



# MST

MONTEREY-SALINAS TRANSIT

Consultant Team

FEHR & PEERS

 PLACEWORKS

## Salinas Valley Express Transit Corridor Planning Study

May 2019

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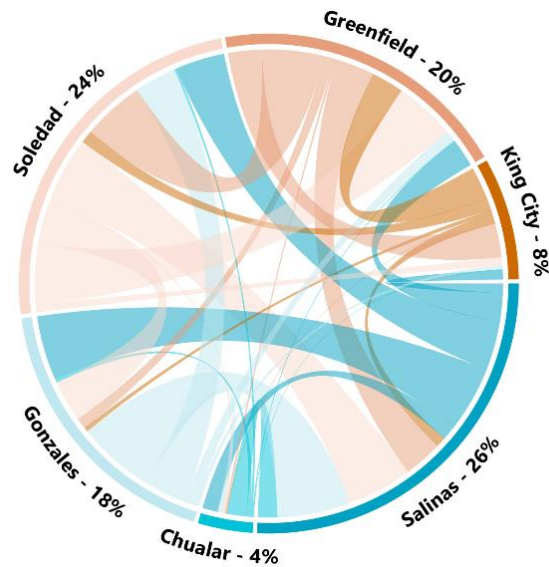


## 1. EXECUTIVE SUMMARY

The planned opening of the South County Operations and Maintenance Facility presents new opportunities for Monterey-Salinas Transit (MST) to serve the growing communities in the Salinas Valley along the US 101 corridor. The Salinas Valley Express Transit Corridor Planning Study considers how MST may best serve the changing transportation needs of Salinas Valley residents, employees, and visitors. This Study seeks to identify opportunities to increase frequency, reduce travel times, support regional growth, and increase ridership while staying within MST's available resources.

This Study concludes that there are opportunities to improve the existing intercity transit service along the US 101 corridor. Line 23 provides the backbone for intercity trips, serving approximately 600 daily riders via 14 weekday roundtrips. However, the service can be challenging to use: buses arrive every 60 to 120 minutes, travel times between Salinas and King City average 100 minutes (about double driving times) and "Regional" fares (\$3.50 per ride or \$95 per month without a discount) can make everyday travel costly. These factors result in Line 23 carrying a small share of overall travel within the study corridor (less than one percent of overall trips) as well as below-average cost efficiency and productivity.

A community engagement process and travel market analysis suggest that there is a larger market for transit ridership than exists today. The study corridor exhibits strong intercity travel demand between relatively dense Salinas Valley cities as well as longer distance trips to Salinas. Transit has the potential to provide a convenient and frequent option for commuters, students, and everyday errands, but stakeholder feedback suggests that existing service is too slow, does not run often enough, does not run late enough, and is too expensive for riders whose fares are not discounted or subsidized.



**Figure 1: Daily Flows of Intercity Trips along Study Corridor**

This Study considers two service concepts to help meet the transit needs of South County communities. The first option, a Local Concept stop pattern, mirrors existing Line 23 service with some schedule changes to capitalize on the South County Operations and Maintenance Facility – maintaining end-to-end run times of 100 minutes but achieving regular service every 60 minutes and operating buses from Salinas to King City later in the evening. The second option, an Express Concept (or limited stop) pattern, would reduce the



number of stops and on-street operations to achieve one-way end-to-end travel times of 75 minutes and service frequencies of 45 minutes, while also running buses from Salinas to King City later in the evening.

Each service concept presents advantages and disadvantages. The Local Concept would continue serving nearly all Line 23 riders, but would miss the opportunity to attract some new riders due to relatively slow and infrequent service. The Express Concept would attract greater ridership overall by providing faster and more frequent service, but approximately one out of ten existing riders would be inconvenienced by relocating bus stops beyond a five minute walk of their current location. Moreover, the Express Concept stop pattern would necessitate capital investments to construct three bus stops along freeway onramps in Gonzales and Chualar to help reduce travel times, an approximate capital cost of \$1.1 million. Both Concepts warrant improvements to bus stops, pedestrian and bicycle access, and fare integration to maximize ridership.

Recognizing these tradeoffs, MST conducted on-board and online surveys of 648 riders and non-riders to understand their preferences between the Local and Express Concepts. Respondents expressed a strong preference for the Express Concept over the Local Concept, with approximately two-thirds stating that the Express Concept would provide more useful service than the Local Concept. While some respondents expressed concerns over stop removal, a majority of respondents expressed interest in the Express Concept to better meet their travel needs.

### SALINAS VALLEY EXPRESS BUS STUDY

#### OPTION 1:

#### Keep Line 23 similar to today

serving **99%** of riders within a 5-minute walk and **100%** within a 15-minute walk at the following bus stops:

Salinas	Hartnell College Salinas Transit Center E Alisal/Monterey E Alisal/Soledad E Alisal/Front Abbott/John Street Abbott/Los Palos Abbott/Blanco Abbott/Harkins	BUS COMES EVERY <b>60min</b>
Chualar	Grant/South	
Gonzales	Alta Minor/4th 5th/Day 5th/Gabilan 5th/Shopping Center	
Soledad	Front/San Vicente Monterey/East Soledad/Mission Center	
Greenfield	El Camino Real/Walnut El Camino Real/Oak El Camino Real/Elm El Camino Real/Tyler	
King City	Canal/Bassett Broadway/Russ Broadway/3rd 3rd/Collins 3rd/King San Antonio/Metz	

#### OPTION 2:

#### Change Line 23 to an express route

serving **89%** of riders within a 5-minute walk and **97%** within a 15-minute walk at the following bus stops:

Salinas	Hartnell College Salinas Transit Center	BUS COMES EVERY <b>45min</b>
Chualar	Grant/South	
Gonzales	5th/Shopping Center	
Soledad	Front/Main Soledad/Mission Center	
Greenfield	El Camino Real/Walnut El Camino Real/Oak El Camino Real/Elm	
King City	Canal/Bassett	

#### Travel time to Salinas on the bus

##### OPTION 1:

Gonzales	35min
Soledad	50min
Greenfield	1hr 15min
King City	1hr 35min

##### OPTION 2:

Gonzales	20min
Soledad	35min
Greenfield	55min
King City	1hr 10min

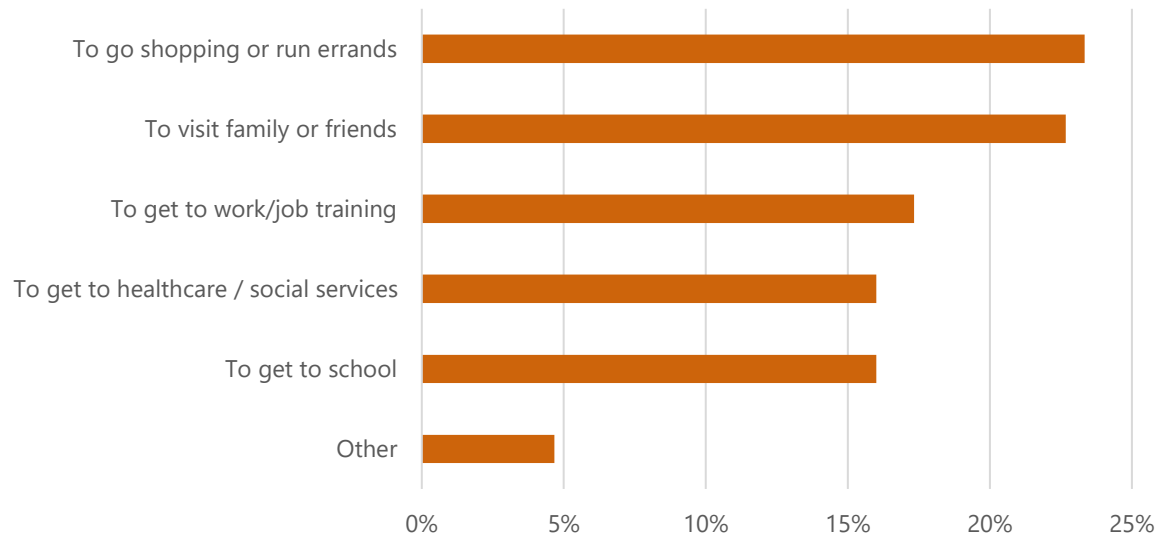
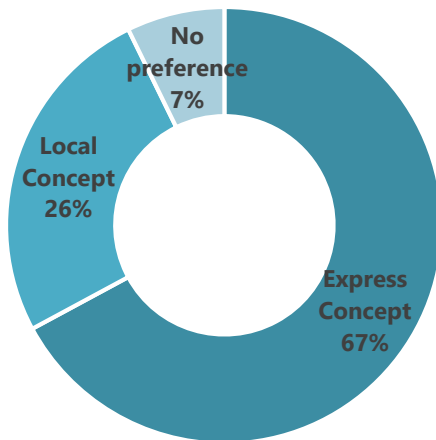
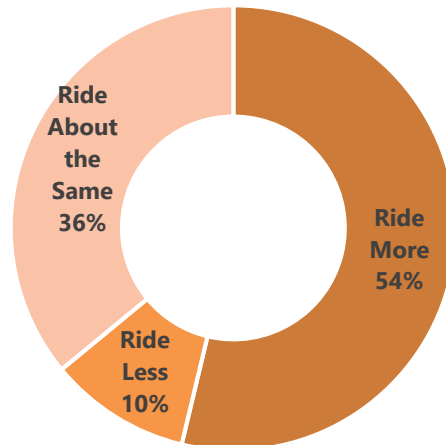


Figure 2: Local and Express Service Concepts



Freeway ramp stop along US-101 in San Rafael, CA



**Figure 4: Where Are Line 23 Riders Traveling?****Figure 5: Community Preferences Survey Results****Which option is most useful to you?****If the Express Option was implemented, would you ride more or less?**

**Table 1: Service Concept Comparison**

Criteria		Existing	Option A: Local Concept	Option B: Express Concept
<b>Travel Time</b>	One-Way	105-110 Minutes	105 Minutes	75 Minutes
	Round-Trip	240 Minutes (with 25-30 Minute Recovery)	240 Minutes (with 30 Minute Recovery)	180 Minutes (with 30 Minute Recovery)
<b>Frequency</b>	Weekday Frequency	60-120 Minutes	60 Minutes	45 Minutes
	Weekend Frequency	Varies	60-120 Minutes	45-90 Minutes
<b>Daily Round Trips</b>	Weekday Round Trips	14	14	19
	Weekend Round Trips	6	8	11
<b>Estimated Annual Operating Cost</b>	Weekday Revenue Hours	52 Hours	56 Hours	57 Hours
	Weekend Revenue Hours	27 Hours	32 Hours	33 Hours
	Annual Operating Cost	\$2,339,000	\$2,566,000	\$2,618,000
<b>Estimated Capital Cost of Freeway Bus Stops</b>		-	-	\$1.1 Million
<b>Percentage of Existing Riders Served within 5 Minute Walk</b>		100%	99%	89%
<b>Estimated Daily Ridership</b>	Estimated Weekday Ridership	640 riders	~650-700 Riders	~750-800 Riders
	Estimated Weekend Ridership	280 riders	~300-350 Riders	~400-450 Riders
<b>Annual Cost to Operate 30 Minute Frequencies During Weekdays</b>		-	\$4,619,000	\$3,608,000
<b>Community Feedback</b>	<b>On-Board Survey Preference</b>	-	29% Prefer	62% Prefer
	<b>Online Survey Preference</b>	-	25% Prefer	68% Prefer

Based on the analysis and community feedback, this Study illustrates that an Express service may be a desirable change for Salinas Valley riders. MST may further investigate the feasibility of capital and operational improvements in coordination with the delivery of the South County Operations and Maintenance Facility. Planning for future intercity services may also be coordinated with changes to On-Call services.

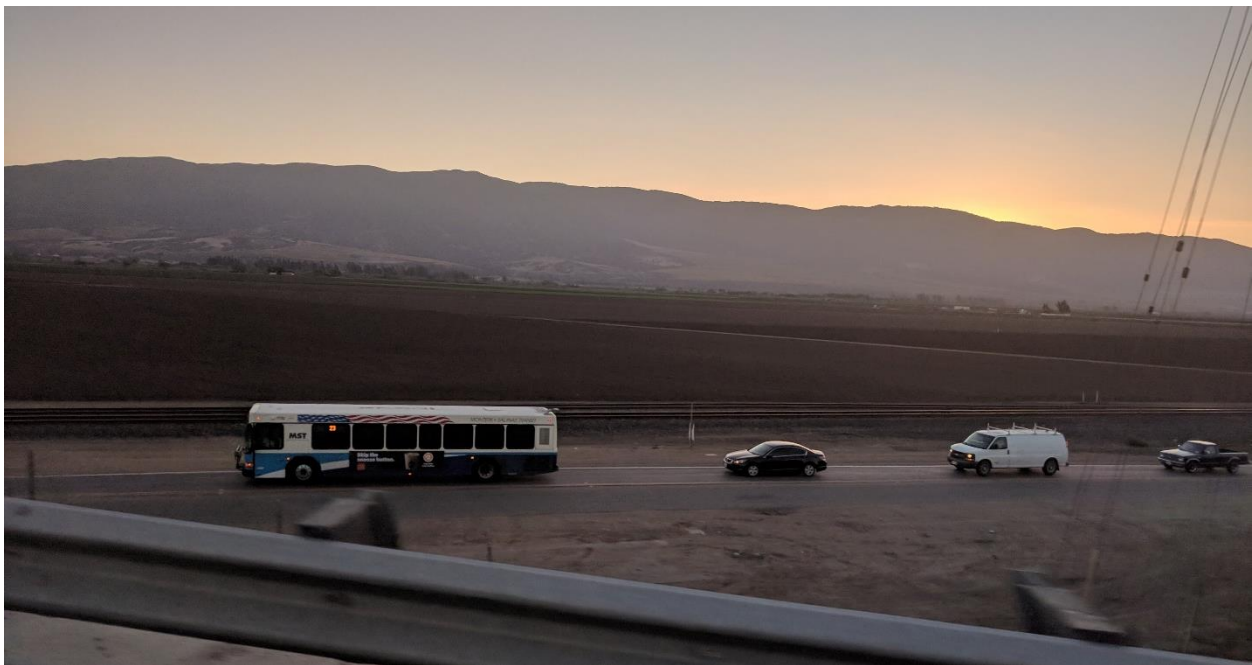


## 2. INTRODUCTION

### 2.1 Study Background

MST operates fixed route and demand-response transit service in Monterey County with connections to Santa Cruz, San Luis Obispo, and Santa Clara Counties. MST operates 56 bus routes with a fleet of 152 buses, operating through two major transit hubs in Monterey and Salinas, as well as secondary hubs in Marina and in Sand City. MST's service area includes the Salinas Valley/US-101 corridor ("Study Corridor") between Salinas and King City.

The Salinas Valley Express Bus Study considers how MST may best serve South County residents, employees, and visitors to meet the existing and future needs of the corridor. The study analyzes what type of bus service may be provided, when and where buses operate, and how bus service may be routed. While several routes operate in the Study Corridor, the study focuses on Line 23, the primary route serving South County (cities south of Salinas).



*Line 23 outside of Soledad*



## 2.2 Study Goals

The Salinas Valley Express Bus Study seeks to achieve the following goals:



**Increase Frequency** - Line 23 operates infrequently, with 15 round trips per day at variable headways usually 60 minutes or greater. Increasing frequency reduces wait times and helps riders get to their destination faster.



**Reduce Travel Times** - Line 23 takes up to two hours for a one-way trip from King City to Salinas. Reducing travel times makes bus service more comfortable and more competitive with driving.



**Provide Legible Clockface Service** - Line 23 has a complex timetable with variable scheduled arrival times in each city. A more legible schedule with clockface arrivals (such as every 15, 30, 45, or 60 minutes) creates a more user-friendly service for riders.



**Support Regional Growth** - The combined population of South County cities is expected to increase by 23 percent over the next two decades. Investments in bus service and infrastructure provide an opportunity to reduce vehicle miles traveled and greenhouse gas emissions associated with this growth.



**Increase Ridership** - Only a small percentage of intercity trips within the Salinas Valley are completed via MST bus service, while most trips occur via driving. Improvements identified in this study will help to retain existing riders and attract new riders, helping to expand mobility options.



**Stay on Budget** - This plan assumes relatively fixed operating resources on the Study Corridor. However, the South County Operations and Maintenance Facility Project in King City will enable more efficient transit operations by reducing non-revenue service hours. This study considers how current and future MST services may capitalize on this investment.



## 2.4 Current Conditions

### MST Services

MST presently operates five bus lines along the Study Corridor:

- Line 23 serves King City and Salinas via Greenfield, Soledad, Gonzales, and Chualar with 14 round trips per day.
- Line 82 serves Fort Hunter Liggett and Salinas via Soledad, Greenfield, and King City with two round trips per day
- Line 84 serves Soledad and Paso Robles via Greenfield, King City, San Lucas, San Ardo, and San Miguel with four round trips per day.
- Line 85 serves Soledad and Templeton via Fort Hunter Liggett with three round trips per day.
- Line 86 serves King City and San Jose via Greenfield, Soledad, Gonzalez, Salinas, Prunedale, and Gilroy with one round trip per day.

In Salinas, Lines 23, 82, and 86 connect to 15 MST lines serving Salinas and destinations throughout Monterey and Santa Cruz Counties. In Paso Robles, Line 84 connects to Line 85 and buses operated by the San Luis Obispo Regional Transit Authority. In 2018, MST extended Lines 82, 84, and 85 to Laureles Grade Park & Ride.

MST On-Call offers flexible mini-bus service within the cities of Gonzales, Soledad, Greenfield, and King City. Riders may call to schedule single or recurring rides at least one hour in advance of their trip. Rides are offered within each City; riders may also transfer to other South County cities via Line 23.

### Intercity Transportation Services

Greyhound operates intercity bus service in the Salinas Valley. Route 618 (San Francisco-Los Angeles) provides two daily round trips between the Salinas Amtrak Station and the King City Greyhound stop at the intersection of South 1<sup>st</sup> Street and Pearl Street.

The Amtrak Coast Starlight trains provide one daily trip in each direction between Los Angeles and Seattle via San Jose and Oakland. The Coast Startlight stops at the Salinas Amtrak Station, where it connects to a twice daily Amtrak Thruway bus to Monterey and Carmel.

### US-101

US-101 serves as the corridor's transportation backbone, carrying 20,000 vehicles per day in King City and 60,000 vehicles per day in Salinas (Caltrans, 2016). US-101 connects to the San Francisco Bay Area and Los Angeles.



Figure 6: MST South County Bus Services



## 2.5 Planning Context

### Regional Planning Context

The Salinas Valley Express Bus Study is being undertaken in the context of several ongoing regional and local planning efforts, including but not limited to the following:

- The *Metropolitan Transportation Plan and Sustainable Communities Strategy* (2040 MTP/SCS) is the region's long-range comprehensive plan that coordinates land use and transportation investments. The plan aligns transportation investments to support sustainable population and jobs growth in the Study Corridor with the intent of reducing peak period congested vehicle miles traveled (VMT) by 11 percent. Improvements identified in the MTP/SCS include: widening US-101 to six lanes where feasible, improvements to interchanges, enhancements to express bus service along the Study Corridor, the addition of the Coast Daylight which will stop at new stations in Soledad and King City, and an extension of the rail service from Santa Clara County to Salinas.
- In coordination with the 2040 MTP/SCS, the *Transportation Alternatives for Rural Areas Study* (2017) investigated options to encourage rural transit use, such as a user subsidy program, transit-sponsored vanpools, workforce housing, and mobility hubs. While demand for transit service spans both urban and rural residents and jobs, demand densities for rural areas was determined to be inadequate to support fixed route service.
- The *US 101 Transportation Concept Report* (TCR) projects future demand for the corridor in 2035 and outlines improvements to support expected travel demand. The TCR draws its planned and programmed projects from sources such as the MTP/SCS and Caltrans' Ten-Year State Highway Operation and Protection Program Plan.
- The *California State Rail Plan* and *Coast Daylight EIR/EIS* identify a long-term investment in rail service on the Central Coast corridor, serving stations in Salinas, Soledad, and King City. In the near-term, an extension of Capitol Corridor service is planned in the *Salinas Rail Extension EIR/EIS*. Rail and/or bus service may ultimately connect to a high speed rail hub in Gilroy, linking Monterey County with the Bay Area, Central Valley, and Southern California.
- Measure X, a three-eighths' percent countywide sales tax, was passed on the November 8, 2016 ballot and is anticipated to generate \$25 million for improved bus services along the Study Corridor, including increased frequencies, the King City operations facility, and renovation and expansion of the facility in Salinas. Measure X also allocates \$30 million in funding for frontage roads and intersection improvements along US 101 in South County.

### MST Service Plans

Two prior studies by MST evaluated the performance of transit service in the Study Corridor:

- The *South County Area Service Analysis* (2010) identified several options to improve transit service in the Study Corridor. The study recommended extending Line 23 services hours in coordination



with Hartnell College classes and improve connections with Line 20 (to Monterey) and local demand-responsive services.

- The *Salinas Area Service Analysis* (2012) focused on MST's bus service in Salinas, also recommending expanded Line 23 service to relieve peak passenger loads.

MST is currently developing the South County Maintenance and Operations Facility in King City to improve service efficiency in South County. The project would accommodate existing future transit needs in the surrounding communities of Monterey's South County and support the operations of express bus service along the Study Corridor. Notably, the facility would reduce non-revenue hours for Line 23 operations by allowing Line 23 buses to begin and end their daily operations in King City, as opposed to Salinas. The facility is expected to open in 2020.



*Line 23 in Gonzales*



### 3. COMMUNITY PERSPECTIVES ON LINE 23

#### 3.1 Community Outreach Process

Concurrent to the technical analysis presented in this study, MST engaged residents of the Study Corridor to better comprehend experiences, concerns, and ideas for transit improvements. The first phase of community outreach intended to reach a diverse array of current and potential transit riders; understand existing travel patterns; and identify how MST could improve service to address unmet needs and priorities. The second phase sought specific feedback on route concepts and is described in Section 7.2.

Key components and methods of community outreach included:

- In-person outreach at the Salinas Valley Fair and King City Flea Market – 80 people
- MST on-board rider survey (English and Spanish) – 26 South County people
- Project Online survey (English and Spanish) – 130 people
- Review of South County Area Service Analysis survey results – 1,177 people

#### In-Person Outreach

MST facilitated in-person pop-up outreach events at the Salinas Valley Fair on May 19<sup>th</sup>, 2018 and the King City Flea Market on June 2<sup>nd</sup>, 2018. Approximately 80 participants provided feedback via post-it and dot-voting exercises and comment cards. Materials were provided in both English and Spanish. A summary of results is provided in the Appendix.

#### Surveys

MST conducted its 2018 Community and Rider Survey during May 2018, including on-board surveys of Line 23 riders. A total of 27 responses were received by Line 23 riders. Due to the overlapping survey schedules, a separate on-board survey was not conducted for this study. Rather, 2018 on-board rider surveys were supplemented with an online survey through SurveyMonkey, available during June and July 2018, to reach current and potential riders. The online survey was advertised through a variety of channels, including through MST social media and email distribution lists, and received 130 responses. All surveys were administered in both English and Spanish.

On-board and online results from the 2018 surveys were used to verify findings from extensive rider and community survey efforts conducted in the 2010 South County Area Service Analysis. This study achieved 1,177 survey responses (522 non-riders and 655 riders), representing an extensive sample of South County perspectives. While this survey was conducted eight years ago, results are generally consistent with 2018 survey results and therefore incorporated into this study and where deemed appropriate.



## 3.2 Community Outreach Results

A summary of key community outreach themes is presented below, while section 4.3 provides a more in-depth discussion of travel patterns. Survey questions and outreach materials are provided in the Appendix. Overall, survey responses may be skewed slightly toward those with above-average interest in or opinion of MST service, so these responses do not provide a representative sample of Study Corridor residents.

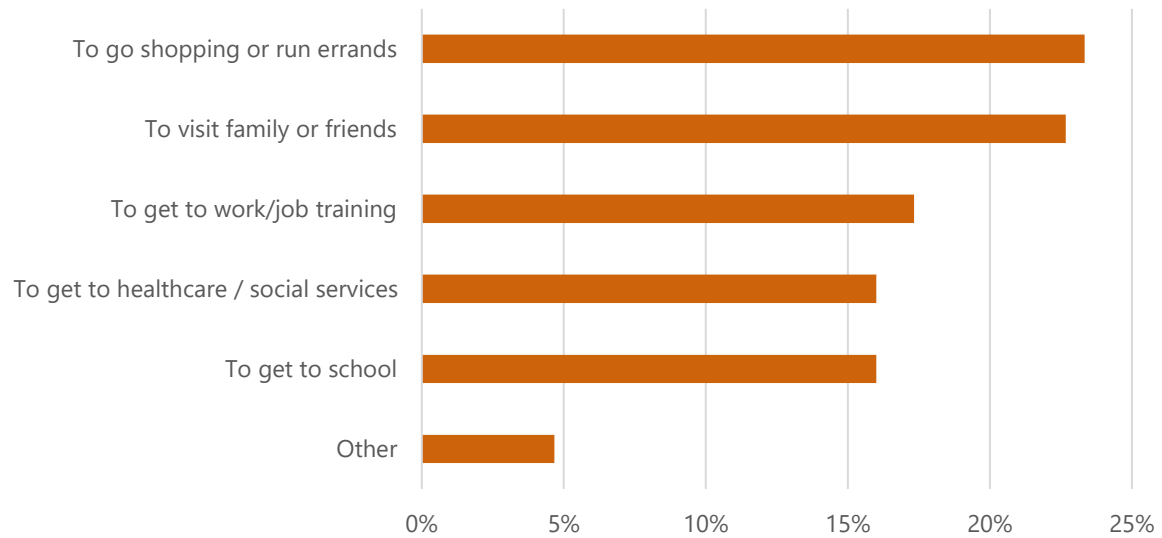
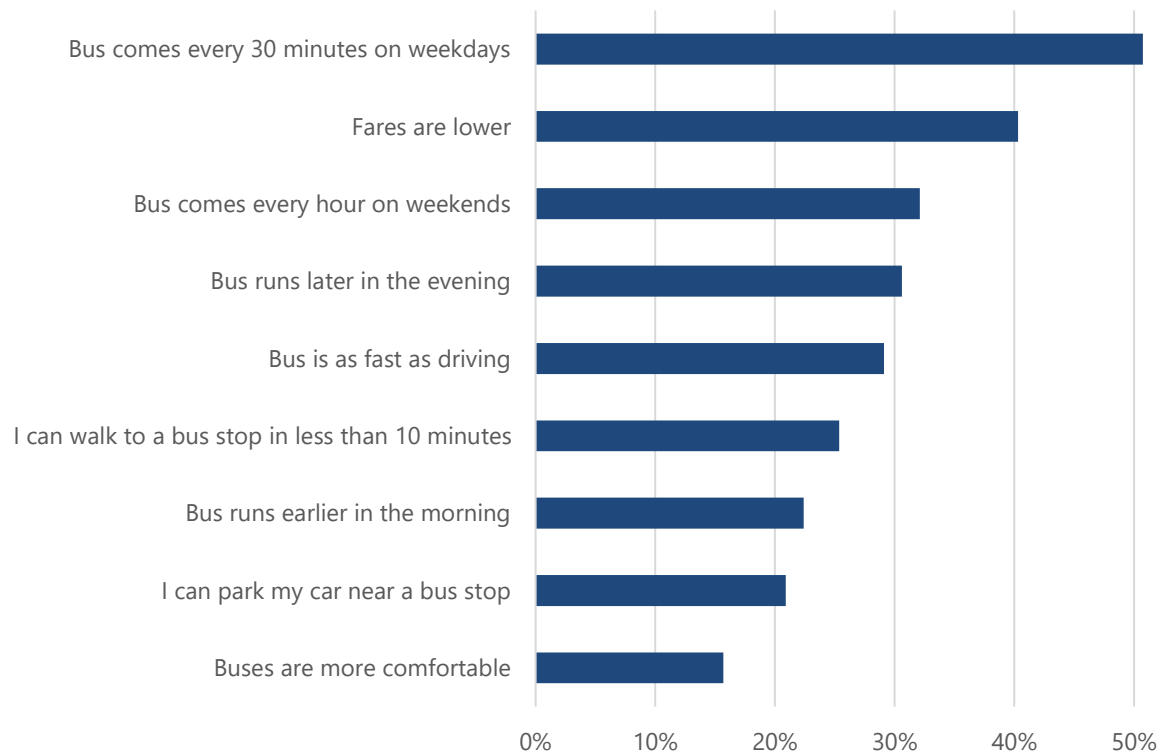
### Service Needs

- Riders are generally satisfied with customer service attributes such as cleanliness, amenities, information, reliability and operator friendliness.
- The greatest barriers to bus ridership are limited frequency and span of service, trip duration, and fares. In particular, respondents identified the following opportunities for improvement: travel time compared to driving, gaps in midday and evening service, cost of travel for a family with children, and lack of discounted monthly pass option.
- Respondents most desired increases in weekday and weekend service frequency, later weekday service from Salinas to South County, and lower fares. Improvements to travel time, comfort, stop proximity, and park-and-rides were less desired among existing riders, though non-riders placed a slightly higher importance on these factors.
- Riders would like more locations to purchase bus passes in South County.

### Trip Patterns

- A majority of respondents used MST fixed route service a few times per week and pay with cash. Frequency of dial-a-ride use is lower (typically a few times per month) and typically not related to trips on Line 23.
- About one-tenth of riders transfer to another bus route, mostly in Salinas. There is relatively low transfer activity between Line 23 and On-Call service.
- While work and school trips are the most common trip purposes, Line 23 serves a range of trip purposes including healthcare, shopping, or visiting family and friends.
- Those who do not use MST regularly cite long trip durations and preferring to drive their own vehicles. Increasing frequency and decreasing trip durations would encourage non-riders to consider switching to MST.
- Many MST riders are transit-dependent and would rely on a ride from someone else or not be able to make a trip if there was no bus service. The vast majority of riders access the bus by walking from home.



**Figure 7: Where Are Line 23 Riders Traveling?****Figure 8: How Would Line 23 Riders Prioritize Service Improvements?**

## 4. MARKET ASSESSMENT

This section analyzes the Study Corridor's travel patterns and suitability for expanded transit service. The analysis illustrates that intermediate-distance travel (between relatively nearby cities) represents a majority of intercity travel along the Study Corridor, while long-distance travel (between King City and Salinas or the Study Corridor and Monterey area, for example) represents comparatively a smaller share of trips.

### 4.1 Service Area at a Glance

The Study Corridor includes five cities (Salinas, Gonzales, Soledad, Greenfield, and King City) and one unincorporated community (Chualar) spread across a 45 mile corridor. Currently home to approximately 222,000 people and 74,000 jobs, the Study Corridor is expected to continue to grow over the next two decades, adding approximately 49,000 residents and 25,000 jobs by 2040.<sup>1</sup> The corridor's socioeconomic characteristics are relatively similar between cities with the exception of King City, which tends to have lower household incomes and higher rates of poverty. Profiles of each Study Corridor community are provided on the following pages.

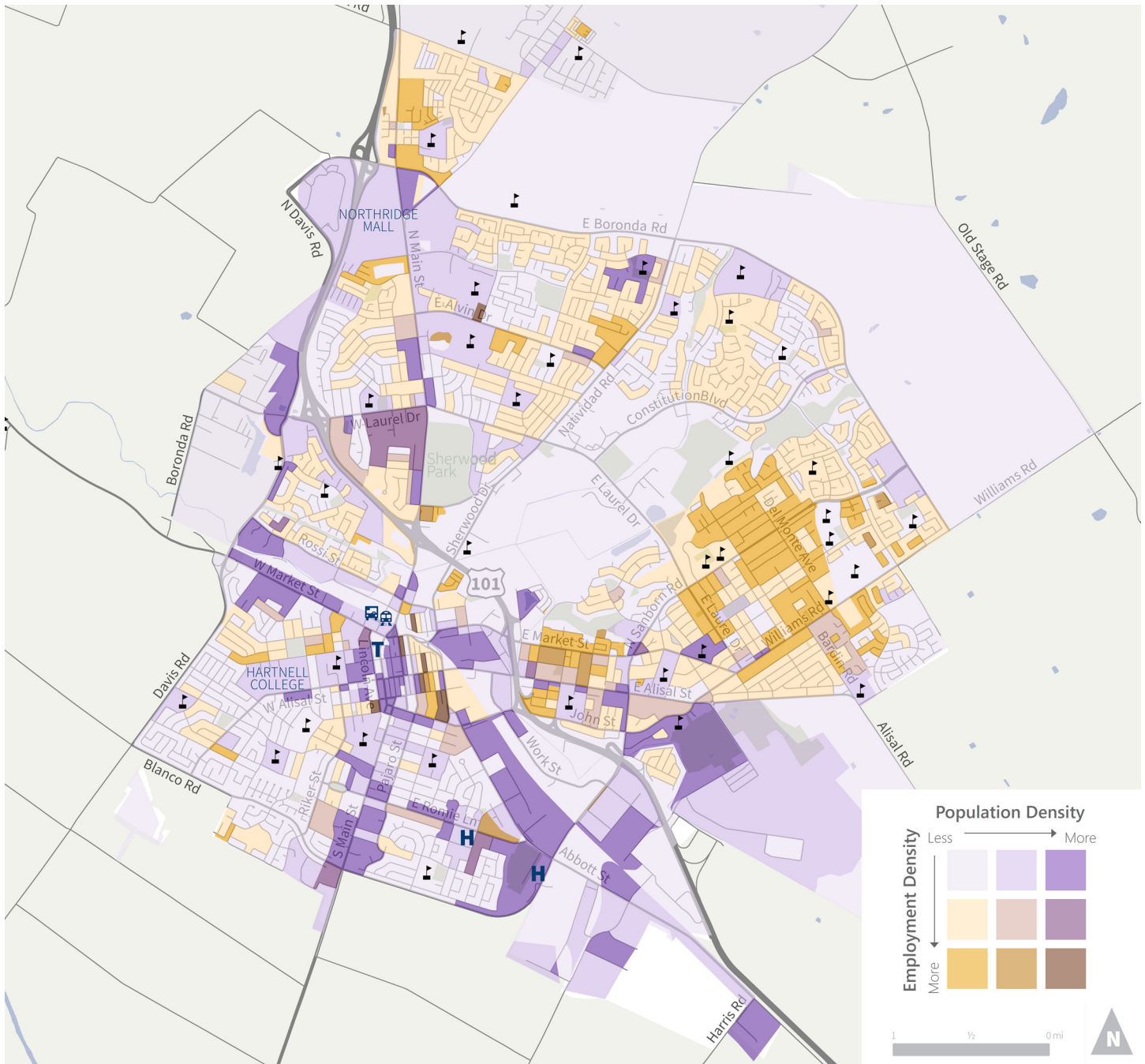
**Table 2: Study Corridor Community Profiles<sup>2</sup>**

	<b>Study Corridor</b>	<b>Salinas</b>	<b>Chualar</b>	<b>Gonzales</b>	<b>Soledad</b>	<b>Greenfield</b>	<b>King City</b>
<b>2016 Population</b>	222,000	155,900	1,200	8,400	25,600	17,000	13,500
<b>2040 Population</b>	271,600	184,600	N/A	18,800	29,800	22,300	16,100
<b>2016 Jobs</b>	74,000	64,400	200	7,000	3,400	4,500	4,400
<b>2040 Jobs</b>	98,900	76,300	N/A	5,400	4,000	8,000	5,300
<b>Median Household Income</b>	\$51,400	\$52,300	\$54,300	\$52,900	\$54,900	\$46,500	\$38,800
<b>% Households in Poverty</b>	20%	19%	16%	23%	15%	25%	25%
<b>% Zero Vehicle Households</b>	5%	5%	<1%	4%	4%	5%	11%
<b>% &lt;24 Years Old</b>	42%	42%	46%	47%	32%	49%	46%
<b>% &gt;65 Years Old</b>	8%	8%	5%	6%	6%	5%	7%
<b>Avg. Commute Time (Mins)</b>	23	23	20	23	24	25	21
<b>% Residents Commute by Bus</b>	<1%	1%	<1%	<1%	<1%	1%	<1%

<sup>1</sup> Association of Monterey Bay Area Governments (AMBAG) Sustainable Communities Strategy, 2017

<sup>2</sup> American Community Survey, 2016; Longitudinal Employer-Household Dynamics, 2015; AMBAG, 2017





## Salinas

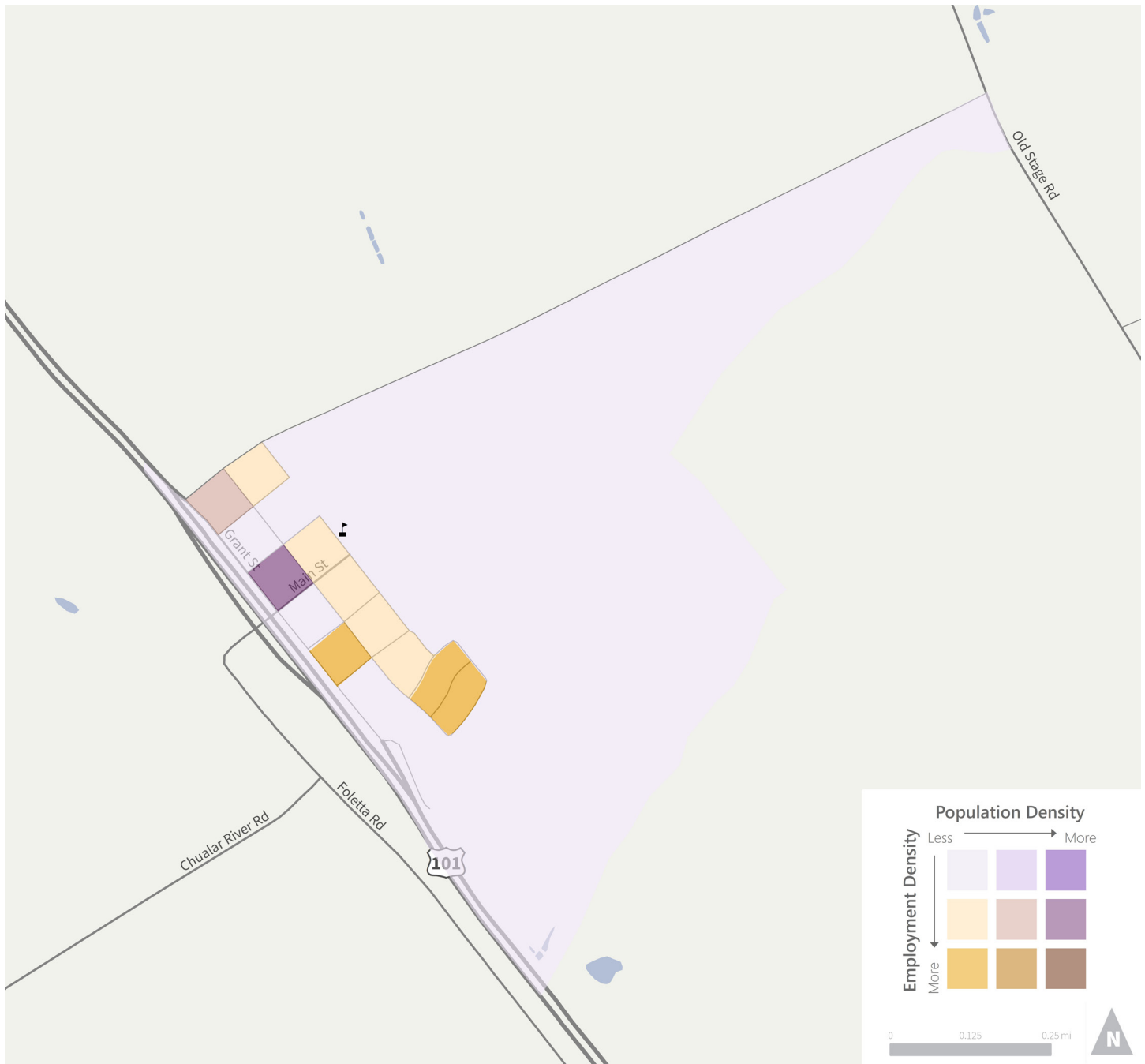
Salinas is the largest city in the Study Corridor, home to 70 percent of residents and 73 percent of jobs (primarily in agriculture, retail, educational services, and health care). The median household income is \$52,300, with 19 percent of residents living under the federal poverty line. Five percent of residents live in households without access to a vehicle. Salinas is expected to grow substantially over the next two decades, adding approximately 30,000 residents and 22,000 jobs.

<b>Median Household Income</b>	\$52,300
<b>% in Poverty</b>	19%
<b>% Zero Vehicle Households</b>	5%
<b>% &lt;24</b>	42%
<b>% &gt;65</b>	8%

	<b>Population</b>	<b>Jobs</b>
<b>2016</b>	155,900	64,400
<b>2040</b>	184,600	76,300

<b>Average Commute Time</b>	23 min
<b>% Residents Commute by Bus</b>	1%

Sources: American Community Survey and AMBAG Sustainable Communities Strategy



### Chualar

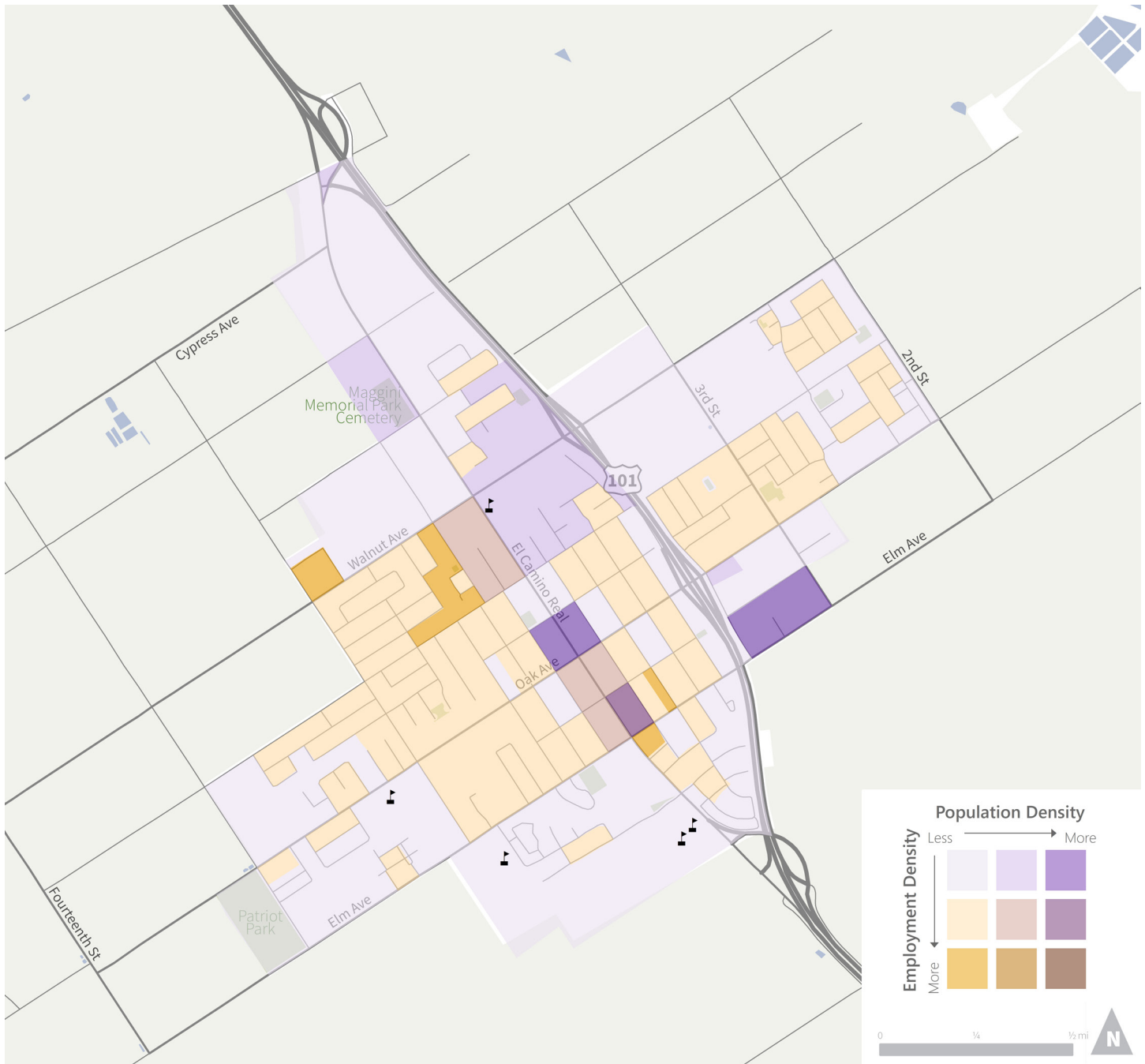
Chualar is a small, unincorporated community between Salinas and Gonzales with just over 1,200 residents and 200 jobs. Commercial activity in Chualar is concentrated along Grant Street near the US-101 freeway.

