



**2004  
UNMET TRANSIT NEEDS**

**ANALYSIS AND RECOMMENDATIONS  
REPORT**

**January 28, 2004**

**Placer County Transportation Planning Agency**

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# UNMET NEEDS ANALYSIS

January 2004

## INTRODUCTION

### **Background**

This report presents an analysis of the recent public testimony on unmet transit needs in Placer County. This annual process fulfills the requirements of the Transportation Development Act (TDA) regarding uses of the Local Transportation Fund (LTF). The LTF consists of ¼ cent of the sales taxes collected in Placer County. The legislative intent for the use of the LTF funds is stated in the Public Utilities Code:

*It is in the interest of the state that funds available for transit development be fully expended to meet the transit needs that exist in California. Such funds are to be expended for physical improvement to improve the movement of transit vehicles, the comfort of the patrons, and the exchange of patrons from one transportation mode to another.*

The PCTPA Board has adopted a definition of an unmet transit need and criteria for determining whether needs are reasonable to meet (see Appendix A). The definition of an unmet transit need specifies that they are trips that are required, but unprovided, for individuals to maintain a minimum standard of living and/or those required to comply with the Americans with Disabilities Act (ADA). The criteria for determining whether or not an unmet transit need is reasonable to meet include:

- Service must meet the minimum required farebox recovery of 10% for Placer County Transit, Tahoe Area Regional Transit, Auburn Transit, Lincoln Transit, and paratransit services; 15% for Roseville Transit.
- Service that would not cause the operator to incur expenses in excess of the maximum amount of transportation funds available.
- Service that has community support.
- Service that is consistent with the adopted Regional Transportation Plan and with the adopted Short Range Transit Plan, as applicable.

If the Board finds that there are needs that are reasonable to meet, LTF funds must be spent to meet those needs before funds can be spent for streets and roads purposes. However, if no needs meet the reasonable-to-meet criteria, jurisdictions can implement service changes or improvements as long as they meet their TDA-required farebox recovery minimum.

The table below shows, for FY 2001-2002:

- TDA, State Transit Assistance (STA), and Federal Transit Administration (FTA) rural and urban expenditures for transit; and,
- TDA spent for streets and roads purposes by jurisdiction in Placer County.

Jurisdiction	Transit \$	Transit %	Transit \$ per Capita	Streets \$	Streets %	Streets \$ per Capita	Total TDA, STA, FTA
Auburn	\$ 266,816	40%	\$ 21.81	\$ 394,530	60%	32.25	\$ 661,346
Colfax	\$ 13,516	16%	\$ 7.89	\$ 73,249	84%	42.79	\$ 86,765
CTSA	\$ 697,178	100%	N/A	\$ -	N/A	N/A	\$ 697,178
Lincoln	\$ 343,935	45%	\$ 16.76	\$ 422,766	55%	20.60	\$ 766,701
Loomis	\$ 46,058	14%	\$ 7.47	\$ 275,819	86%	44.75	\$ 321,877
Placer Co.	\$ 2,336,581	55%	\$ 26.43	\$ 1,900,000	45%	21.49	\$ 4,236,581
Rocklin	\$ 318,342	16%	\$ 7.30	\$ 1,629,044	84%	37.36	\$ 1,947,386
Roseville	\$ 4,189,401	98%	\$ 46.17	\$ 100,000	2%	1.10	\$ 4,289,401

Source: FY 02/03 TDA fiscal audits.

Notes: Consolidated Transportation Services Agency (CTSA) funding is for transit purposes only.

Roseville Streets \$ spent on ridesharing/TDM/bike program.

Per capita figures are based on Dept. of Finance 1/1/03 estimates.

Shading indicates data based on 01/02 audits; 02/03 audits are pending.

The table below reviews the trends in percent of transportation funds spent on transit and transit funds spent per capita for each jurisdiction.

Jurisdiction	FY 2000/01		FY 2001/02		FY 2002/2003	
	Transit %	Transit \$ per Capita	Transit %	Transit \$ per Capita	Transit %	Transit \$ per Capita
Auburn	36%	\$18.58	53%	\$29.78	40%	\$21.81
Colfax	10%	\$5.11	13%	\$6.60	16%	\$7.89
CTSA	100%	N/A	100%	N/A	100%	N/A
Lincoln	74%	\$30.31	45%	\$19.42		
Loomis	10%	\$5.24	13%	\$7.18	14%	\$7.47
Placer Co.	55%	\$25.74	55%	\$26.49		
Rocklin	8%	\$3.47	12%	\$5.73	16%	\$7.30
Roseville	100%	\$45.57	100%	\$49.68	98%	\$46.17

## Organization of Report

The analysis is organized by the types of needs expressed: service hours, service frequency, increased service area, new routes, rail service, operational issues, and miscellaneous/other. Within each of these sections, the unmet transit needs are sorted by region. Each request is accompanied by background discussion and analysis as appropriate, and a recommendation is offered for consideration. The numbers shown in parentheses refer to the number of persons who provided that particular comment or request.

## **Involvement of the Social Services Transportation Advisory Council (SSTAC)**

The SSTAC, established by the PCTPA, includes members representing the following constituencies:

- Transit users age 60 and older;
- Transit users who have a disability;
- Local social service providers who serve seniors, persons with disabilities, and persons of limited means;
- Social service transportation providers;
- The designated consolidated transportation services agency; and,
- Additional members as appropriate.

