

MTD Report to Santa Barbara on City-Assisted Services

**Monthly Report
April 2011**

Prepared by the

Santa Barbara Metropolitan Transit District



May 16, 2011

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MTD Report to Santa Barbara on City-Assisted Services April 2011 Monthly Report

The City of Santa Barbara provides funding to the Santa Barbara Metropolitan Transit District (MTD) to assist in supporting several MTD bus routes. This report, prepared pursuant to Agreement No. 23,457, provides the City with data regarding MTD shuttle services in Santa Barbara.

SHUTTLE SERVICES

The City provides a fare-buydown subsidy to MTD for clean and quiet 22-ft. electric shuttle services to meet downtown Santa Barbara traffic-reduction goals.

- *Downtown-Waterfront Shuttle.* The Downtown service operates along State Street from Sola Street to Cabrillo Boulevard, and the Waterfront service operates along Cabrillo Boulevard from the harbor to the zoo. The one-way fare is \$0.25. Transfers between State Street and the Waterfront are free.
- *Carrillo Lot Shuttle.* Weekday peak-period service subsidized by the City as an incentive to attract downtown employees to park in the Carrillo commuter lot. The service is free for commuter lot parkers and \$0.25 for other riders.
- *Crosstown Shuttle.* Connects the east and west sides of Santa Barbara with downtown via Cota Street and Micheltorena Street. Also serves the Cota Commuter Lot. The service is free for commuter lot parkers and the standard MTD fare for other riders.

Table 1 presents the ridership of each City-assisted MTD shuttle service for April 2011 and for fiscal year (FY) 2011 to date. (The MTD fiscal year runs from July 1 through June 30.) The table also presents ridership for the corresponding periods of the previous fiscal year, as well as the percent change in ridership over the previous year. April 2011 had 21 weekday service days and 9 weekend service days, and April 2010 had 22 weekday service days and 8 weekend service days. The weather in April 2011 was somewhat warmer and dryer than in April 2010.

Table 2 shows the number of revenue hours that MTD operated on each City-assisted shuttle service in April 2011 and for fiscal year 2011 to date, along with corresponding data from the previous fiscal year for comparison. The table also presents ridership per revenue hour for each route for the current month and the corresponding month of the previous fiscal year.

TABLE 1
MTD Routes Assisted by Santa Barbara - Ridership

Line	Current Month		Fiscal Year to Date		Percent Change	
	FY 2011 Apr 2011	FY 2010 Apr 2010	FY 2011 Jul-Apr	FY 2010 Jul-Apr	Current Month	FY To Date
Downtown-Waterfront Shuttle						
State Street	33,646	31,924	343,691	350,204	5.4%	-1.9%
East Beach	6,100	5,770	60,763	63,271	5.7%	-4.0%
West Beach	1,872	1,693	24,654	25,508	10.6%	-3.3%
<i>Downtown-Waterfront Total</i>	<i>41,618</i>	<i>39,387</i>	<i>429,108</i>	<i>438,983</i>	<i>5.7%</i>	<i>-2.2%</i>
Commuter Lot Shuttles						
Carrillo Commuter Lot	1,002	1,114	9,832	15,176	-10.1%	-35.2%
Crosstown Shuttle	15,019	12,587	129,120	129,290	19.3%	-0.1%

Source: Santa Barbara Metropolitan Transit District.

TABLE 2
MTD Routes Assisted by Santa Barbara - Revenue Hours

Line	Current Month		Fiscal Year to Date		Riders per Hour	
	FY 2011 Apr 2011	FY 2010 Apr 2010	FY 2011 Jul-Apr	FY 2010 Jul-Apr	FY 2011 Apr 2011	FY 2010 Apr 2010
Downtown-Waterfront Shuttle						
State Street	818	822	9,208	9,336	41.1	38.8
East Beach	160	161	2,059	2,059	38.1	35.8
West Beach	80	80	992	989	23.4	21.2
<i>Downtown-Waterfront Total</i>	<i>1,058</i>	<i>1,063</i>	<i>12,259</i>	<i>12,384</i>	<i>39.3</i>	<i>37.1</i>
Commuter Lot Shuttles						
Carrillo Commuter Lot	105	110	1,041	1,046	9.5	10.1
Crosstown Shuttle	629	643	6,274	6,133	23.9	19.6

Source: Santa Barbara Metropolitan Transit District.

Downtown-Waterfront Shuttle

As shown in Table 1, total ridership on the Downtown-Waterfront Shuttle increased substantially, from 39,387 passengers in April 2010 to 41,618 in April 2011. Ridership increased on both State Street and the Waterfront. Table 2 shows that revenue hours operated on the Downtown-Waterfront Shuttle decreased very slightly, from 1,063 hours in April 2010 to 1,058 hours in April 2011. Riders per hour increased from 37.1 in April 2010 to 39.3 in April 2011. The service generated \$8,540.75 in fare revenue in April 2010, compared to \$9,200.75 in April 2011.

Downtown-Waterfront Shuttle Ten-Year Trend

Tables 3A, 3B, and 3C present ten-year Downtown-Waterfront Shuttle trends in ridership, revenue hours, and passengers per revenue hour, respectively. The tables show that annual ridership decreased from FY 2000-01 to FY 2001-02. However, beginning in FY 2001-02, there has been less variation in ridership.

TABLE 3A: Downtown-Waterfront Shuttle Ridership

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	97,492	95,727	72,007	78,586	73,895	76,499	73,310	75,727	77,887	78,777	75,620
Aug.	93,566	81,304	72,465	79,726	70,693	71,631	66,978	70,257	82,138	71,549	72,370
Sep.	69,886	57,988	47,600	47,203	48,519	45,410	47,491	45,967	46,286	48,034	46,939
Oct.	53,163	37,818	40,072	45,430	38,690	38,797	36,864	39,422	41,480	37,068	37,584
Nov.	39,560	30,165	36,240	35,899	32,307	34,528	32,350	33,210	33,044	32,677	31,884
Dec.	46,700	31,026	33,443	31,832	30,376	31,672	30,473	30,298	28,375	28,586	27,415
Jan.	44,252	28,609	38,051	36,212	28,900	33,439	30,698	28,370	33,527	32,152	34,229
Feb.	29,607	29,717	34,602	33,550	28,036	34,767	30,898	30,575	27,233	31,372	28,823
Mar.	44,327	32,001	43,923	40,149	36,855	34,067	35,999	41,274	34,380	39,381	32,626
Apr.	54,134	32,374	41,452	40,536	38,369	37,411	37,436	38,653	40,821	39,387	41,618
May	52,654	37,358	43,085	43,982	44,240	42,861	43,587	43,347	44,631	44,166	
Jun.	70,601	50,499	56,228	53,482	59,501	55,301	59,194	63,083	54,150	56,535	
Total	695,942	544,586	559,168	566,587	530,381	536,383	525,278	540,183	543,952	539,684	

TABLE 3B: Downtown-Waterfront Shuttle Revenue Hours

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	1,720	1,838	1,777	1,786	1,754	1,786	1,586	1,682	1,785	1,791	1,830
Aug.	1,646	1,807	1,772	1,801	1,704	1,702	1,615	1,673	1,806	1,765	1,773
Sep.	1,312	1,192	1,279	1,227	1,225	1,214	1,173	1,192	1,086	1,237	1,188
Oct.	1,214	1,104	1,254	1,235	1,137	1,139	1,114	1,122	1,093	1,114	1,100
Nov.	1,098	973	1,128	1,114	1,062	1,058	1,042	1,070	1,072	1,064	1,043
Dec.	1,427	1,141	1,150	1,123	1,084	1,082	1,067	1,105	1,076	1,081	1,088
Jan.	1,130	1,018	1,168	1,176	1,146	1,140	1,119	1,128	1,135	1,155	1,115
Feb.	1,085	994	1,062	1,102	1,026	1,035	1,011	1,043	1,013	1,013	993
Mar.	1,145	1,028	1,176	1,128	1,119	1,126	1,113	1,121	1,109	1,101	1,074
Apr.	1,324	1,067	1,182	1,060	1,093	1,109	1,079	1,062	1,065	1,063	1,058
May	1,589	1,181	1,349	1,190	1,227	1,193	1,234	1,297	1,342	1,235	
Jun.	1,638	1,456	1,520	1,655	1,646	1,432	1,685	1,705	1,715	1,707	
Total	16,328	14,799	15,817	15,597	15,223	15,016	14,838	15,200	15,297	15,326	

TABLE 3C: Downtown-Waterfront Shuttle Passengers per Hour

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	56.7	52.1	40.5	44.0	42.1	42.8	46.2	45.0	43.6	44.0	41.3
Aug.	56.8	45.0	40.9	44.3	41.5	42.1	41.5	42.0	45.5	40.5	40.8
Sep.	53.3	48.6	37.2	38.5	39.6	37.4	40.5	38.6	42.6	38.8	39.5
Oct.	43.8	34.3	32.0	36.8	34.0	34.1	33.1	35.1	38.0	33.3	34.2
Nov.	36.0	31.0	32.1	32.2	30.4	32.6	31.0	31.0	30.8	30.7	30.6
Dec.	32.7	27.2	29.1	28.3	28.0	29.3	28.6	27.4	26.4	26.4	25.2
Jan.	39.2	28.1	32.6	30.8	25.2	29.3	27.4	25.2	29.5	27.8	30.7
Feb.	27.3	29.9	32.6	30.4	27.3	33.6	30.6	29.3	26.9	31.0	29.0
Mar.	38.7	31.1	37.3	35.6	32.9	30.3	32.3	36.8	31.0	35.8	30.4
Apr.	40.9	30.3	35.1	38.2	35.1	33.7	34.7	36.4	38.3	37.1	39.3
May	33.1	31.6	31.9	37.0	36.1	35.9	35.3	33.4	33.3	35.8	
Jun.	43.1	34.7	37.0	32.3	36.1	38.6	35.1	37.0	31.6	33.1	
Avg.	42.6	36.8	35.4	36.3	34.8	35.7	35.4	35.5	35.6	35.2	

Source: Santa Barbara Metropolitan Transit District.

The primary market for the Downtown-Waterfront Shuttle differs from that for a typical public transportation service. In general terms, the primary market for this shuttle service is tourists and local residents who are shopping, dining, sightseeing, or enjoying other recreational activities downtown and on the waterfront. Thus, shuttle ridership is heavily dependent on the convenience of the service and on the number of persons spending leisure time in these areas. Some factors affecting ridership on the service are discussed below.

Traffic Congestion

The time required to complete a trip on the Downtown-Waterfront Shuttle has increased over time as traffic congestion has worsened. A round trip on the State Street portion of the service (i.e., from the Dolphin Fountain to Sola Street and back to the Dolphin Fountain), for example, formerly required from 30 to 35 minutes, depending on the season and the time of day. Now, a round trip requires up to 45 minutes at peak times.

Because MTD operates the same number of vehicles and approximately the same number of revenue hours annually, the number of trips provided during a typical day has decreased due to the increase in congestion and in the time required for each trip. *Thus, over the ten-year period, the travel time has increased and the frequency of service has decreased.* These factors make the service less appealing, and undoubtedly account for some of the decrease in riders over time.

Service Disruptions due to State Street Pedestrian Improvements

Between 1999 and 2007, the City Redevelopment Agency installed new brick sidewalks, updated street furniture, and enhanced landscaping on State Street between Gutierrez and Victoria Streets. These improvements, which were constructed in four phases, improved pedestrian amenities and helped to revitalize the State Street corridor. However, closures of portions of State Street during construction of the improvements required the Downtown-Waterfront Shuttle to detour to Chapala and Anacapa Streets. The State Street service was much less convenient during these detours, which likely contributed to the general decrease in ridership during the 10-year period.

Tourism

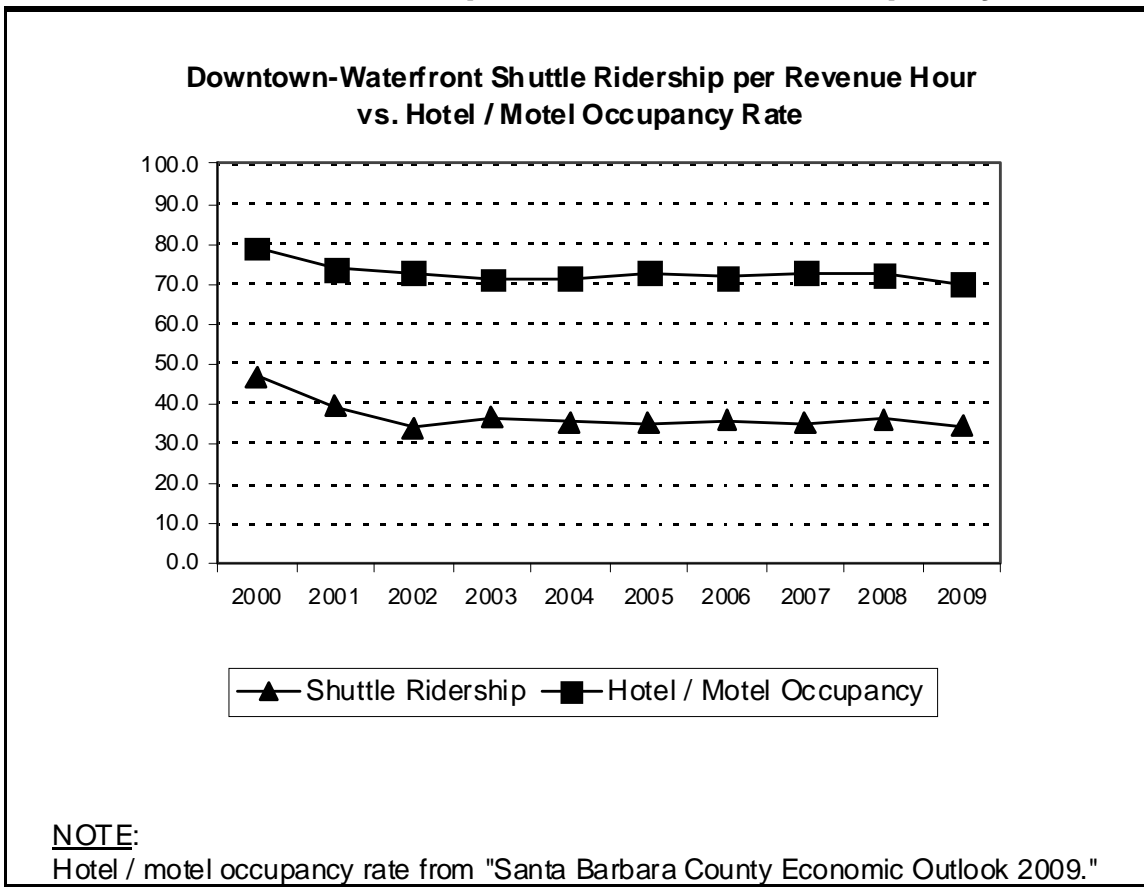
The Downtown-Waterfront Shuttle (DWE) is quite popular with tourists, and a change in the number of visitors to Santa Barbara's downtown and waterfront areas has a major impact on ridership. Annual lodging occupancy rates, shown in Figure 1, are a good indicator of annual changes in the number of tourists visiting the area.

