

Appendices

Humboldt County Transit Development Plan 2017 – 2022

DRAFT

Prepared for the

Humboldt County Association of Governments
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APPENDIX A

Stakeholder Interviews

Stakeholder Interview Participants

A total of 17 individuals were contacted to participate in stakeholder interviews (each was contacted up to 3 times). A total of 10 individuals agreed to participate, including the following individuals:

- Richard Johnson, SSTAC, Public Participant
- Josielyn “JoJo” Gilbaugh, SSTAC, Humboldt County Dept. of Public Works
- Dusty Napier, K-T Net
- Charlie Bean, SSTAC, Advocate for individuals with disabilities
- Maggie Kraft, SSTAC, Area 1 Agency on Aging
- Kevin Carter, Deputy Director of Parks and Recreation, Fortuna Transit
- Greg Pratt, HTA
- Doby Class, City of Arcata Public Works
- Erik Smiley, SSTAC, Council for the Blind
- Bryan Hall, Eureka Rescue Mission

We thank them for their insight and participation. Input from the interviews is included in Chapter 2 of this TDP Report.

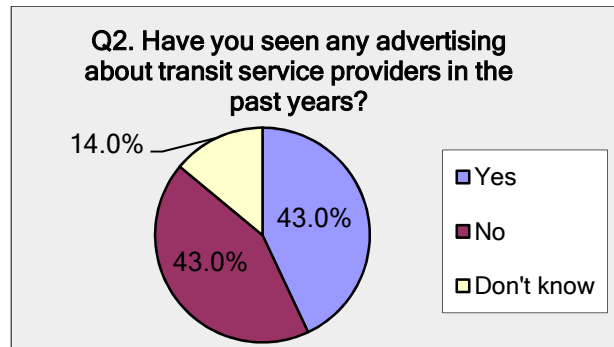
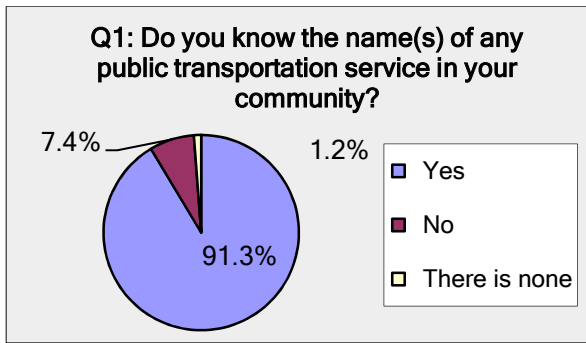
APPENDIX B

Online Community Surveys

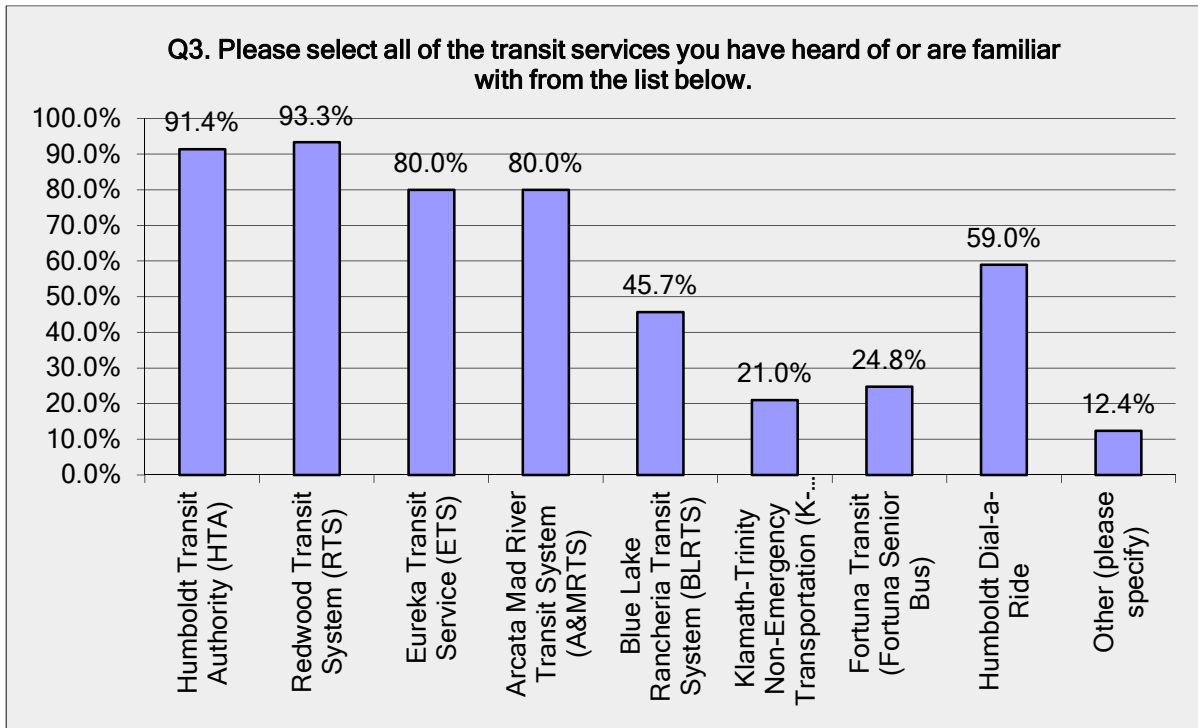
Humboldt TDP Community Survey Results

An online community survey regarding transit needs and perceptions was conducted in late March through mid-April, 2017. A total of 242 valid survey responses were received online. Additionally, hard copies were distributed to individuals by social service and medical service providers, and these are also included in the results. This appendix provides a summary of the survey findings.

Q1/Q2. Nearly all (91 percent) respondents said they know the name of a public transportation service in their community. There was a relatively equal split of respondents who had and had not seen transit advertising in the past.



Q3. Over 90 percent of respondents have heard of Humboldt Transit Authority and Redwood



Transit System when it was specifically listed for them, while fewer than a quarter had heard of K-T NET or Fortuna Transit.

Q4. The advertising platforms that the most respondents had seen or heard were the transit websites (40 percent), other (32 percent), newspapers (30 percent), and radio (21 percent).

Q4. From the previous list of transit services you're familiar with, have you seen or heard advertising in any of the following formats?

Answer Options	Response Percent	Response Count
Facebook	9.2%	9
Radio	21.4%	21
Television	12.2%	12
Transit service website	39.8%	39
Chamber of Commerce	4.1%	4
Newspaper	29.6%	29
Don't know	13.3%	13
Other (please specify)	31.6%	31
<i>answered question</i>		98
<i>skipped question</i>		144

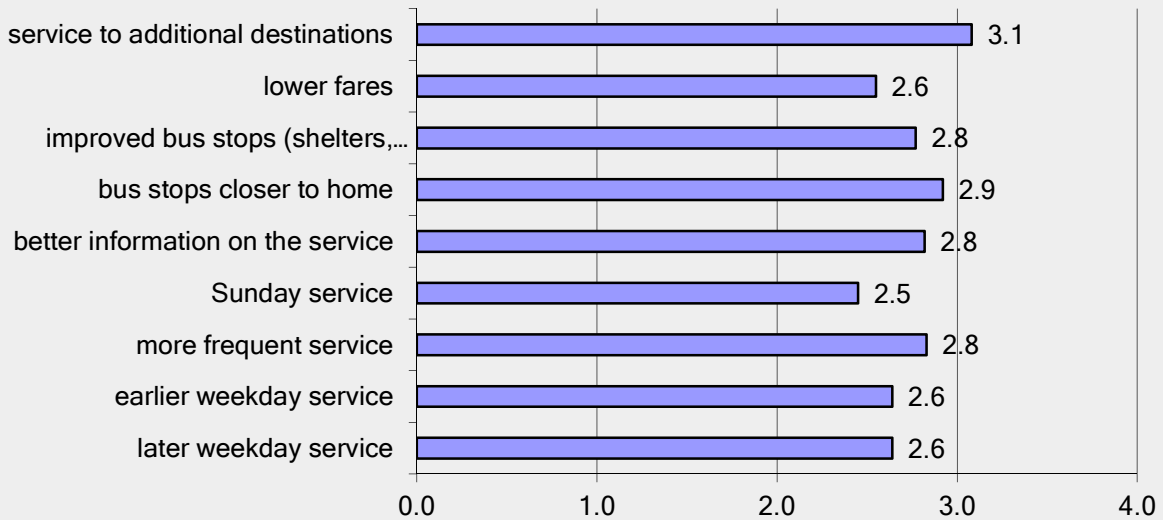
Q5/Q6. Most respondents (85 percent) have used public transit in Humboldt County. Nearly all of the individuals who do not use public transportation in Humboldt County say that it's because they have their own transportation, among other reasons.

Q6. The major reasons you do not use public transit in Humboldt County are...

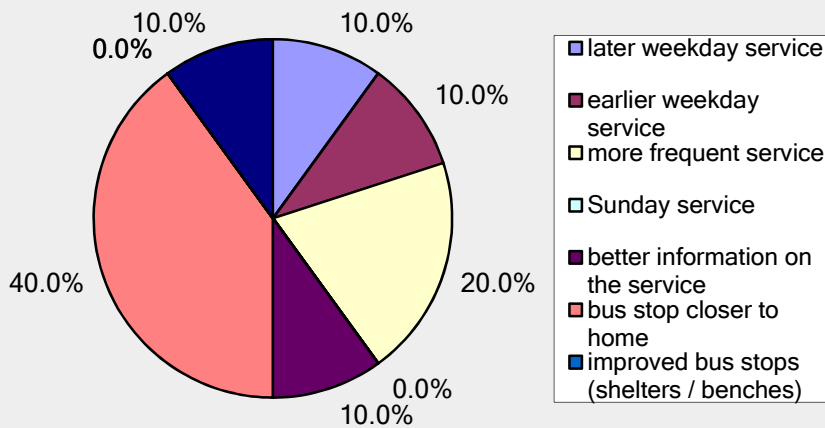
Answer Options	Response Percent	Response Count
The scheduling takes over an hour to get to Arcata from myrtle town nearest stop is 2 miles from my home and no good place to leave a car for hours and hours	4.2%	1
Bus stop is miles from my home	4.2%	1
Requires transfers to get where I want to go	4.2%	1
bus stop to far away	4.2%	1
I have my own transportation.	58.3%	14
It doesn't go where I need to go.	4.2%	1
It's not frequent enough.	8.3%	2
It does not operate the hours I need.	8.3%	2
<i>Total Responses</i>		24
<i>Total Respondents</i>		15

Q7/Q8. Service to additional destinations and bus stops closer to home are the service improvements that would most motivate individuals to use public transit. In particular, the single most important improvement among non-transit users would be to have bus stops serve closer to their homes (40 percent of responses).

Q7. On a scale of 1 (definitely would not) to 5 (definitely would), how likely is it that you would use public transit given the following improvements:

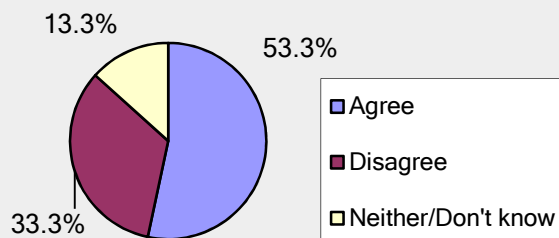


Q8. Which of those items in the previous question would be the single most important?



Q9. The majority of non-transit users agree with the statement "I would only ride the bus if I did not have a car."

Q9. Do you agree with the following statement "I would only ride the bus if I did not have a car?"



Q10. The most commonly-used transit services are Redwood Transit System Mainline, Eureka Transit Service, and Arcata & Mad River Transit System.

Q10. If you have used transit, which transit service(s) have you used?		
Answer Options	Response Percent	Response Count
Eureka Transit Service (ETS)	53.4%	103
Arcata & Mad River Transit System (AMRTS)	50.3%	97
Redwood Transit System (RTS) Mainline	72.5%	140
RTS Southern Humboldt Local Service	11.9%	23
RTS Southern Humboldt Intercity Service	7.3%	14
RTS Tish Non-Village	0.0%	0
RTS Willow Creek - Intercity Transit	6.2%	12
Blue Lake Rancheria Transit System (BLRTS)	6.7%	13
Klamath-Trinity Non-Emergency Transportation (K-T Net)	2.6%	5
Fortuna Senior Bus	1.6%	3
Humboldt Dial-a-Ride	7.3%	14
Other (please specify)	8.3%	16
<i>answered question</i>		193
<i>skipped question</i>		49

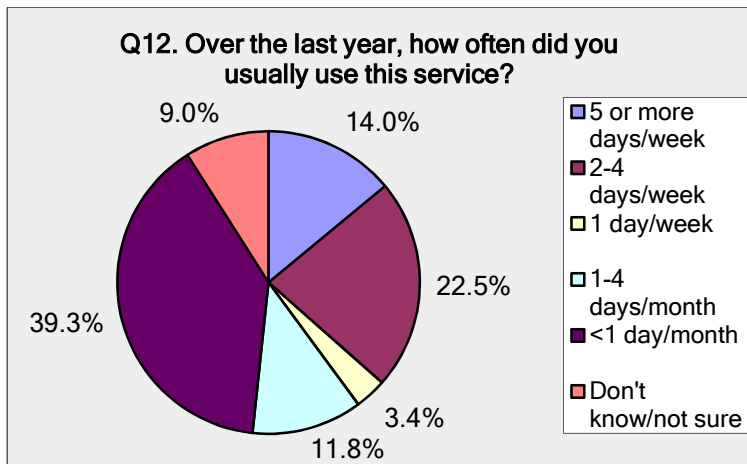
Q10. Other (please specify)
Greyhound
Uber
Mad River
None, I do not qualify because of my disability! - have to call a cab. WE need a dial ride a ride service for the disabled.
Dial-A-Ride, Redwood Transit, Trinity Transit
Amtrak bus
The Quail
none
Amtrak
City cab
I tried to use Dial-A-Ride with no success
Never used service
redwood coast transit
HTA
Redwood Coast Transit-

Q11. Survey participants were invited to answer questions about one transit system per survey. Most respondents answered questions about Redwood Transit System Mainline, Eureka Transit Service, and Arcata & Mad River Transit System.

Q11. Which transit service that you have used would you like to tell us about? (please choose just one)

Answer Options	Response Percent	Response Count
Eureka Transit Service (ETS)	24.4%	42
Arcata & Mad River Transit System (AMRTS)	16.9%	29
Redwood Transit System (RTS) Mainline	45.9%	79
RTS Southern Humboldt Local Service	2.9%	5
RTS Southern Humboldt Intercity Service	4.1%	7
RTS Tish Non-Village	1.2%	2
RTS Willow Creek - Intercity Transit	0.6%	1
Blue Lake Rancheria Transit System (BLRTS)	0.6%	1
Klamath-Trinity Non-Emergency Transportation	0.6%	1
Fortuna Senior Bus	0.0%	0
Humboldt Dial-a-Ride	2.9%	5
<i>answered question</i>		172
<i>skipped question</i>		70