The SSTAC's responsibilities include:

- Participation in the process of identifying unmet transit needs;
- Recommending whether or not there are any unmet transit needs that are reasonable to meet; and,
- Advising on any other major transit issues, including the coordination and consolidation of specialized transportation services.

The SSTAC reviewed and discussed the unmet needs analysis and recommendations at a meeting on January 27, 2004. The group's comments have been incorporated in this report.

## SERVICE AREA

### Auburn

1. More coverage in the North Auburn area, especially around the Auburn Airport.  
*The Auburn Airport itself is part of the City of Auburn but is surrounded by unincorporated Placer County. Auburn Transit does not serve this area, but Placer County's Hwy. 49 Dial-a-Ride (DAR) serves the portion of this area that is within ¾ of a mile of the Hwy. 49 fixed route (as required by the Americans with Disability Act or ADA). One possible scenario to expand service would be for the City to contract with the County to expand the Hwy. 49 DAR service area in the vicinity of the airport. Given the expected level of demand, this demand response type of service would most likely be appropriate. The Hwy. 49 DAR currently performs at about 7% of expenses recovery from fares. Expansion of the area will likely further reduce that performance. To meet PCTPA's criteria for an unmet transit need that is reasonable to meet, the farebox recovery must be estimated to be 10% for new or expanded services.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

- **The City of Auburn may wish to investigate the potential level of demand and options for providing service in this area as part of the current effort to update its short range transit plan.**

2. Expand service area to Chantry Hill in Newcastle.  
*Chantry Hill in Newcastle is already within the area served by the Taylor Road Shuttle. The Taylor Road Shuttle is a deviated route service – it travels up to ¾ mile off route on demand to pick up or drop off passengers.*

**Recommendation: This is not an unmet transit need.**

### Lincoln

3. Direct service from Lincoln to medical facilities in Roseville (e.g., Kaiser, Sutter) and to shopping, movie theatres, and train station. Trips from Lincoln Hills involve transferring in downtown Lincoln and at Galleria Mall. Transfers are not timed resulting in lengthy waits, which are not feasible for those with disabilities or for frail elderly. Other options are not viable alternatives – CTSA is not dependable and costs too much (\$8 one way); volunteers are not always available and cannot take persons in wheelchairs. What about a regularly scheduled trip to Roseville destinations (e.g., once a week trips to Kaiser, Sutter)? (35)  
*These requests are for more convenient service in terms of timing and fewer transfers; however, they are trips that can be made on existing transit services. For those persons who, due to disability or other reasons, need a direct trip without transfers, PRIDE/CTSA provides the IRIDE service, which is available to seniors and persons with disabilities at the subsidized rate of \$8 one-way between Lincoln and Roseville. The Foothill Volunteer Center also provides transportation for ambulatory seniors or persons with disabilities to go shopping or to get to medical appointments. For those who cannot afford these extra charges for direct service, the Voucher Program is available to cover the cost of occasional, necessary trips. These are not unserved trips. PCTPA's definition of an unmet transit need is that it be a trip that is not provided (unserved). Therefore, these*

*requests do not meet the PCTPA definition of an unmet transit need. If the City of Lincoln wishes to provide more direct service to Roseville destinations or to improve the timeliness of its connections with PCT and Roseville Transit, it can do so whether or not the need meets the PCTPA definition and criteria for being an unmet transit need that is reasonable to meet.*

**Recommendation: These are not unmet transit needs.**

- **PCTPA and the City are currently working together to update Lincoln Transit’s short range transit plan. A preliminary draft of the service alternatives analysis indicates that a subscription service for trips between Lincoln and Roseville could meet PCTPA’s definition and criteria for being reasonable to meet. This preliminary draft analysis also includes schedule modifications designed to improve the timeliness of connections between Lincoln Transit and Placer County Transit. PCTPA will continue to work with the City on refining and implementing this short range transit plan.**

#### Rocklin

4. Seventy-seven residents of Rocklin (including Villa Serena apartments and other locations) request affordable transit service to health care facilities, Trader Joe’s, WalMart, Sam’s Club, WINCO, Target, Costco, and across the street from Galleria Mall – all of which are in Roseville no more than a couple of miles away. To get there now, they must either reserve CTSA for a direct trip, which costs \$4 each way, or arrange a transfer at the Galleria Mall. Seniors on a fixed income cannot afford to spend \$8 round trip on a regular basis. Experience indicates that the transfers involve significant waiting time, which is not feasible for persons with disabilities or frail seniors. Riders in Roseville would also like direct service to the Five Star Drive area (Winco, Target, etc.)