The figure presents average annual hotel / motel occupancy rates for the period from 2000 to 2009 from the *Santa Barbara County Economic Outlook 2009* (Table 20, p. 441), and average annual Downtown-Waterfront Shuttle ridership per revenue hour for the same period. (In order to match the occupancy data,

shuttle ridership and revenue hour data used to calculate ridership per hour for this discussion are for calendar years rather than fiscal years.)

As the figure shows, the two measures have similar trend lines. By far the greatest decrease in both ridership and hotel / motel occupancy occurred between 2000 and 2002, following the terrorist attacks of September 11, 2001. A comparison of month-by-month ridership (Table 3A) reveals that for 12 of the 13 months beginning September 2001, ridership significantly decreased compared to the same month of the previous year. Neither the lodging occupancy rate nor shuttle ridership has returned to pre-9/11 levels.

FIGURE 1
Calendar Years 2000 Through 2009
Shuttle Ridership & Hotel / Motel Occupancy



Source: Santa Barbara Metropolitan Transit District.

The factors discussed above (increased traffic congestion, service disruptions, and decreased tourism) have undoubtedly affected ridership on the Downtown-Waterfront Shuttle over the ten-year period. MTD staff will continue marketing efforts to increase ridership.

Downtown-Waterfront Shuttle Marketing & Public Information

- Passenger information cards with detachable perforated pocket-sized schedules are distributed at 36 locations along the route, including lodging establishments and the Visitors' Center.
- The shuttle route is featured in all "Santa Barbara Car Free" collateral. Flyers are available on all Amtrak Surfliner trains.
- The "Santa Barbara Car Free" brochure for the MTD's Line 22 service to "Santa Barbara's Highlights" features the Downtown-Waterfront Shuttle as a connection from the beach to Line 22.
- The Downtown-Waterfront Shuttle route is featured on the map in the explore section of Santa Barbara Seasons magazine.
- Partnership website links are provided by "Santa Barbara Car Free," Amtrak, the Santa Barbara Conference & Visitors Bureau and Film Commission, and the Downtown Organization.
- The Downtown-Waterfront Shuttle route is featured in the "Cultural Arts" brochure produced by the Downtown Organization.
- MTD is an active member of the Santa Barbara Conference & Visitors Bureau and Film Commission, the Santa Barbara Downtown Organization, and the Santa Barbara Region Chamber of Commerce, and works with these organizations to publicize the shuttle.
- All Downtown-Waterfront Shuttle vehicles display City of Santa Barbara seals.
- The Santa Barbara Region Chamber of Commerce Visitors' Center sells the MTD day pass.
- Amtrak passengers can request two free MTD transfers from the conductor. Caltrans pays MTD for the transfers after they are used.

Carrillo Commuter Lot Shuttle

The Carrillo Lot Shuttle operates on weekday service days only, and operated on 21 days in April 2011 and 22 days in April 2010. As shown in Table 1, ridership decreased from 1,114 passengers in April 2010 to 1,002 in April 2011. Revenue hours decreased from 110 hours in April 2010 to 105 in April 2011. The number of passengers per revenue hour decreased from 10.1 in April 2010 to 9.5 in April 2011.

The Carrillo commuter parking lot is generally not filled to capacity. MTD staff will continue to monitor the performance of the service.

Crosstown Shuttle

MTD implemented the Crosstown Shuttle as part of the South Coast Transit Priorities (SCTP) project. The City provides MTD a fare buydown subsidy for Crosstown Shuttle passengers who park in the Cota Street commuter parking lot, and has also provided MTD with capital assistance for the service.

Following implementation of the Enhanced Transit Program in March 2007, Crosstown Shuttle ridership decreased compared to the previous year. This was to be expected, as the Crosstown Shuttle is a complementary service to Lines 1 & 2 and the enhanced peak-period service on those lines attracted some riders that previously rode this service.

Table 1 shows that ridership on the Crosstown Shuttle increased from 12,587 riders in April 2010 to 15,019 riders in April 2011. Like the Carrillo Lot Shuttle, the Crosstown Shuttle operates on weekday service days only and operated on 21 days in April 2011 and 22 days in April 2010.

As is shown in Table 2, Crosstown Shuttle revenue hours decreased from 643 hours in April 2010 to 629 hours in April 2011. The average number of passengers per hour increased from 19.6 in April 2010 to 23.9 in April 2011.

Tables 4A, 4B, and 4C present monthly ridership, revenue hours, and passengers per hour for the Crosstown Shuttle since the implementation of the service in late July 2001.

TABLE 4A: Crosstown Shuttle Ridership

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	155	11,614	13,591	13,156	12,944	14,188	13,883	12,878	14,952	12,234
Aug.	3,542	11,536	13,420	13,103	14,749	16,169	15,382	12,776	13,291	13,072
Sep.	3,800	11,649	14,531	13,978	14,273	13,907	12,247	13,694	14,836	13,245
Oct.	5,089	13,795	14,958	14,538	14,152	15,911	14,801	15,117	16,042	13,303
Nov.	3,968	11,355	11,088	14,459	13,648	13,625	12,657	10,344	12,607	12,240
Dec.	4,490	11,469	12,387	13,286	13,301	12,086	10,298	11,939	10,969	11,362
Jan.	7,389	12,626	12,123	13,078	13,367	13,231	11,125	11,342	9,902	12,173
Feb.	7,899	11,712	11,347	13,084	12,930	12,503	11,496	11,355	10,690	11,499
Mar.	9,544	13,514	13,229	16,241	14,662	14,369	12,457	13,669	13,414	14,973
Apr.	10,579	14,228	13,030	14,508	12,727	13,312	13,457	13,557	12,587	15,019
May	11,644	14,440	12,532	15,330	15,169	15,052	13,212	12,956	12,448	
Jun.	9,947	13,219	12,137	14,788	15,378	13,651	12,271	13,228	11,975	
Total	78,046	151,157	154,373	169,549	167,300	168,004	153,286	152,855	153,713	

TABLE 4B: Crosstown Shuttle Revenue Hours

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	47	538	536	536	488	557	595	649	672	643
Aug.	541	538	512	537	567	647	658	618	611	648
Sep.	448	488	512	512	559	591	561	615	614	629
Oct.	561	561	561	512	560	649	679	672	643	629
Nov.	511	463	439	488	533	591	590	526	555	577
Dec.	526	512	536	536	586	587	591	614	614	629
Jan.	593	536	512	488	559	620	620	584	555	599
Feb.	489	463	463	463	506	561	590	555	555	569
Mar.	512	512	561	561	613	649	621	643	672	725
Apr.	537	537	536	512	535	620	649	643	643	629
May	536	512	488	512	588	650	620	584	585	
Jun.	489	513	537	538	589	620	619	643	641	
Total	5,790	6,173	6,193	6,195	6,683	7,342	7,393	7,346	7,360	

TABLE 4C: Crosstown Shuttle Passengers per Hour

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	3.3	21.6	25.4	24.5	26.5	25.5	23.3	19.8	22.3	19.0
Aug.	6.5	21.4	26.2	24.4	26.0	25.0	23.4	20.7	21.8	20.2
Sep.	8.5	23.9	28.4	27.3	25.5	23.5	21.8	22.3	24.2	21.1
Oct.	9.1	24.6	26.7	28.4	25.3	24.5	21.8	22.5	24.9	21.1
Nov.	7.8	24.5	25.3	29.6	25.6	23.1	21.5	19.7	22.7	21.2
Dec.	8.5	22.4	23.1	24.8	22.7	20.6	17.4	19.4	17.9	18.1
Jan.	12.5	23.6	23.7	26.8	23.9	21.3	17.9	19.4	17.8	20.3
Feb.	16.2	25.3	24.5	28.3	25.6	22.3	19.5	20.5	19.3	20.2
Mar.	18.6	26.4	23.6	29.0	23.9	22.1	20.1	21.3	20.0	20.7
Apr.	19.7	26.5	24.3	28.3	23.8	21.5	20.7	21.1	19.6	23.9
May	21.7	28.2	25.7	29.9	25.8	23.2	21.3	22.2	21.3	
Jun.	20.3	25.8	22.6	27.5	26.1	22.0	19.8	20.6	18.7	
Avg.	13.5	24.5	24.9	27.4	25.0	22.9	20.7	20.8	20.9	

Source: Santa Barbara Metropolitan Transit District.

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Table 1 presents the ridership of each City-assisted MTD shuttle service for May 2011 and for fiscal year (FY) 2011 to date. (The MTD fiscal year runs from July 1 through June 30.) The table also presents ridership for the corresponding periods of the previous fiscal year, as well as the percent change in ridership over the previous year. May 2011 had 21 weekday service days and 10 weekend service days, and May 2010 had 20 weekday service days and 11 weekend service days. The weather in May 2011 was slightly cooler and rainier than in May 2010.

Table 2 shows the number of revenue hours that MTD operated on each City-assisted shuttle service in May 2011 and for fiscal year 2011 to date, along with corresponding data from the previous fiscal year for comparison. The table also presents ridership per revenue hour for each route for the current month and the corresponding month of the previous fiscal year.

TABLE 1
MTD Routes Assisted by Santa Barbara - Ridership

Line	Current Month		Fiscal Year to Date		Percent Change	
	FY 2011 May 2011	FY 2010 May 2010	FY 2011 Jul-May	FY 2010 Jul-May	Current Month	FY To Date
Downtown-Waterfront Shuttle						
State Street	36,297	36,131	379,988	386,335	0.5%	-1.6%
East Beach	5,906	5,899	66,669	69,170	0.1%	-3.6%
West Beach	2,253	2,136	26,907	27,644	5.5%	-2.7%
<i>Downtown-Waterfront Total</i>	<i>44,456</i>	<i>44,166</i>	<i>473,564</i>	<i>483,149</i>	<i>0.7%</i>	<i>-2.0%</i>
Commuter Lot Shuttles						
Carrillo Commuter Lot	1,119	1,064	10,951	16,240	5.2%	-32.6%
Crosstown Shuttle	15,239	12,448	144,359	141,738	22.4%	1.8%

Source: Santa Barbara Metropolitan Transit District.

TABLE 2
MTD Routes Assisted by Santa Barbara - Revenue Hours

Line	Current Month		Fiscal Year to Date		Riders per Hour	
	FY 2011 May 2011	FY 2010 May 2010	FY 2011 Jul-May	FY 2010 Jul-May	FY 2011 May 2011	FY 2010 May 2010
Downtown-Waterfront Shuttle						
State Street	930	938	10,138	10,274	39.0	38.5
East Beach	195	200	2,254	2,259	30.3	29.5
West Beach	93	97	1,086	1,086	24.2	22.0
<i>Downtown-Waterfront Total</i>	<i>1,218</i>	<i>1,235</i>	<i>13,478</i>	<i>13,619</i>	<i>36.5</i>	<i>35.8</i>
Commuter Lot Shuttles						
Carrillo Commuter Lot	105	100	1,145	1,146	10.7	10.6
Crosstown Shuttle	629	585	6,903	6,718	24.2	21.3

Source: Santa Barbara Metropolitan Transit District.

Downtown-Waterfront Shuttle

As shown in Table 1, total ridership on the Downtown-Waterfront Shuttle increased, from 44,166 passengers in May 2010 to 44,456 in May 2011. Ridership increased on both State Street and the Waterfront. Table 2 shows that revenue hours operated on the Downtown-Waterfront Shuttle decreased slightly, from 1,235 hours in May 2010 to 1,218 hours in May 2011. Riders per hour increased from 35.8 in May 2010 to 36.5 in May 2011. The service generated \$9,682.50 in fare revenue in May 2010, compared to \$9,893.00 in May 2011.

Downtown-Waterfront Shuttle Ten-Year Trend

Tables 3A, 3B, and 3C present ten-year Downtown-Waterfront Shuttle trends in ridership, revenue hours, and passengers per revenue hour, respectively. The tables show that annual ridership decreased from FY 2000-01 to FY 2001-02. However, beginning in FY 2001-02, there has been less variation in ridership.

TABLE 3A: Downtown-Waterfront Shuttle Ridership

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	97,492	95,727	72,007	78,586	73,895	76,499	73,310	75,727	77,887	78,777	75,620
Aug.	93,566	81,304	72,465	79,726	70,693	71,631	66,978	70,257	82,138	71,549	72,370
Sep.	69,886	57,988	47,600	47,203	48,519	45,410	47,491	45,967	46,286	48,034	46,939
Oct.	53,163	37,818	40,072	45,430	38,690	38,797	36,864	39,422	41,480	37,068	37,584
Nov.	39,560	30,165	36,240	35,899	32,307	34,528	32,350	33,210	33,044	32,677	31,884
Dec.	46,700	31,026	33,443	31,832	30,376	31,672	30,473	30,298	28,375	28,586	27,415
Jan.	44,252	28,609	38,051	36,212	28,900	33,439	30,698	28,370	33,527	32,152	34,229
Feb.	29,607	29,717	34,602	33,550	28,036	34,767	30,898	30,575	27,233	31,372	28,823
Mar.	44,327	32,001	43,923	40,149	36,855	34,067	35,999	41,274	34,380	39,381	32,626
Apr.	54,134	32,374	41,452	40,536	38,369	37,411	37,436	38,653	40,821	39,387	41,618
May	52,654	37,358	43,085	43,982	44,240	42,861	43,587	43,347	44,631	44,166	44,456
Jun.	70,601	50,499	56,228	53,482	59,501	55,301	59,194	63,083	54,150	56,535	
Total	695,942	544,586	559,168	566,587	530,381	536,383	525,278	540,183	543,952	539,684	

