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**Transportation 360**  
**Comprehensive Operational Analysis (COA) for Roseville Transit**  
**PUBLIC ENGAGEMENT SUMMARY**  
**October 3, 2024**

**What is Transportation 360?**

In the fall of 2023, the City of Roseville Public Works embarked on two important projects: (1) a Comprehensive Operational Analysis (COA) for Roseville Transit, and (2) an Active Transportation Plan (ATP). Together, these projects culminated in the City's *Transportation 360* effort.

The COA encompassed an assessment of the COVID-19 impacts on Roseville Transit's ridership and recommendations for how transit can better serve residents going forward. The City's COA also coincides with the comprehensive operational analysis being developed by Placer County Transportation Planning Agency (PCTPA), with Placer County Transit (PCT) and Auburn Transit, along with a subsequent short-range transit plan that will be produced by PCTPA for all three transit systems.

Concurrently, the City is updating its Bicycle and Pedestrian Master Plans and combining them into one consolidated ATP, which will provide a vision and action plan for improving safe and convenient active transportation travel in the City for all ages and abilities. The ATP is examining and documenting the current walking and biking experience in Roseville, reasons and needs for improvements, and strategies for making Roseville a top-tier walking and bicycling-friendly community.

**Goals and Objectives of Community Engagement**

- ***Gain community perspectives*** on transportation issues in the City of Roseville, particularly related to transit needs and active transportation use.
- ***Educate residents and stakeholders*** about the development of the COA and ATP, and how these projects benefit the city and its residents and visitors.
- ***Inform residents*** about the anticipated schedule for the project development process.
- ***Provide mechanisms for two-way dialogue*** between the City and community members, to share information about the project, obtain input, and address questions and concerns.
- ***Centralize communication*** regarding the projects via the City's website.

**Audiences**

Transportation 360 is relevant to everyone that lives, works, or spends time in the City of Roseville. This includes, but is not limited to:

- City of Roseville residents
- Under-represented groups and Disadvantaged Communities (e.g., people with disabilities, zero-vehicle households, low income, etc.)
- Local business owners, including large employers

- Local schools/school districts, including higher education
- Resident services organizations/agencies
- Community advocacy organizations
- Medical offices/facilities
- Local elected officials
- Key neighborhoods identified through the California Healthy Places Index
- Other government partners (e.g., PCTPA, SACOG, Health Education Council, Placer County Public Health, etc.)

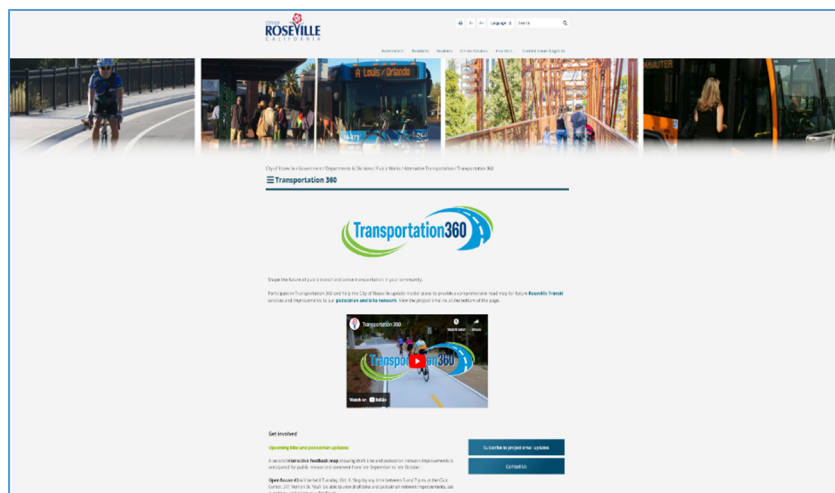
### Opportunities for Community Participation

The City has been coordinating various activities and events to inform, consult, involve, and collaborate with the public, to offer opportunities to participate and provide input on Transportation 360:

<b>INFORM</b>	<b>CONSULT</b>	<b>INVOLVE</b>	<b>COLLABORATE</b>
<i>Provide information to understand the issue(s) at hand.</i>	<i>Obtain feedback to help guide plan development.</i>	<i>Consider and use input gathered to develop plans.</i>	<i>Include partners in developing solutions.</i>

### Website

The City is hosting a page on its website that is dedicated to the Transportation 360 project: [roseville.ca.us/transportation360](http://roseville.ca.us/transportation360). This page serves as the central hub for project information and has been promoted through all project materials, presentations, and social media posts. Page content includes background information on the project, an estimated schedule, information on public meetings and community events, links to online surveys (while available), outreach summaries, and a “contact us” button for the submission of questions, concerns, or other input regarding the project.



Project Webpage

**Informational Materials**

Informational materials developed for Transportation 360 have included a project overview sheet that provides an overview of how the public’s feedback will assist the City in its development of these plans, as well as a QR code that links to the Transportation 360 web page for more information and opportunities to participate/provide feedback (e.g., upcoming public meetings, any active surveys, etc.). The fact sheet has been distributed at community events, public open houses, and City facilities.

**Video**

A short video overview of Transportation 360 was shared to illustrate the goals of the project and opportunities to shape the future of transportation. Content was designed to be accessible to a wide audience with visuals, voiceover, and closed captions. The video was another way to promote public participation, including on the website, social media, email newsletters, and YouTube.



*Project Overview Sheet*

**Social Media**

The City has posted Transportation 360 information and updates on social media throughout the project development process, promoting opportunities for the community to provide input at upcoming public open houses or via the online survey tools. Information has been posted multiple times on the City’s various social media channels, including the @CityofRoseville and @RosevilleTransit pages on Facebook, @CityofRoseville, @RSVLPublicWorks, and @RSVL\_Transit pages on X (Twitter), Nextdoor, Instagram, and LinkedIn.

**Newsletter Content**

Updates about the Transportation 360 project were included in numerous issues of the City’s email newsletters throughout the development of the COA, reaching tens of thousands of people. Article content featured details about upcoming public open houses, as well as opportunities to provide feedback by participating in each of the surveys when available.

**Transportation Commission Meetings**

Updates about Transportation 360 and the COA were shared with the public at Transportation Commission meetings (dates are listed below). Videos of the presentations are available on the Transportation 360 project webpage and the City’s YouTube channel.

- May 16, 2023
- September 19, 2023

- February 20, 2024
- May 21, 2024
- July 16, 2024
- September 17, 2024

### **Public Open Houses**

During the development of the COA, the City hosted two public open houses to share information about the project and collect input from community members.

#### *Public Open House #1*

The first public open house was held on Thursday, April 11, 2024, from 5-7 p.m. The purpose of the meeting was to provide preliminary information to the public regarding the discovery phase for both Transportation 360 projects (COA and ATP), gather input from the community, and highlight next steps. The in-person meeting was hosted at the Martha Riley Community Library, located in Mahany Park, and more than more than 40 community members attended.

Following is a summary of feedback provided by attendees regarding Roseville Transit:

- Attendees understood the need for a study and were supportive of the efforts. Existing bus riders were happy with the service but found it to be slow.
- A lot of the discussion about where people wanted service centered around the West Park region. Outside of Roseville, most riders wanted a more direct connection to Rocklin and Antelope. There were no requests from riders to go to places like Granite Bay.
- A group of 5-6 attendees worked together on designing routes, with their discussion including a potentially new service along Blue Oaks, less transfers, and more direct connections.
- Attendees who commented about the buses being too slow were asked if they would be willing to transfer if the service was split up – all current bus riders said they would. They were also supportive of expanding on-demand services, such as Arrow.
- Commuter bus passengers were generally happy with the service and understood that fewer people are currently riding. Current riders said they do not ride daily, as most are still working hybrid shifts and only go in 1-2 times a week. They also mentioned that increasing State in-office workdays are currently in transition.
- Current Commuter bus passengers were interested in later trips into Sacramento, and earlier trips back. All riders were excited about the new service to Watt/I-80 on Rapid Link.

#### *Public Open House #2*

The second public open house was held on Tuesday, August 6, 2024, from 5-7 p.m. The purpose of this meeting was to provide additional information to the public about the COA component of Transportation 360. The meeting focused on sharing conceptual Roseville Transit service improvements, providing an opportunity for community members to share feedback and ask questions, and highlighting

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next steps. The in-person meeting was hosted at the Civic Center, and more than 20 community members in attendance.

Following is a summary of the comments and feedback shared by attendees:

- A few attendees inquired about ADA accessibility on Roseville Transit vehicles, including any requirements/limitations related to the size and weight of different mobility devices (wheelchairs, scooters, etc.).
- Attendees asked several questions related to the route improvements and access to essential destinations throughout the city, such as grocery stores and other major shopping areas/centers (e.g., Costco).
- Some attendees inquired about whether any of the proposed routes include new/additional stops in areas they feel currently have limited transit access, such as Blue Oaks and Granite Bay.
- Attendees asked about how the system changes will help reduce travel times as well as transfers.
- Some attendees asked about the different types of transit system vehicles that are planned (e.g., electric buses), as well as on-board services, such as Wi-Fi.
- One current Arrow rider expressed a need for extended service hours and mentioned having difficulties with the Arrow app.

Both of the public open houses were promoted through the following communications channels:

- City newsletters/email blasts
- City's social media platforms
- City of Roseville website and Transportation 360 project page
- Outreach calls to more than 40 local stakeholders/community-based organizations
- Pop-up events in the community
- Materials/signage posted inside transit vehicles and at transit facilities
- Transportation Commission meetings

**Meeting Promotion**

**Shape the future of active transportation and public transit**

Participate in [Transportation 360](#) and help the City of Roseville update master plans to provide a comprehensive road map for future Roseville Transit services and improvements to our pedestrian and bike network.

Share your input in the following ways.

**Roseville Transit survey**

Help shape the plans by participating in a short survey about how you currently use Local routes, ADA Paratransit, and Arrow on-demand services.

A future survey will be available for those who don't currently ride transit.

**Provide your Input**

**Active transportation interactive map and survey**

Use the interactive map to share feedback about walking, biking, and rolling.

**Provide your Input**

**Open House #1**

Thursday, April 11  
Stop by any time between 5 and 7 p.m.  
Riley Library  
1501 Pleasant Grove Blvd. ([map](#))

Join us and get involved in Transportation 360. You're invited to share your ideas for improving active transportation and Roseville Transit services.

Getting there: Accessible via Roseville Transit - [Local](#) Route M and [Arrow](#) on-demand. Or, [plan your trip](#) walking, biking, or rolling.

**Learn more**

Learn more about Transportation 360, view the project timeline, and stay informed about more opportunities to participate.

[roseville.ca.us/transportation360](https://roseville.ca.us/transportation360)

*Transportation 360 E-Newsletter*

**Open house #2 - Roseville Transit**

Tuesday, August 6, 2024  
Stop by any time between 5 and 7 p.m.  
Short presentation at 5:30 p.m.  
Civic Center, Rooms 1 and 2  
311 Vernon St. ([map](#))

Join us for the second open house, learn about conceptual Roseville Transit service improvements, and share your feedback.

Getting there: Accessible for free via Roseville Transit [Local](#) Routes A, B, D, and L, or [Arrow](#) on-demand. Or, [plan your trip](#) walking, biking or rolling. When you board the bus, simply notify the driver you're attending the open house.

**Learn more**

*Roseville Transit E-Newsletter*

**Roseville Public Works**  
@RSVLPublicWorks

Join us tomorrow, August 6 for the second Transportation 360 open house. Learn about conceptual @RSVL\_Transit service improvements, and share your feedback. Stop by any time between 5 and 7 p.m., at the Civic Center.

More details: [roseville.ca.us/Transportation...](https://roseville.ca.us/Transportation...)

8:06 AM · Aug 5, 2024 · 76 Views

*X Post*

**Meeting Photos**



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## COA Online Surveys

The City hosted four online surveys during the development of the COA, to gather information from community members and local stakeholders about their use of Roseville Transit:

### *Survey #1 – Current Roseville Transit Users*

The first survey was for current users of Roseville Transit, including Local routes, ADA Paratransit, and Arrow on-demand. The survey was open from March 5 – April 19, 2024, and responses were received from approximately 35 percent of riders. Following is a summary of the key findings based on survey responses:

- Demographics: Majority of respondents were aged 65+, with a significant portion identifying as male. Income levels and the presence of disabilities varied among respondents.
- Transit Usage: Primary purposes included travel for entertainment, work, and education. Key routes used are Route B, Route D, and Route M.
- Boarding Locations: Common boarding points included major stops like Civic Center, as well as various intersections and residential areas.
- Transfers: Only a small percentage of respondents noted that they frequently make transfers, primarily to Placer County Transit and Sacramento Regional Transit.
- Overall Experience: Satisfaction levels were mixed, with a notable portion of respondents extremely satisfied, but some expressing dissatisfaction.
- Barriers: Key barriers included schedules/routes, convenience of personal vehicles, and timeliness.
- Additional Feedback: Suggestions for service improvements, infrastructure enhancements, and various other comments were provided by respondents.
- Income: The significant representation of higher-income individuals may influence service planning to include amenities and features that cater to a broad economic demographic.
- Disability: With 20% of riders having disabilities, it underscores the importance of maintaining and enhancing accessibility features across all transit services.

### *Survey #2 – Current Commuter Users*

The second survey was for current Commuter route passengers. The survey was open from May 8 – June 15, 2024, and responses were received from approximately 50 percent of riders. Following is a summary of the key findings based on survey responses:

- Demographics: The largest group of respondents were ages 35-44 (32), followed by ages 55-64 and 45-54 (26), and seniors/ages 65 and older (22), with fewer respondents who are younger adults/ages 25-34 (8) and ages 18-24 (5).
- Transit Usage: A significant portion of respondents are regular users, with 35.8% indicating they use the service several times a week and 11% using it daily. Additionally, 7.3% of respondents use the service several times a month, and smaller percentages reported using it less frequently.

- Rider Satisfaction: Overall satisfaction with the Commuter bus service shows that 27.7% of respondents are very satisfied and 26.3% are somewhat satisfied, while 9.5% of respondents are somewhat dissatisfied, and 3.6% are very dissatisfied.
- Areas for Improvement: Respondents noted the timeliness of buses, seating comfort, and parking availability as areas where improvements could significantly enhance the rider experience.
- Employer Policies: Approximately 36.5% of respondents indicated their employers have implemented hybrid or work-from-home policies, while 53.3% reported no such policies. Despite many employers planning return-to-office policies, less than 50% of respondents expect these changes to significantly alter their commuting habits.

### *Survey #3 – FlashVote for General Public*

The third survey was for the general public and was conducted via FlashVote in late July 2024. Nearly 900 members of the public provided input, including those who don't currently ride public transportation. The FlashVote platform provides statistically valid results with a margin of error of  $\pm 3\%$ . Following is a summary of the key findings based on survey responses:

- Awareness: A majority of respondents (approximately 65%) knew about Roseville Transit but had not used it, while about 15% had used it, and 19% indicated they were not aware of Roseville Transit.
- Transit Usage: A significant portion of respondents indicated they had not used any of the Roseville Transit services (including Local bus routes, on-demand services, commuter services to downtown Sacramento, and ADA Paratransit), indicating they preferred other modes of transportation such as personal vehicles.
- Service Requests: Many respondents indicated they would like to see airport-related services, including shuttles and direct bus connections to Sacramento International Airport (SMF); expanded service hours, particularly on weekends and Sundays; faster and more direct routes to popular destinations; and the expansion of light rail services and improved accessibility for seniors.
- Areas for Improvement: Respondents noted the cleanliness of buses and trains, as well as the need for increased security on transit.

### *Survey #3 – Draft Concepts for Service Updates*

The fourth survey featured the draft Roseville Transit service updates for Local, Arrow, and Commuter services. The survey was open from August 26 – September 17, 2024, and more than 50 responses were received. A comprehensive listing of the comments received from survey participants can be found in Appendix A. Following is a summary of the feedback provided:

- Overall Feedback: A large segment of respondents expressed enthusiasm about the new service routes, focusing on the benefits they anticipate in terms of faster commutes, expanded service coverage, and direct access to important locations. A smaller group of respondents expressed

neutrality toward the changes, indicating the new routes would not significantly affect their current transit usage.

- Streamlined Routes/Transfers: Respondents who regularly commute to Roseville Galleria, Downtown Roseville, and Sierra College welcomed the improvements, particularly the streamlined transfers and increased service coverage. Many believe that the new routes will significantly reduce their morning commute time.
- Increased Coverage: Wider coverage of some service areas, such as Mahany Park, Louis Orlando Transit Center, and the Foothills Industrial Area, were singled out by respondents as places where transit coverage has significantly improved. Residents in these areas are optimistic that these changes will enhance their daily routines.
- Areas of Concern: The most common concern was the elimination of direct service to important locations like Kaiser Riverside and Fairway Drive, which are areas that many rely on for medical appointments and work. This change would necessitate transfers, leading to longer travel times and more complicated routes for many users.

The input provided in each of the surveys was used to help guide the team during the process of developing and refining the concepts, as well as finalizing the recommendations for Roseville Transit service updates.

All four of the COA surveys were promoted through multiple City communication channels:

- City website and Transportation 360 project page
- Email newsletters
- Social media platforms
- Pop-up events in the community, as applicable to survey release timing
- Materials posted inside transit vehicles and at transit facilities
- Materials at City facilities and public counters
- Transportation Commission meetings

**Survey Promotion**



*X (Twitter) Post*



*Instagram Post*



*Nextdoor Post*

### Technical Advisory Committee

Throughout the development of the COA, the City met with leadership from the Placer County Transportation Planning Agency (PCTPA) – which represents South Placer transit agencies (Placer County Transit and Auburn Transit), local cities, and other regional interests – to discuss various technical elements of the plan and gather their input. The City also provided updates on the COA during monthly meetings of PCTPA’s Comprehensive Operational Analysis/Short Range Transit Plan Technical Advisory Committee (TAC), as well as follow-up information based on feedback or questions received from the committee.

### Community & Pop-Up Events

The City hosted a booth/table at several local community events during the COA development. These events provided an opportunity to distribute information and gather input about the COA, and the overall Transportation 360 project, as well as promote the opportunity to provide feedback via the online surveys (if available at the time). To date, the City has participated in the following events:

- Wine Down Wednesday, Vernon Street Town Square – April 17, 2024
- BikeFest, Downtown Roseville – Saturday, April 27, 2024
- Maidu Community Center – Tuesday, April 30, 2024
- Mike Shellito Indoor Pool – Wednesday, May 1, 2024
- Louis Orlando Transit Center – Friday, May 3, 2024
- Good Festival, Galleria Mall – Saturday, May 4, 2024
- Bike and Roll to School Day – Wednesday, May 8, 2024
- Bike and Roll to School Day – Thursday, May 9, 2024
- Food Truck Mania, Downtown Roseville, Thursday, May 9, 2024
- Energizer Station (May is Bike Month), Miner’s Ravine Trail – Monday, May 13, 2024
- Spin your wheels at storytime, Riley Library – Wednesday, May 22, 2024
- Energizer Station (May is Bike Month), Pleasant Grove Creek Trail – Tuesday, May 28, 2024
- Family Fest, Downtown Roseville – Saturday, September 28, 2024



### Earned Media

The City of Roseville worked with news media to share information on Transportation 360 to magnify the message and share opportunities to weigh in on the development of transportation plans. The COA was featured in a story on KCRA/Channel 3 News that aired Monday, September 9, 2024, and included an interview with the Public Information Officer, and promotion of the fourth COA survey that was available for the public.



The story can is available for viewing at [www.youtube.com/watch?v=dtgRYDoxlZg&t=135s](https://www.youtube.com/watch?v=dtgRYDoxlZg&t=135s).

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**APPENDIX A**  
**Comments on Survey #4**

The following comments were received through the online survey featuring the draft Roseville Transit service updates for Local, Arrow, and Commuter services. The survey was available from August 26 - September 17, 2024.

- *"I'm glad the new routes will get me directly to Sutter Roseville Medical Center. As someone with mobility issues, I need reliable transportation to my appointments."*
- *"I'm a daily commuter to the Roseville Galleria, and I think these new routes will make my morning travel much smoother—especially with transfers at the Galleria."*
- *"I really hope the new routes mean faster service to Downtown Roseville. It takes me over an hour just to get to my job at a café on Vernon Street!"*
- *"Finally, a route that goes to the Kaiser Riverside facility. It was always such a hassle getting there for my check-ups."*
- *"As a visually impaired rider, I rely heavily on public transit. The new routes will make it easier for me to access the Roseville Medical Center, which I visit regularly."*
- *"I work at Pride Industries, and the current service doesn't always line up with my shifts. I'm optimistic the new Route 6 will improve that."*
- *"I'm not sure these new routes will make much of a difference for me. I only use the bus to get to the movie theater near the Galleria once a month."*
- *"I'm so relieved to see service extended to Mahany Park. My kids have soccer practice there, and now we'll have more reliable transit options."*
- *"As a commuter to Sacramento, I appreciate the Roseville Galleria being a transfer hub. It should help streamline my trip."*
- *"I'm disabled and rely on transit to get to Downtown Roseville for errands. I hope the new service will make my trips faster and more predictable."*
- *"It's about time you added more direct routes to the Foothills Industrial area. My commute will be so much easier!"*
- *"I live near Blue Oaks Blvd, and it looks like I'll have better access to the Westfield Galleria. Can't wait to see how much faster my trip will be!"*
- *"Not sure how this affects me. I don't go to Downtown Roseville often, and I usually just need a ride to Taylor Road."*
- *"I've had difficulty getting to the Roseville Medical Center for physical therapy, but these new routes seem like a huge improvement."*
- *"As a student, I'm glad there will be better service to Sierra College. The extension of Route 4 will make it easier for me to get to class."*
- *"I use the service to get to Maidu Regional Park. Any chance that'll get faster with the new routes?"*

- *"My son uses a wheelchair, and the current system is unreliable when we need to get to Kaiser Riverside. The new routes seem promising for more direct access."*
- *"Honestly, I'm indifferent. I'm a retiree who occasionally uses the bus to visit Downtown Roseville, but I'm happy others will benefit."*
- *"The new Route 5 sounds like it'll make my commute to the Santucci Justice Center much easier. No more long detours!"*
- *"I need to get to the library downtown, but I'm hoping the transfers won't be too confusing with all these changes."*
- *"I've been waiting for more frequent service to the Roseville Medical Center. This is exactly what I needed!"*
- *"What about service to the Roseville Auto Mall? I didn't see it listed in the new routes, and I work there."*
- *"As someone who's blind, I rely on clear routes to familiar places like Downtown Roseville. I hope the new routes make navigation simpler."*
- *"I appreciate that service is expanding to Taylor Road, but I really wish there was more frequent service to Roseville High School."*
- *"My daughter works at the Galleria, and the current transit times are a bit inconvenient. These new routes look like they'll make her commute shorter."*
- *"I'm neutral on the changes. I mainly use transit to go to Cresthaven Park, and I don't think the new routes affect me much."*
- *"I work at the South Placer Jail, and it's tough getting reliable transit to this part of Roseville. I'm hoping this helps."*
- *"I don't care for these changes. My main destination is the Maidu Museum, and it doesn't seem like that's addressed directly."*
- *"As a student, I'm thrilled about the better access to Sierra College. It's been a hassle trying to find reliable transportation!"*
- *"I use a mobility scooter, and it's been a challenge getting to the Galleria. I'm hoping this new service means fewer delays."*
- *"These changes seem like they'll speed up my trips to the Diamond Oaks Golf Course. Fingers crossed!"*
- *"I live near Johnson Ranch and need regular access to Sutter Roseville Medical Center. This looks like a step in the right direction."*
- *"I don't see much improvement for service to the Roseville Sports Center, which I visit often."*
- *"I work at the Kaiser Riverside, and I'm optimistic the new routes will make my commute smoother—fewer transfers!"*
- *"The new zones don't seem to change much for me. I mainly travel to Royer Park with my kids, but I'm glad others will benefit."*
- *"Finally, reliable service to the Louis Orlando Transit Center! This should cut my travel time in half."*

- *"I've had issues getting to events at the Roseville Utility Exploration Center. I'm excited to see if the new service helps."*
- *"The bus schedule to Sun City is always delayed. I hope this redesign includes more reliable routes."*
- *"It's hard getting to Downtown Roseville for my job at the post office. I'm hoping these changes mean fewer delays and faster commutes."*
- *"As a senior citizen, I find it difficult navigating transit. I'm hoping these new routes to the Roseville Galleria will make things more straightforward."*
- *"I can't believe they're cutting direct service to Kaiser Riverside. I need regular appointments there, and now I'll have to deal with transfers and longer travel times. This is a huge setback for people who rely on medical services."*
- *"Why is service to Fairway being reduced? I work at one of the stores there, and the new routes don't seem to prioritize this area. It feels like the people who need access to Fairway have been completely overlooked."*
- *"Removing direct service to Kaiser Riverside is unacceptable. I use a wheelchair and it's already difficult enough to get there. Now I'll have to transfer and add even more time to my trip. This change feels like a step backward for accessibility."*
- *"I shop at Fairway Dr regularly, and now there's no direct route! It's incredibly frustrating that they're cutting service to such a busy commercial area. How do they expect people without cars to get there now?"*
- *"These changes completely ignore the importance of access to Kaiser Riverside. As someone with chronic health issues, I depend on public transit to get to my appointments. Adding transfers is going to make an already challenging trip even worse."*
- *"What were they thinking by cutting back service to Fairway? It's one of the busiest commercial strips in Roseville, and now I have to go out of my way just to get there. This makes no sense."*
- *"For a city that talks about improving transit, taking away direct service to Kaiser Riverside is a huge mistake. Many of us rely on that stop for our healthcare needs, and this change is just going to make it harder for patients like me."*
- *"The fact that Fairway is getting less service is ridiculous. I work in retail, and this is going to make it so much harder for employees like me who depend on public transit to get to work."*
- *"Kaiser Riverside is a major medical center, and reducing service to it shows a complete lack of understanding of the needs of Roseville residents. This change will make it harder for those of us who can't drive to get the care we need."*
- *"I'm really disappointed with the new plan. Fairway is a major shopping area, and now there's hardly any service. It feels like they're prioritizing other areas at the expense of the people who actually rely on public transit to get around."*

# Survey Results: Transportation

[Survey Info](#) - This survey was sent on behalf of City of Roseville to the FlashVote community for Roseville, CA.

These FlashVote results are shared with local officials

## 858

**Total Participants**

832 of 2513 initially invited (33%)  
26 others

Margin of error: ± 3%

Applied Filter:  
**Locals only**

Participants for filter:  
**753**

**Response Time (hours)**



Started:  
**Jul 25, 2024 1:33pm PDT**

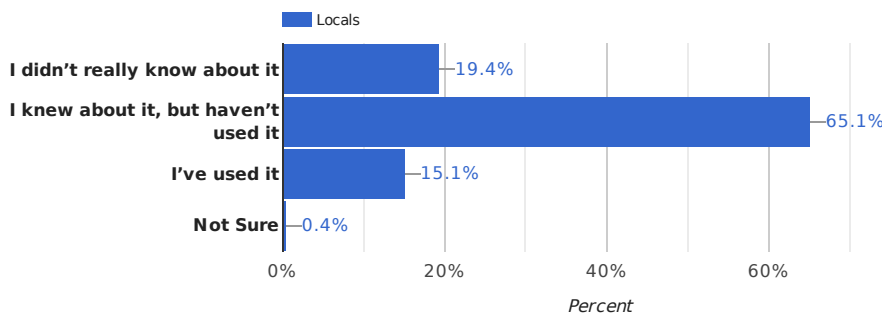
Ended:  
**Jul 27, 2024 1:36pm PDT**

Target Participants:  
**All Roseville**

**Q1** The City of Roseville operates Roseville Transit, which currently provides local bus routes throughout Roseville, direct Commuter service to downtown Sacramento, Game Day Express to Kings games, ADA Paratransit, and Arrow on-demand rides.

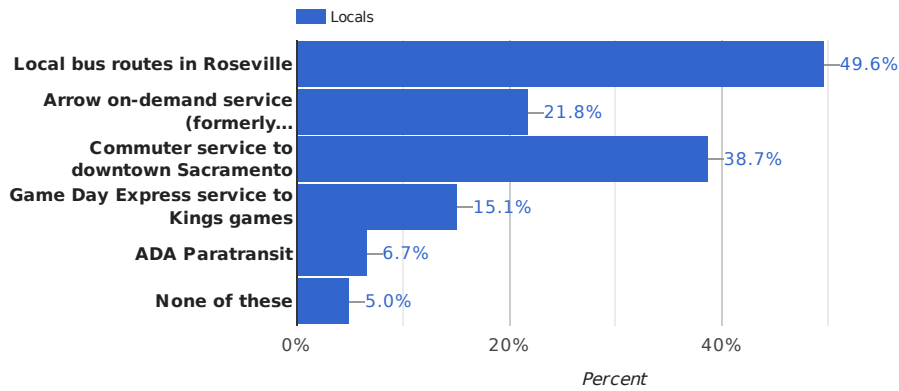
Prior to reading this question, which best describes your experience with Roseville Transit?  
(753 responses by )

Options	Locals (753)
I didn't really know about it	19.4% (146)
I knew about it, but haven't used it	65.1% (490)
I've used it	15.1% (114)
Not Sure	0.4% (3)



**Q2** Which of the following Roseville Transit services have you used? (Choose all that apply)  
(119 responses by )

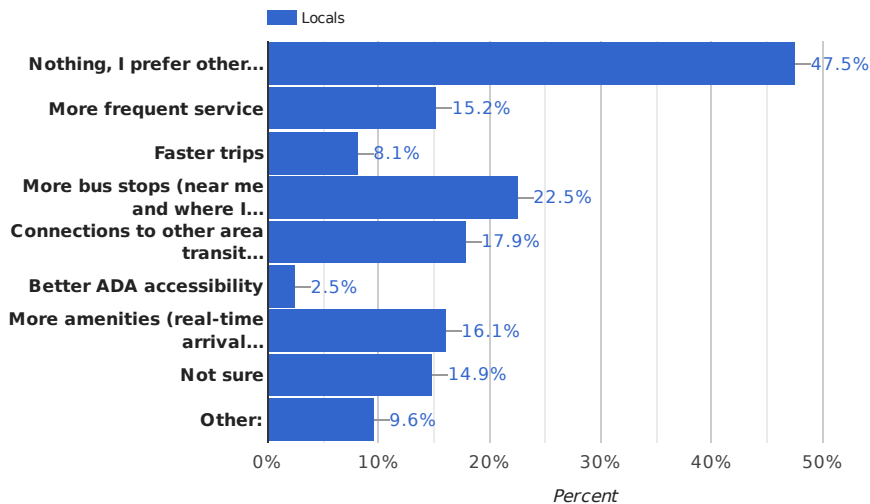
Options	Locals (119)
Local bus routes in Roseville	49.6% (59)
Arrow on-demand service (formerly Dial-A-Ride)	21.8% (26)
Commuter service to downtown Sacramento	38.7% (46)
Game Day Express service to Kings games	15.1% (18)
ADA Paratransit	6.7% (8)
None of these	5.0% (6)



**Q3** What, if anything, would make you consider riding Roseville Transit more or at all? (Choose all that apply)

(716 responses by )

Options	Locals (716)
Nothing, I prefer other transportation (personal vehicle, rides, etc.)	47.5% (340)
More frequent service	15.2% (109)
Faster trips	8.1% (58)
More bus stops (near me and where I want to go)	22.5% (161)
Connections to other area transit services (e.g. Sacramento Regional Transit, Placer County, Transit, etc.)	17.9% (128)
Better ADA accessibility	2.5% (18)
More amenities (real-time arrival signs, shade/benches, WiFi, etc.)	16.1% (115)
Not sure	14.9% (107)
Other:	9.6% (69)



take better rail transport work  
 bike sacramento go use transit  
 walk try drive senior event like train arrow car ride  
 stop bus need travel  
 sac available drivers  
 home service airport route  
 trips downtown roseville  
 game

Expand light rail to roseville

Sac Metro Airport or sac train depot

Special event express service to G1 Center

My 17 minute car ride to work in Roseville would take me between 113 -174 Mins by Roseville transit

Sunday service

Cleaner buses, better bus drivers, more comfortable seats, better air conditioning

service to River Catsgames.