<b>Median Household Income</b>	\$54,300
<b>% in Poverty</b>	16%
<b>% Zero Vehicle Households</b>	<1%
<b>% &lt;24</b>	46%
<b>% &gt;65</b>	5%

	<b>Population</b>	<b>Jobs</b>
<b>2016</b>	1,200	200
<b>2040</b>	Not available	Not available

<b>Average Commute Time</b>	20 min
<b>% Residents Commute by Bus</b>	<1%

Sources: American Community Survey and AMBAG Sustainable Communities Strategy



### Greenfield

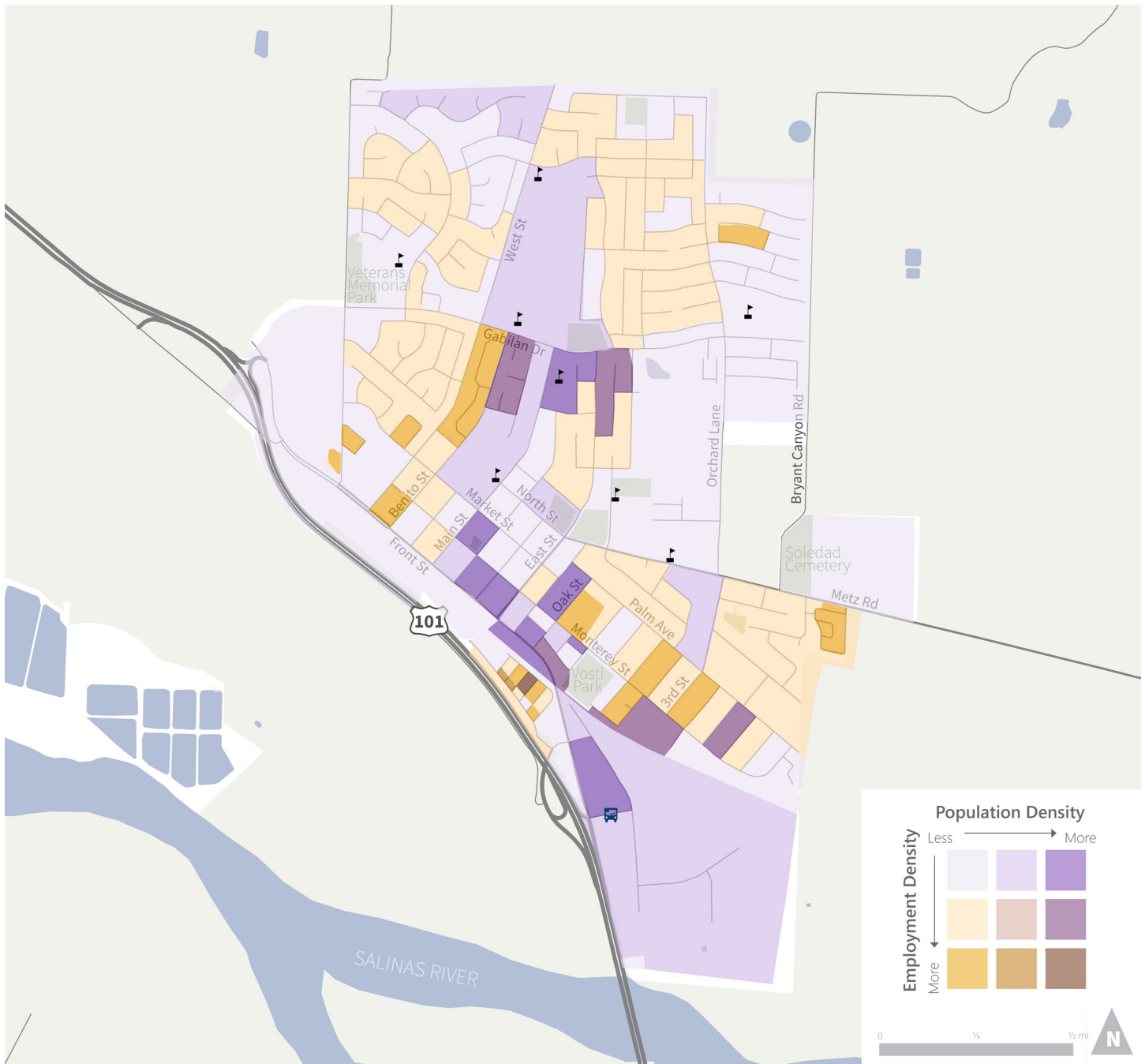
Greenfield is home to approximately 17,000 residents. Greenfield has a relatively lower median household income and a higher poverty rate than the Study Corridor as a whole. Its population is also the youngest of the Study Corridor, with nearly half of all residents younger than 25 years. Greenfield is a predominately agricultural community, with nearly 70 percent of jobs in the agricultural sector.

<b>Median Household Income</b>	\$46,500
<b>% in Poverty</b>	25%
<b>% Zero Vehicle Households</b>	5%
<b>% &lt;24</b>	49%
<b>% &gt;65</b>	5%

	Population	Jobs
<b>2016</b>	17,000	7,000
<b>2040</b>	22,300	8,000

<b>Average Commute Time</b>	25 min
<b>% Residents Commute by Bus</b>	1%

Sources: American Community Survey and AMBAG Sustainable Communities Strategy



### Soledad

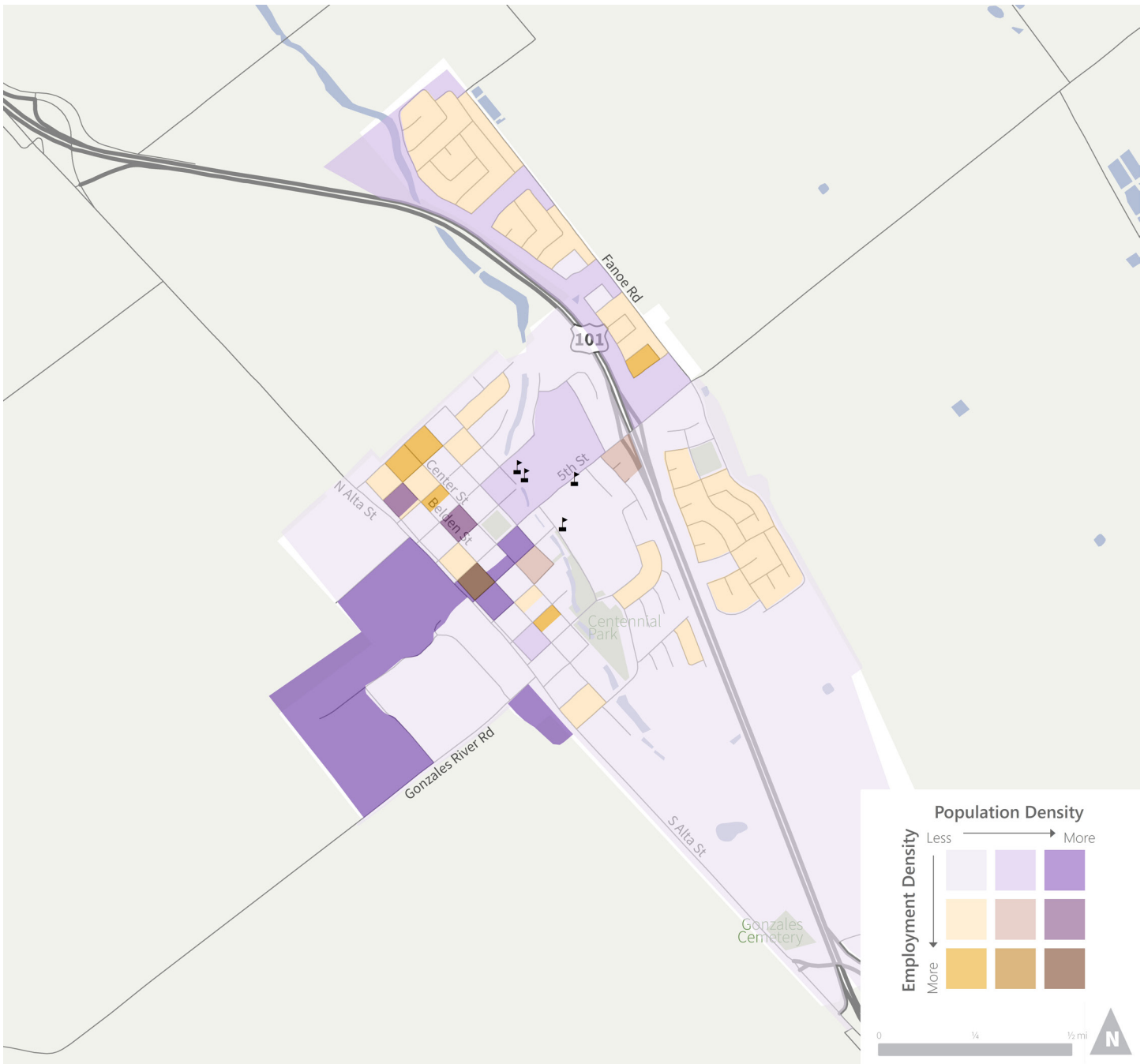
Soledad is the second largest community in the Study Corridor and home to 25,600 residents. Soledad has fewer youth and young adults than the rest of the Study Corridor, accounting for 32 percent of the population. Forty-three percent of jobs in Soledad are within the public administration sector.

<b>Median Household Income</b>	\$54,900
<b>% in Poverty</b>	15%
<b>% Zero Vehicle Households</b>	4%
<b>% &lt;24</b>	32%
<b>% &gt;65</b>	6%

	Population	Jobs
<b>2016</b>	25,600	3,400
<b>2040</b>	29,800	4,000

<b>Average Commute Time</b>	24 min
<b>% Residents Commute by Bus</b>	<1%

Sources: American Community Survey and AMBAG Sustainable Communities Strategy



### Gonzales

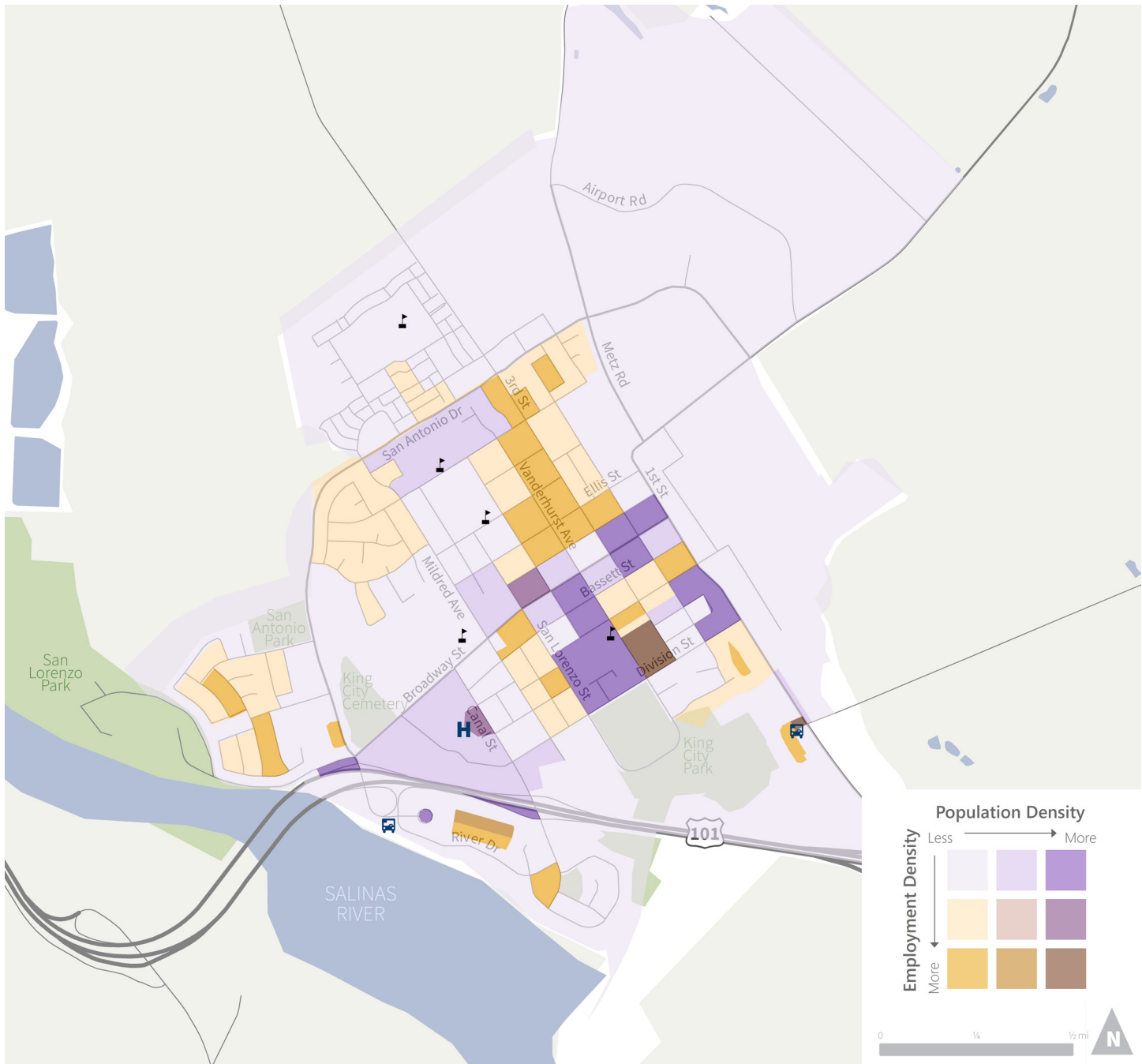
Gonzales is a small community with just over 8,000 residents. Over 60 percent of jobs in Gonzales are in the agricultural sector. Gonzales is expected to more than double in population over the next two decades to a population of nearly 19,000.

<b>Median Household Income</b>	\$52,900
<b>% in Poverty</b>	23%
<b>% Zero Vehicle Households</b>	4%
<b>% &lt;24</b>	47%
<b>% &gt;65</b>	6%

	Population	Jobs
<b>2016</b>	8,400	4,500
<b>2040</b>	18,800	5,400

<b>Average Commute Time</b>	23 min
<b>% Residents Commute by Bus</b>	<1%

Sources: American Community Survey and AMBAG Sustainable Communities Strategy



### King City

King City is the southernmost city in the South County region. The median household income in King City is \$38,800, the lowest of the six communities in the Study Corridor, and approximately one in four residents live under the federal poverty line. King City also has the highest percentage of households (11 percent) without a vehicle. Agriculture is the largest industry in King City, comprising over 45 percent of all jobs.

<b>Median Household Income</b>	\$38,800
<b>% in Poverty</b>	25%
<b>% Zero Vehicle Households</b>	11%
<b>% &lt;24</b>	46%
<b>% &gt;65</b>	7%

	Population	Jobs
<b>2016</b>	13,500	4,400
<b>2040</b>	16,100	5,300

<b>Average Commute Time</b>	21 min
<b>% Residents Commute by Bus</b>	1%

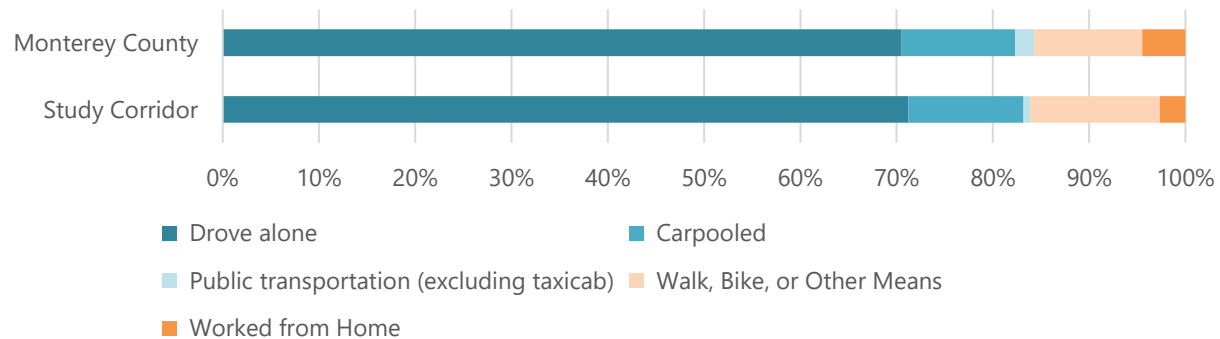
Sources: American Community Survey and AMBAG Sustainable Communities Strategy

## 4.2 Travel Patterns

### Commute Characteristics

Most commutes in the Study Corridor are short-distance, short-duration trips via driving, mirroring countywide trends. As shown in Figure 15, over 70 percent of commuters drive alone to work and 12 percent of commuters carpool. Only a small number of commute trips (one percent) occur by transit.

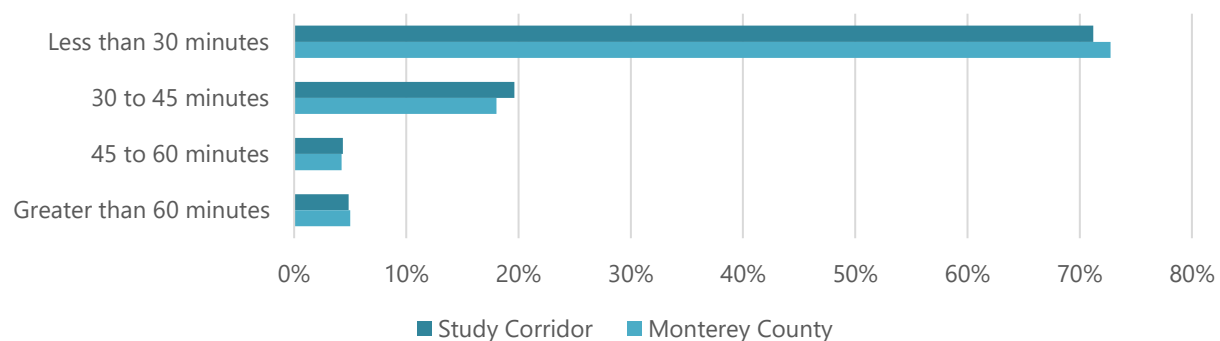
**Figure 15: Means of Travel to Work**



Source: American Community Survey, 2016

Average commute duration for residents in the Study Corridor is 23 minutes. Most commutes (70 percent) are less than 30 minutes, as shown in Figure 16. Intermediate duration commutes (30 to 45 minutes) and long-duration commutes (greater than 60 minutes) account for about 20 and 10 percent of trips, respectively. Commute lengths are relatively similar across communities.

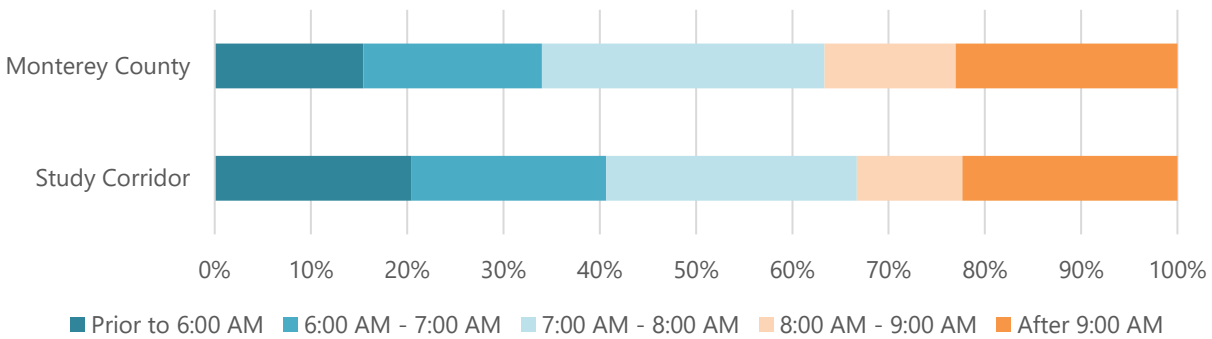
**Figure 16: Travel Time to Go to Work**



Source: American Community Survey, 2016

Commuters leave for work at varying hours of the day, with most traveling at the earlier end of the morning peak period. As shown in Figure 17, 46 percent of all commuters in the Study Corridor leave for work between the hours of 6:00 AM and 8:00 AM. Twenty percent of commuters in the Study Corridor leave before 6:00 AM while 22 percent leave after 9:00 AM.



**Figure 17: Time Leaving Home to Go to Work**

Source: American Community Survey, 2016

### Origin-Destination Pairs

The study corridor exhibits 'everywhere to everywhere' travel patterns in alignment with its dispersed population and employment patterns. As shown in Table 3, approximately 93,000 intercity trip ends are estimated to have occurred along the Study Corridor on an average day, which represent four percent of all trip ends.<sup>3</sup> Intercity trip ends range between seven and 30 percent between King City, Greenfield, Soledad, and Gonzales, while intercity trips comprise over two-thirds of trips in Chualar and one percent of trips in Salinas. The vast majority of trip ends were internal to the same jurisdiction, suggesting that most everyday needs are accommodated locally. A small fraction of trip ends occur between the Study Corridor and the Monterey Area, exceeding one percent of trips in Gonzales, Chualar, and Salinas.

Figure 18 and Figure 19 visualize the origin-destination flows of intercity trips along the Study Corridor for the average day. Of the approximately 93,000 intercity trips on an average day, the largest share originated in Soledad, and the largest share terminated in Salinas. Substantial OD pairs include King City and Greenfield; Greenfield and Soledad; Salinas and Soledad; Salinas and Greenfield; and Salinas and Gonzales. The majority of intercity trips occurred between neighboring or nearby jurisdictions, while long-haul trips between King City and Salinas experienced comparatively lower volumes. This data suggests there is strong intercity travel demand between South County cities in addition to longer distance trips to Salinas.

<sup>3</sup> StreetLight Data, a big data aggregator of anonymized smartphone location-based services data, enables a macro analysis of travel patterns along the Study Corridor. For each of the six jurisdictions, Table 3 presents the count of total trip ends<sup>3</sup> across the 24 hours of an average day (derived from Spring and Fall 2017 data and factored based on corridor traffic counts). Data presented includes the percentage of trip ends that are internal to a jurisdiction, to or from the Study Corridor, to or from the Monterey Peninsula, or to or from elsewhere in Monterey County.



**Table 3: Distribution of Trip Ends by Jurisdiction (Average Day, All Day)**

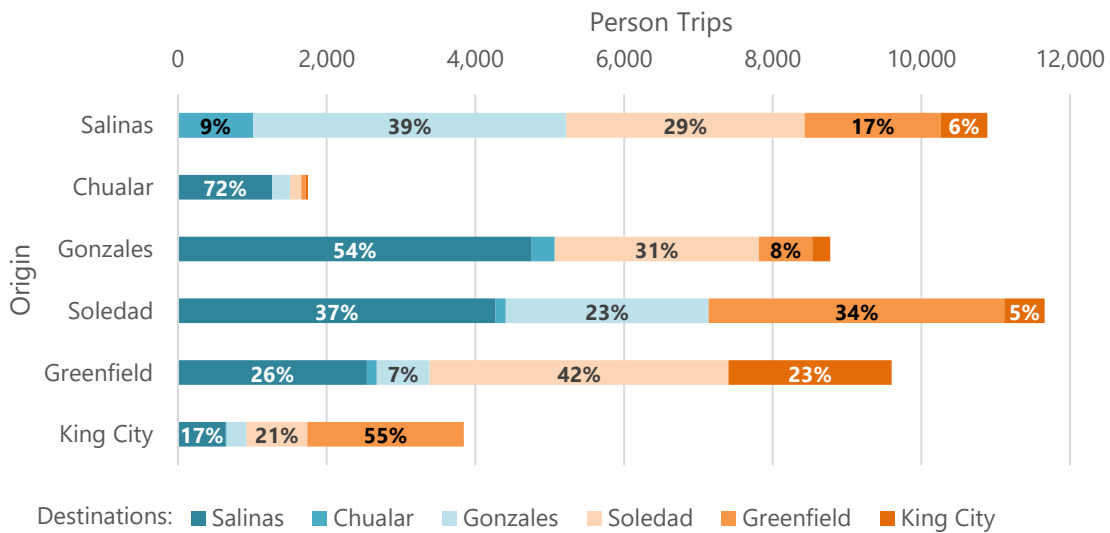
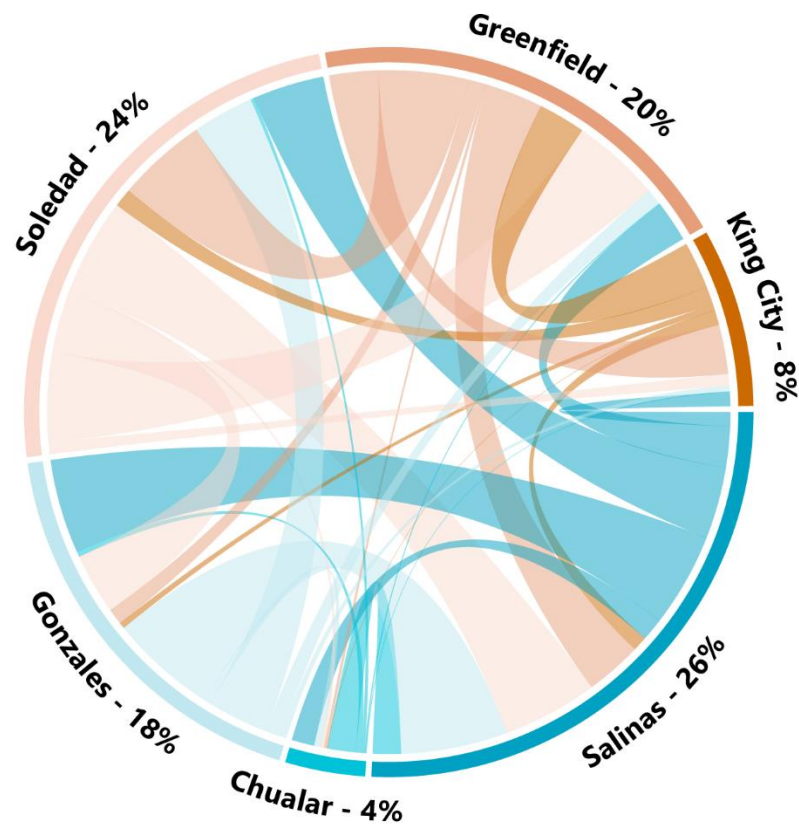
<b>Jurisdiction</b>	<b>Total Trip Ends</b>	<b>% Internal</b>	<b>% to/from Study Corridor</b>	<b>% to/from Monterey Area</b>	<b>% to/from Elsewhere in County</b>	<b># to/from Study Corridor</b>
King City	100,700	82.4%	7.4%	0.3%	9.9%	7,500
Greenfield	113,800	75.7%	16.1%	0.8%	7.5%	18,300
Soledad	126,400	74.6%	17.9%	0.9%	6.6%	22,600
Gonzales	56,000	59.6%	30.2%	1.4%	8.7%	16,900
Chualar	4,900	9.4%	68.0%	2.9%	19.8%	3,400
Salinas	1,905,700	87.2%	1.3%	2.9%	8.6%	24,400
<b>Total / Average</b>	<b>2,307,610</b>	<b>84.9%</b>	<b>4.0%</b>	<b>2.6%</b>	<b>8.5%</b>	<b>93,010</b>

Source: StreetLight Data; Fehr & Peers, 2018.



*US-101 between Salinas and Chualar*



**Figure 18: Distribution of Intercity Trips along Study Corridor (Average Day, All Day)****Figure 19: Flows of Intercity Trips along Study Corridor (Average Day, All Day)**

Source: StreetLight Data; Fehr & Peers, 2018

Notes: Percentages indicate the proportion of total intercity trip origins and destinations.



## 5. SERVICE ASSESSMENT

This section analyzes the performance of existing transit services on the Study Corridor. Current MST services are oriented toward maximizing stop coverage in cities along the Study Corridor with a few express overlay routes. Consequently, productivity is generally below average in comparison to MST's systemwide performance, and ridership is skewed toward those who may lack other means of travel.

### 5.1 Service Characteristics

#### Frequency, Span, and Travel Time

Line 23 accounts for a majority of service along the Study Corridor, as shown in Table 4. Lines 82, 84, and 86 provide supplemental service connecting some locations within the Study Corridor with destinations to the north and south.

Table 4: Frequency and Span				
Line	Weekdays		Weekends	
	Roundtrips	Service Span	Roundtrips	Service Span
23	14	4:20 AM - 10:13 PM	6	6:35 AM - 9:26 PM
82	2	5:30 AM - 11:51 PM	1	3:43 PM - 11:51 PM
84	4	6:04 AM - 10:13 PM	2	9:34 AM - 8:04 PM
86	2	4:38 AM - 10:15 PM	4	6:05 AM - 8:51 PM

Frequency varies by time of day and bus stop. On weekdays, headways are approximately one hour during the morning and evening peak periods, and approximately up to two hours off-peak. Weekend service is both more sparse and irregular, with headways ranging from one and four hours. Because buses start and end service in Salinas, Line 23 makes several limited-stop runs in the early morning (southbound) and in the late evening (northbound). These runs, in addition to Lines 82, 84, and 86, provide supplemental service for those traveling between King City, Greenfield, Soledad, and Salinas, but make limited stops.

Travel times similarly vary by route and time of day. Customers traveling the 50 mile length of the corridor between King City and Salinas can expect scheduled travel times of nearly two hours on Line 23's normal route due to frequent stops (compared with about 50 minutes via driving). However, travel times may be as fast as one hour on runs making limited stops.

Figure 20 through Figure 23 illustrate service patterns string line charts depicting stops and travel times along the Study Corridor.



Figure 20: Study Corridor Bus Service, Weekday Northbound

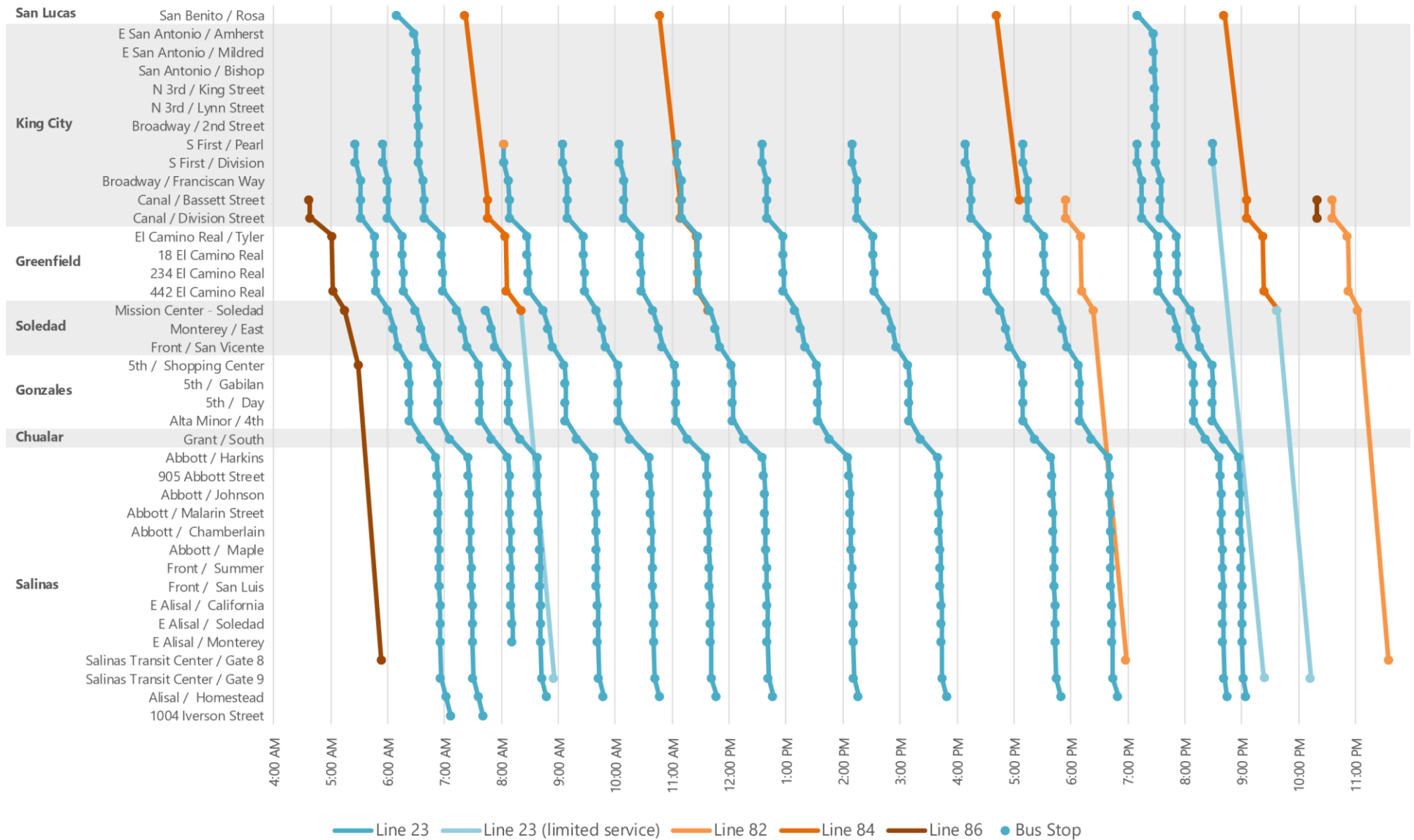


Figure 21: Study Corridor Bus Service, Weekday Southbound

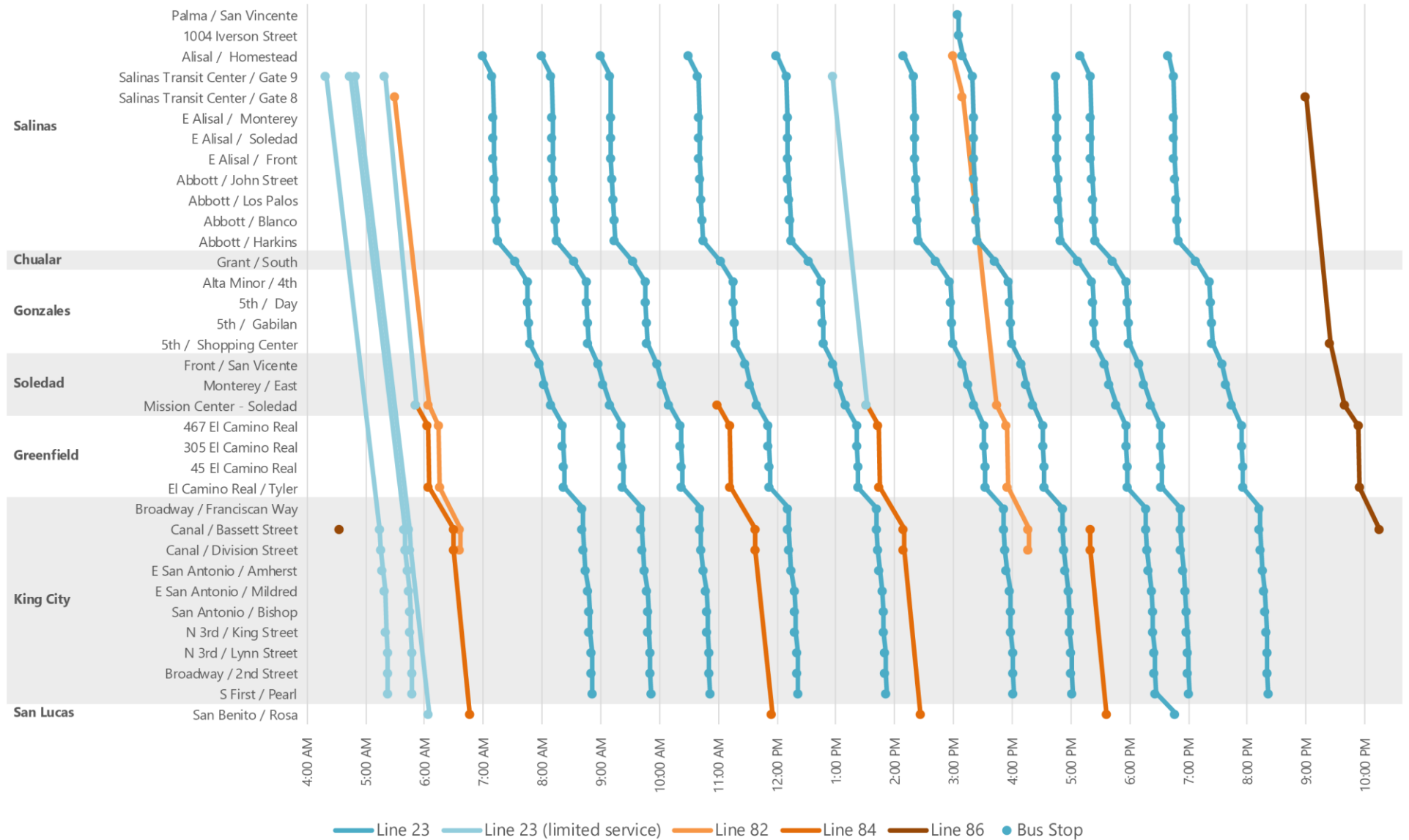


Figure 22: Study Corridor Bus Service, Weekend Northbound

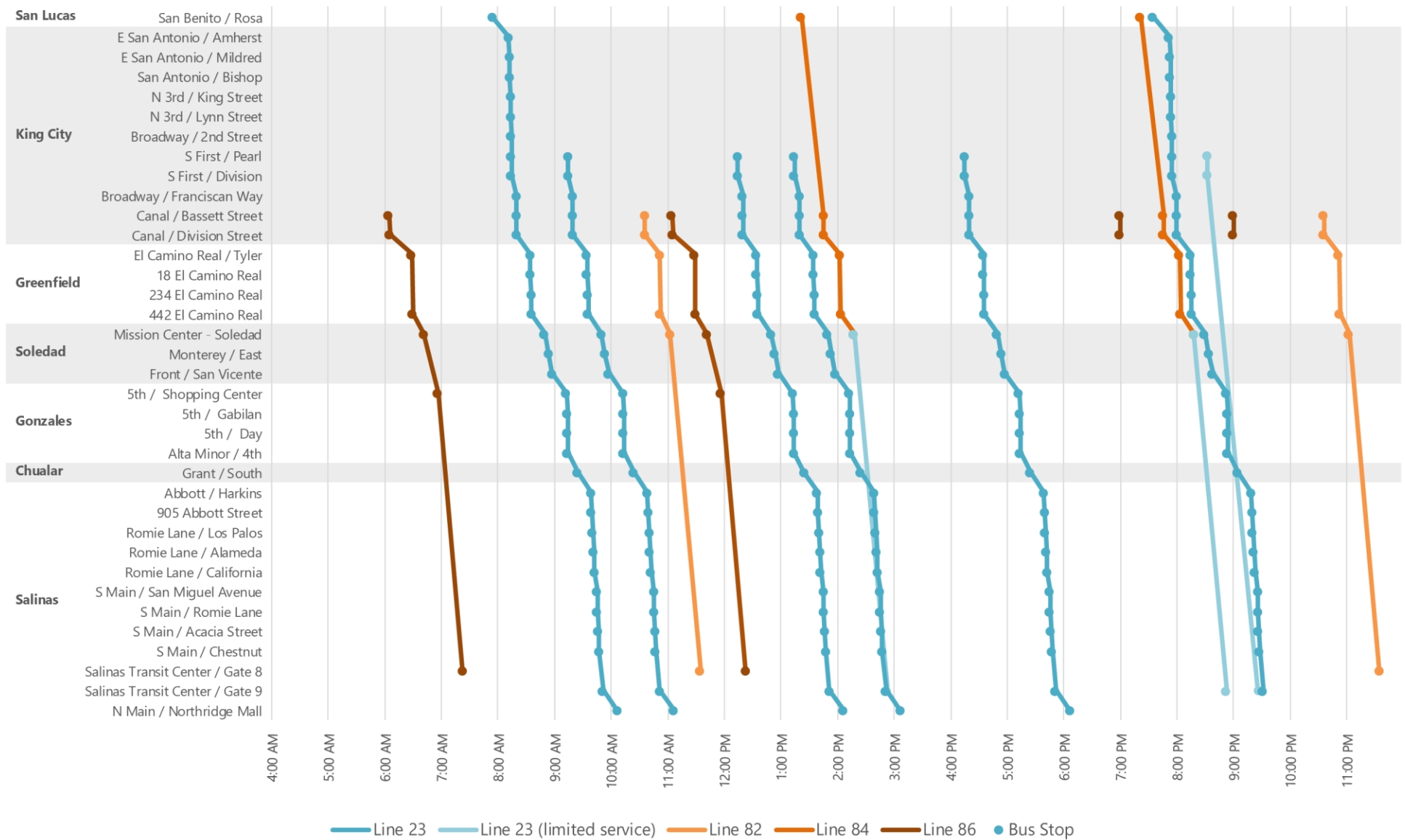
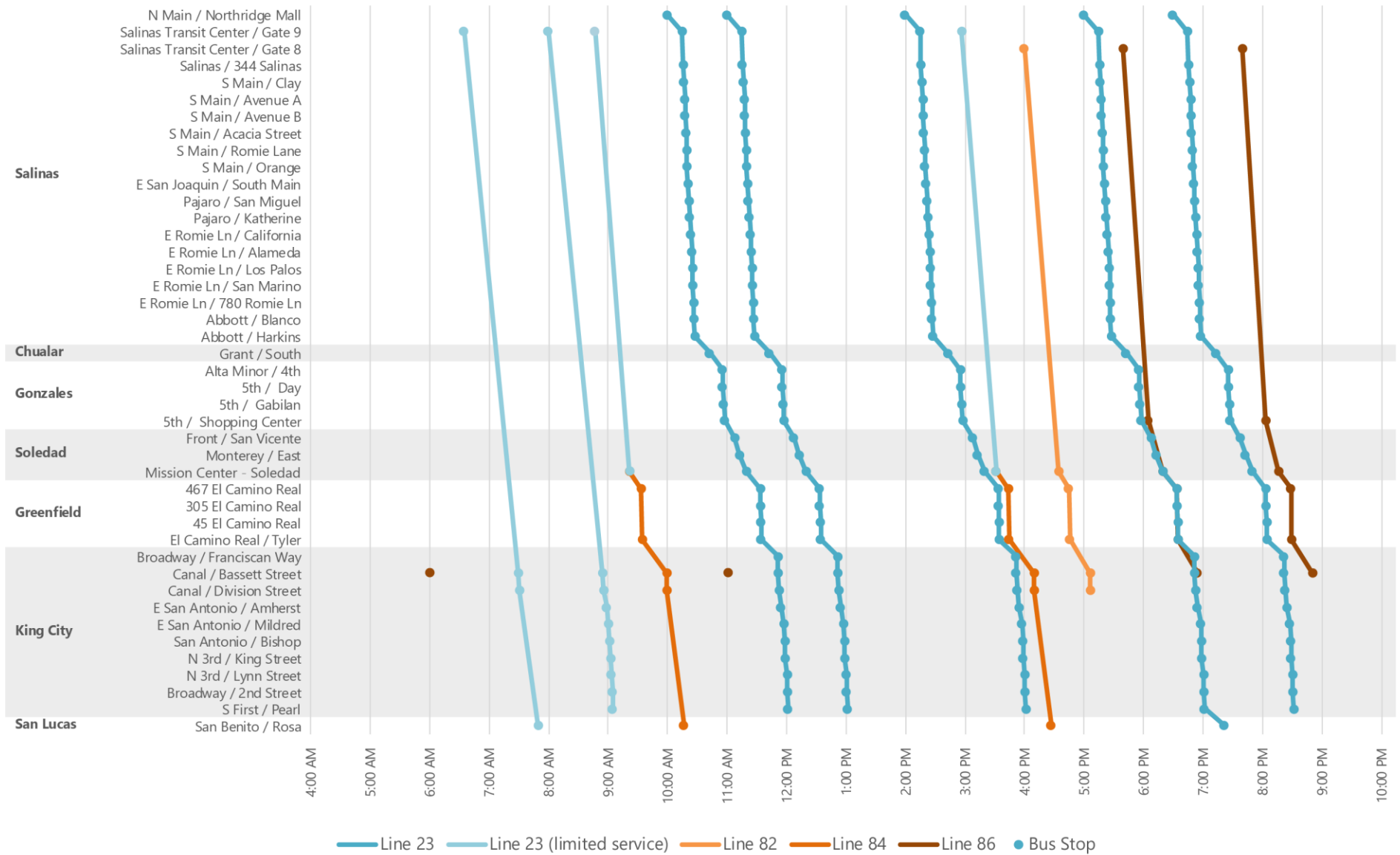


Figure 23: Study Corridor Bus Service, Weekend Southbound



**Table 5: Current Line 23 Travel Times Between Key Destinations**

	Hartnell College	Salinas Transit Center	Chualar	Gonzales	Soledad	Greenfield	King City
<b>Hartnell College</b>							
<b>Salinas Transit Center</b>	8						
<b>Chualar</b>	31	23					
<b>Gonzales</b>	45	37	14				
<b>Soledad</b>	56	49	26	12			
<b>Greenfield</b>	81	73	50	36	25		
<b>King City</b>	101	93	70	56	45	20	

Note: Travel times shown in minutes. Estimates based on schedule timepoints. Includes stops at Gonzales Center, Front & San Vicente in Soledad, El Camino & Walnut in Greenfield, and Mee Memorial Hospital in King City.

