



**CITY OF ELK GROVE
CITY COUNCIL STAFF REPORT**

AGENDA TITLE: A Public Hearing to Consider Possible e-tran Service Modifications Options for Implementation in September 2015

MEETING DATE: May 27, 2015

PREPARED BY: Jean Foletta, Transit System Manager
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DEPARTMENT HEAD: Richard Shepard, Director of Public Works

RECOMMENDED ACTION:

Consider possible e-tran Service Modifications options for implementation in September 2015.

BACKGROUND INFORMATION:

On February 25, 2015, staff presented Council with possible e-tran service modifications to coincide with the September 2015 opening of the Sacramento Regional Transit District (RT) Light Rail Stations at Consumes River College (CRC) and Franklin Boulevard, and to address the loss of RT Route 65, which connects Elk Grove with the Sacramento region.

The modifications presented in February included the following:

- Modifying service on the Route 156 by terminating the service at the new CRC Light Rail station in lieu of the existing terminus at the Meadowview Light Rail Station. Use savings to provide 15-minute frequencies during AM and PM peak service period.
 - **Cost Neutral**
- Modify all Commuter Service going to Sacramento by terminating the routes at the CRC or Franklin Boulevard Light Rail Stations. This would impact Routes 52, 53, 57, 58, 59, 60, 66, the Purple Route, and Route 90.
 - **Estimated Annual Savings \$434,432**

- Modify Route 157 to provide service from CRC to California Correctional Healthcare Services on Longleaf Drive.
 - **Estimated Annual Cost** **\$147,000**
- Create e-tran Route 165 to serve a portion of RT's Route 65 being discontinued, with 15-minute frequencies during peak periods and 60-minute frequencies during off peak periods
 - **Estimated Annual Cost** **\$344,494**

Implementing all of the above service modifications would result in an estimated annual cost of \$57,062.

Public Comment

During the February 25, 2015 City Council meeting, staff received direction to begin a 30-day public comment period commencing on March 4 and concluding on April 3, 2015. Comments were taken by e-mail or phone. In addition, two public workshops were conducted in March; public comments were accepted at the workshops as well.

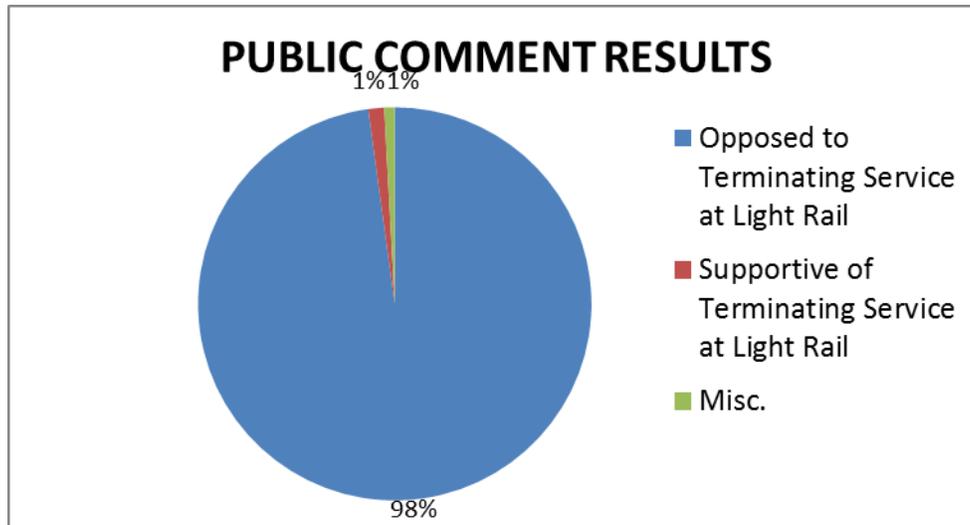
The response has been significant, with 463 riders participating in the public comment process through e-mail, phone, or petition. The vast majority of riders - 98% - stated they would not consider taking Light Rail as an option for their commute.

The reasons provided can be characterized as follows:

- Light Rail is not safe
- Light Rail is not clean
- Taking Light Rail will add time to their commute
- Taking Light Rail will result in a higher cost for their commute

The public comments are detailed in Attachment #1

The chart below demonstrates the riders' thoughts on using Light Rail as part of their commute.



In addition to the public comment period, there were two public workshops that were also well attended.

- March 12th Workshop = 122 Attendees
- March 26th Workshop = 82 Attendees

The consensus at the workshops echoed the responses received through the public comments submitted via telephone and email.

The feedback received through the public comment process was further solidified through a follow-up survey that asked commuters to identify their preferred method of commuting from a selection of three options identified in the survey: 1) use e-tran only, 2) ride e-tran and light rail, or 3) ride light rail only. Of the 469 responses received, 86% answered that they preferred using e-tran as their only form of transportation for their commute (refer to Attachment #2).

SERVICE MODIFICATIONS OPTIONS

Given the feedback received through the public comments and workshops, staff re-evaluated the original proposal presented in February and has prepared three options for Council’s consideration. All three options include a “Base Line” service. These options include scenarios that take into account the riders’ feedback, fiscal and fleet constraints, and a base line needed to accommodate service provisions that are attached to specific funding provisions.

Option 1: Terminate All Commuter Service at Light Rail Stations and “Base Line”

Option #1 is comprised of two components: the “Base Line”, which is incorporated in all three options, and a second component that represents commuter service modifications to take advantage of the new Light Rail Extension to CRC. Option #1 is essentially the same service changes that were discussed at the February 25, 2015 City Council Meeting.

“Base Line” Component

The “Base Line” components are important as the Route 156 and 165 service modifications are needed to address grant funding requirements that the City is obligated to fulfill through its transit service. The following summarizes Option 1- Component 1 “Base Line” service changes:

- **Route 156:** Modify service on the Route 156 by terminating the service at the new CRC Light Rail station in lieu of the existing terminus at the Meadowview Light Rail Station. The City has been awarded a \$59,300 grant through the State’s Low Carbon Transit Operations Program (LCTOP) to increase transit frequencies on a route that provides intermodal connectivity such as Light Rail. In order to receive the FY 2015-16 grant monies, 15-minute frequencies during AM and PM peak service periods must be provided on Route 156. Combining the grant monies with the savings resulting from terminating the route at CRC in lieu of the Meadowview Light Rail Station, there are sufficient resources to make this a cost neutral service modification.

It is important to note that this will be the first “express” line to connect the City of Elk Grove to Light Rail which may eventually help the City plan for a future Bus Rapid Transit (BRT) system.

- **Estimated Annual Cost** **\$0**

- **Route 165** – Create Route 165 to serve a portion of RT’s Route 65 which will be discontinued. The discontinued portion of the route runs south of the new Franklin Light Rail Station and is within the Elk Grove City limits. The City will need to replace this service to avoid an Unmet Transit Needs finding by the Sacramento Area Council of Governments (SACOG) and to continue receiving the appropriate amount of Transportation Development Act funds needed to operate the City’s transit system.

Although the replacement of RT's Route 65 does not have to occur in September, staff's recommendation is to move forward with the proposed change as soon as feasibly possible since this route services Apple Computer and the Dwight Road Industrial Park on Laguna Boulevard; RT estimates that approximately 200 people will use the Route 165 in Elk Grove.

The proposal is to run Route 165 service on a one hour frequency (equivalent to what RT is currently operating through Route 65).

- **Estimated Annual Cost** **\$196,854**
- **Route 162** – Modifications to this route only impact scheduled times - there is no actual change in the level of service being provided. This is necessary to reflect actual driving times. The result will provide more dependable scheduled times without any other route modifications.
 - **Estimated Annual Cost** **\$0**

Estimated Annual Cost for Base Line **\$196,854**

Commuter Service Modification Component

- Routes 52, 53, 57, 58, 59, 60, 66, Purple Route and Route 90 would terminate at Light Rail.
 - **Estimated Annual Savings** **\$434,432**
- Modify route 157 to provide service from CRC to California Correctional Healthcare Services on Longleaf Drive.
 - **Estimated Annual Cost** **\$147,000**

Estimated Annual Savings for Option #1 = \$90,578

Option #2 – Implement “Base Line” Component Only

By implementing only the Base line component described above there will be modifications to Route 156, and 162, and the creation of Route 165. There will be a net cost to the City for this Option that will exceed the current budgeted expenses for Transit in FY 2015-16, which would require these expenses to be funded from General Fund revenues.

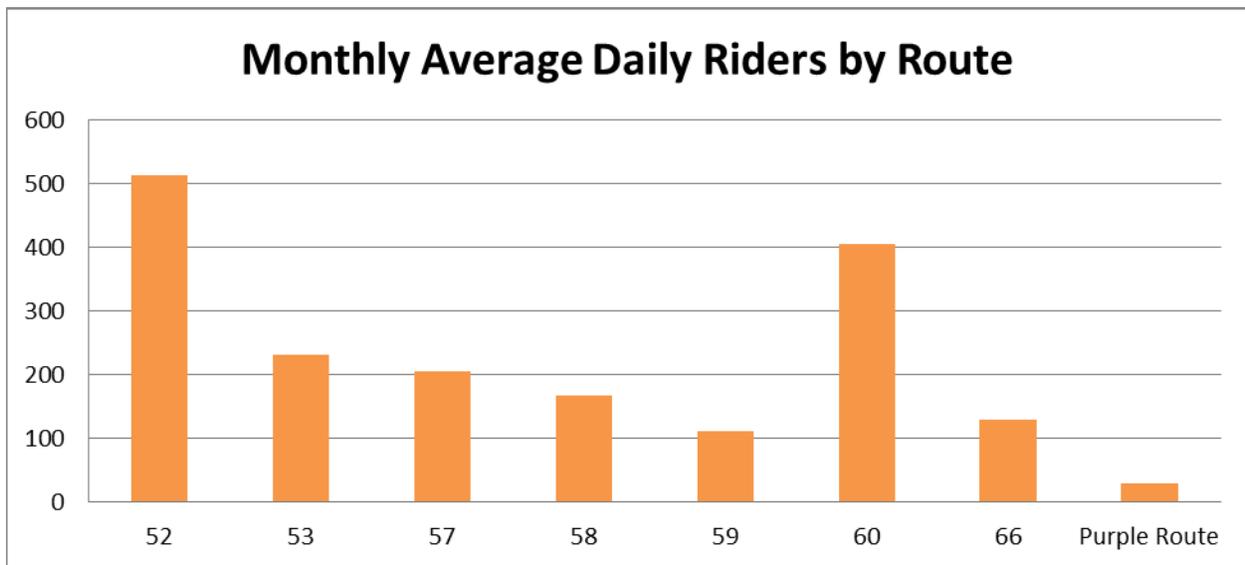
Estimated Annual Cost for Option #2 = \$196,854.

Option 3: “Base Line” Component and a 28% Reduction in Commuter Service to Neutralize Costs

This proposal includes the “Base Line” Component of Option #1, but eliminates commuter service (based on ridership) in a sufficient amount to make Option #3 cost neutral.

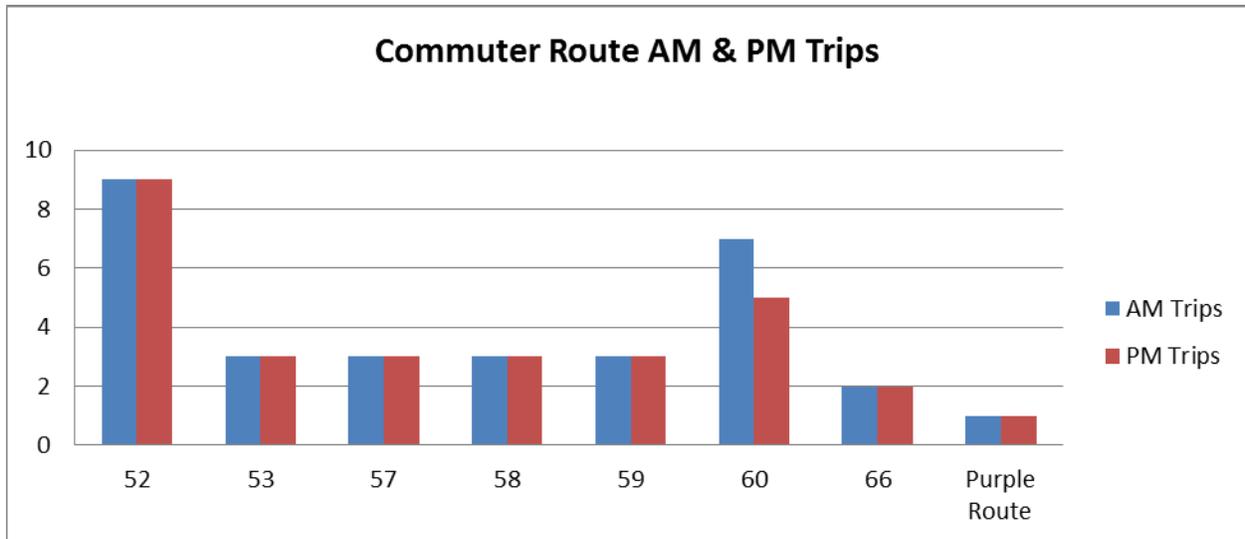
Methodology for Identifying Trips to be Removed: Eliminate 16 one-way trips; eight in the morning and eight in the afternoon. These trips are being eliminated based on having the lowest average daily ridership in the morning and afternoon periods.

The following table demonstrates the monthly average daily ridership by route for service into Downtown Sacramento.



Ridership data based on September, October, November 2014 and March 2015
(These months historically have the highest ridership.)

In order to provide perspective on overall ridership it is important to note that each commuter route does not have the same number of trips each day. The table below shows the number of trips in the morning and afternoon for each of the commuter routes into Downtown Sacramento.



Staff evaluated each of the routes by trip to determine which trips had the lowest ridership. The 16 trips in the table below are those that had the lowest ridership and are proposed to be eliminated under Option #3, resulting in a cost neutral option for all Option #3 service modifications.

AM Trips	Average Daily Ridership	PM Trips	Average Daily Ridership
59-1-1	14	52-2-8	7
52-1-2	15	59-2-3	12
58-1-1	16	52-2-7	13
53-1-1	19	52-2-6	19
59-1-3	21	66-2-2	20
52-1-1	24	58-2-1	24
59-1-2	24	59-2-1	26
52-1-9	25	59-2-2	27
Total	158	Total	148

Ridership data based on September, October, November 2014 and March 2015
 (These months historically have the highest ridership.)

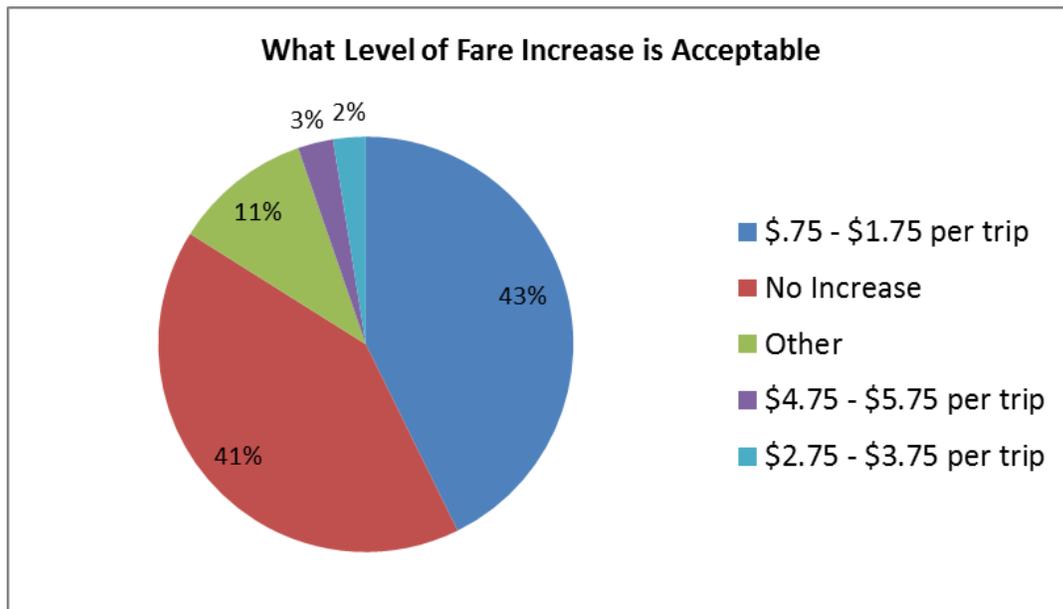
Staff estimates that Option #3 would impact an average of 158 riders in the morning and 148 riders in the afternoon. This option would also result in the total elimination of Route 59, as each of its three trips would be proposed for elimination. Should Option #3 be adopted, current riders of the Route 59 could drive to a park and ride facility to board another e-tran route into downtown.

Net Cost for Option #3 = \$0

Fare Increase

Throughout the public comment period, staff received comments that indicated that riders on the commuter service would be willing to pay an increased fare in order to retain some or all of the commuter service. Currently, riders pay \$2.25 for a one-way trip, \$22.50 for a 10-ride pass, or \$100.00 for a monthly pass.

In a follow-up survey conducted in March/April, staff asked riders to identify what type of fare increase is most acceptable. The graph, below, details the 473 responses, which indicated that 41% of the riders surveyed favored no fare increase, and 43% of riders indicating a \$.75 to \$1.75 increase would be acceptable.



Although more research and public outreach needs to be done, staff estimates that a \$.75 to \$1.75 fare increase from the current \$2.25 to a total fare of \$3.00 to \$4.00 for a one-way trip on the commuter service could yield an additional \$275,000 to \$650,000 annually in fare revenues.

RECOMMENDATIONS AND NEXT STEPS

Staff requests Council direction as to which Service Modification Option outlined in this report should be pursued for September 2015.

Staff will return to Council in early 2016 with a recommendation to consider additional service modifications that may be identified through the Comprehensive Operational Analysis (COA), which will begin in summer of 2015. In the interim, staff will continue to monitor e-tran route performance and ridership trends after RT's light rail service implementation at CRC and Franklin Boulevard.

Staff anticipates the COA will provide direction for an efficient transit system that includes modifications to both local and commuter routes, inclusion of convenient "express" routes to local light rail stations, and recommendations regarding a possible fare increase.

FISCAL IMPACT

Service Option #	Projected Fiscal Impact for FY 15/16
Option #1	\$90,578 Savings
Option #2	\$196,854 Additional Cost
Option #3	\$0 (cost neutral)

ATTACHMENTS:

1. Public Comment Worksheet and Petitions
2. Follow-up Survey Results

ATTACHMENT 1

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

10

O/S	Name	Customer Comment	Reason
O	A. Sonny Evangelista Jr.	I oppose the elimination of Etran bus routing the Downtown area in favor of riding the light rail. Riding the light rail for 3 years before was stressful for me. Dealing w/ high people traffic to and from work, shady and loud people around you, the smell of the train and the riders, are just a struggle. Something I don't encounter riding the bus for the last 2 years. So please consider minimizing the bus route, like doing 30 minute intervals rather than 15 is more appropriate. Please consider my plea!	Inconvenient
O	Aaron K. Nicholson	1. To service riders west of Bruceville who might want to switch from the 52 and 53 express buses to light rail, you need to begin 159 routes earlier and increase them to at least every 30 minutes and probably 15 minutes during certain commute hours like current 52 & 53 bus service. 2. CRC light rail service may not be a customer oriented replacement for express bus service downtown. For example, what will be the commute time from Laguna and Harbor Pointe and Bruceville & Big Horn to 8th & O using light rail vs the current 52 express bus? If longer in either case, light rail is not a customer oriented replacement for the express bus. 3. You won't know for sure if light rail is a customer oriented replacement for the express buses until the light rail service at CRC has been operational for at least a year. After service has been operational for a year do your analysis based on the operational year's stats then <u>decide whether or not to make a proposal in this regard for public comment.</u>	Delay Decision
O	Alana Cook	To whom may concern my name is Alana Cook....I ride Bus 52 & 53 at 6:30am every day Monday through Friday. I feel by you getting rid of express buses is not a good idea for me or other State workers...	Misc.
O	Alfreda	This option is not feasible for many commuters who depend on the neighborhood routes to get to work. Most of us don't take light rail for a reason. Why should we be penalized by being forced to find a way to get to the light rail station, to take the bus? We may also have to contend with students for parking, and also, most likely end up having to pay an additional fee for parking. I am strongly against having commuter routes terminate at the light rail, particularly the 52 and 53. I'd also hate to see the 66 eliminated.	Parking fee
O	Alicia Tay	I am a regular commuter of Bus Route 60 and I am appealing to keep Route 60 service open. The Light rail is not a good option for my commute from Elk Grove to Downtown as this will entail longer travel time as well as more car mileage and gas.	Longer commute
O	Alicia Leon	I am urging you and it is critical to keep the buses that most State workers like myself take to Downtown Sacramento to work. It is a close distance from our homes and also from our jobs when we are dropped off at our destination. It would be a hardship for me to take any alternate way to work, because I drive minimally especially during the winter fog. Parking downtown is almost impossible to find plus it is a convenient way to keep our roads less congested and it is better for our environment. Taking the train would be too far for me. It appears ridership is up since I started to take the bus in 2003 so I don't understand why you would want to take this type of transportation that is a means for us to lead productive working lives.	Inconvenient

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Amanda Pace	<p>I have been riding e-Tran full-time from Elk Grove to Downtown Sacramento since 2007. It is a great commute option for people living in Elk Grove and the accessibility of the park n' ride lots are a huge incentive to use e-Tran. It is a cost saver and helps reduce traffic congestion/pollution and hundreds of commuters rely on e-Tran to get to work. I believe accepting the proposal to terminate all commuter routes at either the new Franklin Blvd or CRC Light Rail would be a mistake and would be a disservice to the Elk Grove Community for several reasons. 1. Time – It will increase the time it takes to get to a park n' ride lot. Personally, it takes me 20 minutes to get from my house in East Elk Grove to CRC and by the time I pay for parking and wait for the bus to arrive I could have been in Downtown parking my vehicle. There is no time-saving incentive to drive to CRC instead of Downtown and we have to pay for parking anyway. 2. Safety - The CRC campus is not in the best area of Elk Grove and I do not feel safe on campus. In addition, light rail stations are notorious for attracting unsavory individuals and being a magnet for trouble and crime. If I had to deal with the affront of going to a light rail station anyway, I might consider actually using the light rail in lieu of the bus if it arrives before the bus does. This could lead to a decrease in the rider population on e-Tran when other people realize the same thing. Also, in recent news a report was released regarding the light rail and its stations lack of cleanliness and safety issues, further supporting my safety concerns . 3. Money – The City of Elk Grove spend money on improving the park n' ride lots and bus stops and this money will be wasted if the lots are not utilized by commuters. 4. Traffic Congestion and Overcrowding- The area around CRC already suffers from traffic congestion due to students. When the light rail opens you will also have the regular RT light rail commuters travelling to CRC. Adding the e-Tran commuters will have too many people converging on one area at the same time. I personally will not battle the traffic because that's why I take e-Tran in the first place so I don't have to deal with the traffic on the freeway. I would most likely start driving to work in lieu of taking public transportation since the City of Elk Grove wants to take away the incentives I currently have to justify using public transportation. I've spoken to many other e-Tran riders and they are also considering driving to work instead of going to a light rail station. If hundreds of former e-Tran riders start driving alone, the area will see an increase of traffic on the freeways and it will defeat the purpose of public transportation in the first place. I hope the City of Elk Grove rejects the proposal and continues to provide the Elk Grove Community with services at the park n' ride lots throughout Elk Grove. I believe not continuing this service will be taking a step back instead of a step forward in creating a community that is an attractive place to live.</p>	Multiple
O	Amarjit Singh	<p>I am a state employee who uses etran service routinely to commute between Elk Grove and downtown Sacramento. I have been happy with the current level of service and commute times to downtown and back to Elk Grove which average 35 minutes per trip so my concern would be how much longer would it take of buses were routed to light rail station at Consummes to downtown. I strongly support continuing to operate express bus service between Elk Grove and downtown during peak commute hours. I am thinking the Elk Grove Community would consider buses connecting to light rail during non-peak hours. Thanks to the City Transit for considering pubic comments. I have been taking advantage of transit services between Elk Grove and downtown Sacramento for the past 17 years on routes 60, 59, and 57.</p>	Longer commute
O	Amir Javed	<p>I have been riding e-train for the past 4 years and just came across your flyer about the Notice of Public Workshop on March 12 & 26 for the light rail extension to CRC. I would like to express my deep concerns about the City of Elk Grove trying to change route 58. Not only changing the route will be a great inconvenience for the residence of east Elk Grove, it would also be a cause of great safety concerns for Elk Grove residence who currently ride E-Tran. Altering these routes will cause great burdens on us (riders) and most likely I will start driving to work in Sacramento instead of the light rail and I am very sure that many of the fellow riders will do exactly the same as well. I can't believe that you are even thinking of this. I would really encourage those of you on the committee to take a ride on the light rail to see how you feel about riding it.</p>	Light Rail Safety

E-tran Customer Comments for September 2015 Service Modifications

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12

O/S	Name	Customer Comment	Reason
O	Andrew Wilson	I am writing to comment on the proposed September 2015 service changes, coinciding with the opening of the new light rail stations. I wish to address the proposed modification to the commuter routes. I am a resident of Elk Grove who works for the State of California in downtown Sacramento. In the rider alert posted March 3, 2015, E-Tran has proposed changing all commuter bus routes to end at the new Franklin and Consumes River College light rail stations, rather than traveling to downtown Sacramento. I believe this change has not been properly analyzed and that there are several critical areas where these changes would cause reduced rider comfort and convenience. First, the light rail trains from the current Meadowview station traveling into downtown Sacramento are very crowded during the morning and afternoon commutes. Adding an additional eight bus routes worth of commuters to those trains would cause horrendous overcrowding of the trains. This overcrowding would be particularly heinous for riders with bicycles, given the limited room for bikes on the trains, especially when there are a large number of riders. Second, related to the above, this change would not represent a time savings for commuters. Light rail trains often run behind schedule due to the quantity of riders boarding and disembarking from the trains at each stop. In addition, the large number of riders attempting to board at the new stations would likely force commuters to wait at the stations for later trains, rather than riding the E-Tran commuter routes directly to Sacramento. In closing, I urge the city council not to implement the proposed changes to the commuter routes. These changes will cause an increase in service issues, and may result in decreased ridership due to dissatisfaction and inconvenience. In addition to the reasons discussed above, this would also represent an increase in car use, which would be harmful to the local environment, and further congest the already crowded area freeways.	Multiple
O	Andy Bassi	I am requesting that the commuter bus route 52 continue after the new light rail extension is in place. I do not plan to ride RT's light rail for my commute trip from Elk Grove to Sacramento. The bus experience meets my needs better as it is a faster ride and eTran's bus passes cost less than RT's. Light rail also attracts a different ridership group and there is a concern for safety. I ride the bus 4 or 5 days a week roundtrip and want the bus service provided by eTran to continue. If the commuter bus were to be eliminated I would find myself driving into work rather than taking public transportation. Thank you for allowing feedback and I hope eTran will continue to have commuter bus 52 provide transportation from Elk Grove to downtown Sacramento.	Multiple
O	Andy Kraus	I do not support the proposed elimination of bus routes to downtown Sacramento for the following reasons: •It will add more time to my daily commute which is already 45 - 50 minutes each way. •The times I have ridden light rail in the past the trains were not always the cleanest nor did I me feel safe. •If I decide to drive to the Consumes River College station instead of taking a E-tran shuttle, I assume there will a charge for parking. I would also have concerns about leaving my car in the parking lot all day. I suggest that rather than eliminate the bus routes to downtown, increase the fare to downtown from Elk Grove. I have spoken with other passengers and most would prefer to pay more rather than ride light rail to work. Numerous individuals said that they will likely drive downtown rather than take light rail because they do not feel safe, which will make the freeways more congested than they already are.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Angie Vilorio	I ride route 58 everyday to and from work for the last 5 years. I love the commute, the stress-free start and end to my day. The bus is clean, the commuters friendly and the time is very convenient for me. I bus picks me up and drop me off two blocks from my house and I don't mind the walking, even on a rainy and blustery day. It saves my car wear and tear and fuel, especially those days when the fuel prices were skyrocketing! With the news of eliminating this route doesn't settle well for me. I am aware that the light rail is a great option, but I am not too excited about it. I have ridden it before for almost 7 years (prior to eTran) and I did not like it. The people are loud and the trains are dirty. Major delays if a car is not working. It creates major back log not only one route, but both routes, depending on which track the disabled car is on. Riding light rail will add around 10-15 minutes to my commute time and I am sure I will end up paying for parking, since your parking garage is bond-funded. I drive a 97 Honda Accord, to nobody's fault, which always gets jacked, either vandalized or stolen! So, I am not likely to give up driving my car, paying for parking and adding 10 minutes to my commute time! There are other alternatives like fielding more bus routes to drop us off at the light rail station, which runs every 15 minutes. But that is still 10 minutes, as I work in the middle of downtown! I really wish you would reconsider this decision. I am a big fan of reducing carbon footprint in the environment since I have been riding public transportation for a long time. But I also love the convenience that eTran gives me. I hope you give the commuters an option to riding light rail and not pull out all eTran routes. Thank you for your time and I hope a favorable decision will be reached.	Multiple
O	Anh Le	I recently received notification from E-tran that downtown commuter buses going from Elk Grove to downtown Sacramento or vice versa might be discontinued as of September 2015. I am writing to urge you to continue this valuable service. These buses are a great transportation resource for me and my fellow commuters who work in downtown Sacramento and are far superior to light rail with respect to 1) safety, 2) commuter-time, and 3) convenience. Safety is my primary concern. I do not feel safe waiting for or taking the light rail, or walking to the downtown light rail station. While I realize that light rail is a viable option for many in the Sacramento area, light rail stations are not yet readily available in Elk Grove. Currently, I am able to conveniently access the commuter bus, and by doing so, reduce pollution and traffic congestion. For these reasons, I request that you reconsider your decision to discontinue the downtown commuter bus service.	Multiple
O	Anish Pathak	These changes will impact more than 1,000 residents of the Elk Grove City who every morning and afternoon use the City's bus services to commute to work. The Regional Transit Lights Rails do not make stops at the required places that otherwise are serviced by your buses. Commuters will have to seek multiple means of transportation to reach their work. This proposal is going to prove to be really inconvenient to commuters who will have to take multiple modes of transportation in order to reach the Light Rail station in CRC. This will entail a lot of wasted time in waiting for the ride transportation. A simple 30 minute ride to Downtown will end being approx.. 1 hour 30 minutes. I also believe that the City will lose all its revenue from commuter services since all commuters will have to buy the Regional Transit passes in order to travel to on the Light Rail. We do not wish to travel the Light Rail or any other Regional Transit buses. We made a choice to live in the City of Elk Grove due to safe living, safe modes of public transportation and better services. I strongly object to any changes in current structure of the Elk Grove City commuter services and request any such proposal be fully withdrawn. Any such changes may force us to look at alternative modes of transportation, even driving to work – which will increase the traffic flow on our roads and have negative impacts on our environment by increasing pollution. Time is money, let us help save time.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Annette Caraway	<p>I'm writing to comment on the proposed changes to the Downtown Sacramento commuter routes, specifically bus route 52 and 60. I do not support the proposed changes to re-route and terminate at the new light rail station and hope that e-tran will not implement these proposed changes. I've been riding e-tran, bus 52 or 60 to and from work for 4 months. It is a convenient route, within walking distance of my home (Bruceville and Big Horn) and my place of work (10th and I Street). If the proposed changes are implemented, I will no longer ride e-tran. Since the buses will stop at the light rail station, it does not make much sense for me to even ride the bus, I could just drive to the light rail station. Taking the bus to light rail will add time to my commute and is not convenient. Prior to riding e-tran, I drove to the Meadowview Station and rode light rail to work. When Meadowview/Mack Rd. Closed (mid-January), I chose the commuter bus for what I thought would be a temporary situation. When Meadowview/Mack Rd. opened, I chose to continue using e-tran. E-tran provides a safer, less stressful, and convenient commute to work. On light rail, there is always concern for safety and potential delays. Also, I work at the CalEPA Building which houses the Air Resources Board and know of the SB375 Sustainable Communities Strategies and one of it's goals to increase public transit ridership in order to reduce single occupancy vehicles, traffic, and carbon dioxide emissions. In order to increase public transit ridership, bus stops must be accessible, and bus routes must be convenient. With these proposed changes, the route would be much less convenient, requiring a transfer onto light rail and more time to get to work. These proposed changes seem to act against the goals of SB375 and Sustainable Communities Strategies. I like riding the bus and am proud to reduce my carbon footprint, but if these changes are implemented, that will no longer be true. I'm not sure how many comments you will receive at the workshop or via email, but many other bus 52 and 60 riders that I've spoken with about these proposed changes agree with me. We hope that these changes will not be made, but if they are, we will probably start driving to work, arranging carpools, and not use e-tran at all. This proposal will cause unforeseen financial challenges to the City of Elk Grove as there is a serious potential for loss of revenue to e-Tran.</p>	Multiple
O	Anonymous Ask Elk Grove	<p>Canceling all current commuter routes to downtown Sacramento will make huge impact on me. Not being able to commute directly to downtown and instead catch the light rail after getting off the bus is too much work and time consuming especially I have two little children and always rush to come home to cook and clean the house before kids come home from in-laws house, it is already hard enough and cannot imagine how hard it can be if the proposed change gets approved. Please do not let this proposed changes go through. Anonymous</p>	Longer commute
O	Anonymous telephone call	<p>Not in favor of proposed changes. Unable to reply - no telephone number left anonymous telephone call</p>	Misc.

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*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Ariana Hader-Smith - #1	<p>I understand that there is a proposed change to the way that E-Tran will be functioning. From my own review of the proposal, it appears that E-Tran will cease operations to the downtown Sacramento area in favor of being a “feeder” style service to the soon-to-be open light rail stations at Consumnes River College and Franklin Blvd. As a long time E-Tran passenger, I have numerous concerns regarding this proposed change. First and foremost, I do not want to be forced to ride the light rail. I have ridden light rail many times over the last 10+ years and have had many unpleasant experiences on the train. The light rail, in my opinion, is not very safe or clean. I’ve read stories where Regional Transit (RT) has promised to make the train safer for people to ride, namely because of the new arena being built in downtown Sacramento. However, RT has stated this in the past with little noticeable change so I am wary of their promise now. Riding on the E-Tran bus is a much better experience because the buses are cleaner and there is a higher sense of safety on the buses. Another concern that I have regarding this proposed change is transferring from a bus to the train, mainly with the connection aspect. If a connection is missed, that can cause delays in people getting to work on time and make passengers more anxious that connections might be missed again. In addition, I encourage you all to think about some of the older or slower passengers who may not be able to walk to catch a waiting train and could end up missing the connection. Furthermore, there are employees, such as county workers, who work closer to H St. in downtown Sacramento. Many of them would be forced to either transfer once more to a Gold Line or Green Line train or have to walk a longer distance. None of these options would be very appealing, especially in bad weather situations. My other concern is that this idea is being considered despite the majority of passengers indicating that they were not considering taking light rail, per the survey that was given to passengers earlier this year. While the report concluded that passengers would consider taking light rail if there was a feeder service, it should be noted that there was no indication on the survey that buses running downtown would no longer be an option. While E-Tran may not be a high revenue generating service, it provides a necessary function to many residents of Elk Grove. In the long run, the annual savings may also be impacted because ridership may decrease as a result of these changes. Revenue and ridership may decrease as people seek other transportation options for their commute. As a result, these proposed changes could have a negative on the environment and traffic as well as more people might opt to start driving to work instead of taking public transportation. My hope from the members of the City Council is that perhaps a compromise plan can be created that would be more accommodating to passengers. My suggestion would be that certain routes be modified to terminate at the light rail stations on Franklin and Consumnes River College while other routes would still terminate in downtown Sacramento. For example, the 52 and 60 are the most ridden routes, per the survey. I would look into keeping those routes the same while changing the 53 and the 59 to terminate at the light rail. I think this would help because passengers can have an option to take the light rail if they choose and others can ride the bus into downtown</p>	Light Rail Safety
O	Ariana Hader-Smith - #2	<p>Sacramento. I also hope that the City and E-Tran management will conduct numerous of public outreach activities soon to allow other riders to become educated on these proposed changes so they can voice their opinions as well. Additionally, these future workshops or public discussions on the proposed changes need to be held at times that accommodate passengers who work and may not return back to Elk Grove until after 5pm. I greatly appreciate your time and attention to this matter. I look forward to hearing about and participating in any meetings or workshops regarding these proposed changes.</p>	Light Rail Safety
O	Armando Lee	<p>I have been using transit since 2003 I am not pleased with the possibility of removing Route 66 to downtown. I would appreciate keeping Route 66 commuter route or propose an alternative for those people that live in Stonelake or those who walk to the bus stops along Harbour point. Based on the proposal there would be no commuter service to those currently living along the western edge of Elk Grove.</p>	Inconvenient
O	Art	<p>Please keep the Etran bus running from Elk Grove to downtown Sacramento via 99. Currently it is very convenient for me. I know many current bus riders agree on that too. If I take light rail from CRC to downtown Sacramento, it will cost me more time (1.5+ hours per day) and money for commuting.</p>	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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16

O/S	Name	Customer Comment	Reason
O	Arvind Kumathe	Reduce the FREQUENCY of the E-Tran Buses to downtown (I understand your point) BUT, Keep the E-Tran Bus service , Most of us commuters HATE to use RT (Light Rail) due to Safety, time to reach downtown, We discuss about this in E-tran Bus everyday!! I use E-Tran BUS Route - 60 (very popular route as it has very few stops compared to other routes to reach ELK-Grove.) So, I am NOT in favor of the following proposal • Proposal includes terminating all commuter routes at either the new Franklin Boulevard or Consumes River College (CRC) Light Rail Stations • Includes Routes 52, 53,57,58,59, 60 Purple Route and Route 90 (Reverse Commute) The E-Tran Bus Service is more convenient for the people who reside on the EAST side of Highway – 99. At the end of the December, 2015 decide.	Delay Decision
O	Ashley Diep	It's my understanding that the e-trans commuter busses will not be running to downtown once the light rail is completed at the college. E-trans bus has been main commuting transportation to & from works. I am opposing the elimination of the commuter busses. Thank you.	Inconvenient
O	Beata House	Just a thought you may want to re do our survey with more precise questions and information. I for one and my husband ride the 52. It's not the greatest, doesn't show up sometimes, older buses. but it does drop us of near our job at 3rd and Q streets. If you cancel the 52 I will not drive to CRC or Franklin blvd for youi to take me several blocks in the dark and rain to get to work on light rail and I will drive in.myself in and pay to park for my own safety.	Multiple
S	Brian Huang	Given the worsening traffic congestion on I-5 causing my commute to Downtown to drag upwards of an hour (or in the case of any sort of accident on the highway crippling the bus route to two hours), I completely agree that transit system needs to be re-evaluated for other more efficient options. I am a current passenger on commuter route 52, and I welcome the proposed service modification to that line (turning off of Big Horn and terminating at the Franklin light rail station instead), contingent on several critical points that have to be addressed: • Light rail desperately needs a system to ensure that all passengers have proof of valid fare. Integrity and the sporadic fare checks by police officers or RT agents are not working. Many of the reasons for the objections that we're hearing from the residents -- such as light rail being unclean or crime-ridden -- would be substantially eliminated if all (or even most) light rail passengers actually paid to board. As it stands right now, light rail is essentially a "free" ride for anyone who's willing to bet on the relatively low risk that they would get caught without valid fare. And there are currently all kinds of riders who are taking advantage of this ineffective system. • Transferring between a bus and light rail will be convenient and as seamless as possible. The city busses would be timed to arrive at the light rail station to allow just enough time to board the train while minimizing idle wait time for a train to arrive/depart. Fare would not be collected twice, or in excess of the current fare to Downtown. [Perhaps some aspects of the upcoming Connect Card can address this.] • E-tran 'shadow' busses can take turns with the first bus to pick up passengers along the route. Instead of having one bus perpetually following the leading bus as an overflow coach, both busses can alternate in picking up riders at each stop, or whichever bus arrives at the next occupied stop first. Efficiency is increased when one bus isn't constantly waiting to see if any riders decide to go for the bus, and this method of operation would alleviate the still-present, crowded leading bus issue that prompted adding a second coach to the same time interval in the first place.	Multiple
O	Brian Corbilla	I've been riding E-Tran for more than a year now, commuting on either bus 59 or 60. In the morning, I drive about 8 minutes to the park in ride that meets on the corner of Sheldon Road and East Stockton Blvd. I'd like to be able to have this option still available once the light rail goes live. The light rail at CRC is actually only a 6 minute walk from my house. So why do I want to still take the bus? The light rail has always had a bad reputation on who rides that bus. I've heard many bad true stories of what people experience on the light rail, and I don't want to experience that at all. Riding the bus is relaxing and the bus I actually take bring me almost straight to my works doorstep (very convenient). I'd say leave the option open for the commuter buses and light rail. If e-tran starts losing money on the buses, I can see at a business stand point for you guys to eliminate the commuter buses but you should at least see how they both are if they are active at the same time. I've talked to people who take my route, and they want the buses to stay. Please keep the commuter buses to downtown.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Brian Nguyen Vu	I ride the 52 bus Monday-Friday from Laguna West to Downtown Sacramento. As is, I have to walk 8 plus blocks to my workplace due to the 53 restrictive schedules. In addition, I have to walk over 8 blocks back due to the 53's extremely restrictive schedule. The idea of restructuring the commuter routes to start at CRC and/or the new Franklin Blvd. light rail station is doing a disservice to the tax paying people while also encouraging people to leave the Elk Grove area. I, for one, am giving that serious thought. I purchased my home a year ago in Laguna West due to the convenience to the bus stop and the 5. I drive 2 blocks from my home, park, and catch the bus. I speak for all the friends I have made at that stop who have similar situations. The proximity from home cannot be beaten. Living in Elk Grove, I pay taxes expecting to have certain services provided. This proposal is a waste of my time, money and future in Elk Grove. I strongly urge you to reconsider and understand how significant of an impact this will have on a public that predominately commutes to the downtown area.	Multiple
O	Brian Fitzgerald	I was frustrated to hear that Elk Grove transit is contemplating the termination of commuter buses, particularly #60 and #57 which I ride daily. Myself along with hundreds of other daily commuters agree that it is unacceptable to have these lines terminate at the new light rail stations. When I purchased my home in Elk Grove in 2013, part of my considerations for choosing this community was the commuter routes. I have since reduced my house hold vehicle count to 1 which has helped me to redistribute more income to other areas of the Elk Grove economy. Unfortunately, if the commuter lines are discontinued, I will be forced to purchase another vehicle and begin driving in to work. Please understand that hundreds if not thousands of commuters feel similarly to myself. Please take this in to consideration when making your decisions.	Inconvenient
O	Chris Bilbrey	I am writing to inform you that discontinuing routes 52, 57 and route 60 would be extremely detrimental to my ability to commute to and from work. We are a one car family with an unreliable vehicle and this would minimize my transportation alternatives. For these reasons, I strongly discourage discontinuation of these routes.	Inconvenient
O	Chris Hudnall	Before cancelling the commuter routes, wait and see what happens (How many people use the new light rail). When light rail add the new extention consider a fee increase. Consider fewer commuter routes, but don't discontinue altogether.	Delay Decision

