/social activities
 - Other (specify): _____

Skip to Question 8

Non-riders

7. If you do not use public transit in Lompoc, why not?
- I have difficulty getting to the bus stop
 - I have difficulty boarding the bus
 - Doesn't go where I need to travel/go
 - Bus schedules are too confusing
 - Takes too long
 - Bus stops are not safe/comfortable
 - Too expensive
 - Bus seating is uncomfortable
 - I can't wait outside that long
 - Prefer to drive my own car or get a ride
 - Other (specify): _____

All

8. How do you typically travel within the Lompoc Valley?
- Drive my personal vehicle → Continue to Question 9
 - Public transit
 - Ride with friend or family member
 - Uber/Lyft/taxi
 - Ride a bike
 - Walk
 - Other (specify): _____
- } Skip to Question 10
9. If you typically drive, tell us why.
- Need the flexibility of having my vehicle
 - Need to provide transportation to others
 - Faster travel time
 - More convenient
 - Don't want to wait to travel
 - Other (specify): _____
10. Other than Lompoc/Vandenberg Village, what is your most common travel destination?
- Santa Maria/Orcutt Santa Ynez Valley
 - Santa Barbara/Goleta San Luis Obispo
 - Other (specify): _____
11. Is it generally easy for you to get where you need to go?
- Yes No
12. Do you have a valid driver's license?
- Yes No
13. How many cars/vehicles are available for use by your household?
- None → Continue to Question 14
 - One
 - Two
 - Three or more
- } Skip to Question 15
14. If you do not own (or lease) a car/vehicle, please indicate why. (Select all that apply.)
- I don't have a driver's license
 - It's too expensive to purchase/maintain a car
 - Gas or insurance is too expensive
 - I can access everything I need without a car
 - I can borrow someone else's car (friend or family member)
 - Other (specify): _____
15. Do you use Lyft or Uber regularly (e.g., at least once per week)?
- Yes → Skip to Question 17
 - No
16. If you do not use Lyft or Uber regularly, why not?
- Concerns regarding safety
 - Price/cost
 - Don't know how to reserve a trip/make a ride request
 - Service is not reliable

CONTINUED ON REVERSE →

Carsharing is a form of car rental where cars are rented for a short period of time, often by the hour.

17. If carsharing became available in the Lompoc Valley, would you be interested in using it?
 Yes No Maybe/I don't know

18. What would impact your interest in using carsharing? (Select all that apply.)
 If it were cheaper than Uber/Lyft
 If cars were well maintained
 If cars were easy to reserve and access
 Nothing

Micro-transit is a form of public transportation where the vehicle does not travel on a fixed route, but instead provides on-demand service (similar to Lyft/Uber). This service may be provided directly between your origin and destination, or it may serve designated "nodes" (similar to bus stops) located within a designated area.

19. If micro-transit was available in the Lompoc Valley, would you consider using it?
 Yes
 Yes, but only if it served where I needed to travel directly
 No
 Maybe/I don't know

20. Would you be interested in learning about new/potential mobility options for the Lompoc Valley?
 Yes No

21. Which of the following mobility options would you MOST like the City to invest in?
 On-demand micro-transit
 More frequent fixed-route bus service
 More fixed routes
 Free or discounted Uber/Lyft rides
 Free or discounted COLT fares
 Bike share located nearby (either free or discounted rides)
 E-scooters located nearby (with free or discounted rides)
 Free/discounted rides to Santa Maria, Santa Barbara, and/or Santa Ynez Valley
 Other (specify): _____

22. Which of the following transportation options have you used within the past six months? (Select all that apply.)
 Clean Air Express The Breeze Bus
 Amtrak Vanpool
 Carpool None of the above

23. What might encourage you to ride public transit or use it more often? (Select all that apply.)
 Lower cost
 Shorter travel time
 Earlier service
 Later service
 More frequent service
 Feeling safe at the bus stop
 Feeling safe onboard the bus
 Better/improved bus stop amenities (benches, shelters, lighting, etc.)
 Bus stop closer to my home
 Other (specify): _____

Demographics

24. Which of the following groups includes your age?
 18 or under 19 to 24 25 to 44
 45 to 64 65 or older
 Decline to respond

25. Are you...? (check all that apply):
 Hispanic/Latino Black White
 Asian/Pacific Islander American Indian
 Other (specify): _____
 Decline to respond

26. What is your approximate annual household income?
 Less than \$20,000 \$20,000 to \$35,000
 \$35,001 to \$50,000 \$50,001 to \$75,000
 \$75,001 and above Decline to respond

27. Are you currently employed?
 Yes
 No → Skip to Question 31

28. If yes, do you work primarily from your home or do you travel/commute to your work place?
 Work from home → Skip to Question 31
 Travel/commute to work
 I split my time between working from home and commuting to work

29. If you commute to work, what is the zip code of your work place? _____

30. How far do you travel to work (each way)?
 _____ miles

31. Which of the following do you use regularly? (Select all that apply.)
 Smart phone
 Credit/debit card
 None of the above

32. Additional comments:
 Is there anything else you would like to tell us about mobility in the Lompoc Valley?

33. Would you be interested in receiving occasional updates regarding the City's Transit Reimagined project via email?
 Yes (please provide your email address below)
 No

34. To be entered into a random drawing for \$50 VISA gift card, please provide your email or phone number. Your information will remain confidential.
 Check here if you would like to opt out of the drawing.

Name: _____
 Email: _____
 Phone: _____

Thank you for your participation!

Exhibit C.2 Community survey instrument (Spanish)

Encuesta comunitaria sobre el transporte en la ciudad de Lompoc

La ciudad de Lompoc está interesada en conocer las necesidades, deseos y prioridades de la comunidad en lo que respecta al transporte. Como residente de Lompoc Valley, su punto de vista/opinión es importante, independientemente de si ha viajado/utilizado los servicios de transporte de la ciudad. Realice esta breve encuesta para ingresar en un sorteo para ganar una de las tarjetas de regalo VISA de \$50. Su contribución ayudará a moldear el futuro del transporte en Lompoc Valley.

1. ¿Ha viajado alguna vez en el servicio de autobús público de la ciudad/COLT? Si es así, especifique qué servicio(s).

- COLT con servicio de ruta fija
- Servicio COLT ADA (paratransito)
- Wine Country Express
- Santa Barbara Shuttle
- Servicio de Allan Hancock College
- Ninguno de los anteriores → **pase a la Pregunta 7**

Usuarios de transporte

2. ¿Qué servicio(s) han utilizado en los últimos 90 días?

- COLT con servicio de ruta fija
- Servicio COLT ADA (paratransito)
- Wine Country Express
- Santa Barbara Shuttle
- Servicio de Allan Hancock College

3. ¿Usted viaja/utiliza el transporte público/COLT regularmente (p. ej., al menos una vez por semana)?

- Sí → **Pase a la Pregunta 5**
- No

4. Si no utiliza el transporte público/COLT regularmente, indique el motivo. (Seleccione todas las que correspondan)

- No me siento seguro
- Tarda demasiado
- No viaja a donde necesito ir
- No opera con la suficiente frecuencia
- El boleto es demasiado caro
- Otro (especificar): _____

5. ¿Cuál es el PRINCIPAL motivo por el cual elije viajar en el servicio de autobús público de la ciudad/COLT?

- Falta de otras opciones de transporte
- Conveniencia
- Costo
- Beneficios ambientales
- Otro (especificar): _____

6. Cuando elije viajar en el servicio de autobús público de la ciudad, ¿cuál es su destino más habitual o frecuente?

- Trabajo Escuela Atención médica
- Compras Trámites personales
- Actividades de recreación/sociales
- Otro (especificar): _____

Pase a la Pregunta 8

Para los que no son usuarios

7. Si no utiliza el transporte público en Lompoc, ¿por qué no?

- Tengo dificultad para llegar a la parada de autobús
- Tengo dificultad para subirme al autobús
- No va a donde necesito viajar/ir
- Los cronogramas de autobús son muy confusos
- Tarda demasiado
- Las paradas de autobús no son seguras/cómodas
- Demasiado caro
- Los asientos del autobús son incómodos
- No puedo esperar afuera tanto tiempo
- Prefiero conducir mi propio coche o pedir un coche que me lleve
- Otro (especificar): _____

Todos

8. ¿Cómo se desplaza normalmente en Lompoc Valley?

- Conduzco mi propio vehículo → **Prosiga a la Pregunta 9**
- Transporte público
- Viajo con un amigo o familiar
- Uber/Lyft/taxi
- Viajo en bicicleta
- Camino
- Otro (especificar): _____

} **Pase a la Pregunta 10**

9. Si normalmente conduce, cuéntenos por qué.

- Necesito la flexibilidad de tener mi vehículo
- Necesito proporcionar transporte a otros
- Tiempo de viaje más rápido
- Más conveniente
- No quiero esperar para viajar
- Otro (especificar): _____

10. Además de Lompoc/Vandenberg Village, ¿cuál es su destino de viaje más frecuente?

- Santa María/Orcutt Santa Ynez Valley
- Santa Barbara/Goleta San Luis Obispo
- Otro (especificar): _____

11. ¿Le resulta fácil llegar a su destino?

- Sí No

12. ¿Tiene una licencia de conducir válida?

- Sí No

13. ¿De cuántos coches/vehículos dispone su hogar?

- Ninguno → **Prosiga a la Pregunta 14**
- Uno
- Dos
- Tres o más

} **Pase a la Pregunta 15**

14. Si no tiene (ni alquila) un coche/vehículo, indique el motivo. (Seleccione todas las que correspondan)

- No tengo licencia de conducir
- Es demasiado caro comprar/mantener un coche
- El combustible o seguro es demasiado caro
- Puedo acceder a todo lo que necesito sin un coche
- Puedo pedir prestado el coche de alguien más (amigo o familiar)
- Otro (especificar): _____

15. ¿Usted utiliza Lyft o Uber regularmente (p. e.J., al menos una vez por semana)?

- Sí → **Pase a la Pregunta 17**
- No

16. Si no utiliza Lyft o Uber regularmente, ¿por qué no?

- Preocupaciones sobre la seguridad
- Precio/costo
- No sé cómo reservar un viaje/solicitar transporte
- El servicio no es confiable

CONTINÚA EN EL REVERSO →

Carsharing es una forma de alquiler de coches en donde los coches se alquilan por un periodo corto de tiempo, a menudo por hora.

17. Si el carsharing estuviera disponible en Lompoc Valley, ¿estaría interesado en utilizarlo?
 Sí No Tal vez/no lo sé
18. ¿Qué influiría en su interés por utilizar el carsharing? (Seleccione todas las que correspondan)
 Si fuera más barato que Uber/Lyft
 Si los coches estuvieran bien mantenidos
 Si fuera fácil reservar y acceder a los coches
 Nada

Microtransit es una forma de transporte público donde el vehículo no viaja por una ruta fija, sino que proporciona un servicio a demanda (similar a Lyft/Uber). Este servicio puede ser proporcionado directamente entre su origen y destino o puede prestar servicio a "nodos" designados (similar a paradas de autobús) ubicados dentro de una zona designada.

19. Si el microtransit estuviera disponible en Lompoc Valley, ¿consideraría utilizarlo?
 Sí
 Sí, pero solo si prestara servicio a donde necesitara viajar directamente
 No
 Tal vez/no lo sé
20. ¿Le interesaría aprender sobre nuevas/posibles opciones de movilidad en Lompoc Valley?
 Sí No
21. ¿En cuál de las siguientes opciones de movilidad le gustaría MÁS que invierta la Ciudad?
 Microtransit a demanda
 Servicio de autobús de ruta fija más frecuente
 Más rutas fijas
 Viajes en Uber/Lyft gratuitos o con descuento
 Boletos COLT gratuitos o con descuento
 Bicicletas compartidas en las inmediaciones (gratuitas o con descuento)
 Scooters eléctricos en las inmediaciones (gratuitos o con descuento)
 Viajes gratuitos o con descuento a Santa María, Santa Barbara o Santa Ynez Valley
 Otra (especificar): _____

22. ¿Cuál de las siguientes opciones de transporte ha utilizado en los últimos seis meses? (Seleccione todas las que correspondan)
 Clean Air Express Autobús Breeze
 Amtrak Vanpool
 Carpool Ninguna de las anteriores

23. ¿Qué podría motivarlo a viajar en transporte público o a utilizarlo más seguido? (Seleccione todas las que correspondan)
 Costo más bajo
 Tiempo de viaje más corto
 Servicio más temprano
 Servicio más tarde
 Mayor frecuencia del servicio
 Sentirse seguro en la parada de autobús
 Sentirse seguro a bordo del autobús
 Mejoras de las paradas de autobús (banco, cabinas, iluminación, etc.)
 Parada de autobús más cerca de mi hogar
 Otro (especificar): _____

Demografía

24. ¿Cuál de los siguientes grupos incluye su edad?
 18 o menos 19 a 24 25 a 44
 45 a 64 65 o más
 Se niega a responder

25. ¿Es usted...? (marque todas las que correspondan):
 Hispano/Latino
 Negro
 Blanco
 Asiático/Isleño del Pacífico
 Indio americano
 Otro (especificar): _____
 Se niega a responder

26. ¿Cuál es su ingreso familiar anual aproximado?
 Menos de \$20,000 \$20,000 a \$35,000
 \$35,001 a \$50,000 \$50,001 a \$75,000
 \$75,001 y superior Se niega a responder

27. ¿Tiene trabajo actualmente?
 Sí No → Pase a la Pregunta 31

28. Si la respuesta es sí, ¿trabaja principalmente desde su hogar o viaja a su lugar de trabajo?
 Trabajo desde mi hogar → Pase a la Pregunta 31
 Viaja al trabajo
 Divido mi tiempo entre trabajar desde mi hogar y viajar al trabajo

29. Si viaja al trabajo, ¿cuál es el código postal de su lugar de trabajo? _____

30. ¿A qué distancia se desplaza para ir al trabajo (cada tramo)? _____ millas

31. ¿Cuál de los siguientes usa regularmente? (Seleccione todas las que correspondan)
 Teléfono inteligente
 Tarjeta de crédito/débito
 Ninguna de las anteriores

32. Comentarios adicionales: ¿Hay algo más que quieras contarnos sobre la movilidad en el Valle de Lompoc?

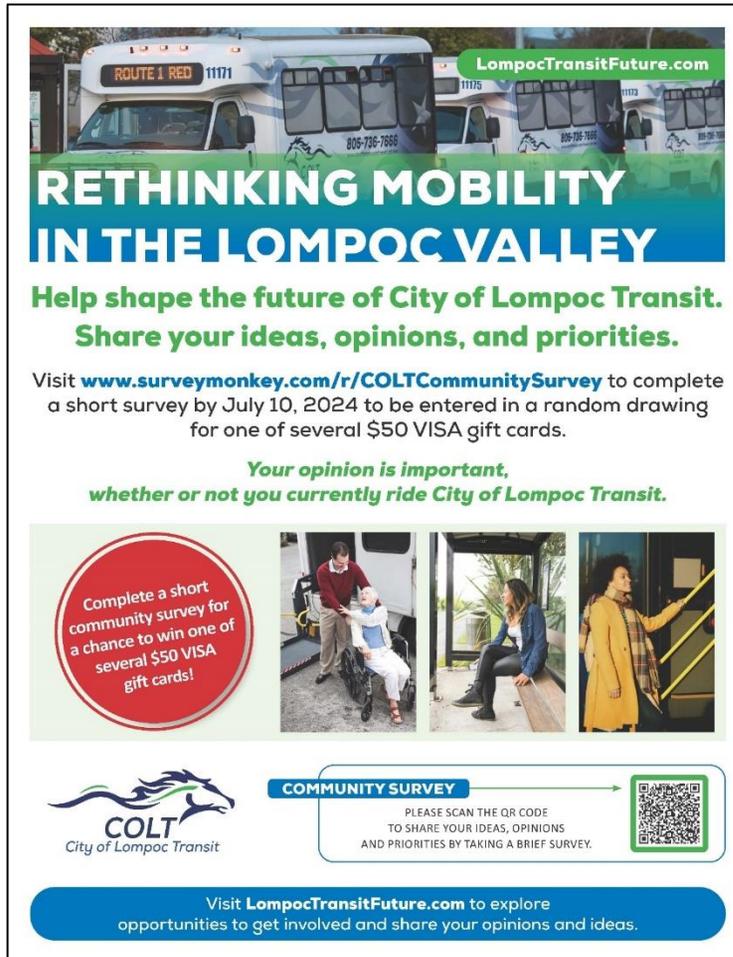
33. ¿Estaría interesado en recibir actualizaciones ocasionales sobre el proyecto Transit Reimagined de la ciudad por correo electrónico?
 Sí (proporcione su dirección de correo electrónico a continuación)
 No

34. Para ingresar en un sorteo para ganar una tarjeta de regalo VISA de \$50, proporcione su correo electrónico o número de teléfono. Su información será confidencial.
 Marque aquí si no desea participar del sorteo.

Nombre: _____
 Correo electrónico: _____
 Teléfono: _____

¡Gracias por participar!

Exhibit B.3 Community survey flyer



LompocTransitFuture.com

RETHINKING MOBILITY IN THE LOMPOC VALLEY

**Help shape the future of City of Lompoc Transit.
Share your ideas, opinions, and priorities.**

Visit www.surveymonkey.com/r/COLTCommunitySurvey to complete a short survey by July 10, 2024 to be entered in a random drawing for one of several \$50 VISA gift cards.

