



Citrus Heights Comprehensive Transit Plan

October 2018



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EXECUTIVE SUMMARY

Citrus Heights currently contracts fixed-route and demand-response transit from SacRT. A potential annexation of Citrus Heights service by SacRT is under consideration. Since its incorporation in 1997, Citrus Heights has elected not to be annexed into the SacRT service district but instead contributes revenues to SacRT through a cooperative service agreement. From 1998 to 2001 SacRT collected the City's Transportation Development Act (TDA) revenues directly from SACOG in exchange for the existing level of transit services. Since 2001, the City has elected to collect its own TDA revenue and then allocate the funds, less an administrative fee, to SacRT for services provided. The current cooperative service agreement is set to expire in mid-2019.

The outcome of this plan is a long-term transit vision with prioritized approaches to reaching that vision. The Comprehensive Transit Plan covers many aspects of service operations and includes:

- Recommendations for service priorities
- Priorities for expansions of fixed-route and on-demand transit service
- Performance benchmarks for transit access and travel time
- Estimates of overall operating cost
- Estimates of population and jobs served
- Compliance with Title VI and Transit Asset Management guidelines
- Negotiation points for potential annexation into the SacRT taxing district

Market Demand: Identifying Unmet Transit Needs

Transit plays an especially important role in enhancing Citrus Heights' connections with the broader Sacramento region. First, it improves access to local and regional employment. Downtown Sacramento is one of the region's primary employment bases, and SacRT connects Citrus Heights to Downtown through the Blue Line via local fixed-route and express bus routes and the Gold Line through fixed route connections in neighboring Rancho Cordova. The park-and-ride facilities at the light rail stations (namely Watt/I-80 station) also facilitate connections to regional transit for commuters. SacRT also offers direct connections via transit to other local and regional employment opportunities. However, other regional employment centers in Roseville, in adjacent Placer County, and in Rancho Cordova lack direct transit connectivity. The other primary benefit that transit provides to Citrus Heights is improved social equity outcomes in terms of access to educational, medical, and social needs of the population.

Transit in Citrus Heights primary serves those who do not have access to a vehicle, especially low-income, immigrant, senior, youth, and disabled populations. It is important to note that Citrus Heights is home for significant clusters of people who fit those demographic profiles. For many residents of the city, transit access is a lifeline and critical to their ability to reside within the city. Also of note, many employers within Citrus Heights, dominated by retailers, also depend on transit to provide access for many of their workers who reside in neighboring communities. Transit also provides a number of other benefits to Citrus Heights, including improved local circulation and connectivity, reduced vehicle trips and traffic congestion, reduced environmental impacts, reduced impacts to the roads, and support of city-wide goals related to economic development, land use, and multimodal travel.

Overall travel to, from, and within Citrus Heights is expected to be relatively stable in the future, as the city's population and employment have stabilized since 2000. Citrus Heights is likely to remain a bedroom community, as currently only 6% of Citrus Heights residents also work in Citrus Heights. Based on current land uses in Citrus Heights, fixed-route transit will continue to serve people accessing the more commercial and higher density corridors, but will not reach people in many parts of the city due to the lower density characteristics of most residential neighborhoods. There are multiple opportunities for on-demand transit service to serve some populations, particularly to improve neighborhood access, to improve first-mile/last-mile connections to light rail, and to improve connectivity to high-frequency transit lines.

To maintain the quality of life Citrus Heights enjoys today, the City will need to provide a transportation system that supports the city's economy, ensures movement of people, enhances health and safety, provides alternatives to automobile travel, and responsibly uses financial and environmental resources. The City plays a large role in supporting transit to achieve the community's long-term transportation goals.

Transit Service Overview in Citrus Heights

Citrus Heights is an established population center in the heart of California's capital region. City residents, employees, and visitors have access to a high-quality public transportation system linking neighborhoods throughout the city to the greater Sacramento area. Citrus Heights is served by nine fixed transit routes and one demand responsive shuttle, currently branded as SmaRT Ride, operated by Sacramento Regional Transit (SacRT). Most bus lines connect to light rail stations to the south and west and begin at either Sunrise Mall Transit Center or Louis & Orlando Transfer Point. Only Route 95, a Neighborhood Ride shuttle and SmaRT Ride, operates almost entirely within Citrus Heights. The City Ride demand response service, which was converted to SmaRT Ride microtransit service in February 2018

Evaluation of Existing Bus Service Performance

SacRT bus routes operating in Citrus Heights face declining ridership and productivity levels, carrying an average of 18 people per service hour in 2017 – a 17% decline from 2014 and slightly below SacRT's weekday performance benchmark of 20 riders per service hour (shown in Figure 34). Just two of SacRT's nine fixed transit routes in Citrus Heights met this performance benchmark for weekday service in 2017, while seven routes did so in 2014. As a result of this decline in productivity, the subsidy per boarding has increased 31% from 2014 to 2017, and the local farebox recovery ratio has declined 15% during this period. At the same time, just two of the nine fixed transit routes in Citrus Heights meet SacRT's benchmark for on-time performance of 85%. These falling ridership, productivity, and reliability outcomes provide significant opportunities for improvement in areas such as service frequency, efficiency, coverage, and on-time performance.

Chapters 2 through 5 in this plan includes transit market demand analysis, line-by-line operations analysis, performance analysis of fixed-route and paratransit service in Citrus Heights, and evaluation of several future service delivery alternatives.

Productivity is further explored by drilling down to the route level. Route 1 Greenback is recognized for its strong performance and high levels of service. Routes 21 Sunrise and 23 El Camino have high ridership for routes operating in Citrus Heights, but are lower than similar

routes in the SacRT system. Route 25 Marconi is the only route that serves the Mercy San Juan medical facilities on Coyle Avenue, and ridership on this route is concentrated on the portion of the route outside of city limits. Route 28 provides access to the Kaiser Sacramento medical facilities, but has only few stops within Citrus Heights. Route 93 starts at the Louis-Orlando transit center and travels to the Watt I-80 light rail station via Auburn Boulevard. It is well used, but has problems with on-time reliability. Route 103 is a commuter service with limited service. Route 95 Citrus Heights-Antelope is a circulator that operates fully within Citrus Heights, with the exception of a stop at Wal-Mart in neighboring Antelope. The route has very low ridership and does not meet the performance standards set by SacRT.

Paratransit Service

The Federal Americans with Disabilities Act (ADA) requires that transit service be provided to origins and destinations within $\frac{3}{4}$ mile radius of a fixed-route bus or rail line during the hours that fixed-route service operates. SacRT provides this service through a contract with Paratransit Inc. Today Citrus Heights paratransit riders benefit from service that goes beyond ADA requirements. Eligible residents can get paratransit service within the City, and to a medical facility in Roseville, which is outside of SacRT's service area. The "beyond ADA" services are provided through mutual operational agreements with the Consolidated Transportation Services Area (CTSA) operating in the greater Sacramento Region. The services are provided seamlessly to Citrus Heights residents to the extent that riders do not know if the trip they are taking is funded by SacRT or the CTSA. Even at the detailed data level, separation of funding responsibility is very difficult to ascertain.

Outreach

This transit plan is more than just a product of data analysis and quantitative feedback. Riders, residents, and representatives from businesses and human service agencies were asked to provide feedback through a number of channels as part of the planning process. As expected, Citrus Heights residents use public transit for a wide variety of travel purposes within and outside of Citrus Heights. Ensuring adequate service for local access, for work trips accommodating employees coming into Citrus Heights were frequently mentioned as priorities. Further human service agencies opined that connections to neighboring communities and the greater region was important for Citrus Height residents to reach the services they need.

Stakeholders agree that improved transit service is needed in Citrus Heights, especially regarding reliability, span of service, days of service, and frequency of service. Priorities for where transit takes people were as follows: First, the desire for local circulation and the ability to get around Citrus Heights; Second the ability to seamlessly make connections with the regional rail system; Followed closely by improved connectivity for work trips and other types of trips into Roseville and Rancho Cordova's employment areas.

Alternatives Analysis

Management Alternatives

Citrus Heights has faced increasing pressure to become fully annexed within the SacRT service area recently. Annexation would allow SacRT to continue to operate cost-effective, integrated transit service and claim new population within the taxing district that will lead to improved

revenues from state and federal sources. Suburban communities, like Citrus Heights, face the challenge of the need to be simultaneously regionally connected while also providing local access. If the city were to elect to operate a separated system, it creates the potential for a less integrated transit system that may contain significant duplication and higher overall costs for the same level of service. Even so, there may be specialized elements such as local circulation for mobility limited residents that could be more effectively operated as a city service. This plan does not discount or promote that possibility as the picture of providing localized access continues to evolve very quickly. Another consideration for the City is the possibility of needing to tap general municipal revenues to meet the City's mobility priorities. In the current financial environment this would be a very difficult series of policy choices regarding overall City responsibilities and priorities.

Finally, there is concern that annexation may limit the city's ability to set important performance benchmarks such as service access, coverage, reliability, and travel time to key local and regional destinations. Caution is required as the City moves forward with this decision process as it may not be practically feasible for Citrus Heights to exit the SacRT service district once annexation is complete. That said, annexation to SacRT provides an opportunity to evaluate future service improvements and guarantee minimum levels of service for Citrus Heights residents. The option to annex into the SacRT district is recommended as an overall strategy, with specific recommendations based upon findings from the analysis in the Transit Plan. The proposed annexation deal points are shown in Figure 1. The deal points were developed to guide negotiations with SacRT through the annexation process.

Transit Service Alternatives

Through extensive outreach (detailed in Chapter 7), with the public, specific stakeholders, and the City Council, people were asked about their travel patterns, needs, and priorities. Through this process a framework for four service scenarios was developed. These service alternatives are intended to demonstrate trade-offs in the emphasis of particular objectives and strategies of the long-term transit vision while simultaneously meeting the needs of a cost-constrained system. One alternative presents a higher-cost scenario to demonstrate the financial impacts of meeting all of the service priorities. The service alternatives include prioritizing:

- Local trips within Citrus Heights through fixed route operations
- Local trips within Citrus Heights through microtransit
- Connecting commuters with neighboring communities
- New regional service and improved local access

Figure 1 Proposed Annexation Deal Points

Topic Area	Proposed Annexation Deal Points
Annexation	<ul style="list-style-type: none"> Annexation will increase the voting power for Citrus Heights, which will vary depending on the total number of member jurisdictions, with 100 total shares divided as follows: five shares to each annexed jurisdiction and the remaining shares allocated based on financial contribution of TDA and other local and federal funds Consideration of methods to address service access and performance issues in the future, even to the point of an option to de-annex.
Administrative Relationship	<ul style="list-style-type: none"> Citrus Heights will continue to receive Transportation Development Act (TDA) funds for local bicycle, pedestrian, and transit projects. These funds are typically used as matching funds. Develop a process for robust and collaborative interaction between SacRT and Citrus Heights staff. Annual reports to City Council by SacRT or jointly between SacRT and city staff.
Capital Projects	<ul style="list-style-type: none"> Ensure agreement includes commitment to collaborate on planning, and implementation of strategic capital and operational investments; cost-share on transit related capital project construction
Minimum Service Levels	<ul style="list-style-type: none"> SacRT shall maintain a basic level of service as part of the negotiation. A performance-based model is proposed with minimum thresholds for the percentage of the population and employment within ¼ mile of bus service every 15 minutes and every 60 minutes. This ensures service restructures preserve access to transit and access to frequent service in Citrus Heights.
ADA Services	<ul style="list-style-type: none"> The negotiated agreement should set minimum service levels for ADA service. Need to address how the expansion of SmaRT Ride service impacts the provision of ADA service in

Topic Area	Proposed Annexation Deal Points
	Citrus Heights. Recommend all Citrus Heights residents currently eligible for ADA service continue to qualify for a minimum amount of service Monday-Friday.
Transit Facility Maintenance	<ul style="list-style-type: none">• Ensure a minimum level of infrastructure maintenance for SacRT facilities within Citrus Heights city limits. SacRT infrastructure includes bus stops, transfer centers, and shelters. This may involve payments from RT to the Citrus Heights to conduct facility maintenance.
Travel Time Guarantees	<ul style="list-style-type: none">• Set minimum travel times between major connections in the region to Citrus Heights to prevent service restructures from negatively affecting residents. Propose minimum travel times from key locations in Citrus Heights such as Sunrise Mall to the Watt Blue Line Station and Gold Line Stations in Rancho Cordova. Current express service travel times should be maintained.
Mobility of the Future	<ul style="list-style-type: none">• Propose specific investments in new mobility infrastructure in Citrus Heights such as electric charging stations, smart technology, and other amenities as SacRT continues to receive funding for these programs.

Preferred Plan

Recommendations include three transit service priorities:

1. Local access for residents
2. Retaining access to regional destinations such as Downtown Sacramento
3. Improving access to regional employment centers

Management

This plan recommends negotiating annexation with SacRT, with specific deal points that need to be agreed upon by Citrus Heights and SacRT. Citrus Heights has a major opportunity to set clear access and performance benchmarks as stakeholders decide how to pursue changes to the current cooperative service agreement with SacRT.

The recent declines in overall ridership, productivity, and service reliability put increasing pressure on SacRT to redesign the transit network and reallocate service resources from low-productivity areas to high-productivity areas. This is an essential component of the present

“SacRT Forward” planning effort. The commitment of SacRT to ensure basic service levels in the city will be especially important points of negotiation in a potential annexation.

Standards and Performance

The Plan establishes four key performance indicators to evaluate transit service levels in Citrus Heights:

- **Access to fixed-route service, regardless of frequency.** This is an important measure of the level of transit investment in Citrus Heights and varies as the route network changes.
- **Access to bus stops that are served by higher-frequency fixed routes** in the core of the day on weekdays. Higher frequency is defined as service every 15 minutes.
- **Level of investment per capita.** This measure is suggested as access to MicroTransit or SmarT Ride service is not based on proximity to bus stops since it can reach all corners of the community. The measure is based on the number of people within the city served by each hour of microtransit service. The smaller the number of people competing for each hour of service, the greater the service level. The trade-off between less local fixed route service versus enhanced SmarT Ride service is demonstrated in Figure 2
- **Travel-time competitiveness.** between Citrus Heights and key regional destinations, in relation to drive-alone travel times.

Each of these calculations are shown by service alternative in Figure 2 and Figure 3. Figure 2 demonstrates the trade-offs between the alternatives in terms of emphasizing one type of access versus another. Figure 3 demonstrates the travel time competitiveness metrics.

Figure 2 Access to Transit Service – Minimum Service Level

Alternative	% of Residents with Access to 15-minute Frequency	% of Residents with Access to Fixed Route Service	Residents per Hour of MicroTransit Service
Current Conditions - Baseline	6.0%	55.7%	32
Local Trips (expands coverage of local fixed routes operating every 60 minutes)	6.0%	67.8%	32
MicroTransit	6.0%	44.5%	8
Commute Connectivity (Route 28 Express, Route 103 Express, Route 21 extension)	9.9%	59.9%	32
New Regional Service (expanded local fixed route service, restructured Route 103, Route 28 Express, Route 103 Express, Route 21 extension, expanded microtransit service)	9.9%	67.8%	8

Figure 3 Travel Time Standards

Major Citrus Heights Origin/Destination	Major Regional Connection	Current Peak Period Transit Travel Time	Current Peak Period Auto Travel Time	Recommended Maximum Transit to Auto Travel Time Ratio
Sunrise Mall	Cordova Town Center Gold Line Station	0:29	0:27	1.1
	I-80/Watt Blue Line Station	0:34	0:22	1.5

Long Term Transit Service Network

The Comprehensive Transit Plan includes a longer-term vision for overall improved service, as shown in Figure 4. This includes new local services and regional connections to Roseville and Rancho Cordova. The service additions represent an un-cost constrained future that is a combination of each of the higher priorities represented in the cost constrained alternatives, including the following:

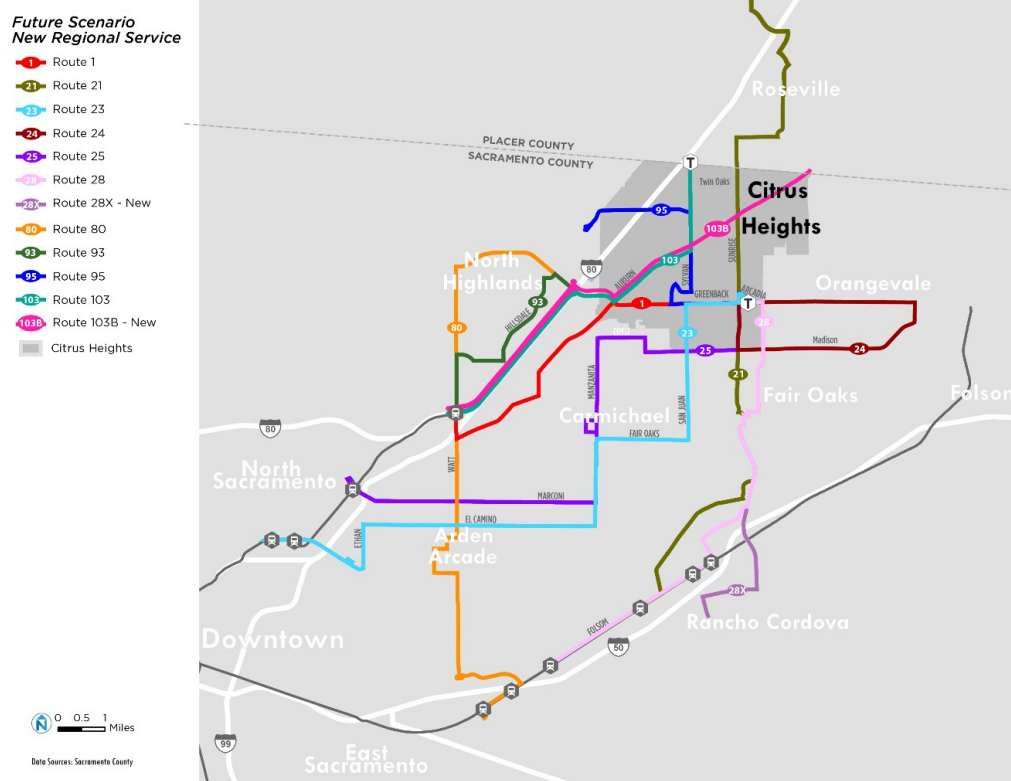
- Expanding coverage of local fixed route services
- Extend Route 21 to Kaiser Roseville/Galleria
- Express Route 28 to Sunrise Station and job center in Rancho Cordova
- Additional Route 103 express pattern along Old Auburn Boulevard
- Three additional all-day vehicles invested in SmaRT Ride or other microtransit service options

The essential idea is that as new funds become available, the City's priority for investing in new services is established.

An important clarification about further investment in microtransit as a mode to promote local access, MicroTransit service is in its infancy in Citrus Heights having been implemented in February 2018 as SmaRT Ride. See Chapter 3 for a comprehensive summary of SmaRT Ride to date. It remains to be determined how cost effective the SmaRT Ride service is compared to coverage level fixed route services on a per ride basis or on an overall expenditure basis. However, even if in the future it is determined to not be a cost effective approach there are other means by which to provide a similar level of access rather than revert to low productivity fixed route services that provide coverage. Alternate examples of currently known alternate systems already being pursued in the greater Sacramento area include a privately operated microtransit service and a subsidy program to support access to app-based ridesharing for city residents. Either of these examples may prove to be more cost effective than SmaRT Ride and technology advancements may lead to even better solutions. The City needs to keep options open to explore other alternatives should SmaRT Ride fail to be sustainable, financially.

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Figure 4 Future Transit Network Alternative – New Regional Service



1 INTRODUCTION

When Citrus Heights incorporated as its own city in 1997, it did not choose to be annexed into the Sacramento Transit District (SacRT). Today Citrus Heights contracts with SacRT for service in exchange for allocating its local transit revenue to SacRT.

The goal of the Citrus Heights Comprehensive Transit Plan is to comprehensively evaluate and plan for future transit service specific to the needs of Citrus Heights. It offers an opportunity to better understand route performance, strengths and challenges of the system, performance standards that are suited to Citrus Heights, and prioritize service improvements. This plan serves as the basis for future agreements with SacRT.

The actions that result from this plan should serve riders better, attract new riders, and improve productivity.

OVERVIEW

The following chapters are included:

- Chapter 1 – Introduction
- Chapter 2 – Market Demand Analysis
- Chapter 3 – Transit Service Overview
- Chapter 4 – Evaluation of Existing Bus Service Performance
- Chapter 5 – Paratransit Services
- Chapter 6 – Outreach
- Chapter 7 – Alternatives Analysis
- Chapter 8 – Preferred Plan

In addition two appendices are provided:

- Appendix A – Detailed Route Profiles of each route providing service in Citrus Heights
- Appendix B – Comments from open-ended questions in surveys accomplished as part of the outreach

2 EXISTING CONDITIONS MARKET DEMAND ANALYSIS

CITRUS HEIGHTS IN THE REGION

The City of Citrus Heights is located in Sacramento County, about 14 miles northeast of downtown Sacramento, and has an estimated population of 87,432.¹ The rapid population growth in the 1970s and 1980s has stabilized, with relatively little population change since 2000. The City of Citrus Heights became incorporated in 1997.

DEMOGRAPHIC ANALYSIS

Public transportation is most efficient when it connects population and employment centers—such as the inner ring suburbs of Sacramento—where people can easily walk to and from bus stops. The reach of transit is generally limited to within ¼ to ½ mile of the transit line (depending on the built environment), or a 10-minute walk, and thus the size of the travel market is directly related to the density of population and employment in that area.

This section focuses on demographic and socio-economic characteristics that affect transit usage in Citrus Heights. The evaluation includes:

- Population density
- Low-income population density
- Density of households without access to a vehicle
- Renter population density
- Older adult population density (age 65 and over)
- Youth population density (ages 10-17)
- Young adult density (ages 18-24)
- People with disabilities density
- Transit dependency

Areas of Citrus Heights with the higher levels of characteristics that affect transit usage also tend to have the highest levels of service, with a few exceptions west of I-80. The strongest markets for transit can be found along Greenback Lane, Sunrise Boulevard and Auburn Boulevard.

Population Characteristics

Population Density

The distribution and density of population is among the most important factors influencing the viability of transit service because nearly all transit trips require walking to/from the bus on at least one end of the trip. Higher density communities have more people within walking distance of common corridors that might support transit. Together with employment density, population density will determine the success of transit more than any other factor.

¹ U.S. Census Bureau, 2016.

The ample population in densely developed areas produces demand for frequent service that increases the attractiveness of transit for riders. However, in less densely developed areas, the overall demand is lower and, consequently, service levels tend to be lower.

Data from the U.S. Census 2015 American Community Survey has been mapped at the census block group level to illustrate the distribution of population across Citrus Heights. Figure 5 shows block groups with the highest residential densities can be found along Greenback Lane. Citrus Heights as a whole is relatively low density.

Low Income Households

Data from the U.S. Census 2015 American Community Survey 5-Year Estimate was used to map households at or below 150% of the federal poverty line by block group unit of analysis. Figure 6 shows that the highest concentrations of low income households are west of I-80, along parts of Sunrise Boulevard and Greenback Lane.

Vehicle Availability

For self-evident reasons, individuals without access to a vehicle represent a particularly strong market for transit. Identifying households without access to a vehicle helps in identifying areas that are likely to have a significant number of transit-dependent riders.

Data from the U.S. Census 2015 American Community Survey 5-Year Estimate was used to identify households who do not have regular access to a vehicle. The geographic unit of analysis for this data is the census block group. Figure 7 shows that the block groups in the southwest corner of the city and across the Sunrise Mall Transit Center have the highest concentrations of households without access to a vehicle.

Renter Population

Individuals who rent housing accommodations are also more likely to use transit service because they are more likely to live in areas of the city where owning a car is not a necessity. Identifying areas of the city where the renter population is higher than average can help inform routing decisions. Figure 8 shows that the concentration of households that rent their accommodations is highest in the southwest corner of the city and near the Sunrise Mall Transit Center.

Data from the U.S. Census 2015 American Community Survey 5-Year Estimate was used to identify rental households. The geographic unit of analysis for this data is the census block group.

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Figure 5 Population Density

Population Density

People per Acre by Block Group

- Less than 5.0
- 5.0 - 10.0
- 10.1 - 15.0
- 15.1 - 20.0
- More than 20.0

— 60 Minute Frequency

— 30 Minute Frequency

— 15 Minute Frequency

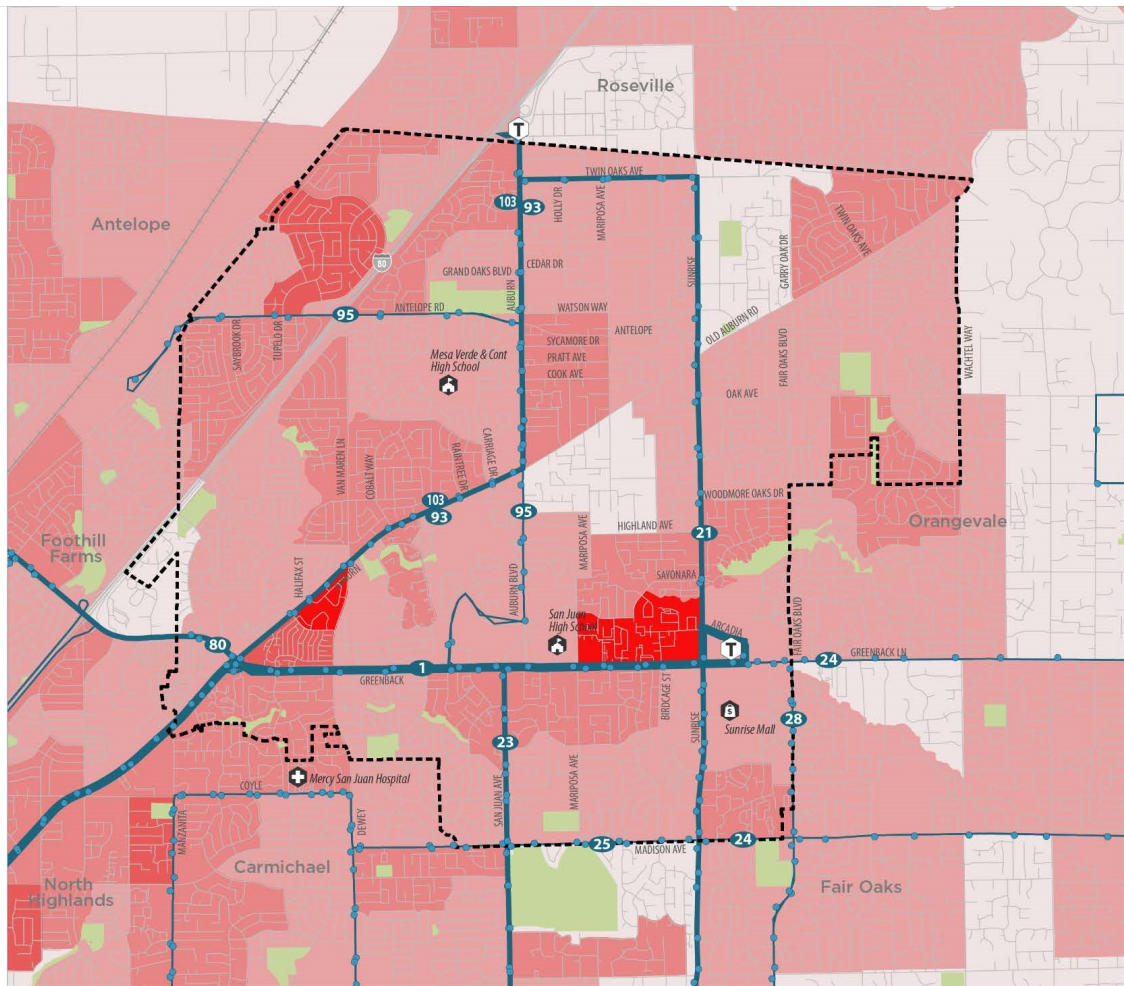
• Bus Stops

Ⓣ Transit Center

⬡ City Boundary

0 0.5 1 Miles

Data Sources: Sacramento County,
U.S. Census Bureau



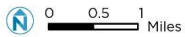
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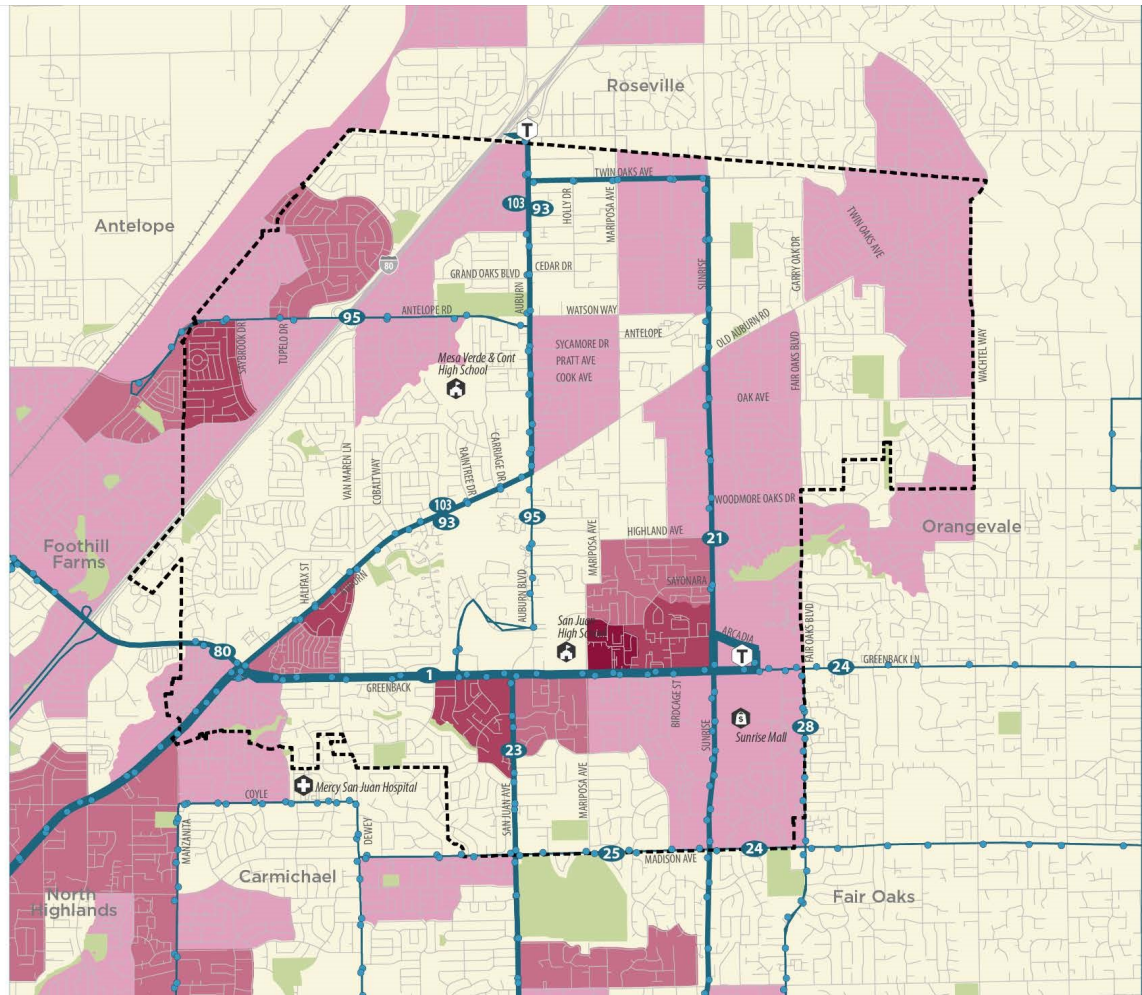
Figure 6 Low Income Population Density

Low Income Households*

*Within 150% of the Poverty Line
Households per Acre by Block Group

- Less than 1.0
- 1.1 - 3.0
- 3.1 - 5.0
- 5.1 - 8.0
- More than 8.0
- 60 Minute Frequency
- 30 Minute Frequency
- 15 Minute Frequency
- Bus Stops
- Transit Center
- City Boundary

 0 0.5 1 Miles
Data Sources: Sacramento County,
U.S. Census Bureau



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Figure 7 Zero Vehicle Households

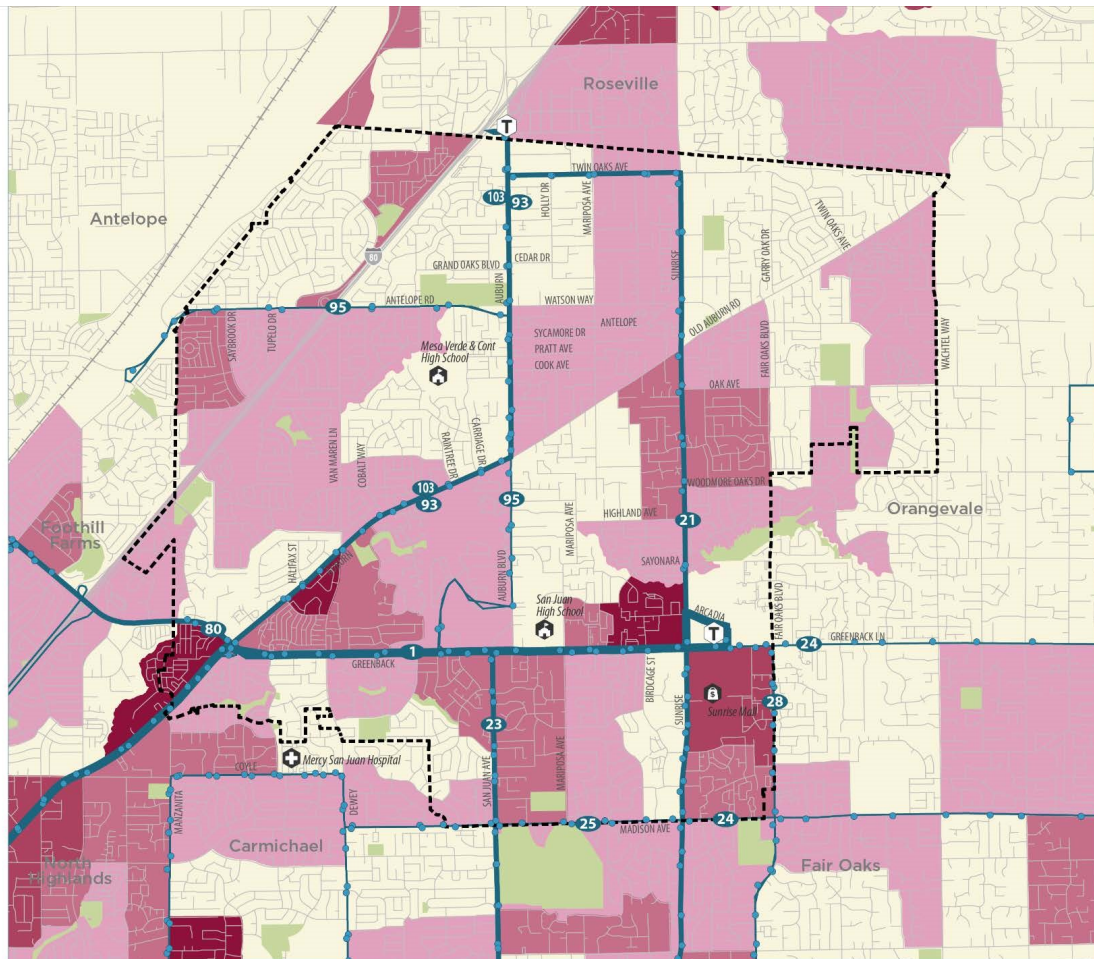
Zero Vehicle Households

Households per Acre by Block Group

- Less than 0.1
- 0.11 - 0.25
- 0.26 - 0.75
- 0.76 - 1.0
- More than 1.0
- 60 Minute Frequency
- 30 Minute Frequency
- 15 Minute Frequency
- Bus Stops
- Transit Center
- City Boundary

0 0.5 1 Miles

Data Sources: Sacramento County,
U.S. Census Bureau



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Figure 8 Density of Households that Rent

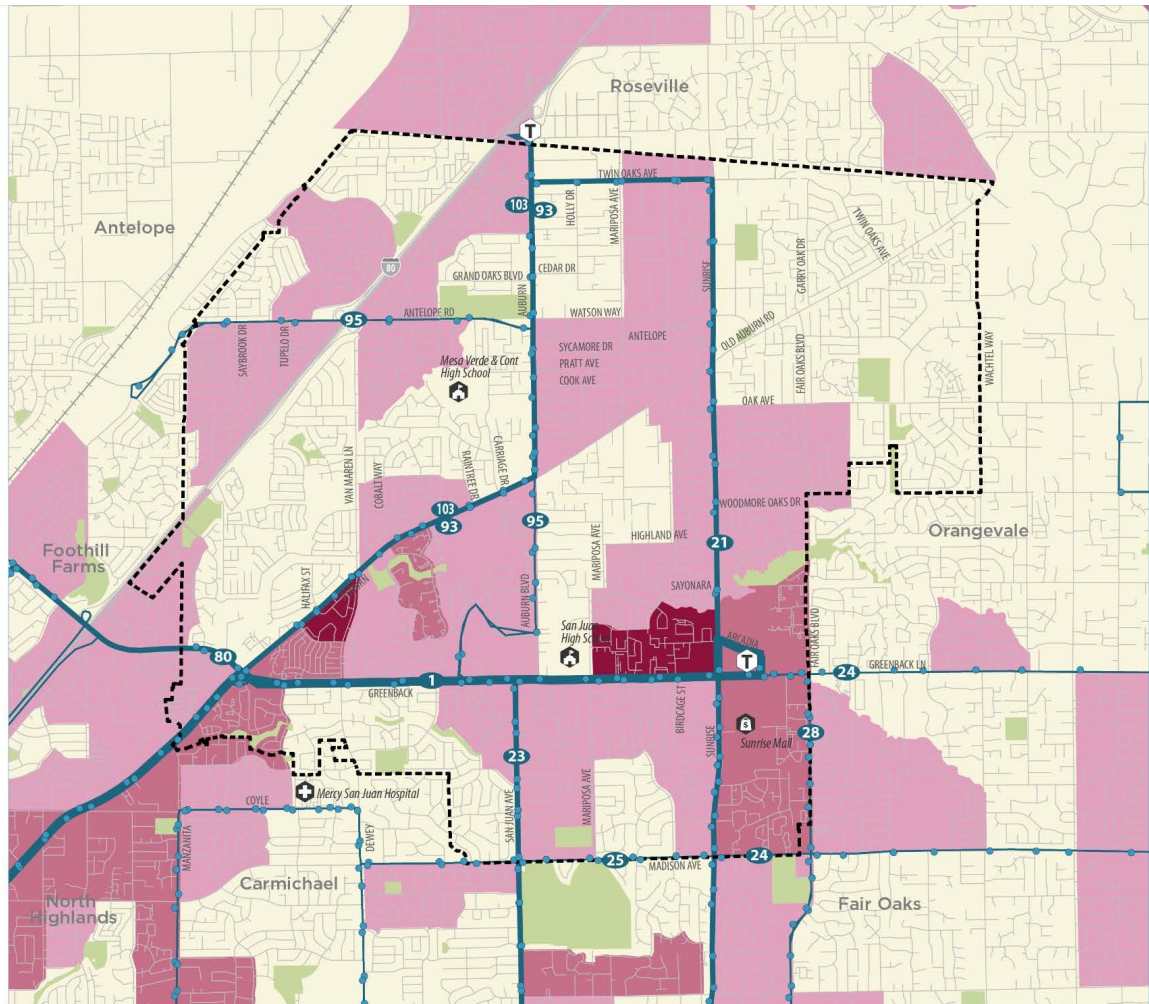
Density of Households that Rent

Households per Acre by Block Group

- Less than 1.0
- 1.1 - 3.0
- 3.1 - 5.0
- 5.1 - 8.0
- More than 8.0

- 60 Minute Frequency
- 30 Minute Frequency
- 15 Minute Frequency
- Bus Stops
- T Transit Center
- City Boundary

 0 0.5 1 Miles
Data Sources: Sacramento County,
U.S. Census Bureau

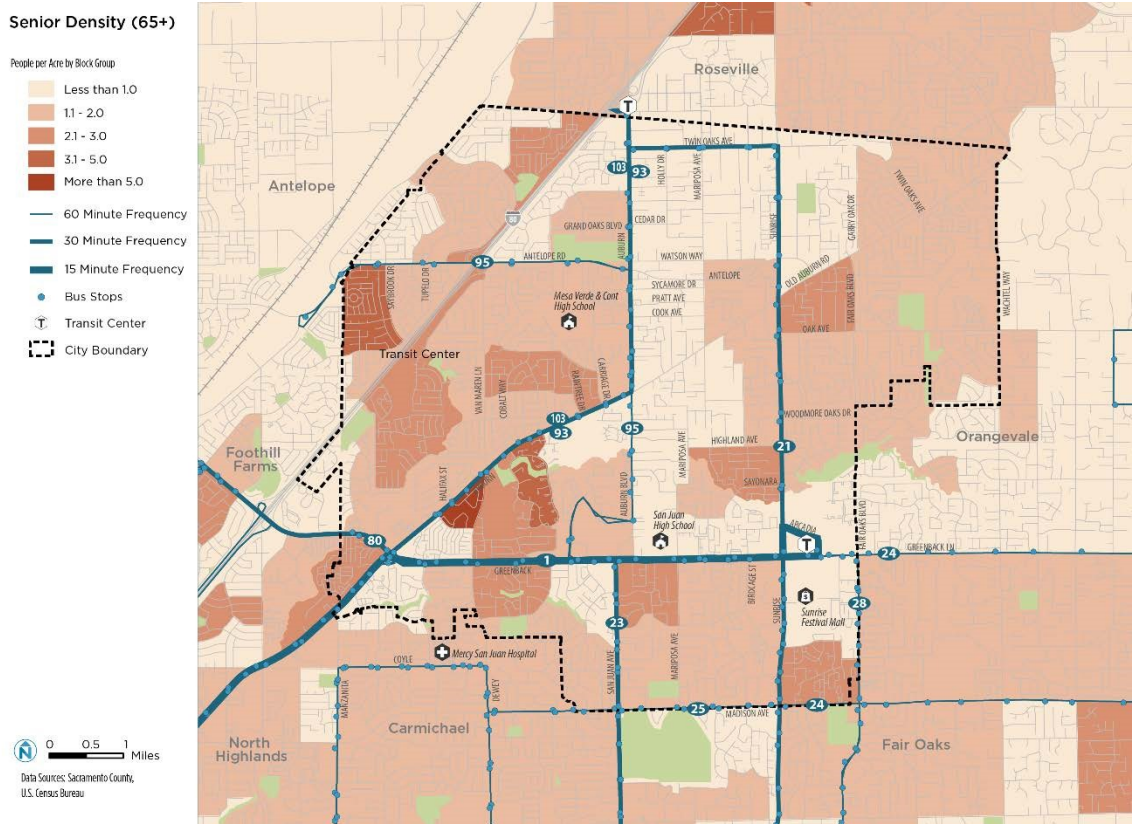


Older Adult Population Density

Older adults (those 65 years and older) are more likely to use transit than the general population because they are more likely to have chosen to stop driving or can no longer drive. Throughout the county, this is a key market for transit, in part because it is increasing so dramatically. Understanding the distribution of older adults is therefore important in identifying areas of more transit-dependent riders.