Updated Commuter buses.

Higher security

I do anticipate using the system in the future when I surrender my drivers license

In electric scooter, bus does not go where I need to go when I need to go.

Airport shuttle

Tried the arrow transit a few times but there were no rides available

Cleaner, not worried about having drugs and people having sex on the bus- don't feel safe

Airport service

I don't travel far from home.

Transportation to Rivercats games

I need to get out to Mather and home. A route to that would be lovely.

Add bus line to Sacramento Airport.

Airport bus, better marketing

With the Arrow On-Demand service it has negatively impacted ADA riders. Late for p/u and appts

More transportation features for seniors and bus stops close to senior care centers

Better publicity about fast direct routes to Sac

if I could no longer drive my own car

Transportation to Sac Republic soccer games

Hours of operation when I'd want to use. Eg. downtown for wine down so I don't have to drive

Direct Service to destination

Ability to transport bicycle or scooter

I want to go home not ride around for an hour before going home.

More knowledge on my end!

We travel a good bit. So if Roseville transit offered Sacramento airport and Sacramento train stati

Gas prices get ridiculous

I work remotely and don't travel much. Carpool with others on some trips.

Research, might be useful to Sierra College

Safer Bus Stop/Less Unfrequent Homelessness Camping

Clean trains

Better Senior Rates

A city rail system would make a big difference. The city geographic size justifies looking into it

Sunday service

Transport that picks up from my house. Nobody is walking to a bus stop at 110 degrees

I know it would be impossible to satisfy everyone's wants and needs.. many don't know how it work...i

If I knew the routes and times and marquee locations where it went, I might do it.

If I was unable to drive

Would love to be able to take it downtown for other events: music circus, Broadway shows, concert,

I am a dedicated bus rider.

To downtown theatre events like Music Circus and Broadway Sacramento. Also River Cats games.

I have a very economical older car that I run around in. I also try to walk to many venues.

I'm now retired and use my bike and car to get around

currently I don't use it, but I like the ADA accessibility which might be more important for me in

reminders about the different transportation options?

Trips to downtown Sacramento

Arrow to Sacramento Airport

Faster routes to Sierra College

Inability to drive

If my commuting needs change and I have to travel more for work.

Needing many transfers to get across town, frequency and lack of knowledge of routes.

I got a new job that is off Stockton Blvd near Broadway. The connection needed b

Weekend service to Sacramento; service to evening events such as Downtown Tuesday Nights

If it was near me and went to places like San Francisco

Run a fast train with more stops in downtown Sacramento

I'd like info on it. Stops, etc

Stop at UC Davis Sacramento

Tried to take game day buss once but sold out

Airport trips

My trips are typically short/spontaneous, so my car is most convenient. If I could secure my bike,

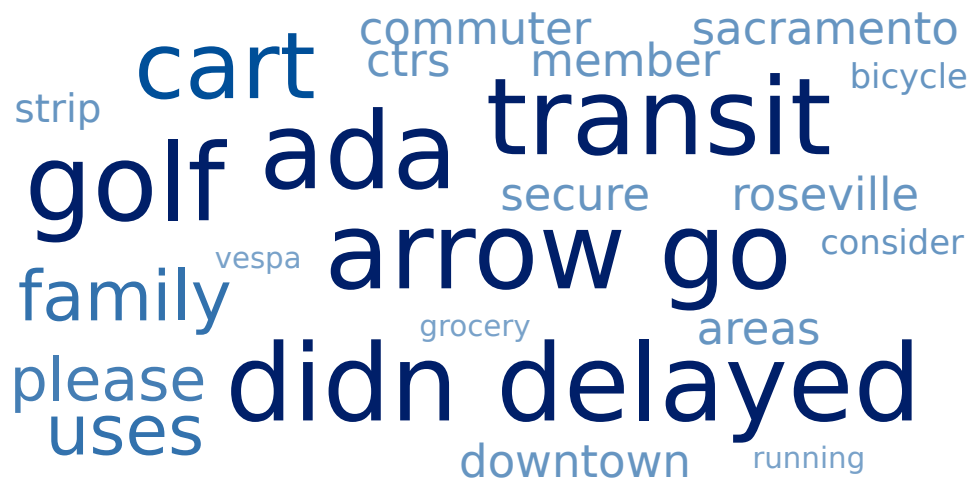
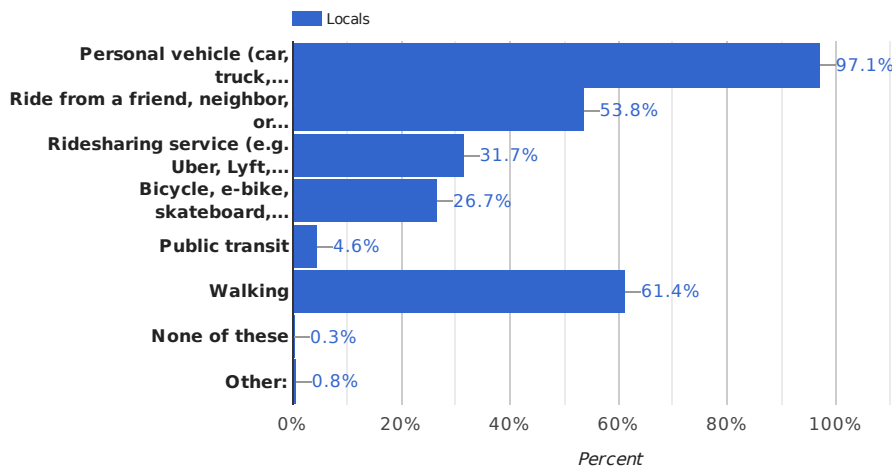
I am a lucky resident living close to every amenities, I can even go biking or either walking.

Having the schedule readily available and ads on social media platforms

**Q4** In the last 12 months, which of the following have you used to travel within Roseville?  
(Choose all that apply)

(720 responses by )

Options	Locals (720)
Personal vehicle (car, truck, motorcycle, etc.)	97.1% (699)
Ride from a friend, neighbor, or relative	53.8% (387)
Ridesharing service (e.g. Uber, Lyft, etc.)	31.7% (228)
Bicycle, e-bike, skateboard, e-scooter, etc.	26.7% (192)
Public transit	4.6% (33)
Walking	61.4% (442)
None of these	0.3% (2)
Other:	0.8% (6)





I think this is a tough challenge due to the land use in the city. I personally think there is immense demand for transportation networks other than single occupancy vehicles, but the city is so spread out that is challenging. I think that high frequency corridors with dedicated ROW would be the best use of limited funding, with micro transit filling in the gaps. For example, Foothills Blvd has a massive ROW that could be better served than the current configuration, leading to decreased bus travel times.

You may already do this, but if there were express busses to special events at Golden 1 Center, I think That would be a big plus.

A video online of the process of looking up routes and finding the one you need and traveling on the bus

Expand the shuttle territory for Downtown Roseville!

Comprehensive service on weekends

The commuter service needs huge upgrades

eBikes would be a great addition

I would like to know more about using the bus to travel within Roseville and visible bus stops with directions on how to call for a bus or use an app on my phone

A tram would be great!

Every bus I see is empty. Seems like a big waste of money.

The closest local Roseville bus stop to my house is a 1.1 miles away. I'd have to transfer through 3 buses and then walk the last leg of the trip 1.7 miles to my final work destination in Roseville. I live and work in Roseville. You should install a trolley line that goes up and down Douglas Bl.

The volunteer program to teach people with disabilities to ride your buses is amazing!

Roseville should be connected more to Sacramento through Transit, like Folsom is. If you are going to keep expanding and expanding there needs to be way better public transit and way less roads.

I love Roseville and you always provide excellent services to the public! Thank you!

None

Under no circumstances should you strive to connect to other area transit services. The last thing we need is more unsafe people with easy access to Roseville. I would never ride or let my teen kids ride public transit if that happens. It would be completely off limits.

As a weekly user of Commuter buses, I find the buses consistently lacking mechanically, inadequate staffing, routes, buses, timeliness and constant no-show buses. In addition, outdated offerings of signage, communication and no WiFi.

Not at this time

People in Roseville don't often understand the excellent value transit service offers this community. I wish people had a better impression of public transportation and understood how essential it is for the people who need it and how convenient it is for those who choose to use it. One thing that would help would be to keep vagrants from occupying and fouling bus shelters. It makes people feel unsafe. Buses and bus stops should only be used for their intended purpose. Not as cooling centers, party pads or sleeping huts.

buses are empty most of the time. a complete waste of tax dollars. money could be better spent offering ride vouchers to left and uber. the only thing the Roseville mass transit does is get homeless from place to place around Roseville.

User friendly for seniors

As a senior citizen I believe we would be targeted in any public transportation environment.

It is necessary for individuals that do not have other transportation or frequent a location with limited parking.

Please offer a commuter route that leaves Roseville AFTER elementary schools start! I need to drop my kids off then head to work downtown!!! Thank you! Also... the arrival times for pickup is pretty bad. I've missed the bus twice returning because the times were waaaaay off.

I rode arrow and found the ramp not that easy. Also, I wish there were some higher seats because I can't get out of the regular seat height without finding some way to push myself up.

As the population ages, pickups and returns from home to medical facilities, making it more affordable and practical than using Lyft or Uber or depending on someone else (family, relative, friend.)

The on demand local service is a wonderful service and I'd use it when there are ridea/drivers available

I don't know where the bus stops are or the schedules.

More of the city needs to be connected. Hardly any bus benches.

If I could use public transit to get to West Sacramento, where my office is, I would. (Or at least, if I could do it without switching buses, etc. several times.)

Better advertising about travel to Kings' games and other events in Sacramento.

Limit funding toward public transportation

We need MANY more stops in West Roseville! West of fiddymment! Let's gooooo!

Personal safety is very important as well

Public transport in Roseville seems like an afterthought, not something intended to actually be used. Linking bike trails, PT, and Amtrak would make sense, especially as we face increasing traffic congestion.

I live in Roseville and work in North Highlands. It would take me so much longer to commute via public transit, that it is better for me to drive.

My sister loves the arrow. She uses it all the time

Amsterdam public transportation is efficient and should be followed in California. Too many cars. Retail is not in walking distance. Too many homes which are too far from retail so all residents drive.

A dedicated Polar Express bus like the Game Day express so families can travel to Old Town Sacramento for the Polar Express excursion.

Need more safe bike lanes. People text and it's not safe to ride other than in neighborhoods- and no safe place to lock up your bike to ride to store, etc- too much crime! Rode trains, bikes and walked all over Denmark- they are amazing! Pls review for ideas

Need stops in the Fiddymment Farm area.

Improved Arrow response might entice us to use it.

You need a hub, like the Galeria Mall, from which you can get to hospitals, work, restaurants and shopping

I love it.

Interconnect all the bike trails so they lead to American River bike trail and/or to other long trails in the area.

Better awareness. I'd take bus to mall but don't know how. Critical to remove all homeless bums from covered bus stops, especially the ones in front of the USPS on Santa Clara.

Would like more info

West Roseville needs it badly . You may want to consider services out here

If it was convenient like Bay Area transit I would definitely use it but the entire public transportation system in the entire Sacramento valley lacks convenience so it would be nice if Roseville changed the game and actually made it usable or convenient. I was without a car for years in the Bay Area because the PT was usable when I moved here I had to get a car right away because it just wasn't feasible to travel without my own car.

Please consider personal car use in your plans. It is and always will be the primary choice for transportation.

Convenient airport service with parking. Better marketing of the routes and schedules. Connections to Amtrak downtown Roseville.

The on-demand services has negatively impacted ADA riders. No availability, late for p/u and appointments w/doctor

Easy ride Roseville Transit app

Focus ride feature toward the needs of users who really need it

More dedicated bike trails.

I think public transit is a valuable and important amenity for a city like Roseville. As I remote worker, I don't currently need it, but I might when I'm retired and elderly.

Probably a waste of tax money

As I get older the Roseville transit will likely become more important.

It doesn't operate during needed hours to places that would benefit from service. Entertainment, restaurants, bars, etc.

With increased development traffic through out the city has increased dramatically in just the past decade. Planning with Placer County should look at long term alternative routes, effects new added housing, new developments of large projects bringing more traffic to the area on a daily basis, and the quality of life impact heavier traffic throughout the community has on accessing all parts of the city.

The description of ADA services isn't really clear. Do you pick up people in wheelchairs at their house?

It is nice when I need it.

As more people move to Roseville, more public transportation will be necessary to help alleviate the traffic

As I get older and as the boomer population does too, it will behoove us seniors to have a reliable transportation service that we can get information about easily.

Public transit works well in many communities with high population density and where it is woven into the daily lives of many people. But in a suburban community like Roseville, it is a tough sell.

I don't know if Dial-a-Ride is still an option, but it was helpful for our senior population to get to the Doctor, Shopping, etc.

I have heard from others that the public transit services are quite good in Roseville.

There's not much public transportation out in Westpark

From the little I have observed - any buses I have seen in Roseville are empty. Is any public transportation economically feasible (cost v. benefit)??

Widen Hwy 65. Widen Baseline between Fiddymont and Hwy99. Roseville has so much new home construction the property taxes should be able to pay the expense.

I use a wheelchair. For dial a ride it wouldn't go straight home. We would go all over the city dropping off and picking up even driving near my house but not stopping. It should be point to point for each rider first come first served. I don't use it anymore.

in the interest of cost savings and efficiency, I trust and hope the city has evaluated perhaps to having a city run transit agency and contracting directly with Placer county and other agencies?

Lack of knowledge on my part!!

I haven't used it but I think it's nice. If I ever had a need I will use it. Thank you for providing a nice service for those who need it

More dedicated, protected bike lanes. Vehicles drive too fast and recklessly in Roseville which makes bike riding dangerous

The lack of mass transportation to Sacramento airport is a shame for a city our size.

I work with students and families who are involved in the foster system or experiencing homelessness, and transportation is a HUGE barrier in our county, particularly when it comes to school. I so wish we had more frequent bussing that went to more places where kids and families needed to go.

Continue to maintain and expand it. Public transportation is a win for most people once they give it a chance and get used to the schedules and pickup/drop off locations.

n/a

One of the reasons I chose to live in Roseville is because of their great transit system

I live in the Westpark /Fiddymont Farms area and I don't recall seeing any bus lines.

Living in the Roseville Heights neighborhood, the nearest bus stops to me are a mile in either direction, would love to see one within this neighborhood. Until then I will only use Arrow.

Need more busses on Blue Oaks heading to Mall

As people age in Sun City Roseville some should no longer be driving. There are no bus stops within the community to get seniors to shopping or Dr offices etc.

Retirees don't really drive that much.

The public transportation in Roseville is of excellent quality.

Need to connect the existing multi use trails to have more continuous safe routes for bicycles and walking

Need closer stops and map times

More bike rack friendly areas near shopping areas. The green cross walks are great! It would be great if we could add a color to all bike lanes running along roads. It may make riders more visible. It would be great to have like a few holiday buses that could run between the mall, the shopping center across the street where Barnes and nobles is and then another drop off in shopping center with Whole foods and perhaps Costco. It could be used as a donation of 2 canned food items instead of a charge for riding. This could take place between day after Thanksgiving until Christmas Eve. It would be a great promotion for the bus system and donation of canned foods as we head into winter. Just a thought.

Public transportation is difficult to navigate and requires a lot of planning. Maybe an app that will map the route so I can know which transportation method would work for me including where to catch the bus, when it will be there, how long the ride will be, any transfers, etc. I shouldn't have to use schedules and know every route just to get from A to B.

The train noise and pollution are exhausting and terrible for our health. I know it is some public transportation, but it could be more enjoyable to live near and see. Many bus stops are in the sun or filled with homeless.

Mail out fliers to homes showing available routes and times to encourage usage

I'll continue to use my car for as long as I'm able to safely do so.

I experience hazardous driving with people trying to navigate through roundabouts.

Safer bike lanes and connecting trails would increase my travel by bike.

The Game Day Express is a great service and very affordable. It would be nice to add a similar service to other events in Sacramento which would give residents a better alternative than driving or Uber/Lyft.

More frequent service, later evening and early morning service, Sunday service please, direct service to the airport

Add a route to light rail

Keep improving bike trails, connecting bike trails, safe bike trails, more bike trails and most of all. And please add more BikeLink™ eLockers at grocery stores, downtown Roseville & shopping centers

As a European.... the bus service is just not convenient to use as a regular service, I was just in the UK where I used the bus regularly to get where I needed. example, I live near Petes restaurant, and used to work on Washington (opposite ends of roseville parkway). to get there I had to take 3 buses, with connections that didn't hit, taking a few hours, and walking nearly a mile, I can walk it in just over an hour. get rid of the multiple transit stations, that you have to transit between put routes where people need to go, make it easier to ride.....

Californians are wedded to their cars, so you have to help any bus trip hit a quotient of cool. For example, advertise to a neighborhood an event in old Roseville on a certain day and time as a way to alert them they can do it at ANY point in time and to familiarize them with routes and stop locations.

I have a 16 year old son that will never be able to drive. The public transportation is lacking in our area.

Please extend the free e-shuttle that services Old Town farther into Roseville heights. It misses my street by a couple of blocks

Affordable access

More frequent trips and bus stops may make it more accessible tor those who don't drive yet to move around in the city

When I had a need to use the M line years ago, it worked perfectly because I got on at Pleasant Grove and Kennerleigh and got off at Stanford Ranch Home Depot. I found the round trip excursion flawless. With cost of transportation going up, it makes sense to market public transportation to certain demographics that may find value and safety in public transit. The challenge of course is to first educate potential riders then have them experience it. Maybe come with a way to get folks to try it once to see how efficient and safe it can be.

I realize it's a challenge to provide transportation in a region that wasn't designed to have high-density population areas. With everyone spread out, it's difficult to create high-use routes. This means that transportation options have to go hand-in-hand with zoning and development decisions that create high-density pockets. Otherwise, we'll all just continue to use our cars because we're so spread out and work in so many different places.

Transit is a major upgrade, especially for youth and the senior communities.

I'm glad that it is available in case I might need to use it.

The drivers are valued individuals who provide a great service. What is the city doing to promote public transit? Would the city ever consider making dedicated "bus only" lanes during highly congested traffic times for the buses that experience traffic congestion? That could be a possibility of raising more funds for public transit by issuing fines for car drivers who use the lanes during rush hour traffic. Thank you.

We should focus on repairing roads and more bike lanes.

I would consider it more but many of my trips are for shopping-not sure how carrying packages on public transit would work. I live in sun city and volunteer at placer spca on Tahoe Ave. I would consider public transit if I could get there relatively quick - not a lot of stops enroute.

Looking forward to the dry creek east trail. I will do more errands on my bike if I don't have to share the road with distracted drivers.

I think it's imperative to offer transportation to people who don't have or can't afford it. I LOVE that trails are being built and connected and will ride my bike on and use them more when complete.

Dedicated bike paths separate from the roadways would be great. Something to consider as E-bikes are very commuter friendly

I have been impressed with seeing the number of disabled people that I know using the services for pick up and drop to appointments, activities, etc. This is a something I am happy to see is important to our community.

Does the Roseville have an app like Sacramento RT does? For real-time tracking,routes and planning. If not, it should.

Seek more public input that may help develop updated plans to increase ridership & system efficiency

more info about the small vans/ buses would be great for my mother

Widen the roads!!

My son goes to Sierra College. The bus route is so circuitous that it would take him over 90 mins to go what takes him 15 mins to drive. He would take the bus if it were closer to 30 or 40 mins.

Make it safer for bikes.!! bike lanes with physical barriers between bike and cars. bike lanes next to car lanes on 6 lane roads is not safe ie galleria & ROSEVILLE PARKWAY intersection

I put my trust in the people who plan and develop the transporation system for our city. Whatever they suggest, I think will benefit us all.

If there was an airport shuttle I might consider using it, but not sure if that would make sense for a city offering.

more routes

As a lifelong resident of Roseville, it's absolutely sad to see a once great city become the new bay area 2.0. Everyday tasks such as grocery shopping have turned into a half day event due to the heavy traffic. The reckless driving and lack of traffic enforcement has made it even worse. Baseline Road is now a speedway and cars/motorcycles with their modified exhaust systems can be heard resonating throughout the neighborhoods at all hours of the night. For the safety and quality of life of the residents, I implore the city to do something.

Thanks for providing the service to those in need.

Would use the bus if a stop was closer to where I live.

I am impressed by new call for transit service but have not used it.

There should be multiple stops along Washinton, E. Rsvl Pkwy, Pleasant Grove. There's no stops within 1-1/2 miles of my home near 2 major cross streets!

We need safer bike routes?

Airport service needed including early and late flights

I'm happy to know there are good options for me when I can't drive many more

It seems like a great service for people unable to drive or walk to get where they need to go. I'm a senior with knee issues and just can't stand outside in the heat waiting for a bus!

Waste of \$\$\$\$

Try partnering with large businesses in Sacramento to expand service reach

Won't consider when it is over two hours to go from fairgrounds to the mall. About three miles.

Don't waste our tax payer dollars upgrading to the "flavor of the month". First diesel next natural gas and now ev. What's next...STOP IT ALREADY!

I would use it for work but it doesn't come early enough or run late enough in my neighborhood. I live of east rsvl parkway and pleasant grove.

Would love an alternative to commute to Davis that is faster and more direct than Amtrak! Plan to work there and not move (love Roseville!!) for 4-5 more years.

Took Capital Corridor Amtrak train from Roseville station to Bay Area last month!

I suspect more convenient stops, comfortable benches/shade, and shorter rides might encourage people who lack personal transportation to ride.

I don't know about the transit system. I am planning on taking my son to things like concerts in San Francisco and am uncomfortable driving there. Ride services for events or to major locations would be great.

Would love to see more hype around the charging station going in at the Galleria. It's so cool and not many people know about it!

I live off of Washington and Blue oaks which is completely cut off from transit despite being close to both the Fairway shopping areas, The Galleria Shopping areas AND down town/Old town. At a minimum it makes no sense for the S route to run all the way down Industrial skipping the neighborhoods across Washington. Have the bus move over to freedom way. and then either still continue down to Pleasant grove. OR turn on to Roseville Parkway at Washington. The L route could also be extended Up Washington to Blue Oaks for example. Further, with the eminent opening of the bridge over the railroad at Roseville Parkway, it would make sense to have a bus that ran from blue oaks and Fiddyment(or even west park) to Roseville parkway and blue oaks. Then down Roseville parkway and on to Galleria or even all the way to Douglas. This would help reduce traffic and could induce public transportation to and from employers at the HP campus sight.

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Wish you we're connected to BART

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I have encouraged students to use it to get around town.

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I think public transportation is important for the indigent population, even though I don't use it.

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Roseville has become a nightmare to drive in anymore.

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I think the system is great for our city. Extended weekend hours to westpark would allow my teenagers to bus to work.

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You don't come out far enough into Westpark. And I'd like to do everything online like order a connect card and fill it.

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I have lived in Roseville for 13 years and don't know much about the public transportation options.

---

It's nice to have busses for people that need them

---

I come from the island of Oahu, which has the best bus system. One transfer or less to anywhere on the island. I work in transit funding, so I get the issues with more frequent bus service, but it's a doom loop. I bought my kids (teens) bus passes for the summer, but they've never used it because it is so inconvenient and long just to go from west park to the mall. I don't know what the answers are, but roseville transit is not useful for the young adults. It seems to be ok for commuters, but anyone else must plan for at least an hour or more even for a short bus trip.

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Safety is important. Physical and cleaning of the bus itself.

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More frequent service to downtown Sacramento would be greatly appreciated, specifically from the Saugstad station. My work now has me in office 2x/week and I need this service please!

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We don't need any more tax payers money invested or promoting the use of public transit. Please leave it as it is and just maintain it's cleanliness and prevent users from littering.

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Doesn't go anywhere near the stores I frequent.

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More dedicated walking/biking trails.

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As long as I can drive I will. Prefer not to stand in the heat or the cold and the rain for however long it takes for a bus to show up.

---

I would love to see Roseville residents able to rely more heavily upon public and alternative transportation. Drivers are not cautious about bicyclists, especially in downtown and Main St. Maybe someday we could close off some streets to allow bicycles and pedestrians and non-car public-centered spaces. Bring back Covid dining downtown, only bigger! Cars have their place, but maybe not everywhere. Thank you for your forward thinking considerations. We're getting closer!

---

Teach Seniors how to use Roseville's transportation including bus,dial a ride, and any other services you provide.

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Instead of buses, would it be cheaper just to give current riders an Uber gift card each month?

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I haven't had to use it yet but my parents did when they couldn't drive anymore and loved it and it's getting to point where I might have to use it because of medical reasons.

---

Light rail to down town?

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I don't use public transportation because 1) I am unfamiliar with the bus routes, 2) I don't know where to easily access the bus routes and the schedule 3) I am fearful of getting on the wrong bus and ending up somewhere I don't want to be and being stranded and unsure how to get back to my destination 4) I have no idea what it costs to ride the bus. I would be more likely to use public transportation if I received something in the mail about the bus transportation. Instead of the city spending money on a quarterly update of how much more electricity I use than all of my neighbors (which angers me instead of making me want to conserve) I would prefer more detailed information about the bus routes and schedules.

---

It would be helpful if transportation better coordinated with neighboring cities in the county. We have a family friend who finds it very difficult to travel from Rocklin to Roseville with some public transportation services.

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It rarely takes me where I need to go in a timely manner. I've been driving a coworker to work since Uber or Lyft were how she had to go if no one could take her. It cost a large portion of her salary. I don't know if the demand would justify the expense but am in favor of a more robust public transit system. I prefer it when I go to San Francisco and sometimes use it to get into Sacramento.

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I really don't know much about the public transit so making it more known for to the general public would be a good thing

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Please improve the bike paths and bike lanes- especially since e-bike is popular now.

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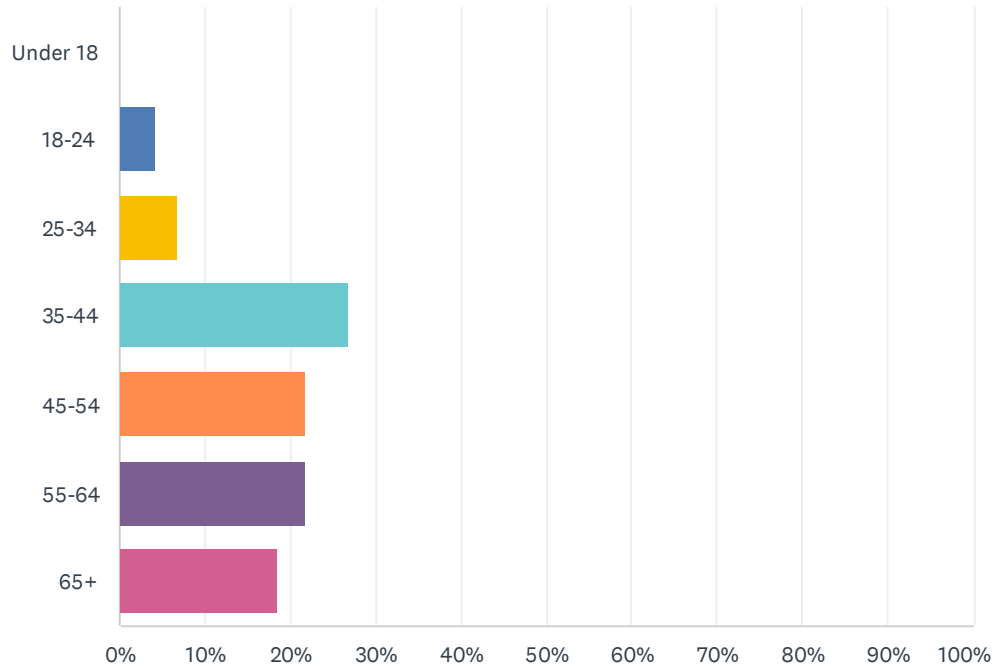
Would love to have the buses be every 30 min like the A and B routes. Once an hour is hard for me because if I miss one I have to wait another hour. Also,the D bus going towards Foothills and Junction maybe make it 6:15 from the downtown. I depend on the bus since I don't drive am a Senior as well.