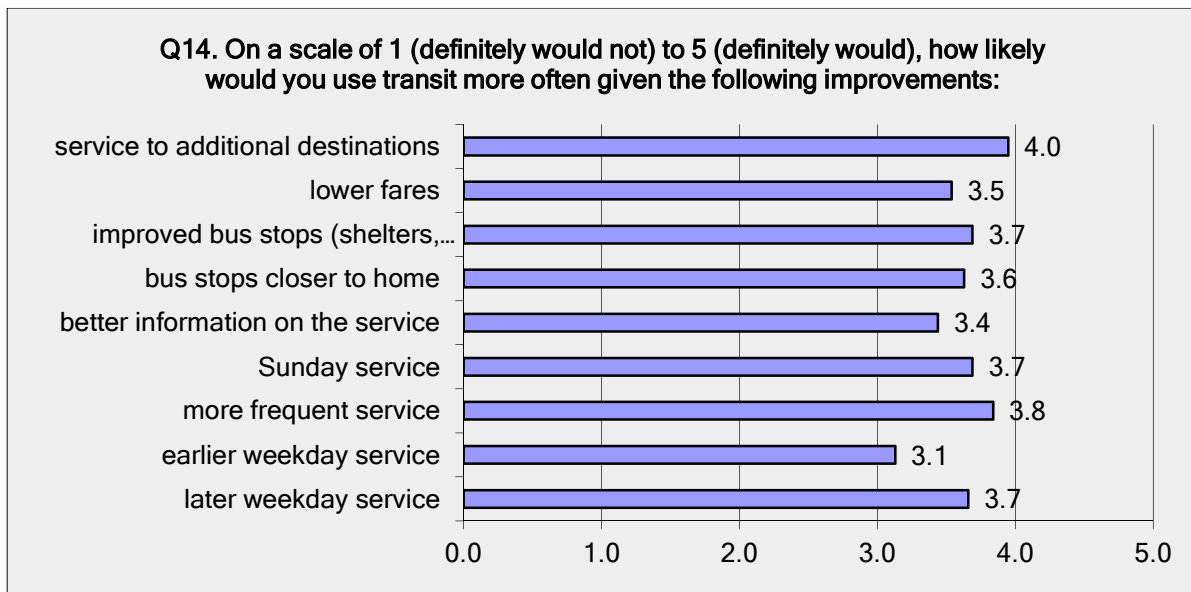
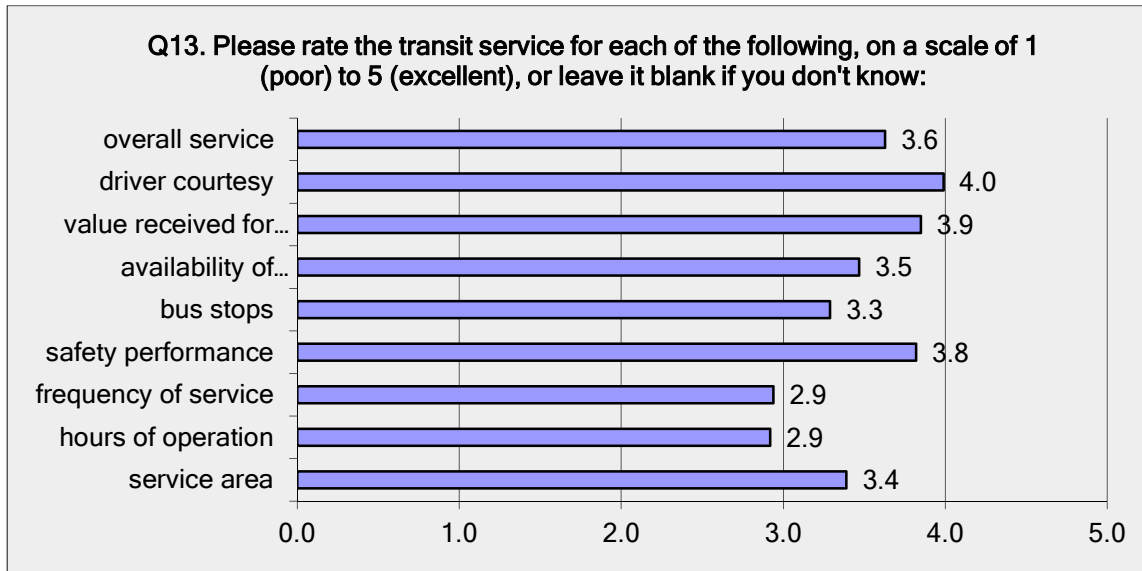
Q12. About an equal number of respondents used transit less than one day per month in the past year (39.3 percent) as used it 2 to 5 days per week (36.5 percent).



Q13. Survey participants who had used transit were asked to rank a service on a scale of 1 (poor) to 5 (excellent). A total of 176 respondents answered this question. The highest-rated transit service attributes are driver courtesy and value received for fare. Almost 60 percent of all scores placed in the good or excellent range, while 22 percent were neutral and 20 percent scored poor or very poor. These scores are significantly lower than those found on the onboard surveys.

Q14/Q15. When respondents were asked which attributes would encourage them to use transit or to use it more, the most influential improvements were service to additional destinations, followed by more frequent service. Earlier weekday service was least likely to influence the

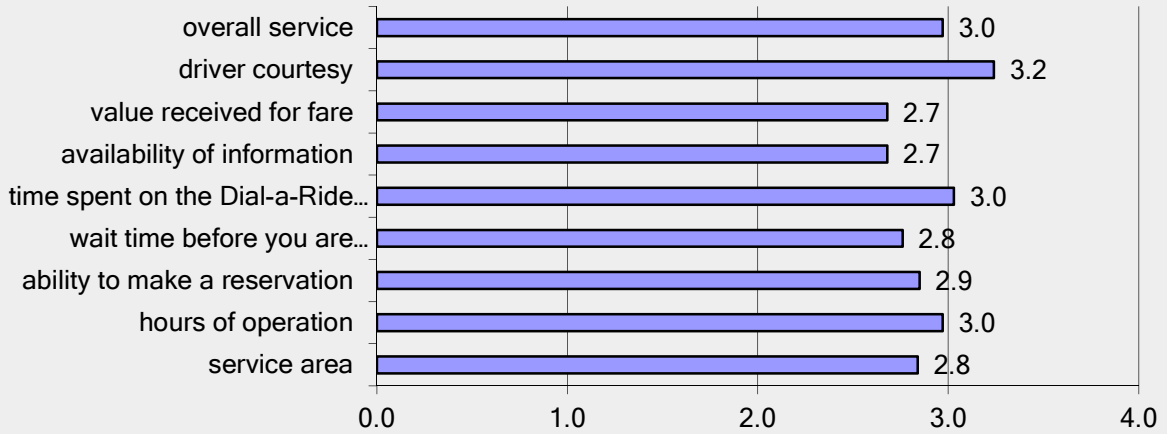
decision to use transit. Asked specifically which improvement was most important, again, service to additional areas was identified.



Q16/Q17. Only 7 percent of respondents had utilized DAR in the last two years. Of those that use DAR, most (83.7 percent) used it 1-4 days per month and 8.2 percent used it 5 days per week or more.

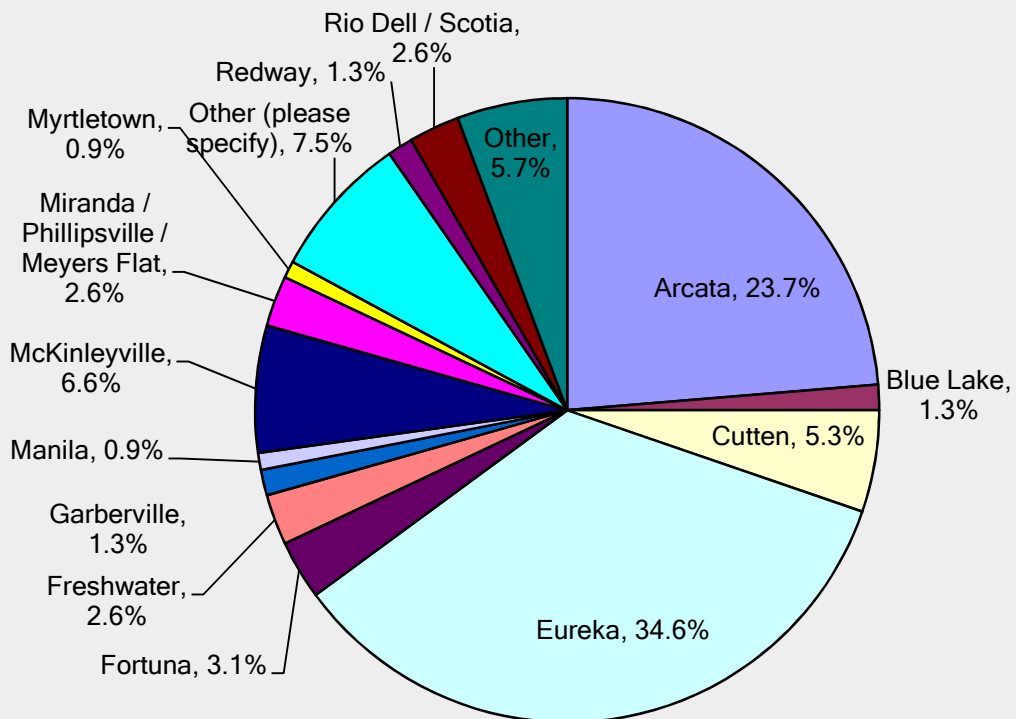
Q18. A total of 37 residents ranked service attributes on the DAR service on a scale of 1 (poor) to 5 (excellent). The highest-rated was driver courtesy, followed by overall service, time spent on the bus, and hours of operation. Only 23 percent of respondents ranked attributes in the positive 4-5 range, while 24 percent were neutral and 54 percent were negative, indicating significant dissatisfaction with the DAR service (although the sample size is fairly small at 37).

Q18. Please rate the Dial-a-Ride for each of the following, on a scale of 1 (poor) to 5 (excellent), or leave it blank if you don't know:



Q19. Most respondents live in either Eureka or Arcata.

Q19. In which Humboldt County community do you live?



Q20. Below is a list of the streets and cross streets near the respondents' homes.

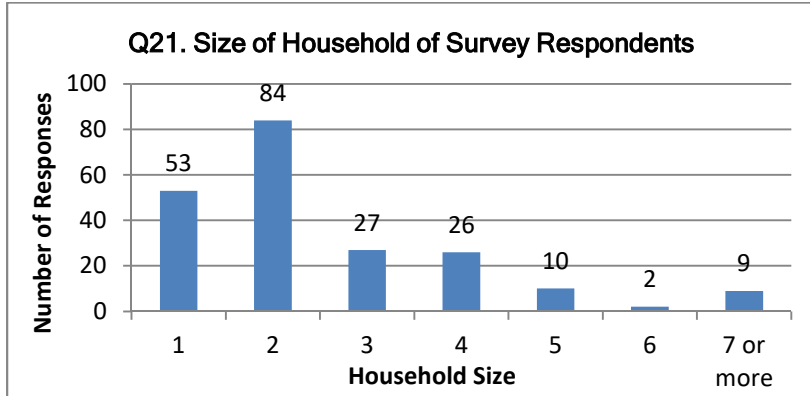
Community	Street	Cross Street	Responses
	11th Street		1
	11th	H	1
	11th	Janes	5
	11th	K	1
	11th	Shirley	1
	11th	Union	1
	14th	B	3
Arcata	Alliance	Spear	1
	Bayside Rd	Crescent Way	1
	Beverly	Chester	1
	California Avenue	Sylva Street	1
	Chester		1
	Fickle Hill		1
	Foster	Alliance	1
	Foster	Sunset	1
	G street		2
	H	South G St.	1
	HSU Library Circle		1
	I	14th	1
	Janes	Upper Bay	1
	K	11th	1
	K	17th	1
	L K Wood Blvd		2
	Old Arcata	Hyland	1
	Ridge Road	LK Wood	1
	Samoa Blvd		2
	Shirley	Beverly	1
	Shirley		1
	Spear	West end	1
	Stromberg		1
	Sunset	Plaza	1
	Sunset Ave	Foster Ave	1
	Sunset Ave		3
	Union	Dr. Martin Luther King	1
	Union St		1
	Valley East	Giuntoli	1
	Valley East		1
	Valley East	Hallen	1
	Valley West	Valley East	1
	Valley West blvd		2
	Total Arcata		52
Bayside	Golf Course Road	Old Arcata Road	1
Blue Lake	Blue Lake Blvd	Railroad	1

	Glendale Dr		1
	Vance Lake Lane	Hatchery Road	1
Carlotta	Hwy 36		1
	Campton	Erin	1
	Campton		2
Cutten	Cedar	Cypress	1
	Excelsior	Holly	1
	Harris	Dolbeer	1
	Holly	Excelsior	1
	Ridgewood Eggert		1
	Walnut	Fern	2
	Walnut	Ridgewood	1
	Walnut Dr		2
	Total Cutten		13
Eureka	14th	E	1
	14th	J Street	1
	14th	West Ave	1
	14th Street	C Street	1
	14th street		1
	16th	J	1
	18th	Myrtle	1
	4th		1
	5th	H	2
	5th Street	G Street	1
	6th	M	1
	6th Street	E street	1
	6th Street	N Street	2
	7th	P	1
	7th		1
	8th	Myrtle	1
	B	14th St	1
	Broadway	Del Norte	1
	Broadway		1
	Broadway	Hawthorne	1
	Buhne		2
	Buhne	A	1
	Buhne	E	1
	C	10th	1
	C	2nd	1
	E	Harris	2
	E street		1
	F	Harrison	1
	F		1
	F	11 th	1
	G	12th	1
	Glen	McCullens	1

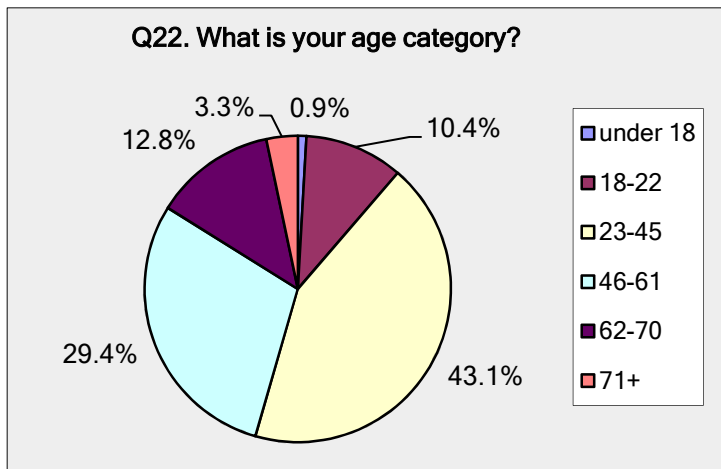
	H Street	14th Street	1
	Harris	F	1
	Harris	H St	1
	Harris	I	1
	Harris	W	2
	Harris		1
	Harris	Harrison	1
	Harris	W	1
	Harrison		1
	Harrison Avenue	Myrtle Avenue	1
	Hawthorne,	Union	1
	Henderson	A	1
	Henderson	I	1
	Henderson Street	D Street	1
	Herrick		1
	Hodgson	M	1
	Hodgson Street	I Street	1
	I	Del Norte	2
	Long	E	1
	McCullen	Broadway	1
	Myrtle Ave	18th	1
	Myrtle Ave	7th St.	1
	Myrtle Ave	Edgewood	1
	Myrtle Ave	Harrison	1
	Myrtle Ave	Hubbard Lane	2
	Myrtle Ave	Park	1
	Myrtle Ave	Trinity	1
	Myrtle Ave	West	1
	Myrtle Ave		5
	Old Arcata Road	(at Mitchell Road)	2
	Sea Avenue		1
	Vance	Herrick	1
	Wabash	California	1
	Wabash		2
	Walnut	Fern	1
	Washington	Broadway	1
	<i>Eureka Total</i>		<i>81</i>
Ferndale	Shaw	4th	1
Fortuna	Fortuna Blvd.		1
	Highway 36		1
	Mill st	Rhonerville Rd	1
	Rohnerville Road		1
	S. Fortuna	Redwood Ave	1
	School		1
	<i>Fortuna Total</i>		<i>6</i>
Freshwater	Freshwater	Myrtle Ave	1

	Freshwater Road		1
	Garfield School		1
	Myrtle ave	Redmond Road	2
	Myrtle ave		1
	<i>Freshwater Total</i>		6
Garberville	Locust	Maple	1
	Locust	oak	1
	Melville rf		1
Humboldt H.	Donna	Worthington	1
Manila	Pacific		1
	Samoa Blvd	Lupin Dr	1
McKinleyville	Azalea	Hewitt	1
	Central Ave.	Sutter	1
	Central Ave.	Murray RD.	1
	Central Ave.		1
	Dows Prairie	at Baird Rd.	1
	Heartwood		1
	McKinleyville Ave		3
	Murray Rd	McKinleyville Ave	1
	Murray Rd	Hwy 101	1
	School	Central, Railroad	1
	School Rd		2
	School Rd	Anderson Ave	1
	<i>McKinleyville Total</i>		15
Miranda / Phillipsville / Meyers Flat	Avenue of the Giants		2
	Highway 254	Redwood Dr	1
	Redwood drive		1
	School Road		1
Myrtle town	Myrtle	Redmond Rd.	1
	Myrtle Ave	Park St.	2
Orleans	Highway 96		1
Redway	Briceland	Redwood Drive	1
	Dean Creek		1
	Redwood dr.		1
Rio Dell / Scotia	Bellview	Wildwood	1
	Davis	Wildwood	2
	Davis st		1
	Wildwood	Painter	1
Rosewood	Spruce Street	F Street	1
Samoa	New Navy Base Rd	255, or Vance Ave	1
	Railroad		1
Trinidad	Patricks Pt	Main	1
Willow Creek	Hwy 299		1

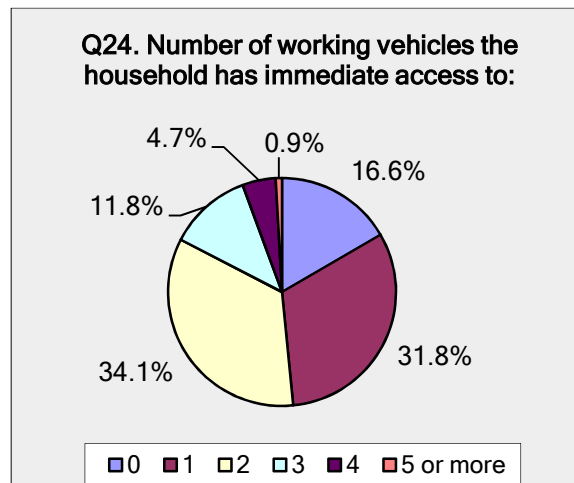
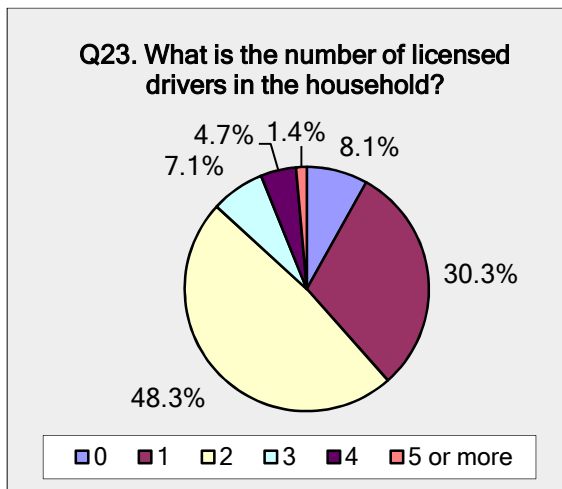
Q21. Most respondents live in households with one or two people.