Data from the U.S. Census 2015 American Community Survey 5-Year Estimate was used to map individuals aged 65+ by census block group. Figure 9 shows the geographic distribution of older adults throughout Citrus Heights. Southwest Citrus Heights along Auburn Boulevard is home to a large contingent of elderly residents.

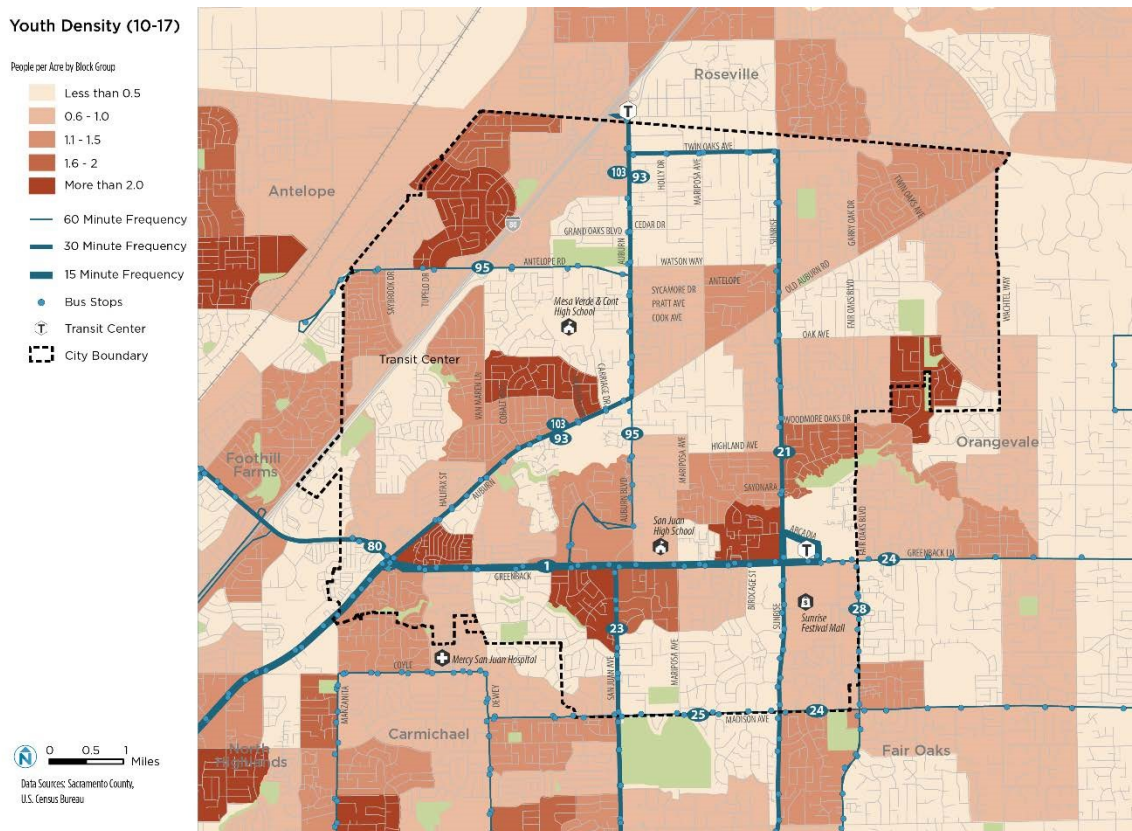
Figure 9 Older Adult Population



Youth Population Density

Data from the U.S. Census 2015 American Community Survey 5-Year Estimate was used to map individuals aged 10 to 17 (youths) by census block group. Figure 10 shows the geographic distribution of this demographic throughout Citrus Heights. People under the age of 18 can be found throughout the community and are more likely to use transit than the general population since they are often too young to legally drive. Research shows that present day youth are less likely to get a driver's license than previous generations with 76.7% of 20-24 year olds having a license in 2014 compared to 91.8% in 1983.²

Figure 10 Youth Population Density

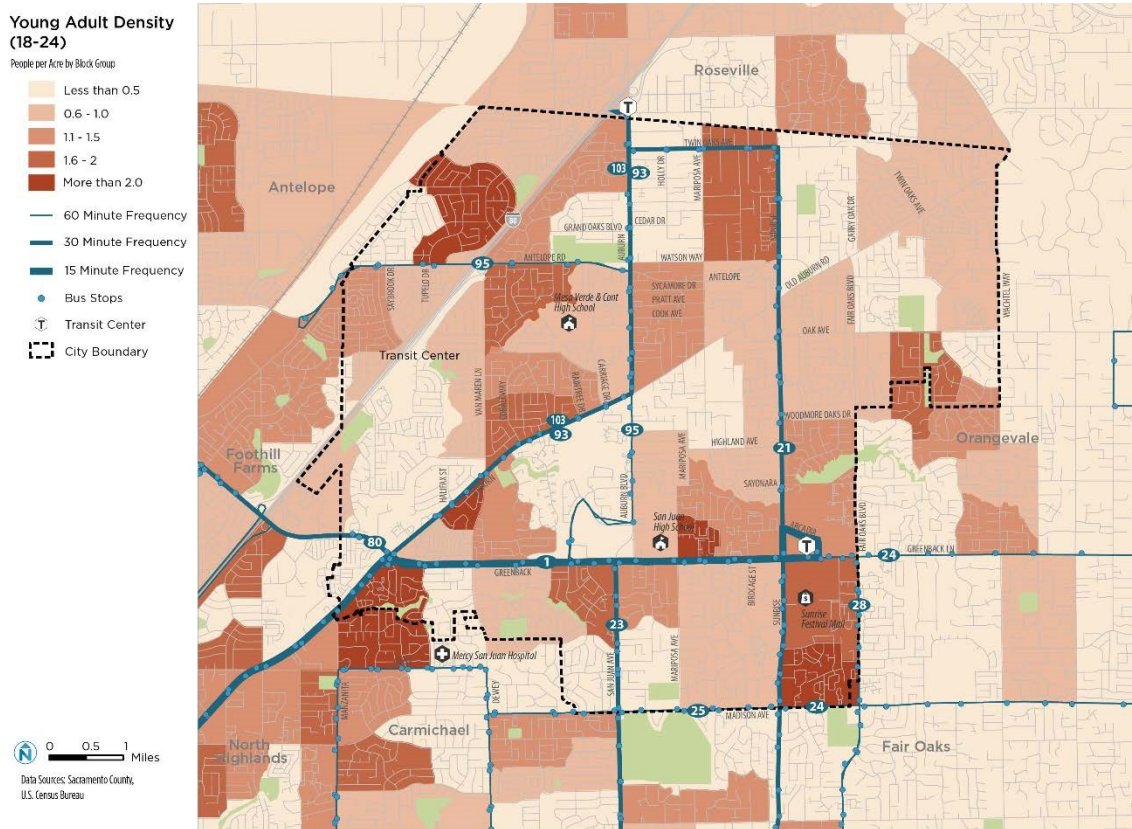


² Sivak, Michael and Brandon Schoettle, "Recent Decreases in the Proportion of Persons with a Driver's License Across All Age Groups" University of Michigan Transportation Research Institute, January 2016.

Young Adult Population Density

Young adults, individuals aged 18-24, make up the age cohort immediately above the youth population. Data from the U.S. Census 2015 American Community Survey 5-Year Estimate was used to map individuals aged 18-24 by census block group. Figure 11 shows that young adults are concentrated generally in the southern part of Citrus Heights, especially near the Sunrise Transit Center and south western corner.

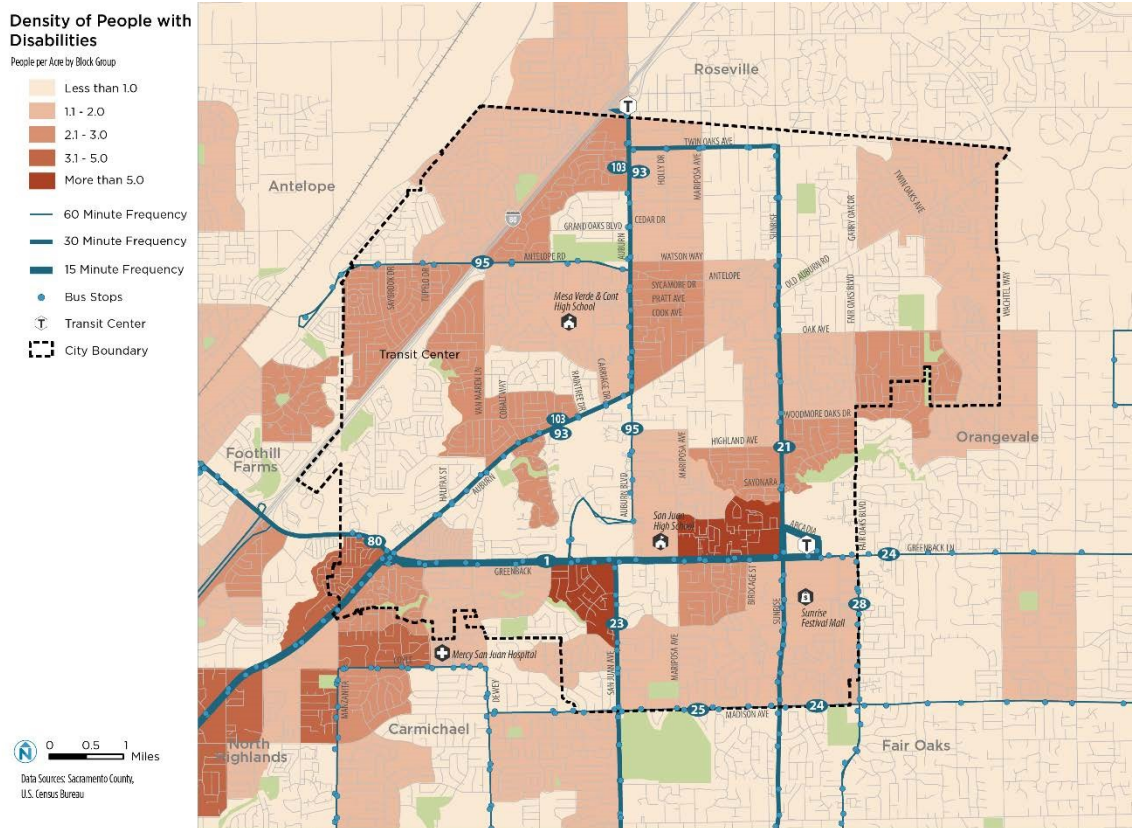
Figure 11 Young Adult Population



Disabled Population Density

Data from the U.S. Census 2015 American Community Survey 5-Year Estimate was used to map individuals with disabilities by census block group. Figure 12 shows the geographic distribution of these individual throughout Citrus Heights. The density of people per acre with disabilities is much higher in the southern part of the city in some of the block groups along Greenback Lane.

Figure 12 Density of People with Disabilities

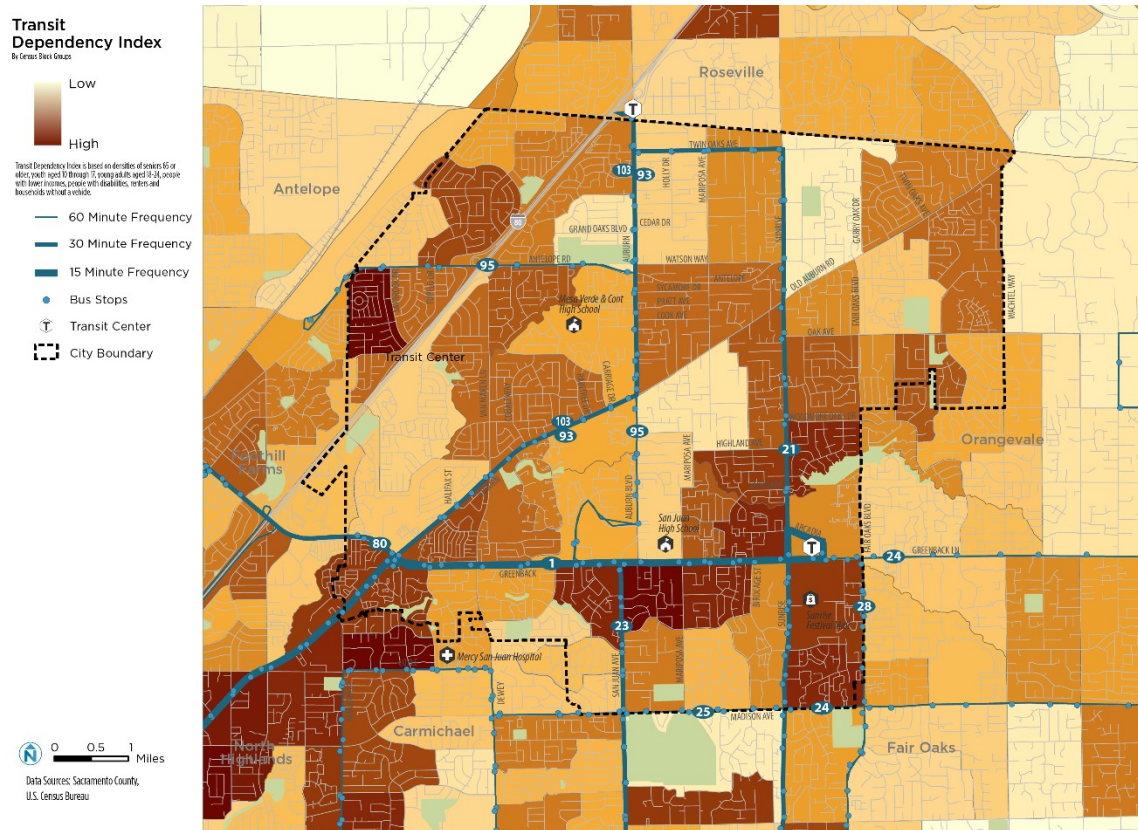


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Transit Propensity

The transit propensity index is the combined density of low income households, zero-vehicle households, renters, older adult, youth, young adults, and people with disabilities at the block group level. The composite index provides insight into which segments of the population have the highest demand for transit service and how they are distributed geographically. Transit dependency focuses on residential origins and therefore does not include non-residential destinations. Figure 13 displays the transit dependency index for Citrus Heights.

Figure 13 Transit Dependency Index



TRAVEL PATTERNS

Analyzing current and predicted travel patterns helps to identify whether current transit options are meeting the needs of the most people and the people most likely to ride, and where there might be future demand for transportation services.

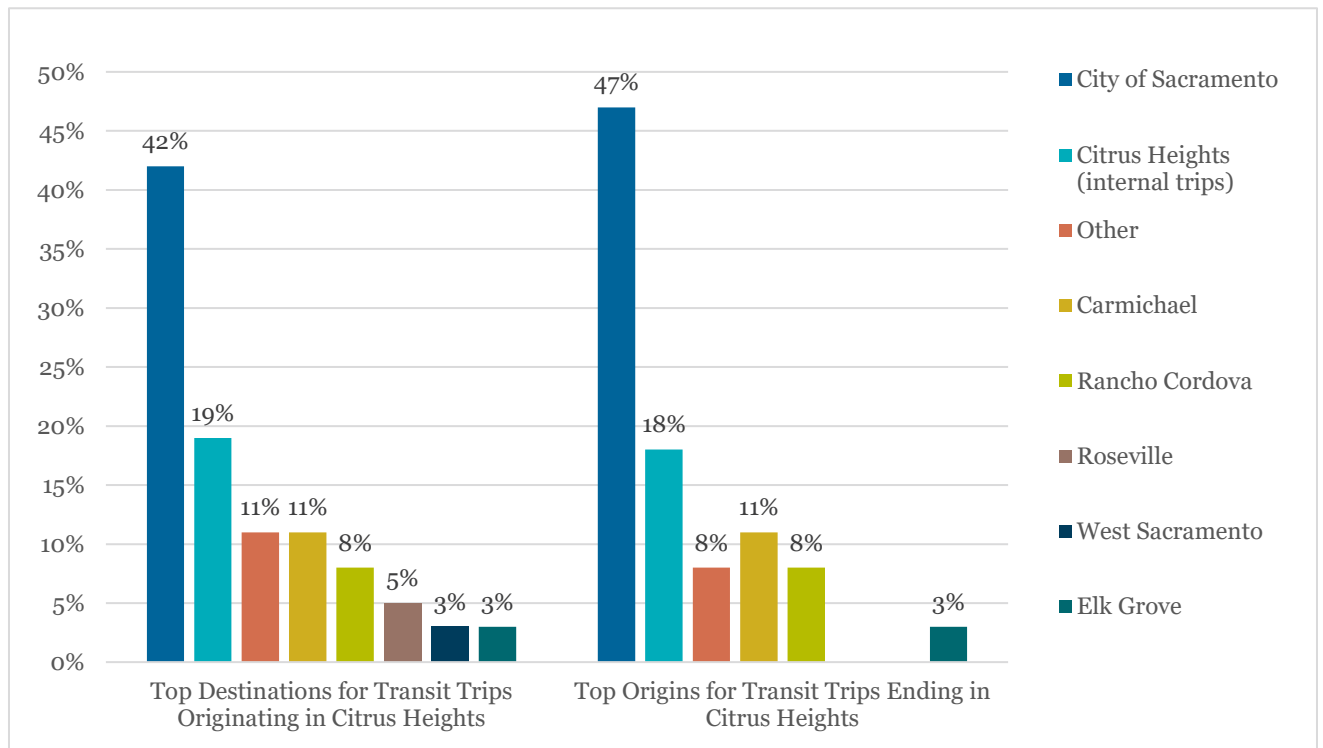
The travel pattern analysis looked at three data sources. The results from the most recent SacRT on-board survey provide origin-destination data about current transit riders. The Longitudinal Employer-Household Dynamics (LEHD) data shows the commuter patterns of all workers, regardless of mode. Last, the SACOG Regional Travel Demand Model Program provides projections and estimates of travel flow within the county through 2036.

Current Transit Riders: SacRT On-Board Survey

In April 2013, a comprehensive on-board survey was completed for SacRT and six other regional transit agencies. The survey included over 17,000 responses, and the results were weighted to the ridership of each transit route. This survey included questions on trip destinations that were broken down by community.

As shown in Figure 14, the City of Sacramento was the top destination for transit trips originating in Citrus Heights and the top origin for transit trips ending in Citrus Heights in 2013 (42% and 47%, respectively). Internal trips within Citrus Heights represented the second highest origin and destination for transit trips.

Figure 14 Transit Trips Origins and Destinations, 2013

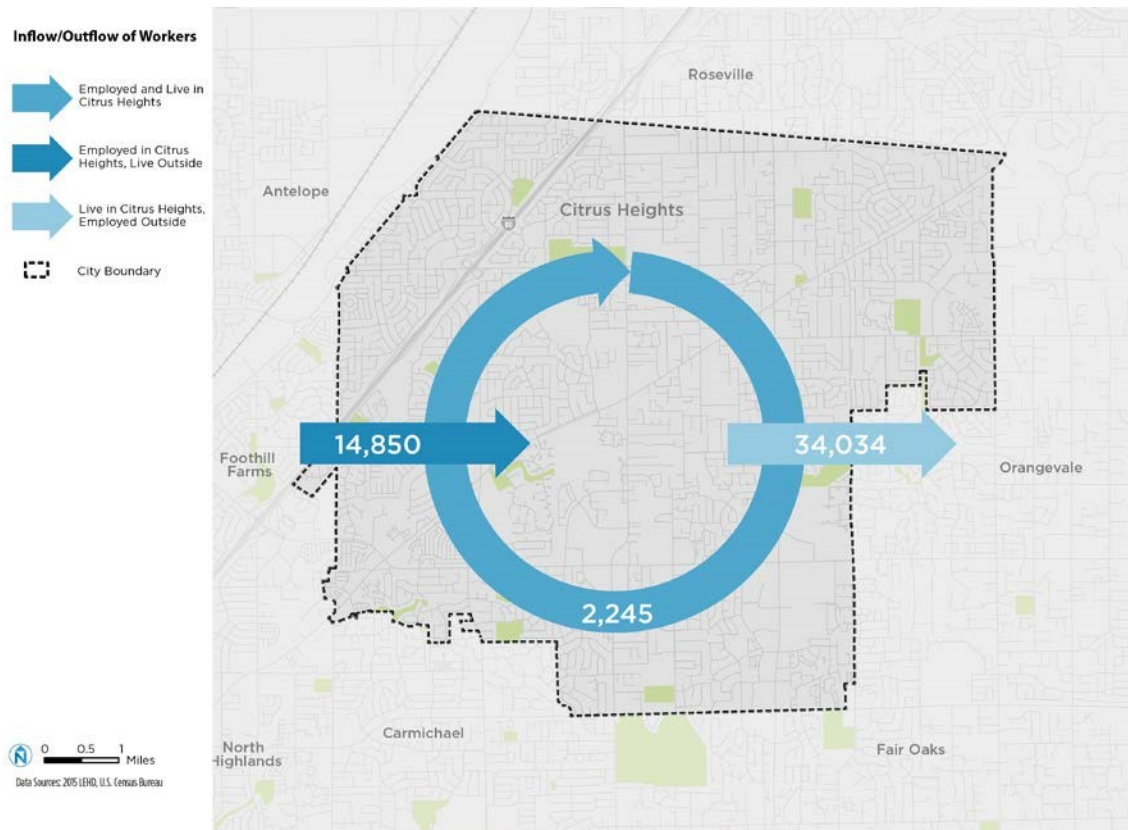


Source: Sacramento Regional Transit, April 2013.

Current Commute Patterns: LEHD Data

LEHD data from 2015 indicates that there were 36,279 employed residents from Citrus Heights, but only 17,095 jobs filled in Citrus Heights. This means there will be an outflow of people to access employment. The following maps illustrate where people are going. Figure 15 shows the general flow of people into and out of Citrus Heights for work trips.

Figure 15 Commute Inflow to and Outflow from Citrus Heights



U.S. Census LEHD data, 2015: <https://onthemap.ces.census.gov>

Work Travel Patterns

The Longitudinal Employer Household Dynamics (LEHD) from the US Census provides LEHD Origin-Destination Employment Statistics (LODES) that show the inflow and outflow of commuters for Citrus Heights. The LEHD program combines administrative data from different levels of government as well as data from census and surveys. In 2015, LODES identified the work destinations of 36,279 employed persons living in Citrus Heights.

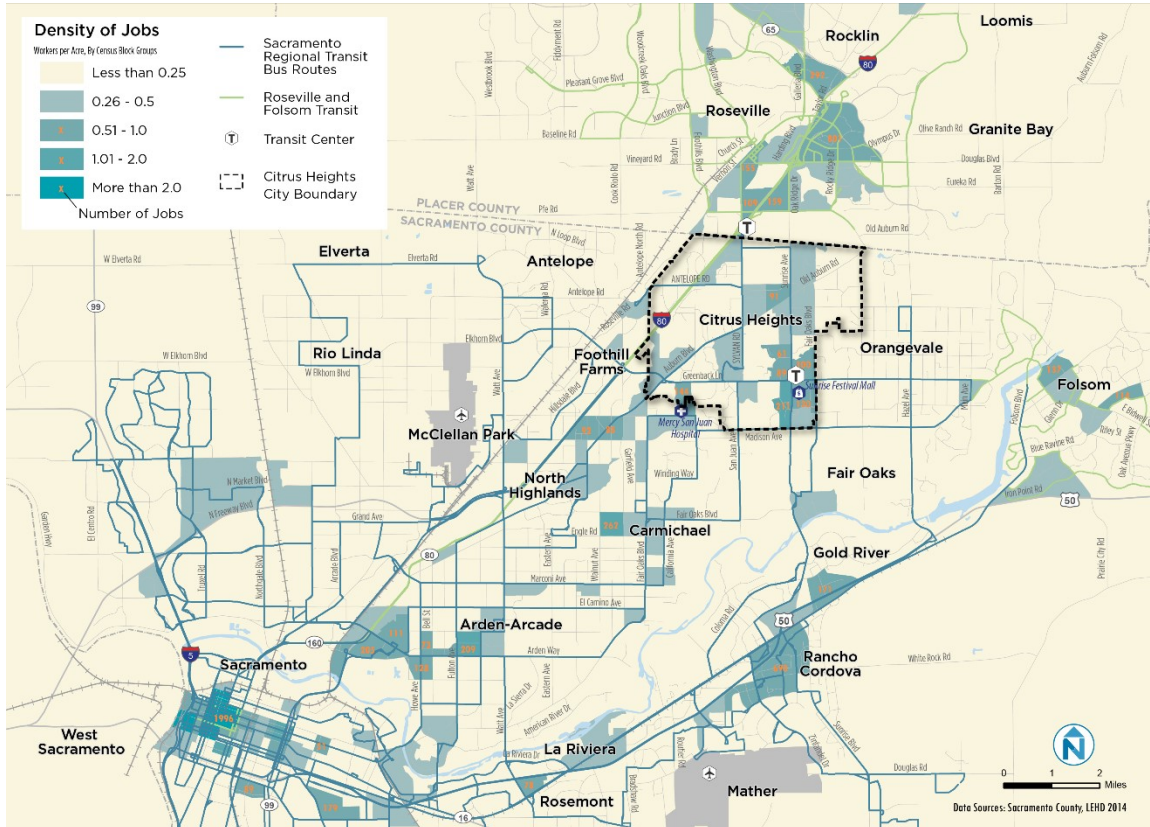
Figure 16 illustrates the geographic distribution of these work locations. Of those employed, 6.3%, or 2,245 people, lived and worked in Citrus Heights and 34,034 worked outside of Citrus Heights. The breakdown of where they were going includes:

- 17.8% work in Sacramento
- 11.6% work in Roseville
- 5.4% work in Rancho Cordova

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- 4.6% work in Arden-Arcade
- 4.1% work in Carmichael
- 4.0% work in Folsom

Figure 16 Work Locations of Citrus Heights Residents

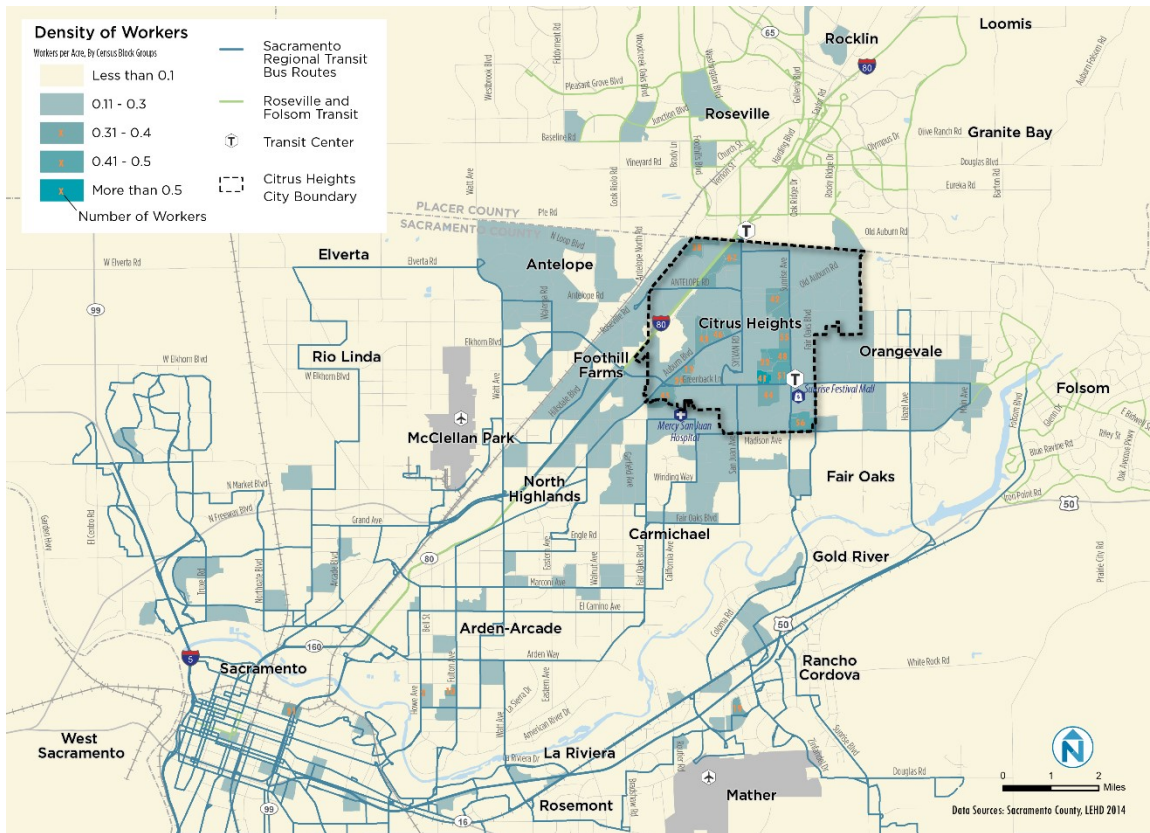


The 2015 LEHD data identified 17,095 jobs in Citrus Heights. Figure 17 shows their geographic distribution in the region. Residents who live and work in Citrus Heights make up only 13% of the employees. This represented 2,245 employees, as mentioned above. The next highest number of people commuting into Citrus Heights for work are:

- Sacramento, 1,450 employees (8.5% of labor pool)
- Roseville, 1,167 employees (6.8% of the labor pool)
- Carmichael, 740 employees (4.3% of the labor pool)
- Arden-Arcade, 638 employees (3.7% of the labor pool)
- Antelope, 598 employees (3.5% of the labor pool)
- Rancho Cordova, 528 employees (3.1% of the labor pool)
- Orangevale, 519 employees (3.0% of the labor pool)

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Figure 17 Home Locations of Workers in Citrus Heights



Employment Density in Citrus Heights

Higher employment density translates to transit agencies being able to provide service more efficiently. Understanding the distribution and density of employment is critical to transit service decisions. Transit that serves areas of high employment density provides key connections to job opportunities.

Origin-destination data from the 2014 LEHD employment statistics mapped in Figure 18 show where employers with at least five employees are concentrated. Employment is primarily concentrated in the southeast portion of Citrus Heights near the intersection of Sunrise Boulevard and Greenback Lane. Sunrise Mall and other businesses in this area represent approximately 7,200 jobs or 43% of all Citrus Heights employment.

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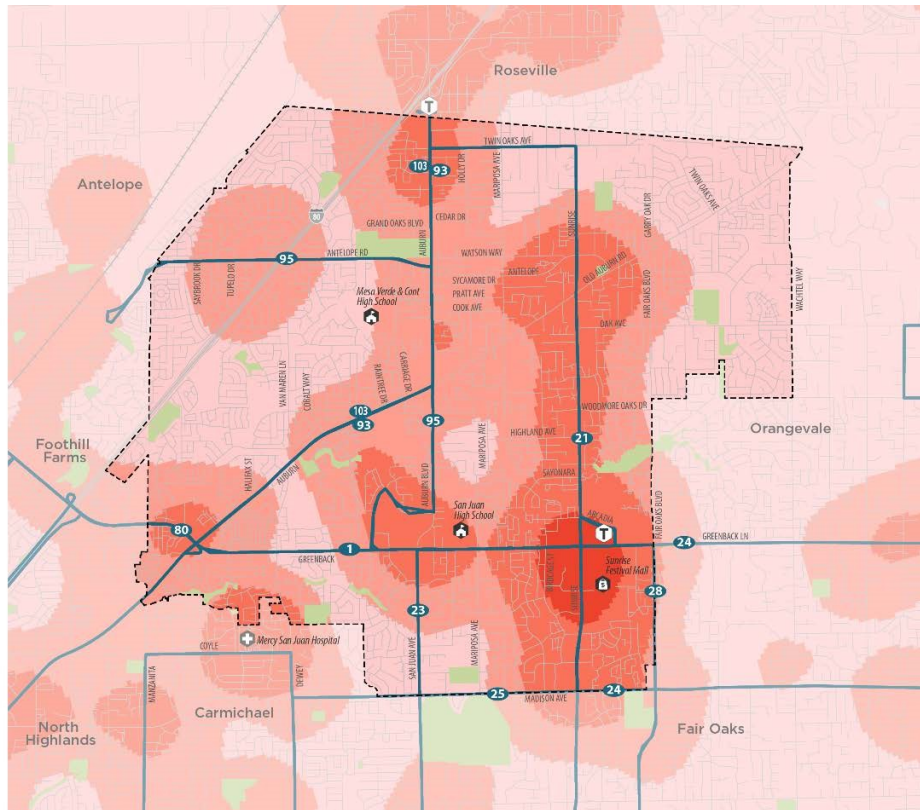
Figure 18 Employment Density

Employment Density
Jobs per Acre by Block



- Bus Routes
- T Transit Center
- - - City Boundary

0 0.5 1 Miles
Data Sources: Sacramento County,
U.S. Census Bureau



Future Travel Demand Forecast: SACOG Travel Model

The Sacramento Area Council of Governments (SACOG) uses modeling to estimate existing and future travel demand. SACOG provided model results from the 2016 Metropolitan Transportation Plan and Sustainable Communities Strategies. The model results for work travel flows between regional analysis districts and counties include base year estimates for 2012 as well as planning horizon year estimates for 2036. Regional analysis districts are communities and neighborhoods throughout the Sacramento region. The City of Citrus Heights is an example of one regional analysis district.

The analysis of this data does not perfectly align with Census LEHD data. The geographic boundaries are different. Regional analysis districts are planning-designated boundaries that do not always match SACOG political boundaries. Additionally, the years of analysis are not the same. Travel models may also have trip purposes defined differently than the Census.

County-Level Commute Flows

As shown in Figure 19, in 2012, Sacramento County accounted for 74.6% of all work trip destinations for Citrus Heights residents. The next highest destination was Placer County at 19% of work trips by people leaving Citrus Heights. While generally stable, by 2036, Placer County is expected to increase as a work destination for Citrus Heights workers to 20.7%, while the figure decreases for Sacramento County to 73.1%.

Figure 19 Work Destination SACOG Trip Model, Commute Trips from Citrus Heights to Region

Destination	2012		2036	
Sacramento County	25,505	74.6%	28,902	73.1%
El Dorado County	745	2.2%	835	2.1%
Placer County	6,511	19%	8,188	20.7%
Sutter County	70	0.2%	82	0.2%
Yolo County	1,324	3.9%	1,497	3.8%
Yuba County	42	0.1%	63	0.2%
Totals	34,197		39,567	

In 2012, Sacramento County was the origin for 63.5% of all workers employed in Citrus Heights, as shown in Figure 20. By 2036, this figure drops slightly to 61.7%. Placer County was home to 26.8% of people employed in Citrus Heights in 2012. Projections show that Placer County will account for 28.6% of Citrus Heights workers by 2036.

Figure 20 Work Origin SACOG Trip Model, Commute Trips from Region to Citrus Heights

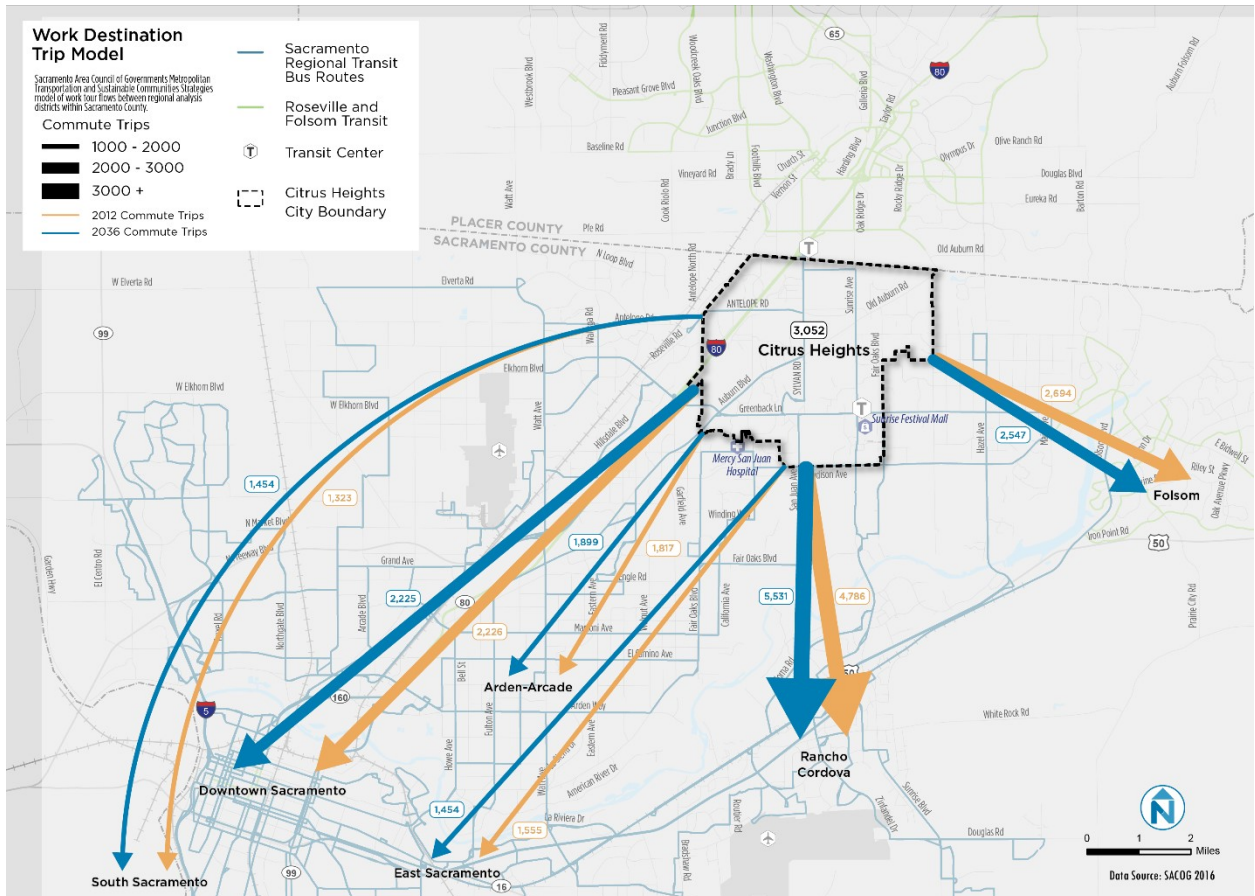
Origin	2012		2036	
Sacramento County	12,522	(63.5%)	16,015	61.7%
El Dorado County	1,096	(5.6%)	1,479	5.7%
Placer County	5,287	(26.8%)	7,409	28.6%

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Sutter County	95	(0.5%)	191	0.7%
Yolo County	469	(2.4%)	628	2.4%
Yuba County	237	(1.2%)	228	0.9%
Totals	19,706		25,950	

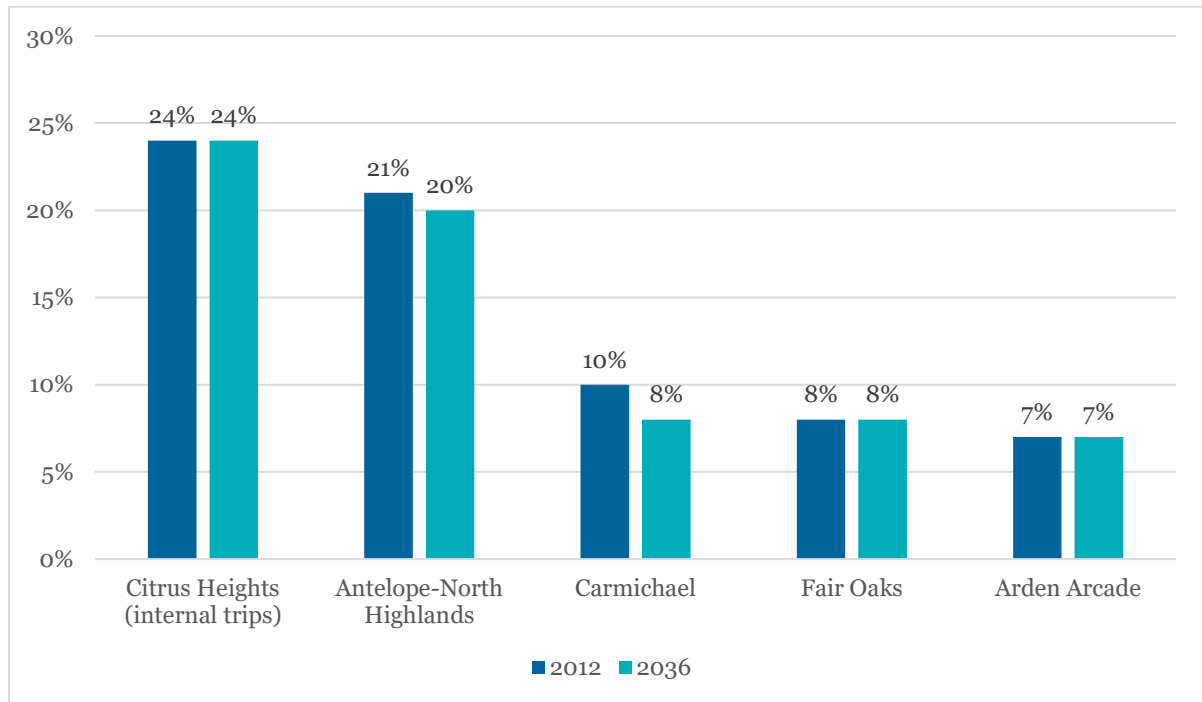
Sacramento County Commute Flows

Figure 21 SACOG Trip Model Work Destinations within Sacramento County



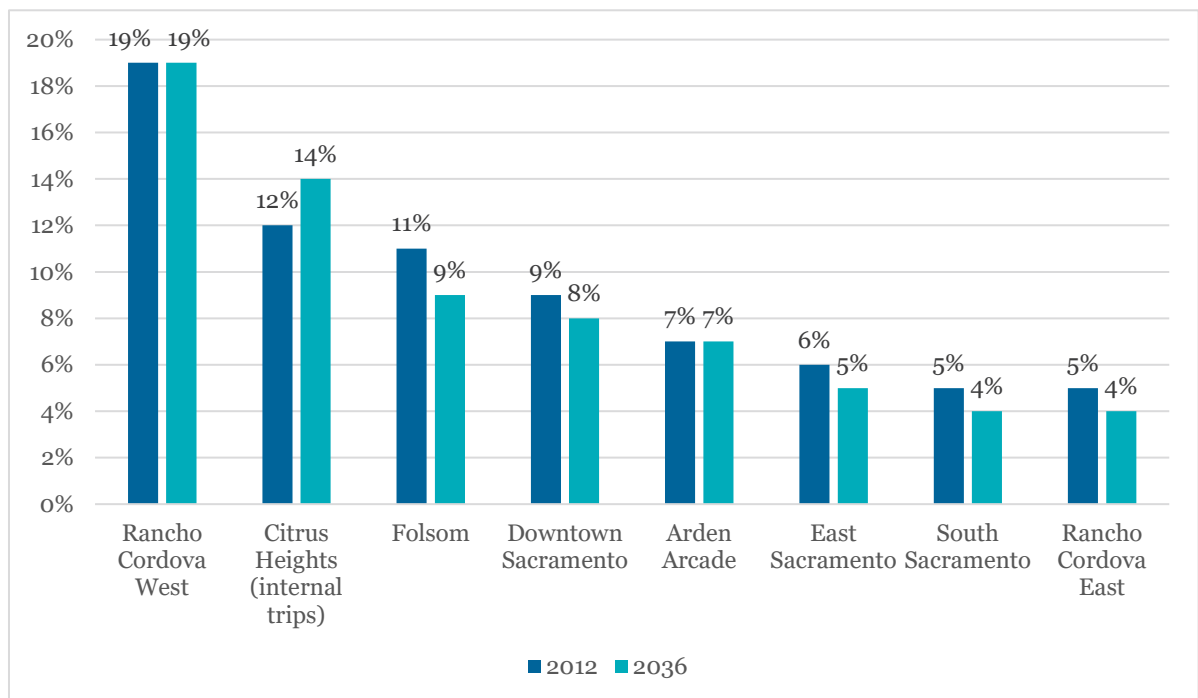
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Figure 22 Top Origins in Sacramento County for Work Trips Ending in Citrus Heights



Source: Sacramento Area Council of Governments, 2016.

