

Final Report - Volume 1

Short Range Transit Plan Update

Service Development



**EL DORADO
TRANSIT**

Prepared by

DanTec Associates

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DanTec
Associates

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Executive Summary

1. Introduction

This is a time of unprecedented challenges for transit systems across the United States. During the pandemic, ridership and revenue plummeted. Now, as the public health crisis eases, it has become evident that transportation, work, and daily living patterns may have been significantly changed. Program closures, telehealth, home delivery services, internet shopping, and remote work are all affecting the future of public transportation demand. El Dorado has chosen a Short-Range Transit Plan Update as an opportunity to undertake a meaningful review of the transit system to address current short-term challenges facing the local service.

Volume 1 includes a comprehensive evaluation of current conditions and a review of lessons learned from peer systems and extensive public and stakeholder engagement processes, including the development of service guidelines specifically for the local service provided by El Dorado Transit. This Update provides actionable recommendations to restore services where appropriate, improve services where feasible and adjust policies to improve compliance. Volume 2 is a companion report outlining how marketing and outreach should be provided as this Short Range Transit Plan is implemented.

2. Existing Conditions and Local Service Gaps

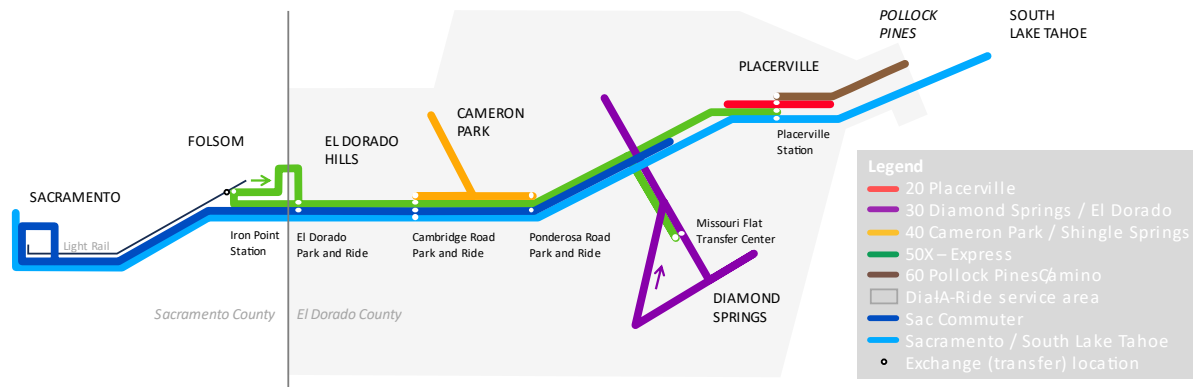
The EDT local transit system includes local fixed route, demand responsive service (Dial-A-Ride), and ADA Paratransit service according to the requirements of the Americans with Disabilities Act (ADA). There are five local fixed routes with defined routings and schedules, as illustrated in Figure 1. Service operates during the daytime, five days each week with no service on Saturdays, Sundays, or most holidays. Timed transfer connections are an important feature keeping timetables memorable and allowing customers to complete their journeys with minimal delay despite low service frequencies.

Some service is provided to destinations in Folsom, for connections to local buses in Folsom, and to the Sacramento Light Rail at Iron Point Station. Dial-A-Ride service extends transit to some more remote rural communities in the western portion of the county. A full map is included in the man report.

Service levels are reduced from pre-pandemic levels. This review does not include commuter service to Sacramento or regional service to South Lake Tahoe.

The system faces many challenges for service coverage including steep slopes, the barrier of Highway 50 a freeway or limited access road with few pedestrian crossing locations, and limited pedestrian amenities with limited sidewalks, street lighting, and protected pedestrian crossings. Service operates to designated bus stops along the routes. Some have shelters or benches, whereas others are marked by a sign but do not have other infrastructure. Service to some stops is on request only.

Figure i - El Dorado Transit Schematic Map (not to scale)



Cash fares are \$1.50 per one-way trip (general) and \$0.75 (for seniors 60+, people with disabilities, and children K-12). Monthly passes are equivalent to 13.3 one-way fares, daily passes are equivalent to four one-way trips and a combined pass for local service and Sacramento transit is equivalent to a Sacramento local transit pass. Electronic payment and scrip tickets are available.

Dial-A-Ride serving the fixed route service area and select communities beyond is available only to registered seniors and persons with disabilities. Trips are by reservation and can be requested up to three business days in advance of the desired trip. Service operates daytime on weekdays and weekends. Fares are distance-based, paid with cash, scrip and the Connect Card cash purse. The same groups are eligible for SAC-MED a limited shared-ride, pre-booked, nonemergency medical service two days each week.

Route and Network Design

The system design focuses on the Highway 50 corridor a challenging area to serve with a narrow valley, steep hills, dispersed development, many non-contiguous roads, low-density development, dispersed destinations, and the highway's barrier for both buses and pedestrians. Most routes connect at key locations including Missouri Flat and Placerville Station with few connections to Commuter routes.

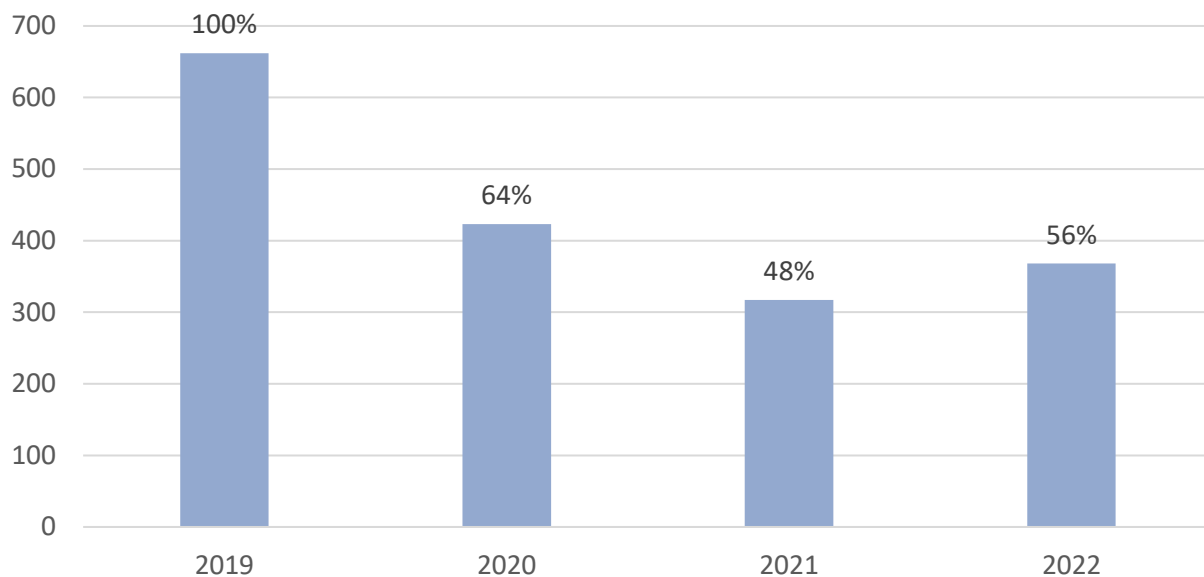
The system's key strengths are its reliable timed transfer system and well-respected employees.

System challenges include infrequent service, limited evening and no weekend service, inconsistent bus route naming, incomplete and hard-to-read bus stop signage, uneven and incomplete bus stop locations and infrastructure, poorly integrated park and ride lots, and limited eligibility for Dial-A-Ride.

System Performance

At the onset of the pandemic in March 2020 service levels were reduced, and service patterns modified. Ridership in 2020 dropped to 64 percent from 2019's levels in 2020 and to 48 percent in 2021. In 2022 ridership showed a small recovery, returning to 56 percent of 2019 levels, as shown in Figure . The new limited service operated on behalf of Amtrak, connecting Sacramento with South Lake Tahoe by way of several local stops, began in 2021 and saw promising new demand in 2021 and 2022.

Figure ii- Average Weekday Fixed Route Ridership by Year (as percent of 2019 levels)

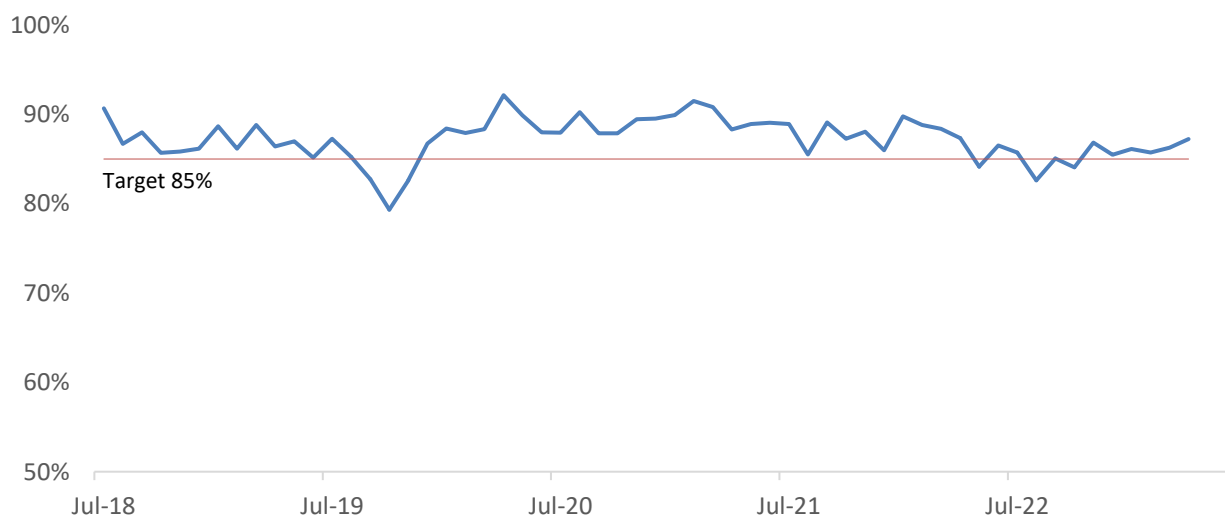


Route 50 Express continues to be the system’s key service connecting the communities along Highway 50 and carrying the most ridership.

Service Reliability

Service appears reliable overall, typically achieving and exceeding the system’s target of operating 85 percent of trips on time where departures are not early and are up to five minutes late.

Figure iii - Local Fixed Route Reliability (Percent of Trips Departing Not Early and up to Five Minutes Late)



3. Review of Accessibility and Compliance

A review of El Dorado Transit's (EDT) accessibility and compliance with the Americans with Disabilities Act (ADA) was completed. This included a review of website content, Operations material, interviews with El Dorado staff, inspection of vehicles, and riding fixed route bus services. DanTec found that EDT's management staff are committed to complying with the ADA and identifying barriers to the use of EDT services by all riders, including riders with disabilities

Upon completion of a review of fixed route, ADA Paratransit, Dial-A-Ride and SACMed it was concluded that El Dorado Transit appears to possess all of the elements needed to deliver high quality, safe and compliant transportation services for its growing population. It is also clear that EDT staff possess the knowledge and expertise needed to meet ADA Compliance requirements for all services offered.

A number of recommendations are provided in Section 11 to further assist EDT in the delivery of its family of transportation services.

4. Review of Peer Transit Systems

The performance of a transit agency may also be evaluated by comparing it to its peers. For evaluating El Dorado Transit (EDT), data were collected on nine peer agencies in similar communities in California, Oregon, Washington, and British Columbia. Four peers were in California, one in Oregon, two in Washington, and two in British Columbia.

The major differences between El Dorado Transit EDT and the group of selected peers include the following:

- EDT appears to face a greater challenge than the peer group rebuilding ridership since the pandemic.
- EDT is currently behind some of its peers in terms of the use of technology for booking passenger trips tracking vehicles, and the acquisition of battery electric vehicles.
- The peer systems with local tax revenue (sales, property or payroll) are able to fund greater levels of service and achieve higher levels of ridership relative to EDT, which does not have a dedicated local tax source.
- Fixed-route operating costs per hour are above average.
- Demand-response operating costs per hour are above average.
- EDT provides more services than most peers, including providing NEMT to Sacramento.
- Weekday service is similar to peers', but EDT provides less service (none) on Saturday compared to peers. The absence of Sunday service at EDT is typical of the peer agencies.
- Fixed-route ridership on EDT is the lowest of the peers in total and per capita, but annual revenue miles and hours are the second lowest and well below average, leading to the higher-than-average cost per trip.
- The cost per unlinked fixed-route trip is the highest, and the cost of each unlinked trip on demand response is the second highest.

- Peer systems with purchased service contracts have lower hourly costs for fixed route (40 percent lower) and demand response (15 percent lower) than systems with in-house operations.
- A greater variety of fare programs with targeted discounts for students were seen at some peers.
- Cost recovery at EDT was the second lowest excluding the systems with free fares.
- Fare-free systems had more than twice the level of ridership per capita as EDT.

5. Public Outreach Round 1

An extensive public outreach program was included early in the project. The outreach program included public meetings, an online meeting for stakeholders and a survey of transit users and the general public.

The project team provided an overview of the purpose and need for the updated master plan and its initial review of the transit system and peer transit systems. After that, the team led the stakeholders on a guided discussion through various topic areas including areas where participants felt the system is serving their needs well, where it is not serving their needs well and ideas for improvement

An online and hard copy survey was distributed to passengers on fixed route and demand response services as well as through the El Dorado Transit website and a pop up booth at the El Dorado County Fair. The survey was conducted from May 20, 2023, to June 27, 2023, and a total of 1,771 unique responses were tabulated. Overall the survey found strong support for EDT and the respondents were generally very satisfied with the level of service being provided although weekend and evening services were felt to be insufficient. Improved service frequency and stops closer to home also scored well. Among all users and specifically Dial A Ride users a shorter advance booking time period was frequently requested. The most frequently cited answer to the question why EDT was not used was that the respondents job location had changed, and El Dorado Transit does not serve their new work location.

6. Local System Focus

The project involved a workshop session with the EDT board during the first phase of engagement. In addition to a briefing on the system analysis the DanTec team facilitated a dialog about public transit’s role in communities and a discussion about a desired focus for the system. The outreach program

included a workshop with the EDT Board of Directors. The workshop discussion the Board identified that the local transit service in El Dorado County primarily provides coverage service. This reflects an understanding that the community direction anticipates sustaining current community values, including high reliance on personal mobility with an underlying transit system that provides basic mobility and within broadly similar development patterns.

As such, the system is expected to maintain coverage transit service, primarily for those unable to own or operate their own private vehicles. Service investments are expected to ensure basic transportation service with limited expectation to increase ridership or to attract trips by people who have access to an automobile. In alignment with this system focus a series of performance indicators were presented to measure how much service is provided, how effectively the service is provided, and the satisfaction of the riders.

7. Service Concepts for Discussion

A series of service concepts was developed to address the challenges identified in the review of existing conditions, the review of peer agencies, and what was heard at the first round of public consultation. The concepts addressed several major issues, including the following:

- The design of routes within the system
- A lack of service in El Dorado Hills
- Access to on-demand service including the need to book several days in advance
- The fare system for on-demand service
- The spacing and location of bus stops

8. Public Outreach Round 2

A series of five public and stakeholder workshops were held across El Dorado County and online on September 11 and 12, 2023. Total attendance by the public at the workshops excluding staff and consultants was 30. This round of consultation also included a session dedicated to receiving input from the bus operators at EDT.

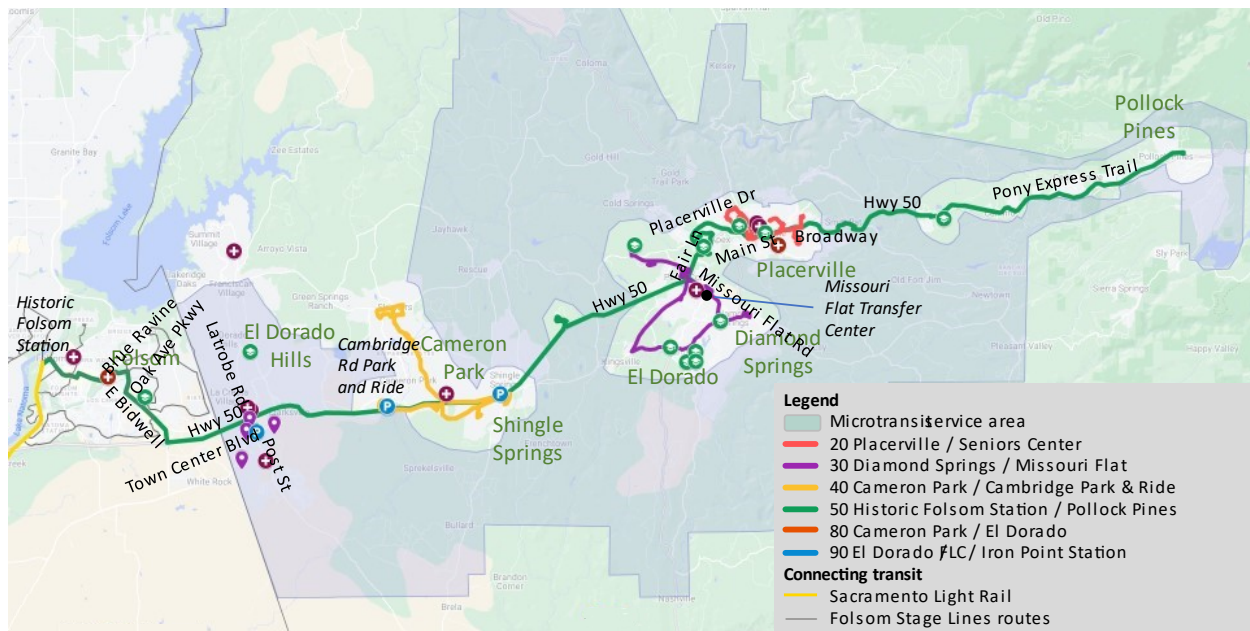
Each session opened with a presentation that provided an update on the project and an overview of the set of service concepts developed for discussion. Materials included maps and descriptions of network and routing concepts as well as service coverage. The consultants explained the service concepts seeking questions of clarification throughout then facilitated a discussion on a set of tradeoffs related to the service concepts and asked for input on any other issues.

9. Recommended Service Changes

Following the second round of engagement we reviewed the input and developed the following service recommendations. Existing funding is sufficient to make these enhancements to strengthen the fixed route system's usability and attractiveness, as illustrated in Figure i.

- One connecting route from Pollock Pines to Folsom Monday to Saturday with more two-way service, fewer delays, new connections, service to more places in Folsom
- Simplified routes with more two-way service in Placerville
- Scheduled service to more bus stops replacing request stop service
- Service on routes 20, 30 and 40 on Saturdays

• *Figure iv Revised routes and On-Demand Microtransit Service Area*



We recommend converting existing Dial a Ride service to on demand microtransit with service for any person in a modified and expanded zone, connections to and less duplication with fixed route service, and revised fares allowing transfers to fixed route transit. The service would utilize the recent technology that EDT has purchased and modify the service policies and characteristics to provide improved and integrated service. The new on demand service should include a new microtransit service in El Dorado Hills, weekdays.

The ADA paratransit service should be expanded along with fixed route expansion including providing coverage along the route 50 in Folsom City.

The immediate recommendations are designed to be implemented within the existing resources of the EDT as shown in Figure ii.

The recommendations included guidelines for the evaluation of special event service requests. The guidelines include identification the service objectives, ensuring the service is within the core objectives and competencies, and requirements of the market to be served. Other considerations include the location of the event, funding availability and the availability of resources.

Further in the future, or when more resources become available some additional areas or enhancements were provided. These include:

- More frequent service
- Service on Sundays and holidays
- Two way service on Fair Lane and Ray Lawyer Drive
- Fixed route service in El Dorado Hills if warranted by ridership on microtransit
- Expansion of Microtransit to more rural communities

Figure v Service Summary and Resources

Route Num	Direction 1	Direction 2	Start	End	Freq	Peak Veh	Annual Cost (\$)	Annual Service Hours
Weekday								
20	Seniors Center	Placerville Station	7:00	19:55	60	2	850,000	6,700
30	Diamond Springs	Missouri Flat Transfer Center	7:30	18:50	60	2	745,000	5,900
40	Cameron Park	Ponderosa Park and Ride	7:00	19:20	60	1	406,000	3,200
50	Historic Folsom Station	Pollock Pines	7:30	18:55	60	5	1,877,000	14,900
99	Microtransit		7:30	17:00		4	1,418,000	9,900
Saturday								
50	Historic Folsom Station	Pollock Pines	7:30	18:55	60	-	375,000	3,000
20	Seniors Center	Placerville Station	9:00	17:00	60	-	105,000	800
30	Diamond Springs	Missouri Flat Transfer Center	9:00	17:00	60	-	105,000	800
40	Cameron Park	Cambridge Rd Park and Ride	9:00	17:00	60	-	53,000	400
99	Microtransit		8:00	17:00		-	201,000	1,400
Sunday								
99	Microtransit		8:00	17:00		-	134,000	900
						14	6,269,000	47,900

In addition a number of supporting recommendations were included:

- Establishing a systematic route naming and numbering convention
- Establishing consistent and closer bus stop spacing
- Enhancing the quality of information on bus stop signs
- Strengthening relationships with planning and roadway authorities
- Establish a collaborative relationship with partners

10. Fare Plan

No changes are recommended for fixed route and SACMed fares.

The service plan recommends opening the Dial-A-Ride service to all passengers regardless of age or disability but only providing the service in areas beyond .75 miles of a fixed route transit service. The service area outer limits would be extended to include some additional areas on the fringe of the suburban area. It is recommended that the fare for the new Dial-A-Ride service be set at \$2.50 for all trips. A discount for seniors and persons with disabilities is not required by federal regulations for demand responsive services and it is recommended that the current policy of not offering a discount for students as well be continued.

It is recommended that the fare policy be amended to permit certified ADA paratransit passengers to ride fixed route free. This change will potentially decrease demand for paratransit service among passengers with disabilities who can use fixed route service for some trips or at least slow the growth in demand for additional ADA paratransit service.

11. Accessibility Plan

El Dorado Transit appears to possess all of the elements needed to deliver high quality, safe and compliant transportation services for its growing population. EDT staff possess the knowledge and expertise needed to meet ADA Compliance requirements for all services offered. A number of recommendations have been developed to further assist EDT in the delivery of its family of transportation services. In general, the recommendations are designed to ensure that riders receive the assistance guaranteed them in the ADA. They also include recommendations to protect the institutional knowledge EDT possesses, which is significant for an agency its size.

1. Introduction

This is a time of unprecedented challenges for transit systems across the United States. During the pandemic, ridership and revenue plummeted. Now, as the public health crisis eases, it has become evident that transportation, work, and daily living patterns may have been significantly changed. Program closures, telehealth, home delivery services, internet shopping, and remote work are all affecting the future of public transportation demand. Transit agencies are entering uncharted territory.

Local El Dorado Transit ridership was declining in the years before the pandemic, and monthly ridership currently is about 30 percent lower than pre-COVID-19 when the last Short-Range Transit Plan was completed. For the last complete fiscal year ending on June 30, 2023 the average farebox recovery for local service was 2.14 percent and the operating subsidy per passenger was \$48.67 compared to targets for a 10 percent fare recovery and a \$15.00 per passenger subsidy.

Considering the circumstances facing El Dorado Transit, staff members have chosen a Short-Range Transit Plan Update as an opportunity to undertake a meaningful review of the transit system to address current short-term challenges facing the local service including the following:

- Reversing the decline of ridership for both conventional fixed-route transit and Dial-a-Ride transit
- Addressing competition from ride hailing
- Responding to the recent inability to attract demand from specific communities such as El Dorado Hills
- An aging population with anticipated demand for basic mobility and a desire to age in place
- Cost pressures and the need for a sustainable future
- Changing travel behavior and demand
- Increasing operating costs

Volume 1 includes a comprehensive evaluation of current conditions and a review of lessons learned from peer systems and extensive public and stakeholder engagement processes, including the development of service guidelines specifically for the local service provided by El Dorado Transit. This Update provides actionable recommendations to restore services where appropriate, improve services where feasible and adjust policies to improve compliance. The structural changes the pandemic has brought means that this Plan Update is less dependent on past trends to project future results. The peer review section shows how similar situated systems are responding to the similar challenges. The Plan Update includes service changes and pilot services to assess new ways of delivering transit services in this unfamiliar environment. The entire Plan Update is focused on developing a sustainable future for the agency.

Volume 2 is a companion report outlining how marketing and outreach should be provided as this Short Range Transit Plan is implemented.

2. Existing Conditions and Local Service Gaps

This section evaluates the existing transit service considering the system design and its performance. Evaluation is based on a broad set of information and data sources including reports, plans, and system information provided by El Dorado Transit (EDT), site visits, and online surveys of existing service.

2.1 Local and Regional Context

2.1.1 Fixed Route Local service

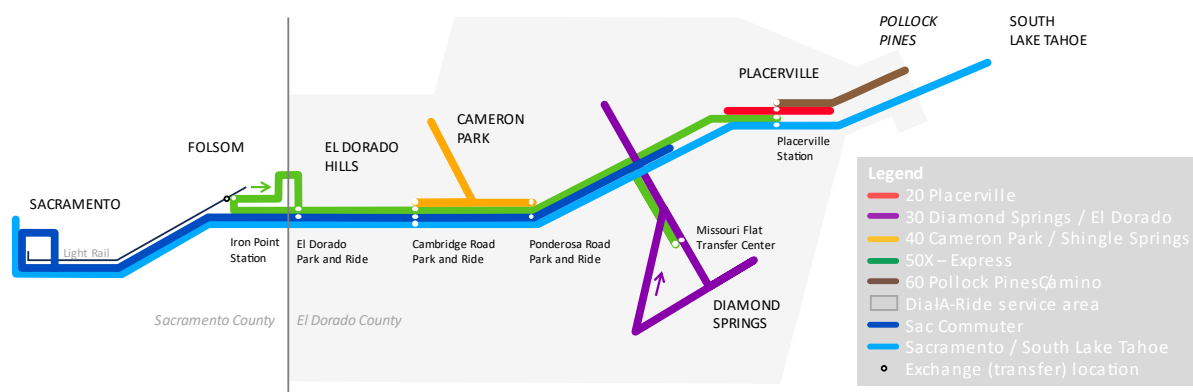
EDT provides service on five local fixed routes within the county, where service operates on defined routings and schedules, as shown in Figure 1. Service operates five days each week with no service on Saturdays, Sundays, or most holidays. Service levels are reduced from those operated prior to the COVID-19 pandemic.

The system also includes commuter service to Sacramento and a county-wide service from Sacramento to South Lake Tahoe that is operated as Amtrak service. Neither service is included as part of this review.

Local service focuses on two main hubs at Placerville Station and Missouri Flat, where customers can transfer between buses. Other transfer points exist at other locations where buses meet.

Figure 1 illustrates the system schematically showing the routes and locations where customers can transfer between vehicles. The overall transit system includes the local routes and demand responsive service (Dial-A-Ride) that are part of this review as well as regional routes (Sac Commuter and South Lake Tahoe service). ADA Paratransit service is also provided according to the requirements of the Americans with Disabilities Act (ADA).

Figure 1 - El Dorado Transit Schematic Map (not to scale)



Fixed route service provided by El Dorado Transit operates in the western section of the county, in urbanized communities close to Highway 50, as shown in Figure 2. Some service is provided to destinations in Folsom, for connections to local buses in Folsom, and to the Sacramento Light Rail at Iron Point Station. Demand responsive (Dial-A-Ride) service extends the reach of transit to some more remote rural communities also in the western portion of the county, however not to all such communities.

Figure 2 - Western El Dorado County Showing Local Fixed Route Transit and Dial-A-Ride Service Area

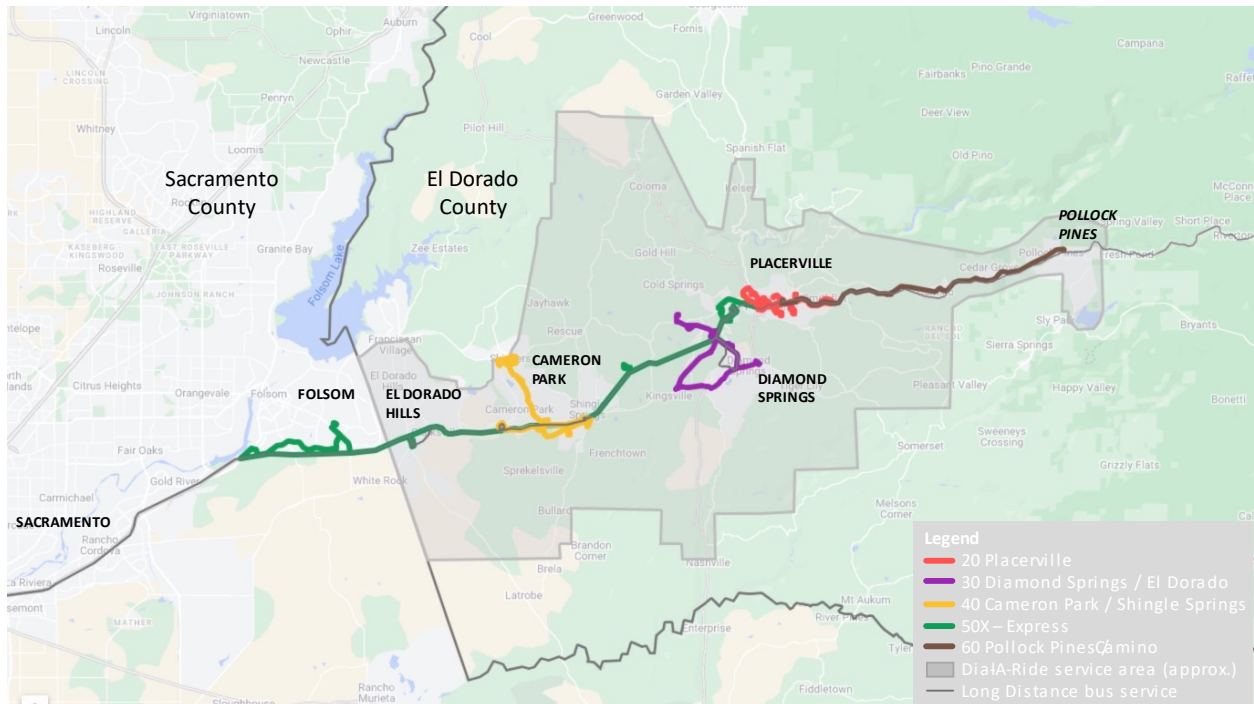


Figure 3 - summarizes the local routes including the main areas or neighborhoods they serve and the locations where they make connections with other routes or services. Transfer connections are vital for transit networks because they permit customers to travel efficiently between parts of the service area and to connect with services in other areas.

Figure 3 - Routes and Areas Served

Number	Service Area	Service Description	Connections
20	Placerville	Local service within Placerville	<ul style="list-style-type: none"> • 50X, 60, South Lake Tahoe at Placerville Station
30	Diamond Springs / El Dorado	Local service within Diamond Springs and El Dorado and to the local Folsom Lake College Campus	<ul style="list-style-type: none"> • 50X at Missouri Flat
40	Cameron Park / Shingle Springs	Local service within Cameron Park and Shingle Springs	<ul style="list-style-type: none"> • Sac Commuter at Ponderosa Park and Ride • 50x, Sac Commuter, South Lake Tahoe at Cambridge Road Park and Ride
50X	Express	<p>Main trunk line connecting all communities and key destinations west from Placerville to Iron Point Station including the following:</p> <ul style="list-style-type: none"> • Red Hawk Casino • El Dorado Hills Town Center • Folsom Lake College (Folsom) • Employment on Iron Point Road (Folsom) 	<ul style="list-style-type: none"> • 20, 60, South Lake Tahoe at Placerville Station • 30 at Missouri Flat • 40, Sac Commuter at Ponderosa Park and Ride • 40, Sac Commuter, South Lake Tahoe at Cambridge Road Park and Ride • Sac Commuter at El Dorado Hills Park and Ride • Folsom local transit at Iron Point Station and on local streets • Sacramento Light Rail at Iron Point Station
60	Pollock Pines / Camino	Local service east from Placerville connecting to Pollock Pines	<ul style="list-style-type: none"> • 20, 60, South Lake Tahoe at Placerville Station

As shown in Figure 4 service is provided during the daytime Monday through Friday only with no service on weekends or most holidays. Service on most routes starts between 6:30 am and 7:00 am and finishes between 6:00 and 6:30 pm. Route 50X operates slightly longer, starting at 6:00 am and finishing at 7:00 pm. There is no evening service. During the pandemic, service on Saturdays and Sundays was eliminated, and its return has been delayed due to staffing challenges.

Figure 4 – Service Start/Finish Times and Service Levels by Route

Route	Start	Finish	Trips per Hour					
			AM Peak Period	Midday	PM Peak Period	Evening	Saturday	Sunday and Holidays
20	6:30	18:30	1	1	1	-	-	-
30	7:00	18:00	1	1	1	-	-	-
40	6:30	18:30	1	1	1	-	-	-
50	6:00	19:00	1	1	1	-	-	-
60	7:00	18:30	1	1	1	-	-	-

All routes are designed to operate on clockface headways where the buses are timed to meet at the transfer locations and customers can transfer from bus to bus to complete their journeys. The timed transfer focal point system is an important feature of the transit system that keeps timetables memorable and allows customers to complete their journeys with minimal delay. This is especially important because the overall frequency of service is low with all routes operating every hour.

Research shows that transit customers will walk up to ¼ mile to get to transit service, although these distances are reduced where there are barriers including steep slopes (topography), major roads and highways that are hard to cross, or limited sidewalks and other pedestrian amenities.

The EDT system faces many challenges to achieve service coverage: The county has many areas with steep slopes, and Highway 50 is a freeway (except through Placerville) with few crossing locations for pedestrians, and pedestrian amenities are limited in many areas with limited sidewalks, street lighting, and protected pedestrian crossings.

Figure 5 - -10 illustrate the areas within an approximately ¼ mile straight line distance of each route. Practical walk distances are less in many cases as noted above. In addition, the illustrations do not directly account for bus stop locations, and where they are spaced farther apart or where stops in opposite travel directions are not nearby, the walk distances customers are willing or able to make may be less than the ¼ mile buffer as shown in the maps.

Figure 5 - Service Coverage Route 60

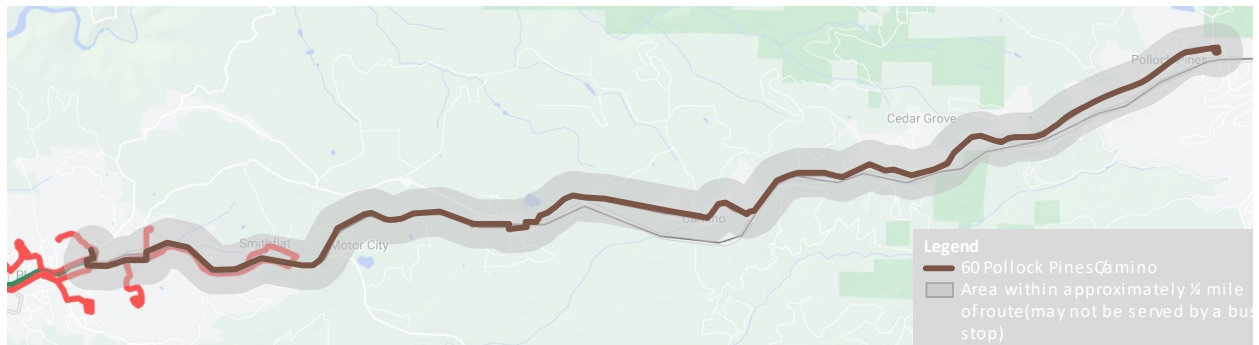


Figure 6 - Service Coverage Route 20 and Route 50X in Placerville

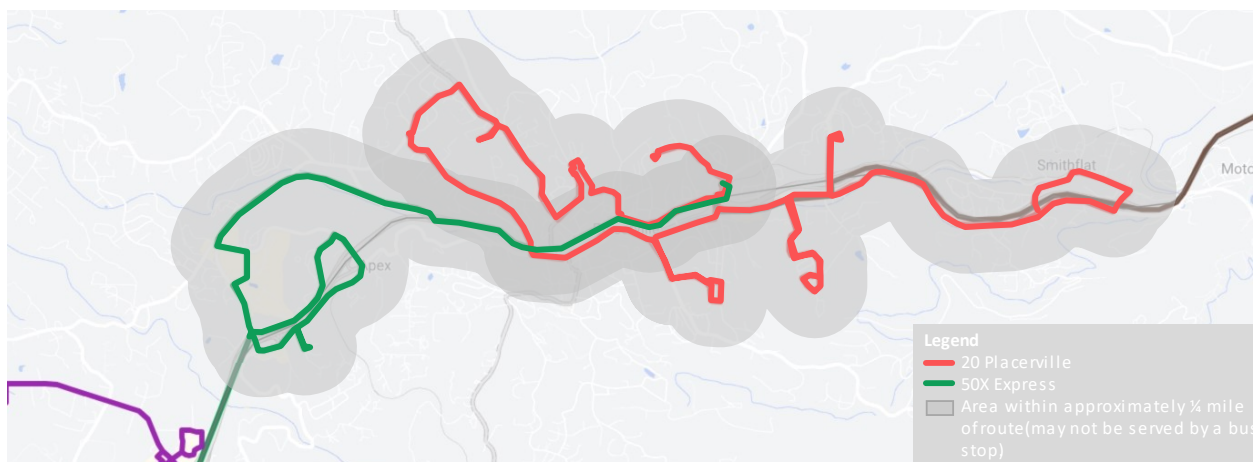


Figure 7 - Service Coverage Route 30 and Portions of Route 50X

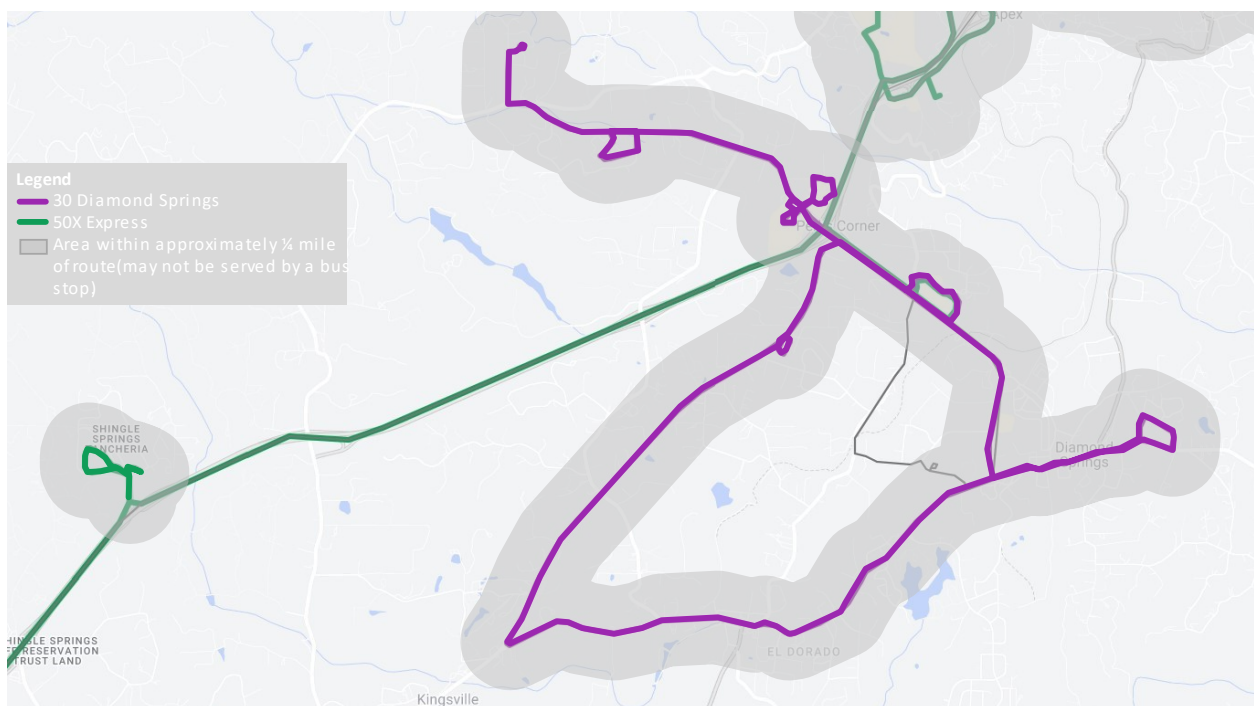


Figure 8 - Service Coverage Route 40 and Portions of Route 50X

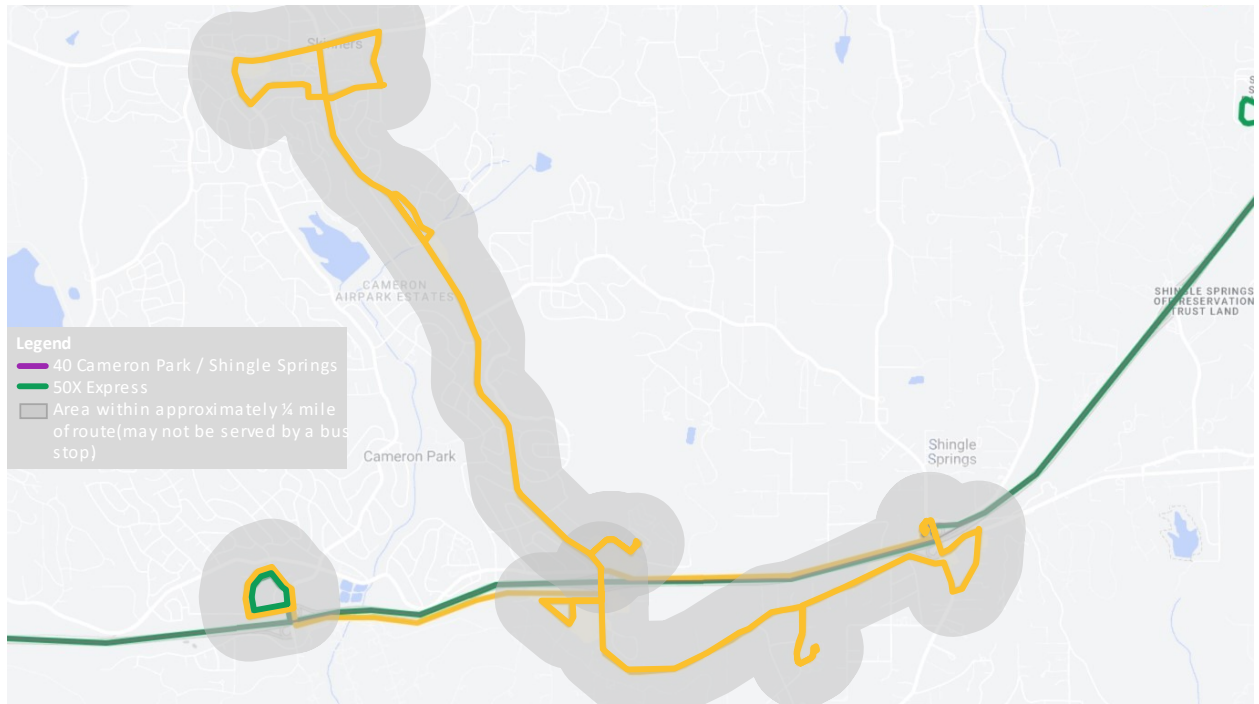
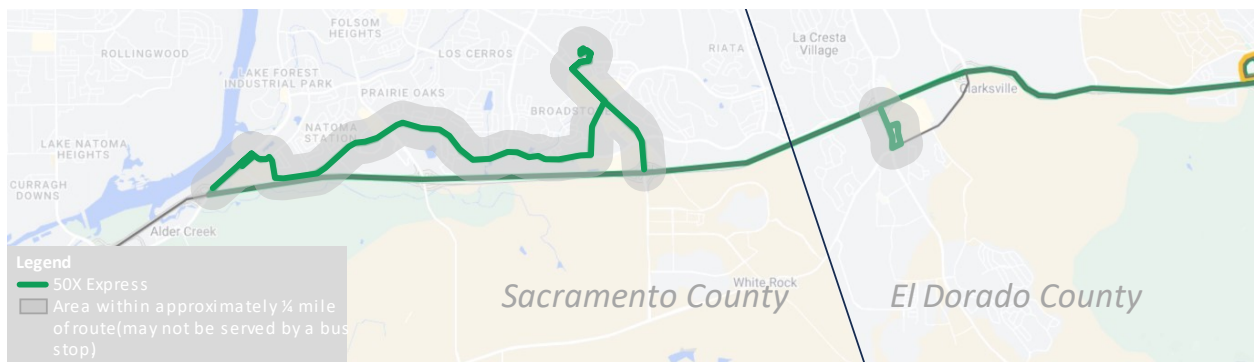


Figure 9 - Service Coverage Route 50X in El Dorado Hills and Folsom



Service operates to designated bus stops along the routes. Some stops have shelters or benches, whereas others are marked by a sign but do not have other infrastructure.

