AGENDA TITLE: Update on the Comprehensive Operational Analysis of the City’s Local and Commuter Transit Service (e-tran)

MEETING DATE: December 9, 2015

PREPARED BY: Jean Foletta, Transit System Manager

DEPARTMENT HEAD: Richard Shepard, Public Works Director/City Engineer

RECOMMENDED ACTION:

Receive and file this update to the City Council on the e-tran Comprehensive Operational Analysis (COA).

BACKGROUND INFORMATION:

In July 2014, the City was awarded a competitive grant from the California Department of Transportation (Caltrans) Sustainable Communities Transportation Planning Grant Program to conduct a COA of the City’s local and commuter transit services. On June 24, 2015, the City Council awarded the COA Contract to IBI Group.

On August 26, 2015, staff presented an update to Council on the COA project’s status with a commitment to regularly update Council on the progress of the study. This report serves as the second update on the COA.

The project team has begun the first phase of consultations with community and various stakeholder groups, which included the following:

- An on-line community survey to better understand the transit needs of the community
• Stakeholder meetings with Sacramento Regional Transit District, City of Galt - SCT Link, Elk Grove Unified School District, the Sacramento Area Council of Governments (SACOG), and Apple

• Public workshop on October 29th

On-line Survey and Technical Memo
The on-line survey was intended to gather information on travel behavior, quality of service, and user demographics.

The survey was administered via SurveyMonkey accessed through a link on the e-tran website. The survey was made available to the public for approximately six weeks, during which time 400 responses were received.

The results from the survey have been captured in a Technical Memo (Attachment 1) that provides the City with an initial assessment of local transit needs. These findings will be developed further through future interactive community meetings scheduled to be held throughout the course of this study. Survey participants were generally satisfied with the quality of e-tran services. Most respondents felt the fares were reasonable and generally felt safe on the buses. Despite overall satisfaction with the quality of service, respondents did identify a number of areas for improvement.

The following are some of the key observations from the survey results:

• The majority of respondents are regular Commuter Service customers and use e-tran for work purposes
• Local Service customers use e-tran for non-work purposes
• Survey respondents did not use e-tran services for the following reasons:
  o Buses do not go close enough to where they want to travel to and from
  o Infrequent service and a feeling that it takes too long
• Most desired transit service improvement included:
  o Mobile app for real-time information
  o More frequent bus service
  o Later night service
• Majority of comments dealt with:
  o Apprehension over using Light Rail Transit (LRT) citing safety and security concerns and increased commute times
  o Concerns over the prospect of eliminating e-tran Commuter Service
  o Quality of e-tran service deteriorating as a result of missed runs and accusations of this being intentional to encourage the use of LRT

All of the survey comments are contained in Attachment 2.

**Preliminary Route Performance/Ridership Analysis**

IBI Group has developed preliminary findings and conclusions based on August/September ridership evaluation. The consulting team will continue to refine these findings as data becomes available. Of note, the City has purchased Automated Passengers Counters (APC) that provide detailed ridership information. This system is in the process of being validated and accepted, after which the APC data will be shared with IBI Group to evaluate.

Following are the preliminary findings for the local and commuter services.

**Local Service Findings:**

• Generally service is not well-utilized. Only one local route (154) meets a minimum productivity threshold of 20 boardings per revenue hour.
• Network functionality is limited - two routes (156, 157) generate more than half of all local ridership.
• Some alignments are circuitous or contain excessive one-way segments.
• Weekend alignments are substantially different from weekday alignments. This contributes to poor productivity on Saturday (8.2 boardings per hour) and Sunday (4.4 boardings per hour).
• CRC is the dominant boarding and alighting location, indicating that more than half of all local trips are to places outside the City of Elk Grove.
• Local route frequencies are too low to attract significantly more general purpose local trips.
• Local and commuter schedules are not integrated, resulting in lower effective frequencies on arterial segments.
• Existing routes are inconsistent with school boundaries.
• School route schedules (151,152,153) should be integrated into the regular route network.
• Current schedules are not constructed within cycles that would ensure schedule reliability, and adequate recovery times.

Commuter Service Findings
• Service is mostly well-utilized, with 11 routes averaging 70.4% of seated capacity; ranging from 96.6% (Route 53) to 7.2% (Route 91-Reverse Commute). A breakdown of utilization by thoroughfare is provided in the chart below:

<table>
<thead>
<tr>
<th>Thoroughfare Used</th>
<th>Number of Routes</th>
<th>Average % of Seating Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interstate 5</td>
<td>3</td>
<td>85.7%</td>
</tr>
<tr>
<td>Highway 99</td>
<td>4</td>
<td>76.5%</td>
</tr>
<tr>
<td>Bradshaw Road to Butterfield LRT</td>
<td>2</td>
<td>46.9%</td>
</tr>
<tr>
<td>Reverse Commute from Butterfield LRT</td>
<td>2</td>
<td>8.3%</td>
</tr>
</tbody>
</table>

• Generally commuter routes spend too much time on arterial streets where relatively few customers board. Alignments should be shortened to a maximum of five miles and 15 minutes of scheduled running time on arterial segments.
• Peak periods are too narrowly defined. Schedules should be expanded to provide morning arrivals between 6:45 am – 9:00 am and afternoon departures between 3:45 pm –6:00 pm.
• Ridership patterns indicate that up to 75% of existing customers board commuter routes at a park-ride lot. Park-ride lot improvements are key to expanding commuter service capacity.
• Hwy 99 lots at Calvine and Sheldon are sufficient for the short term – i.e., within three minutes of a freeway interchange and with capacity over 100 spaces, near retail commercial development.
• Hwy 99 park-ride lots near Bond-Laguna and Elk Grove Boulevard interchanges require consolidation and relocation. Existing lots
have insufficient capacity causing increased bus travel times and customer uncertainty.

- At Bond-Laguna, construct a new park-ride facility containing 200 spaces to replace five existing lots (Marketplace 99, Marketplace 99 South, Laguna Gateway) containing a total of 41 spaces.
- At Elk Grove Boulevard, construct a new park-ride facility containing 200 spaces to replace three existing lots (Caltrans, Calvary Christian Center, Laguna 99) containing a total of 130 spaces.
- Currently no park-ride capacity exists at the Kammerer/Grant Line interchange.
- At each of the above locations, site selection should consider the planned LRT extension and other factors.

- I-5 corridor has insufficient park-ride capacity.
  - Apple lot should be expanded - currently 73 spaces. Alternatively, supplemental capacity is needed adjacent to retail development near the I-5/Laguna Boulevard interchange.
  - Currently there is no park-ride capacity adjacent to the Elk Grove Boulevard interchange.
  - Laguna Creek Town Center park-ride lot should be expanded – currently 15 spaces.
  - Need new park-ride capacity near the intersection of Elk Grove Boulevard west of Franklin Boulevard, in proximity to Raley’s, or new retail shopping development serving the Harbor Pointe and Elliott Ranch subdivisions.

- Need to plan for park-ride lots at future LRT station sites in the Big Horn Boulevard corridor at Bruceville Road, Laguna Boulevard, Elk Grove Boulevard, Whitelock Parkway and Bilby Road.

The complete Preliminary Performance/Ridership Analysis is included in Attachment 3.
Next Steps
The second public workshop in Phase 1 of the outreach plan is scheduled for December 10. After the workshop, IBI Group will prepare draft recommendations for potential service changes and modifications using the information gathered through the public outreach process, ridership data, route productivity standards, and overall system performance. This will include:

- How recommendations will impact future budgets
- Short term (1-5 years) alternatives and long term (5-20 years) alternatives

A second round of outreach will be conducted after the preliminary recommendations have been received.

It is anticipated that a Final Plan will be brought to Council for consideration in Spring/Summer 2016.

FISCAL IMPACT:

There is no fiscal impact as a result of accepting this update.

ATTACHMENT:

1. Technical Memo- Elk Grove Transit Survey Results
2. On-line Survey Comments
3. Preliminary Elk Grove COA – Local and Commuter Routes Performance/Ridership Analysis
TECHNICAL MEMO

Elk Grove Transit Survey Results
1 Introduction

1.1 Overview

In a continued effort to best meet the transportation needs of residents, visitors, and businesses in Elk Grove, the City has embarked upon a review of the city’s public transit services. The review will ultimately determine how public transit may better meet the short-term and longer-term needs of the community including opportunities for transit service connections to the RT’s light rail service.

As a part of the initial planning process, a community survey was conducted to better understand the transit needs of the community. The survey was intended to provide information on travel behavior, quality of service, and user demographics. Information collected from the survey will be used to develop the Comprehensive Operational Analysis including enhancements to existing local and commuter transit services.

1.2 Report Objective

The purpose of this report is to detail the results of a transit user community survey conducted on behalf of the City of Elk Grove. The survey was administered via SurveyMonkey accessed through a link from the city’s home page. This report documents the results and key findings of the survey. Results from the survey will be reviewed as a part of the comprehensive analysis of e-tran services and serve as important input in to the development of service enhancements.

2 Survey Methodology

A community survey was conducted on behalf of the City of Elk Grove to better understand the qualitative aspects of e-tran transit service delivery and the behavioral attributes that impact mode choice. The survey also provided an opportunity for the community to express their concerns and make recommendations to improve transit services.

The survey was administered on-line via SurveyMonkey accessed through a link from the city’s home page. To ensure maximum participation, surveys were made available to the community for a close to six week period beginning on Thursday, October 1st until Wednesday, November 11th, 2015. Communication of the web-based survey was made to the general public via the City of Elk Grove’s website as well as electronic newsletters.

The community survey consisted of seven questions targeted to solicit feedback from community members on their preferred transportation mode choice, typical trip destinations by mode, opinions on the quality of transit service provided by e-tran, recommendations on potential improvements to transit service, and individual demographic data.

The SurveyMonkey surveying technique providing for a stastically valid methodology given that:

1. Public & anonymous - It is important that the survey remain in the public domain (rather than a preselected survey population that could have been assigned a survey access “key”) and permit anonymous responses.

We recognize that IP addresses can be traced to a computer but not a person. People who share a computer share an IP address. Additionally, some IP addresses are tied to proxy servers, which means multiple computers can share the same IP address. An organization may have a single...
computer that is used to route Internet connections for all of the computers in that organization's computer network. If we were to see multiple responses for the survey with the same IP address, it may be that a single person is responding to your survey multiple times, or it may be that multiple people in an organization are accessing the survey from within that organization's computer network. We would not want to discount either.

2. **Confidence coefficient** - Our survey research methodologies include an analysis considering a confidence level or confidence coefficient. Simply put, say +/- .05 (or 5%) we are 99% confident that the true value of a parameter (survey response) is in our confidence interval. A confidence level accounts for irregularities in survey responses. The desired level of confidence is set by the researcher (not determined by data).

The literature is replete addressing survey methodology and scrutiny including survey bias and individuals completing multiple times and potentially skewing results and the use of confidence levels to address.

3. **Other research methodologies** – As noted above, the use of confidence intervals not only will provide effective survey data but the order of magnitude will be further validated by other outreach and research methodologies as part of the COA outreach/consultation work plan. Intercept surveys will ensure single/unique responses and public meetings will enable direct dialogue addressing concerns and acceptance of improvement strategies.

3 **Survey Results**

Four hundred responses were collected during the 42-day survey window ending on Wednesday, November 11th, 2015. Although 400 responses were collected from the survey, it should be noted that not all participants answered every survey question. Questions regarding demographic data such as household income and age of the survey participant were the most commonly skipped survey questions. The following sections detail the results of the survey.

Q1. **Resident of Elk Grove?**

Close to 90% of survey respondents are residents of the City of Elk Grove.
Q.2 Transportation Mode Choice

To better understand the travel behavior of the community, the community survey asked participants to identify which transportation mode they or members of their household utilize in a typical week and for what purpose. The transportation mode choices included: car (as a driver or passenger), e-tran local service, e-tran commuter service, RT’s LRT, SCT/Link, taxi or ride share service (i.e. Uber, Lyft, etc.), bicycle, walking, e-van ADA paratransit, or other. Additionally, trip purpose choice options included: work, social/recreational, shopping, doctor/medical, school/education, and other. Survey participants could select more than one mode and more than one trip purpose for this question. 400 survey participants answered this question.

The results of the survey revealed that automobiles were the most frequently used mode of transportation in a typical week (for both survey methods) with 344 of 400 survey participants, identifying this mode choice. Similarly, 337 respondents indicated they use e-tran commuter service. Close to 90% of e-tran commuter trips are for work purposes. 86 respondents indicated they use e-tran local service in a typical week. 38% of e-tran local service trips are for work purposes. 31% of e-tran local service trips are for social, recreational or shopping trips.

Figure 3.1 illustrates the results of the survey question.

Figure 3.1: Transportation Mode Choice and Trip Purpose
Q2 (a). Quality of Transit Service

Understanding the qualitative aspects of e-tran service delivery is important in the evaluation of current transit performance. As a part of the process, the survey asked participants to provide feedback on various qualitative factors including:

- Convenience of service
- Transit travel time
- Perceived safety on transit and waiting for transit
- Available transit information
- On-time performance
- Transit fares
- Overall satisfaction of transit service

The results of the survey revealed that e-tran customers were generally satisfied with the overall quality of services. More specifically, the survey results revealed that customers were the most satisfied with safety and transit fares. The area of least satisfaction is that of the convenience of transfers.

Figure 3.2 illustrates the results of the survey regarding the quality of e-tran services.
Q2 (b). Reasons for Not Using e-tran

The survey also solicited feedback from participants that did not utilize e-tran services. A list of reasons why an individual chose not to use e-tran was given and participants were asked to select all that applied. The list included options such as a dislike for transit, infrequent service, doesn’t go close enough to where travel to and from, too expensive, takes too long, buses are too crowded, do not feel safe, don’t know what bus to take, bus routes aren’t direct enough, transit doesn’t operate the hours of the day or days of the week that want ot travel, or other.

