



FINAL REPORT
JULY 2019

Santa Cruz Metropolitan Transit District

On-Board Transit Ridership Survey and Ride Check



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1. Executive Summary

Overview

Santa Cruz METRO currently provides transit service within Santa Cruz County along 24 routes. In Spring 2018, the fixed-route service transported an average of 18,000 riders each weekday. Nearly 60 percent of those riders utilize the seven weekday UCSC routes. While each customer possesses a specific set of mobility needs, serving key “lifeline” origins and destinations as well as popular trip generators allows transit to move customers where they need to go in the most effective manner possible. Periodic customer feedback and ridership assessment provide METRO with the insight needed to determine how the current service offerings address the needs of its customers.

In Spring 2019 Santa Cruz METRO selected Moore & Associates to conduct an onboard survey of its customers as well as a comprehensive ride check. A study of this kind had not been conducted since 2012, and several route and service changes have been made in the intervening years. The survey sought to gather information regarding travel patterns, customer demographics, and overall satisfaction among METRO riders. Given METRO does not have automatic vehicle locators or passenger counters onboard its buses, a comprehensive ride check was conducted to provide an accurate snapshot of current ridership patterns as well as boarding and alighting and on-time performance data. A solid foundation of quality, current data regarding travel patterns, customer perceptions, and demand for public transit service will allow METRO to assess program strengths and weaknesses while developing strategies for enhancing service.

Staffing/Recruitment

Moore & Associates contracted with a local temporary staffing firm to recruit surveyor and ride checker candidates. The goal was to recruit individuals with a professional appearance and demeanor as well as the skills necessary to conduct the survey. While the staffing firm conducted a background check and ensured each recruit was authorized to work in the United States, the criteria for selection included the following:

- Fluency in English as well as Spanish;
- Ability to read and understand a bus schedule;
- “Common sense” problem-solving capabilities;
- Ability to conform with appearance standards (“business casual” dress code – black or khaki pants, polo or collared shirt, and closed-toe shoes);
- No facial tattoos or extensive visible piercings;
- The physical ability to board and ride the bus unassisted;
- Punctuality (ability to arrive 15 minutes before the start of the shift);
- Availability of reliable transportation (including public transit or ride from friend/family); and
- Possession of a cell phone for communicating with Moore & Associates’ supervisory personnel.

All candidates were screened and then trained by Moore & Associates’ project team. Training included an overview of the project, discussion of surveyor performance expectations, familiarization with the METRO service, survey instrument and ridecheck sheet, onboard etiquette, protocol for conducting the survey, and a review of individual assignments.

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All candidates were instructed on quality control methods as well as accurate data collection to ensure all project standards were maintained. While all candidates were cross-trained to conduct both ride checks and surveys, each was responsible for only one task at a time to ensure accuracy.

Our project team typically trains more staff than it anticipates needing in order to have trained back-up personnel immediately available should a candidate leave the project or be dismissed. All ride checkers and surveyors were supported by our field supervisors who were available during the entire fielding process. Fourteen data collectors were trained as part of this engagement and were used to successfully complete the assignment.

Data Collection

Santa Cruz METRO's Onboard Transit Ridership survey was conducted via intercept methodology, onboard all non-UCSC routes. Surveyors and Ride checkers were identified by an identification badge. Data collection occurred between April 23 and April 27, 2019 between the hours of 6 a.m. and 6 p.m. (while school was in session), in order to capture an accurate representation of METRO's ridership.

Ride Checks

Ride checks were conducted in order to obtain data regarding ridership and on-time performance. On-time performance was assessed with early corresponding to earlier than one minute and late equaling later than five minutes on all time-points. Alighting and boarding was quantified at every bus stop. This assessment included 28 percent of all non-UCSC routes as well as twelve runs on the highest ridership Saturday routes.

A route-by-route analysis was conducted after obtaining ridership and on-time performance data.

Onboard Survey

An onboard transit ridership survey was conducted to assess customer satisfaction and collect rider origin and destination information. A bilingual survey (English/Spanish) was offered on all non-UCSC routes. A total of 976 responses were received onboard, exceeding the sample goal of 600 by more than 60 percent.



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2. Ride Check Summary

Route by Route Analysis

To assess service/program performance, Moore & Associates conducted a ride check all METRO non-UCSC bus routes across four weekdays and one Saturday. Field staff tracked boarding and alighting activity at each bus stop, as well as actual arrival and departure time at each bus stop. Service frequency (headway) varies by route, day-part, and service day. The following exhibits illustrate rider activity by individual bus stop and on-time performance by time-point.

Ridership activity represents an average over the number of ridechecks performed on a given route. Time-points are in bold in the stop charts.

“Late” is defined as trips departing more than five minutes after the published schedule time. “Early” is defined as trips departing one or more minutes prior to the published schedule time. On-time performance measures the time of departure for all stops except for the final stop, which is measured by arrival time. Therefore a late arrival is calculated as “Late” while an early arrival is still calculated as “On-Time”.



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Route 3

Route 3 operates seven days a week and serves the UCSC Coastal Science Campus as well as the Santa Cruz Wharf area. The weekday service span is 7:30 am to 6:30 pm, during which seven runs are operated. The weekend service span is 9:50 am to 6:40 pm, during which five runs are operated. Potential trip generators located in proximity to Route 3 include two elementary schools and the Long Marine Lab and Seymour Center.

The route is approximately 10 miles in length and includes 38 bus stops. The highest activity was noted at the Santa Cruz Metro Center. Seventy-one percent of weekday trips were observed.

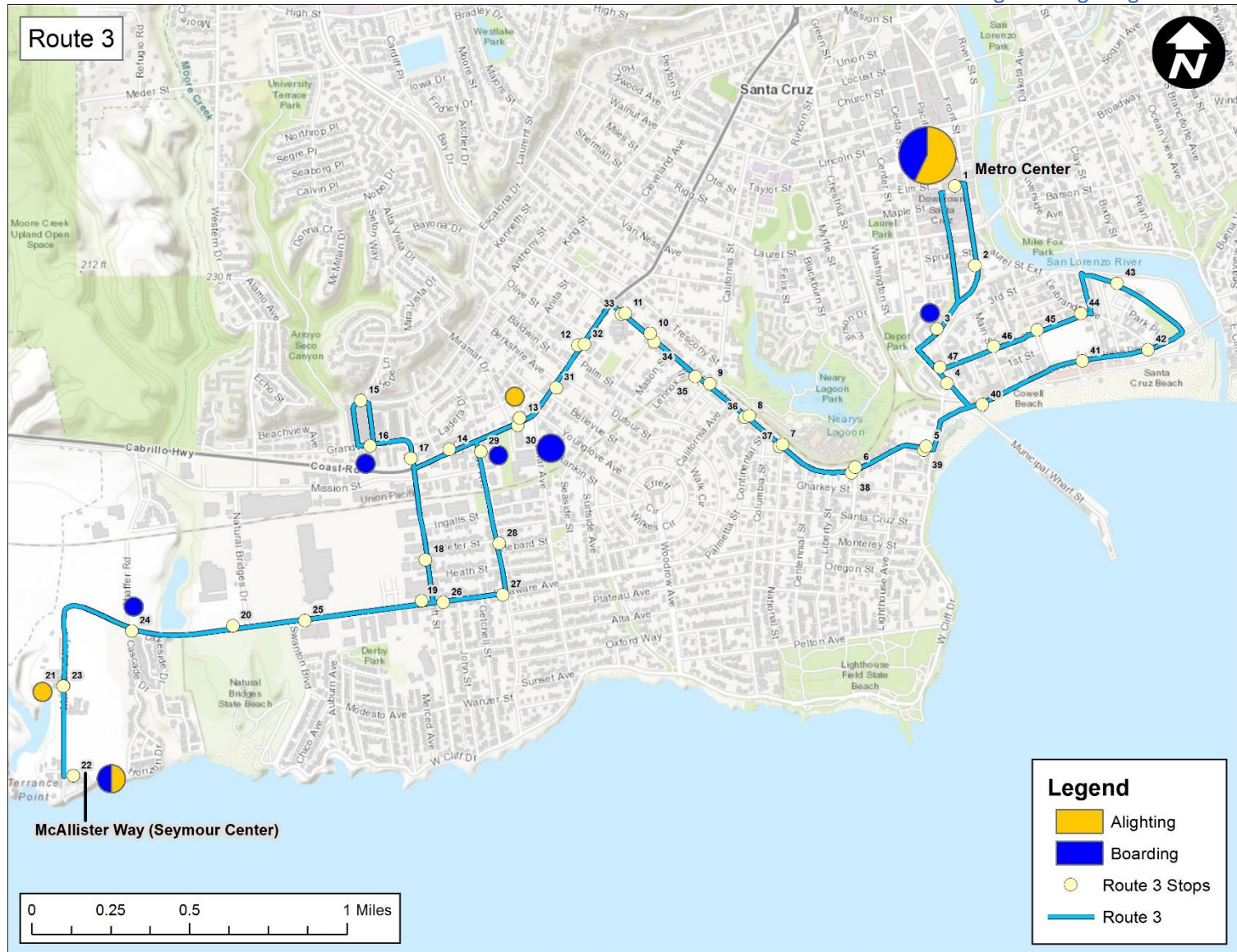


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Exhibit 2.1 – Boarding and Alighting – Route 3



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Exhibit 2.2 – Boarding and Alighting by stop – Route 3

Stop	ID	Name	Boarding	Alighting	Total
1	2702	Santa Cruz Metro Center	3	4	7
2	2113	Front & Spruce (Kaiser Arena)	0	0	0
3	2697	Pacific Ave & Center	1	0	1
4	2592	Pacific Ave & Viaduct Ln	0	0	0
5	2582	Bay & West Cliff Dr	0	0	0
6	2583	Bay & Laguna	0	0	0
7	2584	Bay (La Barranta Park)	0	0	0
8	1220	Bay (Neary Lagoon Park)	0	0	0
9	2291	Bay & California	0	0	0
10	1223	Bay & Seaside	0	0	1
11	2588	Bay & Mission	0	0	0
12	1624	Mission & Olive	0	0	0
13	1620	Mission & Miramar Dr (Almar Shopping Ctr)	0	1	1
14	2342	Mission & King	0	0	0
15	2421	Escalona Dr & Arroyo Seco	0	0	0
16	2422	Grandview & Arroyo Seco	1	0	1
17	1493	Grandview & Mission	0	0	0
18	2571	Swift & Jeter	0	0	0
19	2330	Delaware Ave & Swift	0	0	0
20	1350	Delaware Ave & Natural Bridges Dr	0	0	0
21	2749	McAllister Way (Coastal Biology Building)	0	1	1
22	2744	McAllister Way (Seymour Center)	1	1	2
23	2750	McAllister Way (Coastal Biology Building)	0	0	0
24	1349	Delaware Ave (De Anza Santa Cruz)	1	0	1
25	2740	Delaware Ave & Swanton Blvd	0	0	0
26	1351	Delaware Ave & Swift	0	0	0
27	1408	Delaware Ave & Fair Ave	0	0	0
28	1410	Fair Ave & Hebard	0	0	0
29	1414	Fair Ave & Mission	1	0	1
30	1619	Mission & Miramar Dr (Almar Shopping Ctr)	2	0	2
31	1621	Mission & Bellevue	0	0	0
32	1623	Mission & Palm (Palm Center)	0	0	0
33	1225	Bay & Mission (Bay View School)	0	0	0
34	1224	Bay & Seaside	0	0	0
35	1222	Bay & Redwood	0	0	0
36	1219	Bay (Garfield Park Village)	0	0	0
37	2585	Bay & National	0	0	0
38	2586	Bay & Laguna	0	0	0



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39	2587	Bay & West Cliff Dr	0	0	0
40	2636	Beach & Pacific (Wharf)	0	0	0
41	2736	Beach & Riverside Ave (Boardwalk)	0	0	0
42	2735	Beach & Leibrandt Ave (Boardwalk)	0	0	0
43	2690	3rd & Uden	0	0	0
44	2398	2nd & Leibrandt Ave	0	0	0
45	1780	2nd & Cliff	0	0	0
46	2428	2nd & Main	0	0	0
47	1779	2nd & Pacific Ave	0	0	0



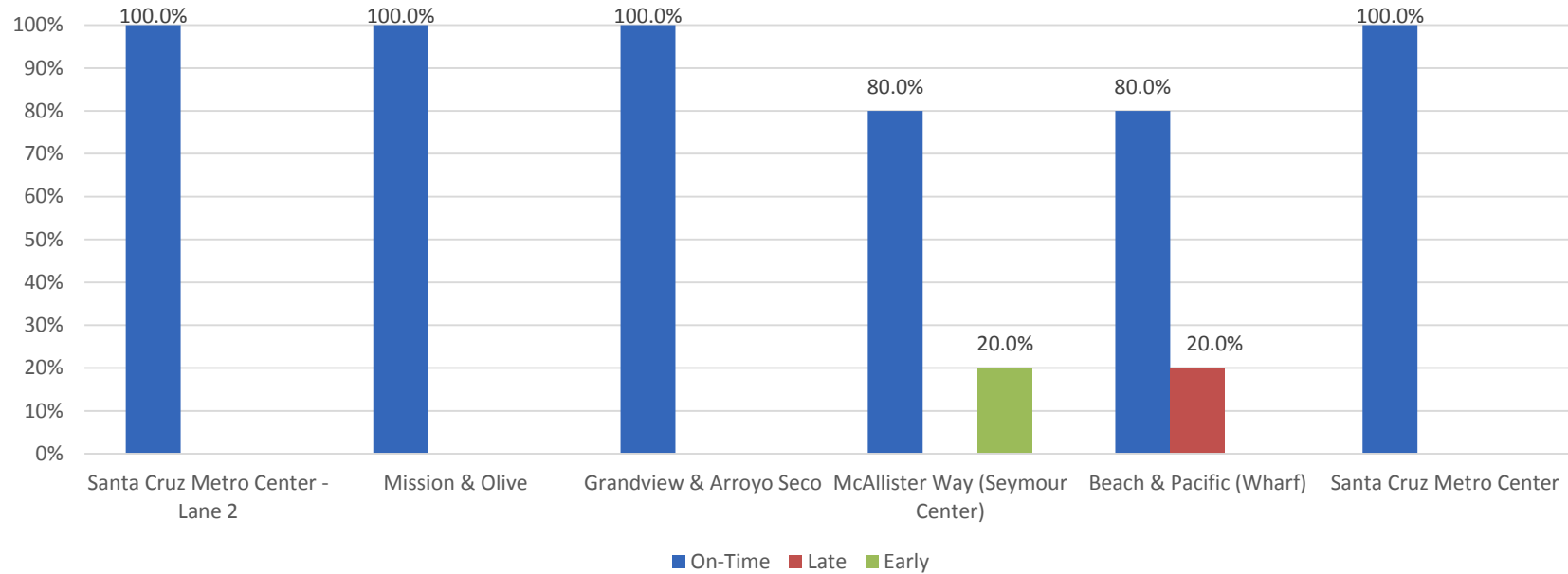
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Seventy-one percent of weekday runs were observed (5/7).

Exhibit 2.3 – On-Time Performance – Route 3 – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing more than one minute prior to the published schedule.



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Route 4

Route 4 operates on weekdays and serves Downtown Santa Cruz, Emeline Complex, and Harvey West Park area. The weekday service span is 7:25 am to 5:45 pm, during which eleven runs are operated. There is no weekend service. Potential trip generators located in proximity to Route 4 include the three schools, Emeline Complex, Governmental Center, and Harvey West Park area.

The route is approximately 9 miles in length and includes 40 bus stops. The highest activity was noted at the Santa Cruz Metro Center. Fifty-five percent of weekday trips were observed.

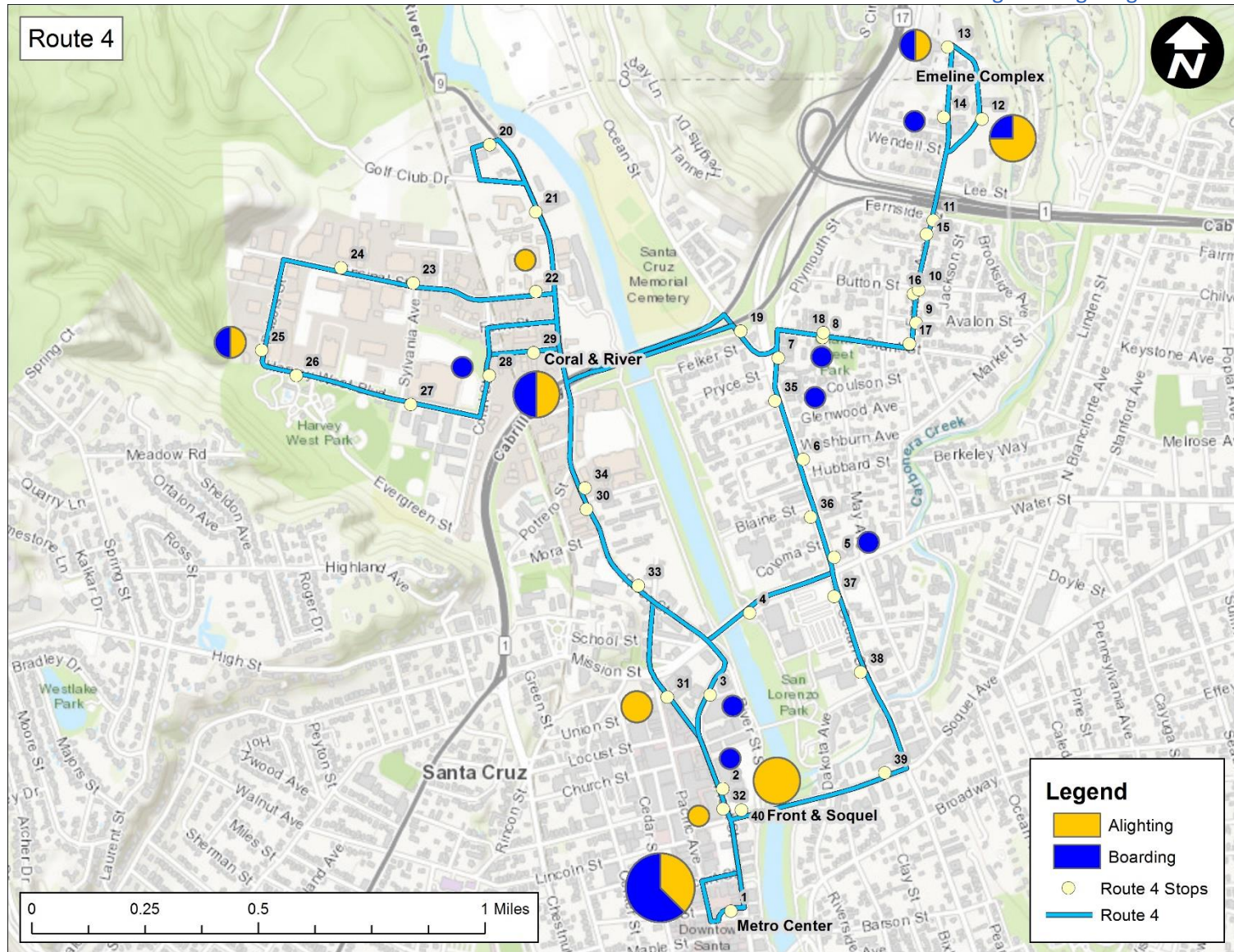


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Exhibit 2.4 – Boarding and Alighting – Route 4



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Exhibit 2.5 – Boarding and Alighting by stop – Route 4

Stop	ID	Name	Boarding	Alighting	Total
1	1344	Santa Cruz Metro Center	5	3	8
2	1345	Front & Soquel Ave	1	0	1
3	1347	River (River/Front Garage)	1	0	1
4	1379	Water (Governmental Center)	0	0	0
5	1380	Ocean & Water	1	0	1
6	1381	Ocean & Hubbard	0	0	0
7	1382	Plymouth & Ocean	0	0	0
8	1383	Grant (Grant Park)	1	0	1
9	1384	Emeline Ave & Avalon	0	0	0
10	1404	Emeline Ave & Button	0	0	0
11	1499	Emeline Ave & Fernside	0	0	0
12	1664	Emeline Ave (Emeline Complex)	1	3	4
13	1665	Emeline Ave (Emeline Complex - Building K)	1	1	2
14	1666	Emeline Ave & Sutphen	1	0	1
15	1667	Emeline Ave & Belmont	0	0	0
16	1677	Emeline Ave & Button	0	0	0
17	1713	Emeline Ave & Grant	0	0	0
18	1714	Grant (Grant Park)	0	0	0
19	1715	Ocean & Felker	0	0	0
20	1717	Vernon & River (METRO Admin Offices)	0	0	0
21	1782	River & Golf Club Dr (City Corp. Yard)	0	0	0
22	1892	Encinal & River	0	1	1
23	2114	Encinal & Sylvania Ave	0	0	0
24	2242	Encinal & Dubois	0	0	0
25	2350	Dubois & Harvey West Blvd	1	1	2
26	2364	Harvey West Blvd (Harvey West Park)	0	0	0
27	2365	Harvey West Blvd & Sylvania Ave (Costco)	0	0	0
28	2396	Coral (Granite Rock)	1	0	1
29	2426	Coral & River	2	2	4
30	2522	River & Josephine	0	0	0
31	2603	Front & Pacific Ave	0	2	2
32	2605	Front & Soquel Ave	0	1	1
33	2627	River & N Pacific Ave	0	0	0
34	2654	River & Josephine	0	0	0
35	2664	Ocean & Franklin	1	0	1
36	2667	Ocean & Blain	0	0	0
37	2682	Ocean & Water (Governmental Center)	0	0	0
38	2683	Ocean & Dakota	0	0	0



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39	2702	Soquel Ave & Ocean	0	0	0
40	2743	Soquel Ave & Front	0	4	4



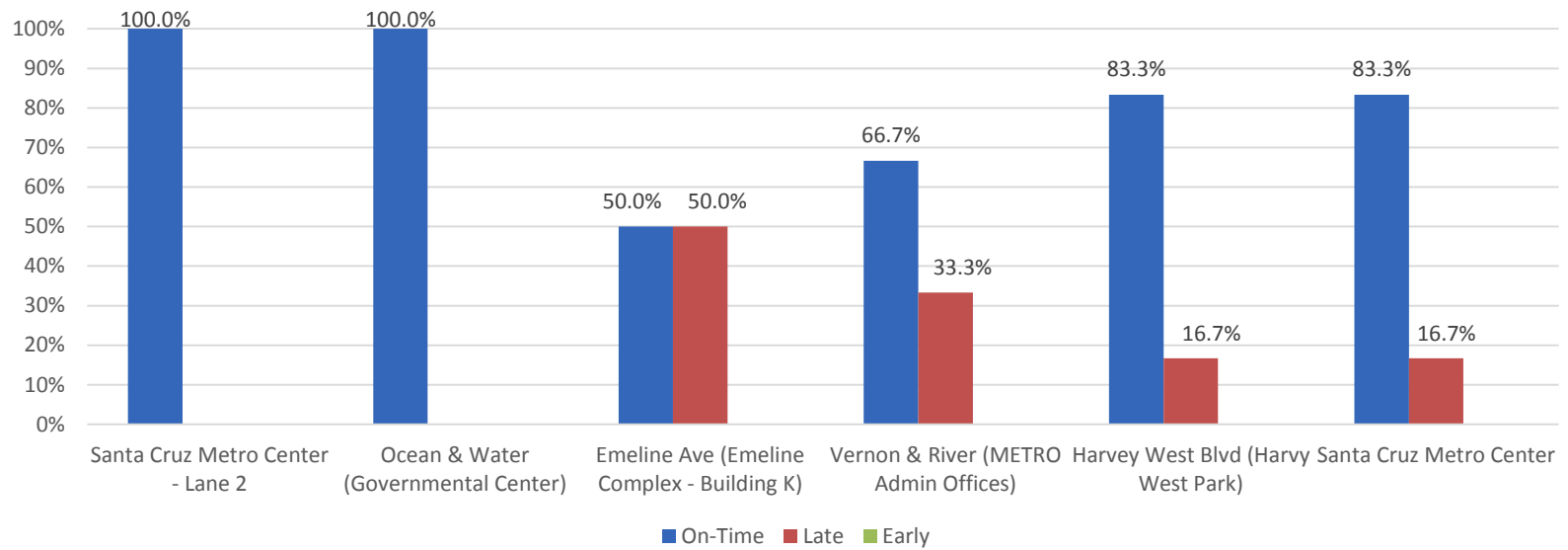
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Fifty-five percent of weekday runs were observed (6/11).

Exhibit 2.6 – On-Time Performance – Route 4 – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Highway 17 Express - Inbound

Highway 17 Inbound operates seven days a week and serves Downtown San Jose, Scotts Valley, and Downtown Santa Cruz. The route also serves the San Jose Diridon Station, connecting with Amtrak, Caltrain, Greyhound, and ACE. The weekday service span is from 5:55 am to 11:40 pm, during which thirty runs are operated. The weekend service span is 8:10 am to 11:00 pm, during which fifteen runs are operated and service begins at the Diridon Station. Potential trip generators located in proximity to Highway 17 include Downtown Santa Cruz, Downtown San Jose, and San Jose State University.

The route includes 18 bus stops, and is approximately 35 in miles in length. The highest activity was noted at the Diridon Station. 13.3 percent of weekday trips were observed.

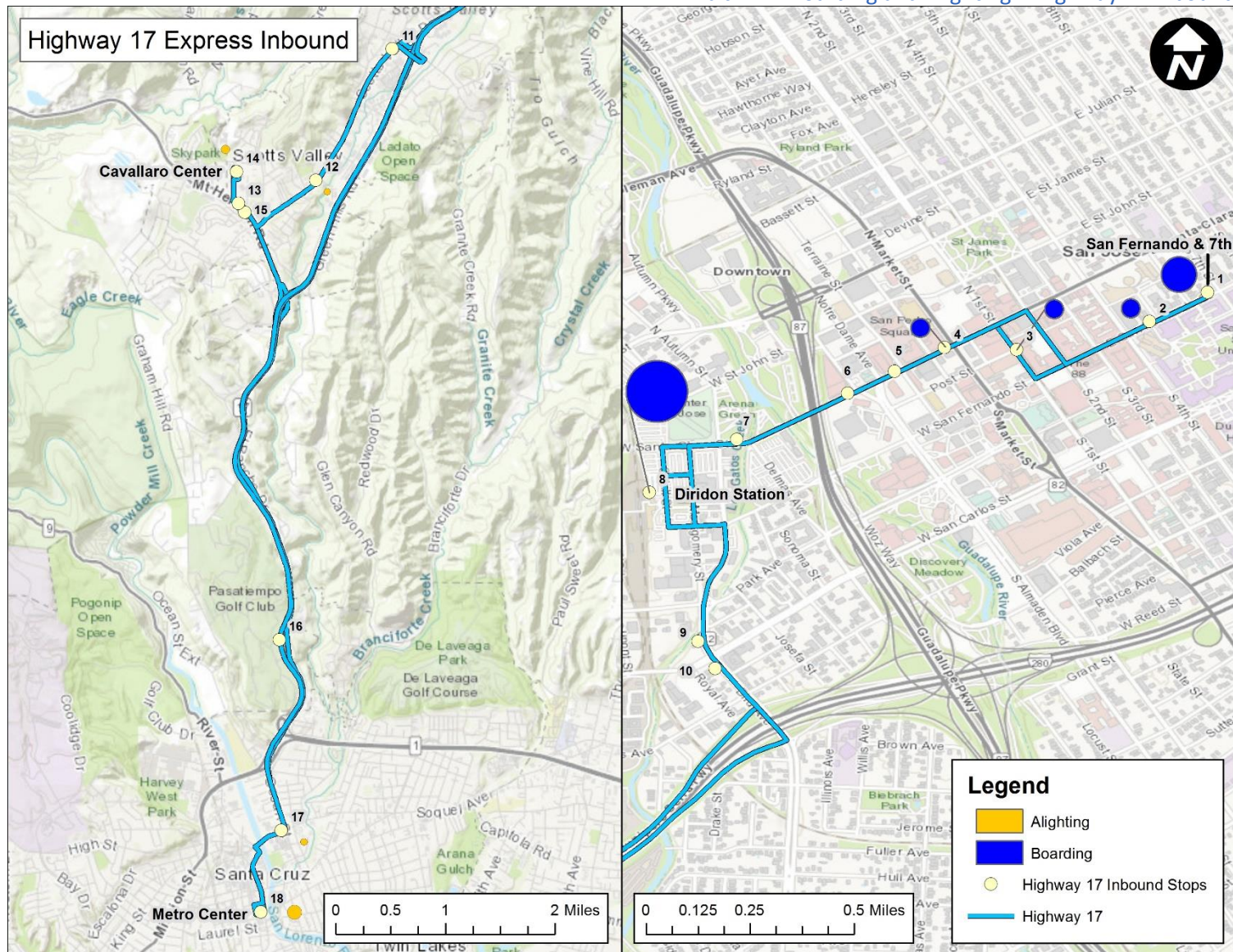


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Exhibit 2.7 – Boarding and Alighting – Highway 17 Inbound



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Exhibit 2.8 – Boarding and Alighting by stop – Highway 17 Inbound

Stop	ID	Name	Boarding	Alighting	Total
1	914	E San Fernando & S 7th	3	0	3
2	911	E San Fernando & S 5th	1	0	1
3	922	First & Santa Clara	1	0	1
4	912	W Santa Clara & S Market	1	0	1
5	921	W Santa Clara & S Almaden Ave	0	0	0
6	920	W Santa Clara & Almaden Blvd	0	0	0
7	913	W Santa Clara & Delmas Ave	0	0	0
8	904	Diridon Station (Caltrain Depot)	8	0	8
9	915	Bird Ave & Park Ave	0	0	0
10	902	Bird Ave & W San Carlos	0	0	0
11	2519	Scotts Valley Dr & Granite Creek Rd	0	0	0
12	1734	Scotts Valley Dr & Civic Center Dr	0	2	2
13	1652	Mt Hermon Rd & Kings Village Rd	0	0	0
14	2624	Cavallaro Transit Center (Scotts Valley)	0	3	3
15	1653	Mt Hermon Rd (Graham Plaza)	0	0	0
16	1571	Hwy 17 & Pasatiempo Dr	0	0	0
17	1894	Water & Ocean	0	2	2
18	2702	Santa Cruz Metro Center	0	7	7



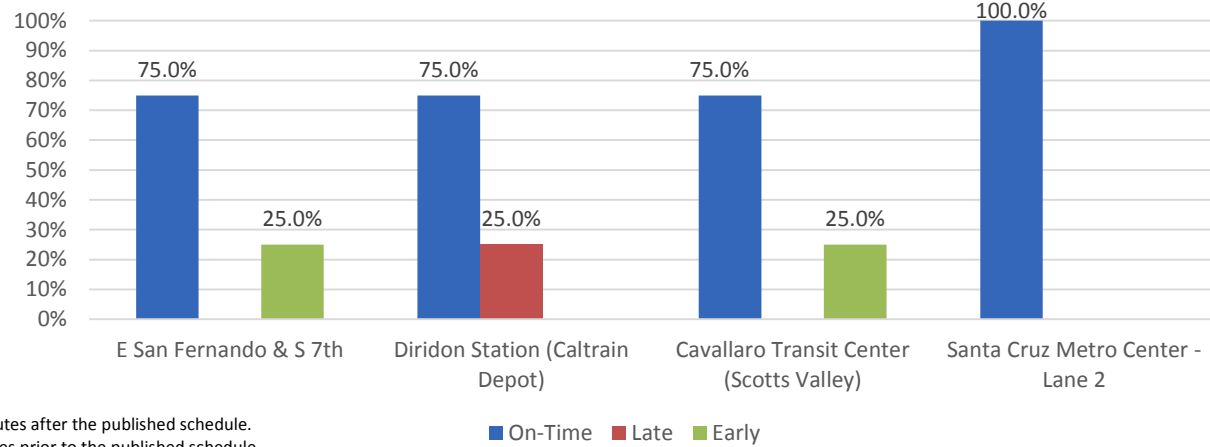
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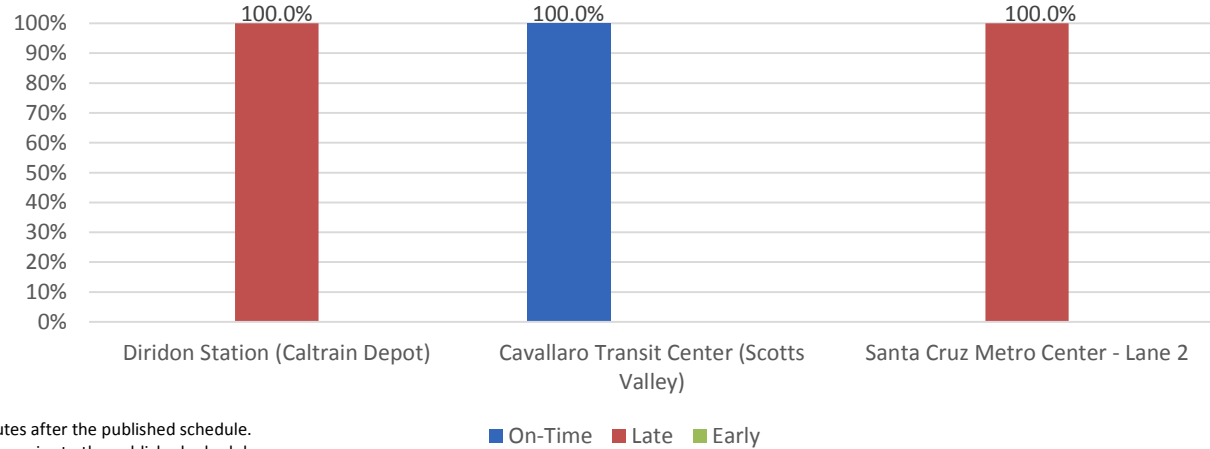
Thirteen percent weekday runs were observed (4/30). In addition, one Saturday run was observed.

Exhibit 2.9 – Highway 17 Inbound - Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.

Exhibit 2.10 – Highway 17 Inbound – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Highway 17 Express - Outbound

Highway 17 Outbound operates seven days a week and serves Downtown Santa Cruz, Scotts Valley, and Downtown San Jose. The route also serves the San Jose Diridon Station, connecting with Amtrak, Caltrain, Greyhound, and ACE. The weekday service span is 4:40 am to 10:30 pm, during which thirty-one runs are operated with Friday specific runs. The weekend service span is 6:50 am to 10:00 pm, during which fourteen runs are operated and service terminates at the Diridon Station. Potential trip generators located in proximity to Highway 17 include Downtown Santa Cruz, Downtown San Jose, and San Jose State University.

The route is approximately 35 miles in length and includes 15 bus stops. The highest activity was noted at the Metro Center and Diridon Station. Thirteen percent of weekday trips were observed.

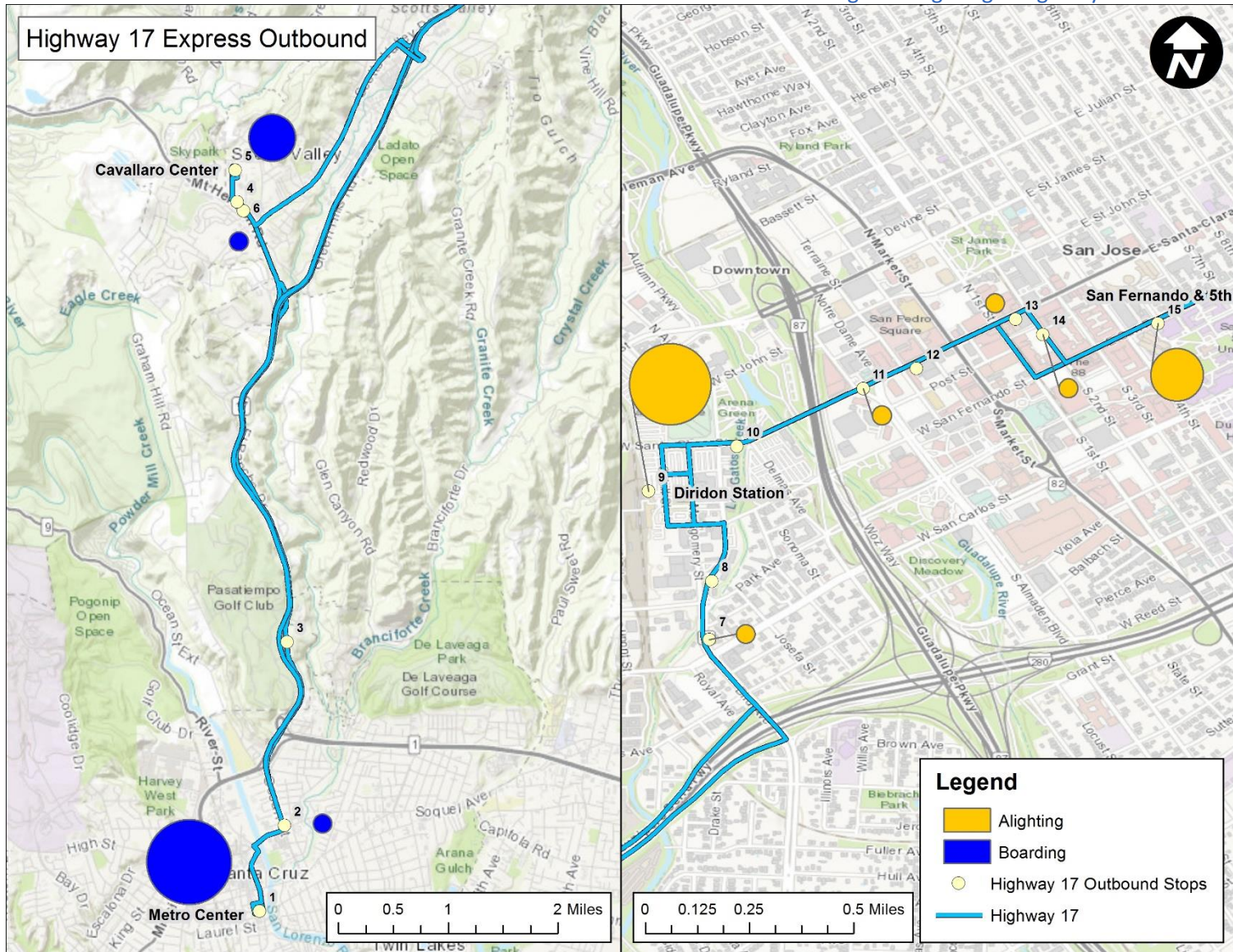


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Exhibit 2.11 – Boarding and Alighting – Highway 17 Outbound



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Exhibit 2.12 – Boarding and Alighting by stop – Highway 17 Outbound

Stop	ID	Name	Boarding	Alighting	Total
1	2702	Santa Cruz Metro Center	14	0	14
2	1664	Ocean & Water	1	0	1
3	1570	Hwy 17 & Pasatiempo Dr	0	0	0
4	1652	Mt Hermon Rd & Kings Village Rd	0	0	0
5	2624	Cavallaro Transit Center (Scotts Valley)	5	0	5
6	1653	Mt Hermon Rd (Graham Plaza)	1	0	1
7	901	Bird Ave & W San Carlos	0	1	1
8	923	S Autumn & Park Ave	0	0	0
9	904	Diridon Station (Caltrain Depot)	0	13	13
10	906	W Santa Clara & Delmas Ave	0	0	0
11	908	W Santa Clara & Almaden Blvd	0	1	1
12	909	W Santa Clara & S Almaden Ave	0	0	0
13	910	E Santa Clara & S 1st	0	1	1
14	917	S 2nd & E Santa Clara	0	1	1
15	919	E San Fernando & S 5th	0	6	6



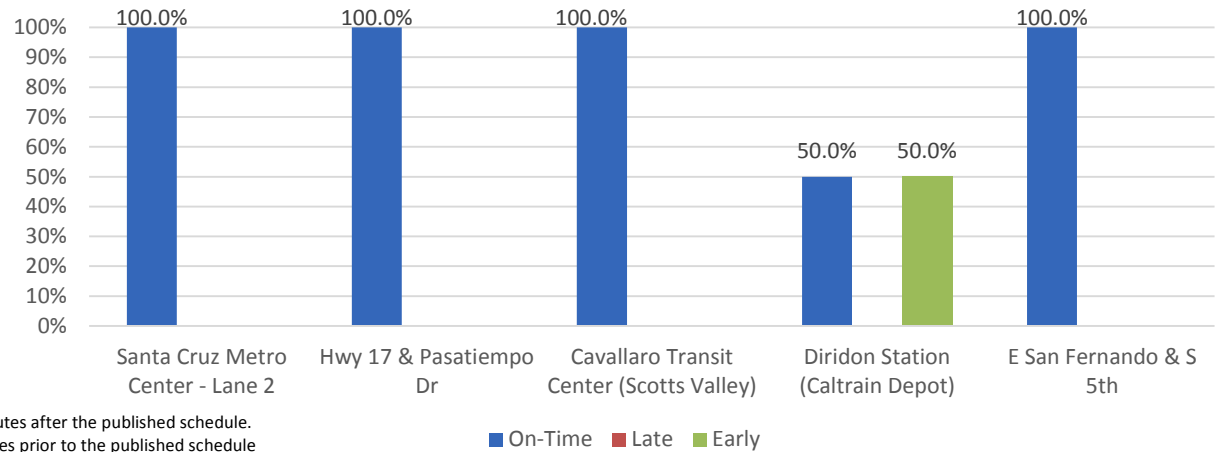
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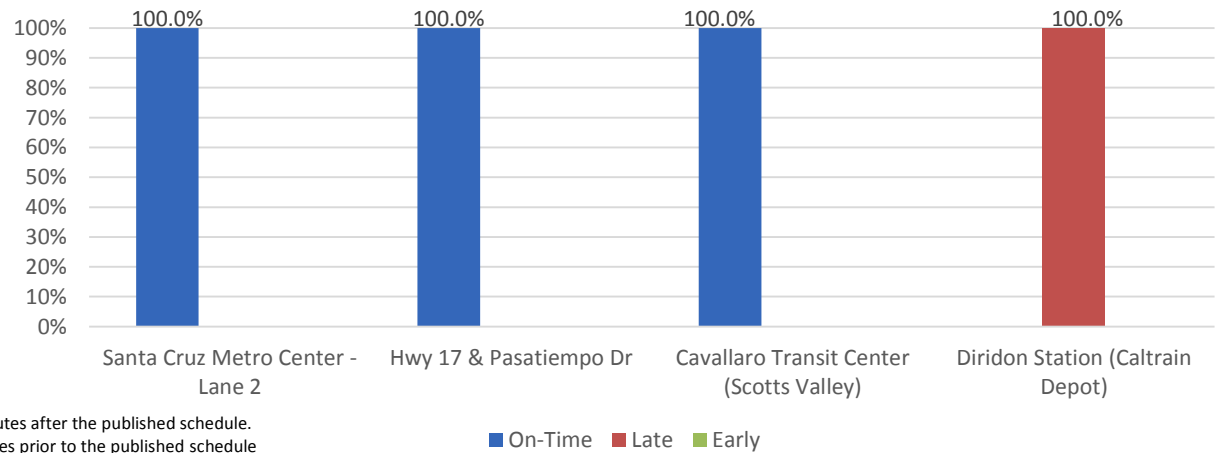
Thirteen percent of weekday runs were observed (4/31). In addition, one Saturday run was observed.

Exhibit 2.13 – On-Time Performance – Highway 17 Outbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

Exhibit 2.14 – On-Time Performance – Highway 17 Outbound – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 35A Outbound

Route 35A Outbound operates seven days a week and serves Downtown Santa Cruz, Scotts Valley, and San Lorenzo Valley. The weekday service span is 6:30 am to 11:55 pm, during which thirty runs are operated. The weekend service span is 7:30 am to 11:30 pm, during which fifteen runs are operated. Potential trip generators located in proximity to Route 35A include Boulder Creek Country Club and San Lorenzo Valley High School.

The route is approximately 23 miles long and includes 62 bus stops. The highest activity was noted at the Metro Center. One-third of weekday trips were observed.

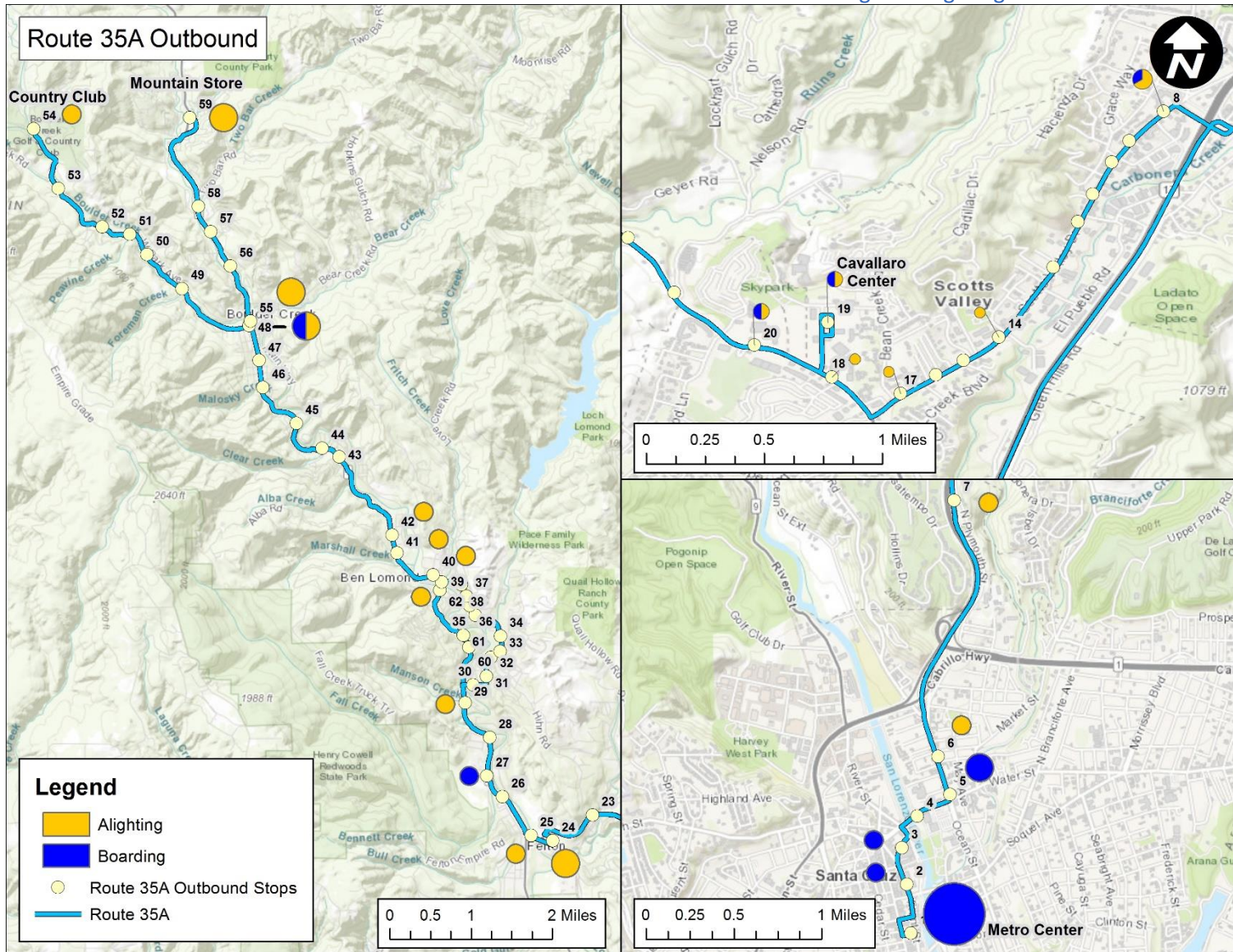


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Exhibit 2.15 – Boarding and Alighting – Route 35A Outbound



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Exhibit 2.15 – Boarding and Alighting by stop – Route 35A Outbound

Stop	ID	Name	Boarding	Alighting	Total
1	2703	Santa Cruz Metro Center	8	0	8
2	2667	Front & Soquel Ave	1	0	1
3	1713	River (River/Front Garage)	1	0	1
4	1892	Water (Governmental Center)	0	0	0
5	1664	Ocean & Water	2	0	2
6	1666	Ocean & Hubbard	0	1	1
7	1570	Hwy 17 & Pasatiempo Dr	0	1	1
8	2519	Scotts Valley Dr & Granite Creek Rd	1	2	3
9	1743	Scotts Valley Dr (#5437 Executive Center)	0	0	0
10	1741	Scotts Valley Dr & Victor Square	0	0	0
11	2633	Scotts Valley Dr & Johnston Way	0	0	0
12	1740	Scotts Valley Dr & Frapwell Cir	0	0	0
13	1739	Scotts Valley Dr & Dunslee Way	0	0	0
14	1734	Scotts Valley Dr & Civic Center Dr	0	1	1
15	1748	Scotts Valley Dr & Terrace View Dr	0	0	0
16	1733	Scotts Valley Dr & Blake Lane	0	0	0
17	1731	Scotts Valley Dr & Bean Creek Rd (Middle School)	0	1	1
18	1652	Mt Hermon Rd & Kings Village Rd	0	1	1
19	2624	Cavallaro Transit Center (Scotts Valley)	1	1	2
20	2371	Mt Hermon Rd (Scotts Valley Square)	1	1	2
21	1651	Mt Hermon Rd & Lockhart Gulch Rd	0	0	0
22	1649	Mt Hermon Rd & Conference Dr	0	0	0
23	1647	Mt Hermon Rd & Covenant Ln	0	0	0
24	1422	Graham Hill Rd (Felton Fair)	0	2	2
25	2559	Graham Hill Rd & Hwy 9 (Covered Bridge)	0	1	1
26	1529	Hwy 9 (Viking Cottages)	0	0	0
27	1531	Hwy 9 (SLV High School)	1	0	1
28	1533	Hwy 9 & El Solyo Heights Dr	0	0	0
29	1535	Hwy 9 & Sunnycroft Rd	0	1	1
30	1459	Glen Arbor Rd & Hermosa Ave	0	0	0
31	1461	Glen Arbor Rd & Azalea Ave	0	0	0
32	1472	Glen Arbor Rd & Hihn Rd	0	0	0
33	1463	Glen Arbor Rd & Quail Hollow Rd	0	0	0
34	2127	Glen Arbor Rd & River	0	0	0
35	1467	Glen Arbor Rd & Madrone Ave	0	0	0
36	1468	Glen Arbor Rd & Hillcrest Ave	0	0	0
37	1470	Glen Arbor Rd & Locust	0	0	0
38	1462	Glen Arbor Rd & Pine	0	0	0



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39	2288	Glen Arbor Rd & Hwy 9	0	0	0
40	1544	Hwy 9 & Main (Ben Lomond)	0	1	1
41	1547	Hwy 9 & Brown Gables Rd	0	1	1
42	1549	Hwy 9 & California Dr	0	1	1
43	1553	Hwy 9 & Larkspur	0	0	0
44	1555	Hwy 9 & Pacific	0	0	0
45	1557	Hwy 9 & Irwin Way	0	0	0
46	1559	Hwy 9 & River	0	0	0
47	1560	Hwy 9 & Mountain	0	0	0
48	1236	Big Basin Way & Hwy 9	1	1	2
49	1237	Big Basin Way & Boulder Brook Dr	0	0	0
50	1239	Big Basin Way & Ridge Dr (Forest Pool)	0	0	0
51	1240	Big Basin Way (Brackenbrae Br)	0	0	0
52	1241	Big Basin Way & Acorn Dr	0	0	0
53	1243	Big Basin Way & Fallen Leaf Dr	0	0	0
54	2445	Big Basin Way (Country Club)	0	1	1
55	2515	Hwy 9 & Middleton Ave (Big Basin)	0	2	2
56	1564	Hwy 9 & Monaco Ln	0	0	0
57	1565	Hwy 9 & Cresta Dr	0	0	0
58	2440	Hwy 9 & Brookside Dr	0	0	0
59	1678	Pool Dr & Hwy 9 (Mountain Store)	0	2	2
60	1537	Hwy 9 (Highlands Park)	0	0	0
61	1539	Hwy 9 & Shadowbrook Rd	0	0	0
62	1542	Hwy 9 & Hillside Ave	0	1	1

Stop	ID	Name	Boarding	Alighting	Total
1	2703	Santa Cruz Metro Center	8	0	8
2	2667	Front & Soquel Ave	1	0	1
3	1713	River (River/Front Garage)	1	0	1
4	1892	Water (Governmental Center)	0	0	0
5	1664	Ocean & Water	2	0	2
6	1666	Ocean & Hubbard	0	1	1
7	1570	Hwy 17 & Pasatiempo Dr	0	1	1
8	2519	Scotts Valley Dr & Granite Creek Rd	1	2	3
9	1743	Scotts Valley Dr (#5437 Executive Center)	0	0	0
10	1741	Scotts Valley Dr & Victor Square	0	0	0
11	2633	Scotts Valley Dr & Johnston Way	0	0	0
12	1740	Scotts Valley Dr & Frapwell Cir	0	0	0
13	1739	Scotts Valley Dr & Dunslee Way	0	0	0
14	1734	Scotts Valley Dr & Civic Center Dr	0	1	1



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15	1748	Scotts Valley Dr & Terrace View Dr	0	0	0
16	1733	Scotts Valley Dr & Blake Lane	0	0	0
17	1731	Scotts Valley Dr & Bean Creek Rd (Middle School)	0	1	1
18	1652	Mt Hermon Rd & Kings Village Rd	0	1	1
19	2624	Cavallaro Transit Center (Scotts Valley)	1	1	2
20	2371	Mt Hermon Rd (Scotts Valley Square)	1	1	2
21	1651	Mt Hermon Rd & Lockhart Gulch Rd	0	0	0
22	1649	Mt Hermon Rd & Conference Dr	0	0	0
23	1647	Mt Hermon Rd & Covenant Ln	0	0	0
24	1422	Graham Hill Rd (Felton Fair)	0	2	2
25	2559	Graham Hill Rd & Hwy 9 (Covered Bridge)	0	1	1
26	1529	Hwy 9 (Viking Cottages)	0	0	0
27	1531	Hwy 9 (SLV High School)	1	0	1
28	1533	Hwy 9 & El Solyo Heights Dr	0	0	0
29	1535	Hwy 9 & Sunnycroft Rd	0	1	1
30	1459	Glen Arbor Rd & Hermosa Ave	0	0	0
31	1461	Glen Arbor Rd & Azalea Ave	0	0	0
32	1472	Glen Arbor Rd & Hihn Rd	0	0	0
33	1463	Glen Arbor Rd & Quail Hollow Rd	0	0	0
34	2127	Glen Arbor Rd & River	0	0	0
35	1467	Glen Arbor Rd & Madrone Ave	0	0	0
36	1468	Glen Arbor Rd & Hillcrest Ave	0	0	0
37	1470	Glen Arbor Rd & Locust	0	0	0
38	1462	Glen Arbor Rd & Pine	0	0	0
39	2288	Glen Arbor Rd & Hwy 9	0	0	0
40	1544	Hwy 9 & Main (Ben Lomond)	0	1	1
41	1547	Hwy 9 & Brown Gables Rd	0	1	1
42	1549	Hwy 9 & California Dr	0	1	1
43	1553	Hwy 9 & Larkspur	0	0	0
44	1555	Hwy 9 & Pacific	0	0	0
45	1557	Hwy 9 & Irwin Way	0	0	0
46	1559	Hwy 9 & River	0	0	0
47	1560	Hwy 9 & Mountain	0	0	0
48	1236	Big Basin Way & Hwy 9	1	1	2
49	1237	Big Basin Way & Boulder Brook Dr	0	0	0
50	1239	Big Basin Way & Ridge Dr (Forest Pool)	0	0	0
51	1240	Big Basin Way (Brackenbrae Br)	0	0	0
52	1241	Big Basin Way & Acorn Dr	0	0	0
53	1243	Big Basin Way & Fallen Leaf Dr	0	0	0
54	2445	Big Basin Way (Country Club)	0	1	1



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55	2515	Hwy 9 & Middleton Ave (Big Basin)	0	2	2
56	1564	Hwy 9 & Monaco Ln	0	0	0
57	1565	Hwy 9 & Cresta Dr	0	0	0
58	2440	Hwy 9 & Brookside Dr	0	0	0
59	1678	Pool Dr & Hwy 9 (Mountain Store)	0	2	2
60	1537	Hwy 9 (Highlands Park)	0	0	0
61	1539	Hwy 9 & Shadowbrook Rd	0	0	0
62	1542	Hwy 9 & Hillside Ave	0	1	1



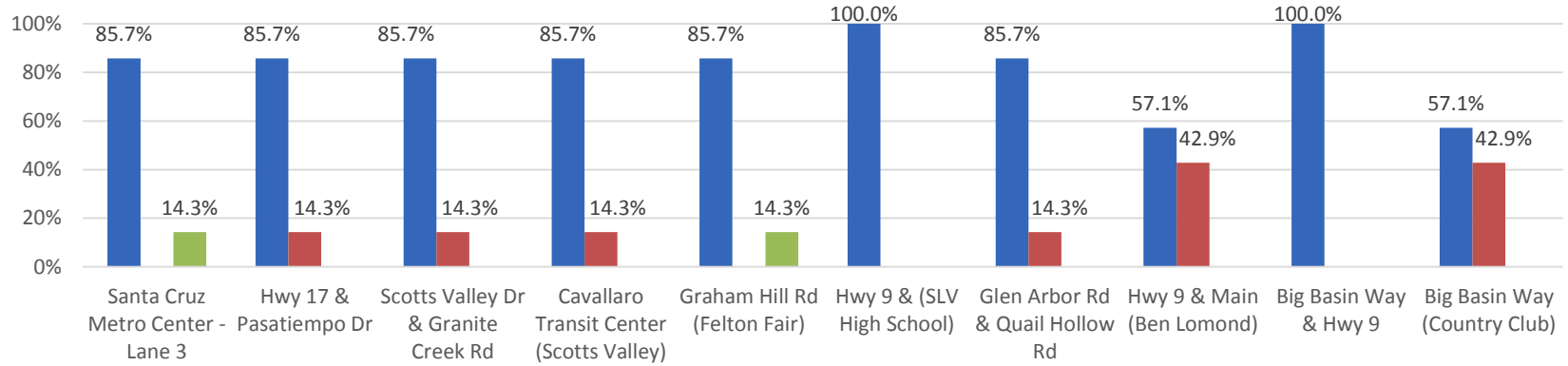
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Thirty-three percent of weekday runs were observed (10/30). Seven trips were conducted on the route variance serving *Country Club* and three were on the route variance serving *Mountain Store*. In addition, one Saturday run was observed on the route variance serving *Country Club*.

