

Appendix A: Summary of Public Input

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and AMRTS	Staff Comment
Pot. Unmet Need	Coverage	A&MRTS	Arcata Hearing	Need to increase service to South Arcata, appears to be no service to South G Street.	<u>Funding and drivers needed.</u>	
Pot. Unmet Need	Coverage	A&MRTS	Arcata Hearing	w/ completion of Bay trail, increased ridership and service to South G Street	<u>Funding and drivers needed.</u>	
Pot. Unmet Need	Coverage	A&MRTS	Arcata Hearing	Has heard the need for service on South G Street		
Pot. Unmet Need	Coverage	A&MRTS	Arcata Hearing	within Arcata, has heard a need for service out to Bayside.	<u>Funding and drivers needed.</u>	
Pot. Unmet Need	Frequency	A&MRTS	Arcata Hearing	Long amount of time between buses, e.g., amount of time to walk vs. bus service to same destination is nearly the same	<u>Funding and drivers needed.</u>	
Pot. Unmet Need	Frequency	A&MRTS	Arcata Hearing	Need for increased frequency in Arcata	<u>Funding and drivers needed.</u>	
Pot. Unmet Need	Frequency	RTS	Arcata Hearing	Need for more rapid transportation between towns. There's a need faster and more direct transportation options; currently travel between towns takes too long due to inefficient routes and long wait times. Need for express routes or faster connections would improve accessibility for people who commute for work, education, and essential activities.	Inefficient routes are correlated to servicing all the general public. Funding is needed for express routes. <u>Funding and drivers needed.</u>	

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and AMRTS	Staff Comment
Pot. Unmet Need	Frequency	RTS	Arcata Hearing	More frequent service, especially during peak travel times. There are long gaps between buses. Increasing the frequency of buses, especially on population routes, would make public transportation a more reliable option for everyone.	30 minutes headways between Arcata and CR. Reduce to 15 minute headways? <u>Funding and drivers needed.</u>	
Pot. Unmet Need	Frequency	RTS	Arcata Hearing	Need express routes for CR, Cal Poly and other popular destinations, the airport for example.	<u>Funding and drivers needed.</u>	
Pot. Unmet Need	Frequency & Span	RTS	Arcata Hearing	CR students trying to go back to Arcata	What time? Service NB from CR is every 30 minutes	
Pot. Unmet Need	Span	A&MRTS	Arcata Hearing	Need Sunday service on AMRTS	<u>Funding and drivers needed.</u>	
Pot. Unmet Need	Span	A&MRTS	Arcata Hearing	Need to maintain AMRTS service during Cal Poly breaks; do not decrease service when school is on break. The AMRTS ridership slide that shows increasing AMRTS ridership despite flat Cal Poly/HSU enrollment supports maintaining AMRTS service levels during breaks.	Red and Gold does not decrease between CPH semesters. Orange at 7pm and the Green/Gold are funded by CHP. <u>Running Gold and Red routes, Monday thru Friday now. In the past we just did the Orange route during CPH breaks.</u>	

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and AMRTS	Staff Comment
Pot. Unmet Need	Span	RTS	Arcata Hearing	Better weekend hours--expanding weekend hours; not everyone works Monday through Friday. Better weekend hours is especially important for those who travel for work, medical appointments, and other essential activities. This would improve mobility for residents who have non-traditional schedules.	Funding needed. <u>Funding and drivers needed.</u>	
Pot. Unmet Need	Coverage & Frequency	<i>Blue Lake</i>	Blue Lake hearing	Hard to get out of (leave) Blue Lake for grocery shopping	Should this be directed at the City of Blue Lake, not RTS?	Updated to direct to Blue Lake
Pot. Unmet Need	Span	<i>Blue Lake</i>	Blue Lake hearing	People who are homeless depend on the bus to get meals, and other needs	Should this be directed at the City of Blue Lake, not RTS?	Updated to direct to Blue Lake
Pot. Unmet Need	Span & Coverage	RTS	Blue Lake hearing	McKinleyville high school students do not have an afternoon/evening runs that goes to/through Blue Lake	Need more information to respond.	
Pot. Unmet Need	Span & Coverage	RTS	Blue Lake hearing	Hard to get out of (leave) Blue Lake for doctor appointments.	Should this be directed at the City of Blue Lake, not RTS?	There are very few or no medical providers operating in Blue Lake-Glendale.
Pot. Unmet Need	Coverage	RTS	Email	Better bus routes closer to home	Where is home?	
Pot. Unmet Need	Coverage	RTS	Email	Service to Woodley Island. Currently has to walk over the bridge, which is scary.		

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and <u>AMRTS</u>	Staff Comment
Pot. Unmet Need	Coverage & Frequency	RTS	Email	Thinks that more people may take the bus between McKinleyville and Cal Poly Humboldt if there was an express route or if Valley West was served by Arcata instead.	In-process of implementing microtransit between Mck and Arcata	
Pot. Unmet Need	DAR	DAR	Email	States that availability of DAR and CAE have not returned to pre-pandemic levels. Requests additional capacity to use DAR and CAE to transport participants to their facilities. Would like to see an increase in service capacity.		
Pot. Unmet Need	DAR	DAR	Email	Would like to see the availability of paratransit services increased. Sites limited ADHC bus service area and lack of capacity for DAR and CAE. This often limits the number of days their participants can come to their facilities.		

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Pot. Unmet Need	Frequency	<i>Blue Lake</i>	Email	Main concern is about frequency of buses to and from Blue Lake. Sites long wait times of up to 7.75 hours between buses. Broader concerns about how bus routes are laid out. Would like to see all bus systems merged into one public transportation system. Also notes that website is not user friendly and difficult to understand. Would also like to see more inner city bus stops.	Should this be directed at the City of Blue Lake, not WC?	Updated to direct to Blue Lake
Pot. Unmet Need	Frequency	<i>Blue Lake</i>	Email	There is a large homeless population along the river in Blue Lake that is unable to access resources, such as food banks, due to lack of public transportation services to the City. There is often transit service available in the morning from Blue Lake, but no way to return back to the city later.	Should this be directed at the City of Blue Lake, not WC?	WC route returns to Blue Lake at 4:04pm
Pot. Unmet Need	Frequency	RTS	Email	Would like to see the frequency of bus service in Trinidad increased. Would also like the location of the Trinidad bus stop to be reconsidered because it currently turns around on small neighborhood streets.	There are very few options to turn a 40' bus around in Trinidad. HTA receives several complaints about the buses existing routes. They want more frequency?	

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Pot. Unmet Need	Frequency	RTS	Email	More frequent service.	Need more information	
Pot. Unmet Need	Frequency	SHI	Email	Additional afternoon bus from Garberville going north. Rider gets in to Garberville at 11am and has to wait until 5 p.m. for a bus back to Miranda.	Funding needed.	
Pot. Unmet Need	Span	ETS	Email	Requests that service hours be increased past 7pm and that Saturday service be expanded so it is easier for people who live in outlying areas to get to places on Saturday.	No funding for increased service.	
Pot. Unmet Need	Span	RTS	Email	Sunday bus service on RTS to get to work, specifically Rio Dell/Fortuna	Transit funding needed for Sunday Service	
Pot. Unmet Need	Span	RTS	Email	Decided not to move to Humboldt because the bus service from Eureka to Arcata does not operate early enough to get them to work on time. Also would like to see late night services.	How much earlier and later? Additional funding would be needed to provide more service.	
Pot. Unmet Need	Span	RTS	Email	More service on weekends	Need more information	
Pot. Unmet Need	Span & Coverage	RTS	Eureka hearing	need more transit to/from CR	CR to/from Eureka and Arcata have 30 minute headways M-F.	

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and <u>AMRTS</u>	Staff Comment
Pot. Unmet Need	Frequency	RTS	HCAOG hearing	Has been contacted by 2 individuals, 1 who identified themselves as frequent transit rider. Both identified the need for express service between McKinleyville and Arcata, and express service between Eureka, Arcata, and McKinleyville		
Pot. Unmet Need	Frequency	RTS	HCAOG hearing	need for faster service between major population centers: McKinleyville, Arcata, Eureka, and Fortuna. More direct routes, faster connections, and more frequency.	Funding needed.	
Pot. Unmet Need	Frequency	RTS	HCAOG hearing	Need greater frequency during heaviest travel times. Currently there are long gaps limiting people's options; leave people stranded. Greater frequency would make transit more attractive.	Funding needed for frequent service and express service.	
Pot. Unmet Need	Span	RTS	HCAOG hearing	Unable to attend events, especially at night.	Funding needed for extended service.	
Pot. Unmet Need	Span	RTS	HCAOG hearing	Need for better weekend hours: more hours on Saturday and service on Sundays. People who travel for work and medical appointments.	Funding needed.	
Pot. Unmet Need	Coverage	A&MRTS	HTA hearing	Need bus stop on South G Street, south of Sonoma Blvd.		
Pot. Unmet Need	Coverage	RTS	HTA hearing	Can't go to Ferndale, the County Fair or Jersey Scoops	This would be a City of Ferndale, RTS would not service it.	