Table 6 illustrates the amount of time spent traveling on surface streets in each community, and by US-101 between communities. Of the total end-to-end travel time, approximately 65 percent is traversed on surface streets within each community. Approximately 35 percent of travel time is spent traveling on US-101 between communities. These travel times reflect typical scheduled conditions, but do not factor in delays associated with peak period traffic congestion, which particularly can occur in Salinas, Gonzales, Soledad, and Greenfield.

**Table 6: Travel Times By City And On US-101**

	Salinas	↔	Chualar	↔	Gonzales	↔	Soledad	↔	Greenfield	↔	King City	Total
<b>Surface Streets</b>	18	-	3	-	13	-	13	-	12	-	10	69
<b>US-101</b>	-	6	-	5	-	8	-	7	-	11	-	37
<b>Total</b>												106

Note: Travel times shown in minutes.

## Fares

MST charges fares based on the type of bus service (Local, Primary, Regional, or Commuter), which roughly corresponds to the overall length of a route and route purpose. Lines 23 and 84 are regional lines, with fares set at \$3.50 per trip; Lines 82 and 86 are commuter lines, with fares set at \$12.00. Discounted fares are available for youth under 18, individuals over 65, individuals with disabilities, Medicare cardholders, and veterans. Free bus passes are available for active duty military members if they participate in the Federal Transportation Benefit Program. With the exception of students boarding at Hartnell College, no transfers are issued. Monthly GoPasses are \$190 (or \$95 discounted) for a "Super" pass valid on all routes (a \$95 or \$47 discounted "Basic" pass is valid only on Primary and Local routes).

MST riders may pay fares with either cash or a GoCard, a stored value card. The GoCard allows for faster boarding by tapping the card on the farebox. GoCard passengers receive a 10 percent discount on fares.



Passengers can add value to their card at any time by visiting an MST customer service location. GoCards and GoPasses may be purchased at the Gonzales, Greenfield, and King City city halls.

In comparison to peer services, Line 23 is unique in that it has a relatively high monthly pass cost compared to a round trip fare. The cost of a monthly pass is 27 times that of a round trip fare, higher than the Primary Route multiplier of 19 times the round trip fare. Express bus riders on peer agencies can expect to pay only 10-20 times the cost of a round trip for a monthly pass. Furthermore, express bus services on peer agencies offer distance-based fares, free transfers, or both. MST offers neither; consequently, many riders pay fares with cash, and Line 23 captures fewer intermediate distance trips with transfers to other services.

**Table 7: Peer Review of Express Bus Fares**

Agency	Round Trip	Monthly Pass	Monthly Pass Multiplier	Distance-Based?	Free Transfers?
<b>MST Routes 23, 84, and 85</b>	\$7	\$190	27		
<b>MST Primary Routes</b>	\$5	\$95	19		
<b>MST Routes 82 and 86</b>	\$12	\$190	16		
<b>VTA Express</b>	\$9	\$160	18		✓
<b>Highway 17 Express</b>	\$14	\$145	10		✓
<b>SLO RTA Express</b>	\$7	\$68	10	✓	
<b>Ventura Coastal Express</b>	\$6	\$105	18	✓	✓
<b>Mendocino Transit Intercity</b>	\$6	\$85	14	✓	
<b>Redwood Transit Intercity</b>	\$7	\$62	9	✓	✓
<b>Average Express Fare, Peer Agencies</b>	\$7	\$89	11	<i>Distance-based fares and/or free transfers typically offered</i>	

For on-call service in South County cities, standard fares are \$1.50, while discounted fares are 75 cents. There are no free transfers between Line 23 and on-call services.



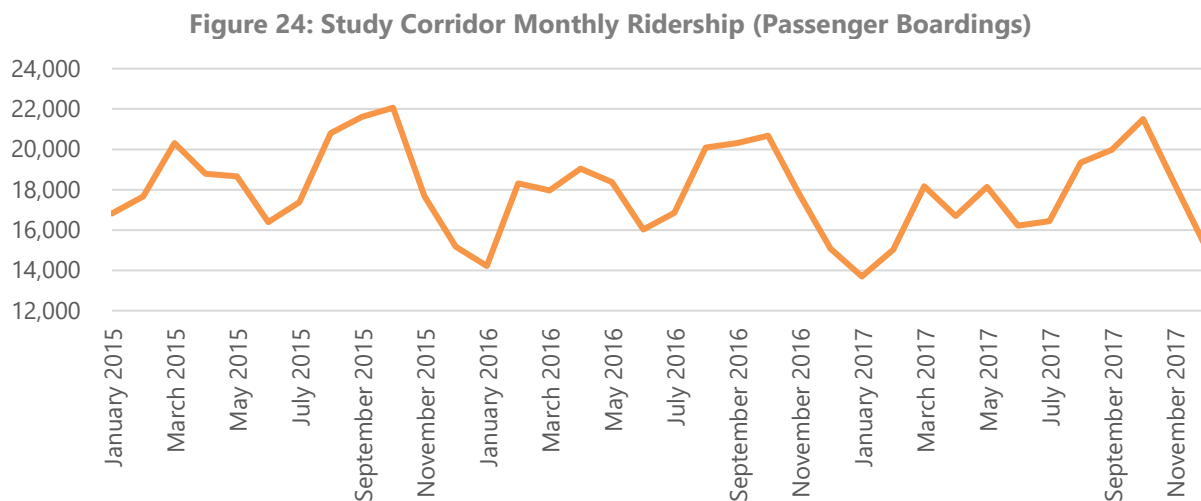
## Reliability

MST sets a 75 percent minimum standard and 90 percent target for on-time performance, which is defined as arriving between zero to five minutes after the scheduled arrival time. On-time performance for all lines serving the Study Corridor ranges from 80 to 85 percent – meeting MST’s minimum standard but not meeting the performance target.

## 5.2 Ridership

### Ridership Trends

Ridership along the Study Corridor has remained relatively steady over the past three years, averaging 18,000 passenger boardings per month (about 670 riders per weekday and 330 riders per weekend day). Over 90 percent of ridership is carried by Line 23, which averaged 16,300 boardings per month (about 600 riders per weekday and 280 riders per weekend day). As shown in **Figure 24**, ridership sees seasonal fluctuations, with slightly lower boardings in the summer and winter months and higher ridership in the spring and fall.



### Ridership by Stop

Weekday ridership is heavily concentrated at a few key stop locations. Table 8 and Figure 25 illustrate average weekday boardings by stop within each of the six jurisdictions along the Study Corridor. Of the 203 MST bus stops with boardings on the 23, 82, 84, or 86 routes, only one stop (the Salinas Transit Center) had greater than 100 boardings on an average weekday, and only 16 stops had at least 10 average weekday boardings. The top ten stops represent 75 percent of all weekday boardings along the study corridor, as shown in Table 9.



Weekend ridership exhibits a similar concentration of ridership at a few key stops, as shown in Figure 26. The top ten stops (Table 10) account for 74 percent of all weekend boardings.

**Table 8: Average Daily Boardings by Jurisdiction, All Routes (2017)**

City	Average Weekday Boardings		Average Weekend Boardings	
	Count	%	Count	%
Salinas	194	29%	95	29%
Chualar	16	2%	9	3%
Gonzales	70	10%	40	12%
Soledad	127	19%	57	17%
Greenfield	136	21%	56	17%
King City	95	14%	42	13%
Other	26	4%	31	9%
<b>Total</b>	<b>663</b>	<b>100%</b>	<b>330</b>	<b>100%</b>

Source: MST; Fehr & Peers, 2018.

**Table 9: Top Ten Stops by Weekday Boardings, All Routes (Average, 2017)**

Stop Name	City	Average Weekday Boardings	Percent of Total Boardings
Salinas Transit Center	Salinas	109	17%
422 & 467 El Camino Real	Greenfield	62	9%
Monterey / East	Soledad	54	8%
Canal / Bassett Street	King City	51	8%
Alisal / Homestead	Salinas	44	7%
Front / San Vicente	Soledad	44	7%
5th / Shopping Center	Gonzales	39	6%
18 & 45 El Camino Real	Greenfield	33	5%
234 & 305 El Camino Real	Greenfield	30	5%
Mission Center - Soledad	Soledad	28	4%
<b>Total</b>		<b>494</b>	<b>75%</b>

Source: MST; Fehr & Peers, 2018.



**Table 10: Top Ten Stops by Weekend Boardings, All Routes (Average, 2017)**

Stop Name	City	Average Weekend Boardings	Percent of Total Boardings
Salinas Transit Center	Salinas	73	22%
Monterey / East	Soledad	24	7%
422 & 467 El Camino Real	Greenfield	22	7%
Canal / Bassett Street	King City	21	7%
5th / Shopping Center	Gonzales	20	6%
Mission Center - Soledad	Soledad	17	5%
18 & 45 El Camino Real	Greenfield	17	5%
Front / San Vicente	Soledad	16	5%
Alta Minor / 4th	Gonzales	15	5%
234 & 305 El Camino Real	Greenfield	13	4%
<b>Total</b>		<b>238</b>	<b>74%</b>

Source: MST; Fehr & Peers, 2018.



*Alta Minor / 4<sup>th</sup> Street bus stop in Gonzales*



Figure 25: Observed Ridership by Stop (Average Weekday, 2017)

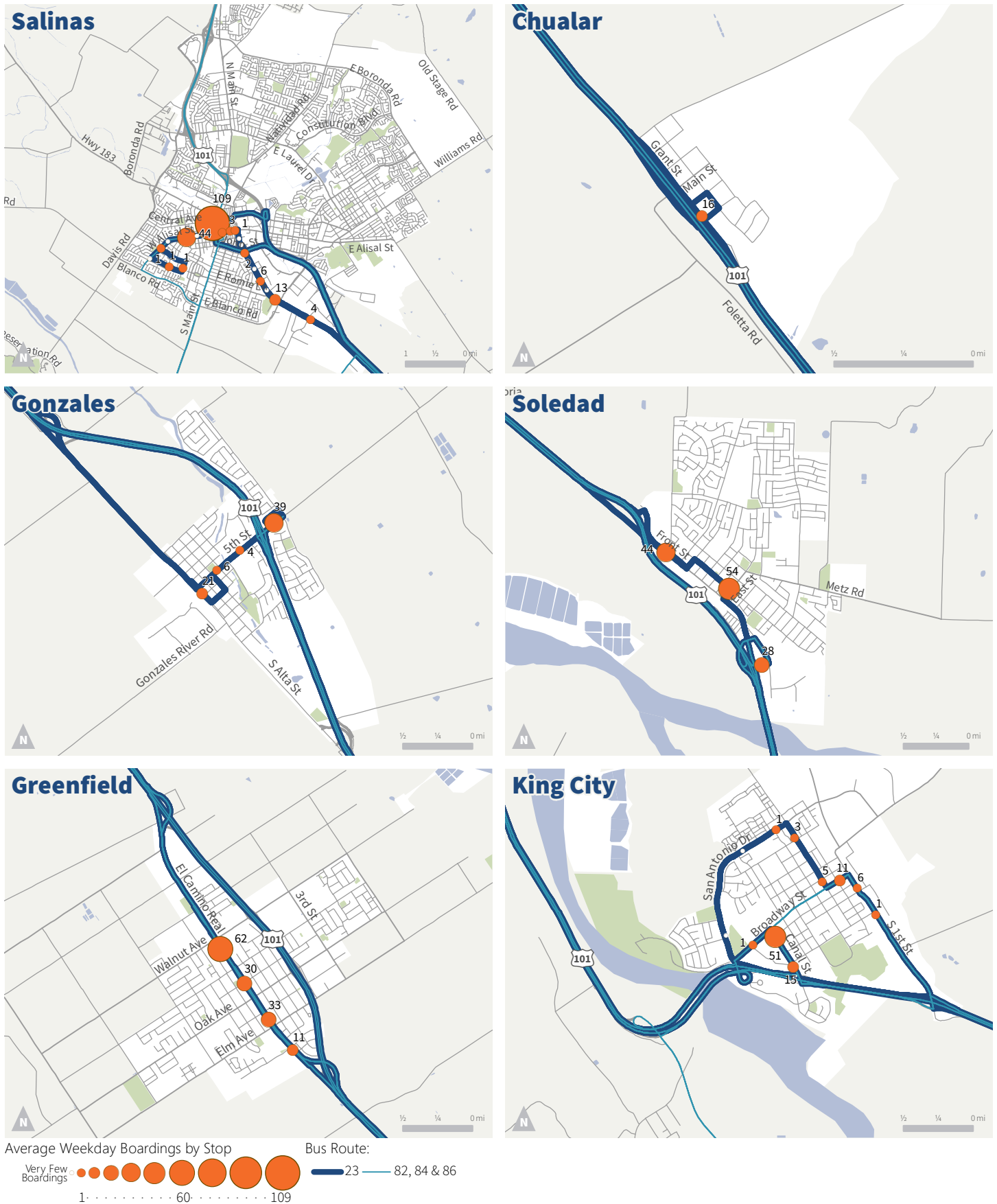
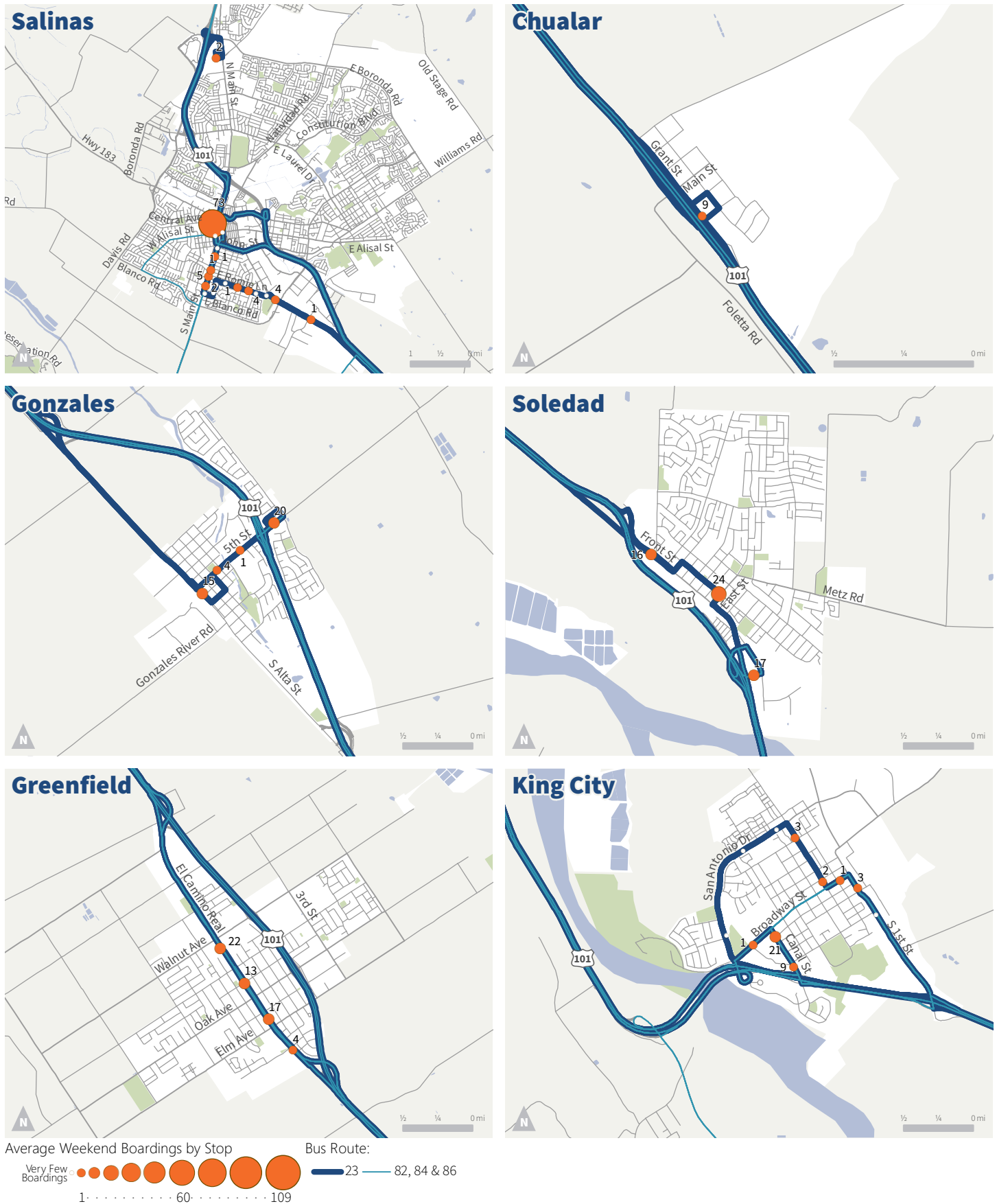


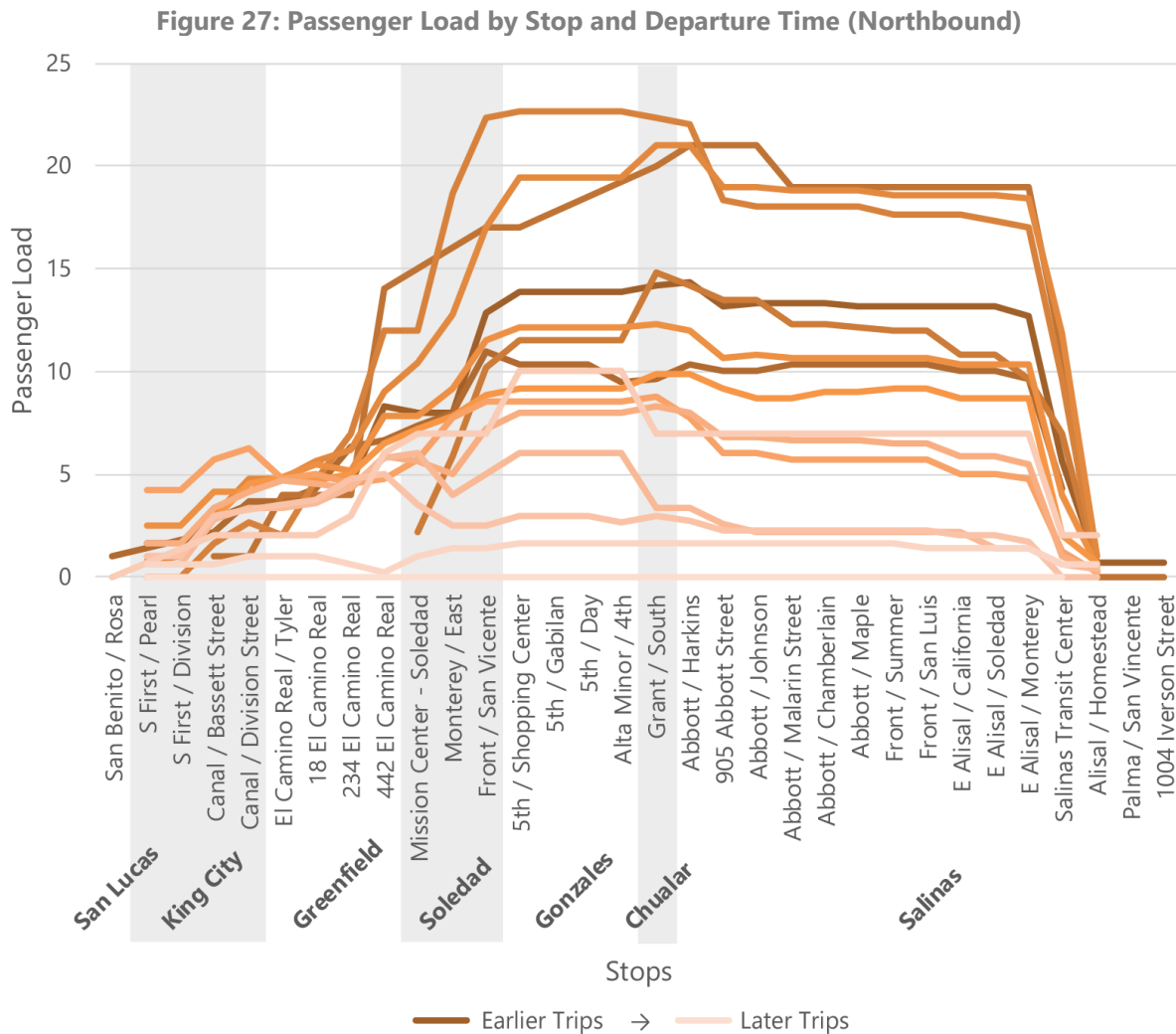
Figure 26: Observed Ridership by Stop (Average Weekend Day, 2017)



## Passenger Loads

Passenger loads were analyzed using Automated Passenger Counter (APC) data collected by MST on several buses serving Line 23 in the spring of 2018. Passenger loads by stop, direction, and departure time are shown in Figure 27 (northbound) and Figure 28 (southbound). Line 23 buses have a seated capacity of 39.

In the northbound direction, maximum passenger loads were observed in Gonzales on buses departing during the AM peak commute period. Passenger loads increased substantially within Greenfield and Soledad before reaching a maximum in Gonzales; loads were thereafter fairly constant through Salinas, until almost all passengers alighted at the Salinas Transit Center. Northbound passenger loads decrease over the course of the day, with the lowest loads in the late afternoon and evening.

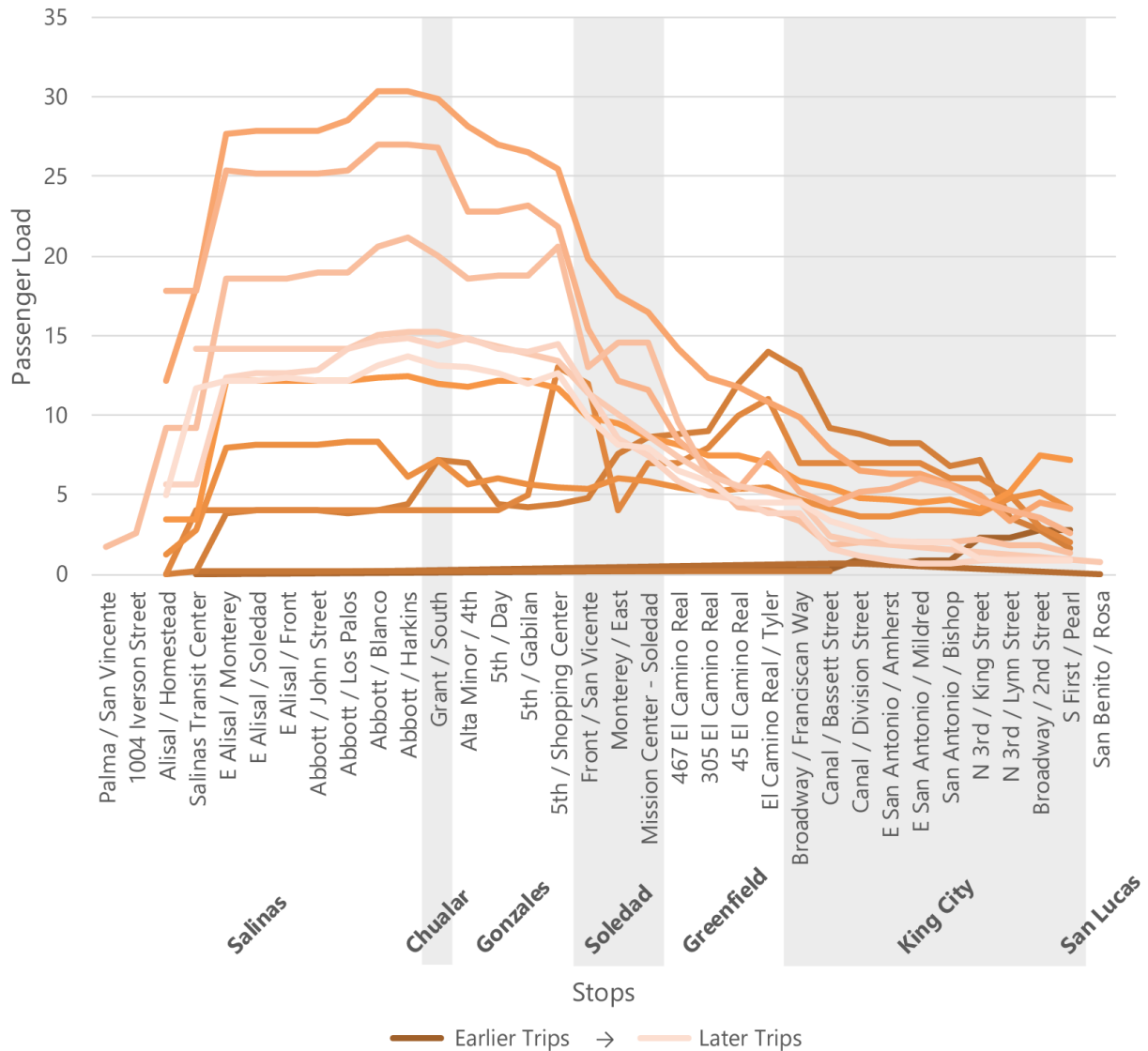


In the southbound direction, maximum passenger loads were generally observed in Salinas en route to Chualar. Loads were generally moderate by the time the bus departed Soledad, although some loads



accumulated from Greenfield to King City on the AM peak departures. Southbound departures with the highest overall passenger loads (12:00 PM and 2:10 PM) occur when Line 23 is operating at 90 minute and 130 minute headways, reflecting demand for more midday service. Southbound passenger loads are lowest in the early morning hours.

**Figure 28: Passenger Load by Stop and Departure Time (Southbound)**

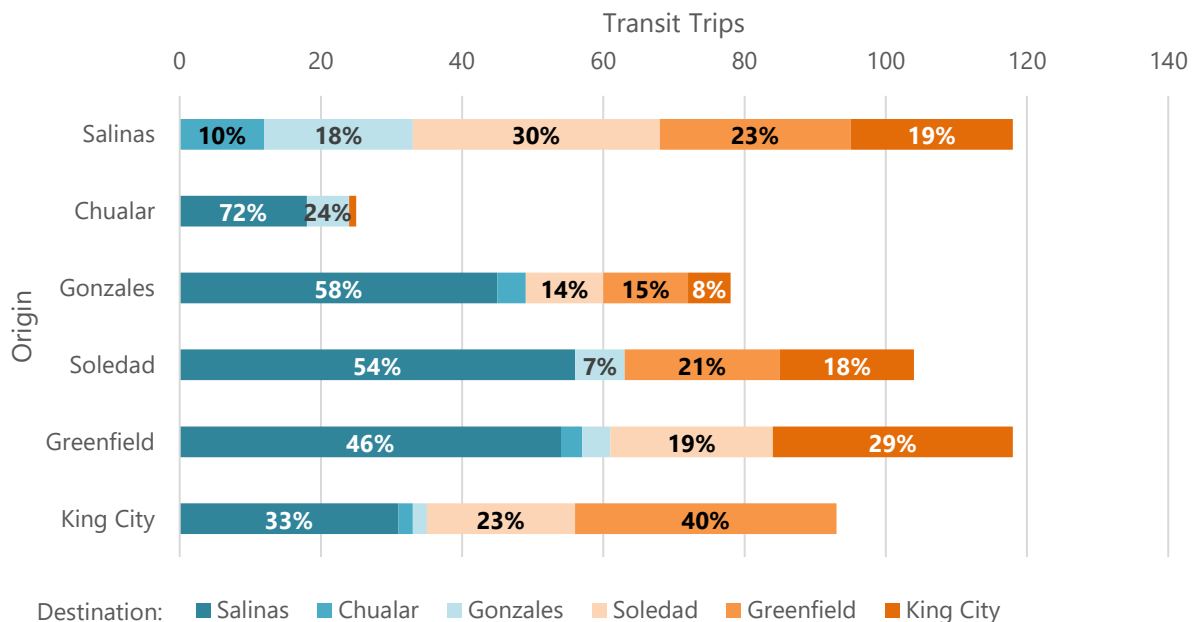


## 5.3 Rider Travel Patterns

### Origin-Destination Pairs

With the exception of trips within Salinas, Line 23 passengers primarily make intercity trips. Salinas is both a major origin and destination, with approximately one third of all trips originating and/or ending in Salinas. About half of all intercity trips have an origin or destination in Salinas, while half do not. Nearly two thirds of passengers traveling to Salinas come from Gonzales, Soledad, or Greenfield, accounting for about half of all passengers boarding in those communities. There is also moderate intercity travel between Soledad, Greenfield, and King City. In particular, about one third of passengers boarding in Greenfield or King City alight in the other city. The volume of intercity trips between Salinas, Soledad, Greenfield, and King City suggests that increasing the number of limited-stop runs on Line 23 may still serve the majority of riders while improving travel times along the Study Corridor. Figure 30 shows origin-destination pairings of trips taken by Line 23 passengers.

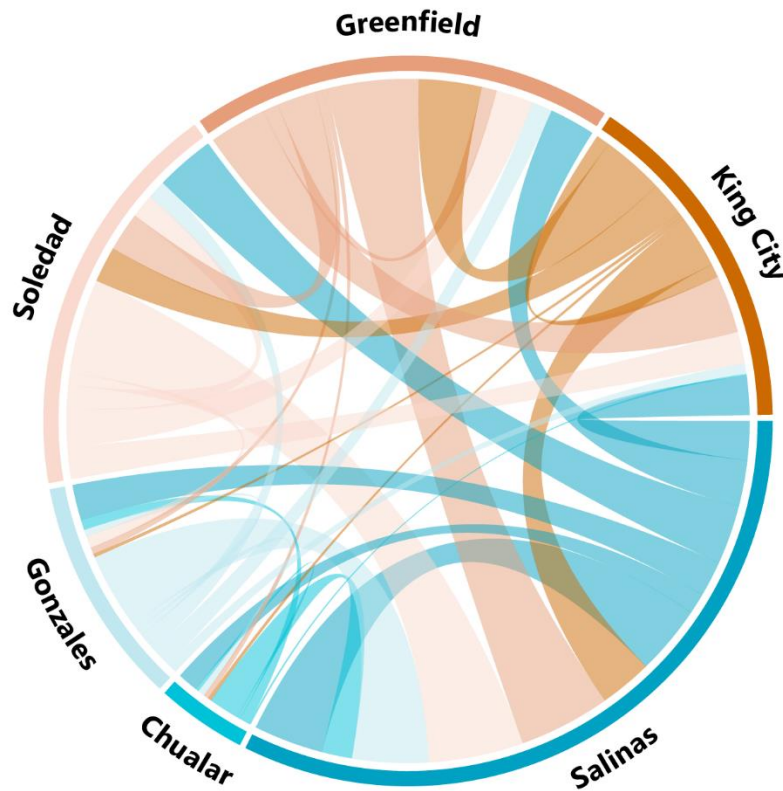
**Figure 29. Daily Intercity Trips on Line 23**



Source: SoCASA Study, 2010



Figure 30. Line 23 Origin-Destination Patterns



Source: SoCASA Study, 2010

Table 11 shows the number of trips taken on Line 23 with a destination in the same city as the origin. The greatest number of same-city trips occur in Salinas (39 trips, or 26 percent of total trips originating in Salinas), where Line 23 covers the greatest area and makes the most stops. In all other communities, same-city trips make up less than 12 percent of all trips.

**Table 11: Daily Line 23 Trips within Same City**

Salinas to Salinas	Chualar to Chualar	Gonzales to Gonzales	Soledad to Soledad	Greenfield to Greenfield	King City to King City
39	0	3	12	7	5

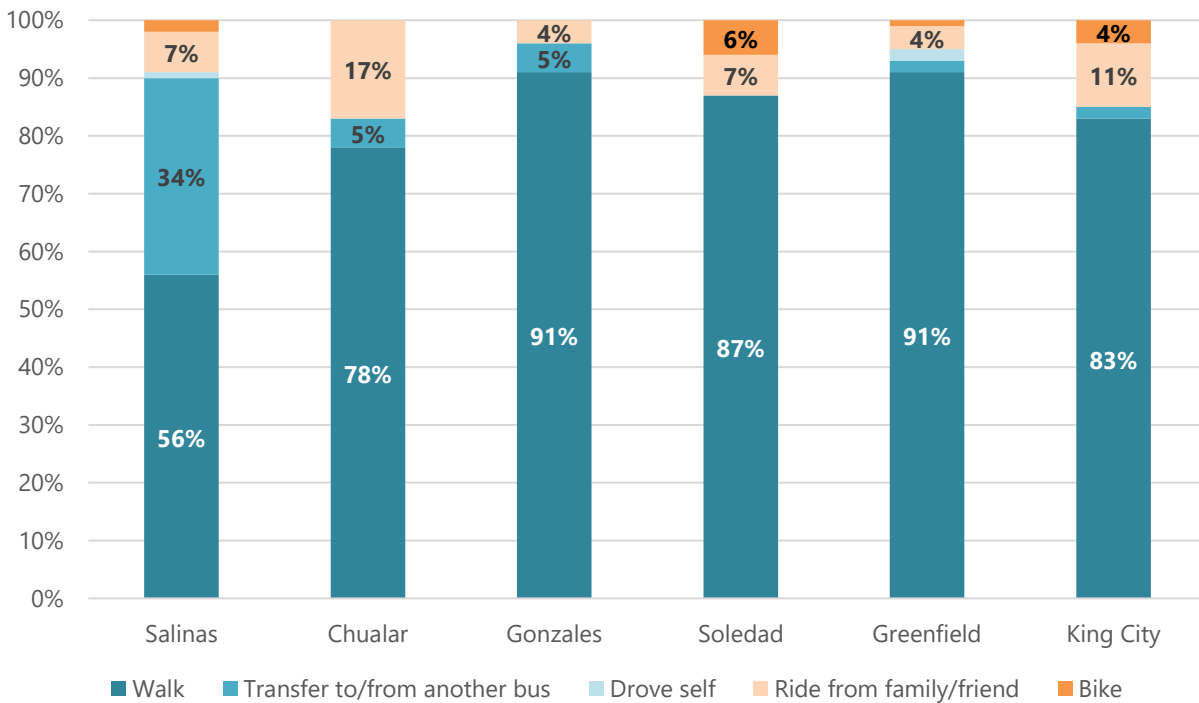
### Stop Access and Egress

MST's South County bus lines primarily serve residents without a car who rely on walking, biking, and transit to get around. Although 95 percent of households on the Study Corridor own at least one vehicle at home,



approximately 75 to 90 percent of MST riders lacked access to a car at home.<sup>4</sup> Consequently, nearly all riders access the bus via walking, biking, getting dropped off, or transferring from another bus as shown in Figure 31. Walking accounts for 80 to 90 percent of trips accessing the bus in all cities except Salinas, where bus transfers account for about 35 percent of trips.

**Figure 31: Mode of Travel To or From Line 23**



Source: SoCASA Study, 2010

Because residents using MST in the Study Corridor predominately walk to or from bus stops, they may be disproportionately exposed to traffic safety issues. Figure 32 shows the quarter- and half-mile walkshed around bus stops serving Line 23. During the five year period between 2011 and 2015, 206 collisions within a half mile and 140 collisions within a quarter mile of stops serving Lines 23, 82, 84, or 86 involved people walking or riding bicycles, as shown in Figure 33. Collisions occurring within a half mile of Line 23 stops resulted in seven fatalities and 17 severe injuries. Forty-four percent of collisions involved vehicles infringing on the pedestrian right of way, failing to adhere to traffic signs or signals, or driving at unsafe speeds, and 14 percent were hit-and-run. Coupled with other factors such as land use, weather, and perception of personal safety, the risk (or perception of risk) of injury collisions for pedestrians and bicyclists accessing bus stops may discourage bus ridership.

<sup>4</sup> An on-board passenger survey was not administered for this study due to schedule overlap with the MST annual rider survey. Consequently, these results are extracted from the on-board survey conducted in the 2010 SoCASA Study.



Figure 32: Quarter &amp; Half Mile Walksheds from Bus Stop

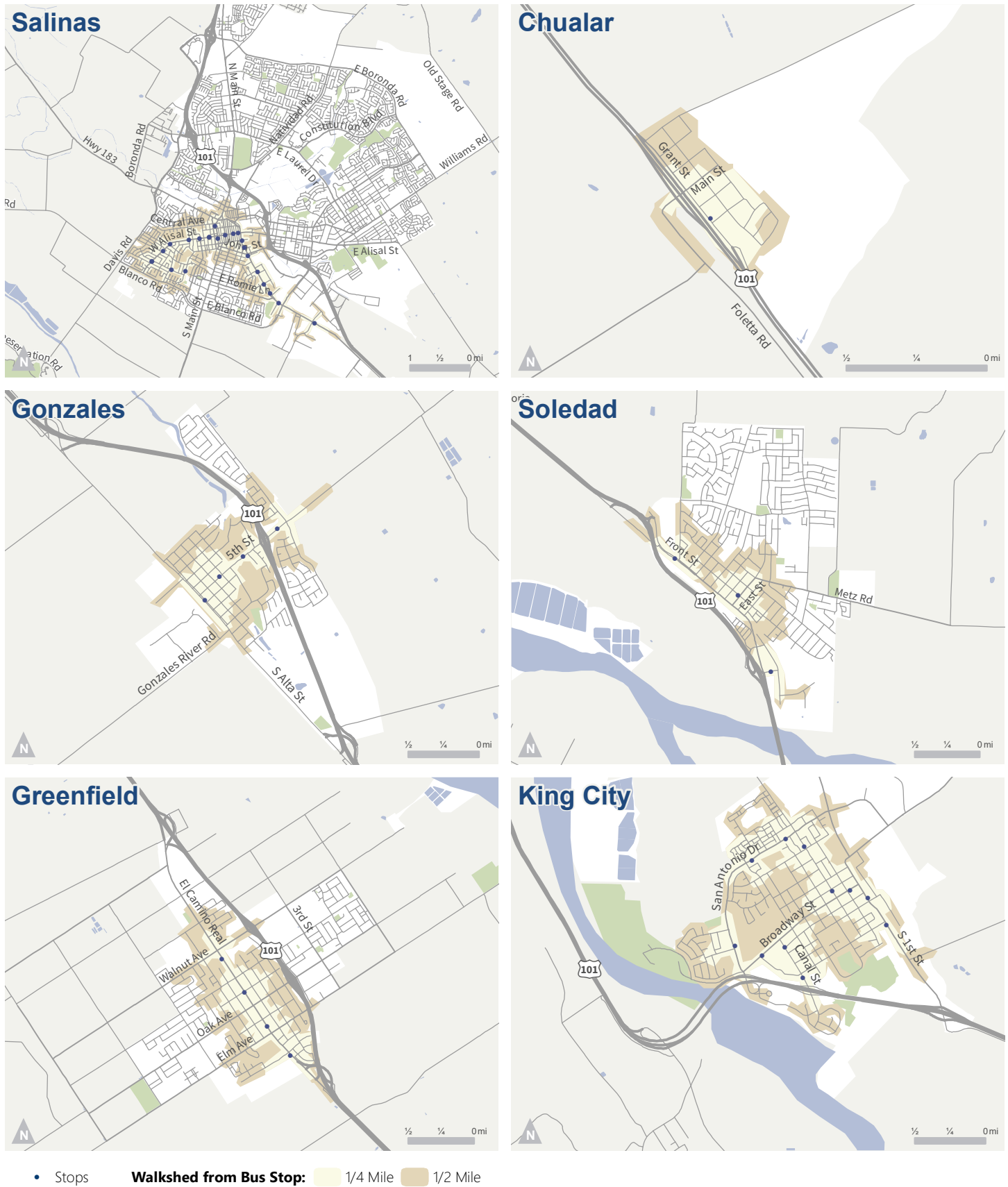
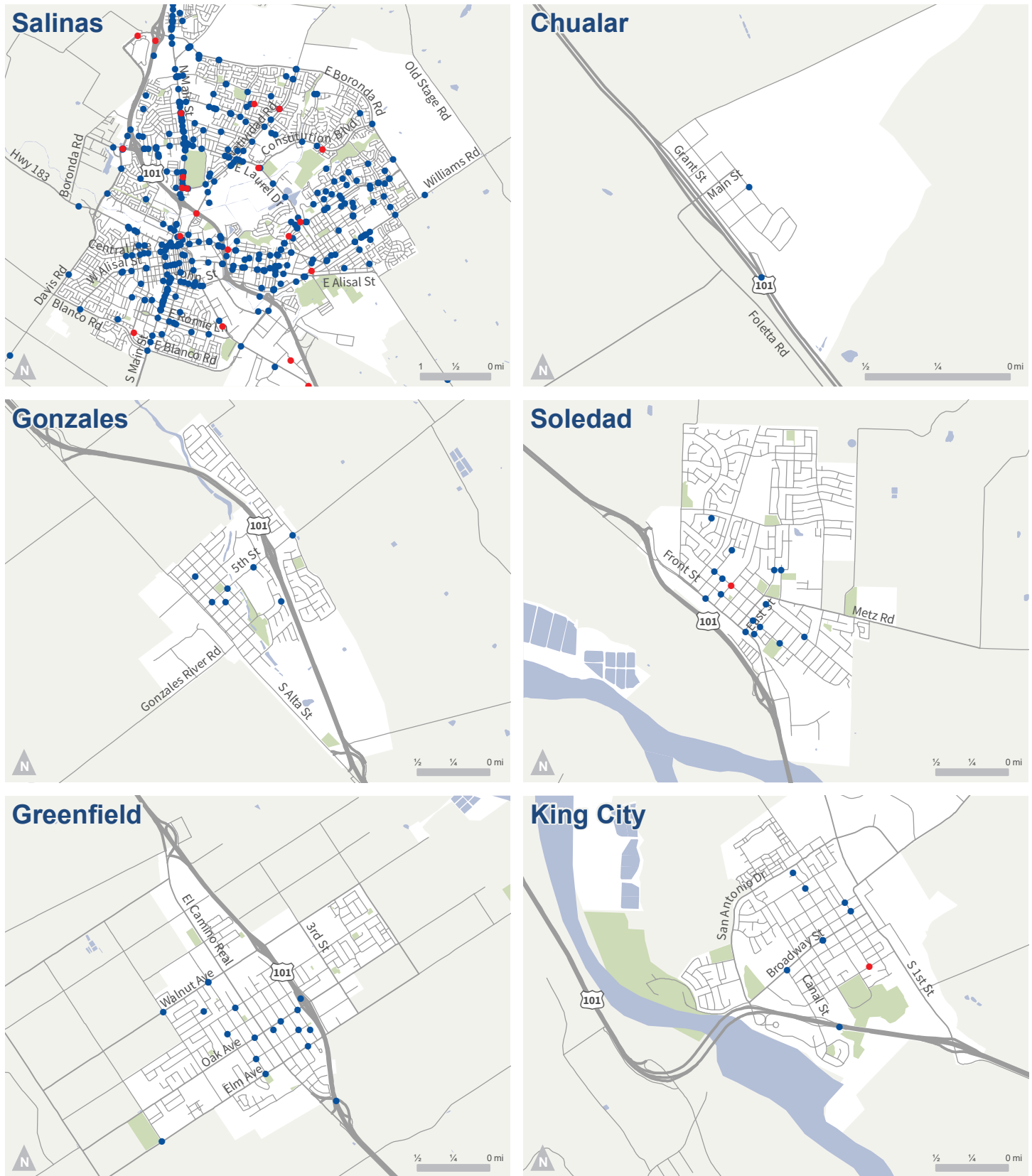


Figure 33: Pedestrian and Bicycle Collisions (2011-2015)

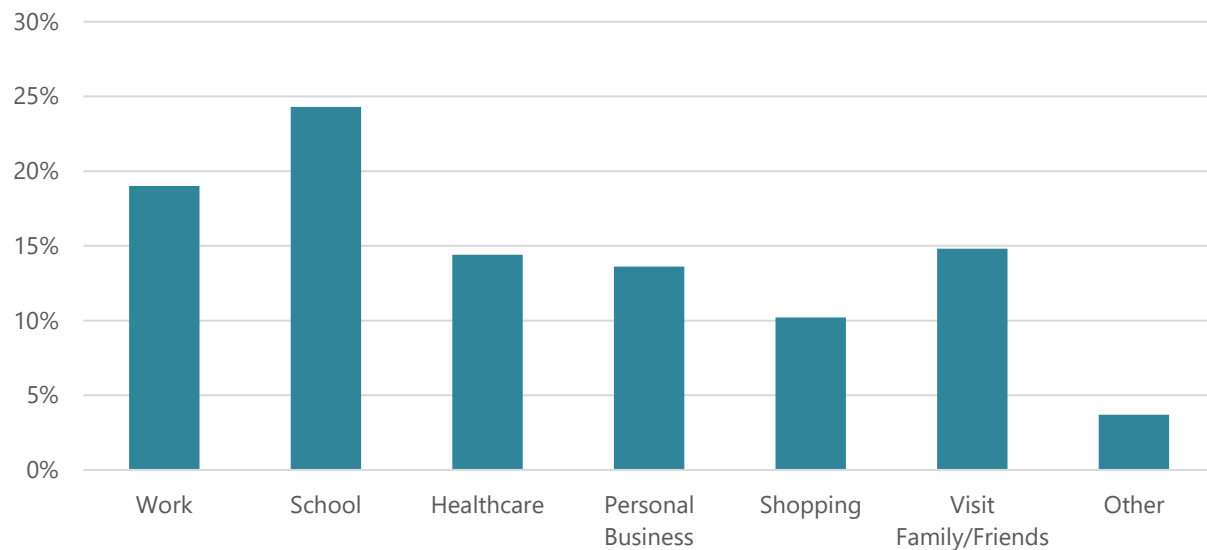


**Collisions:** ● Pedestrian/Bicyclist Fatality ● Pedestrian/Bicyclist Injury

## Trip Purpose

The primary trip purpose of riders taking Line 23 are to commute to work or school, as shown in Figure 34. Other reasons for taking Line 23 include healthcare, personal business, shopping, or visiting family/friends, each accounting for 10 to 15 percent of Line 23 passengers. While MST is important in serving commute trips, over 50 percent of passengers use Line 23 primarily for other purposes.