*As described in Item 3, above, these requests are for trips that are provided via transfer – albeit inconvenient in some cases. Options for direct trips are available through PRIDE/CTSA or the Voucher Program depending on ability to pay. Therefore, as with Item 3 above, these requests do not meet the definition of being reasonable to meet. However, Roseville, Rocklin, and Placer County Transit are working together via the short range transit planning process to identify options for providing a higher level of customer service in the area adjacent to the Galleria Mall and the border between Rocklin and Roseville.*

**Recommendation: These are not unmet transit needs.**

- **PCTPA is also working with Placer County, Roseville, and Rocklin to update short range transit plans for Placer County Transit and Roseville Transit. The preliminary draft of service alternatives includes a promising proposal for a regional dial-a-ride service that would include the greater Roseville and Rocklin areas, effectively eliminating the need for a transfer when traveling between the two cities. PCTPA will continue to work with the jurisdictions and transit providers to refine and implement the short range transit plans.**

5. Expand Dial-a-ride (DAR) service boundaries in Rocklin to serve the growing population to the north – e.g. Springfield Community, Park and Crest, Park and Cameron, Regina Street, Benjamin Court. (6)

*Data from Placer County Transit show that the South Placer DAR service, which includes Rocklin, is now performing at 6% farebox recovery ratio. This does not meet the minimum 10% farebox recovery required by PCTPA in order to be considered an unmet transit need that is reasonable to meet. However, given the growth in population and development in Rocklin, alternatives for expansion of transit service in the City are being developed as part of the current short range transit plan update.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

6. Extend service area of Taylor Road Shuttle to include section of Highway 193.

*The Taylor Road Shuttle operates along Ophir and Taylor Roads in Newcastle, Penryn, and Loomis, providing a link to the Placer County I-80 Express Route at Sierra College. It is a part of the South Placer DAR service that is contracted to PRIDE/CTSA. During the first four months of FY 2003/04, South Placer DAR performed at 6% farebox recovery – an improvement over past years but still below the PCTPA’s minimum requirement of 10% in order for expansion of the service to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

#### Roseville

7. Expand services to meet transit demand in unincorporated Placer County area adjacent to Cook Riolo/Vineyard and in West Roseville Specific Plan area.

*These requests for expansion of service to the west are for anticipated future demand for service. In fact, the West Roseville Specific Plan is still just that – a plan that has not been approved. However, as part of the current short range transit plan update, both Roseville and Placer County have requested that the consultant develop service alternatives for addressing anticipated future growth in this area.*

**Recommendation: This is not an unmet transit need at this time. Pending future growth and development in the west county area and completion of the short range transit plans, this may be an unmet transit need in the future.**

#### Tahoe

8. Transportation to and from Reno.

*The Truckee North Tahoe Transportation Management Association (TNT TMA) is nearing completion of an implementation plan for commuter service between Reno, Truckee, and North Tahoe. Working with SACOG and the area transit operators, PCTPA and the TNT TMA have secured funding for a demonstration of this commuter service through a potential 2004 earmark for Access to Jobs funding. If the earmark effort is successful, a two-year demonstration of the service will be funded. Should the demonstration prove successful, ongoing funding is anticipated to be available from fare*

*revenue, local match, and potentially some funding from the Regional Transportation Commission (RTC) in Washoe County, Nevada.*

**Recommendation: This is not an unmet transit need in PCTPA jurisdiction.**

- **It is recommended that the demonstration service be implemented with available funding and evaluated to assess the feasibility of continuing the service.**

## ADA-RELATED NEEDS

### Auburn

9. There should be consistency between the hours of Hwy. 49 DAR and the Hwy. 49 Route in Auburn. Currently the DAR stops running at 6 p.m. while the fixed route service continues to 7:30 p.m. The ADA mandates comparable service hours for complementary DAR service. *The ADA requires that complementary paratransit services such as the Hwy. 49 DAR operate during the same hours as the fixed route service that they complement. The PCTPA definition of a need that is reasonable to meet includes service that is a requirement to be in compliance with the ADA.*

**Recommendation: This is an unmet transit need that is reasonable to meet.**

- **Placer County Transit should modify its contract (which is scheduled to be renewed July 1, 2004) for Hwy. 49 DAR service to specify that the service hours must match those of the Hwy. 49 fixed route.**

10. Riders are experiencing denials of service on DAR service in Auburn.  
*See item 11 below.*

### Rocklin

11. There is often not sufficient DAR capacity in Rocklin to meet demand for service. Riders are experiencing denials of service.  
*The PRIDE/CTSA monthly ridership reports for July through October 2003 show no denials of service during that time. Individuals riders may be asked to modify their requested trip times in order to accommodate peak loads on DAR. This is not considered a denial of service by the Americans with Disabilities Act as long as the alternative time offered is within one hour of the requested time. However, CTSA/PRIDE is aware that there is an increasing demand for services, and projections of demand trends and possible service expansions needed in the future will be included in the updated short range transit plans.*

**Recommendation: This is not an unmet transit need at this time.**

- **It is recommended that the DAR demand projections and needed service expansion be included in the short range transit plans, which are being updated now.**
- **It is also recommended that PRIDE/CTSA track all denials of service by time of day and reason and report this information quarterly to PCTPA.**

### Tahoe

12. In Tahoe area, need taxi service that can transport people in motorized wheelchairs. *Placer County contracts with the only Tahoe-area taxi company to provide complementary paratransit service for Tahoe Area Regional Transit (TART). The taxi company has no ramp or lift-equipped vehicles. In the case of someone who cannot travel without a lift or ramp on the vehicle, TART buses are so equipped and will provide curb-to-curb service to those ADA-eligible persons who need it.*

**Recommendation: This is not an unmet transit need.**

- **It is recommended that Placer County consider contracting for lift or ramp equipped complementary paratransit service or providing an appropriately equipped vehicle to the contractor. These alternatives should be considered as part of TART's short range transit plan update, which is currently underway.**

Countywide/Regional

13. Not sure that transit vehicles can accommodate scooters and the new electric wheelchairs. What is the maximum size that the lifts are required to accommodate? Are the transit vehicles properly equipped?