E-tran Customer Comments for September 2015 Service Modifications

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18

O/S	Name	Customer Comment	Reason
O	Christa Beebout - #1	As a longtime e-Tran rider of the 52 commuter route, I am writing to ask you to reconsider your plan to terminate commuter bus service to Downtown Sacramento with the opening of the Regional Transit Light Rail station at Franklin/Cosumnes River Blvd. Light Rail is not a viable option for Elk Grove residents who work in Downtown Sacramento for a number of reasons: (1) security, (2) accessibility to job sites, and (3) length of commute. By terminating the bus service to Downtown Sacramento, you will be forcing Elk Grove residents back into solo commute driving, which is neither beneficial to traffic congestion and pollution in the area nor a service to our community. Prior to riding e-Tran, I was a regular rider of the Light Rail from the Meadowview Station to my job at the county courthouse. I quit riding Light Rail after witnessing a violent assault during the morning commute on my train. Fellow passengers had to attempt to stop the attacker and call 911 on their cell phones to direct medical personnel and police to the next station. The Light Rail driver did not stop the train and there was no evidence that Regional Transit employees made any effort to call police or render aid to the injured rider. As a general rule, there were never any security personnel riding on the trains and only rarely security personnel at any of the stations. My car was repeatedly vandalized (stolen hub caps and batteries, broken windows and hood) at the Meadowview Station, despite uniformed security personnel at that station. In addition to the security concern, riding the Light Rail to my job site (Sacramento Superior Court at 720 Ninth Street) is neither convenient or an effective use of my commute time. The Blue Line which will pick up at the new Franklin Station does not run on the Light Rail track which services the County Administration Building and nearby County Courthouse. In order to take the train which would service that County Admin stop, a rider has to exit the Blue Line Train and catch either the Gold Line or Green Lines trains at one of the few stations all three trains service, all of which are located in more troubled parts of Downtown Sacramento (i.e. not where you want to be waiting for periods of time for another train). When you add in the time involved changing trains with the time involved taking e-Tran to a Light Rail Station, you effectively double my current e-Tran commute time – a further motivator to go back to solo commute driving. I acknowledge that the currently proposed service modification represents a cost savings for e-Tran and ultimately the City of Elk Grove. During difficult budget times,	Multiple
O	Christa Beebout - #2	I understand that the city council may be looking to weigh the needs of the many (the taxpayers of the city as a whole) against the needs of the few (the Downtown Sacramento work commuters). But I would encourage you to look at the long term effects this decision will have on city traffic, city air pollution, loss of desirability to live in/move to Elk Grove for Downtown Sacramento government workers, and loss of patrons to Elk Grove business as car commuters are free to shop elsewhere in Sacramento rather than being obligated to shop in Elk Grove because they need to catch the limited commuter bus runs home first. Personally, while I was still a car commuter, I rarely shopped at Elk Grove businesses and did most of my shopping, including my grocery shopping in Downtown Sacramento after work. Once I became an e-Tran rider, my shopping habits shifted dramatically and I almost exclusively shopped in Elk Grove. If you force me back in my car to commute to work, I will go back to shopping at all my favorite Downtown Sacramento places, to the detriment of Elk Grove businesses and city sales tax revenue.	Multiple
O	Christina Rickman	I am sending this email to comment on the restructuring of all downtown Sacramento commuter routes. One of the options noted on your website is for all commuter routes to terminate at a light rail station; I am very opposed to this idea and feel it will decrease commuter route ridership. This change will be a big inconvenience for many of your customers, including me. Who will drive to a bus stop, to go to the light rail station, to ride light rail downtown? Most people would bypass the bus and drive straight to the station. I realize not everyone has a car but most people who ride the commuter routes have a car. Ending one or two routes at a light rail station may be ok to get certain passengers there but I think it could be better accomplished with a local route change or the addition of a new route rather than changing the commuter routes. The commuter route I use most of the time is the 60. I am happy with the route but I'm also open to making it better. The bus is full, with people standing, nearly every day. I'm sure you know this by the tallies the drivers take. I would like to see enhancements to the route by having more pick up times or sending two buses at peak times. Adding an additional, similar route may also be an option. As an FYI I'd like to mention I have a car and have never ridden a local route, nor do I know anyone who has. I sincerely hope this email will be read and considered since I've never received a response to past emails I've sent (for other issues).	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Cindy Chen	I understand there is possible elimination of Route 66. I object to this proposal. There is high ridership of route 66 and it is always packed. Sometimes, I can not even get a seat. If this route is eliminated, current commuters living by I-5, including myself will not take the shuttle bus to take the new light rail. It will take twice of the time of route 66 to go to downtown. The commuters will have to be forced to drive, then add pressure to I-5 traffic. I strongly vote to keep Route 66. The new light rail extension is along 99, which will help to alleviate the traffic on 99. A couple of e-tran buses that take I-5 should be kept to help the traffic on I-5.	Longer commute
O	Cindy Taber #1	I looked at the proposed changes to the way that E-Tran will be functioning. From my own review of the proposal, it appears that E-Tran will cease operations to the downtown Sacramento area in favor of being a "feeder" style service to the soon-to-be open light rail stations at Consumnes River College and Franklin Blvd. As a long time E-Tran passenger, I have numerous concerns regarding this proposed change. First and foremost, I do not want to be forced to ride the light rail. I have ridden light rail and have had some unpleasant experiences on the train. The light rail, in my opinion, is not very safe or clean. I've read stories where Regional Transit (RT) has promised to make the train safer for people to ride, namely because of the new arena being built in downtown Sacramento. However, RT has stated this in the past with little noticeable change so I am wary of their promise now. Riding on the E-Tran bus is a much better experience because the buses are cleaner and there is a higher sense of safety on the buses. Another concern that I have regarding this proposed change is transferring from a bus to the train, mainly with the connection aspect. If a connection is missed, that can cause delays in people getting to work on time and make passengers more anxious that connections might be missed again. In addition, I encourage you all to think about some of the older or slower passengers who may not be able to walk to catch a waiting train and could end up missing the connection (of which I am). Furthermore, there are employees, such as county workers, who work closer to H St. in downtown Sacramento. Many of them would be forced to either transfer once more to a Gold Line or Green Line train or have to walk a longer distance. None of these options would be very appealing, especially in bad weather situations. My other concern is that this idea is being considered despite the majority of passengers indicating that they were not considering taking light rail, per the survey (of which I never saw) that was given to passengers earlier this year. While the report concluded that passengers would consider taking light rail if there was a feeder service, it should be noted that there was no indication on the survey that buses running downtown would no longer be an option. While E-Tran may not be a high revenue generating service, it provides a necessary function to many residents of Elk Grove. In the long run, the annual savings may also be impacted because ridership may decrease as people seek other transportation options for their commute. As a result, these proposed changes could have a negative on the environment and traffic as well as more people might opt to start driving to work instead of taking public transportation. My hope from the members of the City Council is that perhaps a compromise plan can be created that would be more accommodating to passengers. My suggestion would be that certain routes be modified to terminate at the light rail stations on Franklin and Consumnes River College while other routes would still terminate in downtown Sacramento. For example, the 52 and 60 are the most ridden routes, per the survey. I would look into keeping those routes the same while changing the 53 and the 59 to terminate at the light rail. I think this would help because passengers can have an option to take the light rail if D287	Light Rail Safety
O	Cindy Taber - #2	light rail if they choose and others can ride the bus into downtown Sacramento. I also hope that the City and E-Tran management will conduct numerous of public outreach activities soon to allow other riders to become educated on these proposed changes so they can voice their opinions as well. Additionally, these future workshops or public discussions on the proposed changes need to be held at times that accommodate passengers who work and may not return back to Elk Grove until after 5pm. Let's not take our great city and turn it just into a bedroom community for Sacramento. When I moved to Elk Grove last year one of the reasons I choose it was because people told me how wonderful E-Tran was and in my experience for the past 1 and a half it has been good. I arrive at work pretty much the same time each day. I don't want to be late for work and cause an extra burden on those in my office because I didn't get to the transfer in time or as in the case of some of those in my office that do take light rail they have had more delays getting into work from Light Rail issues than I have had with E-Tran. I greatly appreciate your time and attention to this matter. I look forward to hearing about and participating in any meetings or workshops regarding these proposed changes.	Light Rail Safety

E-tran Customer Comments for September 2015 Service Modifications

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20

O/S	Name	Customer Comment	Reason
O	Cindy Taber - #3	I take the 52 and/or the Purple Line to and from work in the downtown area daily. My present commute is a simple one. I walk to the bus stop from my house to the bus stop, board the bus and then take a short walk to my building. I do it again at night in reverse. It is my understanding that there is a proposed change to where E-Tran will be running in the coming months. The current proposal was not at all transparent when E-Tran riders were asked to complete a seemingly innocent survey several months ago. It appears, that no matter what our answers were to the ill-thought out survey, the results would have been skewed the same: E-Tran commuters to downtown are going to have to use Light Rail no matter that the majority of us indicated that we don't plan to use it. I have ridden light rail many times in the past and my opinion of it is unlikely to change because it has always been an offensive and dangerous ride. This perception is not just my own. What is discouraging to me is that there is no concern from the EG City Council for transit riders safety and well-being nor any consideration for the extra time that this bad idea adds to our daily commute. I am a senior citizen and not looking forward to a commute that is inconvenient, longer, potentially unsafe, and unpleasant where I will be exposed to the elements while waiting for the bus and then waiting for light rail and then walking to my building just to do it all again in reverse at night. It is my understanding that there is a proposed change to where E-Tran will be running in the coming months. The current proposal was not at all transparent when E-Tran riders were asked to complete a seemingly innocent survey several months ago. It appears, that no matter what our answers were to the ill-thought out survey, the results would have been skewed the same: E-Tran commuters to downtown are going to have to use Light Rail no matter that the majority of us indicated that we don't plan to use it. I have ridden light rail many times in the past and my opinion of it is unlikely to change because it has always been an offensive and dangerous ride. This perception is not just my own. What is discouraging to me is that there is no concern from the EG City Council for transit riders safety and well-being nor any consideration for the extra time that this bad idea adds to our daily commute. I am a senior citizen and not looking forward to a commute that is inconvenient, longer, potentially unsafe, and unpleasant where I will be exposed to the elements while waiting for the bus and then waiting for light rail and then walking to my building just to do it all again in reverse at night.	Multiple
O	Cindy Taber - #4	I have been riding the 52 Express bus to downtown Sacramento for 1 1/2 years. I have enjoyed the consistency of the bus and the safety I feel when riding. I can easily walk to the bus stop and catch the bus and then relax knowing I will arrive at the same time every day without making any transfers. I can't tell you how many books I have been able to read and how many people I know including the bus drivers. They are very professional and good drivers. I would love to continue my commute in safety and convenience. The new idea of having a shuttle to Light Rail will add time to the commute and will affect many employers with adjusting schedules, it that is even possible for some. When I bought my house in Elk Grove one of the considering factors is that people told me how great e-tran is and it is now, but soon to change. Riding a bus to then be dumped at the Light Rail station is not my idea of a great e-tran ride. I could take Light rail now if I wanted to drive and leave my car but I choose not to ride light rail. I work with people who take Light Rail into work and they have had more delays and problems than I have had with the bus. It is partly the safety and partly the inconvenience of being forced to ride a shoddy poorly run Light Rail car. I have read that the City states they really haven't had much feedback about the possible changes. I would beg to differ if you again got on the bus and took another survey of which I was never surveyed in the first place. Get on the bus and listen to the people! They don't want or like this change. I believe you have already made up your mind but at least I am not going down without a fight. This is just plain wrong!	Light Rail Safety
O	Cindy Nguyen	I'm a State worker who uses the Etran #57,58 or 60 to downtown. The bus schedules are flexible and bus stops are in a short distance in shine or rain. I would like Etran continuing to serve us via ETran commute; I won't take light rails because it takes to much time and we will car pool with other coworkers who takes Etran bus.	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Citra Downey	<p>As a regular e-Tran rider, I'm very surprised and disappointed to learn that e-Tran is proposing to completely eliminate all downtown Sacramento commuter routes starting in September 2015. I had the opportunity to review the survey results conducted by e-Tran and am having difficulty to substantiate these results: 1) When the survey asked "With the new Light Rail Stations at CRC and Franklin Boulevard, are you considering Light Rail as an option for making this trip?" The result: 42% NO; 37% YES; 15% DON'T KNOW; and 6% OTHER 2) When the survey asked "If E-tran were to provide a feeder/shuttle service to Light Rail would you consider using it to and from?" The result: 55% YES; 26% NO; and 19% DON'T KNOW In comparing these results, it appears at first that more than half (55%) riders are considering using Light Rail service if e-Tran provides a feeder/shuttle service to Light Rail. However, in further analysis, I believe those 26% who said NO + 19% DON'T KNOW (= 45%) are very likely represent those 42% who said NO in considering Light Rail as a commuter option. Although providing a feeder/shuttle bus to Light Rail station is a good gesture, I see several potential barriers with this option, i.e.:</p> <ul style="list-style-type: none"> · Longer commuter time = a big hassle Those of us who need to drive and park their car to bus station will need to allot more time to travel to downtown Sacramento. First, we need to wait and take a feeder/shuttle bus, then will need to wait and transfer again to Light Rail. Not to mention that we'll probably need to walk a few more blocks to our work place. · Parking Issues Does the new Light Rail station have adequate and free parking space? If we park at the Light Rail station, how far do we need to walk to catch the Light Rail? Is it safe to walk around or to park the vehicle all day long at this station? · Safety and Cleanliness Concern Does the new Light Rail station provide adequate security? Based on many conversations with e-Tran & Light Rail riders, it's commonly acknowledged that e-Tran bus feels safer and cleaner. Furthermore, since the Transit budget is expected to operate nearly break-even and for FY 2015-16, Transit is still anticipated to operate without a loss, I don't quite understand why all downtown Sacramento commuter routes need to be eliminated? Or if budget is a future concern, why not considering/proposing price increase for e-Tran pass? I strongly believe that the City of Elk Grove shouldn't limit nor make Light Rail as the only public transportation option to commute to downtown Sacramento for Elk Grove commuters/residents. Other impact such as additional traffic congestion from those many commuters who now choose to drive to downtown Sacramento also needs to be considered. 	Multiple
O	Cliff Ask Elk Grove	Please keep the current route, since to go light rail will take me another extra 20 minutes to work each direction every day. The bus is packed everyday, it will has a huge impact on hundred people.	Longer commute
O	Coleen Laquihon	<p>Consider this e-mail as my protest for the city's plan to eliminate E-Tran commuter busses going to downtown. Below are my justifications:</p> <ul style="list-style-type: none"> • As a working Mom, time is of great value to me. Riding E-Tran commuter busses to work every day from Monday to Friday provides me with the convenience and flexibility in juggling my time. Riding the E-Tran bus only takes me at least 30 minutes going to work whereas taking the light rail will take me at least 45-55 minutes. • E-Tran busses are fast, reliable (always on time), safe, drivers are nice and respectful. I always feel at ease and safe when I take the bus. • E-Tran park and ride are a lot safer, easily accessible and free of charge which is the total opposite for light rail parking which is crowded, unsafe and cost extra money. • I rode the light rail for three years prior to me taking the E-Tran. My experience with riding the light rail was horrible because there are instances that random drunk people would curse and threaten me for no reason. • Keeping the E-Tran busses will provide hard working citizens of Elk Grove with an alternative in commuting for work to downtown Sacramento. It will also attract future residents to purchase and buy their houses in Elk Grove because of the convenience the E-Tran busses provide which will in turn contribute to the economy of the city. Please do not eliminate the E-Tran commuter busses as it serves greater purpose to majority of the state workers workforce in the City of Elk Grove. I hope my e-mail will bear weight and change your decision to not eliminate the E-Tran commuter busses. Thank you 	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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22

O/S	Name	Customer Comment	Reason
O	Cynthia Morrow - #1	What type of security will be @ the parking lots @ CRC? No contact information to respond to question??	Light Rail Safety
O	Cynthia Morrow - #2	I am writing to express my support for continuing e-Tran bus service into downtown Sacramento. I commute to downtown Sacramento daily on Bus Route #57, and the service is convenient, safe, direct and the bus services so many people that normally there is standing room only. I currently purchase e-tran tickets. If you were to terminate all buses at CRC to encourage individuals to transfer to the light rail to commute to Sacramento, many of my fellow riders said they would not transition to light rail. Existing and perceived problems with light rail: <ul style="list-style-type: none"> • Security is an issue; riders are on the honor system to purchase their tickets. Persons who ride the light rail, but have no ticket, if checked by an official, are merely asked to step off at the next stop. Cameras may be operational, but intervention would NOT be feasible if an incident were to occur. • Cleanliness is an issue. The cars are neither well maintained nor hygienic. • Convenience – will the bus drop me off at the light rail station? Would I be required to drive my vehicle to a parking lot and then take a bus to the light rail station? How secure is the parking lot? What is the cost of parking? How much time would this add to my commute? Until the light rail problems are addressed, primarily more security and cleaner cars, I will not be taking the light rail as an alternative to taking e-Tran Bus #57 to commute to downtown Sacramento. 	Multiple
O	D. Peck	This email is in response to the proposed modifications of commuter bus service between the Laguna area and downtown Sacramento to terminate at the Franklin Blvd. light rail station (specifically, eTran Routes 52 and 53). If the proposed changes are adopted, I will NOT ALLOW my wife to commute to work using eTran service connecting to light rail. This will mean that she will be driving a personal vehicle instead, adding to traffic congestion and further deteriorating the air quality in the region. Perhaps the City needs to perform traffic and environmental studies before adopting these changes. Reasons for not riding light rail: Safety Health Stop locations en route Not comparable service* *A bus connection to light rail necessitating a transfer is not comparable to existing direct bus service. Further, the staff analysis did not fully account for a possible drop in ridership, and therefore additional lost revenue to the City. Nor did it address well-documented public concerns regarding safety and health. Additionally, we know several people who have stopped riding light rail to Sacramento due to vandalism and theft to their vehicles in park and ride lots and assault to their persons while riding light rail. While assurances have been made to address these issues, addressing them is not the same as promising and following through with positive resolution. This is a bad proposal. Perhaps a better one would be to drop some service but retain some service. If all service via eTran DIRECTLY to downtown is abolished, eTran will lose the business and associated revenue from this family.	Multiple
O	D. Juana	Myself along with several other commuter State Employee riders are totally against this change eliminating the routes going downtown. It is a great deal of inconvenience for a lot of us, as well no logic to someone catching to means of commuting in the am to get to work and having to leave earlier to do so. The E Tran commuter routes serves a great deal to the employee's downtown. My personal issue would be that I cannot take my children to school any earlier than 7am, which means I would be late waiting for a bus to get me then take me back by my house from where I just came from. And I cannot go straight to the light rail (and wouldn't want to due to parking/paying etc) Because I have children to drop off, and one being right by the park and ride. I really wonder who thought this all the way out, and felt that this would be beneficial to us, or were they just looking at the benefits to them??? There are so many cons to this change, and very few pros. It is as if you said screw us, and the E Tran drivers...this change is lucrative to us! The time limits on the routes work for us, if we have changes that come about, most people drive or make other arrangements. This not fair, not fair at all. I hope a stop to this comes into play for this change because I do not know what I will do for transportation if bus 60 gets taken away. You all need to think about other people's lives. Is this your reason for even making this extension of the light rails?? If so, us commuters should have been able to give our input instead of being forced to rearrange our lives.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Daniel Amundson	<p>I went ahead and made some estimates, like textbooks in college, ceteris paribus applies. The real world tells me that the bus is never exactly on schedule, but for this argument I will assume it is. I am only presenting one-way trips, for two reasons; one, generally the route and time gaps are similar, and two, I am not as worried about getting home "on time" as I am in getting to work. Route Depart Sheldon & 99 Calvin & 99 CRC 8th & k Total Difference (minutes) 57 Current 5:50 - 6:15 - 6:53 1hr 3min 2-17 Proposed 5:50 - 6:15 6:22 6:55 1hr 5min (+15) 59 Current 6:20 6:45 - - 7:20 1hr 5-20 Proposed 6:20 6:45 - 7:00 7:25 1hr 5min (+15) 60 Current 6:14 6:27 6:33 - 7:00 46 min 4-19 Proposed 6:14 6:27 6:33 6:40 7:10 56 min (+15) Assumptions 1) Travel time from last stop to CRC 2) Travel time from CRC to 8th & k is 25 minutes 3) Train will leave every 15 minutes with each 1st route beginning on an even hour, such as 6:00AM, 7:00AM and so on. 4) The (+15) represents the bitter reality that if my bus shows up as the train is departing (worst case), I will be sitting for 15 minutes outside exposed to the elements. Pros 1) Cost savings to the City 2) Increased revenue to Sacramento RT 3) Increased parking revenue to CRC Cons 1) A slight delay in the bus system can increase commute time by no more than 15 minutes 2) Increased commuting costs to those individuals who utilize park and rides who may now park at the College 3) Sardine style packing of RT trains that currently pickup heavy commuters at both the Meadowview and Sacramento City College Stations 4) General ridership of RT is comprised of unwelcoming individuals otherwise not witnessed on e-trans commuter routes I am not opposed to presenting anything to the council as a citizen of Elk Grove. However, my analysis is based off limited knowledge of just a small handful of routes, I do not have the data you and your team have been collecting readily available to me.</p>	Multiple
O	Danny Kam	<p>I read in Sacramento Bee's 3/5/15 publication that E-tran is considering to "eliminate its commute bus to Downtown" when the light-rail extension opens in September. I oppose to this because it would more than double my commute cost under the current pricing structure. Being required to ride RT's light rail via e-Tran connection would bring my 18-mile commute cost to \$9.50. I want to point out a 42-mile from Yuba City to Downtown only cost \$8! If E-tran eliminate the commute route to Downtown, I would definitely abandon E-tran in favor of driving (which cost less than \$1 round trip plus \$1 parking) or biking (a very do-able 3.2 miles) to light rail station from my bus stop.</p>	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

24

O/S	Name	Customer Comment	Reason
O	Darren Keenan	My name is Darren Keenan. We met last night after the council meeting when I had come in to comment on the proposed elimination of bus routes. I am sorry I was not able to attend the Laguna meeting tonight, but I was signing papers in Marysville. However, it seemed to me what the council was looking for is information and suggestions, so here is a list. 1) By my estimate, my commute will increase from 45 to 90 minutes each way, or double travel time. I have a long route (on early, off late). For some commuters, their current trip is only 15-20 minutes (on late, off early). Routing through Consumes might triple these people's travel time to an hour. Compare this to travel by a private vehicle, which is about 30 minutes. 2) The buses are old and break down a lot. There may be cost savings in buying newer/different equipment. 3) Raise the rates. A fee rise of 25 cents to \$2.50 is easily affordable, and would increase revenue 11%. That should pay for an extra bus, or a more reliable one. 4) As an alternative, you could just raise the fees on commuter routes and keep that part of the service as is. 5) The oldest buses are frequently used for commuter routes. This does not make sense from my perspective, since commuter buses travel the farthest distance from Elk Grove (and away from the garage), and commuters tend to be more professional and not so hard on the vehicles. 6) In the graph I saw, only about 53% of riders said they would go to Consumes. That's already a significant cut, but I wonder if many of those positive responses would change if they knew about the increased commute time. 7) As was pointed out by a member of the commission, \$400/month per commuter seems excessive. That is more than a car payment. 8) Many commuters work in government, and get a monthly, subsidized pass from RT. It is possible that there is "leakage" from people using RT passes, which are visual and not swiped, meaning eTrans is not compensated fully. 9) Work with RT to negotiate a better cost sharing arrangement. I only buy RT cards because I never know when I have to take a city bus or light rail. Can you arrange to use a card that RT will accept, or use RT cards exclusively? 10) If RT can run the lines more efficiently, let them take over the lines - either through contract or absorption. 11) I don't think route consolidation will help, as most buses I ride are full, but what about higher capacity buses? I think some buses have less than 30 seats. I have also begun sharing the information from last night with my fellow riders which I hope will generate additional feedback for you. I hope this helps, and I would be happy to answer any other questions you might have.	Multiple
O	Darryne Agar	I'm greatly opposed to proposed elimination of Route 66 Commute to Sac Downtown. I live in the area the next to I-5 and Elk Grove Blvd. If I interpret correctly the changes, I will need to take a bus to RT Light Rail at the new Consumes River College station, then take RT Light Rail to Sac Downtown. Here's my current commute time: -Home to Elk Grove bus stop: 20 minute walk -Elk Grove to Sac Downtown bus stop: 30 minute drive - Sac Downtown bus stop to office: 5 minute walk Total duration: 55 minutes (Using Google Maps) Here's my current commute time via light rail: A DIFFERENCE OF 1 h 8 min!!!! If Route 66 is eliminated, I will drive to work.	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	David LaBrie	How am I supposed to comment on the proposed changes if I can't get any details on the proposal. All I can find in the way of information is that the proposal includes termination of the commuter routes at a light rail station. Is that it??? No proposed changes in the routes that would service light rail, beyond being truncated? Simply take the service that we have been complaining about (and waiting for improvements that have been promised), and dump us at the light rail station for an additional 10-15 minutes of waiting time. Since I already drive to a park and ride, I'm not sure why I would pay eTrans to take me to the light rail station; I would simply drive to the light rail station (and pay to park there). I can't imagine using a commuter service that requires me to drive, take a bus, then a train, all to go 13 miles. It already takes me an hour each way. The options that I see coming will cost more, take longer, or both. Is eTrans in such dire straits that the City is willing to abandon the only service sector that appears to be paying for itself? You are more than welcome to use my emails (past, present or future) for the public comment, or for any other purpose; you have my authorization I'm sorry, but the link that you provided does not provide more detailed information about the possible modifications than what I paraphrased – although, it should. I was looking at that page when I was writing to you earlier. Given the lack of information about how e-Tran plans to provide connecting service to light rail leads me to conclude that the City has no plans other than to terminate the existing commuter routes at the light rail station using the limited existing schedules for those routes. In my case (I park at Geneva Point P&R), this provides absolutely no incentive to ride e-Tran, and leaves me with only one possible alternative; park at CRC, if I can. The City has provided no information that I can find on the availability of parking at CRC, but I have heard that there will be a fee and that parking may be limited. I don't see any up-side to this proposal.	Multiple
O	David Wilcox	We need both "Light Rail & the Commuter buses". To support the 2 customer bases. "Daily Workers" and "Local citizens/students". The commuter buses could be a "club" and charge an additional \$40.00 fair premium to keep the buses running. Also, you should contact the ridership before making your decisions with public money.	Fare Increase
O	David Ferber	I ride the 53 bus Monday-Friday from Laguna West area to Downtown Sacramento and I am deeply concerned about the proposals to restructure the commuter routes. The routes are already extremely restrictive to the point that I had to completely adjust my work schedule so I can barely catch the bus that goes closest to my office. The busses I ride are also always full to the point that 10-20 people are always standing because so many people take the bus and there are not enough seats. The idea of restructuring the commuter routes to start at CRC and/or the new Franklin Blvd. light rail stations is doing a disservice to the tax paying public while also encouraging people to leave the Elk Grove area. I purchased my home five years ago in the Laguna West area expecting to have the opportunity to quickly commute to downtown and losing that opportunity makes Elk Grove uninhabitable for me. If I wanted to take the light rail to work, I would have purchased my home in South Sacramento. Living in Elk Grove, I pay taxes expecting to have certain services provided. This proposal is a waste of my time, money and future in Elk Grove. I strongly urge you to reconsider and understand how significant of an impact this will have on a public that predominately commutes to the downtown area.	Inconvenient

E-tran Customer Comments for September 2015 Service Modifications

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26

O/S	Name	Customer Comment	Reason
O	David Roberson	I am in District 2 in Elk Grove City. I am still happy to live in Elk Grove because the bus route 59, 60, and 162 run thru my neighborhood. I have been using Bus Route 59 since 1995 and at later time, Bus Route 60 adding into my neighborhood. I have never use automobile to work. Thank you There will be Public Workshop on March 12 and 26, 2015 at Council Chambers about Elk Grove Transit service modifications. I saw the list of major restructuring of many routes because of RT Light Rail extension. RT is ready to run RT Light Rail on September 2015. I want to make sure that Elk Grove Bus Route 59 and Bus Route 60 to be same after September 2015. Bus Route 59 and 60 are very reliable and important express bus routes to Downtown Sacramento. In fact, the routes are really the best for many Elk Grove riders and everyone are satisfied and happy with schedules. These routes to Downtown Sacramento are really valuable routes. There are many Elk Grove residents who are working in Downtown Sacramento who are still riding other Elk Grove commuter bus. There are routes such as Route 52, 53, and 58 which are important routes to Downtown Sacramento, also. I have heard that routes might stop at CRC Light Rail station instead of to Downtown Sacramento. That really upset many and many Elk Grove residents. I have spoke with others and they do not want to ride RT Light Rail from CRC. They prefer to ride express bus to Downtown Sacramento. That was their choices and please do not force them to ride RT Light Rail. This is not really solutions to everyone's problem when RT Light Rail extension will be open in September 2015. For me, I walk a block to my bus stop at 530 am (for bus route 59) and it take me about an hour to Downtown Sacramento. When I am ready to go home, I took bus route 60 that took me about an hour trip back home. Perfect! I loves both bus routes. Now, Elk Grove Transit is planning to change many commuters routes and it will affect their arrival time at work. I do not want to ride RT Light Rail from CRC to Downtown Sacramento because it would take me at least 90 minutes from my home to work (with bus and RT Light Rail together). I don't like it. Also, there will be way too many people at CRC RT Light Rail station in early morning and you still fill up too many people in RT Light Rail car. It will be pack. My suggestion is leave the commuter routes alone and let the people make choice to pick either the RT Light Rail route or Elk Grove commuter routes. I prefer to stay with Elk Grove Bus Route 59 and 60.	Multiple
O	Debbie Chan	Although it takes me about 10 minutes to walk to the bus stop to take bus 52 to work, I am thankful that I do not have to drive and park in downtown. If with the elimination of the bus service, it will be a longer commute to work added to my long work day. I will have to change my work schedule as additional time is required to catch the feeder bus to the light rail station if my stop is serviced and the frequency of the feeder service. If not, additional cost will be incurred for driving and parking at the light rail station. I also have personal and vehicle safety concern if I parked my car at the light rail station. Thank you for listening and I hope that commuter route 52 will not be eliminated.	Multiple
O	Deborah Worthington	Below are my comments in regard to the proposal to terminate commuter routes and the proposed E-tran bus routes, which appear to be the "feeder" routes to light rail: 1. I completely understand the need to make adjustments to cut costs wherever possible and doing so often results in changes that are inconvenient. 2. Eliminating commuter bus service to/from downtown is definitely inconvenient for a lot of people, since the commuter ridership is quite high. 3. Rather than drive to work, I currently take the bus 52 or 53, whichever arrives first, to/from downtown, because it saves me time and money, and is convenient. Personally, I have no desire to add several minutes and expense to my commute by either catching a "feeder bus" to light rail station at Consumes or driving directly to Consumes Community College then paying to park to take light rail. 4. Since the bus I take to/from downtown is always packed with commuters, eliminating these routes, 52 and 53, would adversely affect a lot of commuters. I will make an effort to attend the meetings, but I wanted to express my opinion in case I'm unable to attend.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Delia Caton	I am a State of California employee who commutes Monday through Friday on routes 52/53 in the a.m. as well as the p.m. hours. I reside in the West Laguna sector of Elk Grove, (Lakeside) which is right on the edge of I-5, I have been commuting on this E-Tran route for the past 8 years, as it very easy, convenient, & safe for my needs. If these routes are eliminated completely, a lot of your passengers will be unhappy, dissatisfied,& placed in an inconvenient situation, by having more difficult & longer commutes back & fort to work. I will not take the trains. I request that you maintain at least some of your busses on the commute route; I know that I for one, would not mind having to pay a slight fare increase, in order to continue to have this service provided. As residents and neighbors of this beautiful community, we shop, & contribute to the economy & wellbeing of Elk Grove, I believe we should at least be given the opportunity to make a choice of whether or not we want to commute by bus or by train to our respective work destinations. I hereby respectfully request that you listen, & make some considerations to our request to not eliminate all together our bus commute.	Multiple
O	Denise Blakely	Please do not stop the e-tran commuter busses to downtown, if you do more people will be driving downtown because we do not feel safe on light rail.	Light Rail Safety
O	Dennis Lagman	This is very disappointing to hear about this. I refuse to use Sacramento Light Rail, and I know I am not alone. If this moves forward, I will start driving. It's all about the money! I'll know who NOT to vote for in the next elections.	Multiple
O	Dilip Patel	Lots commuter surrounding Calvine/power inn prefers to 57, 58, 59 and 60 from Calvine road near 99 State highway and Geneva pointe for 59, 60 (free parking's). Now CRC station light station start all passenger must be use CRC parking lot and paid extra money for park the car (No body park in Lows or Geneva point free parking due to very short distance travel in Bus and wasting time to wait for short distance travel in Bus). Please consider or survey how much extra vehicle on road and wait near junction point of calvine(or Consumes river Blvd.) and Bruceville Blvd. my thinking when college start it is take long time to take left at Bruceville Blvd and reach CRC station may be we missed light rail and wait extra 15 min to catch another train. • In morning everybody hurry and busy to dropped kids at school and start job on time now new route start each commuter leave home 25-30 minute early to reach job on time(due to waste of time near junction point of calvine and Bruceville road and catch train on time and/or wait 15 minute for another train). • My suggestion takes on line survey for old route for transit bus to down town or new route bus for CRC light rail (If there is no federal funding problem to operate both routes). If you sure about to start new route (all bus met at CRC college and take train) then please make more frequency (every 15minute) of bus on all route in office hour time morning and afternoon. One more lots commuter complains about cleanness and safety to travel in RT train. Please take extra effort.	Multiple
O	Diwakar Prasad	Please keep 59 and 60 route to downtown as usual. Otherwise, it will cause lot of inconvenience to lot of passengers especially due to heavy traffic at Calvine and 99 and delay commuting by 45 minutes. I hope you will appreciate our difficulties.	Inconvenient
O	Donna Luu	I have been riding e-tran (route 52) daily for most of the last 15 years. This bus is always full both morning and evening. I am extremely disappointed that the city is considering eliminating commuter routes in favor of forcing passengers to ride light rail, particularly for riders on the west side of Elk Grove (served by routes 52, 53, and 66). For these passengers in particular, taking a bus to light rail (Consumnes River) would be going in the wrong direction, adding time to commutes. On the occasions that I have had to take light rail to downtown Sacramento, I have found it to be slow and unpleasant. If commuter buses are discontinued, I will certainly not take light rail, leaving me only with the options of driving alone or attempting to find a carpool. I urge the city not to discontinue the commuter routes. Alternatively, please consider reducing the number or frequency of daily commuter buses instead of directing all riders to light rail.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

28

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Dori Darrington	<p>I am a daily rider of E-Tran and absolutely love the service you currently provide. The bus drivers are friendly and I am always thankful that they get to work safely and on time. This is a big deal for those of us who live in Elk Grove and commute to the downtown area to work on a daily basis. So I was completely dismayed when I found out about all the changes being proposed regarding the E-Tran bus routes a couple of weeks ago and I am not alone. Fellow riders have been outraged as well. It would be advantageous if E-Tran big wigs would ride the bus and actually talk to people who pay for these services. What a concept! A transportation agency that actually cares about its clientele! That being said, I am very disappointed with the proposed changes that (I am sure) will be made by E-Tran despite any public commentary made against them. I have no intention in using your service starting in September 2015 and will adjust my schedule and workplace. Light Rail is a no go for me. I listen to horror stories almost every day from people who ride light rail downtown and home and they talk in detail about being harassed by strangers while riding the train, having witnessed beatings of fellow passengers, being spit at, and even touched inappropriately--all with no security in sight. Apparently tickets are not needed to ride the train at this point and anyone can get on it without a ticket. Plus, they don't run with an adequate amount of cars attached, so its standing room only and no seats available. And you want me to ride a train that has this kind of history? I even had a colleague that was shot and killed at a light rail station some years ago. Another one had their car broken into at the park and ride and that damage cost them nearly a thousand to fix. This is not just rumors--these are people that I know personally that have experienced some bad stuff with light rail. Unless this reputation is cleaned up and I can feel safe to ride it, I will be forced to find alternate transportation. I would gladly pay more to keep the bus going downtown--but I hear that the rates are going up already as part of the contract to use E-Tran with light rail. Just so you know, the majority of people I talk to on the bus are planning to drive to work once the proposed changes are made. So we'll have more cars on the road because of these changes too (and a lot more pollution)--something I thought Sacramento was attempting to avoid. And with the traffic being a nightmare right now (bumper to bumper) getting out of Sacramento on a bus (completely full by the way--the 4:10 53 is standing room only everyday--standing from the very back of the bus to the very front), I wonder what it will be like when the Arena is finally finished and there's a game in downtown Sacramento. I've been in Seattle when the Sonics played one year and the streets quickly became virtual parking lots--for hours For me this ends up being a "quality of life" issue. Right now I can get on E-Tran and expect a clean, safe ride downtown with NO hassles. I have no faith in your proposed changes giving me that same kind of confidence/service in the future.</p>	Multiple
O	Doris Alkebulan	<p>I am a current resident of Elk Grove and work downtown. I am against the proposed changes!!!!I live in Lakeside off of Elk Grove Blvd near Stone Lake elementary school. Being able to utilize the etran service for the town hall or Laguna blvd if vital to quality of life in our community. The travel time to the new light rail stations doubles the travel time. The current commute time to Methodist hospital from our home is 30-40 minutes, so to back track along Franklin would make the downtown commute over an hour, not acceptable. The lights along Franklin are not synchronized and the technology to move traffic is not in place and the change or pattern is not the benefit of the community. It would put people back in their cars on I-5. One again, I am against eliminating the express commuters to downtown.</p>	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Dylan Pletcher	I've heard word that the commuter routes, such as bus 60, are to be discontinued, relying on Light Rail as the alternative. This would be a terrible mistake! Our bus is consistently full of people who live near that corridor and rely on bus transportation to get us to work. I previously lived near Bruceville and Laguna, and in 2000-2003 or thereabouts took a commuter bus, which had a 45 minute door-to-door trip time. The shift of that route to drop off at Light Rail extended my trip time to 1:30. I was unwilling to lose an extra hour and a half of my life each day to a light rail ride, so was forced to begin driving. I currently live near Elk Grove Blvd and Highway 99, and take bus 60, boarding near Pizza Bell at 7:25. This bus is consistently full, with nearly all, if not all, seats taken. My return trip is from 9th and Q on the same route, boarding at 4:35. Again, this bus is always full to standing room only, and often to the point where people are squeezed into every square foot of space. Last night, for example, I counted 16 people standing on the route home. If anything, we need to add MORE, not eliminate, these commuter routes. While I would hate to add to pollution, and be forced to quadruple my commute costs and add an additional parking expense, eliminating Route 60 or rerouting it to Light Rail would force me (and certainly many others) to drive. The buzz on the bus is that we all dislike such a change.	Multiple
O	Eden Umeda	Greetings! I'm sending you this email to express my concern if any of the E-tran Bus Services that I take to and from work get discontinued or eliminated. Please do not eliminate Bus 59 and Bus 60 routes that service the State Employees who work in Downtown Sacramento. I believe that Light Rail will have its good share of public riders without sacrificing the well-being of the many State Employees that live in Elk Grove and ride E-tran buses Monday-Friday to work downtown. The CRC students and anyone else who live in Elk Grove or nearby areas may benefit and take the light rail as their means of transportation to Downtown Sacramento. I reside in the East side of Elk Grove and I work downtown from 8:30am-5:00pm. I take Bus 60 at around 7:50 a.m. on Sheldon Rd and Stockton Blvd Park and Ride Lot. I leave my car at this site which already has plenty of parked cars by the time I get there. There are usually 7 to 10 regular commuters with me at this bus stop on this time slot. Except on Fridays, by the time everyone at the last stop on Calvine Rd and Power Inn Rd gets on the bus, it always become a standing-room only. Coming home, I take Bus 59 at 5pm on 7th and Capitol bus stop and sometimes Bus 60 at 5:15pm from the same bus stop. Bus 59, although not as always full as Bus 60, has a very good share of riders; it takes the Bus 60 overflow from its 4:45pm schedule which is usually a standing-room only when it gets to my bus stop. I'd rather wait a little bit because it's difficult for me to ride the bus standing up for 40 minutes or longer depending on the traffic, after a whole day of work. The 5:15 pm Bus 60 is always full as well, with state employees who get off work at around 5pm. If those 2 bus services will be eliminated, I will be very much frustrated and disappointed. I have a child in elementary school and another one in high school, and I already struggle with my daily schedule as a full-time working mom. Eliminating my bus services to my worksite would mean longer hours taken from my already busy schedule, more costs for parking fee if I park my car at the CRC site instead of taking a possible shuttle service, the bothering thoughts for my safety while riding the light rail which is unsafe and filthy, or more cars on the road during commute hours if I decide to drive to work instead. I will not be happy taking the Light Rail daily. I can take the Light Rail only if I have to come to work later than my start time, due to doctor appointments, etc. Only if it will be real necessary, in order to maybe benefit the Light Rail and the City of Elk Grove, I may consider riding the Light Rail just on Fridays. This is because some state employees have Fridays off and the buses are not as full on Mondays thru Thursdays. I'm hoping that each one of you, whoever will decide on this issue, will take these concerns of mine into considerations. Thank you for your time!	Multiple
O	Edmond Kwan	I use route 66 for my commute downtown. I recently moved to Elk Grove and found e-tran to be a reliable way to facilitate my commute. The elimination of route 66 would be a great inconvenience to me as it matches my schedule. Driving to CRC would add time and expenses that I haven't budgeted. It would be almost be more cost effective for me to park under the freeway and walk to my workplace. I'd rather not though, as I want to support public transportation and be green. Please reconsider keeping route 66, and add additional buses, if possible as the busses are often crowded. I often don't even get a seat.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

30

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Edward Diggs	I am a long term riders of E-Tran. I have been riding E-Tran buses to and from work since its inception. Before that, I rode RT buses to and from work. So as you can see, I am dedicated to riding public transportation on a daily basis. I understand that Elk Grove has a limited budget for transportation services, and that something has to give if you are going to add feeder routes to the new lite rail stations. However, I believe your initial approach is all or nothing. We can cut back on the established downtown routes and use those buses and drivers for the light rail feeder routes. I believe getting rid of all downtown routes all together is a bad idea. A bad idea that will lead to increased car use for many Elk Grove residents. Before I wrote this email, I went to the city's website to do some research. I read the information from the survey taken earlier this year. It states that 500 people responded. I ride the bus every day and never saw or heard of the survey. After looking at the results of your survey, I believe the questions are skewed. Respondents are asked if they would ride light rail and if they would ride light rail if feeder buses were provided. The respondents answered yes. However, the respondents were not told how much more time would be added to their commutes by taking a bus and at least one lite rail train. I ride lite rail occasionally when I leave work before the afternoon peak time. And my commute is 30 minutes longer on a good day. That's allot considering I get picked up at the light rail station. It would be nice if you would conduct another survey with estimated time to and from downtown. I guarantee you the results will be different.	Multiple
O	Eleanor Duval	First I appreciate the City of Elk Grove provides this bus service. Many of us take these bus regularly to and from work. As you know bus #70 & 71 are named "express". However, in the last year or so, it has been taking an average of 10-20 minutes longer, each way, than the old days. This was due to increased riders and frequent stops. I understand and respect this is a public service bus. At the same time, for many of us, our commute has been increased by another 30 minutes each day. This makes a already long day even longer. So, I am wondering if there is any chance the City can consider make the 70& 71 a true "express" bus by making stops only at the key intersections.	Longer commute
S	Elizabeth Lee	Thank you for the opportunity to comment on the possible changes to the Etran routes in anticipation of the opening of the new Light Rail Station at Consumes River College. The new Light Rail Station is a much needed improvement to the Elk Grove-Sacramento commute and it has been a long time coming. The addition of Route 165 and modifications to Route 157 as substitutes for Route 66 does not make the commute any more convenient to riders of Route 66. Route 66 currently routes riders from the Lakeside and Stonelake Communities towards Elk Grove Blvd. A majority of the time these riders walk to the bus stop, thereby reducing the use of a car to get to the bus stop. The new Route 165, encourages riders to drive to the Apple Ride Share lots located along Laguna Boulevard, which does not look like it has enough parking spaces. In addition, the lights along Laguna Blvd favor the main street and cause long traffic lines in the feeder streets off Laguna Blvd. The other alternative for Lakeside and Stonelake Community commuters is to take the modified Route 157 to the new Light Rail Station, which adds more to commute time. It is understandable to provide service to the new Dept. of Corrections facility located off Big Horn Drive, which is my husband's place of employment. However, he finds that riding the new Route 157 just to get to work, would take more time, and would be more expensive to do. So, he drives the short 7 miles to work with an approximate travel time of 8 minutes. I propose an alternative for the proposed Route 165 addition which starts in the Lakeside Community at Four Winds Drive, travels west down Elk Grove Blvd (with the current Route 66 stops), and heads north on Harbour Point towards the Harbour Point/Laguna Blvd ride share lot. While I am not a current rider, since my commute is from Stonelake to Rancho Cordova (Zinfandel Drive), I hope to one day find a position downtown and would like to take Etran to make my commute easier. I hope you take my suggestion into consideration.	S
O	Ellen Harrison	ATTACHMENT A	Multiple
O	Eric Huynh	Please don't eliminate our commuter buses to downtown. Light rail won't never be comparable to our buses. We love them and are proud of them. They make Elk Grove special and a good place to live!	Inconvenient