*Your opinion is important,
whether or not you currently ride City of Lompoc Transit.*



Complete a short community survey for a chance to win one of several \$50 VISA gift cards!

COMMUNITY SURVEY

PLEASE SCAN THE QR CODE TO SHARE YOUR IDEAS, OPINIONS AND PRIORITIES BY TAKING A BRIEF SURVEY.



Visit LompocTransitFuture.com to explore opportunities to get involved and share your opinions and ideas.



LompocTransitFuture.com

EVALUAR LA MOVILIDAD EN EL VALLE DE LOMPOC

Ayude a crear el futuro de transito de la Ciudad de Lompoc. Comparte sus ideas, opiniones y prioridades.

Visite www.surveymonkey.com/r/COLTCommunitySurvey para completar una breve encuesta antes del 10 de julio de 2024 para participar en un sorteo al azar de varias tarjetas de regalo VISA de 50 dólares.

Su opinión es importante, independientemente si actualmente utiliza el City of Lompoc Transit o no.



¡Complete una breve encuesta comunitaria para una oportunidad de ganar una de varias tarjetas de regalo de \$50 de VISA!

ENCUESTA COMUNITARIA

ESCANEE EL CÓDIGO QR PARA COMPARTIR SUS IDEAS, OPINIONES Y PRIORIDADES RESPONDIENDO A UNA BREVE ENCUESTA.



Visite LompocTransitFuture.com para explorar oportunidades de participar y compartir sus opiniones e ideas.

Exhibit B.4 Community survey postcard

Share your ideas. Help plan the future of public transit in Lompoc.

Comparte tus ideas. Ayude a planificar el futuro del transporte público en Lompoc.

Join us at the Lompoc Flower Festival on June 20-22
 Visit LompocTransitFuture.com to learn about other events.

Únase a nosotros en el Festival de Flores de Lompoc del 20 al 22 de junio.
 Visite LompocTransitFuture.com para conocer otros eventos.





LompocTransitFuture.com

Your participation is invited.

Tu participación está invitado.

Complete a short community survey for a chance to win one of several \$50 VISA gift cards!

¡Complete un breve encuesta comunitaria para un oportunidad de ganar uno de varios tarjeta regalos \$50 de VISA!

Scan QR Code for direct link to survey!

¡Escanear el código QR para obtener un enlace directo ¡encuesta!



Help shape the future of City of Lompoc Transit. Share your ideas, opinions, and priorities. Complete a short online survey.

Your opinion is important, whether or not you currently ride City of Lompoc Transit. Complete the online survey by July 10, 2024 to be entered in a random drawing for a random drawing for one of several \$50 VISA gift cards.

Ayude a moldear el futuro de City of Lompoc Transit. Comparta sus ideas, opiniones y prioridades. Complete una breve encuesta en línea.

Su opinión es importante, independientemente de si actualmente utiliza el City of Lompoc Transit o no. Complete la encuesta en línea antes del 10 de julio de 2024 para participar en un sorteo aleatorio de una de varias tarjetas de regalo VISA de \$50.



100 Civic Center Plaza
 Lompoc, CA 93436-6969

Exhibit C.3 Community survey simple frequencies

Q1. Which language are you taking this survey in?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	408	94.4	94.4	94.4
	Spanish	24	5.6	5.6	100.0
	Total	432	100.0	100.0	

Q2. Have you ever ridden the City's public bus service/COLT? If so, specify which service(s).

		Frequency	Percent
Valid		187	43.3
	COLT fixed-route service	245	56.7
	COLT ADA Service (paratransit)	100	23.1
	Wine Country Express	159	36.8
	Santa Barbara Shuttle	161	37.3
	Allan Hancock College service	49	11.3
	None of the above	82	19.0
	Total	432	227.5*

Q3. Which service(s) have you ridden within the last 90 days?

		Frequency	Percent
Valid	COLT fixed-route service	208	59.4
	COLT ADA Service (paratransit)	86	24.6
	Wine Country Express	143	40.9
	Santa Barbara Shuttle	135	38.6
	Allan Hancock College Service	19	5.4
	Total	350	168.9*

Q4. Do you ride/use public transit/COLT regularly (e.g., at least once per week)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		98	22.7		
	No	74	17.1	22.2	39.8
	Yes	260	60.2	77.8	100.0
	Total	432	100.0	100.0	

Q5. If you do not use public transit/COLT regularly, please indicate why. (Select all that apply.)

		Frequency	Percent
Valid	I do not feel safe	5	6.8
	It doesn't travel where I need to go	28	37.8
	It doesn't operate often enough	37	50.0
	The fare is too expensive	4	5.4
	It takes too long	20	27.0
	I use my personal vehicle.	12	16.2
	Other (please specify)	15	20.3
	Total	74	163.5*

Q5. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	406	94.0	94.0	94.0
Dispatch is rude and mean. Silvia	1	0.2	0.2	94.2
Doesn't operate early enough	1	0.2	0.2	94.4
I don't go out much	1	0.2	0.2	94.7
I don't travel often	1	0.2	0.2	94.9
I mostly work from home	1	0.2	0.2	95.1
I walk	1	0.2	0.2	98.1
It can be confusing on where to catch public transportation.	1	0.2	0.2	98.4
last minute arrands - hard to plan around bus routes	1	0.2	0.2	98.6
Retired	1	0.2	0.2	98.8
the routes are not direct enough	1	0.2	0.2	99.1
The short distances I need to go are walkable and I get some additional exercise.	1	0.2	0.2	99.3
There is not one single route that goes from the Village to Old Town Lompoc	1	0.2	0.2	99.5
Timing has been unreliable in the past, which can make it hard to use!	1	0.2	0.2	99.8
Uncomfortable for bad back	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q6. What is the PRIMARY reason you choose to ride the City's public bus service/COLT?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	97	22.5		
Convenience	172	39.8	51.3	62.3
Cost	68	15.7	20.3	78.0
Environmental benefits	23	5.3	6.9	83.3
Lack of other transportation options	61	14.1	18.2	97.5
Other (please specify)	11	2.5	3.3	100.0
Total	432	100.0	100.0	

Q6. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	423	97.9	97.9	97.9
Car in shop	1	0.2	0.2	98.1
Fun	1	0.2	0.2	98.4
getting to a vehicle being repaired	1	0.2	0.2	98.6
I chose it during the flower festival because it was free	1	0.2	0.2	98.8
I wish to catch the Clean Air Express to get to/from work. And to catch SYVT and SMRT	1	0.2	0.2	99.1
No car	1	0.2	0.2	99.3
Not yet licensed to drive/work	1	0.2	0.2	99.5
So I don't have to drive.	1	0.2	0.2	99.8
when I was injured and could not drive	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q7. When choosing to ride the City’s public bus service, what is your most common or frequent destination?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	102	23.6		
Healthcare	16	3.7	4.8	27.3
Other (please specify)	7	1.6	2.1	28.9
Personal errands	40	9.3	12.1	38.2
Recreation/social activities	25	5.8	7.6	44.0
School	23	5.3	7.0	49.3
Shopping	41	9.5	12.4	58.8
Work	178	41.2	53.9	100.0
Total	432	100.0	100.0	

Q7. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	426	98.6	98.6	98.6
Auto repair shop	1	0.2	0.2	98.8
Descanzar de manejar, y ahorrar gasolina	1	0.2	0.2	99.1
It'd be useful for travel, if a bus went up to surf beach Amtrak station	1	0.2	0.2	99.3
Solvang, to enjoy the warmer weather	1	0.2	0.2	99.5
To connect with clean air bus	1	0.2	0.2	99.8
using COLT to get to/from Clean Air would be my preferred way. instead of walking to the bus stop in the dark	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q8. If you do not use public transit in Lompoc, why not?

	Frequency	Percent
Valid		
I have difficulty getting to the bus stop	5	6.1
I have difficulty boarding the bus	1	1.2
Doesn't go where I need to travel/go	20	24.4
Bus schedules are too confusing	19	23.2
Takes too long	10	12.2
Bus stops are not safe/comfortable	10	12.2
Too expensive	1	1.2
Bus seating is uncomfortable	1	1.2
I can't wait outside that long	1	1.2
Prefer to driver my own car or get a ride	43	52.4
Other (please specify)	17	20.7
Total	82	156.1*

Q8. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	415	96.1	96.1	96.1
Did not know about it	1	0.2	0.2	96.3
Disabled	1	0.2	0.2	96.5
Doesn't allow dogs	1	0.2	0.2	96.8
Don't know the routes	1	0.2	0.2	97.0
I don't have the right info	1	0.2	0.2	97.2

I don't know how to do it because I don't know the routes	1	0.2	0.2	97.5
I have a car and forget that we have public transit. I'd love to ride with my four year old to the parks or local shops that are too far to walk to. Beattie park and the villa	1	0.2	0.2	97.7
I like to walk	1	0.2	0.2	97.9
I prefer to ride my bike. I don't have to wait a long time.	1	0.2	0.2	98.1
Infrequent schedule	1	0.2	0.2	98.4
Live in Antelope Valley	1	0.2	0.2	98.6
Lompoc is small and it almost never rains. Therefore, I prefer riding my bike.	1	0.2	0.2	98.8
New to area and unfamiliar with the routes, offerings and price	1	0.2	0.2	99.1
No connection to our city's Amtrak station.	1	0.2	0.2	99.3
Not running when I need it	1	0.2	0.2	99.5
Santa Barbara schedule is too limited . City bus would need transfers for a short distance	1	0.2	0.2	99.8
Unsafe driving	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q9. How do you typically travel within the Lompoc Valley?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	22	5.1	5.1	5.1
Drive my personal vehicle	132	30.6	30.6	35.6
Other (please specify)	2	0.5	0.5	36.1
Public transit	173	40.0	40.0	76.2
Ride a bike	16	3.7	3.7	79.9
Ride with friend or family member	52	12.0	12.0	91.9
Uber/Lyft/taxi	17	3.9	3.9	95.8
Walk	18	4.2	4.2	100.0
Total	432	100.0	100.0	

Q9. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	430	99.5	99.5	99.5
Drive, carpool, bike, walk (it didn't allow me to check multiple answers above)	1	0.2	0.2	99.8
I'm getting older so I have concerns about taking a bus	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q10. If you typically drive, tell us why.

	Frequency	Percent
Valid		
Need the flexibility of having my vehicle	79	59.8
Need to provide transportation to others	37	28.0
Faster travel time	57	43.2
More convenient	64	48.5
Don't want to wait to travel	36	27.3
Other (please specify)	10	7.6
Total	132	214.4*

Q10. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	422	97.7	97.7	97.7
All of the above and I forget we have public transit. Plus I don't know the schedule	1	0.2	0.2	97.9
Bus doesn't always run when I need it	1	0.2	0.2	98.1
Don't know how tp navigate the bus system.	1	0.2	0.2	98.4
Habit	1	0.2	0.2	98.6
Have a dog	1	0.2	0.2	98.8
I like driving and feel more comfortable.	1	0.2	0.2	99.1
It is not safe to wait at bus stops in Lompoc	1	0.2	0.2	99.3
No transit to the beach, train, Mission, airport safer than bus stops	1	0.2	0.2	99.5
There is no good public transportation	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q11. Other than Lompoc/Vandenberg Village, what is your most common travel destination?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29	6.7		
Other (please specify)	7	1.6	1.7	8.3
San Luis Obispo	14	3.2	3.5	11.6
Santa Barbara/Goleta	103	23.8	25.6	35.4
Santa Maria/Orcutt	143	33.1	35.5	68.5
Santa Ynez Valley	136	31.5	33.7	100.0
Total	432	100.0	100.0	

Q11. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	422	97.7	97.7	97.7
All over Santa Barbara county.	1	0.2	0.2	97.9
Antelope Valley	1	0.2	0.2	98.1
Both Santa Maria and Santa Ynez area	1	0.2	0.2	98.4
LA	1	0.2	0.2	98.6
Lompoc	1	0.2	0.2	98.8
Mesa Oaks	1	0.2	0.2	99.1
None	1	0.2	0.2	99.3
SYV, SM/O, SB	1	0.2	0.2	99.5
Vandenberg SFB	1	0.2	0.2	99.8
Vandenberg Space Force Base	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q12. Is it generally easy for you to get where you need to go?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30	6.9		
No	36	8.3	9.0	15.3
Yes	366	84.7	91.0	100.0
Total	432	100.0	100.0	

Q13. Do you have a valid driver's license?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30	6.9		
No	45	10.4	11.2	17.4
Yes	357	82.6	88.8	100.0
Total	432	100.0	100.0	

Q14. How many cars/vehicles are available for use by your household?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30	6.9		
None	36	8.3	9.0	15.3
One	251	58.1	62.4	73.4
Three or more	20	4.6	5.0	78.0
Two	95	22.0	23.6	100.0
Total	432	100.0	100.0	

Q15. If you do not own (or lease) a car/vehicle, please indicate why. (Select all that apply.)

	Frequency	Percent
Valid I don't have a driver's license	11	30.6
It's too expensive to purchase/maintain a car	20	55.6
Gas or insurance is too expensive	8	22.2
I can access everything I need without a car	8	22.2
I can borrow someone else's car (friend or family member)	5	13.9
Other (please specify)	3	8.3
Total	432	152.8*

Q15. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	429	99.3	99.3	99.3
Disabled	1	0.2	0.2	99.5
Hard to find a reasonably priced car	1	0.2	0.2	99.8
I don't know how to drive	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q16. Do you use Lyft or Uber regularly (e.g., at least once per week)?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	29	6.7		
Yes	162	37.5	40.2	44.2
No	241	55.8	59.8	100.0
Total	432	100.0	100.0	

Q17. If you do not use Lyft or Uber regularly, why not?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	286	66.2		
Concerns regarding safety	27	6.3	18.5	72.5
Don't know how to reserve a trip/make a ride request	24	5.6	16.4	78.0
Price/cost	78	18.1	53.4	96.1
Service is not reliable	17	3.9	11.6	100.0
Total	432	100.0	100.0	

Q18. If carsharing became available in the Lompoc Valley, would you be interested in using it?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	45	10.4		
Maybe/I don't know	62	14.4	16.0	24.8
No	77	17.8	19.9	42.6
Yes	248	57.4	64.1	100.0
Total	432	100.0	100.0	

**Q19. What would impact your interest in using carsharing?
 (Select all that apply.)**

	Frequency	Percent
Valid	263	60.9
If it were cheaper than Uber/Lyft	169	39.1
If cars were well maintained	203	47.0
If cars were easy to reserve and access	189	43.8
Nothing	62	14.4
Total	432	205.1*

Q20. If micro-transit was available in the Lompoc Valley, would you consider using it?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	46	10.6		
Maybe/I don't know	45	10.4	11.7	21.1
No	26	6.0	6.7	27.1
Yes	197	45.6	51.0	72.7
Yes, but only if it served where I needed to travel directly	118	27.3	30.6	100.0
Total	432	100.0	100.0	

Q21. Would you be interested in learning about new/potential mobility options for the Lompoc Valley?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	53	12.3		
No	44	10.2	11.6	22.5
Yes	335	77.5	88.4	100.0
Total	432	100.0	100.0	

Q22. Which of the following mobility options would you MOST like the City to invest in?

	Frequency	Percent
Valid	343	79.4
On-demand micro-transit	89	20.6
More frequent fixed-route bus service	195	45.1
More fixed routes	114	26.4
Free or discounted Uber/Lyft rides	134	31.0
Free or discounted COLT fares	125	28.9
Bike share located nearby (either free or discounted rides)	99	22.9
E-scooters located nearby (with free or discounted rides)	89	20.6
Free/discounted rides to Santa Maria, Santa Barbara, and/or Santa Ynez Valley	143	33.1
Other (please specify)	11	2.5
Total	432	310.6*

Q22. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	421	97.5	97.5	97.5
A connection to Lompoc-Surf Station.	1	0.2	0.2	97.7
A safe city to travel in. People are doing drugs on every corner and in bus stops	1	0.2	0.2	97.9
Airport shuttle	1	0.2	0.2	98.1
Goleta, Santa Barbara Airport	1	0.2	0.2	98.4
I have been stranded in Santa Maria with no way home in the evening at the Ford dealer I have been stranded in Buellton at the Ford dealership.	1	0.2	0.2	98.6
I want to use COLT now but it is not running early or late enough to make Clean Air connections. Also, it goes all over in big circles but not in straight lines	1	0.2	0.2	98.8
Resumption of Clean Air Express (or similar) commuter line straight to UCSB.	1	0.2	0.2	99.1
Sunday Service	1	0.2	0.2	99.3
Surf Beach route, more frequent trips to SB, AIRPORTS, coverage of the city with no need to transfer	1	0.2	0.2	99.5
trains	1	0.2	0.2	99.8
Waymo	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q23. Which of the following transportation options have you used within the past six months? (Select all that apply.)

	Frequency	Percent
Valid	268	62.0
Clean Air Express	164	38.0
Amtrak	138	31.9
Carpool	124	28.7
The Breeze Bus	142	32.9
Vanpool	45	10.4
None of the above	70	16.2
Total	432	220.1*

Q24. What might encourage you to ride public transit or use it more often? (Select all that apply.)