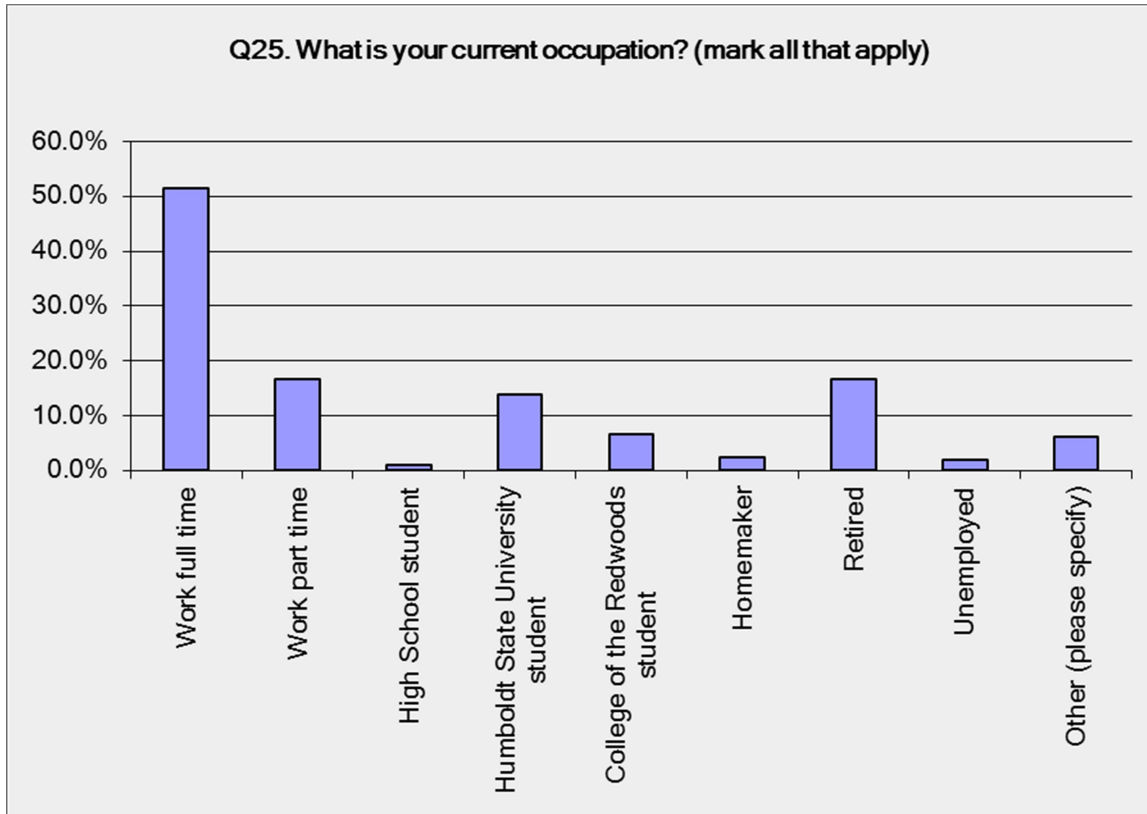
Q22. The most prominent age group among respondents is 23-45.



Q23/24. Roughly half of the respondents have two licensed drivers in their household. The majority (65.9 percent) of respondents have immediate access to 1-2 working vehicles.

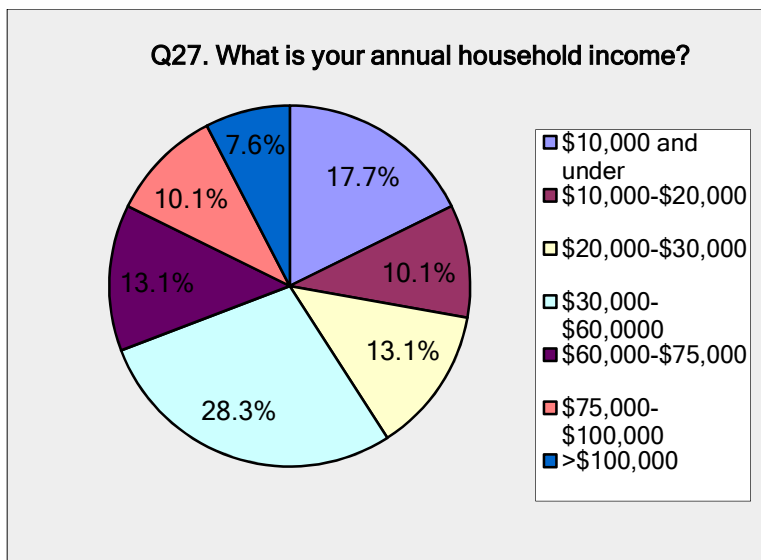


Q25. Most respondents work full time.



Q26. When asked if they have a disability that limits use of fixed route buses, 11.5 percent said "yes."

Q27. The most common income bracket among respondents is \$30,000 - \$60,000 annually.



APPENDIX C

Onboard Surveys

Humboldt TDP Onboard Survey Results

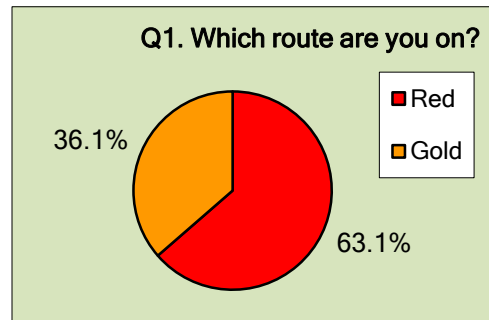
Onboard Surveys were conducted between March 28 to April 7, 2017 on HTA, RTS, ETS, A&MRTS, K-T Net, BLRTS and Fortuna Transit. On the busier routes operated by HTA and A&MRTS, trained surveyors handed out surveys to passengers and collected them. On less busy routes, self-help survey supplies were provided to passengers. The results of the survey effort are provided in this appendix, with highlights provided in the text of the TDP.

The survey instruments consisted of a one-page questionnaire in English on one side and Spanish on the reverse side, printed on card stock. Additionally, 14-font forms in English were available for visually impaired passengers. The surveys included an introduction, and between 22-26 questions, depending on the transit system.

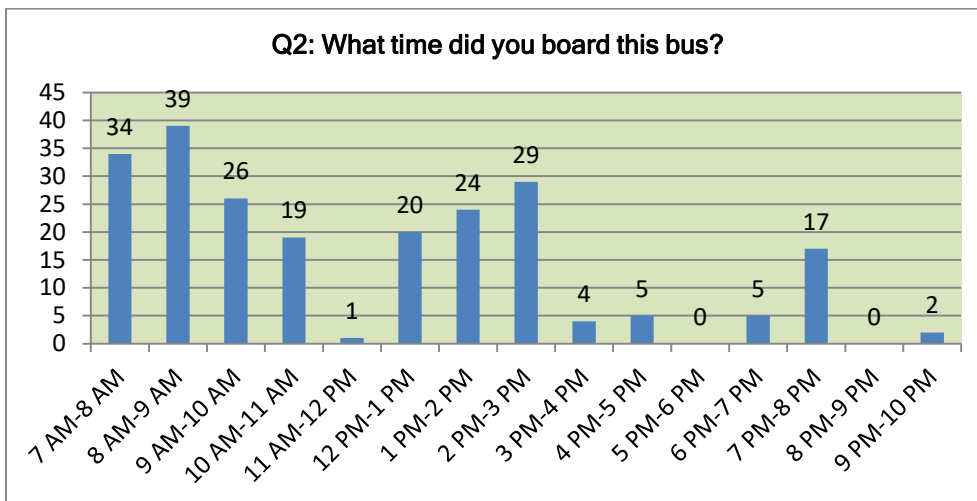
Arcata & Mad River Transit System Survey Results

Q1. A total of 236 valid survey responses were collected on A&MRTS with nearly twice as many surveys received on the Red route than on the Gold route.

Q1. Which route are you on?		
Answer Options	Response Percent	Response Count
Red	63.1%	147
Gold	36.1%	84
<i>answered question</i>		231
<i>skipped question</i>		5



Q2. The majority of respondents completed surveys on the morning runs.



Q3. The major boarding locations of riders included the Arcata Transit Center (20 responses), HSU or the HSU library (37 responses), LK Wood Boulevard (12), along Alliance Boulevard (12), and various apartment complexes. Locations with only one response are included in “other”.

Q3. Where did you board the bus?		
Location	Count	%
11th & K St.	3	1.3%
11th & Q St.	4	1.8%
14th & B St.	4	1.8%
16th & G St.	3	1.3%
18th & G St.	3	1.3%
27th & Alliance	2	0.9%
6th & H St.	5	2.2%
Alliance & Spear	7	3.1%
Aloha	4	1.8%
Arcata Transit Center	20	8.8%
Bayside	2	0.9%
Beverly Dr.	3	1.3%
Beverly Dr. & Chester Ave	6	2.7%
Buttermilk Lane	4	1.8%
Camp Curtis	7	3.1%
Chester Ave	2	0.9%
Crescent	6	2.7%
Diamond	7	3.1%
G St. & H St.	3	1.3%
Greenview	5	2.2%
Greenview Market	7	3.1%
Hospice Shop	2	0.9%
HSU	10	4.4%
HSU Library	27	11.9%
Lazy J Ranch	7	3.1%
LK Wood Blvd & Diamond	2	0.9%
LK Wood Blvd & Ridge Rd.	8	3.5%
Mad River Hospital	4	1.8%
Parkway Apartments	7	3.1%
Union Shopping Center	4	1.8%
Union Street	3	1.3%
Valley East	2	0.9%
Valley West	4	1.8%
Zehndner Ave	4	1.8%
Zehndner Ave & S St.	2	0.9%
Other	<u>33</u>	14.6%
Total	226	

Q4. Nearly all of the passengers completing the survey said they walked to the bus (227, or 96.6%) with just a few either riding a bike, being dropped off, or transferring from another route.

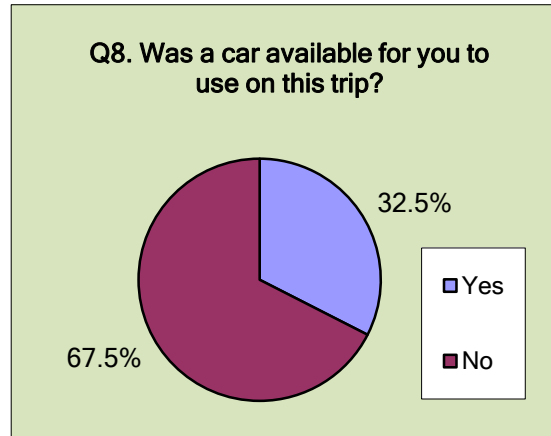
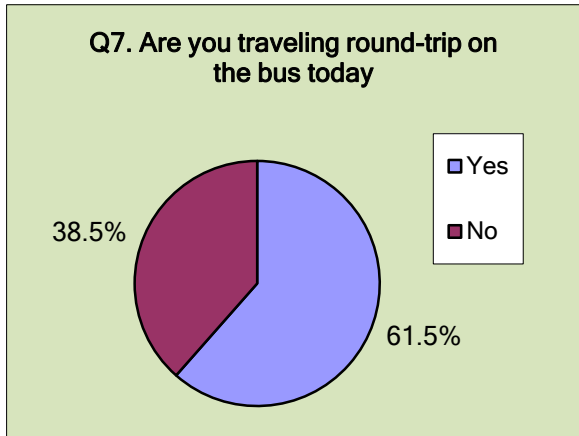
Q5. Approximately two thirds of respondents said they were going to HSU or the HSU library, while 4.5% said they were going to Valley West and 2.7 percent said they were going to Mad River Hospital. Other locations were dispersed throughout Arcata. Locations with only one response are included in “other”.

Q5. Where will you exit the bus?		
Location	Count	%
14th & B St.	2	0.9%
Alliance	2	0.9%
Alliance & Stromberg	4	1.8%
Buttermilk Lane	3	1.3%
Camp Curtis	2	0.9%
Crescent Way	2	0.9%
Greenview Market	5	2.2%
HSU	72	32.1%
HSU Library	71	31.7%
K St.	2	0.9%
LK Wood Blvd	3	1.3%
Mad River Hospital	6	2.7%
McDonald's / Valley West	3	1.3%
Murphy's	2	0.9%
Parkway Apartments	3	1.3%
Transit Center	2	0.9%
Union Street	2	0.9%
Valley West	10	4.5%
Other	28	12.5%
	224	

Q6. Even more than with boardings, 98 percent of alighting passengers said they would walk to complete their trips.

Q7/Q8. Approximately two thirds of passengers were traveling round-trip by bus (144 individuals), while a third were traveling one-way (90 individuals). Likewise, approximately two thirds (143 individuals) said they did not have a car available for their trip, while a third said they did have a car available (69 individuals).

Q9. Almost three quarters of survey respondents said they use the Jack Pass.

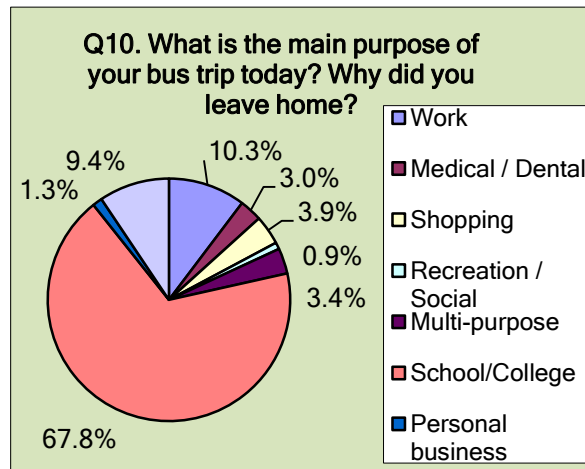


Q10. Not surprisingly, more than two-thirds (158 individuals) said their bus trip was for school or college, while 10 percent (24 individuals) said they were traveling for work, and 9 percent gave “other” as a purpose (which primarily included combined purposes of work, school/ college, and/or personal business).

Q9. Are you a Jack Pass user? (AMRTS)

Answer	Percent	Count
Yes	72.6%	159
No	27.4%	60
<i>answered question</i>		219
<i>skipped question</i>		17

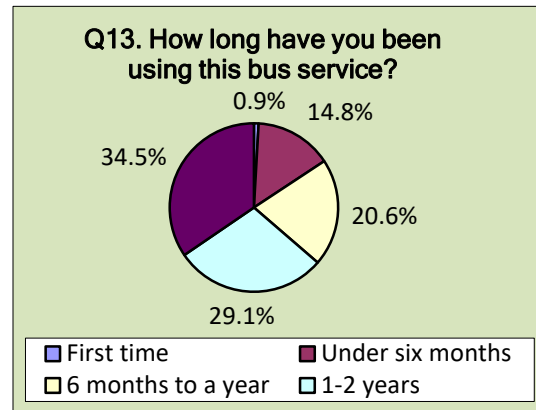
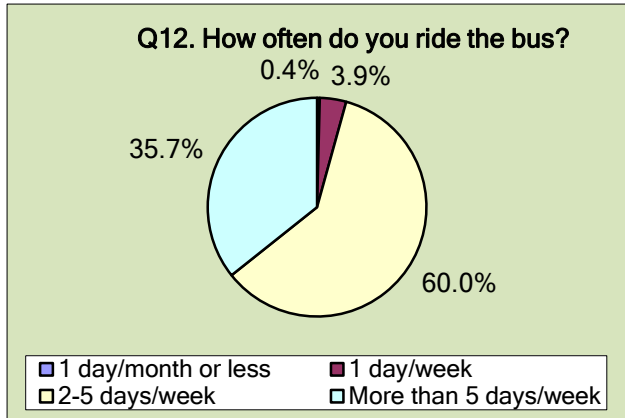
Q11/Q12. If transit were not available, nearly half of respondents said they would walk instead, while 23 percent said they would have driven or been driven, and almost 13 percent said they would not have made the trip.