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Ernesto Villalobos	Please don't stop servicing downtown I think it would be a big disaster to only have one option in and out of downtown! I will not ride light rail in, it is very dangerous in the Meadowview area. I had a co- worker tell me that there was a shootout in car he was riding in and that was enough for him. In my option I think it is very dumb to only have one option in and out of downtown especially now that a downtown arena is going in. And not to mention the economic burdened that this will impose on some people that don't receive subsidized vouchers from the state and don't have a car. I sincerely hope that you change your minds and think about all the money the city will lose from the subsidies as well. Lastly, this would be a financial burden for myself and for many other that buy the weekly voucher and now will be forced to buy the RT monthly pass!	Light Rail Safety
O	Farida Khan	I'm a daily commuter on ETran, and I would not want to ride the light rail. First of all you will have to deal with all kinds of people and then it will take much longer for the commute. I have been riding the bus for the last fifteen years, and find it very convenient. I did try out light rail for a very short time, and switched back to the bus. It is so scary riding light-rail that on February 12, 2005, Sacramento Bee was interviewing passengers, and my picture along with some school kids were on the front page of the newspaper with a heading LIGHT RAIL TARGETS TEEN BEHAVIOR. Please do not take away the ETran commuter service as I would not want to ride the light rail out of fear.	Light Rail Safety
O	Frank Lideros	Since the 66 is going away, I suggest starting the New 165 at Harbor Point and Renwick so people from the local neighborhoods can be dropped off or picked up at a safer location. Also, there is more parking for commuters near that intersection.	Light Rail Safety
O	Frank Parone	A couple of thoughts on the changes being considered. - Light rail is unsafe, it is not clean, and it is loud. (my opinion) I personally don't like to park at the light rail stations. - Riders on the west side of town can drive downtown faster than to CRC. - The commuters are quiet, clean, and cause no vandalism - as opposed to the other riders on the buses that are used as "not school buses" (better investment) - No bus system makes money, do you really want to be "the city that does not support the work force" you are a bedroom community. - The available buses seem pretty full to me. - I will not go to CRC just to go downtown. I bet the overall time would increase by nearly an hour.	Multiple
O	Gabriele Long	There are several reasons why I use E-Tran and not Light-rail to travel from Elk Grove to Downtown Sacramento. 1) It takes me about 10 minutes from my Home to the Park and Ride on East Stockton Blvd in Elk Grove. From there I catch the 5:54am #59 Bus to 8th and Capital in Sacramento. If I have to drive to the Light-rail station in Elk Grove it will take me about 30 minutes from my home. It will also be very inconvenient to catch the E-Tran Bus from my regular Bus stop and ride to the Light-rail station, then take the Light-rail train to Downtown. 2) Also, on the E-Tran Bus that I use are mostly other state workers or city workers and there is normally no problem with any of the Riders. I have used the Light-rail before and there are Riders that are drunk, some accost you if you just happen to look at them or for no apparent reason at all and you cannot count on anybody to help you if there is a problem. 3) It would also cost more money for a monthly pass and parking. Please keep the E-Tran Commuter Route going if at all possible.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Gayle Jamerson	<p>I have been an E-tran rider since E-tran took over the Elk Grove routes from Regional Transit. I take the commuter busses Monday-Friday to downtown Sacramento. I think E-tran is the best option for getting to work. There are bus stops located within one mile of most Elk Grove homes and there are ample park and rides. The busses are reliable and most commutes downtown take between 20 and 25 minutes. The busses also drop most passengers off close to work. This is nice for passengers who can't walk far, if it's windy or raining, or if carrying heavy items. Commuters recently learned about the proposed changes to stop the commuter routes to downtown and end them at the light rail beginning in September 2015. I have been on the busses (58 and 60) everyday since learning about the changes and I can tell you that nobody is happy about this. I have talked to a number of people and heard a lot of conversations and people do not support this change. It will take longer to get to work using the light rail since we will have to take the bus there or drive there, the trains come every 15 minutes so if you miss it, you have to wait for the next one, the ride may be another 25 minutes, and then it is a 10 minute walk to work from the light rail stop. The commute time may double. We are anticipating light rail will require us to pay for parking. Many people have safety concerns riding the light rail. I have taken the light rail in the past and there were often rowdy passengers, passengers talking about being high, going to get high, just getting released from jail, or their friends who are locked up or on the run. I prefer the regular E-tran commuters I have gotten to know. Many people are saying they refuse to take the light rail. and they will start driving downtown to get to work. This will make highway 99 and I-5 more congested and parking downtown even worse than it is. I am in support of keeping the E-tran routes as they are since it will benefit more residents.</p>	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Gayman Wong	<p>With this email I would like to address e-trans' proposal to terminate all commuter routes effective September, 2015, with the hope that commuters will use the Consumes light rail station, and later the Elk Grove light rail station. This proposal is not convenient for me at all. I work downtown at Caltrans Headquarters. My day starts at 5:30am and I get home at approximately 6:15pm. Now you are asking me to drive or take the shuttle in the opposite direction I need to go to get to work and pay for parking, fighting the student traffic, and commuter traffic, tacking on another 40 to 50 minutes to my already long day. There is no reason why I would take the light rail at the Cosumnes station, when I can drive in myself, and be at work in a half hour. I take e-tran because it's convenient. I have already put myself on a waiting list at work for a parking space downtown. I rode light rail for three years, using the Meadowview station. Every day I fought the traffic on Franklin at Cosumnes, especially the students trying to get to and from class. Getting in and out of the station took another 10:00 minutes. I put up with the filthy trains, obnoxious people, and zero customer service, until I couldn't take it anymore. I was new to Elk Grove and didn't know about the e-tran service. Someone suggested I try the e-tran. I started using the e-tran service and it was a world of difference. My commute became 40 minutes less. The following is a list of my objections to riding light rail:</p> <ul style="list-style-type: none"> • My biggest objection to riding light rail is that it is inconvenient. I live at Laguna and Franklin, 5 minutes from the e-tran 52 stop. • The light rail trains are filthy and unsanitary, and they smell bad. There are dirty diapers, food, and trash on the floors, and the seats are soiled, as well as the windows. Everyone knows the blue-line is the worst. Commuters coming in from Folsom don't have it quite as bad. I know a commuter who sat on a seat full of urine; he had to return home to change. • The train is dangerous, I don't care how many security guards you put on them. I saw someone pull a knife out once right after the security guard jumped off train to enter another cab. Please remember I rode the trains, so I know what I'm talking about. I suggest that those of you who are making these decisions commute every day on the blue line light rail for a month, and give us some honest feedback on what you find. I understand that all the decisions e-tran makes are based on business and monetary considerations, without regard to the convenience or comfort of the commuter. I also understand that e-tran is millions of dollars in debt. So why not raise the prices on e-tran and continue the service? Most commuters I ride with, especially those who live way out in Laguna, will be driving in when you stop the commuter service. It makes sense for them to commute in their cars - how is driving all the way to the light rail station supposed to be convenient for those living in Laguna or Whitlock? When they start driving to downtown, how is this good for traffic congestion, and the environment? There is a long-term need, and demand for e-tran to provide commuter services. Even after the blue line extends into the heart of Elk Grove, commuters will not drive or take the shuttle across town (a half hour to 40 minute drive during rush hour) to park and catch the light rail. Providing commuter services was one of the promises made to Elk Grove citizens 20 years ago; now the city wants to back down on their promise. 	Multiple
O	Geeta Vohra	I am against this proposal of eliminating all the commuter buses from Elk Grove to Downtown.	Misc.
O	Genny Schrader	ATTACHMENT B	Multiple

E-tran Customer Comments for September 2015 Service Modifications

34

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Greg Farmer #1	Termination of Commuter Bus Service to and from downtown Sacramento by e-Tran is a terrible idea! Elk Grove residents who prefer using e-Tran buses to commute to and from downtown Sacramento are: Middle Class, Professional, Home owners, Tax payers, Voters, Stably employed, Long term residents of Elk Grove, All age groups Please understand that city residents who use e-Tran to commute overwhelmingly oppose your plan to funnel them into the Regional Transit (RT) light rail system. RT is a behemoth that is non-responsive to Elk Grove City residents transit needs. That is one of the reasons Elk Grove decided to launch its own transit system for city residents after incorporation. The city was underserved by the RT. Additionally, the plan to funnel e-Tran residents to light rail will increase the total commute time for current bus riders by limiting the on/off locations currently provided when riding e-Tran busses to and from downtown. Additionally and most importantly, RT light rail is unsafe and just plain dirty. RT Transit Police are rarely seen. The security guards employed by the RT have no authority and are useless to prevent crime against riders. The homeless population of downtown Sacramento is known to illegally ride light rail (non-pay) to keep out of the elements, and although unfortunate, a large percentage of these individuals are dealing with mental health issues. Discourteous youth are a constant on the light rail system. All this I know personally from experience riding the RT light rail blue line because e-Tran does not provide midday service from downtown. In conclusion, it is shortsighted for the Elk Grove City Council to terminate commuter bus services used by productive, tax-paying, professional residents. We are the type of residents you want in your city.	Multiple
O	Greg Farmer #2	I'm riding the route #52 and just took a vote. No one want to ride light rail. RT is a dirty & filthy system. We are professionals that pay for our homes and taxes in Elk Grove so that we can be driven into Sacramento.	Multiple
O	Guadalupe Ramirez	I have reviewed the proposed changes regarding e-tran commuter buses. As an Elk Grove resident, I would like to request that you reconsider this plan. Many Elk Grove residents ride e-tran commuter buses because it picks them up close to home and gets them quickly to work at a lower cost than driving downtown. I don't believe most of these Elk Grove residents will take a bus and then catch light rail to work. Many will resort to driving downtown because that is too much switching, waiting, and time lost to getting to and from work. The other option of driving to a light station and parking there defeats the convenience and savings purpose. Why would someone want to pay extra for parking and lose time getting to work? The e-tran commuter bus allows many Elk Grove residents to walk from their home and get on the bus which quickly gets them to work. Thus, I believe that if you eliminate the downtown commuter buses, these riders will choose to drive to work because it is not worth the cost savings and inconvenience. This plan will only serve to increase traffic congestion on our freeways and surface streets	Multiple
O	Hai Nguyen #1	We need route 52. Please keep route 52 as is. Thanks.	Misc.
O	Hai Nguyen #2	I and many of my friends live in your district and use route 52 every day to commute to work. Please support us by NOT voting to eliminate route 52 to downtown. Thank you.	Misc.
O	Hamed Razawi	Please DO NOT consider changing any of the e-tran buses that provide services to primarily state workers who take the bus early in the morning and return home between 3:30 – 6:00 PM. These are the men and women who work in public sectors, many with strict schedules that tardiness can be ground for dismissal. As someone who takes bus 53 (sometimes 52), I have never (I emphasize never) had a seat in the morning and have witnessed a full bus on a daily bus. After reading your report, I'm unclear why mess with something that is working? Why even contemplate the change when hundreds of the state employees will have to go through the hardship of two modes of transportation in the morning, some fearing that RT may not be as "safe" as E-Tran due to their own bad past experience? I can say much more, but please do not change the few buses that primarily cater to the state workers. These men and women are the backbone of Elk Grove's economy. I can guarantee that many will either have to drive downtown, thus making downtown more congested and polluted, or be inconvenienced and be late to work and thus affecting their employment prospect adversely. Thank you.	Light Rail Safety

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Harinder Singh	I am daily rider of 60 etran commuter. I won't agree with modification of routes from September 2015. Because as per my understanding it will take me 20 min extra both ways to go to work and coming back in evening if I have to take light rail. There is no light rail station near by my office 1616 Capitol Avenue.	Longer commute
O	Herb Wong #1	I look at your 2015 Proposed Service Modifications map. It is really going to be inconvenient for me. I live in the Stonelake area and there is no commuter bus servicing that area. I would have to drive to a light rail station and hop on light rail. It will take me about 15 mins to get to light rail station then 35 mins to get to work. Please do not change the routes of the commuter bus.	Inconvenient
O	Herb Wong #2	I am concerned about restructuring the commuter routes. I take the Commuter bus from Elk Grove to Downtown on I-5 freeway and it is convenient for me. It will be a longer commute for me to travel to take the bus and hop on light rail. It will take me a whole hour to get to work because a light rail station is not close to my house. I have to drive to one or take the bus to get to a station. I like the bus, it is clean. It is faster than light rail. I used to take light rail because I used to live in Sacramento. It is not clean and unsafe to ride. Please do not restructure the bus routes to terminate at light rail station. . Keep the bus routes the same.	Multiple
O	Hordensia Muniz #1	Delay changing any e-tran services _____ enough time bus parked with light rail in service. Safety and time delay are one can be addressed. Increase rates if necessary. Increase safety on light rail before making changes.	Delay Decision
O	Hortensia Muniz-Ghazi #2	I have been an e-tran rider for approximately 10 years. I love the service despite the occasional breakdowns and would hate to see them being replaced with light rail. I have also taken light rail on occasion and would not make it part of my regular commute plan—it's not safe. Women are harassed. There are no security measures in place to prevent vagrants from boarding and causing disruptions in the carts The only consequence for not paying the fare is that the rider must de-board at the next stop. If forced to take light rail because e-tran will no longer service the downtown area, I will have to reconsider paying for parking downtown and forming a carpool to make it affordable. Light rail is simply not safe. Please do let me know if there is anything that the riders of e-tran can do to encourage the City Council to reconsider its decision to stop servicing the downtown area.	Light Rail Safety
O	Hortensia Muniz-Ghazi #3	I attended last night's public meeting/ workshop and found the meeting somewhat disorderly. I'm a rider of e-tran and have loved the service. The thought of losing that service is somewhat alarming as many voiced that concern last night. I would like to provide the following concerns. Unless RT intends to drastically change how they manage light rail, the safety of the riders will remain of concern. Lighting and cameras does nothing to improve safety. Officers and conductors in each car are necessary.	Light Rail Safety
O	Ian Davidson	As a regular user of these routes I am appalled by the cities plan to cancel these well used and highly important routes. These routes give Elk Grove citizens an opportunity to reduce their carbon foot print, commute to down town jobs and all in a reasonable time. The proposed solution of busing people to the light rail station will effectively double commute times thereby forcing people in these buses (which are typically full) to drive. This in turn raises carbon foot prints and given the significant cost of parking in down town greatly increases the cost of commuting down town.	Multiple
O	Imelda Tabbada	I have been the taking the bus RT then E-tran since I started working in downtown Sacramento since 2000 and I am very concerned with the city's plan to terminate the bus routes going to downtown. It just doesn't make sense to me to give inconvenience to your longtime customers just to promote the new light rail station at CRC. Hope the city's plan will be thought over and a reasonable and justified decision will be made.	Inconvenient
O	Inderjit Hothi	I would like to voice my objection to elimination of the downtown routes on Bus #s 52 and 53. It would be very inconvenient for me and hundreds of other state employees who catch the bus near Laguna Town hall to go to downtown Sacramento. It will add to the commute times, since light rail stops at so many stations on the way. It will also result in additional expense. Please keep the 52 and 53 bus routes to downtown Sacramento.	Multiple
O	Ivy Feng	I love riding on E-Tran very day to work. I hope buses #52, 53,57,58,59,60 continue service.	Inconvenient

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

36

O/S	Name	Customer Comment	Reason
O	Ja Brown	I attended the meeting on Thursday night. You say you need suggestions... Fire some of your drivers who are so inefficient and slow on these routes! Take your driver Liz on the 60 afternoon drive from downtown back to EG. Liz is so slow she is always running 7 - 10 mins late and calling it to dispatch blaming the 'traffic' or 'detours' because she drives like she is an old lady and coasts up to green lights then stops waiting for them to turn red. She just sits in the right lane waiting for all cars to go before she attempts to merge to a left lane when needed. For the past year I watch her at least twice a month talk non stop with her niece - who is a state worker- she picks up at the beginning of the route in sacramento. Her niece stands next to her while she drives chatting away for about 10 -13 blocks. she lets her niece off at the end of 9th street sometimes. They talk and this slows Liz down even more than her usual dawdling. She does not care about our time as riders and that we need to be places on time!! I know she is the problem because on the few occasions that route has had a different driver we have been on time or even a couple min.s early to EG which the riders love. Because I do not think you will even look into this I will also suggest you simply act like every other transit system around and RAISE your fares to be appropriate to your needs! You are so worried about thinking you are still a little country town that has to cater to the old and disabled who will argue against the rate hikes that you are in this 'mess you claim' now.	Fare Increase
O	Jacquelyn Ollison	I am writing to let you know that I ride the purple route every day to work downtown. It is a safe, comfortable and reliable commute. If the route does not continue to run as is or terminates at the light rail I most likely will not continue using this service. The light rail for many is a reliable way to travel but for me it is not an option. Please consider keeping the purple route I and so many others have come to rely on it.	Light Rail Safety
O	James Gilliam	Please consider keeping some of the existing Route 57 schedules, at least one in the morning and evening. Otherwise I think you will see a net reduction in ridership with the route changes. I have been riding eTran for over 6 years on Commuter Route 57. I get on the bus at Calvine and Elk Grove Florin Road and get off at the light rail station at 29th street. This is a quick ride into Sacramento at a timed stop. Before that I was in a van pool for three years and before that I drove into work. With the new proposed service it will take me over an hour and involve two transfers to get to the same points that take less than 30 minutes and a direct route now. With the three buses currently in the morning and evening, the ridership is so heavy that I end up standing in the evenings. If the routes are modified as proposed, I will be forced to drive into work or start a car/van pool. I cannot see how this is a step in the right direction, at least for me. If a commuter route is not time effective, people will try to get to work by other means. An hour on eTran/RT is not worth the monetary savings to me. I currently drive five miles to take the bus, but it is on the way to work anyway. Again, please keep at least the morning and evening Route 57 schedules to avoid a decline in ridership and as an incentive to use public transportation.	Multiple
O	Jamie Chou	Please DO NOT implement this very INCONVENIENCE PROPOSAL. A lot of passengers who rely on these route services on daily basis. If this happen in September 2015 will increase a lot of inconvenience for most passenger and also spend longer time to commute from home to work. I am here to advise you PLEASE DO NOT terminate all these routes to downtown for the ELK GROVE residence.	Inconvenient
O	Jane Troglia	How can you seriously consider eliminating all routes from Elk Grove to downtown? Have you ever ridden on the 52,53 or 66 on a typical workday? I have been a faithful (and thankful) rider for the past 2 years, pretty much every day. I will not take light rail to work. Too many thugs and homeless people. I, like many others, will drive to work instead. This will cause major traffic problems on I-5 particularly, and is not environmentally friendly. Why not charge us a little more each month? Most of us would welcome a fee increase rather than having to drive to work.	Fare Increase
O	Jane Bnguyen	I like to take the bus route 60 from Elk Grove to Downtown. It is very comfortable. I do not like take the light rail. Please keep all	Multiple
O	Jasmin Brown	I do not want or support the proposed change to ending commuter routes to downtown Sacramento. That is a horrible idea and no reason to do it. etran already goes to Meadowview station so why wouldn't that bus just be the one to change now and go to the CRC station instead? No one knows why you guys thought this was a good idea anyway because you have not listed a reason for this on your website. Those who want to take light rail will drive themselves or take a different way.	Inconvenient

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Jason Morgan-Voyce	I have been taking the e-trans commuter routes (66 & 52) for 10+ years now. I would hate to see those routes eliminated as I would no longer take transit if they were canceled. The major reasons would be the additional time added to the commute and convenience.	Longer commute
S	Jason Rancadore	Thank you for the opportunity to comment on some of the proposed service changes to the Elk Grove Transit system. I have been a steady rider of Elk Grove Transit since 2012. I use it to commute to and from Downtown. While the details of the proposed changes are not entirely clear, I wanted to provide some of my thoughts on the matter. I am open to the idea of making the light rail extension a focal point of the transit system. Frankly, I am looking forward to the light rail extension. It will provide me with more flexibility in my commute. Right now the bus schedule is to rigid and not all that accommodating. It is near impossible to catch a bus after 7:30am to downtown and catching a bus after 5:30 out of downtown. With this extension, I would like to see more frequency on the local lines, particularly the 162 since it picks up and drops off near my house. If service can be offered every 20-30 mins that would make it more beneficial. Another possibility could be creating a pseudo 60 or 57 that goes from CRC and runs a similar route in Elk Grove (Calvine to the Yard). The key for me is offering the service from the light rail that provides more options after commute hours. If I need to stay at work late, I want to be able to have the option of getting home in a decent amount of time.	S
O	Jeanne Vinje	In order for public transit to be a viable option it has to be convenient and reliable. I have been a public transit user for over 30 years both in San Francisco and Sacramento. I used to ride RT and then e-tran until about 3 years ago when e-tran cut back service and continued to have reliability issues. I now carpool and save at least 20 minutes in each direction (which is considerable since it only takes me 25 minutes door to door). I understand the fiscal reasons for proposing the change. I also find it extremely ironic that Elk Grove pushed so hard to get their own transit to better serve their residents (which you failed miserably for commuters) and yet now you are so willing to give the service back to RT. If e-tran wants riders to use lightrail via your bus, e-tran needs to become reliable which includes being on time. With travel time increasing with your proposal, a late bus will mean a missed connection with rail in the morning adding even more time to everyone's commute. I have no doubt that eventually your buses will switch to a feeder service but you won't see the ridership that you expect because your transit service will not be able to meet the needs of the riders.	Multiple
O	Jen Anderson	I would like to comment on the proposed changes to the commuter routes that are possibly being eliminated or changed due to the expansion of the regional transit light rail running to Consumes River College; I do not support such change. I have been riding the 53 commuter bus for the past year and a half. I like that it picks me up less than a mile from my home and once I am on, I don't have to get off till I reach my destination. I do NOT feel safe taking the light rail. I took light rail for 1 year when I first started working downtown and highly disliked it for safety reasons. I enjoy riding with a group of professional people that do not smoke, fight and curse on the bus. Now this may be a light rail issue, but the issue is soon to effect etran and their customers. Why should we feel obligated to jeopardize our safety and comfort to get to our final destination? I ask that you look at the numbers and see who most of your paying riders are and if it would be worth the risk of losing those customers?	Light Rail Safety
	Jena Crawford	Customer is planning to attend workshop. Would like a copy of agenda and proposals to be presented. Voice Mail	Misc.
O	Jenn Thach	I am very concerned with the proposal of all etran commuter busses stopping at crc station. This will increase traffic on Calvine road, taking away the safety and express commute to downtown. Our taxpayers money should not be intended to just ship us to crc. This also inconvenience us and our commute time will increased. We choose to take the bus and you are not allowing us the option to take light rail but force us to. You are not thinking about the people.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

38

O/S	Name	Customer Comment	Reason
O	Jennifer Angelo #1	Here is my suggestion(s) for etran's budget problem; 1) Raise the fares for EVERYONE to match RT fares - following the model of RT for their discounts to elderly and disabled, 2) wait for the new CRC connection to be open for at least a year before you think of Stopping commuter buses to downtown 3) Re- Train and Evaluate your drivers better – Look at RT versus you – RT is almost always quicker and more efficient. For etran the male drivers I have are very quick and on time with each route I take. ALWAYS the female drivers (in both morning and afternoon) are very slow and feel they have to talk to everyone who boards. The females will begin driving until the last passenger has sat down, really irritating and slows us all down quite a bit!! Just because you sent some auditors with a few drivers a couple weeks ago to observe does not help gain any info. You need to have plain clothed observers get on and ride like a regular passenger the whole route and make it random. If you do not want to do that then watch your video recordings of the drivers over several days.	Multiple
Misc	Jennifer Angelo #2	I heard from a fellow 60 route rider this morning that there is a meeting re all route changes for Commuter lines to Downtown Sac. They were quoting from a flyer someone had shown them, but our bus driver did not know what we were talking about and did not have a flyer about this. How can people give input on etran's proposed changes/ ending of routes to downtown Sac if you are not publicizing it well in advance on the buses we ride?	Misc.
O	Jennifer Lonsway	I am writing about proposed changes that would possibly eliminate or re-route the downtown commuter schedules from Elk Grove to downtown Sacramento. I was alerted to these proposed changes through a notice provided to me from E-Tran on my bus route (Commuter route 57) and from a personal flyer provided to me from Darren Keenan, and from an article published in the Sacramento Bee on March 6. As a citizen of the city and a patron of E-Tran services, I am very concerned about the proposals. I have been riding E-Tran since June of 2007. Primarily I use route 57, however I have used routes 58 and 60 at various times of the year. I have found the commuter routes to be safe, extremely efficient, reliable, and dependable. Essentially, using E-Tran has saved me time, money, and wear and tear on my car. In addition, my automobile insurance rates have dropped because I am using my vehicle less. Over the past 8 years I have gotten to know many people who are also downtown commuters. The majority of us are government employees – county, state, or federal. These people are my neighbors and friends. On an average morning, the bus is full to the point of standing. I am not certain what the capacity is for the bus routes, but many of us have commented as to why more routes have not been added. After doing some initial research into the proposed changes, I am very concerned. One proposal would take my normal route, commuter route 57, to the Consumnes College campus, where we would exit and take light rail. I have absolutely no desire to use the Regional Transit light rail system. First and foremost, it is not convenient. The light rail system would add nearly an hour onto my commute (which now takes less than 30 minutes each way). In addition, the new extension would require me to walk from the light rail station to my work place (as opposed to the bus which drops me off across the street, which would add to my total commute time. Finally, as a woman, I would not choose light rail because it is *not safe*. I have used light rail twice in the past 8 years and I was absolutely disgusted with what I encountered. Though some dirt is to be expected with using a public transit system, the trains were filthy, and smelled of urine and other substances. Security was almost non-existent, and I observed homeless people and gang activity during both times I used the system. I have heard horror stories from other commuters as well. 25 years ago, the light rail system was the pride of the city of Sacramento. What happened? Many of my fellow riders and I have agreed that if E-Tran moves forward with elimination of the commuter routes, we would stop using transit services all together – because of the lack of convenience and concerns for safety. Based on the proposed plan, my commute would take 90 minutes ONE WAY to get to work. That would mean driving to the park and ride, taking the bus to the light rail, then using light rail, then having to walk to my office. If these proposed changes go through, I would have absolutely no incentive to use the transit system whatsoever. Some of us have discussed carpooling, or simply driving alone on already congested freeways and streets. Ultimately, this would mean a financial loss for the E-Tran system and Regional transit.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Jennifer Thach	I am very concern and not pleased with the proposal of eliminating commuter buses to Downtown come September 2015. My fellow passengers and I, don't feel comfortable with the routes to be eliminated. I think it will just add more traffic onto calvine and it will give us a longer commute to work since the train stops at each station. Doesn't make sense to have the routes just all go out to the CRC light rail station. I hate riding light rail because it has to go through the Meadowview area and the crowds and kids on the bus makes the right terrible especially since there is no protection except for the first train car which has the operator. I've also taken light rail to Manlove and there always seems to be creepy characters on the train and I always have to be paranoid about these people just in order to protect myself. Now a days, you look at a person the wrong way and people just goes ballistic because they have to prove and intimidate normal folks	Light Rail Safety
O	Jerrold Jee	I am sending this to strongly object to the proposal of eliminating Etran routes going to downtown, specifically the 52 and 53 buses. I have been riding these for over 13 years and eliminating them, as they are currently structured, would cause great disruption for my commute to work. The bus stops that I use are close to my home as are the stops downtown from my workplace. Some are walking distance away. I would like to keep these as necessary options even though the light rail is in the future. I anticipate that even the shuttle to light rail will not be as efficient as my use of 52 and 53. Forcing me to use light rail would also be problematic for my work schedule. I am staunchly opposed to changing or eliminating the 52 and 53 routes and I hope the council will reconsider implementing this proposal.	Multiple
O	Jiajian Chen	As you requested, I am writing to let you know that I am strongly against the idea of eliminating the existing e-tran 66. I am counting on the 66 to get to work at downtown office from Wymark Drive and Elk Grove every morning at 6:28am and to get back home from downtown at 4:48pm. Several passengers on the same bus for the same destinations are my neighbors and we all strongly need more frequent e-tran 66 buses for daily commute to work. E-tran should improve the commute services rather eliminate the service to the tax payers in Elk Grove area.	Misc.
	Jiang Weiying (Tim)	My name is Tim and I am a resident of Elk Grove. I am writing this email to suggest providing route service from Bilby/Willard to Sacramento downtown or the new light rail station (Franklin). I live at the corner of Bilby/Willard, the southwest corner of Elk Grove. There are big neighborhoods here with a lot of people working in Sacramento Downtown. However, the e-tran service here is way behind our expectation. There is no service here on Bilby rd. The closest one is at Whitelock/Bruceville, which is around 3 miles from where we live and completely on the opposite way of our commuting route (I5). The schedule is also weird and there are only three buses in the morning. I am currently (and a lot of people are doing so) driving to Laguna/Franklin and take 52 to work. Since you are considering to shrink the route by moving the final stop from downtown Sacramento to light rail station. I am hoping you can add service to my area, at least during the peak hours (0600-0900 and 0300-0600). Also Franklin station will work better for people living here, since CRC station is opposite of our commuting direction and kinda waste of the time. Without service, it is not wise for us to drive to Laguna, take the e-tran, and then transfer to light rail. That will take much more than we already took now for work, which will force us to drive to work and add congestion to I5 (that is opposite from your willing to extend light rail service, right?)	Multiple
O	Jim Cao #1	I am a daily 66 bus rider to the Sacramento downtown. The 66 bus provides a vital service to commuters like me who work in the downtown. It covers a wide and essential area of Elk Grove city. Our tax dollars are well used for this bus route. Any attempt to eliminate it will do a harm to us tax payers and riders.	Inconvenient
O	Jim Cao #2	I am very sorry to say that i am not interested in light rail at all. If etran decides to terminate its buses to downtown, I will have to drive to work again. Thanks.	Light Rail Safety
O	Jim Knau	I would like to issue a request for the retooling of the commuter routes. I would request that there be a mid-day run scheduled in each direction for the new commuter routes. Currently, if I have an appointment that is later than the last run downtown, I am forced to use a whole day of vacation as I have no way of getting downtown. If there was a mid-day run, I could get to work for the afternoon or get to an appointment in the afternoon in Elk Grove as light rail runs throughout the day. I know these are "commuter" routes, but a mid-day run for each of the routes would provide much more flexibility for the ridership.	Misc.
O	Jim Baglin #1	How does this benefit the daily rider? I see no positive. Another example of government fixing what's not broken.	Misc.

E-tran Customer Comments for September 2015 Service Modifications

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40

O/S	Name	Customer Comment	Reason
O	Jim Baglin #2	What I got from attending the first meeting was that this idea is not popular with the vast majority of the riders. If it is to be implemented at all , it would at least need more study. Safety on light rail is a main concern and I did not feel that issue was definitively addressed at that meeting . At the very least it would be inconvenient and costly . I wonder if RT plans to stop some of their commuter routes and divert them to light rail also? That was not addressed.	Multiple
O	Jim/Vicki Gaugler	I have a been regular RT/ETRAN rider on various commuter routes (57, 59, 60) from the area around Elk Grove Park to various downtown locales since 1989. I am very concerned about the proposed change to the ETRAN commuter routes. Best case it will add 15 minutes each way to my commute. That assumes the train leaves shortly after the bus arrives at the station and vice versa. However, anyone who regularly uses public transportation can tell you that any time you have to transfer from one carrier to another, unexpected delays are inevitable. It is very disturbing to me that the city is spending a large amount of money on the unneeded Grant Line Road sports complex while trying to save money at the expense of commuters.	Longer commute
O	Joanne De La Torre	I was very dismayed to learn that the City of Elk Grove intends to discontinue the e-tran Reverse Commuter Express Route 90 when the light rail extension to Cosumnes River College is completed. If you recall, this route was specifically put in place to accommodate the displaced workers faced with a lengthy commute when California Correctional Health Care Services (CCHCS) made the decision to relocate agency offices from downtown Sacramento to Elk Grove. E-tran met with workers impacted by the move and devised a route that accommodated our various transit lines/schedules, as we are a diverse group. We commute into downtown Sacramento on Amtrak, Roseville Transit, Yuba-Sutter Transit, and El Dorado Transit. We then board the Route 90 Express Route to Elk Grove, and although it is not an ideal commute, it works. I do not believe your proposal, which would require us to take the light rail to CRC, in addition to a bus, is going to work without adding considerable time to an already lengthy commute. The commute back to Sacramento in the evening sounds most discouraging, as we absolutely have to make our connections back to Roseville, Yuba City, etc., or... what? What options do we have if we miss our connection home due to delays more likely to occur when both a bus and light rail are involved? How much earlier would the bus have to leave Elk Grove in the afternoon, (currently 4:30 PM) to ensure we make our connections? Please take a look at the Route 90 stops and time points and explain how an Amtrak rider that is now dropped off downtown at 7th and G is going to make their train on time if the light rail, per your proposal, is only going to take them as far as 8th and K. When CCHCS made the unprecedented move to bring a state agency to Elk Grove, e-tran worked with staff displaced by the relocation to develop an express commuter service that would get us to work on time, as well as make our connections home. It was voiced to CCHCS management, that even if only one person needed that commuter express, it would always be available. I hope you will reconsider your decision to discontinue this clearly successful service. Your proposed changes will make working in Elk Grove, at least for me, no longer feasible.	Inconvenient
O	Jodi Ortiz	I am a new bus rider from Elk Grove to downtown Sacramento. I was just made aware of the new proposal. I decided to ride the E-Tran because of the outstanding response I heard from fellow co-workers. I had to start riding the bus because parking in the downtown area has increased due to the new Arena and sine the State does not provide a per diem for parking this is an expense I cannot afford. Now to hear that this is going to potentially end and we will be forced to ride light rail? This is an unacceptable change. I refuse to ride light rail. It is not safe, dirty, and the transients and different people who ride light rail are vulgar and aggressive. I do not wish to put my life in any danger because the City of Elk Grove is forcing such a change. Furthermore, this could potentially put a great deal of liability on the City for forcing people to ride light rail which is not a safe option. I hope the City takes all of this seriously when I say this is not an acceptable choice and it is my suggestion to continue with the E-Tran services. The bus drivers are kind and courteous and the people who ride the bus are all professionals, not what you get on light rail. Please confirm that you received my e-mail.	Light Rail Safety
O	John Yung	I strongly object the proposal to changes to the commuter routes 52, 53, 57, 58, 59, and 60. Commune traffic Laguna Blvd to Franklin Blvd and Cosumnes River College light rail is congested during morning and evening hours.	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	John Hoge	I take the first 53 bus in the morning to get downtown and the first in the afternoon to get to Elk Grove. It is extremely convenient. The proposed changes where we would have to take RT from the CRC light rail would represent a significant reduction in the quality of the commuting experience. We all feel that way. I would assume it would add around 30 minutes to each trip. We are not in favor of this change and request you reconsider.	Longer commute
O	Johnny Wong	I hope the Route 66 will not be terminated. I have been taking Route 66 for 3 years and think that this is one of best service that the city has provided to its residents. I have heard a lot commuters who I met on the bus who are displeasured with the possible termination of Route 66. The light rail definitely can not substitute this route because commuters will have to spend more time commuting to work. The purpose of having public transportation is so that people will use it. If Route 66 is going to be terminated, many commuters will have to drive to work due to the inconvenient of taking the light rail. Light rail might be a good public transportation for some who live close to the light rail station. However, for commuters who takes Route 66, light rail definitely is not a substitute. Thank you for your consideration.	Multiple
O	Jonathan P Canuela	Please maintain services of Routes 57 and 154. Both bus routes serve the eastern-most residents (including school children and college students of CRC) of both Elk Grove and unincorporated communities of Sacramento. The routes complement each other for downtown commuters like me by allowing me to board Route 154 and then connect to downtown-bound Route 57, and vice versa, to reach my destination. The Routes also minimize traffic congestion at these three heavily-congested areas by reducing the number of vehicles on the road: (1) Consumes River Blvd and Bruceville Rd (light rail service) (2) Power Inn Rd and Calvine Rd (3) Calvine Rd and Elk Grove-Florin Rd The light rail service will serve as an option to commuters like me during times when I leave work late in downtown due to overtime, or when Route 57 is inoperable. Route 154 can pick me up from the Consumes River College station and drop me off at Vineyard community where I reside.	Multiple
O	Jonathan Meltzer #1	ATTACHMENT C	Multiple
O	Jonathan Meltzer #2	Will be sending detailed comments, but in brief the proposal is a bad, bad one at so many levels. Lack of citizen involvement prior to proposal, flawed survey, lack of consideration of safety concerns. No real business case for this proposal has been identified & communicated. The on us should not be on us to approve a fundamentally flawed proposal. I truly hope that this public comment period is not just window dressing.	Light Rail Safety
O	Jose Ramirez	I have looked over your restructuring plans for all downtown commuters and I must ask you to please reconsider this proposal. As an Elk Grove resident and current commuter of bus 53 for the past year and a half I believe that this change would not only cause a massive decrease in current amount of e-tran commuters but add to traffic congestion because of this change. By routing all buses to the light rail station and for my situation, the CRC Light rail, riders will now be certainly extending their commute time as well as paying for parking fare that was originally not needed. I and many of my fellow commuters/co-workers find this proposal to be very unnecessary. Thank you for taking the time to hear my concerns. I hope that you may analyze the current outlook that downtown bus riders have on this situation when making this decision.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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42

O/S	Name	Customer Comment	Reason
O	Joseph Marino	I am commuter that utilizes E-Tran Routes 57 & 59, Monday through Friday, to downtown Sacramento. I am picked up on the corner of Elk Grove Blvd & Elk Grove - Florin Road, and I walk one block to my home. Why would I want to take the light rail downtown? Have you ridden light rail lately? Why would I want to have to ride through South Sacramento on light rail? The light rail is full of drug-addicted, homeless free-loaders, that make regular commuters stay away at all costs. I used the light rail for 2 years, from 2009 - 2011, and felt unsafe every day. The E-Tran commuter routes from Elk Grove to Downtown and back are SO MUCH BETTER for your constituents that utilize public transportation. Guess who rides the commuter buses? Commuters. Regular people just trying to get to work and back. Not some scumbags that ride the rails to pull a drug deal at the Florin Road light rail station, then get back on to go back to Meadowview station. Not only that, RT does not take care of trains. They smell, and are filthy dirty. The RT light rail stations are filthy dirty, smell like human waste, and filled with homeless people harassing people for handouts. Again, have you and the rest of the city council utilized light rail for any amount of time other than a staged ride with the press, and plenty of cops on board to ensure your safety? It is an absolutely horrible method of commuting to work. Many of us commuters would appreciate it if the city took a wait a "wait and see" approach before making any changes to the commuter routes. Wait and see how many commuters choose to forego the commuter buses in favor of taking the light rail. I'd bet money that you will see very few commuters that will change their method from bus to light rail. I know many individuals that feel the same way that I do. I could care less if you built a light rail station across from Elk Grove City Hall, I would still not take it. I would rather waste my money on gas, parking, and vehicle maintenance than be subjected to riding the light rail downtown. I urge the city council to use caution before making any rash decisions regarding disrupting the E-Tran commuter buses. Also, keep in mind that all of the commuters who you are essentially forcing to the light rail ARE VOTERS.	Light Rail Safety
O	Joy Lavin-Jones	I may not be able to attend the workshops, so I wanted to submit comments/questions via e-mail. The elimination of the commuter routes should be phased in, so that e-tran can determine ridership over a period of time after the Light Rail extension is complete. -Not ALL the commuter routes should be eliminated. There will be some riders that logistically will not be able to take the light rail to Sacramento. -Will there be a charge for the parking structure at Consumnes River College? -How long will it take to get downtown on light rail? I've never taken light rail, so before I can determine if this will work for me I need to know the light rail schedule and ride times.	Multiple
O	Judy Glanirille	Although budgetary constraints are always a consideration, what about the needs of your customers? I leave home @ 5:30 am & return home @ approximately 5:30 pm. Anything that will extend my time away from home is not acceptable. We all have lives & our schedules are not easy to arrange. If this is a ploy to raise fares, I will take my money elsewhere. What alternate plans are in place? This feels like a done deal. We need options.	Longer commute
O	K M Groves	I currently use light rail tickets. Will I be able to transfer from the etran bus to sacrt light rail? I do not ride the bus every day because I telecommute. If I am not able to transfer means it would require me two tickets each way every time I ride. Also I am concerned now without the express bus my overall commute will be extended by 30 mins. If that is the case I feel that I should just take my chances and drive to down town more often.	Multiple
O	Karen Gow	I use route 53 & 66 for my work commute downtown from Elk Grove. I find e-tran to be a convenient, reliable, & affordable way to commute. The elimination of both these routes would be a great inconvenience to me as it matches well with my work schedule. Driving to the light rail station at CRC would add about 15 minutes travel time and extra expenses that I can not afford. If the 53 & 66 routes are eliminated, I would likely begin driving to work instead of using public transportation. I'd rather not though, as parking is a farther walk from work and I do not want to add to our environmental issues. I'm glad that public transportation service is being expanded in Elk Grove, but not at the expense of the existing service that is working so well for many in our community. Please reconsider keeping route 53 & 66, and add additional buses, if possible as the busses are often overcrowded.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Karen Zirkle	I am very upset about the possibility of bus schedules being eliminated to downtown. If I preferred taking light rail, I would have been doing so for the last 8 years. However, I prefer taking the bus. I live near I-5 and catch the bus (Routes 52 and 66) at Harbor Point. It is a straight shot downtown and requires minimal time in waiting for the bus and transit time. These are very popular and have someone in every seat as well as riders standing in the aisle. This is true whether I catch the 7:10 bus, 7:30 bus or the evening buses.	Longer commute
O	Karen Henderson #1	This route 52 allows me to get within 1 block of my office at 6:00 a.m. 8th & O LR station is approximately 8 blocks. In the dark by myself. This is not an acceptable solution!	Light Rail Safety
O	Karen Henderson #2	I am furious that you are even contemplating removing the commuter e-tran routes. I have commuted using the 52 for nearly 6 years. I pick up the bus three blocks from my home and am within two blocks of my office. I take the first bus in and out. The first bus in fluctuates in ridership, but it is standing room only on the way out EVERY NIGHT. You think that light rail can accommodate that? This change will add about 45 minutes to my commute each way. It will require that I walk IN THE DARK BY MYSELF from the nearest light rail station to my office. I am extremely concerned about my safety! It seems to me that providing transportation services should be a priority. Dumping the responsibility on RT is just asinine.	Multiple
O	Keith Ellis	Can we get a more direct route between the Consumes River College and the CRC Elk Grove Center on 10051 Big Horn Blvd. Currently Route 157 connects CRC and Elk Grove Center, but it is a 6 minute walk from the closest stop and the trip itself is almost 40 minutes a more convenient schedule would be nice. Thank you!	Inconvenient
O	Khoi Nguyen	Please keep Route 60 service open! Light rail will not be my option to commute from Elk Grove to Downtown.	Misc.
O	Kim Olsen	It has just come to my attention that as of September this year, it is the intention of the Transit Service to eliminate the commuter buses to Downtown Sacramento, that those of us from Elk Grove who want to continue using transit services to commute Downtown will have to commute to or take a bus to the CRC Light Rail station for transportation Downtown. After riding E-tran for over eight years now, I was extremely shocked and dismayed by this news. Not only will it be a major inconvenience having a significantly longer commute, but it will also diminish the security and comfort that we (all of the downtown commuters) currently experience on the E-tran commuter buses. As an employee of the Superior Court, working in a courtroom environment, I am well aware of the safety and security issues on the Light Rail system, including violent crimes committed on Light Rail, especially on a route that will be traveling through South Sacramento areas know for gang violence and activities. Then there is also the issue of uncleanliness on the trains, which is a great concern to those of us dressed in business attire and are expected to present a professional appearance when we show up for work. If our only other option is to drive Downtown, we will incur expenses that far exceed what we are currently paying for our E-tran passes to cover the cost of hard-to-find parking spaces, gas, and maintenance on our vehicles. And the whole purpose of our employers to subsidize the cost of our bus passes is to keep the highways and roads less congested and keep our air cleaner. There are commuter buses that originate from Stockton, Galt, Roseville, Yolo County, and other outlying areas of Sacramento. Why should the citizens of Elk Grove now be denied such an economical, safe, and convenient mode of transportation to our jobs, not to mention the impact on our environment if we were all to begin driving to our jobs in Downtown Sacramento? The elimination of the Downtown commuter buses will have a huge impact on a very large number of Elk Grove citizens that I am confident the City can work on to find a suitable and acceptable resolution in order to keep the current transit service for the Downtown commuters. Please advise of what I and my fellow E-Tran riders can do to help facilitate that resolution.	Light Rail Safety
	Kim Kossick	I hear that all the commuter buses will be discontinued from Elk Grove to Downtown Sacramento starting September 2015. Is that true? Please let me know. Thank you.	Misc.

