## 2024-2025 HCAOG Unmet Transit Needs (UTN) Comments

The following comments were found to meet the adopted definitions of an Unmet Transit Need.

To be considered reasonable to meet, a service must be operationally feasible and financially sustainable, as defined below:

a) To be considered operationally feasible, the service must have adequate running time, adequate roadways, and must be safe to operate.

b) To be considered financially sustainable, enough money should be available from identified sources of funding to pay for the marginal operating cost of the service continuously for three years.

| Unmet Transit Need (the number of times a comment was received is indicated with an x )   | Would the service be operationally feasible?  If Yes, move to the next column | Would service attain a 10% Farebox Return Ratio within 2 years?  If Yes, move to the next column  If No, the UTN is not reasonable to meet but may be considered in future years if financial, ridership or other pertinent conditions change. | Would the request require funding from a jurisdiction in excess of avaialable TDA funding?  If Yes, the UTN is reasonable to meet, but cannot be funded but may be considered in future years if financial, ridership or ther pertinent conditions change.  If No, move to the next column | Would the service be financially sustainable over a minimum of 3 years?  If Yes, the UTN is reasonable to meet.  If No, the UTN is reasonable to meet, but cannot be funded, but may be considered in future years if financial, ridership or other pertinent conditions change. | Recommended Findings   |
|---|---|--|--|--|--|
| Sunday service on ETS x3  | Yes   | No   |  |  | Not reasonable to meet based on farebox                              |
| Sunday service on RTS <b>x5</b>   | Yes   | Yes  | Yes  |  | Reasonable to meet but should be analyzed for comprehensive rollout  |
| Earlier and later service on RTS on weekdays x13  | Yes   | No   |  |  | Service began February 19, 2024                                      |
| Later service on RTS on Saturday x3   | Yes   | No   |  |  | Reasonable to meet but cannot be funded. Recommend reserving regions |
| Weekday service from Blue Lake to Glendale x3   | Yes   | No   |  |  | Not reasonable to meet based on farebox                              |
| Expand hours of ETS Saturday service x2   | Yes   | No   |  |  | Not reasonable to meet based on farebox                              |
| Later weekday service ETS (7-9 pm) x2   | Yes   | No   |  |  | Not reasonable to meet based on farebox                              |
| Expanded ETS service frequency and/or coverage to Greater Eureka (Myrtletown, Cutten, Ridgewood, West Gate, Golf Course, Mitchell Heights) x3 | Yes   | No   |  |  | Not reasonable to meet based on farebox                              |
| More frequent serviceon RTS x3  | Yes   | Yes  | Yes  |  | Unmet need that is reasonable to meet but cannot be funded           |
| Seasonal/event-driven service to Ferndale x2  | Yes   | No   |  |  | Not enough demand for shuttle, no clearly feasible operator          |
| Service between Arcata and Bayside (A&MRTS) x2  | No  | No   |  |  | Not reasonable to meet based on inadequate roadways                  |
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| Operational              | Sub-Category | Operator      | Comment Source                | Comment  | Operator Comments (HTA and AMRTS)  |
|--------------------------|--------------|---------------|-------------------------------|--|--|
| Орегасіона               | Sub category | Орегитог      | Comment Source                | Comment  | operator comments (TTA and AMIN'S)                                       |
| Unmet Need               | Span         | WCT           | Joanne                        | Service from Arcata to Blue Lake on weekends   | Working witih Blue Lake and the Rancheria for M-F service, not weekend   |
|                          | Span         | ETS           | phone call July 3             | Expand weekday Ets span of service from 7pm to 9pm to help workers get home  | Low ridership  |
| Unmet Need               | Coverage     | ETS/RTS       | phone call July 3             | Expand area of service to include Ridgewood, Westgate, Lundbar Hills + golf course, and possibly Mitchell Heights  | Low ridership  |
|                          |              |               | P                             | generally management, manageme |  |
|                          |              |               |                               | Expand ETS Saturday service and add another 3rd route like for Cutten connecting   |  |
|                          |              |               |                               | Expand E13 Saturday Service and add another 3rd route like for cutten connecting   |  |
|                          | Span         | ETS           | phone call July 3             |  | Low ridership  |
| Unmet Need               | Span         | ETS           | phone call July 3             | Some service on ETS for Sunday, doesn't have to be full service.   | Unmet need   |
|                          |              |               |                               | More infrastructure / more stops to King Salmon and Humboldt Hill. College student dependent on bus. Requested stop at 9 or  |  |
|                          | _            |               |                               | 10 at night. Makes it difficult to obtain a job to get home during evening hours. Will minimize walking on highway.  |  |
| Unmet Need               | Coverage     | RTS           | phone call July 26            |  | Later service is being planned   |
|                          |              |               |                               | 1st Northbound bus on RTS does not arrive to McKinleyville High School until 8:37am, but work starts at 8:30am. Please adjust  |  |
