

El Dorado County Transit Authority 2011 Transit Ridership Survey

Final Report



Prepared for the

El Dorado County Transit Authority

Prepared by

LSC Transportation Consultants, Inc.

El Dorado County Transit Authority 2011 Transit Ridership Survey

Final Report

Prepared for the
El Dorado County Transportation Commission
2828 Easy Street, Suite 1
Placerville, California 95667
(530) 642-5262

and the

El Dorado County Transit Authority
6565 Commerce Way
Diamond Springs, California 95619
(530) 642-5383

Prepared by

LSC Transportation Consultants, Inc.
2690 Lake Forest Road, Suite C
P.O. Box 5875
Tahoe City, California 96145
(530) 583-4053

November 15, 2011

LSC 117060

The preparation of this report has been financed with Federal Transit Administration (FTA) 5304 Planning Grant funds as claimed by the El Dorado County Transit Authority for Fiscal Year 2011/2012.

El Dorado County Transit Authority 2011 Ridership Survey

Executive Summary

INTRODUCTION

The El Dorado County Transit Authority 2011 Ridership Survey was commissioned by the El Dorado County Transportation Commission and the El Dorado County Transit Authority to gather passenger and operating data in order to provide a review and evaluation of current services. This study report presents a review of current transit conditions, identifies strengths and weaknesses of the system through analysis of onboard survey results, and provides recommendations for transit improvements.

This Ridership Survey Report is developed to...

- Identify issues in the community regarding transit
- Provide an overview of the service area and transit operations
- Recap the outreach efforts and explain survey methodology
- Provide detailed survey results
- Recommend improvements to transit based on findings

Working with El Dorado Transit staff, the El Dorado County Transportation Commission (EDCTA) staff, the EDCTA Social Services Advisory Council (SSTAC) and the Transit Advisory Committee (TAC) for El Dorado Transit, the consultant team...

- Reviewed existing conditions for the area
- Reviewed El Dorado Transit operations
- Conducted outreach to maximize participation in the survey effort
- Conducted onboard surveys to gather data on passenger characteristics, travel patterns and opinions of service
- Conducted boarding and alighting counts and collected on-time performance data
- Made recommendations for improvements

This Executive Summary provides a review of the survey findings and recommended improvements.

SURVEY METHODOLOGY AND PUBLIC OUTREACH

The survey was planned in coordination with El Dorado County Transportation Commission staff, El Dorado County Transit Authority staff, the Social Services Transportation Advisory Council (SSTAC) and the consultant team. This group met several times through the survey effort in order to establish issues and procedures for the survey, to discuss the survey instruments and desired outcome, and to review the study results.

In addition to survey planning efforts, the Consultant conducted outreach through postings on buses and at bus stops to announce the upcoming survey in order to encourage participation. The flyers also announced that information was available on the El Dorado Transit website about the survey. After the survey was completed, the draft report was posted on the website, and again flyers were posted on buses and at bus stops to alert the public of its availability. Furthermore, the SSTAC provided representation as stakeholders and a public Open House was held to provide additional information (though only one member of the public attended).

The survey was conducted on runs of all local fixed routes, on all morning runs of the commuter routes, on eight hours of dial-a-ride service, and for two (2) trips of SACMED service. Surveys were handed out to all passengers over the age of twelve (12) who were willing to complete a survey. Additionally, survey staff counted passengers boarding and alighting on each run, and tracked departure times at scheduled stops.

ONBOARD PASSENGER SURVEY RESULTS

Survey Coverage and Response Rate

Surveys were conducted over seven (7) service weekdays between May 2, 2011 and May 11, 2011 on local fixed routes, morning runs on the commuter routes, and eight (8) hours of Dial-A-Ride service. Surveys were conducted on additional days in order to survey the SAC MED service and Grizzly Flat service. This survey span provides statistically valid data, but it is a “snapshot” of the service and may include nuances which may not reflect long term characteristics.

Response rates were as follows:

- On the local fixed routes: 68 runs were surveyed resulting in 241 valid survey responses, approximately a 41 percent response rate of all individual passengers.
- On the commuter routes: Sixteen (16) runs were surveyed (including all morning commute routes and four (4) runs of the Iron Point Connector), resulting in 227 valid survey responses, approximately a 76 percent response rate.
- On Dial-A-Ride: Surveys were conducted for eight hours; 10 of 12 passengers responded, indicating an 83 percent response rate.
- On SAC MED: Four passengers were requested to complete the survey and did so.

Local Fixed Route Onboard Passenger Survey Results

Passenger Demographics

Passenger characteristics indicate that local transit riders have limited transportation options.

- Low income: 82% with no car, 65% with household incomes under \$20,000
- High youth population: 30% teenagers
- Many are disabled: 21% said disabilities limit driving, plus 5% used a wheelchair
- Most passengers walk to their stop, with the walk typically lasting less than 15 minutes
- Most are going to school or attending to personal business
- Most are frequent riders and have used the service for more than a year
- Almost half (46%) pay cash fares

Passenger Opinions

Passengers were asked to rank service factors on a scale of one (1, worst) to five (5, best). Overall rankings were good, but not excellent, as follows.

- The average ranking of service factors was 4.1
- The highest ranking factor was driver courtesy (4.5)
- The lowest factors were service frequency, areas served, bus stops and shelters and cost of fares (all 3.9, which is still considered “good”)

Desired Improvements

Passengers noted a list of improvements they would like to see, the most prevalent of which included:

- Expand service day, especially to serve work day schedules
- Expand Saturday service
- Sunday service
- Address rowdy teenage behavior at stops and on buses
- Provide free transfers on local routes

Commuter Service Onboard Passenger Survey Results

Passenger Demographics

Passenger characteristics indicate that local transit riders are discretionary transit riders who choose transit but have other options.

- 96% have a drivers license and 94% have a car available
- Middle Aged: 77% are aged 45-65
- Employed: 90% are employed
- Most drive to their stop
- The majority are frequent riders who have used the service for more than three years
- Most (89%) have fares supported by employer

Passenger Opinions

Commuter passengers were also asked to rank service factors on a scale of one (1) to five (5). Overall rankings were slightly higher than on local fixed routes.

- The average ranking of service factors was 4.2
- The highest ranking factors were system safety, driver courtesy and bus cleanliness (4.6)
- The lowest factor was cost of fares (3.5), showing some dissatisfaction

Desired Improvements

Passengers noted a list of improvements they would like to see, the most prevalent of which included:

- Expand options for departures in afternoons and mornings (depart from more locations, at more times)
- Limit the number of stops on Commuter Routes so the service is more express (conflicts with the above desire for additional service)
- Purchase new buses soon
- Provide Wifi
- Provide bathrooms on buses
- Address parking issues at El Dorado Hills Park-and-Ride lot
- Make fares more competitive/don't raise fares quickly

Dial-a-Ride Survey Results

Only ten (10) passengers responded on the Dial-a-Ride service. The typical rider is middle aged, has no driver's license, is a regular, and is a frequent user. The respondents typically use the service because they prefer it over Fixed Route. Half of the respondents were going to work. When asked what improvements they would like to see, many said better phone availability, and longer service hours.

SAC MED Survey Results

Just four individuals completed surveys on this low volume service. The respondents were elderly, without a vehicle available for the trip, and were using the service for medical trips (the only allowable purpose). When asked what improvements, they would like to see, two of the four said they would like greater availability (service offered on additional weekday).

BOARDING AND ALIGHTING SURVEY RESULTS

Boarding and Alightings by Time of Day: Local Routes

The busiest time of day is in the early afternoon from Noon to 3:00 PM. The busiest hour of the day was between 2:00 and 3:00 PM, which had 125 boardings and 111 alightings, many of

whom were students boarding at Missouri Flat Transfer Center and returning home from school. The morning peak was between 7:00 and 8:00 AM.

Boarding and Alightings by Stop by Route: Local Routes

Surveyors collected information on passenger activity at each stop for each run of each route. This data provides an estimate of the daily passenger boarding and alighting activity at each stop. For each of the routes, the Missouri Flat Transfer Center has the highest number of boardings and alightings. Other stops with high passenger activity include:

Stops	Routes Served	Passengers On/Off
Missouri Flat Transfer Center	All	436
Old Placerville City Hall	PLE, PLW	88
Child Development Center	FLC	60
Raley's (Placerville Dr.)	PLE, PLW, PPE, PPW	49
Folsom Lake College	FLC	47
Safeway Plaza Pollock Pines	PPE, PPW	37
Cameron Park Dr. & Green Valley Rd.	CP	36
Pleasant Valley Rd & Church St.	DS	34
Safeway (Cameron Park)	FLC, CP	33

Boarding and Alightings by Stop by Route: Commuter Routes

Morning boardings at the commuter stops in El Dorado County were as follows:

- The El Dorado Hills Park-and-Ride: 127 boardings
- Cambridge Road Park-and-Ride: 46 boardings
- El Dorado County Fairgrounds Park-and-Ride: 38 boardings
- Ponderosa Park-and-Ride: 37 boardings
- Rodeo Road/Coach Lane Park-and-Ride: 14 boardings
- Central Park-and-Ride: 12 boardings
- Placerville Station: 7 boardings

ON-TIME PERFORMANCE SURVEY RESULTS

Surveyors recorded on-time performance data for commuter and local fixed routes. The vehicles were considered on-time if they departed the stop at or up to five minutes after the scheduled time. Commuter routes were consistently on time. Local fixed routes, however, had mixed results, with an overall average on-time performance of 84 percent. The route most strongly affected was the Cameron Park route and the Placerville West route, with 64 percent on-time and 75 percent on-time performances respectively.

RECOMMENDATIONS FOR IMPROVEMENTS

Based on input from the surveys and issues identified, a number of service improvements were recommended, including:

Local Fixed Routes

- Provide **an additional hour of service in the afternoon**, especially on the Pollock Pines and Diamond Springs Routes. This will provide better access for employees wishing to use transit for work.
- **Consider** whether **additional Saturday service** is warranted in the next Short Range Transit Plan.
- **Sunday service is not recommended**
- **Address passenger misbehavior** on buses and at Missouri Flat Transfer Center.

Commuter Routes

- **Consider** additional morning departures.
- **Additional afternoon departures are not recommended.**
- **Eliminate Placerville Station** from the commuter schedule.
- **Consider eliminating** or reducing service to **Rodeo Road Park-and-Ride**.
- **Maintain the current bus replacement schedule**, but check temperature controls and window rattling to ensure comfort for passengers.
- **Install Wifi** in commuter buses.
- **Bathrooms** on buses are **not recommended.**
- **Provide a cost calculator** on the website to show the cost savings of using commuter service.

Dial-a-Ride

- Provide **an additional hour of service in the afternoon**, as a compliment to the expanded local fixed route service.
- **Establish Goals for improving phone service** (answer 95 percent of all calls within three (3) minutes).
- **Maintain** current **subscription policy**.

SAC MED

- **No changes** are recommended. It is not recommended service be expanded.

Other Recommendations

- Evaluate and **address** potential **on-time performance** issues.
-
- **Evaluate low activity stops** to determine if they should be **eliminated** from routes, including:
 - Red Hawk Casino
 - Marshall Medical Center
 - Cameron Park Library/Community Center
 - Cambridge Park-and-Ride
 - Panther Lane
- **Evaluate Iron Point Route** for possible elimination.
- Based on Passenger Activity, **review bus stops** to determine if **benches or shelters are warranted**.

TABLE OF CONTENTS

Chapter	Page
1	Introduction.....1
	Plan Purpose and Content1
	Key Study Issues.....1
	Review of Previous Studies and Projects.....2
2	Study Area Characteristics.....7
	Study Area7
	Population7
	Employment.....12
	Commute Patterns.....12
	Citizen Participation Process and Comments12
3	Transportation Services15
	Background.....15
	Existing El Dorado Transit Services.....15
	Existing Service Calendar.....23
	Existing Fare Structure23
	Existing Ridership and Service Levels25
	Financial Characteristics.....27
	Transit Capital Assets29
	Current Estimated Transit Demand30
	Other Transit Providers in Western El Dorado County33
	Regional Transportation Services34
4	Survey Methodology and Public Outreach.....37
	Planning the Survey37
	Project Kick-off Meeting37
	Initial Survey Outreach.....37
	Planned Additional Outreach.....37
	Surveyor Hiring and Training.....38
	Survey Methodology.....38
5	Onboard Passenger Survey Results39
	Survey Coverage and Response Rate39
	Local Fixed Route Onboard Passenger Survey Results.....39
	Local Fixed Route Survey Highlights and Summary54
	Commuter Route Onboard Passenger Survey Results.....54
	Commuter Survey Highlights and Summary66
	Dial-A-Ride Onboard Passenger Survey Results69
	SAC MED Onboard Passenger Survey Results.....71
	Miscellaneous Comments and Observations72

TABLE OF CONTENTS

Chapter	Page
6	Boarding and Alighting and On-Time Performance Results73
	Boarding and Alighting Survey: Fixed Route73
	Boarding and Alighting Survey: Commuter Routes80
	On-Time Performance Survey Results84
7	Recommendations for Transits Improvements87
	Survey Review87
	On Time Performance Issues94
	Boarding and Alighting Findings.....95

APPENDICES

- A – Onboard Passenger Survey Instruments
- B – Sample Boarding and Alighting, On-time Performance Forms
- C – Outreach Flyers and Notices

LIST OF TABLES

Table	Page
1 El Dorado Countywide Population History	7
2 Western El Dorado County 2009 Demographic Data by Census Tract.....	10
3 Commute Patterns to and from El Dorado County	13
4 El Dorado Transit Fare Structure	24
5 Total El Dorado Transit Ridership by Month, Fiscal Year 2010-2011	26
6 El Dorado Transit Expenses, Fiscal Year 2010-2011	28
7 El Dorado Transit Revenues, Fiscal Year 2010-2011	28
8 El Dorado Transit Bus Shelter and Bench Locations	29
9 El Dorado Transit Vehicle Replacement Plan	31
10 Summary of Western El Dorado Transit Demand	32
11 Response Rates for El Dorado Transit Surveys	40
12 Responses for El Dorado Transit Onboard Surveys — Local Fixed Routes (Questions 1 to 9)	41
13 Responses for El Dorado Transit Onboard Surveys — Local Fixed Routes (Questions 10 to 22)	42
14 Q3 and Q4--Fixed Route Boarding and Alighting Locations.....	44
15 Q8--Towns Where Respondents Live.....	46
16 Q10--How Did You Pay For Your Fare?.....	47
17 Q23--Increased Frequency	50
18 Q23--New or Extended Routes	51
19 Q23--Respondents Wanting Additional Service.....	52
20 Q23--Other improvements? Q24. Other comments?	53
21 Responses for El Dorado Transit Onboard Surveys — Commuter Results (Questions 1 to 8).....	55
22 Responses for El Dorado Transit Onboard Surveys — Commuter Results (Questions 9 to 17).....	56
23 Q1--Commuter Boarding and Alighting Locations: Mornings	57
24 Q1--Commuter Boarding and Alighting Locations: Afternoons	58
25 Q2--Commuter Boarding and Alighting by Place of Residence	59
26 Q3--Commuter Route Morning Destinations	60
27 Q12--How Customers Learned of Service.....	62
28 Q18--Additional Morning Arrival Times Desired.....	63
29 Q18--Additional Afternoon Departure Times Desired.....	64
30 Q18--New or Extended Routes	65
31 Q18--Alternative Stops	65
32 Q18--Alternative Limited Schedule.....	66
33 Q19--Other Comments (Page 1 of 2).....	67
Q19--Other Comments (Page 2 of 2).....	68
34 Responses for El Dorado Transit Onboard Surveys — Dial-A-Ride (Questions 1 to 17).....	70
35 Responses for El Dorado Transit Onboard Surveys — Dial-A-Ride (Question 18)	71

LIST OF TABLES

Table	Page
36 Boarding and Alighting: Folsom Lake College	74
37 Boarding and Alighting: Cameron Park	75
38 Boarding and Alighting: Diamond Springs	76
39 Boarding and Alighting: Placerville East	77
40 Boarding and Alighting: Placerville West	78
41 Boarding and Alighting: Pollock Pines East.....	79
42 Boarding and Alighting: Pollock Pines West	79
43 Local Fixed Route Stops: Highest Passenger Activity	80
44 Local Fixed Route Stops: Lowest Passenger Activity	81
45 Average Morning Boarding and Alighting: Iron Point Connector	83
46 Average Morning Boarding and Alighting: Morning Commuter Routes.....	84
47 Boardings by Morning Commuter Route	85
48 On-Time Performance Survey Results	86
49 Regional Commuter Transit Fares to Sacramento	93
50 Bus Stops Warranting Shelters	97

LIST OF FIGURES

Figure	Page
1 Western El Dorado County Site and Location.....	8
2 Western El Dorado County Census Tracts by Map.....	11
3 El Dorado County Transit Authority Organizational Chart	16
4 El Dorado County Transit Authority Fixed Routes	17
5 Western El Dorado County and Sacramento Local Commuter Bus Route Map.....	18
6 Dial-A Ride Zone System Map	21
7 Proportion of 2010-11 Ridership by Service	25
8 El Dorado Transit Passengers Per Hour by Service, FY 2010-2011	27
9 Q1--Time Respondents Boarded.....	43
10 Q2--Mode to Bus Stop	43
11 Q2--Travel Time to Bus Stop	44
12 Q5--Mode from Bus Stop	45
13 Q5--Travel Time from Bus Stop.....	45
14 Boarding and Alighting by Time of Day--Fixed Routes	73
15 Commuter Boardings by Time.....	82

PLAN PURPOSE AND CONTENT

Public transportation serves important roles in Western El Dorado County, providing mobility to area residents and employees, helping to improve environmental conditions, and contributing to the economy of the region. Like any business, it is important that the organization understand the perception and needs of its customers (passengers) to guide the provision of public transportation services. The El Dorado County Transportation Commission (EDCTC) was awarded a Transit Technical Assistance Grant by California Department of Transportation (Caltrans) to conduct a Transit Ridership Survey for the El Dorado County Transit Authority (El Dorado Transit). This study report presents a review of current transit conditions, the strengths and weaknesses of the existing services identified through analysis of onboard survey results, as well as recommendations for transit improvements.

KEY STUDY ISSUES

Members of the EDCTC Social Services Transportation Advisory Council (SSTAC) and the El Dorado Transit Authority Transit Advisory Committee (El Dorado Transit TAC), along with EDCTC staff and El Dorado Transit staff, provided oversight and input for this Transit Ridership Survey effort. Through meetings with these groups and the public, stakeholder interviews, and discussions with transit staff, the following key transit issues have been identified for the study:

- The purpose of the study is to assess current services through system review and onboard surveys. Both operating efficiencies and passenger opinions should be collected and evaluated.
- Identify who is riding. Ridership increased in the fall, despite service cuts. Are these discretionary riders, or transit dependent?
- Do not make the report too technical (avoid details of process); do provide extensive outreach (notify passengers of survey ahead of time with flyers on buses and at stops; provide notice in the paper regarding survey efforts; place announcements on the website.)
- Stakeholders should be interviewed regarding clients needs. Stakeholders include members of the EDCTC SSTAC; members of the El Dorado Transit TAC, Human Services Director; Tri-Visual Center director and potentially others.
- To the extent possible, special needs and/or elderly passengers should receive assistance in filling out the survey.

These issues provided guidance for the direction of the study.

REVIEW OF PREVIOUS STUDIES AND PROJECTS

There are a number of recent studies and projects that preceded this survey which address transit issues and planning. These studies and their relevance to the current plan are described below in chronologic order.

Western El Dorado County Short Range and Long Range Transit Plan, adopted November 10, 2003, *LSC Transportation Consultants, Inc.*

The study was initiated with a detailed evaluation of existing demographics, as well as forecasts of population, development, and employment. This included an analysis of the SACOG SACMET model regarding existing and forecast travel patterns. Based upon this data, transit demand estimates were developed at a census tract level. An extensive review of existing El Dorado Transit services was conducted. Next, a wide range of both long range and short range transit services alternatives was developed and evaluated. In addition, the relationship of land-use development patterns with potential transit effectiveness was assessed. Based upon these evaluations, a long range transit plan for the Western Slope of El Dorado County was developed which included operational, institutional, financial, and capital elements. In addition, land-use development codes and subdivision regulations were recommended that would encourage increased transit usage. The final plan provided a fiscally responsible blueprint for the expansion of transit services designed to meet the identified needs of the community.

El Dorado County Transit Survey Report, May 9, 2005, *Majic Consulting Group*

A predecessor to this current report, in 2005 Majic Consulting Group conducted and reported on an onboard survey of the El Dorado Transit system. The surveys were conducted in October of 2004, and the report completed in May of 2005. A total of 488 surveys were collected on all four services (local fixed routes, commuter service, dial-a-ride and SAC MED). The report included information on demographics, travel patterns and customer satisfaction based on the survey findings, and service improvements were recommended based on these findings.

El Dorado Transit Market Assessment and Marketing Plan, February 24, 2006, *Transit Marketing, LLC*

This document is a Market Assessment and Marketing Plan (Plan) for the El Dorado County Transit Authority. The Plan makes an assessment of all facets of the existing marketing program, then provides a plan for marketing improvements with an emphasis on six areas: service expansion and enhancement; passenger information; system identity and branding; community awareness and outreach; ridership targeting locals and commuters.

US Highway 50 Corridor Short Term Transit Plan, March 3, 2006, *LSC Transportation Consultants, Inc.*

As a result of increased growth in El Dorado County, heavy commute traffic exists on US 50 between Sacramento and El Dorado County. In order to address these issues, a US 50 Corridor Short Term Transit Plan was developed in 2006, which provides short term improvements to be

implemented within the next three to five years. Recommendations from the report are as follows:

- Provide two consistent routes into the Downtown area and drop any current stops that have fewer than five daily boardings and alightings, or that are less than two blocks from one another
- Provide an additional run in the morning and afternoon, and provide additional “express” runs
- Revise routing at Park-and-Ride lots
- Provide El Dorado Transit commuter bus connection to light rail, using one bus operating between Missouri Flat Road and the Iron Point Light Rail Station
- Discontinue the Rancho Cordova commuter bus service
- Promote a vanpool service and/or have the El Dorado Transit assist others in a vanpool program that serves Rancho Cordova

El Dorado County Transit Authority Park-and-Ride Master Plan, November 14, 2007, *Dokken Engineering*

The purpose of this Park-and-Ride Master Plan was to identify the policies, actions, and financing needed to ensure a continuous, adequate supply of parking capacity in El Dorado County to support El Dorado Transit’s commuter bus service, as well as carpooling, vanpooling, and other forms of shared rides. The Plan estimates funding needs to be almost \$45 million for the following projects:

- \$33.3 million to construct new Park-and-Ride capacity. Of this amount, \$7.9 million should be funded by El Dorado Transit.
- \$140,000 in priority operational improvements at the Ponderosa Road facility.
- \$1.3 million for system-wide deferred maintenance, including \$300,000 in high-priority deferred maintenance on existing facilities operated by El Dorado Transit.
- \$10.0 million to fully fund annual operations and maintenance, and long-term maintenance. An average of \$112,057 per year is needed for existing facilities. This amount of annual operation and maintenance costs is expected to grow to \$431,347 per year as new facilities are constructed. Of these amounts, El Dorado Transit’s annual maintenance responsibility for facilities it operates is currently \$57,953 growing to almost \$200,000 per year in the next 20 years.

Western El Dorado County 2008 Short Range Transit Plan, June 18, 2008, *LSC Transportation Consultants, Inc.*

The study included an evaluation of existing demographics, as well as updated forecasts of population, development, and employment. An extensive review of existing El Dorado Transit services was conducted, and used to assess transit service, capital and financial alternatives. Based upon the results of the analysis as well as public input, a financially constrained operating and capital plan was developed to guide improvements in the transit program, including:

- Establishment of local transit service in El Dorado Hills
- Improvements in service along US Highway 50
- Establishment of a taxicab subsidy program
- Elimination of non-productive services
- Strategies to better coordinate transit, pedestrian, and bicycle travel
- Fleet enhancements
- Bus stop and transit center improvements
- Increases in transit fares

The overall plan allowed El Dorado Transit to address the short-term drop in subsidy funding while still improving the overall services and increasing ridership by 25 percent.

Coordinated Public Transit – Human Services Transportation Plan, August 28, 2008,
Nelson\Nygaard

The Coordinated Public Transit-Human Services Transportation Plan for Western El Dorado County was sponsored by Caltrans. It was part of a larger planning effort overseen by Caltrans on behalf of 23 counties in non-urbanized areas within the State of California. The project included an Existing Conditions Report, which described existing transportation services and programs, and identified service gaps and needs. This was followed by identification of potential strategies and solutions to mitigate service gaps, and development of a plan to implement those strategies.

The highest priority strategies included the following:

- Provide sufficient resources to allow the Consolidated Transportation Services Agency (CTSA) to negotiate interagency agreements, providing for coordinated use of assets and operating funds
- Provision of contract maintenance through CTSA
- Expand Dial-A-Ride Service, either through increased service hours (El Dorado Transit as operator) or through agreements with human service agencies (El Dorado Transit as CTSA)
- Increase days of service to Sacramento for medical and social service appointments
- Provide travel training for potential passengers to use existing commuter service to Sacramento for connections/transfers
- Identify agencies or community leaders to develop and coordinate volunteer programs, including the recruitment, screening, training and managing of volunteers
- Identify or create new insurance programs to eliminate exposure of volunteers and agencies to inappropriate levels of liability
- Coordinate arrangements for purchase of capital equipment, including vehicles to help tap available funding, e.g. Federal Transit Administration (FTA) Section 5310
- Use older vehicles for less intense social service agency transportation needs
- Expand traditional transit service through addition of reverse commute. Could be done by adjusting trip times for returning buses from Sacramento to serve El Dorado Hills and Placerville

The projects identified in the Coordinated Public Transit-Human Services Transportation Plan are intended to improve the mobility of individuals who are disabled, elderly, or of low-income status. The plan focused on identifying needs specific to those population groups as well as identifying strategies to meet their needs.

US Highway 50 Corridor System Management Plan (CSMP), May 2009, Caltrans

A CSMP is a comprehensive, integrated management plan for increasing transportation options, decreasing congestion, and improving travel times in a transportation corridor. A CSMP includes all travel modes in a defined corridor – highways and freeways, parallel and connecting roadways, public transit (bus, bus rapid transit, light rail, intercity rail) and bikeways, along with intelligent transportation technologies, which include ramp metering, coordinated traffic signals, changeable message signs for traveler information, incident management, bus/carpool lanes and car/vanpool programs, and transit strategies. Each CSMP identifies current management strategies, existing travel conditions and mobility challenges, corridor performance management, planning management strategies, and capital improvements.

Specific strategies for the Highway 50 Corridor include:

- High occupancy vehicle (HOV) lanes from Watt Avenue to Sunrise Boulevard
- White Rock Road expansion from Grant Line Road to Prairie City Road
- HOV lanes from El Dorado Hills Boulevard to Bass Lake Road

Triennial Performance Audit of the Commission and the El Dorado County Transit Authority (El Dorado Transit), June 2009, LSC Transportation Consultants, Inc.

LSC Transportation Consultants, Inc. was retained by the EDCTC to conduct triennial performance audits of the Commission and El Dorado Transit. It was determined that El Dorado Transit was well managed, providing a host of local services within the Placerville area, as well as a strong commuter program to Sacramento. LSC made minor recommendations regarding data reporting including the format of driver trip sheets to more accurately track fare revenue.

This page left intentionally blank.

STUDY AREA

The area served by El Dorado Transit encompasses the western slope of El Dorado County (west of the Sierra crest) including Placerville, Cameron Park, El Dorado Hills, Pollock Pines, Camino and Diamond Springs as well as smaller communities along the US Highway 50 (US 50) corridor into downtown Sacramento. The area includes substantial suburban areas to the west, towns and villages, as well as large areas of dispersed population. As a whole, it encompasses approximately 1.1 million acres, and is shown in Figure 1.

The major arterial east/west access is provided by US 50, connecting Western El Dorado County with Sacramento to the west and South Lake Tahoe and Carson City, Nevada to the east. North/south highway access to Western El Dorado County is provided by State Route 49, connecting the area with Auburn to the northwest and Sonora to the southeast. State Route 193 provides northern access to Georgetown.

POPULATION

Historical Population

The study area’s attractiveness and proximity to the Sacramento area has resulted in substantial and continuing population growth. Population growth trends over the past 40 years for El Dorado County and the State are presented in Table 1. As presented, the annual population growth rate in El Dorado County over the past decade was 1.5 percent, which exceeded that of California as a whole, though not outpacing it as quickly as in previous decades.

TABLE 1: El Dorado Countywide Population History					
	1970	1980	1990	2000	2010
El Dorado County Population	43,833	85,812	125,995	156,299	181,058
Annual Percent Growth	–	6.9%	3.9%	2.2%	1.5%
Over Previous 10 Years	–	95.8%	46.8%	24.1%	–
California	19,953,134	23,667,902	29,760,021	33,871,648	37,253,956
Annual Percent Growth	–	1.7%	2.3%	1.3%	1.0%
Over Previous 10 Years	–	18.6%	25.7%	13.8%	–

Source: U.S. Census Bureau, 1970 to 2010

Potentially Transit Dependent Population

Nationwide, transit system ridership is drawn largely from various groups of persons who make up what is often called the “potentially transit dependent” population. This category includes elderly persons, persons with disabilities, low-income persons, and members of households with no available vehicles. There is considerable overlap among these groups.

Table 2 presents population by census tract in Western El Dorado County from the U.S. Census Bureau, 2005-2009 American Community Survey data that comprise the “transit dependent” elements of the community – those persons with characteristics that make them more likely to be dependent on transit for their transportation needs. Figure 2 presents the census divisions in the study area that correspond to this table. As presented in the table, recent data shows the population of Western El Dorado County at 144,202. The greatest population density was found in the census tracts that comprise El Dorado Hills and Cameron Park, with up to 2,814 persons per square mile. In comparison, the average density in Western El Dorado County was 92 persons per square mile, based on 144,202 persons and 1,551.4 total square miles.

There were an estimated 27,974 persons aged 60 or over residing in Western El Dorado County, comprising 19.4 percent of the total population. This proportion was slightly higher than the statewide average of 15.9 percent. Indeed, only 3 of the 27 census tracts in Western El Dorado County had a lower proportion of seniors to the total population than the statewide average. The percentage of elderly persons was higher than 25 percent in a number of census tracts throughout the County, including portions of Shingle Springs and the Nashville area, Smith Flat and Camino, the southeast portion of the county, the Missouri Flat area, Newtown/Old Fort Jim and Greenwood/Garden Valley. On an absolute basis, it is interesting to note that census tracts with relatively high numbers of elderly residents are located in many portions of the study area, with census tracts exceeding 1,000 elderly residents located in Garden Valley, Cameron Park, Placerville, Pleasant Valley, Missouri Flat, and Deer Park.

The U.S. Census Bureau defines “mobility limited” as persons having a health condition lasting more than six months that makes it difficult to go outside the home alone. It is estimated there were 2,718 mobility limited persons in Western El Dorado County in 2000, which comprised 2.2 percent of the study area population. In comparison, the statewide average was 5.1 percent. This data was not updated in the 2005-09 American Community Survey data, so the percentages of mobility limited in 2000 were applied to the current population numbers, bringing the current estimate to 3,028. As shown in Table 2, the northwest Placerville area had the greatest concentration of mobility limited persons within the study area, both in terms of absolute numbers (266) and percentage (4.5 percent).