It is important to note that only 72 respondents answered this question (328 skipped this question).

Results of the survey revealed that of the given choices, the most common reason why survey respondents did not use e-tran services was because of the buses do not go close enough to where the want to travel to and from. Infrequent service and a feeling that it takes too long where also frequently mentioned.

Figure 3.3 illustrates the results of the survey regarding why survey participants do not use e-tran.
Figure 3.3: Reasons for Not Utilizing e-tran

If you do NOT use e-tran (transit service), why not? (Please check ALL that apply)

- I wouldn’t take transit under any circumstances: 6
- Infrequent service: 27
- It doesn’t go close enough to where I travel to and from: 35
- It is too expensive: 8
- It takes too long to travel by bus: 25
- Buses are too crowded: 18
- I would not feel safe and secure on public transit or waiting for transit: 5
- I don’t know what bus to take: 7
- Bus routes aren’t direct enough: 22
- Transit doesn’t operate the hours or the days of week that I would want to travel: 26

NUMBER OF SURVEY PARTICIPANTS
### Q.3 Suggested Transit Service Improvements

The community survey provided an opportunity for respondents to make their own recommendations on how e-tran could improve its services. The survey provided a list of improvements that participants could choose from, such as improvements in the information on how to use e-tran, direct service to LRT, later night service, etc. Additionally, the survey also allowed participants to make their own recommendations for improving the transit service.

Results of the survey revealed that the most desired transit service improvement was a mobile app for real-time information followed by a desire for more frequent bus service. Third was the desire for later night service.

Figure 3.4 illustrates the survey results for suggested transit service improvements.

#### Figure 3.4: Suggested Transit Service Improvements

<table>
<thead>
<tr>
<th>Service Improvement</th>
<th>Number of Survey Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better information on how to use e-tran</td>
<td>57</td>
</tr>
<tr>
<td>Direct service to Light Rail Transit (LRT)</td>
<td>68</td>
</tr>
<tr>
<td>Later night service</td>
<td>110</td>
</tr>
<tr>
<td>Earlier morning service</td>
<td>64</td>
</tr>
<tr>
<td>More bus stops</td>
<td>59</td>
</tr>
<tr>
<td>More frequent bus service</td>
<td>210</td>
</tr>
<tr>
<td>More shelters or benches at bus stops</td>
<td>102</td>
</tr>
<tr>
<td>Fewer transfers required</td>
<td>41</td>
</tr>
<tr>
<td>A mobile phone app for real-time information</td>
<td>230</td>
</tr>
<tr>
<td>Improved bus service - (specify locations in comment field below)</td>
<td>89</td>
</tr>
</tbody>
</table>

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### Q4.

*Answer Options*

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better information on how to use e-tran</td>
<td>15.6%</td>
<td>57</td>
</tr>
<tr>
<td>Direct service to Light Rail Transit (LRT)</td>
<td>18.6%</td>
<td>68</td>
</tr>
<tr>
<td>Later night service</td>
<td>30.1%</td>
<td>110</td>
</tr>
<tr>
<td>Earlier morning service</td>
<td>17.5%</td>
<td>64</td>
</tr>
<tr>
<td>More bus stops</td>
<td>13.7%</td>
<td>50</td>
</tr>
<tr>
<td>More frequent bus service</td>
<td>57.4%</td>
<td>210</td>
</tr>
<tr>
<td>More shelters or benches at bus stops</td>
<td>27.9%</td>
<td>102</td>
</tr>
<tr>
<td>Fewer transfers required</td>
<td>11.2%</td>
<td>41</td>
</tr>
<tr>
<td>A mobile phone app for real-time</td>
<td>62.8%</td>
<td>230</td>
</tr>
<tr>
<td>Improved bus service to - (specify)</td>
<td>24.3%</td>
<td>89</td>
</tr>
</tbody>
</table>

**Other/Comments (please specify)**

*answered question 366*

*skipped question 34*
Future Transit Service Usage

In addition soliciting feedback on transit service improvements, survey participants were also asked how likely they would utilize e-tran if the suggested improvements were implemented. This survey question was asked to gauge the likelihood of ridership increase with the aforementioned transit service improvements. Results of the survey indicated that most participants (74%) would certainly use e-tran if the suggested improvements were implemented.

Figure 3.5 illustrates the likelihood of ridership increase if the suggested transit improvements were implemented.

**Figure 3.5: Future Transit Service Usage**

![Bar Chart]

Demographic Data

To better understand the results of the community survey, the survey solicited demographic data from participants. The survey results indicated that on average, a survey participant lived in a household of 3 people and had 2 cars or SUVs in the household. Additionally, most survey participants reported an average household income of $76,000-$150,000, and were between the ages of 25 to 54. Demographic results of the survey are illustrated in Figure 3.6 below.
Figure 3.6: Demographic Data

Which of the following age categories matches YOUR age?

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Number of Survey Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prefer Not to Answer</td>
<td>21</td>
</tr>
<tr>
<td>Under 18</td>
<td>0</td>
</tr>
<tr>
<td>19-24</td>
<td>5</td>
</tr>
<tr>
<td>25-44</td>
<td>117</td>
</tr>
<tr>
<td>45-54</td>
<td>127</td>
</tr>
<tr>
<td>55-64</td>
<td>77</td>
</tr>
<tr>
<td>65-74</td>
<td>8</td>
</tr>
<tr>
<td>75 or Older</td>
<td>3</td>
</tr>
</tbody>
</table>

NUMBER OF SURVEY PARTICIPANTS
4 Summary

As a part of developing the Comprehensive Operational Analysis, residents of the City of Elk Grove were asked to participate in a community survey to determine the local needs for improved transit services. The results from this survey provide the City with an initial assessment of local transit needs, which will be developed further through future interactive community meetings scheduled to be held throughout the course of this study. The following section describes the key observations from the survey results.

4.1 Key Observations

Survey participants were generally satisfied with the quality of e-tran services. Most respondents felt the fares were reasonable and generally felt safe on the buses. Despite overall satisfaction with the quality of service, respondents did identify a number of areas for improvement. The following are some of the key observations from survey results including the comments:

- The majority of respondents are regular Commuter Service customers and use for work purposes. Conversely, 60% of Local Service customers use e-tran for non-work purposes.

- The most common reason why survey respondents did not use e-tran services was because the buses do not go close enough to where they want to travel to and from. Infrequent service and a feeling that it takes too long where also frequently mentioned.

- Results of the survey revealed that the most desired transit service improvement was a mobile app for real-time information followed by a desire for more frequent bus service. Third was the desire for later night service.

- Overwhelmingly, the majority of comments dealt with:
  - An apprehension over using LRT (citing safety and security concerns as well as increasing commute times), concerns of the prospect of eliminating e-tran Commuter Service (indicating they would rather drive than use LRT); and
  - Quality of e-tran service deteriorating as a result of missed runs and accusations of this being intentional to encourage the use of LRT.

A list of salient comments from the survey are presented in Appendix B.
Appendix A: Transit Survey

Elk Grove Transit Survey

We Need Your Input!

The City of Elk Grove’s e-tran provides both local and commuter public transit service. The City is conducting a Comprehensive Transit Analysis that will be used to define the future of transit in our community and this survey is one way we will seek the public’s input. We want to know your thoughts on current transit services and areas for improvement that may be important to you and our community.

What you have to say is important in helping to make improvements and plan for the future. Thank you for your participation.

IN THIS SECTION WE WANT TO KNOW ABOUT YOUR USE OF TRANSIT AND YOUR TRAVEL PATTERNS.

1. Are you a resident of the City of Elk Grove? Yes [ ] No [ ]

2. What type of transportation do you or other members of your household use in a typical week and for what purpose? Please check all that apply.

   a. Car (as Driver or Passenger)
   b. Elk Grove’s e-tran local bus service
   c. Elk Grove’s e-tran commuter bus service
   d. Regional Transit (RT) Light Rail Transit (LRT)
   e. South County Transit (SCT/Link)
   f. Regular Taxi or Ride Share Service (i.e. Uber, Lyft, etc.)
   g. Bicycle
   h. Walk
   i. E-van ADA Paratransit
   j. Other (specify) ____________________________

2. a) If you use e-tran bus service, we want to know what you think of the transit service: (If you do not use e-tran bus service, please go to Question 2 b).

   a. Service is convenient and easy to use
   b. The travel times are reasonable
   c. I feel safe on the transit service
   d. Transit information is readily available
   e. Transit arrives on schedule (is punctual)
   f. Transit fares are reasonable
   g. Transfers are convenient
   h. Overall, I am satisfied with the transit service

1 of 2 (over)
2. b) If you do NOT use e-tran (transit service), why not? (Please check all that apply)

☐ I wouldn't take transit under any circumstances
☐ Infrequent service
☐ It doesn't go close enough to where I travel to and from
☐ It is too expensive
☐ It takes too long to travel by bus
☐ Buses are too crowded
☐ I would not feel safe and secure on public transit or waiting for transit
☐ I don't know what bus to take
☐ Bus routes aren't direct enough
☐ Transit doesn't operate the hours of the day or the days of week that I would want to travel. Specify
☐ Other (please state)

3. The types of e-tran service improvements that I would like to see: (Please check all that apply)

☐ Better information on how to use e-tran
☐ Direct service to Light Rail Transit (LRT)
☐ Later night service
☐ Earlier morning service
☐ More bus stops
☐ More frequent bus service
☐ More shelters or benches at bus stops
☐ Fewer transfers required
☐ A mobile phone app for real-time information
☐ Improved bus service to - specify location(s)
☐ Other (please state)

4. Please indicate (✓) how likely it is that you would use e-tran based on the improvements you noted in Question 3 - above:

<table>
<thead>
<tr>
<th>Would</th>
<th>Would</th>
<th>Might</th>
<th>Not Very</th>
<th>Would</th>
<th>Would</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certainly Use</td>
<td>Likely Use</td>
<td>Use</td>
<td>Likely</td>
<td>Never Use</td>
<td>Make a Difference</td>
</tr>
</tbody>
</table>

IN THIS SECTION WE WANT TO KNOW ABOUT YOU AND YOUR HOUSEHOLD. [OPTIONAL]

5. a) How many people live in your household? □□ (b) How many cars or SUVs? □□

6. Which of the following categories best matches your annual household income?

☐ Prefer not to answer □ Under $20,000 □ $20-$50,000 □ $51-$75,000 □ $76-$150,000 □ over $150,000

7. Which of the following age categories matches your age?

☐ Prefer not to answer □ Under 18 □ 19-24 □ 25-44 □ 45-54 □ 55-64 □ 65-74 □ 75 or over

COMMENTS

Thank you for your participation
Appendix B: Transit Survey Comments

Elk Grove Transit Survey
Other/Comments/Please Specify Responses

The following provides a sampling of (verbatim) comments provided by respondents.

I do not use E-Tran Commuter bus service all the time, but do need it and have found it very convenient and punctual. Would like it to start a bit earlier though.

If Etran provided better service routes then it would be a better option. At this time the etran routes are not convenient. Don't even have a route that drives across town on Elk Grove Blvd.

Take car to new light rail station. ETran does not have a bus that will supporter my travel or times.

Suggestion: Recommending to the City of Elk Grove to continue the express bus service for Elk Grove residents working in downtown Sacramento. I don't drive to work because parking is very expensive in downtown plus gas. Monthly pass is the best.

To and From work I always use E-tran but please don't cancel the route. need more route like it was before every 15 mins bus 60 was running.

1. Customer service should be stressed. Some driver are very good at it, but some look, sound and have the body language that says they are just doing a job. 2. If the air conditioning is working, it is usually on so high the riders have jackets on. In winter, the bus is usually so warm that on buses with windows that open, riders open them. 3. The driver usually has the E-tran dispatch radio on and most time the chatter is so loud that it is disturbing, and since the dispatcher and other drivers who are communicating are not expecting their conversations to be broadcast, the conversations, while not inappropriate, are not always professional, well versed, articulate or polished. 4. Instruct drivers to remain professional and ot ride their horn no matter how irritated they are with other divers who may cut them off or do some other poor move. I have seen drivers hit the horn for an extended time, not to warn the other driver, but as retaliation after the fact.

There is no bus service to Sacramento downtown after 8 am, after I drop off kids at school.

Midday times available for those working half day or have appointments in town. More direct routes with less stops so commute isn't to long. Driving to light rail from East Elk Grove is faster and you leave later (after 7). Bus would require you being at bus stop before 7 to get downtown by 8.

On 52 & 53, the bypass through Laguna town hall is extremely time consuming. No service during business hours (between morning and afternoon commute hours) is a deal breaker for me. Need a route from Laguna town hall to Franklin light rail that runs at a frequency of 30 minutes or less from 6 am to 8 pm (preferably every 15 minutes during commute hours).

Bus 157 doesn't stop at Franklin High Rd/Bruceville Rd during after school hours.

I appreciate having the commuter routes to downtown Sacramento and have been riding for over 17 years so please retain the commuter routes.

Saturday, Sunday, & Holidays service around elk grove isn't convenient.

I take the E-Tran express bus roundtrip to work and I absolutely enjoy traveling to work on the bus as it is very relaxing.

Service needs to be more frequent, operate seven days a week, and need to develop a route along Franklin and Laguna between Franklin Station and Apple Computer making a loop into the Laguna Town Hall Transit Center.
Benches are not comfortable or covered, not enough shade or seating at consumes station.

Bus routes are very circuitous and take very long time and most of the time don’t get you to where you want to go.

The commuter buses in the morning are always late, which means I'm late for work. I would rather drive to South Sac & ride RT.

Buses always seem to run late. This is unacceptable. Once in a while is understandable, but the problems seem to occur daily per the emails I receive.

It would be nice to get information on what bus to take for certain locations.