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Pot. Unmet Need	Coverage	RTS	HTA hearing	routes in eureka and Arcata: coverage vs. convenience	ETS and AMRTS uses all Local Transit Funds and grant funds to provide minimal service. More funding is needed to obtain convenience.	
Pot. Unmet Need	Frequency	RTS	HTA hearing	Increased frequency	Funding needed for increased service	
Pot. Unmet Need	Frequency	RTS	HTA hearing	connect more easily to RTS	Need more information to respond	
Pot. Unmet Need	Span	RTS	HTA hearing	RTS Sunday service.	Funding needed.	
Pot. Unmet Need	Span	RTS	HTA hearing	Earlier and later RTS service on weekdays, and extending to the airport.	Funding needed.	
Pot. Unmet Need	Span	RTS	HTA hearing	Need Sunday service and night time service	Transit funding needed for Sunday Service	
Pot. Unmet Need	Span	RTS	HTA hearing	Need service later into the night	Need more funding to add later night service. How late?	
Pot. Unmet Need	Coverage	Microtransit Pilot	NCTTC mtg	With launch of microtransit in McKinleyville, need for service to Potawot Health Village for tribal members	Not a RTS request	
Pot. Unmet Need	Span & Coverage	RTS	Phone Call	Requests bus service from McKinleyville to Bayshore Mall on Sundays. Neurodivergent adult that does not drive.	Transit funding needed for Sunday Service	

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Pot. Unmet Need	Coverage	A&MRTS	Surv.-Q#8	Service in Bayside would be great	Funding needed.	
Pot. Unmet Need	Coverage	DAR	Surv.-Q#8	I'm handicapped, so having bus stops closer to home	What location?	
Pot. Unmet Need	Coverage	Not specified-n/a	Surv.-Q#8	a bus stop that doesn't require a mile and a half walk from my home on a county highway with insufficient pedestrian space.	Location?	
Pot. Unmet Need	Coverage	Not specified-n/a	Surv.-Q#8	As long as there is no way to access a bus on Elk River Rd it is moot for us.		
Pot. Unmet Need	Coverage	RTS	Surv.-Q#8	Service for Hydesville, please	Funding needed.	
Pot. Unmet Need	Coverage	RTS	Surv.-Q#8	Bus stop at Murphy market on Glendale to Arcata	Funding needed.	
Pot. Unmet Need	Coverage & Frequency	RTS	Surv.-Q#8	Faster busses would be my top request. Having such long ride times from Arcata to Trinidad and back again make it hard to compete with driving.	Bypassing Westhaven, Moonstone Beach, Clam Beach, and Grange Rd would reduce travel times. funding would be needed to provide those residents transportation services.	

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Pot. Unmet Need	Frequency	ETS	Surv.-Q#8	I would love to see smaller shuttles doing more frequent shorter loops - For example Burre Center to Target to the Library to the Clark Museum to the CoOp to the courthouse back to Burre. Seniors or folks with limitations can't walk those routes. There are many similar loops or circuits like this. they could have one stop i they share for folks needing to travel from farther. I would ride this as an on/off errand day over driving and parking all these short distances.		
Pot. Unmet Need	Frequency	Not specified-n/a	Surv.-Q#8	more busses, more often, less waiting	What system? RTS?	
Pot. Unmet Need	Frequency	Not specified-n/a	Surv.-Q#8	More frequent busses	What system? RTS?	
Pot. Unmet Need	Frequency	Not specified-n/a	Surv.-Q#8	More frequent service and easier transfers between cities.	What cities?	
Pot. Unmet Need	Frequency	Not specified-n/a	Surv.-Q#8	Love the idea of more frequent busses so.i don't need to plan around existing times as much.	Funding needed.	
Pot. Unmet Need	Frequency	RTS	Surv.-Q#8	Express routes to key trip generators, regular service (better than 1 per hour), more connectivity, transit oriented development.	Funding needed.	

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Pot. Unmet Need	Frequency	RTS	Surv.-Q#8	Make more runs	Funding needed.	
Pot. Unmet Need	Frequency	RTS	Surv.-Q#8	Frequent express service between downtown Eureka and downtown Arcata	Funding needed.	
Pot. Unmet Need	Frequency	RTS	Surv.-Q#8	Just more frequent buses.	Funding needed.	
Pot. Unmet Need	Frequency	RTS	Surv.-Q#8	Faster trips from McKinleyville to Eureka	Funding needed.	
Pot. Unmet Need	Frequency	RTS+A&MRTS	Surv.-Q#8	More frequent busses during business hours would also be amazing. It would be even more amazing if ETS and AMRT ran more frequently to match HTA.	Funding needed.	
Pot. Unmet Need	Frequency	RTS+ETS	Surv.-Q#8	More busses that are easier to connect with eureka busses	Funding needed.	
Pot. Unmet Need	Frequency	SHI	Surv.-Q#8	We just need more frequent runs on the intercity transit line. There use to be so many runs and it's been cut down to nothing basically. It's hard to use with the few available time options.	This should be listed under Sohum Intercity ☑	Changed service to Southern Humboldt Intercity

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Pot. Unmet Need	Frequency & Route	ETS	Surv.-Q#8	I live in Myrtle town where there are stops near me. However, the route only goes in one direction and makes a large circle to get to Old Town where I go most of the time. My destinations are only 1.5-2.5 miles away, but I would have to go south and west and finally north for 45 min. in order to get to my destination. Return trips are okay, but I can walk 2 mi. faster than the bus trip! Please add reverse routes to the current routes!!	Funding needed.	
Pot. Unmet Need	Frequency & Route	ETS	Surv.-Q#8	Looked at riding the bus from Myrtle town to the courthouse for work in the morning. The route would take an hour last I saw, and goes to the mall on the way. Would love a route from Myrtle town to downtown eureka in the morning	Funding needed.	
Pot. Unmet Need	Frequency & Span	RTS	Surv.-Q#8	I'm looking for routes that would replace the need to drive on highways, so something prioritizing speed and less stops to major destinations. My ride to the airport takes longer than my flight to LA. Eureka and Arcata also already have local transport.		

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Pot. Unmet Need	Span	Not specified-n/a	Surv.-Q#8	I dispatch for a city transit program and we service elders and people with disabilities. It would be great to start earlier and have extended hours as well as weekend hours	Funding needed.	
Pot. Unmet Need	Span	Not specified-n/a	Surv.-Q#8	Your customers don't cease to exist on the weekends, or after sunset!	Funding is limited. Operational funds target peak times and dense areas.	
Pot. Unmet Need	Span	Not specified-n/a	Surv.-Q#8	More busses running after work or on weekends. Particularly from areas with bars/restaurants to residential areas so that people can take public transit instead of driving.	Funding needed.	
Pot. Unmet Need	Span	RTS	Surv.-Q#8	Better weekend service, more than once an hour, service after six pm	Funding needed.	
Pot. Unmet Need	Span	RTS	Surv.-Q#8	Direct, bidirectional routes, e.g., you take the same route out and back.	Funding needed.	
Pot. Unmet Need	Span	RTS	Surv.-Q#8	Later weekday service to Willow Creek (last bus is 3:48pm).	Funding needed.	
Pot. Unmet Need	Span	RTS	Surv.-Q#8	If all transit services ran later, even if infrequently, it would be a huge improvement. And *some* bus service on Sundays, even if limited, would be better than none.	Funding needed.	
Pot. Unmet Need	Span	RTS	Surv.-Q#8	weekend service increases	Funding needed.	