Low-income persons are another potential market for transit services, as measured by the number of persons living below the poverty level. An estimated 8,618 low-income persons reside in the study area, representing 6.0 percent of the total Western El Dorado County population. In comparison, the statewide average was significantly higher at 13.9 percent. However, it should be noted this data was collected just as the economy was declining, and these numbers are likely much higher currently. The proportion of residents below poverty status was highest on the south

TABLE 2: Western El Dorado County 2009 Demographic Data by Census Tract

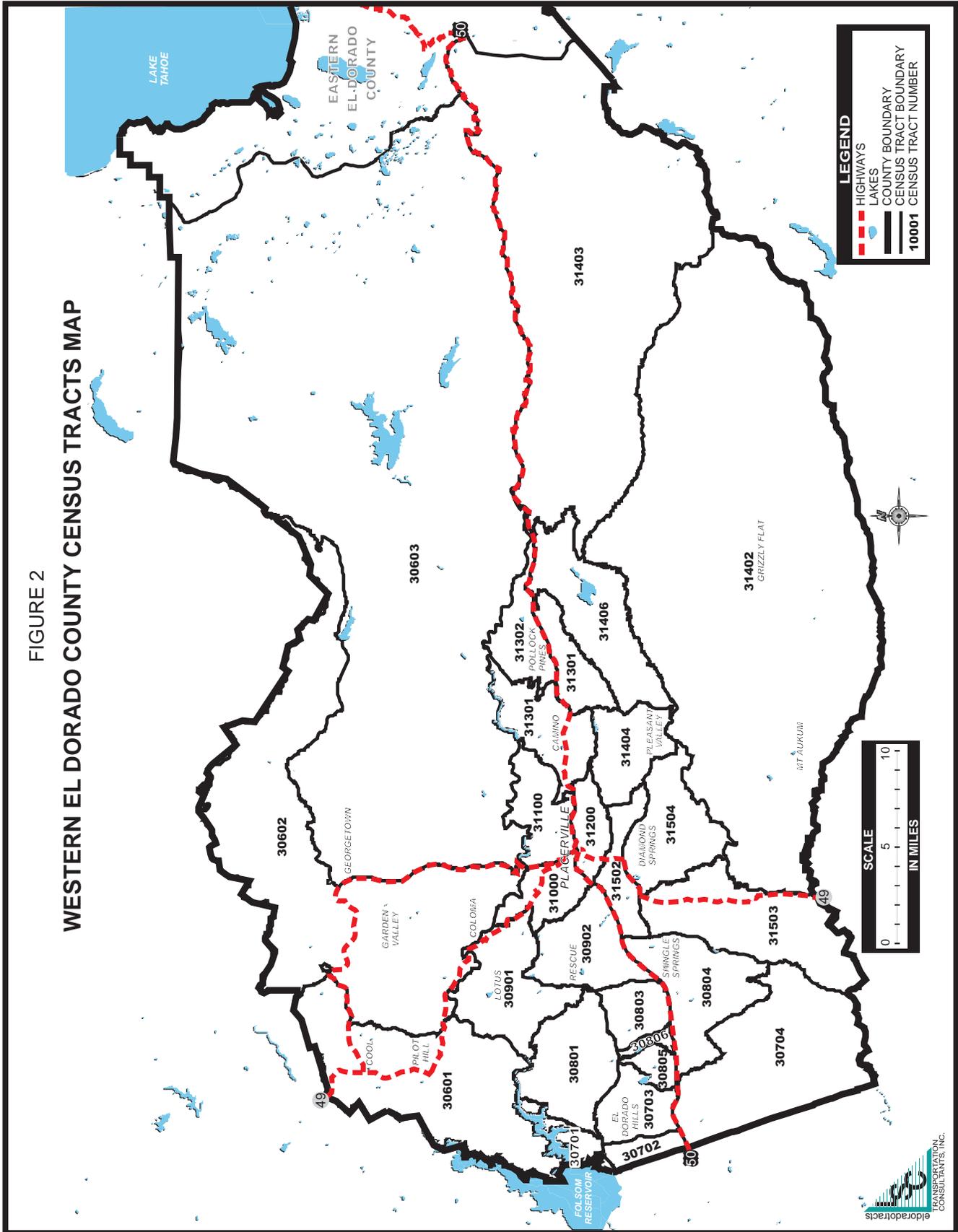
Census Tract	Description	Square Miles	Population		Households	Elderly Persons (Aged 60 and Over)		Mobility Limited Persons (1)		Persons Below Poverty Status (2)		Zero-Vehicles Per Household	
			Total Number	Per Sq. Mile		Total Number	Percent of Area	Total Number	Percent of Area	Total Number	Percent of Area	Total Number	Percent of Area
			Shaded Areas Represent Urban Areas										
306.01	Pilot Hill / Cool	63.6	4,804	75.5	1,884	873	18.2%	91	1.9%	222	4.6%	10	0.5%
306.02	Greenwood / Garden Valley	137.8	6,006	43.6	2,398	1,527	25.4%	118	2.0%	529	8.8%	16	0.7%
306.03	North Central County	474.7	2,605	5.5	1,162	646	24.8%	45	1.7%	147	5.6%	47	4.0%
307.01	Zee Estates / Lakeridge Oaks	5.2	6,518	1,263.2	2,121	979	15.0%	13	0.2%	166	2.5%	18	0.8%
307.02	Hidden Valley / Crescent Ridge Village	4.8	8,445	1,744.8	2,984	1,381	16.4%	138	1.6%	124	1.5%	14	0.5%
307.03	Greenvalley Acres / Oak Ridge Village	11.8	16,739	1,415.0	5,286	1,941	11.6%	128	0.8%	794	4.7%	47	0.9%
307.04	Clarksville / Latrobe	55.3	5,076	91.8	1,901	835	16.4%	53	1.0%	108	2.1%	33	1.7%
308.01	Deer Valley / Rescue	23.9	3,963	166.0	1,309	662	16.7%	173	4.4%	49	1.2%	25	1.9%
308.03	East Cameron Park	9.4	7,129	758.4	2,506	1,308	18.3%	204	2.9%	168	2.4%	95	3.8%
308.04	Shingle Springs / Frenchtown	26.7	5,585	209.2	1,972	1,122	20.1%	126	2.3%	409	7.3%	51	2.6%
308.05	West Cameron Park	4.0	11,315	2,814.7	3,889	1,658	14.7%	291	2.6%	322	2.8%	70	1.8%
308.06	Central Cameron Park	1.8	5,110	2,807.7	2,076	1,014	19.8%	44	0.9%	589	11.5%	90	4.3%
309.01	Coloma / Lotus Road Area	25.1	2,685	107.1	976	482	18.0%	9	0.3%	47	1.8%	16	1.6%
309.02	N. Greenstone / Missouri Flat Area	19.5	5,011	257.0	1,742	1,134	22.6%	103	2.1%	59	1.2%	32	1.8%
310.00	Northwest Placerville	10.4	5,974	574.4	2,267	1,101	18.4%	266	4.5%	410	6.9%	123	5.4%
311.00	North Placerville	14.2	5,128	360.1	2,154	1,089	21.2%	18	0.4%	1,002	19.5%	169	7.8%
312.00	South Placerville	8.1	5,400	668.3	1,798	1,226	22.7%	196	3.6%	559	10.4%	66	3.7%
313.01	Smith Flat / Camino	17.9	2,952	164.8	1,159	924	31.3%	66	2.2%	279	9.5%	11	0.9%
313.02	N. Pollock Pines / Cedar Grove	12.8	4,954	388.5	1,932	1,043	21.1%	142	2.9%	675	13.6%	36	1.9%
314.02	Somerset / Mt. Aukum	305.7	4,884	16.0	2,018	947	19.4%	182	3.7%	339	6.9%	71	3.5%
314.03	Southeast County	190.6	74	0.4	45	21	28.4%	0	0.0%	0	0.0%	0	0.0%
314.04	Newtown / Old Fort Jim	15.8	2,322	147.1	842	606	26.1%	66	2.9%	53	2.3%	0	0.0%
314.05	Rancho Del Sol / Gold Ridge	10.9	2,394	218.8	948	409	17.1%	46	1.9%	124	5.2%	0	0.0%
314.06	Fresh Pond / Pleasant Valley	30.0	5,559	185.3	1,993	1,303	23.4%	127	2.3%	506	9.1%	64	3.2%
315.02	Missouri Flat Area	10.2	5,830	569.9	2,292	1,654	28.4%	173	3.0%	514	8.8%	178	7.8%
315.03	Kingsville / Nashville	38.3	2,592	67.6	1,071	904	34.9%	82	3.1%	75	2.9%	16	1.5%
315.04	Deer Park Area	22.8	5,148	225.7	2,020	1,185	23.0%	127	2.5%	349	6.8%	76	3.8%
Western El Dorado County Totals		1,551	144,202	92.9	52,745	27,974	19.4%	3,028	2.1%	8,618	6.0%	1,374	2.6%
State of California Totals		160,042	36,961,664	211.6	12,214,891	5,881,977	15.9%	1,875,243	5.1%	5,128,708	13.9%	924,412	7.6%

Note 1: Mobility Limited includes persons aged 16 to 64. Data NOT AVAILABLE for current year--data shown uses US Census 2000 percentages applied to 2009 population.

Note 2: Poverty Status includes persons aged 0 to 64.

Source: U.S. Census Bureau, 2005-2009 American Community Survey

FIGURE 2
WESTERN EL DORADO COUNTY CENSUS TRACTS MAP



side of Placerville and Missouri Flat. Census tracts with relatively high absolute populations of low-income persons were found in many parts of the study area; tracts with more than 500 low-income residents were in Greenwood / Garden Valley, Greenvalley Acres / Oak Ridge Village, Central Cameron Park, North Placerville, South Placerville, North Pollock Pines / Cedar Grove, Fresh Pond / Pleasant Valley, and Missouri Flat Area. In comparison, the Table 2 absolute value and proportion of low-income residents in the El Dorado Hills tracts was substantially below the study area average.

The current number of households without access to an operable vehicle was estimated at 1,374, which is somewhat lower than the 1,517 households without vehicles according to the US 2000 Census. This represented 2.6 percent of the total households in the study area (compared to 3.3 in 2000). In comparison, the statewide average was significantly higher at 7.6 percent. Census tracts with over 100 zero-vehicle households were found in Northwest Placerville, South Placerville, and South Missouri Flat. At the other extreme, there were no households without vehicles in Southeast County, Newtown/Old Fort Jim, and Rancho Del Sol/Gold Ridge.

EMPLOYMENT

The California Employment Development Department provides labor force data. March 2011 data indicates that the unemployment rate was 13.1 percent countywide and 12.3 percent in Western El Dorado County. The California unemployment rate is also 12.3 percent.

COMMUTING PATTERNS

Commuting patterns are useful in assessing potential choice transit ridership. The 2000 U.S. Census results indicate that slightly more than one-half (55 percent) of the employed residents within El Dorado County commute to jobs within the county, while approximately 27 percent travel to nearby Sacramento County, as shown in Table 3. It is safe to assume that the majority of Western El Dorado County residents are commuting to Sacramento, Placer, Yolo, Amador, and other California Counties, while residents of the eastern portion of the County (such as South Lake Tahoe), are commuting to nearby portions of Nevada, such as Douglas County and Carson City.

Sacramento County residents represent 60.6 percent of commuters traveling into El Dorado County, followed by Douglas County, Nevada (10.8 percent) and Placer County (10.6 percent). Again, it is likely that those traveling from counties in Nevada are working in South Lake Tahoe or nearby surrounding areas within the eastern portion of the County.

CITIZEN PARTICIPATION PROCESS COMMENTS

The Transportation Development Act (TDA) §99238.5 requires EDCTC, as the Regional Transportation Planning Agency, to ensure the establishment and implementation of a citizen participation process including provisions for at least one public hearing in the jurisdiction represented by the EDCTC Social Services Transportation Advisory Council (SSTAC). Since El Dorado Transit currently claims all available TDA funds for transit purposes, the formal unmet needs process and analysis referenced in the TDA Statutes and California Code of Regulations does not apply. In lieu of this process, EDCTC conducts a citizen participation process public hearing for public transportation. Pertinent comments received and responses are summarized below.

TABLE 3: Commute Patterns To and From El Dorado County

From El Dorado County to.....			To El Dorado County from.....		
El Dorado County	39,709	55.1%	Sacramento County	4,963	60.6%
Sacramento County	19,353	26.8%	Douglas County , NV	881	10.8%
Douglas County , NV	4,130	5.7%	Placer County	872	10.6%
Placer County	3,663	5.1%	Amador County	257	3.1%
Yolo County	831	1.2%	Yolo County	190	2.3%
Carson City, NV	805	1.1%	Nevada County	155	1.9%
Amador County	369	0.5%	San Joaquin County	85	1.0%
San Mateo County	321	0.4%	Other California Counties	532	6.5%
San Francisco County	288	0.4%	Other States	258	3.1%
Santa Clara County	271	0.4%			
Alameda County	262	0.4%	Total	8,193	100.0%
San Joaquin County	256	0.4%			
Other California Counties	1,300	1.8%			
Other States	535	0.7%			
Total	72,093	100%			

Source: 2000 U.S. Census, compiled by LSC Transportation Consultants, Inc.

The most recent process was conducted in May 2011. Through this process, EDCTC staff received one comment related to transit at the public hearing:

Comment: A representative from the Senior Community in El Dorado Hills indicated she was excited about the announcement of the Senior Shuttle, but was disappointed that it only extends to parts of the county including Placerville and Cameron Park. She indicated that people in El Dorado Hills feel like they are shut out, and indicated that she would like the El Dorado Hills area to be surveyed for transit needs.

Response: The Senior Shuttle is a volunteer-supported service that is operated and managed by the El Dorado County Department of Human Services. This comment was forwarded to the El Dorado County Department of Human Services for their consideration. Staff at the El Dorado County Department of Human Services indicated that the Senior Shuttle will provide service in El Dorado Hills, provided there is enough demand for a minimum of three passengers per trip. To date, this demand has not been realized.

Public transit services currently available in El Dorado Hills include Dial-A-Ride and SAC MED. Dial-A-Ride is a fully accessible, curb-to-curb transit service. Rides are available seven (7) days a week from 7:30 a.m. to 5:00 p.m. Monday through Friday and from 8:00 a.m. to 5:00 p.m. on the weekends. Rides are scheduled over the phone, up to three weekdays in advance, with seniors and persons with disabilities given priority. The Dial-A-Ride service area covers most of Western El Dorado County, including El Dorado

Hills, and fares are distance-based using a zone system. One-way fares for seniors and persons with disabilities range from \$2.00 to \$7.00.

The SAC MED service is available by request on Tuesdays and Thursdays to El Dorado County residents traveling to non-emergency medical appointments in the greater Sacramento area. The SAC MED bus will pick up passengers at six locations within the County, including the El Dorado Hills Park and Ride, and provides curbside service at the medical facility. Reservation requests for SAC MED are accepted up to fourteen days in advance and separate Dial-A-Ride service can be reserved to provide passengers a connecting trip from home to the bus. The one-way fare for SAC MED is \$10.00.

El Dorado Transit currently utilizes all available funding for operation of existing transit services. As a result, there are no additional funds available at this time for implementation of transit service in El Dorado Hills. However, EDCTC has submitted a Fiscal Year 2011/12 grant application to Caltrans for development of the “El Dorado Hills Community Transit Needs Assessment and US 50 Corridor Transit Operations Plan.” If awarded, the grant funding will support a planning effort that will determine community transit needs in El Dorado Hills and support the development of a financial and operations plan for El Dorado Transit to consider implementation of transit service in El Dorado Hills.

BACKGROUND

Western El Dorado County transit services are provided through a joint powers agreement between the County of El Dorado and City of Placerville. El Dorado Transit is governed by a five-member board of directors: three members appointed by the County Board of Supervisors and two members appointed by the Placerville City Council. Additionally, a transit advisory committee, made up of ten members representing both transit users and advocates, is responsible for reviewing the operation of the transit system, monitoring levels of service based upon budgets, and providing advice to the Executive Director. The Executive Director supervises a staff of approximately 70 regular employees, including the Operations Manager, Administrative Services/Human Resources Manager, Fiscal Administration Manager, office and accounting staff, Transportation Supervisors, a Transit Services Assistant, Transit Scheduler and Dispatchers, Mechanics, as well as 27 Full-Time Equivalent (FTE) Transit Drivers and 12 seasonal employees (referred to as “extra help” drivers). El Dorado Transit’s internal organization structure is presented in Figure 3.

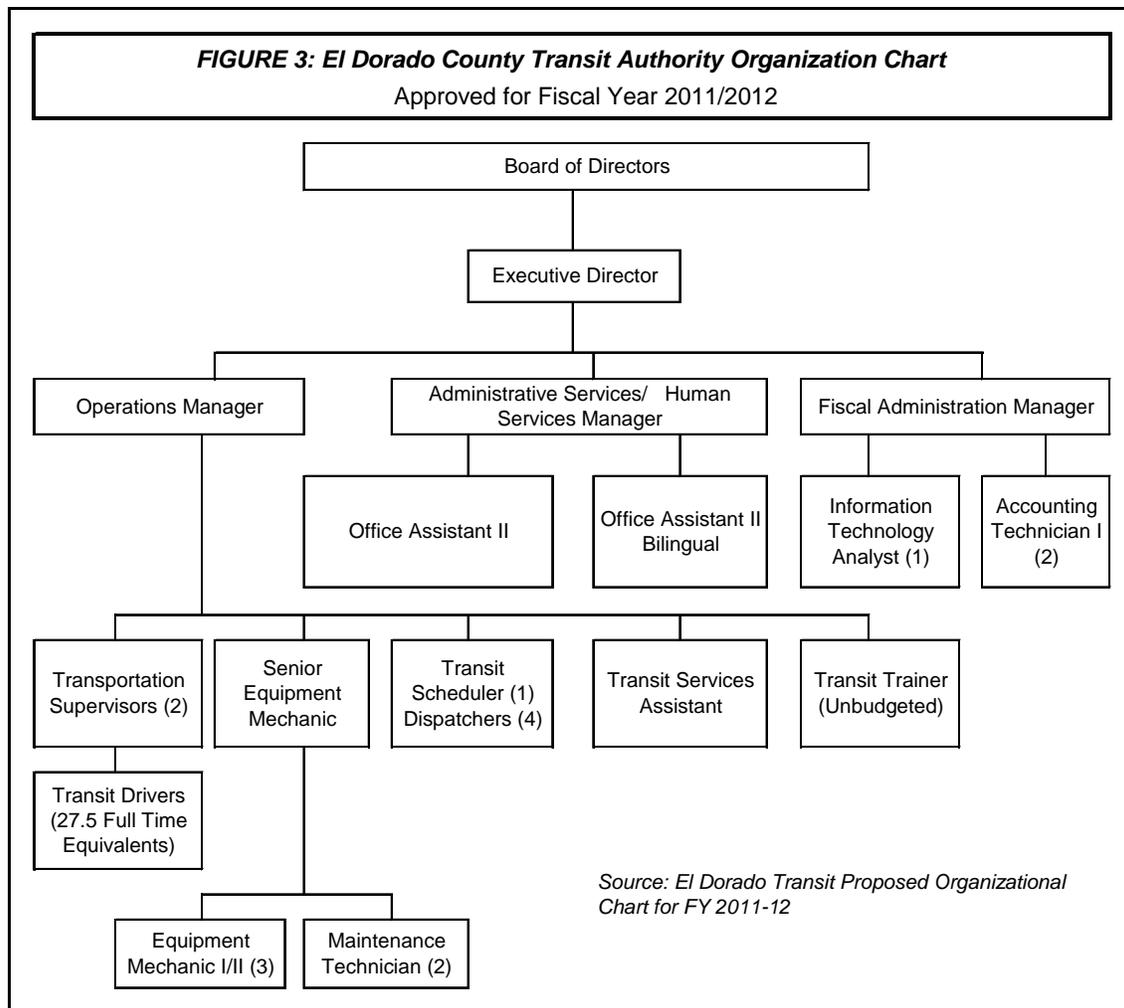
El Dorado Transit operates a wide range of services including local deviated fixed-routes, demand response, intercity commuter service, medical transportation and contracted social service transportation. The following describes each of the existing services in detail, while Figures 4 and 5 present the local routes and commuter routes graphically.

EXISTING EL DORADO TRANSIT SERVICES

Local Routes

Placerville Routes – El Dorado Transit operates an East Route and a West Route along the US 50 Corridor in the City of Placerville. These routes provide fixed-route service mainly along the US 50 Corridor between the Missouri Flat Transfer Center and Point View Drive on the eastern side of Placerville. The East and West Routes are essentially directional trips of the same loop, although the routes do serve different stops between Spring Street and Point View Drive. Service is provided Monday through Friday on one hour headways from 7:00 AM to 6:00 PM. Some notable stops along the Placerville routes are: Human Services, El Dorado County Fairgrounds Park-and-Ride, Mother Lode Rehabilitation Enterprises, Inc. (M.O.R.E.) workshop, Marshall Hospital, Rite Aid, and Home Depot. Request stops are available along Green Valley Road, Cold Springs Road, Clay Street, and Cedar Ravine Road. As discussed below, complementary paratransit service is provided in Placerville, and the Placerville routes do not deviate. The Placerville Express Route, established in Fiscal Year (FY) 2006/07, served the same general vicinity as the East and West routes but with only five (5) stops in each direction. This route was discontinued to address budget cuts in 2008.

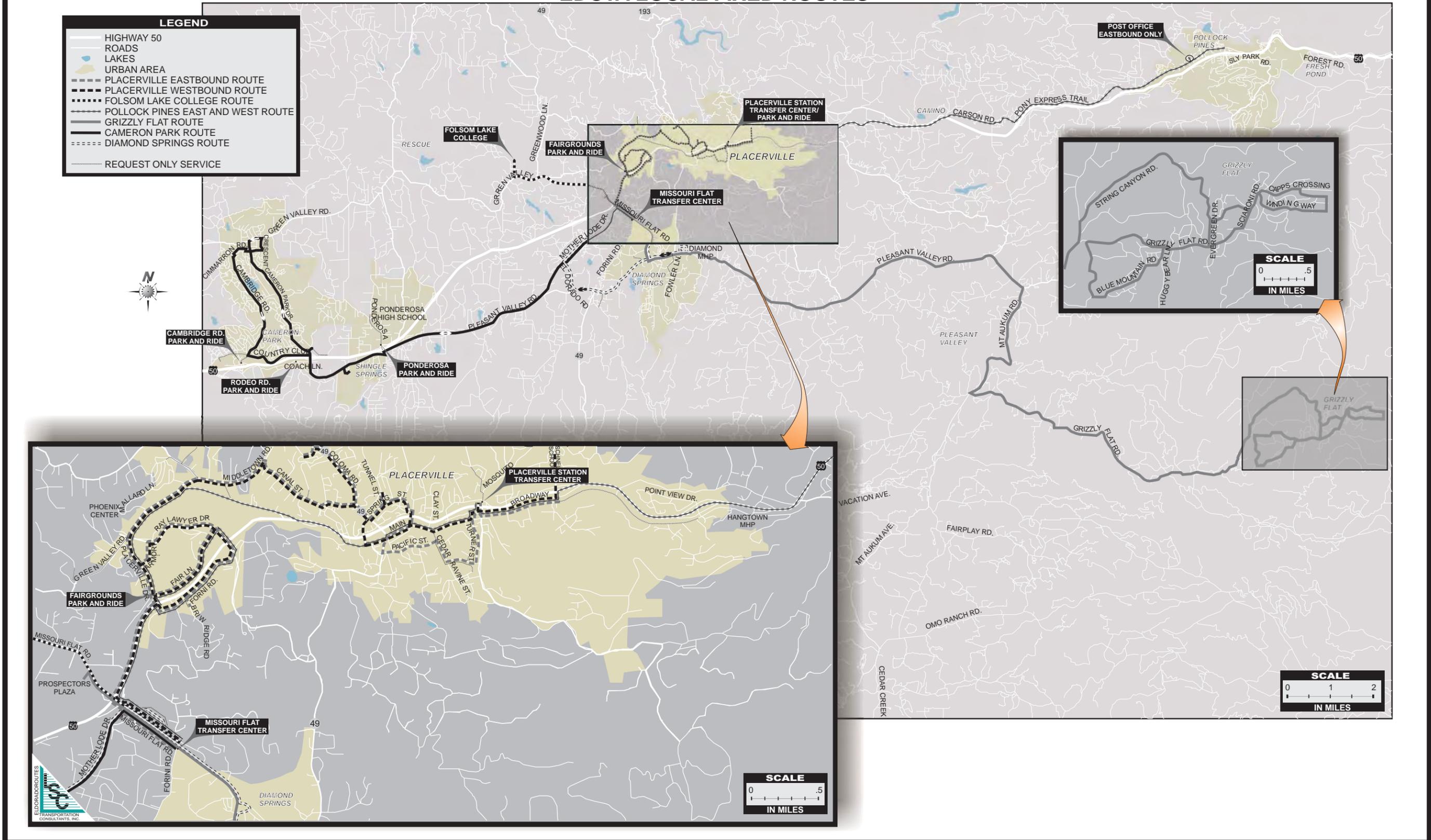
Pollock Pines Route – The Pollock Pines route provides deviated fixed-route transit service along the US 50 Corridor between the Missouri Flat Transfer Center in Diamond Springs, the



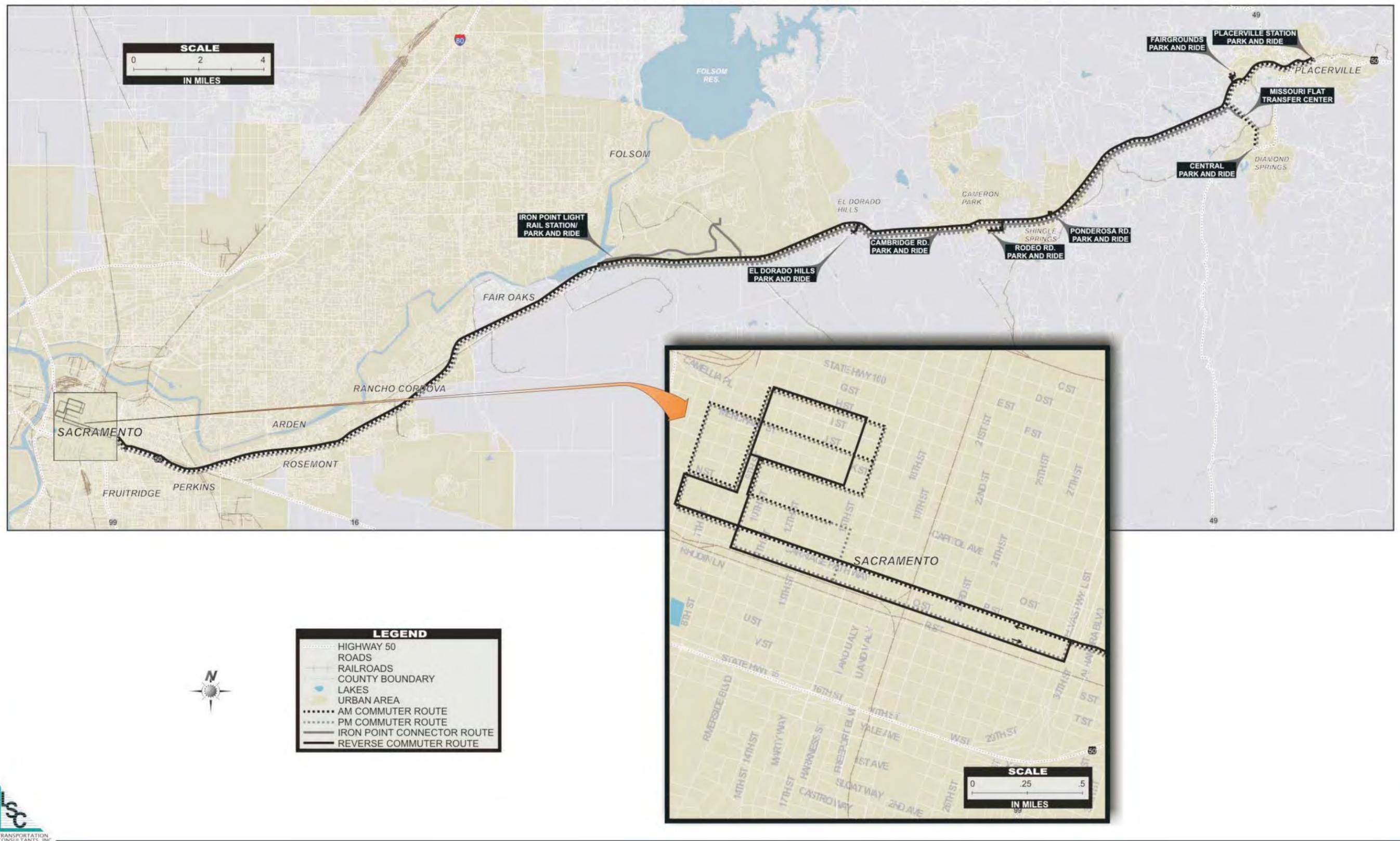
Camino area, and the Safeway Plaza on Pony Express Trail in Pollock Pines. Service is provided Monday through Friday between 7:00 AM and 6:00 PM. Route deviations are provided for Americans with Disabilities Act (ADA) passengers up to three-quarters of one mile from the designated route, except in Placerville where complementary paratransit is available. ADA route deviation requests can be scheduled the previous service day, though same day requests are accommodated when possible. In addition to weekday service, Saturday Express service is operated from 9:00 AM to 5:00 PM between Missouri Flat Transfer Center and the Safeway Plaza on Pony Express Trail.

Diamond Springs/Folsom Lake College—El Dorado Center Routes – The Diamond Springs Route begins at the Missouri Flat Transfer Center and follows a clockwise loop around Diamond Springs on Pleasant Valley Road, El Dorado Road and Mother Lode Drive back to the Missouri Flat Transfer Center. The bus then alternates with the Cameron Park bus to operate the 25 minute out and back run to the El Dorado Center campus of Folsom Lake College. The Diamond Springs Route itself takes about 30 minutes to operate and the Folsom Lake College—El Dorado Center extension takes 25 minutes to operate. Service for both routes is provided hourly from 7:00 AM to 6:00 PM on Monday through Friday. In addition to the College, the Diamond Springs/Folsom Lake College Route serves the Diamond Springs Mobile Home Park, El Dorado

FIGURE 4
EDCTA LOCAL FIXED ROUTES



**FIGURE 5
WESTERN EL DORADO COUNTY AND SACRAMENTO COMMUTER BUS ROUTE MAP**



Transit Offices, and the Child Development Center. Route deviations are provided for registered ADA passengers up to three-quarters of a mile from the designated route.

Cameron Park/Folsom Lake College—El Dorado Center Route – The Cameron Park Route begins at the Missouri Flat Transfer Center in Placerville, follows Mother Lode Drive to El Dorado Road then takes Highway 50 to Durock Road, and makes a counterclockwise loop along Cameron Park Drive, Cambridge Road, and Country Club in Cameron Park and returns via Highway 50 and Mother Lode Drive to the Missouri Flat Transfer Center. A second bus is used to operate the expanded Cameron Park Route, and both the Cameron Park and Diamond Springs buses alternately operate the Folsom Lake College route on hourly headways. Request stops on the Cameron Park Route are available at Ponderosa High School, Cameron Park Library, and the Cambridge Park-and-Ride lot. This route also serves Marshall Medical and the Ponderosa Park-and-Ride lot. The Cameron Park Route operates seven (7) runs daily (with approximately two-hour headways) from 6:25 AM to 6:00 PM Monday through Friday. The 6:25 AM run and the 2:00 PM run are express runs with limited stops. The remaining five (5) runs offer route deviations like the other local routes.

ADA Complementary Paratransit for Placerville East and West Routes – This service is compliant with the transportation requirements of the ADA and is only available to persons who are unable to use the Placerville East and West fixed routes. El Dorado Transit complementary paratransit provides curb-to-curb transit service during the same hours and days as the Placerville East and West fixed-routes within three-quarters of a mile from the fixed-routes. Passengers may reserve a ride up to 14 days in an advance. As is typical for paratransit services, this service has extremely low ridership with less than ten (10) passengers per hour.

Rural Route

Grizzly Flat Route – The Grizzly Flat Route provides two round-trips on Thursdays between Prospectors Plaza on Missouri Flat Road and the Grizzly Flat area southeast of Placerville. The bus is only operated when there are a minimum of five (5) passenger requests for service. Eastbound runs depart at 7:50 AM and 3:00 PM, and westbound runs depart at 8:26 AM and 3:36 PM. The afternoon eastbound run from Grizzly Flat to Placerville is by request only. Route deviations are provided for ADA passengers up to three-quarters of one mile from the designated route. ADA route deviation requests can be scheduled the previous service day, though same day requests are accommodated when possible.

Commuter Services

The Sacramento Commuter Service provides eleven (11) departures in each direction Monday through Friday between El Dorado County and downtown Sacramento. Morning departures from El Dorado County locations are scheduled from 5:10 AM to 8:00 AM, and afternoon eastbound departures from Sacramento occur from 2:40 PM to 6:00 PM. A reverse commuting service is offered for persons commuting from Sacramento to El Dorado County destinations (using bus runs that would otherwise be operated as “deadhead” trips to position buses and drivers). Reverse commutes are provided on Routes 6 and 7, Monday through Friday. Morning reverse commute runs depart Sacramento at 7:00 AM and 8:57 AM. Afternoon reverse commute runs

depart the Central Park-and-Ride (on Commerce Way where El Dorado Transit offices and operations are located) at 1:50 PM and the El Dorado County Fairgrounds Park-and-Ride at 4:40 PM. The Commuter routes serve the Central Park-and-Ride; Placerville Station; El Dorado County Fairgrounds Park-and-Ride; Rodeo Road Park-and-Ride; Cambridge Road Park-and-Ride; and El Dorado Hills Park-and-Ride.

The Sacramento Commuter service uses a total of ten (10) vehicles. All buses are based out of the El Dorado Transit facility in Diamond Springs. In the morning, nine (9) vehicles are used to operate eleven (11) commuter routes and two (2) reverse commuter routes. All but four (4) buses, which are parked in Sacramento during the day, travel back to the El Dorado Transit operations facility after the morning run. Drivers of the four (4) buses left in Sacramento are shuttled back to El Dorado County in the returning buses. In the afternoon, six (6) buses travel west to Sacramento to operate (along with the four (4) buses staged downtown) eleven (11), Commuter runs, and two (2) reverse commuter routes.

Iron Point Connector

The Iron Point Connector (IPC) Route provides direct service from El Dorado County to Folsom with connections to Sacramento Regional Transit light rail on weekdays. This route runs twice in the morning and twice in the afternoon from the Central Transit Center to the Iron Point Light Rail Station in Folsom. Other stops include the Missouri Flat Transfer Center, Red Hawk Casino, Ponderosa Road Park-and-Ride, Cambridge Road Park-and-Ride, and El Dorado Hills Park-and-Ride.

Dial-A-Ride

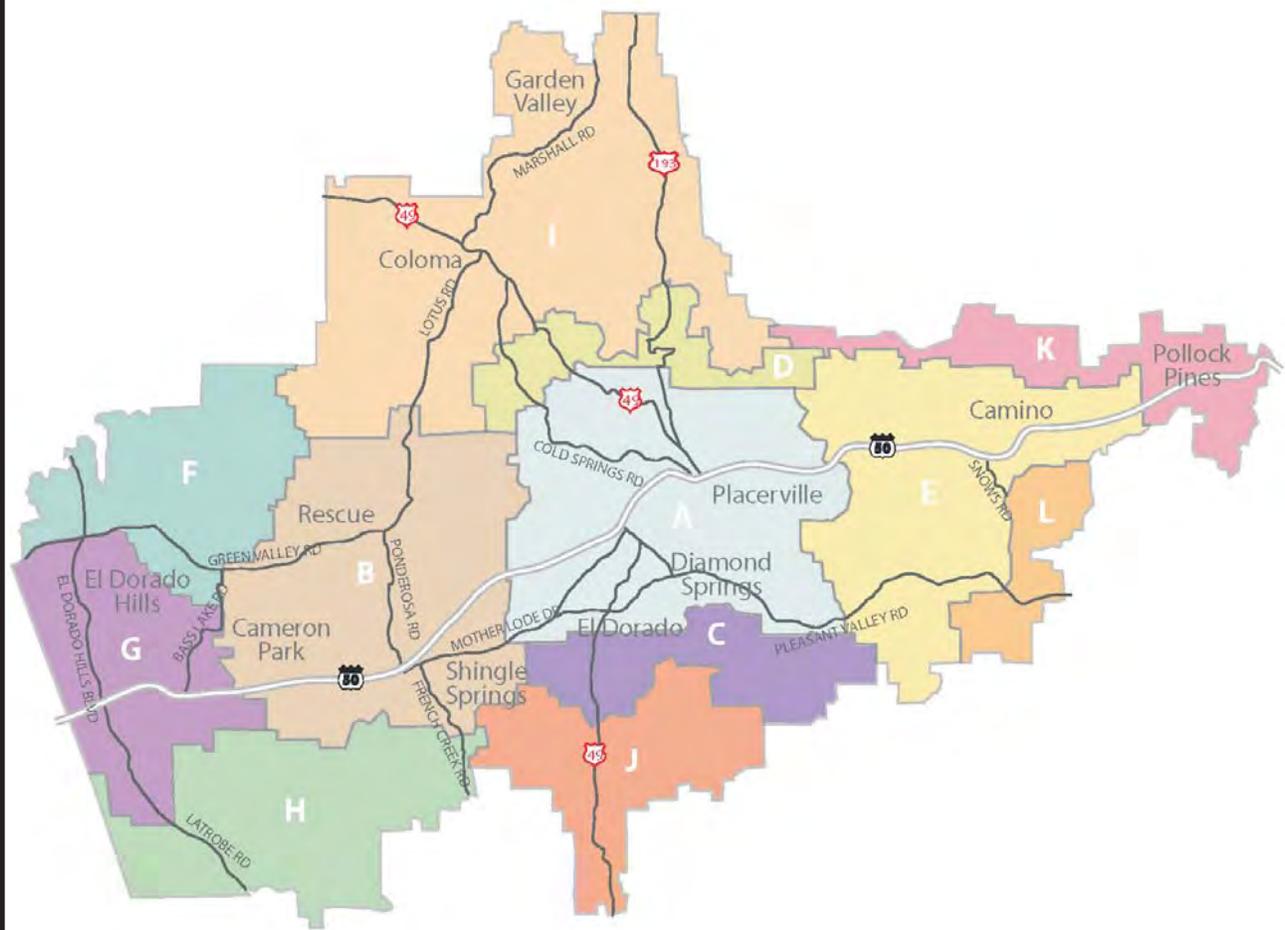
The Dial-A-Ride service is a demand response service designed for elderly and disabled passengers, with limited access available for the general public. The service is available on a first-come, first-serve basis Monday through Friday between the hours of 7:30 AM and 5:00 PM, and between 8:00 AM and 5:00 PM on Saturdays and Sundays. The Dial-A-Ride service area consists of twelve (12) geographic zones throughout the eastern slope of El Dorado County, as shown in Figure 6. Ride requests may be made on weekdays between 9:00 AM and 3:00 PM up to three (3) days in advance or by subscription. Preference in scheduling is provided to elderly and disabled passengers, with other ride requests accommodated on a space available basis starting at 3:00 PM on the day prior to the ride request. In addition, service to the general public is not provided to the most outlying zones.