Figure 23 Top Destinations in Sacramento County for Work Trips Originating in Citrus Heights



Source: Sacramento Area Council of Governments, 2016.

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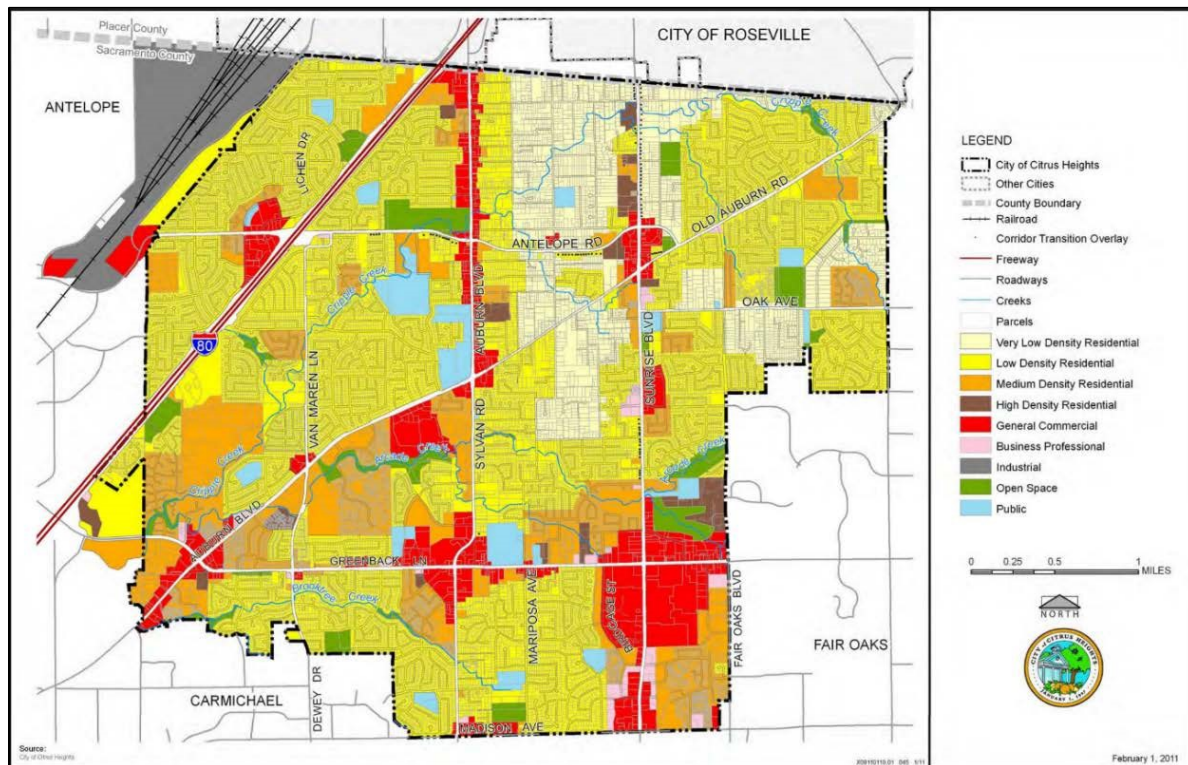
Key points:

- The count of work trips originating in Citrus Heights is approximately double the amount of work trips that have destinations in the city. The ratio of work trips with destinations in Citrus Heights compared to work trips originating in Citrus Heights grows slightly in the projection for 2036.
- Travel between Citrus Heights and other regional analysis districts is projected to remain stable between 2012 and 2036.
- Work trip growth outside of Sacramento County is expected to grow at a higher rate than inside Sacramento County.

LAND USE

Citrus Heights updated its General Plan in 2011. The updated plan provides guidance for land use development in the city. The Land Use component of the plan is an important factor in determining future transit service to Citrus Heights.

Figure 24 Citrus Heights Land Use Plan



Development patterns within Citrus Heights are primarily low-density residential. There are a few corridors along Auburn Boulevard, Sunrise Boulevard, and Greenback Lane that could support transit service because the commercial, medium density residential areas, and schools are known to generate ridership. Without plans to intensify land uses in the city, the lower-density areas of Citrus Heights will remain a challenge to serve efficiently and effectively with fixed-route transit.

The demand for on-demand and paratransit transit services is expected to grow as residents age in place.

SUMMARY OF FINDINGS

Key takeaways from the Market Analysis include:

- Citrus Heights is a bedroom community. Only 6.2% of residents also work in Citrus Heights.
- Overall, travel to, from, and within Citrus Heights is expected to be somewhat stable in the future.
- Based on land uses in Citrus Heights, fixed route transit will continue to serve people accessing the more commercial and higher density corridors, but will not reach people in many parts of the city.
- There are multiple options for on-demand transit service for some populations, with City Ride/SmaRT Ride or other microtransit options appearing to be more adaptable and potentially more cost effective.

3 TRANSIT SERVICE IN CITRUS HEIGHTS

OVERVIEW OF SACRT REGIONAL SERVICES

SacRT is able to provide transit in the Sacramento region because of federal, state, and local funds and fare revenue. Those revenue sources make up for 93% of the total FY 2017 budget, as shown in Figure 25. Citrus Heights, along with Elk Grove, Folsom, Rancho Cordova and the North Natomas shuttle pay SacRT for contracted service, which together accounts for under 4% of FY 2017 revenue.

The proposed FY 2019 Budget shows an increase in state and local funding due to SB1 funding. Senate Bill 1, known as the Road Repair and Accountability Act of 2017, directed revenue for roads, bridges, and transit projects. State Transit Assistance Program (STA) received an extra \$250 million annually, and is distributed via agency revenue and population.³

Figure 25 SacRT Funding Sources

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018 Budget	Proposed FY 2019 Budget
Fare Revenue	\$ 29,157,000	\$ 28,396,000	\$ 28,056,000	\$ 30,487,000	\$29,763,000	\$27,942,000
Contracted Services	\$ 5,530,000	\$ 5,810,000	\$ 6,110,000	\$ 6,260,000	\$5,799,000	\$6,379,000
State & Local	\$ 75,296,000	\$ 77,394,000	\$ 78,493,000	\$ 86,911,000	\$91,130,000	\$98,161,000
Federal	\$ 28,978,000	\$ 29,767,000	\$ 34,097,000	\$ 34,467,000	\$31,057,000	\$32,307,000
Other*	\$ 2,918,000	\$ 4,002,000	\$ 5,333,000	\$ 4,357,000	\$3,578,000	\$4,228,000
Total Operating Revenue	\$141,879,000	\$141,879,000	\$152,089,000	\$162,482,000	\$161,327,000	\$169,017,000

Source: Sacramento Regional Transit District Abridged Budget Fiscal Year 2017-2018, Sacramento Regional Transit District Abridged Budget Fiscal Year 2018-2019.

* Other category includes investment income, commercial real estate leases, advertising income, bus book sales, fare evasion fines, promotional

³ <http://rebuildingca.ca.gov/transit.html>, accessed September 10, 2018.

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sales, photo identification activities, and parking revenue. The Proposed FY 2019 budget includes \$1.2 million for the sale of low carbon credits through the State Cap and Trade Program.

OVERVIEW OF SACRT ROUTES IN CITRUS HEIGHTS

Sacramento Regional Transit (SacRT), the regional transit provider for the Sacramento County region, provides transit service to Citrus Heights. The system consists of a network of three light rail lines and 62 fixed-route bus lines. Citrus Heights is served by nine fixed transit routes and one fixed-route shuttle called Neighborhood Ride (TNR)⁴ operated by SacRT. The fixed routes are shown in Figure 26. Figure 27 shows how these routes connect within the region.

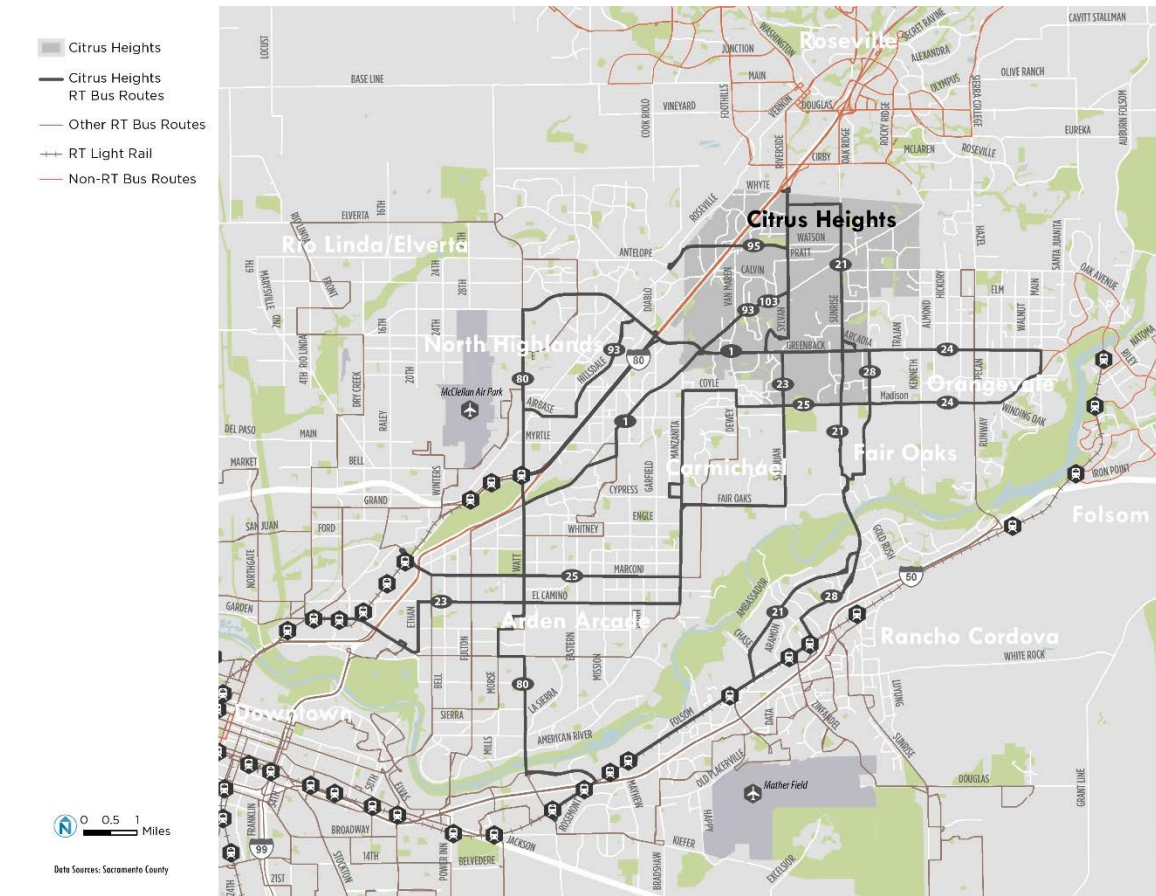
Figure 26 SacRT routes serving Citrus Heights



⁴ The Neighborhood Ride (TNR) is a flexible transit service. Buses have a regular fixed route and schedule.

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Figure 25 SacRT Transit serving Citrus Heights



The SacRT fixed route buses that serve Citrus Heights originate within or adjacent to the city and terminate at destinations outside of the jurisdiction. Most bus lines connect to light rail stations to the south and west and begin at either Sunrise Mall Transit Center or Louis & Orlando Transfer Center. Only Route 95, a Neighborhood Ride shuttle, operates almost entirely within Citrus Heights. Noticeably absent from the transit network serving Citrus Heights is a direct or express connection to downtown Sacramento, riders traveling to downtown must transfer at a light rail station and take light rail to their final destination.

Figure 26 **Cities served by each route serving Citrus Heights**

Routes	Route Classification	Areas / Cities Served
1	Weekday, Saturday, Sunday	Citrus Heights, North Highlands
21	Weekday, Saturday, Sunday	Roseville, Citrus Heights, Fair Oaks, Rancho Cordova
23	Weekday, Saturday, Sunday	Fair Oaks, Carmichael, Arden-Arcade, Sacramento
24	Weekday	Fair Oaks, Orangevale
25	Weekday, Saturday	Carmichael, Arden-Arcade
28	Weekday	Fair Oaks, Rancho Cordova
80	Weekday, Saturday, Sunday	North Highlands, Arden-Arcade
93	Weekday, Saturday, Sunday	North Highlands, Citrus Heights
103	Weekday	Citrus Heights
95 - TNR	Weekday	Antelope, Citrus Heights

In 2014, there were eleven routes serving Citrus Heights. In 2017 a recommendation to reduce service further was not implemented when SacRT got an infusion of money to operate service.

Fares

SacRT fares are \$2.75 for a single trip and \$7.00 for a daily pass across bus, light rail, and the Neighborhood Ride (Route 95). Single rides are non-transferable across the system. Single ride light rail tickets are good for nine minutes from time of validation on light rail only. Discounted fares are available for seniors (age 62 and older), persons with disabilities, Medicare cardholders, and students (grades K-12). The discount fare is \$1.35 for a single ticket and \$3.50 for a daily pass. This is the fare structure in place prior to Oct. 1, 2018. As this report was going to press, SacRT implemented a new fare structure with the key feature of lowering the cost of a single cash fare to \$2.50. There were many other changes in the fare structure, as well.

Figure 27 **SacRT Fares**

Ticket Type	Price	Ticket Type	Price
Basic Single Fare	\$2.75	Book of 10 Pre-Paid Single Fares	\$27.50
Discount Single Fare	\$1.35	Book of 10 Pre-Paid Discount Single Fares	\$13.50
Daily Pass	\$7.00	Book of 10 Pre-Paid Daily Passes	\$70.00
Discount Daily Pass	\$3.50	Book of 10 Pre-Paid Discount Daily Passes	\$35.00
Basic Monthly Pass	\$110.00	Super Senior Monthly Pass (75+)	\$42.00
Discount Monthly Pass	\$55.00	Golden 1 Center Event Round-Trip Fare	\$5.50
		Discount Golden 1 Center Event Round-Trip Fare	\$2.70

SERVICE CHARACTERISTICS

Level of Service

Figure 30 shows the level of service available in Citrus Heights among the routes operating in the city. Ten routes operate on weekdays with varying frequencies: AM is considered before 9 a.m., PM is 4-7 p.m., and evening is after 7 p.m. Route 1 provides the most frequent service, seven days a week. Route 23 operates until after 11 p.m. Monday through Saturday. Route 103 is a weekday express route with only four trips during each rush hour period.

Figure 30 Overview of SacRT routes operating in Citrus Heights

Route	Frequency of Service						Span of Service		
	AM	Midday	PM	Evening	Saturday	Sunday	Weekday	Saturday	Sunday
Route 1	15	15	15	30	30	30	4:59 a.m. - 10:22 p.m.	5:41 a.m. - 10:33 p.m.	5:45 a.m. - 9:11 p.m.
Route 21	30	30	30	30	60	60	4:41 a.m. - 10:45 p.m.	6:12 a.m. - 9:36 p.m.	6:12 a.m. - 9:36 p.m.
Route 23	30	30	30	45, 60+	30	60	5:07 a.m. - 11:38 p.m.	6:27 a.m. - 11:11 p.m.	6:43 a.m. - 9:40 p.m.
Route 24	60	60	60	-	-	-	6:00 a.m. - 7:22 p.m.	-	-
Route 25	60	60	60	-	60	-	7:09 a.m. - 8:04 p.m.	8:00 a.m. - 6:46 p.m.	-
Route 28	30-60	60	60	-	-	-	5:17 a.m. - 7:44 p.m.	-	-
Route 80	60	60	60	60	60	60	5:26 a.m. - 10:40 p.m.	7:03 a.m. - 10:04 p.m.	6:43 a.m. - 7:48 p.m.
Route 93	30	30	30	60	60	60	5:41 a.m. - 9:54 p.m.	8:00 a.m. - 7:06 p.m.	8:00 a.m. - 7:06 p.m.
Route 103	30	-	30	-	-	-	5:51 a.m. - 7:13 a.m. 4:33 p.m. - 6:25 p.m.	-	-
Route 95 - TNR	60	60	60	-	-	-	6:34 a.m. - 5:54 p.m.	-	-

CITY RIDE AND SMART RIDE

Service Delivery

The City Ride operated curb-to-curb service between 7 a.m. and 7 p.m. Monday through Friday for any trip purpose within the City of Citrus Heights as depicted in Figure 31. Service was also provided to Mercy San Juan Medical Center on Coyle Avenue in Carmichael, and Kaiser Medical Offices on Riverside Avenue in Roseville. Trips were reserved over the phone, but no more than 24 hours in advance. All individuals were able to use this service. It was not limited to seniors or the disabled like ADA Paratransit service.

In February, 2018, City Ride was replaced by a new pilot service, SmaRT Ride. The new service remains a demand responsive service that provides the same geographic and time of day coverage as City Ride. Although, an enhancement to the service hours was made in early summer 2018 to extend the availability to 6 am to 9 pm on weekdays. Also service was added in the neighboring

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communities of Antelope, Orangevale, and Fair Oaks. The Orangevale/Fair Oaks area also connects to the Historic Folsom Gold Line Station. Although, each of these areas operates as a self-contained demand response area. Currently, one can transfer between the services in adjacent communities. In the analysis below it is important to know that the data for the former City Ride and the current SmarT Ride are not directly comparable due to these expansions of service. At the time this plan was written SmarT Ride data isolated only to Citrus Heights was not available.

Figure 28 City Ride Service Area Map



Fares

The City Ride/SmarT Ride had a base fare of \$2.75 per trip. Discounted fares of \$1.35 are available for seniors, the disabled, and students. As of August 2018, groups of five or more people can ride for free. However, uptake of the free fare offer is slow. October 1, 2018, fares were lowered to \$2.50 per trip and \$1.25 for the reduced fare. This was implemented in conjunction with an overhaul of SacRT's entire fare structure which generally lowered the cost to ride transit in the region.

Customer Response

In addition to expanding the area of availability, a major enhancement compared to the former City Ride, is in the expanded ability to request a ride. Ride requests can now be made either by phone, on-line, or through a smart phone "app." The request can be made at any time prior to the ride. Service is dispatched dynamically, so depending on demand (requests for rides) and the

number of vehicles available, the time between request and pick-up can be very short. Wait times as little as ten minutes have been reported by some riders at some times of day. More typically response times are around 30 minutes and can be up to two hours during peak demand. While this is a major improvement over the former City Ride service, one must also bear in mind that reliability of the service continues to be an issue. Detailed data provided by SacRT in September 2018 suggests that as ridership increases both the median wait time and the 90th percentile wait times expand. “Median” means that half the riders see less than that number, while the other half see times greater than that number. “90th Percentile” means that 90% of riders see times less than the statistic. For example in March and April, the median wait times were about 10 minutes, so half of the daily riders saw wait times less than 10 minutes, while half saw wait times greater than 10 minutes. Meanwhile, 90 percent of riders were able to secure a ride in about 30 minutes, or less. In late April the service was expanded to include Antelope and Orangevale. Median wait times moved up to about 15 minutes with 90th percentile wait times rising to about 35 minutes. By August demand had increased to 250 to 300 boardings per day, where in April it was 75 to 90 boardings per day. The statistics show, that by August with this increased demand the median wait time had increased to about 25 minutes with 90th percentile times reaching about 60 minutes.

A major issue in the early stages of this service has been the ability for customers to predict or have confidence that their pick-up will be timely or as promised. Anecdotal evidence suggests cases where people are given a short response time and then not picked up until two hours after the promised time. There have also been cases where people have been unable to book rides within reasonable response time windows. It is difficult to know, based on current information, if these are growing pains or actual weaknesses in the service concept. A best practice in the paratransit industry is to provide customers with a pick-up window, usually 30 minutes, then track actual performance against that window. With SmaRT Ride, the statistics are showing actual wait times vary by as much as 35 minutes. What, to date, has not been reported is the wait time that people were given when they requested a ride versus what they actually experience. It must be recognized that the service is new and many aspects are continuing to be addressed by SacRT. However, for the people of Citrus Heights if microtransit, in the form of SmaRT Ride, is to become an important mode for local access, service reliability will need to be tracked and will need continuous improvement.

Another issue is that there is no real time feedback system for the nearly half of riders who continue to be call-in customers. At the time of this writing uptake on app-based and on-line booking has been encouraging with about 50% of trips arranged through the “app” with phone ride requests making up the balance. People with the “app” can track the progress of their vehicle dynamically. Riders who chose to call in have no such feedback system. Nevertheless, this represents a substantial improvement in availability compared to the prior, “day before” system of City Ride.

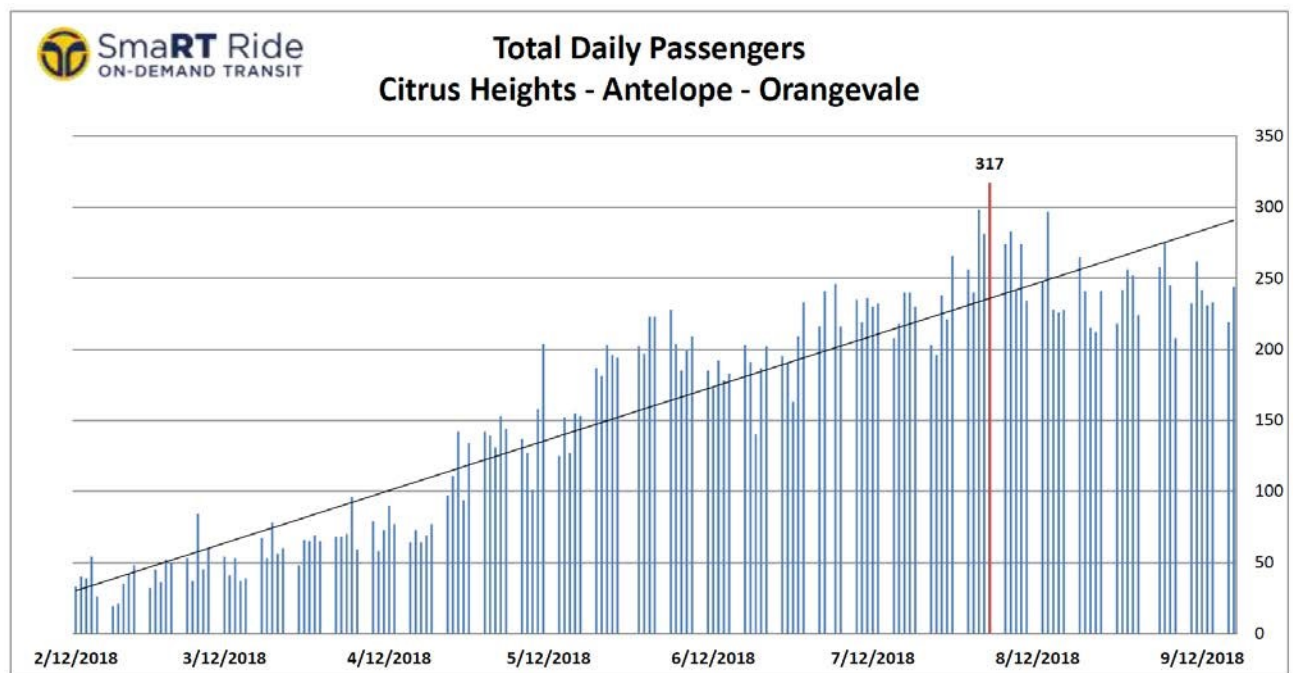
Growing pains to the contrary, indications are that SmaRT Ride has improved the customer base. City Ride service was a service characterized by a very consistent client base. From July 2016 to June 2017, only 197 unique passengers used the City Ride service in Citrus Heights. These 197 passengers completed 8,148 trips or an average of 32 trips per weekday. Of these trips, 16 individuals, or eight percent of all riders, generated 50.2% of all trips in the year. Early indications are that SmaRT Ride is appealing to a much broader customer base. April through September 2018 there have been 1,200 uniquely identifiable riders who have used SmaRT Ride service, a six fold increase over City Ride. Although it is important to bear in mind that SmaRT Ride is now available to a larger population than the former City Ride. Of those 1,200 people, two-

thirds took more than one trip, and just less than one half have been retained as regular customers over the life of the pilot to date, that is, these individuals have used the service within the last month. Nearly half of all riders use the service every week and 6% use it every day. These statistics demonstrate that this service is very successfully attracting and retaining new riders and has significantly increased the number of individuals who use the service. Service consumption has gone from meeting the continuous needs of a small group of people to a far more balanced service profile that actively serves many more individuals in the community.

Overall Ridership

Historically, City Ride has had ridership in the range of 30 to 40 passengers per day, with daily ridership seldom ever breaking 50 riders in a day. While the service area has expanded to include Antelope and Orangevale, all indications are that SmaRT Ride has gained substantial new ridership. Figure 32 was provided by SacRT and shows a continuous improvement in overall ridership compared to the prior City Ride service. By August 2018, daily boardings average about 230 boardings per day with some days approaching, or even exceeding, 300 boardings per day. While this does represent a larger land area and population than the former City Ride, it is safe to observe that the ridership response is encouraging.

Figure 32 SmaRT Ride Ridership History

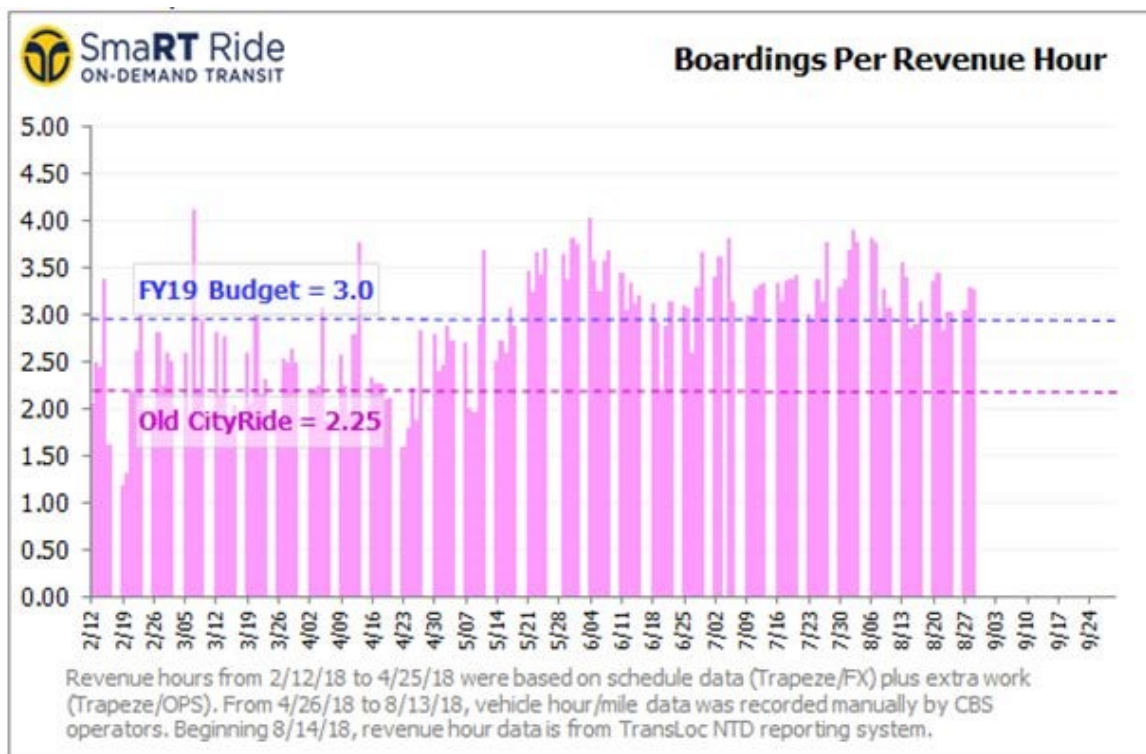


Performance

City Ride experienced low productivity with a accumulated productivity of 1.7 passengers per revenue hour since its inception in November 2012. However, in recent years City Ride productivity had improved to about 2.25 passengers per revenue hour by the end of 2017.

SacRT provided the data depicted in Figure 33, but it clearly demonstrates improving productivity of Smart Ride with its dynamic ride dispatch approach. Caution is urged in taking any more from this figure than the observation that productivity is improving. The method a calculating revenue hours was changed three times over the course of time represented in the graphic and the service area has been expanded as noted above. It is unknown how either of these factors affects the reported data. This makes a direct comparison of before and after data very difficult. However, one conclusion is very straightforward, even at very moderate costs per revenue hour, say \$50 to \$80 per hour, this productivity still represents double digit costs per passenger, e.g. \$15 per passenger. While financial data for the Smart Ride pilot has not been available from SacRT and it is too soon to draw significant conclusions, it very unlikely that Smart Ride will be able to outperform, on a cost per ride basis, even lower performing fixed routes. However, the broader appeal of Smart Ride may suggest a different metric is need to fairly evaluate the financial performance. For example, total service expenditure per capita, or total service expenditure per individual rider. Measures such as these that more broadly evaluate the cost effectiveness of a service with respect to its impact on the community may produce a different result than more traditional forms of transit performance measurement.

Figure 33 Smart Ride Riders per Revenue Hour



SACRT TRANSIT FACILITIES

SacRT operates one transit center in Citrus Heights that provides direct transfers to other local routes in the city. The Sunrise Mall Transit Center, located in southeast Citrus Heights, serves SacRT routes 1, 21, 23, 24, 25, 28, and 95 and is shown in Figure 35. A second transit center, the Louis/Orlando Transit Center, is located just north and outside of the Citrus Heights city limits in the City of Roseville. This transit center is also key to transit operations in Citrus Heights and serves SacRT routes 21, 93, and 103 in addition to routes operated by Roseville Transit and Placer County Transit. This transit center provides key transfer opportunities for riders wishing to travel into Roseville and other locations in Placer County. This transit center is operated through a cooperative agreement with the City of Roseville and is shown in Figure 34.

Figure 29 Louis and Orlando Transit Center

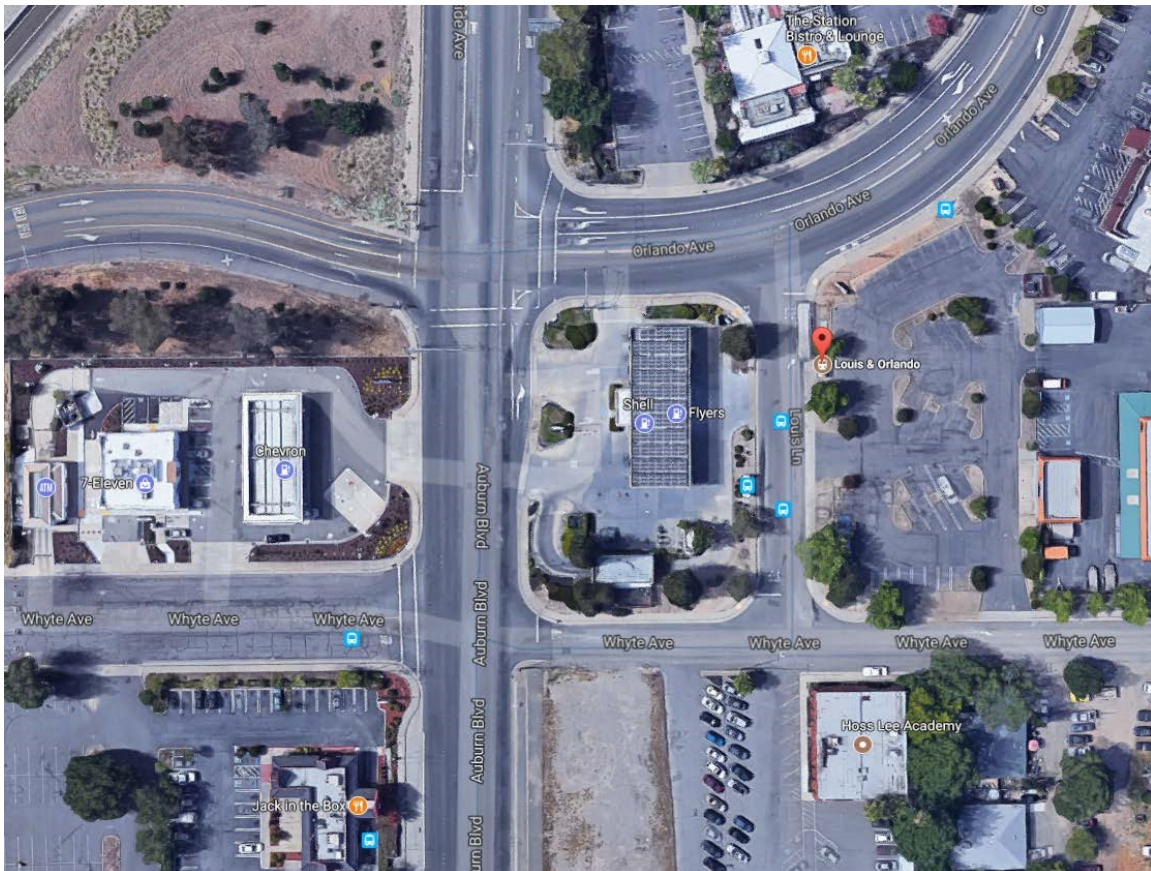
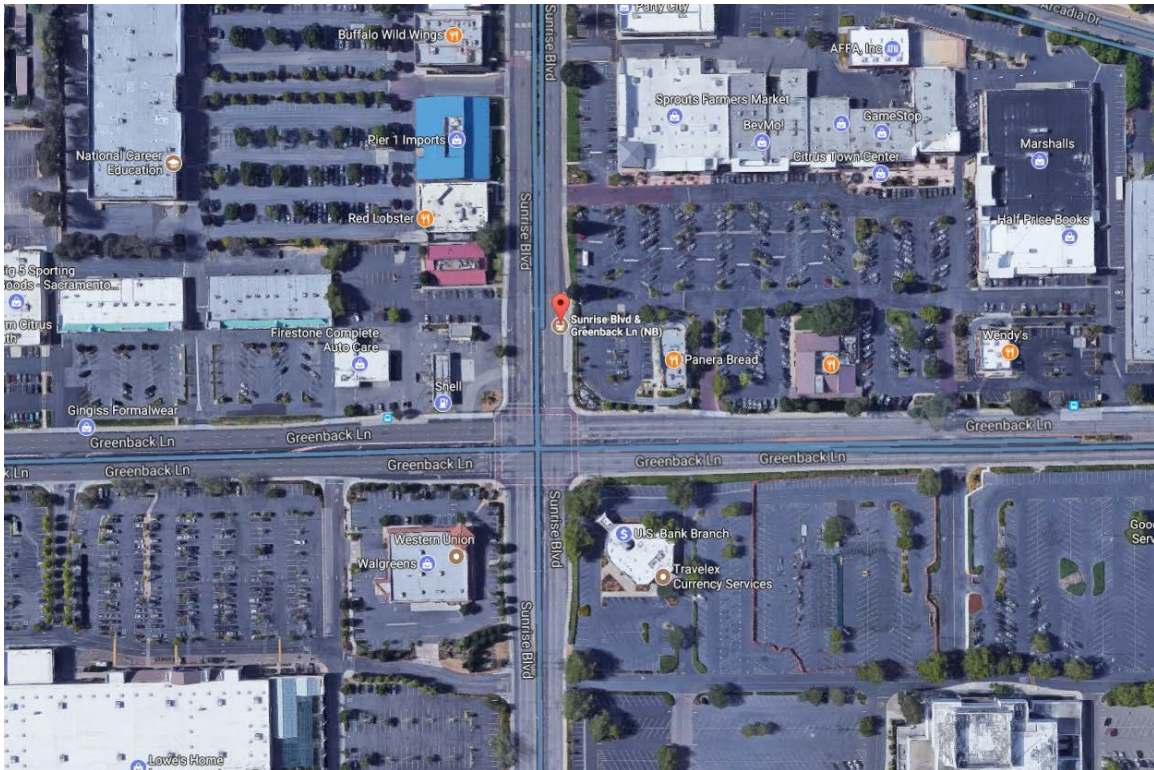


Figure 30 Sunrise Mall Transit Center



PARTNER TRANSIT AGENCIES

Folsom Stage Lines

The City of Folsom operates transit service through its Folsom Stage Lines service. Folsom Stage Lines operates three routes with Route 10 allowing for a transfer to RT's Route 24 at the intersection of Greenback Lane and Main Ave, and to light rail service (operated by RT) at the Historic Folsom and Iron Point light rail stations.

Fixed Route: Folsom Stage Lines Route 10 provides weekday service approximately between 4:30 a.m. and 7:30 p.m. Route 10 service within approximately 3.5 miles of the boundaries of the City of Citrus Heights, and a direct connection to a RT operated route that serves Citrus Heights.

ADA/Paratransit and Dial-a-Ride: Folsom Stage Lines operates dial-a-ride services that exceeds requirements for complementary ADA/paratransit services. Folsom offers this curb-to-curb service to any resident 55 years of age or older who register for service. Following fixed route service, Folsom Stage Lines provides dial-a-ride service connections to RT services at Main and Madison avenues and at the Iron Point and Historic Folsom light rail stations.