TABLE 3B: Downtown-Waterfront Shuttle Revenue Hours

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	1,720	1,838	1,777	1,786	1,754	1,786	1,586	1,682	1,785	1,791	1,830
Aug.	1,646	1,807	1,772	1,801	1,704	1,702	1,615	1,673	1,806	1,765	1,773
Sep.	1,312	1,192	1,279	1,227	1,225	1,214	1,173	1,192	1,086	1,237	1,188
Oct.	1,214	1,104	1,254	1,235	1,137	1,139	1,114	1,122	1,093	1,114	1,100
Nov.	1,098	973	1,128	1,114	1,062	1,058	1,042	1,070	1,072	1,064	1,043
Dec.	1,427	1,141	1,150	1,123	1,084	1,082	1,067	1,105	1,076	1,081	1,088
Jan.	1,130	1,018	1,168	1,176	1,146	1,140	1,119	1,128	1,135	1,155	1,115
Feb.	1,085	994	1,062	1,102	1,026	1,035	1,011	1,043	1,013	1,013	993
Mar.	1,145	1,028	1,176	1,128	1,119	1,126	1,113	1,121	1,109	1,101	1,074
Apr.	1,324	1,067	1,182	1,060	1,093	1,109	1,079	1,062	1,065	1,063	1,058
May	1,589	1,181	1,349	1,190	1,227	1,193	1,234	1,297	1,342	1,235	1,218
Jun.	1,638	1,456	1,520	1,655	1,646	1,432	1,685	1,705	1,715	1,707	
Total	16,328	14,799	15,817	15,597	15,223	15,016	14,838	15,200	15,297	15,326	

TABLE 3C: Downtown-Waterfront Shuttle Passengers per Hour

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	56.7	52.1	40.5	44.0	42.1	42.8	46.2	45.0	43.6	44.0	41.3
Aug.	56.8	45.0	40.9	44.3	41.5	42.1	41.5	42.0	45.5	40.5	40.8
Sep.	53.3	48.6	37.2	38.5	39.6	37.4	40.5	38.6	42.6	38.8	39.5
Oct.	43.8	34.3	32.0	36.8	34.0	34.1	33.1	35.1	38.0	33.3	34.2
Nov.	36.0	31.0	32.1	32.2	30.4	32.6	31.0	31.0	30.8	30.7	30.6
Dec.	32.7	27.2	29.1	28.3	28.0	29.3	28.6	27.4	26.4	26.4	25.2
Jan.	39.2	28.1	32.6	30.8	25.2	29.3	27.4	25.2	29.5	27.8	30.7
Feb.	27.3	29.9	32.6	30.4	27.3	33.6	30.6	29.3	26.9	31.0	29.0
Mar.	38.7	31.1	37.3	35.6	32.9	30.3	32.3	36.8	31.0	35.8	30.4
Apr.	40.9	30.3	35.1	38.2	35.1	33.7	34.7	36.4	38.3	37.1	39.3
May	33.1	31.6	31.9	37.0	36.1	35.9	35.3	33.4	33.3	35.8	36.5
Jun.	43.1	34.7	37.0	32.3	36.1	38.6	35.1	37.0	31.6	33.1	
Avg.	42.6	36.8	35.4	36.3	34.8	35.7	35.4	35.5	35.6	35.2	

Source: Santa Barbara Metropolitan Transit District.

The primary market for the Downtown-Waterfront Shuttle differs from that for a typical public transportation service. In general terms, the primary market for this shuttle service is tourists and local residents who are shopping, dining, sightseeing, or enjoying other recreational activities downtown and on the waterfront. Thus, shuttle ridership is heavily dependent on the convenience of the service and on the number of persons spending leisure time in these areas. Some factors affecting ridership on the service are discussed below.

Traffic Congestion

The time required to complete a trip on the Downtown-Waterfront Shuttle has increased over time as traffic congestion has worsened. A round trip on the State Street portion of the service (i.e., from the Dolphin Fountain to Sola Street and back to the Dolphin Fountain), for example, formerly required from 30 to 35 minutes, depending on the season and the time of day. Now, a round trip requires up to 45 minutes at peak times.

Because MTD operates the same number of vehicles and approximately the same number of revenue hours annually, the number of trips provided during a typical day has decreased due to the increase in congestion and in the time required for each trip. *Thus, over the ten-year period, the travel time has increased and the frequency of service has decreased.* These factors make the service less appealing, and undoubtedly account for some of the decrease in riders over time.

Service Disruptions due to State Street Pedestrian Improvements

Between 1999 and 2007, the City Redevelopment Agency installed new brick sidewalks, updated street furniture, and enhanced landscaping on State Street between Gutierrez and Victoria Streets. These improvements, which were constructed in four phases, improved pedestrian amenities and helped to revitalize the State Street corridor. However, closures of portions of State Street during construction of the improvements required the Downtown-Waterfront Shuttle to detour to Chapala and Anacapa Streets. The State Street service was much less convenient during these detours, which likely contributed to the general decrease in ridership during the 10-year period.

Tourism

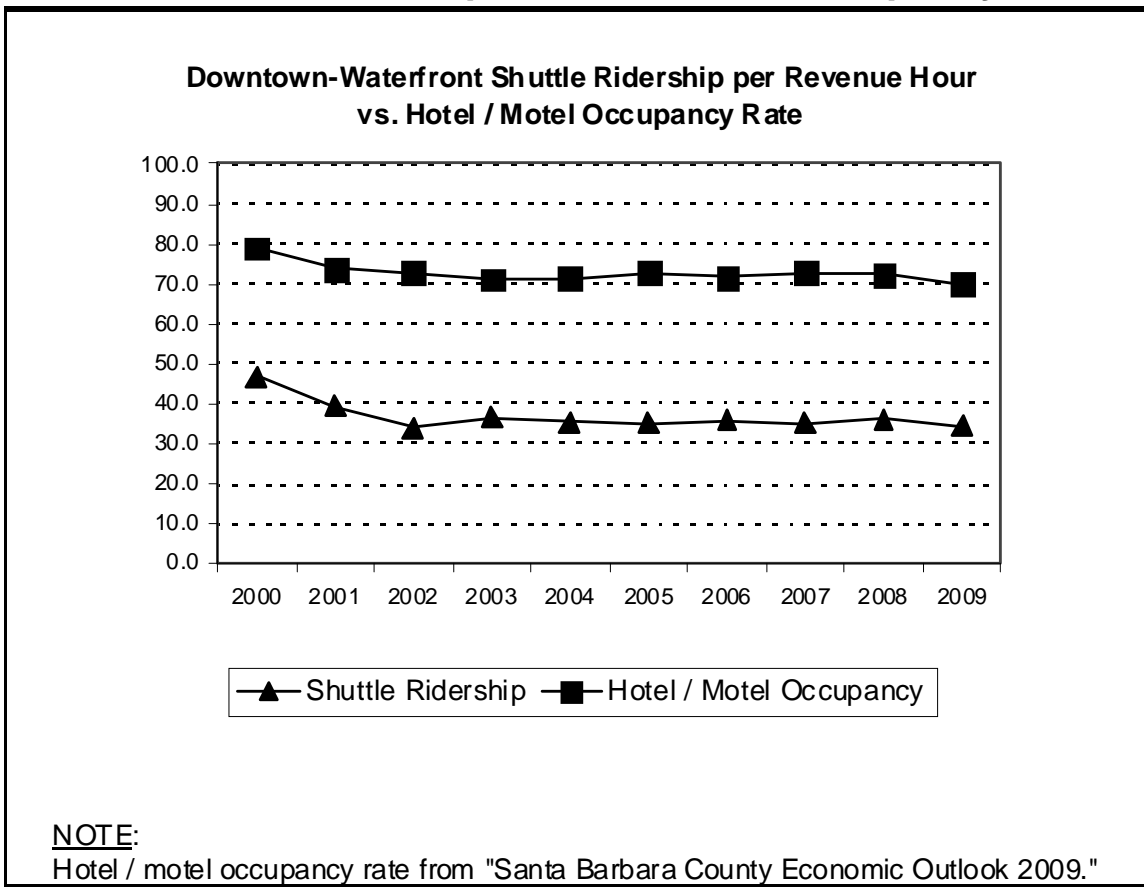
The Downtown-Waterfront Shuttle (DWE) is quite popular with tourists, and a change in the number of visitors to Santa Barbara's downtown and waterfront areas has a major impact on ridership. Annual lodging occupancy rates, shown in Figure 1, are a good indicator of annual changes in the number of tourists visiting the area.

The figure presents average annual hotel / motel occupancy rates for the period from 2000 to 2009 from the *Santa Barbara County Economic Outlook 2009* (Table 20, p. 441), and average annual Downtown-Waterfront Shuttle ridership per revenue hour for the same period. (In order to match the occupancy data,

shuttle ridership and revenue hour data used to calculate ridership per hour for this discussion are for calendar years rather than fiscal years.)

As the figure shows, the two measures have similar trend lines. By far the greatest decrease in both ridership and hotel / motel occupancy occurred between 2000 and 2002, following the terrorist attacks of September 11, 2001. A comparison of month-by-month ridership (Table 3A) reveals that for 12 of the 13 months beginning September 2001, ridership significantly decreased compared to the same month of the previous year. Neither the lodging occupancy rate nor shuttle ridership has returned to pre-9/11 levels.

FIGURE 1
Calendar Years 2000 Through 2009
Shuttle Ridership & Hotel / Motel Occupancy



Source: Santa Barbara Metropolitan Transit District.

The factors discussed above (increased traffic congestion, service disruptions, and decreased tourism) have undoubtedly affected ridership on the Downtown-Waterfront Shuttle over the ten-year period. MTD staff will continue marketing efforts to increase ridership.

Downtown-Waterfront Shuttle Marketing & Public Information

- Passenger information cards with detachable perforated pocket-sized schedules are distributed at 36 locations along the route, including lodging establishments and the Visitors' Center.
- The shuttle route is featured in all "Santa Barbara Car Free" collateral. Flyers are available on all Amtrak Surfliner trains.
- The "Santa Barbara Car Free" brochure for the MTD's Line 22 service to "Santa Barbara's Highlights" features the Downtown-Waterfront Shuttle as a connection from the beach to Line 22.
- The Downtown-Waterfront Shuttle route is featured on the map in the explore section of Santa Barbara Seasons magazine.
- Partnership website links are provided by "Santa Barbara Car Free," Amtrak, the Santa Barbara Conference & Visitors Bureau and Film Commission, and the Downtown Organization.
- The Downtown-Waterfront Shuttle route is featured in the "Cultural Arts" brochure produced by the Downtown Organization.
- MTD is an active member of the Santa Barbara Conference & Visitors Bureau and Film Commission, the Santa Barbara Downtown Organization, and the Santa Barbara Region Chamber of Commerce, and works with these organizations to publicize the shuttle.
- All Downtown-Waterfront Shuttle vehicles display City of Santa Barbara seals.
- The Santa Barbara Region Chamber of Commerce Visitors' Center sells the MTD day pass.
- Amtrak passengers can request two free MTD transfers from the conductor. Caltrans pays MTD for the transfers after they are used.

Carrillo Commuter Lot Shuttle

The Carrillo Lot Shuttle operates on weekday service days only, and operated on 21 days in May 2011 and 20 days in May 2010. As shown in Table 1, ridership increased slightly, from 1,064 passengers in May 2010 to 1,119 in May 2011. Revenue hours increased from 100 hours in May 2010 to 105 in May 2011. The number of passengers per revenue hour was flat, at 10.6 in May 2010 and 10.7 in May 2011.

The Carrillo commuter parking lot is generally not filled to capacity. MTD staff will continue to monitor the performance of the service.

Crosstown Shuttle

MTD implemented the Crosstown Shuttle as part of the South Coast Transit Priorities (SCTP) project. The City provides MTD a fare buydown subsidy for Crosstown Shuttle passengers who park in the Cota Street commuter parking lot, and has also provided MTD with capital assistance for the service.

Following implementation of the Enhanced Transit Program in March 2007, Crosstown Shuttle ridership decreased compared to the previous year. This was to be expected, as the Crosstown Shuttle is a complementary service to Lines 1 & 2 and the enhanced peak-period service on those lines attracted some riders that previously rode this service.

Table 1 shows that ridership on the Crosstown Shuttle increased from 12,448 riders in May 2010 to 15,239 riders in May 2011, for a 22.4 percent increase. Like the Carrillo Lot Shuttle, the Crosstown Shuttle operates on weekday service days only and operated on 21 days in May 2011 and 20 days in May 2010.

As is shown in Table 2, Crosstown Shuttle revenue hours increased from 585 hours in May 2010 to 629 hours in May 2011. The average number of passengers per hour increased from 21.3 in May 2010 to 24.2 in May 2011.

Tables 4A, 4B, and 4C present monthly ridership, revenue hours, and passengers per hour for the Crosstown Shuttle since the implementation of the service in late July 2001.

TABLE 4A: Crosstown Shuttle Ridership

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	155	11,614	13,591	13,156	12,944	14,188	13,883	12,878	14,952	12,234
Aug.	3,542	11,536	13,420	13,103	14,749	16,169	15,382	12,776	13,291	13,072
Sep.	3,800	11,649	14,531	13,978	14,273	13,907	12,247	13,694	14,836	13,245
Oct.	5,089	13,795	14,958	14,538	14,152	15,911	14,801	15,117	16,042	13,303
Nov.	3,968	11,355	11,088	14,459	13,648	13,625	12,657	10,344	12,607	12,240
Dec.	4,490	11,469	12,387	13,286	13,301	12,086	10,298	11,939	10,969	11,362
Jan.	7,389	12,626	12,123	13,078	13,367	13,231	11,125	11,342	9,902	12,173
Feb.	7,899	11,712	11,347	13,084	12,930	12,503	11,496	11,355	10,690	11,499
Mar.	9,544	13,514	13,229	16,241	14,662	14,369	12,457	13,669	13,414	14,973
Apr.	10,579	14,228	13,030	14,508	12,727	13,312	13,457	13,557	12,587	15,019
May	11,644	14,440	12,532	15,330	15,169	15,052	13,212	12,956	12,448	15,239
Jun.	9,947	13,219	12,137	14,788	15,378	13,651	12,271	13,228	11,975	
Total	78,046	151,157	154,373	169,549	167,300	168,004	153,286	152,855	153,713	

TABLE 4B: Crosstown Shuttle Revenue Hours

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	47	538	536	536	488	557	595	649	672	643
Aug.	541	538	512	537	567	647	658	618	611	648
Sep.	448	488	512	512	559	591	561	615	614	629
Oct.	561	561	561	512	560	649	679	672	643	629
Nov.	511	463	439	488	533	591	590	526	555	577
Dec.	526	512	536	536	586	587	591	614	614	629
Jan.	593	536	512	488	559	620	620	584	555	599
Feb.	489	463	463	463	506	561	590	555	555	569
Mar.	512	512	561	561	613	649	621	643	672	725
Apr.	537	537	536	512	535	620	649	643	643	629
May	536	512	488	512	588	650	620	584	585	629
Jun.	489	513	537	538	589	620	619	643	641	
Total	5,790	6,173	6,193	6,195	6,683	7,342	7,393	7,346	7,360	

TABLE 4C: Crosstown Shuttle Passengers per Hour

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	3.3	21.6	25.4	24.5	26.5	25.5	23.3	19.8	22.3	19.0
Aug.	6.5	21.4	26.2	24.4	26.0	25.0	23.4	20.7	21.8	20.2
Sep.	8.5	23.9	28.4	27.3	25.5	23.5	21.8	22.3	24.2	21.1
Oct.	9.1	24.6	26.7	28.4	25.3	24.5	21.8	22.5	24.9	21.1
Nov.	7.8	24.5	25.3	29.6	25.6	23.1	21.5	19.7	22.7	21.2
Dec.	8.5	22.4	23.1	24.8	22.7	20.6	17.4	19.4	17.9	18.1
Jan.	12.5	23.6	23.7	26.8	23.9	21.3	17.9	19.4	17.8	20.3
Feb.	16.2	25.3	24.5	28.3	25.6	22.3	19.5	20.5	19.3	20.2
Mar.	18.6	26.4	23.6	29.0	23.9	22.1	20.1	21.3	20.0	20.7
Apr.	19.7	26.5	24.3	28.3	23.8	21.5	20.7	21.1	19.6	23.9
May	21.7	28.2	25.7	29.9	25.8	23.2	21.3	22.2	21.3	24.2
Jun.	20.3	25.8	22.6	27.5	26.1	22.0	19.8	20.6	18.7	
Avg.	13.5	24.5	24.9	27.4	25.0	22.9	20.7	20.8	20.9	

Source: Santa Barbara Metropolitan Transit District.