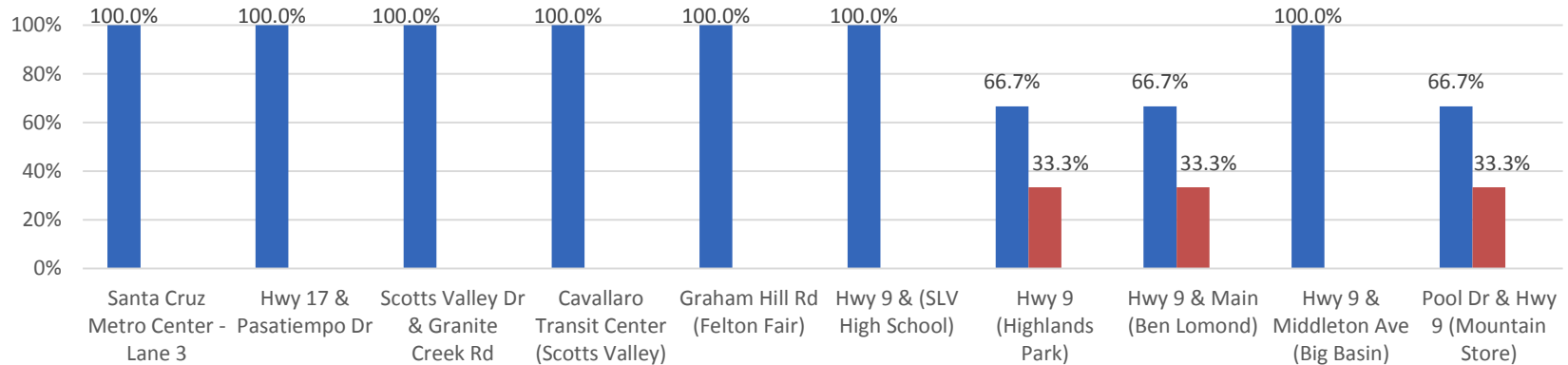
Exhibit 2.16 – On-Time Performance – Route 35A Outbound – Country Club – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

Exhibit 2.17 – On-Time Performance – Route 35A Outbound – Mountain Store – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

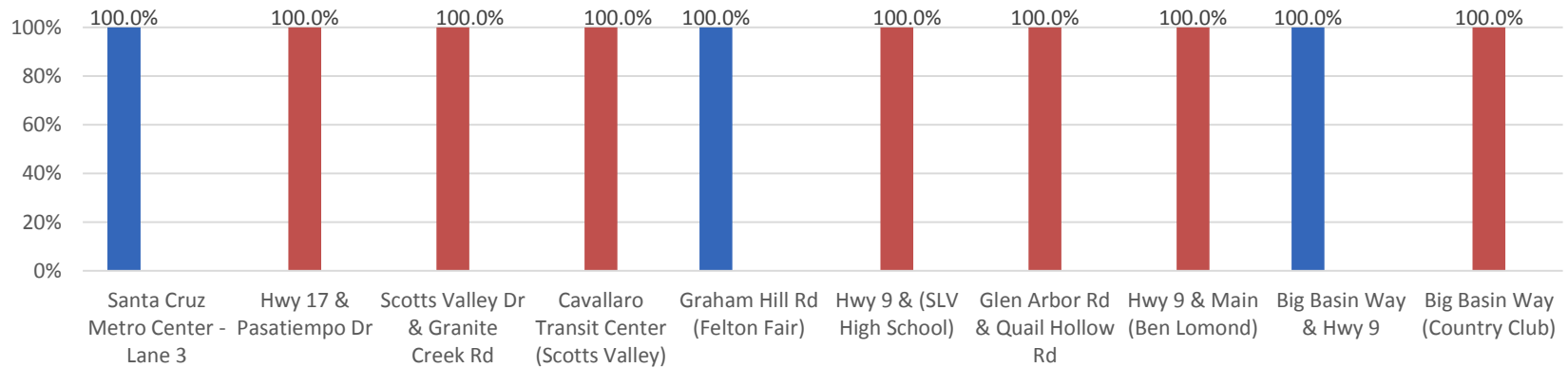


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Exhibit 2.18 – On-Time Performance – Route 35A Outbound – Country Club – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.

"Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 35 Inbound

Route 35 Inbound operates seven days a week and serves the San Lorenzo Valley, Scotts Valley, and Downtown Santa Cruz. The weekday service span is 5:30 am to 11:35 pm, during which thirty-six runs are operated. Four of these runs adhere to the San Lorenzo Valley School term calendar. The weekend service span is 8:30 am to 11:15 am, during which fourteen runs are operated. Potential trip generators located in proximity to Route 35 include Boulder Creek Country Club and San Lorenzo Valley High School.

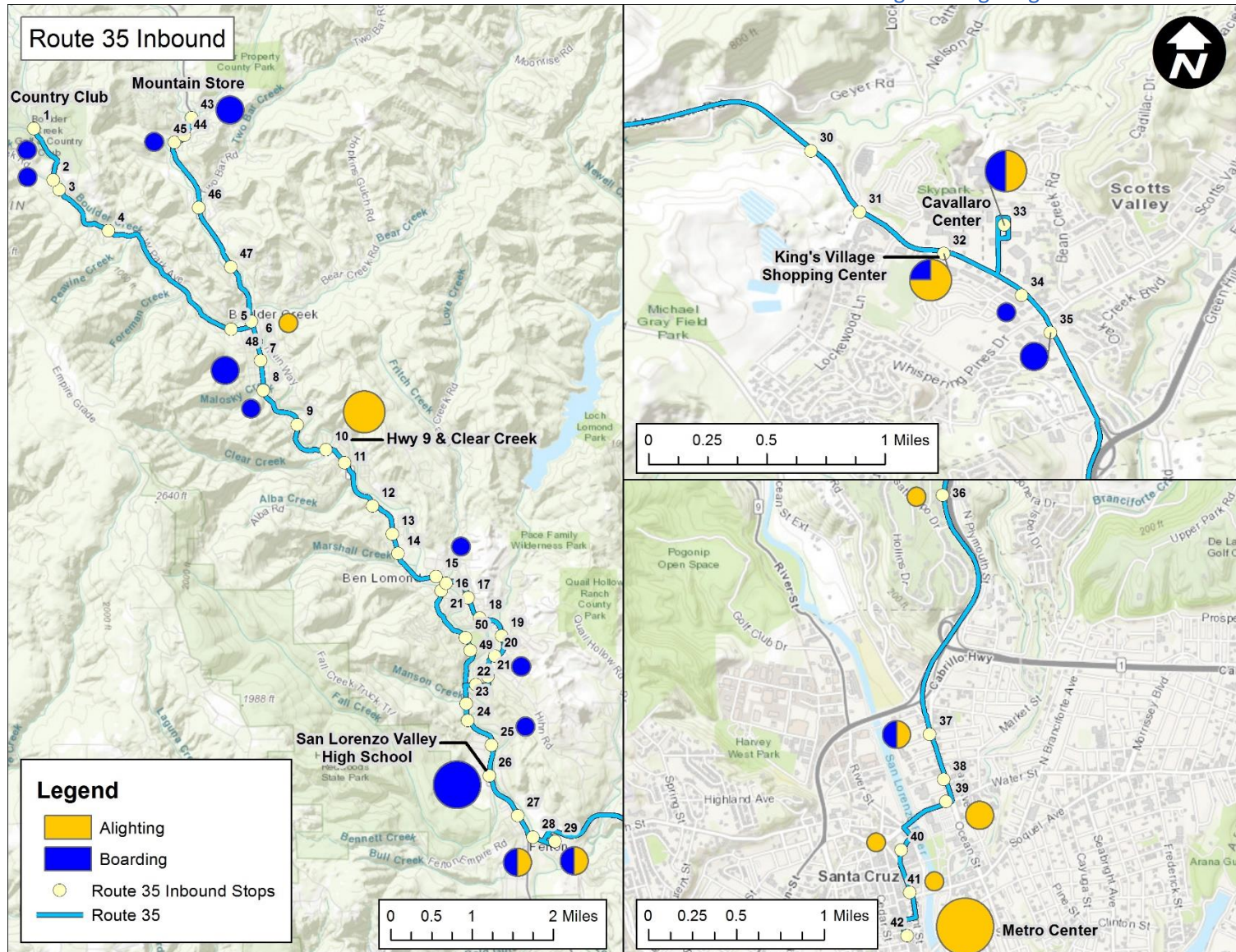
The route is approximately 23 miles long and includes 50 bus stops. The highest activity was noted at the Metro Center and San Lorenzo Valley High School. Thirty-one percent of weekday trips were observed.



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Exhibit 2.19 – Boarding and Alighting – Route 35 Inbound



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Exhibit 2.20 – Boarding and Alighting by stop – Route 35 Inbound

Stop	ID	Name	Boarding	Alighting	Total
1	1247	Big Basin Way (Country Club)	1	0	1
2	1246	Big Basin Way & Jamison Creek Rd	1	0	1
3	1244	Big Basin Way & Fallen Leaf Dr	0	0	0
4	1242	Big Basin Way & Acorn Dr	0	0	0
5	1238	Big Basin Way & Redwood Ave	0	0	0
6	1561	Hwy 9 & Lomond (Boulder Cr.)	2	0	2
7	2124	Hwy 9 & Mountain	0	0	0
8	1558	Hwy 9 & River	1	0	1
9	1556	Hwy 9 & Irwin Way	0	0	0
10	1554	Hwy 9 & Clear Creek Rd	0	4	4
11	1552	Hwy 9 & Western Ave	0	0	0
12	1550	Hwy 9 & Pike Rd	0	0	0
13	1548	Hwy 9 & California Dr	0	0	0
14	2128	Hwy 9 & Brown Gables Rd	0	0	0
15	1543	Hwy 9 & Main (Ben Lomond)	1	0	1
16	1474	Glen Arbor Rd & Riverside Ave	0	0	0
17	2294	Glen Arbor Rd & Locust	0	0	0
18	1466	Glen Arbor Rd & Madrone Ave	0	0	0
19	1465	Glen Arbor Rd & River	0	0	0
20	1471	Glen Arbor Rd & Hihn Rd	1	0	1
21	1460	Glen Arbor Rd & Azalea Ave	0	0	0
22	1458	Glen Arbor Rd & Hermosa Ave	0	0	0
23	2125	Hwy 9 & Willowbrook Dr	0	0	0
24	1534	Hwy 9 & Glen Lomond Ln	0	0	0
25	1532	Hwy 9 & El Solyo Heights Dr	1	0	1
26	1530	Hwy 9 (SLV High School)	5	0	5
27	1527	Hwy 9 (#6519)	0	0	0
28	1492	Graham Hill Rd & Covered Bridge Rd N	1	1	2
29	1422	Graham Hill Rd (Felton Fair)	1	1	2
30	1648	Mt Hermon Rd & Conference Dr	0	0	0
31	1650	Mt Hermon Rd & Quarry Rd	0	0	0
32	2286	Mt Hermon Rd (King's Village Shopping Ctr)	1	3	4
33	2624	Cavallaro Transit Center (Scotts Valley)	2	2	4
34	1653	Mt Hermon Rd (Graham Plaza)	1	0	1
35	1654	Mt Hermon Rd & Whispering Pines Dr	2	0	2
36	1571	Hwy 17 & Pasatiempo Dr	0	1	1
37	1667	Ocean & Franklin	1	1	2
38	1665	Ocean & Blaine	0	0	0



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39	1894	Water & Ocean	0	2	2
40	1457	River & Front	0	1	1
41	2364	Front & Soquel Ave	0	1	1
42	2700	Santa Cruz Metro Center	0	7	7
43	1678	Pool Dr & Hwy 9 (Mountain Store)	2	0	2
44	1567	Hwy 9 & Sequoia Rd	1	0	1
45	2354	Hwy 9 & Pleasant Way	0	0	0
46	2505	Hwy 9 & Brimblecom Rd	0	0	0
47	2600	Hwy 9 & Monaco Ln	0	0	0
48	2514	Hwy 9 & Middleton Ave (Big Basin)	0	1	1
49	1536	Hwy 9 (Highlands Park)	0	0	0
50	1538	Hwy 9 & Park Way	0	0	0



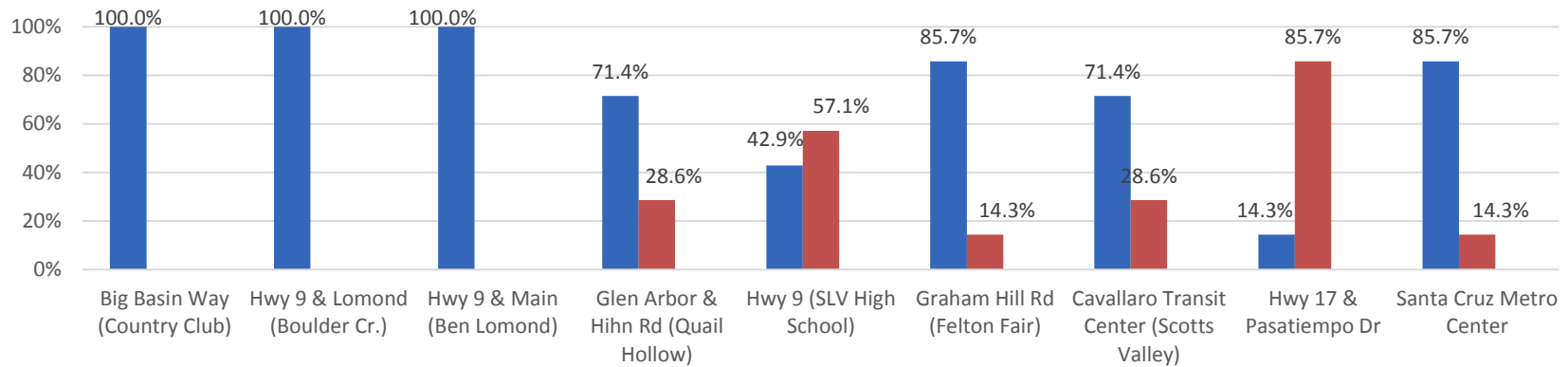
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Thirty-one percent of weekday runs were observed (10/32). Seven trips were conducted on the route variance serving *Country Club* and three were on the route variance serving *Mountain Store*. In addition, one weekend run was observed on the route variance serving *Country Club*.

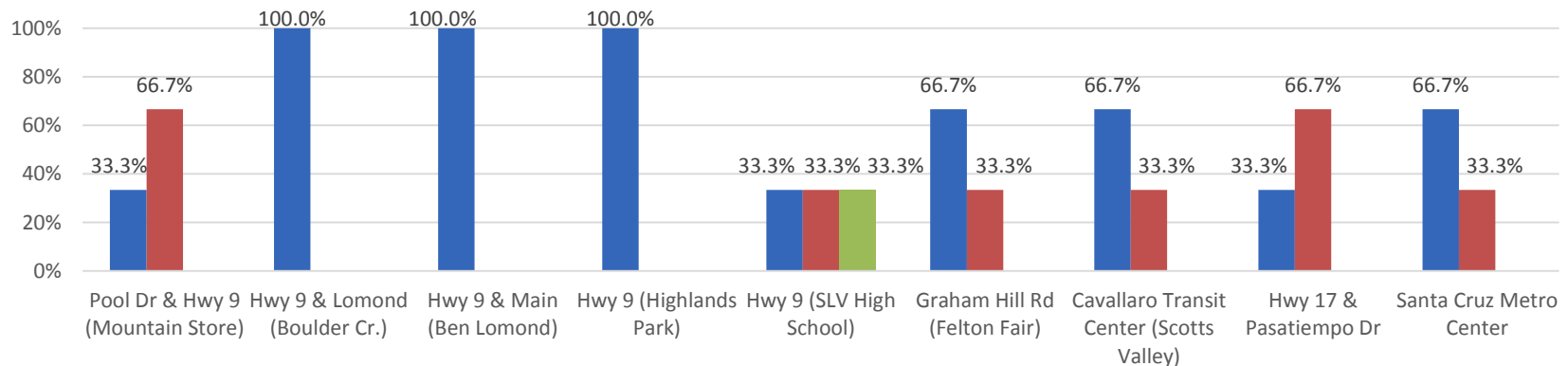
Exhibit 2.21 – On-Time Performance – Route 35 Inbound – Country Club – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

Exhibit 2.22 – On-Time Performance – Route 35 Inbound – Mountain Store – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

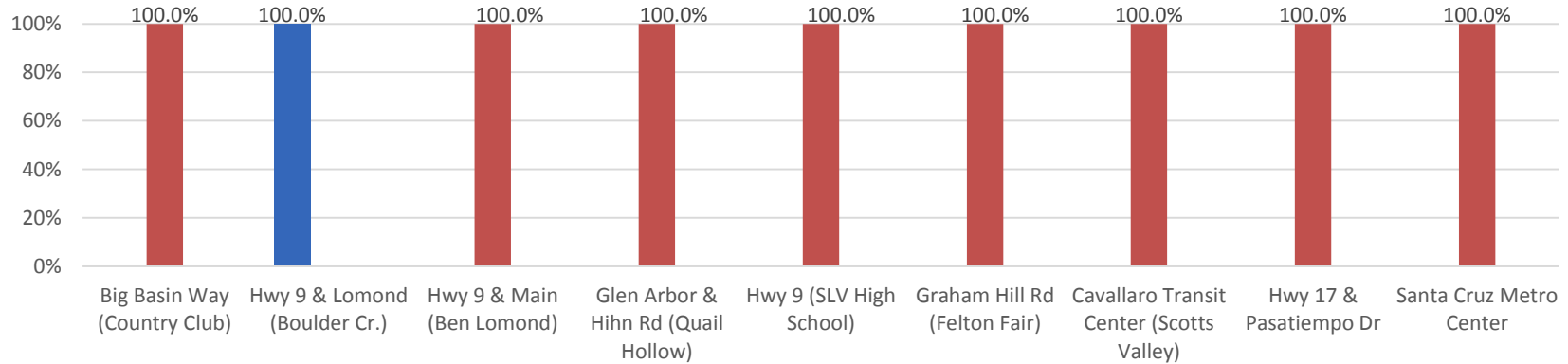


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Exhibit 2.23 – On-Time Performance – Route 35 Inbound – Country Club – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.

"Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 40

Route 40 operates on weekdays and serves Santa Cruz, North Coast beaches, and Davenport. The weekday service span is 6:55 am to 8:50 am, during which two runs are operated. There is no weekend service. Potential trip generators located in proximity to Route 40 include Santa Cruz High School, Bay View Elementary, North Coast beaches, and Davenport.

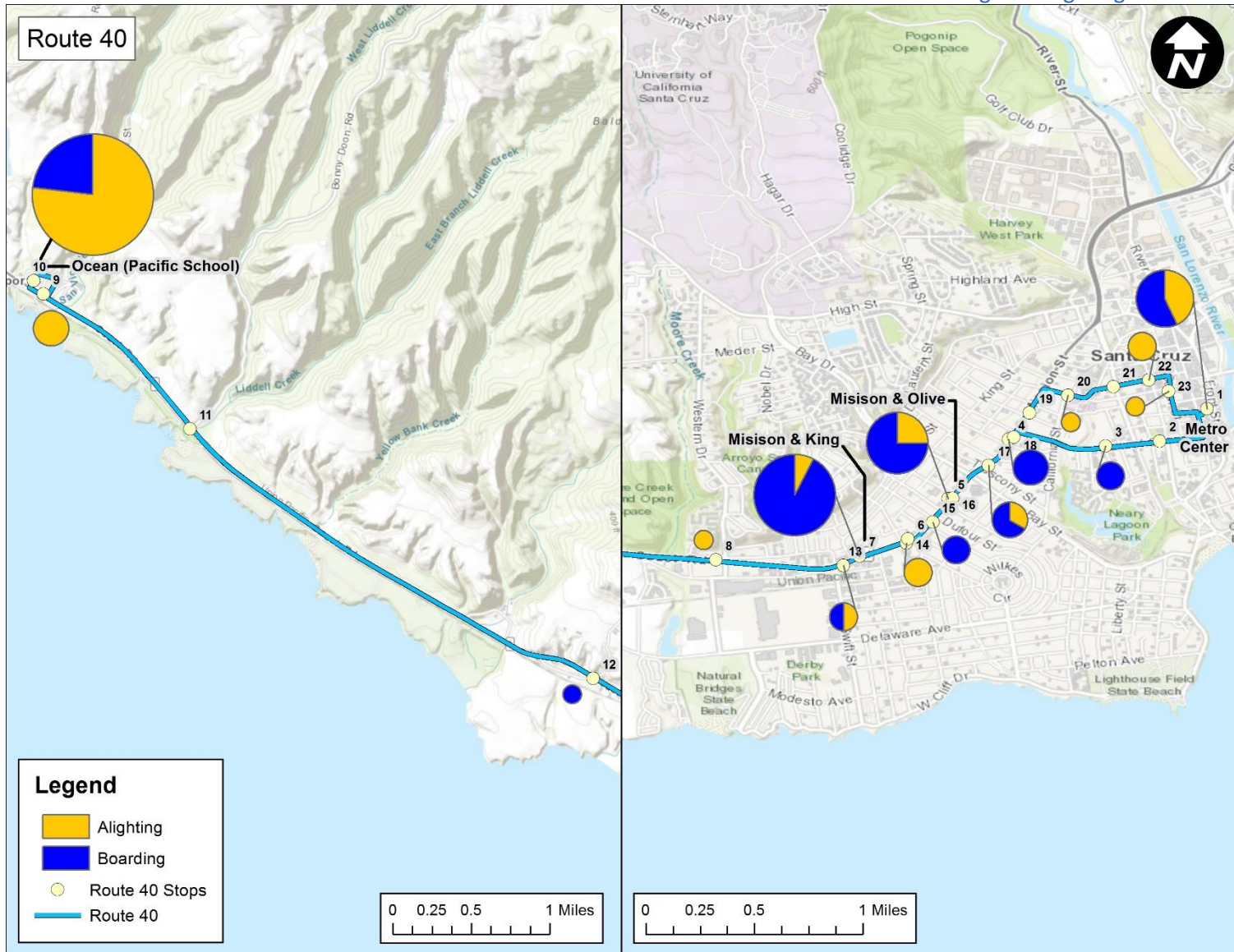
The route is approximately 22 miles long and includes 23 bus stops. The highest activity was noted at Pacific School stop in Davenport and at Mission & King. All weekday trips were checked (multiple times).



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Exhibit 2.24 – Boarding and Alighting – Route 40



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Exhibit 2.25 – Boarding and Alighting by stop – Route 40

Stop	ID	Name	Boarding	Alighting	Total
1	2701	Santa Cruz Metro Center	4	3	7
2	1591	Laurel & Center	0	0	0
3	2731	Laurel & Blackburn	2	0	2
4	1630	Mission & Laurel	3	0	3
5	1624	Mission & Olive	6	2	8
6	1620	Mission & Miramar Dr (Almar Shopping Ctr)	0	0	0
7	2342	Mission & King	12	1	13
8	2095	Hwy 1 & Western Dr	0	1	1
9	1520	Hwy 1 & Davenport Ave (Cash Store)	0	3	3
10	1987	Ocean (Pacific School)	6	20	26
11	2618	Hwy 1 & Bonny Doon Rd	0	0	0
12	1521	Hwy 1 & Coast Rd	1	0	1
13	2619	Mission & Swift	1	1	2
14	1619	Mission & Miramar Dr (Almar Shopping Ctr)	0	2	2
15	1621	Mission & Bellevue	2	0	2
16	1623	Mission & Palm (Palm Center)	0	0	0
17	1625	Mission & Trescony	2	1	3
18	1629	Mission & Laurel	0	0	0
19	1631	Mission & Rigg	0	0	0
20	1884	Walnut Ave & California (SC High School)	0	1	1
21	1886	Walnut Ave & Chestnut	0	0	0
22	2301	Walnut Ave & Center	0	2	2
23	2308	Cedar & Lincoln	0	1	1



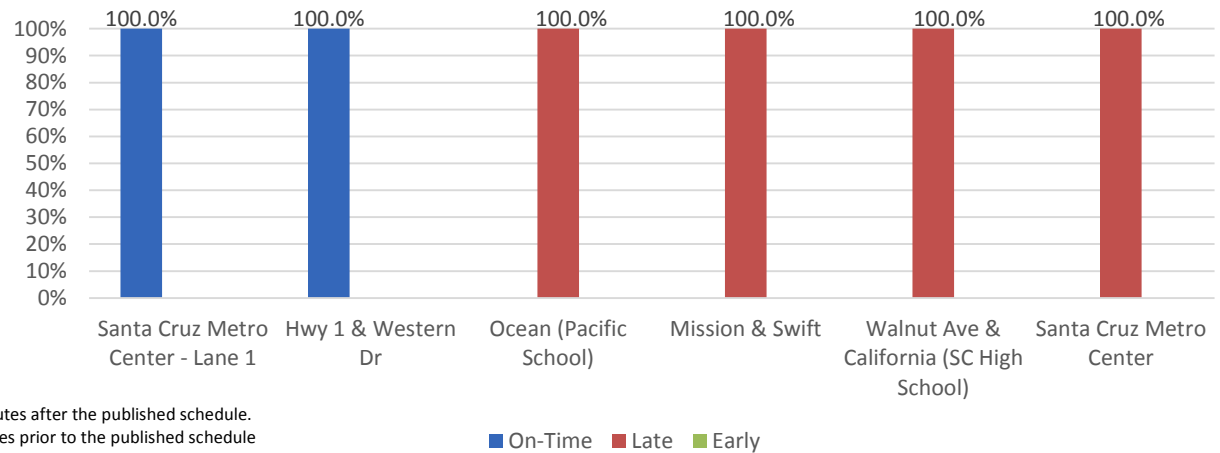
Onboard Transit Ridership Survey and Ride Check

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All weekday runs were observed (2/2). The 8:10 a.m. run was observed on Thursday and Friday.

Exhibit 2.26 – On-Time Performance – Route 40 – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 41

Route 41 operates on weekdays and serves Santa Cruz and Bonny Doon. The weekday service span is 5:50 am to 9:30 am, during which two runs are operated. There is no weekend service. Potential trip generators located in proximity to Route 41 include UC Santa Cruz and Bonny Doon.

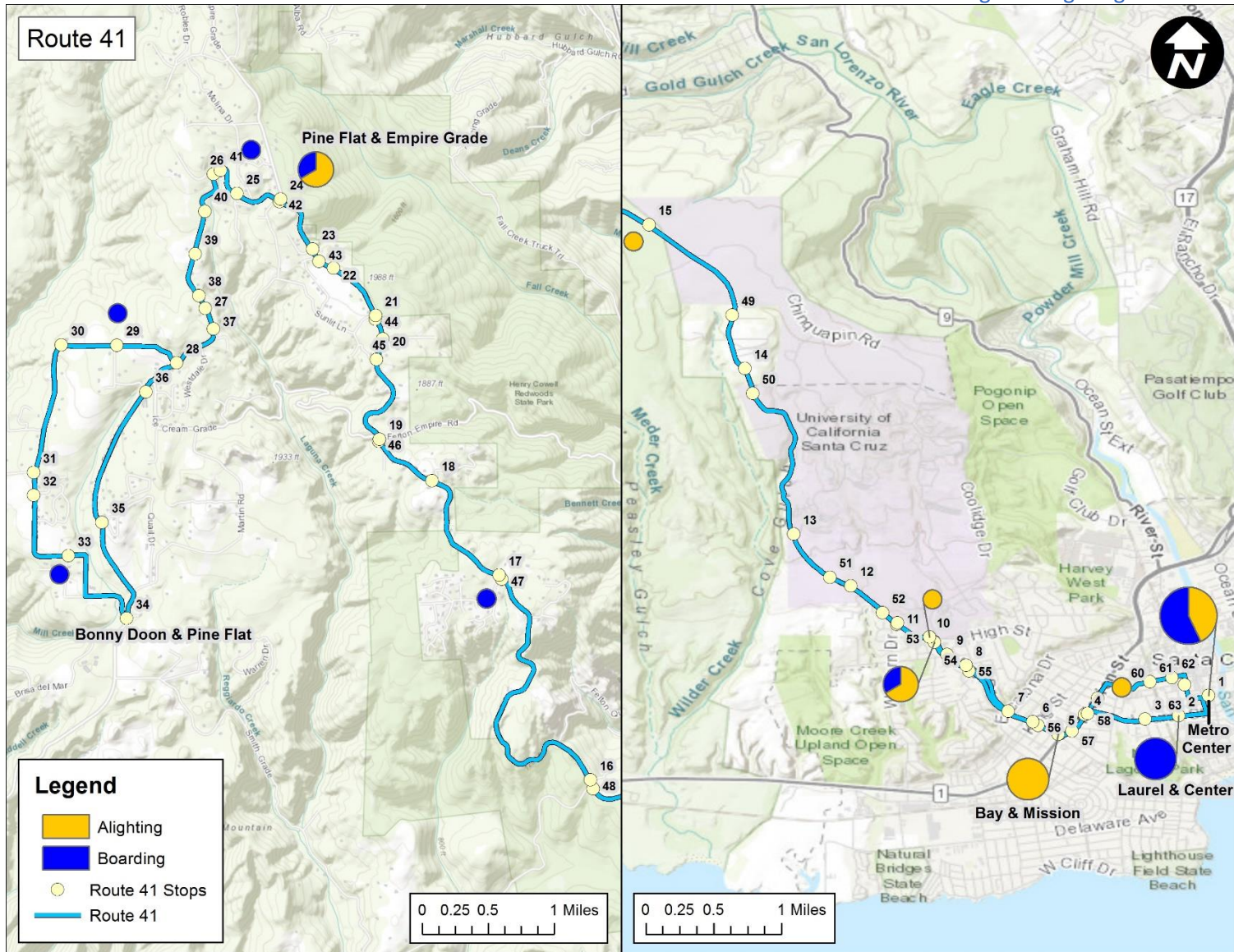
The route is approximately 33 miles in length and includes 63 bus stops. The highest activity was noted at the Metro Center, Laurel & Center, and Bay & Mission. Fifty percent of weekday trips were observed.



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Exhibit 2.27 – Boarding and Alighting – Route 41



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Exhibit 2.27 – Boarding and Alighting by stop – Route 41

Stop	ID	Name	Boarding	Alighting	Total
1	2701	Santa Cruz Metro Center	4	3	7
2	1591	Laurel & Center	4	0	4
3	2731	Laurel & Blackburn	0	0	0
4	1630	Mission & Laurel	0	0	0
5	1226	Bay & Mission	0	4	4
6	1227	Bay & King	0	0	0
7	1228	Bay & Escalona Dr	0	0	0
8	1230	Bay Dr & Iowa Dr	0	0	0
9	1232	Bay Dr & Meder	0	0	0
10	2375	High & Bay Dr (UCSC - Main Entrance)	0	1	1
11	2374	High & Western Dr	0	0	0
12	1385	Empire Grade (UCSC - Arboretum)	0	0	0
13	1386	Empire Grade & Heller Dr	0	0	0
14	1387	Empire Grade (Waldorf School)	0	0	0
15	2507	Empire Grade (at Mile 1306)	0	1	1
16	2134	Empire Grade & Smith Grade Rd	0	0	0
17	1390	Empire Grade & Pineridge Rd	0	0	0
18	1391	Empire Grade & McGivern Way	0	0	0
19	1392	Empire Grade & Felton Empire Rd	0	0	0
20	1396	Empire Grade & Feather Ln	0	0	0
21	2437	Empire Grade & Sunlit Ln	0	0	0
22	2508	Empire Grade (Bonny Doon Airport)	0	0	0
23	1399	Empire Grade & Rustic Ln	0	0	0
24	1672	Pine Flat Rd & Empire Grade	1	2	3
25	2138	Pine Flat Rd & Atherley Ln	0	0	0
26	2139	Pine Flat Rd & Comstock Ln	0	0	0
27	2141	Pine Flat Rd (#2175)	0	0	0
28	2142	Pine Flat Rd & Bonny Doon Rd	0	0	0
29	1250	Bonny Doon Rd & Phillips Ranch Rd (Mc Henry Vnyd)	1	0	1
30	2429	Bonny Doon Rd (Mc Henry Vineyard)	0	0	0
31	2132	Bonny Doon Rd & Thayer Rd	0	0	0
32	1251	Bonny Doon Rd (Country Estates Terrace)	0	0	0
33	2509	Bonny Doon Rd & Cathedral Park Dr	1	0	1
34	2135	Bonny Doon Rd & Pine Flat Rd	0	0	0
35	2373	Pine Flat Rd & Quail Dr	0	0	0
36	2136	Pine Flat Rd (Bonny Doon Elementary)	0	0	0
37	2137	Pine Flat Rd & Kelly Ln	0	0	0
38	2510	Pine Flat Rd (#2300)	0	0	0



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39	2511	Pine Flat Rd (#2572)	0	0	0
40	2512	Pine Flat Rd (#2878)	0	0	0
41	2140	Pine Flat Rd & Comstock Ln	1	0	1
42	1671	Pine Flat Rd & Empire Grade	0	0	0
43	1398	Empire Grade & Granger Rd	0	0	0
44	1397	Empire Grade & Sunlit Ln	0	0	0
45	1395	Empire Grade & Wild Iris Ln	0	0	0
46	1393	Empire Grade & Felton Empire Rd	0	0	0
47	1389	Empire Grade & Pineridge Rd	1	0	1
48	1388	Empire Grade & Smith Grade Rd	0	0	0
49	2310	Empire Grade (#2519)	0	0	0
50	2133	Empire Grade (UCSC path)	0	0	0
51	2328	Empire Grade (UCSC - Arboretum)	0	0	0
52	2739	High (Tosca Terrace)	0	0	0
53	1510	High & Western Dr	0	0	0
54	2376	Bay Dr & High	1	2	3
55	1231	Bay & Nobel Dr	0	0	0
56	2056	Bay & King	0	0	0
57	1625	Mission & Trescony	0	0	0
58	1629	Mission & Laurel	0	0	0
59	1631	Mission & Rigg	0	0	0
60	1884	Walnut Ave & California (SC High School)	0	1	1
61	1886	Walnut Ave & Chestnut	0	0	0
62	2301	Walnut Ave & Center	0	0	0
63	2308	Cedar & Lincoln	0	0	0



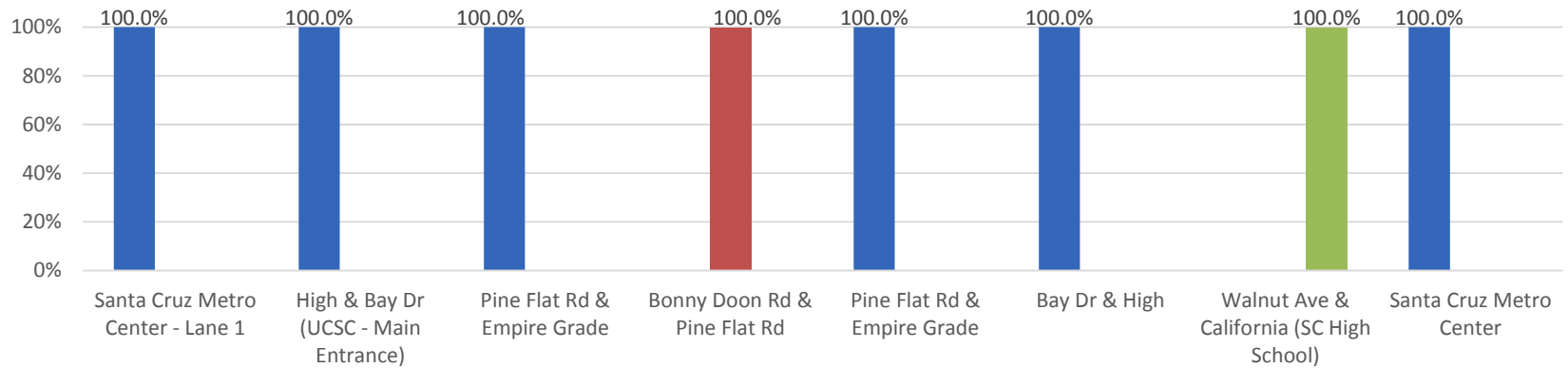
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Half of weekday runs were observed (1/2).

Exhibit 2.28 – On-Time Performance – Route 41 – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 42

Route 42 operates seven days a week and serves Santa Cruz, Bonny Doon, and Davenport. The weekday service span is 3:30 pm to 9:55 pm, during which three runs are operated. The weekend service span is 8:30 am to 5:55 pm, during which two runs are operated. Potential trip generators located in proximity to Route 42 include UC Santa Cruz, Bonny Doon, and Davenport.

The route is approximately 37 miles in length and includes 45 bus stops. The highest activity was noted at the Metro Center, Walnut & California (Santa Cruz High School) and Pacific School in Davenport. Two-thirds of weekday trips were observed.

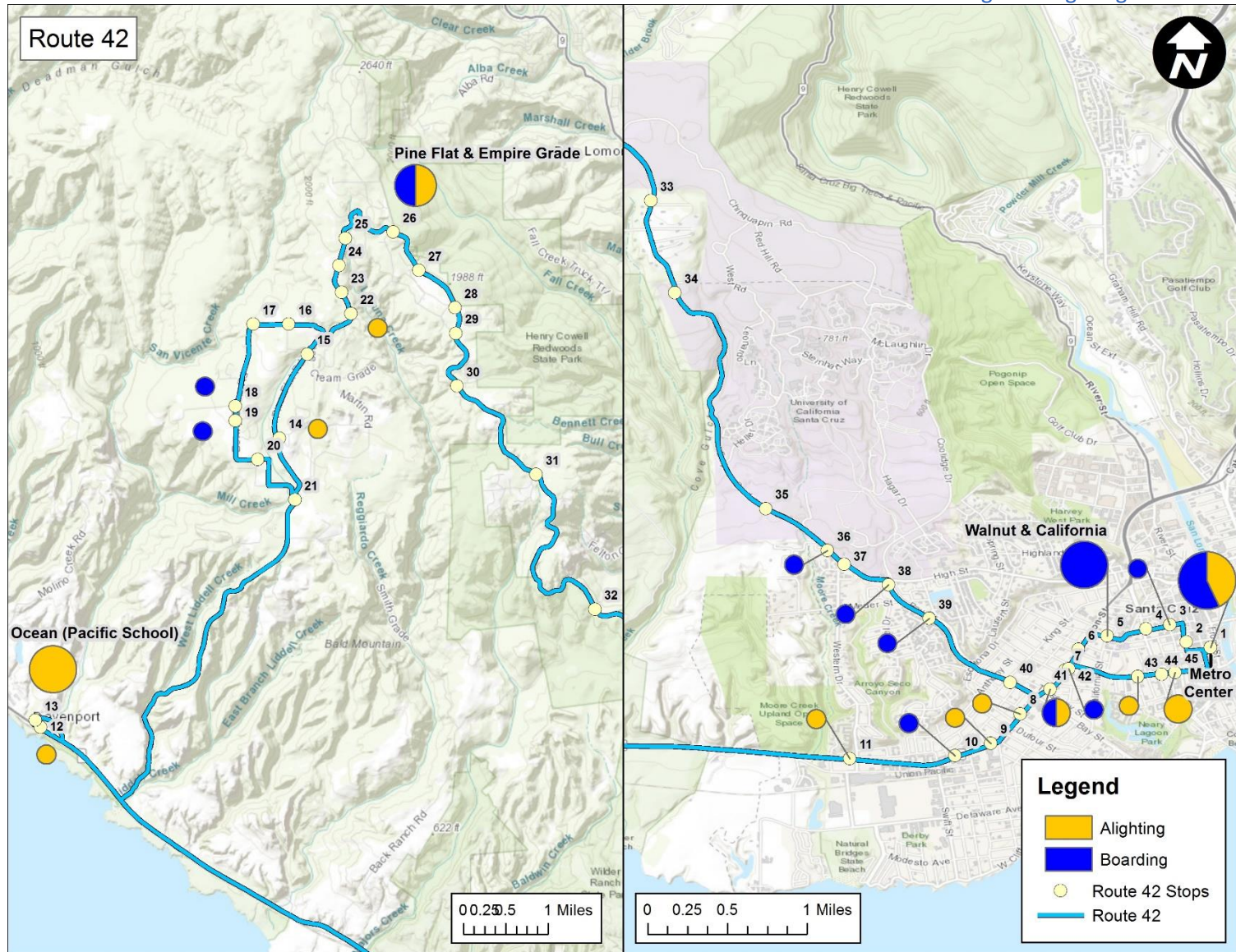


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Exhibit 2.29 – Boarding and Alighting – Route 42



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Exhibit 2.29 – Boarding and Alighting by stop – Route 42

Stop	ID	Name	Boarding	Alighting	Total
1	2701	Santa Cruz Metro Center	4	3	7
2	2303	Cedar & Cathcart	0	0	0
3	1887	Walnut Ave & Center	1	0	1
4	1885	Walnut Ave & Chestnut	0	0	0
5	1883	Walnut Ave & California (SC High School)	5	0	5
6	1633	Mission & Otis	0	0	0
7	1630	Mission & Laurel	0	0	0
8	1624	Mission & Olive	0	1	1
9	1620	Mission & Miramar Dr (Almar Shopping Ctr)	0	1	1
10	2342	Mission & King	1	0	1
11	2095	Hwy 1 & Western Dr	0	1	1
12	1520	Hwy 1 & Davenport Ave (Cash Store)	0	1	1
13	1987	Ocean (Pacific School)	0	5	5
14	2373	Pine Flat Rd & Quail Dr	0	1	1
15	2136	Pine Flat Rd (Bonny Doon Elementary)	0	0	0
16	1250	Bonny Doon Rd & Phillips Ranch Rd (Mc Henry Vnyd)	0	0	0
17	2429	Bonny Doon Rd (Mc Henry Vineyard)	0	0	0
18	2132	Bonny Doon Rd & Thayer Rd	1	0	1
19	1251	Bonny Doon Rd (Country Estates Terrace)	1	0	1
20	2509	Bonny Doon Rd & Cathedral Park Dr	0	0	0
21	2135	Bonny Doon Rd & Pine Flat Rd	0	0	0
22	2373	Pine Flat Rd & Kelly Ln	0	1	1
23	2136	Pine Flat Rd (#2300)	0	0	0
24	2137	Pine Flat Rd (#2572)	0	0	0
25	2510	Pine Flat Rd (#2878)	0	0	0
26	2511	Pine Flat Rd & Empire Grade	2	2	4
27	2512	Empire Grade & Granger Rd	0	0	0
28	1671	Empire Grade & Sunlit Ln	0	0	0
29	1398	Empire Grade & Wild Iris Ln	0	0	0
30	1397	Empire Grade & Felton Empire Rd	0	0	0
31	1395	Empire Grade & Pineridge Rd	0	0	0
32	1393	Empire Grade & Smith Grade Rd	0	0	0
33	1389	Empire Grade (#2519)	0	1	1
34	1388	Empire Grade (UCSC path)	0	0	0
35	2310	Empire Grade (UCSC - Arboretum)	0	0	0
36	2133	High (Tosca Terrace)	1	0	1
37	2328	High & Western Dr	0	0	0
38	2739	Bay Dr & High	1	0	1



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39	1510	Bay & Nobel Dr	1	0	1
40	2376	Bay & King	0	0	0
41	1231	Mission & Trescony	1	1	2
42	2056	Mission & Laurel	1	0	1
43	1625	Laurel & Blackburn	0	1	1
44	1629	Laurel & Chestnut	0	0	0
45	1590	Laurel & Center	0	2	2



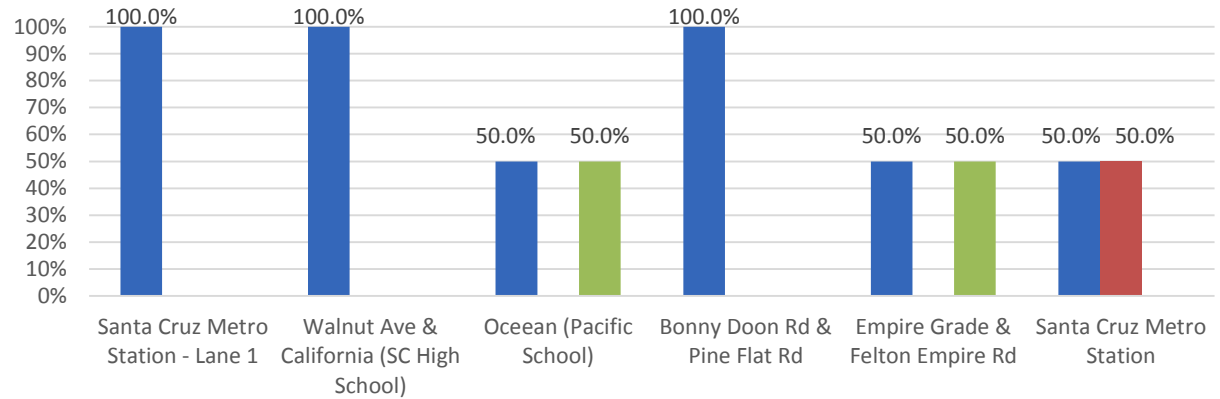
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Sixty-six percent of weekday routes were observed (2/3).

Exhibit 2.30 – On-Time Performance – Route 42 – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 55

Route 55 operates seven days a week and serves Capitola, Soquel, Aptos, and Rio Del Mar. The weekday service span is 8:30 am to 6:40 pm, during which ten runs are operated. The weekend service span is 8:30 am to 2:40 pm, during which two runs are operated. Potential trip generators located in proximity to Route 55 include Capitola Mall, Cabrillo College, and Rio Del Mar beach.

The route is approximately 14 miles in length for most trips (20 miles on the extended route) and includes 68 bus stops. The highest activity was noted at Capitola Mall and Cabrillo College. Fifty percent of weekday trips were observed.



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Exhibit 2.31 – Boarding and Alighting – Route 55



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Exhibit 2.31 – Boarding and Alighting by stop – Route 55

Stop	ID	Name	Boarding	Alighting	Total
1	2802	Capitola Mall	5	9	14
2	1303	Capitola Rd & 41st Ave	1	0	1
3	1305	Capitola Rd & 44th Ave	1	0	1
4	1307	Capitola Rd & 47th Ave	0	0	0
5	1863	Stockton Ave & Esplanade	0	0	0
6	2699	Capitola Ave & Bay Ave	0	0	0
7	1285	Capitola Ave & Hill	0	0	0
8	1287	Capitola Ave & Gary	0	0	0
9	1825	Soquel Dr & Capitola Ave	0	0	0
10	1828	Soquel Dr & Orchard	0	0	0
11	1830	Soquel Dr & Silver Birch Ln	0	0	0
12	1832	Soquel Dr & Monterey Ave	0	0	0
13	1835	Soquel Dr & Park Ave	0	1	1
14	1836	Soquel Dr & Willowbrook Ln	0	0	0
15	2722	Soquel Dr & Lower Perimeter Rd (Sesnon House)	0	0	0
16	1840	Soquel Dr & Cabrillo College Dr (Outbound)	1	4	5
17	1841	Soquel Dr & Borregas Dr	0	0	0
18	1843	Soquel Dr & Vienna Dr (Mar Vista Elem)	0	0	0
19	1845	Soquel Dr & Mar Vista Dr	0	0	0
20	2620	Soquel Dr & Heather Terrace	0	0	0
21	1847	Soquel Dr & W Ledyard Way	0	1	1
22	1848	Soquel Dr & State Park Dr	0	0	0
23	1861	State Park Dr & Hillcrest Dr	0	0	0
24	1312	Center Ave & East	0	0	0
25	1314	Center Ave & Santa Clara Ave	0	0	0
26	1315	Center Ave & El Camino Del Mar	0	0	0
27	2244	Center Ave & Sea Terrace Way	0	0	0
28	1875	Treasure Island Dr & Winfield Way	0	0	0
29	1209	Aptos Beach Dr & Marina Ave (Rio Del Mar Flats)	0	0	0
30	1703	Rio Del Mar Blvd & Kingsbury Dr	0	0	0
31	1705	Rio Del Mar Blvd & Highland Dr	0	0	0
32	1707	Rio Del Mar Blvd & Martin Dr	0	0	0
33	1708	Rio Del Mar Blvd & Sumner Ave	0	0	0
34	1710	Rio Del Mar Blvd & Palmer Ave	0	0	0
35	1712	Rio Del Mar Blvd & Clubhouse Dr	0	0	0
36	1332	Clubhouse Dr & Murray Ave	0	0	0
37	1331	Clubhouse Dr & Los Altos Dr	2	0	2
38	1328	Clubhouse Dr & Locke Dr	0	0	0



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39	1325	Clubhouse Dr & St Andrews Dr	0	0	0
40	1995	Clubhouse Dr & Pinehurst Dr	0	0	0
41	1867	Sumner & Seabreeze/Clubhouse	1	0	1
42	1865	Sumner Ave & Dolphin Dr	1	0	1
43	2280	Seascape Blvd & Sumner Ave	0	0	0
44	1775	Seascape Blvd & Vineyard Ct	1	0	1
45	1777	Seascape Blvd & Dolphin Dr	2	0	2
46	2681	Via Pacifica & Cabo Court	0	0	0
47	2464	Seascape Blvd & Via Pacifica	2	0	2
48	1849	Soquel Dr & E Ledyard Way (Aptos Library)	0	1	1
49	1846	Soquel Dr & W Ledyard Way	0	0	0
50	2575	Soquel Dr & Terrace Dr	0	0	0
51	1844	Soquel Dr & Mar Vista Dr	0	0	0
52	1842	Soquel Dr & Calabria	0	0	0
53	1839	Soquel Dr & Cabrillo College Dr (Inbound)	2	1	3
54	1838	Soquel Dr & Porter Gulch Rd	0	0	0
55	1837	Soquel Dr & Merrill Rd	0	0	0
56	1834	Soquel Dr & Park Ave	0	0	0
57	1833	Soquel Dr & Maplethorpe Ln	0	0	0
58	1831	Soquel Dr & Cunnison Ln	0	0	0
59	1829	Soquel Dr & Fairway Dr	0	0	0
60	1827	Soquel Dr & Browns Ln	0	0	0
61	2748	Capitola Ave & Hill	0	0	0
62	2520	Hill & Crossroads Loop	0	0	0
63	1217	Bay Ave & Hill	0	0	0
64	1216	Bay Ave & Capitola Ave	0	0	0
65	1862	Stockton Ave & Esplanade	1	0	1
66	2599	Capitola Rd & 49th Ave	0	0	0
67	1306	Capitola Rd & 43rd Ave	0	0	0
68	1304	Capitola Rd & 41st Ave	0	1	1



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Half of weekday routes were observed (5/10). Four trips were conducted on the route variance serving *Rio Del Mar & Clubhouse* and one was on the route variation serving *Sumner & Clubhouse, Via Pacifica*.

Exhibit 2.32 – On-Time Performance – Route 55 – Rio Del Mar & Clubhouse – Weekday

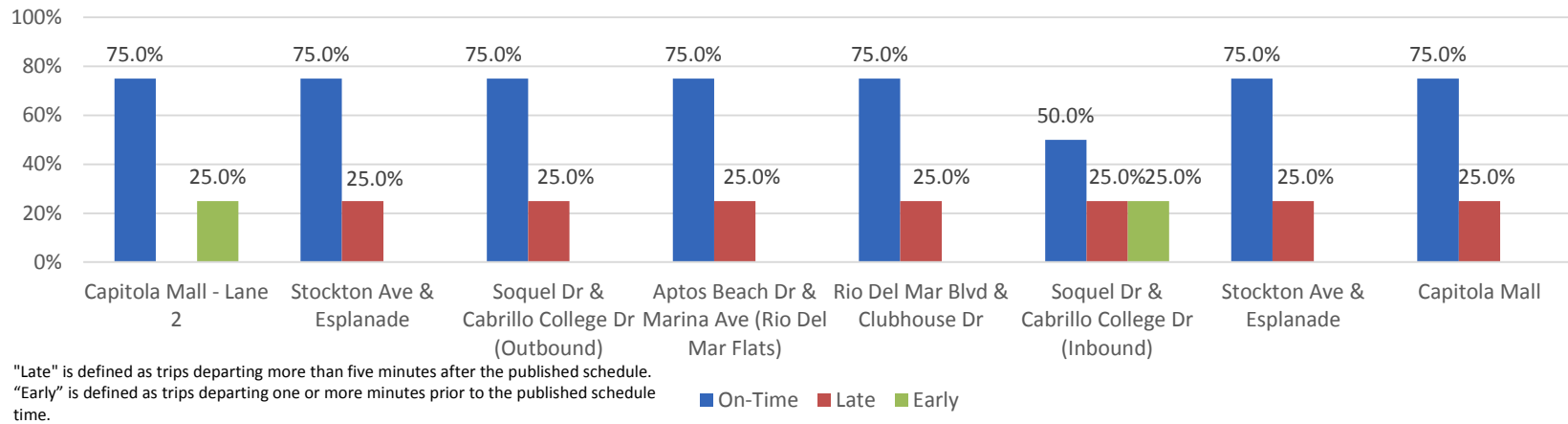
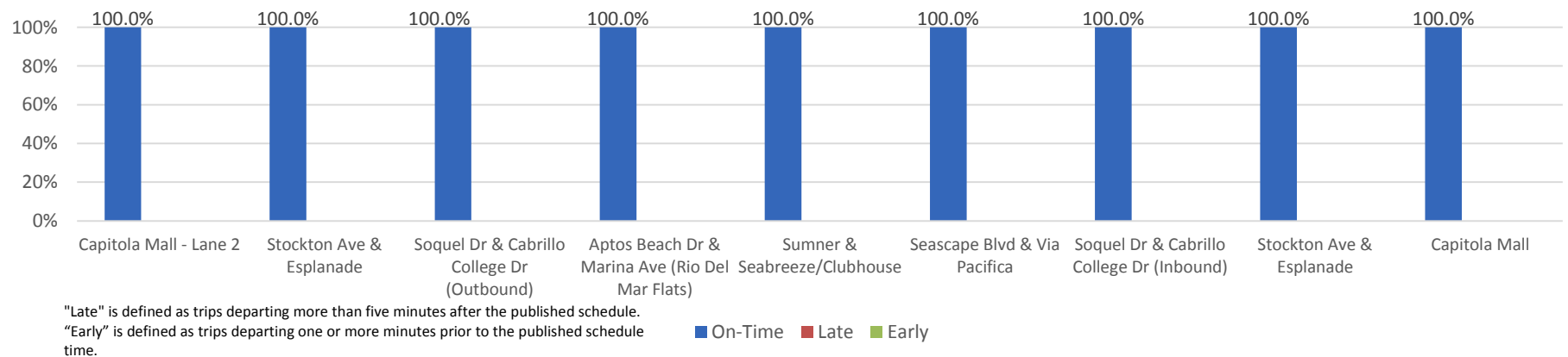


Exhibit 2.32 – On-Time Performance – Route 55 – Sumner & Clubhouse, Via Pacifica – Weekday



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Route 66 Inbound

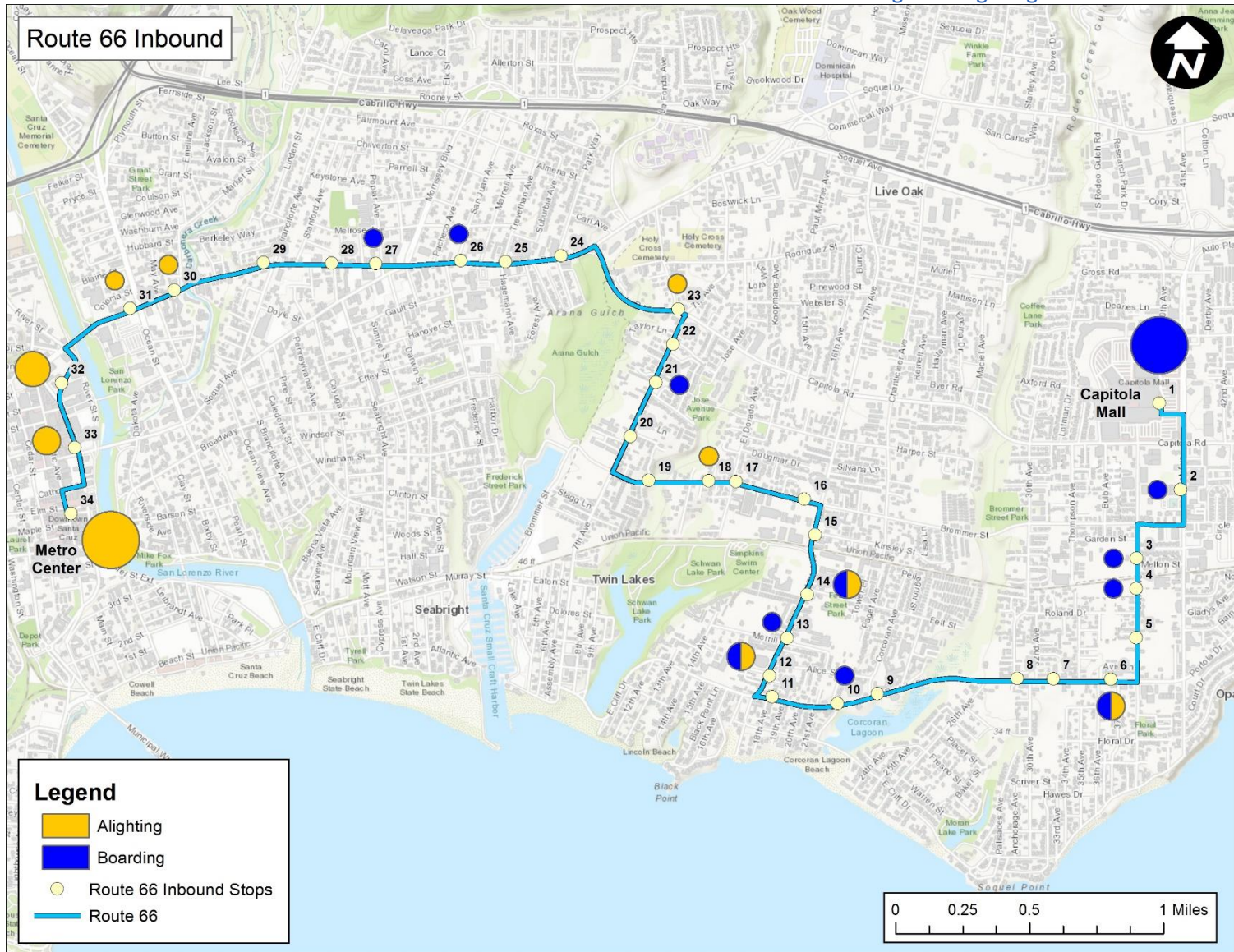
Route 66 Inbound operates seven days a week and serves Capitola, Live Oak, and Santa Cruz. The weekday service span is 5:55 am to 11:05 pm, during which sixteen runs are operated. The weekend service span is 9:00 am to 10:10 pm, during which thirteen runs are operated. Potential trip generators located in proximity to Route 66 include Capitola Mall and Downtown Santa Cruz.

The route is approximately 8 miles in length and includes 34 bus stops. The highest activity was noted at the Capitola Mall and Metro Center. Nearly forty percent of weekday trips were observed.