*All of the transit and paratransit vehicles operated by public transit in Placer County comply with the ADA's requirements for accommodating wheelchairs and other assistive devices. The Federal funds used to purchase these vehicles require compliance with ADA requirements.*

**Recommendation: This is not an unmet transit need.**

14. Are the lifts available on all vehicles at all times? Rider mentioned that a driver told her that there was no lift available on a vehicle.

*In compliance with the Americans with Disabilities Act, a vehicle must not be in service without a working lift. All of the transit operators include lift maintenance in their preventive maintenance programs. If a lift is not operating properly, the vehicle is taken out of service for repairs, and a spare vehicle with a working lift is put into service.*

**Recommendation: This is not an unmet transit need.**

15. Provide stop announcements for those who are visually impaired.

*Stop announcements are also a requirement of the ADA, with which all transit operators must be in compliance. If a particular driver is not announcing stops, that fact should be reported to the appropriate transit provider as a customer complaint.*

**Recommendation: This is not an unmet transit need.**

16. In general, schedule enough time along routes to allow for lift deployment and still provide timely service.

*This was a general comment from a rider of Roseville Transit. Currently, Roseville is conducting an on-time performance assessment on selected routes where lift usage has recently increased. The results of this assessment will determine whether or not further adjustments need to be made to the schedule to allow extra time for typical lift usage.*

**Recommendation: This is not an unmet transit need.**

## SERVICE FREQUENCY

### Auburn

17. Additional runs between Lake of the Pines and Auburn. Gold Country Stage Route 5 service is infrequent.

**Recommendation: This request is applicable to Nevada County and will be passed along to the Nevada County Transportation Commission for consideration during their unmet transit needs determination process.**

### Colfax

18. More frequent service to Colfax on PCT. (3)

*Two years ago, this service was expanded from operating one round trip three days a week to one round trip daily (Monday through Friday). This is a rural, lifeline type of route deviation service that currently performs at 3% farebox recovery ratio, well below the minimum requirement of 10% in order for expansion of the service to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

### Foresthill

19. Additional trips serving Foresthill to allow for commuters and half-day trips as well.

Demand from Foresthill is expected to grow as the population grows and as the new high school opens in 2004. (2, Best Step)

*The Foresthill route makes one round trip daily between Foresthill and Auburn; it arrives in Auburn at about 9 a.m. and departs at 3 p.m. This too is a rural, lifeline fixed route service that currently performs below the minimum requirement of 10% farebox recovery in order for expansion of the service to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

### Rocklin and Loomis

20. The Taylor Road Shuttle that serves Loomis every two hours is insufficient. Need more frequent service (hourly) all along Taylor Road to get to Roseville. (12) The infrequent service requires a day-long bus ride just to get to a medical appointment and back again. Also, the dispatching service provided by CTSA is of poor quality.

*See Item 6, above.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

### Roseville

21. More frequent service on Roseville Transit routes (every 30 minutes) to serve high schools from 3-5 p.m. on weekdays.

*In November 2003, Roseville Transit implemented some schedule changes that increased the frequency of service on some routes. Currently, Roseville spends all available Transportation Development Act (TDA) funds on transit. PCTPA's criteria for*

*identifying a transit need as reasonable to meet specifies that the transit operator cannot be required to spend more than the available TDA funds on expanding transit services. The City will be exploring ways to continue to expand service hours and routes as part of updating its short range transit plan, which is currently underway.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

22. Thirty-minute frequency for service departing from the Roseville Civic Center.  
*The City implemented schedule changes in November 2003 that resulted in increased service frequency at the Civic Center. Routes D and K serve the Civic Center every 30 minutes.*

**Recommendation: This is not an unmet transit need.**

23. More frequent commuter bus service to alleviate overcrowding/standing on buses. (2)  
*The City of Roseville has continued to expand commuter services as funding has allowed. The City spends all of its available TDA funds on transit. PCTPA's criteria for identifying a transit need as reasonable to meet specifies that the transit operator cannot be required to spend more than the available TDA funds on expanding transit services. The City will continue to explore ways to continue to expand service hours and routes as part of updating its short range transit plan, which is currently underway.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

#### Countywide/Regional

24. Hourly frequency on Saturdays for PCT. This would avoid the lengthy waits when transferring to and from Gold Country Stage. (5)  
*FY 2002/03 data were used to analyze the impact of hourly Saturday service on the Hwy. 49 Route, the Lincoln/Sierra College Route, and the I-80 Express Route (see Appendix B). The estimated farebox recovery ratio for the three routes would be below the minimum 10% required by PCTPA for consideration as an unmet need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

25. Half-hour frequency on PCT routes. (4)  
*FY 2002/03 data were used to analyze the impact of expanding to half-hourly service on the Hwy. 49 Route, the Lincoln/Sierra College Route, and the I-80 Express Route (see Appendix B). The estimated farebox recovery ratio for the three routes would be below the minimum 10% required by PCTPA for consideration as an unmet need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

