

AGENDA ITEM 3A
Information Item

MEMORANDUM

DATE: November 4, 2021

TO: El Dorado County Transit Authority

FROM: Matthew Mauk, Executive Director

SUBJECT: Commuter Route Service Analysis

REQUESTED ACTION:
BY MOTION,

None. Information Only.

BACKGROUND

Since the pandemic related lockdowns began in the Spring of 2020, El Dorado Transit staff has been working to continue to serve the needs of the community and grappling with what the future transit needs are going to be. Travel habits have clearly changed, and staff recognizes the need for adjustments and innovation as we resume and expand our services to best meet those community needs. To that end staff engaged with our partners at the El Dorado County Transportation Commission (EDCTC) and LSC Transportation Consultants to revisit our 2019 Short- and Long-Range Transit Plan and to begin to develop the best approach to reconnecting the community.

Staff and our planning partners have begun efforts with a focus on the downtown commuter service. El Dorado Transit's downtown Sacramento commuter services have grown to be an important component of the overall service offerings since the 90's. Prior to the COVID-19 pandemic, service consisted of 11 daily AM eastbound runs as well as 11 PM westbound runs per weekday. Two "reverse commute" runs were also operated eastbound in the AM and westbound in the PM, serving passengers commuting to jobs in El Dorado County. Although ridership has taken a significant hit due to the loss of bus commuters, particularly State employees that are currently working from home, it will be important for the sustainability of the entire El Dorado Transit system to continue to serve the commuter market well.

DISCUSSION

The attached Commuter Route Service Analysis memo, prepared by LSC Transportation Consultants, is submitted for public and Board review, and presents an evaluation of near-term service expansion strategies. Included is a review of the recent ridership history, results of a recent passenger survey, and a review of other studies regarding transit services in a post-

COVID world. These are used to forecast an overall demand level and identify a range of options, to result in an overall recommendation for service enhancements.

Staff will be prepared to discuss the memo in more detail at the meeting.

El Dorado Transit Commuter Route Service Analysis

LSC Transportation Consultants, Inc.

October 25, 2021

INTRODUCTION

El Dorado Transit has for many years provided a successful and productive commuter service connecting El Dorado County communities along the US 50 corridor with downtown Sacramento. Prior to the COVID-19 pandemic, service consisted of 11 daily AM eastbound runs as well as 11 PM westbound runs per weekday. Two “reverse commute” runs were also operated eastbound in the AM and westbound in the PM, serving passengers commuting to jobs in El Dorado County as well as bringing bus drivers back to the operations center in the AM period and westbound to start their runs in the PM period. (The remaining buses are parked downtown during the mid-day period.)

As a result of the dramatic reduction in demand for services resulting from the pandemic, EDT reduced service to four runs per commute period in the peak direction, with two reverse commute runs. With the improving pandemic conditions and trend towards return to in-person work, it is appropriate to consider near-term expansion of service.

This memo presents an evaluation of near-term service expansion strategies. First, the recent ridership history is reviewed. Results of a recent passenger survey are then presented. This, along with a review of other studies regarding transit services in a post-COVID world, are used to forecast an overall demand level. A range of options is then evaluated, in order to result in an overall recommendation for service enhancements. Given the uncertainty of overall society’s return to work in the longer term, this analysis focuses on a one-year period.

EXISTING SERVICES

Currently El Dorado Transit operates the following commuter services:

Sacramento Commuter Routes – On weekdays, El Dorado Transit provides commuter service from Park and Ride Lots in Placerville, Diamond Springs, Shingle Springs, Cameron Park and El Dorado Hills to Downtown Sacramento with a stop at the University and 65th light rail station. Four runs are made in the eastbound direction beginning at 5:10 AM, 5:40 AM, 6:20 AM and 8:00 AM with arrivals in Sacramento around 6:30 AM, 7:00 AM, 7:30 AM and 9:00 AM.

This represents a significant decrease in the number of runs from pre-COVID levels of 11 commuter runs. The service change occurred in April of 2020.

Reverse Commuter Routes - Two of the commuter runs into and out of Sacramento provide scheduled service in the reverse direction for those living in Sacramento and needing to go to El

Dorado County in the morning and return in the evening. Pick-ups in downtown Sacramento occur at around 6:15 AM and 7:15 AM. The afternoon reverse commute begins in El Dorado County at 2:00 PM and 3:20 PM.

South Lake Tahoe Amtrak Service – Beginning July 5, 2021 El Dorado Transit began providing Capital Corridor Amtrak connecting bus service between the Sacramento Valley Rail Station and South Lake Tahoe. The bus operates one round trip seven days a week and includes stops at the Cameron Park/Cambridge Rd Park and Ride, Placerville Station, South Lake Tahoe Wye Transit Center and South Lake Tahoe Stateline Transit Center. The bus departs the Sacramento Amtrak station at 10:00 AM and arrives in South Lake Tahoe around 12:30 PM. The return trip departs South Lake Tahoe at 1:25 PM on weekdays and 2:35 PM on weekends and holidays.

The same bus is used for the AM Commuter Run #1 AM, Reverse #1AM, #4 AM, then Tahoe service on weekdays, then #4 PM. A driver change takes place at Placerville Station before the Tahoe Service bus heads east on US 50 to South Lake Tahoe.

CHANGES IN SERVICE

In addition to reducing the number of daily runs, several other modifications to the Commuter Service operating plan have occurred:

- The downtown route has been simplified somewhat, by heading directly south on 15th Street from L Street to Q Street, rather than shifting six block to the west (to 9th Street) and south to Q Street. This has reduced running time and dropped several stops but added a stop at 15th and N St. Almost all riders, however, have had to walk only a maximum of 1 or 2 more blocks to a remaining stop.
- The AM schedule has remained essentially unchanged with regards to the span of the first run to the last run (arrivals downtown between 6:20 AM and 9:00 AM). The reduction in runs has resulted in a 30-minute difference between the first two runs, a 30 minute difference between the second and third runs, and a long 1 hour 40 minute difference between the last two runs.
- The PM schedule has shortened the span of service somewhat. The first run now departs downtown stops starting at 3:20 PM rather than the previous 2:46 PM departure, while the last run departs at 5:40 PM rather than 6:00 PM. The time between runs is now 40 minutes, 40 minutes and 60 minutes.
- Per the recommendations of the Short-Range Transit Plan, a stop is currently served (in both peak directions) at S Street and 65th Street, to serve SMUD offices and a connection to the CSUS transit shuttle.
- While the previous Reverse Commute schedule made it theoretically possible to work a typical 8-hour workday in El Dorado Hills area (with an arrival around 7:45 AM and departure around 5:35 PM), the more limited current schedule provides a first arrival around 7:05 AM but a last departure around 4:15 PM

EXISTING RIDERSHIP

Monthly Ridership History

Table A presents a summary of monthly EDT ridership by service from prior to the pandemic to September 2021. As shown in Figure A, the Commuter Service was the most impacted by the pandemic of all EDT services. By January 2021 (the month of overall lowest ridership), overall EDT ridership had dropped to 22 percent of the monthly ridership in 2020 (a 78 percent drop), while overall Commuter Service ridership had dropped by 96 percent. (In comparison, the Paratransit Service dropped by 80 percent while the Local Fixed Route service dropped by 60 percent. While ridership has improved somewhat since January, Commuter Service ridership as of September 2021 is still 90 percent below September 2019. At present, there is no indication in the data of a significant increase in Commuter Service ridership.

Productivity

A key measure of the productivity of a transit service is the passenger boardings per revenue vehicle hour. EDT's standard for Commuter Service (as presented in the *2019 Western El Dorado County Short- and Long-Range Transit Plan*) is 10 passenger-trips per vehicle revenue service-hour. Excluding the reverse commute service (as these are bus trips that would occur regardless of ridership), prior to the pandemic (in January 2020), the Commuter Service carried 18.6 passengers per revenue vehicle hour – substantially exceeding the standard. While in recent months this figure was 7.2 (in July 2021), the September figure was 5.8, substantially below the standard.