Service to some stops is on request only; customers on the bus must indicate to the driver at the time of boarding that they want service to a designated stop. Customers wanting to be picked up must phone the EDT office not less than 30 minutes before the scheduled time at that stop to request service.

Cash fares are \$1.50 per one-way trip for general fares and, with proof of eligibility, \$0.75 for seniors (age 60 and over), people with disabilities, and children from kindergarten to grade 12.

Monthly passes are \$20 for general fares and \$10 for the concession groups. These are equivalent to 13.3 one-way fares. A daily pass is available at \$6 for general and \$3 for concessions, equivalent to four one-way trips.

Customers can also purchase a combined pass for local service and Sacramento transit for \$100. This fare is equivalent to a Sacramento local transit pass (“Basic”) while including trips on the El Dorado Transit service.

Electronic payment is available using the Sacramento area regional Connect Card.

The system offers scrip tickets in denominations of \$0.50 (books of 36) and \$0.75 (books of 40). (The \$5.00 scrip tickets are also available but would typically be useful only for commuter services). They are sold at face value.

Figure 10 - Local Transit Fares and Passes

Fare Category	General	Senior 60+ Disabled K-12
<i>One-Way</i>	\$1.50	\$0.75
<i>Monthly Pass</i>	\$20.00	\$10.00
<i>Daily Pass</i>	\$6.00	\$3.00
<i>EDT Local & Sac RT Combo Pass</i>	\$100.00	\$65.00

2.1.2 Dial-a-Ride Transit

EDT also provides a limited access shared ride public demand response service called Dial-A-Ride serving the fixed route service area and select communities beyond. The service area is shown in Figure 2. Although originally open to all, the Dial-A-Ride, service is now available only to seniors (age 60 and older) and persons with disabilities who have registered with the EDT Dial-A-Ride system. Trips are by reservation and can be requested up to three business days in advance of the desired trip.

Dial-A-Ride operates on weekdays and weekends with service 7:30 am to 5:00 pm on weekdays and 8:00 am to 5:00 pm Saturday and Sunday.

Fares are calculated on a distance basis with trips of up to four miles at \$2.00 and \$0.50 for each mile thereafter. Cash, scrip and the Connect Card cash purse are accepted.

The same groups are eligible for SAC-MED service providing shared-ride, nonemergency medical appointment service two days each week for medical appointments in the greater Sacramento area

during designated midday hours. Boarding assistance is not provided, although customers may travel with an attendant. Trips must be booked between four and fourteen days in advance.

2.1.3 Observations

Route and Network Design

The system design focuses on the Highway 50 corridor, where the county's population is concentrated; however, this is a challenging area to serve with a narrow valley, steep hills, dispersed development, many non-contiguous roads, low-density development, dispersed destinations, and the highway's physical barrier for both buses and pedestrians. Most locations served are within one mile of the freeway.

Dial-A-Ride service is provided in some areas, extending the reach of transit; however, there are communities that do not have service, and Dial-A-Ride is available only to a limited share of the population, customers who are seniors or people with disabilities.

Most routes connect at key locations with Missouri Flat and Placerville Station functioning as key nodes in the system; however, connections to Sacramento Commuter are possible only at limited locations namely, Central Park and Ride, Cambridge Road Park and Ride and El Dorado Hills Park and Ride.

Key Strength—the Reliable Timed Transfer System

The system of predictable and convenient connections between buses at the transfer locations is a strength that improves convenience and predictability for customers despite the relatively low frequency of many routes.

The local connections are reliable, supported by strong communication between bus drivers and with the central dispatch office.

Future modifications to the system should strive to design routes and schedules that benefit from this core feature.

Consistent but Infrequent Service Frequencies

Aligned with the timed transfer system described above, the routes operate consistently every hour throughout the day. Although consistency is helpful for customers, the frequency is low, especially on the main trunk line (Route 50X) operating between Placerville and Folsom.

Limited Evening and No Weekend Service

The system does not provide any fixed route service on evenings or most holidays as well as Saturdays or Sundays at present. As a result, the system has only limited benefit for employers in the county and their potential employees as well as basic mobility for secondary and postsecondary students, people making trips for basic needs, and social engagement on their days off, and others.

Inconsistent Bus Route Naming

The fixed route services are distinguished by names, numbers, and colors, which help distinguish them for customers and in published materials. However, there are some inconsistencies that reduce the effectiveness of this system.

In general, the routes cite the names by the communities they serve; however, this does not provide information to customers about where the routes will take them, especially when seen on the bus destination and bus stop signs. A stronger system would use a pair of destinations with drivers changing the sign at one destination to list the next one. Although this is ideal for two-way routes, it can also work effectively for loop routes; the driver changes the sign close to the halfway point of the route. Route 50 has the most potential for benefit because it operates as a two-way service with little looping.

Route 50, the primary route connecting other routes in the system, is sometimes listed as 50X and at other times as Route 50. It is also listed as “Express.” The Sacramento Commuter buses, which operate express, do not include the “X” designation. Given that the local service is primarily designed to serve local travel and that Route 50 primary connects other routes but does not operate a true express service, it may be appropriate to consider simply using the number 50 and a pair of destinations to refer to it, for example, “50 Iron Point / Placerville Station.” Supplementary information may be helpful on buses with electronic signs, such as “via Missouri Flat,” but this is not essential.

Bus Stop Signage

Clearly identified bus stops are a key system identifier for the service announcing the availability of transit to potential customers, and high-quality information is vital in communicating the usefulness of the service to intending users.

Bus stop signs are brightly colored consistent with the identity of the agency (EDT) and a phone number and web address for transit information (Figure 11). Many stops, but not all, include a decal with the bus stop number for real-time text information and smaller text indicating that an app is available.

The signs do not say “Bus Stop” and in many cases do not have a nearby municipal or county sign establishing a bus zone. This misses an opportunity to communicate the availability of transit to potential customers or parking restrictions to drivers.

Signs do not include the numbers and names of the bus routes serving the stop, any information about the destinations served, or a timetable. The contact information on the signs is small and hard to read from a distance. Naming the agency is less important than providing information to customers, yet the largest area in the signs identifies EDT.

Many peer systems use bus stop standards that include the following:

- “Bus Stop” in a large font

Figure 11 - Bus Stop Sign



- A listing of the routes serving the stop, also in a large font, including the route destinations (conforming to a route naming standard)
- A mark on the sign indicating if it is accessible
- A consistent graphical standard on all signs
- Timetable information listing departure times from that stop only
- Separate signage designating the bus zone

Information to name the agency is not typically required except where there is service by multiple agencies. This can be provided as ancillary information.

Signs that communicate information to drivers are typically provided by the roadway authority in consultation with the transit authority and are used to communicate “Bus Zone” and “No Parking,” but many stops do not have these signs nearby.

A moderate share of stops also have shelters. Many of these have timetables for the routes serving the stop that also identify the routes providing service. Most other stops do not identify the routes or provide list of trip times from the stop.

Some stops are printed on one side of the sign only, obscuring their information for pedestrians approaching from one direction. EDT has mitigated this to some extent with decals that identify the agency on the back side, but they are small and also do not identify the sign as a bus stop (Figure 12).

Figure 12 - Bus Stop Sign Visible from One Side Only



Bus Stop Locations, Infrastructure, and Access

The quality of bus stops varies throughout the system. There are many bus stops that are well marked. Numerous stops have shelters, sidewalks, lighting, and customer information including timetables for the relevant routes. Many stops lack some or all these elements.

In some places there are wide gaps between stops. In others bus stops are not spaced to match locations in both directions. Because of this, customers may need to walk much farther in one direction of their trip than in the other direction. This is especially notable on Pony Express Trail.

We also noted that the stop spacing is sometimes wider than desirable, and the placement of stops is not optimal for customer service.

Examples include the following:

- In Cameron Park there is only one bus stop west of Cameron Park Drive at the west end of Coach Lane at Rodeo Rd at the edge of the development. A key destination is the grocery store, Safeway—several of whose shopping carts were left at the bus stop indicating demand—nearly a quarter mile away. Other destinations are east of Cameron Park Drive and could be as much

as half a mile away. Adding a second stop or moving the existing stop farther east could reduce these distances considerably, although this will likely require resolution of safety concerns.

- At several locations on Pony Express Trail, stops eastbound are not close to matching westbound stops.
- On Iron Point Rd stops are widely spaced, as much as 1.7 miles.

In some other places stops are not marked clearly, and there are few or no customer amenities. For example, some stops are not posted at the street side but are set back from the street (e.g., Figure 13). Other examples include the following:

- At the Red Hawk Casino there does not appear to be a bus stop sign curbside, leading to confusion for customers about where to wait and the services available.
- At the Cameron Park Marshall Medical Center bus stop there is no sidewalk, level waiting, or landing area for people with limited mobility.
- Tight geometry at Iron Point Station makes it difficult for buses to stop parallel to the curb with a reasonable gap.

Figure 13 - Example of Bus Stop Sign that is Not Adjacent to the Street and Is Difficult to See



Street design and maintenance, which is not controlled by EDT, affects customer experience. For example, we noted places where snow removal did not consider transit users, reducing the visibility of the bus stop signs and access to safe waiting locations (Figure 14).

Figure 14 - Example of Bus Stop without Safe Waiting Area and with Sign Partially Obscured by Plowed Snow



The selection of locations may be affected by safety concerns such as safe stopping places, safe waiting places for customers, or road crossings. In some places these issues may be overcome by coordinating with local road authorities to place a higher priority on transit access. Solutions may vary and could include pedestrian crossings, pedestrian signalization, paved shoulders, sidewalk installation, or improvements or other measures.

Pedestrian access to stops is limited in many cases with locations that do not have marked or protected crosswalks, convenient curb cuts, or paths to adjacent destinations. Few stops appear to have weather protection, benches, or designated wheelchair waiting areas and landing pads. This is infrastructure that is typically provided by the county or local municipality.

A High Level of Request Stops Affects System Usefulness

Request stops (as described in section 2.1.1) can be a useful way to provide coverage while reducing unneeded miles and time costs. Unfortunately, they reduce system legibility and convenience, so they should be used sparingly and with sufficient supporting information.

The local system relies on many request stops including at stops with bus stop signs; these stops are designated with a decal (Figure 15). This reduces system legibility and attractiveness because customers must have additional information and take extra steps to use the service instead of simply waiting at a designated stop. In addition, the system maps do not have a different symbol or color for request stops, so it is not obvious when to take action to request service (e.g., thirty minutes before bus is scheduled to arrive).

Figure 15 - Request Stop, Identified with Decal



Park and Ride Lots Not Well Integrated with Local System

The service area has eight park and ride lots overall of which seven are listed as being served by local transit.

Park and ride is typically useful for longer-distance passenger trips or trips where a customer using transit can avoid a point of congestion or higher parking prices. Some of the park and ride lots may provide these benefits for some trips on local transit, particularly longer-distance trips on 50X. Connections between local and commuter services may also be advantageous, allowing people to leave their car at home, and park and ride lots can be convenient places to allow this.

As identified in Figure 16 local transit access to park and ride lots is not consistent. There are opportunities to make service consistent in both directions by all routes serving an area or between local and commuter routes.

Figure 16 - Park and Ride Lots

Park and ride lot	Service		Comments
	Local	Sac Commuter	
Camino Heights	Y	-	Bus serves eastbound only
Placerville Station	Y	-	
Ray Lawyer Drive	-	Y	Local route 50X operates past
Missouri Flat	Y	-	Location on map does not match facility location No bus stop for local or commuter
Central Park and Ride	Y	Y	
Ponderosa Road	Y	Y	No service by 50X
Cambridge Road	Y	Y	
El Dorado Hills	Y	Y	

Dial-A-Ride

The policy for Dial-A-Ride eligibility may not serve the EDT's potential customers adequately. Because the service requires registration and is made available only to seniors and people with disabilities, most members of the community are not eligible to use the service.

Bookings can be made up to three business days before a trip. Fares are \$2.00 per boarding for trips up to four miles plus \$0.50 for each additional mile.

Current policy may create an incentive for disabled passengers to prefer ADA service over Dial-A-Ride. This is because passengers eligible for ADA service can book trips up to three days in advance and up to

5:00 PM the day prior to the trip request, and the fixed fare of \$3.00 may be less than the Dial-a-Ride fare for longer trips.

2.2 System Performance

The transit system maintains a record of its performance with manual counts of customer usage and an automated record of reliability. Both data sets provide a level of usefulness, although the ridership data is more limited in its completeness and reliability.

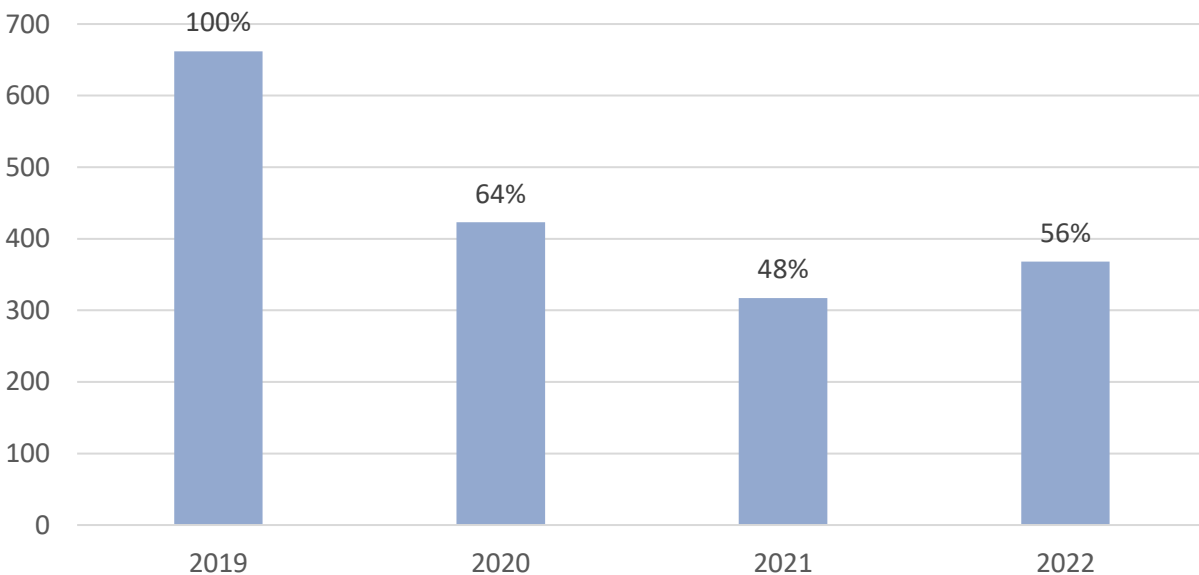
It is noted that the driver-collected data has some shortcomings that affect its usefulness for analysis, notably, that as driver-recorded data, the counts are not verified so must be used with caution and that all data is manually transcribed into the database. Data extracts of bus stop usage have limited usefulness; this is described below.

Due to the constraints of this project, none of the results have been audited and are indicative only.

2.2.1 Fixed Route Transit Ridership Overall

Reported weekday ridership averaged 662 prior to the pandemic. A sudden decline in ridership in March 2020 followed the onset of the pandemic and coincided with a reduction in service levels and consolidation of some routes. Ridership dropped to 64 percent from 2019’s levels in 2020 (averaging all months including the ones before the pandemic effects occurred) and fell further in 2021 to 48 percent of pre-pandemic ridership. In 2022 ridership showed a small recovery, returning to 56 percent of 2019 levels, as shown in Figure 17. In 2023 no service has operated on Saturdays, Sundays, and some holidays.

Figure 17 - Average Weekday Fixed Route Ridership by Year (as percent of 2019 levels)



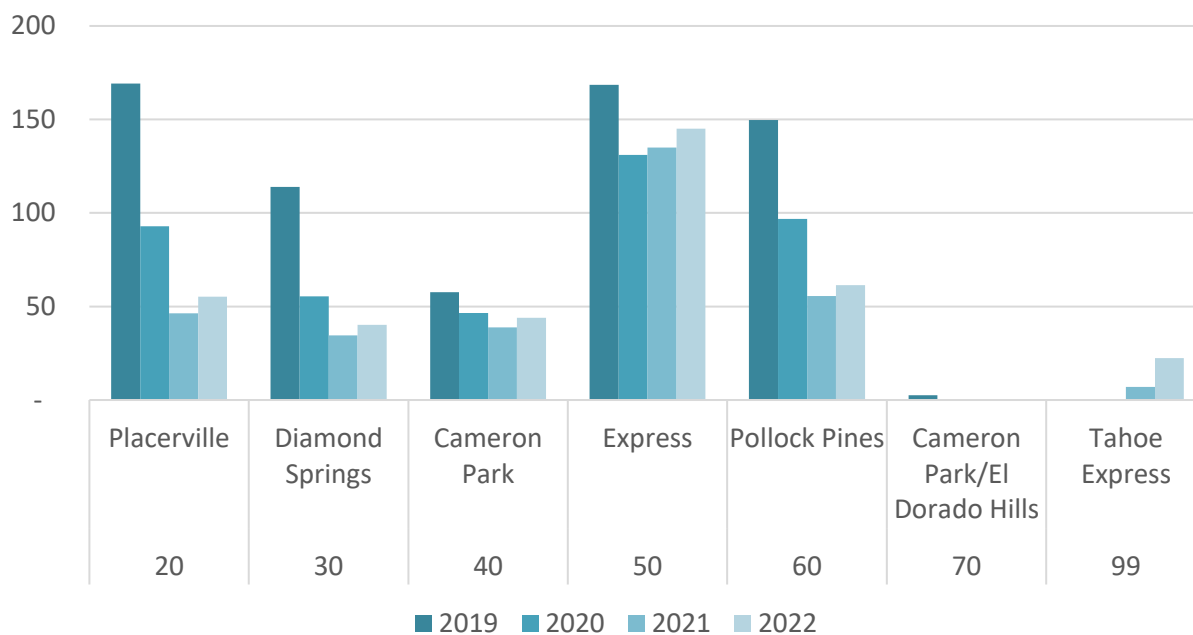
Prior to the reductions in March 2020 routes, 20 Placerville and 50 Express were the routes with the highest ridership, averaging 170 weekday boardings, as shown in Figure 18. Route 60 Pollock Pines had similar demand at 150 weekday boardings, whereas routes 30 Diamond Springs (115) and 40 Cameron Park (60) served lower demand.

At the onset of the pandemic, service levels were reduced, and service patterns were modified. A modified version of Route 50 saw limited decreases in demand, returning to 86 percent of pre-pandemic demand by 2022. Route 20 was truncated to eliminate duplication with Route 50 with demand returning to 33 percent of the route’s pre-pandemic level by 2022. Similarly routes 30 (48 percent in 2022) and 60 (41 percent in 2022) experienced deep reductions in demand with limited returns in 2022. Route 40 with the lowest overall demand retained much of its limited market through the pandemic and had returned to 84 percent of its 2019 demand by 2022.

Route 70 serving El Dorado Hills with a connection to Cameron Park operated in 2019 but was discontinued due to low demand.

The new limited service operated on behalf of Amtrak, connecting Sacramento with South Lake Tahoe by way of several local stops, began in 2021 and saw promising new demand in 2021 and 2022.

Figure 18 - Average Weekday Fixed Route Local Ridership by Route (Source EDT Database)

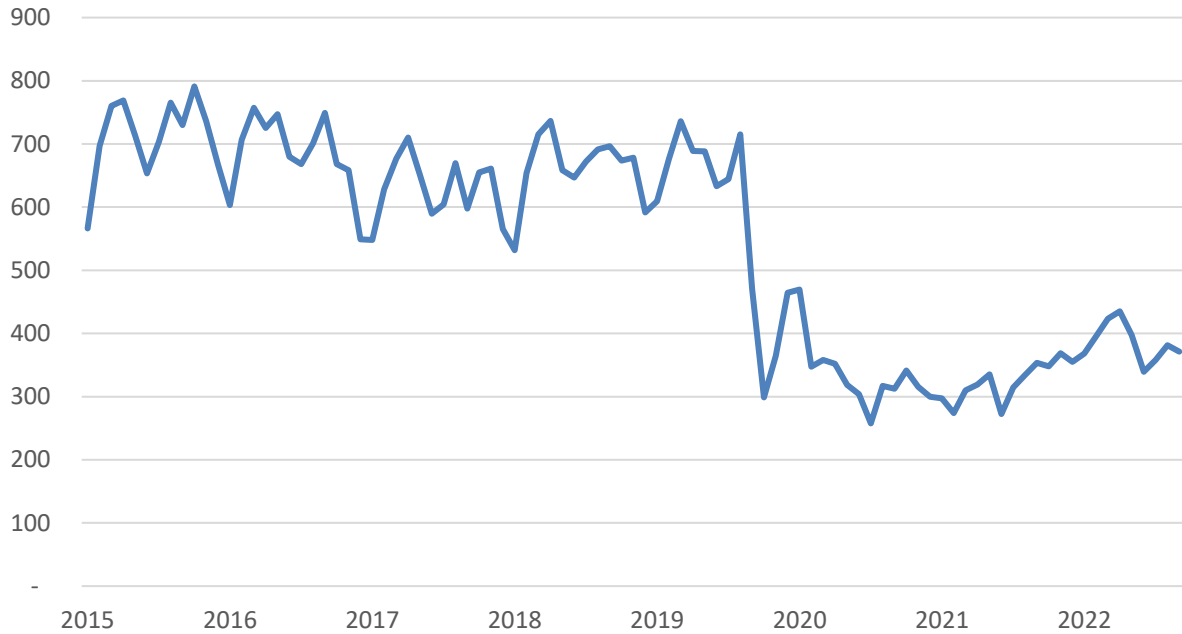


2.2.2 Fixed Route Transit Ridership by Route

EDT has also reported ridership regularly with data since 2015. Looking at the average, weekday overall ridership exhibited a gradual downward trend between 2015 and early 2020, as shown in Figure 19. The

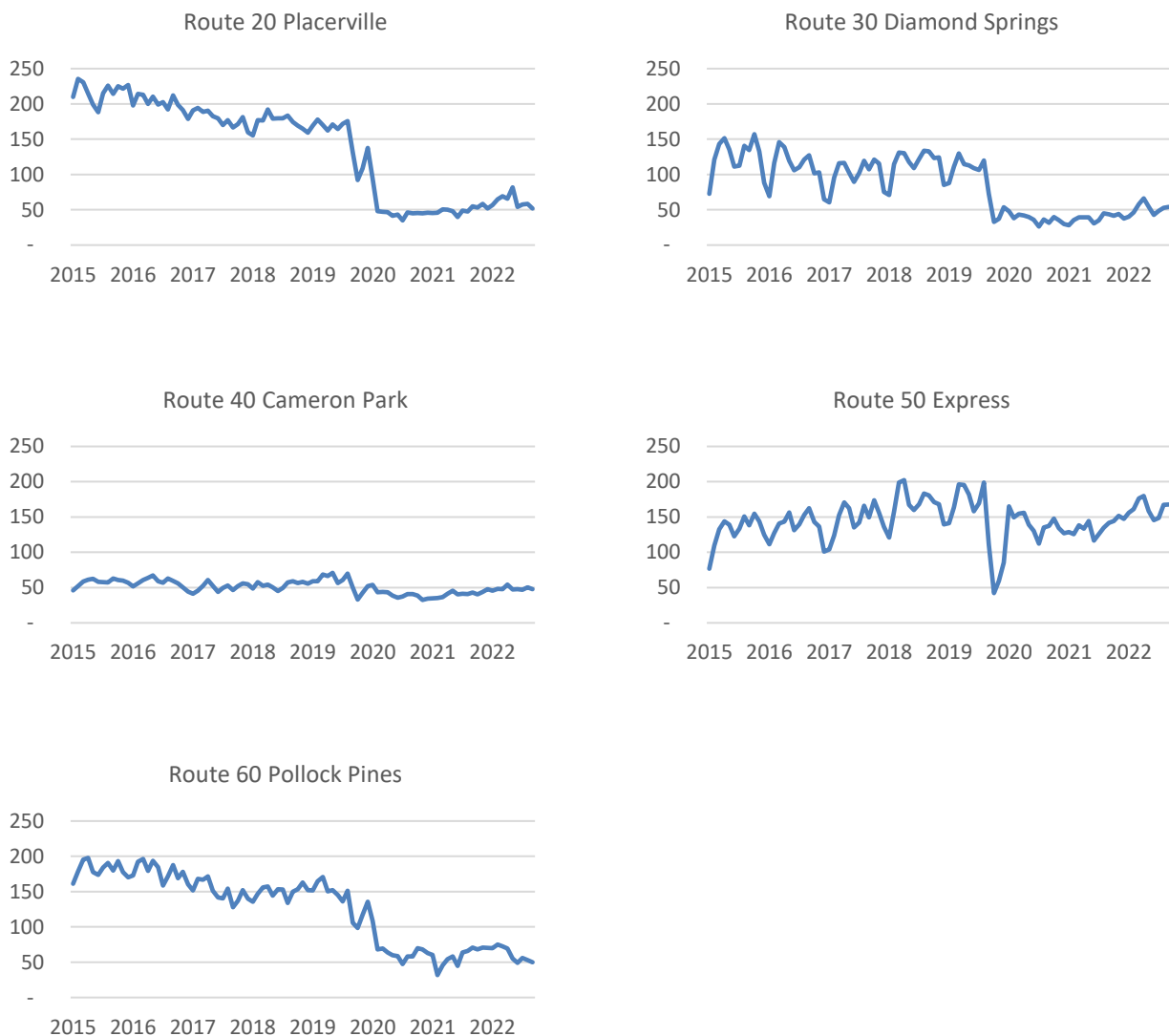
sharp drop in demand and service hours in 2020 with unstable months during 2020 has been followed by a period of gradual increasing demand.

Figure 19 - All Local Transit, Average Daily Ridership (Excluding South Lake Tahoe Service)



Examining the demand history by route reinforces the observations above, as shown in Figure 20. Route 50 Express continues to be the system’s key service connecting the communities along Highway 50 and carrying the most ridership. This also supports the key structural change of 2020 to reduce duplication, focusing resources on this key route. All the other routes appear generally stable or exhibiting slow growth.

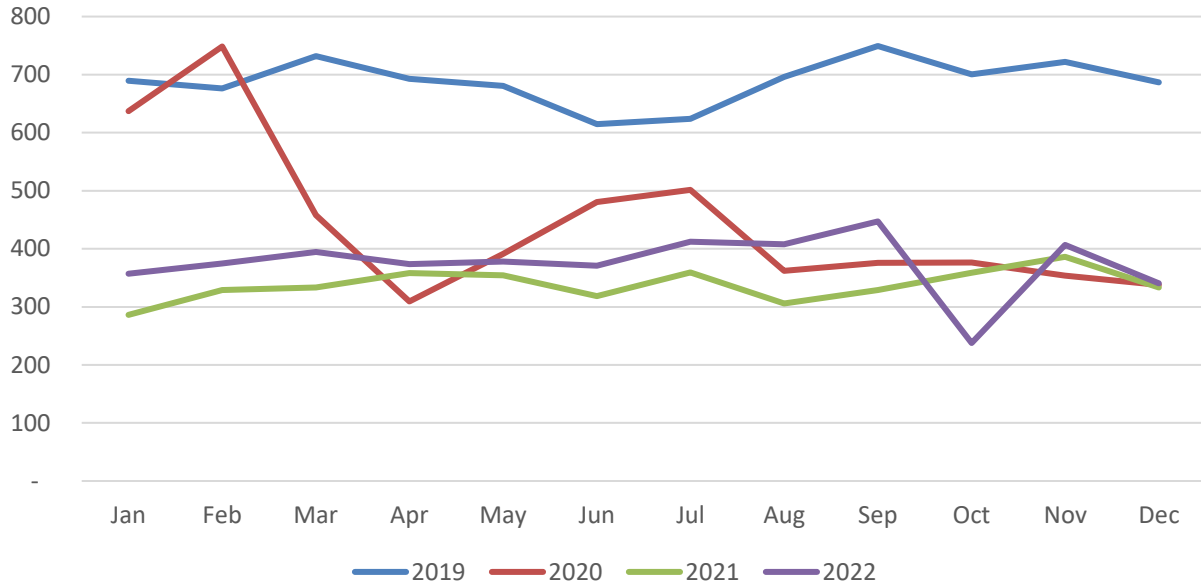
Figure 20 - Average Weekday Ridership by Route



The data also allows an analysis of seasonal demand patterns since 2019, as shown in Figure 21. The 2019 base year showed stable demand through the year. A small decline over the summer months was likely due to lower school demand; however, this is lower than is typical in many systems, suggesting that high school and postsecondary student demand was a small share of overall ridership.

Demand in 2021 and 2022 does not reveal a strong pattern of seasonal demand. There is no discernable drop in demand during the summer months, suggesting that high school and postsecondary student demand is further reduced in the system. A drop in demand for October 2021 may have been caused by data anomalies and was not repeated in 2022.

Figure 21 - Seasonal Variation in Demand



The database includes records of boardings and alightings at each bus stop. Data extracts of bus stop usage are not easily sorted by stop sequence. As a result, although overall utilization of bus stops is possible, it is difficult to sequence the tables to show patterns for more complex routes such as #20 Placerville that serve the same stop more than ones on the same trip. Additionally, the system offers flag stops that are not specifically coded in the system. For clarity, this analysis groups all the requests as flag stops without attempting to identify the specific locations.

Figure 22 shows the average daily bus stop activity for Route 20. The route serves Placerville Transfer Station three times on each trip, revealing that it is an important location for the service. Other key locations are apartments and retail areas in the community. Hospitals are typically important destinations for transit services; however, Marshall Hospital’s demand is lower than expected, and this may be related to its difficult-to-serve location.

Figure 22 - Average Daily Bus Stop Activity, Route 20 Placerville

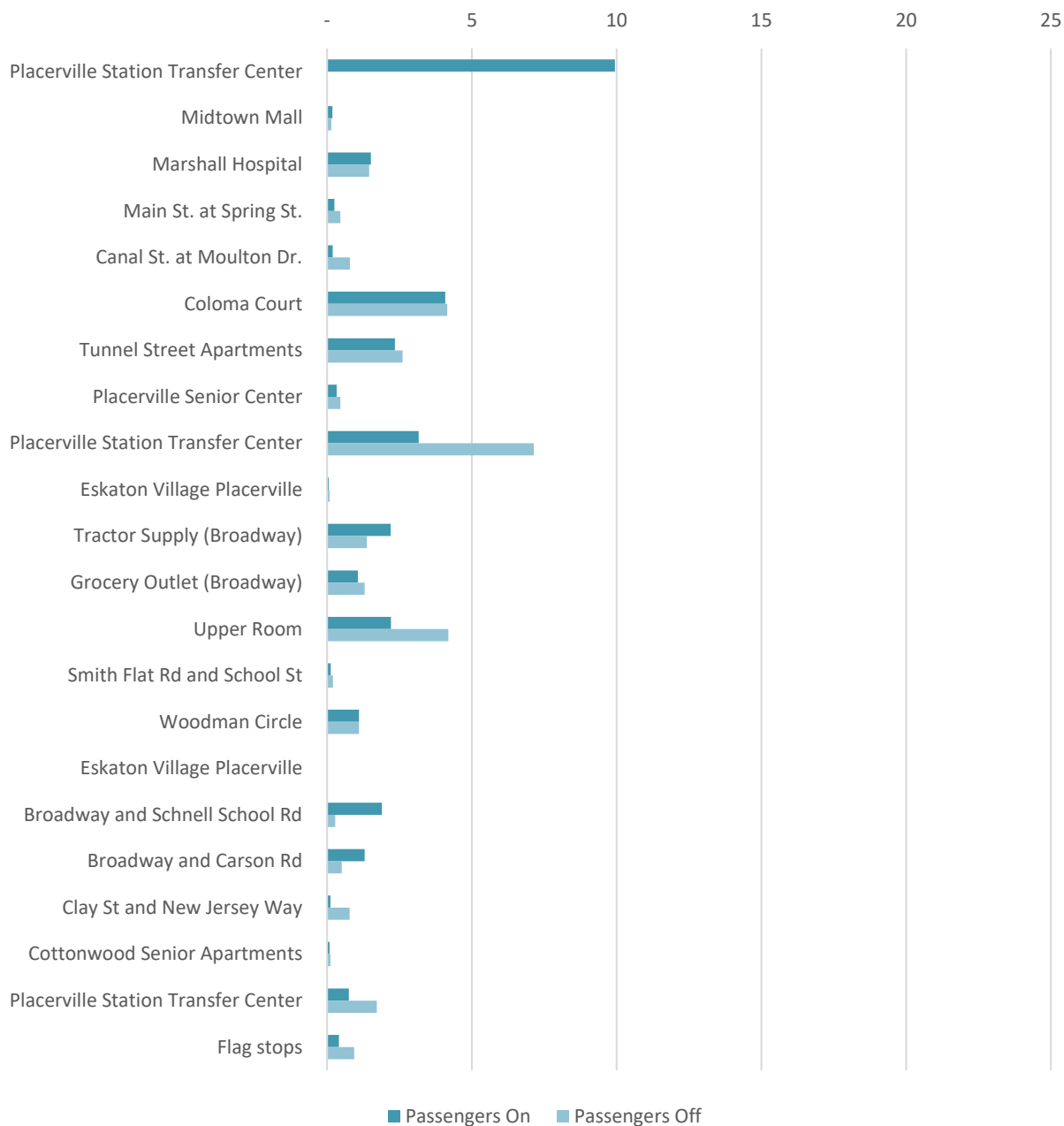
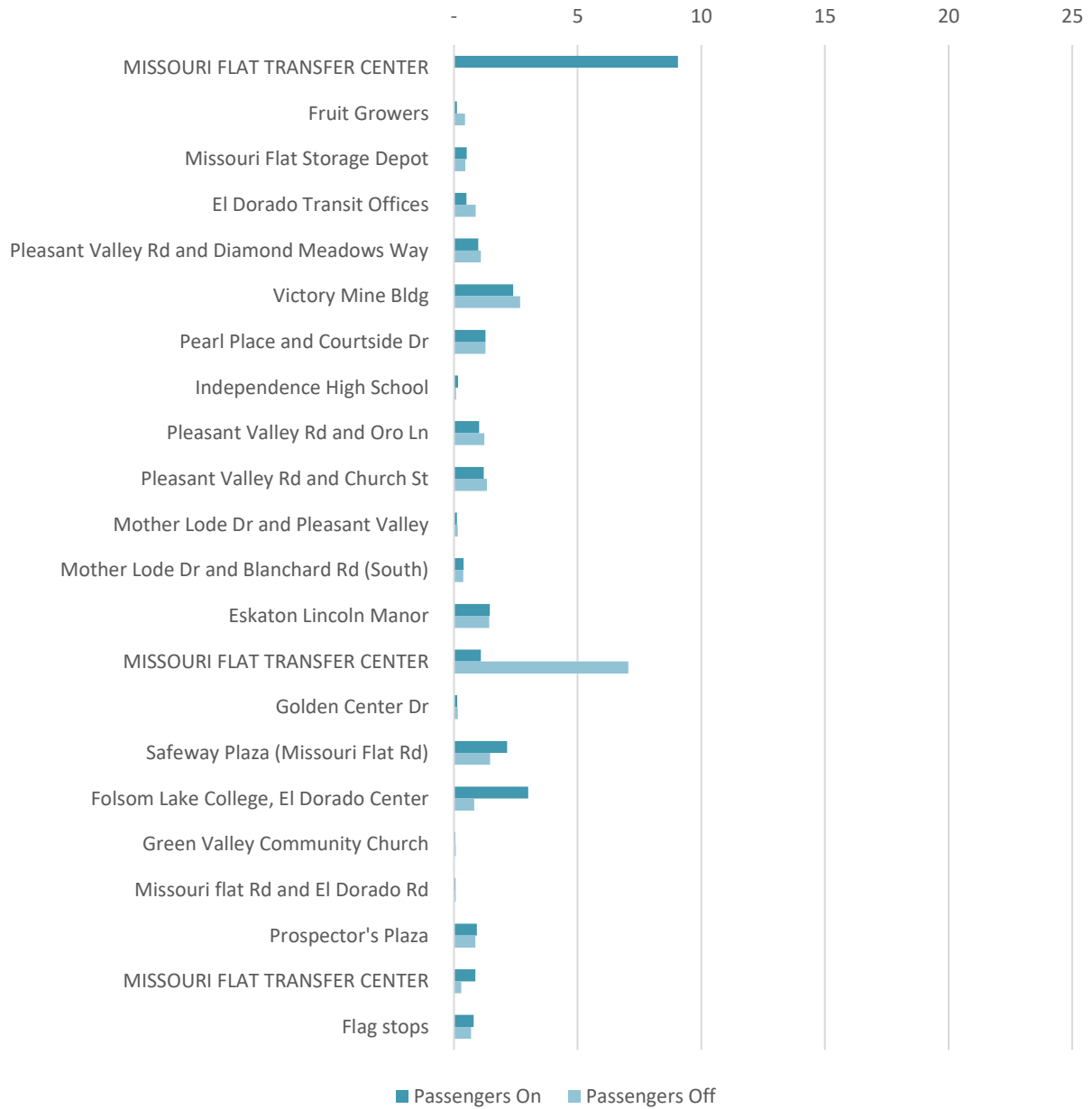


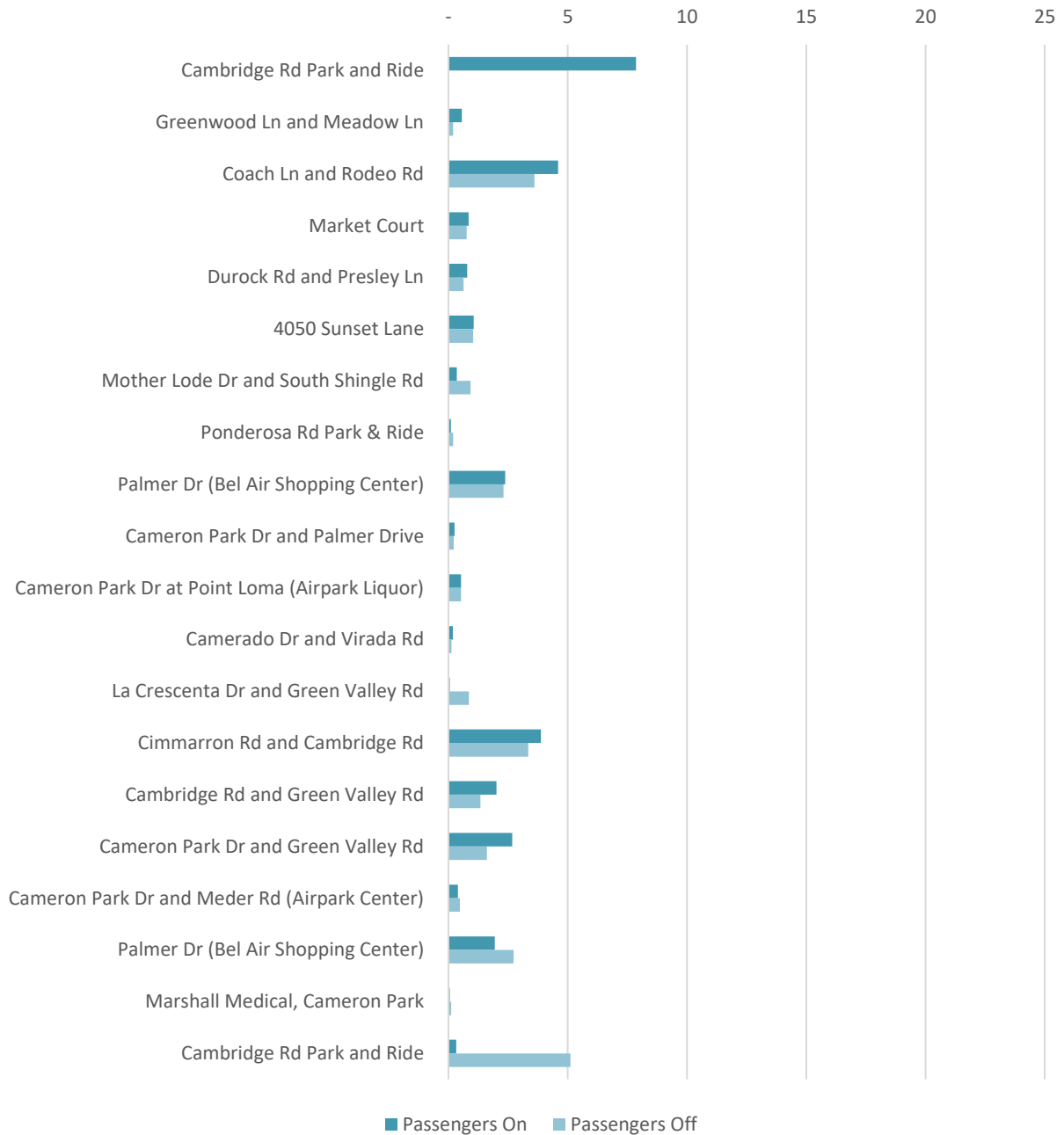
Figure 23 shows the average daily demand at each bus stop on Route 30 serving Diamond Springs. This route serves the Missouri Flat Transfer Center three times on each trip, and its importance is revealed in the graph. Other locations that have demonstrated demand are the Victory Mine Building area, Safeway (near Missouri Flat Road and Plaza Drive), and Folsom Lake College.

Figure 23 - Average Daily Bus Stop Activity, Route 30 Diamond Springs



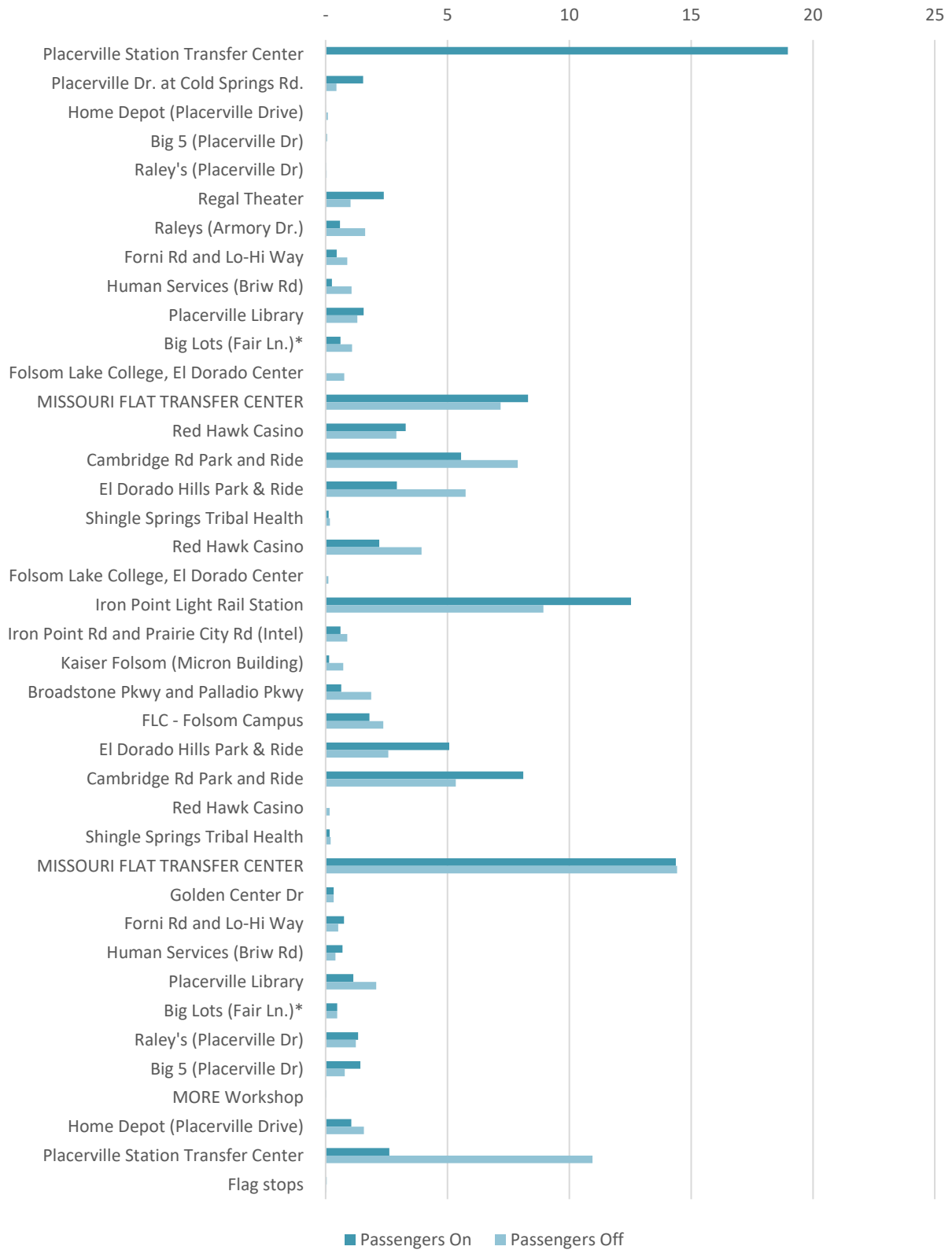
Route 40 serves modest demand in the Cameron Park and Shingle Springs area. The connection to other services at Cambridge Road Park and Ride is the most important stop on the route. It is also notable that the stop near retail on Coach Lane is the second-most used stop on the route. This stop is identified elsewhere as a stop that is not optimally placed for the area it serves due to safety concerns. Stops at the north end of the route are also among its most used, indicating demand in the residential areas. As with Route 20, demand to the medical center is lower than expected.