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Pot. Unmet Need	Span	RTS+ETS	Surv.-Q#8	Need Sunday service, both Eureka and RTS Compliment: my husband now needs Dial a Ride, and it has been very helpful	Funding needed.	
Pot. Unmet Need	Span & Coverage	Not specified-n/a	Surv.-Q#8	So often the bus is great for getting TO my destination, but then I can't get back home.	What system? later night RTS?	
Pot. Unmet Need	Span & Coverage	RTS	Surv.-Q#8	Send a later bus to so hum from Eureka, specifically CR eureka campus for kids that attend school all day	Funding needed.	
Pot. Unmet Need	Span & Coverage	RTS	Surv.-Q#8	Currently I can't take the bus to work because I have to be there at 6am and the bus doesn't run. I work at St.Joe's and it would be great if I could ride the bus to work. I also cannot pick my kids up from school on the bus because they go to school in Manila and bus service there is so infrequent.	Manila use microtransit. Funding needed for ealier service.	
Pot. Unmet Need	Span & Coverage	SHI	Surv.-Q#8	Have a bus from cr to redway at 3:00	Bus currently leaves at 3:28 pm	
Pot. Unmet Need	Span & Coverage	SHI	Surv.-Q#8	Please have later Bus to leave Eureka going to Southern Humboldt. So people can go to work and get home.	This should be listed under Sohum Intercity	Changed service to Southern Humboldt Intercity

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Pot. Unmet Need	Span, Coverage, & Frequency	Not specified-n/a	Surv.-Q#8	More frequent trips. extended service. stops closer to my destinations.	I'm thinking this is RTS. It is difficult to juggle adding destinations with streamlining and improving frequency	
Pot. Unmet Need	Span, Coverage, & Frequency	RTS	Surv.-Q#8	HTA does a great job, but more investment is needed for better service (more frequent, longer hours, and on weekends). Things that could be done without much additional funding include redesigning transit routes - especially in Arcata and Eureka - to make them more convenient for more people and allow easier connections, including free transfers across all services. More user-friendly schedules and route maps (with all the routes on them) would also help.	I agree and transit maps/schedules are being designed.	
Pot. Unmet Need	Coverage	ETS	Tri Co. Independent Living Expo	Need another bus stop on ETS that is closer to the area between O St/Buhne and S /Henderson. Hard to walk longer distance to bus stop.	There is a bus stop on S Street and on N Street. The walk is only 2 blocks maximum.	
Pot. Unmet Need	Coverage	RTS	Tri Co. Independent Living Expo	Getting from Azalea Ave (McKinleyville area) to Sutter is challenging for people with mobility issues because there are no sidewalks, and no bus pickup	DAR is available on Azelea Ave. Microtransit will soon be available	

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Pot. Unmet Need	Span	RTS	Tri Co. Independent Living Expo	RTS should stop at CR on the weekends for basketball games	RTS has limited service to CR on Saturday.	
Pot. Unmet Need	Frequency	RTS	Trinidad Hearing	Need faster service	Funding needed.	
Pot. Unmet Need	Span	RTS	Trinidad Hearing	Sunday bus service: helpful for social activities	Transit funding needed for Sunday Service	
Pot. Unmet Need	DAR	DAR		Notes recent issues with DAR. Adult Day Health Care participants are now transported on two or more uses with frequent stops which has increased travel times to an hour or more in both directions. Requests that more resources be provided to the paratransit system.		
Bus Stops &/or Shelters		Not specified-n/a	Arcata Hearing	Bus shelters (northbound) could not be accessed because they were being used as shelter for an unhoused person. This would discourage people from riding the bus.	Need more information. What location? <u>Arcata Police Dept. is patrolling the routes more often and making sure bus shelters are clear.</u>	
Operational		Not specified-n/a	Arcata Hearing	Buses should avoid stopping at road drainage grates	What location? <u>Buses pull up close enough to the curb, this should not be an issue.</u>	

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Other		Not specified-n/a	Arcata Hearing	Stuck in Trinidad--bus to Trinidad and Scotia	What is the need?	
Other		Not specified-n/a	Arcata Hearing	Humboldt county has the highest rate of drunk drivers: uses buses for safe and sober transit. See Bill's Bus in Santa Barbara/Isla Vista		
Other		Not specified-n/a	Arcata Hearing	Need to incentivize and promote transit for collective transportation, especially for special events.	<u>Already being done.</u>	
Other		Not specified-n/a	Arcata Hearing	need to increase ridership, not everyone is able to ride a bike or walk to work	Need more information. What system?	
Other		Not specified-n/a	Arcata Hearing	For those experiencing homelessness, access to transit facilitates access to housing.		
Other		Not specified-n/a	Arcata Hearing	People who are homeless and are camping aren't being mentally prepared with how to get on a bus, which could improve their situation (safer) and access to [social] services.		
Other		Not specified-n/a	Arcata Hearing	She echoes all of the comments from CRTP mentioned tonight.		

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Other		A&MRTS	Arcata Hearing	Had service out to Bayside but didn't have ridership so service was discontinued. Maybe when there is more development in Bayside there could be service; when there's a development across the street from the Jacoby Creek School could lead to Bayside being considered again.	<u>With the completion of the round about at Old Arcata Rd. and Jacoby Creek Rd service to Jacoby Creek will be possible in the future, with funding and drivers.</u>	
Microtransit	Coverage	<i>Blue Lake</i>	Blue Lake hearing	Need for microtransit in Blue Lake	Should this be directed at the City of Blue Lake, not RTS?	Updated to direct to Blue Lake
Other	Frequency	<i>Blue Lake</i>	Blue Lake hearing	Before, there are long spans of time between buses when there was service	Should this be directed at the City of Blue Lake, not RTS?	Updated to direct to Blue Lake
Other		<i>Blue Lake</i>	Blue Lake hearing	Important to have a dedicated Blue Lake bus. The City could take it on.	City of Blue Lake question	Updated to direct to Blue Lake
Operational		Not specified-n/a	Blue Lake hearing	Feasibility of hydrogen and lower bus fares	Fares have already been lowered.	
Other		<i>Blue Lake</i>	Blue Lake hearing	HTA survey was performed; will HCAOG have access to the survey for the UTN effort?	Should this be directed at the City of Blue Lake, not RTS?	Updated to direct to Blue Lake

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Operational	Fares	RTS	Email	Requests free services for youth and seniors. Provides examples of free fare programs in Bay Area where no pass is required or free pass is provided through school. Notes there is a misconception that public transportation is only for poor or disabled people, or people that have lost their license.	Funding needed. Fares help pay for the operation of transit services	
Bus Stops &/or Shelters	Route	Not specified-n/a	Email	Would like to see another stop added in Eureka between the Co-Op and Hawthorne on Broadway. They note that crossing Del Norte Street is very dangerous because there is no crosswalk and it is a wide crossing. Since it may be difficult to add a stop on Broadway, they suggest adding a stop at 14th and Koster. Bus could turn onto 14th, stop and Koster, continue to turn left on Waterfront, then left on Del Norte, then right on Broadway.	Closest stop is 3 blocks away.	
Other		Not specified-n/a	Email	Requests that bus service be provided to Hydesville and Alton. Cites dangerous road conditions along Highway 36 and 101 for pedestrians and cyclists commuting from these communities to Fortuna.		This is not a UTN; while unsafe travelways are mentioned these conditions do not meet the definition.

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Other		Not specified-n/a	Email	Noted that transportation for traveling caregivers is a barrier. Provided additional contact for more information: Katie Collender katie@hta.org	Need more information	
Other		Not specified-n/a	Eureka hearing	Where did all the riders go (while ridership is improving it still has not fully recovered pre-COVID levels.	CR and CPH have remote and/or hybrid classes and working from home has reduced commuter need.	
Other		Not specified-n/a	Eureka hearing	Need to reach out to students at College of the Redwoods. They don't have access.	I dont understand this comment.	
Other		Not specified-n/a	Eureka hearing	The City can help spread the word for the UTN effort, including use of City's social media.		
Other		Not specified-n/a	Ferndale hearing	From CC: no unmet transit needs that are reasonable to meet		
Other		Not specified-n/a	Ferndale hearing	local senior center provides transportation. Does HCAOG confer with the senior resource centers?		
Other	Coverage	RTS	HCAOG hearing	The reasonable to meet standard of "must have adequate roadways and must be safe to operate" should be considered in light of school buses go almost anywhere.		
Operational		Not specified-n/a	HCAOG hearing	Not everyone has a smart phone. When waiting for a bus there is no way to get info arrival info/bus status information.	Departure information posted at stops.	

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Other		Not specified-n/a	HCAOG hearing	Excited about microtransit coming to McKinleyville. While currently there is service through McKinleyville, currently there is not service within McKinleyville.		
Other		Not specified-n/a	HCAOG hearing	How are people to attend community events and meetings without a car? Event organizers do not promoting carpooling or transit. Equity issues.		
Other		Not specified-n/a	HCAOG hearing	C RTP has been reaching out to transit rider for the last 9 months or so. Common themes heard.		
Other		Not specified-n/a	HCAOG hearing	Success of the Willow Creek route due to partnership with tribes.		
Other		Not specified-n/a	HCAOG hearing	He gave a high level summary of the potential process for allocating Measure O funds		
Bus Stops &/or Shelters	Route	Not specified-n/a	HTA hearing	Eliminate Valley West deviation.		
Operational	Route	Not specified-n/a	HTA hearing	Arcata route and services are convoluted, the color scheme is confusing.		