I love to ride the express buses to downtown Sacramento as it is very convenient, faster than when I drive by myself, comfortable, safer, stress free, have peace of mind, and safer/cleaner/ better/cheaper/faster than light rail. If I take the light rail I also have to pay for parking at CRC everyday.

I need to catch the 0543 train out of CRC and etran is not running that early...

Infrequent service makes it impractical for local commuting and makes for long or impossible trips between the hours it is available. The local service is expensive for short trips. Also no cover at many stops. I prefer a long walk when possible to riding the bus.

No direct service from Stonelake to CRC. If the line 157 went to CRC before traveling to Bilby and Bruceville, you would have tons of students traveling. Believe it!

Better bus service and a park and ride spot for riders living in the eastern part of Calvine towards Vineyard (one of the fastest growing areas in the Elk Grove/Sac County area.

I take the #59 or #60. Used to be once in a while the #59 broke down or did not show up. Now one of the buses is a no show daily and the #60 is usually very overcrowded.

Please instruct the bus drivers to demonstrate professionalism at all times. Having loud conversations, playing music on their personal radio for all to endure, and showing up late destroys the quality of service. A female bus driver on morning Route #53 exhibits these shortcomings DAILY.

Specifically, bus 53 is the ONLY one that does not have any bus leaving after 6:30 AM. Why? Many of us work on N street, downtown, and this is our ONLY option. Too many 52 and 60, and 66 ...etc. Why a difference in 53?

Coordinate bus times so that transfers from light rail, at Consumes College, are easy. Provide more bus so not having to wait 1 hour for next bus.

Improved bus service to Franklin light rail. Also need better and more frequent service along Laguna/Bond, Elk Grove Blvd, Bruceville, and Franklin. Commuter routes need to be streamlined to reduce travel time to the freeways.

Better timing. Drivers show up at the stops 5-10 minutes early and do not wait.

Increase service to newer neighborhoods near Franklin and Bilby, including extending Commuter service South along Franklin from Elk Grove Blvd and east on Bilby or Whitelock to Franklin HS in the pm and opposite direction in the am. Add local service along Franklin all the way to Franklin LRT, not always to CRC LRT.

Bus route resumes on the 7th street in downtown Sacramento, but what's the reason for stopping service for the bus stop (route 58 and 52) at 7th and K street? It is very inconvenient. For stopping services at a bus stop, at least provide information on the nearest alternative bus stop so commuters can be prepared and make plans ahead.

Improve service to downtown. Bus needs to run on time in the morning. Some days it would be so pack because an earlier bus didn't run and and posses a safety issue should the bus suddenly stops

Routes 70 and 71 have weird schedules. If you work an 8 hour day, you have to take one in the morning and the other in the evening. And they both have different routes, one on Laguna Blvd, the other on Elk Grove Blvd. I get on Bus 71 at 6:57 AM at Old Creek on Laguna and Bus 70 at 4:40 PM at the Franchise Tax Board, disembarking at Foulkes Ranch at 5:45 PM and biking back up to Old Creek and Laguna.
Frequent daily shuttle service from Old Town Elk Grove to Harbour Point Dr.

I commute by eTran or car, depending on my schedule. The biggest impediment to selection of eTran on a daily basis is whether I can catch a bus that will get me to work when I need to be there and/or if there is an available bus to get me home at a time other than my normal departure time. For commute hours, I urge you to expand service so that buses are available every 15 mins rather than the periodic 30 min waits. Also, drivers need to be sure to keep on schedule. Arriving late is inconvenient but departing early is unacceptable, particularly if it is a 30 min wait between buses or the last one leaving downtown. Beyond that, not sure why I'm seeing so many late buses in the late afternoon - I don't rely on this one for commute but if I did, I probably would stop taking the bus based on a lack of reliability.

I am appreciative that the service exists. Small changes would make the experience so much better.

I work downtown Sacto. With the new Arena going up the public parking are going up! I now pay $180. per month and the rates will continue to go up. If there was additional times and better parking security I could use the EG Transit!

I have rode the commuter buses from Elk Grove to Downtown Sacramento for 15 years. I walk to the bus stop from my house about 0.4 of mile. The system has been a great resource to me and the other commuter buses. By the time that the 53 or 52 get on the freeway they are always full. With the new connection to light rail the 157 or 159 will give the commuters the option to come home during the middle of the day.

Please instruct the bus drivers to demonstrate professionalism at all times. Having loud conversations, playing music on their personal radio for all to endure, and showing up late destroys the quality of service. A female bus driver on morning Route #53 exhibits these shortcomings DAILY. Again, the bus drivers need to be on time, professional, and courteous.

I am a daily commuter on the 52/53 route, to & from work, I live in the West Laguna Area closest to I-5, these transit services are very convenient, safe, clean,& reasonably priced . I'm asking for you not to eliminate these commuter buses; in fact we are now noticing a decline in some of your daily services. (no shadows, some schedules eliminated, buses running late) with these actions we are now super crowded in the buses, at times creating an unsafe commute. PLEASE BRING BACK THE SHADOWS & THE REGULAR SCHEDULES FOR THE COMMUTERS!!!!!!!!!!!!!!!!!!!!!!!!!!!

Please DO NOT even contemplate about changing the e-tran schedules with the aim of increasing lightrail ridership. They serve different purposes. E-Tran serves the needs of state-workers very well. Things can improve, for sure, but eliminating its route to downtown is not a good idea at all. Thank you.

I heard E-tran wants to stop commuter service from Elk Grove to Downtown. I hope this does not happen. Currently, I use E-tran to get to work everyday on bus 52. I don't want this to change at all.

I would love to take the light rail to work in downtown, but takes too long!!

As a regular downtown commuter it would be nice to have a late night bus for times when I might want to have dinner downtown or attend an afterwork event instead of having to drive in.

Please do not take away e-tran commuter buses. Having the e-tran buses available gives me an alternative from driving to work in downtown Sacramento. The bus stop and times are convenient. If give the choice to take either light rail or drive to work, I would drive to work.

I would to have a etran bus service to UCDMC. I take light rail, but it's way too long and I have to transfer.

I would NEVER ride eTran if I were forced to transfer to light rail. Light Rail is more expensive, unsafe, dirty, crowded and unreliable. I prefer to use the eTran bus service for my commute because it is used by professionals that are polite, quiet, respectful and non-aggressive. I would drive my own vehicle to work instead of using Light Rail as a connection.

The city needs to remember that public transit is a service to the public. For that reason, transit improvements must be made no matter the cost in order to meet its obligations to the public. Transit must be improved so that it can be a viable mobility option. Transit officials need to stop treating public transport as a commuter service and a charity to the poor and disabled.

Improvements to security from Unruly passengers.

Commuter buses 70 & 71 are very good for Elk Grove residents, please keep these 2 buses going.
E-Tran commuter buses provide safe and convenient transportation that I and many Elk Grove residents enjoy on a daily basis. Light-rail ought to be a supplement, instead of a substitute, to the commuter bus service. I urge the City to continue to improve commuter bus service for the needs for Elk Grove residents.

Transfers on local buses don’t work. The timing of when the buses arrive at transfer stops need to be closer together. Drivers need to be aware of transfer scenarios and be more service friendly rather than worrying about being off schedule by a couple of minutes.

Many of the route 60 and 59 buses have been cancelled lately and the notifications don’t go out soon enough. Many people ride these routes and our buses are overcrowded and pose a safety issue. Please stop cancelling the 60 and 59 buses!! So many people use them and it is incredibly unsafe to have 30 people packed like sardines in the isle on the bus ride home!

Add more service from the neighborhoods to Light Rail.

I like e-tran. It's close to home, clean and I normally know the people I am riding with in the morning and evening. But if you miss a bus, it takes a while for another one or with the express, once I am downtown, I am stuck. I have been taking light-rail for the past month, it's closer to my home, I can walk, and it runs every 15 min., but it's dirty and there are all kinds of people on the train. If you want to increase ridership, IT NEEDS TO BE CLEANED UP!! Las Vegas can do it why can't we???

Lately, more and more attempts have been made to eliminate e-tran commuter bus service to downtown Sacramento. As an Elk Grove resident who uses e-tran bus service(bus 52 and 53) to go to work everyday, I'm definitely upset and am very disappointed if this service is discontinued. Having light rail services as another public transportation options for a growing city like Elk Grove is good, but replacing e-tran commuter bus with light rails is definitely NOT okay! Both I-5 and 99 traffics are already very congested and commuter time is getting longer every day. If e-tran commuter service to downtown is eliminated, it's guarantee many of us will be forced to drive personal vehicle because light rails simply can't replace e-tran service in these aspects: safety, cleanliness, and convenience. Let's keep e-tran commuter bus running!!!

Please replace that terrible e-Tran bus system map. It is definitely the most confusing and misleading aspect of the e-Tran information service. The current map STOPs people from using e-Tran; does not encourage them.

Again, commuter busses are needed to improve traffic, air quality and sanity away from the freeways. I think the tax payers who use those busses are worth our cities investment!

Lately, at least 1 or more of the commuter buse routes to downtown Sac is randomly cancelled on a regular basis (2/3 times a week). I get off work at 4pm & catch the 60 P3 getting me to my car around 5pm. Yesterday it was cancelled & I took the 60 P4 which got me to my car around 6pm. I could have taken the 58 or 59 that came 5/10 mins before the 60 P4, but since those routes make more stops downtown before getting onto the freeway, it would have resulted in the same outcome. Until the townall meetings were held to discuss the end of the commuter buses to downtown, we did not have this problem anywhere near as often as we do now. If the route schedules changed to reduce the number of routes overall, we could deal with that, but when the routes are randomly cancelled with same day notice, it is very inconvenient and not appreciated. If you are trying to get those who love the Etran service benefit for which we moved to Elk Grove to hate it, your doing a good job of that. Consistency is appreciated. If you keep the commuter service then either reduce the number of routes so we know the bus will be there when you say it will OR keep the current number of routes and show up when you're suppose to.

I love using the e-trans buses for commuter purposes. Lately however, it feels like we're being jerked around with late and/or canceled routes with notifications that are not timely. Last week the 60 P3 picked up late, and we had at least 30 people standing due to the 59 & 57 not showing up. Not a safe or comfortable situation.

Overall, I am pleased with the service Etran provides. I am able to get to work in a timely manner, the buses are clean, and there is a sense of safety on the bus. I strongly hope that Etran service remains as light rail is a much less pleasant means of transportation.

Improvement is needed for the customer service reps who answer the phones.

E-Tran buses are valuable for work commuters and especially for those people who don't have a car and rely on buses to go food shopping or other places. For this past year, the E-tran buses that I have been taking have been sporadic in their arrival and leaving times. In recent months, sometimes, the buses are unpredictable in coming and often it's packed when the buses finally come. Please do not discontinue or diminish the E-tran services without the proper research and plan to ensure that Elk Grove provides the best services for its residents. Light Rail Transit (LRT) can be helpful to travel to

November 13, 2015
downtown, but is still plagued with problems such as safety concerns and cleanliness. Making LRT accessible to Elk Grove residents doesn't mean that it is the best solution for all of us.

I can ride my bike to the bus, take a 10-15 minute bus ride (#162) to light rail, wait maybe 10 minutes for the train to get to work. BUT if I want to LR home, after getting to the CRC station I wait about 30 minutes for a bus to get there to take me back to my bus stop, then I spend over 40 minutes on that bus to get me to the stop. This isn't convenient when I have a 10 year old latch key kid waiting for me to get off work and get home. Having buses run both ways instead of one way would alleviate this problem. Walking the 5 miles is actually faster than using your bus service, not sure if that is the level of service you want to provide.

Would like more 53 and/or 66 evening routes. I can't work late or grab a bite downtown when I'm using eTran, so sometimes I have to drive instead.

E-Tran commuter service was initially great and reliable. However, since E-Tran's last public meeting, service has declined and Buses have been cancelled resulting in my arriving to work late. If I get fired from work, Elk Grove will collect no taxes from me. I believe that the City of Elk Grove is decreasing E-Tran's reliability to the downtown commuters to get them to use light rail, which saves me no time, is less safe, and when I took it, I missed my transfer bus causing my commute to be 2 hours instead of 1 hour.

RT drivers should stick to the schedule and SHOULD NOT leave earlier than what is indicated on the schedule. Have more cars especially during commute time when there are many people using the RT. Have more security in the train more often.

Express bus service to Franklin Blvd. Light Rail Station.

Wish you would try to coordinate with RT light rail schedule downtown.

Overall good service, feel safe, Drivers are wonderful.

I am extremely glad we did not lose our commuter routes to downtown. I would never take the light rail (due to safety concerns) and hope I will never have to.

Overall I like e-tran but wish they offered more routes and even on the weekend would be nice!!!

I am fine with E-tran and enjoy riding it. I would consider light rail if there was local bus service from the Franklin light rail station.

I would prefer to use public transit, but e-tran drastically pales in comparison to other local transit systems I've used; forcing me to often drive to work and other locations. Often, the bus is late on my morning commuter route and the drivers slowly mosey along the freeway. At least once a week, a bus will simply not show up; and although I'm subscribed to email alerts, the emails don't arrive until 20-30 minutes past the bus' arrival time, which renders the alerts useless. The four stop locations I frequently use are uncovered and have no shelter--making for a miserable experience in the winter. Modifications to these problems would help e-tran gain and retain customers.

I am very satisfied with service, I feel safe at stops, on the busses, and with your drivers. Busses are clean. The 52 is having trouble-not all runs are working causing overcrowding, commuters tardy to their destination, and dissatisfied customers.

Can the public view the survey results in a graphical format before a written analysis can be done by hired professionals or city officials.

Please add the promised local route 165 with service to and from Franklin Light Rail Station along Franklin Blvd. from Laguna & Harbor Point, but loop the line down Harbor Point and into Stonelake. It's a win/win deal. Believe it!