Ridership by Run and by Stop

Table B presents average daily ridership data by run and by stop, reflecting pandemic conditions (a week in June 2021). By run, the busiest AM run is Run 2, which generally serves a 7:00 AM arrival time in downtown Sacramento and serves just under half of the total ridership. Run 2 is also the

TABLE A: EDT Monthly Ridership History

	Paratransit	Local Fixed Route	Commuter Service			% Change From Previous Year	TOTAL	% Change From Previous Year
			Sacramento Commuter	Reverse Commuter	Total			
Jul-19	3,955	13,952	13,377	119	13,496		31,403	
Aug-19	3,808	15,498	13,653	105	13,758		33,064	
Sep-19	3,680	15,218	12,395	63	12,458		31,356	
Oct-19	3,821	16,326	14,167	61	14,228		34,375	
Nov-19	3,223	12,993	11,009	60	11,069		27,285	
Dec-19	3,231	13,184	11,712	48	11,760		28,175	
Jan-20	3,531	14,024	13,575	56	13,631		31,186	
Feb-20	3,258	14,262	12,757	64	12,821		30,341	
Mar-20	2,010	10,704	7,418	57	7,475		20,189	
Apr-20	389	6,951	970	7	977		8,317	
May-20	509	7,874	960	8	968		9,351	
Jun-20	792	10,831	1,146	9	1,155		12,778	
Jul-20	781	11,119	1,352	11	1,363	-90%	13,263	-58%
Aug-20	658	7,716	1,128	11	1,139	-92%	9,513	-71%
Sep-20	762	7,885	1,058	5	1,063	-91%	9,710	-69%
Oct-20	835	8,189	1,188	3	1,191	-92%	10,215	-70%
Nov-20	693	6,424	925	5	930	-92%	8,047	-71%
Dec-20	732	6,694	793	7	800	-93%	8,226	-71%
Jan-21	691	5,553	553	9	562	-96%	6,806	-78%
Feb-21	726	6,371	712	11	723	-94%	7,820	-74%
Mar-21	924	7,588	894	8	902	-88%	9,414	-53%
Apr-21	944	7,877	910	7	917	-6%	9,738	17%
May-21	1,340	7,061	897	39	936	-3%	9,337	0%
Jun-21	1,375	6,921	1,101	27	1,128	-2%	9,424	-26%
Jul-21	1,450	7,009	1,785	6	1,791	31%	10,250	-23%
Aug-21	1,218	6,416	1,574	4	1,578	39%	9,212	-3%
Sep-21	1,345	6,875	1,209	5	1,214	14%	9,434	-3%
Ratio of 2021 Ridership to 2019 Ridership								
Jan	20%	40%	4%	16%	4%		22%	
Jul	37%	50%	13%	5%	13%		33%	
Aug	32%	41%	12%	4%	11%		28%	
Sep	37%	45%	10%	8%	10%		30%	

busiest in the PM period, departing downtown stops between 4:00 PM and 4:30 PM, which also carries just under half of the commute period ridership. By stop, the busiest stop in El Dorado County is the El Dorado Hills Park and Ride (a third of total boardings) followed by Ray Lawyer Drive Park and Ride with 20 percent of total boardings. In the uphill direction, 8th/I is the busiest stop with 29 percent of boardings.

PASSENGER SURVEY

A survey of existing Commuter Service ridership (as well as historic riders in the EDT database) was conducted as part of this study. As detailed in Appendix A, a total of 154 persons responded. A summary of the pertinent results is as follows:

- 64 percent of respondents were active passengers, while 36 percent were not.
- Relatively few (13 percent) indicated a reluctance to use public transit due to pandemic concerns.