	Frequency	Percent
Valid	318	73.6
Lower cost	114	26.4
Shorter travel time	182	42.1
Earlier service	115	26.6
Later service	81	18.8
More frequent service	141	32.6
Feeling safe at the bus stop	100	23.1
Feeling safe onboard the bus	132	30.6
Better/improved bus stop amenities (benches, shelters, lighting, etc.)	116	26.9
Bus stop closer to my home	86	19.9
Other (please specify)	21	4.9
Total	432	325.5*

Q24. Other (please specify)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	411	95.1	95.1	95.1
A CONNECTION TO OUR TRAIN STATION.	1	0.2	0.2	95.4
Bus stops near high density housing (e.g. apartments) and points of interest (e.g. shopping centers, events, etc)	1	0.2	0.2	95.6
Bus to beach	1	0.2	0.2	95.8
Cleaner busses!	1	0.2	0.2	96.1
Direct point-to-point service on demand	1	0.2	0.2	96.3
Expanded service area	1	0.2	0.2	96.5
Get rid of Silvia in dispatch	1	0.2	0.2	96.8
Have an app to pay for fare/buy digital passes	1	0.2	0.2	97.0
I would be more interested in transportation from Lompoc to Goleta/SB. I am not interested in public transportation within Lompoc at this time.	1	0.2	0.2	97.2
Lack of other transportation	1	0.2	0.2	97.5
Longer fixed routes. I don't want to transfer.	1	0.2	0.2	97.7
Make schedules easier to understand	1	0.2	0.2	97.9
Maps for the bus services in the bus stops, and GPS of the buses to know when it is coming.	1	0.2	0.2	98.1
More routes	1	0.2	0.2	98.4
More times driving to and from sb more pick up locations	1	0.2	0.2	98.6
N/A	1	0.2	0.2	98.8
None, work from home	1	0.2	0.2	99.1
Pets (dog) allowed	1	0.2	0.2	99.3
Sunday service	1	0.2	0.2	99.5
tourist attraction stops so not drinking and driving. Later service to the village or mission hills	1	0.2	0.2	99.8
Working in Lompoc and not Santa Maria	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q25. Which of the following groups includes your age?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 or under	2	0.5	0.5	0.5
	19 to 24	47	10.9	10.9	11.3
	25 to 44	235	54.4	54.4	65.7
	45 to 64	66	15.3	15.3	81.0
	65 or older	30	6.9	6.9	88.0
	Decline to respond	52	12.0	12.0	100.0
	Total	432	100.0	100.0	

Q26. Are you...? (check all that apply):

		Frequency	Percent
Valid	Hispanic/Latino	70	16.2
	Black	37	8.6
	White	225	52.1
	Asian/Pacific Islander	12	2.8
	American Indian	49	11.3
	Decline to respond	71	16.4
	Total	432	107.4*

Q27. What is your approximate annual household income?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$20,000 to \$35,000	39	9.0	9.0	9.0
	\$35,001 to \$50,000	98	22.7	22.7	31.7
	\$50,001 to \$75,000	112	25.9	25.9	57.6
	\$75,001 and above	72	16.7	16.7	74.3
	Decline to respond	85	19.7	19.7	94.0
	Less than \$20,000	26	6.0	6.0	100.0
	Total	432	100.0	100.0	

Q28. Are you currently employed?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		49	11.3	11.3	11.3
	No	74	17.1	17.1	28.5
	Yes	309	71.5	71.5	100.0
	Total	432	100.0	100.0	

Q29. If you are currently employed, do you work primarily from your home or do you travel/commute to your work place?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		122	28.2		
	I split my time between working from home and commuting to work	58	13.4	18.7	41.7
	Travel/commute to work	200	46.3	64.5	88.0
	Work from home	52	12.0	16.8	100.0
	Total	432	100.0	100.0	

Q30. If you commute to work, what is the zip code of your work place?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	246	56.9	56.9	56.9
10004	1	0.2	0.2	57.2
55343	1	0.2	0.2	57.4
90001	2	0.5	0.5	57.9
90003	1	0.2	0.2	58.1
90005	1	0.2	0.2	58.3
90016	1	0.2	0.2	58.6
90020	1	0.2	0.2	58.8
90023	1	0.2	0.2	59.0
90047	1	0.2	0.2	59.3
90220	1	0.2	0.2	59.5
90262	3	0.7	0.7	60.2
91362	1	0.2	0.2	60.4
91402	1	0.2	0.2	60.6
91789	1	0.2	0.2	60.9
92014	1	0.2	0.2	61.1
92308	1	0.2	0.2	61.3
92320	1	0.2	0.2	61.6
92404	1	0.2	0.2	61.8
92595	1	0.2	0.2	62.0
92618	1	0.2	0.2	62.3
92808	1	0.2	0.2	62.5
93041	1	0.2	0.2	62.7
93101	4	0.9	0.9	63.7
93102	1	0.2	0.2	63.9
93103	1	0.2	0.2	64.1
93105	3	0.7	0.7	64.8
93106	3	0.7	0.7	65.5
93110	2	0.5	0.5	66.0
93111	2	0.5	0.5	66.4
93117	8	1.9	1.9	68.3
93306	1	0.2	0.2	68.5
93308	1	0.2	0.2	68.8
93309	2	0.5	0.5	69.2
93312	1	0.2	0.2	69.4
93402	1	0.2	0.2	69.7
93409	1	0.2	0.2	69.9
93412	1	0.2	0.2	70.1
93426	1	0.2	0.2	70.4
93427	1	0.2	0.2	70.6
93434	1	0.2	0.2	70.8
93436	59	13.7	13.7	84.5
93437	1	0.2	0.2	84.7
93438	42	9.7	9.7	94.4
93454	5	1.2	1.2	95.6
93455	1	0.2	0.2	95.8
93458	4	0.9	0.9	96.8
93458 and 93117	1	0.2	0.2	97.0
93460	1	0.2	0.2	97.2
93463	2	0.5	0.5	97.7
93550	1	0.2	0.2	97.9
95113	1	0.2	0.2	98.1

95210	1	0.2	0.2	98.4
95817	1	0.2	0.2	98.6
95843	1	0.2	0.2	98.8
95991	1	0.2	0.2	99.1
97006	1	0.2	0.2	99.3
97223	1	0.2	0.2	99.5
98168	1	0.2	0.2	99.8
Goleta	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q31. Miles

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	261	60.4	60.4	60.4
.20	1	0.2	0.2	60.6
0.2	1	0.2	0.2	60.9
1	4	0.9	0.9	61.8
1.5	1	0.2	0.2	62.0
1.8	1	0.2	0.2	62.3
10	19	4.4	4.4	66.7
10 miles	1	0.2	0.2	66.9
11	4	0.9	0.9	67.8
110 (55 each way)	1	0.2	0.2	68.1
12	4	0.9	0.9	69.0
13	14	3.2	3.2	72.2
15	12	2.8	2.8	75.0
2	13	3.0	3.0	78.0
20	3	0.7	0.7	78.7
21	11	2.5	2.5	81.3
22	2	0.5	0.5	81.7
25	3	0.7	0.7	82.4
27	1	0.2	0.2	82.6
3	6	1.4	1.4	84.0
3.2	1	0.2	0.2	84.3
3.6	1	0.2	0.2	84.5
30	7	1.6	1.6	86.1
35	1	0.2	0.2	86.3
4	3	0.7	0.7	87.0
4-10 miles	1	0.2	0.2	87.3
4.7	1	0.2	0.2	87.5
40	1	0.2	0.2	87.7
45	1	0.2	0.2	88.0
5	15	3.5	3.5	91.4
5 miles	1	0.2	0.2	91.7
50	4	0.9	0.9	92.6
50-55	1	0.2	0.2	92.8
52	2	0.5	0.5	93.3
53minutes	1	0.2	0.2	93.5
55	3	0.7	0.7	94.2
5km	1	0.2	0.2	94.4
6	3	0.7	0.7	95.1
6.5	1	0.2	0.2	95.4
60	2	0.5	0.5	95.8
63	1	0.2	0.2	96.1
65	2	0.5	0.5	96.5

7	2	0.5	0.5	97.0
8	7	1.6	1.6	98.6
9	3	0.7	0.7	99.3
90	1	0.2	0.2	99.5
about 47mi	1	0.2	0.2	99.8
Between 30 and 45 miles	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q32. Which of the following do you use regularly? (Select all that apply.)

	Frequency	Percent
Valid Smart phone	322	117.5
Credit/debit card	203	74.1
None of the above	10	3.6
Total	274	195.3*

Q33. Additional comments: Is there anything else you would like to tell us about mobility in the Lompoc Valley?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	340	78.7	78.7	78.7
A tram or a trolley that just went up and down key streets (ex: Ocean) throughout the day would be great for tourists and residents.	1	0.2	0.2	78.9
Add bus lines and stations to improve the coverage and convenience of public transportation.	1	0.2	0.2	79.2
Analyze ridership data to dynamically adjust route planning	1	0.2	0.2	79.4
Better lit sidewalks for pedestrians who prefer to walk.	1	0.2	0.2	79.6
Better more frequent direct routes to Allan Hancock College	1	0.2	0.2	79.9
Better service	1	0.2	0.2	80.1
Bus service to and from Lompoc-Surf station would prove absolutely valuable to people that use public transit regularly. Our station only gets served four times a day, but a considerable amount of people board and get off here. It provides and safe and quiet connection to our neighboring communities. Just four buses for our four trains would make getting to Lompoc-Surf Station so much more convenient and safe. Currently, passengers have to plan ahead of time to coordinate pickups from the station, as Surf Beach has no cell phone service. Reliable and on-time service to and from the city center needs to happen. The Guadalupe Flyer is a good example of connecting Santa Maria and Guadalupe residents to Amtrak's Pacific Surfliner service. I hope someone actually reads this.	1	0.2	0.2	80.3
Bus times and bus stop locations are inconvenient for small children to use to get to	1	0.2	0.2	80.6

school in the morning before school starts. For example, the school district does not bus students to Hapgood in the dual immersion program. The bus stops are far to walk to in the morning from Glen Ellen. School starts at 805 am. My child would have to leave our house to walk to a bus stop at 610 am to catch a bus then transfer to another bus, then get to school almost an hour early because the next but would get them dropped off at the nearest stop to Hapgood 7 minutes after school starts :(
Cheaper, faster transportation	1	0.2	0.2	80.8	
Clean air express commute was a god send for us, would be better to have another hub spot across town to serve folks in the north. Everyone driving Village to commute could be more efficient and environmentally responsible, we would pass our bus on the way each morning as we were both driving to the hub, at least a pick up/drop off in the north.	1	0.2	0.2	81.0	
Consider coordinating with local major employers for scheduling.	1	0.2	0.2	81.3	
Creo que ya es muy bueno	1	0.2	0.2	81.5	
Don't have the homeless to sit at the stops all day	1	0.2	0.2	81.7	
Ease of use and time are the most important factors for me! Reloadable transportation cards like Pismo are really convenient, and a digital wallet version would be fine- something that's easy to tap when getting on the bus, to keep track of whether it's charged, and the ability to get a physical card with card purchasing/recharging stations at a major hub on each route would be something I'd like! I'd personally rather see a focus on making the bus system run as often, as timely, and as late as possible rather than a diversity of investment in alternative mobility options like e-bikes and such- I'd love to see those in the future but to me, making the bus system as convenient to use and as reliable as possible so people can rely on it for work would be great. Japanese bus systems are amazing and it would be great if the design and principles of them could be considered for restructuring the COLT service!	1	0.2	0.2	81.9	
Enhance employee training to improve customer service quality	1	0.2	0.2	82.2	
Es facil transporters en lom poc ya que no hay trafico	1	0.2	0.2	82.4	
Evening hours and micro transit would be nice.	1	0.2	0.2	82.6	
Expand bus routes and increase the frequency of services in Lompoc Valley to better meet the needs of residents,	1	0.2	0.2	82.9	

particularly those without access to personal vehicles.				
Fix the alley ways especially K St alley please!	1	0.2	0.2	83.1
Hopefully more routes will be added	1	0.2	0.2	83.3
I give rides to several people that could probably use a bus service but I don't know enough to refer them to one.	1	0.2	0.2	83.6
I just lost my job and am hoping to win \$50. I used to work in Santa Barbara, and used Clean Air Express at one point when my car was broken down. I had to leave work early every day in order to get to the bus stop in time to go home. Later or more frequent service to SB/Goleta is needed. I could have saved so much on fuel.	1	0.2	0.2	83.8
I loved the free service during the flower festival. Do it more often! comment: it took more than an hour to get from Ryan Park to my house on the east side, since I had to go all the way to Alberton's bus stop to xfr to another color line.	1	0.2	0.2	84.0
I really do not feel safe traveling and walking the streets in Lompoc. I feel sad for teens as well. When I was a teenager I used public transport every day to get to work and to visit friends and family. I've seen people doing drugs in bus stops, in front of stores, on the streets. I've been followed and harassed by homeless people. I don't feel safe and I don't feel confident in allowing my children to freely travel in the city alone sadly.	1	0.2	0.2	84.3
I think COLT is good. The drivers are nice and the buses are well maintained. But I wish it worked better with other services like SYVT - the bus stops are nowhere near each other. Or for Clean Air that the buses met those buses when they came into town, or when they leave in the morning. Transfers are very difficult. And transfers should also be discounted. I have to pay twice which adds up. And the buses should have GPS and accept credit cards so we know when the bus is coming and don't have to carry cash (or some special pass)	1	0.2	0.2	84.5
I think it is necessary to improve the road infrastructure to cope with the increased traffic. Also note the lack of adequate sidewalks or bike lanes in certain areas, which is unsafe for non-motorized traffic. There is also the frequency and reliability of public buses, routes or schedules to enhance the transportation system.	1	0.2	0.2	84.7
I think the COLT service needs to be updated and really reviewed in regards the amount of utilization for fixed routes. There are routes that are regularly empty which is a waste of	1	0.2	0.2	85.0

resources and time. Some of the routes also double up on the same street which is preventing service to another area. Drivers also need to be trained in simple etiquette. They speak to some customers in an unprofessional manner. They have to remember that they are at a job and not just ridesharing with their friends. I think that having an on-demand service would be more beneficial to the people of Lompoc since the fixed routes are not utilized to their full potential.				
I think the public transportation coverage in Lompoc Valley is not comprehensive enough, making it difficult for residents to travel.	1	0.2	0.2	85.2
I wish more people rode bicycles. It's convenient, there are many bike lanes. I've been biking for almost a year here and have never had a problem	1	0.2	0.2	85.4
I wish they have a public transportation system like Ventura.	1	0.2	0.2	85.6
I would use the bus more if it was close and convenient, and if I remembered we had a bus system!. I don't even know what our buses look like here so I just don't think about it as an option but I would definitely use it frequently if it was close, quick, frequent, and took me and my son to the places we go ie; the parks, grocery stores, snack shops etc. I also would really enjoy bike sharing or low cost bike/scooter rental as a ride option for short distances or as an intermediary/accoutrement to the bus or micro transit stops, like ones they have in large city's that you can park anywhere and you just use your phone to unlock. They can be a bit costly though. I Especially support LEGAL motor scooters. So many kids AND adults have illegal bikes without lights or good brakes or HELMETS. And I totally support affordable public motor scooters. Especially the street legal pedal motor scooters that don't require a motorcycle license to drive. Hopefully the criminals wouldn't mess with them though if they were parked anywhere like the ones in LA. The drivers in this town can be very aggressive and careless so I'm not sure how safe I'd feel on bikes with my kids. I have two vehicles but I've been without a car before and I've been homeless.... A bicycle or motor scooter makes THE WORLD of difference to someone who is struggling to succeed or just be alive, happily, if they don't have convenient transportation. Sometimes people can't even get to the food bank or meal handouts and it is a terrible downward cycle so I appreciate Lompoc trying to make transport more accessible. Also, if transport	1	0.2	0.2	85.9

was inexpensive and convenient, I would imagine there would be less people driving while under the influence and transport should be incorporated in the pub scene or a route to the convenience stores and liquor stores. Lastly, riding the bus would be fun for my kids and I and I would use the system we have more often if it was advertised better so I remember it's an option. Thank you Lompoc.				
I would use the public transport if the headways were 15 minutes and were reliable. Options are important to those who cannot drive and/or choose not to drive. Driving should not be the only reliable way to transverse across any town/city. I think going to the bus stations to talk with frequent users of the system as many may not have access to this survey as those user likely have little access and/or resources.	1	0.2	0.2	86.1
I'm a big supporter of the new mode of transportation that is convenient and environmentally friendly	1	0.2	0.2	86.3
I'm specifically interested in frequent public transportation option between Lompoc and Goleta, Goleta/Santa Barbara Airport/Santa Barbara incl. Amtrak station in Goleta and Santa Barbara. BTW: I do not use Lyft/Uber because I do not support their business model as it is not a fair competition/equal playground compared with regular taxi service.	1	0.2	0.2	86.6
Improve and expand bicycle lanes. I used to bike within the city until I was injured by a motorist.	1	0.2	0.2	86.8
Increase the coverage and frequency of bus lines to meet the daily commuting and travel needs of residents. At the same time, we can consider introducing more environmentally friendly electric buses to reduce carbon emissions	1	0.2	0.2	87.0
Introduce some bike sharing, that would be a lot easier too	1	0.2	0.2	87.3
It would be easier to commute to work if bike sharing was popularized	1	0.2	0.2	87.5
it would be great to have an additional bus later in the morning going to Goleta	1	0.2	0.2	87.7
It's actually pretty good	1	0.2	0.2	88.0
Keep it up, much needed	1	0.2	0.2	88.2
Keep up the good work	1	0.2	0.2	88.4
Lompoc has a cool Mediterranean climate and is suitable for tourism. On the fluidity of the Lompoc Valley,	1	0.2	0.2	88.7
Me gustaria que haya mas rutas y frecuencias de transporte urbano para Santa Maria, Santa Barbara, Buelton y si es posible a la Bay Area	1	0.2	0.2	88.9
More Bike Sharing	1	0.2	0.2	89.1
More convenient service	3	0.7	0.7	89.8
More convenient services	1	0.2	0.2	90.0