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Operational	Route	Not specified-n/a	HTA hearing	CRTP has performed their own survey. Themes they've heard: improve legibility of the system; make the system easier to understand. The schedule and maps with the multiple routes can be difficult to understand.	HTA and HCAOG are currently working on it with marketing team.	
Operational		Not specified-n/a	HTA hearing	Merge Southern Humboldt route into RTS to reduce duplication.		
Other		Not specified-n/a	HTA hearing	More Amtrak service to the Bay Area. Expand Zipcar and bikeshare to Eureka.		
Operational		Not specified-n/a	HTA hearing	Bus info needs to be available/accessable by lower tech devices ("basic phones")	HTA has readable schedules at 90% of our bus stops.	
Other		Not specified-n/a	HTA hearing	Modifications of service need to use a holistic approach; look at the whole system	Need more information to respond	
Other		Not specified-n/a	HTA hearing	to improve public outreach need to use other means, e.g., distribute coasters with a QR code to restaurants, etc. Need to reach out to student communities and CR and Cal Poly Humboldt, e.g., tabling on the campuses.	HTA and HCAOG are currently working on it with marketing team.	
Other		Not specified-n/a	Rio Dell hearing	Tap to pay; riders can use the same card all the way to Mendocino		

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and <u>AMRTS</u>	Staff Comment
Other		Not specified-n/a	Rio Dell hearing	Fares are consistent throughout the system--less of a hassle to use transit		
Other		Not specified-n/a	Rio Dell hearing	Working on connection to Redding and then to Sacramento		
Other		Not specified-n/a	Rio Dell hearing	HTA is trying hard to meet unmet transit needs.		
Other	Route	RTS	Surv.-Q#8	Service from outlying areas like Fieldbrook or McKinleyville Other than Central Avenue	Funding needed.	
Other	Route	RTS	Surv.-Q#8	Buses between outdoor destinations and community hubs. I would love a bus to/from Headwaters -- I live out Elk River Rd, but I also take my students out there from CR! We don't have transportation for students at CR, so it can be hard to coordinate equitable field trips for our students.	Funding needed.	
Other		<i>Blue Lake</i>	Surv.-Q#8	Folks could take the bus to Blue Lake if the hours and number of times the bus comes to Blue Lake increased. Think about it: all of our events, restaurants, tourist spots, trails (biking!) and businesses could be accessed by all of Humboldt. It is a two way street!	Should this be directed at the City of Blue Lake, not RTS?	Updated to direct to Blue Lake

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and <u>AMRTS</u>	Staff Comment
Bus Stops &/or Shelters		Not specified-n/a	Surv.-Q#8	More shelters for waiting in rain (and large enough for 5 or 6 people, baby strollers, dogs, groceries, etc)		
Bus Stops &/or Shelters		Not specified-n/a	Surv.-Q#8	Work in tandem with mental health to get the drug addicts from sleeping and trashing the shelters that working ppl need on rainy days like today /s (=sarcasm). Don't dump a bunch of money where it doesn't need to go. Digital updates on bus is too much. That is probably a couple bucks that could go toward keeping the bus healthy or cleaning the stops. Don't waste money on something new when waiting and looking down the st for the bus works just fine.		
Bus Stops &/or Shelters		Not specified-n/a	Surv.-Q#8	Having shelters that protect against the rain would be great. Having bike racks Eureka city transit routes.		
Bus Stops &/or Shelters		Not specified-n/a	Surv.-Q#8	I'm handicapped...and with somewhere to sit and wait would go a long way to having me ride the bus more		

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and <u>AMRTS</u>	Staff Comment
Microtransit		Not specified-n/a	Surv.-Q#8	For even smaller towns I would like to see experimental cost effective local transport. In LA I used a service that operated the way Lyft/Uber does except they pick up multiple people. Worked great except they needed something more like a short bus. Something similar to the senior transport but for everyone?		
Microtransit		Not specified-n/a	Surv.-Q#8	Micro busses	Funding needed.	
Operational		Not specified-n/a	Surv.-Q#8	Keeping people that seem under the influence off the bus.		
Operational		Not specified-n/a	Surv.-Q#8	Make sure the GPS is working. Super helpful!	Funding needed.	
Operational		Not specified-n/a	Surv.-Q#8	Also, a great improvement would be real time GPS bus tracking at the stops. That would be huge for this area. I ride everyday and most weekends. I have to help people figure out where they are going at least once a week. This would be nice for those people but also for the regular users as the bus is often late. Giving us a better idea with real time updates.	In progress.	

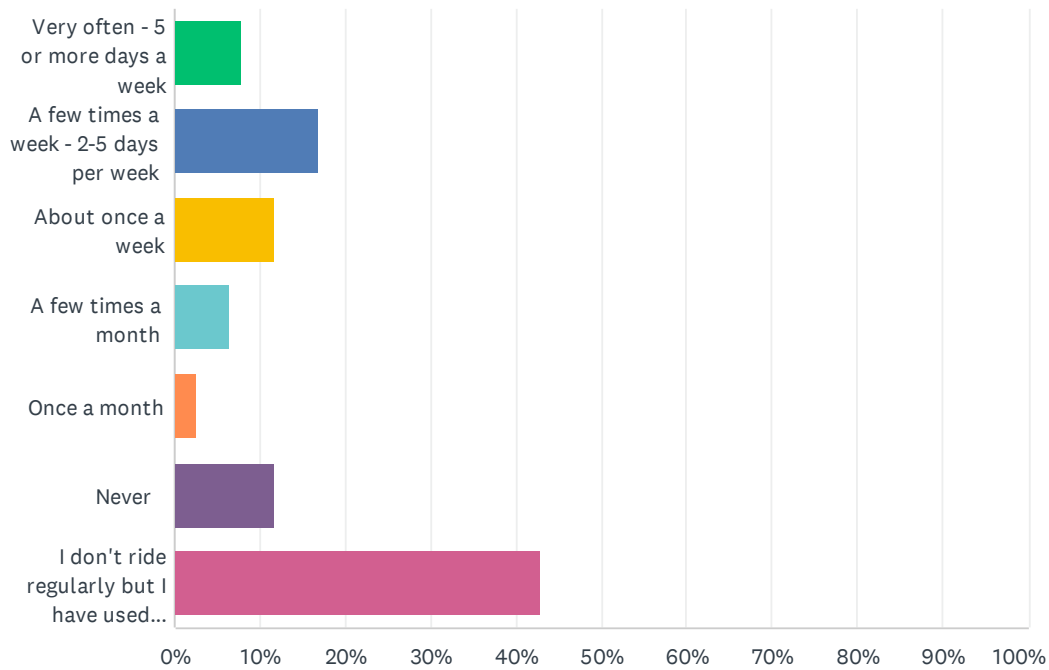
Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and <u>AMRTS</u>	Staff Comment
Other		Not specified-n/a	Surv.-Q#8	And might not be the right place but I would really like to prioritize infrastrucutre for bicyclists and pedestrians. Fortuna is so small it only took me 12 mins to get to safeway on bike, but I don't do that most of the time because it is very dangerous. Could really help with children's health and independence too, as many could be walking/biking to school.		
Other		Not specified-n/a	Surv.-Q#8	I recommend looking into SmartTrip or whomever developed it. SmartTrip is used by DC metro to incorporate all of their methods of public transportation in and around DC, including Arlington. I also appreciated Davis, CA's UC bus system where the ticket can be bought in app and real time bus information was available/interfaced with google. I should be able to plan out my rides with confidence. ESRI makes dashboard apps you can use to facilitate real time bus information...Right now the HTA app hard to navigate for anyone who actually relies on riding the bus throughout Humboldt.		

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and <u>AMRTS</u>	Staff Comment
Other		Not specified-n/a	Surv.-Q#8	For 11 years i used the bus to commute from Arcata to Eureka for work. I loved it. Now that I'm retired and in my 70's I use it rarely.		
Other		Not specified-n/a	Surv.-Q#8	Cut back. Ridership is minimal.	what system?	
Other		Not specified-n/a	Surv.-Q#8	More promoting public transit!!!!		
Microtransit		RTS	Surv.-Q#8	Transit along Old Arcata Road and Myrtle Ave. to Eureka.	microtransit is available	
Microtransit	Coverage	RTS	Trinidad Hearing	Need for microtransit in Trinidad	Microtransit may be an option in lieu of public transit routes.	
Bus Stops &/or Shelters		Not specified-n/a	Trinidad Hearing	Safety--lack of lighting	We are ordering all shelters with solar lighting inside.	
Other		Not specified-n/a	Trinidad Hearing	Prior to commencing presentation, CC chair asked how many ppl take transit. Response: 3 ppl.		
Other		Not specified-n/a	Trinidad Hearing	Suggestion for a Trinidad Trolley loop that commences at a park-n-ride in Eureka. Trolley would have stops at Sumeg Village, Rancheria, etc. Good ROI; example in Colorado	Maybe the Rancheria provide service and/or partner with the County if there is a real need.	