Figure A: EDT Monthly Ridership Trend

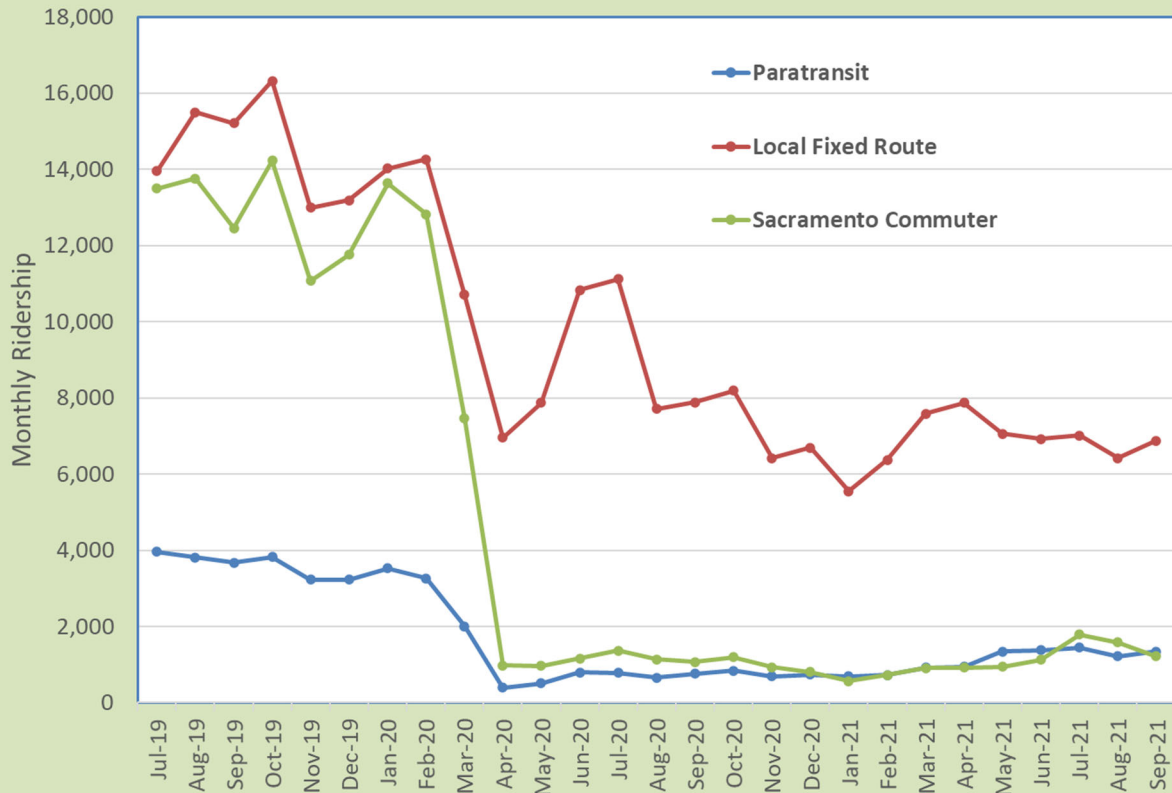


TABLE B: June 2021 Commuter Route Average Daily Boardings by Run and Stop

Stop	AM Runs					PM Runs					% of Ridership		
	1	2	3	4	Subtotal	1	2	3	4	Subtotal	TOTAL	El Dorado	Sacramento
Central Park and Ride	0	2.8	0	0	2.8	0.8	1.4	0.4	0.2	2.8	5.6	21%	--
Ray Lawyer Dr. Park and Ride	3.4	1.2	0.4	0.4	5.4	0	0	0	0	0	5.4	20%	--
Ponderosa Rd. Park and Ride	1.6	1.2	0	0.4	3.2	0	0	0	0	0	3.2	12%	--
Cambridge Rd. Park and Ride	0	3.4	0.2	0.4	4	0	0	0	0	0	4	15%	--
El Dorado Hills Park and Ride	2.6	2.6	3	0.6	8.8	0	0	0	0	0	8.8	33%	--
Vine St. & Mercedes Ln. Park and Ride	0	0	0	0	0	0	0	0	0	0	0	0%	--
15th Street at K Street	0	0	0	0	0	0	0.4	0.2	0	0.6	0.6	--	3%
5th Street at N Street	0	0	0	0	0	0.8	0	0.2	0.4	1.4	1.4	--	6%
5th Street at P Street	0	0	0	0	0	0.4	0	0	0	0.4	0.4	--	2%
8th Street at Capitol Mall	0	0	0	0	0	0	0.4	0	0	0.4	0.4	--	2%
8th Street at I Street	0	0	0	0	0	1.2	4	0.8	0.2	6.2	6.2	--	29%
9th Street at L Street	0	0	0	0	0	0	0	0	0	0	0	--	0%
9th Street at N Street	0	0	0	0	0	1.2	1.4	0.8	0	3.4	3.4	--	16%
9th Street at P Street	0	0	0	0	0	0	0	0	0	0	0	--	0%
H Street at 11th Street	0	0	0	0	0	0.2	0.2	0.2	0	0.6	0.6	--	3%
H Street at 14th Street	0	0	0	0	0	0	0	0	0	0	0	--	0%
L Street at 14th Street	0	0	0	0	0	0	0	0.6	0	0.6	0.6	--	3%
P Street at 9th Street	0	0	0	0	0	0	0.4	0.6	0.2	1.2	1.2	--	6%
Q Street at 13th Street	0	0	0	0	0	0.4	1.2	0	0.2	1.8	1.8	--	8%
Q Street at 16th Street	0	0	0	0	0	0	1.4	0.4	0	1.8	1.8	--	8%
Q Street at 21st Street	0	0	0	0	0	0.4	0	0.6	0.2	1.2	1.2	--	6%
Q Street at 23rd Street	0	0	0	0	0	0	0	0	0	0	0	--	0%
Q Street at 29th Street	0	0	0	0	0	1	0.4	0.4	0.2	2	2	--	9%
TOTAL	7.6	11.2	3.6	1.8	24.2	6.4	11.2	5.2	1.6	24.4			
% of Commute Period Total	31%	46%	15%	7%	100%	26%	46%	21%	7%	100%			

Source: EDT data for 6/14/21 to 6/18/21, excluding Reverse Commuter riders

- Consistent with previous studies, a majority (62 percent) indicate they have flexibility in their work hours. This increases the potential that any specific schedule can accommodate an individual's commute patterns.
- Respondents indicate that they are (as of the summer of 2021) reporting to work at a downtown office an average of 2.8 days per week, and they are using EDT Commuter Service 2.1 days per week.
- Most respondents (67 percent) expect to commute to work more frequently in the future. Overall, the number of days per week that respondents indicate they will ride EDT Commuter Service averages 3.0 (or a 43 percent increase over the current value of 2.1). Only 21 percent indicate they will ride 5 days a week, compared with 14 percent riding 4 days a week and 52 percent riding 2 or 3 days per week.
- 17 percent of downtown workers also use another transit service other than El Dorado Transit. Of these, most also are Sacramento RT riders.
- When asked the number of days per week that they expect to commute in 2022, the average response was 3 days per week. Only 20 percent indicated that they expect to work in person 5 days per week.
- Suggestions for service improvements that generated two or more responses (with the number of responses) are as follows:
 - Later bus departing from Sacramento (6)
 - Add 8 AM pick up time in El Dorado Hills (4)
 - A bus that arrives downtown at 9 AM (2)
 - Add a 7:15 AM – 7:25 AM pick up time from El Dorado Hills (2)
 - Add more buses (2)
 - More commute times from El Dorado Hills (2)
 - More express buses (2)
 - Add 9th and L Street back to the route (2)
 - Add a run arriving in El Dorado County between 8:30 AM and 9 AM
 - Fewer stops between Placerville and Sacramento

NEAR-TERM POTENTIAL DEMAND

Along with every other element of public life, future increases in Commuter Service ridership demand will depend on changes reflecting future trends in the pandemic, and most specifically the policies that the major downtown Sacramento employers (such as the State of California) will implement regarding return to in-person work. While specific information is not available, the surveys conducted for El Dorado Transit as well as other similar surveys for other Sacramento Commuter services (such as Yuba Sutter Transit) indicate that employees will increasingly be required to report to work 2 to 3 days per week, but the proportion that are required to be physically at work 4 or 5 days per week will be noticeably lower than prior to the pandemic. On the other hand, the proportion of commuters that indicate a reluctance to use public transit due to COVID concerns is relatively low. On balance, a

reasonable upper bound for ridership over the next few years is 75 percent of the pre-pandemic levels. This indicates that the maximum potential ridership is on the order of 110,000 boardings per year, which would warrant a Commuter Service consisting of 7 to 8 daily runs in each direction.

RECOMMENDATIONS

Based on the analysis and discussion above as well as the passenger surveys, LSC makes the following recommendations for the coming year:

- Service should not be expanded until ridership on the existing service reaches the performance standard of 10 passenger-trips per revenue hour, or an average (excluding reverse commute riders) of 118 passenger boardings per day, or roughly 40 percent increase over current ridership levels.
- A logical next step (once the ridership performance standard is achieved) would be to add two AM and two PM runs. A new morning run should be established that fills in the long break in the schedule, with key stops as follows:
 - Central Park and Ride 6:40 AM
 - El Dorado Hills 7:20 AM
 - P/30th 7:50 AM
 - 15th/N 8:15 AM

The second new run could provide an express run serving the Ray Lawyer Drive and Ponderosa Road Park and Rides, but skipping service to El Dorado Hills and Cambridge Road, as follows:

- Ray Lawyer Drive 6:00 AM
- Ponderosa Road 6:10 AM
- P/30th 6:52 AM
- 15th/N 7:17 AM

The existing Run 2 schedule could then be modified to skip Ray Lawyer Drive and Ponderosa Road Park and Rides

- In the PM period, an additional bus should be operated departing P/13th at 5:10 PM to fill in the current hour-long gap in the schedule. A second additional PM run starting at 3:40 PM would also be appropriate.
- While the S/65th stop is not currently generating ridership (and does increase through passenger's travel times), this stop should be kept on the schedule, but served on-demand until a consistent pattern of use is generated.
- The current downtown routing matches well with the employment locations and no changes are recommended.

These recommendations reflect near-term expectations and should be revisited as the pandemic eases and new ridership patterns emerge. LSC further recommends that EDT only make changes to service when there is sufficient demand to add two AM and two PM runs instead of one at a time. Adding two additional runs represents changes large enough to justify switch commuters bus schedules yet small enough to reflect the high degree of uncertainty.

APPENDIX A: Passenger Survey Results

El Dorado Transit Commuter Route Plan

9/9/21

INTRODUCTION

El Dorado Transit is evaluating strategies for improving the Sacramento Commuter service as the pandemic recedes. As part of this, an on-line survey was conducted using Survey Monkey over the month of July 2021. Email blasts including a link to the survey were sent to El Dorado Transit's email database of commuter passengers. A link to the survey was posted on the El Dorado Transit webpage, Facebook and Twitter. A total of 154 responses were generated.

A similar (though not identical) survey was conducted in 2019 as part of the Western El Dorado County Short Range and Long Range Transit plan, which received surveys from 64 commuters using the Sacramento Commuter. Where appropriate, a comparison of responses between the two surveys is provided *in italics*.

QUESTION 1: WHAT COMMUNITY DO YOU LIVE IN?

This question was asked by zip code. The largest proportion (36 percent) are residents of the 95762 zip code, which includes El Dorado Hills, followed by 19 percent in Cameron Park and 18 percent in Placerville. Together, these three areas include 73 percent of total respondents.

Q1: What community do you live in?			
Zip Code	City/ Community	# Responses	% Responses
95762	El Dorado Hills	55	36%
95682	Cameron Park	30	19%
95667	Placerville	27	18%
95630	Folsom	10	6%
95709	Camino	9	6%
95672	Rescue	7	5%
95726	Pollock Pines	7	5%
95623	El Dorado	3	2%
95633	Garden Valley	3	2%
95613	Coloma	1	1%
95684	Somerset	1	1%
95816	Sacramento	1	1%
Total		154	100%

The 2019 survey had a higher proportion of riders from El Dorado Hills (61 percent, including those in Serrano and Blackstone) and a lower proportion in Cameron Park (6 percent) and Placerville (2 percent). This indicates that the remaining ridership is more evenly spread along the corridor than the high concentration in the El Dorado Hill area pre-pandemic.