## Tahoe

26. Expand frequency of TART Truckee-Tahoe City Route to hourly all year between the hours of 6 a.m. and 6:30 p.m. Consider 30 minute frequency during summer and winter peak periods. (TNT-TMA)

*In Technical Memo #2 for the TART short range transit plan update, the analysis shows that year-round hourly service on the Truckee-Tahoe City Route would achieve a farebox recovery ratio of 8.8%, below the threshold to be considered an unmet transit need that is reasonable to meet. However, the addition of seasonal hourly service during the winter would result in a farebox recovery ratio of 14.6%, exceeding the 10% minimum required by PCTPA to be considered an unmet transit need that is reasonable to meet. The short range transit plan is still under review by Placer County and the participating regional transportation planning agencies in whose jurisdiction TART operates – PCTPA, TRPA, and NCTC.*

**Recommendation: The addition of winter season hourly service on TART’s Truckee-Tahoe City Route is an unmet transit need that is reasonable to meet pending approval by Placer County and acceptance by the applicable planning agencies (TRPA, NCTC, and PCTPA) of the updated TART short range transit plan.**

## SERVICE HOURS

### Rocklin and Loomis

27. Increase frequency of fixed route service in Rocklin on Saturdays (to be equal to weekdays) and offer limited service on Sunday so people can get to/from church. Investigate use of taxi subsidy to provide these services.

*The analysis in Appendix B shows that expanded weekend service on the Lincoln/Rocklin/Sierra College route would achieve a farebox recovery ratio of about 6%, below the minimum 10% required by PCTPA to be considered an unmet transit need that is reasonable to meet. The option of subsidized taxi services to provide the expanded service hours will be explored as part of the update of short range transit plans (currently underway).*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

28. More capacity needed on South Placer DAR 7-8:30 a.m. and 4:30-6 p.m. and on Hwy. 49 DAR. (Best Step)

*PRIDE, which operates the DAR in South Placer and on Hwy. 49 reports no denials of service between July 1, 2003, and October 31, 2003. Riders may be asked to move their desired pick-up time up to one hour in order to accommodate demand during peak periods. Although this does not represent ideal conditions from the riders' point of view, it is in compliance with the Americans with Disabilities Act.*

**Recommendation: This is not an unmet transit need.**

### Auburn

29. Is there DAR service from downtown Auburn to BelAir on Sundays?

*Auburn Transit provides deviated fixed route service from downtown to BelAir on Sundays.*

**Recommendation: This is not an unmet transit need.**

30. Extended weekday and Saturday hours for Auburn Transit. (Best Step)

*The analysis in Appendix B shows that, with expanded hours on weekdays and Saturdays, Auburn Transit would achieve a farebox recovery ratio of 9%, under the minimum 10% required by PCTPA to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

### Colfax

31. Weekend service and an evening bus to Colfax (3).

*The analysis in Appendix B shows that, with expanded hours on weekdays and Saturdays, this route would achieve a farebox recovery ratio of 4%, below the minimum 10% required by PCTPA to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

Granite Bay

32. Granite Bay DAR is a wonderful service. “Three cheers for PRIDE and the marvelous bus service”. Person with a disability suggests extending the hours. 10:30 to 3 p.m. is limiting. *Granite Bay DAR is part of South Placer DAR, which now performs at 6% farebox recovery ratio. Adding service hours would be unlikely to improve that performance. A minimum of 10% is required by PCTPA in order to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

Lincoln

33. Extended weekday and add Saturday hours for Lincoln Transit. Operate Lincoln Transit seven days a week. (Best Step)  
*The analysis in Appendix B shows that Lincoln Transit with expanded service hours would achieve a farebox recovery ratio of about 5%, less than the minimum 10% required by PCTPA to be considered an unmet need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

Roseville

*The City of Roseville currently uses all available TDA funds to provide public transportation in the City and for commuters to Sacramento. PCTPA’s unmet needs criteria specify that a jurisdiction cannot be required to spend more funds than it has available for transit service. However, the requests for expanded service hours, shown below, will be passed along to the City for consideration as they update their short range transit plan in 2004.*

**Recommendation: The requests for additional service hours in Roseville, shown below, are unmet transit needs that are not reasonable to meet.**

34. Extended weekday and Saturday hours for Roseville Transit. (Best Step)
35. Longer hours for Roseville Transit on weekends. (2)
36. Longer hours for Roseville Transit on weekdays. Specifically, extend hours on Routes A and B to 10:00 p.m. to allow retail workers to get home from work.
37. Offer fixed route service on Sundays in Roseville. (6)
38. Later commuter bus run between Sacramento and Roseville to accommodate flexible hours. (2)
39. Start Route R earlier to employees can get to PRIDE at 7:30 a.m. rather than 7:45 a.m.

40. Provide more flexible commuter service hours on holidays to reflect variation in working hours. (2)
41. Expand Route R to operate all day long (rather than peak only).