Fares: Folsom Stage Lines accepts all forms of RT fare media, including monthly and daily passes except RT's Lifetime Pass. Folsom Stage Lines offers a single ride fare for \$2.50, a savings of \$0.25 compared to RT's single fare price. Folsom Stage Lines discount one-way or single ride fare is offered at \$1.25. Riders eligible for the discounted fare and passes are students, seniors (55

and over), people with disabilities, or Medicare card holders. Folsom Stage Lines only offers a monthly pass for discount riders, and offers a ticket booklet of 20 pre-paid standard fare passes for \$50. Folsom Stage Lines services now allow for use of the regional universal transit payment pass system, Connect Card.

Short Range Transit Plan (SRTP): The last update to Folsom Stage Lines SRTP covers the period between 2012 and 2017. The plan notes that based on 2006-2008 American Community Survey data, that 240 commute trips travel from Folsom to Citrus Heights, but that just over 1,350 commute trips travel from Folsom to Citrus Heights, making it the fifth most traveled to shown geographic breakdown. Folsom's SRTP recommended several potential changes to Route 10 that included shortening the route to no longer connect to RT services at Main and Madison avenues; this recommendation was strongly recommended if RT extended bus serve to Historic Folsom thereby allowing for transfers directly to RT's bus system. The on board survey cited in this plan relayed that nearly half of survey respondents indicated that their trip purpose was to travel from home to school with the majority of riders between 16 and 29 years of age on Folsom Stage Lines.

Roseville Transit

Roseville Transit is provided by the City of Roseville's Alternative Transportation Division of Public Works through contracted operation of vehicles that are owned and maintained by the city.

Fixed Route: Roseville Transit's routes A and B are local services that provide connections to RT services that operate in Citrus Heights by service the transfer center located and Louis Lane and Orlando Ave. Roseville Transit offers one peak period or commute service, Route R, that provides a connection to RT service near Citrus Heights. Roseville Transit services provide access to important medical facilities, shopping sites such as the Galleria and to the Roseville Civic Center including the Roseville Amtrak station and connects to many residential areas.

ADA/Paratransit and Dial-a-Ride: Roseville Transit provides dial-a-ride service that is open to the general public with service to one location in Citrus Heights, California Burger at 8537 Auburn Blvd. Roseville Transit's ADA paratransit service provides assistance beyond the curb and in-keeping with all complementary ADA paratransit requirements.

Fares: Roseville Transit accepts select RT fare media only at the transfer locations of Louis and Orlando and the Watt/I-80 light rail station. Roseville Transit accepts RT's daily, monthly and semi-monthly passes for basic and discounted rates. Roseville charges different prices for its varying types of service with basic single fares costing \$1.50 for local service, \$3.25 for residents using commute services, \$4.50 for non-residents and those without a Discount Identification to prove Roseville residence. Roseville Transit accepts the Connect Card that allows for stored value to be used on multiple systems.

Short Range Transit Plan: Roseville's SRTP highlighted top generators based on the 2010 Onboard Survey that was validated by ride checks; Louis Lane and Orlando Avenue, which is the location of a transfer center that provides connections to routes service Citrus Heights, was identified as the fourth most popular trip generator for Roseville Transit. Many of the SRTP recommended physical changes to the Louis & Orlando Transfer Center were recently completed. A transfer analysis was conducted and showed that nearly 10% of riders of Route A were destined for a location on RT services and nearly 20% of riders on Route B were transferring to RT services. For riders who used routes A, B and R, 9.0%, 13.7% and 11.8% respectively had trip origins along RT services.

Placer County Transit

The County of Placer provides transit service throughout the county with its Placer County Transit Authority (PCTA) operations. PCTA provides service within the Placer County and connections to Roseville Transit and to surrounding areas including downtown Sacramento and the Louis & Orlando Transfer Center and the Watt/I-80 light rail station.

Fixed Route: PCTA provides hourly service to the Louis Lane and Orlando Ave, and the Watt/I-80 light rail station between approximately 6 am and 8 pm on weekdays and 9 am and 6 pm on Saturdays with its Auburn to Light Rail Route. This service provides connections to RT routes serving Citrus Heights and direct access to the Galleria in Roseville, Sierra College, the Auburn Station, and the Watt/I-80 light rail station in Sacramento County.

ADA/Paratransit and Dial-a-Ride: PCTA operates dial-a-ride service that's open to the general public and provides required complementary ADA/paratransit service. PCTA's dial-a-ride service is available weekdays and Saturdays. Trips can be scheduled up to 14 days in advance. Riders who qualify for ADA/paratransit service ride at a discounted fare rate. PCTA does not provide service dial-a-ride service into Sacramento County.

Fares: PCTA accepts multi-use passes from RT including daily passes, semi-monthly and monthly passes at all available rates, but only at the Watt/I-80 light rail station and the Louis and Orlando Transfer Center. PCTA does not accept single fare media from RT or RT's Lifetime pass. PCTA's charges \$1.25 for its one-way or single ride fare is \$1.25, \$2.50 for a daily pass and \$37.50 for a 30 day pass; this prices are significantly lower that RT's similar pass types. SACOG's regional universal transit pass, Connect Card, is accepted on PCT services.

Short Range Transit Plan: The Placer County SRTP identified top trip generators through on-site observations and community surveys. The Auburn to Light Rail Route is the highest ridership service in the county, the highest trip generator in the county and provides regional access to Roseville, allowing riders to transfer to other communities such as Citrus Heights. Recommendations in the SRTP include increasing frequency on the Auburn to Light Rail route from 60 minutes to 30 minutes during the peak hours. In addition, the plan recommended the addition of a second bus during peak commute hours.

SUMMARY OF FINDINGS

Key highlights of the overview of transit service in Citrus Heights include:

- Fixed route service is an important ingredient for access to regional destinations.
- SmaRT Ride service shows promise in what can be achieved with a different mode and technology, but will require the adoption of new service and performance standards to ensure it meets the needs of riders and presents service in an efficient manner.
- Service in adjacent agencies, not including SacRT, share many characteristics of Citrus Heights in terms of level of service and productivity, but could be made stronger through improved regional coordination. Furthermore, coordination with services provided by some of these agencies are of high interest to residents of Citrus Heights.

4 EVALUATION OF FIXED-ROUTE BUS SERVICE

ROUTE PERFORMANCE CHARACTERISTICS

This chapter summarizes ridership and performance trends from 2014 through Quarter 2 of 2017 for Sacramento RT routes that serve Citrus Heights. Figure 36 shows combined ridership and performance data for these routes during this time period.⁵ For routes that travel beyond Citrus Heights boundaries, the data captures performance across the entire route, not just portions in Citrus Heights. Details of the ridership and performance of each listed route can be found in Appendix A.

Figure 31 SacRT Route Performance Trends – Citrus Heights

	2014	2015	2016	2017 (Q1, Q2)	Percent Change (2014-2016)
Total Cost	\$20,231,218	\$20,035,964	\$21,236,032	\$10,244,242	5.0%
Total Fare Revenue	\$3,669,754	\$3,505,139	\$3,273,873	\$1,573,796	-10.8%
Total Boardings	3,340,651	3,223,935	2,763,593	1,211,545	-17.3%
Revenue Hours	142,554	138,666	144,174	68,836	1.1%
Farebox Recovery Ratio	18.14%	17.49%	15.42%	15.36%	-15.0%
Cost per Hour	\$141.92	\$144.49	\$147.29	\$148.82	3.8%
Cost per Boarding	\$6.06	\$6.21	\$7.68	\$8.46	26.7%
Subsidy per Boarding	\$4.96	\$5.13	\$6.50	\$7.16	31.0%
Boardings per Revenue Hour	23	23	19	18	-17.4%
Average Fare	\$1.10	\$1.09	\$1.18	\$1.30	7.3%

Source: Sacramento RT. Note: 2013 data is through September and does not include City Ride data.

⁵ Ridership data for Route 29 is not included, although a small portion of the route passes through Citrus Heights.

Since 2014, the farebox recovery ratio for routes serving Citrus Heights has decreased from a high of 18.14% in 2014 to 15.36% in the first half of 2017. The total passengers served by the combined transit lines as well as the average subsidy per passenger follows a similar downward trend.

Daily Boardings

The routes with the highest average weekday ridership in the first six months of 2017 were Routes 1 (2,082 boardings), 23 (1,683 boardings), and 21 (1,084 boardings). The lowest ridership was on Routes 95 (75 boardings), 24 (146 boardings), and 103 (85 boardings), partially due to their shorter length and low frequency.

Ridership has declined since 2014 on most routes serving Citrus Heights, with only Route 28 showing an increase in daily ridership over 2014. The City Ride service averages only 25 passengers per weekday since its inception in November 2012.

Figure 37 Weekday Boardings per Day

Route	2014	2015	2016	2017 (Q1, Q2)
1	3071	2866	2437	2082
21	1504	1412	1209	1084
23	2412	2363	1934	1683
24	188	185	159	146
25	1253	1256	1079	983
28	272	360	363	344
80	1237	1165	1066	938
93	1120	1098	945	835
95	90	95	82	75
103	102	95	91	85

Source: Sacramento RT.

Figure 32 Saturday Boardings per Day

Route	2014	2015	2016	2017 (Q1, Q2)
1	1143	1088	886	812
21	755	704	594	506
23	1686	1646	1378	1240
25	531	512	422	383
28	865	810	696	616
80	441	426	322	270
93	1143	1088	886	812

Figure 33 Sunday Boardings per Day

Route	2014	2015	2016	2017 (Q1, Q2)
1	811	731	629	559
21	489	439	397	342
23	1056	960	849	723
80	628	574	518	459
93	308	292	246	206

Source: Sacramento RT

Productivity

SacRT breaks their routes into different service categories to establish different benchmarks for success. These categories are listed below. Note that peak-only service is measured by trip, which is different from all other categories. This is due to the nature of the limited service.

- Weekday = 20 boardings/revenue hour
- Saturday = 15 boardings/ revenue hour
- Sun/Holiday = 15 boardings/ revenue hour
- Community Bus Service (CBS) = 15 boardings/ revenue hour
- Peak-Only Express = 20 boardings/trip

The most productive routes serving Citrus Heights on weekdays in 2017, measured by the number of passengers per revenue hour, are Routes 1 (20.8), 23 (20.1), and 80 (18.9). The least productive are Routes 95 (6.5), 24 (11.2), and 28 (11.9). In general, routes that only serve Citrus Heights or serve Citrus Heights and one nearby community are not as productive as lines that connect to regional destinations or major trip generators.

For instance, Route 1, a highly productive route, serves American River College and offers a direct connection to the Blue Line light rail. Route 23, another productive route, serves the Blue Line light rail as well, and nearly connects to downtown Sacramento, serving many destinations along the way. Route 80 is also a lengthy route, serving the McClellan Park area, the Blue Line light rail and eventually connecting to the Gold Line light rail.

By contrast, lower-productivity routes tend to be shorter and connect to fewer major destinations outside Citrus Heights. For instance, Route 95 operates almost entirely within Citrus Heights. Even with lower expectations for Route 95, as a local circulator, performance is still below the adjusted target set by SacRT. Route 28 connects to the Gold Line light rail at Cordova Town Center, but its productivity is hurt by a long stretch of service between developed towns that generate fewer trips per mile traveled. Route 24 provides an important connection to Folsom's transit system, but may suffer from its indirect routing and limited frequency.

Figure 40 Weekday Boardings per Revenue Hour

Route	2014	2015	2016	2017 (Q1, Q2)
Route 1	30.7	28.6	24.4	20.8
Route 21	22.2	20.9	17.9	16.0
Route 23	29.0	28.3	23.1	20.1
Route 24	14.5	14.2	12.3	11.2
Route 25	23.4	23.4	20.1	18.3
Route 28	9.0	11.8	12.1	11.9
Route 80	30.3	28.3	21.5	18.9
Route 93	23.4	22.7	19.5	17.3
Route 103	24.2	22.0	20.5	19.0
Route 95 - TNR	8.4	8.8	7.6	6.5

Figure 41 Saturday Boardings per Revenue Hour

Route	2014	2015	2016	2017 (Q1, Q2)
Route 1	25.2	23.9	19.5	17.8
Route 21	16.5	15.4	12.9	11.0
Route 23	26.4	25.7	21.5	19.4
Route 25	25.9	24.9	20.5	18.6
Route 80	23.7	22.3	16.5	14.6
Route 93	29.6	28.8	22.0	18.5

Routes 23 and 80 meet the SacRT criteria of 15 boardings per revenue vehicle hour for Sunday service, as shown in Figure 42.

Figure 34 Sunday Boardings per Revenue Hour

Route	2014	2015	2016	2017 (Q1, Q2)
Route 1	18.3	16.6	14.4	13.1
Route 21	15.2	13.6	12.1	10.4
Route 23	26.9	24.4	21.6	18.4
Route 80	25.6	23.5	21.2	18.7
Route 93	20.9	19.9	17.0	14.2

Subsidy per Passenger

The subsidy per passenger on routes serving Citrus Heights is generally higher on routes with lower ridership and weekend service. For instance, Route 1 had a weekday subsidy per passenger of just under \$5 in 2017, but a Sunday subsidy per passenger of over \$10. Route 1 had the lowest subsidy per route in 2012, while Route 95 operated at a subsidy over four times higher, reflecting its low productivity. Routes 23 and 80 were also higher performing services, with weekday subsidies under \$7 per passenger.

Figure 35 Average Subsidy per Passenger

Route	2014	2015	2016	2017 (Q1, Q2)
Route 1	\$3.71	\$4.11	\$4.99	\$5.97
Route 21	\$5.35	\$5.86	\$7.09	\$8.01
Route 23	\$3.81	\$4.13	\$5.22	\$6.14
Route 24	\$8.93	\$9.31	\$11.18	\$12.05
Route 25	\$4.99	\$5.36	\$6.18	\$6.86
Route 28	\$14.80	\$11.35	\$11.11	\$11.23
Route 80	\$3.61	\$4.05	\$5.72	\$6.60
Route 93	\$5.04	\$5.37	\$6.41	\$7.35
Route 103	\$4.79	\$5.54	\$6.10	\$6.58
Route 95 - TNR	\$15.94	\$15.41	\$20.10	\$22.73

Figure 36 Average Saturday Subsidy per Passenger

Route	2014	2015	2016	2017 (Q1, Q2)
Route 1	\$4.58	\$4.99	\$6.45	\$7.09
Route 21	\$7.53	\$8.35	\$10.30	\$12.22
Route 23	\$4.29	\$4.55	\$5.70	\$6.43
Route 25	\$4.41	\$4.73	\$6.05	\$6.73
Route 80	\$4.90	\$5.42	\$7.79	\$8.91
Route 93	\$3.72	\$3.97	\$5.58	\$6.80

Figure 37 SacRT Sunday Subsidy per Passenger

Route	2014	2015	2016	2017 (Q1, Q2)
Route 1	\$6.70	\$7.72	\$9.13	\$10.08
Route 21	\$8.27	\$9.68	\$11.12	\$13.06
Route 23	\$4.21	\$4.88	\$5.77	\$6.80
Route 80	\$4.74	\$5.13	\$5.82	\$6.65
Route 93	\$5.74	\$6.22	\$7.63	\$9.19

Reliability

SacRT aims to provide service on-time 85% of the time. On-time performance is defined as a bus leaving a major stop (which is one published on a timetable) within 0:00 to 4:59 minutes of the scheduled time. As shown in Figure 46, only routes 1 and 24 exceed this goal. Route 93 is the least reliable route in Citrus Heights, with a weekday on-time performance of only 63.3%.

Figure 38 On-Time Performance of SacRT Routes Serving Citrus Heights

Route	Weekday	Saturday	Sunday
Route 1	86.1%	82.5%	89.6%
Route 21	77.7%	80.3%	85.2%
Route 23	72.2%	73.2%	74.7%
Route 24	90.2%	-	-
Route 25	72.1%	68.5%	-
Route 28	79.1%	-	-
Route 80	75.3%	81.1%	68.7%
Route 93	63.3%	77.4%	81.1%
Route 103	75.7%	-	-
Route 95 -TNR	77.4%	-	-

SUMMARY OF FINDINGS

Key takeaways from the Service Analysis include:

- Since 2014, ridership on SacRT routes that serve Citrus Heights have declined by 17%.
- Routes with connections to the SacRT Blue Line light rail such as Route 1, Route 23, and Route 80 are the most productive services in Citrus Heights.
- There are no direct bus trips to downtown Sacramento. According to the Rider Survey, LEHD data, and SACOG models, this is the final destination of many riders. However, the current system requires a transfer to the SacRT Blue Line light rail.

5 ADA PARATRANSIT SERVICE

SacRT operates a door-to-door paratransit transportation service to eligible riders who are unable to use the fixed-route system. Eligibility requires recertification every three to five years.

ADA PARATRANSIT SERVICE REQUIREMENTS

By law, the service area includes pick up locations and drop offs, known as origins and destinations, within $\frac{3}{4}$ mile radius of a fixed route bus line, or light rail station during regular service hours. For travel to Roseville, Citrus Heights residents are able to travel to the Kaiser Permanente Roseville facilities and Sutter Roseville Medical facilities, but must transfer to Roseville's system for any other destinations. Trips to these locations are beyond the ADA paratransit requirements, but are a condition of the Citrus Heights contract with SacRT. Transfer to a Folsom Dial-a-Ride vehicle gives Citrus Heights residents connections beyond $\frac{3}{4}$ mile of the Folsom light rail stations that SacRT serves.

Hours of Operation

Reservations can be made by calling between 8:00 a.m. and 5:00 p.m. daily, for trips one to two days in advance. Same-day service is not available. Requested trip times may be up to one hour later or earlier than the desired time. The 30-minute pick up window is from the negotiated trip arrival time to 30-minutes later. Cancellations may be made up to two hours before the scheduled trip time.

Service Delivery

SacRT participates in the Consolidated Transportation Services Agency (CTSA) in the greater Sacramento region and offers paratransit service through this arrangement with Paratransit Services, Inc. This provides a seamless service to riders as some paratransit trips made in Citrus Heights are not ADA required trips. Financially, many of these non-required trips are directly supported by the CTSA, but the rider is unaware as the funding mechanism is managed behind the scenes.

Fares

A single fare is \$5.50 for a one-way trip. There are two monthly pass options that cost \$137.50. The first option includes 60 ADA paratransit trips per calendar month. A full ADA fare is required if a person exceeds 60 paratransit trips. The second option includes 44 ADA paratransit trips and unlimited fixed-route trips on SacRT buses and light rail each month. A full ADA fare is required for more than 44 ADA paratransit trips. October 1, 2018, fares were lowered to \$5.00 per trip. This was implemented in conjunction with an overhaul of SacRT's entire fare structure which generally lowered the cost to ride transit in the region.

Performance

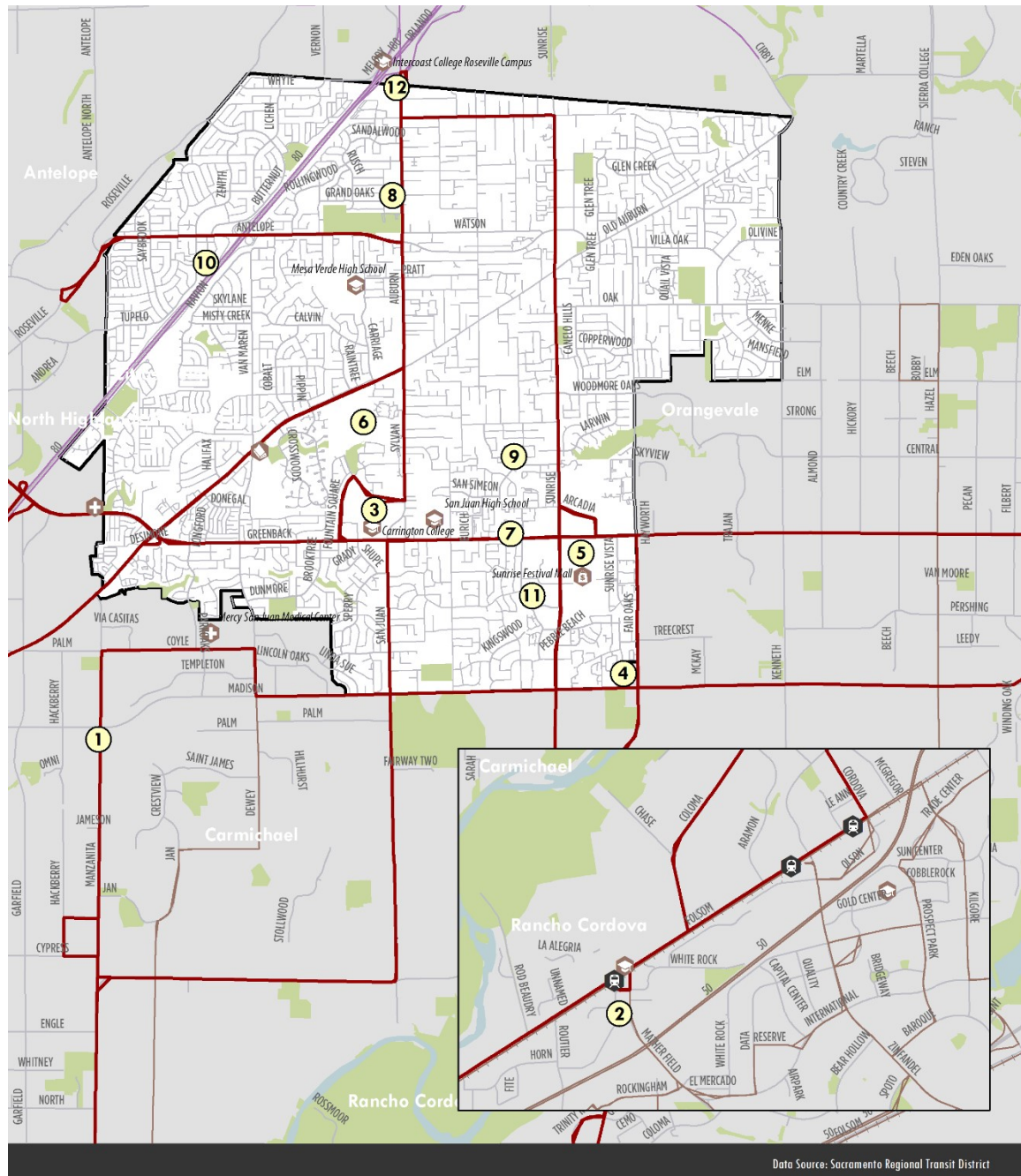
During the second quarter of 2017, SacRT provided an average of 492 ADA paratransit trips per week for trips originating in Citrus Heights, ending in Citrus Heights, fully within Citrus Heights, or that travel between Roseville and Citrus Heights (Figure 64).

The systemwide cost per trip is \$43.99 per trip, and SacRT reports that Citrus Heights-related paratransit trips cost the system about \$1,126,000 annually.

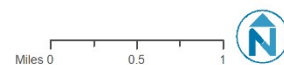
Common destinations. Out of 31,000 annual trips to, from, or within Citrus Heights (including Roseville trips), twelve destinations were served more than 20 times per month. The top two destinations were the Eskaton Adult Day Health Center in Carmichael at 104 trips per month, and the Rancho Cordova Adult Day Center with 86 trips per month. The next ten most-visited locations were all in Citrus Heights. As expected, trip destinations were to senior housing, medical, and shopping locations. Figure 47 shows the geographic distribution of the top ADA paratransit trip locations by rank.

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Figure 47 Top ADA-Paratransit Trip Destinations



- Paratransit Stops
- Light Rail Stations
- Regional Transit Routes
- Roseville Transit Routes
- Citrus Heights Transit Routes



SUMMARY OF FINDINGS

Key takeaways for ADA paratransit service provided in Citrus Heights include:

- Paratransit plays a very important role in the lives of many Citrus Heights residents who are not able to use or access the fixed route service or SmARt Ride services.
- Top ADA Paratransit destinations are not within Citrus Heights. The ability for ADA paratransit customers to travel regionally is very important
- As with ADA Paratransit service throughout most of the US, demand and costs will continue to rise. Efforts to create more cost effective options for this population are an important strategy for a sustainable future.

6 OUTREACH

Community Outreach Approach

The project team engaged with the Citrus Heights community to gather concerns with existing transit within the City and input on the future of transit through Citrus Heights. Engaging with the community, including two local high schools, allowed for the City to gather commuter feedback to set the stage for a more effective transit plan.

As a part of the engagement process, the City and SacRT hosted two pop-up workshops; one to gather daily commuter input at the Greenback Lane and Arcadia SacRT bus stop at the morning commute hour and the other to gather input from the school district and students at two separate local high schools, San Juan and Mesa Vista. These pop-up workshops engaged the community and heard a wide-range of community concerns and community input regarding transit in Citrus Heights. The goal of this chapter is to provide overview of the responses received.

Outreach efforts to gather feedback from the community, stakeholders, transit riders and prospective riders took place from May 2017 to February 2018. Outreach efforts included:

- Two pop-up workshops
- An online survey
- Two stakeholder focus groups, one representing the business community and the other human service agencies

Pop-Up Workshop Notifications

AIM consultants, a Sacramento-based communications and public outreach practice, published a news press release on September 6, 2017 with the title: “The City of Citrus Heights is developing a Comprehensive Transit Plan to improve transit for current and future residents; Community invited to provide input on potential improvements to transit service.” The press release included the website where people could go to provide comments between September 6th and October 15th, 2017, as well as of the locations of the two pop-up morning workshops.

AIM also created content for four social media posts to remind people to come participate at the morning pop-up workshop or to go online to provide comments on the Comprehensive Transit Plan. The posts were published on the following dates:

- Thursday September 7, 2017
- Saturday, September 9, 2017
- Monday, September 11, 2017
- Tuesday September 12, 2017.

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A small write-up of the Comprehensive Transit Plan's outreach process was also added to the Citrus Heights website to encourage people to participate in the online survey and pop-up workshops. A link to a PDF flyer and the survey were available.

Figure 48 Flyer Soliciting Public Comments on Comprehensive Transit Plan



POP-UP WORKSHOP #1

On Wednesday, September 13, 2017, the City of Citrus Heights and Regional Transit hosted a pop-up workshop for the Citrus Heights Comprehensive Transit Plan and Online Community Workshop. A total of 40 community members and transit riders attended the workshop, located at the southbound Arcadia – Greenback Lane transit stop from 6:30 a.m. to 8:30 a.m.

Email notifications and phone calls were made to over 90 Citrus Heights-based organizations and employers. Of the workshop attendees, nearly all were morning transit commuters who noticed the pop-up workshop while walking by.

Purpose

This pop-up workshop provided an opportunity for transit riders and residents to stop by and provide comments or concerns they had about transit or commuting in Citrus Heights, or other

destinations they would like to reach via transit. The pop-up workshop was also intended to inform residents about the Citrus Heights Comprehensive Transit Plan's online questionnaire. Attendees were given a small card with the website address of the online community questionnaire if they did not have time to engage in the pop-up workshop.

Feedback

Participants were asked, **“What would make you more likely to use public transit?”**
Below is a summary of the answers:

- Transit stop amenities
 - Provide more trash cans
 - Shelters protect from the hot sun or rain in the winter
- Safety perceptions: some riders feel unsafe with the presence of homeless people at bus stops
- Schedule reliability
 - Service is not currently reliable
 - Some buses don't even show up
- Service changes
 - More closely-spaced bus stops
 - More reliable service to outlying areas of Citrus Heights
 - More routes and more frequent service, not just once per hour
 - Longer span of service, particularly on weekends
 - “Some jobs take into consideration if you rely on RT. Some jobs will not give you a job because you cannot get to work early enough / stay late enough”
 - Don't ever change the late night 23 to Arden!
- Improved driver customer service, and training in conflict resolution to handle disputes with riders
- Onboard amenities
 - Cleaner buses
 - WiFi on bus
 - Better air-conditioning in buses
- Bike ambassadors (like Roseville)
 - Show riders how to use the bikes on buses
 - Video of passengers using the bike racks

Figure 49

AIM Staff Preparing for Pop-Up Workshop #1



- Bike ramps on the bus so people don't get turned away
- Fares
 - Monthly fee for interregional services
 - Lower fares
- Better signage and route information
 - How do we know which route is which when the sign says, "Not in Service" while picking passengers up at the stops?

People also responded with reasons they likely will not use public transit:

- People pay for convenience, like Uber and Lyft, and RT needs to compete
- "Would rather take Uber. The 1 is the only route on a good schedule"
- Create commuter services for job centers, "Take a lesson from Uber"

Figure 50 Pop-Up Workshop #1



Below are community responses to the prompt **"Where do you want to go?"**:

- Customer service
 - So much depends on the driver. Most won't talk to other drivers if they are running late and will not hold the bus
- Issues with existing service performance:
 - The 25 is always late The 80 and 82 are always late
 - It is cheaper and faster to go to Louis Orlando[sic] and pay 75 cents for Light Rail
- Expand service coverage to new areas:
 - Power Inn Road, Fair Oaks Boulevard, Winding Way
 - More stops to the mall
 - Need a route along Madison Avenue (2 respondents)
 - Need routes to more grocery stores
 - Need a line to Folsom Boulevard
 - Madison Avenue and Auburn Boulevard, past Orangevale towards the Foothills/ North Highlands (2 respondents)
 - Need routes to Roseville
 - Need bus to Roseville and El Dorado Hills where there are big job centers (e.g.: Blue Cross, HP)
 - Down Madison Avenue and Manzanita Avenue to get to businesses there
 - There is an express bus, but it only runs once in the morning and once in the evening, therefore unreliable for work

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- Want more buses to Carmichael and Fair Oaks
- Stop in the neighborhoods
- Stops near movie theater
- Stops near Earl G. School along Kenneth Avenue
- Service partnership ideas:
 - Time of day: Uber and Lyft subsidies or complimentary service

Participants were asked what modes of travel they used regularly. Response rates were very low, with just 11 total responses.

Figure 51 Modes of Travel Regularly Used

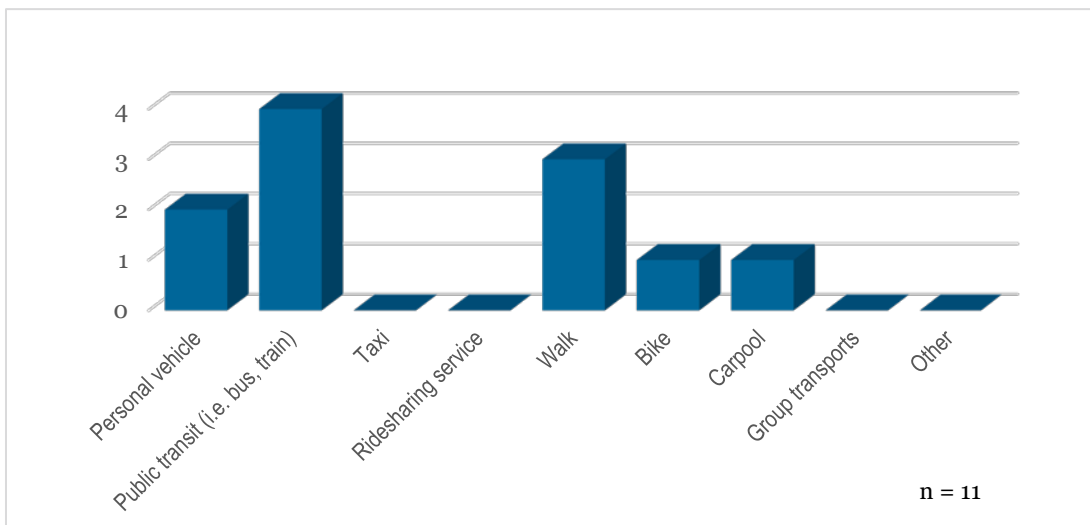
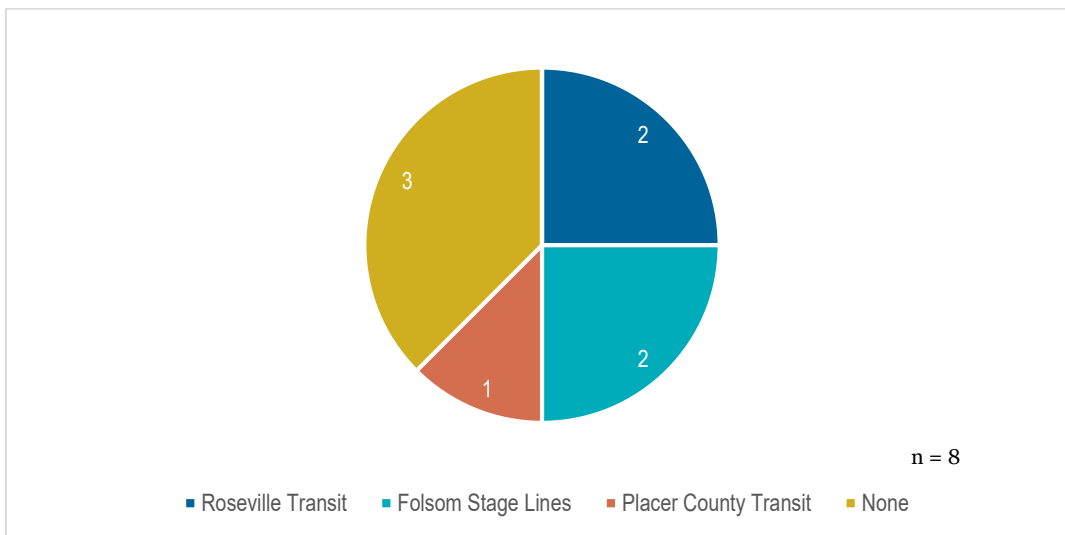


Figure 52 What Other Public Transit Services Do You Use?



POP-UP WORKSHOP #2

Figure 53 **Pop-Up Workshop #2**

Introduction

On Tuesday, October 10, 2017, the City of Citrus Heights hosted two pop-up workshops for the Citrus Heights Comprehensive Transit Plan at local high schools. The first pop-up workshop took place from 11:00 a.m. to noon at Mesa Verde High School. The second pop-up workshop took place from 3:00 – 4:30 p.m. at San Juan High School.

Pop-Up Workshop Purpose

This pop-up workshop provided an opportunity for high school students to share information about their existing transit use provide any comments or concerns they had about transit or commuting in Citrus Heights, specifically to and from school, or where they would like to go via transit. The pop-up workshop was intended to engage students in participating in the Citrus Heights Comprehensive Transit Plan questionnaire. Attendees were able to view the transit plan boards and given a printed questionnaire to fill out and there was also an opportunity for students to take a photo with a photo back drop that read “Citrus Heights, Powered by You.”



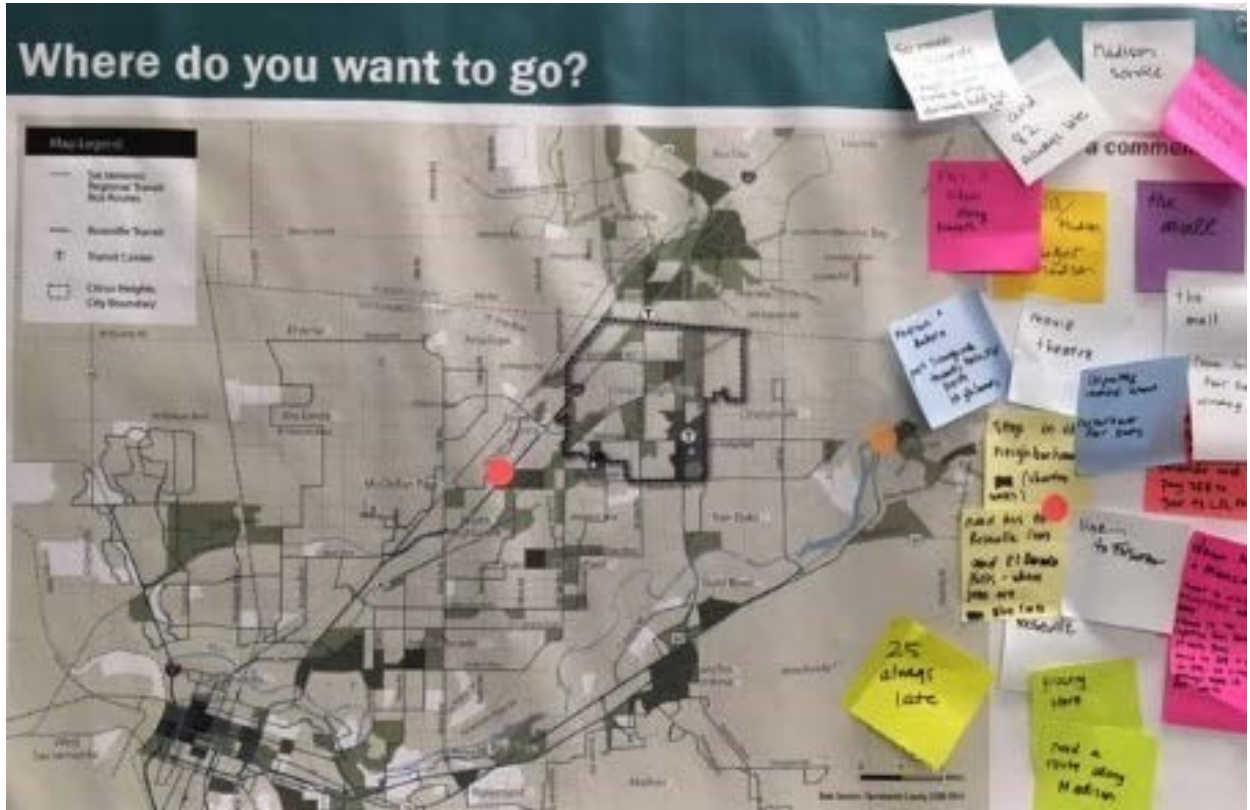
Pop-Up Workshop Format

The pop-up workshop included board displays for attendees to view and post comments. There were three boards for attendees to interact with:

- What modes of travel do you regularly use?
 - This board provided attendees with the opportunity to place dot stickers on the areas of transportation they use most.
- What improvements would make you more likely to use public transit?
 - This board provided attendees with the opportunity to place post-it notes on a blank board with all ideas they had to improve public transit.
- Where do you want to go?
 - This board prompted a question for transit riders to answer with either comments on post-it notes, or by placing a dot sticker on locations on the map on the board of where they would like to take public transit.

Along with the interactive boards, there were printed questionnaires for attendees to complete.

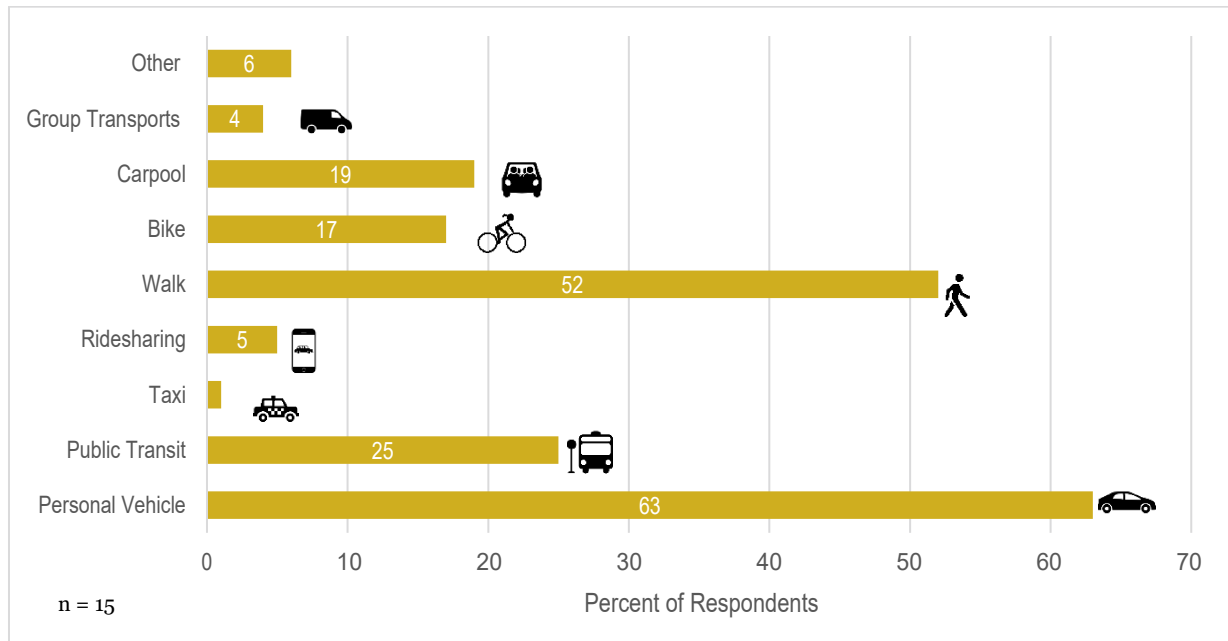
Figure 54 **Comment Board at Pop-Up Workshop #2**



Community Feedback

About 15 workshop participants provided input throughout the “option” boards. Below are their responses to each board’s prompt.

Figure 55 What Modes of Travel Do You Most Regularly Use?



What improvements would make you more likely to use public transportation?

- Cleaner Buses

Where do you want to go?