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## Q1 Please select your age group

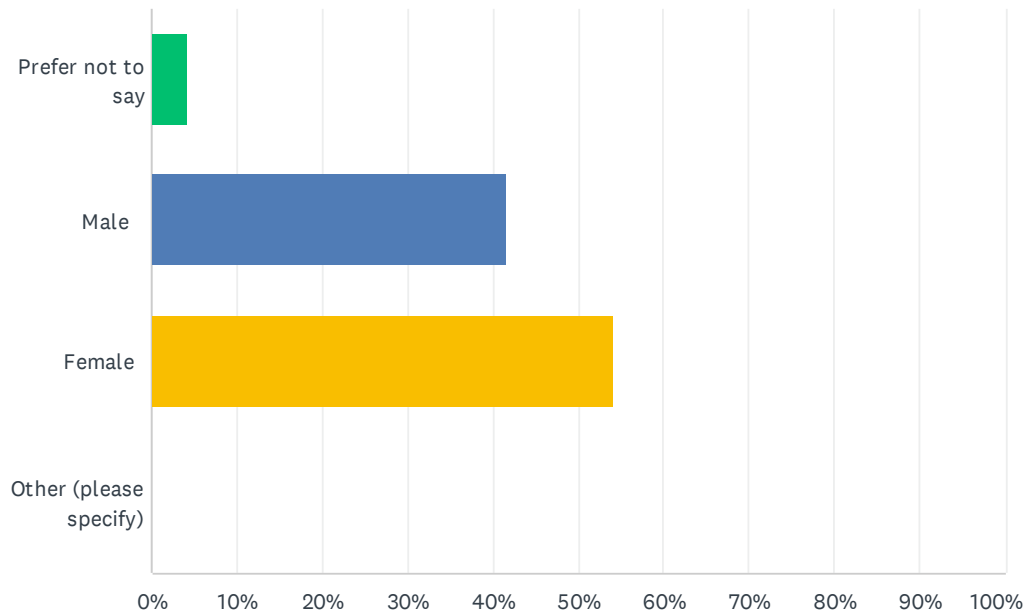
Answered: 119 Skipped: 1



ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	4.20%	5
25-34	6.72%	8
35-44	26.89%	32
45-54	21.85%	26
55-64	21.85%	26
65+	18.49%	22
<b>TOTAL</b>		<b>119</b>

## Q2 What is your gender identity?

Answered: 120 Skipped: 0

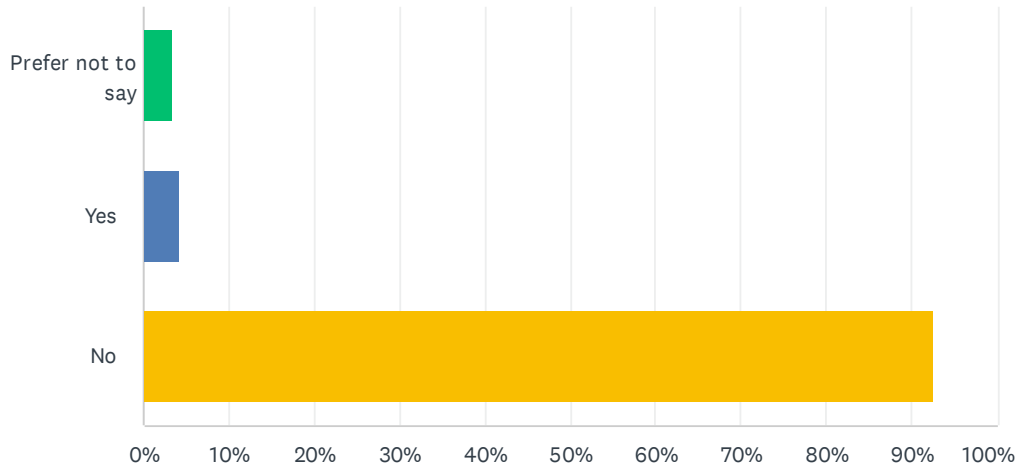


ANSWER CHOICES	RESPONSES
Prefer not to say	4.17% 5
Male	41.67% 50
Female	54.17% 65
Other (please specify)	0.00% 0
<b>TOTAL</b>	<b>120</b>

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

### Q3 Do you have any disability or health condition that affects your ability to use public transit?

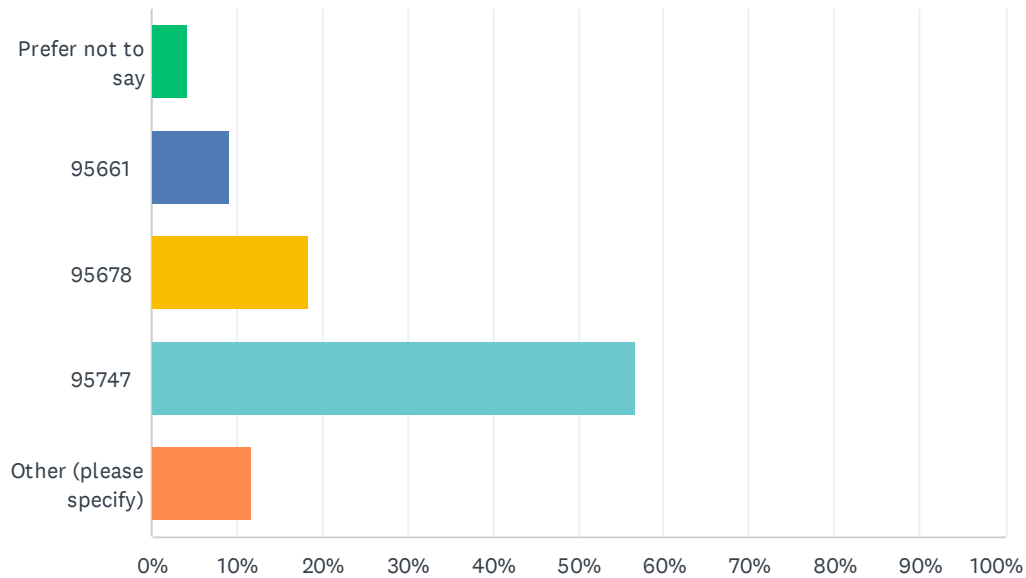
Answered: 119 Skipped: 1



ANSWER CHOICES	RESPONSES
Prefer not to say	3.36% 4
Yes	4.20% 5
No	92.44% 110
<b>TOTAL</b>	<b>119</b>

## Q4 What is the five-digit zip code of your primary residence?

Answered: 120 Skipped: 0



ANSWER CHOICES	RESPONSES	
Prefer not to say	4.17%	5
95661	9.17%	11
95678	18.33%	22
95747	56.67%	68
Other (please specify)	11.67%	14
<b>TOTAL</b>		<b>120</b>

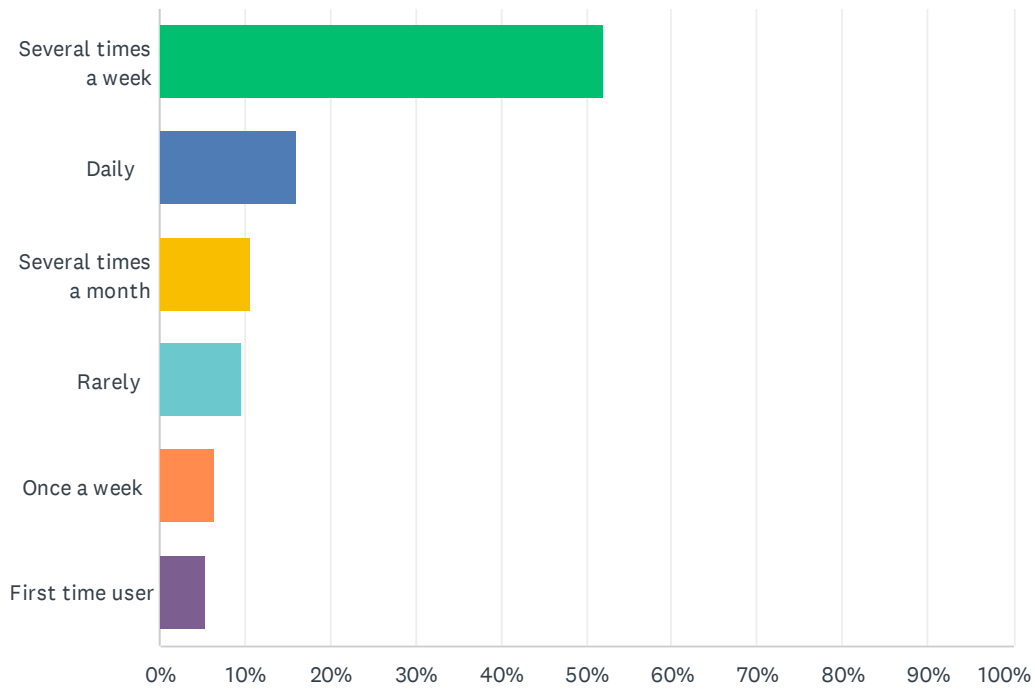
#	OTHER (PLEASE SPECIFY)	DATE
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2	95765	5/24/2024 6:20 PM
3	95746	5/21/2024 1:43 PM
4	95842	5/20/2024 7:50 PM
5	95765	5/15/2024 11:52 PM
6	95746	5/15/2024 7:15 AM
7	95648	5/14/2024 7:31 PM
8	95842	5/10/2024 10:21 AM
9	95765	5/10/2024 5:34 AM
10	95610	5/9/2024 5:19 PM
11	95746	5/9/2024 3:04 PM

Roseville Transit survey for current Commuter passengers

12	95678	5/9/2024 2:55 PM
13	95746	5/9/2024 12:40 PM
14	95843	5/9/2024 12:34 PM

## Q5 How often do you use the Roseville Transit Commuter bus service?

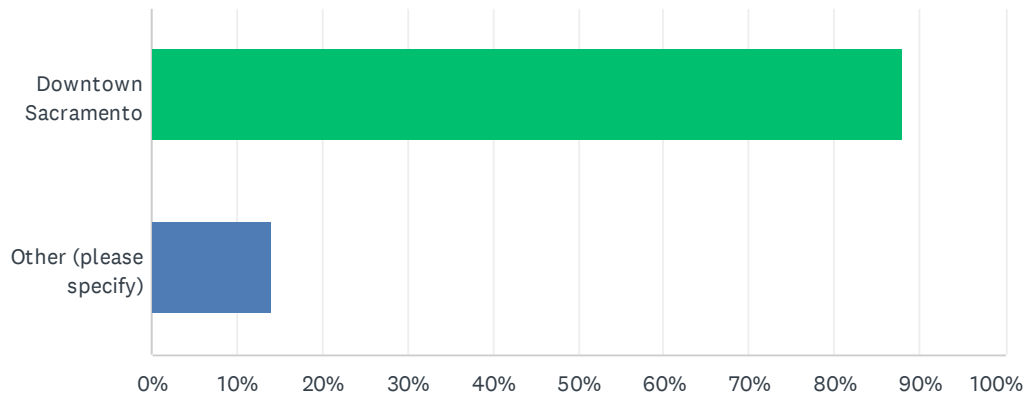
Answered: 94 Skipped: 26



ANSWER CHOICES	RESPONSES	
Several times a week	52.13%	49
Daily	15.96%	15
Several times a month	10.64%	10
Rarely	9.57%	9
Once a week	6.38%	6
First time user	5.32%	5
<b>TOTAL</b>		<b>94</b>

## Q6 What is your usual destination when using the Commuter service?

Answered: 92 Skipped: 28

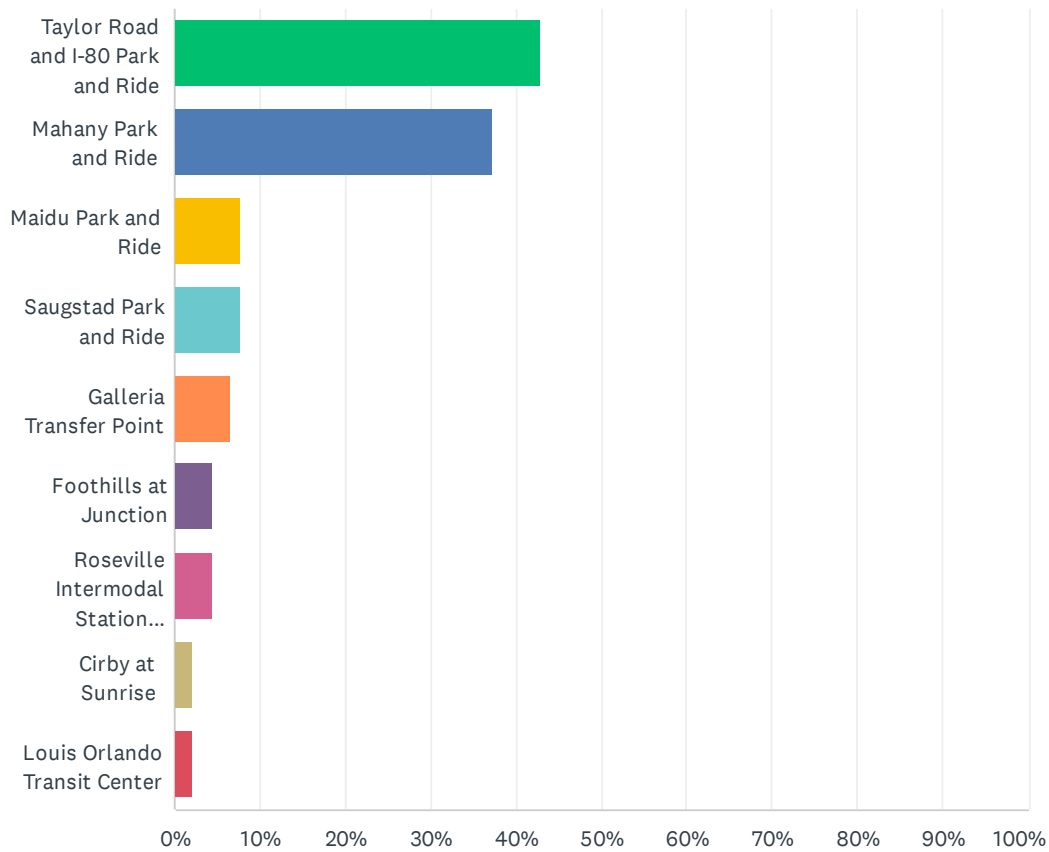


ANSWER CHOICES	RESPONSES
Downtown Sacramento	88.04% 81
Other (please specify)	14.13% 13
Total Respondents: 92	

#	OTHER (PLEASE SPECIFY)	DATE
1	Richards Blvd	6/8/2024 12:49 AM
2	Only once	5/30/2024 7:47 PM
3	Auburn, CA	5/28/2024 6:53 AM
4	651 Bannon Street, Sacramento, CA	5/24/2024 12:49 PM
5	Amtrak	5/15/2024 7:17 AM
6	Grocery stores and malls	5/15/2024 7:16 AM
7	Richards Blvd	5/14/2024 1:56 PM
8	Work - Rocklin	5/13/2024 11:41 AM
9	7th Street and Richards Blvd	5/10/2024 6:10 AM
10	I never use the service and have no desire to use it.	5/9/2024 6:14 PM
11	City of Roseville. Kaiser.	5/9/2024 5:32 PM
12	I use to use it to travel to Sacramento. Would like to use it locally from the WestBrook Blvd area.	5/9/2024 1:45 PM
13	Roseville localities	5/9/2024 12:41 PM

## Q7 From which location do you typically board the Commuter service?

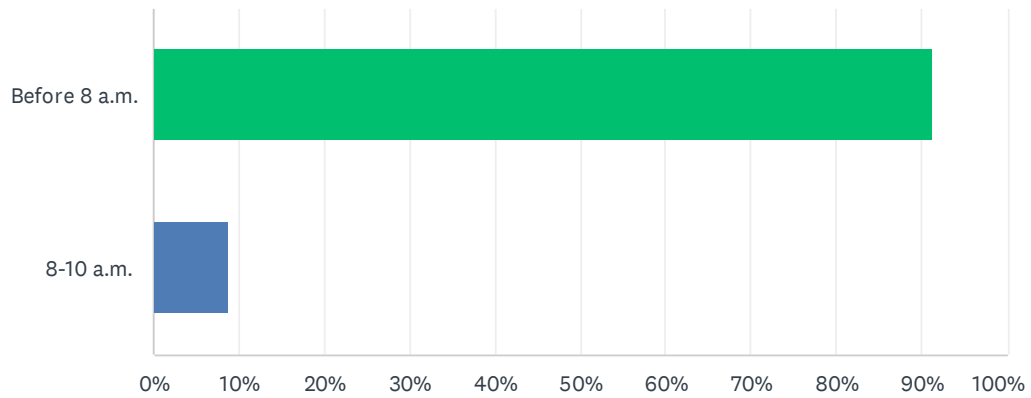
Answered: 91 Skipped: 29



ANSWER CHOICES	RESPONSES	
Taylor Road and I-80 Park and Ride	42.86%	39
Mahany Park and Ride	37.36%	34
Maidu Park and Ride	7.69%	7
Saugstad Park and Ride	7.69%	7
Galleria Transfer Point	6.59%	6
Foothills at Junction	4.40%	4
Roseville Intermodal Station (Amtrak)	4.40%	4
Cirby at Sunrise	2.20%	2
Louis Orlando Transit Center	2.20%	2
Total Respondents: 91		

## Q8 What time do you usually board the bus in Roseville?

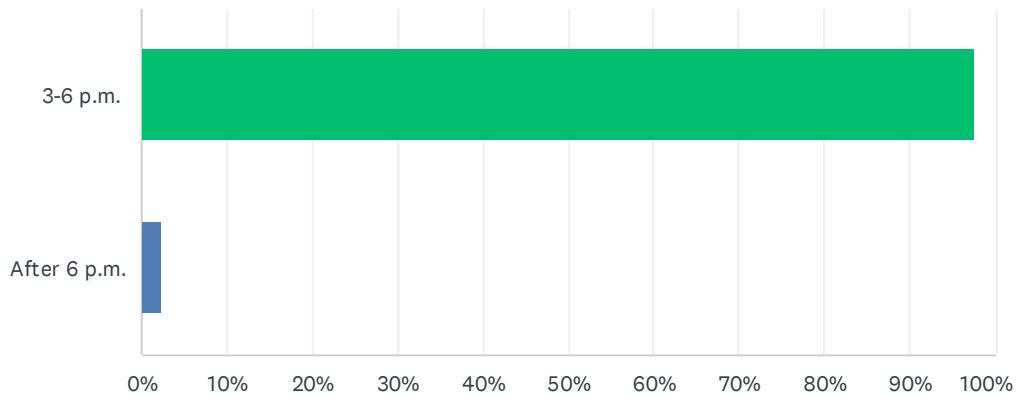
Answered: 91 Skipped: 29



ANSWER CHOICES	RESPONSES	
Before 8 a.m.	91.21%	83
8-10 a.m.	8.79%	8
TOTAL		91

## Q9 What time do you usually depart from Sacramento?

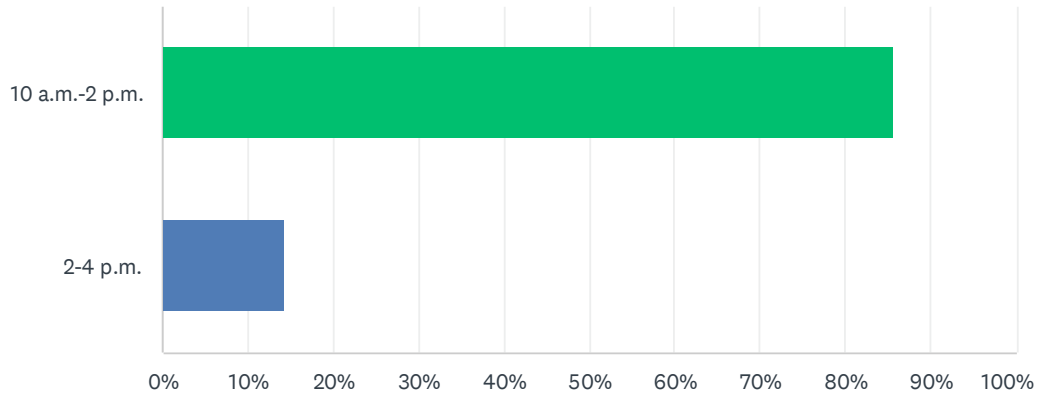
Answered: 88 Skipped: 32



ANSWER CHOICES	RESPONSES	
3-6 p.m.	97.73%	86
After 6 p.m.	2.27%	2
TOTAL		88

## Q10 If additional departure times were added what time would you like to leave Roseville?

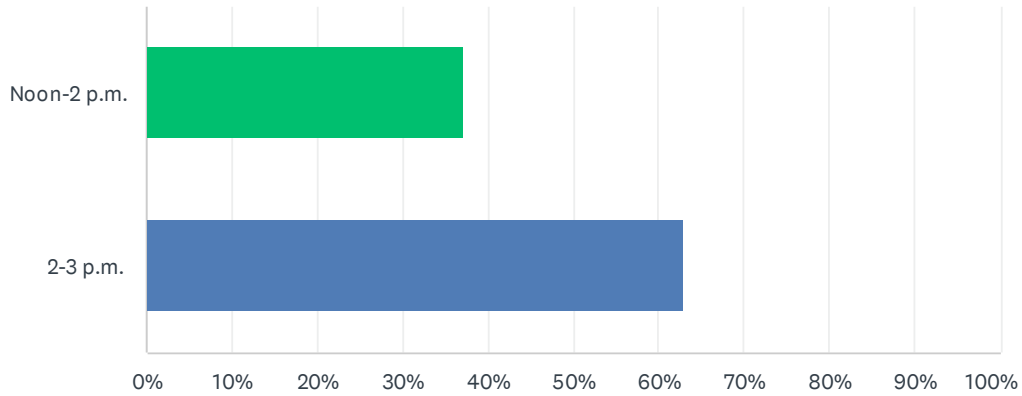
Answered: 49 Skipped: 71



ANSWER CHOICES	RESPONSES
10 a.m.-2 p.m.	85.71% 42
2-4 p.m.	14.29% 7
TOTAL	49

### Q11 If additional departure times from Sacramento were added, what time would like to leave Downtown Sacramento?

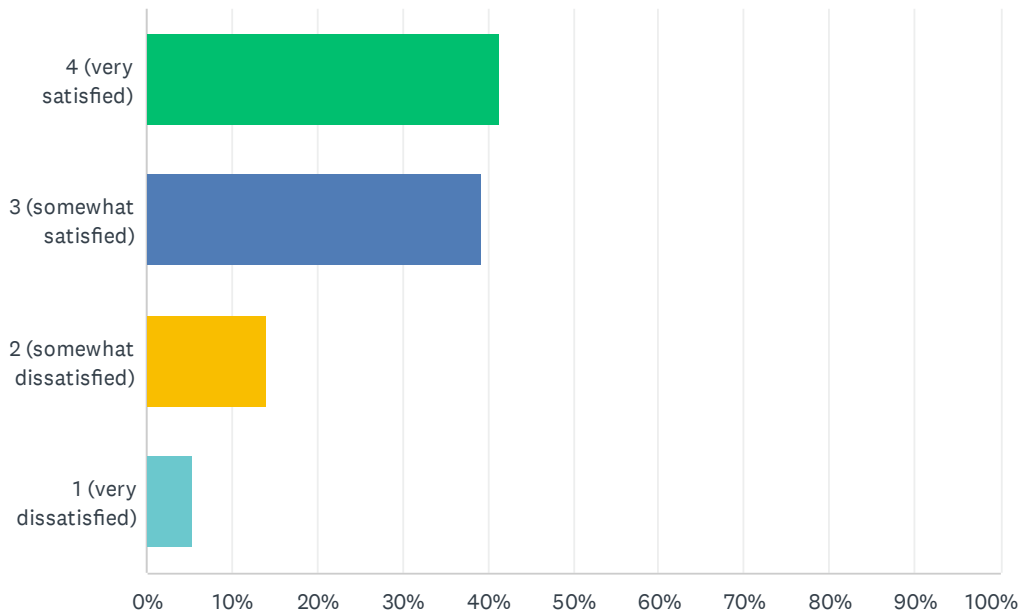
Answered: 62 Skipped: 58



ANSWER CHOICES	RESPONSES	
Noon-2 p.m.	37.10%	23
2-3 p.m.	62.90%	39
TOTAL		62

## Q12 Overall, how satisfied are you with the Roseville Transit Commuter bus service?

Answered: 92 Skipped: 28



ANSWER CHOICES	RESPONSES	
4 (very satisfied)	41.30%	38
3 (somewhat satisfied)	39.13%	36
2 (somewhat dissatisfied)	14.13%	13
1 (very dissatisfied)	5.43%	5
TOTAL		92

#	PLEASE EXPLAIN YOUR RATING.	DATE
1	Bus no-shows, AC not working, lack of timely communications, uncomfortable seats, no free Wi-Fi.	6/14/2024 4:23 PM
2	Lack of drivers calling out stops, lack of notifications when buses are late or not showing. Yes, I'm signed up for notifications.	6/13/2024 9:41 PM
3	The combining of commuter PM 5 and 6 makes for a very long and crowded ride home	6/13/2024 8:04 PM
4	Drivers sometimes forget to stop at less popular bus stops. But if it's listed on the route they should always check for riders.	6/4/2024 8:49 PM
5	I don't commute enough to give my opinion	5/30/2024 7:47 PM
6	They are not on time. I have stopped taking them now and started using my old car. California being one of the largest economy in the world, highest taxes, and Public Transportation is a joke. Only people who don't have to be anywhere use it. No walkability in any city except San Francisco, no subways, no trains so you don't need to take your car everyday like in all other developed cities in the world. Why?? Who is stopping this? Big car dealerships or car mafia?	5/28/2024 6:53 AM

## Roseville Transit survey for current Commuter passengers

7	Great service, clean. Much better than Sac lite rail	5/24/2024 8:54 PM
8	The morning route 1 was discontinued	5/24/2024 12:49 PM
9	I'm a new rider in the last couple of weeks. I'm required to work in the office on Thursday and Friday. Leaving Roseville one-time has been very consistent. Leaving downtown Sacramento on Thursday has been horrible. I know accidents happen on the road. Im hoping the transit alert can help. I just learned about it.	5/24/2024 12:37 PM
10	Expecting to have a bus from Santucci & Westbrook ave which starts around 7:30/ 8 am	5/24/2024 11:16 AM
11	Combining routes 5 and 6 has been difficult, buy overall I'm happy	5/22/2024 4:09 PM
12	It's getting too crowded on buses	5/22/2024 3:52 PM
13	It sure beats driving to Sacramento.	5/21/2024 1:46 PM
14	Route 5 and 6 combined too often	5/20/2024 9:58 PM
15	Bus leave Roseville late sometimes and does not pick up on time from Downtown Sac combining routes not good	5/20/2024 7:53 PM
16	I haven't used the commuter bus service in a few years but am preparing to do so again in the near future. My answers to this survey are based on my past experience.	5/20/2024 8:04 AM
17	drivers are great while we just sit and get to work on time!!!	5/16/2024 8:45 AM
18	very limited schedule	5/15/2024 7:17 AM
19	Need regular bus service locally around Roseville—not just for work but for leisure activities and shopping	5/15/2024 7:16 AM
20	Buses just don't show a LOT; Lack of more routes	5/14/2024 10:03 PM
21	Better communicate on bus changes, not showing at schedule time	5/14/2024 7:36 PM
22	I expect it to get busier given the 2 days back in office for State workers. I hope more busses will be added to better accommodate this eventual change.	5/14/2024 2:23 PM
23	I always get to work on time	5/14/2024 1:56 PM
24	More times are needed not only for the commuter but also for the local. For instance, Bus R leaves foothills at 5pm but most of the people that work in the are don't get off of work until 5 so they constantly miss the bus.	5/14/2024 1:14 PM
25	Previous Covid there was a commuter bus that arrived 9th & Capitol at 7:50 am. Can that be reinstated	5/14/2024 12:03 PM
26	Busses don't run late enough. Need to run until 7 pm, people work and need to get home.	5/13/2024 11:41 AM
27	it's frustrating to go to so many stops within Roseville before finally reaching Mahany. Basically, it takes as long to go thru all the roseville stops as it does to travel from Sac to Roseville	5/10/2024 12:01 PM
28	Lately the bus has been full to standing room capacity and have been late both morning and afternoon.	5/10/2024 10:32 AM
29	One time the pm route took almost 2 hours to get to Taylor Rd stop because the driver decided to to tour Roseville. Another several times the 6:55am route did not arrive and several times the 4:06pm route from Downtown also did not arrive	5/10/2024 10:26 AM
30	I loved riding the commuter bus when I worked at 8th and K, but now I'm at a state building off of Richards and am driving in unfortunately since there are no stops near my building.	5/10/2024 6:10 AM
31	We need to have a commuter service from Westbrook avenue soon ( around 7:30 am bus)	5/9/2024 10:14 PM
32	Saves me time and parking fees and hassles	5/9/2024 9:47 PM
33	The morning bus at 6:40 (route 5) leaving Taylor is extremely unreliable.	5/9/2024 9:02 PM
34	Overall, it is a great service and the drivers are awesome, they're friendly and get to know the people that ride their buses. On occasion, there are buses that don't show up or show up late which gets me to work late or gets me home late in the evening. The missing buses also leads	5/9/2024 7:38 PM

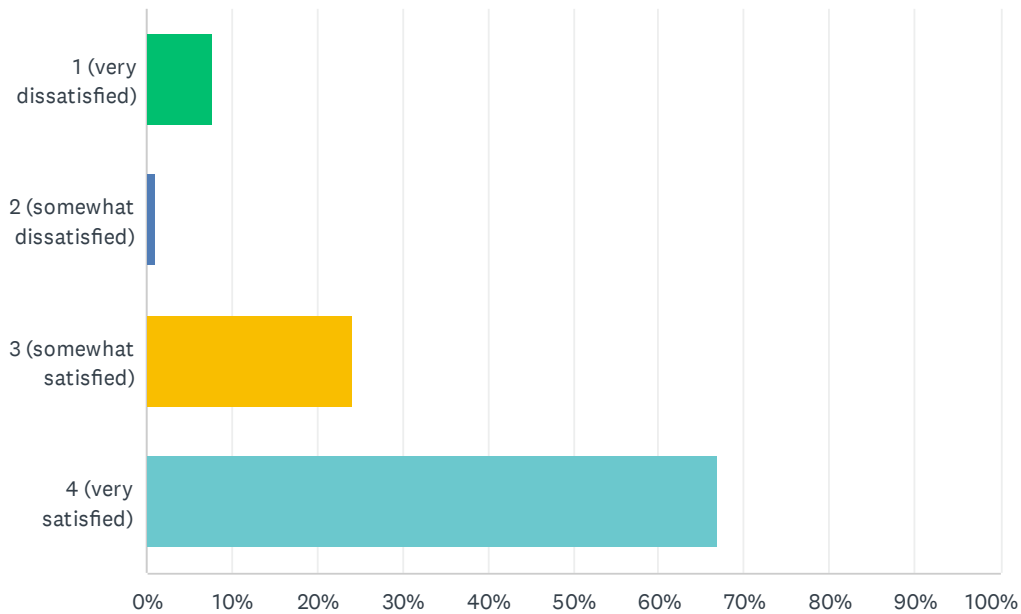
## Roseville Transit survey for current Commuter passengers

to overcrowding in the bus, a problem which I think is going to increase as more state workers are sent back to the office. I'm afraid people will get frustrated with the late times or crowding and will stop taking the bus altogether which would lead to less bus availability.