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Exhibit 2.33 – Boarding and Alighting – Route 66 Inbound



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Exhibit 2.34 – Boarding and Alighting by stop – Route 66 Inbound

Stop	ID	Name	Boarding	Alighting	Total
1	2801	Capitola Mall	7	0	7
2	2167	41st Ave (King's Plaza)	1	0	1
3	2163	38th Ave (Blue & Gold)	1	0	1
4	2161	38th Ave (Castle Mobile Estate)	1	0	1
5	2159	38th Ave & Tranquility Ct	0	0	0
6	1692	Portola Dr & 37th Ave	1	1	2
7	1690	Portola Dr & 35th Ave	0	0	0
8	1687	Portola Dr & 30th Ave	0	0	0
9	2177	Portola Dr & Corcoran Ave	0	0	0
10	1682	Portola Dr & Clearwater Ct	1	0	1
11	2617	Portola Dr & 18th Ave	0	0	0
12	2173	17th Ave & Matthews Ln	1	1	2
13	2174	17th Ave & Merrill	1	0	1
14	2175	17th Ave & Felt	1	1	2
15	2178	17th Ave & Kinsley	0	0	0
16	1269	Brommer & 17th Ave	0	0	0
17	1266	Brommer & El Dorado Ave	0	0	0
18	2296	Brommer & Odyssey Ct	0	1	1
19	1263	Brommer & Captains Ct	0	0	0
20	1917	7th Ave & Manor Way (Yacht Harbor Manor)	0	0	0
21	1919	7th Ave & Eddy Ln (Inland Harbor)	1	0	1
22	2732	7th Ave & Tanner Ct	0	0	0
23	1288	Capitola Rd & 7th Ave	0	1	1
24	1799	Soquel Ave & Park Way	0	0	0
25	1798	Soquel Ave & Trevethan Ave	0	0	0
26	1796	Soquel Ave & San Juan Ave	1	0	1
27	1903	Water & Poplar Ave	1	0	1
28	1901	Water & Seabright Ave	0	0	0
29	1899	Water & N Branciforte Ave	0	0	0
30	1895	Water & Market	0	1	1
31	1894	Water & Ocean	0	1	1
32	1457	River & Front	0	3	3
33	2364	Front & Soquel Ave	0	2	2
34	2700	Santa Cruz Metro Center	0	7	7



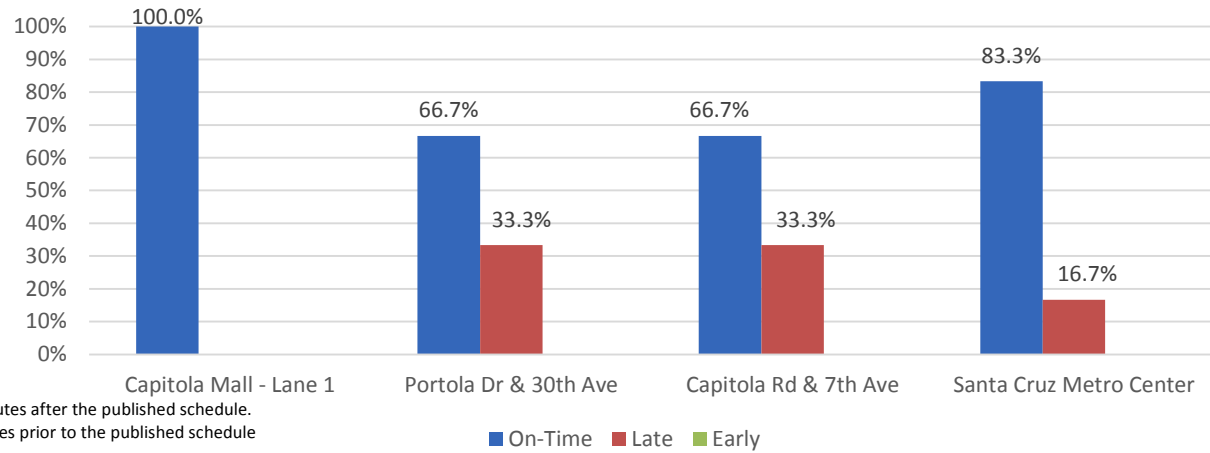
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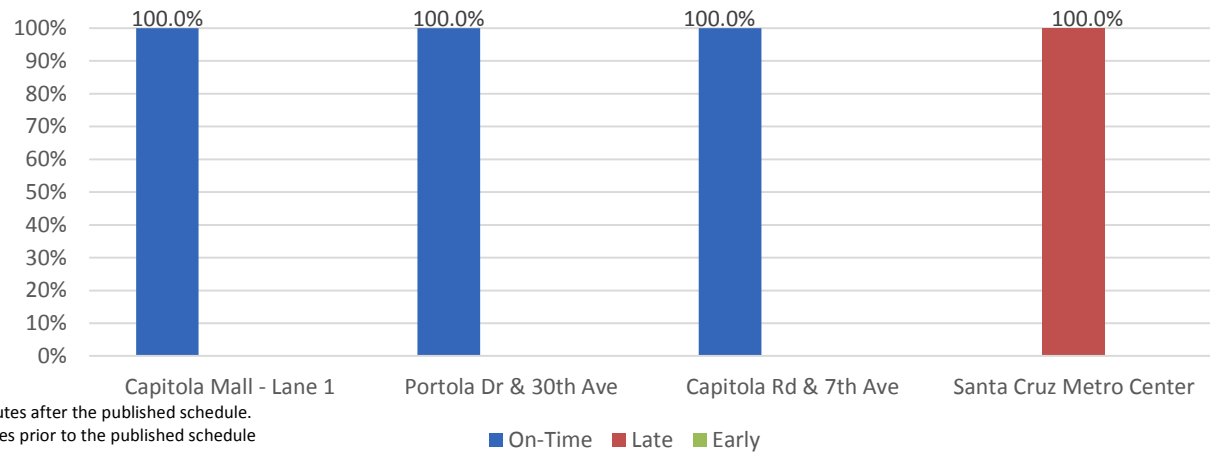
Thirty-eight percent of weekday runs were observed (6/16). In addition, one weekend run was observed.

Exhibit 2.35 – On-Time Performance – Route 66 Inbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

Exhibit 2.36 – On-Time Performance – Route 66 Inbound – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 66 Outbound

Route 66 Outbound operates seven days a week and serves Santa Cruz, Live Oak, and Capitola. The weekday service span is 6:45 am to 10:30 pm, during which fifteen runs are operated. The weekend service span is 7:45 am to 9:30 pm, during which twelve runs are operated. Potential trip generators located in proximity to Route 66 include Downtown Santa Cruz and Capitola Mall.

The route is approximately 8 miles in length and includes 35 bus stops. The highest activity was noted at the Metro Center and Capitola Mall. One-third of weekday trips were observed.

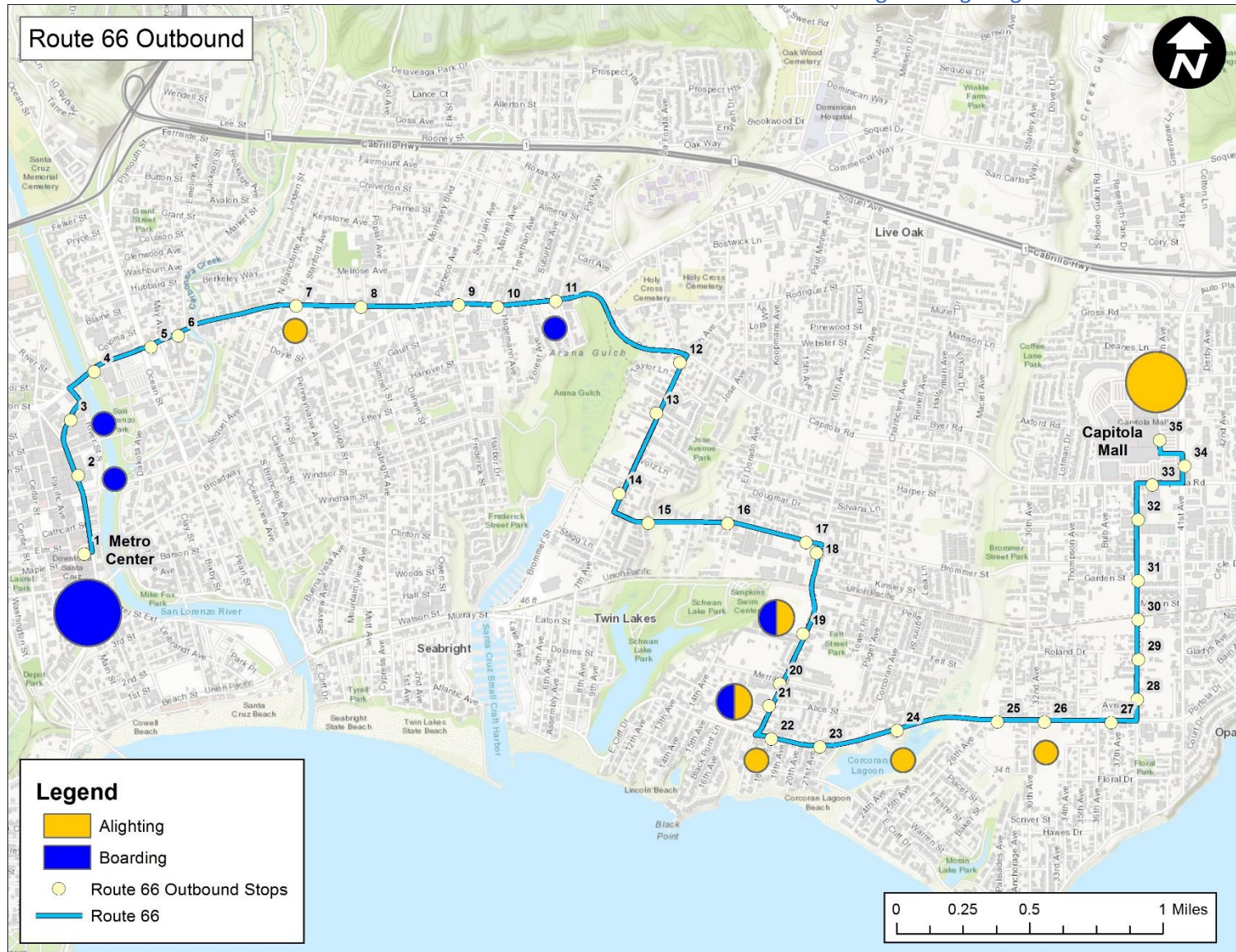


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Exhibit 2.37 – Boarding and Alighting – Route 66 Outbound



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Exhibit 2.38 – Boarding and Alighting by stop – Route 66 Outbound

Stop	ID	Name	Boarding	Alighting	Total
1	2704	Santa Cruz Metro Center	6	0	6
2	2667	Front & Soquel Ave	1	0	1
3	1713	River (River/Front Garage)	1	0	1
4	1892	Water (Governmental Center)	0	0	0
5	1893	Water & Ocean	0	0	0
6	1896	Water & Market	0	0	0
7	1900	Water & N Branciforte Ave	0	1	1
8	2728	Water & Poplar Ave	0	0	0
9	1795	Soquel Ave & Frederick	0	0	0
10	1797	Soquel Ave & Hagemann Ave	0	0	0
11	1800	Soquel Ave & Park Way	1	0	1
12	1922	7th Ave & Capitola Rd	0	0	0
13	1921	7th Ave & Cambria Ln	0	0	0
14	1916	7th Ave & Harbor Cove	0	0	0
15	1262	Brommer (Sorrento Oaks)	0	0	0
16	1265	Brommer & El Dorado Ave	0	0	0
17	1267	Brommer & 17th Ave	0	0	0
18	2170	17th Ave & Brommer	0	0	0
19	2171	17th Ave & Felt	1	1	2
20	2172	17th Ave & Merrill	0	0	0
21	2551	17th Ave & Tremont Dr	1	1	2
22	1681	Portola Dr & 18th Ave	0	1	1
23	1683	Portola Dr & 21st Ave	0	0	0
24	1685	Portola Dr & 24th Ave (Live Oak Library)	0	1	1
25	1686	Portola Dr & 26th Ave (Trailer Haven)	0	0	0
26	1688	Portola Dr & 30th Ave	0	1	1
27	1693	Portola Dr & 37th Ave	0	0	0
28	2158	38th Ave & Avis Ln	0	0	0
29	2160	38th Ave & Roland	0	0	0
30	2162	38th Ave (Capitola Manor)	0	0	0
31	2164	38th Ave & Reposa (Blue & Gold)	0	0	0
32	2166	38th Ave (King's Plaza)	0	0	0
33	1302	Capitola Rd & 41st Ave	0	0	0
34	2144	41st Ave & Capitola Rd	0	0	0
35	2800	Capitola Mall	0	5	5



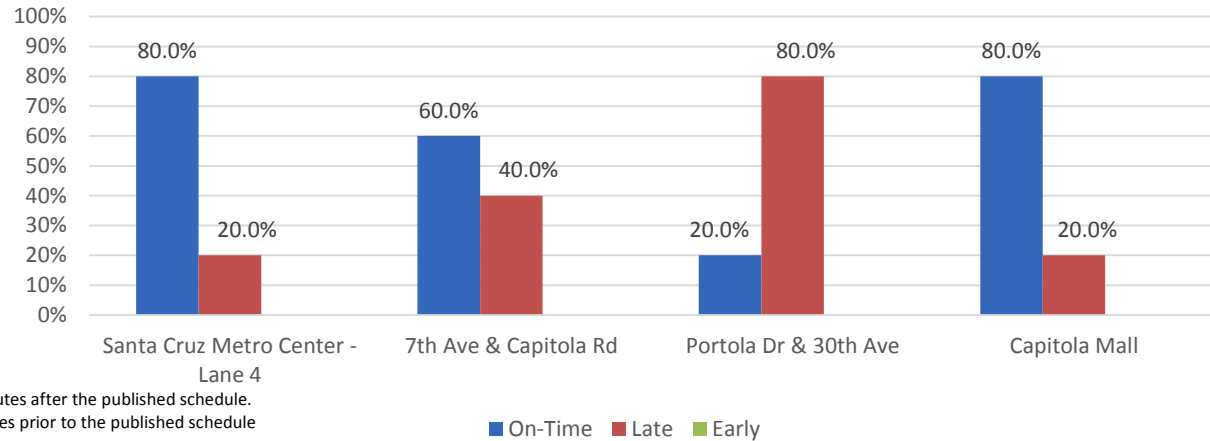
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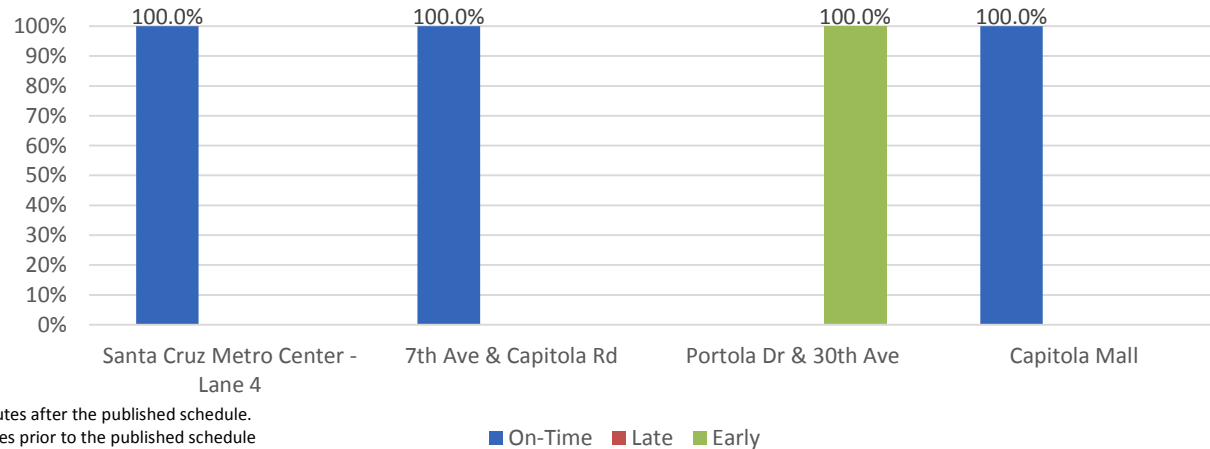
Thirty-three percent of weekday routes were observed (5/15). In addition, one weekend run was observed.

Exhibit 2.39 – On-Time Performance – Route 66 Outbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

Exhibit 2.40 – On-Time Performance – Route 66 Outbound – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.



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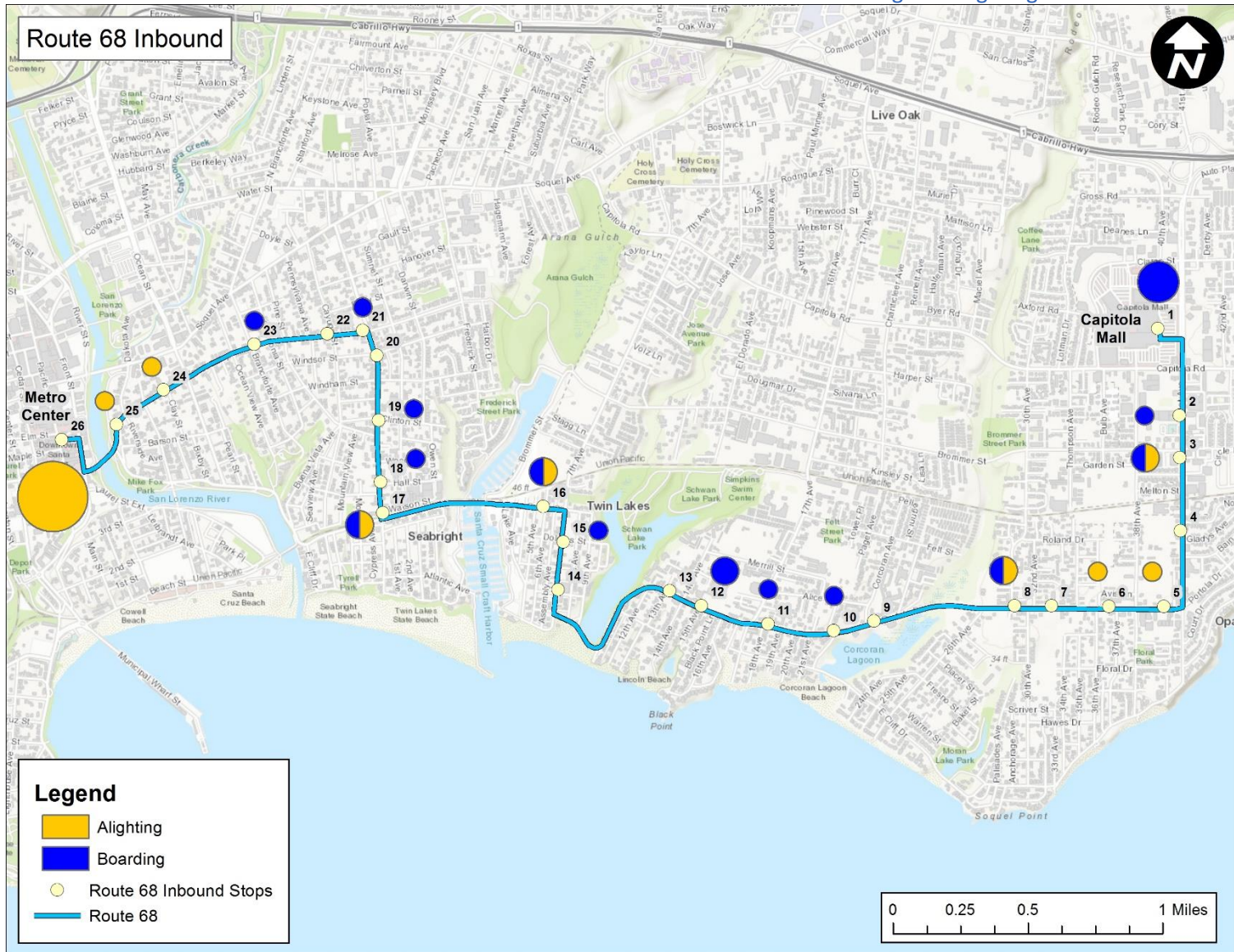
Route 68 Inbound

Route 68 Inbound operates seven days a week and serves Capitola, Twin Lakes, and Santa Cruz. The weekday service span is 6:30 am to 7:05 pm, during which thirteen runs are operated. The weekend service span is 11:30 am to 5:05 pm, during which six runs are operated. Potential trip generators located in proximity to Route 68 include Capitola Mall, Santa Cruz Harbor, and Downtown Santa Cruz.

The route is approximately 7 miles in length and includes 26 bus stops. The highest activity was noted at the Metro Center and Capitola Mall. Fifteen percent of weekday trips were observed.



Exhibit 2.41 – Boarding and Alighting – Route 68 Inbound



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Exhibit 2.42 – Boarding and Alighting by stop – Route 68 Inbound

Stop	ID	Name	Boarding	Alighting	Total
1	2801	Capitola Mall	4	0	4
2	2167	41st Ave (King's Plaza)	1	0	1
3	2145	41st Ave & Brommer	1	1	2
4	2649	41st Ave & Gladys Ave	0	0	0
5	2650	Portola Dr & 41st Ave	0	1	1
6	1692	Portola Dr & 37th Ave	0	1	1
7	1690	Portola Dr & 35th Ave	0	0	0
8	1687	Portola Dr & 30th Ave	1	1	2
9	2177	Portola Dr & Corcoran Ave	0	0	0
10	1682	Portola Dr & Clearwater Ct	1	0	1
11	2617	Portola Dr & 18th Ave	1	0	1
12	1363	E Cliff Dr (East Cliff Village)	2	0	2
13	1360	E Cliff Dr & 13th Ave	0	0	0
14	1914	7th Ave & Bonnie	0	0	0
15	1915	7th Ave & Dolores	1	0	1
16	1372	Eaton & 5th Ave	1	1	2
17	1750	Seabright Ave & Murray	1	1	2
18	1752	Seabright Ave & Hall	1	0	1
19	1754	Seabright Ave & Clinton	1	0	1
20	1757	Seabright Ave & Windsor	0	0	0
21	1260	Broadway & Seabright Ave	1	0	1
22	2270	Broadway & Cayuga	0	0	0
23	2271	Broadway & S Branciforte Ave	1	0	1
24	1256	Broadway & Clay	0	1	1
25	1254	Broadway & Riverside Ave	0	1	1
26	2700	Santa Cruz Metro Center	0	10	10



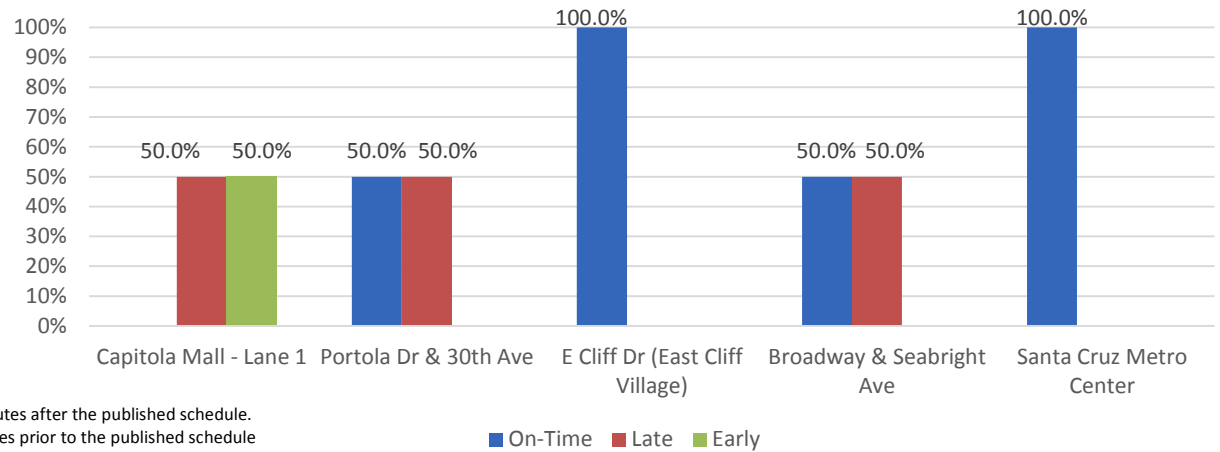
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Fifteen percent of weekday runs were observed (2/13).

Exhibit 2.43 – On-Time Performance – Route 68 Inbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 68 Outbound

Route 68 Outbound operates seven days a week and serves Santa Cruz, Twin Lakes, and Capitola. The weekday service span is 7:15 am to 6:50 pm, during which twelve runs are operated. The weekend service span is 11:15 am to 4:50 pm, during which six runs are operated. Potential trip generators located in proximity to Route 68 include Downtown Santa Cruz, Santa Cruz Harbor, and Capitola Mall.

The route is approximately seven miles in length and includes 26 bus stops. The highest activity was noted at the Metro Center and 41st & Capitola. One-quarter of weekday trips were observed.

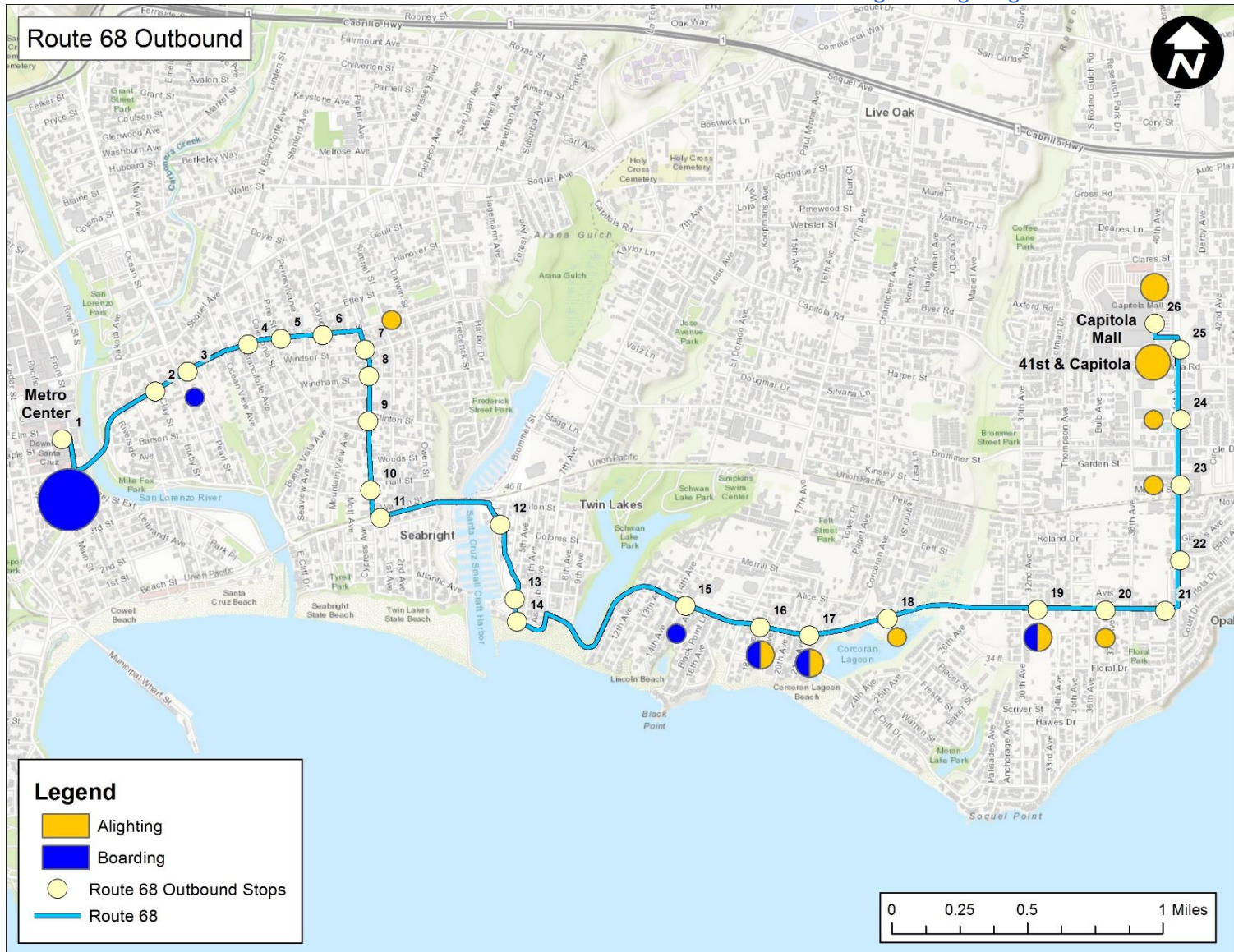


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Exhibit 2.44 – Boarding and Alighting – Route 68 Outbound



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Exhibit 2.45 – Boarding and Alighting by stop – Route 68 Outbound

Stop	ID	Name	Boarding	Alighting	Total
1	2704	Santa Cruz Metro Center	8	0	8
2	1255	Broadway & Clay	0	0	0
3	1257	Broadway & Ocean	1	0	1
4	2272	Broadway & S Branciforte Ave	0	0	0
5	1258	Broadway & Pine	0	0	0
6	1259	Broadway & Cayuga	0	0	0
7	1758	Seabright Ave & Windsor	0	1	1
8	1756	Seabright Ave & Windham	0	0	0
9	1755	Seabright Ave & Clinton	0	0	0
10	1751	Seabright Ave & Logan	0	0	0
11	1658	Murray & Seabright Ave	0	0	0
12	1586	Lake Ave & Lago Ln	0	0	0
13	1585	5th Ave (Harbormaster)	0	0	0
14	1359	E Cliff Dr & 5th Ave (Harbor)	0	0	0
15	1364	E Cliff Dr & 15th Ave (East Cliff Village)	1	0	1
16	1681	Portola Dr & 18th Ave	1	1	2
17	1683	Portola Dr & 21st Ave	1	1	2
18	1685	Portola Dr & 24th Ave (Live Oak Library)	0	1	1
19	1688	Portola Dr & 30th Ave	1	1	2
20	1693	Portola Dr & 37th Ave	0	1	1
21	2651	Portola Dr & 41st Ave	0	0	0
22	2143	41st Ave & Bain Ave	0	0	0
23	2356	41st Ave (Begonia Plaza)	0	1	1
24	2456	41st Ave (Four Star Center)	0	1	1
25	2144	41st Ave & Capitola Rd	0	3	3
26	2800	Capitola Mall	0	2	2



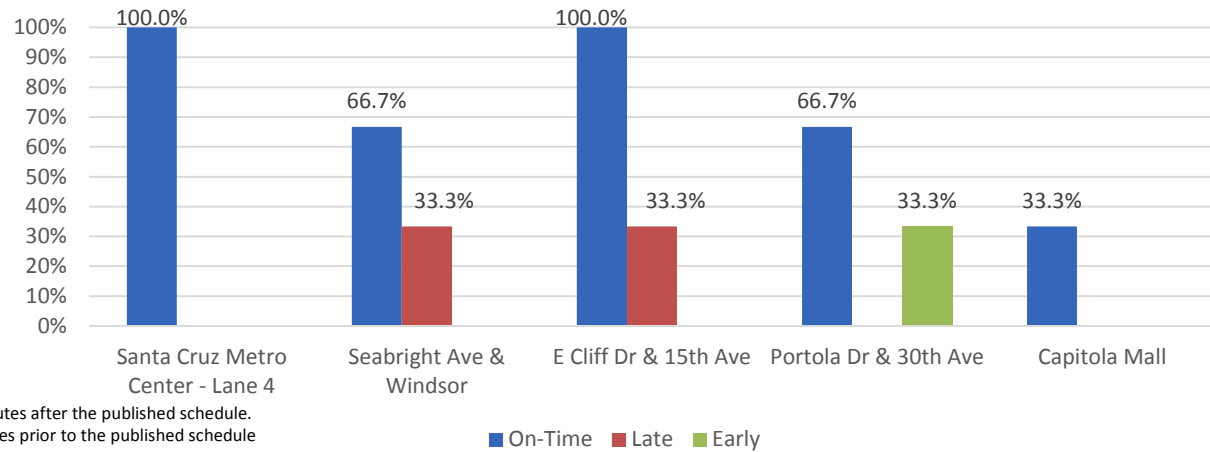
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Twenty-five percent of weekday runs were observed (3/12).

Exhibit 2.46 – On-Time Performance – Route 68 Outbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 69A Inbound

Route 69A Inbound operates seven days a week and serves Watsonville, Capitola, Live Oak, and Santa Cruz. The weekday service span is 6:45 am to 6:55 pm, during which twelve runs are operated. The weekend service span is 8:50 am to 7:50 pm, during which eleven runs are operated. Potential trip generators located in proximity to Route 69A include Freedom Centre, Capitola Mall, and Downtown Santa Cruz.

The route is approximately 25 miles in length and includes 37 bus stops. The highest activity was noted at Capitola Mall, Metro Center, and Watsonville Center. Fifty percent of weekday trips were observed.

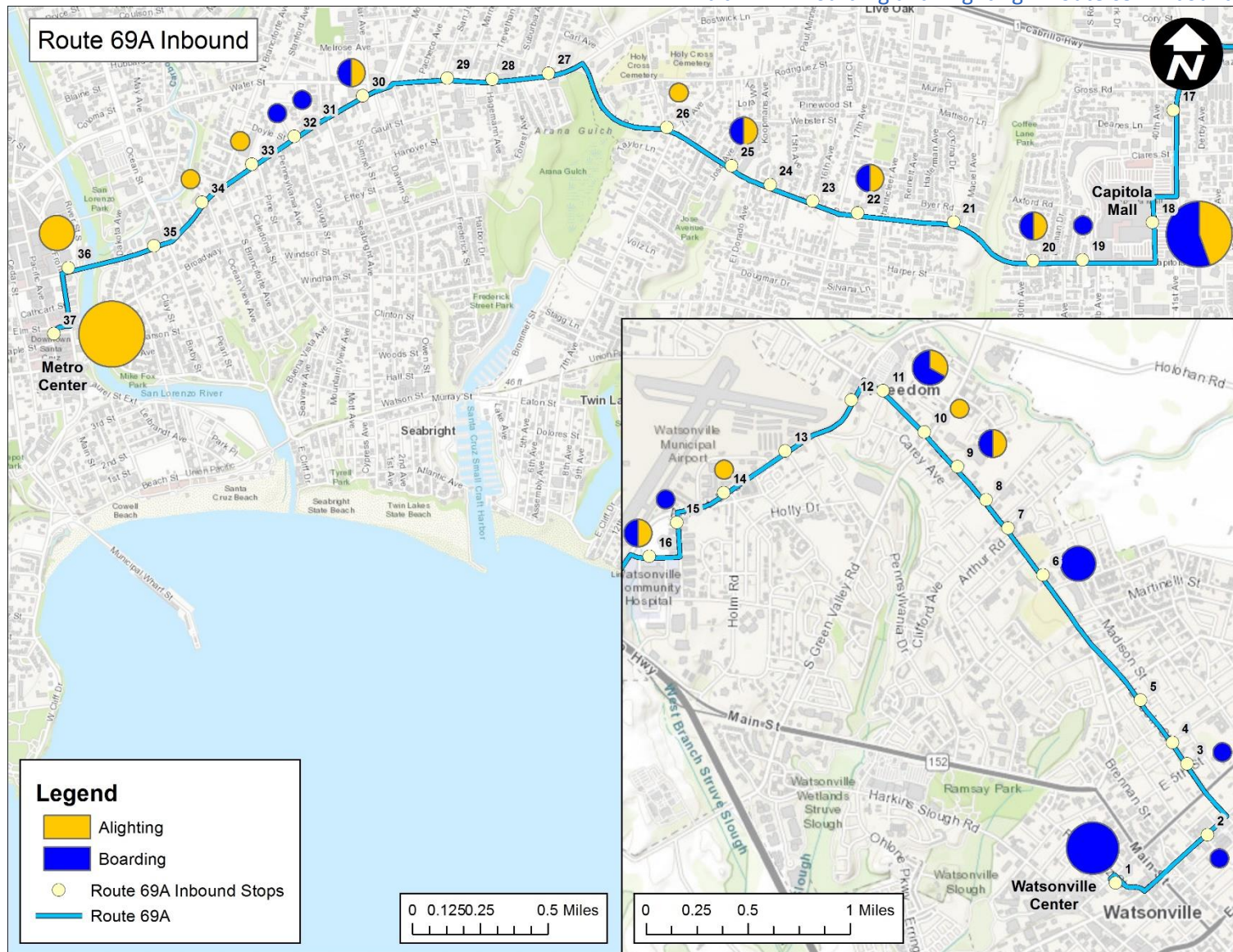


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Exhibit 2.47 – Boarding and Alighting – Route 69A Inbound



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Exhibit 2.48 – Boarding and Alighting by stop – Route 69A Inbound

Stop	ID	Name	Boarding	Alighting	Total
1	2901	Watsonville Transit Center	6	0	6
2	1059	E Beach & Marchant	1	0	1
3	2482	Lincoln & E 5th	1	0	1
4	2483	Lincoln & Palm Ave	0	0	0
5	2484	Lincoln & E High	0	0	0
6	2638	Freedom Blvd & Crestview Dr (Court House)	3	0	3
7	1080	Freedom Blvd & Atkinson Ln	0	0	0
8	1082	Freedom Blvd & Blanca Ln	0	0	0
9	2594	Freedom Blvd (K-Mart)	1	1	2
10	1084	Freedom Blvd & Green Valley Rd	0	1	1
11	1086	Freedom Blvd & Airport Blvd (Freedom Centre)	2	1	3
12	2486	Airport Blvd & Freedom	0	0	0
13	1002	Airport Blvd (Airport)	0	0	0
14	1005	Airport Blvd & Holm Rd	0	1	1
15	1116	Hangar Way & Airport Blvd	1	0	1
16	2623	Neilson & Airport Blvd (Wats. Hospital)	1	1	2
17	2151	41st Ave & Gross Rd	0	0	0
18	2801	Capitola Mall - Lane 1	5	4	9
19	2377	Capitola Rd & Clares	1	0	1
20	1300	Capitola Rd & 30th Ave	1	1	2
21	1298	Capitola Rd & Maciel Ave	0	0	0
22	1294	Capitola Rd & 17th Ave (Live Oak Senior Ctr)	1	1	2
23	2341	Capitola Rd & 16th Ave	0	0	0
24	2340	Capitola Rd & Foster Ct	0	0	0
25	1291	Capitola Rd & Jose Ave	1	1	2
26	1288	Capitola Rd & 7th Ave	0	1	1
27	1799	Soquel Ave & Park Way	0	0	0
28	1798	Soquel Ave & Trevethan Ave	0	0	0
29	1796	Soquel Ave & San Juan Ave	0	0	0
30	1794	Soquel Ave & Poplar Ave	1	1	2
31	1792	Soquel Ave & Seabright Ave	1	0	1
32	1790	Soquel Ave & Benito Ave	1	0	1
33	1788	Soquel Ave & Pine	0	1	1
34	1784	Soquel Ave & Ocean View Dr (Branciforte Plaza)	0	1	1
35	1782	Soquel Ave & Ocean	0	0	0
36	2365	Soquel Ave & Front	0	3	3
37	2700	Santa Cruz Metro Center	0	9	9



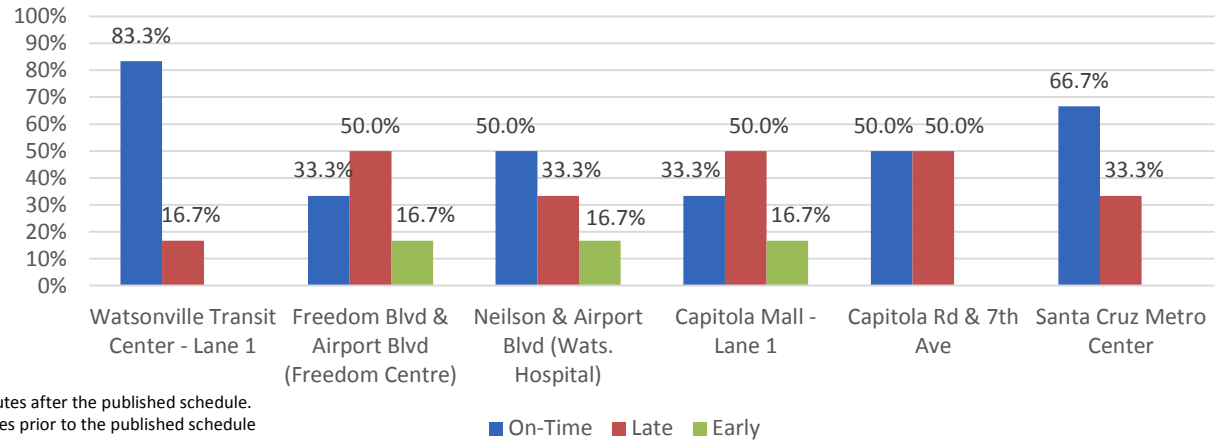
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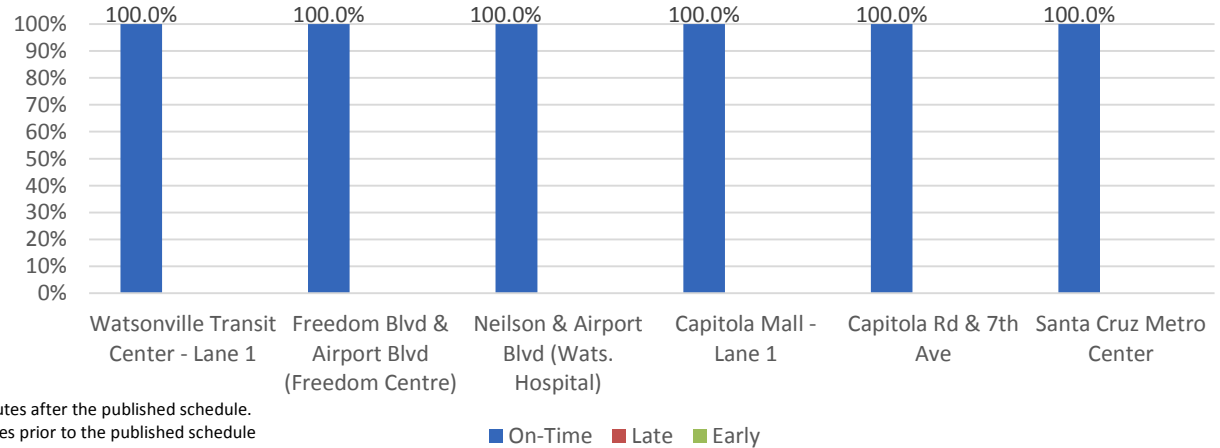
Half of weekday runs were observed (6/12). In addition, one weekend run was observed.

Exhibit 2.49 – On-Time Performance – Route 69A Inbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

Exhibit 2.50 – On-Time Performance – Route 69A Inbound – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 69A Outbound

Route 69A Outbound operates seven days a week and serves Santa Cruz, Live Oak, Capitola, and Watsonville. The weekday service span is 7:05 am to 7:15 pm, during which twelve runs are operated. The weekend service span is 8:05 am to 8:10 pm, during which twelve runs are operated. Potential trip generators located in proximity to Route 69A include Downtown Santa Cruz, Capitola Mall, and Freedom Centre.

The route is approximately seven miles in length and includes 39 bus stops. The highest activity was noted at Capitola Mall, Metro Center, and Watsonville Center. Forty-two percent of weekday trips were observed.

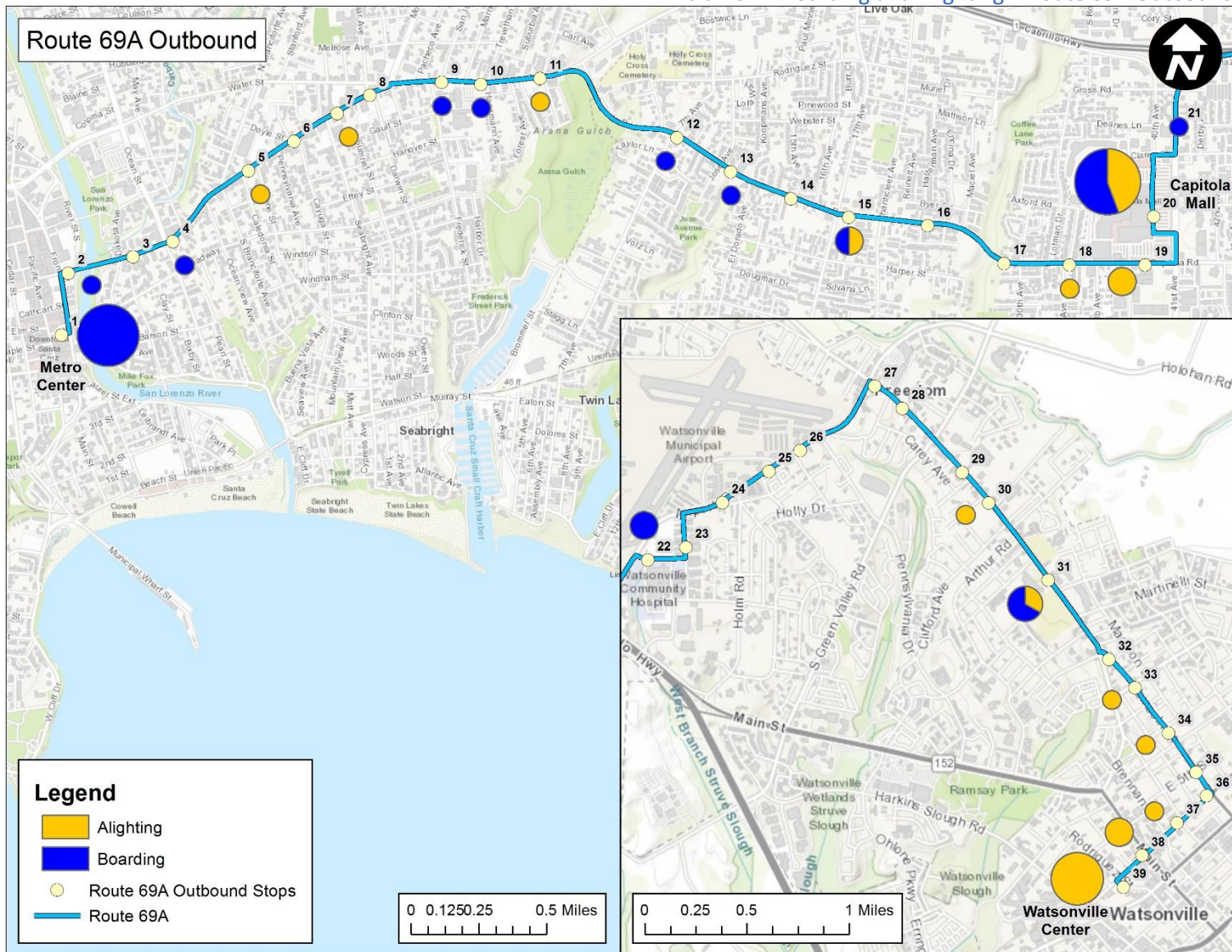


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Exhibit 2.51 – Boarding and Alighting – Route 69A Outbound



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Exhibit 2.52 – Boarding and Alighting by stop – Route 69A Outbound

Stop	ID	Name	Boarding	Alighting	Total
1	2704	Santa Cruz Metro Center	8	0	8
2	2666	Soquel Ave & Front	1	0	1
3	1781	Soquel Ave & Riverside Ave	0	0	0
4	1783	Soquel Ave & Ocean	1	0	1
5	2668	Soquel Ave & Caledonia	0	1	1
6	1791	Soquel Ave & Cayuga	0	0	0
7	1793	Soquel Ave & Seabright Ave	0	1	1
8	2186	Soquel Ave & Darwin	0	0	0
9	1795	Soquel Ave & Frederick	1	0	1
10	1797	Soquel Ave & Hagemann Ave	1	0	1
11	1800	Soquel Ave & Park Way	0	1	1
12	1289	Capitola Rd & 7th Ave	1	0	1
13	1290	Capitola Rd & El Dorado Ave	1	0	1
14	2642	Capitola Rd & Leila Court	0	0	0
15	1293	Capitola Rd & 17th Ave	1	1	2
16	1297	Capitola Rd & Woodrose Ave	0	0	0
17	1299	Capitola Rd & 30th Ave	0	0	0
18	1301	Capitola Rd & Thompson Ave	0	1	1
19	1302	Capitola Rd & 41st Ave	0	2	2
20	2802	Capitola Mall	5	4	9
21	2148	41st Ave & Clares	1	0	1
22	2480	Neilson & Airport Blvd (Wats. Hospital)	2	0	2
23	2622	Hanger Way & Neilson	0	0	0
24	2630	Airport Blvd & Holm Rd	0	0	0
25	1181	Airport Blvd & Ross Ave	0	0	0
26	1001	Airport Blvd & Airport Rd	0	0	0
27	2655	Freedom Blvd & Airport Blvd (Library)	0	0	0
28	2224	Freedom Blvd & Roache Rd	0	0	0
29	1083	Freedom Blvd & Davis Ave	0	0	0
30	1081	Freedom Blvd & Sydney Ave	0	1	1
31	2637	Freedom Blvd & Crestview Dr	2	1	3
32	2737	Lincoln & Prospect	0	0	0
33	1992	Lincoln & Stanford	0	1	1
34	1993	Lincoln & California	0	1	1
35	1994	Lincoln & E 5th	0	0	0
36	2415	E Lake & Lincoln St	0	1	1
37	1064	E Lake & Sudden	0	1	1
38	2191	W Lake Ave & Main	0	2	2



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39	2900	Watsonville Transit Center	0	6	6
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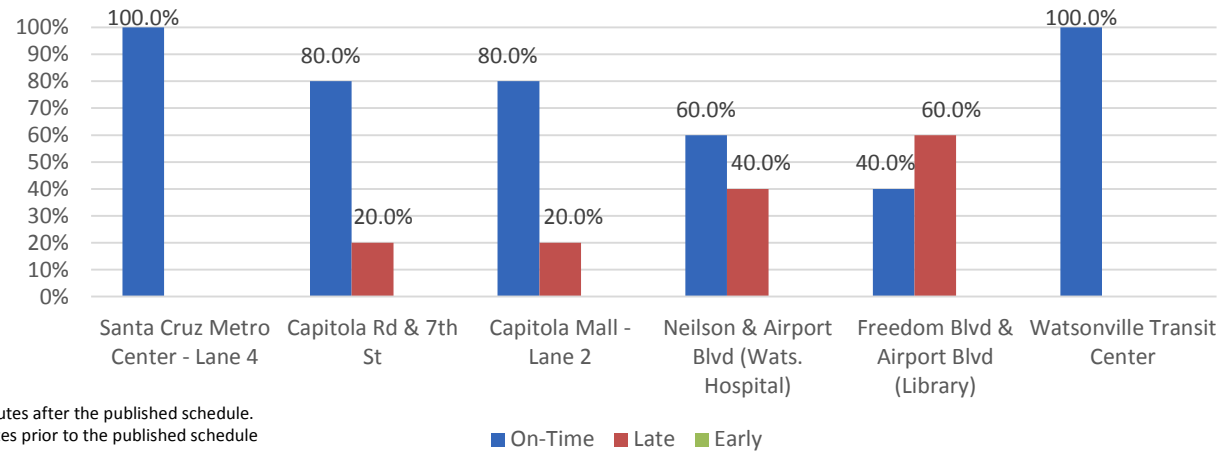
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Forty-two percent of weekday runs were observed (5/12).

Exhibit 2.53 – On-Time Performance – Route 69A Outbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 69W Inbound

Route 69W Inbound operates seven days a week and serves Watsonville, Aptos, Soquel, Capitola, Live Oak, and Santa Cruz. The weekday service span is 6:20 am to 10:20 pm, during which sixteen runs are operated. The weekend service span is 7:50 am to 7:15 pm, during which eleven runs are operated. Potential trip generators located in proximity to Route 69W include Cabrillo College, Capitola Mall, and Downtown Santa Cruz.

The route is approximately 23 miles in length and includes 39 bus stops. The highest activity was noted at Watsonville Center, Capitola Mall, and Metro Center. Thirteen percent of weekday trips were observed.

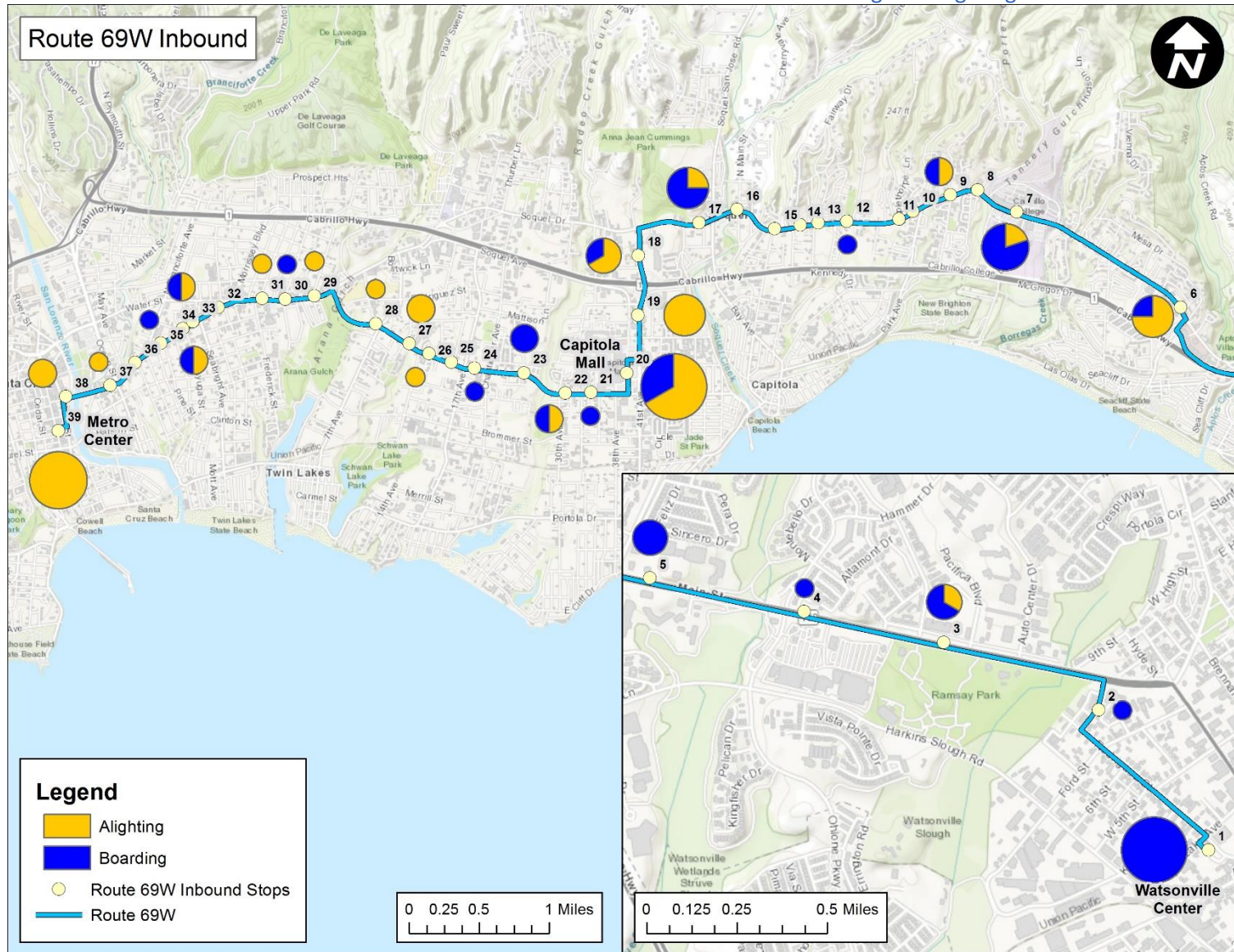


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Exhibit 2.54 – Boarding and Alighting – Route 69W Inbound



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Exhibit 2.55 – Boarding and Alighting by stop – Route 69W Inbound

Stop	ID	Name	Boarding	Alighting	Total
1	2901	Watsonville Transit Center	9	0	9
2	2192	Rodriguez & Main (The Pines Apts)	1	0	1
3	2734	Main & Pennsylvania Dr	2	1	3
4	1141	Main & Clifford Ave	1	0	1
5	1143	Main & S Green Valley Rd	3	0	3
6	1849	Soquel Dr & E Ledyard Way (Aptos Library)	1	3	4
7	1839	Soquel Dr & Cabrillo College Dr (Inbound)	4	1	5
8	1838	Soquel Dr & Porter Gulch Rd	0	0	0
9	1837	Soquel Dr & Merrill Rd	1	1	2
10	1834	Soquel Dr & Park Ave	0	0	0
11	1833	Soquel Dr & Maplethorpe Ln	0	0	0
12	1831	Soquel Dr & Cunnison Ln	1	0	1
13	1829	Soquel Dr & Fairway Dr	0	0	0
14	1827	Soquel Dr & Browns Ln	0	0	0
15	1826	Soquel Dr & Capitola Ave	0	0	0
16	1822	Soquel Dr & Main	0	0	0
17	1821	Soquel Dr & Daubenbiss Ave	3	1	4
18	2152	41st Ave & Cordelia Ln	1	2	3
19	2151	41st Ave & Gross Rd	0	4	4
20	2801	Capitola Mall	3	6	9
21	2377	Capitola Rd & Clares	1	0	1
22	1300	Capitola Rd & 30th Ave	1	1	2
23	1298	Capitola Rd & Maciel Ave	2	0	2
24	1294	Capitola Rd & 17th Ave (Live Oak Senior Ctr)	1	0	1
25	2341	Capitola Rd & 16th Ave	0	0	0
26	2340	Capitola Rd & Foster Ct	0	1	1
27	1291	Capitola Rd & Jose Ave	0	2	2
28	1288	Capitola Rd & 7th Ave	0	1	1
29	1799	Soquel Ave & Park Way	0	1	1
30	1798	Soquel Ave & Trevethan Ave	1	0	1
31	1796	Soquel Ave & San Juan Ave	0	1	1
32	1794	Soquel Ave & Poplar Ave	0	0	0
33	1792	Soquel Ave & Seabright Ave	1	1	2
34	1790	Soquel Ave & Benito Ave	1	1	2
35	1788	Soquel Ave & Pine	1	0	1
36	1784	Soquel Ave & Ocean View Dr (Branciforte Plaza)	0	0	0
37	1782	Soquel Ave & Ocean	0	1	1
38	2365	Soquel Ave & Front	0	2	2



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39	2700	Santa Cruz Metro Center	0	7	7
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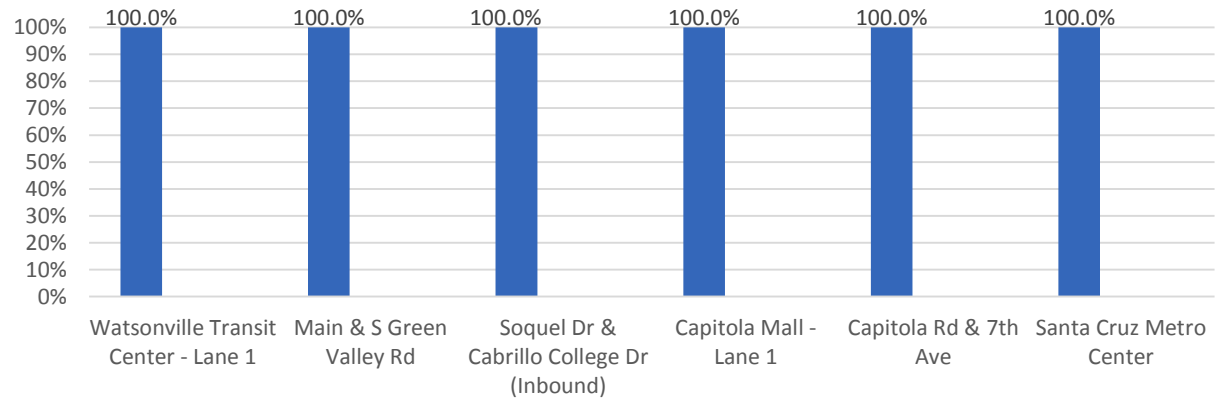
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Thirteen percent of weekday runs were observed (2/16).

Exhibit 2.56 – On-Time Performance – Route 69W Inbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 69W Outbound

Route 69W Outbound operates seven days a week and serves Santa Cruz, Live Oak, Capitola, Soquel, Aptos, and Watsonville. The weekday service span is 6:20 am to 10:20 pm, during which sixteen runs are operated. The weekend service span is 8:35 am to 7:25 pm, during which eleven runs are operated. Potential trip generators located in proximity to Route 69W include Downtown Santa Cruz, Capitola Mall, and Cabrillo College.

The route is approximately 23 miles in length and includes 40 bus stops. The highest activity was noted at the Metro Center, Cabrillo College, and Watsonville Center. Twenty-seven percent of weekday trips were checked.