E-tran Customer Comments for September 2015 Service Modifications

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44

O/S	Name	Customer Comment	Reason
O	Kim Gossen	I'm writing to comment on the proposed changes to the Downtown Sacramento commuter routes, specifically bus route 52. I do not support the proposed changes to re-route and terminate at the new light rail station and hope that e-tran will not implement these proposed changes. I've been riding e-tran, bus 52 to and from work for over 8 years . It is a convenient route, within walking distance of my home (in Laguna West) and my place of work (10th and I Street). If the proposed changes are implemented, I will no longer be able to walk to and from my home and the bus stop, I would have to drive to a bus stop. Since the buses will stop at the light rail station, it does not make much sense for me to even ride the bus, I could just drive to the light rail station. And then it's not much of a stretch to just drive to work. I believe if the proposed changes were implemented, I would not ride e-tran at all. Also, I work at the CalEPA Building which houses the Air Resources Board and know of the SB375 Sustainable Communities Strategies and one of it's goals to increase public transit ridership in order to reduce single occupancy vehicles, traffic, and carbon dioxide emissions. In order to increase public transit ridership, bus stops must be accessible, and bus routes must be convenient. With these proposed changes, my bus stop will not be as accessible to me, and the route would be much less convenient, requiring a transfer onto light rail and more time to get to work. These proposed changes seem to act against the goals of SB375 and Sustainable Communities Strategies. I like riding the bus and am proud to reduce my carbon footprint, but if these changes are implemented, that will no longer be true. I'm not sure how many comments you will receive at the workshop or via email, but many other bus 52 riders that I've spoken with about these proposed changes agree with me. We hope that these changes will not be made, but if they are, we will probably start driving to work, arranging carpools, and not use e-tran at all.	Multiple
O	Kim Bateman	Speaking of my own transit needs, I believe I would discontinue riding an etran bus. The time/cost to take the bus to the light rail station or even park at the light rail station would not be time/cost effective - I would probably drive and pay to park in a parking garage downtown. As a long term rider of the 52/53 commuter bus, I appreciate the ease and efficiency these busses allow me in my commute efforts.	Multiple
O	Kimberly Atilas	It's come to my attention that you are intending to stop providing the commuter buses to Sacramento in September. I understand that your want commuters to use the light rail due to the new extension to/from Consumes college. This is a major disservice to the working people who use the E-tran buses. Though I know it may not be the most cost effective means of transportation, it does provide a low carbon option for commuters. I will NOT take the light rail due to the lack of security and fear for my personal safety. I have tried that option before but have found that a lot of thugs and low moral people widely use light rail. It's "ride at your own risk". This is unacceptable to me. My tax dollars should be used to provide a safe and secure means of transportation, regardless of cost. If this is not an option to me, I have no other choice but to drive my car.	Light Rail Safety

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Kristen Zanzi	I wasn't able to make the two meetings you had at City Hall, but wanted to follow up with an email. I've been taking E Tran for over 5 years to downtown Sacramento. My 1st day at my new job downtown a friend showed me the bus routes and how to get to and from work. I've been on the E Tran "Express" routes for over 5 years and have no plans of stopping any time soon. The bus I primarily take is 53. For 2 years I took 66, and then when my shift changed I changed to the 53. On occasion I'll take the 52 if I have to do a park and ride, but I've only been on the 52 about a handful of times in the past 5 years. I've walked to my bus stop for the past 5 years as it's close enough to and from my house. Changing or canceling the routes would be horrible for my commute. When I heard about us being forced to take Light Rail, I immediately thought, nope, not me. My husband and I don't find it safe. When I heard it will also take longer to get to and from work, it solidified me not taking it. It won't be an option for me. The only options I have are taking the E Tran to downtown Sacramento or being forced to drive in. I hate the thought of driving in, but if you eliminate my route, I'll have no choice. Right now we have our 2nd car on a low mileage plan for our insurance since I only drive it on the weekends around town, as again, I'm on the bus every day Mon.-Fri. Not only will my car insurance now go up, if I have to drive in, I'll have the added expense of gas now in my car, as well as paying to park every day downtown. This is an expense my family cannot add into our budget. Not to mention one more car on the road now with a lot more traffic. In closing, I prayerfully ask that you reconsider forcing us to take the light rail. The buses are standing room only every day and in talking to the many folks on the bus, they too aren't willing to take the light rail. I've filled out many surveys and thought I'd write an email as well, in hopes that my voice will be heard.	Multiple
O	Laura Fisher	How ancient to discontinue service in the Elk Grove area and reroute commuters to use only the light rail system as a means of commuting to/from Elk Grove to the downtown. How does the capital of an ever-changing state make such a decision to have just one means of public transportation for a growing community to travel to expanding business districts. If you want to remain a small-minded city then continue to take away, cripple the community with small-town nonsensical changes; however, if you want the capital of California to continue to grow, think bigger like New York, Chicago and the like where transportation is ever-present. If public transportation was convenient, safe, clean, available at any time of the day/night not just the light rail, more people may choose or would prefer to travel by that method and leave their vehicles in their garage or better yet not drive at all. And when there are issues with the light rail, what are people to do if they have to be dependent on one means of transportation from downtown. But you'll figure that out when you cross that bridge! As it is now, there are not enough bus runs from the downtown to Elk Grove. Many of the Elk Grove commuting work force would rather take the bus than the light rail and deal with the disturbing goings-on on the train. By discontinuing bus transportation to the downtown, you restrict people's freedom of choice of whatever means of public transportation they chose on any given day. This could possible lead to more cars on the highways and there goes another problem to contend with. I think that's a bad decision for a growing community, it is great to have choices, please entertain other options for continuing bus service.	Multiple
O	Le Thao	The new Light Rail extension to Cosumnes River College and Franklin Boulevard will be operate in September 2015 is a good news for people live near CRC area. People will have more choice to go downtown than driving cars. However, it is not convenient for me, personally. I usually use a single ticket (because of my part-time job) to get in Route 58. If the Elk Grove E-trans is eliminated, I have to pay to get in Rout 156 (local bus) to CRC, pay for using light rail to go downtown, then again pay for coming back home. That means I have to use 4 tickets per day. It's a lot, \$10/day. As a part-time job position with little salary, I cannot afford to buy monthly pass too. How long I can take for the route? In addition, need to have local buses to take Elk Grove commuters to light rail station. If people drive to CRC, where they park? Parking in CRC is \$2/day. If everyone in Elk Grove is taking light rail at the same time, it is very crowded. This may force people to drive. I understand that you have a plan for using the new Light Rail extension to CRC. As a resident Elk Grove citizen, I should support the plan. But, please concern about low income people. This is a big change for them. Thank you for spending time to read my comment. Hope this is a clear email so you can understand what I want to say (English is my second language).	Convenience

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

46

O/S	Name	Customer Comment	Reason
O	LeAnn Fong-Batkin	I have ridden E-tran since 2000 and have enjoyed the convenience service that is walking distance from my home. I do not approve of the proposal to suspend E-tran service into downtown Sacramento--sending all of us on the buses to the light rail lines. That will add another 30 minute bus ride and a 15-30-minute light rail ride onto an already 45 minute trip for me into downtown Sacramento, doubling my commute time. It would also be very inconvenient, as I have to pick up my children on the way home. The way my schedule is now, heading home, I take the second 57 bus (picks me up at 4:45, arrives in Elk Grove at 5:15pm). If I have to ride the light rail and take another bus, I would not be able to pick up my children by 6pm (and then am charged a penalty after 6pm).	Longer commute
O	Leigh Guo	Please do not eliminate bus 66! A lot of us count on it for daily commuting and there are no other good alternatives to this bus for many of us. If you have to cut e-Tran service, can you consider reducing bus 52 shifts from eight to six? Its ridership would be affected more given the closeness of its route to the light rail stations. The communities in the Franklin High School and Stonelake areas are already severed less by e-Tran and there is no justification for cutting their service further!	Misc.
O	Les/Michelle Doyle	In viewing the city council meeting of February 25th I understand you are considering sending the working citizens of Elk Grove outside the city to use public transportation to get to work. We are the citizens who pay property tax and sales tax in this city. We are the citizens who voted for you. You have the luxury of working in the city in which you live. We must work out in Sacramento but we spend our money in Elk Grove. My round trip to Sacramento on the Etran bus is 90 minutes. I usually read and the time passes quickly. If I have to drive or take a shuttle to light rail that will add another 60 minutes to my commute. In addition to a light rail ticket, I will have to pay for a shuttle or parking if I can find it at Cosumnes College. Once I am on light rail I will be unable to read, as I understand many riders have had their electronic devices snatched from their hands--stolen. I will continuously be on alert due to the lack of security on light rail. Years ago Sacramento RT ran the commute lines from Elk Grove to downtown Sacramento. When Etran took over, the city committed to maintaining that service. It is now considering renegeing on that commitment. I understand the changes to Etran are being considered because it is unaffordable for the city to continue. Why not consider increasing the fares? I would be willing to pay more to ride Etran. Many other riders have also told me they would pay more to ride Etran. I urge you to ride both Etran and RT Light Rail during the morning and afternoon commute hours. You will then be able to decide which mode of transportation you would prefer for yourself, for your wife, for your parents, or for your children. (The Etran 59 route takes students to Sacramento Charter High School.)	Multiple
O	Leslie Huynh	I am writing this e-mail message to concern my bus route 53 will be or proposed to be discontinued from Elk Grove to Sacramento Downtown. I live in Elk Grove City. I have been using bus route 53 since 1995. The bus route 53 is always packed with State, County, City, and Federal workers in the morning and later evening. Those workers are pretty well fit into their work schedules. Most of them were come to work at 6:30 am, 6:45 am, 7:00 am. They have to wake up early to catch the bus at their bus stop locations. If the bus routes (all routes) were discontinued to Sacramento Downtown, their working schedules will be affected and family value hours will be disrupted. Family spending times is the most critical values in the family; especially, today the kids required to pay more attention on their activities, homework, and family communications. Parents are spending 8/9 hours at work is enough. They need to rush home to prepare dinner and spend times with their kids. If the bus routes (all routes) are disrupted, the parents will be spend more time on commuting, which is taking away their times from family. Who will be responsible to educate a kid? To have a good citizen in the future in the society, we need to pay more attention and more time with the kids. Taking away times from the parents meaning taking away times to educate their kids. Please Sir, reconsider the proposal of discontinuing bus routes (all routes). It will affects not the family value hours but also community, society, and the next generation of our children. I remember somewhere I had read a phrase, "It takes a village to educate a kid."	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Lily Truong	I read the proposal about the possible elimination of Elk Grove commuter buses which will affect many bus riders who lives in Elk Grove; including myself. Please don't consider such a proposal, I don't live too close to Consumes River College to take the light rail. Also, I don't feel comfortable taking the light rail. Whereas, the e-tran buses it's the same professional people I ride with every morning. This proposal will force me to drive in to work 5days a week, which will increase more traffic in midtown Sacramento.	Multiple
O	Linda Hedberg	Please retain routes 53 and 66. Many eElk Grove residents work late! We don't want to take light rail in the evening due to safety concerns.	Light Rail Safety
O	Linda Rodriguez	Please do not discontinue route #52. It is more convenient that going to crc to take the train. Please also have a route that goes down Bilby and Willard Parkway where the new housing development is.	Convenience
O	Linlin Chen	My name is Linlin Chen. As a commuter, I am strongly against the elimination of E-tran commuter routes. I rely on E-tran bus #53 to get to work at midtown Sacramento every weekday. By taking the Blue line, I have to walk almost one hour each day from the light rail train station to my workplace, not counting the time waiting for the local e-tran bus and the Blue line. I'd rather drive instead of taking the Blue line.	Inconvenient
O	Liz Foster	I have been riding e-tran commuter buses for over 7 years. This is how I get to work in downtown Sacramento. The buses are crowded and many times I have to stand during the ride, but I do this gladly to help reduce the traffic congestion on Hwy 99, save money on gas and parking and reduce stress to both myself and my vehicle. The e-tran commuter buses aren't for everyone, but they are a great option for me and the many folks I ride with each day. I only consider light rail as a commuting option if I need to get to and/or from work in the middle of the day. I would prefer not to get caught up in the traffic nightmare of driving to CRC, parking, riding light rail and ending up many, many blocks from my workplace, once I get downtown. I estimate light rail will add an additional 20-30 minutes to my daily commute. I believe there are lots of folks that feel the same way I do. Please consider these issues as you make your difficult decision on the possible service modifications to e-tran transit service.	Longer commute
O	Lloyd Warble #1	I saw the latter portion of the Council's discussion on eliminating bus service to Sac., forcing people onto light rail instead. I missed whatever discussion you had on why that was necessary. I understand there's some money issue. But just because light rail is going to be a few miles closer doesn't have to mean the sky is falling and we have to eliminate a service that, despite some hiccups, works pretty well, and a lot of us rely on. I couldn't find a staff report on your website. Please don't make us come to a meeting to hear the plans. I don't even get home until after 6:00. Please just put the report on the website. Maybe I overlooked the report. But if you were to be deliberately not making the plans available, and you ultimately were to say the commuters must not care because only X number of them showed up for the workshop, that would be unconscionable. We're hard-working, literate people who don't have much time available. Why not have copies of an abbreviated version of the report available on the bus, with the citation to the full report available on the Internet.	Multiple
O	Lloyd Warble #2	ATTACHMENT D	Multiple
O	Lonnie L King	I have been taking the #53 bus for over seven years. There is no way I will consider taking two forms of public transportation every day. Also there is nothing that could persuade me to use light rail. If you discontinue my commuter route I will go back to driving my car into work. Lonnie L King	Multiple
O	Lorl Douglas Petition	I have attached 4 pages of signatures from bus riders of bus #58 and #60. We are against taking light rail to get to our jobs downtown. I have riding bus #58 for 4 years, and found it convenient. Please see reasons attached, and all of the signatures of other riders opposing the commuter buses to take us to our jobs downtown. - ATTACHMENT E	Petition

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

48

O/S	Name	Customer Comment	Reason
O	Louise Redeem	Regarding the proposal to reroute E-Tran commuter buses from downtown Sacramento to the light-rail extension at Consumes River College (CRC) – I urge you to seriously consider the impact this change will have on the safety of passengers, particularly women passengers. I took night classes at CRC for many years, and without fail, on the first night of each new class, instructors advised students to avoid being in the parking lots alone after dark. We were advised to partner with a classmate (or a small group of classmates), park in the same area and accompany each other out into the parking lots at night after class. I was aware of at least two assaults on women in the CRC parking lots during the time I was attending classes there. I dislike the idea of taking a light-rail train from downtown Sacramento to CRC on fall and winter evenings – only to be left waiting in the dark (possibly alone) for an E-Tran bus that may or may not arrive on time. I believe I would be putting my personal safety at serious risk. I will only consider the new transportation arrangement if E-Tran buses are scheduled so they are waiting at the CRC station for light-rail trains to arrive, thus allowing passengers to board the buses immediately, without a wait. Otherwise, I plan to start driving into downtown Sacramento daily despite the substantial increased cost – personal safety is my priority.	Light Rail Safety
O	Lupita Vasquez	I take the 57 to work and it drops me off right in front of my office. Taking away this routes means I will have to walk three blocks back from the light rail stop. Don't take this away!	Inconvenient
O	Luz McGurk Baldoz Bobino	I am writing to you this evening to reiterate the importance of our ETRAN commuter busses to our local residents of Elk Grove to downtown Sacramento. Please RETAIN our commuter busses. The safety is a big issue and the need is extremely high. On Feb 25, 2015, Agenda Item 10.1: Recommendation Action: Provide guidance on proposed e-tran service modification was brought to the council. As you have probably seen/heard, there was only 1 person that was able to provide a public comment to this issue---would it be because there was not enough public notifications to the riders? Fellow riders were surprised to hear that ETran brought this to the council without enough notifications to the public riders to be able to be present to voice our needs and concerns as individuals. In reality, at 6 p.m. when the council convenes their meetings, the majority of the riders are still on the road from commuting from downtown Sacramento. None of us would not have been able to make it still. Public Notification: Yes, surveys were filled out, BUT, there was not a notification that the survey will be used for the purpose of forcing the ETran riders to utilize the Light rail transit. We were told it was just a regular survey of how people feels about our transportation. Sounds deceitful and untransparent for us riders after finding out the surveys were used to serve one sided purpose. Safety: As locals we feel safe riding our ETran busses. Faces are familiar and riders are helpful to each other. Notifying each other from the 1st stop or sharing information regarding bus arrivals/departures from one stop to the next. Riding our ETran busses creates camaraderie among strangers or people of different walks of life, it creates mutual trust and friendship among people who spend a lot of time together. Safety with light rails and other stops are questionable and, the cleanliness is extremely under average. No security at the parking lots or parking garages. The numbers of women that utilizes the Etran commuter bus outweighs the numbers of male riders. Finance: With the high cost of living, paying for parking at CRC will be addt'l cost to the riders family. For the above reasons, I respectfully request your "Nay" vote to the proposed E-Tran Service Modification pending other alternative consideration and revenue impacts to the city. We have collected signatures and will be faxing those to your offices before March 12.	Light Rail Safety

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Madaline Fields	I would just like to make my point in regards to this issue regarding the possibility of eliminating the commuter busses from Elk Grove to Downtown. Not sure of all issues here but I do know that eliminating these busses is a very bad idea. I accepted a position in the downtown area approximately 1 ½ years ago with one of the deciding factors being that I could take a commuter bus directly to downtown with minimal stops and interruptions. I along with my other 50+ riders in the bus are extremely disappointed that this is even being considered. This has obviously been a topic of conversation each day and we can't believe that we are basically being forced to either start driving our vehicles into downtown or take light rail. I will not be forced to take light rail due to the fact that the "Blue" line from downtown to the Elk Grove area is a dirty, unenforced and extremely hostile way to get from downtown to Elk Grove every day. I would like to hear comments from those that are even entertaining this very misguided idea to see if they have ever had to endure on a regular basis that type of environment. The majority of the people that ride the blue line don't even pay to ride the light rail and definitely don't have a problem with causing issues each and every day. The bus is a way for the law abiding person transportation and also help in regards to traffic issues, air quality and also the fact that many E Tran personnel would be losing their jobs. Please do not make this very misguided change.	Multiple
O	Mae Shalymar B Tom	I have been an e-Tran rider since July 2005, almost 10 years now and i find it to be the most convinient way of transportation to and from work. I work in down town sacramento and parking downtown is expensive. I feel more comfortable and secure riding the bus as oppose to the train also due to some bad experiences riding the train. The bus takes about 30 mins at the most for my commute and with the bus to downtown's possible cancellation, I think my commute time will be longer. The bus only stops at bus stops wherein a passenger is wanting to be dropped off whereas the train has to stop at all stops prior to my destination. Because of this, my commute time will be longer. In addition, a lot of the commuters including myself will likely just drive to the CRC station to take the train instead of taking the bus to the CRC station so there will be not much profit fro e-tran. Furthermore, commuters will spend more money taking the train because they would need to pay for parking in addition to the train fare. Traffic on Calvine Road or other roads that lead to the train station would get worst since it is more likely that commuters will drive to the train station as oppose to the taking the bus to the train station. With a huge number of commuters for the routes that are going to be modified, the parking lot may not be enough at the train station if most of the commuters will drive to the parking lot. Finally, I hope that you consider my concerns and other commuter's concerns and not go forward with the service modifications.	Multiple
O	Marcia Johnston	As I am a transit coordinator for the Department of General Services/Real Estate Services, I have forwarded the messages about the proposed SacRT light rail extension and the impact on E-tran to those on my listing who take E-tran, including other coordinators. Since I am unable to attend the meetings, I thought I might make a suggestion on line. As I am a transit coordinator for the Department of General Services/Real Estate Services, I have forwarded the messages about the proposed SacRT light rail extension and the impact on E-tran to those on my listing who take E-tran, including other coordinators. Since I am unable to attend the meetings, I thought I might make a suggestion on line.	Multiple
O	Margo Gonzales #1	Please collect more data so we can try to propose other options. Riders who want to keep commuter buses are willing to pay a hgiher fee. If ridership declines on commuter buses, then reduce the routes and/or frequency on the routes. If light rail shuttles ridership increases on commuter buses, then phase out commuter busses. In order to keep commuter busses consider. For commuter buses , maybe designate 1-2 pickup stops only before getting on 99. For example bus #160 - designatge Sheldon & Geneva Pointe as stope before getting on Hwy 99.	Delay Decision

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

50

O/S	Name	Customer Comment	Reason
O	Margo Gonzales #2	I strongly disagree with the survey interpretation and proposed e-tran modifications for the commuter routes in the City Council Staff report dated February 25, 2015. The survey analysis assumes that since riders would consider using the light rail option if shuttle service were provided, that all riders would use the light rail as their primary transportation to downtown. This is not true from speaking with other riders. Did the survey ask how/when they would consider light rail as an option? Would it be as a backup when they missed the bus or if they had to leave early from work? These are a couple of reasons why some of the commuters currently use the light rail on an occasional basis. Otherwise they take the e-tran commuter bus. Did the survey ask if the commuters want feeder service to the light rail? I do not want to take the light rail. I am 56 years old. I feel safe on the e-tran. The e-tran riders are workers just trying to get to downtown to their jobs. We know each other by name. We know who gets on/off at each stop. The regular drivers are familiar with their riders – they look out for their riders. The light rail, which goes through South Sacramento on route to downtown, has a different rider population. My office was at Florin and Franklin for many years before it was relocated to downtown Sacramento in 2013. I do not want to deal with people on drugs, people selling drugs, people trying to start a fight, etc. There is a need for the e-tran buses – the buses work and they serve their purpose. The e-tran is convenient for me. I live east of the Highway 99. I walk to the bus stop and use the e-tran routes #60 and #57: The 7:40 a.m. #60 from Elk Grove to Sacramento is full • The 5:15 p.m. #57 and 60 from Sacramento to Elk Grove are full If the majority of the e-tran commuters aren't interested in light rail, then why does the City believe that they have to add feeder service? It appears that they want to do it one way only and not consider other options. Why isn't there an option that includes a hybrid? A hybrid could include a fewer feeder routes and a reduced number of e-tran commuter routes to offset the costs. I am willing to pay a fare increase for the e-tran commuter bus. Please consider these comments before making adjustments to the e-tran services.	Multiple
O	Maria Aquilera PETITION	Saved petition as an attachment (signed by 30 people) - ATTACHMENT F	Petition
O	Maria Pittman	I am a long-time resident of our city, and I am writing to express my concern about the pending decision to redirect commuter transit bus routes to the new light rail station at CRC. I understand that the decision is being considered to have all bus commuters take light rail into and out of Sacramento for the purpose of alleviating increasingly heavy traffic. However, I do not believe that the possible benefits of redirecting all Elk Grove transit commuter routes to the CRC light rail station compares to the actual benefits of keeping the current routes. The transit routes have provided a stable reliable source of transportation that have enabled thousands of Elk Grove citizens to transport safely to their jobs in Sacramento. In many of my conversations over the years with other commuters, it was the primary reason given for remaining in the city of Elk Grove and not moving to other locals. The Elk Grove commuter transit has helped many of its citizens to realize the best of both worlds, a nice and safe living environment, along with reliable, safe, and direct transport to their jobs in the downtown Sacramento area. Another factor that needs to be considered, is the impact of the light rail services for those commuters who are disabled. The commuter bus transport makes many strategic stops in downtown Sacramento, close to many facilities where people work. There are many with medical conditions who are able to disembark and walk short distances to their workplaces. However, the light rail stations do not provide the same ease of use, since many of these people are not able to walk comparatively long distances. It is these people, the vulnerable and handicapped, that the city of Elk Grove has neglected to consider if the commuter bus routes end at CRC. I urge those who are entrusted with the responsibility of the transportation needs of the City of Elk Grove, to please fully consider these issues and reconsider your proposal.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Mark Bradley	Is it necessary to suspend current commuter routes once light rail service is established to CRC? Will there be sufficient parking, and will there be a parking charge? What are the anticipated commute times and ridership estimates for combined commutes using e-tran and light rail? Please also provide information on how such times were arrived at. If this combined commute will result in an increase in commute times, or an overall (including parking) increase in commute cost, I would be opposed to termination of existing commuter routes. What is the anticipated fiscal impact to e-tran if a large majority of current commuters chose to drive directly to CRC? How was this estimated? Can local service be sustained if there is a dramatic reduction in commuter use? Thank you for your time. Mark Bradley Elk Grove resident, and current e-tran commuter (Route 60)	Multiple
O	Mark Mclean	I have been riding the e-tran commuter bus (52, 53) to downtown Sacramento for about 8 years. If the proposal to discontinue the direct bus to downtown Sacramento is implemented, I absolutely will not use the e-tran/light rail to commute. I do not feel that the light rail is safe and the commute will take much too long and will be too inconvenient to make it worthwhile. I rode the light rail for 7 years along highway 50 and in that time I saw fistfights on the train, a man being stomped in the stairwell of the train, had my backpack stolen, had it nearly stolen from under my feet another time, and frequently saw people who were intoxicated/high or behaving very strangely, threateningly, or just plain rudely. Although I want to support public transportation, I will plan to drive to work or get in a carpool if the commuter bus to downtown is discontinued. I believe that many other people feel the same way and having more people in cars will completely defeat the purpose of public transportation. Please do not discontinue these bus routes.	Multiple
O	Marylou Taylor	I live in the Stonelake area and currently take Route 66 every day to downtown Sac. As proposed, I would need to take local route 157 all the way to Franklin High School before going all the way up to CRC. I'd imagine this would make my total commute time unreasonable. The current schedule takes me 20 minutes to get to work. I suggest including all of West Laguna (areas west of Franklin Blvd) to the new route 165. Please see the attached map for my proposed modifications to the new route 165. ATTACHMENT G	Longer commute
O	Mehdi Mizani, Jr.	I am currently an e-tran bus rider, and have been for the past three years when I started working in downtown Sacramento. I personally ride the commuter route 58 to work and the route 60 home. Like I mentioned I have been riding e-tran for 3 years and I really value the e-tran bus service that is being provided to residents by the City of Elk Grove. The buses are very convenient, clean, and the commuters on the buses are professional and respectful of each other. This being said, it has recently come to my attention that there has been a proposal made to modify the current commuter routes and to turn them into feeder/shuttle routes to terminate at the Consumes River College, light rail station. I for one oppose this proposal. I feel that we are very fortunate to have two options to get to Sacramento now, however I wouldn't want to be forced into taking the new light rail system and I can say with confidence that a lot of the fellow e-tran riders feel the same way. This proposal will add significant commuting time to both the morning and evening commutes. Another issue with the light rail system is that the commuters can be disrespectful, threatening, and lacking respect for individuals. From my past experiences it seems as if there is a lack of security and oversight as to who is riding the light rail and whether or not they are paying customers. Also, when e-tran furnished the survey to solicit feedback about the ridership for the new light rail system they asked a question about how many current e-tran riders would consider using the light rail service if there were feeder/shuttle services to and from the new light rail station. Almost more than 50% said yes they would consider this; however I don't think this truly reflects whether riders would consider this option as their "Primary" method for commuting. Yes, if there are feeder buses I may take the light rail every now and then or if I needed to leave work early, but I wouldn't want this to become my only method and primary method for commuting to and from Sacramento. Lastly, I have thought about whether I would switch to light rail or not and if I did I would have to pay an additional \$15 per month, \$180 per year for a parking pass in order to park at CRC. For multiple reasons I personally wouldn't switch from e-tran to light rail, but financially it doesn't make sense either. I hope that you take mine and the other e-tran riders concerns into consideration when making a decision on this proposal.	Multiple
O	Melissa Williams	I ride the commuter bus 60 to the downtown area. Terminating this service to downtown would cause a notable delay to work. In addition, it would be costly as I would have to search and pay for parking to catch light rail at the Consumes College stop. Please do not stop commuter service to downtown.	Parking fee

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Melita Esperante	This is my protest for the light rail from consumes river college. • Please do not stop the e-tran services to downtown, we really need them. It is so convenience, safe and clean. • I could not understand why they built that light rail there without first asking people's opinion. • Currently, that place in consumes river college is already a heavy traffic area, everyday specially during rush hour, you could just imagine how this will look like if all these people who work downtown need to go there to catch the train. • Most of us are working Mom, shuffling between work and family life - time is really very important to us, we are always running for time - you could just imagine how much time we are losing by trying to catch that light rail vs the e-tran that we could easily catch anywhere at our convenience and no traffic too. • Also, Light rail is so dirty, noisy and there is always a lot of weird people there. I hope this email will make a different in your decision not to stop e-tran services.	Multiple
O	Menish Sharma	I recently heard of the proposal by E-Trans committee to remove the 'North' bus routes towards Sacramento. While I understand that the new light rail <u>may</u> mean that less people will ride E-Trans, I do not think that will be the case. E-Trans not serving the North will have a huge impact on my commute to Downtown Sacramento. As a state worker, I rely on E-Trans to get me to and from work. I love the professional bus drivers you guys employ and that the buses are never far off schedule. I know many people who will continue riding E-Trans regardless of the new blue line light rail. E-Trans gives many state workers the flexibility to park at various locations, where as the light rail will not give us the same choices.	Longer commute
O	Michael Le	I am against the proposal of eliminating all the commuter buses from Elk Grove to Downtown.	Misc.
O	Michael Kissel	ATTACHMENT H	Multiple
O	Michael Hailu	I am a regular Bus passenger using #60 to commute to work (15th and Capitol) from Geneva Pointe Park and Ride lot. I have enjoyed using this commuter service for several years. It is SAFE, CONVENIENT and CLEAN in comparison to the Light Rail service. I have used the Light Rail service in the past but I prefer the bus service due to reasons I mentioned above. Please do not discontinue this bus service.	Light Rail Safety
O	Michele Chen	My name is Michele Chen and I take E-tran between Elk Grove and Downtown. I usually take bus 58, 59 or 60 every day. Please do not terminate above buses from Elk Grove to Downtown. Following are the reasons: 1. Parking availability, now it's free on bus stop, how about in CRC train station? I will spend more money. 2. Traffic between the interaction of Bruceville Road and Calvine Road are very bad. It will take longer time to go/from to CRC train station especially on the traffic jam. 3. It will take longer to go to work if park the car in the parking lot and then take bus to CRC train station and from CRC train station to Downtown. 4. I love to see we have option to take light rail when it's outside the commute time but wish to keep these commute bus. I will use once a week in light rail but don't wish to take every day. Please consider my feedback and thanks for your consideration.	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Michele Coughlin	I am writing to express my strong disapproval of the proposed route restructuring for eTran's downtown Sacramento Commuter Routes. As a daily user of these bus services, I can attest that these routes are heavily used by Elk Grove residents and the buses are full every day. These routes serve an important role and are a valuable service to the residents of Elk Grove. I make a choice every day to ride eTran... I have a vehicle that I can use for transportation--but for ease and economics it makes more sense for me to ride eTran. I have always had the choice to ride light rail instead, and I choose NOT to. Why would Elk Grove even consider taking away transportation options for Elk Grove residents? Many of us chose to live in Elk Grove because of these transportation options. Removing such options makes this city a less desirable place to live. Forcing us to use light rail is NOT a viable option for many commuters. If the existing bus routes are eliminated or modified in favor of bus transport to the new light rail stations, I will simply stop using public transportation and will instead just drive myself downtown. Multiply my decision by hundreds of others commuters and this adds to traffic and increases commute times, therefore lessening the desirability of Elk Grove as a place to live in this county. The increased costs to commuters is another drawback to consider. The current one-way fare on eTran to downtown is \$2.25—Light Rail is \$2.50 BEFORE any additional costs to transit on eTran from Elk Grove to the new stations. Increases in daily commute costs will outweigh any possible benefit from these proposed changes... and this will be the case for hundreds of commuters each day. Eliminating these commuter bus routes is a terrible proposition that should not even be considered by the city of Elk Grove. Elk Grove is slowly turning its back on its resident commuters. Last year commuters lost a carpool entrance lane with the new 99 entrance from Elk Grove Blvd, and now this? Elk Grove residents who commute are WORKING adults with expendable income, who spend their money in Elk Grove. It seems perfectly reasonable that, in return, we should have easy and economical public transportation methods available. This ridiculous proposition does not support that option for commuters.	Multiple
O	Michele Vasquez	I currently ride both the 58 and 60 routes daily and I want to let you know that I have no intention of riding light rail. Many years ago I took light rail and had several troubling experiences on there. Someone told me about the express buses from EG to downtown and I have never had any negative experiences on those routes (with the exception of the buses being overcrowded at times). The current routes are easy to get to, I don't have to pay to park my car at the park and ride, it is closer to my house and to my workplace. I hope you take this into consideration when determining whether or not to eliminate EG routes to downtown.	Multiple
O	Michelle Doyle	In viewing the city council meeting of February 25th I understand you are considering sending the working citizens of Elk Grove outside the city to use public transportation to get to work. We are the citizens who pay property tax and sales tax in this city. We are the citizens who voted for you. You have the luxury of working in the city in which you live. Unfortunately Elk Grove does not have enough jobs for all the people who live here. We must work out in Sacramento but we spend our money in Elk Grove. My round trip to Sacramento on the Etran bus is 90 minutes. I usually read and the time passes quickly. If I have to drive or take a shuttle to light rail that will add another 60 minutes to my commute. In addition to a light rail ticket, I will have to pay for a shuttle or parking if I can find it at Consumes College. Once I am on light rail I will be unable to read, as I understand many riders have had their electronic devices snatched from their hands--stolen. I will continuously be on alert due to the lack of security on light rail. Years ago Sacramento RT ran the commute lines from Elk Grove to downtown Sacramento. When Etran took over, the city committed to maintaining that service. It is now considering renegeing on that commitment. I understand the changes to Etran are being considered because it is unaffordable for the city to continue. Why not consider increasing the fares? I would be willing to pay more to ride Etran. Many other riders have stated they would also. The city of Elk Grove has recently spent millions of dollars on speculative land purchases. A wiser investment is the working citizens of Elk Grove. Please do not discontinue Etran Commuter service to Sacramento; consider increasing fares instead.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Midori Iwata	Thank you for hosting this public meeting. I have been taking e-Tran for six months. I took light rail for one month parking and riding at Florin. I didn't feel safe taking light rail especially at night because male riders would verbally bother me. I understand no transportation is perfect though, and I am responsible for my own safety. I prefer taking the e-Tran bus #66 because the buses is on time and the drivers are very courteous. I would like to see better security on the trains and at the stations. Just having one or two officers make me feel a lot safer. I really appreciate how the council is trying to listen to everyone's opinion. I truly enjoy living in Elk Grove and appreciate the efforts to modernize. I would like if there could still be commuter e-Tran busses and light rail as two options, not one or the other. I've ridden public transportation in other countries like Japan, where the trains are packed to the max. It really is crazy claustrophobic and if that's what might happen by cutting e-Tran commuter service. I really would request that it not happen. I'm not one for public speaking or these kinds of public meetings, but I'm really glad I came. I'm very surprised that people were incredibly rude and combative. But thank you, sincerely, for trying to address these questions and be helpful. I voted for these council members and I'm appreciative that they are trying to do their best with a tough situation. I don't need to be contacted for a follow up per se. I just wanted to give my two cents in a polite, constructive manner. <u>Again, thank you for your time.</u>	Light Rail Safety
O	Mikal Kendricks	I would like to voice my concerns regarding the upcoming changes to the e-tran commuter bus routes. I have been using the commuter buses now for a little over three years. Currently, I live in Elk Grove, but work in West Sacramento. Right now, it takes me approx. 35 mins to commute and an extra 10 mins to get to West Sacramento. The express routes are really easy to use and they are so convenient. I'm able to leave work and get home with plenty of time to pick up my daughter from school before 5:30pm. I only live 7 mins away from the Rite Aid parking lot. With the changes to the route, it will make my commute times longer having to take the light rail, then to take a bus to consumes college and from consumes take a local bus to get to the rite aid parking lot. <u>I hope you will reconsider taking all the e-tran commuter bus routes away.</u>	Longer commute
O	Mike Marti	ATTACHMENT J	Light Rail Safety
O	Mike Yuan	I am sorry that I can't attend tonight's town hall meeting. I will attend the other one on March 26. Please do not terminate ALL commuter buses since many colleagues and friends will drive to work which will result in less energy saving and more pollution. Please keep few (2 or 3) lines available so commuters can make choices according to their situations and convenience. Thanks	Multiple
O	Mike Guo	As a commuter, I rely on E-tran services to work at downtown Sacramento, and I am strongly against any changes to E-tan routes #53 and 52. Because it simply takes too long for me to walk from a downtown light rail station to my workplace.	Longer commute
O	Mindy Hsu	ATTACHMENT K	Multiple
O	Mohammad Chechi	I take bus 90 to work every day (morning and evening). I'm very concerned about the possible cancellation of the route. When our department moved out to Elk Grove two years ago we were promised express bus service to make it easier for us. I commute from Yuba City to downtown and from there I catch the Elk Grove E-Tran to get to work. My concern is that if I have to catch the light rail from downtown to Consumnes River College and then catch a bus from there to get to work, it will just add onto an already long commute. The only way I could see this change being beneficial to us is if you open up a lot of routes, meaning every 20 minutes or so during the peak commute times so that we aren't waiting around if the train is late.	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Mona Brooks	I received and have reviewed the September 2015 Proposed Service Modifications Commuter Routes Map. I ride the 59 and/or the 60 buses on a daily basis. In my review of the map, it appears those and a couple more routes stop at CRC and do not continue on to downtown. Am I reading the map correctly? Which buses are proposed to continue to provide service into Sacramento and back to Elk Grove? I would just like to reiterate my concerns in writing even though we have already spoken. My concern is that I will be forced (because there will no longer be service to Sacramento provided by e-Tran) to ride light rail. I DO NOT LIKE THAT PROPOSAL. The light rail is filthy, extremely dangerous, filled with people who smell of booze and marijuana, there are drug deals going down and thugs every where blasting their rap music with vulgar language. Crime is a real issue on light rail (cell phones, i-Pads and other electronic devices being grabbed out of passengers hands and then perps are jumping off the light rail. I am professional and do not associate with those types of people. There are transients that get on smelling of feces, bodily fluids and body odor due to a lack of personal hygiene. I avoid light rail at all costs. I am a new state employee, since May 2014, and have VERY MUCH enjoyed my bus riding experience. I feel safe, it is clean and there are other professional people who ride it as well. As a bus commuter, I have NOT heard vulgar language, had to endure rap music with its vulgarity, unbathed people or thugs. As a state employee, I do not earn enough money in order to afford to pay for parking downtown and once the new arena is completed parking will become even more difficult. I sure hope e-Tran will continue to provide commuter service from Elk Grove to Sacramento and returning to Elk Grove on a daily basis. You have my authorization to use my email (present or future) for public comment or for any other purpose.	Light Rail Safety
O	Monica Nash #1	Transit in Elk Grove is already limited, and not fully servicing all areas. And on top of that you are considering taking a way more routes. We are not going to be forced to ride light rail. That is an option not a constant solution. When there are set-backs and delays as it always is, there needs to be a valid and functional back-up for everyone. These would work with the use of the 65. Taking that bus out means you want nobody to get in or out of Elk Grove. No other bus does what this route does. all your so called modifications are tears to the ridership in general. when something is taken from us, it is said that it is going to come back, and never does. Improvements not detractation is what we need. I feel that all focus is on the light rail that is not the answer and will have its own problems that no body is thinking about. if these possible changes take place you will loose a high percentage of riders. Please re-consider everything and keep things the way they are.	Multiple
O	Monica Nash #2	The loss of the bus services will be detrimental. The light rail is not an end all solution. The light rail does not have enough space or schedules. I need to be at work at 7:00 am. Not 7:30 or 8:00. If the train is derailed or there is an emergency that is going to cause problems and will be a severe hardship for me. This is my lively hood. I can not afford to pay for multiple changes and increased pricing everyday to get to and from work. If I were to be late multiple times I will loose my job. Are you going to find me a new job. All of these proposed. changes need not to take effect. There needs to be more talk to being a change for everyone. The elk grove service has worked perfectly. I do not have a car and the bus let's me off really close to my home. It is safe secure, and not threatening in any way. The light rail does not have anything in that category at all. There is no drama. Allot of riders will be lost and the tear in the community will widen.	Multiple
O	Mulan Wang	I just find out that all the commuter routes to downtown will be terminated due to the light rail service extended to C.R.C. That is really a bad news for those working in downtown area. That means everyone will add about additional 30 minutes to their current commuter time. For instance, the time to C.R.C and time you have to wait to transfer to light rail. Some people will also walk another 10 to 15 minutes from light rail to work place. It is the case for me. I am currently dropped off just next to my building. If taking the light rail the closest station will be at least 15 minutes walking distance. Above all, the light rail service to CRC won't help those using commuter buses to downtown area. Maybe only those who live close by. But for most people making a transfer just means more time to commute. Please keep those express commuter buses to downtown at all effort! I currently take 58. Sometime 57 and 60. I really appreciate if my voice will be heard and be considered!	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Nancy Bagnato	<p>1. Discontinuing commuter e-tran service to downtown is not a viable option for most commuters and would disregard the public transit needs of the community. When Elk Grove became a city, it was a big deal that we would now have our own bus system, and replace the bus service from RT. Discontinuing this service would forfeit this promise for a public transit system and disregards the needs of Elk Grove residents. 2. If e-tran service to downtown was discontinued, I would not take a shuttle to light rail, and would resort to driving my personal vehicle. 3. Light rail is not a desirable alternative for many commuters, and is not considered to be safe. In my experience, it is not an acceptable commuter system, and I will not use the new system once it is established in Elk Grove. Even if light rail was a safe and comfortable option, the commute time would be increased by a minimum of 45 minutes each way, which is not reasonable for most commuters. 4. Discontinuing e-tran to downtown will increase traffic in the city of Elk Grove, and on Hwy 99, as many commuters will elect to drive their own vehicles as opposed to taking light rail. 5. The survey that was conducted asked questions in a manner that did not represent the needs or opinions of the commuter community and many commuters did not see the survey as it was being conducted. Many respondents may have said yes to lightrail as an option, but not necessarily as a primary means of commuting. A separate survey should be conducted, with clear guidance as to the purpose of the survey. From the petitions circulated and signed on the current commuter buses, it is evident that commuters are not in support of discontinuing bus service to downtown. 6. The city should not take any actions regarding the commuter system at this time. Once the light rail is established in September, the city should conduct additional research throughout the year to see what, if any, impact this has on current commuter e-train ridership to downtown.</p>	Multiple
O	Nathan Morris	<p>As my representative on the city council, I want to voice my opposition to eliminating the express bus routes between Elk Grove and Sacramento (I use Route 52). I think this is a poor decision and am appalled the Elk Grove transportation manager once again showed disregard for those of us who have ridden these bus routes for years. Decisions have been made without our input, and good alternatives have been ignored. The transportation polls that have been sent out to riders are extremely biased and condescending. <u>Your latest transportation poll is strangely spiteful and reads almost like blackmail-- It actually says would you pay "\$320.00 for a monthly pass?"</u> Surely you didn't approve this poll before it was sent out? <u>Please repair the damage done by your transportation manager by reassuring us that our routes won't be cut, showing us you care about those of us riding mass transit, and instead look for meaningful solutions for current challenges.</u> Let me also say that Elk Grove's bus system was a deciding factor in my decision to move to Elk Grove. I did not want to lose precious time with my family by waiting for a bus, then waiting for light rail as I would have if I had moved to Fair Oaks, Folsom, etc. Try waiting for a bus in the rain, then waiting for light rail in the wind and rain, and then tell me how you think your transportation manager came up with a good solution.</p>	Multiple
O	Nazia Ali	<p>I will not support the city decision to terminate all down town routes (52,53,66+) starting in September. My vote is NO for this! Elk Grove commuter will suffer more economically/physically by the termination of down town service, and Elk Grove city will also loose the revenue coming from the daily commuters. I am requesting to keep continue the down town service. Thank you</p>	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Nicki Smith	<p>This issue about the possibility of losing the bus routes from Elk Grove to downtown is very distressing. I currently ride bus 60 to and from work. I pick it up 3 blocks away from my office and I'm dropped off 2 blocks away. I have Cervical Disc Degeneration in my back as well as hip issues which makes the 3 blocks that I walk, the maximum that I'm able to handle due to the pain. The light rail stops on K street between 11th & 12th. That would mean that I would have to walk 6 blocks each way every day to catch the train. I'm not able to do that physically, due to my back pain. This change would also mean that I would have to start my day much earlier than I currently do in order to catch the bus over to the CRC train station. I would also be arriving home much later than now. This would make for a very long day. On top of all of this, there is the safety issue. The evening train, coming home from work, would be picking up kids on their way home from school. The train goes through (stops) in some pretty bad areas through the south Sacramento area. Not only would I be concerned about my safety but the security of my belongings as well as my daughter and my sister who also ride with me. There has been much discussion with the riders both on the morning bus and the evening bus and it seems the general consensus is that people won't be riding the train. This defeats the whole point of public transit, to get more cars (commuters) off of the road. The final issue (that I can think of at this time) is the cost of parking vs. the bus pass. If this change goes through, I will be faced with my only other option which is to drive myself. I'm sure I don't have to explain the difficulties in finding parking in downtown Sacramento. The parking garages are anywhere from \$125-\$200+/month depending what options there are in your specific area. There is parking on the street which is around the same range. You can sometimes find all day parking meters but you're more likely to have to park at a 2hr parking meter, in which case, you have to keep moving your car throughout your work day. I started working in downtown Sacramento six months ago and have rode the bus from day one. It has been very convenient and efficient and cost effective for the most part. I'm so stressed about having to possibly face driving every morning because the number of people that say they won't be riding the train will increase the traffic on the commute to and from work every day. I'm pleading, please don't take away the bus routes from Elk Grove to Downtown Sacramento.</p>	Multiple
O	Nina Stevens	<p>I live in Elk Grove, on the east side of HWY 99, and work downtown. I have been riding the eTran commuter buses since 2011. It saves me from parking fees downtown and traffic. I have often complained that there are no realistic public transit option if I need to go in or come home during non-commute hours. With light rail being extended to EG, we will have an option for mid-day and later commutes. This is great. I have no problem using light rail as an alternative for trips outside commuter times. I do have issue with relying on light rail exclusively. I think it is unlikely that most commuters will want to add the extra time to take a bus from park and ride to the station. This will increase the already awful traffic on the streets to get to light rail. Once there, we have to pay for parking and buy or validate a ticket. Anyone who does ride the bus there will have to wait up to an additional 15 minutes for the train. They will also have to get a transfer ticket from the driver to not have to pay again. All this adds to the time spent commuting. I like the commuter buses because they are safe and reliable. Each route has its own community of riders. People talk, read, listen, and pass the time without the stress of driving. It's been a good experience and it is the one way that Elk Grove is commuter friendly. Unfortunately, taking light rail will increase the time and cost of using public transportation. Many people will chose to drive instead or just be more frustrated with living here. Taking light rail will require us to pay \$2 a day for parking. Many commuters have their commuting costs subsidized but not parking costs. You should consider increasing the daily fee for commuter buses as a way to fund keeping the routes. I know that I would chose paying more for a quicker and more convenient commute to work. Also, an increased cost for the commuter bus would still be less out of pocket than the cost of parking.</p>	Multiple
O	Norman Xie	<p>I was told yesterday from someone they got a flyer about your company thinking of stopping the commuter bus routes to downtown sac for working people. this makes no sense and I do not want that to happen. I vote NO do not change the routes at all !! There are hundreds of us who like to take the bus into work in Sacramento and if we wanted to take the train we would on our own.</p>	Misc.