Q13. Asked how often they ride the bus, 60 percent of respondents (138 riders) said they ride 2-5 days per week, and 36 percent (82 riders) said they ride more than 5 days per week. Approximately a third of respondents (81 riders) had been using transit for less than a year, while almost a third (65 riders) had been using it for one to two years, and over a third had 77 riders) been using it for 3 years or more. This indicates there is a relatively high turn-over of ridership and therefore a constant need to provide information to new transit users. On the other hand, considering the bus ridership is largely student riders, the number of long-term riders indicates a loyal customer base.

Q11. If transit were not available, how would you have made the trip? (AMRTS)

Answers	Percent	Count
Driven myself	11.1%	26
Biked	3.8%	9
Walked	47.9%	112
Taxi	0.9%	2
Driven by family/friend	12.0%	28
Not made the trip	12.8%	30
Social service agency	0.0%	0
Other (please specify)	11.5%	27
<i>answered question</i>		234
<i>skipped question</i>		2



Q14. Passengers were asked to list their primary source of information (220 answered, and many provided multiple answers). The most common sources for transit information included the internet (26 percent of responses); bus stop signs (20 percent); printed guides/schedules (15 percent) and the bus driver (12 percent).

Q14. What is your primary source for transit information?		
Answer Options	Response Percent	Response Count
Bus driver	11.6%	38
Facebook	0.3%	1
Family / friend	4.3%	14
Internet	26.1%	86
Google maps	10.9%	36
Bus stops	19.8%	65
Telephone	0.9%	3
Twitter	0.0%	0
Printed guide / schedule	14.9%	49
Humboldt State University	10.9%	36
College of the Redwoods	0.3%	1
<i>Responses provided</i>		329
<i>skipped question</i>		16

Q15. Most passengers do not find it difficult to plan connections to regional transit services, though 21 (12.5 percent of those who answered) said they do.

Q15. Do you find it difficult to plan connections to regional transit services?		
Answer Options	Response Percent	Response Count
Yes	12.5%	21
No	87.5%	147
<i>answered question</i>		168
<i>skipped question</i>		68

Q16. Passengers were asked to rate the transit system on a scale of 1 (poor) to 5 (excellent) on various service characteristics.

In all, 78 percent of responses were ranked as 4 (good) or 5 (excellent), and the overall service ranked an average of 4.4. The highest ranked factors included driver courtesy

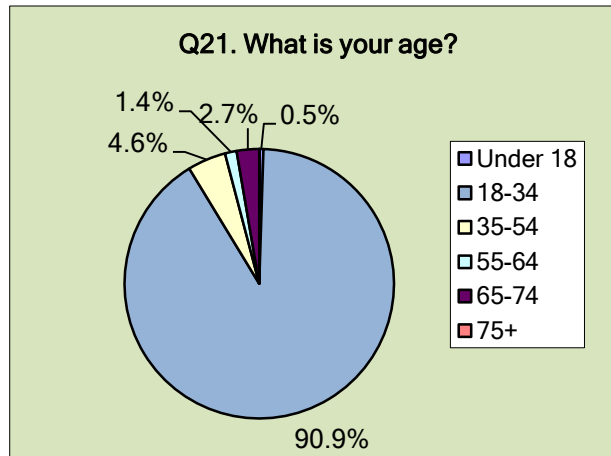
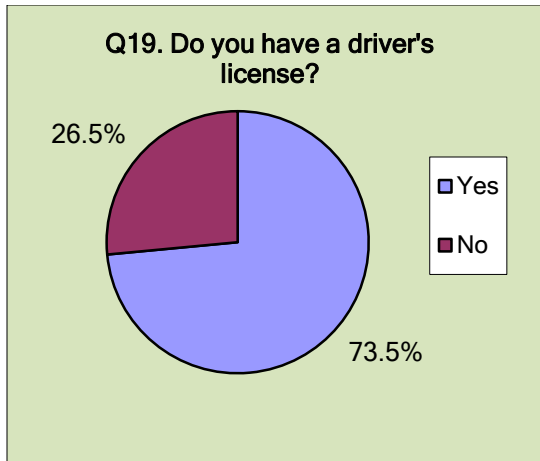
(4.5) and system safety (4.4). Lowest ranking were on-time performance (3.8) and phone information services (3.9).

Q16. On a scale of 1 (poor) to 5 (excellent) , how would you rate the bus on each of the following?							
Answer Options	1	2	3	4	5	Rating Average	Response Count
System Safety	3	2	21	56	123	4.4	205
On-time Performance	6	13	58	75	56	3.8	208
Driver Courtesy	3	1	17	64	122	4.5	207
Duration of trip	3	8	23	65	108	4.3	207
Areas Served	7	13	36	59	91	4.0	206
Bus cleanliness	3	3	31	63	105	4.3	205
Phone information services	5	9	57	38	70	3.9	179
Printed information	3	7	32	66	93	4.2	201
Internet information	5	11	38	49	98	4.1	201
Cost of bus fare	7	5	35	44	111	4.2	202
Bus Stops	6	9	29	63	98	4.2	205
Overall Service	3	0	21	72	108	4.4	204
							<hr/>
						<i>answered question</i>	208
						<i>skipped question</i>	28

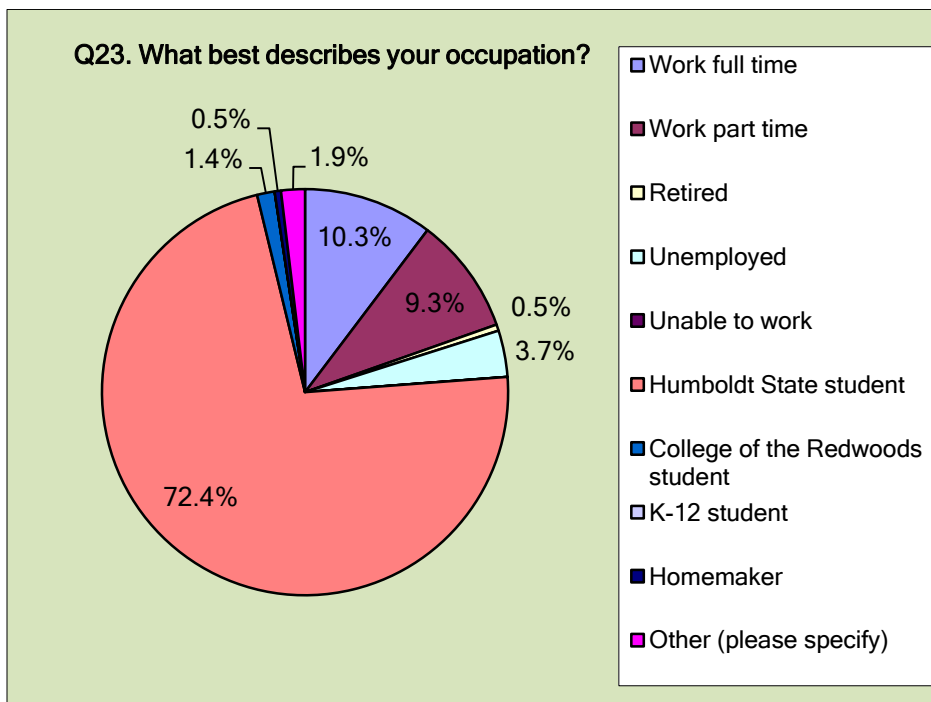
Q17. Almost all of the passengers (187 out of 196 who responded) said they live in Arcata.

Q18/Q19/Q20. The majority of respondents said they live in a zero-vehicle (62 respondents) or one-car (95 respondents) household, though 74 percent (166 respondents) said they do have a driver's license. None of the respondents said they use a wheelchair or scooter.

Q18. Number of vehicles at your house?		
Answer Options	Response Percent	Response Count
0	28.8%	62
1	44.2%	95
2	14.9%	32
3	5.1%	11
4	4.2%	9
5	1.4%	3
6	0.5%	1
7	0.9%	2
8 or more	0.0%	0
		<hr/>
<i>answered question</i>		215
<i>skipped question</i>		21



Q21/Q22/Q23. Reflecting the high percentage of students, 90 percent of respondents (199 riders) were aged 18 to 34. A total of 15 identified themselves as non-native speakers, with 9 of them being Spanish speakers. Nearly three quarters (155 respondents) said they are HSU students, and nearly 20 percent (42 respondents) identified themselves as part-time or full-time workers.



Q24. Passengers were asked to list specific improvements they would like to see, and approximately half of the passengers provided responses. The open-ended responses were summed into different categories including "span of service," "service frequency," etcetera. The most commonly requested improvements were for increased span of service (46 of the 154 comments related to this category), and for increased frequency (29 comments). The

comments are summarized below, followed by more detailed comments received regarding requests for increased span of service.

Q24. What transit improvements would you most like to see?		
<i>answered question</i> 128 <i>skipped question</i> 108		
Category of responses	Response Count	Examples
Area	7	More areas, more bus stop locations; Blue Lake, How Hill, Indiana stop; Bayside, Aloha Way
bikes	1	Bike rails
Boarding	2	Drivers should stay longer at stops for boardings
Bus Stops	4	Better lighting (2); covered; improve.
Cleaner	1	
Customer Service	1	Consistent rule enforcement (dog policy)
Fares	11	CR discount; one price; summer Jack Pass; reduc fares (6); annual pass other than Jack Pass
Frequency	29	In general; every 30 minutes; more buses
Compliments	3	Like as is
Information	5	Mobile app for arrivals; electronic signs for arrivals; improve signs weekends; more accurate schedules; update website map.
On-time	5	
Safety	2	Improve safety when crowded; prefer A&MRTS over RTS to Eureka
Saturday	4	More Saturday service
Schedule	4	Stop at CVS later in hour; match schedule to HSU better; 7 minutes earlier; 10 minutes earlier
Span	46	Increased span (see details)
Sundays	18	Want Sunday service
Weekends	10	More hours on weekends
WiFi	1	Better WiFi
154		

Q24. Span of Service: Detail	
Earlier	A six AM bus would be nice because I have had work at 7 and 7:30 classes and its a challenge to get there form Valley West/East area Earlier AMRT hours Increase earlier hours Mon-Fri increase hours / hours earlier
Earlier/Later	Earlier and later bus hours on the weekend earlier like 6am later 10pm weekdays & CR student discount Earlier/later running times i would appreciate earlier and later bus hours each day More stops; start earlier end later
More on Saturday	More buses available during Saturday

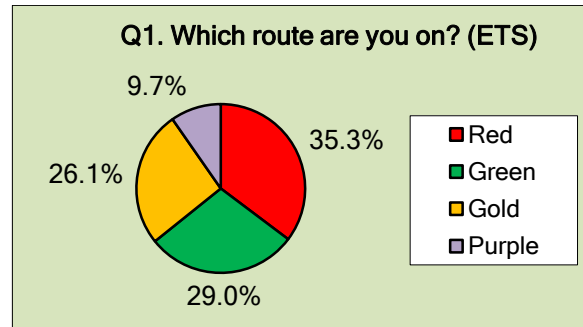
Q24. Span of Service: Detail

<p>Later</p>	<p>More buses afterhours hours later in the day, HSU library closes at 11:45 some days! I think the bus should run later on Sat & there are or students who use the bus, so maybe reduce the fares if they show ID Increase evening service, Sunday service Increase hours in later part of the day, bus stops with proper lighting increase hours later in the day Increase hours later in the day (9am or 10:50pm) increase hours specially later in the day everyday Increase late hours M-F Increase service later in the day increase service later in the weekend would be nice, maybe last bus at 11 increased hours later in the day M-F Late service Later hours Later hours during the week during school times Later hours from Humboldt State Later hours in the day later hours on Saturday Later hours, Sunday service later in the day for HSU students Later in the work week so we can stay at the library longer Later service, til 11pm Later weekend hours and more buses Mon- Thurs increase hours last bus be at 10:32 to Sunny Brae later in the day hours Weekend routes later hours</p>
<p>More hours</p>	<p>Increase hours increase hours during the summer Increase hours on weekends and nights of weekdays Increase hours, all drivers work on correct schedule Increase hrs in on the weekends/weekdays more buses Increased/Extended hours More buses running during the week & bus stop locations More buses, increase hours everyday Sunday hours! weekday hours to corresponds w/HSU library hours, plus more frequent than 1 bus/hour, better Saturday hours, earlier/later buses</p>
<p>Summer hours</p>	<p>Increase hours on the summer, more frequent times</p>

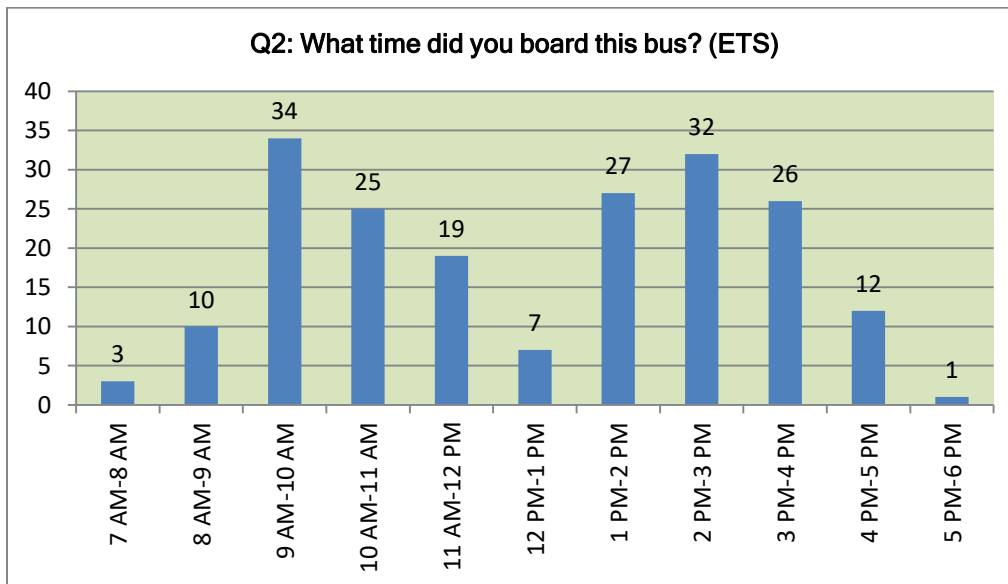
Eureka Transit Services Survey Results

Q1. A total of 217 valid survey responses were collected on Eureka Transit Service routes. Less than 10 percent of surveys were collected on the Purple route, while just over a quarter each were collected on Green and Gold, and 35 percent were collected on the Red route.

Q1. Which route are you on? (ETS)		
Answer Options	Response Percent	Response Count
Red	35.3%	73
Green	29.0%	61
Gold	26.1%	54
Purple	9.7%	20
<i>answered question</i>		208
<i>skipped question</i>		9



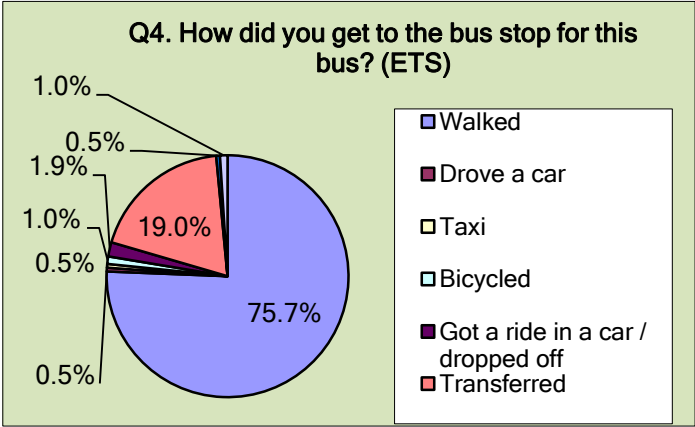
Q2. Respondents boarded the bus throughout the day, but surveys were collected most from passengers boarding between 9 am to noon and 1 PM to 4 PM.



Q3. The major boarding locations of respondents included the Bayshore Mall (25 responses), 2nd and H Street (16 Responses), and Joanns Fabric and Silvercrest (each with 8 responses). Locations with more than two passengers listing them as boarding locations are shown below.