SAC MED Non-Emergency Medical Appointment Transportation

The SAC MED is a public shared-ride non-emergency medical appointment transportation service for seniors, disabled, and general public passengers. Ride requests are scheduled on a first-come, first-served basis, and confirmed with a call back by 4:00 PM the day before the scheduled ride. Reservations for SAC MED must be made four (4) days in advance and can be scheduled up to fourteen (14) days in advance. The service operates Tuesdays and Thursdays, with the Sacramento County destination arrival times dependent upon the number of

FIGURE 6

**El Dorado County Transit Authority
Dial-A-Ride Zone System Map
Zones A-L**



appointments scheduled for that day. Passenger medical appointment times must be between 10:00 AM and 2:00 PM. SAC MED pick up and drop off locations in El Dorado County are:

- Placerville Station
- Prospector Plaza Bus Station
- Ponderosa Road Park-and-Ride
- Bel Air Shopping Center Bus Shelter
- El Dorado Hills Park-and-Ride
- Missouri Flat Transfer Center
- Central Transfer Center

Special Social Service Transportation

El Dorado Transit also provides a range of subscription and contracted activity program services:

- The **Senior Day Care Center** is located in Placerville, and operated by the El Dorado County Human Services Department. This program provides close supervision and assistance with a full day of scheduled therapeutic activities for homebound individuals with mental and physical impairments. The Center provides transportation services to approximately 20 seniors each week. Subscription Dial-A-Ride service to and from the Center is provided by El Dorado Transit.
- **ALTA California Regional Center (ALTA)** assists persons with developmental disabilities, including infants at risk and their families by providing and securing those services and supports necessary to maximize opportunities and choices. ALTA contracts with public transit, private taxi companies and the school district to provide transportation for their consumers in the Western El Dorado County area. Alta is the entity that organizes contract transportation with El Dorado Transit for the operation of the M.O.R.E routes (discussed below) and Dial-A-Ride trips to employment opportunities in Rancho Cordova for a group of Alta consumers.
- **Mother Lode Rehabilitation Enterprises, Inc. (M.O.R.E.)** provides a variety of services including vocational training, job placement, independent living training, semi-independent residential program, community integration, life skills, and social/vocational counseling and behavior management as needed. In addition to its contract with El Dorado Transit for transportation, M.O.R.E. operates a 15-passenger van providing daily transportation to twelve (12) clients residing at Pathways, a group home in Placerville. Transportation is provided between M.O.R.E. and Pathways, and to and from shopping, jobs or recreational activities. M.O.R.E service requires up to seven (7) El Dorado Transit cutaway vans at peak times.

Special Event Services

In addition, El Dorado Transit operates several special event shuttle services over the course of the year:

- The **Apple Hill® Shuttle** service is a special high-profile service providing shuttle transportation for visitors to the Apple Hill® ranches every weekend during the month of October. It is intended to address traffic and parking issues. Shuttle buses depart from two (2)

locations from 10:00 AM to 5:00 PM every 15 to 30 minutes. This fare-free service is financed through grants from the El Dorado County Air Quality Management District and the Apple Hill® Growers Association.

- El Dorado Transit operates an **El Dorado County Fair Shuttle**. The shuttle transports fair patrons between remote parking sites and the fair during all hours of the event. El Dorado Transit has received grant funding from the El Dorado County Air Quality Management District for this service.
- The **Main Street Shuttle** primarily transports prospective jurors between free parking at the Placerville Station and the Courthouse in downtown on Tuesdays from 8:00 AM to 1:00 PM. This fare free service was originally designed as a parking shuttle for the downtown Placerville area to offset the loss of parking resulting from the US Highway 50 construction project. The City of Placerville contributes the funding required to achieve the minimum farebox ratio for this service.

EXISTING SERVICE CALENDAR

El Dorado Transit observes the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day (limited service)
- Veteran's Day
- Thanksgiving Day and the day after Thanksgiving
- Christmas Eve (limited service)
- Christmas Day

Routes are modified or not operated on these days.

EXISTING FARE STRUCTURE

Table 4 presents the fare structure for each specific El Dorado Transit service. As shown, general public fares are \$1.50 per one-way trip or \$60 for a month pass on local fixed routes. Discounts of 50 percent are offered to seniors/disabled and students. Route deviations cost an additional \$0.50 per person per route.

Fares on the Dial-A-Ride are determined by geographic zone and range, as shown in Table 4. The General Public base fare Zone A is \$4.00, with an additional fare of \$1.00 per zone crossed. The General Public fare in Zones B through E is \$5.00, with an additional \$1.00 fare per zone crossed. Elderly fares are discounted 50 percent. Zone F through L are only available to seniors and disabled with a fare of \$5.00 with an additional \$0.50 per zone crossed.

TABLE 4: El Dorado Transit Fare Structure

Route	General Public		Elderly/Disabled		Student (K-12)	
	One-Way	Monthly	One-Way	Monthly	One-Way	Monthly
Local Routes						
Pollock Pines, Placerville Routes Diamond Springs, Cameron Park, and Folsom Lake College	\$1.50	\$60.00	\$0.75	\$30.00	\$0.75	\$30.00
Grizzly Flats Route	\$10.00		\$5.00		\$5.00	
Dial-A-Ride ¹						
Zone A	\$4.00	N/A	\$2.00	N/A	\$2.00	N/A
Zone B-E	\$5.00	N/A	\$3.00	N/A	\$3.00	N/A
Zone F-L	N/A	N/A	\$5.00	N/A	N/A	N/A
Commuter Routes ²						
Sacramento Commuter Routes	\$5.00	\$180.00	N/A	N/A	N/A	N/A
Combination Pass (RT and EDT)	N/A	\$210.00	N/A	N/A	N/A	N/A
Iron Point ³ and Inter-County Service ⁴						
Iron Point Connector or Inter-County Service	\$2.50	\$90.00	\$1.25	\$90.00	\$1.25	\$90.00
Combination Pass (IPC and RT)	N/A	\$130.00	N/A	\$130.00	N/A	\$130.00
SAC-MED Route	\$10.00	N/A	\$10.00	N/A	\$10.00	N/A
<p>Note 1: Additional cost of \$0.50 per zone boundary crossed for Elderly/Disabled and student fares and additional cost of \$1.00 per zone boundary crossed for General public.</p> <p>Note 2: Students with a "Student Access Card" from the Los Rios Community College District or students of California State University Sacramento receive a discounted fare of \$4.00; all other students are charged the full \$5.00 one-way fare.</p> <p>Note 3: Folsom Lake College and California State University Sacramento students with ID receive a discounted fare of \$1.50.</p> <p>Note 4: Fares for passengers riding from one Park-and-Ride in the County to another.</p> <p>Source: El Dorado County Transit Authority.</p>						

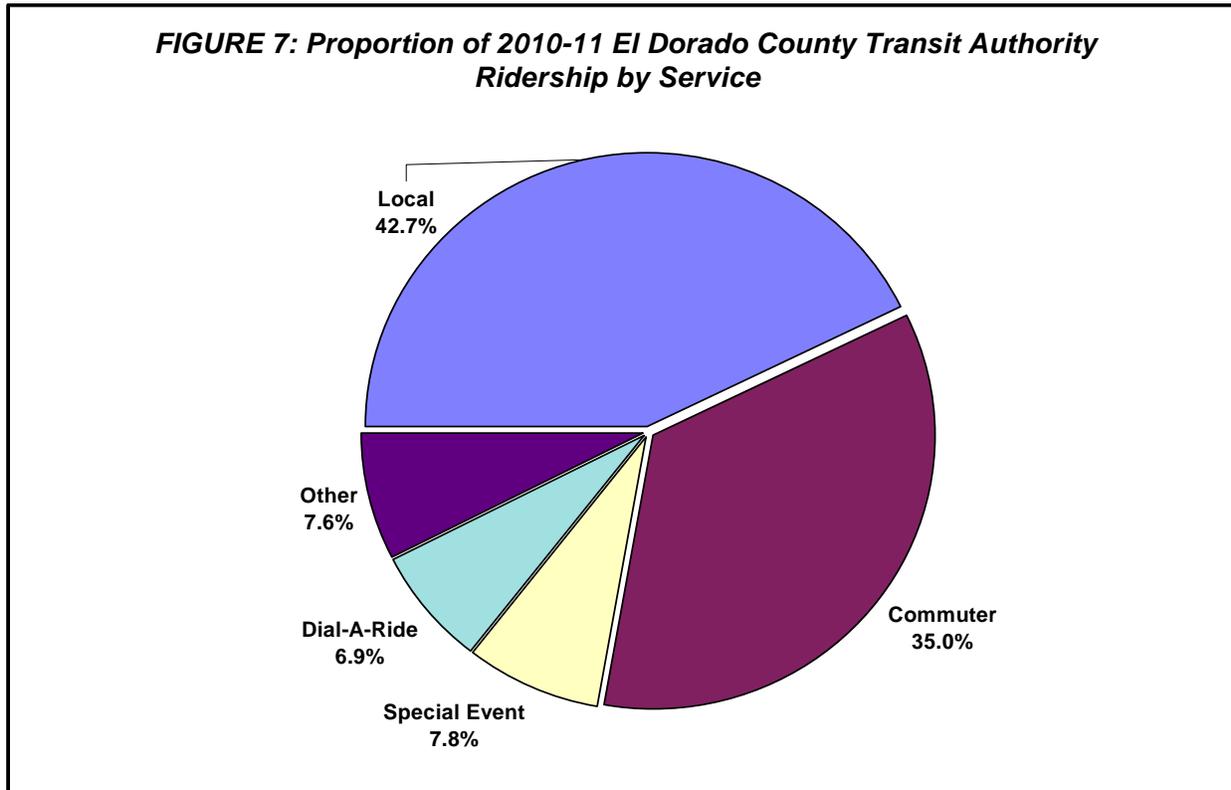
Commuter fares can be purchased for El Dorado Transit services, or a combination of El Dorado Transit and Sacramento Regional Transit services, as shown in Table 4. Base fares on El Dorado Transit commuter routes are \$5.00 per one-way trip. A prior transfer agreement between El Dorado Transit and Sacramento Regional Transit was discontinued at Sacramento Regional Transit's request, and passengers are required to pay full fares when transferring without the two-system pass. However, students with a valid Los Rios Community College or California State University Sacramento student ID can receive a \$1.00 discount per trip off the regular cash commuter fare and can ride for free on El Dorado Transit's local bus routes within El Dorado County during school sessions. Passes are available for \$180 per month for El Dorado Transit, or \$210 per month for El Dorado Transit and Sacramento Regional Transit.

The Iron Point Connector (IPC), which is also a commuter route but which travels a shorter distance, has a base fare of \$2.50 per passenger trip (discounted to \$1.25 for seniors and disabled); \$90.00 for a monthly pass; and \$130 for a IPC/Sac RT combination pass. Additionally, El Dorado Transit offers an "Inter-County Fare" at this same rate for trips between the Park-and-Ride lots.

El Dorado Transit is also considering entering into a universal fare card program with Sacramento Regional Transit that would involve the purchase of smart card readers for some or all of El Dorado Transit vehicles.

EXISTING RIDERSHIP AND SERVICE LEVELS

Total annual systemwide ridership for FY 2010-11 on all El Dorado Transit services was 389,363 one-way passenger-trips. The local routes accounted for 42.7 percent of the systemwide ridership and commuter routes accounted for 32.6 percent, as shown in Figure 7.



Ridership by Month

Monthly ridership data by route/service for the most recent fiscal year is presented in Table 5. As shown, total systemwide ridership is highest in the month of October, due in part to the seasonal Apple Hill® Shuttle, followed by June, which had special event transportation to the El Dorado County Fair. Excluding special event transportation, March, April and May had the highest transit ridership. Ridership was the lowest in the months of July, December, and November of FY 2010-11.

Average Passengers per Hour by Service

To get an idea of the productivity of each route, the annual average passengers-per-service hour were charted. As shown in Figure 8, the Commuter Service had the highest productivity with an average of 15.9 passengers carried per service hour. This was followed by the Cameron Park service, which carried an average of 13.1 per hour of service. In fact, all of the local routes had relatively productive ridership of between 10.5 to 13.1 passenger trips per hour of service.

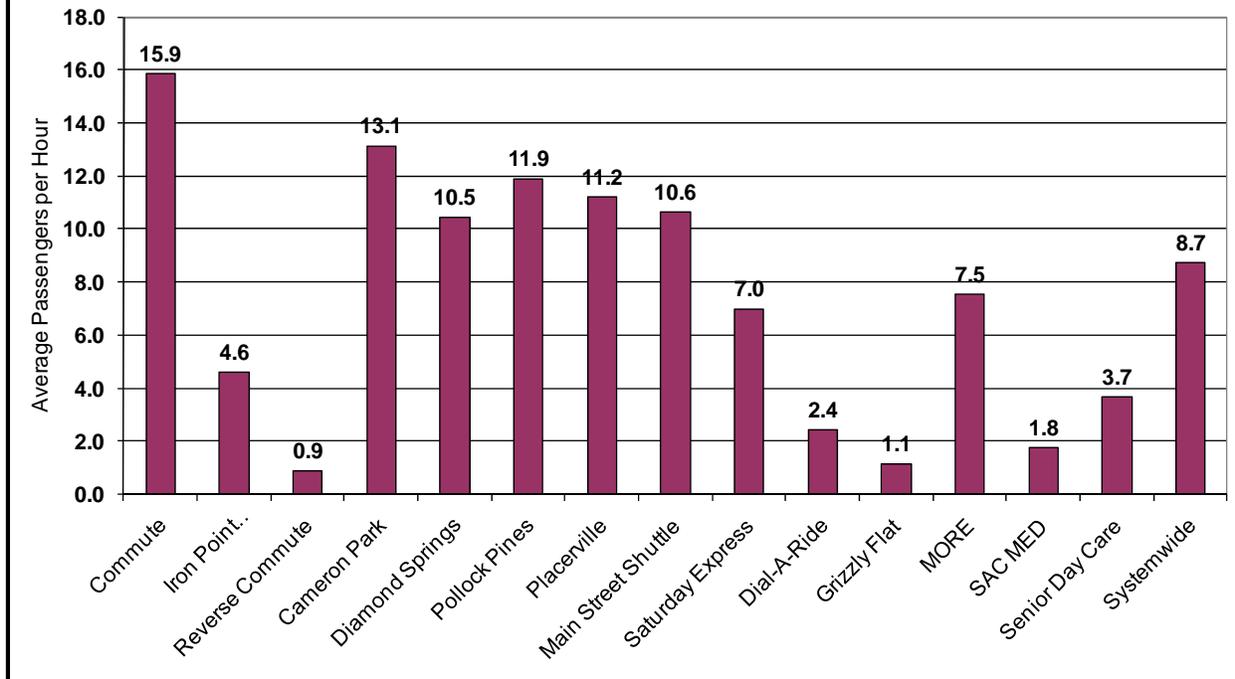
TABLE 5: Total El Dorado Transit Ridership by Month, Fiscal Year 2010-11

Month	Local Routes										Commuter Routes							Total
	Cameron Park	Pollock Pines	Placer-ville	Main St. Shuttle	Diamond Springs	Subtotal Local Routes	Dial-A-Ride	Commute	Reverse Commute	Iron Point	Subtotal Commuter Routes	Contract MORE	Grizzly Flat	SAC MED	Special Event ⁽¹⁾			
July 2010	348	3,770	4,442	333	1,124	10,017	2,229	11,024	75	554	11,653	2,433	23	49	0	26,404		
August	219	4,783	5,234	212	2,692	13,140	2,396	11,041	73	654	11,768	2,679	16	52	0	30,051		
September	167	5,234	5,134	264	3,548	14,347	2,275	10,387	41	941	11,369	2,525	20	49	0	30,585		
October	116	4,891	4,612	144	3,426	13,189	2,318	9,951	56	741	10,748	2,337	8	68	15,912	44,580		
November	151	4,219	4,340	180	2,916	11,806	1,969	9,653	44	684	10,381	2,217	15	59	0	26,447		
December	114	3,578	4,049	123	2,620	10,484	2,034	9,872	68	574	10,514	2,143	8	64	0	25,247		
January 2011	2,477	4,096	4,405	217	3,068	14,263	2,106	10,579	76	671	11,326	2,452	13	64	0	30,224		
February	2,510	4,207	4,323	173	3,477	14,690	1,944	9,638	59	686	10,383	2,230	4	74	0	29,325		
March	3,669	5,229	5,005	622	4,277	18,802	2,497	11,796	67	764	12,627	2,579	21	57	0	36,583		
April	3,166	5,198	4,603	232	3,249	16,448	2,266	10,725	90	700	11,515	2,284	15	89	0	32,617		
May	3,351	5,220	4,752	639	3,465	17,427	2,311	11,115	134	750	11,999	2,418	17	93	0	34,265		
June	1,296	4,102	4,669	516	1,237	11,820	2,375	11,209	110	606	11,925	2,426	24	81	14,384	43,035		
Subtotal	17,584	54,527	55,568	3,655	35,099	166,433	26,720	126,990	893	8,325	136,208	28,723	184	799	30,296	389,363		
Monthly Average	1,465	4,544	4,631	305	2,925	13,869	2,227	10,583	74	694	11,351	2,394	15	67	2,525	32,447		
% of Systemwide Total	4.5%	14.0%	14.3%	0.9%	9.0%	42.7%	6.9%	32.6%	0.2%	2.1%	35.0%	7.4%	0.0%	0.2%	7.8%			

Note 1: Special Event = Apple Hill Shuttle and Fair Shuttle

Source: El Dorado Transit Administrative Operations Reports, July-December 2010; Summary report January-June, 2011.

FIGURE 8: El Dorado Transit Average Passengers per Hour by Service, FY 2010-11



The least productive services were the Reverse Commute (0.9 passengers per hour); Grizzly Flat (1.1 passengers per hour); SAC MED (1.8 passengers per hour) and Dial-A-Ride (2.4 passengers per hour).

FINANCIAL CHARACTERISTICS

System Expenses

The El Dorado Transit expenses totaled \$5,553,233 (unaudited) in FY 2010-11 as shown in Table 6. The majority of the expenses (63.4 percent) were for salaries and benefits of operating and administrative staff. After salaries and benefits, the next highest cost was fuel and lubricants (11.7 percent). A contingency fund of 7.4 percent is maintained as part of the budget.

System Revenues

The revenue sources required to support El Dorado Transit's administration, operations and maintenance are drawn from a number of sources. Table 7 shows the unaudited revenues received in FY 2010-11, totaling \$5,553,233. As indicated, the largest source of income for El

**TABLE 6: El Dorado Transit Expenses
Fiscal Year 2010-11**

Expense (Line Item)	Total	% of Total
Salaries and Wages	\$2,395,000	43.1%
Employee Benefits	\$1,126,000	20.3%
Payroll taxes	\$41,000	0.7%
Worker's Compensation Insurance	\$108,000	1.9%
General Liability Insurance	\$188,370	3.4%
Fuel & lubricants	\$649,500	11.7%
Vehicle Maintenance	\$239,000	4.3%
Professional Services	\$70,000	1.3%
Small Tools and Equipment	\$64,200	1.2%
Utilities	\$48,000	0.9%
Special Department Expense	\$1,000	0.0%
Communications	\$21,600	0.4%
Office Expense/Building Maintenance	\$21,500	0.4%
Equipments Rents Leases	\$20,000	0.4%
Uniforms	\$7,650	0.1%
Household Supplies	\$15,750	0.3%
Membership and Publications	\$40,500	0.7%
Staff Development and Training	\$7,500	0.1%
Apple Hill® Shuttle Grant	\$69,391	1.2%
Park and Ride & Bus Stop Expenses	\$9,100	0.2%
Contingency	\$410,172	7.4%
Total Expenditures	\$5,553,233	

Source: El Dorado Transit, FY 2010-11 Mid-year Budget (not audited)

**TABLE 7: El Dorado Transit Revenues
Fiscal Years 2010-11**

Revenue Source	Total	% of Total
Passenger Fares	\$971,000	17.5%
Contracted Services	\$385,000	6.9%
Charter Service Revenue	\$5,000	0.1%
Local Transportation Funds (LTF)	\$3,099,593	55.8%
State Transit Assistance Funds (STA)	\$522,579	9.4%
Federal Transit Administration 5311 Grant	\$449,500	8.1%
Misc Revenue	\$400	0.0%
Apple Hill Shuttle AB2766 Grant	\$56,210	1.0%
Spare the Air AB2766 Grant	\$23,668	0.4%
Fair Shuttle AB2766 Grant	\$29,283	0.5%
Interest Revenue	\$11,000	0.2%
Total Operating Revenue	\$5,553,233	

Source: El Dorado Transit, FY 2010-11 Mid-year Budget (not audited).

Dorado Transit is Local Transportation Funds (LTF) funds which account for 55.8 percent of the budget. The next largest source of revenue is passenger fares (17.5 percent of the revenues) which included cash fares, scrip, and local and commuter bus pass sales. State Transit Assistance Funds (STA) accounted for 9.4 percent of the revenue, and FTA Section 5311 (for urbanized areas) accounted for 8.1 percent of the budget. A small portion of the revenue (2.0 percent) comes from AB 2766 (air quality improvement grants) funding for operation of the Apple Hill® Shuttle, Spare the Air free fare days and the Fair Shuttle.

TRANSIT CAPITAL ASSETS

Bus Stops and Bus Shelters

El Dorado Transit continues to improve passenger amenities, including the placement of bus stop benches and shelters. There are currently twenty-three (23) bus stop locations with passenger shelters (and benches). Additionally, bus benches (without shelters) are provided at fifteen (15) bus stops throughout the El Dorado Transit system. Table 8 provides a listing of existing bus stops with shelters and benches (within El Dorado County).

TABLE 8: El Dorado Transit Shelter and Bench Locations	
<u>Bus Stops with Shelters</u>	
Bel Air (Goldorado Center)	Market Court
Big 5 (Placerville Dr.)	Marshall Hospital
Broadway and Schnell School Rd.	Missouri Flat Transfer Center
Cambridge Road Park and Ride	Placerville Library/Govt. Center
Cameron Park Dr. and Green Valley Rd.	Placerville Station Transfer Center/Park and Ride
Central Transit Center	Prospector Plaza
Coloma Court	Regal Theaters
Cottonwood Senior Apts.	Safeway Plaza (Pony Express Trail)
El Dorado Hills Park and Ride	Tunnel Street Apts.
El Dorado Transit Offices	Woodman Circle
Forni Rd. and Lo-Hi Way	
Home Depot, Placerville Dr.	
<u>Bus Stops with Benches</u>	
Big Lots (Fair Lane)	Golden Center Ct. (Building 1)
Broadway and Carson Rd.	Panther Ln.
Carson Rd. and Larson Dr.	Placerville Post Office
Cold Springs Dental	Placerville Senior Center
Diamond Springs Mobile Home Park	Pleasant Valley Rd. and Church St.
DMV, Placerville Office	Pleasant Valley Rd. and Diamond Meadows Way
Eskaton Lincoln Manor	Rite Aid (Broadway)
Fowler Way	
<i>Source: El Dorado Transit</i>	

As of August 2011, the El Dorado Transit vehicle fleet consisted of nine (9) El Dorado Transit non-revenue vehicles and fifty-four (54) revenue vehicles (including four (4) held in back-up status and one (1) pending surplus). As presented in Table 9, the revenue vehicles range in capacity from three (3) to forty-five (45) passengers; all of the revenue vehicles are equipped with wheelchair lifts and securement positions. The average age of the revenue fleet is 4.3 years, and the average accumulated mileage is 112,400 per revenue vehicle. A total of twenty-two (22) revenue vehicles are eligible for replacement in the next five (5) years.

CURRENT ESTIMATED TRANSIT DEMAND

A detailed transit demand analysis was conducted for the El Dorado County Transit Authority 2008 Short Range Transit Plan (SRTP). Using data from the 2000 US Census as well as trends identified in onboard survey results prepared by Majic Consulting Group in 2005, transit demand was estimated for rural and urban areas using standard demand estimation models and techniques. To update this demand, the current demographic data and survey results have been applied to the estimated demand identified in the SRTP, as shown in Table 10.

The factors which have changed most since the 2008 demand analysis are the increase in elderly population. Currently, there are 27,974 seniors, which is 19.4 percent of the population, while there were 22,059 seniors in 2000, which was 18 percent of the population. Also, the number of individuals living in poverty has increased significantly, from an estimated 6,848 (5.6 percent) in 2000, to a 2009 estimate of 8,616 (6.0 percent), which has probably increased even more given the recent decline in economic conditions.

As indicated in Table 10, total transit demand is split into urban (El Dorado Hills and Cameron Park) and rural (the remainder of Western El Dorado County). The combined urban and rural total transit demand within Western El Dorado County is estimated to equal 1,113,710 urban passenger trips and 1,051,510 rural passenger trips, which in total is a 42 percent increase over the 2000 demand. This demand increase is mostly due to the increased elderly and low income population, both in percentages and total numbers. It should be emphasized, however, that these numbers represent a maximum potential under optimal service conditions throughout Western El Dorado County. It is not financially feasible to expect that the transit services that serve Western El Dorado County could ever approach this level of service.

In the urban area, the largest portion of estimated demand is generated by social service program-related transit demand (37.2 percent), followed by other non-program demand (26.2 percent), elderly and disabled demand (19.3 percent), and commuter transit demand (17.2 percent). In the rural portion of Western El Dorado County, program demand and “other” non-program demand each comprised equal proportions of demand (46.5 percent), followed by elderly demand (6.3 percent), and disabled demand (less than 1 percent).

The LSC Team applied the results of the El Dorado Transit onboard survey results to FY 2010-11 El Dorado Transit ridership in order to allocate transit trips to each passenger type and trip purpose. This table also presents data regarding how well transit demand is being met in Western El Dorado County. Overall, as presented in Table 10, El Dorado Transit is meeting approximately 2.4 percent of total urban transit demand and 34.4 percent of total rural demand in Western El Dorado County. Again, it is important to note that it is not financially feasible to expect that the transit services could meet all transit demand in the region.

TABLE 9: El Dorado Transit Vehicle Replacement Plan

#	Vehicle Type	Mileage	Replacement Cost	Planned Fiscal Year of Replacement				
				2010/11	2011/12	2012/13	2013/14	2014/15
0401 ²	3-psgr mini-van	160,530	\$42,000	X				
0502 ²	3-psgr mini-van	193,996	\$42,000	X				
0503 ²	3-psgr mini-van	202,471	\$42,000	X				
0504 ²	3-psgr mini-van	179,666	\$42,000	X				
0505 ¹	3-psgr mini-van	138,391	\$42,000		X			
0611	3-psgr mini-van	173,775	\$42,000			X		
0612	3-psgr mini-van	137,274	\$42,000			X		
0801	3-psgr mini-van	111,678	\$42,000			X		
0802	3-psgr mini-van	109,255	\$42,000			X		
0803	3-psgr mini-van	102,678	\$42,000				X	
1010	3-psgr mini-van	3,875	\$42,000					
1011	3-psgr mini-van	883	\$42,000					
1012	3-psgr mini-van	174	\$42,000					
1013	3-psgr mini-van	138	\$42,000					
0107 ¹	20 psgr bus	301,097	\$158,000	X				
0201	20 psgr bus	213,590	\$158,000			X		
0202 ¹	20 psgr bus	273,763	\$158,000	X				
0203 ¹	20 psgr bus	305,836	\$158,000		X			
0304	20 psgr bus	166,894	\$158,000				X	
0305	20 psgr bus	213,069	\$158,000			X		
0703	26 psgr bus	107,993	\$158,000					X
0704	26 psgr bus	120,425	\$158,000					X
0705	26 psgr bus	150,205	\$158,000					X
0706	26 psgr bus	186,363	\$158,000				X	
0707	26 psgr bus	116,463	\$158,000					X
0708	26 psgr bus	147,725	\$158,000					X
0901	26 psgr bus	71,020	\$158,000					
0902	26 psgr bus	74,478	\$158,000					
0903	26 psgr bus	56,443	\$158,000					
0904	26 psgr bus	17,036	\$158,000					
0905	26 psgr bus	19,712	\$158,000					
0906	26 psgr bus	20,255	\$158,000					
0907	26 psgr bus	20,965	\$158,000					
0908	26 psgr bus	14,160	\$158,000					
9601 ³	32 psgr trolley	74,003	\$521,000					
0601	45 psgr bus	191,474	\$521,000					
0602	45 psgr bus	205,637	\$521,000					
0603	45 psgr bus	206,303	\$521,000					
0604	45 psgr bus	158,172	\$521,000					
0605	45 psgr bus	154,361	\$521,000					
0606	37 psgr bus	93,950	\$521,000					
0607	37 psgr bus	126,026	\$521,000					
0608	37 psgr bus	62,687	\$521,000					
0609	37 psgr bus	96,825	\$521,000					
0610	37 psgr bus	198,101	\$521,000					
1001	57 psgr bus	53,690	\$521,000					
1002	57 psgr bus	47,384	\$521,000					
1003	57 psgr bus	53,896	\$521,000					
1004	57 psgr bus	44,291	\$521,000					
1005	57 psgr bus	40,378	\$521,000					
1006	57 psgr bus	50,963	\$521,000					
1007	57 psgr bus	43,240	\$521,000					
1008	57 psgr bus	25,112	\$521,000					
1009	57 psgr bus	30,718	\$521,000					

Note 1: Replacement vehicles ordered.
 Note 2: Surplus held in back-up status.

Note 3: Replacement vehicles delivered; pending surplus
 Source: El Dorado Transit. Does not include non-revenue vehicles.

TABLE 10: Summary of Western El Dorado County Transit Demand

URBAN ESTIMATES	Type of Trip					TOTAL
	Work ⁽¹⁾	Elderly / Disabled ⁽²⁾	Other Non-Program ⁽³⁾	Total Non-Program	Program ⁽⁴⁾	
2000 Estimate ⁽⁵⁾						
Urban W. El Dorado County	187,140	137,800	166,050	490,990	415,630	906,620
2010 Estimate						
Urban W. El Dorado County ⁽⁶⁾	202,120	226,910	307,770	736,800	436,410	1,173,210
2010 Urban Ridership						
El Dorado Transit – Urban	2,460	2,900	12,220	17,580	10,050	27,630
2010 Urban Unmet Demand						
Urban W. El Dorado County	199,660	224,010	295,550	719,220	426,360	1,145,580
Percent of Urban Demand Met: 2010						
Urban W. El Dorado County	1.2%	1.3%	4.0%	2.4%	2.3%	2.4%
RURAL ESTIMATES	Elderly	Disabled	Other Non-Program	Total Non-Program	Program ⁽³⁾	TOTAL
2000 Rural Demand Estimates ⁽⁵⁾						
Rural W. El Dorado County	57,530	6,190	388,820	452,540	465,770	918,310
2010 Rural Demand Estimates						
Rural W. El Dorado County	66,530	6,480	489,320	562,330	489,060	1,051,390
2010 Rural Ridership						
El Dorado Transit – Rural	6.3%	0.6%	46.5%	53.5%	46.5%	
El Dorado Transit – Rural	29,868	8,330	294,810	333,010	28,720	361,730
2010 Rural Unmet Demand						
Rural W. El Dorado County	27,662	-2,140	94,010	119,532	437,050	689,660
Percent of Rural Demand Met: 2010						
Rural W. El Dorado County	44.9%	128.5%	60.2%	59.2%	5.9%	34.4%
2010 TOTAL STUDY AREA ESTIMATES				Total Non-Program	Program ⁽³⁾	TOTAL
2010 Demand Estimates						
Urban W. El Dorado County				736,800	436,410	1,173,210
Rural W. El Dorado County				562,330	489,060	1,051,390
			<i>Subtotal</i>	<i>1,299,130</i>	<i>925,470</i>	<i>2,224,600</i>
2010 Unmet Demand						
Urban W. El Dorado County				719,220	426,360	1,145,580
Rural W. El Dorado County				119,532	437,050	556,582
			<i>Subtotal</i>	<i>838,752</i>	<i>863,410</i>	<i>1,702,162</i>
<p>Note 1: Based upon employee trip estimation methodology, increased by % change in labor force from 68,700 in 2000 to 74,200 in 2010 (1.08% increase)</p> <p>Note 2: Increased by change in elderly/disabled population (1.61%)</p> <p>Note 2: Mode split methodology minus employee trip methodology for urban core, TCRP methodology and employee trip methodology in rural areas. Increased by change in urban population (1.43%)</p> <p>Note 4: TCRP methodology; allocated based on proportion of urban vs. rural demographics, factored up 50 percent for urban areas to account for greater propensity of program-related users to live in urbanized areas. Increased by urban population growth of 1.43%</p> <p>Note 5: From 2008 El Dorado Transit Short Range Transit Plan</p> <p>Note 6: Estimated by applying current demographics to previous demand estimates.</p> <p>Source: LSC Transportation Consultants, Inc.</p>						

OTHER TRANSIT PROVIDERS IN EL DORADO COUNTY

In addition to El Dorado Transit, there are several other transportation providers serving Western El Dorado County. Summary descriptions of the available transportation services are described below.