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Olivia Huang	I have been really enjoyed riding E-tran to work in Downtown in the past 9 years. It is very convenient to me. The buses are clean and comfortable. The bus drivers are friendly and skillful. All the passengers are nice and polite. The bus routes and schedules are very suitable. The bus stop is close to my house. It only takes me less than 10 minutes to drive to the bus stop. It is very easy to find free parking near the bus stop. If I take the light rail to work, I need to drive much further to the light rail stations, fight with the traffic and spend more time to look for parking. If everyone in Elk Grove has to take the light rail to work in downtown, the traffic and parking will be a nightmare and even more air pollutions. I really hope the E-tran buses can continue taking us from Elk Grove to Downtown to work. Please keep this service running!!! Thank you so much.	Inconvenient
O	Oltipa McDaniel	ATTACHMENT L	Multiple
O	Patrice Thomason Bell	I currently ride commuter bus 52 to and from downtown. I get on the bus at Franklin and Laguna Blvd. I typically take the 52 bus that leaves approximately at 7:37 a.m. or 7:52 a.m. going to work and take the 52 bus that leaves 7th Street and O Street approximately at 4:40 p.m. or 4:52 p.m. going back to Elk Grove. The ridership during these peak commuting times is generally packed. From talking to many of the riders, they would prefer to continue to ride Bus 52 once the light rail station is up and running in the south area. This is particularly the case for many of us that live closer to I-5. For those of us that are faithful riders of Bus 52 and will continue to ride Bus 52, please consider continuing this service. Please feel free to contact me.	Misc.
O	Patricia Harper	Not in favor of proposed changes.	Misc.
O	Paul Rasey	If you are going to stop the 66 and add the 165. Instead of just going to apple and back, What about south on Franklin from the light rail to EGB, West to Harbor point, East on Laguna back to Franklin then North Back up to the light rail? That would cover the 66 and allow Laguna riders along EGB to get to Light rail without a change from 157 to 156 to get to the light rail. It looks like the 157 would take about an hour to get to the light rail because it is so indirect.	Misc.
O	Petition	We, Elk Grove residents, are aware that RT Light Rail extension to Consumes River College (CRC) and RT is planning to run Light Rail in September 2015 from CRC to Downtown Sacramento. However, we want Elk Grove Bus route 59 and 60 to be same after September 2015. We prefer and want Elk Grove Bus route 59 and 60 destination to Downtown Sacramento. Please make no change on all Elk Grove commuter bus routes. Thank you. ATTACHMENT M	Petition
S	Philip Lusan	With the new Light rail expansion project going live in September 2015, we expect E-tran may be scaling back commuter service to downtown. I would recommend if you scale back commuter service to downtown that you increase the local services to the college to match the schedule of the light rail at least during the peak hours . I currently take the 58 to and from downtown from the Silvergate stop on Bradshaw.	S
O	Phoebe Hsu	I would like to request E-Tran to keep all commuter buses. I have been riding the bus since day one, and have enjoyed nice , quiet and friendly ride on daily base. I do not feel comfortable to ride light rail as it will be a good alternative only in case the bus is down or during holidays for non state worker like me. I am very concerned about safety issue and the inconvenience of transferring from bus to light rail. Please take the matter in serious consideration and I am sure that I am not the only who share the same thoughts. Many thanks for your attention in this important matter.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Phyllis Nahale #1	I take the 52 and/or the Purple Line to and from work in the downtown area daily. My present commute is a simple one. I walk to the bus stop from my house to the bus stop, board the bus and then take a short walk to my building. I do it again at night in reverse. It is my understanding that there is a proposed change to where E-Tran will be running in the coming months. The current proposal was not at all transparent when E-Tran riders were asked to complete a seemingly innocent survey several months ago. It appears, that no matter what our answers were to the ill-thought out survey, the results would have been skewed the same: E-Tran commuters to downtown are going to have to use Light Rail no matter that the majority of us indicated that we don't plan to use it. I have ridden light rail many times in the past and my opinion of it is unlikely to change because it has always been an offensive and dangerous ride. This perception is not just my own. What is discouraging to me is that there is no concern from the EG City Council for transit riders safety and well-being nor any consideration for the extra time that this bad idea adds to our daily commute. I am a senior citizen and not looking forward to a commute that is inconvenient, longer, potentially unsafe, and unpleasant where I will be exposed to the elements while waiting for the bus and then waiting for light rail and then walking to my building just to do it all again in reverse at night. Please continue to offer options to transit commuters to the downtown area because if there aren't alternatives we transit riders are a resourceful bunch and we will come up with our own alternatives, by way of car pool or van pool which could negatively impact E-Tran's future. While car pool or van pool is not entirely desirable these options are more desirable than what is currently proposed by the EG City Council.	Light Rail Safety
O	Phyllis Nahale #2	While my opinion on the current proposal still stands there is one thing that might make Light Rail less time consuming, safer, and a little more convenient for the few passengers that will be taking it... Why not provide non-stop service from Elk Grove to downtown and back during commute hours? During non-commute hours Light Rail can make any and all the stops it needs to. I understand that Vice Mayor Pat Hume has a wait and see attitude; however, I predict heavily congested roads as we commuters abandon transit altogether and carpool to Sacramento each and every day. Despite what Jean Foletta says, feeding us (as if we're cattle) to the Blue Line because it's important to demonstrate that demand exists is simply not going to happen.	Multiple
O	Precilla Calonge	I am very concern and not pleased with the proposal of eliminating commuter buses to Downtown come September 2015. My fellow passengers and I, don't feel comfortable with the routes to be eliminated. I think it will just add more traffic onto Calvine and it will give us a longer commute to work since the train stops at each station. Doesn't make sense to have the routes just all go out to the CRC light rail station. Too many bad things happening in riding light rail; sometimes fight, yelling, bad mouthing and lot of inconsiderate people too. Sometimes there are some garbage on the sits or floors. In other words, not a safe commute. Please consider our feelings as riders. Please do not eliminate our bus commute.	Light Rail Safety
O	Rachel Mendoza	Please consider this email as my opposition of the elimination of E-tran. Taking E-tran is more convenient for me to commute to work than taking the lightrail. I do not want to be charged to park my car for lightrail instead of the free park and ride. Also, the lightrail is way more crowded than E-tran and there is no available seats many times. This is inconvenient when carrying bags to work and standing. The E-tran is cleaner and safer than taking the lightrail and I would prefer taking E-tran over lightrail any day. Thank you for your consideration in this matter.	Multiple
O	Ray Elzey	I am currently riding Route 52 full time. I walk .5 miles to the bus at 5:30am in the dark. When I arrive downtown, I transfer to another bus ½ a block away which takes me to West Sacramento. Both of these busses run on different ½ hour schedules at this time of the morning so there are layovers. My current daily commute time is about 2.5 hours. (A car commute would be about 1 hour.) Light rail would add another bus/train transfer and another .5 mile long walk to catch my 2nd bus in the dark. I am not comfortable walking that far in Downtown Sacramento in the dark. I am not comfortable at light rail stations in the light or dark. This new commute may take less or more time depending on how all the schedules line up. This new commute involves more risk for me. In my situation, I will likely go to solo car commuting if Route 52 is eliminated or truncated at light rail. I would like you to keep Route 52 going to and from downtown Sacramento.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Ray Harvey	Here to represent President of ATU Local 256. We do not support the proposed cuts, it hurts drivers and riding public.	Misc.
O	Renato Lim	I would like to express my concern over the proposed changes for the E-Tran commuter express buses. I am a daily rider of these express rides. Elimination of these express rides, or changing them to go to the Light Rail stop would impose extreme inconvenience to myself. My commute time will likely double. As the buses are always full on my commutes, I am sure I am not alone with these concerns. I may even consider driving to work, which does no good to the traffic problems on I5 or to air quality. Please reconsider these proposed changes.	Multiple
O	Rhonda Jones #1	I would like to here about the reasons why EG cannot have an optin or just keep the commuter busses. EG is growing so having options is/should be a solution. What would the Express LR system look like?	Inconvenient
O	Rhonda Jones #2	I am writing this email to put my major concerns about discontinuing ridership to downtown Sacramento on record. I have been riding ETran for many years and enjoy riding, camaraderie and most importantly the savings, wear and tear on my vehicle, and to help preserve the environment. I also want to express my concerns that my commute time will increase. This means I will be spending more time and money riding light rail. I also would like for Elk Grove to consider giving the citizens of this town a choice of transportation. Please consider having at least three bus routes: 57; 58; and 60.	Multiple
S	Richard Cea	I personally am looking forward to it. I think it is a about time, however, many riders are in fear of the change. Please be prepared to address safety concerns for riders. I am surprised (although I shouldn't be) at the passive (and not so passive) classism that exists amongst the e.g. population. I ride the 59 to work M-F and I hear the concerns of my fellow riders. Many of my fellow passengers expressing fear of "those people" that ride the light rail. Particularly fear of riders boarding the train between the Meadowview and Broadway stations. It is a ridiculous and unfounded fear of many who have never sat on light rail. I rode the Lt Rail for 4 years while I attended college and the majority of riders during the a.m. routes are workers and students. Nothing to fear, but few of my contemporaries will listen.	S
O	Richard Whitmeyer VOICE MAIL	There is nothing better than getting on one bus and going downtown and getting off on the same bus you start with and leaving downtown and coming to Elk Grove on one bus. Anytime you change a bus or mode of transportation it puts more time in my day spent with transportation and therefore I don't see how this will help me out personally. Looking at this I don't see how you are going to change the bottom line in your balance sheet. I think what we are doing here is just trying to satisfy a situation where RT has built something and now they want us to use it. I think that is good for the people of Sacramento for the people of Elk Grove I like getting on the 59 about two blocks where from where I live and I enjoy getting off the bus about two blocks from where I live when I come home.	
O	Richard Smallwood	ATTACHMENT N	Multiple
O	Richard Dixon	Re: 70/ 71 e-tran lines. The service is extremely valuable to those who do not wish to incur the expense of driving 32 miles round trip from El Grove to FTB every day. This can be a very expensive means of transportation, even prohibitive.	Multiple
O	Rick Bennion	I would like the downtown service to remain the same. My concern tonight is I see a focus to make a change, however zero proposals that keep the service the same. If we have to ride the bus to CRC, it would be quicker to just drive to CRC. However, now I have an additional parking fee for my commute.	Parking fee
O	Rickee Nguyen	I am writing to tell you that I have all the intentions of riding the 60 and 57 to and from work even after the light rail opens at CRC. If you have any questions, please don't hesitate to contact me.	Misc.
O	Ricky Silahua	Please do not eliminate the downtown commuter routes (52, 53, 57, 58, 59, 60). For many of us, driving to CRC to catch light rail isn't practical. In my case, it would triple my commute to the station, the only other option would be to drive downtown myself...which is not an eco friendly alternative, not to mention the increase in traffic (as if it isn't horrendous already), and decreased available parking. I don't want to add wear and tear to my car, or pay for daily parking. There are many socio-economic benefits in riding the e-tran, please don't kill it. I'm all for the expansion of the light rail, but to eliminate downtown commuter routes so early in the light rails implementation, is a huge mistake.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Robert Mar	I am requesting that e-Tran keep Route 66 once the light rail is in place. I live in Stonelake and it is very convenient for me to take 66 to my job downtown without any transfers. I also believe that 66 would get me to work faster than having to transfer from bus or car to light rail. I think 66 should at stay available for at least the first year of Elk Grove light rail availability to assess changes in ridership and let passengers see for themselves if light rail is a better option for them. If there is not a significant decrease in ridership on 66 by the end of that period, then the route should stay active.	Multiple
O	Robert "Doc" Souza	I attended last night's meeting. I used my iPad to record a video of the whole meeting. The link is below. The audio and video are not the best, but if you turn up the volume you can hear it well enough. http://ustre.am/111JH Here's my take on the meeting: People love E Tran. Any changes to the current system is going to make a lot of people very unhappy. The primary concerns are the safety of light rail and the inconvenience of taking using it because it means a longer commute time for the commuters. Only one person had a favorable comment about light rail. There are concerns about safety and I don't think the police officer who is in charge of security did much to make anyone there feel safer. They don't have the budget to staff the trains with more officers. They likely never will. It was "we are doing the best we can." That's not comforting to many people. The best they can do isn't going to be good enough for most people. Elk Grove riders don't want to go through Meadowview and the stops there. Would any of you feel comfortable putting your spouse or children on light rail? I sure wouldn't. Which brings up the next point, light rail in Elk Grove. We all know due to the costs it will not happen anytime in the next 10 years. The question is should it come to Elk Grove? Are people going to want to ride from Elk Grove through South Sac to Downtown? It's going to be a long trip each way. Probably can drive faster than that. I am not sure it's worth the millions to build it and bring it here and then keep subsidizing it. If commuters from Elk Grove don't want to ride it, what is the point of having it here? Something to think about. I know the Mayor mentioned we need to bring it here, but I question whether that is the best idea in light of the overwhelmingly negative reaction by commuters to using light rail. Since they can't put an armed officer on each train, it will never be safe enough for people to use it.	Multiple
O	Robin Qualls	I have been a loyal E Tran rider, commuting to the downtown area for work over the past 7.5 years. I am very disappointed to hear about the proposed elimination of the downtown commuter routes. Over the past several years, the 60 has increased in riders during both the morning and evening hours. We actually need additional buses serving commuters for the 4:10 and 4:25 buses. They are always standing room only, full of loyal State workers. I am totally against this proposal and certainly hope that you will reconsider this.	Misc.
O	Rochelle Tillman #1	Please include for public comment Re: Elk grove to downtown eTran I assume that the potential of taking away the bus routes that go from elk grove directly to downtown must be money driven, is there a financial incentive for Elk Grove to encourage ridership on light rail? If there is not profit/not enough profit running eTran, then understand this is a business decision. A thought came to me that this could be a downtown traffic decision related to the upcoming arena, if so; please consider that if I am forced to ride light rail I will start to drive my car downtown, as will many others thus increasing traffic in downtown as well as on the freeways leading in and out of downtown. I do not wish to participate in light rail for a number of reasons. 1. It is not as convenient to ride light rail, now I can take my car down the street get on the bus and be dropped a block from my workplace. 2. The crowd that I would be subject to while being carried thru the Mack/Meadowview/Downtown corridor includes unsavory characters that if I can avoid, I will.	Light Rail Safety
O	Rochelle Tillman #2	Is it true that Elk Grove will possibly end the 57, 58, 59, 60, etc. routes from Elk Grove to directly downtown, to divert the routes to light rail?	Misc.

E-tran Customer Comments for September 2015 Service Modifications

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62

O/S	Name	Customer Comment	Reason
S	Rodney E. Renteria, Sr.	As a rider of both e-tran commuter lines to/from downtown AND light rail throughout downtown, I actually feel like having all commuter routes go to either light rail station (Franklin or CRC) is a good idea, but not at all happy with proposed routes. Seems odd that without need to drive all the way to/from downtown, the distance I'd need to travel to GET to bus stop should be increasing. Currently, I can walk to/from EG Blvd & Four Winds Dr (10-12mins) or Babson & Laguna (20mins) to catch bus, but under proposed routes, would have to go to franklin blvd either at laguna or EG blvd, both of which would take considerably longer. Again, I don't fear LR like I'm sure others do, and know its safe much more efficient as its not affected by traffic, but for those that choose to use mass transit, it would be nice to make it EASIER to use, not more difficult. Basically, adjusting routes to go thru middle of Lakeside/Laguna West and all of mid-Laguna (between Bruceville/Franklin and EG/Laguna) in similar fashion to how proposed route 53 bisects the 95757 neighborhoods, would seem a much better solution.	S
O	Ron Tatti	I disagree with the proposed bus route changes because they are of absolutely no benefit to me as a bus rider and commuter. <u>My present commute times:</u> leaving my home at 6:15AM to the park and ride, pick up the 6:30AM Express bus and arriving downtown Sacramento at 7:00AM. Leave my office at 4:30PM, catch the 4:45PM Express bus and arriving home at about 5:30-5:45PM. With my present schedule my total daily commute time is about 1 ½ to 2 hours. Total time away from home is about 11 ½ hours away from home daily. <u>New proposed commute times:</u> leaving home at 5:45AM to the park and ride 6:00AM to be bussed to CRC light Rail station catch the 6:15AM light rail to downtown Sacramento and arrive at work 7:00AM. Leave my office at 4:30PM, catch the 4:45PM light rail, arrive to CRC at 5:30PM, catch bus to Park and ride at 5:45PM arrive at my car at 6:00PM and home by 6:15PM. <u>The new schedule will add a minimum commute time of 1 hour for a total commute to and from work of 2 ½ hours which means I will be away from home 12 ½ hours (5:45AM-6:15PM) allowing me 1 hour less time with my family.</u> I disagree with the newly proposed schedule changes. Elk Grove must continue to offer the express bus service for the working families of Elk Grove. Please note I have been riding the commuter bus from Elk Grove since 1997 for 18 years. I read the article in the Elk Grove Citizen and your comment on the transit town hall meeting and you were surprised that there was only one speaker. If it is a requirement for me to speak in public at the meeting, please schedule me on the agenda. However I believe my email is more efficient and was to be included in the public comments. We have a fairly efficient transit system with the express bus service to downtown Sacramento where a vast majority of Elk Grove residence are employed. These citizens are paying your salary and supporting our bus service(reality check). If funding is the issue I propose a possible solution that you increase the fare to support the express service rather than eliminate it. I believe an increase in fare would be supported rather than overall elimination of the express service.	Longer commute

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Ron Ohta	<p>I am writing to strongly oppose the proposed plan to eliminate the e-tran commuter routes and increasing the routes to the new CRC light rail station. The proposal is ludicrous and threatens to decrease public transportation. As a strong advocate of public transportation, I know it takes very little inconvenience to sway the normal commuter to take public transportation. As much as I try to encourage friends and associates about the benefits and ease of the taking the bus, the elimination of the commuter routes threatens my own desire to take public transit for my daily routine. Prior to taking e-tran busses, I took the light rail. I found it inconvenient to get to the station, and the time/trouble it took just to get to the station, and the fact that the light rail has so many stops prior to my destination, made this option less desirable. When I started taking e-tran commuter buses, I knew there was NO going back to light rail. It was significantly more convenient. E-tran proposes to increase bus routes to CRC, however, now a commuter will drive to a bus stop and wait 5-10 minutes for a bus, then get dropped off at CRC, and have to wait possibly another 5-10 minutes for the next train, then the train makes its numerous stops prior to reaching downtown. For commuters planning their work days, AND their after work activities, this has a significant affect on time management. The other choice is to drive directly to CRC, where undoubtedly, there we be parking fees in addition to the transit fare. Which brings another issue, transit fares.. Because of my schedule, it is more convenient for me to purchase 10-ride passes, as I have meetings/appointments which are time-sensitive, and I must have my vehicle so I drive to work. The 10-ride passes are an excellent option in my case, keeping my commuter costs reasonable. Now I would have to get either a combination of e-tran local passes and light-rail passes.. or get a RT monthly pass? Plus my commute will be longer? Doesn't sound very favorable to me. This would disrupt my daily routine enough to sway me to not use public transportation and drive to work daily. I know I am not the only one that shares these concerns. These are the same concerns, and more that I overhear other riders of the commuter buses. I believe the surveys did not ask the questions correctly. I know I completed the survey, and I don't believe there were enough qualifiers in the questions, and that many of the questions were misinterpreted. The respondents were thinking one way (ie: yes, I would consider), but I think the City or reviewers interpreted the response differently. Yes, I am glad that light rail will now come to CRC. Yes, this actually gives me another option, for example, if I miss the last commuter bus, I can take light rail to CRC. If I miss the last commuter bus in the morning, I can still take light rail in and catch my usual commuter bus home, etc. There are more options on these types of scenarios. But eliminating the existing commuter routes would be a major set back to encourage public transportation.</p>	Multiple
O	Ronnie Asis	<p>I'm writing regarding the proposal to eliminate bus 66. I take that bus everyday to work. It's the most convenient way for me to go to downtown Sacramento. The stop where I board the bus is just right outside the complex where I live and the stop where I get off in downtown is just a few blocks away from my office. Bus 66 has a high ridership. Often, many people are already standing by the time it enters the freeway. I was expecting that you guys will add new trips for bus 66 both in the morning and in the afternoon. Instead, I was surprised that it is being considered to be eliminated. Why? What problem are you guys trying to solve and what is your end goal here? I know I'm not just speaking for myself but many riders of bus 66 were really disappointed with this proposal. Many of us don't see taking the light rail as an option. Number one reason is travel time will be a lot longer. Number two, taking a bus to the light rail station or driving there will be inconvenient for most of us. I really hope you keep bus 66. Jean, thank you for replying to my email. I believe all this effort of rerouting, introducing new bus services and possible elimination of other bus routes like route 66 is part of encouraging the commuter public to take the light rail. However, many of the Route 66 riders don't seem to agree on this. 1. Longer travel time - whether driving or taking multiple bus transfers just to get to Meadowview light rail station (or any other station) will add significantly to the travel time for our commute. 2. Inconvenience - even with the introduction of route 165 will mean multiple bus transfers for people like me who live near the junction of Harbour Point and Elk Grove Blvd. Driving to the station is also not a convenient option. By the way, ONLY ROUTE 66 is the only bus that serves the Harbour Point and Elk Grove Blvd junction which goes directly to downtown. It provides the most convenient and shortest travel time to and from our work. Eliminating it will just encourage people like me to drive our cars to work which I think is contrary to what you guys are trying to achieve.</p>	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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64

O/S	Name	Customer Comment	Reason
O	Ryan Hirahara	I ride the E-Tran Commuter Route 52 to downtown Sacramento in the morning and evening after work. I'm against eliminating the commuter bus route 52 and all the other commuter bus routes. A lot of my coworkers and other state workers that work in the downtown area ride these commuter routes and they're convenient for us workers, we save money on parking downtown, we're saving gas, and by doing those two things we also are not congesting the freeway by traveling in our own cars. I appreciate the city of Elk Grove and the public transit agencies in the area trying to improve public transit lines and routes, however a lot of people depend on these commuter bus routes day in and day out to get to work and return home safely and in a timely manner. I'm urging the Elk Grove City Council to reconsider eliminating the commuter bus routes traveling from Elk Grove to downtown Sacramento. Thank You.	Light Rail Safety
O	S Brittons	1. Has there been a determination what would be the additional time added on to an individual trip route based on where they catch the bus. For example, if I started at point A, which is Elk Grove Blvd., I would be dropped off at the college (point B) to wait (would the wait time be 5, 10, etc. minutes) for RT light rail and would arrive at my final destination of St. Rose of Lima (point C). It will take approximately 15 minutes from CRC to downtown. E-tran will prepare schedules to coincide with the arrival of light rail at the station to minimize wait time. 2. Would there be added cost if Etran bus tickets are used versus RT tickets. Would you need a transfer ticket to board the light rail and would there be additional cost. Presently, if you use RT tickets you are able to ride Etran buses, RT buses and RT light rail. You will still be able to transfer from RT to e-tran. If you buy an RT pass you can use it on e-tran. 3. Presently, bus riders have free parking, when catching the bus. Will there be free parking at the college? If not, will the City compensate an Elk Grove resident? There will be a charge of \$1-2 at the CRC Light Rail Station and 0 at Franklin. We will be posting a FAQ next week on our website with more information on this. The City will not compensate residents for this charge. 4. Will any employee lose their jobs due to the changes? You have very nice and considerate employees. No employees should lose their job as a result of changes to service, there would be a movement of the operating hours but no reduction in service as far as operations go.	Multiple
O	Sandra Da Silva #1	I use the e-tran bus service every day and I'm able to walk to my bus stop from my house. It is very convenient for me and has helped my family get out of debt by helping us save money on gas, car expenses and parking. We spend the extra money in Elk Grove and support the businesses. If you terminate the bus routes 53 and 66 I will have to drive and add to the congestion on the freeway. I'm a young woman and I would be by myself and I would not feel safe at the CRC light rail station, so using light rail would not be an option for me. Please consider the tax-paying residents on the west side of Elk Grove and keep providing the E-Tran services.	Light Rail Safety
O	Sandra Da Silva #2	Will not use Light Rail. Longer travel time, Oppose proposals, safety concerns, will drive and create traffic. - VOICE MAIL	Light Rail Safety
O	Sandra Colombini	In a nutshell, I don't want to ride light rail. I don't want to have to pay for parking, deal with school commuters and traffic, increase my commute time, increase my uneasiness by riding light rail (I don't feel safe on it). I've been riding e-tran for 8+ years and would like to continue to do so.	Parking fee
O	Sandy Koshino	I have been an e-trans rider to downtown for over 11 years. I really enjoy riding the bus to and from work. It has gotten extremely crowded these past years with ridership increasing and not enough busses. However, I like the convenience of riding the bus...I can walk to and from the bus stop from my house. Now, with the new proposals, it sounds like the current bus routes (I take #53 and sometimes #52) will be eliminated and replaced by commuter busses that will take us to the light rail stations. Will the commuter busses be stopping at all the bus stops on Franklin Blvd and ending at the Franklin Blvd light rail station? If so, I hope they will be running frequently. I don't plan on driving to the light rail station and leaving my vehicle there all day. I don't think it is safe there all day long and thieves know it will be there for awhile. I am not accustomed to riding the light rail. I don't particularly feel safe riding the light rail and hope there will be security. I have heard this same feeling from others. However, I would only ride it during work commute hours and never any other time. I would like you to reconsider running some of the #53 and #52 busses as an option	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Shan Tang	Please do not remove the bus and rely solely on the transit. I think it would cause more traffic and delay for some to work because there are a great number of people who take the bus and if we all drive there along with the school traffic, it would cause delays and traffic. Additionally, there would be an extra charge for parking on the campus. When people park at the "park and drive," it is free parking, but by moving it to the transit, there would be a charge. The buses are generally pretty full and people have to cramp and stand in the bus. By having the transit available, those who live nearby can have the option to taking the bus. I think the transit would be utilized greatly already, so it is not necessary to move all the bus riders to the transit. Please do not take away the buses.	Parking fee
O	Sharon Gong	After attending the workshop last night, I do have a suggestion. Why don't you pose the problem to the public and ask for a solution instead of asking for comments. Based on the workshop, you had asked us for solutions. Please update your website to state your problem and send emails asking for solutions. My suggestion would be to continue the etran commute to downtown for now. If there is a drop in riders, then consider eliminating the commute. If you need buses to take riders to light rail, then look into reducing the buses going downtown.	Delay Decision
O	Sharon Anderson	In reviewing the recent proposed changes to bus routes as a result of future planning to link with Light Rail extensions, please accept my repeated input (not really related to your proposal regarding light rail) to provide (or modify an existing line) to include weekday service across Highway 99 along the Bond/Laguna corridor. Based on existing route maps and bus stops, there is no route that could be modified to provide this service from Bradshaw to Big Horn (at least). Several years ago, there was a route 163 that did cross highway 99. Please respond. Thanks. Also, please know that I don't fully agree that commuter routes should terminate at light rail stations having been a commuter for many years prior to retirement. There is no way that a change such as that will serve Elk Grove residents who rely on the timeliness of the commute busses that currently travel directly to downtown. Light rail in my opinion is a dirty filthy commute system that many EG residents will refuse to ride. The current commute busses are cleaner, and expose our residents to no criminal activity. Forcing our riders to join the ranks of those who currently ride the blue line is not in our best interest. These proposed changes will have an opposite effect and many bus riders will get back in their cars. I suggest that at a minimum, E-tran must maintain direct service to downtown via our freeways without stops at light rail. Local routes can continue to serve light rail, but not our commuter routes.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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99

O/S	Name	Customer Comment	Reason
O	Sharon Culton-Rodriguez #1	I am resending my public comments that I emailed on or about March 17. I received several "undeliverable" emails back so I'm sending it again. Also, I am attaching some photos I took on Light Rail at approximately 10:30 a.m. I had to take the train due to a medical appointment that day. These pictures show #1 a young man holding a 'marijuana grinder' (a round silver container). I also took a video of him that is too big to send via email and I don't know how to make smaller. I videoed him because he OPENED the container and was sniffing it and talking up how great it smelled. He was sitting directly across from me, and right next to an 89 year old Asian woman I was visiting with (who was taking the train to 24 hour fitness at 7th and K to swim laps). He was explaining the 'smell" to her, and proceeded to drop a few "F" bombs while talking to his friend next to me. Please note he even had his weed ON THE SEAT! #2 pictures of the trash on the floor of the train on the way home that day- -the only car that had room it in was the one with a lot of buses. This is a 'light' day for garbage on the floor. #3: Smokers under/near the "No Smoking Sign" (Can't read it with the sun and my cell phone camera). The security guard was right behind me while I was taking pictures. The fine is supposed to be \$225-250 – but I have yet to see anyone cited. This is just a sample of one person's experience on one day. Every time I have ridden, I see things like this, and worse. We (E-Tran commuters) aren't making these things up – we aren't exaggerating. I plan on bringing prints to them meeting on Thursday and the Video if you want to see it. (I also attached pictures of "weed grinders" that you can buy on line so you can see what I'm talking about). Despite what representatives from RT are saying about improvement in security - there is no evidence of police presence (armed or unarmed) on the Meadowview trains- I'm not aware of any cameras (and even if there are cameras - are they 'live' and feeding to a place where help would be eminent? I doubt it. This young man had his weed out the whole way from South Sac till I got off the train at 8th and Capitol. While some people may think 'it's just weed' it is still illegal, and it is still disconcerting to people like me, and the 89 year old woman across from me.	Multiple
O	Sharon Culton-Rodriguez #2	Ms. Foletta - Attached are my comments that I wish to be included in those submitted by other commuters regarding the proposed changes to E-Tran commuter buses. Please confirm receipt of my email. Thank you. (7 page comment)- ATTACHMENT P	Multiple
O	Sharon Culton-Rodriguez #3	Good morning. Today on my bus to work (#60) a document was being circulated stating that E-tran plans to discontinue commuter lines into downtown once Light Rail is completed. As I understood the letter that was being passed around, the plan is for E-tran busses to pick customers up and TAKE them to light rail. Most people are interpreting this to mean that we are going to be 'forced' to take light rail and that the E-tran commuter busses will no longer be an option for us to get to and from work (downtown). Most people are incensed at the thought of it becoming 'mandatory' to ride the train vs a bus downtown. There will be a large number of people opposed to this if E-tran and/or the City of Elk Grove attempts this. I have had the misfortune of riding the train a few times (when I had to go to work late for any number of reasons). The experience is always terrifying. There are drug transactions taking place right in front of everyone- there are 'kids' who are blasting rap music with every other word being the "N" word or the "F" word. These kids also talk to one another with the same foul language. There are homeless people on the train that smell like pee or poop, and there are fleas. The seats are covered with sticky stuff, garbage (sunflower seeds). Most of the passengers on light rail don't even pay the fare. I for one do not feel safe on the train. There are frequent fights among riders, and there have been robberies. Several ladies who work at the Courthouse were sharing the types of cases they have seen come through the court. Please advise if this rumor is true, and if so, what options citizens have to fight it. Please advise when the next city council meeting is.	Light Rail Safety
O	Sini Makasini	I've been an E-Tran rider for the past ten years and would be devastated if the downtown commuter routes were terminated. My commute time would increase thirty minutes if we riders were forced to take the E-Tran bus to Light Rail line. Also our security would be at risk sharing rides on the light rail with transients, vagrants, suspicious persons, etc. We are the working class people who pay taxes and we demand public transportation that is fair to us who are paying property taxes that fund our schools, police, fire, public improvements, etc. If the City sees the option of cancelling direct commuter routes to downtown as a way to save their budget so be it just be honest.	Light Rail Safety

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Sonia E. Frazier #1	<p>I am incensed by this proposal to force hard working commuters to take Light Rail. More than incensed, I am offended of how little value does the City of Elk Grove place on its hard working citizens. I am opposed to this proposal and here's why: • I have lived in Elk Grove since 1999. I had to stand by when Regional Transit buses were exchanged for Etran buses. In the absence of a route that could assist me in my commute Downtown, I resorted to driving on Hwy 99 for many years and then to drive 10 miles to the Meadowview Light Rail Station. No apology from the City about the inconvenience it put me through. • On the Light Rail I have had the misfortune of witnessing drug transactions taking place right in front of me; I have been threatened; I have been urinated upon; vomited on; spat on; called names. • I have had to endure listening to other passengers music and cell phone conversations, and their poor choice of language such as the use of the "N" word and the "F" word. • I have had to carry a change of clothes and a piece of thick cardboard to sit on soiled seats, infested with fleas. When I inquired with Regional Transit about their cars 'cleaning, I was told there was none. • I caught Pneumonia, after I breathed infected air particles into my lungs. The doctor could not affirmatively substantiate that it was caught on the Light Rail, but he conceded it was a possibility. • Twice walking to my car in the Meadowview Parking lot I was followed with the intent of harm. If you are wondering, my working hours are 8-5, M-F. Working hours considered "peak hours" or in Light Rail language "safe hours." • When I complained to Regional Transit, I was told that my expectations were too high. After all, it is "Public Transportation" open to all walks of life. Regardless, of the fact that I was paying my fare and many, many others were not, I was given no assurance that things on Light Rail would change. I could go on, and on with horrifying tales of my riding on Light Rail. The bottom line is, Elk Grove cannot afford to reduce or worst eliminating the Downtown commuter routes. It is not effective to ask commuters to park their cars, catch a bus and a train to go Downtown. The time that a commuter would have to invest would not make it worthwhile. Riders will flood Hwy 99, or decide to drive to the Light Rail themselves, causing increased traffic congestion in Elk Grove and South Sacramento. Some riders are talking about eventually relocating out of Elk Grove. I fail to see how Elk Grove can afford to lose this lucrative means of funds intake and how can the City of Elk Grove let down its citizens. I strongly urge you to reconsider this proposal. The City of Elk Grove needs more than one means of transportation to Downtown. Please keep the Downtown Commuter buses and consider augmenting the routes with more buses, more routes, all day long, every 15 minutes.</p>	Light Rail Safety

E-tran Customer Comments for September 2015 Service Modifications

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68

O/S	Name	Customer Comment	Reason
O	Sonia E. Frazier #2	<p>I hope that this message can reach Mayor Gary Davis and any other entity in charge of this proposal. Back in 2003-2004 the City of Elk Grove, took over the RT commuter bus service. We were told the City could run the routes efficiently with more service, be faster and cost us less money to operate. This has been true for the most part, and we riders supported Etran commuter bus service, regardless of its imperfections. Now we are finding out that we riders will no longer have the option of the commuter buses going to and from Elk Grove and downtown Sacramento. The reason given is we can now go to the CRC campus and ride the light rail. This single option is not viable for most daily commuter bus riders, this is why. 1. Poor proximity- CRC campus Light Rail station is not close to us, it is a ½ mile outside the City of Elk Grove. 2. Added cost to the commute - Parking at CRC is approx +- \$20 a month. 3. Adding more time to the commute- It will add an additional 20 minutes, one way, to the commute, driving in the bad rush hour traffic to the light rail station with all the CRC students, and waiting for the trains to arrive. 4. Standing room only – there has not been enough seats for the commuters in the past and now you are adding approx +- 500 more to the light rail train in the morning and evening. We commuters need both options, the Light rail and the Commuter buses to provide efficient transportation between the City of Elk Grove and the City of Sacramento. If not, people are going to drive their cars once again adding to the air pollution and roadway congestion. Personally, I feel like I am being bullied to ride Light Rail. I did, for many years, and I will spare you the horrible stories depicting my experience. Is the City of Elk Grove so destitute that it can't even keep the only service that is making money? What is going to happen to the bus drivers? Will they be laid off? I have provided feedback on the provided website. And I have also called. Please see to it that the Mayor is aware of what a disservice he's doing to us commuters. Thank you for your response, Jean. Please feel free to use my email as part of the public comment.</p>	Multiple
O	Sonia E. Frazier #3	<p>I am a resident of Elk Grove since 1999. I attended the Public Workshop last night and I would like your attention and assistance in resolving the transportation issues in Elk Grove. Jean Foletta and I have spoken often and I understand there are budget constraints that are preventing any attempts into increasing, rather than eliminating, the current commuter routes. Currently, it takes me 30 minutes by car or about 45 minutes by bus to get to work in downtown Sacramento. The bus is for the most part convenient, clean and for the most part, reliable. There's room for improvement but as I understand it, there are no resources. The proposed modifications I heard last night at the Public Workshop, could push my bus ride to 90 minutes each way. That would leave me no choice but to drive downtown Sacramento, regardless of the fact I can't afford the cost of gas, the wear and tear on my old car and the cost of parking. When I first moved to Elk Grove in 1999, I was able to utilize Regional Transit buses. Once Elk Grove became a city a decision was made to invest in a fleet of buses that could more reliably and cheaply take us downtown. Unfortunately, at the time, eTran did not service the area I lived in and I had no choice but to ride Regional Transit Light Rail since 2005 up until 2012, when I was attacked at the Meadowview Light Rail Station. Now once again, because of mismanagement and lack of funds, we are "pushing" commuters onto light rail leaving us commuters with no alternate options. Personally, I do not want a Light Rail extension in Elk Grove. It can only invite the crime and drug trafficking plaguing South Sacramento. What I want, is a commuter line. Do you want to propose transparency? Than tell us what happened to the tax revenues that were supposed to ensure public transportation in Elk Grove. Council member Suen invited us to provide solutions and to work with the Council in finding a solution. Did we elect you so that we can do your job? Whoever created this mess needs to fix it! It was not us the commuters that failed. Perhaps, you should look at upper management and at how much money they make and make salary cuts before cutting commuter buses. Also, the current bus company stole money from the city of Elk Grove not too long ago. Isn't it time to get it back? I welcome and appreciate your consideration in this matter.</p>	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Stacey Morrison	I am very distressed to learn about the possibility that the e-tran buses may be discontinued in favor of the new light rail station. I currently use the park-n-ride at Sheldon Road and Hwy 99, bus #60 to commute downtown to Capitol Mall. I have been working for the state for 2 years, and have ridden the bus the whole time. I would not be interested in driving over to the light rail station at Calvine and CRC. I don't want to pay extra to park over there, and I would not want to ride a shuttle from the Park n ride to the station. It would mean extra time in the morning to get to the station, and having to rely on whether the shuttle were on time or not to make my train. Many of the people that I ride the bus with say that they would drive if they discontinue the e-tran buses because of the issues I discussed previously, and because of the people that ride the light rail. I have ridden the light rail before from the Meadowview station, and homeless people and dangerous looking people ride it with no protection to the general public who are commuting to work. It would be unfortunate to have the freeways cluttered up with all the extra cars from the people who will be driving. It will set the progress of public transportation for the Sacramento area back decades. Please reconsider discontinuing the e-tran system to downtown commuters.	Multiple
O	Stephen Mar	I am requesting that e-Tran keep Route 66 once the light rail is in place. I live in Stonelake and it is very convenient for me to take 66 to my job downtown without any transfers. I also believe that 66 would get me to work faster than having to transfer from bus or car to light rail. I think 66 should at stay available for at least the first year of Elk Grove light rail availability to assess changes in ridership and let passengers see for themselves if light rail is a better option for them. If there is not a significant decrease in ridership on 66 by the end of that period, then the route should stay active.	Delay Decision
O	Steve Gow	I use route 66 and 53 to commute down town on a daily basis. The elimination of either of these routes will do a great dis-service to the working professional population of the City of Elk Grove. The rider demand for these routes is so extreme, that on many days, there are as many people standing in the aisle as sitting in the seats. The business professionals using these routes are respectful and keep the bus clean, and don't carve their names in the window and seat backs. Eliminating these routes, forcing people to drive all the way across Elk Grove to park their cars in South Sac. and ride light rail would be turning your back on the business professional community of Elk Grove. Expanding public transportation throughout the county is a step in the right direction, but eliminating vital commuter routes is 5 steps back, and if riding light rail is my only public transportation option to get down town, no thanks, I'll just drive.	Multiple
O	Steven Yokoi	It would be very sad if you discontinue the COMMUTER ROUTES!!! I do not wish to ride light rail, that is why I ride the bus every day to my work downtown. I have spoken to numerous people on Route 58, you would force a large number of people to drive to work if you discontinue the routes.	Inconvenient
O	Sukhdev Singh	The new light is a wonderful option for some. However for me, I along with many others, intend to use route 57, 60 to go downtown and to return to Elk Grove. Route 57 has been quite packed over the last two years. If anything, more later time slots for this route would be nice. The light rail would add more commute time to an already lengthy commute process. Light rail is not an option for me at all. If that was the only option, I would much rather drive in. This is honest candid feedback, which I hope is not ignored in decision process.	Longer commute
O	Sunita Tyagi	Please do not terminate the commuter routes 52 or 53 into downtown or into Elk Grove.	Misc.
O	Surjit Dhillon	ATTACHMENT Q	Multiple
O	Susan Lyon	I have been a commuter on routes 57 and 60 for 10 years. During that time, I have repeatedly contacted e-tran regarding the lack of commuter service from the Calvine Rd- Excelsior Rd area. I see that your new plan intends to do away with commuter service to downtown Sacramento and still does not provide commuter service from Calvine Rd-Excelsior Rd. The local route 154, that goes to Armand George, does not connect to commuter routes at convenient times. I hope you are not abandoning route 70, which may become my new alternative, but you need to provide a park and ride close to Calvine Rd and Bradshaw Rd.	Inconvenient