35	It is not a cost justifiable service that tax payers should fund.	5/9/2024 6:14 PM
36	buses are too cold and smell of exhaust fumes. I	5/9/2024 5:24 PM
37	The bus tracker rarely works and busses are not showing up lately.	5/9/2024 3:46 PM
38	Bus tracker often doesn't work. Older busses are loud and windows let in cold air. AC on new busses either blow warm or blizzard. B you have to wear a freaking coat when the AC is on.	5/9/2024 3:12 PM
39	Clean and quiet	5/9/2024 3:06 PM
40	It's great service, which is really comfortable. It's convenient, fast and let me spend less on my transportation.	5/9/2024 2:58 PM
41	Busses are insanely inconsistent. Busses don't show up when expected, creating large cues, confusion, and tension among riders. There is rarely communication from the city on when busses arent showing up, or if they do make a post on twitter, its usually an hour or two after the bus was supposed to arrive. This needs to be addressed ASAP because its unacceptable to be 25-40 minutes late to work with no other options.	5/9/2024 2:41 PM
42	Communication can be improved on when bus is late or cancelled.	5/9/2024 2:25 PM
43	Less stress of driving and parking downtown	5/9/2024 1:48 PM
44	Buses just don't show; Lack of more routes	5/9/2024 1:47 PM
45	Bring back 6:00am route	5/9/2024 1:35 PM
46	The steta employees are returning to work and the busses seem to be very full	5/9/2024 1:32 PM
47	Considering the mass expansion in West Roseville, the frequency of service at Mahany park and ride should be increased.	5/9/2024 1:30 PM
48	The last bus I take out of Downtown Sacramento is 5:30pm. It would be great if there's a later bus, 6pm and 6:30pm.	5/9/2024 12:58 PM
49	When the bus is late, it's kind of actually terrifying with the homeless situ	5/9/2024 12:56 PM
50	It is so convenient to ride the commuter bus when i have to travel downtown for work.	5/9/2024 12:52 PM
51	Need stop on blue oaks	5/9/2024 12:52 PM
52	It is late lately. We waited for 6:40 am bus in the windy morning. Bus came at 7:00am.Sometimes came at 6:55am. We need to be at work 7:30am. Late for work.	5/9/2024 12:41 PM
53	I would like to see more buses stop at Louis/Orlando intermodal stop, which is a transit hub for other buses.	5/9/2024 12:41 PM
54	More frequency and availability is needed.	5/9/2024 12:37 PM
55	The buses themselves are very comfortable, it's not a 4 due to a rather limited schedule	5/9/2024 1:45 AM

## Q13 How satisfied are you with the cleanliness of the bus?

Answered: 91 Skipped: 29



ANSWER CHOICES	RESPONSES
1 (very dissatisfied)	7.69% 7
2 (somewhat dissatisfied)	1.10% 1
3 (somewhat satisfied)	24.18% 22
4 (very satisfied)	67.03% 61
<b>TOTAL</b>	<b>91</b>

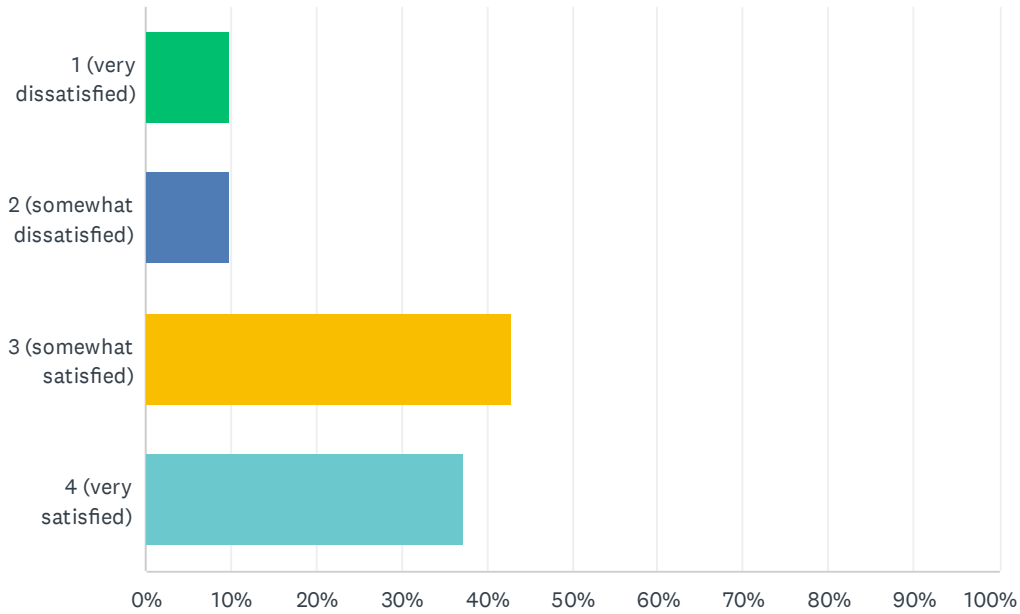
#	PLEASE EXPLAIN YOUR RATING.	DATE
1	How are we assured the seats are devoid of lice?	6/14/2024 4:23 PM
2	smells clean, looks clean	6/4/2024 8:49 PM
3	I am too new to say	5/30/2024 7:47 PM
4	Doubt seats have been cleaned much less cleared of bugs (lice) prior to seating?	5/14/2024 10:03 PM
5	I never have issues	5/14/2024 1:56 PM
6	ALWAYS EXCELLENT	5/10/2024 12:01 PM
7	The bus was always very clean.	5/10/2024 6:10 AM
8	Pretty good on a very regular basis	5/9/2024 9:47 PM
9	The bus appears clean.	5/9/2024 9:02 PM
10	Always spotless!	5/9/2024 7:38 PM
11	The exterior of the buses are filthy and disgusting.	5/9/2024 3:01 PM

## Roseville Transit survey for current Commuter passengers

12	It's was never any issues with that	5/9/2024 2:58 PM
13	Busses are always clean.	5/9/2024 2:41 PM
14	I have not experienced anything negative on cleanliness	5/9/2024 2:25 PM
15	They are usually very clean. No smell, no bad stains on seats	5/9/2024 1:48 PM
16	Doubt seats have been cleaned much less cleared of bugs (lice) prior to seating?	5/9/2024 1:47 PM
17	the bus is usually very clean	5/9/2024 1:32 PM
18	The drivers and the buses are always tidy	5/9/2024 12:56 PM
19	Need to clean the windows	5/9/2024 12:52 PM
20	It's clean.	5/9/2024 12:37 PM

## Q14 How satisfied are you with the timeliness of bus arrivals?

Answered: 91 Skipped: 29



ANSWER CHOICES	RESPONSES
1 (very dissatisfied)	9.89% 9
2 (somewhat dissatisfied)	9.89% 9
3 (somewhat satisfied)	42.86% 39
4 (very satisfied)	37.36% 34
TOTAL	91

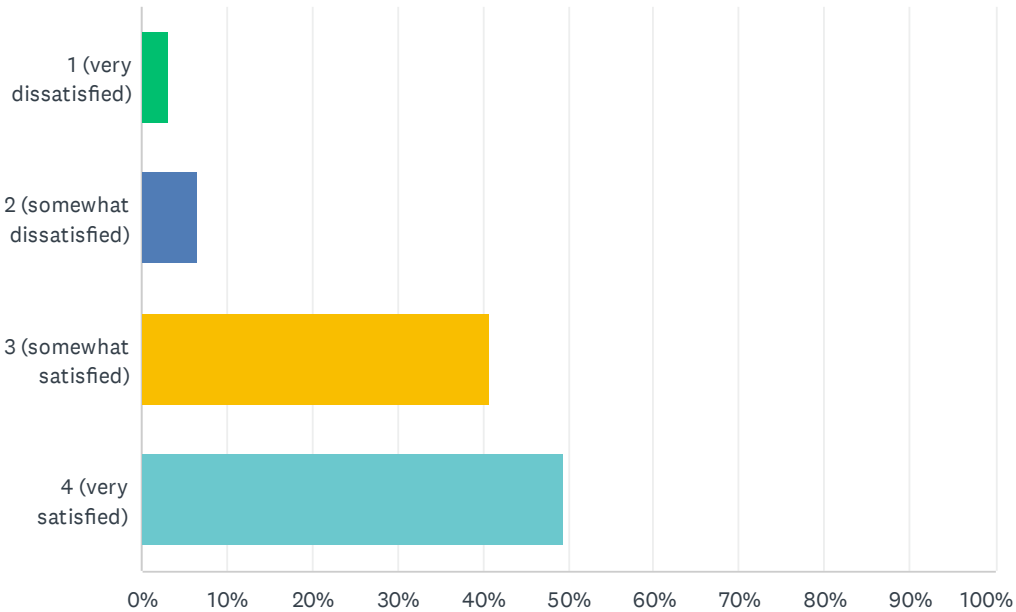
#	PLEASE EXPLAIN YOUR RATING.	DATE
1	No shows, untimely arrivals	6/14/2024 4:23 PM
2	Lack of notifications when a bus is going to be late or are not showing. Also the current app bus tracker isn't accurate like the older app.	6/13/2024 9:41 PM
3	Afternoon buses are frequently late getting into Sacramento, they should depart earlier from Roseville.	6/4/2024 8:49 PM
4	No comment	5/30/2024 7:47 PM
5	See #12	5/24/2024 12:37 PM
6	See above	5/20/2024 7:53 PM
7	PM bus #5 does not arrive????	5/16/2024 8:45 AM
8	No shows and late busses	5/14/2024 10:03 PM
9	Combined routes lead to full buses. Some have to stand	5/14/2024 7:36 PM
10	Always on time	5/14/2024 1:56 PM

## Roseville Transit survey for current Commuter passengers

11	Sometimes they come early and they drive off immediately without waiting if anyone is arriving	5/14/2024 1:14 PM
12	Occasional bus break down.	5/13/2024 11:41 AM
13	morning are always on time but afternoons vary. Also, it is frustrating how FREQUENTLY the Route 5 and 6 buses are combined, resulting in crowded buses and extra stops.	5/10/2024 12:01 PM
14	Frequently late	5/10/2024 10:32 AM
15	Refer above	5/10/2024 10:26 AM
16	Sometimes the bus is cancelled but the tracker shows it's moving which needs correction	5/9/2024 10:14 PM
17	Always within a reasonable amount of time	5/9/2024 9:47 PM
18	The morning buses are often delayed. Afternoon buses are usually on time.	5/9/2024 9:02 PM
19	See earlier comment, buses are sometimes late or don't show up at all which can make getting places on time more difficult. Most of the time they are on time though.	5/9/2024 7:38 PM
20	Busses are often late or do not show up at all	5/9/2024 3:46 PM
21	#2 AM is hit and miss. Without a reliable Bus Tracker, have to leave work early to avoid missing #2 PM	5/9/2024 3:12 PM
22	Hugely inconsistent and rarely on the scheduled time. Almost always late if it shows up at all.	5/9/2024 2:41 PM
23	Commuter bus AM Route 8 was late several times and PM Route 5 was a no show. The PM route delays my arrival for another 25-30 mins as I have to catch PM Route 6, which has more stops.	5/9/2024 2:25 PM
24	Sometimes	5/9/2024 1:48 PM
25	No shows and late busses	5/9/2024 1:47 PM
26	Commuter 5 and 6 should run separately instead of being combined please.	5/9/2024 1:32 PM
27	Route 8AM is inconsistent.	5/9/2024 1:30 PM
28	It's not your fault, but the departure from Sacramento. Delays.	5/9/2024 12:56 PM
29	Late 20 mins	5/9/2024 12:41 PM
30	Sometimes drivers leave before the timed stop downtown. The timed stops exist so you know when to be at the next stop. If they come early, they leave people behind.	5/9/2024 12:41 PM
31	Leaving Roseville is OK in my experience, it's pickup in Downtown that seems more unreliable. The tracker app seems to be a must.	5/9/2024 1:45 AM

## Q15 How satisfied are you with the comfort of seating?

Answered: 91 Skipped: 29



ANSWER CHOICES	RESPONSES	
1 (very dissatisfied)	3.30%	3
2 (somewhat dissatisfied)	6.59%	6
3 (somewhat satisfied)	40.66%	37
4 (very satisfied)	49.45%	45
TOTAL		91

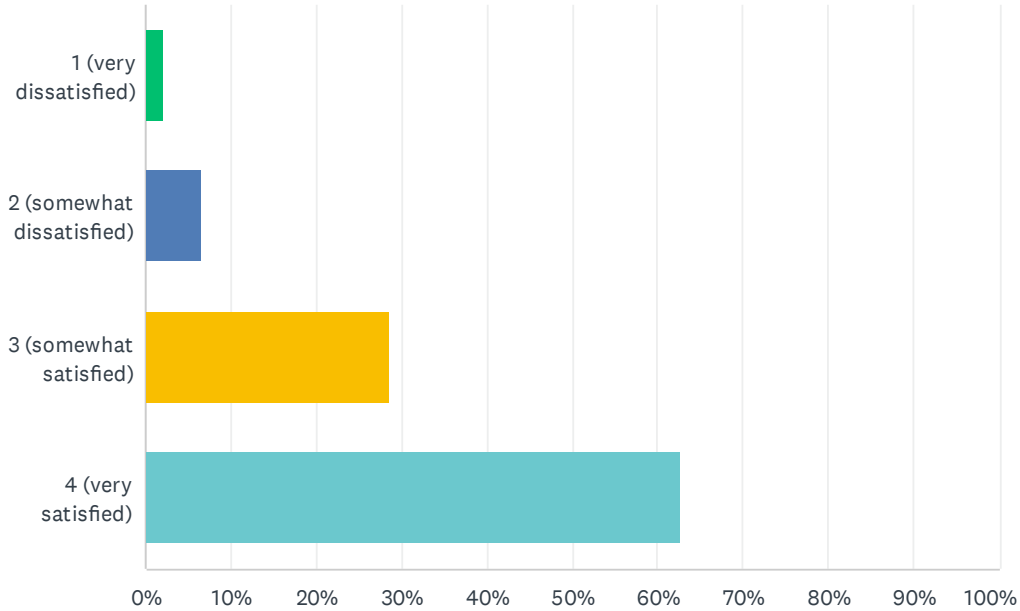
#	PLEASE EXPLAIN YOUR RATING.	DATE
1	Seats are too deep for anyone shorter than 5'10", thereby lacking back support	6/14/2024 4:23 PM
2	No comment	5/30/2024 7:47 PM
3	Older busses are more comfy	5/22/2024 4:09 PM
4	too crowded	5/22/2024 3:52 PM
5	Some buses are getting old	5/21/2024 1:46 PM
6	Seat pans are too deep big for people shorter than 5'10", ie; lower back pain is inevitable	5/14/2024 10:03 PM
7	Sometimes the seating is cramped when I have my large bag	5/14/2024 1:57 PM
8	Good	5/14/2024 1:14 PM
9	Been better since Covid but coming home was a nightmare previously... if you got on the last four stops it was standing room only	5/9/2024 9:47 PM
10	I get to the bus stop early so I am able to find seats.	5/9/2024 9:02 PM
11	Older buses seem to have more comfy seats but overall they're pretty good on the new buses	5/9/2024 7:38 PM

## Roseville Transit survey for current Commuter passengers

	too.	
12	Busses can be freezing in Summer. Older busses have worn out seats. Newer busses have seats that are stiff.	5/9/2024 3:12 PM
13	It's pretty comfortable but a little bit stiff	5/9/2024 2:58 PM
14	Seats are narrow, and Im not overweight, yet feel cramped.	5/9/2024 2:41 PM
15	Seats that have ability to sanitize would be better than cushion seats.	5/9/2024 2:25 PM
16	Seats are wide enough and cushiony	5/9/2024 1:48 PM
17	Seat pans are too deep big for people shorter than 5'10", ie; lower back pain is inevitable	5/9/2024 1:47 PM
18	the bus is comfortable	5/9/2024 1:32 PM
19	some of the arm rest doesn't work	5/9/2024 12:45 PM
20	The seating in the older buses are much more comfortable than the new buses.	5/9/2024 12:41 PM
21	I hate the seats on the new buses	5/9/2024 12:39 PM

## Q16 How satisfied are you with availability of parking at Park and Ride locations?

Answered: 91 Skipped: 29



ANSWER CHOICES	RESPONSES
1 (very dissatisfied)	2.20% 2
2 (somewhat dissatisfied)	6.59% 6
3 (somewhat satisfied)	28.57% 26
4 (very satisfied)	62.64% 57
<b>TOTAL</b>	<b>91</b>

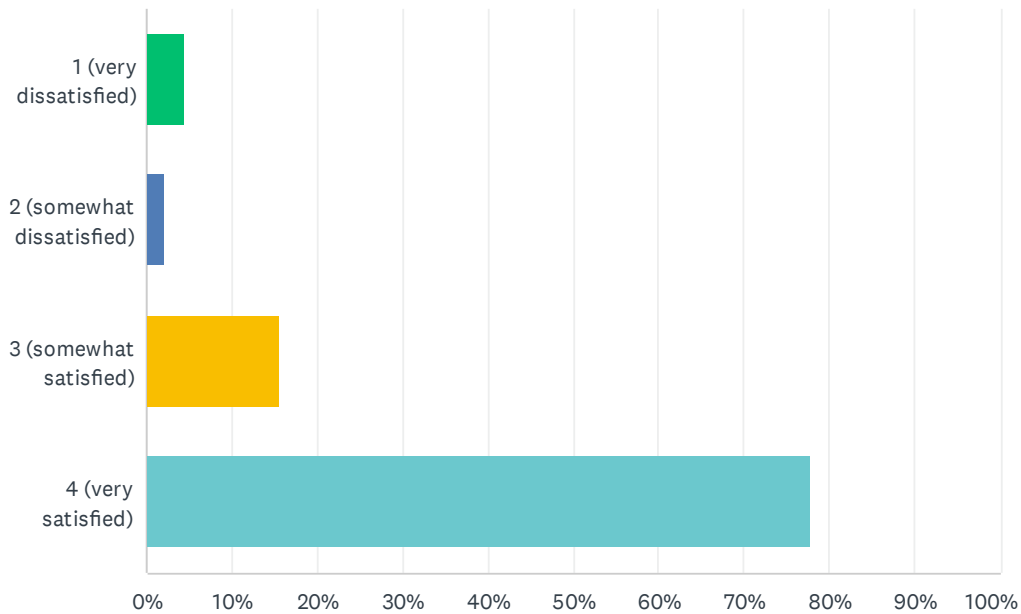
#	PLEASE EXPLAIN YOUR RATING.	DATE
1	Would be nice to have a stop at/near Plsnt Grove Blvd & Rsvl Prkwy.	6/14/2024 4:23 PM
2	During the summer at Taylor and i-80 at the sunsplash parking lot there is almost no parking and getting out is troublesome.	6/13/2024 9:41 PM
3	Need more in west Roseville	5/28/2024 10:33 PM
4	Plenty of parking at Taylor Road in the morning	5/21/2024 1:46 PM
5	Love the sunsplash parking lot	5/16/2024 8:45 AM
6	No issues	5/14/2024 1:57 PM
7	Good	5/14/2024 1:14 PM
8	Easy. And close to my kids school so I can get them easily and on time.	5/9/2024 9:47 PM
9	Summer months at the Taylor park and ride are problematic with trying to leave the lot in the afternoon. Sunsplash closes at 5:00 pm. which is when commuters are also arriving. So people are leaving the park along with commuters. It's a mess!	5/9/2024 9:02 PM

## Roseville Transit survey for current Commuter passengers

10	Two shelters at Taylor /80 confuses people and is has wasted space in the rain. Should be one long shelter with partial wall on the bus side.	5/9/2024 3:12 PM
11	Its fine.	5/9/2024 2:41 PM
12	Always spaces available.	5/9/2024 2:25 PM
13	There seem to be enough spaces	5/9/2024 1:48 PM
14	No shade. Why aren't the trees growing?	5/9/2024 1:47 PM
15	Taylor has plenty of parking except in the summer when kids are at Sunsplash	5/9/2024 1:32 PM
16	I've had my truck broken into and things stolen 2x.	5/9/2024 12:56 PM
17	Need stop on blue oaks near to wood creek	5/9/2024 12:52 PM
18	There is always plenty of nice shady parking at Saugsted Park.	5/9/2024 12:41 PM
19	More parking is needed	5/9/2024 12:37 PM
20	I don't use the parking lot, I walk to my stop	5/9/2024 1:45 AM

## Q17 How satisfied are you with the ease of payment and fare options?

Answered: 90 Skipped: 30



ANSWER CHOICES	RESPONSES
1 (very dissatisfied)	4.44% 4
2 (somewhat dissatisfied)	2.22% 2
3 (somewhat satisfied)	15.56% 14
4 (very satisfied)	77.78% 70
<b>TOTAL</b>	<b>90</b>

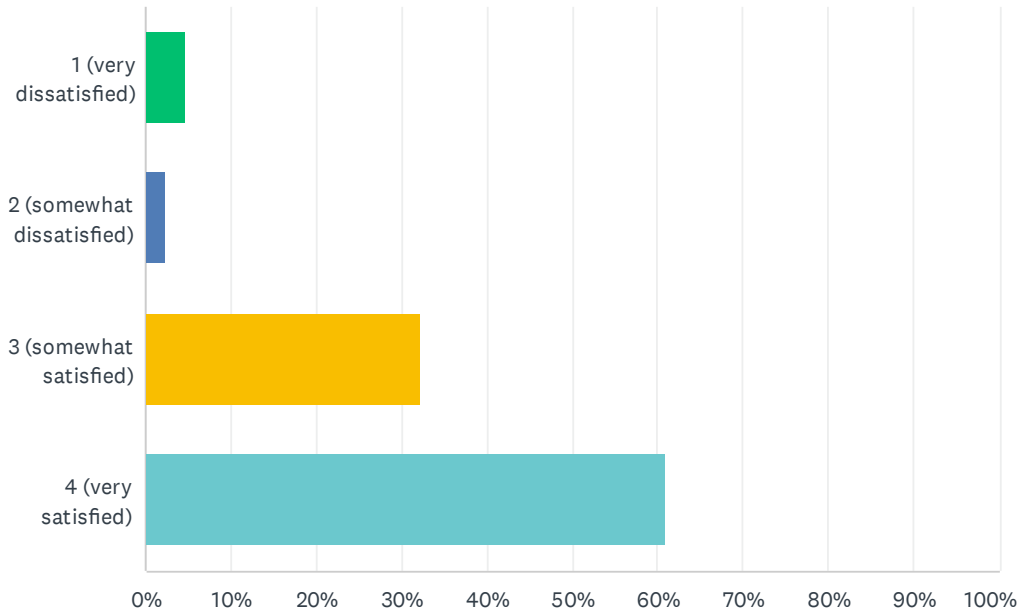
#	PLEASE EXPLAIN YOUR RATING.	DATE
1	I wish the Resident Commuter Monthly pass was available to load on the Connect Card.	6/4/2024 8:49 PM
2	No comment	5/30/2024 7:47 PM
3	Provide more digital payment options	5/16/2024 12:10 AM
4	Connect Card	5/14/2024 1:57 PM
5	An e-pay would be very much appreciated for people who want to use their debit card/phone to pay	5/14/2024 1:14 PM
6	Easy.	5/9/2024 9:47 PM
7	I use connect and it works great. People who still use the paper cards often have problems. Not sure why they don't get discontinued.	5/9/2024 9:02 PM
8	Only because of connect card	5/9/2024 3:12 PM
9	State employees ride for free.	5/9/2024 2:41 PM
10	Card reader always works.	5/9/2024 2:25 PM

## Roseville Transit survey for current Commuter passengers

11	The connect card is great	5/9/2024 1:48 PM
12	I purchase my bus pass online through Connect Card and it's very easy	5/9/2024 1:32 PM
13	Like the Connect card.	5/9/2024 12:56 PM
14	I just buy a 30-day pass and swipe it.	5/9/2024 12:41 PM

## Q18 How satisfied are you with the customer service?

Answered: 87 Skipped: 33



ANSWER CHOICES	RESPONSES
1 (very dissatisfied)	4.60% 4
2 (somewhat dissatisfied)	2.30% 2
3 (somewhat satisfied)	32.18% 28
4 (very satisfied)	60.92% 53
TOTAL	87

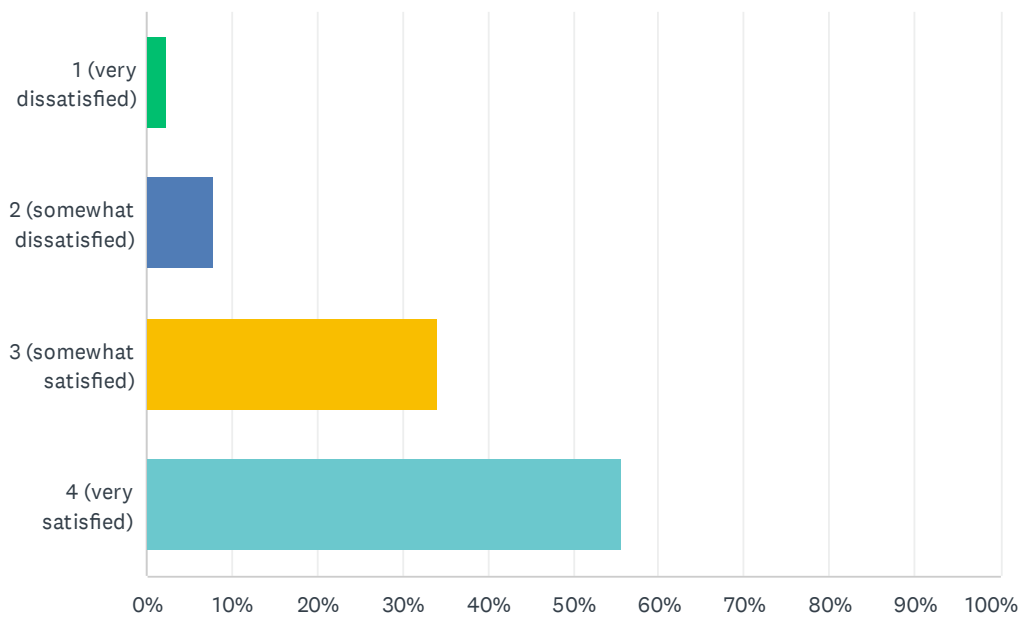
#	PLEASE EXPLAIN YOUR RATING.	DATE
1	No comment	5/30/2024 7:47 PM
2	Online info can be spotty	5/22/2024 4:09 PM
3	Always friendly and professional	5/14/2024 1:57 PM
4	Good	5/14/2024 1:14 PM
5	Any time I've needed help I've gotten it in a timely manner.	5/9/2024 9:47 PM
6	Most drivers are polite and friendly	5/9/2024 9:02 PM
7	When I've tried to call dispatch to check on a bus running late it was outside of their business hours so I wasn't able to get ahold of anyone.	5/9/2024 7:38 PM
8	You can't get them on the phone and city staff don't return or acknowledge email.	5/9/2024 3:12 PM
9	Bus drivers are always friendly. Communication from the city is bad/doesn't exist.	5/9/2024 2:41 PM
10	The bus drivers are always friendly.	5/9/2024 2:25 PM
11	No complaints	5/9/2024 1:48 PM

## Roseville Transit survey for current Commuter passengers

12	Whenever I have contacted customer service, it's been good	5/9/2024 1:32 PM
13	I call whenever we think a bus might have missed stopping at Saugsted, and the dispatcher always checks. If so, they send another bus or a minivan.	5/9/2024 12:41 PM

## Q19 How satisfied are you with the safety measures in place?

Answered: 88 Skipped: 32



ANSWER CHOICES	RESPONSES
1 (very dissatisfied)	2.27% 2
2 (somewhat dissatisfied)	7.95% 7
3 (somewhat satisfied)	34.09% 30
4 (very satisfied)	55.68% 49
TOTAL	88

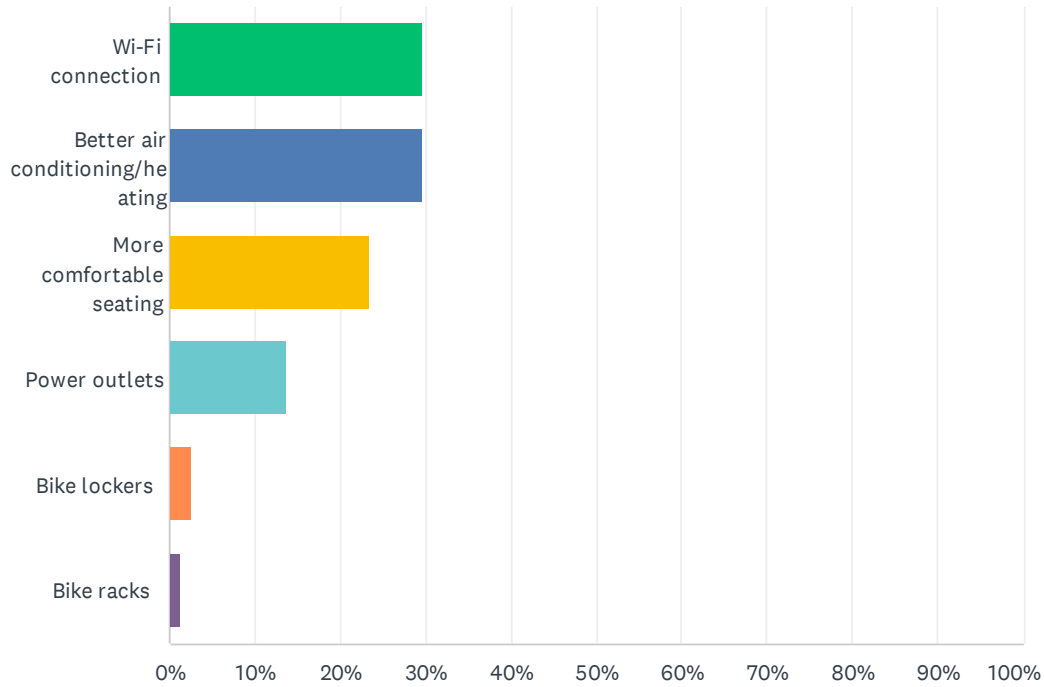
#	PLEASE EXPLAIN YOUR RATING.	DATE
1	No comment.	5/30/2024 7:47 PM
2	What safety measures?	5/14/2024 10:03 PM
3	No Issues	5/14/2024 1:57 PM
4	Good	5/14/2024 1:14 PM
5	Always feel safe riding these buses.	5/9/2024 7:38 PM
6	I don't like the homeless living/hanging out at the stop benches.	5/9/2024 6:14 PM
7	I dont know.	5/9/2024 2:41 PM
8	Drivers wait till riders are seated before moving.	5/9/2024 2:25 PM
9	No complaints	5/9/2024 1:48 PM
10	What safety measures?	5/9/2024 1:47 PM
11	I am not aware of many safety measures but I feel fairly safe on the bus	5/9/2024 1:32 PM

## Roseville Transit survey for current Commuter passengers

12	I am not familiar with existing safety measures.	5/9/2024 1:30 PM
13	Seriously. The homeless in Sacramento and the vehicle break ins keep me from wanting to commute by bus.	5/9/2024 12:56 PM
14	I have no idea what they are, but I'm sure they are fine.	5/9/2024 12:41 PM
15	The other day a man got onto the bust when we were headed back to Roseville. And right before we got to Roosevelt, he rushed up to the front vomited on one of the bench seats. Pete on the floor then took off his shoes and laid down to sleep on the bench seat. I wish there was some way that the drivers could deny access to someone who does not appear to be in their right mind, or appears to be dangerous.	5/9/2024 12:38 PM
16	I never noticed there was any apart from cameras... but since I never felt unsafe on a commuter bus I suppose it's okay?	5/9/2024 1:45 AM

## Q20 Which amenities would you like to see improved or added on the Commuter service?

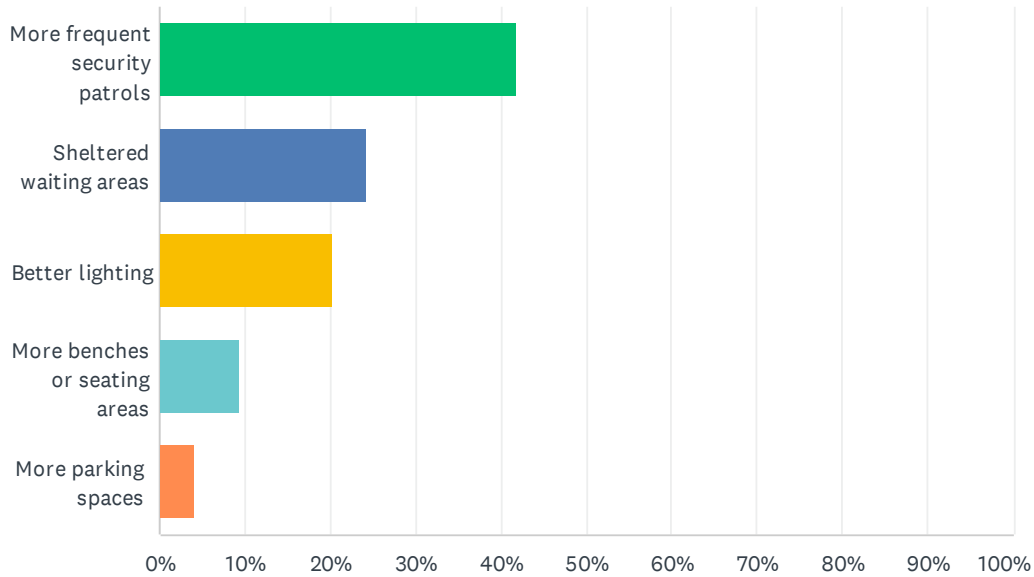
Answered: 81 Skipped: 39



ANSWER CHOICES	RESPONSES	
Wi-Fi connection	29.63%	24
Better air conditioning/heating	29.63%	24
More comfortable seating	23.46%	19
Power outlets	13.58%	11
Bike lockers	2.47%	2
Bike racks	1.23%	1
<b>TOTAL</b>		<b>81</b>