Senior Shuttle Program – Operated by the El Dorado County Department of Human Services, this program assists adults 60 years and older with grocery shopping trips two to three times each week and monthly outings to Senior Nutrition Dining Centers. There are seven (7) different Senior Dining Centers within Western El Dorado County: Placerville, Diamond Springs, Pollock Pines, Greenwood, Somerset, Shingle Springs, and El Dorado Hills. Using volunteer drivers, one van is used to transport approximately 140 seniors each month. The Senior Shuttle Program operates in Placerville, Diamonds Springs, and is beginning service in El Dorado Hills.

Snowline Hospice Volunteer Services – Snowline Hospice is a non-profit, community-based organization dedicated to meeting the unique physical, emotional, and spiritual needs of those who are nearing the end of their life. As part of the program, volunteers often provide transportation for consumers to medical appointments.

Placerville Advocacy, Vocational, and Educational Services (PAVES) – PAVES provides training in areas of self-help skills, advocacy, community integration, and pre-employment for adults with developmental disabilities. Volunteers provide transportation for consumers.

The Gates Recovery Foundation – The Gates Recovery Foundation offers detoxification services, substance abuse counseling, and recovery programs to those individuals who suffer from alcohol or drug addiction. Volunteer transportation is provided.

United Cerebral Palsy (UCP) of Greater Sacramento – UCP provides adult day programs, transportation, in-home respite, independent living skills instruction, toy lending library, equine assisted therapy and sports program for people with cerebral palsy and other developmental disabilities. Specialized door-to-door transportation services are provided for consumers to educational or vocational programs.

El Dorado County Department of Human Services - Adult Protective Services (APS) – The program is supervised by the California Department of Social Services and administered locally by the El Dorado County Department of Human Services. It provides assistance to elderly and dependent adults who are functionally impaired, unable to meet their own needs or are victims of abuse, neglect or exploitation. In addition to crisis intervention, other emergency services can be provided such as food, transportation (vouchers for El Dorado Transit), shelter, and referrals.

Vision Coalition of El Dorado Hills and Teen Advisory Committee – The mission of the Vision Coalition is to promote activities to keep youth safe, healthy, and free from drugs, alcohol, and tobacco. The Coalition organizes volunteer transportation. The Vision Coalition is interested in partnering with other agencies such as the senior center, other non-profits, and human services agencies to share transportation costs, and may also be a good recipient for retired transit vehicles.

New West Haven (Assisted Living) – New West Haven is a residential care facility for the elderly offering residents with assistance with the activities of daily living. The program includes arranging transportation to medical and dental appointments.

50 Corridor Transportation Management Association (TMA) – The TMA promotes commuting alternatives by providing information for ridesharing and placement assistance to employers, individuals, developers, and other interested organizations.

Taxi and Limousine Services – There are several taxicab companies serving Western El Dorado County which operate 24-hour service. Although their main service area is the greater Placerville area, they will take customers to destinations as far as South Lake Tahoe and the Sacramento International Airport. Base fares range from \$4 for the first 1.5 miles to \$8 for the first 3.2 miles, with a cost of \$2.50 for each additional mile or fraction thereof. Fares to the Airport range between \$55 and \$105 or more depending on the pick-up location. In addition to taxicab companies, there are several limousine companies that serve Western El Dorado County.

REGIONAL TRANSPORTATION SERVICES

Amtrak Thruway

Amtrak Thruway feeder bus service is provided daily from the Placerville Station Transit Center to the Sacramento Amtrak station (as part of a longer route between Carson City Nevada and Sacramento). Amtrak Thruway buses serve the Placerville Station eastbound at 11:00 AM and 5:10 PM. Westbound service from Carson City to Sacramento stops at the Placerville Station at 10:05 AM and 3:35 PM.

Transportation to the Sacramento Airport

The closest major passenger airport to El Dorado County residents is Sacramento International Airport (SMF). The distance from Placerville to the airport is approximately 55 miles or 50 minutes (without traffic) if one travels by private vehicle. If a vehicle is not available or a traveler would like to use other forms of transportation to get to the airport there are three expensive or time-consuming options:

- **Gold Country Express** – This private airport shuttle operates door-to-door service 24-hours a day. In addition to serving Placerville, Diamond Springs, Shingle Springs, and El Dorado Hills, the Express serves communities as far east as Pollock Pines and as far north as Rescue. Residents of outlying communities, such as Somerset, are required to make reservations. Reservations are accepted 24 hours in advance, except during the holiday season when two weeks notice is required. The trip to the airport via shuttle is not significantly longer than a trip via private automobile (one hour). Gold Country Express fares are as follows: \$60 one-way and \$110 round-trip for the general public, \$55 one-way and \$95 round-trip for seniors.
- **El Dorado Transit Commuter Route and Yolobus** – A trip to the Sacramento Airport on public transit is much cheaper but much lengthier. One option is to catch one of El Dorado

Transit's Commuter routes to downtown Sacramento and alight at L Street and 14th Street, walk one block to the Yolobus stop at L Street and 13th Street where service is available to the airport. The entire trip from Placerville Station to the airport takes about two hours if a quick and timely connection is made between El Dorado Transit Commuter route and Yolobus. It is likely, however, that a one-hour layover in downtown Sacramento would be required, thereby extending the trip one more hour. In order to make this trip, the traveler would need to schedule a flight departing Sacramento no earlier than 8:30 AM, as commuter buses begin service at 5:30 AM. Afternoon departures require a longer layover at the airport, as the El Dorado Transit commuter service does not operate between 10:00 AM and 2:00 PM. In order to have the best chance of catching a bus home from the airport, a traveler would need to schedule their arrival time at SMF before 8:00 AM or between 1:00 PM and 4:00 PM. The one-way cash cost of this trip would be \$7.00.

- **IPC, Sacramento Regional Transit Light Rail, and Yolobus** – The second public transit option is to travel via the El Dorado Transit IPC service, transfer to the Sacramento Regional Transit Light Rail service at the Iron Point Station, ride Light Rail to the 8th and K light rail station, walk several blocks to the L and 7th Yolobus stop, and ride the Yolobus route to the airport. With reductions in the IPC service, this option is of limited usefulness. The total travel time from the El Dorado Hills Park-and-Ride is 2 hours and 40 minutes if quick and timely connections are made between the IPC, light rail, and Yolobus. The cost of this trip is about \$9 for an adult.

This page left intentionally blank.

PLANNING THE SURVEY

The initial step for this project was to plan the survey. This involved a planning meeting between El Dorado County Transportation Commission staff, El Dorado County Transit Authority staff and the consultant team. After discussing the issues relevant to the study, a schedule was identified for the survey process, outreach and report development. It was determined the SSTAC should serve as the project Transportation Advisory Committee, and various stakeholders were identified for interviews.

PROJECT KICK-OFF MEETING

The consultant met with members of the standing advisory committees (El Dorado Transit TAC and El Dorado County Transportation Commission TAC and SSTAC), the public, and El Dorado Transit staff in late March 2011 to present the study purpose, planned methodology and expected outcome. With a clear understanding of the project purpose and intent, the participants went over the survey instruments in detail to ensure the questions were designed to generate valid results and to optimize formatting of the survey. The finalized survey instruments are provided in Appendices A and B. Surveyor hiring and training were discussed, as well as outreach for the study.

INITIAL SURVEY OUTREACH

Flyers were posted at major bus stops and on buses to alert passengers of upcoming surveys. Announcements were also posted on the El Dorado Transit website. This outreach allowed passengers to think about the survey prior to the event and was intended to encourage passengers to complete the surveys and to provide their input. Copies of the flyer and web announcements are included in Appendix C. The two-sided survey instruments were provided in English on one side and Spanish on the other side. Three (3) of the five (5) surveyors were bi-lingual in English and Spanish.

OUTREACH FOR THE DRAFT FINAL REPORT

Upon completion of the draft report, the consultant advertised the report through flyers posted on buses and at bus stops and was posted on the El Dorado Transit website. Additionally, a public meeting was held at the El Dorado County library in Placerville, though only one member of the public attended. The consultant received one comment in regard to a desire to see greater evaluation of access to the bus stops for pedestrians, but that addresses issues beyond the scope of this project. The Consultant also presented the Draft Report to El Dorado Transit staff, EDCTC staff and the SSTAC. This was followed up with a meeting of El Dorado Transit staff to receive specific comments on the report which were addressed. Furthermore, a presentation was made to the El Dorado County Transit Authority Board.

SURVEYOR HIRING AND TRAINING

Surveyors were hired through an employment agency located in El Dorado Hills. It was stipulated that all employees should be El Dorado County residents. The employment agency screened the employees, and the consultant provided training. Five (5) surveyors were trained, and each was determined suitable to conduct the survey work. Training consisted of discussing the survey purpose, reviewing survey instruments and materials required for the survey, and discussing expected behavior and conduct for administering the survey. Written survey instructions were provided to each of the surveyors. Surveyors practiced role-playing to simulate the survey process. The consultant met with surveyors early during their first shifts and frequently throughout the survey to ensure surveyors were correctly following procedures and to answer any questions regarding conduct of the survey. Bus drivers provided helpful assistance by familiarizing surveyors with the routes and by conveying issues and conditions the drivers often observe.

SURVEY METHODOLOGY

Surveys were conducted over seven (7) service weekdays between May 2, 2011 and May 11, 2011 in order to survey each of the runs of each local fixed route, and all morning runs of the commuter routes. As the low passenger levels allowed, the SAC MED and Grizzly Flat services were surveyed by the drivers. Surveyors were placed on the Dial-A-Ride service for a total of eight (8) operating hours.

Onboard Passenger Surveys

A trained surveyor distributed the self-administered surveys to every boarding passenger who appeared over the age of 12. The surveyors were generally available to assist riders in completing the survey forms and were instructed to help disabled passengers in particular. Survey forms were provided on card stock so that a lap was a sufficient surface, and pencils were supplied to passengers completing forms. Completed survey forms were collected by the surveyors and inserted into a labeled envelope, with one envelope provided for each run.

Boarding and Alighting and On-Time Performance Surveys

The envelopes used to collect completed survey forms also had a data form which surveyors used for collecting boarding and alighting and schedule data. All scheduled stops were listed in order with a box for surveyors to write the number of passengers boarding and alighting. The scheduled time at time-check stops (stops which have a posted time in the printed schedule) were also provided with a box for surveyors to complete by writing in the actual time of departure from the stop. Detailed response rates are provided for each route in the following chapter.

SURVEY COVERAGE AND RESPONSE RATE

Surveys were conducted over seven (7) service weekdays between May 2, 2011 and May 11, 2011 in order to survey each runs on all local fixed routes, morning runs on the commuter routes, and eight (8) hours of Dial-A-Ride service. Surveys were conducted on additional days in order to survey the SAC MED service and Grizzly Flat service. This survey span provides statistically valid data, but it is a “snapshot” of the service and may include nuances which may not reflect long term characteristics.

On the local fixed routes, a total of 68 runs were surveyed. This resulted in 241 valid survey responses. Ridership on these runs during this same time was 869 one-way passenger trips, indicating a response rate of 28 percent of all one-way trips. Considering that 66 percent of the fixed route passengers were traveling round trip, this equates to approximately a 41 percent response rate of all individual passengers, providing statistically valid responses.

On the commuter routes, a total of sixteen (16) runs were surveyed (including all morning commute routes and four (4) runs of the Iron Point Connector). This resulted in 227 valid survey responses. Ridership on these runs during this time was 300 passenger-trips, indicating a very high response rate of 76 percent. The Dial-A-Ride was surveyed for four (4) hours on May 10 and four (4) hours on May 11, with ten (10) surveys completed. The ridership on the surveyed vehicles was twelve (12), indicating an 83 percent response rate. Finally, four (4) SAC MED passengers were requested to complete the survey and did so. Table 11 shows the response rates by service and or route.

Spanish Surveys

In total, only four (4) surveys (1.7 percent) on the fixed-routes were completed in Spanish. There were no Spanish forms completed on the Dial-A-Ride, commuter service or the SAC MED service.

LOCAL FIXED ROUTE ONBOARD PASSENGER SURVEY RESULTS

The following provides a summary of survey results for the local fixed routes, summarized in order of questions on the survey form (see end of Appendix for survey instruments). The answers are also summarized in Tables 12 and 13.

Q1. What time did you board this bus?

Respondents boarded the bus throughout the day, but the busiest survey response time was in the morning from 7:00 AM to 8:00 AM. Additionally, fourteen (14) respondents simply answered “AM” and thirteen (13) answered “PM.” The time respondents boarded the bus is shown in Figure 9.

Q2. How did you get to the bus today?

When asked how they got to the bus stop, an overwhelming majority (75 percent) said they walked, followed by the transfers (11 percent), as shown in Figure 10.

TABLE 11: Response Rates for El Dorado Transit Onboard Surveys

Service	Surveys Available		Completed Surveys	
	Runs	Passengers	Number	Rate
Local Fixed Route				
Placerville East	11	94	18	19.1%
Placerville West	10	91	35	38.5%
Pollock Pines East	9	165	39	23.6%
Pollock Pines West	8	141	38	27.0%
Diamond Springs	12	113	41	36.3%
Cameron Park	6	92	32	34.8%
Folsom Lake College -- El Dorado Center	10	150	32	21.3%
Main Street Shuttle	1	19	2	10.5%
Grizzly Flat	1	4	4	100.0%
Total One-Way Trips	68	869	241	27.7%
Estimated Total Passengers ¹		582	241	41.4%
Commuter				
Commuter 1	1	27	27	100.0%
Commuter 2	1	17	14	82.4%
Commuter 3	1	25	17	68.0%
Commuter 4	1	23	19	82.6%
Commuter 5	1	18	16	88.9%
Commuter 6	1	21	18	85.7%
Commuter 7	1	37	30	81.1%
Commuter 8	1	25	14	56.0%
Commuter 10	1	35	17	48.6%
Commuter 11	1	26	15	57.7%
Commuter 12	1	29	27	93.1%
Iron Point Connector	4	17	13	76.5%
Total	15	300	227	75.7%
Dial-a-Ride	--	12	10	83.3%
SAC MED	--	4	4	100.0%

Note 1: Estimated passengers based on 66% round trips.

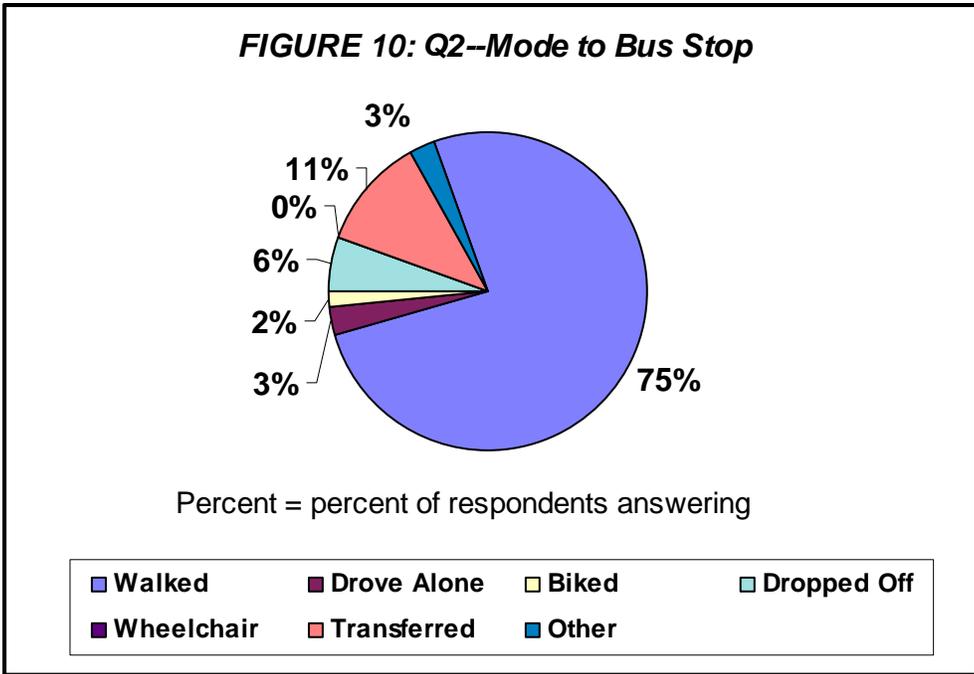
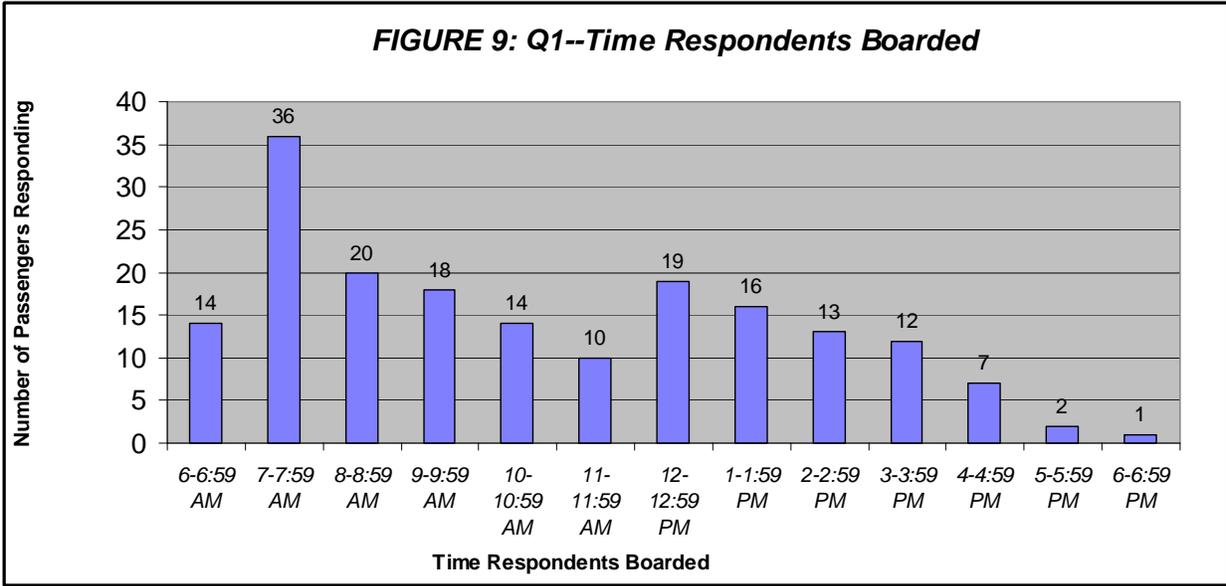
**TABLE 12: Responses for El Dorado Transit Onboard Surveys--Local Fixed Routes
Questions 1-9**

Questions	Answers								
Responses by Route	PL East	PL West	PP east	PP West	DS	CP	FLC	MSS	GF ¹
Number of Respondents	18	35	39	38	41	32	32	2	4
Percent of Respondents	7%	15%	16%	16%	17%	13%	13%	1%	2%
	SUM								
Number of Respondents	241								
Q1. What time did you board the bus?	6-7 AM	7-8 AM	8-9 AM	9-10 AM	10-11 AM	11 AM - 12 PM	12-1 PM	1-2 PM	2-3 PM
Number of Respondents	14	36	20	18	14	10	19	16	13
Percent of Respondents	7%	17%	10%	9%	7%	5%	9%	8%	6%
	3-4 PM	4-5 PM	5-6 PM	6-7 PM	AM	PM	SUM		
Number of Respondents	12	7	2	1	14	13	209		
Percent of Respondents	6%	3%	1%	0%	7%	6%			
Q2. How did you get to the bus?	Walked		Drove Alone		Biked		Dropped Off		
Number of Responses	176		6		4		13		
Percent of Responses	76%		3%		2%		6%		
	Wheelchair		Transferred		Other		SUM		
Number of Respondents	0		26		6		231		
Percent of Respondents	0%		11%		3%				
Q2. How long did it take? (minutes)	0-5	6-10	11-15	16-20	20-30	30+	SUM		
Number of Respondents	37	60	18	14	7	4	140		
Percent of Respondents	26%	43%	13%	10%	5%	3%			
Q5. How will you get to your destination?	Walk		Bicycle		Picked Up		Transfer		
Number of Responses	169		4		6		35		
Percent of Responses	78%		2%		3%		16%		
	Drive Alone		Wheelchair		Other		SUM		
Number of Respondents	2		0		1		217		
Percent of Respondents	1%		0%		0%				
Q5. How long will it take? (minutes)	0-5	6-10	11-15	16-20	20-30	30+	SUM		
Number of Respondents	49	55	11	7	9	3	134		
Percent of Respondents	37%	41%	8%	5%	7%	2%			
Q6. Round trip?	Yes	No	SUM						
Number of Respondents	144	74	218						
Percent of Respondents	66%	34%							
Q7. Trip purpose?	Work		Recreation/Soc.		School		Medical/Dental		
Number of Responses	33		19		86		19		
Percent of Responses	14%		8%		38%		8%		
	Shopping		Personal/Other		SUM				
Number of Respondents	29		42		228				
Percent of Respondents	13%		18%						
Q9. How often do you ride the bus?	4+ times/week		1-3 times/week		1-3 times/month		< than 1x/month		SUM
Number of Respondents	140		56		21		12		229
Percent of Respondents	61%		24%		9%		5%		
Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.									

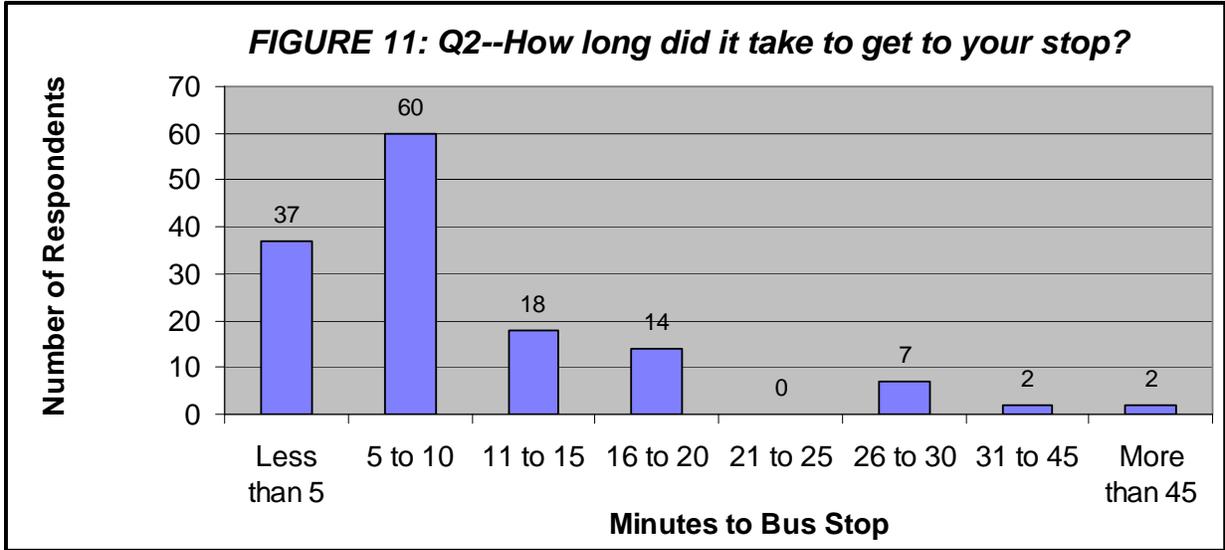
TABLE 13: Responses for El Dorado Transit Onboard Surveys--Local Fixed Routes Questions 10-22

Questions:	Answers						
Q10. How did you pay fare?	Cash fare	Monthly Pass	Other	SUM			
Number of Respondents	103	80	42	225			
Percent of Respondents	46%	36%	19%				
Q11. How long have you used the service?	First time	< 6 months	6 months-year	> year	SUM		
Number of Responses	10	45	35	134	224		
Percent of Responses	4%	20%	16%	60%			
Q12. How else would you make trip?	Ride	Drive my car	Taxi	Walk			
Number of Responses	80	14	10	50			
Percent of Responses	34%	6%	4%	21%			
	Bike	No trip	Other	SUM			
Number of Respondents	8	65	10	237			
Percent of Respondents	3%	27%	4%				
Q13. Source of information?	Schedule	Driver	Friend	Phone			
Number of Responses	99	17	44	33			
Percent of Responses	46%	8%	20%	15%			
	Website	Other	SUM				
Number of Respondents	12	12	217				
Percent of Respondents	6%	6%					
Q14. Require wheelchair?	Yes	No	SUM	Q15. Limiting disability?	Yes	No	SUM
Number of Respondents	10	209	219	Number of Respondents	45	172	217
Percent of Respondents	5%	95%		Percent of Respondents	21%	79%	
Q16. Have driver's license?	Yes	No	SUM	Q17. Car available?	Yes	No	SUM
Number of Respondents	69	150	219	Number of Respondents	39	179	218
Percent of Respondents	32%	68%		Percent of Respondents	18%	82%	
Q18. Age group?	< 12	13-18	19-24	25-44	45-64	65+	SUM
Number of Respondents	2	65	21	59	50	18	215
Percent of Respondents	1%	30%	10%	27%	23%	8%	
Q19. What is your employment	Full Time	Part Time	Self-employed	Student			
Number of Responses	23	35	7	77			
Percent of Responses	11%	16%	3%	35%			
	Retired	Not Employed	Unable to work	Other	SUM		
Number of Respondents	14	39	12	10	217		
Percent of Respondents	6%	18%	6%	5%			
Q20. What is your income?	Less than \$20,000	\$20,000-\$30,000	\$30,000-\$50,000	\$50,000 +	SUM		
Number of Respondents	121	30	23	13	187		
Percent of Respondents	65%	16%	12%	7%			
Q21. Opinion of Service?	1	2	3	4	5	Average	
System Safety	2	7	26	67	112	4.3	
On-time	10	10	38	68	91	4.0	
Frequency	9	16	44	52	90	3.9	
Driver Courtesy	2	5	24	41	140	4.5	
Travel Time (trip duration)	5	9	43	69	85	4.0	
Areas Served	7	16	44	63	79	3.9	
Bus Cleanliness	6	12	42	48	103	4.1	
Information on Services	1	6	30	59	111	4.3	
Bus Stops and Shelters	7	18	49	58	77	3.9	
Cost of Service	9	17	44	49	88	3.9	
Q22. Opinion of service overall?	4	6	37	71	88	4.1	

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.



It took 43 percent of passengers five (5) to ten (10) minutes to get to the bus stop, and 26 percent less than five (5) minutes, as shown in Figure 11. For 8 percent of passengers, it took more than 25 minutes. This indicates that El Dorado Transit local route passengers travel relatively long distances to access the bus, compared with surveys conducted for typical urban fixed route transit services.



Q3 and 4. Where did you get on this bus? Where will you get off this bus?

Respondents were asked to list their starting locations by listing either a bus stop or nearby intersection. Placerville had the most boardings and alightings, followed by Diamond Springs, as shown in Table 14.

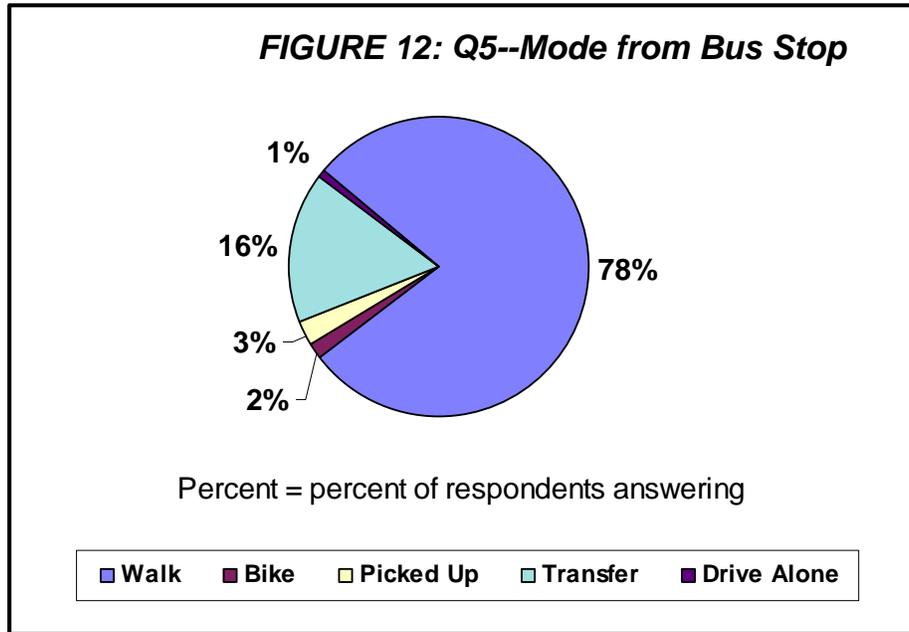
TABLE 14: Q3&4--Fixed Route Boarding and Alighting Locations

Boarding Locations	Passengers		Alighting Locations	Passengers	
	#	%		#	%
Cameron Park	24	10.9%	Cameron Park	17	8.4%
Camino	13	5.9%	Camino	11	5.4%
Diamond Springs	45	20.5%	Diamond Springs	71	35.1%
El Dorado	2	0.9%	Folsom	5	2.5%
Folsom	8	3.6%	Placerville	72	35.6%
Grizzly Flat	2	0.9%	Pollock Pines	24	11.9%
Placerville	89	40.5%	Shingle Springs	1	0.5%
Pollock Pines	34	15.5%	Somerset	1	0.5%
Shingle Springs	3	1.4%			
Total Boardings	220		Total Alightings	202	

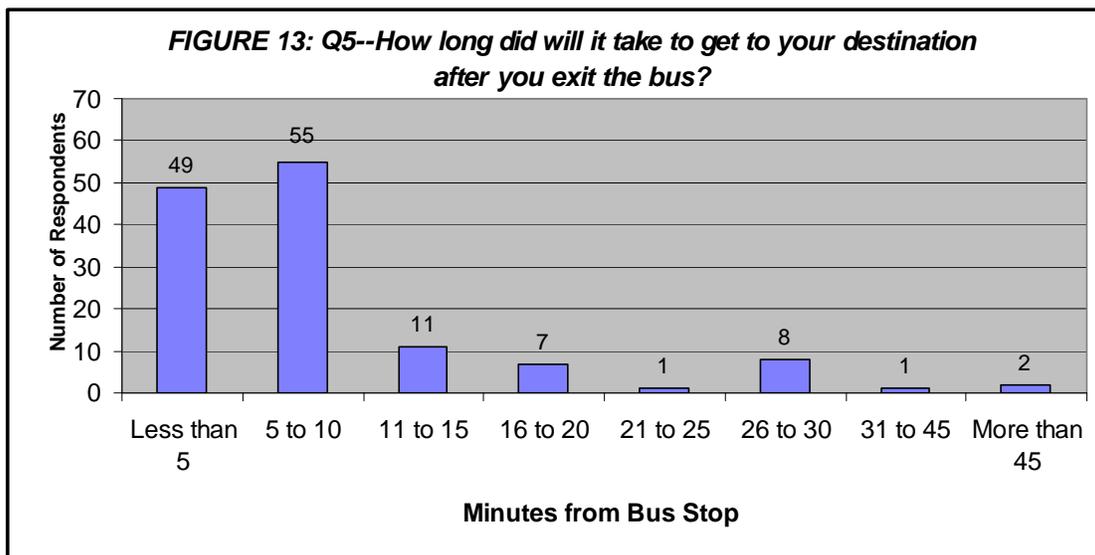
Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

Q5. How will you get to your destination after you get off the bus today? How long will it take?

When asked how they will get to their destination after exiting the bus, a large majority (78 percent) said they would walk, while 16 percent said they would be transferring. Only 2 percent indicated they would be bicycling, as shown in Figure 12.



When asked how many minutes it would take to get to their destination, 41 percent of respondents indicated five (5) to ten (10) minutes and 37 percent indicated less than 5 minutes. Only 2 percent of respondents indicated that it would take more than 30 minutes, as shown in Figure 13.



Q6. Are you traveling round-trip by bus today?

About two thirds of 218 respondents said they were traveling by round trip, while a third were not.

Q7. What is the main purpose of your trip?

When asked the purpose of their trip, the respondents indicated the following:

- School – 38 percent
- Personal business or errands – 18 percent
- Work – 14 percent
- Shopping – 13 percent.

It is clear from these responses that the transit program provides access to a variety of basic services and quality of life services.

Q8. What is the general location of your home?

Passengers listed either a neighborhood or town, or nearest cross streets. Approximately a third of the respondents said they lived in the Placerville area (55 individuals, or 29 percent) followed by approximately a quarter who live in Pollock Pines (48, or 26 percent). The remainder of the respondents had widely dispersed residents, with 13 percent in Cameron Park, almost 9 percent in Camino and 6 percent in Diamond Springs. Two respondents listed themselves as homeless. These results are summarized in Table 15.

Town Listed	Responses	
	#	%
Bellingham, Washington	1	0.5%
Cameron Oaks	1	0.5%
Cameron Park	24	13.0%
Camino	16	8.6%
Camino farm	1	0.5%
Cedar Grove	1	0.5%
Cold Springs	1	0.5%
Coloma	1	0.5%
Diamond Springs	12	6.5%
El Dorado	7	3.8%
El Dorado Hills	1	0.5%
Folsom	1	0.5%
Goldridge	1	0.5%
Grizzly Flat	4	2.2%
Homeless	2	1.1%
Placerville	55	29.7%
Pollock Pines	48	25.9%
Rancho Cordova	1	0.5%
Rescue	2	1.1%
Shingle Springs	5	2.7%
Total Responses	185	

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

Q9. How often do you ride the bus?

The majority of respondents (140 respondents, or 61 percent) said they ride the bus four or more times per week, and another 24 percent (56 respondents) said they ride one to three times per week.

Q10. How did you pay for your fare this trip?

Passengers were asked if they paid a cash fare, monthly pass, or other type of fare medium. While nearly half said they paid cash (103 responses, or 46 percent), 80 individuals (36 percent) used monthly passes and 42 individuals (19 percent) said they used “other” means of paying. Those listing “other” were often college students (7 responses) or other students using school IDs or passes (10 responses). Types of payments are shown in Table 16.

Type of Fare	Respondents	
	#	%
College Pass	8	20.0%
Employee Badge	1	2.5%
Jury Pass	4	10.0%
Life Pass	1	2.5%
Pass	3	7.5%
School Pass/Student ID	10	25.0%
Script	4	10.0%
Senior Pass	2	5.0%
Ticket	7	17.5%
Total "Other"	40	

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

Q11. How long have you been using the bus service?

The majority of passengers have used the service for more than a year (60 percent). An additional 20 percent have been using the service for less than six (6) months, and 16 percent have used the service between six (6) months and a year. Ten respondents (4 percent) said they were using the service for the first time. The fixed route service has a relatively high percentage of newer passengers compared with the commuter service. The fact that 40 percent of passengers are new to the system within the past year underscores the importance of marketing.

Q12. How would you make the trip if El Dorado Transit was not available?