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

70

O/S	Name	Customer Comment	Reason
O	Susan Hardesty	I've already sent my letter opposing the elimination of downtown routes. But I had an afterthought...I would be willing to pay the extra \$20.00 a month (the difference between a RT monthly pass and the e-tran monthly pass) to e-tran to keep my route. I believe many other riders would as well. What it comes down to is the choice of e-tran or private vehicle, currently light rail is a time consuming and dangerous non-option. Give the Elk Grove community the quality service that Elk Grove Transit can provide.	Fare Increase
O	Susan Hardesty	<p>I am writing to you with the express hope of saving e-Tran's Route 66. I have ridden this bus route for many years, through the electric bus and the Wi-Fi experiments. I have spent time on the shoulder of I-5 waiting for another bus to pick us up. I have helped my fellow bus riders celebrate birthdays and retirements while on the way to downtown Sacramento and back. This route makes sense for me.</p> <ul style="list-style-type: none"> • Route 66 is the only commuter bus that picks up Stonelake residents on Elk Grove Boulevard. • It takes 20 minutes to get from my stop to downtown Sacramento. • I feel very safe riding this bus. • I don't have to worry about transfers or parking I have used light rail. • Light rail takes much more time to get me to my destination. • I don't feel safe riding light rail • I would still either have to transfer from bus to light rail or pay for parking and drive to CRC, either of those choices would take more time than if I just drive myself. The flyer that was distributed does not give the "other commuter/express service" proposed option. (Possible elimination of Route 66 which will be served by other commuter/express service) I hope that encouraging the use of mass transit services, decreasing emissions, and decreasing the downtown traffic is still part of e-tran's future goals. Forcing patrons of e-tran to ride light rail will not work for many and the result will be just the opposite. For myself at this time riding light rail does not make sense for me; perhaps when it is extended further into Elk Grove and the security issues are addressed I will consider this option. For myself and many others that ride route 66, please reconsider eliminating this route. 	Multiple
O	Taivana Cypress	Please provide a Commuter bus option, do not cancell all routes. I would be interested in paying an additional \$5-\$15 per month to have a true option to continue on a Commuter bus route. I would like to see E-Tran do a review of how much more they would need their current ridership to pay per month to cover the current Commuter service & future concerns.	Fare Increase
O	Tammy Lue	<p>I would like to see the e-train services to continues. If they were eliminated, not only it would impact the residents who have been relying on them for transportation, it will also increase the morning and afterwork commute and worsen the traffic congestion situation.</p> <p>Thirdly, if we were to see Elk Grove grow as a healthy city and invite more businesses into the area, it is essential to have a well-connected public transportation system</p>	Longer commute
O	Tammy Lytle	I am very frustrated to learn that you are considering terminating the E-Tran commuter routes. I am an Elk Grove homeowner, tax payer and supporter of many Elk Grove businesses. I work in downtown Sacramento, where I earn the money that I spend in Elk Grove. I expect a certain level of service from the city in which I live. I have been riding E-Tran since I moved into Elk Grove 6 years ago. There are so many riders on the busses each day that we are sandwiched into the bus every morning. You should be expanding service not getting rid of it! A city the size of Elk Grove should be providing bus service to its neighboring communities – NOT eliminating this service. You are doing a real disservice to the citizens of Elk Grove if you get rid of the E-Tran commuter routes. I look forward to hearing from you.	Inconvenient

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Tashi Nacario	My name is Tashi Nacario and I am a local resident in Elk Grove. I also work in downtown Sacramento as an assistant for the state. I was reading the article in the Sacramento Bee that the city is considering eliminating the use of commuter buses in exchange for buses that will go to the light rail extension at Cosumnes River College in September. I believe that this is NOT a good idea in that this action will reduce the safety that morning commuters experience on the e-tran buses headed downtown. As an extensive user of the public transportation system, I have observed the differences that the e-tran system has in comparison to the Regional Transit's lightrail system. E-tran does a very great job at keeping their vehicles clean for commuters while Regional Transit's lightrails have a more difficult task in maintaining their cars. The added security of the commuter buses also stems from the initial fare check that the e-tran buses have. With Regional Transit's lightrails, there is a higher potential for transients and illegal users to ride the system because it is not an easy task to check fares on the trains as it is on the buses. Eliminating the e-tran commuter buses that head downtown would be a disservice to the people of the City of Elk Grove. I hope that this comment will be taken into consideration when the city makes a decision on the matter.	Light Rail Safety
O	Tiffany Mateo #1	ATTACHMENT R	Multiple
O	Tiffany Mateo #2	I'm writing to comment on the proposed changes to the Downtown Sacramento commuter routes, specifically bus route 52 and 53. I do not support the proposed changes to re-route and terminate at the new light rail station and hope that e-tran will not implement these proposed changes. I've been riding e-tran bus 52 to and from work for over 3 years; occasionally I ride bus 53. It is a convenient route, within walking distance of my home (in Laguna West) and my place of work (at 10th and I Street). If the proposed changes are implemented, I will no longer be able to walk to and from my home and the bus stop, I would have to drive to a bus stop. Since the buses will stop at the light rail station, it does not make much sense for me to even ride the bus, I could just drive to the light rail station. And then it's not much of a stretch to just drive to work. I believe if the proposed changes were implemented, I would not ride e-tran at all. Also, I work at the Air Resources Board and know of the SB375 Sustainable Communities Strategies and one of it's goals to increase public transit ridership in order to reduce single occupancy vehicles, traffic, and carbon dioxide emissions. In order to increase public transit ridership, bus stops must be accessible, and bus routes must be convenient. With these proposed changes, my bus stop will not be as accessible to me, and the route would be much less convenient, requiring a transfer onto light rail and more time to get to work. These proposed changes seem to act against the goals of SB375 and Sustainable Communities Strategies. I like riding the bus and am proud to reduce my carbon footprint, but if these changes are implemented, that will no longer be true. I'm not sure how many comments you will receive at the workshop or via email, but many other bus 52 riders that I've spoken with about these proposed changes agree with me. We hope that these changes will not be made, but if they are, we will probably start driving to work, arranging carpools, and not use e-tran at all.	Multiple

E-tran Customer Comments for September 2015 Service Modifications

72

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Tim Treichelt	<p>Please do not reduce the elk Grove commuter buses; 52, 53, 66, purple line . Do consolidate the 70 and 71 into the downtown commuter buses allowing the FTB workers to transfer to RT. Thank you</p> <ul style="list-style-type: none"> • First, I support better management and economizing resources; eTtran is a locally operated service and therefore we have substantially more participation and how it is run. RT in general is functional but wasteful and unresponsive. • When RT ran the commuter bus from elk Grove. It was functional but unreliable and dirty. it may be possible that RT from CRC will benefit. However, right now I have direct no transfers walking distance service at both ends of my downtown Sacramento elk Grove commute. • Forcing me into RT will more than double my commute time. etran needs to focus on other ways to save money. • For example, the wasteful 70 and 71 lines to FTB could be replaced with increasing downtown commuter lines, allowing FTB customers to transfer to RT and then exit at the Butterfield Station. • I rode the 70 and 71 for several years and the buses generally ran half-full, as opposed to the downtown sac lines such as 53 and 66 that almost always standing room only. • The point is the 70 and 71 buses could have been used to better serve the 66 53 and 52 routes and still allowing the FTB commuters a reasonable commute by transferring to RT downtown. • Let us think about other ways to economize and not force this crude RT solution. however, if you must increase, start slow and economize first. 2:75 to three dollars. • Recruit and keep an excellent transportation director. Establish a meaningful citizens advisory/oversight. • How much of this trouble has been caused by Carlos's blunders and empty promises; buying the wrong buses that ran up exorbitant costs, promising Wi-Fi and other amenities airport rides that were never delivered. • I just got back from the Middle East; Israel and Jordan. They have excellent low-cost transportation services that are run efficiently. Elk Grove can do it too, especially as a city without legacy costs. 	Multiple
O	Tom Rutsch #1	<p>Thank you for providing information about the proposed service changes scheduled for September 2015 at the March 12th Workshop. You did an excellent job of addressing the questions thrown at you. As a Senior Transportation Engineer for Caltrans, I have put on several workshops for highway projects and know the difficulties inherent in them. We usually advertise them as “Drop-in Workshops” and provide a time range to avoid the situation where everyone shows up at the same time. As indicated by the tone of the participants, it is preferred that the commuter routes to downtown remain after Light Rail is extended to CRC. I hope you take our concerns seriously and make every effort to continue to provide a commuter service to downtown. For many of us, Light Rail is not an option for a variety of reasons including convenience, cleanliness, and safety. Light Rail is dirty, during the commute times crowded, and many riders are loud, rude and obnoxious and even intimidating. This makes for an unpleasant ride. If the commuter routes are eliminated, ridership will surely go down as many of us choose to drive to downtown rather than take Light Rail. That would be unfortunate, since the freeways are already overcrowded. E-Tran should be making it easier for residents of Elk Grove to get to our jobs downtown, not harder. The current commuter routes are convenient, comfortable and safe. Additionally, Caltrans plans to add Car Pool lanes to I-5 in the near future, further encouraging services such as commuter buses. In light of the outpouring of support by E-Tran riders to continue the commuter bus service, I’d like to offer some suggestions:</p> <ul style="list-style-type: none"> • The Light Rail should be considered an extension of the local routes to south Sacramento and not as a commuter service to downtown. Local routes should be reconfigured to accommodate the Light Rail stations but the Light Rail stations should not necessarily be looked at as the terminus of the routes. The commuter bus routes are not a duplicative service since they are express routes that don’t serve the communities along Light Rail. • I think commuter riders would be receptive to a moderate fare increase and/or diminished routes (frequency or time of operation) to continue the commuter bus service. Routes with the lowest ridership could be eliminated. • Consider smaller buses for the shadow routes since these busy routes don’t need two full size buses. I know you are constrained by funding and number of buses available, but every effort should be made to maintain a majority of the commuter routes. E-Tran should be looking at ways to increase ridership by making it easier for residents of Elk Grove to commute to downtown by providing a service that is more desirable than driving. Eliminating the commuter bus routes will make it harder to commute to downtown and decrease ridership. 	Multiple
O	Tom Rutsch #2	ATTACHMENT 5	Multiple

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Tonia Williams #1	Hello! It been said that the e-tran buses will no longer be used as transportation in the Elk Grove area. I would just like to let you know that I've taken the light rail many times and I do NOT like it for the following reasons: it's unsanitary passengers are loud and disruptive I've seen criminals handcuffed and escorted off the train Constant smell of weed Excessive germs Mentally ill or homeless passengers that have hit the window and screaming or talking to themselves saying profanity I was constantly sick Patrol doesn't check light rail passes enough, therefore, you have a whole bunch of passengers that should not be on the light rail When I finally was able to figure out the bus schedule and started taking it, I felt so much better. I was no longer sick or stressed, I feel safe and I'm on the bus with mostly commuters to work. I love the e-tran bus and I do not want to be taken out of the Elk Grove area. I must tell you, that if you do, I will not take the light rail and I will find other means of transportation to get to work.	Light Rail Safety
O	Tonia Williams #2	It been said that the e-tran buses will no longer be used as transportation in the Elk Grove area. I would just like to let you know that I've taken the light rail many times and I do NOT like it for the following reasons: <ul style="list-style-type: none"> • it's unsanitary • passengers are loud and disruptive • I've seen criminals handcuffed and escorted off the train • constant smell of weed • excessive germs • mentally ill or homeless passengers that have hit the window and screaming or talking to themselves saying profanity • I was constantly sick • patrol doesn't check light rail passes enough, therefore, you have a whole bunch of passengers that should not be on the light rail When I finally was able to figure out the bus schedule and started taking it, I felt so much better. I was no longer sick or stressed, I feel safe and I'm on the bus with mostly commuters to work. I love the e-tran bus and I do not want it to be taken out of the Elk Grove area. I must tell you, that if you do, I will not take the light rail and I will find other means of transportation to get to work.	Light Rail Safety
O	Tracey Smith	I ride the 60/58 and I have no intention of riding light rail. E-tran personnel are always friendly the bus is always full, so I'm not clear as to why they would limit or terminate the service to downtown. I'm still going to want to ride E-tran downtown.	Inconvenient
O	Trinh Truong	Please do not eliminate bus route #66 and make changes to other bus routes (i.e. #52, #53). I currently take Route #66 at Fire Poppy and Elk Grove Boulevard which takes me to my workplace downtown. This commute has been saving me time and money, especially the environment. I used to drive my car every day to work, but have switched to public transportation. This easy and accessible bus route #66 really motivates me to keep using the public transportation. With the proposed changes, it would be difficult and not efficient for me to take the bus and get off to take the light rail to work. It would be more time consuming and not cost effective for me. In fact, this bus route change would cause me to drive my vehicle to work every day to avoid such hassles. I thought that one of the overall goals of Elk Grove City is reduce air pollution and to provide efficient and convenient public transportation to its residents. Please reconsider your proposed change to a better plan that would better serve the Elk Grove community.	Multiple
O	Tuyen Nguyen	Please do not eliminate E-Tran routes to downtown. Many people who work in downtown utilize the E-Tran buses because it's a safer alternative than the light rail. If maintaining E-Tran outweighs the cost, I would be happier to pay more to ride the E-Tran than to take the light rail. Raise the prices if that is the case rather than eliminating the routes. I suggest that the routes remain operative during the first 3 months of the light rail's operation and data should be collected to determine if there is a significant decline in E-Tran passengers/ticket purchases. If there is no significant decline, please maintain the routes. Thank you.	Multiple
O	Tyler Delson	Etran's commuter service to downtown Sacramento is one of the major features that attract middle-class families to Elk Grove. Etran's proposal to terminate the service (to save cost?) would hurt Elk Grove's property values and eventually bring down EG city's income. Improving local bus service only attracts low-income families to town and further drive away middle-class families.	Misc.

E-tran Customer Comments for September 2015 Service Modifications

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74

O/S	Name	Customer Comment	Reason
O	V Johnson	<p>I am writing to express my disappointment in the possible discontinuance of the e-Tran downtown flyer service. For many people that live in the Elk Grove area and work downtown, this will be a great disservice! The commuter bus provides a quiet, safe, drama free, environment in which to travel to and from work downtown. I personally was a light rail passenger for approximately 7 months. The concept is good, but here are many issues to be addresses. First, the Blue Line, the school kids that ride the train are often disruptive, loud, and inconsiderate! Second, there just isn't a strong feeling of safety. While the transit police may be on and off the train, there are those times when they are off, you see people jumping on as they leave, that makes one feel unsecure. Also, even at the light rain station, there are people that make you feel uneasy. (Not to mention the mice at the 16th Street station running around!) I stopped riding the train when the time changed because I did not want to be in this environment after dark. Riding e-Tran allows you to ride with adults, drama free. The ride is much less stressful. In addition, there is the issue of crowding. The volume of people and the fact that you really cannot add any cars to the train seem to be a prescription of overcrowding, thus causing people to miss trains, which affect their time arriving to work. Multiple options of transporting people to and from downtown, without adding more traffic to Highway 99, is the best option. Please consider another one.</p>	Multiple
O	Val Swisher	ATTACHMENT T	Multiple
O	Valerie Martinez	<p>Valerie Martinez called on 4/3/2015 at 4:30 pm . She stated that she would like to add to the public comment regarding the proposed e-tran changes. She stated that she rides Route 59 and she loves her driver , the driver is always courteous . She is concerned that she along with fellow riders will be forced to ride Light Rail and not given a choice. She is not comfortable with the people riding the Light Rail as she rode it prior and will not consider it an option .</p>	Multiple
O	Vangie Maniquis	<p>I am currently an e-tran bus rider, and have been for the past seven years when I started working in downtown Sacramento. I personally ride the commuter routes 59 or 60 to work and home. I really value the e-tran bus service that is being provided to residents by the City of Elk Grove. The buses are very convenient, clean, and the commuters on the buses are professional and respectful of each other. This being said, it has recently came to my attention that there has been a proposal made to modify the current commuter routes and to turn them into feeder/shuttle routes to terminate at the Cosumnes River College, light rail station. I FOR ONE OPPOSE THE PROPOSAL. This proposal will add significant commuting time to both morning and evening commutes. Another issue with the light rail system is that the commuters can be disrespectful, threatening, and lacking respect for individuals. Lastly, I have thought about driving straight to light rail CRC to cut my commute time but I don't like to pay an additional parking fee every month. I also attended the public workshop which was held last Thursday March 12, and I concur with one of the suggestions during that meeting that E-tran should continue operating the current routes for at least 6 months to a year once the Blue Line opens September 15, in that way the city will be able to obtain solid DATA whether there is a decrease on ridership or not. I hope that you take mine and the other e-tran riders concerns into consideration when making a decision on this proposal.</p>	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Veronica Rollin	I would like to submit my comments regarding the proposed changes to the e-Tran commuter bus service. I feel that the commuter bus service should NOT be canceled simply because of the opening of the new Light Rail station. Distance to Light Rail is not the reason commuter bus riders don't use Light Rail. The Light Rail is far less convenient, far more dirty, and more dangerous. It makes more than half a dozen stops between downtown and Elk Grove, whereas the commuter bus is a straight-shot on the freeway. This difference would easily add half an hour to riders' commute. No one wants a longer commute, especially when neither their home or their job location has even changed. In addition, everyone I talk to has the same opinion of Light Rail: it's trashed and dangerous. There's graffiti on the walls, mystery stains all over the seats, trash blowing down the aisleway, and passengers are harassed by panhandlers or worse. E-tran, meanwhile, takes very good care of their buses. There is almost no trash, no graffiti, and few if any marks or stains on the seat. Most passengers on the commuter bus are very polite and do not bother other people or act in a boorish manner. Light Rail would not only be a longer commute, it would be a more miserable commute. Given this, I think most riders would just go back to driving, increasing traffic on both I-5 and CA-99. Please do not eliminate the commuter bus routes. Light Rail is not a real alternative, and wouldn't be even if it came all the way to Elk Grove, until Regional Transit makes some serious improvements to a very broken system.	Multiple
O	Vincent Becerra	Good afternoon, I use bus route #57 and #58 for my downtown daily commute and have been for over 10 years. I am not in favor of it being discontinued when the new light rail line opens for service this summer. I do not think it's a good idea, as it would add too much time to my commute, both ways. I'm sure that's the case with many others as well. It's been the talk on the bus recently and the consensus is "please don't do it!" I really think people will decide to just drive in to work which would increase traffic delays and congestion, which is what the commuters using mass transportation, like myself, were trying to help decrease. Thanks for listening to my comments.	Multiple
O	Wasim Ali	I just wanted to make comments for the proposed elimination of express downtown buses, but I had a few questions to ask before? What is being done to serve the folks who live east of Bradshaw? You have quite a few folks that live between Gerber and Elk Grove Blvd? I realize there are two major communities and newer ones being built that are considered to be in South Sacramento just south of Calvine between Bradsahw and Excelsior, but no one is addressing how these folks will get to work. The current proposal would add about 30-40 minutes to my already commute time of about 50 minutes. It should not take someone who lives in Elk Grove over 90 minutes to get from Elk Grove to downtown, but this is what you are proposing and this is unacceptable. Why not see how the ridership changes when the new light rail service starts and then make adjustments. For the folks on the west side of 99 in Elk Grove, this may not be a big change, but for the folks on the east side off highway 99 in Elk Grove you are asking to take Etran first and then take light rail and this will take long time, For example, if someone takes a bus from Calvine and Power Inn, it takes about 20-25 minutes to get into downtown. Now you are asking the same person to take a bus into CRC, then wait for the light rail and then go into downtown. The time from CRC to capital would take alone 35 minutes. From this lone example you are adding close to 25-30 minutes to the commute time. If the proposed proposal service modifications take effect, I will be forced to drive into downtown which I do not want to. Please leave the service on east of highway 99 to Downtown in place or come up with a better solution. Again, East of Bradshaw services near Calvine need to be improved. Maybe having route 154 go straight down Calvine to CRC and increasing how often this bus goes might help. Currently, 154 detours on to Elk Grove Florin and goes down Sheldon. 58 proposed route does this as well so a duplicate is not needed. If route 154 is increased to more times in the morning and afternoon and does a straight shot from CRC onto Calvine to Vintage Park, that would help.	Delay Decision
O	Wayne Rascon	Do not discontinue the Commuter bus service from Elk Grove to Sacramento. I am completely against this plan. If Elk Grove Transit does not want to continue service, perhaps it is time to bring back RT to run the commuter bus service. Light Rail will not meet my commuter needs.	Inconvenient

E-tran Customer Comments for September 2015 Service Modifications

*O=Oppose Changes; S=Support Changes

O/S	Name	Customer Comment	Reason
O	Wendy Zhao	I'm very shock and frustrated to know that Elk Grove council is considering restructuring many routes of e-Tran bus to downtown. I strongly oppose the proposal basing on following reasons: 1) It will double or triple our commute time, because we need to change from e-Tran to light Rail at CRC, and then change from light rail to RT bus or other light rail route at downtown area. 2) It will increase riders' cost to buy two system pass and parking cost at light rail station. 3) Light rail will be very crowd containing student of CRC, and so many e-Tran routes' riders. 4) Due to such inconvenience, many people have to drive their private vehicles to commute, that will add high ways' traffic burden and result in environmental pollution. Elk Grove has so many residents and collects so much tax, should bring its residents more public benefits, rather than taking advantage from them!!!	Multiple
O	William Hanley	I want to express my opposition to the Elk Grove City Hall proposal to stop all bus commuter routes into Sacramento. I do not wish to take a connecting bus to Cosumnes River College and then take lightrail to downtown. The prospect of having to take a connector bus to CRC is not positive since I have no idea how long it will take me to get from Big Horn near Laguna Creek High School to CRC. I also do not like the prospect of waiting for a lightrail train at CRC. I also do not consider lightrail safe, clean, or efficient. I recently saw the March 23 Channel 13 newscast about the assault on lightrail and I want no part of it. I feel that Elk Grove needs its own transportation option for State workers who chose to live in Elk Grove. I live in Elk Grove because I want a suburban experience and I do not want to live in the city limits of Sacramento. I am unhappy about the thought of Elk Grove forcing its residents to take lightrail through the CRC station. Elk Grove has over 160,000 residents and we are the second biggest city in the metro Sacramento area. There is no reason why Elk Grove should not have a commuter bus service for its residents. I don't see Roseville forcing its residents to connect to lightrail at the Watt and 80 station. Roseville residents have nice commuter buses out of Placer County I will consider moving out of Elk Grove if the city cancels the commuter routes to downtown Sacramento.	Multiple
O	William Conway	When Elk Grove decided it wanted to provide its residents with bussing opportunities Elk Grove hired MTV to operate the bus lines instead of using SAC RT. The city felt it could serve its residents better by controlling the routes from within its own boundaries. Now I understand that based on the fact that there is an EASIER and CHEAPER alternative the city is proposing to discontinue commuter buses to Sacramento. The city wants to TAKE ADVANTAGE of the light rail line at Consumes River College. Has the city taking into consideration that this is only ONE benefit? MTV would be the only benefactor to this proposal. Less service more money in their pockets. I don't want to pay for the nice new parking complex the college just built, I don't want to be part of a commuter problem trying to park at the college and have to pay for parking. I know that the commuter buses that go to Sacramento are full. I have been riding buses for over 15 years. To say it cost them too much to go downtown is false. They make more money on commuter buses that any other line they operate. If E-tran want more money it should remove some of the bloated admin staff. I'm sure that this is just a ploy to say that "if you want us to continue, it will cost more", then ask to raise the rates. DO NOT CUT COMMUTER LINES TO SACRAMENTO!!	Multiple

E-tran Customer Comments for September 2015 Service Modifications

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O/S	Name	Customer Comment	Reason
O	Wilma Loeffler	I have been an E-Tran rider, and before that, a RT-rider commuting from Elk Grove to downtown Sacramento for 14 years. It has always been a comforting experience, traveling with fellow State workers, some who have become, and remain, not just "bus buddies" but good friends. Although we have had some adventures riding on the commuter buses every day these last 14 years, it has always been an immense relief to me to have this service of a reliable commute to and from work, from point A to point B. Driving has become more and more difficult for me, and now, not an option due certain disabilities that I suffer. I am now officially a Senior, and a female, traveling alone every day, and it has only been possible to get to work and do my job because there was a dependable system in place to get me where I need to go, in safety, comfort and peace. I can read my books and chat with my bus acquaintances for 80 minutes of my day and feel that this is now a good part of my daily life. I consider the offered proposals of change to this system of commuting utterly unacceptable, especially since there were no other options offered. What is glaringly unacceptable to a commuter in my particular situation, is riding the light rail from the location proposed (Meadowview). Ever since I heard about light rail travel (from other riders, workers downtown, etc.), in these past 14 years, the word has been 'out', that it is dangerous. The public using the rail in this area are not all business people, they are homeless, drug addicts, gang-members, criminals, or criminals-in-training. That is the word on the street relating to this line and to the area in which it runs. What could someone such as myself possibly find attractive in this option? And I am not the only older female rider in this situation, I ride with many every day. These proposed options would make it difficult, if not hazardous to get to our jobs, make a living, and like many of us, to maintain our service to the State. Public safety matters, where are your priorities?	Light Rail Safety
O	Xee Vang	I live in Elk Grove (off of Cresleigh Parkway and Elk Grove Blvd) and work downtown. I have been taking Route 66 for five years now and the convenience and efficiency of this route has contributed to the health of my life. It is great to walk to my bus stop and to leave my car at home, in the safety of my garage. Furthermore, our bus is normally standing room only. This is proof that this route is needed for the use of the productive members of our community! I would not want to go use another route that is further from my home or be forced to use the light rail! Please do not eliminate Route 66.	Multiple
O	Yanda Zhang	My name is Yanda Zhang and I am the Vice President of the Elk Grove Chinese Association (EGCA), a non-profit organization representing over 120 local families. On behalf of the EGCA, I'm submitting a comment letter to oppose the proposed e-tran service modifications presented in the workshops on March 12 and 26, 2015. ATTACHMENT V	Multiple
O	Yanmei Ou	I'm living near by Pleasant Grove high school and work at 15 St @ L St. I'm commuting with 58 regularly and like it a lot. I am afraid of the uncertainty of delay with an transfer to light rail. Many of my bus-mates have the same feeling too. Most of the boarders on 58 walk to the stops. With the transfer to light rail, it may push many to drive to the station or drive directly to work. Could you increase the services of 160 or 58 if the change of routes of commuter buses are necessary?	Longer commute
O	Yanmei Ou <i>CONTINUED</i>	Thank you so much for your response to my comments. In last two days, we've talked about the possibility of commuter bus route change, especially the termination of going downtown directly. Nobody likes the idea, because we, commuters on 58, lives a little far away from the light rail station. With an additional transfer, it'll definitely increase our commute time, then may lead to more driving. You'll see a signed petition soon for saving our route 58 commuter bus.	Longer commute
O	Yen Duong	WE HAVE BEEN TAKING E-TRAN OVER TEN YEARS.WE FEEL SO GOOD ABOUT IT.NOW WE JUST GOT THE INFORMATION TERMINATE THE ROUTE.THIS WILL BE REALY INCONVENIENT FOR US.SO WE HOPE E-TRAN STILL KEEP THE ROUTE GO TO DOWNTOWN, STILL PROVIDE SERVICE US.HAVE A GOOD DAY.	Inconvenient
		ATTACHMENT = Letters, Long e-mails, Petitions	
		CONTINUED = Multiple Comments by Same Person	
		Received a total of 463 Public Comments including duplicates, attachments and petitions	
		Received a total of 297 Individual Comments and 170 signatures from petitions.	

From: Darren Suen
Sent: Sunday, March 29, 2015 6:12 PM
To: Ellen Harrison
Cc: Ellen Harrison; Michele.Villados@waterboards.ca.gov; Michael Costa
Subject: Re: March 26 E-Tran Meeting and Suggestions

Hi Ellen,

Thank you for the email and your willingness to partake in the process to find a solution that minimizes the impacts to the current system. I am cc-ing Mike on this email so that he can investigate your suggestions.

I and I believe, the entire council, do understand how valuable the commuter route is to all its ridership. I am pleased to hear that it works so well.

We are seeking a way to maintain the service as is but due to the change in RT's operations, we may need to compromise.

Thanks again.

Sincerely,

Darren Suen
(916) 479-6266

On Mar 29, 2015, at 8:33 AM, Ellen Harrison <ellenharrison49@yahoo.com> wrote:

Good Morning Councilman Suen,

I was at both the March 12 and March 26 meetings regarding the proposed plan to terminate commuter buses and re-route to the new light rail coming to CRC in September.

There are many riders who work in the CalEPA building downtown, as well as other environmental agencies in Sacramento, and some of us have been discussing alternative ways to the proposal that may help keep the commuter buses and hopefully provide assistance for the service gap left by the discontinuation of the 65 as well as the internal public transport needs within Elk Grove.

1. Gov. Brown has just signed more **legislation** regarding CO2 emissions (that is my understanding, but I don't have the actual facts on this) and we wonder if perhaps it is a good time to go to the state and ask for more money to continue transport services that will result in maintaining or surpassing current air standards. The current proposal does not address that issue and would potentially cause many headaches for our clean air, traffic congestion, and downtown parking availability, among other issues.

2. The **Air Resources Board** provides grant funding and I would encourage Mike Costa to check out what they offer and see if he can ask for their assistance in helping to solve our transport issues in an environmentally conscientious way.

3. I have an acquaintance at the **Energy Commission** who works in **Grants** and her name is Jennifer Masterson. She could be a starting point for understanding what types of grants are available to help us. She is also an E-Tran rider opposed to the discontinuation of the commuter buses.

4. **Public Information Officers** at all of these agencies can be contacted for direction to the Grants Division within each agency.

I think it is time to ask for advice and money from any environmental agency in our state, because the decisions we make today will affect our city for a long time to come. It may be argued that the light rail is a

good energy alternative - however, not if commuters refuse to ride it for all the reasons clearly stated in both meetings. I am among those who would find other, less environmentally friendly alternatives to riding light rail until it can be run more safely by Sacramento RT. I am not willing to knowingly sacrifice my safety and time for that choice. So far our choices are terrible! Ride the unsafe light rail or further pollute and congest the highways and downtown area!

Recently, Elk Grove established a fantastic Waste Disposal site with assistance from CalRecycle (also located in the CalEPA building).

Let's continue that trend and firmly establish city values and decisions based on solid environmental facts! Let's start with the immediate need - the north Franklin area that has to be served. Let's get the funding needed to provide the excellent service to them that has been provided to Elk Grove Commuters. I think this can be accomplished. It has to be accomplished.

Thanks for all you do for us. Forgive us for waiting until now to tell you how great the commuter service is and how much it impacts our daily quality of life in the best of ways.

*Ellen Harrison
9664 Coney Island Circle
Elk Grove, CA 95758*

Angel Araiza

From: Jean C. Foletta
Sent: Friday, April 03, 2015 9:00 AM
To: 'schraderfamily@frontiernet.net'
Cc: Raquel Chavarria; Cindy Seymour; Jean C. Foletta
Subject: FW: Possible Modifications to E-Tran Transit Service

Genny- Thank you for your e-mail. We will include it as part of the public comments.

In regards to the monthly fare of \$320 that was included in the survey to demonstrate the actual costs to provide the commuter service. I do not foresee a fare increase of \$320- but appreciate you acknowledging your thoughts on the matter.

Take care and have a great weekend- Jean

Jean Foletta

Transit Systems Manager

City of Elk Grove

8401 Laguna Palms Way
Elk Grove, CA 95758

916.687.3030 (office)
916.691-3173 (fax)

www.elkgrovecity.org

From: Jon Schrader [mailto:schraderfamily@frontiernet.net]
Sent: Thursday, April 02, 2015 9:33 PM
To: Transit
Subject: Possible Modifications to E-Tran Transit Service

Dear Ms. Foletta:

Thank you for the opportunity to comment on the possible service modifications to E-Tran transit service. I attended the March 26 workshop and found it very helpful and informative.

I currently take the 59 and 60 routes and have used them for over 8 years. I'm writing to voice my opposition to the possible elimination of all commuter routes servicing downtown Sacramento. I have two reasons for wishing the commuter bus routes to stay at the status quo: safety and time. When I was a student at Sacramento State I rode the Light Rail into downtown from the college. In 1993, I had an unfortunate incident riding Light Rail. As I was headed downtown around 10:30 a.m., two young men (maybe 20s) verbally hassled me. They kept up a volley of insults such as "Would you like to be f***** in the ear?" and "We know you hear us, answer us" and various combinations of these statements. Ridership was light and the other passengers were avoiding the situation. There was no guard on the car. I became worried that I would be assaulted and jumped off the train car at the next stop, then ran to the next car and jumped on.

I feel safe on the commuter bus routes and have never had a safety issue on these routes.

The second reason I do not want the commuter buses eliminated is time. I believe it would add about 20 minutes to my commute each way to take Light Rail. I'm a busy mom and 40 minutes from my day is a lot of time.

I did hear at the meeting that an "Express Train" is a possibility to go from Elk Grove to downtown. I would be in favor of that option as I believe it would be both safe and timely.

I would support a modest increase in fares to keep the commuter buses. However, the proposal of a \$320 monthly pass is unacceptable to me. If fares increased that much, I would likely choose to drive my car since it would be cheaper.

Thank you for the opportunity to comment. I hope that the existing commuter bus service can stay as is, with possibly a modest fare increase. I also believe this option would be more environmentally friendly than Elk Grove commuters driving cars.

Thanks-
Genny Schrader
Senior Engineer, W.R.
CA Department of Water Resources
Cell (916) 716-3139
Home email: schraderfamily@frontiernet.net

Public Comment:
Proposed Major Route restructuring for all Downtown Sacramento Commuter Routes

Submitted by: Jonathan Meltzer
8741 Via Alta Way
Elk Grove, CA 95624
(916) 685-1015
jemeltzer@comcast.net

As a resident of Elk Grove for more than 30 years and the father of a commute-bus rider with a significant disability, I am writing to express my strong opposition (and outright disgust) to the proposal to terminate the commuter buses in September 2015 when the Cosumnes River light-rail station opens.

Let me try to be as brief as I can. After hearing about the proposal by happenstance and word of mouth, I read the staff proposal and attended both "workshops." My feelings echo those of the overwhelming majority of attendees - I am aghast, angry and dumbfounded. Frankly, to release a proposal such as this in the manner in which it was done is not only cavalier but does a terrible disservice to everyone who depends on the commuter buses.

By now, you have no doubt heard from many as to how poorly this proposal has been developed and communicated, from a shallow and slanted analysis to a truly incompetent outreach effort. As a professional project manager for many years, I would be hard pressed to find another project where the underlying business analysis was so grossly deficient and the change management (outreach) process was so poorly and incompetently performed. To name just a few things, the lack of a clearly identified business problem, failure to develop and consider other alternatives, lack of bona fide involvement of stakeholders, surveys that flunk every basic principle of survey design, a patronizing and arrogant attitude towards riders at the workshops – all speak volumes that this is really a pro forma process with a predetermined conclusion.

From the workshop questions and answers, it appears that this proposal is really based upon the fact that the CRC station will soon be completed, not really about cost or about any other major or unresolvable issue with the current system. What I heard is that we need to take a regional approach to transportation, but with virtually no thought about what that really means and with even less thought on how to get the riders to buy into that.

Consider this; every new transportation system has certain basic measures of success. Specifically, compared to the old system, will the new one cost more to ride? Will it increase or reduce the time to get to one's destination. Will it be as convenient? Will it be reliable and reasonably comfortable to ride? And perhaps most important, will it be safe to ride?

Most riders expect some tradeoffs. That is, they may be willing to go along with paying a little more if they can get to their destination a little faster. What they simply won't buy into is a system that costs

them more, that will take them considerably longer to get where they going, and that has a well-documented history of violent crime, theft and unruly/disorderly behavior.

Unfortunately, that's what's would happen if this new system is successfully rammed down our throats. Elk Grove is proposing to do away with its highly efficient and popular commuter buses that take riders relatively quickly, cheaply, conveniently, comfortably and reliably from various points in Elk Grove to their work in Sacramento. Oh and not to forget - with zero on-board crime and nastiness. Why is this being done? I'm still unclear, since our e-transit director has given different vague answers at different times, such as it costs too much, new buses can't be added, or "we need to regionalize our transportation systems."

And what will this current system be replaced with? A system that will take substantially more time, be far less convenient, cost more, and far less comfortable during commute hours. Oh, and not to forget - that has a well-documented history of violent crime, theft and intimidation (God help you if you ask someone to turn down the volume or inadvertently make eye contact with the wrong person). And of course, we've been told that it is only a misperception on our part, that it is really perfectly safe to ride, that all the problems will be solved with better lighting and lots of cameras at the stations, although budget constraints preclude significantly beefing up the number of police officers beyond the three or four on duty for the entire 47 miles of system at any one time.

Implementing this change in the manner proposed would be both wrong and completely unnecessary have a tremendous negative impact on most riders. The City of Elk Grove would be doing a terrible disservice to its resident riders

Let me offer one possible solution. First, let's not make or schedule any changes until the CRC has been up and running smoothly for a while.

Second, light-rail was supposed to be designed and built with the capability to handle both express and local trains. Yet I've heard very little about running an express train. The question was asked at the first workshop, and the literally mumbled response by the Regional Transit representative was "no, we're not doing that." **Why not?**

If the light-rail system was built with the capability to run express trains, doesn't this present a potentially viable solution that warrants further analysis and discussion? It wouldn't take many express trains - perhaps three or four trains each way per day. There would be a significant reduction in transit time, and the very real train-related safety concerns would pretty much go away. People tend to vote with their feet when given a choice - if light rail can be structured to be more efficient and safe, then riders will naturally gravitate to it - it will sell itself.

Thank you for this opportunity to comment.

Sincerely,

Jonathan Meltzer

Angel Araiza

From: Lloyd Warble <lloydwarble@yahoo.com>
Sent: Tuesday, March 31, 2015 2:54 PM
To: Transit; Gary Davis; Patrick Hume; Steve Detrick; Darren Suen; Steve Ly
Subject: Asking that you retain existing commuter bus service to Sacramento

Dear Council Members and City Staff,

I fear that discontinuing bus service to Sacramento will be the beginning of a “death spiral” for e-tran. A significant number of riders flatly state that they will not take light rail. And some of those who are willing to take light rail may opt to drive to one of the light rail stations, cutting e-tran out of the revenue.

Sometimes bus systems are unfairly disrespected in comparison to rail, for a variety of biases, such as bus systems not perceived as being “bold” enough or permanent enough, lacking the gravitas or the expense of rails.

But buses can be the right choice, and in the case Elk Grove residents commuting to and from Sacramento during the weekday commute period, buses are clearly the logical choice.

Instead of using light rail to dismantle the bus system, light rail and buses should be complementary. That’s what people who responded to the first survey thought they were being asked about, namely the option to occasionally travel in the middle of the day or to stay at work late, without having to drive to Sacramento. Not everyone is willing to ride light rail, but for those who are, it would be a wonderful option to be able to occasionally travel to or from Sacramento at a non-peak time.

As I hope you are aware, there are two compelling reasons not to dismantle the bus system:

- 1) The large number of bus passengers who would not under any circumstances ride light rail.
- 2) The significant increase in time required if light rail is used.

The 28 minute light rail time from CRC to the 16th Street light rail station suffers in comparison to the less than 20 minute bus ride from Calvine and Power Inn to the 16th Street light rail station. And that’s ignoring the 5 to 10 minutes for the bus to travel from Calvine and Power Inn to CRC, the passengers to exit the bus, walk to the train, and enter the train.

And that’s also ignoring the fact that we might have to wait 15 minutes for a train.

And that’s also ignoring that fact that the bus system takes passengers to many more places in Sacramento compared to light rail. For example, the Caltrans employees who work in the 30th Street offices can take the 57 from Calvine and Power Inn, and the first stop is on 30th Street. From Elk Grove on light rail, those workers would have to get off at the 16th Street station, wait for, and transfer to, a different train.

Most of the buses use Highway 99 with its diamond lanes. The buses pick up passengers from all over Elk Grove and drop them off all over Sacramento. And there is no waiting the next train. Of course buses are significantly faster for commuters.