| Unmet Need               | Schedule     | RTS           | phone call Aug 9              | schedule.  | Earlier service is being planned   |
|                          |              | LLICT.        | 1 11 40 /40                   | Stop at Murphy's Market at Glendale - missing service from stop of BLRTS. 7 and 8 am, and one in afternoon, 4 and 5 pm.  |  |
|                          | Coverage     | WCT           | phone call 10/12              |  | Working with County, Blue Lake, and Rancheria on service.                |
|                          | Span         | RTS           | phone call 10/12              | Sunday service on RTS  | Unmet need   |
|                          | Coverage     | WCT           | Blue Lake hearing             | Bus from Blue Lake to Murphy's Market for work   | Working with County, Blue Lake, and Rancheria on service.                |
|                          | Coverage     | County        | County hearing                | When airlines are grounded due to weather, need transit red-eye overnight service to SFO.  | RCX to start on January 16   |
|                          | Coverage     | County        | County hearing                | Commenter noted support for on-demand microtransit to Cutten area, and also to Petrolia.   | Low ridership  |
| Unmet Need               | Coverage     | EIS           | Eureka hearing                | Better service to Myrtletown   | Low ridership  |
|                          |              |               |                               |  |  |
|                          |              |               |                               | Add Sunday Service on RTS and ETS (Noted by 3 commenters)  |  |
|                          |              |               |                               |  | l.,  |
|                          | Span         | RTS           | HTA hearing                   |  | Unmet need   |
|                          | Frequency    | RTS           | HTA hearing                   | More frequent service Monday-Saturday.   | Unmet need   |
|                          | Span         | RTS           | HTA hearing                   | Late night service Monday through Saturday for service workers who get off later.  | working on M-F, not weekend  |
|                          | Coverage     | WCT           | HTA hearing                   | Service to Glendale/Murphy's Market now that Blue Lake Transit is not operating  | Working with County, Blue Lake, and Rancheria on service.                |
| Unmet Need               | Span         | RTS           | HTA hearing                   | Earlier weekday service for RTS & ETS, bring back pre-covid schedule   | In process   |
| Unmat Nood               | Fraguena     | RTS           | Die Dell beering              | Increased frequency to every half hour for commuter route from Scotia/Rio Dell to Eureka in time for work, including easier  | Hamat nood   |
| Unmet Need<br>Unmet Need | Frequency    |               | Rio Dell hearing<br>HTA Board | connection to Myrtletown area.   | Unmet need   |
| Onmet Need               | Coverage     | County        | n i A Board                   | Seasonal shuttle service to Ferndale/Loleta area for holiday shopping  Service at Bayside Corners (Jacoby Creek Road); suggest once a week with consistent pick-up / drop-off time to get people in  |  |
|                          |              |               |                               |  |  |
|                          |              |               |                               | habit of using bus. Mid-day and midweek service could be used by seniors and younger people to shop, visit friends, and go to  | Vetting satellite bus stops for microtransit - AMRTS responsibility. The |
| Unmet Need               | Coverage     | County/Arcata | Online survey                 | doctor's offices. Reminder that the social aspects of behavioral change are almost as influential as the actual/physical bus service   | microtransit should complement a fixed route.                            |
| Offinet Need             | Coverage     | County/Arcata | Offiline survey               | I would like to take the bus to events and public meetings in the evenings, but they usually end after the last bus. Later evening   | microtransic should complement a fixed route.                            |
| Unmet Need               | Span         | All           | Online survey                 | and weekend service would help a lot   | In process and weekend service unmet need                                |
|                          | Frequency    | WCT           | Online survey                 | More runs to Willow Crek for work commute  | Low ridership  |
|                          | Span         | RTS           | Online survey                 | Earllier line from Arcata to Eureka - once a week I work at 7am in Eureka near a bus stop  | In process   |
|                          | Span         | All           | Online survey                 | Later evenings and Sunday  | Unmet need   |
|                          | Frequency    | All           | Online survey                 | Need buses more often in the morning AND afternoon   | In process   |
| 3                        |              | 1             |                               | Regarding Hours of Operation: RTS and ETS end far too early in the evening to be fully accessible to many working people and   | p  |
|                          |              |               |                               | students. Later hours of operation, mean for me personally, having more time on campus to study in the library or attend   |  |
| Unmet Need               | Span         | ETS/RTS       | Online survey                 | classes, and potential greater employment opportunities.   | In process   |