Passengers said they would get a ride with someone (36 percent), not make the trip (27 percent) or walk (21 percent) if the El Dorado Transit service were not available. Only 6 percent said they would drive their car. Another 4 percent said they would take a taxi, and 3 percent said they would bike. These responses indicate a high level of transit dependency by the survey respondents.

Q13. How do you get information about El Dorado Transit?

Passengers were asked how they get their information about El Dorado Transit services. Most commonly, passengers get information from the printed schedule (45 percent) followed by a friend or co-worker (20 percent), phone (15 percent) or directly from the driver (8 percent). Surprisingly, only 6 percent get information from the website. Several people mentioned they received information from the Court as jurists.

Q14. Did you require the wheelchair lift to board or exit this vehicle?

When asked if they boarded in a wheelchair, 10 of 219 respondents (5 percent) said they boarded in a wheelchair.

Q15. Do you have a disability that limits driving?

Q16. Do you have a driver's license?

Q17. Did you have a car available for this trip?

These other questions were asked to elicit responses indicating whether passengers were transit dependent or not. A sizeable number of passengers (21 percent) said they have a disability that limits driving, but an even greater percentage (32 percent) said they do not have a driver's license. Asked whether a car was available for the trip, a large majority (82 percent) said no.

Q18. What is your age?

The respondents indicated the following ages:

- 13 to 18 years old – 30 percent
- 25 to 44 – 27 percent
- 45 to 64 – 23 percent
- 65 or older – 8 percent

As shown, the highest percentage of respondents were between the ages of 13 to 18 years old, reflecting the high number of high school students who use the service.

Q19. What is your employment status?

The following responses were generated by this question:

- Student – 35 percent
- Not Employed – 18 percent
- Employed Part Time – 16 percent
- Employed full time – 11 percent

Again, the high percentage of students was reflected in responses to this question.

Q20. What is your family's annual income?

Passengers were asked to choose a range that described their family's annual income. Over 80 percent of those surveyed responded, with 65 percent of these respondents stating that their

family income was \$20,000 per year or less. Another 16 percent said their family income was between \$20,000 to \$30,000 (still a relatively low income) and 12 percent said their family income was \$30,000 to \$50,000. Only 7 percent responded that their family income was above \$50,000 per year.

Q21. Indicate your opinion of the El Dorado Transit service from 1 to 5 using the list below. Q22. How do you rate the overall El Dorado Transit System?

Passengers were asked to rank service quality factors on a scale of one (1) to five (5), with one (1) being poor and five (5) being excellent. The average ranking was 4.1, with the highest score (averaging 4.5) for driver courtesy, followed by an average of 4.3 for system safety and information on services. Also receiving scores above 4.0 was bus cleanliness and overall service quality (4.1 each), and travel time and on-time performance (both averaging 4.0). The remainder of the service factors received an average of 3.9 percent, which is still considered “good”. This score was received for cost of service, frequency, and bus stops/shelters.

Q23. What service or customer improvements would you like to see?

Increased service frequency – if so, when?

Passengers were asked if they would like to see increased service frequency, and if so, where. In response, 15 individuals checked the box indicating “yes” without additional comments. Thirty-six (36) respondents made comments, with more than half of the comments (19) requesting increased hours of service or Saturday, Sunday or weekend service. The responses are listed below in Table 17.

New or extended routes – if so, where?

Passengers were asked if they would like to see new or extended routes. Multiple respondents listed Grizzly Flat or Pollock Pines. The responses are listed in Table 18, below.

Earlier or Later Weekday, Saturday or Sunday Service

Passengers were given an option to check boxes indicating if they would like to see earlier or later weekday service, earlier or later Saturday service, or Sunday service. Responses are included in Table 19. As indicated, the most requests were for later weekday service (45 responses), followed by Sunday service (37 requests). Only 16 respondents wanted earlier weekday service.

Most requests were in proportion to the number of responses received by route, but respondents on the Diamond Springs route more frequently checked boxes for additional service than respondents on other routes.

Q23. Other customer improvements? Q24. Other Comments

Question 23 regarding improvements included a line for “other” and Question 24 asked for other general comments. These comments have been summarized below in Table 20 by subject matter, with the highest number of responses relating to increased span of service including requests for Saturday services (seven (7) comments), increased span of service (six (6) comments) and

requests for weekend service (three (3) comments). There were nine (9) comments which were general compliments. A number of comments (five (5)) were requests for specific routing or stops. Four (4) individuals made comments regarding providing free or low-cost transfers, and three (3) commented on enforcing rules of conduct on the buses.

TABLE 17: Q23--Increased frequency? If so, when?		
Subject	Respondent's Route	Comments
Frequency	Cameron Park	Cameron Park every hour
Frequency	Diamond Springs	Cameron Park at 10, 11 am and 1, 4 pm
Frequency	Placerville West	Every half hour
Frequency	Pollock Pines East	Every half hour
Frequency	Pollock Pines East	Fresh pond
Frequency	Pollock Pines East	Pollock Pines
Frequency	Pollock Pines West	Pollock Pines
Frequency	Pollock Pines West	Smaller bus more times a day
Later	Cameron Park	Later buses
Later	Folsom Lake College	Later afternoons
Later	Placerville West	Later service
Later	Pollock Pines East	EDH after 5 pm
Later	Pollock Pines East	Evening commute
Later	Pollock Pines West	Later services
Later	Pollock Pines West	Later stops
Misc	Placerville East	Cameron Park--better service
Routing	Diamond Springs	Cameron Park
Routing	Folsom Lake College	Folsom Lake
Routing	Folsom Lake College	Regular stop at K-Mart.
Routing	Placerville West	Schnell School Road
Routing	Pollock Pines East	A stop in Smith Flat
Routing	Pollock Pines East	Express every day
Routing	Pollock Pines West	Iron Point bus to FLC
Saturday	Cameron Park	Cameron Park (Saturday)
Saturday	Cameron Park Express	Cameron Park on Sat
Saturday	Diamond Springs	Saturday
Saturday	Placerville East	Saturday Woodman Circle
Span	Cameron Park	Cameron Park (hourly)
Span	Diamond Springs	Increase in May
Span	Placerville East	One earlier, one later
Span	Placerville West	After 5 pm
Span	Pollock Pines East	longer hours M-F
Sundays	Pollock Pines East	Sunday
Sundays	Pollock Pines West	Sunday
Weekends	Cameron Park	Cameron Park weekends
Weekends	Cameron Park	Weekends to Folsom
Weekends	Diamond Springs	Cameron Park on weekends
Weekends	Folsom Lake College	Weekends on Missouri Flat to College
Weekends	Placerville West	Weekends
Weekends	Pollock Pines East	Weekends
Weekends	Pollock Pines West	More on weekends

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

TABLE 18: Q23--New or Extended Routes?

Respondent's Route	Suggested new or extended route
Placerville East	Ridgecrest
Cameron Park Express	Cameron Oaks
Diamond Springs	Charles Brown
Diamond Springs	Charles Brown Elementary School
Cameron Park	closer together
Placerville East	Coloma
Placerville West	Cottonwood and more often
Cameron Park	Durock and Shingle (in the morning)
Diamond Springs	El Dorado Hills
Pollock Pines West	El Dorado Hills
Pollock Pines East	Fresh pond
Pollock Pines West	Grizzly Flat
Pollock Pines East	Grizzly Flat (more)
Diamond Springs	Grizzly Flats
Pollock Pines East	Grizzly flats (more)
Pollock Pines West	Iron PT
Pollock Pines East	More Placerville and Pollock routes
Diamond Springs	Patterson and Lake Oaks (Saturday)
Folsom Lake College	Pollock Pines
Diamond Springs	Pollock Pines (more)
Cameron Park	Pollock Pines and Grizzly Park
Pollock Pines East	Pollock Pines, by the lake
Pollock Pines West	Sacto
Main St Shuttle	Shingle Springs to Placerville
Placerville West	Smith Flat
Diamond Springs	Somerset
Placerville West	Tahoe
Folsom Lake College	Union Ridge Road

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

TABLE 19: Q23--Respondents Wanting Additional Service

Earlier Weekday Service		Later Weekday Service	
From Route...	#	From Route...	#
Cameron Park	1	Cameron Park	3
Diamond Springs	4	Diamond Springs	12
Folsom Lake College	1	Folsom Lake College	3
Placerville East	4	Grizzly Flats	1
Placerville West	4	Placerville East	3
Pollock Pines East	2	Placerville West	4
Total	16	Pollock Pines East	8
		Pollock Pines West	11
		Total	45
Earlier Saturday Service		Later Saturday Service	
From Route...	#	From Route...	#
Cameron Park	5	Cameron Park	4
Diamond Springs	8	Diamond Springs	9
Folsom Lake College	2	Folsom Lake College	4
Placerville West	7	Placerville East	3
Pollock Pines East	1	Placerville West	6
Pollock Pines West	1	Pollock Pines East	2
Total	24	Pollock Pines West	1
		Total	29
Sunday Service		Total Responses	
From Route...	#	From Route	#
Cameron Park	3	Cameron Park	16
Diamond Springs	12	Diamond Springs	45
Folsom Lake College	5	Folsom Lake College	15
Placerville East	3	Grizzly Flats	1
Placerville West	5	Placerville East	13
Pollock Pines East	3	Placerville West	20
Pollock Pines West	6	Pollock Pines East	16
Total	37	Pollock Pines West	19
		Total	145

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

TABLE 20: Q23--Other improvements? Q24. Other comments?

Subject	Route	Comments
Behavior	Diamond Springs	Handle the school students who annoy passengers.
Behavior	Folsom Lake College	Tighter rules on language/swearing
Behavior	Folsom Lake College	Rules be followed with the language
Buses	Folsom Lake College	Need bigger bus for charter kids.
Buses	Folsom Lake College	Need bigger bus.
Buses	Pollock Pines West	Cleaner buses
Compliment	Diamond Springs	Good job overall.
Compliment	Diamond Springs	I am happy and thankful for your service.
Compliment	Diamond Springs	I don't see things that need to be improved.
Compliment	Diamond Springs	Overall - very convenient and mostly enjoyable.
Compliment	Diamond Springs	Since I have a disability, it helps to take bus.
Compliment	Placerville East	Seats are very comfortable.
Compliment	Placerville West	El Dorado Transit is an easy and fast way to get around.
Compliment	Placerville West	Good job!
Compliment	Placerville West	The bus routes and stops are well placed and well scheduled for school or work hours.
Holiday	Cameron Park	Holiday service
Info	Grizzly Park	Need more infor re: reserving our special bus schedule
Misc	Diamond Springs	When slow buses need to come in
Misc	Placerville West	Get the roads paved very bumpy ride
Misc	Placerville West	I use Dial-A-Ride every Sunday
Routing	Cameron Park	Just circle around Cameron Park
Routing	Folsom Lake College	Preferred K-Mart Plaza to Wal-Mart Plaza
Routing	Placerville West	Iron Point Connector 7 min earlier
Routing	Pollock Pines East	Pollock to connect with Iron Pt
Routing	Pollock Pines West	We need a bus stop at the upper room
Saturdays	Cameron Park	Add Saturday service
Saturdays	Diamond Springs	Sat buses needed to Cameron Park and Diamond Springs
Saturdays	Diamond Springs	We need bus on Saturdays
Saturdays	Diamond Springs	Cameron - need more Saturday routes
Saturdays	Diamond Springs	10 pm Saturdays
Saturdays	Folsom Lake College	Diamond Springs on Saturdays
Saturdays	Placerville West	Request Cottonwood on Saturdays
Span	Cameron Park	Later on weekdays
Span	Cameron Park	Wish the buses would run all day and night
Span	Folsom Lake College	It would be nice to ride a bus later than 5 pm for college students.
Span	Placerville East	Can't have a job and work eight hours
Span	Placerville East	Round trip to work impossible with eight hour shift
Span	Pollock Pines West	Later service
Transfers	Cameron Park	Make transfers a quarter again
Transfers	Diamond Springs	Transfers should come back.
Transfers	Diamond Springs	More transfers
Transfers	Folsom Lake College	Transfer slips
Transfers	Pollock Pines East	More transfers
Transfers	Pollock Pines West	Free transfers on same trip
Weekends	Cameron Park	Increased service on weekends
Weekends	Placerville West	Need weekends in Cameron Park.
Weekends	Placerville West	Weekend service

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

LOCAL FIXED ROUTES SURVEY HIGHLIGHTS AND SUMMARY

The onboard passenger surveys conducted on the local fixed-route service for this study provide an overview on passenger characteristics and travel patterns, which are highlighted and summarized below.

- **Demographics** – On the local fixed routes, approximately half of the riders are adults aged 24 to 65, and almost a third of the transit riders are youths. Local route respondents are overwhelmingly transit dependent due to a lack of car, lack of driver’s license and high level of disabilities limiting driving. The majority are low income (16 percent have household incomes under \$30,000 annually) or very low income (65 percent have household incomes less than \$20,000 annually).
- **Travel Patterns** –Most passengers walk to the bus stop, and it takes the majority of them under 15 minutes to get to their stops. The primary purpose of the trip is school or personal business. Over 60 percent of local route passengers ride the bus four (4) or more times per week, and 60 percent also have been passengers for a year or more. While a third would get a ride if the service were not available, a quarter said they would not make the trip if transit were not available.
- **Customer Satisfaction** – Passengers generally rated the service as good (4.1 overall average on a scale of 1 to 5) but not excellent. The three top-ranked attributes ranking 4.3 to 4.5 were: (1) courtesy and competency of drivers (2 and 3 tied) system safety, and information on services. Lowest-ranking attributes (still ranked “good” overall at 3.9) consisted of the frequency of service, areas served, bus stops and shelters, and cost of the service.
- **Service Improvements** – Local route passengers suggested that additional service is needed on Saturdays and on the Cameron Park line. Some suggested transfers should be made available free of charge. A number of passengers expressed concern and displeasure at the rowdy behavior when high numbers of high school passengers are on board.

COMMUTER ROUTE ONBOARD PASSENGER SURVEY RESULTS

The following provides a summary of survey results for the commuter routes, summarized in order of questions on the survey form (see end of Appendix for survey instruments). Complete commuter survey results are summarized in Tables 21 and 22. As mentioned previously, the response rate on the commuter service was 75 percent. The lowest response rate was on Commuter 10 (49 percent) and Commuter 8 (56 percent), and the highest response rate was on Commuter 1 (96 percent) and Commuter 12 (93 percent), as shown in Table 21.

TABLE 21: Responses for El Dorado Transit Onboard Surveys--Commuter Routes (Questions 1-8)

Responses by Route	C1	C2	C3	C4	C5	C6	C7	C8	C10
Number of Respondents	27	14	17	19	16	18	30	14	17
Percent of Respondents	12%	6%	7%	8%	7%	8%	13%	6%	7%
	C11	C12	Iron Pt	SUM					
Number of Respondents	15	27	13	227					
Percent of Respondents	7%	12%	6%						
Response Rate	C1	C2	C3	C4	C5	C6	C7	C8	C10
Number of Boardings	28	17	25	23	18	21	37	25	35
Percent Responding	96%	82%	68%	83%	89%	86%	81%	56%	49%
	C11	C12	Iron Pt	SUM					
Number of Boardings	26	29	17	301					
Percent Responding	58%	93%	76%	75%					
Q4: Where are you going?	School/College		Work		Shopping		Medical/Dental		
Number of Responses	10		203		0		0		
Percent of Responses	5%		94%		0%		0%		
	Recreation		Personal Bus.		Home		Other		SUM
Number of Respondents	2		1		1		0		217
Percent of Respondents	1%		0%		0%		0%		
Q5: How did you get to the bus?	Walked		Biked		Drove Alone		Carpool		
Number of Responses	7		7		182		7		
Percent of Responses	3%		3%		81%		3%		
	Dropped Off		Other		SUM				
Number of Respondents	19		2		224				
Percent of Respondents	8%		1%						
Q5: How long did it take? (minutes)	0-5	6-10	11-15	16-20	21-25	26-30	31-45	45+	Sum
Number of Respondents	15	86	30	9	6	5	8	1	160
Percent of Respondents	9%	54%	19%	6%	4%	3%	5%	1%	Avg 12
Q6: How will you get to your destination?	Transfer		Walk		Bicycle		Drive Alone		
Number of Responses	13		199		6		3		
Percent of Responses	6%		88%		3%		1%		
	Other		SUM						
Number of Respondents	4		225						
Percent of Respondents	2%								
Q6: How long will it take? (minutes)	0-5	6-10	11-15	16-20	21-25	26-30	31-45	45+	Sum
Number of Respondents	47	94	6	6	3	3	3	1	163
Percent of Respondents	29%	58%	4%	4%	2%	2%	2%	1%	Avg 7
Q7: How often do you ride the bus?	Daily	3-4 days/wk	1-2 days/wk	2-3 days/mo	<1/Mo	First Time	Sum	<i>Mo = Month Wk = Week</i>	
Number of Respondents	143	61	16	2	2	0	224		
Percent of Respondents	64%	27%	7%	1%	1%	0%			
Q8: How long have you used the service?	Less than a year		1-3 years		More than 3 yrs		Sum		
Number of Responses	36		47		133		216		
Percent of Responses	17%		22%		62%				

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

TABLE 22: Responses for El Dorado Transit Onboard Surveys--Commuter Routes (Questions 9 -17)

Questions	Answers						
Q9. Have a driver's license?	Yes	No					SUM
Number of Respondents	218	9					227
Percent of Respondents	96%	4%					
Q10. Car available for trip?	Yes	No					SUM
Number of Respondents	206	14					220
Percent of Respondents	94%	6%					
Q11. How else would you have made trip?	Drive	Vanpool	Carpool	Bike	No trip	Light Rail¹	SUM
Number of Respondents	181	11	15	5	4	2	218
Percent of Respondents	83%	5%	7%	2%	2%	1%	
Q12. How did you hear of this service?	News-paper	Employer	Friend, Family	Saw bus or stop	Website	Other	SUM
Number of Respondents	3	29	75	81	11	8	207
Percent of Respondents	1%	14%	36%	39%	5%	4%	
Q13. What is your employment status?	Full Time		Part Time		Self-employed		Student
Number of Responses	191		11		2		5
Percent of Responses	90%		5%		1%		2%
	Retired		Not Employed		Unable to work		Other
Number of Respondents	1		2		0		0
Percent of Respondents	0%		1%		0%		0%
Q14. Does employer support fare?	Yes	No					SUM
Number of Respondents	188	23					211
Percent of Respondents	89%	11%					
Q14. If so, how?	Reimbursement		Transp Coord		Payroll Deduction		Buys Scrip/Pass
Number of Respondents	106		4		15		39
Percent of Respondents	64%		2%		9%		24%
	Other		SUM				
Number of Respondents	1		165				
Percent of Respondents	1%						
Q15. Age group?	< 19	19-24	25-44	45-64	65+	SUM	
Number of Respondents	4	5	38	169	3	219	
Percent of Respondents	2%	2%	17%	77%	1%		
Q16&17. Opinion of Service?						Average	
	1	2	3	4	5		
System Safety	0	2	12	67	136	4.6	
On-time	0	2	23	92	101	4.3	
Frequency	2	7	43	89	73	4.0	
Driver Courtesy	0	1	22	60	137	4.5	
Travel Time (trip duration)	1	1	27	82	107	4.3	
Areas Served	1	3	37	91	86	4.2	
Bus Cleanliness	2	1	16	61	140	4.5	
Telephone Info Services	1	9	40	64	74	4.1	
Printed Materials	0	8	43	76	80	4.1	
Bus Stops and Shelters	1	13	67	72	62	3.8	
Cost of Service	10	28	71	66	44	3.5	
Overall	0	3	19	108	86	4.3	

Note 1: "Other" or "Light Rail" was not a choice, but two wrote "light rail".

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

Q1. Where do you usually board and depart the commuter bus?

Morning Boardings and Alightings

Passengers were asked to list where they usually boarded in the morning and in the afternoon. The stop which respondents listed most often as their regular boarding location was El Dorado Hills (87 respondents, or 39 percent), followed by Cambridge Park-and-Ride (39 respondents, or 18 percent). Next highest was the El Dorado County Fairgrounds (28 respondents); Ponderosa (Wild Chaparral) (27 respondents), Central Transit Center (13 respondents) and 11 respondents listed Placerville Station.

Asked where they departed the bus in the morning, passengers listed over 50 individual locations in the downtown Sacramento, with the most frequently listed being P and 9th Streets (34 passengers), P and 5th Street (19 passengers) or P and 16th (11 passengers). The boarding and alighting data for morning commuter trips are listed below.

TABLE 23: Q1--Commuter Route AM Boarding and Alighting Locations As Reported by Respondents ¹

Boarding Locations	Passengers		Alighting Locations	Passengers	
	#	%		#	%
El Dorado Hills	87	39.2%	P & 9th	34	16.2%
Cambridge	39	17.6%	P & 5th	19	9.0%
EDC Fairgrounds	28	12.6%	P & 16th	18	8.6%
Ponderosa (Wild Chaparral)	27	12.2%	H & 11th	15	7.1%
Central	13	5.9%	P & 30th	13	6.2%
Placerville Station	11	5.0%	8th & N	11	5.2%
Rodeo Rd	9	4.1%	P & 13th	10	4.8%
Town Center	4	1.8%	5th & N	9	4.3%
Missouri Flat	2	0.9%	P & 11th	8	3.8%
21st & P	1	0.5%	8th & K	7	3.3%
Iron Pt Station	1	0.5%	Iron Point	6	2.9%
			9th & L	5	2.4%
			8th & I	5	2.4%
Total Boardings	222		5th & L	5	2.4%
			Stops with 3 or fewer	45	21.4%
			Total Alightings	210	

Note 1: This differs from Table 46, which identifies observed boardings.
Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

Afternoon Boarding and Alightings

Not surprisingly, in the afternoon, boardings were fairly similar to morning alightings, and passengers generally returned to Park-and-Rides where they boarded in the mornings, as shown below in Table 24.

TABLE 24: Q1--Commuter Route PM Boarding and Alighting Locations

Boarding Locations	Passengers		Alighting Locations	Passengers	
	#	%		#	%
9th & P	28	12.8%	El Dorado Hills	85	40.3%
5th & P	22	10.0%	Cambridge	36	17.1%
9th & L	22	10.0%	EDC Fairgrounds	25	11.8%
29th & Q	11	5.0%	Ponderosa (Wild Chaparral)	24	11.4%
L & 14th	10	4.6%	Central	12	5.7%
N & 14th	10	4.6%	Placerville Station	11	5.2%
H & 11th	9	4.1%	Rodeo Rd	8	3.8%
11th & H	8	3.7%	Missouri Flat	3	1.4%
5th & N	7	3.2%	Town Center	3	1.4%
8th & N	7	3.2%	8th & I	1	0.5%
N & 10th	7	3.2%	Iron Point	1	0.5%
8th & I	6	2.7%	Ponderosa or Cambridge	1	0.5%
Iron Point	5	2.3%	Ponderosa or EDH	1	0.5%
10th & N	4	1.8%			
13th & Q	4	1.8%	Total Alightings	211	
5th & L	4	1.8%			
8th & K	4	1.8%			
Stops with 3 or fewer	51	23.3%			
Total Boardings	219				

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

Q2. What are the nearest cross streets to where you live?

Passengers were asked to list the cross streets nearest to their residences. To summarize this data, the cross streets were used to determine communities in which passengers lived in relation to their stated boarding location. Over 50 percent of commuter passengers reside in Cameron Park (23 percent) or El Dorado Hills (33 percent), and 68 percent of these passengers board at the El Dorado Hills Park-and-Ride.

Another 18 percent of passengers reside in Placerville, and while half stay in the area (32 percent at El Dorado County Fairgrounds Park-and-Ride and 19 percent at Placerville Station), more than a quarter (27 percent) travel to Ponderosa Park-and-Ride to catch the commuter bus. This data is shown in the table below in Table 25.

Q3. Where are the nearest cross streets to where you are traveling today?

Passengers on the commuter routes are primarily traveling to the core downtown area along 5th, 9th, and 11th Streets between the Capitol Mall and P Streets. A few passengers were traveling to other parts of Sacramento or the region. A list of destinations is shown in Table 26.

TABLE 25: Q2--Boarding Location by Place of Residence

Place of Residence	Passengers			Park-and-Ride Boarding Location
	#	% by Residence	% of Total	
Cameron Park	27	59%	13%	Cambridge
Cameron Park	10	22%	5%	El Dorado Hills
Cameron Park	3	7%	1%	Ponderosa
Cameron Park	6	13%	3%	Rodeo Rd
	46		23%	
Camino	2	40%	1%	EDC Fairgrounds
Camino	3	60%	1%	Placerville Station
	5		2%	
Diamond Springs	6	67%	3%	Central
Diamond Springs	1	11%	0%	EDC Fairgrounds
Diamond Springs	2	22%	1%	El Dorado Hills
	9		4%	
El Dorado	3	60%	1%	Central
El Dorado	2	40%	1%	Ponderosa
	5		2%	
El Dorado Hills	66	100%	33%	El Dorado Hills
Folsom	3	100%	1%	El Dorado Hills
Georgetown	1	50%	0%	El Dorado Hills
Georgetown	1	50%	0%	Ponderosa
	2		1%	
Lotus	1	100%	0%	El Dorado Hills
Placerville	2	5%	1%	Cambridge
Placerville	1	3%	0%	Central
Placerville	12	32%	6%	EDC Fairgrounds
Placerville	3	8%	1%	El Dorado Hills
Placerville	1	3%	0%	Missouri Flat
Placerville	7	19%	3%	Placerville Station
Placerville	10	27%	5%	Ponderosa
Placerville	1	3%	0%	Rodeo Road
	37		18%	
Pollock Pines	1	20%	0%	Central
Pollock Pines	3	60%	1%	EDC Fairgrounds
Pollock Pines	1	20%	0%	Placerville Station
	5		2%	
Rescue	1	100%	0%	Rodeo Rd
Shingle Springs	7	33%	3%	Cambridge
Shingle Springs	3	14%	1%	El Dorado Hills
Shingle Springs	10	48%	5%	Ponderosa
Shingle Springs	1	5%	0%	Rodeo Rd
	21		10%	
Somerset	2		1%	El Dorado Hills PNR
Total Residents	203		100%	

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

TABLE 26: Q3--Commuter Route AM Destinations

Street	Cross Street	Passengers	
		#	%
3rd	Capitol Mall to R Street	4	1.9%
4th	N to R Streets	5	2.3%
5th	Capitol to R Street	21	9.9%
6th	J to P Streets	4	1.9%
7th	Capitol to R Street	8	3.8%
8th	Capitol to P Street	23	10.8%
9th	J to S Streets	32	15.0%
10th	L to N Streets	7	3.3%
11th	H to S Streets	27	12.7%
12th	H to P Streets	8	3.8%
13th	I to P Streets	10	4.7%
14th	J to S Streets	3	1.4%
15th	Capitol to N Streets	6	2.8%
16th	Capitol to S Streets	8	3.8%
18th to 21st	Capitol to S Streets	5	2.3%
28th to 30th	L to S Streets	18	8.5%
Other Sacramento		10	4.7%
El Dorado County		9	4.2%
Folsom		4	1.9%
Roseville		1	0.5%
Total		213	

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

Q4. Where are you going?

To determine trip purpose, passengers were asked where they were going. Not surprisingly, 94 percent (203 respondents) were going to work, and 5 percent (10 respondents) were going to school (college). A few were traveling for recreational purposes, one was traveling for personal business and one was traveling home.

Q5. How did you get to the bus today? How long did it take?

When asked how they got to the bus stop, the majority (81 percent) said they drove alone. Approximately 8 percent were dropped off, and 3 percent each walked, biked or carpooled. This reflects the importance of park-and-ride capacity and access to the success of the commuter service.

When asked how many minutes it took to get to the bus stop, over half (54 percent) said between 5 to 10 minutes, and another 19 percent said 10 to 15 minutes. For 5 percent of the passengers, it took 30 to 45 minutes to get to the stop, and for one passenger, it took an hour. The average travel time to get to the commuter stops (mostly driving) was 12 minutes.

Q6. After you get off this bus, how will you complete your trip? *How long will it take?*

When asked how they will get to their destination after exiting the bus, the majority (88 percent) said they would walk, while another 6 percent said they would transfer to another bus (or light rail) and 3 percent said they would bike. Only 3 people (1 percent of respondents) said they drive. These results reflect the importance of routing services in the downtown area within convenient walk distances of major employment centers.

When asked how many minutes it would take to get to their destination, the majority (58 percent) said 6 to 10 minutes, while 29 percent said 5 minutes or less. Four respondents (3 percent) said it would take more than half an hour to get to their destination. Two of these passengers were transferring to light rail, one was biking, and the fourth did not divulge method of travel. The average travel time to get to their destination after alighting was 7 minutes.

Q7: How often do you use the commuter service?

The majority of respondents (64 percent) said they use the service daily and another 27 percent use the service 3 or 4 days per week.

Q8: How long have you been a passenger on this service?

The majority of the respondents are long-time commuter service users, with 62 percent having been passengers for 3 or more years. Another 22 percent have been regulars for 1 to 3 years, and only 17 percent have been using the service for less than one year.

Q9. Do you have a driver's license?

Over 96 percent of respondents indicated they have a driver's license, and only 4 percent do not.

Q10. Was there a vehicle available that you could have used for this trip instead of the bus?

Approximately 6 percent of respondents (14 individuals) did not have a car available. This is a low number in contrast to the 82 percent of respondents who were without a car on the local fixed routes. Responses to questions 9 and 10 are strong indicators that commuter transit passengers are discretionary transit users, selecting to use the service primarily by choice rather than necessity.

Q11: If this service did not exist, how would you have made this trip?

The majority of passengers (83 percent) would drive if the commuter service were not available. Another 12 percent of respondents said they carpool or vanpool if the commuter service was not available. Because the majority said they drove alone to the stop, it can be presumed that the commuter service removes an estimated 180 to 190 cars on a typical day, which would equate to nearly 100,000 vehicle trips annually (to and from work, not including errands).

Q12: How did you first hear about this service?

When asked how they heard about the service, the highest percentage of the customers stated that they saw a bus, bus stop or Park-and-Ride (39 percent), followed by hearing about the service through a friend or family member (36 percent). Interestingly, when these statistics are compared with Question 8 which asks how long a passenger has used the commuter service, these statistics vary. A greater percentage of passengers who have been using the service for more than three years said they first heard about the service through the seeing the bus (41 percent) compared to those who have used the service 1 to 3 years (38 percent) or less than a year (32 percent). Furthermore, a higher percentage of newer passengers cited their employers as the source of hearing about the commuter service (24 percent), compared with 15 percent who heard of the service through their employer if they were commuter passengers 1 to 3 years, and only 12 percent first found out about the service this way if they have used the service more than three years, as shown in Table 27. Also interesting is that fewer passengers who have been passengers for less than a year found out about the service through the website than those who have been passengers for 1 to 3 years.

TABLE 27: Q12--How Customers Learn of Service

Method	Years as a Customer			Total
	< 1 year	1-3 yrs	3+ years	
Newspaper	0%	2%	2%	2%
Employer	24%	15%	12%	15%
Friend, Family	38%	32%	35%	35%
Saw Bus	32%	38%	41%	39%
Website	6%	11%	3%	6%
Other	0%	2%	6%	4%

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

Q13. What is your employment status?

Passengers were asked to list their employment status. The majority (90 percent) listed their status as employed full time, and 5 percent said they were employed part time.

Q14: Does your employer support your trip? If yes, how so?

Passengers were asked if their employer supports their transit trip, with 89 percent responding yes. When asked to describe how their trip was supported, most respondents (64 percent) said they received reimbursement (with many noting this is a partial reimbursement). Another 24 percent said their employer purchased passes or scrip (or vouchers). Payroll deductions accounted for 9 percent of fare support.

Q15. What is your age?

The highest percentages of respondents were adults between the ages of 45 and 65 (77 percent) and 25 to 44 (17 percent) with only 1 to 2 percent in other age categories.

Q16 and Q17. Indicate your opinion of the commuter service from 1 to 5 using the list below. Overall?

Passengers were asked to rank service quality factors on a scale of 1 to 5, with 1 being poor and 5 being excellent. The average ranking was 4.2, with the highest scores (averaging 4.6) for system safety; driver courtesy and bus cleanliness (each averaging 4.5); and on-time, travel duration and overall ranking (averaging 4.3). The lowest ranking factor was system cost, averaging 3.5. Bus stops and shelters averaged 3.8.

Q18. What service or customer improvements would you like to see?

Additional AM arrivals –If so, when?

Passengers generally stated they would like to see additional arrivals between 7:00 AM to 9:30 AM, with the most requests for additional 8:00 AM arrivals (especially from Commuter 12 passengers). The desired morning arrival times are summarized in Table 28 below. The “other” category includes non-quantifiable responses such as “A later bus from Cambridge.”

Between	And...	Responses	
		#	%
5:00 AM	6:00 AM	1	2%
6:00 AM	7:00 AM	3	6%
7:00 AM	8:00 AM	9	18%
8:00 AM	9:00 AM	21	42%
9:00 AM	10:00 AM	8	16%
10:00 AM	11:00 AM	1	2%
Other		7	14%
Total		50	

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

Additional PM departures – If so, when?

Passengers generally stated they would like to see additional departures throughout the afternoon, with 2:00 PM being the most often cited. The desired afternoon departure times are summarized in Table 29.

**TABLE 29: Q18--Additional Afternoon
Departure Times Desired**

Between	And...	Responses	
		#	%
Noon	1:00 PM	4	5%
1:00 PM	2:00 PM	5	7%
2:00 PM	3:00 PM	12	16%
3:00 PM	4:00 PM	6	8%
4:00 PM	5:00 PM	10	13%
5:00 PM	6:00 PM	9	12%
After 6:00 PM		10	13%
Other		19	25%
Total		75	

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

New or extended routes – If so, where?

Passengers were asked if they would like to see new or extended routes, and if so, where. Some of the notable (multiple) requests included to California State University Sacramento, West Sacramento, Folsom, and Pollock Pines. Some passengers also requested express or direct service between Placerville or the El Dorado Fairgrounds to downtown Sacramento. The requests are listed in Table 30.

Alternative stops – If so, where?

Passengers were asked where they would like to see alternative stops from those currently provided. Some of the notable requests include several locations in downtown Sacramento, in Folsom, and at Mosquito Station. The requests are listed in Table 31.

Alternative Limited Service Day Schedule – If so, when?

El Dorado Transit offers a limited day schedule during holidays. Passengers were asked if they would like to see improvements in this schedule. Answers are shown in Table 32.

Q19. Other Comments

Passengers were asked for general comments. These have been summarized in Table 33 by subject matter, with the highest number of responses related to requests for scheduling (either timing or routing).

TABLE 30: Q18--New or Extended Routes?