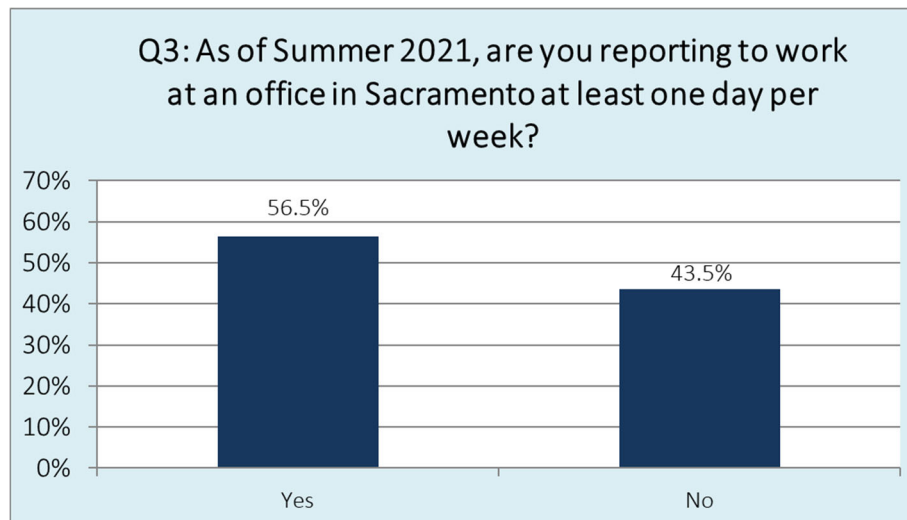
QUESTION 2: WHAT PARK AND RIDE/BUS STOP DO YOU USE, OR HAVE YOU USED TO TAKE EL DORADO TRANSIT COMMUTER SERVICES?

Focusing on the park-and-ride stops in El Dorado County, the greatest proportion (35 percent) use the El Dorado Hills Park and Ride, followed by 20 percent at the Ponderosa Road Park and Ride and 15 percent each at the Cambridge Road Park and Ride and at the Ray Lawyer Drive Park and Ride. Only 5 percent indicated the use the Central Park and Ride, while 11 percent indicates locations no longer served. In addition, some respondents indicated stops in Sacramento.

Q2: What Park and Ride/bus stop do you use, or have you used to take El Dorado Transit Commuter Services?				
Stop	# Responses	% Responses	% El Dorado County Responses	
<u>El Dorado County Park-and-Rides</u>				
Central Park and Ride (Commerce Wy.)	9	<div><div></div></div> 4%	<div><div></div></div> 5%	
Ray Lawyer Drive Park and Ride	28	<div><div></div></div> 12%	<div><div></div></div> 15%	
Ponderosa Rd. Park and Ride	38	<div><div></div></div> 17%	<div><div></div></div> 20%	
Cambridge Rd. Park and Ride	28	<div><div></div></div> 12%	<div><div></div></div> 15%	
El Dorado Hills Park and Ride	65	<div><div></div></div> 29%	<div><div></div></div> 35%	
Placerville Station Transit Center*	14	<div><div></div></div> 6%	<div><div></div></div> 7%	
Vine St. and Mercedes*	3	<div><div></div></div> 1%	<div><div></div></div> 2%	
Movie Theater parking lot*	3	<div><div></div></div> 1%	<div><div></div></div> 2%	
<u>Other Stops</u>				
S Street at 65th Street (westbound)	2	<div><div></div></div> 1%		
P St. at 30th St.	2	<div><div></div></div> 1%		
P St. at 21st St.	2	<div><div></div></div> 1%		
P St. at 16th St.	3	<div><div></div></div> 1%		
P St. at 13th St.	2	<div><div></div></div> 1%		
P St. at 9th St.	2	<div><div></div></div> 1%		
5th St. at P St.	2	<div><div></div></div> 1%		
5th St. at N St.	2	<div><div></div></div> 1%		
8th St at Capitol Mall	2	<div><div></div></div> 1%		
8th St. at I St.	2	<div><div></div></div> 1%		
H St. at 11th St.	4	<div><div></div></div> 2%		
H St. at 14th St.	2	<div><div></div></div> 1%		
15th St. at K St.	2	<div><div></div></div> 1%		
15th St at N St	2	<div><div></div></div> 1%		
Q St. at 16th St.	3	<div><div></div></div> 1%		
Q St. at 21st St.	2	<div><div></div></div> 1%		
Q St. at 29th St.	2	<div><div></div></div> 1%		
11th at P*	1	<div><div></div></div> 0%		
13th at Q*	1	<div><div></div></div> 0%		
Total	228	100%		
* No longer on route				

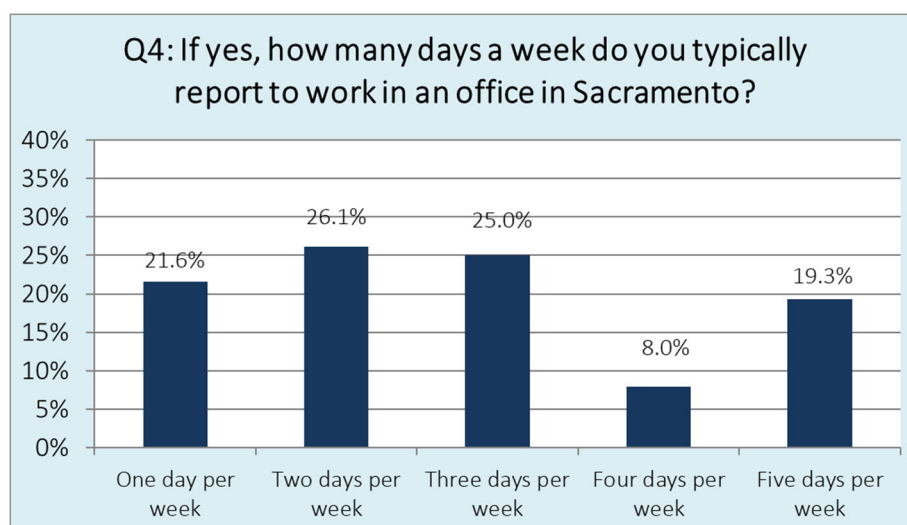
QUESTION 3: AS OF SUMMER 2021, ARE YOU REPORTING TO WORK AT AN OFFICE IN SACRAMENTO AT LEAST ONE DAY PER WEEK?

A majority (56.5 percent) of respondents indicate that they are working in Sacramento at least one day per week.



QUESTION 4: IF YES, HOW MANY DAYS A WEEK DO YOU TYPICALLY REPORT TO WORK IN AN OFFICE IN SACRAMENTO?

Of those working in Sacramento, over half (a total of 51.1 percent) indicate that they only report to work two or three days per week, while only 19.3 percent indicate they commute five days per week. On average, riders working at least one day per week are commuting 2.8 days per week.