Figure 24 - Average Daily Bus Stop Activity, Route 40 Cameron Park / Shingle Springs



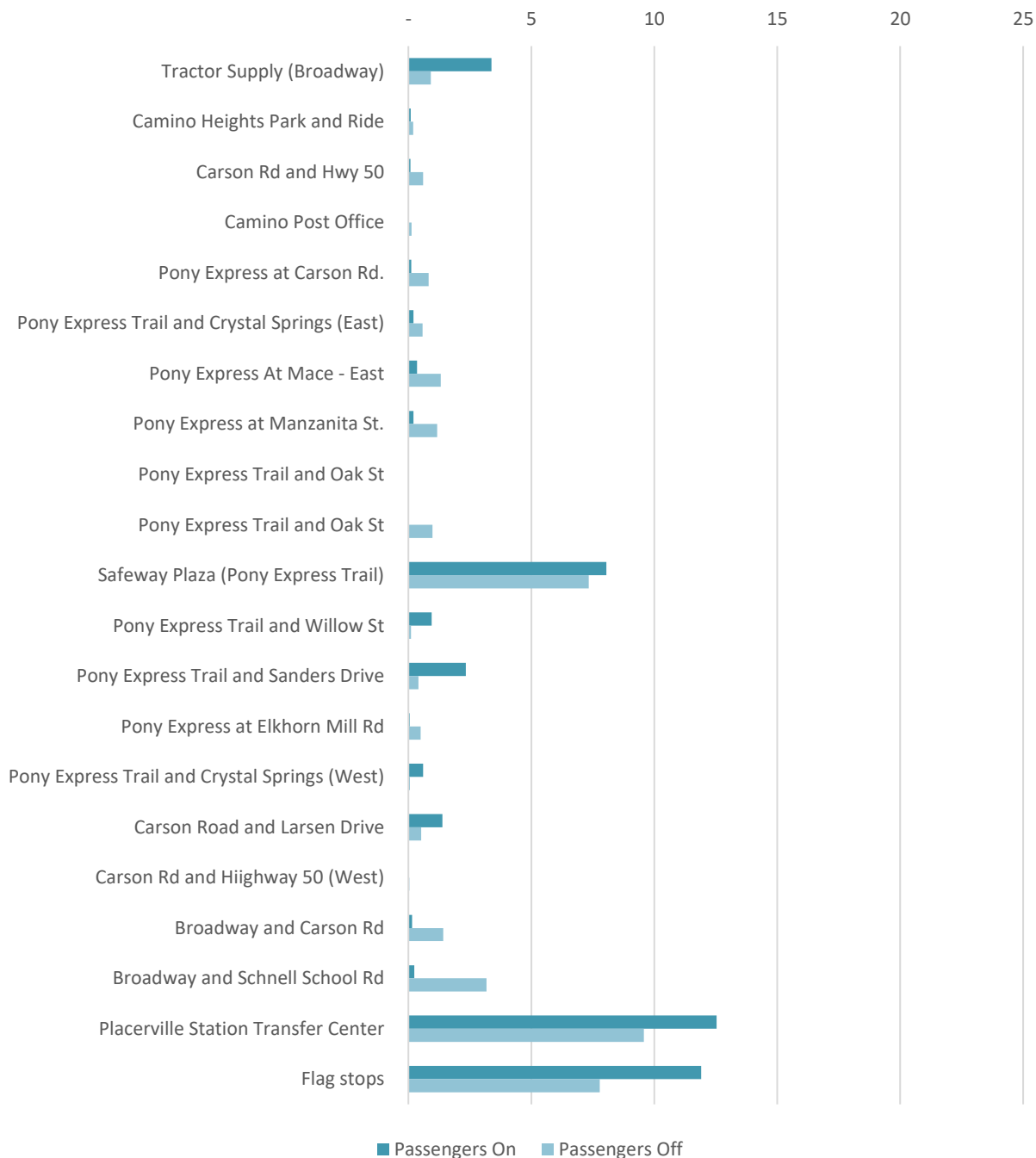
Route 50 is the most-used route in the system, and its importance is revealed in Figure 25. Several stops have much higher usage than most stops on the other routes in the system. These include important transfer locations at Placerville Station Transfer Center and Missouri Flat, Cambridge Road Park and Ride, El Dorado Hills Park and Ride, and Iron Point Light Rail Station in Folsom.

Figure 25 - Average Daily Bus Stop Activity, Route 50 Express



Route 60 between Placerville and Pollock Pines shows a strong orientation to its two end points, the Pollock Pines terminus (Safeway Plaza) and Placerville Station Transfer Center, as shown in Figure 26. It is notable, though, that this route also has the highest level of flag stop usage. This suggests that many customers, especially along Pony Express Trail, find that the locations of posted stops do not meet their needs and they wait or alight at undesigned locations, often where there is no supportive infrastructure or facilities.

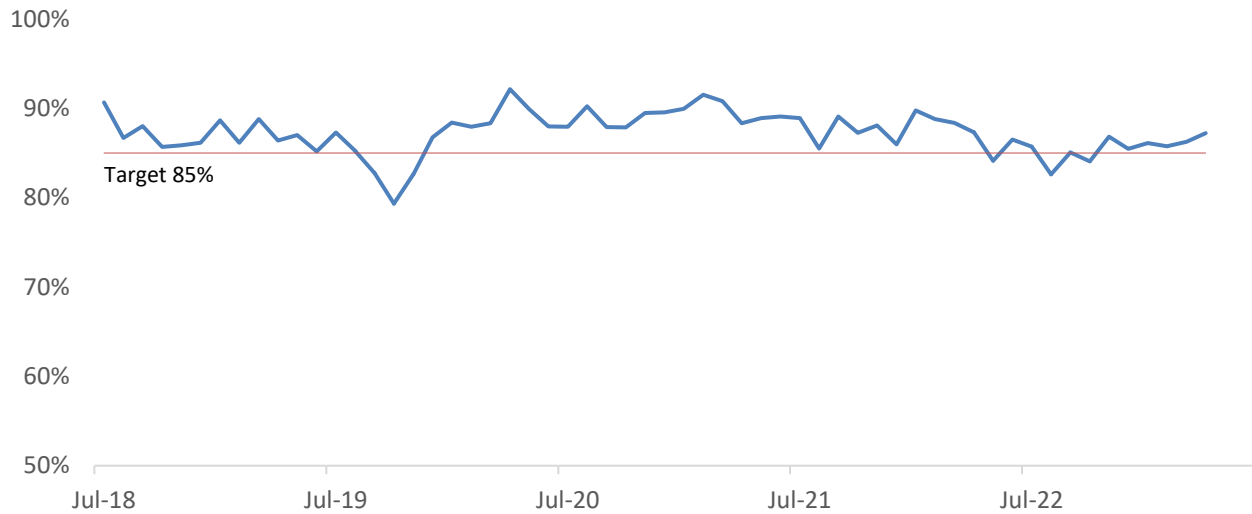
Figure 26 - Average Daily Bus Stop Activity, Route 60 Pollock Pines



2.3 Service Reliability

The service overall exhibits a high level of reliability. The system has a target of operating 85 percent of trips on time where departures are not early and are up to five minutes late. Data collected by the onboard system and reported regularly to the board shows that the system typically achieves and exceeds this target, as shown in Figure 27.

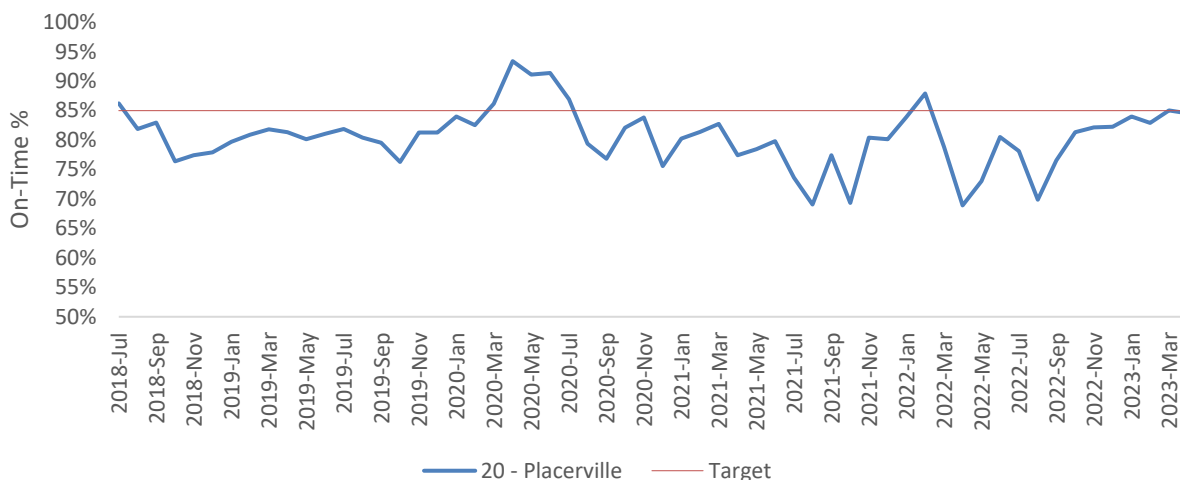
Figure 27 - Local Fixed Route Reliability (Percent of Trips Departing Not Early and up to Five Minutes Late)



Examining the same data at the route level reveals specific areas for attention.

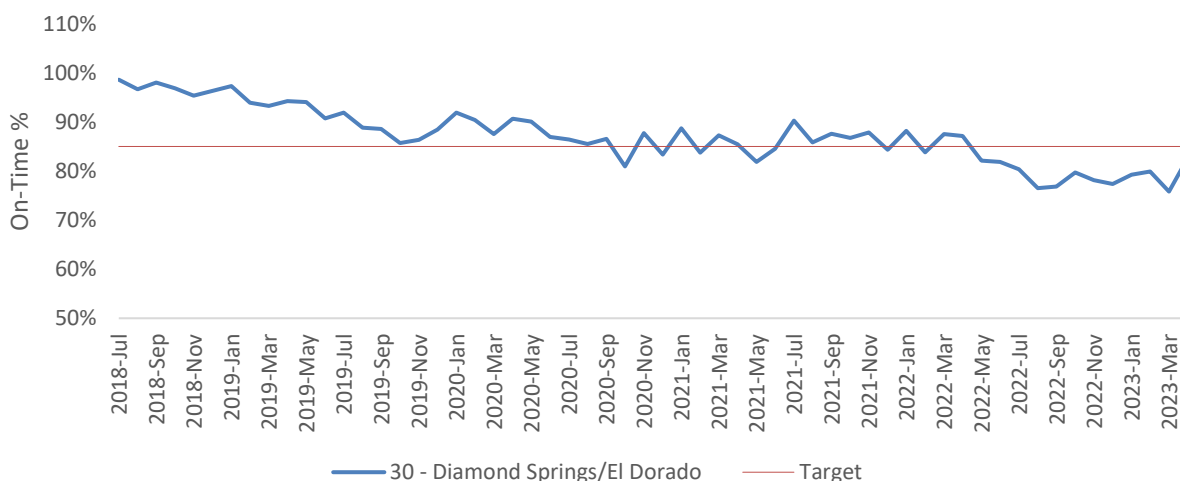
Figure 28 shows that Route 20 rarely achieves the target with as few as 69 percent of trips achieving it in some months. This route is an area for attention. It is also noted that the schedules were updated in June 2023 to address reliability and are not reflected in this analysis.

Figure 28 - Route 20 Reliability (Percent of Trips Departing Not Early and up to Five Minutes Late)



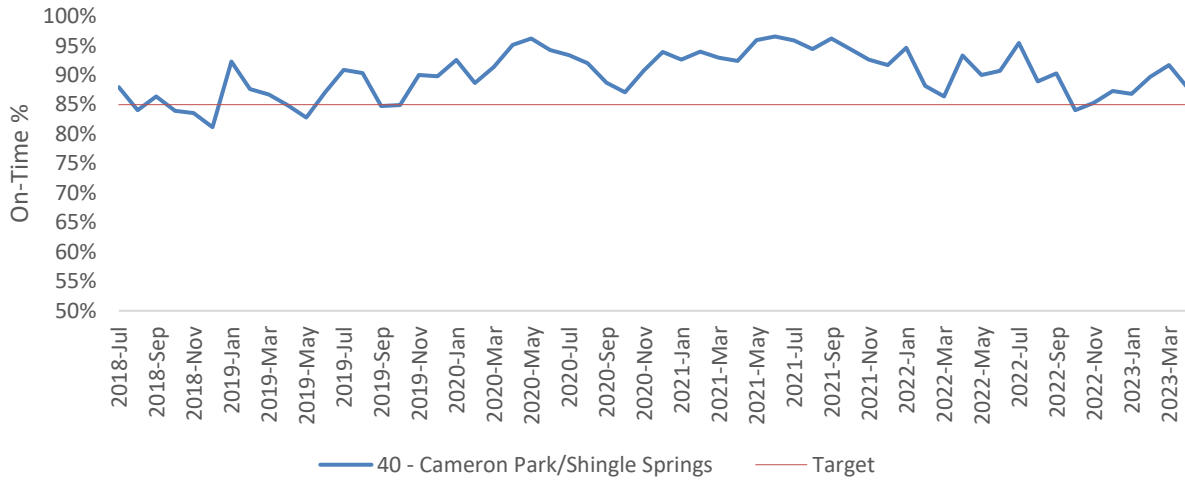
Route 30 in the Diamond Springs / El Dorado area has seen consistently declining reliability since 2018 and since mid-2022 has consistently operated slipped below target, as shown in Figure 29. This route is an area for attention.

Figure 29 - Route 30 Reliability (Percent of Trips Departing Not Early and up to Five Minutes Late)



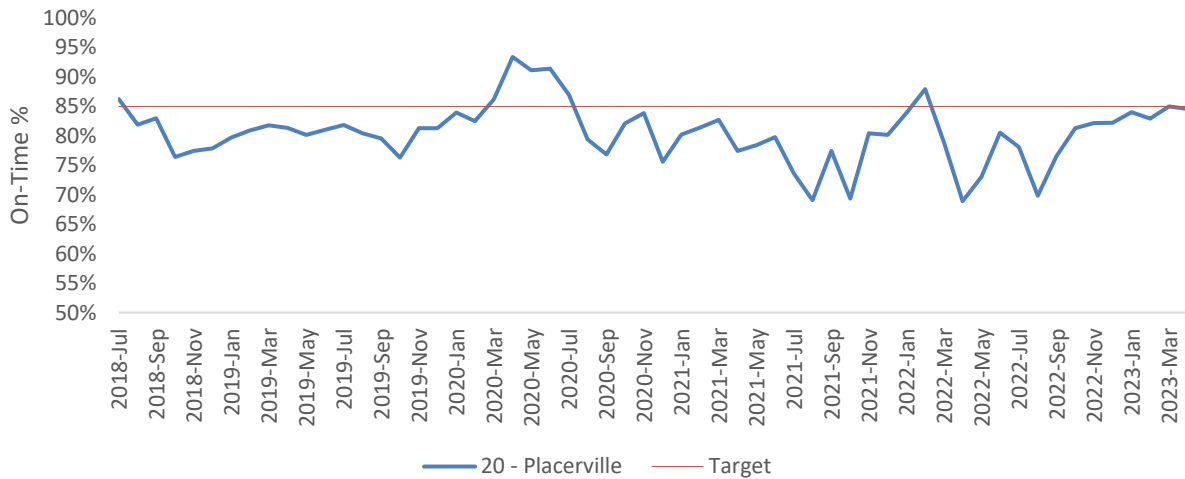
In Cameron Park and Shingle Springs, Route 40 achieves and exceeds the target in most months with few exceptions, as shown in Figure 30.

Figure 30 - Route 40 Reliability (Percent of Trips Departing Not Early and up to Five Minutes Late)



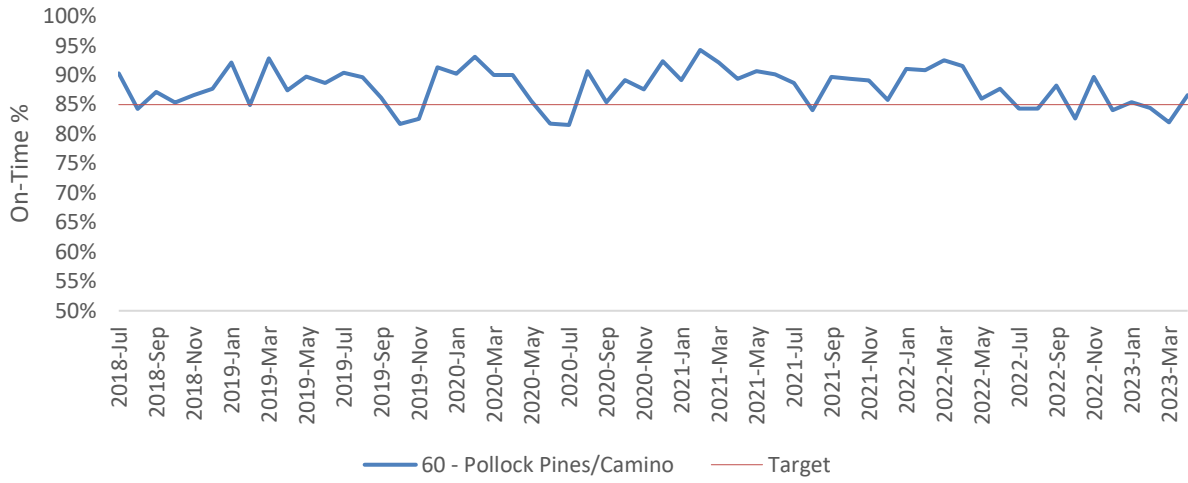
Route 50 Express operated below the target until the beginning of the pandemic in 2022, when the route was also redesigned. Since then, it has consistently met and exceeded the target, as shown in Figure 31.

Figure 31 - Route 50 Reliability (Percent of Trips Departing Not Early and up to Five Minutes Late)



In most months, Route 60 between Placerville and Pollock Pines achieves the reliability target. Occasionally the service falls below target, notably in several recent months (Figure 32). This is an area for continued attention.

Figure 32 - Route 60 Reliability (Percent of Trips Departing Not Early and up to Five Minutes Late)



3. Review of Accessibility and Compliance

4.1 Introduction and General Comments

A review of El Dorado Transit's (EDT) accessibility and compliance with the Americans with Disabilities Act (ADA) was completed. This included a review of website content, Operations material, interviews with El Dorado staff, inspection of vehicles, and riding fixed route bus services.

The Dantec team believes that EDT's management staff are committed to complying with the ADA and identifying barriers to the use of EDT services by all riders, including riders with disabilities. There appears to be a "can do" culture when faced with unique requests and challenges in serving riders with disabilities. This was, in large part, identified during staff interviews and vehicle inspections.

Dantec team members were impressed with the knowledge and sensitivity of the needs of people with disabilities of Mr. Ousley, Operations Manager. All ADA-related questions were answered correctly, and it was clear that Mr. Ousley, and EDT as a whole, possess extensive knowledge of the ADA.

When staff was asked where policy information is documented (much of it we can consider to be "institutional knowledge"), it was shared that it is passed down verbally by management during training. While there is basic written material guiding ADA Compliance in general, it is recommended that more formal policies be drafted and used in Driver training and service oversight.

3.1 General Assistance Requirements (of all services)

The ADA requires that the following be addressed in order to, at a minimum, be considered "ADA Compliant":

1. Identify and eliminate "barriers to accessibility" in using transportation services
 - a. "Barriers to accessibility" may be physical barriers such as broken lifts/ramps, a pattern or practice of poor maintenance of accessibility features, poorly created policies, ineffective Driver training, etc.
2. Provide accessibility features on vehicles and properly maintain them
 - a. This includes having a system for maintaining and checking the usability of accessibility features; often addressed during the Pre-trip inspection process. Agencies must also report, by the most immediate means possible, the failure of ramps, lifts, etc.
3. Provide a "reasonable level of assistance" to riders with disabilities
 - a. "Reasonable Level of Assistance" is to be determined by each transit agency. This is most commonly accomplished by having documentation (policies, training material, rider information, etc.) that specifically identifies all the way that Drivers will, and will not, assist riders with disabilities.

4. Ensure that staff are “trained to proficiency”, as required by their job
 - a. Drivers and other operations staff must be trained to be experts in their job. This includes knowing how to use accessibility features, how to provide assistance when needed/requested, secure wheelchairs, allow Service Animals on vehicles, identifying “seriously disruptive” behavior, etc.
5. Provide effective oversight of transit operations to ensure ADA Compliance
 - a. Transit agencies must have a system for observing Drivers in services to ensure that they are meeting the standards for ADA Compliance and operating policies.

3.2 Agency-Wide ADA Operating Policies

There were a number of ADA-related operating policies that appear to apply to all transportation services provided by EDT. They are detailed below.

1. Lift/Ramps/Kneeling Features
 - a. Section 7 of the Operator Handbook states that all riders have the right to request the lift, ramp, etc. This statement is compliant with the ADA.
 - i. The document also states that the lift and ramp can only be used for a rider using a wheelchair or a rider with a disability that cannot board using the stairs due to a disability. This policy is **not** compliant with the ADA.
 1. It is recommended that the policy be updated to state that all riders may request **and be allowed** to board/alight using the lift, whether they have a disability or not.
2. Wheelchair securement
 - a. The TAPTCO training material, in the Wheelchair Securement/Passenger Restraint section, details policies on when to use this equipment, including not forcing riders to wear restraints. Policies on mandatory wheelchair securement and use of lap/shoulder belts often differ by services (bus versus paratransit). As such, this material should be updated with specific EDT policies to avoid confusion.
2. Service animals
 - a. In the “How to Ride” section of the EDT website, a comprehensive Service Animal policy is published. It is recommended that a list of conduct be added when stating that Service Animals may be denied service if creating a seriously disruptive atmosphere. Examples include ongoing barking, growling, lunging, nipping, biting, etc.
3. Reasonable Modifications: The policy is missing important details needed by riders when making such a request.
 - a. Recommended language includes, “Requests for Reasonable Modification may be submitted to the Driver upon boarding or via email, in writing, etc... When requesting a reasonable modification, riders should be as specific as possible and identify the need, based upon their disability, for the requested modification.
 - i. To increase safety for Drivers and to create a realistic expectation for riders requesting a Reasonable Modification, the following language is recommended,

“For safety reasons, a reasonable modification for door service is NOT available when any of the following conditions exist:

1. Driver would lose sight of the vehicle
 2. Location involves steps or stairs
 3. Assistance by the driver may harm the customer, driver or both
4. Safety Tips when Riding: The EDT website includes a list of practices that are recommended for transit users to follow.
- a. Bullet 6 states that riders “Watch your step when boarding”. It is recommended that the following be added to increase the safe use of EDT’s services, “And ask for assistance from the Driver if needed”. This lets riders know that Drivers will provide assistance when requested.

3.3 Fixed Route Bus Services

A number of ADA-related elements were considered for fixed route bus services during this review.

1. Flag Stops: EDT staff shared that they operate using a “flag stop” approach. This means that riders may wave at the Driver in order to communicate their desire to board the bus.
 - a. This practice is not required by the ADA; however, it can be helpful to riders with disabilities in using bus services.
 - b. An accessibility challenge with practice, however, is that the location of the flag stop may or may not be accessible.
 - c. It was shared during staff interviews that each Driver determines whether the flag stop location in question is safe and accessible for pick-up/drop-off.
2. Alternative Transportation Policy: The ADA requires fixed route bus operators to have a formal policy for providing alternative transportation when the lift, ramp, kneeling features, etc., is broken; leading to the pass-up of a rider with a disability. This requirement applies only when bus route frequency exceeds 30 minutes.
3. Pre-Trip Inspection: EDT uses a digital pre-trip inspection system. Upon review of buses, it was identified that there is not a “tag” at the wheelchair securement location ensuring a review of the equipment. It is recommended that a review of properly functioning wheelchair securement and lap/shoulder belt equipment be added to this digital process. The TAPTCO training material does, however, require cycling the lift on vehicles. It does not, however, have a requirement to include the wheelchair securement and lap/shoulder belt equipment be checked.
4. Stop Announcements: The “How to Ride” section of the EDT website states that announcements are made on the standard and commuter express bus services. Section 7 of the EDT Operator Handbook details processes for announcing major stops, transfer points, and when the ADA system is not functioning properly. These are compliant with the ADA.

3.4 ADA Paratransit Services

A number of ADA-related elements were considered for ADA Paratransit services during this review.

1. Providing reasonable assistance to riders with disabilities
 - a. Driver training material identifies requirements for “smiling and being polite at all times”. This is consistent with the ADA’s requirement to always be courteous and respectful.
 - b. The TAPTCO training material, in the Mobility Devices section, details requirements to provide boarding/exiting assistance, the use of lifts, ramps, wheelchair securement, etc. it does not, however, detail whether Drivers are required, and under what circumstances, lifts/ramps must be manually deployed.
 - c. The “How to Ride” section of the EDT website states that riders using wheelchairs must have devices that have working breaks and a requirement that the wheelchair be powered off when requested. There is no requirement in the ADA stating that riders using wheelchairs and scooters must set their breaks and/or power their devices off. It is recommended that this policy be changed to “recommended practices for safely riding EDT services”.
2. Eligibility determination process
 - a. During the staff interview, the eligibility determination process was described. The Operations Manager Scott Ousley is the person handling all reviews of submitted ADA Paratransit applications and determination. The process was described and using the application information and medical verification to equitably determine eligibility. This process is compliant with the ADA.
 - i. A review of the ADA Paratransit Eligibility Application was reviewed; as was the Application Process document (both available on the EDT website).
 1. Missing from the description of what ADA Paratransit service is includes informing applicants that Origin-to-Destination services are also provided when needed. It is recommended that this be added to the document.
 - a. Note: A comprehensive description of Origin-to-Destination can be found in Section 7 of the Compliance Plan. It is recommended that this language be added to all documents.
 2. No information on the length of eligibility has been found in published materials. It is recommended that this information be described early in the application document, in the Compliance Plan, the brochure, etc.
 3. The Eligibility Application form states that “Professional verification is requested as needed”. This conflicts with information in the application requesting all applicants to submit professional verification information. It is recommended that a policy decision be made and for the documents to be updated as needed.

4. An appeals process is detailed in the application and in other locations on the EDT website. This process, which denied applicants may appeal within 60 days and receiving a hearing within 30 days is compliant with the ADA.
 5. The application includes a Disability/Health-Related Information section. Question 4 includes a box stating that riders using wheelchairs that are longer than 48", wider than 30", and/or heavier than 600 pounds will "not be able to ride El Dorado Transit vehicles/equipment". This statement is not compliant with the ADA.
 - a. It is recommended that this statement be removed and replaced with a statement that says that "Vehicles are designed to accommodate riders with wheelchairs up to 48" long, 30" wide, and weighing up to 600 pounds. However, riders will be given the opportunity to board in order to objectively determine whether their wheelchair can fit on EDT vehicles/equipment".
 6. Appendix D of the Compliance Plan states a requirement that applicants "must come in to the El Dorado Transit offices..." to have their photo taken and ID card issued. Staff must ensure that this is not required in order to begin using services.
 - a. The Dantec team's interpretation of the ADA is that EDT must pay for the trip to and from the office for the photograph.
3. Missed trips and No-shows
- a. The No-Show policy detailed in this document is missing an element required by the FTA/ADA. It is recommended that the policy be updated to include "10% of trips" required as valid no-shows in addition to the stated number of accumulated no-shows.
 - i. Sample Policy: Each verified no-show (or late cancellation) counts as one no-show. Customers may be suspended after they meet all of the following conditions:
 1. Accumulate three or more no-shows in a 30-day period
 2. Have booked at least ten trips that month
 3. Have "no-showed" or "late cancelled" at least 10% of those trips
 - ii. In addition, the term "valid no-show" should also be used; and a process for determining whether a no-show is valid or invalid is also needed.
4. Reservations and scheduling practices
- a. Reservation information is only found in the ADA Paratransit brochure. The hours of reservations are consistent with the fixed route bus office operating hours.
 - i. It is recommended that this and all operating information be made available on the EDT website.
 - b. Scheduling information detailed in the ADA Paratransit brochure. A practice of negotiating a requested pick-up time 1 hour before or after is compliant with the ADA.

- c. The 30-minute ready window is not a requirement of the ADA; however, it is a best practice of transit agencies throughout the United States.
5. Shared rides
 - a. The ADA Paratransit brochure and application documents describe the service as a shared ride service; as is allowed by the ADA.
6. Stranded passengers
 - a. In the staff interview, Mr. Ousley, Operations Manager, described a practice of ensuring that ADA Paratransit riders not be stranded in the community. While this is not a requirement of the ADA, it is a best practice to ensure the safety of ADA Paratransit riders when they have missed a trip (and are away from home), when a vehicle is late in arriving, etc. EDT's policies appear to prevent riders from being stranded in the community.
7. Service area and hours
 - a. EDT's published information states that paratransit service operates within $\frac{3}{4}$ of a mile of local fixed route bus services. This is compliant with the ADA.
 - b. The hours of operation are also consistent with the operating hours of fixed route bus services. This is compliant with the ADA.
8. Fare structure
 - a. The published ADA Paratransit fare is \$3.00 per one-way trip. This is double the fixed route bus fare of \$1.50. The ADA Paratransit fare is compliant with the ADA.
9. Personal care attendants (PCA's)
 - a. Section 7 of the Operator Handbook states that PCA's be allowed to ride at no charge. It is recommended that information on PCA's be added to the ADA Paratransit information and include a policy that PCA's be allowed to ride at no charge (as is required by the ADA in ADA Paratransit).
10. Hours of operation
 - a. Upon a review of the EDT website, the published ADA Paratransit hours of operation are identical to the fixed route bus route hours. This is compliant with the ADA.
11. Premium services
 - a. There is no mention in EDT documents provided or on the EDT website that Premium Services (Subscription Service, for example) are available to ADA Paratransit eligible riders. Premium services are not required by the ADA.
12. Visitor Policy
 - a. EDT policies state that visitors may use services for up to 21 days in a moving 365 day period. This is compliant with the ADA.

3.5 Dial-A-Ride Services

Dial-A-Ride is a curb-to-curb transportation service for seniors (60 or older) and people with disabilities. The general assistance requirements detailed in Section 1.2 of this document apply to this service and it was clear to the Dantec team that extensive training for Driver's to provide a reasonable level of

assistance to riders with disabilities is provided. EDT's ADA Paratransit and Dial-A-Ride services are commingled (both ridership groups may be on a vehicle simultaneously).

Given that Dial-A-Ride services are not ADA required, hours of operation, fare structure, rider qualification elements, service area, and other operating parameters are determined by EDT and not subject to ADA requirements.

3.6 SAC-MED

SAC-MED is a shared-ride non-emergency medical appointment transportation service for seniors (60 or older) or people with disabilities. The general assistance requirements detailed in Section 1.2 of this document apply to this service and it was clear to the Dantec team that extensive training for Drivers to provide a reasonable level of assistance to riders with disabilities is provided.

Given that SAC-MED services are not ADA required, hours of operation, fare structure, rider qualification elements, service area, and other operating parameters are determined by EDT and not subject to ADA requirements.

3.7 Vehicle Observations

A review of EDT's fixed route buses and vans was completed by the Dantec team during their visit. From an accessibility perspective, the buses were well maintained and contained all required ADA-related accessibility features. The ADA requires that buses possess ramps, kneeling feature, wheelchair securement equipment, automated voice annunciator system, PA system, and lap/shoulder belts. Vans possess ramps and lifts, wheelchair securement equipment and lap/shoulder belts.

3.8 Conclusions and Recommendations

Upon completion of a review of El Dorado Transit appears to possess all of the elements needed to deliver high quality, safe and compliant transportation services for its growing population. It is also clear that EDT staff possess the knowledge and expertise needed to meet ADA Compliance requirements for all services offered.

A number of recommendations are provided in Section 11 to further assist EDT in the delivery of its family of transportation services.

4. Review of Peer Transit Systems

4.1 Introduction

The performance of a transit agency may also be evaluated by comparing it to its peers. For evaluating El Dorado Transit (EDT), data were collected on nine peer agencies in similar communities in California, Oregon, Washington, and British Columbia. Four peers were in California, one in Oregon, two in Washington, and two in British Columbia. The data were extracted from the National Transit Database for 2019 and 2021 for US systems and BC Transit statistics for British Columbia. The Canadian systems only include data for fixed route and general public Dial-A-Ride Transit. Paratransit for persons with disabilities is not mandated in Canada and is not directly comparable with the US.

The criteria for selecting the peers included the following:

- Transit systems serving urban and rural areas or county wide service areas
- Systems serving linear growth patterns
- Systems near or adjacent to a major urban area and serving the demand to the urban area with commuter buses, trains, or ferries
- Systems with the largest urban area with at least 20,000 and a total service area population of up to about 150,000
- Fleets with 12 to about 24 buses serving fixed routes and that are demand responsive

Among the selected peer agencies, most met several of the criteria above, although some exceeded or fell below some of the desired thresholds. As a group, the peers provided a snapshot of how small communities in a similar environment meet the challenge of providing public transit. In some cases, the service areas (or populations) were less than the target because the services do not include rural communities. The population of El Dorado had a significantly lower density than average for the peer communities due to the network of extended routes to small communities in the county.

All dollar values for the Canadian agencies have been converted to US dollars at \$0.75. The systems in British Columbia lease their capital assets from the provincial government transit fleet. The capital cost figures shown are the estimated total lease fees for the assets.

The impact of the COVID-19 pandemic on transit ridership means that two approaches are needed to look at peers. The first is a comparison of key performance details based on 2019, the last full year before the effects of the pandemic were fully felt by transit agencies. The second is a more recent comparison based on the most recent data available from the National Transit Database and current transit operating practices as identified from webpages, other literature, and direct interviews with transit operators.

4.2 Overview of Peer Systems

Clallam Transit, WA

Clallam Transit operates in the northwest corner of Washington State. The local service area stretches from Port Townsend to Neah Bay along the coast of the Strait of Juan de Fuca, and a commuter service links to the ferry from Bainbridge to Seattle. The route network is long and narrow, serving small communities spread along the linear routes. The mission of Clallam Transit is “to provide customer-friendly, reliable, economical, and efficient transportation services that encourage residents and visitors to select Clallam Transit System”.

Figure 33—Clallam County System Map



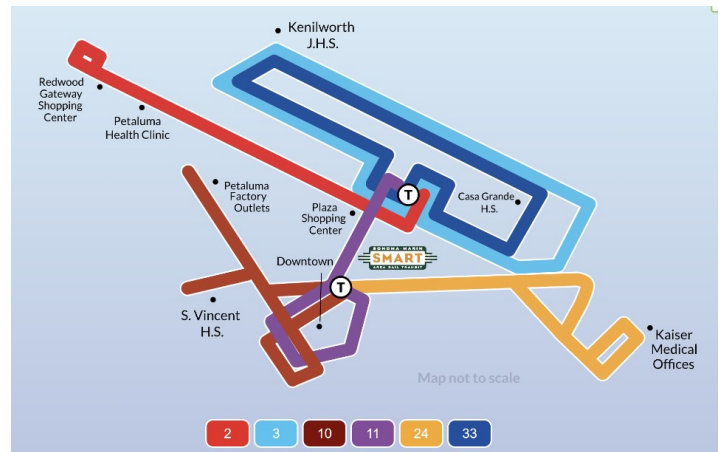
Island Transit, WA

Island Transit serves Whidbey and Camano Island in Washington State. The local service links several small communities and rural areas with the largest city on the island, Oak Harbor, and the mainland and Seattle via a ferry link to the Sounder commuter rail line. The service has been free of charge since its inception. The mission of Island Transit is “to provide safe, accessible, convenient, and friendly public transportation services that enhance our island quality of life”.

City of Petaluma, CA

The mission of Petaluma Transit is “to create and maintain a transit system with a commitment to enhance the quality of life for the people of Petaluma by providing and promoting transportation choices that support accessible and sustainable community mobility”. The system serves only the City of Petaluma but also feeds into a commuter rail service to the Bay Area. The system had 15 peak revenue buses in 2019 and was tied with San Benito as having the smallest active fleet among the peers.

Figure 34—Petaluma System Map



San Benito, CA

In 2019 San Benito operated Dial-A-Ride, Americans with Disabilities Act (ADA) Paratransit, and fixed route services within San Benito County as well as a commuter route to Gilroy and Caltrain in Santa Clara County. In 2021, during the peak of the pandemic, all local fixed route services were suspended. In 2022 a reduced fixed route “tripper” service was introduced to handle peak ridership demands near school times. Later in 2022 a new on-demand app-based service was introduced to take up the gap in the system caused by the loss of the all-day fixed-route service. Subsequently it was decided to reintroduce the fixed route and phase out the Dial-A-Ride in favor of the app-based on-demand service. The mission of San Benito County Express is “to provide a coverage-based public transportation system both locally and to limited intercounty destinations providing basic access and mobility. Key areas of the community are served during limited hours, with a service that is accessible, welcoming, reliable, safe, and secure”.

Tulare County, CA

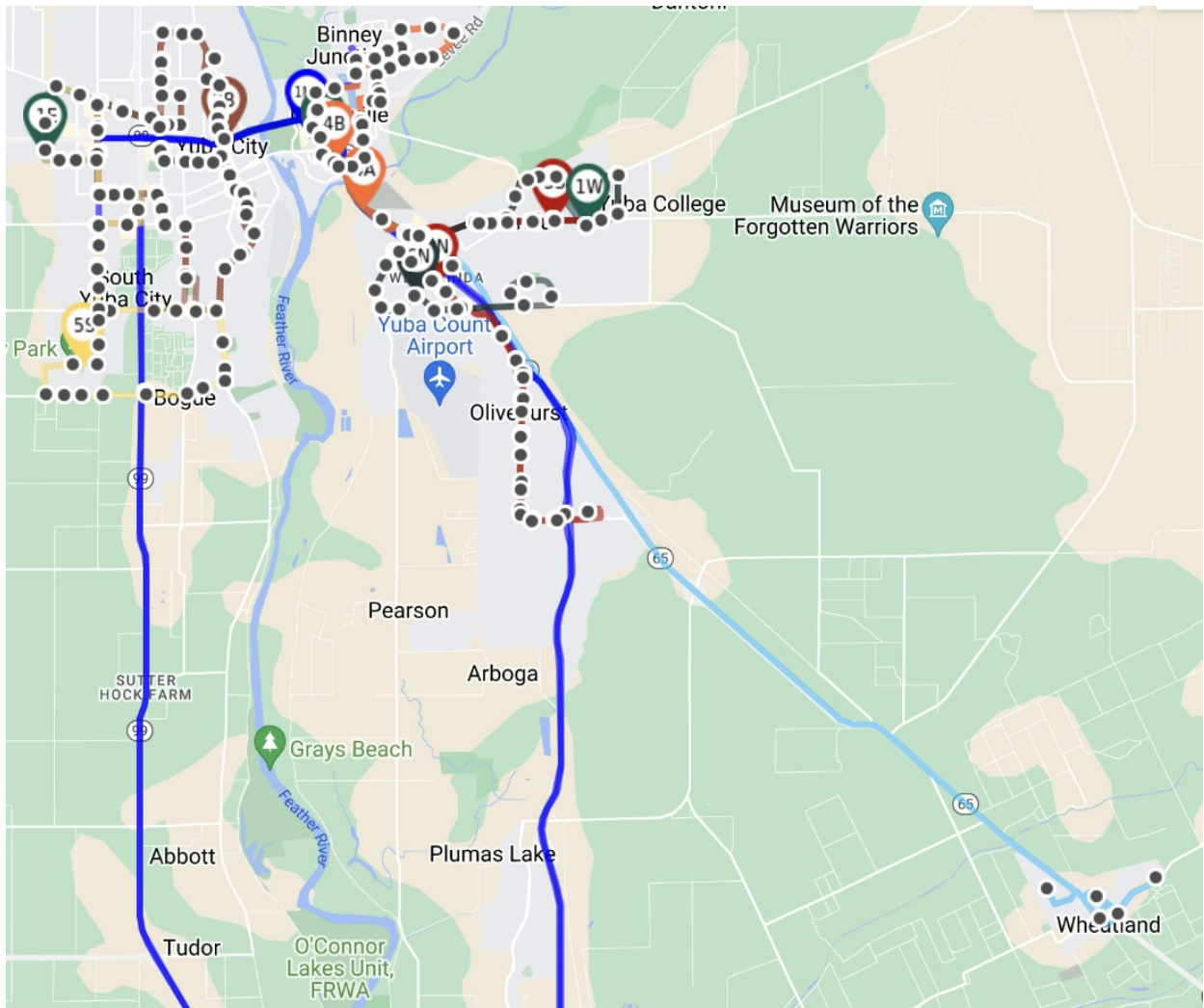
Tulare County Transit (TCAT) provides a county-wide transit network linking small communities and rural areas with the three large urban areas, Visalia, Tulare, and Porterville. Each of the urban areas operates its own local services, although local trips within the towns are permitted on the county service, and TCAT fare products are accepted on the municipal systems. There are no connections to out-of-county public transit systems. The mission statement for Tulare County Transit is “to contribute to the overall social, environmental, and economic health in our service area by delivering safe, reliable, and affordable transportation and, at the same time, being a responsive, responsible employer”.



Yuba Sutter, CA

The Yuba Sutter transit system is approximately the same size as the EDT in terms of fleet, budget, and population of the service area, but it is characterized by using purchased transportation services rather than in-house bus operators. The mission of Yuba Sutter Transit is “to provide safe and cost-effective public transportation services that increase mobility and improve quality of life for Yuba and Sutter County residents.” The system operates local and rural routes as well as an express commuter service to Sacramento.

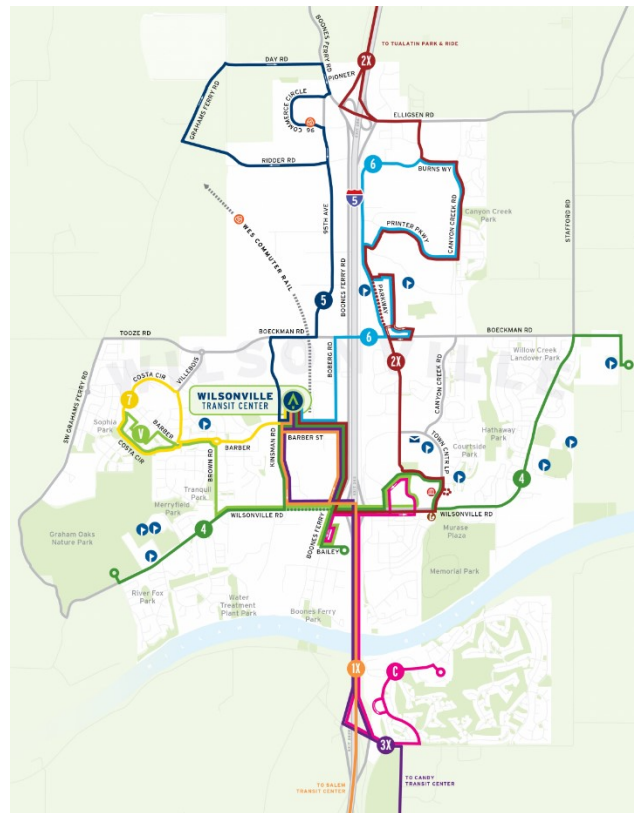
Figure 36—Yuba Sutter System Map



City of Wilsonville, OR

The City of Wilsonville in Oregon operates the South Metro Area Regional Transit (SMART) service, which provides local fixed-route, ADA, and nonemergency medical transportation to Portland. The local service connects with a commuter rail service to Portland. The services are predominantly within the municipal boundary of Wilsonville, but some adjacent suburban and rural areas are also served. SMART's mission is "to provide convenient, safe, and reliable transportation services in a fiscally responsible manner to meet the needs of Wilsonville residents, employees, and visitors of all ages, ethnicities, and income levels".

Figure 37 - Yuba Sutter System Map



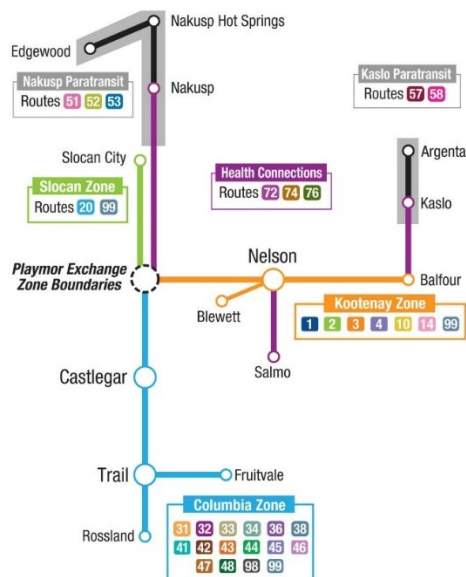
Cowichan Valley, BC

The Cowichan Valley Transit system operates on Vancouver Island and serves the City of Duncan and the rural and small communities in the valleys north, south, and west of Duncan. Commuter service is also provided to Greater Victoria.