MTD Report to Santa Barbara on City-Assisted Services

**Monthly Report
June 2011**

Prepared by the

Santa Barbara Metropolitan Transit District



July 27, 2011

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MTD Report to Santa Barbara on City-Assisted Services June 2011 Monthly Report

The City of Santa Barbara provides funding to the Santa Barbara Metropolitan Transit District (MTD) to assist in supporting several MTD bus routes. This report, prepared pursuant to Agreement No. 23,457, provides the City with data regarding MTD shuttle services in Santa Barbara.

SHUTTLE SERVICES

The City provides a fare-buydown subsidy to MTD for clean and quiet 22-ft. electric shuttle services to meet downtown Santa Barbara traffic-reduction goals.

- *Downtown-Waterfront Shuttle.* The Downtown service operates along State Street from Sola Street to Cabrillo Boulevard, and the Waterfront service operates along Cabrillo Boulevard from the harbor to the zoo. The one-way fare is \$0.25. Transfers between State Street and the Waterfront are free.
- *Carrillo Lot Shuttle.* Weekday peak-period service subsidized by the City as an incentive to attract downtown employees to park in the Carrillo commuter lot. The service is free for commuter lot parkers and \$0.25 for other riders.
- *Crosstown Shuttle.* Connects the east and west sides of Santa Barbara with downtown via Cota Street and Micheltorena Street. Also serves the Cota Commuter Lot. The service is free for commuter lot parkers and the standard MTD fare for other riders.

Table 1 presents the ridership of each City-assisted MTD shuttle service for June 2011 and for the fiscal year (FY) 2011 total. (The MTD fiscal year runs from July 1 through June 30.) The table also presents ridership for the corresponding periods of the previous fiscal year, as well as the percent change in ridership over the previous year. Both June 2011 and June 2010 had 22 weekday service days and 8 weekend service days. The temperature in June 2011 was similar to June 2010, while June 2011 was somewhat wetter than June 2010.

Table 2 shows the number of revenue hours that MTD operated on each City-assisted shuttle service in June 2011 and for fiscal year 2011 to date, along with corresponding data from the previous fiscal year for comparison. The table also presents ridership per revenue hour for each route for the current month and the corresponding month of the previous fiscal year.

TABLE 1
MTD Routes Assisted by Santa Barbara - Ridership

Line	Current Month		Fiscal Year Total		Percent Change	
	FY 2011 Jun 2011	FY 2010 Jun 2010	FY 2011 Jul-Jun	FY 2010 Jul-Jun	Current Month	FY Total
Downtown-Waterfront Shuttle						
State Street	40,698	43,771	420,686	430,106	-7.0%	-2.2%
East Beach	8,428	8,636	75,097	77,806	-2.4%	-3.5%
West Beach	3,255	4,128	30,162	31,772	-21.1%	-5.1%
<i>Downtown-Waterfront Total</i>	<i>52,381</i>	<i>56,535</i>	<i>525,945</i>	<i>539,684</i>	<i>-7.3%</i>	<i>-2.5%</i>
Commuter Lot Shuttles						
Carrillo Commuter Lot	1,172	1,178	12,123	17,418	-0.5%	-30.4%
Crosstown Shuttle	13,126	11,975	157,485	153,713	9.6%	2.5%

Source: Santa Barbara Metropolitan Transit District.

TABLE 2
MTD Routes Assisted by Santa Barbara - Revenue Hours

Line	Current Month		Fiscal Year Total		Riders per Hour	
	FY 2011 Jun 2011	FY 2010 Jun 2010	FY 2011 Jul-Jun	FY 2010 Jul-Jun	FY 2011 Jun 2011	FY 2010 Jun 2010
Downtown-Waterfront Shuttle						
State Street	1,196	1,198	11,334	11,472	34.0	36.5
East Beach	355	349	2,610	2,608	23.7	24.7
West Beach	160	160	1,246	1,246	20.3	25.8
<i>Downtown-Waterfront Total</i>	<i>1,711</i>	<i>1,707</i>	<i>15,190</i>	<i>15,326</i>	<i>30.6</i>	<i>33.1</i>
Commuter Lot Shuttles						
Carrillo Commuter Lot	110	110	1,255	1,256	10.7	10.7
Crosstown Shuttle	659	643	7,561	7,360	19.9	18.6

Source: Santa Barbara Metropolitan Transit District.

Downtown-Waterfront Shuttle

As shown in Table 1, total ridership on the Downtown-Waterfront Shuttle decreased from 56,535 passengers in June 2010 to 52,381 in June 2011. Ridership decreased on both State Street and the Waterfront. Table 2 shows that revenue hours operated on the Downtown-Waterfront Shuttle were flat, with 1,707 hours in June 2010 and 1,711 hours in June 2011. Riders per hour decreased from 33.1 in June 2010 to 30.6 in June 2011. The service generated \$12,155.25 in fare revenue in June 2010, compared to \$11,413.25 in June 2011.

Downtown-Waterfront Shuttle Ten-Year Trend

Tables 3A, 3B, and 3C present ten-year Downtown-Waterfront Shuttle trends in ridership, revenue hours, and passengers per revenue hour, respectively. The tables show that annual ridership decreased from FY 2000-01 to FY 2001-02. However, beginning in FY 2001-02, there has been less variation in ridership.

TABLE 3A: Downtown-Waterfront Shuttle Ridership

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	97,492	95,727	72,007	78,586	73,895	76,499	73,310	75,727	77,887	78,777	75,620
Aug.	93,566	81,304	72,465	79,726	70,693	71,631	66,978	70,257	82,138	71,549	72,370
Sep.	69,886	57,988	47,600	47,203	48,519	45,410	47,491	45,967	46,286	48,034	46,939
Oct.	53,163	37,818	40,072	45,430	38,690	38,797	36,864	39,422	41,480	37,068	37,584
Nov.	39,560	30,165	36,240	35,899	32,307	34,528	32,350	33,210	33,044	32,677	31,884
Dec.	46,700	31,026	33,443	31,832	30,376	31,672	30,473	30,298	28,375	28,586	27,415
Jan.	44,252	28,609	38,051	36,212	28,900	33,439	30,698	28,370	33,527	32,152	34,229
Feb.	29,607	29,717	34,602	33,550	28,036	34,767	30,898	30,575	27,233	31,372	28,823
Mar.	44,327	32,001	43,923	40,149	36,855	34,067	35,999	41,274	34,380	39,381	32,626
Apr.	54,134	32,374	41,452	40,536	38,369	37,411	37,436	38,653	40,821	39,387	41,618
May	52,654	37,358	43,085	43,982	44,240	42,861	43,587	43,347	44,631	44,166	44,456
Jun.	70,601	50,499	56,228	53,482	59,501	55,301	59,194	63,083	54,150	56,535	52,381
Total	695,942	544,586	559,168	566,587	530,381	536,383	525,278	540,183	543,952	539,684	525,945

TABLE 3B: Downtown-Waterfront Shuttle Revenue Hours

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	1,720	1,838	1,777	1,786	1,754	1,786	1,586	1,682	1,785	1,791	1,830
Aug.	1,646	1,807	1,772	1,801	1,704	1,702	1,615	1,673	1,806	1,765	1,773
Sep.	1,312	1,192	1,279	1,227	1,225	1,214	1,173	1,192	1,086	1,237	1,188
Oct.	1,214	1,104	1,254	1,235	1,137	1,139	1,114	1,122	1,093	1,114	1,100
Nov.	1,098	973	1,128	1,114	1,062	1,058	1,042	1,070	1,072	1,064	1,043
Dec.	1,427	1,141	1,150	1,123	1,084	1,082	1,067	1,105	1,076	1,081	1,088
Jan.	1,130	1,018	1,168	1,176	1,146	1,140	1,119	1,128	1,135	1,155	1,115
Feb.	1,085	994	1,062	1,102	1,026	1,035	1,011	1,043	1,013	1,013	993
Mar.	1,145	1,028	1,176	1,128	1,119	1,126	1,113	1,121	1,109	1,101	1,074
Apr.	1,324	1,067	1,182	1,060	1,093	1,109	1,079	1,062	1,065	1,063	1,058
May	1,589	1,181	1,349	1,190	1,227	1,193	1,234	1,297	1,342	1,235	1,218
Jun.	1,638	1,456	1,520	1,655	1,646	1,432	1,685	1,705	1,715	1,707	1,710
Total	16,328	14,799	15,817	15,597	15,223	15,016	14,838	15,200	15,297	15,326	15,190

TABLE 3C: Downtown-Waterfront Shuttle Passengers per Hour

Month	Fiscal Year										
	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	56.7	52.1	40.5	44.0	42.1	42.8	46.2	45.0	43.6	44.0	41.3
Aug.	56.8	45.0	40.9	44.3	41.5	42.1	41.5	42.0	45.5	40.5	40.8
Sep.	53.3	48.6	37.2	38.5	39.6	37.4	40.5	38.6	42.6	38.8	39.5
Oct.	43.8	34.3	32.0	36.8	34.0	34.1	33.1	35.1	38.0	33.3	34.2
Nov.	36.0	31.0	32.1	32.2	30.4	32.6	31.0	31.0	30.8	30.7	30.6
Dec.	32.7	27.2	29.1	28.3	28.0	29.3	28.6	27.4	26.4	26.4	25.2
Jan.	39.2	28.1	32.6	30.8	25.2	29.3	27.4	25.2	29.5	27.8	30.7
Feb.	27.3	29.9	32.6	30.4	27.3	33.6	30.6	29.3	26.9	31.0	29.0
Mar.	38.7	31.1	37.3	35.6	32.9	30.3	32.3	36.8	31.0	35.8	30.4
Apr.	40.9	30.3	35.1	38.2	35.1	33.7	34.7	36.4	38.3	37.1	39.3
May	33.1	31.6	31.9	37.0	36.1	35.9	35.3	33.4	33.3	35.8	36.5
Jun.	43.1	34.7	37.0	32.3	36.1	38.6	35.1	37.0	31.6	33.1	30.6
Avg.	42.6	36.8	35.4	36.3	34.8	35.7	35.4	35.5	35.6	35.2	34.6

Source: Santa Barbara Metropolitan Transit District.

The primary market for the Downtown-Waterfront Shuttle differs from that for a typical public transportation service. In general terms, the primary market for this shuttle service is tourists and local residents who are shopping, dining, sightseeing, or enjoying other recreational activities downtown and on the waterfront. Thus, shuttle ridership is heavily dependent on the convenience of the service and on the number of persons spending leisure time in these areas. Some factors affecting ridership on the service are discussed below.

Traffic Congestion

The time required to complete a trip on the Downtown-Waterfront Shuttle has increased over time as traffic congestion has worsened. A round trip on the State Street portion of the service (i.e., from the Dolphin Fountain to Sola Street and back to the Dolphin Fountain), for example, formerly required from 30 to 35 minutes, depending on the season and the time of day. Now, a round trip requires up to 45 minutes at peak times.

Because MTD operates the same number of vehicles and approximately the same number of revenue hours annually, the number of trips provided during a typical day has decreased due to the increase in congestion and in the time required for each trip. *Thus, over the ten-year period, the travel time has increased and the frequency of service has decreased.* These factors make the service less appealing, and undoubtedly account for some of the decrease in riders over time.

Service Disruptions due to State Street Pedestrian Improvements

Between 1999 and 2007, the City Redevelopment Agency installed new brick sidewalks, updated street furniture, and enhanced landscaping on State Street between Gutierrez and Victoria Streets. These improvements, which were constructed in four phases, improved pedestrian amenities and helped to revitalize the State Street corridor. However, closures of portions of State Street during construction of the improvements required the Downtown-Waterfront Shuttle to detour to Chapala and Anacapa Streets. The State Street service was much less convenient during these detours, which likely contributed to the general decrease in ridership during the 10-year period.