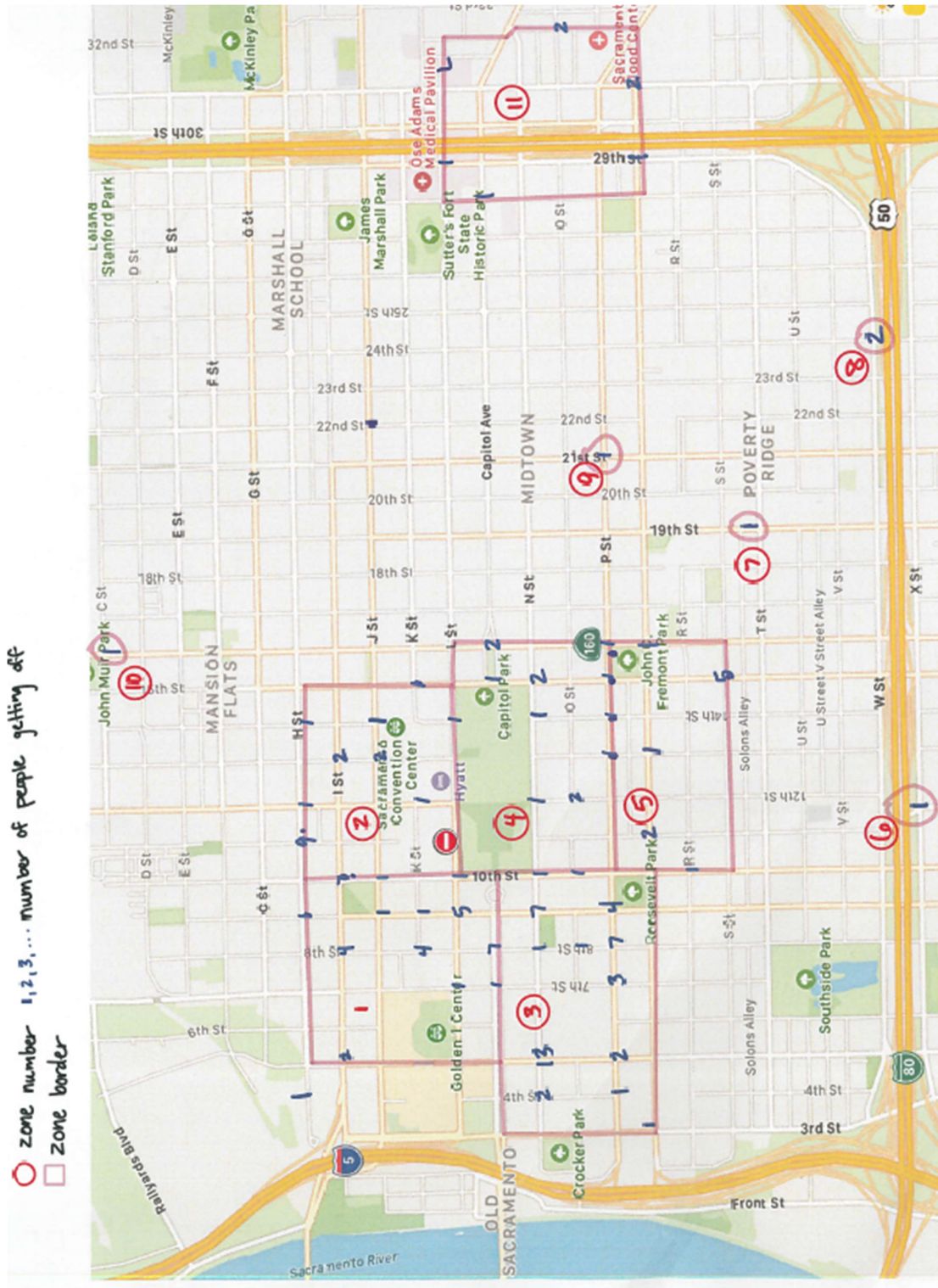


QUESTION 5: WHAT ARE THE CROSS STREETS OF YOUR TYPICAL WORK LOCATION (WHEN YOU REPORT TO WORK)?

Responses were summarized based on a zone system, shown in the attached figure. The highest proportions work in the downtown area southwest of the Capitol, followed by the area northwest of the Capitol. A total of 80 percent work within the downtown grid bounded by 4th Street on the west, H Street on the north, 16th Street on the east and Q Street on the south. The only other significant concentrations of work locations are found around S Street / 15th Street and Stockton Boulevard / 34th Street.

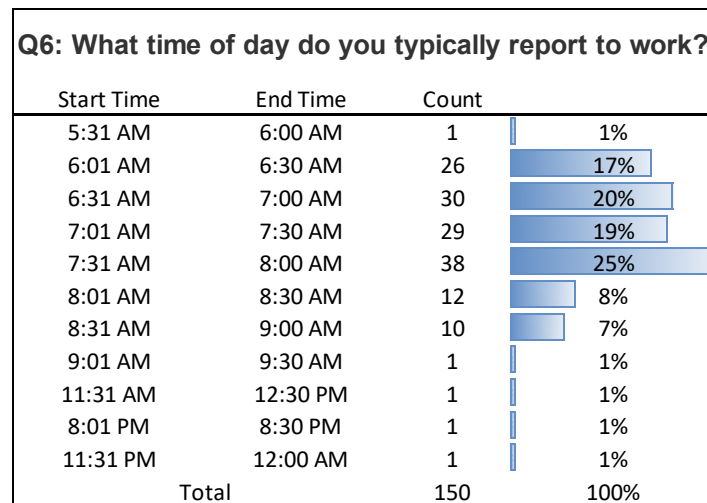
Q5: What are the cross streets of your typical work location (when you report to work)?						
Analysis Zone	Boundaries	Location	Count	Percent	Notable Intersections	Count
1	W Thru E	5th St to 10th St	37	26%	10th St and I St	7
	N Thru S	H St to Capitol Mall Way			8th St and I St	4
2	W Thru E	E of 10th St to 15th St	19	13%	9th St and L St	5
	N Thru S	H St to L St			8th St and M St	7
3	W Thru E	3rd St to 10th St	45	31%	11th St and H St	9
	N Thru S	S of M St to Q St			5th St and N St	13
4	W Thru E	E of 10th St to 16th St	13	9%	9th St and N St	7
	N Thru S	L St to P St			8th St and P St	7
5	W Thru E	10th St to 16th St	10	7%	9th St and P St	4
	N Thru S	S of P St to S St			15th St and S St	5
11	W Thru E	28th St to 32nd St	7	5%		
	N Thru S	L St to Q St				
6	Intersection	Riverside Blvd and X St	1	1%		
7	Intersection	19th St and T St	1	1%		
8	Intersection	24th St and W St	2	1%		
9	Intersection	21st St and P St	1	1%		
10	Intersection	16th St and C St	1	1%		
Misc	Sacramento	Stockton Blvd and X St	1	1%		
		Stockton Blvd and 2nd Avenue	1	1%		
		Arden Way and Royal Oaks Dr	1	1%		
	Placerville	255 Diana St	1	1%		
	Camino	2617 Thrush Ln	1	1%		
	El Dorado Hills	4134 Monte Verde Dr	1	1%		
		Francisco and EDH Blvd	1	1%		
	Rescue	2840 Royce Dr	1	1%		
Total			145	100%		

Map of Respondents Downtown Stops



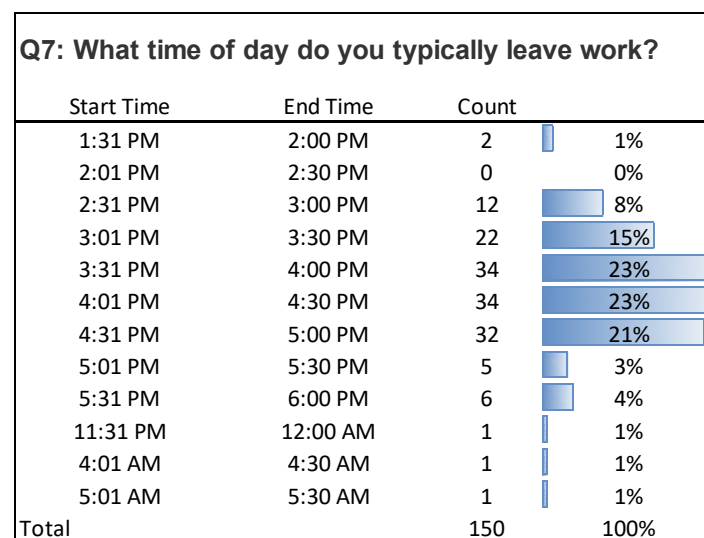
QUESTION 6: WHAT TIME OF DAY DO YOU TYPICALLY REPORT TO WORK?