West Kootenay, BC

The West Kootenay Transit system provides a network of routes connecting small communities throughout the Kootenays in southeastern British Columbia. The system also provides urban routes as part of a different zone in the largest city, Trail. The province wide mission statement for BC Transit is "delivering transportation services you can rely on".

Figure 38—West Kootenay System Map



4.3 2019 Comparison

The data for 2019 are shown in the table in Figure 1. Data was not available for the two systems in British Columbia for 2019. The population of the service area for EDT (147,000) was significantly higher than the average of the remaining seven US peer systems (87,623). EDT achieved about 1.4 rides per capita in 2019 compared to an average of 4.8 rides per capita. This was the second lowest among the peers, with only San Benito reporting less.

The operating budget of EDT for fixed-route service was close to average at 3.7 million compared to an average of \$4.1 million for the peers, whereas for Dial-A-Ride the average of EDT was \$2.3 million compared to an average of \$1.7 million for the peers. The overall fleet size was smaller than average, and only one other system, San Benito, shared the characteristic that the Dial-A-Ride fleet was larger than the fixed-route fleet in 2019. The EDT active fleet shrank from 20 fixed route and Dial-A-Ride buses in 2019 to 12 buses in 2021, while the US peers also shrank from 25 buses to 20 buses in the same period.

In 2019 the fixed-route cost per hour to operate a bus at EDT (\$126/hr.) was slightly higher than the average for the peers (\$113/hr.). The cost at EDT was higher than the cost experienced at the California peers and well below the costs in Oregon and Washington, which were \$140 per hour or more. On a cost-per-mile basis, the cost of operating fixed route at El Dorado (\$6.83/mile) was slightly higher than the cost of the peer systems (\$6.39/mile). Demand-response operating costs at El Dorado were significantly higher (\$143/hr.) than the average of the peers (\$106/hr.). However, the cost per mile

Figure 39—2019 Peer System Performance Data

General Characteristics	2019 Data									
	El Dorado Transit	Washington State			California				Oregon	Average of Peers
		Clallam Transit	Island Transit	City of Petaluma	San Benito County LTA	Tulare County	Yuba Sutter Transit	SMART Wilsonville		
Population of Service Area	147,200	75,000	85,000	61,697	45,000	129,000	143,795	73,870	87,623	
Fixed Rte Bus Operating Expense	\$ 3,708,333	\$ 7,497,387	\$ 7,466,313	\$ 1,881,609	\$ 372,077	\$ 3,568,595	\$ 4,121,882	\$ 4,359,034	\$ 4,180,985	
Demand Response Operating Expense	\$ 2,298,860	\$ 2,840,100	\$ 2,979,028	\$ 985,391	\$ 1,272,982	\$ 487,036	\$ 2,085,426	\$ 956,859	\$ 1,658,117	
Bus Directly Operated	9	20	21		4			13	15	
Demand Response Directly Operated	11	20	14		11			6	13	
Bus Purchased				9		19	14		14	
Demand Response Purchased				6		5	10		7	
Total Peak Revenue Buses	20	40	35	15	15	24	24	19	25	
Bus Expenses per Hr	\$ 125.99	\$ 148.83	\$ 148.70	\$ 95.81	\$ 67.36	\$ 107.30	\$ 83.34	\$ 140.85	\$ 113.17	
Bus Expenses per Mile	\$ 6.83	\$ 6.87	\$ 5.35	\$ 7.82	\$ 5.68	\$ 3.79	\$ 7.09	\$ 8.10	\$ 6.39	
Demand Response Cost per Hr	\$ 143.31	\$ 93.91	\$ 121.12	\$ 128.74	\$ 63.62	\$ 112.79	\$ 85.98	\$ 138.64	\$ 106.40	
Demand Response Cost per Mile	\$ 7.46	\$ 8.49	\$ 8.10	\$ 15.48	\$ 4.96	\$ 7.35	\$ 4.58	\$ 11.61	\$ 8.65	
Annual Unlinked Trips Fixed Route	208,090	725,104	553,096	332,292	28,847	270,886	731,507	292,650	419,197	
Annual Rides Per Capita	1.4	9.7	6.5	5.4	0.6	2.1	5.1	4.0	4.8	
Annual Vehicle Miles Fixed Route	543,116	1,090,582	1,396,181	240,543	65,480	940,798	581,156	537,838	693,225	
Annual Vehicles Miles per Capita	3.7	14.5	16.4	3.9	1.5	7.3	4.0	7.3	7.8	
Annual Vehicle Hours Fixed Route	29,434	50,377	50,211	19,639	5,524	33,257	49,457	30,947	34,202	
Annual Vehicle Hours per Capita	0.2	0.7	0.6	0.3	0.1	0.3	0.3	0.4	0.4	
Cost per Fixed Rte Bus Unlinked Trip	\$ 17.82	\$ 10.34	\$ 13.50	\$ 5.66	\$ 12.90	\$ 13.17	\$ 5.63	\$ 14.90	\$ 10.87	
Cost per Demand Resp Unlinked Trip	\$ 54.00	\$ 47.56	\$ 47.56	\$ 58.01	\$ 22.37	\$ 67.48	\$ 31.57	\$ 55.31	\$ 47.12	
Annual Demand Response Vehicle Miles	308,072	334,397	367,953	63,659	256,585	66,232	308,403	82,389	211,374	
Demand Response Miles per Capita	2.1	4.5	4.3	1.0	5.7	0.5	2.1	1.1	2.8	
Annual Demand Response Operating Hours	16,041	30,243	24,596	7,654	20,010	4,318	24,254	6,902	16,854	
Demand Response Hrs per Capita	0.1	0.4	0.3	0.1	0.4	0.0	0.2	0.1	2,019.0	
Expense/passenger mile Fixed Route	\$ 2.44			\$ 2.05			\$ 1.86	\$ 1.98	\$ 1.96	
Expense/passenger mile Demand Res	\$ 5.01			\$ 17.15			\$ 5.37	\$ 8.75	\$ 10.42	
Unlinked Trips per Bus Rev Hr	7.1	14.4	11.0	16.9	5.2	8.1	14.8	9.5	11.4	
Unlinked Trips/Demand Resp Rev Hr	2.7	2.0	2.5	2.1	2.8	1.7	2.7	2.5	2.3	
Unlinked Trips per Bus Rev Mile	0.4	0.7	0.4	1.4	0.4	3.0	1.3	0.5	1.1	
Unlinked Trips/Demand Resp Rev Mile	0.1	0.2	0.2	0.3	0.2	0.1	0.2	0.2	0.2	

for demand-response services at El Dorado (\$7.46/mile) was less than the average of the peers (\$8.65) suggesting that EDT Dial-A-Ride operates more miles than peer systems.

Vehicle miles per capita (3.7) and fixed-route vehicle hours per capital (0.2) for EDT are well below the peer averages of 7.8 vehicle miles per capita and 0.4 vehicle hours per capita, which suggests that amount of service being provided in 2019 was less than in peer systems. Similarly for Dial-A-Ride, El Dorado provided 2.1 revenue miles of service and 0.1 revenue hours of service per capita compared to averages of 2.8 miles and 0.2 hours per capital for the peers.

In 2019 El Dorado achieved 7.1 unlinked trips per fixed-route bus revenue hour compared to 11.4 for the peer agencies, which is caused by lower ridership. However, for Dial-A-Ride El Dorado exceeded the peer average with 2.7 unlinked trips per mile compared to an average 2.3 unlinked passengers per mile for the peers. A similar pattern exists for unlinked trips per fixed-route bus mile, where El Dorado achieved 0.4 compared to the average of 1.1 unlinked trips per bus mile for the peers. On the Dial-A-Ride El Dorado carried 0.1 unlinked trips per demand-response revenue mile compared to a peer average of 0.2 unlinked trips per mile.

The cost per unlinked passenger trip on the fixed-route service was \$17.82 at El Dorado compared to \$10.87 average at the peers. This appears to be a result of higher-than-average costs of operation plus lower-than-average ridership. In 2021 the cost per unlinked trip almost tripled to \$52.92, and the average of peers doubled to \$23.01. For Dial-A-Ride the cost per unlinked trip at El Dorado in 2019 was \$54.00 compared to \$47.12 average at the peer systems, a smaller difference than on the fixed-route but still driven by higher costs and fewer passengers. By 2021 the cost per unlinked Dial-A-Ride more than tripled to \$174.13, while for the peers it almost doubled.

In summary the 2019 results show that at EDT the costs per hour were higher, less service per capita was provided, and ridership was lower than in the peer agencies.

4.4 2023 Peer System General Characteristics

The largest city area served by El Dorado is Placerville/Diamond Springs, with a combined population of about 20,000. El Dorado Hills is the largest unincorporated area, with a population of about 50,000, although the service being provided is limited. Among the US peers the average population of the largest city served is 38,570, with the largest being Yuba Sutter, which has a city population of about 70,000. Overall, the peers provide a good comparison with El Dorado based on population because they represent on average a group of marginally larger cities. The average population density of the peer system is about 770 persons per square mile. Excluding the City of Petaluma from the density average brings the average of the peers down to about 324 persons per square mile. Either way, EDT has the third lowest density, with just 86 passengers per square mile.

All but two of the systems in the US are specific districts established to provide a transit service. In two cities, Petaluma, California, and Wilsonville, Oregon, the system is owned and operated by the municipality. The two systems in Canada are jointly owned and operated by the provincial government and a local regional government entity similar to a county in the US.

Five of the nine peers are funded by a dedicated local sales tax. The dedicated local sales taxes range from 0.03 percent in Petaluma to 0.9 percent in Island County. All the sales tax-funded peers are in California and Washington State because there is no sales tax in Oregon. The Canadian transit systems are locally supported through the property tax. Wilsonville, Oregon. Provides local funds from a 0.5 percent payroll tax. In Washington State support for transit was increased by a new legislation to provide monies for funding free transit for children and students 18 years of age and under.

Figure 41—Fleet Characteristics and Operations

Fleet Characteristics & Operation	Washington State			California				Oregon		British Columbia*		Average of Peers	
	El Dorado Transit	Clallam Transit	Island Transit	City of Petaluma	San Benito County LTA	Tulare County	Yuba Sutter Transit	SMART Wilsonville	West Kootenay	Cowichan Valley	U.S. Only	All	
Bus Directly Operated	7	16	20	0	0	0	0	13	0	0	7	5	
Demand Response Directly Operated	5	13	6	0	0	0	0	6	0	0	4	3	
Bus Purchased	0	0	0	9	0	19	14	0	13	17	6	8	
Demand Response Purchased	0	0	0	3	7	5	10	0	12	0	4	4	
Total Peak Revenue Buses	12	29	26	12	7	24	24	19	25	17	20	20	
Battery Buses	Conversion Plan Complete	3 Ordered	5 Ordered	Fleet Conversion Underway	3 + 2 Ordered	4	2*	3 Ordered	Planned	Planned			
Hydrogen Buses		Under Review	3	2				3					
Hybrid Electric Buses	0												
Bus Expenses per Hr	\$ 208.19	\$ 152.62	\$ 163.33	\$ 109.41	\$ -	\$ 108.13	\$ 102.56	\$ 160.84	\$ 141.66	\$ 107.35	\$ 113.84	\$ 116.21	
Bus Expenses per Mile	\$ 10.98	\$ 7.02	\$ 5.63	\$ 8.90	\$ -	\$ 3.85	\$ 8.57	\$ 8.37	\$ -	\$ -	\$ 6.05	\$ 6.05	
Demand Response Cost per Hr	\$ 210.98	\$ 116.95	\$ 119.24	\$ 157.71	\$ 92.46	\$ 218.97	\$ 113.06	\$ 281.49	\$ -	\$ -	\$ 157.13	\$ 157.13	
Demand Response Cost per Mile	\$ 10.65	\$ 10.14	\$ 7.38	\$ 22.19	\$ 6.79	\$ 13.74	\$ 4.58	\$ 27.80	\$ 97.07	\$ -	\$ 13.23	\$ 23.71	

** Canadian dollars converted to US at \$0.75 + Demand response data from 2020

Figure 40—General Characteristics of Peer Systems

General Characteristics	Washington State			California				Oregon		British Columbia*		Average of Peers	
	El Dorado Transit	Clallam Transit	Island Transit	City of Petaluma	San Benito County LTA	Tulare County	Yuba Sutter Transit	SMART Wilsonville	West Kootenay	Cowichan Valley	U.S. Only	All	
Population of Service Area	148,614	77,625	87,700	60,520	47,000	131,693	146,749	73,870	99,481	83,739	89,308	89,820	
Population of Largest City	20,710	20,134	24,709	60,520	43,346	25,225	69,536	26,519	11,800	32,850	38,570	34,960	
Organizational Model	JPA	PTBA	PTBA	City	JPA	JPA	JPA	City	Region & Prov	Region & Prov			
Service Area (Sq Miles)	1,719	1,738	264	14	80	1,300	813	80	3,000	215	613	834	
Pop Density of Svc Area	86	45	332	4,323	588	101	181	923	33	389	927	768	
Free Fares 2023	N	N	Y	N	N	N	N	Yes	N	N			
Fixed Rte Bus Operating Expense	\$ 4,730,591	\$ 10,105,582	\$ 9,240,972	\$ 2,064,153	\$ 372,077	\$ 3,619,101	\$ 4,654,508	\$ 4,747,341	\$ 3,171,560	\$ 3,902,220	\$ 4,971,962	\$ 4,653,057	
Demand Response Operating Expense	\$ 1,431,685	\$ 2,274,219	\$ 1,605,115	\$ 835,731	\$ 1,168,240	\$ 386,484	\$ 1,865,730	\$ 1,031,092	\$ 1,921,070	\$ -	\$ 1,309,516	\$ 1,231,965	
Local Tax Source of Funds	0.25 of a cent TDA plus STA	.6 of a cent sales tax	0.9 of a cent sales tax	12.22% of .25% sales tax Plus TDA/STA	Plus TDA/STA	TDA/STA	portion of 14% of .5% sales tax + TDA/STA	0.5% Local Payroll Tax	Property Tax	Property Tax			

Island Transit and SMART in Wilsonville, Oregon, operate with free local services.

4.5 2021 Peer Fleet Characteristics and Operational Cost

Table 4 provides information about the fleets at each of the peer transit systems. In 2021 the average peak fleet among peers was 20 buses, fewer than the average of 25 buses in 2019. The El Dorado fleet for local service dropped from 20 buses to just 12 buses in 2021.

The hourly cost to operate the El Dorado fixed route (\$208/hr.) services is higher than the average of the peer systems (\$116/hr.) and is actually the highest among all of the agencies. All four systems that have hourly fixed-route operating costs below the average use purchased services or contract out their bus operations. The cost per mile of fixed-route operation at El Dorado is also the highest of the peers; however, the relationship to the peer average is about the same (1.8 times greater), which suggests that operating speeds are similar to the peers and not a factor in the higher costs. El Dorado (\$210/hr.) also has the highest cost service to operate Dial-A-Ride service, although the average of the peers is higher than the fixed route at \$157 per hour. However, on a per mile basis the cost is below the average of peers (\$13/mile for US agencies), which suggests that El Dorado is running more miles of revenue service for Dial-A-Ride than the other agencies.

Zero-emissions requirements have been mandated in California and Washington and are being encouraged in Oregon and British Columbia. EDT has completed a conversion study; however, no electric buses have been ordered. Several peer systems have ordered battery electric vehicles. The alternative of hydrogen (fuel cell) buses is under study at Clallam Transit. Hybrid electric buses are in operation at three peer systems; however, this technology will not meet mandates for zero emissions.

4.6 2023 Services Provided

Table 5 summarizes the types of services provided. The services provided by EDT are typical of the services provided by the peer agencies, although some systems offer more new technologies, such as live tracking and app-based demand responsive services. EDT offers five service types for local service, including fixed-route urban and rural services, Dial-A-Ride for seniors and persons with disabilities, ADA paratransit and nonemergency intercounty medical transport. All but two of the peers offer general public Dial-A-Ride, but none restrict the service to seniors and persons with disabilities. One of the seven that provides Dial-A-Ride only allows seniors before 6:00 p.m. and welcomes all riders after 6:00 p.m. All but two systems offer rural transit services. Four do not offer flag stops, and six do not offer request stops or route deviation services.

El Dorado Transit, unlike eight of the nine peer systems, does not offer an app showing live locations of buses (although live information is available on the website) and estimating how long until the next bus arrives at a particular stop. EDT is also the only system not to provide a computer or smartphone app for booking trips on its demand-response services.

Figure 42—Services Provided by Peer Systems

Fleet Characteristics & Operation	2021 Data												
	Washington State			California				Oregon		British Columbia*		Average of Peers	
	El Dorado Transit	Ciallam Transit	Island Transit	City of Petaluma	San Benito County LTA	Tulare County	Yuba Sutter Transit	SMART Wilsonville	West Kootenay	Cowichan Valley	U.S. Only	All	
Bus Directly Operated	7	16	20	0	0	0	0	13	0	0	7	5	
Demand Response Directly Operated	5	13	6	0	0	0	0	6	0	0	4	3	
Bus Purchased	0	0	0	9	0	19	14	0	13	17	6	8	
Demand Response Purchased	0	0	0	3	7	5	10	0	12	0	4	4	
Total Peak Revenue Buses	12	29	26	12	7	24	24	19	25	17	20	20	
Battery Buses	Conversion Plan Complete	3 Ordered	5 Ordered	Fleet Conversion Underway	3+2 Ordered	4	2*	3 Ordered	Planned	Planned			
Hydrogen Buses	0	Under Review	3	2				3					
Bus Expenses per Hr	\$ 208.19	\$ 152.62	\$ 163.33	\$ 109.41	\$ -	\$ 108.13	\$ 102.56	\$ 160.84	\$ 141.66	\$ 107.35	\$ 113.84	\$ 116.21	
Bus Expenses per Mile	\$ 10.98	\$ 7.02	\$ 5.63	\$ 8.90	\$ -	\$ 3.85	\$ 8.57	\$ 8.37	-	-	\$ 6.05	\$ 6.05	
Demand Response Cost per Hr	\$ 210.98	\$ 116.95	\$ 119.24	\$ 157.71	\$ 92.46	\$ 218.97	\$ 113.06	\$ 281.49	-	-	\$ 157.13	\$ 157.13	
Demand Response Cost per Mile	\$ 10.65	\$ 10.14	\$ 7.38	\$ 22.19	\$ 6.79	\$ 13.74	\$ 4.58	\$ 27.80	\$ 97.07	-	\$ 13.23	\$ 23.71	

Figure 43—Services Provided by Peer Systems

Services Provided	2023 Data											
	Washington State			California				Oregon		British Columbia*		
	El Dorado Transit	Ciallam Transit	Island Transit	City of Petaluma	San Benito County LTA	Tulare County	Yuba Sutter Transit	SMART Wilsonville	West Kootenay	Cowichan Valley		
General Public Dial A Ride	Seniors/ADA	Y	Y	N	Y	Y	Seniors; Public after 6 @-\$4	Y	Y	N	N	
Route Deviation	Y	Y	Y	N	N	N	N	N	N	N	N	
Rural Service/Intercity	Y	Y	N	N	Y	Y	Y	Y	Y	Y	Y	
Demand Response App	N	Y	Y	N	Y	N	N	N	N	N	N	
Location Tracking/App	N	Y	Y	Y	Y	Y	Y	N	Y	Y	Y	
Demand Response (TNC)	N	N	N	N	N	N	N	N	N	N	N	
Demand Response (Taxi)	N	N	N	N	N	N	N	N	N	N	N	
Request Stops	Y	Y	Y	N	N	N	N	N	N	N	N	
Route Deviation	Y	Y	Y	N	N	N	N	N	N	N	N	
Flag Stops	Y	Y	Y	Y	N	Y	N	N	N	N	N	
Non-Emergency/Medical Transportation	Y	No	No	N	N	N	N	N	N	N	N	

Neither EDT nor any of the US peer agencies are using transportation network companies or taxi services to supplement fixed-route or paratransit services. The two British Columbia services contract with taxis to transport persons not requiring wheelchair-capable vehicles operated by the transit system.

EDT and four of the peers offer flag stop service, and EDT and two peers offer route deviation and request stops. EDT is the only one of the systems to offer nonemergency medical transportation (NEMT). In Washington State, NEMT is provided by a contractor for the state department of health.

4.7 Span of Service

In 2021 EDT provided services five days a week with the first trip at about 6:30 a.m. and the last trip ending at around 6:30 p.m. Among the peers, the average start time was earlier at 5:40 a.m., and the last trip ended later at 7:00 p.m. The weekday service span at EDT is 90 minutes shorter than the average of the peer systems.

EDT only provides service on weekdays, but eight of the nine peer systems operate service on Saturday, and four of the nine provide service on Sundays. Only one system provides a limited service on holidays.

EDT operates less service than all the peers except San Benito County Express. The span of service for EDT and the nine peer systems is provided in Table 6.

4.8 2021 Service Statistics and Performance

The service statistics and performance measurement criteria are provided in Figure 45. The data show that the total number of unlinked passenger trips at EDT (89,383) in 2021 was significantly below the average of the peer systems (200,665). The pandemic had a slightly greater impact on EDT, which saw a slower recovery. EDT ridership in 2019 was about 50 percent of the average of the peers, and in 2023 it was 45 percent. Ridership per capita is a good indicator of the market penetration of a transit system. EDT generates 0.6 rides per capita for the local fixed-route system, the lowest for all systems reporting fixed-route operations in 2021. The average ridership among the peers in 2021 was 2.2 rides per capita. Among other countywide systems, the average per capita ridership was even stronger at 2.9 rides per capita.

The annual vehicle miles operated at EDT are the second lowest among the peer agencies operating fixed-route service, but on a per capita basis they are the lowest. Because the service area is the third biggest, this indicator implies that the level of service being provided is less than the peer agencies. Similarly, the number of annual fixed route revenue hours of service (22,723 hrs.) is below the

Figure 44—Span of Service at Peer Systems

Span of Service	2021 Data												Average of Peers	
	Washington State			California			Oregon		British Columbia*		Average of Peers			
	Clallam Transit	Island Transit	City of Petaluma	San Benito County LTA	Tulare County	Yuba Sutter Transit	SMART Wilsonville	West Kootenay	Cowichan Valley	U.S. Only	All			
El Dorado Transit	6:30	3:45	6:30	6:40	6:15	6:30	4:50	6:05	5:05	5:42	5:41			
Earliest Service Weekdays	-	6:15	7:30	-	10:25	8:40	7:30	8:33	8:25	8:04	8:10			
Earliest Service Saturdays	-	-	8:30	-	10:25	-	-	-	9:00	9:00	9:00			
Earliest Service Sundays	-	-	8:30	-	-	-	-	-	-	8:30	8:30			
Earliest Service Holidays	18:30	20:10	20:30	17:22	20:15	18:30	20:00	23:18	21:12	19:50	20:22			
Latest Service Weekdays	-	19:17	20:00	-	18:42	17:30	17:50	19:15	17:30	18:59	18:49			
Latest Service Saturdays	-	-	17:00	-	18:42	-	-	-	17:30	18:37	18:20			
Latest Service Sundays	-	-	17:00	-	-	-	-	-	-	17:00	17:00			
Latest Service Holidays	-	-	17:00	-	-	-	-	-	-	-	-			

Figure 45—Service Statistics and Performance of Peer Systems

Service Statistics & Performance	2021 Data												Average of Peers	
	Washington State			California			Oregon		British Columbia*		Average of Peers			
	Clallam Transit	Island Transit	City of Petaluma	San Benito County LTA	Tulare County	Yuba Sutter Transit	SMART Wilsonville	West Kootenay	Cowichan Valley	U.S. Only	All			
El Dorado Transit	89,383	243,799	112,547	-	123,487	307,518	103,329	263,550	278,870	180,509	200,665			
Annual Fixed Rte Unlinked Trips	0.6	2.8	1.9	-	0.9	2.1	1.4	2.6	3.3	2.0	2.2			
Annual Rides Per Capita	430,946	1,356,173	231,806	-	940,309	543,320	567,026	-	-	679,068	679,068			
Annual Fixed Rte Vehicle Miles	2.9	15.5	3.8	-	7.1	3.7	7.7	-	-	7.5	7			
Annual Vehicles Miles per Capita	22,723	51,310	18,866	-	33,471	45,385	29,516	19,890	31,200	32,186	30,710			
Annual Fixed Rte Vehicle Hours	0.2	0.5	0.3	-	0.3	0.3	0.4	0.2	0.4	0.4	0.3			
Annual Vehicle Hours per Capita	\$ 52.92	\$ 31.32	\$ 18.34	\$ -	\$ 29.31	\$ 15.14	\$ 45.94	\$ 12.47	\$ 12.01	\$ 23.01	\$ 20.61			
Cost per Fixed Rte Bus Unlinked Trip	3.9	5.2	6.0	0.0	3.7	6.8	3.5	11.4	8.9	4.6	5.9			
Unlinked Trips per Fixed Rte Bus RevHr	0.2	0.2	0.5	0.0	0.1	0.6	0.2	-	-	0.3	0.3			
Unlinked Trips per Fixed Rte Bus RevMile	8,222	34,912	9,395	22,603	2,048	20,370	6,767	-	-	17,678	-			
Annual Demand Response Unlinked Trips	134,402	217,595	37,662	171,968	28,134	173,945	37,085	-	-	127,257	-			
Annual Demand Response Vehicle Miles	6,786	19,449	5,299	12,635	1,765	16,502	3,663	15,540	-	10,396	-			
Annual Demand Response Operating Hrs	1,431,685	2,274,219	835,731	1,168,240	386,484	1,865,730	1,031,092	1,921,070	-	-	-			
Demand Response Operating Cost	\$ 174.13	\$ 45.98	\$ 88.95	\$ 51.69	\$ 188.71	\$ 91.59	\$ 152.37	\$ 24.44	-	\$ 100.22	\$ 90.75			
Cost per Demand Resp Unlinked Trip	1.2	2.6	1.8	1.8	1.2	1.2	1.8	4.3	-	1.7	2.0			
Unlinked Trips/Demand Resp Rev Hr	0.1	0.1	0.2	0.1	0.1	0.1	0.2	-	-	0.1	0.1			
Unlinked Trips/Demand Resp RevMile	-	-	-	-	-	-	-	-	-	-	-			

average of the peers (30,710 hrs.), as is the per capita number of hours of service (0.2 for EDT versus 0.3 for peers).

The cost per unlinked passenger trip on EDT fixed routes is \$53, or more than double the average peer cost per unlinked fixed-route passenger of \$21. This high cost is likely a function of the higher-than-average cost per hour of fixed-route service combined with the lower-than-average per capita ridership. The number of hours of service operated per capita at EDT (2.9) is well below the average of the peers (7.0). The level of performance is also reflected in the number of unlinked trips per hour of revenue service at EDT (3.9) compared to the peers (5.9). However, it is better than the average number of unlinked trips per hour of service at the three peer agencies providing countywide service (3.0 unlinked trips per hour of service).

There are three peer systems that offer a booking app for their demand-response service. Two of the services are countywide, one serves both urban and rural areas, and all achieve lower than average costs per unlinked trips for demand-response services, although this appears to be largely due to their lower operating costs.

EDT has 8,222 annual unlinked trips on the Dial-A-Ride service compared to an average of 17,678 for the peer agencies. The number of annual miles operated is higher than the average of the peers, but the number of hours operated is less than the peers. This means EDT travels further and faster than other systems but carries fewer passengers. EDT also has the second highest average cost per unlinked trip (\$174), well above the average cost of \$91 per trip.

4.9 Fares and Revenue

In 2021 EDT collected about \$86,000 in fixed-route fares and \$56,000 in Dial-A-Ride fares. This compares with the average total fares collected by the peers of \$205,000 for fixed routes and \$28,000 for Dial-A-Ride. This represents a farebox recovery ratio of 1.8% and 3.9% for fixed route and Dial-A-Ride, respectively, compared with the peers who achieved 5.5% for fixed route and 1.8% for Dial-A-Ride. EDT had the third highest recovery rate for Dial-A-Ride.

The adult cash fare at EDT is \$1.50, compared to the average of \$1.28 for the peer systems. The monthly pass price of \$30 is about average for all systems and higher than the average for just the US peers. The EDT day pass is \$4.50, and two other US systems have day passes with an average cost of \$2.50. Both Canadian systems have \$4.50 day passes. Most US systems have free transfers in lieu of the day pass products. EDT is the only agency with fare per mile for Dial-A-Ride, although West Kootenay does have a variable fare based on distance without directly referencing mileage.

EDT allows children under 7 to ride free. The Canadian systems allow children under 13 to ride free, in Washington anyone under 19 can ride free, and most systems in California offer free transit to children under 5. The systems with free fares averaged about 2.0 rides per capita, more than double EDT but average for the peer agencies.

Figure 46—Fares and Revenues at Peer Systems

Fares	2023 Fares 2021 Fares and Revenue												Average of Peers		
	Washington State			California			Oregon		British Columbia*		U.S. Only		All		
	El Dorado Transit	Ciallam Transit	Island Transit	City of Petaluma	San Benito County LTA	Tulare County	Yuba Sutter Transit	SMART Wilsonville	West Kootenay	Cowichan Valley	U.S. Only	All	U.S. Only	All	
Free Fares		<18 Free	Free				Free								
Total Fixed Route Fares	\$ 85,887	\$ 456,858	\$ -	\$ 46,313	\$ 3,637	\$ 231,890	\$ 319,448	\$ -	\$ 307,080	\$ 480,620	151,164	205,094	\$ 151,164	\$ 205,094	
Total Demand Response Fares	\$ 56,067	\$ 24,631	\$ -	\$ 9,579	\$ 1,192	\$ 1,661	\$ 115,585	\$ -	\$ 94,970	\$ -	21,807	27,513	\$ 21,807	\$ 27,513	
Fixed Route Farebox Recovery	1.8%	4.5%	-	2.2%	1.0%	6.4%	6.9%	-	10.9%	12.3%	4.2%	6.3%	4.2%	6.3%	
Demand Responsive Farebox Recovery	3.9%	1.1%	-	1.1%	0.1%	0.4%	6.2%	-	5.5%	0.0%	1.8%	2.1%	1.8%	2.1%	
Adult Cash Fare	\$ 1.50	\$ 1.00	\$ -	\$ 1.50	\$ 1.00	\$ 2.00	\$ 1.50	\$ -	\$ 2.25	\$ 2.25	\$ 1.00	\$ 1.28	\$ 1.00	\$ 1.28	
Adult Monthly Pass	\$ 30.00	\$ 36.00	\$ -	\$ 30.00	-	see below	\$ 30.00	\$ -	\$ 60.00	\$ 50.00	\$ 19.20	\$ 29.43	\$ 19.20	\$ 29.43	
Adult Day Pass	\$ 4.50	\$ 2.00	\$ -	-	-	-	\$ 3.00	\$ -	\$ 4.50	\$ 4.50	\$ 3.00	\$ 4.13	\$ 3.00	\$ 4.13	
Senior/Disabled Cash	\$ 0.75	\$ 0.50	\$ -	\$ 0.75	\$ 0.50	\$ 1.00	\$ 0.75	\$ -	\$ 2.25	\$ 2.25	\$ 0.50	\$ 0.89	\$ 0.50	\$ 0.89	
Senior/Disabled Monthly	\$ -	\$ 18.00	\$ -	\$ 15.00	-	-	\$ 15.00	\$ -	\$ 45.00	\$ 50.00	\$ 9.60	\$ 20.43	\$ 9.60	\$ 20.43	
Youth Cash	\$ 0.75	\$ -	\$ -	\$ 1.00	\$ 0.50	\$ 2.00	\$ 0.75	\$ -	\$ -	\$ -	\$ 0.61	\$ 0.47	\$ -	\$ 0.47	
Youth Monthly	\$ -	\$ -	\$ -	\$ -	\$ 20.00	-	\$ 15.00	\$ -	\$ 45.00	\$ 38.00	\$ 5.83	\$ 14.75	\$ 5.83	\$ 14.75	
Discount Day Pass	\$ -	\$ 1.50	\$ -	-	-	-	-	\$ -	-	\$ -	\$ 0.50	\$ 0.50	\$ -	\$ 0.50	
Dial A Ride Cash	\$ 2.00 + 0.50 M	\$ 2.00	\$ -	\$ -	\$ 2.00	\$ 3.00	\$ 3.00	\$ -	\$ 1.25-\$4.00	\$ 2.25	\$ 1.67	\$ 1.75	\$ 1.67	\$ 1.75	
Dial A Ride Senior/Disabled	\$ -	\$ 1.50	\$ -	\$ -	\$ 1.25	\$ 2.00	\$ 3.00	\$ -	\$ -	\$ -	\$ 1.29	\$ 1.29	\$ -	\$ 1.29	
Dial A Ride Youth	\$ -	\$ -	\$ -	\$ -	\$ 1.25	\$ 3.00	\$ 3.00	\$ -	\$ -	\$ -	\$ 1.21	\$ 1.21	\$ -	\$ 1.21	
Transfers	\$ -	\$ -	\$ -	Free	Free	Free			Free	Free					
Age for Free Fares	<6	<5	-	<5	<5	<7	<5	\$ -	<13	<13					
Quarterly Youth	\$ -	\$ -	\$ -	\$ 40.00	-	-	-	\$ -	\$ 125.00	\$ 125.00					
Summer Youth	\$ -	\$ -	\$ -	\$ 20.00	-	-	-	\$ -	\$ -	\$ -					
ADA Paratransit Cash	3.0	2.0	\$ -	3.0	2.0	1.0	3.0	\$ -	\$ 1.25-2.50	\$ 2.3					
Tickets/Tokens	-	Face Value	-	-	-	-	Face Value	Free	10 for \$20.25	10 for \$20.25					
Special/Unique Products	\$ 100/\$65 Combo Monthly with RT	No Joint Fares with other operators	-	Joint Fares with Golden Gate & SMART; Class Passes, Transit Buddy, PCA, Veterans Free, College Upass	On Demand fares \$1	\$55 monthly for all systems in Tulare CO, Mid Month pass \$30 and T cat only/punch pass \$17 for \$20 ride value	Rural Cash Adult fare \$3; with other Senior/Disab operators led Dial A Ride \$2 after 6 pm	No Joint Fares	\$1.25-2.50	Jointfares offered with Victoria					

EDT and most of the systems adjacent to large metro systems offer joint passes. Petaluma Transit has the largest variety of special fare products, including class passes for field trips, quarterly or semester.

Passes for postsecondary students, summer youth passes, special fares for transit buddies and personal care attendants, and free fares for veterans. Yuba Sutter offers a reduced fare after 6 p.m. on their Dial-A-Bus. Some systems offer monthly youth and senior passes.

4.10 Conclusions

The major differences between El Dorado Transit EDT and the group of selected peers are the following:

- EDT appears to face a greater challenge than the peer group rebuilding ridership since the pandemic.
- EDT is currently behind some of its peers in terms of the use of technology for booking passenger trips tracking vehicles, and the acquisition of battery electric vehicles.
- The peer systems with local tax revenue (sales, property or payroll) are able to fund greater levels of service and achieve higher levels of ridership relative to EDT, which does not have a dedicated local tax source.
- Fixed-route operating costs per hour are above average.
- Demand-response operating costs per hour are above average.
- EDT provides more services than most peers, including providing NEMT to Sacramento.
- Weekday service is similar to peers', but EDT provides less service (none) on Saturday compared to peers. The absence of Sunday service at EDT is typical of the peer agencies.
- Fixed-route ridership on EDT is the lowest of the peers in total and per capita, but annual revenue miles and hours are the second lowest and well below average, leading to the higher-than-average cost per trip.
- The cost per unlinked fixed-route trip is the highest, and the cost of each unlinked trip on demand response is the second highest.
- Peer systems with purchased service contracts have lower hourly costs for fixed route (40 percent lower) and demand response (15 percent lower) than systems with in-house operations.
- A greater variety of fare programs with targeted discounts for students were seen at some peers.
- Cost recovery at EDT was the second lowest excluding the systems with free fares.
- Fare-free systems had more than twice the level of ridership per capita as EDT.

5. Public Outreach Round 1

An extensive public outreach program was included early in the project. The outreach program included public meetings, an online meeting for stakeholders and a survey of transit users and the general public.

5.1 Public Outreach Events

The following summary is of the qualitative input obtained during phase one. In addition, EDT is seeking quantitative input through a print and online survey.

How meetings were promoted and advertised

- E-blast to key stakeholders
- Social media by El Dorado Transit and community groups (APAC, Chamber, etc.)
- Personal email invitations to key stakeholders and influencers
- Flyers posted on transit vehicles
- Meeting notice on District website

Summary of format and presentation

The project team provided an overview of the purpose and need for the updated master plan and its initial review of the transit system and peer transit systems. After that, the team led the stakeholders on a guided discussion through various topic areas including areas where participants felt the system is serving their needs well, where it is not serving their needs well and ideas for improvement. The PowerPoint used at the meetings is shown in Appendix 1,

Figure 47 - Public Outreach Notices



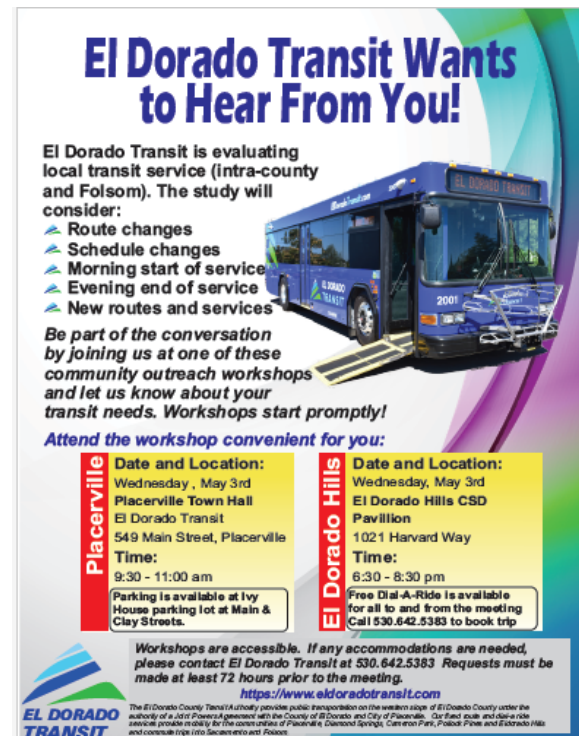
EL DORADO TRANSIT Give us your feedback about future transit services, routes and schedules throughout western El Dorado County and to Folsom.

We need your input! Please join El Dorado Transit at a virtual listening session to provide input about future transit services as part of our Short-Range Transit Plan Update.

Virtual Stakeholder Meeting
Thursday, May 4, 9:30-11am

Please [RSVP](#) here.

Questions? Please contact
LucyC@LucyCompanyPR.com or call 916-491-3161.



El Dorado Transit Wants to Hear From You!

El Dorado Transit is evaluating local transit service (intra-county and Folsom). The study will consider:

- Route changes
- Schedule changes
- Morning start of service
- Evening end of service
- New routes and services

Be part of the conversation by joining us at one of these community outreach workshops and let us know about your transit needs. Workshops start promptly!

Attend the workshop convenient for you:

	Placerville	El Dorado Hills
Date and Location:	Wednesday, May 3rd Placerville Town Hall El Dorado Transit 549 Main Street, Placerville	Wednesday, May 3rd El Dorado Hills CSD Pavillion 1021 Harvard Way
Time:	9:30 - 11:00 am	6:30 - 8:30 pm
Parking is available at Ivy House parking lot at Main & Clay Streets.		Free Dial-A-Ride is available for all to and from the meeting Call 530.642.5383 to book trip

Workshops are accessible. If any accommodations are needed, please contact El Dorado Transit at 530.642.5383. Requests must be made at least 72 hours prior to the meeting.

<https://www.eldoradotransit.com>

The El Dorado County Transit Authority provides public transportation on the western shore of El Dorado County under the authority of a Joint Powers Agreement with the County of El Dorado and City of Placerville. Our fixed route and dial-a-ride service is available only to the communities of Placerville, Diamond Springs, Cameron Park, Folsom, Placer and El Dorado Hills and connects trips into Sacramento and Folsom.

May 3, 2023, Community Workshops

Placerville Town Hall 9:30-11:00am & Community Services Pavilion 6:30-8:30pm

Public: 9 participants including several people representing local organizations

El Dorado Transit: Matt Mauk, Brian James, Scott Ousley

DanTec: Dan Levy & Brian Mills

Lucy & Company: Lucy Crocker

Summary

The community’s positive comments included the website information and functionality, the MyRide tracking system to courteous, helpful drivers and staff. They also stated the connections to Folsom and Sacramento are excellent and complimented the varied types of services provided by EDT.

May 3 Workshop Theme	Working Well	Ideas for Improvement	Comment/Request
Communication/ Marketing	Not hearing complaints/concerns from users	Need better marketing for My Ride, DAR, ADA, fixed route	Cross-promote with user groups/organizations (e.g., Senior Nutrition Program for homebound people)
Communication/ Marketing	Good, comprehensive website	Provide information about choices for transport	
Communication/ Marketing	Good tracking logs for My Ride		
Drivers/Staff	Drivers are courteous, especially on DAR + Fixed Route	Lack of drivers for DAR is impacting access and ridership (trip denials for subscription rides, long waitlist)	
Drivers/Staff	Drivers are helpful, explain routes, changes		
Drivers/staff	Call takers are helpful		
Routes/Access	Good connections Folsom - Sacramento	DAR has little flexibility	(Medicare / Medicaid will pay for some medical tips)
Routes/Access	My Ride and ADA are another option for people when DAR not available	Access for people w/ mobility devices	Would benefit from service: <ul style="list-style-type: none"> • Low-income apartments off Valley View Parkway south of Hwy 50 • Housing near post office Senior living facilities • Heritage • 4 Seasons
Routes/Access	Good accessibility (Senior Center, Casino), drivers go up to the door, if needed	Little flexibility with timing (Eskaton seniors to medical appts)	Would like DAR to serve more locations: <ul style="list-style-type: none"> • Cameron Park/Green Valley Road • Cool • Garden Valley • Hwy 49 to Logtown • Mt. Aukum (beyond Safeway) • San Francisco • Somerset • Kelsey • Pleasant Valley

May 3 Workshop Theme	Working Well	Ideas for Improvement	Comment/Request
			<ul style="list-style-type: none"> Sly Park (Pollock Pines)
Routes/Access		Used to have more options with fewer stops between and less transferring	
Routes/Access		Wide window for DAR (\pm 1 hour +15 min) makes it hard to schedule appointments	
Routes/Access		People needing service (e.g., on dialysis) are unable to get on subscription ride lists	
Routes/Access		Expand My Ride monthly mileage cap (350 miles)	
Routes/Access		El Dorado Hills has only one bus stop	

May 4, 2023, Stakeholder Meeting (virtual 9:30-11:00am)

Participants

- **Health & Human Services + TAC:** Star Walker
- **Air Quality District:** Nancy Wilson & Dave Johnston
- **TAC:** Dan Bolster

DanTec: Dan Levy & Brian Mills

El Dorado Transit: Matt Mauk, Brian James, Scott Ousley

Lucy & Company: Lucy Crocker

Summary

The stakeholders, while small in number, provided excellent feedback and input due to the perspective they brought to the workshop. They made extremely positive comments about the staff including drivers. When it came to ideas for improvement, they ranged from creating an app for instant ride to trying micro transit to better serving people with medical needs.

Theme	Working Well	Ideas for Improvement	Comment/Request
Communication/Marketing		Create an app to schedule instant ride (ride right now)	There's a need for seniors to get around in in El Dorado Hills
Drivers/Staff	DAR drivers are phenomenal (e.g., patient with various type riders)		
Routes/Access		It's hard to plan three days ahead (e.g., cognitive processes make this difficult)	Miss the service that was in place pre-pandemic (e.g., members picked up on dedicated route on Alzheimer's Day)
Routes/Access		Try micro transit (potential riders can see the benefits throughout the county)	Matt explained how it is difficult to work in large areas but gave an example from City of Citrus Heights: city went from fixed routes with two buses to one bus and shifted service to micro transit; now up to 15 vehicles; its popular and has been expanded.
Routes/Access		Medical transport can be a key issue	Slow to get back to pre-pandemic levels due to staffing challenges, etc. (comment from Matt)
Routes/Access			Provide access to State jobs in Sacramento (would serve many remote workers 3 days/week)

Theme	Working Well	Ideas for Improvement	Comment/Request
Routes/Access			Provide service to S Lake Tahoe
Routes/Access			Expand DAR or add subscription to Georgetown, Sly Park, Placerville, El Dorado Hills
Routes/Access			Expand service in El Dorado Hills to support seniors from Senior Center have better access to shopping, medical appts in EDH or Folsom
Routes/Access		Saw a trolley in another city to take people to wineries and distilleries; seems like it would be popular and helps air quality, etc.	Brian Miller brought up novelty buses, excursion services
Other			Matt described current marketing: grassroots, little print advertising, social media marketing
Other			Matt explained fixed route is usually more productive per hour

May 4, 2023, Board Workshop (in person noon-1:30pm)

Participants

El Dorado Transit Board

- **Placerville City Council:** Jackie Neau (Chair)
- **Placerville City Council:** David Yarborough
- **El Dorado County Board of Supervisors:** Lori Parlin,
- **El Dorado County Board of Supervisors:** George Turnboo
- **El Dorado County Board of Supervisors:** John Hidahl

El Dorado Transit Staff: Matt Mauk, Brian James

DanTec: Dan Levy, Brian Mills

Summary

The Board received a presentation about the review of service and of peers and also engaged in a discussion about the role of transit in the community. They discussed what is working well related to routes, access and ridership. Board members had many varied and creative ideas for expanded or new service from a rideshare-style service to adding Sunday service to where new service areas should be explored. They indicated that EDT may consider working on how to make newcomers feel more comfortable, augmenting map features and better/new signage at bus stops and new shelters.