Tourism

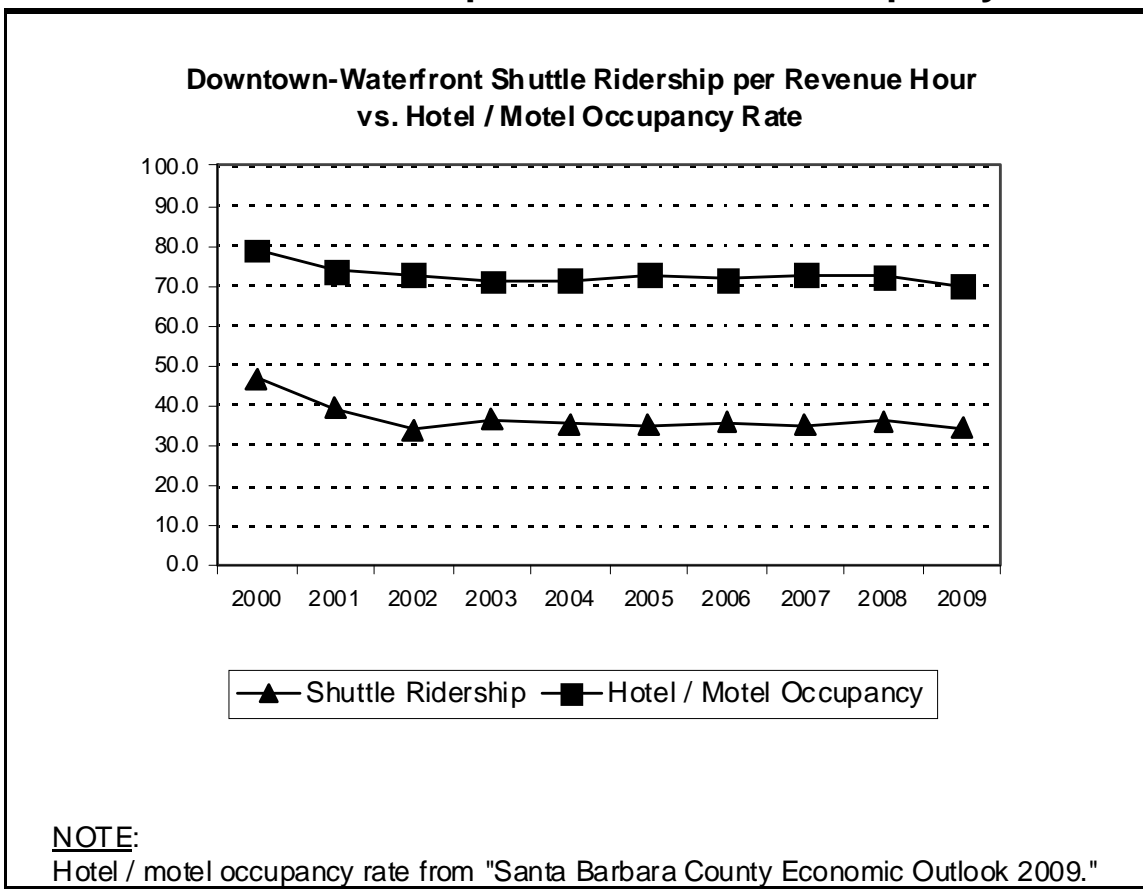
The Downtown-Waterfront Shuttle (DWE) is quite popular with tourists, and a change in the number of visitors to Santa Barbara's downtown and waterfront areas has a major impact on ridership. Annual lodging occupancy rates, shown in Figure 1, are a good indicator of annual changes in the number of tourists visiting the area.

The figure presents average annual hotel / motel occupancy rates for the period from 2000 to 2009 from the *Santa Barbara County Economic Outlook 2009* (Table 20, p. 441), and average annual Downtown-Waterfront Shuttle ridership per revenue hour for the same period. (In order to match the occupancy data,

shuttle ridership and revenue hour data used to calculate ridership per hour for this discussion are for calendar years rather than fiscal years.)

As the figure shows, the two measures have similar trend lines. By far the greatest decrease in both ridership and hotel / motel occupancy occurred between 2000 and 2002, following the terrorist attacks of September 11, 2001. A comparison of month-by-month ridership (Table 3A) reveals that for 12 of the 13 months beginning September 2001, ridership significantly decreased compared to the same month of the previous year. Neither the lodging occupancy rate nor shuttle ridership has returned to pre-9/11 levels.

FIGURE 1
Calendar Years 2000 Through 2009
Shuttle Ridership & Hotel / Motel Occupancy



Source: Santa Barbara Metropolitan Transit District.

The factors discussed above (increased traffic congestion, service disruptions, and decreased tourism) have undoubtedly affected ridership on the Downtown-Waterfront Shuttle over the ten-year period. MTD staff will continue marketing efforts to increase ridership.

Downtown-Waterfront Shuttle Marketing & Public Information

- Passenger information cards with detachable perforated pocket-sized schedules are distributed at 36 locations along the route, including lodging establishments and the Visitors' Center.
- The shuttle route is featured in all "Santa Barbara Car Free" collateral. Flyers are available on all Amtrak Surfliner trains.
- The "Santa Barbara Car Free" brochure for the MTD's Line 22 service to "Santa Barbara's Highlights" features the Downtown-Waterfront Shuttle as a connection from the beach to Line 22.
- The Downtown-Waterfront Shuttle route is featured on the map in the explore section of Santa Barbara Seasons magazine.
- Partnership website links are provided by "Santa Barbara Car Free," Amtrak, the Santa Barbara Conference & Visitors Bureau and Film Commission, and the Downtown Organization.
- The Downtown-Waterfront Shuttle route is featured in the "Cultural Arts" brochure produced by the Downtown Organization.
- MTD is an active member of the Santa Barbara Conference & Visitors Bureau and Film Commission, the Santa Barbara Downtown Organization, and the Santa Barbara Region Chamber of Commerce, and works with these organizations to publicize the shuttle.
- All Downtown-Waterfront Shuttle vehicles display City of Santa Barbara seals.
- The Santa Barbara Region Chamber of Commerce Visitors' Center sells the MTD day pass.
- Amtrak passengers can request two free MTD transfers from the conductor. Caltrans pays MTD for the transfers after they are used.

Carrillo Commuter Lot Shuttle

The Carrillo Lot Shuttle operates on weekday service days only, and operated on 22 days in both June 2011 and June 2010. As shown in Table 1, ridership was flat, with 1,178 passengers in June 2010 and 1,172 in June 2011. Revenue hours were identical, with 110 hours in both June 2010 and June 2011. The number of passengers per revenue hour was 10.7 in both June 2010 and in June 2011.

The Carrillo commuter parking lot is generally not filled to capacity. MTD staff will continue to monitor the performance of the service.

Crosstown Shuttle

MTD implemented the Crosstown Shuttle as part of the South Coast Transit Priorities (SCTP) project. The City provides MTD a fare buydown subsidy for Crosstown Shuttle passengers who park in the Cota Street commuter parking lot, and has also provided MTD with capital assistance for the service.

Following implementation of the Enhanced Transit Program in March 2007, Crosstown Shuttle ridership decreased compared to the previous year. This was to be expected, as the Crosstown Shuttle is a complementary service to Lines 1 & 2 and the enhanced peak-period service on those lines attracted some riders that previously rode this service.

Table 1 shows that ridership on the Crosstown Shuttle increased from 11,975 riders in June 2010 to 13,126 in June 2011, for a 9.6 percent increase. Like the Carrillo Lot Shuttle, the Crosstown Shuttle operates on weekday service days only and operated on 22 days in both June 2011 and June 2010.

As is shown in Table 2, Crosstown Shuttle revenue hours increased from 643 hours in June 2010 to 659 hours in June 2011. The average number of passengers per hour increased from 18.6 in June 2010 to 19.9 in June 2011.

Tables 4A, 4B, and 4C present monthly ridership, revenue hours, and passengers per hour for the Crosstown Shuttle since the implementation of the service in late July 2001.

TABLE 4A: Crosstown Shuttle Ridership

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	155	11,614	13,591	13,156	12,944	14,188	13,883	12,878	14,952	12,234
Aug.	3,542	11,536	13,420	13,103	14,749	16,169	15,382	12,776	13,291	13,072
Sep.	3,800	11,649	14,531	13,978	14,273	13,907	12,247	13,694	14,836	13,245
Oct.	5,089	13,795	14,958	14,538	14,152	15,911	14,801	15,117	16,042	13,303
Nov.	3,968	11,355	11,088	14,459	13,648	13,625	12,657	10,344	12,607	12,240
Dec.	4,490	11,469	12,387	13,286	13,301	12,086	10,298	11,939	10,969	11,362
Jan.	7,389	12,626	12,123	13,078	13,367	13,231	11,125	11,342	9,902	12,173
Feb.	7,899	11,712	11,347	13,084	12,930	12,503	11,496	11,355	10,690	11,499
Mar.	9,544	13,514	13,229	16,241	14,662	14,369	12,457	13,669	13,414	14,973
Apr.	10,579	14,228	13,030	14,508	12,727	13,312	13,457	13,557	12,587	15,019
May	11,644	14,440	12,532	15,330	15,169	15,052	13,212	12,956	12,448	15,239
Jun.	9,947	13,219	12,137	14,788	15,378	13,651	12,271	13,228	11,975	13,126
Total	78,046	151,157	154,373	169,549	167,300	168,004	153,286	152,855	153,713	157,485

TABLE 4B: Crosstown Shuttle Revenue Hours

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	47	538	536	536	488	557	595	649	672	643
Aug.	541	538	512	537	567	647	658	618	611	648
Sep.	448	488	512	512	559	591	561	615	614	629
Oct.	561	561	561	512	560	649	679	672	643	629
Nov.	511	463	439	488	533	591	590	526	555	577
Dec.	526	512	536	536	586	587	591	614	614	629
Jan.	593	536	512	488	559	620	620	584	555	599
Feb.	489	463	463	463	506	561	590	555	555	569
Mar.	512	512	561	561	613	649	621	643	672	725
Apr.	537	537	536	512	535	620	649	643	643	629
May	536	512	488	512	588	650	620	584	585	629
Jun.	489	513	537	538	589	620	619	643	641	655
Total	5,790	6,173	6,193	6,195	6,683	7,342	7,393	7,346	7,360	7,561

TABLE 4C: Crosstown Shuttle Passengers per Hour

Month	Fiscal Year									
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11
Jul.	3.3	21.6	25.4	24.5	26.5	25.5	23.3	19.8	22.3	19.0
Aug.	6.5	21.4	26.2	24.4	26.0	25.0	23.4	20.7	21.8	20.2
Sep.	8.5	23.9	28.4	27.3	25.5	23.5	21.8	22.3	24.2	21.1
Oct.	9.1	24.6	26.7	28.4	25.3	24.5	21.8	22.5	24.9	21.1
Nov.	7.8	24.5	25.3	29.6	25.6	23.1	21.5	19.7	22.7	21.2
Dec.	8.5	22.4	23.1	24.8	22.7	20.6	17.4	19.4	17.9	18.1
Jan.	12.5	23.6	23.7	26.8	23.9	21.3	17.9	19.4	17.8	20.3
Feb.	16.2	25.3	24.5	28.3	25.6	22.3	19.5	20.5	19.3	20.2
Mar.	18.6	26.4	23.6	29.0	23.9	22.1	20.1	21.3	20.0	20.7
Apr.	19.7	26.5	24.3	28.3	23.8	21.5	20.7	21.1	19.6	23.9
May	21.7	28.2	25.7	29.9	25.8	23.2	21.3	22.2	21.3	24.2
Jun.	20.3	25.8	22.6	27.5	26.1	22.0	19.8	20.6	18.7	20.0
Avg.	13.5	24.5	24.9	27.4	25.0	22.9	20.7	20.8	20.9	20.8

Source: Santa Barbara Metropolitan Transit District.

MTD Report to Santa Barbara on City-Assisted Services

**Monthly Report
July 2011**

Prepared by the

Santa Barbara Metropolitan Transit District



August 17, 2011

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MTD Report to Santa Barbara on City-Assisted Services July 2011 Monthly Report

The City of Santa Barbara provides funding to the Santa Barbara Metropolitan Transit District (MTD) to assist in supporting several MTD bus routes. This report, prepared pursuant to Agreement No. 23,794, provides the City with data regarding MTD shuttle services in Santa Barbara.

SHUTTLE SERVICES

The City provides a fare-buydown subsidy to MTD for clean and quiet 22-ft. electric shuttle services to meet downtown Santa Barbara traffic-reduction goals.

- *Downtown-Waterfront Shuttle.* The Downtown service operates along State Street from Sola Street to Cabrillo Boulevard, and the Waterfront service operates along Cabrillo Boulevard from the harbor to the zoo. The one-way fare is \$0.25. Transfers between State Street and the Waterfront are free.
- *Carrillo Lot Shuttle.* Weekday peak-period service subsidized by the City as an incentive to attract downtown employees to park in the Carrillo commuter lot. The service is free for commuter lot parkers and \$0.25 for other riders.
- *Crosstown Shuttle.* Connects the east and west sides of Santa Barbara with downtown via Cota Street and Micheltorena Street. Also serves the Cota Commuter Lot. The service is free for commuter lot parkers and the standard MTD fare for other riders.

Table 1 presents the ridership of each City-assisted MTD shuttle service for July 2011 and for fiscal year (FY) 2011 to date. (The MTD fiscal year runs from July 1 through June 30.) The table also presents ridership for the corresponding periods of the previous fiscal year, as well as the percent change in ridership over the previous year. July 2011 had 20 weekday service days and 11 weekend service days, while July 2010 had 22 weekday service days and 9 weekend service days.

Table 2 shows the number of revenue hours that MTD operated on each City-assisted shuttle service in July 2011 and for fiscal year 2011 to date, along with corresponding data from the previous fiscal year for comparison. The table also presents ridership per revenue hour for each route for the current month and the corresponding month of the previous fiscal year.

TABLE 1
MTD Routes Assisted by Santa Barbara - Ridership

Line	Current Month		Fiscal Year Total		Percent Change	
	FY 2012 Jul 2011	FY 2011 Jul 2010	FY 2012 Jul-Jul	FY 2011 Jul-Jul	Current Month	FY To Date
Downtown-Waterfront Shuttle						
State Street	59,902	57,974	59,902	57,974	3.3%	3.3%
East Beach	12,356	12,267	12,356	12,267	0.7%	0.7%
West Beach	5,426	5,379	5,426	5,379	0.9%	0.9%
<i>Downtown-Waterfront Total</i>	<i>77,684</i>	<i>75,620</i>	<i>77,684</i>	<i>75,620</i>	<i>2.7%</i>	<i>2.7%</i>
Commuter Lot Shuttles						
Carrillo Commuter Lot	1,139	1,118	1,139	1,118	1.9%	1.9%
Crosstown Shuttle	11,570	12,234	11,570	12,234	-5.4%	-5.4%

Source: Santa Barbara Metropolitan Transit District.

TABLE 2
MTD Routes Assisted by Santa Barbara - Revenue Hours

Line	Current Month		Fiscal Year Total		Riders per Hour	
	FY 2012 Jul 2011	FY 2011 Jul 2010	FY 2012 Jul-Jul	FY 2011 Jul-Jul	FY 2012 Jul 2011	FY 2011 Jul 2010
Downtown-Waterfront Shuttle						
State Street	1,298	1,298	1,298	1,298	46.1	44.7
East Beach	373	367	373	367	33.1	33.4
West Beach	165	165	165	165	32.9	32.6
<i>Downtown-Waterfront Total</i>	<i>1,836</i>	<i>1,830</i>	<i>1,836</i>	<i>1,830</i>	<i>42.3</i>	<i>41.3</i>
Commuter Lot Shuttles						
Carrillo Commuter Lot	100	110	100	110	11.4	10.2
Crosstown Shuttle	599	643	599	643	19.3	19.0

Source: Santa Barbara Metropolitan Transit District.

Downtown-Waterfront Shuttle

As shown in Table 1, total ridership on the Downtown-Waterfront Shuttle increased from 75,620 passengers in July 2010 to 77,684 in July 2011. Ridership increased on both State Street and the Waterfront. Table 2 shows that revenue hours operated on the Downtown-Waterfront Shuttle increased very slightly, with 1,830 hours in July 2010 and 1,836 hours in July 2011. Riders per hour increased from 41.3 in July 2010 to 42.3 in July 2011. The service generated \$16,392.50 in fare revenue in July 2010, compared to \$17,179.50 in July 2011.