Q3. Where did you board the bus?		
<i>answered question</i>		192
<i>skipped question</i>		24
Business or Street	Cross Street	Count
Bayshore Mall		25
2nd	H St	16
Joanns Fabric	Harris	9
Silvercrest		8
F	Harris	7
Henderson Center		5
Myrtle Market		5
Alpha	Meyers	4
California	Simpson	4
Harris	F	4
K Mart		4
9th	H St	3
Burre Center		3
H St	3rd	3
Senior Center		3
Target		3
4th	D	2
California	Del Norte	2
E	14th	2
Harris	Central	2
Harris	Granada	2
Harris	K	2
Henderson		2
Motel 6		2
Zoe Barnum HS		2
Other		68
		124

Q4. Approximately 75 percent of passengers walked to get to the bus, and 19 percent transferred from other routes. Of the 39 who transferred, 30 came from ETS routes, and 9 came from RTS or HTA routes.



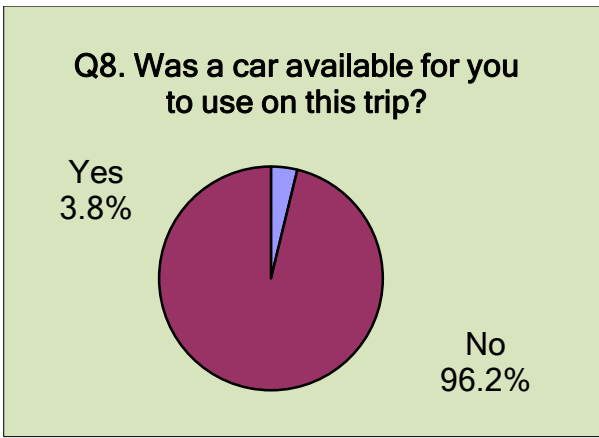
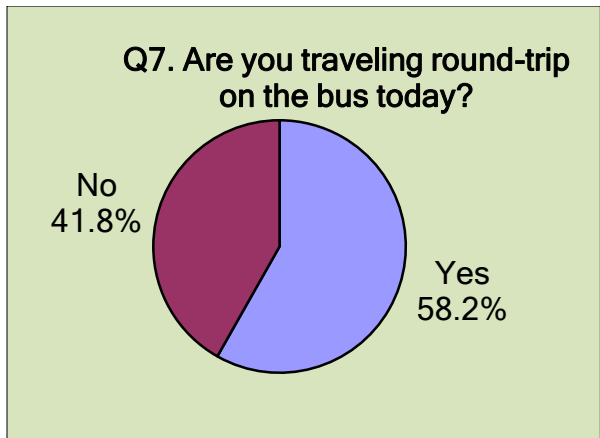
Q5. As with boardings, the most popular alighting destination was the Bayshore Mall, followed by 3rd and H Streets, and then Harris and F Street and Joann’s Fabrics.

Q5. Where will you exit the bus?		
<i>answered question</i>		186
<i>skipped question</i>		30
Business or Street	Cross Street	Count
Bayshore Mall		33
3rd	H St	11
Harris	F	8
Joanns Fabric		8
Silvercrest		5
Winco		5
Costco		4
Henderson Center		4
DMV		3
F	Harris	3
Harrison		3
Senior Center		3
Burre Center		2
E	9th	2
F		2
H	3rd	2
Harris	Elizabeth	2
Harris	Harrison	2
Harrison	18th	2
Myrtle	Glenwood	2
Myrtle		2
Park		2
Sequoia Park		2
St Joseph Hospital		2
Walnut	Fern	2
		116

Q6. A total of 86 percent of survey respondents (161 individuals) said they would walk to their destinations after getting off the bus, and 13 percent (24 people) said they would transfer. Of those transferring, 14 were transferring to ETS routes.

Q7/Q8. A total of 122 individuals (58 percent) were traveling round-trip by bus, 87 individuals (42 percent) were traveling one-way. Less than 4 percent of survey respondents said they had a vehicle available for their trip, emphasizing the transit dependency of riders.

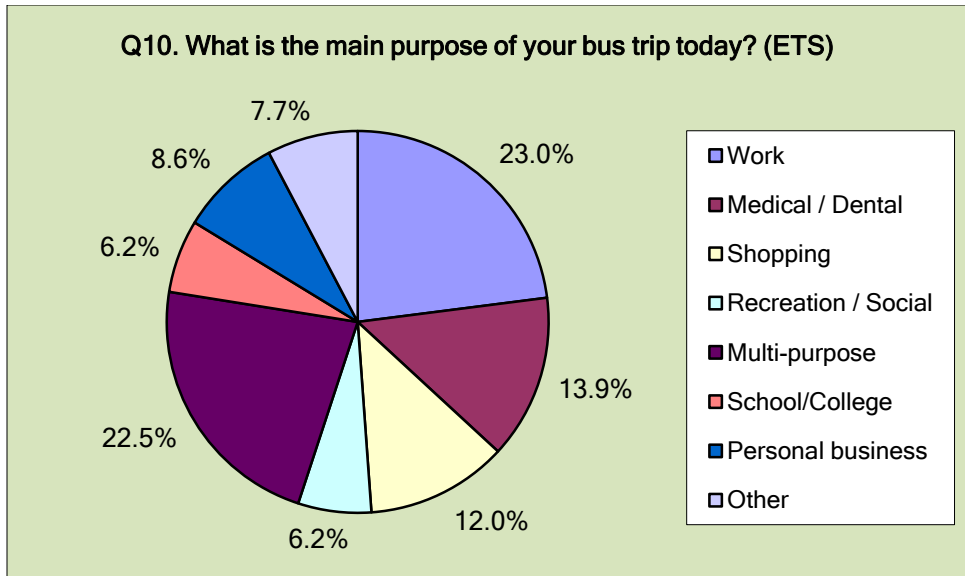
Q6. How will you get to your destination after you get off the bus?		
Answer Options	Response Percent	Response Count
Walk	86.0%	161
Drive a car	0.5%	1
Wheelchair	0.5%	1
Taxi	0.0%	0
Bicycle	0.0%	0
Get a ride in a car	0.5%	1
Transfer to another route	12.9%	24
Other	1.6%	3
If transferring, to which route?		22
<i>answered question</i>		187
<i>skipped question</i>		30



Q9. Only 14 ETS passengers said they use the Jack Pass.

Q9. Are you a Jack Pass user?		
Answer Options	Response Percent	Response Count
Yes	7.6%	14
No	92.4%	171
<i>answered question</i>		184
<i>skipped question</i>		32

Q10. Trip purpose varied widely, with work trips being the most common (49 respondents), followed by medical/dental trips (29 respondents) and shopping (25 respondents).

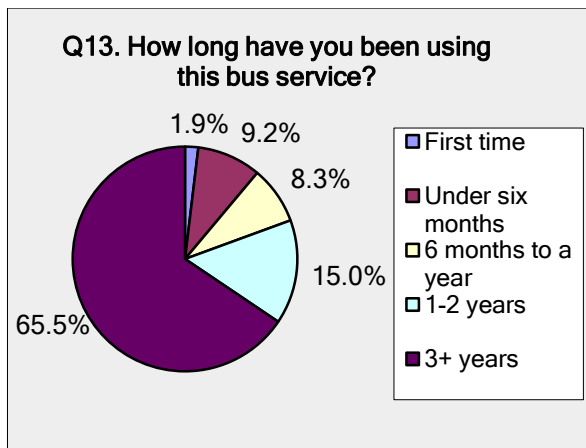
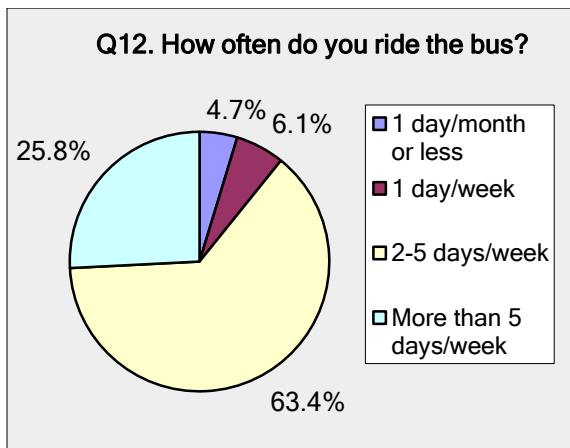


Q11. If transit were not available, over a third of respondents said they would have walked, and nearly a third of respondents said they would not have made the trip.

Q11. If transit were not available, how would you have made the trip? (ETS)

Answer Options	Response Percent	Response Count
Driven myself	1.5%	3
Taxi	9.6%	19
Driven by family/friend	13.6%	27
Not made the trip	31.3%	62
Social service agency	1.0%	2
Walked	34.8%	69
Biked	2.5%	5
Other	5.6%	11
<i>answered question</i>		198
<i>skipped question</i>		19

Q12/Q13. Asked how often they ride the bus, 63 percent of respondents (135 riders) said they ride 2-5 days per week, and 25 percent (55 riders) said they ride more than 5 days per week. Approximately 65 percent of respondents (135 riders) had been using transit for three years or more while just under 20 percent had been riding less than a year, showing there is a loyal ridership base, but also new ridership.



Q14. Passengers were asked to list their primary source of information. The most common sources for transit information included directly from the driver (27 percent of responses); printed guides/schedules (24 percent); bus stop signs (22 percent); and the internet (14 percent).

Q14. What is your primary source for transit information?		
Answer Options	Response Percent	Response Count
Bus driver	27.0%	56
Facebook	0.5%	1
Family / friend	1.0%	2
Internet	13.7%	28
Google maps	4.4%	9
Bus stops	22.1%	45
Telephone	5.4%	11
Printed guide / schedule	24.0%	50
Other	2.0%	4
<i>answered question</i>		205
<i>skipped question</i>		12

Q15. Most passengers do not find it difficult to plan connections to regional transit services, though 24 (16.2 percent of those who answered) said they do.

Q15. Do you find it difficult to plan connections to regional transit services?		
Answer Options	Response Percent	Response Count
Yes	16.2%	24
No	83.8%	125
<i>answered question</i>		149
<i>skipped question</i>		68

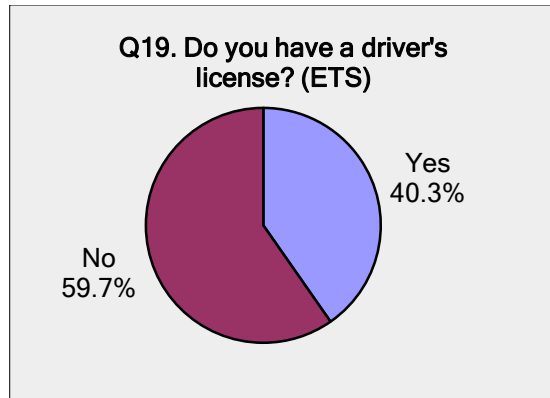
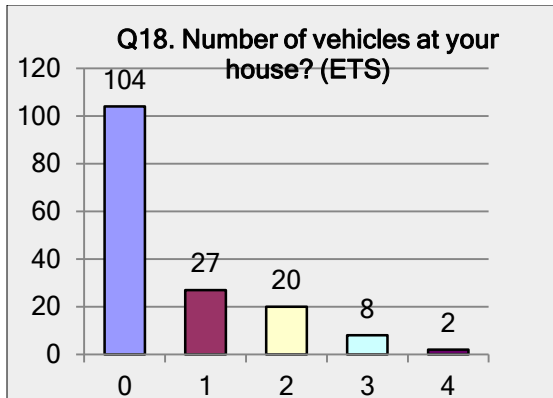
Q16. Passengers were asked to rate the transit system on a scale of 1 (poor) to 5 (excellent) on various service characteristics. In all, 79 percent of responses were ranked as 4 (good) or 5 (excellent), and the overall service ranked an average of 4.4. The highest ranked factors included driver courtesy and system safety (both at 4.5), followed by printed information (4.4). The lowest ranking factor and only score averaging below 4.0 was for bus stops (3.9).

Q17. Most of the passengers (141 out of 174 who responded) said they live in Eureka or an area of Eureka.

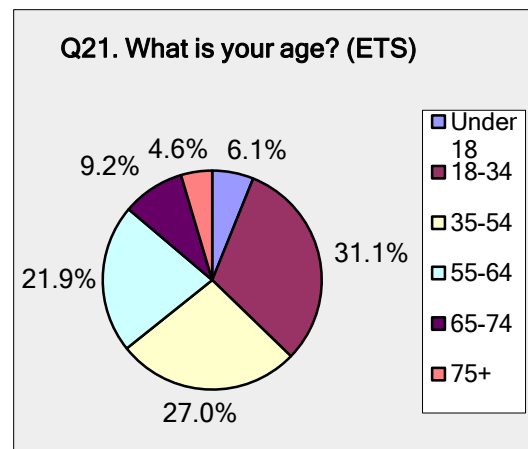
Q16. On a scale of 1 (poor) to 5 (excellent) , how would you rate the bus on each of the following? (For ETS)							
Answer Options	1	2	3	4	5	Rating Average	Response Count
System Safety	4	2	17	44	127	4.5	194
On-time Performance	8	3	22	60	102	4.3	195
Driver Courtesy	4	1	19	49	123	4.5	196
Duration of trip	8	7	20	53	105	4.2	193
Areas Served	9	11	36	44	89	4.0	189
Bus cleanliness	6	3	29	54	103	4.3	195
Phone information services	10	9	28	37	84	4.0	168
Printed information	6	4	22	39	118	4.4	189
Internet information	8	5	24	40	91	4.2	168
Cost of bus fare	10	9	38	50	88	4.0	195
Bus Stops	10	17	35	48	84	3.9	194
Overall Service	3	2	24	57	111	4.4	197
<i>answered question</i>							198
<i>skipped question</i>							19

Q17. What community do you live in? (ETS)		
Answer Options	Response Percent	Response Count
Arcata	3.4%	6
Bay View	0.6%	1
Cutten	6.3%	11
Eureka	62.9%	110
Fortuna	1.7%	3
Henderson Center	2.3%	4
Humboldt Hill	0.6%	1
Hydesville	0.6%	1
McKinleyville	1.1%	2
Myrtle town	3.4%	6
Old Town	4.0%	7
Rio Dell	0.6%	1
Scotia	1.1%	2
Other	11.4%	20
<i>answered question</i>		175
<i>skipped question</i>		41

Q18/Q19/Q20. The majority of respondents said they live in a zero-vehicle (104 respondents) household, and only 40 percent (77 respondents) said they have a driver’s license. A total of 10 respondents (5.3 percent) said they use a wheelchair or scooter. These answers reflect a high level of transit dependency among ETS ridership.



Q21/Q22/Q23. Most ETS passengers surveyed were adults aged 18 to 64 (158 riders), and almost 15 percent (27 riders) were seniors aged 65 or older. A total of 5 identified themselves as non-native speakers whose first language is Spanish (and 4 of these completed the survey in Spanish). Just over a third of passengers (71 individuals) said they work full time or part time, while a quarter of respondents said they were unemployed or unable to work (49 individuals). Only 5 riders said they were college students, and 10 said they were K-12 students.



Q23. What best describes your occupation? (ETS)

Answer Options	Response Percent	Response Count
Work full time	19.4%	37
Work part time	17.3%	34
Retired	18.8%	36
Unemployed	13.6%	26
Unable to work	12.0%	23
Humboldt State student	4.2%	8
College of the Redwoods student	2.6%	5
K-12 student	5.2%	10
Homemaker	2.1%	4
Other (please specify)	4.7%	9
<i>answered question</i>		192
<i>skipped question</i>		25

Q24. Passengers were asked to list specific improvements they would like to see, and just over half of the passengers provided responses. The open-ended responses were summed into different categories including "span of service," "service frequency," etcetera. The most commonly requested improvements were for increased span of service (51 of the 166

comments related to this category), and for Sunday service (20 comments) and improved bus stop amenities (18 comments). The comments are summarized below, followed by more detailed comments received regarding requests for increased span of service.