Route	New Routes
C4	6th & J
C3	Add a few more each way
C3	Airport
C10	Closer to 3rd at Capitol Mall
C2	Commuter Service on Pleasant Valley Rd.
C11	California State University, Sacramento
IPEB	California State University, Sacramento
C3	Fairgrounds--additional bus
C3	Fairgrounds--direct bus
C3	Folsom AM and PM
C7	More options to Ponderosa
C7	Mosquito bus stop for AM #7
IPWB	Mosquito Station
C2	Noon bus; same as route 7
C11	Noon return bus
C7	Placerville- Downtown Sac Express
C2	Placerville--direct service
C2	Pollock Pines
C2	Pollock Pines
IPEB	Rancho White Rock/Prospect
C4	Routes to S Natomas
C6	West Sac (closer to)
C5	West Sac and Davis and Woodland
C1	West Sac

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

TABLE 31: Q18--Alternative Stops?

Route	Alternative Stops
C1	11th and Q in the afternoon
C7	3rd & Q, 4th & R
C6	4th & L for am and pm route
C11	5th & N
C7	9th & J in front of library
C1	Folsom
C3	Folsom commuter with different stops.
C10	Holiday service expanded to 2-3 each way
C3	Holidays: noon trips home
C8	Holidays: operate on holidays
C3	Light Rail/65th St.
C7	Mosquito- Placerville
C7	Mosquito Rd at 8 am
C10	Rodeo or Cambridge--have an AM bus
C4	Same AM bus; afternoon bus about the same time as rte 9
C10	Saturdays at least from EDH
C5	Stockton and Broadway

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

TABLE 32: Q18--Alternative Limited Schedule

Route	Alternative Stops
C2	12-1 PM
C1	At least one earlier to and from bus
C4	Departing downtown 4:30
C1	Earlier bus service #9
C7	Late AM and early PM options
C6	One bus before 6:00 pm
C3	Saturday trips to Sac and Lake Tahoe

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

COMMUTER SURVEY HIGHLIGHTS AND SUMMARY

The onboard passenger surveys conducted on the commuter service provide an overview on passenger characteristics and travel patterns, which are highlighted and summarized below.

- **Demographics** –Commuter services attract riders between the ages of 21 and 64. Most are discretionary riders with other means of transportation, and 90 percent are employed full time. For the majority, their employer sponsors their trip in some way.
- **Travel Patterns** – More than 60 percent ride the service daily, and more than 60 percent have used the service for three years or longer. Most passengers drive to the bus stop, and it takes the majority of them under 15 minutes to get to their stops. The primary purpose of the trip is work. El Dorado Hills Park-and-Ride is the most popular originating stop, followed by Cambridge Park-and-Ride. The service is estimated to eliminate nearly 100,000 vehicle-trips per year from regional roads.
- **Customer Satisfaction** – Passengers generally rated the service as good (4.2 overall on a scale of 1 to 5) but not excellent. The three top-ranked attributes were: (1) system safety and (2 and 3 tied) driver courtesy and bus cleanliness. The lowest-ranking attributes were cost (3.5) and bus stops and shelters (3.8).
- **Service Improvements** –Commuter service passengers identified schedule changes to address crowding and provide more departure opportunities. Some complained of old buses, and stated more parking is needed at the El Dorado Hills Park-and-Ride. A number complimented the drivers, though there were some pointed complaints about music and loud talking, and uncomfortable air temperature on the buses. Several mentioned the price of the service is rising too quickly.

TABLE 33: Q19--Other Comments

Page 1 of 2

Subject	Route	Comments
Amenities	C4	Coffee service, wifi
Amenities	C5	Wifi televisions and bathrooms
Amenities	C7	Wifi would be nice
Amenities	C8	Buses with toilets
Amenities	IPWB	Wifi on bus
Bus	C1	Retire the old buses
Bus	C1	Get rid of old buses that are too old for long trips.
Bus	C2	Try to fix rattling window in old buses. Other than that things are great!
Bus	C3	Get rid of old buses
Bus	C3	Bus too cold on hot days; can we have 70 degrees?
Bus	C4	Get rid of old buses
Bus	C4	Same drivers keep bus freezing in the morning and have commented that "if you don't like it don't ride it"
Bus	C5	Where are new buses?
Bus	C6	Older buses--poor heating and cooling
Compliment	C1	Service overall is great!
Compliment	C10	Over all good. New buses are great.
Compliment	C12	I'm so glad this service exists
Compliment	C2	Keep up the good work
Compliment	C6	Comfort consistency and courteous professional drivers put EDT at the head of the list
Compliment	C8	We moved here because of the reliable bus system
Cost	C1	Bus cost is high
Cost	C10	Cost is getting high
Cost	C11	The rate increases in large increments, should be small annually
Cost	C2	Allow discounts occasionally for monthly passes
Cost	C6	Free ride
Cost	C7	Keep rates as low as possible
Cost	C8	Light rail from Folsom is less expensive.
Drivers	C1	The drivers are friendly, professional and courteous
Drivers	C1	Drivers are great
Drivers	C2	Drivers excellent and personable
Drivers	C3	Bus drivers talk too much
Drivers	C4	All drivers I meet are very friendly and courteous
Drivers	C6	One afternoon bus driver plays sports all day and keeps the bus really cold
Drivers	C8	Would really like the radio off. I like the peace and quiet
Fares	C1	Reimbursement or credit to monthly pass on free ride days. At least limited service on holidays and full service for Christmas and NY.
Fares	C1	Reimbursement or credit on Spare the Air and holidays for pass users
Fares	C7	More locations for ticket purchase and electronic card for adding trips.
Info	C11	Please don't waste taxpayer funding on bilingual documents
Info	C3	Customer GPS tracking to know if the bus is late
Info	C4	Better notifications on when buses on when buses are not running due to snow; have employees answer phone.
Info	C8	Schedule public hearings in the evening so users can attend.

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

TABLE 33: Q19--Other Comments (Continued)

Page 2 of 2

Subject	Route	Comments
Misc	C5	No shuttle with employer
Misc	C6	Customers should be courteous and not talk loud
Misc	C7	Other bus availability to go back in case of emergency
On time	C11	On time all the time!
On time	C2	PM #2 is habitually late to pick up locations
On time	C7	Sometimes bus leaves early.
Parking	C12	More parking at EDH stop
Parking	C12	More parking spaces at EDH
Parking	C12	Parking stickers non-customers
Parking	C7	Add parking at EDH
Parking	C7	EDH parking needs more spaces
Schedule	C1	Centralize pick up drop off at one park-and-ride, say Bass Lake Rd. to make less stops.
Schedule	C10	Earlier departure from downtown
Schedule	C10	Occasionally I would like to take a midday bus
Schedule	C10	Reduce stop time; I drive past several stops in the am. Rodeo is the worst!
Schedule	C10	A better range of departures
Schedule	C11	Close gaps in morning by making it every 15 min
Schedule	C11	Less stops
Schedule	C12	Shuttle service to Serrano or EDH area
Schedule	C12	The 1 hr gap between the 12 & 7 is too long and is making the 10 & 12 too crowded
Schedule	C12	Pick up more at Q & 16 and stop at EDH
Schedule	C12	Please offer service even if it is a County holiday
Schedule	C12	Better scheduling for someone who works 9-5:30
Schedule	C12	I only drive to EDH because there are limited stops at Ponderosa in the am
Schedule	C2	Departure 7G 6:30 am 5th and P noon
Schedule	C2	Weekend service to Sac
Schedule	C3	An additional stop at 65th St. would benefit CSU students
Schedule	C3	Too many downtown stops, would like an electronic bus entry system where passengers can enter their stops. Get rid of old buses!
Schedule	C5	More express buses with fewer stops
Schedule	C6	AM 10 and 12 should stop at Cambridge
Schedule	C7	More midday service
Schedule	C7	If there were more options to Ponderosa I would not drive to EDH
Schedule	C8	PM bus 11 should stop at 5th & P
Schedule	IPEB	Take E. Bidwell from Folsom Lake College instead of Caritt Dr.
Stops	C1	Garbage pickup at the Cambridge Park-and-Ride is very poor.
Stops	C10	Trees are dead, plant shade trees. Non-commuters are parking too long so availability can be a problem.
Stops	C3	The Rodeo stop seems little used. Please stop blasting cold air and get rid of some of the older buses.
Stops	C4	Empty trash cans more frquently at Park-and-Ride. Pick up at all stops in Sac.
Stops	C4	Shelters; need more at stops
Stops	C7	Bus benches and shelters
Stops	C7	Covered place to sit at Rodeo would be nice
Transfers	C10	Better transfers to light rail.

Source: Data collected May 2011. LSC Transportation Consultants, Inc.

DIAL-A-RIDE ONBOARD PASSENGER SURVEY RESULTS

Surveyors rode Dial-A-Ride services for approximately eight (8) hours total and collected ten (10) valid survey responses, which are summarized in Table 34 and 35 along with key findings from the Dial-A-Ride survey results.

Dial-A-Ride Survey Results

- Passengers were picked up at the time or their scheduled reservation time, or earlier, in all instances.
- Approximately half of the respondents called one day ahead of time for their reservation. Several who called ahead by two or three days also stated they have a subscription for regular service.
- Half the passengers were using the service to go to work (5 individuals).
- The majority of respondents (8) said they would get a ride if the service were not available.
- Most of the respondents (8) used the service regularly during the week, with 4 respondents stating they use the service daily.
- Only 2 respondents use other El Dorado Transit services (local fixed route). The majority (8) use the fixed route because they enjoy door-to-door service.
- 9 of 10 respondents were male, and the majority (8) were aged 25 to 61. Only 2 passengers were seniors aged 62-74.
- None of the respondents used a wheelchair, 7 of 8 did not have a driver's license, and none were traveling with a personal care attendant. More than half (6) said they did have a vehicle available for the trip.
- Passengers generally get their information from family and friends or by phone.

Passengers were asked to rank service factors, as shown in Table 35. The service factors were rated very high, averaging 4.7 overall, with system safety, driver courtesy and travel time ranking a perfect 5.0. The lowest scoring factors were on-time performance, which ranked 4.3, and telephone information, which ranked 4.4.

Passengers were also asked which customer improvements they would like to see as well as to provide general comments. The most notable included:

- 4 passengers would like to see later weekday service.
- 2 would like to see improved phone services, and in particular requested that they be allowed to have a standing reservation rather than call each time.
- 1 asked for greater availability and more service.
- 1 commented that service is great just the way it is.

TABLE 34: Responses for El Dorado Transit Onboard Surveys--Dial-A-Ride
Questions 1 through 17

Questions	Answers								
Q1. Time boarded the bus?	7-8 AM	8-9 AM	9-10 AM	10-11	11 AM -	12-1 PM	Sum		
Number of Respondents	2	1	2	3	1	1	10		
Q2. Time of reservation?	7-8 AM	8-9 AM	9-10 AM	10-11	11 AM -	12-1 PM	Subscrip	Sum	
Number of Respondents	1	2	1	2	2	1	1	10	
Q3. How long prior for reservation?	Today	1 day	2 days	3 days	Subscrip	SUM			
Number of Respondents	0	5	1	2	1	9			
Q4. Purpose of this trip?	School		Work		Shopping		Med/Dental		
Number of Respondents	0		5		1		1		
	Senior Center		Personal Bus.		Rec/Social		Other		
Number of Respondents	0		1		1		2		
	SUM								
Number of Respondents	11								
Q5. How else would you make trip?	Walk		Drive my car		Get Ride		Taxi		
Number of Responses	1		0		8		0		
	Fixed Route		No trip		Other		SUM		
Number of Respondents	2		0		0		11		
Q6. How often do you use DAR?	Daily	2-4X/wk	1x/wk	2-4x/mo	1x/mo	1st time	Sum	Month	Week
Number of Respondents	4	4	1	0	0	0	9		
Q7. Do you use other EDT services?	Local FR		Commuter		Sac Med		SUM		
Number of Responses	2		0		0		2		
Q8. If only DAR, what reason?	Not aware of other		Enjoy DAR		Disability		Bus too far		
Number of Responses	1		8		1		2		
	Difficult w/bags		Other		SUM				
Number of Responses	0		0		12				
Q10. Gender?	Male	Female	SUM						
Number of Respondents	9	1	10						
Q11. Age group?	< 12	13-18	19-24	25-61	62-74	75+	SUM		
Number of Respondents	0	0	0	8	2	0	10		
Q12. Do you require wheelchair ramp?			Yes	No	SUM				
Number of Respondents			0	10	10				
Q13. Do you have a driver's license?					SUM				
Number of Respondents			1	7	8				
Q14. Was there a vehicle available for this trip?			Yes	No	SUM				
Number of Respondents			4	6	10				
Q15. Are you traveling with a PCA today?			Yes	No	SUM				
Number of Respondents			0	10	10				
Q16. Source of information?	Schedule		Driver		Friend		Phone		
Number of Responses	0		0		6		3		
	Website		Other		SUM				
Number of Respondents	0		2		11				
Q17. Employment status?	Full Time		Part Time		Self-employed		Student		
Number of Responses	0		5		0		0		
	Retired		Not Employed		Unable to work		Other		
Number of Respondents	3		0		1		0		
	SUM								
Number of Respondents	9								

Source: Data collected May 10 and May 11, 2011. LSC Transportation Consultants, Inc.

TABLE 35: Responses for El Dorado Transit Onboard Surveys--Dial-A-Ride

Question 18

Question	Answers					
	Number of Respondents answering 1 = poor to 5 = excellent					
Q18. Opinion of Service?	1	2	3	4	5	Average
System Safety	0	0	0	0	10	5.0
On-time Performance	0	0	3	1	6	4.3
Driver Courtsey	0	0	0	0	10	5.0
Travel Time	0	0	0	0	9	5.0
Areas Served	0	0	0	1	8	4.9
Van Cleanliness	0	0	0	2	8	4.8
Van Comfort	0	0	1	1	8	4.7
Telephone Info Services	0	0	2	1	5	4.4
Reservation Procedures	0	0	1	1	5	4.6
Printed Materials	0	0	0	1	7	4.9
Cost of Service	0	0	0	3	6	4.7
Overall	0	0	1	2	6	4.6

Source: Data collected May 10 and May 11, 2011. LSC Transportation Consultants, Inc.

SAC MED ONBOARD PASSENGER SURVEY RESULTS

SAC MED surveys were self-administered with the drivers passing out and collecting forms. Only four responses were collected. The most notable findings from the SAC MED service include:

- None of the respondents had a vehicle available for the ride they were taking; two (2) said they would not have made the trip and two (2) said they would ride with a friend if SAC MED were not available.
- All four (4) respondents used Dial-A-Ride to get to SAC MED. Two (2) of the passengers said they use El Dorado Transit fixed route, and one(1) said they use the commuter service.
- Two (2) of the passengers were over 75 years old.
- Two (2) of the passengers had a driver’s license, and two (2) did not.
- Three (3) of four (4) passengers get service information by phone. The fourth gets information from the driver.

In regards to service improvements passengers would like to see, respondents listed the following:

- Two (2) would like to see additional service Wednesdays, and another said she would like another weekday of service (either Monday or Wednesday).
- One (1) respondent praised service from El Dorado Hills to Cameron Park and Placerville, but stated the cost to Folsom could be less.

MISCELLANEOUS COMMENTS AND OBSERVATIONS

During the surveying effort, surveyors were asked to keep notes of any unusual occurrences or notable issues. Surveyors also were asked to write down general comments from passengers.

Missouri Flat Transfer Center

A number of observations were made at the Missouri Flat Transfer Center, which is a central transfer point and high use bus stop for the El Dorado Transit System.

Disruptive Behavior: One observed and reported issue was the disruptive behavior of teenage passengers at the stop. Passengers were observed smoking marijuana, passing around possibly illicit drugs, making out, smoking cigarettes (under age), using foul language and loudly playing music. The passengers were loud and insensitive to other passengers. Older passengers on the buses told surveyors they avoid the stop when the teenage passengers are there because of their behavior. Much of this behavior carries on to the buses as well, and drivers must regularly request teenage passengers desist in behaviors such as placing feet on the seats and being excessively loud or disruptive.

Concern for Fares

Many of the passengers reluctant to answer a survey asked while en route if the survey were being used to raise fares. Surveyors assured passengers the survey effort was to find out trip making patterns and opinions regarding the service, but still many of these passengers were reluctant to participate.

Excellent Drivers

Several surveyors noted that drivers were extremely knowledgeable regarding the routes, where to expect passengers, what special needs their passengers might have, and complimented the general courtesy and concern the drivers exhibited.

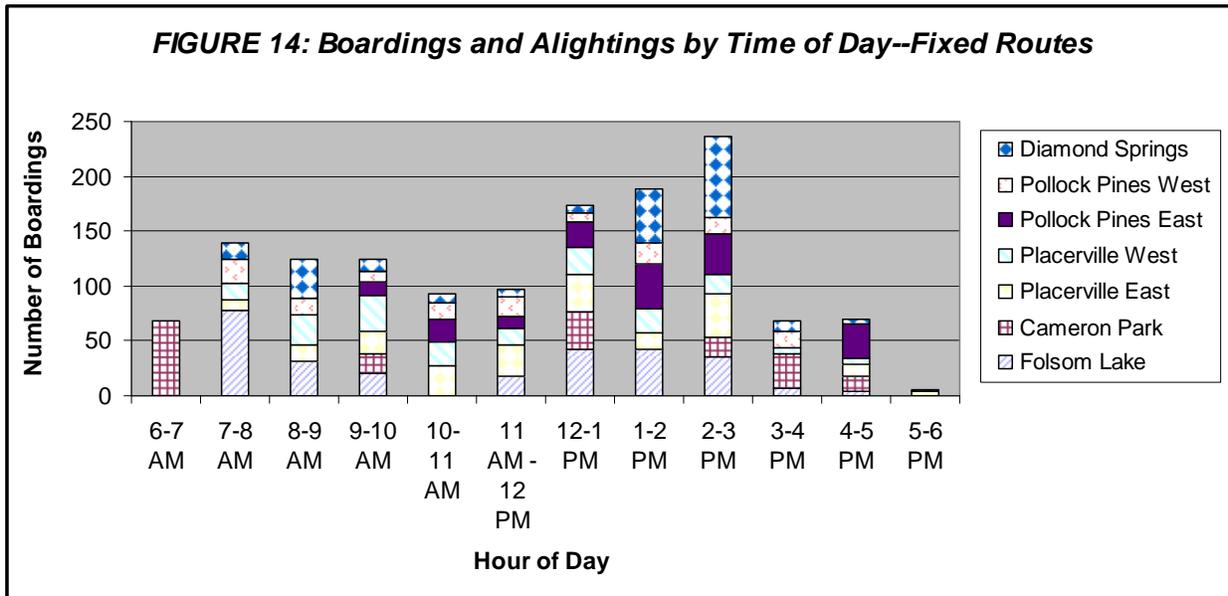
Boarding and Alighting and On-time Performance Results

The survey effort included tracking boarding and alighting activity and on-time performance for the fixed routes and commuter routes. Surveyors had data sheets with all stops listed and the scheduled time for key stops. Surveyors recorded the number of passengers getting on and off at each stop and recorded the actual departure time from selected time-check stops. This chapter summarizes the results.

BOARDING AND ALIGHTING SURVEY: FIXED ROUTE

Boarding and Alightings by Time of Day

The boarding and alighting data collected by LSC Transportation Consultants, Inc. was summarized by time of day, as shown in Figure 14. The data includes a count of all passengers boarding and alighting by stop on each route, summarized by hour. As indicated, the busiest time of day is in the early afternoon from Noon to 3:00 PM. The busiest hour of the day was between 2:00 and 3:00 PM, which had 125 boardings and 111 alightings, many of whom were students boarding at Missouri Flat Transfer Center and returning home from school. The morning peak was between 7:00 and 8:00 AM.



Boarding and Alightings by Stop by Route

Surveyors collected information on passenger activity at each stop for each run of each route. This data provides an estimate of the daily passenger boarding and alighting activity at each stop.

Tables 36 through 42 present the average of the total passenger boardings and passenger alightings at each stop for an average weekday based on data collected in the first two weeks of May, 2011. For each of the routes, the Missouri Flat Transfer Center has the highest number of boardings and alightings.

- **Folsom Lake College—El Dorado Center** – As shown in Table 36, high activity stops on this route are the Missouri Flat Transfer Center (96 boardings, 44 alightings) and the Child Development Center at the College (20 boardings, 40 alightings), as well as the college itself (18 boardings, 29 alightings). Green Valley Church did not have much activity (2 boardings, 3 alightings).

TABLE 36: Average Daily Passenger Activity: Folsom Lake College Route			
Stops ¹	On	Off	Total
1 Missouri Flat Transfer Center	89	0	89
2 Prospector Plaza	6	4	10
3 Safeway Plaza	2	10	12
4 Green Valley Church	2	3	5
5 Child Development Center	20	40	60
6 Folsom Lake College, El Dorado Center	18	29	47
1 Missouri Flat Transfer Center	7	44	51
Total	144	130	274
Note 1: Stops are listed in the order they are served on the route.			
Source: LSC Transportation Consultants, Inc.--Boarding/alighting counts conducted in May 2011.			

- **Cameron Park** – As shown in Table 37, the Missouri Flat Transfer Center had the greatest number of boardings and alightings (27 boardings, 33 alightings), followed by Cameron Park Drive/Green Valley Road (21 boardings, 15 alightings) Safeway (14 boardings, 7 alightings). The Cameron Park Library and Community Center stop, which is a request only stop, did not have any passenger activity in the course of a day.
- **Diamond Springs** – As shown in Table 38, bus stops with the greatest number of boardings and alightings on the Diamond Springs route were the Missouri Flat Transfer Center (47 boardings, 52 alightings), Pleasant Valley/Church Street (24 boardings, 10 alightings) and Pearl Place and Courtside Drive (8 boardings, 15 alightings). There were no boardings or alightings at Panther Lane during the survey. Panther Lane is served by request only.
- **Placerville Routes** – Boardings and alightings on the Placerville routes are presented in Tables 39 and 40. Overall, the greatest number of boardings and alightings was recorded at the Missouri Flat Transfer Center (45 boardings, 19 alightings), Raley’s (21 boardings, 28 alightings) and Old Placerville City Hall (17 boardings, 13 alightings). The Hidden Springs Circle and Forni Road stops had only one boarding and one alighting each over the course of a day.

**TABLE 37: Average Daily Boarding and Alighting:
Cameron Park Route**

Stops ¹	On	Off	Total
1 Missouri Flat Transfer Center	27	0	27
2 Eskaton Lincoln Manor	0	3	3
3 Mother Lode Dr. and Blanchard Rd.	0	0	0
4 Red Hawk Casino	1	0	1
5 Ponderosa High School	2	0	2
6 Mother Lode Dr. and South Shingle Rd.	2	2	4
7 Durock Center (Westbound)	0	2	2
8 Market Court	0	1	1
9 Safeway (Cameron Park Place)	3	4	7
10 Bel Air (Goldorado Center)	6	1	7
11 Marshall Medical, Cameron Park	0	0	0
12 La Crescenta Dr. and Green Valley Rd.	0	4	4
13 Cameron Park Dr. and Green Valley Rd.	21	15	36
14 Cimmarron Rd. and La Canada	5	2	7
15 Cambridge Rd. and Sandhurst Dr.	2	0	2
16 Cameron Park Library/Community Center	0	0	0
17 Cambridge Rd. Park and Ride	0	1	1
18 Country Club Dr. and Cambridge Rd.	1	1	2
19 Country Club Dr. and Garden Circle	0	2	2
10 Bel Air (Goldorado Center)	0	1	1
11 Marshall Medical, Cameron Park	1	3	4
9 Safeway (Cameron Park Place)	11	3	14
8 Market Court	1	0	1
7 Durock Center (Eastbound)	0	1	1
6 Mother Lode Dr. and South Shingle Rd.	0	4	4
5 Ponderosa High School	0	2	2
4 Red Hawk Casino	0	1	1
20 Mother Lode Dr. and Blanchard Rd.	9	4	13
2 Eskaton Lincoln Manor	0	0	0
1 Missouri Flat Transfer Center	0	33	33
Total	92	90	182

Note 1: Stops are listed in the order they are served on the route. Some stops served in both directions.

Source: LSC Transportation Consultants, Inc.--Boarding/alighting counts conducted in May 2011.

TABLE 38: Daily Boarding and Alighting: Diamond Springs Route

Stops ¹	On	Off	Total
1 Missouri Flat Transfer Center	47	0	47
2 Golden Center Court (Building #1)	0	1	1
3 Diamond Springs Mobile Home Park	0	1	1
4 Pleasant Valley Rd. and Diamond Meadows	1	3	4
5 Panther Lane	0	0	0
6 Pearl Place and Courtside Dr.	8	15	23
7 Independence High School	8	8	16
8 El Dorado Transit Offices	2	0	2
9 Lake Oaks Drive and Patterson Dr.	7	4	11
10 Union Mine High School Circle	1	2	3
11 Pleasant Valley Road and Oro Lane	4	1	5
12 Pleasant Valley Road and Church St.	24	10	34
13 Eskaton Lincoln Manor	5	2	7
1 Missouri Flat Transfer Center	0	52	52
Total	107	99	206

Note 1: Stops are listed in the order they are served on the route.
Source: LSC Transportation Consultants, Inc.--Boarding/alighting counts conducted in May 2011.

- **Pollock Pines** – The Pollock Pines routes (Table 41 and Table 42) have just over a dozen regularly scheduled stops with flag stops quite common. Stops with the greatest passenger activity were: the Missouri Flat Transfer Center (45 boardings, 28 alightings), Old Placerville City Hall City Hall (26 boardings, 4 alightings), and Safeway Plaza at Pony Express Trail (19 boardings, 18 alightings).

Local Fixed Route Stops with the Highest and Lowest Passenger Activity

Total combined average weekday boardings and alightings by stop were reviewed to determine which stops received the overall highest and lowest activity. Table 43 shows the busiest stops (those with 15 or more boardings and/or alightings each day) by route for the local fixed routes. Not surprisingly, the Missouri Flat Transfer Center stop in Diamond Springs is the busiest for each route and for the combined local fixed routes with a total of 436 combined boardings and alightings. This is followed by Old Placerville City Hall (88 boardings/alightings, served by Placerville East and West), the Child Development Center (60 boardings/alightings, served by the Folsom Lake College Route); Safeway Plaza in Pollock Pines (49 boardings/alightings); Raley’s on Placerville Drive (49 boardings/alightings), and Folsom Lake College (47 boardings/alightings).

This same data identifies stops which receive very little activity, as shown in Table 44. Two stops, Panther Lane on the Diamond Springs Route and the Cameron Park Library on the Cameron Park Route did not receive any boarding or alighting activity throughout the survey, though both of these stops are by request only.

TABLE 39: Average Daily Boarding and Alighting: Placerville East Route

Stops ¹	On	Off	Total
1 Missouri Flat Transfer Center	44	0	44
6 Raley's (Placerville Dr.)	12	9	21
32 Upper Room	10	6	16
21 Old Placerville City Hall	4	7	11
22 Placerville Post Office	1	10	11
7 El Dorado County Fairgrounds Park & Ride	9	2	11
18 Coloma Court	5	5	10
11 Woodridge Court	1	8	9
3 Human Services (Briw Rd.)	2	6	8
19 Tunnel St. Apartments	5	2	7
16 El Dorado High School	0	6	6
28 Cottonwood Senior Apartments	3	3	6
14 Cold Springs Dental	5	0	5
29 Placerville Station Transfer Center	1	4	5
12 Ridgecrest Apartments	2	2	4
15 Home Depot (Placerville Dr.)	0	4	4
10 M.O.R.E. Workshop	1	2	3
17 Bee St. and Coloma St.	1	2	3
25 Marshall Hospital	0	3	3
31 Gold Country Inn	1	2	3
33 Broadway and Point View Dr.	1	2	3
20 Placerville Senior Center	1	1	2
23 Pacific St. and Clark St.	0	2	2
5 Big Lots (Fair Lane)	2	0	2
8 Phoenix Center (Mallard Lane)	2	0	2
13 Hidden Springs Circle	0	1	1
2 Forni Rd. and Lo-Hi Way	0	1	1
26 3177 Turner St.	0	1	1
27 Clay St. and New Jersey Way	0	1	1
30 Rite Aid (Broadway)	0	1	1
4 Placerville Library	1	0	1
24 Fowler Way	0	0	0
9 Big 5 (Placerville Dr.)	0	0	0
Total	114	93	207

Note 1: Stops are listed in the order they are served on the route.

Source: LSC Transportation Consultants, Inc.--Boarding/alighting counts conducted in May 2011.

TABLE 40: Average Daily Boarding and Alighting: Placerville West Route

Stops ¹	On	Off	Total
6 Raley's (Placerville Dr.)	9	19	28
1 Missouri Flat Transfer Center	1	19	20
21 Old Placerville City Hall	13	6	19
34 Woodman Circle	5	6	11
18 Coloma Court	5	5	10
10 M.O.R.E. Workshop	5	4	9
19 Tunnel St. Apartments	7	2	9
29 Placerville Station Transfer Center	7	2	9
4 Placerville Library	4	4	8
12 Ridgecrest Apartments	6	1	7
22 Placerville Post Office	4	2	6
28 Cottonwood Senior Apartments	4	1	5
35 Broadway and Schnell School Rd.	0	5	5
20 Placerville Senior Center	2	2	4
3 Human Services (Briw Rd.)	0	4	4
37 Midtown Mall	2	2	4
38 DMV (Placerville Office)	3	1	4
39 Placerville Snowline Hospice	2	2	4
5 Big Lots (Fair Lane)	1	3	4
15 Home Depot (Placerville Dr.)	1	2	3
17 Bee St. and Coloma St.	2	1	3
36 Broadway and Carson Rd.	3	0	3
11 Woodridge Court	2	0	2
27 Clay St. and New Jersey Way	2	0	2
13 Hidden Springs Circle	1	0	1
16 El Dorado High School	0	1	1
2 Forni Rd. and Lo-Hi Way	0	1	1
24 Fowler Way	0	1	1
25 Marshall Hospital	0	0	0
40 Regal Theaters	0	0	0
7 El Dorado County Fairgrounds P&R	0	0	0
8 Phoenix Center (Mallard Lane)	0	0	0
Total	91	96	187

Note 1: Stops are listed in the order they are served on the route.

Source: LSC Transportation Consultants, Inc.--Boarding/alighting counts conducted in May 2011.

TABLE 41: Boarding and Alighting: Pollock Pines East Route

Stops ¹	On	Off	Total
1 Missouri Flat Transfer Center	45	0	45
2 Forni Rd. and Lo-Hi Way	5	1	6
3 Human Services (Briw Rd.)	1	2	3
4 Placerville Library	1	5	6
5 Big 5 (Placerville Dr.)	13	9	22
6 Home Depot (Placerville Dr.)	1	4	5
7 Old Placerville City Hall	26	4	30
8 Placerville Station Transfer Center	9	4	13
9 Gold Country Inn	7	0	7
10 Camino Heights Drive and US 50	0	1	1
11 Camino Post Office	3	8	11
12 Pollock Pines Post Office	3	5	8
13 Safeway Plaza (Pony Express Trail)	0	18	18
Total	114	61	175

Note 1: Stops are listed in the order they are served on the route.

Source: LSC Transportation Consultants, Inc.--Boarding/alighting counts conducted in May 2011.

TABLE 42: Average Daily Boarding and Alighting: Pollock Pines West Route

Stops ¹	On	Off	Total
13 Safeway Plaza (Pony Express Trail)	19	0	19
14 Pony Express Trail and Sanders Drive	11	0	11
15 Carson Road and Larsen Drive	5	2	7
16 Broadway and Schnell School Road	2	1	3
17 Broadway and Carson Road	5	6	11
8 Placerville Station Transfer Center	2	2	4
7 Old Placerville City Hall	17	11	28
18 Regal Theaters	5	2	7
2 Forni Rd. and Lo-Hi Way	1	2	3
3 Human Services (Briw Rd.)	2	1	3
4 Placerville Library	3	8	11
1 Missouri Flat Transfer Center	0	28	28
Total	72	63	135

Note 1: Stops are listed in the order they are served on the route.

Source: LSC Transportation Consultants, Inc.--Boarding/alighting counts conducted in May 2011.

TABLE 43: Local Fixed Route Stops: Highest Passenger Activity

Stops with Highest Daily Activity	Routes Served	# On or Off
Missouri Flat Transfer Center	All	436
Old Placerville City Hall	PLE, PLW	88
Child Development Center	FLC	60
Raley's (Placerville Dr.)	PLE, PLW, PPE, PPW	49
Folsom Lake College	FLC	47
Safeway Plaza Pollock Pines	PPE, PPW	37
Cameron Park Dr. & Green Valley Rd.	CP	36
Pleasant Valley Rd & Church St.	DS	34
Safeway (Cameron Park)	FLC, CP	33
Placerville Station	PLE, PLW	31
Placerville Library	PLE, PLW	26
Pearl Place & Courtside Dr.	DS	23
Big 5 (Placerville Dr.)	PLE, PPE	22
Coloma Court	PLE, PLW	20
Human Services	PLE, PLW, PPE, PPW	18
Placerville Post Office	PLE, PLW	17
Tunnel St. Apartments	PLE, PLW	16
Upper Room	PLE	16
Independence High School	DS	16

Source: LSC Transportation Consultants, Inc.--onboard surveys conducted May 2011.

BOARDING AND ALIGHTING SURVEY: COMMUTER ROUTES

Boarding and alighting counts were conducted on the morning commuter routes as well as the local fixed routes. A summary of the boarding and alighting data is provided below.