Every six months, you seem to take these surveys and then propose to cut commuter runs to downtown in lieu of going to Light Rail stations. The Light Rail is unsafe, doesn't go to our job sites, and the commute time is so long it is not viable. If you don't want to serve your citizens with commuter bus service, you are forcing us all back into individual car driving. You think the traffic is bad now - wait until we are all back in our cars. And by the way, when I did drive downtown for work, I did my shopping downtown on my way home. You can kiss my shopping dollars goodbye, Elk Grove, if you force me back into my car.
My main concerns with the commute service are that we often get notices that a bus will just not be running at all for a specific route. The text alerts, if they are sent, have been an hour or more late! When this happens, later buses are overcrowded! Afternoon buses are often late—many times due to traffic, which is understandable—but again, text alerts are not sent timely—or at all. We continue to get old buses for the commute routes and there have been numerous occasions when the buses have broken down in the downtown area and on the freeway, causing dangerous situations and long waits for replacement buses.

Lately, the e-tran Commuter bus service has been erratic, and the 60 is always late. But overall the service is excellent and essential. You should be proud that so many people use and like it.

I think E-tran is a needed service. There are many of us who are trying to reduce the number of cars on the freeway, but it is becoming extremely frustrating with almost daily bus cancelations. There is a feeling that e-tran is trying to force riders to light rail by making it inconvenient or unreliable for daily commuting.

Continue to provide express bus service to downtown even though the LRT extension is complete. Park & Ride are at no cost compared to $1-$2 parking at LRT stations.

Improving the email alerts and running more buses would be incredibly helpful. I ride the 60, as do many, and some in the mornings and evenings have been cancelled or are very late which makes the bus service inconvenient and more of a nuisance (especially when it makes me late to work).

Thank you. I hope you will consider not stopping the e-tran bus service to downtown.

etran is a valuable service for downtown commuters! I do not have to drive far to park and ride. If eliminated and have to take light rail, I might as well drive into work.
Elk Grove Transit Survey
Other/Comments/Please Specify Responses

Q2. What type of transportation do you or other members of your household use IN A TYPICAL WEEK and for what purpose?
Other/Comments/Please Specify (16 responses):

Carpool occasionally
10/28/2015 1:36 PM View respondent's answers
I have a disability and I prefer to use the bus over driving for safety reasons. For the weekday grind of getting up early and driving back and forth whether tired or not, taking the bus is the safest option for me. Driving to light rail would defeat the purpose.
10/20/2015 3:15 PM View respondent's answers
Automobile
10/20/2015 12:53 PM View respondent's answers
For extra curricular activities, myself and my husband ride our bikes and walk around our neighborhood.
10/20/2015 12:27 PM View respondent's answers
I do not use E-Tran Commuter bus service all the time, but do need it and have found it very convenient and puntual. Would like it to start a bit earlier though.
10/20/2015 9:45 AM View respondent's answers
If Etran provided better service routes then it would be a better option. At this time the etran routes are not convenient. Don't even have a route that drives across town on Elk Grove Blvd.
10/19/2015 9:21 AM View respondent's answers
Take car to new light rail station. ETran does not have a bus that will supporter my travel or times
10/17/2015 9:20 AM View respondent's answers
I use ETran exclusively to commute to my job downtown.
10/16/2015 10:34 AM View respondent's answers
Other being car use for everything not listed above.
10/16/2015 10:34 AM View respondent's answers
Car: Drive to College; RT: Workweek - mornings after rode e-Tran to transfer onto RT bus to worksite, and pm the reverse. Other: Vanpool (family &/or Group/Club) for Meetings, Hikes, road-trips.
10/16/2015 9:16 AM View respondent's answers
Suggestion: Recommending to the City of Elk Grove to continue the express bus service for Elk Grove residents working in downtown Sacramento. I don't drive to work because parking is very expensive in downtown plus gas. Monthly pass is the best.
10/15/2015 2:15 PM View respondent's answers
To and From work I always use E-tran but please don't cancel the route. need more route like it was before every 15 mins bus 60 was running.
10/15/2015 12:58 PM View respondent's answers
church, business meetings etc
10/13/2015 5:51 PM View respondent's answers
Jury Duty.
10/13/2015 5:28 PM View respondent's answers
Meetings downtown
10/13/2015 3:27 PM View respondent's answers
I drive when I have afterwork meetings.

Q4. If you do NOT use e-tran (transit service), why not?
Other/Comments/Please Specify (43 responses):

1. Customer service should be stressed. Some driver are very good at it, but some look, sound and have the body language that says they are just doing a job. 2. If the air conditioning is working, it is usually on so high the riders have jackets on. In winter, the bus is usually so warm that on buses with windows that open, riders open them. 3. The driver usually has the E-tran dispatch radio on and most time the chatter is so loud that it is disturbing, and since the dispatcher and other drivers who are communicating are not expecting their conversations to be broadcast, the conversations, while not inappropriate, are not always professional, well versed, articulate or polished. 4. Instruct drivers to remain professional and ot ride their horn no matter how irritated they are with other divers who may cut
them off or do some other poor move. I have seen drivers hit the horn for an extended time, not to warn the other driver, but as retaliation after the fact.

I do use the service.

There is no bus service to Sacramento downtown after 8 am, after I drop off kids at school. I would prefer to drive myself or others.

Midday times available for those working half day or have appointments in town. More direct routes with less stops so commute isn't too long. Driving to light rail from East Elk Grove is faster and you leave later (after 7). Bus would require you being at bus stop before 7 to get downtown by 8.

On 52 & 53, the bypass through Laguna town hall is extremely time consuming. No service during business hours (between morning and afternoon commute hours) is a deal breaker for me. Need a route from Laguna town hall to Franklin light rail that runs at a frequency of 30 minutes or less from 6 am to 8 pm (preferably every 15 minutes during commute hours).

Bus 157 doesn't stop at Franklin High Rd/Brucelville Rd during after school hours.

I appreciate having the commuter routes to downtown Sacramento and have been riding for over 17 years so please retain the commuter routes.

Saturday, Sunday, & Holidays service around Elk Grove isn't convenient.

Etrans commuter buses are usually late or don't show up at all. The services are getting worsen and aren't punctualized.

This question does not apply to me as I take the E-Tran express bus roundtrip to work and I absolutely enjoy traveling to work on the bus as it is very relaxing.

I carpool, but if I don't carpool I take the bus.

Service needs to be more frequent, operate seven days a week, and need to develop a route along Franklin and Laguna between Franklin Station and Apple Computer making a loop into the Laguna Town Hall Transit Center. Please do this.

I commute from Elk Grove to HP in Roseville (Foothills Blvd).

Benches are not comfortable or covered, not enough shade or seating at consumes station.

Benches are not comfortable or covered, not enough shade or seating at consumes station.

There are too few commuter busses and it appears that you are trying to phase this service out as your "out of service" busses seem to be on a daily basis now.

Bus routes are very circuitous and take very long time and most of the time don't get you to where you want to go. I did ride ETran before the light rail extension. I liked ETran for the clean ride and good service for the drivers. But ETran does not suport my area in elk grove, or my time schedule.

The commuter buses in the morning are always late, which means I'm late for work. I would rather drive to South Sac & ride RT.

Buses always seem to run late. This is unacceptable. Once in a while is understandable, but the problems seem to occur daily per the emails I receive.

I answered UNSURE on #3 because I am a bit confused of the differentiation of E-Tran and Transit -- other Qs refers to Etran as ETRAN except for #3. I believe this will cause disparity in survey.
Your 59 bus route most time cancel service mostly on Friday. Why because it Friday?
10/16/2015 10:46 AM View respondent's answers
It would be nice to get information on what bus to take for certain locations.
10/15/2015 10:05 PM View respondent's answers
My son was mugged on a bus and one of the buses was involved in an accident and drove onto a field. I would never put any of my children on your bus system. sorry
10/15/2015 2:39 PM View respondent's answers
I love to ride the express buses to downtown Sacramento as it is very convenient, faster than when I drive by myself, comfortable, safer, stress free, have peace of mind, and safer/cleaner/ better/cheaper/faster than light rail. If I take the light rail I also have to pay for parking at CRC everyday.
10/15/2015 2:15 PM View respondent's answers
weekends
10/15/2015 1:22 PM View respondent's answers
As long as they don’t cancel the route. I am fine but I need bus 60 at 4.15 too.
10/15/2015 12:58 PM View respondent's answers
I need to catch the 0543 train out of CRC and etran is not running that early...
10/15/2015 12:38 PM View respondent's answers
I use e-tran every work days.
10/15/2015 12:21 PM View respondent's answers
Infrequent service makes it impractical for local commuting and makes for long or impossible trips between the hours it is available. The local service is expensive for short trips. Also no cover at many stops. I prefer a long walk when possible to riding the bus.
10/14/2015 3:38 PM View respondent's answers
e-trans is my main transport from home to work
10/14/2015 7:04 AM View respondent's answers
No direct service from Stonelake to CRC. If the line 157 went to CRC before traveling to Bilby and Bruceville, you would have tons of students traveling. Believe it!
10/13/2015 5:28 PM View respondent's answers
Mostly in the afternoon commute it seems like the demand & the buses are not in sync
10/13/2015 5:25 PM View respondent's answers
I work in West Sacramento and e-tran does not go there.
10/13/2015 4:02 PM View respondent's answers
It would be very convenient to have mid-day service. In my case, my first afternoon bus is at 3:20pm. If I have a doctor's appointment or a family emergency, I am stranded Downtown.
10/13/2015 3:55 PM View respondent's answers
Mid day service is lacking.
10/13/2015 3:50 PM View respondent's answers
Being disabled the buses won't work for me.
10/13/2015 3:27 PM View respondent's answers
Route 52 and 53 are CONSTANTLY overcrowded and ALL times should have a shadow, especially afternoons past 3:30!!!
10/13/2015 2:56 PM View respondent's answers
THE PAST 3 WEEKS THE BUSES HAVING BEEN ARRIVING LATE OR NOT SHOWING; WHICH MAKES ME 15 - 30 MINS LATE TO WORK!!
10/13/2015 2:33 PM View respondent's answers
Very unreliable
10/13/2015 2:20 PM View respondent's answers
I will use bus 58 more often if it runs every 30 minutes.
10/13/2015 7:09 AM View respondent's answers

Q5. The types of e-tran service improvements that I would like to see.
Other/Comments/Please Specify (153 responses):

Better bus service and a park and ride spot for riders living in the eastern part of Calvine towards Vineyard (one of the fastest growing areas in the Elk Grove/Sac County area.
11/10/2015 9:04 AM View respondent's answers
Air-condition always turn up to too cold temperatures like staying in a fridge, sometimes none of air-condition that cannot breath and easily spread out the disease, pls improve about these, thk you
11/6/2015 2:43 PM View respondent's answers
I take the #59 or #60. Used to be once in a while the #59 broke down or did not show up. Now one of the buses is a no show daily and the #60 is usually very overcrowded.
10/13/2015 10:30 AM View respondent's answers
Please instruct the bus drivers to demonstrate professionalism at all times. Having loud conversations, playing music on their personal radio for all to endure, and showing up late destroys the quality of service. A female bus driver on morning Route #53 exhibits these shortcomings DAILY.

Specifically, bus 53 is the ONLY one that does not have any bus leaving after 6:30 AM. Why? Many of us work on N street, downtown, and this is our ONLY option. Too many 52 and 60, and 66 ...etc. Why a difference in 53?

Downtown Sacramento

Coordinate bus times so that transfers from light rail, at Consumes College, are easy. Provide more bus so not having to wait 1 hour for next bus.

Drivers should ask standing riders to move all the way to the back or let people on in the back. Oftentimes people can't get on though the bus isn't full. Also, drivers should slow down pulling up to & away from the curbs. Dirt, leaves, etc. fly into the faces of everyone waiting at the stop (observe 8th & Capital).

UCDMC

Fewer stops on route. Faster point a to b service. More frequent services.

Improved bus service to Franklin light rail. Also need better and more frequent service along Laguna/Bond, Elk Grove Blvd, Bruceville, and Franklin. Commuter routes need to be streamlined to reduce travel time to the freeways.

If you run a scheduled service and the bus breaks down, have a backup bus, don't just not run the bus.

Better timing. Drivers show up at the stops 5-10 minutes early and do not wait.

Direct to Downtown Sacramento like RT had when they ran the bus line 56 to Broadway/downtown. Ran hourly direct to Downtown Sacramento by passing light rail.

Smaller more cost efficient buses. Most buses driven around the city are nearly or are empty. There is no need to have a full size bus most of the service day.
Increase service to newer neighborhoods near Franklin and Bilby, including extending Commuter service South along Franklin from Elk Grove Blvd and east on Bilby or Whitelock to Franklin HS in the pm and opposite direction in the am. Add local service along Franklin all the way to Franklin LRT, not always to CRC LRT.

10/23/2015 2:23 PM View respondent's answers

Bus route resumes on the 7th street in downtown Sacramento, but what's the reason for stopping service for the bus stop (route 58 and 52) at 7th and K street? It is very inconvenient. For stopping services at a bus stop, at least provide information on the nearest alternative bus stop so commuters can be prepared and make plans ahead.

10/23/2015 10:56 AM View respondent's answers

Improve service to downtown. Bus needs to run on time in the morning. Some days it would be so pack because an earlier bus didn't run and and posses a safety issue should the bus suddenly stops

10/22/2015 7:32 PM View respondent's answers

Routes 70 and 71 have weird schedules. If you work an 8 hour day, you have to take one in the morning and the other in the evening. And they both have different routes, one on Laguna Blvd, the other on Elk Grove Blvd. I get on Bus 71 at 6:57 AM at Old Creek on Laguna and Bus 70 at 4:40 PM at the Franchise Tax Board, disembarking at Foulkes Ranch at 5:45 PM and biking back up to Old Creek and Laguna.