Q24. What transit improvements would you most like to see? (ETS)		
<i>answered question 117</i>		
<i>skipped question 99</i>		
Category of responses	Response Count	Examples
Accessibility	1	The stops from Myrtle and park to 18th and myrtle are
Area	1	A ride from Old Town to Henderson (extention of Purple Route); Boots at E St. Buhne at Harrison
	2	Service to additional locations
	1	East go up Est from 3rd to Henderson Center
	1	Bus service to humboldt hill
	2	more stops
bi-directional	1	go both directions on E St
	1	It would be nice if a bus went in the opposite direction
bike racks	2	
Bus stop	1	better shacks
	1	bench at king salmon stop
	1	Burre - clean
	6	Improved bus stops
	1	more benches at stops
	1	Lighting at bus stops - I've been skipped in evening.
	1	More cover at bus tops when raining or just need to sit
	1	more rain protection if possible
	1	more safe stops, with seating and rain coverage
	3	More stops with shelters
1	Safer stops, more sheltered stops	
Connections	1	Easier connections to RTS
driver complaint	1	Most bus drivers are very nice except for *
	1	* has no manners or social skills.
driver compliment	1	* is very helpful and respectful
	1	more drivers like *
	1	The woman who drives the Purple line is the best!
Express	1	Express
Fare Media	1	Permanent card at afixed rate and refillable
	1	RT and ETS same pass
Fares	1	Cheaper fare for youth
	5	cost less / reduced / slightly lower fares
	1	decrease fare rate or cost to transfer
	1	longer transfer passes (eg San Francisco)
	1	Reduced fares for 50+

Q24. What transit improvements would you most like to see? (ETS) (cont.)		
Frequency	1	more density in routes
	1	Increased hours and more stops per hour
	1	Service to Old Town on the 1/2hour.
	1	More buses all the time. Running 9a - 1130p
	1	It would be nice if buses ran longer in the day and more
	1	more buses running more often
	1	to be early to apps, more routes
Compliments	1	everything is just fine
	1	Good system
	1	I am very happy we have such a good transit system
	1	It's great as is
	1	I love taking the bus! Helps me keep my job since I don't drive. Thank you!
Info	1	Better information (Hard to understand which bus I need)
	1	Fares posted at stops.
	1	The phone service, in 10 years it has never been useful
	1	up to date information at stops. a suggestion box on buses
	1	show bus pass on phone app
integrated	1	RT and ETS same pass, integrated transit
No early departures	2	Don't ever leave before listed departure time
On-time	1	Acuenta de el horaria
On-time	3	Be more on time to stops
Safety	1	some bus stops are scary
	1	more safe stops, with seating and rain coverage
	1	Safer stops
Saturday (Red)	1	Please start a Saturday redline service, thanks
Saturday (So Hum)	1	Sat Southern Humboldt service
Sundays	20	Sunday service (general, for church)
vehicles	1	Comfortable seats, heated on cold days
vehicles	1	I hate the buses w no windows
vehicles	1	The newer buses aren't comfy.
vehicles	1	More comfortable seats
vehicles	1	Plastic seats, cleaner buses
Weekend Service	1	better weekend service
	10	more hours
	1	longer, better
Wi-Fi	1	more hours
	76	

Q24. Span of Service: Detail (ETS)	
earlier	1 earlier bus during school year 1 Red route to start at 6am
earlier & later	3 Increase hours both earlier and later
earlier & later Saturday	1 9 AM start, 5 PM end on Saturdays
earlier weekends	1 Morning service on Saturdays
increased hours	13 more hours, more service in general
later	29 later hours (weekdays, in general) 2 Saturdays

Klamath-Trinity Non-emergency Transportation Survey Results

K-T Net also was provided with self-help survey materials and conducted surveys in late March 30 and early April, 2017. A total of 17 valid survey responses were collected and are summarized below.

Q1. Which community are you starting your trip from? (KT NeT)		
Answer Options	Response Percent	Response Count
Hoopla	65%	11
Willow Creek	24%	4
Orleans	6%	1
Witchepec	6%	1
<i>answered question</i>		17
<i>skipped question</i>		0

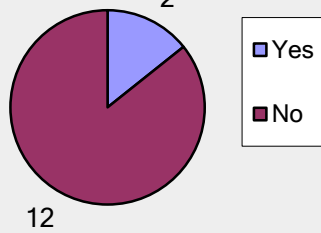
Q3. How did you get to the bus stop for this bus? (KT NeT)		
Answer Options	Response Percent	Response Count
Walked	70.6%	12
Drove a car	5.9%	1
Got a ride in a car / dropped off	17.6%	3
Transferred	5.9%	1
If transferred, from which route?		1
<i>answered question</i>		17

Q4. What time did you board this bus?	
Boarding time	Count
6:00 AM	1
8:00 AM	2
1:00 PM	1
3:30 PM	1
3:40 PM	1
4:00 PM	1
6:00 PM	1
6:40 PM	1
7:00 PM	3

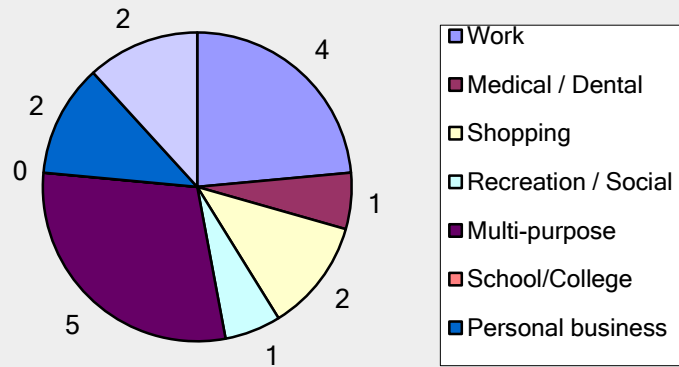
Q6. A total of 12 responded that they walked to the bus. One person transferred from Trinity Transit and one hitchhiked.

Q7/Q8/Q9. A total of 6 people were traveling round trip by bus, and 11 were going one-way. Most did not have a car available for their trip. People traveled for all types of trip purposes, except college/school.

Q8. Was a car available for you to use on this trip?



Q9. What is the main purpose of your bus trip today? Why did you leave home? (specify one)

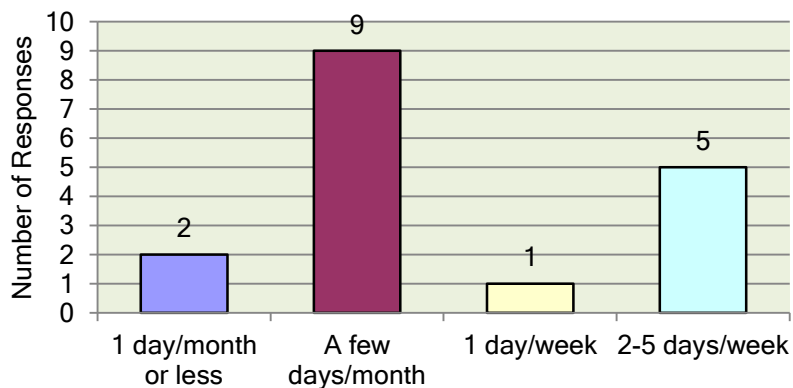


Q10. A third of respondents would not have made the trip without transit.

Q10. If transit were not available, how would you have made the trip? (KT NeT)

Answer Options	Response Percent	Response Count
Driven myself	12.5%	2
Taxi	0.0%	0
Driven by family/friend	18.8%	3
Not made the trip	31.3%	5
Social service agency	0.0%	0
Walked	0.0%	0
Other (please specify)	37.5%	6
<i>answered question</i>		16
<i>skipped question</i>		1

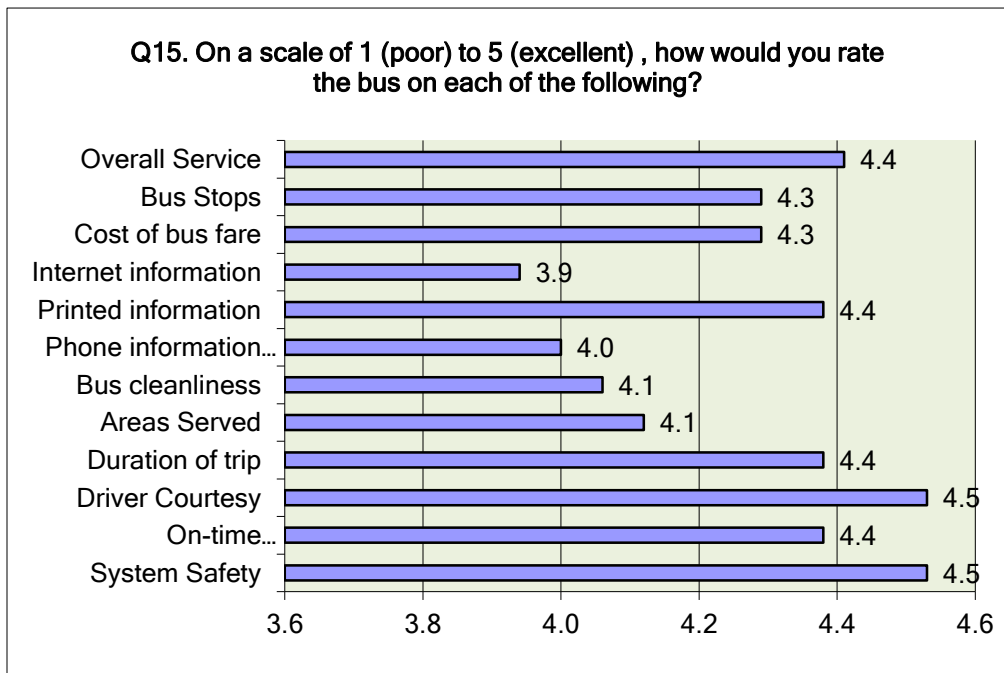
Q11. How often do you ride the bus? (KT NeT)



Q12/Q13/Q14. K-T Net has a mix of long-time users and new users. Most get their information from the driver (4), bus stops (4), printed guide (3) or a friend or family member (2). Only 1 of 13 answered that they had trouble planning regional connections.

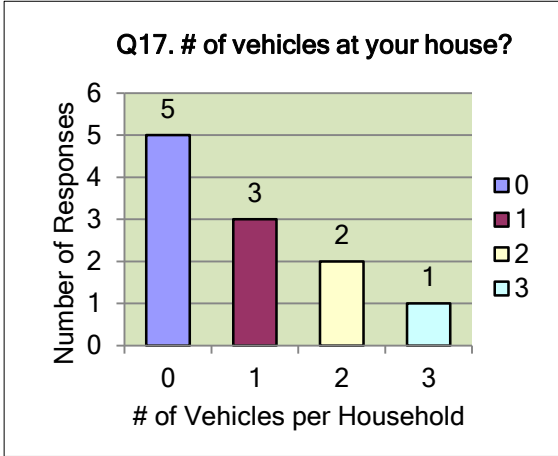
Q12. How long have you been using this bus service?		
Answer Options	Response Percent	Response Count
First time	7.1%	1
under 6 months	7.1%	1
6 months to a year	28.6%	4
1-2 years	21.4%	3
3+ years	35.7%	5
<i>answered question</i>		14
<i>skipped question</i>		3

Q15. Overall services were ranked 4.4, with driver courtesy and safety receiving the highest marks, and internet information the lowest.



Q16/Q17/Q18/Q19. More than half of the respondents (11) live in Hoopa, and 5 of 11 answering said they live in zero-vehicle households. 8 said they have a driver's license, and 7 did not. None used a wheelchair or scooter.

Q16. What community do you live in?		
Answer Options	Response Percent	Response Count
Eureka	5.9%	1
Hoopa	64.7%	11
Orleans	5.9%	1
Willow Creek	11.8%	2
Witchepec	5.9%	1
Other	5.9%	1
<i>answered question</i>		17



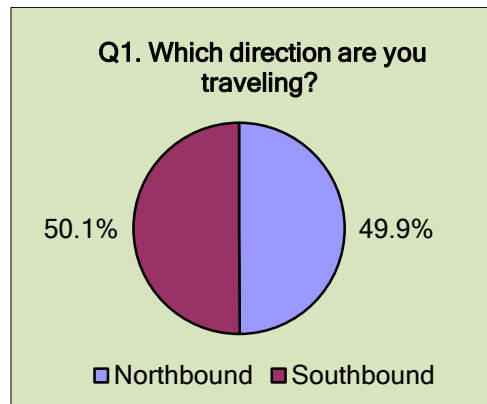
Q20. What is your age?		
Answer Options	Response Percent	Response Count
Under 18	7.1%	1
18-34	42.9%	6
35-54	35.7%	5
55-64	0.0%	0
65-74	14.3%	2
75+	0.0%	0
<i>answered question</i>		14
<i>skipped question</i>		3

Q22. What best describes your occupation?		
Answer Options	Response Percent	Response Count
Work full time	23.5%	4
Work part time	11.8%	2
Retired	11.8%	2
Unemployed	23.5%	4
Unable to work	5.9%	1
Humboldt State	0.0%	0
College of the	5.9%	1
K-12 student	5.9%	1
Homemaker	0.0%	0
Other (please	11.8%	2
<i>answered question</i>		17

Q23. Only two people listed improvements they would like to see, which included: bus location app, vinyl seats, yearly passes, more seats, and improved bus stops.

Redwood Transit System Survey Results

RTS routes were surveyed by a combination of trained surveyors and self-help materials in late March 30 and early April, 2017. A total of 413 valid survey responses were collected (half on northbound routes and half on southbound routes) and are summarized below.



Q2. What time did you board this bus?

Answer Options		Response Count
Between...	and ...	
6:00 AM	7:00 AM	10
7:00 AM	8:00 AM	42
8:00 AM	9:00 AM	32
9:00 AM	10:00 AM	40
10:00 AM	11:00 AM	64
11:00 AM	12:00 PM	40
12:00 PM	1:00 PM	15
1:00 PM	2:00 PM	31
2:00 PM	3:00 PM	31
3:00 PM	4:00 PM	13
4:00 PM	5:00 PM	35
5:00 PM	6:00 PM	13
6:08 PM	7:00 PM	1
7:00 PM	8:00 PM	0
8:00 PM	9:00 PM	5
9:00 PM	10:00 PM	3
		375

Q2. Respondents answered surveys throughout the day, but the highest response rate was in the morning hours.

Q3. Passengers listed locations where they boarded the bus. The busiest boarding locations were the HSU library circle, College of the Redwoods, the Arcata Transit Center, and the Bayshore Mall. Locations with more than 2 boardings are listed below.

Q4. The majority of passengers walked to get to the bus (333 individuals).

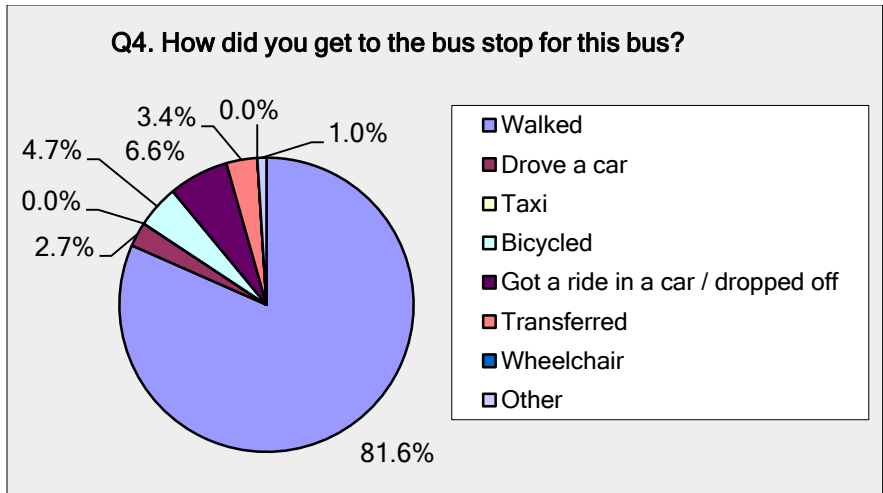
Q5. Passengers listed locations where they planned to exit the bus. The busiest exit locations were similar to the boardings: College of the Redwoods, HSU, Bayshore Mall, the HSU library circle and the Arcata Transit Center. Locations with more than 2 alightings are listed below.

Q6. Almost 90 percent of passengers (334) said they walked to get to the bus, while 17 transferred, 16 rode their bikes and 10 got a ride from someone.

Q7/Q8/Q9. A total of 303 people were traveling round trip by bus (75 percent), and 101 were going one-way. Most (82 percent) did not have a car available for their trip. Approximately a third of the RTS survey respondents said they use a Jack Pass.

Q3. Where did you board the bus?