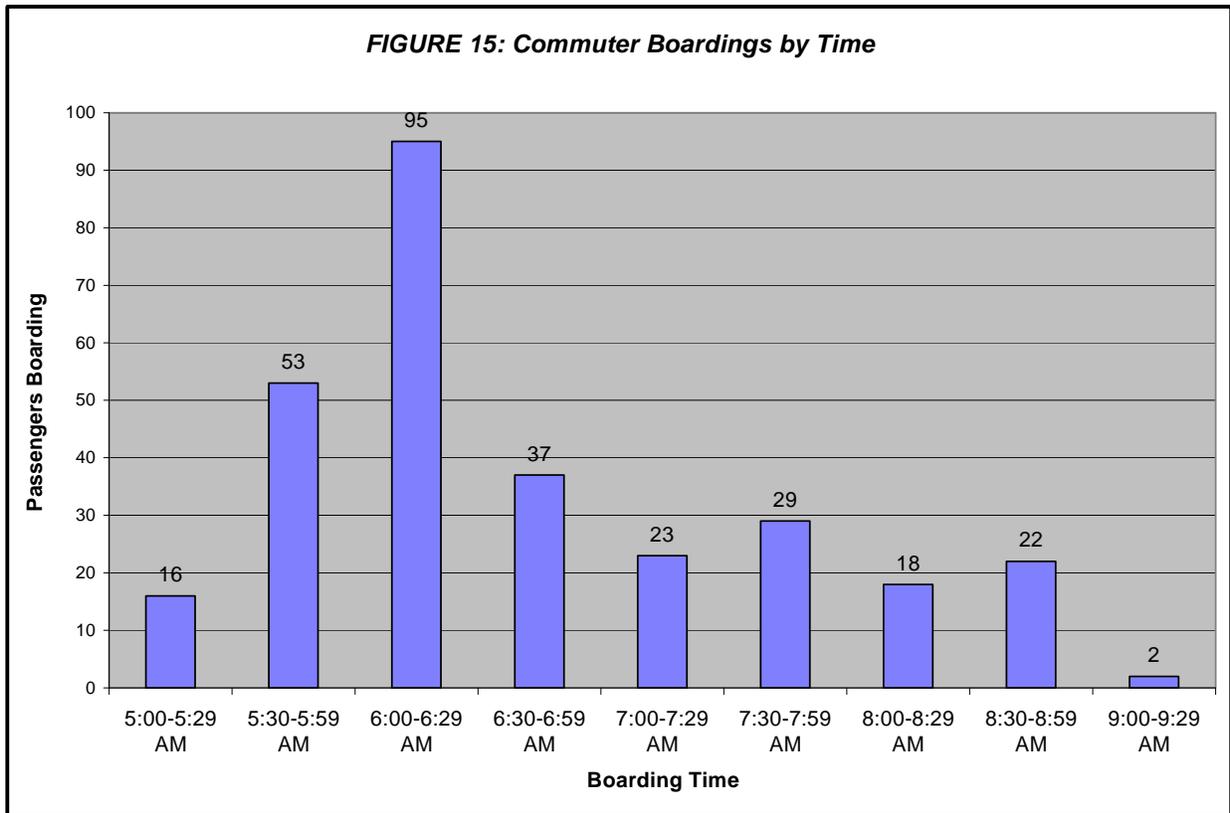
Boardings by Time of Day

The commuter boarding data, summarized by time of day, is shown in Figure 15. As indicated, the busiest boarding time is between 6:00 and 6:29 AM, with nearly twice as many boardings (95 total) as at any other time of morning. Next busiest is 5:30 to 5:59 AM, with 53 boardings, dropping off to 37 boardings between 6:30 and 6:59 AM.

TABLE 44: Local Fixed Route Stops: Lowest Passenger Activity

Stops with Lowest Daily Activity	Routes Served	# On or Off
Cold Springs Dental	PLE	5
Green Valley Church	FLC	5
Home Depot	PPE	5
Pleasant Valley Rd & Oro Ln	DS	5
DMV (Placerville Office)	PLW	4
La Crescenta Dr. & Green Valley Rd.	CP	4
Marshall Medical, Cameron Park	CP	4
Midtown Mall	PLW	4
Placerville Snowline Hospice	PLW	4
Pleasant Vly Rd & Diamnd Mdws	DS	4
Ponderosa High School	CP	4
Broadway and Carson Rd.	PLW	3
Broadway and Point View Dr.	PLE	3
Clay St. and New Jersey Way	PLE	3
Gold Country Inn	PLE	3
Marshall Hospital	CP, PLE	3
Union Mine High School Circle	DS	3
Cambridge Rd. & Sandhurst Dr.	CP	2
Country Club Dr. & Cambridge Rd.	CP	2
Country Club Dr. & Garden Circle	CP	2
Durock Center (Westbound)	CP	2
El Dorado Transit Offices	DS	2
Hidden Springs Circle	PLE	2
Market Court	CP	2
Pacific St. and Clark St.	PLE	2
Phoenix Center (Mallard Lane)	PLE	2
Red Hawk Casino	CP	2
3177 Turner St.	PLE	1
Cambridge Rd. Park-and-Ride	CP	1
Camino Heights Dr & US 50	DS	1
Diamond Springs Mobile Home Park	DS	1
Durock Center (Eastbound)	CP	1
Fowler Way	PLE	1
Golden Center Court	DS	1
Rite Aid (Broadway)	PLE	1
Cameron Park Library	CP	0
Panther Lane	DS	0

Source: LSC Transportation Consultants, Inc.--onboard surveys conducted May 2011.



Boarding and Alightings by Stop

Surveyors collected information on passenger activity at each stop for each morning run of each commuter route. This data indicates which stops receive the heaviest use. Table 45 shows the boardings and alightings for the Iron Point Connector in each direction. As shown, the majority of passengers were using the service to go from El Dorado Hills to Iron Point Station, with over half of all boardings and alightings on these routes taking place at these two stops. Additionally, a few passengers used the service to go to Red Hawk Casino, and several also used the service to go to the Central Transit Center (El Dorado Transit offices). A number of stops received no activity at all, including the Intel Campus, Kaiser Hospital, and the Ponderosa Park-and-Ride.

Boarding and alightings for the commuter routes are shown in Table 46, with El Dorado County boardings shown on the left, and the Sacramento County alightings shown on the right. As indicated, the El Dorado Hills Park-and-Ride has by far the highest number of boardings (127), followed by Cambridge Road Park-and-Ride (46). El Dorado County Fairgrounds Park-and-Ride and Ponderosa Park-and-Ride had nearly equal numbers of boardings (38 and 37 respectively). The lowest numbers of boardings were at Rodeo Road/Coach Lane Park-and-Ride (fourteen (14) boardings), Central Park-and-Ride (twelve (12) boardings) and Placerville Station (seven (7) boardings).

In terms of alightings in the downtown area, the top three busiest alighting locations were on P Street at 9th Street, 16th Street and 11th Street. These three stops were destinations for 41 percent of the morning commute passengers.

TABLE 45: Average Morning Boarding and Alighting: Iron Point Connector

Stop	On	Off	Total
Iron Point Connector Eastbound			
Iron Point Light Rail Station	1	0	1
Ingersoll Way and Parker Drive	2	0	2
Intel Folsom Campus	0	0	0
Kaiser Permanente	0	0	0
FLC – Folsom Campus	0	1	1
El Dorado Hills Park-and-Ride	5	1	6
Cambridge Rd. Park-and-Ride	0	0	0
Ponderosa Rd. Park-and-Ride	0	0	0
Red Hawk Casino	0	0	0
Missouri Flat Transfer Center	0	0	0
Central Transit Center	0	4	4
Total	8	6	14
Iron Point Connector Westbound			
Central Transit Center	0	0	0
Missouri Flat Transfer Center	2	0	2
Red Hawk Casino	3	0	3
Ponderosa Rd. Park-and-Ride	0	0	0
Cambridge Rd. Park-and-Ride	1	0	1
El Dorado Hills Park-and-Ride	3	1	4
Iron Point Light Rail Station	0	7	7
Total	9	8	17
Source: LSC Transportation Consultants, Inc.--onboard surveys conducted May 2011.			

Boardings by Route

Boardings by morning commuter route are shown in Table 47. As indicated, Commuter Route #7, which departs the Fairgrounds at 8:00 AM, is the busiest route, contrary to the busiest travel time being earlier in the morning. In fact, the next busiest routes are Commuter Routes #10 and #12, which depart at 6:35 AM and 7:30 AM respectively, indicating that the earlier morning passenger loads are distributed among more routes (#1, 3, 4, 5 and 8 account for the heavy loads from 6:00 to 6:29 AM).

TABLE 46: Average Morning Boarding and Alighting: AM Commute Routes

Stop	# On	Stop	# Off
El Dorado Hills Park-and-Ride	127	P Street at 9th Street	45
Cambridge Rd. Park-and-Ride	46	P Street at 16th Street	40
EDC Fairgrounds Park-and-Ride	38	P Street at 11th Street	33
Ponderosa Rd. Park-and-Ride	37	5th Street at P Street	27
Rodeo Rd./Coach Ln.Park-and-Ride	14	P Street at 30th Street	25
Central Park and Ride	12	P Street at 13th Street	24
Placerville Station	7	5th Street at L Street	17
		H Street at 11th Street	16
		5th Street at N Street	15
		8th Street at I Street	9
		8th Street at N Street	8
		J Street at 6th Street	7
		P Street at 21st Street	6
		8th Street at K Street	5
		H Street at 14th Street	5
		9th Street at L Street	4
		15th Street at K Street	3
		L Street at 14th Street	1
		N Street at 14th Street	0
Total Observed	281		290

Note 1: Commuter routes were surveyed in the morning to downtown; no reverse commutes (all boarded in El Dorado County, alighted in Sacramento County).

Source: LSC Transportation Consultants, Inc.--onboard surveys conducted May 2011.

ON-TIME PERFORMANCE SURVEY RESULTS

Surveyors recorded on-time performance data. For each route, departure times were recorded at check points throughout the day. The vehicles were considered on-time if they departed the stop at or up to five minutes after the scheduled time. The vehicles were considered early if they left a minute or more before the scheduled time, except for commuter routes which generally depart as soon as they arrive at their scheduled destinations in downtown which does not affect transit patrons since passengers are only alighting at these stops. The vehicles were considered late if they left later than five minutes past the scheduled time, and were considered very late if they left more than ten minutes past the scheduled time. As shown in Table 48, routes were on time 84 percent of the time, while they were late 13 percent of the time, very late 2 percent of the time, and left the stops early 1 percent of the time. This mediocre on-time performance was due to on-time issues with the local fixed routes, not commuter routes, and was most strongly affected by poor on-time performance on the Cameron Park route and the Placerville West route. Cameron

TABLE 47: Boardings by AM Commuter Route

Route	Departure Time	Boardings	
		Number	Percent
Commuter #7	8:00 AM	36	12.0%
Commuter #10	6:35 AM	35	11.6%
Commuter #12	7:30 AM	29	9.6%
Commuter #1	5:25 AM	28	9.3%
Commuter #11	5:10 AM	26	8.6%
Commuter #8	6:10 AM	25	8.3%
Commuter #3	5:40 AM	25	8.3%
Commuter #4	5:25 AM	23	7.6%
Commuter #6	5:50 AM	22	7.3%
Commuter #5	5:50 AM	18	6.0%
Commuter #2	5:20 AM	17	5.6%
IPC eastbound	6:55 AM	4	1.3%
IPC westbound	6:00 AM	3	1.0%
IPC eastbound	8:55 AM	4	1.3%
IPC westbound	8:00 AM	6	2.0%
Total		301	

Source: LSC Transportation--onboard surveys conducted May 2011.

Park was on-time for only 64 percent of the time checks, and Placerville West was on-time for just 75 percent of the time checks. The Placerville East, Pollock Pines West and Diamond Springs routes had on-time rates in the 80th percentile. It should be noted that on-time performance data was collected for the equivalent of one day per each local fixed route, and in the mornings only for the commuter routes. Ongoing on-time performance tracked by El Dorado Transit indicates the transit system maintains their standards of on-time performance (90 percent on-time for commuter routes and 85 percent for local fixed routes).

TABLE 48: On-time Performance Survey Results

Route	Time Checks ¹	Early ²	On-Time ³	Late ⁴	Very Late ⁵
Folsom Lake College	27	0%	89%	7%	4%
AM Commuter Routes ⁶	103	0%	100%	0%	0%
Iron Point Connector	16	0%	100%	0%	0%
Cameron Park	33	0%	64%	21%	15%
Placerville East	73	3%	86%	11%	0%
Placerville West	71	4%	75%	15%	6%
Pollock Pines East	51	0%	90%	10%	0%
Pollock Pines West	50	4%	82%	14%	0%
Diamond Springs	50	0%	82%	18%	0%
All Routes	474	1%	84%	13%	2%

Note 1: Total number of departure times recorded throughout the day at timechecks on route.
 Note 2: Departed stop prior to posted time in printed schedule. Does not include early departures in downtown Sacramento on commuter routes.
 Note 3: Not early, and departed not more than 5 minutes after time printed in schedule.
 Note 4: Departed stop 6 to 10 minutes after time printed in schedule.
 Note 5: Departed more than 10 minutes after time printed in schedule.
 Note 6: One commuter route was slightly delayed due to survey; otherwise, all were 100% on time.
 Source: LSC Transportation--onboard surveys conducted May 2011.

SURVEY REVIEW

The survey results conveyed a lot of information about who uses transit, how they use it, and what their opinions are regarding service attributes. Additionally, the boarding and alighting data provides insight regarding stops that receive the most and least use which may have implications for routing options. The on-time performance shows that the commuter services are operating efficiently, however on the day of the surveys local fixed route services had on-time performance issues¹. This chapter provides recommendations for improvements based on findings in the previous chapters.

Issues Identified in the Fixed Route Survey

The local fixed route services provide access to quality of life necessities for the residents of El Dorado County. Passengers use the service for multiple purposes, with schooling and personal business topping the list. Many passengers are dependent on services due to low economic status, and most do not have vehicles available or do not have a drivers' license. Additionally, a relatively high proportion of passengers have disabilities that limit driving.

At least a handful of passengers were disinclined to complete the survey because they were fearful that doing so might result in raised fares or reduced services (this is based on feedback from surveyors receiving verbal comments). Those who did fill out the surveys generally provided many compliments regarding drivers and overall service satisfaction. Items or issues that were identified in the Local Fixed Route Passenger Surveys include the following:

1. **Span of Service:** The most often requested improvement in the Local Fixed Route surveys was for later weekday service (45 comments). In particular, several respondents noted that they cannot use transit for an 8 hour work day. This is supported by the fact that only 14 percent of respondents said they were using the transit system for work. Most of the requests for increased weekday service came from the Pollock Pines Routes (19) and the Diamond Springs Route (12).

Recommendation: Due to the high volume of requests for later weekday service and the potential impact on the local economy (improving work force reliability), providing later weekday service should be made a **high priority** for El Dorado Transit. This recommendation should be implemented on the Pollock Pines and Diamond Springs Routes as soon as possible, contingent on available funding.

2. **Weekend Service:** After later weekday service, passengers most often requested Sunday service (37 comments), and additional Saturday service (29 wanted later service, 24 wanted earlier service).

¹ It should be noted that El Dorado Transit collects data on an ongoing basis through the Zonar® system that indicates on-time standards for local routes are achieved.

Recommendation: While a seemingly high number of individuals requested Sunday service, implementation would be extremely costly. Transit systems which have implemented Sunday service due to requests generally have found the cost per passenger trip extremely high. Sunday service is therefore **not recommended**.

Saturday service would not be as costly, but due to the split in the request (half wish for earlier service, half for later, fairly evenly spread among all local routes), implementing this request is likely to increase ridership only marginally. Implementing additional Saturday service is a **low priority** but should be considered should funding become available.

- 3. Passenger Behavior:** Passengers are annoyed or disturbed by unruly teenage passengers both on the bus and at the Missouri Flat Transfer Center. In addition to comments provided on survey forms, surveyors observed passengers smoking tobacco and marijuana, using foul language, and engaging in other inappropriate behavior. This results in some passengers, particularly the elderly, avoiding the bus stop when school lets out. Some school groups were previously supervised in transit by school staff, but due to budget cuts this is no longer provided. Drivers have also expressed frustration at having to repeatedly address misbehavior of teenage passengers. Some drivers routinely check for vandalism after school groups exit the bus.

Recommendations: El Dorado Transit should strengthen its policies regarding expected passenger behavior both on the bus and at bus stops. Rules of behavior are listed in the Riders Guide online and posted in signs on the buses, but they should also list consequences. Drivers should have clear steps for addressing misbehavior, such as 1) verbal warning, 2) recorded warning, 3) expulsion from the bus, and 4) call law enforcement.

El Dorado Transit should inform law enforcement that illegal behavior has been observed at the Missouri Flat Transfer Center, and should encourage patrols of the area particularly when large groups of youths are expected at the stop.

If these steps do not curb disruptive behavior, El Dorado Transit, under guidance from legal counsel and in cooperation with local law enforcement, should consider developing ordinances to control behavior. Lake Transit, which faces similar issues on their transit system, is currently working with legal counsel and law enforcement to develop ordinances. Addressing behavior at bus stops and on buses should be a **high priority**.

- 4. Transfers:** A handful of passengers suggested that low-cost or free transfers should be available on the Local Fixed Routes.

Recommendations: Low cost or free transfers are beneficial to a transit system when passengers are required to transfer as part of a low-mileage trip. Higher mileage trips have a higher cost, and it is reasonable to recuperate a portion of this through additional fares. Because the local fixed routes are considered high mileage, it is **not recommended** that

low cost or free transfers are provided. Passengers who regularly transfer can benefit from purchasing monthly passes.

Issues Identified in the Commuter Survey

The commuter services provide a convenient mode of travel for El Dorado County residents working in downtown Sacramento. Almost all (85 percent) of the passengers were employees traveling for full time work, though 10 percent of the employees were part time, and 5 percent of survey respondents were students. Most of the passengers are discretionary transit users who have driver's licenses and cars available but choose to use transit. In fact, over 80 percent of respondents drove alone to the bus stop to catch the commuter bus. Passengers ranked most service attributes positively, though the 3.5 ranking for cost of service and 3.8 ranking for bus stops and shelters shows some dissatisfaction with these service factors. Items or issues that were identified in the Commuter Passenger Surveys include the following:

1. **Frequency of Service:** The most often requested improvement in the Commuter Surveys was for additional afternoon departures (75 respondents, fairly evenly spread between 2:00 to 6:00 PM) and additional morning departures (50 respondents, with many of these asking for additional downtown arrivals between 8:00 and 9:00 AM).

Recommendation: Increasing the frequency in service (several mentioned departures every half hour in the afternoon would be desirable) would be an expensive undertaking which would likely require a trade-off in other services and is **not recommended**. Service is provided nearly every half hour at locations such as 5th and P Street in the downtown, but not at locations such as 5th and N, which means that passengers may be required to walk further than they wish. However, this distance is a reasonable walking distance within transit industry standards, which recommend transit stops within a quarter mile of passengers' originations.

If additional morning service is found to be a viable need in the next Short Range Transit Plan, arrivals should be scheduled to reach downtown Sacramento between 8:00 AM and 9:00 AM. This is a **medium priority**, contingent on funding. Due to the dispersed timing of requests in the afternoon, it is unlikely that additional departure times will generate an increase in ridership.

2. **Buses and Amenities:** A number of respondents complained about the older buses, particularly noting that the heating and cooling on these buses is inadequate. Several mentioned they would like to see amenities such as Wi-Fi, or even bathrooms.

Recommendation: The El Dorado Transit adopted a Vehicle Replacement Policy in February 1997 following Caltrans and Federal Transit Administration (FTA) guidelines. El Dorado Transit is required to follow FTA guidelines for replacement vehicles purchased through FTA capital assistance grant programs. The policy is critical for budget forecasting, vehicle inventory management, and developing capital assistance programs.

Standard-sized heavy duty buses such as the commuter buses are expected to last at least 12 years or an accumulation of 500,000 miles. As indicated in Table 9 in Chapter 3, none of the commuter buses will reach the end of their useful life within the next five years. Given the El Dorado Transit policy, the existing buses are expected to last another 7 to 11 years, with the possible exception of a few buses that may reach the mileage expiration before the year expiration. There is no other realistic way to fund the vehicles, and so this schedule must be followed. It is **not recommended** that vehicles be purchased prior to reaching their expected service life. However, it is **recommended** that vehicles are checked for temperature control (observing the front area versus the back so that drivers will appropriately adjust to make passengers adequately comfortable). Windows should also be checked for rattling and repairs made as needed.

Wireless internet service is becoming increasingly available on transit systems. El Dorado Transit could provide Wi-Fi for an estimated \$1,000 to \$2,000 per bus. Given that commuters are frequent internet users, this benefit is likely to attract or maintain customers. It should be noted that there is spotty cell phone reception from Placerville to Folsom, and wireless internet is likely to have similar reception on transit vehicles through these areas. Nonetheless, providing this attractive amenity is recommended as a **high priority** contingent on funding.

According to survey responses, the majority of commuter passengers (82 percent) travel for less than an hour and a half from home to work. Only two passengers specifically suggested bathrooms as an improvement. While bathrooms would be a convenience, it is not a necessity warranting the cost and is **not recommended**.

3. **Parking:** Several commuters complained of a lack of parking at the El Dorado Hills Park-and-Ride. Some express frustration with non-commuters using the lot, which is a long standing complaint noted in previous surveys.

Recommendations: Alternatives to the El Dorado Hills Park-and-Ride have been discussed and evaluated, but none has proven superior. The lot is available not only to transit users but to others who wish to park and carpool. Parking enforcement is therefore difficult.

4. **Scheduling:** Among the miscellaneous comments elicited under “additional comments”, almost two dozen were related to scheduling. These requests ranged from earlier departures and specific stop locations to a better range of departures. Additionally, some passengers (5 of 83 who submitted comments) stated they were frustrated by the number of stops and wish there were fewer choices so the bus trip would be faster.

Recommendations: As shown in Table 25 in the previous chapter, commuters indicated they primarily use the parking lot closest to their residence. For example, all El Dorado Hills residents said they used the El Dorado Hills Park-and-Ride lot, and an estimated 85 percent of all morning commuters use the lot closest to their homes. While no commuters go out of their way to drive “up the hill” to use less crowded Park-and-Ride lots, some commuters do drive from uphill locations, particularly in Placerville where 17 of the 37

respondents (46 percent) indicated they do not use the closest stop. In general, the commuter schedule seems to satisfy customers' needs fairly well, with the some exceptions as discussed below.

A review of Table 46 indicates that nearly half of commuters use the El Dorado Hills Park-and-Ride stop (45 percent of 281 boardings). The Cambridge Road, El Dorado County Fairgrounds and Ponderosa Park-and-Ride lots also receive a fair amount of use (13 to 15 percent of morning boardings). However, the Central Park-and-Ride lot, Rodeo Road Park-and-Ride lot and Placerville Station Park-and-Ride lots each have less than 5 percent of the morning boardings.

The Central Park-and-Ride lot is located at the El Dorado Transit bus facility and does not require any out-of-direction travel to serve. It also has 91 parking spaces with only 15 to 20 vehicles using the lot on a daily basis. Though passenger boardings are low, there is no benefit to eliminating the Central Park-and-Ride stop from commuter routes and this is **not recommended**.

The Placerville Station Park-and-Ride is the farthest east commuter stop, and passengers using this lot live in Placerville or further to the east. Eliminating the four (4) runs to this stop would require an estimated seven (7) morning passengers to drive at least six (6) miles per day further than they currently do (assuming daily round trips to El Dorado County Fairgrounds Park-and-Ride lot). However, El Dorado Transit would be able to reduce service by approximately 80 vehicle-minutes and 32 vehicle-miles daily, which would provide considerable savings. There is ample capacity at the El Dorado County Fairgrounds Park-and-Ride lot which provides 200 parking spaces but typically has only 35 to 45 vehicles parked on weekdays. It is therefore **recommended that this stop be eliminated** from commuter service.

According to the boarding and alighting survey data, the Rodeo Park-and-Ride lot had 14 morning passenger boardings in a day, which was approximately 5 percent of the daily morning boardings. On two (2) of the four (4) morning runs, only two (2) passengers boarded, and on two (2) other morning runs five (5) passengers boarded. The bus must travel 1.25 miles out-of-direction, adding approximately five (5) minutes to the route schedule. This in turn increases operating costs as well as reduces the convenience of the service for passengers traveling through the area. One practical option might be to reduce the Rodeo schedule to serve only the two runs with the higher boardings (Commuter runs number 4 and 6) and eliminate the runs with lower boardings (Commuter runs 1 and 7). However, the impact on the afternoon schedule is unknown.

Alternatively, with only 14 passengers using the stop, it might be practical to eliminate service to the stop altogether. The closest lot to the east, Ponderosa Park-and-Ride, has more than adequate available capacity with 111 parking spaces and typically only 55 to 75 parked vehicles. The closest lot to the west, Cambridge Park-and-Ride, typically has 60 to 65 parked cars in its 73 spaces. Adequate parking can therefore be provided at the remaining nearby lots, so long as most of the parking shifts to the Ponderosa Park-and-Ride.

While it would likely be beneficial to reduce runs to Rodeo Road Park-and-Ride or eliminate the stop altogether, additional information is needed to determine the best course of action. It is **recommended that a focused study be conducted** to survey Rodeo Road Park-and-Ride passengers to determine the following:

- If service to the Rodeo Park-and-Ride lot was reduced to serve only morning commuters on Routes 4 and 6, how would this impact the passengers?
- If service to the Rodeo Park-and-Ride lot was eliminated, would passengers use a different lot, or would they discontinue using commuter service?
- If passengers chose to use a different lot, which would they most likely use?
- Would the faster running time for routes serving park-and-ride stops to the east of Rodeo Park-and-Ride lot help address the over capacity condition at the El Dorado Hills Park-and-Ride?

In addition, boarding and alighting at this location should be tracked for a minimum of two (2) weeks to provide a better statistical basis for the evaluation. The focused study should evaluate the cost impact, ridership impact, and parking impact of reducing or eliminating service to this stop.

5. **Cost:** A number of passengers commented that the cost of the fares is too high, with specific comments that the cost is (1) high in comparison to Light Rail; (2) raises in large increments; and (3) raises too quickly. Furthermore, this service quality was the lowest ranked on the opinion survey, averaging 3.5 out of 5.

Recommendation: A comparison of commuter transit fares on El Dorado Transit, Placer County Transit, E-tran (Elk Grove), and YoloBus into downtown Sacramento confirms that El Dorado Transit has the highest monthly pass fares, as shown in Table 49. However, by assuming most passengers make an estimated 22 round trips monthly, the average fare per mile of service can be estimated. Fares per mile of service range from a low of \$0.08 on Placer County from Colfax to a high of \$0.17 per mile of service on YoloBus from Davis to Sacramento. El Dorado Transit has one of the highest fares per mile (\$0.18/mile from El Dorado Hills) and one of the lowest (\$0.09/mile from Placerville). Adjusting the fares to account for the differences in distance on El Dorado Transit would exacerbate parking problems at El Dorado Hills, and is not recommended. Additionally, El Dorado Transit offers a combo RT pass for just \$30 more per month, while Placer County Transit does not offer combo passes, thus requiring transferring passengers to either buy a separate RT pass for \$100/month or pay \$1.00 to \$2.50 per trip for individual transfers (depending on their destination). Assuming round-trip weekday travel, transfers would add \$44 to \$110 per month on Placer County Transit. Overall the pass rates for El Dorado Transit are appropriate and **fare changes are not recommended**.

TABLE 49: Regional Commuter Transit Fares to Sacramento

Commuter Service	Fares		Origination	Mileage to Sacramento	Average Cost of Fare per Mile ²
	Commuter Monthly Pass Cost	Commuter Monthly Passes Plus Sacramento Regional Transit			
El Dorado Transit	\$180.00	\$210.00	Placerville	45	\$0.09
El Dorado Transit	\$180.00	\$210.00	El Dorado Hills	28	\$0.15
Placer County Transit ¹	\$178.50	Not Available	Colfax	49	\$0.08
Placer County Transit ¹	\$147.00	Not Available	Auburn	32	\$0.10
Placer County Transit ¹	\$131.25	Not Available	Rocklin	21	\$0.14
Yolobus	\$110.00	\$135.00	Davis	15	\$0.17
E-Tran (Elk Grove)	\$100.00	No additional charge	Elk Grove	17	\$0.13
RT Light Rail Folsom	\$100.00	\$100.00	Folsom (Hazel)	20	\$0.11

Note 1: As a combination pass with Sacramento Regional Transit is not available, transferring passenger must either purchase a Regional Transit pass at the full \$100/month or pay a \$1.00 to \$2.50 transfer fee per trip.
 Note 2: Estimated by assuming an average of 22 round-trips per month. Cost of fare per mile = (Monthly Pass Cost) / (mileage to Sacramento) x (44 trips/month).
 Source: Fares posted on transit websites 8-10-2011; confirmed by calls to providers.

Because the passenger perceptions are that the cost of commuter fares is high, it is **recommended** that El Dorado Transit **provide a cost calculator** on their website linked to the commuter fares page. This is a common tool provided on transit web pages. Passengers can input data such as miles traveled, frequency of travel, parking fees, cost of monthly fares, and etcetera, and can thereby reasonably calculate the cost savings of transit.

6. **Stops and Shelters:** Several respondents made comments regarding the condition of shelters noting the trash needed to be emptied more frequently, shade was desirable and Park-and-Rides could use additional benches or shelters. These are discussed below under “Boarding and Alighting Findings.”

Issues Identified in the Dial-A-Ride Survey

There were requests received from Dial-A-Ride passengers, as described below.

1. **Later weekday service:** Four (4) of the ten (10) respondents said they would like to see later weekday service.

Recommendation: It is **recommended** El Dorado Transit provide one hour additional Dial-A-Ride time in the afternoon, particularly in conjunction with the recommendation to increase local fixed route service. This is a **high priority**, contingent on funding.

2. **Improved Phone Services:** A couple of respondents said they would like to see improved phone services, with more operators and less time on hold (also commented on in commuter surveys).

Recommendation: Providing a timely response to phone inquiries is an important marketing tool for El Dorado Transit. Phone response time is a quality of service that is not noticed when the response is quick, but which is very frustrating to patrons when it is slow. Nonetheless, El Dorado Transit needs to balance its resources and has determined appropriate levels of dispatch staff for addressing scheduling needs. Given the constrained financial environment of transit, it is **not recommended** that El Dorado Transit put additional resources into dispatch staffing at this time. However, it is **recommended** that El Dorado Transit establish a goal of providing positive customer service, with a specific objective to answer 95 percent of calls within 3 minutes. This is a **medium priority**. Tracking this information will require additional software.

3. **Option for Subscription Service:** A couple of respondents suggested they be allowed to have a standing reservation rather than call each time.

Recommendation: Providing subscription service can save time for passengers and dispatchers, provide a higher level of dependability, and improve scheduling. Per ADA guidelines, subscription service cannot exceed 50 percent of all reservations. El Dorado Transit currently grants subscriptions to passengers traveling to and from the same location, three or more times per week. This has required El Dorado Transit to maintain a waiting list for subscriptions. This policy precludes passengers with less frequent travel needs to participate in subscription service, but it allows for the most efficient dispatching, and given the need to provide quality phone service, this policy is appropriate and changes are **not recommended**.

Issues Identified in the SAC MED Survey

Only four (4) passengers completed surveys on the SAC MED service, and only one (1) improvement was requested.

1. **Wednesday Service:** Two (2) of four (4) respondents said they would like to see additional service Wednesdays, and another said she would like another weekday of service (either Monday or Wednesday).

Recommendation: SAC MED is a very low volume service, sometimes with zero passenger requests for consecutive weeks. Adding a day of service would provide greater flexibility for passengers, but ensuring driver availability for this added service is not cost-effective. Adding a weekday of service is **not recommended**.

ON-TIME PERFORMANCE ISSUES

During the survey effort, morning commuter routes were consistently on-time, and few complained of on-time performance in the opinion surveys (3 comments total, with one stating

the bus leaves early). However, the fixed-route time-check surveys identified on-time performance problems for the specific days of the surveys, with Cameron Park having the highest percentage of late trips. El Dorado Transit adopted on-time performance standards in May 2009 as follows:

- Community Bus Service: 85 percent on-time.
- Dial-A-Ride Service: 90 percent on-time
- Commuter Service: 90 percent on-time

On-time is defined as not leaving before the scheduled time (on the printed schedule) or arriving up to 5 minutes after the timed bus stop. El Dorado Transit uses the Zonar® Ground Traffic Control™ (Zonar) Geographic Information System (GIS) equipment installed in June 2007 to monitor routes by using “geofences.” Geofences are invisible boundaries defined around a location or area, such as a bus stop and each time a bus enters and exits a geo-fenced bus stop it is time stamped and recorded in a web-based database. With Zonar®, staff monitors the on-time performance of routes by simply exporting the geofence data into various reports for analysis. Through a sampling of this data, El Dorado Transit has found they consistently meet their standards.

During the on-time performance surveys conducted in May 2011, several routes were found not to meet the adopted standards. Cameron Park was on-time only 64 percent of the time, and was up to ten (10) minutes late 21 percent of the time, and late ten (10) or more minutes 15 percent of the time. Placerville West was on-time only 75 percent of the time. Pollock Pines West and Diamond Springs were just under the standard (on-time 82 percent of the time). It should be noted that this performance is judged on the equivalent of one service day per route, which could present anomalies, particularly in light of El Dorado Transit’s regular monitoring.

Recommendation: It is recommended that geofences be developed to specifically identify on-time performance of the Cameron Park route and the Placerville West route to further evaluate the extent of tardiness. This is a **medium priority**.

If on-time performance is revealed to be a continuing issue, El Dorado Transit should evaluate options for reducing the running time of the Cameron Park Route, or splitting the route in two hourly routes instead of one hour and a half route. This option should be further evaluated in the next Short Range Transit Plan.

BOARDING AND ALIGHTING FINDINGS

The boarding and alighting data collected during the surveys helps to identify which stops receive the highest and lowest use. This information has implications for routing, as well as for prioritizing bus stop amenities.

Fixed Route Boarding and Alighting

Evaluating boarding and alighting data can help identify stops or route segments that receive little use and should be further evaluated for receiving on-demand service or for total

elimination. The boarding and alighting data collected provides a brief window of data, and cannot reasonably be used for making specific recommendations, but rather to identify where problem areas may lie.

Some stops with low use are on a direct route between very busy stops, so the fact that they have low passenger activities is not an issue. Listed below are stops or route segments with low activity which may save time on the route if they were not served. Many of these are already served by request only, but schedules must build in time for deviations even if they are not taken, and reducing the number of request-only stops may save time on some routes.

Cameron Park Route: This route, which had the highest recorded late departures during the survey, has only 5 of 29 stops with high activity. Many of the other stops are served between these high-activity stops and therefore do not impact the timing of the route. Several low activity stops, however, are somewhat or significantly out of the way of the main route. It is **recommended** that these stops be **further evaluated** to determine if ridership warrants removing them from the schedule altogether:

- Red Hawk Casino
- Marshall Medical Center
- Cameron Park Library/Community Center
- Cambridge Park-and-Ride

Diamond Springs: This route operates in a fairly efficient loop. However, there was no passenger activity at the Panther Lane stop. It is **recommended** this on-demand stop be **further evaluated** for possible elimination from the route.

Placerville East and West Routes: These routes generally have ridership distributed throughout. However, ridership on Fowler Way was very low and may not warrant an on-demand stop. There are **no recommended changes** for these services.

Pollock Pines East and West Routes: These two routes are fairly simple, with buses traveling out to the Safeway in Pollock Pines and directly back, with few deviations. Many of the passengers use informal flag stops. There were no identified inefficiencies with stops on these routes, and therefore **no recommended changes**.