10/22/2015 4:00 PM View respondent's answers

Get your shit together with the commuter routes! It seems that you are intentionally sabotaging it with the amount of delayed schedules for the 59/60 for the morning and afternoon routes. People have jobs to go to, and families to come home to.

10/22/2015 3:43 PM View respondent's answers

Frequent daily shuttle service from Old Town Elk Grove to Harbour Point Dr.

10/22/2015 2:40 PM View respondent's answers

Lately, the service has gone down hill, not sure why, drivers calling in sick, inconsistency of getting drivers? - but the busses have not been coming to the stop consistently timely in the morning route - and that causes great concern. Then at 3:30 route - been having to leave 10 minutes early to catch the bus--inconsistency in schedule arrival times is stressful, no one wants to wait 1/2 hour to catch the next bus, especially in the afternoon.

10/22/2015 1:28 PM View respondent's answers

Franklin High Area to 15th / K St - need to arrive closer to 8 am and leave after 5 pm

10/22/2015 1:14 PM View respondent's answers

Keep the shadow buses on schedule. Lately, many of the shadow buses have been cancelled and there is no room to fit everyone in one bus.

10/22/2015 12:49 PM View respondent's answers

Later 53 service in the morning. My biggest issue is our morning driver who is only concerned about her route/schedule. Passengers are the least of her concerns.

10/22/2015 12:31 PM View respondent's answers

Improved bus service to the site of the Elk Grove Outlet Collection. This is a project now under construction. Once finished, if transit connections and services are going to begin frequently going there now, Elk Grove will be prepared for the flood of employees and customers once it does open for business. This is being well prepared.

10/22/2015 12:17 PM View respondent's answers

At this time there appears to be an effort on the part of eTran to sabotage commuter service by cancelling bus runs numerous times per day. Commuter service is great when it runs, but eTran appears to be deliberately degrading service. The leadership and management are suspect. Notifications of terminated and late service is usually late.

10/22/2015 12:12 PM View respondent's answers

commuter routes

10/22/2015 11:11 AM View respondent's answers

Buses that work and that have better air control. On and off only is NOT acceptable. On time Better drivers. Some are too fast and scary and some are not confident.

10/21/2015 4:25 PM View respondent's answers

Fewer route cancellations and notification of cancellations timely. Received notice yesterday at 4:14 PM of cancellation of route 60 leaving 16th and Q at 3:10 PM. How does that help?

10/21/2015 2:16 PM View respondent's answers

Line 58 afternoon down town. Additional bus or shadow as second bus frequently overloaded with people

10/21/2015 7:03 AM View respondent's answers

connect highway 5 to Bradshaw without transferring via Elk Grove and Laguna/Bond

10/21/2015 6:40 AM View respondent's answers

Elk Grove to Roseville

10/20/2015 8:53 PM View respondent's answers

Need bus drivers and buses to show up when the time says so people are not late for work everyday. WE rely on the bus service that we pay for so more drivers needed as back up for the ones that dont show up . also it is not safe when busses dont show up leaving tons of people on one bus. that is a safetly issue and lawsuit ready to happen if something ever happens with bus load of people on an over crowded bus because buses arent running when they
say they will be. It seems since the new light rail went in, the service has gotten worse. we are thinking this is a political thing to try to make bus commuters take lightrail. which we do not want to do, due to safety and time issues
10/20/2015 5:53 PM View respondent's answers
Sacramento
10/20/2015 5:23 PM View respondent's answers
Keep commuter service
10/20/2015 4:43 PM View respondent's answers
Keep commuter service
10/20/2015 4:43 PM View respondent's answers
Since I work on 15th and K in downtown Sacramento, only the 60 Bus comes to my work. Light rail requires me to walk to work thereby extending the time of my commute.
10/20/2015 3:15 PM View respondent's answers
Franklin Blvd. Light Rail Station
10/20/2015 1:51 PM View respondent's answers
Route 57
10/20/2015 1:19 PM View respondent's answers
I would like to see an improvement on the Route 60 service (late buses and no show buses have been pretty regular the last few weeks)
10/20/2015 1:17 PM View respondent's answers
More buses in the afternoon for the 60 eTran bus
10/20/2015 1:01 PM View respondent's answers
Even if you aren't making money on commuter busses, it doesn't mean that you should stop them. Those riders are ALL employed, tax paying people from Elk Grove. It's a necessity not a money making service for our cities citizens.
10/20/2015 12:59 PM View respondent's answers
More services ( every Half an hour )On Elk grove florin road to connect RT light rail at CRC. If possible start device to connect Manlove light rail .
10/20/2015 12:36 PM View respondent's answers
Current issue not so much the frequency of the busses but the fact that during peak commute times the busses are overcrowded and I feel there is a safety issue with the amount of people crowded into each peak time commuter bus. We have had so many people crammed into the 52 that even a small sudden brake causes several people to surge forward and fall into each other.
10/20/2015 12:33 PM View respondent's answers
How about show up for scheduled routes? Last week 3 out of 5 work days either my morning or evening bus was a no show
10/20/2015 12:15 PM View respondent's answers
Do not cancel busy, Large routes like 52 & 60 P3, basically pushing people to the next scheduled route. When you cancel large routes the next available route is packed full of standing riders which presents a real safety hazard.
10/20/2015 9:25 AM View respondent's answers
At least some routes that cross town on Elk Grove Blvd and maybe peak buses for schools.
10/19/2015 9:21 AM View respondent's answers
Make it safer
10/16/2015 10:02 PM View respondent's answers
Get buses with better temperature control. Most of the time, the drivers turn on the AC when it's not needed inside the bus & it gets too cold. Plus, the morning buses need to be on time.
Fewer canceled buses! If a bus is not running or broken down, why is there no back up? It is not helpful to find out at 7:10 that a 7:00 bus is not running. This delay can impact my ability to keep my job.

Consistency in arrival times in the morning, 60 at 6:24 has been later and later and has also missed a few arrivals. I understand one was due to a holiday, but since you send out emails, why not remind your riders ahead of time that there will be a change in schedules a day ahead, when known. 60 pick up at 3:10 has consistently been early, causing most of the riders to leave work at least 10 minutes + earlier each day just to catch the bus.

Downtown: 7th st from J st to O st there are no buses stop or bench.

More later AM routes for route 53, Possibly another park and ride location closer to I-5.

It would love it if the eTran buses didn't blast freezing cold A/C all year round. I literally put my jacket on just before I get on the bus and take it off just before I depart. Overall your bus drivers are great! However, a couple of them are heavy on the brakes and don't consider the 10 standing people who have to catch themselves from falling every few minutes.

Bus service back and forth from Laguna and Bighorn that takes Highway 99. The 52 Bus travels all the way out to Highway 5 doubling my commute time.

It would be nice if there were more routes during the weekday and weekend to connect us to the CRU lightrail station and to also have a few routes to take people downtown on weekends. I prefer taking the e-tran vs. light rail because it's cleaner, I feel safer and sometimes I have to bring my daughter with me. We both enjoy taking e-tran more than light rail but the light rail service operates more frequently.

It's doubtful it would happen, but an extend boundaries outside of downtown (e.g., Natomas and Airport) -- the mini-bus rather than the big bus unless surveyed results warrants a large ridership.

Bus service back and forth from Laguna and Bighorn that takes Highway 99. The 52 Bus travels all the way out to Highway 5 doubling my commute time.

Downtown routes are not spread out efficiently to provide more options for getting to/from work (e.g. Route 58 has 0530, 0630, and 0645 services at my stop. Would be better to spread these out).
Move back return location to 9th st instead of 7th.

Franklin Blvd. north of Big Horn Blvd.

Normal service on holidays that State employees are working. The State holidays do not match the Federal holidays. Also, post notices in the buses at least a week in advance, not all riders get the e-alerts.

More frequent bus service would be helpful for the line 66 (specifically 6:30a - 7:30a and 4:15p - 5:15p).

Need more routes example bus 60 or more.

From Downtown services at least until 6:00 PM (K and 7th street) for those of us who works for the State.

I use the ETRAN commuter bus on a daily basis to get to work downtown and have absolutely no issues or concerns. I am very happy with ETRAN.

Routes keep being cancelled for Bus 60 to and from downtown.

Better communication line. I sent email a couple of time and never get a respond.

Frequent maintenance of buses. There are a number times the buses are delayed due to mechanical problems. Many times buses are not serviced at a particular time scheduled which affects the time arriving at a certain location. In cases of commuter buses, it means arriving late to work if the bus is not serviced.

commuter routes cancellations are increasing. why? Commuter routes are overcrowded, particularly route 60, both am/pm.. hence cancellations are increasingly detrimental. Would be beneficial to increase local routes to/from CRC LRT, eg. route 160.

Later morning service for 59 and shorter interval for night service for 59. Set the same route for 59 for both morning and night services. Cancel the two stops for the night service at Calvine and Power Inn which are not in the morning service. I don't like that because it takes more time to go back.

With infrequent service and the lack of information when calling, when a bus doesn't show up it causes serious consequences for work, school, or appointments.

Additional stops are needed for Route 59 and 60 along 7th street in the afternoons.

Where do I start? Show up on time, get better buses and send out better communication via e-alerts and show up on time. They are poorly written!

I am a state worker and ride e-tran 95% of the time. I would consider (but have no problems currently with E-tran) using Light-rail but there is no bus service from the Franklin station. CRC is to far away.

Heightened visual awareness of notifications on busses & with drivers. Example: 52 changing from 7th st. to 9th & back again.

I catch the early E-Tran commuter bus in the morning. The stop at Big Horn and Laguna is so dark (without light), often the bus driver do not see me.

Continuation of commuter routes 52 and 53

Downtown. Bus 60 has not been showing up in the morning.

bus schedules not to be cancelled and if so, then another bus to come pick up the customers, so not late to work

I would like the downtown route to circle Capital Park
Bring back the stop at Vaux & Haussman
10/13/2015 7:29 PM View respondent's answers
Many routes go in one direction, so one way might be a short ride, but the return trip might take a long time to go what should be a short distance.
10/13/2015 6:50 PM View respondent's answers
The line 154 terminal is about 1500 feet from Country Creek Estates at Vineyard & Calvine. A loop in that neighborhood wouldn't be that much of a stretch!
10/13/2015 5:28 PM View respondent's answers
Evening service after 5 pm. Seems buses get stuck in traffic and don't make it back at scheduled time.
10/13/2015 5:25 PM View respondent's answers
Later am service to accommodate workers who have doctor appointments in the morning.
10/13/2015 5:08 PM View respondent's answers
I commute by eTran or car, depending on my schedule. The biggest impediment to selection of eTran on a daily basis is whether I can catch a bus that will get me to work when I need to be there and/or if there is an available bus to get me home at a time other than my normal departure time. For commute hours, I urge you to expand service so that buses are available every 15 mins rather than the periodic 30 min waits. Also, drivers need to be sure to keep on schedule. Arriving late is inconvenient but departing early is unacceptable, particularly if it is a 30 min wait between buses or the last one leaving downtown. Beyond that, not sure why I'm seeing so many late buses in the late afternoon - I don't rely on this one for commute but if I did, I probably would stop taking the bus based on a lack of reliability.
10/13/2015 4:46 PM View respondent's answers
My wife said the local routes take forever, but the commuter routes are more important in my opinion
10/13/2015 4:41 PM View respondent's answers
The bus lines are not always on time or they are late. There is too much time in between the lines and it makes it not possible to coordinate a transfer.
10/13/2015 4:39 PM View respondent's answers
The 52 often doesn't run with rider alerts sent well after the bus was supposed to arrive at our stop. Even with all the 52s running, the bus is standing-room-only. If a 52 doesn't run for mechanical/other reasons, riders are left behind when the next bus finally arrives. UNRELIABLE SERVICE SHOULD BE IMPROVED. MORE BUSES SHOULD BE ADDED TO ACCOMMODATE ACTUAL RIDERSHIP.
10/13/2015 4:30 PM View respondent's answers
We need a commuter route from Excelsior and Calvine Rd. We need a park & ride at the CVS at the corner of Bradshaw & Calvine, and bus stop on Bradshaw Rd just north of Calvine Road for the 70 & 71 (both directions).
10/13/2015 4:29 PM View respondent's answers
I take 60 both ways and I am on the bus over 2hours a day. It would be nice having a shorter route, not as many pick ups.
10/13/2015 4:12 PM View respondent's answers
West Sacramento
10/13/2015 4:02 PM View respondent's answers
Buses are too crowded Would appreciate more benches at Bus stops
10/13/2015 3:27 PM View respondent's answers
Downtown 7th st have NO stops sign from J to P.
10/13/2015 3:25 PM View respondent's answers
Notification when buses won't be running or will be late BEFORE the scheduled time
10/13/2015 3:25 PM View respondent's answers
Bus to be regularly cleaned and disinfected
10/13/2015 2:57 PM View respondent's answers
Route 52 and 53 are CONSTANTLY overcrowded and ALL times should have a shadow, especially afternoons past 3:30!!!
10/13/2015 2:56 PM View respondent's answers
Newer buses. Install bike racks on all buses that carry three bikes.
10/13/2015 2:46 PM View respondent's answers
The buses I take (59&60) are frequently not running. I get a text long after the normal arrival time apologizing for the 'inconvenience'. We are not taking the bus for pleasure- it is to get to work. There should be back-up buses or plans as this is a regular occurrence.
10/13/2015 2:45 PM View respondent's answers
I ride the 58 (third morning and second afternoon) buses. Most of the time these buses are STANDING ROOM only. Also I will appreciate adding the RT bus stop located at 16th and V to the morning route.
Additional busses needed during peak commute routes/times. Route 52 is always past capacity and pretty much always late during morning runs. No consistancy in regards to arrival times during the morning runs. Drivers seem to be reluctant to stop people from coming onto a already over capacity which just causes problems with passengers that are being pushed together. There needs to be a maximum passenger limit enforced for each bus. Passengers start coming in via the rear door when they cannot enter through the front due to the amount of people crammed into the front area of the bus.