Theme	Working Well	Ideas for Improvement	Comment/Specific Request
Communication/ Marketing		Newcomers to transit not immediately comfortable using it	Complaints <ul style="list-style-type: none"> • Matt - Not many • Key issues <ul style="list-style-type: none"> ○ Unrealistic expectations ○ Info unclear
Communication/ Marketing		Show connections between local and commuter services on map, make sure all routes connect	

Theme	Working Well	Ideas for Improvement	Comment/Specific Request
Communication/Marketing		Make it more clear where bus stops	
Communications/Marketing		Add alert to app about trip times, etc.? Matt explained its coming soon	
Communications/Marketing		Reduce wait times on phone	
Communication/Marketing		Make bus stops more visible and add shelter near (Bobby's)	
Routes/Access	See people waiting for buses at new homeless shelter	Add shelters at all park and ride stops (e.g., Bobby's in El Dorado)	
Routes/Access	It's good that buses meet in front of Walmart	Want help w/scheduled medical appointments	Matt asked people to communicate with the district so they can accommodate things like this
Routes/Access	See bus service in downtown Mosquito	Give priority based on transport needs by category (esp. with Marshall Hospital)	
Routes/Access	See people waiting at county pickup spot	Want transit on Sundays	Matt explained recruitment challenges
Routes/Access		Provide service to local/regional attractions (e.g., Apple Hill; have provided to fair but only 3 days; want seasonal transit/shuttles	
Routes/Access		Add service to senior centers, housing, etc.	
Routes/Access		Add Uber-style service operated by Transit	Matt explained drug and alcohol testing is required for Uber-style service if its federally funded; two-taxi rule needed to be compliant (public has at least two options); Some places have ADA compliant vehicles with Uber operators

5.2 Results from Passenger and Public Survey

An online and hard copy survey was distributed to passengers on fixed route and demand response services as well as through the El Dorado Transit website and a pop up booth at the El Dorado County Fair. The availability of the survey was also communicated through various stakeholder and user groups. The survey was conducted from May 20, 2023, to June 27, 2023, and a total of more than 2,925 responses were received. After the survey closed, the responses were reviewed to identify duplicate or multiple submissions. The final total number of unique responses was 1,771. As an incentive for completing the survey a drawing was held for two \$50 gift cards for completed surveys with valid email or postal addresses or phone numbers.

The online version was available through a QR Code displayed on vehicles or hard copies were available for persons without access to a smartphone, table or computer. The online version was a single survey with branches depending on if the person self-identified as a rider of fixed route, demand response or as a non-rider. Three separate hard copy surveys were used to keep the forms as concise as possible.

The survey was self-selecting and is not statistically significant, however it does capture an anecdotal snapshot of attitudes and awareness, likes and dislikes for El Dorado Transit services in the spring 2023. Copies of the printed surveys are provided in Appendix 3.

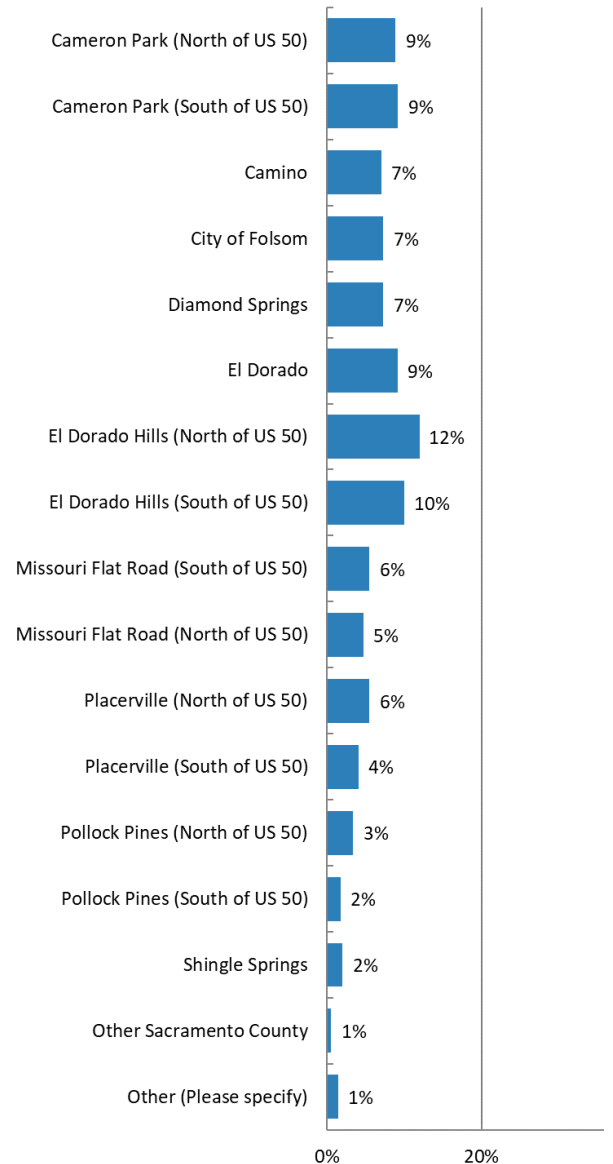
A concerted effort was made to encourage responses from residents of El Dorado Hills as a major focus of this study is addressing the transit service needs in this community. In total, 484 responses were received from north of Highway 50 in El Dorado Hills and 355 were received from residents south of Highway 50.

Upon closer examination of the data, 376 of the respondents living north of Highway 50, and 277 respondents living south of Highway 50, claimed they had ridden a local (fixed route or Dial-a-Ride) in the last month. Since there is no fixed route service north of Highway 50, only one fixed route stop south of Highway 50 and the Dial-A-Ride is limited to seniors only, the number of responses from El Dorado Hills appears to be suspect, and caution should be taken when looking at survey data on existing service in El Dorado Hills. The strong response may be an indication of a desire for improved transit service in El Dorado Hills.

5.3 Community of Residence

In the first question, all respondents were asked to identify in which community they resided. The results are shown in Figure 1. Surveys were completed in every community with transit service. The greatest number of responses were from El Dorado Hills (22 percent), and Cameron Park (18 percent), the westernmost communities in the service area. Although the 22 percent of responses from El Dorado Hills is significant, it is less than the percent of the population that lives in the area (about 32 percent). About 7 percent of responses were from the City of Folsom and less than 1 percent were from elsewhere in Sacramento County.

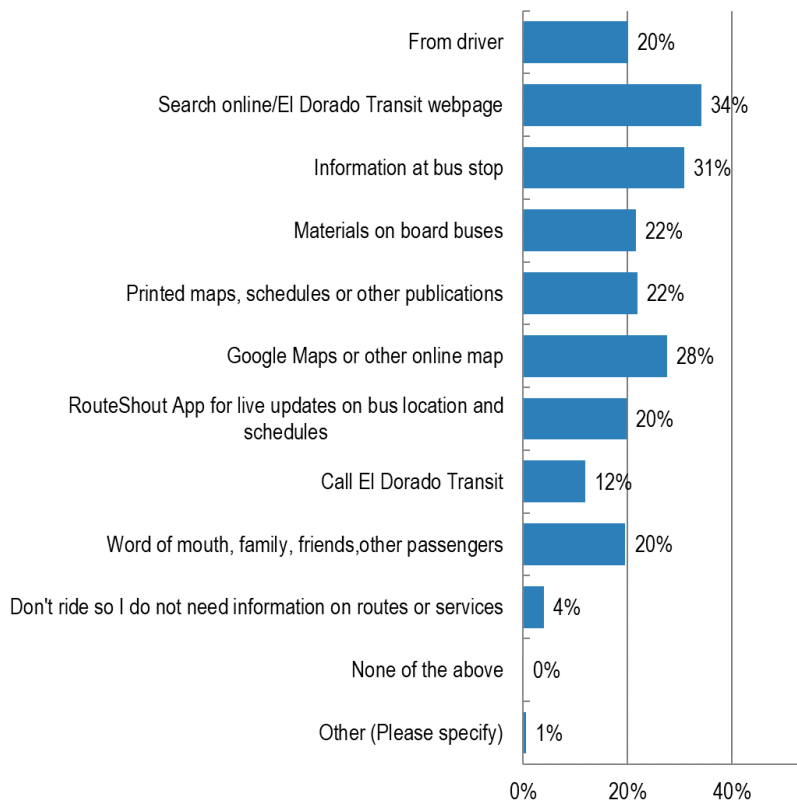
Figure 48 - Community of Residence



5.4 Transit Information

All respondents were asked how they obtained transit information. The two most popular sources were online searches and information at a bus stop. A total of 62 percent of respondents said they look online at the El Dorado Transit homepage or use Google Maps or other online maps to find the information they need. However, only 20 percent of respondents specifically identified the use of the RouteShout App for transit information. This appears to indicate that awareness of the app is poor and could be improved. The full range of responses is provided in Figure 2.

Figure 49 - Source of Transit Information

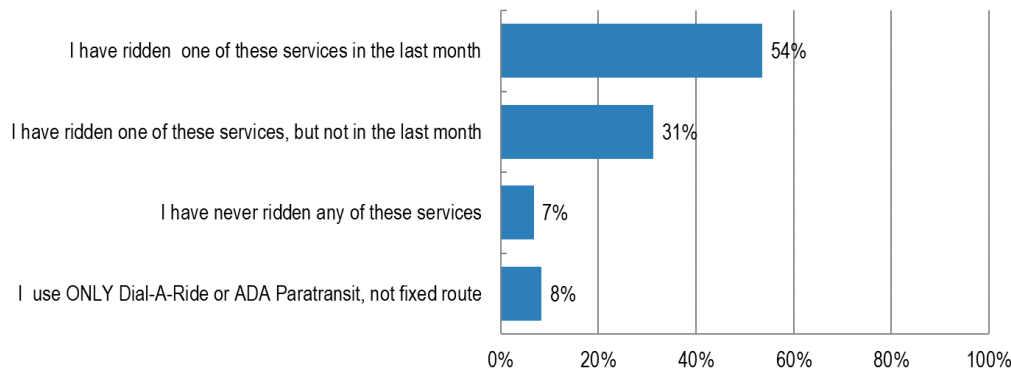


5.5 Use of Local Service

Question 3 asked if respondents had recently ridden on the local fixed route, Dial-A-Ride or ADA Paratransit. Subsequent questions were appropriate to their response.

The majority of respondents claimed they used the fixed route network, with only 8 percent saying they use Dial-A-Ride or ADA Paratransit and 7 percent stating they never ride the system. The full responses to the online question are provided in Figure 3.

Figure 50 - Use of System



5.6 Rate Aspects of Fixed Route Service

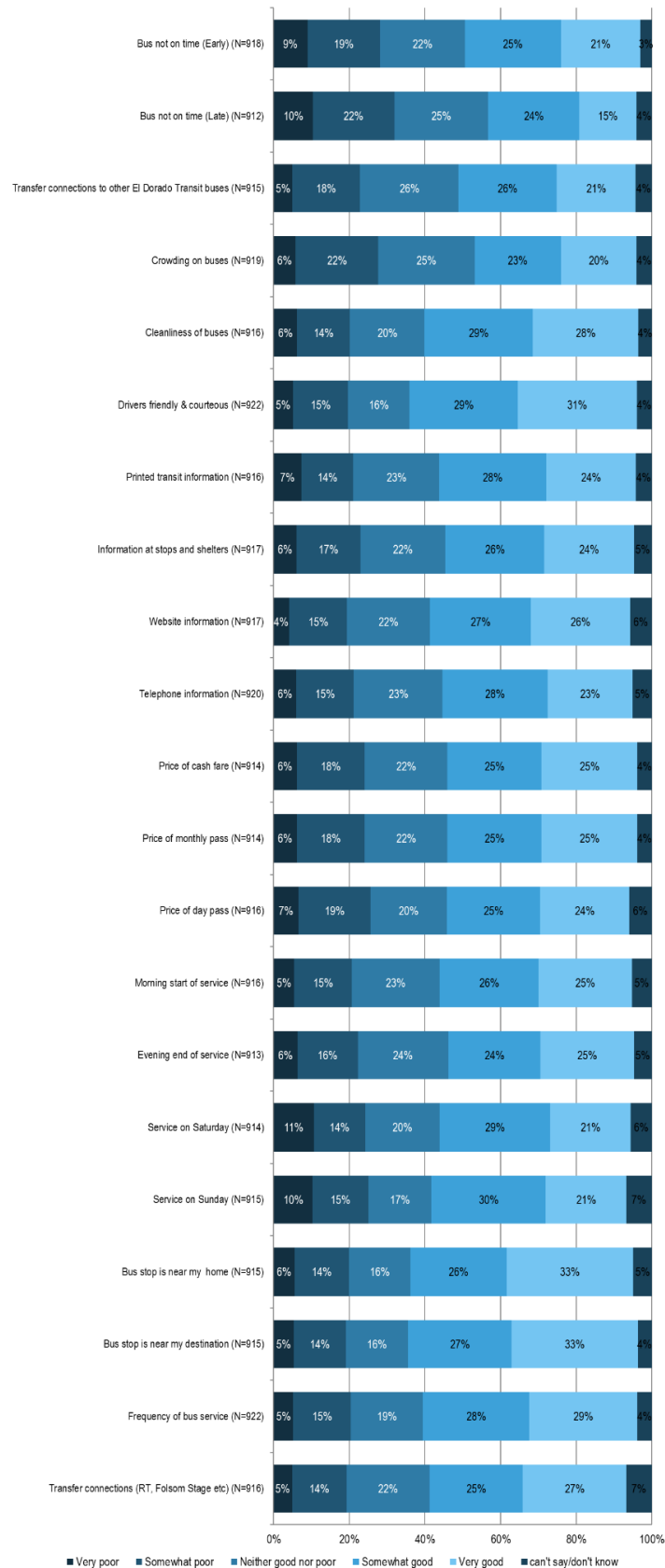
Question 4 was a multipart question that asked respondents who said they rode fixed route service in the last month to rate various aspects of the local fixed route service on a five-point scale from very poor to very good.

The highest negative rating was for late-running buses, which was noted by 29 percent of respondents and 24 percent also noted that early service was also an issue. Twenty-six percent were not satisfied with transfer connections, which could be a reflection of buses arriving late or leaving early. Crowding on buses was an issue for about 24 percent of users which does not indicate that all seats are taken but that some respondents perceive that there is crowding on buses from time to time.

Most other aspects of the local fixed route service were ranked similarly with a high degree of satisfaction; only about 15 percent of respondents gave negative responses. Other factors included issues like frequency of service, fare prices, availability of transit information, bus drivers and cleanliness of buses. The full results of this question are provided in Figure 4.

Question 4 also provided respondents with an opportunity to provide written responses to describe any other improvements that would cause them to ride more frequently. There were no specific suggestions that stood out, but frequent mentions were on time performance, more frequent service, and service to more destinations although specific locations were not mentioned.

Figure 51 - Rating of Various Aspects of Local Fixed Route Service by Users



5.7 How Would Changes Impact Your Use of System?

Current and non-riders were asked if their use of local routes would increase, decrease or stay the same if specific changes were made. Thirty different changes were provided for ranking by the respondents. The results are shown in Figure 5.

The changes that would simulate the most additional ridership were primarily related to the level of service being provided. Improved service frequency, and stops closer to my residence scored the highest, closely followed by being able to book a Dial-A-Ride trip the same day. Better transfers to the Sacramento commuter buses scored poorly and raising pass prices would discourage some riders.

5.8 Reasons for Not Using Local Fixed Route Service

In this question, users who have not ridden in the last month were asked why they choose not to use the local service. About 8 percent of respondents said they do use the service but only rarely. The most frequently cited answer was that their job location changed, and El Dorado Transit does not serve their new work location. As shown in Figure 6, other popular reasons for not using EDT include getting a driver's license (12 percent), getting a ride (13 percent) and the service no longer being free (11 percent).

Figure 52 - Impact on Decision to Ride in Future

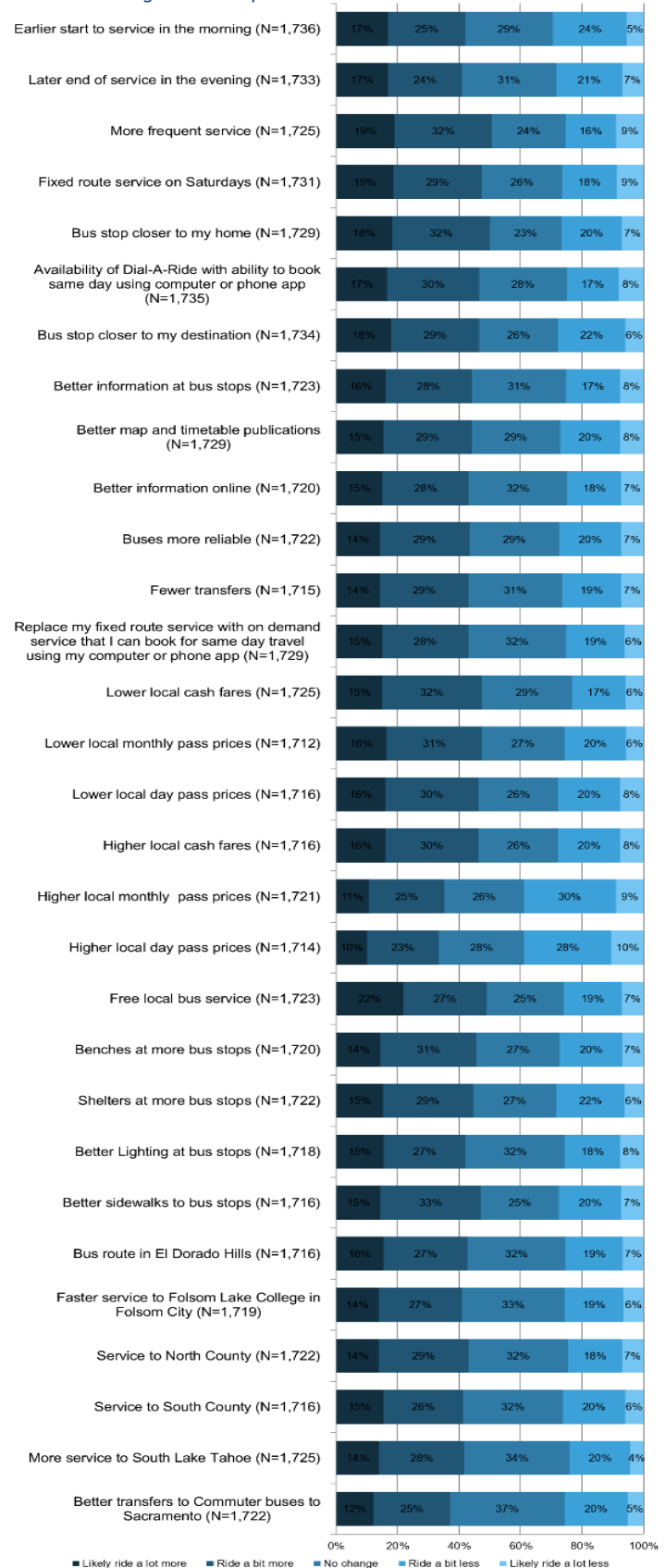
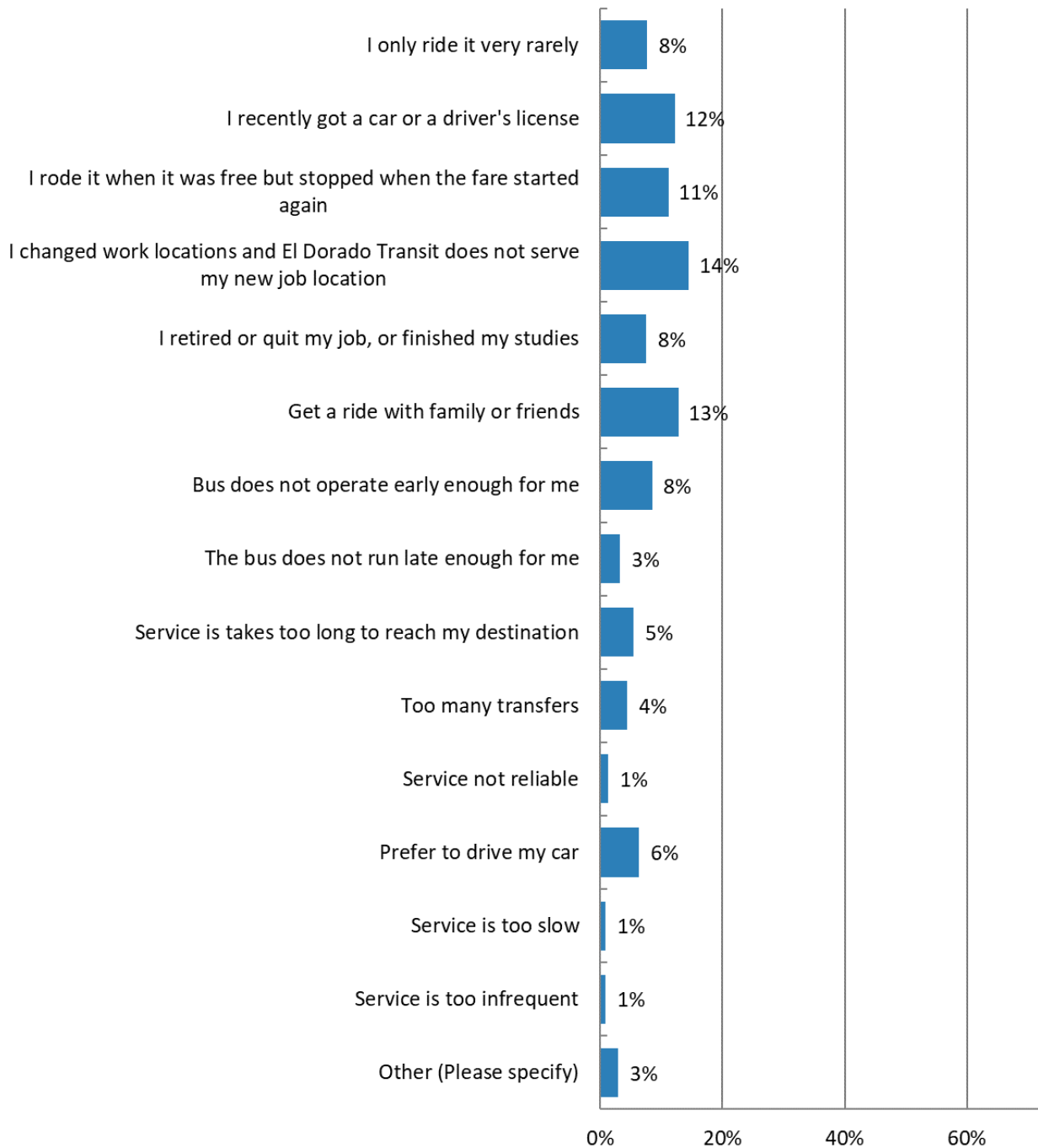


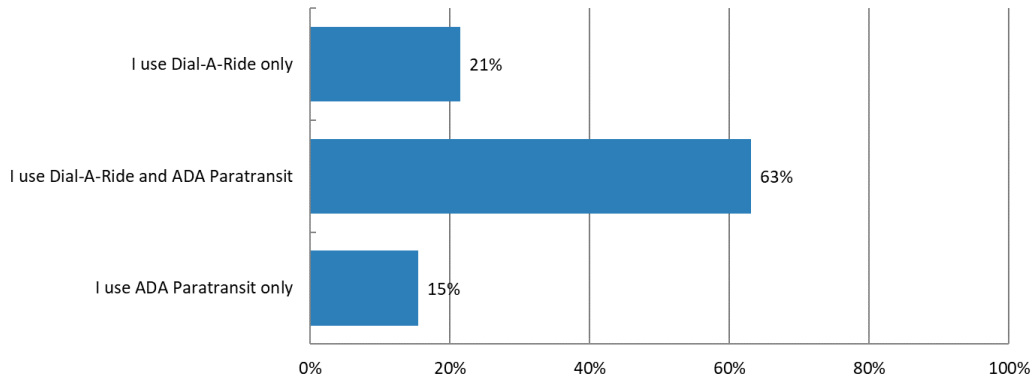
Figure 53 - Reasons for Not Using Local Fixed Route Service



5.9 Use of Demand Response Services

Respondents who use demand response services alone or in conjunction with fixed route services were asked to identify if they use Dial-A-Ride or ADA paratransit, or both. The majority of users (63 percent) stated that they used both Dial-A-Ride and ADA paratransit. Fifteen percent said they use ADA Paratransit only, and 21 percent used Dial-A-Ride exclusively. Demand response users made up 8 percent of the total survey respondents.

Figure 54 - Use of Demand Responsive Services



5.10 Why do you Use Dial-A-Ride or ADA Paratransit?

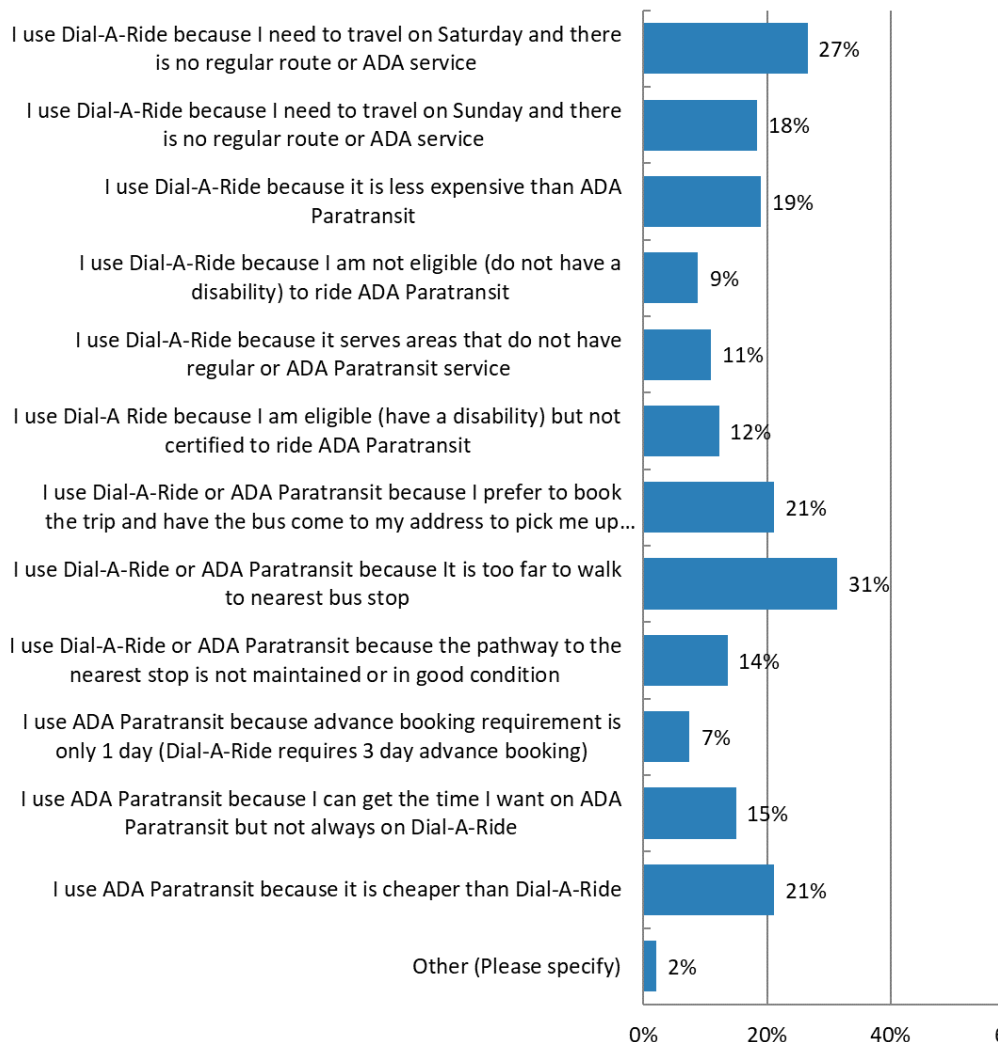
Dial-A-Ride has a unique zone fare system which results in some trips being more expensive than ADA Paratransit, which is double the price of fixed route buses. However, shorter Dial-A-Ride trips are less expensive than ADA Paratransit. The results show that about 19 percent say they use Dial-A-Ride because it is cheaper than ADA Paratransit, and 21 percent find ADA Paratransit less expensive than Dial-A-Ride.

About 27 percent of Dial-A-Ride usage was due to the absence of Saturday fixed route service and 18 percent is due to the absence of Saturday ADA Paratransit service. Thirty-one percent of respondents stated that they use the demand response service because the nearest fixed route stop is too far to walk. The complete results are shown in Figure 8.

5.11 Rating Aspects of Dial-A-Ride or ADA Paratransit Service

This question asked respondents to rate their experiences using demand responsive transit at EDT. The highest level of dissatisfaction was with the three-day advance booking requirement for Dial-A-Ride with 41 percent finding this feature very poor or somewhat poor. Respondents were also dissatisfied that the end of service is at 5:00 pm for Dial-A-Ride. The cleanliness of the vehicles and the courtesy and helpfulness of the drivers ranked highest. Overall, riders were satisfied with the level of service provided. On a five-point scale, the average score was 3.4. The complete results are shown in Figure 8.

Figure 55 - Reasons for Using Demand Response



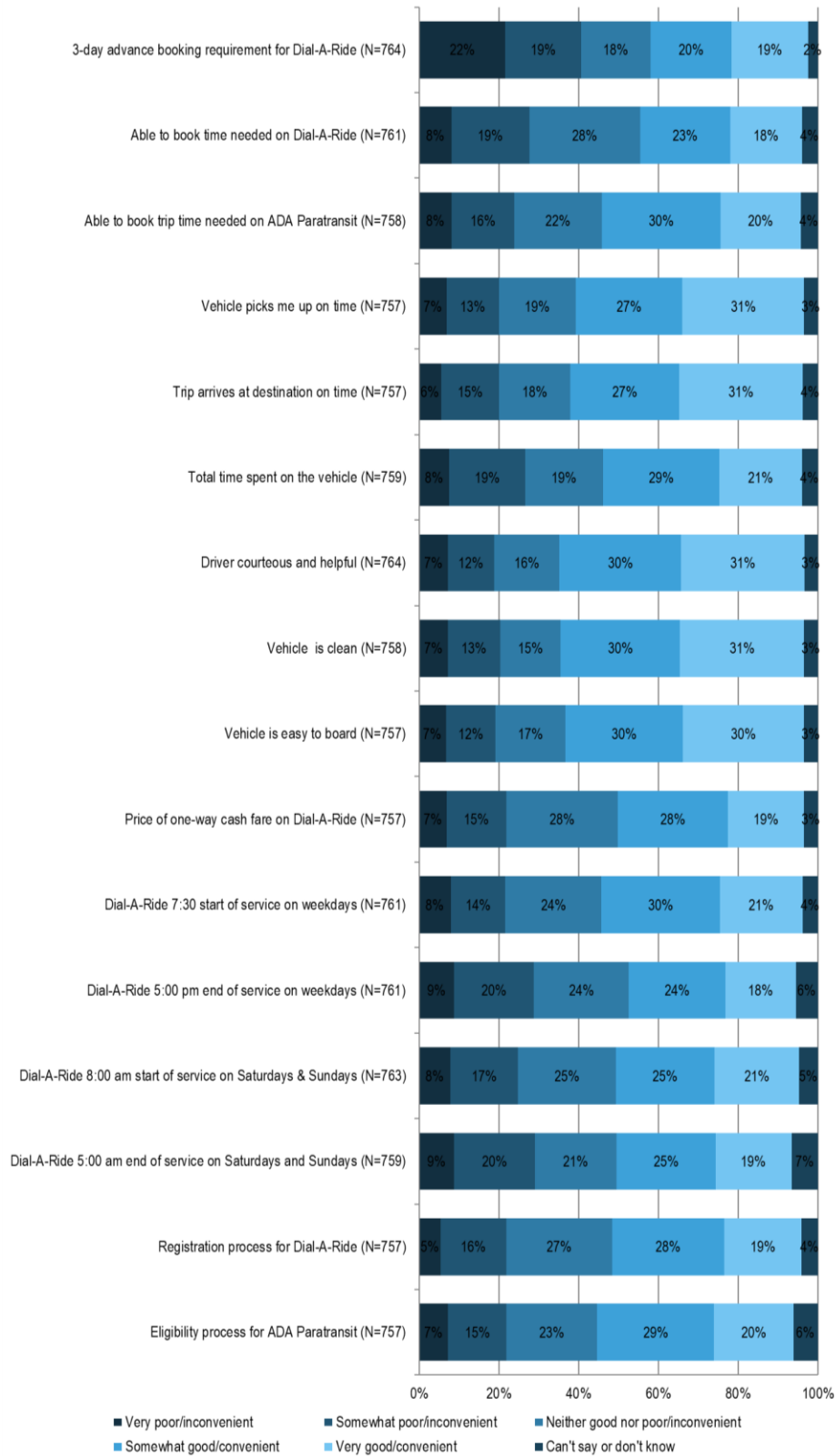
5.12 How Would These Changes Impact Your Use of Dial-A-Ride?

For possible improvements for Dial-A-Ride, respondents were asked to indicate, on a five-point scale, if they would be *likely to ride more* or *likely to ride less*. Changing the rules to allow same day bookings and introducing a phone app based reservations received the most positive responses with 52 percent saying they would be likely to or might ride more.

If the advanced booking period were reduced to 2 days, 48 percent of respondents would be likely to or might ride more. The option of extending the Dial-A-Ride service to the Iron Point LRT station resulted in 49 percent of respondents saying they *might* or *would likely* increase their use of Dial-A-Ride.

If same day booking were permitted but with a reduced probability of being able to book a trip at the desired time, the percentage of respondents saying trips could increase slipped to 34 percent. Using larger vehicles with wheelchair ramps instead of lifts is supported by 47 percent of users.

Figure 56 - Experience using Demand Response Services



5.13 Demographics

5.13.1 Transit Users

The respondents who said they used transit services in the last month identified as 52 percent male and 46 percent female with the remainder preferring not to state or identifying as non-binary or third gender.

Transit riders were mostly between 26 and 49 (69 percent) with 9 percent aged 49 to 64 and 18 percent under 26 years old. Seniors made up 3 percent of respondents with about 1 percent preferring not to disclose their age.

5.13.2 Non Transit Users

The respondents who said they did not use transit services in the last month identified as 58 percent male and 40 percent female with the remainder preferring not to state or identifying as non-binary or third gender.

Fixed route riders were predominately between the ages of 26 and 49 (65 percent) with 8 percent aged 49 to 64 and 20 percent under 26 of age. Seniors made up 6 percent of respondents with about 1 percent preferring not to disclose their age.

6. Local System Focus

6.1 Recommended system focus

As noted in Chapter 5 the process involved a workshop session with the EDT board during the first phase of engagement. In addition to a briefing on the system analysis the DanTec team facilitated a dialog about public transit's role in communities and a discussion about a desired focus for the system.

It was noted that typical roles for transit may include:

- Access to jobs, school, post-secondary education, health care, friends and social activities
- Cost-effective access/mobility
- Less reliance on friends and family
- Safety and security
- Health and well-being

In pursuit of these goals each transit service must be designed to serve one of two competing functions: ridership or coverage.

Transit for **coverage** is designed to provide basic mobility and primarily serves people who cannot drive (including people with mobility impairments), cannot afford to drive, or don't have access to a vehicle. Often these groups are dominated by children, teens, seniors. Its primary benefits to users include access, community involvement, social engagement, and mental health. There are also benefits for the broader community including freedom from driving friends and family, and improved public health and mental health.

Transit serving **ridership** is designed to be a viable alternative to driving and, as such, is intended to be attractive to people who have access to a car for their trip. For users the benefits are that it is an alternative to driving, may be competitive with or faster than driving for some trips and may offer lower stress. There are also benefits for the broader community including lower overall cost of transportation, reduced pressure on roads and potential support for air quality and climate objectives.

Figure 57 Service characteristics of coverage and ridership transit

Service for coverage	Service for Ridership
<ul style="list-style-type: none"> • Low frequency • Hours and days set by policy • Routes may be winding and indirect • Doesn't compete with driving speed or directness 	<ul style="list-style-type: none"> • Frequent service, all day, every day • Serves major activity centers • Direct routes on major roads • Investments for reliability and speed • High-capacity vehicles • Competitive with driving • Supports development of compact communities

Because the two objectives of transit are different, services designed for each objective are measured using success measures appropriate to the objectives.

Coverage service is measured on factors that address its coverage of the community including distance to transit stops and pickup points from homes and key destinations, its accessibility for people with a range of mobility needs and the cost of delivery.

Ridership service is measured on factors that address its success at attracting use by people that could otherwise have made their trips by private vehicle, including mode share or trips shifted to transit (or overall vehicle miles travelled in the community), passenger journey time, and service productivity (e.g., boardings per hour). Crowding may also be a factor in high-use services.

In the workshop discussion the Board generally identified that the local transit service in El Dorado County primarily provides coverage service. This reflects an understanding that the community direction anticipates sustaining current community values, including high reliance on personal mobility with an underlying transit system that provides basic mobility and within broadly similar development patterns.

As such, the system is expected to maintain coverage transit service, primarily for those unable to own or operate their own private vehicles. Service investments are expected to ensure basic transportation service with limited expectation to increase ridership or to attract trips by people who have access to an automobile.

6.2 Performance Indicators

In alignment with a system that is coverage-focused it is recommended that EDT use performance indicators that are aligned with this role.

The recommended indicators listed below address system outputs (how much is delivered), performance (how efficiently and effectively the system is operated), and satisfaction (the response of customers and stakeholders to the system and its services).

Outputs

- Service coverage (share of population served)
- Service delivered (fleet, hours, and miles per capita)

Performance

- Ridership (daily, annual, and per capita)
- Safety and security (collisions, injuries, etc.)
- Measures of utilization (rides per hour by mode, crowding) and fare revenue (total and per boarding) may also be tracked

Satisfaction

- Customer satisfaction (ratings from surveys)

7. Service Concepts for Discussion

A series of service concepts was developed to address the challenges identified in the review of existing conditions, the review of peer agencies, and what was heard at the first round of public consultation. The concepts addressed several major issues, including the following:

- The design of routes within the system
- A lack of service in El Dorado Hills
- Access to on-demand service including the need to book several days in advance
- The fare system for on-demand service
- The spacing and location of bus stops

The concepts were developed to stimulate discussion among staff, the public, and stakeholders. They were used in the engagement to illustrate trade-offs that arise as service improvements are balanced with available resources. The DanTec team committed to use the input from engagement to refine as we developed specific service proposals after a second round of public consultation.

In the engagement the following concepts were presented for discussion.

- One connecting route from Pollock Pines to Folsom
- More two-way service including in Placerville and Folsom
- Extension of Dial-A-Ride / microtransit service
- Fixed route or microtransit service in El Dorado Hills
- Scheduled service to more bus stops replacing request stop service
- Weekend service and evening service
- More logical fares for Dial-A-Bus and ADA service

The full presentation of concepts is available in Appendix 4 – Presentation with Service Concepts from Engagement round 2.

8.Round 2 Public Outreach

8.1 Stakeholder and Public Engagement Sessions

A series of five public and stakeholder workshops were held across El Dorado County and online on September 11 and 12, 2023, as listed in Figure 58.

Figure 58 List of Workshops Held Round 2

Date and Time	Group	Location	Participants
Sep 11, 2023, 10:00–11:30 am	Public	Placerville Library	4
Sep 11, 2023, 2:30–4:00 pm	Stakeholders	Online	8
Sep 11, 2023, 6:30–8:00 pm	Public	El Dorado Hills Community Services District	4
Sep 12, 2023, 9:00–10:30 am	Public	El Dorado Transit Offices	3
Sep 12, 2023, 12:30–2:00 pm	Staff	El Dorado Transit Offices	11
Total			30

The public workshops were open to anyone and were advertised in the transit system, online on the EDT website and through EDT contacts including people that had indicated an interest during round 1. The stakeholder workshops were held for representatives of agencies with clients, students, or employees who currently use transit or potentially could increase use of transit. Attendance was by invitation from an email to a diverse list of organizations known to the EDT.

Total attendance by the public at the workshops excluding staff and consultants was 30.

Each session opened with a presentation that provided an update on the project and an overview of the set of service concepts described in Chapter 7 and illustrated in Appendix 4. Participants were told that the concepts are not proposals and that they are illustrative of alternative ways of configuring the transit system and its routes for the purpose of receiving input. Materials included maps and descriptions of network and routing concepts as well as service coverage. The consultants explained the service concepts seeking questions of clarification throughout then facilitated a discussion on a set of tradeoffs related to the service concepts and asked for input on any other issues. The material was shown on screen.

During the in-person sessions each suggestion was noted on flip charts and participants were invited to validate the accuracy of the recording. Consultants took notes during the online session.

General input has been summarized in Figure 59. Full comments as captured are categorized and presented in Appendix 5.

Comments have been categorized according to the topic areas in discussion during the engagement sessions.

- When exploring potential modifications to existing service participants identified specific areas to consider for more service while some participants identified areas where the demand for fixed route transit may be lower.
- Participants were asked to give their opinions about potential enhancements in service to destinations in Folsom in comparison with providing service to more destinations within El Dorado County. While some identified a need for expanded service coverage within the County, a much higher share of comments indicated a desire to get to major destinations in Folsom City including Folsom Lake College, Mercy Hospital, employment and shopping along East Bidwell and continued access to Mercy Hospital.
- When discussing potential modifications to the on-demand service the largest set of comments requested more on-demand service while others wanted to make on-demand service available to everyone in the zone or provide better service for people who cannot use fixed route transit.
- When exploring service concepts for El Dorado Hills there were slightly more comments supporting on-demand service in El Dorado Hills than for a fixed route in El Dorado Hills.
- Participants were also asked to comment on alternative approaches to funding of transit all the comments indicated either a desire for more funding for transit or more transit service although there were comments about the challenges of raising additional revenue.
- Other comments addressed fares (some support indicated for allowing free transfers between on-demand service and fixed route transit), and customer service (requesting better training for serving customers with disabilities).

Figure 59 Summary of input from public and stakeholder engagement

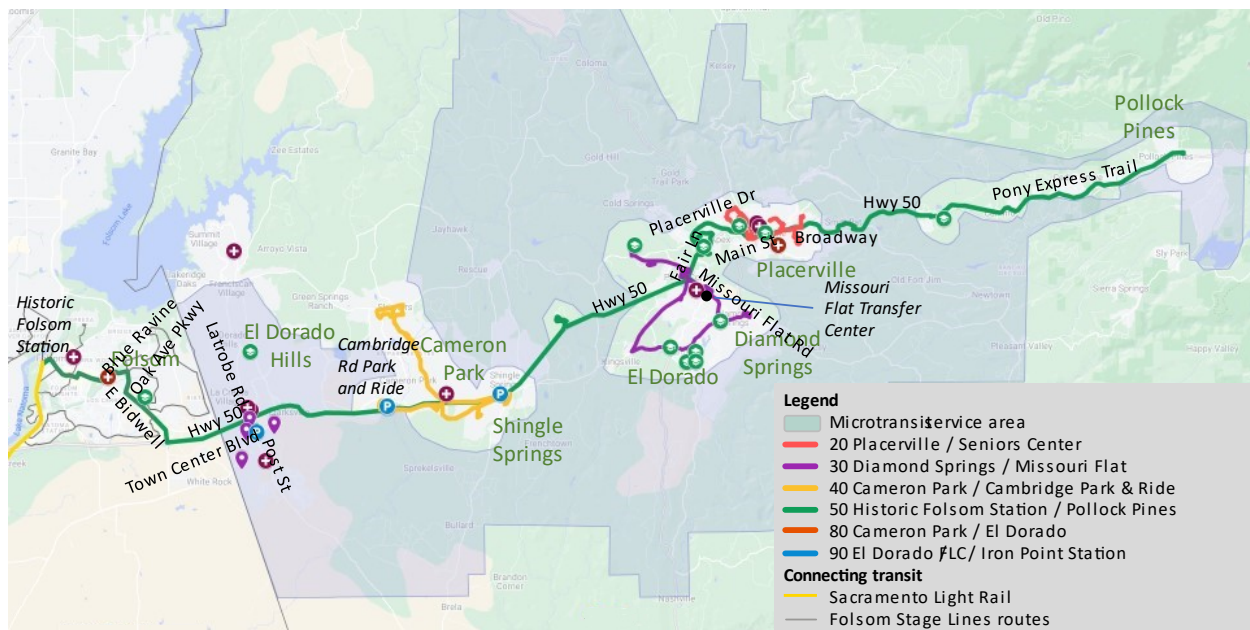
Theme	Issue	Number of mentions
Potential modifications to existing service	Expand service coverage	8
	Identify location with low demand for scheduled transit	3
	Serve more stops on all trips (instead of needing to request service)	2
	Want more or better spacing of bus stops	2
	Kudos for EDT and its employees	1
	Consider demographics for extended on-demand transit	1
	Support concepts with more direct service	1
	Support changing routing of #40	1
Potential modifications in Folsom	Want access to destinations in Folsom	12
	Priority for access to/from places in El Dorado County	3
Potential modifications to on-demand service	Want more on-demand service	7
	Make on-demand available to everyone in the zone	2
	Identify need for service for people who cannot use fixed route	2
	Want on-demand to serve full-length trips	1
	Expand on-demand zone	1
	Want bike racks on vehicles	1
Service concepts for El Dorado Hills	Supportive of on-demand in El Dorado Hills	6
	Supportive of fixed route in El Dorado Hills	4
	Considerations for service in El Dorado Hills	2
	Want transit service in El Dorado Hills	1
	Want access to/from places in El Dorado County	1
Customer experience	Request more employee training	1
Fares	Support on-demand fares with free transfer to buses	2
	Fare suggestions	1
Potential funding for transit	Want more funding for transit	4
	Favor increased transit service	2
	Consider partnerships	1
	Preference to raise revenue through general transportation funding	1
	Anticipate reluctance for funding increases	1

9. Recommended Service Changes

Following the second round of engagement we reviewed the input and developed the following service recommendations. Existing funding is sufficient to make these enhancements to strengthen the system's usability and attractiveness, as illustrated in Figure 60.