Category	Sub-Category	Operator	Comment Source	Comment	Operator Comments: HTA and <u>AMRTS</u>	Staff Comment
Other		RTS	Trinidad Hearing	For shift workers, need more frequent service. Currently takes 1 hour to/from work. The routes do not value riders time.	Express service is not public transit that serves all. Express service would be a separate route with premium fares.	

Q1 How often do you currently use public transit?

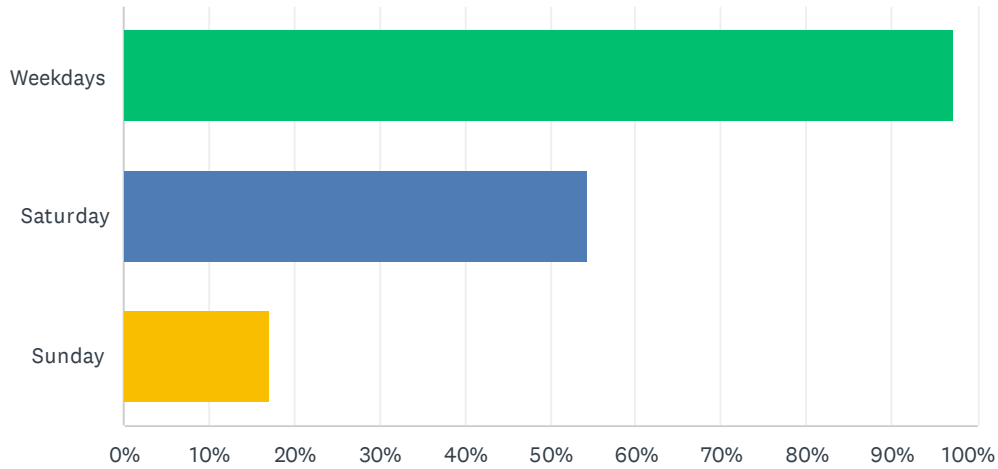
Answered: 77 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very often - 5 or more days a week	7.79%	6
A few times a week - 2-5 days per week	16.88%	13
About once a week	11.69%	9
A few times a month	6.49%	5
Once a month	2.60%	2
Never	11.69%	9
I don't ride regularly but I have used public transit at least once before.	42.86%	33
TOTAL		77

Q2 What day(s) of the week do you use public transit? (check all that apply)

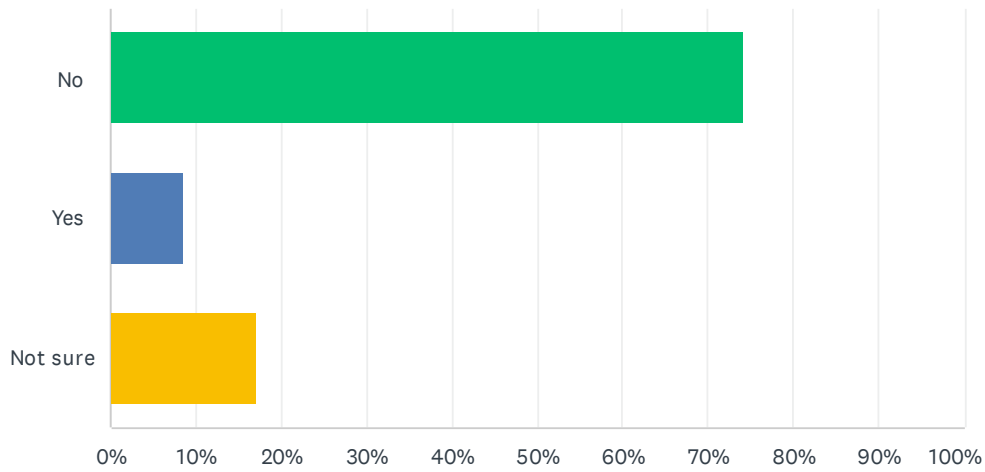
Answered: 35 Skipped: 42



ANSWER CHOICES	RESPONSES	
Weekdays	97.14%	34
Saturday	54.29%	19
Sunday	17.14%	6
Total Respondents: 35		

Q3 Does the current transit schedule meet your transportation needs?

Answered: 35 Skipped: 42



ANSWER CHOICES	RESPONSES
No	74.29% 26
Yes	8.57% 3
Not sure	17.14% 6
Total Respondents: 35	

Q4 If you answered "no" to the question above, what trips would you like to make using transit that you cannot make now? (1st Choice)?

Answered: 21 Skipped: 56

ANSWER CHOICES	RESPONSES
Where would this trip start and end?	100.00% 21
How often would you need to make this trip?	100.00% 21
What time would you need to make this trip?	95.24% 20
Please describe why you need to make this trip.	95.24% 20

#	WHERE WOULD THIS TRIP START AND END?	DATE
1	eureka to arcata rountrip	12/31/2024 5:04 AM
2	Fortuna-Arcata	12/23/2024 6:57 AM
3	Fortuna to Arcata	12/5/2024 6:03 PM
4	Sunday mckinleyville to Eureka	12/3/2024 2:49 PM
5	A stop at Murphy market in Glendale drive	11/29/2024 3:57 PM
6	Garberville / arcata	11/22/2024 2:42 AM
7	Start at CR end in so hum	11/21/2024 11:25 PM
8	Redway Bear River casinam	11/21/2024 9:28 PM
9	Piersons	11/21/2024 4:39 PM
10	Arcata Airport (incoming on RCT Route 20 arriving at 9:05 am)	11/20/2024 8:25 PM
11	Eureka to Arcata	11/15/2024 10:12 AM
12	start at 4th & H St, Eureka, end H St & Del Norte (transfer from HTA to ETS)	11/8/2024 11:10 AM
13	11th Street Greenview market to the Transit center or by the hospice shop	11/7/2024 7:37 PM
14	Blue Lake City Hall to Arcata Transit center, and back again.	11/7/2024 11:05 AM
15	Arcata to Eureka	11/4/2024 12:29 PM
16	Trinidad to Arcata	11/2/2024 5:38 PM
17	Arcata Transit Center to Freshwater Farms Reserve on Myrtle Ave.	11/2/2024 6:38 AM
18	Wind Song in Arcata to College of the Redwoods	11/1/2024 5:04 PM
19	Miranda to Garberville and Eureka to Miranda early evening	11/1/2024 1:16 PM
20	Start: Broadway/McCullen End: Winco -- Round trip	11/1/2024 12:46 PM
21	Arcata to Eureka (and back)	11/1/2024 12:33 PM

#	HOW OFTEN WOULD YOU NEED TO MAKE THIS TRIP?	DATE
1	weekly	12/31/2024 5:04 AM
2	Weekly	12/23/2024 6:57 AM
3	twice a week or more	12/5/2024 6:03 PM
4	Twice every Sunday	12/3/2024 2:49 PM

5	3 days a week	11/29/2024 3:57 PM
6	A couple times a week	11/22/2024 2:42 AM
7	Five days a week	11/21/2024 11:25 PM
8	3 to 4 times a week	11/21/2024 9:28 PM
9	As needed, typically once a week	11/21/2024 4:39 PM
10	once a week	11/20/2024 8:25 PM
11	Sunday	11/15/2024 10:12 AM
12	3 or more times per week	11/8/2024 11:10 AM
13	4-5 days a week	11/7/2024 7:37 PM
14	Weekly, most days of the week. Especially on weekends.	11/7/2024 11:05 AM
15	about 3x a week	11/4/2024 12:29 PM
16	Every Sunday	11/2/2024 5:38 PM
17	2 times a week	11/2/2024 6:38 AM
18	Once to twice a week (any time it's raining)	11/1/2024 5:04 PM
19	2x month	11/1/2024 1:16 PM
20	Occasional SUNDAYS. I would be happy to make this trip most Sundays if that helps HTA	11/1/2024 12:46 PM
21	At least once a week	11/1/2024 12:33 PM
#	WHAT TIME WOULD YOU NEED TO MAKE THIS TRIP?	DATE
1	am and pm	12/31/2024 5:04 AM
2	Sundays	12/23/2024 6:57 AM
3	midday for the university, morning-ish to midday for weekend fun trips	12/5/2024 6:03 PM
4	Morning and afternoon	12/3/2024 2:49 PM
5	Mornings evenings afternoons depends	11/29/2024 3:57 PM
6	8 am - 8 pm	11/22/2024 2:42 AM
7	6pm	11/21/2024 11:25 PM
8	7:00am to 5:30pm	11/21/2024 9:28 PM
9	Store hours	11/21/2024 4:39 PM
10	coördinate schedule between RCT and RideHumboldt please	11/20/2024 8:25 PM
11	7 PM or later	11/8/2024 11:10 AM
12	7:30 or 7:45am	11/7/2024 7:37 PM
13	Mornings, around 8:45, afternoons, around 12:30. And back again in the early evenings.	11/7/2024 11:05 AM
14	late at night	11/4/2024 12:29 PM
15	Leave Trinidad 8 AM or 9 AM	11/2/2024 5:38 PM
16	Morning and return early afternoon	11/2/2024 6:38 AM
17	Morning and late afternoon	11/1/2024 5:04 PM
18	Leave Eureka later than the current 3pm bus	11/1/2024 1:16 PM
19	1. AM or early PM	11/1/2024 12:46 PM
20	Returning late at night, or on a Saturday or Sunday	11/1/2024 12:33 PM