More direct service to Mission Hills. Shorter time on the bus.	1	0.2	0.2	90.3
More frequent fixed routes as well as more routes and locations would be helpful for riders trying to get places in the Lompoc Valley. Bus stops should be power washed with water so they are free of feces from homeless people camping and occupying the benches. More benches should be places in locations at marked bus stops, as people are at different levels of ability or disability and may need to sit. Additionally all public water fountains should be operational as the public should have access to drinking water fountains that work along city streets as well as more of these fountains should be placed across town, not just downtown in old original Lompoc. There are many pedestrians that will walk and also combine public transportation for example especially after shopping and buying groceries. there should be a number of bus stops that are well marked and provide water fountains, shelters, benches, and Yes, there should even be a couple public restroom facilities along city street areas, routes for example. Not all merchants accommodate people that are walking/without their own car/transportation, and the city should keep this in mind for passengers taking routes across town, having to wait on buses. Thank you	1	0.2	0.2	90.5
More public transportation	1	0.2	0.2	90.7
none	20	4.6	4.6	95.4
Para una persona de la tercera (Mayor de edad) como yo, me encantaria que pudieran levantar/regresar a domicilio, como se hacia ase muchos años atras. Tambien, ayuda para subir al camion o facilitar la entrada/salida del camion porque no puedo alzar los pies muy alto.	1	0.2	0.2	95.6
Please make the fixed routes longer. I shouldn't have to transfer buses to get to my destination within the city. Lompoc is pretty small.	1	0.2	0.2	95.8
Please put COLT bus stops on Google Maps and Apple Maps. This would make things easier for the residents, the new military personnel, and the travelers that come through town. This is quite easy and wouldn't require too much time.	1	0.2	0.2	96.1
Promote car-sharing and bike-sharing services to improve vehicle utilization and reduce private vehicle ownership.	1	0.2	0.2	96.3
Promote the construction of transportation information: provide real-time traffic conditions, bus arrival time and other information through mobile applications or	1	0.2	0.2	96.5

websites to facilitate residents' travel planning.				
Reverse black line was great	1	0.2	0.2	96.8
Routes need to run later	1	0.2	0.2	97.0
Safe public transportation is important to the community and to the environment. I am happy that you are taking the initiative to improve it and I hope you come to conclusions that are modern, safe, and provide value to the people who could use them. Thanks!	1	0.2	0.2	97.2
Safety is paramount. If it's unsafe, no one will want to use it.	1	0.2	0.2	97.5
Seria posible colocar una parada entre la para de pioneer park y pine & F street con direccion a Cypress and I street	1	0.2	0.2	97.7
Something else that would motivate me to use public transit is if there were electric buses. I have an electric vehicle, so I prefer to drive for environmental reasons as well. I would love to ride public transit instead of driving though, given it were more affordable (I typically commute with my child so if kids could ride free that would be a major plus as well). I've also seen some bus stops on streets with no sidewalk, so safety is certainly an issue. I have tried to look up routes to try and use it, but there is conflicting information online that makes the whole experience very confusing and off putting. I'm excited to see how public transit improves!!	1	0.2	0.2	97.9
Sunday service	1	0.2	0.2	98.1
The drivers for COLT take care of customers and are very courteous.	1	0.2	0.2	98.4
The Flower Festival is crowded, so pay attention to traffic safety!	1	0.2	0.2	98.6
These busses are not properly cleaned when compared to similar cities.	1	0.2	0.2	98.8
Use of credit card on bus is needed.	1	0.2	0.2	99.1
We need better walking paths. River park would benefit with a path. Bailey Ave, paved and lit would be nice. Want more people walking? We need safe paths.	1	0.2	0.2	99.3
When I travel around the city, I'm usually concerned about getting to my destination fairly quickly. I'm worried that taking the bus would take longer than I would like.	1	0.2	0.2	99.5
Would like to see a beach train or bus.	1	0.2	0.2	99.8
Would love an earlier red line bus to take the clean air bus	1	0.2	0.2	100.0
Total	432	100.0	100.0	

Q34. Would you be interested in receiving updates regarding the City's Transit Reimagined project via email?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	73	16.9		
No	87	20.1	24.2	37.0
Yes (please provide your email address below)	272	63.0	75.8	100.0
Total	432	100.0	100.0	

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Appendix D | Stakeholder Survey

Exhibit D.1 Stakeholder survey instrument



**Lompoc Transit Reimagined Study
 Community Stakeholder Survey**



In early May 2024, the City of Lompoc embarked on a six-month project with two objectives: 1) Evaluate the community's long-time local bus service (aka City of Lompoc Transit or COLT) and 2) identify cost-effective strategies to address the community's future mobility needs. The project includes a variety of community engagement activities such as surveys, info-sharing pop-up events throughout the Lompoc Valley, and community workshops.

Given the important role which your organization plays in the community, we invite you to complete a short survey designed to identify unmet mobility needs (of your organization's clientele, members, and/or employees) as well as preferred solutions for addressing same. The individual completing this survey should be knowledgeable about the needs and experience of the persons you both serve and employ. If you are not the right person, please forward this survey form to someone who is. The survey may also be completed online at <https://www.surveymonkey.com/r/MZ2MF7K>, or email your completed form to kathy@moore-associates.net.

The survey participation deadline is **August 1, 2024**. Each completed survey will be entered into a random drawing for one in a series of \$50-dollar VISA gift cards. Thank you for participating.

Section 1. Tell us about your organization.

(Note: In this survey, "organization" refers to any community organization, faith-based organization or church, governmental entity, educational institution or school, social or medical services provider, business, cultural group, etc. It is the entity you are representing with your responses.)

Organization name: _____

Organization address: _____
(be sure to include the city)

Your name: _____

Your title: _____

Your email: _____ Your phone number: _____

1. Would you be interested in participating in a one-hour roundtable to discuss possible transportation solutions for the Lompoc Valley?

- Yes
- No

2. If yes, what is your preferred format?

- In-person
- Virtual

3. If yes, tell us your availability for the week of August 12, 2024.

4. Would you be willing to distribute copies of and/or a link to the project's bilingual (English/Spanish) community survey to persons your organization represents and/or your employees?

- Yes
- No

CONTINUED ON NEXT PAGE →

If your organization provides a service of any kind or product directly to individuals, continue to Section 2.

If your organization does not provide any services or products directly to individuals but is a local employer, skip to Section 3.

Section 2. Tell us about the people you serve.

5. What best describes your organization?

- | | |
|---|--|
| <input type="checkbox"/> Government/public sector | <input type="checkbox"/> Human/social services |
| <input type="checkbox"/> Education | <input type="checkbox"/> Faith-based |
| <input type="checkbox"/> Non-profit | <input type="checkbox"/> Commercial/retail |

6. How does your organization refer to the people you serve?

- Members (e.g., a church or community organization)
- Customers (e.g., who come to you to purchase goods or services)
- Clients or patients (e.g., who receive services from you)
- Program participants
- Students
- Other (specify): _____

7. Approximately what percentage of the individuals you serve live in:

- Lompoc: _____%
- Mission Hills: _____%
- Vandenberg Village: _____%
- Somewhere else: _____%

8. How do the individuals you serve typically travel to access your location, programs, and/or services? (Check all that apply.)

- | | |
|--|---|
| <input type="checkbox"/> Drive a personal vehicle | <input type="checkbox"/> Public transit |
| <input type="checkbox"/> Ride with a friend or family member | <input type="checkbox"/> Uber/Lyft/taxi |
| <input type="checkbox"/> Ride a bike | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Transportation provided by our organization | |
| <input type="checkbox"/> Other (specify): _____ | |
| <input type="checkbox"/> I don't know | |

9. For those who use public transit, which service(s) do they use?

- | | |
|--|---|
| <input type="checkbox"/> COLT fixed-route service | <input type="checkbox"/> COLT ADA Service (paratransit) |
| <input type="checkbox"/> Wine Country Express | <input type="checkbox"/> Santa Barbara Shuttle |
| <input type="checkbox"/> Allan Hancock College service | <input type="checkbox"/> Clean Air Express |
| <input type="checkbox"/> I don't know | |

10. Is there a COLT bus stop located within reasonable walking distance of your location?

- Yes No I don't know

11. If your organization provides any kind of travel planning or mobility assistance (such as trip planning assistance, purchasing transit passes, providing money for gas, etc.), describe them here.

CONTINUED ON NEXT PAGE →

12. If your organization provides any direct transportation services (such as actually transporting individuals), describe them here.

13. Do the individuals you serve ever have trouble finding transportation to your location, programs, and/or services?

- Yes No I don't know

14. To the best of your knowledge, do the individuals you serve ever have trouble finding transportation to other locations or activities (not those provided by your organization)?

- Yes No I don't know

15. If yes, to what destinations do they have trouble obtaining transportation?

16. Is there a particular time of day and/or day of the week the individuals you serve need to travel, but transportation services are not available? If so, describe.

17. Do language barriers present a challenge in the individuals you serve accessing transportation?

- Yes No I don't know

18. If yes, what language(s)? _____

19. What mobility options do you believe would be most effective in enhancing transportation in the Lompoc Valley?

- | | |
|---|---|
| <input type="checkbox"/> On-demand micro-transit | <input type="checkbox"/> More frequent COLT (fixed-route) bus service |
| <input type="checkbox"/> Expanded COLT service area (i.e., more bus routes) | |
| <input type="checkbox"/> Discounted Uber/Lyft rides | <input type="checkbox"/> Discounted COLT fares |
| <input type="checkbox"/> Bike share availability | <input type="checkbox"/> E-scooters availability |
| <input type="checkbox"/> Discounted rides to Santa Maria, Santa Barbara, and/or Santa Ynez Valley | |
| <input type="checkbox"/> Other (specify): _____ | |

If your organization has employees or volunteers, continue to Section 3.

If your organization has no employees or volunteers, end the survey here. Thank you!

Section 3. Tell us about the people who work for you (including both paid employees and volunteers).

20. Approximately what percentage of your workforce:

- Primarily works at your work site: _____ %
 Primarily works in the field or at varying locations: _____ %
 Primarily works from home: _____ %

CONTINUED ON NEXT PAGE →

21. Approximately what percentage of your on-site workforce lives in:

- Lompoc Valley (Lompoc, Mission Hills, Vandenberg Village): _____%
- Santa Ynez Valley (Buellton, Solvang, Santa Ynez): _____%
- Santa Maria/Orcutt: _____%
- Santa Barbara/Goleta: _____%
- San Luis Obispo: _____%
- Other locations: _____%

22. How do most of your employees typically commute to work?

- Drive a personal vehicle
- Ride with a friend or family member
- Ride a bike
- Carpool
- Other (specify): _____
- Public transit
- Uber/Lyft/taxi
- Walk
- Vanpool

23. Do your employees typically need access to a personal vehicle for work-related trips during the workday?

- Yes, many or all of them
- Yes, a few of them
- Yes, some of them
- No

24. What are your typical operating hours? _____ AM/PM to _____ AM/PM

25. At what times of day do your employees typically travel to or from work? (Select all that apply)

12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM
<input type="checkbox"/>											
12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
<input type="checkbox"/>											

26. Is there a COLT bus stop located reasonable walking distance of your work site?

- Yes
- No
- I don't know

27. In your opinion, does a lack of transportation contribute to absenteeism among your employees?

- Yes
- No
- I don't know

28. What mobility options do you believe would be most effective in solving transportation challenges in the Lompoc Valley?

- On-demand micro-transit
- More fixed routes
- Discounted COLT fares
- E-scooters availability
- Discounted rides to Santa Maria, Santa Barbara, and/or Santa Ynez Valley
- Other (specify): _____
- More frequent fixed-route bus service
- Discounted Uber/Lyft rides
- Bike share availability

Thank you for your participation! Your input is greatly appreciated.

Return your completed survey to kathy@moore-associates.net,
 or complete the survey online at <https://www.surveymonkey.com/r/MZ2MF7K>.

Please visit the project webpage at LompocTransitFuture.com for more information.

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Appendix E | Round 1 Public Engagement Materials

Exhibit E.1 Community workshop flyer

Help shape the future of mobility in the Lompoc Valley.

Complete a brief online community survey.

Attend a one-hour community workshop. Share your ideas and priorities. Learn about potential solutions.

Need a ride to/from the workshop?
Call (805) 736-7666

August | Agosto **3:30 PM and 5:30 PM**

14

Dick DeWees Community & Senior Center
1120 West Ocean Avenue

Ayude a dar forma al futuro de la movilidad en el valle de Lompoc.

Complete una breve encuesta comunitaria en línea.

Asista a un taller comunitario de una hora. Comparte tu ideas y prioridades. Conozca las posibles soluciones.

¿Necesita transporte hacia/desde el taller?
Llame al (805) 736-7666

For more information, please visit | Para mayor información por favor visite
www.LompocTransitFuture.com

Exhibit E.2 Flower Festival free ride flyer

**Avoid the parking hassle.
Ride COLT FREE
to the Lompoc Valley Flower
Festival (Ryon Park).**

City of Lompoc Transit (COLT) will provide **FREE** bus rides on Friday, June 21 and Saturday, June 22, 2024 on all four local service routes.* (Note: Black and Green lines serve at Ryon Park.)

**Excluding Wine Country Express, COLT Dial-A-Ride, and Santa Barbara Shuttle.*

Service hours: 9 a.m. to 5 p.m.

Call (805) 736-7666 for free trip planning assistance.



www.cityoflompop.com/transit
805.736.7666



**Evite las molestias del parqueo.
Viaje GRATIS hasta el Festival de
las Flores del Valle de Lompoc
(Ryon Park).**

El sistema de tránsito de la Ciudad de Lompoc (COLT) ofrecerá viajes **GRATIS** en autobús el viernes 21 de junio y el sábado 22 de junio de 2024 en todas las rutas de servicio locales.* (Nota: Las líneas negra y verde prestan servicio en Ryon Park.)

**Excluyendo Wine Country Express, COLT Dial-A-Ride y el servicio de transporte a Santa Bárbara.*

**Horario de servicio:
de 9 a.m. a 5 p.m.**

Llame al (805) 736-7666 para obtener asistencia gratuita en la planificación de su viaje.



www.cityoflompop.com/transit
805.736.7666

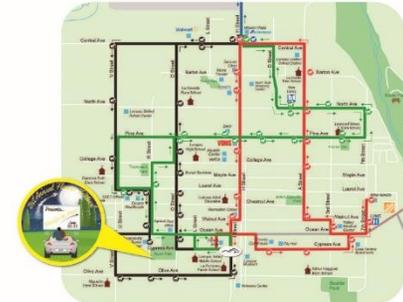


Exhibit E.3 Wayfinding signage

**City of Lompoc
 Community Workshop
 Taller comunitario**

**Discuss the future of public transit
 service in Lompoc.**
*Discutir el futuro del servicio de transporte
 público en Lompoc.*



**City of Lompoc
 Community Workshop
 Taller comunitario**



**Discuss the future of public
 transit service in Lompoc.**
*Discutir el futuro del servicio
 de transporte público en
 Lompoc.*



Exhibit E.4 Comment Card (English/Spanish)

Question/Comment Card



Use this card to submit a question or comment.

QUESTION/COMMENT:

Name (optional): _____

**Tarjeta de preguntas/
 comentarios**



Utilice esta tarjeta para enviar una pregunta o comentario.

PREGUNTA/COMENTARIO:

Nombre (opcional): _____



ROUTE 1 RED 11171

LompocTransitFuture.com

805-736-7666

RETHINKING MOBILITY IN THE LOMPOC VALLEY

For more than 25 years, the City of Lompoc has operated a public transit service commonly known as City of Lompoc Transit or COLT. The exciting news is the City recently embarked on a project with two important objectives. First, identify the mobility needs and priorities of Lompoc Valley residents. Second, identify cost-effective mobility options to address these travel needs and priorities; not only for today, but into the future as well.

The most successful mobility plans are community-driven. Each reflects the travel wants, needs, and priorities of the individuals the plan is intended/ designed to benefit. To support this goal, persons living and working throughout the Lompoc Valley will have multiple opportunities to participate in the creation of the City's future transit/mobility vision including a community survey and information-sharing workshops. [Visit **www.surveymonkey.com/r/COLTCommunitySurvey**](http://www.surveymonkey.com/r/COLTCommunitySurvey) to complete a short survey by July 10, 2024.

In early July 2024, the results of the first round of community engagement activities will be available for review and discussion. This will be followed by a series of 90-minute community workshops during which preliminary mobility enhancing strategies will be presented for discussion. This could include redesign of the City's public bus service, introduction of frequent shuttle service along H Street, and/or introduction of an on-demand service (similar to Uber or Lyft) which would be open to the general public.

By participating in the Lompoc Transit Future project, you will help craft a menu of practical and sustainable mobility programs and services for both today and into the future.



PROJECT WEBSITE →

PLEASE SCAN THE QR CODE
TO LEARN MORE AND SHARE YOUR IDEAS, OPINIONS
AND PRIORITIES BY TAKING A BRIEF SURVEY.



Visit **LompocTransitFuture.com** to explore opportunities to get involved and share your opinions and ideas.