**Figure 34: Line 23 Rider Trip Purpose**



*Source: SoCASA Study, 2010*

## 5.4 Productivity

Transit services along the Study Corridor are generally less productive compared to MST systemwide averages due to the long operating distances and travel times of these services. Productivity is measured as passengers per revenue hour and cost per passenger. Table 12 displays productivity and financial effectiveness for Lines 23, 82, 84, and 86. In 2017, MST served about 15 passengers per revenue hour systemwide. In contrast, Line 23 served about 11.5 passengers per revenue hour on weekdays and 10 passengers per revenue hour on weekend days. Lines 82, 84, and 86 only served one to two passengers per revenue hour.

The operating cost per passenger averaged about \$13 for Line 23. Lines 82, 84, and 86 have substantially lower ridership and higher operating costs, ranging from \$72 to \$111 per passenger. The inconsistency of fares between commuter lines (Lines 82 and 86) versus regional lines (Lines 23 and 84) may play a role in discouraging ridership on commuter lines for comparable trips along the corridor, particularly given that many riders come from lower income households and are therefore highly sensitive to fares.



**Table 12. Route Performance, 2017**

Performance Metric	Systemwide Totals (Daily)	Average Weekday				Average Weekend			
		23	82	84	86	23	82	84	86
<b>Ridership</b>	12,073	597	18	34	16	281	6	15	29
<b>Revenue Hours</b>	986	52	10.5	15	9.5	27	6.5	9	18
<b>Passengers per Revenue Hour</b>	12	11	2	2	2	10	1	2	2
<b>Cost per Passenger</b>	\$8	\$13	\$84	\$64	\$88	\$14	\$164	\$85	\$89

Source: MST, National Transit Database (NTD) 2016

Note: Lines 82 and 86 are part of MST's Military Routes, developed in partnership with Fort Hunter Liggett, the Naval Postgraduate School, and the Presidio of Monterey to serve active duty military members and DOD civilians. Military bus services are funded entirely by the Federal Mass Transit Benefit/ Transportation Incentive Program (TIP) through the Department of Transportation. Line 86 is free for active duty military members.



Line 23 stop in Greenfield



### What Factors Influence Transit Rider Satisfaction?

The *Who's On Board 2016 Survey* by TransitCenter provides a snapshot of behavior, needs, and attitudes of transit riders in the U.S.<sup>1</sup> The survey was based on six focus groups and over 3,000 survey responses in 17 U.S. metropolitan areas with varying levels of transit service and ridership. The survey provides an additional data point to assess what service attributes tend to provide the greatest value.

The survey found that the most important determinants of rider satisfaction are a service's frequency and travel time. These factors exhibited the greatest gap in rider satisfaction amongst those who would recommend their regional transit service ("transit promoters") and those who would not recommend their service ("transit detractors"), as shown in Figure 35. Other drivers of rider satisfaction include stop facilities, real-time arrival information, and reliability. Attributes such as price, ability to be productive, and available seating were less likely to affect rider satisfaction. These findings are consistent with feedback from Line 23 riders described in sections 2.1 and 6.2.

#### Satisfaction With Transit Service Attributes

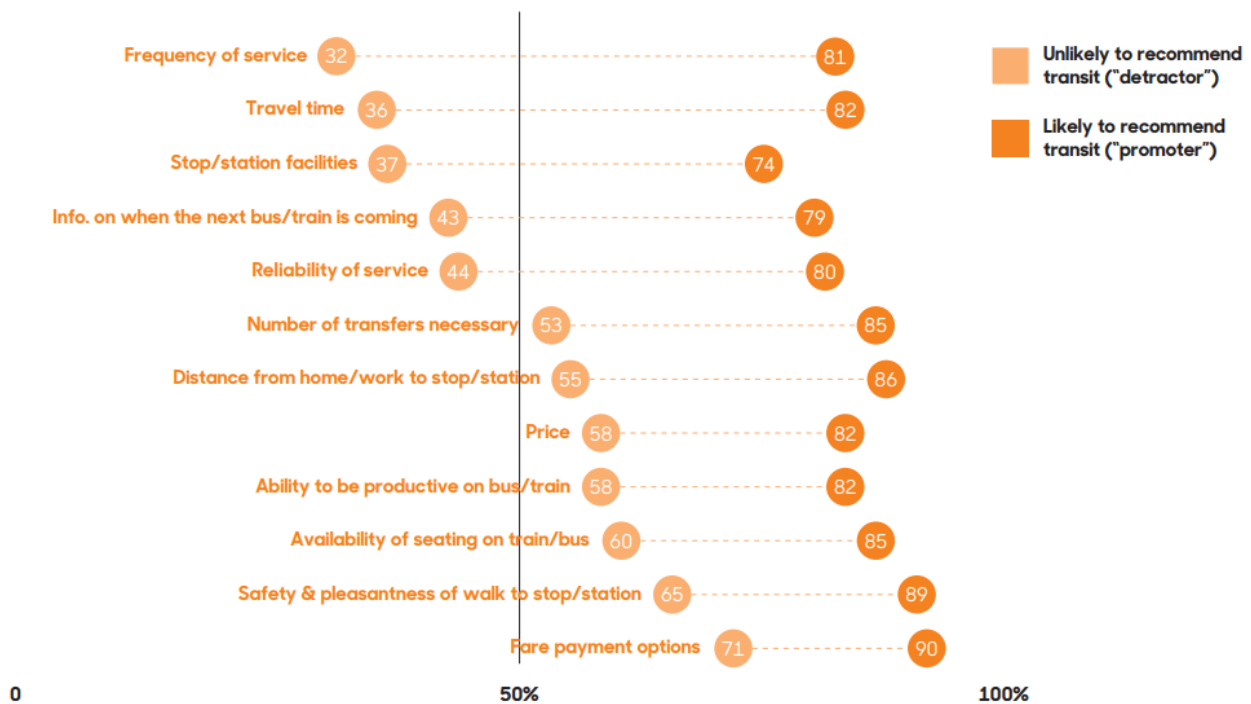


Figure 35: Satisfaction with Transit Service Attributes

Source: TransitCenter, 2016



## 6. SERVICE IMPROVEMENT CONCEPTS

### 6.1 Service Options

As illustrated in Sections 3 and 4, Line 23 serves a diverse corridor with both longer-distance travel needs to Salinas and intermediate-distance travel needs between neighboring cities. Today's service operates primarily with a local stopping pattern in which each city receives several stops. While this structure maximizes the accessibility of Line 23 across most cities, it results in long travel times, especially for riders traveling from King City, Greenfield, or Soledad to Salinas.

This study considered a range of service approaches illustrated in Table 13, including the following:

- Regional express service, linking two cities directly without stops in between
- Zone express service, connecting a few adjacent cities to a single city without stops in between
- Limited express service, serving all cities with fewer stops
- Local service, maintaining the existing local stopping pattern and serving each city
- Sub-regional local service, operating a local stopping pattern in a few adjacent cities
- City-specific local service, providing fixed-route service in a particular city (discussed in Section 8)

Two options were carried forward for further analysis based on the corridor's travel patterns and current operating resources. Option A considers maintaining a local stopping pattern with generally minor stop adjustments. Option B considers a limited express stopping pattern concentrating service at the most popular stops in each city. A description of each option is provided in the following sections.

Table 13: Sample Service Approaches						
Service Type	King City	Greenfield	Soledad	Gonzales	Chualar	Salinas
Regional Express	● ●					● ●
Zone Express	● ●	● ●	● ●			● ●
Limited Express	●	●	●	●	●	●
Local	● ●	● ●	● ●	● ●	● ●	● ●
Sub-Regional Local	● ●	● ●	● ●			
City-Specific Local	● ●					



## 6.2 Option A: Local Concept

### Service Structure

The local service concept maintains existing stop patterns while leveraging the South County Maintenance and Operations Facility in King City to improve service to the corridor. This option maintains a similar route alignment, with hourly frequencies and an end-to-end travel time of approximately 105 minutes serving about 27 stops. Roughly 70 minutes of travel time would occur on local streets, with four buses in operation throughout the day.

The Local Concept would provide a few changes compared with existing operations:

- Service from Salinas would run later. Today, four buses depart Salinas between 4 AM and 6 AM, typically carrying no riders, while the last departure leaves Salinas at 6:40 PM and returns to the bus yard in Salinas around 11 PM. Under the Local Concept, buses would begin a service day departing King City around 5:30AM and end their day returning to King City around 10:30 PM. By starting later in King City, buses may run later from Salinas, with departures at 7:30 PM and 8:30 PM – providing improved service for students and workers.
- Service would operate at regular hourly clockface intervals. Line 23 provides service every 90 to 120 minutes during the midday period. Consequently, riders must plan their trips around these gaps in service and southbound buses are nearly full during the midday period. The Local Concept provides hourly service to better serve existing rider patterns and simplify the schedule for new riders.
- Service could more directly serve downtown Soledad and downtown King City. In Soledad, Line 23 navigates around Front Street and misses a connection to the city's park-and-ride facility. In King City, Line 23 operates as a loop serving several stops on San Antonio Drive and 1<sup>st</sup> Street that do not receive regular ridership, but missing residents and destinations along Broadway Street. A more direct routing through both downtowns enables a faster trip and reduced walking distances to activity centers for bus riders.
- Some bus stops may be relocated and improved to support more efficient and accessible operations. Corridor-wide improvement measures are described in Section 8.1.

### Capital Improvements

The Local Concept may be implemented without any major capital improvements. It could include the relocation of bus shelters and stops in Soledad, Greenfield, and King City, along with corridor-wide improvements to traffic signals, shelters, and pedestrian and bicycle access phased over time.



## Route Characteristics

Table 14 illustrates a conceptual schedule for the Local Concept. With the exception of a few modifications to straighten the alignment in King City and Soledad, the Local Concept primarily modifies the timetable to provide later departures from Salinas on a regular clockface schedule. Figure 36 illustrates the alignment and stops. Table 15 provides an estimate of travel times between key destinations in the Study Corridor.

**Table 14: Conceptual Weekday Schedule, Local Concept**

Trip	Departs King City	Departs Salinas	Arrives King City	Vehicle Hours	Vehicle Miles
1	5:30	7:30	9:30	4	103
2	6:30	8:30	10:30	4	103
3	7:30	9:30	11:30	4	103
4	8:30	10:30	12:30	4	103
5	9:30	11:30	13:30	4	103
6	10:30	12:30	14:30	4	103
7	11:30	13:30	15:30	4	103
8	12:30	14:30	16:30	4	103
9	13:30	15:30	17:30	4	103
10	14:30	16:30	18:30	4	103
11	15:30	17:30	19:30	4	103
12	16:30	18:30	20:30	4	103
13	17:30	19:30	21:30	4	103
14	18:30	20:30	22:30	4	103
<b>Total</b>				<b>56</b>	<b>1,545</b>

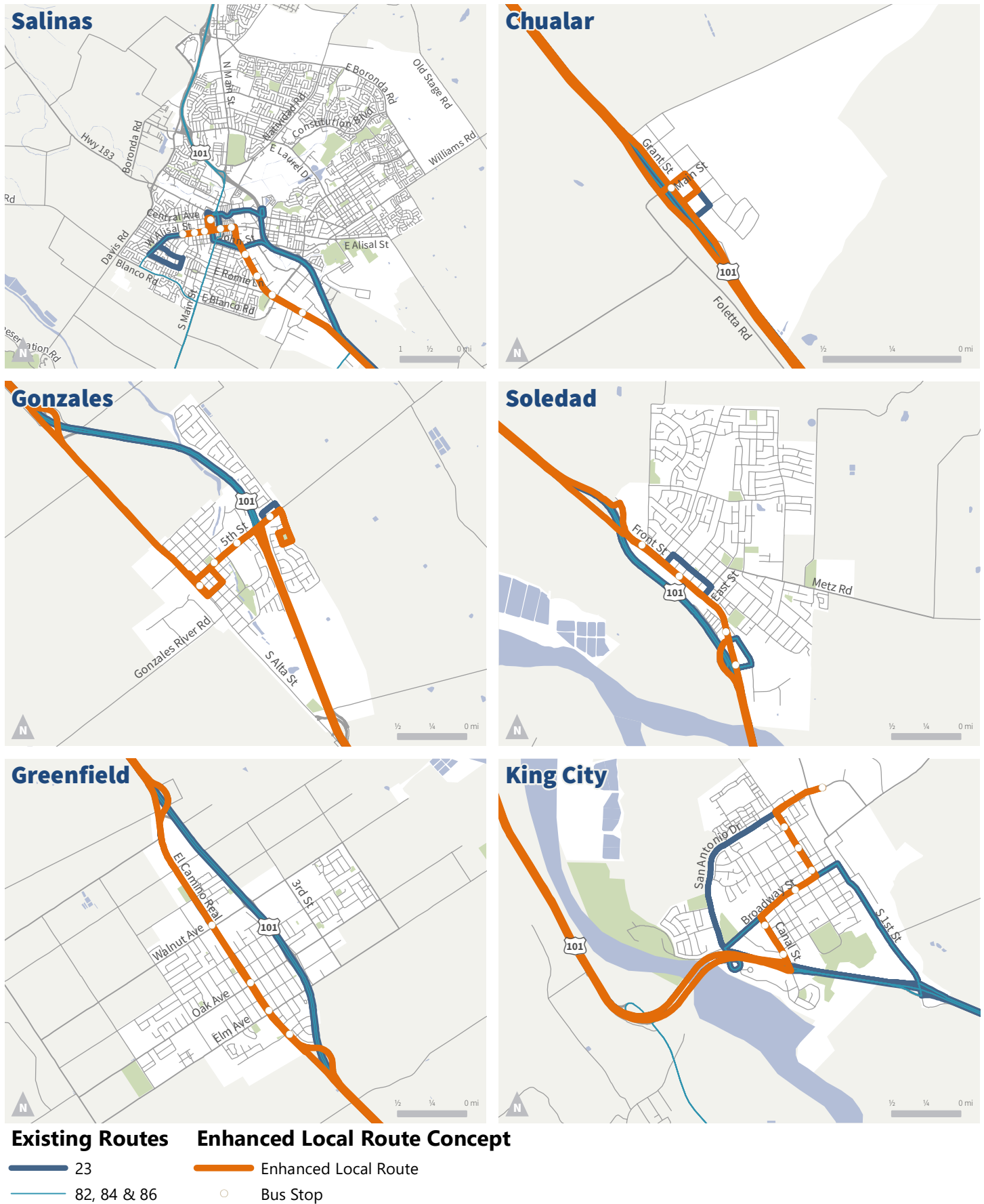
Note: Schedule assumes approximately 105 minutes of one-way travel time and 15 minutes of layover/recovery time.

**Table 15: Estimated Travel Times Between Key Destinations, Local Concept**

	Hartnell College	Salinas Transit Center	Chualar	Gonzales	Soledad	Greenfield	King City
<b>Hartnell College</b>							
<b>Salinas Transit Center</b>	8						
<b>Chualar</b>	31	23					
<b>Gonzales</b>	45	37	14				
<b>Soledad</b>	56	49	26	12			
<b>Greenfield</b>	81	73	50	36	25		
<b>King City</b>	100	93	70	56	45	20	



Figure 36: Enhanced Local Bus Concept



## 6.3 Option B: Express Bus Concept

### Service Structure

The Express Concept modifies the existing Line 23 routing to operate faster and more frequent service with fewer stops. The Express Concept leverages the South County Maintenance and Operations Facility in King City and has a comparable service area to Line 23; it also increases frequencies to 45 minutes and reduces end-to-end travel times to 75 minutes, serving 10 stops. About 35 minutes of travel time would occur on local streets, with four buses in operation throughout the day.

In addition to extending service span as described in the Local Concept, the Express Concept would provide several additional modifications:

- Travel times would be faster by reducing the number of stops and amount of on-street bus operations. The Express Concept would focus service around 10 stops that serve about 89 percent of existing ridership within a five minute walk and 97 percent of riders within a 15 minute walk. Table 16 describes the specific changes by community, as well as estimated travel time savings.
- More frequent service may be achieved with comparable operating resources. By reducing roundtrip run times from four hours to three, MST may operate express buses at 45 minute frequencies. With an additional two buses, MST may achieve 30 minute frequencies (compared with four additional buses with four hour roundtrips in the Local Concept).

**Table 16: Routing Changes And Estimated Travel Time Savings for Express Concept**

City	Description	Estimated Travel Time Savings (Round Trip)	Percentage of Existing Riders Served
<b>Salinas</b>	Eliminate service on Abbott Street approaching downtown Salinas (riders may still transfer to routes 42, 43, or 95). Continue serving existing stops at Hartnell College and the Salinas Transit Center, as well as Palma High School on an exception basis.	-12 Minutes	88% (24 riders)
<b>Chualar</b>	Provide bus stop alongside southbound onramp and improved sidewalks/crosswalks to connect across US-101.	-3 Minutes <sup>1</sup>	100%
<b>Gonzales</b>	Provide bus stops alongside northbound and southbound onramps and improved sidewalks/crosswalks to connect across US-101. Eliminate service on Alta Street and 5 <sup>th</sup> Street. Riders may transfer to On-Call service as a first/last mile connection.	-21 Minutes <sup>1</sup>	61% (28 riders)
<b>Soledad</b>	Reroute bus along Front Street and consolidate to single farside stop at Front & Main adjacent to park-and-ride. Reroute bus at Soledad Mission Shopping Center to new stops along Front Street.	-6 Minutes	100%



**Table 16: Routing Changes And Estimated Travel Time Savings for Express Concept**

<b>Greenfield</b>	Consolidate to three pairs of farside stops near Walnut, Oak, and Elm Avenues.	-2 Minutes	100%
<b>King City</b>	Consolidate service to Canal Street transit hub. Eliminate loop along E San Antonio Drive, N 3 <sup>rd</sup> Street, and S 1 <sup>st</sup> Street. Riders may transfer to local on-call service as first/last mile connection.	-16 Minutes	80% (18 riders)
<b>Total</b>		<b>-60 minutes</b>	<b>89% (568 of 638 riders)</b>

*Note <sup>1</sup>If freeway onramp stops are not provided in Gonzales, it is expected that about 12 minutes of roundtrip travel time savings may be realized if buses stop only at the Gonzales Shopping Center or only at 4<sup>th</sup> & Alta via Alta Street.*

### Capital Improvements

In order to maximize travel time savings, the Express Concept would require moderate improvements to construct new bus stops along US-101 freeway onramps in Gonzales (northbound and southbound) and Chualar (southbound only). While comparable onramp bus stop facilities are present in locations across California, an engineering study along with coordination and permission from Caltrans is needed to validate the feasibility in this location. In addition, minor improvements such as the relocation of bus shelters and stops in Soledad, Greenfield, and King City would be needed, along with corridor-wide improvements to traffic signals, shelters, and pedestrian and bicycle access phased over time.



*Freeway bus stop along US-101 in San Rafael, California. Source: Google Streetview*

A conceptual estimate was prepared to understand the rough order-of-magnitude cost of constructing a pair of freeway ramp stops in Gonzales. The total cost of these improvements are estimated to be about \$702,000, or around \$350,000 per bus stop (without any cost escalation). Although cost estimates were



prepared only for Gonzales, the cost is assumed to be similar in Chualar, suggesting the total cost for all three stops would be around \$1.1 million.

**Table 17: Conceptual Cost Estimate for NB and SB Onramp Bus Stops in Gonzales**

Item	Description	Quantity	Units	Estimated Unit Price	Total
1	Remove Concrete Curb and Gutter	850	LF	\$10	\$9,000
2	Roadway Excavation	600	CY	\$150	\$90,000
3	Roadway Paving	6,650	SF	\$8	\$54,000
4	Clear and Grub	10,650	SF	\$1	\$11,000
5	Concrete Curb and Gutter	850	LF	\$45	\$39,000
6	Concrete Sidewalk	1,800	SF	\$25	\$45,000
7	Concrete Bus Pad	2,300	SF	\$20	\$46,000
8	Bus shelter	2	EA	\$20,000	\$40,000
9	Remove Paint Stripe	650	LF	\$3	\$2,000
10	Thermoplastic Pavement Marking	5,950	SF	\$4	\$24,000
				<b>Construction Subtotal</b>	<b>\$360,000</b>
Construction Soft Costs (Mobilization, Traffic Control, SWPP)				30%	\$108,000
Construction Management & Inspection				10%	\$36,000
Design & Environmental Clearance				25%	\$90,000
Contingency				30%	\$108,000
				<b>Total Estimated Cost</b>	<b>\$702,000</b>

If a freeway stop is not feasible, MST may instead consider serving only the Gonzales Shopping Center or downtown Gonzales via Alta Street (adding a northbound bus stop at 4<sup>th</sup> and Alta. Either of these options would save roughly 12 minutes of round trip travel time, which is substantial but not quite enough to realize a 45 minute clockface schedule. Of these options, serving the Gonzales Shopping Center area serves more existing ridership, whereas serving downtown Gonzales faces a lower chance of delays due to traffic congestion and provides an easier location to facilitate transfers with On-Call or fixed-route service.

### Route Characteristics

Table 18 illustrates a conceptual schedule for the Express Concept, which provides faster travel times and more round trips compared with the Local Concept. Despite the increased service levels, the total vehicle revenue hours remain comparable. Figure 37 illustrates the alignment and stops. Table 19 provides an estimate of travel times between key destinations.



**Table 18: Conceptual Schedule, Express Concept**

<b>Trip</b>	<b>Departs King City</b>	<b>Departs Salinas</b>	<b>Arrives King City</b>	<b>Vehicle Hours</b>	<b>Vehicle Miles</b>
1	5:30	7:15	8:30	3	96
2	6:15	7:45	9:15	3	96
3	7:00	8:30	10:00	3	96
4	7:45	9:15	10:45	3	96
5	8:30	10:00	11:30	3	96
6	9:15	10:45	12:15	3	96
7	10:00	11:30	1:00	3	96
8	10:45	12:15	1:45	3	96
9	11:30	1:00	2:30	3	96
10	12:15	1:45	3:15	3	96
11	1:00	2:30	4:00	3	96
12	1:45	3:15	4:45	3	96
13	2:30	4:00	5:30	3	96
14	3:15	4:45	6:15	3	96
15	4:00	5:30	7:00	3	96
16	4:45	6:15	7:45	3	96
17	5:30	7:00	8:30	3	96
18	6:15	7:45	9:15	3	96
19	7:00	8:30	10:00	3	96
<b>Total</b>				<b>57</b>	<b>1,824</b>

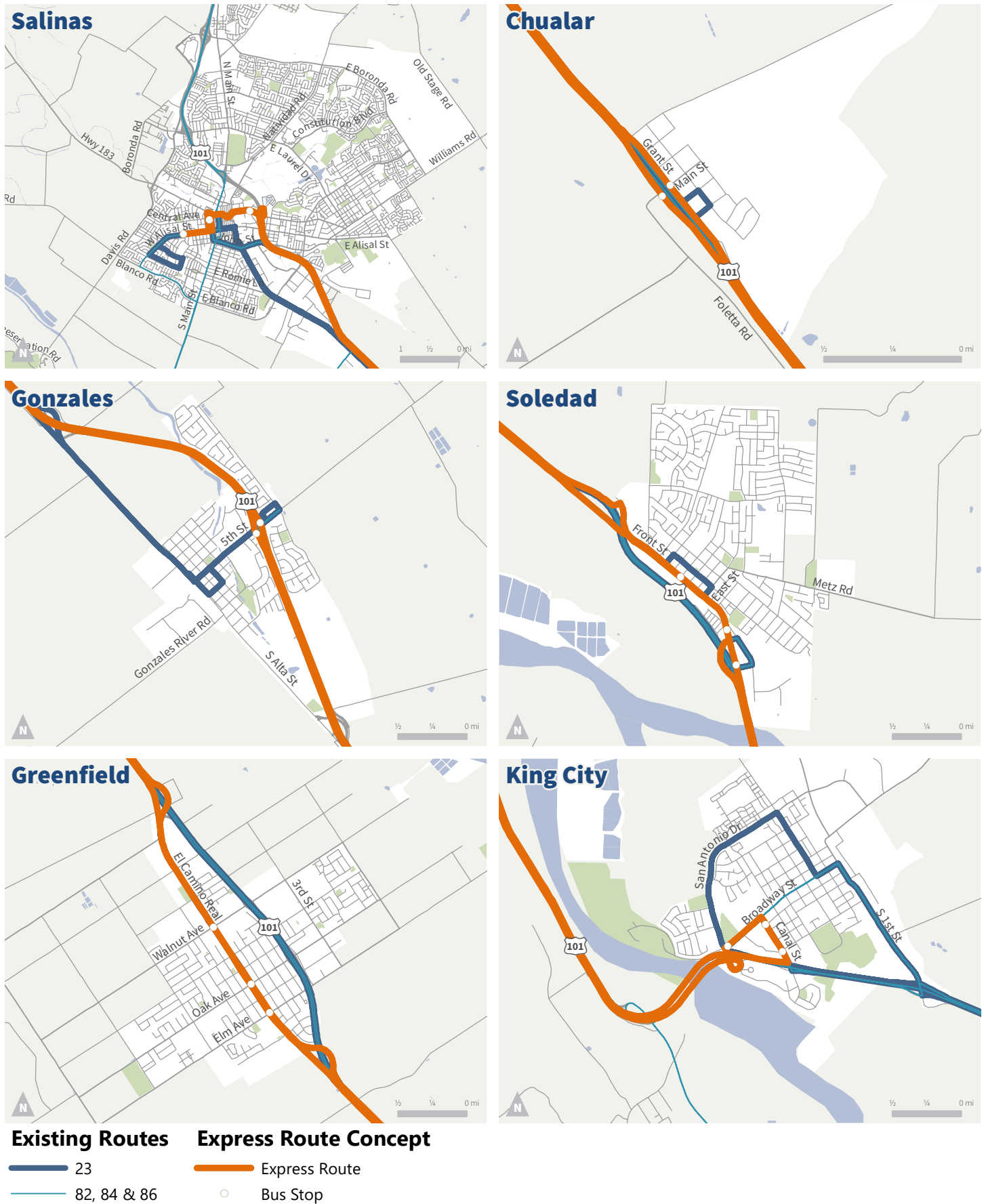
Note: Schedule assumes approximately 75 minutes of one-way travel time and 15 minutes of layover/recovery time.

**Table 19: Estimated Travel Times Between Key Destinations, Express Concept**

	<b>Hartnell College</b>	<b>Salinas Transit Center</b>	<b>Chualar</b>	<b>Gonzales</b>	<b>Soledad</b>	<b>Greenfield</b>	<b>King City</b>
<b>Hartnell College</b>							
<b>Salinas Transit Center</b>	5						
<b>Chualar</b>	20	15					
<b>Gonzales</b>	27	22	7				
<b>Soledad</b>	40	35	20	13			
<b>Greenfield</b>	58	53	38	31	18		
<b>King City</b>	75	71	56	49	36	13	



Figure 37: Express Bus Concept





## Bus Stop Concept - Northbound On-Ramp

CONCEPTUAL - NOT FOR CONSTRUCTION  
DETAILED ANALYSIS AND ENGINEERING DESIGN REQUIRED



## Bus Stop Concept - Southbound On-Ramp

CONCEPTUAL - NOT FOR CONSTRUCTION  
DETAILED ANALYSIS AND ENGINEERING DESIGN REQUIRED

## 7. SERVICE EVALUATION

This section evaluates the Local and Express Concepts to compare and contrast potential outcomes related to operations, performance, and community support.

### 7.1 Evaluation Criteria

The Local and Express Concepts are evaluated based on eight criteria described in Table 20. These criteria provide a snapshot of how riders, MST, and the broader community would be served by each concept.

Table 20: Evaluation Criteria	
Criteria	Description
Travel Time	End-to-end travel time between King City and Salinas
Frequency	Wait times between bus arrivals
Daily Round Trips	Weekday and weekend roundtrips between King City and Salinas
Estimated Annual Operating Cost	Vehicle revenue hours x cost per revenue hour
Estimated Capital Cost	Estimated capital cost associated with three freeway onramp bus stops and eight bus stop relocations
Percentage of Existing Riders Served	Percentage of existing riders served within ¼ mile of their existing bus stop (approximately a five minute walk)
Estimated Daily Ridership	Estimated ridership based on elasticities of demand for frequency, travel time, and service span
Community Feedback	On-board survey preference of improvement concepts
	Online survey preference of improvement concepts

### 7.2 Community Feedback

MST engaged residents of the Study Corridor in a second round of community outreach to gather feedback on the two service improvement concepts. Survey efforts were intended to reach both current and potential riders to understand preferences and concerns associated with each concept.

Key components and methods of this second phase of community outreach included:

- On-board rider survey (English and Spanish) – 109 responses
- Service concept online survey (English and Spanish) – 539 responses

Survey results are summarized below. Responses spanned the diverse range of Line 23 users and South County as a whole, including people who travel for work, school, errands, and medical appointments.



SALINAS VALLEY EXPRESS BUS STUDY

OPTION 1:

Keep Line 23 similar to today

serving 99% of riders within a 5-minute walk and 100% within a 15-minute walk at the following bus stops:

BUS COMES EVERY 60min

OPTION 2:

Change Line 23 to an express route

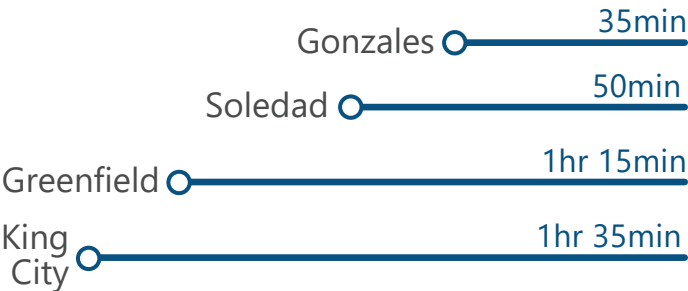
serving 89% of riders within a 5-minute walk and 97% within a 15-minute walk at the following bus stops:

BUS COMES EVERY 45min

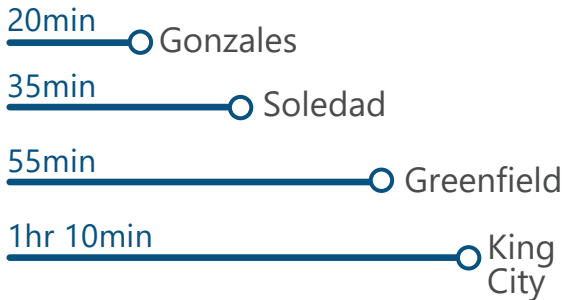
Salinas	Hartnell College	Hartnell College	Salinas
	Salinas Transit Center	Salinas Transit Center	
	E Alisal/Monterey		
	E Alisal/Soledad		
	E Alisal/Front		
	Abbott/John Street		
	Abbott/Los Palos		
	Abbott/Blanco		
	Abbott/Harkins		
Chualar	Grant/South	Grant/South	Chualar
Gonzales	Alta Minor/4th		Gonzales
	5th/Day		
	5th/Gabilan		
	5th/Shopping Center	5th/Shopping Center	
Soledad	Front/San Vicente		Soledad
	Monterey/East	Front/Main	
	Soledad/Mission Center	Soledad/Mission Center	
Greenfield	El Camino Real/Walnut	El Camino Real/Walnut	Greenfield
	El Camino Real/Oak	El Camino Real/Oak	
	El Camino Real/Elm	El Camino Real/Elm	
	El Camino Real/Tyler		
King City	Canal/Bassett	Canal/Bassett	King City
	Broadway/Russ		
	Broadway/3rd		
	3rd/Collins		
	3rd/King		
	San Antonio/Metz		

Travel time to Salinas on the bus

OPTION 1:



OPTION 2:



# ESTUDIO DE AUTOBÚS EXPRESO EN SALINAS VALLEY

## OPCIÓN 1: Mantener la ruta 23 similar a la actual

sirviendo al **99%** de los pasajeros en un radio de caminata de 5 minutos y al **100%** de los pasajeros en un radio de caminata de 15 minutos de las siguientes paradas de autobús:

FRECUENCIA QUE VIENE EL AUTOBÚS

**60**min

## OPCIÓN 2: Cambiar la ruta 23 a una ruta exprés

sirviendo al **89%** de los pasajeros en un radio de caminata de 5 minutos y al **97%** de los pasajeros en un radio de caminata de 15 minutos de las siguientes paradas de autobús:

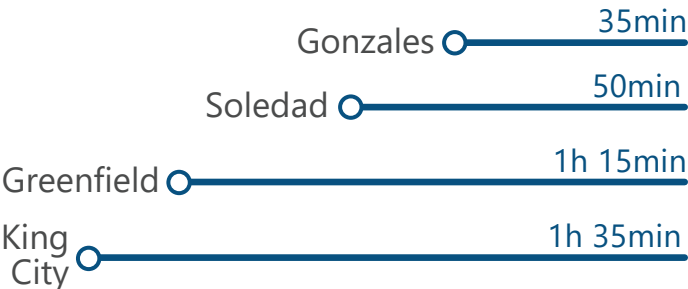
FRECUENCIA QUE VIENE EL AUTOBÚS

**45**min

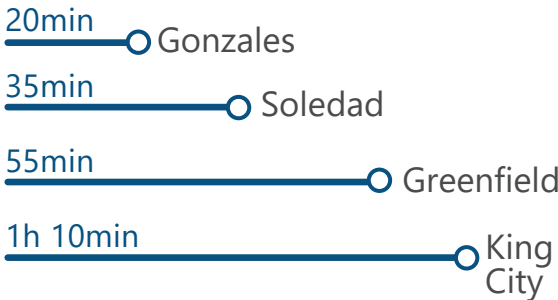
Salinas	Hartnell College	Hartnell College	Salinas
	Salinas Transit Center	Salinas Transit Center	
	E Alisal/Monterey		
	E Alisal/Soledad		
	E Alisal/Front		
	Abbott/John Street		
	Abbott/Los Palos		
	Abbott/Blanco		
	Abbott/Harkins		
Chualar	Grant/South	Grant/South	Chualar
Gonzales	Alta Minor/4th		Gonzales
	5th/Day		
	5th/Gabilan		
	5th/Shopping Center	5th/Shopping Center	
Soledad	Front/San Vicente		Soledad
	Monterey/East	Front/Main	
	Soledad/Mission Center	Soledad/Mission Center	
Greenfield	El Camino Real/Walnut	El Camino Real/Walnut	Greenfield
	El Camino Real/Oak	El Camino Real/Oak	
	El Camino Real/Elm	El Camino Real/Elm	
	El Camino Real/Tyler		
King City	Canal/Bassett	Canal/Bassett	King City
	Broadway/Russ		
	Broadway/3rd		
	3rd/Collins		
	3rd/King		
	San Antonio/Metz		

## Tiempo de viaje a Salinas en autobús

### OPCIÓN 1:



### OPCIÓN 2:

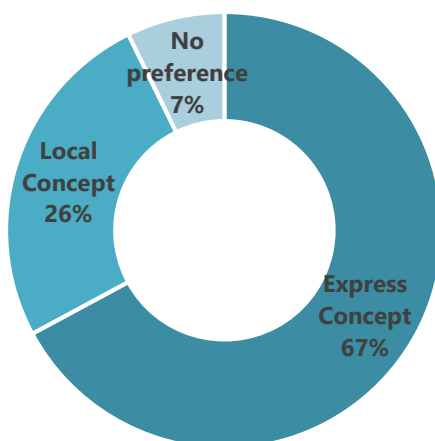


Responses were generally consistent across cities, among riders and non-riders, and between on-board and online surveys unless otherwise noted.

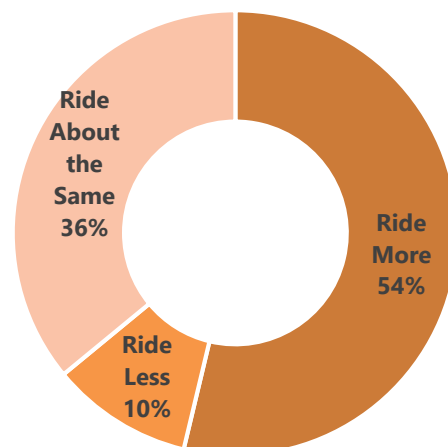
- A majority of respondents (67 percent) found the Express Concept more useful than the Local Concept (26 percent), while seven percent had no preference. If the Express Concept was implemented, 54 percent of respondents stated that they would ride the bus more often, while 36 percent of respondents stated they would ride about the same and 10 percent of respondents stated that they would ride the bus less. A majority of riders and non-riders in every city stated a preference for the Express Concept.
- Many respondents are willing to walk longer than average distances for improved service. Eighty-six percent of respondents are willing to walk greater than five minutes to access a bus stop. Among current riders, 69 percent already walked greater than five minutes to access their stop. That being said, some respondents commented that they are not able to walk longer distances, that walking longer distances is challenging in the summertime, and that some stops are challenging to access.
- Consolidating stops to reduce travel times and increase service frequency was well received by both riders and non-riders. However, several respondents identified that the Express Concept does not provide access to the Monterey County Government Center at Schilling Place where some county services offices are located, whereas the Local Concept provides a stop about half a mile away.
- Some respondents identified the importance of improved transfers to local service if the Express Concept was implemented. Students noted the need for connections to Hartnell College satellite campuses in King City and Soledad and that On-Call service was insufficient to make these connections. Some respondents suggested that extending the hours of On-Call service would help alleviate the reduction in stops associated with the Express Concept.

**Figure 41: Community Preferences Survey Results**

**Which option is most useful to you?**



**If the Express Option was implemented, would you ride more or less?**



### 7.3 Service Concept Evaluation

Table 21 evaluates existing Line 23 service against the local and express service improvement concepts developed in Section 6. The evaluation illustrates the similarities between the Local Concept and existing Line 23 service; the Local Concept would provide slightly more revenue hours and slightly more riders. The Express Concept would provide a different type of service relative to Line 23 and the Local Concept: it would be faster and more frequent and therefore has potential to serve more riders, but it would not directly serve about 11 percent of existing riders. The Express Concept would also require capital improvements in Gonzales and Chualar. Both the Local Concept and Express Concept could require additional operating resources over Line 23, but also could be designed to be cost-neutral by reducing the number of round trips.

Table 21: Service Concept Evaluation				
Criteria		Existing	Option A: Local Concept	Option B: Express Concept
Travel Time	One-Way	105-110 Minutes	105 Minutes	75 Minutes
	Round-Trip	240 Minutes (with 25-30 Minute Recovery)	240 Minutes (with 30 Minute Recovery)	180 Minutes (with 30 Minute Recovery)
Frequency	Weekday Frequency	60-120 Minutes	60 Minutes	45 Minutes
	Weekend Frequency	Varies	60-120 Minutes	45-90 Minutes
Daily Round Trips	Weekday Round Trips	14	14	19
	Weekend Round Trips	6	8	11
Estimated Annual Operating Cost	Weekday Revenue Hours	52 Hours	56 Hours	57 Hours
	Weekend Revenue Hours	27 Hours	32 Hours	33 Hours
	Annual Operating Cost	\$2,339,000	\$2,566,000	\$2,618,000
Estimated Capital Cost of Freeway Bus Stops		-	-	\$1.1 Million
Percentage of Existing Riders Served		100%	99%	88%
Estimated Daily Ridership	Estimated Weekday Ridership	640 riders	~650-700 Riders	~750-800 Riders
	Estimated Weekend Ridership	280 riders	~300-350 Riders	~400-450 Riders
Annual Cost to Operate 30 Minute Frequencies During Weekdays		-	\$4,619,000	\$3,608,000
Community Feedback	On-Board Survey Preference	-	29% Prefer	62% Prefer
	Online Survey Preference	-	25% Prefer	68% Prefer



A comparison of differences in travel time between key destinations in the Study Corridor is provided in Table 22.