- Arden Mall
- Elverta Road
- McClellan Airfield
- North Sacramento
- Downtown Sacramento
- West Sacramento
- Sacramento Zoo
- Raging Waters
- Rancho Cordova
- Florin Road
- Sacramento State University

Questionnaire Responses

Below are the responses from Mesa Verde High School and San Juan High School from the printed questionnaires. A total of 123 students completed the questionnaires. The questionnaires included the following questions:

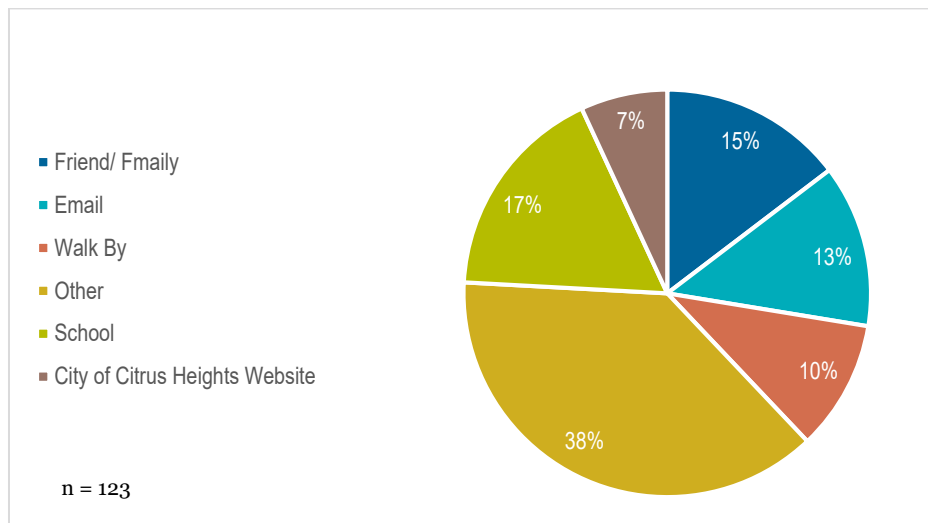
- How did you hear about the questionnaire?
- What cross-streets do you live near?
- What modes of travel do you use regularly?

- How often do you use Sacramento Regional Transit (RT) service?
- What SacRT routes do you use?
- What other public transit services do you use?
- What improvements would encourage you to ride public transit more?
- Would improvements like these make you more likely to use public transit, or to use it more often?
- What destinations would you like to use public transit for?
- Would you be interested in using ridesharing companies such as Uber and Lyft for transportation to and from RT bus stops or light rail stations if a discount was provided?
- What transportation technologies would you like to see in the Sacramento region?

Notification

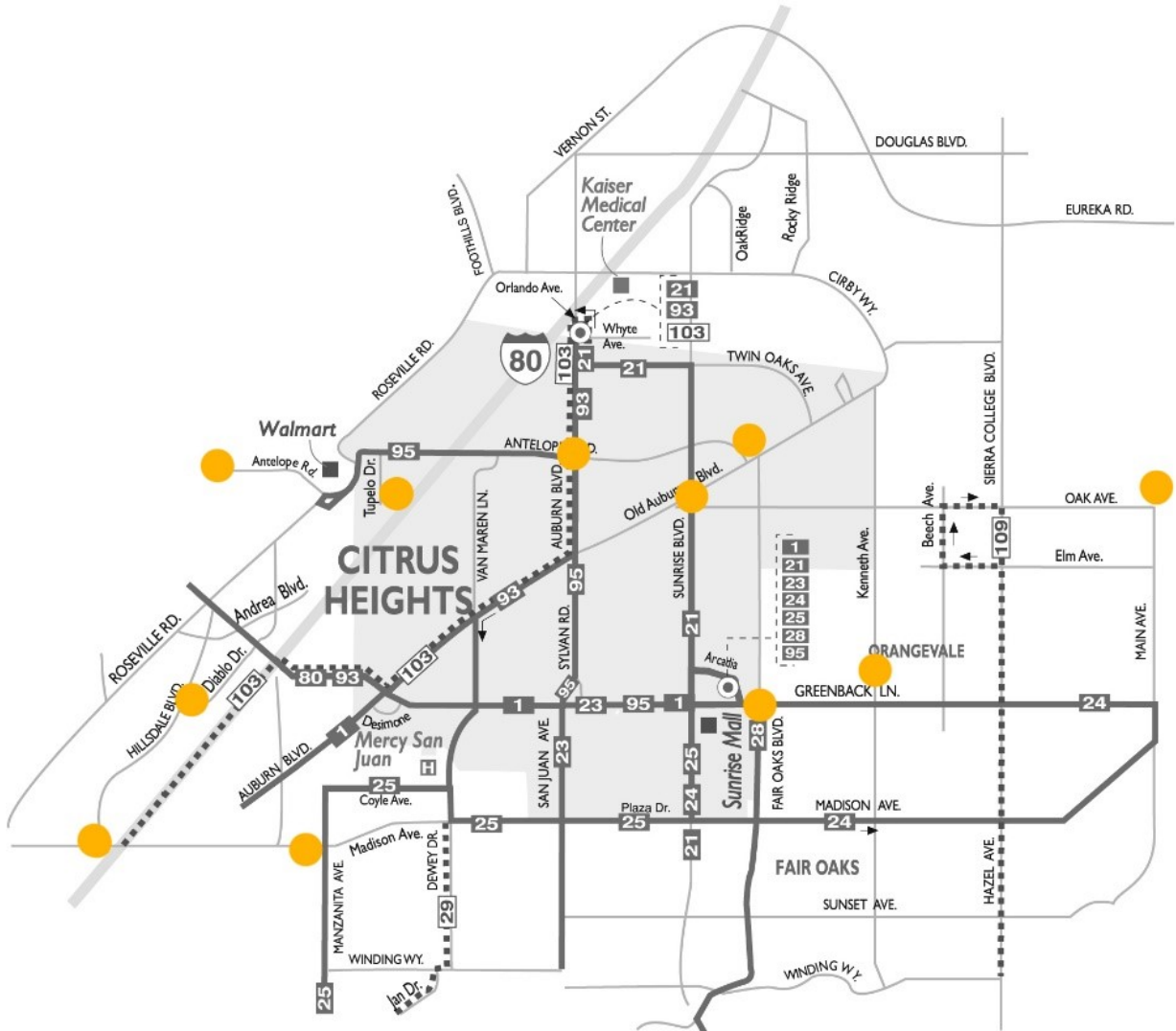
Mesa Verde High School and San Juan High School notified their students of the questionnaire through teacher announcements and through the schools' morning announcements.

Figure 56 **How Did You Hear About the Questionnaire?**



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Figure 57 What Cross-Streets Do You Live Near?



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Figure 58 What Modes of Travel Do You Use Most Regularly?

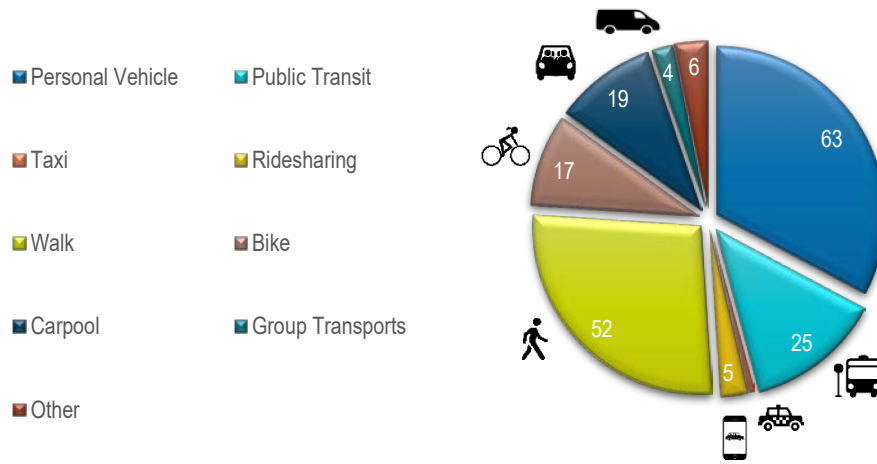
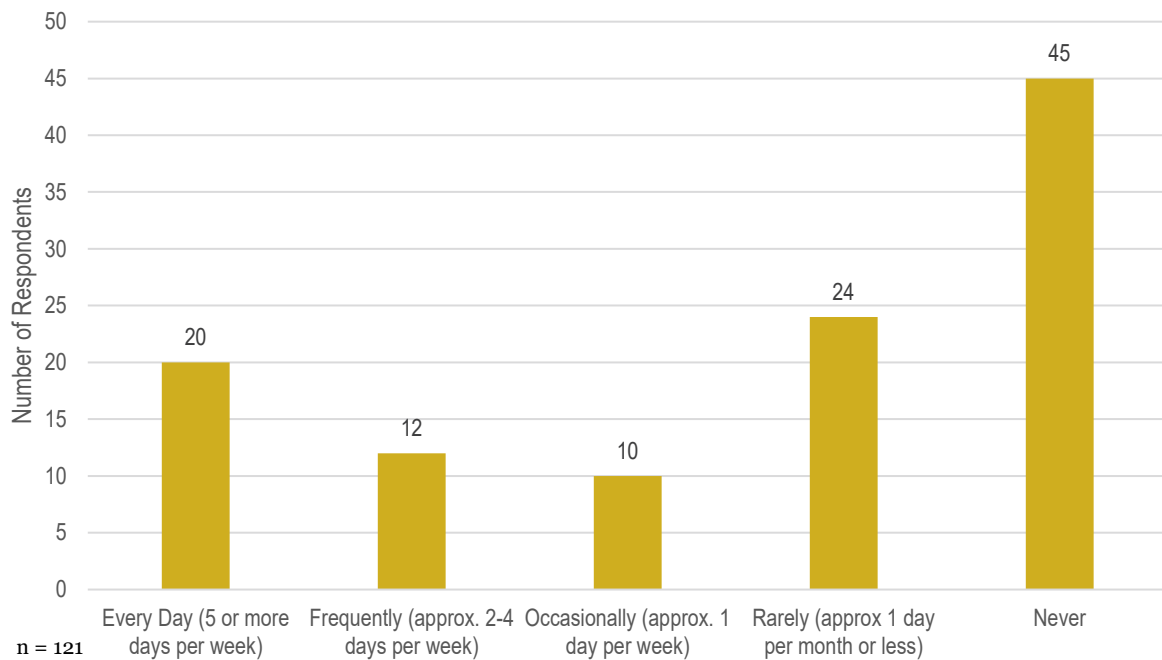


Figure 59 How Often Do You Use Sacramento Regional Transit (RT) Service?

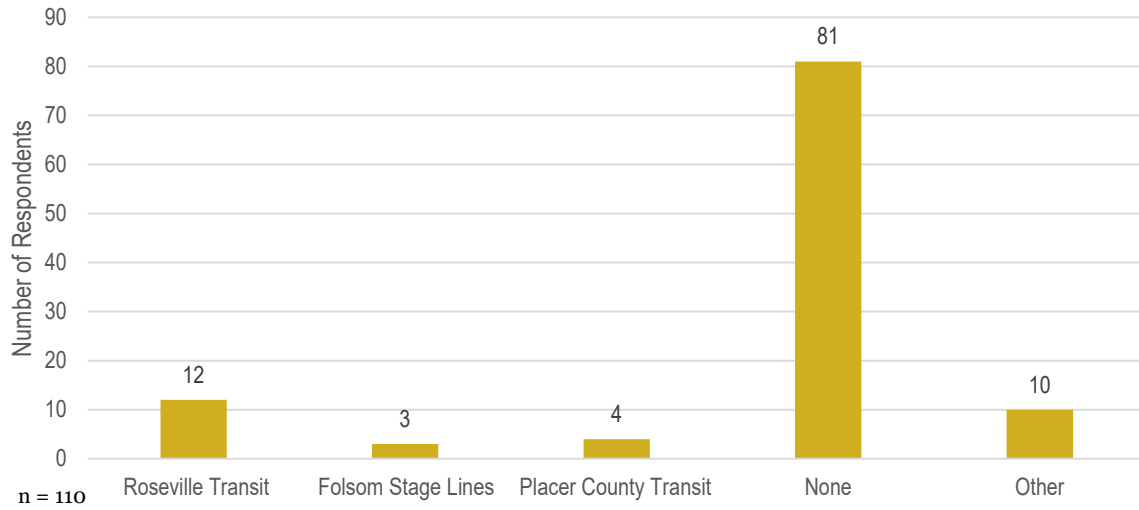


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Figure 60 What SacRT Routes Do You Use?



Figure 61 What Other Public Transit Services Do You Use?



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Figure 62 What Improvements Would Encourage You to Ride Public Transit More?

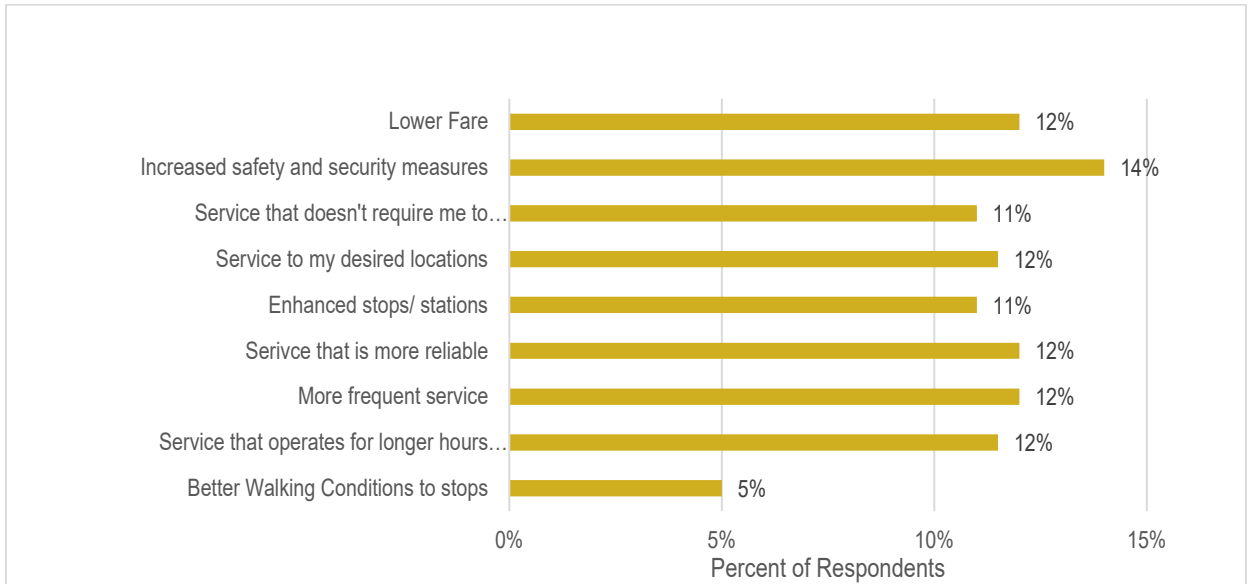


Figure 63 Would Improvements Like These Make You More Likely to Use Public Transit, or Use It More Often?

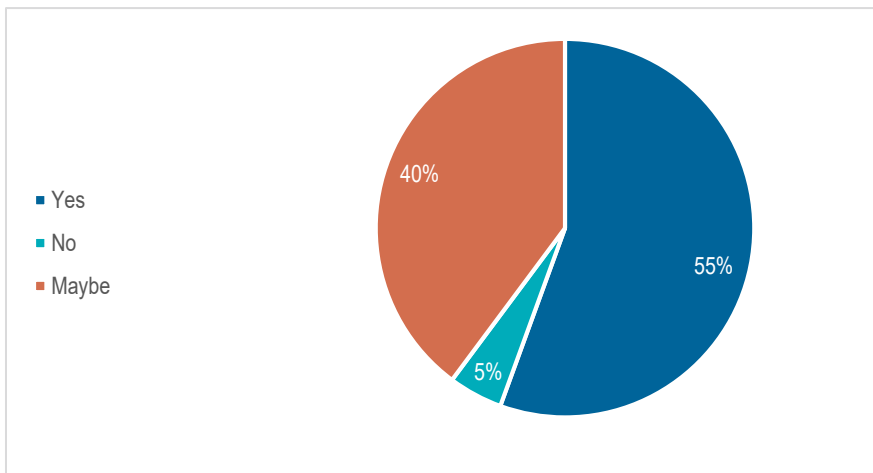


Figure 64 **What Destinations Would You Like to Use Public Transit For?**

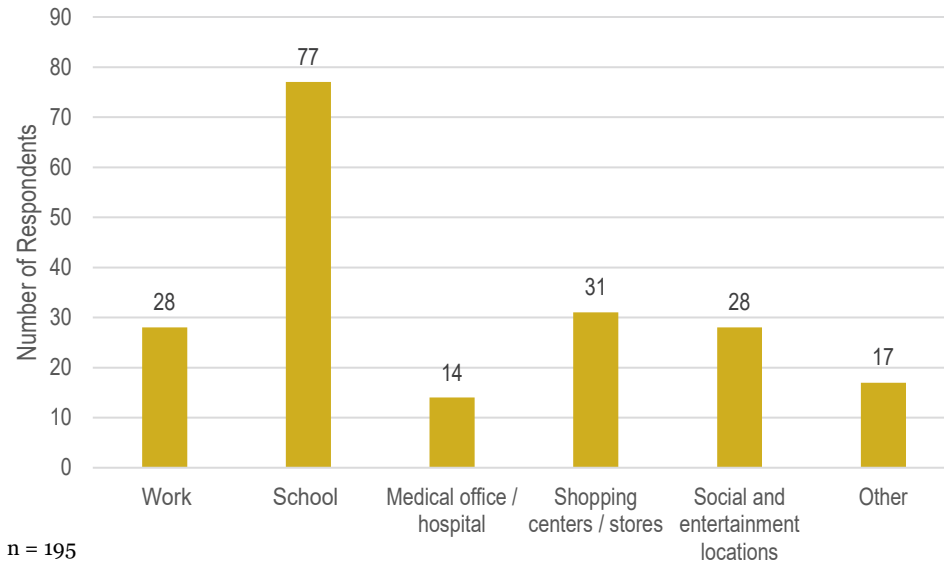
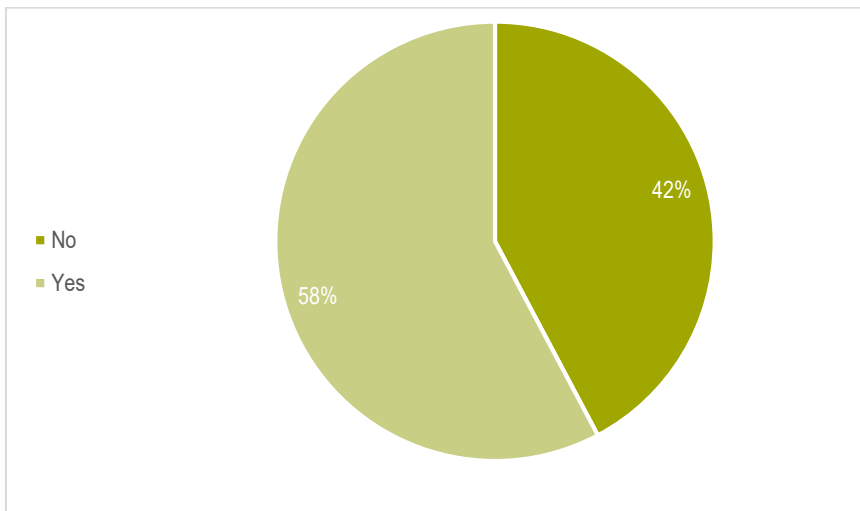


Figure 65 **Would You Be Interested in Using Ridesharing Companies for Transportation to and from RT Bus Stops or Light Rail Station if a Discount Was Provided?**

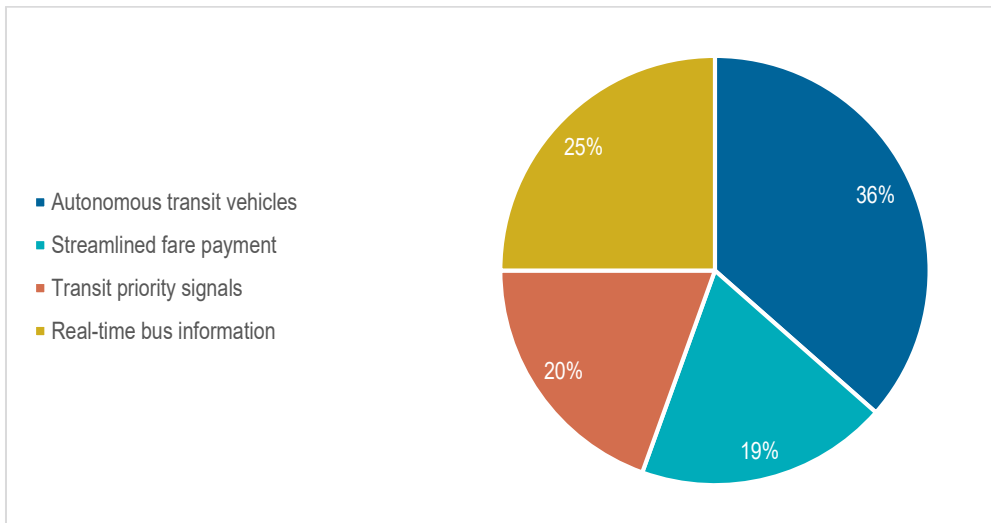


Where do you work?

- San Juan High School
- Mesa Verde High School
- McDonalds
- Dollar Thrift Store
- In-N-Out
- Sunrise Mall

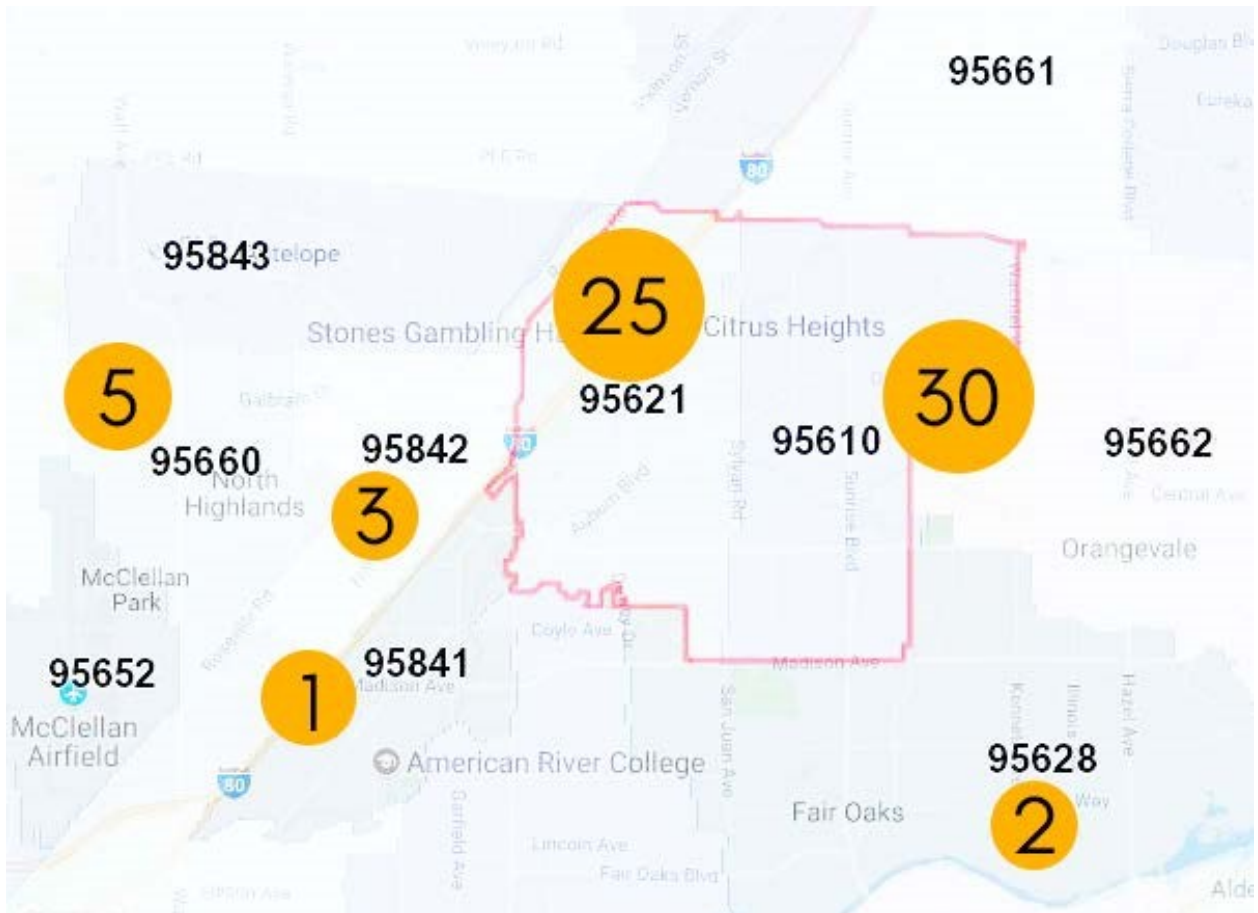
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Figure 66 Which Transportation Technologies Would You Like to See in the Sacramento Region?



Out of 66 student responses, below are the zip codes students travel to most often:

Figure 67 What Zip Code Do You Travel to Most Often?



Additional Comments

- For me to get home, I must walk for 25 minutes because there is no bus by my house. I live in the Montage apartments.
- Make an Uber-like system for buses - sign up and use as you would for buses.

ONLINE SURVEY

The project team facilitated an online questionnaire to engage the community in discussion about current transit use and what community members would like to see in future transit options. The results from this online community questionnaire helped inform the City and SacRT on potential community concerns and community expectations for transit.

Methodology

The online community questionnaire served as a forum for Citrus Heights community members to contribute input the Citrus Heights Comprehensive Transit Plan. The City and SacRT initiated a five-week online questionnaire to notify and engage with community members who commute or would like to commute with SacRT or any other transit service in the area. Comments featured in the discussion report come from 12 open-ended and map-based questions submitted by community members via an online forum linked to the City of Citrus Heights' project webpage.

The project team received 145 submissions from September 6 through October 15, 2017. The review team studied all responses and selected the most frequent answers for each question to include in the discussion report. Each response selected reflects the diversity of opinions shared by the respondents.

The questions that appear in this discussion report are similar to those asked of students at the second pop-up workshop, focusing on:

- Current transit ridership
- Improvements that the community would like to see for future transit
- Desired destinations to visit via transit
- The future of transit in Citrus Heights

Examples and photo illustrations were shown to help provide clarity on existing challenges and potential improvements. Throughout the online questionnaire, respondents were provided with an "other" option to allow for additional ideas.

Results

Results of the online survey are shown in the following figures. Verbatim comments from two questions that contained open-ended response opportunities can be found in Appendix B.

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Figure 68 Where Do You Live? (Please Provide the Nearest Major Cross-Streets)



Figure 69 What Modes of Travel Do You Regularly Use?

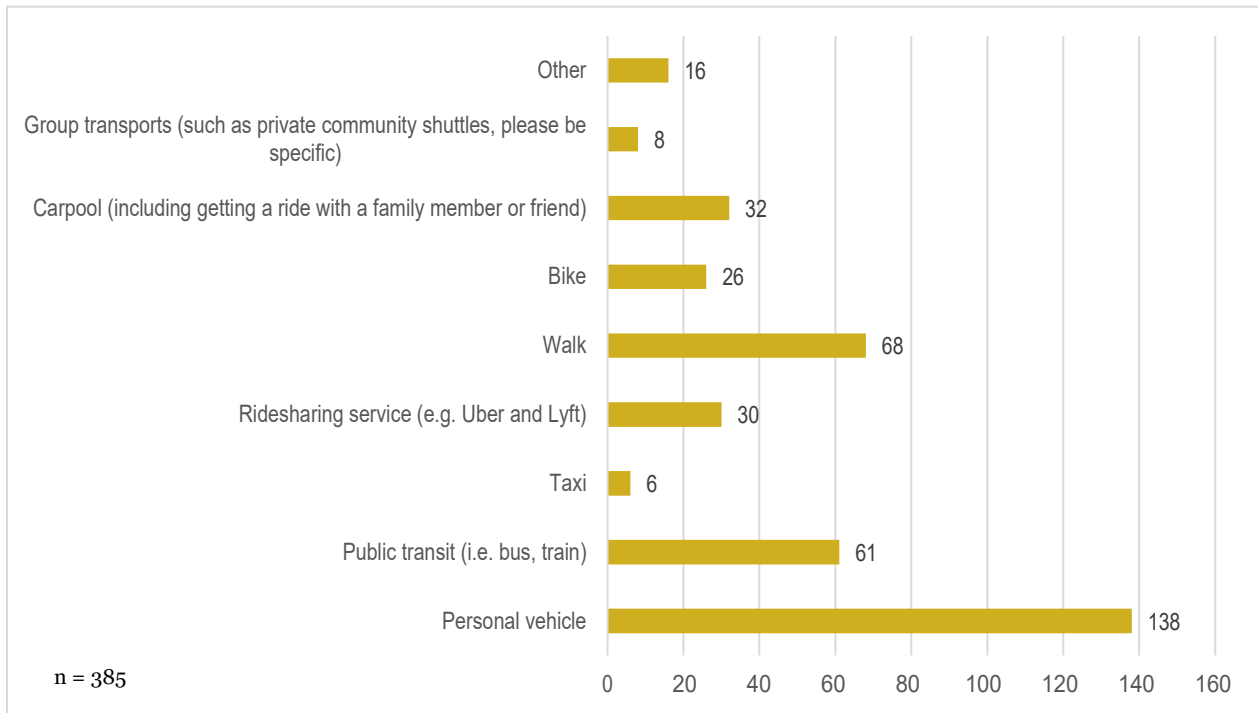


Figure 70 How Often Do You Use Sacramento Regional Transit (RT) Services?

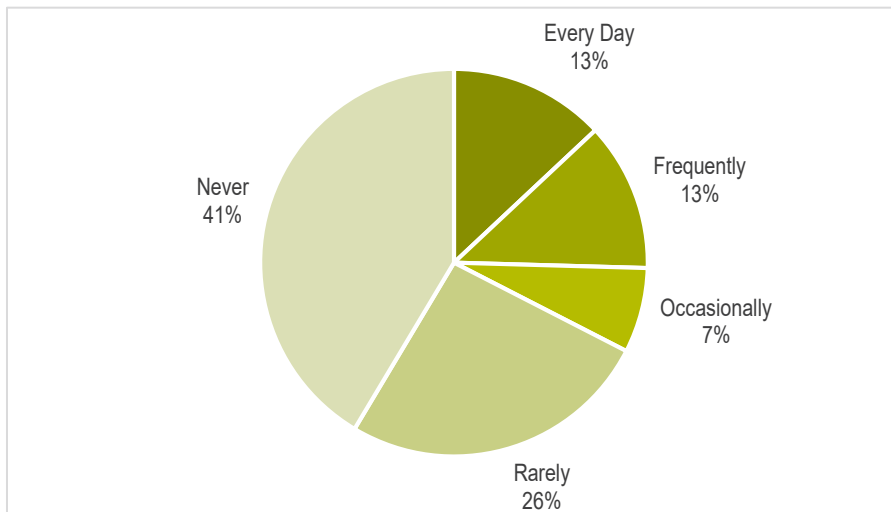


Figure 71 Which RT Routes or Services Do You Typically Use?

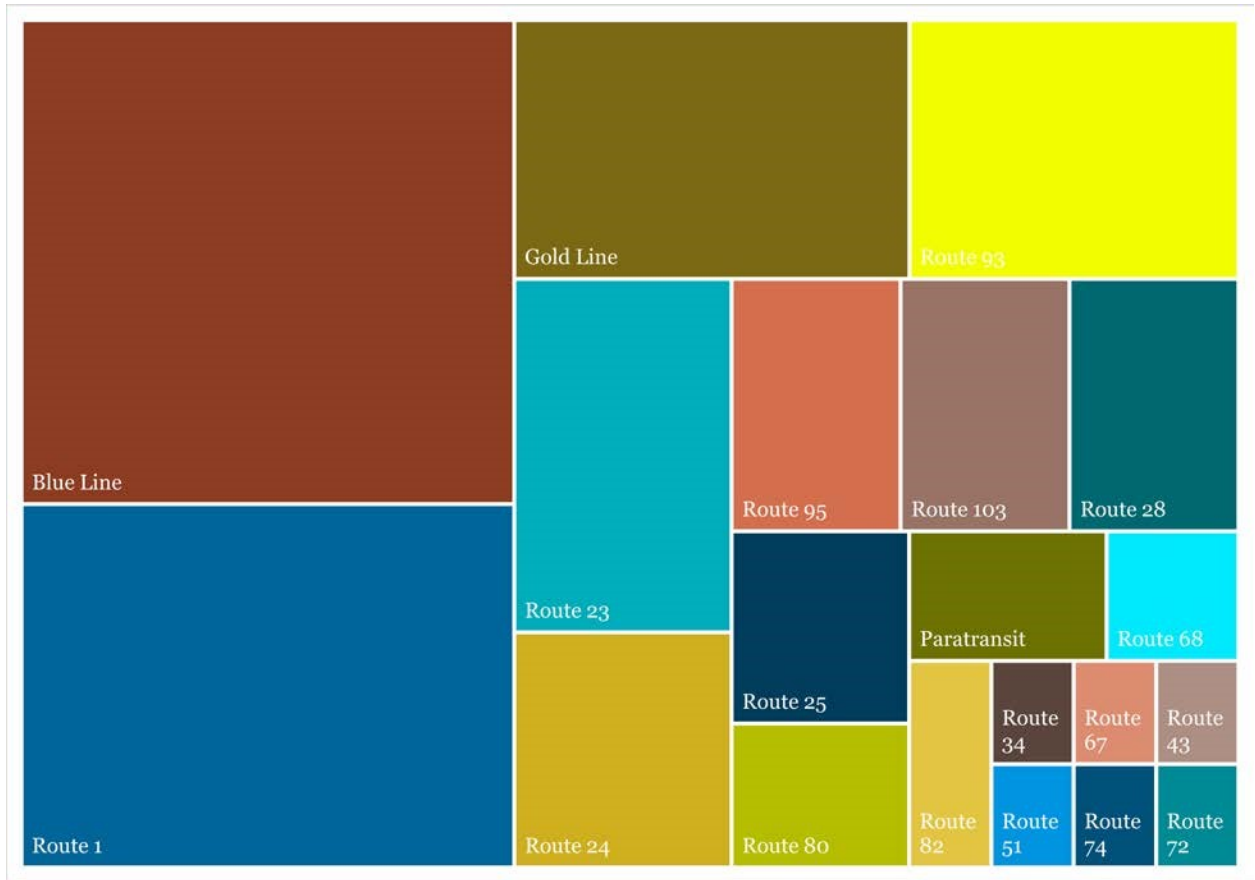
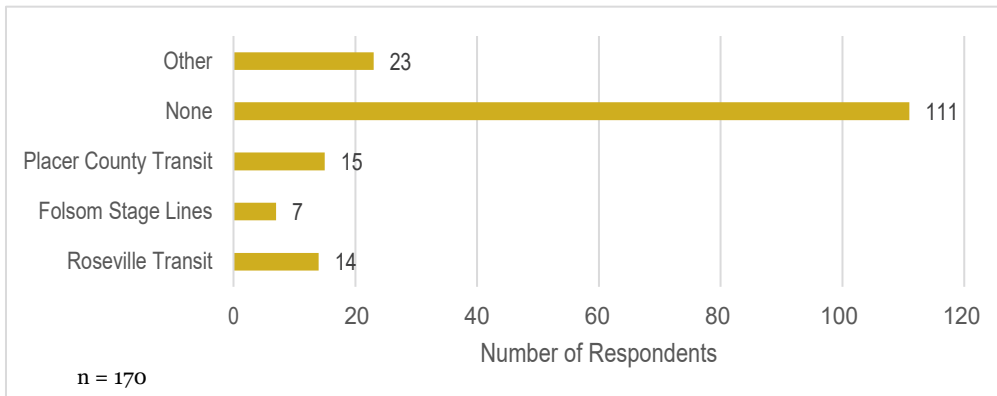


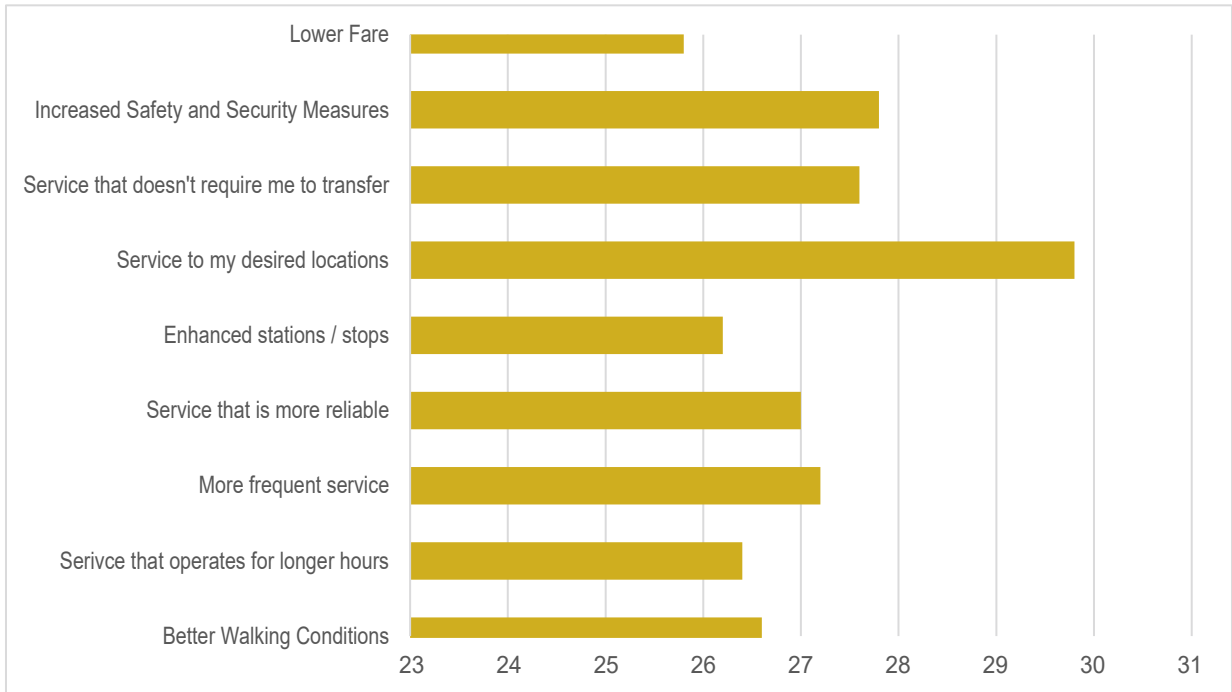
Figure 72 What Other Public Transit Services Do You Use?



Transit Services included in the “other” category included:

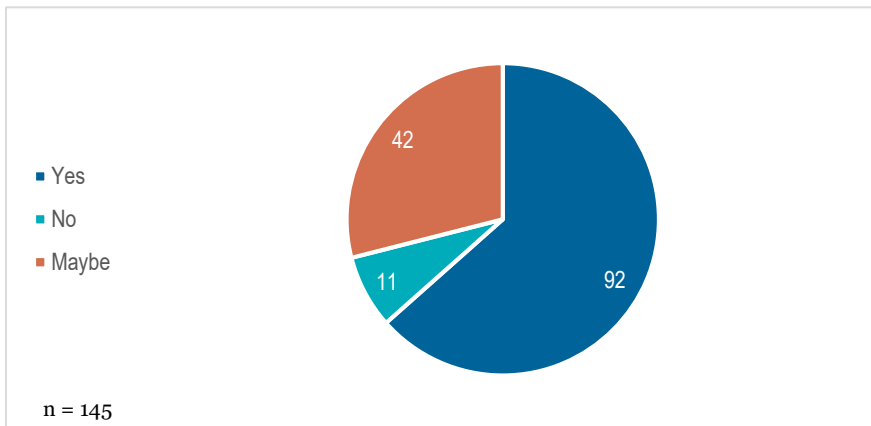
- Yolo Bus, Super Shuttle, Airport Shuttle, Davis Transit, City Ride

Figure 73 **What Improvements to the Public Transportation System Would Make You Interested in Riding, or Would Encourage You to Ride More?**



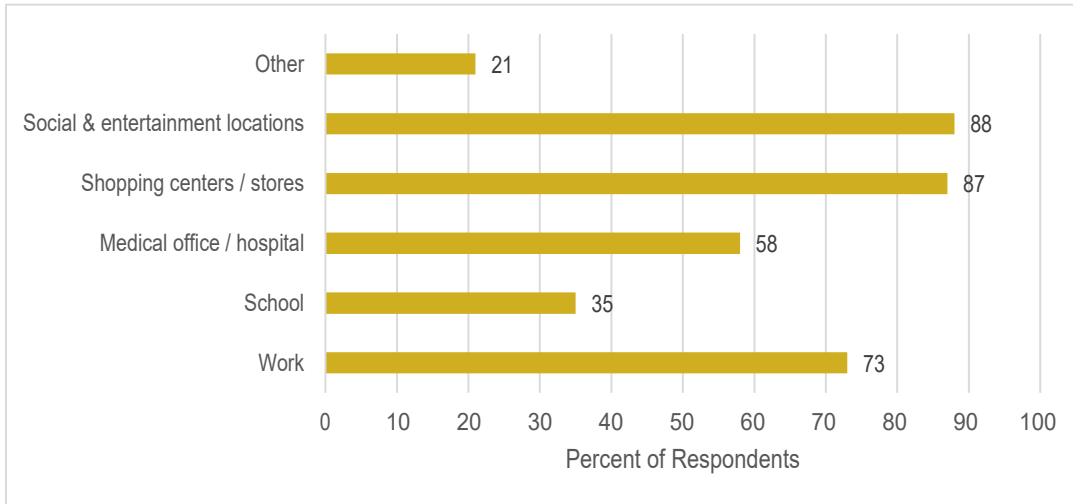
People also added comments about signage, customer service, safety, route alignment, and the availability of service.

Figure 74 **Would Improvements like These Make You More Likely to use Public Transit, or Use it More Often?**



- Takes too much time
- Frequent need for personal vehicle all hours
- Drivers of RT are dangerous speeders
- As long I am able to drive, I would not be interested
- No, prefer Uber/Lyft

Figure 75 Which Destinations Would You Like to Use Public Transit For?