Street	Cross Street	Town/Business	Count
HSU Library			38
College of the Redwoods			26
Arcata Transit Center			20
Bayshore Mall			18
Valley West Blvd			15
11th	N	Fortuna	13
HSU			12
5th	D	Eureka	11
Trinidad			11
Broadway	Del Norte		10
14th	B	Arcata	7
H	6th	Arcata	7
Arcata			6
School Road			6
5th	K	Eureka	5
Fortuna			5
Humboldt Hill			5
Mckinleyville Shopping Center			5
4th	U		4
5th	H		4
5th	U	Eureka	4
Central	Murray		4
Mall			4
Railroad Ave		Mckinleyville	4
Rio Dell			4
Broadway Cinema			3
Del Norte			3
G	5th	Arcata	3
McKinleyville HS			3
Mckinleyville			3
Rio Dell City Hall			3
Scotia			3
Other			100
Total Count			369

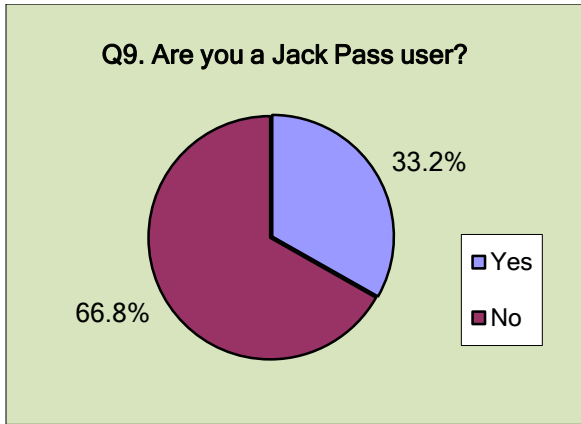
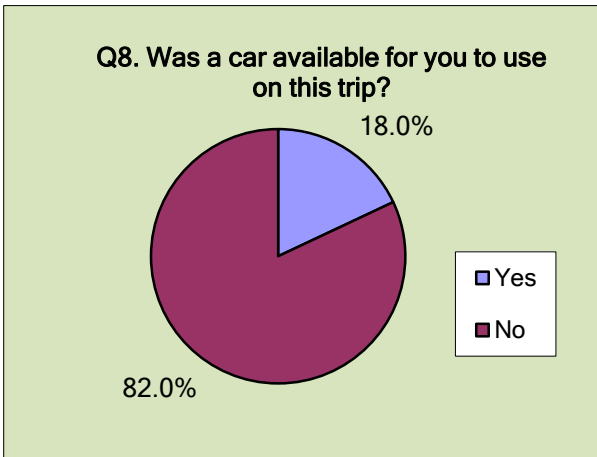
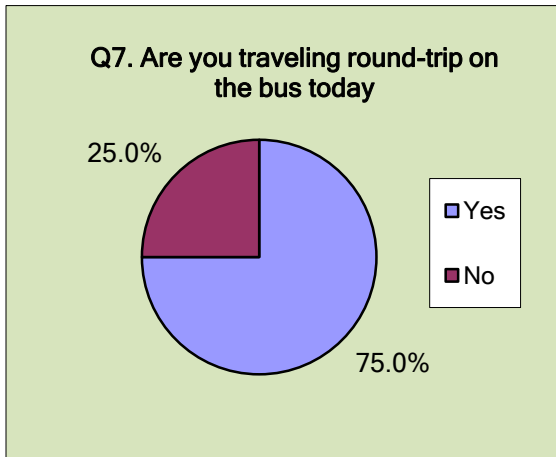


Q5. Where will you exit the bus?

Street	Cross Street	Town/Business	Count
College of the Redwoods			46
HSU			37
Bayshore Mall			31
HSU Library			29
Arcata Transit Center			16
Eureka			10
Arcata			9
School Road		McKinleyville	9
Broadway	Del Norte		8
Fortuna			7
4th	H		6
5th	U	Eureka	6
Mckinleyville Shopping Center			6
11th	N	Fortuna	5
4th	U		5
4th	H	Eureka	5
5th	D	Eureka	5
Mall			5
4th	D		4
Rio Dell			4
Valley West			4
14th	B		3
4th	K st	Eureka	3
5th	O		3
5th		Eureka	3
McKinleyville			3
Other			104
Total Locations			376

Q6. How will you get to your destination after you get off the bus?

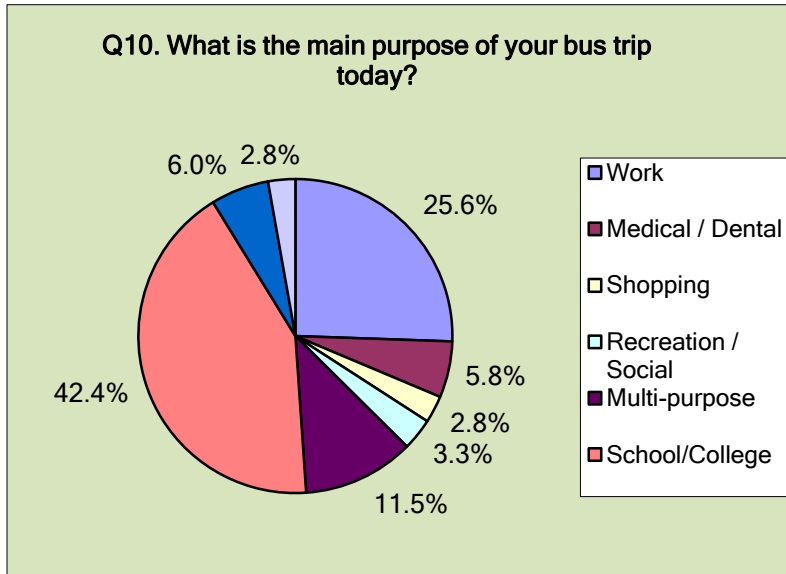
AnswerOptions	Response Percent	Response Count
Walk	87.2%	334
Drive a car	1.3%	5
Bicycle	4.2%	16
Get a ride in a car	2.6%	10
Transfer to another route	3.9%	15
Other	1.0%	4
If transferring, to which route?		17
<i>AnsweredQuestion</i>		383
<i>SkippedQuestion</i>		30



Q10. RTS passengers use the bus for a variety of reasons, but most common among them is for college/school (42 percent). A quarter of riders use the bus for work.

Q11/Q12. If transit were not available, approximately 40 percent of respondents said they would not make the trip, and 30 percent said they would be driven by a friend or family

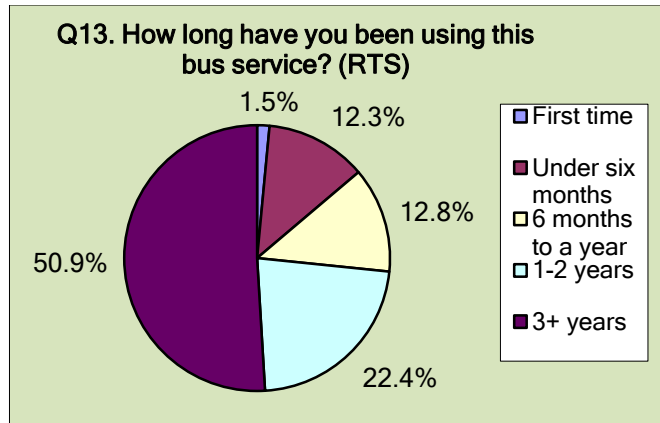
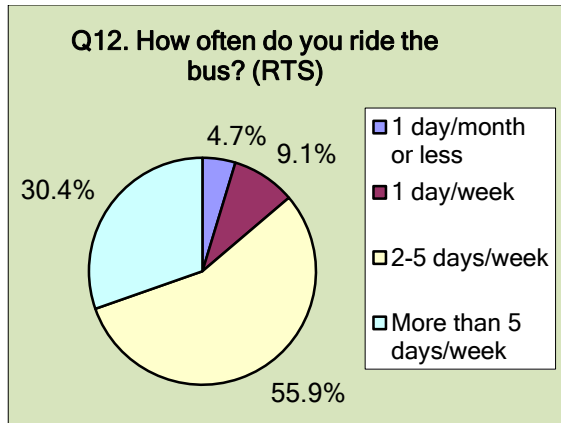
member. Less than 5 percent each said they would walk or ride a bike, reflecting the long distance of the typical RTS trip.



Q11. If transit were not available, how would you have made the trip?

AnswerOptions	Response Percent	Response Count
Driven myself	11.7%	45
Biked	4.2%	16
Taxi	2.9%	11
Driven by family/friend	29.9%	115
Walked	4.7%	18
Not made the trip	40.5%	156
Social service agency	1.0%	4
Other (please specify)	5.2%	20
<i>Answered Question</i>		385
<i>Skipped Question</i>		28

Q12/Q13. Asked how often they ride the bus, over half (228 riders) said they ride 2-5 days per week, and 30 percent (124 riders) said they ride more than 5 days per week. Half (202 riders) had also been using transit for three years or more while just under a quarter had been riding between one to two years, and another quarter had been riding under a year indicating there is a loyal ridership base, but also new ridership.



Q14. Passengers were asked to list their primary source of information. The most common sources for transit information included the internet (38 percent of responses); printed guides/schedules (23 percent); bus stop signs (14 percent); and the directly from the driver (12 percent).

Q14. What is your primary source for transit information? (RTS)		
<i>Answered Question</i>		395
<i>Skipped Question</i>		18
AnswerOptions	Response Percent	Response Count
Bus driver	12%	50
Family / friend	1%	6
Internet	38%	161
Google maps	7%	30
Bus stops	14%	58
Telephone	2%	9
Printed guide / schedule	23%	99
Humboldt State University	2%	9
College of the Redwoods	1%	4
Other (please specify)	0%	2
Total Responses		428

Q15. Most passengers do not find it difficult to plan connections to regional transit services, though 24 (16.2 percent of those who answered) said they do.

Q15. Do you find it difficult to plan connections to regional transit services? (RTS)		
AnswerOptions	Response Percent	Response Count
Yes	26.2%	83
No	73.8%	234
<i>Answered Question</i>		317
<i>Skipped Question</i>		96

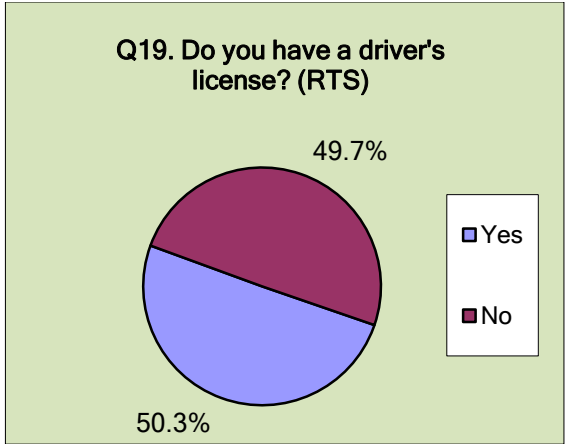
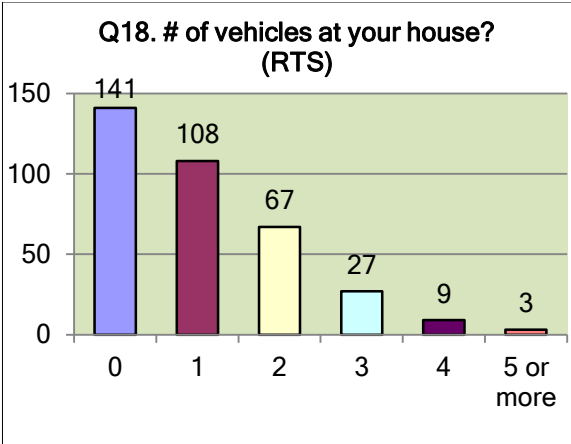
Q16. Passengers were asked to rate the transit system on a scale of 1 (poor) to 5 (excellent) on various service characteristics. In all, 69 percent of responses were ranked as 4 (good) or 5 (excellent), and 22 percent 3 (neutral). The overall service ranked an average of 4.1. The highest ranked factors included driver courtesy and system safety (4.3) and printed information and internet information (both at 4.1). The lowest ranking factor was value received for cost of bus fare (3.6) and area served, phone information and bus stops, each receiving 3.7.

Q16. On a scale of 1 (poor) to 5 (excellent) , how would you rate the bus on each of the following? (RTS)							
Answer Options	1	2	3	4	5	Rating Average	Response Count
System Safety	7	11	52	112	194	4.3	376
On-time	10	26	101	128	119	3.8	384
Driver Courtesy	7	14	79	123	161	4.1	384
Duration of trip	4	15	85	133	143	4.0	380
Areas Served	17	44	92	99	121	3.7	373
Bus cleanliness	13	18	82	125	145	4.0	383
Phone information	21	29	94	71	113	3.7	328
Printed information	4	18	55	124	163	4.2	364
Internet information	13	8	58	111	168	4.2	358
Cost of bus fare	24	33	118	85	120	3.6	380
Bus Stops	15	48	94	116	106	3.7	379
Overall Service	3	9	74	169	126	4.1	381
<i>Answered Question</i>							388
<i>Skipped Question</i>							25

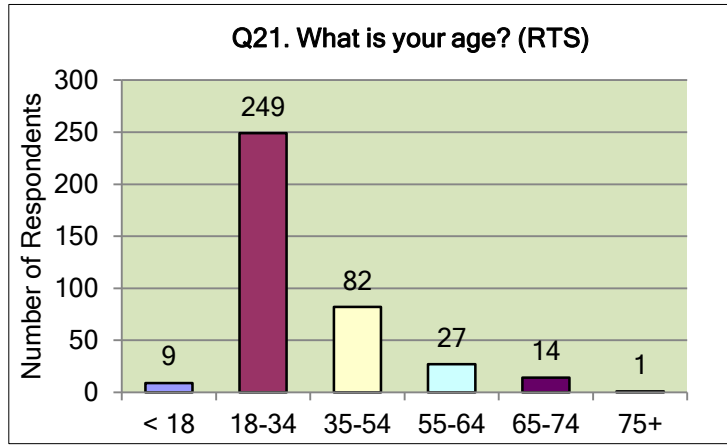
Q17. What community do you live in? (RTS)		
Location	Percent	Count
Arcata	25.0%	93
Bay View	0.3%	1
Blue Lake	0.8%	3
Cutten	0.3%	1
Eureka	24.2%	90
Ferndale	0.0%	0
Fortuna	7.5%	28
Humboldt Hill	2.2%	8
Loleta	0.8%	3
Manila	0.5%	2
McKinleyville	14.5%	54
Redway	0.3%	1
Rio Dell	6.2%	23
Scotia	1.9%	7
Trinidad	4.6%	17
Westhaven	0.3%	1
Other	10.8%	40
<i>Answered Question</i>		372
<i>Skipped Question</i>		41

Q17. A nearly equal number of passengers live in Arcata (93) and Eureka (90), accounting for half of the passengers. Almost 15 percent live in McKinleyville, and 7.5 percent live in Fortuna, while 6.2 percent live in Rio Dell. Most of the passengers (141 out of 174 who responded) said they live in Eureka or an area of Eureka.

Q18/Q19/Q20. The majority of respondents said they live in a zero-vehicle (141 respondents) household, and just half (198 respondents) said they have a driver's license. Only 6 respondents (1.2 percent) said they use a wheelchair or scooter. These answers reflect a mix of transit dependency and choice riders among RTS ridership.



Q21/Q22. Two thirds of RTS passengers surveyed were adults aged 18 to 34, while 22 percent were aged 35 to 54. Only 4 percent were seniors aged 65 or older. A total of 7 identified themselves as non-native speakers whose first language was Spanish (5), Norsk (1) and Japanese (1). These individuals all answered the form in English. A total of 4 individuals answered in Spanish.



Q23. Just over a quarter of riders (104 individuals) said they are Humboldt State University students, and another 66 said they are College of the Redwood students, making up a total of 44 percent of the ridership. Another third of riders work either work full time or part time, while a 12.4 percent of respondents said they were unemployed or unable to work (50 individuals).

Q23. What best describes your occupation? (RTS)

Answer Options	Percent	Count
Work full time	19.2%	75
Work part time	15.1%	59
Retired	5.1%	20
Unemployed	8.2%	32
Unable to work	4.6%	18
HSU student	26.7%	104
CR student	16.9%	66
K-12 student	1.3%	5
Homemaker	1.8%	7
Other	1.0%	4
<i>Answered Question</i>		390
<i>Skipped Question</i>		23

Q24. Passengers were asked to list specific improvements they would like to see, and two thirds provided answers, with many providing multiple suggestions. The open-ended responses were summed into different categories including “added service, area” “span of service,” “service frequency,” etcetera. The responses are listed below.