#	PLEASE DESCRIBE WHY YOU NEED TO MAKE THIS TRIP.	DATE
1	dr appt, school classes, weekend events	12/31/2024 5:04 AM
2	Church, work	12/23/2024 6:57 AM
3	I attend a class at CPH but it would be a 3 hr 20 m round trip by bus to Arcata vs. 1h 30m with flexibility by car. Going to the beach for fun once was a mistake at a 4h 20m round trip, and I couldn't even stay long.	12/5/2024 6:03 PM
4	Work	12/3/2024 2:49 PM
5	Work	11/29/2024 3:57 PM
6	Student attending CR needs a way to get home from school	11/21/2024 11:25 PM
7	To get to work and home from work	11/21/2024 9:28 PM
8	supplies	11/21/2024 4:39 PM
9	The RideHumboldt bus SOUTHbound leaves the airport at 9:02 am, necessitating a 57-minute wait for next bus	11/20/2024 8:25 PM
10	volunteering	11/15/2024 10:12 AM
11	So I don't have to walk home from work in bad weather; HTA runs until about 9 (?), ETS only runs 9-5	11/8/2024 11:10 AM
12	this would allow me to take the bus to work on rainy days (currently trying to bike everyday)	11/7/2024 7:37 PM
13	Work and school.	11/7/2024 11:05 AM
14	to be able to visit eureka at night without driving	11/4/2024 12:29 PM
15	Sunday errands, Church, social gatherings	11/2/2024 5:38 PM
16	I and many others do volunteer work at 5851 Myrtle Ave. Native Plant nursery.	11/2/2024 6:38 AM
17	Work	11/1/2024 5:04 PM
18	food shopping mostly	11/1/2024 1:16 PM
19	I need to get groceries and often Sunday is the most convenient day for my irregular schedule	11/1/2024 12:46 PM
20	To attend (and get home from) a public meeting or recreational activity	11/1/2024 12:33 PM

Q5 2nd Choice:

Answered: 17 Skipped: 60

ANSWER CHOICES	RESPONSES
Where would this trip start and end?	100.00% 17
How often would you need to make this trip?	100.00% 17
What time would you need to make this trip?	100.00% 17
Please describe why you need to make this trip.	94.12% 16

#	WHERE WOULD THIS TRIP START AND END?	DATE
1	Fortuna-anywhere	12/23/2024 6:57 AM
2	Fortuna to Downtown Eureka	12/5/2024 6:03 PM
3	Arcata to indianola cutoff	12/3/2024 2:49 PM
4	Sunday buse	11/29/2024 3:57 PM
5	Garberville / Trinidad	11/22/2024 2:42 AM
6	Start at CR end in so hum	11/21/2024 11:25 PM
7	Redway to Eureka	11/21/2024 9:28 PM
8	Winco	11/21/2024 4:39 PM
9	start E St & Del Norte, Eureka, end H St & 3rd	11/8/2024 11:10 AM
10	Cal Poly Humboldt to Greenview Market place	11/7/2024 7:37 PM
11	College of the Redwoods to Arcata Transit Center	11/7/2024 11:05 AM
12	Arcata to blue lake	11/4/2024 12:29 PM
13	Trinidad to Arcata	11/2/2024 5:38 PM
14	Windsong in Arcata to Downtown Eureka	11/1/2024 5:04 PM
15	Garberville	11/1/2024 1:16 PM
16	Broadway/McCullen to/from Woman's Club area	11/1/2024 12:46 PM
17	Arcata to McKinleyville (and back)	11/1/2024 12:33 PM

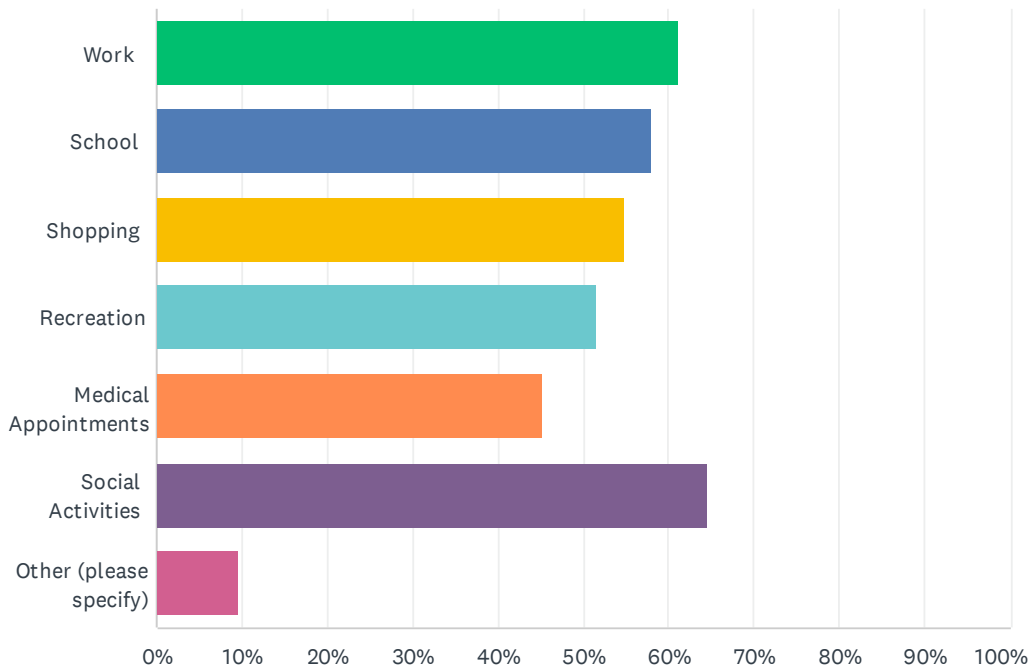
#	HOW OFTEN WOULD YOU NEED TO MAKE THIS TRIP?	DATE
1	Daily	12/23/2024 6:57 AM
2	1-2 times a week	12/5/2024 6:03 PM
3	Weekly	12/3/2024 2:49 PM
4	Once a week	11/29/2024 3:57 PM
5	A few times a month	11/22/2024 2:42 AM
6	Five days a week	11/21/2024 11:25 PM
7	6 days a week	11/21/2024 9:28 PM
8	Regularly	11/21/2024 4:39 PM
9	occasionally, a few times per week	11/8/2024 11:10 AM

10	Tuesday and Thursday	11/7/2024 7:37 PM
11	Weekdays, three times a week.	11/7/2024 11:05 AM
12	about 3x a week	11/4/2024 12:29 PM
13	Everyweek day	11/2/2024 5:38 PM
14	Once or twice a week	11/1/2024 5:04 PM
15	4x month	11/1/2024 1:16 PM
16	1 per month	11/1/2024 12:46 PM
17	A couple of times a month	11/1/2024 12:33 PM
#	WHAT TIME WOULD YOU NEED TO MAKE THIS TRIP?	DATE
1	Every 15-30 minutes	12/23/2024 6:57 AM
2	midday to evening, or evening to 9pm or later	12/5/2024 6:03 PM
3	Any	12/3/2024 2:49 PM
4	Mornings afternoons evenings	11/29/2024 3:57 PM
5	8am - 10 pm	11/22/2024 2:42 AM
6	5pm	11/21/2024 11:25 PM
7	7:00am to 6:00 pm	11/21/2024 9:28 PM
8	After 6pm	11/21/2024 4:39 PM
9	Earlier than 9:50 AM	11/8/2024 11:10 AM
10	leave CPH around 6:10ish	11/7/2024 7:37 PM
11	Late, 9:55pm or later.	11/7/2024 11:05 AM
12	more times through out the day and night	11/4/2024 12:29 PM
13	8 AM	11/2/2024 5:38 PM
14	8am depart, 5pm or 6pm return	11/1/2024 5:04 PM
15	early afternoon	11/1/2024 1:16 PM
16	afternoons. Usually getting home 4-6	11/1/2024 12:46 PM
17	All times of day, including Saturdays and Sundays	11/1/2024 12:33 PM
#	PLEASE DESCRIBE WHY YOU NEED TO MAKE THIS TRIP.	DATE
1	Commuter needs	12/23/2024 6:57 AM
2	To engage in local art clubs and local events, or general activity. If a late bus was available I could even attend later shows and bars. Similar to above there isn't a fast/limited stop bus between towns	12/5/2024 6:03 PM
3	Work	12/3/2024 2:49 PM
4	Work shopping socializing	11/29/2024 3:57 PM
5	Student needs a way to get home from school	11/21/2024 11:25 PM
6	To ger to work and back home after work.	11/21/2024 9:28 PM
7	Groceries, emergency cold medicine	11/21/2024 4:39 PM
8	Sometimes I need to get places earlier than 9 AM; ETS only runs 9-5	11/8/2024 11:10 AM
9	ability to take the bus home after class	11/7/2024 7:37 PM
10	I have a very late class.	11/7/2024 11:05 AM