The highest proportion of respondents report to work after 7:30 AM but not later than 8:00 AM (25 percent). A total of 81 percent of respondents report to work between 6:01 AM and 8:00 AM. Compared with the current schedule (first downtown arrivals at P Street / 30th Street at 6:20 AM, 6:50 AM, 7:20 AM and 9:00 AM, this indicates that the first three runs generally match the work start times, though fourth run could potentially be moved earlier to serve more 8:00 AM start times.



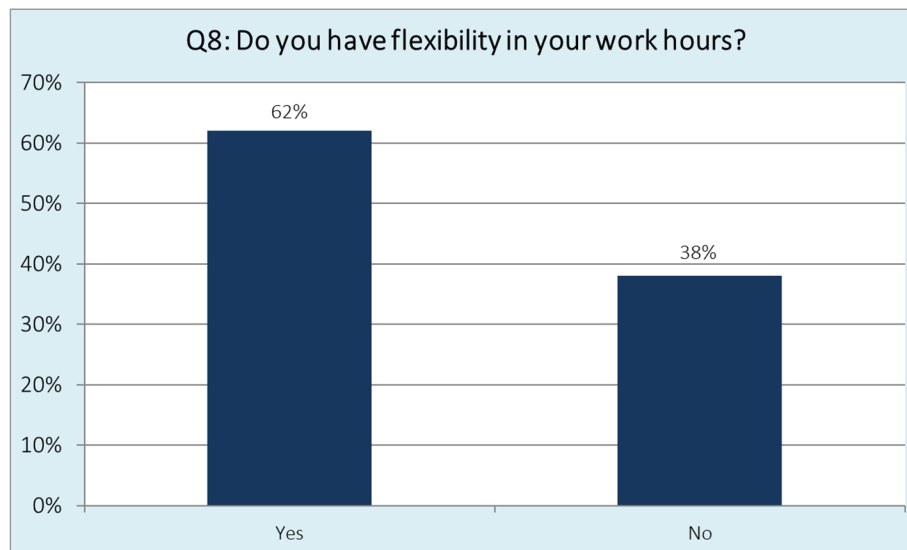
QUESTION 7: WHAT TIME OF DAY DO YOU TYPICALLY LEAVE WORK?

Respondents start leaving work as early as 3:00 PM, with the preponderance leaving between 3:31 PM and 5:00 PM, with only 7 percent departing in the typical evening commute after 5:00 PM. This data, compared with the current schedule of departures starting at 3:20 PM, 4:00 PM, 4:40 PM, and 5:40 PM, indicates that the first three departures times are appropriate, but the last departure could be moved up.



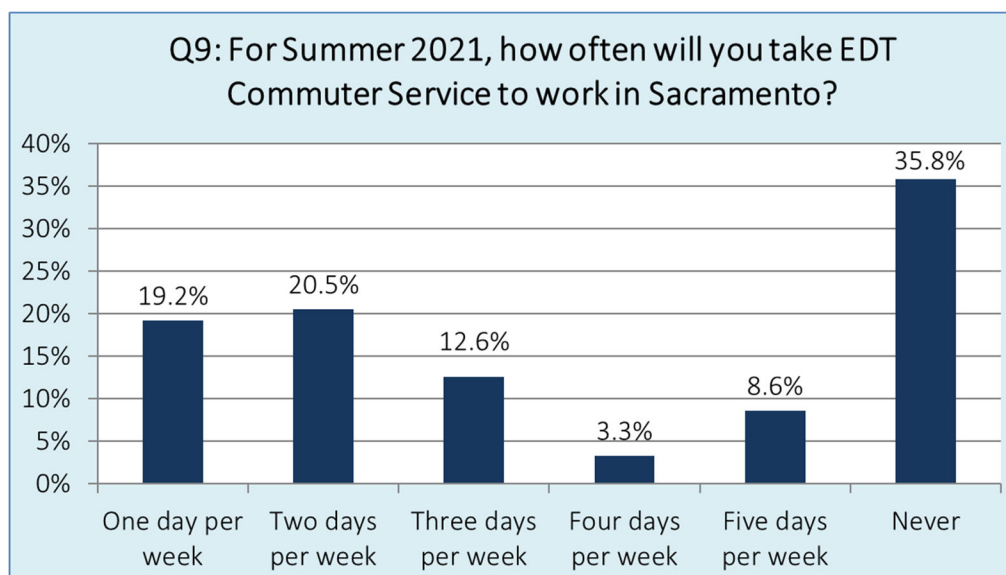
QUESTION 8: DO YOU HAVE FLEXIBILITY IN YOUR WORK HOURS?

62 percent of respondents indicated flexibility in their work hours. This is a positive indication for transit ridership, as passengers can better adjust their work schedule to fit with transit schedules.



QUESTION 9: FOR SUMMER 2021, HOW OFTEN WILL YOU TAKE EDT COMMUTER SERVICE TO WORK IN SACRAMENTO?

64.2 percent of respondents used the Commuter Service in the summer of 2021, though only 8.6 percent used it five days per week. The highest proportion of riders used it two days a week. Of all persons riding the average used the service 2.4 days per week.



For those who responded “Never” approximately half (24 out of 52) indicated that they would return to using the EDT commuter service when required to report to their office post-pandemic, while 13 indicated they would never use the service in the future and 15 were unsure whether they would be required to make any commute trips in the future.

The 2019 survey allowed responses in two categories: daily ridership and once a week. 91 percent indicated they used the service “daily” and 9 percent indicated “once a week”. This infers that a higher proportion of riders now only ride a few days a week rather than four or five days per week.

QUESTION 10: IF YOU WILL NOT TAKE EL DORADO TRANSIT COMMUTER SERVICE TO WORK IN SACRAMENTO, WHY NOT?

45 respondents provided a valid response to this question. Of these, the largest proportion (18 percent) indicated that they simply prefer to drive. Of note, only 6 responses (13 percent) indicated a concern over pandemic factors.