Downtown-Waterfront Shuttle Ten-Year Trend

Tables 3A, 3B, and 3C present ten-year Downtown-Waterfront Shuttle trends in ridership, revenue hours, and passengers per revenue hour, respectively. The tables show that annual ridership during the period has varied from approximately 526,000 to 567,000 passengers.

TABLE 3A: Downtown-Waterfront Shuttle Ridership

Month	Fiscal Year										
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Jul.	95,727	72,007	78,586	73,895	76,499	73,310	75,727	77,887	78,777	75,620	77,684
Aug.	81,304	72,465	79,726	70,693	71,631	66,978	70,257	82,138	71,549	72,370	
Sep.	57,988	47,600	47,203	48,519	45,410	47,491	45,967	46,286	48,034	46,939	
Oct.	37,818	40,072	45,430	38,690	38,797	36,864	39,422	41,480	37,068	37,584	
Nov.	30,165	36,240	35,899	32,307	34,528	32,350	33,210	33,044	32,677	31,884	
Dec.	31,026	33,443	31,832	30,376	31,672	30,473	30,298	28,375	28,586	27,415	
Jan.	28,609	38,051	36,212	28,900	33,439	30,698	28,370	33,527	32,152	34,229	
Feb.	29,717	34,602	33,550	28,036	34,767	30,898	30,575	27,233	31,372	28,823	
Mar.	32,001	43,923	40,149	36,855	34,067	35,999	41,274	34,380	39,381	32,626	
Apr.	32,374	41,452	40,536	38,369	37,411	37,436	38,653	40,821	39,387	41,618	
May	37,358	43,085	43,982	44,240	42,861	43,587	43,347	44,631	44,166	44,456	
Jun.	50,499	56,228	53,482	59,501	55,301	59,194	63,083	54,150	56,535	52,381	
Total	544,586	559,168	566,587	530,381	536,383	525,278	540,183	543,952	539,684	525,945	

TABLE 3B: Downtown-Waterfront Shuttle Revenue Hours

Month	Fiscal Year										
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Jul.	1,838	1,777	1,786	1,754	1,786	1,586	1,682	1,785	1,791	1,830	1,836
Aug.	1,807	1,772	1,801	1,704	1,702	1,615	1,673	1,806	1,765	1,773	
Sep.	1,192	1,279	1,227	1,225	1,214	1,173	1,192	1,086	1,237	1,188	
Oct.	1,104	1,254	1,235	1,137	1,139	1,114	1,122	1,093	1,114	1,100	
Nov.	973	1,128	1,114	1,062	1,058	1,042	1,070	1,072	1,064	1,043	
Dec.	1,141	1,150	1,123	1,084	1,082	1,067	1,105	1,076	1,081	1,088	
Jan.	1,018	1,168	1,176	1,146	1,140	1,119	1,128	1,135	1,155	1,115	
Feb.	994	1,062	1,102	1,026	1,035	1,011	1,043	1,013	1,013	993	
Mar.	1,028	1,176	1,128	1,119	1,126	1,113	1,121	1,109	1,101	1,074	
Apr.	1,067	1,182	1,060	1,093	1,109	1,079	1,062	1,065	1,063	1,058	
May	1,181	1,349	1,190	1,227	1,193	1,234	1,297	1,342	1,235	1,218	
Jun.	1,456	1,520	1,655	1,646	1,432	1,685	1,705	1,715	1,707	1,710	
Total	14,799	15,817	15,597	15,223	15,016	14,838	15,200	15,297	15,326	15,190	

TABLE 3C: Downtown-Waterfront Shuttle Passengers per Hour

Month	Fiscal Year										
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Jul.	52.1	40.5	44.0	42.1	42.8	46.2	45.0	43.6	44.0	41.3	42.3
Aug.	45.0	40.9	44.3	41.5	42.1	41.5	42.0	45.5	40.5	40.8	
Sep.	48.6	37.2	38.5	39.6	37.4	40.5	38.6	42.6	38.8	39.5	
Oct.	34.3	32.0	36.8	34.0	34.1	33.1	35.1	38.0	33.3	34.2	
Nov.	31.0	32.1	32.2	30.4	32.6	31.0	31.0	30.8	30.7	30.6	
Dec.	27.2	29.1	28.3	28.0	29.3	28.6	27.4	26.4	26.4	25.2	
Jan.	28.1	32.6	30.8	25.2	29.3	27.4	25.2	29.5	27.8	30.7	
Feb.	29.9	32.6	30.4	27.3	33.6	30.6	29.3	26.9	31.0	29.0	
Mar.	31.1	37.3	35.6	32.9	30.3	32.3	36.8	31.0	35.8	30.4	
Apr.	30.3	35.1	38.2	35.1	33.7	34.7	36.4	38.3	37.1	39.3	
May	31.6	31.9	37.0	36.1	35.9	35.3	33.4	33.3	35.8	36.5	
Jun.	34.7	37.0	32.3	36.1	38.6	35.1	37.0	31.6	33.1	30.6	
Avg.	36.8	35.4	36.3	34.8	35.7	35.4	35.5	35.6	35.2	34.6	

Source: Santa Barbara Metropolitan Transit District.

The primary market for the Downtown-Waterfront Shuttle differs from that for a typical public transportation service. In general terms, the primary market for this shuttle service is tourists and local residents who are shopping, dining, sightseeing, or enjoying other recreational activities downtown and on the waterfront. Thus, shuttle ridership is heavily dependent on the convenience of the service and on the number of persons spending leisure time in these areas.

The time required to complete a trip on the Downtown-Waterfront Shuttle has increased over time as traffic congestion has worsened. A round trip on the State Street portion of the service (i.e., from the Dolphin Fountain to Sola Street and back to the Dolphin Fountain), for example, formerly required from 30 to 35 minutes, depending on the season and the time of day. Now, a round trip requires up to 45 minutes at peak times.

Because MTD operates the same number of vehicles and approximately the same number of revenue hours annually, the number of trips provided during a typical day has decreased due to the increase in congestion and in the time required for each trip. Thus, over the ten-year period, the travel time has increased and the frequency of service has decreased.

Downtown-Waterfront Shuttle Marketing & Public Information

- Passenger information cards with detachable perforated pocket-sized schedules are distributed at 36 locations along the route, including lodging establishments and the Visitors' Center.
- The shuttle route is featured in all "Santa Barbara Car Free" collateral. Flyers are available on all Amtrak Surfliner trains.
- The "Santa Barbara Car Free" brochure for the MTD's Line 22 service to "Santa Barbara's Highlights" features the Downtown-Waterfront Shuttle as a connection from the beach to Line 22.
- The Downtown-Waterfront Shuttle route is featured on the map in the explore section of Santa Barbara Seasons magazine.
- Partnership website links are provided by "Santa Barbara Car Free," Amtrak, the Santa Barbara Conference & Visitors Bureau and Film Commission, and the Downtown Organization.
- The Downtown-Waterfront Shuttle route is featured in the "Cultural Arts" brochure produced by the Downtown Organization.
- MTD is an active member of the Santa Barbara Conference & Visitors Bureau and Film Commission, the Santa Barbara Downtown Organization, and the Santa Barbara Region Chamber of Commerce, and works with these organizations to publicize the shuttle.
- All Downtown-Waterfront Shuttle vehicles display City of Santa Barbara seals.
- The Santa Barbara Region Chamber of Commerce Visitors' Center sells the MTD day pass.

- Amtrak passengers can request two free MTD transfers from the conductor. Caltrans pays MTD for the transfers after they are used.

Carrillo Commuter Lot Shuttle

The Carrillo Lot Shuttle operates on weekday service days only, and operated on 20 days in July 2011 and on 22 days in July 2010. As shown in Table 1, ridership increased slightly, with 1,118 passengers in July 2010 and 1,139 in July 2011. Revenue hours decreased from 110 hours in July 2010 to 100 hours in July 2011. The number of passengers per revenue hour increased from 10.2 in July 2010 to 11.4 in July 2011.

The Carrillo commuter parking lot is generally not filled to capacity. MTD staff will continue to monitor the performance of the service.

Crosstown Shuttle

MTD implemented the Crosstown Shuttle as part of the South Coast Transit Priorities (SCTP) project. The City provides MTD a fare buydown subsidy for Crosstown Shuttle passengers who park in the Cota Street commuter parking lot, and has also provided MTD with capital assistance for the service.

Following implementation of the Enhanced Transit Program in March 2007, Crosstown Shuttle ridership decreased compared to the previous year. This was to be expected, as the Crosstown Shuttle is a complementary service to Lines 1 & 2 and the enhanced peak-period service on those lines attracted some riders that previously rode this service.

Table 1 shows that ridership on the Crosstown Shuttle decreased from 12,234 riders in July 2010 to 11,570 in July 2011. Like the Carrillo Lot Shuttle, the Crosstown Shuttle operates on weekday service days only and operated on 20 days in July 2011 and 22 days in July 2010.

As is shown in Table 2, Crosstown Shuttle revenue hours decreased from 643 hours in July 2010 to 599 hours in July 2011. The average number of passengers per hour increased slightly from 19.0 in July 2010 to 19.3 in July 2011.

Tables 4A, 4B, and 4C present monthly ridership, revenue hours, and passengers per hour for the Crosstown Shuttle since the implementation of the service in late July 2001.

TABLE 4A: Crosstown Shuttle Ridership

Month	Fiscal Year										
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Jul.	155	11,614	13,591	13,156	12,944	14,188	13,883	12,878	14,952	12,234	11,570
Aug.	3,542	11,536	13,420	13,103	14,749	16,169	15,382	12,776	13,291	13,072	
Sep.	3,800	11,649	14,531	13,978	14,273	13,907	12,247	13,694	14,836	13,245	
Oct.	5,089	13,795	14,958	14,538	14,152	15,911	14,801	15,117	16,042	13,303	
Nov.	3,968	11,355	11,088	14,459	13,648	13,625	12,657	10,344	12,607	12,240	
Dec.	4,490	11,469	12,387	13,286	13,301	12,086	10,298	11,939	10,969	11,362	
Jan.	7,389	12,626	12,123	13,078	13,367	13,231	11,125	11,342	9,902	12,173	
Feb.	7,899	11,712	11,347	13,084	12,930	12,503	11,496	11,355	10,690	11,499	
Mar.	9,544	13,514	13,229	16,241	14,662	14,369	12,457	13,669	13,414	14,973	
Apr.	10,579	14,228	13,030	14,508	12,727	13,312	13,457	13,557	12,587	15,019	
May	11,644	14,440	12,532	15,330	15,169	15,052	13,212	12,956	12,448	15,239	
Jun.	9,947	13,219	12,137	14,788	15,378	13,651	12,271	13,228	11,975	13,126	
Total	78,046	151,157	154,373	169,549	167,300	168,004	153,286	152,855	153,713	157,485	

TABLE 4B: Crosstown Shuttle Revenue Hours

Month	Fiscal Year										
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Jul.	47	538	536	536	488	557	595	649	672	643	599
Aug.	541	538	512	537	567	647	658	618	611	648	
Sep.	448	488	512	512	559	591	561	615	614	629	
Oct.	561	561	561	512	560	649	679	672	643	629	
Nov.	511	463	439	488	533	591	590	526	555	577	
Dec.	526	512	536	536	586	587	591	614	614	629	
Jan.	593	536	512	488	559	620	620	584	555	599	
Feb.	489	463	463	463	506	561	590	555	555	569	
Mar.	512	512	561	561	613	649	621	643	672	725	
Apr.	537	537	536	512	535	620	649	643	643	629	
May	536	512	488	512	588	650	620	584	585	629	
Jun.	489	513	537	538	589	620	619	643	641	655	
Total	5,790	6,173	6,193	6,195	6,683	7,342	7,393	7,346	7,360	7,561	

TABLE 4C: Crosstown Shuttle Passengers per Hour

Month	Fiscal Year										
	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Jul.	3.3	21.6	25.4	24.5	26.5	25.5	23.3	19.8	22.3	19.0	19.3
Aug.	6.5	21.4	26.2	24.4	26.0	25.0	23.4	20.7	21.8	20.2	
Sep.	8.5	23.9	28.4	27.3	25.5	23.5	21.8	22.3	24.2	21.1	
Oct.	9.1	24.6	26.7	28.4	25.3	24.5	21.8	22.5	24.9	21.1	
Nov.	7.8	24.5	25.3	29.6	25.6	23.1	21.5	19.7	22.7	21.2	
Dec.	8.5	22.4	23.1	24.8	22.7	20.6	17.4	19.4	17.9	18.1	
Jan.	12.5	23.6	23.7	26.8	23.9	21.3	17.9	19.4	17.8	20.3	
Feb.	16.2	25.3	24.5	28.3	25.6	22.3	19.5	20.5	19.3	20.2	
Mar.	18.6	26.4	23.6	29.0	23.9	22.1	20.1	21.3	20.0	20.7	
Apr.	19.7	26.5	24.3	28.3	23.8	21.5	20.7	21.1	19.6	23.9	
May	21.7	28.2	25.7	29.9	25.8	23.2	21.3	22.2	21.3	24.2	
Jun.	20.3	25.8	22.6	27.5	26.1	22.0	19.8	20.6	18.7	20.0	
Avg.	13.5	24.5	24.9	27.4	25.0	22.9	20.7	20.8	20.9	20.8	

Source: Santa Barbara Metropolitan Transit District.

Crosstown Shuttle, Mesa Loop & Line 1 & 2 Enhancement Traffic Mitigation

**Quarter Ending
June 30, 2011**

and

**Fiscal Year 2011
Annual Report**

Prepared by the

Santa Barbara Metropolitan Transit District



July 27, 2011

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Traffic Mitigation Quarter Ending June 30, 2011

The Santa Barbara Metropolitan Transit District (MTD), in partnership with the City of Santa Barbara, has implemented several service enhancements in recent years. These enhancements include two new routes, the Crosstown Shuttle and Line 4 - Mesa/SBCC, and enhanced peak-period service on Line 1 - Westside and Line 2 - Eastside.

The City is relying on these MTD service enhancements to provide the traffic mitigation required of the City by the Addendum to the Final Mitigated Negative Declaration for the Granada Garage Project (i.e., 985 average daily trips and 229 peak hour trips). The table below presents the ridership of each of these services during each month of the fourth quarter of fiscal year (FY) 2011.

For the enhanced service on Lines 1 & 2, the ridership in the table represents the change from the corresponding month of the year prior to implementation of the enhanced service, to the current month.