Durante más de 25 años, la Ciudad de Lompoc ha operado un servicio de transporte público conocido comúnmente como el Tránsito de la Ciudad de Lompoc o COLT. La noticia emocionante es que la Ciudad recién empezó un proyecto con dos objetivos importantes. Primero, identificar las necesidades y prioridades de movilidad de los residentes del Valle de Lompoc. Segundo, identificar opciones de movilidad rentables para abordar estas necesidades y prioridades de viaje; no solo para hoy, sino también para el futuro.

Los planes de movilidad más exitosos son impulsados por la comunidad. Cada uno refleja los deseos, necesidades y prioridades de viaje de las personas a las que el plan está destinado a beneficiar. Para apoyar este objetivo, las personas que viven y trabajan en todo el Valle de Lompoc tendrán múltiples oportunidades para participar en la creación de la visión futura de tránsito/movilidad de la Ciudad, incluyendo una encuesta comunitaria y talleres de intercambio de información. Visite www.surveymonkey.com/r/COLTCommunitySurvey para completar una breve encuesta antes del 10 de julio de 2024.

A principios de julio de 2024, los resultados de la primera ronda de actividades de participación comunitaria estarán disponibles para revisión y discusión. Esto será seguido por una serie de talleres comunitarios de 90 minutos durante los cuales se presentarán estrategias preliminares para mejorar la movilidad. Esto podría incluir el rediseño del servicio de autobús público de la Ciudad, la introducción de un servicio frecuente a lo largo de la calle H, y/o la introducción de un servicio a demanda (similar a Uber o Lyft) que estaría abierto al público en general.

Al participar en el proyecto Lompoc Transit Future, ayudarás a elaborar una lista de programas y servicios de movilidad prácticos y sostenibles tanto para hoy como para el futuro.



SITIO WEB DEL PROYECTO →

ESCANEE EL CÓDIGO QR PARA SABER MÁS Y
COMPARTIR SUS IDEAS, OPINIONES Y PRIORIDADES
RESPONDIENDO A UNA BREVE ENCUESTA.



Visita LompocTransitFuture.com para explorar
oportunidades de participar y compartir sus opiniones e ideas.

Exhibit E.6 Workshop posters

Learn about Bikesharing

LompocTransitFuture.com



What is bikesharing?

- Regular or electric bicycles can be rented for short periods (hours)
- Bikes are picked up and returned to docking stations
- Typically accessed through an app which processes payment and unlocks the bike

What would bikesharing look like in Lompoc?

- Docking stations would need to be installed at key locations
- The number of bikes available would depend on the level of interest
- The location of bikes would depend on where interest is concentrated

Benefits of bikesharing

- Improved air quality and health/exercise (same as other active transportation)
- Less expensive than purchasing a bike
- No need to maintain or store a bike

Challenges of bikesharing

- It may take time to match bike availability with community demand
- There would need to be a sufficient number of regular users to keep the program going




PROJECT WEBSITE
 PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.




Learn about Carsharing

LompocTransitFuture.com



What is carsharing?

- Cars can be rented for short periods of time (hours)
- Enables the occasional use of a vehicle
- Most programs are membership-based
- Use a mobile app to reserve and access a vehicle

What would carsharing look like in Lompoc?

- Likely managed by a carsharing company
- Cars would be parked in key locations throughout the city

Benefits of carsharing

- Less expensive than owning and maintaining a personal vehicle
- Access to a car when you need to make trips that can't be made using public transportation
- Save time and effort from tasks such as fueling, oil changes, and repairs

Challenges of carsharing

- It may take time to match vehicle availability with member demand
- There would need to be a sufficient number of regular users to keep the program going




PROJECT WEBSITE
 PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.




Learn about Fixed-Route Bus Service

LompocTransitFuture.com



What is fixed-route bus service?

- Scheduled service
- Travels along a designated route
- Serves designated stops

What does fixed-route bus service look like in Lompoc?

- Three COLT routes within Lompoc
- One COLT route serving Allan Hancock College, Mission Hills, and Vandenberg Village
- Wine Country Express service to Santa Ynez Valley
- Supported by three demand-response services:
 - ADA paratransit (Dial-A-Ride)
 - Santa Barbara Shuttle
 - Allan Hancock College Night Service

Benefits of fixed-route bus service

- Least expensive to operate
- Least expensive to ride
- Easy to use
- No reservations needed

Challenges of fixed-route bus service

- May not travel when or where you need to go
- May require you to walk or bike to or from the bus stop
- Longer travel times



PROJECT WEBSITE
 PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.




Learn about Micro-transit

LompocTransitFuture.com



What is micro-transit?

- A cross between public transportation and Uber/Lyft
- Open to the general public
- Reserve and pay for your ride through a mobile app
- Vehicles operated by professional drivers
- No fixed path of travel between pick-up and drop-off

What would micro-transit look like in Lompoc?

- Could be introduced in conjunction with or instead of fixed-route bus service
- Riders would likely be picked up at the nearest intersection
- Hours of operation would likely be similar to the existing COLT service

Benefits of micro-transit

- Less expensive than Uber/Lyft
- More direct travel/shorter trips
- Service provided on demand
- Payment through a mobile app can eliminate the need for exact change

Challenges of micro-transit

- All rides must be requested
- May be more expensive than current fixed-route service
- Riders will still need to walk to their pick-up location
- Alternatives will need to be developed for riders who do not have a smartphone and/or bank card




PROJECT WEBSITE
 PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.




Exhibit E.7 Bikesharing flyer

Learn about Bikesharing

LompocTransitFuture.com



What is bikesharing?
Bikesharing is a type of micromobility program where regular or electric bicycles are made available for rent to the general public. Typically a bike can be rented at a mobility hub in one location and returned to the same or another mobility hub when you are done with it. Mobility hubs often consist of docking stations, which are special bike racks that lock the bikes and release them electronically through a smart card, app, or other method. Most bikes are rented for short periods of time (e.g., a couple of hours). Bikesharing is often partnered with public transportation as an effective last-mile solution (to get from where the bus drops you off to your final destination).

How does bikesharing work?
Many bikesharing programs are membership based, but others don't require a membership (offering single rides or "pay as you go"). Nearly all require you to access and pay for the bike through a mobile app where you would be required to create an account. For most programs, you would unlock a bike from the docking station, ride it for the contracted amount of time, and return it to the same or another docking station. You can't return the bike anywhere but the docking station or the rental period won't end, and you'll then be responsible for the additional cost.

What would bikesharing look like in Lompoc?
A bikesharing program in Lompoc would require docks to be installed at key locations, probably convenient to transit transfer points and high-traffic locations. How many bikes would be available as well as where the docking stations are located would likely depend on how much interest there is in bikesharing and whether that interest is concentrated within a specific group (e.g., transit riders, employees at a particular worksite, etc.).

How much does bikesharing cost?
The cost of bikesharing depends on the program. Lyft operates a bikesharing program in several cities. In one market, for a classic (non-electric) bike, you can purchase a single ride (30 minutes for \$2.25, then \$0.15 per minute), a day pass (\$8.00 per day, 30 minutes for free, then \$0.15 per minute for each trip), or a membership (\$85 per year, 45 minutes free, then \$0.10 per minute for each trip). Redding Bikeshare, in Redding, California, offers a 30-day pass for \$30.00 and an annual pass for \$125 which provide unlimited 60-minute trips, with an additional charge of \$3.00 for each additional 30 minutes over the first hour. An \$18.00 guest pass provides the same benefits for 24 hours.

What are the benefits of bikesharing?
Some of the biggest benefits of bikeshare are the same as riding a bike in general – improved air quality and health/exercise being some of the most common. However, with bikesharing, you don't have to make an investment in the bike itself, which can be pricey depending on what kind you purchase. You also don't have to maintain or store the bike.

What is the downside to bikesharing?
As with any mode of transportation, bikesharing can be subject to growing pains. If bikesharing is introduced to Lompoc, it may take some time to match availability with demand, both in terms of having the right number of bikes available and determining where they should be located. There is also the chance there won't be enough demand for bikesharing even after it is introduced and the program might not last beyond a trial or demonstration period.

What do I do if I'm interested in bikesharing?
Tell us! Fill out a comment card and let us know that bikesharing is a transportation option you are interested in exploring. We don't know yet if there will be enough interest in bikesharing to bring it to Lompoc, but your input is very important to us.

PROJECT WEBSITE

PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.






Aprenda sobre Compartir bicicletas

LompocTransitFuture.com



¿Qué es el uso compartido de bicicletas?
El uso compartido de bicicletas es un tipo de programa de micromovilidad en el que se ponen a disposición del público en general bicicletas regulares o eléctricas para alquilar. Por lo general, se puede alquilar una bicicleta en un centro de movilidad en un lugar y devolverla al mismo centro de movilidad o a otro cuando haya terminado. Los centros de movilidad a menudo constan de estaciones con portabicicletas especiales que bloquean las bicicletas y las liberan electrónicamente a través de una tarjeta inteligente, una aplicación u otro método. La mayoría de las bicicletas se alquilan por períodos cortos de tiempo (p. ej., un par de horas). El uso compartido de bicicletas suele asociarse al transporte público como una solución eficaz para llegar a destino (desde donde lo deja el autobús hasta su destino final).

¿Cómo funciona el uso compartido de bicicletas?
Muchos programas de uso compartido de bicicletas se basan en membresías, pero otros no la requieren (ofrecen viajes individuales o de pago por uso). Casi todos requieren que acceda y pague la bicicleta a través de una aplicación móvil en la que deberá crear una cuenta. En la mayoría de los programas, se desbloquea una bicicleta de la estación, se la monta durante el tiempo que se la alquila y se devuelve en la misma estación o en otra. No puede devolver la bicicleta en ningún otro lugar que no sea la estación o no finalizará su periodo de alquiler, por lo que será responsable del costo adicional.

¿Cómo sería el uso compartido de bicicletas en Lompoc?
Un programa de uso compartido de bicicletas en Lompoc requeriría la instalación de estaciones en lugares clave, probablemente convenientes para los puntos de transferencia de tránsito y lugares de alto tráfico. La cantidad de bicicletas disponibles y la ubicación de las estaciones probablemente dependan del interés que haya en el uso compartido de bicicletas y de si ese interés se concentra dentro de un grupo específico (p. ej., usuarios del transporte público, empleados de un lugar de trabajo en particular, etc.).

¿Cuánto cuesta usar una bicicleta compartida?
El costo de una bicicleta compartida depende del programa. Lyft opera un programa de bicicletas compartidas en varias ciudades. En un mercado, para una bicicleta clásica (no eléctrica), se puede comprar un solo viaje (30 minutos por \$2.25, más \$0.15 por minuto adicional), un pase de un día (\$8.00 por día; 30 minutos gratis, luego \$0.15 por minuto por cada viaje), o una membresía (\$85 por año, 45 minutos gratis, luego \$0.10 por minuto por cada viaje). Redding Bikeshare, en Redding, California, ofrece un pase de 30 días por \$30.00 y un pase anual por \$125 que brinda viajes ilimitados de 60 minutos, con un cargo adicional de \$3.00 por cada 30 minutos adicionales después de la primera hora. Un pase de invitado de \$18.00 brinda los mismos beneficios durante 24 horas.

¿Cuáles son los beneficios del uso compartido de bicicletas?
Algunos de los mayores beneficios del uso compartido de bicicletas son los mismos que los de andar en bicicleta en general: la mejora de la calidad del aire y la salud/ejercicio son algunos de los más comunes. Sin embargo, con el uso compartido de bicicletas, no hace falta invertir en la bicicleta en sí, que puede resultar costosa según el tipo que se compra. Tampoco es necesario realizar mantenimiento ni guardar la bicicleta.

¿Cuál es la desventaja del uso compartido de bicicletas?
Como ocurre con cualquier medio de transporte, el uso compartido de bicicletas puede estar sujeto a problemas del desarrollo. Si se introduce el uso compartido de bicicletas en Lompoc, puede llevar algún tiempo hacer coincidir la disponibilidad con la demanda, tanto en términos de tener la cantidad correcta de bicicletas disponibles como de determinar dónde deben ubicarse. También existe la posibilidad de que no haya suficiente demanda de bicicletas compartidas incluso después de su introducción, y que el programa no dure más allá de un periodo de prueba o demostración.

¿Qué hago si me interesa el uso compartido de bicicletas? ¡Cuéntanoslo! Complete una tarjeta de comentarios y háganos saber que le interesa explorar el uso compartido de bicicletas como opción de transporte. Aún no sabemos si habrá suficiente interés en el uso compartido de bicicletas para traerlo a Lompoc, pero sus comentarios son muy importantes para nosotros.

SITIO WEB DEL PROYECTO

ESCANEE EL CÓDIGO QR PARA APRENDER MÁS SOBRE MOVILIDAD EN LOMPOC VALLEY.






Exhibit E.8 Carsharing flyer

Learn about
Carsharing

LompocTransitFuture.com



What is carsharing?
Carsharing is a type of car rental where people rent cars for short periods of time, usually by the hour. It enables the occasional use of a vehicle, which can be useful for trips when public transportation just isn't a good option. Renters must have a valid driver's license. Unlike rental car agencies, carshare can be accessed 24/7.

How does carsharing work?
Most carsharing programs are membership-based. Once you join a carshare, you can reserve a vehicle online or using a mobile app. The mobile app is typically used to unlock the car and provide information about how to start and end your trip. When you finish, you bring the vehicle back to the location where you picked it up.

What would carsharing look like in Lompoc?
A carsharing program in Lompoc would likely be managed by a carsharing company such as Zipcar or Micar. Cars would be parked in key locations throughout the city, where any member of the carshare could reserve and access the car via the mobile app.



What is the downside to carsharing?
As with any mode of transportation, carsharing can be subject to growing pains. If carsharing is introduced to Lompoc, it may take some time to match vehicle availability with member demand. That means there is a possibility that a car may not be available when you need to travel. There is also the chance there won't be enough demand for carsharing and the carsharing company may decide it is not worth offering cars in Lompoc anymore.

What do I do if I'm interested in carsharing?
Tell us! Fill out a comment card and let us know that carsharing is a transportation option you are interested in exploring. We don't know yet if there will be enough interest in carsharing to bring it to Lompoc, but your input is very important to us.




PROJECT WEBSITE

PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.



Aprenda sobre
Compartir el auto

LompocTransitFuture.com



¿Qué es el uso compartido de autos?
El uso compartido de autos es un tipo de alquiler de automóviles en el que las personas los alquilan por periodos cortos de tiempo, normalmente por horas. Permite el uso ocasional de un vehículo, lo que puede resultar útil para viajes en los que el transporte público no sea una buena opción. Las personas que alquilan un auto deben contar con una licencia de conducir válida. A diferencia de las agencias de alquiler de autos, se puede acceder al uso compartido de autos las 24 horas, los 7 días de la semana.

¿Cómo funciona el uso compartido de autos?
La mayoría de los programas de uso compartido de autos se basan en membresías. Una vez que se une a un programa de uso compartido de autos, podrá reservar un vehículo en línea o mediante una aplicación móvil. La aplicación móvil se utiliza normalmente para desbloquear el auto y proporcionar información sobre cómo iniciar y finalizar el viaje. Cuando termina, devuelve el vehículo al lugar donde lo recogió.

¿Cómo sería el uso compartido de autos en Lompoc?
Un programa de uso compartido de autos en Lompoc probablemente sería administrado por una empresa de uso compartido de autos como Zipcar o Micar. Los autos estarían aparcados en lugares clave de la ciudad, donde cualquier miembro del programa podría reservar y acceder al auto a través de la aplicación móvil.

¿Cuánto cuesta usar un auto compartido?
Los costos de membresía y alquiler varían según el proveedor. Zipcar, por ejemplo, ofrece una membresía por \$9.00 al mes o \$90 al año. También cobra una tarifa única de inscripción de \$25. Usted también es responsable del costo del alquiler del auto (que comienza en \$10.00 por hora en algunos mercados), así como de las tasas e impuestos locales. Normalmente recibe una cantidad de millas gratuitas que se incluyen con su alquiler. Pueden corresponder otras tarifas si cambia o cancela su reserva sin previo aviso, incurre en peajes, devuelve el vehículo tarde o sin el nivel requerido de combustible, lo deja en el lugar equivocado o fuma en su interior.

¿Cuáles son los beneficios del uso compartido de autos?
Para las personas que no pueden permitirse el lujo de poseer y mantener un automóvil, o para aquellas que deciden no hacerlo, el uso compartido de autos puede brindarle acceso a un vehículo para viajes que no se pueden realizar fácilmente en transporte público. Lyft/Uber, en bicicleta o a pie. También puede ahorrarle dinero en comparación con ser propietario de un automóvil. Según la AAA, el costo promedio de poseer un coche nuevo en 2023 fue de más de \$12,000, o \$1,015 al mes. Incluso cuando se requiere una membresía, el uso compartido de automóviles es una alternativa rentable a ser propietario de un automóvil. También se ahorra tiempo y esfuerzo en tareas como abastecimiento de combustible, cambios de aceite y reparaciones.

¿Cuál es la desventaja del uso compartido de autos?
Como ocurre con cualquier medio de transporte, el uso compartido de autos puede estar sujeto a problemas del desarrollo. Si se introduce el uso compartido de autos en Lompoc, puede llevar algún tiempo hacer coincidir la disponibilidad de vehículos con la demanda de los miembros. Eso significa que existe la posibilidad de que no haya un automóvil disponible cuando necesite viajar. También existe la posibilidad de que no haya suficiente demanda de autos compartidos, y la empresa de autos compartidos decida que ya no vale la pena ofrecer sus servicios en Lompoc.