In the “other” category people included:

- Church
- Parks and hiking along the river
- Airport or Amtrak Station
- Volunteer jobs
- Train station, residential hubs, parks
- Downtown Sacramento
- Library, bill paying in person, visiting friends
- Transfer to out of town bus stations
- Amtrak
- Citrus Heights to Folsom on weekends

In an interactive mapping exercise, participants were asked where do they wanted to go via public transit. Below are the graphical results.

Figure 76 Where Do You Want to Go via Public Transit?

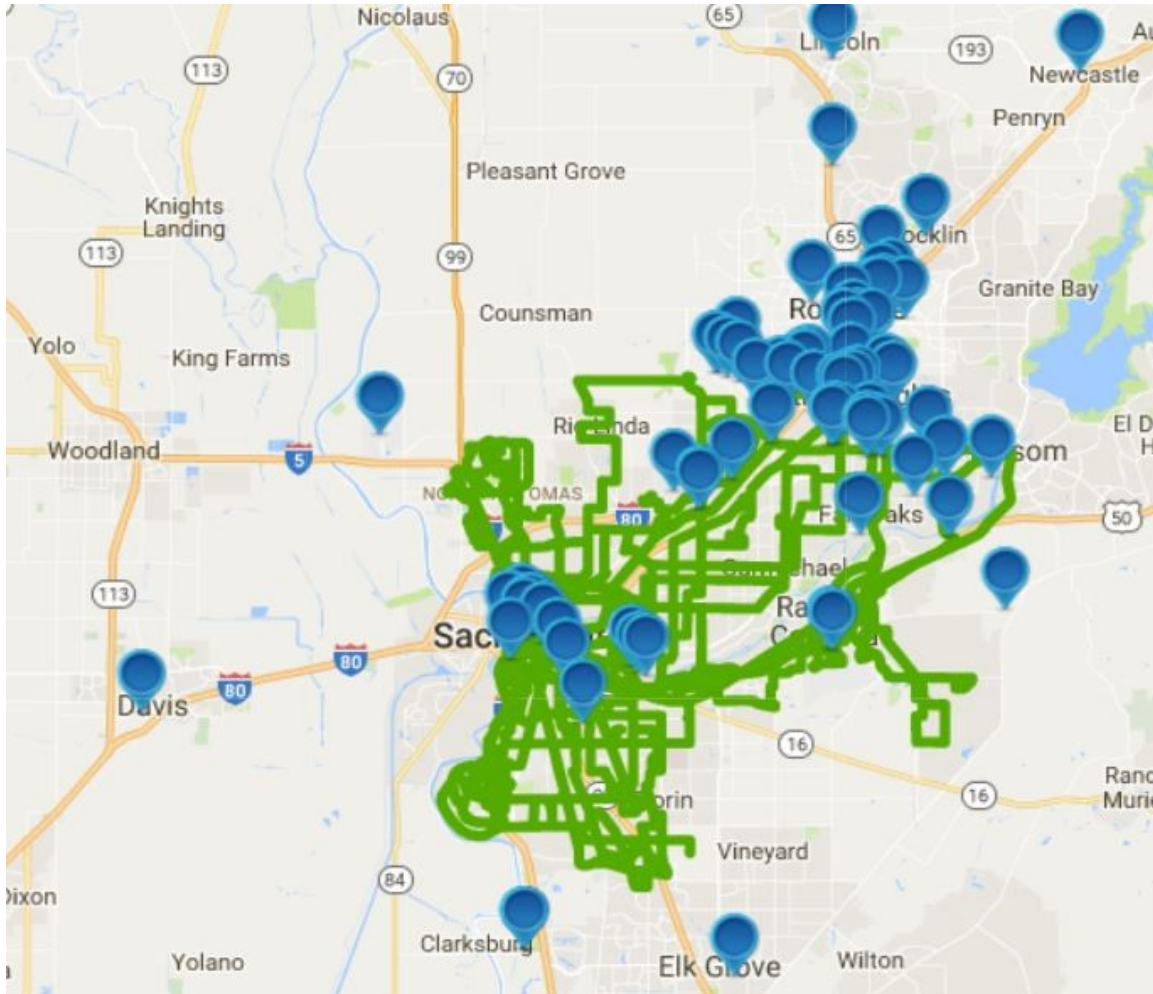
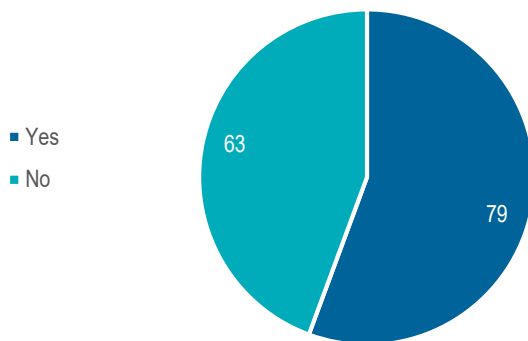


Figure 77 Would You Be Interested in Using Ridesharing Companies for Transportation to and from RT Bus Stops or Light Rail Stations if a Discount was provided?

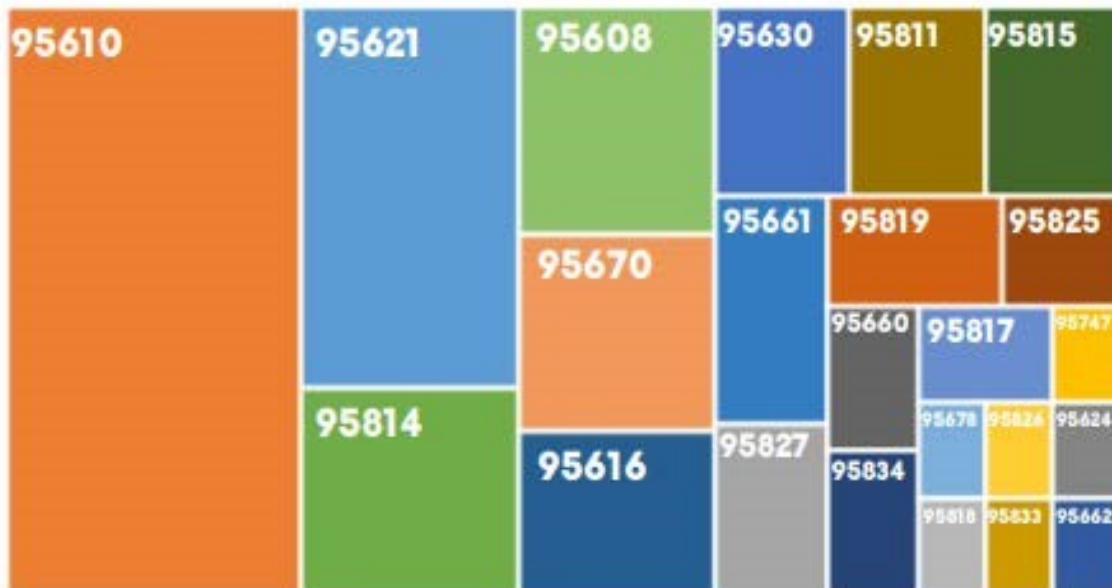


n = 142

Figure 78 Where do you work? Please Provide Major Cross-Streets



Figure 79 What Zip Code Do You Work in or Travel Most Often to?



STAKEHOLDER FOCUS GROUP: BUSINESS MEETING

On November 29, 2017, AIM Consulting led a stakeholder focus group meeting to introduce the Citrus Heights Comprehensive Transit plan, discuss the role of Citrus Heights in providing transit, identify challenges and opportunities, and gather input on transit gaps. During this focus

group meeting, stakeholder representatives from business interests, business associations, and major employers discussed perceptions of transit in Citrus Heights, transit needs, opportunities, issues, and challenges and the future role of transit in Citrus Heights. The meeting took place between 10:00 and 11:30 a.m. Participants represented:

- Sunrise MarketPlace Business Improvement District
- Citrus Heights Homeless Assistance Resource Team (HART)
- Sunrise Mall
- Citrus Heights Rotary
- Citrus Heights Chamber of Commerce
- Small Business Administration
- Folsom Civic Lab
- Greater Folsom Partnership

The meeting objectives included:

- Review the goals and objectives of the Citrus Heights Comprehensive Transit Plan
- Discuss the existing and future role of transit in Citrus Heights
- Identify challenges and opportunities
- Gather input on where there are gaps in transit service and how to best fill those gaps

STAKEHOLDER FOCUS GROUP: HUMAN SERVICE AGENCY MEETING

On Wednesday, November 29, 2017 the City of Citrus Heights held the second stakeholder focus group meeting for the Citrus Heights Comprehensive Transit Plan. The meeting took place between 1:30 and 3:00 p.m. at the Citrus Heights Community Center.

Six stakeholders from five agencies attended the meeting. The agencies included:

- Area 4 agency on Aging
- Bayside Church of Citrus Heights
- Sacramento County Adult and Aging Commission
- ACC Senior Services

Stakeholder Discussion

The following is a summary of the stakeholder discussion.

Where does transit rate on scale of 1 to 10 as an issue of importance?

- If you are a senior, transit is high on the scale of importance.
- Transit is important for many veterans, homeless, and handicapped people in the area.
- For people with physical limitations on their ability to walk, such as blind or visually impaired people, transit stops are spaced pretty far apart. They are not within walking distance, so they cannot get to medical facilities or grocery stores unless they have a car or someone to drive them.

- It is difficult to get people to the front door of our church unless they come by Paratransit. If someone is totally reliant on Regional Transit they will have to walk three blocks to get to us, there is no bus on Sylvan Avenue.
- If you work in downtown Sacramento and lose the ability to drive before you retire, it would take you two hours to commute each way.

What are some of the primary transit-related concerns? Where are the gaps that create barriers to people using transit?

- Lack of bus driver training. Many drivers do not know how to accommodate or support people with mobility devices. They make them feel like a burden for holding up the route.
- Sunday routes are not as frequent as other days. People who take transit to church services arrive either very early or very late.

What is a description of an ideal transit system that is easy for people to use? What are the things that make it too complicated?

- For elderly or low-income residents, it would be helpful to have the bus stop routes and schedules physically posted at each stop.
- If someone gets stranded at a bus stop and they call the 321 bus number for information, it is hard to get through to a person.
- There should be information at the central hubs and transfer areas.
- Keep in mind if visually impaired people or blind people are at a kiosk, they will need maps and routes that are in bigger print and braille.
- Fare machines must work more reliably.

What would make transit more useful to people in Citrus Heights?

- Frequency, especially on the weekends.
- There is no bus that runs to and from City Hall past 5 p.m. That excludes transit-dependent people from participating in the City Council meeting process.
- The City should consider using vans so they could serve as a more flexible transit system service.
- Coordination or partnerships with businesses and small business to facilitate better and more efficient traffic patterns in general – especially when they are dependent on people getting to their business.

Are there major medical facilities / other services that are not easy to reach in Citrus Heights? Are any of them impossible for people to get to?

- Dialysis is provided by private companies that do not provide transit services. So there is a specific population that is unable to drive themselves to and from this treatment.
- After undergoing treatment like chemotherapy, getting on a bus is the last thing someone will want to do.
- Doctor appointments in general are often hard to get to. Appointments can run late so people never know when they will leave the offices.
- A lot of Citrus Heights' veterans have to go to the V.A. Medical Center in Mather, and it can take hours to get there. If they are already sick, and are going to a medical facility, it does not help the situation.
- The Kaiser medical facility in Roseville.

What are key destinations people with disabilities, or people who are unable to access a car because of their age or income level, need to get to?

- Senior lunch sites.
- Grocery stores.
- The bank.
- Recreation: library, movie theatres, shopping.
- Gyms.
- Salons and barbershops.
- Churches.

What are the most imperative things to focus on for transit?

- Flexibility
- Accessibility, in terms of path or travel to a bus stop, bus stop announcements, properly functioning ADA equipment and sidewalk infrastructure for people with disabilities and for those with medical needs.
- Equity in cost and fare payment methods
- Crime and safety
- Better amenities at bus stops.

What are the challenges of transit in Citrus Heights?

- Perception of crime and safety
- Not feasible to put a bus stop within a 1/4-mile of everyone's homes or destinations.
- Public transit has to be more desirable than the other alternatives.
- Removing cultural barriers for people who have never used public transit before.
- For older adults, public transit is their last resort. They will only take transit if they cannot get somewhere by any other way – even walking.

How should we measure the success of public transit? If a new pilot program is introduced, how would we measure success in Citrus Heights?

- Conduct a survey to identify the number of transit riders. Also ask them about service frequency and reliability.
- The on-demand neighborhood City Ride is turning people away. If we were not turning people away, and able to support the capacity, I think that would be a good measure of success.
- If you had seniors moving into Citrus Heights because they can live here and be dependent on transit that would mean the transit program is successful.

What factors do potential riders consider?

- Frequency of trips
- Flexibility
- Frequency of service
- Span of service
- Convenience and ease of use (or level of stress).
- Travel time differences between transit and driving.

- Parking.
- Directness

How best do we communicate to people what channels there are? What is the best channel of communication to get to people?

- It might get easier over time since younger people receive a lot of information online and through their phones.
- To reach more people, use traditional methods such as informational seminars at libraries and community centers, and volunteers. Don't just rely on social media.
- One of the issues with Regional Transit is the language barriers. If a transit rider calls Regional Transit, they have to speak either English or Spanish. Translation and interpretation for several Asian languages are not being provided.
- Newspapers, radio advertisements, flyers at markets and outlets. Some people still want mailed postcards.
- Radio is big for the Spanish speaking population. Newspapers and print materials are big for the Russian population, too.
- Connect with community groups that connect with cultural groups, disabled groups, and people who don't have any literacy in any language.
- Reach out to the Independent Living Center, California Council of the Blind, those networks and word of mouth networks are very important.

Is there an opportunity to reach out to and partner with churches and other community groups so they can become champions?

- Paratransit partners with senior apartments in Sacramento to hold "instructional rides" to help those who live there learn how to request rides and practice maneuvering around.
- An ambassador program would be helpful for other services besides buses, like light rail.
- GoGoGrandparent is a transit service in the bay area that does not require the use of a cell phone app. You can call from a land line.
- Ventura County has a transit program that is voucher based, so that addresses any issues someone may have with online banking.

Additional Comments related to veteran and senior transportation

- There should be a fixed route service to get veterans to and from where they need to go, at least once a week.
- Paratransit can have smaller vehicles so can be more flexible.
- The Area 4 Agency on Aging has some programs in Nevada County and Placer County that provide transportation to Mather. We offer small transportation programs that go door-to-door.
- Seniors First is in the Auburn area. Tahoe Transportation District may also have a program.

Responses to Pre-Meeting Questionnaire and Feedback Forms

The following is a summary of all the input gathered through an online pre-meeting questionnaire and hard copy feedback forms distributed at the meeting.

What are the primary transit related concerns that you have / hear from your riders, clients, or constituents?

- Limited access to the Sacramento metro area.
- Accessible busses (mostly capacity issues for multiple riders with mobility devices)
- Bus stops with no shelter, unpaved landings, insufficient space for mobility devices in shelters.
- Some tell me many of the 'aid' programs are located downtown Sacramento, and making the trip takes several buses and much time.
- Transit is too complicated and doesn't take me where I want to go.
- Older adults needs accessible transportation especially those who are not able to walk to the bus stop due to physical limitations.

What would make transit more useful to people in Citrus Heights?

- Expanded service.
- More trips on evenings and weekends.
- Perhaps a bus pass.
- Perhaps a small bus on an assigned day and time so some who have difficulty with the regular system could get to a light rail hub downtown so as to have face to face contact with programs that help them.
- Customizable, affordable, quicker, and not dependent upon technology.
- Improved non-emergency medical transport.

Where would people like transit to go that they cannot reach on transit currently?

- Major medical facilities.
- Meetings and events held in the evening.
- Downtown Sacramento... near a light rail hub.
- Doctors, friends, events.
- Doctor appointments, life-saving medical treatments i.e. dialysis, chemo, others.

What do you believe are transit's two or three most imperative actions or goals in the next five years?

- Improved public perception of quality of service.
- Some on-demand service capability.
- Ensure public transit is affordable, accessible and a useful and reasonably convenient alternative to driving.
- Bus passes to Downtown Sacramento.
- Quicker trips to Downtown Sacramento.
- Careful vetting of those asking for these services.
- Customize and simplify ride acquisition for non-tech folks.
- Reach out to older adults, and to non-English speaking population.
- There is a pretty good size group of folks over 55 years old in the Citrus Heights area. They have been driving all their lives (unlike the millennials) and are reluctant to give up that freedom for transit. When they have to have assistance (and not all will) they will

still want to have some control. A flexible transit system will have the greatest possibility of success with them. The call a ride service will be attractive (Uber and Lyft). This won't work for the group that is very disabled or need a lot of assistance, but they are a small part of the whole.

SUMMARY OF FINDINGS

There are many key takeaway s from the outreach activity related to this project. Some of the most important include:

- Public transit service and access are extremely important to a segment of the population in Citrus Heights. All indications are that this importance will spread to a larger share of the population slowly, particularly as it relates to an aging population, over the next several years. This trend is a major concern for employers, human service providers, and city residents.
- Citrus Heights residents use public transit services for a wide variety of travel purposes within and outside of Citrus Heights. However, making transit trips for work purposes seems to be a somewhat lower priority.
- At the same time, many businesses and human service providers depend on transit connections to neighboring communities and the greater region. Ensuring work trips for people coming into Citrus Heights was mentioned often as a priority by business and human service stakeholders.
- All stakeholders agree that improved transit service is needed in Citrus Heights, especially in terms of reliability, span of service, days of service and frequency of service.
- Stakeholders agree that local circulation, the ability to get around Citrus Heights, via transit is most important. Nearly of equal importance is the ability to make connections with the regional rail system in a timely and convenient manner. Also important, is improved connectivity for work trips and other types of trips into Roseville, in particular, and secondarily into Rancho Cordova's employment areas.

7 ALTERNATIVES ANALYSIS

Transit services in Citrus Heights can take several forms in the future depending on the vision and needs of the community. Taking into account community feedback, existing ridership analysis, financial resources, market conditions, and the strengths and weaknesses of current transit operations, Citrus Heights developed four alternatives for transit service. These alternatives address how the city can best meet transit demands and need for connectivity and access among its residents and employees. The alternatives analysis developed three cost-constrained alternatives and one unconstrained alternative.

The alternatives are not recommendations. By using today's service and funding levels as a benchmark we can begin to estimate what transit service might look like in the future from a practical and financial standpoint. This document will create a hierarchy of priorities for transit service in Citrus Heights as changes are made at a regional level. The potential annexation to SacRT provides an opportunity to evaluate future service improvements and guarantee minimum levels of service for Citrus Heights residents.

COST-CONSTRAINED

Local Trips Alternative

The Local Trips alternative prioritizes travel within Citrus Heights and the transit network is focused on shorter trips. Service is spread throughout the city regardless to serve the largest number of residents possible. The alternative restructures current SacRT routes that serve Citrus Heights to better address circulation within the city. This alternative eliminates or downplays service to Roseville, Rancho Cordova, and beyond while adding service to underserved neighborhoods in Citrus Heights.













Summary:

- Local service on Old Auburn Blvd, Roseville Road neighborhoods (west of I-80), and neighborhoods east of Fair Oaks. All services are hourly.
- Reduce frequency on Route 23 to every 60 minutes from every 30 minutes to finance new routes

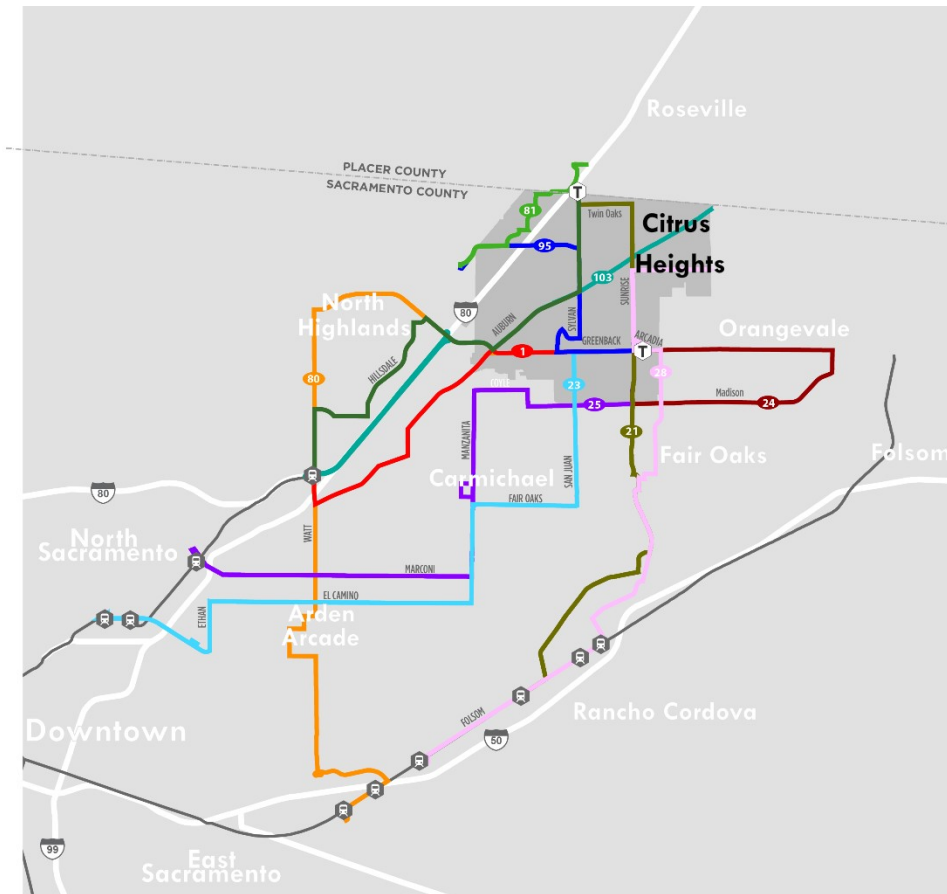
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Figure 80 Future Service Alternative - Local Trips

Future Scenario Local Trips

-  Route 1
-  Route 21
-  Route 23
-  Route 24
-  Route 25
-  Route 28
-  Route 80
-  Route 81
-  Route 93
-  Route 95
-  Route 103
-  Citrus Heights

0 0.5 1 Miles
Data Sources: Sacramento County



Microtransit Alternative

The Microtransit alternative has a similar focus as the Local Trips alternative of serving more neighborhoods within Citrus Heights. However, the Microtransit alternative achieves this goal by eliminating poor performing and infrequent services and reinvesting that money into on-demand microtransit service that focuses on Citrus Heights local mobility. This alternative envisions a significant expansion of the Smart Ride pilot project, which launched in February 2018. Under this alternative, fixed routes with higher frequency or ridership over 20 passengers per hour would continue to operate.

Summary:

- Eliminate Route 28, 24, and 95 to invest in additional Microtransit services along the lines of Smart Ride city-wide
- \$1,600,000 additional funds available for Microtransit services annually

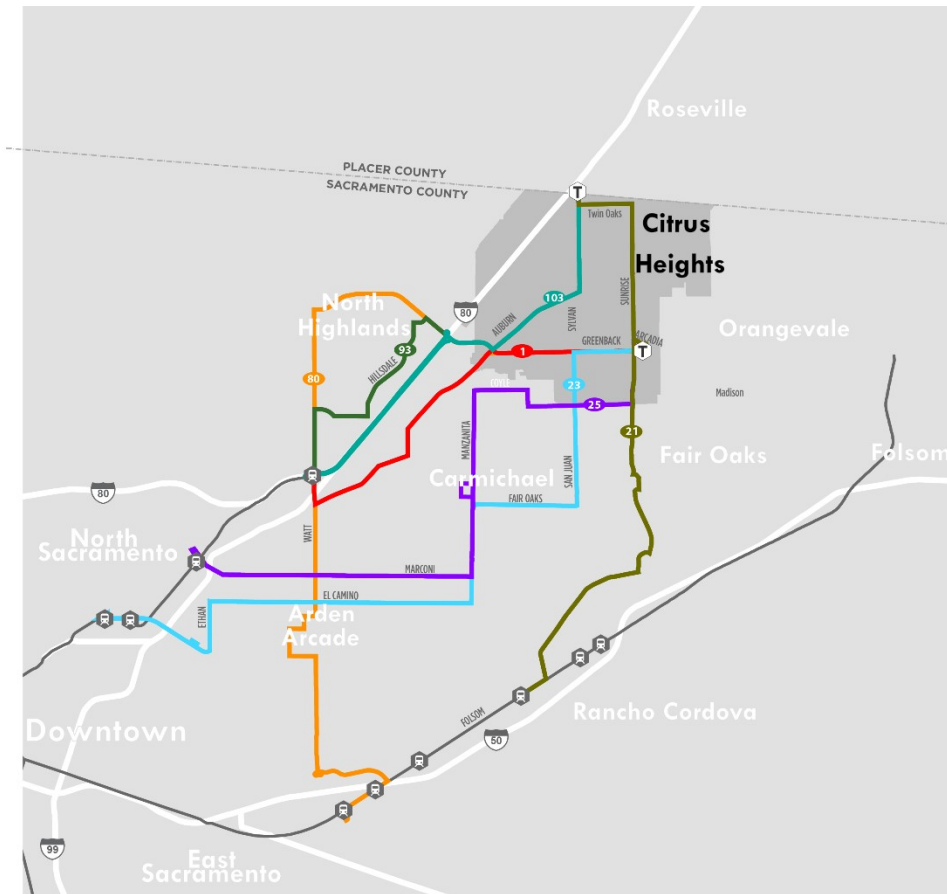
Citrus Heights Comprehensive Transit Plan
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Figure 81 Future Service Alternative - Microtransit

**Future Scenario
Microtransit**

- Route 1
- Route 21
- Route 23
- Route 25
- Route 80
- Route 93
- Route 103
- Citrus Heights

0 0.5 1 Miles
Data Sources: Sacramento County



Commute Connectivity Alternative

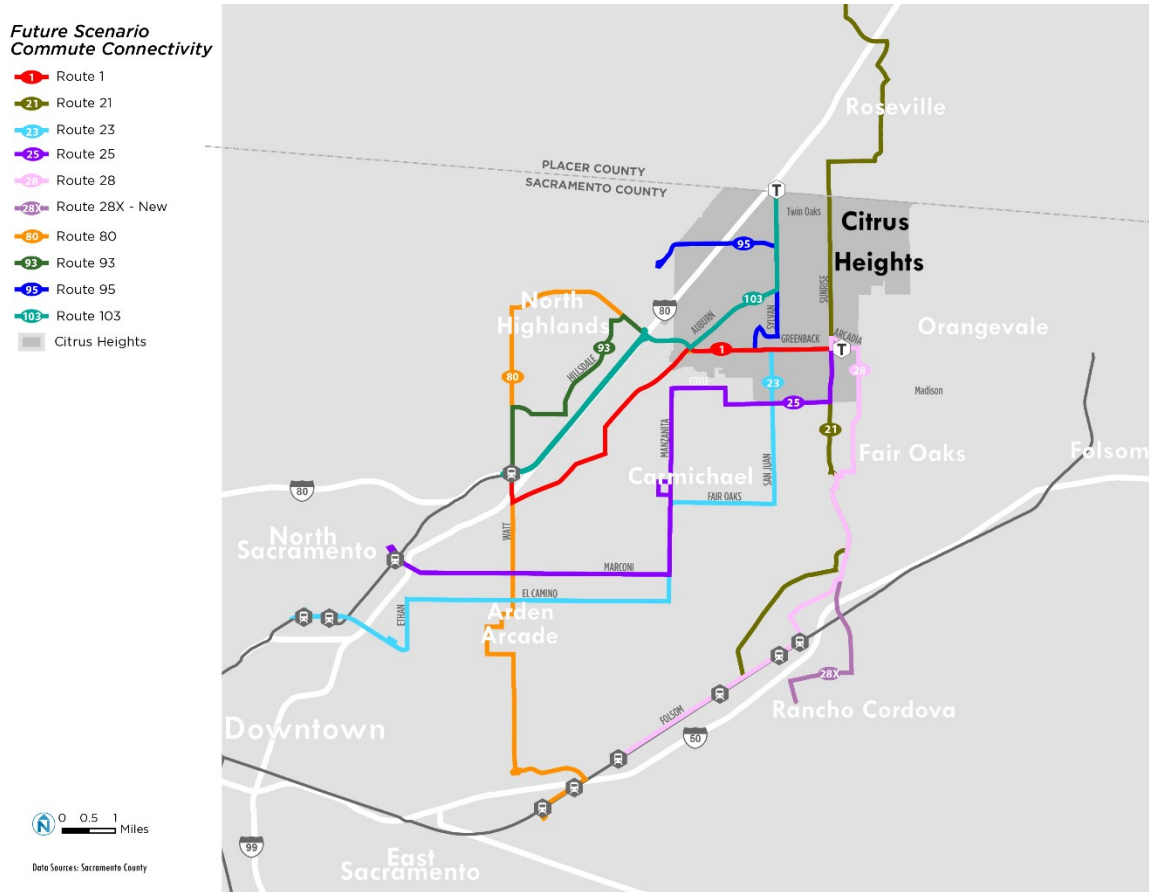
The Commute Connectivity alternative extends frequent fixed-route service into Roseville as well as a more robust express overlay to the Blue or Gold light rail lines. Roseville is an important destination for Citrus Heights residents. Feedback received throughout the public outreach process and analysis of existing travel patterns confirmed that there is significant demand between the two communities. Current connections to Roseville require a poorly timed transfer and the use of two different transit agencies. Compared to other alternatives, this option reduces investments in microtransit, but adds connections for commuters.

Summary:

- Extend Route 21 to Kaiser Roseville/Galleria
- Express Route 28 to Sunrise Station and job center in Rancho Cordova
- Additional Route 103 express pattern along Old Auburn Blvd
- Eliminate Route 24 and reduce frequency on Route 28 from every 30 minutes to every 60 minutes

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Figure 82 Future Service Alternative - Commute Connectivity



HIGHER COST ALTERNATIVE

New Regional Service

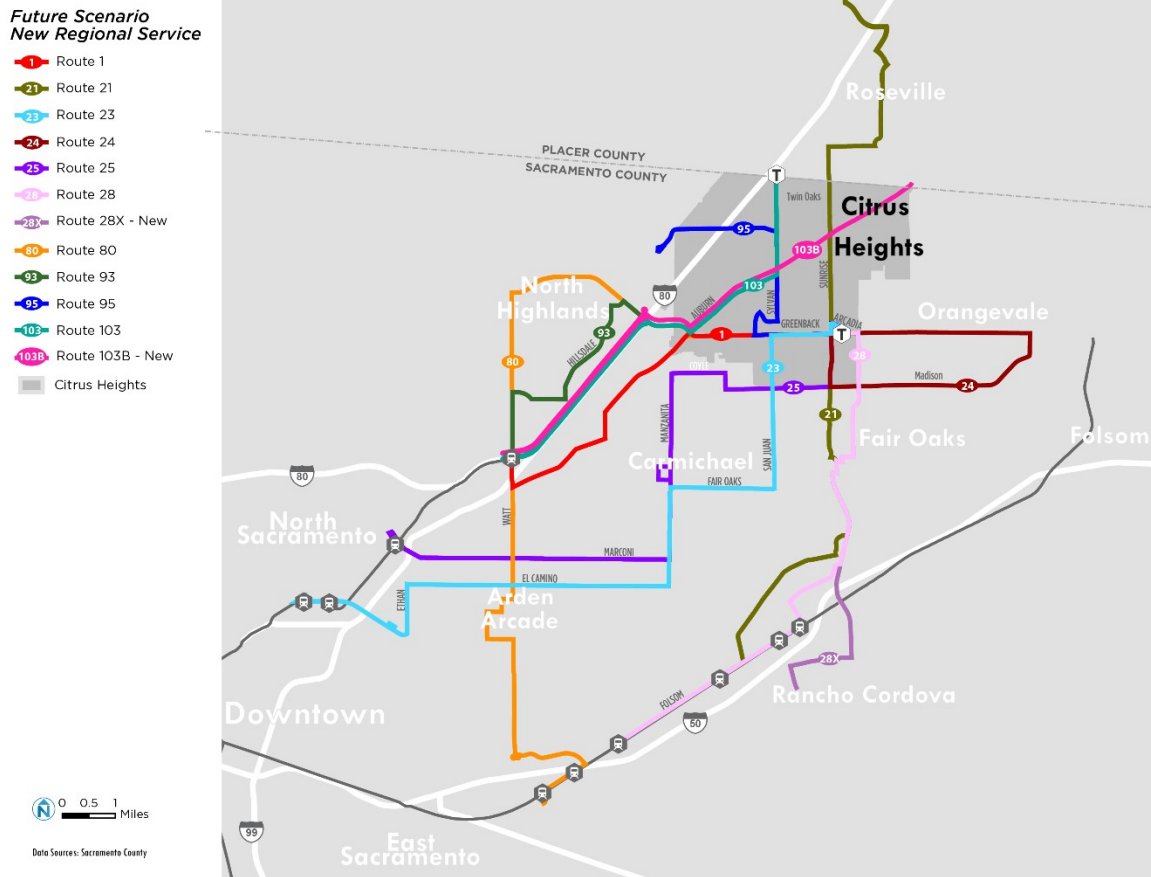
The New Regional Service alternative adds new services such as connections to Roseville, Rancho Cordova, and additional local service. The service additions represent a combination of each of the cost-constrained alternatives.

Summary:

- Create a new local route in NW Citrus Heights
- Extend Route 21 to Kaiser Roseville/Galleria
- Express Route 28 to Sunrise Station and job center in Rancho Cordova
- Additional Route 103 express pattern along Old Auburn Blvd
- Three additional all-day vehicles invested in SmarT Ride service

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Figure 83 Future Service Alternative - New Regional Service



ALTERNATIVE COMPARISON

Figure 84 Cost Comparison of Alternatives

Alternative	# of Buses	Fixed route Annual Cost (millions)	MicroTransit Cost (millions)	Population Served		Jobs Served
				Fixed Route	Microtransit (residents per hour) ⁶	
Existing Service	33	\$17.3	\$0.6	210,081	121,392 (32)	79,797
Local Trips	32	\$17.3	\$0.6	222,989	121,392 (32)	82,555
Microtransit	30	\$15.7	\$2.2	170,574	121,392 (8)	66,431
Commute Connectivity	31	\$17.5	\$0.6	206,824	121,392 (32)	97,839
New Regional Service	38	\$19.3	\$2.2	224,041	121,392 (8)	100,235

At the time this plan is being adopted SacRT is in the process of redesigning the fixed route structure of the entire region. Because the direction of the City of Citrus Heights is leaning toward an annexation agreement with SacRT, development of a preferred alternative is not recommended. The purpose of the analysis is to create a framework for the City to respond to various proposals made by RT, as opposed to adopting a network plan that may not be consistent with the direction in the balance of the region. Rather, these alternatives are used as ways to test and demonstrate recommended performance standards described in the next section.

PERFORMANCE STANDARDS

The establishment of performance standards during annexation or the next contract will be crucial to ensure the distribution of service within Citrus Heights continues to serve people trying to travel to, from, and within the City. SacRT currently groups routes into one of three route categories, each with different minimum thresholds for performance. These categories are Local, Community Bus, and Express. These metrics all address performance based on ridership, as opposed to access. It should be noted that a route exhibiting lower ridership than its counterparts is not necessarily operating below the performance standard.

All transit agencies make judgement calls on how much service to run based on performance and how much service to run for coverage. Coverage routes are those that ensure everyone has some

⁶ Population served by Microtransit vehicles in Citrus Heights and Orangevale. Wait times vary by level of investment and number of vehicles. Microtransit residents per service hour is a measurement intended to describe the potential access to microtransit. The smaller the number of residents for each vehicle hour of microtransit service describes greater availability of service, much in the way that shorter response times for emergency services demonstrate greater coverage.

basic level of access to transit service. There is no right or wrong answer to the proper distribution of resources between performance-based and coverage-based routes, but as populations shifts geographically in the region, Citrus Heights needs to be assured it will continue to receive a level of service that is equitable compared to the balance of the region and that changes do not disproportionately impact the most vulnerable of Citrus Heights residents and transit riders. Therefore, it is recommended that additional performance metrics based on measuring access to transit, as opposed to ridership response to transit, are adopted by Citrus Heights.

The importance of this principle cannot be overstated as SacRT is presently in a process of redesigning the regional fixed route transit network through an effort titled “SacRT Forward.” To date alternatives presented have decreased transit access in the City, both regionally and locally. While SacRT needs to have an unburdened opportunity to consider the most appropriate transit network for the region, Citrus Heights must also maintain a yardstick to measure transit access and to determine the impact of these proposals on residents and employers within the City. Therefore, adoption of access and travel time standards allows for SacRT to redesign the existing transit network and for Citrus Heights to understand the impacts of that re-design on the City.

Additional performance metrics are illustrated in Figure 85 and Figure 86 below. Most important is a Minimum Service Level, which means that there will be a minimum level of service in an area that covers a particular percentage of the population and employment. Second, SacRT should establish travel time guarantees that will help preserve connections between important destinations. With the prospect of annexation into SacRT, it is important that the agency adopt these additional performance measures to ensure a minimum level of service in Citrus Heights.

MicroTransit service is in its infancy in Citrus Heights having been implemented in February 2018. It remains to be determined how cost effective this service is compared to coverage level fixed route services on a per ride basis or on an overall expenditure basis. Another consideration is how members of the community perceive their access; is it better to walk several blocks to a bus that operates on a scheduled hourly basis and that may require transfers to reach their destination, or better to be able to summon a vehicle to their door with up to a two hour wait and be taken directly to their destination? This conversation and analysis will play out over the next two to three years and a clearer picture will be available. In the meantime, the “standards” provided for MicroTransit below may, or may not, be fully appropriate and may need to be adjusted to a different measurement system in the future while maintaining the purpose of establishing a minimum standard.

Access to fixed route service is an important measure of the level of transit investment in Citrus Heights and varies as routes change. Access to service is calculated by the proportion of Citrus Heights residents within 0.5 miles of a bus stop with all day service on weekdays, operating at any level of frequency. An additional measure calculates population that have access to bus stops that are served by fixed routes at least every 15 minutes in the core of the day on weekdays. Access to MicroTransit or SmaRT Ride service is not based on proximity to bus stops, but the level of investment per capita since the service can reach all corners of the community.

Figure 85 Access to Transit Service – Minimum Service Level

Alternative	% of Residents with Access to 15-minute Frequency	% of Residents with Access to Fixed Route Service	Hours of MicroTransit Service Per resident
Current Conditions - Baseline	6.0%	55.7%	32
Local Trips (New Route 81 and restructured Route 103)	6.0%	67.8%	32
MicroTransit	6.0%	44.5%	8
Commute Connectivity (Route 28 Express, Route 103 Express, Route 21 extension)	9.9%	59.9%	32
New Regional Service (New Route 81, restructured Route 103, Route 28 Express, Route 103 Express, Route 21 extension)	9.9%	67.8%	8

Figure 86 Travel Time Standards

Major Citrus Heights Origin/Destination	Major Regional Connection	Current Peak Period Transit Travel Time	Current Peak Period Auto Travel Time	Recommended Maximum Transit to Auto Travel Time Ratio
Sunrise Mall	Cordova Town Center Gold Line Station	0:29	0:27	1.1
	I-80/Watt Blue Line Station	0:34	0:22	1.5

TITLE VI COMPLIANCE

Recipients of Federal Transit Administration (FTA) funds are required to comply with Federal Title VI regulations to ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner. SacRT is responsible for operations of the transit service in Citrus Heights and already has a Title VI review process in place. Citrus Heights is required to complete a Title VI analysis since it receives Federal funding for transportation projects. If an agreement is reached for Citrus Heights to continue to maintain bus stops and shelters, it should work in cooperation with SacRT to comply with SacRT's analysis to ensure equity.

However, care must be taken in that the evaluation of Title VI disproportionate impact will move to a regional scale under SacRT. Compared to some parts of the region Citrus Heights may have greater needs from a demographic perspective than other parts of the region. Under SacRT, the analysis of impacts to protected groups under Title VI will have to be carefully conducted to

ensure that Citrus Heights residents and transit riders, this includes people employed in Citrus Heights who live in neighboring communities, are not bearing a disproportionate share of impact if service is substantially re-organized.

Environmental Justice Policy guidance from FTA aims to ensure the fair treatment of people regardless of race, color, national origin, or income with respect to the development and implementation of transportation plans and projects. Minority and low-income populations should not be disproportionately negatively impacted by projects. Citrus Heights should keep equity and performance standards in mind when installing new bus stops and shelters.

TRANSIT ASSET MANAGEMENT PLAN COMPLIANCE

The Transit Asset Management (TAM) requirement for recipients and sub-recipients of FTA Chapter 53 funds codifies and formalizes financial and resource planning practices. Management of assets can impact both quality and level of service and cost-efficiency. As such, asset planning efforts are critical to ensure the availability and quality of capital resources.

SacRT is responsible for its own TAM plan because it operates rail or at least 101 vehicles. The smaller transit agencies in the surrounding area are preparing a joint plan through SACOG that is expected to wrap up in the fall, 2018. SACOG is looking for ways to coordinate with SacRT and Paratransit, Inc. to develop standards for assessing the condition of capital assets. Citrus Heights should continue to cooperate with SacRT in creating a common approach to assessing the condition of capital assets.