- One route connecting Pollock Pines to Folsom Monday to Saturday with more two-way service, fewer delays, new connections, service to more places in Folsom
- New on demand microtransit service in El Dorado Hills, weekdays
- Simplified routes with more two-way service in Placerville
- Scheduled service to more bus stops replacing request stop service
- Service on routes 20, 30 and 40 on Saturdays
- Conversion of Dial-A-Ride to microtransit with service for any person in a modified zone, connections to and less duplication with fixed route service, and revised fares allowing transfers to fixed route transit
- ADA service expanded along with fixed route expansion
- Considerations for future enhancements

Figure 60 Revised routes and on-demand microtransit service area



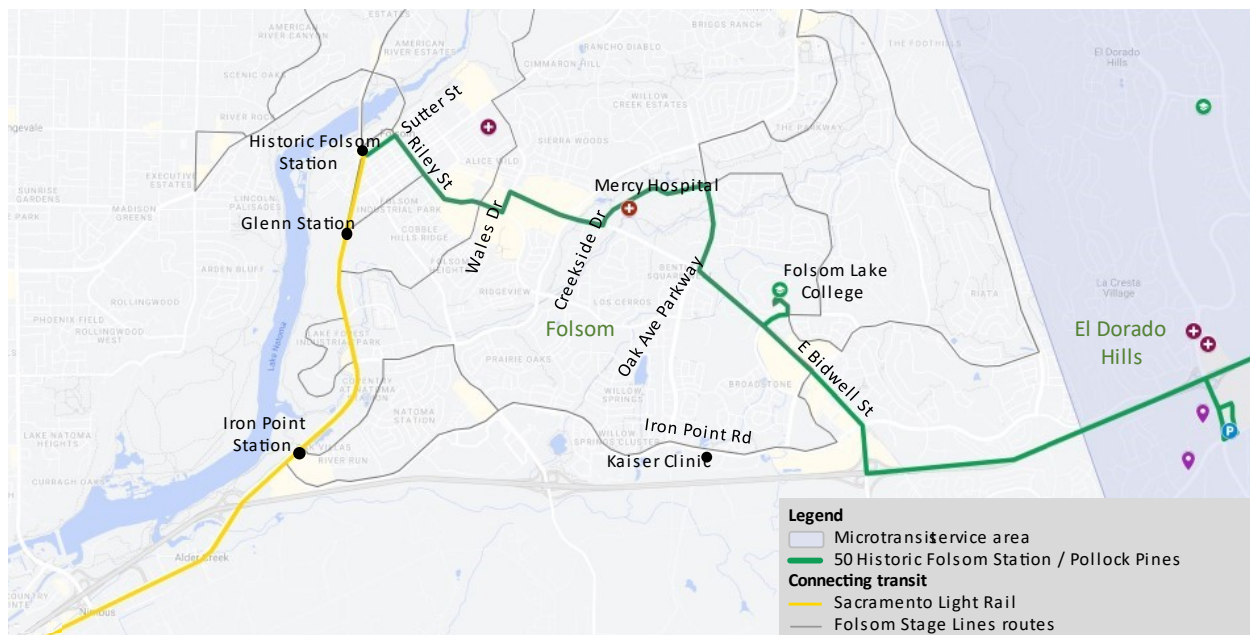
9.1 One route core route connecting Pollock Pines to Folsom

The core of the local transit service is route 50X which operates between Placerville Station Transfer Center and Iron Point Station in Folsom as shown in Figure 60.

We recommend strengthening this service by making several enhancements, namely:

- Extend the route to Pollock Pines replacing route #60. This will provide a single-seat trip along the full Highway 50 corridor allowing connections to all local routes.
- Operate on local streets east of Bomise Way replacing this portion of route 20 and operate two-way through Placerville with connections to route 20 on Main Street instead of at Placerville Station Transfer Center. This will improve service to destinations in the community and transfers to route 20. We note that Main Street has limited curb space and experiences congestion at times. It is recommended to work closely with the City of Placerville to prioritize and coordinate these improvements to local service and access to local destinations. This would be in combination with improvements to route 20 discussed below.
- Reduce or eliminate the mid-route delay at Missouri Flat Transfer Center to shorten the travel time for most customers. Reductions in delay could be as much as 20 – 30 minutes on each round trip for customers travelling through this point in the system.
- Modify the routing to also provide service at Ponderosa Park and Ride.
- Operate to Folsom Lake College, Mercy Hospital and Historic Folsom Station two-way on all trips as illustrated in Figure 61. We anticipate this change will enhance service and attract a significant unserved market. In most cases customer travel times will become faster or remain the same, as shown in Figure 62.

Figure 61 Route 50 service in Folsom



Customers traveling to and from:

- Folsom Lake College will save 24 – 39 minutes per direction on trips from Placerville when combined with time savings at Missouri Flat.
- Mercy Hospital, and retail, employment and other destinations on East Bidwell and Historic Downtown Folsom, will save more than an hour of travel each way or two hours per round trip. This is because of time savings at Missouri Flat, the elimination of the

- one-way loop within Folsom for westbound travel and wait times at the college to connect with Folsom Stage Lines buses.
- Sacramento on Sacramento Light Rail will experience the same travel times as today but slightly shorter wait times at the stations because the buses would connect with the same trips.
 - Kaiser Health Center and employment on Iron Point Road would save about 30 minutes on trips westbound but would experience an increase of 10 minutes travelling eastbound. On a round trip basis, including a daily commute, this represents a saving of approximately 20 minutes.

Figure 62 Customer travel time, including average wait time between trips (minutes)

	Existing	to/from Historic Folsom Station	Change from Existing
Pollock Pines to Missouri Flat	80	76	-4
Main Street at Turner to Folsom Lake College	125	98	-27
Folsom Lake College to Main Street at Turner	108	86	-22
Placerville Station to Folsom Lake College	125	86	-39
Folsom Lake College to Placerville Station	110	86	-24
Main Street at Turner to Iron Point Rd at Rowberry (Kaiser Folsom)	125	104	-21
Iron Point Rd at Rowberry (Kaiser Folsom) to Main Street at Turner	122	131	9
Main Street at Turner to Mercy Hospital	164	95	-69
Mercy Hospital to Main Street at Turner	152	95	-57
Main Street at Turner to Downtown Folsom	144	100	-44
Downtown Folsom to Main Street at Turner	152	122	-30
Main Street at Turner to downtown Sacramento	173	173	0
Downtown Sacramento to Main Street at Turner	142	142	0

It is also recommended to modify the route number slightly to be consistent with the other routes naming it route 50, instead of 50X, and show the eastern and western destinations on the bus blinds and all material. Eastbound trips would be *50 Pollock Pines* and westbound trips would be *50 Historic Folsom Station*.

We recommend routing the South Lake Tahoe service also to Main Street with customer transfers happening at the same location. We are aware that there may be contractual limitations that reduce the

ability to add a stop and that it is desirable for customers to have a restroom location at the transfer point. For this reason, we recommend that EDT either consider making a case to modify its service agreement to allow an additional stop or develop options to provide a restroom or negotiate restroom access at the selected transfer point on Main Street. Until this can be achieved it may be necessary to continue operating the South Lake Tahoe service to Placerville Station Transfer Center and extend route 50 to it in addition to its service on Main Street.

The change to route 50 change will require one additional bus in operation at most times of day at an annual cost of approximately 3,300 annual service hours and \$0.4 million.

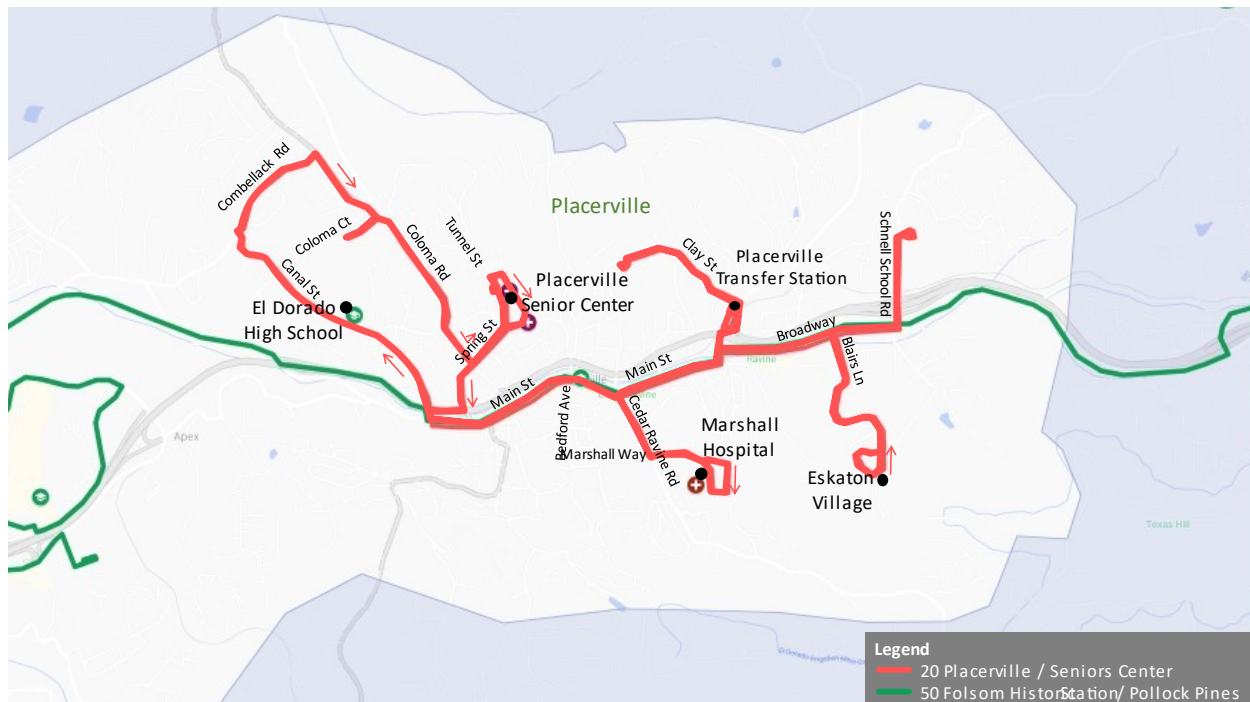
9.2 Provide consistent, predictable service on #20 in Placerville

Route 20 serves Placerville with local service on several local streets. We recommend modifying the routing to reduce duplicating the modified route 50. This is accomplished by eliminating the route portion east of Schnell School Road that will be served by route 50. The terminus will remain at Placerville Transfer Station although transfers to route 50 and the South Lake Tahoe service would occur on Main Street.

The routing should also be modified to operate in two directions on Main Street which would be a benefit for the City's residents. Concepts for several locations are shown in *Appendix 7 - Potential bus stop and transfer locations on Main Street, Placerville*. Solutions at locations between these are also desirable. As with route 50, we note the limited curb space and congestion on Main Street requiring prioritization of transit access. Solutions may require traffic calming, transit priority, lane re-striping, reallocation of a small number of on-street parking spaces or combinations of solutions and require working closely with the City of Placerville to prioritize and coordinate access.

With the times saved from this change we recommend providing scheduled service to all stops on all trips, removing the need for customers to phone ahead to request service. This will improve the confidence that customers can have in the service. We note that some request stops have low usage, however, we recommend monitoring demand at these locations closely over a period of no less than a year as communities adapt to service that operates regularly. This should be accompanied by marketing and communications to make communities aware of the service.

Figure 63 - Route 20 in Placerville



9.3 Replace Dial-A-Ride with microtransit in modified service area

The current Dial-A-Ride service provides valuable access in designated remote portions of the County; however, it is limited in its scope and service. We recommend converting the service to an on-demand microtransit service making use of the recent technology that EDT has committed to and to modify the service policies and characteristics to provide improved and integrated service. Notably the service should:

- Be open to all people travelling to and from the designated zones removing the current policy of limiting service to the elderly and people with disabilities.
- Allow customers to book trips on the day of travel, developing the minimum notice period made possible by the technology.
- Simplify the fare structure to \$2.50 for all trips regardless of distance and provide free transfers to and from fixed route buses. Transfer privileges to fixed route transit enable to system to operate in a way that is more efficient, and creating more capacity to serve more people.
- Modify the microtransit zone boundaries to serve only areas beyond $\frac{3}{4}$ mile of fixed route transit. This will reduce duplication with ADA paratransit and fixed route bus service and reinforce the role of microtransit as a service for people who live beyond the service area of fixed route transit. For people with disabilities who cannot walk to fixed route transit ADA paratransit service remains available according to the existing regulations.
- Integrate the microtransit and fixed route services to coordinate transfer movements for longer trips that are served by fixed route transit. Microtransit services would bring customers from

remote areas within its zone to central locations and to bus stops. Fixed route transit would provide longer the distance portions of trips more efficiently.

The engagement and evaluation process included consideration of service in El Dorado Hills, currently provided as Dial-A-Ride. We note there are significant challenges providing and using transit, both microtransit and fixed route, service in this community because of the inherent characteristics of the community including topography (it is a hilly community) and land use (there are many gated communities limiting access for transit close to people's homes) and demographics (it is a relatively wealthy community). In addition, the community has stronger ties, including shopping, employment, and medical to Sacramento County and Folsom City than other parts of El Dorado County.

The engagement process considered fixed route solutions and on-demand solutions and concluded that either approach is unable to fully resolve the challenges and may be able to provide basic, coverage service.

With the introduction of microtransit in El Dorado County we recommend that service in El Dorado Hills also be provided as microtransit. This will offer some advantages in coverage because microtransit buses may be able to enter into and travel through gated developments if permission is granted.

We also note that there are inherent difficulties in microtransit that are not easily overcome including neighborhood awareness since microtransit does not feature on-street bus stops posts that naturally advertise the service and, without scheduled trips, does not offer recurring sightings of service according to recognizable patterns.

We recommend that EDT monitor the demand for service in El Dorado Hills closely for the initial years of service. If after two years the demand for service, measured in boardings per vehicle hour is materially below the system average, EDT should consider replacing the microtransit service with the fixed routes that were considered in the engagement.

Microtransit is also inherently limited in its ability to serve higher demand because of geometric constraints; vehicles must travel between customers making requests for the ad hoc. Experience elsewhere suggests that most microtransit services serve demand not greater than 5 or 6 boardings per vehicle hour, except in specific circumstances serving common destinations.

We recommend that EDT monitor ridership in El Dorado Hills closely and consider fixed route solutions if demand routinely exceeds the ability of the allocated resources to serve the requests. These may include peak only solutions such as near school times or all-day operations.

9.3 ADA Paratransit

In accordance with Americans with Disabilities Act the ADA Paratransit service must be extended to include the $\frac{3}{4}$ mile corridor of route 50 service area in Folsom City. ADA service should take requesting customers between qualifying locations in El Dorado and qualifying locations in Folsom. It would not provide local service within Folsom.

9.5 Restore and expand Saturday service

We recommend restoring and expanding service on Saturdays throughout the system.

Route 50 should be implemented as the highest priority. Service on all the other local routes should also be provided. With this pattern all the routes would operate according to the same routing patterns as on weekdays, a simplification of the system that will make it easier to understand and be consistent on all operating days. Service on Saturday may start one hour later and finish one hour earlier than on weekdays.

9.6 Special Event Service

The scope of this review also included an evaluation of service for special events.

EDT has experimented with various models of special event service in the past focusing on service for county events such as the Apple Hill festival. According to staff, service has been provided with external and with County funding. At some times operation has been difficult because traffic congestion in key places delayed buses but transit priority was not available. Additionally, demand was constrained because some festivalgoers have preferred to take private vehicles to allow them to purchase produce in higher volume than would be practical as a pedestrian and transit rider.

When considering future service requests or opportunities for special events we encourage EDT to consider several key criteria each of which, and in combination, affect the nature of demand and strategies for success.

Objectives of the service request. EDT should seek clarity from the event organizers on their objectives and measures of success, including objectives for transportation. Service requests should be reviewed and understood carefully and evaluated to assess the extent to which a public transit solution is able to serve the objectives and address any stated or implied issues. Typical objectives for special event transportation may include:

- Congestion reduction (free up moving space on limited roads)
- Parking reduction (people leave their cars at home)
- Parking displacement (less parking is required at event sites and is provided elsewhere such as park and ride)
- Provision of capacity (move more people per hour than private automobiles can)

Careful consideration of transit's ability to meet these objectives is encouraged.

Alignment with EDT's core objective and core competencies. As noted above EDT's policies, funding, branding, route network, fleet, infrastructure and other elements are optimized to provide basic service within the county. Variations from this may be challenging to accommodate since service for special events is usually a specialized service with unique demands. In contract special events often have objectives that would be addressed with ridership-focused service intending to attract their attendees

to avoid driving. As such it is recommended to ensure there is alignment between the transit agency's core competencies and the requirements and expectations of the event.

The market to be served. The market may include various market segments, each with unique motivators and requirements and who may travel as individuals or in groups.

- Employees
- Patrons traveling to and from the venues from concentrated centers
- Patrons traveling to and from the venues from dispersed locations including out of county
- Patrons travelling between venues

Each group has unique requirements, and these should be considered when exploring transportation solutions including the suitability of a transit solution to meet the objectives.

Geography of the event. The siting of the venue or venues and their connections with each other play a significant role in determining the optimal transportation solutions. In general, events that are most successful for transit have concentrated events that can be connected by high frequency, high-capacity transit service and where travelling by transit offers tangible benefits to customers addressing as total speed of travel, convenience, comfort and cost, preferably in combination. Transit solutions are less likely to be successful where they don't offer, or are not seen to offer, these advantages.

EDT may wish to request to review any transportation demand management plan from the organizers to understand the strategies they are planning to reduce traffic congestion or to enhance transit access, such as transit priority. EDT may wish to assess the plan and develop clear estimates of the cost of providing the service.

Funding and pricing. As a public agency EDT should review the alignment of its funding with the objectives of the event. In some cases, event organizers or others may provide funding. While this has the potential to recover its costs EDT should also consider the reputational opportunities and risks associated with a special event request. EDT also should consider whether it is expected to charge fares or if the event is a charter or other service.

Resources. Special events often occur outside the scheduled service days or hours and likely involve routings that are not part of scheduled bus routes. To accommodate this the agency should consider its human resources including bus operators required, potentially involving unusual schedules or overtime, additional bus maintenance, road supervision, operational planning and other human resource requirements. For events that occur during the existing service day the agency may also need to consider fleet availability.

9.7 Future Considerations

The recommendations above are designed to operate within the existing resources available to EDT. We note that these resources are limited also constraining the ability of transit to fully serve the potential market in the county.

With additional resources the following improvements are recommended. Some require supportive infrastructure or would be made in concert with changes to other routes.

- More frequent service has the potential to make local transit service more attractive. If supported by future route 50 would be the first priority route for more service every 30 minutes or better, from Placerville west.
- Service on Sundays and Holidays would enable the system to provide basic transportation on every day. Route 50 is the highest priority for this followed by the other local routes. Fixed route service would replace some microtransit service on those days to avoid duplication.
- EDT should consider providing two-way service on route 50 on Fair Lane and Ray Lawyer Drive because two-way service is easier for customers to understand than the current one-way loop. To implement this would require a solution to provide safe and convenient bus stops for eastbound buses. The preferred routing would be eastbound/northbound on Fair Lane and requires support for roadway authorities for a bus stop and pedestrian crossing in this direction. A solution may be possible with supportive traffic calming measures but has not been pursued within the scope of this planning project. Operation within the parking lot of Big Lots is not desirable as configured but solutions may be possible with sufficient investment and support.
- If fixed route transit is implemented in El Dorado Hills, as in the concepts show in the engagement sessions, modify route 40 Cameron Park / Shingle Springs to provide two-way service with scheduled service at all bus stops. The extension to Cambridge Park and Ride would be discontinued. Route 50 would be modified to make connections at Poderosa Park and Ride lot. This routing would provide a simplified routing at Cameron Park (Green Valley Rd at Cameron Park Dr) and service in the industrial area south of Hwy 50 (Business Dr and Product Dr) as well as a bus stop near Market St.

We note that travel times would be comparable to the existing times despite known peak congestion at Poderosa; delays and the longer routing at Cambridge Road require comparable time. The total distance via Cambridge Road is longer in both directions and non-peak travel times are faster by 2 – 3 minutes primarily because of the longer distance to loop via Knollwood, Greenwood and Merrychase. Using PM peak travel times from Google maps the range of delay times is comparable as shown in Figure 64.

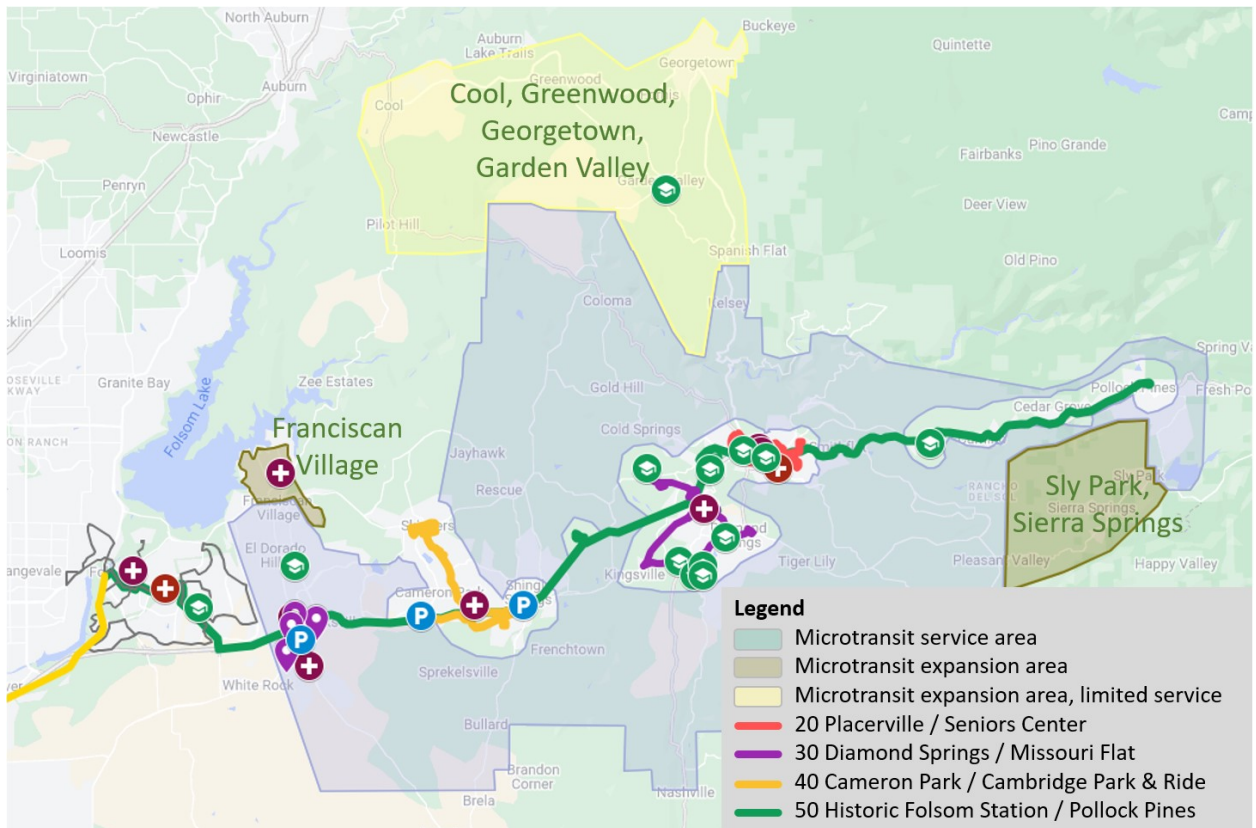
While the infrastructure at Ponderosa P&R is not ideal for customer walking to adjacent communities, we anticipate that most passenger activity would be within the facility for transfers between buses where there is a designated bus stop with shelter.

- Several areas in the country have been identified as areas for future expansion of microtransit as illustrated in Figure 65. Expanded coverage would operate on request to Sly Park, Sierra Springs and Franciscan Village. Limited service, operating two to three days per week would be provided to more remote areas including Cool, Greenwood, Georgetown and Garden Valley unless funding permits. In addition, EDT may wish to consider a higher fare zone for trips to more remote communities.

Figure 64 Distance and time: segment between Red Hawk Casino and El Dorado Hills Park and Ride

Segment	Routing	Miles	Minutes without traffic	Minutes at 8 am	Minutes at 4 pm
WESTBOUND	Via Cambridge Road Park and Ride	12.1	17	16 – 22	18 – 22
	via Ponderosa Park and Ride	11.6	15	14 – 20	16 – 22
EASTBOUND	Via Cambridge Road Park and Ride	12.1	18	16 – 22	16 – 24
	via Ponderosa Park and Ride	11.8	15	16 – 24	16 – 24

Figure 65 Recommended longer term expansion of microtransit



9.8 Supporting Recommendations

In addition to the service recommendations above, the following recommendations address opportunities to support the transit system’s success.

9.8.1 Establish a Systematic Route Naming and Numbering Convention

Establish a consistent system of naming and numbering all routes. It is recommended to use destinations for the routes as this gives customers essential information about a service as the plan their trip and as the vehicle approaches. This approach is easy to implement for a system with two-way services. On loop routes the same system can be implemented; drivers would change the route sign at a designated point near the mid-point of the route thus providing customers with useful information about the vehicle's destination. The numbers and names should be applied consistently on buses, on bus stops and shelters, and in publications including the website, apps and paper brochures. The recommendations are shown in Figure 66Figure 1.

Figure 66 Recommended route numbering and naming

#	Destination 1	Optional Additional Information	Destination 2	Optional Additional Information
20	Canal Street	<i>Via Marshall Hospital</i>	Placerville Station	<i>Via Bomise Way</i>
30	Diamond Springs	<i>To Missouri Flat Ctr</i>	College	<i>To Missouri Flat Ctr</i>
40	Cambridge Rd P&R		Cameron Park	<i>Via Shingle Springs</i>
50	Historic Folsom Station	<i>Via Missouri Flat Ctr</i>	Pollock Pines	<i>Via Missouri Flat</i>

9.8.2 Establish Consistent and Closer Bus Stop Spacing

We recommend establishing more bus stops in the system. Within urban areas spacing should be approximately ¼ mile. Locations should be near intersections or other locations with crosswalks to the extent possible. EDT should strive to establish stops at similar locations in both directions, where there are sidewalks, curb ramps and street lighting at a minimum. Where these are not available, we recommend working with roadway authorities to establish stops and prioritize enhancements in the near term. While the system has many shelters, we recommend establishing more shelters to the extent possible.

We recommend providing most fixed route service with scheduled stops instead of request stops. This reduces barriers for customers who simply need to know what time a bus is schedule to operate and do not need to phone in advance to arrange pick up. In some cases, such as along Pony Express Trail adding more designated bus stops would also be beneficial.

We recommend reviewing the location of key stops to ensure they provide convenient service for customers. In addition to the locations mentioned elsewhere in this report we note a specific opportunity to improve service materially on route 40 in Cameron Park near Coach Road. Currently there is one bus stop at the western periphery of development. There is no stop on Cameron Park Road and no stop near Safeway, a principal destination for transit customers. We recommend working with roadway authorities to establish additional stops on Coach Lane and on Cameron Park Road in this

important node of activity. This may require reprioritizing roadway use, establishment of designated pedestrian crossings and other transit and pedestrian supportive actions

9.8.3 Enhance the Quality of Information on Bus Stop Signs

EDT should ensure the information available at bus stops is consistently clear by ensuring that all stops are placed in a prominent location at the place where customers should wait and where the bus will stop, and include at a minimum:

- The words “Bus Stop” in large and clear type on both sides of the sign.
- The route number and destination.
- An indication of whether or not the stop is ADA compliant.
- Contact information for transit information such as a phone number and a web address.

We also recommend:

- Listing the times that buses depart that stop on each day of service, ideally in a format that prioritizes the information for that stop.
- Including a simple or schematic map of the route showing key destinations and opportunities to transfer to other routes.

9.8.4 Strengthen Relationships with Planning and Roadway Authorities

EDT is dependent on good quality and priority access to operate on city and county roads as well as high quality pedestrian facilities to enable customers to use its services.

Establishment of ongoing collaborative forums or participation in existing forums may help EDT to articulate its needs and participate early in planning processes to ensure its needs are met. Issues for coordination may include bus access and bus stop issues including factors that affect pedestrians such as:

- The locations of bus stops
- Provision of access and safety elements such as sidewalks, crosswalks, curb cuts, waiting areas, and consideration of matching stops for two-way service.
- Security features such as lighting
- Safety features such as shelters, benches and roadway setbacks.

Work with road authorities to establish clear signage designating the bus zone.

9.8.5 Establish a Collaborative Relationship with Partners

By coordinating with local and intercounty agencies it is possible to reinforce existing or establish benefits for customers. These are likely to include transit connections within Folsom both to Folsom Stage Lines and to Sacramento Light Rail. It may also be beneficial to consider a working group with

major destinations including major employer, colleges and high schools to identify opportunities to collaborate on transportation and infrastructure issues.

9.9 Service and Resource Levels

The recommended service modifications are designed to be implemented within the existing resources of El Dorado Transit, as shown in Figure 67. We recommend that EDT develop and implement these enhancements as soon as possible noting the requirement to collaborate with roadway authorities and the ongoing challenge of securing staff to operate the service and maintain vehicles.

Figure 67 Service summary and resources

Route Num	Direction 1	Direction 2	Start	End	Freq	Peak Veh	Annual Cost (\$)	Annual Service Hours
Weekday								
20	Seniors Center	Placerville Station	7:00	19:55	60	2	850,000	6,700
30	Diamond Springs	Missouri Flat Transfer Center	7:30	18:50	60	2	745,000	5,900
40	Cameron Park	Ponderosa Park and Ride	7:00	19:20	60	1	406,000	3,200
50	Historic Folsom Station	Pollock Pines	7:30	18:55	60	5	1,877,000	14,900
99	Microtransit		7:30	17:00		4	1,418,000	9,900
Saturday								
50	Historic Folsom Station	Pollock Pines	7:30	18:55	60	-	375,000	3,000
20	Seniors Center	Placerville Station	9:00	17:00	60	-	105,000	800
30	Diamond Springs	Missouri Flat Transfer Center	9:00	17:00	60	-	105,000	800
40	Cameron Park	Cambridge Rd Park and Ride	9:00	17:00	60	-	53,000	400
99	Microtransit		8:00	17:00		-	201,000	1,400
Sunday								
99	Microtransit		8:00	17:00		-	134,000	900
						14	6,269,000	47,900

10. Fare Plan

10.1 Fixed Route and Dial-A-Ride Fares

Fares for local transit service are shown in Figure 68 - Current Fixed Route Fare Structure. The local cash fare for adults is \$1.50 and monthly passes are \$20. Adult day passes are \$6.00. Seniors disabled and k-12 students can purchase these fare products with a 50 percent discount. A combo pass that allows travel on the local El Dorado service and all Sacramento RT services is \$100 for adults. The combo pass for seniors, disabled and k-12 students is available for \$65. ADA Paratransit rides are \$3.00 and SACMED trips are \$10.00 one way. Dial A Ride fares are \$2.00 for the first mile, and then \$0.50 for each additional mile.

The Transportation Development Act in California requires transit systems to generate a minimum farebox recovery of 20 percent. This requirement was waived as a result of the pandemic and negotiations are now underway to revise or eliminate this requirement. No changes to the current fares are recommended at this time, however if the new farebox requirement is passed by the legislature this may need to be revisited.

The recommended service plan for this Short Range Transit Plan does include significant changes to the Dial-A-Ride service. Currently the Dial-A-Ride operates in rural areas as well as areas covered by ADA Paratransit and is only open to passengers who are 60 years are older or disabled. This means that on shorter trips (less than 5 miles) the fare is less expensive than ADA Paratransit. For trips of 6 miles the fare is the same as paratransit, and for trips of more than 6 miles paratransit is less expensive than Dial-A-Ride.

The service plan recommends opening the Dial-A-Ride service to all passengers regardless of age or disability but only providing the service in areas beyond .75 miles of a fixed route transit service. The service area outer limits would be extended to include some additional areas on the fringe of the suburban area. It is recommended that the fare for the new Dial-A-Ride service be set at \$2.50 for all trips. A discount for seniors and persons with disabilities is not required by federal regulations for demand responsive services and it is recommended that the current policy of not offering a discount for students as well be continued.

Figure 68 - Current Fixed Route Fare Structure

LOCAL Routes	General	Senior, Disabled, K-12
One-Way	\$1.50	\$0.75
Monthly Pass	\$20.00	\$10.00
EDT Local & Sac RT Combo Pass	\$100.00	\$65.00
Daily Pass	\$6.00	\$3.00

The proposed fare of \$2.50 would include a free transfer to the local fixed route service. Passengers from an area without fixed route service to a distant point on the fixed route network would be required to transfer, at no cost, to the fixed route line to complete their trip.

10.2 ADA Paratransit Fares

We recommend modifying the tariff to allow ADA Certified passengers to ride fixed routes free. This change will potentially decrease demand for paratransit service among passengers with disabilities who can use fixed route service for some trips or at least slow the growth in demand for additional ADA paratransit service. This change in fare policy has been adopted by several other California transit systems. The change could potentially stimulate an increase in ADA certification applications and some additional vigilance may be need to reduce the opportunity for non-qualified individuals to register for ADA eligibility,

11. Accessibility Plan

This section provides recommendations for improving service accessibility and ADA Compliance.

Upon completion of a review of El Dorado Transit appears to possess all of the elements needed to deliver high quality, safe and compliant transportation services for its growing population. It is also clear that EDT staff possess the knowledge and expertise needed to meet ADA Compliance requirements for all services offered.

The rationale for evaluating service and creating recommendations is based on a philosophy that agencies operate from the “policy-driven” perspective. This means that an agency has a formal set of policies for each service and that they be referred to when dealing with an incident, creating/updating training content, and when providing oversight of services provided. In the alternative, the “personality-driven” perspective, we see individuals changing policies in the moment and not being documented by way of a policy update. The “personality-driven” approach often has negative impacts on service quality, safety and compliance.

A number of recommendations have been developed to further assist EDT in the delivery of its family of transportation services. In general, the recommendations are designed to ensure that riders receive the assistance guaranteed them in the ADA. They also include recommendations to protect the institutional knowledge EDT possesses, which is significant for an agency its size.

11.1 Recommendations

1. **Formal Service Policies:** The documentation of institutional knowledge is vital in order to ensure that the standard for the delivery of quality and compliant services continues when there is staff turnover, new agency leadership, etc. It is recommended that EDT develop an independent set of operating policies, including those required by the ADA, for each service provided (fixed route bus, ADA Paratransit, Dial-A-Ride, SAC-MED). This includes independent training material for each service.
2. **Develop Service-specific Training Material:** EDT using the TAPTCO training material for bus and ADA Paratransit Drivers. This content is not, however, fully in-line with EDT operating policies (See Section 1.3 Agency-wide Operating Policies). It is recommended that service-specific training material be developed using EDT policies to replace the TAPTCO training material.
3. **Update Policy on Boarding using Lifts:** As detailed in Section 1.3 Agency-wide Operating Policies, it is recommended that this policy be updated to state that all riders may request and be allowed to board/alight using the lift, whether they have a disability or not. The ADA requires that agencies allow all riders, whether using a wheelchair or not, be allowed to boarding/alight vehicles using the lift.

4. Add Policy on when/if to Manually Deploy Lifts, Ramps, etc.: There does not appear to be a documented policy on when, and if, Drivers are to manually deploy ramps, lifts, etc. It is recommended that such a policy be developed and implemented for all services.
5. Update Service Animal Policy: It is recommended that a list of conduct be added when stating that Service Animals may be denied service if creating a seriously disruptive atmosphere. Examples include ongoing barking, growling, lunging, nipping, biting, roaming the vehicle, etc.
6. Update Reasonable Modification Policy: It is recommended that the following language be added to the current policy: "Requests for Reasonable Modification may be submitted to the Driver upon boarding or via email, in writing (as detailed in current policy). When requesting a reasonable modification, riders should be as specific as possible and identify the need, based upon their disability, for the requested modification. In addition, and to increase safety for Drivers and to create a realistic expectation for riders requesting a Reasonable Modification, the following language is also recommended, "For safety reasons, a reasonable modification for door service is NOT available when any of the following conditions exist Driver would lose sight of the vehicle, location involves steps or stairs, assistance by the driver may harm the customer, driver or both.
7. Update "Safety Tips when Riding" Content on Website: The EDT website includes a list of practices that are recommended for transit users to follow in order to ensure their safety. Bullet 6 states that riders "Watch your step when boarding". It is recommended that the following be added to increase the safe use of EDT's services, "...and ask for assistance from the Driver if needed". This lets riders know that Drivers will provide assistance when requested.
8. Update the "How to Ride" Content on the Website: This section states that riders using wheelchairs must have devices that have working brakes and a requirement that the wheelchair be powered off when requested. There is no requirement in the ADA stating that riders using wheelchairs and scooters must set their brakes and/or power their devices off in order to be transported. It is recommended that this policy be changed to "recommended practices for safely riding EDT services".
9. Create Personal Care Attendant Policy: Section 7 of the Operator Handbook states that PCA's be allowed to ride at no charge. It is not clear if this standard applies to the other services provided by EDT. It is recommended that information on PCA's be added to the ADA Paratransit information and include a policy that PCA's be allowed to ride at no charge (as is required by the ADA in ADA Paratransit). Policy information should also be made available for Dial-A-Ride and SAC-MED services.
10. Creation of FAQ's: It is recommended that an FAQ document (and website content) be created for each service offered by EDT. This will help better educate current and prospective riders and allow them to more easily determine which service/s may meet their transportation needs.
11. Create Policy on Subscription Service in ADA Paratransit Service: No information on whether subscription service is offered in ADA Paratransit. If this "premium service" is offered, it should be communicated to riders in policies and on the EDT website.
12. Update ADA Paratransit Application: It was detailed earlier in ADA Paratransit Services, that the existing application requires updated content, including adding language stating that Origin-to-Destination services are offered when requested, and that transportation must be provided to

eligible riders if travel to/from the EDT office for a mandatory photo is required. In addition, the use of ADA Paratransit services cannot be delayed due to a requirement to possess a photo ID.

- a. In addition, no information on the length of eligibility (1-3 years is an industry standard) has been found in published materials. It is recommended that this information be described early in the application document, as well as in the brochure.
 - b. The Eligibility Application Process document states that “Professional verification is requested as needed”. This conflicts with information in the application requesting all applicants to submit professional verification information. It is recommended that a policy decision be made and for the documents to be updated as needed.
 - c. It is recommended that the following statement replace the existing language on wheelchair length, width, weight, etc., “Vehicles are designed to accommodate riders with wheelchairs up to 48” long, 30” wide, and weighing up to 600 pounds. However, riders will be given the opportunity to board in order to objectively determine whether their wheelchair can fit on EDT vehicles/equipment”.
13. Update Digital Pre-Trip Inspection Process for Fixed Route Bus Service: A “tag” requiring that Drivers check the wheelchair securement equipment should be added to the pre-trip inspection process. Management should also ensure that all accessibility-related equipment is included in pre- and post-trip inspection processes for all services and vehicles.
 14. Alternative Transportation Policy: The ADA requires that fixed route bus operators to have a formal policy for providing alternative transportation when the lift, ramp, kneeling feature, etc., is broken; leading to the pass-up of a rider with a disability. This requirement applies only when bus route frequency exceeds 30 minutes.
 15. Modify SAC-MED Policy on PCA’s: A review of the SAC-MED brochure identified a section stating that if assistance is needed, the rider must provide their own Personal Care Attendant (PCA). This is not compliant with the ADA. It is recommended that the SAC-MED Policy and related material be updated with detailed information on the ways that Drivers will assistance riders, as is required by the ADA’s general assistance requirements.
 16. Modify Dial-A-Ride “Eating/Drinking” Policy: The Dial-A-Ride Policy stating that there is..., “No smoking, eating and drinking in the vehicle” is not compliant with the ADA. It is recommended that the Eating/Drinking policy be updated to allow riders to eat and/or drink on vehicles if needed due to a disability; as is required by the ADA’s Reasonable Modification of Policy.

Appendix 1 Public Outreach PowerPoint Round 1



Short Range Transit Plan Update




EL DORADO TRANSIT

May 2023

The slide features a blue El Dorado Transit bus in the top right corner. The main title 'Short Range Transit Plan Update' is centered in a large, bold, blue font. Below the title is the El Dorado Transit logo, which consists of a stylized green and blue wave icon followed by the text 'EL DORADO TRANSIT' in a bold, blue, sans-serif font. At the bottom center, the date 'May 2023' is displayed in a smaller, blue font. The background of the slide is white with a decorative, multi-colored wave graphic at the bottom, transitioning from blue to green to purple.

1



Outline

- The Project Scope
- Work in Progress
 - System Familiarization
 - Review of Peer Systems
 - Review of Performance
 - Review of Marketing
 - Public and Stakeholder Engagement
- Next Steps

The slide features a blue El Dorado Transit bus in the top right corner. The main title 'Outline' is centered in a large, bold, blue font. Below the title is a bulleted list of items: 'The Project Scope', 'Work in Progress', and 'Next Steps'. The 'Work in Progress' item has a sub-list of five items: 'System Familiarization', 'Review of Peer Systems', 'Review of Performance', 'Review of Marketing', and 'Public and Stakeholder Engagement'. The background of the slide is white with a decorative, multi-colored wave graphic at the bottom, transitioning from blue to green to purple.