Table 22: Estimated Difference in Travel Times Between Key Destinations, Express - Local							
	Hartnell College	Salinas Transit Center	Chualar	Gonzales	Soledad	Greenfield	King City
<b>Hartnell College</b>							
<b>Salinas Transit Center</b>	-3						
<b>Chualar</b>	-11	-8					
<b>Gonzales</b>	-18	-15	-7				
<b>Soledad</b>	-16	-14	-6	0			
<b>Greenfield</b>	-23	-20	-12	-5	-7		
<b>King City</b>	-25	-22	-14	-7	-9	-7	

The evaluation illustrates the tradeoffs presented by the Express Concept relative to the Local Concept. The Express Concept offers improved frequency, reduced travel times, and greater potential ridership demand. For these reasons, both riders and non-riders expressed a strong preference for the Express Concept. However, the Express Concept would require a larger upfront capital expenditure that warrant further study, and would no longer directly serve about 12 percent of riders. Based on the community outreach and stakeholder coordination efforts of this study, there appears to be an interest in pursuing the Express Concept, although this preference does not equate to a consensus.



*The Express Concept includes new bus stops in Gonzales at the US-101/5<sup>th</sup> Street onramps in order to reduce bus travel times. Bus stops would be located approximately at the location of the truck shown above..*



## 8. ON-CALL SERVICE CONCEPTS

### 8.1 Existing Conditions

MST operates “On-Call” dial-a-ride services for trips within the cities of Gonzales, Soledad, Greenfield, and King City. Riders can call to schedule trips an hour in advance or as recurring trips; riders may also transfer to other South County cities via Line 23. Service is offered throughout the day, though hours of operation vary by city and on-call service is not provided on weekends. Standard fares are \$1.50, while discounted fares are 75 cents.



Table 23 shows performance metrics for MST’s on-call services. Overall, on-calls serve approximately 210 passengers per day in the Study Corridor, serving an average of five passengers per hour with an average cost per passenger of approximately \$12. Productivity by city varies widely, with Greenfield and King City seeing higher ridership (in part due to more trips to and from school), while ridership is lower in Soledad and Gonzales. On-call service costs about \$60,000 annually to operate.

While on-call service fulfills basic mobility needs in South County cities, it faces challenges related to operational and demand constraints. Productivity is about one-third of MST’s systemwide average due to limitations in the number of pickups and drop-offs that may be completed in a given amount. Demand is also lower since riders must plan travel in advance and are not able to make trips on short notice.

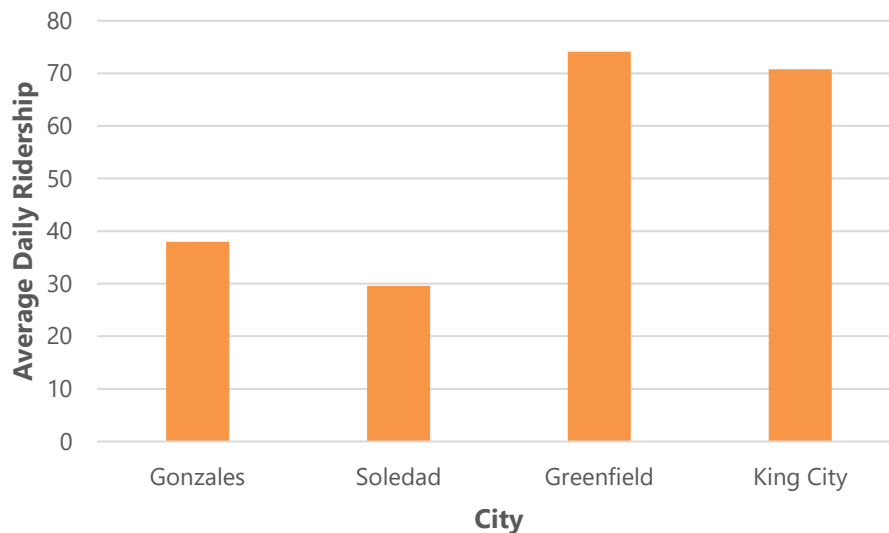
**Table 23. On-Call Route Performance, 2017**

Performance Metric	Systemwide Totals (Daily)	Average Weekday			
		Gonzales	Soledad	Greenfield	King City
<b>Ridership</b>	213	38	30	74	71
<b>Revenue Hours</b>	39	12	8	10	9
<b>Passenger per Revenue Hour</b>	5	3	4	7	8
<b>Cost per Passenger</b>	\$12.16	\$20.67	\$17.69	\$9.25	\$8.32

Source: MST, based on May 2017 performance

Note: MST does not operate on-call service on weekends



**Figure 42: MST On-Call Ridership**

Source: MST, May 2017

## 8.2 Service Options

While not a focus of this study, feedback from riders and agency staff suggests a desire to consider improvements to local intracity shuttle service. There are two options for improving city shuttle service in the Study Corridor: enhancing On-Call service or shifting to fixed route service.

This section outlines how MST may consider such changes in concert with improvement to Line 23. MST plans to pilot an enhanced on-call service in South County cities in 2019. Alternatively, on-call service may be replaced with fixed route service if some cities find that fixed route service would best meet their needs. A representative set of fixed route concepts options are illustrated; however, these options are conceptual in nature and have not yet been vetted through a community engagement process.

### Enhanced On-Call Service

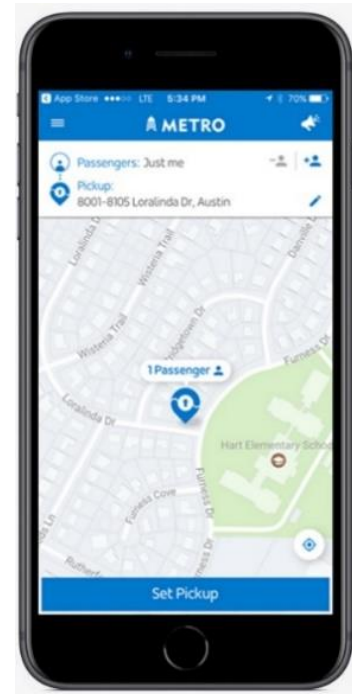
Recent innovations in ride-hailing and dispatch technology present an opportunity for MST to operate an enhanced On-Call service. On-demand software platforms allow riders to request rides for a specific origin and destination within a pre-defined service area via phone, smartphone app, or a website. Buses are automatically dispatched via real-time routing directions to choose the shortest, fastest route while combining trips for multiple passengers. Trips may be scheduled in as little as 10 to 15 minutes in advance, as opposed to an hour in advance with the current On-Call service. To test the suitability of this service, MST will proceed with a pilot program with Transloc, an on-demand software platform, in 2019.



An enhanced On-Call service has the potential to reduce wait times and travel times for riders while increasing productivity. However, On-Call service still faces productivity limitations: a single bus can typically only handle about seven to eight passengers per hour even with improved ride-hailing and dispatch technology.

### Fixed Route Service Concepts

Fixed route service represents another service delivery option for South County cities. In lieu of flexible on-call services, MST could provide fixed-route community shuttles in each city or in a subset of cities based on the preferences of each City. Fixed route shuttles provide more regular frequency and travel time, and can be customized by community within a 20 minute loop. Fixed route shuttles can also be scheduled to provide timed transfers with Line 23. MST's fixed route circulator services typically serve around eight to 12 passengers per hour – generally slightly more productive than on-call services. Figure 44 through Figure 47 illustrate potential concepts for fixed route service in Gonzales, Soledad, Greenfield, and King City.



**Figure 43: Sample On-Demand Transit Platform**

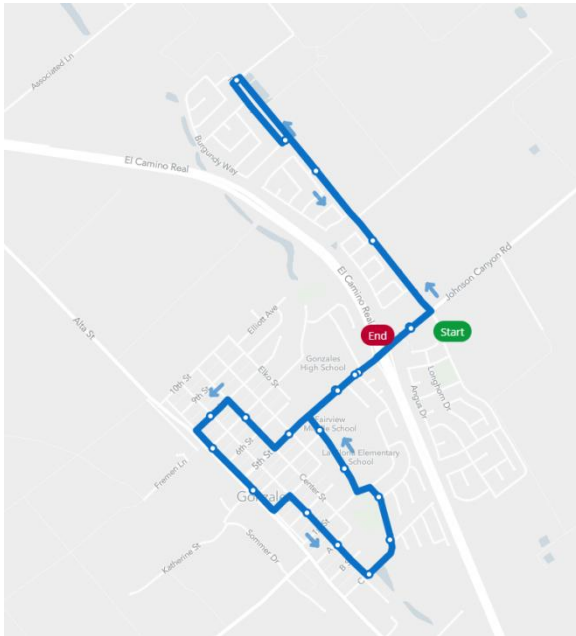
*Source: Capital Metro*

While fixed route service may offer an opportunity for higher ridership, this comes with a tradeoff of reduced accessibility. Fixed route service cannot provide door-to-door service in the same way that on-call service can, which may result in some households experiencing reduced access to transit. This tradeoff would be weighed by each city in considering whether fixed route service is appropriate to serve their community.

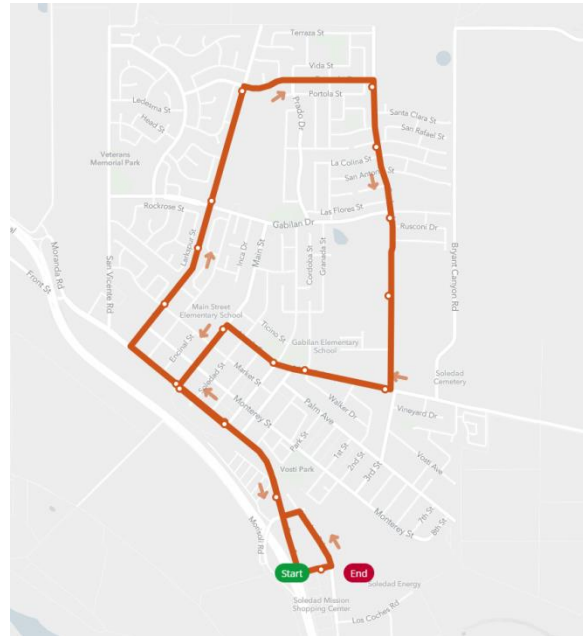
## 8.3 City Coordination Process

The decision to operate on-call versus fixed route service may vary by City. While MST presently does not intend to change any on-call service to fixed route service, Cities may coordinate with MST to explore how fixed route service may be implemented. The route development process would include additional rider and community engagement and interface with City staff.





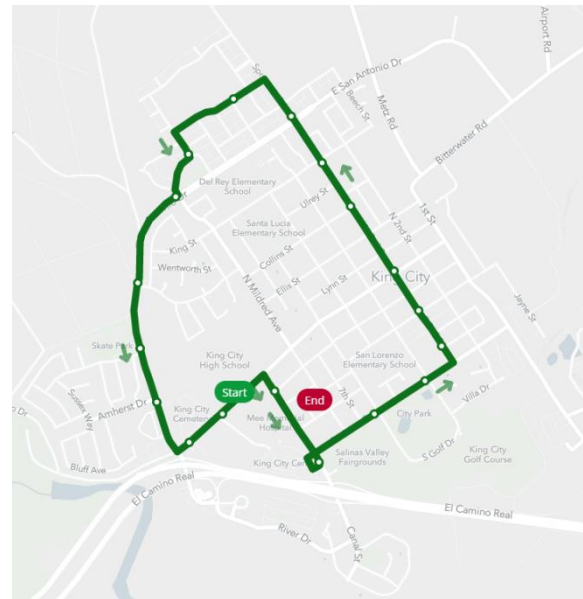
**Figure 44: Gonzales Fixed Route Shuttle Concept**



**Figure 45: Soledad Fixed Route Shuttle Concept**



**Figure 46: Greenfield Fixed Route Shuttle Concept**



**Figure 47: King City Fixed Route Shuttle Concept**

*Note: All routes are conceptual representations of how fixed route service may be operated in South County cities within the operating parameters described above. Cities may work with MST to refine these concepts should they prefer fixed route service in lieu of on-call service.*



## 9. IMPLEMENTATION CONSIDERATIONS

Whether MST chooses to maintain local service or shift to an express service, a range of corridor-wide improvements would support improved accessibility, reliability, and speed. Changes to Line 23 also warrant consideration of fare and systems integration with other routes, and leveraging new funding sources.

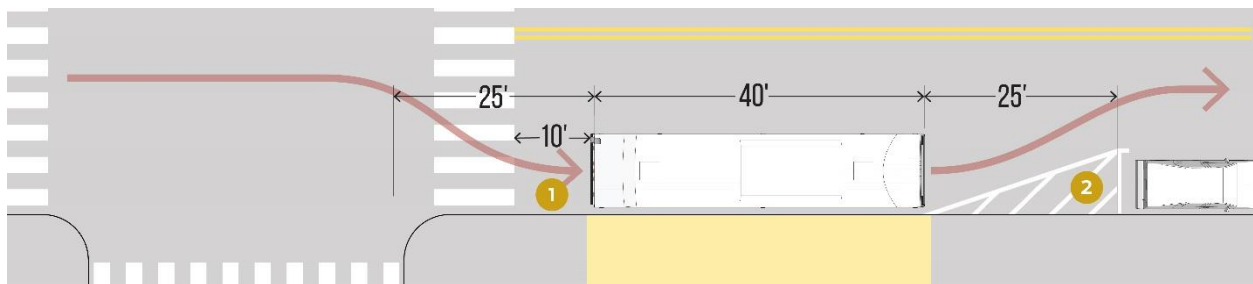
### 9.1 Corridor-Wide Measures

In order to operate faster and more user-friendly bus service, MST may partner with cities to improve operating conditions. This section provides street design guidance to ensure bus stops and other infrastructure support effective transit service. The guidance described below is primarily derived from best practices identified in the National Association of City Transportation Officials (NACTO) *Transit Street Design Guide* and its accompanying Application Supplement by the Institute of Transportation Engineers (ITE).

#### Prioritize Far-Side Bus Stops and Limit Route Diversions

Placement of bus stops on the far-side of intersections are typically safer and more operationally efficient. Far-side stops allow buses to clear the intersection before stopping, to avoid conflicts with right-turning vehicles, and to avoid instances of “multiple threat” crashes in which buses obscure the visibility of pedestrians crossing the street. Near-side or mid-block stops may be appropriate in certain circumstances where bus routing, street geometries, or land uses may prevent siting of far-side stops.

In-lane and pull-out stops may be provided depending on the site-specific context. In-lane stops are generally preferable for faster and more reliable bus operations by eliminating the time it takes for the bus to pull out or re-enter traffic. Pull-out stops may be more appropriate for streets with higher volumes and vehicle speeds (typically in excess of 30 miles per hour).



**Figure 48: Far-Side Pull-Out Stop Dimensions**

Source: NACTO *Transit Street Design Guide*

While route diversions are sometimes necessary to serve a key bus stop or navigate a challenging street infrastructure, they should be minimized to reduce delays for riders traveling through the diversion. For example, Line 23 loops around the Soledad Mission Shopping Center due to the omission of bus pull-outs



on Front Street, delaying passengers traveling through Soledad by an additional one to two minutes. MST may partner with cities to straighten out such diversions over time.

### **Provide Transit Signal Priority**

Transit signal priority adjusts the traffic signal timing or phasing as a bus approaches an intersection to reduce or eliminate the amount of time the vehicle must wait at the intersection. Transit signal priority can help to improve travel time and reliability, particularly at complex or clustered intersections. Transit signal priority may be phased in as cities modify signal operations along the corridor.

### **Time Bus Transfers**

Transfers are a key part of any transit network and allow riders to access a larger number of destinations. Timed transfers between services provide riders with a sense of reliability, and can lower barriers to taking trips that require a transfer. In South County, MST may consider opportunities to facilitate timed transfers between Line 23 and on-call services (or local fixed route services, should any be implemented).

### **Enhance Bus Shelters and Wayfinding**

Bus shelters not only offer physical protection from the elements but also promote a sense of social safety. Shelters should be constructed of transparent materials and have good lighting so that passengers waiting are visible and feel safe. Amenities such as places to rest (seating or areas to lean on), trash receptacles, and wayfinding elements can all be incorporated into transit shelter design.

Clear and legible wayfinding information at bus stops helps riders navigate the system. MST's bus stop signs already include the stop name, route number(s), direction and/or destination, and a system logo. Additional features such as stop and system maps, schedules, and typical travel times can be helpful to passengers.

### **Promote Use of Real-Time Arrival Information**

MST can continue promoting the use of its real-time arrival information to help passengers better predict bus operations. MST already provides real-time arrival information via Transit App and by texting or dialing a phone number with a stop ID. Further promotion of these features amongst Line 23 riders would increase the convenience of riding the bus.

### **Improve Pedestrian and Bicycle Connections**

A walkable pedestrian network is critical to supporting transit use. MST may partner with cities to ensure that continuous sidewalks with accessible curb ramps are provided on all streets connecting to bus stops, and marked crosswalks are provided at or near (within 100 feet of) all bus stops. Similarly, MST may coordinate with cities to encourage bicycle lanes, signage, and parking to access bus stops.





*MST's Jazz bus shelters provide a comfortable location to wait for the bus.*

### **Leverage Existing Park-and-Ride Facilities**

Although park-and-ride represents a small fraction of existing mode of access, leveraging existing parking lots near bus stops to enhance access presents an opportunity for ridership growth over time. For example, in Soledad, the proposed bus stop near the intersection of Front and Main would provide access to approximately 45 potential park-and-ride spots, providing riders with another means of accessing the bus. MST and cities may consider opportunities to leverage existing on-street and off-street parking resources to expand bus access by sharing parking with other uses.

### **Expand GoCard and GoPass Access**

GoCards and GoPasses provide a faster (and often more affordable) payment option for riders. However, there are limited opportunities to purchase or reload GoCards and GoPasses in South County: they are available only at city halls in Gonzales, Greenfield, and King City. Expanding access to GoCards and GoPasses would help encourage ridership and reduce bus dwell times.



## 9.2 Fare & Systems Integration

### Fare Structure

As described in Section 5.1, Line 23's fare structure is unique among its peers: it has a relatively high monthly pass cost compared to a round trip fare, and lacks free transfers or discounts for shorter distance trips. Consequently, many riders pay cash fares (resulting in long dwell times) and few riders leverage opportunities to transfer to on-call services. Although many riders leverage special fare discount programs, feedback from non-riders suggests that the present fare structure serves as a barrier to riding among those who otherwise may use Line 23.

In order to achieve faster operations and improve the seamlessness of services in South County, MST may consider providing a more affordable monthly pass and/or free transfers between Line 23 and local or primary routes. Given the relatively comparable service area and low ridership among non-military personnel, converting Line 82 to the same fare structure as Line 23 may enable a more efficient use of resources. However, such changes would have systemwide ramifications and may be considered in a future fare study.

### Lines 82, 84, and 86

Although Lines 82, 84, and 86 are not a focus of this study, minor changes to stop locations and routing may be considered depending on changes to Line 23 and on-call services. To the extent feasible, the interlining, schedule coordination, and fare integration of Lines 82, 84, and 86 with Line 23 would support enhanced mobility for Line 23 riders. If the Express Concept is pursued, MST may consider consolidating lines 82 and 84 (and potentiall Line 86) south of Salinas to create a single trunk route without degrading travel times.

### Local On-Call and Fixed Route Services

As described in Section 7, MST may consider improvements to local On-Call services and potential new fixed route services in conjunction with the Local or Express Concept. Depending on what type of service is implemented, changes may include modification of service hours, timed transfers, free or discounted transfers between services, or shifting On-Call services to fixed-route services.

## 9.3 Funding Opportunities

While most of the changes describes in this study are relatively low-cost capital improvements (such as the relocation of bus stops) or cost-neutral changes to bus operations, MST may consider seeking additional grant funding to further enhance bus stop facilities, vehicles, and services. In particular, the Gonzales and Chualar freeway ramp bus stop concepts would be well suited for grant funding.



## State Funding

The State of California (Caltrans, the California State Transportation Agency, and the California Transportation Commission) administer several funding programs that may support bus improvements, including:

- The Transportation Development Act funds a variety of projects, including planning, pedestrian and bicycle facilities, community transit services, public transportation, and bus and rail projects. MST could seek TDA funds to support operating costs associated with bus services on the Study Corridor. These funds currently pay for Line 23 operations.
- Senate Bill 1's Local Partnership Program funds may support improvements to transit facilities, such as enhancements to bus stops.
- The Transit and Intercity Rail Capital Program, supported by the Cap-and-Trade program, funds transformative capital improvements to reduce emissions of greenhouse gases by reducing congestion and vehicle miles traveled throughout California.
- The Low Carbon Transit Operations Program, also funded by the cap-and-trade program, supports transit projects and operations that reduce GHG emissions.
- The California Air Resources Board's Volkswagen Environmental Mitigation Trust and Hybrid and Zero-Emission Truck and Bus Voucher Incentive Project provide competitive grant funding opportunities that may fund the purchase of hybrid or electric buses and charging stations.
- The Active Transportation Program provides capital funding to improve the safety and mobility of people walking and biking. MST may coordinate with cities on the Study Corridor to seek funding for bicycle and pedestrian improvements that support improved bus access.

## Federal Funding

There are limited federal funding sources available to support bus improvements, but opportunities periodically arise to fund capital improvements. Potential funding sources may include the following:

- Better Utilizing Investments to Leverage Development (BUILD) support surface transportation capital improvement projects that are difficult to fund through traditional federal programs and have a significant local or regional impact. BUILD grants are highly competitive and typically fund larger projects,, presenting a low likelihood as a potential funding source.
- Bus and Bus-Related Equipment and Facilities Programs makes federal resources available to replace, rehabilitate and purchase buses and related equipment, and to construct bus-related facilities. The Low- or No-Emission Vehicle Program, provides competitive grants for projects that support low- and zero-emission vehicles.



## Regional Funding

Monterey County's Measure X provides funding toward improved express bus service as well as senior and disabled services. The South County Maintenance and Operations Facility in King City is funded by Measure X. Additional Measure X funds may support expanded local or regional bus services or stop improvements along the Study Corridor.

## Local Funding

MST may leverage opportunities provided by local street projects to enhance transit operations, such as street repaving, streetscape improvements, signal modifications or changes associated with new developments. MST may continue actively coordinating with individual cities to ensure that effects on bus services are considered in street improvements and development applications.



## APPENDIX – OUTREACH RESULTS

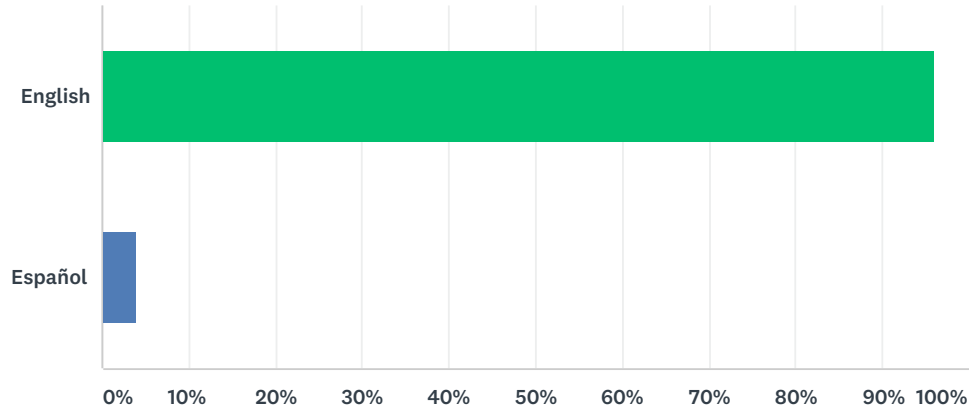
I would ride the bus more often if...	Number of Dots	
	King City Flea Market	Salinas Valley Fair
Bus comes every 30 minutes on weekdays	11	10
Bus comes every hour on weekends	7	11
Bus is as fast as driving	9	7
Bus runs earlier in the morning or later in the evening	5	16
Buses are more comfortable	16	11
Fares are lower	23	34
I can walk to a bus stop in less than 10 minutes	11	15
I can park my car at a bus stop	4	9

I ride the bus because...	I don't ride the bus because...
Takes me where I need to go	I just never think about MST as an option
Nice for elderly	It is too expensive when riding with children
Use it for work	Too expensive
I don't have to pay someone	
Good for special needs kids	
Wifi access	
Easy to commute	
Don't have to drive	
Good people	
More stops	
New destinations	
Better for the environment	
Less wear & tear and your car	
Interact with people	
Enjoy the view	
Takes me where I need to go	
Easier	
Less traffic	



## Q1 Please choose one / Escoge uno:

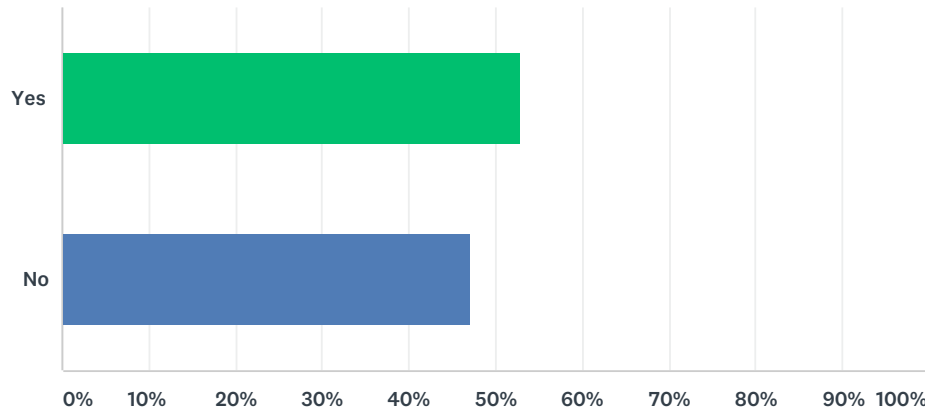
Answered: 125 Skipped: 2



ANSWER CHOICES	RESPONSES	
English	96.00%	120
Español	4.00%	5
TOTAL		125

## Q2 Have you used MST over the past month?

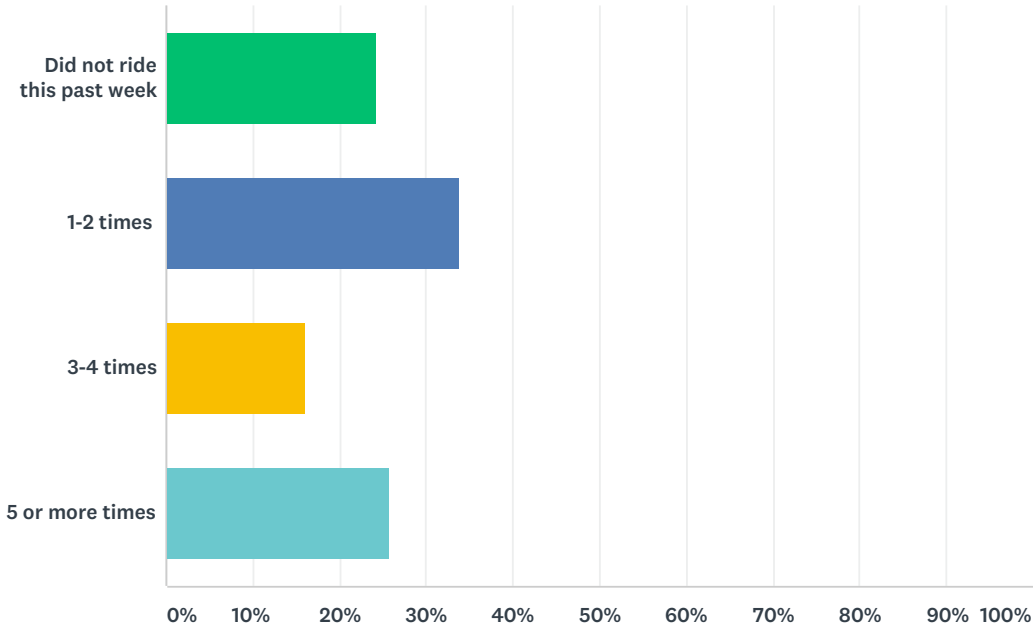
Answered: 119 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	52.94%	63
No	47.06%	56
TOTAL		119

### Q3 How often did you ride MST in the past week?

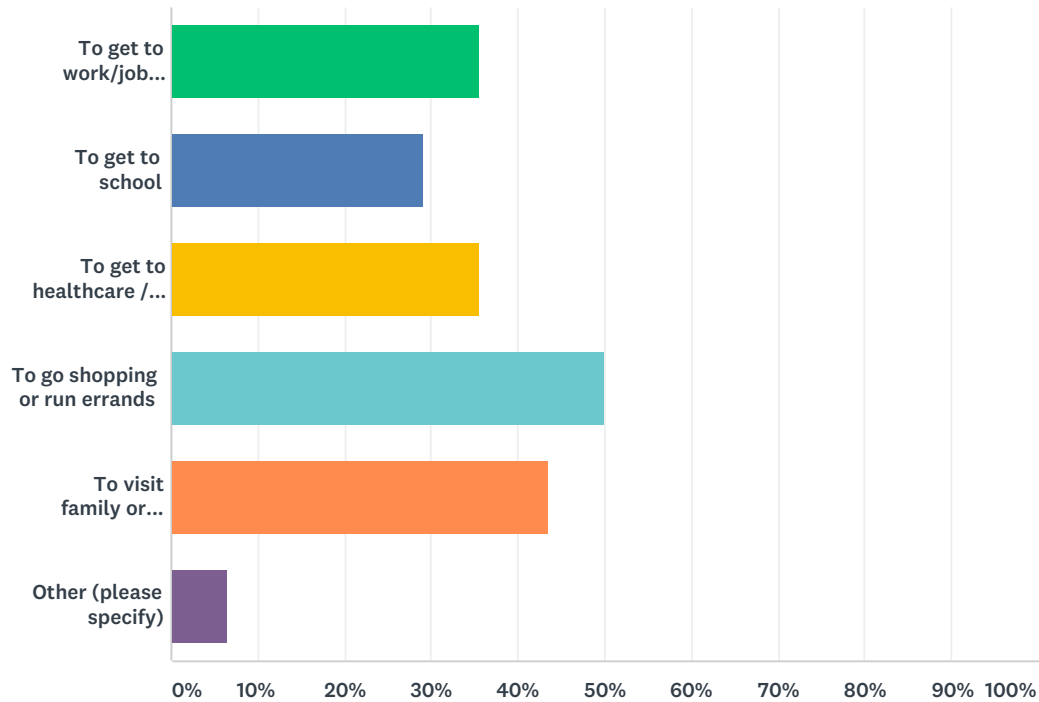
Answered: 62 Skipped: 65



ANSWER CHOICES	RESPONSES	
Did not ride this past week	24.19%	15
1-2 times	33.87%	21
3-4 times	16.13%	10
5 or more times	25.81%	16
TOTAL		62

## Q4 What was the purpose of your trips on MST? (Check all that apply.)

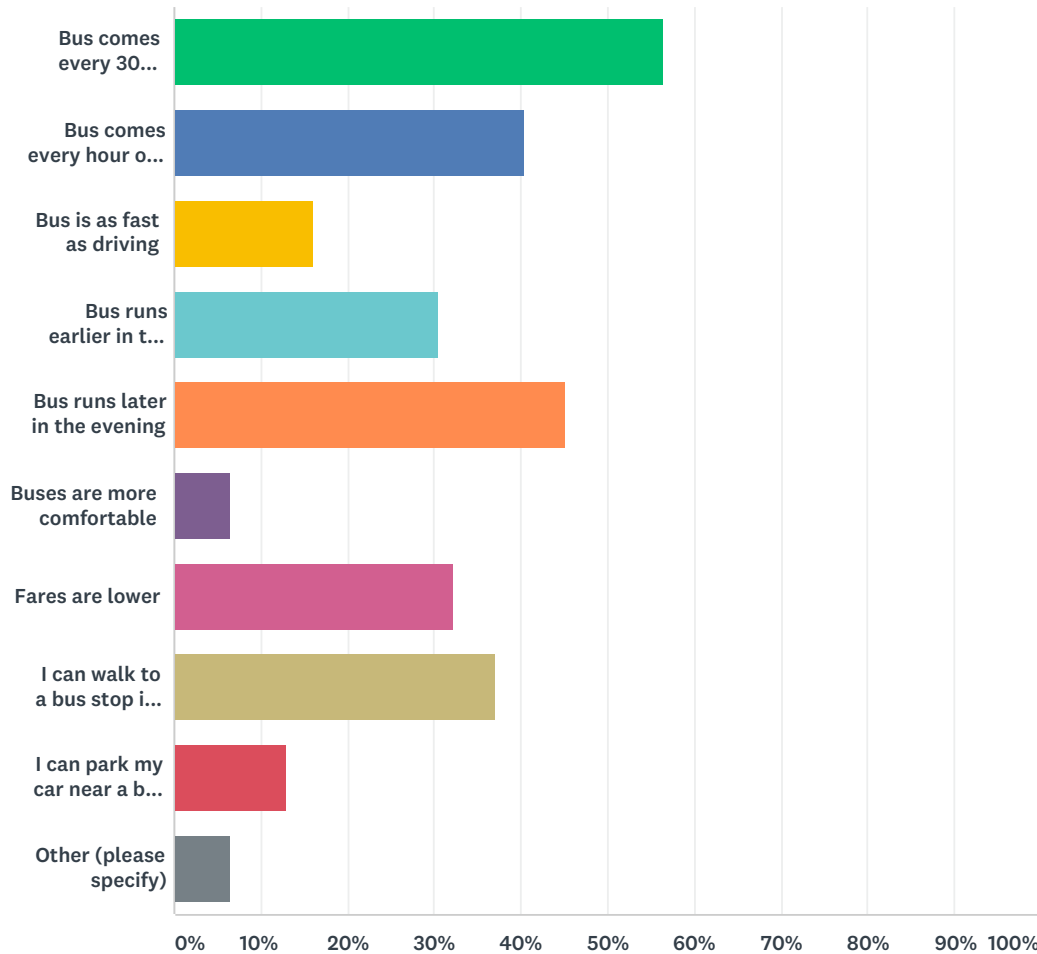
Answered: 62 Skipped: 65



ANSWER CHOICES	RESPONSES	
To get to work/job training	35.48%	22
To get to school	29.03%	18
To get to healthcare / social services	35.48%	22
To go shopping or run errands	50.00%	31
To visit family or friends	43.55%	27
Other (please specify)	6.45%	4
Total Respondents: 62		

## Q5 Which improvements would you most like to see for MST? (Check your top three.)

Answered: 62 Skipped: 65



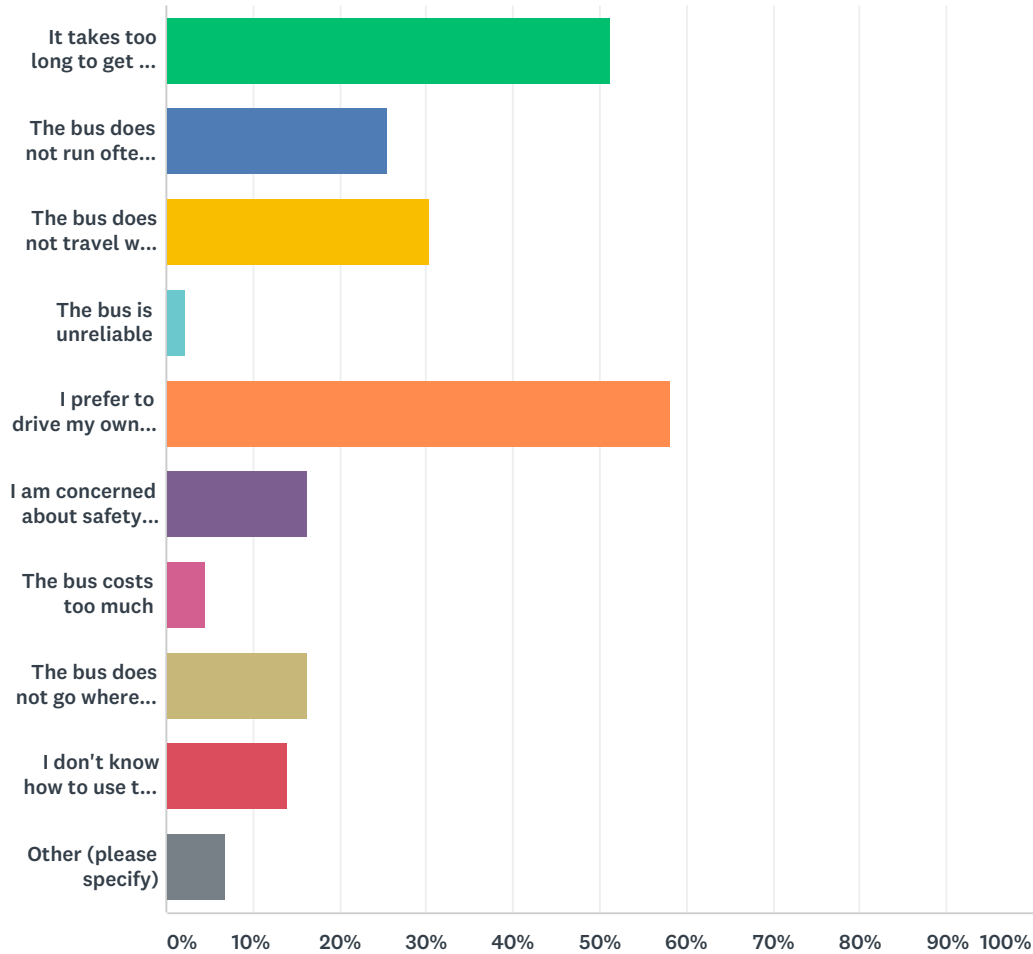
ANSWER CHOICES	RESPONSES	
Bus comes every 30 minutes on weekdays	56.45%	35
Bus comes every hour on weekends	40.32%	25
Bus is as fast as driving	16.13%	10
Bus runs earlier in the morning	30.65%	19
Bus runs later in the evening	45.16%	28
Buses are more comfortable	6.45%	4
Fares are lower	32.26%	20
I can walk to a bus stop in less than 10 minutes	37.10%	23
I can park my car near a bus stop	12.90%	8
Other (please specify)	6.45%	4

# MST South County Community Survey

Total Respondents: 62

## Q6 What are the top three reasons you don't ride MST?

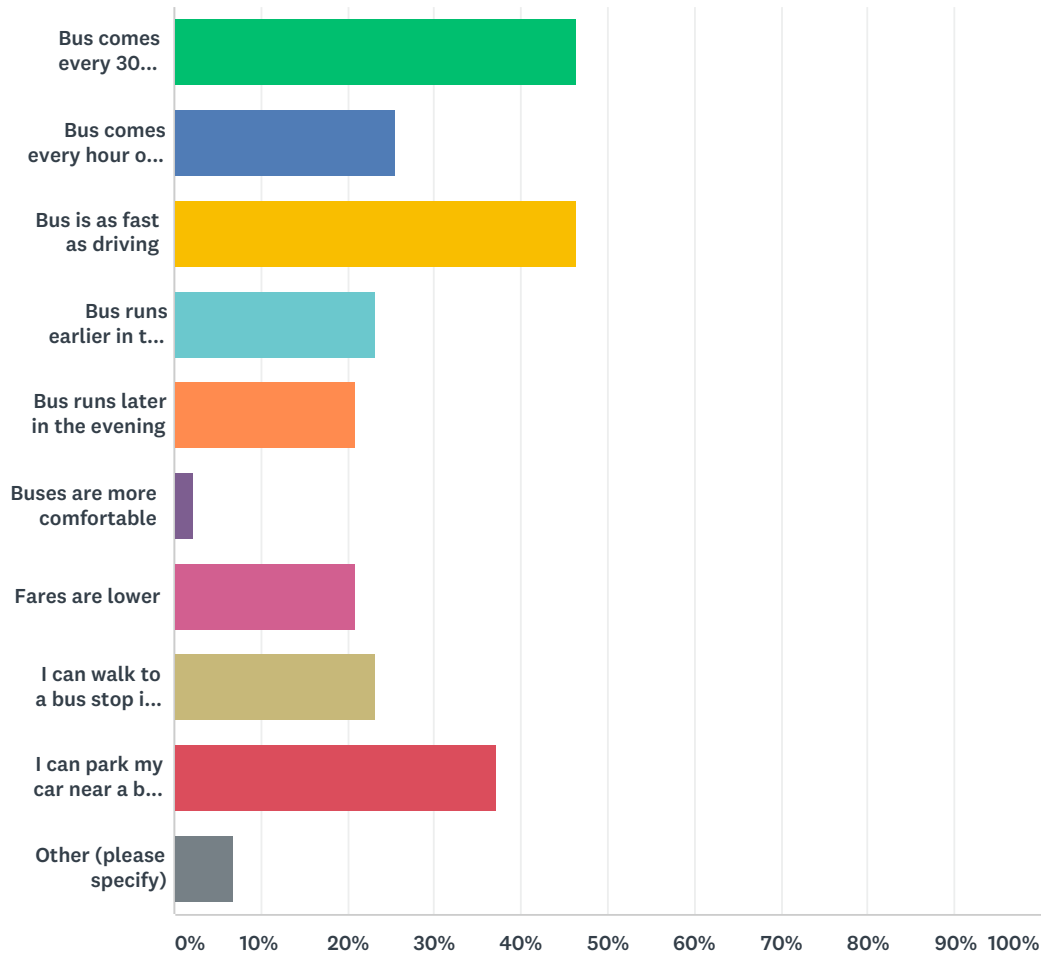
Answered: 43 Skipped: 84



ANSWER CHOICES	RESPONSES	
It takes too long to get to my destination	51.16%	22
The bus does not run often enough	25.58%	11
The bus does not travel when I need it to	30.23%	13
The bus is unreliable	2.33%	1
I prefer to drive my own vehicle	58.14%	25
I am concerned about safety onboard the bus	16.28%	7
The bus costs too much	4.65%	2
The bus does not go where I need to go	16.28%	7
I don't know how to use the bus system	13.95%	6
Other (please specify)	6.98%	3
Total Respondents: 43		

## Q7 Which improvements would make you more likely to ride MST? (Check your top three.)

Answered: 43 Skipped: 84



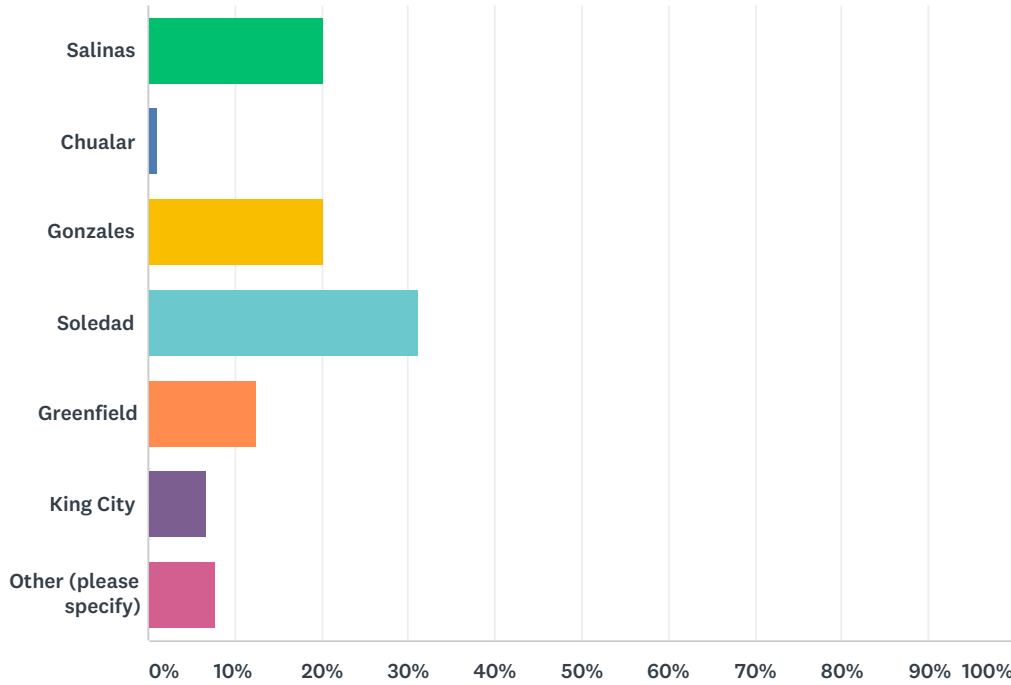
ANSWER CHOICES	RESPONSES	
Bus comes every 30 minutes on weekdays	46.51%	20
Bus comes every hour on weekends	25.58%	11
Bus is as fast as driving	46.51%	20
Bus runs earlier in the morning	23.26%	10
Bus runs later in the evening	20.93%	9
Buses are more comfortable	2.33%	1
Fares are lower	20.93%	9
I can walk to a bus stop in less than 10 minutes	23.26%	10
I can park my car near a bus stop	37.21%	16
Other (please specify)	6.98%	3