#### Tahoe

42. Later hours for TART service to Squaw Creek and Squaw Valley during summer.  
*Technical Memorandum#2 for TART's short range transit plan shows that extended evening hours (winter only) on the Truckee-Tahoe City route would perform at 10.6% farebox recovery ratio, just meeting the minimum in order to be considered by PCTPA as an unmet transit need that is reasonable to meet. However, the draft plan recommends that evening service to Squaw Valley be provided by the Trolley, which is funded by the local employers and resorts. The short range transit plan is still under review by Placer County and the participating regional transportation planning agencies in whose jurisdiction TART operates – PCTPA, TRPA, and NCTC.*

**Recommendation: Evening service to Squaw Creek and Squaw Valley (either via TART or the Trolley program during peak periods) is an unmet transit need that is reasonable to meet pending approval by Placer County and acceptance by the applicable planning agencies of TART's updated short range transit plan.**

#### Countywide/Regional

43. Some service on Sundays on PCT routes in Auburn, Rocklin, and connecting to Roseville and Lincoln. (10)
44. Extended weekday morning and evening hours and longer hours (earlier and later) on Saturdays for PCT routes and DAR.(13, Best Step)  
*For items 43 and 44, the analysis in Appendix B shows that, with expanded hours on weekdays and weekends, the three PCT routes would not meet the 10% farebox recovery required by PCTPA to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: These are unmet transit needs that are not reasonable to meet.**

45. Expand service hours (if needed) to provide connecting bus service to Capitol Corridor stations on weekends.  
*The service hours of Roseville Transit and Placer County Transit currently include the hours of service of the Capitol Corridor in Placer County.*

**Recommendation: This is not an unmet transit need.**

## NEW ROUTES

### Rocklin and Loomis

46. New route in Rocklin to serve the area along Stanford Ranch Road and the high schools – requested by teachers and parents. Route is needed to improve mobility and access to community. (9)

*Currently, the PCT route that serves Rocklin performs significantly below the minimum 10% farebox recovery that is required by PCTPA in order to be considered an unmet transit need that is reasonable to meet. Expanding the service area of this route would be premature given the current performance; however, expansion may be an option to consider during the current effort to update the PCT short range transit plan.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

- **It is recommended that the City of Rocklin and PCT consider expanding Rocklin's transit service area.**

47. Modify PCT Lincoln/Rocklin/Sierra College route to serve Thunder Valley Casino. (4, Best Step)

*Transit service is currently available via Lincoln Transit. However, Placer County is currently working with the casino to execute an agreement to operate the service. When PCT begins serving the casino on its route, Lincoln Transit will discontinue service.*

**Recommendation: This is not an unmet transit need.**

### Granite Bay

48. Residents in the area of Horseshoe Bar Road and North Lakeshore Blvd. would like transportation to Life Center at Brace and Horseshoe Bar and to shopping areas and medical facilities in Roseville, Auburn, and Loomis.

49. Service to Granite Bay via Auburn-Folsom Road.

*Items #48 and 49 would likely involve expansion of the Granite Bay DAR service, which is part of South Placer DAR. South Placer DAR now performs below the minimum 10% farebox recovery required by PCTPA to be considered an unmet transit need that is reasonable to meet. PCTA may wish to monitor performance of this route, and, if it improves, may consider service expansion in the future.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

### Roseville

*The City of Roseville currently uses all available TDA funds to provide public transportation in the City and for commuters to Sacramento. PCTPA's unmet needs criteria specify that a jurisdiction cannot be required to spend more funds than it has available for transit service. However, the requests for new routes, shown below, will be passed along to the City for consideration as it updates its short range transit plan in 2004.*

**Recommendation: These are unmet transit needs that are not reasonable to meet.**

50. Bus to Oakmont High. (3)
51. Add a route along Junction going towards Fiddymont Road (commuter service too). Nearest stop is one mile at Heritage Oaks. (3)
52. Add service to Junction and Baseline.
53. Add service to Stone Canyon Drive (senior housing). (3)
54. Transit service to Placer County Welfare on Stonehouse Court.
55. Bus route on Church Street in Roseville.
56. Commuter service to McClellan Business Park (starting early 2004).
57. Commuter service between Natomas Park and Riverside in Roseville.
58. Service to Thunder Valley Casino. (3)
59. Provide transit service to the Sacramento airport.

Sheridan

60. Provide some level of transit service to Sheridan. (Sheridan MAC)  
*The analysis in Appendix B shows that a new route to Sheridan, operated by Lincoln Transit, would provide a farebox recovery ratio of about 6%, below the minimum 10% required by PCTPA to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: This is an unmet transit need that is not reasonable to meet.**

Tahoe

61. Establish new TART route along Hwy. 267 connecting Northstar and Kings Beach. This route would extend the route operated by the Truckee Trolley to Northstar.  
*Technical Memorandum #2 for the TART short range transit plan update indicates that there are several one-bus alternatives for providing service on Hwy. 267 that would meet or exceed the minimum farebox recovery ratio requirement of 10%. There is also an alternative for a combined Hwy. 89 and Hwy. 267 service that would meet or exceed the farebox recovery minimum required by PCTPA to be considered an unmet transit need that is reasonable to meet.*

**Recommendation: Service on Hwy. 267 via a new or combined route that connects Northstar and Kings Beach, is an unmet transit need that is reasonable to meet pending adoption by Placer County and acceptance by PCTPA, NCTC, and TRPA of TART's updated short range transit plan.**