|                          |              |               |                               | Frequency: If ETS ran a few express lines (i.e. Henderson Center to 3rd and H, via H and I streets, a line that connects Myrtle to H   |  |
| Unmet Need               | Frequency    | ETS           | Online survey                 | and 3rd) ridership would increase.   | Unmet need   |
|                          | Bus Stops    | ETS/RTS       | Online survey                 | Regarding Bus Stops: The lack of weather barriers and seating at many ETS and RTS stops is unfortunate.  | grafitti proof shelters  |
|                          | Span         | ETS/RTS       | Online survey                 | Later service on RTS and ETS lines would increase myridership.   | In process   |
|                          |              |               |                               |  | '  |
| Unmet Need               | Span         | ETS/RTS       | Online survey                 | Later service between CR, Eureka, and Arcata and Later ETS service (8/9PM) would increase my mobility in the community.  | In process   |
|                          |              | + -, -        |                               |  | · ·  |

|                          |              | 1                   | 1                           |  | T  |
|--------------------------|--------------|---------------------|-----------------------------|--|--|
|                          |              |                     |                             | Please have a line that is earlier on the weekdays for SunnyBrae. I thought the Green Route was going there but turns out the        |  |
|                          |              |                     |                             | schedule is wrong. Making it to work at 8am in eureka makes it impossible with just the Red Route running in Sunnybrae on the        |  |
| Linmat Nood              | Cnan         | ANADTC              | Online curvey               | weekdays. It would really help to have a bus that comes to sunnybrae before 7:30 to get to work by 8am or the weekdays.              |  |
| Unmet Need               | Span         | AMRTS               | Online survey               | A bus to old town Ferndale would be nice even if it is just during the summer during the fair happens. Samoa is also very hard to    |  |
| Linna at Nia ad          | C            | Carrate / Farradala | Online                      |  |  |
| Unmet Need               | Coverage     | County / Ferndale   | Online survey               | get to as there is only bus that goes every 2 hours there.   |  |
| I I a a a a ta Ni a a al | C            |                     | 0                           | Please make buses later again. They used to go until 10pm. Now they stop at 8pm. Sometimes I get stranded because I have to          | la assassa   |
| Unmet Need               | Span         | All                 | Online survey               | work late often.   | In process   |
|                          |              |                     |                             | Current routes do not allow me to get from McKinleyville to Willow Creek by 8am, and the 5ish bus from WC leaves too soon for        |  |
|                          |              |                     |                             | me to access after getting off work at 5. The north bound connection from Valley West is a bit of a wait, which I could live with if |  |
|                          | Span         | WCT                 | Online survey               | Valley West were better policed. I feel very unsafe at that bus stop.  | Low ridership - can ride on deadhead if they contact                       |
| -                        | Span         | WCT                 | Online survey               | Valley West to Willow Creek in time for 8 to 5 work schedule Mon-Sat   | Low ridership  |
|                          | Coverage     | All                 | Online survey               | Home from ER, Blue Lake, Indianola, Sunday airport. The places I can live are limited by bus lines                                   | DAR cost per passenger \$44. ETS cost per passenger \$11                   |
| Unmet Need               | Frequency    | RTS                 | Online survey               | Eureka to Arcata for weekend events, county transit  | Unmet need   |
|                          |              |                     |                             | The infrequency of pick ups is terribly inconvenient. If you miss the bus you likely have to wait an hour to catch the next one.     |  |
| Unmet Need               | Frequency    | All                 | Online survey               | Every 30 minutes wold be so much better. Every 15 minute pick up would be ideal.   | 30 minutes between CR and CalPoly  |
|                          |              |                     |                             | Arcata to McKinleyville before 8am on RTA. I live in Arcata and work in McKinleyville. I would love to ride the bus, but I start     |  |
|                          | Span         | RTS                 | Online survey               | work at 8 and the first drop off in McKinleyville isn't until 8:30.  |  |
| Unmet Need               | Span         | RTS                 | Online survey               | Commuter service Monday through Friday 7am - 8am from Arcata to McKinleyville  | In process   |
|                          |              |                     |                             |  |  |
|                          | Coverage     | Blue Lake           | Online survey               | Requesting more direct connection from Blue Lake to Redwood Coast Airport, and more frequent service Blue Lake to Arcata             | Low ridership  |