¿Qué hago si me interesa el uso compartido de autos?
¡Cuéntanoslo! Complete una tarjeta de comentarios y háganos saber que le interesa explorar el uso compartido de autos como opción de transporte. Aún no sabemos si habrá suficiente interés en el uso compartido de autos para traerlo a Lompoc, pero sus comentarios son muy importantes para nosotros.




SITIO WEB DEL PROYECTO

ESCANEE EL CÓDIGO QR PARA APRENDER MÁS SOBRE MOVILIDAD EN LOMPOC VALLEY.



Exhibit E.9 Fixed-route bus service flyer

Learn about Fixed-Route Bus Service

LompocTransitFuture.com

What is fixed-route bus service?
 Fixed-route bus service is a scheduled service that travels along a designated route and serves a series of stops. COLT, Wine Country Express, Clean Air Express, and The Breeze Bus (SMRT) are all examples of fixed-route services.

How does fixed-route bus service work?
 Riders board a fixed-route bus at a designated stop, pay their fare, then get off the bus at another designated stop. It is an efficient way to transport multiple people from one place to another. Under the Americans with Disabilities Act (ADA), a fixed-route service must be supported by a complementary paratransit service (often called Dial-A-Ride) for persons who are unable to use the fixed-route service due to a disability and are registered with the City. The ADA paratransit service must cover the same geographic area and operating hours as the fixed-route service.

What does fixed-route bus service look like in Lompop?
 Currently, City of Lompop Transit (COLT) operates four fixed routes between 6:00 a.m. and 7:00 p.m. Three of the routes operate within Lompop city limits, while the fourth travels north from Lompop to serve Allan Hancock College, Mission Hills, and Vandenberg Village. Service runs every hour. Routes 1, 2, and 3 connect at the transfer center at Cypress Avenue and I Street as well as at Mission Plaza (near Albertsons), where they also connect with Route 4. Other services operated by the City include the Wine Country Express between Lompop and Buellton; the Santa Barbara Shuttle; and a night service from Allan Hancock College.

How much does fixed-route bus service cost?
 Currently, the one-way fare for destinations within Lompop (Routes 1, 2, and 3) is \$1.25, or \$0.60 for seniors age 65 and older, persons with disabilities, and Medicare cardholders. The fare for travel outside of Lompop (Route 4) is \$2.00, or \$1.00 for seniors, persons with disabilities, and Medicare cardholders. Non-cash fares include a 10-ride punch pass (which offers 10 rides for the price of nine) and a 31-day pass. Fares for the ADA complementary paratransit service are \$2.00 for service in Lompop and \$4.00 for service outside the city.

What are the benefits of fixed-route bus service?
 Fixed-route service is typically the least expensive service to operate, so it generally has the lowest fare. This is because it costs the same no matter how many people are riding, so if a lot of people use it, there's no additional operating cost. It is also easy to use; all you have to do is wait for the bus at a bus stop and board when it arrives. No reservations or advance scheduling is required. A posted schedule lets you know when the bus will arrive at your starting point and your destination.

What is the downside to fixed-route bus service?
 Depending on where you need to travel, the fixed-route bus may require you to walk or bike to get to the bus stop. You also may need to travel to a location where the bus does not currently go. Since COLT currently offers hourly service, that can make using the bus inconvenient. Fixed-route trips may also be considerably longer than if you made the same trip in a personal vehicle, because the bus has to travel along its designated route.

What do I do if I'm interested in fixed-route bus service?
 Tell us! Fill out a comment card and let us know that you would like to keep fixed-route bus service in Lompop. We're exploring several options besides fixed-route service, so your input is very important as we look at the most effective mobility solutions for the community.

PROJECT WEBSITE

PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.

Aprenda sobre Servicio de autobús con ruta fija

LompocTransitFuture.com

¿Qué es el servicio de autobús con ruta fija?
 El servicio de autobús con ruta fija es un servicio programado que viaja a lo largo de una ruta designada y presta servicio a una serie de paradas. COLT, Wine Country Express, Clean Air Express y The Breeze Bus (SMRT) son ejemplos de servicios con ruta fija.

¿Cómo funciona el servicio de autobús con ruta fija?
 Los pasajeros abordan un autobús con ruta fija en una parada designada, pagan su tarifa y luego se bajan en otra parada designada. Es una forma eficaz de transportar varias personas de un lugar a otro. Según la Ley de Estadounidenses con Discapacidades (Americans with Disabilities Act, ADA), el servicio con ruta fija debe estar respaldado por un servicio de paratransito complementario (a menudo llamado Dial-A-Ride) para personas que no pueden utilizar el servicio con ruta fija debido a una discapacidad y están registradas en la Ciudad. El servicio de paratransito ADA debe cubrir la misma área geográfica y horario de operación que el servicio con ruta fija.

¿Cómo es el servicio de autobús con ruta fija en Lompop?
 Actualmente, City of Lompop Transit (COLT) opera cuatro rutas fijas entre las 6:00 a. m. y las 7:00 p. m. Tres de las rutas operan dentro de los límites de la ciudad de Lompop, mientras que la cuarta viaja hacia el norte desde Lompop para dar servicio a Allan Hancock College, Mission Hills y Vandenberg Village. El servicio funciona una vez por hora. Las rutas 1, 2 y 3 se conectan en el centro de transferencia de Cypress Avenue e I Street, así como en Mission Plaza (cerca de Albertsons), donde también conectan con la Ruta 4. Otros servicios que opera la Ciudad incluyen el Wine Country Express entre Lompop y Buellton; el Santa Barbara Shuttle; y un servicio nocturno de Allan Hancock College.

¿Cuánto cuesta el servicio de autobús con ruta fija?
 Actualmente, la tarifa de ida para destinos dentro de Lompop (Rutas 1, 2 y 3) es de \$1.25, o \$0.60 para personas mayores de 65 años o más, personas con discapacidades y titulares de tarjetas de Medicare. La tarifa para viajar fuera de Lompop (Ruta 4) es de \$2.00, o \$1.00 para personas mayores, personas con discapacidades y titulares de tarjetas de Medicare. Las tarifas sin efectivo incluyen un pase de 10 viajes (que ofrece 10 viajes por el precio de 9) y un pase de 31 días. Las tarifas del servicio de paratransito complementario ADA son de \$2.00 para el servicio en Lompop y de \$4.00 para el servicio fuera de la ciudad.

¿Cuáles son los beneficios del servicio de autobús con ruta fija?
 El servicio con ruta fija suele ser el servicio con menores costos operativos, por lo que generalmente tiene la tarifa más baja. Esto se debe a que cuesta lo mismo sin importar cuántas personas viajen, por lo que si lo usa mucha gente, no hay costos operativos adicionales. También es fácil de usar; solo debe esperar el autobús en una parada y subirse cuando llegue. No se requieren reservas ni programación anticipada. Puede saber cuándo llegará el autobús a su punto de partida y a su destino consultando los horarios publicados.

¿Cuál es la desventaja del servicio de autobús con ruta fija?
 Dependiendo de dónde deba viajar, puede ser necesario caminar o montar en bicicleta para llegar a la parada del autobús. También puede tener que viajar a un lugar al que el autobús actualmente no llegue. Dado que COLT actualmente ofrece un servicio por hora, eso puede hacer que el uso del autobús sea un inconveniente. Los viajes con ruta fija también pueden ser considerablemente más largos que si hiciera el mismo viaje en un vehículo personal, porque el autobús tiene que viajar por su ruta designada.

¿Qué hago si me interesa el servicio de autobús con ruta fija?
 ¡Cuéntenoslo! Complete una tarjeta de comentarios y háganos saber que le gustaría mantener el servicio de autobús con ruta fija en Lompop. Estamos explorando varias opciones además del servicio con ruta fija, por lo que su opinión es muy importante mientras buscamos las soluciones de movilidad más efectivas para la comunidad.

SITIO WEB DEL PROYECTO

ESCANEE EL CÓDIGO QR PARA APRENDER MÁS SOBRE MOVILIDAD EN LOMPOC VALLEY.

Exhibit E.10 Micro-transit flyer

Learn about **Micro-transit**

LompocTransitFuture.com



What is micro-transit?
Many people think of micro-transit as a cross between public transportation and a ridehailing service such as Uber or Lyft. Like Uber and Lyft, rides are open to the general public and can be requested via a mobile app at the time they are needed. Unlike Uber and Lyft, micro-transit vehicles are operated by professional drivers employed by the entity providing the service or its contracted vendor (just like most public transit services).

How does micro-transit work?
Most micro-transit programs use a mobile app for riders to request and pay for rides, though some offer options to request a ride via phone or pay the fare using cash or pre-paid passes or tickets. Micro-transit is different from fixed-route service (like COLT) in that it does not travel on a route, but has the flexibility to travel on the most efficient path between stops. Some micro-transit systems are node-based, in which they have designated stops, which others operate "corner-to-corner," where riders are picked up at the nearest intersection to their starting point. This helps keep the micro-transit vehicle closer to main roads and reduces the travel time.

What would micro-transit look like in Lompoc?
Micro-transit in Lompoc could be used in conjunction with the fixed-route service or even replace it completely. If used alongside fixed-route service, micro-transit would likely provide service within a defined zone, with a transfer point to COLT. If micro-transit were to replace fixed-route service, it would likely serve the entire service area (all of Lompoc plus Mission Hills and Vandenberg Village) with on-demand service.

How much does micro-transit cost?
The fare for a micro-transit trip is determined by the entity operating it. The cost of micro-transit in Lompoc would be set by the City and would likely be comparable to the transit fares charged for COLT service. However, if the current Transit Reimagined Study reveals a need for an overall transit fare increase, those increased fares would likely also apply to a micro-transit service as well.

What are the benefits of micro-transit?
Convenience is the greatest benefit of micro-transit. Because micro-transit doesn't follow a route, trips tend to be shorter. Since it is an on-demand service, you can also travel when you want, because you don't have to wait for a scheduled fixed-route trip. Unlike Dial-A-Ride, you don't need to make a reservation in advance, either. You may have a shorter walk to access the service since you won't be limited to designated bus stops.

What is the downside to micro-transit?
Micro-transit requires all rides to be requested, so you can't just walk to a bus stop and the bus will pick you up. Instead, you must request your ride either through an app or via phone. You may also have to walk a short distance to get to the location where the vehicle will pick up for you. If you don't have a smartphone or a bank card, using the app to reserve and pay for a ride can be a challenge. That's why the City will look at alternatives to a mobile app (such as phone reservations and cash payments) to ensure accessibility to everyone. There may also be growing pains as the amount of service available adjusts to the amount of demand, which may result in longer wait times initially.

What do I do if I'm interested in micro-transit?
Tell us! Fill out a comment card and let us know that micro-transit is a transportation option you are interested in exploring. We don't know yet if there will be enough interest in micro-transit to bring it to Lompoc, but your input is very important to us.




PROJECT WEBSITE

PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.



Aprenda sobre **Microtránsito**

LompocTransitFuture.com



¿Qué es el microtránsito?
Mucha gente piensa que el microtránsito es un cruce entre el transporte público y un servicio de transporte compartido como Uber o Lyft. Al igual que Uber y Lyft, los viajes están abiertos al público en general y se pueden solicitar a través de una aplicación móvil en el momento que sean necesarios. A diferencia de Uber y Lyft, los vehículos de microtránsito son operados por conductores profesionales empleados por la entidad que brinda el servicio o su proveedor contratado (al igual que la mayoría de los servicios de transporte público).

¿Cómo funciona el microtránsito?
La mayoría de los programas de microtránsito utilizan una aplicación móvil para que los pasajeros soliciten y paguen viajes, aunque algunos ofrecen opciones para solicitar un viaje por teléfono o pagar la tarifa en efectivo o con pases o boletos prepagos. El microtránsito se diferencia del servicio con ruta fija (como COLT) en que no viaja en una ruta, pero tiene la flexibilidad de viajar en la ruta más eficiente entre paradas. Algunos sistemas de microtránsito se basan en nodos, en los que tienen paradas designadas, mientras que otros operan "de esquina a esquina", y recogen a sus pasajeros en la intersección más cercana a su punto de partida. Esto ayuda a mantener el vehículo de microtránsito más cerca de las carreteras principales y reduce el tiempo de viaje.

¿Cómo sería el microtránsito en Lompoc?
El microtránsito en Lompoc podría usarse junto con el servicio con ruta fija o incluso reemplazarlo por completo. Si se utiliza junto con el servicio con ruta fija, el microtránsito probablemente brindaría servicio dentro de una zona definida, con un punto de transferencia a COLT. Si el microtránsito reemplazara el servicio de ruta fija, probablemente prestaría servicio a toda el área de servicio (toda Lompoc más Mission Hills y Vandenberg Village) con servicio a pedido.

¿Cuánto cuesta el microtránsito?
La tarifa de un viaje en microtránsito la determina la entidad que lo opera. El costo del microtránsito en Lompoc lo establecería la Ciudad y probablemente sería comparable a las tarifas de transporte que cobra el servicio COLT. Sin embargo, si el estudio actual Tráfico Reimaginado revela la necesidad de un aumento general de las tarifas de transporte, ese aumento de tarifas probablemente también se aplicaría a un servicio de microtránsito.

¿Cuáles son los beneficios del microtránsito?
La comodidad es el mayor beneficio del microtránsito. Como el microtránsito no sigue una ruta, los viajes tienden a ser más cortos. Al ser un servicio bajo demanda, también puede viajar cuando quiera, ya que no tiene que esperar a un viaje programado con una ruta fija. A diferencia de Dial-A-Ride, tampoco es necesario hacer una reserva con anticipación. Es posible que tenga que caminar menos para acceder al servicio, ya que no estará limitado a las paradas de autobuses designadas.

¿Cuál es la desventaja del microtránsito?
El microtránsito requiere que se soliciten todos los viajes, por lo que no puede simplemente caminar hasta una parada de autobuses y que el autobús lo recoja. En su lugar, debe solicitar su viaje a través de una aplicación o por teléfono. Es posible que también deba caminar una distancia corta para llegar al lugar donde lo recogerá el vehículo. Si no tiene un teléfono inteligente o una tarjeta bancaria, usar la aplicación para reservar y pagar un viaje puede ser complicado. Es por eso que la Ciudad buscará alternativas a una aplicación móvil (como reservas telefónicas y pagos en efectivo) para garantizar la accesibilidad para todos. También puede haber problemas del desarrollo a medida que la cantidad de servicio disponible se ajusta a la cantidad de demanda, lo que puede resultar en tiempos de espera más prolongados inicialmente.

¿Qué hago si me interesa el microtránsito?
¡Cuéntenoslo! Complete una tarjeta de comentarios y háganos saber que le interesa explorar el microtránsito como opción de transporte. Aún no sabemos si habrá suficiente interés en el microtránsito para traerlo a Lompoc, pero sus comentarios son muy importantes para nosotros.




SITIO WEB DEL PROYECTO

ESCANEE EL CÓDIGO QR PARA APRENDER MÁS SOBRE MOVILIDAD EN LOMPOC VALLEY.



Exhibit E.11 Project information flyer

What is the Transit Reimagined Study?

LompocTransitFuture.com



The City of Lompoc has provided some form of public transit in and around the Lompoc Valley for more than 30 years. Currently, public transit in Lompoc consists of the COLT fixed-route service, ADA Paratransit (Dial-A-Ride), Wine Country Express, Santa Barbara Shuttle, and Allan Hancock College Night Service. Most of the current services have been in place for more than 20 years. As a result, it is time to take a comprehensive look at how well they serve the residents of the Lompoc Valley.



What's Next?
You can continue to be a part of the Transit Reimagined Study even after the initial public engagement has concluded.

- Visit the project webpage LompocTransitFuture.com to stay up-to-date on the project's progress, read the draft report, and more.
- Submit additional comments through the project webpage.
- Attend the second round of workshops on September 18 to find out about service recommendations and provide your feedback (visit the webpage for times and locations).
- Review the draft report and provide comments.



YOU are the future of public transportation in the Lompoc Valley!




PROJECT WEBSITE

PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.



¿Qué es el Estudio Transit Reimagined?

LompocTransitFuture.com



La Ciudad de Lompoc ha ofrecido algún tipo de transporte público en el Valle de Lompoc y sus alrededores durante más de 30 años. En la actualidad, el transporte público en Lompoc consiste en el servicio de ruta fija COLT, ADA Paratransit (Dial-A-Ride), Wine Country Express, Santa Barbara Shuttle y el servicio nocturno del Allan Hancock College. La mayoría de los servicios actuales llevan prestándose desde hace más de 20 años. Por ello, ha llegado el momento de realizar un examen exhaustivo de la calidad de los servicios que se brindan a los residentes del Valle de Lompoc.



¿Qué es lo que sigue?
Puede seguir formando parte del Estudio Transit Reimagined incluso después de que haya culminado la participación pública inicial.

- Visite la página web del proyecto LompocTransitFuture.com para mantenerse al día sobre los avances del proyecto, leer el borrador del informe y mucho más.
- Envíe comentarios adicionales a través de la página web del proyecto.
- Asista a la segunda ronda de talleres el 18 de septiembre para informarse sobre las recomendaciones de servicio y aportar sus comentarios (visite la página web para conocer los horarios y lugares).
- Revise el borrador del informe y aporte sus comentarios.



¡USTED es el futuro del transporte público en el Valle de Lompoc!