2

Project Overview



- Update the local fixed route and demand response service elements to meet new post COVID environment
- Includes:
 - Evaluate existing conditions
 - Extensive outreach to public and stakeholders
 - Recommend changes to services or new pilot programs
 - Develop marketing plan to support changes

3

Existing Conditions



4

System Strengths



- Buses are clean
- Drivers courteous
- Schedules and connections appear reliable
- Many stops have shelters with maps and timetables,
- Information brochures are available

5

System Challenges



- Ridership currently about 55% of pre-COVID levels
- Some pandemic-era reductions in place; recruitment challenging
- Aging population will likely require more lifeline services
- Reexamine challenges of serving El Dorado Hills
- Dial-A-Ride model may need updating
- Zero emissions transit mandated; will impact fleet, services, and infrastructure
- Operating costs escalating with inflation, making cost effective service more difficult to achieve

6

System Challenges



- Routes are complex and hard for potential users to understand
- Long stretches without marked stops, request stops in difficult to serve areas
- Some information is not shown in timetables
- Stops not always adjacent to major attractors
- Supporting street and sidewalk infrastructure poor in places

7

Review of Peer Systems



- 9 peer systems selected in California, Oregon, Washington and British Columbia
 - Urban and rural service areas
 - Serving linear growth patterns
 - Systems on edge of commuter shed for metropolitan center
 - System with largest single market of under 50,000 and total service area of about 150,000
 - Active fleets of 12-25 buses

8

Results of Comparisons



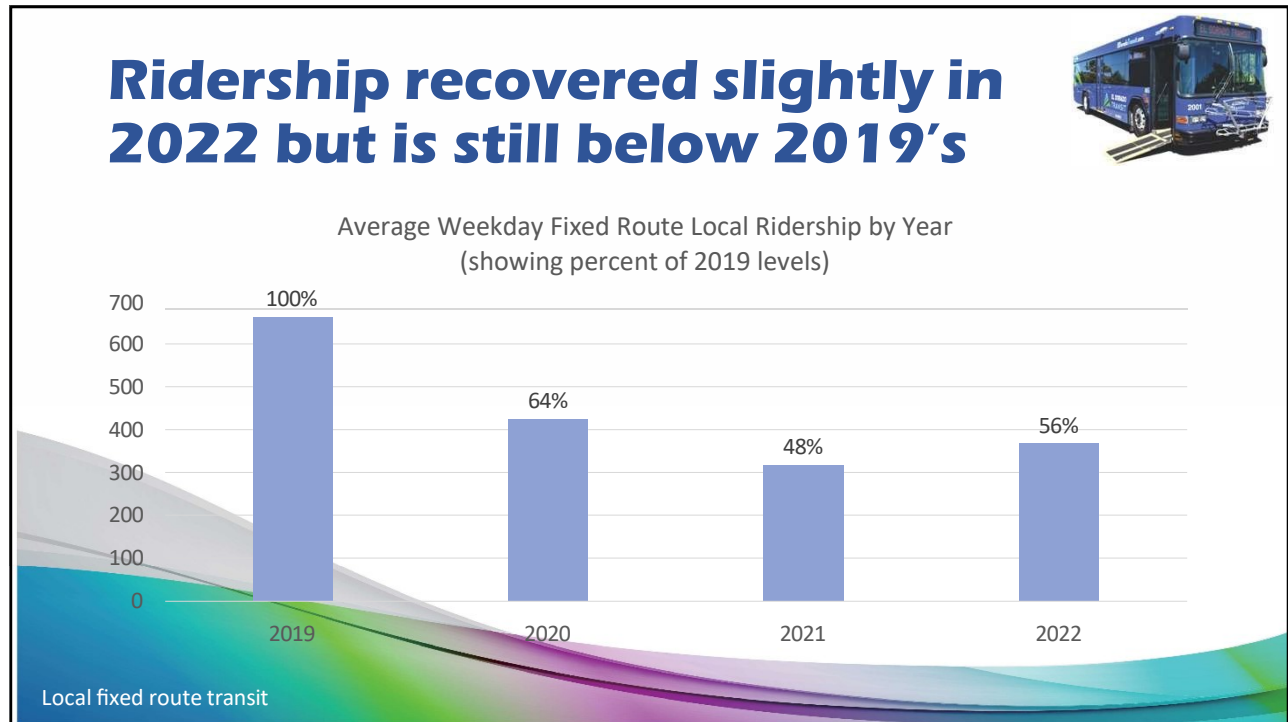
- Ridership has returned faster for some peers since pandemic ended
 - Service restoration delayed by recruitment challenges
- Some peers ahead in adoption of new technology for demand response services
- Local funding is from sales tax in CA & WA, payroll tax in OR and property tax in BC
- Cost per trip is high for fixed route and Dial-A-Ride due to operating costs, distances traveled, and current ridership
- Weekday service similar to peers; on Saturdays all but one peer has service; EDT and peers do not have Sunday service

9

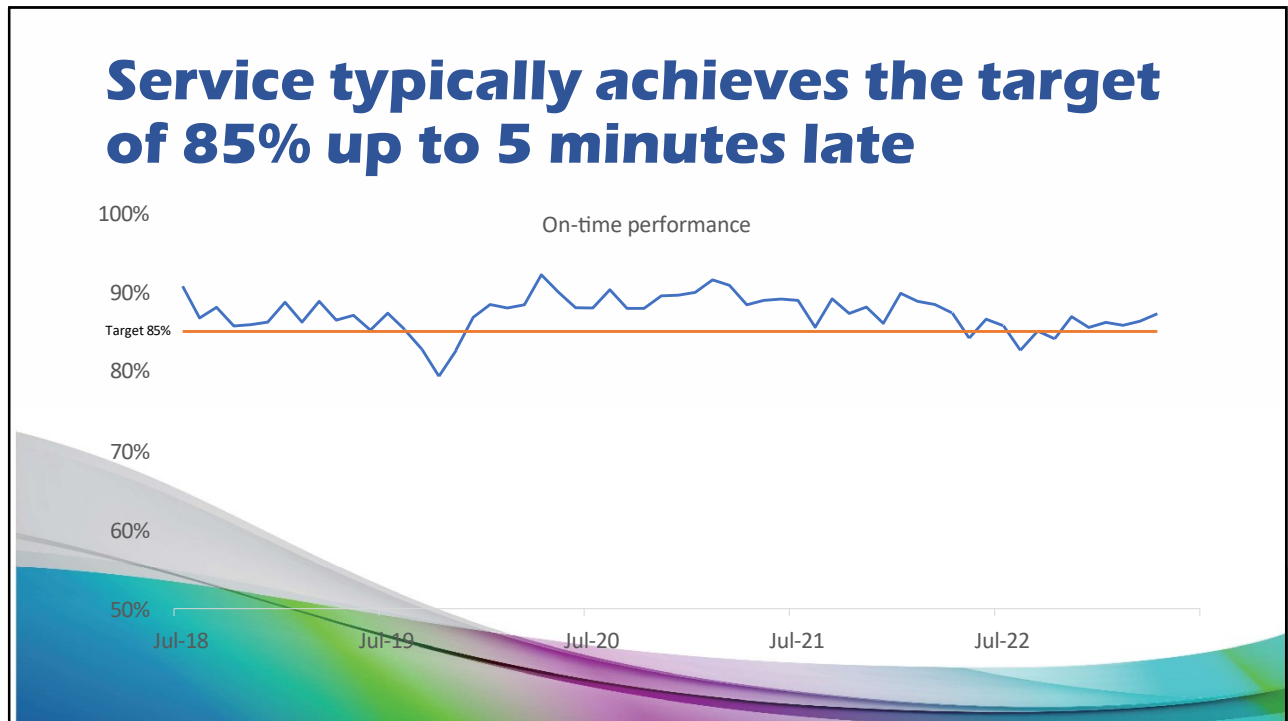
System Performance



10



11



12

Review of Marketing



- Review of current public facing materials
- Early opportunities identified, including:
 - Updating map to reflect current services and current information
 - Better identify one-way loops and direction of travel
 - Identify request only stops
 - Show how services connect to Amtrak bus service

13



14

What are some ways that local transit currently works well?

- Think about:
 - Access to jobs, school, post-secondary education, health care, friends and social activities
 - Cost
 - Support from or for friends and family
 - Safety and security
 - Health and well-being
 - Other?

15

How is local transit not working well?

- Think about:
 - Access to jobs, school, post-secondary education, health care, friends and social activities
 - Cost
 - Support from or for friends and family
 - Safety and security
 - Health and well-being
 - Other?

16

What could be improved about local transit?

17

Next Steps



- **Public Outreach**
 - Surveys of passengers and public
 - Two workshop sessions
 - Open house at County Fair
- **Analysis and review of data and public/stakeholder**
- **Expect to come back with service concepts in summer**
- **Repeat public and stakeholder outreach**
- **Recommendations to Board**

Appendix 2 - Public Outreach Input Received

Theme	Issue	Location and Group	Comment as stated
Potential modifications to existing service	Expand service coverage	Online, Stakeholders	<p>More foot traffic in Folsom but many ACRC clients live in rural areas and want access to El Dorado.</p> <p>some parts of the County don't have any transit at all. E.g., Georgetown. [Challenges of] getting to Doctor or Seniors Center.</p> <p>Yes, to both ED county and Folsom. But prioritize El Dorado County. Farther out communities need better service. County keeps getting older.</p> <p>Understood that no route is perfect. BUT want more accessibility in more remote areas. Ideas [shown] would make routes more "simplistic" [simple] and more direct. Beginning to address those issues.</p>
		Placerville, Public	<p>[provide service to] more places in El Dorado County</p> <p>Consider extending #20 to Cold Springs</p> <p>Used to have service to Hidden Springs/ Cold Springs. People may not know about ADA + DAR Services. Many people with limited mobility / elderly. Mobile home pack 160 places. Woodridge has apartments (but #50 buses too large to turn).</p>
		El Dorado Hills, Public	Note importance of serving destinations up hills
	Support concepts with more direct service	Placerville, Public	#50 People would appreciate direct + faster trip
	Serve more stops on all trips (instead of needing to request service)	Placerville, Public	<p>Prefer no request stop</p> <p>People don't understand /unclear about requests stops</p>
	Support changing routing of #40	Placerville, Public	Prefer connection to 50 at Ponderosa
	Kudos for EDT and its employees	Placerville, Public	Overall praise for EDT, esp. the employees
Identify location with low demand for scheduled transit	EDT Offices, Staff	Very low usage /requests for Eskaton Village	

			Consider alternating request stop in Shingle Springs Consider request stops at certain times for Senior Center
	Want more or better spacing of bus stops	Placerville, Public	Also want to stop at Cameron Park Rd interchange
		El Dorado Hills, Public	Bus Stop Spacing is important
	Consider demographics for extended on-demand transit	EDT Offices, Staff	Be aware of demographics for extended DAR
Potential modifications in Folsom	Priority for access to/from places in El Dorado County	EDT Offices, Stakeholders	People in remote places want any access Overall - access in ED county
		El Dorado Hills, Public	Need access to Shopping-e.g., groceries
	Want access to destinations in Folsom	Online, Stakeholders	Pollock Pines to Folsom is a great idea. They need better access to Folsom. Stops on Iron Point Road etc. need to be available including transfers.
		EDT Offices, Stakeholders	Clients in Francisco Area -travel to college, to Folsom, E Bidwell More destinations in Folsom College, Outlet Malls. El Dorado is "Small" - # of Choices, not many things. People in EDH want Folsom. College is biggest thing, [also jobs] and Costco For clients... Service to E Bidwell + Historic Folsom (and Target, College, Walmart, Shopping Center (with PetSmart) DAR /ADA - Don't cross county line, a problem for clients (some) Small share of clients go to Kaiser Sounds accessible
		Placerville, Public	Any station for Light Rail OK
		El Dorado Hills, Public	Access to medical is important. Kaiser is huge. Mercy important also. Kaiser is not easily reached from bus Stop [because of] hill. Note: Kaiser planning a new facility (addition)
Potential modifications to on-demand service	Expand on-demand zone	Placerville, Public	May not be worth going to remote areas unless there is demand

	Make on-demand available to everyone in the zone	Placerville, Public	Like open to all but with priority for elderly and people w/ disabilities Noted lots of people like Uber
	Want more on-demand service	Online, Stakeholders	Fixed routes won't go places where they want to go. Sees this for the entire county. E.g., Georgetown wants to go to Marshall. Example of person needing a non-emergency medical trip. Called an ambulance (cost \$2,700) because there was no alternative. Some areas "roped off" from DAR but fixed route does not have as many options. So, some people would be unable to get to places. Moderate walk distances may be a limiting factor for some people.
		EDT Offices, Stakeholders	Sly Pk /Sierra Spring - good extension, have clients [there]
		El Dorado Hills, Public	Prefer expanded zones Need to concentrate on outlying places in the county. Lots & seniors, Cool, Mosquito, etc. towards Grizzly Flat. Consider tourist services, e.g., Coloma Excited about tech (App, etc.)
	Want bike racks on vehicles	El Dorado Hills, Public	Consider bike racks on DAR vehicles
	Want on-demand to serve full-length trips	EDT Offices, Stakeholders	May need DAR to take some clients to the whole way
	Identify need for service for people who cannot use fixed route transit	Online, Stakeholders	DAR to bus not a great solution BUT might be difficult for a person with medical issues to use fixed route transit.
		EDT Offices, Stakeholders	Noted that many clients cannot use Fixed Route
Service concepts for El Dorado Hills	Supportive of fixed route in El Dorado Hills	EDT Offices, Stakeholders	Fixed Route covers a large portion of the community Every two hours is ok for Social, not so good for work. Hourly service would be better, but any service would be good
		Placerville, Public	Fixed route is certain, simple. Plan your life around it]. Easier
		El Dorado Hills, Public	Fixed route covers community well (Four Seasons, Heritage, Blackstone)
	Want transit service in El Dorado Hills	Online, Stakeholders	Not everyone in El Dorado Hills can afford service.

	Want access to/from places in El Dorado County	El Dorado Hills, Public	Ridgeview Dr is narrow, hard to find stops. El Dorado Hills Blvd - difficult to stop.
	Considerations for service in El Dorado Hills	El Dorado Hills, Public	Consider flex/request stop Segments. Use App? Make sure service works for different levels of tech comfort.
	Supportive of on-demand in El Dorado Hills	Online, Stakeholders	Want more on demand. Request a trip out. Do your business, then request a trip home. Over 15 years EDT has tried fixed route transit. Lack of demand in El Dorado Hills suggests there is no demand for it. Taxi voucher program – ran into issues with no wheelchair service. El Dorado Hills: Microtransit more likely to work with door-to-door. Previous experience after an injury -was easier to get around with mobility apps in western than eastern county. So, focus Microtransit in central county and less in El Dorado Hills.
		EDT Offices, Stakeholders	On demand across county line would be good
		El Dorado Hills, Public	Microtransit does not present same issues as fixed route transit.
Customer experience	Request more employee training	EDT Offices, Stakeholders	People don't understand ability to be independent Train drivers to be patient. Don't assume I'm having a medical emergency. Know the difference between "movements" and a medical emergency. Not believing me makes the movements worse + Anxiety. Articles online. Am working on own presentation. People have different opinions on how they want to be treated.
Fares	Fare suggestions	El Dorado Hills, Public	Consider monthly pass for DAR. Approximate # of miles. # of trips. Unlimited. Zones.
	Support on-demand fares with free transfer to buses	EDT Offices, Stakeholders	DAR fares - Concept #2 OK
		Placerville, Public	#2 Likely to attract more riders-looks more economical
Potential funding for transit	Favor increased transit service	Placerville, Public	Prefer to have more to expand transit (#2) Want people (commuters) to be able to use transit.
	Consider partnerships	Placerville, Public	School district goes long distances for people that could use transit
	Want more funding for transit	Online, Stakeholders	Discussion about funding and referendums in California. Are there granting agencies? Could citizens put through an initiative and only need 50% to pass? Noted: have considered at Commission and County to have a 0.25% sales tax. Would be tougher in this county than others.
		Placerville, Public	#1 (no funding) is not an option because of growth

	El Dorado Hills, Public	Want to be sure funds are allocated
Anticipate reluctance for funding increases	EDT Offices, Stakeholders	Noted most people don't want to raise taxes
Preference to raise revenue through general transportation funding	Placerville, Public	General transport funding may be more popular

Appendix 3 - Surveys

A single online survey was developed with separate branches for existing transit users, former and non-transit riders, and Dial-A-Ride and ADA Paratransit riders. Transit users were offered QR codes to access the online version or hard copies. Separate hard copies surveys for each group were distributed from a booth at the County Fair.



Local Transit Service Survey

Complete this survey by scanning this QR code! Or, if you complete the paper version, return it to your driver.



Please help El Dorado Transit (EDT) improve their transit service, routes and schedules in Western El Dorado County and to Folsom. This includes routes 20, 30, 40, 50X, 60, Dial-A-Ride and ADA Paratransit service but does not include Commuter routes to Sacramento. This short survey will help us improve existing and future service so please complete it today. You may enter your name in a drawing for a \$50 Target gift card upon completion of the survey. Only one entry per person. The drawing will be made on June 15.

1. Please identify the community where you live.

- | | |
|--------------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Cameron Park (North of US 50) | <input type="checkbox"/> Missouri Flat Road (North of US 50) |
| <input type="checkbox"/> Cameron Park (South of US 50) | <input type="checkbox"/> Placerville (North of US 50) |
| <input type="checkbox"/> Camino | <input type="checkbox"/> Placerville (South of US 50) |
| <input type="checkbox"/> City of Folsom | <input type="checkbox"/> Pollock Pines (North of US 50) |
| <input type="checkbox"/> Diamond Springs | <input type="checkbox"/> Pollock Pines (South of US 50) |
| <input type="checkbox"/> El Dorado | <input type="checkbox"/> Shingle Springs |
| <input type="checkbox"/> El Dorado Hills (North of US 50) | <input type="checkbox"/> Other Sacramento County |
| <input type="checkbox"/> El Dorado Hills (South of US 50) | <input type="checkbox"/> Other (Please specify) _____ |
| <input type="checkbox"/> Missouri Flat Road (South of US 50) | |

2. Where do you get information about transit service? (Select up to 3 answers)

- | | |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <input type="checkbox"/> From the driver | <input type="checkbox"/> Google Maps or other online map |
| <input type="checkbox"/> Search online/El Dorado Transit webpage | <input type="checkbox"/> RouteShout App for live updates on bus location/schedules |
| <input type="checkbox"/> Information at bus stop | <input type="checkbox"/> Call El Dorado Transit |
| <input type="checkbox"/> Materials on board buses | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Printed maps, schedules or other publications | <input type="checkbox"/> Don't ride so I do not need information on routes or services |
| <input type="checkbox"/> Word of mouth, family, friends, other passengers | <input type="checkbox"/> Other (Please specify) _____ |

3. Based on your experience on EDT local service please rate these aspects. (Check all that apply)

	Very poor	Somewhat poor	Neither good nor poor	Somewhat good	Very good	Can't say or don't know
(a) Buses not on time (early)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Bus not on time (late)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Transfers to other EDT buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Crowding on buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Cleanliness of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Drivers friendly & courteous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Printed transit information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Information at stops and shelters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Website information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Telephone information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Price of cash fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Price of monthly pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Price of day pass	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Morning start of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(o) Evening end of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(p) Service on Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(q) Service on Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Bus stop is near my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(s) Bus stop is near my destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(t) Frequency of bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(u) Transfer connections (RT, Folsom Stage etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn the page

4. How would these changes impact your use of the local transit service? (Check all that apply)

	Likely ride a lot more	Ride a bit more	No change	Ride a bit less	Likely ride a lot less
(a) Earlier start to service in the morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Later end of service in the evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) More frequent service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Fixed route service on Saturdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Bus stop closer to my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Availability of Dial-A-Ride with ability to book same day using computer or phone app can book for same day travel using my computer or phone app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Bus stop closer to my destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Better information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Better map and timetable publications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Better information online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Buses more reliable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Fewer transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Replace my fixed route service with on demand service that I can book for same day travel using my computer or phone app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Lower local cash fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(o) Lower local monthly pass prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(p) Lower local day pass prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(q) Higher local cash fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(r) Higher local monthly day pass prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(s) Higher local day pass prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(t) Free local bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(u) Benches at more bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Shelters at more bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(w) Better Lighting at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(x) Better sidewalks to bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(y) Bus route in El Dorado Hills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(z) Faster service to Folsom Lake College in Folsom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(aa) Service to North County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ab) Service to South County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ac) More service to South Lake Tahoe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(ad) Better transfers to Commuter buses to Sacramento	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you have any other improvements that you can suggest that would make you ride EDT more often?

6. What gender do you identify with? (Select one option)

- Female Male Non Binary/Third Gender Prefer not to Disclose

7. Please provide your age group (Select one option)

- Under 18 19 to 25 25-49 50-64 65-74 Over 74 Prefer not to disclose

8. Please provide your email, or postal address or phone number below if you would like to enter for a chance to win one of two \$50 Target gift cards.



Dial-A-Ride and ADA Paratransit Service Survey

Complete this survey by scanning this QR code! Or, if you complete the paper version, return it to your driver.



Please help El Dorado Transit (EDT) improve their transit service, routes and schedules in Western El Dorado County and to Folsom. This includes Dial-A-Ride and ADA Paratransit service. This short survey will help us improve existing and future service so please complete it today. You may enter your name in a drawing for a \$50 Target gift card upon completion of the survey. Only one entry per person. The drawing will be made on June 15.

1. Please identify the community where you live.

- | | |
|--------------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Cameron Park (North of US 50) | <input type="checkbox"/> Missouri Flat Road (North of US 50) |
| <input type="checkbox"/> Cameron Park (South of US 50) | <input type="checkbox"/> Placerville (North of US 50) |
| <input type="checkbox"/> Camino | <input type="checkbox"/> Placerville (South of US 50) |
| <input type="checkbox"/> City of Folsom | <input type="checkbox"/> Pollock Pines (North of US 50) |
| <input type="checkbox"/> Diamond Springs | <input type="checkbox"/> Pollock Pines (South of US 50) |
| <input type="checkbox"/> El Dorado | <input type="checkbox"/> Shingle Springs |
| <input type="checkbox"/> El Dorado Hills (North of US 50) | <input type="checkbox"/> Other Sacramento County |
| <input type="checkbox"/> El Dorado Hills (South of US 50) | <input type="checkbox"/> Other (Please specify) _____ |
| <input type="checkbox"/> Missouri Flat Road (South of US 50) | |

2. Where do you get information about transit service? (Select up to 3 answers)

- | | |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <input type="checkbox"/> From the driver | <input type="checkbox"/> Google Maps or other online map |
| <input type="checkbox"/> Search online/El Dorado Transit webpage | <input type="checkbox"/> RouteShout App for live updates on bus location/schedules |
| <input type="checkbox"/> Information at bus stop | <input type="checkbox"/> Call El Dorado Transit |
| <input type="checkbox"/> Materials on board buses | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Printed maps, schedules or other publications | <input type="checkbox"/> Don't ride so I do not need information on routes or services |
| <input type="checkbox"/> Word of mouth, family, friends, other passengers | <input type="checkbox"/> Other (Please specify) _____ |

3. Which of these demand response services do you use? (Select one option)

- I use Dial-A-Ride only I use Dial-A-Ride and ADA Paratransit I use ADA Paratransit only

4. Based on your experience using Dial-A-Ride or ADA Paratransit please rate these aspects of the service:

	Very poor or inconvenient	Somewhat poor or inconvenient	Neither good nor poor	Good or convenient	Very good or convenient	Can't say or don't know
(a) 3-day advance booking requirement for Dial-A-Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Able to book time needed on Dial-A-Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Able to book trip time needed on ADA Paratransit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Vehicle picks me up on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Trip arrives at destination on time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Total time spent on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Driver courteous and helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Vehicle is clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Vehicle is easy to board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Price of one-way cash fare on Dial-A-Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Dial-A-Ride 7:30 start of service on weekdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) Dial-A-Ride 5:00 pm end of service on weekdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Dial-A-Ride 8:00 am start on Saturdays & Sundays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Dial-A-Ride 5:00 am end on Saturdays & Sundays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(o) Registration process for Dial-A-Ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(p) Eligibility process for ADA Paratransit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn the page

5. Why do you choose to use either Dial-A-Ride or ADA Paratransit? (select all that apply)

- I use Dial-A-Ride because I need to travel on Saturday and there is no regular route or ADA service
- I use Dial-A-Ride because I need to travel on Sunday and there is no regular route or ADA service
- I use Dial-A-Ride because it is less expensive than ADA Paratransit
- I use Dial-A-Ride because I am not eligible (do not have a disability) to ride ADA Paratransit
- I use Dial-A-Ride because it serves areas that do not have regular or ADA Paratransit service
- I use Dial-A-Ride because I am eligible (have a disability) but not certified to ride ADA Paratransit
- I use Dial-A-Ride or ADA Paratransit because I prefer to book the trip and have the vehicle come to my address to pick me up rather than walk to a bus stop
- I use Dial-A-Ride or ADA Paratransit because it is too far to walk to nearest bus stop
- I use Dial-A-Ride or ADA Paratransit because the pathway to the nearest stop is not maintained or in good condition
- I use ADA Paratransit because advance booking requirement is only 1 day (Dial-A-Ride requires 3 day advance booking)
- I use ADA Paratransit because I can get the time I want on ADA Paratransit but not always on Dial-A-Ride
- I use ADA Paratransit because it is cheaper than Dial-A-Ride for the distance I travel
- Other (Please specify) _____

6. How would these possible service changes influence your future use of Dial-A-Ride

	Likely to ride Dial-A-Ride a lot more	Might ride Dial-A-Ride more	No impact on Dial-A-Ride use	Might ride Dial-A-Ride less	Likely to ride Dial-A-Ride less
(a) Reduced advanced booking period to 2 days with high probability of being able to get trip at desired time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Reduced advanced booking period to 1 day with high probability of being able to book trip at desired time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Same day booking but reduced probability of being able to book trip at desired time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Availability of booking online or with phone app 24 hours per day, everyday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Use of larger vehicles with wheelchair ramp instead of lift	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Service extended to Iron Point LRS (Light Rail Station) & Folsom Lake College	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Please list any desired destinations that you are unable to reach with the current Dial-A-Ride or ADA paratransit service.

8. Please list any other possible service changes to Dial-A-Ride that would cause you to use the service more.

9. What gender do you identify with? (Select one option)

- Female Male Non Binary/Third Gender Prefer not to Disclose

10. Please provide your age group (Select one option)

- Under 18 19 to 25 25-49 50-64 65-74 Over 74 Prefer not to disclose

11. Please provide your email, or postal address or phone number below if you would like to enter for a chance to win one of two \$50 Target gift cards.



Survey for Non-Riders

Complete this survey by scanning this QR code! Or, if you complete the paper version, return it to your driver.



Please help El Dorado Transit improve our transit service, routes and schedules in Western El Dorado County and to Folsom. This includes routes 20, 30, 40, 50X, 60, Dial-A-Ride and ADA Paratransit service but does not include Commuter routes to Sacramento. This short survey will help us improve existing and future service so please complete it today. You may enter your name in a drawing for a \$50 Target gift card upon completion of the survey. Only one entry per person. The drawing will be made on June 27.

1. Please identify the community where you live.

- | | |
|--------------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Cameron Park (North of US 50) | <input type="checkbox"/> Missouri Flat Road (North of US 50) |
| <input type="checkbox"/> Cameron Park (South of US 50) | <input type="checkbox"/> Placerville (North of US 50) |
| <input type="checkbox"/> Camino | <input type="checkbox"/> Placerville (South of US 50) |
| <input type="checkbox"/> City of Folsom | <input type="checkbox"/> Pollock Pines (North of US 50) |
| <input type="checkbox"/> Diamond Springs | <input type="checkbox"/> Pollock Pines (South of US 50) |
| <input type="checkbox"/> El Dorado | <input type="checkbox"/> Shingle Springs |
| <input type="checkbox"/> El Dorado Hills (North of US 50) | <input type="checkbox"/> Other Sacramento County |
| <input type="checkbox"/> El Dorado Hills (South of US 50) | <input type="checkbox"/> Other (Please specify) _____ |
| <input type="checkbox"/> Missouri Flat Road (South of US 50) | |

2. Where do you get information about transit service? (Select up to 3 answers)

- From the driver
- Search online/El Dorado Transit webpage
- Information at bus stop
- Materials on board buses
- Printed maps, schedules or other publications
- Word of mouth, family, friends, other passengers
- Google Maps or other online map
- RouteShout App for live updates on bus location/schedules
- Call El Dorado Transit
- None of the above
- Don't ride so I do not need information on routes or services
- Other (Please specify) _____

3. What is main reason you do not currently use El Dorado Transit local service (Routes 20, 30, 40, 50X, or 60) (Select one option)

- I only ride it very rarely
- I recently got a car or a driver's license
- I rode it when it was free but stopped when the fare started again
- I changed work locations and El Dorado Transit does not serve my new job location
- I retired or quit my job, or finished my studies
- Get a ride with family or friends
- Bus does not operate early enough for me
- The bus does not run late enough for me
- Service is takes too long to reach my destination
- Too many transfers
- Service not reliable
- Prefer to drive my car
- Service is too slow
- Service is too infrequent
- Other (Please specify) _____

Please turn the page

4. Please rate how these possible service changes would impact your decision to ride El Dorado Transit locally in the future.

	Likely ride a lot more	Ride a bit more	No change	Ride a bit less	Likely ride a lot less
(a) Start service earlier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) End service later	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) Add more local Saturday service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Add service to LRT on Saturdays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Better map and schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Better website information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(g) Lower price passes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(h) Lower price cash fare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(i) Free fares for all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(j) Stop closer to home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(k) Stop closer to destination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(l) More frequent local service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(m) Fewer transfers required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(n) Better printed maps and timetables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(o) Better maps and timetables on web	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(p) Better information at stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(q) More fixed stops and fewer request stops and flag stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(r) Better sidewalks to access bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(s) Better lighting at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(t) More benches at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(u) Electric battery buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(v) Scheduled service to El Dorado Hills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(w) Faster service to Folsom College	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(x) Service to North County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(y) Service to South County	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(z) Your use of Dial A Ride if advanced booking period was reduced from 3 days to allow same day booking of trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you have any other improvements that you can suggest that would make you start to use El Dorado Transit?

6. What gender do you identify with? (Select one option)

- Female Male Non Binary/Third Gender Prefer not to Disclose

7. Please provide your age group (Select one option)

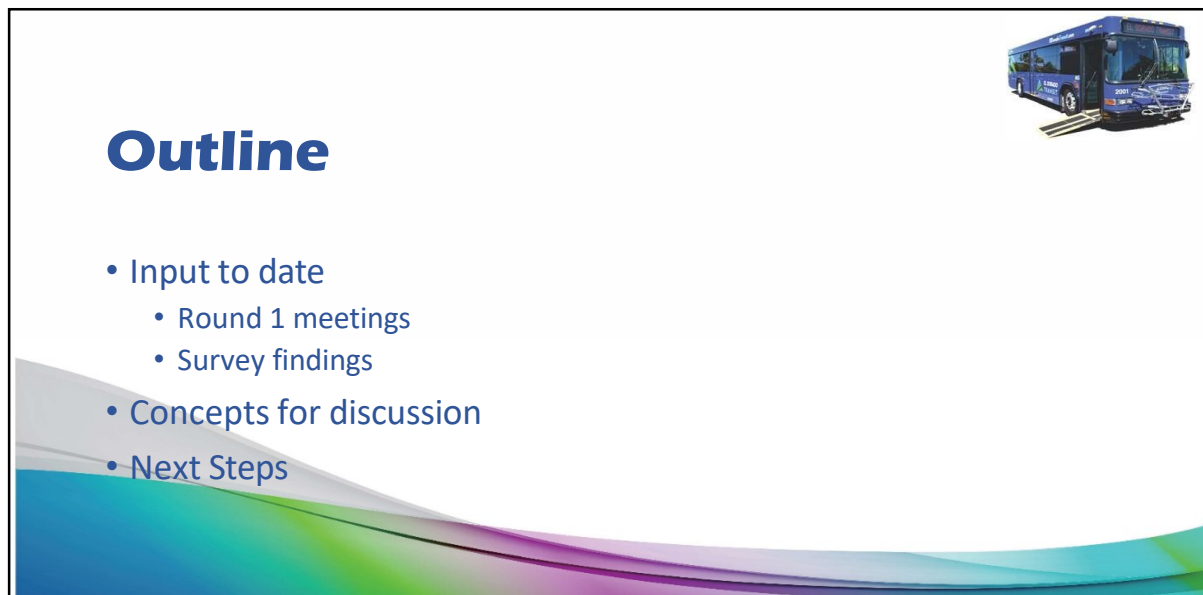
- Under 18 19 to 25 25-49 50-64 65-74 Over 74 Prefer not to disclose

8. Please provide your email, or postal address or phone number below if you would like to enter for a chance to win one of two \$50 Target gift cards.

Appendix 4 – Presentation with Service Concepts from Engagement round 2



1



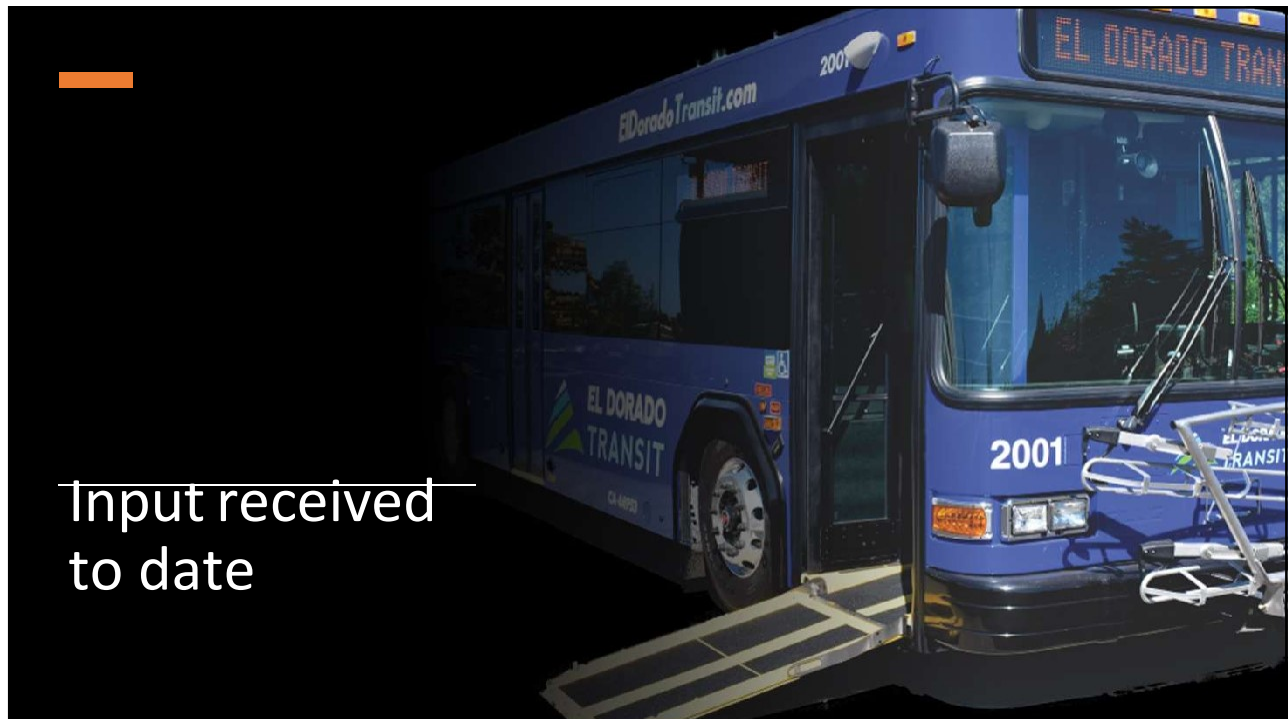
2

Project Overview



- Update the local fixed route and demand response service elements to meet new post COVID environment
- Includes:
 - Evaluate existing conditions
 - Extensive outreach to public and stakeholders
 - Recommend changes to services or new pilot programs
 - Develop marketing plan to support changes

3



4

Input – Public Workshops

- Public workshops in Placerville and El Dorado Hills, May 2023
- We received comments on the best feature and areas for improvement
- Requests made for
 - Better info/marketing
 - Better accessibility
 - Better Dial-A-Ride
 - Expand fixed route coverage
 - Expand MyRide mileage CAP



El Dorado Transit Wants to Hear From You!

El Dorado Transit is evaluating local transit service (intra-county and Folsom). The study will consider:

- Route changes
- Schedule changes
- Morning start of service
- Evening end of service
- New routes and services

Be part of the conversation by joining us at one of these community outreach workshops and let us know about your transit needs. Workshops start promptly!

Attend the workshop convenient for you:

Placerville	El Dorado Hills
Date and Location: Wednesday, May 3rd Placerville Town Hall El Dorado Transit 549 Main Street, Placerville	Date and Location: Wednesday, May 3rd El Dorado Hills CSD Pavillion 1021 Harvard Way
Time: 9:30 - 11:00 am	Time: 6:30 - 8:30 pm
Parking is available at Ivy House parking lot at Main & Clay Streets.	Free Dial-A-Ride is available for all to and from the meeting. Call 930.642.5383 to book trip.

Workshops are accessible. If any accommodations are needed, please contact El Dorado Transit at 930.642.5383. Requests must be made at least 72 hours prior to the meeting.

EL DORADO TRANSIT

5

Input – Stakeholder Workshop

- One workshop held virtually
- Ideas discussed
 - Use an app to book trips now
 - Try microtransit (trips you can book with an app)
 - Expand service in El Dorado Hills
 - Tourist oriented trolley/excursions
 - Better service to South Lake Tahoe

6

Input – Survey



- Hardcopy survey or QR code distributed (on buses, website County Fair)
- 1771 responses received from users and non-users
- Survey was self-selecting but captures snapshot of views
- Surveys completed from all areas, 22% El Dorado Hills, 18% Cameron Park, 8% from Sacramento County
- Users: 52% Male; 69% ages 26 to 49; 3% Seniors
- Non-users: 58% Male; 65% ages 26 to 49; 6% Seniors

7

Survey Findings: Users



- Areas needing improvement:
 - Highest negative rating for buses not on time, and transfer connections
 - Crowding was seen as an issue by 24%
- Most requested changes included:
 - Improved service frequency
 - Stops closer to home
 - Being able to book same day Dial-A-Ride
 - Return of Saturday service

8

Survey Findings

- Non-Users: Change in job location: most cited reason for not using transit
 - Other reasons: getting driver's license, getting a ride and the service no longer free
- About 19% of Dial-A-Ride users say they prefer Dial-A-Ride as it is cheaper than ADA Paratransit
- But 21% find ADA Paratransit cheaper than Dial-A-Ride (longer trips are cheaper on ADA)
- 52% might ride Dial-A-Ride more if they could book same day
- Vehicles with ramps preferred by 47% of users

9

System Strengths



- Buses are clean
- Drivers are courteous
- Schedules and connections appear reliable
- Many stops have shelters with maps and timetables,
- Information brochures are available

10

System Challenges



- Ridership low after pandemic
- Service still low after pandemic
- Recruitment challenging
- Aging population will likely require more lifeline services
- El Dorado Hills hard to serve
- Dial-A-Ride model may need updating
- Zero emissions transit mandated
- Operating costs escalating with inflation

11

System Challenges



- Routes are complex and hard to understand
- Long stretches without marked bus stops
- Request stops some areas
- Some information is not shown in timetables
- Stops not always adjacent to major attractors
- Street and sidewalk infrastructure poor in places

12

Transit's role in El Dorado County

Supporting essential transportation services for access and mobility with service that:

- Is safe
- Friendly
- Cost-effective
- Operates close to most people

13

Coverage-based transit

Primarily for people who:

- Can't drive
- Can't afford to drive
- Don't have access to a vehicle
- Have mobility impairments
- Often: children, teens, seniors

14

Coverage-based transit

User benefits include:

- Access (jobs, education, health care, friends, social activities)
- Community involvement
- Social engagement
- Mental health
- Freedom of mobility/movement

15

Coverage-based transit

Expect the following:

- Frequencies similar to today
- Limited evening and weekend service on some routes
- Routes are winding and indirect
- Doesn't compete with driving speed or directness

16



17

Features to keep

- Strong connections
- Reliable service
- Quality employees
- Access to key locations

18

Improvements being ~~at~~

- One connecting route from Pollock Pines to Folsom
- More two-way service including in Placerville and Folsom
- Extension of Dial-A-Ride / microtransit service
- Fixed route or microtransit service in El Dorado Hills
- Scheduled service to more bus stops replacing request stop service
- Weekend service and evening service
- More logical fares for Dial-A-Bus and ADA service

19



20

Ideas Being Considered

- All ideas are concepts
- There are no proposals
- We need your input to understand what is important to the people of El Dorado County

21

One core service Pollock Pines to Folsom

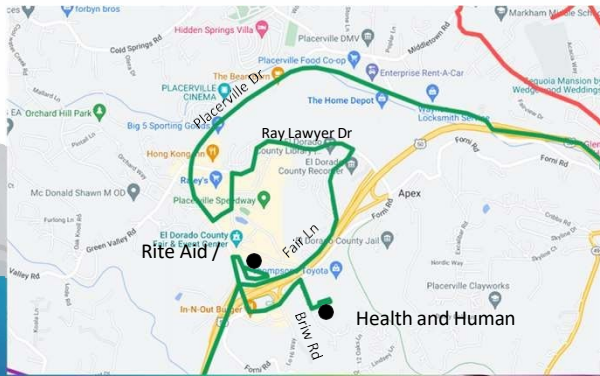
- One route (#50) connects east and west from Pollock Pines to Folsom (Iron Point Station).
 - Service on Smith Flat, Broadway and Main Street in Placerville
 - Simplified route in vicinity of Placerville Dr / Ray Lawyer Dr
 - Less delay at Missouri Flat Transfer Center
 - Service to Folsom Lake College on all trips
- No one way segments, all two-way service

22

#50 concept details

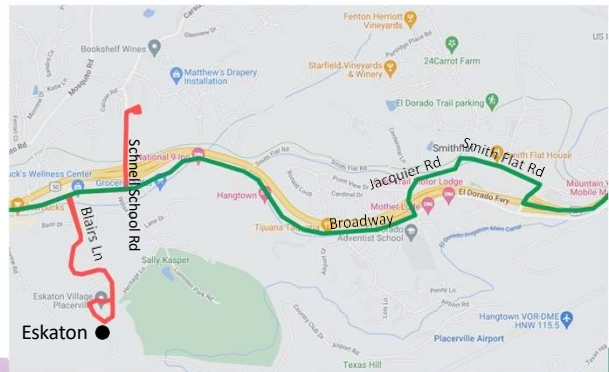
Placerville west

- Two-way service



Placerville east

- Two-way service
- Route 50 provides all service east of Schnell School Rd (formerly #20)

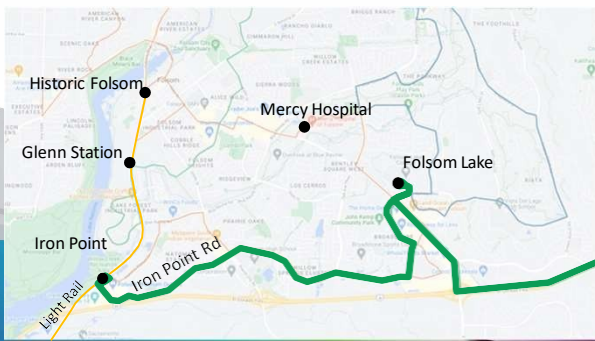


23

#50 Routing Concepts within Folsom

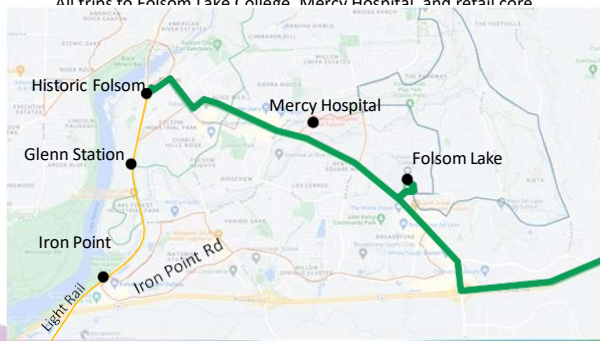
Two-way to Iron Point Station via Iron Point Road

Light Rail at Iron Point Station (same trip times Sacramento)
All trips to Folsom Lake College



Two-way to Downtown Folsom and Historic Folsom

Station
Light Rail at Historic Folsom Station (same trip times to Sacramento)
All trips to Folsom Lake College, Mercy Hospital and retail core



24

Same time or faster for all round trips

Includes average wait time between trips

Trip origin and destination	Existing	Concept 1 via Iron Point Station		Concept 2 via Historic Folsom Station	
		Customer Time	Change from Existing	Customer Time	Change from Existing
1. Pollock Pines – Missouri Flat	80	76	-4	76	-4
2. Placerville to Folsom Lake College - Return	125 108	98 85	-27 -23	98 86	-27 -22
3. Placerville Station to Folsom Lake College - Return	125 110	86 86	-39 -24	86 86	-39 -24
4. Placerville to Iron Point Rd (Kaiser Folsom)* - Return*	125 122	93 93	-32 -29	94 142	-31 +20
5. Placerville to Downtown Folsom - Return	144 152	144 152	0 0	100 122	-44 -30
6. Placerville to downtown Sacramento - Return	173 142	173 142	0 0	173 142	0 0

25

Consistent service on #20 in Placerville

- All stops are full service (no need for request stops)
- Terminus remains at Placerville Station
- More two-way service on Main Street
- Customer transfers to #50 and South Lake Tahoe service on Main Street.

Legend
20 Placerville / Seniors Center

26

El Dorado Hills Three Concepts

1. Fixed route service
2. Microtransit, on-demand connector service
3. Microtransit, on-demand

27



28

El Dorado Hills Concept 2:

Microtransit, on-demand connector service

- Request with microtransit on-demand app
- Available to all users – no age or disabilities restrictions
- Service to key destinations in El Dorado Hills that are not served by fixed route
- Connects with fixed routes for service to destinations they serve
 - Placerville
 - Casino
 - Sacramento Light Rail
 - Folsom Lake College
 - Mercy Hospital
 - Etc.
- Same number of vehicles as Concepts 1 and 3. Wait times depend on demand.