62. Commuter bus service between Reno, Truckee, and North Lake Tahoe.  
*See Item 8, above.*

Countywide/Regional

63. Feeder bus to Sac RT light rail station in Folsom on Auburn-Folsom Road connecting people who live in Auburn and Loomis to light rail during peak times for commuters.
64. New route for commuters between Roseville and Rancho Cordova and/or Sierra College and planned light rail station on Hazel. (2)  
*Items 63 and 64 refer to service needed to future light rail stations. PCT currently provides service that connects to the existing light rail station at Watt and I-80. Connections to future light rail stations will be explored as the transit operators periodically update their short range transit plans.*

**Recommendation: These are not currently unmet transit needs.**

65. Commuter route from Colfax, Rocklin to downtown Sacramento. (2)  
*Commuter bus service from Colfax, with stops along I-80 including Rocklin, is planned for implementation as a demonstration, funded with CMAQ funds, in Spring 2004.*

**Recommendation: This is not an unmet transit need.**

66. Develop and implement regular bus route or bus rapid transit between Galleria, Sunrise, and Folsom.  
*The City of Roseville's short range transit plan, which is currently being updated, recommends that the City consider providing a transit link to the Folsom light rail station when it opens for public use. That station may be operational sometime in 2004; thus, the City is including an analysis of service options for this corridor in its short range transit plan update. That analysis will show whether or not such service will meet the PCTPA's criteria for consideration as an unmet transit need that is reasonable to meet.*

**Recommendation: This is not an unmet transit need at this time.**

RAIL

67. Expand Capitol Corridor service to/from Placer County and implement Regional (commuter) Rail service between Auburn and Oakland.  
*The Capitol Corridor is currently spending all available funds on rail and feeder bus services in this corridor. Expansion of the service in Placer County will be possible with construction of some track capacity improvements in the UPRR's Roseville freight yard. The Regional Rail service is currently undergoing modeling and development of an implementation plan. Funding to operate Regional Rail is not yet available.*

**Recommendation: These are unmet transit needs that are not reasonable to meet.**

## OTHER REQUESTS

*The following requests do not meet the PCTPA definition of an unmet transit need. However, these improvements, if implemented, could contribute to improved customer service, increased ridership, convenience, safety, and comfort. Therefore, they are included here as valued customer input regarding existing transit services.*

## TRAFFIC/PEDESTRIAN SAFETY

### Rocklin

Crossing Five Star and Stanford Ranch to get to shopping destinations is dangerous for pedestrians. Free-right-turners do not look, and the light changes before pedestrians have reached the other side of the street.

There is a need for a signal light at Santa Fe and Park due to increasing traffic and hazardous conditions.

## CUSTOMER SERVICE

### CTSA/PRIDE

CTSA dispatching is not reliable in responding to inquiries about service, or, showing up to pick up and drop off passengers.

CTSA does not notify rider of scheduling changes in order for her to make other arrangements. As a result, she has missed medical appointments. Scheduling and confirmation process is unreliable and confusing. Also, drivers make inappropriate and sometimes embarrassing comments about rider's disability.

In Auburn area, CTSA will not schedule trips, which are outside the Hwy. 49 Dial-a-ride area, until the day before. This makes it difficult to schedule medical appointments with any sort of assurance that one will be able to get there. Dial-a-ride trips can be scheduled up to two weeks in advance. Don't understand the inconsistency. Is it due to lack of drivers/vehicles?

Customers expressed that they have been left off the schedule and/or stranded by CTSA without a ride numerous times when needing to get to school, work etc. These riders expressed that they had also been provided poor customer service and encountered employees who were not courteous. Similar comment from a professor at Sierra College regarding experiences of other students. (3)

PRIDE buses have a very rough, bumpy ride. (2)

### Lincoln Transit

The following comments were noted at the Lincoln Unmet Transit Needs Workshop, which was held at Sun City Lincoln Hills and was attended by 35 concerned citizens:

Route change in Lincoln has resulted in riders being passed up at existing stops/shelters, which are no longer served. Need to modify route to serve posted stops.

Lincoln riders have experienced problems with Dial-a-ride reliability.

There is a general frustration on the part of Lincoln Transit riders with the lack of dependable transit services within their community and to adjacent areas where they need to travel in Roseville.

There is a need for a minimum level of reliable transit service to get steadily increasing ridership (“chicken and egg” problem).

Lincoln Transit routes and Dial-a-ride sometimes conflict causing a missed run on the fixed route. This leaves riders stranded at bus stops.

#### Placer County Transit (PCT)

PCT drivers on I-80 route do a great job.

Better communication with riders when there’s a delay and/or a bus breaks down.

Provide a map/schedule that includes Sac RT light rail information.

PCT I-80 Express often runs late on Friday afternoons.

Train drivers on weekends so training doesn’t delay weekday riders who need to get to work.

#### Roseville Transit

Roseville Transit actually works really well. I can get anywhere in Roseville in about an hour.

No air conditioning on old Neoplan buses on Roseville commuter routes on hot September days.  
(2) If this happens, riders should get free-ride coupon.

Roseville Commuter bus drivers should be allowed to take alternate routes when there are delays on freeways. (3)

Develop and implement plan for alternate route when there is a need for detour. Would reduce confusion on the part of riders.

#### Countywide/Regional

Regional trip planning and coordination for all transportation services using a toll-free number, a website, and a TDD line with multi-lingual capability. (Best Step)

Consolidate public transportation under one transit authority. Current structure is not adequate. Placer would be in a better position to influence regional planning.