Commuter Service Boarding and Alighting

As discussed in the previous section, boarding and alighting activity indicates that passengers primarily use the stops closest to their residences. The previous discussion on scheduling also addresses the appropriateness of serving stops with low activity (Rodeo Park-and-Ride, Placerville Station and the Central Park-and-Ride lots). One additional issue that was identified through the boarding and alighting activities was the low ridership on the entire Iron Point Connector route.

Over the three hours of surveying, only 17 passengers boarded, which equates to 5.7 passengers per hour. This is actually higher than the annual average in 2010-11 of 4.6 passengers per hour

shown in Figure 8 in Chapter 3 (May being the busiest month for ridership), but it is lower than all of the regular fixed-route services. It is **recommended a focused study be conducted** to determine if it is appropriate to alter or eliminate this service.

Boarding and Alighting Activity Implications for Passenger Amenities

The boarding and alighting activity can be used to identify which bus stops have high activity but lack amenities. For this, the boarding and alighting presented in Table 43 (Chapter 6) was compared with the current list of stops with shelters and benches in Table 8 (Chapter 3). According to the current data, the bus stops listed in Table 50 have high passenger activity but lack shelters or benches. El Dorado Transit maintains a standard adopted in their 2009 Short Range Transit Plan of providing benches at stops with more than 5 passengers per day, and providing shelters with 10 or more passengers per day. According to this standard, all of the stops listed in Table 50 warrant shelters. It should be noted, however, that some of these stops have amenities provided by the local businesses which the stops serve. Furthermore, some locations, such as the Old Placerville City Hall, have barriers to installing ADA compliant shelters, so installing shelters needs to be a determination on a case by case basis.

TABLE 50: Bus Stops Warranting Shelters	
<i>Bus Stops</i>	<i>Average Daily Boardings</i>
Old Placerville City Hall	88
Child Development Center	60
Raley's (Placerville Dr.)	49
Safeway (Cameron Park)	33
Pearl Place & Courtside Dr.	23
Human Services	18
Upper Room	16
Independence High School	16

Source: Data collected May 3 to May 15, 2011. LSC Transportation Consultants, Inc.

Appendix A
Onboard Passenger Survey Instruments

El Dorado Transit Commuter Service Survey Form

El Dorado Transit is conducting a survey that will be used to help improve the Commuter transit service. You can help us by answering the questions below and returning the form to the surveyor as you leave the bus.

All responses are confidential. Thank you!

1. Where do you usually board and depart the commuter bus? (Please be specific for both your morning and afternoon trips.)
Morning: I get on the bus at: _____
 and I get off at: _____
Afternoon: I get on the bus at: _____
 and I get off at: _____
2. What are the nearest cross streets to where you live?
 _____ and _____
3. What are the nearest cross streets to where you are traveling today?
 _____ and _____
4. Where are you going?
 School/College Work
 Shopping Medical/Dental
 Recreation/Social Personal Business
 Home (*if you are going home, where have you just been?*): _____
 Other (*explain*) _____
5. How did you get to your boarding location? How long did it take?
 Walked Biked Drove alone
 Carpooled Was dropped off
 Other (*explain*) _____
 It took _____ minutes to get to my stop.
6. After you get off this bus, how will you complete your trip? How long will it take?
 Transfer. If transferring, to which route?
 RT Route(s) # _____
 Other (*please list*) _____
 Walk Bicycle Drive alone Carpool
 Other (*explain*) _____
 After leaving this bus, it will take _____ minutes to complete my trip.
7. How often do you use the commuter service?
 Daily Less than One Day/Month
 1-4 Days/Month One Day/Week
 2-4 Days/Week First Time
8. How long have you been a passenger on this service?
 Less than 1 year 1-3 years
 Over 3 years
9. Was there a vehicle that you could have used for this trip instead of the bus? Yes No
10. If this service did not exist, how would you have made this trip?
 Drive Vanpool Carpool
 Would not have made the trip
11. Do you have a driver's license? Yes No
 How often _____
12. How did you first find out about this service?
 Newspaper Employer Friend
 Saw the bus Website (list) _____
 Other _____
13. What is your employment status?
 Full-time employed Part-time employed
 Self-employed Student/College
 Retired Not employed
 Unable to work
 Other (*explain*) _____
14. Does your employer support your trip? Yes No
 If yes, how so?
 Reimbursement Transportation Coordinator
 Payroll deduction Purchase of Scrip/Pass
 Other (please list) _____
15. What is your age?
 Under 19 19 - 24 25 - 40
 41 - 61 Over 61
16. Please indicate your opinion of the commuter service from 1 to 5 using the list below (please circle your answer or leave blank if you have no opinion):

	Poor	→	Excellent
a. System safety	1	2	3 4 5
b. On time performance	1	2	3 4 5
c. Service frequency	1	2	3 4 5
d. Driver courtesy	1	2	3 4 5
e. Travel time (trip duration)	1	2	3 4 5
f. Areas served	1	2	3 4 5
g. Bus cleanliness	1	2	3 4 5
h. Telephone information services	1	2	3 4 5
i. Printed information materials	1	2	3 4 5
j. Bus stops and shelters	1	2	3 4 5
17. How do you rate the overall El Dorado Transit System?

	1	2	3	4	5
--	---	---	---	---	---

18. What service or customer improvements would you like to see?
 Additional AM arrivals – if so, when? _____ Additional PM departures – if so, when? _____
 New or extended routes – if so, where? _____
 Alternative Stops – if so, where? _____

19. Other Comments: _____

Thank you for helping us to improve El Dorado Transit Commuter Service by participating in this survey!

FORMA DE ENCUESTA PARA LOS SERVICIOS DE TRANSITO DE EL DORADO

El Dorado Transit está llevando a cabo una encuesta que se usara para mejorar los servicios de tránsito. Usted nos puede ayudar contestando las siguientes preguntas y devolviendo el formulario antes de bajar el autobús.

Todas las respuestas serán confidenciales. ¡Gracias!

1. ¿De dónde normalmente aborda este autobús? (Por favor especifique los viajes de la mañana y tarde.)
Mañana: Tomo el autobús en: _____
 Y bajo en: _____
Tarde: Tomo el autobús en: _____
 Y bajo en: _____
2. ¿Cuál intersección de calle es más cercana de dónde vive? _____ y _____
3. ¿Cuáles intersecciones de calles son más cercanas donde viaja hoy? _____ y _____
4. ¿Cuál es su destino final?
 Escuela/Universidad Trabajo
 De compras Medico/Dental
 Recreación/Social Negocio Personal
 Casa (*¿si esta yendo a casa, de donde viene?*) _____
 Otro (*explique*) _____
5. ¿Cómo llego al lugar para tomar este autobús? ¿Cuánto tiempo duro?
 Caminando Bicicleta Manejando sola
 Varias personas compartimos un vehículo Aventón
 Otro (*explique*) _____
Tomo ___ minutos para llegar a la parada del tránsito.
6. ¿Cuándo baje de este autobús, como completara su viaje? ¿Cuánto tiempo durara?
 Transferencia. Si esta transfiriendo, ¿a que ruta?
 RT Rota(s) Numero _____
 Otro (*por favor liste*) _____
 Caminando Bicicleta Manejando sola
 Varias personas compartimos un vehículo
 Otro (*explique*) _____
Después de dejar este autobús, tomara ___ minutos para completar este viaje.
7. ¿Con que frecuencia usa estos servicios?
 Diariamente 2-3 Dias/Mes
 3-4 Días/Semana Menos de una vez/Mes
 1-2 Dias/Semana Primera vez
8. ¿Desde cuándo ha sido pasajero de estos servicios?
 Menos de 1 año 1-3 años Mas de años
9. ¿Tiene licencia de conducir? Sí No
10. ¿Tiene un vehículo que podía usar para este viaje en vez de tomar el autobús? Sí No
11. ¿Si este servicio no existiera, como hubiera hecho este viaje?
 Manejando Varias personas compartimos un van
 Varias personas compartimos un carro Bicicleta
 No hubiera hecho este viaje
12. ¿Cómo se enterró de estos servicios?
 Periódico Empleador Amigos
 Miré el autobús Sitio web (*liste*) _____
 Otro _____
13. ¿Cuál es su status de empleo (circule la mejor respuesta)?
 Empleado tiempo completo
 Empleado medio tiempo
 Negocio propio Estudiante/Universidad
 Jubilado Desempleado
 No puedo trabajar
 Otro (*explique*) _____
14. ¿Su empleador paga su viaje? Sí No
 ¿Si es que si, como?
 Reembolso Coordinador de Transportes
 Deducción de su pago Pases
 Otro (*por favor liste*) _____
15. ¿Cuál es su edad?
 Menos 19 19 - 24 25 - 44
 45 - 64 65 o mas
16. Por favor denos su opinión de estos servicios de 1 a 5 usando la lista abajo (por favor circule su respuesta o deje en blanco si no tiene una opinión):

	Pobre → Excelente				
a. Seguridad del sistema	1	2	3	4	5
b. Puntualidad	1	2	3	4	5
c. Frecuencia de servicios	1	2	3	4	5
d. Cortesía del conductor	1	2	3	4	5
e. Duración de viaje	1	2	3	4	5
f. Areas servidas	1	2	3	4	5
g. Limpieza de autobus	1	2	3	4	5
h. Servicios de información telefónica	1	2	3	4	5
i. Material de información imprimidas	1	2	3	4	5
j. Refugios de paradas de autobús	1	2	3	4	5
k. Costo de servicios	1	2	3	4	5
17. ¿Cómo calificaría en general la calidad De El Dorado Transit System?

	1	2	3	4	5
--	---	---	---	---	---
18. ¿Qué otros servicios o mejoramientos le gustaría ver?
 Mas horarios de llegada por las mañanas – si es así, cuando? _____ Más horarios de salidas por las tardes – si es así, ¿cuándo? _____
 Nuevas rutas o rutas extendidas – si es así, ¿dónde? _____
 Paradas alternativas – si es así, ¿dónde? _____
 Horario alternativa de día de servicio limitado: si es así, ¿cuándo? _____
19. Otros Comentarios: _____

¡Gracias por ayudarnos a mejorar El Dorado Transit Commuter Service participando en esta encuesta!

El Dorado Transit Passenger Survey Form

Please help improve transit services by answering this survey and returning the form to the surveyor as you leave the bus.

PLEASE FILL OUT THIS FORM EACH TIME YOU GET ONE.

Mark only one response for each question. All responses are confidential. Thank you!

1. What time did you board this bus?
_____ AM PM
2. How did you get to this bus? How long did it take?
 Walked Drove alone
 Bicycled Dropped off Wheelchair
 Transferred from Route _____
 Other (*explain*) _____
It took _____ minutes to get to the stop.
3. Where did you get on this bus?
Name of bus stop: _____
Street: _____
Cross Street: _____
4. Where will you get off this bus?
Name of bus stop: _____
Street: _____
Cross street: _____
5. How will you get to your destination after you get off this bus? How long will it take?
 Walk Bicycle Picked up
 Transfer to Route _____
 Drive alone Wheelchair
 Other (*explain*) _____
After the bus, it will take _____ minutes to get to my destination.
6. Are you travelling round trip by bus today?
 Yes No
7. What is the main purpose of your trip?
 Work Recreation/Social/Visiting
 School/College Medical/Dental/Social Svcs
 Shopping Personal Business/Other
8. How often do you ride the bus?
 4 or more times/Week
 1 to 3 times/Week
 1 to 3 times/Month
 Less than once/Month
9. How did you pay for your fare this trip?
 Cash fare
 Monthly pass Other _____
10. How would you make this trip if El Dorado Transit was not available? Ride with someone Drive my car
 Taxi Walk Bike Wouldn't make trip
 Other _____
11. How long have you been using the bus?
 First time Under 6 months
 6 months to a year More than a year
12. Please indicate your opinion of the El Dorado Transit service from 1 to 5 using the list below (please circle your answer or leave blank if you have no opinion):

	Poor → Excellent				
a. System safety	1	2	3	4	5
b. On time performance	1	2	3	4	5
c. Service frequency	1	2	3	4	5
d. Driver courtesy	1	2	3	4	5
e. Trip duration (travel time)	1	2	3	4	5
f. Areas served	1	2	3	4	5
g. Bus cleanliness	1	2	3	4	5
h. Information on services	1	2	3	4	5
j. Bus stops and shelters	1	2	3	4	5
k. Cost of service	1	2	3	4	5
13. How do you rate the overall El Dorado Transit System?

	1	2	3	4	5
--	---	---	---	---	---
14. How do you get information about El Dorado Transit?
 Bus Schedule Driver of bus
 Friend/Co-worker Telephone
 Website (specify) _____
 Other _____
15. Do you require the wheelchair lift to board or exit the bus? Yes No
16. Do you have a disability that limits driving? Yes No
17. Do you have a driver's license? Yes No
18. Did you have a car available for this trip? Yes No
19. What is your age?
 12 or younger 13 to 18 19 to 24
 25 to 44 45 to 64 65 or over
20. What is your employment status (check best answer)?
 Full-time employed Part-time employed
 Self-employed Student
 Retired Not employed
 Unable to work Other _____
21. What is your family's annual income?
 Less than \$20,000 \$20,000 to \$30,000
 \$30,000 to \$50,000 Greater than \$50,000
22. What is your home zip code? _____

23. What service or customer improvements would you like to see?
 Increased service frequency – if so, when? _____
 New or extended routes – if so, where? _____
 Earlier *Weekday* Service Later *Weekday* Service Earlier *Saturday* Service Later *Saturday* Service
 Sunday Service Other _____

24. Other Comments: _____

Thank you for helping us to improve El Dorado Transit bus service by participating in this survey!

Forma de encuesta para pasajeros de El Dorado Transit

Por favor ayúdenos a mejorar los servicios de tránsito contestando las preguntas en esta encuesta y devolviendo el formulario al bajar el autobús. **POR FAVOR LLENE ESTE FORMULARIO CADA VEZ QUE CONSIGA UNO.**

Marque solo una respuesta por pregunta. Todas las respuestas serán confidenciales. ¡Gracias!

1. ¿Qué hora abordo este autobús?
_____ AM PM
 Caminando Bicicleta No haría el viaje
 Otro _____
2. ¿Cómo llego a este autobús? ¿Cuánto duro para llegar?
 Caminando Manejando sola
 Bicicleta Aventón Silla de ruedas
 Transferencia de otra ruta _____
 Otro (explique) _____
Tomo _____ minutos para llegar a la parada.
3. ¿De dónde abordo este autobús?
Nombre de parada de autobús: _____
Calle: _____
Intersección de calle: _____
4. ¿Dónde bajara de este autobús?
Nombre de parada de autobús: _____
Calle: _____
Intersección de calle: _____
5. ¿Cómo llegar a su destino al bajar de este autobús?
¿Cuánto tiempo durara?
 Caminando Bicicleta lo recogerán
 Transferencia de Ruta _____
 Manejando sola Silla de ruedas
 Otro (explique) _____
Después de este autobús, llevara _____ minutos más para llegar a mi destino.
6. ¿Está viajando viaje Redondo en este autobús hoy?
 Si No
7. ¿Cuál es el mayor propósito de este viaje?
 Trabajo Recreación/Social/Visita
 Escuela/Universidad Medica/Dental
 De compras Asunto personal/otro
8. ¿Cuál es la localización general de su casa?
Cuidad/Vecindad _____
O intersección de calle más cercana _____ & _____
9. ¿Con que regularidad toma el autobús?
 4 veces o mas/semana 1 o 3 veces/mes
 1 o 3 veces/semana < Una vez por mes
10. ¿Cómo pago por este viaje?
 Efectivo Pase mensual Otro _____
11. ¿Cuánto tiempo ha usado los servicios de autobús?
 Primera vez < 6 meses
 6 meses a un año Más de un año
12. ¿Cómo haría este viaje si El Dorado Transit no fuera disponible? Aventón Con auto propio Taxi
13. De qué forma recibe información de El Dorado Transit?
 Hoja con horario Conductor
 Amigo/Compañero de trabajo Teléfono
 Sitio web (especifique) _____
 Otro _____
14. ¿Necesita una rampa de silla de ruedas para abordar y salir del autobús? Si No
15. ¿Tiene alguna discapacidad que limita su habilidad de conducir? Sí No
16. ¿Tiene licencia de conducir? Sí No
17. Había otro vehículo que pudo haber usado para este viaje?
 Si No
18. ¿Cual es su edad?
 12 o menor 13 a 18 19 a 24
 25 a 44 45 a 64 65 o mayor
19. ¿Cuál es su estatus de empleo (marque la mejor respuesta)?
 Empleado tiempo completo
 Empleado medio tiempo Estudiante
 Negocio propio Jubilado Desempleado
 No puedo trabajar Otro _____
20. ¿Cuál es el ingreso anual de su familia?
 Menos de \$20,000 \$20,000 a \$30,000
 \$30,000 a \$50,000 Más de \$50,000
21. Por favor denos su opinión de los servicios de El Dorado Transit de 1 a 5 usando la lista abajo (por favor circule una respuesta o deje en blanco si no tiene opinión):

	<u>Pobre → Excelente</u>				
a. Seguridad de Sistema	1	2	3	4	5
b. Puntualidad	1	2	3	4	5
c. Frecuencia de servicios	1	2	3	4	5
d. Cortesía de conductor	1	2	3	4	5
e. Duración de viaje (horario)	1	2	3	4	5
f. Areas de servicios	1	2	3	4	5
g. Limpieza del autobus	1	2	3	4	5
h. Información de servicios	1	2	3	4	5
j. Paradas de autobús y refugios	1	2	3	4	5
k. Costo de servicio	1	2	3	4	5
22. ¿Como calificaría en general El Dorado Transit System?

	1	2	3	4	5
--	---	---	---	---	---
23. ¿Qué servicios o mejoramiento para el consumidor le gustaría ver?
 ¿Disponibilidad de más servicios – si es así, cuando? _____
 ¿Rutas nuevas o extendidas – si es así, donde? _____
 Servicios entre semana más temprano Servicios entre semana más tarde Servicio los sábados más temprano
 Servicios los sábados más tarde Servicios los domingos Otro _____
24. Otros comentarios: _____

¡Gracias por ayudarnos a mejorar los servicios de autobús El Dorado Transit participando en esta encuesta!

El Dorado Transit SAC-MED Survey Form

El Dorado Transit is conducting a survey that will be used to help improve SAC-MED transit services. You can help us by answering the questions below and returning the form to the surveyor as you leave the vehicle.

All responses are confidential. Thank you!
Mark only one response for each question.

1. What time did you board the bus for this ride?
_____ AM PM
2. What was your reservation time for this ride?
_____ AM PM to _____ AM PM
3. About how long ago did you call for this ride
 4-5 days in advance 6-7 days in advance
 8-10 days in advance 11-14 days in advance
4. Was there a vehicle that you could have used for this trip instead of SAC-MED? Yes No
5. How did you get to your boarding location?
 Local Dial-a-Ride Carpoled Was dropped off
 Other (*explain*) _____
6. If the SAC-MED service was not available, how would you have made this trip?
 Walk Drive Get ride Take taxi
 Take Fixed Route bus service
 I would not have made this trip
 Other _____
7. How often do you use the SAC-MED service?
 1 day/week 2 days/week
 2 Days/Month 1 or Less Day/Month
 First Time
8. Do you use any of the following other area transit services? (*Mark all that apply*) your home?
 Local Fixed Route Service Dial-a-Ride
 Commuter Service
9. What is the general location of your home?
Town/Neighborhood _____
Or nearby cross streets _____
10. What is your age?
 12 or younger 13 - 18 19 - 24
 25 - 61 62 - 74 75 or older
11. Are you: Male Female
12. Do you have a driver's license? Yes No
13. Do you require the wheelchair lift to board or exit the bus? Yes No
14. Do you use a Personal Care Attendant (PCA) when riding the vehicle?
 Yes No
15. How do you get information about El Dorado Transit?
 Bus Schedule Driver of bus
 Friend/Co-worker Telephone
 Website (specify) _____
 Other _____
16. Please indicate your opinion of the SAC-MED service from 1 to 5 using the list below (please circle your answer or leave blank if you have no opinion):

	Poor	→	Excellent		
a. System safety	1	2	3	4	5
b. On time performance	1	2	3	4	5
c. Driver courtesy	1	2	3	4	5
d. Travel time (trip duration)	1	2	3	4	5
e. Areas served	1	2	3	4	5
f. Vehicle cleanliness	1	2	3	4	5
g. Vehicle comfort	1	2	3	4	5
h. Telephone information services	1	2	3	4	5
i. Reservation procedures	1	2	3	4	5
j. Printed information materials	1	2	3	4	5
k. OVERALL	1	2	3	4	5
17. How do you rate the overall El Dorado Transit System?

	1	2	3	4	5
--	---	---	---	---	---

-
18. What service or customer improvements would you like to see? (*Mark all that apply*)
 Increased service availability – if so, when? _____
 Expanded service area – if so, where? _____
 More direct service Monday Service Wednesday Service Friday Service
 Improved on-time performance Improved travel-time (less time on the bus)
 Other _____
 19. Other Comments: _____
-

Thank you for helping us improve El Dorado Transit SAC-MED Service by participating in this survey!

El Dorado Transit Dial-A-Ride Survey Form

El Dorado Transit is conducting a survey that will be used to help improve Dial-A-Ride transit services. You can help us by answering the questions below and returning the form to the surveyor as you leave the van.

All responses are confidential. Thank you!

Mark only one response for each question

1. What time did you board the van for this ride?
_____ AM PM
2. What was your reservation time for this ride?
_____ AM PM to _____ AM PM
3. About how long ago did you call for this ride
 Same day 1 day in advance
 2 days in advance 3 days in advance
 Subscription
4. What is the main purpose of your trip? (*Check only one.*) If you are going home, what was the main purpose of your trip?
 School/College Work
 Shopping Medical/Dental
 Senior Center Personal Business
 Recreation/Social
 Other _____
5. If the Dial-A-Ride service was not available, how would you have made this trip?
 Walk Drive Get ride Take taxi
 Take Fixed Route bus service
 I would not have made this trip
 Other _____
6. How often do you use the Dial-A-Ride service?
 Daily 2-4 Days/Month
 2-4 Days/Week 1 or Less Day/Month
 1 Day/Week First Time
7. Do you use any of the following other area transit services? (*Mark all that apply*)
 Local Fixed Route Service
 Commuter Service SAC-MED Service
8. If you only use the Dial-A-Ride service, what is the reason?
 I am not aware of the other services
 I enjoy using door-to-door service
 Disability makes use of fixed route bus difficult
 Bus stop is too far from my home
 Difficult to take grocery/shopping bags on bus
 Other _____
9. What is the general location of your home?
Town/Neighborhood _____
Or nearby cross streets _____ / _____
10. Are you: Male Female
11. What is your age?
 12 or younger 13 - 18 19 - 24
 25 - 61 62 - 74 75 or older
12. Do you require the wheelchair ramp to board or exit the van? Yes No
13. Do you have a driver's license? Yes No
14. Was there a vehicle that you could have used for this trip instead of Dial-A-Ride? Yes No
15. Are you traveling with a Personal Care Attendant (PCA) today? Yes No
16. How do you get information about El Dorado Transit?
 Bus Schedule Driver of bus
 Friend/Co-worker Telephone
 Website (specify) _____
 Other _____
17. What is your employment status (check best answer)?
 Full-time employed Part-time employed
 Self-employed Student
 Retired Not employed
 Unable to work Other _____
18. Please indicate your opinion of the Dial-A-Ride service from 1 to 5 using the list below (please circle your answer or leave blank if you have no opinion):

	Poor →
<u>Excellent</u>	
a. System safety	1 2 3 4 5
b. On time performance	1 2 3 4 5
c. Driver courtesy	1 2 3 4 5
d. Travel time (trip duration)	1 2 3 4 5
e. Areas served	1 2 3 4 5
f. Van cleanliness	1 2 3 4 5
g. Van comfort	1 2 3 4 5
h. Telephone information services	1 2 3 4 5
i. Reservation procedures	1 2 3 4 5
j. Printed information materials	1 2 3 4 5
19. How do you rate the overall El Dorado Transit System?

	1 2 3 4 5
--	-----------
20. What service or customer improvements would you like to see? (*Mark all that apply*)
 Increased service availability – if so, when? _____
 Expanded service area – if so, where? _____
 Earlier *Weekday* Service Later *Weekday* Service Earlier *Weekend* Service Later *Weekend* Service
 Improved on-time performance Reservation/Phone System. If so, how? _____ Other _____
21. Other Comments: _____

Thank you for helping us to improve El Dorado Transit Dial-A-Ride by participating in this survey!

Forma de Encuesta de El Dorado Transit Dial-A-Ride

El Dorado Transit está llevando a cabo una encuesta que se utilizara para mejorar los servicios de transito de Dial-A-Ride.

Usted nos puede ayudar respondiendo las siguientes preguntas y devolviendo el formulario al bajar el autobús.

Todas las respuestas son confidenciales. ¡Gracias!

Marque solo una respuesta por cada pregunta

1. ¿Qué hora abordo este vehículo?
_____ AM PM
2. ¿Cuál fue la hora de reservación para este viaje?
_____ AM PM to _____ AM PM
3. ¿Desde qué hora llamo para este viaje?
 Hoy 3 días antes
 1 día antes Subscripción
 2 días antes
4. ¿Cuál es el propósito principal de este viaje? (*marque uno.*) Si va rumbo a casa, ¿cuál fue el propósito principal de este viaje?
 Escuela/Universidad Trabajo
 De Compras Medica/Dental
 Centro de personas mayores Asunto personal
 Recreacion/Social Otro _____
5. ¿Si los servicios de Dial-A-Ride no fuera disponible, como hubiera hecho este viaje?
 Caminando Manejando Aventón taxi
 Servicio de autobús de ruta fija
 No hubiera hecho este viaje
 Otro _____
6. ¿Con que frecuencia usa los servicios de Dial-A-Ride?
 Daily 2-4 Days/Month
 2-4 Days/Week 1 or Less Day/Month
 1 Day/Week First Time
7. ¿Usa usted de los siguientes servicios de transito del área? (*Marque todo lo que aplique*)
 Servicio de ruta fija local
 Servicio de transito Servicios de SAC-MED
8. Si usa solamente los servicios de Dial-A-Ride, ¿cuál es la razón?
 No sé de otros servicios
 Prefiero los servicios de puerta en puerta
 La discapacidad hace difícil usar el autobús de ruta fija
 La parada de autobús queda lejos de casa
 Difícil viajar con bolsas de compras en el autobús
 Otro _____
9. ¿Cuál es la localización general de su casa?
Cuidad/Vecindad _____
O intersección de calle más cercana _____ / _____
10. Es usted: Hombre Mujer
11. ¿Cual es su edad?
 12 o menor 13 - 18 19 - 24
 25 - 61 62 - 74 75 o mayor
12. ¿Necesita usted la rampa de silla de ruedas para abordar y salir del vehículo? Si No
13. ¿Tiene licencia de conducir? Sí No
14. Había otro vehículo que podría haber usado para este viaje en vez de Dial-A-Ride? Sí No
15. ¿Está viajando con Personal de Cuidado (PCA) hoy?
16. ¿Cómo recibe información de El Dorado Transit?
 Hoja con horario Conductor de vehículo
 Amigo/compañero de trabajo Teléfono
 Sitio web (especifique) _____
 Otro _____
17. ¿Cuál es su status de empleo (marque la mejor respuesta)?
 Empleado tiempo complete
 Empleado medio tiempo Negocio propio
 Estudiante Jubilado Desempleado
 No puedo trabajar Other _____
18. Por favor denos su opinión de los servicios de Dial-A-Ride de 1 a 5 usando la lista abajo (por favor circule su respuesta o deje en blanco si no tiene opinión):

	Pobre → Excelente					
a. Seguridad de sistema	1	2	3	4	5	
b. A tiempo		1	2	3	4	5
c. Cortesía del conductor		1	2	3	4	5
d. Horario de viaje (duración de viaje)	1	2	3	4	5	
e. Areas de servicios	1	2	3	4	5	
f. Limpieza	1	2	3	4	5	
g. Comfortable	1	2	3	4	5	
h. Servicios de información telefonica	1	2	3	4	5	
i. Procedimiento de Reservación	1	2	3	4	5	
j. Material de información	1	2	3	4	5	
k. Costo de servicio	1	2	3	4	5	
19. Como calificaría en general El Dorado Transit System?

	1	2	3	4	5
--	---	---	---	---	---

20. ¿Qué servicios o mejoramiento al consumidor le gustaría ver? (*Marque todo lo que aplique*)
 Disponibilidad de más servicios – si es así, ¿dónde? _____
 Expandir áreas de servicios – si es así, ¿dónde? _____
 Servicio *entre semana* más temprano Servicio *entre semana* más tarde
 Servicio de *fin de semana* más temprano Servicio de *fin de semana* más tarde
 Mejorar la puntualidad Reservaciones/Sistema telefónica. Si es así, ¿cómo? _____ Otro _____
21. Otros Comentarios: _____

¡Gracias por ayudarnos a mejorar El Dorado Transit Dial-A-Ride participando en esta encuesta!

Sample Boarding and Alighting, On-time Performance Forms

Placerville West

Surveyor Name: Brandlyn Ellis

Date: 5/5

Run Start Time: 10:00

Passengers on at start of run <u>2</u>	On	Off	Sched	Actual
34 Woodman Circle		1	0:00	10:00
35 Broadway and Schnell School Rd.				
36 Broadway and Carson Rd.	1		0:02	10:05
29 Placerville Station Transfer Center				
27 Clay St. and New Jersey Way				
28 Cottonwood Senior Apartments		1	0:05	10:08
37 Midtown Mall				
25 Marshall Hospital				
24 Fowler Way				
21 Old Placerville City Hall	2		0:10	10:15
22 Placerville Post Office				
19 Tunnel St. Apartments	3	1		
20 Placerville Senior Center				
18 Coloma Court	1		0:20	10:20
17 Bee St. and Coloma St.				
16 El Dorado High School				
15 Home Depot (Placerville Dr.)		1		
38 DMV (Placerville Office)	1		0:24	10:33
11 Woodridge Court	1			
12 Ridgecrest Apartments	1			
13 Hidden Springs Circle				
39 Placerville Snowline Hospice				
10 M.O.R.E. Workshop				
40 Regal Theaters			0:30	10:38
8 Phoenix Center (Mallard Lane)				
7 El Dorado County Fairgrounds P&R				
6 Raley's (Placerville Dr.)		3		
2 Forni Rd. and Lo-Hi Way				
3 Human Services (Briw Rd.)	EP	1	0:36	10:45
4 Placerville Library				
5 Big Lots (Fair Lane)				
1 Missouri Flat Transfer Center		3	0:00	10:54
Passengers on at end of run <u>0</u>				

Stop Requested -1 off 10:26

Survey taken home

BREAK AT 11:00 AM
TAKE CAMERON PARK AT NOON

Appendix C
Outreach Flyers and Notices



BUS RIDER SURVEY – COMING SOON!

*Help make El Dorado Transit
the best it can be . . .*

The El Dorado County Transit Authority will be conducting passenger surveys on the buses the first two weeks of May. This survey will tell us the who's, where's, and why's of transit use, and will let us know if we are meeting your needs. Please help us create a better transit system by filling out a survey form!

*For more information, please visit
<http://www.eldoradotransit.com/>*

El Dorado Transit has been providing service since 1975. El Dorado Transit Authority's website contains information on Local Bus Routes, Dial-A-Ride, Sac-Med, Commuter Service, Schedules, Route Maps, Fares and Passes and much more.

Getting Around is Getting Easier . . .



EL DORADO TRANSIT

EL DORADO TRANSIT PASSENGER SURVEYS COMING SOON!

In early May, surveyors will be on the buses to pass out and collect survey forms. This information will help El Dorado Transit understand who is riding and your travel patterns, as well as your perception of how well we are meeting your needs. We hope you will participate. For more information about the survey and the development of the survey report, click here ► (place hyperlink)



BUS RIDER SURVEY REPORT NOW AVAILABLE!

*Check out the results of El Dorado
Transit passenger surveys
conducted in May 2011 and
recommendations for service improvements ...*

Onboard transit surveys have been summarized and evaluated, and improvements have been recommended based on these results. Go online at -

www.eldoradotransit.com

to review the draft report, or you can review a copy of the report at the Placerville Library or El Dorado Transit offices.

A public open house will be held October 26, 2011 at the Placerville Library at 345 Fair Lane from 4:30 to 6:30 PM to answer your questions and take your comments. Or you can provide comments by emailing info@lsctahoe.com or by calling (530) 583-4053 (ask for Selena McKinney).

Getting Around is Getting Easier . . .



EL DORADO TRANSIT

EL DORADO TRANSIT RIDERSHIP SURVEY 2011

Concerns and Recommended Improvements:

Local Fixed Routes

Span of Service

- Expand weekday service, first on Pollock Pines and Diamond Springs Routes – **High Priority**
- Expand Saturday service – **Low Priority**

Passenger Behavior

- Strengthen Policies
 - Inform law enforcement
 - If necessary, develop ordinances
- All High Priority**

Dial-A Ride

Later weekday service

- One hour later in afternoon--**High priority, contingent on funding (compliment to later FR service)**

Improved phone service

- Additional staff not recommended
- Establish goals medium priority

Subscription Service

- Offer to more people not recommended; current policy provides best balance

Commuter Service

Increased frequency

- Additional afternoon departures – **Not recommended**
- Additional morning departures – **Requires further study, possibly medium priority in next S RTP**

Bus Amenities

- Obtain new buses – **Follow replacement guidelines, but do check temperature control, windows, etc.**
- Wireless internet – **High priority**
- Bathrooms – **Not recommended**

Scheduling to streamline trip or to provide greater range of departures

- Placerville Station – **Eliminate from commuter schedule**
- Rodeo Park-and-Ride Stop – **Conduct detailed study to determine if it should be cut**

Cost is too high

- Comparison shows it's reasonable – **Better education of riders on cost of services (cost calculator online)**

SACMED

Additional weekday of service (Wednesday) – **Not recommended, considering the low productivity on current services**

Boarding and Alighting

Commuter

Iron Point has low productivity – **Evaluate for possible elimination**

Bus Stop Amenities

- Stops with 5 or more passengers – **Warrant a bench**
- Stops with 10 or more passengers – **Warrant a shelter**

Fixed Routes

Evaluate low activity stops to determine possible elimination – **Medium priority**

Cameron Park:

- Red Hawk Casino
- Marshall Medical Center
- Cameron Park Library/Community Center
- Cambridge Park-and-Ride

Diamond Springs

- Panther Lane

For more information, contact Selena McKinney selena@lscstahoe.com or 530-583-4053
For the Full Survey Report, go to <http://www.eldoradotransit.com/reports.htm>



EL DORADO TRANSIT