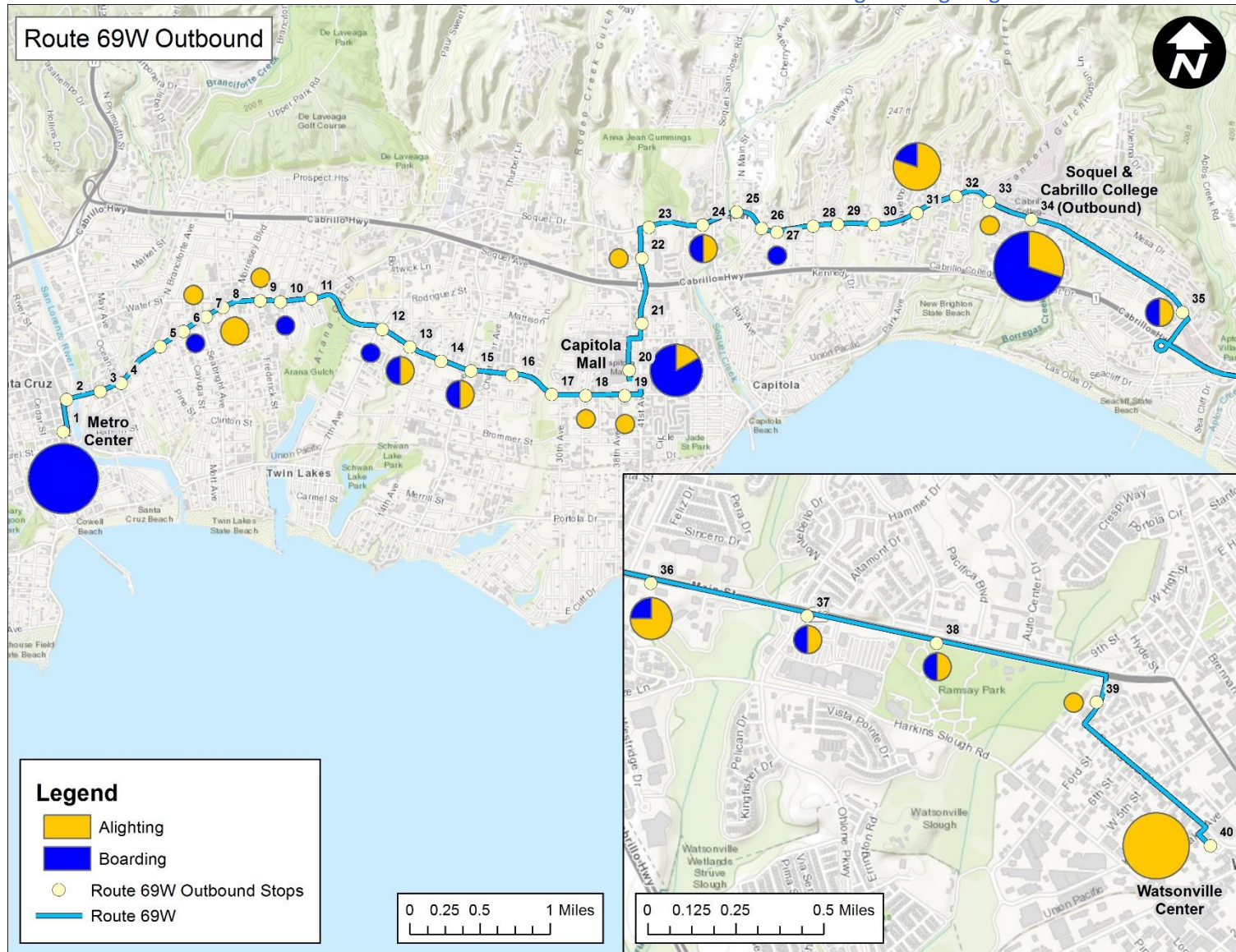


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Exhibit 2.57 – Boarding and Alighting – Route 69W Outbound



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Exhibit 2.58 – Boarding and Alighting by stop – Route 69W Outbound

Stop	ID	Name	Boarding	Alighting	Total
1	2704	Santa Cruz Metro Center	10	0	10
2	2666	Soquel Ave & Front	0	0	0
3	1781	Soquel Ave & Riverside Ave	0	0	0
4	1783	Soquel Ave & Ocean	0	0	0
5	2668	Soquel Ave & Caledonia	0	0	0
6	1791	Soquel Ave & Cayuga	1	0	1
7	1793	Soquel Ave & Seabright Ave	0	1	1
8	2186	Soquel Ave & Darwin	0	2	2
9	1795	Soquel Ave & Frederick	0	1	1
10	1797	Soquel Ave & Hagemann Ave	1	0	1
11	1800	Soquel Ave & Park Way	0	0	0
12	1289	Capitola Rd & 7th Ave	1	0	1
13	1290	Capitola Rd & El Dorado Ave	1	1	2
14	2642	Capitola Rd & Leila Court	0	0	0
15	1293	Capitola Rd & 17th Ave	1	1	2
16	1297	Capitola Rd & Woodrose Ave	0	0	0
17	1299	Capitola Rd & 30th Ave	0	0	0
18	1301	Capitola Rd & Thompson Ave	0	1	1
19	1302	Capitola Rd & 41st Ave	0	1	1
20	2802	Capitola Mall	5	1	6
21	2148	41st Ave & Clares	0	0	0
22	2149	41st Ave (Home Depot)	0	1	1
23	1818	Soquel Dr & 41st Ave	0	0	0
24	1820	Soquel Dr & Daubenbiss Ave	1	1	2
25	1823	Soquel Dr & Main	0	0	0
26	1824	Soquel Dr & E Walnut	0	0	0
27	1825	Soquel Dr & Capitola Ave	1	0	1
28	1828	Soquel Dr & Orchard	0	0	0
29	1830	Soquel Dr & Silver Birch Ln	0	0	0
30	1832	Soquel Dr & Monterey Ave	0	0	0
31	1835	Soquel Dr & Park Ave	1	4	5
32	1836	Soquel Dr & Willowbrook Ln	0	0	0
33	2722	Soquel Dr & Lower Perimeter Rd (Sesnon House)	0	1	1
34	1840	Soquel Dr & Cabrillo College Dr (Outbound)	7	3	10
35	1848	Soquel Dr & State Park Dr	1	1	2
36	1144	Main & S Green Valley Rd	1	3	4
37	1142	Main & Ohlone Pkwy	1	1	2
38	1139	Main & Pennsylvania Dr	1	1	2



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39	2204	Rodriguez & Main (The Pines Apts)	0	1	1
40	2900	Watsonville Transit Center	0	9	9



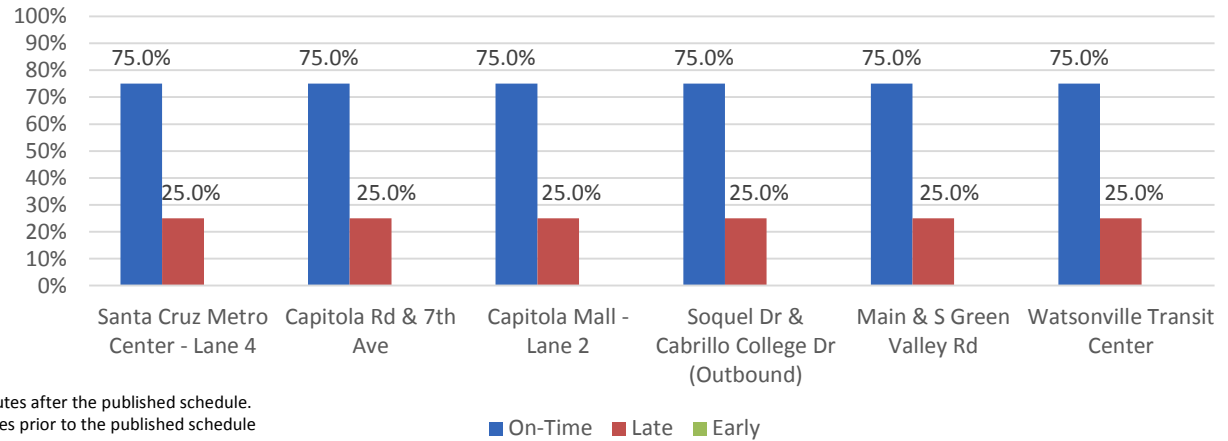
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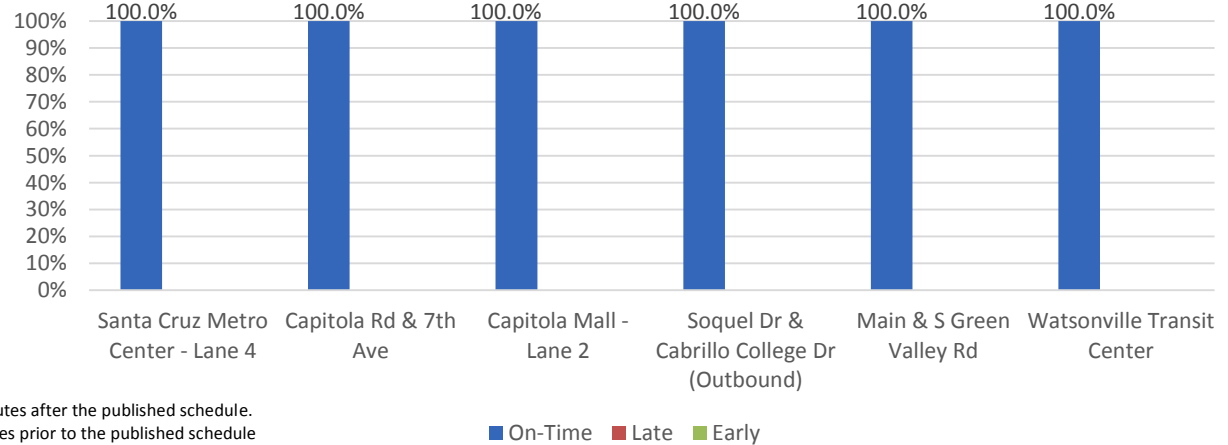
Twenty-seven percent of weekday runs were observed (4/15). In addition, one weekend run was observed.

Exhibit 2.59 – On-Time Performance – Route 69W Outbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

Exhibit 2.60 – On-Time Performance – Route 69W Outbound – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 71 Inbound

Route 71 Inbound operates seven days a week and serves Watsonville, Aptos, Soquel, Live Oak, and Santa Cruz. The weekday service span is 5:35 am to 12:15 am, during which thirty-three runs are operated. The weekend service span is 6:10 am to 9:10 pm, during which twenty-four runs are operated. Potential trip generators located in proximity to Route 71 include Cabrillo College and Downtown Santa Cruz.

The route is approximately 25 miles in length and includes 73 bus stops. The highest activity was noted at Cabrillo College, the Metro Center, and Watsonville Center. Eighteen percent of weekday trips were observed.

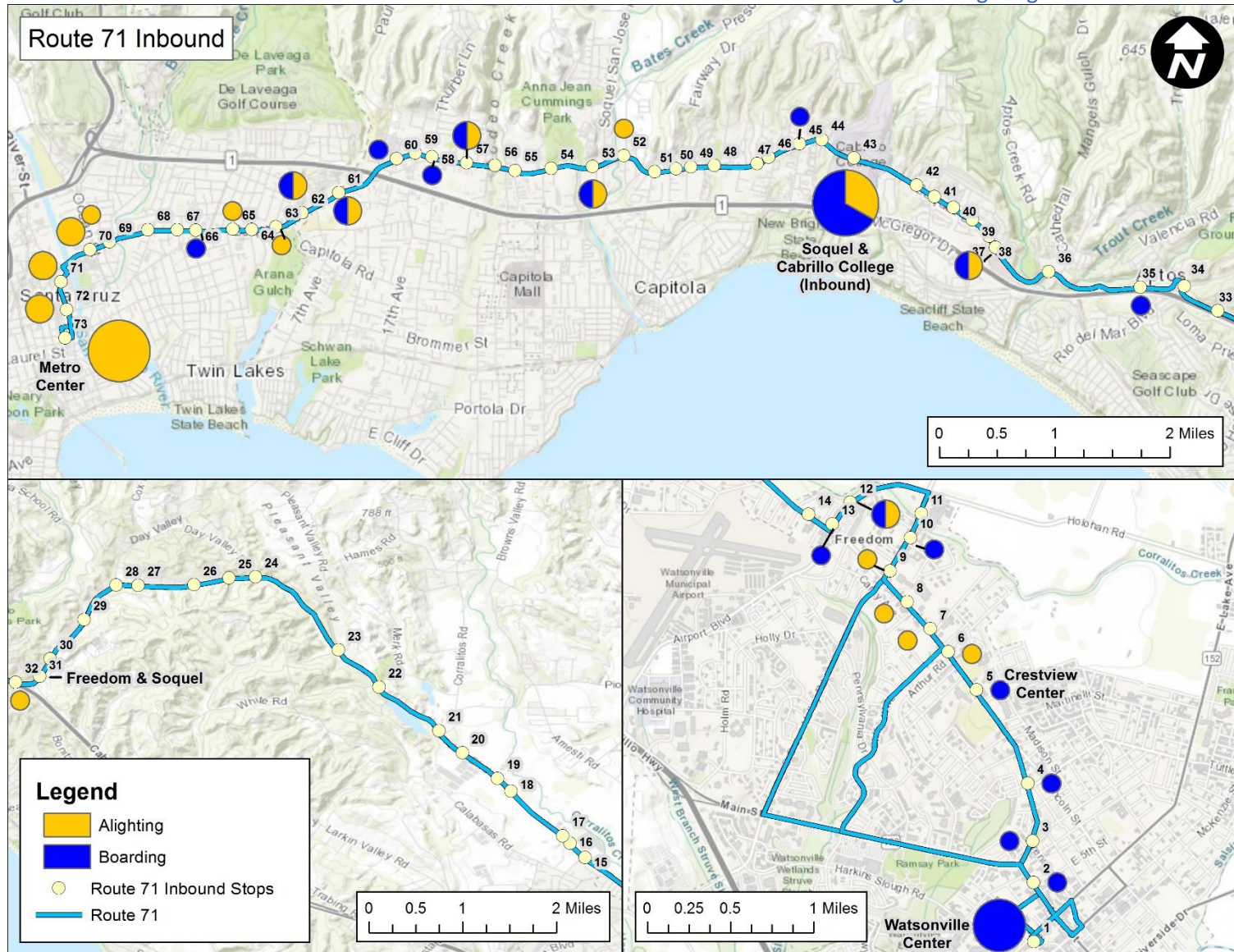


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Exhibit 2.61 – Boarding and Alighting – Route 71 Inbound



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Exhibit 2.62 – Boarding and Alighting by stop – Route 71 Inbound

Stop	ID	Name	Boarding	Alighting	Total
1	2902	Watsonville Transit Center	6	0	6
2	2691	Main & Ford	1	0	1
3	1077	Freedom Blvd & Brennan	1	0	1
4	1078	Freedom Blvd & Stanford	1	0	1
5	2638	Freedom Blvd & Crestview Dr (Court House)	1	0	1
6	1080	Freedom Blvd & Atkinson Ln	0	1	1
7	1082	Freedom Blvd & Blanca Ln	0	1	1
8	2594	Freedom Blvd (K-Mart)	0	1	1
9	1097	Green Valley Rd & Freedom Blvd	0	1	1
10	1100	Green Valley Rd & Carnation Dr (Medical Plaza)	1	0	1
11	1099	Green Valley Rd & Holohan Rd (The Towers)	0	0	0
12	2407	Airport Blvd (Freedom Centre)	1	1	2
13	1003	Airport Blvd & Freedom Blvd	1	0	1
14	1088	Freedom Blvd & Compton Ter	0	0	0
15	1090	Freedom Blvd & Bowker Rd	0	0	0
16	1452	Freedom Blvd (Filipino Community Center)	0	0	0
17	1450	Freedom Blvd (Rider Apples)	0	0	0
18	2409	Freedom Blvd (#2672)	0	0	0
19	2596	Freedom Blvd (#2716)	0	0	0
20	1448	Freedom Blvd (Manns Apples)	0	0	0
21	1446	Freedom Blvd & Corralitos Rd	0	0	0
22	1444	Freedom Blvd & Eagle Ridge (Scott Park)	0	0	0
23	1442	Freedom Blvd & Pleasant Valley Rd	0	0	0
24	1439	Freedom Blvd & Day Valley Rd	0	0	0
25	1437	Freedom Blvd (#5310)	0	0	0
26	1435	Freedom Blvd (#5620)	0	0	0
27	1433	Freedom Blvd & Parkhurst Cir	0	0	0
28	1431	Freedom Blvd & McDonald Rd	0	0	0
29	1429	Freedom Blvd & Valencia Rd	0	0	0
30	1427	Freedom Blvd (Aptos High School)	0	0	0
31	1425	Freedom Blvd & Soquel Dr	0	0	0
32	2007	Soquel Dr & Monroe Ave (Auto Center)	0	1	1
33	1858	Soquel Dr & Jaunell Rd	0	0	0
34	1856	Soquel Dr & Monroe Ave	0	0	0
35	1854	Soquel Dr (Creekside Offices)	1	0	1
36	1852	Soquel Dr & Aptos Creek Rd	0	0	0
37	1851	Soquel Dr & State Park Dr	1	1	2
38	1849	Soquel Dr & E Ledyard Way (Aptos Library)	0	0	0



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39	1846	Soquel Dr & W Ledyard Way	0	0	0
40	2575	Soquel Dr & Terrace Dr	0	0	0
41	1844	Soquel Dr & Mar Vista Dr	0	0	0
42	1842	Soquel Dr & Calabria	0	0	0
43	1839	Soquel Dr & Cabrillo College Dr	6	3	9
44	1838	Soquel Dr & Porter Gulch Rd	0	0	0
45	1837	Soquel Dr & Merrill Rd	1	0	1
46	1834	Soquel Dr & Park Ave	0	0	0
47	1833	Soquel Dr & Maplethorpe Ln	0	0	0
48	1831	Soquel Dr & Cunnison Ln	0	0	0
49	1829	Soquel Dr & Fairway Dr	0	0	0
50	1827	Soquel Dr & Browns Ln	0	0	0
51	1826	Soquel Dr & Capitola Ave	0	0	0
52	1822	Soquel Dr & Main	0	1	1
53	1821	Soquel Dr & Daubenbiss Ave	1	1	2
54	1817	Soquel Dr & 41st Ave	0	0	0
55	1814	Soquel Dr & Rodeo Gulch Rd	0	0	0
56	1813	Soquel Dr & Dover Dr	0	0	0
57	1810	Soquel Dr & Winkle Ave	1	1	2
58	1809	Soquel Dr & Thurber Ln	1	0	1
59	1807	Soquel Dr & Mission Dr	0	0	0
60	1805	Soquel Dr (Dominican Hospital)	1	0	1
61	1803	Soquel Ave & 7th Ave	1	1	2
62	1801	Soquel Ave & La Fonda Ave	1	1	2
63	1799	Soquel Ave & Park Way	0	1	1
64	1798	Soquel Ave & Trevethan Ave	0	0	0
65	1796	Soquel Ave & San Juan Ave	0	1	1
66	1903	Water & Poplar Ave	1	0	1
67	1901	Water & Seabright Ave	0	0	0
68	1899	Water & N Branciforte Ave	0	0	0
69	1895	Water & Market	0	1	1
70	1894	Water & Ocean	0	2	2
71	1457	River & Front	0	2	2
72	2364	Front & Soquel Ave	0	2	2
73	2700	Santa Cruz Metro Center	0	8	8



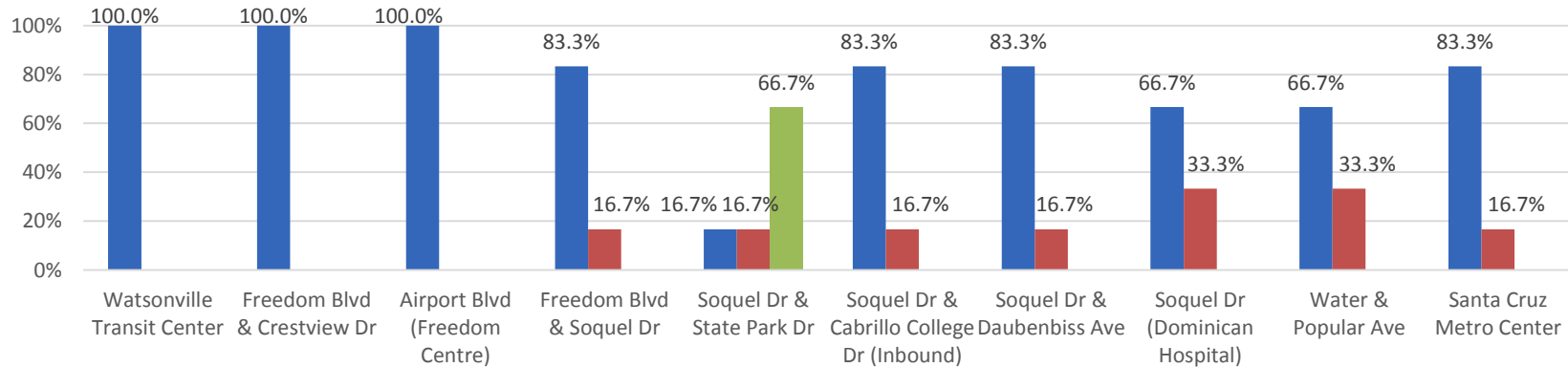
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Eighteen percent of weekday runs were observed (6/33). All six trips were conducted on the route variance serving *Crestview Center*. In addition, one weekend run was observed on the route variance serving *Crestview Center* and one was on the route variance serving *Clifford & Pennsylvania*.

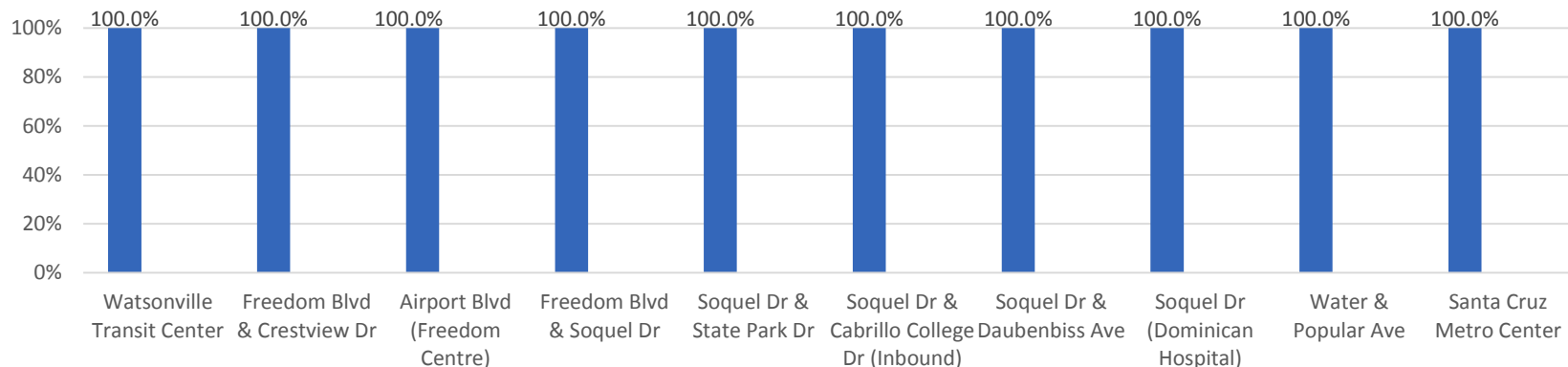
Exhibit 2.63 – On-Time Performance – Route 71 Inbound – Crestview Center – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

Exhibit 2.64 – On-Time Performance – Route 71 Inbound – Crestview Center – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

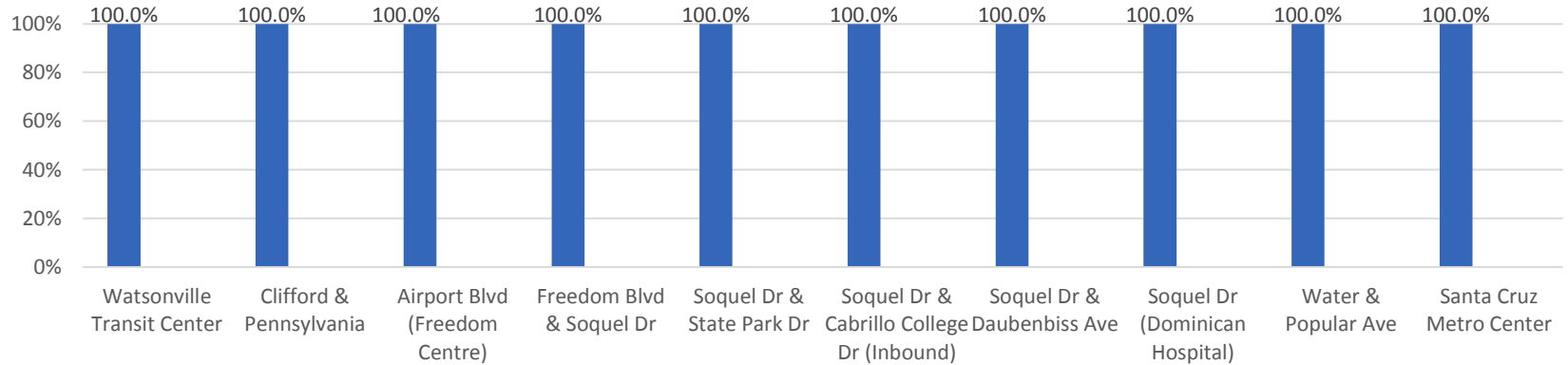


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Exhibit 2.65 – On-Time Performance – Route 71 Inbound – Clifford & Pennsylvania – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 71 Outbound

Route 71 Outbound operates seven days a week and serves Santa Cruz, Live Oak, Soquel, Aptos, and Watsonville. The weekday service span is 6:45 am to 12:45 am, during which thirty-two runs are operated. The weekend service span is 7:15 am to 12:45 am, during which twenty-six runs are operated. Potential trip generators located in proximity to Route 71 include Downtown Santa Cruz and Cabrillo College.

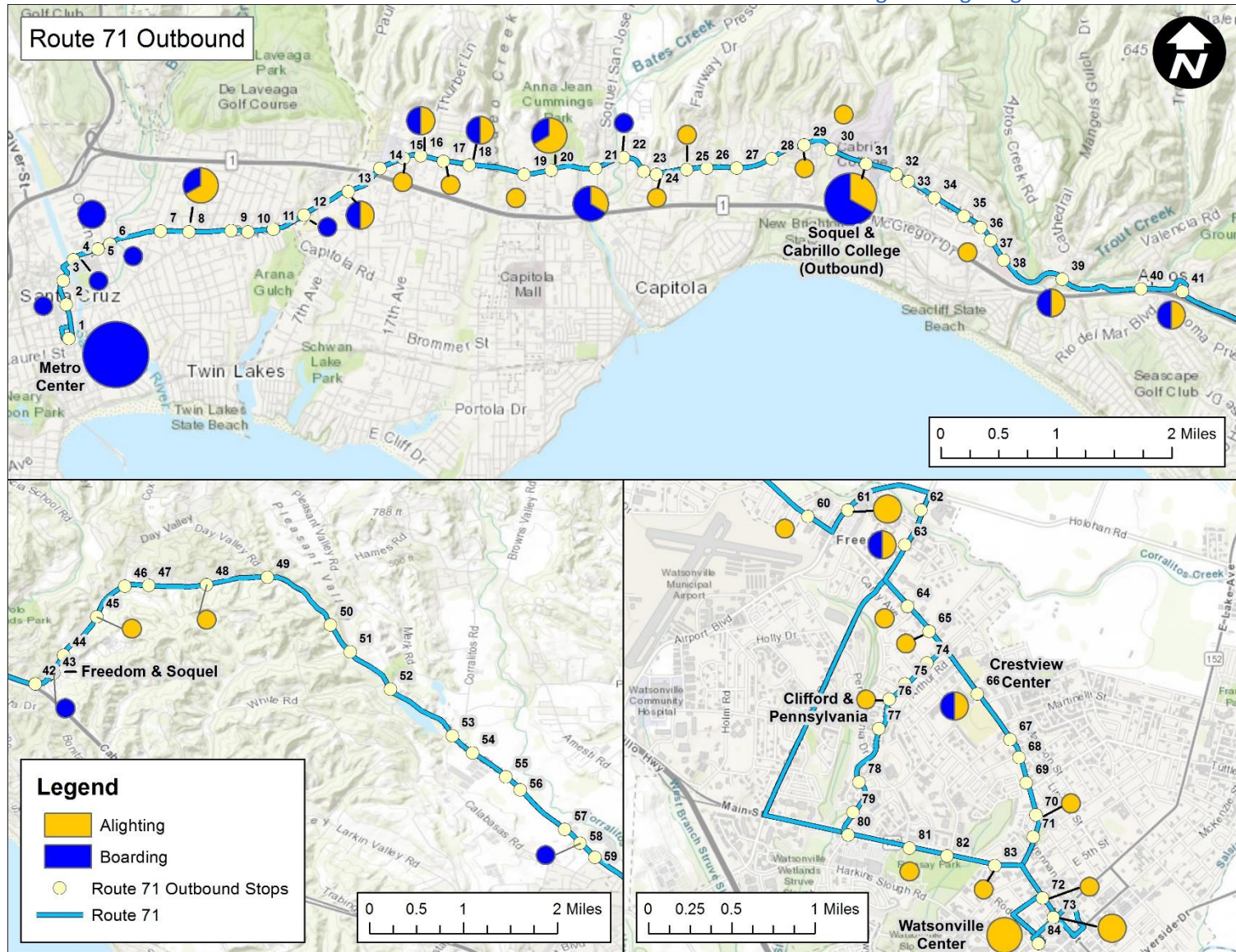
The route is approximately 25 miles in length and includes 84 bus stops. The highest activity was noted at Metro Center and Cabrillo College. Almost twenty percent of weekday trips were observed.



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Exhibit 2.66 – Boarding and Alighting – Route 71 Outbound



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Exhibit 2.67 – Boarding and Alighting by stop – Route 71 Outbound

Stop	ID	Name	Boarding	Alighting	Total
1	2704	Santa Cruz Metro Center	9	0	9
2	2667	Front & Soquel Ave	1	0	1
3	1713	River (River/Front Garage)	1	0	1
4	1892	Water (Governmental Center)	0	0	0
5	1893	Water & Ocean	2	0	2
6	1896	Water & Market	1	0	1
7	1900	Water & N Branciforte Ave	0	0	0
8	2728	Water & Poplar Ave	1	2	3
9	1795	Soquel Ave & Frederick	0	0	0
10	1797	Soquel Ave & Hagemann Ave	0	0	0
11	1800	Soquel Ave & Park Way	0	0	0
12	1802	Soquel Ave & La Fonda Ave	1	0	1
13	1804	Soquel Ave & 7th Ave	1	1	2
14	2383	Soquel Dr & Paul Sweet Rd	0	0	0
15	1806	Soquel Dr (Dominican Hospital)	0	1	1
16	1808	Soquel Dr & Mission Dr	1	1	2
17	2367	Soquel Dr & Chanticleer Ave	0	1	1
18	1811	Soquel Dr & Winkle Ave	1	1	2
19	2733	Soquel Dr & Research Park Dr	0	1	1
20	1818	Soquel Dr & 41st Ave	1	2	3
21	1820	Soquel Dr & Daubenbiss Ave	2	1	3
22	1823	Soquel Dr & Main	1	0	1
23	1824	Soquel Dr & E Walnut	0	0	0
24	1825	Soquel Dr & Capitola Ave	0	1	1
25	1828	Soquel Dr & Orchard	0	1	1
26	1830	Soquel Dr & Silver Birch Ln	0	0	0
27	1832	Soquel Dr & Monterey Ave	0	0	0
28	1835	Soquel Dr & Park Ave	0	0	0
29	1836	Soquel Dr & Willowbrook Ln	0	1	1
30	2722	Soquel Dr & Lower Perimeter Rd (Sesnon House)	0	1	1
31	1840	Soquel Dr & Cabrillo College Dr (Outbound)	4	2	6
32	1841	Soquel Dr & Borregas Dr	0	0	0
33	1843	Soquel Dr & Vienna Dr (Mar Vista Elem)	0	0	0
34	1845	Soquel Dr & Mar Vista Dr	0	0	0
35	2620	Soquel Dr & Heather Terrace	0	0	0
36	1847	Soquel Dr & W Ledyard Way	0	0	0
37	1848	Soquel Dr & State Park Dr	0	1	1
38	1850	Soquel Dr (Rancho Del Mar Center)	0	0	0



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39	1853	Soquel Dr & Trout Gulch Rd	1	1	2
40	1855	Soquel Dr (Creekside Offices)	0	0	0
41	1857	Soquel Dr (Aptos Gateway)	1	1	2
42	1859	Soquel Dr & Monroe Ave (Auto Center)	0	0	0
43	1426	Freedom Blvd & Soquel Dr	1	0	1
44	1428	Freedom Blvd (Aptos High School)	0	0	0
45	1430	Freedom Blvd & Valencia Rd	0	1	1
46	1432	Freedom Blvd & McDonald Rd	0	0	0
47	1434	Freedom Blvd & Parkhurst Cir	0	0	0
48	1436	Freedom Blvd (#5620)	0	1	1
49	1440	Freedom Blvd & Day Valley Rd	0	0	0
50	1441	Freedom Blvd & La Vida Dr	0	0	0
51	1443	Freedom Blvd & Willow Heights	0	0	0
52	1445	Freedom Blvd & White Rd (Scott Park)	0	0	0
53	1447	Freedom Blvd & Corralitos Rd	0	0	0
54	1449	Freedom Blvd (Manns Apples)	0	0	0
55	2643	Freedom Blvd (#2718)	0	0	0
56	2410	Freedom Blvd (#2672)	0	0	0
57	1451	Freedom Blvd (Rider Apples)	0	0	0
58	1453	Freedom Blvd (Filipino Community Center)	1	0	1
59	1089	Freedom Blvd & Bowker Rd	0	0	0
60	1087	Freedom Blvd & Emme	0	1	1
61	1006	Airport Blvd (Freedom Centre)	0	2	2
62	1098	Green Valley Rd & Holohan Rd (The Towers)	0	0	0
63	2726	Green Valley Rd & Stewart Ave	1	1	2
64	1083	Freedom Blvd & Davis Ave	0	1	1
65	1081	Freedom Blvd & Sydney Ave	0	1	1
66	2637	Freedom Blvd & Crestview Dr	1	1	2
67	2567	Freedom Blvd & Marin	0	0	0
68	2466	Freedom Blvd & Miles Ln	0	0	0
69	2465	Freedom Blvd & Portola Cir	0	0	0
70	2467	Freedom Blvd & W High	0	1	1
71	2641	Freedom Blvd & Brennan	0	0	0
72	2469	Main & W 5th	0	1	1
73	2191	W Lake Ave & Main	0	2	2
74	2211	Clifford Ave & Evelyn Ave	0	0	0
75	2471	Clifford Ave & Crescent Dr	0	0	0
76	1047	Clifford Ave & Melrose Ave	0	1	1
77	1045	Clifford Ave (Clifford Manor)	0	0	0
78	2472	Clifford Ave & Montebello Dr (Pennsylvania)	0	0	0



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79	2628	Clifford Ave & Sherwood Ct	0	0	0
80	1142	Main & Ohlone Pkwy	0	0	0
81	1139	Main & Pennsylvania Dr	0	1	1
82	1137	Main & Auto Center Dr	0	0	0
83	1136	Main & Rodriguez	0	1	1
84	2900	Watsonville Transit Center	0	3	3



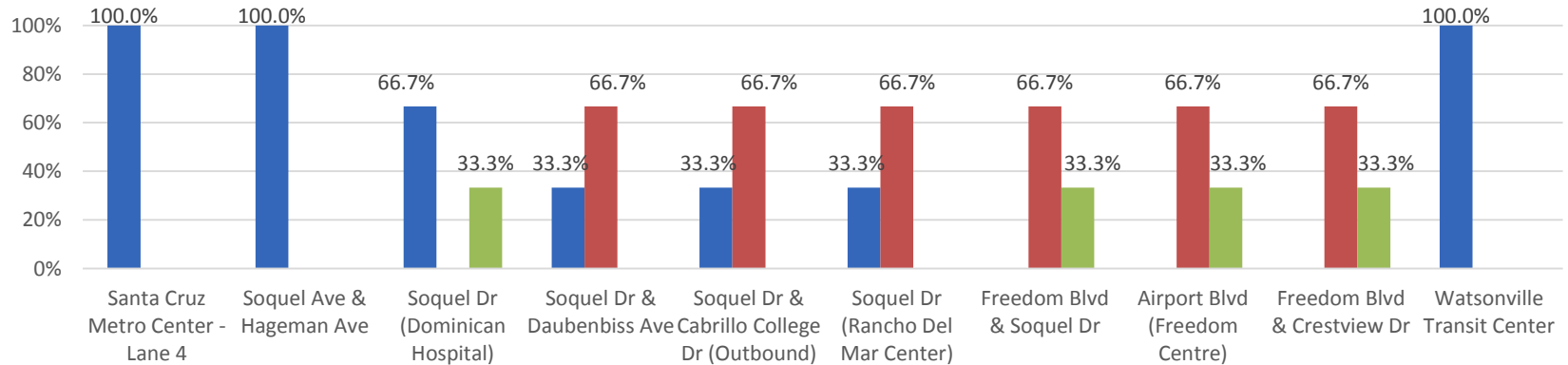
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Nineteen percent of weekday runs were observed (6/32). Three trips were conducted on the route variance serving *Crestview Center* and three were on the route variance serving *Clifford & Pennsylvania*. In addition, one weekend run was observed on the variance serving *Crestview Center* and one was on the route variance serving *Clifford & Pennsylvania*.

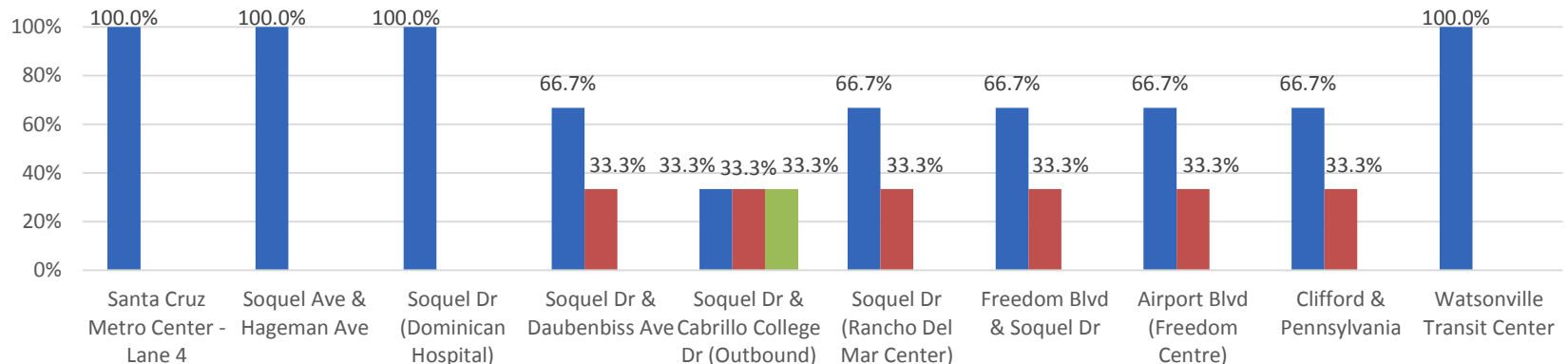
Exhibit 2.68 – On-Time Performance – Route 71 Outbound – Crestview Center – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

Exhibit 2.69 – On-Time Performance – Route 71 Outbound – Clifford & Pennsylvania – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

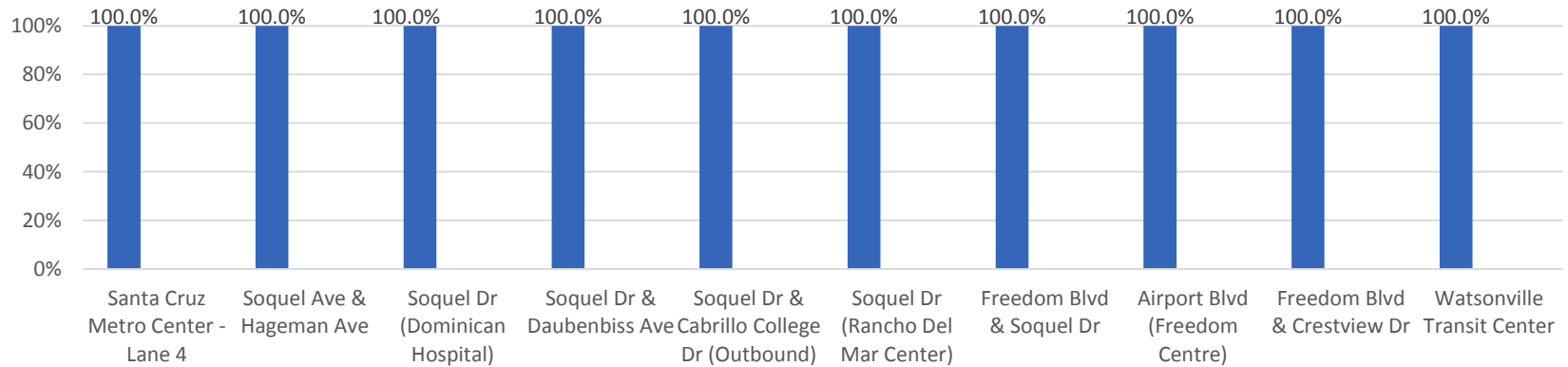


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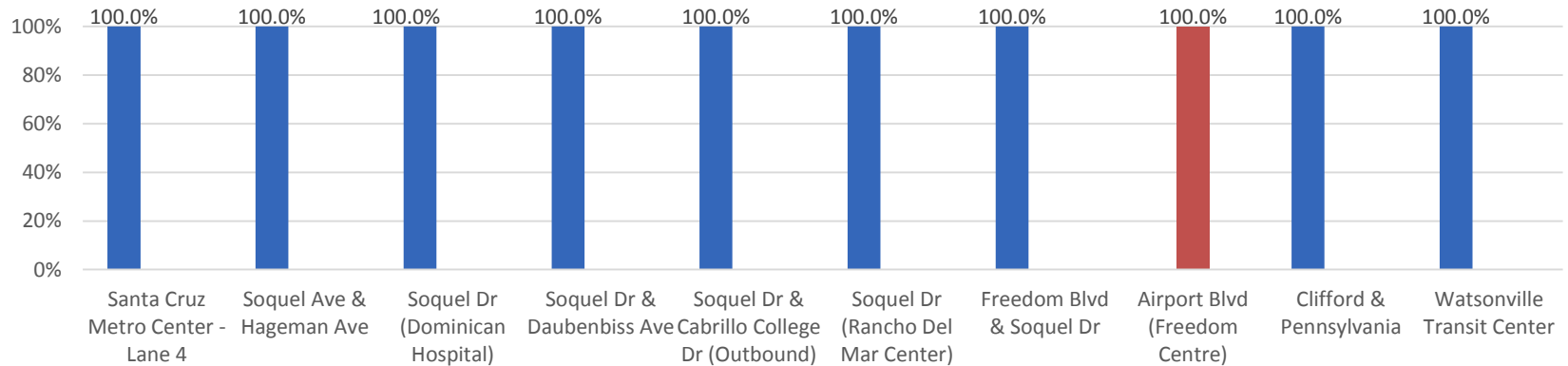
Exhibit 2.70 – On-Time Performance – Route 71 Outbound – Crestview Center – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early

Exhibit 2.71 – On-Time Performance – Route 71 Outbound – Clifford & Pennsylvania – Saturday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 72

Route 72 operates on weekdays and serves Watsonville and Amesti. The weekday service span is 6:45 am to 6:45 pm, during which twelve runs are operated. There is no weekend service. Potential trip generators located in proximity to Route 72 include Watsonville Hospital, Green Valley & Main, and Freedom Centre.

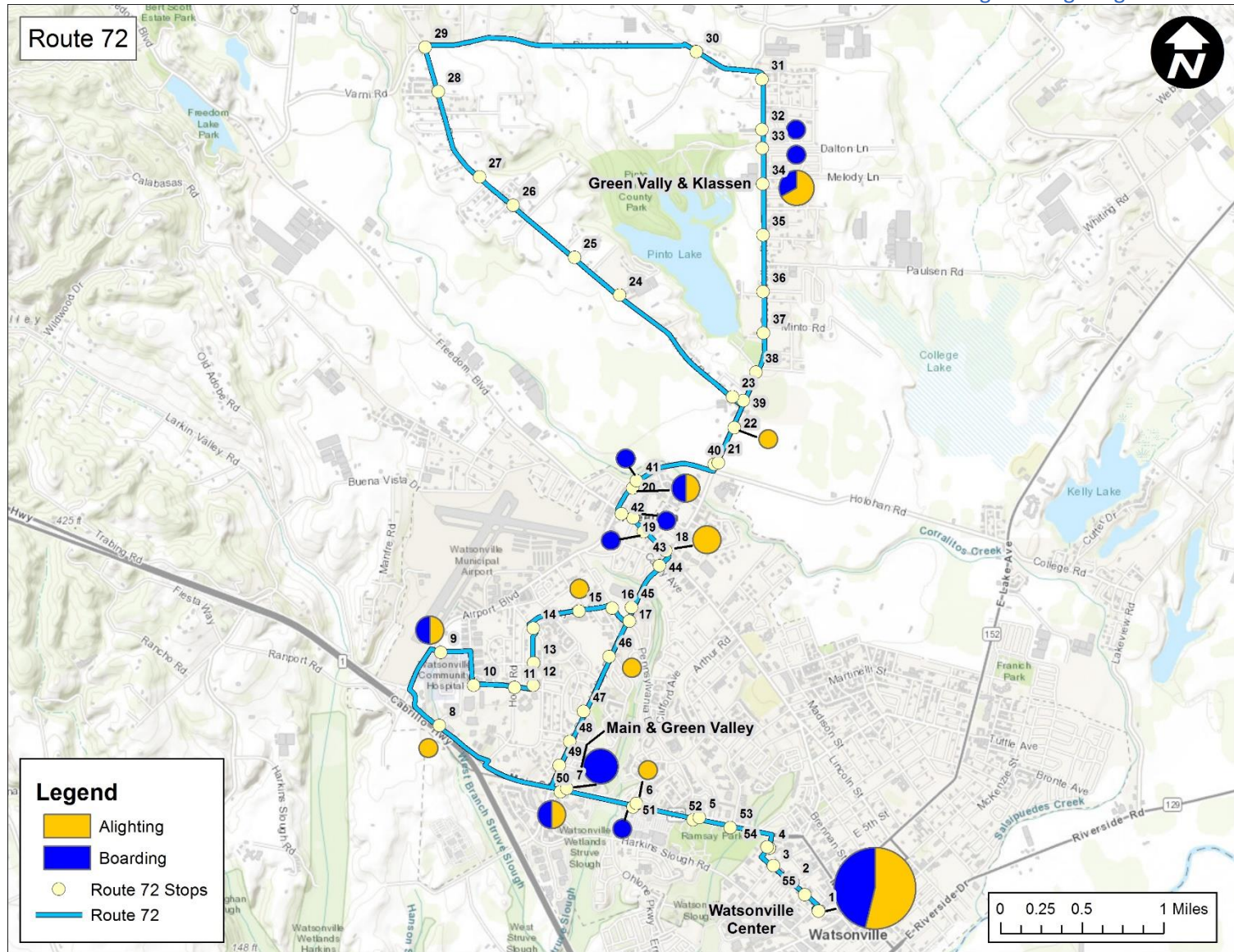
The route is approximately 20 miles in length and includes 55 bus stops. The highest activity was noted at Watsonville Center, Main & Green Valley, and Green Valley & Klassen. Forty-two percent of weekday trips were observed.



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Exhibit 2.72 – Boarding and Alighting – Route 72



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Exhibit 2.73 – Boarding and Alighting by stop – Route 72

Stop	ID	Name	Boarding	Alighting	Total
1	2901	Watsonville Transit Center	6	7	13
2	1177	Rodriguez & W 5th	0	0	0
3	1179	Rodriguez & Ford	0	0	0
4	2192	Rodriguez & Main (The Pines Apts)	0	0	0
5	2734	Main & Pennsylvania Dr	0	0	0
6	1141	Main & Clifford Ave	0	1	1
7	1143	Main & S Green Valley Rd	3	0	3
8	2738	Westgate Dr & Technology Dr (Social Security)	0	1	1
9	2480	Neilson & Airport Blvd (Wats. Hospital)	1	1	2
10	2209	Anna & Hanger Way	0	0	0
11	2481	Anna & Holm Rd	0	0	0
12	1182	Shady Oaks Dr & Anna	0	0	0
13	1183	Shady Oaks Dr & Jeanette Way	0	0	0
14	1185	Sunnyhills Dr & Shady Oaks Dr	0	0	0
15	2714	Holly Dr & Airport Rd	0	1	1
16	2491	Loma Prieta Ave & Holly Dr	0	0	0
17	1095	S Green Valley Rd & Pennsylvania Dr	0	0	0
18	1084	Freedom Blvd & Green Valley Rd	0	2	2
19	1086	Freedom Blvd & Airport Blvd (Freedom Centre)	1	0	1
20	1006	Airport Blvd (Freedom Centre)	1	1	2
21	2433	Green Valley Rd & Holohan Rd	0	0	0
22	2436	Green Valley Rd (Hispanic SDA Church)	0	1	1
23	1015	Amesti Rd & Green Valley Rd (Amesti School)	0	0	0
24	2195	Amesti Rd & Paraiso Dr	0	0	0
25	1020	Amesti Rd & Mann Ave	0	0	0
26	2196	Amesti Rd & E Rianda Rd	0	0	0
27	2197	Amesti Rd & Alaga Ln	0	0	0
28	1026	Amesti Rd & Bollinger Pl	0	0	0
29	2198	Amesti Rd & Pioneer Rd	0	0	0
30	2265	Green Valley Rd & Kliewer Ln	0	0	0
31	2576	Green Valley Rd & Mesa Verde Dr	0	0	0
32	2226	Green Valley Rd & Poultry Ln (Mesa Village)	1	0	1
33	1113	Green Valley Rd & Rancho Todos Santos Rd (Pinto Lake)	1	0	1
34	1110	Green Valley Rd & Klassen Ln	1	2	3
35	2227	Green Valley Rd & Trembly Ln	0	0	0
36	2453	Green Valley Rd & Devon Ln	0	0	0
37	1105	Green Valley Rd & Mello View Ln	0	0	0
38	2228	Green Valley Rd & Behler Rd (Pinto Lake Pk)	0	0	0



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39	1101	Green Valley Rd & Amesti Rd	0	0	0
40	2434	Green Valley Rd & Airport Blvd	0	0	0
41	2407	Airport Blvd (Freedom Centre)	1	0	1
42	2655	Freedom Blvd & Airport Blvd (Library)	0	0	0
43	2224	Freedom Blvd & Roache Rd	1	0	1
44	2413	S Green Valley Rd & Carey Ave	0	0	0
45	2724	S Green Valley Rd & Loma Prieta Ave	0	0	0
46	2414	S Green Valley Rd & Hope Dr (Green Valley Village)	0	1	1
47	2381	S Green Valley Rd & Magnolia Dr	0	0	0
48	2470	S Green Valley Rd & Kralj Dr	0	0	0
49	1092	S Green Valley Rd & Melwood	0	0	0
50	1144	Main & S Green Valley Rd	1	1	2
51	1142	Main & Ohlone Pkwy	1	0	1
52	1139	Main & Pennsylvania Dr	0	0	0
53	1137	Main & Auto Center Dr	0	0	0
54	2204	Rodriguez & Main (The Pines Apts)	0	0	0
55	2205	Rodriguez & Kearney	0	0	0



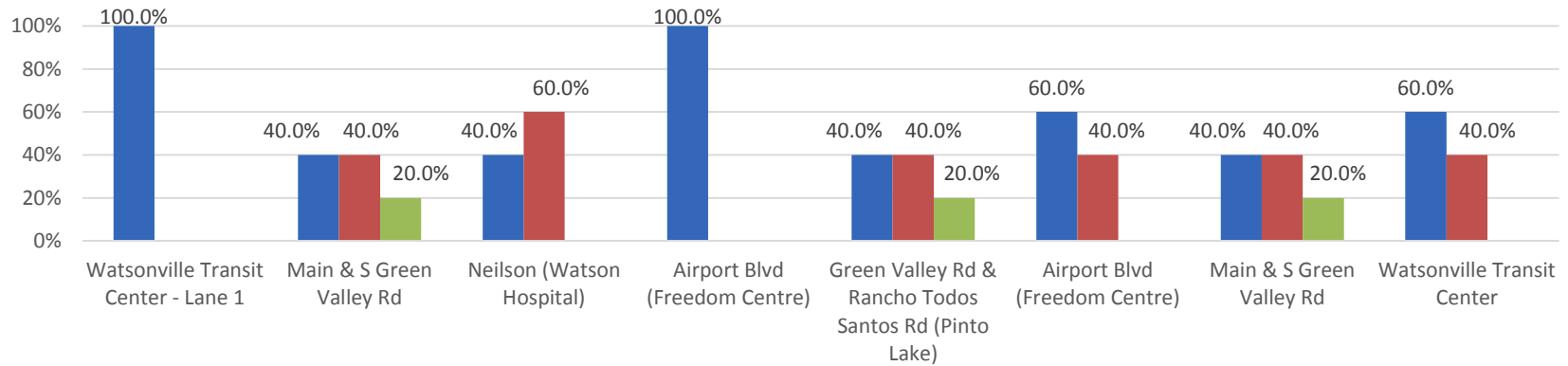
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Forty-two percent of weekday runs were observed (5/12).

Exhibit 2.74 – On-Time Performance – Route 72 – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
 "Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 74S

Route 74S operates on weekdays and serves Watsonville and Freedom. The weekday service span is 7:00 am to 4:05 pm, during which two runs are operated. There is no weekend service. Potential trip generators located in proximity to Route 74 include Watsonville Hospital, Green Valley & Main, and Freedom Centre.

The route is approximately 17 miles in length and includes 46 bus stops. The highest activity was noted at Watsonville Center, Bowker & Calabasas, and Watson Hospital. Fifty percent of weekday trips were observed.

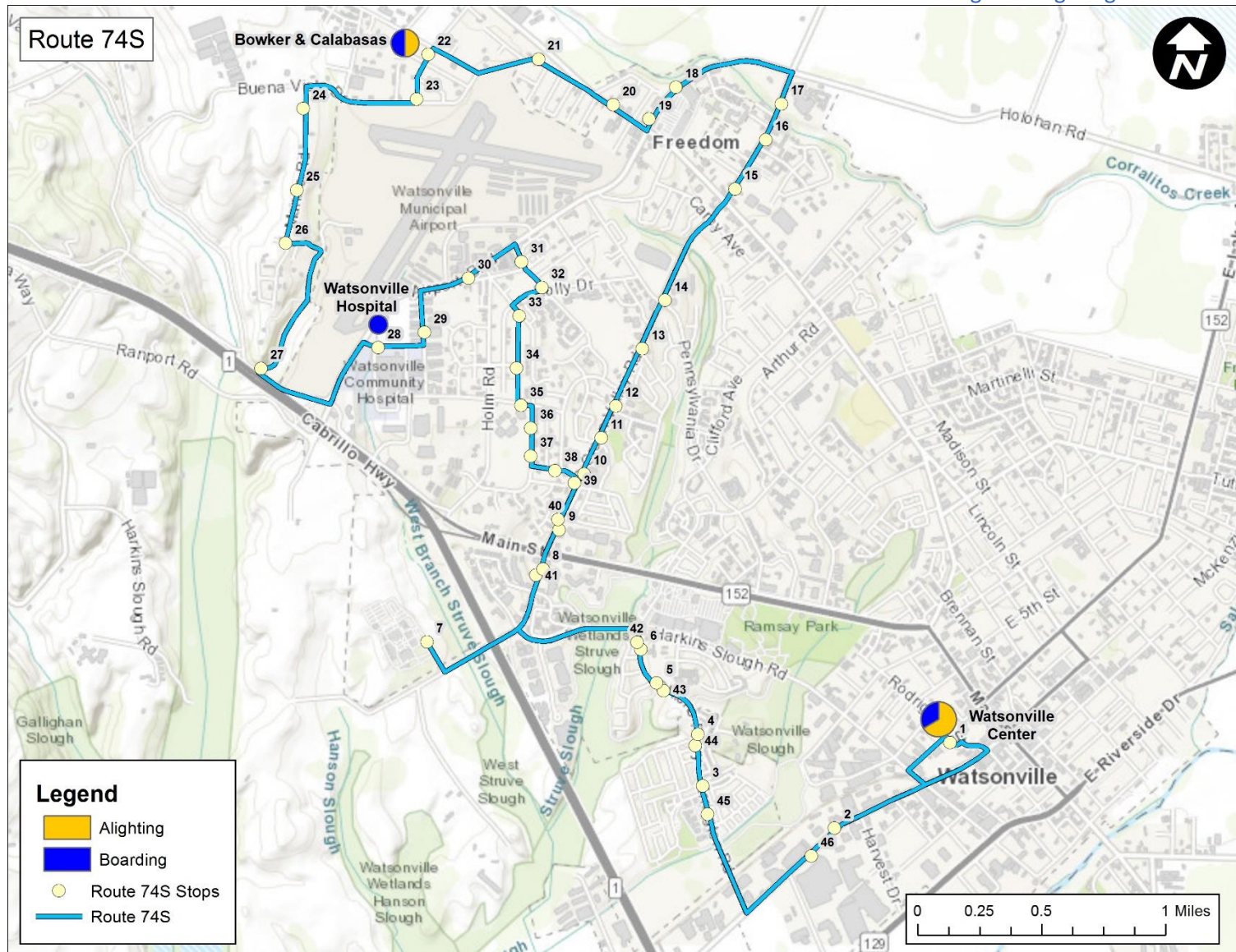


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Exhibit 2.75 – Boarding and Alighting – Route 74S



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Exhibit 2.76 – Boarding and Alighting by stop – Route 74S

Stop	ID	Name	Boarding	Alighting	Total
1	2902	Watsonville Transit Center	1	2	3
2	2705	W Beach (#600)	0	0	0
3	2706	Ohlone Pkwy & Lighthouse Dr	0	0	0
4	2707	Ohlone Pkwy & Loma Vista	0	0	0
5	2708	Ohlone Pkwy & Kingfisher Dr	0	0	0
6	2709	Ohlone Pkwy & Egret Ln	0	0	0
7	2727	Harkins Slough Rd (Pajaro Valley High School)	0	0	0
8	2721	S Green Valley Rd & Main	0	0	0
9	1091	S Green Valley Rd & Melwood	0	0	0
10	2382	S Green Valley Rd & Kralj Dr	0	0	0
11	1093	S Green Valley Rd & Oakridge	0	0	0
12	2220	S Green Valley Rd & Maranatha Dr	0	0	0
13	1094	S Green Valley Rd & Hope Dr (Kingdom Hall)	0	0	0
14	1095	S Green Valley Rd & Pennsylvania Dr	0	0	0
15	1097	Green Valley Rd & Freedom Blvd	0	0	0
16	1100	Green Valley Rd & Carnation Dr (Medical Plaza)	0	0	0
17	1099	Green Valley Rd & Holohan Rd (The Towers)	0	0	0
18	2407	Airport Blvd (Freedom Centre)	0	0	0
19	1003	Airport Blvd & Freedom Blvd	0	0	0
20	1088	Freedom Blvd & Compton Ter	0	0	0
21	2208	Buena Vista Dr & Miller Ave	0	0	0
22	1035	Bowker Rd & Calabasas Rd	1	1	2
23	1034	Bowker Rd & Buena Vista Dr	0	0	0
24	1154	Manfre Rd & Buena Vista Dr	0	0	0
25	1153	Manfre Rd (#222)	0	0	0
26	1152	Manfre Rd & Lucerne Ave	0	0	0
27	1151	Manfre Rd & Larkin Valley Rd	0	0	0
28	2480	Neilson & Airport Blvd (Wats. Hospital)	1	0	1
29	2622	Hanger Way & Neilson	0	0	0
30	2630	Airport Blvd & Holm Rd	0	0	0
31	2487	Ross Ave & Chappell Rd	0	0	0
32	2488	Ross Ave & Holly Dr	0	0	0
33	2416	Sunnyhills Dr & Shady Oaks Dr	0	0	0
34	2489	Shady Oaks Dr & Jeanette Way	0	0	0
35	2214	Anna & Herman Ave	0	0	0
36	1118	Herman Ave (Rolling Hills Middle School)	0	0	0
37	2212	Herman Ave & Kralj Dr	0	0	0
38	1130	Kralj Dr & Lawrence Ave	0	0	0

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39	2470	S Green Valley Rd & Kralj Dr	0	0	0
40	1092	S Green Valley Rd & Melwood	0	0	0
41	2552	S Green Valley Rd & Main	0	0	0
42	2710	Ohlone Pkwy & Harkins Slough Rd	0	0	0
43	2711	Ohlone Pkwy & Kingfisher Dr	0	0	0
44	2712	Ohlone Pkwy & Loma Vista	0	0	0



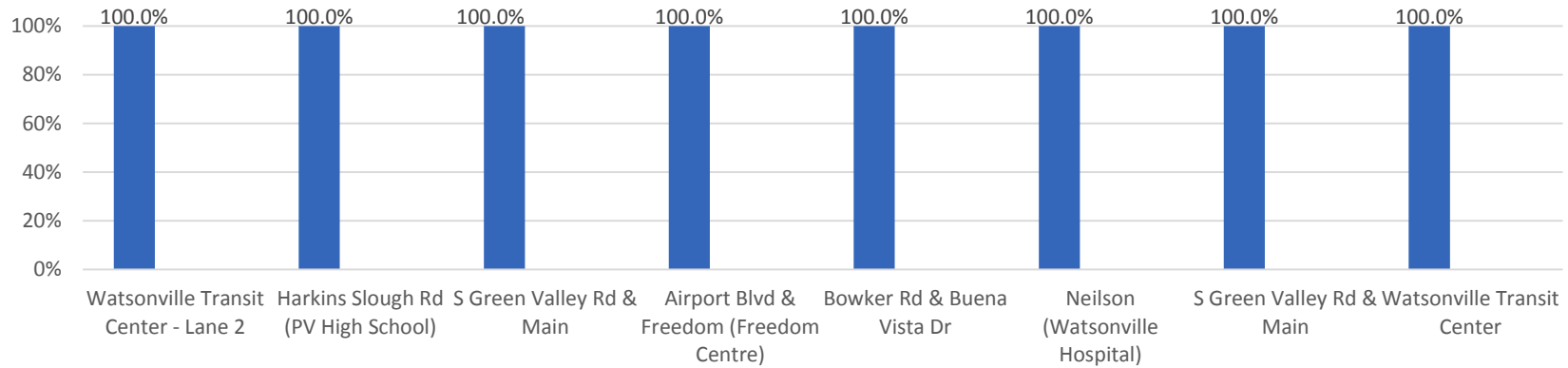
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Half of weekday runs were observed (1/2).