Improve regional coordination to make traveling seamless for riders.

## MARKETING

### Countywide/Regional

There is a need to improved marketing of transit (e.g., post fliers in appropriate locations, advertise in local newspapers, disseminate transit information in utility bills).

Using transit is confusing. A mobility training, ambassador, or bus buddy program and/or a program designed to “bring the bus to you” to introduce people to using the bus would help overcome uncertainties about taking the bus. (Best Step)

Provide transit information and dispatching in both English and Spanish. (Best Step)

## SHELTERS/BUS STOPS

### Lincoln Transit

The shelter at the Transfer Point in Lincoln was removed to allow for improvements, but it has been gone for 14 weeks and no temporary bench or shelter has been provided. *City staff noted that the shelter has been installed.*

Need more Lincoln Transit bus stops on Del Webb Blvd. and other key streets in Sun City Lincoln Hills. *City staff noted that they are awaiting completion of construction within Sun City.*

Having the PCT bus stop at Sun City Lincoln Hills would make traveling to Roseville/Rocklin must easier and take less time. Is this possible?

### Placer County Transit

Desperate need for a shelter and a bench for PCT passengers at the Sac RT light rail station.

Additional bus stops/shelters are needed in Rocklin.

Add bus stop at Dry Creek Road and Highway 49 in Auburn. *There is a bus stop on the southwest corner. PCT bus also stops at the Recreation Center on Dry Creek.*

Need bus stops at Target, Pak’n Save, and Grocery Outlet in Auburn. (3) *PCT bus will begin stopping at Target on January 1, 2004.*

Stop closer to Chapa-De in Auburn.

Would like PCT bus to stop at Albertson’s Shopping Center on Elm in Auburn.

Bus stops in the area of Staples in Auburn are inconvenient.

Relocate the Auburn Transfer Center from Elders Station to the Auburn Multimodal Center on Nevada Street.

### Roseville Transit

More bus stops and benches at stops in Roseville.

Additional stops on E Route in Roseville near Eureka and Douglas.

Add a commuter stop at I and 14<sup>th</sup> in downtown Sacramento for Federal, Caltrans, and Dept. of Justice employees.

Provide a shelter on Douglas at Sizzler/Raley's shopping center.

Add stops closer to DMV at 24<sup>th</sup> and Broadway in Sacramento.

### Countywide/Regional

Post schedules at each bus stop.

## TRANSIT FARES/PASSES

There is a need for consistent fares and, ideally, universally recognized passes and ADA identification among the area transit operators. Some entities take transfers, and others don't making travel of any distance difficult. ADA identification from one transit provider must be recognized by others by law. (26)

Year-round student passes.

Monthly pass on PCT. (Best Step)

Provide for a one-day grace period on monthly passes to allow passengers to receive checks and purchase passes.

## ROUTES/TRANSFERRING

### Auburn

Rider misses connection between PCT I-80 route and Highway 49 route regularly.

Direct service on PCT to Raley's on Foresthill Road (instead of transferring to Auburn Transit).

PCT Hwy. 49 Route riders going north can leave the BelAir Shopping Center every 30 minutes, but riders going south from the K-Mart shopping center have to wait for one hour. This requires either a long wait or quite a bit of walking while carrying packages. Rider requests that PCT turn left at Bell Road into K-Mart and pick at Rite-Aid, proceed toward BelAir, and turn right at Willow-Sierra.

### Granite Bay

Would like to get from Granite Bay to Sierra College without having to take DAR plus three route buses.

### Lincoln

Long wait (30-45 minutes) at Lincoln Transfer Point to make cross-town connections or to make connection from Lincoln Transit to Placer County Transit. Very inconvenient for riders, and prohibits those with disabilities or frail elderly from being able to ride. Dial-a-ride in Lincoln perceived as unreliable based on rider experiences with it. This results in Lincoln residents feeling isolated, without a reliable source of transportation. (35)

### Rocklin and Loomis

Could the PCT I-80 Express route make a stop in Loomis?

Takes too long to get from Loomis/Penryn to Roseville.

Allow Taylor Road Shuttle to deviate to Safeway in Rocklin. It would add fares and doesn't impact schedule.

### Roseville

Rider uses PCT I-80 route to connect to M route in Roseville, but usually misses connection at Galleria and must wait.

Separate Roseville Transit's A and B to reduce stress on drivers and passengers.

Have one or two places where the buses transfer instead of transferring to different buses at different stops.

Roseville Commuter routes' timing causes commuters who work in the middle of the downtown route to have to work a compressed schedule and puts strain on selected commuter runs.

Roseville connection with PCT is consistently difficult. Not sure why.

The November 1<sup>st</sup> schedule change on Roseville Transit is making connections to PCT at Galleria difficult to nearly impossible on the A route. This route is scheduled to arrive at the Galleria at 28 minutes after the hour in order to meet the PCT bus. However, the A route is consistently late, and, even though the PCT bus will hold for five minutes, that is not sufficient time to be able to consistently make the connection. Missing the connection results in 45-55 minute waits. Waiting at the Galleria is problematic. There are shelters, but restrooms are quite a significant distance away. Winter weather also exacerbates the situation. (2)

'Straight' route from Roseville to the DeWitt Center.

### Tahoe

More timely transfers between Truckee Trolley and TART.