Hold e-tran service accountable for arriving on schedule or +/- 3 minutes from stated times. Also adjusted temperature on buses, there seems to only be two setting for the AC. It is either too cold or they turn it off all together.

Continue E-tran commuter service to down-town Sacramento.

More 53's or ontime 52's; the 53 fills beyond capacity if the 52's are late. The 66 buses are not reliable and have inconsistent service.

Customer service on bus notifications for commuter routes 52, 53,66, 70, 71 are hugely lacking service most of the time notifications are sent after the fact. More route schedules instead of shadow busses as commuter routes to downtown are standing room only and overcrowded making it unsafe for the standing ridership in freeway traffic. The Customer service from the transportation manager to city council has been severely lacking in the last few years.

Downtown, certain routes need more busses or more frequency. Also consider some truly express busses where there’s only 1-2 pick up points in Elk Grove so that the commute time is shorter, residents can drive to these major pick up spots and all get on without the bus having to make many stops throughout the city and the whole commute take longer.

Email alerts, for buses not running or those that are running behind schedule, tend to be late or nonexistent.

Interesting that one of your choices isn't improved performance including buses showing up and when they do to be on time. Lately too many buses are not showing up.

Better buses that don't break down

Downtown. Commuter buses are often no show making me late for work. Then since I have to make up time at work, evening routes do not run late enough to take me home. This is happens at least once a week. Route 58 is affected the most it seems

Limited number of service creates packed bus during peak hours in the both am and pm. However having a shadow bus relieves the issue somewhat. Please don’t take this service for Elk Grove residents who work downtown. I’ve heard that people will drive to work when the service is stopped. Light rail may be used but it’s a bit drive to Franklin and Cosumnes Blvd station. I don’t know how many but a LOT of people will be driving to the station, creating more traffic and the station may not have enough parking. If many chose to drive to work instead, freeway will be more congested.

Have enough busses so that people are not standing from the back of the bus to the front like sardines; I think that’s very dangerous. An app that would enable people to see the location of the bus they are waiting for, similar to Uber.

Even without the improvements above, I will continue to use etran.

Do not cancel commuter bus services

The notification texts/emails are hit and miss when buses are running late or have been cancelled. Gets lonely out at the bus stop wondering what is going on.
Scheduled busses actually run and are on time. Routes are often cancelled with no notice leaving me waiting at the bus stop for 30 minutes. Routes 58 and 60. I'm tired of being late to work because of bad e-Tran service.

10/2/2015 9:52 PM View respondent's answers

Park and Ride closer to I5. There are some near 99 for routes 59 and 60. Route 53 to leave later in the morning such as 7:00 AM from Elk Grove and Franklin.

10/2/2015 9:17 PM View respondent's answers

Q11. Comments?
Other/Comments/Please Specify (117 responses):

I am appreciative that the service exists. Small changes would make the experience so much better.

11/10/2015 9:04 AM View respondent's answers

I work downtown Sacto. With the new Arena going up the public parking are going up! I now pay $180. per month and the rates will continue to go up. If there was additional times and better parking security I could use the EG Transit!

11/8/2015 5:15 PM View respondent's answers

I have rode the commuter buses from Elk Grove to Downtown Sacramento for 15 years. I walk to the bus stop from my house about 0.4 of mile. The system has been a great resource to me and the other commuter buses. By the time that the 53 or 52 get on the freeway they are always full. With the new connection to light rail the 157 or 159 will give the commuters the option to come home during the middle of the day.

11/8/2015 7:54 AM View respondent's answers

I takes etran to downtown for work daily. Please do not eliminate the service.

11/6/2015 8:50 AM View respondent's answers

keep e-tran we need them please

11/6/2015 8:28 AM View respondent's answers

Please instruct the bus drivers to demonstrate professionalism at all times. Having loud conversations, playing music on their personal radio for all to endure, and showing up late destroys the quality of service. A female bus driver on morning Route #53 exhibits these shortcomings DAILY. Again, the bus drivers need to be on time, professional, and courteous.

11/6/2015 6:07 AM View respondent's answers

I am a daily commuter on the 52/53 route, to & from work, I live in the West Laguna Area closest to I-5, these transit services are very convenient, safe, clean,& reasonably priced . I'm asking for you not to eliminate these commuter buses; in fact we are now noticing a decline in some of your daily services. (no shadows, some schedules eliminated, buses running late) with these actions we are now super crowded in the buses, at times creating an unsafe commute. PLEASE BRING BACK THE SHADOWS & THE REGULAR SCHEDULES FOR THE COMMUTERS!!!!!!!!!!!!!!!!!!!!!!!!!!!

11/5/2015 5:26 PM View respondent's answers

Lack of customer service in last am 53 route is terrible. Drives irratically and stops and let's passengers off in street. Always in a mad rush. Unsafe and scary.

11/5/2015 1:13 PM View respondent's answers

Please keep all the 52 shadow buses running.

11/5/2015 10:44 AM View respondent's answers

Eliminate Light Rail Transit, allocate more resources to fund e-tran.

11/4/2015 8:45 AM View respondent's answers

I've been on the bus for 5 years, and don't plan on stopping any time soon. I love the commuter bus to down town Sacramento

11/4/2015 7:41 AM View respondent's answers

E-tran is my only way to work. Please do not cancel it. The light train transit area has a lot of incidents and is not safe. Please continue the E-tran bus service. Thank you.

11/2/2015 3:26 PM View respondent's answers
Please DO NOT even contemplate about changing the e-tran schedules with the aim of increasing light rail ridership. They serve different purposes. E-Tran serves the needs of state-workers very well. Things can improve, for sure, but eliminating its route to downtown is not a good idea at all. Thank you.

I heard E-tran wants to stop commuter service from Elk Grove to Downtown. I hope this does not happen. Currently, I use E-tran to get to work everyday on bus 52. I don't want this to change at all.

I rely on E-tran to go to work every day of the week in the morning and in the afternoon.

Would love to see light rail in Elk Grove, within the next five years. Dream on, right?

I would love to take the light rail to work in downtown, but takes too long!!

As a regular downtown commuter it would be nice to have a late night bus for times when I might want to have dinner downtown or attend an afterwork event instead of having to drive in.

E-Tran commuter service to downtown is a crucial service, and I will NEVER use light rail.

Please do not take away e-tran commuter buses. Having the e-tran buses available gives me an alternative from driving to work in downtown Sacramento. The bus stop and times are convenient. If give the choice to take either light rail or drive to work, I would drive to work.

Thank you for RT blue line. Hope safe rider program is successful.

One of the biggest problems is security on bus and rail train. I had seen many occasions of fighting, robberies security doesn't do nothing, seems security is afraid to do something, this is all the time on which from now nothing is secure and I have to protect myself bring my own protection or fire arms.

I am very happy with my commuter bus 58. I wish for less days of it not being serviced for the second bus.

Save money lower my property tax

I would to have a etran bus service to UCDMC. I take light rail, but it's way too long and I have to transfer.

We need to do a better job fixing and maintaining our roads and street signs.

I would NEVER ride eTran if I were forced to transfer to light rail. Light Rail is more expensive, unsafe, dirty, crowded and unreliable. I prefer to use the eTran bus service for my commute because it is used by professionals that are polite, quiet, respectful and non-aggressive. I would drive my own vehicle to work instead of using Light Rail as a connection.

We should have RT continue its light rail line straight down Bruceville, curving SE, all the way to the Lent Ranch Mall site.

The city needs to remember that public transit is a service to the public. For that reason, transit improvements must be made no matter the cost in order to meet its obligations to the public. Transit must be improved so that it can be a viable mobility option. Transit officials need to stop treating public transport as a commuter service and a charity to the poor and disabled.
Must adhere to schedule. To many times I have missed my bus from downtown when the time if arrival has not even been met. My bus should be at my stop at 4:50. Most often she/he showed up at 4:40 and left. Many times it is standing room only.

Improvements to security from Unruly passengers.

Commuter buses 70 & 71 are very good for Elk Grove residents, please keep these 2 buses going.

E-Tran commuter buses provide safe and convenient transportation that I and many Elk Grove residents enjoy on a daily basis. Light-rail ought to be a supplement, instead of a substitute, to the commuter bus service. I urge the City to continue to improve commuter bus service for the needs for Elk Grove residents.

Transfers on local buses don't work. The timing of when the buses arrive at transfer stops need to be closer together. Drivers need to be aware of transfer scenarios and be more service friendly rather than worrying about being off schedule by a couple of minutes.

Based on my understanding the future E-Tran bus schedule and routes is unacceptable.

Many of the route 60 and 59 buses have been cancelled lately and the notifications don't go out soon enough. Many people ride these routes and our buses are overcrowded and pose a safety issue. Please stop cancelling the 60 and 59 buses!! So many people use them and it is incredibly unsafe to have 30 people packed like sardines in the isle on the bus ride home!

Stop trying to kill the commuter routes (59/60) I WILL NOT travel 20 minutes to the light rail station!

Add more service from the neighborhoods to Light Rail.

I don't have a cell phone, but I have signed up for alerts via e mail. I would appreciate knowing in advance if a bus is not going to show up. I hate standing on a sidewalk looking stupid.

1) Would like to see a way to provide complaints regarding riders. Recently at a bus stop saw a working professional bullying another working professional after a bus line was cancelled. I believe this was due to cancellation and heated tempers the large number of people forced to commute by other means. 2) Cancellations should not be for full bus routes.

The leadership and management of eTran needs improvement. The degradation in commuter service is apparent and appears to be related to efforts by Elk Grove to cancel commuter service and force riders to take the dirty and dangerous light rail.

Please do NOT discontinue commuter bus service from Elk Grove to downtown, and vice versa!! Thanks!

I like e-tran. It's close to home, clean and I normally know the people I am riding with in the morning and evening. But if you miss a bus, it takes a while for another one or with the express, once I am downtown, I am stuck. I have been taking light-rail for the past month, it's closer to my home, I can walk, and it runs every 15 min., but it's dirty and there are all kinds of people on the train. If you want to increase ridership, IT NEEDS TO BE CLEANED UP!! Las Vegas can do it why can't we???

In addition to the transit service needing help, you need to work with the staff who answers the phone. They are not professional and most often not helpful. Some of them have a bad attitude! Maybe if you treated them better and paid them more, you could retain drivers. I'm embarrassed of Elk Grove's transit system and I'm not sure how the city could feel confident with our current transit system. The city council should feel pretty bad about themselves for giving us a poor choice of transit. E-tran has gone from bad to worse since 2009:-(

10/21/2015 4:25 PM View respondent's answers

How can an accurate analysis of routes and ridership be done when routes are frequently cancelled and commuters have to take other route numbers or ride on a different schedule than they normally would? That will not provide an accurate analysis. Run ALL your routes for a while, survey the riders and then analyze the data. I LOVE riding the bus, but since the issue of light rail has come up and e-tran riders have voiced their opposition to using it, it seems like you are trying to force the issue by screwing with the commuter routes. This doesn't even address the safety issues posed by thirty people standing in the aisle on the bus because they need to get home and their route has not shown up or has been cancelled, so they take the first bus that will get them close to their stop. e-tran could be liable in accident related injuries or deaths. Food for thought.

10/21/2015 2:16 PM View respondent's answers

Lately, more and more attempts have been made to eliminate e-tran commuter bus service to downtown Sacramento. As an Elk Grove resident who uses e-tran bus service(bus 52 and 53) to go to work everyday, I'm definitely upset and am very disappointed if this service is discontinued. Having light rail services as another public transportation options for a growing city like Elk Grove is good, but replacing e-tran commuter bus with light rails is definitely NOT okay! Both I-5 and 99 traffics are already very congested and commuter time is getting longer every day. If e-tran commuter service to downtown is eliminated, it's guarantee many of us will be forced to drive personal vehicle because light rails simply can't replace e-tran service in these aspects: safety, cleanliness, and convenience. Let's keep e-tran commuter bus running!!!

10/20/2015 10:26 PM View respondent's answers

Can only use E van

10/20/2015 4:59 PM View respondent's answers

Ever since the last city counsel meeting regarding eliminating E-Tran for light rail, the E-Tran buses have become unreliable, sometimes not running. As if it were done on purpose to force people to use light rail. There is no benefit to using light rail since it either takes the same amount of time or longer to travel by light rail, but light rail is not as safe as E-Tran and requires close observation by law enforcement.

10/20/2015 3:15 PM View respondent's answers

Please replace that terrible e-Tran bus system map. It is definitely the most confusing and misleading aspect of the e-Tran information service. The current map STOPS people from using e-Tran; does not encourage them.

10/20/2015 1:51 PM View respondent's answers

Again, commuter busses are needed to improve traffic, air quality and sanity away from the freeways. I think the tax payers who use those busses are worth our cities investment!

10/20/2015 12:59 PM View respondent's answers

If you more frequency of etran bus. Peoples use bus and pick up train from CRC . Strat trials base for four to eight weeks

10/20/2015 12:36 PM View respondent's answers

Service is not reliable making this service unusable. Occasionally cancellations are acceptable, regular ones are not.

10/20/2015 12:15 PM View respondent's answers

Lately, at least 1 or more of the commuter buse routes to downtown Sac is randomly cancelled on a regular basis (2/3 times a week). I get off work at 4pm & catch the 60 P3 getting me to my car around 5pm. Yesterday it was cancelled & I took the 60 P4 which got me to my car around 6pm. I could have taken the 58 or 59 that came 5/10 mins before the 60 P4, but since those routes make more stops downtown before getting onto the freeway, it would have resulted in the same outcome. Until the townhall meetings were held to discuss the end of the commuter buses to downtown, we did not have this problem anywhere near as often as we do now. If the route schedules changed to reduce the number of routes overall, we could deal with that, but when the routes are randomly cancelled with same day notice, it is very inconvenient and not appreciated. If you are trying to get those who love the Etran service benefit for which we moved to Elk Grove to hate it, your doing a good job of that. Consistancy is appreciated. If you keep the commuter service then either reduce the number of routes so we know the bus will be there when you say it will OR keep the current number of routes and show up when you're suppose to.