Q24. What transit improvements would you most like to see? (RTS)

answered question 263

skipped question 150

Category of

responses Count Specifics

Add service,	1	Add another bus daily to trinidad
areas	1	Another bus from McK to Eureka - 6am and 7am
	1	Bus to Blue Lake
	1	I would like additional service to McKinleyville
	1	Bus stop between Eureka Coop and Del norte SB
	1	Bus stops across from Broadway Theater
	1	More northbound buses from HSU
	1	A stop on Southside of Broadway Cinema
	1	Additional locations
	1	More stops ex: Target
	1	More stops in less popular areas of town
	1	More stops on Broadway; Routes to Bayside & Blue Lake
	1	Increased service to out lying areas
	5	Increased service to Trinidad
	1	Later service to Trinidad/Clam Beach
	2	Manila in the mid-afternoon, Manila
	1	More areas services, more buses/increased service!!
	2	More bus pick ups at Clam Beach Inn
	2	More bus stops availability.
	3	More bus stops in Campton Heights area of Fortuna.
	1	More bus stops near school rd.
	6	More buses to & from Scotia - Rio Dell
	3	More destinations/locations
	1	More evening buses to the airport, esp on weekends
	2	More Loleta, Fernbridge stops
	1	More routes! I can hardly get anywhere! Grocery stores!
	3	More Stops in Mckinleyville
	1	More areas-Sunny Brae and Myrtle town
	1	See bus service return to Fern Bridge
	1	Service to Carlotta
	2	Service to the other side of Samoa Blvd, Samoa
	2	More Humboldt Hill stops

Q24. What transit improvements would you most like to see? (RTS) (cont.)	
Bus stop improvements	<ul style="list-style-type: none"> 4 Improved bus stops/shelters 1 Bus stop at King needs benches and shelter 1 Bus stop seats would be nice 1 Many stops have no shelter/seating 2 Shelters that are actually dry, monitored shelters 1 More bus shelters 1 More seating/shelter at 5th and H. 1 Park and Ride Fortuna Light 1 Travel More often uptown, covered stop
Bus improvements	<ul style="list-style-type: none"> 2 All buses need windows that can open! 2 AUX Cord/USB Port 3 Cleaner buses 1 I'd like for the bus to have seatbelts 1 Cushions on seats replaced; graffiti removed.
Stops close by	<ul style="list-style-type: none"> 3 A stop closer to my house, closer stops
Compliment	<ul style="list-style-type: none"> 1 Overall good service 1 Thank you for your service
Improved connections.	<ul style="list-style-type: none"> 1 Better connections to Amatrak 1 Better connections to Southern Humboldt 1 Cut thru Eureka-connect better with ETS w/o transfer 2 more bus connection on weekends 4 Timed connections with local routes
Driver issue.	<ul style="list-style-type: none"> 1 Drivers shouldn't leave stops early. 1 Drivers to wait for people who are visibly running for the bus. <ul style="list-style-type: none"> * rude, mean, listens to personal conversations, makes my life a misery. 1 Better PM drivers - they are grumpy and drive too fast, brake too quickly and hard, and take corners too fast. <ul style="list-style-type: none"> Some bus drivers nicer to people and more helpful to people with needs 1 Teach them how to brake/accelerate. 1 Turn around if you miss a stop. 1 Bus drivers stop at every stop (*).
Express	<ul style="list-style-type: none"> 3 Express Routes. (1 --Northbound not stopping at HSU)

Q24. What transit improvements would you most like to see? (RTS) (cont.)	
Fares	19 Cheaper fares, decreased fares, lower fares
Fare issues	2 Fare equality in town as out of town
Fare media	1 Free bus passes to CR students-HSU gets them 2 Pass for CR students 1 More affordable for daily work commuters. 2 Cheaper passes 1 Cheaper monthly passes especially for students Payment methods modernized ie proximity cards. Reduce 1 fares, longer hours. 1 Being able to use day pass fro RTS and ETS
Frequency	12 Increased frequency, more often, more buses 2 In Arcata 1 In Rio Dell/Scotia 4 In Valley West 2 During the school week, weekdays 1 At night, library circle 1 In Fortuna 2 To/from McKinleyville 1 From Willow Creek to Arcata and Eureka 1 To Campton Heights 1 To Loleta 1 Southbound
Information Services	2 Alerts, info for bus schedules (on-time or not) 1 Daily updates on Route information 2 Better bus information 2 Holiday schedules need to be posted online, on buses 1 Easier to read
On-time	4 Be on time, match schedule.
Policies	1 People not being able to take up seats with huge packs 1 Reinforce the no cigar rule
Safety	1 More safety
Saturday	3 More Saturday, Saturday morning, later Saturday
Span of service.	1 24 hours - 7 days 1 A few later buses - esp a day like Sunday 41 Later service, evening, night 3 Earlier service 17 Longer hours, increased hours 1 Later Southbound 1 Downtown stops at night 1 Increase hours in Fortuna 1 Increased hours serving Manilla 1 Increased hours to/from Loleta w/o backtrack from Fortuna

Q24. What transit improvements would you most like to see? (RTS) (cont.)	
	1 Arcata buses on Sunday!
Saturday	1 Increase hours earlier & later on weekends (Sunday!)
Sunday	1 ETS service on Sundays, Increased service at night
Weekend	3 More Sunday hours
	1 Later hours Sunday
	33 Better weekend service, more weekend hours
	8 Later hours on weekends
	2 More buses available on weekends to and from CR
	1 Earlier on weekends
	1 More evening buses to the airport, esp on weekends
	1 More Mckinleyville service on weekends
	1 More stops to Spruce Point on weekends
	1 Sundays have Saturday schedule.
Wi-Fi	3 Better Wi-Fi
Misc.	1 Cater more to students
	1 crossword puzzles and jeopardy
	1 No transfer at HSU is the worst
	1 weekday south
	1 More Stops Eureka Broadway
	Weekday arrival time = pretty good but sometimes on the
	1 weekend I have to work and the bus doesn't show up :(
	1 More direct to HSU/Shorter trip.

Additional Surveys: Tish Non-Village and Willow Creek Survey Results

A small number of surveys were collected on the Tish-Non Village and Willow Creek routes, and the responses to these are listed below.

Q1. Which route are you on?	
Answer Options	Response Count
Tish Non NB	4
Tish Non SB	1
Willow Creek EB	1
Willow Creek WB	2
<i>answered question</i>	8

Q2. What time did you board this bus?		
Responses Between...		Response Count
Time		
6:00 AM	6:59 AM	1
7:00 AM	7:59 AM	3
8:00 AM	8:59 AM	1
9:00 AM	9:59 AM	3
<i>answered question</i>		7

Q3. Where did you board the bus?			
<i>Tish Non</i>			5
Business or Street	Cross Street		Count
Loleta	Scenic Drive		1
Bayshore Mall			1
Fern Bridge			1
A+ Shop (near Loleta Chees Factory)			1
Fern Bridge			1
<i>Willow Creek</i>			3
Business or Street	Cross Street		Count
Willow Creek			2
Arcata			1

Q4. How did you get to the bus stop for this bus?		
<i>Tish Non</i>	walked	1
	Transferred	1
	Got ride	2
	Bike	1
<i>Willow Creek</i>	Got ride	1
	Transferred	1
	walked	1

Q5. Where will you exit the bus?				
<i>Tish Non</i>				
Business or Street	Cross Street	Town		Count
		Loleta		1
College of Redwoods				2
5th	H St	Eureka		1
<i>Willow Creek</i>				
Business or Street	Cross Street	Town		Count
16th	H St	Arcata		1
		Arcata		1

Q6. How will you get to your	
<i>Tish Non</i>	
	Count
Walk	4
bike	1
<i>Willow Creek</i>	
	Count
Walk	2

Q7. Are you traveling round-trip		
	Yes	No
<i>Tish Non</i>	5	0
<i>Willow Creek</i>	2	1

Q8. Was a car available for you to use on this trip?		
	Yes	No
<i>Tish Non</i>	2	2
<i>Willow Creek</i>	0	2

Q9. Are you a Jack Pass user?		
	Yes	No
<i>Tish Non</i>	0	3
<i>Willow Creek</i>	0	2

Q10. What is the main purpose of your		
Answer Options	Tish Non	Willow Creek
Work	1	0
Medical / Dental	0	0
Shopping	0	1
Social	0	0
Multi-purpose	1	1
School/College	3	1
business	0	0
Other	0	0
answered	5	3

Q11. If transit were not available, how would you have made the trip? (ETS)		
Answer Options	Tish Non	Willow Creek
Driven myself	1	1
Driven by family/friend	1	0
Not made the trip	3	2
answered	5	3

Q12. How often do you ride the bus?		
Answer Options	Tish Non	Willow Creek
1 day/month or less	1	2
1 day/week	0	0
2-5 days/week	2	1
More than 5 days/week	2	0
answered question	5	3

Q13. How long have you been using this bus service?		
Answer Options	Tish Non	Willow Creek
6 months to a year	1	0
1-2 years	3	0
3+ years	0	3
answered	4	3

Q14. What is your primary source for transit information?		
Answer Options	Tish Non	Willow Creek
Bus driver	2	
Internet	2	1
Telephone	1	1
Printed guide / schedule		0
answered	5	2

Q16. On a scale of 1 (poor) to 5 (excellent), how would you rate the bus on each of the following? (For ETS)		
	Average Score	
Answer Options	Tish Non	Willow Creek
System Safety	4.4	4.7
On-time Performance	4.4	4.3
Driver Courtesy	4.2	5.0
Duration of trip	4.6	4.5
Areas Served	3.4	5.0
Bus cleanliness	3.6	4.7
services	3.4	4.7
Printed information	5.0	4.7
Internet information	4.6	3.0
Cost of bus fare	4.6	4.7
Bus Stops	3.0	5.0
Overall Service	4.6	5.0

Q15. Do you find it difficult to plan connections to regional transit services?		
	Yes	No
Tish Non	2	2
Willow Creek	0	3

Q17. What community do you live	
Tish Non	Count
Loleta	1
Humboldt	1
Ferndale	1
Table Bluff Resv.	1
Willow Creek	Count
Burnt Ranch	1
Willow Creek	1

Q18. Number of vehicles at your house?		
Answer Options	Tish Non	Willow Creek
0	1	
1	3	1
2	1	1
answered	5	2

Q19. Do you have a driver's license?		
	Yes	No
<i>Tish Non</i>	3	1
<i>Willow Creek</i>	2	1
<i>answered</i>	5	2

Q20. Do you use a wheelchair or scooter?		
	Yes	No
<i>Tish Non</i>	0	4
<i>Willow Creek</i>	0	3
<i>answered</i>	0	7

Q21. What is your age?		
Answer	Tish Non	Willow Creek
Under 18	0	1
18-34	1	0
35-54	3	0
55-64	0	1
65-74	0	1
75+	0	0
<i>answered</i>	4	3

Q23. What best describes your occupation?		
Answer Options	Tish Non	Willow
Work full time	2	1
Retired	1	1
CR student	2	
K-12 student		1
<i>answered</i>	5	3

Q24. What improvements would you like to	
<i>Tish Non</i>	Count
More Loleta stops	1
I'm happy with the current conditions	1
No improvements; just keep getting me to school	1
<i>Willow Creek</i>	Count
WiFi on the McDonalds bus doesn't work	1
be on time unless unavoidable delays	1

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Appendix D

HCAOG Website Materials Regarding the Unmet Transit Needs Process

UNMET TRANSIT NEEDS PROCESS

What will HCAOG do with your input?

Each year, HCAOG asks residents, especially those who are transportation disadvantaged, what transit needs they have which are not being met. This helps us prioritize how we use public transit funds. The reality is that funding is limited, and while our desire is to meet as many of the mobility needs as we can in Humboldt County, we cannot meet all of the needs. But, to meet your needs, we must first identify them. Please help us with that.

This “unmet needs process” is important to help us identify needs which may be reasonable to meet. We follow these steps:

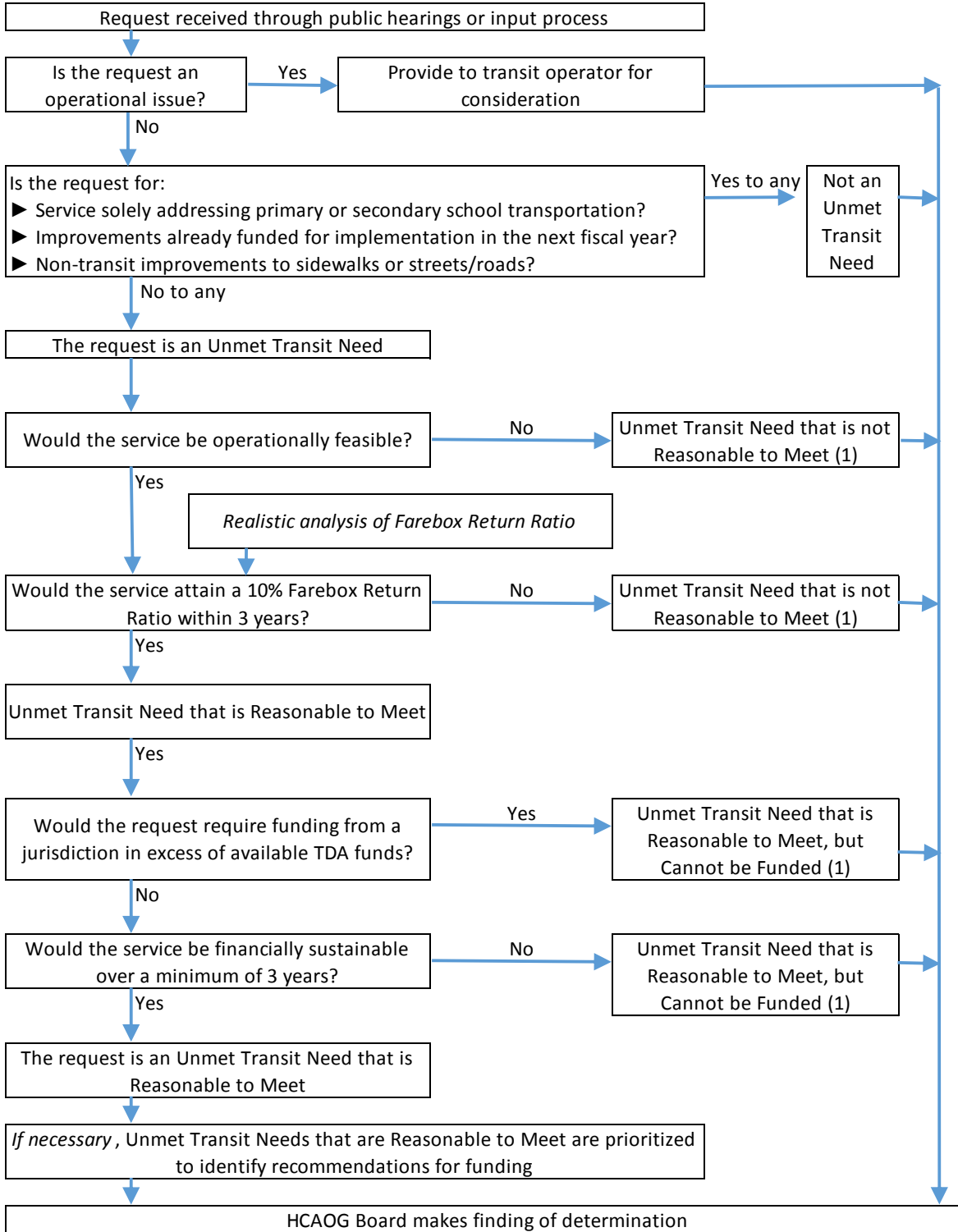
1. We receive your requests, via email or letter on an ongoing basis, or at specific public meetings held every year. In making your request, **be specific!** When do you need service? What days of the week? What time of day? Where do you want to start and end your trip?
2. Our staff and our SSTAC will review your request(s) and make sure we understand what you are identifying as an unmet transit need.
3. We will determine if your need is currently being met in any way. Sometimes what you are asking for is already available, or can be addressed through a minor transit operations change that need not go through the review process.
4. If the SSTAC determines that your need meets the criteria as “an unmet transit need” the next step is to find out if it is “reasonable to meet.”
 - HCAOG staff will evaluate the operating requirements for meeting the need (logistics, vehicles, staff) and estimate the cost. We will work with transit providers to help us with this task.
 - If the service is operationally feasible, financially viable, and will generate ridership that is expected to generate fares equal to at least 10 percent of the additional operating cost within two years, it will be found “reasonable to meet.” HCAOG staff will consider your comments,

survey results and estimates of use, but we will use transit planning methodologies for projecting expected ridership. For example, we will compare rates of transit use for similar services operated in similar areas. HCAOG staff will estimate fare revenue based on existing fares and projected ridership.

5. Once the list of “reasonable to meet” service requests are determined, SSTAC will use operating costs, performance measures and the service’s consistency with overall transit plans to prioritize such needs.
6. The SSTAC’s resulting recommendations are provided to the HCAOG Board for their consideration and approval.
7. We will fund and implement reasonable-to-meet needs if they are identified as a priority and if sustainable funding sources are available for the service.
8. The list of reasonable-to-meet needs that are not funded in the current year will be reviewed each subsequent year to determine if they still qualify as reasonable to meet. If they are no longer considered reasonable to meet, they will be no longer be included. If they remain reasonable to meet, they will be considered for funding under the same guidelines as above.

Requests for services can be provided by emailing todebra.dees@hcaog.net or writing to HCAOG Office, 611 I Street, Suite B, Eureka, CA 95501.

HCAOG Unmet Needs Process Flowchart



Note1: May be considered in future years if financial, ridership or other pertinent conditions change