Exhibit 2.77 – On-Time Performance – Route 74S – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 75

Route 75 operates seven days a week and serves Watsonville and the Green Valley area. The weekday service span is 5:15 am to 7:15 pm, during which fourteen runs are operated. The weekend service span is 6:05 am to 6:45 pm, during which eleven runs are operated. Potential trip generators located in proximity to Route 75 include Monte Vista Christian School, Freedom Centre, and Green Valley & Main.

The route is approximately 19 miles in length and includes 60 bus stops. The highest activity was noted at the Watsonville Center, Main & Pennsylvania, Freedom Centre, and Green Valley & Minto. Thirty-six percent of weekday trips were observed.

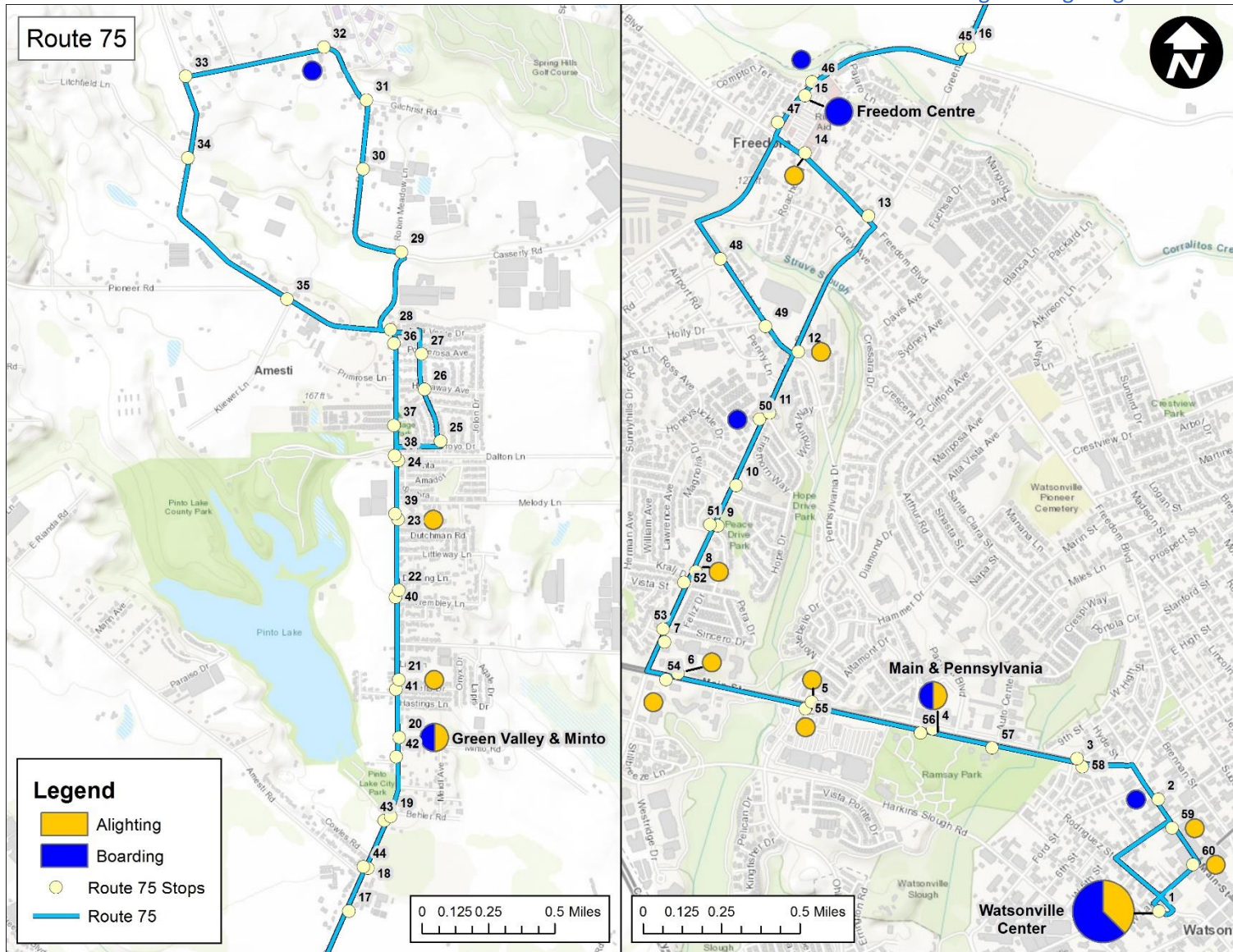


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Exhibit 2.78 – Boarding and Alighting – Route 75



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Exhibit 2.79 – Boarding and Alighting by stop – Route 75

Stop	ID	Name	Boarding	Alighting	Total
1	2902	Watsonville Transit Center	5	3	8
2	2691	Main & Ford	1	0	1
3	2297	Main & Rodriguez	0	0	0
4	2734	Main & Pennsylvania Dr	1	1	2
5	1141	Main & Clifford Ave	0	1	1
6	1143	Main & S Green Valley Rd	0	1	1
7	1091	S Green Valley Rd & Melwood	0	0	0
8	2382	S Green Valley Rd & Kralj Dr	0	1	1
9	1093	S Green Valley Rd & Oakridge	0	0	0
10	2220	S Green Valley Rd & Maranatha Dr	0	0	0
11	1094	S Green Valley Rd & Hope Dr (Kingdom Hall)	0	0	0
12	1095	S Green Valley Rd & Pennsylvania Dr	0	1	1
13	1084	Freedom Blvd & Green Valley Rd	0	0	0
14	1086	Freedom Blvd & Airport Blvd (Freedom Centre)	0	1	1
15	1006	Airport Blvd (Freedom Centre)	2	0	2
16	2433	Green Valley Rd & Holohan Rd	0	0	0
17	2436	Green Valley Rd (Hispanic SDA Church)	0	0	0
18	1102	Green Valley Rd & Amesti Rd	0	0	0
19	1103	Green Valley Rd & Behler Rd (Pinto Lake Pk)	0	0	0
20	1106	Green Valley Rd & Minto Rd	1	1	2
21	2225	Green Valley Rd & Celia Dr	0	1	1
22	1109	Green Valley Rd & Trembly Ln	0	0	0
23	1111	Green Valley Rd & Klassen Ln	0	1	1
24	1112	Green Valley Rd & Dalton Ln	0	0	0
25	2334	Mark Ave & Arroyo Dr	0	0	0
26	2335	Mark Ave & Hathaway Ave	0	0	0
27	2336	Mark Ave & Ponderosa Ave	0	0	0
28	2259	Green Valley Rd & Mesa Verde Dr	0	0	0
29	2260	Wheelock Rd & Casserly Rd	0	0	0
30	2261	Wheelock Rd (#102)	0	0	0
31	2262	Wheelock Rd & Gilchrist Ln	0	0	0
32	2263	Wheelock Rd (Monte Vista School)	1	0	1
33	2264	Wheelock Rd & Green Valley Rd	0	0	0
34	2363	Green Valley Rd & Litchfield Ln	0	0	0
35	2265	Green Valley Rd & Kliewer Ln	0	0	0
36	2576	Green Valley Rd & Mesa Verde Dr	0	0	0
37	2226	Green Valley Rd & Poultry Ln (Mesa Village)	0	0	0
38	1113	Green Valley Rd & Rancho Todos Santos Rd	0	0	0



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39	1110	Green Valley Rd & Klassen Ln	0	0	0
40	2227	Green Valley Rd & Trembly Ln	0	0	0
41	2453	Green Valley Rd & Devon Ln	0	0	0
42	1105	Green Valley Rd & Mello View Ln	0	0	0
43	2228	Green Valley Rd & Behler Rd (Pinto Lake Pk)	0	0	0
44	1101	Green Valley Rd & Amesti Rd	0	0	0
45	2434	Green Valley Rd & Airport Blvd	0	0	0
46	2407	Airport Blvd (Freedom Centre)	1	0	1
47	1003	Airport Blvd & Freedom Blvd	0	0	0
48	2490	Loma Prieta Ave & Cherry Blossom Dr	0	0	0
49	2491	Loma Prieta Ave & Holly Dr	0	0	0
50	2414	S Green Valley Rd & Hope Dr (Green Valley Village)	1	0	1
51	2381	S Green Valley Rd & Magnolia Dr	0	0	0
52	2470	S Green Valley Rd & Kralj Dr	0	0	0
53	1092	S Green Valley Rd & Melwood	0	0	0
54	1144	Main & S Green Valley Rd	0	1	1
55	1142	Main & Ohlone Pkwy	0	1	1
56	1139	Main & Pennsylvania Dr	0	0	0
57	1137	Main & Auto Center Dr	0	0	0
58	1136	Main & Rodriguez	0	0	0
59	2469	Main & W 5th	0	1	1
60	2191	W Lake Ave & Main	0	1	1



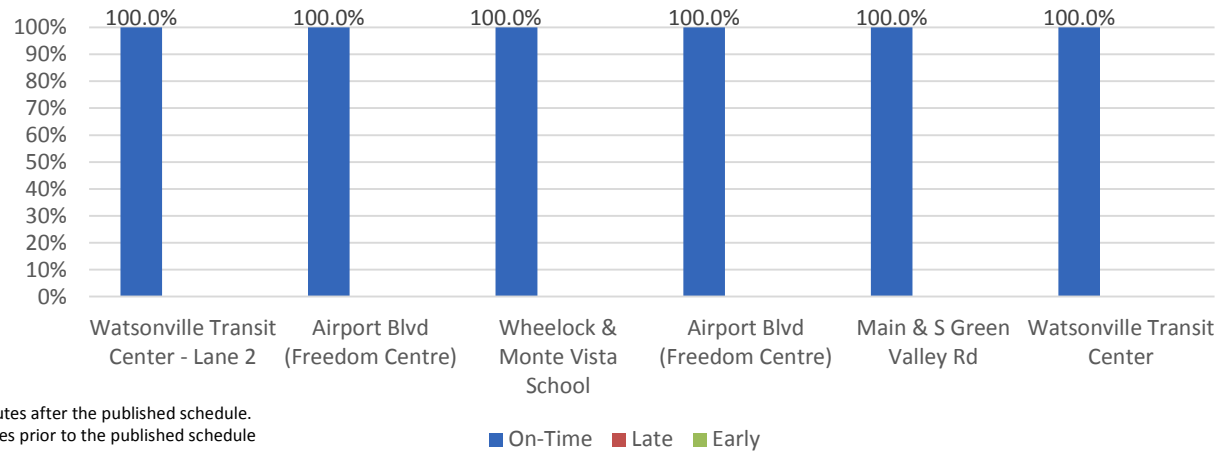
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Thirty-six percent of weekday runs were observed (5/14).

Exhibit 2.80 – On-Time Performance – Route 75 – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 79

Route 79 operates seven days a week and serves Watsonville. The weekday service span is 7:25 am to 6:10 pm, during which eleven runs are operated. The weekend service span is 8:30 am to 5:15 pm, during which three runs are operated. Potential trip generators located in proximity to Route 79 include Watsonville High School, East Lake Village, and Crestview Shopping.

The route and is approximately 11 miles in length and includes 32 bus stops. The highest activity was noted at the Watsonville Center. Thirty-six percent of weekday trips were observed.

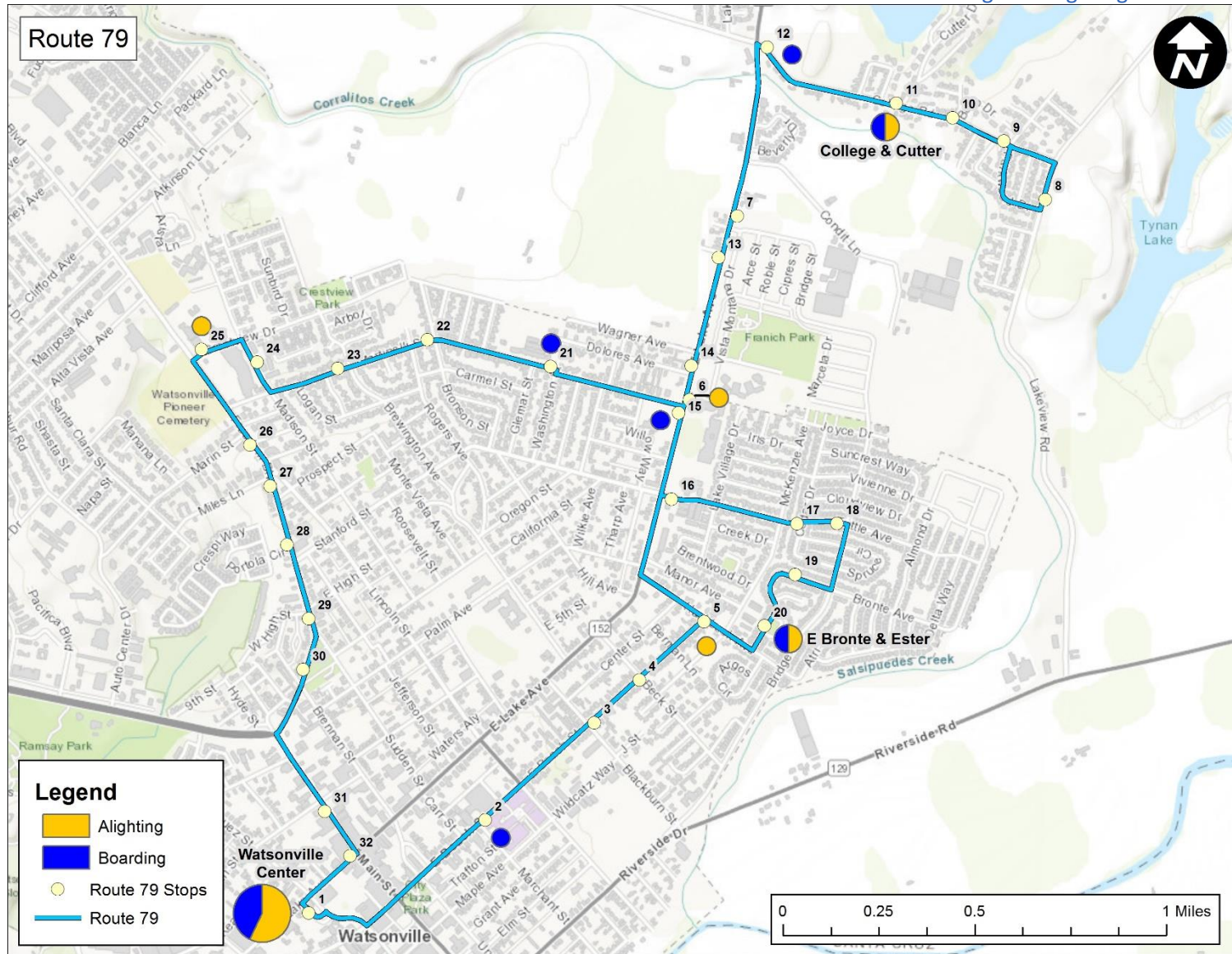


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Exhibit 2.81 – Boarding and Alighting – Route 79



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Exhibit 2.82 – Boarding and Alighting by stop – Route 79

Stop	ID	Name	Boarding	Alighting	Total
1	2902	Watsonville Transit Center	3	4	7
2	1059	E Beach & Marchant (Watsonville High School)	1	0	1
3	1060	E Beach & Blackburn	0	0	0
4	1061	E Beach & Beck	0	0	0
5	1062	E Beach & Hushbeck Ave	0	1	1
6	1070	E Lake & Martinelli (East Lake Village)	0	1	1
7	2725	E Lake & Bridge	0	0	0
8	1127	Lakeview Rd & Parkwood Dr	0	0	0
9	1052	College Rd & Parker Dr	0	0	0
10	2233	College Rd & Taylor Rd (Drew Lake)	0	0	0
11	1053	College Rd & Cutter Dr	1	1	2
12	1054	College Rd & E Lake Ave	1	0	1
13	2234	E Lake & Nugent Ave	0	0	0
14	2554	E Lake & Wagner Ave	0	0	0
15	1069	E Lake & Martinelli (East Lake Village)	1	0	1
16	1193	Tuttle Ave & E Lake Ave	0	0	0
17	1191	Tuttle Ave & Cedar Dr	0	0	0
18	2235	Tuttle Ave & Bridge	0	0	0
19	2573	E Bronte Ave & Bridge	0	0	0
20	1040	E Bronte Ave & Ester Way	1	1	2
21	1149	Martinelli & Washington	1	0	1
22	1147	Martinelli & Bronson	0	0	0
23	1145	Martinelli & Brewington	0	0	0
24	2477	Madison & Crestview Dr (Crestview Garden)	0	0	0
25	1989	Crestview Dr & Freedom Blvd (Crestview Shopping)	0	1	1
26	2567	Freedom Blvd & Marin	0	0	0
27	2466	Freedom Blvd & Miles Ln	0	0	0
28	2465	Freedom Blvd & Portola Cir	0	0	0
29	2467	Freedom Blvd & W High	0	0	0
30	2641	Freedom Blvd & Brennan	0	0	0
31	2469	Main & W 5th	0	0	0
32	2191	W Lake Ave & Main	0	0	0



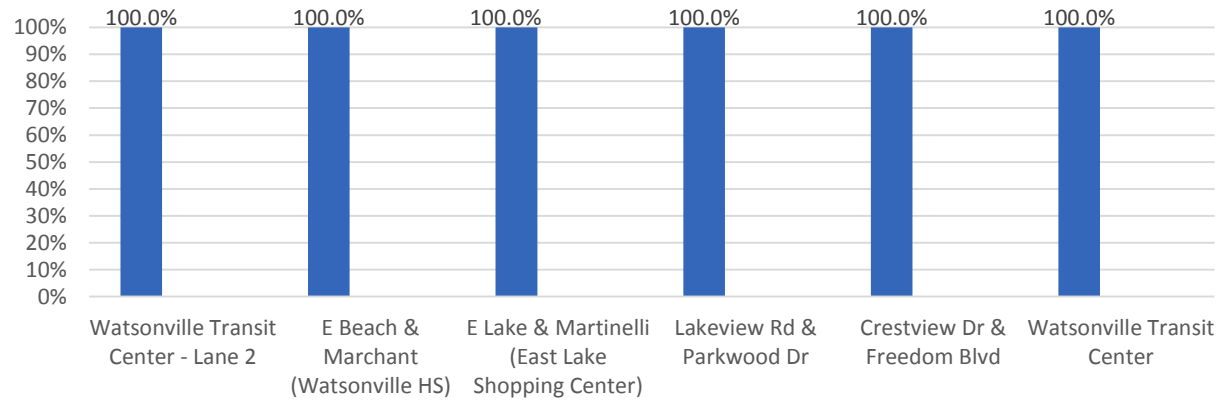
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Thirty-seven percent of weekday runs were observed (4/11).

Exhibit 2.83 – On-Time Performance – Route 79 – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.

■ On-Time ■ Late ■ Early



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Route 91X Outbound

Route 91X Outbound operates on weekdays and serves Santa Cruz, Live Oak, Soquel, Aptos, and Watsonville. The weekday service span is 6:55 am to 6:35 pm, during which twenty-two runs are operated. Eleven of these runs adhere to the Cabrillo College school term calendar. There is no weekend service. Potential trip generators located in proximity to Route 91X include Cabrillo College and Downtown Santa Cruz.

The route is approximately 23 miles in length and includes eleven stops. The highest activity was noted at Cabrillo College, Metro Center, and Watsonville Center. Twenty percent of weekday trips were observed.

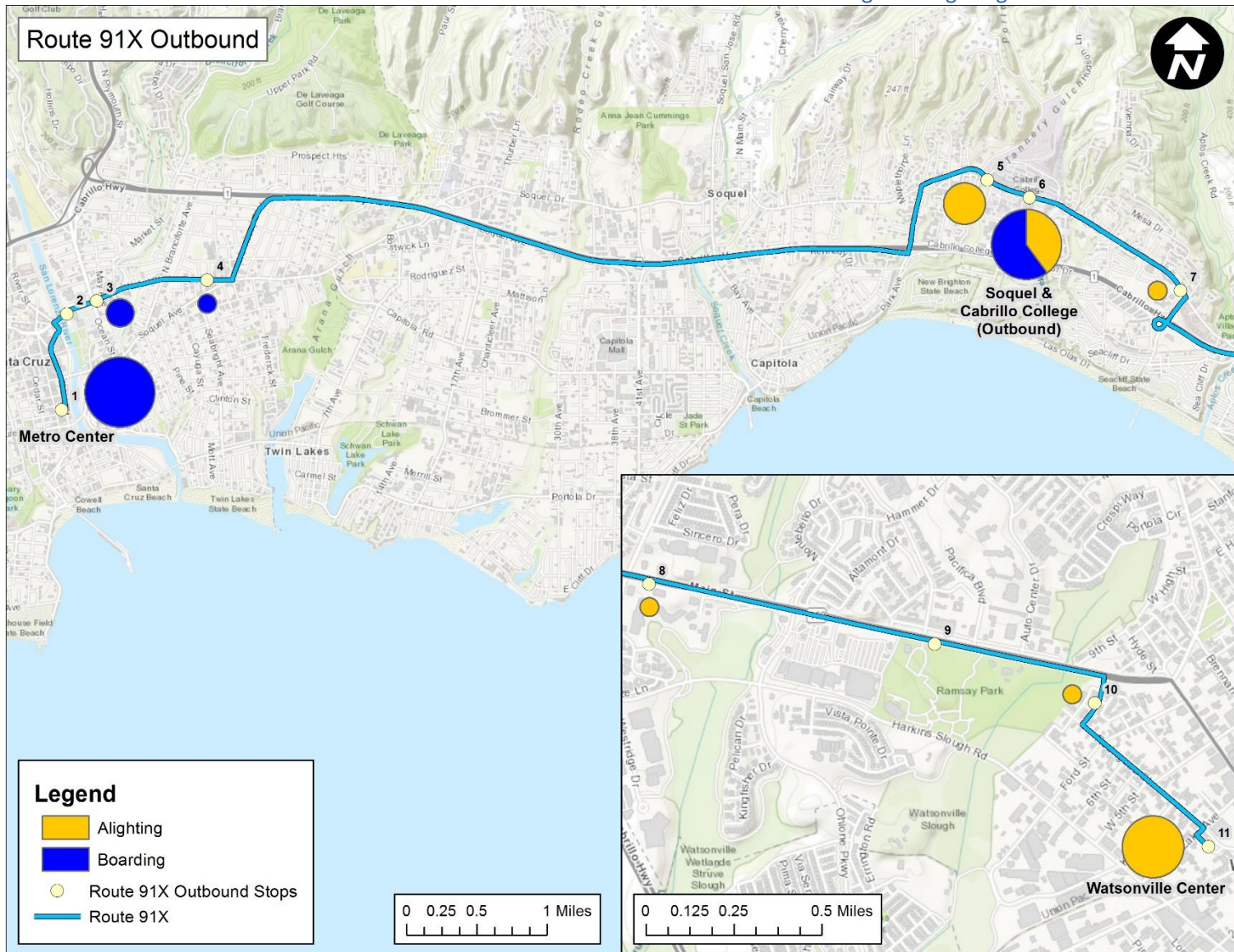


Onboard Transit Ridership Survey and Ride Check

Santa Cruz Metropolitan Transit District

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Exhibit 2.84 – Boarding and Alighting – Route 91X Outbound



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Exhibit 2.85 – Boarding and Alighting by stop – Route 91X Outbound

Stop	ID	Name	Boarding	Alighting	Total
1	2704	Santa Cruz Metro Center	10	0	10
2	1892	Water (Governmental Center)	0	0	0
3	1893	Water & Ocean	2	0	2
4	2728	Water & Poplar Ave	1	0	1
5	2722	Soquel Dr & Lower Perimeter Rd (Sesnon House)	0	4	4
6	1840	Soquel Dr & Cabrillo College Dr (Outbound)	6	4	10
7	1848	Soquel Dr & State Park Dr	0	1	1
8	1144	Main & S Green Valley Rd	0	1	1
9	1139	Main & Pennsylvania Dr	0	0	0
10	2204	Rodriguez & Main (The Pines Apts)	0	1	1
11	2900	Watsonville Transit Center	0	8	8



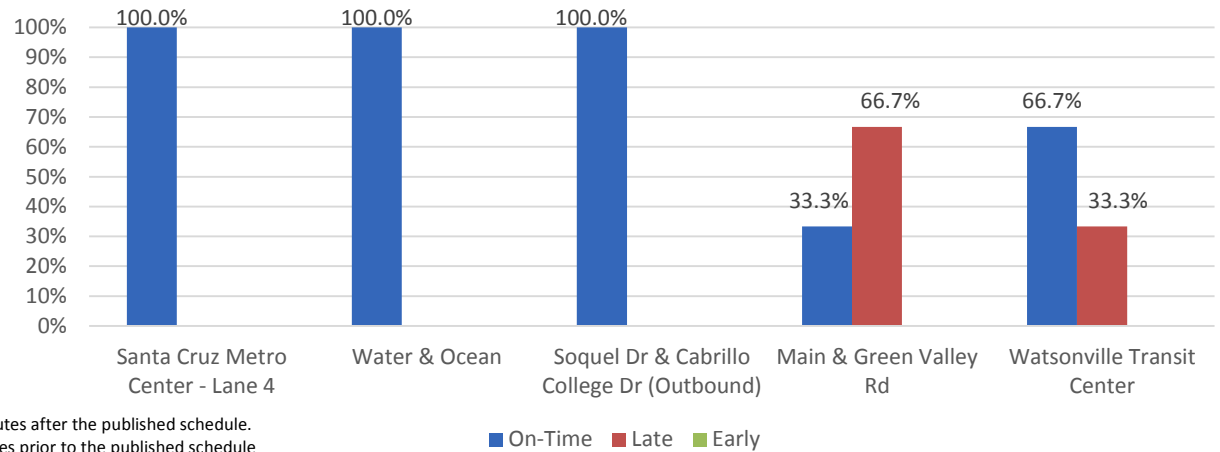
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Fourteen percent of weekday runs were observed (3/22).

Exhibit 2.86 – On-Time Performance – Route 91X Outbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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Route 91X Inbound

Route 91X Inbound operates on weekdays and serves Watsonville, Aptos, Soquel, Live Oak, and Santa Cruz. The weekday service span is 5:55 am to 5:25 pm, during which twenty runs are operated. Eleven of these runs adhere to the Cabrillo College school term calendar. There is no weekend service. Potential trip generators located in proximity to Route 91X include Downtown Santa Cruz and Cabrillo College.

The route is approximately 23 miles in length and includes 13 bus stops. The highest activity was noted at Cabrillo College, Watsonville Center, and Metro Center. Twenty-eight percent of weekday trips were observed.

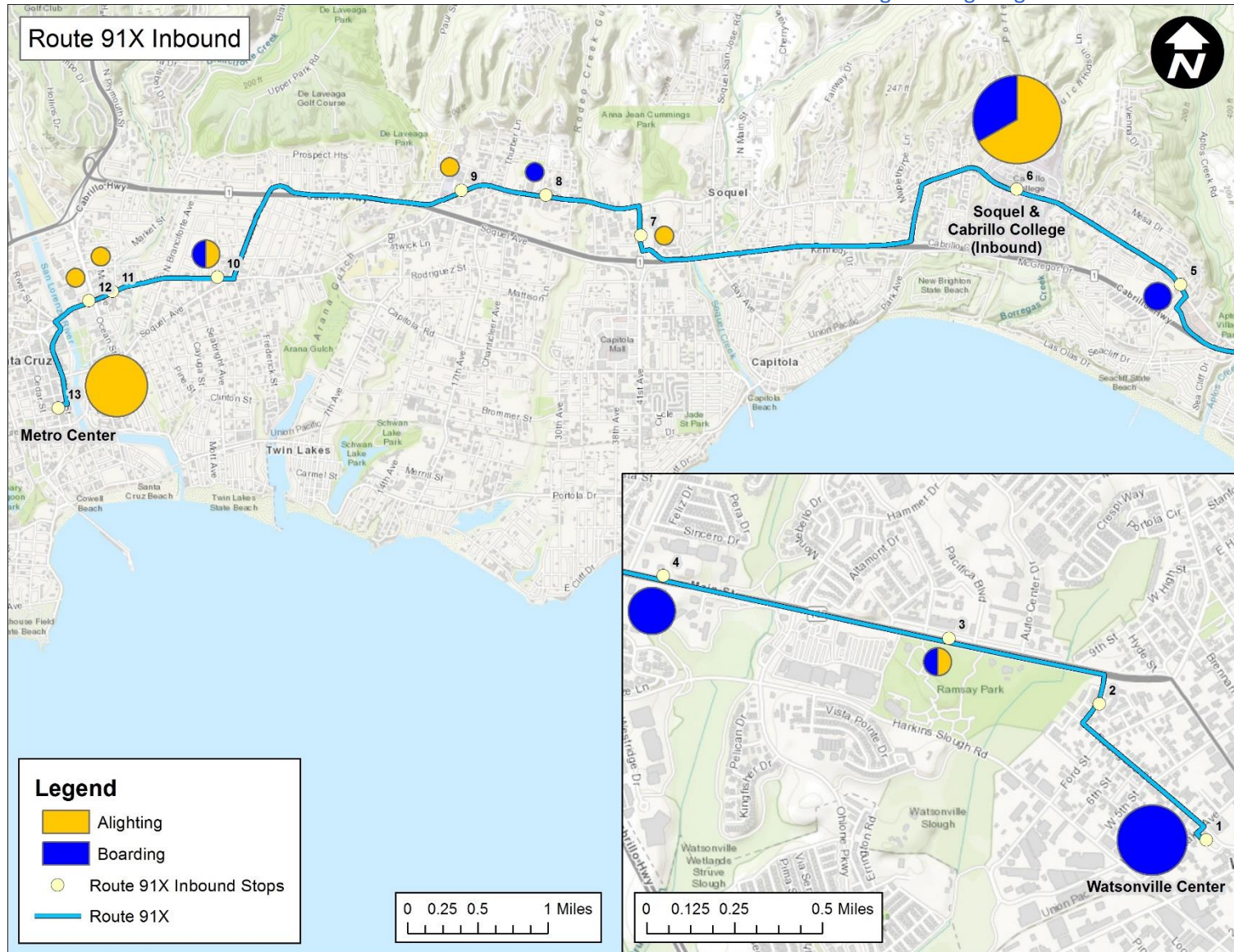


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Exhibit 2.87 – Boarding and Alighting – Route 91X Inbound



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Exhibit 2.88 – Boarding and Alighting by stop – Route 91X Inbound

Stop	ID	Name	Boarding	Alighting	Total
1	2901	Watsonville Transit Center	10	0	10
2	2192	Rodriguez & Main (The Pines Apts)	0	0	0
3	2734	Main & Pennsylvania Dr	1	1	2
4	1143	Main & S Green Valley Rd	5	0	5
5	1849	Soquel Dr & E Ledyard Way (Aptos Library)	2	0	2
6	1839	Soquel Dr & Cabrillo College Dr (Inbound)	5	10	15
7	2149	41st Ave (Home Depot)	0	1	1
8	1810	Soquel Dr & Winkle Ave	1	0	1
9	1805	Soquel Dr (Dominican Hospital)	0	1	1
10	1903	Water & Poplar Ave	1	1	2
11	1895	Water & Market	0	1	1
12	1894	Water & Ocean	0	1	1
13	2700	Santa Cruz Metro Center	0	8	8



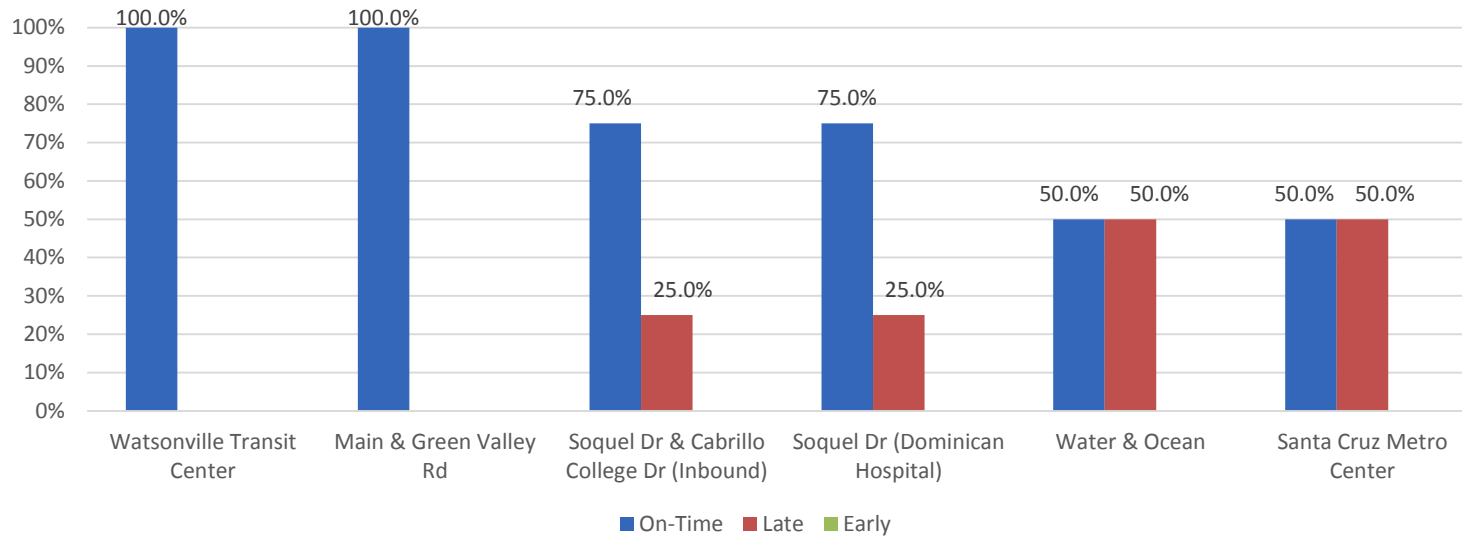
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Twenty percent of weekday runs were observed (4/20).

Exhibit 2.89 – On-Time Performance – Route 91X Inbound – Weekday



"Late" is defined as trips departing more than five minutes after the published schedule.
"Early" is defined as trips departing one or more minutes prior to the published schedule time.



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3. Onboard Transit Ridership Survey

An onboard rider survey was conducted to assess customer satisfaction and collect rider origin and destination information. A bilingual survey (English/Spanish) was offered on all non-UCSC routes. A total of 976 responses were received onboard, exceeding the sampling goal of 600 by more than 60 percent.

All surveys were completed using a paper version of the survey (included in Appendix A of this report). The data was subsequently entered into an SPSS database. The results from the onboard survey translate to 98 percent confidence (plus or minus 3.5-percent margin of error) at the system level.

Survey Instrument Design

Moore & Associates worked with METRO staff to ensure the survey instrument captured the information needed to support planning and marketing decisions. Along with both origin/destination and boarding/alighting locations, questions were used to assess perceptions of service attributes, travel patterns, and customer demographics.

Sampling Plan

Moore & Associates created a stratified sampling plan based on each route's relative share of total ridership. There were no individual route targets for weekend service. Surveys were collected on four weekdays and one Saturday across all day-parts (AM peak, mid-day, and PM peak).

Data Analysis

All survey data was entered into a database and then exported into Microsoft Excel. Moore & Associates was responsible for the data entry process, reviewing data entry work on a daily basis, while also conducting spot-checks throughout each data collection day.

Data cleaning was then undertaken by trained personnel. This process resolved variations in data formatting such as identical responses being entered as different (i.e., "Santa Cruz Station" and "Pacific Station" were rationalized to provide a single response). The cleaned data was then imported into a Statistical Package for the Social Sciences (SPSS) platform for further analysis.

Geocoding

Once the initial survey data was cleaned, corresponding location data was appropriately formatted, then geocoded by longitude and latitude for import into ArcGIS 10.3. Data formatting included standardization of street names, naming conventions, and location identification based on cross-streets and/or landmarks.



Onboard Transit Ridership Survey and Ride Check

Santa Cruz Metropolitan Transit District

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Exhibit 3.1 – Onboard Survey Sampling Plan

Santa Cruz METRO 2019 Onboard Survey Sampling Plan				
Route	Average weekday riders	Percentage of weekday ridership	Sample target by route	Actual surveys collected
Route 3	70	0.9%	5	8
Route 4	187	2.3%	14	21
Route 35/35A	1040	12.9%	78	101
Route 40	40	0.5%	3	4
Route 41	22	0.3%	2	8
Route 42	45	0.6%	3	3
Route 55	140	1.7%	10	31
Route 66	450	5.6%	34	66
Route 68	325	4.0%	24	32
Route 69A	672	8.4%	50	92
Route 69W	930	11.6%	69	104
Route 71	1950	24.3%	146	224
Route 72	180	2.2%	13	27
Route 74S	30	0.4%	2	2
Route 75	238	3.0%	18	41
Route 79	66	0.8%	5	13
Route 91X	672	8.4%	50	75
Hwy 17	976	12.1%	73	124
TOTAL	8033	100.0%	600	976



Onboard Transit Ridership Survey and Ride Check

Santa Cruz Metropolitan Transit District

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Exhibit 3.2 – Survey by Date

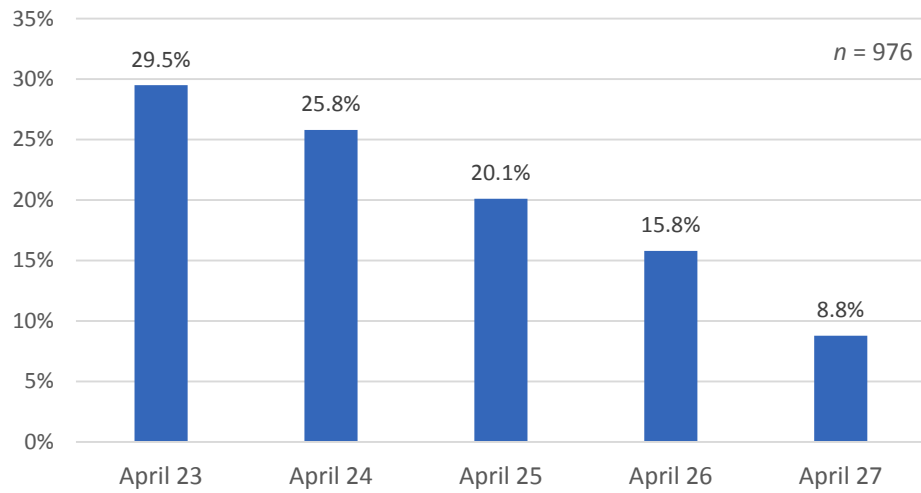
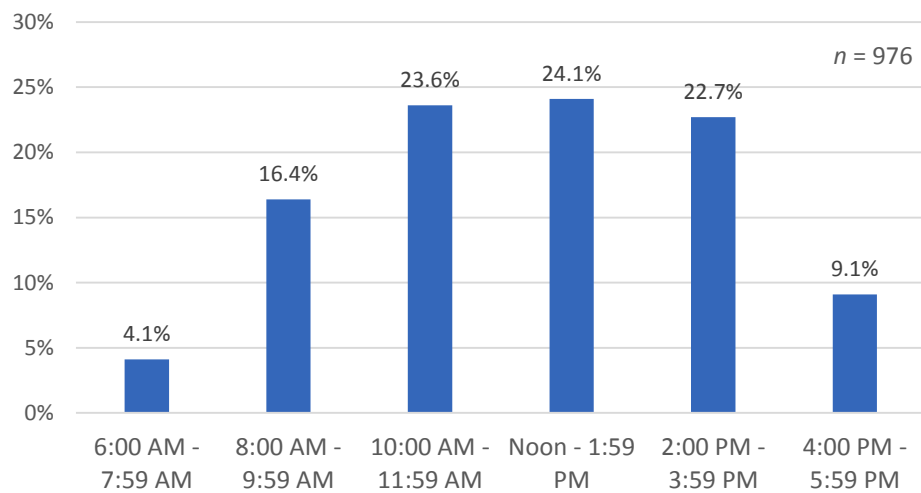


Exhibit 3.3 – Survey by Time

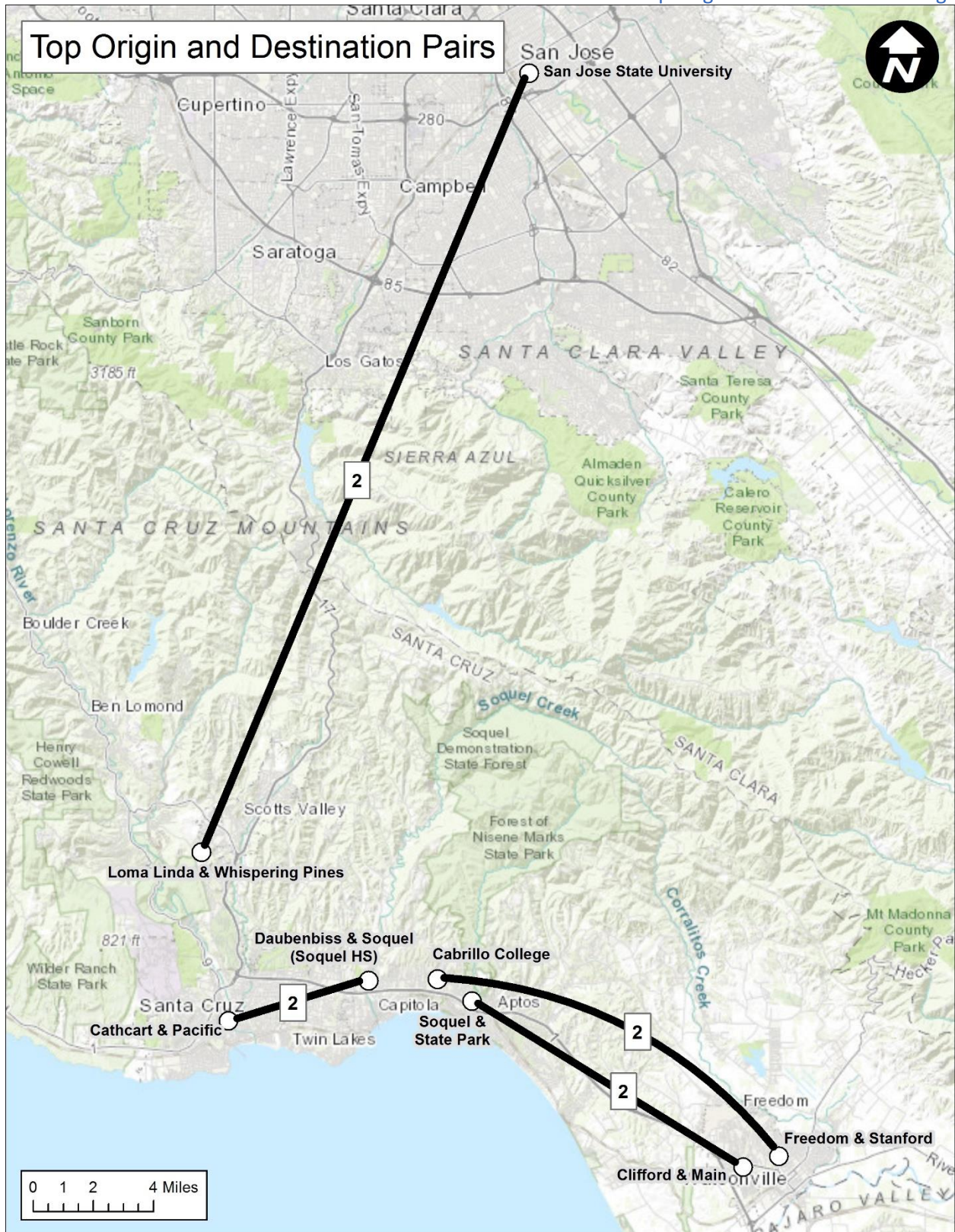


Onboard Transit Ridership Survey and Ride Check

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Exhibit 3.4 – Top Origin and Destination Pairings



Onboard Transit Ridership Survey and Ride Check

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Exhibit 3.5 – Top Origin and Destination Pairings

Top Origin and Destination Pairs		
Frequency	Location 1	Location 2
2	Cabrillo College	Freedom Blvd & Stanford Blvd
2	Cathcart St & Pacific Ave	Daubenbiss Ave & Soquel Dr (Soquel HS)
2	Clifford Dr & Main St	Soquel Dr & State Park Dr
2	Loma Linda Ct & Whispering Pines Dr	San Jose State University

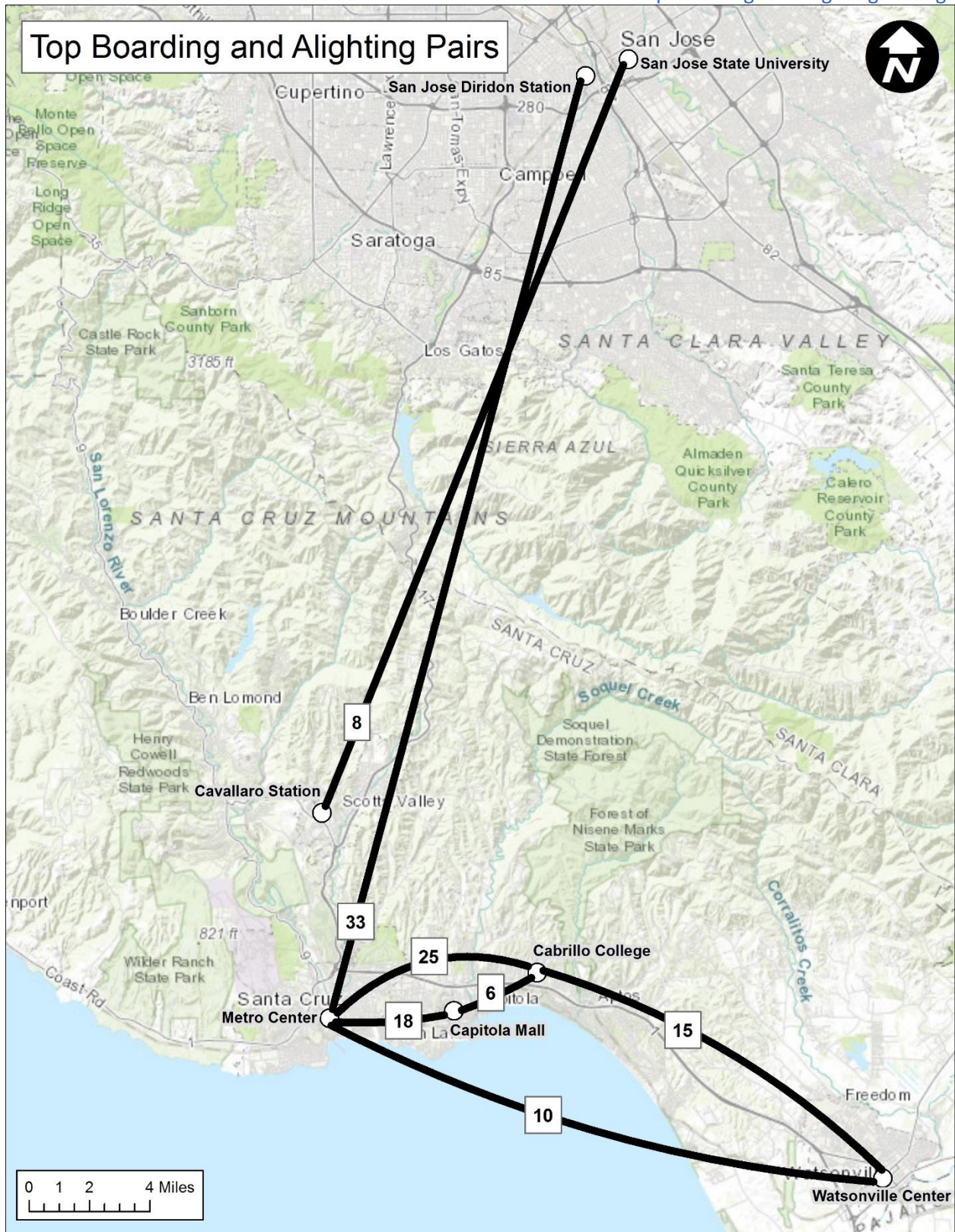


Onboard Transit Ridership Survey and Ride Check

Santa Cruz Metropolitan Transit District

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Exhibit 3.6 – Top Boarding and Alighting Pairings



Onboard Transit Ridership Survey and Ride Check

Santa Cruz Metropolitan Transit District

Final Report

Exhibit 3.7 – Top Boarding and Alighting Pairings

Top Boarding and Alighting Pairs		
Frequency	Location 1	Location 2
33	Metro Station	San Jose Diridon Station
25	Cabrillo College	Metro Station
18	Capitola Mall	Metro Station
15	Cabrillo College	Watsonville Station
10	Metro Station	Watsonville Station
8	Cavallaro Station	San Jose State University
6	Cabrillo College	Capitola Mall

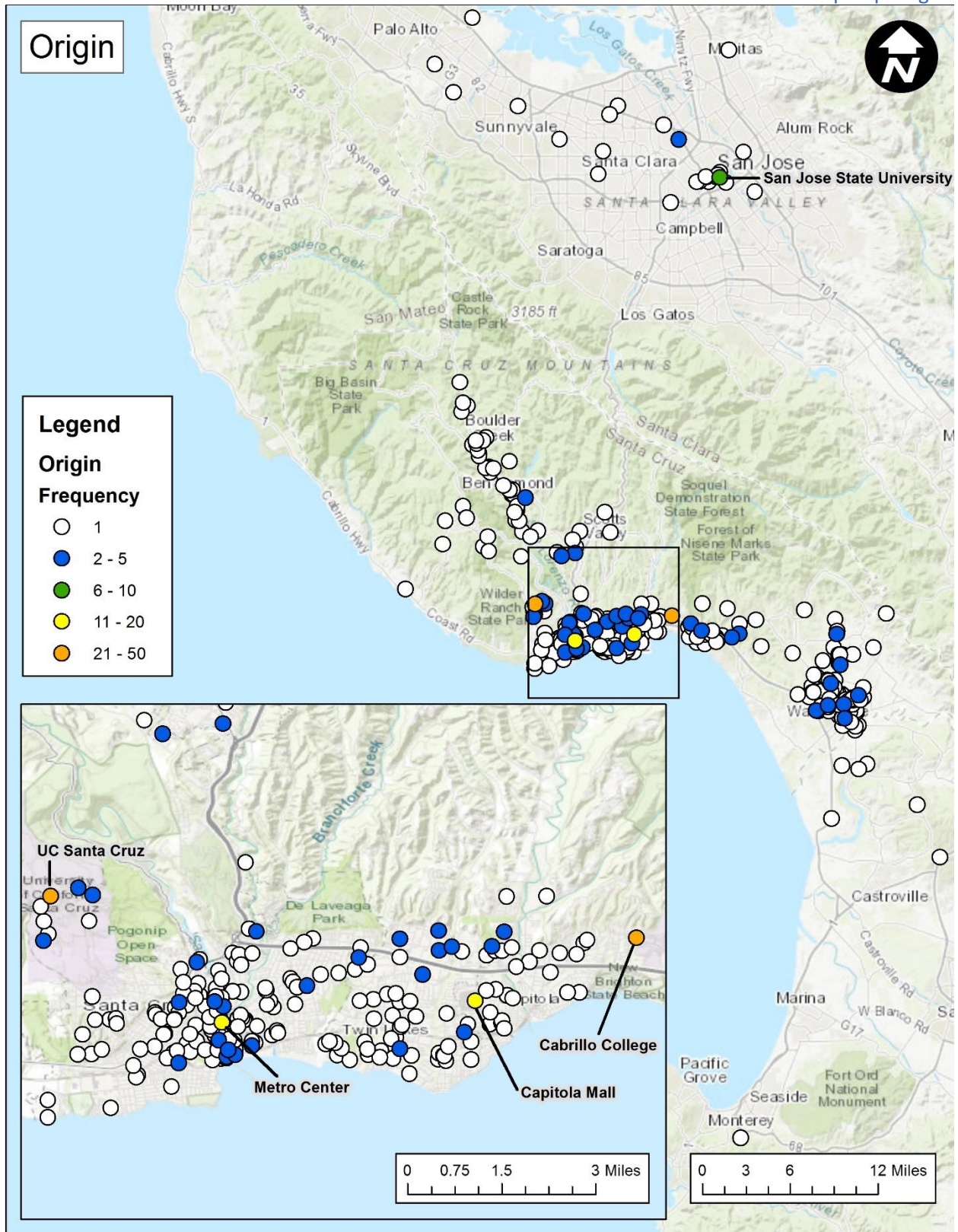


Onboard Transit Ridership Survey and Ride Check

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Exhibit 3.8 – Top Trip Origins



Onboard Transit Ridership Survey and Ride Check

Santa Cruz Metropolitan Transit District

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Exhibit 3.9 – Top Trip Origins

Top Origin Locations	
Frequency	Location
25	UC Santa Cruz
24	Cabrillo College
19	Capitola Mall
15	Metro Center
7	San Jose State University

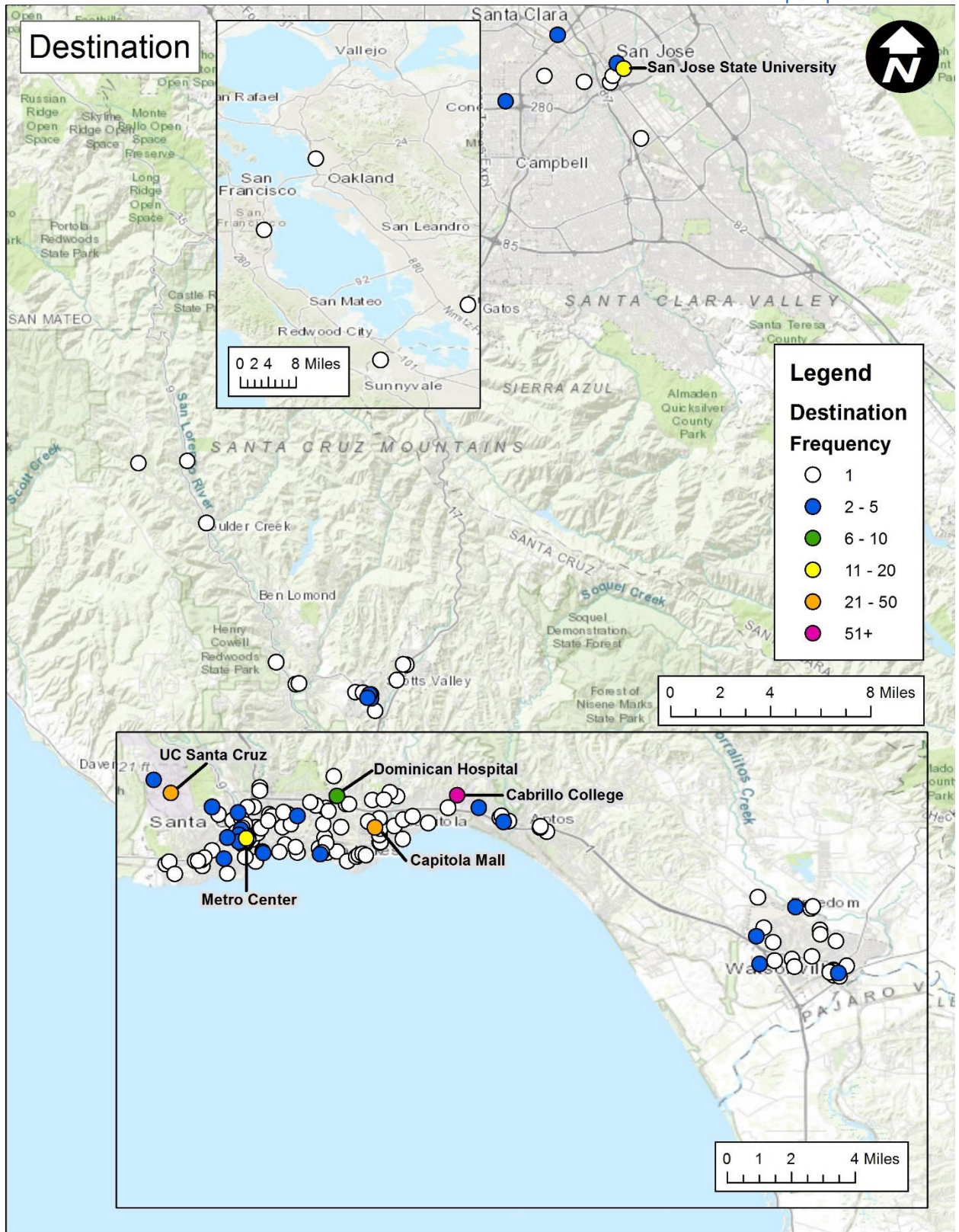


Onboard Transit Ridership Survey and Ride Check

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Exhibit 3.10 – Top Trip Destinations



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Exhibit 3.11 – Top Trip Destinations

Top Destination Locations	
Frequency	Location
61	Cabrillo College
34	Capitola Mall
32	UC Santa Cruz
14	San Jose State University
12	Metro Center
7	Dominican Hospital

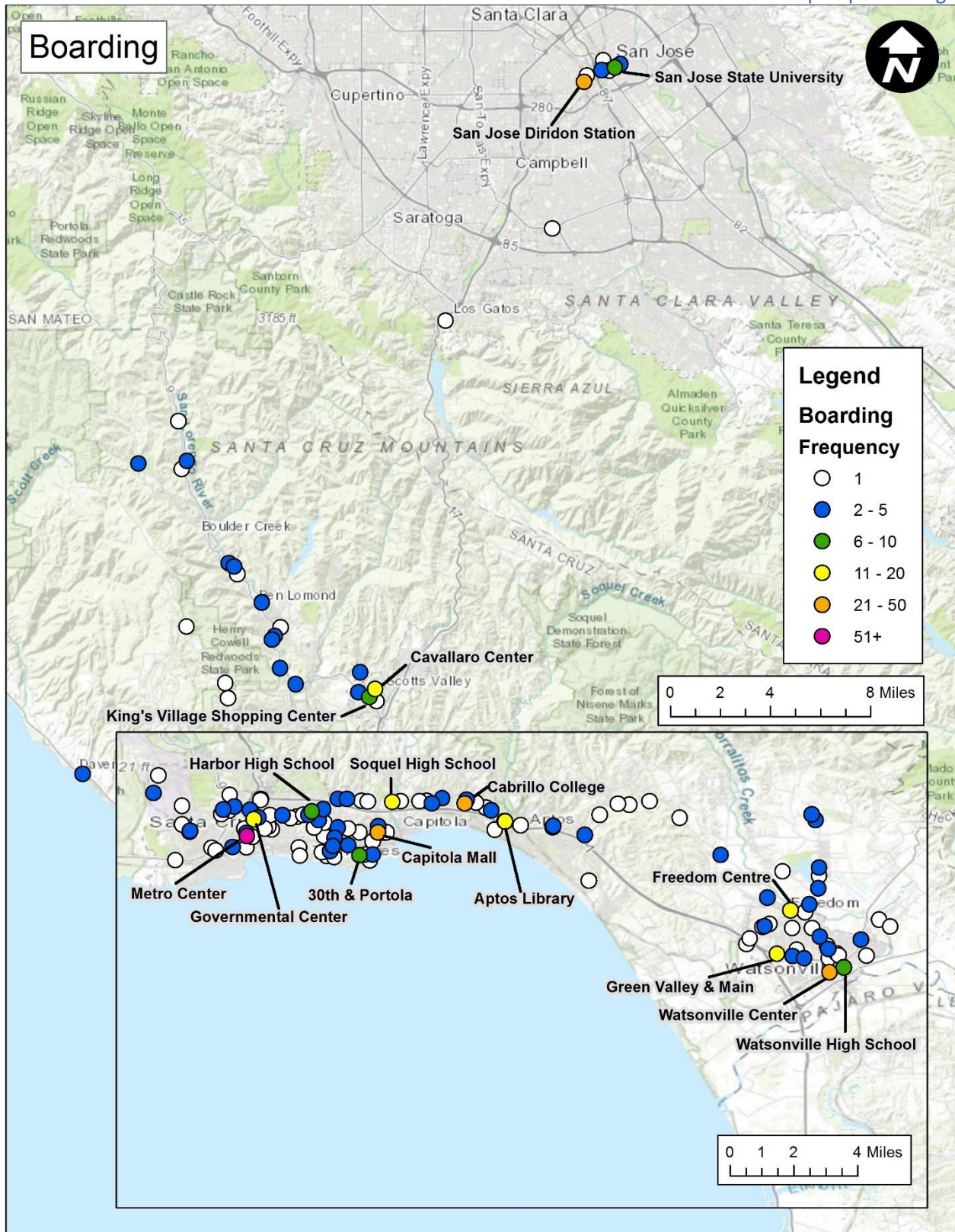


Onboard Transit Ridership Survey and Ride Check

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Exhibit 3.12 – Top Trip Boardings



Onboard Transit Ridership Survey and Ride Check

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Exhibit 3.13 – Top Trip Boardings

Top Boarding Locations	
Frequency	Location
161	Metro Center
50	Watsonville Center
46	Cabrillo College
39	Capitola Mall
21	San Jose Diridon Station
18	Cavallaro Center
16	Aptos Library
16	Soquel High School
14	Green Valley & Main
13	Governmental Center
11	Freedom Centre
7	30 th & Portola
7	San Jose State University
7	Watsonville High School
6	King's Valley Shopping Center
6	Harbor High School

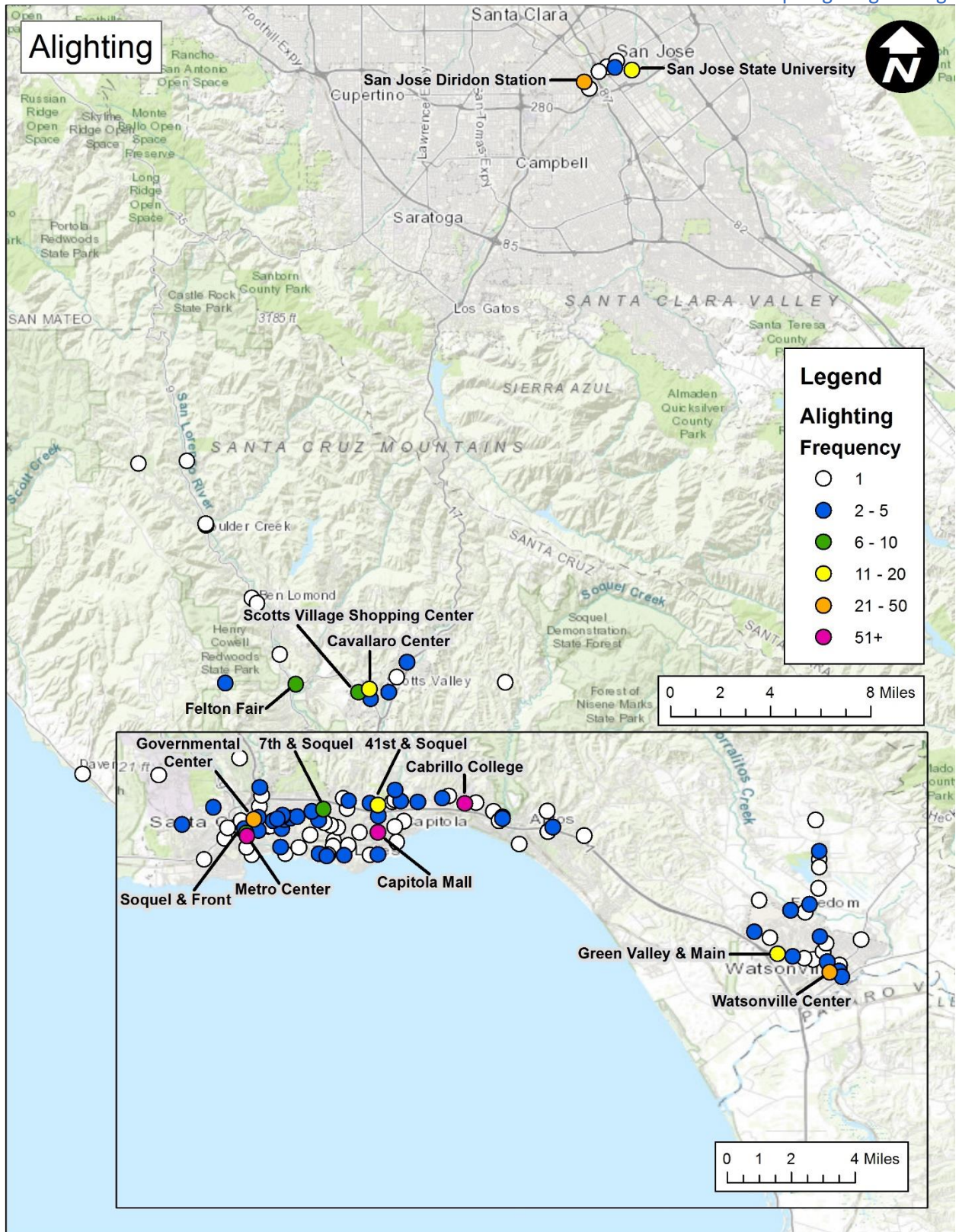


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Exhibit 3.14 – Top Alighting Pairings



Onboard Transit Ridership Survey and Ride Check

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Exhibit 3.15 – Top Trip Alightings

Top Alighting Locations	
Frequency	Location
99	Metro Center
70	Cabrillo College
60	Capitola Mall
38	San Jose Diridon Station
31	Watsonville Station
22	Governmental Center
20	Cavallaro Center
14	San Jose State University
12	Main & Green
11	41 st & Soquel
8	Felton Fair
6	7 th & Soquel
6	Soquel & Front
6	Scotts Village Shopping Center

Before additional analysis was conducted, all remaining survey questions were segregated into “Highway 17” responses and “Local Route” responses.