11	Teach a class & visit the town, I used to live there and would commute to work by bus	11/4/2024 12:29 PM
12	Having a good commuter bus to Trinidad that wouldn't take as long and arrive around 9 AM to start work would be of great use to me and my family	11/2/2024 5:38 PM
13	Work	11/1/2024 5:04 PM
14	food shopping	11/1/2024 1:16 PM
15	attend concerts. I'm a musician	11/1/2024 12:46 PM
16	To attend (and get home from) a public meeting or recreational activity	11/1/2024 12:33 PM

Q6 Why do you use public transit? (Check all that apply)

Answered: 31 Skipped: 46

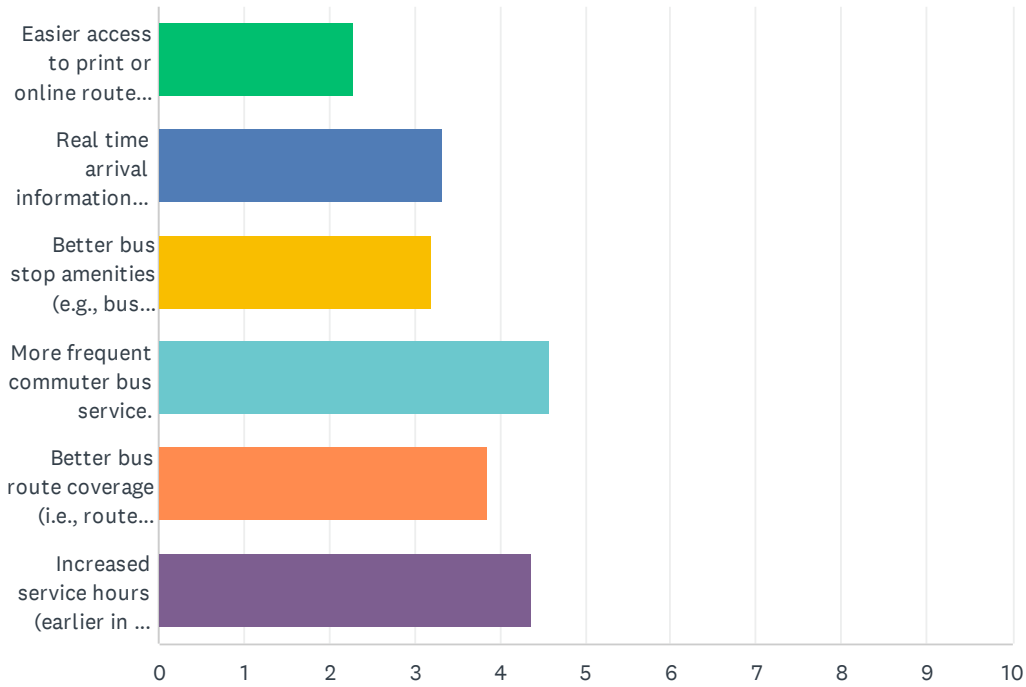


ANSWER CHOICES	RESPONSES
Work	61.29% 19
School	58.06% 18
Shopping	54.84% 17
Recreation	51.61% 16
Medical Appointments	45.16% 14
Social Activities	64.52% 20
Other (please specify)	9.68% 3
Total Respondents: 31	

#	OTHER (PLEASE SPECIFY)	DATE
1	sometimes I just ride it for fun, to explore the area, etc.	11/8/2024 11:12 AM
2	Reduce Carbon Emissions	11/2/2024 6:39 AM
3	saves gas and less pollution	11/1/2024 1:20 PM

Q7 What would make you more likely to use transit more often? Please rank your top three.

Answered: 64 Skipped: 13



	1	2	3	4	5	6	N/A	TOTAL	SCORE
Easier access to print or online route schedules.	6.25% 4	3.13% 2	4.69% 3	15.63% 10	14.06% 9	35.94% 23	20.31% 13	64	2.29
Real time arrival information displayed at bus stops or available on my phone.	9.38% 6	14.06% 9	10.94% 7	21.88% 14	17.19% 11	10.94% 7	15.63% 10	64	3.33
Better bus stop amenities (e.g., bus shelters, benches, more informative route information).	9.38% 6	10.94% 7	9.38% 6	21.88% 14	26.56% 17	7.81% 5	14.06% 9	64	3.20
More frequent commuter bus service.	26.56% 17	32.81% 21	18.75% 12	12.50% 8	1.56% 1	4.69% 3	3.13% 2	64	4.58
Better bus route coverage (i.e., routes or stops closer to my home or destination).	21.88% 14	17.19% 11	20.31% 13	7.81% 5	17.19% 11	10.94% 7	4.69% 3	64	3.85
Increased service hours (earlier in the morning, later evening, or weekend).	25.00% 16	20.31% 13	34.38% 22	4.69% 3	3.13% 2	7.81% 5	4.69% 3	64	4.38

Q8 Can you suggest any improvements that your service provider could make?

Answered: 52 Skipped: 25

#	RESPONSES	DATE
1	more busses, more often, less waiting	12/31/2024 5:07 AM
2	More frequent busses	12/23/2024 7:00 AM
3	a bus stop that doesn't require a mile and a half walk from my home on a county highway with insufficient pedestrian space.	12/21/2024 7:23 AM
4	Express routes to key trip generators, regular service (better than 1 per hour), more connectivity, transit oriented development.	12/18/2024 8:40 PM
5	Service for Hydesville, please	12/7/2024 8:22 PM
6	Service in Bayside would be great	12/7/2024 11:45 AM
7	I'm looking for routes that would replace the need to drive on highways, so something prioritizing speed and less stops to major destinations. My ride to the airport takes longer than my flight to LA. Eureka and Arcata also already have local transport. For even smaller towns I would like to see experimental cost effective local transport. In LA I used a service that operated the way Lyft/Uber does except they pick up multiple people. Worked great except they needed something more like a short bus. Something similar to the senior transport but for everyone? And might not be the right place but I would really like to prioritize infrastructure for bicyclists and pedestrians. Fortuna is so small it only took me 12 mins to get to safeway on bike, but I don't do that most of the time because it is very dangerous. Could really help with children's health and independence too, as many could be walking/biking to school.	12/6/2024 9:56 AM
8	Folks could take the bus to Blue Lake if the hours and number of times the bus comes to Blue Lake increased. Think about it: all of our events, restaurants, tourist spots, trails (biking!) and businesses could be accessed by all of Humboldt. It is a two way street!	12/5/2024 9:53 AM
9	I recommend looking into SmartTrip or whomever developed it. SmartTrip is used by DC metro to incorporate all of their methods of public transportation in and around DC, including Arlington. I also appreciated Davis, CA's UC bus system where the ticket can be bought in app and real time bus information was available/interfaced with google. I should be able to plan out my rides with confidence. ESRI makes dashboard apps you can use to facilitate real time bus information...Right now the HTA app hard to navigate for anyone who actually relies on riding the bus throughout Humboldt.	12/4/2024 10:07 PM
10	More shelters for waiting in rain (and large enough for 5 or 6 people, baby strollers, dogs, groceries, etc)	12/3/2024 2:57 PM
11	Service from outlying areas like Fieldbrook or McKinleyville Other than Central Avenue	12/2/2024 9:17 PM
12	Bus stop at Murphy market on Glendale to arcata	11/29/2024 4:01 PM
13	I live in Myrtle town where there are stops near me. However, the route only goes in one direction and makes a large circle to get to Old Town where I go most of the time. My destinations are only 1.5-2.5 miles away, but I would have to go south and west and finally north for 45 min. in order to get to my destination. Return trips are okay, but I can walk 2 mi. faster than the bus trip! Please add reverse routes to the current routes!!	11/24/2024 8:48 AM
14	I dispatch for a city transit program and we service elders and people with disabilities. It would be great to start earlier and have extended hours as well as weekend hours	11/22/2024 12:16 PM
15	As long as there is no way to access a bus on Elk River Rd it is moot for us.	11/22/2024 9:11 AM
16	Have a bus from cr to redway at 3:00	11/22/2024 7:30 AM
17	We just need more frequent runs on the intercity transit line. There use to be so many runs and	11/22/2024 2:46 AM