SITIO WEB DEL PROYECTO

ESCANEE EL CÓDIGO QR PARA APRENDER MÁS SOBRE MOVILIDAD EN LOMPOC VALLEY.



Exhibit E.12 Survey summary flyer

City of Lompoc Survey Summary

LompocTransitFuture.com



A successful transportation vision reflects the needs and priorities of the community it proposes to serve. As such the Lompoc Transit Future project included a variety of community engagement activities including a community survey of Lompoc Valley residents and surveys of current and recent transit riders. Presented herein is a summary of some of the more interesting survey findings.

Community Survey

Recent use of public transit: 46% reported riding the COLT local bus service while 26% indicated no recent use of public transit.

Common reasons for not using the City's public transit service: Doesn't operate often enough (33%), takes too long (27%), and doesn't travel where I need to go (24%).

Reasons for riding the City's public transit service: Convenience (37%), lack of other transportation options (27%), and cost (25%).

Most frequent destinations when riding local transit: Work (37%), shopping (18%), and personal errands (17%).

Most frequent destinations outside the Lompoc Valley: Santa Maria/Orcutt (37%), Santa Barbara/Goleta (30%), and Santa Ynez Valley (28%).

Interest in carsharing: Yes (55%)

Influencers regarding possible carsharing: Easy to reserve/access (38%), well-maintained vehicles (34%), and lower cost than Uber/Lyft (33%).

Interest in on-demand service: Yes (46%) and maybe (45%).

Preference regarding future City transportation investments/options: More frequent local bus service (34%), more local bus service (expanded routes) (33%), and on-demand service (micro-transit) (26%).

What would motivate you to use local public transit: lower cost (33%), more frequent service (32%), and shorter travel time (31%).

Survey of Dial-A-Ride Customers

Most common destinations: doctor/healthcare (71%), shopping (46%), and personal business/errands (33%).

Primary reasons for using Dial-A-Ride: lack of access to personal vehicle (41%) and no longer drive (28%).

Access to a personal vehicle: No (72%)

Currently licensed: No (70%)

Customer age: 65 and older (61%)

Frequency of use: Less than two times per week (59%) and 3 to 6 trips per week (35%).

Customer satisfaction: very satisfied (68%) and generally satisfied (35%).

Survey of local bus (fixed-route) customers

Most common way of accessing bus stop:
Walk (less than 4 blocks) 46%
Walk (more than 4 blocks) 23%

Method of fare payment: Cash (68%)

Frequency of use:
3 to 6 times per week 41%
Less than 2 times per week 32%

Reasons for riding:
Lack other transportation (45%)
Convenience (22%)
Cost (19%)

Customer satisfaction:
Very satisfied (66%), generally satisfied (20%)

Most preferred improvement: Expanded service hours (24%), more frequent service (23%), and expanded service area (21%).

If implemented, would you ride the H Street Shuttle?
Very likely (67%) and somewhat likely (25%).

If implemented, would you use a general public on-demand service?
Very likely (62%) and somewhat likely (25%).






PROJECT WEBSITE

→



PLEASE SCAN THE QR CODE TO LEARN MORE ABOUT MOBILITY IN THE LOMPOC VALLEY.

Exhibit E.13 Workshop photos





Appendix F | Round 2 Public Engagement Materials

Exhibit F.1 Wayfinding Signage

**City of Lompoc
 Community Workshop
 Taller comunitario**

**Discuss the future of public transit
 service in Lompoc.**
*Discutir el futuro del servicio de transporte
 público en Lompoc.*



**City of Lompoc
 Community Workshop
 Taller comunitario**



**Discuss the future of public
 transit service in Lompoc.**
*Discutir el futuro del servicio
 de transporte público en
 Lompoc.*



Exhibit F.2 Comment Card (English/Spanish)

Question/Comment Card



Use this card to submit a question or comment.

QUESTION/COMMENT:

Name (optional): _____

**Tarjeta de preguntas/
 comentarios**



Utilice esta tarjeta para enviar una pregunta o comentario.

PREGUNTA/COMENTARIO:

Nombre (opcional): _____

Exhibit F.3 Poster – Service Scenarios

 RETHINKING MOBILITY IN THE LOMPOC VALLEY		LompocTransitFuture.com						
	Scenario #1: Status Quo (SQ)	Scenario #2: SQ + route deviations	Scenario #3: SQ + weekday evening service	Scenario #4: SQ + bidirectional service on Route 2	Scenario #5: Micro-transit on evenings & Saturday	Scenario #6: Scenario #5 + increase local service during peak hours	Scenario #7: Scenario #5 + H Street Shuttle and revised Routes 1-3	Scenario #8: Convert all COLT local fixed-route & ADA service to micro-transit
Features	Everything stays the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle)	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Route deviations will need to be requested by phone in advance	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Fixed-route and ADA services operate until 9 pm on weekdays	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Bidirectional service is introduced on Route 2 (Black)	Service offerings stay mostly the same (COLT, ADA, WCE, Santa Barbara Shuttle) Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	Service offerings stay mostly the same (COLT, ADA, WCE, Santa Barbara Shuttle) Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	COLT local fixed-route service introduces H Street Shuttle and revised Routes 1-3 Route 4, ADA service, WCE, and Santa Barbara Shuttle remain the same Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	COLT local fixed-route and ADA service replaced by general public on-demand micro-transit WCE and Santa Barbara Shuttle remain the same
Benefits	Familiar service offerings	Familiar service offerings General public route deviations offered on a first-come, first-served basis	Familiar service offerings Service extended to 9 pm on weekdays	Familiar service offerings Improved frequency and reduced travel times on Route 2	Service extended to 10 pm on weekdays More direct travel with micro-transit service	30-minute fixed-route frequency during peak hours Service extended to 10 pm on weekdays More direct travel with micro-transit service	30-minute fixed-route frequency on H Street Shuttle and Routes 1-3 Service extended to 10 pm on weekdays More direct travel with micro-transit service	On-demand ride requests More direct travel with micro-transit service Corner-to-corner service (curb-to-curb for ADA) Service operates from 6 am to 10 pm weekdays
Impact to cost	Cost-neutral	Cost-neutral	+13%	+15%	-5.3%	+8.7%	+7.4%	-11.3%

Exhibit F.4 Poster – Additional Recommendations

 RETHINKING MOBILITY IN THE LOMPOC VALLEY		LompocTransitFuture.com						
	A Improve connectivity between WCE and COLT	B Extend WCE to Chumash Casino	C Explore a carsharing program	D Explore a bikesharing program	E Secure funding from Allan Hancock College for continued evening service	F Improve connectivity between SMRT and COLT	G Extend CAE service to Vandenburg Village	H Introduce early morning micro-transit service to connect to CAE
Features	Reduce wait times between COLT local fixed-route service and the Wine Country Express	Extend each Wine Country Express trip to the Chumash Casino in Santa Ynez	Calls for the City to explore the potential to introduce carsharing to the Lompoc Valley	Calls for the City to explore the potential to introduce bikesharing to the Lompoc Valley	Would result in additional funding from AHC for evening service provided under Scenarios #1-4	Reduce wait times between COLT local fixed-route service and SMRT Route 30	Add a Clean Air Express bus stop in Vandenburg Village Could not be implemented by the City; would need to be addressed to SBCAG if a priority	Offer limited on-demand micro-transit service to provide connectivity with Clean Air Express trips departing before 6 a.m. Could be added to any scenario introducing micro-transit
Benefits	<ul style="list-style-type: none"> Increase ridership Reduce travel time Improve mobility between Lompoc and the Santa Ynez Valley 	<ul style="list-style-type: none"> Reduce travel time to the Chumash Casino Increase ridership by Casino patrons and employees 	<ul style="list-style-type: none"> Improve mobility (if determined to be feasible) 	<ul style="list-style-type: none"> Improve first-/last-mile mobility (if determined to be feasible) 	<ul style="list-style-type: none"> Improve financial sustainability for the City's transit program 	<ul style="list-style-type: none"> Reduce travel time Improve mobility between Lompoc and Santa Maria/Orcutt 	<ul style="list-style-type: none"> Improve access to the Clean Air Express for residents in Vandenburg Village and Mission Hills 	<ul style="list-style-type: none"> Improve access to the Clean Air Express Improve mobility between Lompoc Valley and Santa Barbara/Goleta
High priority (green)								
No opinion (yellow)								
Not a priority (red)								

Exhibit F.5 Voting Ballot – Service Scenarios (English/Spanish)

RETHINKING MOBILITY IN THE LOMPOC VALLEY								
	Scenario #1: Status Quo (SQ)	Scenario #2: SQ + route deviations	Scenario #3: SQ + weekday evening service	Scenario #4: SQ + bidirectional service on Route 2	Scenario #5: Micro-transit on evenings & Saturday	Scenario #6: Scenario #5 + increase local service during peak hours	Scenario #7: Scenario #5 + H Street Shuttle and revised Routes 1-3	Scenario #8: Convert all COLT local fixed-route & ADA service to micro-transit
Features	Everything stays the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle)	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Route deviations will need to be requested by phone in advance	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Fixed-route and ADA services operate until 9 pm on weekdays	Service offerings stay the same (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Bidirectional service is introduced on Route 2 (Black)	Service offerings stay mostly the same (COLT, ADA, WCE, Santa Barbara Shuttle) Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	Service offerings stay mostly the same (COLT, ADA, WCE, Santa Barbara Shuttle) Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	COLT local fixed-route service introduces H Street Shuttle and revised Routes 1-3 Route 4, ADA service, WCE, and Santa Barbara Shuttle remain the same Micro-transit service replaces fixed-route and ADA service on weekday evenings and Saturday Micro-transit service replaces Allan Hancock service	COLT local fixed-route and ADA service replaced by general public on-demand micro-transit WCE and Santa Barbara Shuttle remain the same
Benefits	Familiar service offerings	Familiar service offerings General public route deviations offered on a first-come, first-served basis	Familiar service offerings Service extended to 9 pm on weekdays	Familiar service offerings Improved frequency and reduced travel times on Route 2	Service extended to 10 pm on weekdays More direct travel with micro-transit service	30-minute fixed-route frequency during peak hours Service extended to 10 pm on weekdays More direct travel with micro-transit service	30-minute fixed-route frequency on H Street Shuttle and Routes 1-3 Service extended to 10 pm on weekdays More direct travel with micro-transit service	On-demand ride requests More direct travel with micro-transit service Corner-to-corner service (curb-to-curb for ADA) Service operates from 6 am to 10 pm weekdays
Impact to cost	Cost-neutral	Cost-neutral	+13%	+15%	-5.3%	+8.7%	+7.4%	-11.3%
First choice: Scenario # _____			Second choice: Scenario # _____			Third choice: Scenario # _____		

REPLANTEO DE LA MOVILIDAD EN EL VALLE DE LOMPOC

	Escenario n.º 1: Status Quo (SQ)	Escenario n.º 2: SQ + desvíos de rutas	Escenario n.º 3: SQ + servicio por las tardes, los días de semana	Escenario n.º 4: SQ + servicio bidireccional en la Ruta 2	Escenario n.º 5: Servicio de microtránsito por las tardes y los sábados	Escenario n.º 6: Escenario n.º 5 + aumento del servicio local en horas pico	Escenario n.º 7: Escenario n.º 5 + H Street Shuttle y Rutas 1-3 revisadas	Escenario n.º 8: Convertir todos los servicios de rutas fijas locales del COLT y los servicios conforme a ADA en servicio de microtránsito
Características	Todo sigue igual (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle)	La oferta de servicios sigue igual (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Los desvíos de rutas deberán solicitarse por teléfono con antelación	La oferta de servicios sigue igual (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Los servicios de rutas fijas y los servicios brindados conforme a ADA funcionan hasta las 9 p. m. los días de semana	La oferta de servicios sigue igual (COLT, ADA, WCE, Allan Hancock, Santa Barbara Shuttle) Se introduce el servicio bidireccional en la Ruta 2 (Negra)	La oferta de servicios sigue prácticamente igual (COLT, ADA, WCE, Santa Barbara Shuttle) El servicio de microtránsito reemplaza al servicio de rutas fijas y a los servicios brindados conforme a ADA los días de semana por las tardes y los sábados El servicio de microtránsito reemplaza al de Allan Hancock	La oferta de servicios sigue prácticamente igual (COLT, ADA, WCE, Santa Barbara Shuttle) El servicio de microtránsito reemplaza al servicio de rutas fijas y a los servicios brindados conforme a ADA los días de semana por las tardes y los sábados El servicio de microtránsito reemplaza al de Allan Hancock	El servicio de rutas fijas locales del COLT introduce H Street Shuttle y Rutas 1-3 revisadas Ruta 4, servicios brindados conforme a ADA, WCE y Santa Barbara Shuttle siguen siendo los mismos El servicio de microtránsito reemplaza al servicio de rutas fijas y a los servicios brindados conforme a ADA los días de semana por las tardes y los sábados El servicio de microtránsito reemplaza al de Allan Hancock	Servicio de rutas fijas locales del COLT y servicio brindado conforme a la ADA reemplazados por el servicio de microtránsito a demanda del público en general WCE y Santa Barbara Shuttle siguen igual
Beneficios	Ofertas de servicios conocidos	Ofertas de servicios conocidos Desvíos de rutas para el público en general ofrecidos por orden de llegada	Ofertas de servicios conocidos Servicio extendido hasta las 9 p. m. los días de semana	Ofertas de servicios conocidos Mejora de la frecuencia y reducción de los tiempos de viaje en la Ruta 2	Servicio extendido hasta las 10 p. m. los días de semana Viajes más directos con el servicio de microtránsito	Frecuencia de ruta fija de 30 minutos durante las horas pico Servicio extendido hasta las 10 p. m. los días de semana Viajes más directos con el servicio de microtránsito	Frecuencia de ruta fija de 30 minutos en H Street Shuttle y en las Rutas 1-3 Servicio extendido hasta las 10 p. m. los días de semana Viajes más directos con el servicio de microtránsito	Solicitudes de viaje a demanda Viajes más directos con el servicio de microtránsito Servicio de esquina a esquina (de acera a acera para ADA) El servicio funciona de 6 a. m. a 10 p. m. los días de semana
Impacto en el costo	Sin impacto en el costo	Sin impacto en el costo	+13%	+15%	-5.3%	+8.7%	+7.4%	-11.3%

Primera opción: Escenario n.º _____

Segunda opción: Escenario n.º _____

Tercera opción: Escenario n.º _____

Exhibit F.6 Additional Recommendations Flyer (Spanish)

 REPLANTEO DE LA MOVILIDAD EN EL VALLE DE LOMPOC		LompocTransitFuture.com						
	A Mejorar la conectividad entre Wine Country Express (WCE) y el Servicio de Tránsito de la Ciudad de Lompoc (COLT)	B Ampliar el servicio de WCE hasta Chumash Casino	C Explorar un programa de uso compartido de coches	D Explorar un programa de uso compartido de bicicletas	E Conseguir financiación de Allan Hancock College para continuar el servicio por las tardes	F Mejorar la conectividad entre el Servicio de Tránsito Regional de la Ciudad de Santa María (SMRT) y COLT	G Ampliar el servicio de Clean Air Express (CAE) hasta Vandenburg Village	H Introducir un servicio de microtránsito a primera hora de la mañana para conectar con CAE
Características	Reducir los tiempos de espera entre el servicio de rutas fijas locales de COLT y Wine Country Express	Ampliar cada viaje de Wine Country Express hasta Chumash Casino en Santa Ynez	Pedirle a la ciudad que explore la posibilidad de introducir el uso compartido de coches en el valle de Lompoc	Pedirle a la ciudad que explore la posibilidad de introducir el uso compartido de bicicletas en el valle de Lompoc	Supondría una financiación adicional de Allan Hancock College para el servicio por las tardes prestado en los escenarios n.º 1-4	Reducir los tiempos de espera entre el servicio de rutas fijas locales de COLT y la Ruta 30 del SMRT	Agregar una parada de autobús de Clean Air Express en Vandenburg Village No podría ser aplicado por la ciudad; tendría que ser dirigido a la Asociación de Gobiernos del Condado de Santa Bárbara (SBCAG) si es una prioridad	Ofrecer un servicio limitado de microtránsito a demanda para proporcionar conectividad con los viajes de Clean Air Express que salgan antes de las 6 a. m. Podría agregarse a cualquier escenario que introduzca el servicio de microtránsito
Beneficios	<ul style="list-style-type: none"> • Aumentar el número de pasajeros • Reducir el tiempo de viaje • Mejorar la movilidad entre Lompoc y el valle de Santa Ynez 	<ul style="list-style-type: none"> • Reducir el tiempo de viaje hasta Chumash Casino • Aumentar el número de pasajeros con clientes y empleados del Casino 	<ul style="list-style-type: none"> • Mejorar la movilidad (si se determina que es factible) 	<ul style="list-style-type: none"> • Mejorar la movilidad en el primer/último tramo (si se determina que es factible) 	<ul style="list-style-type: none"> • Mejorar la sostenibilidad financiera del programa de transporte de la ciudad 	<ul style="list-style-type: none"> • Reducir el tiempo de viaje • Mejorar la movilidad entre Lompoc y Santa María/Orcutt 	<ul style="list-style-type: none"> • Mejorar el acceso a Clean Air Express para los residentes en Vandenburg Village y Mission Hills 	<ul style="list-style-type: none"> • Mejorar el acceso a Clean Air Express • Mejorar la movilidad entre el valle de Lompoc y Santa Bárbara/Goleta
Alta prioridad (verde)								
Sin opinión (amarillo)								
No es prioritario (rojo)								

Exhibit F.7 Informational Handout (English)

TRANSIT REIMAGINED STUDY PRELIMINARY RECOMMENDATIONS

SERVICE SCENARIO OPTIONS

The preliminary recommendations include eight potential service scenarios. Four are based on the current service level, three incorporate on-demand micro-transit service on evenings and weekends as well as other changes, and one replaces existing COLT local fixed-route and ADA Paratransit with on-demand micro-transit. A summary of each option is provided below.