## Q21 What additional amenities or services would you like at the Park and Ride locations?

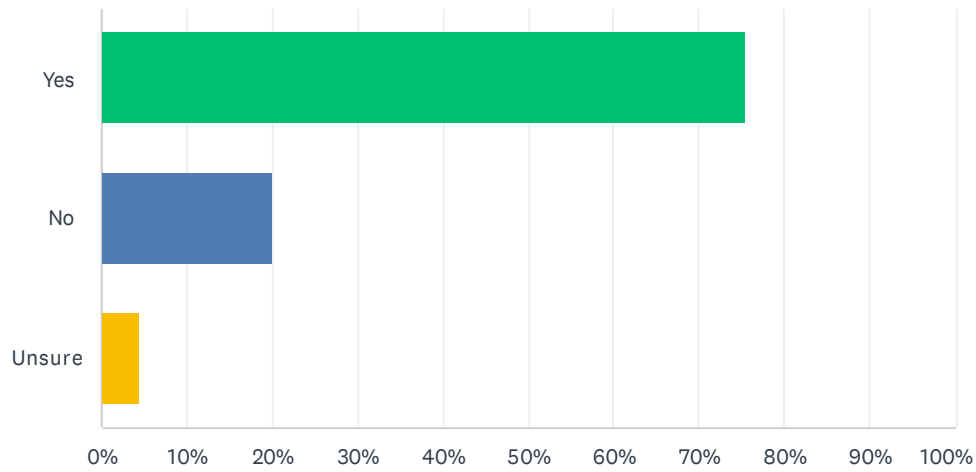
Answered: 74 Skipped: 46



ANSWER CHOICES	RESPONSES
More frequent security patrols	41.89% 31
Sheltered waiting areas	24.32% 18
Better lighting	20.27% 15
More benches or seating areas	9.46% 7
More parking spaces	4.05% 3
TOTAL	74

## Q22 Has your employer implemented a hybrid or work-from-home policy?

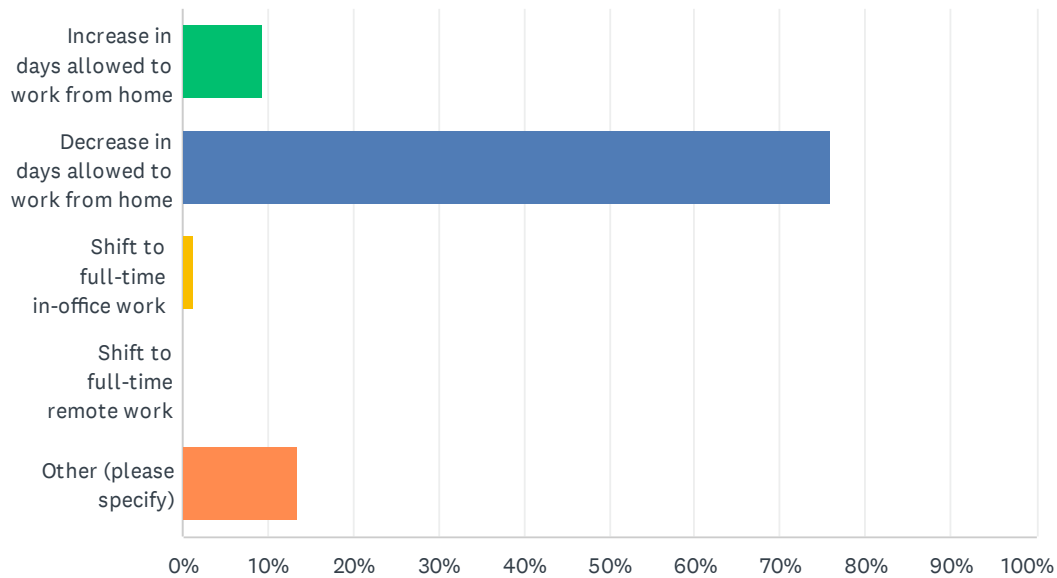
Answered: 90 Skipped: 30



ANSWER CHOICES	RESPONSES	
Yes	75.56%	68
No	20.00%	18
Unsure	4.44%	4
<b>TOTAL</b>		<b>90</b>

## Q23 If yes, what changes have been made to the policy recently?

Answered: 75 Skipped: 45

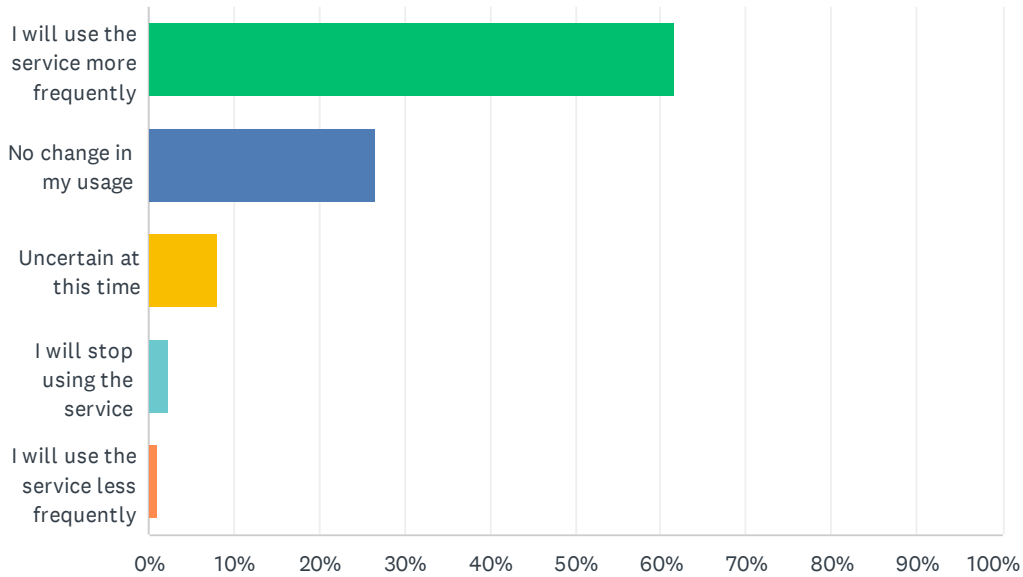


ANSWER CHOICES	RESPONSES
Increase in days allowed to work from home	9.33% 7
Decrease in days allowed to work from home	76.00% 57
Shift to full-time in-office work	1.33% 1
Shift to full-time remote work	0.00% 0
Other (please specify)	13.33% 10
<b>TOTAL</b>	<b>75</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Moving to a new location that the Roseville commuter bus doesn't stop at.	5/24/2024 12:50 PM
2	From full time at home to 2 days in the office	5/24/2024 12:37 PM
3	Two days a week in the office	5/21/2024 1:46 PM
4	no changes to hybrid schedule	5/20/2024 11:45 AM
5	None	5/14/2024 1:14 PM
6	June 17 most state agencies are required to return at least two days back to the office. I'll be back in a regular commute schedule.	5/9/2024 9:48 PM
7	No changes. We have always been in office three days and continue to do so.	5/9/2024 9:02 PM
8	No WFH offered from our employer	5/9/2024 1:47 PM
9	Move to Richard's Blvd	5/9/2024 1:25 PM
10	We were mandated back into the office full time a year and a half ago.	5/9/2024 12:41 PM

## Q24 How do you anticipate these changes affecting your use of the Commuter bus service?

Answered: 86 Skipped: 34



ANSWER CHOICES	RESPONSES	
I will use the service more frequently	61.63%	53
No change in my usage	26.74%	23
Uncertain at this time	8.14%	7
I will stop using the service	2.33%	2
I will use the service less frequently	1.16%	1
<b>TOTAL</b>		<b>86</b>

## Q25 Any additional comments or suggestions for improving the Roseville Transit Commuter bus service?

Answered: 56 Skipped: 64

#	RESPONSES	DATE
1	Add new stop for Richards blvd/Township 9 area for new state building.	6/15/2024 11:11 PM
2	Shade for cars at park lots would be very nice. Newer buses, responding to emails.	6/14/2024 4:25 PM
3	Later hours for customer service or dispatch for when the last bus leaves downtown Sacramento.	6/13/2024 9:44 PM
4	With more RTO workers it would be nice to have previously retired routes return to reduce bus crowding and provide more options to get to/from downtown.	6/13/2024 8:06 PM
5	Add a stop on Richards Blvd	6/8/2024 12:50 AM
6	It would be nice to have a mobile app so we can receive real time updates regarding the bus for example delays and arrivals	6/6/2024 11:06 PM
7	Please provide service to New state office at Richard's blvd.	6/4/2024 8:39 AM
8	Might need to add more buses. MANY state workers will be going back on June 17 for at least 2 days	5/24/2024 8:56 PM
9	Add the earlier pick up route back that leaves from Roseville. Add a drop off/pick up route to downtown Sacramento near 651 Bannon Street	5/24/2024 12:54 PM
10	The Mahaney bus terminal is very dirty and full cobwebs. You can't sit. Recommend regular cleaning.	5/24/2024 12:38 PM
11	We need a commuter bus from Westbrook ave/Santucci Blvd starting 7:30 am /8 am	5/24/2024 11:17 AM
12	I'm overall happy. I really appreciate the professionalism of the drivers and I'm so happy to have this service available	5/22/2024 4:13 PM
13	Thank you for doing this	5/21/2024 1:46 PM
14	Add more bus and routes	5/20/2024 7:54 PM
15	M line should stop at the actual Manahey commuter bus stop. In addition, once Amtrak increases services in the next few years, better connections from West Roseville (Westpark) would be very beneficial.	5/20/2024 8:00 AM
16	More frequency of busses to Sacramento downtown	5/19/2024 12:22 AM
17	California state department is going to move several state agencies to new state government building at Richards Blvd ( May Lee Building). It's expected that 8 Government agencies will be moved to this new building from June this year which includes my state department office as well. It will be greatly appreciated and helpful for state employees if new stop is added to Richards Blvd , N 7th street location.	5/16/2024 11:36 AM
18	Please have bus #1 pm go to Sunsplash parking lot!!!	5/16/2024 8:46 AM
19	none	5/16/2024 12:11 AM
20	Please keep the Game Day Express for Kings games. We love it!	5/15/2024 12:06 PM
21	Adding a stop in on Bannon street by Richard's my work will be moving there in a month and with more days required in office a stop there would benefit many people not just my department but several since four other departments from downtown will also be moving there.	5/15/2024 8:33 AM
22	Need local buses available for shopping and leisure activities around town because I'm developmentally disabled and don't drive	5/15/2024 7:18 AM

## Roseville Transit survey for current Commuter passengers

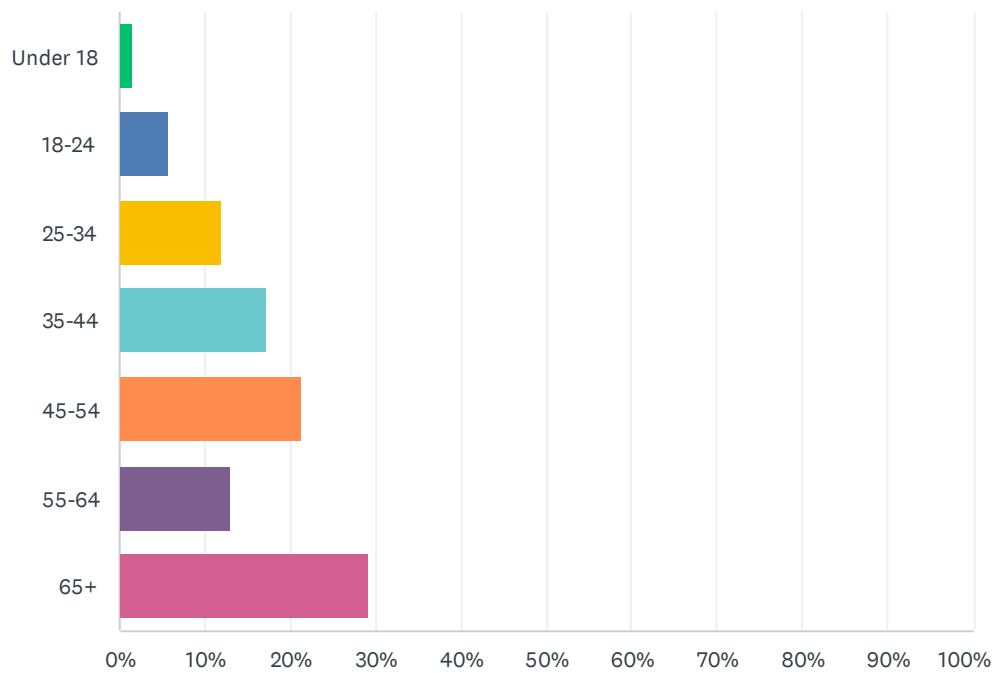
23	The lack of concern for the hundreds of commuters arriving at their destination timely is concerning. The lack of "Transportation Management" actually knowing the pulse of the needs of the City, knowing their job or satisfying the peoples' must be remedied.	5/14/2024 10:07 PM
24	More state workers in office two days a week. Middle of week Tuesday, Wednesday and Thursday need more commuter buses running	5/14/2024 7:38 PM
25	Nothing at this time.	5/14/2024 2:24 PM
26	I would like a bus to go to the May Lee State Office Complex	5/14/2024 1:58 PM
27	None	5/14/2024 1:14 PM
28	I catch the Route 9 bus in the morning. Since there are less commuters at Saugstad Park, is it possible to rearrange the stops? First Mahany Park Second Saugstad Park Third depart Taylor and I 80 at 7:23. This will hopefully allow us to reach the Sacramento downtown area before 8.00 am Thank you	5/14/2024 12:10 PM
29	Hopefully more bus schedules can be accommodated so departures from downtown to Roseville can be made between 12-2pm and more routes to Mahaney park	5/10/2024 10:33 AM
30	Add more bus and driver especially afternoon going home routes	5/10/2024 10:27 AM
31	Please add a stop at the new Richards Blvd state building complex (7th or 8th and Richards Blvd) so that I can ride the commuter bus again.	5/10/2024 6:12 AM
32	Please add another stop at Blue Oaks and Woodcreek Oaks, near the new Nugget	5/9/2024 11:33 PM
33	We need more commuter bus from west Roseville ... specially from Westbrook Ave . The last commuter bus can be starting around 7:45-8am. When commuter PM bus no 5 and 6 are combined many people have to travel standing. So, we definitely need a new bus route from upcoming new soccer park on Westbrook Ave to downtown Sac soon.	5/9/2024 10:21 PM
34	It's difficult to drop off kids at elementary school and be able to take the bus. Would be nice to see another option time wise to be able to drop them off at 7:30 and still get in a bus.	5/9/2024 9:50 PM
35	The tracker doesn't appear to track morning buses so we can't tell if a bus is delayed or not coming. I wish we could sign up for text messages when a bus will be combined with another route ahead of time in the morning. Better communication please.	5/9/2024 9:05 PM
36	Love the drivers	5/9/2024 8:41 PM
37	Would love for there to be buses that leave Sacramento later so I can get dinner or drinks with my coworkers before heading home. Even if it was only on Fridays or something. It would be awesome if the commuter buses Ran on weekends to get to downtown too, if I were to try and get downtown on the weekend on public transit it would literally take at least 2 hours.	5/9/2024 7:39 PM
38	If it does not pay for itself, it should be discontinued.	5/9/2024 6:16 PM
39	Provide a phone number to dispatch center that is not Placet Co transit. Fix Bus Tracker. Fix AC on new busses so the choices are not Sahara or Arctic.	5/9/2024 3:14 PM
40	Happy to have it	5/9/2024 3:06 PM
41	I would love if you add an additional route for example anything at 7:40 AM, 7:50AM or 8:00 AM from Mahany to Downtown Sacramento. Since I got to work pretty early, and It would be more convenient for me if I could get there around 9 am	5/9/2024 3:01 PM
42	An app? Something that clearly explains to riders what is going on? Stop using shitty twitter or facebook to communicate? Not everyone has social media.	5/9/2024 2:43 PM
43	Post on a webpage of actual real time bus schedule as bus gets cancelled or merged with another route.	5/9/2024 2:27 PM
44	Please add a stop near the new May S. Lee State Office Complex at Richards Boulevard and North 7th Street. There will be 7 state departments and more than 5,000 staff working at this facility, starting in 2024.	5/9/2024 1:57 PM
45	State employees are returning to work! We're already suffering Standing Room Only. Reinstate your original Routes and keep them running. INSTALL WiFi!	5/9/2024 1:49 PM
46	Please increase service to Westbrook Blvd, between Pleasant Grove and Blue Oaks. This	5/9/2024 1:47 PM

## Roseville Transit survey for current Commuter passengers

	service needs to take users all the way to the Sun Splash parking lot.	
47	Any stops near 651 Bannon Street Sacramento. It's a new state Building.	5/9/2024 1:36 PM
48	Considering expanding service to Mahany location as west Roseville is greatly expanded in population.	5/9/2024 1:31 PM
49	It's a great service, but the homeless sleeping or ranting around the bus stops, the vehicle break ins, and the departure times from Sacramento really keep me driving, not on the bus. Your drivers are usually amazing and awesome, so thanks for that!	5/9/2024 12:57 PM
50	Need more stops	5/9/2024 12:52 PM
51	for drivers to ask if it's too cold or too hot	5/9/2024 12:46 PM
52	The buses are starting to get pretty crowded, especially the 5/6. Hoping they add the 8 route back in and wondering if it could stop at St Louis/Orlando before going out to Sunsplash. That is a transit hub but only the first bus stops there. The 7 route is perfect but sometimes one person will want to go to Maidu, which adds 40 minutes easily to going there and then to Saugsted. Not sure the ridership for Maidu justifies the time it takes for the bus to go out there and then head back to Saugsted and the shed. A few people live near Saugsted in Old Roseville and can walk to the bus but most have taken to driving all the way out to Sunsplash to avoid the trip out to Maidu and back up Douglas at rush hour.	5/9/2024 12:44 PM
53	Please on time	5/9/2024 12:41 PM
54	Tge air conditioning is freezing when it's on, and it seems like the drivers just either have it completely off, or blowing freezing air. Can't it be temperature controlled at all?	5/9/2024 12:40 PM
55	Always great service!!	5/9/2024 12:38 PM
56	One of the commuter lines serving Foothills/Junction in the evening is usually subject to combining with another route. Usually the agency is good about communicating this change, but a handful of times they didn't and only knew of the arrangement when the bus operator said it at the stop.	5/9/2024 1:47 AM

## Q1 Please select your age group

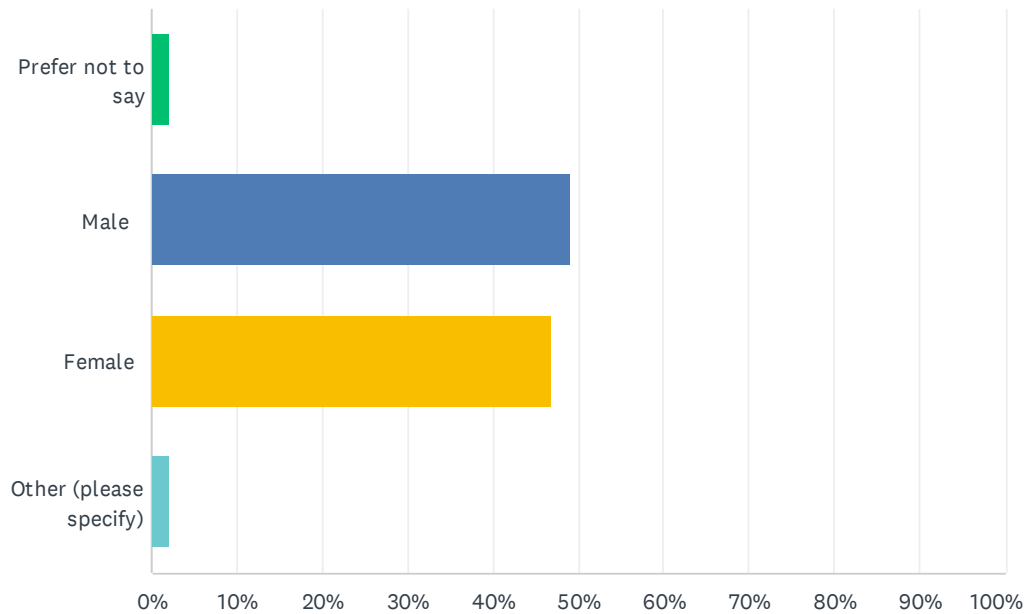
Answered: 192 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 18	1.56%	3
18-24	5.73%	11
25-34	11.98%	23
35-44	17.19%	33
45-54	21.35%	41
55-64	13.02%	25
65+	29.17%	56
<b>TOTAL</b>		<b>192</b>

## Q2 What is your gender identity?

Answered: 192 Skipped: 0

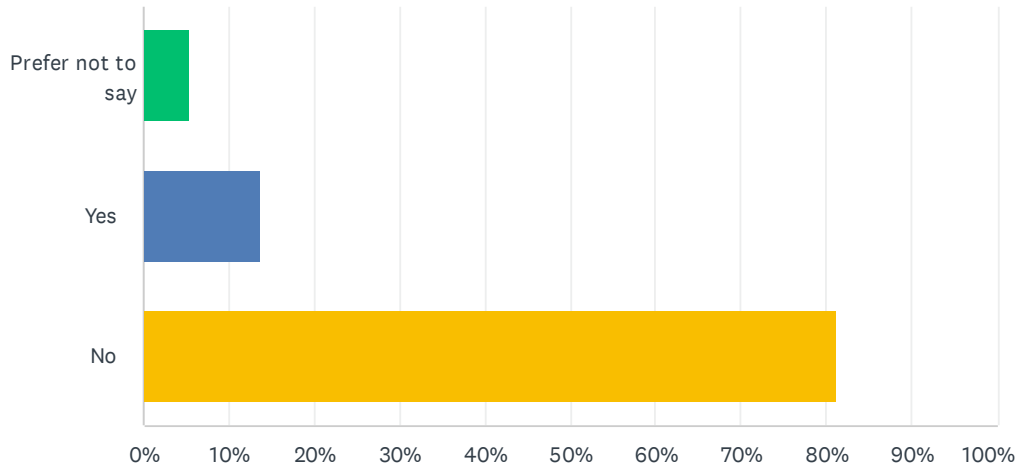


ANSWER CHOICES	RESPONSES
Prefer not to say	2.08% 4
Male	48.96% 94
Female	46.88% 90
Other (please specify)	2.08% 4
<b>TOTAL</b>	<b>192</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Transwoman	3/23/2024 8:50 PM
2	Non-binary	3/18/2024 1:56 PM
3	There are only two genders	3/18/2024 12:05 PM
4	I'm a male. The only other one is female. Come on guys.	3/18/2024 9:15 AM

### Q3 Do you have any disability or health condition that affects your ability to use public transit?

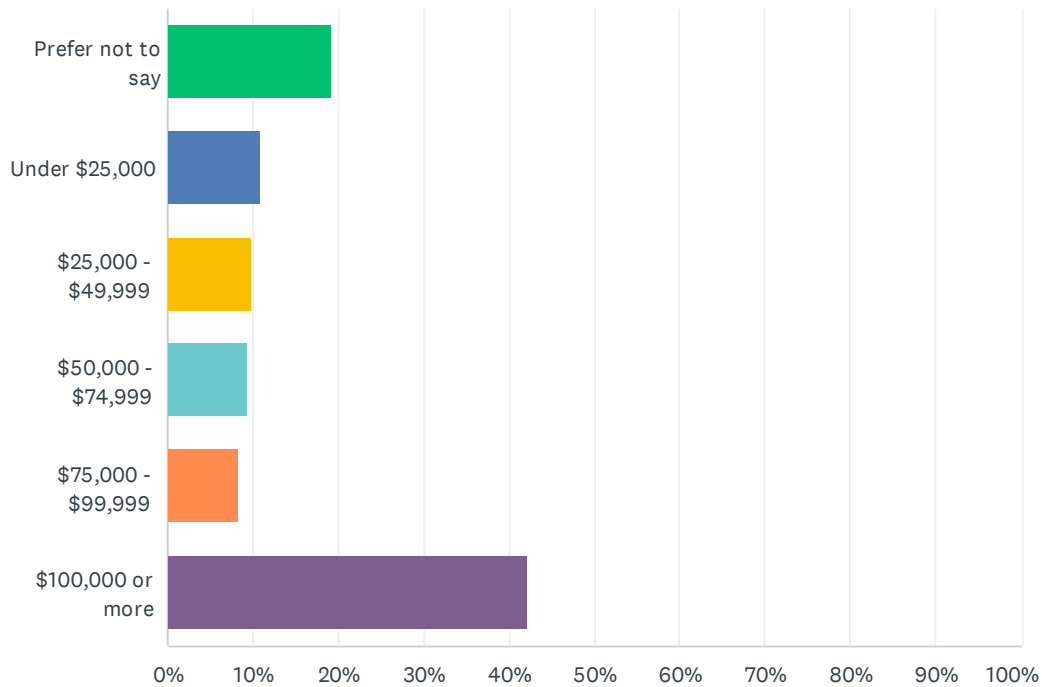
Answered: 191 Skipped: 1



ANSWER CHOICES	RESPONSES	
Prefer not to say	5.24%	10
Yes	13.61%	26
No	81.15%	155
<b>TOTAL</b>		<b>191</b>

## Q4 What is your annual household income?

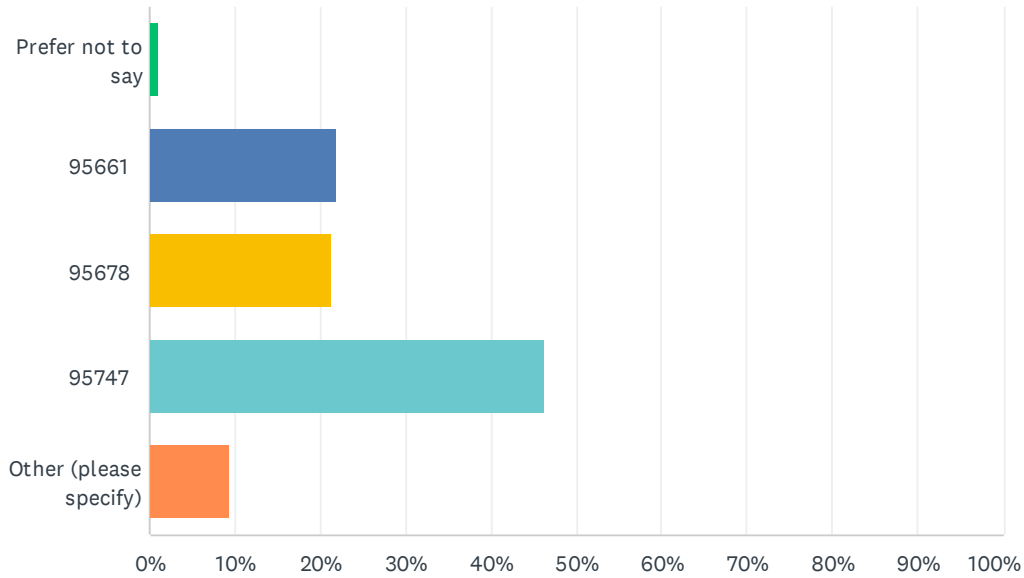
Answered: 192 Skipped: 0



ANSWER CHOICES	RESPONSES	
Prefer not to say	19.27%	37
Under \$25,000	10.94%	21
\$25,000 - \$49,999	9.90%	19
\$50,000 - \$74,999	9.38%	18
\$75,000 - \$99,999	8.33%	16
\$100,000 or more	42.19%	81
<b>TOTAL</b>		<b>192</b>

## Q5 What is the five-digit zip code of your primary residence?

Answered: 192 Skipped: 0



ANSWER CHOICES	RESPONSES	
Prefer not to say	1.04%	2
95661	21.88%	42
95678	21.35%	41
95747	46.35%	89
Other (please specify)	9.38%	18
<b>TOTAL</b>		<b>192</b>

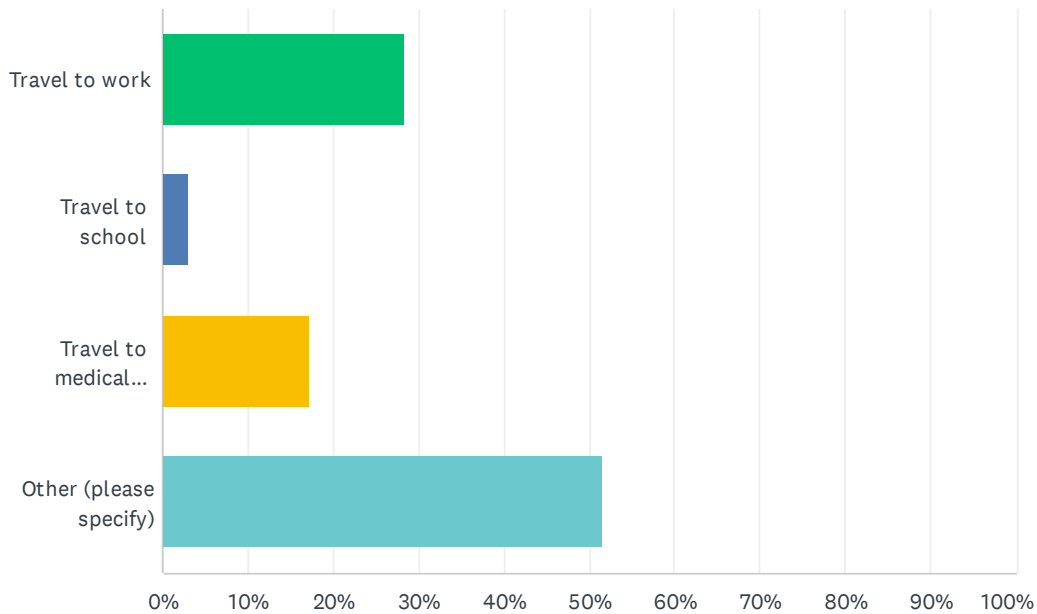
#	OTHER (PLEASE SPECIFY)	DATE
1	95765	4/11/2024 10:31 PM
2	95610	4/11/2024 5:44 PM
3	95746	4/11/2024 2:53 PM
4	95648	4/11/2024 1:40 PM
5	95713	4/5/2024 2:06 PM
6	95677	4/5/2024 11:29 AM
7	95603	4/5/2024 7:19 AM
8	55113	4/4/2024 8:19 PM
9	95628	3/27/2024 7:19 AM
10	29681 (I moved out of Roseville in 2021)	3/26/2024 1:46 PM
11	95677	3/20/2024 5:07 PM

Roseville Transit survey for current Local, ADA Paratransit, and Arrow passengers

12	95765	3/18/2024 8:15 PM
13	95842	3/18/2024 4:19 PM
14	95969	3/18/2024 11:16 AM
15	95765	3/18/2024 9:39 AM
16	95746	3/18/2024 9:23 AM
17	95616	3/15/2024 2:09 PM
18	95765	3/6/2024 10:20 PM