## MST South County Community Survey

Total Respondents: 43

## Q8 Which community do you currently live in?

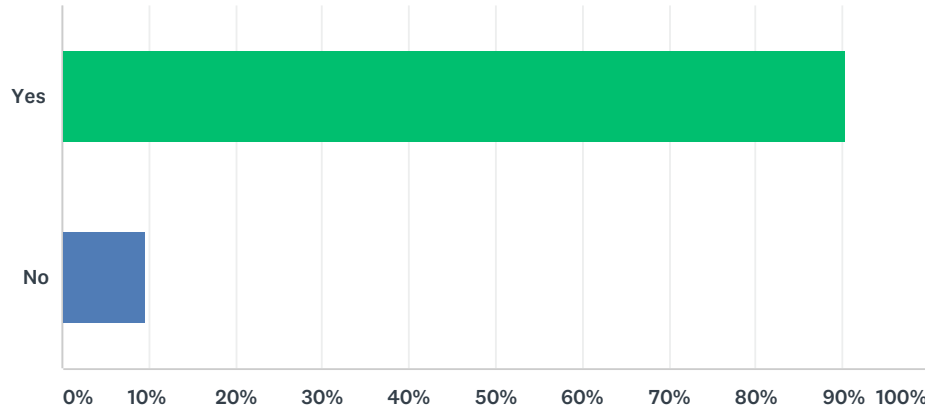
Answered: 103 Skipped: 24



ANSWER CHOICES	RESPONSES	
Salinas	20.39%	21
Chualar	0.97%	1
Gonzales	20.39%	21
Soledad	31.07%	32
Greenfield	12.62%	13
King City	6.80%	7
Other (please specify)	7.77%	8
TOTAL		103

## Q9 Does anyone in your household own a car that runs?

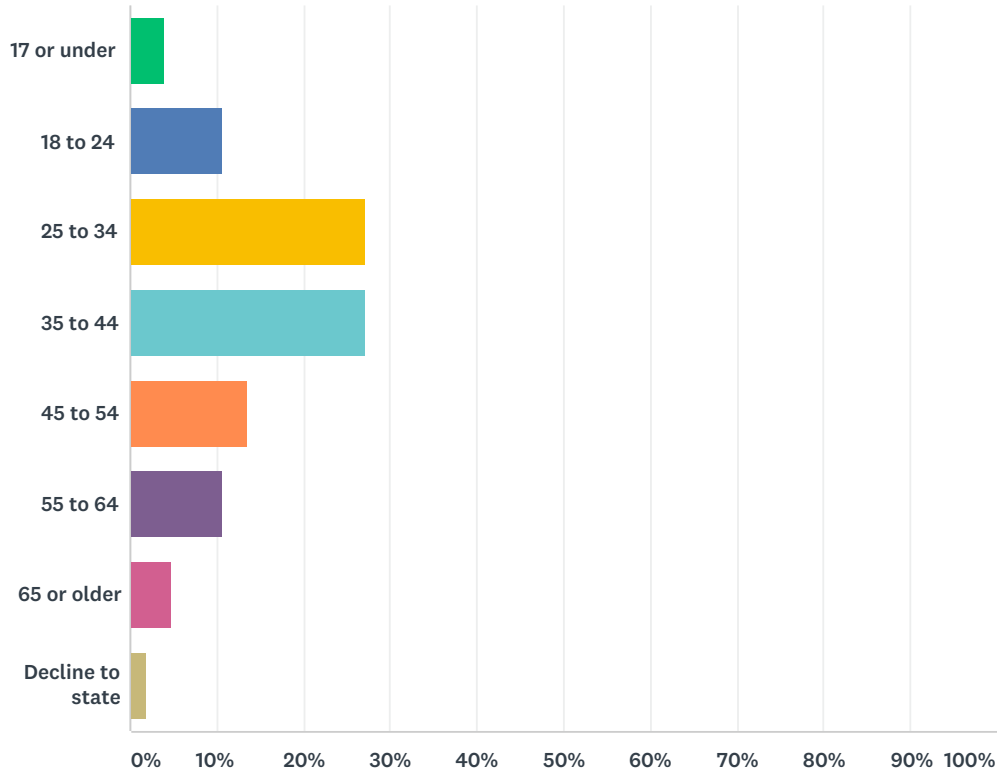
Answered: 103 Skipped: 24



ANSWER CHOICES	RESPONSES	
Yes	90.29%	93
No	9.71%	10
TOTAL		103

## Q10 What is your age?

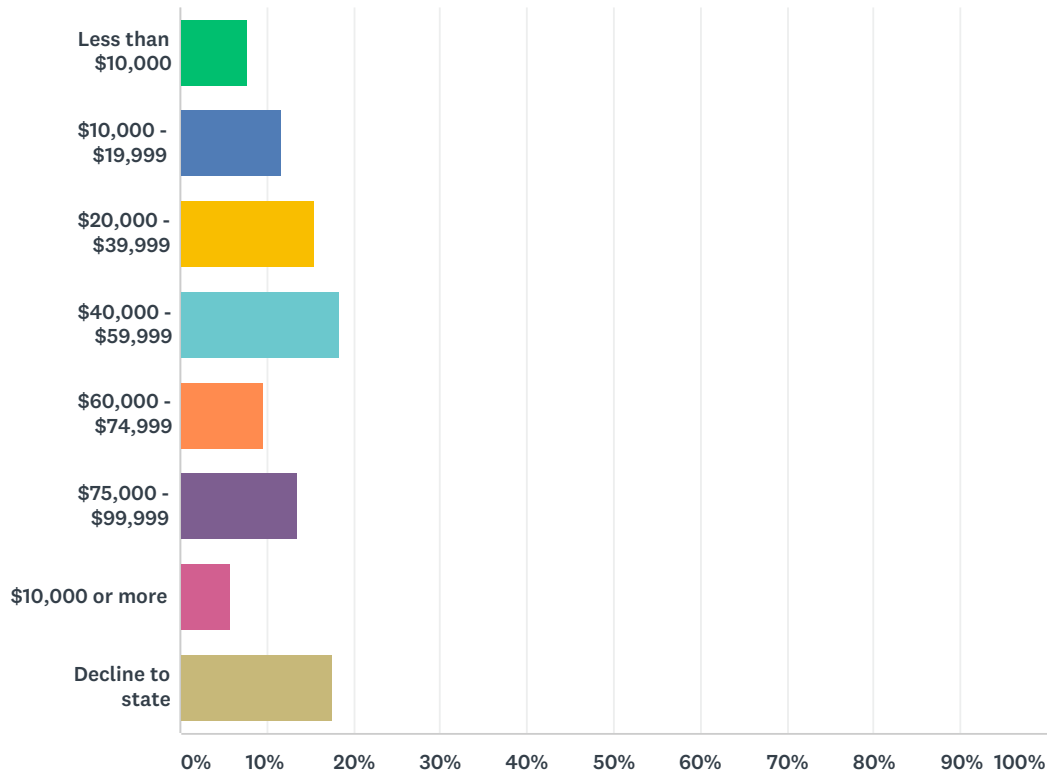
Answered: 103 Skipped: 24



ANSWER CHOICES	RESPONSES	
17 or under	3.88%	4
18 to 24	10.68%	11
25 to 34	27.18%	28
35 to 44	27.18%	28
45 to 54	13.59%	14
55 to 64	10.68%	11
65 or older	4.85%	5
Decline to state	1.94%	2
<b>TOTAL</b>		<b>103</b>

## Q11 What is your household income?

Answered: 103   Skipped: 24



ANSWER CHOICES	RESPONSES	
Less than \$10,000	7.77%	8
\$10,000 - \$19,999	11.65%	12
\$20,000 - \$39,999	15.53%	16
\$40,000 - \$59,999	18.45%	19
\$60,000 - \$74,999	9.71%	10
\$75,000 - \$99,999	13.59%	14
\$10,000 or more	5.83%	6
Decline to state	17.48%	18
<b>TOTAL</b>		<b>103</b>

## Q12 Do you have any other comments?

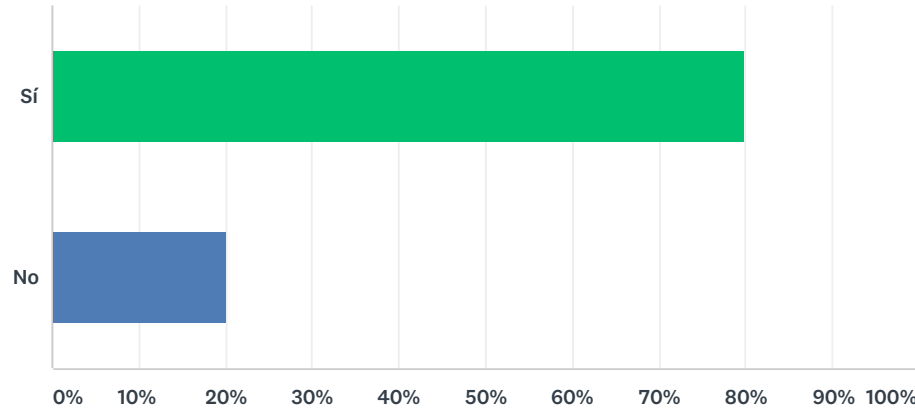
Answered: 59   Skipped: 68

**Q13 If you would like to participate in a raffle for a \$50 Amazon gift card, please enter your email:**

Answered: 88   Skipped: 39

## Q14 ¿Ha utilizado MST durante el mes pasado?

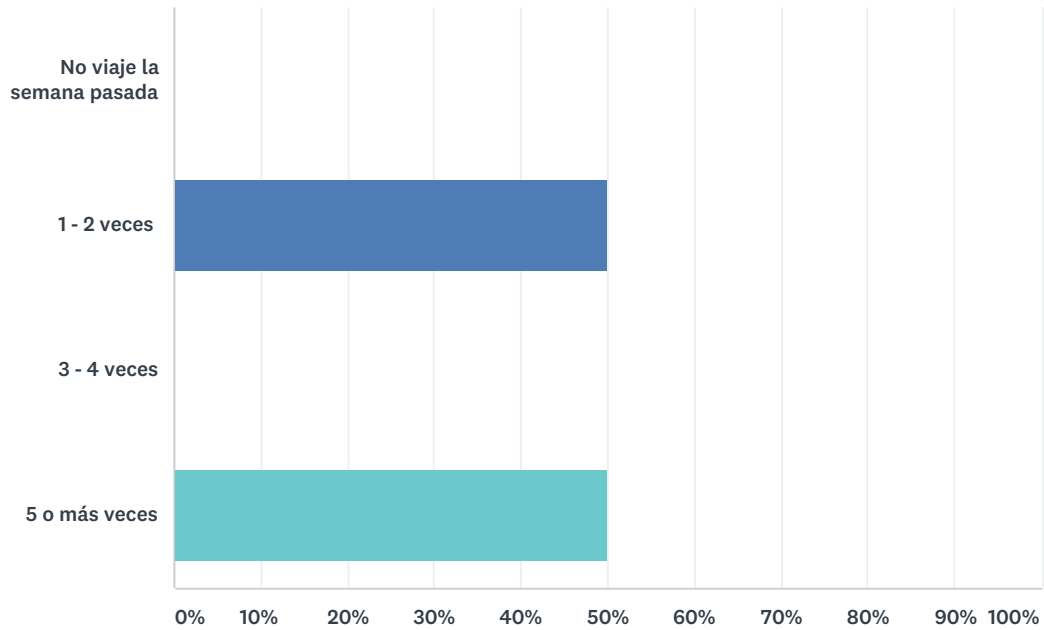
Answered: 5 Skipped: 122



ANSWER CHOICES	RESPONSES	
Sí	80.00%	4
No	20.00%	1
TOTAL		5

## Q15 ¿Cuántas veces ha viajado en MST durante la semana pasada?

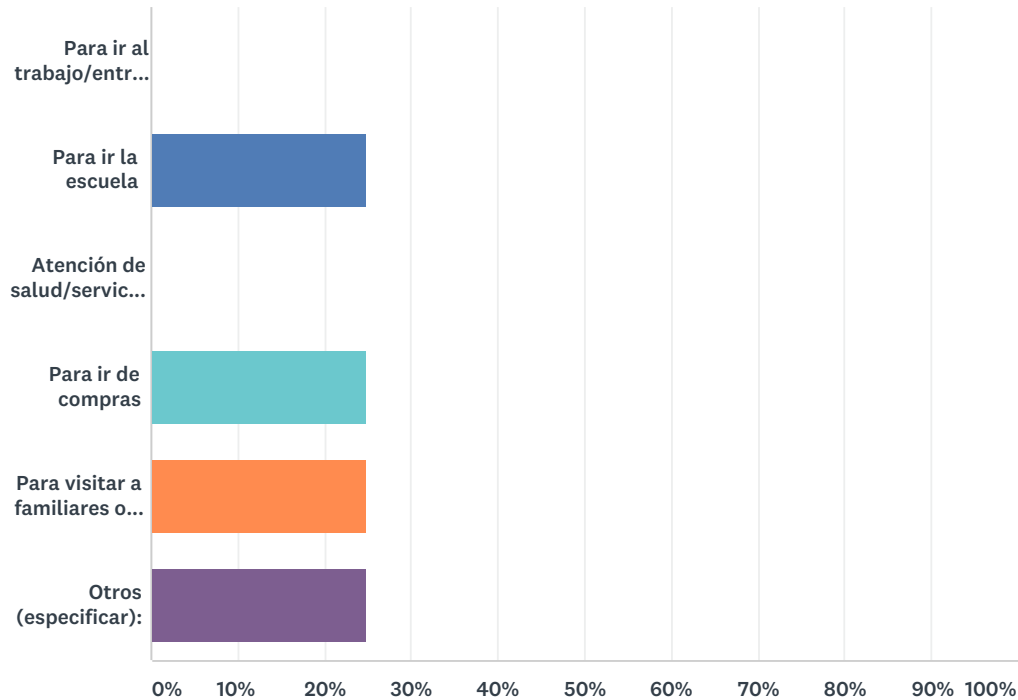
Answered: 4 Skipped: 123



ANSWER CHOICES	RESPONSES	
No viaje la semana pasada	0.00%	0
1 - 2 veces	50.00%	2
3 - 4 veces	0.00%	0
5 o más veces	50.00%	2
TOTAL		4

## Q16 ¿Cuál fue el propósito de sus viajes en MST? (Cheque todos que aplican).

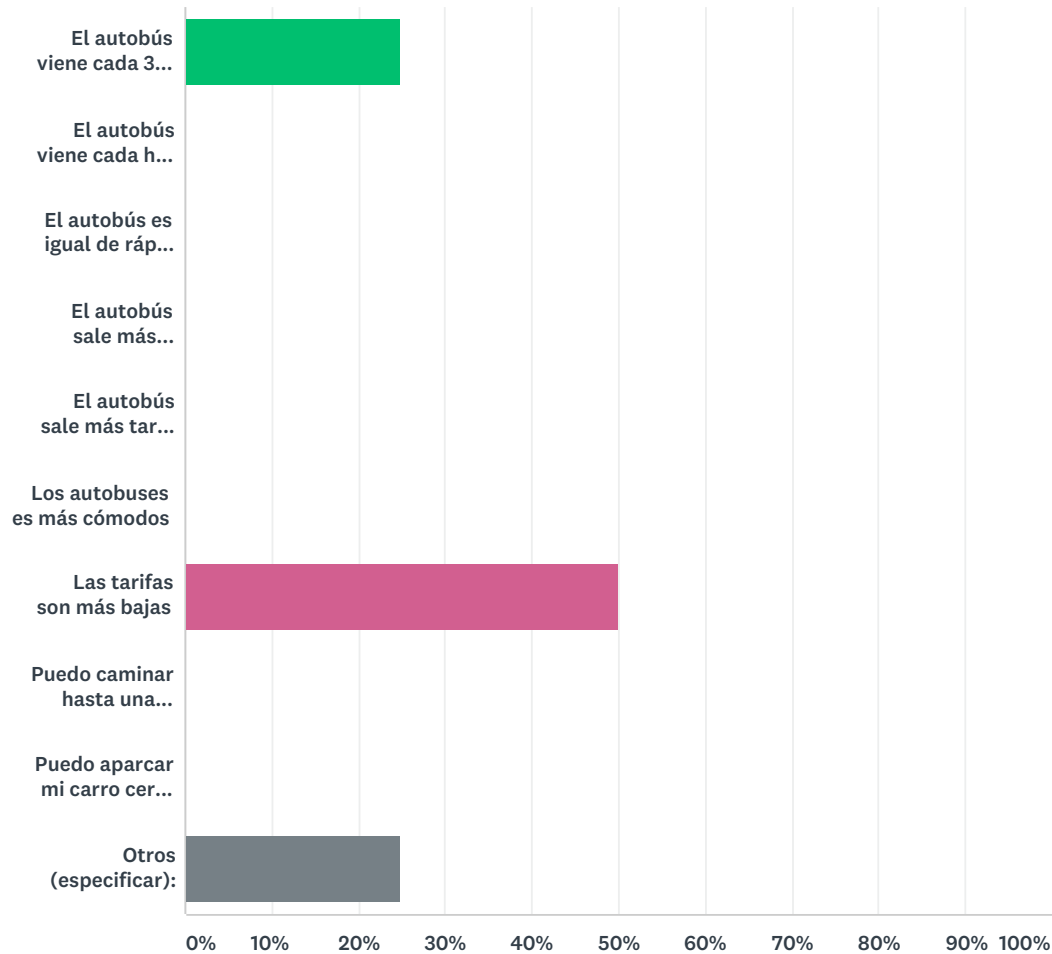
Answered: 4 Skipped: 123



ANSWER CHOICES	RESPONSES	
Para ir al trabajo/entrenamiento	0.00%	0
Para ir la escuela	25.00%	1
Atención de salud/servicios sociales	0.00%	0
Para ir de compras	25.00%	1
Para visitar a familiares o amigos	25.00%	1
Otros (especificar):	25.00%	1
<b>TOTAL</b>		<b>4</b>

## Q17 Escoge tres mejoramientos que quisiera ver implementados por MST.

Answered: 4 Skipped: 123



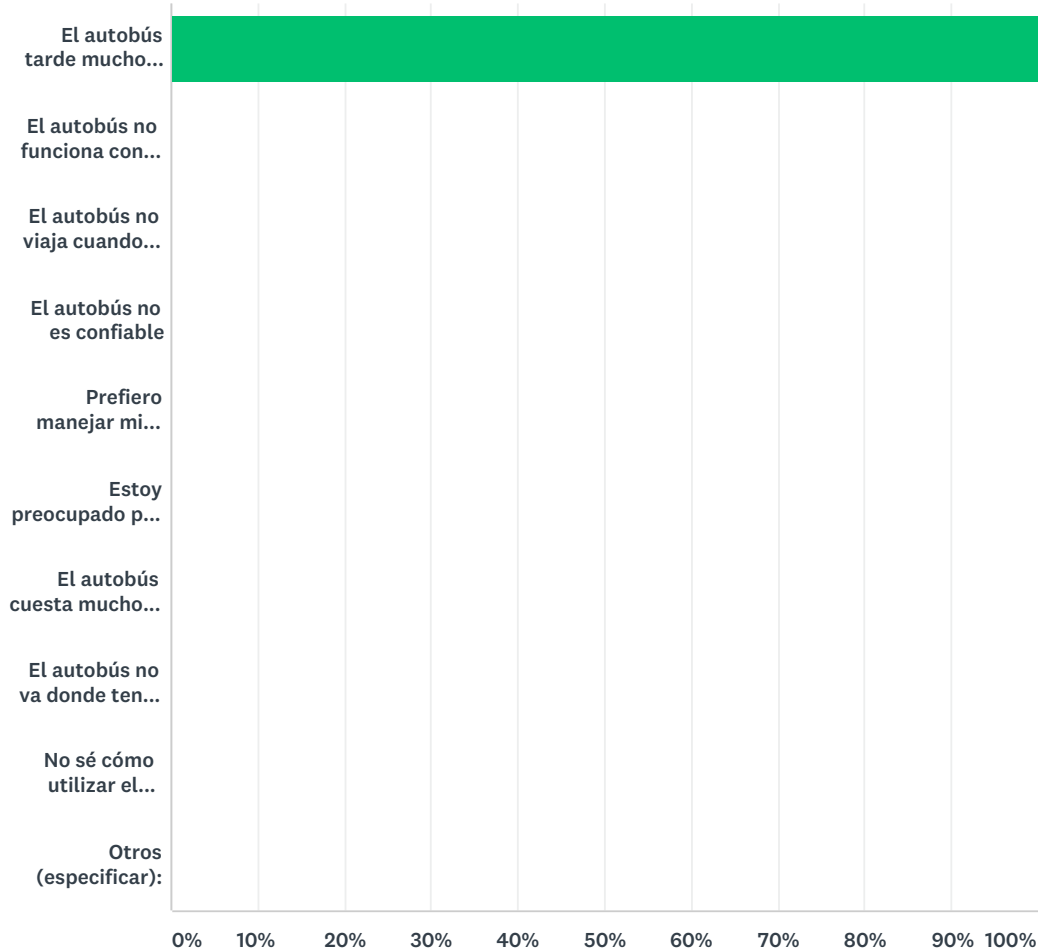
ANSWER CHOICES	RESPONSES	
El autobús viene cada 30 minutos durante la semana	25.00%	1
El autobús viene cada hora durante los fines de semana	0.00%	0
El autobús es igual de rápido que conducir	0.00%	0
El autobús sale más temprano en la mañana	0.00%	0
El autobús sale más tarde en la noche	0.00%	0
Los autobuses es más cómodos	0.00%	0
Las tarifas son más bajas	50.00%	2
Puedo caminar hasta una parada de autobús en menos de 10 minutos	0.00%	0
Puedo aparcar mi carro cerca de una parada de autobús	0.00%	0
Otros (especificar):	25.00%	1

TOTAL

4

## Q18 Escoge tres razones por la cual no ha utilizado MST:

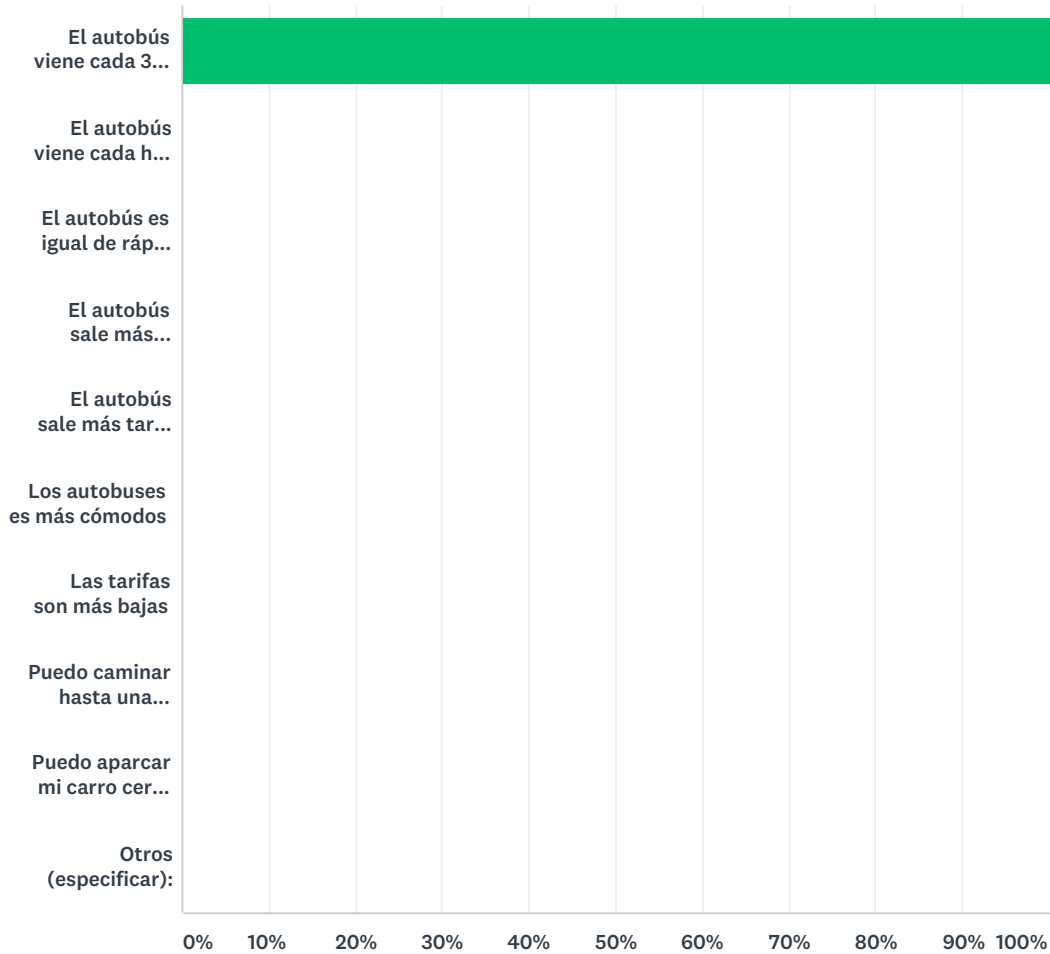
Answered: 1 Skipped: 126



ANSWER CHOICES	RESPONSES	
El autobús tarde mucho tiempo en llegar a mi destino	100.00%	1
El autobús no funciona con la frecuencia suficiente	0.00%	0
El autobús no viaja cuando lo necesito	0.00%	0
El autobús no es confiable	0.00%	0
Prefiero manejar mi propio carro	0.00%	0
Estoy preocupado por la seguridad a bordo del autobús	0.00%	0
El autobús cuesta mucho dinero	0.00%	0
El autobús no va donde tengo que ir	0.00%	0
No sé cómo utilizar el sistema de autobuses	0.00%	0
Otros (especificar):	0.00%	0
<b>TOTAL</b>		<b>1</b>

## Q19 ¿Que mejoramientos podrían animarlo a utilizar MST? (escoge tres)

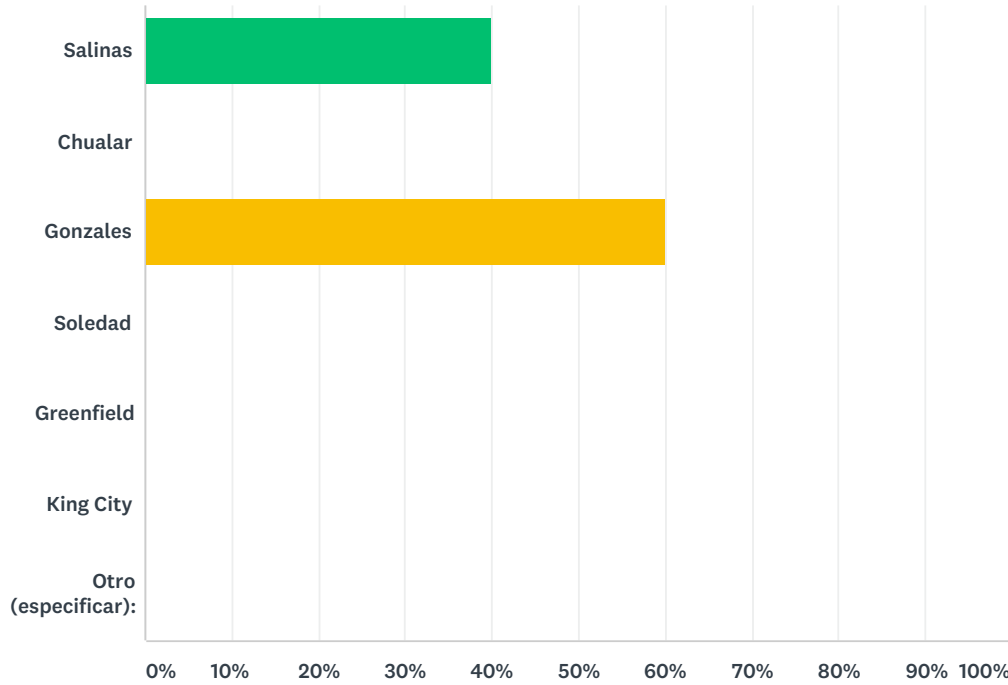
Answered: 1 Skipped: 126



ANSWER CHOICES	RESPONSES	
El autobús viene cada 30 minutos durante la semana	100.00%	1
El autobús viene cada hora durante los fines de semana	0.00%	0
El autobús es igual de rápido que conducir	0.00%	0
El autobús sale más temprano en la mañana	0.00%	0
El autobús sale más tarde en la noche	0.00%	0
Los autobuses es más cómodos	0.00%	0
Las tarifas son más bajas	0.00%	0
Puedo caminar hasta una parada de autobús en menos de 10 minutos	0.00%	0
Puedo aparcar mi carro cerca de una parada de autobús	0.00%	0
Otros (especificar):	0.00%	0
<b>TOTAL</b>		<b>1</b>

## Q20 ¿Dónde vive?

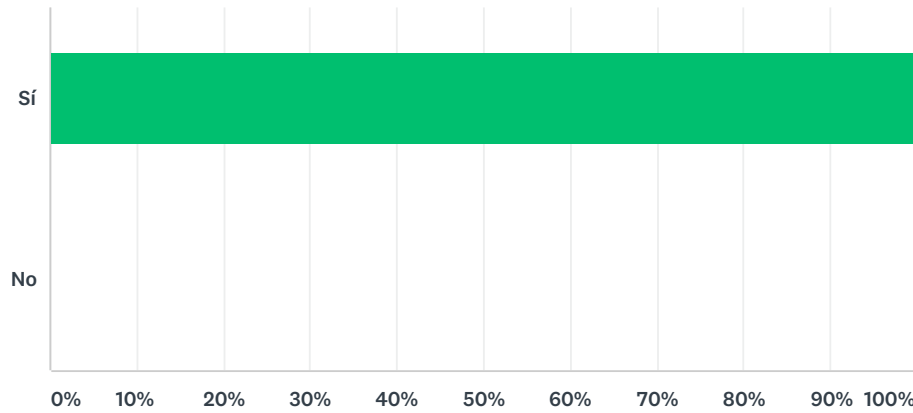
Answered: 5 Skipped: 122



ANSWER CHOICES	RESPONSES	
Salinas	40.00%	2
Chualar	0.00%	0
Gonzales	60.00%	3
Soledad	0.00%	0
Greenfield	0.00%	0
King City	0.00%	0
Otro (especificar):	0.00%	0
<b>TOTAL</b>		<b>5</b>

## Q21 ¿Alguien en su familia tiene un carro?

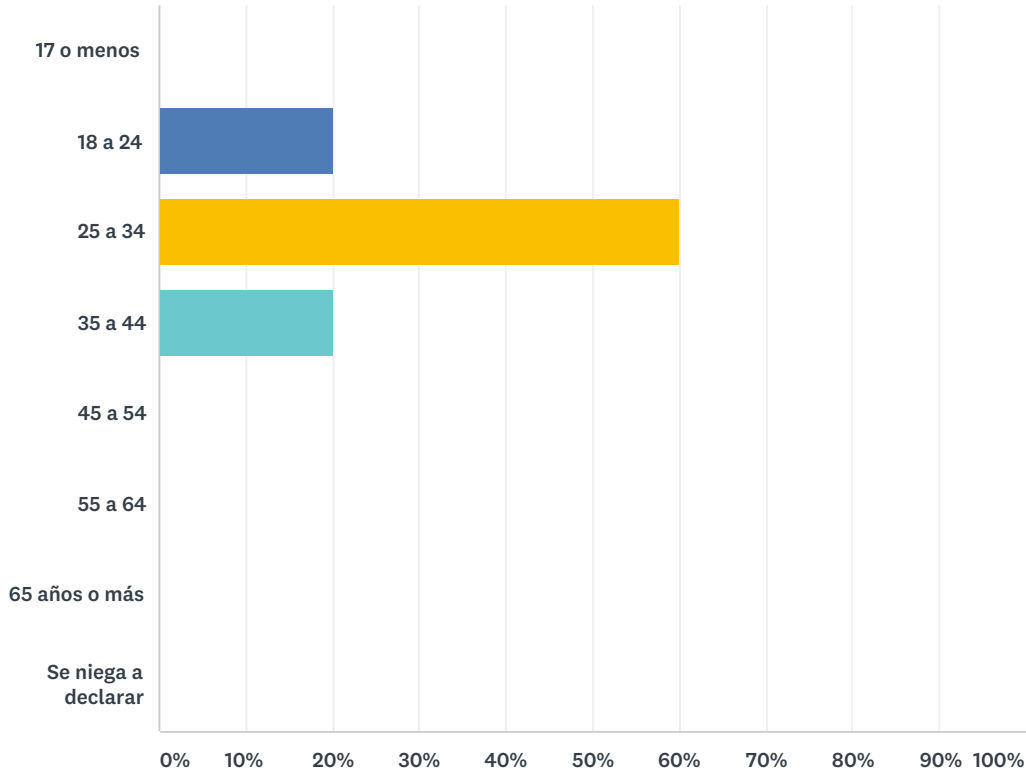
Answered: 5 Skipped: 122



ANSWER CHOICES	RESPONSES	
Sí	100.00%	5
No	0.00%	0
TOTAL		5

## Q22 ¿Qué edad tienes?

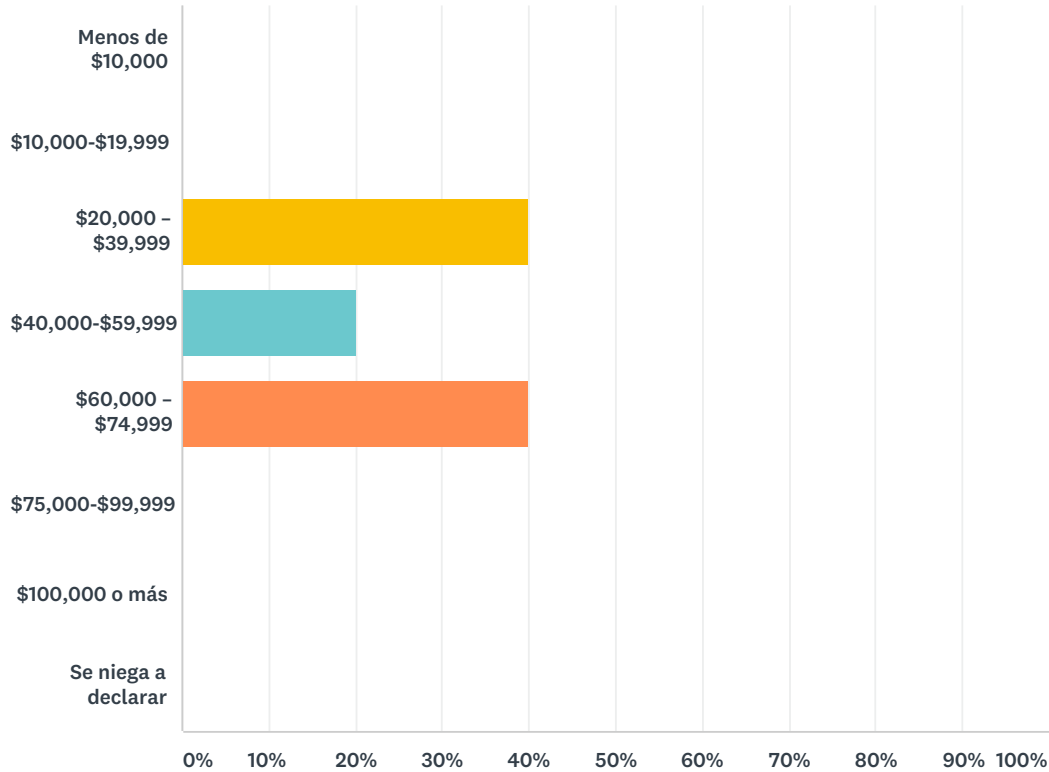
Answered: 5 Skipped: 122



ANSWER CHOICES	RESPONSES	
17 o menos	0.00%	0
18 a 24	20.00%	1
25 a 34	60.00%	3
35 a 44	20.00%	1
45 a 54	0.00%	0
55 a 64	0.00%	0
65 años o más	0.00%	0
Se niega a declarar	0.00%	0
<b>TOTAL</b>		<b>5</b>

## Q23 ¿Cuál es tu ingreso anual aproximado?

Answered: 5   Skipped: 122



ANSWER CHOICES	RESPONSES	
Menos de \$10,000	0.00%	0
\$10,000-\$19,999	0.00%	0
\$20,000 – \$39,999	40.00%	2
\$40,000-\$59,999	20.00%	1
\$60,000 – \$74,999	40.00%	2
\$75,000-\$99,999	0.00%	0
\$100,000 o más	0.00%	0
Se niega a declarar	0.00%	0
<b>TOTAL</b>		<b>5</b>

## Q24 ¿Tiene algún otro comentario?

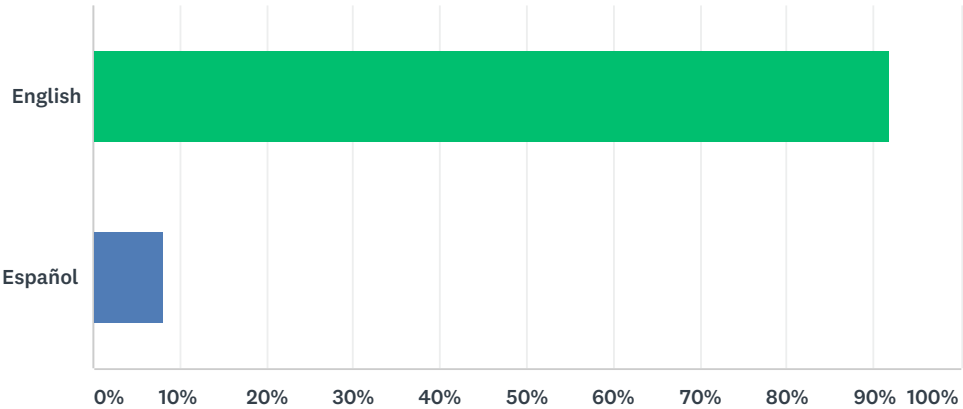
Answered: 4   Skipped: 123

**Q25 Si desea participar en la rifa por la tarjeta de Amazon, por favor envíe su correo electronico**

Answered: 3   Skipped: 124

# Q1 Survey language

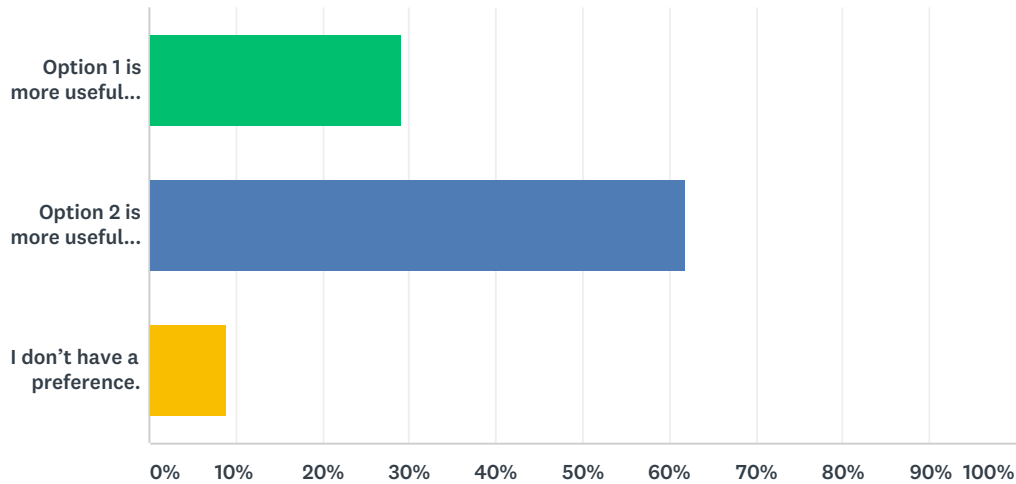
Answered: 109    Skipped: 0



ANSWER CHOICES		RESPONSES	
English		91.74%	100
Español		8.26%	9
TOTAL			109

## Q2 Which option would be more useful for you? Why?

Answered: 100 Skipped: 9



ANSWER CHOICES	RESPONSES	
Option 1 is more useful (Local Bus with more stops and longer travel time).	29.00%	29
Option 2 is more useful (Express Bus with fewer stops and shorter travel time).	62.00%	62
I don't have a preference.	9.00%	9
<b>TOTAL</b>		<b>100</b>

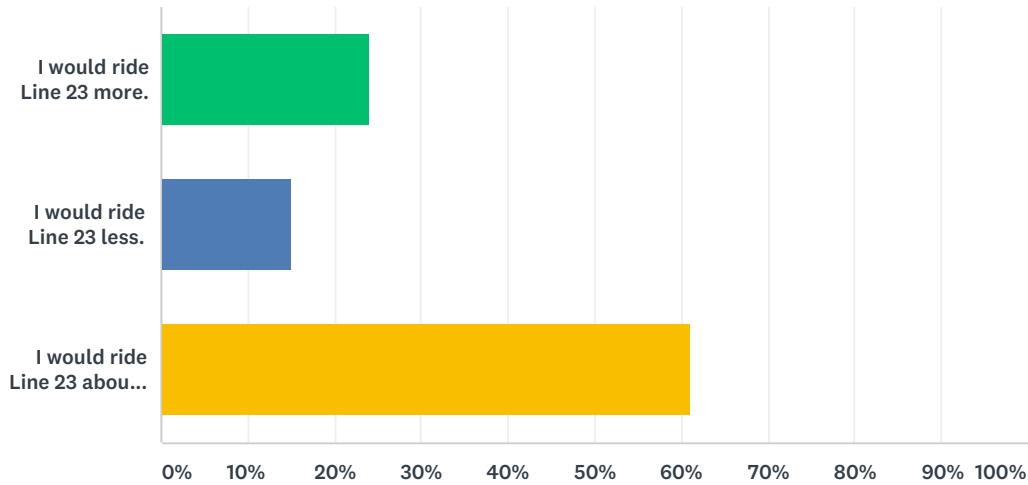
#	COMMENTS:	DATE
1	Convenient	2/27/2019 3:19 PM
2	I don't want to walk farther to a bus stop.	2/27/2019 3:18 PM
3	I feel like the buses especially this one should run a bit later too.	2/27/2019 3:17 PM
4	I'm handicap & I can't walk far.	2/27/2019 3:14 PM
5	You'll eliminate my stop and that will affect my trip.	2/27/2019 3:03 PM
6	shorter travel lengths for passengers (many stops)	2/27/2019 3:01 PM
7	If you make it express, don't charge more.	2/27/2019 2:59 PM
8	I live in King City - need to get there faster.	2/27/2019 2:57 PM
9	I go to the clinic on Abbott. Concerned that other people like me would lose access to the clinic by bus. I don't drive.	2/27/2019 2:55 PM
10	I don't have a car and it's nice to get to my doctor appointments in Salinas faster.	2/27/2019 2:53 PM
11	My stop in Soledad would disappear.	2/27/2019 2:50 PM
12	People need to be able to get closer to their destination. I take the bus to go to high school in Gonzalez.	2/27/2019 2:48 PM
13	I take the bus at Abbot/Harkins to Salinas Transit Center.	2/27/2019 2:42 PM
14	Great idea, good for my commute. Will there be a route replacement for the stops along Abbott? There's a lot of clinics there!	2/27/2019 2:41 PM
15	I ride along for college. It'd be nice to save some time.	2/27/2019 2:38 PM