Scenario #1 – Status Quo (SQ)

- All City transit services remain the same (COLT, ADA Paratransit, Wine Country Express, Allan Hancock College service, Santa Barbara Shuttle)
- Continuation of familiar service offerings
- Cost-neutral

Scenario #2 – Status Quo + Route Deviation

- All City service offerings remain the same (COLT, ADA Paratransit, Wine Country Express, Allan Hancock College service, Santa Barbara Shuttle)
- Route deviations (up to ¼ mile) available upon advance request by phone (up to two per route per trip)
- Continuation of familiar service offerings
- General public route deviations offered on a first-come, first-served basis
- Cost-neutral

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SERVICE SCENARIO OPTIONS

Scenario #3 – Status Quo + Weekday Evenings

- All City service offerings remain the same (COLT, ADA Paratransit, Wine Country Express, Allan Hancock College service, Santa Barbara Shuttle)
- Fixed-route and ADA Paratransit services operated until 9 pm on weekdays
- Continuation of familiar service offerings
- Extended service hours
- Increases operating cost by 13%



Scenario #4 – Status Quo + Bidirectional Route 2

- All City service offerings remain the same (COLT, ADA Paratransit, Wine Country Express, Allan Hancock College service, Santa Barbara Shuttle)
- A second vehicle on Route 2 (Black) would provide bidirectional service
- Continuation of familiar service offerings
- Improved frequency and reduced travel times on Route 2
- Increases operating cost by 15%



Scenario #5 – Introduction of Micro-transit on Evenings and Saturday

- City transit service offerings stay mostly the same (COLT, ADA Paratransit, Wine Country Express, Santa Barbara Shuttle)
- Micro-transit replaces fixed-route and ADA Paratransit service after 5 pm on weekday evenings and all day Saturday
- Micro-transit service replaces Allan Hancock College service
- Service extended to 10 pm on weekdays
- More direct travel with micro-transit service
- Decreases operating cost by 5.3%

Scenario #6 – Increase Peak-Hour Fixed-Route Service + Introduction of Micro-transit on Evenings and Saturday

- City transit service offerings stay mostly the same (COLT, ADA Paratransit, Wine Country Express, Santa Barbara Shuttle)
- Fixed-route service offers 30-minute frequency during peak hours
- Micro-transit replaces fixed-route and ADA Paratransit service after 5 pm on weekday evenings and all day Saturday
- Micro-transit service replaces Allan Hancock College service
- Service extended to 10 pm on weekdays
- More direct travel with micro-transit service
- Increases operating cost by 8.7%

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Scenario #7 – Revised Local Fixed-Route Service + Introduction of Micro-transit on Evenings and Saturday

- Introduction of H Street Shuttle route and revised Routes 1-3 with 30-minute frequency
- Route 4, ADA Paratransit, Wine Country Express, and Santa Barbara Shuttle remain the same
- Micro-transit replaces fixed-route and ADA Paratransit service after 5 pm on weekday evenings and all day Saturday
- Micro-transit service replaces Allan Hancock College service
- Service extended to 10 pm on weekdays
- More direct travel with micro-transit service
- Increases operating cost by 7.4%

LEGEND

- H Street Shuttle
- Route 1
- Route 2
- Route 3
- Route 4

Scenario #8 – Replace Local Fixed-Route and ADA Paratransit Services with Micro-transit

- Micro-transit replaces all COLT local fixed-route and ADA Paratransit services, as well as Allan Hancock College service
- Wine Country Express and Santa Barbara Shuttle remain unchanged
- Service operates from 6 am to 10 pm on weekdays
- More direct travel with micro-transit service
- On-demand ride requests schedule through an app or by phone
- Corner-to-corner service modal (curb-to-curb for ADA riders)
- Decreases operating cost by 11.3%

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ADDITIONAL RECOMMENDATIONS

The preliminary recommendations also include several additional recommendations that can be implemented alongside any of the service scenarios.

Recommendation A – Improve connectivity between Wine Country Express and COLT

- Reduce wait times between COLT local fixed-route service and the Wine Country Express
- Increase ridership, reduce travel time
- Improve mobility between Lompoc and the Santa Ynez Valley

Recommendation B – Extend Wine Country Express to Chumash Casino

- Extend each Wine Country Express trip to the Chumash Casino in Santa Ynez
- Reduce travel time to the Chumash Casino
- Increase ridership by Casino patrons and employees

Recommendation C – Explore a carsharing program

- Calls for the City to explore the potential to introduce carsharing to the Lompoc Valley
- Improve mobility (if determined to be feasible)

Recommendation D – Explore a bikesharing program

- Calls for the City to explore the potential to introduce bikesharing to the Lompoc Valley
- Improve first-/last-mile mobility (if determined to be feasible)

Recommendation E – Secure funding from Allan Hancock College for continued evening service

- Would result in additional funding from Allan Hancock College for evening service provided under Scenarios #1-4
- Improve financial sustainability for the City's transit program

Recommendation F – Improve connectivity between SMRT and COLT

- Reduce wait times between COLT local fixed-route service and SMRT Route 30
- Reduce travel time
- Improve mobility between Lompoc and Santa Maria/Orcutt

Recommendation G – Extend Clean Air Express service to Vandenberg Village

- Add a Clean Air Express stop in Vandenberg Village
- Could not be implemented by the City; would need to be addressed by SBCAG if a priority
- Improve access to the Clean Air Express for residents in Vandenberg Village and Mission Hills

Recommendation H – Introduce early-morning micro-transit service to connect to the Clean Air Express

- Offer limited on-demand micro-transit service to provide connectivity with Clean Air Express trips departing before 6 a.m.
- Could be added to any scenario introducing micro-transit
- Improve access to Clean Air Express service
- Improve mobility between the Lompoc Valley and Santa Barbara/Goleta

Recommendation I – Transit Marketing Program

- Increased service information, education, advertising, etc. for all of the City's transit programs
- Raise awareness, increase ridership, increase fare revenue, improve mobility

Recommendation J – Wine Country Express Marketing

- Increased service information, education, advertising, etc. for the Wine Country Express
- Raise awareness, increase ridership, increase fare revenue, improve mobility

Recommendation K – Santa Barbara Shuttle Marketing

- Increased service information, education, advertising, etc. for the Santa Barbara Shuttle
- Raise awareness, increase ridership, increase fare revenue, improve mobility

PROJECT WEBSITE → PLEASE SCAN THE QR CODE TO LEARN MORE

NEXT STEPS

- Rank your top three service scenarios using the provided ballot.
- Prioritize each of the additional recommendations A through H as high priority, no opinion, or low priority by adding green, yellow, or red stickers to the poster.
- Submit any additional comments via a comment card or through the website at LompocTransitFuture.com.

Exhibit F.8 Informational Handout (Spanish)

ESTUDIO DE TRÁNSITO REPLANTEADO
RECOMENDACIONES PRELIMINARES

OPCIONES DE ESCENARIOS DE SERVICIO

Las recomendaciones preliminares incluyen ocho posibles escenarios de servicio. Cuatro se basan en el nivel de servicio actual, tres incorporan el servicio de microtránsito a demanda por las tardes y los fines de semana, así como otros cambios, y uno reemplaza a la ruta fija local existente del Servicio de Tránsito de la Ciudad de LompoC (City of LompoC Transit, COLT) y el servicio de paratránsito conforme a la Ley de Estadounidenses con Discapacidades (Americans with Disabilities Act, ADA) por el servicio de microtránsito a demanda. A continuación, se ofrece un resumen de cada opción.

Escenario n.º 1 - Status Quo (SQ)

- Todos los servicios de transporte de la ciudad siguen siendo los mismos (COLT, servicio de paratránsito conforme a ADA, Wine Country Express, Allan Hancock College, Santa Barbara Shuttle)
- Continuación de la oferta de servicios conocidos
- Sin impacto en el costo

Escenario n.º 2 - Statu Quo + Desvío de rutas

- Todas las ofertas de servicios de la ciudad siguen siendo las mismas (COLT, servicio de paratránsito conforme a ADA, Wine Country Express, Allan Hancock College, Santa Barbara Shuttle)
- Desvíos de rutas (hasta ¼ de milla) disponibles previa solicitud por teléfono (hasta dos por ruta por viaje)
- Continuación de la oferta de servicios conocidos
- Desvíos de rutas para el público en general ofrecidos por orden de llegada
- Sin impacto en el costo

Continúa en la página siguiente



OPCIONES DE ESCENARIOS DE SERVICIO

Escenario n.º 3 - Statu Quo + Por las tardes, los días de semana

- Todas las ofertas de servicios de la ciudad siguen siendo las mismas (COLT, servicio de paratránsito conforme a ADA, Wine Country Express, Allan Hancock College, Santa Barbara Shuttle)
- Servicio de rutas fijas y servicio de paratránsito conforme a ADA operados hasta las 9 p. m. los días de semana
- Continuación de la oferta de servicios conocidos
- Ampliación del horario de servicio
- Aumenta los costos operativos en un 13 %



Escenario n.º 4 - Statu Quo + Ruta 2 bidireccional

- Todas las ofertas de servicios de la ciudad siguen siendo las mismas (COLT, servicio de paratránsito conforme a ADA, Wine Country Express, Allan Hancock College, Santa Barbara Shuttle)
- Un segundo vehículo en la Ruta 2 (Negra) proporcionaría servicio bidireccional
- Continuación de la oferta de servicios conocidos
- Mejora de la frecuencia y reducción de los tiempos de viaje en la Ruta 2
- Aumenta el costo operativo en un 15 %



Escenario n.º 5 - Introducción del servicio de microtránsito por las tardes y los sábados

- Las ofertas de servicios de transporte de la ciudad siguen prácticamente iguales (COLT, servicio de paratránsito conforme a ADA, Wine Country Express, Santa Barbara Shuttle)
- El servicio de microtránsito reemplaza al servicio de rutas fijas y al servicio de paratránsito conforme a ADA después de las 5 p. m. los días de semana y los sábados durante todo el día
- El servicio de microtránsito reemplaza al de Allan Hancock College
- Servicio extendido hasta las 10 p. m. los días de semana
- Viajes más directos con el servicio de microtránsito
- Disminuye el costo operativo en un 5.3 %

Escenario n.º 6 - Aumento del servicio de rutas fijas en horas pico + Introducción del servicio de microtránsito por las tardes y los sábados

- Las ofertas de servicios de transporte de la ciudad siguen prácticamente iguales (COLT, servicio de paratránsito conforme a ADA, Wine Country Express, Santa Barbara Shuttle)
- El servicio de rutas fijas ofrece una frecuencia de 30 minutos en horas pico
- El servicio de microtránsito reemplaza al servicio de rutas fijas y al servicio de paratránsito conforme a ADA después de las 5 p. m. los días de semana y los sábados durante todo el día
- El servicio de microtránsito reemplaza al de Allan Hancock College
- Servicio extendido hasta las 10 p. m. los días de semana
- Viajes más directos con el servicio de microtránsito
- Aumenta el costo operativo en un 8.7 %

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Escenario n.º 7 - Servicio de rutas fijas locales revisado + Introducción del servicio de microtránsito por las tardes y los sábados

- Presentación de la ruta de H Street Shuttle y Rutas 1-3 revisadas con frecuencia de 30 minutos
- Ruta 4, paratránsito conforme a ADA, Wine Country Express y Santa Barbara Shuttle siguen siendo los mismos
- El servicio de microtránsito reemplaza al servicio de rutas fijas y al servicio de paratránsito conforme a ADA después de las 5 p. m. los días de semana y los sábados durante todo el día
- El servicio de microtránsito reemplaza al de Allan Hancock College
- Servicio extendido hasta las 10 p. m. los días de semana
- Viajes más directos con el servicio de microtránsito
- Aumenta el costo operativo en un 7.4 %

Escenario n.º 7 - Servicio de rutas fijas locales revisado + Introducción del servicio de microtránsito por las tardes y los sábados

LEYENDA

- H Street Shuttle —
- Ruta 1 —
- Ruta 2 —
- Ruta 3 —
- Ruta 4 —

Escenario n.º 8 - Reemplazar el servicio de rutas fijas locales y el servicio de paratránsito conforme a ADA por el servicio de microtránsito

- El servicio de microtránsito reemplaza a todos los servicios de rutas fijas locales de COLT y al servicio de paratránsito conforme a ADA, así como al servicio de Allan Hancock College
- Wine Country Express y Santa Barbara Shuttle se mantienen sin cambios
- El servicio funciona de 6 a. m. a 10 p. m. los días de semana
- Viajes más directos con el servicio de microtránsito
- Solicitudes de viaje a demanda través de una aplicación o por teléfono
- Modelo de servicio de esquina a esquina (viajes de acera a acera para usuarios conforme a ADA)
- Disminuye el costo operativo en un 11.3 %

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RECOMENDACIONES ADICIONALES

Las recomendaciones preliminares también incluyen varias recomendaciones adicionales que pueden aplicarse junto con cualquiera de los escenarios de servicio.

Recomendación A - Mejorar la conectividad entre Wine Country Express y COLT

- Reducir los tiempos de espera entre el servicio de rutas fijas locales de COLT y Wine Country Express
- Aumentar el número de pasajeros y reducir el tiempo de viaje
- Mejorar la movilidad entre Lompoc y el valle de Santa Ynez

Recomendación B - Ampliar Wine Country Express hasta Chumash Casino

- Ampliar cada viaje de Wine Country Express hasta Chumash Casino en Santa Ynez
- Reducir el tiempo de viaje hasta Chumash Casino
- Aumentar el número de pasajeros con clientes y empleados del Casino

Recomendación C - Explorar un programa de uso compartido de coches

- Pedirle a la ciudad que explore la posibilidad de introducir el uso compartido de coches en el valle de Lompoc
- Mejorar la movilidad (si se determina que es factible)

Recomendación D - Explorar un programa de uso compartido de bicicletas

- Pedirle a la ciudad que explore la posibilidad de introducir el uso compartido de bicicletas en el valle de Lompoc
- Mejorar la movilidad en el primer/último tramo (si se determina que es factible)

Recomendación E - Conseguir financiación del Allan Hancock College para continuar el servicio por las tardes

- Daría lugar a una financiación adicional de Allan Hancock College para el servicio por las tardes prestado en los escenarios n.º 1-4
- Mejorar la sostenibilidad financiera del programa de transporte de la ciudad

Recomendación F - Mejorar la conectividad entre el Servicio de Tránsito Regional de la Ciudad de Santa María (SMRT) y COLT

- Reducir los tiempos de espera entre el servicio de rutas fijas locales de COLT y la Ruta 30 del SMRT
- Reducir el tiempo de viaje
- Mejorar la movilidad entre Lompoc y Santa María/Orcutt

Recomendación G - Ampliar el servicio de Clean Air Express hasta Vandenburg Village

- Agregar una parada de Clean Air Express en Vandenburg Village
- No podría ser aplicado por la ciudad; tendría que ser dirigido a la Asociación de Gobiernos del Condado de Santa Bárbara (SBCAG) si es una prioridad
- Mejorar el acceso a Clean Air Express para los residentes en Vandenburg Village y Mission Hills

Recomendación H - Introducir servicio de microtránsito a primera hora de la mañana para conectar con Clean Air Express

- Ofrecer un servicio limitado de microtránsito a demanda para proporcionar conectividad con los viajes de Clean Air Express que salgan antes de las 6 a. m.
- Podría agregarse a cualquier escenario que introduzca el servicio de microtránsito
- Mejorar el acceso al servicio de Clean Air Express
- Mejorar la movilidad entre el valle de Lompoc y Santa Barbara/Goleta

Recomendación I - Programa de marketing del sistema de transporte

- Más información sobre el servicio, educación, publicidad, etc. para todos los programas de transporte de la ciudad
- Concientizar, incrementar el número de pasajeros, aumentar los ingresos por boletos, mejorar la movilidad

Recomendación J - Marketing para Wine Country Express

- Más información sobre el servicio, educación, publicidad, etc. para Wine Country Express
- Concientizar, incrementar el número de pasajeros, aumentar los ingresos por boletos, mejorar la movilidad

Recomendación K - Marketing para Santa Barbara Shuttle

- Más información sobre el servicio, educación, publicidad, etc. para Santa Barbara Shuttle
- Concientizar, incrementar el número de pasajeros, aumentar los ingresos por boletos, mejorar la movilidad

SITIO WEB DEL PROYECTO

ESCANEE EL CÓDIGO QR PARA OBTENER MÁS INFORMACIÓN



PRÓXIMOS PASOS

- Clasifique los tres escenarios de servicio que considere mejores usando la papeleta proporcionada.
- Priorice cada una de las recomendaciones adicionales de la A a la H como de alta prioridad, sin opinión o de baja prioridad añadiendo pegatinas verdes, amarillas o rojas al cartel.
- Envíe comentarios adicionales mediante una tarjeta de comentarios o a través del sitio web en LompocTransitFuture.com.

Exhibit F.9 Workshop photos