## Q6 What is the main purpose of your trip on Roseville Transit?

Answered: 99 Skipped: 93



ANSWER CHOICES	RESPONSES
Travel to work	28.28% 28
Travel to school	3.03% 3
Travel to medical appointments	17.17% 17
Other (please specify)	51.52% 51
<b>TOTAL</b>	<b>99</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Post Office, Downtown, Library	4/19/2024 4:29 PM
2	Recreation	4/16/2024 12:43 PM
3	occasional	4/14/2024 1:41 PM
4	Travel for work, school, and personal enjoyment	4/11/2024 10:35 PM
5	play, e.g., restaurants, hiking trails	4/11/2024 5:47 PM
6	Travel around town shopping, school, etc.	4/11/2024 5:24 PM
7	Travel to shopping centers	4/11/2024 12:49 PM
8	Run errands and social events	4/11/2024 12:25 PM
9	Stores	4/11/2024 11:03 AM
10	None	4/11/2024 7:56 AM
11	Work, medical appointments, shopping	4/11/2024 12:30 AM

Roseville Transit survey for current Local, ADA Paratransit, and Arrow passengers

12	Work and recreation.	4/5/2024 9:40 PM
13	Travel from/to auto mechanic	4/5/2024 2:09 PM
14	Legally blind and can't drive, need to go all over town, etc	4/5/2024 8:52 AM
15	Church activities	4/4/2024 10:54 PM
16	Shopping and visiting friends	4/4/2024 5:49 PM
17	Travel for leisure/errands	3/31/2024 8:17 AM
18	To do something different	3/26/2024 1:50 PM
19	To get to wherever I need to go	3/23/2024 8:54 PM
20	None	3/21/2024 2:14 PM
21	Travel to mall	3/21/2024 4:52 AM
22	have never used	3/20/2024 8:28 PM
23	Travel to post office. Vernon street	3/20/2024 7:31 PM
24	Pleasure	3/20/2024 9:39 AM
25	Pleasure/places	3/19/2024 7:23 PM
26	Travel to grocery store, library, school	3/19/2024 2:32 PM
27	shopping and needs in the community	3/19/2024 1:09 PM
28	Home from Sacramento Amtrak station	3/19/2024 10:34 AM
29	Recreational, dining, shopping	3/19/2024 2:55 AM
30	Shop, eat out, medical	3/18/2024 9:43 PM
31	When my car needs rwpair	3/18/2024 9:13 PM
32	I don't use Roseville transit right now.	3/18/2024 3:04 PM
33	visiting friends and family	3/18/2024 2:54 PM
34	personal transport and shopping	3/18/2024 2:16 PM
35	avoid using a car when i'm just having a fun day out to reduce emissions. like casually going to a cafe or shopping	3/18/2024 1:59 PM
36	Shopping. Medical. Education	3/18/2024 1:38 PM
37	Kings game	3/18/2024 12:05 PM
38	get around town to shop and Dr. Appointments	3/18/2024 11:54 AM
39	Mall	3/18/2024 11:23 AM
40	PO and Civic Center	3/18/2024 11:20 AM
41	Restaurants and shopping	3/18/2024 11:03 AM
42	shopping, go to store.	3/18/2024 10:17 AM
43	Have not ysed public transportation yet.	3/18/2024 10:10 AM
44	leisure, shopping	3/18/2024 9:43 AM
45	I have not used Roseville Transit since I retired from State	3/18/2024 9:34 AM
46	bike routes	3/18/2024 9:25 AM
47	I do not ever take public transit. Inconvenient and unsafe and not clean.	3/18/2024 9:18 AM
48	Church	3/18/2024 9:08 AM
49	Travel for fun	3/15/2024 2:11 PM

Roseville Transit survey for current Local, ADA Paratransit, and Arrow passengers

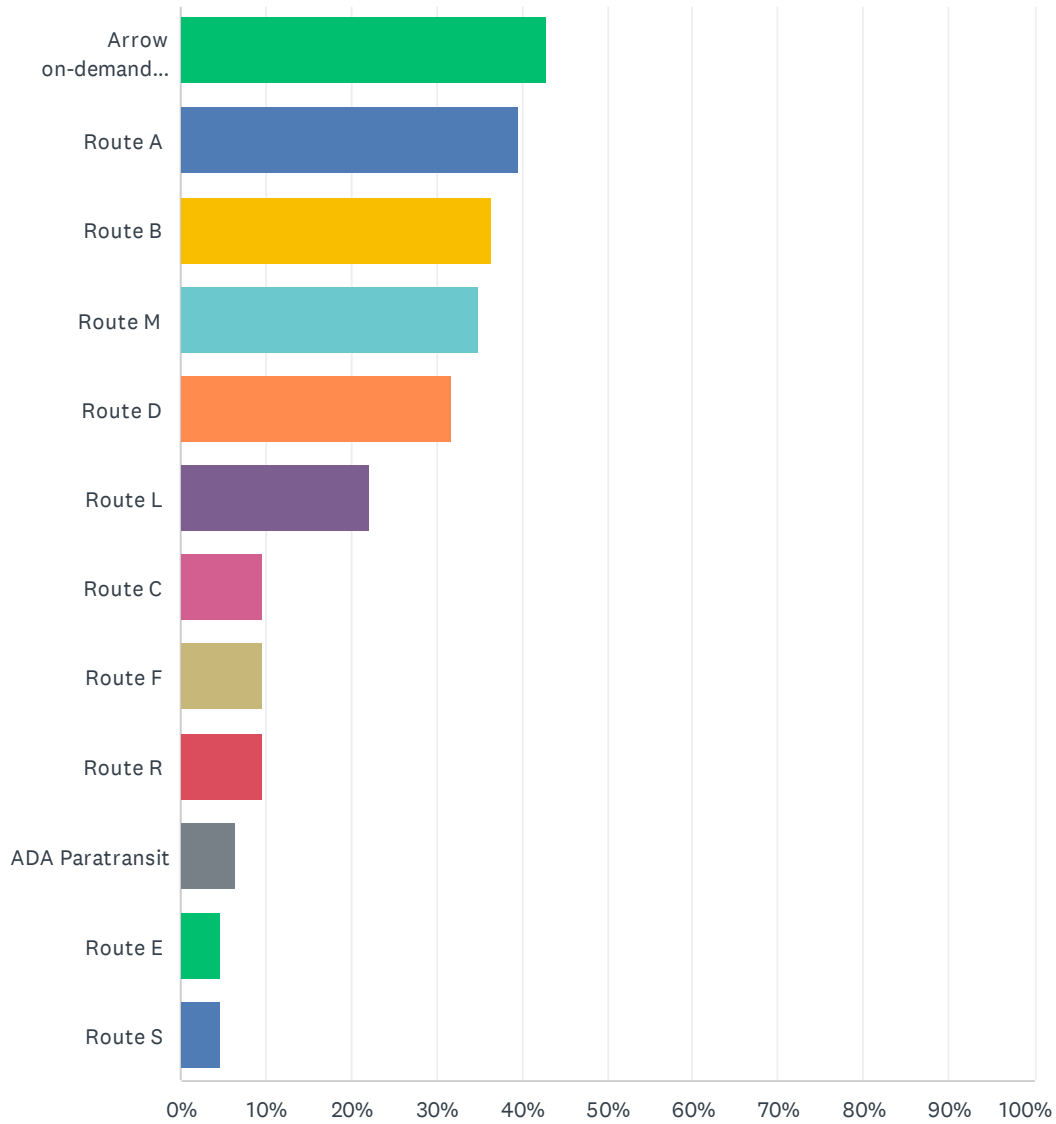
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50	recreational activities	3/11/2024 8:46 AM
51	I am writing in behalf of others	3/8/2024 3:42 PM

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### Q7 Which Roseville Transit routes do you use regularly? (Check all that apply)

Answered: 63 Skipped: 129



Roseville Transit survey for current Local, ADA Paratransit, and Arrow passengers

ANSWER CHOICES	RESPONSES	
Arrow on-demand (formerly named Dial-A-Ride)	42.86%	27
Route A	39.68%	25
Route B	36.51%	23
Route M	34.92%	22
Route D	31.75%	20
Route L	22.22%	14
Route C	9.52%	6
Route F	9.52%	6
Route R	9.52%	6
ADA Paratransit	6.35%	4
Route E	4.76%	3
Route S	4.76%	3
Total Respondents: 63		

## Q8 Where do you usually board the Roseville Transit bus(es)? (Please provide specific locations or landmarks)

Answered: 75 Skipped: 117

#	RESPONSES	DATE
1	El Profenonce	4/19/2024 4:29 PM
2	Civic Center	4/18/2024 9:10 AM
3	Galleria	4/16/2024 12:43 PM
4	Mahany park	4/15/2024 10:57 AM
5	At my apartment Arrow, M at the galleria bus stop.	4/12/2024 9:21 AM
6	Either the bus stop at Foothills and Main for Route D or the bus stop at Pleasant Grove and Foothills for Route M	4/12/2024 6:41 AM
7	Roseville Galleria	4/11/2024 10:35 PM
8	Louis & Orlando	4/11/2024 5:47 PM
9	It is nor close to my area.	4/11/2024 5:24 PM
10	Sunrise & Lead Hill, Center, Vernon Civic Center, Macario Ct	4/11/2024 12:25 PM
11	Civic center	4/11/2024 11:03 AM
12	Mahany park (take the commuter bus to downtown)	4/11/2024 9:42 AM
13	Woodcreek and Pleasant Grove ( Starbucks)	4/11/2024 12:30 AM
14	Junction and woodcreek	4/10/2024 6:02 PM
15	Downtown Roseville at the underpass.	4/10/2024 9:48 AM
16	CIRBY	4/8/2024 6:53 PM
17	The Sierra College and Douglas stop (L), the Civic Center transfer station (A and B), the Galleria transfer point (A and B), and the Sierra Gardens Transfer Point (A, and E/C)	4/5/2024 9:40 PM
18	Stanford Ranch/Five Star and then Civic Center for return trip	4/5/2024 2:09 PM
19	Orlando	4/5/2024 10:09 AM
20	Douglas Blvd or Maidu Park	4/5/2024 8:52 AM
21	Galleria	4/5/2024 7:21 AM
22	My apt- Sutter Terrace	4/4/2024 10:54 PM
23	677 young way	4/4/2024 8:44 PM
24	Orlando station and old Roseville	4/4/2024 2:01 PM
25	Board commuter bus at Saugsted Park	4/4/2024 11:39 AM
26	Sun Splash	3/31/2024 10:38 PM
27	At the Foothills/Junction area	3/31/2024 8:17 AM
28	Louis and orlando	3/27/2024 7:21 AM
29	Rothbury and Market in Westpark	3/26/2024 1:50 PM
30	At the intersection at Coloma and Sunrise	3/23/2024 8:54 PM

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31	Taylor Road I-80 the water slide area for commuter.	3/23/2024 4:58 AM
32	CIVIC	3/21/2024 3:29 PM
33	None	3/21/2024 2:14 PM
34	St Johns	3/21/2024 4:52 AM
35	Pleasant Grove at Woodcreek	3/20/2024 11:29 PM
36	pleasant grove & fiddymment	3/20/2024 7:45 PM
37	Civic center	3/20/2024 9:39 AM
38	not able to board until after taking a arrow or ride share due to no local buses in the west park area for the up coming resident off fiddermment or blue oaks	3/19/2024 3:10 PM
39	Sutter Roseville	3/19/2024 2:32 PM
40	Route D, stop #20, Diamond Creek before Blue Oaks	3/19/2024 1:09 PM
41	Depends on which commuter route I end up taking.	3/19/2024 10:34 AM
42	Foothill and pleasant grove	3/19/2024 2:55 AM
43	Sierra College blvd and Eureka	3/19/2024 12:56 AM
44	Sutter Terrace	3/18/2024 9:43 PM
45	Rothbury	3/18/2024 9:13 PM
46	Taylor commuter	3/18/2024 8:17 PM
47	Sun splash	3/18/2024 4:21 PM
48	Woodcreek Oaks and Pleasant Grove	3/18/2024 3:04 PM
49	Galleria Transfer Point, Civic Center Transfer Point	3/18/2024 2:54 PM
50	504 Twain Court	3/18/2024 2:35 PM
51	Louis/Orlando	3/18/2024 2:16 PM
52	Junction and Foothills	3/18/2024 1:59 PM
53	my residence and do's offices for return trips	3/18/2024 1:59 PM
54	Cirby	3/18/2024 1:38 PM
55	Commuter 8 at Mahaney	3/18/2024 12:56 PM
56	S Cirby and Rocky Ridge	3/18/2024 12:33 PM
57	home	3/18/2024 11:54 AM
58	On junction	3/18/2024 11:23 AM
59	Blue Oaks near Coolege School	3/18/2024 11:20 AM
60	Louis Orlando	3/18/2024 11:03 AM
61	Na	3/18/2024 10:33 AM
62	Mahany park	3/18/2024 10:29 AM
63	I dont at the present, but time is coming when I will not be able to drive because Im losing my sight for that venture	3/18/2024 10:17 AM
64	Civic center, Galleria, Louis and Orlando, Sierra Gardens, Galleria blvd South of East Roseville Parkway (fountains), Lead Hill @walmart	3/18/2024 10:12 AM
65	N/A	3/18/2024 10:10 AM
66	Juckion and wood creek	3/18/2024 9:47 AM
67	sunrise near cirby	3/18/2024 9:26 AM

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68	don't	3/18/2024 9:25 AM
69	No transit buses near Sun City Roseville	3/18/2024 9:22 AM
70	Roseville commuter. Sunsplash or Galleria Mall	3/18/2024 9:20 AM
71	Never use it.	3/18/2024 9:18 AM
72	Home	3/18/2024 9:08 AM
73	Woodcreek Oaks & Pleasant Grove	3/15/2024 2:11 PM
74	Mahany Park	3/11/2024 8:46 AM
75	Junction and Baseline	3/7/2024 2:52 PM

## Q9 Where do you typically de-board the Roseville Transit bus(es)? (Please provide specific locations or landmarks)

Answered: 71 Skipped: 121

#	RESPONSES	DATE
1	Civic Center	4/19/2024 4:29 PM
2	Cirby Hills Dr And wherever my work sends me	4/18/2024 9:10 AM
3	Woodcreek Oaks	4/16/2024 12:43 PM
4	Mahany park	4/15/2024 10:57 AM
5	At my apartment Arrow, Siena M at the galleria bus stop.	4/12/2024 9:21 AM
6	The Galleria Mall on Route M or the Bus Stop at Foothills and Junction on Route D	4/12/2024 6:41 AM
7	Roseville Galleria	4/11/2024 10:35 PM
8	Galleria	4/11/2024 5:47 PM
9	There is no bus in west Roseville area	4/11/2024 5:24 PM
10	Galleria, Civic Center, Blue Oaks & Woodcreek	4/11/2024 12:25 PM
11	Civic center	4/11/2024 11:03 AM
12	Downtown Sacramento, Mahany Park	4/11/2024 9:42 AM
13	Galleria, Kaiser Roseville eureka, Kaiser riverside, Rocklin- sunset and pacific at Walmart. Pleasant grove at Eskaton Roseville manor , mahany park , foothills transfer point , across from Walmart on pleasant grove by highland creek , winco , Safeway on pleasant grove.	4/11/2024 12:30 AM
14	Doorhills	4/10/2024 6:02 PM
15	Douglas Blvd near Hobby Lobby and Galleria Mall.	4/10/2024 9:48 AM
16	MALL	4/8/2024 6:53 PM
17	Same stations but also N Sunrise by the medical center.	4/5/2024 9:40 PM
18	Civic Center and the Stanford Ranch/Five Star for return trip	4/5/2024 2:09 PM
19	Lite rail, Auburn	4/5/2024 10:09 AM
20	Douglas Blvd or Maidu park	4/5/2024 8:52 AM
21	Galleria	4/5/2024 7:21 AM
22	My apt- Sutter Terrace	4/4/2024 10:54 PM
23	Kaiser, Riverside blvd	4/4/2024 8:44 PM
24	Baseline and junction Pleasant grove and fiddymnt	4/4/2024 2:01 PM
25	Saugsted Park	4/4/2024 11:39 AM
26	P and 5th Downtown Sacramento but several state agencies will be transferring to our new building on Richard's Blvd in May/June.	3/31/2024 10:38 PM
27	Woodcreek Oaks at Blue Oaks, Galleria Transfer Point, Lewis/Orlando Transfer Point, Civic Center	3/31/2024 8:17 AM
28	Pride industries	3/27/2024 7:21 AM
29	Galleria	3/26/2024 1:50 PM

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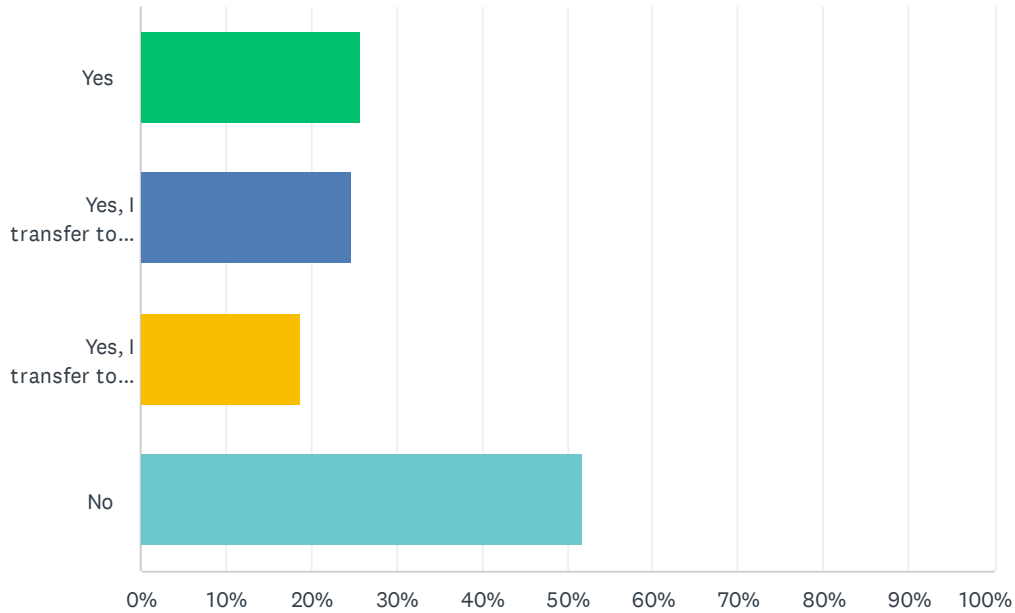
30	Roseville Galleria	3/23/2024 8:54 PM
31	Sacramento Capital mall area	3/23/2024 4:58 AM
32	GALLERIA	3/21/2024 3:29 PM
33	None	3/21/2024 2:14 PM
34	Galleria	3/21/2024 4:52 AM
35	Sierra College	3/20/2024 11:29 PM
36	riverside	3/20/2024 7:45 PM
37	All over roseville	3/20/2024 9:39 AM
38	deboard at the fiddermert and pleasant grove CVS then take a ride share to get home.	3/19/2024 3:10 PM
39	Galleria, Sierra Gardens	3/19/2024 2:32 PM
40	Galleria Mall, Target near Douglas Blvd, Walmart on Lead Hill, downtown Roseville on Vernon street, Pleasant Grove near Woodcreek Route D, stop #20, Diamond Creek before Blue Oaks	3/19/2024 1:09 PM
41	I just take it one way.	3/19/2024 10:34 AM
42	Galleria, civic center, multiple places on Blue Oak	3/19/2024 2:55 AM
43	Orlando	3/19/2024 12:56 AM
44	Where I schedule drop off.	3/18/2024 9:43 PM
45	Galleria	3/18/2024 9:13 PM
46	Taylor	3/18/2024 8:17 PM
47	Capitol	3/18/2024 4:21 PM
48	Galleria, The Fountains, Village Center, and Downtown/Old Town	3/18/2024 3:04 PM
49	Galleria Transfer Point, Civic Center Transfer Point	3/18/2024 2:54 PM
50	Kaiser Riverside, or Rocky Ridge at the hospital bldg C or D.	3/18/2024 2:35 PM
51	Civic Center or Galleria Mall depending on where I am going.	3/18/2024 2:16 PM
52	the stop on Vernon st.	3/18/2024 1:59 PM
53	my residence	3/18/2024 1:59 PM
54	Sunrise Galleria Sierra college	3/18/2024 1:38 PM
55	9th and K	3/18/2024 12:56 PM
56	Galleria	3/18/2024 12:33 PM
57	At my location	3/18/2024 11:54 AM
58	Sierra College	3/18/2024 11:20 AM
59	Galleria	3/18/2024 11:03 AM
60	Na	3/18/2024 10:33 AM
61	Mahany park	3/18/2024 10:29 AM
62	Probably Garden ParkDr. and Roseville PKWY	3/18/2024 10:17 AM
63	Civic Center, Galleria, Louis and Orlando, Sierra Gardens, East Roseville Parkway and Galleria (in front of Bj's Restaurant), Rocky Ridge and Lead Hill	3/18/2024 10:12 AM
64	N/A	3/18/2024 10:10 AM
65	Louis and Orlando	3/18/2024 9:47 AM
66	don;t	3/18/2024 9:25 AM

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67	9th & N	3/18/2024 9:20 AM
68	Don't use it.	3/18/2024 9:18 AM
69	St John's Episcopal Church	3/18/2024 9:08 AM
70	Galleria, Civic Center	3/15/2024 2:11 PM
71	Civic Center	3/7/2024 2:52 PM

## Q10 Do you frequently make transfers between different Roseville Transit routes?

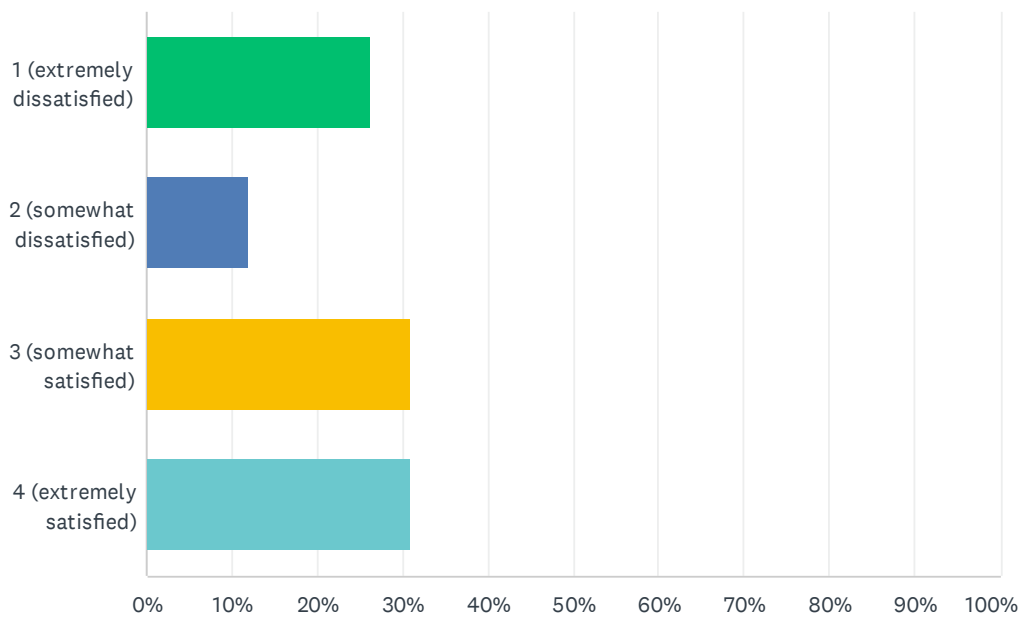
Answered: 85 Skipped: 107



ANSWER CHOICES	RESPONSES	
Yes	25.88%	22
Yes, I transfer to Placer County Transit	24.71%	21
Yes, I transfer to Sacramento Regional Transit	18.82%	16
No	51.76%	44
Total Respondents: 85		

## Q11 How would you rate your overall experience with Roseville Transit?

Answered: 84 Skipped: 108



ANSWER CHOICES	RESPONSES	
1 (extremely dissatisfied)	26.19%	22
2 (somewhat dissatisfied)	11.90%	10
3 (somewhat satisfied)	30.95%	26
4 (extremely satisfied)	30.95%	26
TOTAL		84

## Q12 Please share any comments or suggestions on how we can improve your experience with Roseville Transit.

Answered: 65 Skipped: 127

#	RESPONSES	DATE
1	Need service in West Roseville. How is a high school as large as West Park HS without service!	4/19/2024 4:29 PM
2	They could add and expand routes to cover over of Roseville.	4/18/2024 9:10 AM
3	More frequesnt bus service and extended station service	4/16/2024 12:43 PM
4	Can we have an active bus stop for buses going to Sacramento downtown on / near Westbrook Ave and solaire drive.	4/15/2024 10:57 AM
5	Need to have Roseville transportation in the west Roseville area. No buses at all	4/12/2024 9:21 AM
6	More bus stops and if we have to transfer, have buses arrive every 15-20 minutes than 30 minutes. Have more buses that go until the evening, I could never ride the bus home from work because there would be no buses to ride so I would be forced to drive.	4/12/2024 6:41 AM
7	Overall need more buses, more active schedules, and more station locations.	4/11/2024 10:35 PM
8	I wish you had Sunday service	4/11/2024 5:47 PM
9	We need to get buss in the west Roseville area by West Park High School, and North Hayden/ Hayden Parkway.	4/11/2024 5:24 PM
10	I want to ride public transportation to work, but the 3.4 mile drive is turned into an hour plus minimum commute via Roseville and Placer bus systems compared to a 9 minute drive. There needs to be comparable alternatives if you want to increase the share of ridership. Expanding the Sacramento light rail into Roseville and Placer would be incredible for social and environmental reasons as well as an economic boom due to increased accessibility. Would very much like to see some of these large roads transformed into more sustainable and equitable forms of transportation.	4/11/2024 12:49 PM
11	Expand the schedule to at least two routes going one way every hour. Better connection between DT Roseville and on the west of Woodcreek Oaks - currently takes 1+ hour. Faster connection to Sacramento. The Game Day Express would be helpful outside of game days (events, concerts, etc.) Overall would like trips to take less than an hour and increased frequency	4/11/2024 12:25 PM
12	I love the commuter bus, it is a great way to get to work. I wish local buses ran more frequently- every 60 minutes is not practical to be a replacement for personal car use - and I wish the buses to downtown ran later into the evening- it would be nice to get dinner downtown or go shopping before heading home but the limited timing of the buses makes it so I have to leave immediately after work or risk having it take me 3 hours to get home on a combination of SacRT, and/or Amtrak and Roseville Transit. The only way to get people to use transit more often and more regularly is to make it as convenient and quick (or more convenient and quick) than personal car use. Please add more buses with more regularity to make this a reality!	4/11/2024 9:42 AM
13	Add route on Blue Oaks	4/11/2024 7:56 AM
14	Dial a ride is getting better , but the app is still not great when it can't give you a ride time or it keeps changing ride times . With the increased traffic volume on Pleasant grove , there is a need for two busses an hour. I know there is talk of changing the route . But for all the seniors who use the route to get to winco and shopping why are you going to make them transfer to another but just to get to the grocery store? If A and B haven't buses each hour why can't M route have two an hour? And Sunday service? Don't you think if Sunday service was added that people would use it to go shopping or to to church? My biggest frustration is that Foothills transfer point has no bus shelter. It's very difficult to stand out there in the rain and 100 degree heat in the summer and weir for a bus with no coverage from the weather. And this is the only	4/11/2024 12:30 AM

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transfer point that has no bus shelter? Why ? I really hope something is done about this when the road work is done.

15	I was told that my scooter would fit in the bus and it's too large. Had a difficult time getting onto the bus. Doing better with Dial a Ride with the lift. Transportation services are difficult for me due to health issues and can't drive a car anymore.	4/10/2024 9:48 AM
16	There are quite a few things that can be improved upon. Signage: It's almost impossible to tell when a bus will arrive at any given stop. None of the stops have keys to determine when each route will arrive. I'd like to see something along these lines: L route-45 minute mark. The stop where I frequently board the L comes on the 45 minute mark of each hour, but I didn't know that because nothing on the stop says so. It also does not show the hours of operations for each stop, or the fact that you don't run on Sundays at all! (Made that mistake a few times before learning my lesson.) If each stop could say when the first and last stop of the day would be that'd be great. EX: First stop: 6:45am, last stop 5:45pm. Finally, it's impossible to tell the difference between major and minor routes. Major routes being ones that come every 30 minutes instead of 60 or 120. This could be denoted simply with dashed lines and solid lines. The stops themselves: Many stops are uncovered with no seating and no lighting. So at night the stops look sketchy and can seem dangerous. Half the battle of getting people to use public transit is to get them to LIKE public transit. These ones tend to also be unpaved (just a sign stuck in the dirt). I understand the budget of the Roseville Department of Transportation may be tight, but hearing you're rolling out electric busses in November, but I still have to stand in the rain in the dark to wait for my bus is a little disheartening. I'm excited for the new busses don't get me wrong, but we should solidify the issues (as minimal as they are) now before working on evolving. This is less an issue with the signage in each stop and more so something I think needs resolving. Calling into the office does not guarantee a correct answer for a question. A few weeks ago I called to make sure a bus would stop at a certain stop, was told yes, only for the bus to fly right by. This was especially frustrating because I was assured by an employee the bus would stop at said stop. (I don't know this employee's name and wish no retaliation on any employees.) Thank you for your time and hearing feedback.	4/5/2024 9:40 PM
17	Arrow had long wait times. But I have not ridden in the last 6 months.	4/5/2024 2:09 PM
18	More services for handicapped	4/5/2024 10:09 AM
19	Need more easy/quicker method to connect to light rail to Sacramento and back home.	4/5/2024 8:52 AM
20	I live in Auburn but have occasional work or medical appointments in Roseville. I usually get a Lyft/Uber to get to Roseville, and there are times I need to get to another place in the city. I tried using the OnDemand when it first came out, but the response times on the app did not work for me. I'd like to try it again.	4/5/2024 7:21 AM
21	The Ada Paratransit/ Arrow needs to run on weekends until 9pm.	4/4/2024 10:54 PM
22	Have more arrow drivers so their can be more pick up times for me in afternoons. many times I can't get a return ride home from Dr appointment	4/4/2024 8:44 PM
23	Operate on Sundays and holidays	4/4/2024 2:01 PM
24	I wish more routes stopped at Louis Orlando. It's a hub for other buses such as RT. Instead, it's only the first route that leaves downtown at 3:30. All the other routes go out to Taylor/I-80 without stopping in central Roseville first.	4/4/2024 11:39 AM
25	I hope you will evaluate and add a stop on Richard's blvd river district	3/31/2024 10:38 PM
26	Being limited to hourly buses in my area (D and M) isn't great for my needs (and the two buses run at nearly the same time, instead of say the D running 30 minutes ahead of the M). I tried Arrow once previously but the wait times are a huge obstacle for me being a repeat customer of this service. Some places are just too far by transit (e.g the TopGolf/Living Spaces shopping center)	3/31/2024 8:17 AM
27	I take roseville transit every day and they tell me they call my sacrr bus in the afternoon and roseville says they will call but I get on Sacramento regional transit bus and they tell me all the time roseville never calls	3/27/2024 7:21 AM
28	Increase frequency, make more direct routes, add higher speed rapid transit throughout the city.	3/26/2024 1:50 PM
29	I would like the buses to also function on Sundays as well since I do not drive, and this	3/23/2024 8:54 PM

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basically leave me without any mobility on that day. I would also like to see the buses become electric to cut down on carbon emissions. Lastly, I would like it if the bus drivers would report or handle passengers that act disruptive to other passengers on the buses.