## Salinas Valley Express Bus Study - In Person

16	Sometimes I can't make it to one station and I end up going to another, but it's ok to have less stops.	2/27/2019 2:36 PM
17	I have choir at Hartnell and there is only 1 bus to take, faster is better.	2/26/2019 9:23 PM
18	I don't mind the current time it takes to travel.	2/26/2019 9:20 PM
19	I like having more stops, especially for people with disabilities	2/26/2019 9:11 PM
20	Faster, less time waiting for bus	2/26/2019 8:59 PM
21	Canal/Bassett would be far for me to walk	2/26/2019 8:55 PM
22	I use the bus to come to Hartnell. The faster the better.	2/26/2019 8:51 PM
23	The change wouldn't make a big difference to me.	2/26/2019 8:38 PM
24	I think one stop per town would be enough. The faster the better.	2/26/2019 8:35 PM
25	I get off the bus at Natividad and want to continue to get off at the same stop	2/26/2019 8:29 PM
26	I have 2 little kids, I'd prefer to get home faster	2/26/2019 8:22 PM
27	I prefer to have more options of where to get on and off the bus	2/26/2019 8:18 PM
28	People need access to the bus closer to where they are going to or coming from	2/26/2019 8:15 PM
29	I go straight to Salinas Transit Center. It's easier for me, I have to bring oxygen tank with me always. But it's good for other people to have more stops.	2/26/2019 8:14 PM
30	I take the bus a lot, I prefer to have more buses running.	2/26/2019 8:03 PM
31	I don't want to lose the stop in Greenfield because I would need a car	2/26/2019 8:02 PM
32	The change in Greenfield would mean I would need a car to get to another stop and I don't want to do that.	2/26/2019 7:59 PM
33	23 gets super full in peak hours. Best to go faster.	2/26/2019 7:52 PM
34	My route doesn't change. Walking within King City takes the same time as the bus. To save time.	2/26/2019 7:51 PM
35	Save time	2/26/2019 7:49 PM
36	To save time to do other things	2/26/2019 7:48 PM
37	Faster. I use the bus a lot and I'd like to save time.	2/26/2019 3:05 PM
38	I already live far from Monterey & East (Gonzalez). Front & Main (Gonzalez) would be too far from my home.	2/26/2019 3:04 PM
39	My stop in King City would disappear. Pearl St is not a busy street, but it needs a bus.	2/26/2019 3:01 PM
40	Faster and more frequent	2/26/2019 2:57 PM
41	I just go to Hartnell	2/26/2019 2:56 PM
42	It's faster and there are unnecessary stops now	2/26/2019 2:52 PM
43	Faster	2/26/2019 2:51 PM
44	Local option would be best because there are more stops	2/26/2019 2:47 PM
45	I live far away so it doesn't matter as much.	2/26/2019 2:45 PM
46	Closer to my house	2/26/2019 2:43 PM
47	My stop would disappear. I have a disability and can't walk.	2/26/2019 2:40 PM
48	It is more faster and we do not have to wait longer	2/26/2019 2:00 PM
49	For the second option, the stops are way too far away from where I get on.	2/26/2019 1:57 PM
50	The stops taken out are useful due to how closer it is to get to	2/26/2019 1:35 PM

### Q3 Would you ride Line 23 more or less if the express option was implemented?

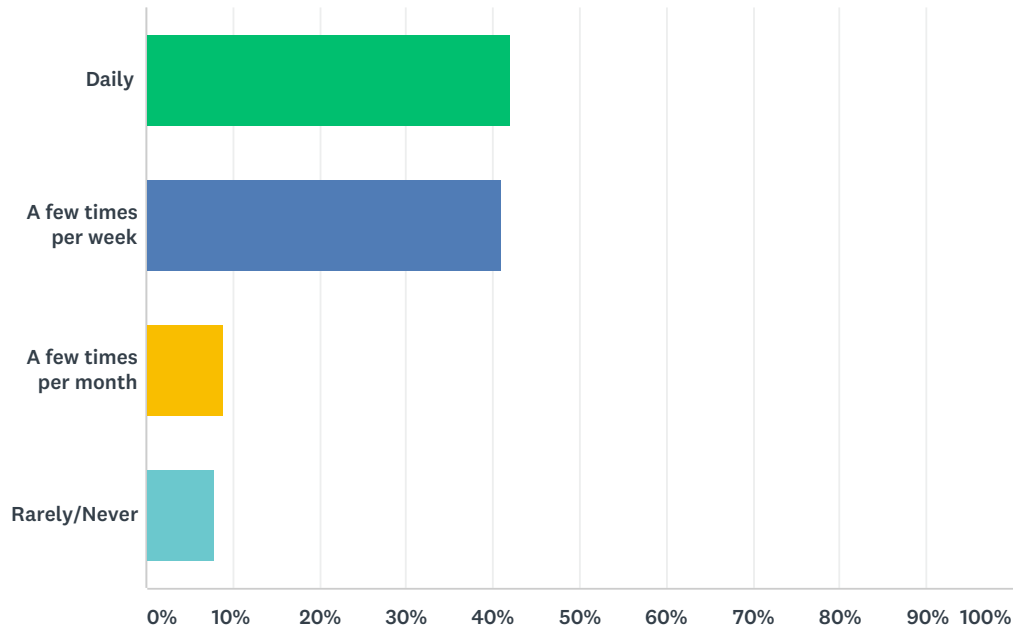
Answered: 100 Skipped: 9



ANSWER CHOICES	RESPONSES	
I would ride Line 23 more.	24.00%	24
I would ride Line 23 less.	15.00%	15
I would ride Line 23 about the same amount.	61.00%	61
TOTAL		100

## Q4 How often do you typically ride Line 23?

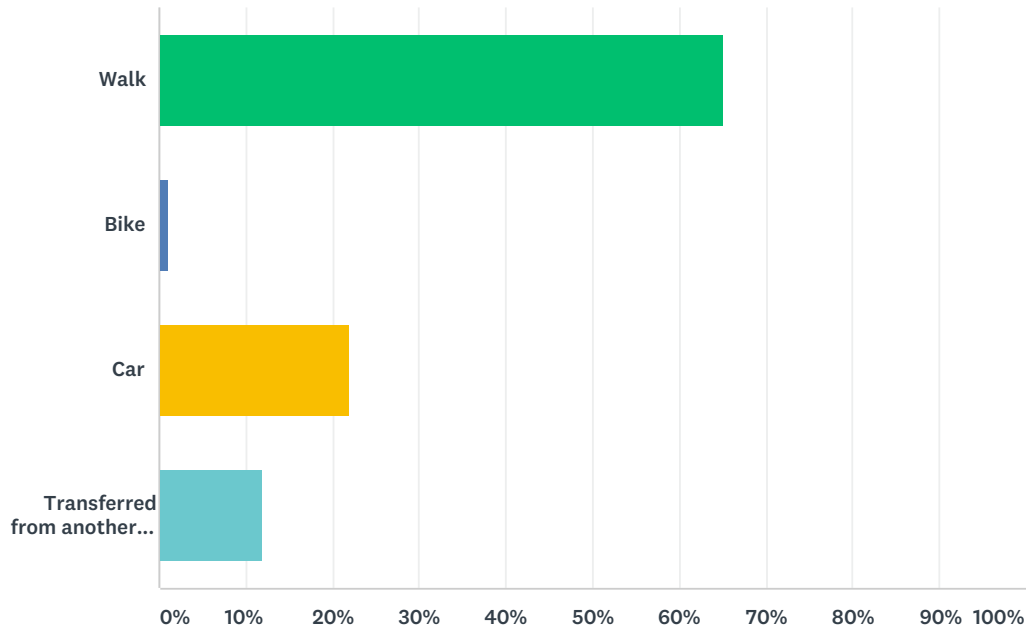
Answered: 100 Skipped: 9



ANSWER CHOICES	RESPONSES	
Daily	42.00%	42
A few times per week	41.00%	41
A few times per month	9.00%	9
Rarely/Never	8.00%	8
TOTAL		100

## Q5 How did you get to the Line 23 bus stop today?

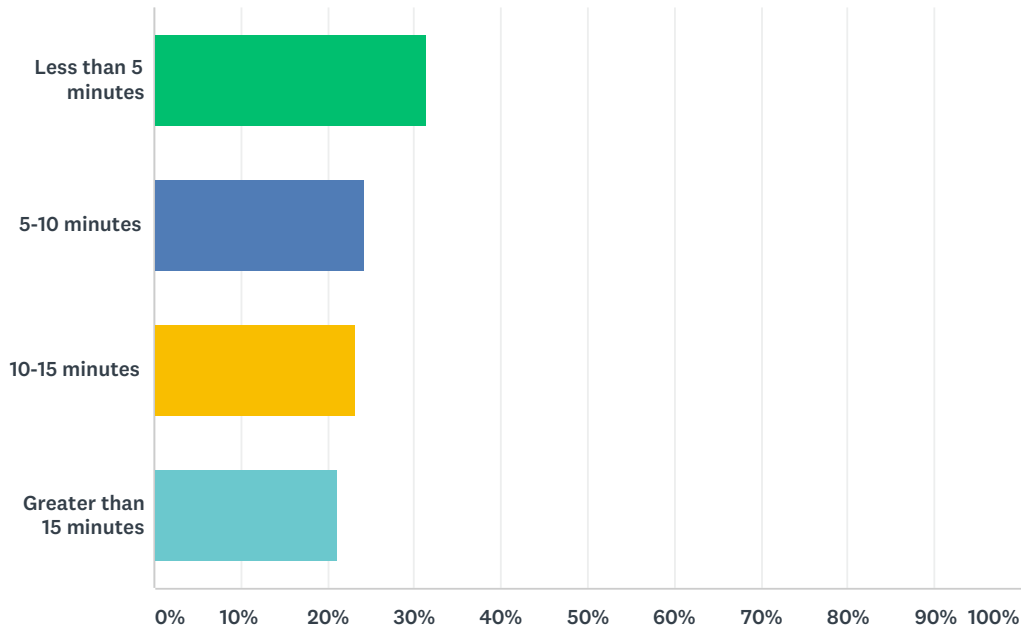
Answered: 100 Skipped: 9



ANSWER CHOICES	RESPONSES	
Walk	65.00%	65
Bike	1.00%	1
Car	22.00%	22
Transferred from another bus	12.00%	12
TOTAL		100

## Q6 How long did it take you to get to the bus stop?

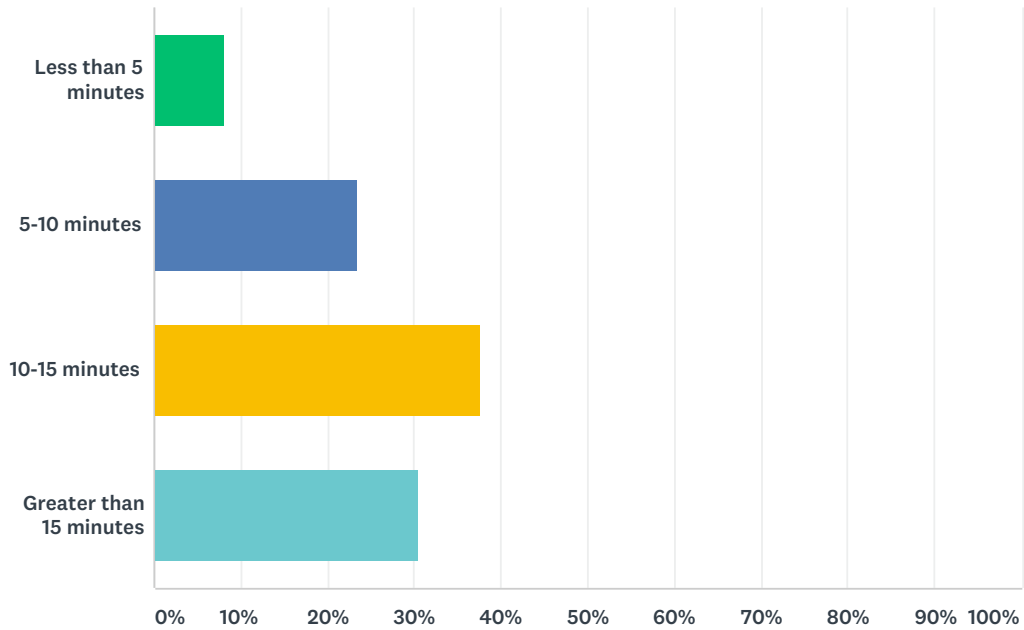
Answered: 99 Skipped: 10



ANSWER CHOICES	RESPONSES	
Less than 5 minutes	31.31%	31
5-10 minutes	24.24%	24
10-15 minutes	23.23%	23
Greater than 15 minutes	21.21%	21
TOTAL		99

## Q7 How far are you willing to walk to a bus stop?

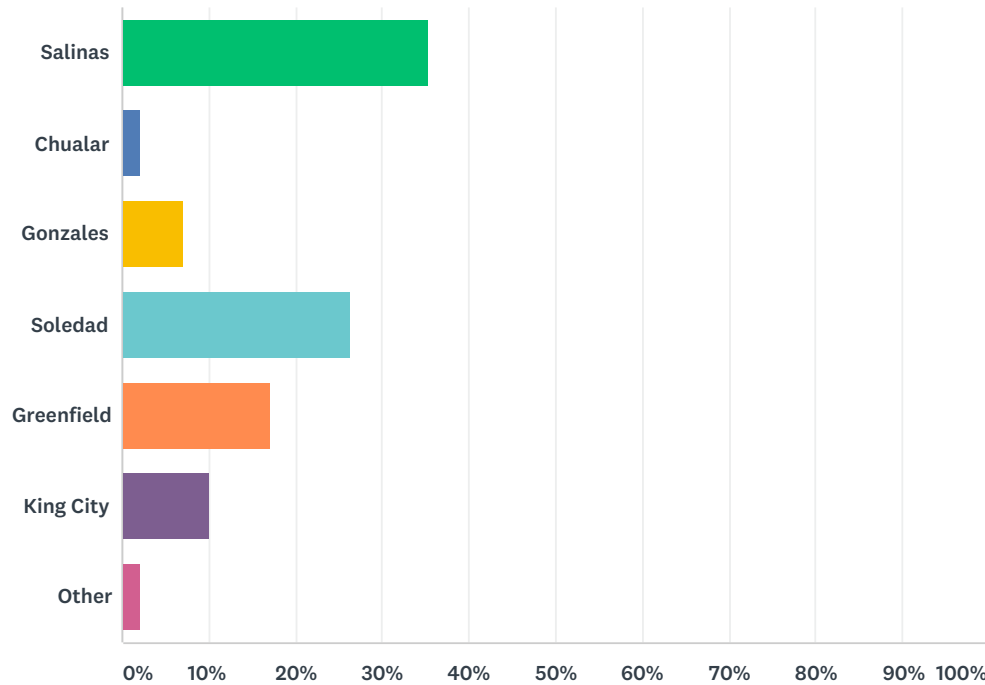
Answered: 98 Skipped: 11



ANSWER CHOICES	RESPONSES	
Less than 5 minutes	8.16%	8
5-10 minutes	23.47%	23
10-15 minutes	37.76%	37
Greater than 15 minutes	30.61%	30
TOTAL		98

## Q8 What City are you traveling from?

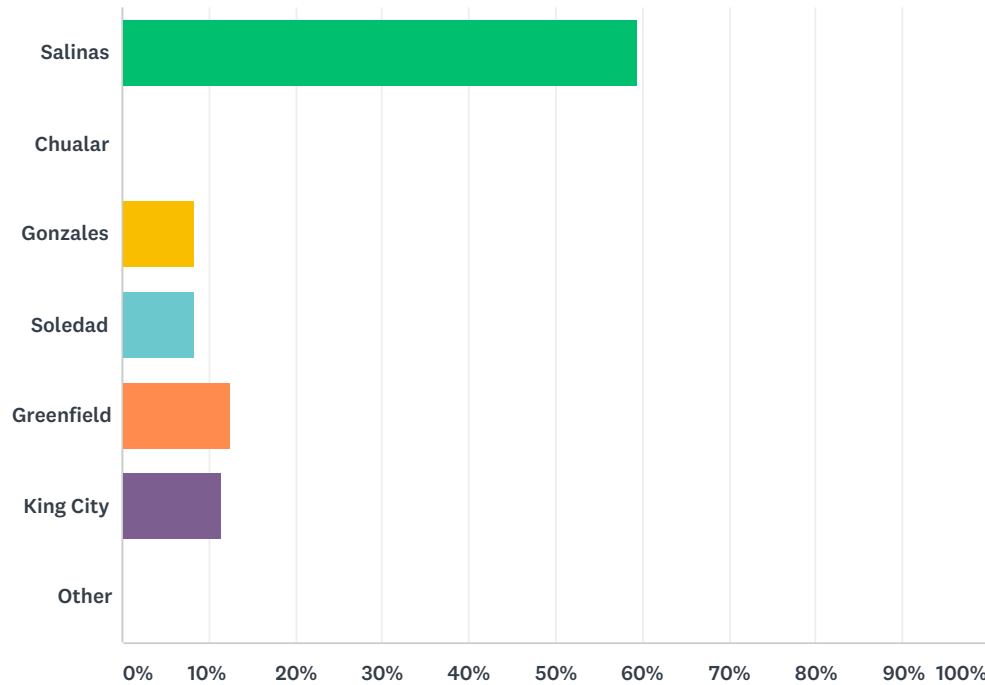
Answered: 99 Skipped: 10



ANSWER CHOICES	RESPONSES	
Salinas	35.35%	35
Chualar	2.02%	2
Gonzales	7.07%	7
Soledad	26.26%	26
Greenfield	17.17%	17
King City	10.10%	10
Other	2.02%	2
TOTAL		99

## Q9 What City are you traveling to?

Answered: 96 Skipped: 13



ANSWER CHOICES	RESPONSES	
Salinas	59.38%	57
Chualar	0.00%	0
Gonzales	8.33%	8
Soledad	8.33%	8
Greenfield	12.50%	12
King City	11.46%	11
Other	0.00%	0
TOTAL		96

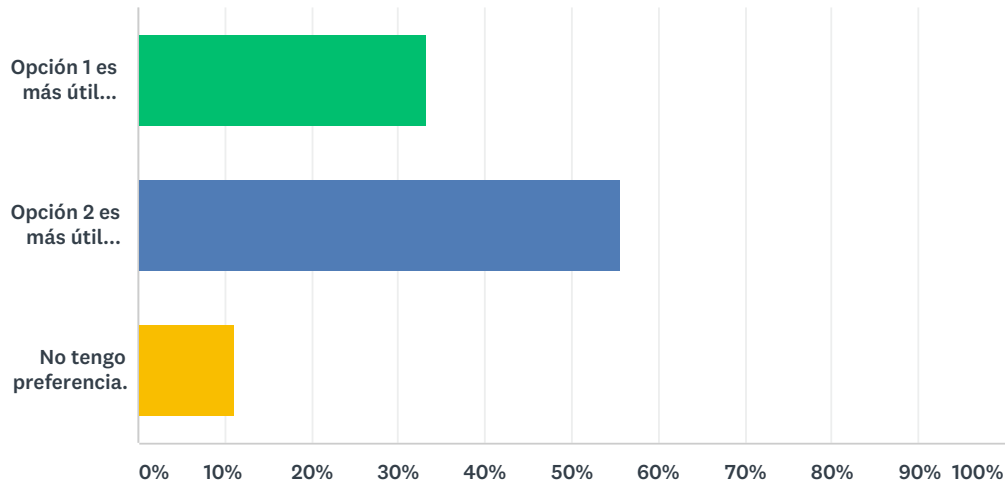
## Q10 Do you have any other comments?

Answered: 14 Skipped: 95

#	RESPONSES	DATE
1	We need a stop by Soledad High School.	2/27/2019 3:03 PM
2	You should do a better job of informing customers about the bus schedules at bus stops.	2/27/2019 2:59 PM
3	Frequency good for peak hours, it's too crowded and people are standing.	2/27/2019 2:41 PM
4	We need better coordination to make transfers easier and a service we could call and ask for route information. Customers service at the transit center is helpful.	2/26/2019 8:42 PM
5	Do not take out the routes that people need	2/26/2019 8:18 PM
6	Why doesn't the bus go to Salinas Valley Memorial Hospital on weekend? My number is 661-709-6165	2/26/2019 8:14 PM
7	Travel from Watsonville. Need faster and more frequent service.	2/26/2019 8:08 PM
8	We need early AM buses for people in Gonzalez - King City who work in Monterey and Salinas.	2/26/2019 8:07 PM
9	Transferred from Route 20, started my trip in Marina.	2/26/2019 3:01 PM
10	I am not willing to walk too far from home.	2/26/2019 2:45 PM
11	by changing the stop you are making it harder for everyone to get to there destination and giving Uber an upper hand on lower there prices and get more people to ride with them.	2/26/2019 1:57 PM
12	Marina	2/26/2019 1:45 PM
13	I think line 23 should go on option 2	2/26/2019 1:37 PM
14	Buses are known for their reliability, don't take that away from the people who depend on it.	2/26/2019 1:35 PM

## Q11 ¿Cuál de las opciones sería más útil para usted? ¿Por qué?

Answered: 9 Skipped: 100

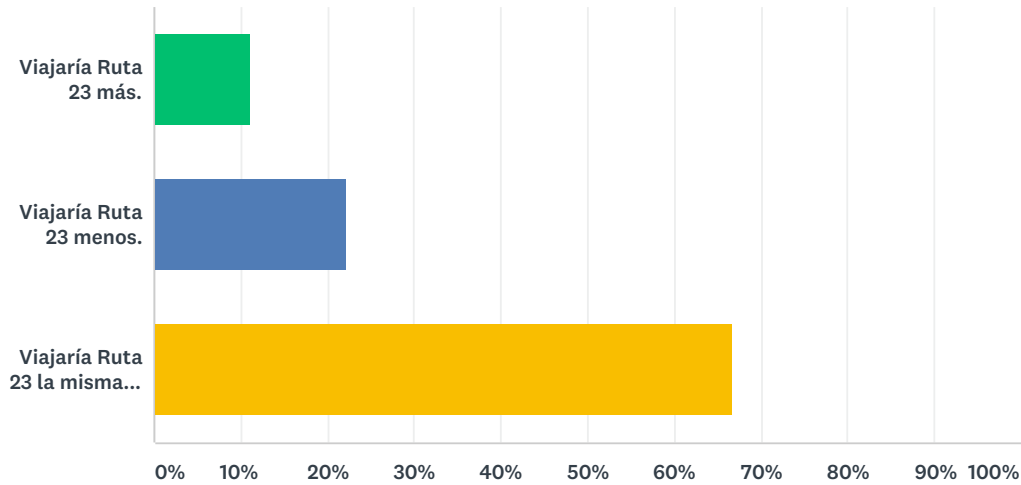


ANSWER CHOICES	RESPONSES	
Opción 1 es más útil (Autobús Local con más paradas y largo tiempo de viaje).	33.33%	3
Opción 2 es más útil (Autobús Exprés con menos paradas y corto tiempo de viaje).	55.56%	5
No tengo preferencia.	11.11%	1
TOTAL		9

#	COMENTARIOS:	DATE
	There are no responses.	

## Q12 ¿Viajaría en la Ruta 23 más o menos si la opción Autobús Exprés fuera implementada?

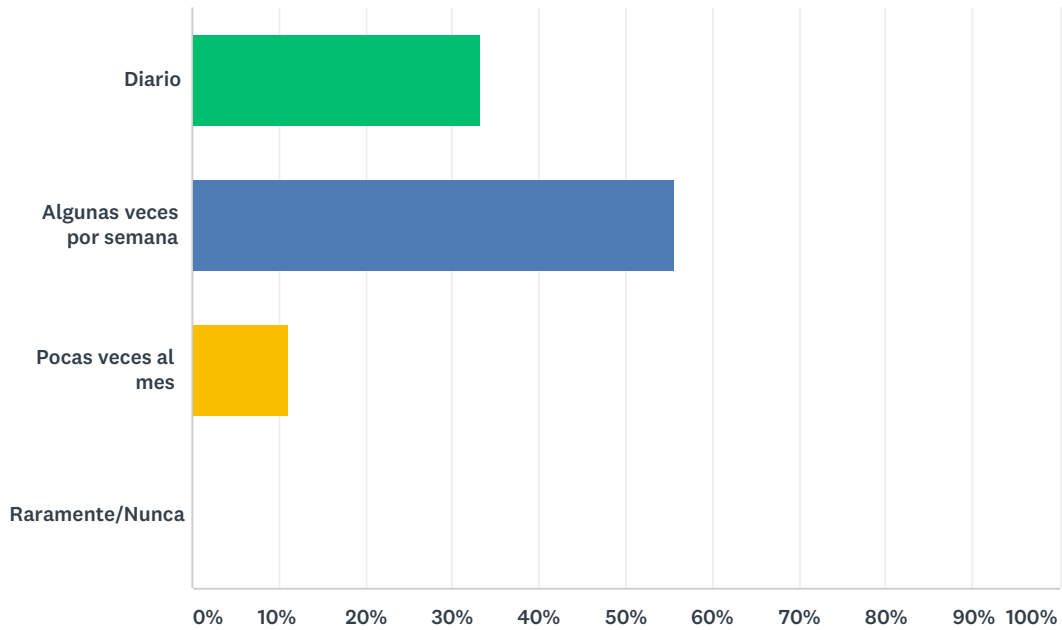
Answered: 9 Skipped: 100



ANSWER CHOICES	RESPONSES	
Viajaría Ruta 23 más.	11.11%	1
Viajaría Ruta 23 menos.	22.22%	2
Viajaría Ruta 23 la misma cantidad de veces.	66.67%	6
TOTAL		9

## Q13 ¿Con qué frecuencia viaja por la Ruta 23?

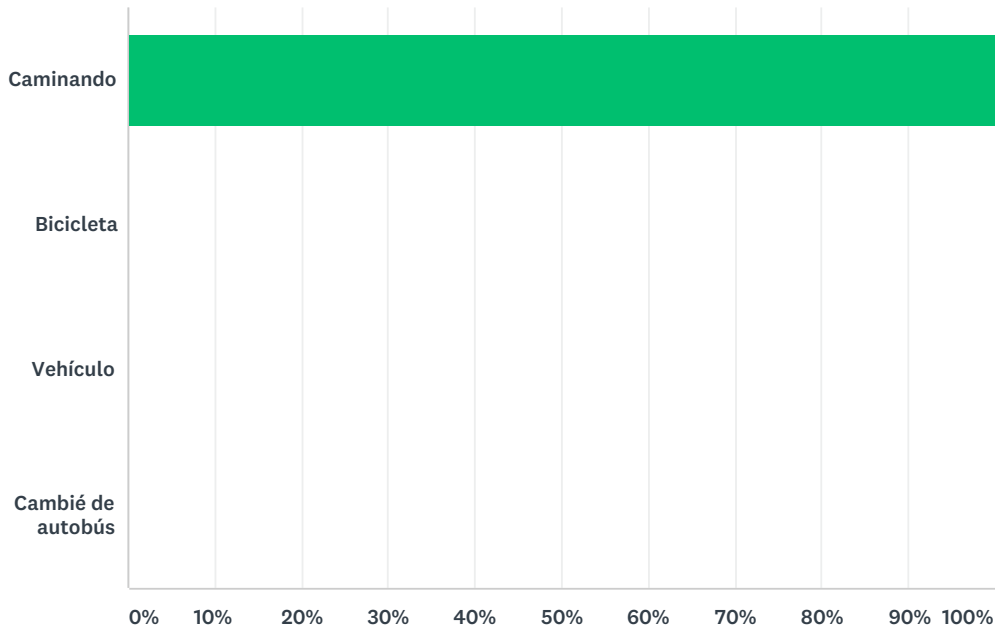
Answered: 9 Skipped: 100



ANSWER CHOICES	RESPONSES	
Diario	33.33%	3
Algunas veces por semana	55.56%	5
Pocas veces al mes	11.11%	1
Raramente/Nunca	0.00%	0
TOTAL		9

## Q14 ¿Cómo llegó a la parada de Ruta 23 hoy?

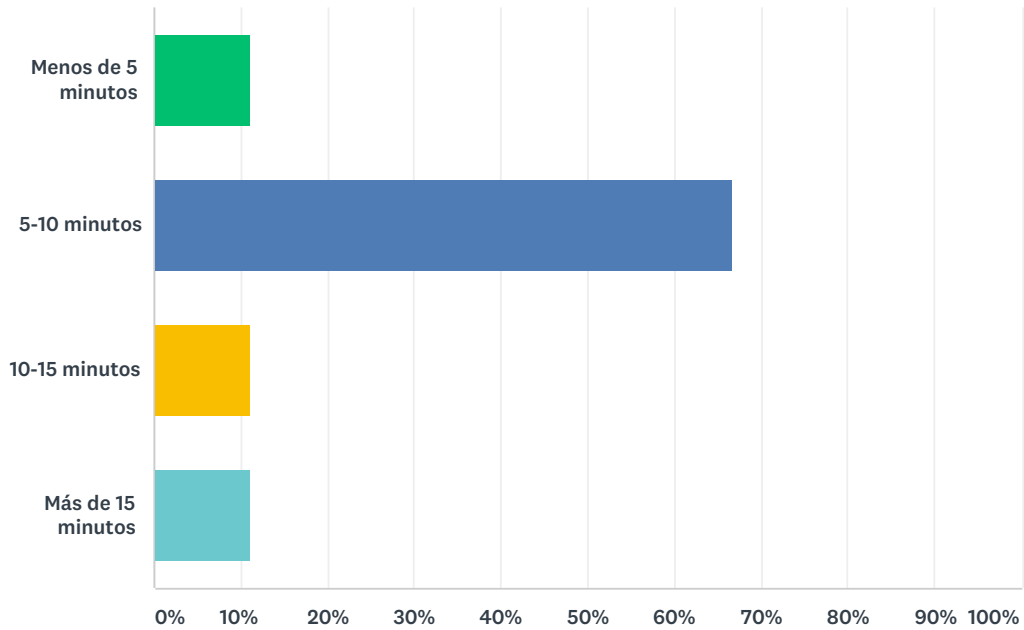
Answered: 9 Skipped: 100



ANSWER CHOICES	RESPONSES	
Caminando	100.00%	9
Bicicleta	0.00%	0
Vehículo	0.00%	0
Cambié de autobús	0.00%	0
TOTAL		9

## Q15 Cuánto tiempo le tomó para llegar a la parada de autobús?

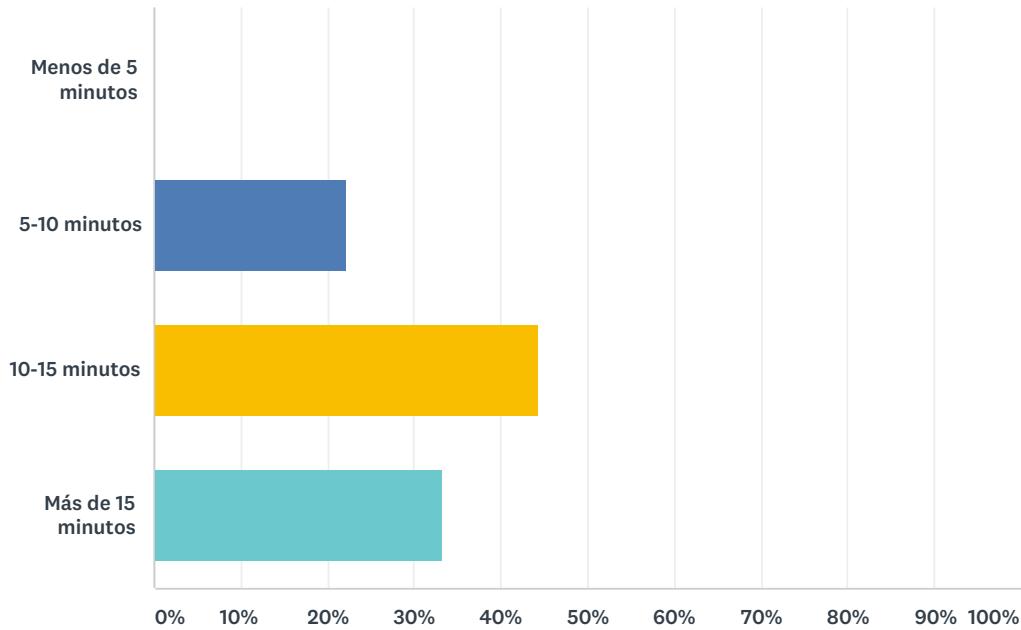
Answered: 9 Skipped: 100



ANSWER CHOICES	RESPONSES	
Menos de 5 minutos	11.11%	1
5-10 minutos	66.67%	6
10-15 minutos	11.11%	1
Más de 15 minutos	11.11%	1
TOTAL		9

## Q16 ¿Cuánto está dispuesto a caminar a la parada de autobús?

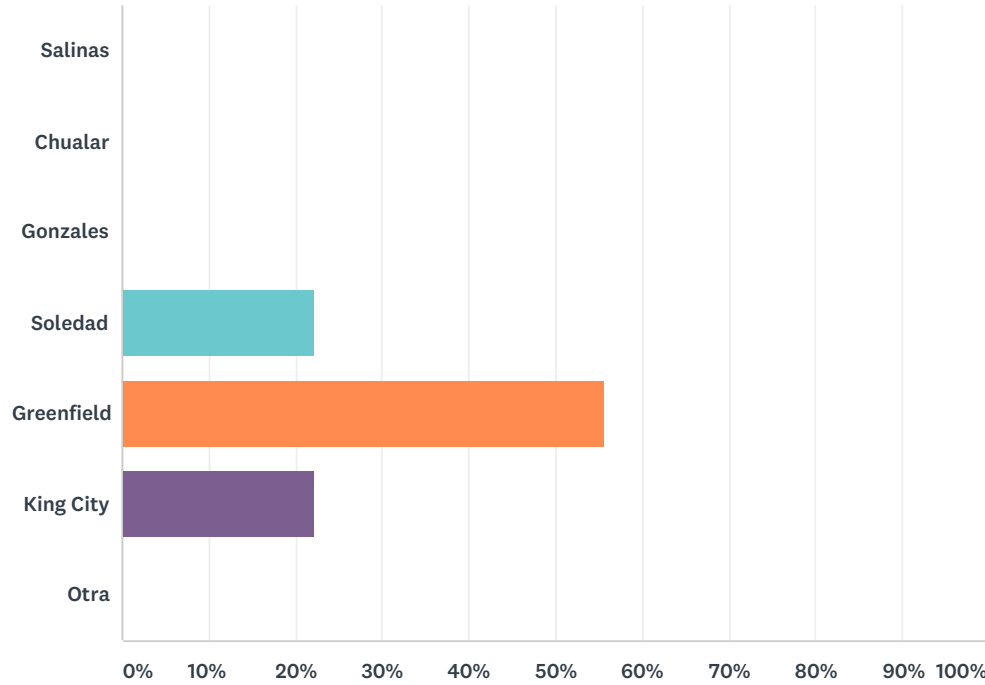
Answered: 9 Skipped: 100



ANSWER CHOICES	RESPONSES	
Menos de 5 minutos	0.00%	0
5-10 minutos	22.22%	2
10-15 minutos	44.44%	4
Más de 15 minutos	33.33%	3
TOTAL		9

## Q17 ¿De cual ciudad viene?

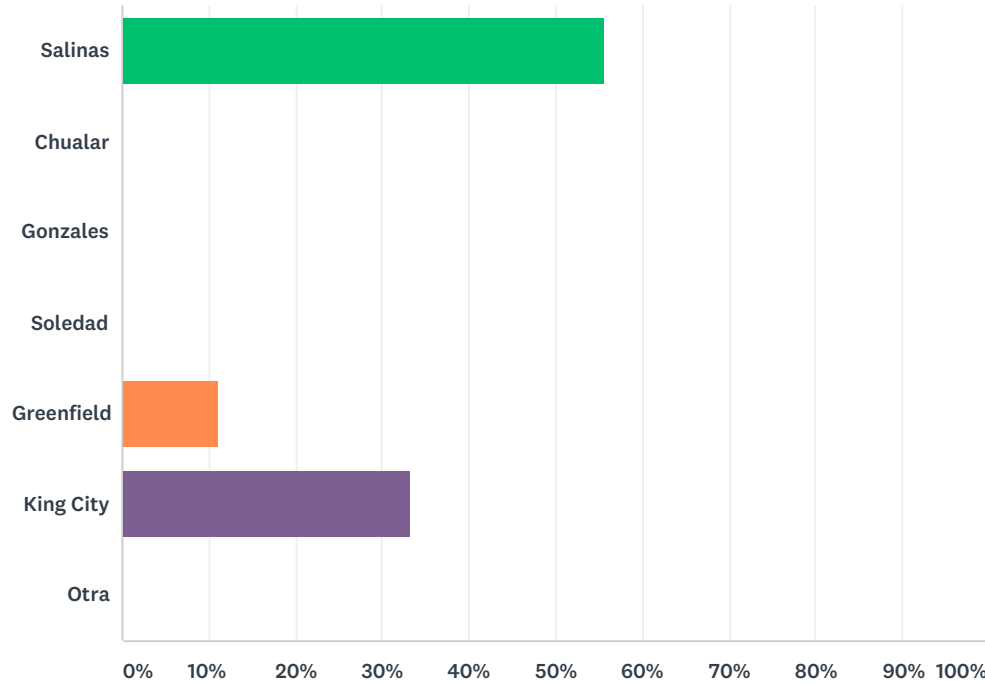
Answered: 9 Skipped: 100



ANSWER CHOICES	RESPONSES	
Salinas	0.00%	0
Chualar	0.00%	0
Gonzales	0.00%	0
Soledad	22.22%	2
Greenfield	55.56%	5
King City	22.22%	2
Otra	0.00%	0
TOTAL		9

## Q18 ¿A qué ciudad viaja?

Answered: 9 Skipped: 100



ANSWER CHOICES	RESPONSES	
Salinas	55.56%	5
Chualar	0.00%	0
Gonzales	0.00%	0
Soledad	0.00%	0
Greenfield	11.11%	1
King City	33.33%	3
Otra	0.00%	0
TOTAL		9

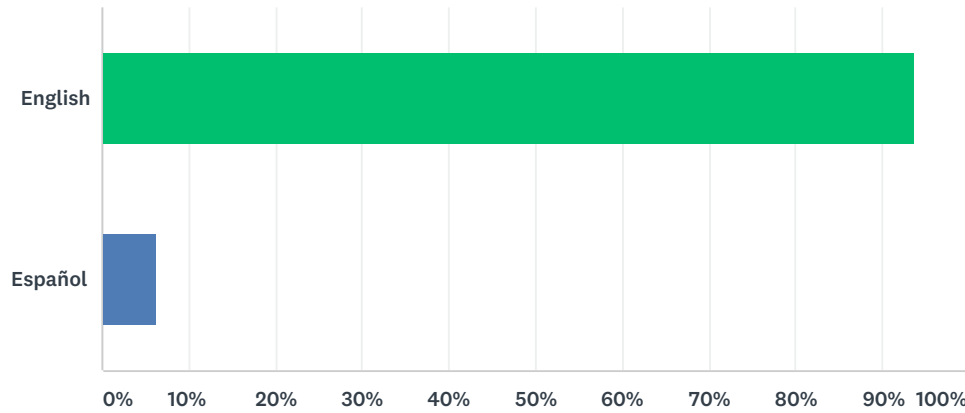
## Q19 ¿Tiene usted algún otro comentario?