Citrus Heights should maintain a full inventory of bus stops and shelters, and any other transit assets. This includes details on the state of good repair for each asset, a prioritized list of investments, and performance targets for each asset or asset class.

SACRT PROPOSED ANNEXATION DEAL POINTS

Negotiations are needed to structure a new relationship between the City of Citrus Heights and Sacramento Regional Transit District (SacRT). California state law sets restrictions on what SacRT can bargain as part of this negotiation. The annexation agreement needs to address each of these questions. Proposed annexation deal points between Citrus Heights and SacRT are listed below in Figures 87 and 88.

Citrus Heights Comprehensive Transit Plan
City of Citrus Heights

Figure 87 Citrus Heights Annexation Deal Points with SacRT: Administrative

Topic Area	Proposed Annexation Deal Points
Administrative Relationship	<ul style="list-style-type: none"> Citrus Heights will continue to receive Transportation Development Act (TDA) funds for local bicycle, pedestrian, and transit projects. These funds are typically used as matching funds. There should be a process for robust and collaborative interaction between SacRT and Citrus Heights staff. Annual reports to City Council by SacRT or jointly between SacRT and city staff.
De-Annexation	<ul style="list-style-type: none"> Citrus Heights should work with RT to establish a process that allows the city to de-annex if the relationship proves to not be mutually beneficial, especially in regards to service access, delivery, or fiscal sustainability.
Capital Projects	<ul style="list-style-type: none"> Citrus Heights and SacRT staff should have a process in place for collaborating on capital projects and prioritization.
Transit Facility Maintenance	<ul style="list-style-type: none"> Ensure a minimum level of infrastructure maintenance for SacRT facilities within Citrus Heights city limits. SacRT infrastructure includes bus stops, transfer centers, and shelters. The negotiated agreement may involve payments from SacRT to Citrus Heights to maintain transit infrastructure in the city.
Mobility of the Future	<ul style="list-style-type: none"> Propose specific investments in new mobility infrastructure in the City of Citrus Heights such as electric charging stations, smart technology, and other amenities as SacRT continues to receive funding for these programs.

Figure 88 Citrus Heights Annexation Deal Points with SacRT – Performance

Topic Area	Proposed Annexation Deal Points
Minimum Service Levels	<ul style="list-style-type: none"> SacRT would maintain a basic level of service as part of the negotiation. A performance-based model is proposed with minimum thresholds for the percentage of the population and employment within ¼ mile of bus service every 15 minutes and every 60 minutes. This ensures service restructures preserve basic transit access and access to frequent service in Citrus Heights.
ADA Services	<ul style="list-style-type: none"> The negotiated agreement should set minimum service levels for ADA service. There is a need to address how the expansion of SmaRT Ride service impacts the provision of ADA service in Citrus Heights. Recommend all Citrus Heights residents currently eligible for ADA service continue to qualify for a minimum amount of service Monday-Friday.
Transit Facility Maintenance	<ul style="list-style-type: none"> Ensure a minimum level of infrastructure maintenance for SacRT facilities within Citrus Heights city limits. SacRT infrastructure includes bus stops, transfer centers, and shelters. As noted in the administrative section this may involve SacRT paying Citrus Heights to maintain transit facilities.
Travel Time Guarantees	<ul style="list-style-type: none"> Set minimum travel times between major connections in the region to Citrus Heights to prevent service restructures from negatively affecting residents. Propose minimum travel times from key locations in Citrus Heights such as Sunrise Mall to the Watt Blue Line Station and Gold Line Stations in Rancho Cordova. Current express service travel times should be maintained.
Mobility of the Future	<ul style="list-style-type: none"> Propose specific investments in new mobility infrastructure in the City of Citrus Heights such as electric charging stations, smart technology, and other amenities as SacRT continues to receive funding for these programs.

8 PREFERRED PLAN

COMMUNITY PRIORITIES FOR TRANSIT ACCESS

The Citrus Heights Transit Plan will serve as a guide for future transit investment in the community.

First Priority – Local Access

Local stakeholders identified greater transit access for trips within Citrus Heights as a top priority. Local transit trips can be served through an expansion of fixed route bus routes, an expansion in the availability of SmaRT Ride service, or a mixture of the two approaches. The preferred plan could invest in new fixed route services such as the new route in NW Citrus Heights and restructured Route 103 while maintaining the current level of SmaRT Ride investment. This is part of the Local Trips alternative outlined in the Transit Plan. This restructuring of service within current resources would expand transit access from 56% to 68% of Citrus Heights residents. However, as Sacramento Regional Transit restructures routes, there may not be agreement on the overall fixed route network coverage within Citrus Heights. As coverage shrinks, a proportionate increase in SmaRT Ride services is needed to ensure transit access is maintained in some manner. As an example, the Microtransit alternative shows a scenario where fixed route coverage in Citrus Heights shrinks from 56% to 45% of residents. However, in this scenario the resource savings from a reduction in fixed route coverage results in an additional \$1.6 million annually in SmaRT Ride service which represents four times as much access to the SmaRT Ride service for residents. Using this balanced approach of SmaRT Ride expansion if fixed route coverage shrinks ensures that Citrus Heights retains transit access for local trips and a minimum level of resource investment.

As mentioned in Chapters 3 and 7, MicroTransit service is in its infancy in Citrus Heights having been implemented in February 2018. It remains to be determined how cost effective the SmaRT Ride service is compared to coverage level fixed route services on a per ride basis or on an overall expenditure basis. However, even if in the future it is determined to not be a cost effective approach there are other means by which to provide a similar level of access rather than revert to low productivity fixed route services as the appropriate means. Alternate examples of currently known systems are already being pursued in the greater Sacramento area. West Sacramento is on the verge of introducing a privately operated microtransit service within the city. Rancho Cordova is about to start a pilot project in cooperation with SACOG's Civic Lab program to test an app-based ridesharing subsidy program for city residents. Either of these examples may prove to be more cost effective than SmaRT Ride. The City needs to keep options open to explore other alternatives should SmaRT Ride fail to be sustainable, financially. Further, this means ensuring TDA revenues are directly available to Citrus Heights to explore alternatives that may not be consistent with SacRT's direction, but may serve to better and more cost effectively meet City residents' needs for mobility.

Figure 89 Resource Distribution - Fixed Route vs SmART Ride

Alternative	% of Residents with Access to Fixed Route Service	Residents per hour of Microtransit service
Local Trips (New local route and restructured Route 103)	67.8%	32
Current Conditions – Baseline	55.7%	32
MicroTransit Alternative	44.5%	8

Next Priority – Retain Access to Regional Services

Access to the Blue Line and Gold Line stations must be retained in terms of frequency of service and travel time. The travel time performance standards to reach the regional system should continue to be not more than 1.1 times auto travel time. Additionally, the frequency of service, weekdays from 6 am until 7 pm, at minimum, must be every 15 minutes to the station with the shortest overall travel time to reach downtown Sacramento.

Also High Priority – Employment Access

Access to the major employers in Citrus Heights must be retained, particularly for employers in the vicinity of Sunrise Mall. This is crucial to these employers ability to recruit and retain employees. Equally important is employment access for those living in Citrus Heights, but working outside of the City. Travel to these destination must be established with reasonable frequencies and travel times. The most important destinations include Roseville and Rancho Cordova. To the extent feasible these services should be provided on a limited stop, or express mode with transit to auto travel times of not more than 1.1.

SERVICE ACCESS STANDARDS

Service access standards are a new approach to measuring transit performance for SacRT, but are an important component of this plan. Adopting service access standards as part of the annexation negotiations between Citrus Heights and SacRT will help ensure minimum service levels within the City into the future. This approach outlined in Chapter 7 of this plan helps establish a common framework for analyzing proposed service restructures on top of the current measures for service performance. Adopting these standards will assist Citrus Heights in evaluating changes to the transit network within the next year, as well as proposed changes that might follow. Tracking these metrics will also assist Citrus Heights to evaluate progress, or lack thereof, in providing transit access to the population of Citrus Heights.

ANNEXATION TO SACRAMENTO REGIONAL TRANSIT

The annexation to SacRT is contingent on the negotiation of the deal points outlined in Chapter 7 of this plan. This includes negotiations of the administrative relationship, minimum service levels, ADA services, transit facility maintenance, travel time guarantees, and investments in new mobility options. Because there remain significant unknowns about the future transit network provided by SacRT as well as the future of SmaRT Ride, Citrus Heights should work to protect the interests and mobility of city residents in negotiating the annexation agreement. This should include development of a strategy that could allow Citrus Heights to de-annex from SacRT if the relationship proves to not be mutually beneficial, especially in regards to service access, delivery, or fiscal sustainability.

Further, as this plan is being written and adopted, SacRT is in the midst of a fixed route system re-design effort, titled “SacRT Forward.” Early indications of the direction of this effort are less than positive for Citrus Heights as both of the alternatives under consideration degrade transit service in the City. It is fair to say that SacRT’s planning effort will continue to evolve based on public comment and evolution of the concept. Therefore, the early indications may not be representative of the final outcome. Nevertheless, this is a signal that Citrus Heights should be cautious in a move to annex into the SacRT service area while the “SacRT Forward” project and process reach completion and it is clear the level of service SacRT will be providing in the community.

Appendix A - Route Profiles

This appendix describes SacRT fixed-route service and performance characteristics at the route level, including:

- Days of operation
- Alignment
- In-service hours
- Service span
- Frequency
- Destinations served

For all routes, productivity is measured based on boardings per in-service hour, and therefore does not account for “deadhead” or layover time. Weekday ridership maps depict boardings and alightings at each stop for each direction based on data compiled in second quarter of 2017.

Productivity measures include:

- Ridership
- Boardings per in-service hour
- Schedule adherence

Route 1 - Greenback

Route Description

Route 1 travels in a northeast-southwest alignment on Greenback Lane and Auburn Boulevard, providing 15-minute weekday headways to Citrus Heights and portions of North Highlands east of Interstate 80 (Figure 45 and Figure 46). The route begins at Sunrise Mall Transit Center providing service to several neighborhoods in southern Citrus Heights along Greenback Lane such as Sunrise Villas, Cambridge Park, Bine't Estates, and Donegal Terrace. Route 1 then operates along Auburn Boulevard, leaving Citrus Heights and connecting passengers to American River College before ending at Watt/I-80 Light Rail Station. Transfers to other routes are possible at Sunrise Mall Transit Center (21, 23, 24, 25, 28, 95), American River College (82), and Watt/I-80 Light Rail Station (Blue line, 15, 19, 26, 80, 84, 93, 103).

Route Characteristics			
Boardings	Weekday		2277
	Saturday		825
	Sunday		568
In-Service Hours	Weekday		100.1
	Saturday		45.6
	Sunday		42.7
Boardings per In-Service Hour	Weekday		22.8
	Saturday		18.1
	Sunday		13.3
Weekday Schedule Adherence		On-Time	86.1%
Frequency (minutes)	Weekday	A.M.	15
		Midday	15
		P.M.	30
	Saturday		30
	Sunday		30
Span		Mon-Fri	4:59 a.m. - 10:22 p.m.
		Sat	5:41 a.m. - 10:33 p.m.
		Sun	5:45 a.m. - 9:11 p.m.

Ridership and Productivity

With an average of 2,277 weekday boardings, Route 1 has the highest daily boardings among routes in the study area of Citrus Heights. For weekend ridership, Route 1 is second highest with 825 average Saturday and 568 average Sunday boardings. Route 1 is the most productive route with 22.8 boardings per in-service hour.

On-Time Performance

Route 1 has the second highest on-time performance at 86% (Route 24 is the highest), meeting SacRT's goal of 85% on-time performance.

Summary

Route 1 is one of SacRT's strongest performers in Citrus Heights. It benefits from high levels of service, consistent headways of 15 minutes for much of the day, direct alignments, and strong ridership anchors (Sunrise Transit Center, Auburn/Greenback, Blue Line Watt/80) at multiple points of the route.

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Figure A-1 Route 1 Inbound Boarding & Alighting

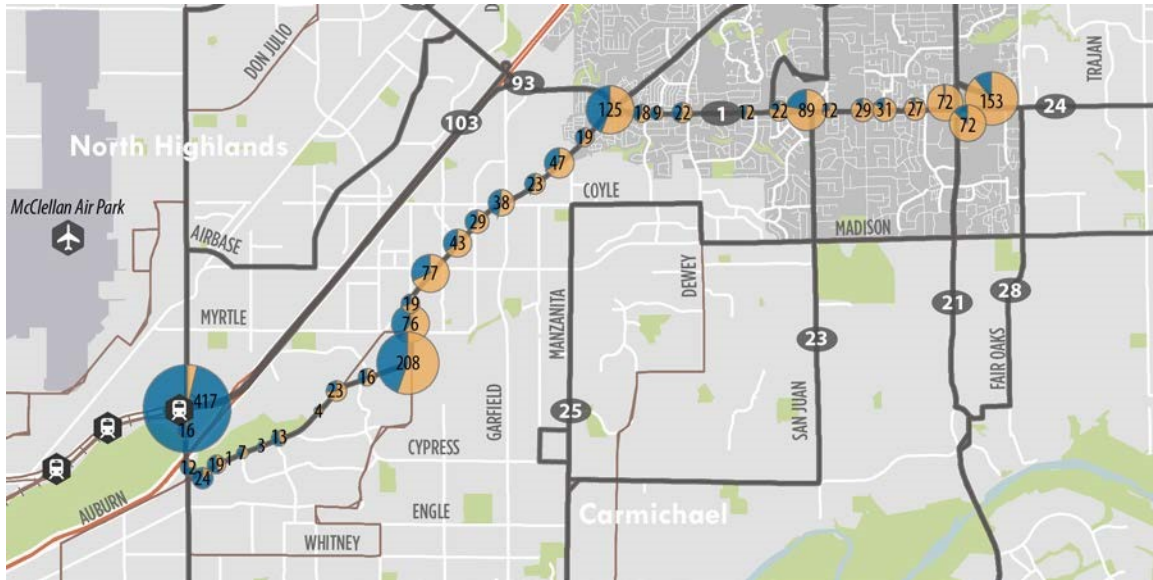
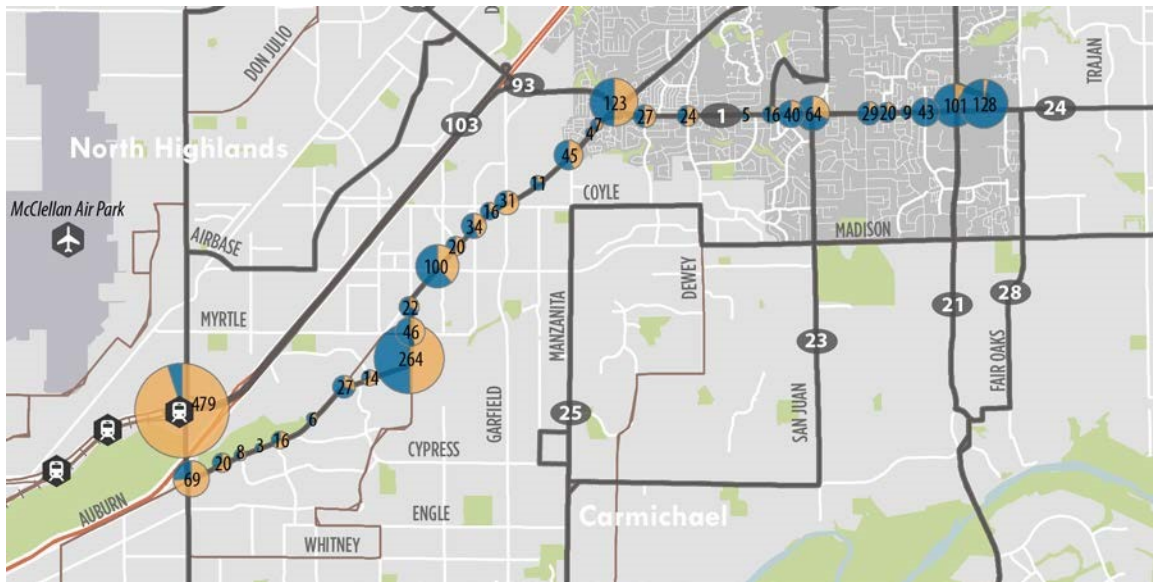


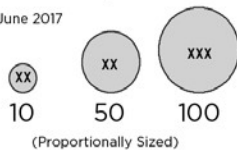
Figure A-2 Route 1 Outbound Boarding & Alighting



Daily Activities by Stop

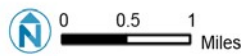
(Total Boarding and Alighting)

April- June 2017



Boarding

Alighting



Data Source: Sacramento County

Citrus Heights

Citrus Heights RT Bus Routes

Other RT Bus Routes

Non-RT Bus Routes

Route 21- Sunrise

Route Description

Route 21 operates on a north-south alignment from Louis & Orlando Transit Center to Mather Field/Mills Light Rail Station with 30 minute headways.

Ridership and Productivity

Route 21 has the third highest number of boardings and service hours of the routes studied. The boardings per in-service hour, however, are ranked seven out of the 10 studied and the lowest for weekend boardings per in-service hour.

Approximately a quarter of all boarding occurs at the Mather Field/Mills Light Rail Station.

From the Louis & Orlando Transit Center, Route 21 operates on Twin Oaks Boulevard until running north-south along Sunrise Boulevard through the Citrus Heights neighborhoods of Copperwood, Sunrise Oaks, Arcade Creek, and Sunrise Village Shopping center before crossing into the unincorporated community of Fair Oaks. South of the American River, Route 21 operates along Coloma Road and Folsom Boulevard through Rancho Cordova.

Transfers to other routes are possible at Louis & Orlando (93, 103, Roseville Transit, PCT), Sunrise Mall Transit Center (1, 23, 24, 25, 28, 95), and Mather Field/Mills Light Rail Station (28, 72, 74, 75, Gold Line).

Route Characteristics			
Boardings	Weekday		1093
	Saturday		523
	Sunday		347
In-Service Hours	Weekday		67.6
	Saturday		45.9
	Sunday		32.9
Boardings per In-Service Hour	Weekday		16.2
	Saturday		11.4
	Sunday		10.5
Weekday Schedule Adherence		On-Time	79.1%
Frequency (minutes)	Weekday	A.M.	30
		Midday	30
		P.M.	30
	Saturday		30-60
	Sunday		30-60
Span		Mon-Fri	4:41 a.m. - 10:45 p.m.
		Sat	6:12 a.m. - 9:36 p.m.
		Sun	6:12 a.m. - 9:36 p.m.

On-Time Performance

Route 21 has above average on-time performance of 79.1%, but below SacRT's goal of 85%.

Summary

Route 21 has a higher ridership than average for routes serving Citrus Heights, but its boardings per in-service hour are lower than its peers. Furthermore ridership is not consistent between the business week and weekend.

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Figure A-3 Route 21 Inbound Stop Activity

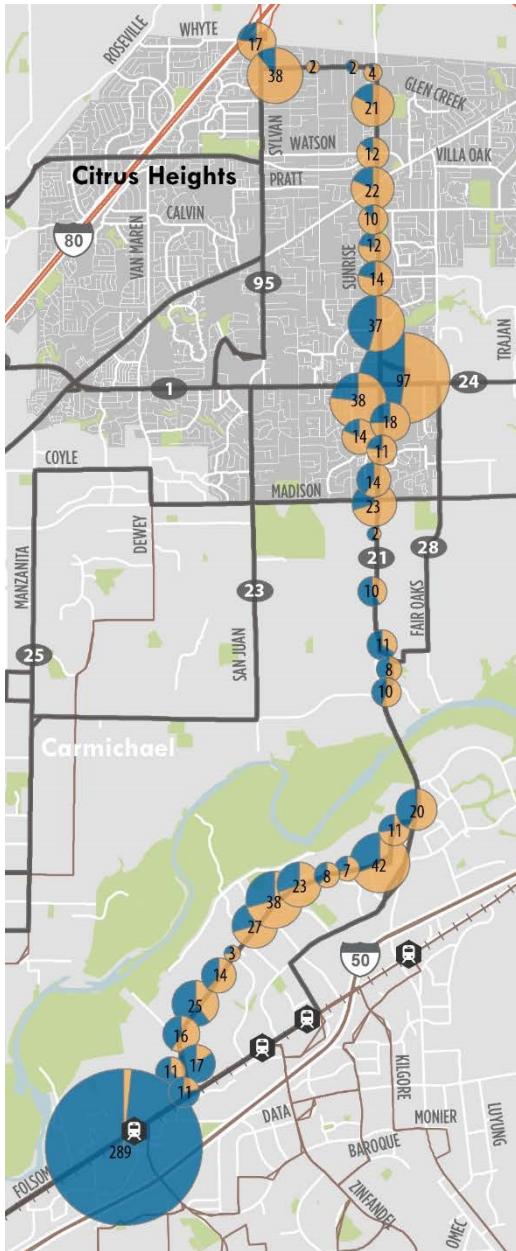
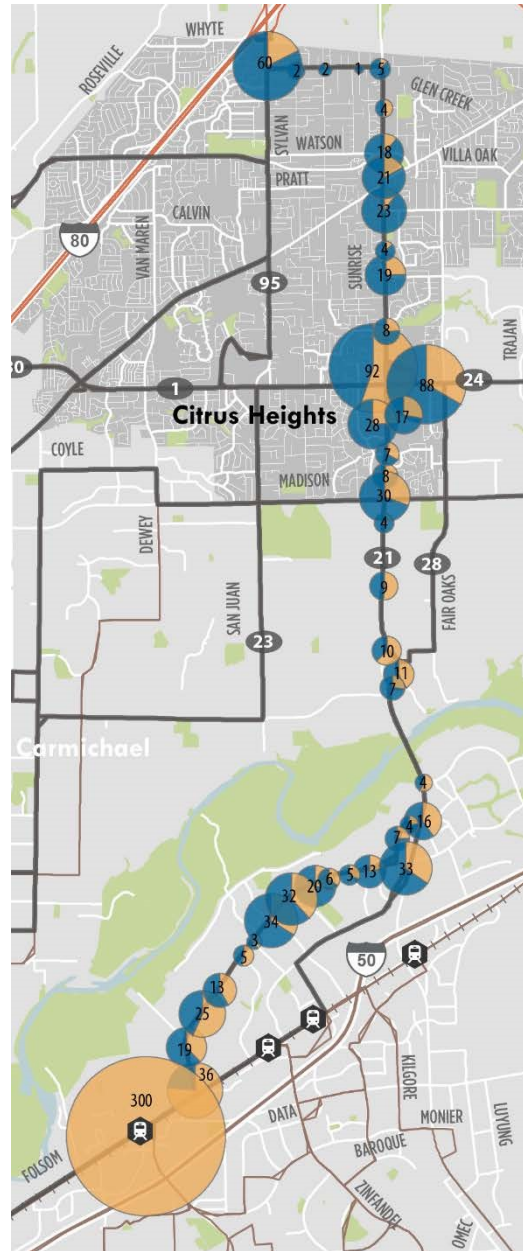


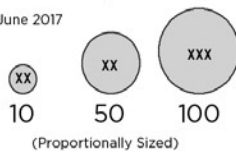
Figure A-4 Route 21 Outbound Stop Activity



Daily Activities by Stop

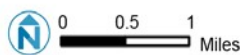
(Total Boarding and Alighting)

April- June 2017



Orange circle: Boarding

Blue circle: Alighting



Data Source: Sacramento County

Gray area: Citrus Heights

Black line: Citrus Heights RT Bus Routes

Thin black line: Other RT Bus Routes

Thin orange line: Non-RT Bus Routes

Route 23 – El Camino

Route Description

Route 23 travels in a northeast-southwest alignment from Sunrise Mall Transit Center to Arden/Del Paso Light Rail Station with half hour headways (Figure 49 and Figure 50). The route operates on Sunrise Boulevard, Fair Oaks Boulevard, and El Camino Avenue through parts of Fair Oaks, Carmichael, Arden-Arcade, and Sacramento.

Transfers to other routes are possible at Sunrise Mall Transit Center (1, 24, 25, 28, 95), Arden Fair Transit Center (22, 29, 67, 68), and Arden/Del Paso Light Rail Station (13, 15, 19, 22, 88, Blue Line).

Ridership and Productivity

Route 23 has the second highest daily weekday boardings and the highest average Saturday and Sunday boardings of routes serving Citrus Heights. Corresponding to the high ridership, Route 23 has the second highest weekday boardings per in-service hour and the highest weekend boardings per in-service hour. The service hours are the second highest of the routes studied.

Ridership is highest at the western end of the line, particularly Arden Fair Transit Center and Arden/Del Paso Light Rail Station which together generate approximately 1/3 of Route 23 ridership. Arden Fair Transit Center has an equal number of boardings and alightings in each direction.

On-Time Performance

The on-time performance for Route 23 is slightly below average at 72.7%.

Summary

Route 23's productivity is higher than average for Citrus Heights, but it is worth noting that ridership is concentrated on the portion of the line outside of Citrus Heights.

Route Characteristics			
Boardings	Weekday		1685
	Saturday		1253
	Sunday		738
In-Service Hours	Weekday		83.9
	Saturday		64.1
	Sunday		39.3
Boardings per In-Service Hour	Weekday		20.1
	Saturday		19.6
	Sunday		18.8
Weekday Schedule Adherence		On-Time	72.7%
Frequency (minutes)	Weekday	A.M.	30
		Midday	30
		P.M.	30
	Saturday		30
	Sunday		60
Span	Mon-Fri	5:07 a.m. - 11:38 p.m.	
	Sat	6:27 a.m. - 11:11 p.m.	
	Sun	6:43 a.m. - 9:40 p.m.	

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Figure A-5 Route 23 Inbound Boarding & Alighting

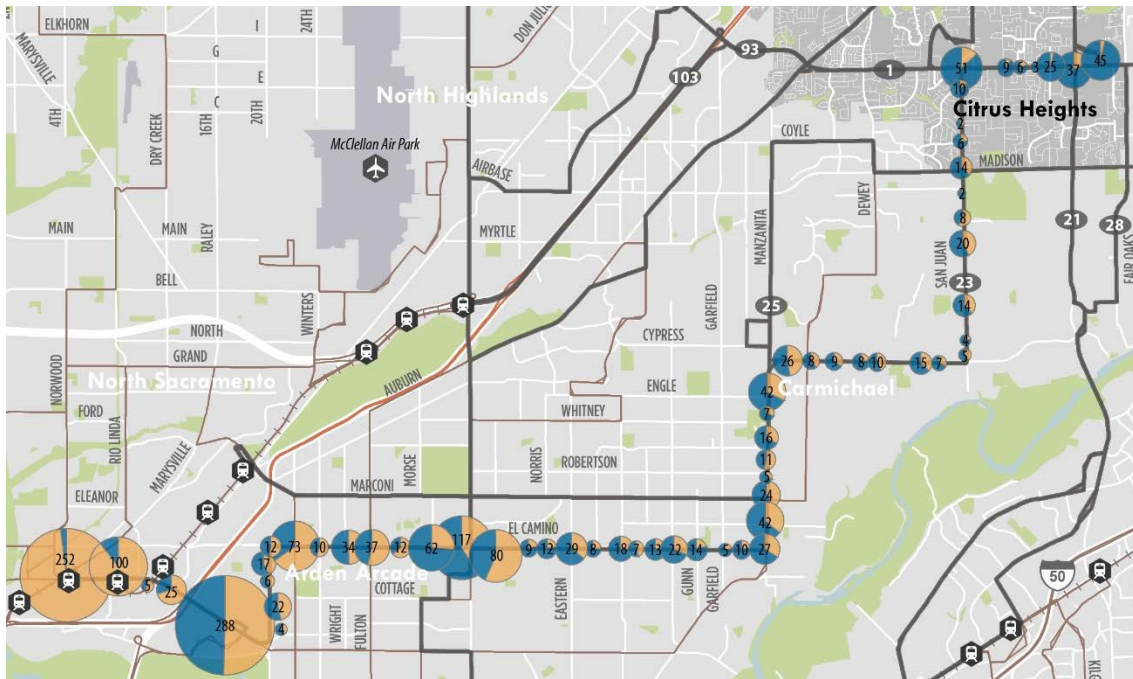
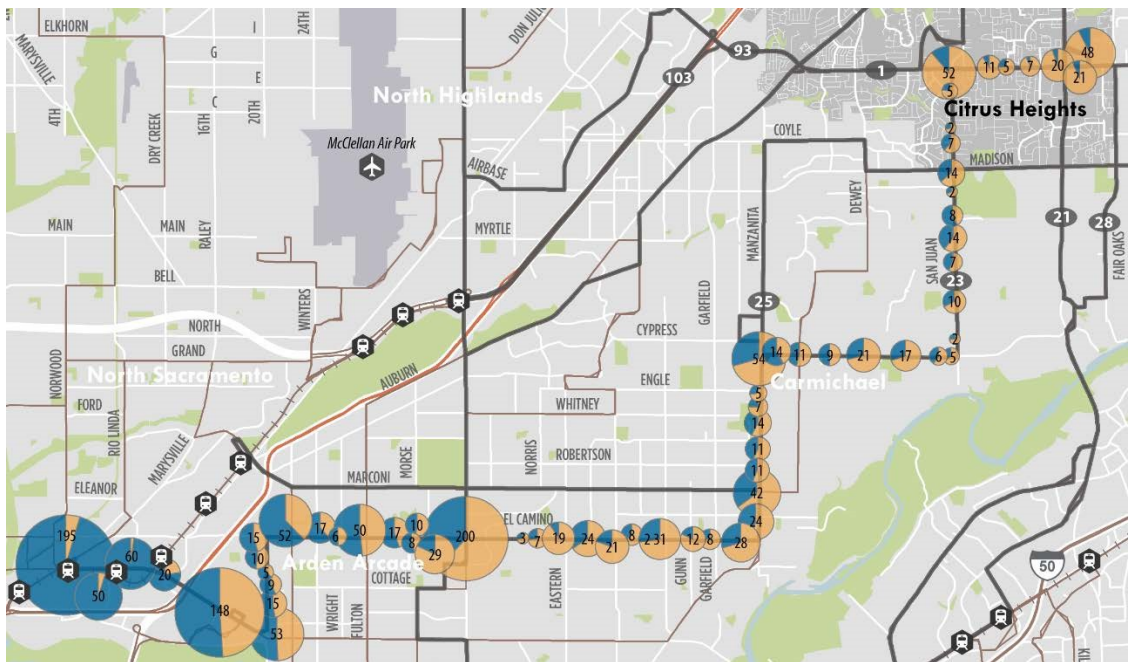
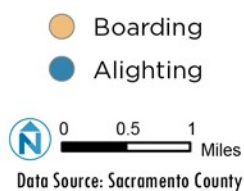
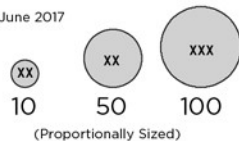


Figure A-6 Route 23 Outbound Boarding & Alighting



Daily Activities by Stop
(Total Boarding and Alighting)

April- June 2017



Route 24 – Madison-Greenback

Route Description

Route 24 operates in a one-way, counter-clockwise loop with 60 minute weekday frequencies and no weekend service (Figure 51). The alignment operates south on Sunrise Boulevard, east on Madison Avenue, North on Main Avenue, and west on Greenback Lane. The route connects Sunrise Mall and southeast Citrus Heights with the unincorporated communities to the east such as Orangevale. Bella Vista High School is served on this route.

Transfers to other routes are possible at Main & Madison (Folsom Stage Lines) and Sunrise Mall (1, 21, 23, 25, 28, 95).

Ridership and Productivity

Route 24 has the third lowest boardings and service hours; the boardings per in-service hour are the second lowest. There is no weekend service on this route.

On-Time Performance

Route 24 has the highest on-time performance of the routes studied at 90.2%, above the average for SacRT as well as the goal of 85%.

Summary

Route 24 is a counter-clockwise loop route with limited service and low productivity outside of the two main destinations.

Route Characteristics			
Boardings	Weekday		153
	Saturday		
	Sunday		
In-Service Hours	Weekday		13
	Saturday		
	Sunday		
Boardings per In-Service Hour	Weekday		11.8
	Saturday		
	Sunday		
Weekday Schedule Adherence		On-Time	90.2%
Frequency (minutes)	Weekday	A.M.	60
		Midday	60
		P.M.	60
	Saturday		
	Sunday		
Span	Mon-Fri	6:00 a.m. - 7:22 p.m.	
	Sat		
	Sun		

Citrus Heights Comprehensive Transit Plan – Appendix A
City of Citrus Heights

Figure A-7 Route 24 Loop Boarding & Alighting



Route 25 – Marconi

Route Description

Route 25 operates along a generally northeast-southwest alignment. Half of the trips begin at Sunrise Mall Transit Center and serve southern Citrus Heights along Madison Ave such as the Northridge neighborhood with hour headways (Figure 52 and Figure 53). The other half of the Route 25 trips begin outside of Citrus Heights at Manzanita & Cyprus with hour headways, staggered to provide 30 minute headways for parts of the route that serve the communities of Carmichael and Arden-Arcade. The route operates on Madison before deviating from Madison to serve Mercy San Juan Hospital. Route 25 then operates on Manzanita Avenue before turning onto Marconi Avenue and terminating at Marconi/Arcade Light Rail Station.

Route Characteristics			
Boardings	Weekday		964
	Saturday		392
	Sunday		
In-Service Hours	Weekday		53.8
	Saturday		20.6
	Sunday		
Boardings per In-Service Hour	Weekday		17.9
	Saturday		19.1
	Sunday		
Weekday Schedule Adherence		On-Time	71.5%
Frequency (minutes)	Weekday	A.M.	60
		Midday	60
		P.M.	60
	Saturday		60
	Sunday		
Span		Mon-Fri	7:09 a.m. - 8:04 p.m.
		Sat	8:00 a.m. - 6:46 p.m.
		Sun	

Transfers to other routes are possible at Sunrise Mall Transit Center (1, 23, 24, 28, 95), Watt Avenue (80, 82, 84), and Marconi/Arcade Light Rail Station (Blue Line).

Ridership and Productivity

Route 25 has the 4th highest daily weekday boardings and the 4th highest service hours. Looking at boardings per in-service hour, Route 25 comes in 5th for bus routes serving Citrus Heights. Saturday boardings are 5th, but the service hours and boardings per in-service hour are 2nd.

As the route has a staggered schedule, the stops with 60 minute frequency have fewer daily boardings. Boardings are highest along Marconi Avenue, particularly at Marconi & Watt Avenue as well as the Arcade & Marconi Light Rail Station.

On-Time Performance

The on-time performance for Route 23 is slightly below average at 71.5%.

Summary

Route 25's productivity is slightly higher than average for Citrus Heights. It is worth noting that ridership is concentrated on the portion of the line outside of Citrus Heights, and that service frequency is lower in Citrus Heights due to the staggered schedule.

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City of Citrus Heights

Figure A-8 Route 25 Inbound Boarding & Alighting

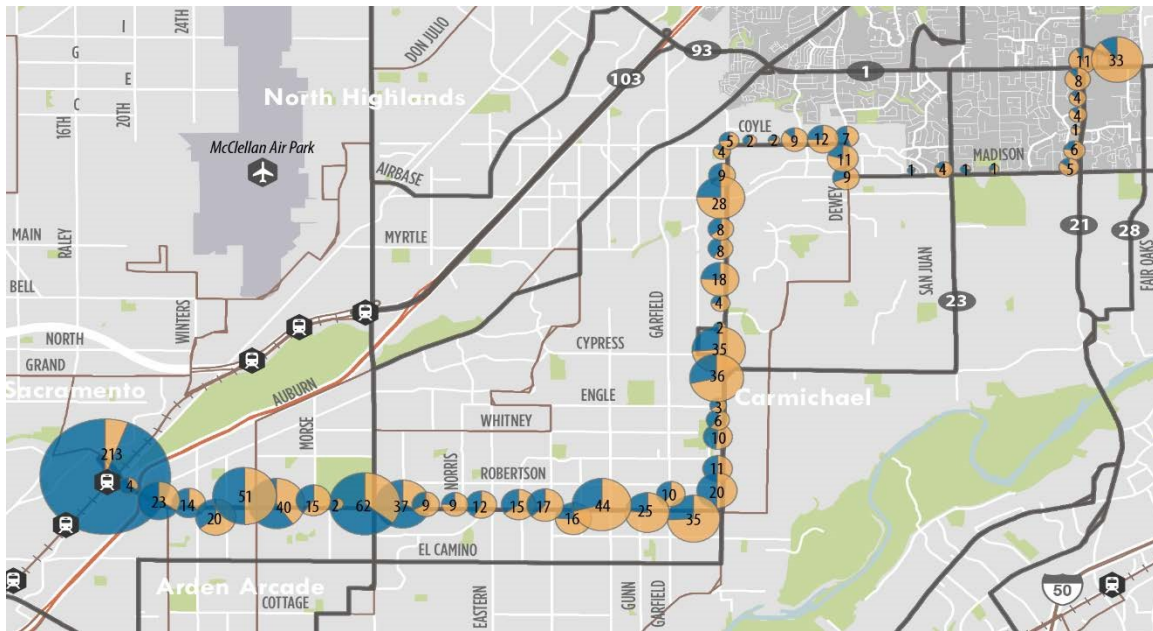
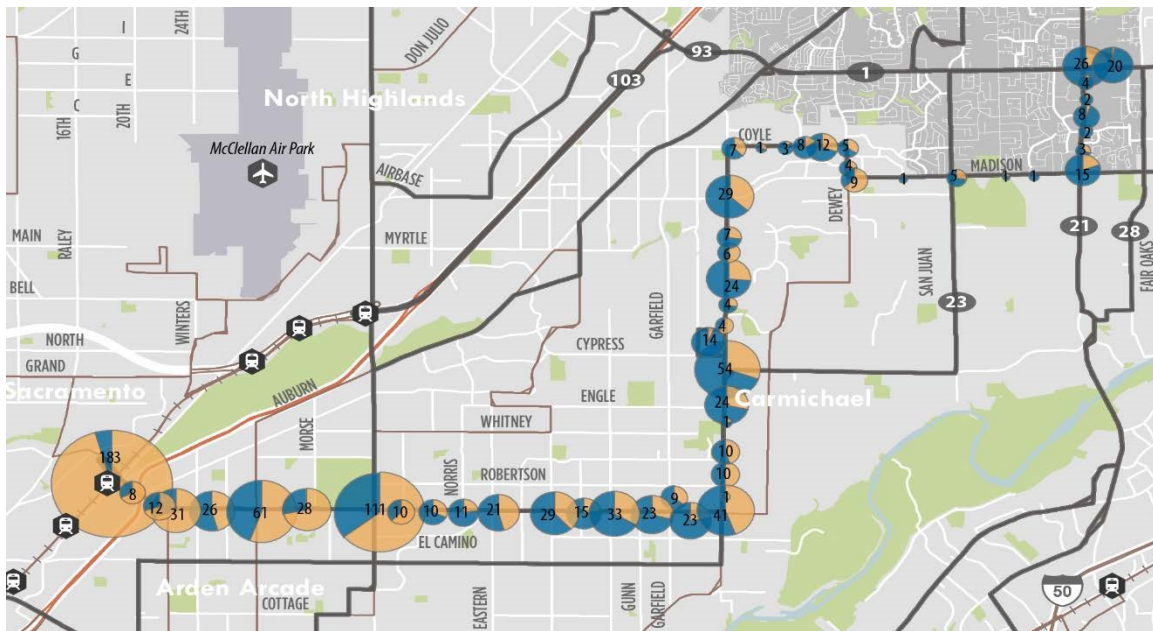


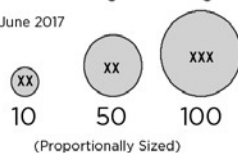
Figure A-9 Route 25 Outbound Boarding & Alighting



Daily Activities by Stop

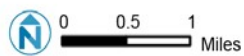
(Total Boarding and Alighting)

April- June 2017



Boarding

Alighting



Data Source: Sacramento County

Citrus Heights

Citrus Heights
RT Bus Routes

Other RT Bus Routes

Non-RT Bus Routes

Route 28 – Fair Oaks-Butterfield

Route Description

Route 28 operates a parallel north-south alignment to Route 21 with 30-60 minute weekday headways (Figure 54and Figure 55). The route originates at Sunrise Mall Transit Center and terminates at the Gold Light Rail Line, at Butterfield Station. Operating along Fair Oaks Boulevard through the community of Fair Oaks, Route 28 crosses the American River along Sunrise Boulevard. South of the American River, Route 21 operates along Zinfandel Drive and Folsom Boulevard through Rancho Cordova, connecting to several light rail stations.

Transfers to other routes are possible at Sunrise Mall Transit Center (1, 23, 24, 25, 95), Cordova Town Center (Gold Line), Zinfandel (Gold Line), Mather/Mills (74, 75, Gold Line), Butterfield (Gold Line).

Route Characteristics			
Boardings	Weekday		330
	Saturday		
	Sunday		
In-Service Hours	Weekday		28.8
	Saturday		
	Sunday		
Boardings per In-Service Hour	Weekday		11.5
	Saturday		
	Sunday		
Weekday Schedule Adherence		On-Time	79.1%
Frequency (minutes)	Weekday	A.M.	30-60
		Midday	60
		P.M.	60
	Saturday		
	Sunday		
Span		Mon-Fri	5:17 a.m. - 7:44 p.m.
		Sat	
		Sun	

Ridership and Productivity

Route 28 is 7th in ridership and service hours out of the 10 routes studied. The boardings per in-service hour are 8th. Ridership is concentrated at the ends of the route, Sunrise Mall Transit Center and the Gold Line light rail stations.

On-Time Performance

Route 28 has higher than average on-time performance at 79.1%, which is 3rd out of the route studied.