Fiscal Year 2011 MTD Enhanced Transit Ridership¹

Period	Change in Total Weekday Average Daily Ridership				Change in P.M. Peak Hour Average Daily Ridership ²			
	Line 1 & 2	Mesa/SBCC	Crosstown	Total	Line 1 & 2	Mesa/SBCC	Crosstown	Total
4th Quarter								
Apr 2011	341	669	715	1,725	79	131	133	343
May 2011	(29)	617	726	1,314	13	116	134	263
Jun 2011	(516)	563	597	644	(37)	89	112	164

Note 1: Line 1 & 2 ridership is the change from the corresponding month prior to implementation of the enhanced service. Mesa/SBCC and Crosstown Shuttle ridership is the entire ridership of the new routes.

Note 2: The City of Santa Barbara P.M. Peak Hour is 4:00 - 6:00 P.M.

Source: Santa Barbara Metropolitan Transit District, Strategic Planning.

It is important to note that the negative results on Lines 1 & 2 show only that fewer persons rode Lines 1 & 2 on a typical weekday in June 2011 than in the June prior to implementation of the enhanced transit. These data do not suggest that the decrease in ridership resulted in additional traffic.

Various factors have likely contributed to an overall decrease in travel. These include an increase in the use of Transportation Demand Management (TDM) measures such as carpooling, flex schedules, and compressed workweeks, and the depressed economy, which has resulted in furloughs, layoffs, and a decrease in discretionary trips.



Traffic Mitigation FY 2011 Annual Report

The Santa Barbara Metropolitan Transit District (MTD), in partnership with the City of Santa Barbara, has implemented several service enhancements in recent years. These enhancements include two new routes, the Crosstown Shuttle and Line 4 - Mesa/SBCC, and enhanced peak-period service on Line 1 - Westside and Line 2 - Eastside.

The City is relying on these MTD service enhancements to provide the traffic mitigation required of the City by the Addendum to the Final Mitigated Negative Declaration for the Granada Garage Project (i.e., 985 average daily trips and 229 peak hour trips). The table below presents the ridership of each of these services during each month of fiscal year (FY) 2011.

For the enhanced service on Lines 1 & 2, the ridership in the table represents the change from the corresponding month of the year prior to implementation of the enhanced service, to the current month.

Fiscal Year 2011 MTD Enhanced Transit Ridership¹

Period	Change in Total Weekday Average Daily Ridership				Change in P.M. Peak Hour Average Daily Ridership ²			
	Line 1 & 2	Mesa/SBCC	Crosstown	Total	Line 1 & 2	Mesa/SBCC	Crosstown	Total
<u>1st Quarter</u>								
Jul 2010	(296)	523	556	783	15	49	111	175
Aug 2010	(48)	528	594	1,074	(27)	82	120	175
Sep 2010	41	711	631	1,383	12	153	131	296
<u>2nd Quarter</u>								
Oct 2010	51	713	633	1,397	42	159	127	328
Nov 2010	95	704	644	1,443	(5)	145	118	258
Dec 2010	(49)	447	541	939	(11)	85	98	172
<u>3rd Quarter</u>								
Jan 2011	148	576	609	1,333	77	112	116	305
Feb 2011	146	633	605	1,384	57	131	118	306
Mar 2011	133	606	651	1,390	43	126	126	295
<u>4th Quarter</u>								
Apr 2011	341	669	715	1,725	79	131	133	343
May 2011	(29)	617	726	1,314	13	116	134	263
Jun 2011	(516)	563	597	644	(37)	89	112	164

Note 1: Line 1 & 2 ridership is the change from the corresponding month prior to implementation of the enhanced service.

Mesa/SBCC and Crosstown Shuttle ridership is the entire ridership of the new routes.

Note 2: The City of Santa Barbara P.M. Peak Hour is 4:00 - 6:00 P.M.

Source: Santa Barbara Metropolitan Transit District, Strategic Planning.

MTD Report to Santa Barbara on City-Assisted Services

**Annual Report
FY 2011**

Prepared by the

Santa Barbara Metropolitan Transit District
Strategic Planning



August 17, 2011

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MTD Report to Santa Barbara on City-Assisted Services FY 2011 Annual Report

The City of Santa Barbara provides funding to the Santa Barbara Metropolitan Transit District (MTD) to assist in supporting several MTD bus routes. This report, prepared pursuant to Agreement No. 23,457, provides the City with data regarding MTD shuttle services in Santa Barbara during fiscal year (FY) 2011 (the period from July 1, 2010, through June 30, 2011).

SHUTTLE SERVICES

The City provides a fare-buydown subsidy to MTD for clean and quiet 22-ft. electric shuttle services to meet downtown Santa Barbara traffic-reduction goals.

- *Downtown-Waterfront Shuttle.* The Downtown service operates along State Street from Sola Street to Cabrillo Boulevard, and the Waterfront service operates along Cabrillo Boulevard from the harbor to the zoo. The one-way fare is \$0.25. Transfers between State Street and the Waterfront are free.
- *Carrillo Lot Shuttle.* Weekday peak-period service subsidized by the City as an incentive to attract downtown employees to park in the Carrillo commuter lot. The service is free for commuter lot parkers and \$0.25 for other riders.
- *Crosstown Shuttle.* Connects the east and west sides of Santa Barbara with downtown via Cota Street and Micheltorena Street. Also serves the Cota Commuter Lot. The service is free for commuter lot parkers and the standard MTD fare for other riders.

The following pages present tables and figures of operating characteristics and performance indicators for these City-assisted MTD services. The tables present annual totals for FY 2011 and FY 2010. (*Note that all FY 2011 financial data are estimates.*) Figures 1, 3, & 5 present data by month in FY 2011 compared to FY 2010, while figures 2, 4, & 6 present ten-year trends in annual totals.

Downtown-Waterfront Shuttle

As shown in Table 1, MTD receives a fare-buydown subsidy from the City of Santa Barbara for this service. The table shows that both ridership and revenue hours on the Downtown-Waterfront Shuttle decreased in FY 2011 compared to FY 2010. Because both passengers and revenue hours decreased, the change in ridership per revenue hour was slight. Figure 1 compares the Downtown-Waterfront Shuttle in terms of ridership, revenue hours, and passengers per revenue hour by month for FY 2011 and FY 2010. Figure 2 presents 10-year trends for those same measures.

Carrillo Lot Shuttle

As shown in Table 2, total ridership on the Carrillo Commuter Lot Shuttle decreased in FY 2011 compared to FY 2010, while the number of revenue hours was virtually unchanged. Thus, the average number of passengers per revenue hour decreased substantially. As shown in Figure 3, ridership by month in FY 2011 stabilized in comparison to FY 2010 in the final four months of the year. This route typically exhibits a wide range of variation, as ridership depends heavily on factors such as usage of the commuter lot and the weather. Figure 4 presents a ten-year trend for the service. MTD receives a fare-buydown subsidy from the City of Santa Barbara for the Carrillo Lot Shuttle.

Crosstown Shuttle

Table 3 presents data for the Crosstown Shuttle. In addition to its function as a local circulator route, the Crosstown Shuttle provides service for patrons of the Cota Commuter Lot. The City of Santa Barbara pays the fare for users of the commuter lot through a fare-buydown subsidy to MTD. Other riders pay the usual MTD fare.

The Crosstown Shuttle is a complementary service to the Lines 1 & 2. When MTD enhanced the peak-period service on those lines (as discussed below), some Crosstown Shuttle riders elected to switch to the enhanced Lines 1 & 2. Overall, Crosstown Shuttle ridership increased FY 2011 compared to FY 2010. The average number of passengers per revenue hour was virtually unchanged. Figure 5 presents month-by-month data for the service, and Figure 6 presents a ten-year trend. The Crosstown Shuttle was implemented in July 2001 (the beginning of FY 2002).

TABLE 1
Downtown-Waterfront Shuttle¹

Downtown-Waterfront Shuttle	FY 2011	FY 2010
	Total	Total
Operating Characteristics		
Passengers (One-Way Trips)	525,945	539,684
Revenue Hours	15,190	15,326
Operating Cost to MTD ²	\$1,581,977	\$1,574,980
<i>Sources of Revenue (Est.)</i>		
Farebox Revenue	\$115,187	\$116,618
City Fare-Buydown Subsidy	\$1,072,251	\$1,072,078
<u>MTD Subsidy</u>	<u>\$394,539</u>	<u>\$386,285</u>
Total	\$1,581,977	\$1,574,980
Performance Indicators		
Passengers per Revenue Hour	34.6	35.2
Operating Cost per Passenger	\$3.01	\$2.92

Note 1: All FY 2011 financial data are estimated.

Note 2: MTD's FY 2011 budgeted systemwide average hourly operating cost (not including depreciation) totaled \$104.15. The FY 2010 audited hourly cost totaled \$102.77.

Source: Santa Barbara Metropolitan Transit District.

TABLE 2
Carrillo Commuter Lot Shuttle¹

Carrillo Commuter Lot Shuttle	FY 2011	FY 2010
	Total	Total
Operating Characteristics		
Passengers (One-Way Trips)	12,123	17,418
Revenue Hours	1,255	1,256
Operating Cost to MTD ²	\$130,703	\$129,073
<i>Sources of Revenue (Est.)</i>		
City Fare-Buydown Subsidy	\$101,951	\$101,951
<u>MTD Subsidy</u>	<u>\$28,752</u>	<u>\$27,122</u>
Total	\$130,703	\$129,073
Performance Indicators		
Passengers per Revenue Hour	9.7	13.9
Operating Cost per Passenger	\$10.78	\$7.41

Note 1: All FY 2011 financial data are estimated.

Note 2: MTD's FY 2011 budgeted systemwide average hourly operating cost (not including depreciation) totaled \$104.15. The FY 2010 audited hourly cost totaled \$102.77.

Source: Santa Barbara Metropolitan Transit District.

**TABLE 3
Crosstown Shuttle¹**

Line Item	FY 2011			FY 2010		
	Crosstown Shuttle	Cota Lot Service	Total	Crosstown Shuttle	Cota Lot Service	Total
Operating Characteristics						
Passengers (One-Way Trips) ²	157,485	n/a	157,485	153,713	n/a	153,713
Revenue Hours	6,301	1,260	7,561	6,100	1,260	7,360
Operating Cost to MTD ³	\$656,224	\$131,224	\$787,448	\$626,868	\$129,484	\$756,352
<i>Sources of Revenue (Est.)</i>						
Farebox Revenue	\$131,788	\$0	\$131,788	\$133,453	\$0	\$133,453
City Fare-Buydown Subsidy	\$0	\$101,390	\$101,390	\$0	\$101,390	\$101,390
<u>MTD Subsidy</u>	<u>\$524,436</u>	<u>\$29,834</u>	<u>\$554,270</u>	<u>\$493,415</u>	<u>\$28,094</u>	<u>\$521,509</u>
Total	\$656,224	\$131,224	\$787,448	\$626,868	\$129,484	\$756,352
Indicators						
Passengers per Revenue Hour			20.8			20.9
Operating Cost per Passenger			\$5.00			\$4.92

Note 1: All FY 2011 financial data are estimated.

Note 2: Passengers riding on the Crosstown Shuttle to and from the Cota Commuter Lot are not tracked separately.

Note 3: MTD's FY 2011 budgeted systemwide average hourly operating cost (not including depreciation) totaled \$104.15. The FY 2010 audited hourly cost totaled \$102.77.

Source: Santa Barbara Metropolitan Transit District, Strategic Planning.