Onboard Transit Ridership Survey and Ride Check

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Highway 17 Express Survey Responses

Key Findings

Based on commonalities in response data, certain conclusions were drawn regarding survey participant attitudes, awareness, travel behavior and demographics.

The profile customer is between the ages of 18 and 44. She is employed, has access to the internet, lives with at least one other person and has access to a vehicle.

Key findings from the Onboard Transit Rider Survey for Highway 17:

- METRO is held in high esteem based on overall ratings. More than 84 percent rated METRO service as either “good” or “excellent”.
- The most preferred service improvement for Highway 17 riders was “more buses/increased frequency”.
- *Weekend service levels* was the lowest-rated service attribute, with only 47 percent rating it as “excellent” or “good”.
- The most frequently-cited reason for riding METRO was “work” (30.8 percent) or “school” (30.8 percent).
- More than half of the riders surveyed (57.3 percent) reported their current trip would be “single-seat” with no need to transfer.
- More than 40 percent of the riders surveyed paid for their one-way trip a 15-ride or 31-day pass.

Analysis of individual survey questions follows.



Onboard Transit Ridership Survey and Ride Check

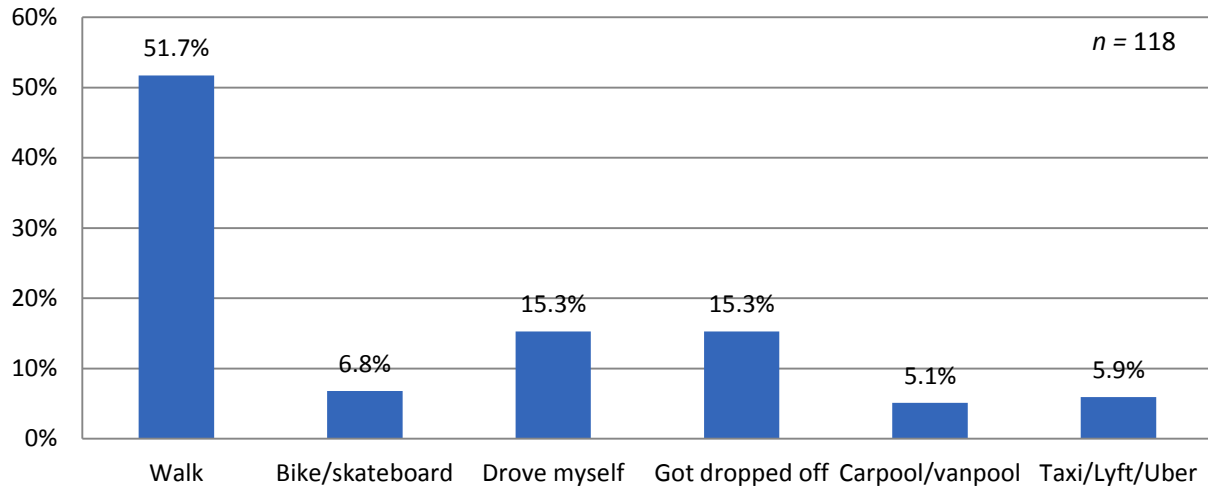
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How did you travel to your first bus stop today?

More than half of respondents indicated walking to their initial bus stop.

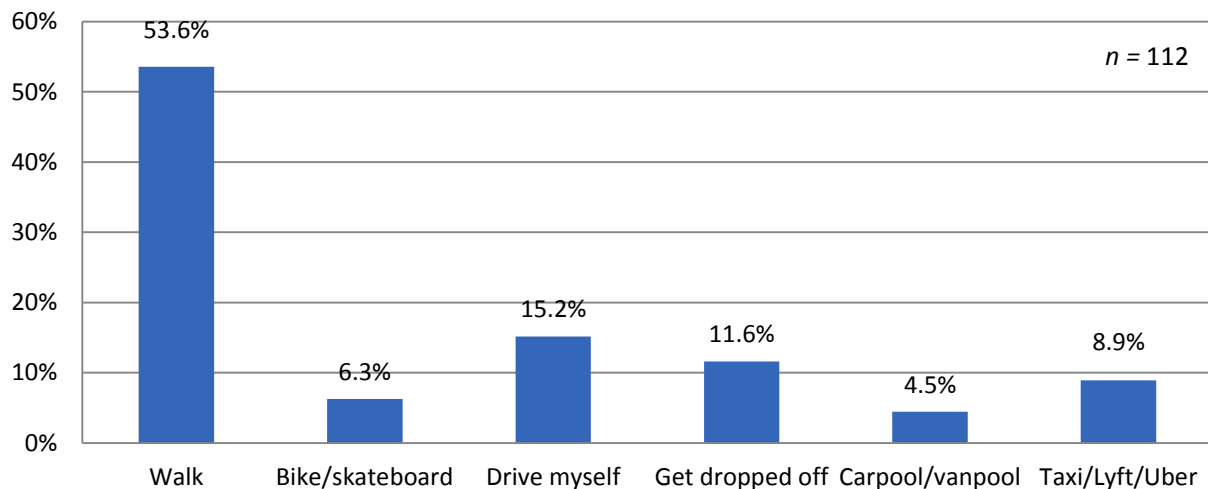
Exhibit 3.16 – First Stop



How will you travel from your final bus stop to your destination today?

Again, more than half of respondents indicated walking from their final bus stop to their destination.

Exhibit 3.17 – Last Stop



Onboard Transit Ridership Survey and Ride Check

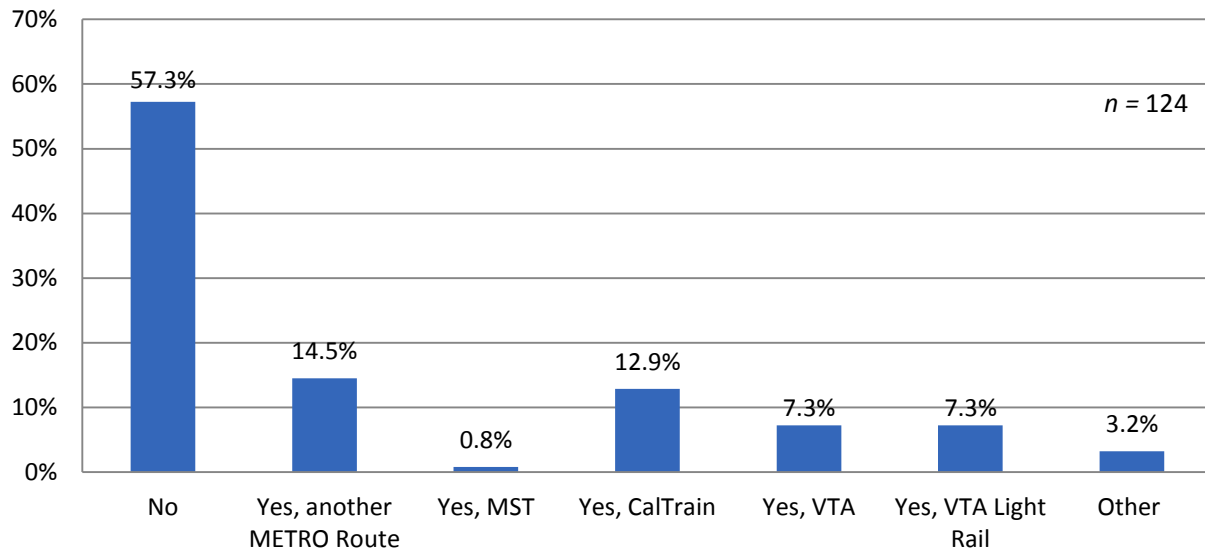
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Does this one-way trip include a transfer to or from another METRO route or other public transit?

The majority of respondents indicated that they would not be making a transfer to complete their trip.

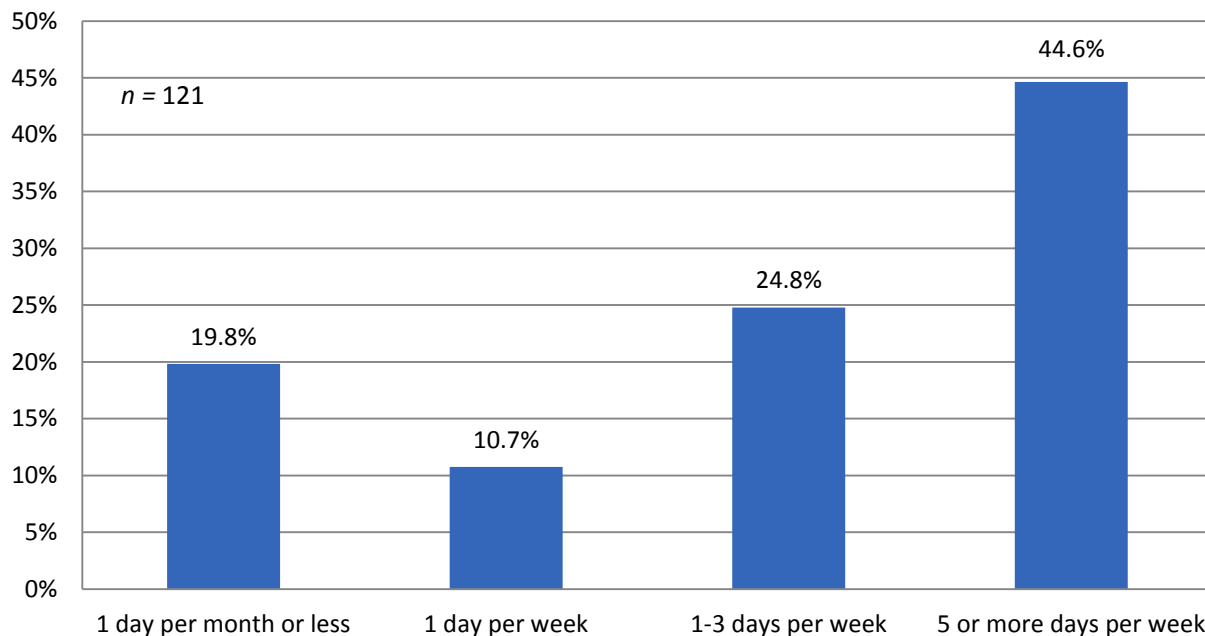
Exhibit 3.18 – Transfer



How often do you ride the METRO bus?

The majority of respondents (80.2 percent) ride every week, with nearly 45 percent indicating riding five or more days per week.

Exhibit 3.19 – Rider Frequency



Onboard Transit Ridership Survey and Ride Check

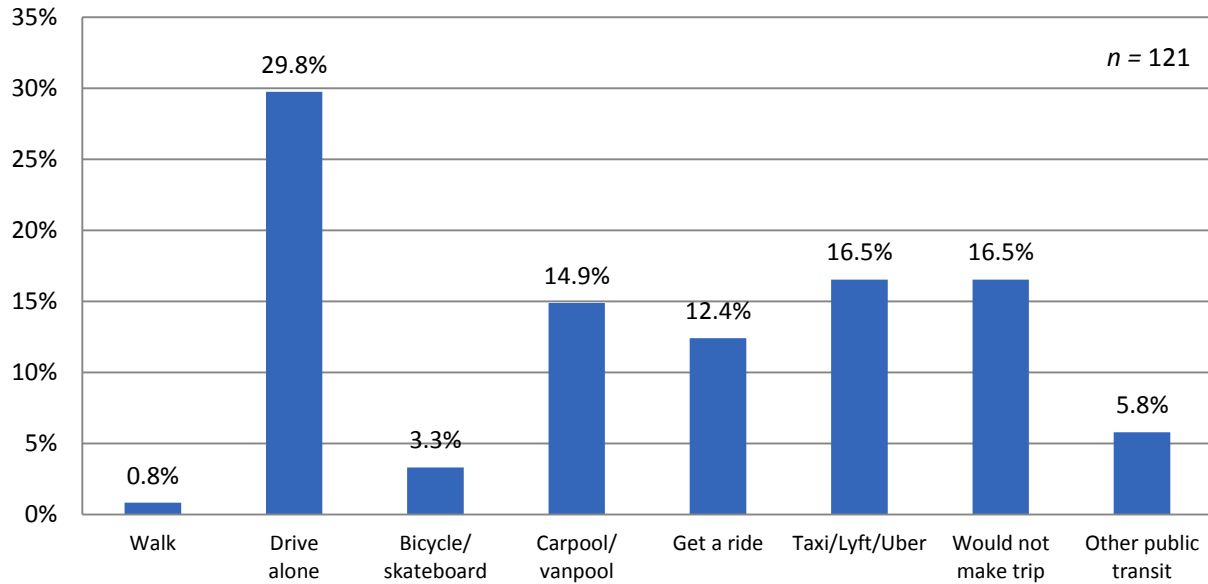
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If METRO were not available, how would you have made this trip?

More than two-thirds (70.2 percent) of respondents can be considered “transit-dependent”.

Exhibit 3.20 – Alternatives to METRO



Onboard Transit Ridership Survey and Ride Check

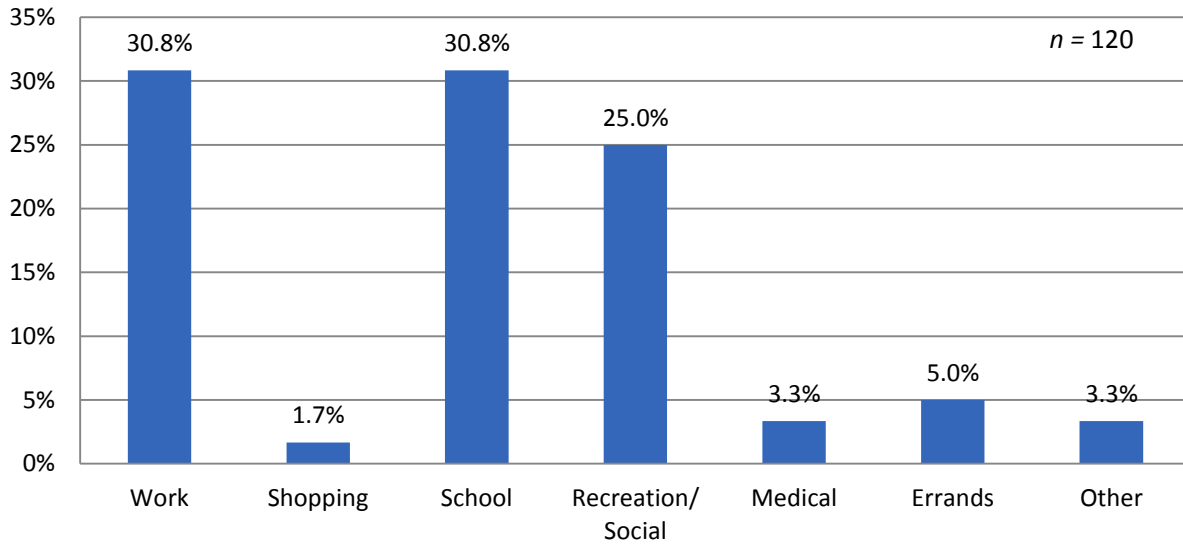
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What is the purpose of your trip today?

Work and School were the most commonly selected responses.

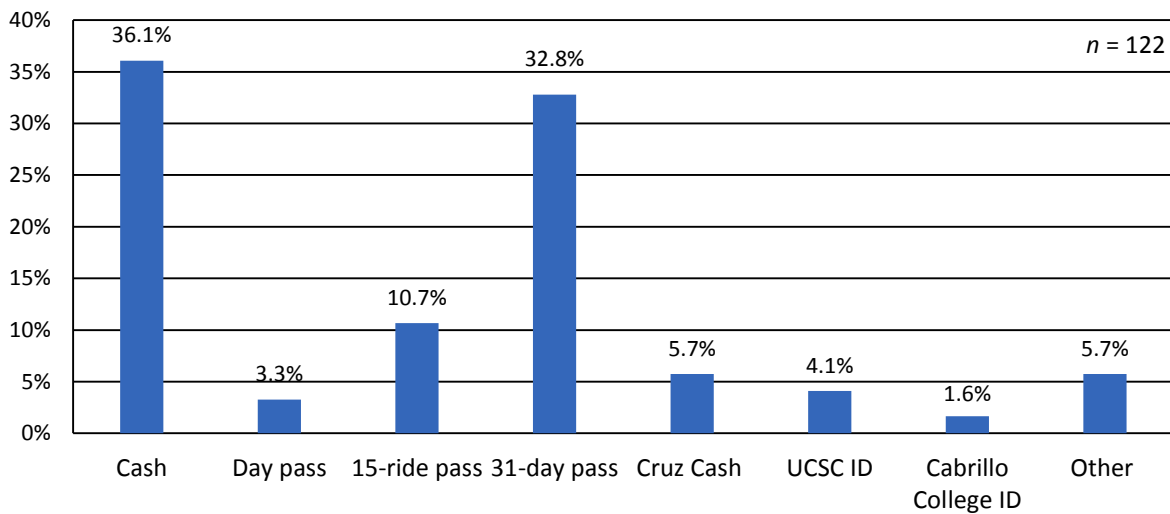
Exhibit 3.21 – Trip Purpose



How did you pay your fare for this trip?

Nearly half of respondents (43.5 percent) indicated using a 15-ride or 31-day pass.

Exhibit 3.22 – Fare



Onboard Transit Ridership Survey and Ride Check

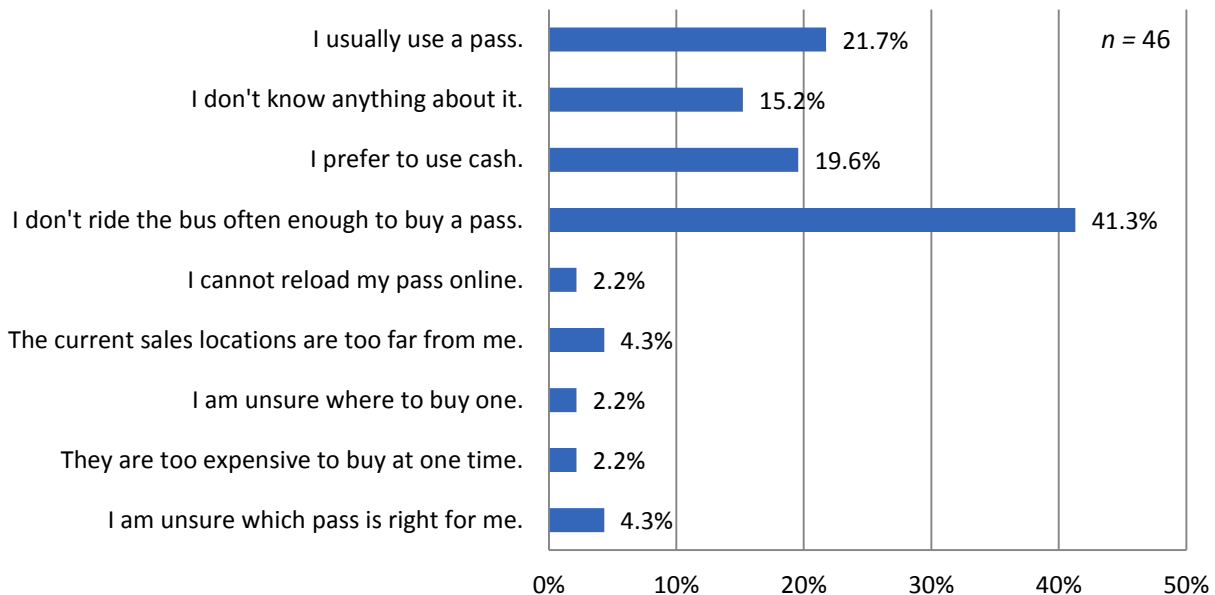
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If you don't use a METRO bus pass or Cruz Cash, why not?

Respondents who indicated paying cash were asked a follow-up question to determine why they do not utilize a METRO pass or Cruz Cash card. The most common response was due to not riding often enough to justify the purchase.

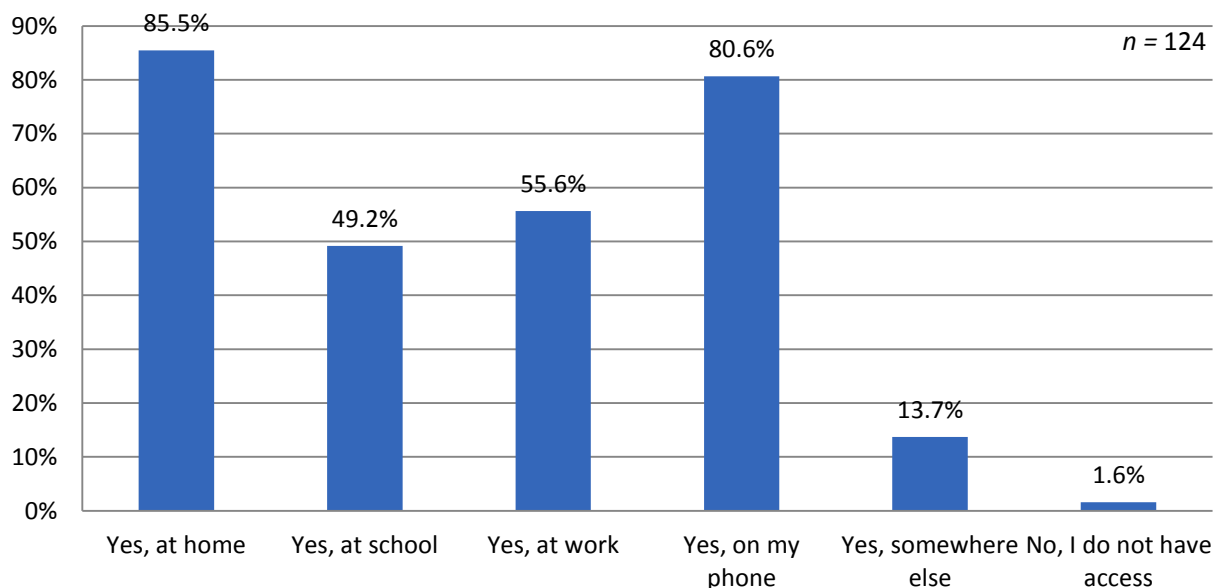
Exhibit 3.23 – METRO Pass or Cruz Cash



Do you have access to the internet?

Nearly all respondents have some access to the internet (98.4 percent).

Exhibit 3.24 – Internet Access



Onboard Transit Ridership Survey and Ride Check

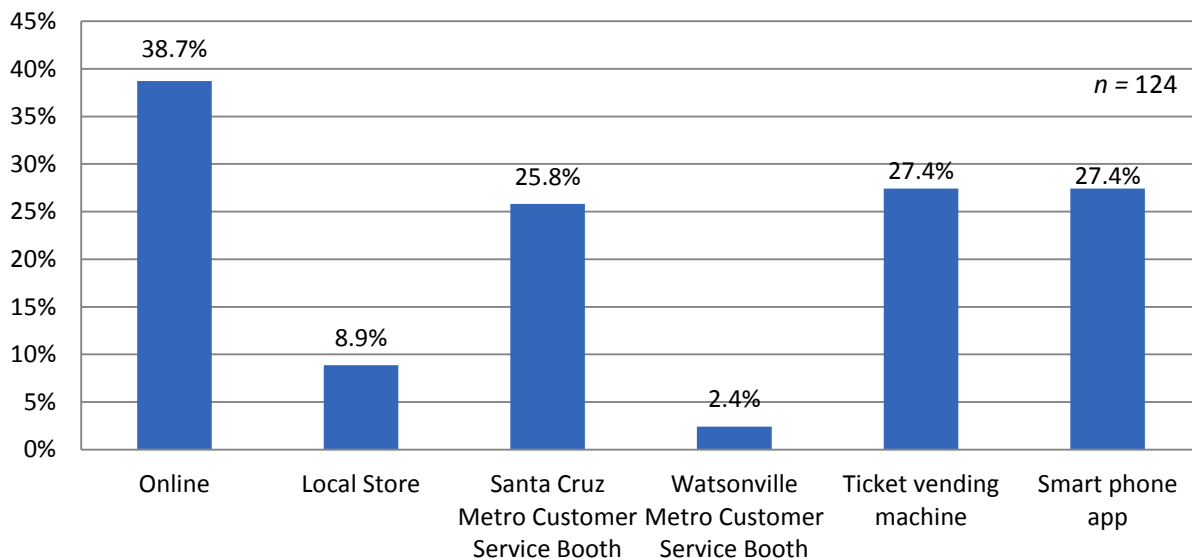
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How would you prefer to purchase METRO passes?

Remote purchasing options (“Online” and “Smart phone app”) (66.1 percent) were slightly more popular than in-person purchases (64.5 percent).

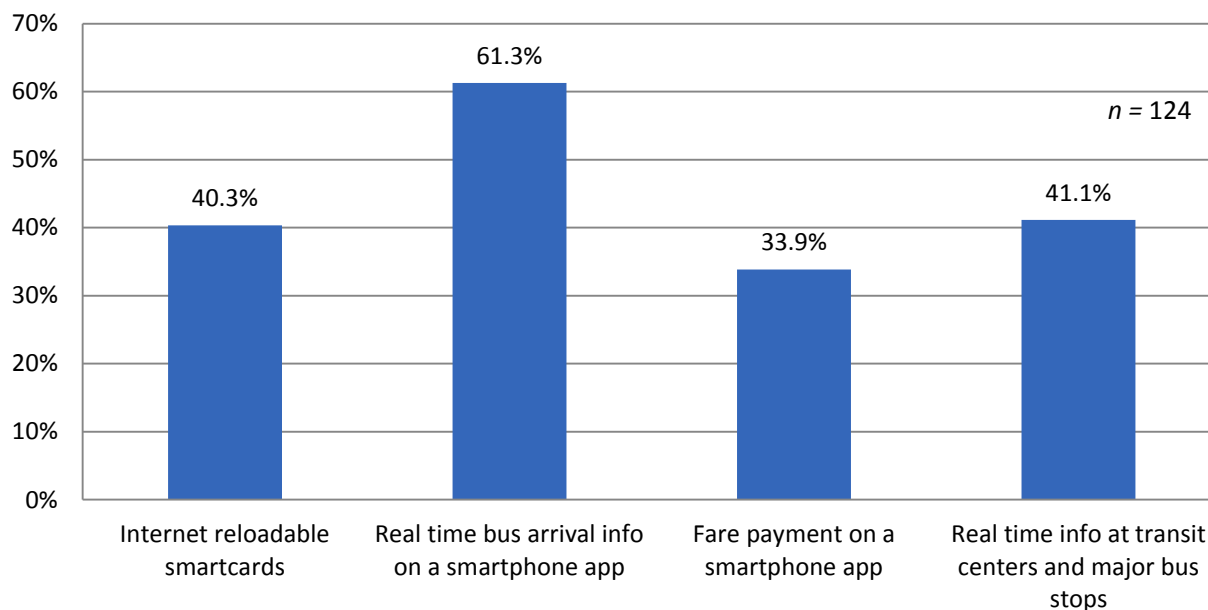
Exhibit 3.25 – METRO Passes



Which of the following would you like to see?

Real-time arrival information (either at the stop or on a smartphone app) was by far the most requested. Given respondents could select more than one answer option, totals exceed 100 percent.

Exhibit 3.26 – Potential Additions



Onboard Transit Ridership Survey and Ride Check

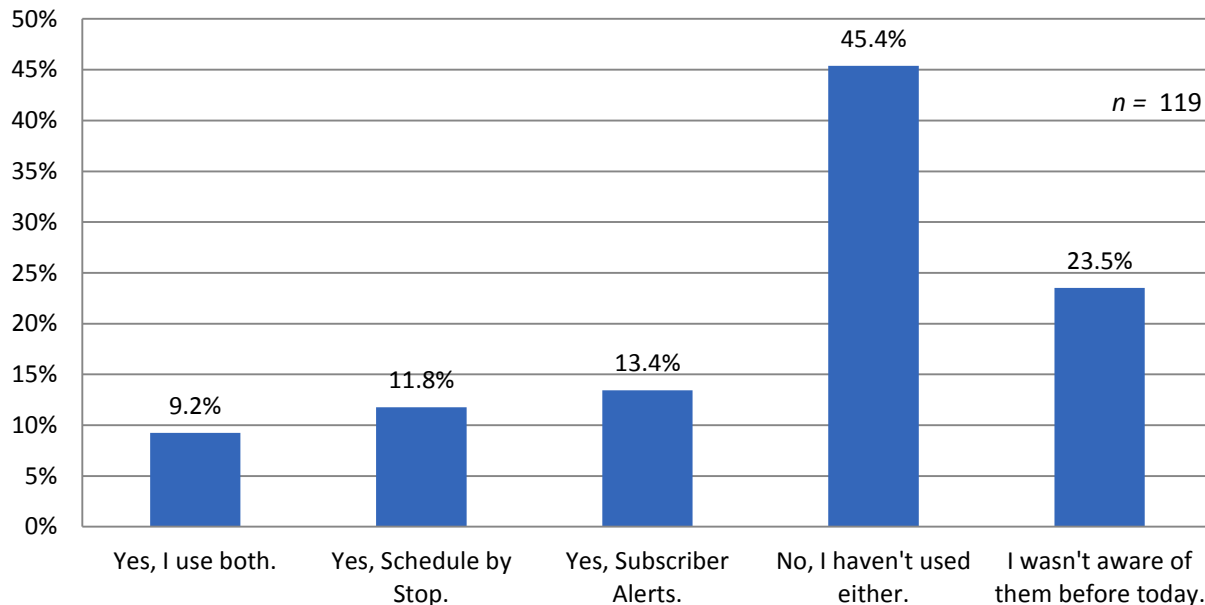
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Have you used METRO's "Schedule by Stop" or "Subscriber Alerts" on your cell phone?

Nearly half of all respondents indicated not using either service, and nearly a quarter cited no awareness.

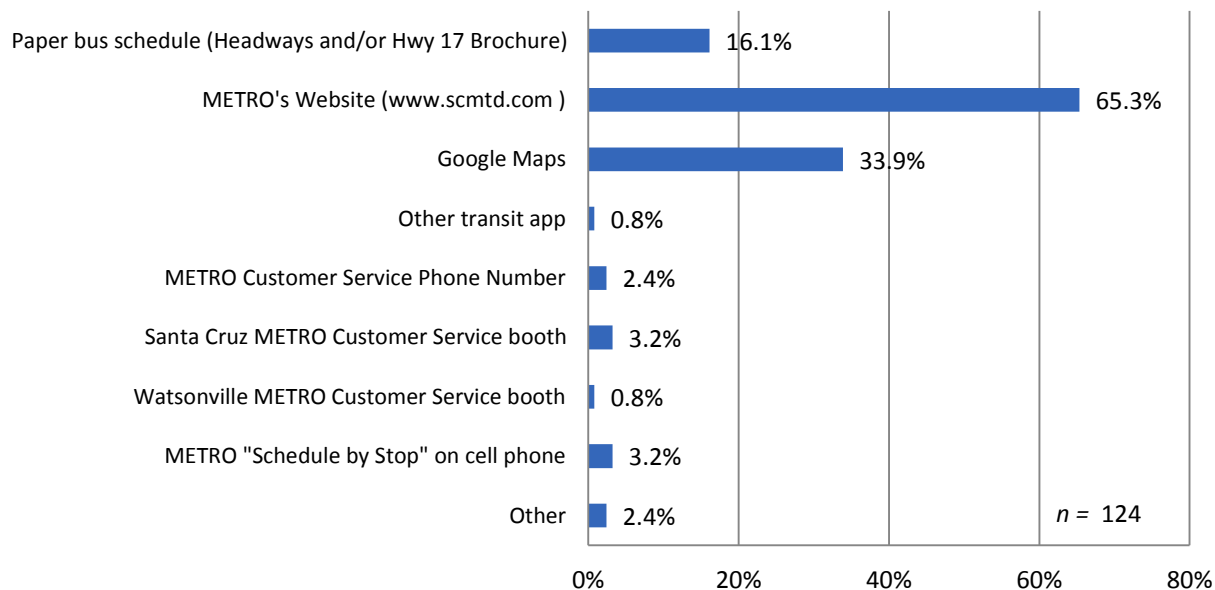
Exhibit 3.27 – Information Services



Where do you usually go to get bus service information?

Nearly two-thirds of respondents indicated reliance on METRO's website to obtain bus service information.

Exhibit 3.28 – Information Source



When you use transportation other than METRO, what is your primary reason?



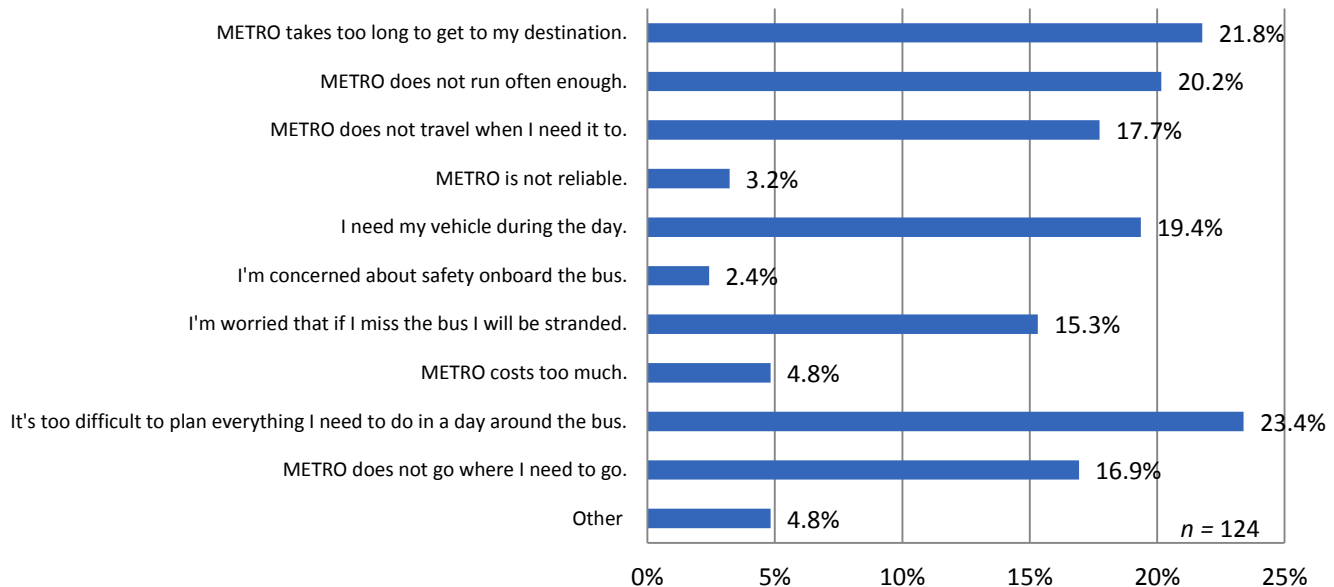
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Most respondents indicated only choosing a travel option other than METRO when METRO is not available (doesn't operate when or where the respondent needs to travel – 34.6 percent), or if a vehicle is necessary (due to the nature of the travel or number of errands to complete 42.8 percent).

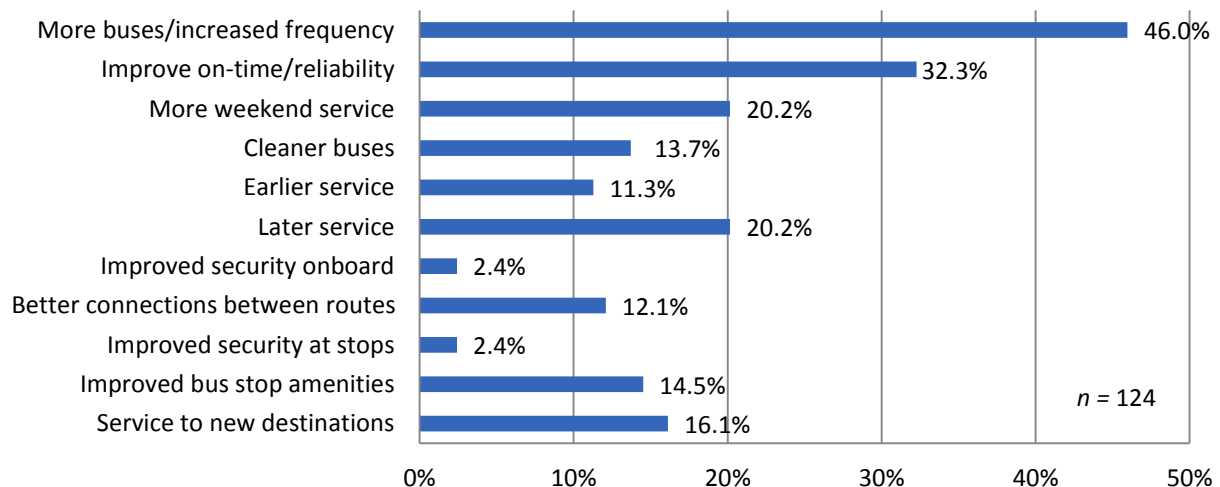
Exhibit 3.29 – Reason for Not Riding



What kind of improvements would you like to see METRO make?

Survey participants were asked to identify preferred service improvements. *More buses/increased frequency* was the most requested improvement. The second-most preferred service improvement was *improve ontime reliability* (32.3 percent), *more weekend service* and *later service* were the third-most requested improvements with 20.2 percent each. Responses total more than 100 percent given respondents were asked to select up to two responses.

Exhibit 3.30 – Improvements



Please rate each of the following aspects of METRO?



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Survey participants were asked to rate specific attributes of METRO’s service. *Driver safety* received the highest rating with 93.5 percent of riders rating it as *excellent* or *good*. The lowest rated attributes were *weekend* and *holiday service levels* (47 percent and 53 percent, respectively) and *fares* (52.4 percent).

Riders’ overall impression of METRO is high with nearly 85 percent rating it as *excellent* or *good*.

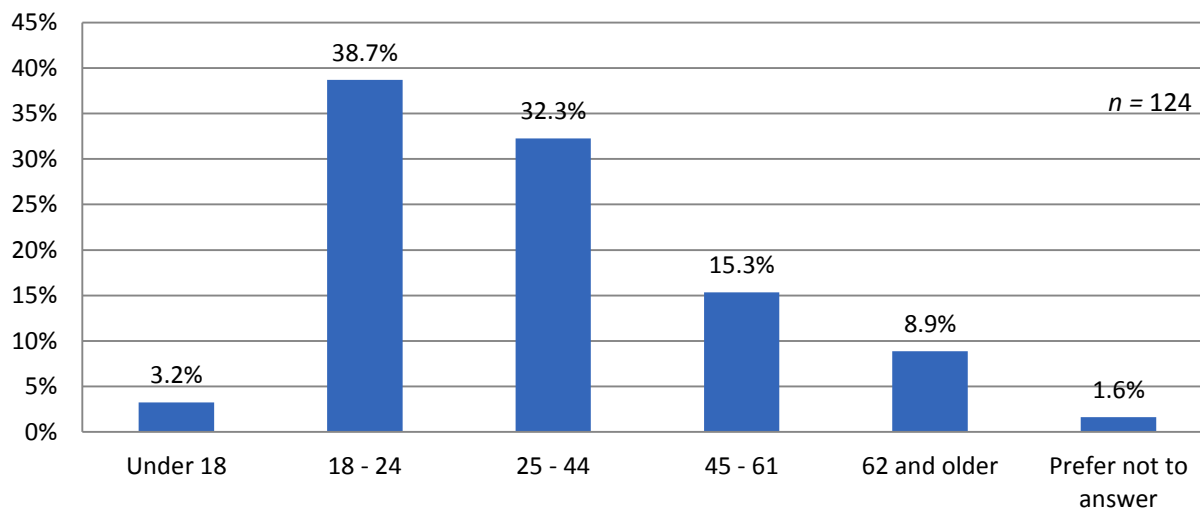
Exhibit 3.31 – Customer Satisfaction

Attribute	Rating
Driver safety	93.5
Driver customer service	87.6
Availability of route/service information	86.8
Safety onboard the bus	84.6
Customer service staff	82.4
Length of trip	77.2
On-time performance	76.6
Proximity of bus stop to home/destination	75.6
Hours of operation	74.8
Cleanliness of bus	69.1
How often buses run	62.1
Holiday service levels	53.0
Fares	52.4
Weekend service levels	47.0
Overall impression of METRO	84.7

Which of the following includes your age?

The majority of respondents were working-age adults (18 – 61 years).

Exhibit 3.32 – Age



How many people live in your household?



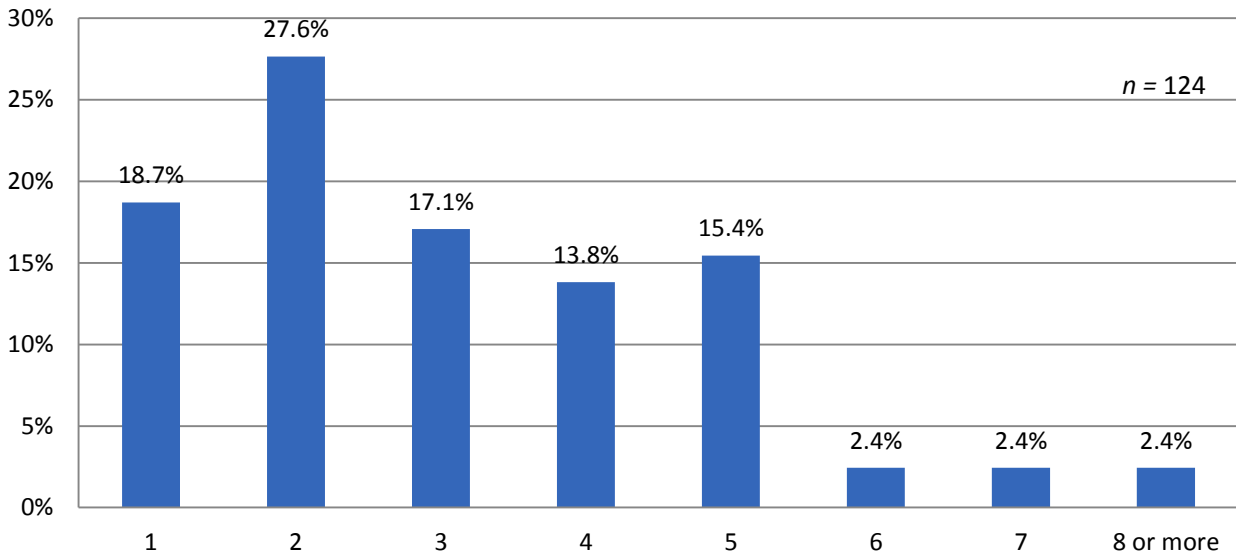
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The majority of respondents live with at least one other person.

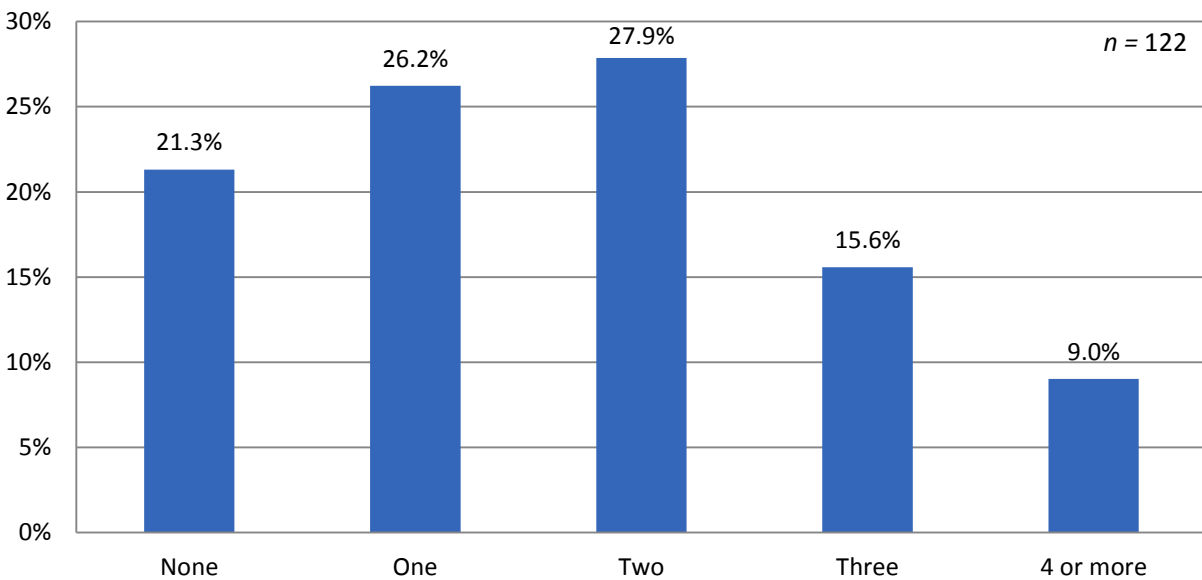
Exhibit 3.33 – Household Size



How many personal vehicles are available to your household?

While the majority of respondents cited access to a vehicle, nearly one-quarter do not.

Exhibit 3.34 – Vehicle Access



Onboard Transit Ridership Survey and Ride Check

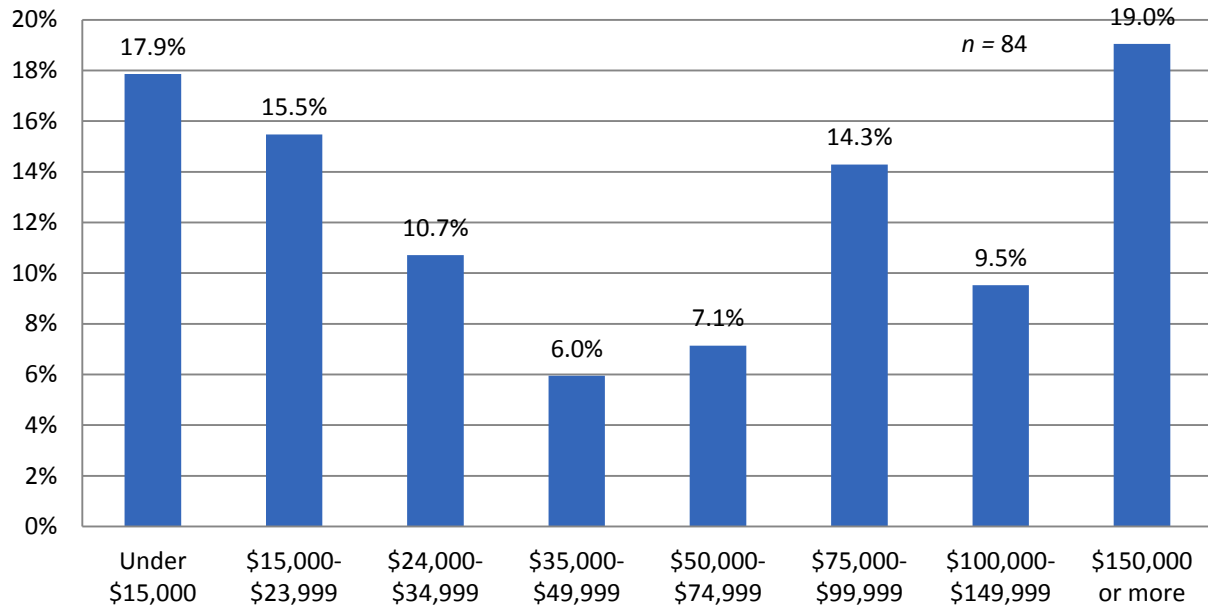
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What is your annual household income?

Reported household income is evenly divided with half reporting an income less than \$50,000 and half reporting more than \$50,000.

Exhibit 3.35 – Household Income



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What is your employment status?

Most respondents reported being employed or a student. Only 16 percent indicated being both. Of the sixty-five respondents who identified as students, nearly half attend UCSC while one-third attend San Jose State.

Exhibit 3.36 – Employment Status

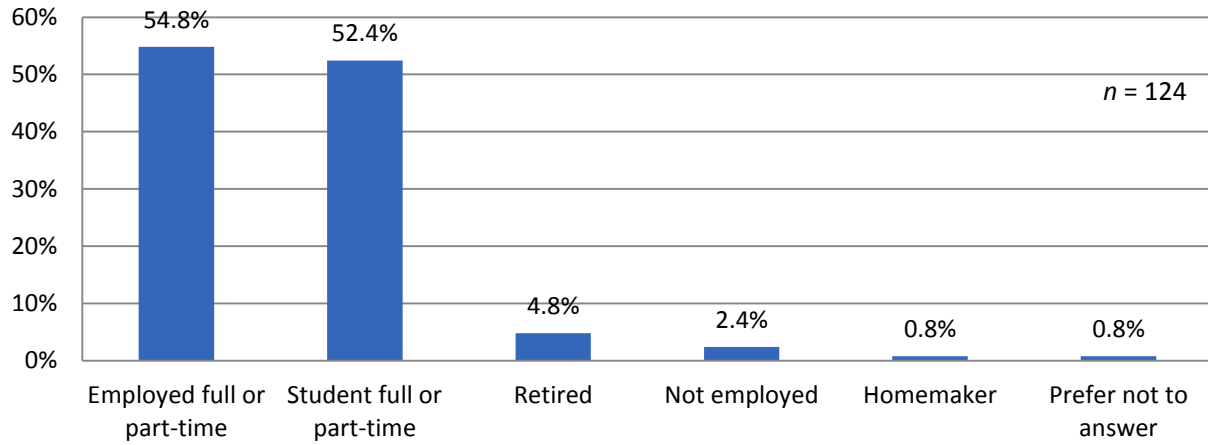
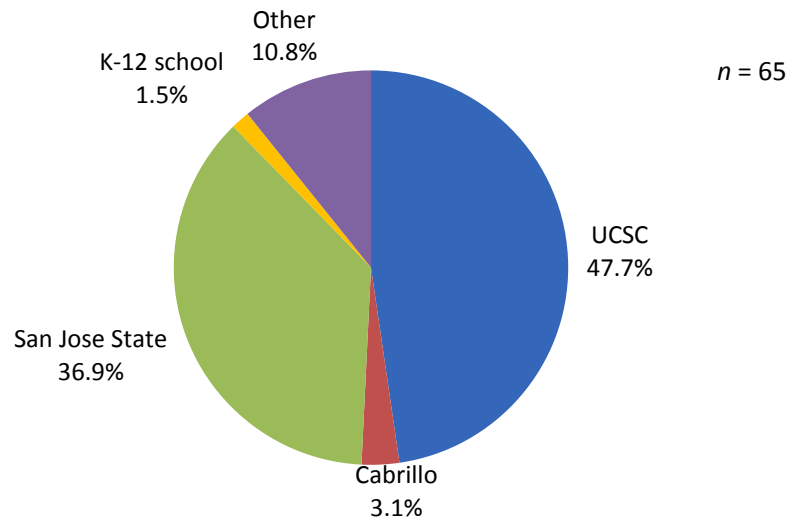


Exhibit 3.37 – School



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Local Transit Rider Survey

Key Findings

Based on commonalities in response data, certain conclusions were drawn regarding survey participant attitudes, awareness, travel behavior, and demographics.

The profile customer is between the ages of 18 and 44. He is employed, has access to the internet, lives with at least one other person and has access to a vehicle. He reports a household income below \$24,000.