10/20/2015 9:25 AM View respondent's answers
During the summer, I could not get my son from Elk Grove Blvd/Harbor Point to somewhere close to Cosumnes Oaks High School. A bus traveling across town on Elk Grove Blvd would have been enough but not available. He would have to take a bus that would take 50 minutes to take him near Big Horn/Whitelock.

10/19/2015 9:21 AM View respondent's answers

Get rid of it.
10/19/2015 8:41 AM View respondent's answers

I love using the e-tran buses for commuter purposes. Lately however, it feels like we're being jerked around with late and/or canceled routes with notifications that are not timely. Last week the 60 P3 picked up late, and we had at least 30 people standing due to the 59 & 57 not showing up. Not a safe or comfortable situation.

10/19/2015 7:47 AM View respondent's answers

Keep up the good work.
10/18/2015 3:07 PM View respondent's answers

Overall, I am pleased with the service Etran provides. I am able to get to work in a timely manner, the buses are clean, and there is a sense of safety on the bus. I strongly hope that Etran service remains as light rail is a much less pleasant means of transportation.

10/18/2015 2:35 PM View respondent's answers

Like ETran but needs earlier times that are direct to light rail. I think ridership would increase. Thanks for trying
10/17/2015 9:20 AM View respondent's answers

Must adhere to schedule. To many times I have missed my bus from downtown when the time if arrival has not even been met. My bus should be at my stop at 4:50. Most often she/he showed up at 4:40 and left. Many times it is standing room only.

10/17/2015 8:55 AM View respondent's answers

Improvement is needed for the customer service reps who answer the phones.
10/16/2015 4:15 PM View respondent's answers

E-Tran buses are valuable for work commuters and especially for those people who don't have a car and rely on buses to go food shopping or other places. For this past year, the E-tran buses that I have been taking have been sporadic in their arrival and leaving times. In recent months, sometimes, the buses are unpredictable in coming and often it's packed when the buses finally come. Please do not discontinue or diminish the E-tran services without the proper research and plan to ensure that Elk Grove provides the best services for its residents. Light Rail Transit (LRT) can be helpful to travel to downtown, but is still plagued with problems such as safety concerns and cleanliness. Making LRT accessible to Elk Grove residents doesn't mean that it is the best solution for all of us.

10/16/2015 3:40 PM View respondent's answers

Safety, price, promptness and cleanliness are important to me.
10/16/2015 1:11 PM View respondent's answers

I can ride my bike to the bus, take a 10-15 minute bus ride (#162) to light rail, wait maybe 10 minutes for the train to get to work. BUT if I want to LR home, after getting to the CRC station I wait about 30 minutes for a bus to get there to take me back to my bus stop, then I spend over 40 minutes on that bus to get me to the stop. This isn't convenient when I have a 10 year old latch key kid waiting for me to get off work and get home. Having buses run both ways instead of one way would alleviate this problem. Walking the 5 miles is actually faster than using your bus service, not sure if that is the level of service you want to provide.

10/16/2015 11:46 AM View respondent's answers

The E-trans buses have no windows, it is crowed in the morning, and in the back of the bus it is hot as hell. All Buses Air-Vent are required to turn on ALWAYS...
10/16/2015 10:46 AM View respondent's answers

Would like more 53 and/or 66 evening routes. I can't work late or grab a bite downtown when I'm using eTran, so sometimes I have to drive instead.
10/16/2015 10:38 AM View respondent's answers

E-Tran commuter service was initially great and reliable. However, since E-Tran's last public meeting, service has declined and Buses have been cancelled resulting in my arriving to work late. If I get fired from work, Elk Grove will collect no taxes from me. I believe that the City of Elk Grove is decreasing E-Tran's reliability to the downtown
I don’t drive and used public transportation frequently when I lived in Sacramento where buses came every 15-30 minutes. I have found eTran inconvenient or not available for my needs.
10/14/2015 3:38 PM View respondent's answers

Please make the improvements, get another vendor or go back to RT. PLEASE!!
10/14/2015 12:57 PM View respondent's answers

I am fine with E-tran and enjoy riding it. I would consider light rail if there was local bus service from the Franklin light rail station.
10/14/2015 9:33 AM View respondent's answers

I would prefer to use public transit, but e-tran drastically pales in comparison to other local transit systems I’ve used; forcing me to often drive to work and other locations. Often, the bus is late on my morning commuter route and the drivers slowly mosey along the freeway. At least once a week, a bus will simply not show up; and although I’m subscribed to email alerts, the emails don’t arrive until 20-30 minutes past the bus’ arrival time, which renders the alerts useless. The four stop locations I frequently use are uncovered and have no shelter–making for a miserable experience in the winter. Modifications to these problems would help e-tran gain and retain customers.
10/14/2015 8:42 AM View respondent's answers

We worked downtown - would be nicer if you have more services during the days in case we need to go home for unexpected reasons OR at least have a bus that leaves between 2:30-3:15 from downtown to Elk Grove.
10/14/2015 7:11 AM View respondent's answers
I am very satisfied with service, I feel safe at stops, on the busses, and with your drivers. Busses are clean. The 52 is having trouble—not all runs are working causing overcrowding, commuters tardy to their destination, and dissatisfied customers.  
10/14/2015 7:10 AM View respondent's answers

e-tran service 53 and 52 from elk grove to downtown is preferred for work transport, short commute and most convenient.  
10/14/2015 7:04 AM View respondent's answers

I absolutely love my bus service!  
10/13/2015 9:00 PM View respondent's answers

Thanks. DEFINITELY Keep eTran commuter service!  
10/13/2015 8:03 AM View respondent's answers

Can the public view the survey results in a graphical format before a written analysis can be done by hired professionals or city officials.  
10/13/2015 6:08 PM View respondent's answers

I will not ride light rail it is not safe. If you cannot get this right I will drive myself to work. you already cancel my bus in the morning most mornings stating mechanical issues but actually you do not have enough busses  
10/13/2015 5:51 PM View respondent's answers

Please add the promised local route 165 with service to and from Franklin Light Rail Station along Franklin Blvd. from Laguna & Harbor Point, but loop the line down Harbor Point and into Stonelake. It's a win/win deal. Believe it!  
10/13/2015 5:28 PM View respondent's answers

Please DO NOT get rid of the commuter routes! Etran bus riders did not ask for the light rail, and shouldn’t be forced to use it!  
10/13/2015 4:41 PM View respondent's answers

Every six months, you seem to take these surveys and then propose to cut commuter runs to downtown in lieu of going to Light Rail stations. The Light Rail is unsafe, doesn't go to our job sites, and the commute time is so long it is not viable. If you don't want to serve your citizens with commuter bus service, you are forcing us all back into individual car driving. You think the traffic is bad now - wait until we are all back in our cars. And by the way, when I did drive downtown for work, I did my shopping downtown on my way home. You can kiss my shopping dollars goodbye, Elk Grove, if you force me back into my car.  
10/13/2015 4:30 PM View respondent's answers

I have been a rider for over a decade, always having to drive miles to get to a commuter line. I'm looking for a more convenient solution!  
10/13/2015 4:29 PM View respondent's answers

I would NEVER give this type of personal information on this or any survey.  
10/13/2015 3:45 PM View respondent's answers

Please tell the BUS drivers to turn on the air-Vent ON! Thank you  
10/13/2015 3:26 PM View respondent's answers

My main concerns with the commute service are that we often get notices that a bus will just not be running at all for a specific route. The text alerts, if they are sent, have been an hour or more late! When this happens, later buses are overcrowded! Afternoon buses are often late—many times due to traffic, which is understandable—but again, text alerts are not sent timely—or at all. We continue to get old buses for the commute routes and there have been numerous occasions when the buses have broken down in the downtown area and on the freeway, causing dangerous situations and long waits for replacement buses.  
10/13/2015 3:05 PM View respondent's answers

Route 52 and 53 are CONSTANTLY overcrowded and ALL times should have a shadow, especially afternoons past 3:30!!!  
10/13/2015 2:56 PM View respondent's answers

Lately, the e-tran Commuter bus service has been erratic, and the 60 is always late. But overall the service is excellent and essential. You should be proud that so many people use and like it.  
10/13/2015 2:46 PM View respondent's answers
I think E-tran is a needed service. There are many of us who are trying to reduce the number of cars on the freeway, but it is becoming extremely frustrating with almost daily bus cancelations. There is a feeling that e-tran is trying to force riders to light rail by making it inconvenient or unreliable for daily commuting.

10/13/2015 2:45 PM View respondent's answers

Continue to provide express bus service to downtown even though the LRT extension is complete. Park & Ride are at no cost compared to $1-$2 parking at LRT stations.

10/13/2015 2:40 PM View respondent's answers

Love E-tran commuter service. Fast, easy, convenient, especially for people who work downtown.

10/13/2015 2:32 PM View respondent's answers

My husband and like the convience of the eTran 53 and 66 service. If eTran service is discontinued, we will have to drive to work instead.

10/13/2015 2:29 PM View respondent's answers

Please do not cancel the e-tran commuter busses to downtown. The Lightrail isn't a viable alternative for commuters as it is not centrally located for residents who live on the far southeast or far southwest sides of Elk Grove who would have to drive 15-20 minutes just to get to CRC to ride the lightrail which will take another 30-45 minutes. The current door-to-door trip for most Elk Grove commuters who work downtown is only 35-45 minutes total and no one wants to add another 15-25 minutes to their commute each way, resulting in 30 minutes to 1-hour longer commutes per day.

10/13/2015 2:28 PM View respondent's answers

I live in south Sacramento and only take etran because rt doesn't operate early enough to work for me and my son. We drive 20 minutes to a park and ride to bring us closer to etran service for us to take to work downtown and school near waterman. I do have difficulty purchasing passes for my son as we cannot get to city hall to purchase 10 pass packs. It would be nice if we could purchase them at bel air like rt passes.

10/13/2015 2:28 PM View respondent's answers

Improving the email alerts and running more buses would be incredibly helpful. I ride the 60, as do many, and some in the mornings and evenings have been cancelled or are very late which makes the bus service inconvenient and more of a nuisance (especially when it makes me late to work).

10/13/2015 2:27 PM View respondent's answers

I love taking the E-tran. The busses are usually reliable. Some routes are crowded and many passengers have to stand. It seems like a few more routes can be added to make the ride more comfortable and to give commuters more options.

10/13/2015 2:27 PM View respondent's answers

E-Tran facility to DOWNTOWN to go to Office - Good, Very Safe, Less time, less $$, No hassels, Clean, convinient

10/13/2015 2:27 PM View respondent's answers

Everyday, I mostly take e-Tran 154 from Armand George on Calvine Road to Cosumnes River College. When I catch the bus, I'm coming from Vineyard Road and Calvine Road in the Wildhawk mostly near Gerber Road. It would take me 10 minutes to get to the bus stop just by biking and 40 minutes walking. I would like to see eTran 154 serve Vineyard Road and Calvine Road in Sacramento. I do see other passengers coming from the same area. I see them walking to the bus stop.

10/13/2015 2:25 PM View respondent's answers

There is not an option for those that are 18 years old, only below or above.

10/13/2015 2:20 PM View respondent's answers

Please continue route 58!

10/13/2015 7:09 AM View respondent's answers

I do not wish to take light rail to work. Light rail will increase my commute time and cost more as I will have to pay for parking.

10/13/2015 6:17 AM View respondent's answers

Thank you. I hope you will consider not stopping the e-tran bus service to downtown.

10/12/2015 10:55 AM View respondent's answers

etrans is a valuable service for downtown commuters! I do not have to drive far to park and ride. If eliminated and have to take light rail, I might as well drive into work.
10/7/2015 7:25 AM View respondent's answers

Do not cancel commuter bus services.

10/6/2015 8:17 AM View respondent's answers

Really, really like riding the e-Tran 58 bus to and from work. Comfortable, safe, relatively clean. Most passengers on the commute buses know one another. Would like the buses to be more reliable mechanically and for e-Tran to have a better system in-place for notifying passengers of delays. Also would like e-Tran to have better, quicker process for accommodating passengers when a bus becomes inoperative while enroute.

10/5/2015 8:44 AM View respondent's answers

I have taken the commuter bus for 5 years and love it. I haven't yet tried the new light rail stations because (1) friends say that traffic to the station is terrible, and (2) seems that taking a local bus to the station would add 45 minutes to an hour onto my commute.

10/5/2015 8:09 AM View respondent's answers

etran commuter buses to downtown is an extremely important service

10/5/2015 8:08 AM View respondent's answers

We love ETTran - especially commuter services to Sacramento! Door-to-door Commute time is currently 40 minutes each trip. If Sacramento services eliminated most likely would no longer use public transportation. Light Rail times from/to CRCC would add extra hour to my current commute (1 hour AM and 1 hour PM). Taking personal car would reduce my current commute by 20 minutes each trip. Weighing this out, reasonability would show using my own vehicle if service is stopped to Sacramento... 2 hour commute v. 20 minutes per trip. Not hard to see where I would go. Total travel time 4 hours v. 40 minutes (both trips). Yikes. Please keep commuter ETTran!

10/5/2015 7:36 AM View respondent's answers
Memo

To:             Jean Foletta,                                                                       Date: November 16, 2015
               Transit System Manager

From:         Steve Wilks and David Sharfarz

cc:                                                                                                          File No: 38788

Subject:      PRELIMINARY Elk Grove COA – Local & Commuter Routes
               Performance/Ridership Analysis

The following presents findings and conclusions based on the August/September evaluation of
local and commuter route performance. Individual route performance by service type is
presented in the attached e-tran Local and Commuter Route Ridership Analysis. It is important
to note that transit is currently deploying Automated Passenger Counters (APCs). While the
findings and conclusions presented herein present several key areas of challenge, the project
management team had agreed to finalize the performance analysis upon receipt of complete
current, validated ridership data as generated by the APCs.