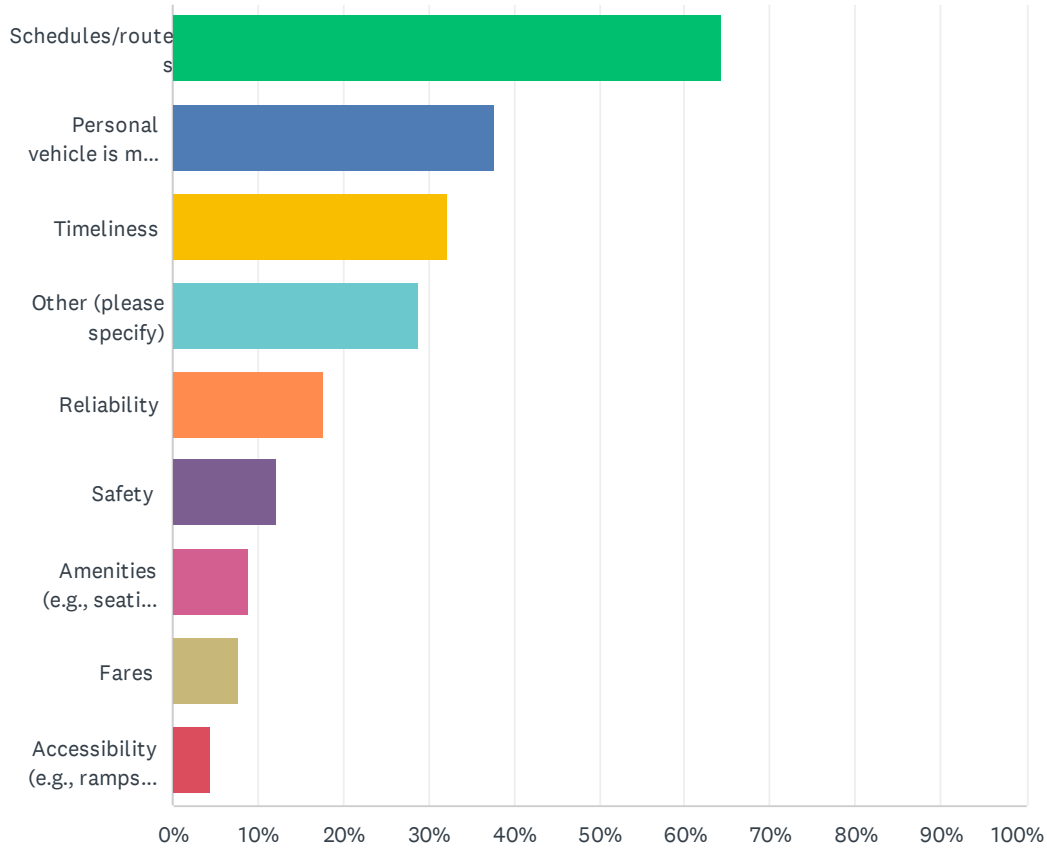
30	I work Sundays and there is no transportation after 5:20PM last I knew in 2021. I had to share a car with a family member in order to get to work. This is ridiculous in any town in California. Even teens need to be able to get to and from work which could end at 9PM sometimes 10PM. Transit should run at least 5:30AM to 10PM. I can't believe everyone in Roseville is a multiple car family. The only potential problem is it could also cause an increase in homeless presence since drivers can't discriminate on passengers.	3/23/2024 4:58 AM
31	ADJUST OPERATING HOURS AND WEEKEND HOURS	3/21/2024 3:29 PM
32	I don't use because it would take hours just to get to work.	3/21/2024 8:06 AM
33	.make a onboard by the beazer home where pleasant grove blvd rnds, solarie community	3/21/2024 4:52 AM
34	One child used, another child hasnt started using yet (will this fall)... but a direct route to Sierra College from Pleasanton/Woodcreek/Mahany Library would be great. We're really growing out here on the west end.	3/20/2024 11:29 PM
35	Would love to have shelter from sunand rain, also place to sit down.	3/20/2024 7:45 PM
36	Finish bike trails. Connect tbe hub	3/20/2024 7:31 PM
37	Drivers are great some routes need improvement	3/20/2024 9:39 AM
38	I would like to see them running local busses longer on Saturdays and then running on Sundays and running all day Saturday and Sunday.	3/19/2024 9:00 PM
39	Improved bus service throughout all route and bus service on sundays	3/19/2024 5:57 PM
40	by adding move route to the area for the new updated areas.	3/19/2024 3:10 PM
41	Pay drivers more, for retention	3/19/2024 2:55 AM
42	Impossible to get to work in less than 2.5 hours.	3/19/2024 12:56 AM
43	Get better ada buses. Terrible shocks. Painful to ride!!	3/18/2024 9:43 PM
44	Wi fi comfortable seats on commuter	3/18/2024 8:17 PM
45	Frequency is abysmal. I've looked into using the bus in the city but I can't base a trip around 1 or 2 hour frequencies. Even 30 minutes is way too long time to sit or stand for a bus. For me to choose to use transit, I'd have to basically use it for the sake of using it.	3/18/2024 3:04 PM
46	A working, live bus tracker would help substantially. Also, more secure bike parking for inter-modal trips.	3/18/2024 2:54 PM
47	I'm a college student, and I would love to use transit to get to Sierra college, but it takes quite awhile from my stop. It would be lovely to have a more convenient trip there where I don't have to connect, and it doesn't take more than 1 hour!	3/18/2024 1:59 PM
48	always nervous about being picked up to return home. either dr. appts run over and the time spent with a long wait for ride or not being able to get a ride back at all. have bladder incontinence which is painful as well.	3/18/2024 1:59 PM
49	I am not using public transportation at this time. I have raised two daughters in Roseville, and it was very difficult for them because all of the buses shut down after seven and no transportation on Sunday. Every job for a teenager usually includes evenings and weekends. My daughter lives in Auburn now, and she is disabled. It is too complicated for her to take the bus here.	3/18/2024 1:32 PM
50	Extend the hours/frequency of routes "C" and "F" so it's easier to make transfers.	3/18/2024 12:33 PM
51	You don't stop at enough places for boarding. When you and your spouse are in the 70's it is hard to go so far to catch a bus and Arrow is not always convenient. Lot of older people live in Roseville and the routes are to sparse	3/18/2024 11:54 AM
52	Not having transit options for West Park High School and surrounding area is unacceptable for the city to express it's offerings.	3/18/2024 11:20 AM

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53	We need Roseville Transit from West Roseville. Near Westbrook Blvd, near Westbrook elementary school	3/18/2024 11:16 AM
54	Real time information screens needed to see when bus is coming. Better bus shelters	3/18/2024 11:03 AM
55	It would be really nice if there was route to downtown sacramento that leaves from west roseville using riego road. This would get people from west roseville goto sac downtown much faster. Currently, we have to board at mahany park and sit through all the stops in east roseville. This doesn't seem fair to west roseville population. Or the east roseville stops should be first for some routes and west roseville last to avoid waste of time. Additionally, there should be another route between 8-9AM for people starting work in downtown at 9 AM	3/18/2024 10:29 AM
56	it is hard for me to say as lam not sure of where I could access the transit, that I would not have to walk over a mile	3/18/2024 10:17 AM
57	Earlier and later Saturday service, better time alignment with some Regional Transit Routes, and if not already, inclusion of Arrow with the Connect Card payment system. An app-based payment system similar to Regional Transit's Zip Pass	3/18/2024 10:12 AM
58	I may have to start using Roseville Transit in the future since I am disabled and over 90 years of age.	3/18/2024 10:10 AM
59	Please add a bus from Downtown capitol to Roseville sunsplash at 3:00.	3/18/2024 9:41 AM
60	I have only used it one several years ago, but as I go into retirement with the stuff so close to board or Deboard, I'm giving it more and more consideration	3/18/2024 9:26 AM
61	It would be helpful to have more than 1 commuter choice to Galleria Mall in the afternoon.	3/18/2024 9:20 AM
62	Public transportation is never worked. It's never made a dollar. Government can't run anything efficient like this. Look at Amtrak. Look at Caltrain. Look at Bart. Look at AC Transit. They invest too much in equipment and retirements for transit staff. It never works. It's a thing of the past and we are wasting our time and money on it. Look at the load factors. All agency should be ashamed to have that investment and staff and equipment and never generate a dollar. You couldn't do that in the private sector for one day, why do we do it with our tax dollars? Appear waste	3/18/2024 9:18 AM
63	Go to the end of woodcreek. The closest bus stop is generally inaccessible at Safeway and Eskaton. Also no route that takes near Target in Fairway.	3/18/2024 9:14 AM
64	I wish there were more routes that went more places and that the buses came more frequently. The routes are too long, particularly the M, so it doesn't have time to drop me close to where I'm going and I have to walk across massive parking lots. But once I'm on the bus, it's a very pleasant experience.	3/15/2024 2:11 PM
65	More frequent service	3/7/2024 2:52 PM

### Q13 What factors prevent you from using Roseville Transit more often. (Check all that apply)

Answered: 90 Skipped: 102



ANSWER CHOICES	RESPONSES	
Schedules/routes	64.44%	58
Personal vehicle is more convenient	37.78%	34
Timeliness	32.22%	29
Other (please specify)	28.89%	26
Reliability	17.78%	16
Safety	12.22%	11
Amenities (e.g., seating, shelters, lighting)	8.89%	8
Fares	7.78%	7
Accessibility (e.g., ramps, elevators)	4.44%	4
Total Respondents: 90		

#	OTHER (PLEASE SPECIFY)	DATE
---	------------------------	------

## Roseville Transit survey for current Local, ADA Paratransit, and Arrow passengers

1	No local buses in the area, and arrow system is not always available	4/12/2024 9:23 AM
2	I wish you had transfers between buses as an incentive to ride more and save.	4/11/2024 5:48 PM
3	There is no bus services	4/11/2024 5:24 PM
4	Vision issues	4/5/2024 8:53 AM
5	Does not go past 4pm on weekends	4/4/2024 10:56 PM
6	None	4/4/2024 5:50 PM
7	I love taking the bus if new route is not added, I won't be able to take the bus anymore.	3/31/2024 10:39 PM
8	Too long with transfers	3/20/2024 11:30 PM
9	Doesn't take it where I want too and frequency	3/19/2024 5:59 PM
10	no routes in the area	3/19/2024 3:12 PM
11	I don't think of it enough.	3/19/2024 10:34 AM
12	None	3/19/2024 2:56 AM
13	Light rail to Sacramento please	3/19/2024 12:58 AM
14	Safety at park and ride	3/18/2024 8:17 PM
15	poor weekend hours	3/18/2024 2:55 PM
16	Timing my return	3/18/2024 2:36 PM
17	None	3/18/2024 2:16 PM
18	Occasionally the PM 5 & 6 routes are combined without any update and the bus is full and can add up to 45 extra minutes to my commute	3/18/2024 12:58 PM
19	Having the ability to purchase merchandise at various stores and transporting on the bus is not practical.	3/18/2024 11:21 AM
20	no easy accessibility for Roseville Transit	3/18/2024 11:17 AM
21	No route to downtown sac from west roseville.	3/18/2024 10:30 AM
22	I use personal vehicle or bike	3/18/2024 9:35 AM
23	I really appreciate the Commuter bus.	3/18/2024 9:20 AM
24	It's not efficient and it never seems to go where the public needs to create commerce	3/18/2024 9:18 AM
25	No connectivity to surprised airport	3/18/2024 9:14 AM
26	Availability	3/18/2024 9:09 AM

## Q14 Is there anything else you would like to share about your experience with Roseville Transit or any other feedback you have?

Answered: 50 Skipped: 142

#	RESPONSES	DATE
1	It needs to service additional parts of Roseville and surrounding communities.	4/19/2024 4:32 PM
2	Just they need more routes to cover areas not covered currently	4/18/2024 9:11 AM
3	Need to have some kind of bus system going down Blue oaks and fiddymment with all the new upcoming apartments and homes need some type of transportation	4/12/2024 9:30 AM
4	Have a waiting period when arriving at schools so kids won't miss the bus and have to wait for up to an hour for the next bus.	4/12/2024 6:48 AM
5	Just that we need to get busses in West Roseville	4/11/2024 5:25 PM
6	We need more bike trails	4/11/2024 1:45 PM
7	There are many sidewalks that end abruptly and result in non ADA compliant routes. Bus stops are unprotected from the environment. Community's are made first and transit seems to be an afterthought which hinders the city's capacity to build effective modes of public transportation and an inefficient use of land.	4/11/2024 12:54 PM
8	I've always had great experience with Roseville Transit, it is very safe, in comparison to others like AC Transit. I would use it a lot more if there was higher frequency and easier ways to get around the city so it wouldn't take over an hour to make what would be a 20-minute drive. Additionally, later routes would be helpful for socializing after work. I think we should have late routes connecting to downtown and Old Town Roseville so we don't have to rely on rideshares or driving, and will ensure safety.	4/11/2024 12:27 PM
9	I love seeing how many people use the commuter buses to get downtown! Some of the buses end up pretty crowded which, with more state workers being brought back to the office, may create a tipping point where people don't want to take the buses because they are too crowded, double edged sword of success. It's great to see that Roseville Transit is soliciting feedback to make the system better so thank you for doing this.	4/11/2024 9:45 AM
10	I would love to see a new bus route down blue oaks maybe something that leaves galleria comes down blue oaks to fyddament to pleasant grove and back to the galleria.	4/11/2024 12:39 AM
11	I wish that the bus stop was not so far from my house as it's difficult for me to make it over to the stop on the otherside of the overpass with my scooter.	4/10/2024 9:49 AM
12	NONE	4/8/2024 6:53 PM
13	I would like to see more emphasis put into Rosevilles transit. While we aren't trying to radically change the scope of transit, the number one benefit to transit is putting it before car based transportation.	4/5/2024 9:42 PM
14	Buses are well maintained	4/5/2024 2:10 PM
15	I would use it over Uber (which is expensive ) and have more independence. There is also need for a shuttle of sorts fir our Veterans to travel back and forth to the Sacramento VA medical complex in Mather.	4/5/2024 8:56 AM
16	Sometimes when I call and gave to leave a message it takes 2 8 hour shifts to get back to me.	4/4/2024 10:59 PM
17	Great drivers	4/4/2024 11:40 AM
18	I usually use the Bus Tracker service online to track my buses, it's sometimes disappointing to see buses leave earlier than expected (and in the case of Route D, the line has no official	3/31/2024 8:20 AM

## Roseville Transit survey for current Local, ADA Paratransit, and Arrow passengers

time points outside of Civic Center, meaning a wide variability in perceived on-time performance).

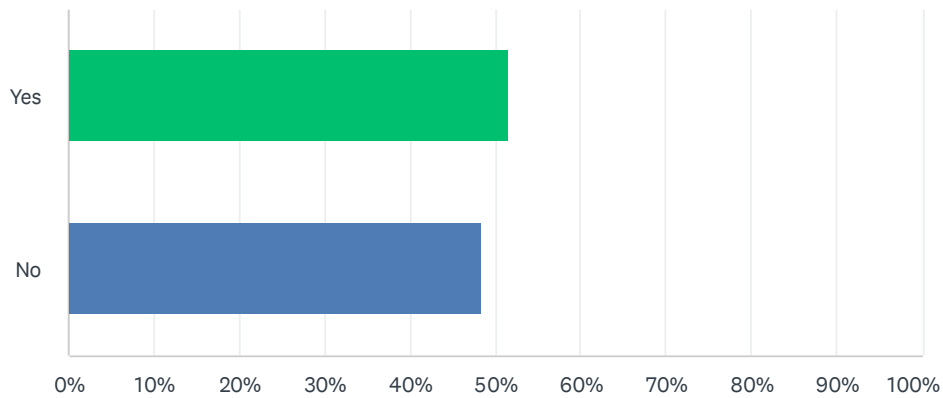
19	The routes don't need to all go to a central transit point but should be focused on connecting neighborhoods to grocery stores and restaurants instead.	3/26/2024 1:55 PM
20	Sometimes I am not able to wait at the bus stop that I usually wait for because the homeless harass me or are congregated at the bus stops.	3/23/2024 8:56 PM
21	No	3/23/2024 4:59 AM
22	I have never looked at the schedule, stops, or feasibility of using it.	3/21/2024 2:15 PM
23	Some type of direct service to Kaiser Hospital. This would help patients and staff and traffic and parking. 90 minutes to go ten miles to get to and from work is unacceptable. I haven't bothered looking past that to see if there is even a bus that could get me to work by 06:30. Last I looked there wasn't. I'm lucky enough to work days. Support for multiple shifts is needed, it's a 24 hour operation.	3/21/2024 8:15 AM
24	No	3/21/2024 4:53 AM
25	courteous drivers, bus is clean and timely	3/20/2024 7:48 PM
26	Keep kings bus going	3/20/2024 7:33 PM
27	Make the buses more frequent and places where we can go	3/19/2024 6:01 PM
28	I am commenting on behalf of my daughter who has special needs. Riding the city bus has allowed her to maintain some independence in getting around Roseville. We are concerned that there are not many stops that extend into west Roseville, particularly in the Blue Oaks/Fiddymont areas and beyond. Are there plans to expand services to these areas?	3/19/2024 1:13 PM
29	No	3/19/2024 2:56 AM
30	Light rail to Sac please.	3/19/2024 12:58 AM
31	Roseville Transit or ADA buses. UNCLEAR what vehicle you want info on. Should be separate questionnaires!!! A van is different than a bus! Which one or both do you want info about???	3/18/2024 9:49 PM
32	I'm glad it's available.	3/18/2024 9:14 PM
33	I never use transit, but I think if you focused your efforts on servicing far fewer routes, but made those routes very frequent (15 minutes), you'd actually get people to use them. Then you could build off of there. First you need make the routes convenient enough for people to choose to use a bus. I know that's a tall order, but that's what would need to happen. As of right now the city is servicing a large area extremely poorly, and essentially only those forced into transit use it. But if you made a few routes really useful and convenient, people would use it.	3/18/2024 3:07 PM
34	None	3/18/2024 2:17 PM
35	grateful for the service, even if its not perfect. most of the drivers are wonderful.	3/18/2024 2:01 PM
36	nope :)	3/18/2024 2:00 PM
37	The bus tracker is hit and miss when the bus number is not given, it leads to some confusion on if/when the bus is actually coming.	3/18/2024 1:00 PM
38	The service for West Roseville is unbelievable. With the growth and schools, the transit bus stops should not be miles from the communities points of interest.	3/18/2024 11:23 AM
39	Need a Roseville Transit stop at west Roseville. From Westbrook elementary school to Downtown Sacramento	3/18/2024 11:19 AM
40	Maybe a bus tracking app	3/18/2024 11:04 AM
41	It seems like it is only for east roseville. West roseville seems to be really neglected. there are no stops for population near fiddymont and blue oaks for downtown sac routes.	3/18/2024 10:31 AM
42	No	3/18/2024 10:11 AM
43	Good service good people to talk to	3/18/2024 9:53 AM

Roseville Transit survey for current Local, ADA Paratransit, and Arrow passengers

44	Before retirement I used express service to downtown Sacramento	3/18/2024 9:36 AM
45	There are some gaps to significant areas that need to be addressed	3/18/2024 9:28 AM
46	Besides medical, i.e. Kaiser, I'd be interested in various shopping locations such as Walmart on Leadhill and the Galleria	3/18/2024 9:27 AM
47	Buses are filling as return to work increases and it would be nice to have a protocol in place For ridership.	3/18/2024 9:22 AM
48	I look at the buses and they are never 50% full. Sometimes 47 passenger buses have nobody on them. It pure waste!	3/18/2024 9:19 AM
49	I work in transit planning for Unitrans in Davis so I know a fair amount about transit service. Nonetheless I am oddly satisfied with Roseville Transit. I think coverage needs to improve quite a bit for it to be usable.	3/15/2024 2:12 PM
50	I am new to Roseville but am surprised that with all of the great planning there is no light rail to connect to Sacramento and Folsom	3/8/2024 8:30 PM

## Q15 Would you be willing to participate in a follow-up interview or focus group to provide more in-depth insights on your experience with Roseville Transit?

Answered: 89 Skipped: 103



ANSWER CHOICES	RESPONSES	
Yes	51.69%	46
No	48.31%	43
<b>TOTAL</b>		<b>89</b>



**CITY OF ROSEVILLE PUBLIC WORKS  
TRANSPORTATION 360  
PUBLIC OPEN HOUSE #1  
APRIL 11, 2024**

**Introduction**

The first Public Open House for the City of Roseville Public Works' Transportation 360 project was held on Thursday, April 11, 2024, from 5-7 p.m. The in-person meeting was hosted at the Martha Riley Community Library, located in Mahany Park. More than 40 community members attended the meeting, as well as City staff and project team members.

**Project Overview**

Transportation 360 is the culmination of two important City projects:

- Roseville Transit's **Comprehensive Operational Analysis** will explore the City's continued growth and changing needs and provide recommendations for how the transit system can better serve residents going forward.
- The **Active Transportation Plan** comprises an update and consolidation of the City's Bicycle and Pedestrian Master Plans and will provide a vision and action plan for improving safe and convenient active transportation travel in the city.

**Purpose and Format**

The purpose of this first public open house was to provide preliminary information to the public regarding the discovery phase for both projects, gather input from the community, and highlight next steps.

The event followed an open house format, with attendees able to come and go anytime between 5-7 p.m. There were two separate stations set up in the room, one for Roseville Transit and one for active transportation, with various exhibits and interactive maps on display for each. City and technical consultant team members staffed each of the stations.

During the event, attendees were invited to participate in the following:

- Roseville Transit station – Talk with project team members, learn more about the transit system analysis, and provide input on system improvements.
- Roseville Transit survey (computer) – Share feedback about how they currently use transit through the online survey.
- Active Transportation station – Talk with project team members, learn more about the City's active transportation system, and provide input on future plans/improvements.



- Interactive map (computer) – Share feedback about walking, biking, and rolling in Roseville through the online/interactive map.

The project team hosted a welcome table at the entrance that included a sign-in sheet; information on Roseville Transit routes and the upcoming BikeFest event; computer stations for the survey and interactive map; and comment cards for attendees to share additional input. The City also provided refreshments for attendees.

### **Notification**

The meeting was promoted through the following platforms:

- City Newsletters/E-Blasts
  - Transportation 360
  - Walk, Bike & Roll
  - Traffic Alert newsletter
  - Transit news
  - We Are Roseville newsletter
- Social Media
  - Facebook – City of Roseville, California Government; Roseville Transit
  - X/Twitter – @CityofRoseville; @Roseville Public Works; @RSVL\_Transit
  - Instagram – City of Roseville
  - Nextdoor
  - Post shares on local Facebook groups
- City of Roseville Website
- Outreach calls to more than 40 local stakeholders/community-based organizations

### **Community Feedback**

The following is a summary of the comments and feedback shared by community members.

#### ***Roseville Transit***

- Attendees understood the need for a study and were supportive of the efforts. Existing bus riders were happy with the service but found it to be slow.
- A lot of the discussion about where people wanted service centered around the West Park region. Outside of Roseville, most riders wanted a more direct connection to Rocklin and Antelope. There were no requests from riders to go to places like Granite Bay.
- A group of 5-6 attendees worked together on designing routes, with their discussion including a potentially new service along Blue Oaks, less transfers, and more direct connections.



- Attendees who commented about the buses being too slow were asked if they would be willing to transfer if the service was split up – all current bus riders said they would. They were also supportive of expanding on-demand services, such as Arrow.
- Current Commuter bus passengers were generally happy with the service and understood that fewer people are currently riding. Current riders said they do not ride daily, as most are still working hybrid shifts and only go in 1-2 times a week. They also mentioned that increasing State in-office workdays are currently in transition.
- Current Commuter bus passengers were interested in later trips into Sacramento, and earlier trips back. All riders were excited about the new service to Watt/I-80 on RapidLink.

### ***Active Transportation***

- Attendees mentioned the need for more separated facilities that connect with each other, e.g., separated bike lanes/trails.
- Attendees indicated they really enjoy using the trails throughout the city, but are concerned the trails are not well connected, and expressed the need to provide easy connections between them.
- Attendees mentioned that it's difficult to maneuver through large intersections, especially those that include "free right turn movements" for motorists. This was highlighted as a big obstacle for people walking *and* biking.
- The general sentiment was that the central portions of the city are better connected than the newer (west) and older (Downtown) areas, and that it's hard to connect between these areas.
- Attendees indicated that more comfortable connections over I-80 and CA-65 are needed. The current connections have very fast traffic, making it uncomfortable to use, particularly for inexperienced riders.
- Attendees would like to have better connections to the Roseville Amtrak station, and from the western side of the city to the portions east of I-80.
- Attendees would like to see better end-of-trip accommodations for e-bike users, e.g., lockers and charging stations.
- Attendees would like to have better/more comfortable connections to neighboring jurisdictions, including Rocklin, Citrus Heights, and even Sacramento. There is particular interest in having a trail that connects Roseville to Sacramento.

### **Next Steps**

The current Local transit user survey closed on April 19. In May, another survey will be available for those who *do not* currently use transit. A separate survey will also be released for current Commuter passengers.



Pop-up outreach is being conducted over the next few months at community events, along trails, and at transit stops to connect with the public and gather additional input.

The online active transportation map will be open for feedback until May 31.

This summer, the City will host a second open house event, focused on final updates and input for the Comprehensive Operational Analysis.

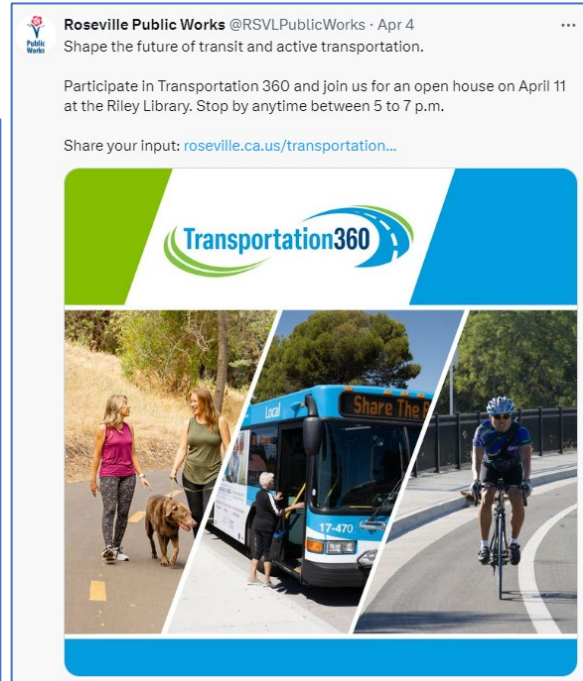
In the fall, the City will host the third and final open house event for the project, focused on final updates and input for the Active Transportation Plan.



## Meeting Promotion



Facebook Post



X (Twitter) Post



Instagram Post



### Shape the future of active transportation and public transit

Participate in [Transportation 360](#) and help the City of Roseville update master plans to provide a comprehensive road map for future Roseville Transit services and improvements to our pedestrian and bike network.

Share your input in the following ways.

#### Roseville Transit survey

Help shape the plans by participating in a short survey about how you currently use Local routes, ADA Paratransit, and Arrow on-demand services.

A future survey will be available for those who don't currently ride transit.



[Provide your input](#)

#### Active transportation interactive map and survey

Use the interactive map to share feedback about walking, biking, and rolling.



[Provide your input](#)

#### Open House #1

Thursday, April 11  
Stop by any time between 5 and 7 p.m.  
Riley Library  
1501 Pleasant Grove Blvd. ([map](#))

Join us and get involved in Transportation 360. You're invited to share your ideas for improving active transportation and Roseville Transit services.



Getting there: Accessible via Roseville Transit - [Local](#) Route M and [Arrow](#) on-demand. Or, [plan your trip](#) walking, biking, or rolling.

#### Learn more

Learn more about Transportation 360, view the project timeline, and stay informed about more opportunities to participate.

[roseville.ca.us/transportation360](http://roseville.ca.us/transportation360)

*Transportation 360 Newsletter/E-Blast*




### Shape the future of public transit and active transportation

Participate in Transportation 360 and help the City of Roseville update master plans to provide a comprehensive road map for future Roseville Transit services and improvements to our pedestrian and bike network.

[Learn more](#)

*Walk, Bike & Roll Newsletter/E-Blast*

TRANSPORTATION 360: OPEN HOUSE #1		EXPORT EVENT
<b>Date and Time</b>	April 11 2024 5:00 PM to 7:00 PM	
<b>Location</b>	Riley Library	
		
<b>Stop by any time between 5 and 7 p.m.</b>		
<b>Description</b>	Shape the future of public transit and active transportation in your community. Participate in the first open house for Transportation 360 and help the City of Roseville update master plans to provide a comprehensive road map for future Roseville Transit services and improving our pedestrian and bike network.	
	Riley Library is accessible via Roseville Transit - <b>Local</b> Route M and <b>Arrow</b> on-demand.	
	Learn more about the project: <a href="http://roseville.ca.us/transportation360">roseville.ca.us/transportation360</a>	

*City Website/Calendar*

Meeting Photos



Exhibits/Display Boards – Roseville Transit

## Is Roseville Transit Effective?

Year	Population
2010	123,000
2011	125,000
2012	127,000
2013	129,000
2014	131,000
2015	133,000
2016	135,000
2017	137,000
2018	139,000
2019	142,000
2020	146,000
2021	150,000
2022	153,000

The **City of Roseville** has experienced substantial growth over the past decade, with a population increase of **23.8%** from **2011 to 2021**

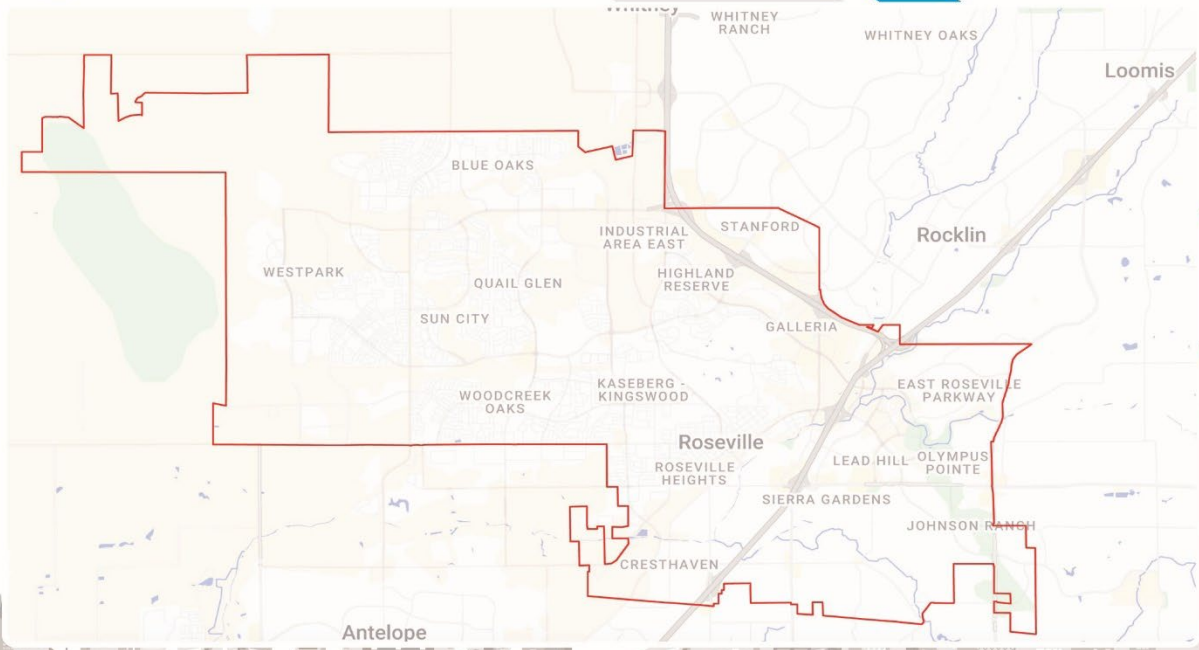
**Roseville Transit Stops Are Well-distributed In Central Areas,**  
*But A Number Of Trip Generators Are Not Served Well By Transit.*

Year	Commuter	Fixed Route	On-Demand	Total
2012	120,000	200,000	20,000	340,000
2013	120,000	200,000	20,000	340,000
2014	120,000	200,000	20,000	340,000
2015	120,000	200,000	20,000	340,000
2016	120,000	200,000	20,000	340,000
2017	120,000	200,000	20,000	340,000
2018	120,000	200,000	20,000	340,000
2019	120,000	200,000	20,000	340,000
2020	100,000	150,000	20,000	270,000
2021	50,000	50,000	10,000	110,000

**Ridership Has Dropped Significantly Since The Pandemic**



## Roseville Transit





# Commuter Choices



Into Sacramento	Early Morning 6am-8am	Mid Morning 8am-10am	Late Morning 10am-12pm	Midday 12pm-2pm
From Sacramento	Midday 12pm-2pm	Early Afternoon 2pm-4pm	End of Day 4pm-6pm	Late 6pm-8pm

## ORIGINS

- Sunsplash
- Mahany PnR
- Other

## DESTINATIONS

- Richards Development
- Watt/I-80
- Downtown Sacramento





## Exhibits/Display Boards – Active Transportation

**Places you Go**

Place yellow dots on the places you travel to most often in Roseville.