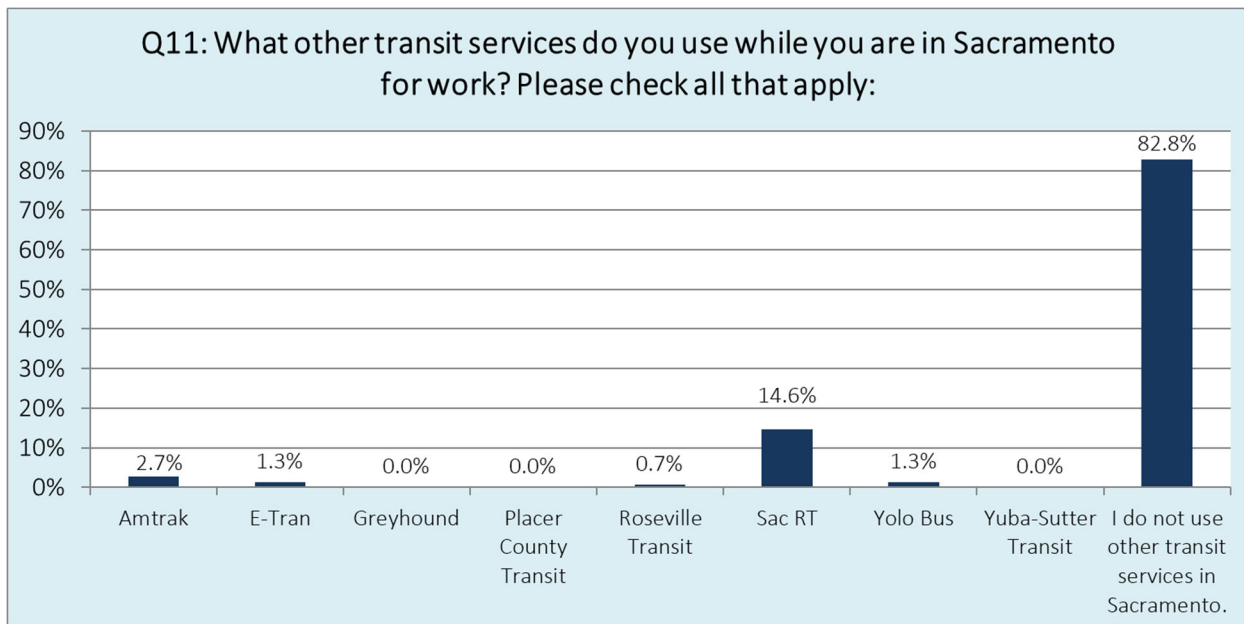
Q10: If you will not take El Dorado Transit Commuter Service to work in Sacramento, why not?				
	Total Responses	% Total Responses	Downtown Workers	% Downtown Workers
I work remotely	33	25%	--	--
This question does not apply to me	28	21%	--	--
I work remotely but plan to use it when I return to the office	25	19%	--	--
I prefer to drive my car	8	6%	8	18%
The morning time doesn't work with my schedule	7	5%	7	16%
The afternoon time doesn't work with my schedule	5	4%	5	11%
Pandemic related safety reasons	5	4%	5	11%
I do not work close to the commuter route	4	3%	4	9%
I carpool	2	2%	2	4%
I don't work in Sacramento	2	2%	--	--
I don't take the commuter bus when I must drive for an appointment	2	2%	2	4%
There is little to no traffic and plenty of parking, so I prefer to drive	2	2%	2	4%
I do not have a regular in-person work schedule that aligns with commuter times	1	1%	1	2%
There is no reverse in the morning	1	1%	1	2%
I will not use the commuter route until the mask mandate is lifted	1	1%	1	2%
I use the SacRT train	1	1%	1	2%
I take EDTCS	1	1%	1	2%
Childcare	1	1%	1	2%
I no longer need a month pass and the price per trip is too high	1	1%	1	2%
I don't take the bus when it doesn't align with my schedule	1	1%	1	2%
The route no longer includes my pickup spot	1	1%	1	2%
There are not enough buses and too many stops, it takes too long to get home	1	1%	1	2%
Total	133	100%	45	100%

Other common responses were related to the service schedules. To provide additional detail on these factors, the following table presents the individual responses, as well as the work start and end time of each respondent.

Q10 -- Schedule Related Comments		
	Start Time	End Time
The bus schedule doesn't work with my work hours	08:00 AM	4:30 PM
Schedule changes, called in to work 0645 to 1930	07:30 AM	18:00 PM
Afternoon rerun time is too late.	06:45 AM	03:00 PM
I do not like the new time of the bus in AM so that may change my use of the bus. Pick up was 7:20 AM and now 6:50 AM. There is too much gap at late morning	08:00 AM	4:30 PM
Because the current schedule is too limited - I either have to leave work at 4:40 pm, which is too early, or 6 p.m., which is too late. Same problem with the a.m. Commuter schedule.	08:45 AM	05:15 PM
You don't have enough buses running and too many stops. It takes too long to get home. Bring back the express commuter and I'll ride 5 days per week.	7:00 AM	4:00 PM

QUESTION 11: WHAT OTHER TRANSIT SERVICES DO YOU USE WHILE YOU ARE IN SACRAMENTO FOR WORK? PLEASE CHECK ALL THAT APPLY.

This question was intended to gain an understanding of the need for coordination with other services, as well as the potential use of regional fare media like Connect Card. The large majority (82.8 percent) do not use other services. Of those that do, a large majority (14.6 percent of the total) also use Sac RT services.



QUESTION 12: DO YOU ANTICIPATE THAT YOUR COMMUTE PATTERNS WILL CHANGE NEXT YEAR (2022)?

46 percent of respondents indicated their commute will change, compared to 54 percent indicating no change. Of those with a changing commute, a majority of the respondents gave responses that indicate a higher use of the transit service, particularly "I will go to the office more days per week" (43 percent) and "I will return to the office and take the bus frequently" (24 percent). Including "I will ride the bus" (8

percent) and “I will take the bus when the pandemic is over” (1 percent), 86 percent of these responses indicate a change towards more transit use.

Q12: Do you anticipate that your commute patterns will change next year (2022)?		
No	83	54%
Yes	70	46%
<u>If Yes, Detailed Response</u>		
I will go to the office more days per week	34	43%
I will return to the office and take the bus more frequently	19	24%
I'm not sure yet	6	8%
I will ride the bus	6	8%
Retired	5	6%
I will go to the office fewer days per week	4	5%
I will drive my car because there is no longer a pickup spot near me	2	3%
I will be working longer hours	1	1%
Earlier afternoon times back to El Dorado County	1	1%
I will take the bus when the pandemic is over	1	1%
No longer commuting by bus	1	1%
Total	80	100%
<u>If Indicating Number of Planned Days of Bus Commuting in 2022</u>		
1 day/week	3	
1 or 2 days/week	1	
2 days/week	6	
2 or 3 days/week	6	
3 days/week	3	
4 days/week	4	
5 days/week	6	
Average Days/week	3.0	

For those indicating how many days per week they expect to be commuting in 2022, the average response was 3 days.

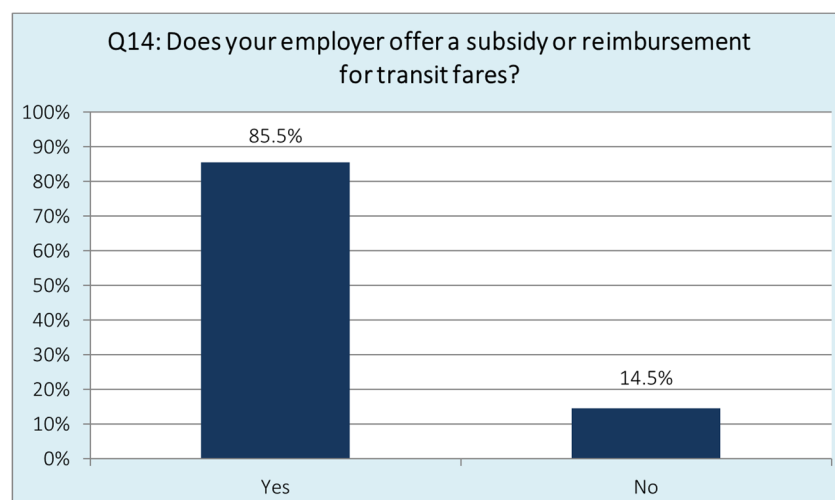
QUESTION 13: DO YOU USE CONNECT CARD? IF NO, WHY DON'T YOU USE CONNECT CARD?

Fully 84 percent of respondents use the Connect Card (88 percent if those not commuting are excluded). Of those not using the Connect Card, the most common reason was “unaware of it”, “I purchase a monthly pass” and “I prefer tickets because I can use a voucher” each of which garnered 3 responses.