Answered: 1   Skipped: 108

#	RESPONSES	DATE
1	Hagan el costo del autobus mas barato	2/26/2019 1:32 PM

## Q1 Choose your language / Elige tu idioma:

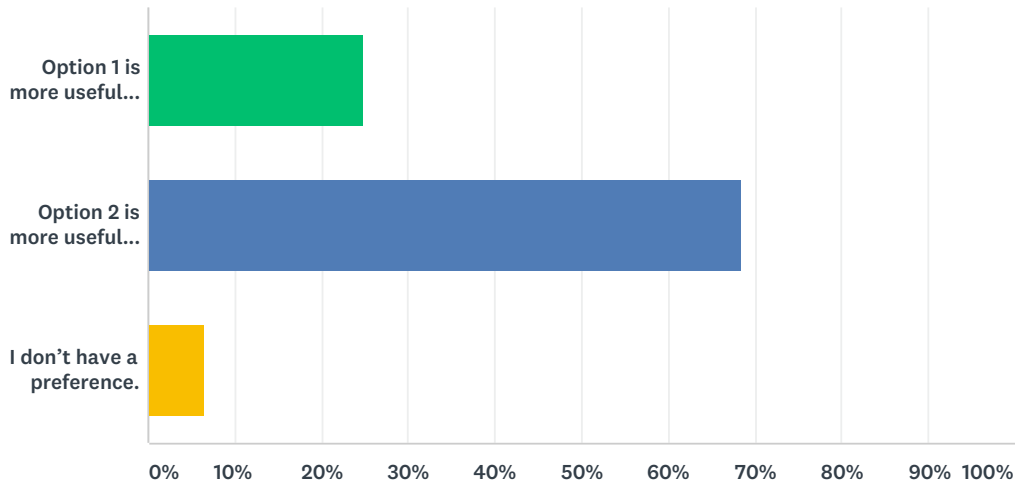
Answered: 533 Skipped: 0



ANSWER CHOICES	RESPONSES	
English	93.81%	500
Español	6.19%	33
TOTAL		533

## Q2 Which option would be more useful for you? Why?

Answered: 397 Skipped: 136



ANSWER CHOICES	RESPONSES	
Option 1 is more useful (Local Bus with more stops and longer travel time).	24.94%	99
Option 2 is more useful (Express Bus with fewer stops and shorter travel time).	68.51%	272
I don't have a preference.	6.55%	26
<b>TOTAL</b>		<b>397</b>

#	COMMENTS:	DATE
1	Because the convenience of time, I believe, is not important to the reality of housing locations. Students will have to wake up extremely early just to get to the bus stop with the limited locations. As I south county resident, please keep as is.	3/4/2019 6:37 PM
2	MST should look at adding bus lines connecting south county cities to each other. Most riders use line 23 to go to other cities in South County	3/3/2019 7:20 PM
3	It is more useful to me because of shorter travel time.	3/2/2019 3:05 PM
4	As someone in King City, I would like to see just a couple more stops in King City than what is in Option 2.	3/1/2019 9:21 AM
5	I will probably have to walk longer to get home, although, its better then the taking a half in hour to get out of Salinas	2/28/2019 10:24 AM
6	With very little access to other modes of public transit, these communities rely on busing.	2/28/2019 6:49 AM
7	Faster travel for Hartnell College students.	2/27/2019 10:02 PM
8	Time is more important to me	2/27/2019 8:47 PM
9	for students coming from the south it provides better opportunities to make the most out of their time for schooll.	2/27/2019 8:26 PM
10	keep it option 1 60 min arrive salinas transit station to hartnell college this good...	2/27/2019 6:51 PM
11	for us college students, time is very essential and if the time from King City to Hartnell College were shorter it would benefit many of us, time wisely.	2/27/2019 3:00 PM
12	You should combine the options, and increase the amount of times the bus comes and decrease the time if takes to get to the destinations.	2/27/2019 2:47 PM
13	The express route is very important as it is more effective and save time.	2/27/2019 1:40 PM

## Salinas Valley Express Bus Study - Online

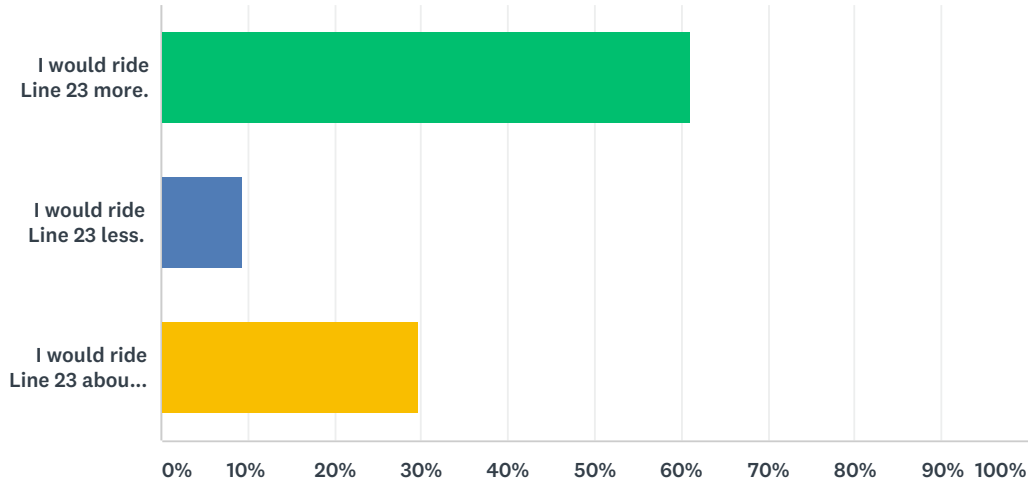
14	Both are good options	2/27/2019 1:05 PM
15	we need more reliable transportation	2/27/2019 11:48 AM
16	The reason I pick option one is because Gonzales should have two stop, it's going to be hard for some people to walk all the way to the shopping center especially people that are handicap	2/27/2019 11:46 AM
17	I was wondering if there could be an option 3 with the keeping more stops in Salinas, but then reducing the stops to be like option 2 in the other cities.	2/27/2019 11:02 AM
18	Would an additional bus be provided locally? if yes, then I pick option 2.	2/27/2019 10:56 AM
19	As a resident of King City if Option 2 passes I would begin taking the bus everyday instead of driving	2/27/2019 10:42 AM
20	I preffer option 2 because I would spend less time on the bus, the time that I can have for studying.	2/27/2019 10:26 AM
21	Please consider the Express bus as many students utilize the bus as their main source of transportation and they need a shorter travel time.	2/27/2019 10:25 AM
22	Many people using line 23 are single, full-time mothers/workers. This allows a few extra minutes to be home studying or with their family.	2/27/2019 10:24 AM
23	Option 2 will be better for shorter travel time but option 1 is good because many people have a hard time getting rides to certain stops so people walk them for elderlies if they live far from the bus it will be hard for them. For example , in soledad I like that there's 3 stops	2/27/2019 10:19 AM
24	It makes it easier for me to get to class.	2/27/2019 10:13 AM
25	For Option 2, MST would have to local bus service that provided access to the pick-up points and the transit center.	2/27/2019 10:10 AM
26	We should have an express line to Hartnell College and a regular one for the transit center	2/27/2019 9:54 AM
27	I only use the stop in Front Street in Soledad in and out of town.	2/27/2019 9:52 AM
28	Stops are within a 5 minute walk and shorter travel time is preferred.	2/27/2019 9:52 AM
29	i don't ride the bus	2/27/2019 9:48 AM
30	It does not eliminate a city, keeping at least 1 stop per city and it is a shorter ride for Hartnell students.	2/27/2019 9:47 AM
31	The section option would be great but it didn't stop at the stops that the majority of the people get off at.	2/27/2019 9:46 AM
32	By eliminating the stops you are making it harder for people to get ahold of the bus	2/27/2019 9:45 AM
33	Option 2 makes so much more sense than option 1!	2/26/2019 11:01 PM
34	Allows commuters to get to work faster.	2/26/2019 12:59 PM
35	this will be good for students attending Hartnell College	2/26/2019 12:38 PM
36	maybe have one time that has a express line	2/26/2019 12:35 PM
37	The route from King City is helpful because of the time it saves to make the trip North	2/26/2019 8:24 AM
38	Option two would save me 40 minutes/day, and that is awesome!	2/25/2019 1:01 PM
39	Yes travel time may be longer but there are more options on where to get on and off the bus.	2/25/2019 12:12 AM
40	As a South county resident I feel option two would save time for everyone, from Chular to King City the stops offered are within walking distance of most places since they are small towns. Therefore my opinion as to cutting out many from Salinas might not be beneficial due to it being a much bigger city. Thanks!	2/23/2019 8:41 PM
41	If express price was the same as option 1, then I would choose option 2.	2/22/2019 1:45 PM
42	Option 1 is spread all over the locations which helps citizen reach thier closest bus stop. Option 2 has potential, but it will be hard to get to place you would want to be taken too.	2/22/2019 10:04 AM
43	I choose option 1 because it's closer from where I live.	2/22/2019 9:44 AM
44	Because it's closer where I live.	2/22/2019 9:39 AM

## Salinas Valley Express Bus Study - Online

45	But leave El Camino and Taylor it's just there along the The route.	2/22/2019 9:35 AM
46	It's not much faster, people need stops closer to their homes and places they go. Social Vocational Services in Soledad is important.	2/22/2019 9:21 AM
47	That bus has driven thru red lights with passengers inside. Safety concern. On freeway exceeds 55 and even 65 with passengers.	2/22/2019 6:48 AM
48	I have seen many passengers waiting at Abbott: it might be reasonable to maintain those stops. Certainly, I would hope for an INCREASE in local OnCall SouthCounty buses, with more limited stops on 23.	2/21/2019 12:50 AM
49	Ive been a 23 passenger for about 7 years, the second option (express) would make it difficult for passengers who get off on abbot to get to SVMH. It would also make it difficult for students who are attending hartnell college in king city. I like the idea of express buss but for certain times.	2/20/2019 2:14 PM
50	could you offer both? Like perhaps offer the Express during rush hour times?	2/18/2019 1:39 PM
51	This would help in accessing more of Salinas	2/16/2019 3:00 AM
52	South County residents can board the different transit lines in Salinas to get to the Trancit Station and board line 23 once there to travel the rest of the way to their city.	2/13/2019 11:52 AM
53	It takes a little longer but the stops are important.	2/13/2019 11:04 AM
54	Have the express line extend to CSUMB for South County students to utilize.	2/13/2019 8:24 AM
55	it is so close to a 1 hr trip (Salinas to KC) if possible would prefer at 1 hr total	2/12/2019 9:01 PM
56	Rancho Cielo needs a bus stop	2/12/2019 3:56 PM
57	The government center at schilling place can only be accessed by the Abbott/Harkins stop. At minimum, do not eliminate this stop. At legal minimum, reopen the stop at 1441 Schilling Place. People who are underserved need access to health services, planning, civil rights, voting and public guardian. Our most vulnerable community members do not have an accessible path of travel from the current bus stop to essential government services. In addition, employees, especially temporary employees who ride MST currently have to stop at Harkins an hour before work to arrive on time.	2/12/2019 11:55 AM
58	Im choosing these option because most of our clients need to travel to all stops in King City and Greenfield. I dont understand why they cannot have two buses with those two options so the Monterey County and South County residents can choose which one they need to use.	2/12/2019 10:32 AM
59	It would be nice to have like 84 and 23 stop at around the same time in king city to allow people to transfer between routes	2/11/2019 10:46 PM
60	I would want both options	2/11/2019 5:17 PM

### Q3 Would you ride Line 23 more or less if the express option was implemented?

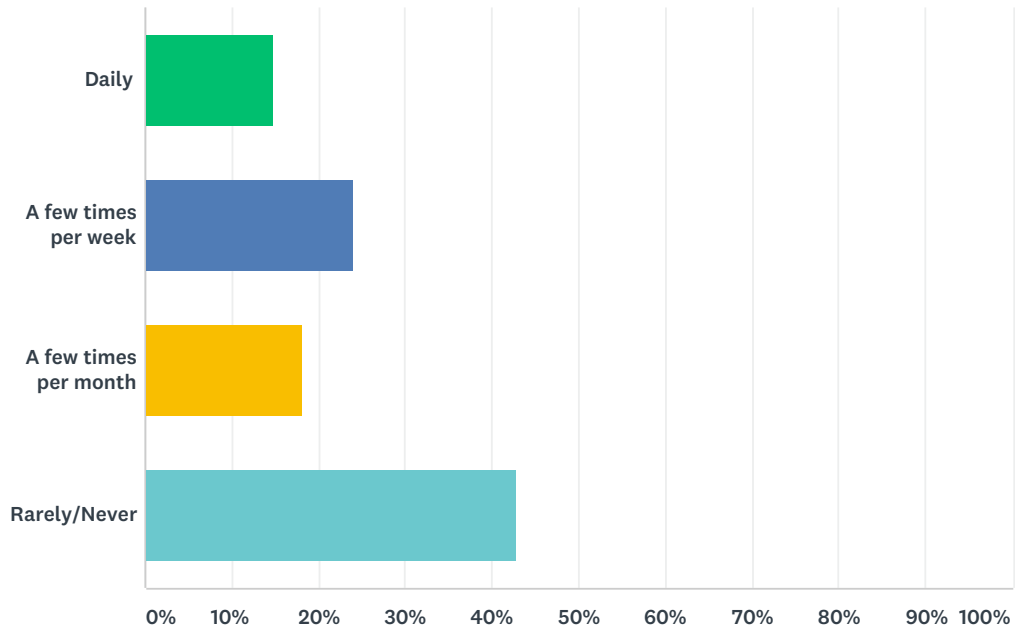
Answered: 395 Skipped: 138



ANSWER CHOICES	RESPONSES	
I would ride Line 23 more.	61.01%	241
I would ride Line 23 less.	9.37%	37
I would ride Line 23 about the same amount.	29.62%	117
TOTAL		395

## Q4 How often do you typically ride Line 23?

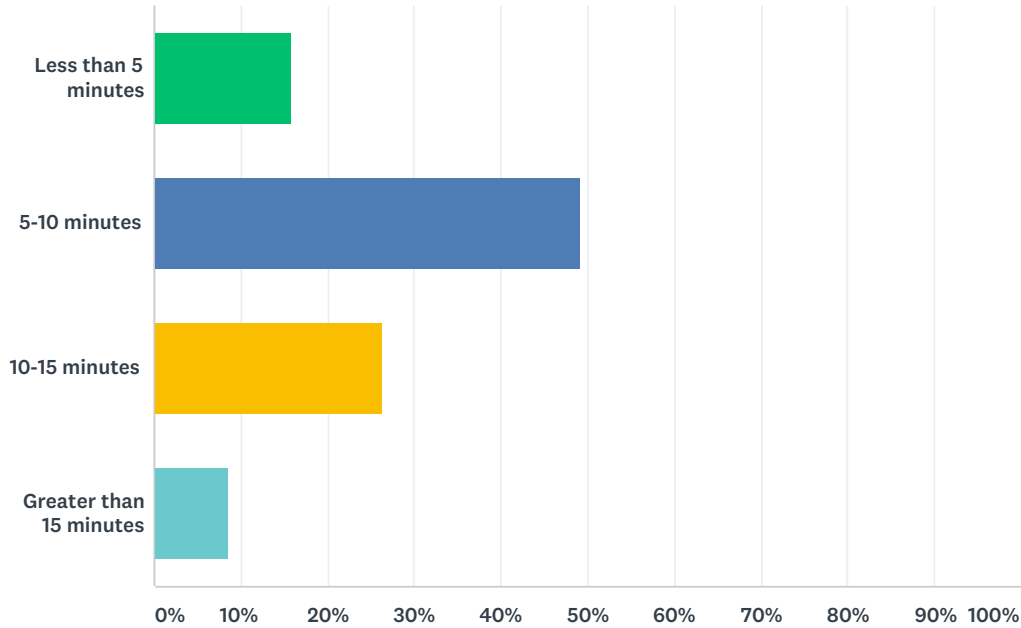
Answered: 399 Skipped: 134



ANSWER CHOICES	RESPONSES	
Daily	14.79%	59
A few times per week	24.06%	96
A few times per month	18.30%	73
Rarely/Never	42.86%	171
TOTAL		399

## Q5 How far are you willing to walk to a bus stop?

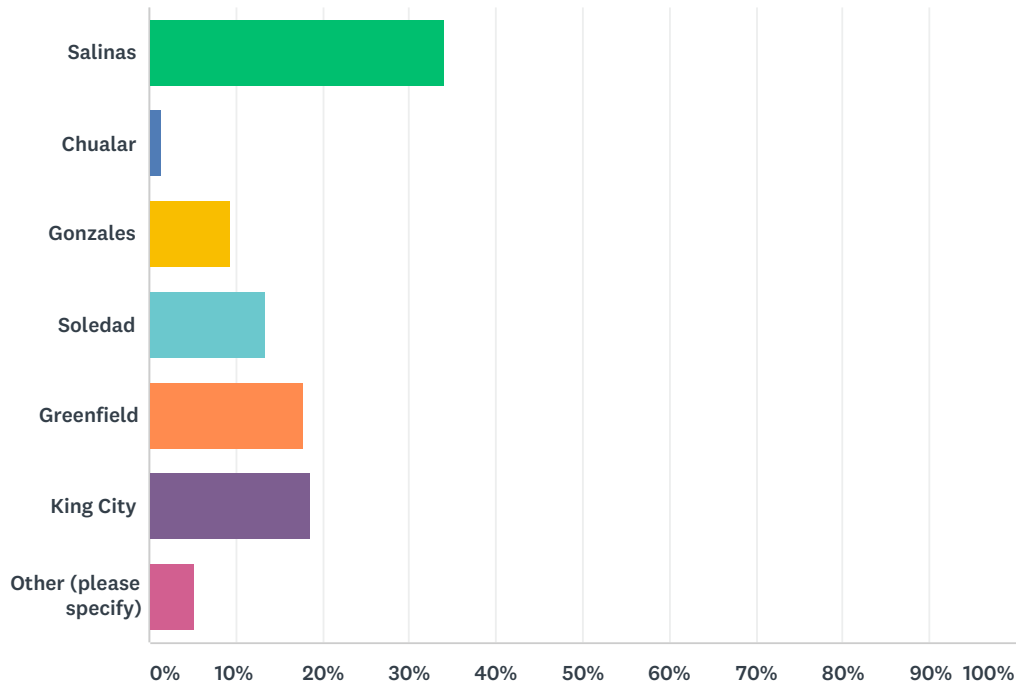
Answered: 396 Skipped: 137



ANSWER CHOICES	RESPONSES	
Less than 5 minutes	15.91%	63
5-10 minutes	49.24%	195
10-15 minutes	26.26%	104
Greater than 15 minutes	8.59%	34
TOTAL		396

## Q6 What City do you live in?

Answered: 397 Skipped: 136



ANSWER CHOICES	RESPONSES	
Salinas	34.01%	135
Chualar	1.51%	6
Gonzales	9.32%	37
Soledad	13.35%	53
Greenfield	17.88%	71
King City	18.64%	74
Other (please specify)	5.29%	21
<b>TOTAL</b>		<b>397</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Marina	2/27/2019 4:32 PM
2	monterey	2/27/2019 2:33 PM
3	Seaside	2/27/2019 12:14 PM
4	Marina	2/27/2019 11:11 AM
5	Paicines	2/27/2019 10:40 AM
6	Monterey	2/27/2019 10:35 AM
7	Teach in Salinas	2/27/2019 10:10 AM
8	Marina	2/27/2019 10:06 AM
9	Monterey	2/27/2019 10:02 AM

## Salinas Valley Express Bus Study - Online

10	Monterey	2/27/2019 9:49 AM
11	Aromas	2/27/2019 9:46 AM
12	Carmel	2/27/2019 9:43 AM
13	Noth County	2/27/2019 9:38 AM
14	King city	2/21/2019 11:25 AM
15	seaside	2/18/2019 1:39 PM
16	Monterey	2/13/2019 10:03 AM
17	Marina	2/13/2019 8:24 AM
18	king city	2/12/2019 8:24 PM
19	San Ardo	2/12/2019 4:19 PM
20	hwy 68 corridor	2/12/2019 3:56 PM
21	San Ardo but occasionally go to king city	2/11/2019 10:46 PM

## Q7 Do you have any other comments?

Answered: 131 Skipped: 402

#	RESPONSES	DATE
1	I think Soledad should have a bus stop at Blas Santana Park, or the shopping center of Gabilan where Gabilan Pizza, Palmas Restaurant, and Pro Darling Nails 1, is located. The bus stop I am recommending should be next to or around Soledad High School so that it is closer to people who live farther inside of Soledad because the walks take at least 30 minutes to get to front street for people who live farther back. They do not take 15 minutes for 100 percent of people as you claim in option 1. Several other people and I think it would be a great idea to add on a bus stop at Blas Santa Park or near the Gabilan Shopping Center where Gabilan Pizza, Palmas Restaurant, and Pro Darling Nails 1, is located.	3/2/2019 3:05 PM
2	I am interested in senior/student discounts	3/2/2019 8:51 AM
3	Less travel time is important for students who are traveling between South County and the main campus at Hartnell College. Thanks for your consideration.	2/28/2019 5:32 PM
4	Students need an express bus to Hartnell College!	2/28/2019 3:09 PM
5	I think it would be cool if Rabobank stop was included	2/28/2019 10:24 AM
6	This is a really great idea option 2 would actually help out a lot of students who take the bus to school that come from greenfield , Soledad and king city	2/28/2019 8:53 AM
7	I lived in King City and had no car when I started at Hartnell. I had to move to Salinas. PLEASE reduce the travel time for students & folks needing to travel north from South Cty.	2/28/2019 8:38 AM
8	Please keep Option 1.	2/28/2019 8:31 AM
9	None	2/28/2019 2:36 AM
10	My son & his high school & middle school friends ride the bus to Northridge Mall. The current length of the ride makes their enjoyment of the mall short. There are times it would take 1-½ hrs. each way. The shortened bus route would be greatly welcomed.	2/27/2019 10:34 PM
11	Really looking foward thw project.	2/27/2019 9:57 PM
12	Glad that possibility of faster route to Northridge Mall is being considered. I would ride to mall with a group of fellow classmates from Vista Verde Middle School & Greenfield High School. Also would take bus to King City, Soledad & Gonzales.	2/27/2019 9:45 PM
13	Are the running time start and stop going to change? i.e. 7am-8pm	2/27/2019 9:15 PM
14	I either ride share or take the bus 9 days out of 10 in two weeks	2/27/2019 8:47 PM
15	Sometimes the buses dont wait enough time if theyre in a rush so i think its a good idea for making frequent stops because people are able to catch the last bus stop	2/27/2019 8:37 PM
16	No	2/27/2019 8:21 PM
17	No	2/27/2019 7:49 PM
18	N/A	2/27/2019 7:35 PM
19	No	2/27/2019 7:11 PM
20	How can I connect the from the 23 Salinas to 47 East Alisal Campus, that would get me there before 8 AM, Monday - Saturday.	2/27/2019 6:46 PM
21	No	2/27/2019 6:13 PM
22	No	2/27/2019 4:50 PM
23	No	2/27/2019 4:38 PM
24	This route does not affect me personally. However, many Hartnell students need this bus and to be able to get to campus in a shorter amount of time and/or knowing the next one is not too far out, would be incredibly helpful in supporting their success as students on our campus.	2/27/2019 4:32 PM

## Salinas Valley Express Bus Study - Online

25	I wish there would be a more efficient way to travel rather than stopping at every stop to arrive at Hartnell	2/27/2019 3:05 PM
26	Option 2 sounds like a very good and efficient plan.	2/27/2019 3:00 PM
27	N/A	2/27/2019 1:55 PM
28	I think it is important to implement express routes during pick time (morning and afternoons).	2/27/2019 1:40 PM
29	no	2/27/2019 12:29 PM
30	I had a summer class at 7 AM one semester. I did not have a car so I had to use the bus. It was very difficult waking up that early to make it to class on time.	2/27/2019 11:58 AM
31	I would love to use public transportation if it was faster and close to me.	2/27/2019 11:48 AM
32	I feel that Gonzales is being short changed by having only one stop in the changes in the new express when it should have two	2/27/2019 11:46 AM
33	No	2/27/2019 11:12 AM
34	Do it please	2/27/2019 11:09 AM
35	There should be bus stops on Abbott street. Also 41 should run after 5 pm every 20 minutes . Thank you to all	2/27/2019 11:03 AM
36	What are the options for getting to the main transit areas from within salinas? If you go to option 2 - is there a local bus that could get riders to the salinas transit center?	2/27/2019 11:02 AM
37	no	2/27/2019 10:56 AM
38	Nope	2/27/2019 10:56 AM
39	Create one additional line, either local or express so you can provide service for local and long distance riders.	2/27/2019 10:56 AM
40	I think it would be very beneficial for our community to have the Express service as we are the farthest from Salinas.	2/27/2019 10:55 AM
41	None	2/27/2019 10:50 AM
42	Keeping accessibility to all at different cities is very beneficial for those who have to take the bus to attend Hartnell College. Reducing the number of stops would cut-back access to those students who rely on the line to attend school in Salinas	2/27/2019 10:44 AM
43	Option 2 would make the commute so much better. Folks would use it more frequently with the shorter schedule	2/27/2019 10:42 AM
44	I would like to see plastic free transfer cards.	2/27/2019 10:38 AM
45	None at the moment.	2/27/2019 10:35 AM
46	By changing line 23 to having less stops & making the arrival time quicker, would really help. Not only with time, but with gas money. I would use line 23 more often.	2/27/2019 10:26 AM
47	Making these services available to South Monterey County is essential to the people. I am aware of plenty of students who even go as far as CSUMB from Greenfield nearly everyday. Providing shorter times gives these people more time for daily activities.	2/27/2019 10:24 AM
48	It's nice to have 3 bus stops available in soledad for everyone who lives in different parts of town.	2/27/2019 10:19 AM
49	No	2/27/2019 10:18 AM
50	I would be able to get a few more things done on a weekly basis with the express route.	2/27/2019 10:13 AM
51	The Express Line would help students get to Hartnell and Salinas faster. Right now a round trip is about 3 hours. That is a lot of time wasted throughout the day.	2/27/2019 10:11 AM
52	No at the moment.	2/27/2019 10:10 AM
53	The proposed changes do not seem significant enough to warrant changing the current bus schedule, however, enough people that actually ride the bus probably suggested changing this to make their lives easier.	2/27/2019 10:10 AM
54	No	2/27/2019 10:08 AM
55	Just as long as I can go to greenfield from Hartnell and greenfield to Hartnell.	2/27/2019 10:06 AM

## Salinas Valley Express Bus Study - Online

56	I work for hartnell college and this would greatly benefit our students who commute from the South County area to main campus for classes!	2/27/2019 10:05 AM
57	If the already existing stops are eliminated, less people would ride the bus.	2/27/2019 9:57 AM
58	Please have a bus at 1 PM and later for line 23 at Hartnell for the 23, because having to wait for 2 hours is an inconvenience. 12, 2, 3, 5:40 is weird schedule, there 100+ student who take night classes at hartnell who don't have needs ride back into town for south county.I and having the end of line at 6:40 is a no go, have one at the end of line at as most classes at Hartnell that are at night end before 9.	2/27/2019 9:52 AM
59	Not my typical bus so my vote is secondary to those who use this line daily.	2/27/2019 9:52 AM
60	I think you should ask the people that are actually riding the bus every day. Send someone to do the survey inside the bus. My concern is that people will be afraid of walking and no taking the bus. Also, people with accessibility needs will need to be survey. Did you talked to their city leaders? I hope this help.	2/27/2019 9:48 AM
61	Give South County the transportation services they deserve. You've already waited far too long to make changes. Fix this and equitably serve the community.	2/27/2019 9:47 AM
62	If the bus ride is shorter I will be more inclined to ride more.	2/27/2019 9:47 AM
63	this is needed urgently	2/27/2019 9:46 AM
64	Everything seems fine but I'd kinda a hassle with the second option because everyone lives in different eras so the distance from the bus stop to ones home varies of course if they have both lines then I'd work but it's too much gas used.	2/27/2019 9:46 AM
65	This would be a great benefit to students pursuing their education at Hartnell College.	2/27/2019 9:46 AM
66	No	2/27/2019 9:46 AM
67	Yes help the students to be on time	2/27/2019 9:46 AM
68	No.	2/27/2019 9:46 AM
69	No	2/27/2019 9:45 AM
70	It would be extremely useful for me, personally as a Hartnell student, if the express change was made because it would prove to be more convenient and less time consuming as I try to reach my classes on time.	2/27/2019 9:45 AM
71	The stop you are eliminating is the the one in the middle of town where everyone lives	2/27/2019 9:45 AM
72	Why can't the bus be free for going to school?	2/27/2019 9:44 AM
73	Thank you for thinking of this.	2/27/2019 9:43 AM
74	no	2/27/2019 9:43 AM
75	You need a mst number to see where the bus is at	2/27/2019 9:42 AM
76	This is a great idea. Less stops and less time riding on the buss. And gives the students option and more time to sleep!	2/27/2019 9:42 AM
77	No	2/27/2019 9:42 AM
78	No	2/27/2019 9:40 AM
79	No	2/27/2019 9:40 AM
80	No	2/27/2019 9:40 AM
81	Thank you for considering this.	2/27/2019 9:38 AM
82	I think we should try to reduce total commute time so that there are more bus trips available in one day. I think it would make accessing work or school easier.	2/27/2019 9:37 AM
83	No	2/26/2019 11:23 PM
84	Thank you for doing this survey and considering changing the route.	2/26/2019 11:01 PM
85	No	2/26/2019 3:30 PM
86	central park in gonzales need a covered stop	2/26/2019 12:35 PM

## Salinas Valley Express Bus Study - Online

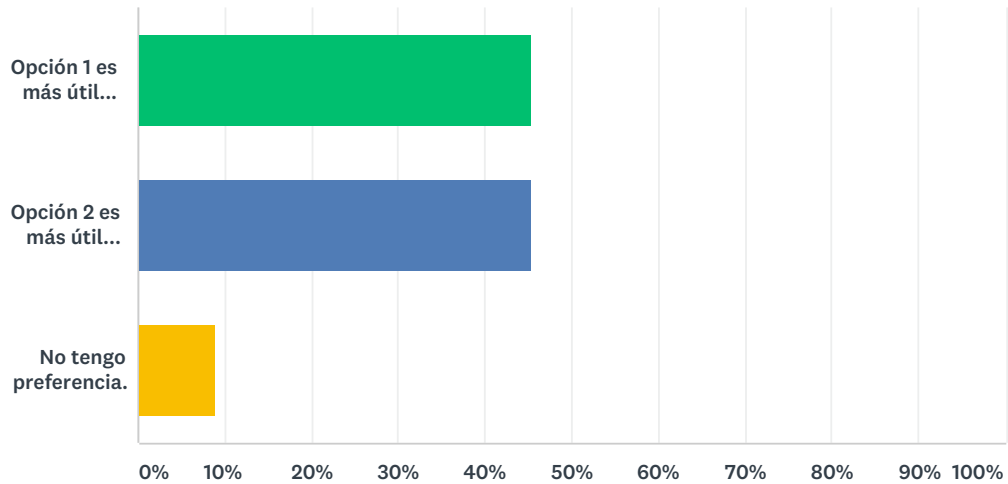
87	Thank you for asking my opinion!	2/26/2019 8:24 AM
88	the change would require people to walk farther to catch the bus but the time saved would only be 15 minutes not very much help.	2/25/2019 3:48 PM
89	Option 2 would save me 3 hours a week. I really hope it can be implemented.	2/25/2019 1:01 PM
90	No	2/25/2019 11:08 AM
91	We have difficulty getting to doctor appointments. Most are near Salinas Valley Memorial. We can't walk more than a few feet.	2/23/2019 11:24 PM
92	Everything looks great although possibly reconsidering a few too many stops being taken from Salinas city (E. Alisal- Harkins) might not be very helpful mostly for the elderly as far as walking a distance.	2/23/2019 8:41 PM
93	No	2/22/2019 11:10 PM
94	Option 2 is awesome. Good job	2/22/2019 9:06 PM
95	Really consider the south county cities and the fact that we don't have other forms of public transit. We love and are faithful to MST. But we want this factor to be taken into consideration.	2/22/2019 9:35 AM
96	Time is not a factor. Would like the bus stop returned in Greenfield at the shopping center. King City has too many stops. Hartnell students use the only Hartnell stop due to free rides. Suggest moving bus stop on 1st to the Vet Clinic on 1st. Companies who hire a mentally challenged individuals get a refund from the State. First Hartnell class starts at 9:00am, cannot get Greenfield students there on a direct route, must transfer (transfer at STC at 8:48).	2/22/2019 9:21 AM
97	Safety. Speed limit and running red lights is unacceptable. Many lives in danger. Drivers need monitoring.	2/22/2019 6:48 AM
98	Thanks for considering this expedited route!	2/21/2019 2:13 PM
99	No.	2/21/2019 12:44 PM
100	Yes, it would be nice if a bus would pass every 30 minutes. Also the cleaning ladies on the inside.	2/21/2019 7:41 AM
101	I require the OnCall bus to get to/from the stops that exist. I hope to see an INCREASE in OnCall service (later hours AND weekends) in Greenfield.	2/21/2019 12:50 AM
102	Please provide a indoor air conditioner glass tempered bus stop shelter for persons in the Salinas transit center and for people in Gonzales, Soledad, King City especially in the Salinas area because me as a bus rider one day in 2010 one afternoon I was walked up to and insulted by a man saying bad words to me a stranger who was just there with no intentions to ride the bus at once I notified a MST security guard who was in short walking distance from where I was and I felt safe because he assured me he would go and talk to the man who had been acting inappropriately as soon as I had been done explaining the situation the man had left. The security guard stayed with me until the bus driver had come the bus driver let me be inside the bus so I wouldn't have to have passed through that again. So please put tempered indoor air conditioning bus stop shelters for bus riders. Please provide seatbelts for kids and babies. Thank You.	2/21/2019 12:25 AM
103	Having more stops gives me better options on where to onboard. Since I get on or off at different stops depending on where I am heading to can really make a difference on whether I will be late to appointments.	2/20/2019 8:35 PM
104	I'm concerned about Hartnell College students in King City potentially losing the ability to board freely from the King City campus.	2/20/2019 3:35 PM
105	It would be nice if there was a stop as well next to the HS in Soledad, as they do have a very small shopping center there, but residents do need rides to that specific area. Maybe try getting another bus line that just travels from Soledad, Greenfield and King City.	2/20/2019 12:54 PM
106	Thank you	2/20/2019 9:22 AM
107	NA	2/19/2019 9:25 PM
108	I would consider taking a bus from King City to Salinas if it only took an hour but an hour and a half is a deterrent.	2/19/2019 7:54 PM
109	this would be a great I would not have to be in the bus for a long time and arrive late to my house since I am a student.	2/19/2019 1:17 PM

## Salinas Valley Express Bus Study - Online

110	Thank you for serving South County	2/19/2019 8:25 AM
111	No	2/19/2019 7:58 AM
112	It seems that there should be an additional stop that would go all the way to the County offices on Schilling. This would allow handicapped riders better accessibility to county assistance.	2/16/2019 3:00 AM
113	Option 1 that stop at Harkin and Abbet Street have many other rider who get on an off. Please leave this option open. M-F a stop at 7:am with a pickup at 5:30pm Thank you.	2/15/2019 6:41 AM
114	There aren't enough bus stops in Soledad. This would take it the wrong direction. If you want to remove stops, remove them in Salinas and King City but not the smaller towns in between.	2/14/2019 7:24 PM
115	They should keep the Monterey east stop.	2/14/2019 2:36 PM
116	Go to San Jose Airport	2/13/2019 10:32 PM
117	Rancho Cielo needs a bus stop	2/13/2019 2:44 PM
118	No	2/13/2019 2:33 PM
119	I don't understand the background of eliminating stops, it should be the opposite add stops so that more people are able to use the service	2/13/2019 11:58 AM
120	How can we go about advocating for the small community of San Jerardo Co-Op, just outside the Salinas city limits? As seniors and other members of the community, who do not drive, don't always have someone available to provide a ride, even if they applied to the TRIPS service. ive asked families what they would like to have available and they simply ask that one bus line is added to the outside of the community, have it run 2-3 times in a day, as this would facilitate the residents ability to be able to get to Salinas and take care of things they need to and have access to all the other transit line services in the instance that the San Jerardo residents need to get to the peninsula.	2/13/2019 11:52 AM
121	Leave it like it is, the time to wait is worth the stops.	2/13/2019 11:04 AM
122	keep the soledad stop at monterey at east	2/13/2019 10:50 AM
123	Have an express line from South County to CSUMB campus.	2/13/2019 8:24 AM
124	No	2/12/2019 8:39 PM
125	Because of our community and the number of people who do not have access to transportation I feel having more stops would help out the passengers who want to ride the bus.	2/12/2019 4:00 PM
126	Rancho cielo needs a bus stop	2/12/2019 3:56 PM
127	Adding the Schilling bus stop is essential. The fact that it is closed and the closest stop is far away on a dangerous and inaccessible path of travel when this location offers essential public services is criminal. Closing the Abbott/Harkins stop would be a mistake.	2/12/2019 11:55 AM
128	Please establish a bus stop at the new Hartnell College Soledad Campus. Thanks.	2/12/2019 11:31 AM
129	From our clients I get lots of feedback that the last bus to south county leaves to early. There is a good amount of residents that travel from there to Salinas. It would be helpful to have an extra bus that is shorter in time and stop less frequency for those who need it.	2/12/2019 10:32 AM
130	I enjoy having this bus cause it takes me places..	2/12/2019 7:57 AM
131	Allow line 84 stop in king city to transfer to line 23 at around the same time	2/11/2019 10:46 PM

## Q8 ¿Cuál de las opciones sería más útil para usted? ¿Por qué?

Answered: 22 Skipped: 511

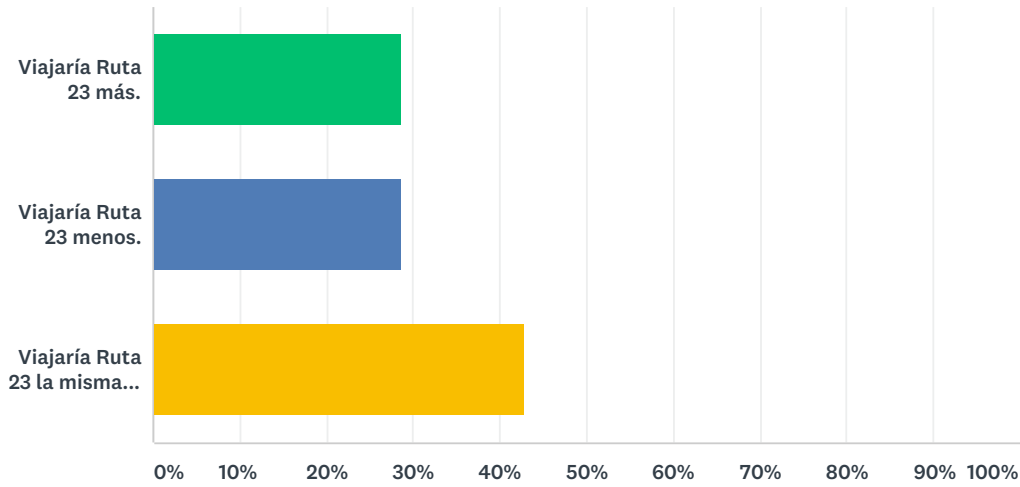


ANSWER CHOICES	RESPONSES	
Opción 1 es más útil (Autobús Local con más paradas y largo tiempo de viaje).	45.45%	10
Opción 2 es más útil (Autobús Exprés con menos paradas y corto tiempo de viaje).	45.45%	10
No tengo preferencia.	9.09%	2
TOTAL		22

#	COMENTARIOS:	DATE
1	No lo uso vivo muy cerca del colegio. Hartnell. Pero quiero se tome en cuenta mis comentarios en solidaridad otros estudiantes usen esta ruta. O público en general	2/27/2019 10:54 AM
2	Asi tendríamos mas tiempo para estudiar mas y no perder tanto tiempo.	2/27/2019 9:46 AM
3	Hace falta una parada mas en el centro de gobierno en Schilling Place	2/12/2019 9:59 AM

## Q9 ¿Viajaría en la Ruta 23 más o menos si la opción Autobús Exprés fuera implementada?

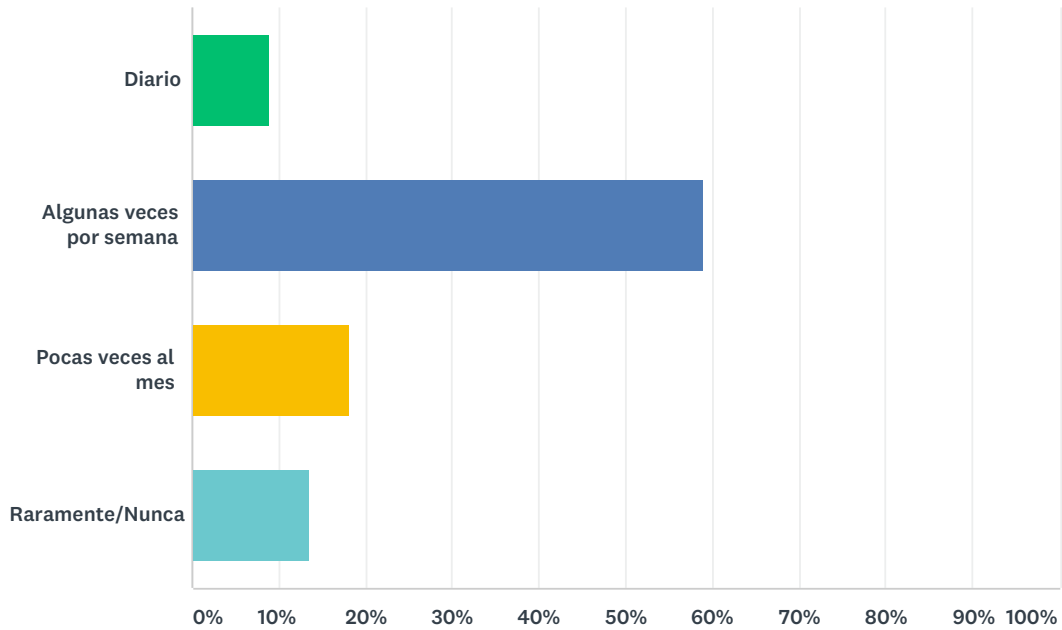
Answered: 21 Skipped: 512



ANSWER CHOICES	RESPONSES	
Viajaría Ruta 23 más.	28.57%	6
Viajaría Ruta 23 menos.	28.57%	6
Viajaría Ruta 23 la misma cantidad de veces.	42.86%	9
TOTAL		21

## Q10 ¿Con qué frecuencia viaja en la Ruta 23?

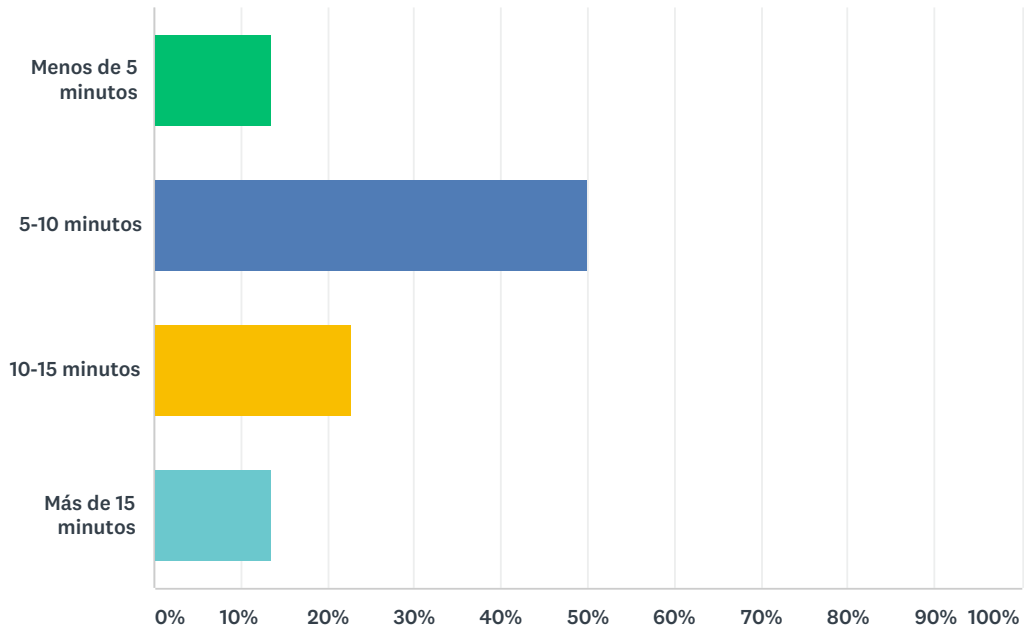
Answered: 22 Skipped: 511



ANSWER CHOICES	RESPONSES	
Diario	9.09%	2
Algunas veces por semana	59.09%	13
Pocas veces al mes	18.18%	4
Raramente/Nunca	13.64%	3
TOTAL		22

## Q11 Cuánto tiempo le tomó para llegar a la parada de autobús?

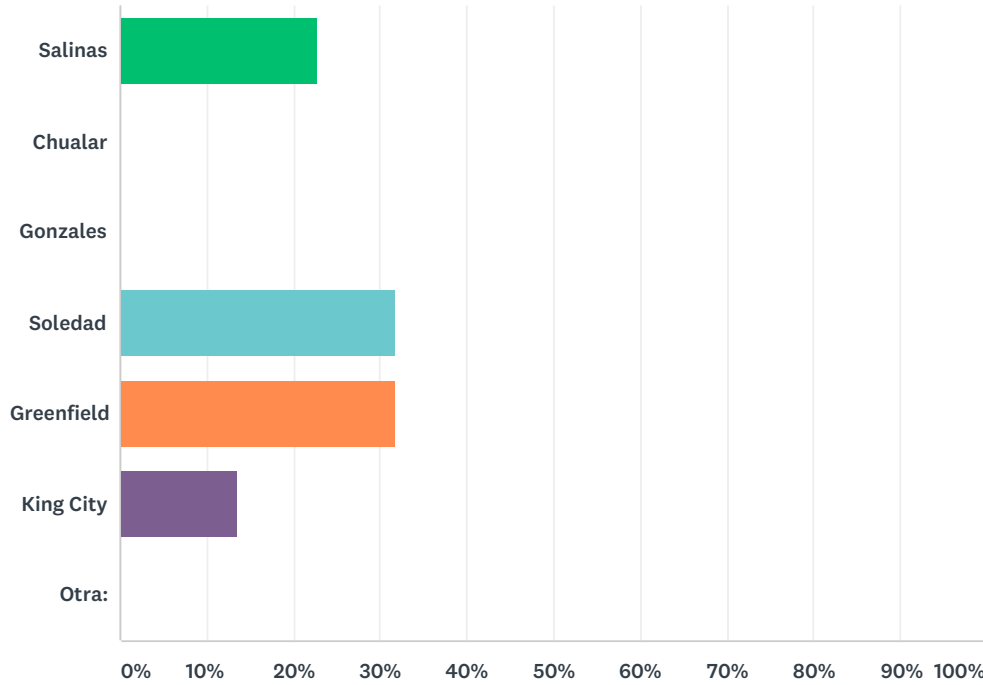
Answered: 22 Skipped: 511



ANSWER CHOICES	RESPONSES	
Menos de 5 minutos	13.64%	3
5-10 minutos	50.00%	11
10-15 minutos	22.73%	5
Más de 15 minutos	13.64%	3
TOTAL		22

## Q12 ¿En qué ciudad vive?

Answered: 22 Skipped: 511



ANSWER CHOICES	RESPONSES	
Salinas	22.73%	5
Chualar	0.00%	0
Gonzales	0.00%	0
Soledad	31.82%	7
Greenfield	31.82%	7
King City	13.64%	3
Otra:	0.00%	0
TOTAL		22

#	OTRA:	DATE
	There are no responses.	

## Q13 ¿Tiene usted algún otro comentario?

Answered: 12 Skipped: 521

#	RESPONSES	DATE
1	No	2/28/2019 9:34 AM
2	Que pasaran 2 autobuses	2/27/2019 7:48 PM
3	Podría poner a disposición para los usuarios un baño que circule para acercarlos al parada de salida del bus y hacer más práctico y beneficio para todas las partes usuarios y empresa	2/27/2019 10:54 AM
4	No	2/24/2019 1:50 PM
5	Que no se baya a quitar la parada de la Monterey es la más céntrica para la comunidad de soledad gracias	2/23/2019 2:55 PM
6	Me gusta la segunda opción	2/21/2019 11:26 AM
7	Ninguno	2/21/2019 8:34 AM
8	Gracias los choferes son muy amables muy buen servicio	2/20/2019 8:05 PM
9	Su servicio siempre es oportuno para mi no tengo algun comentario lo necesito y siempre hago mi tiempo para estar siempre en la parada necesito su servicio gracias	2/20/2019 2:40 PM
10	No	2/20/2019 10:00 AM
11	Quisiera que en todas las paradas hubiera horario que va pasar el bus	2/14/2019 1:21 PM
12	Hace falta una parada en el centro de gobierno del condado en Schillig Place	2/12/2019 9:59 AM