**Challenging Areas**

Place red dots on challenging areas related to biking, walking and rolling infrastructure.

**Desired Destinations**

Place green dots on places you would like to go by bike, on foot, or by transit if it were safer or more convenient.

**By What Mode?**

B Biking    T Transit  
W Walking    D Driving

Scan the QR code with your phone to access the project website

**STUDY AREA**  
ROSEVILLE ACTIVE TRANSPORTATION PLAN

**DESTINATIONS + BOUNDARIES**

- Ⓞ K-12 Public Schools
- Ⓞ College / University
- Ⓞ Hospital
- Ⓞ Amtrak Station
- Ⓞ Park & Ride
- Ⓞ Park
- Ⓞ City Boundary

**EXISTING BIKE FACILITIES**

- Class I - Street Use Path
- Class II - Bike Lane
- Class III - Bike Route

**PREVIOUSLY PROPOSED BIKE FACILITIES**

- - - Class I - Street Use Path
- - - Class II - Bike Lane
- - - Class III - Bike Route



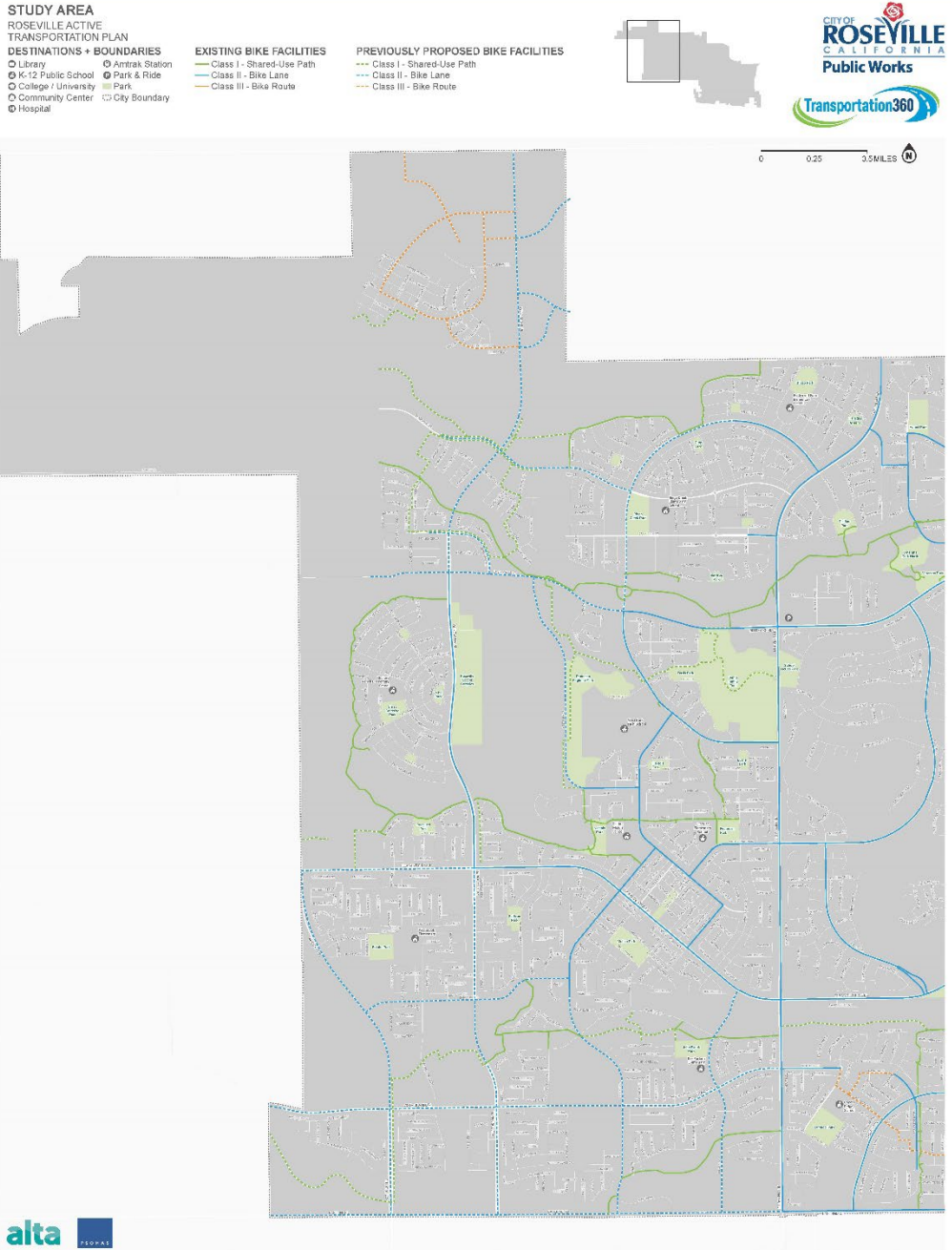
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**By What Mode?**

- B** Biking
- W** Walking
- T** Transit
- D** Driving





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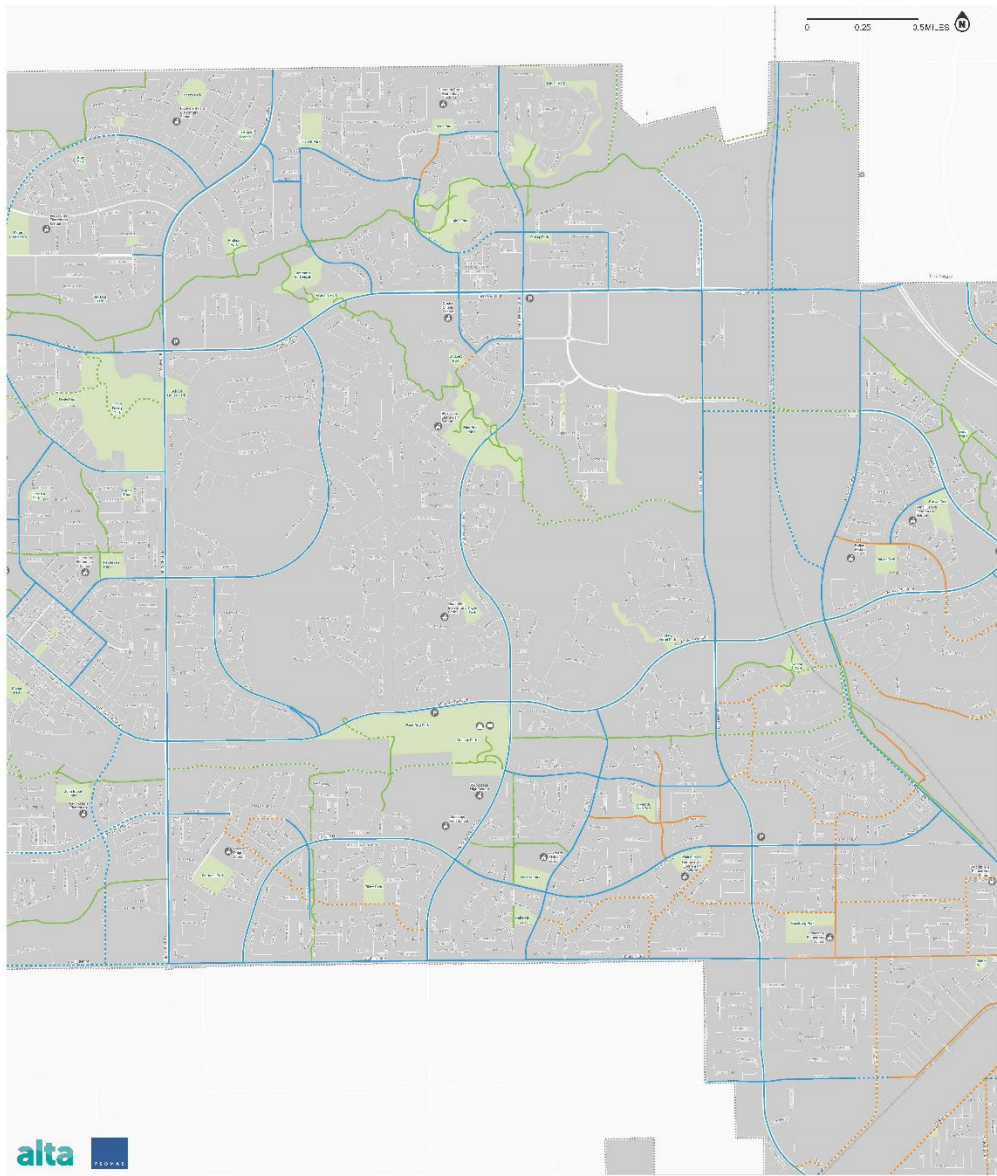
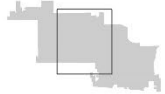
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**STUDY AREA**  
ROSEVILLE ACTIVE  
TRANSPORTATION PLAN

- DESTINATIONS + BOUNDARIES**
- Library
  - K-12 Public School
  - College / University
  - Community Center
  - Hospital
  - Amtrak Station
  - Park & Ride
  - Park
  - City Boundary

- EXISTING BIKE FACILITIES**
- Class I - Shared-Use Path
  - Class II - Bike Lane
  - Class III - Bike Route

- PREVIOUSLY PROPOSED BIKE FACILITIES**
- Class I - Shared-Use Path
  - Class II - Bike Lane
  - Class III - Bike Route





**Places you Go**  
Place yellow dots on the places you travel to most often in Roseville

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**By What Mode?**

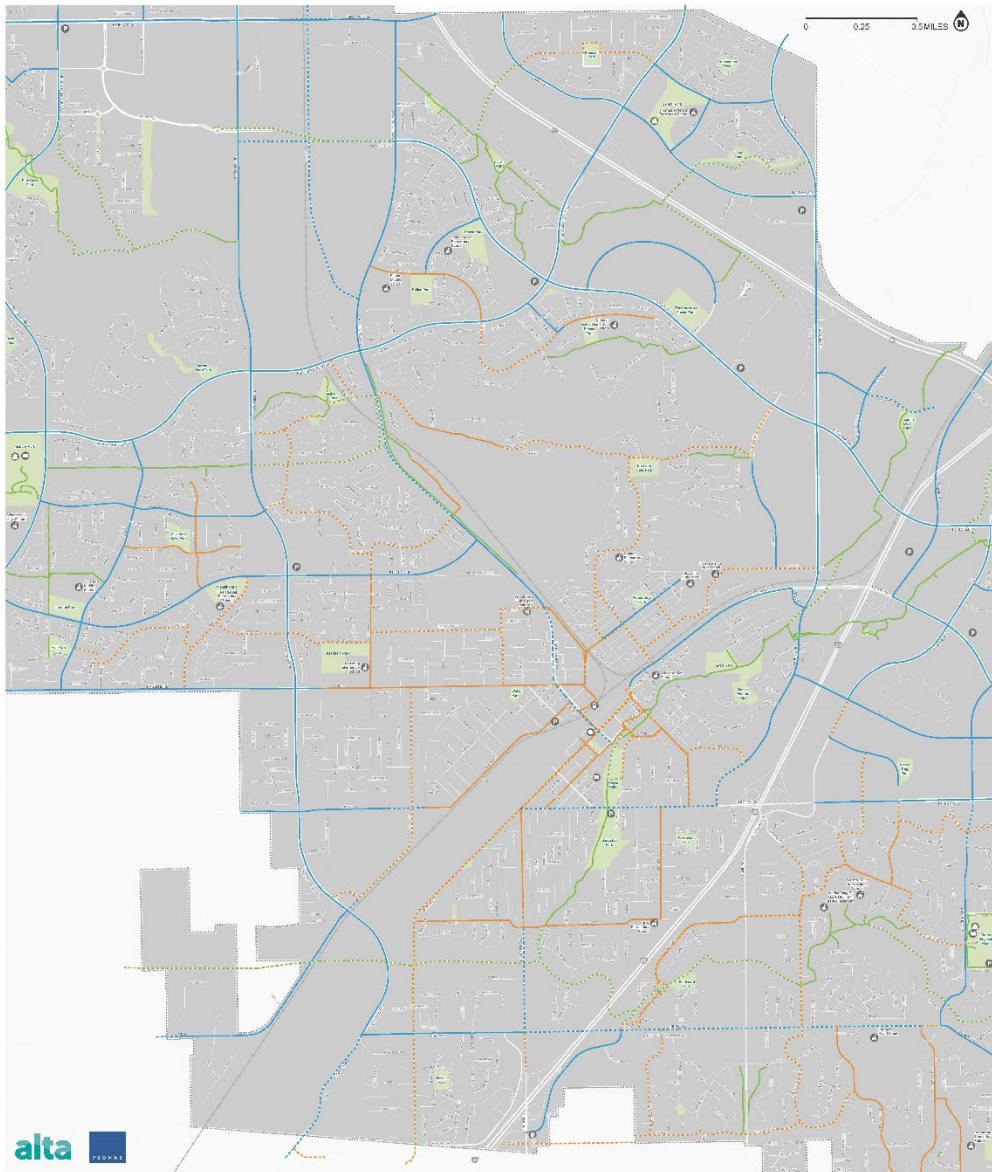
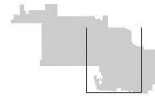
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**STUDY AREA**  
ROSEVILLE ACTIVE  
TRANSPORTATION PLAN

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Place green dots on places you would like to go by bike, on foot, or by transit if it were safer or more convenient.

**By What Mode?**

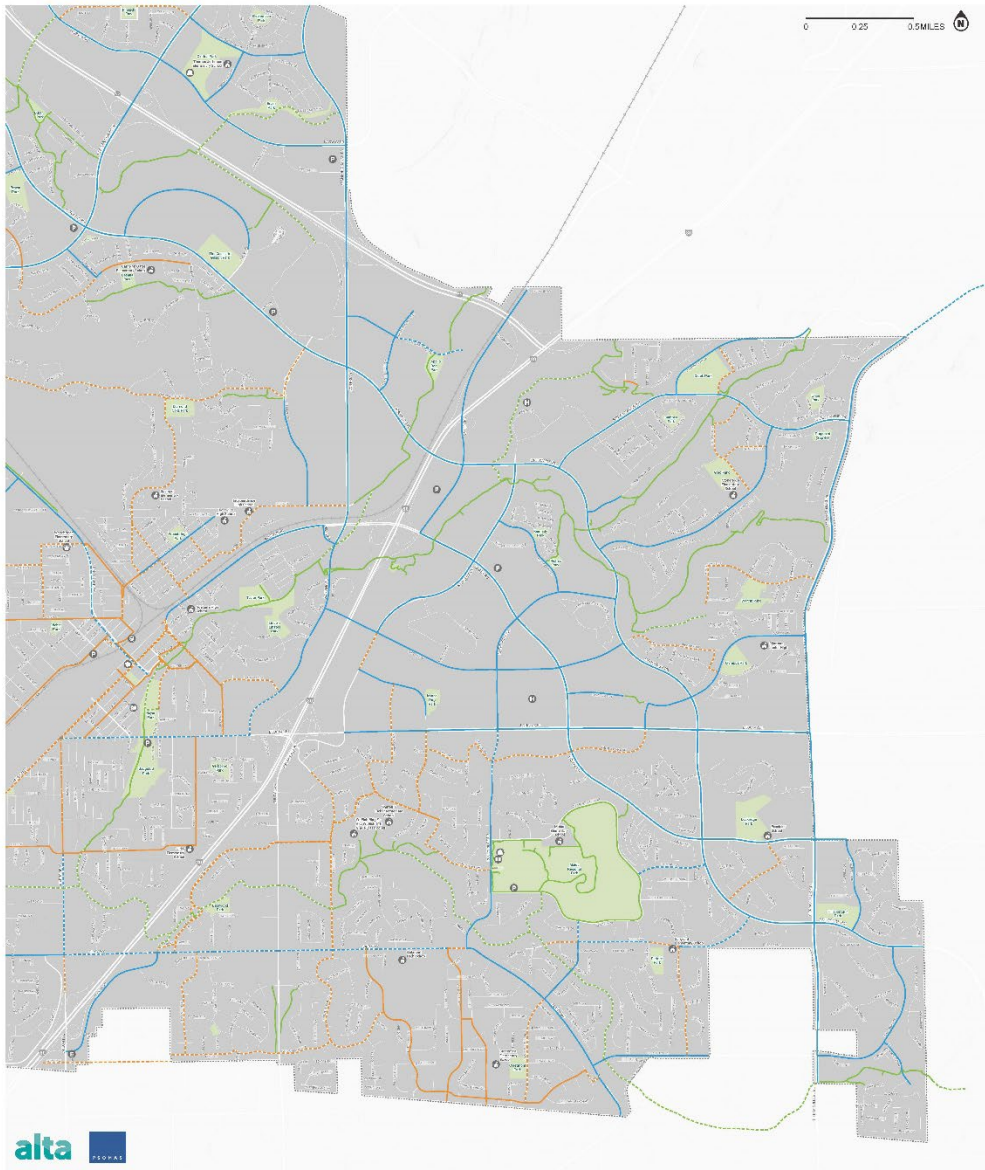
- B** Biking
- W** Walking
- T** Transit
- D** Driving

**STUDY AREA**  
ROSEVILLE ACTIVE  
TRANSPORTATION PLAN

- DESTINATIONS + BOUNDARIES**
- Library
  - K-12 Public School
  - College / University
  - Community Center
  - Hospital
  - Amtrak Station
  - Park & Ride
  - Park
  - City Boundary

- EXISTING BIKE FACILITIES**
- Class I - Shared-Use Path
  - Class II - Bike Lane
  - Class III - Bike Route

- PREVIOUSLY PROPOSED BIKE FACILITIES**
- Class I - Shared-Use Path
  - Class II - Bike Lane
  - Class III - Bike Route



# What are the different types of bicycle-friendly facilities?

Scan the QR code with your phone to access the project website



Learn about the different types of bicycle facilities!

MOST SEPARATION

LEAST SEPARATION

## Multi-use Trail



Paved trails shared by people walking and biking completely separated from motor vehicle traffic. Comfortable for people of all ages and abilities.

## Separated Bikeway



An on-street bike lane that is separated from motor vehicle traffic by a vertical barrier, such as curb, median, or bollards.

## Buffered Bike Lane



A conventional bike lane paired with a buffer space that separates the bike lane from adjacent motor vehicle travel lane and/or parking lane.

## Bike Lane



Dedicated lane for bicycle travel adjacent to traffic. Separated from motor vehicle traffic or parking by painted lane line or buffer.

## Bicycle Boulevard



Signed bike route, sharing the roadway with motor vehicles on quiet neighborhood streets. Includes shared roadway road markings on pavement and additional traffic calming measures.

## Bike Route



Signed bike route, sharing the roadway with motor vehicles. Can include pavement markings.

# What are the different types of pedestrian-friendly facilities?

Scan the QR code with your phone to access the project website



Learn about the different types of pedestrian facilities!



**Sidewalks**

Provide an area for people walking to travel separated from motor vehicle traffic. Typically constructed out of concrete and separated from the roadway by a curb or gutter and sometimes a landscaped buffer.



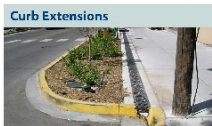
**Curb Ramps**

Provide access between the sidewalk and roadway for people using wheelchairs, strollers, walkers, hand carts, bicycles, and for people who have trouble stepping up and down high curbs.



**High-Visibility Crosswalk**

High-visibility crosswalks are marked with thick bars, drawing additional attention and awareness to the crossing. In school zones, these crossings are yellow instead of the standard white color.



**Curb Extensions**

Minimize exposure for people crossing the street by shortening crossing distance and giving them a better chance to see and be seen before committing to crossing.



**Median Refuge Islands**

Help improve access for people walking by increasing visibility and allowing pedestrians to cross one direction of traffic at a time.



**High-Intensity Activated Crosswalks (HAWK)**

Beacons that are used to improve unsignalized intersections or midblock crossings of major streets. They are only activated when pedestrians or bicyclists are present, resulting in minimal delays for users. Examples include Mendocino Avenue at the Santa Rosa Junior College and on Fulton Road at Piner High School.



**Rectangular Rapid Flashing Beacon**

Rectangular Rapid Flash Beacons (RRFB) are a type of active warning beacon used at unsignalized crossings. They are designed to increase motor vehicle yielding compliance on multi-lane or high-volume roadways.

**Bicycle Facilities**





MOST SEPARATION

**Multi-use Trail**



Paved trails shared by people walking and biking completely separated from motor vehicle traffic. Comfortable for people of all ages and abilities.

**Separated Bikeway**



An on-street bike lane that is separated from motor vehicle traffic by a vertical barrier, such as curb, median, or bollards.

**Buffered Bike Lane**



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**Bicycle Boulevard**



Signed bike route, sharing the roadway with motor vehicles on quiet neighborhood streets. Includes shared roadway road markings on pavement and additional traffic calming measures.

**Bike Route**



Signed bike route, sharing the roadway with motor vehicles. Can include pavement markings.

LEAST SEPARATION

**Pedestrian Related Improvements**

**Sidewalks**



Provide an area for people walking to travel separated from motor vehicle traffic. Typically constructed out of concrete and separated from the roadway by a curb or gutter and sometimes a landscaped buffer.

**Curb Ramps**



Provide access between the sidewalk and roadway for people using wheelchairs, strollers, walkers, hand carts, bicycles, and for people who have trouble stepping up and down high curbs.

**High-Visibility Crosswalk**



High-visibility crosswalks are marked with thick bars, drawing additional attention and awareness to the crossing. In school zones, these crossings are yellow instead of the standard white color.

**Curb Extensions**



Minimize exposure for people crossing the street by shortening crossing distance and giving them a better chance to see and be seen before committing to crossing.

**Median Refuge Islands**



Help improve access for people walking by increasing visibility and allowing pedestrians to cross one direction of traffic at a time.

**Pedestrian Hybrid Beacon**



Beacons that are used to improve unsignalized intersections or midblock crossings of major streets. They are only activated when pedestrians or bicyclists are present, resulting in minimal delays for users.

**Rectangular Rapid Flashing Beacon**



Rectangular Rapid Flash Beacons (RRFB) are a type of active warning beacon used at unsignalized crossings. They are designed to increase motor vehicle yielding compliance on multi-lane or high-volume roadways.



**CITY OF ROSEVILLE PUBLIC WORKS  
TRANSPORTATION 360  
PUBLIC OPEN HOUSE #2  
AUGUST 6, 2024**

**Introduction**

The second Public Open House for the City of Roseville Public Works' Transportation 360 project was held on Tuesday, August 6, 2024, from 5–7 p.m. The in-person meeting was hosted at the Civic Center, in Meeting Rooms 1 and 2. More than 20 community members attended the meeting, as well as a member of the City's Transportation Commission, Public Works staff, and project team members.

**Project Overview**

Transportation 360 is the culmination of two important City projects:

- Roseville Transit's **Comprehensive Operational Analysis (COA)** will explore the City's continued growth and changing needs and provide recommendations for how the transit system can better serve residents going forward.
- The **Active Transportation Plan** comprises an update and consolidation of the City's Bicycle and Pedestrian Master Plans and will provide a vision and action plan for improving safe and convenient active transportation travel in the city.

**Purpose and Format**

The purpose of this second public open house was to provide additional information to the public about the **Comprehensive Operational Analysis (COA)** component of Transportation 360. The meeting focused on sharing conceptual Roseville Transit service improvements, providing an opportunity for community members to share feedback and ask questions, and highlighting next steps.

The event followed a hybrid open house format, including a short project overview presentation and question and answer session with project team members: Rahul Kumar, president of Innovate Mobility; Ed Scofield, Alternative Transportation Manager for Roseville Public Works; and Rich Frost, Transit Operations Supervisor for Roseville Public Works. Prior to and following the presentation, attendees were invited to visit the draft concept maps/exhibit boards around the room, talk with project team members, and ask additional or more detailed questions.

The following concept maps and exhibit boards were available for attendees to view during the event:

- Local routes
- Arrow on-demand
- Commuter routes
- Forthcoming Rapid Link service



The project team hosted a welcome table at the entrance that included a sign-in sheet, general information about the Transportation 360 project, and comment cards for attendees to share additional input. The City also provided refreshments for attendees.

### **Notification**

The meeting was promoted through the following platforms:

- City email newsletters
  - Transportation 360 project updates
  - Roseville Transit News
  - Traffic Alert
  - We Are Roseville (main weekly City newsletter)
- Social Media
  - Facebook [@ Roseville Transit and City of Roseville](#)
  - X (formerly Twitter) [@RSVLPublicWorks](#), [@RSVL\\_Transit](#), and [@CityofRoseville](#)
  - Instagram [@ City of Roseville](#)
  - Nextdoor
- City of Roseville website
- Signage and posters
- On-board bus kiosks
- Outreach calls to more than 40 local stakeholders/community-based organizations

### **Community Feedback**

The following is a summary of the comments and feedback shared by community members.

- A few attendees inquired about ADA accessibility on Roseville Transit vehicles, including any requirements/limitations related to the size and weight of different mobility devices (wheelchairs, scooters, etc.).
- Attendees asked several questions related to the route improvements and access to essential destinations throughout the city, such as grocery stores and other major shopping areas/centers (e.g., Costco).
- Some attendees inquired about whether any of the proposed routes include new/additional stops in areas they feel currently have limited transit access, such as Blue Oaks and Granite Bay.
- Attendees asked about how the system changes will help reduce travel times as well as transfers.
- Some attendees asked about the different types of transit system vehicles that are planned (e.g., electric buses), as well as on-board services, such as Wi-Fi.



- One current Arrow rider expressed a need for extended service hours and mentioned having difficulties with the Arrow app.

### **Next Steps**

Starting in late August, an interactive online map will be available for the public to provide additional input on the draft Roseville Transit System Concepts. The map will remain available for feedback until mid-September.

In the fall, an interactive online active transportation map will also be open for feedback. This map will feature initial recommendations for improving safe and convenient bike and pedestrian travel in the city, incorporating initial input received from the public.

Also this fall, the City will host a third open house event, focused on final updates and input for the Active Transportation Plan component of Transportation 360.

The project website, [roseville.ca.us/transportation360](http://roseville.ca.us/transportation360), continues to serve as a central resource for more information and is being updated throughout the project development process. The site offers background information about the project, an overall project timeline and copies of project materials, as well as links to active surveys or interactive tools.



## Meeting Promotion



Roseville Transit  
August 5 at 7:15 AM · 🌐

Join us for the second Transportation 360 open house on Tuesday, Aug. 6 at the Civic Center. Drop in between 5 and 7 p.m. and learn about conceptual Roseville Transit service improvements, ask questions, and share your feedback. There will be a short presentation at 5:30 p.m. Learn more: [roseville.ca.us/transportation360](https://roseville.ca.us/transportation360)



2 1 share  
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Facebook Post



Roseville Public Works  
@RSVLPublicWorks

Join us tomorrow, August 6 for the second Transportation 360 open house. Learn about conceptual @RSVL\_Transit service improvements, and share your feedback. Stop by any time between 5 and 7 p.m., at the Civic Center.

More details: [roseville.ca.us/Transportation...](https://roseville.ca.us/Transportation...)



8:06 AM · Aug 5, 2024 · 76 Views

X (Twitter) Post



cityofroseville · Follow  
cityofroseville Join us for the second Transportation 360 open house, focusing on Roseville Transit. Learn about conceptual transit service improvements, and share your feedback.  
Tuesday, August 6  
Stop by between 5 and 7 p.m.  
Short presentation at 5:30 p.m.  
Civic Center - Meeting rooms 1 and 2  
For more info click the link in our profile, or visit [roseville.ca.us/transportation360](https://roseville.ca.us/transportation360)  
2w  
10 likes  
July 22  
Add a comment... Post

Instagram Post






**Open house #2 - Roseville Transit**

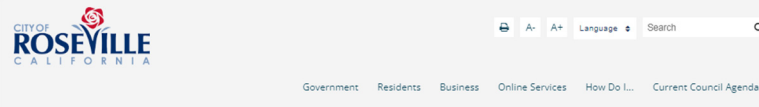
**Tuesday, August 6, 2024**  
 Stop by any time between 5 and 7 p.m.  
 Short presentation at 5:30 p.m.  
 Civic Center, Rooms 1 and 2  
 311 Vernon St. ([map](#))

Join us for the second open house, learn about conceptual Roseville Transit service improvements, and share your feedback.

Getting there: Accessible for free via Roseville Transit [Local](#) Routes A, B, D, and L, or [Arrow](#) on-demand. Or, [plan your trip](#) walking, biking or rolling. When you board the bus, simply notify the driver you're attending the open house.

[Learn more](#)



Roseville Transit News (E-Newsletter)



City of Roseville / News / What's happening in Roseville / Transportation 360 open house #2: Roseville Transit

**Transportation 360 open house #2: Roseville Transit**

Updated August 01, 2024





Join us for the second Transportation 360 open house on **Tuesday, Aug. 6** at the Civic Center in meeting rooms 1 and 2.

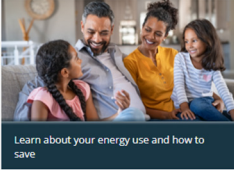
Drop in between 5 and 7 p.m. and learn about conceptual Roseville Transit service improvements and share your feedback. There will be a short presentation at 5:30 p.m.

Learn more about efforts to update master plans for public transit and Roseville's bike and pedestrian network:  
[roseville.ca.us/transportation360](https://roseville.ca.us/transportation360)

**Featured Stories**



California adopts new regulation for Making Conservation a California Way of Life



Learn about your energy use and how to save

City of Roseville Website

Meeting Photos



Exhibits/Display Boards