| Unmet Need               | Span         | All                 | Online survey               | More frequent service 8am - noon, including Sundays  |  |
|                          |              |                     |                             | Shuttle service from Samoa as Samoa Transit terminated June 30th. Need connection to main route, no bus stops near there             |  |
| Operational              | Coverage     | HTA                 | Joyce Lewis, 224-234-3446,  | and needs access to services. Walking dangerous.   | Micro transit service has filled this gap.                                 |
| Operational              | Span         | HTA                 | Anonymous                   | RTS going North to Scotia should stop at 4th and K after 5PM so office workers can board.  | Scotia is south. We stop at 4th & K at 5:22 pm                             |
| Operational              | Bus stops    | RTS                 | phone call 10/12            | Electronic boards should show time, next stop and bus schedule   | Updating GTFS, talking to manufacturer                                     |
|                          |              |                     |                             | Bus stops they replaced do not stop wind or rain. No protection with just a roof. Valley West one is not good, Valley East is        |  |
| Operational              | Bus stops    | RTS                 | phone call 10/12            | better.  | City of Arcata Shelter   |
|                          |              |                     |                             | Back when HCAR had the Dial a Ride contract, he was able to/from ride from Eureka to Jacoby Creek Road to visit his mom. But         |  |
| Operational              | DAR          | DAR                 | LoCo comment                | the current contract holder will not take him there and back.  | Supplemental Service (HCAOG Boundaries)                                    |
|                          |              |                     |                             | the midafternoon run frm willow creek to arcata has been eliminated which leaves me without bus option for weekly job                |  |
|                          | Frequency    | WCT                 | Constituent email to Mike V |  | Low ridership  |
| Operational              | Route        | ETS                 | Email to HTA                | Route redesign suggestion for ETS  | Unmet need   |
| Operational              | Fare         | ETS                 | Email to HTA                | Fare simplification proposal for ETS   | In process   |
| Operational              | Amtrak       | HTA                 | Email to HTA                | Amtrak from Eureka through Garberville to Cloverdale and beyond. Amtrak sold out in December.  | RCX to start on January 16   |
|                          |              |                     |                             | <br>  Safety at bus stops after dark   |  |
| •                        | Safety       | AMRTS/HTA           | Arcata Hearing              |  | Lighting? Which stops? Eureka has solar shelter lights 4th & 5/Broadway    |
| Operational              | Microtransit | HTA                 | Arcata Hearing              | The Ride Humboldt micro transit app is hard to use for people without smart phones   | People can call and get assistance   |
|                          |              |                     |                             | DAR is oversaturated by people who need it and it is already difficult to get on schedule. Ensure that the microtransit does not     | DAR is book 24 hour in advance for priority. Microtransit is book same day |
|                          | DAR          | DAR                 | Eureka hearing              | impact DAR service wait times.   | after DAR schedule is set  |
| •                        | DAR          | DAR                 |                             | DAR expense is high. Costs \$18 going across two zones which is onerous for people   | 2 zones costs \$6 per person   |
| <u> </u>                 | Cleanliness  | RTS                 | McKinleyville hearing       | Cleanliness of bus stops, in particular outside McK Shopping Center where trash cans were removed                                    | HTA sends maintenance personnel 3 days/week                                |
| Operational              | Bikes        | All                 | Online survey               | More secure bike parking options near stops  | No funding   |
| Operational              | Bus stops    | AMRTS/RTS           | Online survey               | Arcata Transit Center needs staffing or a different location- loitering is offputting.   | City of Arcata   |
| Operational              | Fares        | All                 | Online survey               | Develop a clipper card similar to the Bay Area   | Credit card pass   |
|                          |              |                     |                             |  |  |
| 1                        |              |                     |                             | Paratransit. I often can't get rides. Especially on Fridays. They often take me an hour or so early and must wait dometimes over     |  |
|                          |              |                     |                             | an hour to be picked up. I have tryed to get a ride but sometimes they can only get me one way, not round trip. You cannot           |  |
|                          |              |                     |                             | schedule based on when you need to be somewhere, only when you need to be picked up. They cannot get me to work on time              |  |
| Operational              | DAR          | DAR                 | Online survey               | by 8am, they need earlier pickups or more busses in the morning. This all needs to be addressed.                                     | Call HTA ADA Coordinator for assistance and to submit a complaint          |