29

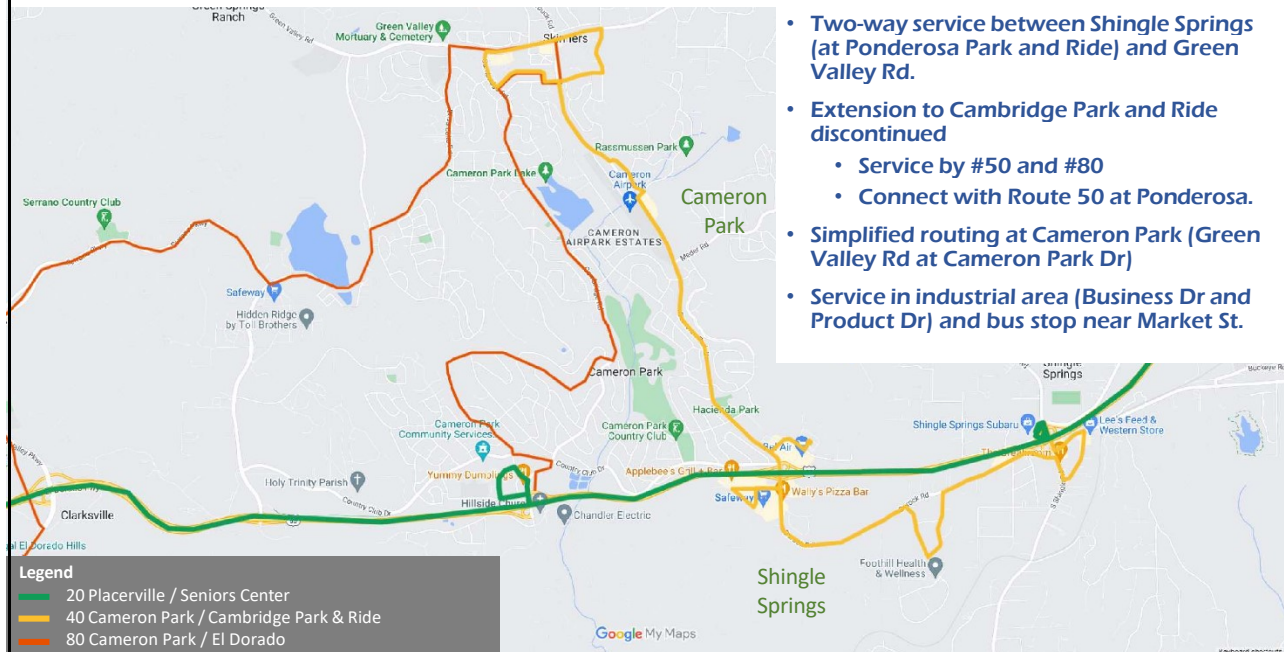
El Dorado Hills Concept 3:

Microtransit, on-demand

- Request with microtransit on-demand app
- Available to all users – no age or disabilities restrictions
- Serves destinations in El Dorado County and Folsom Lake College in City of Folsom
 - Customers can transfer to route 50 (free) or to a Folsom Stage Lines bus (additional fare)
- Same number of vehicles as Concepts 1 and 3. Wait times likely longer, depending on demand and length of trips requested.

30

Concept: Two-way service #40 Cameron Park / Shingle Springs



- Two-way service between Shingle Springs (at Ponderosa Park and Ride) and Green Valley Rd.
- Extension to Cambridge Park and Ride discontinued
 - Service by #50 and #80
 - Connect with Route 50 at Ponderosa.
- Simplified routing at Cameron Park (Green Valley Rd at Cameron Park Dr)
- Service in industrial area (Business Dr and Product Dr) and bus stop near Market St.

31

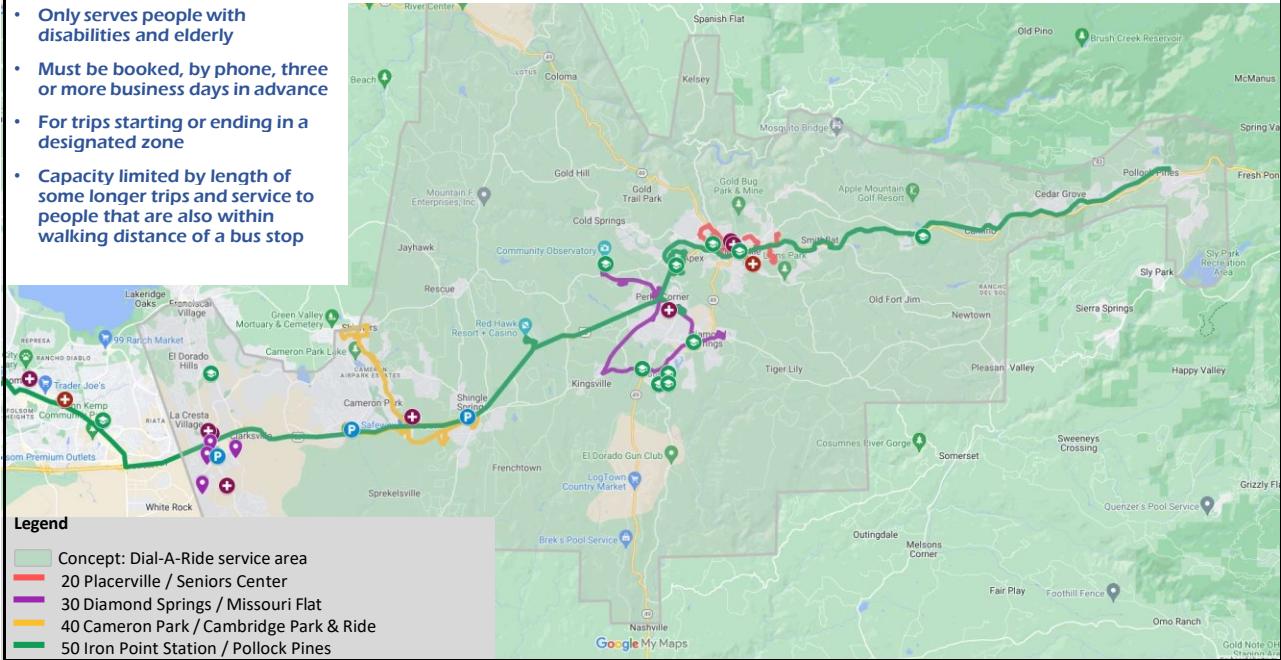
ADA Paratransit

- Expand ADA Paratransit to include Route 50 service area in Folsom City for trips to and from El Dorado County
- If fixed route service is introduced in El Dorado Hills, expand ADA Paratransit according to requirements
- Allow ADA Certified passengers to ride fixed routes free

32

Concept 1: Retain existing Dial-A-Ride service

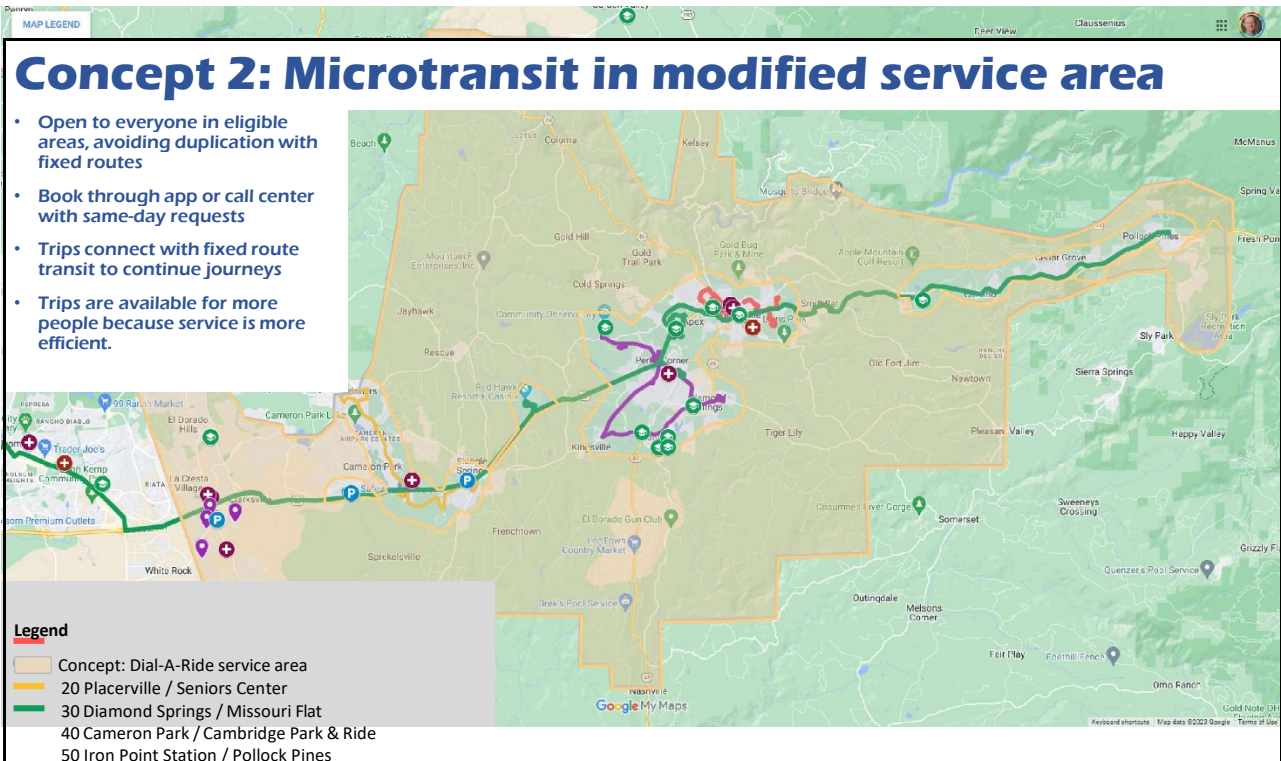
- Only serves people with disabilities and elderly
- Must be booked, by phone, three or more business days in advance
- For trips starting or ending in a designated zone
- Capacity limited by length of some longer trips and service to people that are also within walking distance of a bus stop



33

Concept 2: Microtransit in modified service area

- Open to everyone in eligible areas, avoiding duplication with fixed routes
- Book through app or call center with same-day requests
- Trips connect with fixed route transit to continue journeys
- Trips are available for more people because service is more efficient.



34

Concept 3: Microtransit in expanded service area

- Open to everyone in eligible areas, avoiding duplication with fixed routes
- Book through app or call center with same-day requests
- Trips connect with fixed route transit to continue journeys
- Expand coverage to new areas: Sly Park, Sierra Springs, Franciscan Village, Skinners
- Midday service (9:00 am earliest pick up to 3:00 pm latest pick up) in select areas: Cool, Greenwood, Georgetown, Garden Valley
- Trips are available for more people in more places because service is more efficient and is expanded

Legend

- El Dorado County
- Modified Dial-A-Ride Service Area (from Concept 2)
- Potential areas for Dial-A-Ride Expansion
- Potential areas for Dial-A-Ride midday Expansion
- 20 Placerville / Seniors Center
- 30 Diamond Springs / Missouri Flat
- 40 Cameron Park / Cambridge Park & Ride
- 50 Iron Point Station / Pollock Pines
- 80 Cameron Park / El Dorado (Concept)
- 90 El Dorado / FLC / Iron Point Station (concept)

35

Concepts: Dial-A-Ride/Microtransit Fares

- 1) Retain existing fare structure
 - Up to 4 miles is \$2.00 and each additional mile is \$0.50.
 - Pay new fare to transfer to fixed route
- 2) Simplify fare structure
 - Flat fare of \$2.50 within .75 miles of fixed route
 - Flat fare of \$3.00 outside of .75 miles of fixed route
 - Free transfers to/from fixed route



37

12. How important are these things to you?

1) Access to more places in El Dorado County and the same places in Folsom.

2) Access to the same places in El Dorado County and more places in Folsom.

13. What are your thoughts about two concepts for Route 50?

1) Retain existing route 50X and route 60 (Pollock Pines)

- Transfer for trips to/from Pollock Pines at Placerville Transfer Center
- On Hwy 50 bypassing Broadway and Main Street in Placerville
- Existing routing on Placerville Dr / Fair Lane / Forni Rd
- Wait times at Missouri Flat Transfer Center unchanged
- One-way loop in Folsom

2) Modify route #50

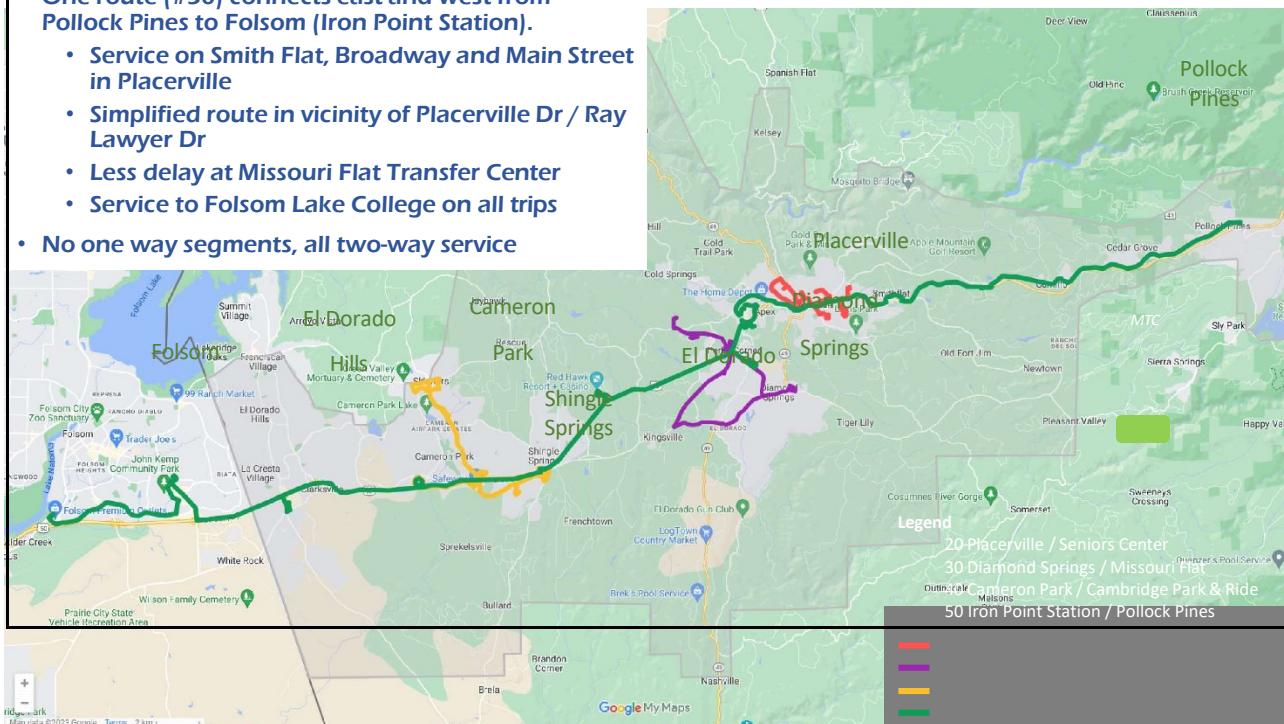
- Service from Pollock Pines to Folsom
- No one way segments, all two-way service
- Service on Smith Flat, Broadway and Main Street in Placerville
- Connections on Broadway/Main St in Placerville (not at Transfer Center)
- Simplified in vicinity of Placerville Dr / Ray Lawyer Dr
- Less delay at Missouri Flat Transfer Center
- Service to Folsom Lake College on all trips

- Service to Folsom Lake College in eastbound direction only

39

One core service Pollock Pines to Folsom

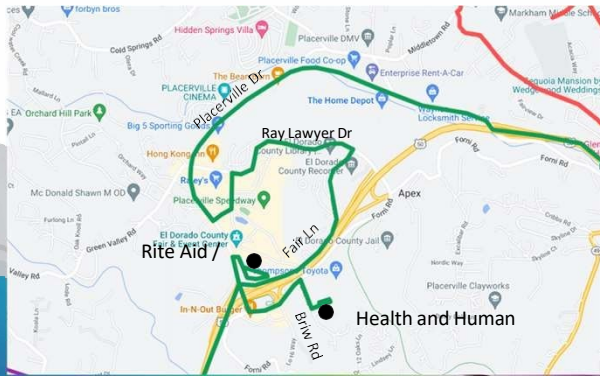
- One route (#50) connects east and west from Pollock Pines to Folsom (Iron Point Station).
 - Service on Smith Flat, Broadway and Main Street in Placerville
 - Simplified route in vicinity of Placerville Dr / Ray Lawyer Dr
 - Less delay at Missouri Flat Transfer Center
 - Service to Folsom Lake College on all trips
- No one way segments, all two-way service



#50 concept details

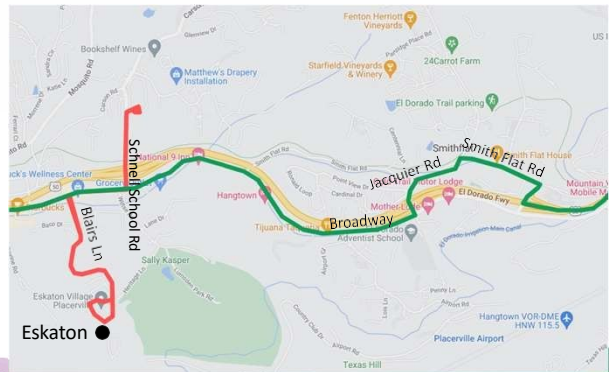
Placerville west

- Two-way service



Placerville east

- Two-way service
- Route 50 provides all service east of Schnell School Rd (formerly #20)



41

14. What are your thoughts about concepts for Route 50, within Folsom?

1) Retain existing one-way looping

- Route operates one-way via Hwy 50, Iron Point Station, Iron Point Road, Broadstone Parkway, Bidwell St to Folsom Lake College
- Downtown Folsom and other destinations via Folsom Stage Lines (separate fare or pass)

2) Establish two-way routing to/from Iron Point Station

- Route operates two-way with service to
 - Folsom Lake College
 - Retail at Clarksville Rd
 - Iron Point Road
 - Iron Point Station (same trip times Sacramento)
- Downtown Folsom and other destinations via Folsom Stage Lines (separate fare or pass)

3) Establish two-way routing to/from Historic Folsom Station

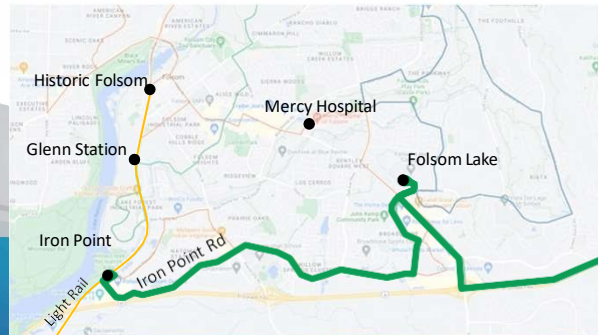
- Route operates two-way with service to
 - Folsom Lake College
 - Retail along Bidwell St
 - Mercy Hospital
 - Historic downtown Folsom
 - Historic Folsom Station (same trip times to Sacramento)

Folsom Stage Lines (separate fare or pass)

#50 Routing Concepts within Folsom

Two-way to Iron Point Station via Iron Point Road

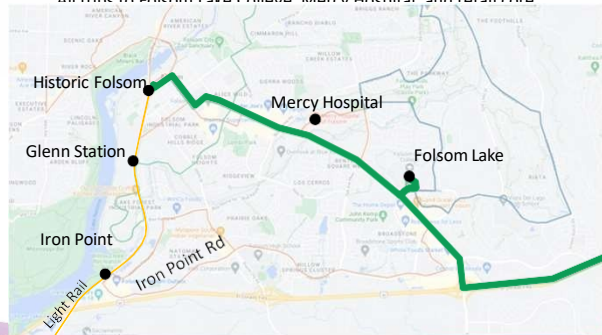
Light Rail at Iron Point Station (same trip times Sacramento)
All trips to Folsom Lake College



Two-way to Downtown Folsom and Historic Folsom

Station

Light Rail at Historic Folsom Station (same trip times to Sacramento)
All trips to Folsom Lake College, Mercy Hospital, and retail core



43

15. What are your thoughts about concepts for Route 20?

1) Retain existing route 20

- Some stops are on request only
- Terminus at Placerville Station
- Customer transfers to #50 and South Lake Tahoe service on Main Street or Broadway.
- Service east to Schnell School Rd

2) Modify route 20 (with changes to #50)

- All stops are full service (no need for request stops)
- Terminus remains at Placerville Station
- Customer transfers to #50 and South Lake Tahoe service on Main Street
- #50 provides service east to Schnell School Rd

Consistent service on #20 in Placerville

- All stops are full service (no need for request stops)
- Terminus remains at Placerville Station
- More two-way service on Main Street
- Customer transfers to #50 and South Lake Tahoe service on Main Street.

Legend

- 20 Placerville / Seniors Center
- 50 Iron Point Station / Pollock Pines

45

16. What are your thoughts about concepts for transit in El Dorado Hills?

1) Fixed Route service

- Two new fixed routes
- Connects with #50 at Cambridge Road Park and Ride, El Dorado Park and Ride, Folsom Lake College
- Serves Folsom Lake College, Iron Point Road and Iron Point Station
- Every two hours, hourly in AM peak

2) Microtransit, on-demand connector service

- Request with microtransit on-demand app.
- Service to key destinations in El Dorado Hills that are not served by fixed route
- Connects with fixed routes for service to destinations they serve: Placerville, Casino, Sacramento Light Rail, Folsom Lake College, Mercy Hospital, etc.
- Wait times depend on demand.

3) Microtransit, on demand

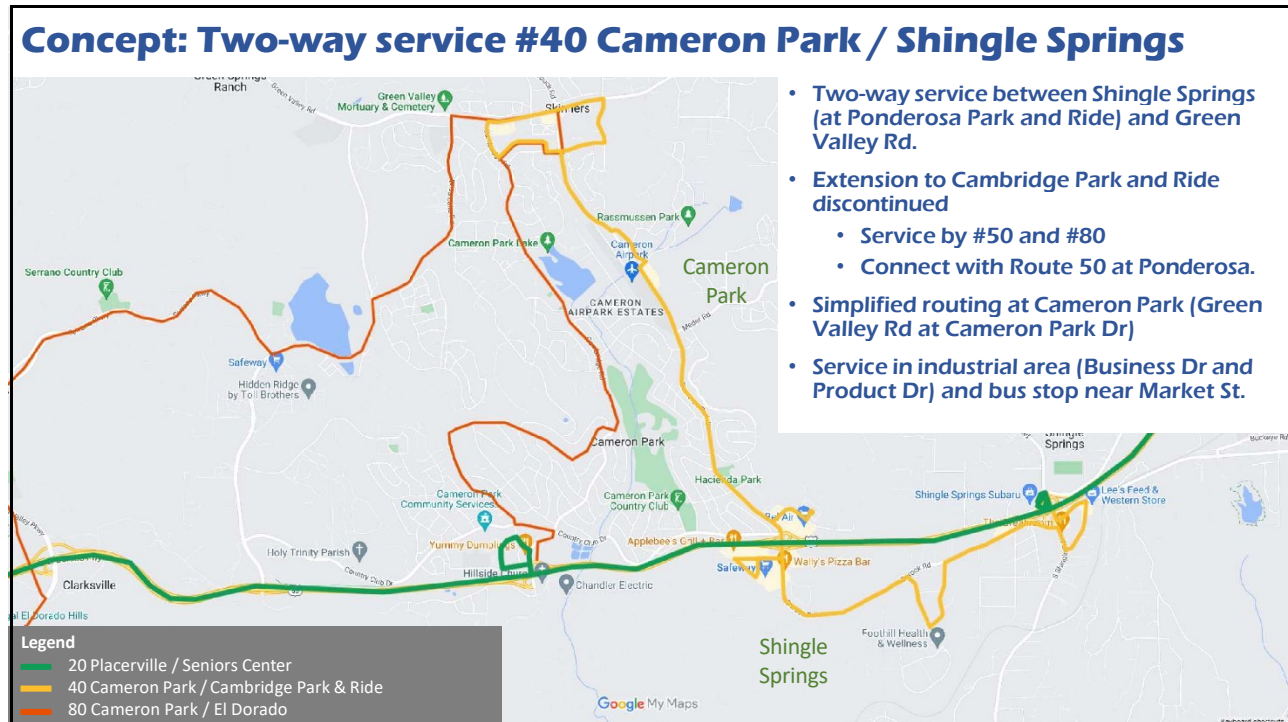
- Request with microtransit on-demand app
- Serves destinations in El Dorado County and Folsom County
- Wait times likely longer, depending on demand and length of trips requested.



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What are your thoughts about concepts for route 40 in Cameron Park and Shingle Springs?

<p>1) Retain existing route</p> <ul style="list-style-type: none"> • Route is one-way between Cambridge Rd Park and Ride and Single Springs including retail near Coach Rd. • Extension west to Cambridge Park and Ride provides connections to Route #50 • Some portions are served by request stops (phone to request pick up) 	<p>2) Modify route and provide two-way service</p> <ul style="list-style-type: none"> • Two-way service (Shingle Springs at Ponderosa Park and Ride and Green Valley Rd. • Extension to Cambridge Park and Ride discontinued <ul style="list-style-type: none"> • Service by #50 and #80 or microtransit • Connect with Route 50 at Ponderosa Park and Ride • All stops served (no need for request stops) • Simplified routing at Cameron Park (Green Valley Rd at Cameron Park Dr) • Service in industrial area (Business Dr and Product Dr) and bus stop near Market St.
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17. What are your thoughts about concepts for Dial-A-Ride / microtransit?

1) Retain existing Dial-A-Ride service

- Only serves people with disabilities and elderly
- Must be booked, by phone, three or more business days in advance
- For trips starting or ending in a designated zone
- Capacity limited by length of some longer trips and service to people that are also within walking distance of a bus stop

2) Microtransit in modified service area

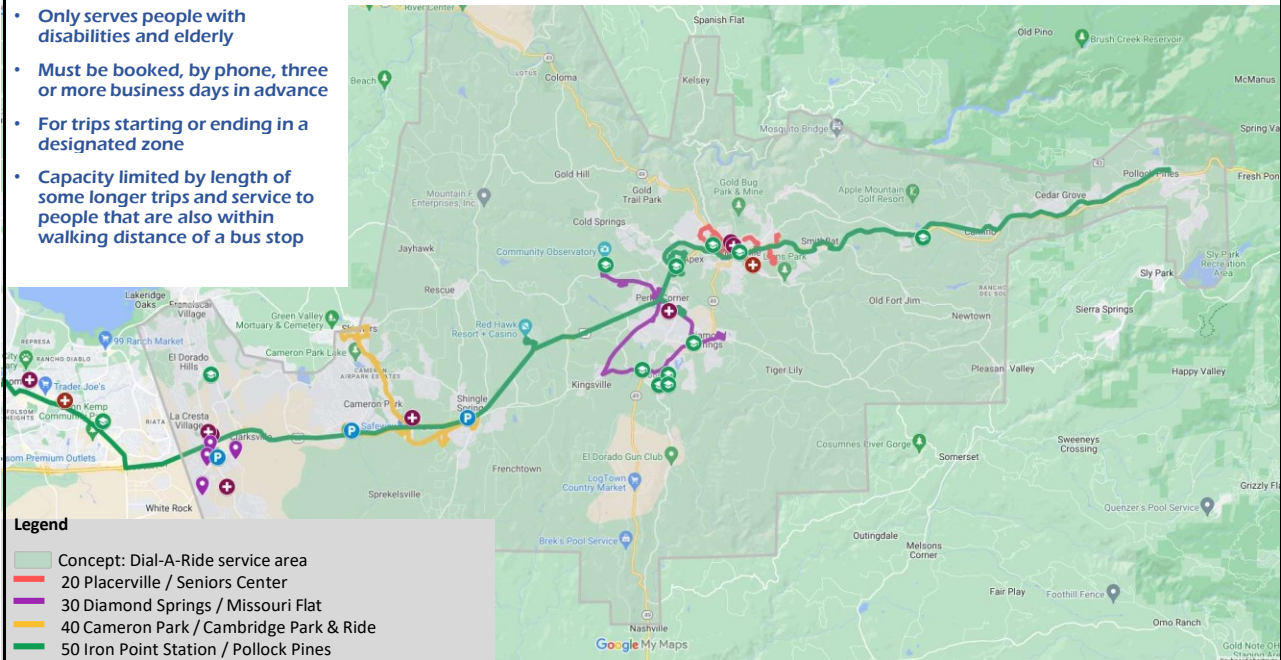
- Open to everyone in eligible areas, avoiding duplication with fixed routes
- Book through app or call center with same-day requests
- Trips connect with fixed route transit to continue journeys
- Trips are available for more people because service is more efficient.

3) Microtransit in expanded service area

- Open to everyone in eligible areas, avoiding duplication with fixed routes
- Book through app or call center with same-day requests
- Trips connect with fixed route transit to continue journeys
- Expand coverage to new areas: Sly Park, Sierra Springs, Franciscan Village, Skidders
- Midday service (9:00 am earliest pick up to 3:00 pm latest pick up) in select areas: Cool, Greenwood, Georgetown, Garden Valley
- Trips are available for more people in more places because service is more efficient and is expanded

Concept 1: Retain existing Dial-A-Ride service

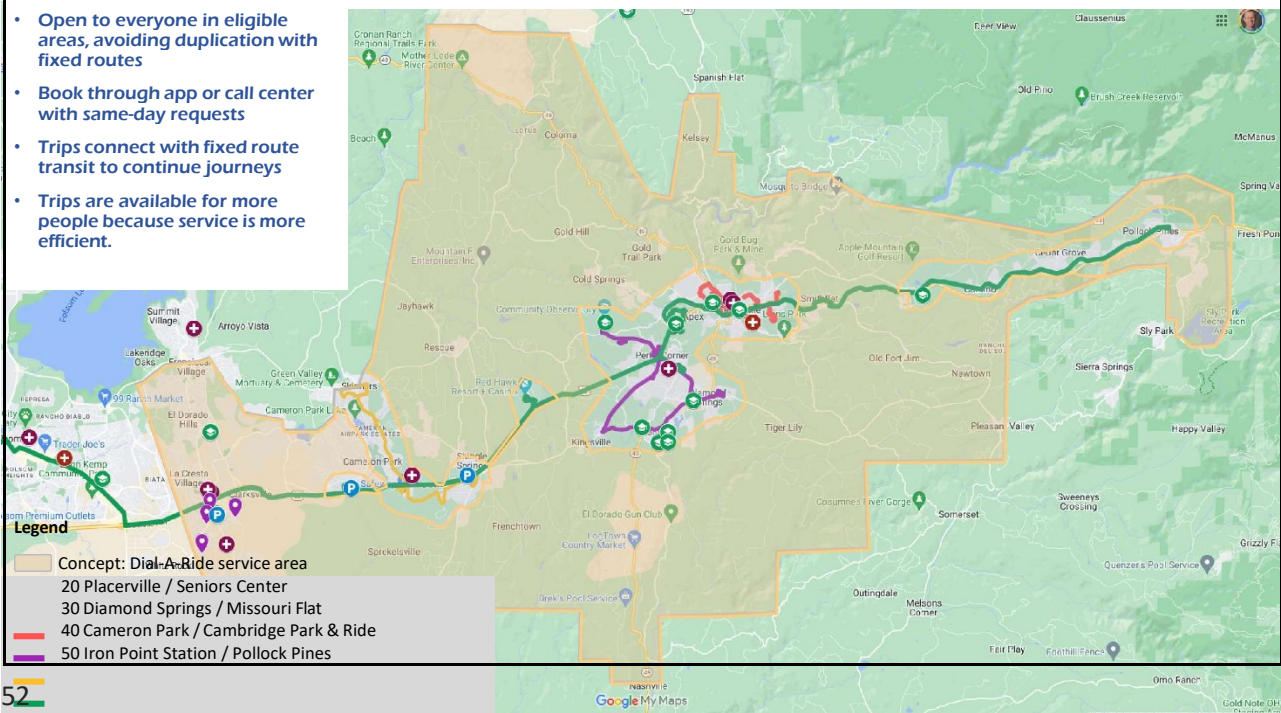
- Only serves people with disabilities and elderly
- Must be booked, by phone, three or more business days in advance
- For trips starting or ending in a designated zone
- Capacity limited by length of some longer trips and service to people that are also within walking distance of a bus stop



51

Concept 2: Microtransit in modified service area

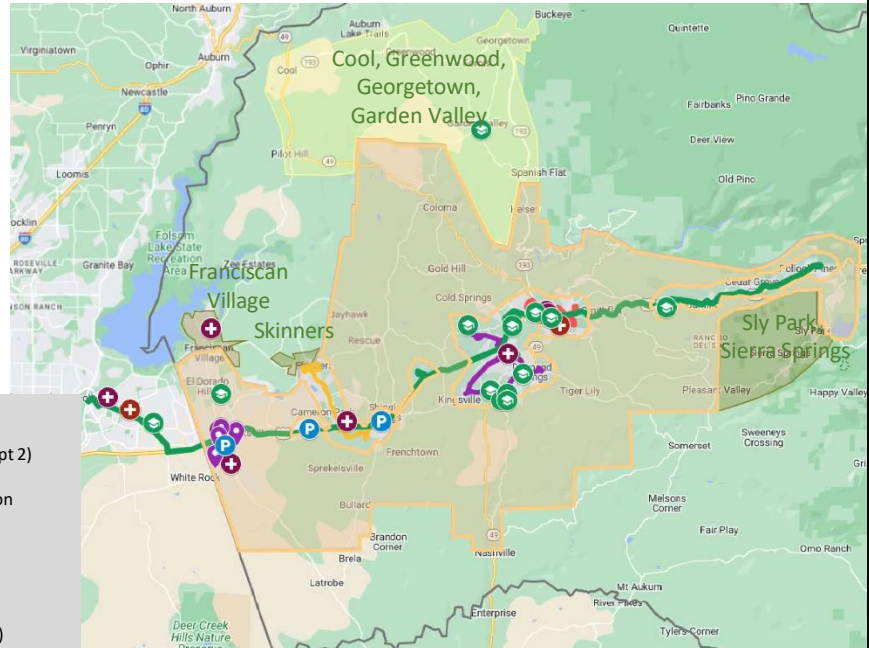
- Open to everyone in eligible areas, avoiding duplication with fixed routes
- Book through app or call center with same-day requests
- Trips connect with fixed route transit to continue journeys
- Trips are available for more people because service is more efficient.



52

Concept 3: Microtransit in expanded service area

- Open to everyone in eligible areas, avoiding duplication with fixed routes
- Book through app or call center with same-day requests
- Trips connect with fixed route transit to continue journeys
- Expand coverage to new areas: Sly Park, Sierra Springs, Franciscan Village, Skidders
- Midday service (9:00 am earliest pick up to 3:00 pm latest pick up) in select areas: Cool, Greenwood, Georgetown, Garden Valley
- Trips are available for more people in more places because service is more efficient and is expanded



53

18. What are your thoughts about fares for Dial- A-Ride / microtransit

1) Retain existing fare structure

- Up to 4 miles is \$2.00 and each additional mile is \$.50.
- Pay new fare to transfer to/from fixed route

2) Simplify fare structure

- Flat fare of \$2.50 within .75 miles of fixed route
- Flat fare of \$3.00 outside of .75 miles of fixed route
- Free transfers to fixed route

What are your thoughts about funding for transit expansion in El Dorado County?

1) No new funding (taxes) and no service expansion

- Some service changes are possible to improve efficiency, and modified service zones could avoid duplication with fixed route service.
- Continues to serve elderly and PWD only in designated places.
- Not possible:
 - New or extended routes
 - More frequent service
 - Service at more times
 - More Dial-A-Ride or microtransit service areas.

2) Service expansion funded through pursuing new dedicated transit tax

- Some service changes are possible to improve efficiency, and modified service zones could avoid duplication with fixed route service.
- Service increases such as new or frequent service, service at more times, more Dial-A-Ride or microtransit service areas, Dial-A-Ride services any resident more than $\frac{3}{4}$ mile from a fixed route, depending on the level of funding.

3) Service expansion and other transport investments funded through pursuing new or expanded county-wide transportation funding source

- Some service changes are possible to improve efficiency, and modified service zones could avoid duplication with fixed route service.
- Service increases such as new or extended routes, more frequent service, service at more times, more Dial-A-Ride or microtransit service areas, Dial-A-Ride services any resident more than $\frac{3}{4}$ mile from a fixed route, depending on the level of funding.

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Next steps

We will:

- Review your input
- Develop recommendations for the EDT Board



Appendix 5 – Verbatim Comments from Public and Stakeholder Engagement, Round 2.

Theme	Issue	Location and Group	Comment as stated
Potential modifications to existing service	Expand service coverage	Online, Stakeholders	More foot traffic in Folsom but many ACRC clients live in rural areas and want access to El Dorado. some parts of the County don't have any transit at all. E.g. Georgetown. [Challenges of] getting to Doctor or Seniors Center.
			Yes, to both ED county and Folsom. But prioritize El Dorado County. Farther out communities need better service. County keeps getting older.
			Understood that no route is perfect. BUT want more accessibly in more remote areas. Ideas [shown] would make routes more "simplistic" [simple] and more direct. Beginning to address those issues.
		Placerville, Public	[provide service to] more places in El Dorado County Consider extending #20 to Cold Springs Used to have service to Hidden Springs/ Cold Springs. People may not know about ADA + DAR Services. Many people with limited mobility / elderly. Mobile home pack 160 places. Woodridge has apartments (but #50 buses too large to turn).
		El Dorado Hills, Public	Note importance of serving destinations up hills
	Support concepts with more direct service	Placerville, Public	#50 People would appreciate direct + faster trip
	Serve more stops on all trips (instead of needing to request service)	Placerville, Public	Prefer no request stop People don't understand /unclear about requests stops
Support changing routing of #40	Placerville, Public	Prefer connection to 50 at Ponderosa	

Theme	Issue	Location and Group	Comment as stated
	Kudos for EDT and its employees	Placerville, Public	Overall praise for EDT, esp. the employees
	Identify location with low demand for scheduled transit	EDT Offices, Staff	Very low usage /requests for Eskaton Village Consider alternating request stop in Shingle Springs Consider request stops at certain times for Senior Center
	Want more or better spacing of bus stops	Placerville, Public El Dorado Hills, Public	Also want to stop at Cameron Park Rd interchange Bus Stop Spacing is important
	Consider demographics for extended on-demand transit	EDT Offices, Staff	Be aware of demographics for extended DAR
Potential modifications in Folsom	Priority for access to/from places in El Dorado County	EDT Offices, Stakeholders	People in remote places want any access Overall - access in ED county
		El Dorado Hills, Public	Need access to Shopping-e.g., groceries
	Want access to destinations in Folsom	Online, Stakeholders	Pollock Pines to Folsom is a great idea. They need better access to Folsom. Stops on Iron Point Road etc. need to be available including transfers.
		EDT Offices, Stakeholders	Clients in Francisco Area -travel to college, to Folsom, E Bidwell More destinations in Folsom College, Outlet Malls. El Dorado is "Small" - # of Choices, not many things. People in EDH want Folsom. College is biggest thing, [also jobs] and Costco For clients... Service to E Bidwell + Historic Folsom (and Target, College, Walmart, Shopping Center (with PetSmart) DAR /ADA - Don't cross county line, a problem for clients (some) Small share of clients go to Kaiser Sounds accessible

Theme	Issue	Location and Group	Comment as stated
		Placerville, Public	Any station for Light Rail OK
		El Dorado Hills, Public	Access to medical is important. Kaiser is huge. Mercy important also. Kaiser is not easily reached from bus Stop [because of] hill. Note: Kaiser planning a new facility (addition)

Potential modifications to on-demand service	Expand on-demand zone	Placerville, Public	May not be worth going to remote areas unless there is demand
	Make on-demand available to everyone in the zone	Placerville, Public	Like open to all but with priority for elderly and people w/ disabilities Noted lots of people like Uber
	Want more on-demand service	Online, Stakeholders	Fixed routes won't go places where they want to go. Sees this for the entire county. E.g. Georgetown wants to go to Marshall. Example of person needing a non-emergency medical trip. Called an ambulance (cost \$2,700) because there was no alternative. Some areas "roped off" from DAR but fixed route does not have as many options. So, some people would be unable to get to places. Moderate walk distances may be a limiting factor for some people.
		EDT Offices, Stakeholders	Sly Pk /Sierra Spring - good extension, have clients [there]
		El Dorado Hills, Public	Prefer expanded zones Need to concentrate on outlying places in the county. Lots & seniors, Cool, Mosquito, etc. towards Grizzly Flat. Consider tourist services, e.g., Coloma Excited about tech (App, etc.)
	Want bike racks on vehicles	El Dorado Hills, Public	Consider bike racks on DAR vehicles
	Want on-demand to serve full-length trips	EDT Offices, Stakeholders	May need DAR to take some clients to the whole way
	Identify need for service for people who cannot use fixed route transit	Online, Stakeholders	DAR to bus not a great solution BUT might be difficult for a person with medical issues to use fixed route transit.
		EDT Offices, Stakeholders	Noted that many clients cannot use Fixed Route
Service concepts for		EDT Offices, Stakeholders	Fixed Route covers a large portion of the community Every two hours is ok for Social, not so good for work. Hourly service would be better, but any service would be good

El Dorado Hills	Supportive of fixed route in El Dorado Hills	Placerville, Public El Dorado Hills, Public	Fixed route is certain, simple. Plan your life around it]. Easier Fixed route covers community well (Four Seasons, Heritage, Blackstone)
	Want transit service in El Dorado Hills	Online, Stakeholders	Not everyone in El Dorado Hills can afford service.
	Want access to/from places in El Dorado County	El Dorado Hills, Public	Ridgeview Dr is narrow, hard to find stops. El Dorado Hills Blvd - difficult to stop.
	Considerations for service in El Dorado Hills	El Dorado Hills, Public	Consider flex/request stop Segments. Use App? Make sure service works for different levels of tech comfort.
	Supportive of on-demand in El Dorado Hills	Online, Stakeholders	Want more on demand. Request a trip out. Do your business, then request a trip home. Over 15 years EDT has tried fixed route transit. Lack of demand in El Dorado Hills suggests there is no demand for it. Taxi voucher program – ran into issues with no wheelchair service. El Dorado Hills: Microtransit more likely to work with door-to-door. Previous experience after an injury -was easier to get around with mobility apps in western than eastern county. So, focus Microtransit in central county and less in El Dorado Hills.
		EDT Offices, Stakeholders	On demand across county line would be good
		El Dorado Hills, Public	Microtransit does not present same issues as fixed route transit.
Customer experience	Request more employee training	EDT Offices, Stakeholders	People don't understand ability to be independent Train drivers to be patient. Don't assume I'm having a medical emergency. Know the difference between 'movements' and a medical emergency. Not believing me makes the movements worse + Anxiety. Articles online. Am working on own presentation. People have different opinions on how they want to be treated.

Fares	Fare suggestions	El Dorado Hills, Public	Consider monthly pass for DAR. Approximate # of miles. # of trips. Unlimited. Zones.
	Support on-demand fares with free transfer to buses	EDT Offices, Stakeholders Placerville, Public	DAR fares - Concept #2 OK #2 Likely to attract more riders-looks more economical
Potential funding for transit	Favor increased transit service	Placerville, Public	Prefer to have more to expand transit (#2) Want people (commuters) to be able to use transit.
	Consider partnerships	Placerville, Public	School district goes long distances for people that could use transit
	Want more funding for transit	Online, Stakeholders	Discussion about funding and referendums in California. Are there granting agencies? Could citizens put through an initiative and only need 50% to pass? Noted: have considered at Commission and County to have a 0.25% sales tax. Would be tougher in this county than others.
		Placerville, Public	#1 (no funding) is not an option because of growth
		El Dorado Hills, Public	Want to be sure funds are allocated
	Anticipate reluctance for funding increases	EDT Offices, Stakeholders	Noted most people don't want to raise taxes
	Preference to raise revenue through general transportation funding	Placerville, Public	General transport funding may be more popular

Appendix 6 - Concepts for Bus Stops, Fair Lane

Big Lots and Rite Aid eastbound bus stop Concept 1: Fair Lane EB



Big Lots and Rite Aid eastbound bus stop Concept 2: Mall middle exit and Fair Lane EB



Big Lots and Rite Aid eastbound bus stop Concept 3: Mall east exit and Fair Lane EB



Big Lots and Rite Aid eastbound bus stop Concept 4: Mall parking lot



Appendix 7 - Potential bus stop and transfer locations on Main Street, Placerville

Potential Placerville Transfer Location #1

- On Main Street between Canal St and Spring St
- Likely requires modification of center line.
- Requires reallocation from parking (approximately 5 spaces adjacent off street parking)
- Requires space for two buses in each direction with independent departure only.



Potential Placerville Transfer Location #2

- On Main Street west of Turner St
- Bus stops located for safety of pedestrians crossing street
- Likely requires modification of center line.
- Requires reallocation from parking (approximately 5- 10 spaces)
- Requires space for two buses in each direction with independent departure only.



Potential Placerville Transfer Location #3

- On Main Street west of Clay St
- Requires reallocation from parking (approximately 12 spaces)
- Requires space for two buses in each direction with independent departure only.