FIGURE 1
FY 2010 and FY 2011
Downtown-Waterfront Shuttle

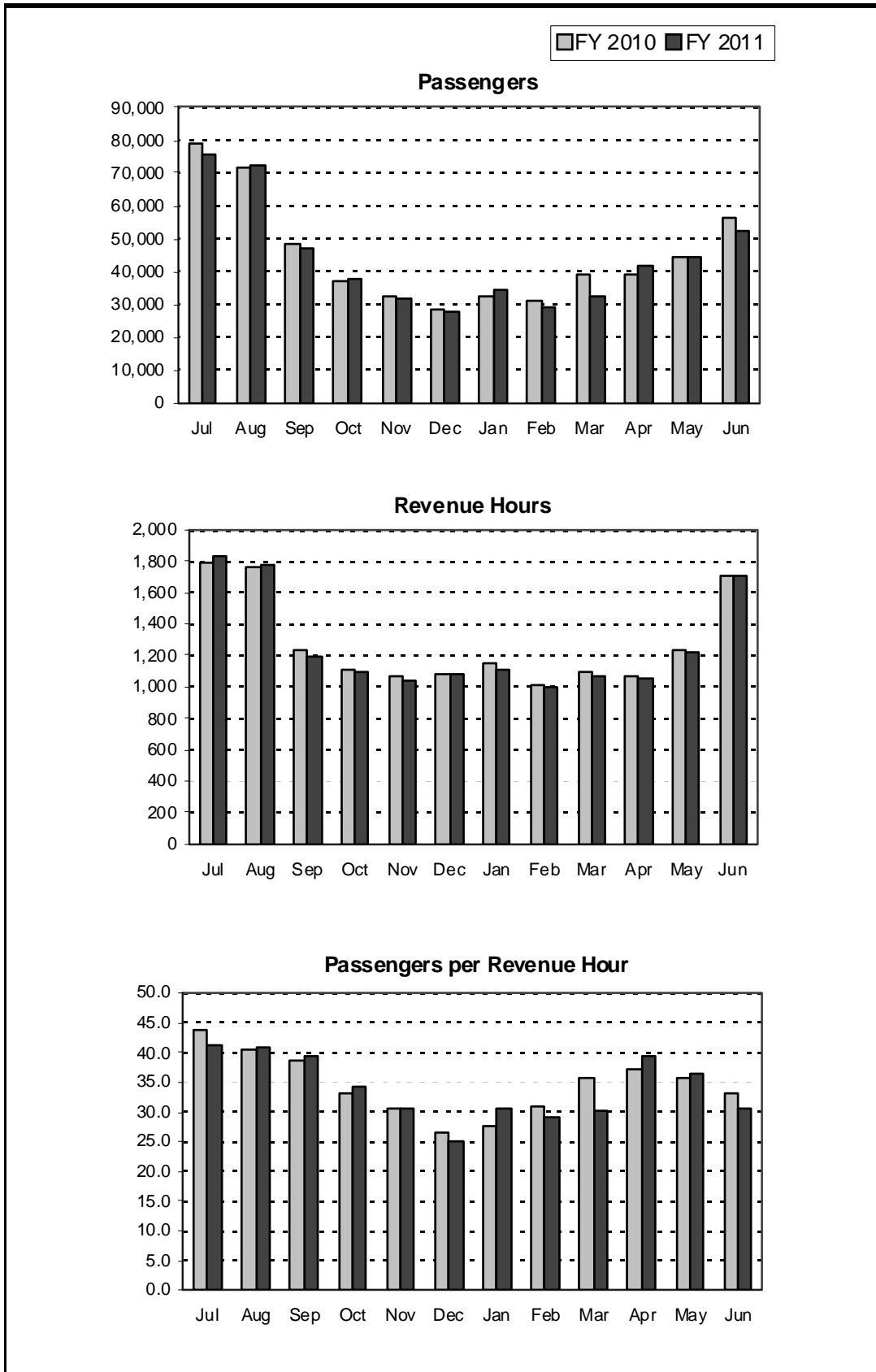


FIGURE 2
FY 2002 Through FY 2011 Totals
Downtown-Waterfront Shuttle

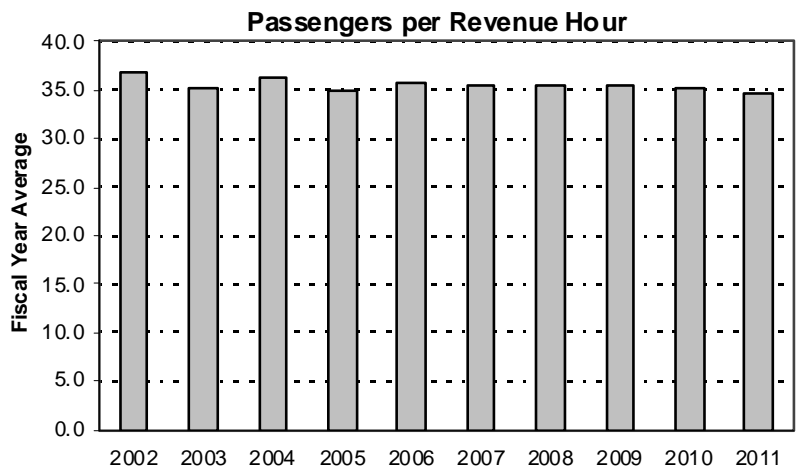
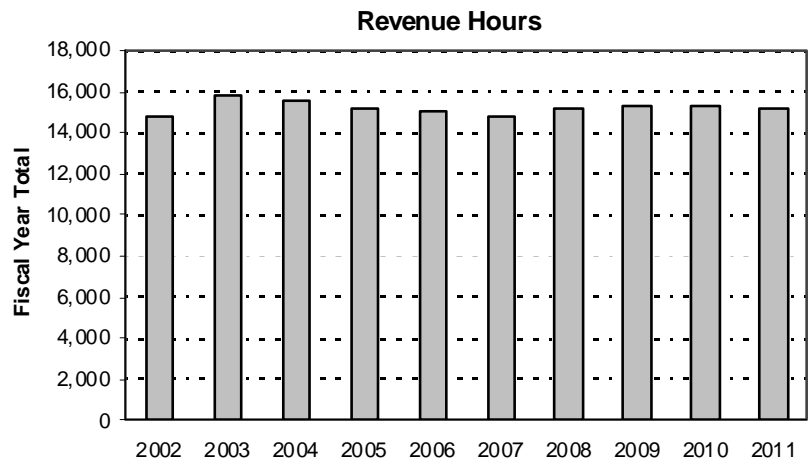
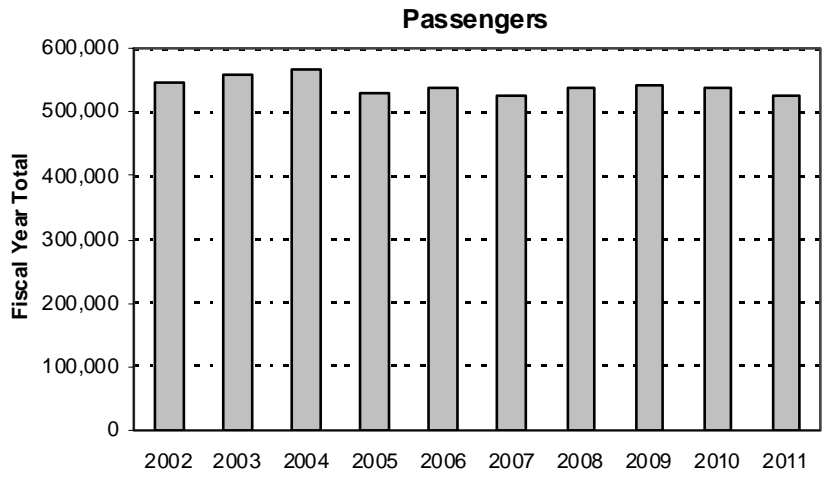


FIGURE 3
FY 2010 and FY 2011
Carrillo Commuter Lot Shuttle

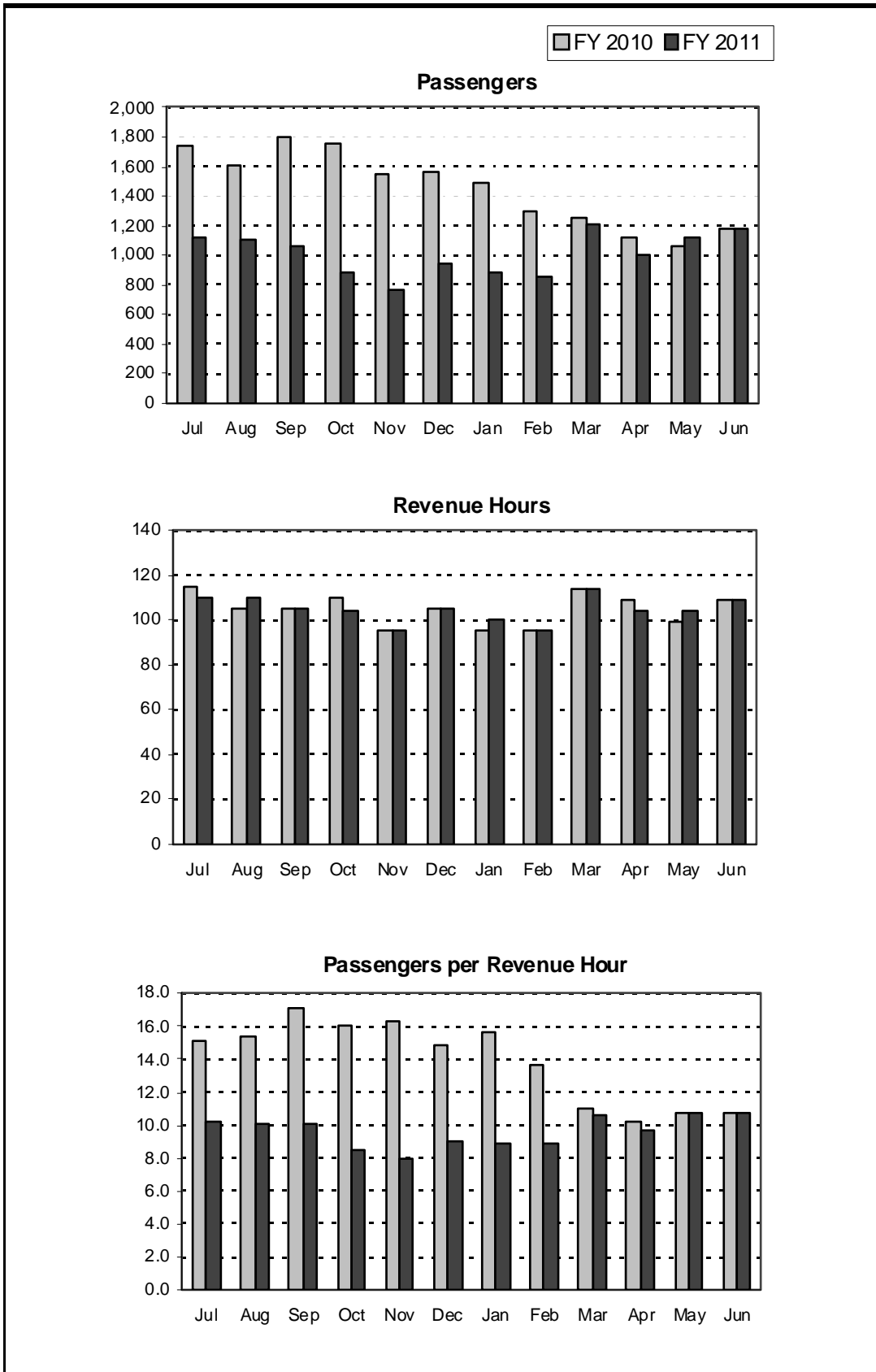


FIGURE 4
FY 2002 Through FY 2011 Totals
Carrillo Commuter Lot Shuttle

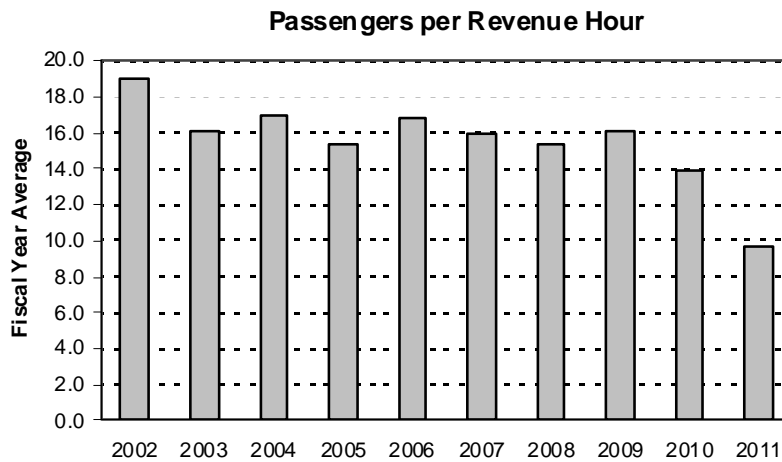
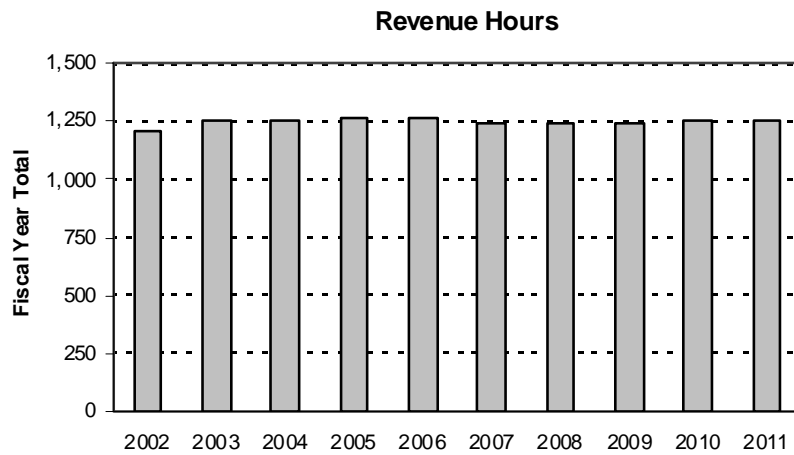


FIGURE 5
FY 2010 and FY 2011
Crosstown Shuttle

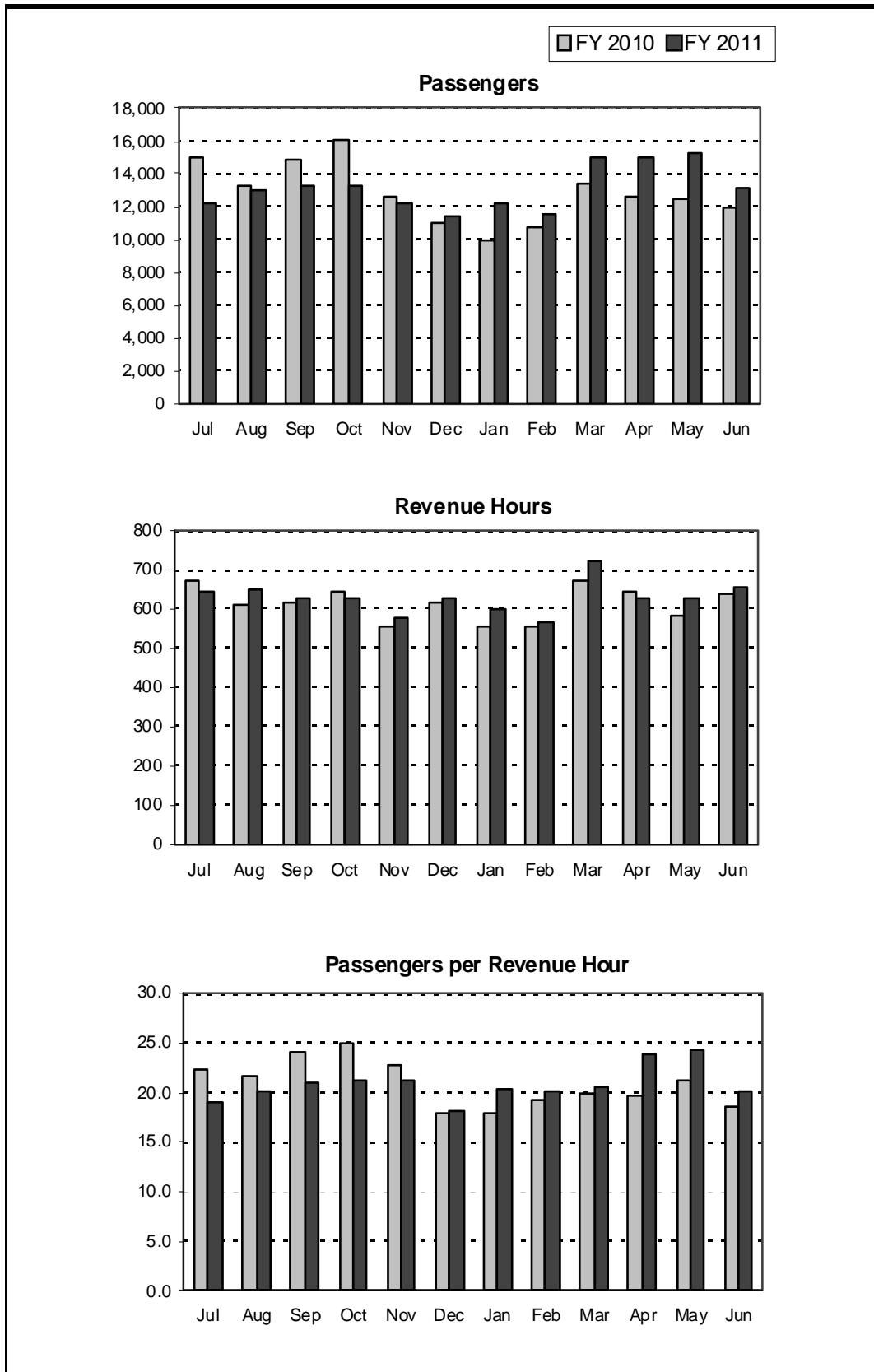


FIGURE 6
FY 2002 Through FY 2011 Totals
Crosstown Shuttle