|                          |              |                     |                             | Better coordination between AMRTS and RTS southbound schedules. They either are too close in time to each other or half an           |  |
| Operational              | Schedule     | AMRTS/RTS           | Online survey               | hour apart.  |  |

|             |            |         |                  | Willow Creek route- please allow riders on current 'deadhead' trips. Also please improve timing to allow for better alignment        |  |
|-------------|------------|---------|------------------|--|--|
| Operational | Schedule   | WCT     | Online survey    | with 8am-5pm work days   | Call the HTA office to set up dead head ride |
|             |            |         |                  | Lower fares; The most important goal is to get more people on transit and out of cars. Cost is a red herring. What is the cost to    |  |
|             |            |         |                  | maintain roads, traffic control, etc, for all these cars?Good heavens, dial a ride is expensive. Why are roads free and public       |  |
| Operational | Fares      | All     | Online survey    | transit so expensive   | \$2 for 2 hours                              |
| Operational | Fares      | All     | Online survey    | The fare system is unequal, can't use monthly pass for dial a ride.  |  |
|             |            |         |                  |  |  |
| Operational | Frequency  | RTS     | Online survey    | Transit in towns has seemed to improve but transit between towns still makes using a car a more accessible way to travel.            | Low ridership                                |
|             |            |         |                  | The bus is also terribly expensive. In other parts of the state, the bus is free to encourage ridership. Before moving to Humboldt   |  |
|             |            |         |                  | 8 years ago, I spent 35 cents for a one way trip on the bus. In Humboldt, a one way trip is 10x more expensive at \$3.50. Since      |  |
| Operational | Fares      | All     | Online survey    | moving, the bus in my hometown is free and frequently used.  | \$2 for 2 hours                              |
|             |            |         |                  |  |  |
| Operational | Schedule   | All     | Online survey    | Make the service reliable because it doesn't match the published schedule. Don't want to call a taxi again in order to get home.     | Unmet need                                   |
|             |            |         | · ·              | ·  |  |
|             |            |         |                  | Regarding Transferring: Transferring from ETS to RTS lines can be difficult without sometimes long layovers, for example, I ride     |  |
|             |            |         |                  | the ETS Green Route to the Bayshore Mall 4 times a week, usually on the 8 AM Green route run, where I transfer to a                  |  |
|             |            |         |                  | southbound RTS bus to CR. The green route arrives at the mall at 8:37, while the southbound RTS has left at 8:34, with the next      |  |
|             |            |         |                  | one arriving at 9:11,, I find that only two hours of the day have a convenient transfer from the Green Route to RTS, 10 am and       |  |
|             |            |         |                  | Noon, I understand it isn't possible to accommodate an easy transfer for every ETS line to the RTS, but I would love to see a little |  |
| Operational | Schedule   | ETS/RTS | Online survey    | more cohesion for the Green route, as the Bayshore Mall is the only transfer point to RTS services.                                  | Earlier service will provide more options    |
| Operational | Scriedule  | EIS/NIS | Online survey    | into e conesion for the Green route, as the bayshore in all is the only transfer point to KTS services.                              | Earlier service will provide more options    |
| General     | Process    | HCAOG   | County hearing   | CRTP: Encouraged Board to do a time set for the hearing and increase advertising to hear from more transit dependent people          |  |
|             |            |         |                  | Ash Teeter: Expand public transit to accommodate people who do not want to drive or can't drive due to potential issues with         |  |
| General     | General    | County  | County hearing   | electric vehicles  | UNK  |
| General     | Span       | All     | County hearing   | Supervisor Arroyo noted that earlier and later service on weekdays will be starting  | In process                                   |
| General     | Multimodal | All     | Online survey    | Yes, I would bike around town and use the bus between towns without my bike (bike too big)   | Bike rack has limitations                    |
|             |            |         |                  | General comments from Council members included excitement about microtransit, question about whether bike rack weight                |  |
|             |            |         |                  | limitation could be increased for e-bikes, speed of bus when driving through town, and how to use maps programs to connect           |  |
| General     | General    | RTS     | Trinidad Hearing | trips or route plan.   |  |
| None        |            |         | Fortuna hearing  | None   |  |
| None        |            |         | Ferndale hearing | None   |  |
|             |            |         |                  |  |  |
| None        |            |         | HCAOG hearing    | None   |  |
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