Q13: Do you use Connect Card?		
	#	%
Yes	128	84%
No	24	16%
If no, why don't you use a Connect Card?		
I work remotely	6	30%
Unaware of it	3	15%
I purchase a monthly pass	3	15%
I don't know	2	10%
I don't use the bus enough for it to be worth it	2	10%
I prefer tickets because I can use a voucher	3	15%
I have a disability and cannot use the online system. Calling on the phone has never worked.	2	10%
I was assigned to an office in Rancho Cordova when the pandemic hit and never acquired a card for regular commuting.	1	5%
It is difficult to get a reimbursement. My department only offers tickets for sale.	1	5%
My work no longer provides them	1	5%
I like using cash	1	5%
I need more flexibility depending on the number of days I go to work	1	5%
Total	20	100%

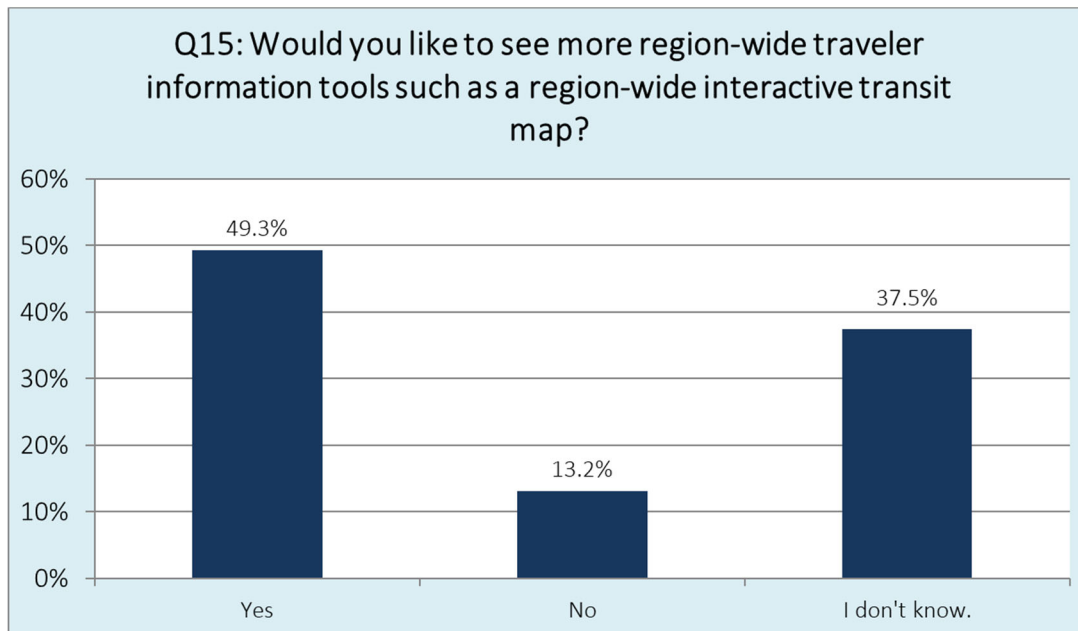
QUESTION 14: DOES YOUR EMPLOYER OFFER A SUBSIDY OR REIMBURSEMENT FOR TRANSIT FARES?

Fully 86 percent of responses were in the affirmative, which is a positive factor in the potential for transit ridership.



QUESTION 15: WOULD YOU LIKE TO SEE MORE REGION-WIDE TRAVELER INFORMATION TOOLS SUCH AS A REGION-WIDE INTERACTIVE TRANSIT MAP?

Just under half of respondents indicated yes, though 38 percent indicated they did not know.



Q16: PLEASE PROVIDE ANY INPUT YOU HAVE ON IMPROVING EL DORADO TRANSIT COMMUTER SERVICES TO SACRAMENTO. THIS INCLUDES CHANGES YOU MIGHT WANT TO SEE AT PARK AND RIDE LOTS OR BUS STOPS IN SACRAMENTO

This final question garnered 102 individual responses. By categories, there were the following number of comments:

- Kudos for the transit service – 9 responses
- Schedule and frequency suggestions – 27 responses
- Stop location and route suggestions – 12 responses
- Stop improvement suggestions – 5 responses
- Bus amenity improvement suggestions – 10 responses
- Other – 15 responses

Q16: Please provide any input you have on improving El Dorado Transit Commuter Services to Sacramento. This includes changes you might want to see at Park and Ride lots or bus stops in Sacramento. (1/2)	
El Dorado Transit is doing a great job	9
Schedule Suggestions	
Later bus departing from Sacramento	6
Add 8 AM pickup time in EDH	4
A bus that arrives downtown at 9 AM	2
Add 7:15-7:25 AM pickup time from EDH	2
Add more buses	2
More times to commute from EDH	2
Run more express buses	2
3:15 pickup time at Q St and 16th St	1
4:35-4:45 PM pickup time at Q St and 16th St	1
5 AM Pickup at Ponderosa	1
7-7:30 AM pickup time at Ponderosa	1
Add 7:30 AM pickup time in EDH	1
Add a bus between bus 3 and 4 in the morning	1
Add a later route departing from Sacramento	1
Add more reverse commutes	1
I get off work at 6:00 PM and the bus gets there at 6:05 PM... I need more time to get to the bus stop	1
I have ridden with EDT for 22 years. I get off work at 3pm. It started out years ago the first bus out of Sac for me was 3:10pm (Perfect)! Then it changed to 3:20 and now 3:31. Please bring back a bus that leaves between 3:10 and 3:20 PM.	1
Later pickup at 9th St and P St	1
Leave 5th St and N St around 5:20 PM	1
More bus services	1
More frequent buses	1
More routes in the 7:00 AM hour	1
Retain "request only" stops both in and out of downtown.	1
Run the 50 express on weekends	1
Stop changing the time schedule	1
The commuter route is too long. I stop at 11th St and H St and don't have time to travel for 30 min downtown.	1
The limited schedule as currently published will make it hard for me to get to work on time or get home in a timely manner as it has added more blocks to walk both times. I was already gone from home 11-1/2 hours each day.	1
Stop Locations/Route Suggestions	
Add 9th and L St. back to the route	2
Add a stop up on the hill that arrives between 8:30 and 9 AM	2
Fewer stops to/from Placerville and Sacramento	2
Add Mosquito stop for AM commute again	1
Add pickup location in Folsom	1
Add stop near the medical center	1
Adjust travel times so bus drivers can get there without worry	1
If commuting increases, I would like to see the Town Center parking lot opened again. The El Dorado Hills Park and Ride will be too crowded if commuting increases.	1
I prefer the old PM route prior to the July 5 change. I do not like getting off the freeway at 65th Street. Again, if commuting increases that is going to be a significant delay coming home.	1
In my experience nobody uses the afternoon stop at SMUD (65th), make it a will call	1
It would help if the bus stops remained the same as it was before July schedule in downtown and remain on request only in the morning and afternoon. I do not mind the new added stop at SMUD. A couple of days back the bus did not stop at the 9th street in the afternoon (even though we waved and yelled, not even slowed down at the stop), and me and another rider had to run for three blocks trying to catch it. The drivers need to know exactly where to make a stop.	1
Keep the Mercedes (EDH) parking lot because the other one gets too full, or add another stop somewhere in EDH like near Safeway or CSD park	1

Q16: Please provide any input you have on improving El Dorado Transit Commuter Services to Sacramento. This includes changes you might want to see at Park and Ride lots or bus stops in Sacramento. (2/2)

Stop Improvement Suggestions	
Add overhangs/weather protection at bus pickups	2
Change the Ray Lawyer Drive Park and Ride to stop at the parking lot so commuters don't have to park far away with little covering	2
Cameras at Park and Ride	1
Cleanup bus stops	1
Connect commuter to light rail	1
Bus Amenity Suggestions	
Better WiFi	1
Better audio/speaker to hear bus driver	1
Bring back Placerville Station for commuters	1
Charging outlets	1
I would like to know how often the seats on the buses are cleaned.	1
More shaded seating for handicapped people	1
Seat belts	1
Stop button	1
Tray tables on back of seats	1
Upgrade ventilation system	1
Other	
Please keep running this service because I will use it when I go back to the office	5
Drivers should mandate masks	2
I was unable to use vouchers with online payment system for the Connect Card. Please remedy or add back more places to purchase tickets/passes that accept vouchers made payable to El Dorado Transit.	2
Add an option to purchase 12-24 round trip tickets per year at a reduced rate	1
Don't allow people to camp in Park and Ride lots	1
Driver should ask where you're getting off, so they don't have to stop unnecessarily	1
Drivers should not allow people on drugs on the bus	1
Electric bus ideas need to wait a few years and rely on PGE rates	1
I need to get to Auburn for work	1
Note that Resources Agency staff are moving to a new office tower at 7th and P streets next month	1
Options for getting up the hill during the day even if it is taking light-rail part of the way	1
Please don't let gas prices affect the transit fare	1
Refund connect card to permanent teleworking members	1
Shorter wait times at empty pickup stops while there is COVID	1
Some downtown bus stops are surrounded by homeless people and trash/feces	1
Total	102