Key findings from the Onboard Transit Rider Survey for Local Routes:

- METRO is held in high esteem based on overall ratings. Nearly 80 percent rated METRO service as either “good” or “excellent”.
- The most preferred service improvement for local riders was “more buses/increased frequency”.
- *Holiday service levels* was the lowest-rated service attribute, with only 44.2 percent rating it as “excellent” or “good”.
- The most frequently-cited reason for riding METRO was “work” (31.7 percent).
- Nearly 75 percent of the riders surveyed reported their current trip would be “single-seat” with no need to transfer.
- Nearly 60 percent of the riders surveyed indicated riding METRO five or more days per week.
- Nearly 35 percent of the riders surveyed used their college ID to pay for their one-way trip.

Analysis of individual survey questions follows.



Onboard Transit Ridership Survey and Ride Check

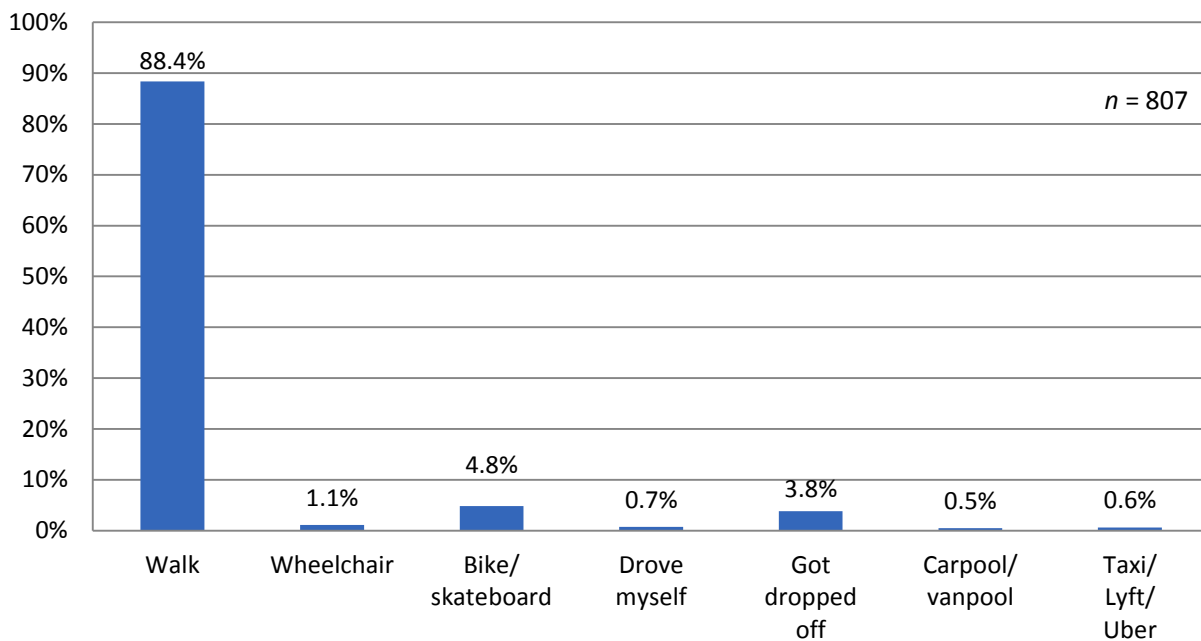
Santa Cruz Metropolitan Transit District

Final Report

How did you travel to your first bus stop today?

Most respondents indicated walking to their initial bus stop.

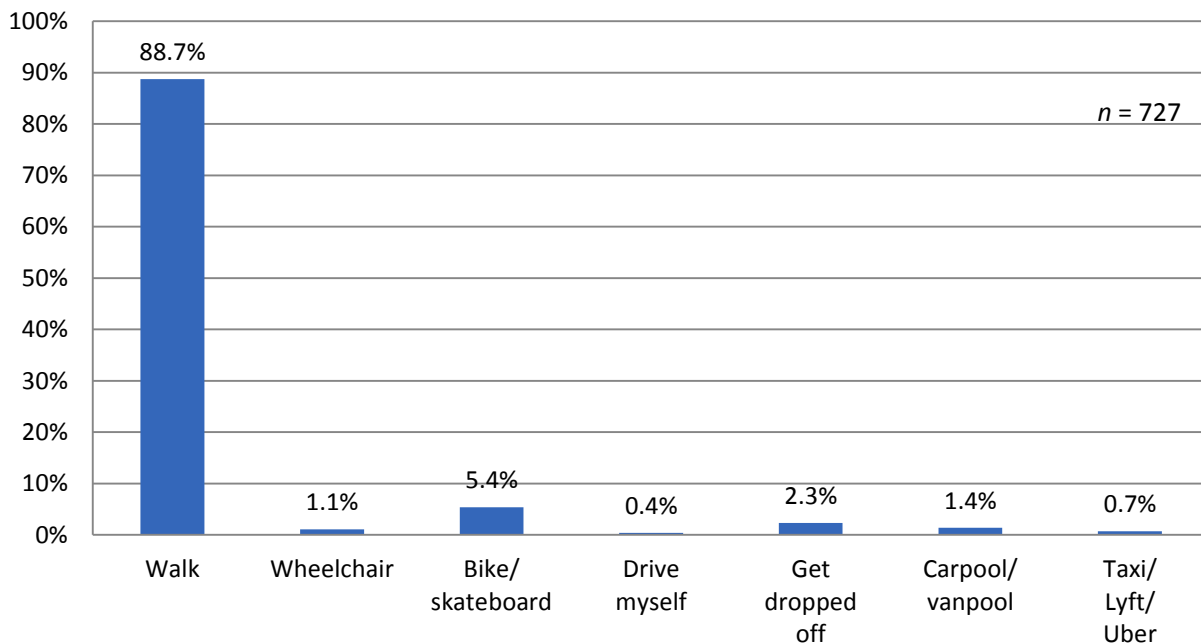
Exhibit 3.38 – First Stop



How will you travel from your final bus stop to your destination today?

Again, most respondents indicated walking from their final bus stop to their destination.

Exhibit 3.39 – Last Stop



Onboard Transit Ridership Survey and Ride Check

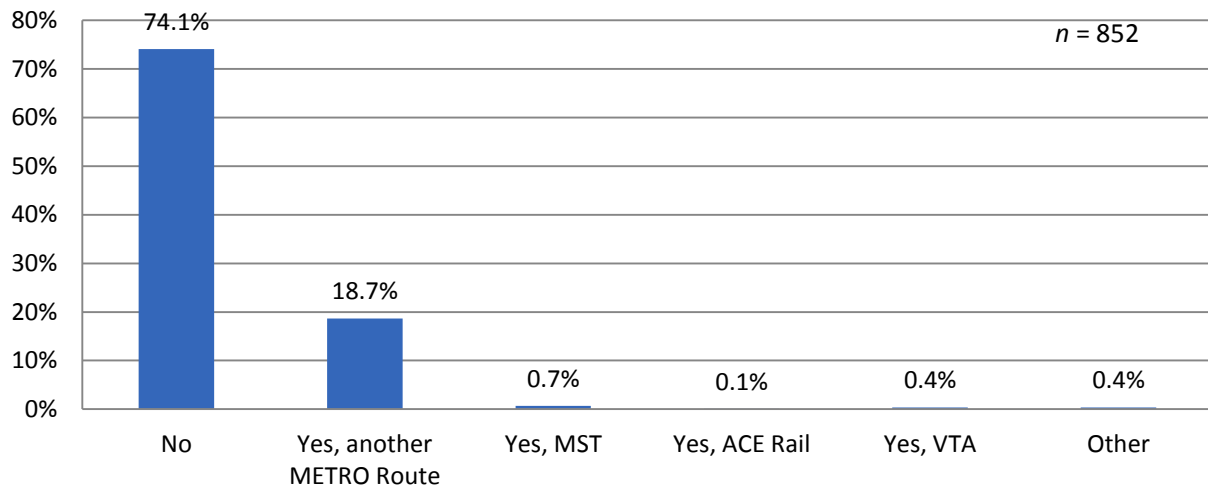
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Does this one-way trip include a transfer to or from another METRO route or other public transit?

The majority of respondents indicated that they would not be making a transfer to complete their trip.

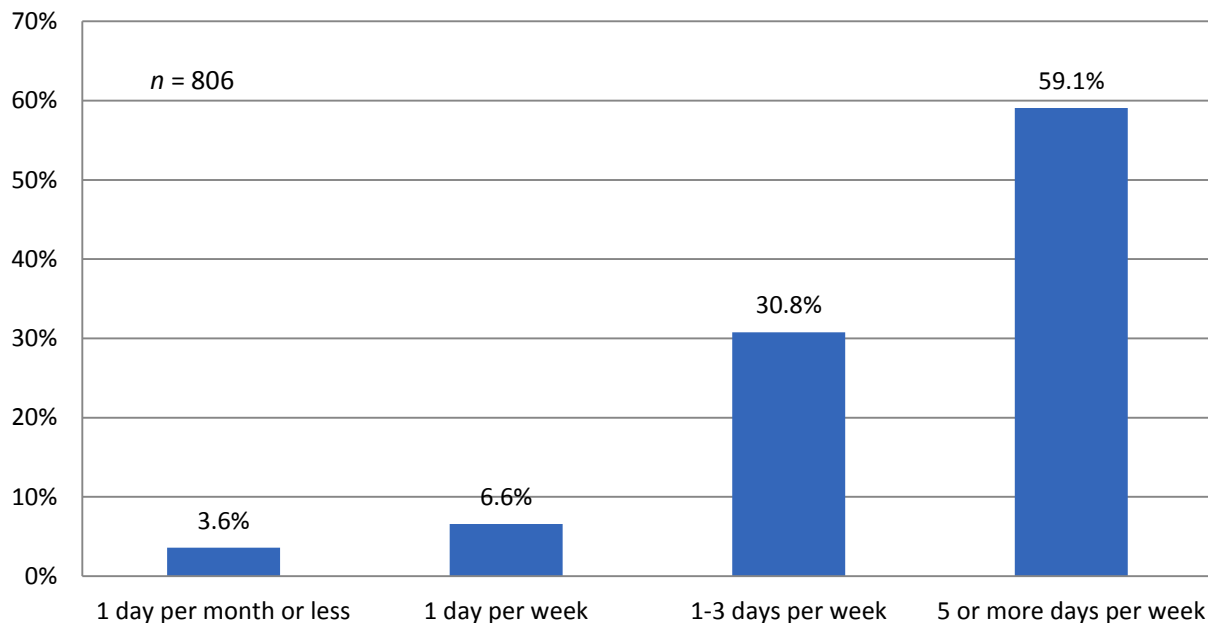
Exhibit 3.40 – Transfer



How often do you ride the METRO bus?

The majority of respondents ride five or more days per week. Nearly all ride at least one day per week (96.4 percent).

Exhibit 3.41 – Rider Frequency



Onboard Transit Ridership Survey and Ride Check

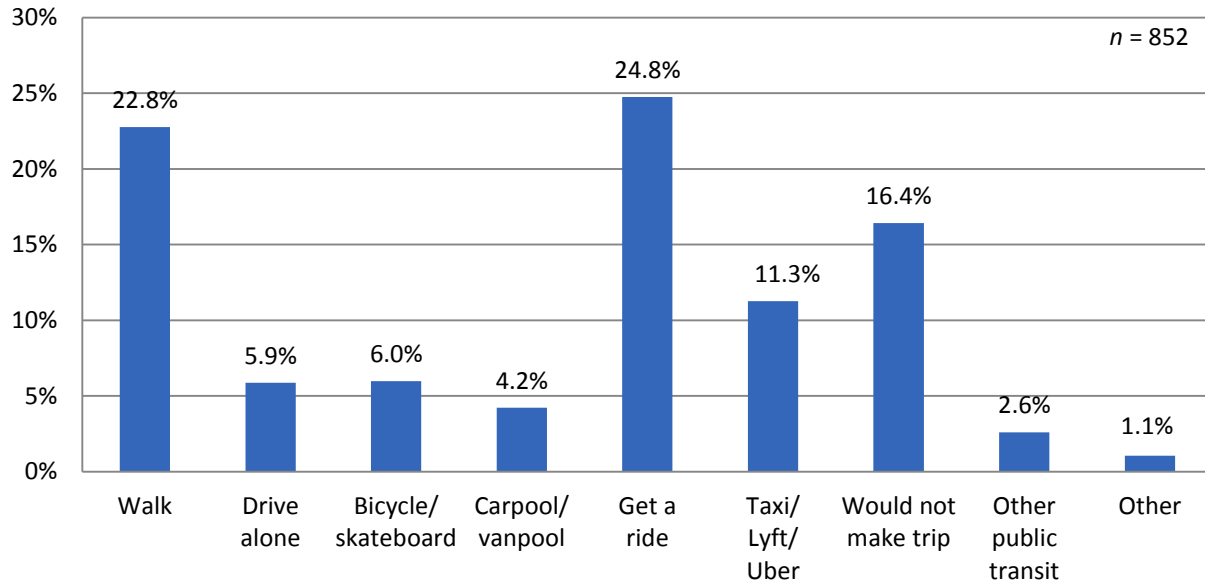
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Final Report

If METRO were not available, how would you have made this trip?

More than three-quarters (89.2 percent) of respondents can be considered “transit-dependent”.

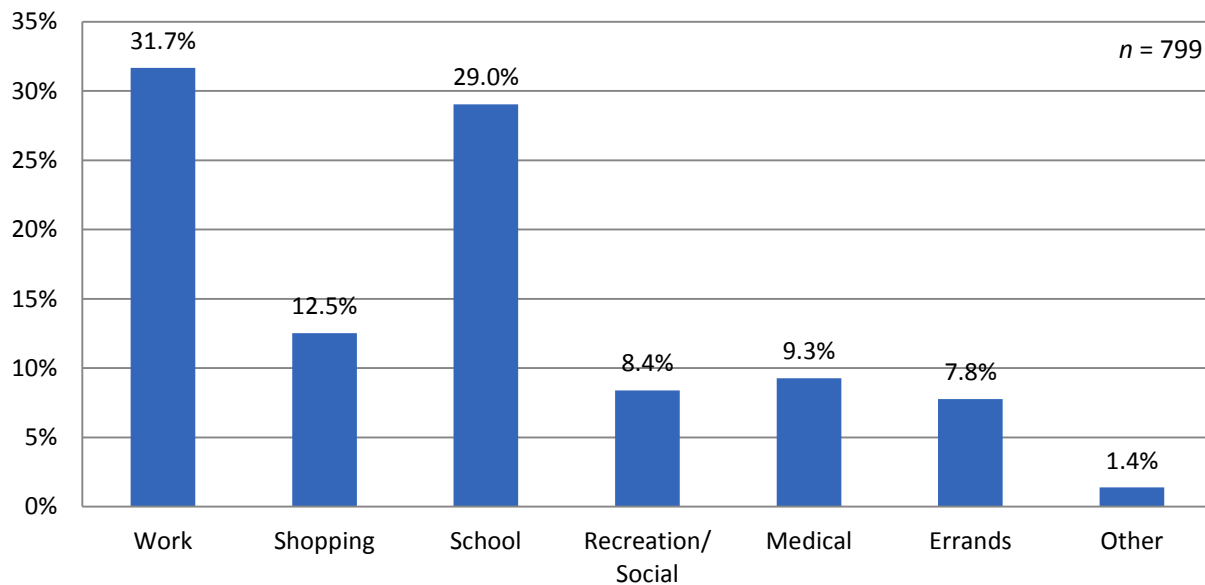
Exhibit 3.42 – Alternatives to METRO



What is the purpose of your trip today?

Work and school were the most commonly selected responses.

Exhibit 3.43 – Trip Purpose



Onboard Transit Ridership Survey and Ride Check

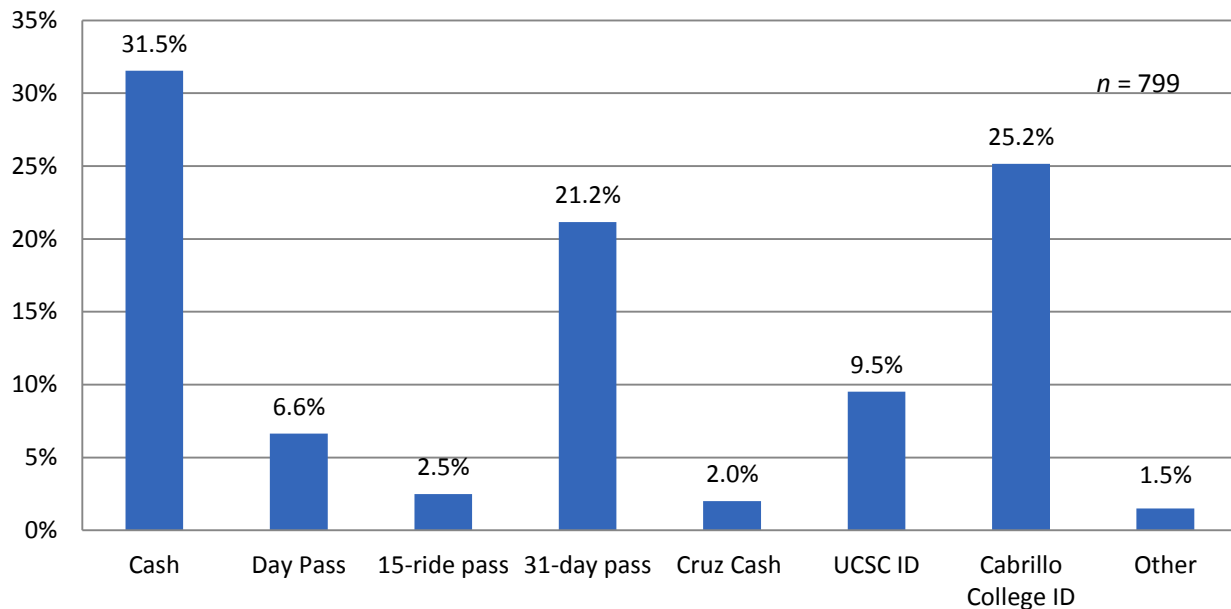
Santa Cruz Metropolitan Transit District

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How did you pay your fare for this trip?

The most commonly-cited fare option was a college ID (34.7 percent) followed by cash (31.5 percent). Nearly one-quarter of respondents indicated using a 15-ride or 31-day pass (23.7 percent).

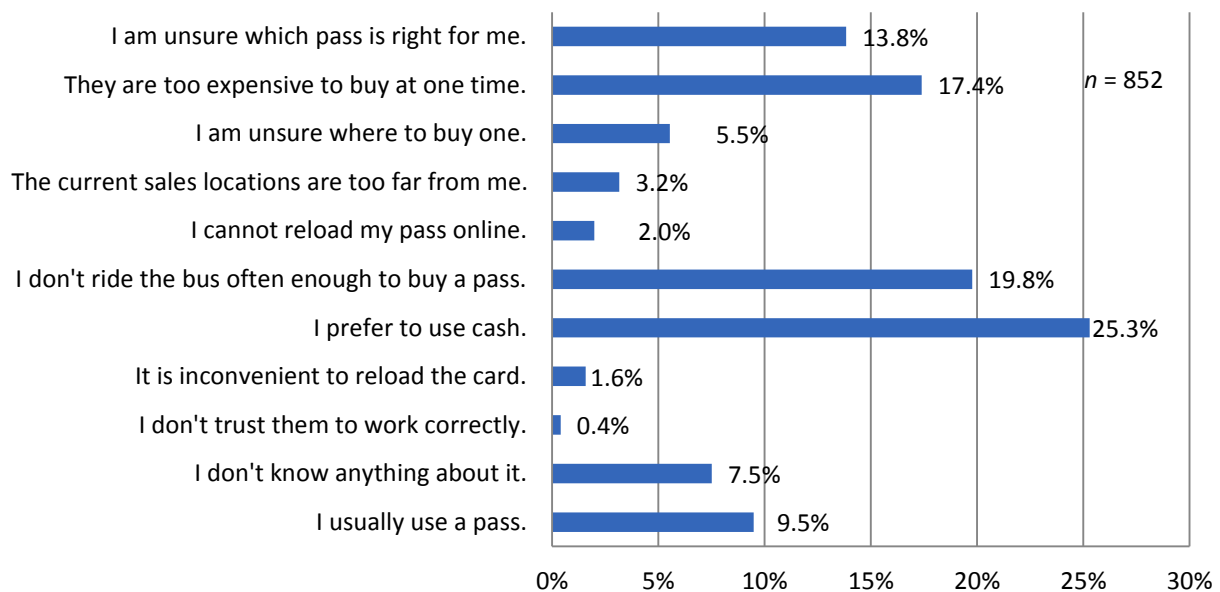
Exhibit 3.44 – Fare



If you don't use a METRO bus pass or Cruz Cash, why not?

Respondents who indicated paying cash were asked a follow-up question to determine why they do not utilize a METRO pass or Cruz Cash card. The most common response was preference for cash.

Exhibit 3.45 – METRO Pass or Cruz Cash



Onboard Transit Ridership Survey and Ride Check

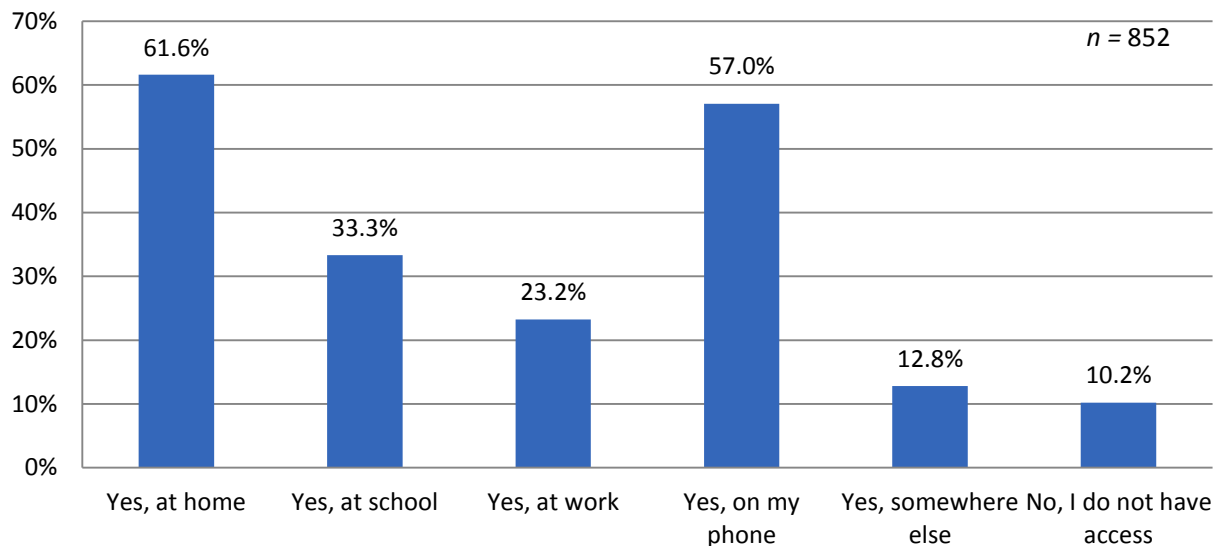
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Do you have access to the internet?

While nearly all respondents indicated some access to the internet, 10 percent cited no internet access.

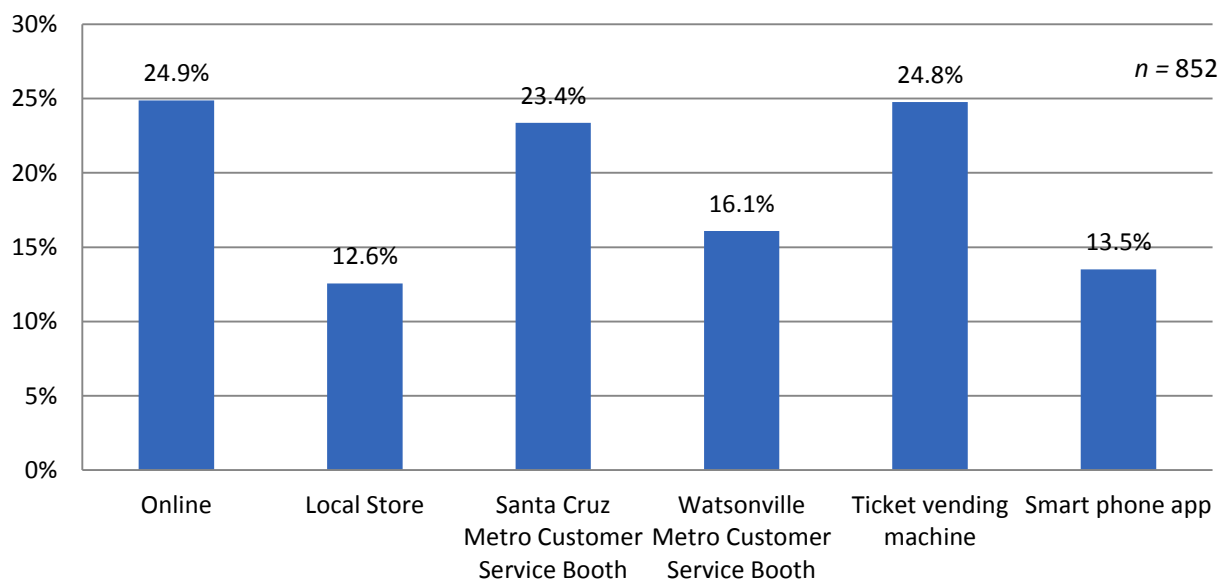
Exhibit 3.46 – Internet Access



How would you prefer to purchase METRO passes?

The majority of respondents preferred in-person pass purchases (76.9 percent) compared to remote purchasing options (“Online” and “Smart phone app”) (38.4 percent).

Exhibit 3.47 – METRO Passes



Onboard Transit Ridership Survey and Ride Check

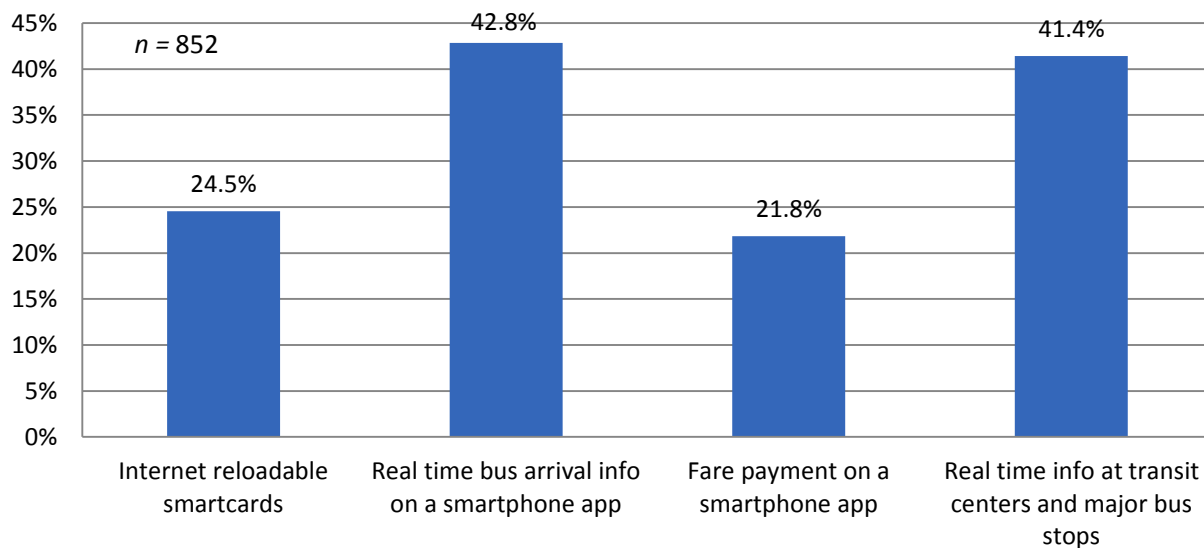
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Final Report

Which of the following would you like to see?

Real-time arrival information (either at the stop or on a smartphone app) was by far the most requested. Given respondents could select more than one answer option, totals exceed 100 percent.

Exhibit 3.48 – Potential Additions



Have you used METRO’s “Schedule by Stop” or “Subscriber Alerts” on your cell phone?

Nearly half of respondents indicated not using either service, and more than a quarter indicated no awareness.

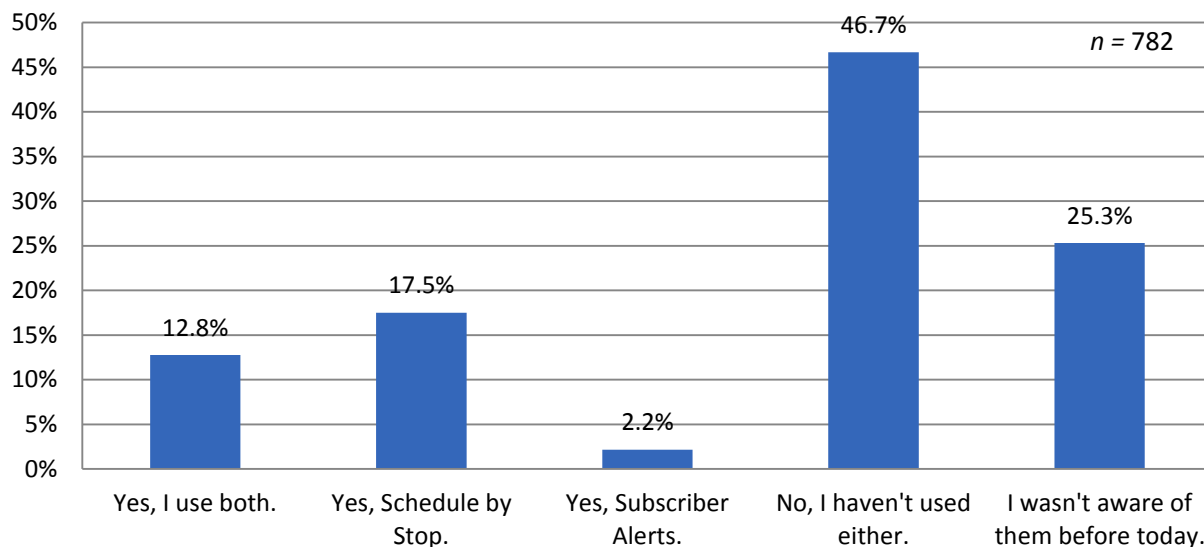


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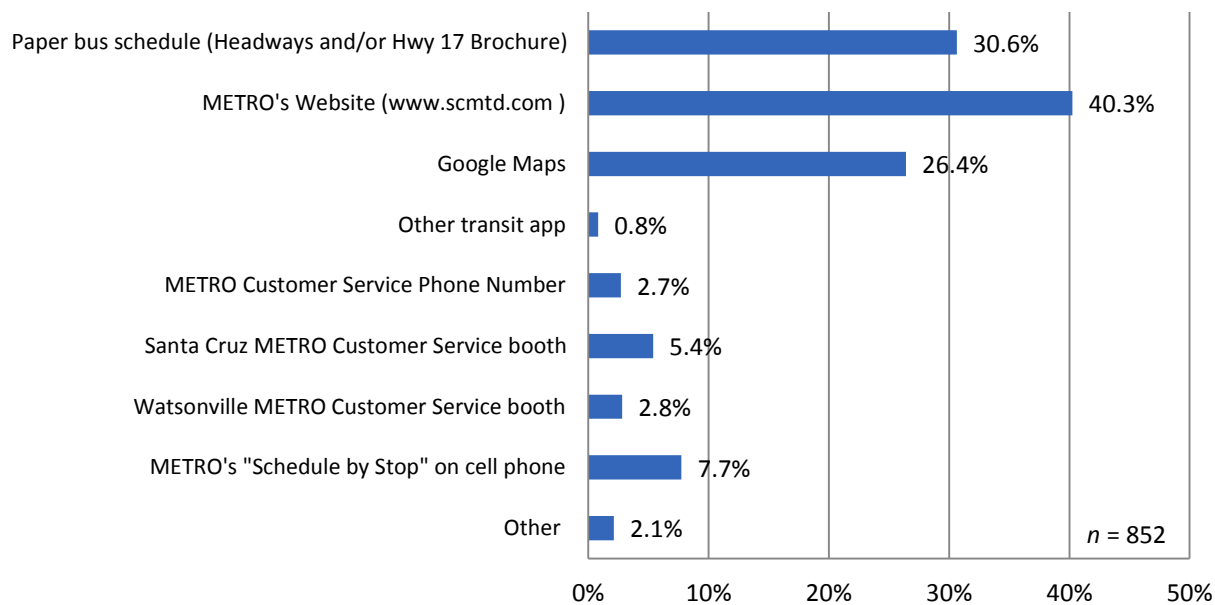
Exhibit 3.49 – Information Systems



Where do you usually go to get bus service information?

More than 40 percent of respondents indicated reliance on METRO’s website to obtain bus service information.

Exhibit 3.50 – Information Source



When you use transportation other than METRO, what is your primary reason?

Respondents most commonly indicated choosing a travel option other than METRO when *METRO takes too long to get to my destination* followed by *METRO does not run often enough*.

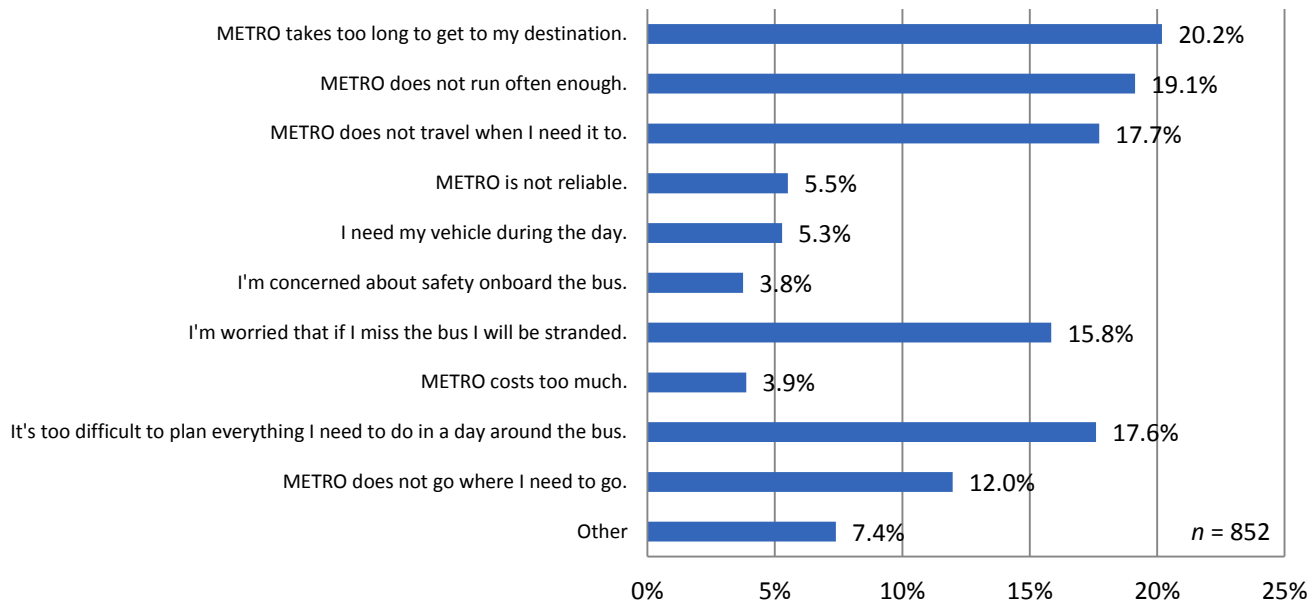


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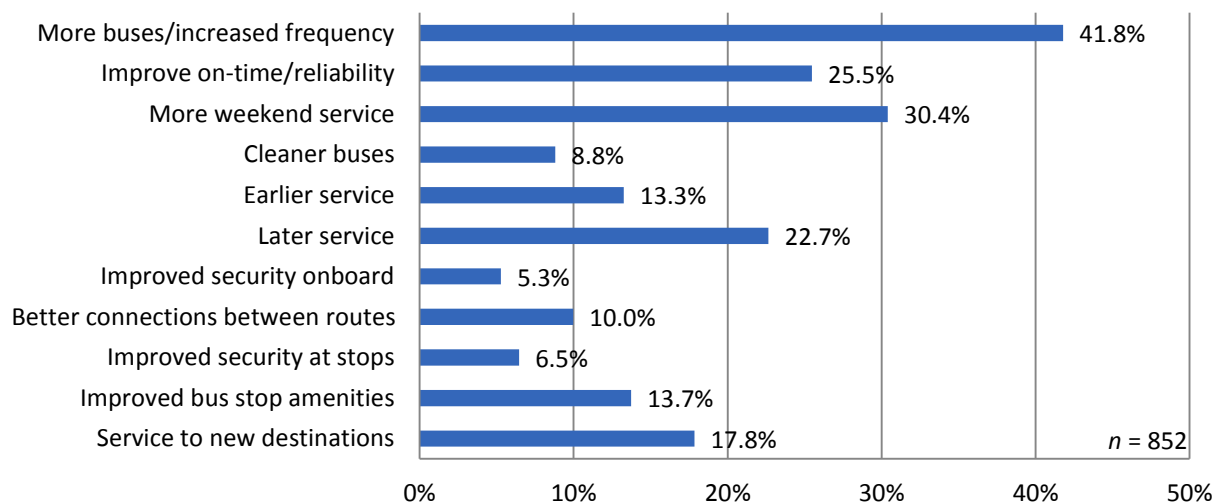
Exhibit 3.51 – Reason for Not Riding



What kind of improvements would you like to see METRO make?

Survey participants were asked to identify preferred service improvements. *More buses/increased frequency* was the most requested improvement. The second-most preferred service improvement was *more weekend service* (30.4 percent), *improve on-time reliability* was the third-most requested improvement (25.5 percent). Responses total more than 100 percent given respondents were asked to select up to two responses.

Exhibit 3.52 – Improvements



A data cross-tabulation between service improvement and the route the respondent was riding was made to identify which routes have a potential demand for specific service improvements. *More buses/increased frequency* and *more weekend service* were the most frequently-cited service improvement on all routes.

Onboard Transit Ridership Survey and Ride Check

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Exhibit 3.52A shows preferred improvement by route. The most common improvement for each route is shaded light blue.



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Exhibit 3.52A – Cross-tab Improvements by Route

	More buses/ increased frequency	More weekend service	Improve on-time/ reliability	Later service	Better connections between routes	Cleaner buses	Earlier service	Improved security onboard	Improved security at stops	Improved bus stop amenities	Service to new destinations
Route 3	12.5%	37.5%	12.5%	12.5%	25.0%	0.0%	12.5%	0.0%	0.0%	12.5%	25.0%
Route 4	47.6%	38.1%	28.6%	19.0%	0.0%	0.0%	23.8%	9.5%	4.8%	4.8%	9.5%
Route 35/35A	44.6%	50.5%	29.7%	26.7%	13.9%	9.9%	18.8%	5.9%	5.9%	24.8%	25.7%
Route 40	50.0%	50.0%	25.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Route 41	75.0%	37.5%	25.0%	12.5%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Route 42	0.0%	66.7%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	33.3%	0.0%	0.0%
Route 55	41.9%	35.5%	16.1%	16.1%	6.5%	19.4%	9.7%	9.7%	16.1%	9.7%	12.9%
Route 66	43.9%	31.8%	19.7%	25.8%	12.1%	7.6%	13.6%	3.0%	4.5%	13.6%	22.7%
Route 68	56.3%	40.6%	15.6%	31.3%	15.6%	9.4%	12.5%	6.3%	6.3%	6.3%	15.6%
Route 69A	37.0%	23.9%	27.2%	16.3%	9.8%	14.1%	8.7%	6.5%	5.4%	6.5%	15.2%
Route 69W	40.4%	20.2%	30.8%	20.2%	8.7%	6.7%	15.4%	4.8%	8.7%	19.2%	13.5%
Route 71	41.5%	25.4%	26.8%	22.8%	11.6%	8.5%	14.7%	5.4%	5.4%	13.8%	23.2%
Route 72	40.7%	44.4%	33.3%	22.2%	0.0%	3.7%	18.5%	7.4%	7.4%	7.4%	3.7%
Route 74S	50.0%	50.0%	50.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Route 75	34.1%	19.5%	19.5%	22.0%	0.0%	2.4%	7.3%	0.0%	4.9%	9.8%	9.8%
Route 79	7.7%	30.8%	23.1%	30.8%	0.0%	7.7%	0.0%	0.0%	0.0%	7.7%	7.7%
Route 91X	48.0%	26.7%	21.3%	28.0%	10.7%	10.7%	9.3%	6.7%	9.3%	16.0%	16.0%

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Please rate each of the following aspects of METRO?

Survey participants were asked to rate specific attributes of METRO's service. *Driver safety* received the highest rating with 83.9 percent rating it *excellent* or *good*. The lowest-rated attributes were *weekend* and *holiday service levels* (46 percent and 44.2 percent, respectively).

Riders' overall impression of METRO is high with nearly 80 percent rating it as *excellent* or *good*.

Exhibit 3.53 – Customer Satisfaction

Attribute	Positive
Driver safety	83.9%
Driver customer service	81.3%
Safety onboard the bus	78.4%
Availability of route/service information	76.3%
Customer service staff	75.7%
Proximity of bus stop to home/destination	71.9%
Length of trip	68.7%
On-time performance	68.3%
Fares	65.4%
Cleanliness of bus	65.0%
How often buses run	61.6%
Hours of operation	57.6%
Weekend service levels	46.0%
Holiday service levels	44.2%
Overall impression of METRO	79.1%

A cross-tabulation between customer satisfaction attributes and the route respondents were riding was run to see if satisfaction or dissatisfaction with an attribute corresponded with a particular route, revealing possible action items for METRO.

Exhibits 3.53A and 3.53B show customer satisfaction by route.



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Exhibit 3.53A – Customer Satisfaction by Route

	On-time performance	How often buses run	Hours of operation	Weekend service levels	Holiday service levels	Cleanliness of bus	Driver safety	Safety onboard the bus
Route 3	87.5%	62.1%	84.7%	47.0%	53.0%	69.1%	93.5%	84.6%
Route 4	85.0%	57.1%	100.0%	50.0%	62.5%	100.0%	100.0%	100.0%
Route 35/35A	63.8%	57.9%	80.0%	47.4%	55.0%	78.9%	90.0%	80.0%
Route 40	75.0%	75.0%	100.0%	50.0%	50.0%	75.0%	100.0%	75.0%
Route 41	71.4%	42.9%	100.0%	33.3%	16.7%	85.7%	100.0%	100.0%
Route 42	100.0%	100.0%	100.0%	66.7%	50.0%	66.7%	100.0%	100.0%
Route 55	71.4%	60.7%	85.2%	42.3%	44.0%	53.8%	84.6%	88.9%
Route 66	76.7%	67.2%	84.5%	42.9%	46.3%	77.2%	91.2%	84.2%
Route 68	75.0%	67.9%	80.8%	55.6%	61.5%	74.1%	92.6%	88.5%
Route 69A	75.6%	73.5%	86.9%	58.8%	55.6%	68.4%	91.7%	92.5%
Route 69W	74.3%	73.2%	87.6%	57.4%	59.6%	72.9%	95.0%	82.8%
Route 71	67.5%	61.4%	89.1%	48.5%	43.4%	65.9%	93.1%	82.1%
Route 72	84.6%	88.5%	96.0%	56.0%	57.7%	88.5%	88.0%	92.3%
Route 74S	50.0%	50.0%	100.0%	50.0%	0.0%	100.0%	100.0%	50.0%
Route 75	76.3%	82.9%	85.3%	58.3%	60.0%	85.7%	91.7%	91.4%
Route 79	90.9%	72.7%	80.0%	54.5%	72.7%	81.8%	100.0%	100.0%
Route 91X	77.0%	71.4%	89.0%	54.2%	42.4%	74.6%	92.9%	87.5%



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Exhibit 3.53B – Customer Satisfaction by Route

	Driver customer service	Proximity of bus stop to home/destination	Customer service staff	Availability of route/service information	Length of trip	Fares	Overall impression of METRO
Route 3	87.6%	75.6%	82.4%	86.8%	77.2%	52.4%	84.7%
Route 4	100.0%	87.5%	100.0%	87.5%	87.5%	62.5%	100.0%
Route 35/35A	94.7%	89.5%	90.0%	94.7%	75.0%	57.9%	80.0%
Route 40	100.0%	100.0%	100.0%	75.0%	100.0%	75.0%	100.0%
Route 41	100.0%	57.1%	83.3%	85.7%	71.4%	50.0%	100.0%
Route 42	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Route 55	92.3%	76.9%	80.8%	85.2%	77.8%	81.5%	85.2%
Route 66	86.2%	80.4%	83.9%	82.5%	78.2%	73.7%	84.5%
Route 68	100.0%	84.6%	88.0%	96.3%	76.9%	76.0%	80.8%
Route 69A	92.9%	81.0%	87.3%	81.9%	80.7%	77.1%	86.9%
Route 69W	89.7%	78.6%	82.5%	78.8%	84.2%	70.1%	87.6%
Route 71	87.6%	76.1%	84.5%	86.6%	74.7%	71.8%	89.1%
Route 72	84.0%	84.0%	84.0%	92.0%	84.0%	88.0%	96.0%
Route 74S	100.0%	50.0%	50.0%	50.0%	50.0%	50.0%	100.0%
Route 75	88.6%	85.3%	93.9%	88.2%	73.5%	76.5%	85.3%
Route 79	100.0%	90.9%	100.0%	90.9%	72.7%	66.7%	80.0%
Route 91X	84.9%	73.6%	83.3%	75.3%	68.5%	72.6%	89.0%



Onboard Transit Ridership Survey and Ride Check

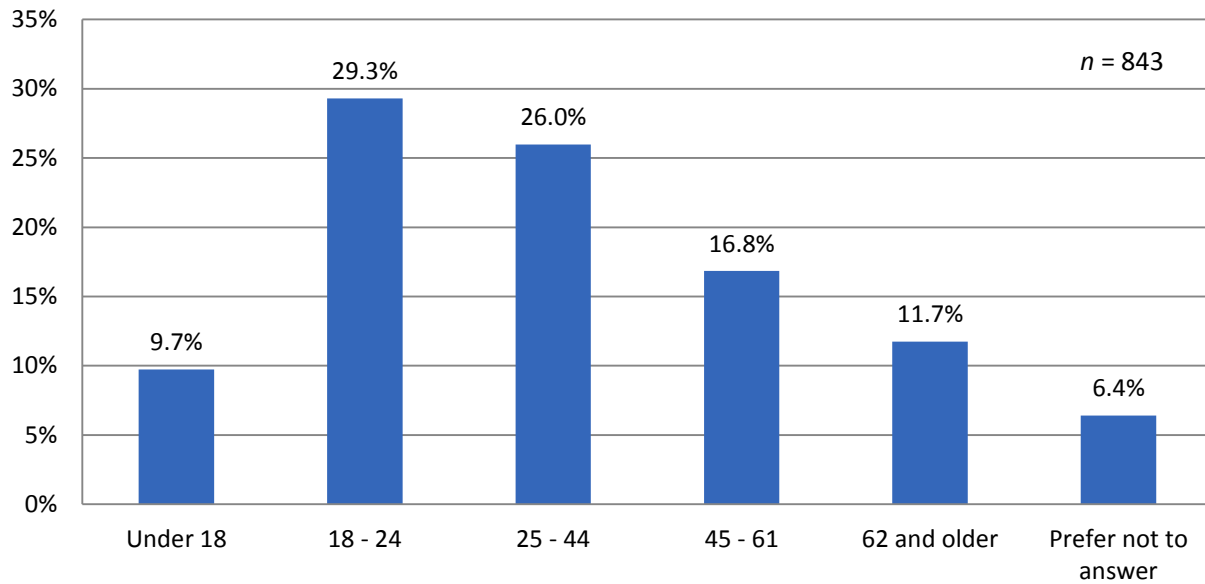
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Which of the following includes your age?

The majority of respondents were work-age adults (18 – 61 years).

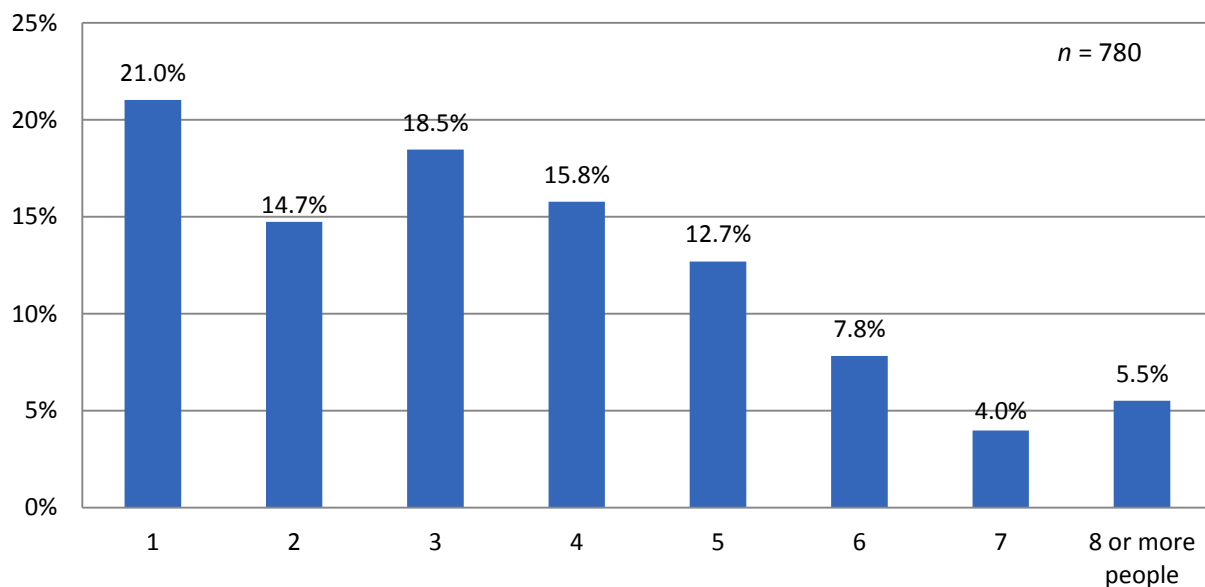
Exhibit 3.54 – Age



How many people live in your household?

The majority of respondents live with at least one other person.

Exhibit 3.55 – Household Size



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Onboard Transit Ridership Survey and Ride Check

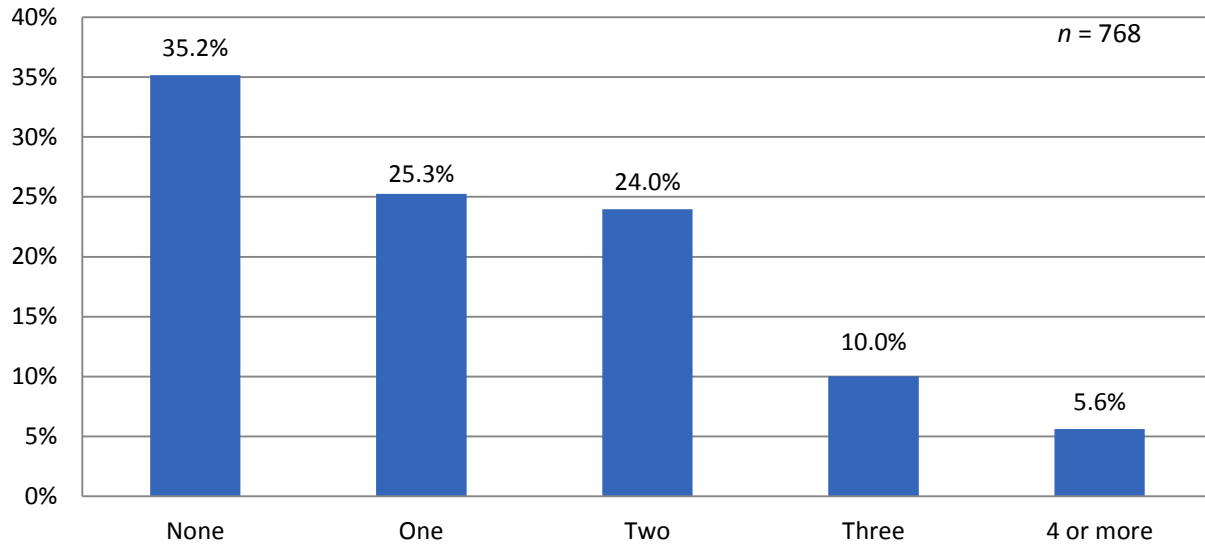
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How many personal vehicles are available to your household?

While the majority of respondents cited access to a vehicle, more than one-third do not.

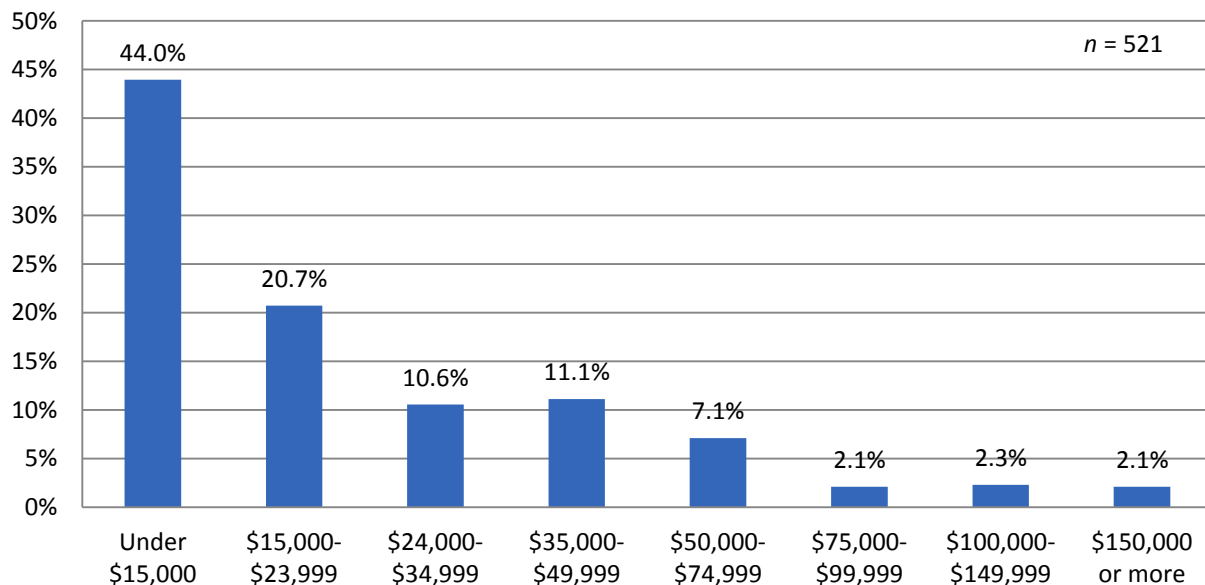
Exhibit 3.56 – Vehicle Access



What is your annual household income?

The majority (64.7 percent) of respondents report a household income below \$24,000.

Exhibit 3.57 – Household Income



Onboard Transit Ridership Survey and Ride Check

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What is your employment status?

Most respondents reported being either employed or a student. Only 13 percent indicated being both. Of the 350 respondents who identified as students, nearly two-thirds attend Cabrillo College.

Exhibit 3.58 – Employment Status

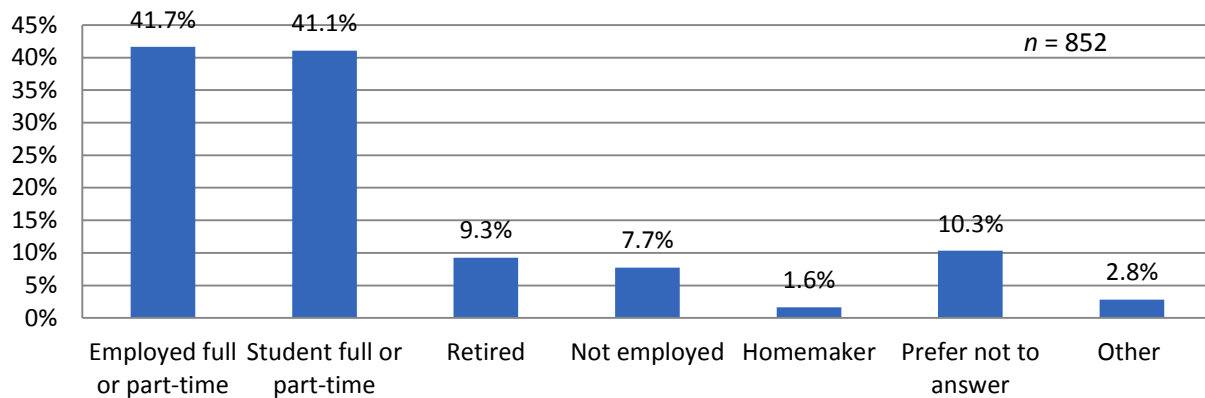
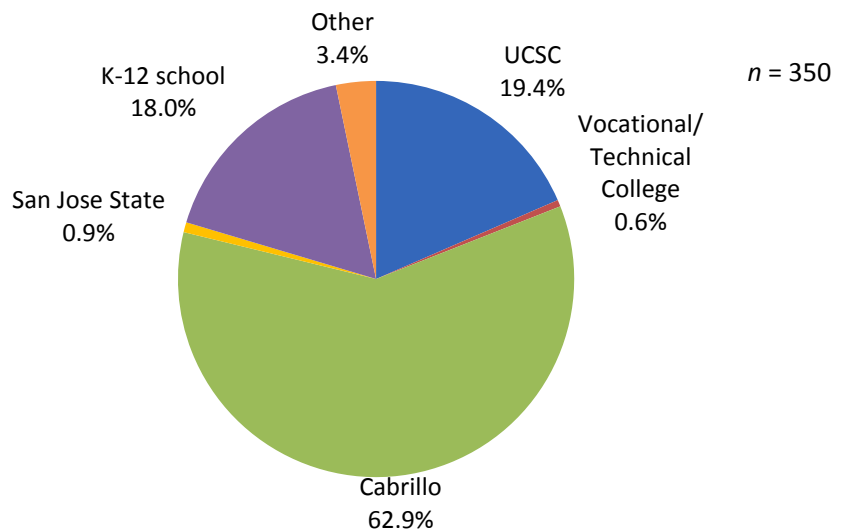


Exhibit 3.59 – School



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Appendix A. Transit Rider Survey Instrument



Thank you for participating in today's survey. Your feedback helps us understand how people use public transit in Santa Cruz as well as opportunities to improve service. Everyone who completes a survey by **April 29, 2019** will be entered into a random drawing for a chance to win a **\$100 VISA gift card** or **one of several 31-day METRO passes**. Your answers are completely confidential.

Route: _____ Date: _____ Time: _____ AM/PM

Section 1: Tell us about THIS ONE-WAY TRIP.

Example of a One-Way Trip:

Note: Your trip may look different!