I believe things would have to go like clockwork for there to be less than a 20-minute addition to one-way commute time (by switching to light rail); and the additional time could easily be over 30 minutes one-way,

Save e-tran Commuter Routes Petition

- Will increase the carbon footprint; needing to drive to park 'n ride instead of walking to bus stop and consuming more of Earth's precious non-renewable fossil fuel
- We are unable to drive to the Light Rail Station at CRC (too far, no vehicle, does not drive)
- Additional expense for parking at Light Rail Station, gas driving to park 'n ride site
- Safety concerns with Light Rail and park 'n ride locations (car break-ins, theft, vandalism: unless lots are patrolled)
- Our commuter bus picks up and drops off near our home - convenient this may still happen if commuter buses are provided to CRC...but will make for an even longer commute to/from downtown area

Bus# 58

Print Name	Sign Name	Street Address & City	Email or Telephone Number
1. Lori C Douglas	Lori C Douglas	9567 Rockybrook way, EG.	(916) 257-4920
2. Manique	Manique	9016 Virginia Pkwy	(916) 588-0889
3. Tina Tu	Tina Tu	8476 Vista Brook Drive	(415) 771-1111 341-512
4. Cindy Chuor	Cindy Chuor	9264 Lukemont Dr Elk Grove	(209) 598-6513
5. Sylvia de la Cruz	Sylvia de la Cruz	8258 Ambrey Dr Elk Grove	(916) 996-7172
6. JAS SINGH	Jas Singh		(916) 653-1663
7. Christine Park	Christine Park	8260 Preston Way Elk Grove	(916) 502-1397
8. Cindy Wong	Cindy Wong	9113 Ashstone way Elk Grove	(916) 690-9612
9. Brian Bannister	Brian Bannister	9416 Stone Springs Dr Elk Grove	916 206-6646
10. ANGLE VILORIA	Angle Viloria	8825 KOTO DR, CB	916-445-1025
11. Indji Kalliran	Indji Kalliran	9624 Early Light Way EG	Kalliran@hotmail.com
12. LIZ Foster	Liz Foster	8540 Heritage Hill, Dr EG	lizzzzfoster@yahoo.com
13. Thao Li	Thao Li	8421 Wilmette Way Elk Grove	starrw@att.net
14. Nuu Vang	Nuu Vang	4476 Deer Cross Way	nuuvang84@hotmail.com
15. Ali Khan	Ali Khan	8834 Starfall Way	alimkhan08@yahoo.com
16. Bao Sidhu	Bao Sidhu	7116 Paul De Mar Way	P2w8fd@gmail.com
17. Tracy chen	Tracy chen		trache9784@yahoo.com
18. James Lee	James Lee	Elk Grove	Jewong62@gmail.com
19. Mery Kieng	Mery Kieng		mery99@gmail.com
20. Yanmei Du	Yanmei Du	Winding Riverway	9163406204
21. Cyndi Walter	Cyndi Walter	9073 Glenburg Ct EG	916-449-5439
22. Seung Gook Durkin	Seung Gook Durkin	8282 calvine Rd	(916) 747-5560
23. Phoebe Han	Phoebe Han	882 West Chandler St	9167617678
24. Edgar Hernandez	Edgar Hernandez	Elk Grove, Winton Way	916-869-6569
25. Phil de la Cruz	Phil de la Cruz	Windsor Pt Way	916 445 0618

Save e-tran Commuter Routes Petition

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Bus# 56

Print Name	Sign Name	Street Address & City	Email or Telephone Number
1. ANGELITO CRUZ	Angelito Cruz	MANUPE DRIVE, EG	Cengelito.cruz@gmail.com
2. REUBEN MACASPAC	Reuben Macaspac		BOYETMAC@HOTMAIL.COM
3. JOFF FORTA	Joff Forta	9548 Capital Hill	ShandB5@att.net
4. CARL FREDERICK	Carl Frederick	7612 PASTURE ROSE, EG	CFRED111@AOL.COM
5. Kim Nguyen	Kim Nguyen	307 Capital Mall	Klasynguyen@scor.gov
6. JINDER KAPOOR	Jinder Kapoor	9692 Anton Oaks Way, EG	ikapoor@cde.ca.gov
7. Lisa Byrd	Lisa Byrd	9583 Duplex Gray Pl	LadyByrd14@icloud.com
8. Scott Morrison	Scott Morrison	9332 Channel Islands Dr, EG	Scott_1433@Comcast.net
9. SUSAN DEWITT	Susan DeWitt	9646 Kanata Dr, EG	sdewitt@icloud.com
10. Gerard Ross	Gerard Ross	9094 Civil Terrace Way	gross9094@gmail.com
11. NANCY BAGNATO	Nancy Bagnato	9659 SANDAGE AVE, EG	nbagnato@aol.com
12. Wilma Wang	Wilma Wang	8462 Leonithus Ct	wilma@yaho.com
13. Luz Bobino	Luz Bobino		LBOW@icloud.com
14. Joann Bonillas	Joann Bonillas	7572 Cottanber Wy, EG	joann@CDE.CA.GOV
15. Gayle Jameson	Gayle Jameson	Calvine Rd	gayle.jameson@comcast.net
16. Kim Nguyen	Kim Nguyen	Sheldon	nguyen.kimk@yahoo.com
17. Karel Cisneros	Karel Cisneros	Calvine	
18. Marielena Vargas	Marielena Vargas	Calvine / power Inn	marielena.vargas@edpho.gov
19. JAMES CHOI	James Choi	Sheldon + E/EG/Florin	
20. Richard Rockwell	Richard Rockwell	8365 Blac Kman Way	916-714-6912
21. REUBEN MACASPAC	Reuben Macaspac		BOYETMAC@HOTMAIL.COM
22. Alfonso Elliott	Alfonso Elliott	Tillander Way EG, CA	916-281-5450
23. AMIR JAVED	Amir Javed	6910 Good Shepherd Ln, EG	(916) 685-4642
24. Debi Lindsey	Debi Lindsey	Heartleaf Ct, EG, CA	Snflower511@yahoo.com
25. Susan Grant	Susan Grant	9223 Ivollaston (Bowl & Cowell)	656-1798

Save e-tran Commuter Routes Petition

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- Our commuter bus picks up and drops off near our home - convenient this may still happen if commuter buses are provided to CRC...but will make for an even longer commute to/from downtown area

Bus# 58

Print Name	Sign Name	Street Address & City	Email or Telephone Number
1. Nian Saeghen	<i>[Signature]</i>	Keegan Way Elk Grove	916-475-2908
2. ANDREW REEL	<i>[Signature]</i>	Sheldon Rd Elk Grove	(916) 585-6762
3. ELENA DY	<i>[Signature]</i>	STELDON RD, ELK GROVE	(916) 871-5255
4. Jennifer Lin	<i>[Signature]</i>	Calvine Rd, Sacramento CA	916-714-8635
5. Mike Lin	<i>[Signature]</i>	Mandalay Way	916-557-7967
6. WEN YANG	<i>[Signature]</i>	7173 Symwood, SJC	209 4877165
7. Chien Ty	<i>[Signature]</i>	Mc High Blvd Dr, Elk Grove	<i>[Email]</i>
8. Tina, Ty	<i>[Signature]</i>	Mc High Blvd Dr, Elk Grove	<i>[Email]</i>
9. Todd Egolf	<i>[Signature]</i>	Elk Grove - Florin	todmtr@yahoo.com
10. Patricia Jones	<i>[Signature]</i>	Meadow Sweet Wy E6	pjones@frontier.net
11. ADRIA JONES	<i>[Signature]</i>	195 Diablo Creek - Stockton	adria.jenkins@gmail.com
12. Mandi Huynh	<i>[Signature]</i>	Elk Grove - Florin	mandihuynh@gmail.com
13. THAO LE	<i>[Signature]</i>	9642 Ridge Way - Elk Grove	thaole2005us@gmail.com
14. Paulette Cervantes	<i>[Signature]</i>	5348 Keenan Ct Sac CA	ske-bune@hotmail.com
15. RALPH SUIT	<i>[Signature]</i>	Elk Grove - Veterans	rsuit@issilk@gmail.com
16. Patricia Banks	<i>[Signature]</i>	Sheldon / Elk Grove	916 599063
17. Ann Lu	<i>[Signature]</i>	Calvine Rd. Sac	calvinsunshine2000@gmail.com
18. ISRAEL CISNEROS	<i>[Signature]</i>	CALVINE RD.	
19. Gayle Jameson	<i>[Signature]</i>	Calvine Rd	gaylejameson@comcast.net
20. May Guevarra	<i>[Signature]</i>	Calvine Rd.	guevarram926@yahoo.com
21. Cherrie Buell	<i>[Signature]</i>	Calvine Rd	(916) 319-8210
22. Ivan Valdez	<i>[Signature]</i>	Mothers Rd	916 597 4383
23. Irene McLaughlin	<i>[Signature]</i>	9069 Leland Avenue	(916) 397-4692
24. Erika Hernandez	<i>[Signature]</i>	6345 Heathermar Way	(916) 395-0241
25.			

Save e-tran Commuter Routes Petition

- Will increase the carbon footprint; needing to drive to park 'n ride instead of walking to bus stop and consuming more of Earth's precious non-renewable fossil fuel
- We are unable to drive to the Light Rail Station at CRC (too far, no vehicle, does not drive)
- Additional expense for parking at Light Rail Station, gas driving to park 'n ride site
- Safety concerns with Light Rail and park 'n ride locations (car break-ins, theft, vandalism: unless lots are patrolled)
- Our commuter bus picks up and drops off near our home - convenient this may still happen if commuter buses are provided to CRC...but will make for an even longer commute to/from downtown area

Bus# 60

Print Name	Sign Name	Street Address & City	Email or Telephone Number
1. Jian Saephon	<i>Jian Saephon</i>	Keegan Way, Elk Grove	916-475-2908
2. Sharon Gong	<i>Sharon Gong</i>	Lockerbie Ct, Sacramento	95828 916-688-3484
3. DAVID KWAN	<i>David Kwan</i>	SPRING RIDGE, ELK GROVE	-916-628-3332
4. GINA FRANKLIN	<i>Gina Franklin</i>	RONCO CREEK, SAC.	916-759-9159
5. MARIA LAURENTE	<i>Maria Laurente</i>	NATOMAS BLVD, SAC.	(916)-806-7143
6. Carol Runk	<i>Carol Runk</i>	Big Horn, Elk Grove	(415) 272-5146
7. Karen Dayton	<i>Karen Dayton</i>	Auburny Dr, Elk Grove	(916) 960-6743
8. Rupinder Bal	<i>Rupinder Bal</i>	4900 Vanuys Dr, Elk Grove	(916) 271-1119
9. Vener Mercado	<i>Vener Mercado</i>	9064 Heather Ridge Ct, Elk Grove	(916) 685-3658
10. Liew Saetorn	<i>Liew Saetorn</i>	Power Inn Rd, Sac	916-558-5720
11. Bobbie Larsen	<i>Bobbie Larsen</i>	8639 LITTLE WOOD EB	916-714-2544
12. Vicky Santos	<i>Vicky Santos</i>	Alise Way, Sacramento	916-558-5750
13. Ariel Gonzalez	<i>Ariel Gonzalez</i>	9508 Chucany Field Way	916-685-8314
14. Yan Tan	<i>Yan Tan</i>	Natomas Road	916-558-57204
15. Patrice Santee	<i>Patrice Santee</i>	Power Inn Sacramento	916-558-5723
16. Cynthia Tse	<i>Cynthia Tse</i>	Calvin, Elk Grove	916-558-5722
17. Kairine Sprague	<i>K. Sprague</i>	Auburny Dr, Elk Grove	916-558-5695
18. Shirley White	<i>Shirley White</i>	Sacramento, CA	916-558-5685
19. Parveen Soti	<i>Parveen Soti</i>	Excelsior - Elk Grove	916-683-9026
20. Kathy Bennett	<i>Kathy Bennett</i>	9416 Silverbend Lane, Elk Grove	916-685-2766
21.			
22.			
23.			
24.			
25.			

E-TRAN BUS 58

non

We petition to retain all E-TRAN ^{commuter} ~~Commuter~~ express service to downtown,

- 1. Maria Aquilera E-MAIL mchaires@yahoo.com
- 2. Luz Bobino Bobino@hotmail.com
- 3. Ann Le calisunshine2020@gmail.com
- 4. Mike Lin Mike_c_lin@yahoo.com
- 5. Dramy Saechao dsaechao@hotmail.com
- 6. Char Lee hom2310@gmail.com

19. Stephenie Ferrer Stenning@cler.ca.gov

- 7. Thanh Diep tkdiep2003@gmail.com
- 8. ELENA DY elenady1@gmail.com
- 9. Gayle Jamerson Gayle.jamerson@comcast.net
- 10. Indi Kalliran Kalliran@hotmail.com
- 11. John Mendoza john.mendoza@dhs.ca.gov
- 12. Tina Tu tsaechin@gmail.com
- 13. Cham Tu cham.tu@gmail.com

- 14. ANDREW REEL andrew.reel@dys.ca.gov
- 15. RAMISMA MCKISSICK rrmckissick@gmail.com
- 16. Linda Adams lams144@gmail.com
- 17. Cindy Lawrence jcl85@comcast.net
- 18. JAMIE CHOU Alicia.Tay@water.ca.gov
- 19. AUCIA TRY John1204lee@yahoo.com

20 BRIAN BANNISTER
brian.bannister@cdph.ca.gov

21 Karla Ruiz@cdph.ca.gov

22 MESTORY.AKOTI@GMAIL.COM

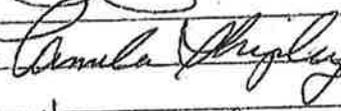
23. HARDIP Judge judgehsa@yahoo.ca

24 Edgar Monroy ed.monroy@gmail.com

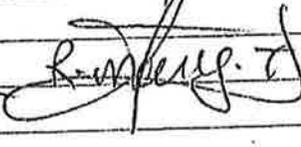
25. Balbir Dhaliwal - balbir.dhaliwal@yahoo.com

26 Brian Vu brian.vu@dhs.ca.gov

27 Stacy Hoang - 

28. Pam Shipton - 

29 VALERIE JOHNSON - Valerie Johnson
VALERIE.JOHNSON@DHCS.CA.GOV

30 Mary Tesener 

Angel Araiza

From: Taylor, Marylou@Energy <Marylou.Taylor@energy.ca.gov>
Sent: Monday, March 09, 2015 8:07 AM
To: Transit
Subject: New route 165

Follow Up Flag: Follow up
Flag Status: Completed

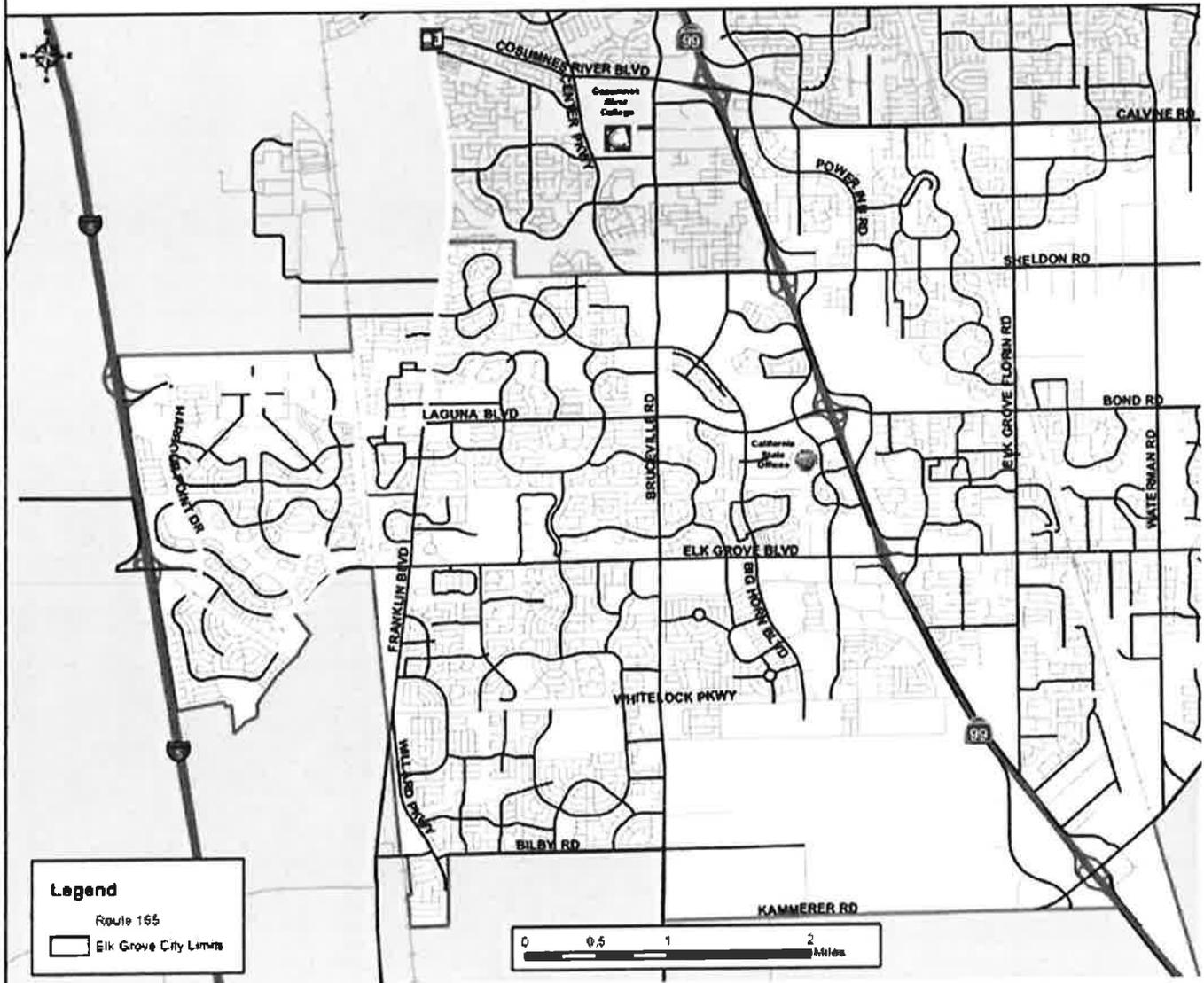
Thank you for accepting comments and suggestions.

I live in the Stonelake area and currently take Route 66 every day to downtown Sac. As proposed, I would need to take local route 157 all the way to Franklin High School before going all the way up to CRC. I'd imagine this would make my total commute time unreasonable. The current schedule takes me 20 minutes to get to work.

I suggest including all of West Laguna (areas west of Franklin Blvd) to the new route 165. Please see the attached map for my proposed modifications to the new route 165. Thank you.

September 2015 Proposed Service Modification

Marylou's New Route 165



Angel Araiza

From: Michael Kissel <LnMtimber@comcast.net>
Sent: Friday, March 27, 2015 10:11 PM
To: Transit; Gary Davis; Steve Detrick; Steve Ly; Patrick Hume; Darren Suen
Subject: Comments on proposed elimination of eTran Commuter Routes and other City Transit Issues

Dear City of Elk Grove Mayer, Council Members, and eTran Management:

I am adamantly opposed to the Elk Grove City Council direction to etran management on 25 February 2015 to proceed with discontinuation of commuter routes 52, 53, and 66 and a complete cut of express bus service to the Laguna West community where I live.

Last year there was a murder on light rail just outside my office window at the Archives Station in Sacramento. By all measures the crime rate on Sacramento light rail is exceptionally high, especially on the line you re dumping us on. Regional Transit has made no reasonable assurance that this will be improved anytime soon, putting responsibility on the shoulders of the riders, rather than accepting it themselves.

The proposed light rail feeder bus alternative will triple my commute time from 30 to 90 minutes each way; so it is completely unacceptable. The alternative to drive to the Consumes River College on a city street system inadequate for these new traffic demands would more than double my commute time, quadruple my daily driving costs, and double my out of pocket transit costs; again completely unacceptable.

I expected an honest, straight forward, professional, and productive public meeting that I attended on March 26th. I expected that etran staff would have explained the direction it had been given by the city council, the catalysts, the alternatives, and the recommendations. This public meeting was run as a question and answer session only. The topic that was not fully introduced or understood by most participants. This is a completely unproductive, insulting, and misguided approach. To make matters worse, information that was supposed to be posted on line was not available when I tried to access it the night of the meeting; rather your website directed me to a rate increase survey. Those links had been corrected the following morning, leaving me very suspicious of what your proposals and agenda really are?

Furthermore, etran management confused me by raising more questions than it answered with poorly thought out hypothetical's about possible grants, elimination of duplicate routes, low intercity bus usage with the exception of routes used by school kids, and intercity express bus service while admitting ridership did not support the intercity bus service currently provided. It is clear that the City Council and etran management are not competently or honestly managing the public transportation system meant for the people.

After attending the public workshop on March 26 it is apparent that e-tran continues to be mismanaged at the direction of the Elk Grove City Council. This is a continuation of the past 12 years of incompetence where both racked up \$7.4 million of debt and never delivered on its promises to deliver world class, wifi enabled, commuter express service on hybrid luxury buses, like those provided by the City of Roseville and El Dorado County.

At this public meeting, both etran and regional transit management were quick to deny any knowledge of these promises or anything else about the history of its own system given they had only been on the job a few months. Many people in the crowd noted that the no one from the city council attend the first 90 percent of this public meeting. Two council members showed up very late, after attending more important meetings. I am embarrassed for my city and its officials.

Now there is a new proposal to run your RT style, third world condition, standing room only, limited service commuter bus service a total of 16 miles to downtown at an out of pocket cost to Elk Grove residents of \$320 per month. I am adamantly against this proposal and approach. The City of Roseville charges \$110 per month, uses the luxury buses we were promised, and transports commuters 27 miles. El Dorado County transit runs luxury bus service from Placerville to downtown Sacramento, a total of 60 miles, for a cost of \$180 monthly. How is it that Elk Grove, for over twelve years now,

is completely unable to provide competitive commuter transportation services that were promised and that are fairly priced?

At the public meeting there was a discussion about attracting good paying jobs to Elk Grove. Most would agree that second best is having people with good paying jobs live in Elk Grove. Many people at the meeting said they chose to buy their home here because there was a reasonably priced express commuter bus system for their jobs that are located in downtown Sacramento. Some on the City Council see these people as fat cat, cash cows, that should pay a lot more for these services. In reality, most people on these commuter buses are hard working, lower salaried working professionals, students, and disabled persons. Etran management and Elk Grove City Council Members must concentrate on righting their own finances and Elk Grove Public Transportation Ship, before making assumptions about my personal finances, and robbing me to bail you out from chronic bad decision making.

The most damning City of Elk Grove public transportation mismanagement proof is this boneheaded direction to terminate the commuter express bus service lines it promised to improve. These buses are third world condition, standing room only, and packed to the gills morning and night. Your proposal will force over 3900 daily bus trip riders to the take it or leave it light rail system that is unsafe, dirty, slow, expensive, and completely unacceptable.

Yes, 3900 daily bus trips estimated based on my count of the standing room only crowds extrapolated to the 56 commuter bus route trips eliminated by this proposal. At the public meeting etran management claims that it will only impact 1000 riders, then in the next breath admitting that it really didn't have accurate counts and its technology would not allow it to understand how its users are using the system. Etran drivers at the meeting stated they thought the number was closer to 3000. No one believes the etran numbers. You have a credibility problem.

Please be advised of my comments requested by you and your staff on proposed changes to e-tran:

I am opposed to forcing commuter bus users on to the light rail system that is unsafe, unclean, slow, and does not serve the community where I live.

I am opposed to any rate increases on any Elk Grove to City of Sacramento and back commuter services and believe this will result in a Civil Rights Act of 1964 Title VI violation.

I am opposed to the development of City of Elk Grove intercity bus feeder systems to the new light rail station at Consumnes River College as a substitute for direct commuter bus service to downtown Sacramento.

I am opposed to the City of Elk Grove taking over the Route 65 from RT and renaming it the Route 165.

I am opposed to the expansion of intercity, mid day transit service in Elk Grove that very few people use.

I am opposed to the extension of light rail into the City of Elk Grove because it does not serve the needs of commuter users and will result in an undesirable increase in crime, homelessness, and social dereliction.

It is time for this City to accept the following realities of the public transportation responsibility that it took over from Regional Transit:

First, etran has not kept the promises that this City made to the people.

Second, etran continues to be mismanaged, needs leadership and vision, needs to be run efficiently, needs to deliver service that people value, needs to negotiate better deals with RT and other transit partners, and needs to stop using high priced consultants to perform staff work functions.

Third, public transportation will never pay for itself and must always be subsidized. It is time to turn the page and write off the \$4.7 million that you will never recover.

Fourth, these commuter routes are disappointing but basically working. They are valued by many people in Elk Grove and especially the Laguna West Community. You should discontinue these misguided efforts to modify or eliminate them.

I think now is the time for this City to finally get honestly engaged with the users of its public transportation system, to build on the meager successes of its commuter bus service to downtown Sacramento, and to form a citizen advisory council to work with etran to provide the transportation solutions and services that we were promised.

Very Truly Yours,

Michael Kissel
3477 Heron Lake Lane
Elk Grove, CA 95758
LNMTIMBER@comcast.net
916.717.5136



PUBLIC COMMENT FORM

Name: Mike MartiTelephone Number: (916) 508-8077E-mail Address: mikemarti61@gmail.comDate: 4-2-15

Comment: I rode RT tains for 1 year prior to riding
eTan and did not ~~feel~~ feel safe. eTan clients are
business working people. Please consider at a minimum to have
one connector bus service between EG (Lujana Blvd/1-5) to
downtown. This may be a good compromise and,
if needed, raise the bus fair to compensate deficit.
My car was broken into twice at RT Madawaska station!

NOTICE: This document is a public record and may be subject to inspection/photocopying by any member of the public under the Public Records Act (Gov. Code § 6250 et seq). You are not required to provide any information requested herein and doing so is voluntary and not a condition to attend and/or participate at any public meeting of the City of Elk Grove. By providing your information, you acknowledge this notice and waive any rights of privacy you may have in such information.



p. 1

PUBLIC COMMENT FORM

E - Train modification

Name: Mindy Hsu

Telephone Number: _____

E-mail Address: Mindy.Hsu@wildlife.ca.govDate: 4-1-2015

Comment: The bottom line is budget. Here are my suggestions.
First, according to survey - Route # 52 and # 60 have the most
percentage the commuters use to get to Sacramento. So how
about still keep these two routes - Route # 52 runs thru
I5 and Route # 60 runs thru Hwy 90 - these will be
convenient for both sides of the commuters. Make an
accurate survey, exactly how many commuters.

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change the route frequency of schedule in order to transport
all the commuters to Sacramento during peak time.



CITY OF
ELK GROVE
PROUD HERITAGE. BRIGHT FUTURE.

7.2.

PUBLIC COMMENT FORM

Name: Mindy Hsu

Telephone Number: _____

E-mail Address: _____

Date: _____

Comment: Second, run the route schedule besides peak
time - between 8:30 A.M. to 3:00 P.M. I bet the peak
time commuters would like to go to work late or
come home earlier some days. And Elk Grove has
around 160,000 residents, I bet residents would like to
use E-Tran to go to downtown, too. Then e-tran
will make more profit from this in-between schedules.

NOTICE: This document is a public record and may be subject to inspection/photocopying by any member of the public under the Public Records Act (Gov. Code § 6250 et seq). You are not required to provide any information requested herein and doing so is voluntary and not a condition to attend and/or participate at any public meeting of the City of Elk Grove. By providing your information, you acknowledge this notice and waive any rights of privacy you may have in such information.

Angel Araiza

From: Pumpkin81@sbcglobal.net
Sent: Friday, April 03, 2015 5:36 PM
To: Transit
Subject: Possible E-Tran service changes

Hello,

My name is Oltipa McDaniel and I enjoy riding the 59 and sometimes the 60 every weekday to and from work in downtown Sacramento. I moved to Elk Grove in 2013 from south Sacramento. I used to ride the light rail train to and from work. I started to become a germaphobic due to the uncleanliness of the riders and their actions I seen every day when riding the light rail. My niece road the light rail to and from college and had her cell phone snatched out of her hand and ended up in a fistfight with the thieves. She had to take time off of work and school to go to court to press charges due to her injuries and theft of her cell phone. I saw several crimes committed on the light rail and have had to deal with unpleasant people on a daily basis. We road the Gold line, it's the better of the trains everybody knows that the Meadowview train or the blue line is to be avoided. I knew I wasn't safe riding the train but I had no choice. After I moved to Elk Grove and got to ride the E Tran it felt like a privilege and a step up from where I had come from. My whole point of moving to Elk Grove was to provide a better life for myself and my children. Please don't cancel the commuter bus routes from Elk Grove directly to downtown Sacramento. The riders enjoy the E Tran service and I know most of us would gladly pay extra to keep the service intact as it is. I understand the E Tran and the light rail will be running a parallel route however the quality and consistency is far from parallel. Sacramento buses are still running parallel with the light rail why cant the ETran? Quite a few of the riders are talking about setting up a carpool service if the E Tran commuter routes are discontinued and we are given no other option from the city but to ride the light rail. Please consider that ridership will grow on both the ETran and the light rail services in time. As someone stated in the 2nd Community meeting E Tran bus service is Elk Grove's best kept secret, the people who don't know the awesome secret will ride the light rail and the people who enjoy the E Tran and will continue to ride to E Tran commuter buses to and from work it would be a win-win for Everyone. Please don't discontinue the E Tran commuter bus services. I swear I started this email before 5 o'clock. 😊

Thank you so much for your time and consideration.

Sincerely, Oltipa McDaniel

Email address: pumpkin81@SBC global.net Phone number: 916-685-5842

Sent from Tipa's iPhone 5 <3

Thursday, March 05, 2015

To Elk Grove City Council,

We, Elk Grove residents, are aware that RT Light Rail extension to Cosumnes River College (CRC) and RT is planning to run Light Rail in September 2015 from CRC to Downtown Sacramento.

However, we want Elk Grove Bus route 59 and 60 to be same after September 2015. We prefer and want Elk Grove Bus route 59 and 60 destination to Downtown Sacramento.

Please make no change on all Elk Grove commuter bus routes. Thank you.

Name

David Roberson DAVID ROBERSON - Bus 60 & 59

Nick Smith NICK SMITH - Bus 60

Javier Chavez Javier Chavez - Bus 53-60

Wayne Bascom Wayne Bascom Bus 60 & 59

Debbie Zuccola Debbie Zuccola 60 & 59

Angelica Baruelos Angelica Baruelos Bus 59 & 60

Ben James BEN JAMES 60

Judy Glenville Judy Glenville 60

Richard Bendon Richard Bendon 60

Judy Johnson Judy Johnson 60

Shan Tang Shan Tang 60 & 59

Nila Durham Nila Durham 60

Tabetha Willmon Tabetha Willmon 60

Yen Tang Yen Tang 60 & 59

S

Thursday, March 05, 2015

To Elk Grove City Council,

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However, we want Elk Grove Bus route 59 and 60 to be same after September 2015. We prefer and want Elk Grove Bus route 59 and 60 destination to Downtown Sacramento.

Please make no change on all Elk Grove commuter bus routes. Thank you.

Name

Anthony Tran	Anthony Tran	59 + 60
Brian	BRIAN CORBIUA	BUS 59 + 60
Stephanie	Stephanie Ha	59 & 60
Lohi	Lohi Pham	59 + 60
Dawn	Dawn Spolidoro	59 & 60
Jennifer	Richard	59, 60, 57, 58
Richard	Richard	58, 57, & 60
Barbara	Barbara Feickert	59 + 60
Mrs	Mrs KJ	59 + 60
Brian	Brian Fitzgerald	57 + 60
Maria	Maria Beebe	59 + 60
Clenda	Clenda Muenning	59 + 60
Rammy	Rammy Naresq	59 & 60
Murice	Murice Shelton	59 + 60

Thursday, March 05, 2015

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We, Elk Grove residents, are aware that RT Light Rail extension to Cosumnes River College (CRC) and RT is planning to run Light Rail in September 2015 from CRC to Downtown Sacramento.

However, we want Elk Grove Bus route 59 and 60 to be same after September 2015. We prefer and want Elk Grove Bus route 59 and 60 destination to Downtown Sacramento.

Please make no change on all Elk Grove commuter bus routes. Thank you.

Name

Rebecca Perez	57, 58, 59, 60
Victoria Medina	57-58-59-60
VAN DANG	59-60
Janet Sweeney	57-58-59-60
Ashley Dimp	59 & 60
Prasade Kovic	All commuter routes
Bill Killian	60
DILIP PATEL	60, 59
Diwakar Prasad	60, 59
Christina Rickman	59, 60
Sheryl Morrison	59, 60
Jai Ngan	59, 60
Julie Le	58, 59, 60
DONNA Jones	60

Thursday, March 05, 2015

To Elk Grove City Council,

We, Elk Grove residents, are aware that RT Light Rail extension to Cosumnes River College (CRC) and RT is planning to run Light Rail in September 2015 from CRC to Downtown Sacramento.

However, we want Elk Grove Bus route 59 and 60 to be same after September 2015. We prefer and want Elk Grove Bus route 59 and 60 destination to Downtown Sacramento.

Please make no change on all Elk Grove commuter bus routes. Thank you.

Name (signature)	(print)	(bus route)
<i>Patricia Haller</i>	PATRICIA HALLER	59/60
<i>Tracy Anderson</i>	TRACY Anderson	58/59/60
<i>Laura Hansen</i>	LAURA HANSEN	59
<i>Monette Legaspi</i>	MONETTE LEGASPI	59/60
<i>Jai Kumar Lokaraj</i>	Jai Kumar Lokaraj	58/60
<i>NATHANIEL DUT</i>	NATHANIEL M. DUT	58/60
<i>Jerry Riebeling</i>	JERRY RIEBELING	59

Angel Araiza

From: Smallwood, Richard@HCD <Richard.Smallwood@hcd.ca.gov>
Sent: Thursday, April 02, 2015 3:32 PM
To: Transit
Subject: Public Comments - In Concert to Public Hearings on Mar 12 & 26.

April 2, 2015

REF: Public Comment – e-Tran Busses Services Downtown

Attention: Elk Grove City Councilmembers

City of Elk Grove
 Council Chambers
 8400 Laguna Palms Way
 Elk Grove, CA 95758-8045

To Whom It May Concern:

I am opposed to your proposal plan and/or decision to terminate eight (8) and/or all of the routes, especially those Routes (52, 53, and 57 – 60) service directly to Downtown Sacramento. Also, I understand that the new Lightrail Station at the Cosumnes River College (CRC) will be operating effective September, which I oppose riding as well.

I cannot find where and what's in the original proposal, as well as how and/or what led to and/or brought about this "Proposal." (I had presumed all entities having databases for the purposes of tracking and/or accountability of the variation of transits passes, as well as the capability for mailing (labels and Mail-merge) information about these "Proposed" changes, the Hearing Process, workshops, open forums, etc. would've been available to us much earlier before the City Council's final decision.) After having had attended both Public Hearings, overall have the exact same comments as with a majority consensus from my fellow riders based on two major concerns and/or issues are Timing and Safety.

TIMING:

Current (Daily) Routine (dependent of traffic, as well as unpleasant and/or severe inclement weather [and capacity, especially in instances during the evenings]):

My daily work schedule (as for many years) is from 7:00 AM – 4:00 PM. As Highway (Freeway) 99 is close proximity to my home, my morning's commute starts out to board the earliest bus route, e-Tran #58. As the bus enters the highway – normally a 16 minutes ride to my destination (implied on-route to Downtown Sac.) near 9th on "L" Streets where I would usually wait between 9–10 minutes to board/transfer on with RT Route #86, which then takes me to my final destination within and/or between 7-10 minutes.

And then for the evening's commute (homebound) along with the "work-around" and/or alerts of Bus Stop Detours due to constructions and/or closures that are in progress, but pose similar dynamics as my morning's commute having to ride on two different busses, RT (88) and e-Tran (60). Again, depending on traffic and if any disabled riders, but in most instances my journey on RT takes between 10-15 minutes bound to my nearest destination to transfer on to e-Tran, which my final destination is between 32-40 minutes.

NOTE: Most times have parked my vehicle at the Lowe's Park and Ride, which allows me the flexibility (in instances when e-Tran Route 60 becomes late/delayed, full capacity, or having mechanical issues) to ride on either 57 or 58, whichever arrives first.

SAFETY:

When I had moved up to Elk Grove, I was introduced to **e-Tran (Buses)**, and my daily journey feeling much safer and much better environment and atmosphere. Your team of Bus Drivers are friendly, courteous, and really care for our safety. Additionally, having confidence knowing the (my fellow) riders are all working for the government—mostly for the State of CA, mature, as well as professionals. If I had the option to ride Lightrail again, I would refuse and drive—meaning more vehicles on the freeways and adding to the pollution, congestion, traffic, and the challenges for metered parking spaces, etc.

Safety is paramount! There are several negative factors for not riding on Light Rail Train, and are as follows:

- Quite a few seats are filthy—young kids hogging up the facing seats by propping their legs with their dirty shoes on the other;
- Graffiti;
- Litter;
- Eating;
- Smoking (yes, I had witnessed someone smoking);
- Bicyclist hogging up space;
- Anything left, regardless accidentally (e.g., keys, or cell phone, umbrella) on the train, it's gone/lost forever — simply because there's various transients, whether they've paid to ride (or few instances not), potheads, or just simply passing through;
- There's no police authority and/or immediate presence to assist in the event of any incidents, medical and/or health related (what if someone had a heart attack?), and/or fatalities; and
- There are no passage ways from the connecting cars of the train.

CONCLUSION:

Your proposal to commute on train at the new Lightrail Station at the CRC would be a financial burden (the additional fare/fees to pay at the enforced at selected Light Rail Stations and then at the college garage (if students haven't filled in to full capacity), and would jeopardize my work schedule.

Having received/looked at the proposed scheduled train-ride, it would be is an estimated 36 minutes (that's a whopping extra 20 minutes, and it could extend longer if either the maximum cars (4) are not in operation and/or each car's capacity full). Furthermore, my downtown's destination to connect/transfer onto another bus and the arrival to my worksite would push further back whereas would make me late!

Additionally, but just suppose I were, as an "option" to commute on the Lightrail Train, but if the bus I need to get on doesn't arrive on schedule, or on many occasion is full capacity, then it would still remain an issue of not getting me to work on time.

In conclusion, it is UNLIKELY and/or NOT a guarantee that I'll get to my worksite before or by 7:00 AM if rode the Lightrail Train, and neither will get up more earlier than I have to. Additionally, **timing is everything and/or extremely critical!** I had attended both Public Hearing in March, and like my fellow riders, I have (we share) a common goal/theme — I (we) have the responsibility and obligation to get to work on time; therefore, would like the current and/or existing e-Tran Routes Numbers: 57, 58, and 60 **to resume and/or remain unchanged, please!**

Regards,

Richard Smallwood

Associate Accounting Analyst

BACKGROUND/OVERALL CONCERNS-COMMENTS REGARDING THE PROCESS

- ▶ There has been a lack of transparency and lack of communication with the customers of E-Tran regarding these proposals. The City Council has been discussing this for a while now. (Feb 5 council meeting agenda- no clue from E-Tran this was up for discussion). My bus riders (#60 and #59), found out from a fellow-rider on Monday, March 2 that this was happening! (E-Tran could/should be having HAND-OUTS available on all buses with any/all updates regarding changes and meetings because not all riders check the City Council website for updates on this stuff.)
- ▶ When I asked Ms. Foletta on March 2 if the rumors we were hearing were true (that commuter buses were being eliminated and we were going to be forced to ride Light Rail, she said that nothing was set in stone. A few days later, the maps came out with all the routes dumping riders at CRC/Franklin.
- ▶ Having meetings at 3 PM (March 10) and even 6 PM makes it very hard for people commuting to be present. Is this by design (to keep us from knowing and from voicing our opinions)?

Reasons I'm Opposed to the Proposed Changes of Eliminating Commuter Buses

- ▶ Eliminating commuter buses to downtown puts me (and others) in a situation where my choices for getting to work are now extremely limited. I can either (1) drive myself to work and incur the added time, stress, and expense of driving my own car (not to mention adding to congestion on Hwy 99 and air pollution), or (2) take Light Rail every day.
- ▶ Despite what Ms. Foletta has said as quoted in the Bee and on KCRA and KOVR last week, many people feel that Light Rail is not a viable option for them. The main reason it is not an option for me, is it not safe (crime statistics- 25 reported crimes alone in January of 2015 – crimes that are REPORTED). According to documents on RT's website, their ridership is down 11.5% as of January 2015. Are the E-Tran commuters supposed to make up this 'deficit' for RT? What is the 'relationship' between E-Tran and RT? How does E-Tran 'profit' from turning over customers to RT (kickbacks?)
- ▶ (Crimes tracked by RT include: assault, robbery, assault with a weapon, auto theft, false impersonation, felony vandalism, burglary, and battery). How many crimes like this occur on E-Tran? None that I am aware of. [In 2014 there were 173 reported crimes on Light Rail, including two shootings].

- ▶ Parking downtown (if you can even find a place) is anywhere from \$130-\$180 per month, in a lot. When you add the cost of gasoline, it will easily cost most commuters over \$200-\$300 a month to drive to work. I can't afford that.
- ▶ Light Rail trains are filthy, loud, and intimidating. Homeless/mentally ill/and drug dealers make it very uncomfortable for the average rider. Dirty trains/loud music with offensive lyrics blasting out the "F" word and the "N" word, and if you ask someone to turn it down, you are asking for severe blow back and people "getting in your face." This type of environment is especially concerning to senior citizens and disabled people, and unfortunately, women.
- ▶ I have witnessed drug deals virtually every single time I have taken Light Rail. I am often sitting next to people who are drunk or high, or mentally ill and talking to themselves, have urine and feces stained clothing, are blaring 'rap music' (with graphic lyrics) from MP players or cell phones. It's disgusting. RT isn't increasing security of commuter trains, only at night (for the Kings games.)
- ▶ A neighbor of mine is a former 'security guard' for Light Rail at the Meadowview Station. He quit because he got tired of being afraid (of the clientele.) He said that he had an "agreement" with the drug dealers that he saw daily: that they would do their deals 'out of his immediate view' and he wouldn't hassle them. He has kids and is afraid of retaliation and/or getting beat up or worse. He was not armed, and not really trained with how to deal with this type of activity. He opted to quit working for RT instead of feeling impotent every day.
- ▶ People on Light Rail – don't all pay the fare (again, are we making up for these losses? (In January of 2015, only 1,357 people were cited for not paying the fare). It should be noted that only 13.36% of the passengers on the Light Rail during January were even inspected for paying the fare. Often, when there are people on the Light Rail checking for fares, people jump off, and get on the next train to avoid getting a ticket. Again, are E-Tran riders being forced to ride on Light Rail to make up for these people who ride and don't pay?
- ▶ Shuttle buses to take people to and from CRC to then wait for the train while a good idea in theory, is fraught with potential problems: CRC at any given time (when school is in session) is crowded. Before and after work, the intersection of Calvine and Bruceville is a parking lot. You have to sit through the light at least three times to make a turn onto Bruceville. What will the logistics be like: where will the shuttles drop people off? (How close to the Light Rail). How many people will FIT on a shuttle to get to CRC? How many shuttles will be running (to match the Light Rail trains leaving the station – and coming home? People are going to stream in after work; how many shuttles will be available to take people to their

cars? How long will these shuttles take to get to the designated park and rides? If you miss the shuttle for some reason, how long will you have to wait for the next one? If only 1-2 people are there for a shuttle, are they going to be forced to wait for the shuttle to be 'full' before the driver will leave?

- ▶ Light Rail is ALREADY standing room only during peak hours. What is the plan for the extra riders you are dumping into their system? I am disabled, I cannot stand on a train or a bus. Nobody is going to give me a seat on a train. E-Tran riders are generally more courteous.

QUESTIONS FOR E-TRAN AND THE CITY OF ELK GROVE

- ▶ Why are the cities of Roseville and Folsom (and other surrounding communities) able to continue to offer bus service into Sacramento even though they both have access to Light Rail stations (Folsom/Sunrise and I-80 corridor)? (Interestingly enough, they also use MV Transportation buses and staff). What are these other cities' transit departments doing that Elk Grove isn't doing? (Have you asked them?)
- ▶ I recently became aware of an audit of E-Tran that was performed in 2012 by Sjoberg Evanshenk Consulting. Did the city of Elk Grove ever recover any of the \$302,700 overpaid to MV Transportation between 2009-2011? According to an article by Felicia Mello, in addition to E-Tran overpaying them \$302,700 for the compressed natural gas fueling station in Elk Grove in 2009. There was an additional \$200,000 billed by MV Transportation even while the station was being built (for staff time to transport buses to South Sacramento and Davis). The claim was that the City of Elk Grove informally had authorized the expenses, but no changes to the contract were made.
- ▶ Another handshake agreement was made when the city waived several months' worth of penalties MV owed for failing to meet performance goals, which cost the City another \$45,000.
- ▶ The audit found fault with the customer service provided by E-Tran and found that City Managers actually directed commuter buses to leave a stop early. The City fined MV \$120,000 for late and early departures. It is unclear if this money was ever paid (MV claims that the City didn't give them a detailed breakdown of the charges). The audit report said that E-tran regularly failed to provide reliable customer service, and didn't track customer concerns or complaints.
- ▶ The audit was critical of E-tran and the City of Elk Grove for their failure to do regular route planning analysis (which is a standard practice at all transit agencies).

- ▶ I am not a “numbers person”- but just looking at what was outlined in that audit – you don’t have to be a rocket scientist to see why there is a deficit. Although this audit is regarding past practices, what evidence is there that (1) MV Transportation ever refunded overpayments and/or paid fines levied against them by the City of Elk Grove? This is particularly relevant given the current situation where E-Tran and the City of Elk Grove are citing budget deficits as the primary reason for proposing the elimination of the commuter buses. This begs the question, why should the City and E-Tran’s mismanagement of funds and operations then become the customers/commuters responsibility to ‘resolve.’
- ▶ Back in 2011, this same company, contributed \$25,000 to City of Elk Grove candidates for City Council. This raises lots of red flags to me regarding a conflict of interest. Interestingly enough, despite the problems as outlined in the Audit the City of Elk Grove renewed its contract with MV Transportation in July of 2014. This contract is supposed to include COMMUTER SERVICES (what commuter services), 59 buses, and 86 drivers and staff.
- ▶ E-Tran has gotten federal money, millions of dollars, to buy equipment- but it is not to be used for operations. Who is the administrator of the Grants that have been awarded, and how can we find out how those funds were spent?
- ▶ It is evident to everyone that this isn’t a proposal, but a plan, a “done deal.” If it’s not a done deal, why is there only ONE proposal? Mr. Hume suggested recently as reported in the EG Citizen that the transit staff explore the possibility of condensing some routes and running one commuter service from a single park and ride location. Where is THAT proposal in the current environment of what’s going to happen?