Summary

Route 28 has lower ridership and productivity than its parallel, Route 21 and runs parallel to the Gold Line of the light rail for a third of its alignment.

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Figure A-10 Route 28 Inbound Boarding & Alighting

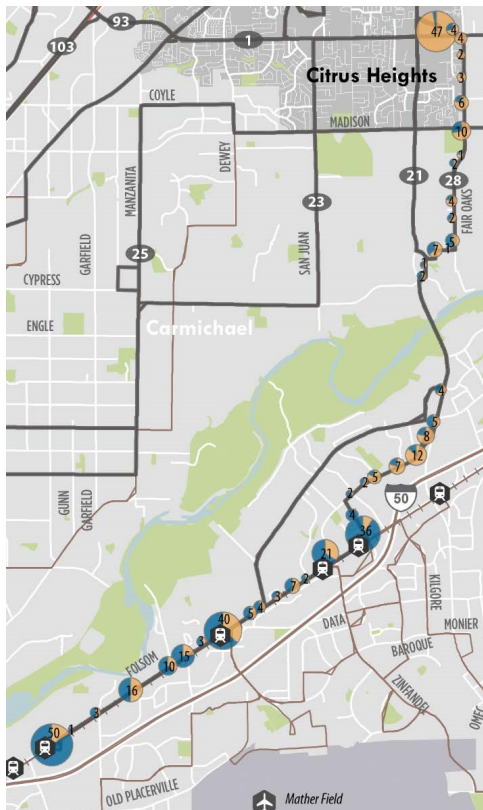
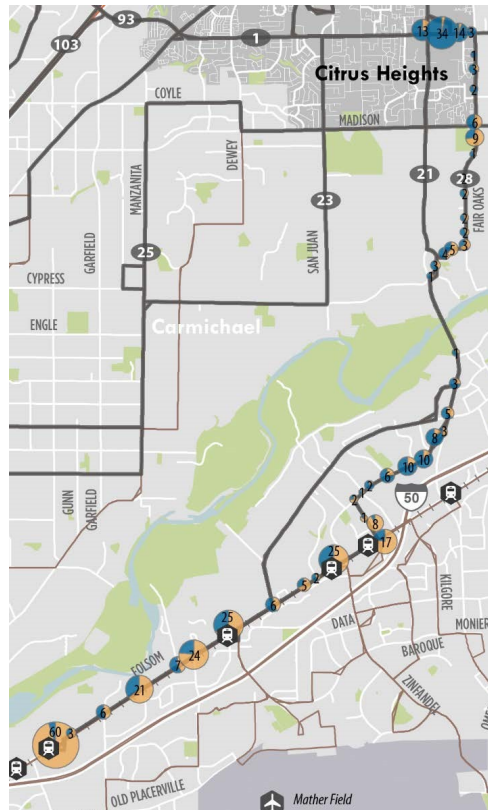
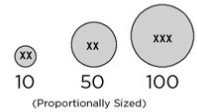


Figure A-11 Route 28 Outbound Boarding & Alighting



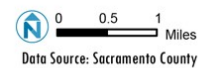
Daily Activities by Stop
(Total Boarding and Alighting)

April- June 2017



- Boarding
- Alighting

- Citrus Heights
- Citrus Heights RT Bus Routes
- Other RT Bus Routes
- Non-RT Bus Routes



Route 80 – Watt-Elkhorn

Route Description

Route 80 operates with 60 minute frequencies, beginning service in southwest Citrus Heights at Desimone Lane and Greenback Lane and terminating at Watt/Manlove Light Rail Stations (Figure 56 and Figure 57). From Citrus Heights, the route crosses I-80 and operates along Elkhorn Boulevard and then operates north-south along Watt Avenue with a deviation to serve Kaiser Sacramento Hospital, connecting the Blue and Gold light rail lines. The communities of North Highlands, McClellan Business Park, and Arden-Arcade are also served by this route.

Transfers to other routes are possible at Watt/I-80 Light Rail Station (1, 15, 19, 26, 80, 84, 93, 103, Blue Line) and Watt/Manlove Light Rail Station (72, 80, 84, Gold Line).

Route Characteristics			
Boardings	Weekday		949
	Saturday		621
	Sunday		450
In-Service Hours	Weekday		49.7
	Saturday		42.1
	Sunday		24.5
Boardings per In-Service Hour	Weekday		19.1
	Saturday		14.7
	Sunday		18.4
Weekday Schedule Adherence		On-Time	75.2%
Frequency (minutes)	Weekday	A.M.	60
		Midday	60
		P.M.	60
	Saturday		60
	Sunday		60
Span		Mon-Fri	5:26 a.m. - 10:40 p.m.
		Sat	7:03 a.m. - 10:04 p.m.
		Sun	6:43 a.m. - 7:48 p.m.

Ridership and Productivity

Route 80 has the 5th highest ridership and in-service hours. The boardings per in-service hour are slightly higher for Route 80, ranking 4th out of the routes that serve Citrus Heights. Saturday ridership is 3rd while the route's service hours are 4th and the boardings per in-service hour are 5th. Sunday service hours are also 4th for Route 80, while the boardings are 3rd and the boardings per in-service hour 2nd out of the five routes that serve Citrus Heights on Sunday.

Boardings are highest at light rail stations.

On-Time Performance

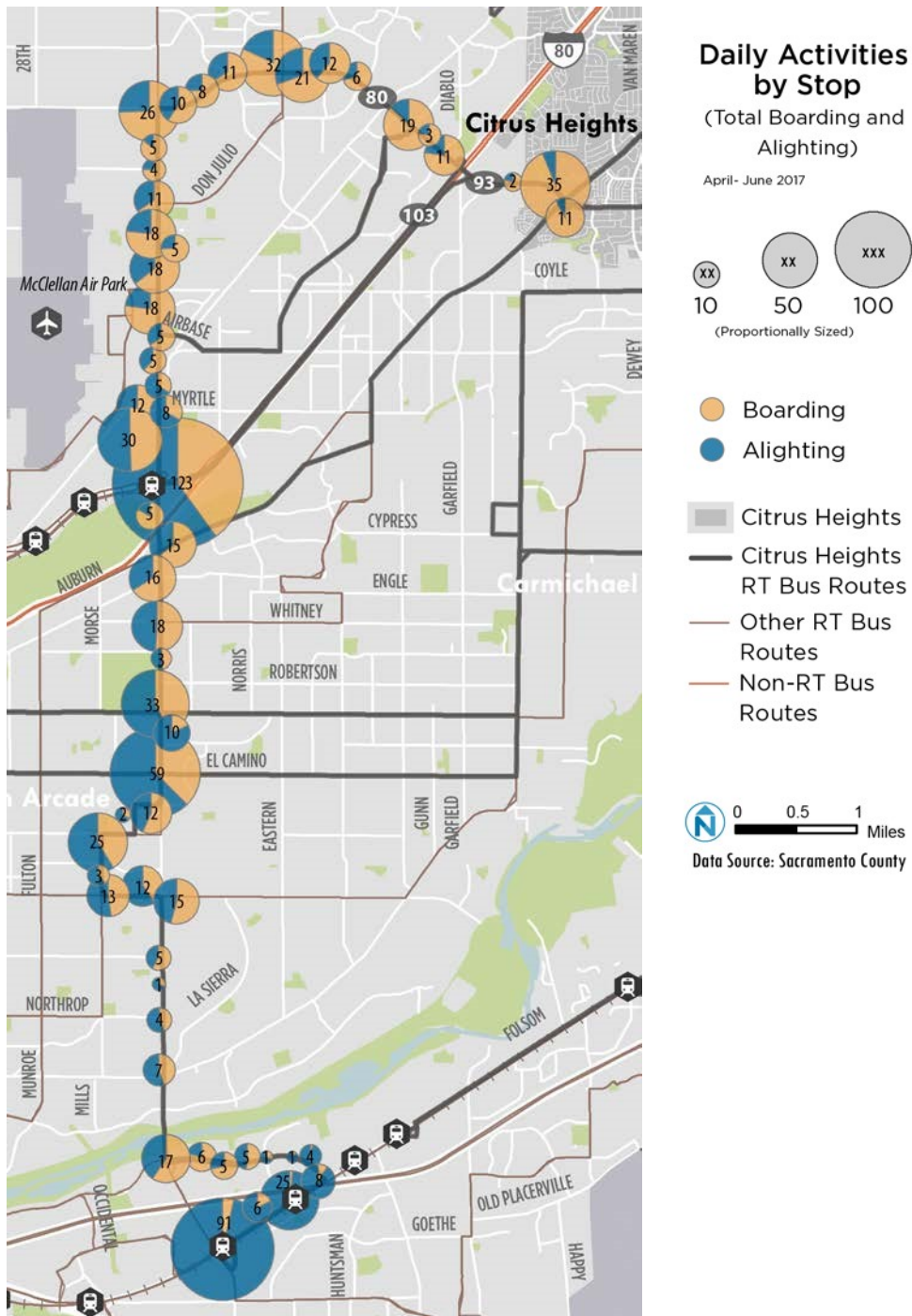
The on-time performance of Route 80 is slightly above the SacRT system average, but 7th out of the routes studied.

Summary

Route 80 is relatively well used throughout the route, with passenger boarding peaks at key transfer points, although the route only has a few stops in Citrus Heights.

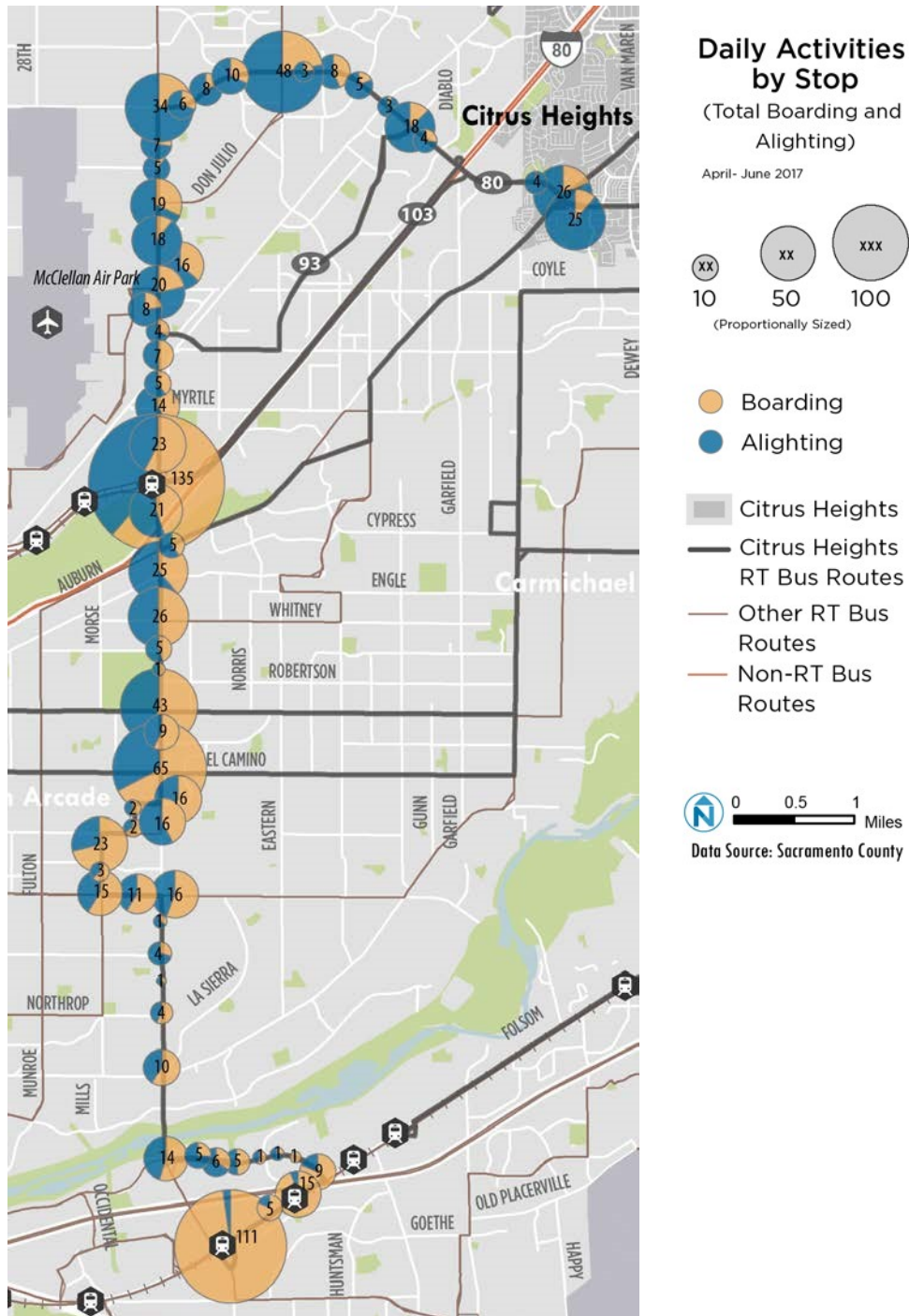
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Figure A-12 Route 80 Inbound Boarding & Alighting



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Figure A-13 Route 80 Outbound Boarding & Alighting



Route 93 – Hillsdale

Route Description

Route 93 operates along a generally north-south alignment with 30 minute weekday frequency (Figure 58 and Figure 59). Beginning service at Louis and Orlando, the route operates along Auburn Boulevard throughout much of its Citrus Heights alignment. The route crosses I-80, serving the community of North Highlands, and operating along Hillsdale Boulevard, Madison Avenue, and Watt Avenue before terminating at Watt/I-80 Light Rail Station.

Transfers to other routes are possible at Louis & Orlando (21, 103, Roseville Transit), Air Base Drive & Watt Ave (84, 19, 80), and Watt/I-80 Light Rail Station (1, 15, 19, 26, 80, 84, 103, Blue Line).

Route Characteristics			
Boardings	Weekday		862
	Saturday		279
	Sunday		204
In-Service Hours	Weekday		48.2
	Saturday		14.6
	Sunday		14.5
Boardings per In-Service Hour	Weekday		17.9
	Saturday		19.1
	Sunday		14.1
Weekday Schedule Adherence		On-Time	67.9
Frequency (minutes)	Weekday	A.M.	30
		Midday	30
		P.M.	30
	Saturday		60
	Sunday		60
Span		Mon-Fri	5:41 a.m. - 9:54 p.m.
		Sat	8:00 a.m. - 7:06 p.m.
		Sun	8:00 a.m. - 7:06 p.m.

Ridership and Productivity

Route 93 is 6th in ridership and service hours out of the routes that serve Citrus Heights. The route is fifth for boardings per service hour. Route 93 has both Saturday and Sunday service, with the fewest in-service hours of the routes that serve Citrus Heights on the weekends. The daily boardings are also the lowest, 6th for Saturday and 5th for Sunday. The boardings for in-service hour are 2nd for Saturday and 3rd for Sunday.

Boardings are concentrated at the Watt/I-80 Light Rail Station with approximately 25% of the average weekday total.

On-Time Performance

Route 93's on-time performance is below average and the lowest out of the routes serving Citrus Heights.

Summary

Route 93 is relatively well used throughout the route, with passenger boarding peaks at key transfer points. This route experiences reliability issues in comparison with other routes serving Citrus Heights.

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Figure A-14 Route 93 Inbound Boarding & Alighting

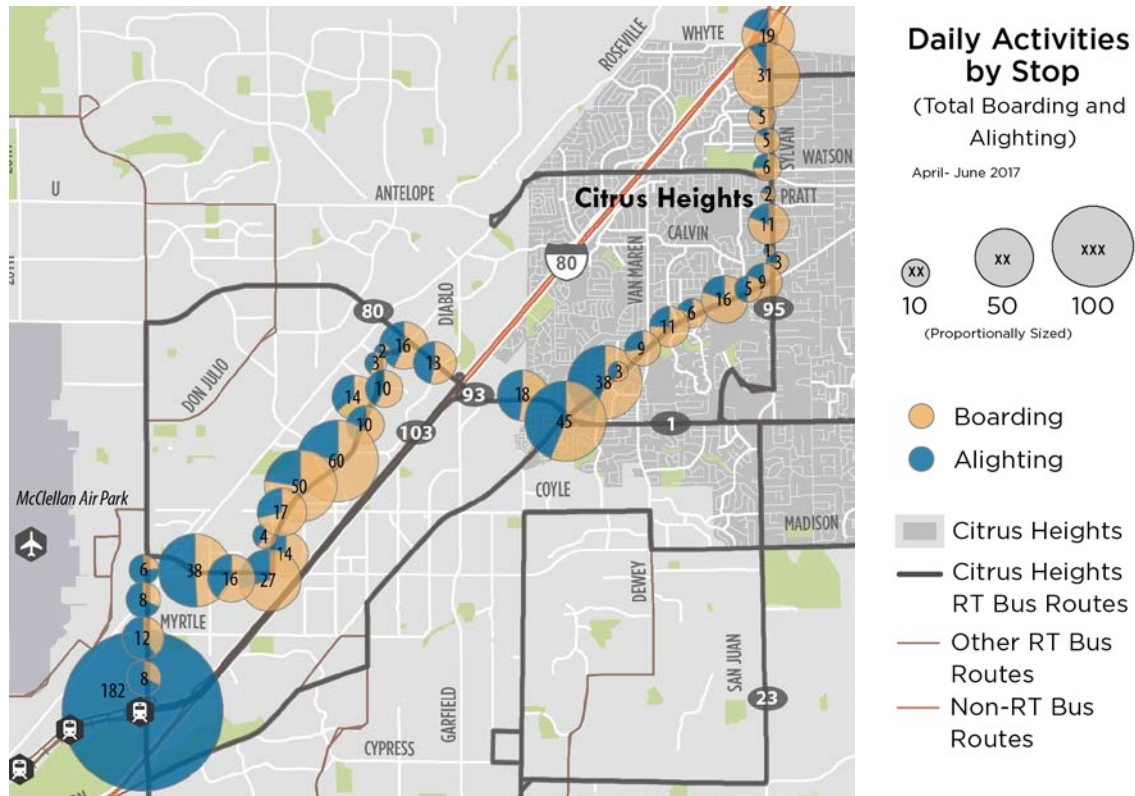
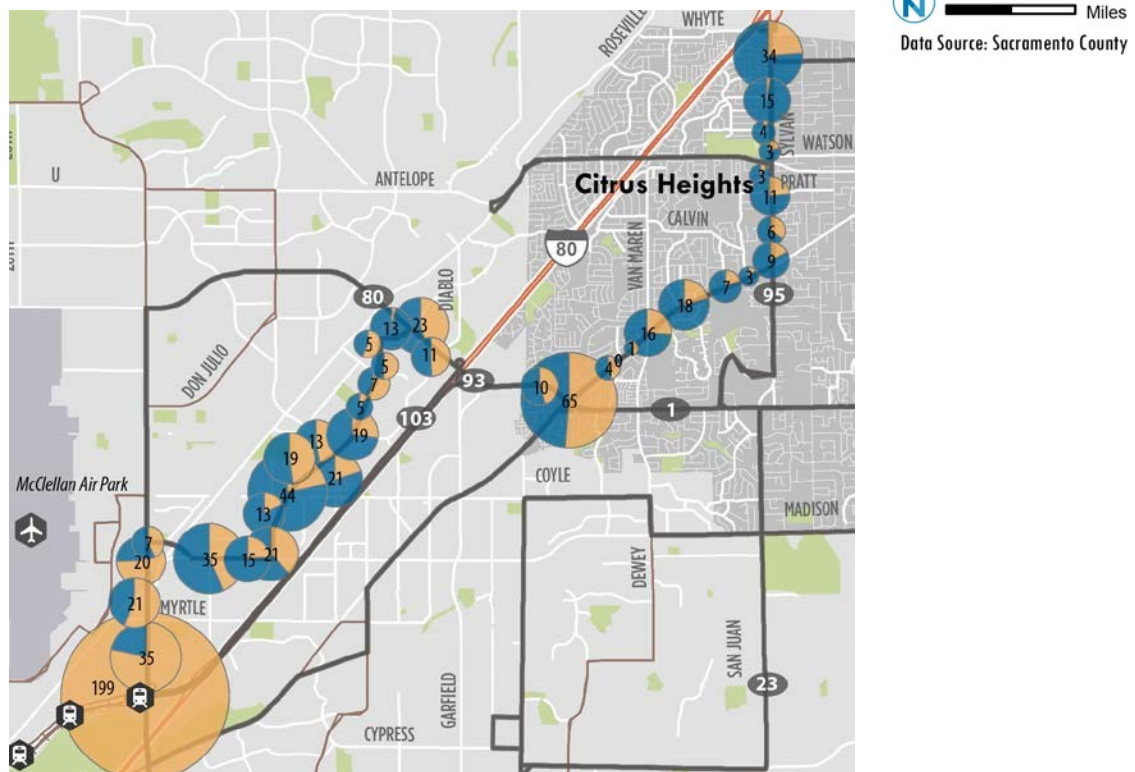


Figure A-15 Route 93 Outbound Boarding & Alighting



Route 103 – Auburn BLVD

Route Description

Route 103 runs four bus trips during the commute peak. The route originates at Louis & Orlando and operates along Auburn Boulevard and Greenback Boulevard in Citrus Heights (Figure 60 and Figure 61). The route then operates on I-80 with no stops until terminating at Watt/I-80 Light Rail Station.

Transfers to other routes are possible at Louis & Orlando (21, 93, Roseville Transit) and Watt/I-80 Light Rail Station (1, 15, 19, 26, 80, 84, 93, Blue Line).

Ridership and Productivity

As an express route with limited runs during commute hours, Route 103 has the 2nd lowest boardings and the lowest number of service hours. The boardings per in-service hour are 3rd and there is no weekend service. Ridership maps indicate that the portion of the route in Citrus heights, before it gets on the freeway to connect to the light rail station, is used by some riders as a local bus.

Route Characteristics			
Boardings	Weekday		89
	Saturday		
	Sunday		
In-Service Hours	Weekday		4.5
	Saturday		
	Sunday		
Boardings per In-Service Hour	Weekday		19.9
	Saturday		
	Sunday		
Weekday Schedule Adherence		On-Time	75.7%
Frequency (minutes)	Weekday	A.M.	30
		Midday	
		P.M.	30
	Saturday		
	Sunday		
Span	Mon-Fri	5:51 a.m. – 7:13 a.m. 4:33 p.m. – 6:25 a.m.	
	Sat		
	Sun		

On-Time Performance

Route 103 has an above average on-time performance.

Summary

Route 103 is a peak only express bus connecting to the Blue Line light rail and as the only service of its kind in Citrus Heights performs reasonably well.

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Figure A-16 **Route 103 Inbound Boarding & Alighting**

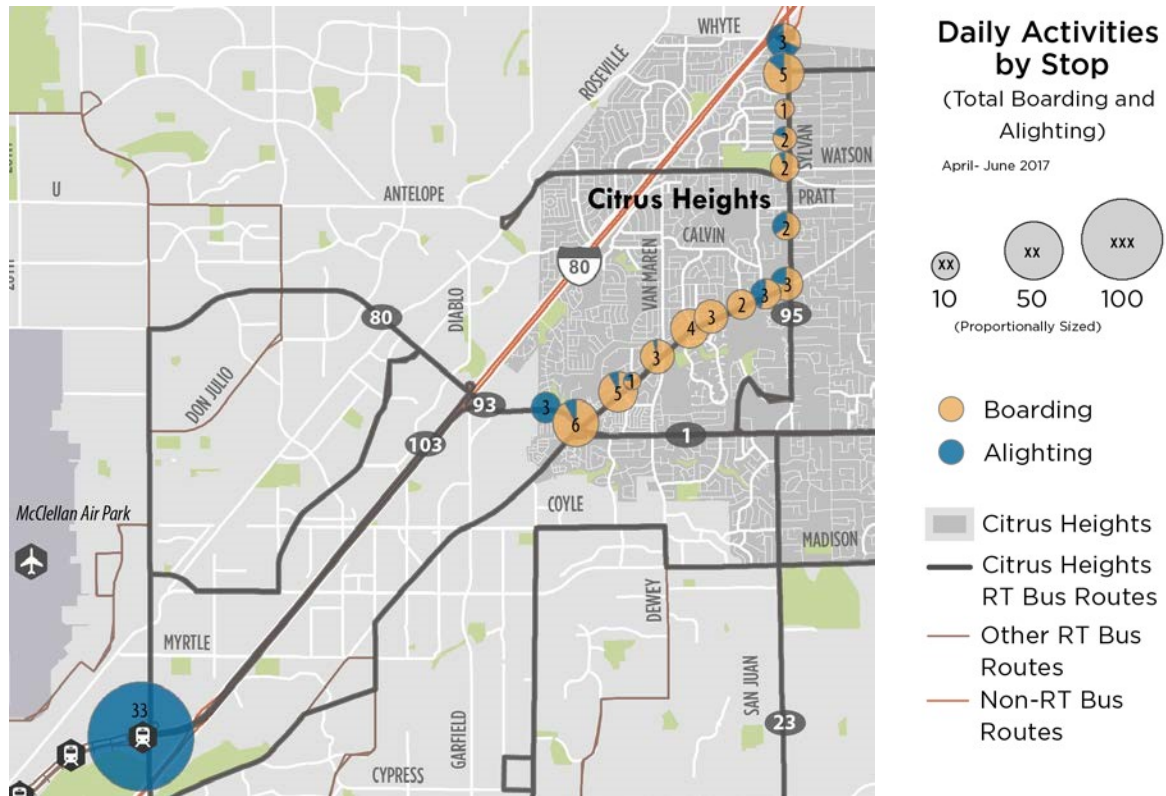
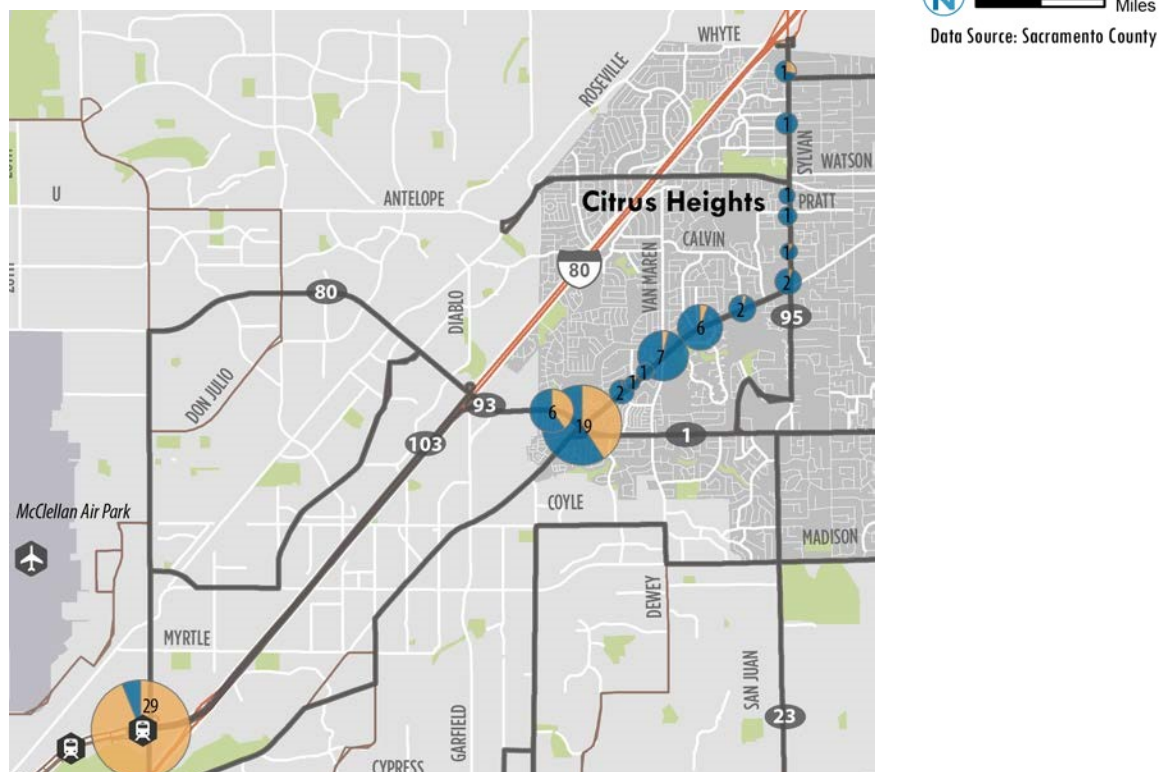


Figure A-17 **Route 103 Outbound Boarding & Alighting**



Route 95 – Citrus Heights - Antelope

Route Description

Route 95 is part of SacRT's The Neighborhood Ride (TNR) service (Figure 62 and Figure 63). Route 95 has a fixed route and hourly schedule that operates weekdays only.

Ridership and Productivity

Route 95 uses smaller vehicles than regular fixed route service and can transport between 12 and 17 passengers at a time. The number of boardings and corresponding productivity, at 6.2 boardings per in-service hour, is lower than the larger fixed-route bus routes in Citrus Heights.

On-Time Performance

Route 95 has an average on-time performance of 77.4%.

Summary

Route 95, the Neighborhood Ride, provides a unique transit service in Citrus Heights and is primarily focused on internal community circulation. However, even with a lower performance threshold set by SacRT, Route 95 is failing to meet productivity targets. The service has avoided elimination due to the contract between the City of Citrus Heights and SacRT. Route 95 is a prime candidate for service interventions or an alternative service model.

Route Characteristics			
Boardings	Weekday		71
	Saturday		
	Sunday		
In-Service Hours	Weekday		11.5
	Saturday		
	Sunday		
Boardings per In-Service Hour	Weekday		6.2
	Saturday		
	Sunday		
Weekday Schedule Adherence		On-Time	77.4%
Frequency (minutes)	Weekday	A.M.	60
		Midday	60
		P.M.	60
	Saturday		
	Sunday		
Span		Mon-Fri	6:34 a.m. - 5:54 p.m.
		Sat	
		Sun	

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Figure A-18 Route 95 Inbound Boarding & Alighting

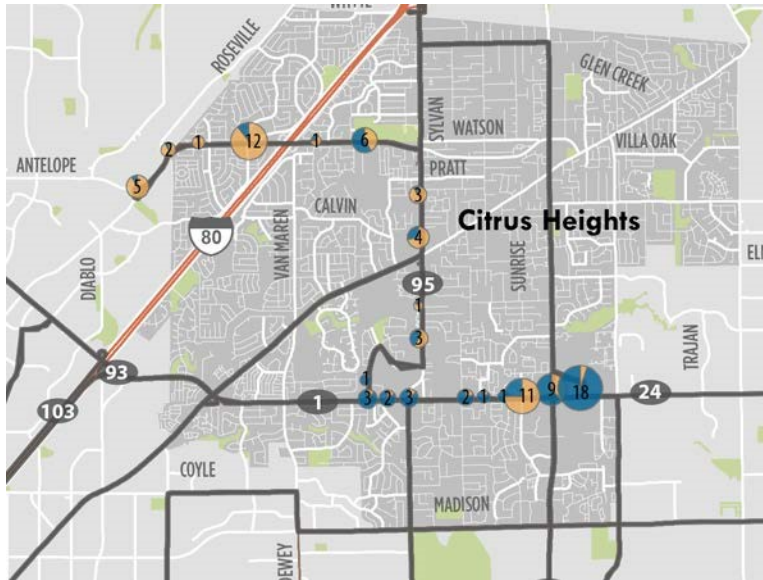
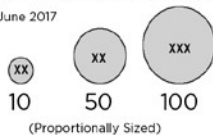


Figure A-19 Route 95 Outbound Boarding & Alighting

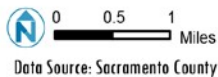


Daily Activities by Stop
(Total Boarding and Alighting)

April- June 2017



Orange Circle: Boarding
Blue Circle: Alighting



Grey Box: Citrus Heights
Black Line: Citrus Heights RT Bus Routes
Brown Line: Other RT Bus Routes
Red Line: Non-RT Bus Routes

Appendix B - Comments from Outreach Surveys

Question 6

What improvements to the public transportation system would encourage you to ride more (current users) or make you interested in riding (new users)? (Rate each from 1 to 5, with 1 being Low Interest to 5 being High Interest)

- Follow the Designs of High Traffic = Increased Commerce = More Revenue as far Fundamental infrastructure... CREATE ALL BUSES TO OPERATE SOLELY OFF ELECTRIC MOTORS.
- Better customer service when you contact RT.
- A bus stop closer than 1.5 miles to my home.
- A bus stop near my house that goes to places I need to go to.
- Lyft / Uber
- Increased cleanliness and smaller vehicles - these are always empty.
- Walking distance to a stop shouldn't be long or far.
- Commuter bus from Citrus Heights to downtown Sacramento.
- Walking to the express bus is too dangerous, no sidewalks on Old Auburn, so I drive to light rail.
- Light rail access.
- Better knowledge of services.
- Public transportation is too complicated and is unsafe.
- Lighting at the bus stops.
- Longer routes to and through desired stops to minimize transfers, confusion.
- By the time I drive to the first station I might as well keep driving.
- Expanded light rail service.
- Make sure buses and light rail announce stops loudly and clearly.
- Extend light rail into Roseville and out to Davis.
- More City Ride availability.
- Bring light rail to the city.
- I use the Watt/I80 station for transfers.
- Stop closer to home.
- Bring the Blue line past the split to Antelope Road like it was supposed to be!
- Bus stops closer to my house.
- Extend Blue line to Roseville.
- The Sunrise Mall stop should be in front of Sunrise Mall's food court not in front of HD Supply. Sunrise Mall would get more business that way, and I wouldn't have to stand in the sun or rain, and I'd get a Hotdog on a stick and a taco!

- Cleanliness.
- I do not know current hours, schedules, stops or prices, as I primarily used buses 45 years ago to get to Sac State. Would like as an option if driving becomes more difficult or traffic/parking more congested.
- Routes that cross the city instead of paralleling Greenback and Madison.
- Overhangs at stops to be extended due to rain, 95 bus stop moved to corner of Rolling Wood instead of mid-block.
- Commuter Express to downtown Sacramento.
- Have a real route in my area.
- The drivers to be more cautious. Numerous times they have started driving before I can even sit down while I'm carrying my baby and other things. I just don't feel like that is safe.
- Light rail to Citrus Heights, it's silly to have to drive to the middle of the freeway.
- Cleanliness of vehicles.
- Better connection with Placer Transit.
- Light rail stations between watt & I-80 thru Citrus Heights.
- Better connectivity, I have gotten from Amtrak to the airport, but needed to find a YOLO bus to do so, several years ago.
- Time or distance based fare (versus just a lower fare).
- Free WiFi

Question 7

Would improvements like these make you more likely to use public transit / use public transit more often?

- GET the Vehicles Fully Electric!!! NOW!! if your concerned as you have previously stated in your Policies Pertaining to be a part of the GROWTH IN THE Communities You Serve.
- be nice if bus transportation was available from mobile home communities to Costco, Walmart, Sam's, Mall, grocery stores, and medical offices, etc.
- My other issue is that I'm 6' 10". So, while I would be open to the idea of Uber or Lyft to a bus station, I'm just not going to fit in most vehicles that might come pick me up.
- Want Safe and available within decent time lines
- I was in a serious car accident on 8/4/2017 and suffer from a broken back & 2) ribs. My car was totaled & now I must replace it!
- I am looking to the future to perhaps sometime when I will be unable to drive, or health will not permit. Think Uber or Lift would be very beneficial. Especially for getting to Kaiser in Roseville. to Folsom Kaiser facility.
- In the past years, RT has become increasingly dirty and allow passengers who are dirty or appear dangerous. These large buses travel nearly empty and this can be observed no matter how

dark you blacken the windows. This has become a job protection plan and not relevant for providing safe, clean transportation to those who need it. It would be more efficient if you use smaller vehicles or actual provide Uber or Lyft passes to those who can't or won't drive.

- The old iPhone app showed me real-time bus locations. The new app does not
- Would love to see a commuter bus for residents from Citrus Heights going to work downtown. I used to take the light rail and it was not a pleasant experience. Did not feel safe.
- Travel within Citrus Heights on transit not great, and sidewalks are not always available to walk safely to bus. Must drive to light rail to be safe as nearest bus stop for me is 1 and 1/2 miles mostly without sidewalks on a busy street.
- Any place I'd wish or need to go to involves too long distance to start point, too many bus changes, or too long from a drop off to destination
- It is going to be tough to get the younger generation to use public trans. Ridesharing is extremely convenient and safe. I would possibly consider using Uber to light rail, but light rail does not feel safe
- I work on the corner of Watt and Folsom and my window faces the new designated bus lane. I have seen maybe a dozen busses that have used this lane (I'm here from 7:30am until 5:00pm and have been for 5 years) Why are you not utilizing this more often?
- While locations at the Antelope/CH/N Highlands area need access, mostly it's just times and frequency of service.
- To adopt more riders, you need to focus on offering people who currently can afford to drive themselves a reason to use public transportation. There is a large stigma associated with it, lines only go through lower income areas, vandalism, graffiti, allowing people to sleep at stops, dirty buses, etc.
- I work with IRC, trying to help immigrants find their feet in the country. Transportation is a major barrier here in Sacramento and keeps many of these folks from quickly finding a job and getting to and from school a work. The system is a maze and nightmare for the newly arrived, and does not even serve those of us who would like to make less of an ecological impact. I cannot get where I want to go, anytime, anywhere, on public transportation. That's a shame.

Would really like to see RT more involved in educating outlying areas on the benefits and blessings of having public transportation to their sites, they continue to vote it down. Be creative! Let's get Sacramento on the map the most desirable live-in cities.

- I like to use public transportation for environmental purposes, so I wouldn't be interested in Uber or Lyft.
- Improved / additional transit routes, extended hours and improved/maintained shelters are needed.

I have a close friend who uses paratransit. She lives on a fixed income and the cost for paratransit is too high.

- When will the Green line go to the airport? And when will you expand beyond Watt/I-80?
- More service would be great!! an easy way to get to Folsom would be great! it takes over an hour to go to the outlets from my house on public transit. it takes over an hour for me to get to work.

- Thanks for looking for our input!
- Previously stated need to expand Blue Line to make it viable.
- Extend Blue line
- The Sunrise Mall stop should be in front of Sunrise Mall's food court not in front of HD Supply. Sunrise Mall would get more business that way, and I wouldn't have to stand in the sun or rain, and I'd get a Hotdog on a stick and a taco!
- Regarding RT priority signals--need to be thought through carefully as to wording and implementation. Saw an RT bus in the carpool lane driving north on Highway 80 just before 50 turnoffs, which had to make its way over across traffic to turn. Slowed others down and seemed dangerous.
- Disclaimer: I work for RT. However, I reside in Citrus Heights and my kids use public transportation to get to/from school and other places within the city.
- My highest priority would be to have a Lite Rail Station near Sunrise Mall, so I could get to Amtrak more easily. Now I need to negotiate getting to a bus stop, taking a bus with multiple stops to Lite Rail and finally getting to Amtrak. At age 78 towing a suitcase it's more than a challenge. Also, if I wish to go to theater downtown I don't feel I have safety getting off at Watt Station and walking to my car.
- The overhangs at the bus stops need extended because on rainy days you get soaked waiting for the busses. I like the overhang in Roseville on Vernon, they are wide, and you don't get wet.
- Would like to see commuter bus from Citrus Heights to Sacramento instead of having to take a bus to light rail. Taking bus to light rail adds too much time to my commute. Would like to see something like what Roseville Commuter transit does or extend Roseville transit stops to Citrus Heights
- Bus 1 is excellent always on time and runs great hours I think 28 should run twice an hour and more frequent down auburn near van Maren.
- Ok here's some additional comments. This survey does not nor, will it truly reflect the needs and wants of the citizens of Citrus Heights. Yet it neatly will fit with preconceived ideas of what is needed. Years ago, we were promised light rail service to our community. This has never happened, and we watched as Folsom, Arco Arena, Elk Grove and the Airport were added to the line. Sunrise bridge was built to handle the tracks, yet we still must drive to Parking lots miles away from home to ride the rail. For me to reach downtown Sacramento requires me to walk two miles, catch a bus and then transfer to light rail, and then walk to my destination. In that time, I can drive to my destination park nearby and be mostly warm and dry in doing so. There is no incentive for me to use public transit and I feel for those who must. In addition, the thought of trying to get around Citrus Heights to do my errands is laughable.
- Uber and Lyft alternatives should be considered more.
- This is my wild idea: I travel every day between my home in Citrus Heights and the University of California-Davis campus. I'm a full-time student and I also work in Davis for simplicity purposes. I live at home in Citrus Heights because it's so much cheaper than living in Davis. I'd like to see a commuter bus or something that might take me from Citrus Heights in the morning hours around 8:00 am to the campus and bring me back to Citrus Heights sometime in

the evening hours. Most days I stay in Davis all day because my class schedule and work schedule are so sporadic, and I hate driving from Davis in rush hour traffic. It's horrible!

- How about a commuter bus line that goes downtown Sacramento?
- Would really like to see a fare payment card, I have and appreciate using one in Boston, very convenient, application was done like a DMV walk-in appointment. They didn't care where I lived. The show up in person one time is already done here when getting a library card. Easy to add value, and reduces my concern about paying at the kiosk each time I take the light rail (I do not ride frequently enough to use a monthly card). The Boston card does not expire, and mine is a "senior" card, so that discount is already built in.
- I would only be willing to take Uber and Lyft if the overall fare was still manageable. As I really only travel in Citrus Heights, the fares as they are don't make sense. Add additional costs on top of the RT fare and I will not be able or willing to afford it and will ultimately become a homebound resident (I can't walk long distances).
- Can we add a Real Time Bus arrival schedule?