TRIP START	TRIP END
<p>1. Where are you coming from? (The location where you started this one-way trip, NOT where you got on this bus. Ex. HOME, WORK, Etc. <i>If this place is your home, or if you do not know the exact address, provide a landmark or the nearest cross-streets.</i>)</p> <p>Address: _____ Landmark: _____ Cross-street #1: _____ Cross-street #2: _____</p> <p>2. How did you travel to your first bus stop today?</p> <p><input type="checkbox"/> Walk <input type="checkbox"/> Wheelchair <input type="checkbox"/> Bike/skateboard <input type="checkbox"/> Drove myself <input type="checkbox"/> Got dropped off <input type="checkbox"/> Carpool/vanpool <input type="checkbox"/> Taxi/Lyft/Uber</p> <p>How many miles did you travel to reach your stop? _____ OR How many minutes did it take to reach your stop? _____</p> <p>3. Where did you get on THIS bus? (The bus stop or transit center where you boarded)</p> <p>Bus Stop/Landmark: _____ Cross-street #1: _____ Cross-street #2: _____</p>	<p>4. Where will you get off THIS bus? (The bus stop or transit center where you will get off)</p> <p>Bus Stop/Landmark: _____ Cross-street #1: _____ Cross-street #2: _____</p> <p>5. How will you travel from your last bus stop to your destination today?</p> <p><input type="checkbox"/> Walk <input type="checkbox"/> Wheelchair <input type="checkbox"/> Bike/skateboard <input type="checkbox"/> Drove myself <input type="checkbox"/> Got dropped off <input type="checkbox"/> Carpool/vanpool <input type="checkbox"/> Taxi/Lyft/Uber</p> <p>How many miles did you travel to reach your stop? _____ OR How many minutes did it take to reach your stop? _____</p> <p>6. Where are you going to? (The location where you will end this one-way trip, NOT where you will get off this bus. Ex. HOME, WORK, Etc. <i>If this place is your home, or if you do not know the exact address, provide a landmark or the nearest cross-streets.</i>)</p> <p>Address: _____ Landmark: _____ Cross-street #1: _____ Cross-street #2: _____</p>

7. Does THIS ONE-WAY TRIP include a transfer to or from another METRO route or other public transit?

No
 Yes, another METRO Route # _____
 Yes, MST Rt # _____ Yes, VTA Rt # _____
 Yes, ACE Rail Yes, VTA Light Rail
 Yes, CalTrain Yes, Other: _____

8. How often do you ride the METRO bus?

1 day per month or less 1-3 days per week
 1 day per week 5 or more days per week

9. If METRO were not available, how would you have made this trip? (select only one)

Walk Drive alone Bicycle/skateboard
 Carpool/vanpool Get a ride Taxi/Lyft/Uber
 Would not make trip Other public transit
 Other (specify): _____

10. What is the purpose of your trip today? DO NOT indicate HOME (if you are going home, select the option that most closely matches the place you just left). (select only one)

Work School Medical
 Shopping Recreation/Social Errands
 Other (specify): _____

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

Cash in farebox 31-day Cruz Pass (plastic)
 Day Pass Cruz Cash (plastic card)
 15-ride paper pass UCSC ID
 15-ride Cruz Pass (plastic) Cabrillo College ID
 31-day paper pass Other _____

Section 2. Tell us about your travel habits.

12. If you don't use a METRO bus pass or Cruz Cash, why not?

I am unsure which pass is right for me.
 They are too expensive to buy at one time.
 I am unsure where to buy one.
 The current sales locations are too far from me.
 I cannot reload my pass online.
 I don't ride the bus often enough to buy a pass.
 I prefer to use cash.
 It is inconvenient to reload the card.
 I don't trust them to work correctly.
 I don't know anything about it.
 I usually use a pass.

13. Do you have access to the Internet? (Select all that apply)

Yes, at home Yes, on my phone
 Yes, at school Yes, somewhere else
 Yes, at work No, I do not have access

14. How would you prefer to purchase METRO passes?

Online Ticket vending machine
 Local Store Smart phone app
 Metro Customer Service Booth
 Santa Cruz Watsonville

CONTINUE ON BACK →



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Section 2. Tell us about your travel habits.

15. Which of the following would you like to see?

- Internet reloadable smartcards
- Real time bus arrival info on a smartphone app
- Fare payment on a smartphone app
- Real time info at transit centers and major bus stops

16. Have you used METRO's "Schedule by Stop" or "Subscriber Alerts" on your cell phone?

- Yes, I use both.
- Yes, Schedule by Stop.
- Yes, Subscriber Alerts.
- No, I haven't used either.
- I wasn't aware of them before today.

17. Where do you usually go to get bus service information? (schedules, fares, route destinations, etc.)

- Paper bus schedule (Headways and/or Hwy 17 Brochure)
- METRO's Website (www.scmtd.com)
- Google Maps
- Other transit app (specify): _____
- METRO Customer Service phone number
- METRO Customer Service booth
 - Santa Cruz
 - Watsonville
- METRO "Schedule by Stop" on cell phone
- Other (specify): _____

18. When you use transportation other than METRO, what is your primary reason? (Select up to two)

- METRO takes too long to get to my destination.
- METRO does not run often enough.
- METRO does not travel when I need it to.
- METRO is not reliable.
- I need my vehicle during the day.
- I'm concerned about safety onboard the bus.
- I'm worried that if I miss the bus I will be stranded.
- METRO costs too much.
- It's too difficult to plan everything I need to do in a day around the bus.
- METRO does not go where I need to go.
Specify destination: _____
- Other (specify): _____

19. What kind of improvements would you like to see METRO make? (select up to two)

- More buses/increased frequency
- Improve on-time/reliability
- More weekend service
- Cleaner buses
- Earlier service
- Later service
- Improve security onboard
- Better connections between routes
- Improve security at stops
- Improve bus stop amenities (benches, shelters, signage, etc.)
- Service to new destinations

Section 3. Tell us what you think about METRO.

20. Please rate each of the following aspects of METRO.

	Excellent	Good	Fair	Poor
On-time performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often buses run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weekend service levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holiday service levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety onboard the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver customer service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proximity of bus stop to home/destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer service staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of route/service information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of trip	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall impression of METRO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4. Tell us about yourself.

21. Which of the following includes your age?

- Under 18
- 18 - 24
- 25 - 44
- 45 - 61
- 62 and older
- Prefer not to answer

22. How many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8 or more

23. How many personal vehicles are available to your household?

- None
- One
- Two
- Three
- 4 or more

24. What is your annual household income?

- Under \$15,000
- \$15,000-\$23,999
- \$24,000-\$34,999
- \$35,000-\$49,999
- Prefer not to answer
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$149,999
- \$150,000 or more

25. Are you...?

- Employed full or part-time
- Student full or part-time
- Retired
- Not employed
- Other (specify): _____
- Homemaker
- Prefer not to answer

a. If you selected "student" in the previous question, where are you enrolled?

- UCSC
- Vocational/Technical College
- Other _____
- Cabrillo
- San Jose State
- K-12 school

Thank you! Provide your contact info to be entered into a random drawing for the chance to win a \$100 VISA gift card or one of several 31-day METRO passes.

Name: _____

Phone: _____



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Appendix B. Highway 17 Express Survey Frequencies

Survey Language					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	122	98.4	98.4	98.4
	Spanish	2	1.6	1.6	100.0
	Total	124	100.0	100.0	

What route are you riding?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17	124	100.0	100.0	100.0

Date of Trip					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	04/23/2019	40	32.3	32.3	32.3
	04/25/2019	29	23.4	23.4	55.6
	04/26/2019	29	23.4	23.4	79.0
	04/27/2019	25	20.2	20.2	99.2
	04/28/2019	1	0.8	0.8	100.0
	Total	124	100.0	100.0	

Date of Trip					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1:00 PM	18	14.5	14.5	14.5
	1:30 PM	2	1.6	1.6	16.1
	10:00 AM	7	5.6	5.6	21.8
	11:00 AM	2	1.6	1.6	23.4
	2:00 PM	1	0.8	0.8	24.2
	2:30 PM	8	6.5	6.5	30.6
	3:00 PM	4	3.2	3.2	33.9
	3:30 PM	7	5.6	5.6	39.5
	4:30 PM	9	7.3	7.3	46.8
	5:00 PM	12	9.7	9.7	56.5
	5:30 PM	2	1.6	1.6	58.1
	6:00 PM	5	4.0	4.0	62.1
	7:30 AM	18	14.5	14.5	76.6
	8:00 AM	5	4.0	4.0	80.6
	8:30 AM	15	12.1	12.1	92.7
	9:00 AM	6	4.8	4.8	97.6
	9:30 AM	3	2.4	2.4	100.0
	Total		124	100.0	100.0

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1. How did you travel to your first bus stop today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk	61	49.2	51.7	51.7
	Bike/skateboard	8	6.5	6.8	58.5
	Drove myself	18	14.5	15.3	73.7
	Got dropped off	18	14.5	15.3	89.0
	Carpool/vanpool	6	4.8	5.1	94.1
	Taxi/Lyft/Uber	7	5.6	5.9	100.0
	Total	118	95.2	100.0	
Missing	System	6	4.8		
Total		124	100.0		

1a. How many miles did you travel to reach your stop?						
		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Question skipped	71	57.3	57.3	57.3	
	.2	3	2.4	2.4	59.7	
	.25	1	0.8	0.8	60.5	
	.4	1	0.8	0.8	61.3	
	.5	5	4.0	4.0	65.3	
	.7	1	0.8	0.8	66.1	
	.8	1	0.8	0.8	66.9	
	1	7	5.6	5.6	72.6	
	10	5	4.0	4.0	76.6	
	13	1	0.8	0.8	77.4	
	15	1	0.8	0.8	78.2	
	2	5	4.0	4.0	82.3	
	20	2	1.6	1.6	83.9	
	22	1	0.8	0.8	84.7	
	250	1	0.8	0.8	85.5	
	3	7	5.6	5.6	91.1	
	3.8	1	0.8	0.8	91.9	
	4	2	1.6	1.6	93.5	
	5	4	3.2	3.2	96.8	
	6.2	1	0.8	0.8	97.6	
	7	2	1.6	1.6	99.2	
	9.4	1	0.8	0.8	100.0	
	Total		124	100.0	100.0	



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1b. How many minutes did it take to reach your stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Question skipped	49	39.5	39.5	39.5
	10-15	1	0.8	0.8	40.3
	10	11	8.9	8.9	49.2
	12	2	1.6	1.6	50.8
	14	1	0.8	0.8	51.6
	15	10	8.1	8.1	59.7
	17	1	0.8	0.8	60.5
	18	1	0.8	0.8	61.3
	2	2	1.6	1.6	62.9
	20	6	4.8	4.8	67.7
	3	5	4.0	4.0	71.8
	30	4	3.2	3.2	75.0
	332	1	0.8	0.8	75.8
	35	2	1.6	1.6	77.4
	4	1	0.8	0.8	78.2
	40	3	2.4	2.4	80.6
	5	16	12.9	12.9	93.5
	50	1	0.8	0.8	94.4
	6	1	0.8	0.8	95.2
	60	4	3.2	3.2	98.4
7	1	0.8	0.8	99.2	
90	1	0.8	0.8	100.0	
Total		124	100.0	100.0	

2. How will you travel from your last bus stop to your destination today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk	60	48.4	53.6	53.6
	Bike/skateboard	7	5.6	6.3	59.8
	Drive myself	17	13.7	15.2	75.0
	Get dropped off	13	10.5	11.6	86.6
	Carpool/vanpool	5	4.0	4.5	91.1
	Taxi/Lyft/Uber	10	8.1	8.9	100.0
	Total	112	90.3	100.0	
Missing	Question skipped	12	9.7		
Total		124	100.0		



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2a. How many miles will you travel to reach your stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Question skipped	94	75.8	75.8	75.8
	.1	4	3.2	3.2	79.0
	.2	1	0.8	0.8	79.8
	.5	3	2.4	2.4	82.3
	1	4	3.2	3.2	85.5
	10	1	0.8	0.8	86.3
	15	2	1.6	1.6	87.9
	2	2	1.6	1.6	89.5
	2.5	1	0.8	0.8	90.3
	20	2	1.6	1.6	91.9
	21	1	0.8	0.8	92.7
	22	1	0.8	0.8	93.5
	30	1	0.8	0.8	94.4
	5	1	0.8	0.8	95.2
	50	1	0.8	0.8	96.0
	6	2	1.6	1.6	97.6
	7	1	0.8	0.8	98.4
	8	2	1.6	1.6	100.0
	Total		124	100.0	100.0

2b. How many minutes will it take to reach your stop?						
		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Question skipped	73	58.9	58.9	58.9	
	10-15	1	0.8	0.8	59.7	
	10	6	4.8	4.8	64.5	
	105	1	0.8	0.8	65.3	
	110	1	0.8	0.8	66.1	
	15	4	3.2	3.2	69.4	
	18	1	0.8	0.8	70.2	
	2	2	1.6	1.6	71.8	
	20	8	6.5	6.5	78.2	
	30	3	2.4	2.4	80.6	
	32	1	0.8	0.8	81.5	
	4	1	0.8	0.8	82.3	
	40	1	0.8	0.8	83.1	
	45	1	0.8	0.8	83.9	
	5	10	8.1	8.1	91.9	
	60	6	4.8	4.8	96.8	
	65	1	0.8	0.8	97.6	
	7	2	1.6	1.6	99.2	
	90	1	0.8	0.8	100.0	
	Total		124	100.0	100.0	



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3. Does THIS ONE-WAY TRIP include a transfer to or from another METRO route or other public transit?			
		Frequency	Percent
Valid	No	71	57.3
	Yes, another METRO Route	18	14.5
	Yes, MST	1	0.8
	Yes, CalTrain	16	12.9
	Yes, VTA	9	7.3
	Yes, VTA Light Rail	9	7.3
	Other	4	3.2
Total		124	103.2
* Total equals more than 100% given respondents could select more than one answer.			

Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Amtrak	2	1.6	1.6	99.2
	Company Shuttle	1	0.8	0.8	100.0
Total		124	100.0	100.0	

3a. If you said "Yes" to transferring to another bus, which route?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	UCSC Routes	7	5.6	0.8	79.8
	17X	1	0.8	0.8	83.1
	181	2	1.6	1.6	84.7
	20, 102	1	0.8	0.8	85.5
	22, 91X, 256	1	0.8	0.8	87.9
	29, 71, 91X	1	0.8	0.8	88.7
	304	1	0.8	0.8	89.5
	323	1	0.8	0.8	90.3
	35	1	0.8	0.8	91.1
	522	1	0.8	0.8	91.9
	66	1	0.8	0.8	92.7
	66, 68, 69A	1	0.8	0.8	93.5
	69	1	0.8	0.8	94.4
	69, 71, 91X	1	0.8	0.8	95.2
	69A	2	1.6	1.6	96.8
	71	1	0.8	0.8	97.6
	72	1	0.8	0.8	98.4
	89	1	0.8	0.8	99.2
	91X	1	0.8	0.8	100.0
	Total		124	100.0	100.0



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4. How often do you ride the METRO bus?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 day per month or less	24	19.4	19.8	19.8
	1 day per week	13	10.5	10.7	55.4
	1-3 days per week	30	24.2	24.8	44.6
	5 or more days per week	54	43.5	44.6	100.0
	Total	121	97.6	100.0	
Missing	Question skipped	3	2.4		
Total		124	100.0		

5. If METRO were not available, how would you have made this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk	1	0.8	0.8	0.8
	Drive alone	36	29.0	29.8	30.6
	Bicycle/skateboard	4	3.2	3.3	33.9
	Carpool/vanpool	18	14.5	14.9	48.8
	Get a ride	15	12.1	12.4	61.2
	Taxi/Lyft/Uber	20	16.1	16.5	77.7
	Would not make trip	20	16.1	16.5	94.2
	Other public transit	7	5.6	5.8	100.0
	Total	121	97.6	100.0	
Missing	Question skipped	3	2.4		
Total		124	100.0		

6. What is the purpose of your trip today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Work	37	29.8	30.8	30.8
	Shopping	2	1.6	1.7	32.5
	School	37	29.8	30.8	63.3
	Recreation/Social	30	24.2	25.0	88.3
	Medical	4	3.2	3.3	91.7
	Errands	6	4.8	5.0	96.7
	Other	4	3.2	3.3	100.0
	Total	120	96.8	100.0	
Missing	Question skipped	4	3.2		
Total		124	100.0		

Other (please specify)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		123	99.2	99.2	99.2
	Vacation	1	0.8	0.8	100.0
	Total	124	100.0	100.0	



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7. How did you pay your fare for this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash in farebox	44	35.5	36.1	36.1
	Day Pass	4	3.2	3.3	39.3
	15-ride paper pass	10	8.1	8.2	47.5
	15-ride Cruz Pass (plastic)	3	2.4	2.5	50.0
	31-day paper pass	30	24.2	24.6	74.6
	31-day Cruz Pass (plastic)	10	8.1	8.2	82.8
	Cruz Cash (plastic card)	7	5.6	5.7	88.5
	UCSC ID	5	4.0	4.1	92.6
	Cabrillo College ID	2	1.6	1.6	94.3
	Other	7	5.6	5.7	100.0
	Total	122	98.4	100.0	
Missing	Question skipped	2	1.6		
Total		124	100.0		

Other (please specify)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		117	94.4	94.4	94.4
	Disabled Discount Card	1	0.8	0.8	95.2
	Employee Dependent Badge	3	2.4	2.4	97.6
	Single-ride Pass	2	1.6	1.6	99.2
	Transfer	1	0.8	0.8	100.0
	Total	124	100.0	100.0	

8. If you don't use a METRO bus pass or Cruz Cash, why not?			
		Frequency	Percent
Valid	I am unsure which pass is right for me.	2	4.3
	They are too expensive to buy at one time.	1	2.2
	I am unsure where to buy one.	1	2.2
	The current sales locations are too far from me.	2	4.3
	I cannot reload my pass online.	1	2.2
	I don't ride the bus often enough to buy a pass.	19	41.3
	I prefer to use cash.	9	19.6
	I don't know anything about it.	7	15.2
	I usually use a pass.	10	21.7
Total		46	113.0*
* Total equals more than 100% given respondents could select more than one answer.			



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9. Do you have access to the Internet? (Select all that apply)			
		Frequency	Percent
Valid	Yes, at home	106	85.5
	Yes, at school	61	49.2
	Yes, at work	69	55.6
	Yes, on my phone	100	80.6
	Yes, somewhere else	17	13.7
	No, I do not have access	2	1.6
Total		124	286.3*
* Total equals more than 100% given respondents could select more than one answer.			

10. How would you prefer to purchase METRO passes?			
		Frequency	Percent
Valid	Online	48	38.7
	Local Store	11	8.9
	Santa Cruz Metro Customer Service Booth	32	25.8
	Watsonville Metro Customer Service Booth	3	2.4
	Ticket vending machine	34	27.4
	Smart phone app	34	27.4
Total		124	130.6*
* Total equals more than 100% given respondents could select more than one answer.			

11. Which of the following would you like to see?			
		Frequency	Percent
Valid	Internet reloadable smartcards	50	40.3
	Real time bus arrival info on a smartphone app	76	61.3
	Fare payment on a smartphone app	42	33.9
	Real time info at transit centers and major bus stops	51	41.1
Total		124	176.6*
* Total equals more than 100% given respondents could select more than one answer.			

12. Have you used METRO's "Schedule by Stop" or "Subscriber Alerts"• on your cell phone?			
		Frequency	Percent
Valid	Yes, I use both.	11	8.9
	Yes, Schedule by Stop.	14	11.3
	Yes, Subscriber Alerts.	16	12.9
	No, I haven't used either.	54	43.5
	I wasn't aware of them before today.	28	22.6
Total		119	103.4
* Total equals more than 100% given respondents could select more than one answer.			



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13. Where do you usually go to get bus service information? (schedules, fares, route destinations, etc.)			
		Frequency	Percent
Valid	Paper bus schedule (Headways and/or Hwy 17 Brochure)	20	16.1
	METRO's Website (www.scmttd.com)	81	65.3
	Google Maps	42	33.9
	Other transit app	1	0.8
	METRO Customer Service Phone Number	3	2.4
	Santa Cruz METRO Customer Service booth	4	3.2
	Watsonville METRO Customer Service booth	1	0.8
	METRO "Schedule by Stop"• on cell phone	4	3.2
	Other	3	2.4
Total		124	128.2*
* Total equals more that 100% given respondents could select more than one answer.			

Other (please specify)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Internet	1	0.8	0.8	98.4
	Transit App	1	0.8	0.8	99.2
	Updates from Twitter and Facebook	1	0.8	0.8	100.0
Total		124	100.0	100.0	

13a. If you said "Other transit app", please specify which app					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	City Mapper	1	0.8	0.8	100.0
Total		124	100.0	100.0	



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14. When you use transportation other than METRO, what is your primary reason? (Select up to two)			
		Frequency	Percent
Valid	METRO takes too long to get to my destination.	27	21.8
	METRO does not run often enough.	25	20.2
	METRO does not travel when I need it to.	22	17.7
	METRO is not reliable.	4	3.2
	I need my vehicle during the day.	24	19.4
	I'm concerned about safety onboard the bus.	3	2.4
	I'm worried that if I miss the bus I will be stranded.	19	15.3
	METRO costs too much.	6	4.8
	It's too difficult to plan everything I need to do in a day around the bus.	29	23.4
	METRO does not go where I need to go.	21	16.9
	Other	6	4.8
Total		124	150.0*

* Total equals more than 100% given respondents could select more than one answer.

Other (please specify)					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bus Transportation Sanitizing	1	0.8	0.8	97.6
	If I am traveling for pleasure	1	0.8	0.8	98.4
	When my family can drive me home	1	0.8	0.8	99.2
	When the bus is not running	1	0.8	0.8	100.0
Total		124	100.0	100.0	

14a. If you said "METRO does not go where I need to go", what destination do you want METRO to go to?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bay Area, SF	2	1.6	1.6	91.9
	Delaware to Mission Hill Middle School	1	0.8	0.8	92.7
	Los Gabos	1	0.8	0.8	93.5
	Menlo Park	1	0.8	0.8	94.4
	Mountains	1	0.8	0.8	95.2
	San Jose	1	0.8	0.8	96.0
	Santa Clara Great America (theme park)	1	0.8	0.8	96.8
	Scotts Valley	2	1.6	1.6	98.4
	Soquel	1	0.8	0.8	99.2
	Stanford, CA	1	0.8	0.8	100.0
	Total		124	100.0	100.0



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15. What kind of improvements would you like to see METRO make?			
		Frequency	Percent
Valid	More buses/increased frequency	57	46.0
	Improve on-time/reliability	40	32.3
	More weekend service	25	20.2
	Cleaner buses	17	13.7
	Earlier service	14	11.3
	Later service	25	20.2
	Improved security onboard	3	2.4
	Better connections between routes	15	12.1
	Improved security at stops	3	2.4
	Improved bus stop amenities (benches, shelters, signage, etc.)	18	14.5
	Service to new destinations	20	16.1
Total		124	191.1*

* Total equals more than 100% given respondents could select more than one answer.

16. Please rate the following service attributes: On-time performance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	33	26.6	26.6	26.6
	Good	62	50.0	50.0	76.6
	Fair	24	19.4	19.4	96.0
	Poor	5	4.0	4.0	100.0
	Total	124	100.0	100.0	

16a. Please rate the following service attributes: How often buses run					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	23	18.5	18.5	18.5
	Good	54	43.5	43.5	62.1
	Fair	42	33.9	33.9	96.0
	Poor	5	4.0	4.0	100.0
	Total	124	100.0	100.0	

16b. Please rate the following service attributes: Hours of operation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	33	26.6	26.8	26.8
	Good	59	47.6	48.0	74.8
	Fair	29	23.4	23.6	98.4
	Poor	2	1.6	1.6	100.0
	Total	123	99.2	100.0	
Missing	Question skipped	1	0.8		
Total		124	100.0		



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16c. Please rate the following service attributes: Weekend service levels					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	19	15.3	16.5	16.5
	Good	35	28.2	30.4	47.0
	Fair	53	42.7	46.1	93.0
	Poor	8	6.5	7.0	100.0
	Total	115	92.7	100.0	
Missing	Question skipped	9	7.3		
Total		124	100.0		

16d. Please rate the following service attributes: Holiday service levels					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	18	14.5	15.7	15.7
	Good	43	34.7	37.4	53.0
	Fair	42	33.9	36.5	89.6
	Poor	12	9.7	10.4	100.0
	Total	115	92.7	100.0	
Missing	Question skipped	9	7.3		
Total		124	100.0		

16e. Please rate the following service attributes: Cleanliness of bus					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	28	22.6	22.8	22.8
	Good	57	46.0	46.3	69.1
	Fair	28	22.6	22.8	91.9
	Poor	10	8.1	8.1	100.0
	Total	123	99.2	100.0	
Missing	Question skipped	1	0.8		
Total		124	100.0		

16f. Please rate the following service attributes: Driver safety					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	60	48.4	48.8	48.8
	Good	55	44.4	44.7	93.5
	Fair	3	2.4	2.4	95.9
	Poor	5	4.0	4.1	100.0
	Total	123	99.2	100.0	
Missing	Question skipped	1	0.8		
Total		124	100.0		



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16g. Please rate the following service attributes: Safety onboard the bus					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	44	35.5	35.8	35.8
	Good	60	48.4	48.8	84.6
	Fair	15	12.1	12.2	96.7
	Poor	4	3.2	3.3	100.0
	Total	123	99.2	100.0	
Missing	Question skipped	1	0.8		
Total		124	100.0		

16h. Please rate the following service attributes: Driver customer service					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	57	46.0	47.1	47.1
	Good	49	39.5	40.5	87.6
	Fair	15	12.1	12.4	100.0
	Total	121	97.6	100.0	
Missing	Question skipped	3	2.4		
Total		124	100.0		

16i. Please rate the following service attributes: Proximity of bus stop to home/destination					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	40	32.3	32.5	32.5
	Good	53	42.7	43.1	75.6
	Fair	24	19.4	19.5	95.1
	Poor	6	4.8	4.9	100.0
	Total	123	99.2	100.0	
Missing	Question skipped	1	0.8		
Total		124	100.0		

16j. Please rate the following service attributes: Customer service staff					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	41	33.1	34.5	34.5
	Good	57	46.0	47.9	82.4
	Fair	17	13.7	14.3	96.6
	Poor	4	3.2	3.4	100.0
	Total	119	96.0	100.0	
Missing	Question skipped	5	4.0		
Total		124	100.0		



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16k. Please rate the following service attributes: Availability of route/service information					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	35	28.2	28.9	28.9
	Good	70	56.5	57.9	86.8
	Fair	13	10.5	10.7	97.5
	Poor	3	2.4	2.5	100.0
	Total	121	97.6	100.0	
Missing	Question skipped	3	2.4		
Total		124	100.0		

16l. Please rate the following service attributes: Length of trip					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	18	14.5	14.6	14.6
	Good	77	62.1	62.6	77.2
	Fair	26	21.0	21.1	98.4
	Poor	2	1.6	1.6	100.0
	Total	123	99.2	100.0	
Missing	Question skipped	1	0.8		
Total		124	100.0		

16m. Please rate the following service attributes: Fares					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	17	13.7	13.7	13.7
	Good	48	38.7	38.7	52.4
	Fair	48	38.7	38.7	91.1
	Poor	11	8.9	8.9	100.0
	Total	124	100.0	100.0	

16n. Please rate the following service attributes: Overall impression of METRO					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	29	23.4	23.4	23.4
	Good	76	61.3	61.3	84.7
	Fair	18	14.5	14.5	99.2
	Poor	1	0.8	0.8	100.0
	Total	124	100.0	100.0	



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17. Which of the following includes your age?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	4	3.2	3.2	3.2
	18 - 24	48	38.7	38.7	41.9
	25 - 44	40	32.3	32.3	74.2
	45 - 61	19	15.3	15.3	89.5
	62 and older	11	8.9	8.9	98.4
	Prefer not to answer	2	1.6	1.6	100.0
	Total	124	100.0	100.0	

18. How many people live in your household?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	23	18.5	18.7	18.7
	2	34	27.4	27.6	46.3
	3	21	16.9	17.1	63.4
	4	17	13.7	13.8	77.2
	5	19	15.3	15.4	92.7
	6	3	2.4	2.4	95.1
	7	3	2.4	2.4	97.6
	8 or more	3	2.4	2.4	100.0
	Total	123	99.2	100.0	
Missing	Question skipped	1	0.8		
Total		124	100.0		

19. How many personal vehicles are available to your household?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	26	21.0	21.3	21.3
	One	32	25.8	26.2	47.5
	Two	34	27.4	27.9	75.4
	Three	19	15.3	15.6	91.0
	4 or more	11	8.9	9.0	100.0
	Total	122	98.4	100.0	
Missing	Question skipped	2	1.6		
Total		124	100.0		



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20. What is your annual household income?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$15,000	15	12.1	12.3	12.3
	\$15,000-\$23,999	13	10.5	10.7	23.0
	\$24,000-\$34,999	9	7.3	7.4	30.3
	\$35,000-\$49,999	5	4.0	4.1	34.4
	\$50,000-\$74,999	6	4.8	4.9	39.3
	\$75,000-\$99,999	12	9.7	9.8	49.2
	\$100,000-\$149,999	8	6.5	6.6	55.7
	\$150,000 or more	16	12.9	13.1	68.9
	Prefer not to answer	38	30.6	31.1	100.0
	Total	122	98.4	100.0	
Missing	System	2	1.6		
Total		124	100.0		

21. Are you...?			
		Frequency	Percent
Valid	Employed full or part-time	68	54.8
	Student full or part-time	65	52.4
	Retired	6	4.8
	Not employed	3	2.4
	Homemaker	1	0.8
	Prefer not to answer	1	0.8
Total		124	116.1
* Total equals more than 100% given respondents could select more than one answer.			

21a. If you selected "student" in the previous question, where are you enrolled?			
		Frequency	Percent
Valid	UCSC	31	25.0
	Cabrillo	2	1.6
	San Jose State	24	19.4
	K-12 school	1	0.8
	Other	7	5.6
Total		65	100.0

Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cinta Aveda Institute	1	0.8	0.8	96.8
	LA City College	1	0.8	0.8	97.6
	R Mead	1	0.8	0.8	98.4
	Stanford University	1	0.8	0.8	99.2
	University of California Berkley	1	0.8	0.8	100.0
	Total	124	100.0	100.0	



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Appendix C. Local Route Survey Frequencies

Survey Language					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	English	785	92.1	92.1	92.1
	Spanish	67	7.9	7.9	100.0
	Total	852	100.0	100.0	

What route are you riding?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	3	8	0.9	0.9	0.9
	35/35A	101	11.9	11.9	12.8
	4	21	2.5	2.5	15.3
	40	4	0.5	0.5	15.7
	41	8	0.9	0.9	16.7
	42	3	0.4	0.4	17.0
	55	31	3.6	3.6	20.7
	66	66	7.7	7.7	28.4
	68	32	3.8	3.8	32.2
	69A	92	10.8	10.8	43.0
	69W	104	12.2	12.2	55.2
	71	224	26.3	26.3	81.5
	72	27	3.2	3.2	84.6
	74S	2	0.2	0.2	84.9
	75	41	4.8	4.8	89.7
	79	13	1.5	1.5	91.2
	91X	75	8.8	8.8	100.0
	Total	852	100.0	100.0	

Date of Trip					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	04/22/2019	1	0.1	0.1	0.1
	04/23/2019	247	28.9	28.9	29.0
	04/24/2019	252	29.6	29.6	58.6
	04/25/2019	167	19.6	19.6	78.2
	04/26/2019	125	14.7	14.7	92.8
	04/27/2019	60	7.0	7.0	99.9
	Total	852	100.0	100.0	



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Time of Trip					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1:00 PM	84	9.9	9.9	9.9
	1:30 PM	47	5.5	5.5	15.4
	10:00 AM	81	9.5	9.5	24.9
	10:30 AM	34	4.0	4.0	28.9
	11:00 AM	59	6.9	6.9	35.8
	11:30 AM	47	5.5	5.5	41.3
	12:00 PM	55	6.5	6.5	47.8
	12:30 PM	29	3.4	3.4	51.2
	2:00 PM	67	7.9	7.9	59.0
	2:30 PM	46	5.4	5.4	64.4
	3:00 PM	50	5.9	5.9	70.3
	3:30 PM	39	4.6	4.6	74.9
	4:00 PM	25	2.9	2.9	77.8
	4:30 PM	9	1.1	1.1	78.9
	5:00 PM	18	2.1	2.1	81.0
	5:30 PM	7	0.8	0.8	81.8
	6:00 AM	2	0.2	0.2	82.0
	6:00 PM	2	0.2	0.2	82.3
	7:30 AM	20	2.3	2.3	84.6
	8:00 AM	17	2.0	2.0	86.6
	8:30 AM	32	3.8	3.8	90.4
	9:00 AM	44	5.2	5.2	95.5
	9:30 AM	38	4.5	4.5	100.0
Total		852	100.0	100.0	

1. How did you travel to your first bus stop today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk	713	83.7	88.4	88.4
	Wheelchair	9	1.1	1.1	89.5
	Bike/skateboard	39	4.6	4.8	94.3
	Drove myself	6	0.7	0.7	95.0
	Got dropped off	31	3.6	3.8	98.9
	Carpool/vanpool	4	0.5	0.5	99.4
	Taxi/Lyft/Uber	5	0.6	0.6	100.0
	Total	807	94.7	100.0	
Missing	Question skipped	45	5.3		
Total		852	100.0		



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1a. How many miles did you travel to reach your stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.1	9	1.1	1.1	71.2
	.10	1	0.1	0.1	71.4
	.2	5	0.6	0.6	71.9
	.20	1	0.1	0.1	72.1
	.25	27	3.2	3.2	75.2
	.3	9	1.1	1.1	76.3
	.33	1	0.1	0.1	76.4
	.4-.6	1	0.1	0.1	76.5
	.4	2	0.2	0.2	76.8
	.5	55	6.5	6.5	83.2
	.6	1	0.1	0.1	83.3
	.7	3	0.4	0.4	83.7
	.75	5	0.6	0.6	84.3
	.8	10	1.2	1.2	85.4
	0.5	1	0.1	0.1	85.6
	1	55	6.5	6.5	92.0
	1.2	1	0.1	0.1	92.1
	1.4	2	0.2	0.2	92.4
	1.5	6	0.7	0.7	93.1
	10	4	0.5	0.5	93.5
	15	2	0.2	0.2	93.8
	18	1	0.1	0.1	93.9
	2	12	1.4	1.4	95.3
	2.5	1	0.1	0.1	95.4
	20	3	0.4	0.4	95.8
	25	1	0.1	0.1	95.9
	3-4	1	0.1	0.1	96.0
	3-5	1	0.1	0.1	96.1
	3	11	1.3	1.3	97.4
	4	5	0.6	0.6	98.0
	4.5	1	0.1	0.1	98.1
	5	9	1.1	1.1	99.2
6	3	0.4	0.4	99.5	
7	3	0.4	0.4	99.9	
8	1	0.1	0.1	100.0	
Total		852	100.0	100.0	



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1b. How many minutes did it take to reach your stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.5	1	0.1	0.1	37.9
	1-2	1	0.1	0.1	38.0
	1	25	2.9	2.9	41.0
	1.5	1	0.1	0.1	41.1
	10-15	2	0.2	0.2	41.3
	10	104	12.2	12.2	53.5
	12	5	0.6	0.6	54.1
	120	1	0.1	0.1	54.2
	13	1	0.1	0.1	54.3
	14	1	0.1	0.1	54.5
	15	46	5.4	5.4	59.9
	17	2	0.2	0.2	60.1
	19	1	0.1	0.1	60.2
	2	42	4.9	4.9	65.1
	20-25	1	0.1	0.1	65.3
	20	29	3.4	3.4	68.7
	25	6	0.7	0.7	69.4
	3-4	1	0.1	0.1	69.5
	3-5	1	0.1	0.1	69.6
	3	50	5.9	5.9	75.5
	30	18	2.1	2.1	77.6
	35-40	1	0.1	0.1	77.7
	35	1	0.1	0.1	77.8
	4-5	2	0.2	0.2	78.1
	4	13	1.5	1.5	79.6
	40	3	0.4	0.4	79.9
	43	1	0.1	0.1	80.0
	45	4	0.5	0.5	80.5
	5-10	5	0.6	0.6	81.1
	5-6	1	0.1	0.1	81.2
	5-7	2	0.2	0.2	81.5
	5-8	1	0.1	0.1	81.6
	5	103	12.1	12.1	93.7
	6-8	1	0.1	0.1	93.8
	6	9	1.1	1.1	94.8
	60	3	0.4	0.4	95.2
	7	22	2.6	2.6	97.8
	75	1	0.1	0.1	97.9
	8-10	1	0.1	0.1	98.0
	8	14	1.6	1.6	99.6
9	1	0.1	0.1	99.8	
90	2	0.2	0.2	100.0	
Total		852	100.0	100.0	



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2. How will you travel from your last bus stop to your destination today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk	645	75.7	88.7	88.7
	Wheelchair	8	0.9	1.1	89.8
	Bike/skateboard	39	4.6	5.4	95.2
	Drive myself	3	0.4	0.4	95.6
	Get dropped off	17	2.0	2.3	97.9
	Carpool/vanpool	10	1.2	1.4	99.3
	Taxi/Lyft/Uber	5	0.6	0.7	100.0
	Total	727	85.3	100.0	
Missing	Question skipped	125	14.7		
Total		852	100.0		

2a. How many miles will you travel to reach your stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.03	1	0.1	0.1	80.0
	.1	6	0.7	0.7	80.8
	.2	8	0.9	0.9	81.7
	.20	1	0.1	0.1	81.8
	.25	15	1.8	1.8	83.6
	.3	8	0.9	0.9	84.5
	.5	42	4.9	4.9	89.4
	.66	1	0.1	0.1	89.6
	.75	3	0.4	0.4	89.9
	.8	2	0.2	0.2	90.1
	0.5	1	0.1	0.1	90.3
	1-2	1	0.1	0.1	90.4
	1	37	4.3	4.3	94.7
	1.5	1	0.1	0.1	94.8
	10	7	0.8	0.8	95.7
	11	1	0.1	0.1	95.8
	13	1	0.1	0.1	95.9
	15	4	0.5	0.5	96.4
	18	1	0.1	0.1	96.5
	2	9	1.1	1.1	97.5
	3	6	0.7	0.7	98.2
	30	1	0.1	0.1	98.4
	4	5	0.6	0.6	98.9
	5	5	0.6	0.6	99.5
	6	4	0.5	0.5	100.0
	Total		852	100.0	100.0



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2b. How many minutes will it take to reach your stop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	.5	1	0.1	0.1	53.9
	1-2	1	0.1	0.1	54.0
	1	1	0.1	0.1	54.1
	10-15	3	0.4	0.4	54.5
	10	61	7.2	7.2	61.6
	11	1	0.1	0.1	61.7
	12	3	0.4	0.4	62.1
	120	1	0.1	0.1	62.2
	14	1	0.1	0.1	62.3
	15-18	1	0.1	0.1	62.4
	15-20	1	0.1	0.1	62.6
	15	37	4.3	4.3	66.9
	16	1	0.1	0.1	67.0
	17	2	0.2	0.2	67.3
	18	1	0.1	0.1	67.4
	2-3	4	0.5	0.5	67.8
	2	33	3.9	3.9	71.7
	20-25	1	0.1	0.1	71.8
	20	15	1.8	1.8	73.6
	25	3	0.4	0.4	73.9
	3	25	2.9	2.9	76.9
	30-45	1	0.1	0.1	77.0
	30	17	2.0	2.0	79.0
	35	5	0.6	0.6	79.6
	4	3	0.4	0.4	79.9
	40	3	0.4	0.4	80.3
	45	5	0.6	0.6	80.9
	5-10	2	0.2	0.2	81.1
	5-6	1	0.1	0.1	81.2
	5	97	11.4	11.4	92.6
	50	1	0.1	0.1	92.7
	55	2	0.2	0.2	93.0
	6	6	0.7	0.7	93.7
	60	40	4.7	4.7	98.4
7	7	0.8	0.8	99.2	
8	6	0.7	0.7	99.9	
90	1	0.1	0.1	100.0	
Total		852	100.0	100.0	



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3. Does THIS ONE-WAY TRIP include a transfer to or from another METRO route or other public transit?			
		Frequency	Percent
Valid	No	631	74.1
	Yes, another METRO Route	161	18.9
	Yes, MST	6	0.7
	Yes, ACE Rail	1	0.1
	Yes, VTA	3	0.4
	Other	1	0.1
Total		852	100.0

3a. If you said "Yes" to transferring to another bus, which route?				
		Frequency	Percent	Valid Percent
Valid	UCSC Routes	47	5.6	5.6
	15, 71	1	0.1	0.1
	17	4	0.4	0.4
	17, VTA Rt 65	1	0.1	0.1
	19, 71	1	0.1	0.1
	20, 68	1	0.1	0.1
	25	1	0.1	0.1
	28	1	0.1	0.1
	29	1	0.1	0.1
	3	1	0.1	0.1
	3, 20	1	0.1	0.1
	3,22	1	0.1	0.1
	31, 69W	1	0.1	0.1
	35	10	1.2	1.2
	35, 35A	1	0.1	0.1
	35, 68	1	0.1	0.1
	35A	5	0.6	0.6
	4	4	0.5	0.5
	4, 71	1	0.1	0.1
	40	1	0.1	0.1
	42	1	0.1	0.1
	55	4	0.5	0.5
	55, 69W	1	0.1	0.1
	55,68,69	1	0.1	0.1
	66	2	0.2	0.2
	66A	1	0.1	0.1
	68	1	0.1	0.1
	69	1	0.1	0.1
	69A	4	0.5	0.5
	69W	8	0.9	0.9
	69W, 71, 91X	1	0.1	0.1
	69W, 79, 91X	1	0.1	0.1
71	13	1.5	1.5	
71, 91X	2	0.2	0.2	



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	72	1	0.1	0.1
	72,75	1	0.1	0.1
	75	3	0.4	0.4
	79	4	0.5	0.5
	91X	8	0.9	0.9
	Total	852	100.0	100.0

4. How often do you ride the METRO bus?				
		Frequency	Percent	Valid Percent
Valid	1 day per month or less	29	3.4	3.6
	1 day per week	53	6.2	6.6
	1-3 days per week	248	29.1	30.8
	5 or more days per week	476	55.9	59.1
	Total	806	94.6	100.0
Missing	Question skipped	46	5.4	
	Total	852	100.0	

5. If METRO were not available, how would you have made this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Walk	194	22.8	24.0	24.0
	Drive alone	50	5.9	6.2	30.2
	Bicycle/skateboard	51	6.0	6.3	36.5
	Carpool/vanpool	36	4.2	4.4	40.9
	Get a ride	211	24.8	26.1	67.0
	Taxi/Lyft/Uber	96	11.3	11.9	78.9
	Would not make trip	140	16.4	17.3	96.2
	Other public transit	22	2.6	2.7	98.9
	Other	9	1.1	1.1	100.0
		Total	809	95.0	100.0
Missing	Question skipped	43	5.0		
	Total	852	100.0		

Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		850	99.8	99.8	99.8
	Zipcar	2	0.2	0.2	100.0
	Total	852	100.0	100.0	



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6. What is the purpose of your trip today?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Work	253	29.7	31.7	31.7
	Shopping	100	11.7	12.5	44.2
	School	232	27.2	29.0	73.2
	Recreation/Social	67	7.9	8.4	81.6
	Medical	74	8.7	9.3	90.9
	Errands	62	7.3	7.8	98.6
	Other	11	1.3	1.4	100.0
	Total	799	93.8	100.0	
Missing	Question skipped	53	6.2		
Total		852	100.0		

Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		844	99.1	99.1	99.1
	Church	2	0.2	0.2	99.3
	Probation meeting	1	0.1	0.1	99.4
	Released from Jail	1	0.1	0.1	99.5
	Volunteering	4	0.5	0.5	100.0
	Total	852	100.0	100.0	

7. How did you pay your fare for this trip?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cash in farebox	252	29.6	31.5	31.5
	Day Pass	53	6.2	6.6	38.2
	15-ride paper pass	13	1.5	1.6	39.8
	15-ride Cruz Pass (plastic)	7	0.8	0.9	40.7
	31-day paper pass	88	10.3	11.0	51.7
	31-day Cruz Pass (plastic)	81	9.5	10.1	61.8
	Cruz Cash (plastic card)	16	1.9	2.0	63.8
	UCSC ID	76	8.9	9.5	73.3
	Cabrillo College ID	201	23.6	25.2	98.5
	Other	12	1.4	1.5	100.0
	Total	799	93.8	100.0	
Missing	Question skipped	53	6.2		
Total		852	100.0		



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Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		842	98.8	98.8	98.8
	7-day pass	1	0.1	0.1	98.9
	Annual Pass	1	0.1	0.1	99.1
	Senior/Disabled Discount Card	3	0.3	0.3	99.4
	Employee Dependent Badge	1	0.1	0.1	99.5
	I did not pay	1	0.1	0.1	99.6
	Metro Retiree	2	0.2	0.2	99.9
	Single-ride pass	1	0.1	0.1	100.0
	Total	852	100.0	100.0	

8. If you don't use a METRO bus pass or Cruz Cash, why not?			
		Frequency	Percent
Valid	I am unsure which pass is right for me.	35	13.8
	They are too expensive to buy at one time.	44	17.4
	I am unsure where to buy one.	14	5.5
	The current sales locations are too far from me.	8	3.2
	I cannot reload my pass online.	5	2.0
	I don't ride the bus often enough to buy a pass.	50	19.8
	I prefer to use cash.	64	25.3
	It is inconvenient to reload the card.	4	1.6
	I don't trust them to work correctly.	1	0.4
	I don't know anything about it.	19	7.5
	I usually use a pass.	24	9.5
Total	253	105.9*	

* Total equals more than 100% given respondents could select more than one answer.



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9. Do you have access to the Internet? (Select all that apply)			
		Frequency	Percent
Valid	Yes, at home	525	61.6
	Yes, at school	284	33.3
	Yes, at work	198	23.2
	Yes, on my phone	486	57.0
	Yes, somewhere else	109	12.8
	No, I do not have access	87	10.2
Total		852	198.2*
* Total equals more than 100% given respondents could select more than one answer.			

10. How would you prefer to purchase METRO passes?			
		Frequency	Percent
Valid	Online	212	24.9
	Local Store	107	12.6
	Santa Cruz Metro Customer Service Booth	199	23.4
	Watsonville Metro Customer Service Booth	137	16.1
	Ticket vending machine	211	24.8
	Smart phone app	115	13.5
Total		852	115.1*
* Total equals more than 100% given respondents could select more than one answer.			

11. Which of the following would you like to see?			
		Frequency	Percent
Valid	Internet reloadable smartcards	209	24.5
	Real time bus arrival info on a smartphone app	365	42.8
	Fare payment on a smartphone app	186	21.8
	Real time info at transit centers and major bus stops	353	41.4
Total		852	130.6*
* Total equals more than 100% given respondents could select more than one answer.			



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12. Have you used METRO's "Schedule by Stop" or "Subscriber Alerts" on your cell phone?			
		Frequency	Percent
Valid	Yes, I use both.	100	12.8
	Yes, Schedule by Stop.	137	17.5
	Yes, Subscriber Alerts.	17	2.2
	No, I haven't used either.	365	46.7
	I wasn't aware of them before today.	198	25.3
Total		782	104.5*
* Total equals more than 100% given respondents could select more than one answer.			

13. Where do you usually go to get bus service information? (schedules, fares, route destinations, etc.)			
		Frequency	Percent
Valid	Paper bus schedule (Headways and/or Hwy 17 Brochure)	261	30.6
	METRO's Website (www.scmttd.com)	343	40.3
	Google Maps	225	26.4
	Other transit app	7	0.8
	METRO Customer Service Phone Number	23	2.7
	Santa Cruz METRO Customer Service booth	46	5.4
	Watsonville METRO Customer Service booth	24	2.8
	METRO "Schedule by Stop"• on cell phone	66	7.7
	Other	18	2.1
Total		852	118.9*
* Total equals more than 100% given respondents could select more than one answer.			



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Other				
		Frequency	Percent	Valid Percent
Valid		836	98.1	98.1
	Bus Dr	1	0.1	0.1
	Emeline Health Center	1	0.1	0.1
	Online	2	0.2	0.2
	Post Office	1	0.1	0.1
	Schedules/signs posted at stations and stops	6	0.7	1.7
	School	1	0.1	0.1
	VTO	1	0.1	0.1
	Word of Mouth	3	0.4	0.4
	Total	852	100.0	100.0

13a. If you said "Other transit app", please specify which app					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		851	99.9	99.9	99.9
	Waze	1	0.1	0.1	100.0
	Total	852	100.0	100.0	

14. When you use transportation other than METRO, what is your primary reason?			
		Frequency	Percent
Valid	METRO takes too long to get to my destination.	172	20.2
	METRO does not run often enough.	163	19.1
	METRO does not travel when I need it to.	151	17.7
	METRO is not reliable.	47	5.5
	I need my vehicle during the day.	45	5.3
	I'm concerned about safety onboard the bus.	32	3.8
	I'm worried that if I miss the bus I will be stranded.	135	15.8
	METRO costs too much.	33	3.9
	It's too difficult to plan everything I need to do in a day around the bus.	150	17.6
	METRO does not go where I need to go.	108	12.7
	Other	57	6.7
Total	852	128.3*	

* Total equals more than 100% given respondents could select more than one answer.



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Other			
		Frequency	Percent
Valid	Special needs/disabilities	2	0.2
	If I am running late or miss the bus	5	0.6
	If there is an emergency	1	0.1
	Outside of regular service hours	9	1.1
	When I have a ride	11	1.3
	When I have doctor appointments	1	0.1
	When I am carrying many items (shopping, moving, etc.)	2	0.2
	When I want to exercise	6	0.7
	When the buses are too crowded	1	0.1
	When the weather is bad.	1	0.1
Total		852	



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14a. If you said "METRO does not go where I need to go", what destination do you want METRO to go to?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	140 Miles Inn	1	0.1	0.1	97.1
	286 Thompson Rd, Watsonville	1	0.1	0.1	97.2
	2900 N. Rodeo Gulch Dr	1	0.1	0.1	97.3
	Assumption Church	1	0.1	0.1	97.4
	Deleresa Park	1	0.1	0.1	97.5
	Felton to Scotts Valley Dr	1	0.1	0.1	97.7
	Happy Valley	1	0.1	0.1	97.8
	HHS	1	0.1	0.1	97.9
	Highway 9, Forest Lake	1	0.1	0.1	98.0
	Hospital	1	0.1	0.1	98.1
	More weekend routes and buses	1	0.1	0.1	98.2
	Mt. Madonna	1	0.1	0.1	98.4
	Outside of Santa Cruz	1	0.1	0.1	98.5
	Rancho del Oso	1	0.1	0.1	98.6
	Rio Del Mar	1	0.1	0.1	98.7
	Riverside Dr Beach Dentist	1	0.1	0.1	98.8
	Salinas	1	0.1	0.1	98.9
	San Jose	1	0.1	0.1	99.1
	San Jose City College	1	0.1	0.1	99.2
	Santa Cruz Sheriff Office	1	0.1	0.1	99.3
	South Felton	1	0.1	0.1	99.4
	Summit Rd	1	0.1	0.1	99.5
	Weekend to near East Lake	1	0.1	0.1	99.6
West Zayante, Felton	1	0.1	0.1	99.8	
Where there aren't any buses	1	0.1	0.1	99.9	
Work Fils Berry Farms	1	0.1	0.1	100.0	
	Total	852	100.0	100.0	



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15. What kind of improvements would you like to see METRO make?			
		Frequency	Percent
Valid	More buses/increased frequency	356	41.8
	Improve on-time/reliability	217	25.5
	More weekend service	259	30.4
	Cleaner buses	75	8.8
	Earlier service	113	13.3
	Later service	193	22.7
	Improved security onboard	45	5.3
	Better connections between routes	85	10.0
	Improved security at stops	55	6.5
	Improved bus stop amenities (benches, shelters, signage, etc.)	117	13.7
	Service to new destinations	152	17.8
Total		852	195.7*
* Total equals more than 100% given respondents could select more than one answer.			

16. Please rate the following service attributes: On-time performance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	202	23.7	25.3	25.3
	Good	380	44.6	47.6	72.8
	Fair	188	22.1	23.5	96.4
	Poor	29	3.4	3.6	100.0
	Total	799	93.8	100.0	
Missing	Question skipped	53	6.2		
Total		852	100.0		

16a. Please rate the following service attributes: How often buses run					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	138	16.2	17.7	17.7
	Good	387	45.4	49.7	67.4
	Fair	201	23.6	25.8	93.2
	Poor	53	6.2	6.8	100.0
	Total	779	91.4	100.0	
Missing	Question skipped	73	8.6		
Total		852	100.0		



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16b. Please rate the following service attributes: Hours of operation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	144	16.9	18.7	18.7
	Good	347	40.7	44.9	63.6
	Fair	233	27.3	30.2	93.8
	Poor	48	5.6	6.2	100.0
	Total	772	90.6	100.0	
Missing	Question skipped	80	9.4		
Total		852	100.0		

16c. Please rate the following service attributes: Weekend service levels					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	103	12.1	13.4	13.4
	Good	289	33.9	37.7	51.2
	Fair	259	30.4	33.8	85.0
	Poor	115	13.5	15.0	100.0
	Total	766	89.9	100.0	
Missing	Question skipped	86	10.1		
Total		852	100.0		

16d. Please rate the following service attributes: Holiday service levels					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	110	12.9	14.7	14.7
	Good	267	31.3	35.7	50.4
	Fair	246	28.9	32.9	83.3
	Poor	125	14.7	16.7	100.0
	Total	748	87.8	100.0	
Missing	Question skipped	104	12.2		
Total		852	100.0		

16e. Please rate the following service attributes: Cleanliness of bus					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	210	24.6	27.4	27.4
	Good	344	40.4	44.9	72.3
	Fair	176	20.7	23.0	95.3
	Poor	36	4.2	4.7	100.0
	Total	766	89.9	100.0	
Missing	Question skipped	86	10.1		
Total		852	100.0		



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16f. Please rate the following service attributes: Driver safety					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	384	45.1	49.7	49.7
	Good	331	38.8	42.9	92.6
	Fair	50	5.9	6.5	99.1
	Poor	7	0.8	0.9	100.0
	Total	772	90.6	100.0	
Missing	Question skipped	80	9.4		
Total		852	100.0		

16g. Please rate the following service attributes: Safety onboard the bus					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	322	37.8	41.4	41.4
	Good	346	40.6	44.5	86.0
	Fair	97	11.4	12.5	98.5
	Poor	12	1.4	1.5	100.0
	Total	777	91.2	100.0	
Missing	Question skipped	75	8.8		
Total		852	100.0		

16h. Please rate the following service attributes: Driver customer service					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	364	42.7	47.0	47.0
	Good	329	38.6	42.5	89.4
	Fair	67	7.9	8.6	98.1
	Poor	15	1.8	1.9	100.0
	Total	775	91.0	100.0	
Missing	Question skipped	77	9.0		
Total		852	100.0		

16i. Please rate the following service attributes: Proximity of bus stop to home/destination					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	270	31.7	35.0	35.0
	Good	343	40.3	44.5	79.5
	Fair	126	14.8	16.3	95.8
	Poor	32	3.8	4.2	100.0
	Total	771	90.5	100.0	
Missing	Question skipped	81	9.5		
Total		852	100.0		



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16j. Please rate the following service attributes: Customer service staff					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	288	33.8	38.1	38.1
	Good	357	41.9	47.3	85.4
	Fair	96	11.3	12.7	98.1
	Poor	14	1.6	1.9	100.0
	Total	755	88.6	100.0	
Missing	Question skipped	97	11.4		
Total		852	100.0		

16k. Please rate the following service attributes: Availability of route/service information					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	262	30.8	33.9	33.9
	Good	388	45.5	50.2	84.1
	Fair	106	12.4	13.7	97.8
	Poor	17	2.0	2.2	100.0
	Total	773	90.7	100.0	
Missing	Question skipped	79	9.3		
Total		852	100.0		

16l. Please rate the following service attributes: Length of trip					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	181	21.2	23.8	23.8
	Good	404	47.4	53.0	76.8
	Fair	148	17.4	19.4	96.2
	Poor	29	3.4	3.8	100.0
	Total	762	89.4	100.0	
Missing	Question skipped	90	10.6		
Total		852	100.0		

16m. Please rate the following service attributes: Fares					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	208	24.4	27.2	27.2
	Good	349	41.0	45.6	72.8
	Fair	175	20.5	22.9	95.7
	Poor	33	3.9	4.3	100.0
	Total	765	89.8	100.0	
Missing	Question skipped	87	10.2		
Total		852	100.0		



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16n. Please rate the following service attributes: Overall impression of METRO					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	232	27.2	30.1	30.1
	Good	442	51.9	57.3	87.4
	Fair	81	9.5	10.5	97.9
	Poor	16	1.9	2.1	100.0
	Total	771	90.5	100.0	
Missing	Question skipped	81	9.5		
Total		852	100.0		

17. Which of the following includes your age?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under 18	82	9.6	9.7	9.7
	18 - 24	247	29.0	29.3	39.0
	25 - 44	219	25.7	26.0	65.0
	45 - 61	142	16.7	16.8	81.9
	62 and older	99	11.6	11.7	93.6
	Prefer not to answer	54	6.3	6.4	100.0
	Total	843	98.9	100.0	
Missing	Question skipped	9	1.1		
Total		852	100.0		

18. How many people live in your household?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	164	19.2	21.0	21.0
	2	115	13.5	14.7	35.8
	3	144	16.9	18.5	54.2
	4	123	14.4	15.8	70.0
	5	99	11.6	12.7	82.7
	6	61	7.2	7.8	90.5
	7	31	3.6	4.0	94.5
	8 or more	43	5.0	5.5	100.0
	Total	780	91.5	100.0	
Missing	Question skipped	72	8.5		
Total		852	100.0		



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19. How many personal vehicles are available to your household?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	270	31.7	35.2	35.2
	One	194	22.8	25.3	60.4
	Two	184	21.6	24.0	84.4
	Three	77	9.0	10.0	94.4
	4 or more	43	5.0	5.6	100.0
	Total	768	90.1	100.0	
Missing	Question skipped	84	9.9		
Total		852	100.0		

20. What is your annual household income?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Under \$15,000	229	26.9	27.5	27.5
	\$15,000-\$23,999	108	12.7	13.0	40.5
	\$24,000-\$34,999	55	6.5	6.6	47.1
	\$35,000-\$49,999	58	6.8	7.0	54.1
	\$50,000-\$74,999	37	4.3	4.4	58.5
	\$75,000-\$99,999	11	1.3	1.3	59.9
	\$100,000-\$149,999	12	1.4	1.4	61.3
	\$150,000 or more	11	1.3	1.3	62.6
	Prefer not to answer	311	36.5	37.4	100.0
	Total	832	97.7	100.0	
Missing	Question skipped	20	2.3		
Total		852	100.0		

21. Are you...?			
		Frequency	Percent
Valid	Employed full or part-time	355	41.7
	Student full or part-time	350	41.1
	Retired	79	9.3
	Not employed	66	7.7
	Homemaker	14	1.6
	Prefer not to answer	88	10.3
	Other	24	2.8
Total		852	114.6*

* Total equals more than 100% given respondents could select more than one answer.



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Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		829	97.3	97.3	97.3
	Disabled	18	2.1	2.1	99.4
	Disabled Veteran	1	0.1	0.1	99.5
	Military	1	0.1	0.1	99.6
	SSDI	1	0.1	0.1	99.8
	SSI	1	0.1	0.1	99.9
	Veteran	1	0.1	0.1	100.0
	Total	852	100.0	100.0	

21a. If you selected "student"• in the previous question, where are you enrolled?			
		Frequency	Percent
Valid	UCSC	68	8.0
	Vocational/ Technical College	2	0.2
	Cabrillo	220	25.8
	San Jose State	3	0.4
	K-12 school	63	7.4
	Other	12	1.4
Total		350	105.1*

* Total equals more than 100% given respondents could select more than one answer.

Other					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		844	99.1	99.1	99.1
	Adult Ed	2	0.2	0.2	99.3
	Fort Hays State University	1	0.1	0.1	99.4
	Hartnell College	1	0.1	0.1	99.5
	Monte Vista Christian	1	0.1	0.1	99.6
	Private Studies	1	0.1	0.1	99.8
	San Jose City College	1	0.1	0.1	99.9
	Smith College For Social Work	1	0.1	0.1	100.0
	Total	852	100.0	100.0	