Preliminary Service Evaluation:  Findings and Conclusions

   I.     Local Network Issues

       A.  Generally service is not well-utilized. Only one local route (154) meets a minimum
            productivity threshold of 20 boardings per revenue hour.

       B.  Network functionality is limited - two routes (156, 157) generate more than half of all
            local ridership.

       C.  Some alignments are circuitous or contain excessive one-way segments.

       D.  Weekend alignments are substantially different from weekday alignments. This
            contributes to poor productivity on Saturday (8.2 boardings per hour) and Sunday
            (4.4 boardings per hour).

       E.  CRC is the dominant boarding and alighting location, indicating that more than half of
            all local trips are to places outside the City of Elk Grove.

       F.  Local route frequencies are too low to attract significantly more general purpose local
            trips.
G. Local and commuter schedules are not integrated; resulting in lower effective frequencies on arterial segments.

H. Existing routes are inconsistent with school boundaries.
   - School route schedules (151,152,153) should be integrated into the regular route network.

I. Current schedules are not constructed within cycles that would ensure schedule reliability, and adequate recovery times.

II. Commuter Network Issues

A. Service is mostly well-utilized. Eleven routes average 70.4% of seated capacity; range from 96.6% (Route 153) to 7.2% (Route 91).
   - Three routes operating via I-5 average 85.7% of seated capacity.
   - Four routes operating via Hwy 99 average 76.5% of seated capacity.
   - Two routes operating via Bradshaw Road to Butterfield LRT average 46.9% of seated capacity.
   - Two reverse direction routes operating from Butterfield LRT average 8.3% of seated capacity.

B. Generally commuter routes spend too much time on arterial streets where relatively few customers board. Alignments should be shortened to a maximum 5 miles and 15 minutes of scheduled running time on arterial segments.

C. Peak periods are too narrowly defined. Schedules should be expanded to provide morning arrivals between 6:45 am – 9:00 am; afternoon departures from 3:45 pm – 6:00 pm.

D. Ridership patterns indicate that up to 75% of existing customers board commuter routes at a park-ride lot. Park-ride lot improvements are key to expanding commuter service capacity.

E. Hwy 99 lots at Calvine and Sheldon are sufficient for the short term – i.e., within 3 minutes of a freeway interchange; and capacity over 100 spaces, near retail commercial development.

F. Hwy 99 park-ride lots near Bond-Laguna and Elk Grove Blvd. interchanges require consolidation and relocation. Existing lots have insufficient capacity causing increased bus travel times and customer uncertainty.
   - At Bond-Laguna, construct a new park-ride facility containing 200 spaces to replace five existing lots (Marketplace 99, Marketplace 99 South, Laguna Gateway) containing a total of 41 spaces.
• At Elk Grove Blvd., construct a new park-ride facility containing 200 spaces to replace three existing lots (Caltrans, Calvary Christian Center, Laguna 99) containing a total of 130 spaces.
• Currently no park-ride capacity at the Kammerer-Grant Line interchange. At each of the above locations, site selection should consider the planned LRT extension and other factors.

G. I-5 corridor has insufficient park-ride capacity.

• Apple lot should be expanded - currently 73 spaces. Alternatively, supplemental capacity is needed adjacent to retail development near the I-5 Laguna Boulevard interchange.
• Currently no park-ride capacity adjacent at Elk Grove Blvd. interchange.
• Laguna Creek Town Center park-ride lot should be expanded – currently 15 spaces.
• Need new park-ride capacity near the intersection of Elk Grove Blvd. west of Franklin Boulevard, in proximity to Raley’s or new retail shopping development serving the Harbor Pointe and Elliot Ranch subdivisions.

H. Need to plan for park-ride lots at future LRT station sites in the Big Horn Boulevard corridor at Bruceville, Laguna Boulevard, Elk Grove Blvd., Whitelock Parkway and Bilby Road.
E-Tran Local Routes
Weekday Ridership Distribution
FY 2015

Total 1,971 weekday boardings on E-Tran local routes
E-Tran Local Routes
Ridership and Ridership Productivity
FY 2015
E-Tran Local Route Relative Productivity
Customer Boardings per Revenue Vehicle Hour
FY 2015

152 Harbour-Laguna-...
151 EG Blvd-Franklin/FHS
154 Armand George-Calvine
153 Laguna-Fire Poppy/FHS
159 Whitleock-Franklin-...
157 Bruceville-Big Horn-...
156 EG Blvd-Bruceville
162 Calvine-EG Florin Loop
163 Saturday Loop
160 Waterman-Bond
163 Sunday Loop

Average 13.6
Weekday Locals

154 Armand George - Calvine
156 Elk Grove Blvd. - Bruceville
157 Bruceville – Big Horn - Laguna
159 Whitelock – Franklin – Big Horn
160 Bradshaw - Bond
162 Calvine – Elk Grove Florin Loop
154 Armand George-Calvine
FY 2015 Performance

- 228 average daily boardings
- 28.5% of seated capacity
- 20 daily one-way trips
- 21.2 boardings per revenue vehicle hour

Service Frequency
- 60 minutes peak
- 120 minutes midday
Ridership Analysis

- Most productive local route
- Major destinations
  - CRC
  - Monterey Trail HS
  - Calvine & Waterman
  - Calvine & EG Florin

Note: Includes 7 of 10 scheduled trips.
156 EG Road–Bruceville
FY 2015 Performance

- 674 average daily boardings
- 29% of seated capacity
- 58 daily one-way trips
- 13.2 boardings per RVH
- 30 minute peak frequency
- Runs until 10:25 pm
156 EG Road-Bruceville Ridership Analysis

- Highest daily ridership among all E-Tran routes
- Peak trips extend to Meadowview LRT
157 Bruceville-Big Horn-Laguna
FY 2015 Performance

- 441 average daily boardings
- 33.4% of seated capacity
- 33 daily one-way trips
- 13.9 boardings per RVH
- 30-60 minute peak frequency
- Runs until 7:15 pm

Note: Includes 8 of 17 trips.
157 Bruceville/Big Horn/Laguna - Westbound

Note: Includes 7 of 16 trips.

157 Bruceville-Big Horn-Laguna Ridership Analysis

To be added
159 Whitelock-Franklin-Big Horn

FY 2015 Performance

- 264 average daily boardings
- 26.4% of seated capacity
- 25 daily one-way trips
- 16.9 boardings per RVH

Service Frequency
- 30-75 minutes peak
- 70-75 minutes midday

Runs until 8:04 pm

Note: Includes 8 of 13 scheduled trips.
159 Whitelock-Franklin-Big Horn - Southbound

Note: Includes 7 of 12 trips.

159 Whitelock-Franklin-Big Horn Ridership Analysis

To be added
160 Bradshaw-Bond
FY 2015 Performance

- 75 average daily boardings
- 9.4% of seated capacity
- 20 daily one-way trips
- 8.1 boardings per RVH
- Service Frequency
  - 60 minutes peak
  - 120 minutes midday
- Runs until 6:50 pm
160 Bradshaw-Bond
Ridership Analysis

Lowest ridership / least productive route
162/162B Calvine-EG Florin Loop
FY 2015 Performance

- 171 average daily boardings
- 13.8% of seated capacity
- 31 daily one-way trips
- 10.0 boardings per RVH
- 67 minute frequency peak & midday
- Runs until 9:24 pm
162 Calvine-EG Florin - Southbound

Note: Includes 11 of 12 trips excluding 6:58 pm departure.

162 Calvine-EG Florin
Ridership Analysis

To be added
Franklin High School Extras

151 Elk Grove Blvd - Franklin
152 Harbour – Laguna - Franklin
153 Harbour – Laguna – Fire Poppy
151 EG Blvd-Franklin/FHS
FY 2015 Performance

- 52 average daily boardings
- 25.9% of seated capacity
- 5 daily one-way trips
- 21.2 boardings per revenue vehicle hour
- 10-15 minute peak frequency

Note: Includes two trips departing at 6:55am and 7:05 am.
Ridership Analysis

151 EG Blvd-Franklin/FHS - Afternoon

Note: Includes 3:30 pm departure only.

Customers on board

Alightings  Boardings  Left on Board

To be added
152 Harbour-Laguna-Franklin/FHS
FY 2015 Performance

- 60 average daily boardings
- 30.0% of seated capacity
- 5 daily one-way trips
- 21.5 boardings per revenue vehicle hour
- 10-15 minute peak frequency
152 Harbour-Laguna-Harbour Ridership Analysis

To be added
153 FHS to Fire Poppy-Laguna-Harbour - Afternoon

- Alightings
- Boardings
- Left Board
Weekend Service

163 Shuttle A Counter-clockwise Loop
163 Shuttle B Clockwise Loop
No data available
No data available
E-Tran Commuter Route Productivity
Customer Boardings per One-way Trip
FY 2015

91 Butterfield Reverse
90 Sacramento Reverse
70 Bradshaw
59 Old Town
71 Laguna
58 East Elk Grove
52 Big Horn
66 Elk Grove Blvd
57 Elk Grove Florin
60 Elk Grove Park-Ride
53 Whitelock-Franklin

Optimal Productivity
65% occupancy = 26
85% occupancy = 34
Seat capacity = 40

Passengers per Trip
0 10 20 30 40 50
52 Big Horn Express
FY 2015 Performance

- 521 average daily boardings
- 82.1% of seated capacity
- 16 daily one-way trips
- 18.3 mph in scheduled service
- Average 15 minute peak frequency

Note: Includes two trips departing at 6:00 am and 7:30 am.
52 Big Horn Express
Ridership Analysis

- Two-thirds of boardings & alightings occur west of Laguna & Franklin:
  - Laguna West P-R
  - Bel Air P-R
  - Laguna Main transfer point

- Fewer than 10 customers board & alight east of Bruceville Road.
53 Whitelock/Franklin Express
FY 2015 Performance

- 232 average daily boardings
- 96.6% of seated capacity
- 6 daily one-way trips
- 19.1 mph in scheduled service
- Variable peak frequency 15-35 minutes

No data available for Route 53 Whitelock/Franklin Express Northbound
63% of boardings & alightings occur west of Laguna & Franklin:
- Laguna West P-R
- Bel Air P-R
- Laguna Main transfer point

Fewer than 15 customers board & alight south of Allessandria Drive & Bellaterra Drive
57 Elk Grove Florin Express
FY 2015 Performance

- 210 average daily boardings
- 87.3% of seated capacity
- 6 daily one-way trips
- 17.1 mph in scheduled service
- Variable peak frequency 20-30 minutes
57 Elk Grove Florin Express
Ridership Analysis

- 55% of boardings & alightings occur at Bealir Air Village and Lowes park-ride lots.
  - 30-35 minute ride to Downtown Sacramento
- 90% of customers board & alight north of Allessandria Drive @ Bellaterra Drive

Note: Excluding third trip departing 5:05 pm.
58 East Elk Grove Express
FY 2015 Performance

- 175 average daily boardings
- 72.9% of seated capacity used
- 6 daily one-way trips
- 16.7 mph in scheduled service
- Variable peak frequency 20-55 minutes
58 East Elk Grove Express Ridership Analysis

- One-third of boardings & alightings occur at Lowes Park-Ride lot at Calvine Road
  - 30 minute ride to Downtown

- 85% of customers board & alight west of Bond Road @ Bradshaw Road

**Note:** Excluding second trip departing 4:30 pm.
59 Old Town Express
FY 2015 Performance

- 113 average daily boardings
- 47% of seated capacity used
- 6 daily one-way trips
- 17.5 mph in scheduled service
- Variable peak frequency 25-50 minutes
59 Old Town Express

Ridership Analysis

- Half of all boardings & alightings occur at park-ride lots:
  - Marketplace 99 (Bond Road)
  - Caltrans (Sheldon Road)

- 80% of customers board & alight north of Bond Road @ Terra Linda Drive

Note: Excluding second and third trips departing 4:30 pm and 5:15 pm. Shows 3:35 pm departure only.
60 Elk Grove Park-Ride Express
FY 2015 Performance

- 418 average daily boardings
- 87.7% of seated capacity used
- 12 daily one-way trips
- 18.0 mph in scheduled service
- Variable peak frequency 15-30 minutes

Note: Includes 5 of 7 trips
60 Elk Grove Park-Ride Express
Ridership Analysis

- 76% of all boardings & alightings occur at park-ride lots:
  - Geneva Pointe (Calvine Road)
  - Lowes (Calvine Road)
  - Caltrans (Sheldon Road)

- 89% of customers board & alight north of Bond Road
66 Elk Grove Blvd
Express
FY 2015 Performance

- 134 average daily boardings
- 83.6% of seated capacity used
- 4 daily one-way trips
- 18.2 mph in scheduled service
- Variable peak frequency 25-35 minutes
66 Elk Grove Blvd
Express
Ridership Analysis

- 15% of customers board & alight at Laguna West Park-Ride.
- Significant local boarding & alighting along Harbour Point Drive & Elk Grove Blvd
- Two-thirds of customers board & alight west of Franklin Blvd
- 90% of customers board & alight west of Bruceville Road
71 Laguna Express
FY 2015 Performance

- 100 average daily boardings
- 62.5% of seated capacity used
- 5 daily one-way trips
- 20.4 mph in scheduled service
- Variable peak frequency 60-120 minutes

Note: Includes 1 of 1 trips
No 71 Southbound data available
Purple Route Express
FY 2015 Performance

- ______ average daily boardings
- ______ of seated capacity used
- 2 daily one-way trips
- ______ mph in scheduled service
- 1 trip each peak
Purple Route Express
Ridership Analysis

- 75% of PM alightings occur north of Laguna & Franklin Boulevard
- Limited schedule