	it's been cut down to nothing basically. It's hard to use with the few available time options.	
18	Send a later bus to so hum from Eureka, specifically CR eureka campus for kids that attend school all day	11/21/2024 11:26 PM
19	Keeping people that seem under the influence off the bus.	11/21/2024 9:43 PM
20	More busses that are easier to connect with eureka busses	11/21/2024 9:39 PM
21	Make more runs	11/21/2024 9:35 PM
22	Please have later Bus to leave Eureka going to Southern Humboldt. So people can go to work and get home.	11/21/2024 9:32 PM
23	Better weekend service, more than once an hour, service after six pm	11/21/2024 4:42 PM
24	Work in tandem with mental health to get the drug addicts from sleeping and trashing the shelters that working ppl need on rainy days like today /s (=sarcasm). Don't dump a bunch of money where it doesn't need to go. Digital updates on bus is too much. That is probably a couple bucks that could go toward keeping the bus healthy or cleaning the stops. Don't waste money on something new when waiting and looking down the st for the bus works just fine.	11/21/2024 10:21 AM
25	n/a	11/20/2024 10:11 PM
26	I would love to see smaller shuttles doing more frequent shorter loops - For example Burre Center to Target to the Library to the Clark Museum to the CoOp to the courthouse back to Burre. Seniors or folks with limitations can't walk those routes. There are many similar loops or curcuits like this. they could have one stop i they share for folks needing to travel from farther. I would ride this as an on/off errand day over driving and parking all these short distances.	11/20/2024 7:12 PM
27	Having shelters that protect against the rain would be great. Having bike racks Eureka city transit routes.	11/20/2024 5:36 PM
28	For 11 years i used the bus to commute from Arcata to Eureka for work. I loved it. Now that I'm retired and in my 70's I use it rarely.	11/20/2024 4:31 PM
29	Looked at riding the bus from Myrtle town to the courthouse for work in the morning. The route would take an hour last I saw, and goes to the mall on the way. Would love a route from Myrtle town to downtown eureka in the morning	11/20/2024 4:30 PM
30	More frequent service and easier transfers between cities.	11/20/2024 4:29 PM
31	Direct, bidirectional routes, e.g., you take the same route out and back.	11/20/2024 4:05 PM
32	Cut back. Ridership is minimal.	11/20/2024 3:33 PM
33	Currently I can't take the bus to work because I have to be there at 6am and the bus doesn't run. I work at St.Joe's and it would be great if I could ride the bus to work. I also cannot pick my kids up from school on the bus because they go to school in Manila and bus service there is so infrequent.	11/20/2024 1:03 PM
34	Later weekday service to Willow Creek (last bus is 3:48pm). Eliminate Valley West deviation. RTS Sunday service. More Amtrak service to the Bay Area. Earlier and later RTS service on weekdays, and extending to the airport. Expand Zipcar and bikeshare to Eureka. Merge Southern Humboldt route into RTS to reduce duplication.	11/15/2024 10:38 AM
35	I'm handicapped, so having bus stops closer to home and with somewhere to sit and wait would go a long way to having me ride the bus more	11/14/2024 5:58 PM
36	Frequent express service between downtown Eureka and downtown Arcata	11/14/2024 8:35 AM
37	If all transit services ran later, even if infrequently, it would be a huge improvement. More frequent busses during business hours would also be amazing. It would be even more amazing if ETS and AMRT ran more frequently to match HTA. And *some* bus service on Sundays, even if limited, would be better than none.	11/8/2024 11:22 AM
38	Make sure the GPS is working. Super helpful!	11/7/2024 7:41 PM
39	Just more frequent buses.	11/7/2024 11:06 AM
40	Micro busses and weekend service increases	11/7/2024 8:35 AM

41	More frequent trips. extended service. stops closer to my destinations.	11/4/2024 12:33 PM
42	Your customers don't cease to exist on the weekends, or after sunset!	11/4/2024 12:19 PM
43	Faster busses would be my top request. Having such long ride times from Arcata to Trinidad and back again make it hard to compete with driving. Also, a great improvement would be real time GPS bus tracking at the stops. That would be huge for this area. I ride everyday and most weekends. I have to help people figure out where they are going at least once a week. This would be nice for those people but also for the regular users as the bus is often late. Giving us a better idea with real time updates.	11/2/2024 5:42 PM
44	Transit along Old Arcata Road and Myrtle Ave. to Eureka.	11/2/2024 6:41 AM
45	Love the idea of more frequent busses so.i don't need to plan around existing times as much.	11/1/2024 5:07 PM
46	More busses running after work or on weekends. Particularly from areas with bars/restaurants to residential areas so that people can take public transit instead of driving.	11/1/2024 4:59 PM
47	More promoting public transit!!!!	11/1/2024 1:21 PM
48	Need Sunday service, both Eureka and RTS Compliment: my husband now needs Dial a Ride, and it has been very helpful	11/1/2024 12:57 PM
49	So often the bus is great for getting TO my destination, but then I can't get back home.	11/1/2024 12:37 PM
50	HTA does a great job, but more investment is needed for better service (more frequent, longer hours, and on weekends). Things that could be done without much additional funding include redesigning transit routes - especially in Arcata and Eureka - to make them more convenient for more people and allow easier connections, including free transfers across all services. More user-friendly schedules and route maps (with all the routes on them) would also help.	11/1/2024 12:37 PM
51	Buses between outdoor destinations and community hubs. I would love a bus to/from Headwaters -- I live out Elk River Rd, but I also take my students out there from CR! We don't have transportation for students at CR, so it can be hard to coordinate equitable field trips for our students.	10/25/2024 5:06 PM
52	Faster trips from McKinleyville to Eureka	10/25/2024 9:54 AM

Q9 Optional: Please provide your contact information. Operators may have responses to your transit issues that can be shared with you.

Answered: 31 Skipped: 46

ANSWER CHOICES	RESPONSES	
Name	96.77%	30
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	96.77%	30
Phone Number	74.19%	23

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Appendix B: Recent History of Unmet Needs Requests

Hearing Year/Finding	HCAOG Response or Action
FY 2015/16	
Service to Tish Non Community Village Service on Old Arcata Road	Both services began, underperformed, and were discontinued.
FY 2016/17	
Fieldbrook / Glendale / Korbel / Blue Lake routes considered with survey	Not reasonable to meet based on farebox return.
FY 2017/18	
No unmet needs reasonable to meet.	Late-night and weekend service to CR and service to Samoa found not reasonable to meet based on farebox return
FY 2018/19	
Late-night weekday service on RTS	Lacked funding to begin service. LCTOP funds reserved and service scheduled to begin in 2020. Funding repurposed to provide free transit during COVID. SSTAC recommended this unmet need be revisited in future UTN cycles.
FY 2019/20	
Saturday service to Blue Lake Bus stop on south Broadway	Service began October 12, 2019. Willow Creek line makes 3 stops in Blue Lake on Saturdays. Bus stop planned in Caltrans project for south Broadway.
FY 2020/21	
No unmet needs reasonable to meet.	Express bus between McKinleyville and Eureka during peak commute hours found not reasonable to meet due to COVID-19. SSTAC recommended this unmet need be revisited in future UTN cycles.
FY 2022/23	
Service to points in Mendocino County	Not reasonable to meet due to farebox returns. Express service between Eureka and Ukiah is planned through the Transit and Intercity Rail Capital Program (TIRCP) grant.

Hearing Year/Finding	HCAOG Response or Action
FY 2023/24	
<p>Sunday service on RTS</p> <p>Late night Saturday service on RTS between Arcata and Eureka</p>	<p>Both services were found reasonable to meet based on farebox. Additional operating funding was planned to be secured through SB 125, however this funding needed to stabilize existing operations. Findings revised in FY 24-25 based on increases in operational costs.</p>
FY 2024/25	
<p>Changes to RTS span of service, later service on weekdays</p> <p>Providing more frequent service on RTS between McKinleyville Airport and Cal Poly Humboldt Library Circle</p>	<p>Both services were found reasonable to meet based on farebox. Changes to RTS span of service were implemented and is no longer an unmet need. Increasing frequency of RTS service will be dependent on funding availability.</p>

DRAFT