SUGGESTIONS FOR E-TRAN

- ▶ Everyone who is actively involved in making these proposals, and these decisions, should ride Light Rail (from Meadowview into downtown) at different times during the day. For them to get a true picture of the experience, RT should not know that people from the City of Elk Grove and/or E-Tran are on the train (so that people aren’t given ‘special treatment.’)
- ▶ Rather than arbitrarily forcing everyone to ride Light Rail as soon as the line is completed, why not try using shuttles to CRC/Franklin as an OPTION for riders, and see how many people actually take advantage of Light Rail. Set a trial period and then do an assessment of whether or not riders are using Light Rail or the buses. During this trial period, have employees/managers from E-Tran ride the shuttle buses, and Light Rail with the E-tran commuters to see what the experience is actually like. (Note: It makes more sense to have one or two

shuttle pick up locations vs. only one park and ride location for bus riders, since it likely that the majority of E-Tran commuters will continue to ride the bus as long as they are available.)

- ▶ Reduce the number of commuter buses, but give riders the CHOICE of taking the bus or taking Light Rail. Despite what E-Tran is reporting, far fewer people will ride RT than buses. The parking lots for the park and ride lots will not accommodate ALL of the passengers wanting to catch a bus downtown. Similarly, there won't be enough room on a single bus to accommodate all the passengers. It would be worse than standing room only. This will impact everyone, but especially people with disabilities and the elderly, such as myself.
- ▶ Form a committee of consumer advocates to be present when these matters are being discussed, and who can report back to fellow riders what's actually happening. There is widespread distrust of E-Tran that our comments actually will make their way to the people who are the decision-makers in this process. Also, E-Tran maintains sole control of the data submitted, and can easily skew numbers to 'say' whatever they want them to say. For example, the hand out from the March 12 meeting had a number of errors in it that were challenged during the meeting (by members of the audience). I was concerned that the chart on the top of page 5 was worded: "If E-Tran were to provide a feeder/shuttle service to Light Rail would you consider using it to and from?" That chart shows 55% saying 'yes.' I believe that this was the 'data' that was quoted to the media saying that the 'majority' of riders were 'for' Light Rail. The way the question is worded, I thought it was merely asking if people would ride the SHUTTLE to Light Rail. When I filled out the survey, I said NO, I would not ride a shuttle if I were going to take Light Rail (which I won't) because E-Tran is historically late, and unreliable, and I wouldn't want to rely on E-Tran because I was fairly certain I would routinely miss connections to Light Rail because of E-Tran's poor (on time) performance.
- ▶ Eliminate unnecessary overhead at E-Tran (office staff and administrators) who are not providing critical services to the customers. Rarely does a 'live person' answer the phones during peak times. You have to leave a message, and hope for a call back, which rarely occurs. The Transit Manager is paid over \$100,000 a year (base salary not including benefits). That is a salary much higher than most of the people who ride the bus earn. So, it is doubly-disturbing that we are potentially being forced to spend over \$3,000 a year to drive and park downtown. That's a lot of money to most of us. (The 2012 Audit mentioned above was very critical of the customer service track-record of E-Tran. Not much has changed since that audit. It is extremely RARE to get a live person on the phone when you

are calling for a status of bus you are waiting for, or calling to lodge a complaint or ask a question).

- ▶ Contact other bus companies (Roseville/Folsom) to see how they are able to keep their fares competitive, and still continue to provide bus service to Sacramento for their customers, even though they COULD take their riders to a Light Rail station and force them to ride Light Rail instead of providing bus services into downtown.
- ▶ See if it would be possible to have a 'bullet-commuter express' train that goes from Elk Grove straight through to downtown Sacramento (without making all the stops along the line) (and reverse from downtown to EG in the evening). There are multiple stops along the Blue Line. There are occasions when the drivers wait anywhere from 5-10 minutes (for buses dropping people off to catch the train). Depending on how often this happens on any given day, significant time is added to the commute. Having a designated commuter train WOULD eliminate many of the safety issues/concerns that people have.

CONCLUSION

Contrary to comments made by Ms. Foletta, we are not opposed to change. I am however, opposed to being placed in situations where I feel that my personal safety is at risk. I am opposed to being forced to accept a 'change' to our commute only because it would be 'easier' for E-Tran and the City of Elk Grove. I feel that the main reason this is being contemplated is because of 'money.' I think that this could be less of a financial burden to the City of Elk Grove if more research was done with respect to how other cities are making this business work for them. I think that most people would be agreeable to an increase in the monthly fare (as long as it wasn't ridiculous). Most people prefer to stay off the road way and NOT contribute to traffic congestion and air pollution. One thing that I don't think has been mentioned, but for me, is a valid issue. In the years that I have been riding E-Tran, I have formed relationships with other passengers. We are friends now. We follow up with each other with respect to jobs, kids, illnesses, deaths, etc. There is a sense of community that has developed between many of the passengers, that extends to a small degree to some of the drivers. While we don't socialize with the drivers, we care about them (because they take good care of us every day getting us to and from work safely). If we are forced to ride Light Rail, we will lose that. We will become faceless individuals in a 'tube' going downtown and back every day. It will be impersonal (and scary). For me, losing that connection with my fellow commuters, is, a big deal.

You may quote any and all portions of the comments. I am willing to speak on camera, and to the press.

/s/ Sharon-Culton-Rodriguez

Sharon Culton-Rodriguez

March 17, 2015

Angel Araiza

From: Jean C. Foletta
Sent: Monday, March 23, 2015 12:44 PM
To: Cindy Seymour
Subject: FW: PUBLIC COMMENTS RE ETRAN PROPOSED CHANGES
Attachments: Public Comments re proposed changes.pdf; March 18 Light Rail Commute from Meadowview.pdf; 9-small-silver-screen-grinder[1].jpg; th[2].jpg

With the attachments. Thanks

From: b-mama@comcast.net [mailto:b-mama@comcast.net]
Sent: Monday, March 23, 2015 9:57 AM
To: Jean C. Foletta; Patrick Hume; Steve Detrick; Darren Suen; Gary Davis; Tony Bizjak; bryan.egcitizen@gmail.com; Steve Ly; spikept@comcast.net
Subject: PUBLIC COMMENTS RE ETRAN PROPOSED CHANGES

I am resending my public comments that I emailed on or about March 17. I received several "undeliverable" emails back so I'm sending it again. Also, I am attaching some photos I took on Light Rail at approximately 10:30 a.m. I had to take the train due to a medical appointment that day. These pictures show #1 a young man holding a 'marijuana grinder' (a round silver container). I also took a video of him that is too big to send via email and I don't know how to make smaller. I videoed him because he OPENED the container and was sniffing it and talking up how great it smelled. He was sitting directly across from me, and right next to an 89 year old Asian woman I was visiting with (who was taking the train to 24 hour fitness at 7th and K to swim laps). He was explaining the 'smell' to her, and proceeded to drop a few "F" bombs while talking to his friend next to me. Please note he even had his weed ON THE SEAT! #2 pictures of the trash on the floor of the train on the way home that day- -the only car that had room it in was the one with a lot of buses. This is a 'light' day for garbage on the floor. #3: Smokers under/near the "No Smoking Sign" (Can't read it with the sun and my cell phone camera). The security guard was right behind me while I was taking pictures. The fine is supposed to be \$225-250 – but I have yet to see anyone cited. This is just a sample of one person's experience on one day. Every time I have ridden, I see things like this, and worse. We (E-Tran commuters) aren't making these things up – we aren't exaggerating. I plan on bringing prints to them meeting on Thursday and the Video if you want to see it. (I also attached pictures of "weed grinders" that you can buy on line so you can see what I'm talking about). Despite what representatives from RT are saying about improvement in security - there is no evidence of police presence (armed or unarmed) on the Meadowview trains- I'm not aware of any cameras (and even if there are cameras - are they 'live' and feeding to a place where help would be eminent? I doubt it. This young man had his weed out the whole way from South Sac till I got off the train at 8th and Capitol. While some people may think 'it's just weed' it is still illegal, and it is still disconcerting to people like me, and the 89 year old woman across from me.

(I give my permission for my comments and photos to be quoted/used in the press).

Sharon Culton-Rodriguez
(916)806-9453

March 25, 2015

Ms. Jean Foletta,
Transit System Manager,
City of Elk Grove,
8400 Laguna Palms Way,
Elk Grove, CA 95758.

Dear Ms. Foletta:

With this letter, I would like to submit my comments on the proposed changes to e-trans bus service after the light rail comes closer to the City of Elk Grove:

General Comments:

I applaud your intention to take advantage of new opportunities that might be available once light rail comes to the boundary of our city.

However, the changes proposed by your staff are too drastic, premature and based upon lot of assumptions many of which may not turn out to be correct. As a commuter who has been using e-tran for the last eight years, the issues of personal safety and the total commute time are very important. It is not a secret that the light rail continues to be plagued with issues like safety, cleanliness and a frequent lack of even basic courtesy to behave in public on part of small but almost always present commuters. I do occasionally take light rail. Except for some incremental and mostly cosmetic changes, the basic problems have not been addressed. I was very skeptical when Sacramento Regional Transit (RT) representative was assuring us that these problems will be fixed. I submit that you wait for the RT to deliver on their pledge before making wholesome changes to e-tran in which every commuter is now bused to the light stations. Even them, e-tran should consider a pilot project before making the final decision.

I am concerned about the inadequate infrastructure both in the City of Elk Grove and also at the light rail facilities if these proposals are adopted. Even now without the addition 1000+ commuters who currently use e-trans every day, a light rail train with four cars gets pretty full with commuters and with students during the peak commute times. I am not sure if RT can simply add more cards to each train during the rush times. Also, if your plan to eliminate some routes, as being proposed is adopted, more people will have to drive to either neighborhood park-and-ride lots or to the two new train stations. The capacity at many neighborhood part-and-ride lots, which are situated in existing shopping centers, is already totally inadequate. Even now, limited number of parking spots gets filled very quickly. Requiring more people to drive to these lots will simply aggravate the problem. These additional short trips will also result in more pollution within the city plus additional trips on Franklin Boulevard and Bruceville Road by people who may now choose to drive to light rail stations could result in added congestion on these two already highly congested arterials in our area.

I am also concerned by the added time to commute. For a vast majority of commuters, the new proposals will mean additional commute time. If your plan to eliminate all service to downtown Sacramento is adopted, most of the commuters will first have to drive to their neighborhood park and ride lots, then take an e-tran bus to light rail station and then finally take light rail to downtown Sacramento. For an average 15-mile commute to downtown, this is a very inefficient strategy. I assert

most people will opt to drive once they get into their cars. Any plan proposed by e-tran should encourage people to leave their cars in their garage to the extent possible. Once one gets into the car, continuing driving to work will become an option for many. That will mean putting more people on the road which to me is going backwards in terms of providing smart options for a true commuter mobility.

Route 66 Specific Comments

I am somewhat puzzled by the proposal to eliminate Route 66. Based upon the analysis done by your own staff, this route is more profitable than other e-tran routes. I do not see or experience any duplication with our routes in this area. All Route 53 buses have already left when the first Route 66 bus arrives. The Purple Route does not come through these neighborhoods along Elk Grove Boulevard. Except for some Mondays/Fridays (light commute days) the Route 66 bus gets full even before it reaches the Elk Grove Boulevard/Harbor Boulevard intersection. After that, it is standing-room only. Even now, there is definitely a need for a shadow bus.

I respectfully request that your team very carefully review these service change proposals based upon the feedback from commuters. Any proposal should address the issues of added commute time, safety, and less not more driving on the city streets. I am for a change that provides more options for all city residents in a cost effective way. I am very confident that, if done thoughtfully, it could be good for all of us – commuters and non-commuters.

Finally, I want to thank Raquel Chavarria of your staff who was very kind to listen to my personal concerns. She diligently and patiently answered a barrage of questions from all the people who literally mobbed her!

Thank you for your consideration

Sincerely,



Surjit S Dhillon
9663 Autumn Walk Place
Elk Grove, CA 95757-8350
SurjitSDhillon@gmail.com

Angel Araiza

From: Jean C. Foletta
Sent: Thursday, April 02, 2015 4:36 PM
To: 'tiffanymateo@msn.com'
Cc: Zara Carter; Cindy Seymour; Raquel Chavarria; Jean C. Foletta
Subject: FW: additional comments for proposed changes to e-tran service
Attachments: comment letter.pdf

Tiffany- Thank you for your e-mail, we will include it as part of the public comments.

Take care – Jean

Jean Foletta

Transit Systems Manager

City of Elk Grove

8401 Laguna Palms Way
Elk Grove, CA 95758

916.687.3030 (office)
916.691-3173 (fax)

www.elkgrovecity.org

From: Tiffany Mateo [<mailto:tiffanymateo@msn.com>]
Sent: Thursday, April 02, 2015 4:11 PM
To: Transit
Subject: additional comments for proposed changes to e-tran service

Hello,

I would like to submit additional comments regarding City Council Staff's proposal to terminate commuter routes at the new light rail stations.

In summary, I do not support these proposed changes for these reasons:

1. Terminating the commuter routes will disrupt a system that has been in place for several years and is widely used.
2. The termination of commuter routes and modifications to popular routes 52 and 53 will result in a significant reduction in e-tran ridership.
3. The proposed changes are contrary to Elk Grove's policy of providing the use of ALL forms of public transit.
4. Terminating commuter routes at the new light rail station will not encourage commuters to ride light rail, it will force them to drive to work.
5. The proposed changes will result in decreased transit ridership and increased use of passenger vehicles, which will subsequently cause increased traffic, air pollution, and GHG emissions. This opposes the goals of

the City of Elk Grove as well as the sustainability principles in the SACOG RTP/SCS.

6. Making a decision on the proposed major changes before the opening of the new light rail stations is premature and should not be considered until it is known how the extended light rail service will affect Elk Grove residents' commute into downtown.

7. There are other options that can and should be considered as an alternative to terminating commuter routes such as grants and bus fare increases.

Below is my full comment, which is also attached in a pdf file.

Thank You,
Tiffany Mateo

If implemented, the proposed e-tran service modifications will drastically reduce e-tran ridership, leading to increased local and regional traffic and decreased air quality and public health. The proposed modifications and their impact are contradictory to the Elk Grove General Plan goals and the Sacramento Area Council of Government's (SACOG) Regional Transportation Plan/Sustainable Communities Strategy (RTP/SCS) principles.

In the City of Elk Grove City Council Staff Report, Agenda Item No. 10.1, dated February 25, 2015 (Staff Report), staff proposes to "terminate all commuter service currently going into Sacramento at the new CRC or Franklin Boulevard Light Rail Stations" (page 5). This would mean bus routes 52, 53, 57, 58, 59, 50, 66, purple line, and 90 will no longer bring riders into downtown Sacramento. These bus routes provide daily transportation for about one thousand residents employed downtown. According to the Attachment #1 of the Staff Report, commuter survey results show that 93 percent of e-tran commuters use commuter bus routes at least three days a week and 63 percent have been riding e-tran for at least three years. And the Elk Grove Short Range Transit Plan states that commuters are one of the biggest segments of choice riders (page 2-14). Elk Grove residents have relied on e-tran commuter routes for several years to get them to work each day. **Terminating the commuter routes will disrupt a system that has been in place for several years and is widely used.**

Staff also proposes "minor modifications to Routes 52 and 53 to re-direct connection to the new Franklin Boulevard Light Rail Station," (page 5). The accompanying map on page 5 shows route 52 going north instead of south on Franklin Boulevard, which would mean an end of service to customers living near the Safeway and Bel Air shopping areas and in Laguna West. This same map shows route 53 continuing north on Franklin Boulevard instead of turning west on Laguna Boulevard, which would also result in an end of service to those same customers. This is directly opposed to the General Plan policy to "require that transit service is provided in all areas of Elk Grove" (page 32). Also, the commuter survey results show that 37 percent of commuters ride routes 52 and 53. Being a frequent rider on bus 52 and 53, I know that a significant portion of the riders use the stops that will no longer be serviced if the proposed changes are made. The SACOG RTP/SCS showed that an RT implementation of significant service cuts in 2009, totaling a 20 percent reduction resulted in a 24 percent reduction in total passenger ridership (page 111). These "*minor*" changes in routes 52 and 53 are significant cuts in e-tran service and it logically follows that e-tran ridership will reduce by over one-third of commuters. **The termination of commuter routes and modifications to popular routes 52 and 53 will result in a significant reduction in e-tran ridership.**

The new light rail station was placed to service workers and shoppers coming into Elk Grove for the planned Promenade Mall near Kammerer Road and Highway 99. Economic circumstances have since halted the building of the Promenade Mall, which sits unfinished and abandoned. It seems that the City, in an effort to meet the forecasted use of the new station, is forcing residents to use light rail. The Staff Report claims that the proposed changes are consistent with the City's General Plan Policies, specifically C1-7, which states that "the City shall encourage an approach to public transit service in Elk Grove which will provide...workers...to use all forms of public transit – including light rail" (page 2). However, the proposed changes takes away the option of using buses to commute downtown, forcing workers to ONLY take light rail or else drive to work. Another policy in the General Plan is to for the City to have "a balanced and efficient transportation system" (page 21 and 31). However, terminating all commuter routes at the new light rail station is not a balanced system. It forces commuters to use light rail or drive. Instead of adding the option to use light rail, it is taking away the option to use bus and forcing riders to suffer the inconvenience of light rail or driving in traffic. This again is against goals stated in the General Plan stating the "the Vision for Elk Grove includes an increase in the use of alternative forms of transportation: walking, cycling, public bus transit, and light rail" (page 4). **The proposed changes are contrary to Elk Grove's policy of providing the use of ALL forms of public transit.**

Since these proposed changes were announced, many Elk Grove commuters have expressed their opposition with emailed comments and at the workshops. This issue has gained attention in the press as well, earning a front page spot in the Sacramento Bee. State worker Phyllis Nahale explains that using light rail "tak[es] us out of the way. We have to wait for bus, then wait for light rail," and those driving to the station would have to pay \$1-2 a day for parking (Sacramento Bee, 3/21/2015). Elk Grove resident Darren Keenan says that the modifications "could push his bus ride to 90 minutes each way, put[ting] him back in the car to commute to work," (Elk Grove Citizen, 3/6/2015). These two people are expressing the shared opinions of many Elk Grove residents working downtown. "Robert Souza, who moderates Elk Grove Laguna forums, an online community focused on city issues, says sentiment on his forum is running roughly 4-to-1 against the proposed changes, with a common message, 'It's is either e-tran or else we will have to take our cars'" (Sacramento Bee, 3/21/2015). This consensus is consistent with the conclusion in SACOG's RTP/SCS "that the overall increase in transit service plus the reduction in distance to the nearest transit station/stop plays a big part in the increase in transit mode share" (page 131). These proposed changes would decrease transit service and greatly increase the distance to the nearest transit stop. Therefore, these changes would result in decreased transit mode share, meaning more people will choose to drive to work. **Terminating commuter routes at the new light rail station will not encourage commuters to ride light rail, it will force them to drive to work.**

The decreased transit ridership and increased driving will cause unnecessary increases in traffic congestion, air pollution, and greenhouse gas emissions. This again is directly opposed to the principles stated in the SACOG RTP/SCS to "increase ridership to support existing and new rail and bus services and reduce vehicle miles traveled and GHG emissions" (page 46). It is also directly opposed to policies listed in the City's General Plan. The General Plan "contains a broad range of strategies intended to encourage the use of alternative transportation to both reduce traffic on local roadways and decrease air pollutant emissions from private vehicles" (page 15). Based on survey results shown in the Staff Report, at least 42 percent of commuters would not consider using light rail to commute down town (page 3). These survey results are supported by commuter feedback. Since there are about one thousand e-tran commuters, this would potentially add 400 additional vehicles on commuter highways each work day, as well as increase pollution and GHG emissions. This again is directly opposed to policies listed in the General Plan:

- "to encourage the use of alternative transportation to both reduce traffic on local roadways and decrease air pollution emissions from private vehicles" (page 15);

- “planning for all modes of travel shall be coordinated with efforts to reduce air pollution” (page 31);
- “efforts to encourage alternative modes of transportation will focus on incentive to reduce vehicle use” (page 31);
- “encourage the use of transportation alternatives that reduce the use of personal motor vehicles” (page 31);
- “funding for development, operations, and maintenance of facilities for mass transit...shall be given appropriate priority in the City’s budgeting process” (page 31);
- “encourage...public transit service in Elk Grove which will provide the opportunity for Elk Grove workers to use public transit to commute to jobs outside the city” (page 32);
- “to reduce the use of private motor vehicles in favor of walking, cycling, and public transit, and to reduce roadway congestion” (page 45);
- and **“the City shall seek to ensure that public transit is a viable and attractive alternative to the use of private motor vehicles”** (page 54).

These proposed changes will result in decreased transit ridership and increased use of passenger vehicles, which will subsequently cause increased traffic, air pollution, and GHG emissions. This opposes the goals of the City of Elk Grove as well as the sustainability principles in the SACOG RTP/SCS.

The proposal to terminate all e-tran commuter routes and the modifications of popular bus routes 52 and 53 is a drastic change. The City plans to make a decision in May and implement in September to coincide with the opening of the new light rail stations. No changes should be made until after the new light rail station has been running for several months, giving riders and residents a chance to naturally adjust their commute habits, if they choose to do so. Then, if a significant change in e-tran ridership is observed, the City shall respond and adjust service. I agree with Vice Mayor Pat Hume, who “suggested letting service at the new light rail stations get started and see how everything unfolds before making any decisions on routes” (Elk Grove Citizen, 3/6/2015). Even Mayor Gary Davis “is inclined to wait until the train service at Cosumnes River College is up and running before making any major decisions on bus routes” (Sacramento Bee, 3/21/2015). **Making a decision on the proposed major changes before the opening of the new light rail stations is premature and should not be considered until it is know how the extended light rail service will affect Elk Grove residents’ commute into downtown.**

Also, these proposed changes will not only greatly affect Elk Grove commuters, but also the people dependent on e-tran commuter bus route services for income. A service cut of this magnitude will undoubtedly affect jobs, which is also contrary to the General Plan policy to “support the creation and retention of jobs that provide sustainable wages and benefits” (page 61). One policy action also in the General Plan is to “work with the US Department of Commerce, State Trade and Commerce Agency, Sacramento Area Commerce and Trade Association, Sacramento County Economic Development Department, Chamber of Commerce, and educational institutions to implement marketing and educational programs supporting business retention strategies” (page 62). I do not believe other options that would allow for retaining e-tran commuter services have been fully explored or even considered. City Staff sites financial issues as a reason for these major changes and says that the estimated annual savings of terminating commuter routes is \$434,432 (page 5). I would like to see details of

this cost/savings analysis. I would also like to see e-tran's financial information to assess if there are other expenditures that can be reduced. I believe that tapping into to public funding and grants as well as increasing the fare price for commuter buses is a better alternative to terminating commuter routes. The theme of sustainable communities is not to only consider the bottom line, but the triple bottom line, what is best not only financially, but also socially and ecologically. **There are other options that can and should be considered as an alternative to terminating commuter routes such as grants and bus fare increases.**

Keeping commuter route services is not only in the best interest for residents and riders, it is important for air quality and public health and is consistent with goals and policies of SACOG's RTP/SCS and Elk Grove's General Plan.

Angel Araiza

From: Jean C. Foletta
Sent: Wednesday, April 01, 2015 8:55 AM
To: 'tadrutsch@myway.com'
Cc: Patrick Hume; Steve Detrick Contact; Laura Gill; Richard Shepard; Raquel Chavarria; Cindy Seymour; Jean C. Foletta
Subject: FW: E-Tran Express Bus Service

Tom- Thank you for your e-mail and your suggestions. We will add this e-mail to the public comments.

Take care - Jean

From: Patrick Hume
Sent: Tuesday, March 31, 2015 12:50 PM
To: tadrutsch.myway
Cc: Jean C. Foletta
Subject: RE: E-Tran Express Bus Service

Mr. Rutsch,

Thank you for your comments. I am forwarding them on to Jean Foletta or transit manager.

Best,

Pat

Patrick Hume, Councilmember
District 2, City of Elk Grove
Phume@elkgrovecity.org
(916) 687-1693

----- Original message -----

From: "tadrutsch.myway" <tadrutsch@myway.com>
Date: 03/31/2015 11:03 AM (GMT-08:00)
To: Patrick Hume <phume@elkgrovecity.org>
Subject: E-Tran Express Bus Service

Dear Vice Mayor Hume,

I am a resident of Elk Grove that uses the E-Tran Express Bus service to get to my job in downtown Sacramento. I writing to you today to encourage your support for the continuation of E-Tran Express Bus service to downtown.

With the Light Rail extension to the southern end of Sacramento, E-Tran has proposed elimination of the Express Bus service to downtown with the expectation that we would just use Light Rail to commute to work. Workshops were held recently and as indicated by the large turnout and tone of the participants, it is overwhelmingly preferred that the commuter routes to downtown remain after Light Rail is extended.

I hope you take our concerns seriously and make every effort to continue to provide an express commuter service to downtown. For many of us, Light Rail is not an option for a variety of reasons including convenience, cleanliness, and safety. Light Rail is dirty, during

the commute times already crowded, and many riders are loud, rude and obnoxious and even intimidating. This makes for an unpleasant ride. For most of us, Light Rail would also require a transfer, adding more time to our commute. If the commuter routes are eliminated, ridership will surely go down as many of us choose to drive to downtown rather than take Light Rail. That would be unfortunate, since the freeways are already overcrowded.

E-Tran should be making it easier for residents of Elk Grove to get to our jobs downtown, not harder. The current commuter routes are convenient, comfortable and safe. Additionally, Caltrans plans to add Car Pool lanes to I-5 in the near future, further encouraging services such as commuter buses.

In light of the outpouring of support by E-Tran riders to continue the commuter bus service, I'd like to offer some suggestions:

- The Light Rail should be considered an extension of the local routes to south Sacramento and not as a commuter service to downtown. Local routes should be reconfigured to accommodate the Light Rail stations but the Light Rail stations should not necessarily be looked at as the terminus of the routes. The commuter bus routes are not a duplicative service since they are express routes that don't serve the communities along Light Rail.
- I think commuter riders would be receptive to a moderate fare increase and/or diminished routes (frequency or time of operation) to continue the commuter bus service. Routes with the lowest ridership could be eliminated.

Due to the severe housing/jobs imbalance in Elk Grove, most residents must commute to Sacramento for our jobs. E-Tran should be looking at ways to *increase* ridership by making it *easier* for residents of Elk Grove to commute to downtown by providing a service that is more desirable than driving. Eliminating the commuter bus routes will make it *harder* to commute to downtown and *decrease* ridership.

Since all residents benefit from public transit (by reducing traffic and pollution) it's appropriate for the city to support E-Tran. I see very little support for E-Tran in the budget and I encourage you to *increase your support*.

Thank you for your consideration of this important issue.

Sincerely,

Tom Rutsch
5038 Willow Vale Way
Elk Grove
690-0880

Angel Araiza

From: Val Swisher <swish007@msn.com>
Sent: Thursday, March 26, 2015 12:02 AM
To: Transit
Subject: I'm opposed to the elimination of the e-tran bus service

Hi..

Let me start off.. I am an absolute believer of public transportation! Thanks, for listening.

Thank you for the opportunity to provide input regarding the proposed end of the e-tran direct service from Elk Grove to Sacramento.

I am a concerned citizen and am absolutely **opposed to this proposal**. When I noticed the proposal on the front page of the Sacramento Bee I truly felt that I had to speak out as concerned citizen.

I TRULY believe that the end result will be that the citizens will NOT embrace an additional commute to and from the light rail, and additional parking charges, increased security concerns, AND will ultimately result to driving to work. Then, Elk Grove will have increased costs for our citizens, increased carbon footprint for commuting, and longer commute times.

I truly hope that you are looking for feedback from the community. When I saw the interview several weeks ago from a representative of e-tran, I felt that her elusiveness to the questions indicated a foregone conclusion vs a true request for input, which has not been well received. Are you truly interested in public input, or are we listening to some accountant in the backroom saying build it and they will come?'

Initially, I thought light rail was a great addition to Elk Grove. Oh how wonderful for our college students who are attending Cosumnes River College. Never, in my wildest dreams (or nightmares) would I have thought that the end game was to eliminate the direct bus service from Elk Grove to Sacramento.

In my humble opinion from all the various rationales (listed below), I truly believe that this is a true deterrent to new homeowners that are looking for a commute friendly environment, which is what was considered 8 years ago when I moved here. Now, being on the front page of the Bee as a non-commute friendly place, and OH BY THE WAY, North Natomas just got a lift on the moratorium on building... what do you think that people will consider when buying a new home and having to commute to downtown.. Elk Grove or Natomas?

The truly obvious input is extremely clear:

- increased commute time
 - most folks park their car, get on the bus and then get off at their stop
 - With the "new proposal", many people would have to take a bus to the light rail, take light rail, and , THEN take another bus or walk many blocks to work
- increased costs
 - instead of paying for one bus, a person would have to pay for the bus, then light rail, and maybe another bus
 - OH AND HELLO.... I was shocked to see that the light rail parking has a parking fee of \$1 - 2.. RIGHT NOW residents are able to park at a FREE park and ride station. This cost is easily an additional \$20-40/month cost, most likely NOT reimbursed!!
- security risks
 - I had a friend who specifically parked at a light rail parking and was mugged (physically robbed and beat up)
 - Currently when parking at park and ride, most times the cars are parked in a FREE area that is blended in a grocery store or retail area that is free and NOT obvious that THIS CAR IS A COMMUTER CAR!

BOTTOM LINE: I absolutely oppose this proposal. I do NOT know if you are really looking for input or if this is a foregone conclusion.

Have you walked a mile in the shoes of the commute person to understand the additional costs, commute time, and security risks.

I think light rail is TERRIFIC for our students attending Cosumnes River College, but not for the general Elk Grove population.

I personally find this proposal putting many of our state workers, elderly, and disabled at a disadvantage.

AND, at the same time that Natomas now is lifting their moratorium on building. Go figure... if people want a short commute. Hello!!

We all know that tax revenues drive a community. If someone is looking at a commute friendly or a non-commute friendly community, what will people pick?

Personally, I am **EXTREMELY DISAPPOINTED** in our community to even suggest to eliminate the e-tran bus service. I'm embarrassed for our community to wind up on the **FRONT PAGE** of the Sacramento Bee.

If this was the original plan, why was this **NOT** disclosed years ago, when the light rail was being proposed???

PLEASE DO NOT ELIMINATE THE DIRECT BUS SERVICE FROM ELK GROVE TO SACRAMENTO.

A concerned citizen!!

Val Swisher



麋鹿林華人聯誼會

Elk Grove Chinese Association

8279 Lupine Field Court, Sacramento, CA 95829. Tel: 916-688-7430
 Website: <http://www.elkgrovechinese.org>

April 3, 2015

Mayor Davis, Vice Mayor Hume, and Council Members Detrick, Suen, and Ly
 Elk Grove City Council
 8400 Laguna Palms Way
 Elk Grove, CA 95758

My name is Yanda Zhang, and I am Vice President of the Elk Grove Chinese Association (EGCA). Our Association is a non-profit public benefit organization (federal tax identification number: 68-0400710), representing over 120 local families. Most of our members live in the City of Elk Grove. And many of them take E-Tran commuter buses to and from work in downtown Sacramento every weekday.

On behalf of the EGCA Council, I am providing this letter in strong opposition of the proposed elimination of the E-Tran commuter bus services. We understand that the intent of the City's proposal was to improve the efficiency of the E-Tran system to better serve the needs of commuters and other Elk Grove residents, and we are supportive of this intent. But, we believe that the proposed changes would not constitute a safe and convenient public transportation option for our members working in downtown, and may bring about other problems.

First, riding light rail is not a safe and pleasant means of commute for many Elk Grove commuters. Over the years, we have repeatedly heard from our members that the general ambience and their encounters on the blue line rail cars made them concerned about personal safety. We are aware of the ongoing efforts by the Sacramento Regional Transit District (RT) to improve light rail safety. But previous attempts by the RT failed to yield satisfactory results. And the efficacy of the current efforts remains to be seen. Before personal safety is significantly improved, many Elk Grove commuters would not consider light rail a preferred means of commute.

Second, taking a feeder bus and transferring to the light rail would be prohibitively time-consuming and inconvenient for many commuters. Currently, the vast majority of E-Tran commuters walk or drive to E-Tran bus stops (see results for E-Tran commuter survey Question 1), then take commuter bus to get to downtown. Under the current City proposal, those commuters would still walk or drive to feeder bus stops, ride the bus to the CRC or the Franklin Boulevard light rail station, then take light rail to downtown. This would make the total commute much longer than the current conditions, and add the inconvenience of making a transfer.

Furthermore, the proposed changes may result in other serious issues. Due to the aforementioned two factors, we believe that most commuters would not consider taking feeder bus and light rail a viable means for regular commute. Instead, they would likely drive to workplace, or drive to the light rail stations, in absence of commuter bus services. This would increase vehicle traffic on local freeways and surface roads, and generate more air pollution and noise. Also, more people driving to work means more expense on gasoline and downtown parking, and inevitably, less disposable income to spend on other goods and services in Elk Grove, which would reduce the City's tax revenue. In addition, real property values and the City's general appeal to current and prospective residents and businesses may be adversely affected by the proposed changes, because access to safe and convenient public transportation is a value-adding amenity for communities. It is likely that some residents may even move out of the City due to the lack of viable public transportation for their commute needs.

For the above reasons, we believe that the effects of the current proposal would contradict the intent of improving the transportation services for commuters and other Elk Grove residents.

It is our observation that Elk Grove residents value having options for commute and other transportation needs. For this reason, we applaud the City's effort to explore additional transportation options. For the very same reason, however, we believe that the additional transportation options should not come at the expense of existing transportation options, especially one that so many Elk Grove residents cherish and depend on on a daily basis. Therefore, we urge the City not to eliminate the commuter bus services.

If savings must be achieved to offset the cost of adding a new bus route (Route 165) to replace RT Route 65 that will soon be discontinued, we recommend that the City look for alternative cost-saving approaches. For example, the new Route 165 could be operated hourly instead of every 15 minutes as currently proposed, and the necessity of having Route 165 could even be avoided altogether by realigning some of E-Tran's current local routes to service the Franklin Boulevard corridor. Another possible cost-saving option is to operate smaller buses and reduce shift frequency during off-peak hours.

We also encourage the City to consider expanding the commuter bus services as soon as budget allows, in order to meet the increasing transportation demand of Elk Grove commuters.

Thank you!

Sincerely yours,



Yanda Zhang, Ph.D.
Vice President, Elk Grove Chinese Association

cc: EGCA Council

depending on how long one had to wait for the train. I believe that on a typical day most light rail riders would see their round-trip times increased by between 40 minutes and one hour.

Instead of dismantling a widely used and appreciated bus system, let's work together to see how to keep the buses running to Sacramento in this new era increased light rail availability.

In your March survey you state that to cover the full cost of the existing commuter service the fares would have to be \$320/month. I assume "full cost" means not taking advantage of any subsidies, or other possible income/revenue. I understand the city spends 1.4% of its budget on transit. I'm not sure that that's such a high percentage for a bedroom community.

I think we should compare the cost of retaining a viable commuting program to the costs of other city projects. For example, consider the costs of the new intersections on Sheldon Road. The time saved by drivers at those intersections is only a small fraction of the extra time bus commuters will face if they take light rail. And yet the drivers who will save a few minutes twice a day at those intersections are not being asked to pay the "full cost" of those intersection improvements.

Elk Grove is the poster child for a poor jobs to housing ratio, so it's not unreasonable that the city should take whatever steps are necessary to keep the commuter buses running to Sacramento.

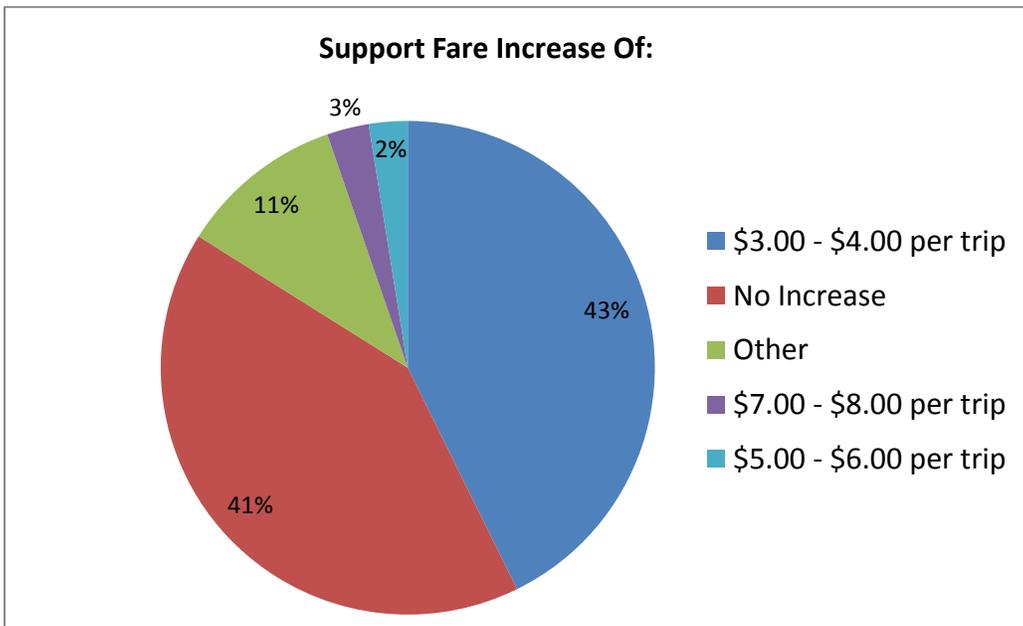
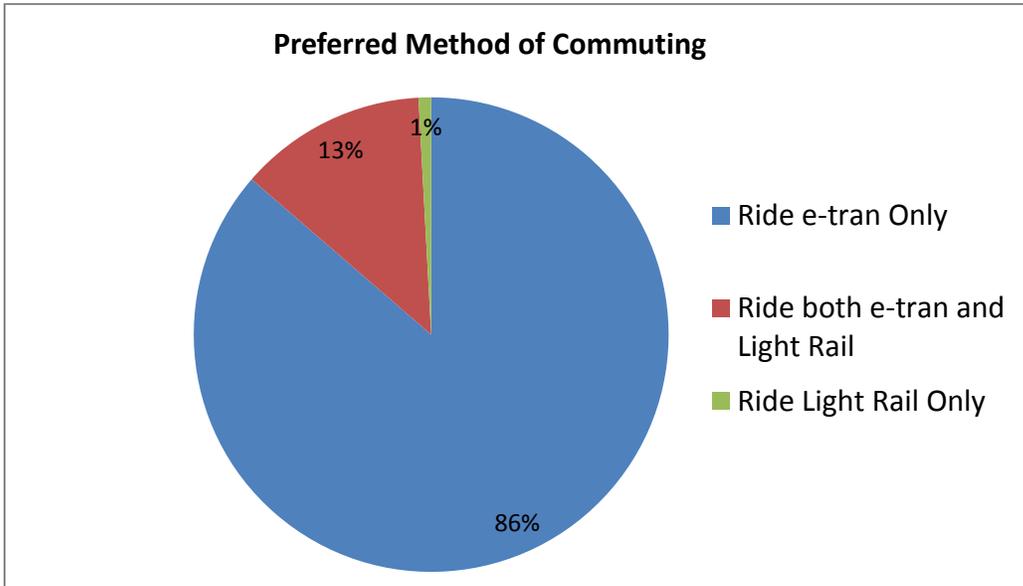
Please defer a decision on this critical manner until all of the options can be more fully developed. I believe that is what Vice Mayor Hume suggested at a recent Council meeting.

Thank you for your consideration.

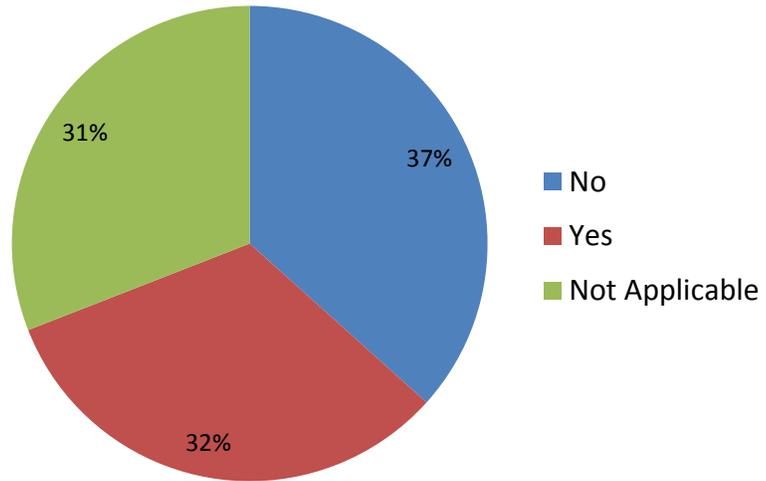
Sincerely,

Lloyd Warble

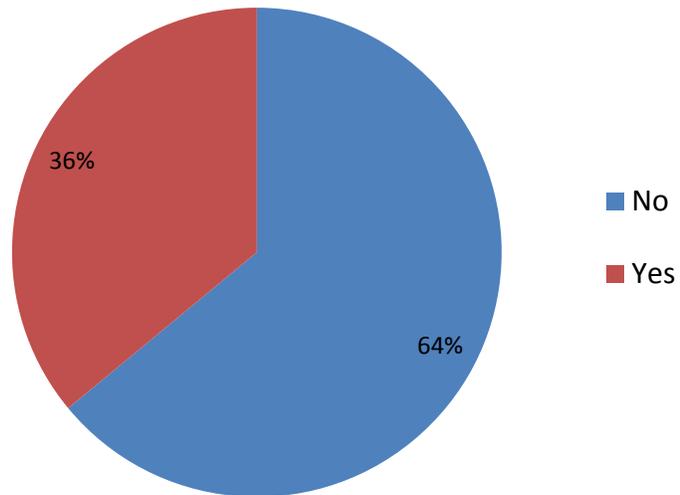
SURVEY RESULTS FOR FOLLOW-UP SURVEY – MARCH 2015



In Favor of Consolidating Commuter Pickups to (1-2) Park & Ride Locations



Would you Consider a Vanpool/Carpool?



**CITY OF ELK GROVE – CITY COUNCIL
NOTICE OF PUBLIC HEARING**

**TO CONSIDER E-TRAN TRANSIT SERVICE MODIFICATIONS
THAT WOULD BECOME EFFECTIVE SEPTEMBER 2015**

NOTICE IS HEREBY GIVEN, that on **May 27, 2015, at 6:00 p.m.**, or as soon thereafter as the matter may be heard, the City Council of the City of Elk Grove will hold a Public Hearing at the **Elk Grove City Hall, 8400 Laguna Palms Way, Elk Grove** to consider e-tran transit service modifications that, if adopted, are anticipated to become effective September 2015.

Further information regarding the service modifications may be obtained by contacting the City of Elk Grove, Transit Division, at (916) 687-3009, on-line at <http://www.e-tran.org>, and upon release of the May 27, 2015 City Council Agenda, which will be available on the City's website at <http://www.elkgrovecity.org> no later than Friday, May 22, 2015 at 5:00 p.m.

The City of Elk Grove encourages interested parties to attend public meetings and comment on the issues being discussed. If you wish to provide testimony and are unable to attend the meeting, written comments that are delivered to the City Clerk's office prior to the time of the hearing will be made a part of the public record.

Translation services can be made available upon request that is provided to the City at least 72 hours prior to the scheduled hearing date and time.

NOTICE REGARDING CHALLENGES TO DECISIONS

Pursuant to all applicable laws and regulations, if you wish to challenge in court any of the above decisions (regarding planning, zoning and/or environmental decisions), you may be limited to raising only those issues you or someone else raised at the public hearing(s) described in this notice/agenda, or in written correspondence delivered to the city at, or prior to, this public hearing.

ADA COMPLIANCE STATEMENT

In compliance with the Americans with Disabilities Act, if you need special assistance to participate in this meeting, please contact the Office of the City Clerk at (916) 478-3635. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting.