

Amador County Transportation Commission

Short Range Transit Development Plan Update
FY 2024 – 2029

**Final Report
August 2025**





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Chapter 1 | Executive Summary

In early 2025, the Amador County Transportation Commission (ACTC) engaged Moore & Associates to prepare a Short Range Transit Development Plan (SRTDP) for Amador County, with a primary focus on Amador Transit. We approached the project with a mobility mindset, seeking to optimize existing transit services while meeting the needs of riders who depend on Amador Transit for their personal mobility.

Chapter 2 includes a review of recent documents and plans pertaining to Amador Transit. It details recommendations included within each document as well as the status of those recommendations.

Chapter 3 provides an overview of existing conditions within Amador County, including a demographic analysis. It identified key population groups as well as historic trip generators, changes in commuting patterns and current and planned development areas,

Chapter 4 features an analysis of Amador Transit performance across the past several years. It segregates data by system, commuter (Route 1) service, local fixed-route service, and Dial-A-Ride. It also includes peer comparisons at the system and mode level as well as information about the current fleet and facilities.

Chapter 5 summarizes the public engagement activities undertaken as part of this project. They primarily focused on four surveys: Local fixed-route riders, Commuter fixed-route riders, Dial-A-Ride riders, and the community at-large.

Chapter 6 offers a summary of findings followed by a preliminary slate of recommended operational strategies. The strategies are based on discussions with ACTC and Amador Transit staff, data review, consultant observations, and the results of the public engagement process, as well as contractor insight and experience.

Chapter 7 goes into greater detail regarding the recommended strategies, including potential impact on ridership, farebox recovery, and operating cost. It also includes recommendations regarding vehicle replacement and bus stop infrastructure improvements.

Since the study was launched in January 2025, several conditions have changed, including cessation of Amador Transit's Route 1 commuter service to/from Sacramento effective July 1, 2025; resignation of Amador Transit's general manager in late June 2025; and uncertainty as to future transportation funding. All of these things impact the potential implementation of the recommendations discussed within this Plan.

Given ongoing concerns about the historic low productivity of Amador Transit services, the prevailing belief is that this matter warrants a thorough and objective analysis of all Amador Transit services, including consideration of replacement of the current services with an alternative service model. Taken individually, several of the strategies included herein are likely to have only a modest impact on ridership and fare revenue, and are not expected to fully address the Board's ongoing concern regarding overall



Amador Transit productivity and perceived high operating costs when compared with other small, rural public transit programs. However, when multiple strategies are combined, there is greater potential for significant improvement in terms of ridership, fare revenue, and farebox recovery ratio.

As this report was being finalized, ACTC released a Request for Qualifications (RFQ) for a transit service evaluation which will provide the opportunity for the thorough and objective analysis of all Amador Transit services as part of its transition to zero-emission vehicles, including potential consideration of a replacement or alternative service model.

Chapter 2 | Review of Prior Plans and Documents

Introduction

The purpose of this chapter is to provide a review of prior plans and documents that may have bearing on the development of the Short Range Transit Development Plan (SRTDP). Each plan or document is detailed below, along with any recommendations arising from the effort and the current status of those recommendations.

TDA Triennial Performance Audit of Amador Transit (2022)

Moore & Associates, Inc.

The TDA Triennial Performance Audit is a statutorily required document for all recipients of state Transportation Development Act funding. The 2022 Triennial Performance Audit of Amador Transit both evaluated the status of the findings and recommendations arising from the 2019 audit and identified three findings and recommendations from the current audit period.

The 2019 audit included two recommendations, detailed below.

1. [Conduct a route analysis of the Jackson-Sutter Creek Shuttles and Upcountry Route to determine the most efficient and effective method of serving the Jackson-Sutter Creek area.](#)

The auditor found that while the recommendation remained relevant, such an analysis could not have been undertaken during the subsequent audit period due to the impacts of the COVID-19 pandemic. As a result, this recommendation was not implemented.

2. [Record and report full-time equivalent employee hours consistent with TDA definitions.](#)

At the time of the 2022 audit, Amador Transit was working to utilize the TDA definition but was still not in compliance with the definition.

The 2022 audit included three recommendations. The first was identified as a compliance finding, as it pertained to compliance with the requirements of the TDA. The second and third were considered functional findings. These recommendations are detailed below.

1. [The FTE definition used by Amador Transit is not fully consistent with the TDA definition.](#)

During the 2022 audit, the auditor found that Amador Transit was not including overtime hours and was dividing by 2,080 rather than 2,000 to calculate full-time equivalent employees, both of which were not consistent with the TDA definition. This has no bearing on the current Short Range Transit Development Plan effort.



2. Full-time equivalent (FTE) employees are not being reported correctly within the State Controller Report.

The 2022 auditor found that Amador Transit was reporting the total number of employees under each mode, rather than only the FTE for that individual mode. As of the FY 2024 State Controller Report, it does not appear this issue has been addressed. It has no bearing on the current Short Range Transit Development Plan effort.

3. The planning horizon of the most recent Short Range Transit Plan ended in 2019.

The 2022 auditor noted that the most recent Short Range Transit Plan was out of date, and no planning efforts had been undertaken since the COVID-19 pandemic. The current Short Range Transit Development Plan effort addresses the implementation of this recommendation.

TDA Triennial Performance Audit of the Amador County Transportation Commission (2022)

Moore & Associates, Inc.

The TDA Triennial Performance Audit is a statutorily required document for all recipients of state Transportation Development Act funding. The 2022 Triennial Performance Audit of the Amador County Transportation Commission both evaluated the status of the findings and recommendations arising from the 2019 audit and identified three findings and recommendations from the current audit period.

The 2019 audit included two recommendations relevant to Amador Transit, detailed below.

1. Develop a LTF Contingency Policy for Amador Transit to provide a financial cushion in the event of an unexpected decline in LTF revenues or sudden increase in operating or capital transit requirements.

It was determined during the 2022 audit that this recommendation had been implemented.

2. In an effort to simplify farebox ratio calculations and be compliant with TDA, ACTC should work with the fiscal auditor to include the costs and revenues associated with the contracted Sacramento service in the AT systemwide farebox ratio calculation.

The 2022 auditor determined that the fiscal audit excluded the operating cost of the Sacramento County portion of Route 1 from the farebox recovery ratio calculation, but did not exclude any of the fares received for that route. This recommendation had not been implemented by 2022 and was carried forward to the 2022 audit.

The 2022 audit included one functional recommendation relevant to Amador Transit, detailed below.

1. Include both the fare revenue and operating cost for Route 1 service within Sacramento County [when calculating the farebox recovery ratio].

Consistent with the 2019 audit, the 2022 auditor recommended Amador Transit exclude neither the operating cost or fare revenue for the Sacramento service from the farebox recovery ratio

calculation. However, in the fiscal audit for FY 2022/23, the auditor continued to deduct the operating cost of Sacramento service contract from the calculation.

Coordinated Human Services – Transit Plan (June 2020)

AMMA

Recommended Goals and Strategies

Four goals to address mobility needs and gaps resulted from the Phase I and II outreach efforts and Phase III prioritization workshop input. This section discusses each goal and details supporting strategies. Table 3 at the section's end summarizes Amador County's Coordinated Plan goals and strategies.

- **Goal 1: Improved Fixed-Route Network.** Rebuild, improve and maintain a fixed-route network that is responsive to needs for local, intra-county and inter-county trips that are direct, efficient and cost-effective. Three strategies to support this goal:
 - Strategy 1.1 — Undertake a Comprehensive Operational Analysis (COA) to restructure the Amador Transit network, designing a sustainable, cost-efficient and effective public transportation program that serves Amador County's core population areas and supports connections to outlying communities.
 - Strategy 1.2 — Ensure that routes that serve outlying communities are of sufficient span and connectivity to meet work and school commuters' needs.
 - Strategy 1.3 — Secure additional funding, including new and discretionary funding sources, to support transit operations.
- **Goal 2: Partnerships for Hard-to-Service Trips, including for Isolated Communities/Long-Distance Trips.** Build and enhance partnerships that expand service options for target populations living in isolated communities and facilitate longer distance trips, particularly for medical, work and school needs. Strategies to support this goal:
 - Strategy 2.1 — Maintain out-of-county transit connections, including to Sacramento and to Calaveras and Tuolumne counties.
 - Strategy 2.2 — Strengthen or establish partnerships to develop innovative mobility responses for isolated communities and to address longer distance trip needs.
 - Strategy 2.3 — Research and develop strategies to improve the capacity and cost-effectiveness of human service transportation-providing organizations.
- **Goal 3: Integrated Transportation Information Network.** Build upon existing mobility management functions to establish an active and integrated transportation information network to increase awareness and use of available public transit and human service transportation options. Strategies to support this goal:
 - Strategy 3.1 — Establish regular coordination among staff from Amador, Calaveras and Tuolumne County transit agencies, as well as other key transportation providers.

- Strategy 3.2 — Continue to conduct active outreach to gatekeepers for the target audiences.
- Strategy 3.3 — Ensure that complete, user-friendly information tools exist for all available transportation services.
- **Goal 4: Addressing Infrastructure Needs.** Promote infrastructure improvements that support mobility, including public transit use and active transportation use by pedestrians and bicyclists. Strategies to support this goal:
 - Strategy 4.1 — Promote Complete Streets initiatives in support of transit users, bicyclists and pedestrians and pursue competitive funding.
 - Strategy 4.2 — Integrate information about bicycle and pedestrian initiatives into transit information.

Amador Transit Title VI Program Update (August 2023)

Prepared in-house

As a Federal Transit Administration (FTA) fund recipient, Amador Transit ensures that its programs, policies, and activities comply with the Department of Transportation (DOT) Title VI Regulations of the Civil Rights Act of 1964. Every three years, Amador Transit prepares an updated Title VI Program to ensure no person is excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any of its programs, activities, or services on basis of race, color, or national origin.

The 2023 Title VI Program Update found only a modest level of interaction between Amador Transit staff and limited English-proficient (LEP) individuals, the majority of which speak Spanish. The Update noted Amador Transit has multiple resources for interacting with LEP individuals, including bilingual administrative staff and drivers, Google Translate, and a smartphone translation app. It also translates outreach materials and other key documents into Spanish. In addition, the Amador Transit website has a translation widget which enables translation into nine languages including Spanish. It should be noted, however, that several elements of the Amador Transit website are images of information (e.g., fare tables, maps, and graphics) which are not translated.

Language assistance measures offered by Amador Transit as part of its Title VI Program include the following:

- Providing bilingual staffing to offer Spanish-speaking interpretation at its Administrative Office for transit questions and trip planning.
- Networking with local human service organizations that provide services to LEP individuals and seeking opportunities to provide information on Amador Transit services.
- Placing statements in notices and publications that Spanish interpreter services are available for meetings (with seven days advance notice).
- Performing ongoing surveys of bus operators, dispatchers, and management staff regarding their experience concerning any contacts with LEP persons.

- Employing translation apps on cell phones to assist in identification of LEP persons, utilized by all bus operators, dispatch/customer service personnel, and road supervisor personnel.
- Posting the Amador County Title VI Policy Statement on the Amador Transit webpage, in all vehicles, major shelters, transit center and in the administrative offices' reception area.
- Providing travel training to LEP individuals through bilingual staff.
- Including "Bilingual a Plus" on bus operator recruitment ads.

Staff training activities included within the Title VI Program include the following:

- Training on the Amador Transit Title VI Procedures and LEP responsibilities.
- Information about and training on the language assistance available by Amador Transit to the public.
- Training on the use of translation apps and subsequent notification of management staff for follow-up.
- Documentation all language assistance requests whether by telephone, in-person, or onboard Amador Transit vehicles.
- How to handle a potential Title VI Complaint.

Amador Transit Short Range Transit Development Plan 2014 – 2019 (2014)

LSC

The most recent Short Range Transit Development Plan was completed in June 2014, with the Transit Development Plan chapter amended in March 2015. The SRTDP included elements that it recommended should be implemented only if financial projections meet or exceed expectations.

1. Implement Zone Fares and Day Pass

A zone fare system was recommended to be implemented the first year of the planning period. This element was intended to create greater equality for passengers in terms of cost per mile paid as well as help maintain a 10 percent farebox ratio. The zone fare system would consist of the following:

- Zone 1: The existing Jackson-Sutter Creek Shuttle service area. This would not include the new MACT Clinic service.
- Zone 2: Local fixed routes within a 10 - 13 mile distance of the Transit Center. This includes all existing local fixed routes with the exception of the Upcountry route east of Pioneer.
- Zone 3: Beyond the 13-mile travel distance from the Transit Center. This includes the communities of Pioneer and Buckhorn on the Upcountry route, the River Pines Route beyond Plymouth as well as any future extension of the lone route beyond Lone and Buena Vista.

General public zone-based fares would range from \$1.00 per one-way passenger trip for travel within a single zone to \$3.00 per one-way passenger trip for travel between three zones. Reduced fares and fares for ADA route deviations would also be available.

Status: Implemented. An expanded Dial-A-Ride service area was introduced in 2015. Dial-A-Ride zones one through three were established and the service area expanded in January 2020. A fourth zone was added for Dial-A-Ride service in the Pine Grove/Pioneer area in August 2022.

2. **Increase Intercity Connections to Sacramento through an FTA 5311(f) Grant**

At the time the SRTDP was prepared, Amador Transit offered two round trips to downtown Sacramento from the Sutter Hill Transit Center. Routes were timed primarily for commuters, but were not necessarily convenient for intercity travelers. The SRTDP recommended Amador Transit conduct a feasibility study to explore additional Sacramento service before applying for an FTA 5311(f) grant to increase intercity transit service to Sacramento.

Status: Not implemented.

3. **Upcountry – One Additional Roundtrip**

Increased service to the Upcountry region was one of the most requested improvement suggestions in all public input formats. The schedule at the time of the SRTDP required Upcountry residents to spend a total of five hours of travel time in order to complete a round trip to Jackson. An additional midmorning round-trip between the Sutter Hill Transit Center and Amador Station with ample time in the schedule for three-quarter mile deviations would provide increased mobility for Upcountry residents.

Status: Not implemented. Travel to Jackson still requires approximately five hours for a round trip.

4. **Purchase Accessible Van(s) for the Amador Rides Volunteer Transportation Program**

The Amador Rides Volunteer Transportation Program is designed to help Amador County residents meet their health care needs by coordinating volunteer drivers who currently use their own personal vehicles to help members of the community who have no other means of transportation get to health care related appointments. Purchasing accessible vans would allow the volunteer program to meet the needs of riders who cannot transfer to a vehicle seat. Amador Transit submitted an FTA 5310 grant application on February 2, 2015 for one accessible minivan and \$20,000 in operating assistance for the Amador Rides program in fiscal years 2015 through 2017.

Status: Implemented. Amador Transit currently has four wheelchair-accessible mini-vans assigned to its Amador Rides program.

5. **Expand Dial-a-Ride (DAR) Service Area in Jackson & Sutter Creek to Include Ridge Road to Surrey Junction and New York Ranch Road to State Route 88.**

Dial-a-Ride provides affordable access to health care, shopping, grocery stores, county services, activities, entertainment, and more. As of February 2015, Amador Transit has 5 ADA clients in Surrey Junction, who currently do not have access to Dial-a-Ride.

Status: Implemented. At its February 19, 2015, meeting the Amador County Transportation Commission approved the Dial-a-Ride service area expansion to include Ridge Road and Climax Road beginning in FY 2015/16.

6. [Purchase an Accessible Mini-Van for Dial-A-Ride \(DAR\)](#)

At the time of the SRTDP, Amador Transit had to rely on accessible buses that were unable to access some areas of the County due to their larger size. Purchasing an accessible mini-van would reduce DAR operating costs and allow transportation for elderly and disabled whom are currently inaccessible by the larger bus.

Status: Implemented. Amador Transit currently has four wheelchair-accessible mini-vans assigned to its Dial-A-Ride program.

7. [Route Plymouth Run Through Sutter Creek and Amador City](#)

Prior to 2010, all Plymouth routes operated through Sutter Creek and Amador City. As a cost savings measure, in 2010 service was removed from Old Highway 49 and rerouted to the State Route 49 Bypass. Reinstating the previous route through Sutter Creek and Amador City would add service to Amador City where there is currently no bus service.

Status: Implemented. At its February 19, 2015 meeting the Amador County Transportation Commission approved restoring service to Amador City by rerouting Plymouth bus service through Sutter Creek and Amador City.

8. [Operate One Additional Daily Lone Route Roundtrip](#)

Increased service to Lone had been the subject of many requests, including from the SSTAC. The Lone Route service area had a relatively high number of transit dependent residents. If funding levels meet expectations, the SRTDP recommended operating one additional round trip on the Lone Route, starting near the end of the planning period. This would provide transit dependent residents in Lone with more opportunities to access needed shopping and medical services in Jackson.

Status: Across the years, the level of service has been adjusted to address demand. At present, there are two roundtrips per day on the Lone route.



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Chapter 3 | Existing Conditions and Demographic Analysis

Introduction

This chapter seeks to accomplish three things. First, present an overview of recent and forecast demographics, particularly those which typically translate to public transit usage. Second, identify activity and service centers historically patronized by transit-reliant individuals. Third, discuss how Amador county residents travel to work and school (that is, common, recurring travel).

Inclusion of recent demographic data specific to Amador County contributes to an understanding of the environment in which Amador Transit operates. However, in reviewing such data the consultant focused on the data elements which impact current transit use as well as those elements which could impact future transit usage. The influencing factors typically include changes in service area population, ready access to and/or ownership of a personal vehicle, incidence of vehicle ownership versus licensed drivers, household income, and presence of a disability impacting personal mobility. Data reviewed was sourced from the Amador County Transportation Commission (sponsor of the SRTDP update), Amador Transit, California Department of Finance, and federal Census Bureau.

Located in California's Gold Country, Amador County is bordered by Sacramento and San Joaquin counties to the west, El Dorado County to the north, Alpine County to the east, and Calaveras County to the south. The nearest significant population centers are Sacramento and Stockton, each approximately 45 miles distant.

The county's historic road network includes a major north-south throughfare (State Route 49), and a major east-west throughfare (State Route 88). Given their relative importance as commercial corridors, Amador Transit provides service along each.

Amador County includes five incorporated cities – Amador City, Lone, Jackson, Plymouth, and Sutter Creek – as well as several unincorporated communities or census designated places (e.g., Fiddletown, Pine Grove, Pioneer, Volcano, etc.) Exhibit 3.1 depicts Amador County, its communities, and respective population distribution.

Commercial and residential development is concentrated chiefly within the Lone, Jackson, Martell, and Sutter Creek areas. Outside these communities, land-use is usually low-density and many residences include large land parcels. The Jackson Rancheria Casino, located off SR 88 east of Jackson, represents a significant activity and employment center for residents of Amador County and surrounding areas. A similar commercial development is the Harrah's Northern California Casino, located in Buena Vista. That said, Amador Transit does not directly serve the Jackson Rancheria Casino or the Harrah's Northern California Casino.

Socio-Economic Demographics

In FY 2024, Amador Transit provided approximately 40,000 unlinked trips. Given Amador Transit operates 249 days annually, this translates to an average daily ridership of 161. While any member of the public is eligible to ride, Amador Transit's historic customer base has been dominated by clientele from many of

the county’s human service programs. As such, these riders are generally transit-reliant in character and reflect senior adults, low-income individuals, and persons with disabilities. Supplementing these demographic cohorts are youth who rely on Amador Transit for access to after-school programs and recreational facilities. Collectively these persons have limited mobility options and often rely on Amador Transit for many of their day-to-day mobility needs.

Exhibit 3.1 illustrates the distribution of the total population throughout Amador County by census tract.

Exhibit 3.1 Amador County population distribution

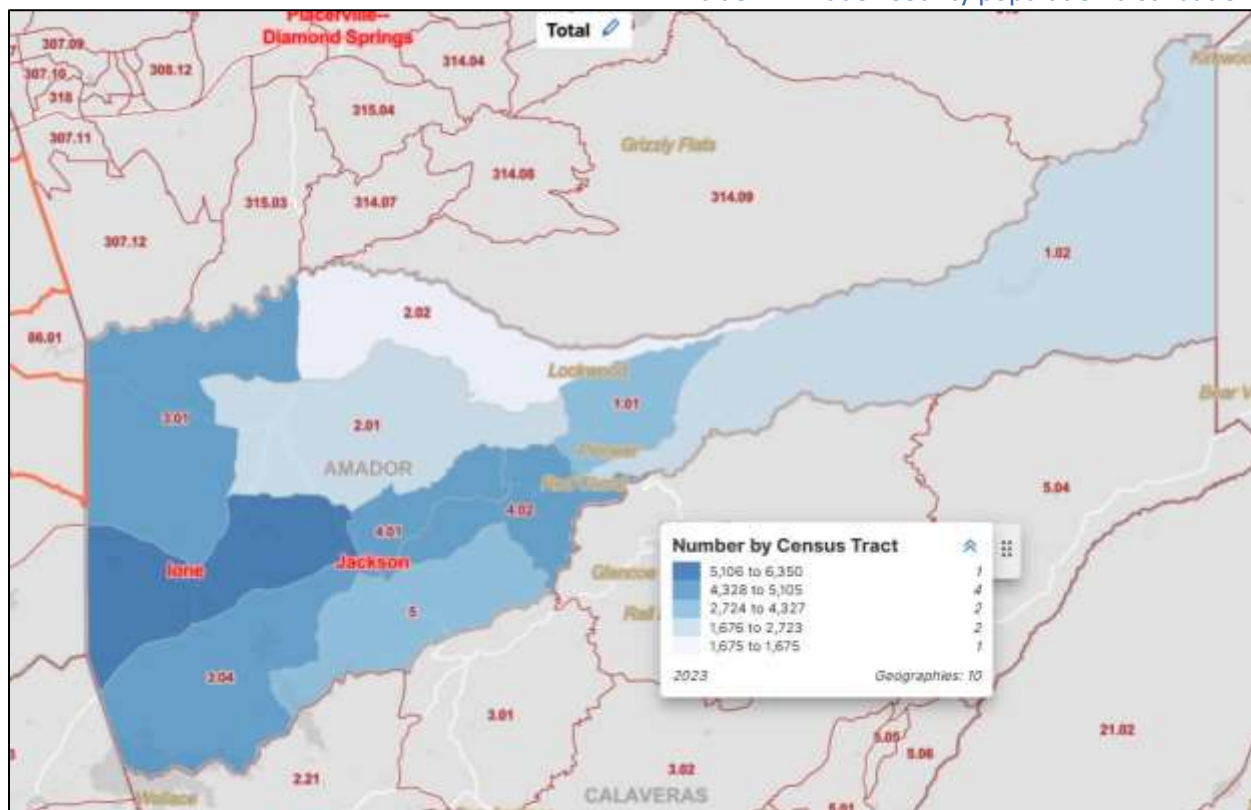


Exhibit 3.2 presents overall population data for Amador County as well as each of the incorporated municipalities for 2010 and 2020, and the estimated population for 2025. From 2010 to 2020 the total county population increased by 6.3 percent, while the anticipated change between 2020 and 2025 is actually a decrease in population of 2.3 percent.



Exhibit 3.2 Population change

	2010	2020	% change 2010-2020	2025 (est.)	% change 2020-2025 (est.)
Amador County	38,091	40,474	6.26%	39,563	-2.25%
Amador City	185	200	8.11%	196	-2.00%
Ione	7,918	8,767	10.72%	9,037	3.08%
Jackson	4,651	5,019	7.91%	4,822	-3.93%
Plymouth	1,005	1,078	7.26%	1,122	4.08%
Sutter Creek	2,501	2,646	5.80%	2,538	-4.08%

Sources: 2010 Decennial Census; 2020 Decennial Census; 2025 estimates based on State of California Department of Finance E-1 Population estimates for 2025. Note: Ione population includes the population of the Mule Creek State Prison.

If we focus on those demographic cohorts which often are considered to be more transit-reliant than the population at-large, four observations warrant mention.

The only traditionally transit-reliant demographic cohort which increased appreciably was seniors (age 65+), which grew 55.4 percent between 2010 and 2020. This cohort is expected to continue to increase through 2025, to represent 27.5 percent of the county's population. Jackson is expected to have the highest percentage of seniors in 2025, followed by Sutter Creek.

Exhibit 3.3 Senior population change

	2010		2020		% change 2010-2020	2025 (est.)		% change 2020-2025 (est.)
	Number	% total population	Number	% total population		Number	% total population	
Amador County	7,389	19.4%	11,480	28.4%	55.37%	11,655	27.5%	1.52%
Amador City	14	7.6%	58	29.0%	314.29%	55	27.0%	-5.17%
Ione	617	7.8%	1,139	22.2%	84.60%	787	13.9%	-30.90%
Jackson	1,005	21.6%	1,527	30.4%	51.94%	2,204	42.7%	44.34%
Plymouth	166	16.5%	251	23.3%	51.20%	297	25.0%	18.33%
Sutter Creek	641	25.6%	767	29.0%	19.66%	818	29.9%	6.65%

Sources: 2010 Decennial Census and American Community Survey; 2020 Decennial Census; 2025 estimates based on rate of change between 2022 and 2023 per the U.S. Census Bureau population estimates.

Amador County's youth population (persons under age 18) declined nearly four percent between 2010 and 2020. This cohort is expected to increase by 2.5 percent between 2020 and 2025, to represent 15.5 percent of the county's population. Amador City is expected to have the highest percentage of youth in 2025, followed by Ione.

Exhibit 3.4 Youth population change

	2010		2020		% change 2010-2020	2025 (est.)		% change 2020-2025 (est.)
	Number	% total population	Number	% total population		Number	% total population	
Amador County	6,697	17.6%	6,432	15.9%	-3.96%	6,592	15.5%	2.49%
Amador City	26	14.1%	31	15.5%	19.23%	47	23.0%	51.61%
Ione	1,191	15.0%	1,087	21.1%	-8.73%	1,116	19.8%	2.67%
Jackson	882	19.0%	973	19.4%	10.32%	856	16.6%	-12.02%
Plymouth	230	22.9%	215	19.9%	-6.52%	218	18.4%	1.40%
Sutter Creek	526	21.0%	494	18.7%	-6.08%	488	17.8%	-1.21%

Sources: 2010 Decennial Census and American Community Survey; 2020 Decennial Census; 2025 estimates based on rate of change between 2022 and 2023 per the U.S. Census Bureau population estimates.



Another likely ridership prospect for public transit is individuals living below the federal poverty level. In 2023, the incidence of such persons (percentage-wise) was highest in Kirkwood and Martell, although the number of such individuals was very small. In terms of numbers, Jackson was home to the greatest, followed by Buckhorn and Ione.

Low-income individuals, defined as persons living below the federal poverty level, declined nearly 31 percent between 2010 and 2020. This cohort is expected to increase by just over one percent between 2020 and 2025, representing 7.6 percent of the county's population. Jackson is expected to have the highest percentage of low-income individuals in 2025, followed by Sutter Creek.

Exhibit 3.5 Low-income population change

	2013		2020		% change 2010-2020	2025 (est.)		% change 2020-2025 (est.)
	Number	% total population	Number	% total population		Number	% total population	
Amador County	4,150	12.6%	2,872	8.1%	-30.80%	2,903	7.6%	1.09%
Amador City	50	34.5%	7	4.6%	-86.00%	12	5.4%	75.46%
Ione	482	13.8%	459	6.3%	-4.77%	417	8.7%	-9.04%
Jackson	722	16.6%	500	10.8%	-30.75%	615	12.1%	23.07%
Plymouth	155	11.3%	110	10.7%	-29.03%	165	14.2%	50.12%
Sutter Creek	383	15.2%	185	7.1%	-51.70%	529	19.3%	185.96%

Sources: 2013 American Community Survey (2010 data not available); 2020 American Community Survey; 2025 estimates based on rate of change between 2022 and 2023 per the U.S. Census Bureau population estimates.

Persons with disabilities increased by nearly nine percent between 2010 and 2020. This cohort is expected to decrease by nearly 18 percent between 2020 and 2025, equating to 13.6 percent of the county's population. Jackson is expected to have the highest percentage of residents with disabilities in 2025, followed by Ione.

Exhibit 3.6 Persons with a disability population change

	2013		2020		% change 2013-2020	2025 (est.)		% change 2020-2025 (est.)
	Number	% total population	Number	% total population		Number	% total population	
Amador County	5,826	17.6%	6,336	17.9%	8.75%	5,201	13.6%	-17.92%
Amador City	29	20.0%	12	7.8%	-58.62%	20	8.5%	67.74%
Ione	434	12.4%	1,153	15.7%	165.67%	212	4.4%	-81.61%
Jackson	981	22.6%	1,157	25.0%	17.94%	1,080	21.6%	-6.66%
Plymouth	289	21.0%	85	8.2%	-70.59%	111	9.6%	31.17%
Sutter Creek	469	18.5%	377	14.3%	-19.62%	146	5.3%	-61.26%

Sources: 2013 American Community Survey (2010 data not available); 2020 American Community Survey; 2025 estimates based on rate of change between 2022 and 2023 per the U.S. Census Bureau population estimates.

Drawing upon post-pandemic populations trends throughout California, we believe at least a portion of the overall population growth in Amador County can be attributed to intra-state immigration, primarily from more expensive counties (e.g., the Bay Area, Los Angeles/Orange County) to less expensive areas of California such as the Sierra Nevada sub-region, Tuolumne County north to El Dorado County.

In 2023, the number of Amador county households without access to a vehicle was 612. This translates to 3.8 percent of total county households (compared to seven percent state-wide). Jackson was the community with the highest percentage of zero-vehicle households (10.4 percent). Jackson is also one of the communities with the highest level of transit service in Amador County.



County-wide, the number of zero-vehicle households in Amador County is forecast to decrease by more than 68 percent between 2020 and 2025, and the number of single-vehicle households is expected to increase by 4.8 percent in that same time period. From this we conclude the availability of public transit is not a significant decision factor for persons choosing to move into Amador County. Conversely, we believe vehicle ownership/access to a personal vehicle is considered a “given” when considering Amador County as a relocation destination.

Exhibit 3.7 Zero-vehicle household population change

	2010		2020		% change 2010-2020	2025 (est.)		% change 2020-2025 (est.)
	Number	% total population	Number	% total population		Number	% total population	
Amador County	593	1.6%	1,009	6.8%	70.15%	321	1.9%	-68.18%
Amador City	0	0.0%	1	1.6%	100.00%	1	1.0%	0.00%
Ione	86	1.1%	438	13.0%	409.30%	82	4.2%	-81.21%
Jackson	190	4.1%	213	10.0%	12.11%	337	14.5%	58.23%
Plymouth	20	2.0%	19	5.2%	-5.00%	1	0.1%	-96.85%
Sutter Creek	57	2.3%	117	9.2%	105.26%	8	0.6%	-93.16%

Sources: 2010 American Community Survey; 2020 American Community Survey; 2025 estimates based on rate of change between 2022 and 2023 per the U.S. Census Bureau population estimates.

Exhibit 3.8 Single-vehicle household population change

	2010		2020		% change 2010-2020	2025 (est.)		% change 2020-2025 (est.)
	Number	% total population	Number	% total population		Number	% total population	
Amador County	3,500	9.2%	3,547	23.9%	1.34%	3,719	22.2%	4.84%
Amador City	31	16.8%	24	38.7%	100.00%	40	42.0%	67.98%
Ione	320	4.0%	706	20.9%	120.63%	463	23.5%	-34.48%
Jackson	735	15.8%	837	39.2%	13.88%	700	30.0%	-16.39%
Plymouth	105	10.4%	77	21.2%	-26.67%	175	42.1%	127.23%
Sutter Creek	383	15.3%	431	33.9%	12.53%	249	19.5%	-42.26%

Sources: 2010 American Community Survey; 2020 American Community Survey; 2025 estimates based on rate of change between 2022 and 2023 per the U.S. Census Bureau population estimates.

We believe the preceding data suggest four things: 1) overall transit-reliant population has either remained relatively unchanged or experienced only a modest increase, 2) demand for public transit has remained relatively unchanged (borne out by very little change in year-to-year Amador Transit ridership), 3) the growth in senior population (largest of any single demographic cohort) suggests an overall “aging in place” (likely attributable at least in part to Amador County’s perceived quality of life), and 4) Amador seniors appear to have greater vehicle ownership and hence less reliance on public transit.

Historic/Potential Transit Ridership Generators

The primary retail shopping areas in Amador County include Plymouth, Sutter Creek, Martell, Jackson, and Ione. Key centers include Downtown on Preston Street in Ione; Walmart and the Amador Plaza shopping center (Save Mart and Dollar Tree) on State Route 88 in Martell; along State Route 49 and along the historic downtown area of Jackson; Main Street and State Route 49 in Plymouth; downtown (Old Hwy 49), Sutter Hill and the Martell Business Park (reuse of the former Georgia-Pacific mill site) (between State Routes 49, 88, and 104).

Social service and other centers which serve older adults, persons with disabilities, and low-income individuals are generally located in Jackson and Sutter Creek. Many of these locations are served by Amador Transit and include the Amador County Senior Center (New York Ranch Road, Jackson), Oak Manor Senior Retirement Home (near the Senior Center in Jackson), Amador Residential Care (assisted living center) (near the Senior Center in Jackson), Community Compass (vocational training for developmentally disabled individuals) (South Hwy 49, Jackson), ARC Whole Life Services (Water Street, Jackson), First 5 Amador (Sutter Creek), Amador County Department of Social Services, and Gold Quartz Inn Senior Retirement Home (assisted living center) (Sutter Creek).

Medical facilities within Amador County also tend to be concentrated in the Jackson area including Sutter Amador Hospital (Mission Blvd, Jackson), Kit Carson Nursing and Rehabilitation Center (skilled nursing center) (Jackson), Sutter Amador Pediatrics (Sutter Amador Hospital), Sutter Amador Women's Services (Sutter Amador Hospital), MACT Clinic (non-profit tribal corporation) at the Jackson Rancheria, Innovative Renal Care Jackson (dialysis center in Martell), and Sierra Wind Wellness and Recovery Center (Argonaut Lane, Jackson)

Other trip generators frequented by transit-reliant persons include Sutter Amador Health (Plymouth), Sutter Amador Health (Pioneer Center), Pioneer Government Center and various city and county offices/service centers (Jackson's Municipal Court and Superior Court), Public Health Department (Jackson), Amador County offices and various city halls (i.e., Lone, Jackson, Plymouth, and Sutter Creek).

Home to school student transportation

The Amador County Unified School District provides home-to-school transportation to all school sites located within the District's boundaries. ACUSD transportation services are free to families, the sole criteria being the student is enrolled in one of the ACUSD schools. The average daily ridership fluctuates between 1,200 and 1,350.

While the ACUSD provides home to school transportation, local youth often rely on Amador Transit to access after-school programs.

Employment and Commuting

Amador County recorded only modest increases in the civilian labor force across the past decade. The largest employer in Amador County is the Jackson Rancheria Casino located in Jackson. Another key employer is Mule Creek State Prison (Lone). Neither of these facilities is served by public transit. By contrast, other large employers such as hospitals, government offices, and retail businesses are served by Amador Transit.

Exhibit 3.9 presents the means of transportation to work for employed Amador County residents based on the 2023 American Community Survey (five-year estimates). County-wide, 73.4 percent of employed residents drove alone, and 9.0 percent carpooled (compared with 67.1 percent and 9.5 percent state-wide). Only 0.01 percent used public transit, compared to 0.85 percent in 2013.

Exhibit 3.9 Means of commuting to work (2023)

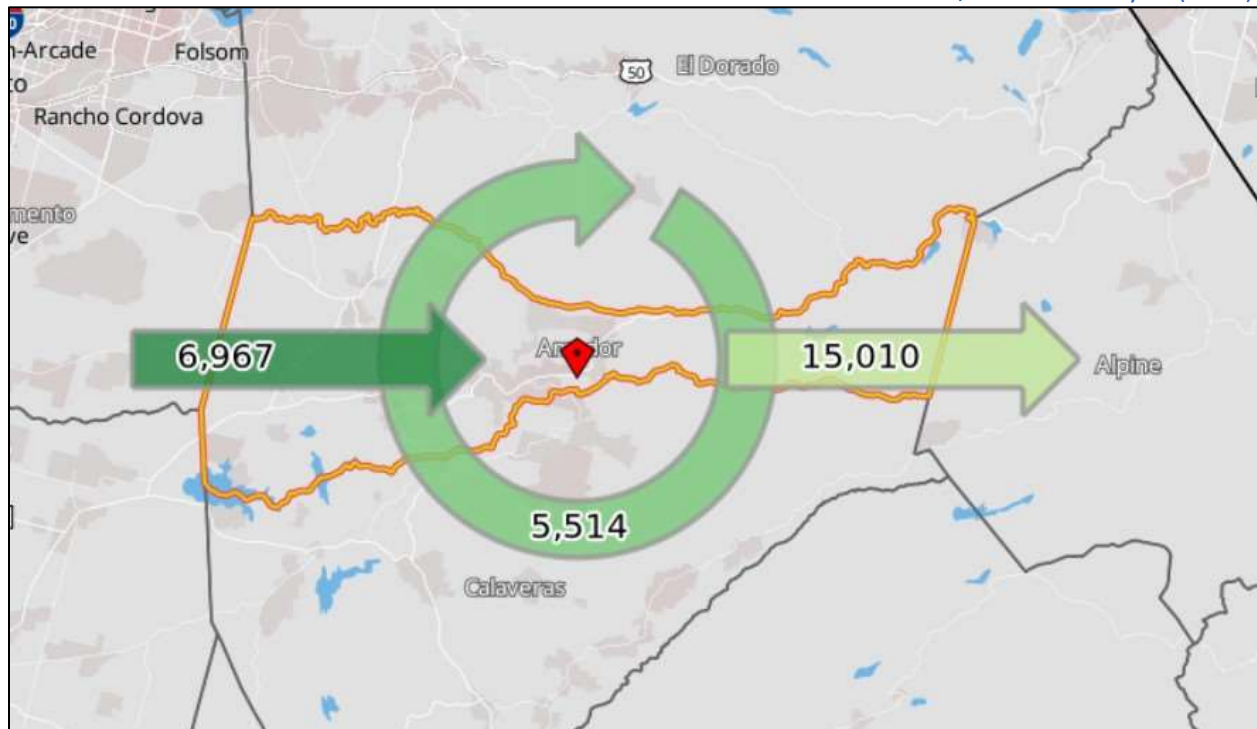
Mode	Number	Percent
Car, truck, or van - drove alone	11,503	73.40%
Car, truck, or van - carpooled	1,413	9.02%
Public transportation (excluding taxicab)	2	0.01%
Walked	381	2.43%
Other means	103	0.66%
Worked from home	2,247	14.34%

Source: American Community Survey, 2023 five-year estimates.

In 2022, there were 5,514 persons who both lived and worked in Amador County. By contrast, there are approximately 6,967 persons who lived outside the county and commuted in for work, and 15,010 who lived in Amador County and commuted out for work.

Jackson is the single largest center for employment of Amador County residents (7.3 percent), followed by Lone (3.6 percent) and Sutter Creek (2.6 percent). Outside Amador County, the most frequent employment destinations are Sacramento (6.4 percent), San Jose (2.6 percent), and Stockton (2.6 percent). The greatest number of persons commuting into Amador County (excluding persons who reside in Amador County) travel from Sacramento (2.5 percent), Stockton (2.5 percent), and Elk Grove (2.3 percent).

Exhibit 3.10 Inflow/Outflow Analysis (2022)



Source: U.S. Census Bureau Longitudinal Employer-Household Dynamics (LEHD), On the Map tool (<https://onthemap.ces.census.gov>).



Development Areas

While there is little development within Amador County, there have been some residential communities that are currently in the development and construction stage. Two of these – Wildflower and Castle Oaks – are in close proximity to Lone, while the third – Zinfandel Ridge – is near Plymouth. Wildflower currently offers approximately 250 single-family homes, while Castle Oaks offers just 39 homes in a gated community adjacent to the Castle Oaks Golf Club. Zinfandel Ridge currently offers approximately 100 single-family homes, with room available for additional phases.

Route 7 (Lone) travels in close proximity to the Wildflower development, while Route 3 (Plymouth) travels in close proximity to Zinfandel Ridge. The nearest Route 7 stop to Castle Oaks is approximately 1.25 miles away (Sutter/Shakely Lane). Another potential area of development is Gold Rush Ranch, which lies southwest of Sutter Hill along Highway 104. This area along Highway 104 is already well-served by Amador Transit's fixed routes. All like within the Dial-A-Ride service area.

Chapter 4 | Service Evaluation

Introduction

This chapter seeks to provide an objective evaluation of Amador Transit’s performance following the end of the COVID-19 pandemic. For this evaluation, three full post-pandemic fiscal years were utilized (FY 2021/22 – FY 2023/24), as well as year-to-date data for the current fiscal year (FY 2024/25). As such, ridership figures for FY 2024/25 only reflect the first nine months of that fiscal year (through March 2025).

This service evaluation reviews operational performance at multiple levels: for the system as a whole, for fixed-route and Dial-A-Ride modes individually, and by individual route. Peer comparisons are also used to provide context for commuter (Route 1), fixed-route (all other fixed routes), and general public Dial-A-Ride services among other rural transit operators providing those services.

System

System-wide, ridership has been increasing every year since the COVID-19 pandemic. FY 2024/25 is on track to continue this trend, ending more than 11 percent higher than the prior year. Passengers per revenue vehicle hour and revenue vehicle mile have also been steadily increasing. The average number of passengers per day has risen to nearly 180 in FY 2024/25, a 77 percent increase over FY 2021/22. System-wide, the operating cost per passenger trip has steadily decreased as ridership has increased proportionally.

The operating cost per vehicle revenue hour is based on the system average for the fiscal year. This metric is used to calculate operating cost for individual modes and routes based on the number of revenue hours operated.

Exhibit 4.1 System ridership

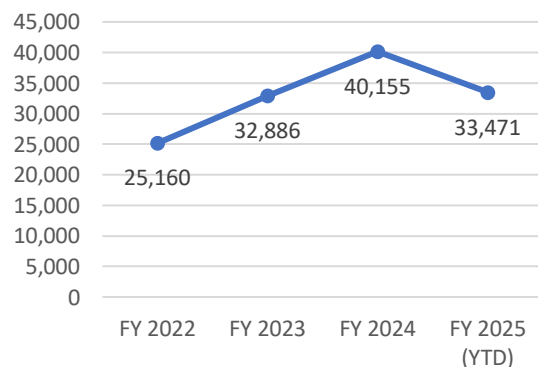


Exhibit 4.2 System passengers per revenue hour

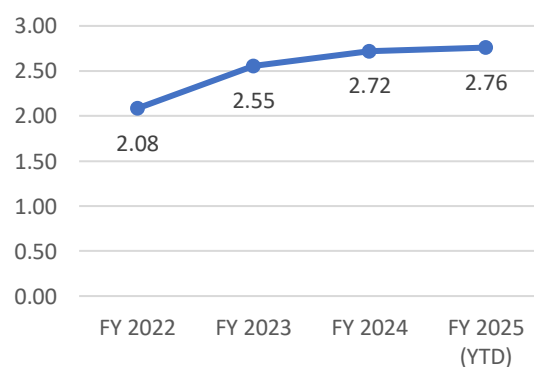




Exhibit 4.3 System passengers per revenue mile

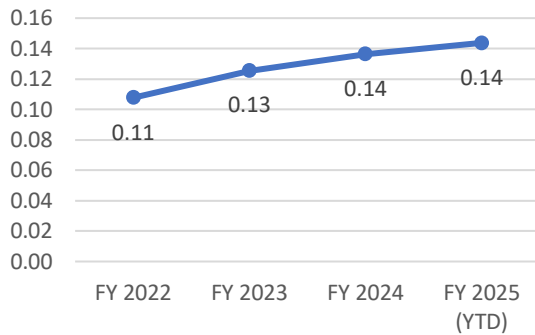


Exhibit 4.4 System average passengers per day

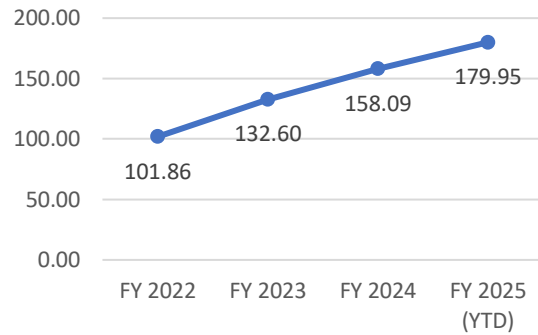


Exhibit 4.5 System operating cost per passenger

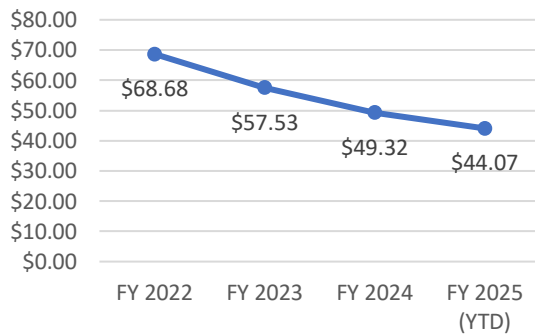
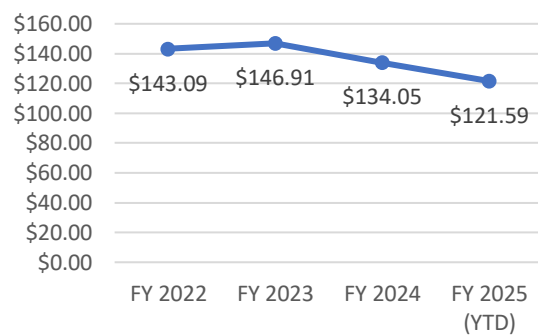


Exhibit 4.6 System operating cost per revenue hour



System peer comparison

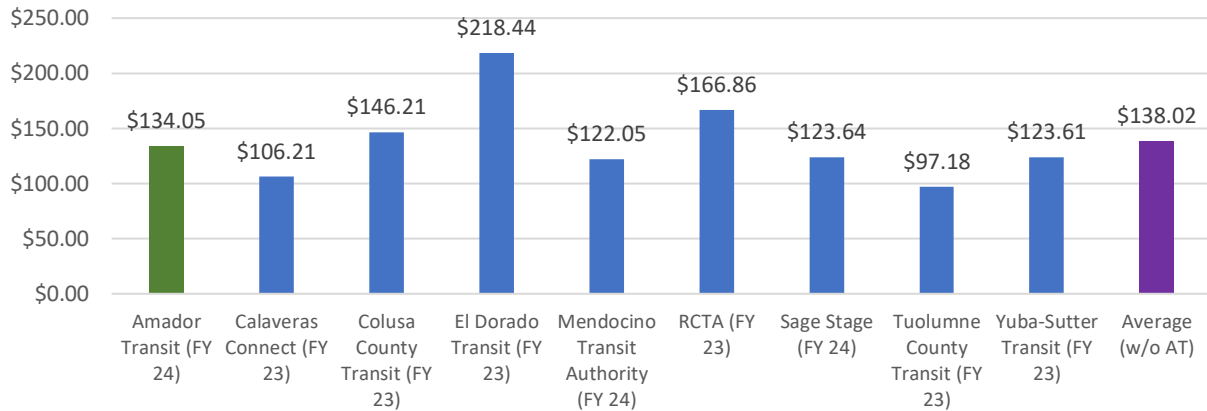
Transit operators were selected for the system-wide peer comparison based primarily on their operation within a rural area that did not feature a significant tourism industry. The peers selected were:

- Calaveras Connect (Calaveras County)
- Colusa County Transit (Colusa County)
- El Dorado Transit (El Dorado County)
- Mendocino Transit Authority Dial-A-Ride (Mendocino County)
- Redwood Coast Transit Authority Dial-A-Ride (Del Norte County)
- Sage Stage (Modoc County)
- Tuolumne County Transit (Tuolumne County)
- Yuba-Sutter Transit (Yuba and Sutter counties)

The primary data source for the peer comparisons is the National Transit Database. All comparisons used FY 2022/23 or FY 2023/24 data, depending on availability.

At the system level, Amador Transit is in the middle in terms of operating cost per vehicle service hour. Of the nine operators shown in Exhibit 4.7, Amador Transit is the fourth highest. Amador Transit is approximately three percent lower than the average of the eight peers.

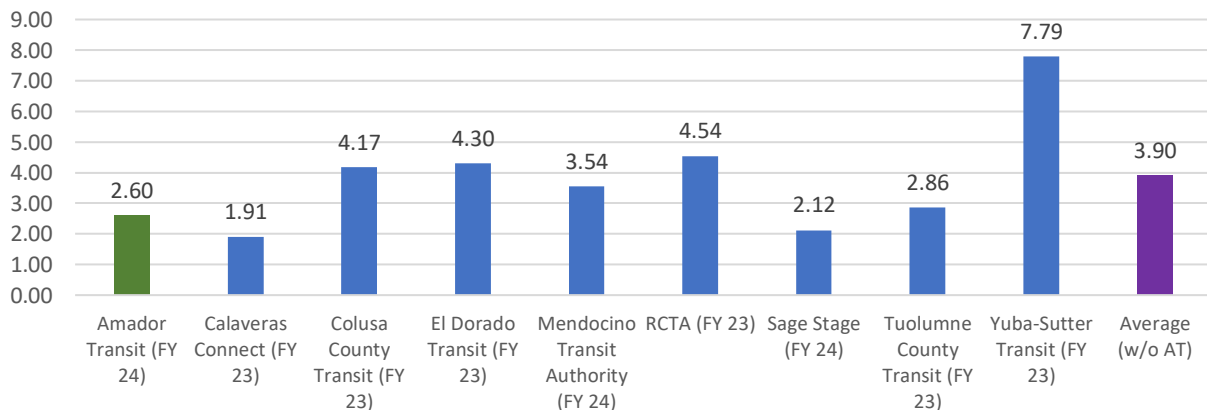
Exhibit 4.7 Operating cost per revenue hour comparison (system)



The bulk of Amador Transit’s actual operating expenses in FY 2023/24 (69.2 percent) is for its personnel, which is consistent with other transit programs operated in-house. For example, Mendocino Transit Authority and Colusa County Transit both allocate 71 percent of their budgets to personnel, while El Dorado Transit is closer to 69 percent.

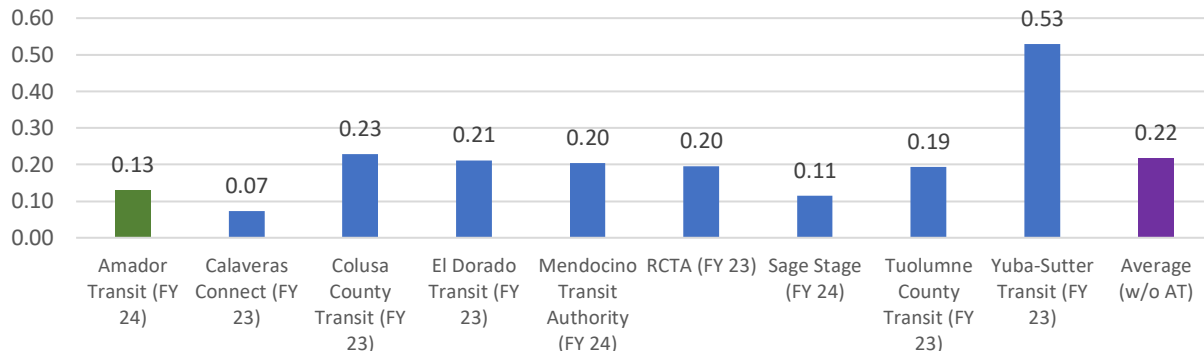
Amador Transit is on the lower side in terms of system-wide passengers per vehicle service hour. Of the nine operators shown, Amador Transit is the third lowest. Amador Transit is approximately 33 percent lower than the average of the eight peers.

Exhibit 4.8 Passengers per revenue hour comparison (system)



Amador Transit is also on the lower side in terms of system-wide passengers per vehicle service mile. Of the nine operators shown, Amador Transit is again the third lowest. Amador Transit is approximately 41 percent lower than the average of the eight peers.

Exhibit 4.9 Passengers per revenue mile comparison (system)



Fixed-route

For the combined fixed-route services, ridership has been increasing every year since the COVID-19 pandemic. FY 2024/25 is not on track to continue this trend, and is expected to be nearly 11 percent lower than FY 2023/24. Passengers per revenue vehicle hour and revenue vehicle mile steadily increased through FY 2023/24, but declined in FY 2024/25. In FY 2024/25, Route 3 had the highest passengers per hour and passengers per mile, while Route 1 had the lowest. The average number of passengers per day rose to nearly 98 in FY 2023/24, but declined to 89 in FY 2024/25. This still represents a 25 percent increase over FY 2021/22. Routes 5 and 6 carried the greatest number of passengers per day in FY 2024/25. The fixed-route operating cost per passenger trip has steadily decreased as ridership has increased. Route 1 had the highest cost per passenger in FY 2024/25, while Route 3 had the lowest.

Exhibit 4.10 Fixed-route ridership

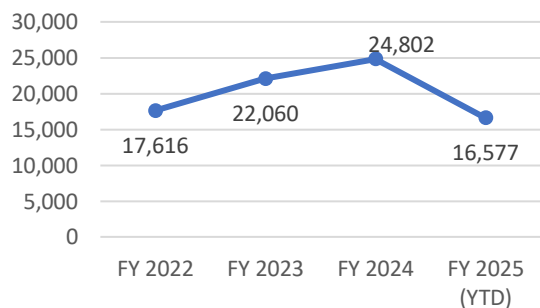


Exhibit 4.11 Fixed-route passengers per revenue hour

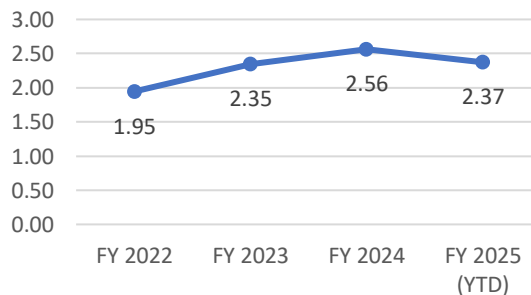


Exhibit 4.12 Fixed-route passengers per revenue mile

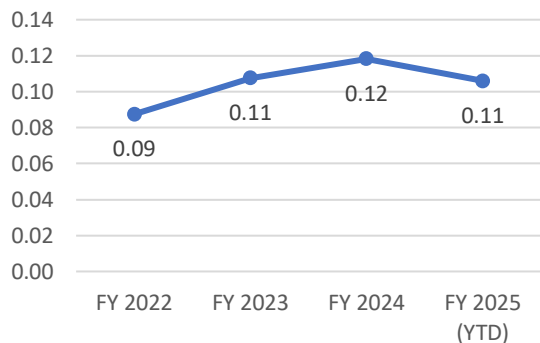


Exhibit 4.13 Fixed-route average passengers per day

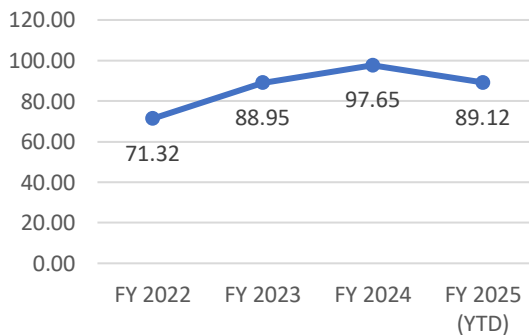


Exhibit 4.14 Fixed-route operating cost per passenger

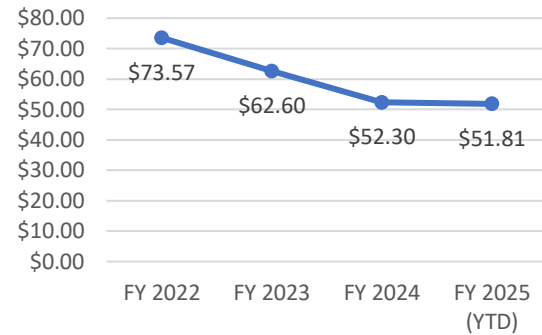


Exhibit 4.15 Fixed-route passengers per revenue hour by route (FY 2024/25)

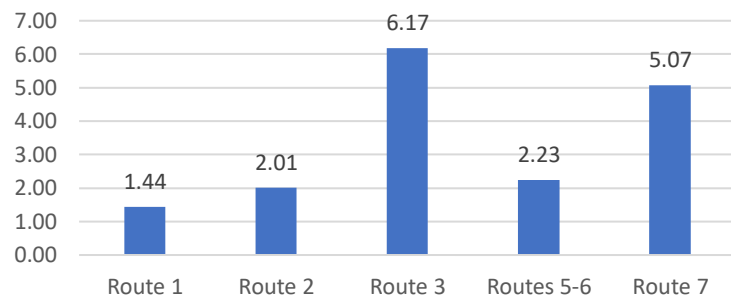


Exhibit 4.16 Fixed-route passengers per revenue mile by route (FY 2024/25)

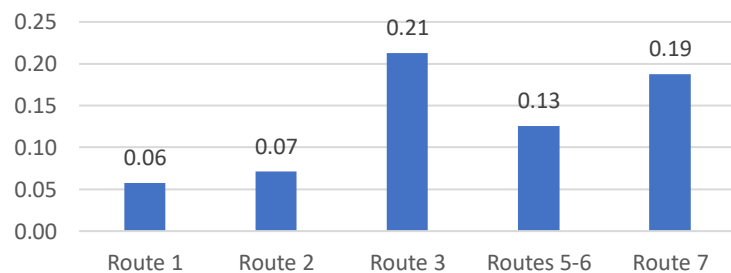


Exhibit 4.17 Fixed-route average passengers per day by route (FY 2024/25)

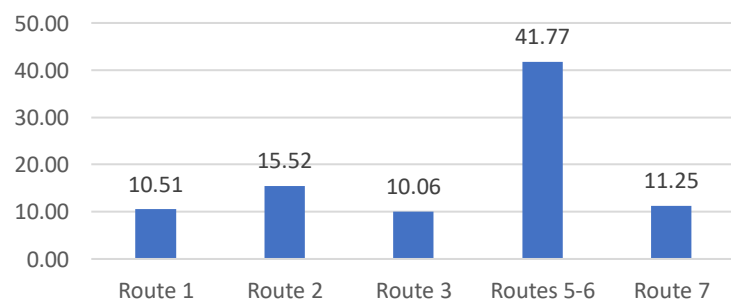
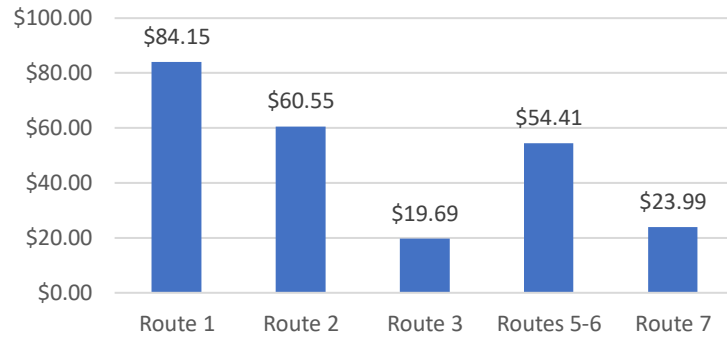


Exhibit 4.18 Fixed-route operating cost per passenger by route (FY 2024/25)



Dial-A-Ride

For the Dial-A-Ride service, ridership has been increasing every year since the COVID-19 pandemic. FY 2024/25 is on track to continue this trend. As of March 2025, ridership had already exceeded the total ridership for FY 2023/24 by nearly 19 percent. Passengers per revenue vehicle hour declined between FY 2022/23 and FY 2023/24, but has rebounded in FY 2024/25. Passengers per revenue vehicle mile declined between FY 2021/22 and FY 2023/24, but has increased in FY 2024/25. The average number of passengers per day has risen to nearly 87 in FY 2024/25, a 200 percent increase over FY 2021/22. The Dial-A-Ride operating cost per passenger trip has steadily decreased as ridership has increased proportionally.

Exhibit 4.19 Dial-A-Ride ridership

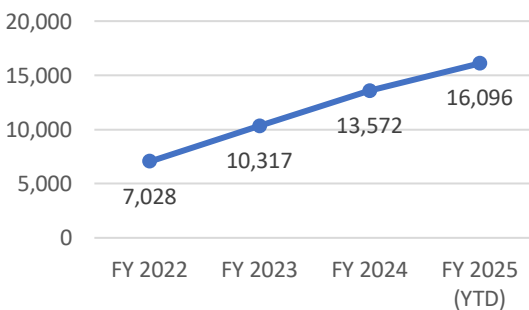


Exhibit 4.20 Dial-A-Ride passengers per revenue hour

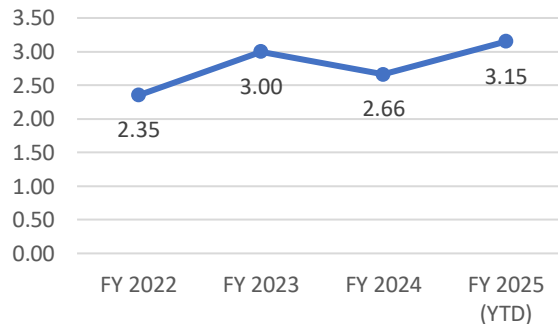


Exhibit 4.21 Dial-A-Ride passengers per revenue mile

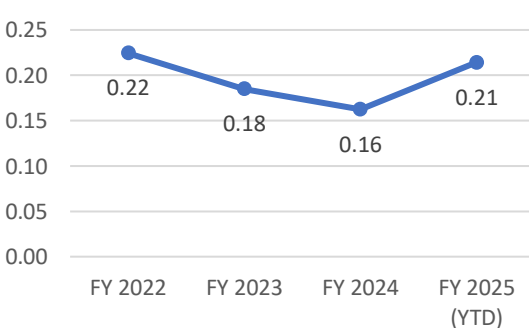


Exhibit 4.22 Dial-A-Ride average passengers per day

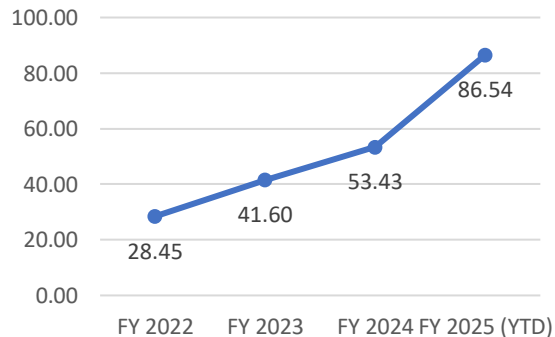
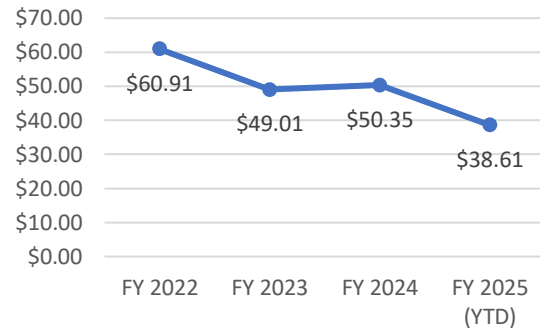


Exhibit 4.23 Dial-A-Ride operating cost per passenger



Dial-A-Ride peer comparison

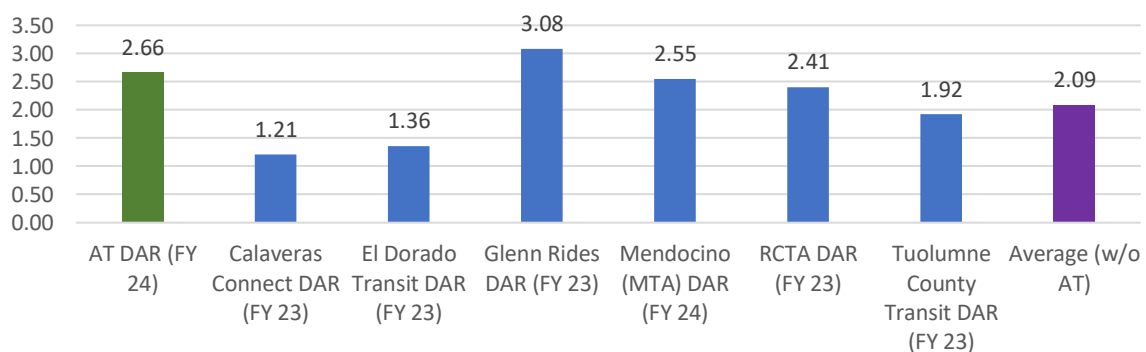
Several peers were identified for comparison with three key performance metrics. Peers were selected primarily based on offering an eligibility-based Dial-A-Ride service in a rural setting. They included the following:

- Calaveras Connect On-Demand (Calaveras County)
- El Dorado Transit Dial-A-Ride (El Dorado County)
- Glenn Rides Dial-A-Ride (Glenn County)
- Mendocino Transit Authority Dial-A-Ride (Mendocino County)
- Redwood Coast Transit Authority Dial-A-Ride (Del Norte County)
- Tuolumne County Transit Dial-A-Ride (Tuolumne County)

Tuolumne County, which offers an eligibility-based Dial-A-Ride during the week and general public service on Saturday, and Calaveras County, which only offers general public on-demand service, were included given their proximity to Amador County.

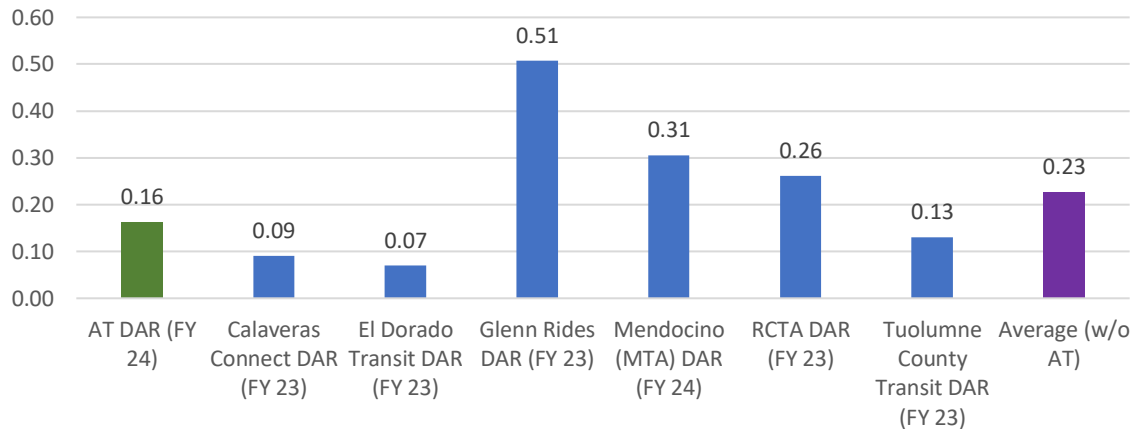
The metrics used in this comparison included passengers per revenue service hour, passengers per revenue service mile, and operating cost per passenger. The passengers per revenue service hour metric ranged from a low of 1.21 to a high of 3.08, with a peer average of 2.09. Amador Transit was the second highest of its peers, approximately 27 percent higher than the peer average.

Exhibit 4.24 Passengers per service hour comparison (Dial-A-Ride)



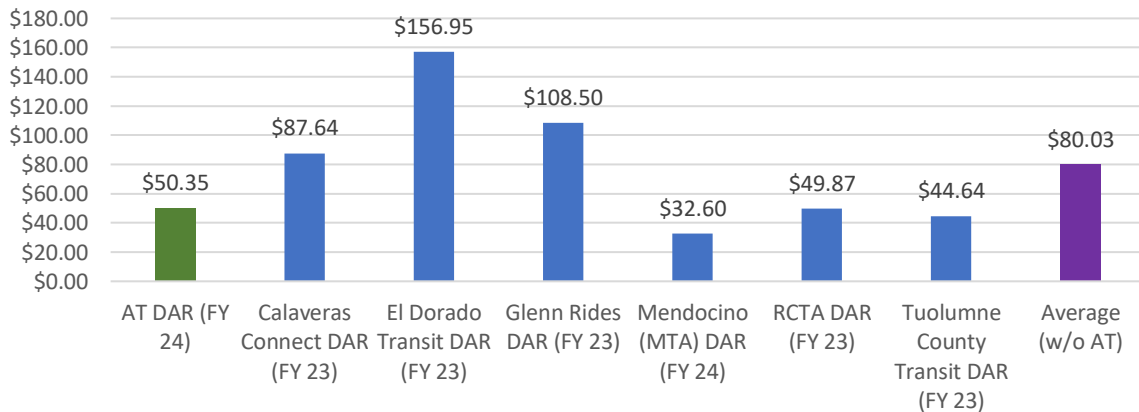
With respect to passengers per vehicle service mile, Amador Transit was in the middle of its peers (higher than three and lower than three). This metric ranged from a low of 0.07 to a high of 0.51, with an average of 0.23. Amador Transit was approximately 30 percent lower than the peer average.

Exhibit 4.25 Passengers per service mile comparison (Dial-A-Ride)



With respect to operating cost per passenger, this metric ranged from a low of \$32.60 to a high of \$156.95, with an average of \$80.03. Again, Amador Transit fell in the middle of the peers, with three lower and three higher. It was approximately 37 percent lower than the peer average.

Exhibit 4.26 Operating cost per passenger comparison (Dial-A-Ride)



Evaluation by Route

Route 1: Sacramento

Route 1: Sacramento ridership has been increasing every year since the COVID-19 pandemic. FY 2024/25 is on track to continue this trend; if the average ridership is maintained throughout FY 2024/25, that year will end approximately five percent higher than FY 2023/24. Passengers per revenue vehicle hour has increased steadily since FY 2021/22, and in FY 2024/25 is 44 percent higher than FY 2021/22. Passengers per revenue vehicle mile has also steadily increased. The average number of passengers per day has risen

to 10.51 in FY 2024/25, a 59.2 percent increase over FY 2021/22. The Route 1 operating cost per passenger trip has steadily decreased as ridership has increased proportionally.

Exhibit 4.27 Route 1 ridership

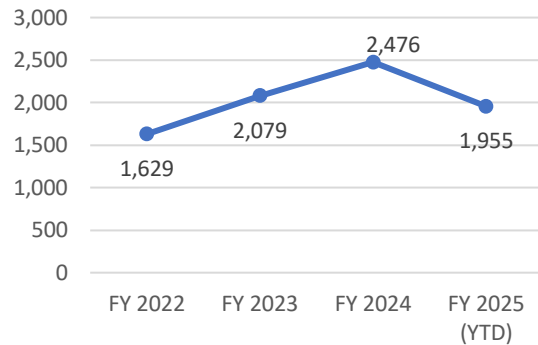


Exhibit 4.28 Route 1 passengers per revenue hour

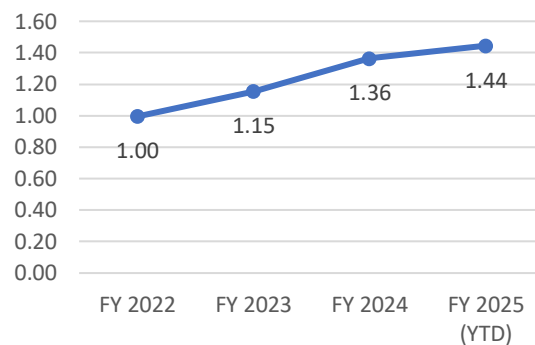


Exhibit 4.29 Route 1 passengers per revenue mile

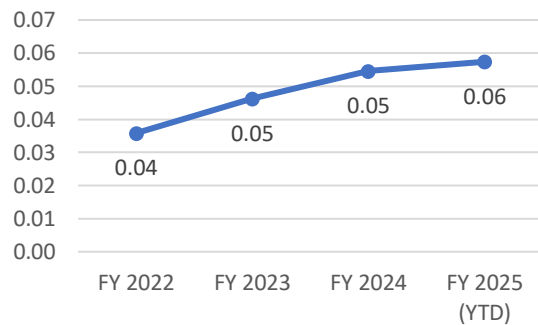


Exhibit 4.30 Route 1 average passengers per day

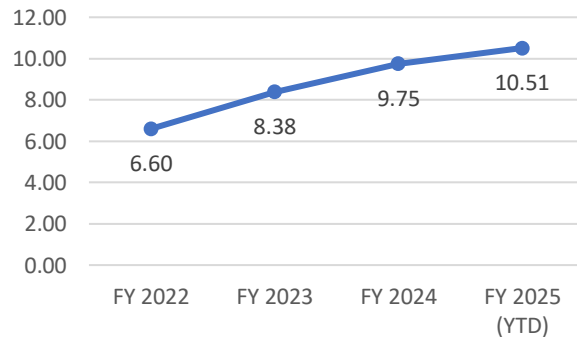
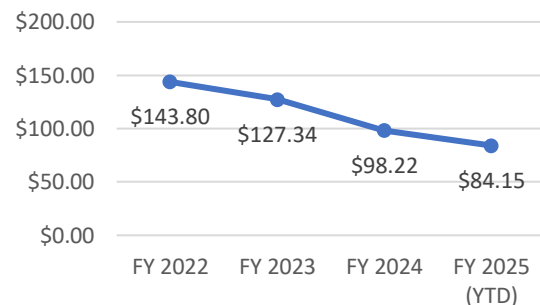


Exhibit 4.31 Route 1 operating cost per passenger



It should be noted that Route 1 was discontinued as of July 1, 2025, due to a decision by the County of Sacramento to end its subsidy of the service.

Route 1 peer comparison

Several peers were identified for comparison with three key performance metrics due to their similarities with Amador Transit's Route 1. They included the following:

- El Dorado Transit (El Dorado County)

- Sacramento Commuter: Western El Dorado County to Sacramento
- Sacramento to South Lake Tahoe Connecting Bus
- Eastern Sierra Transit Authority (Inyo/Mono counties)
 - Highway 395 Routes (four long distance routes spanning Lancaster, CA to Reno, NV)
- Humboldt Transit Authority (Humboldt County)
 - Commuter service between Eureka and Ukiah as well as other intercity services
- Lassen Rural Bus (Lassen County)
 - South County Commuter south of Susanville along Highway 395
- Mountain Transit (Big Bear Lake, San Bernardino County)
 - Route 5 “Off the Mountain” service to San Bernardino
- Placer County Transit (Placer County)
 - Placer Commuter Express route along I-80 corridor to Sacramento
- Sage Stage (Modoc County)
 - Service from Alturas to Redding, CA; Reno, NV; and Klamath Falls, OR
- Yuba-Sutter Transit (Yuba/Sutter counties)
 - Sacramento Commuter Express and Midday Express

The metrics used in this comparison included passengers per revenue service hour, passengers per revenue service mile, and operating cost per passenger. The passengers per revenue service hour metric ranged from a low of 0.80 to a high of 7.34, with a peer average of 4.19. Route 1 was the second lowest among the operators cited. A similar pattern was observed with respect to passengers per vehicle service mile. This metric ranged from a low of 0.03 to a high of 0.24, with an average of 0.13. Again, Route 1 was the second lowest. With respect to operating cost per passenger, this metric ranged from a low of \$34.57 to a high of \$151.21, with an average of \$58.14. While the second highest, Route 1 was still significantly lower than Sage Stage.

Exhibit 4.32 Passengers per service hour comparison (commuter)

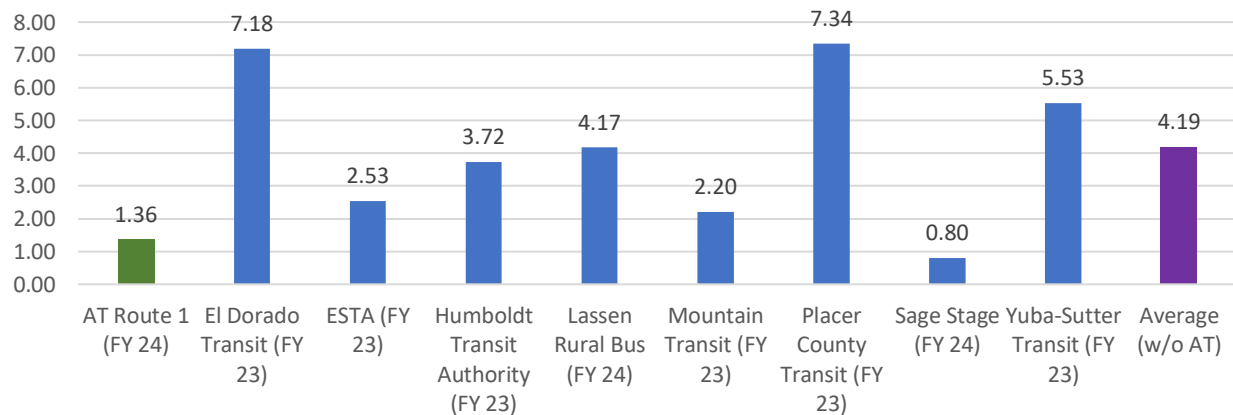


Exhibit 4.33 Passengers per service mile comparison (commuter)

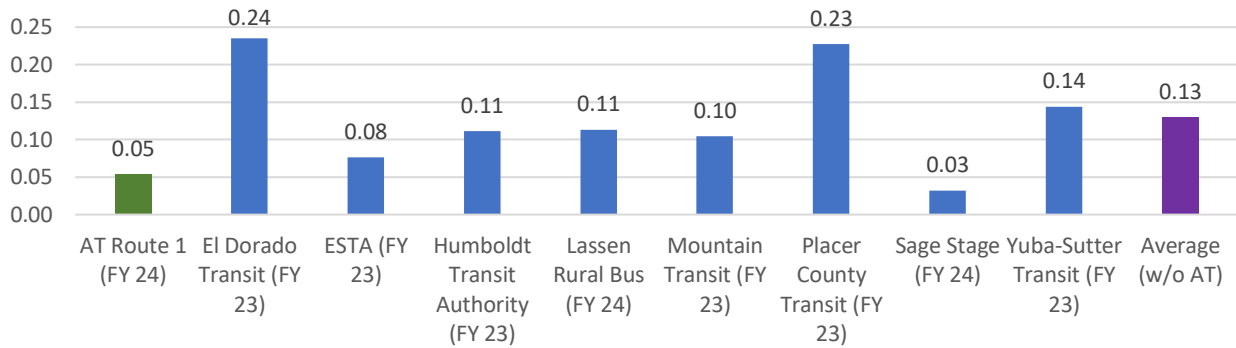
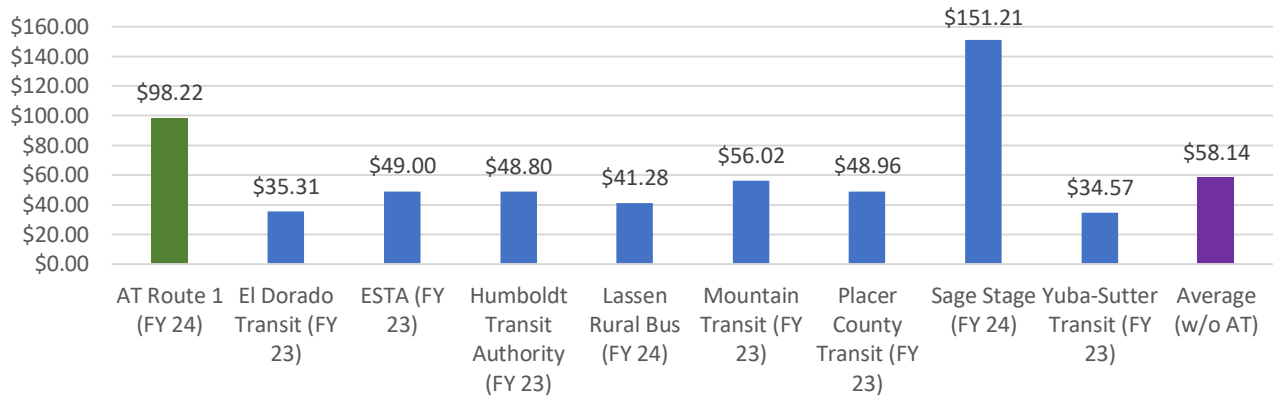


Exhibit 4.34 Operating cost per passenger comparison (commuter)



From these comparisons, it appears that Route 1 is less productive than commuter services operated by other rural transit agencies in California. However, it still provides an important service in connecting the Amador Valley to Sacramento's educational institutions, employers, and healthcare facilities. It is unknown how return-to-work orders will impact ridership on this service. Another consideration is that these metrics are continuing to improve in FY 2024/25. While it does not change Route 1's ranking among its peers, it is slowly moving toward the peer average.

It should also be noted that Route 1's performance among its peers is not markedly different than the Amador Transit system as a whole.

Route 2: Upcountry

Route 2: Upcountry ridership peaked in FY 2022/23 and has been declining in the two years since. FY 2024/25 is on track to continue this trend; if the average ridership is maintained throughout FY 2024/25, that year will end approximately seven percent lower than FY 2023/24. Passengers per revenue vehicle hour, passengers per revenue vehicle mile, and average passengers per day have followed a similar pattern. The Route 2 operating cost per passenger trip has exhibited little change across the past three years.



Exhibit 4.35 Route 2 ridership

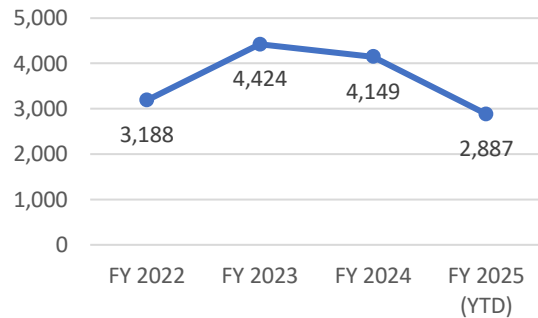


Exhibit 4.36 Route 2 passengers per revenue hour

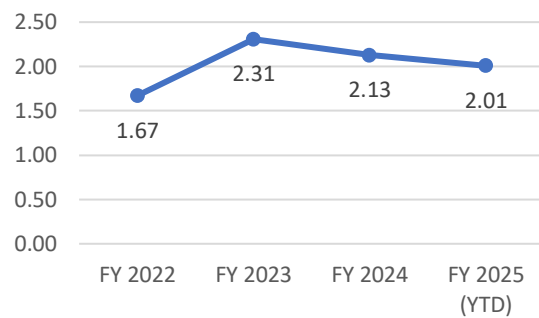


Exhibit 4.37 Route 2 passengers per revenue mile

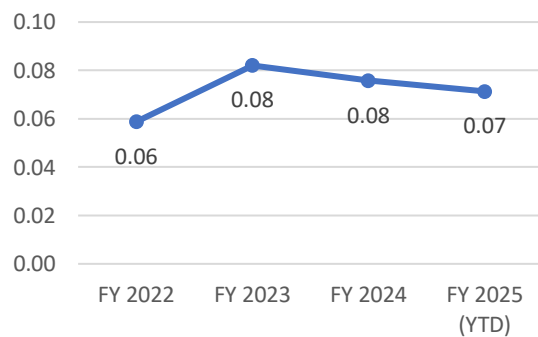


Exhibit 4.38 Route 2 average passengers per day

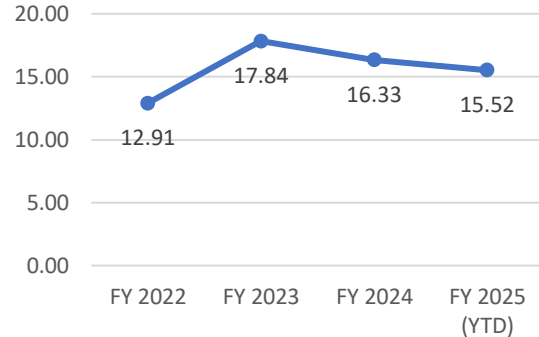
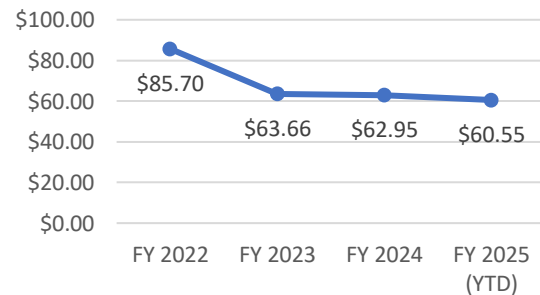


Exhibit 4.39 Route 2 operating cost per passenger



Route 3: Plymouth

Route 3: Plymouth ridership peaked in FY 2023/24 and is on track to decline in FY 2024/25; if the average ridership is maintained throughout FY 2024/25, that year will end approximately 38 percent lower than FY 2023/24. Passengers per revenue vehicle hour, passengers per revenue vehicle mile, and average passengers per day showed little change between FY 2022/23 and FY 2023/24, but decreased significantly in FY 2024/25. The Route 3 operating cost per passenger trip has increased in FY 2024/25 after decreasing between FY 2021/22 and FY 2023/24.



Exhibit 4.40 Route 3 ridership

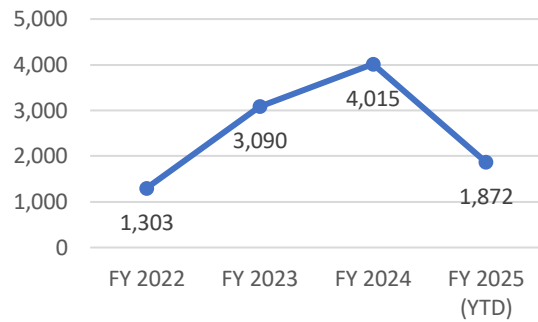


Exhibit 4.41 Route 3 passengers per revenue hour

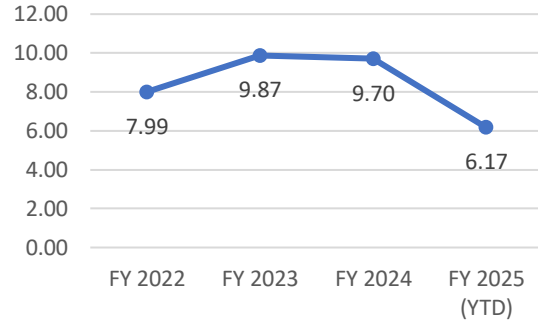


Exhibit 4.42 Route 3 passengers per revenue mile

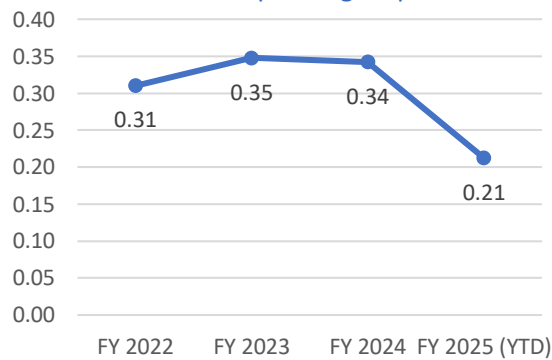


Exhibit 4.43 Route 3 average passengers per day

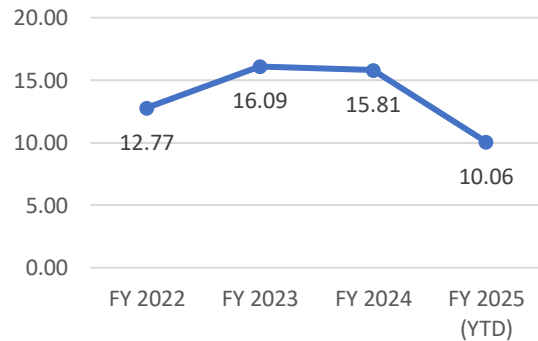
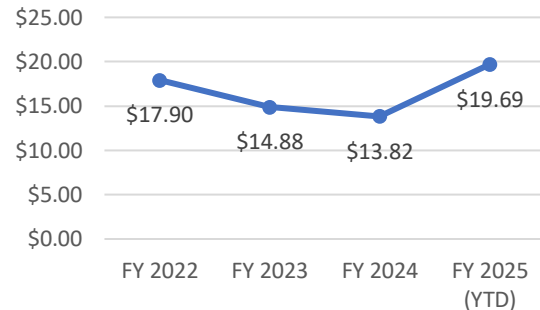


Exhibit 4.44 Route 3 operating cost per passenger



Routes 5 and 6: Sutter Creek-Jackson Shuttles A and B

Ridership on Routes 5 and 6: Sutter Creek-Jackson Shuttles peaked in FY 2023/24 and is on track to decline in FY 2024/25; if the average ridership is maintained throughout FY 2024/25, that year will end approximately nine percent lower than FY 2023/24. Passengers per revenue vehicle hour, passengers per revenue vehicle mile, and average passengers per day all experienced a significant increase in FY 2023/24, but decreased significantly in FY 2024/25. The Route 5 and 6 operating cost per passenger trip has decreased steadily since FY 2022/23.



Exhibit 4.45 Routes 5/6 ridership

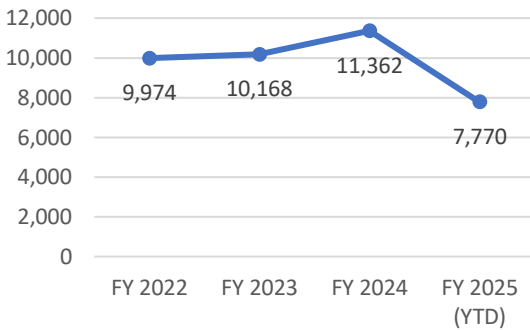


Exhibit 4.46 Routes 5/6 passengers per revenue hour

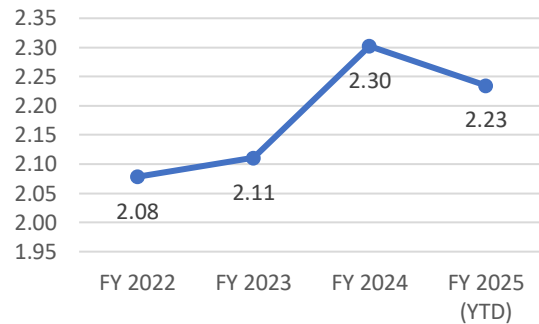


Exhibit 4.47 Routes 5/6 passengers per revenue mile

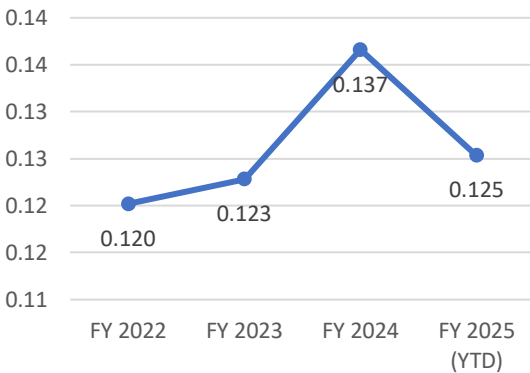


Exhibit 4.48 Routes 5/6 average passengers per day

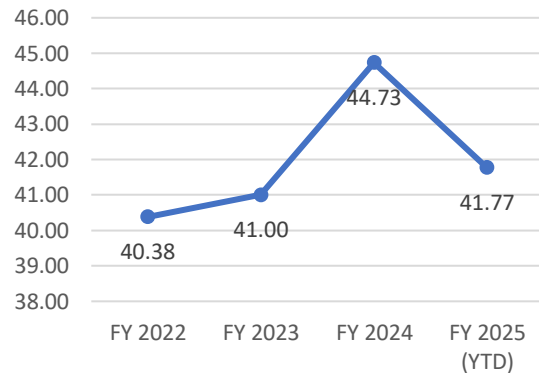
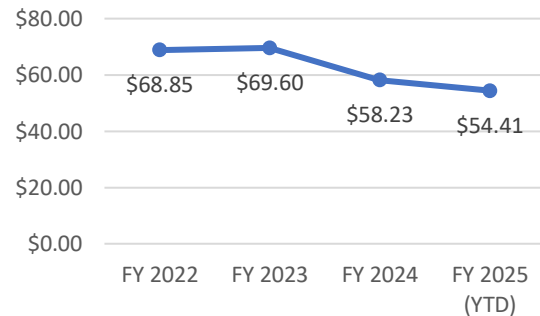


Exhibit 4.49 Routes 5/6 operating cost per passenger



Route 7: lone

Route 7: lone ridership has been increasing every year since the COVID-19 pandemic. FY 2024/25 is on track to be roughly equal to FY 2023/24. Passengers per revenue vehicle hour, passengers per revenue vehicle mile, and average passengers per day reflect a similar pattern, with greater increases between FY 2021/22 and FY 2023/24 and little change in FY 2024/25. The Route 7 operating cost per passenger trip has decreased steadily since FY 2021/22.



Exhibit 4.50 Route 7 ridership

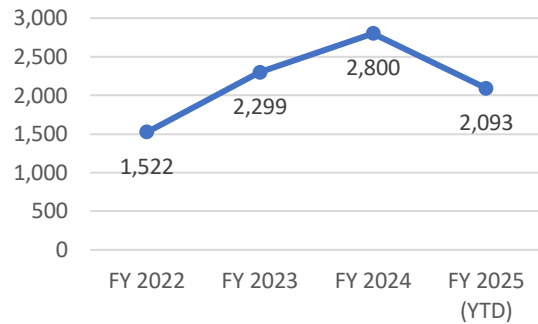


Exhibit 4.51 Route 7 passengers per revenue hour

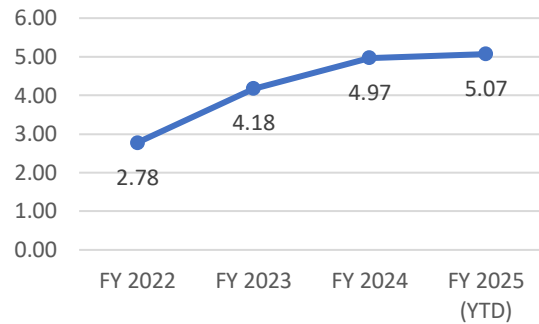


Exhibit 4.52 Route 7 passengers per revenue mile

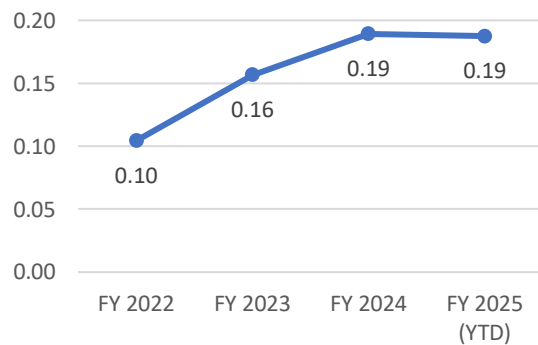


Exhibit 4.53 Route 7 average passengers per day

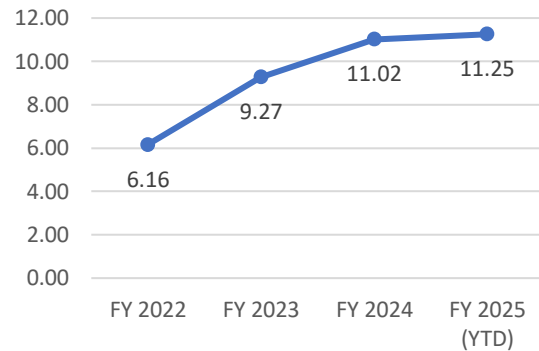
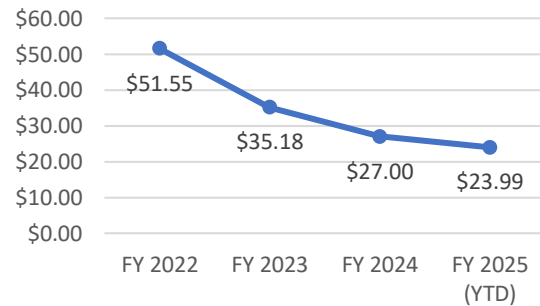


Exhibit 4.54 Route 7 operating cost per passenger



Local fixed-route peer comparison

Several peers were identified for comparison with three key performance metrics due to their similarities with Amador Transit's local fixed-route service (which includes all fixed routes except for Route 1). They included the following:

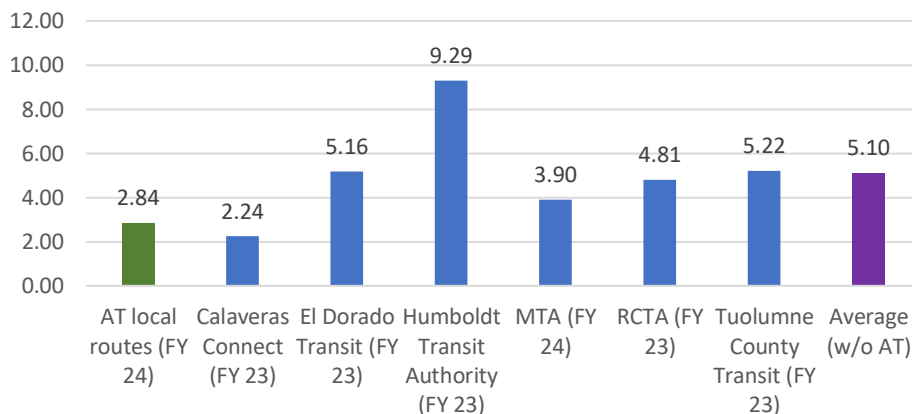
- Calaveras Connect (Calaveras County)
 - Two local fixed routes (Monday through Friday)
 - One local fixed route (Saturday)

- El Dorado Transit (El Dorado County)
 - Five local fixed routes (Monday through Friday)
 - Two local fixed routes (Saturday)
- Humboldt Transit Authority (Humboldt County)
 - Two local fixed routes
- Mendocino Transit Authority (Mendocino County)
 - Nine fixed routes
- Redwood Coast Transit Authority (Del Norte County)
 - Six fixed routes
- Tuolumne County Transit (Tuolumne County)
 - Four fixed routes

(Note: Several peers cited as part of the commuter peer comparison were excluded from this comparison given their local service serves a resort community. As a result, their local fixed-route service is not sufficiently comparable to Amador Transit.)

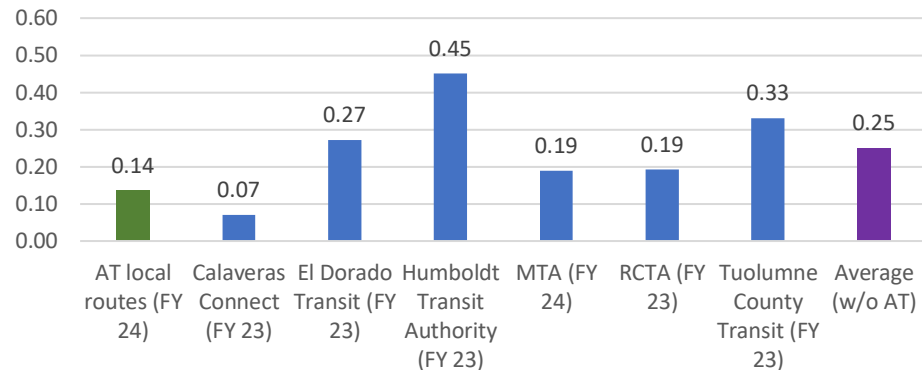
The metrics used in this comparison included passengers per revenue service hour, passengers per revenue service mile, and operating cost per passenger. The fixed-route passengers per revenue service hour metric ranged from a low of 2.24 to a high of 9.29, with an average of 5.10. Amador Transit was the second lowest among the peers, and 44 percent lower than the peer average.

Exhibit 4.55 Passengers per service hour comparison (fixed-route)



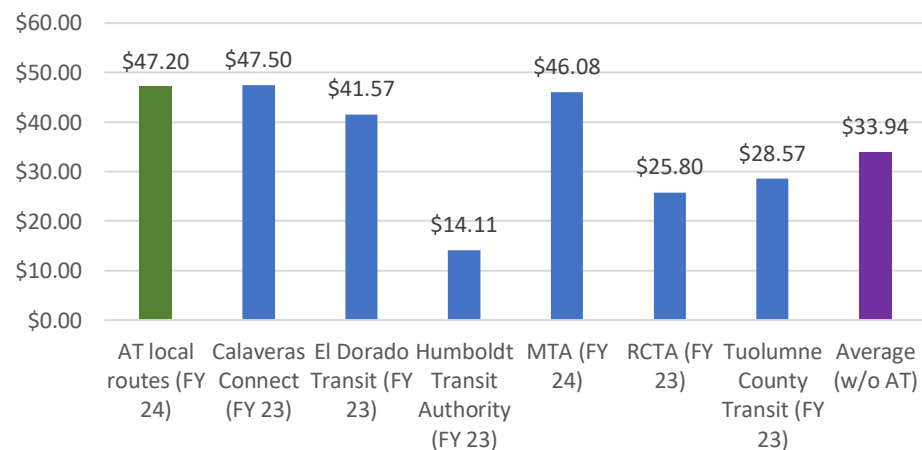
A similar pattern was observed with respect to passengers per vehicle service mile. This metric ranged from a low of 0.07 to a high of 0.45, with an average of 0.25. Again, Amador Transit was the second lowest, and 44 percent lower than the peer average.

Exhibit 4.56 Passengers per service mile comparison (fixed-route)



With respect to operating cost per passenger, this metric ranged from a low of \$14.11 to a high of \$47.50, with an average of \$33.94. Amador Transit had the second highest cost per passenger, though was only slightly (2.4 percent) higher than Mendocino Transit Authority. It was approximately 39 percent higher than the peer average.

Exhibit 4.57 Operating cost per passenger comparison (fixed-route)



Overview of Fleet

Amador Transit's current revenue fleet consists of eight vans and 14 cutaway-style buses. All of the vans are gas-powered (two are hybrid-gas vehicles). Seven of the buses are diesel-powered while the remainder are gas-powered. The non-revenue fleet includes two service trucks and one Suburban.



Age of the vans ranges from one to 10 years. Only one had exceeded 100,000 miles as of December 31, 2024. Age of the buses ranges from one to 16 years. Six had exceeded 150,000 miles as of December 31, 2024. The oldest vehicle had nearly 300,000 miles accrued at the end of CY 2024.



The smaller cutaway buses carry 16 passengers and each has two or three wheelchair positions. The larger cutaway buses carry 26 passengers and each has three wheelchair positions. Vans and smaller cutaways are used for Dial-A-Ride. Both smaller and larger cutaways are used for fixed-route service.

Exhibit 4.58 Amador Transit revenue fleet

Vehicle #	Model Year	Vehicle Type	Make/Model	Fuel	PAX + WC	Mileage (12/31/24)
201	2015	Van	Dodge Caravan/Braun Entervan	Gas	5 + 1	76,556
202	2015	Van	Dodge Caravan/Braun Entervan	Gas	5 + 1	84,086
203	2017	Van	Dodge Caravan/Braun Entervan	Gas	5 + 1	83,763
204	2019	Van	V-Ford Transit 350EL	Gas	8 + 2	126,398
205	2022	Van	V-Ford Transit 350EL	Gas	8 + 2	35,616
206	2022	Van	Toyota Sienna	Hybrid Gas	3 + 1	18,101
207	2022	Van	Toyota Sienna	Hybrid Gas	3 + 1	11,588
208	2024	Van	V-Ford Transit 350EL	Gas	8 + 2	246
302	2013	Bus	Chevrolet Glaval Titian II	Diesel	16 + 3	179,924
303	2023	Bus	Ford Glaval E-450	Gas	16 + 2	3,369
403	2013	Bus	Chevrolet Glaval Titian II	Diesel	16 + 3	219,824
405	2009	Bus	Ford Glaval E450	Gas	16 + 2	299,891
406	2019	Bus	Ford Glaval E450	Gas	16 + 2	112,860
407	2023	Bus	Ford Glaval	Gas	16 + 2	20,781
408	2024	Bus	Ford Glaval	Gas	16 + 2	8,177
409	2024	Bus	Ford Glaval	Gas	16 + 2	7,081
410	2024	Bus	Ford Glaval	Gas	16 + 2	6,142
504	2014	Bus	Freightliner S2C Glaval	Diesel	26 + 3	187,027
505	2017	Bus	Freightliner S2C Glaval	Diesel	26/18 + 3	143,974
506	2017	Bus	Freightliner S2C Glaval	Diesel	26/18 + 3	149,693
507	2017	Bus	Freightliner S2C Glaval	Diesel	26/18 + 3	184,041
508	2017	Bus	Freightliner S2C Glaval	Diesel	26/18 + 3	156,574

Exhibit 4.59 Amador Transit non-revenue fleet

Vehicle #	Model Year	Vehicle Type	Make/Model	Fuel	PAX + WC	Mileage (12/31/24)
101	2004	SUV	Chevrolet Suburban	Gas	6 + 0	162,806
102	2015	Truck	F450 4x4	Gas	3 + 0	26,856
103	1998	Truck	Ford Ranger	Gas	3 + 0	112,096

Overview of Facilities

Amador Transit has two primary facilities: the Amador Transit operations and maintenance facility and the Sutter Hill Transit Center. AT also has fixed-route bus stops located throughout Amador County.

Operations and Maintenance Facility

The Amador Transit operations and maintenance facility is located at 11400 American Legion Drive in Jackson. Office hours at the facility are Monday through Friday from 8:00 a.m. to 4:30 p.m.

The facility, built in approximately 1991, features office space (including a reception/customer service area) and two maintenance bays. Office space includes private offices, conference room, break room, locker room, and restroom. Office space for the maintenance shop manager is located in a temporary building. The shop mechanic has a desk in the shop area.



The attached maintenance facility includes two maintenance bays. One bay features a stationary lift, though its use is limited to the smaller vehicles as lifting the larger vehicles will cause them to impact the ceiling. A portable lift is used for the larger vehicles.



Outside facilities include a covered break area, parking lot/uncovered vehicle storage, and a wash bay. The wash bay is capped on water usage. This has led to AT having pay to wash vehicles at a local car wash during a couple of months out of the year. In addition, the parking lot exit is washing away due to an uphill drainage issue.



Fleet vehicles are stored in the parking lot as well as in a driveway in the back of the facility. The building or parking area, which also provides employee and customer parking, is bordered on all sides by roads or businesses. The back of the property abuts

a hill with the Food Pantry at the top. Five vehicles (primarily Dial-A-Ride and Amador Rides) are stored on the neighboring American Legion Post property at all times.

The current building is fully paid for. AT previously considered a nearby property/facility that would have been ideal, but was priced at \$4 million. The property was ultimately sold to another buyer.



The current facility includes no room for expansion or to support transition to a zero-emission fleet. All fueling is done at the Pacific Pride cardlock station located at 11281 State Highway 88 in Jackson. There is no alternative fuel infrastructure in the county. At one time, there were diesel tanks located at the airport, but they are no longer used.

Sutter Hill Transit Center

The Sutter Hill Transit Center is located at 115 Valley View Way in Sutter Creek on approximately 4.5 acres. The transit center property consists of the transit center building, two public parking lots, a City park, and the Amador County Transportation Commission (ACTC) offices and teleconference center. Development of the facility, which was completed in 2012, was a joint effort between Amador Transit and ACTC. It was funded entirely by state and federal grants and was one of the first rural transit oriented development (TOD) projects in the state.

The staffed customer service office at the Transit Center is open Monday through Friday from 8:00 a.m. to 4:30 p.m.

Public parking at the facility includes 44 free spaces as well as two electric vehicle chargers. One charger is located in the upper parking lot (east of the transit center) and the other in the lower parking lot (west of the transit center). The charger in the lower parking lot was out of service at the time of the site visit; the status of the charger in the upper parking lot is currently operational. ACTC is working on funding to replace the charger in the lower parking lot.





Fixed-route bus stops

Fixed-route bus stops are located throughout the service area. The majority of stops (approximately 85 percent) are marked with a bus stop sign identifying the route serving the stop, as well as an info-post with service information. Other signage may also be present. Some stops feature a shelter, while others have no seating or only a bench. A variety of different shelter styles is used. Some stops in the more rural locations were difficult to locate and did not appear to be signed. Stops in downtown Sacramento typically are not signed.





The Path to Zero-Emission

In 2019, the California Air Resources Board (CARB) passed its Innovative Clean Transit (ICT) regulation requiring a gradual replacement of conventionally fueled vehicles with zero-emission vehicles by all transit agencies in the state. For a small transit agency such as Amador Transit, one-quarter of all new vehicle purchases beginning in 2026 would need to be zero-emission, and all new vehicles purchased beginning in 2029 would need to be zero-emission. CARB defines a zero-emission bus as one that has zero tailpipe emissions and is either a battery electric bus or hydrogen fuel cell electric bus.

Battery-Electric Buses (BEBs)

CARB defines a battery-electric bus as a bus that has an all-electric propulsion system and relies only on batteries to store electricity received from an external power source. A battery-electric bus has no internal combustion engine and has zero tailpipe emissions. Battery-electric buses can be equipped with batteries of varying storage capacities, which determine how far they can travel on a charge. Recharging the batteries requires being connected to an external charger for a period of time, during which the vehicle cannot be operated.

As discussed in *Electrifying Transit: A Guidebook for Implementing Battery Electric Buses*¹ (BEB), rechargeable batteries onboard the vehicle store “power” as chemical energy, then convert the chemical energy to electricity when needed. Batteries are described using two metrics: energy capacity (kWh) and power (kW). Power (kW) identifies the amount of instantaneous work able to be performed by the battery. Energy (kWh) describes the exercise of that power over a period of time.

The energy capacity of a BEB (in kWh) can be likened to the fuel tank size of diesel buses. BEB range is determined by battery capacity, battery age, and environmental factors. BEB batteries range from 50 kWh to 738 kWh of capacity. Batteries degrade naturally over time. However, high usage and high temperatures can impact degradation. Most warranties cover 12 years. Environmental factors such as terrain, weather, temperature, and operator driving style can also impact the range of the BEB.

The length of time required to charge a BEB is dependent on the type of charger as well as the energy capacity of the battery. The type of charger is determined based on the location, whether it is at a depot (plug-in) or used as on-route charging station (inductive). Depot charging refers to plug-in charging infrastructure located where the buses are stored when not in use. Depot charging typically occurs overnight and can range from one to eight hours to charge, with most BEBs completing a full charge in five hours. The depot charging power supply ranges from 40 kW of power to more than 200 kW, with most requiring 100 kW or less. Inductive charging is typically installed at locations where vehicles dwell for 10 minutes or more, such as transit centers. The batteries charge wirelessly to extend the vehicle’s range by a few additional miles for each 10 minutes of charging time.

Electric Charging Infrastructure

BEB operators can opt for on-route (inductive) charging, depot charging, or a combination of the two. On-route (inductive) charging requires faster, more expensive chargers with the power of 350kW+. Depot charging is slower, charging while buses are parked overnight at the depot. A study published in 2022 by Atlas Public Policy found most BEB operators choose to charge their buses as much as possible at the depot, thereby limiting on-route charging. Obstacles for on-route charging include acquiring land and rights of way, potential vandalism, collisions from other vehicles in public spaces, complaints from the community/residents, and chargers shutting off below 20 degrees Fahrenheit, according to the study².

There are three standard types/levels of electric vehicle chargers. Level 1 chargers are typically used for home charging of light-duty electric vehicles as well as at commercial (retail) charging stations. For Level 1, the vehicle is plugged into a standard 120 volt outlet, and the battery is fully charged to a range of approximately 124 miles in approximately 20 hours (from empty). Level 2 chargers, which may also be installed at home or at a retail charging station, use a 240 volt outlet and can charge an empty battery to a range of 124 miles in approximately five hours. Level 3 chargers, also called DC fast chargers, reduce the charging time even further, although not all electric vehicles can use them.³ (Tesla also has superchargers that can recharge up to 200 miles in 15 minutes.)

¹ Aamodt, Alana, et al. *Electrifying Transit: A Guidebook for Implementing Battery Electric Buses*. National Renewable Energy Laboratory, <https://www.nrel.gov/docs/fy21osti/76932.pdf>.

² Lepre, Nicole, et al. *Deploying Charging Infrastructure for Electric Transit Buses*. Atlas Public Policy, June 2022, <https://atlaspolicy.com/wp-content/uploads/2022/05/Deploying-Charging-Infrastructure-for-Electric-Transit-Buses.pdf>.

³ <https://chargehub.com/en/electric-car-charging-guide.html>

Hydrogen Fuel Cell Electric Buses (FCEBs)

A hydrogen fuel cell electric vehicle is an electric bus that uses a hydrogen fuel cell and battery for propulsion. Rather than plugging the battery into an external charging source, the hydrogen fuel cell generates electricity onboard to charge the battery that powers the propulsion system. A fuel cell electric bus has no internal combustion engine and has zero tailpipe emissions. The fuel cell draws hydrogen from the onboard hydrogen tank to create its energy supply.

Hydrogen Fueling Infrastructure

Hydrogen is typically delivered to a local refueling station in a specialized vehicle. It can also be generated on-site by separating water into hydrogen and oxygen using a reformer. Hydrogen can also be transported through pipes or supplied as a by-product of industrial processes.

If the hydrogen comes in liquid form, it must first be converted into gas before it can be used. To do so the liquid passes through vaporizing towers where it is heated until the liquid is converted into gas. Before hydrogen enters a vehicle, it must be compressed to high pressures. To prevent expansion and maintain energy density while pumping at high pressures, hydrogen must be cooled through a heat exchanger before it passes through a pump. Cooling prevents the vehicle's on-board tanks from overheating, which speeds up refueling.

There are three forms of distribution for the fuel: pipeline, high-pressure tube trailers, and liquefied hydrogen tankers. There are only 1,600 miles of pipelines for hydrogen delivery currently available. These pipelines are located near large petroleum refineries and chemical plants in Illinois, California, and on the Gulf Coast. High-pressure tube trailers are usually used for transporting compressed hydrogen gas less than 200 miles. Tankers can also be used to transport liquid hydrogen across long distances.

Hydrogen refueling stations typically include gas storage, compression, and dispensing equipment to refuel vehicles according to internationally agreed protocols⁴. Hydrogen can be produced on location or delivered to the usage (fueling) point. According to the National Renewable Energy Lab, it takes approximately 10 minutes to refuel a hydrogen fuel cell bus.

Zero-Emission Considerations

Several factors influence a transit operator's decision as to what type of zero-emission technology to pursue. Some operators are able to utilize a single power type, while others many need to utilize a mixed-power fleet.

There are advantages and disadvantages to each fuel type (battery-electric and hydrogen fuel cell), and neither is a clear "winner" over the other. These are detailed in Exhibit 4.60.

⁴ "Hydrogen Infrastructure." H2Haul, <https://www.h2haul.eu/hydrogen-infrastructure/#:~:text=Specific%20technical%20components%20are%20necessary,dispensers%20for%20delivering%20the%20fuel.>

Exhibit 4.60 Advantages and disadvantages of zero-emission fuel types

	Electric	Hydrogen
Advantages	<ul style="list-style-type: none"> • Some electric vehicle charging infrastructure already in place in Amador County • Programs currently in place to assist with electrical infrastructure development and construction • Programs currently in place to assist with BEB vehicle purchases 	<ul style="list-style-type: none"> • Fueling is fast (typically 6-10 minutes) • Longer vehicle range (can make longer roundtrips without needing mid-route fueling) • Partnerships with hydrogen suppliers may be available for temporary fueling facility • A single fueling facility can be used for all vehicles • More likely to result in a 1:1 replacement for existing vehicles
Disadvantages	<ul style="list-style-type: none"> • Fueling is time-consuming • High-power DC fast chargers are not always readily available • Space is needed to install multiple chargers • Vehicle range can be limited and may not meet the transit operator's needs (depending on battery storage) • Vehicle range is variable depending upon route conditions and driver skill • Not likely to result in a 1:1 replacement for existing vehicles 	<ul style="list-style-type: none"> • Limited access to fueling infrastructure (one commercial station in West Sacramento) • Space would be needed for a fueling facility • High up-front cost to develop a fueling facility • Potentially high transportation cost to have fuel delivered • Vehicle range is variable depending upon route conditions and driver skill

Chapter 5 | Public Engagement

Introduction

Chapter 5 presents a summary of transit customer and community feedback regarding current services provided by Amador Transit as well as mobility needs and preferences within Amador County. The end-use of the data is the identification of cost-effective strategies to address the community's current and future mobility needs.

In total, four surveys were conducted: a survey of local fixed-route riders, survey of commuter bus (Route 1) riders, survey of paratransit (dial-a-ride) users, and survey of the community at-large. All survey instruments are provided in Appendix A.

Local Fixed-Route Customer Survey Analysis

Working collaboratively with Amador County Transportation Commission (ACTC) staff, Moore & Associates created a 27-question survey instrument. The survey included questions regarding the rider's overall travel behavior and travel patterns, mobility needs and priorities, perceptions and satisfactions specific to Amador Transit's local fixed-route service, and basic demographic information.

A survey instrument was produced in both English and Spanish to encourage the broadest possible participation.

Given the relatively modest local fixed-route ridership, we opted for a "coverage" approach rather than establishing numerical sampling targets for each route. By making the survey available across all routes across a typical service week, we believe the average local service rider had at least one opportunity to participate. Additional participation tactics include a postage-paid response option and inclusion of a random drawing for a series of 50-dollar VISA gift cards. A survey sample of 56 was realized. This translates to 74 percent of the average daily ridership in March 2025.

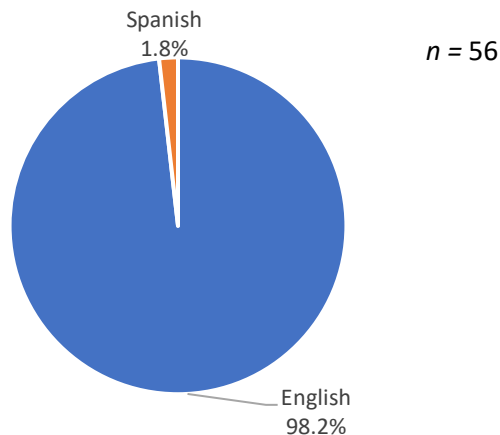
The survey was fielded via two complementary methods: self-administered (while onboard an AT vehicle) and online (subsequent to completing the observed ride).

The following analysis examines each survey question and includes data cross-tabulations where appropriate.

Survey language

The local fixed-route survey was available in both English and Spanish. Ninety-eight percent of participants chose to complete the survey in English. This data point is supported by the results of Question 25, wherein 82 percent of respondents indicated speaking English "very well." This suggests English comprehension does not present a barrier to transit use in Amador County.

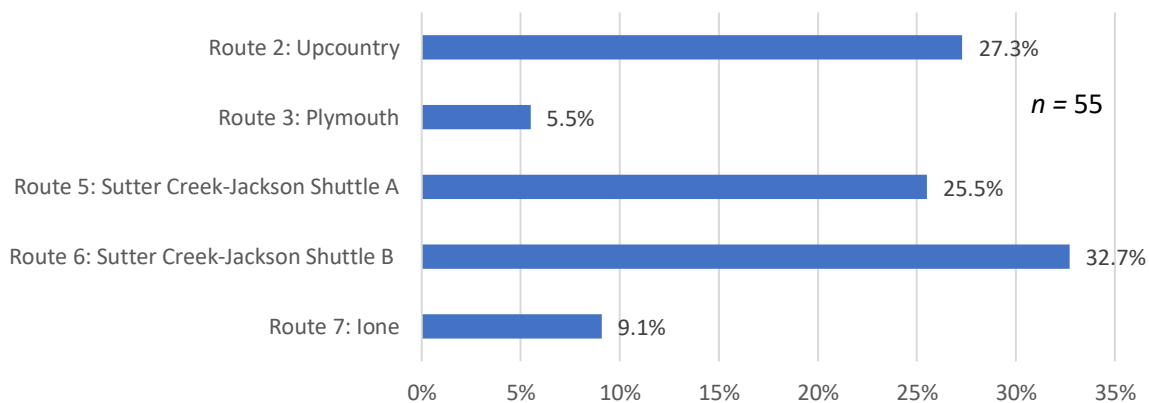
Exhibit 5.1 Local fixed route: Survey language



Question 1. Which route are you riding?

At the time of survey fielding, Amador Transit operated five local fixed-route routes. Routes 5 and 6 typically attract the greatest ridership. These two routes are paired and provide service in Jackson and Sutter Creek. Therefore, it was not surprising that slightly more than half of all survey participation came from those two routes.

Exhibit 5.2 Local fixed route: Route



Question 2. At which bus stop did you board the bus today?

At the time of survey fielding, Amador Transit had approximately 68 bus stops specific to its local fixed-route service.

Boarding activity was noted across all routes and route segments. That said, five bus stops were cited most frequently: 1) Petkovich Park (100 Water Street, Jackson), 2) Save Mart (11980 State Highway 88, Jackson), 3) CVS (515 State Highway 49, Jackson), 4) Jackson Hills Apartments (300 New York Ranch Road, Jackson), and 5) Detert Park.



Exhibit 5.3 Local fixed route: Boarding bus stop

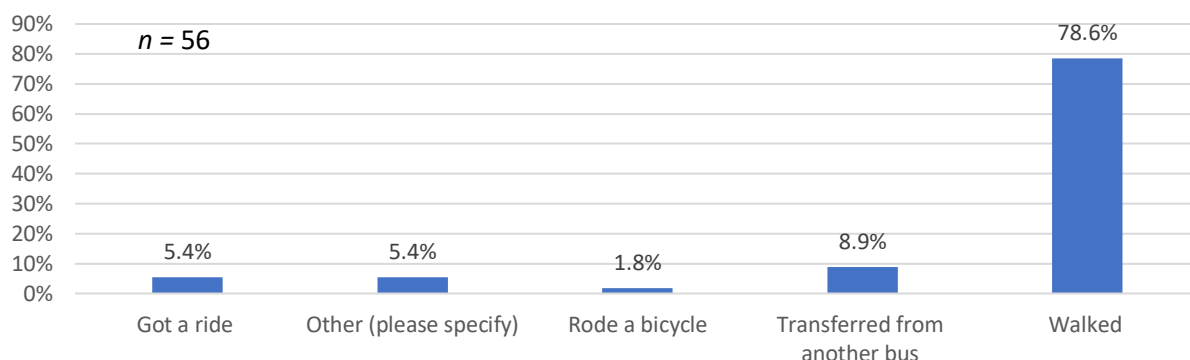
Bus stop cited	Trip Generator(s) or Address	AT Bus Stop Name	Frequency
12548 Kennedy Flat Road	El Campo Casa Resort, Jackson	Save Mart/Dollar Tree, Jackson	1
900 Broadway Street	Meadows II Apartments, Jackson	Broadway & Clinton, Jackson	1
Amador County Library	530 Sutter Street, Jackson	Detert Park/Pool, Jackson	1
Amador Pines		Amador Station	1
Broadway	Jackson	Multiple stops	1
Buckhorn Ridge & Prospect	Pioneer	Buckhorn Ridge Loop (Pioneer Park), Pioneer	2
CVS	515 State Highway 49, Jackson	CVS, Jackson	4
Detert Park	State Highway 49/88, Jackson	Detert Park, Jackson	2
Elks Lodge	12500 Kennedy Flat Road, Jackson	Save Mart/Dollar Tree, Jackson	1
Gayla Drive	Pine Grove	Gayla Drive, Pine Grove	1
Grocery Outlet	9 State Highway 49, Jackson	Grocery Outlet, Jackson	1
Ione Park and Ride	127 W. Main Street, Ione	Ione Park & Ride, Ione	1
Jackson Gate Road	Jackson	Jackson Gate Apartments, Jackson	1
Jackson Hills Apartments	300 New York Ranch Road, Jackson	Jackson Hills Apartments, Jackson	4
Kamps Propane	22479 State Highway 88, Pioneer	Red Corral, Pioneer	1
McGee Park	Main Street, Plymouth	City Park, Main Street, Plymouth	1
New York Ranch Road & Court Street	Kit Carson Nursing & Rehabilitation Center, Amador County Administration Center, AssistCare	Court Street Medical Complex, Jackson	1
North Main Street	Jackson	Detert Park/Pool, Jackson	1
Petkovich Park	100 Water Street, Jackson	Petkovich Park	7
Pine Grove			1
Ridge Rd Garden Center	18815 Ridge Road, Pine Grove	Ridge Road Garden Center, Pine Grove	1
Save Mart	11980 State Highway 88, Jackson	Save Mart/Dollar Tree, Jackson	3
Scottsville Blvd	Jackson	Scottsville Blvd., Jackson	1
Sierra Wind Wellness & Recovery Center	10354 Argonaut Lane, Jackson	Argonaut & Westview, Jackson	1
Sugar Pine		Mace Meadows/Sugar Pines, Buckhorn	1
Sutter Amador Hospital	200 Mission Boulevard, Jackson	Sutter/Amador Hospital, Jackson	1
Sutter Hill Transit Center	115 Valley View Way, Sutter Creek	Sutter Hill Transit Center, Sutter Creek	1
Tabeaud Rd	Pine Grove		1
Walgreens	475 State Highway 49, Sutter Creek	Walgreens, Sutter Creek	1
Walmart	10355 Wicklow Way, Jackson	Walmart, Jackson	1

Question 3. How did you travel to the bus stop where you boarded THIS bus?

In terms of topography, Amador County is rather hilly. While some sidewalks are present, they tend to be focused on commercial areas and within some residential areas.

Not surprisingly, nearly 80 percent of respondents indicated walking to the bus stop at which they began the observed trip. An additional nine percent indicated making a transfer from another Amador Transit bus.

Exhibit 5.4 Local fixed route: Access mode to boarding bus stop



Question 4. At which bus stop will you end THIS ride?

Alighting activity was noted across all routes and route segments. That said, four bus stops were cited most frequently: 1) Sutter Hill Transit Center, 2) CVS, 3) Petkovich Park, and 4) Save Mart/Dollar Tree.

Exhibit 5.5 Local fixed route: Alighting bus stop

Bus stop cited	Trip Generator(s) or Address	AT Bus Stop Name	Frequency
445 Preston Avenue	lone	lone Park & Ride, lone	1
Amador County Department of Social Services	10877 Conductor Boulevard, Sutter Creek	Health and Human Services, Sutter Creek	2
Amador County Mental Health	10877 Conductor Boulevard, Sutter Creek	Health and Human Services, Sutter Creek	1
American Legion Dr & Airport Way	American Legion Post, Amador Transit	Walgreens, Sutter Creek	1
Argonaut Ln.	Jackson	Argonaut & Westview, Jackson	2
Buckhorn Ridge & Prospect	Pioneer	Buckhorn Ridge Loop (Pioneer Park), Pioneer	1
The Arc	75 Academy Drive, Sutter Creek	The Arc, Sutter Creek	1
Burger King	11950 State Highway 88, Jackson	Save Mart/Dollar Tree, Jackson	1
CVS	515 State Highway 49, Jackson	CVS, Jackson	4
Detert Park	State Highway 49/88, Jackson	Detert Park, Jackson	2
Dollar Tree	11986 State Highway 88, Jackson	Save Mart/Dollar Tree, Jackson	2
Grocery Outlet	9 State Highway 49, Jackson	Grocery Outlet, Jackson	1

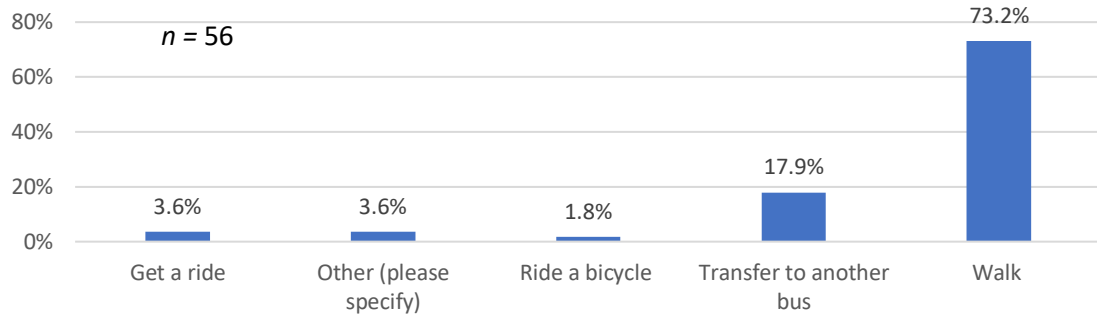


Bus stop cited	Trip Generator(s) or Address	AT Bus Stop Name	Frequency
Jackson Gate Road	Jackson	Jackson Gate Apartments, Jackson	1
Library			1
Main Street	Jackson	Detert Park/Pool, Jackson	1
McDonalds	12201 Trade Center Drive, Jackson	Staples, Jackson	1
New York Ranch Road & Court Street	Kit Carson Nursing & Rehabilitation Center, Amador County Administration Center, AssistCare	Court Street Medical Complex, Jackson	2
O'Reilly Auto Parts	12440 Jackson Gate Road, Jackson	Staples, Jackson	1
Petkovich Park	100 Water Street, Jackson	Petkovich Park	3
Pioneer			1
Pioneer Post Office	24282 State Highway 88, Pioneer	Pioneer Post Office, Pioneer	1
Rancheria Gas Station	10690 Dalton Road, Jackson	Rancheria Gas Station	1
Ridge Rd Garden Center	18815 Ridge Road, Pine Grove	Ridge Road Garden Center, Pine Grove	1
Rollingwood Dr.	Jackson	Rolling Wood/Kennedy Meadows	1
L Street & 9 th Street	Sacramento	Capitol Mall between 8 th and 7 th	1
Save Mart	11980 State Highway 88, Jackson	Save Mart/Dollar Tree, Jackson	3
Spanish Street			1
Staples	12060 Industry Boulevard, Jackson	Staples, Jackson	2
Sutter Amador Hospital	200 Mission Boulevard, Jackson	Sutter/Amador Hospital, Jackson	1
Sutter Hill Transit Center	115 Valley View Way, Sutter Creek	Sutter Hill Transit Center, Sutter Creek	5
Walmart	10355 Wicklow Way, Jackson	Walmart, Jackson	1

Question 5. How will you travel to your final destination once you get off THIS bus?

Similar to means of access to the trip starting or origin point, 73 percent of respondents indicated walking as a means of travel (from bus stop to final destination). An additional 18 percent indicated making a transfer to another Amador Transit bus.

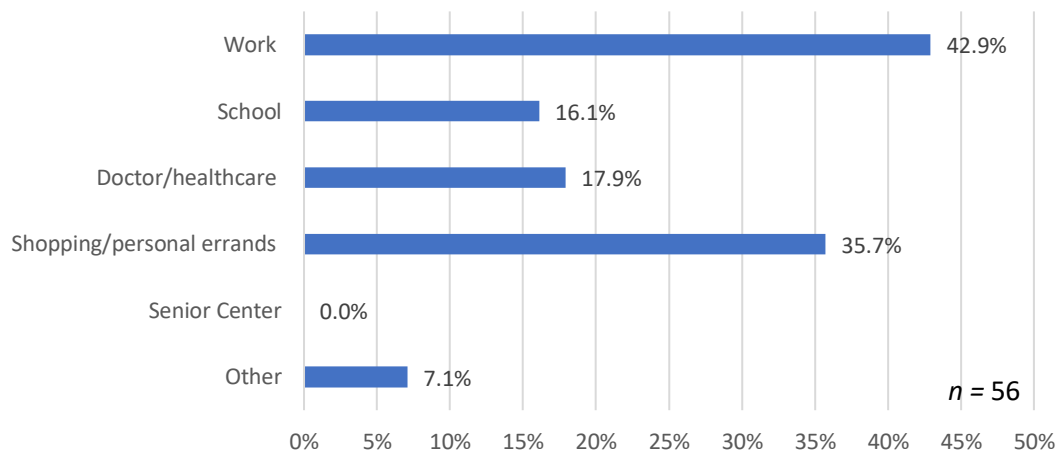
Exhibit 5.6 Local fixed route: Access mode to final destination



Question 6. What is your most frequent destination when riding Amador Transit?

Amador Transit customers ride for a variety of purposes. Some trips are made relatively frequently (see responses to Question 9), while others are made less often. Six response options were provided including “Other” (which allowed the respondent to identify a specific location or trip purpose). Perhaps not surprising was identification of “work” as the most common/frequent destination (43 percent). This was followed by “shopping/personal errands” (36 percent). “School” ranked fourth (16 percent), perhaps not unexpected given the Amador County USD operates a robust home-to-school transportation service.

Exhibit 5.7 Local fixed route: Frequent destination



Note: Total equals more than 100 percent given survey participants could select more than one response option.

Other	Frequency
Detert Park	1
Old Jackson	1
Plymouth	1
The Arc	1

Question 7. How did you pay your fare for THIS trip?

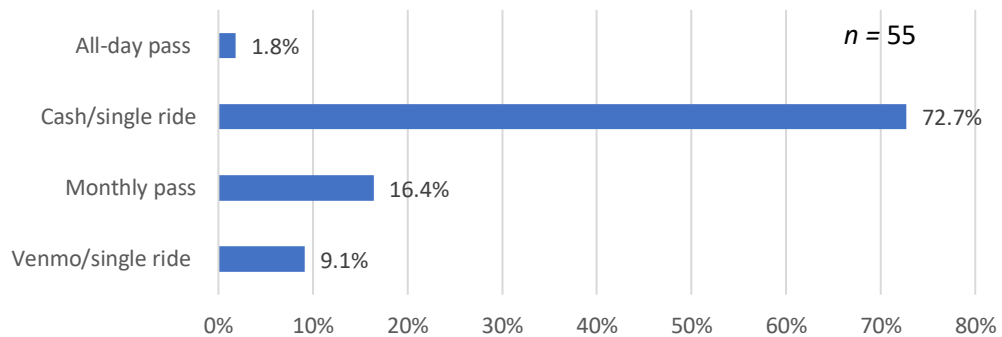
At the time of the survey, the adult one-way fare was one-dollar for Zone 1, two-dollars for Zone 2, and three-dollars for Zone 3. One-way reduced fare was one-dollar for Zone 1, one-dollar for Zone 2, and two-dollars for Zone 3. Daily passes are sold for seven-dollars and good for unlimited rides on local routes.

Amador Transit offers a variety of fare payment options including cash, Venmo, or purchasing monthly passes and prepaid tickets in-person at the Sutter Hill Transit Center. Generically speaking, non-cash fare media offers both convenience as well as savings.

“Cash” accounted for 73 percent of the reported activity. This is somewhat surprising given the cited household income (Question 26) of the “profile rider.” “Monthly pass” and “all-day pass” were cited by 17 percent and two percent, respectively.

Use of non-cash fare media benefits transit providers such as Amador Transit in a variety of ways including customer retention, higher satisfaction rating, and reduced administrative burden (i.e., less cash handling).

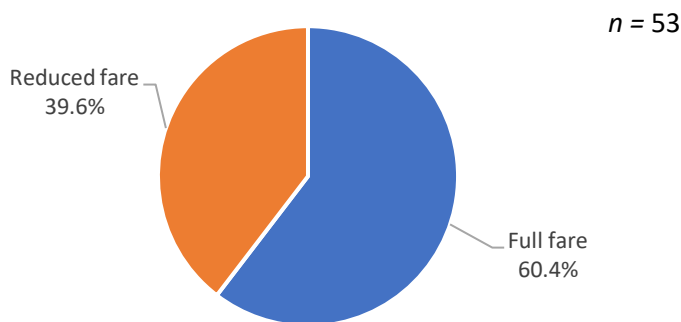
Exhibit 5.8 Local fixed route: Fare payment



Question 8. Which fare category generally applies to you?

More than sixty percent of survey participants indicated paying Amador Transit’s full fare.

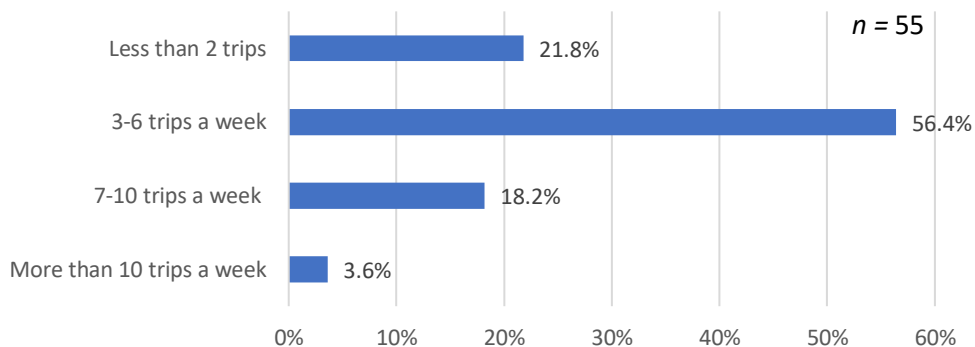
Exhibit 5.9 Local fixed route: Fare category



Question 9. In a typical week, how often do you ride Amador Transit?

Survey participants were queried as to the number of one-way trips they complete in a typical week. Fifty-six percent indicated making three to six one-way trips via Amador Transit in a typical week. The next highest response was “less than two trips” (22 percent). Less than four percent cited “more than 10 trips/week,” which translates to daily usage.

Exhibit 5.10 Local fixed route: Ridership frequency



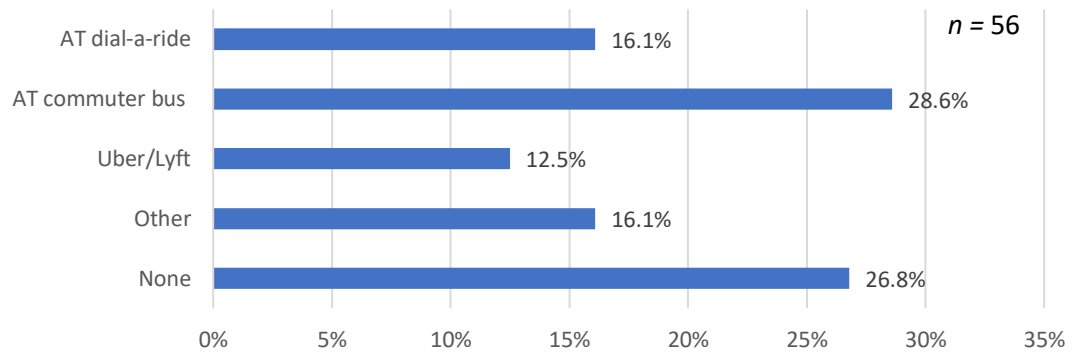
Question 10. In addition to Amador Transit’s local bus service, which of the following do you use?

While the survey’s primary focus was Amador Transit’s local bus service, the survey included a question regarding other Amador Transit services as well as Uber/Lyft. More than one-quarter indicated using no other service (27 percent).

An additional 29 percent cited use of Amador Transit’s commuter bus (Route 1) while 16 percent listed Amador Transit’s dial-a-ride service.

Nearly 13 percent selected “Uber/Lyft.” This is somewhat surprising given the perception of limited TNC service availability in Amador County. It may be that some respondents use Uber or Lyft in locations other than Amador County.

Exhibit 5.11 Local fixed route: Other services used



Other	Frequency
Amador Rides	1
Calaveras County	1
Drive	1
Medi-cal Uber	1
Placer County Transit	1
Rides from friends	2
Rides home	1
Special events	1

Question 11. Is there a destination you need to travel to which is not currently served by Amador Transit?

Thirty-nine percent of the survey sample opted to respond to this question. Of those, one-quarter indicated no additional service destination and thirty-nine percent did not provide a response. No single response option stood out as a possible “unserved” destination.

Exhibit 5.12 Local fixed route: Destinations not served by Amador Transit

Other	Frequency
Lodi	1
Lodi & Lockeford	1
McKenzie Vineyards	1
Placerville	1
Post Office	1
San Andreas	2
Sierra Wind Wellness Center	1

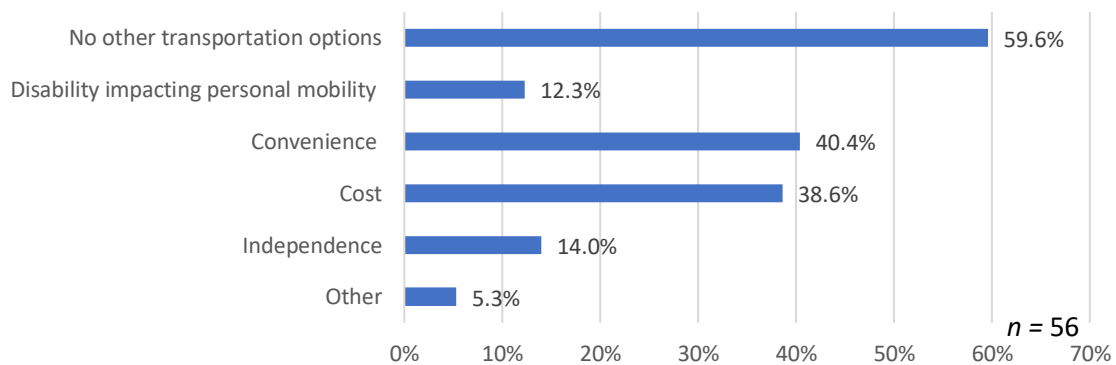
Question 12. Why did you choose to ride Amador Transit to make THIS trip?

People use public transit for a variety of reasons including absence of other transportation options, as cited by nearly 60 percent of survey participants. Question 18 revealed 69 percent of survey participants cited not having access to a personal vehicle. Further, 18 percent indicated having a disability impacting personal mobility (Question 20).

When considered together (source of 51 percent), this data posits a relatively significant degree of “transit reliance” among the surveyed population.

Two other “influencers” also bear mention: “convenience” (40 percent) and “cost” (39 percent). Public transit market research suggests “convenience” is often equated with “ease of access,” which relates to bus stop placement. “Cost” can be defined either in terms of “affordability” or in contrast to other mobility options. Clearly, the cost (price) of a single adult fare is less than the cost of traveling a comparable distance in a car/personal vehicle.

Exhibit 5.13 Local fixed route: Reason for riding Amador Transit



Note: Total equals more than 100 percent given survey participants could select more than one response option.

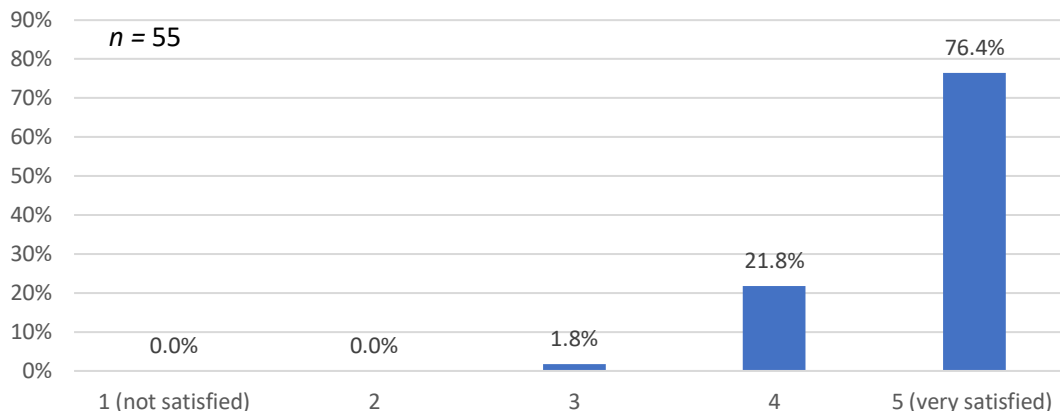
Other	Frequency
Family	1
Friendly community	1
Flexibility on service animals	1

Question 13. On a scale of 1 to 5 (wherein 1 = “not satisfied” and 5 = “very satisfied,” how do you rate the OVERALL quality of Amador Transit’s local bus service?

“Customer satisfaction” is critical to customer retention as well as customer attraction (often via testimonials or endorsements).

Amador Transit riders were invited to indicate their overall satisfaction employing a five-point scale. Ninety-eight percent selected either “4/satisfied” or “5/very satisfied,” equating to a very high degree of customer satisfaction.

Exhibit 5.14 Local fixed route: Overall satisfaction with Amador Transit

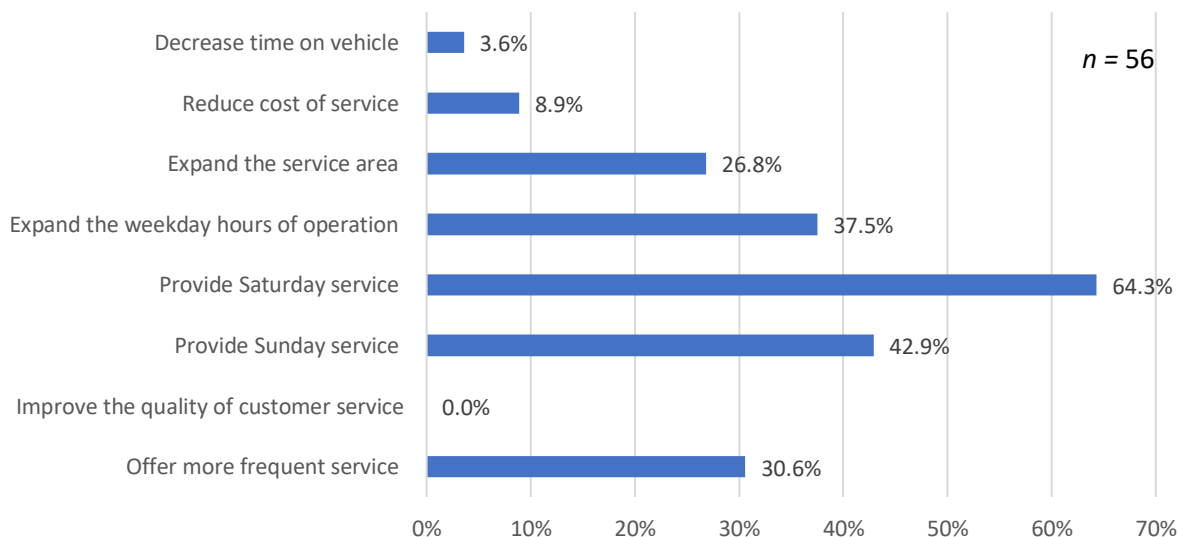


Question 14. What change, if any, would cause you to ride Amador Transit more often?

At the time of the survey, Amador Transit provided local fixed-route service Monday through Friday, from 5:45 am to 6:30 pm. Therefore, it is not surprising that requests for service on Saturday (64 percent) and Sunday (43 percent) dominated the responses. No respondents selected “Improve the quality of customer service.”

Also noteworthy is the request/desire to expand the weekday hours of operation. Based on other community input, we believe reinstatement of the pre-pandemic service span (as it relates to the Jackson – Sutter Creek shuttles) could address this need/request.

Exhibit 5.15 Local fixed route: Preferred service improvement

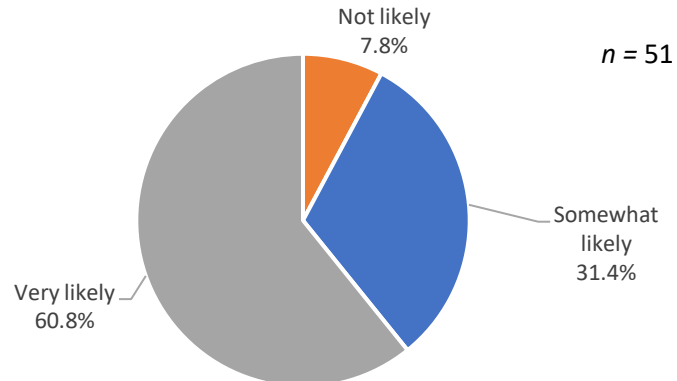


Note: Total equals more than 100 percent given survey participants could select more than one response option.

Question 15. If Amador Transit introduced a general public on-demand transit service, how likely would you be to use it?

Clearly this is a popular potential service enhancement given nearly 61 percent said they would “very likely” use such a service. By contrast, less than 8 percent responded “not likely.” (It should be noted that riders were not asked if their propensity to ride would be contingent on maintaining the existing fixed-route fare for each trip.)

Exhibit 5.16 Local fixed route: Likelihood of using on-demand transit service

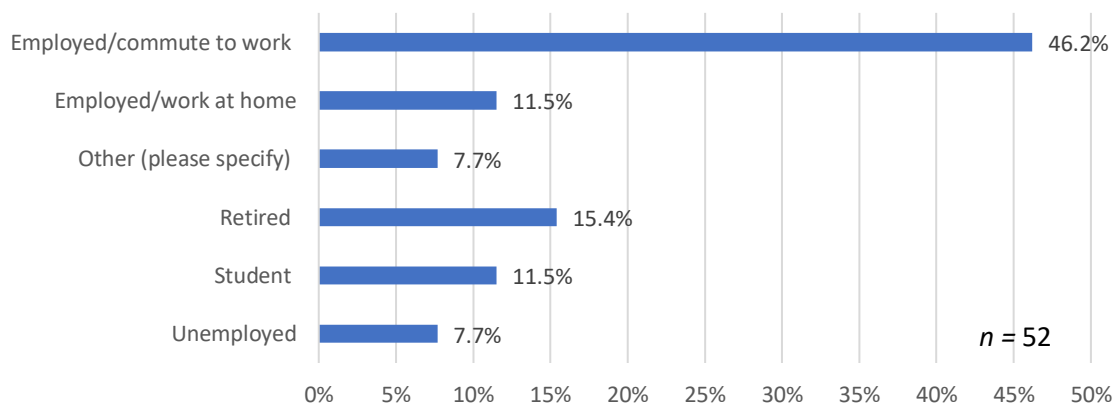


Question 16. Which of the following best describes you?

As of January 2025, the unemployment rate in Amador County stood at 6.2 percent (California Employment Development Department). Interestingly, 46 percent of survey participants indicated being employed outside the home. Only 8 percent self-identified as “unemployed.”

Reflecting back on Question 6, 43 percent of the survey sample indicated “work” as their most frequent destination when choosing to ride Amador Transit. We believe this underscores the important role which Amador Transit plays in the County’s economic picture.

Exhibit 5.17 Local fixed route: Employment

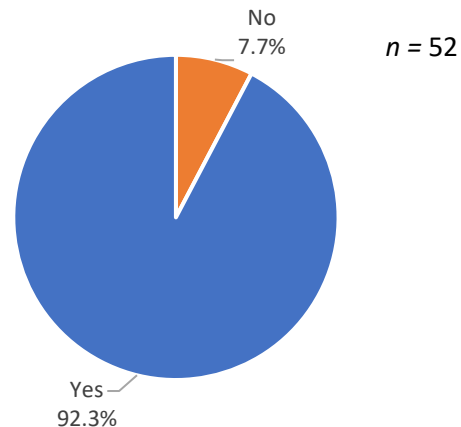


Question 17. Do you have access to a smartphone?

The response data to this question could serve to influence decision-making regarding possible introduction of a general public on-demand service (i.e., micro-transit). Many successful micro-transit programs offer payment and reservation-making via a dedicated website or an app which would require access to/use of a smartphone.

Therefore, despite inclusion of an appreciable number of less-affluent persons, access to a smartphone among its local service customers is nearly unanimous.

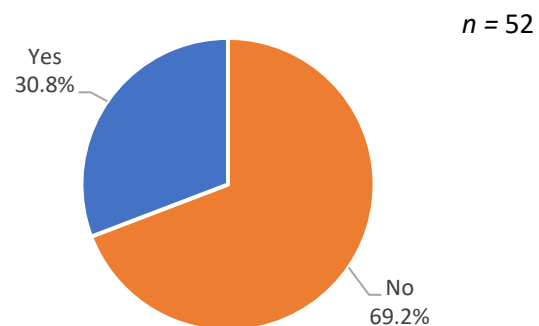
Exhibit 5.18 Local fixed route: Access to smartphone



Question 18. Do you own or have access to a personal vehicle?

Nearly 70 percent of survey participants indicated having no access to a personal vehicle.

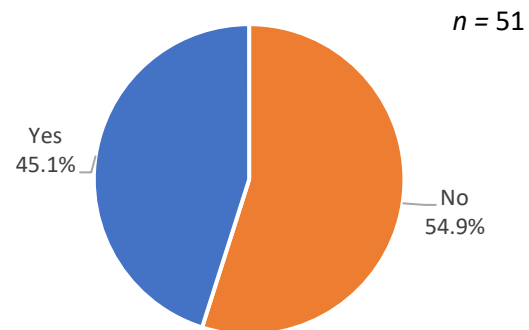
Exhibit 5.19 Local fixed route: Access to personal vehicle



Question 19. Are you currently a licensed driver?

Nearly 70 percent of survey participants indicated not having access to a personal vehicle, while 55 percent indicated they are not currently licensed. This ties in directly with the data revealed in Question 12 (reason for riding) in which 60 percent reported they have no other transportation options. Taken collectively, this confirms a high degree of transit-reliance among/within the current Amador Transit local bus service customer base.

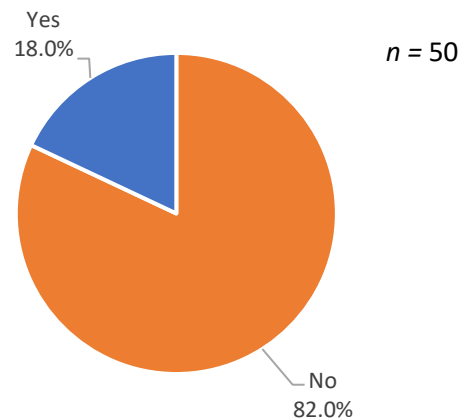
Exhibit 5.20 Local fixed route: Driver's license



Question 20. Do you have a disability which impacts your personal mobility?

The response data underscores the importance of understanding that nearly one-fifth of “profile riders” possess a disability impacting their day-to-day mobility. This is especially important with respect to future vehicle purchases, bus stop placement, as transit staff sensitivity training/awareness.

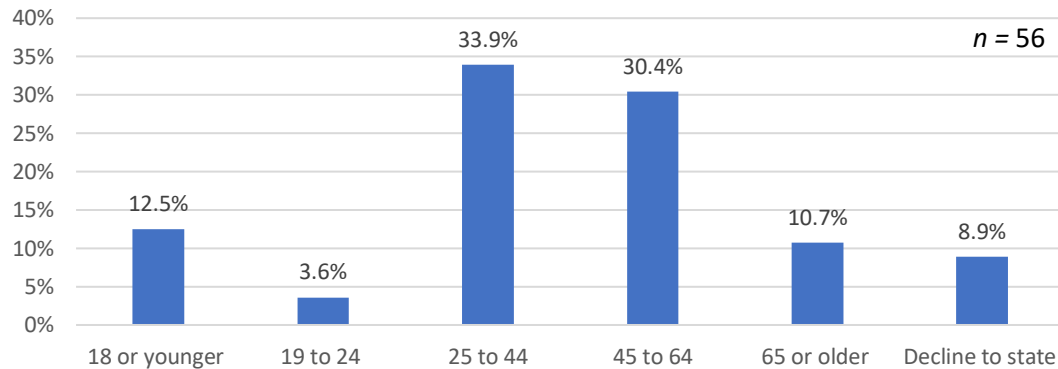
Exhibit 5.21 Local fixed route: Disability impacting mobility



Question 21. Which age group applies to you?

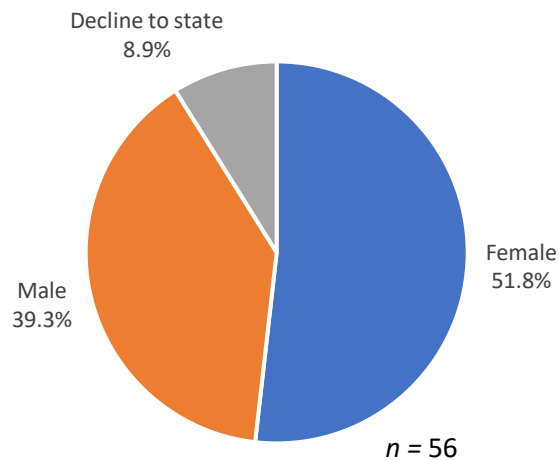
The median age in Amador County is 49.9 (American Community Survey, 2023). On an aggregate basis, approximately two-thirds of survey respondents reported being of working age. Youth (age 18 and under) comprised 13 percent of the survey sample.

Exhibit 5.22 Local fixed route: Age



Question 22. How do you identify?

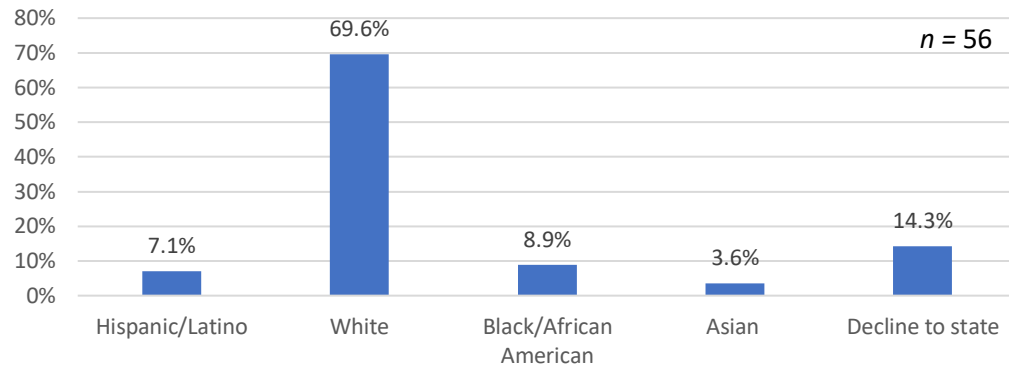
Exhibit 4.23 Local fixed route: Gender



Question 23. Are you ...?

According to the American Community Survey (2023), 74.7 percent of Amador County residents self-identified as “White alone,” while 16.5 percent identified as Hispanic or Latino. This corresponds to the 70 percent of survey respondents who identified as “white” and the seven percent who cited “Hispanic/Latino.”

Exhibit 5.24 Local fixed route: Race

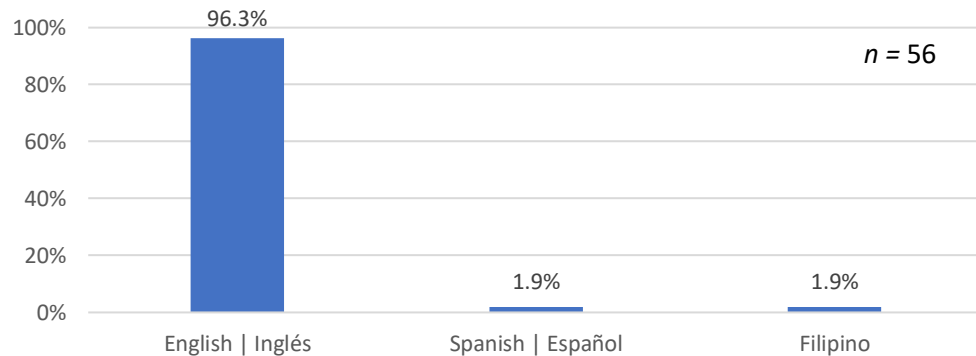


Note: Total equals more than 100 percent given survey participants could select more than one response option.

Question 24. Which language(s) are spoken in your home?

Based on the survey data, two languages other than English were revealed: Spanish and Filipino/Tagalog. However, each of these languages only accounted for two percent, respectively, of the total sample.

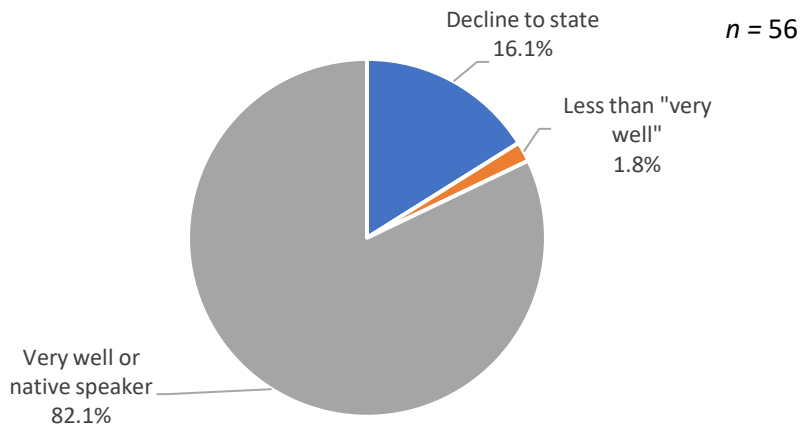
Exhibit 5.25 Local fixed route: Language spoken at home



Question 25. How well do you speak English?

Less than two percent of respondents cited having limited or no English proficiency. By contrast, more than 82 percent indicated they speak English very well and/or identify as a native speaker.

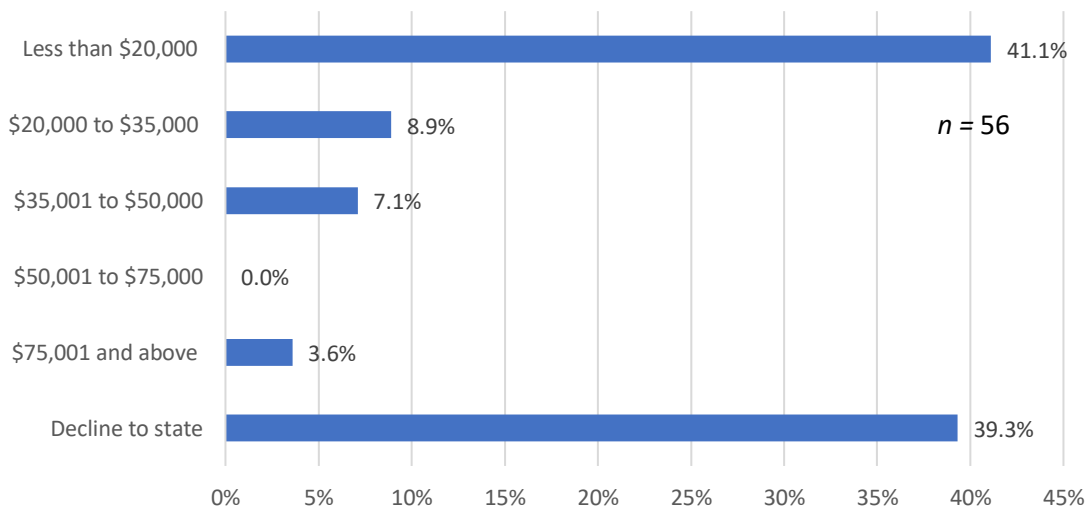
Exhibit 5.26 Local fixed route: English proficiency



Question 26. What is your approximate household income?

The median household income in Amador County is \$81,526 (American Community Survey, 2023). Less than five percent of riders cited an annual household income of \$50,000 or greater. Combined with lack of access to a personal vehicle, this data suggests a high degree of transit-reliance.

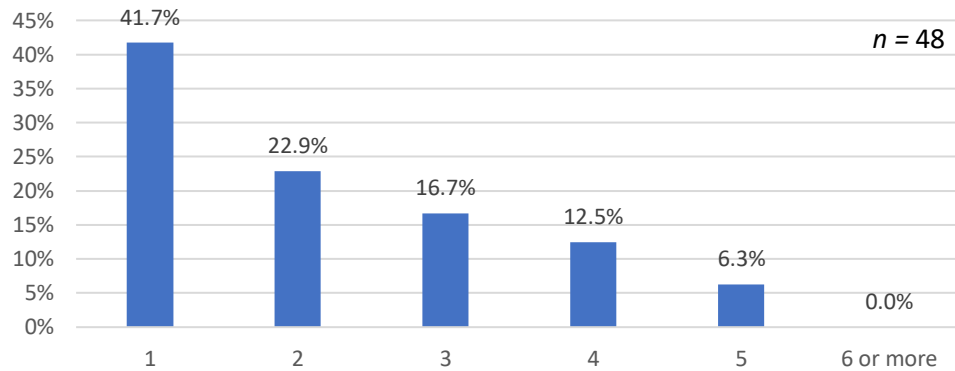
Exhibit 5.27 Local fixed route: Household income



Question 27. How many persons normally live in your household?

The average household size in Amador County is 2.35 (American Community Survey, 2023). On an aggregate basis, nearly 65 percent of survey respondents reside in one or two person households.

Exhibit 5.28 Local fixed route: Individuals in household



Commuter Bus Customer Survey

Amador Transit's Route 1 provides two round trips on weekdays linking the Sutter Creek Transit Center with stops in Rancho Murieta and Sacramento.

Working collaboratively with ACTC staff, Moore & Associates created a 25-question survey instrument designed to collect information regarding rider travel behavior and patterns, mobility needs and priorities, perceptions/satisfaction regarding Route 1 service, and basic demographic data.

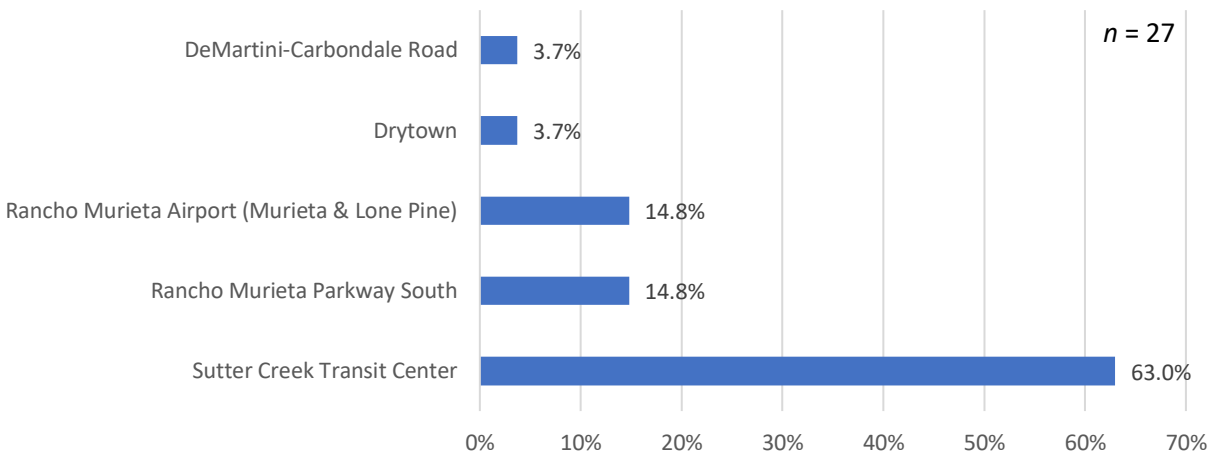
The survey was distributed onboard the bus across a two-week period in February 2025. Riders had the option of either completing a physical survey while onboard or an online version of the survey. Any rider completing a survey in advance of the stipulated deadline was entered into a random drawing for a series of 50-dollar VISA gift cards. Twenty-seven valid responses were received.

The following analysis examines each survey question, and includes data cross-tabulations where appropriate.

Question 1. Where do you typically board Route 1 to travel to/toward Sacramento?

Sixty-three percent of respondents cited boarding at the Sutter Creek Transit Center. An additional 30 percent indicated boarding at one of the two Rancho Murieta locations.

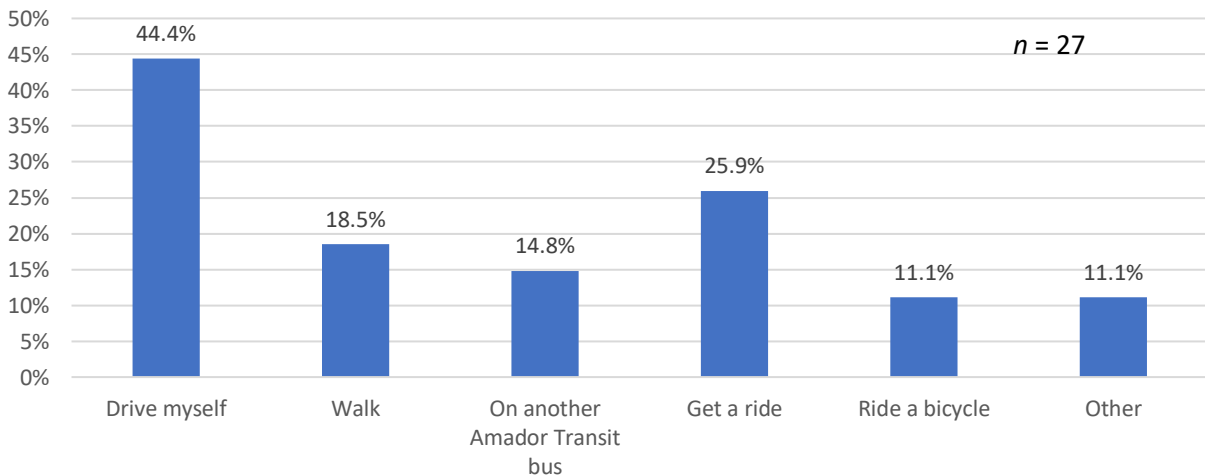
Exhibit 5.29 Commuter: Route 1 boarding location



Question 2. How do you typically travel to the boarding location identified in Question 1?

The two most common means of traveling to the Route 1 origin point were “drive self” (44 percent) and “get a ride” (26 percent). The Sutter Creek Transit Center features two levels of free parking. Nearly 20 percent indicated walking to the Transit Center, while 15 percent cited riding an Amador Transit local service bus.

Exhibit 5.30 Commuter: Access mode to boarding location



Note: Total equals more than 100 percent given survey participants could select more than one response option.

Other	Frequency
Amtrak	1
Sacramento Bus	1
Uber	1

Question 3. At which bus stop in Sacramento do you typically get off the bus?

Twenty-six responses were received. Two locations received seven responses each: Capitol Mall and the Light Rail Station.

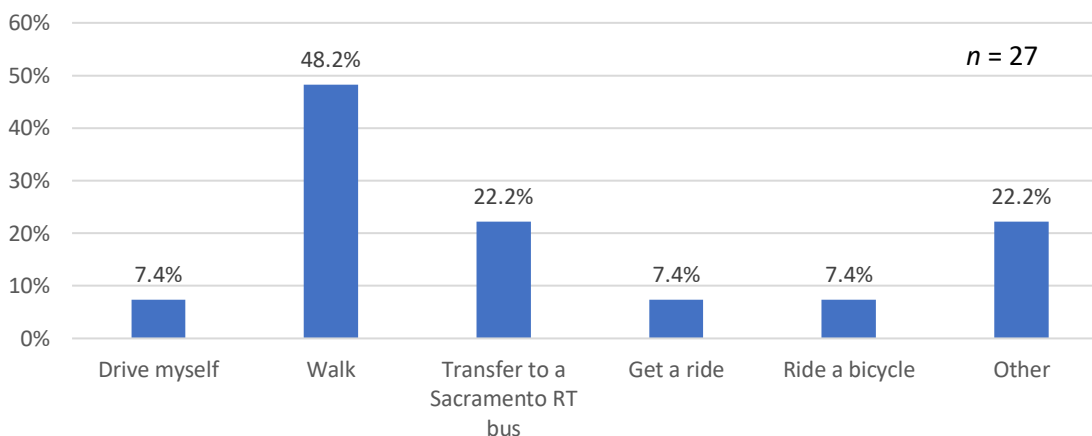
Exhibit 5.31 Commuter: Alighting bus stop

Alighting AT bus stop	Frequency
N St. between 14 th St. & 15 th St.	1
Capitol Mall between 8 th St. & 7 th St.	7
L St. & 29 th St. (Sutter Medical Center)	3
L St. & 14 th St. (SacRT to airport)	4
N St. & 10 th St.	2
N St. & 14 th St.	1
N St. between 14 th St. & 15 th St.	1
University & 65 th St. (Light Rail Station)	7

Question 4. How do you typically travel to your final destination in Sacramento?

Nearly one-half (48 percent) indicated walking to their final destination, while 25 percent cited making a connection to either a Sacramento RT bus or light rail train.

Exhibit 5.32 Commuter: Access mode to final destination



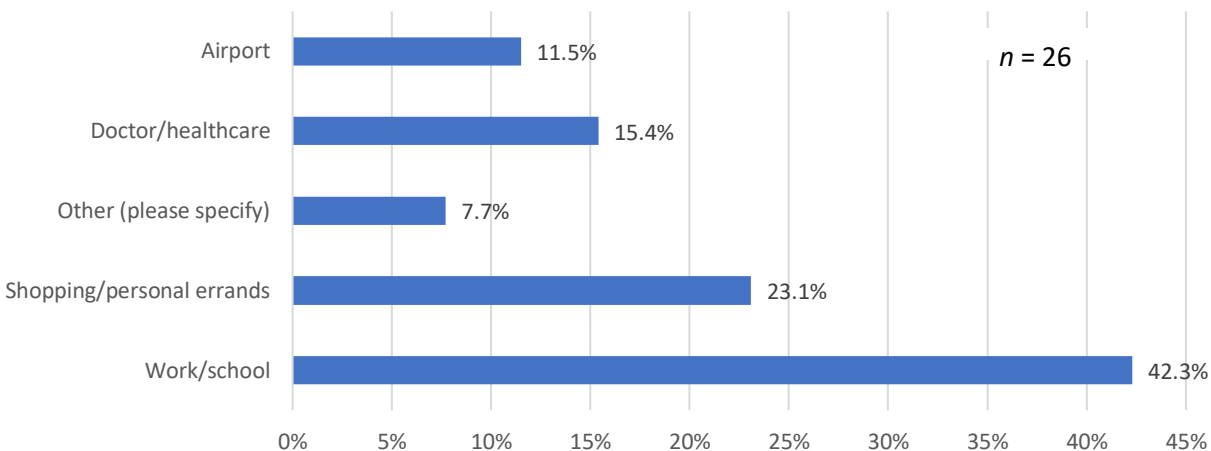
Note: Total equals more than 100 percent given survey participants could select more than one response option.

Other	Frequency
Amtrak	1
Sacramento RT light rail	2
Transfer to train	1
Uber	1
Yolobus	1

Question 5. What is your most frequent destination when riding Route 1?

Four response options stood out: “work/school” (42 percent), “shopping/errands” (23 percent), “doctor/healthcare” (15 percent), and “Airport” (12 percent).

Exhibit 5.33 Commuter: Frequent destination

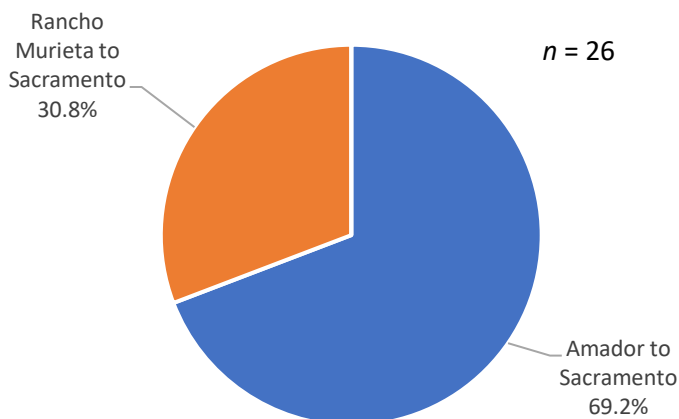


Other	Frequency
Bay Area	1
Travel	1

Question 6. Which fare do you pay for this trip?

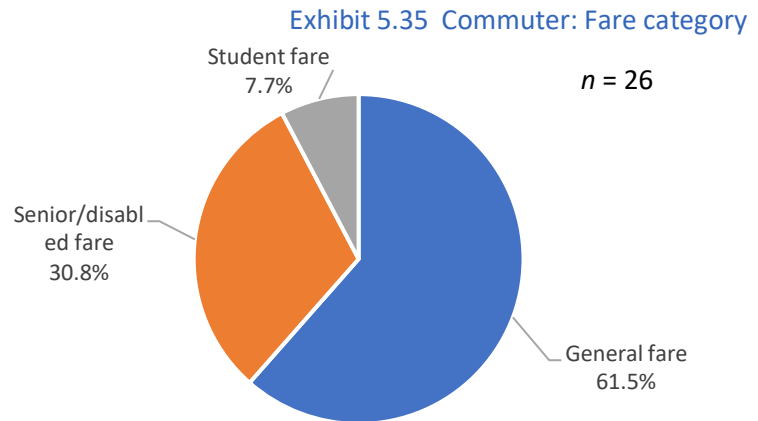
Three response options were offered: Amador to Sacramento (69 percent), Rancho Murieta to Sacramento (31 percent), and Rancho Murieta to Amador (no responses).

Exhibit 5.34 Commuter: Fare payment



Question 7. Which fare category generally applies to you?

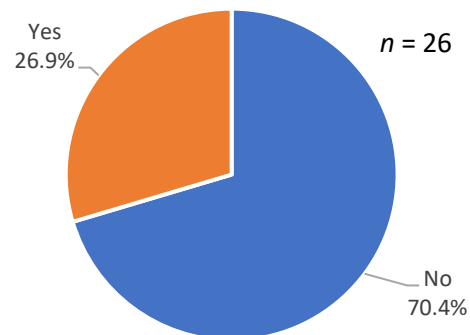
Three response options were offered: general fare (62 percent), senior/disabled fare (31 percent), and student fare (8 percent).



Question 8. Do you typically use Venmo to pay your fare?

More than one-quarter of respondents indicated using Venmo to pay their fare.

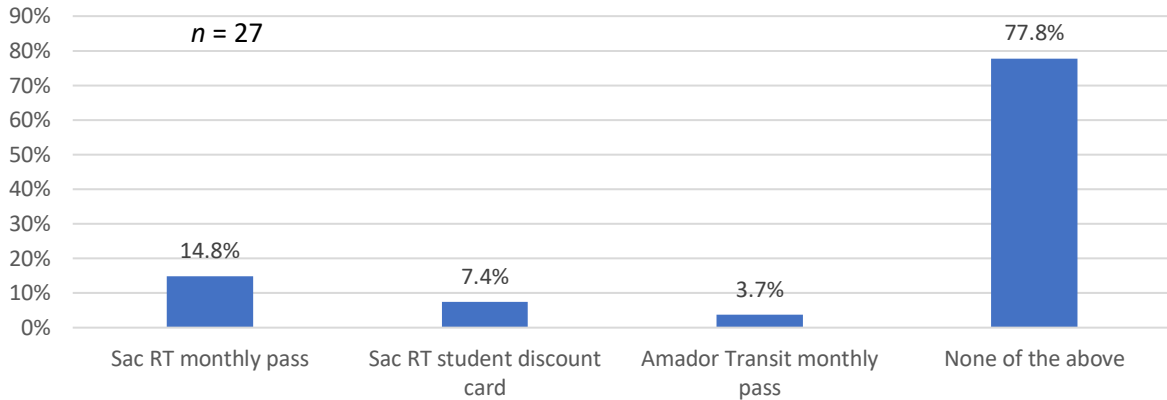
Exhibit 5.36 Commuter: Use of Venmo for fare payment



Question 9. Which of the following do you use to reduce your Route 1 fare?

Less than one-quarter of respondents indicated use of any fare-saving option: Sacramento RT monthly pass (15 percent), Sacramento RT student card (seven percent), and Amador Transit monthly pass (four percent). Perhaps a Route 1 10-ride punch card could be an effective fare media option.

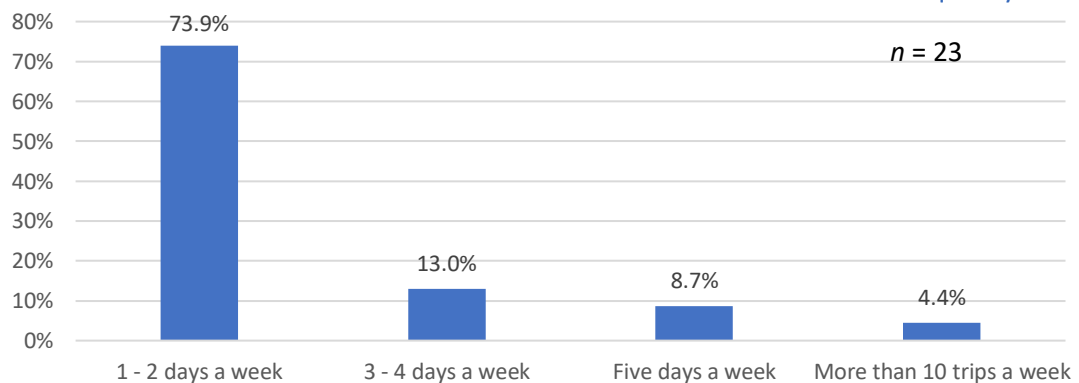
Exhibit 5.37 Commuter: Reduced fare



Question 10. In a typical week, how frequently do you ride Route 1?

Nearly 75 percent of respondents indicated riding Route 1 one or two days a week. This is interesting given the data from Question 5 (most frequent destination) which revealed 43 percent of surveyed riders cited using Route 1 to travel to/from “work or school,” which are typically multi-day activities. Perhaps this will change given the recent state mandate requiring state employees to return to traditional offices/work sites effective July 1, 2025.

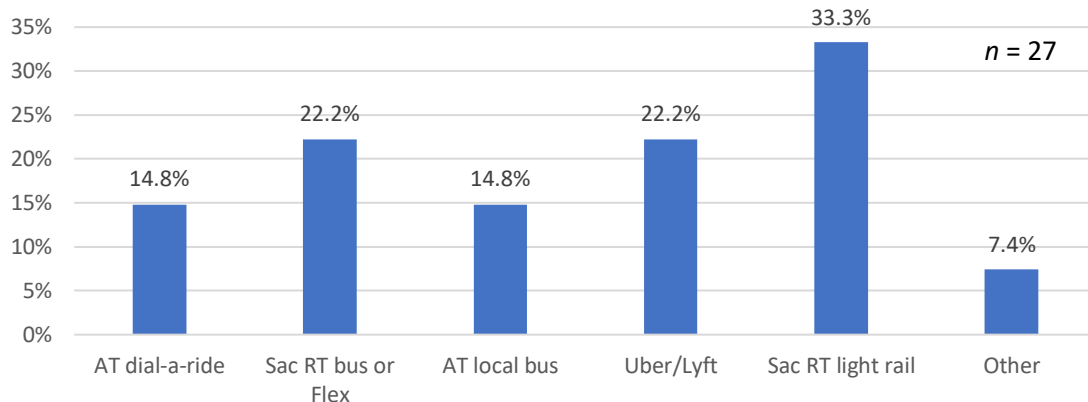
Exhibit 5.38 Commuter: Frequency of use



Question 11. In addition to Amador Transit’s commuter bus service, which of the following do you use? (Multiple responses permitted.)

Respondents were more likely to use public transit or alternative transportation in Sacramento than in Amador County. Nearly 78 percent of respondents cited use of SacRT bus, light rail, or Flex service or Uber/Lyft. (While Uber/Lyft could apply to Amador County, it is more likely these services are being used in Sacramento given their greater availability in the urban area.) By contrast, fewer than 30 percent of respondents indicated using Amador Transit’s Dial-A-Ride or local fixed routes.

Exhibit 5.39 Commuter: Other services used



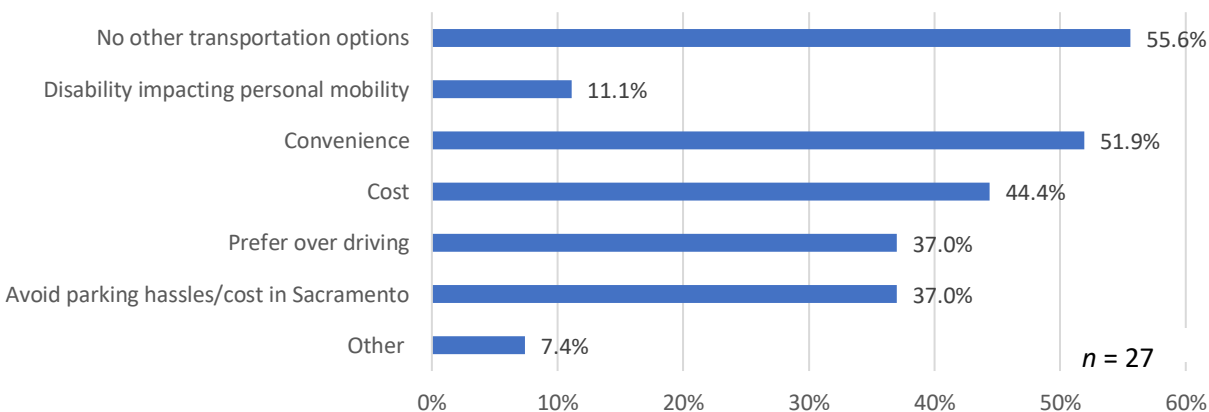
Note: Total equals more than 100 percent given survey participants could select more than one response option.

Other	Frequency
Calaveras Connect	1
Family	1

Question 12. Why did you choose to ride Route 1 to make this trip? (Multiple responses permitted.)

Many factors potentially influence selection of public transit as a mobility option. With respect to Route 1, five different factors stand out: 1) absence of other transportation options (56 percent), 2) convenience (52 percent), 3) cost (44 percent), 4) preference over driving (which could also connote alternate use of time) (37 percent), and 5) avoid parking hassles/cost (in Sacramento) (37 percent).

Exhibit 5.40 Commuter: Reason to ride



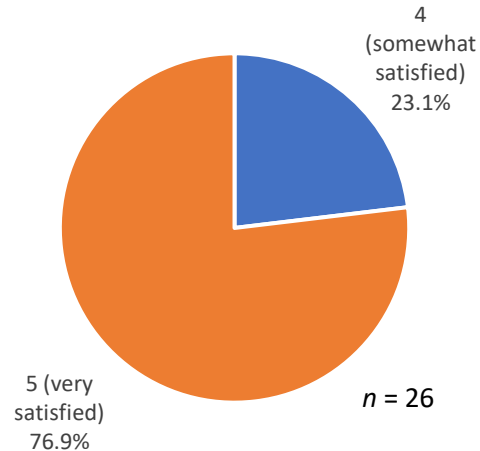
Note: Total equals more than 100 percent given survey participants could select more than one response option.

Other	Frequency
CO ₂	1
Save on gas and wear and tear but also reduce carbon footprint	1

Question 13. On a scale of 1 to 5 (wherein 1 = not satisfied and 5 = very satisfied), how would you rate the OVERALL quality of Amador Transit’s Route 1 service?

Seventy-seven percent of all respondents indicated a satisfaction rating of “5” (or very satisfied). A further 23 percent gave a score of “4” (or somewhat satisfied). No score lower than “4” was submitted.

Exhibit 5.41 Commuter: Overall satisfaction



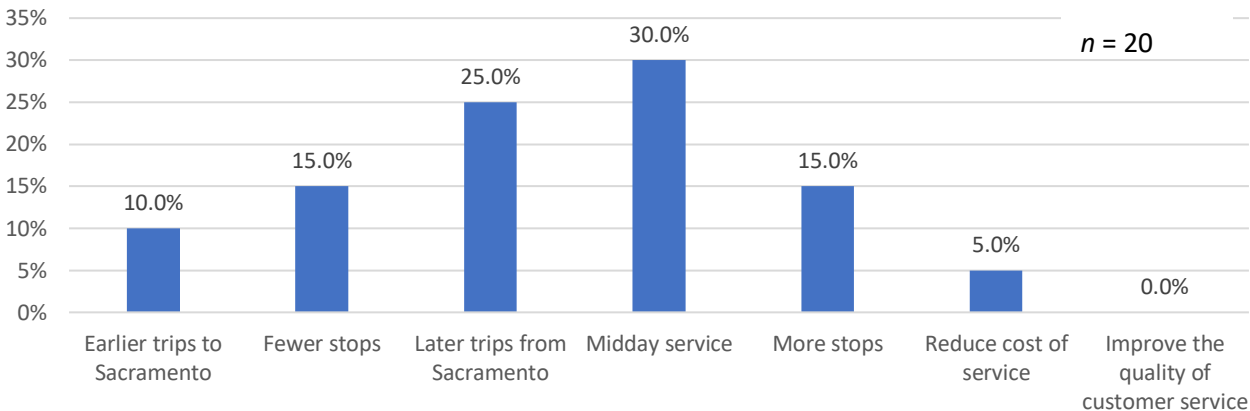
Question 14. What change, if any, would cause you to ride Amador Transit more often?

Seven response options were provided. “Introduction of mid-day service” ranked first at 30 percent. This was followed by “later trips to Sacramento” (25 percent), “fewer stops” and “more stops” (15 percent each), “earlier trips to Sacramento” (10 percent), and “reduced price/cost” (five percent).

With respect to “earlier trips to Sacramento,” surveyed riders are seeking a 5:30 am departure and a pre-noon departure. No respondents selected “Improve the quality of customer service.”

With respect to “later trips to Sacramento,” surveyed riders are seeking earlier morning and later afternoon/evening departures (particularly from 5:00 pm to 7:00 pm).

Exhibit 5.42 Commuter: Preferred service improvement



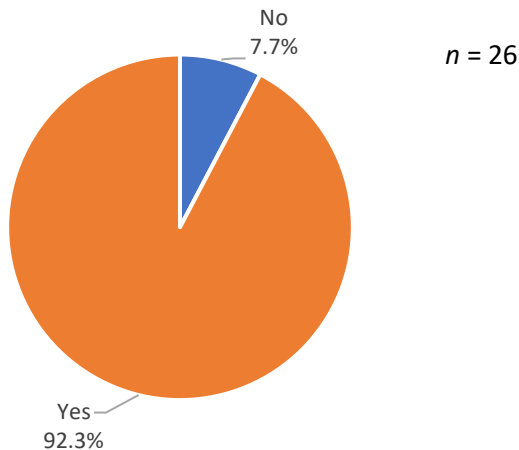
Earlier trips to Sacramento	Frequency
5:30 AM	1
Before noon	1

Later trips from Sacramento	Frequency
5:00 PM	1
6:00 - 7:00 PM	1
Afternoon	1
Earlier AM and later PM trips	1
To Sac airport all day	1

Question 15. Do you have access to a smartphone?

No surprising based on the population of commuter service riders, more than 93 percent of respondents indicated having access to a smartphone.

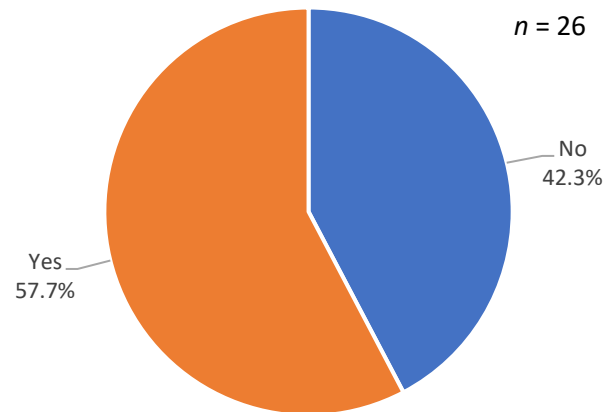
Exhibit 5.43 Commuter: Access to smartphone



Question 16. Do you own or have access to a personal vehicle?

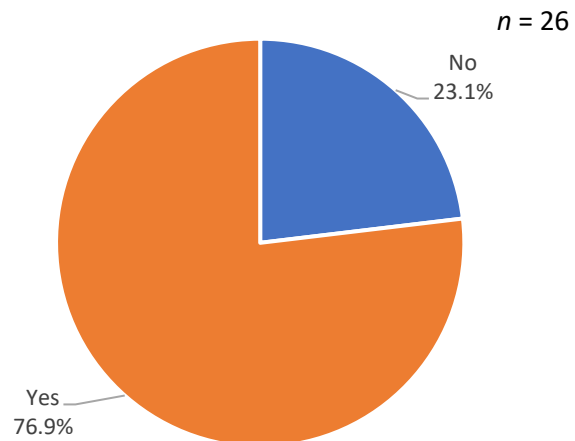
Reflecting back to Question 12 (motivators), the most common reason for riding Route 1 was “lack of other transportation options” (56 percent). Therefore, the significant percentage of Route 1 surveyed customers lacking access to a personal vehicle is not surprising.

Exhibit 5.44 Commuter: Access to personal vehicle



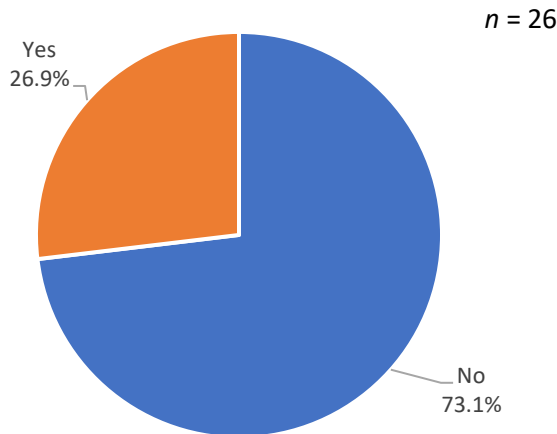
Question 17. Are you currently a licensed driver?

Exhibit 5.45 Commuter: Driver's license



Question 18. Do you have a disability which impacts your personal mobility?

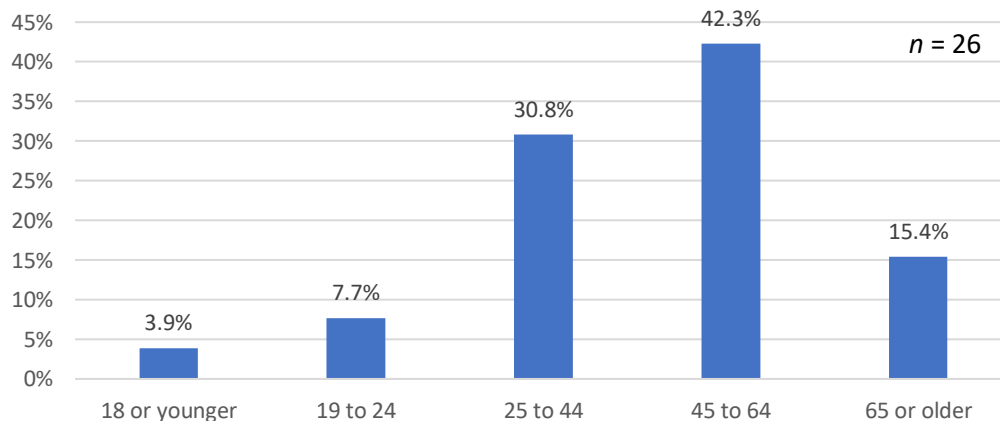
Exhibit 5.46 Commuter: Disability impacting mobility



Question 19. Which age group applies to you?

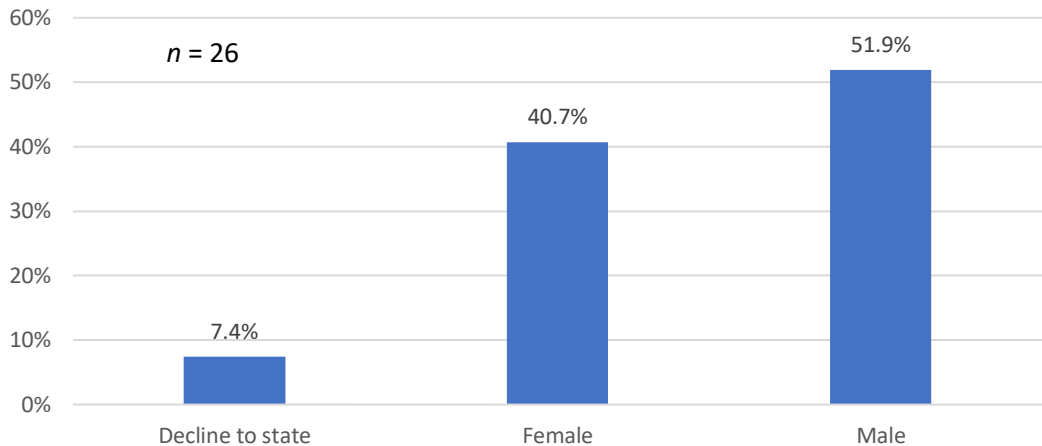
Eighty-one percent of the surveyed riders on Route 1 reflect typical work-age adults. This is not surprising given the top-ranked trip purpose/destination for Route 1 customers is “work/school.”

Exhibit 5.47 Commuter: Age



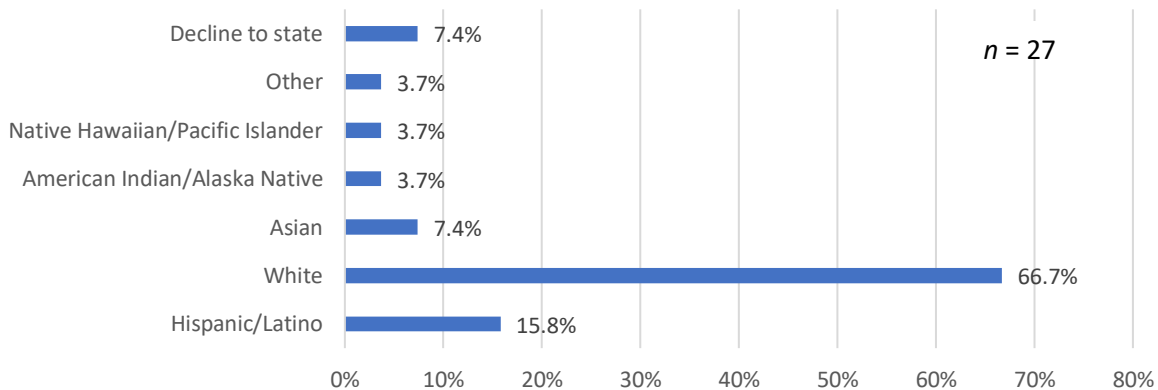
Question 20. How do you identify?

Exhibit 5.48 Commuter: Gender



Question 21. Are you...? (Multiple responses permitted.)

Exhibit 5.49 Commuter: Race

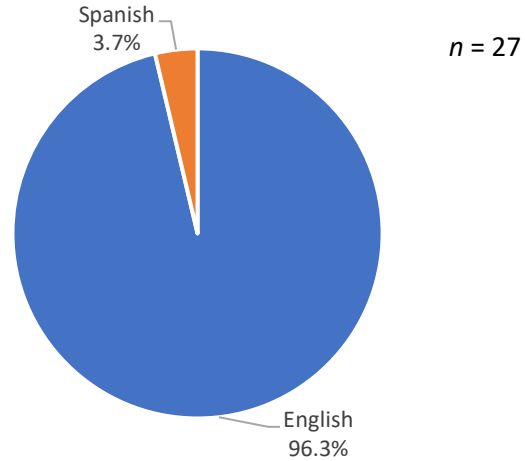


Note: Total equals more than 100 percent given survey participants could select more than one response option.

Other	Frequency
Mixed	1

Question 22. Which language(s) are spoken in your home?

Exhibit 5.50 Commuter: Language spoken at home

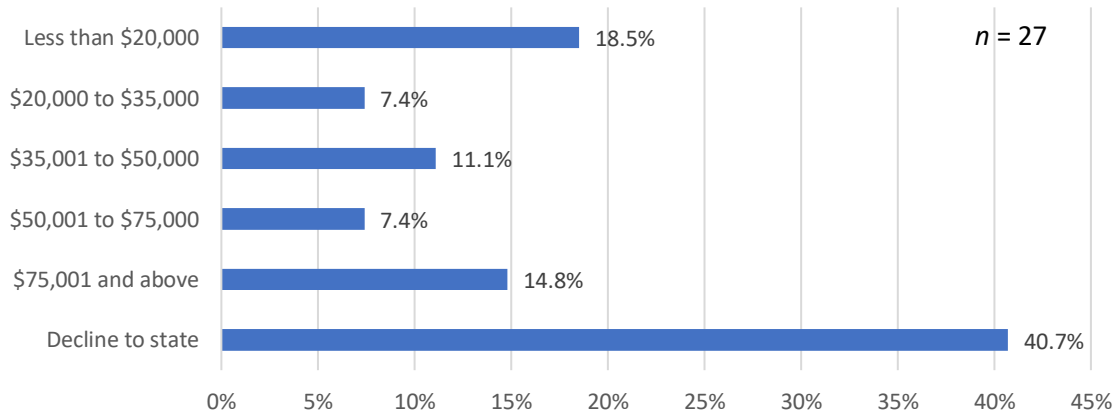


Question 23. How well do you speak English?

All respondents indicated speaking English either very well or being a native speaker.

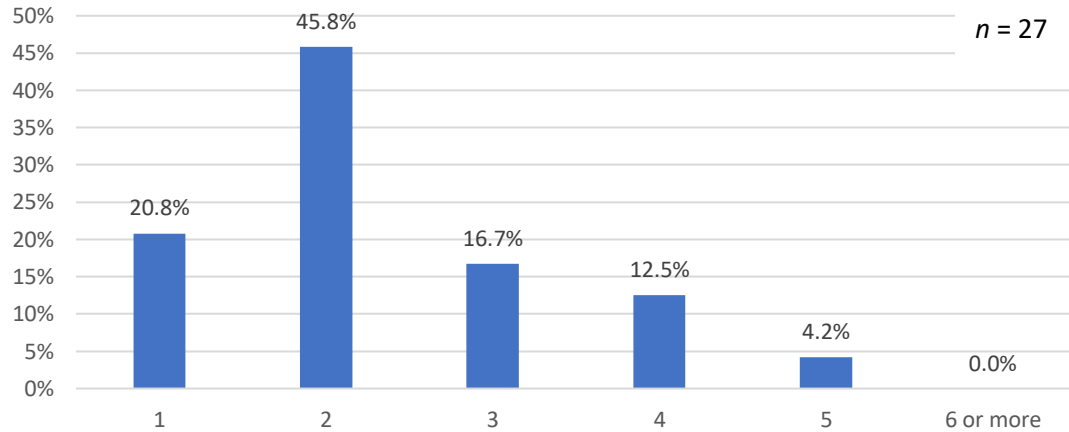
Question 24. What is your approximate annual household income?

Exhibit 5.51 Commuter: Annual household income



Question 25. How many persons normally live within your household (including you)?

Exhibit 5.52 Commuter: Individuals in household



Paratransit/Dial-A-Ride Customer Survey

Amador Transit provides an eligibility-based, ADA-complementary dial-a-ride service. This reservation-based, shared-ride service offers curb-to-curb service for individuals possessing a disability or health-related condition preventing use of the “regular” local bus service, regardless of age.

In Spring 2025, a self-administered survey of recent dial-a-ride customers was conducted in support of the ACTC’s Short Range Transit Development Plan project. A survey instrument comprising 14 questions was developed in collaboration with ACTC staff. The survey was designed to gain insight into dial-a-ride user travel behavior and patterns, mobility options as well as limitations, service satisfaction, and basic rider demographics.

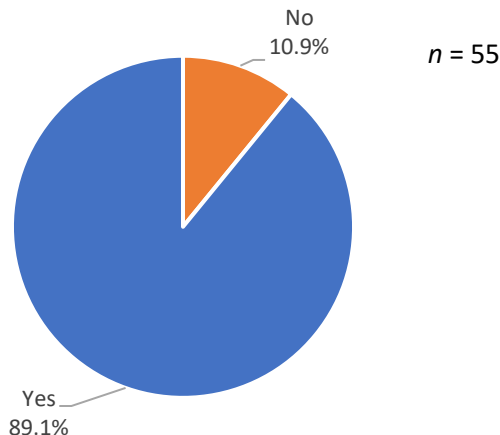
Using a database provided by Amador Transit, a mailing of 200 pieces was distributed. A participation deadline of approximately three weeks from survey delivery was agreed upon. The survey instrument was printed using large font. To encourage participation, the mailer included a postage-paid response envelope and an incentive of a Free Ride Day on Amador Transit Dial-A-Ride for each completed survey.

The following is a summary of the 55 valid responses received. All participants complete the survey in English.

Question 1. Did you ride Amador Transit’s dial-a-ride service at any time in 2024?

Nearly 90 percent of all respondents indicated making at least one dial-a-ride trip in 2024. As such, the vast majority of respondents may be considered “recent riders.”

Exhibit 5.53 Dial-A-Ride: Use in 2024

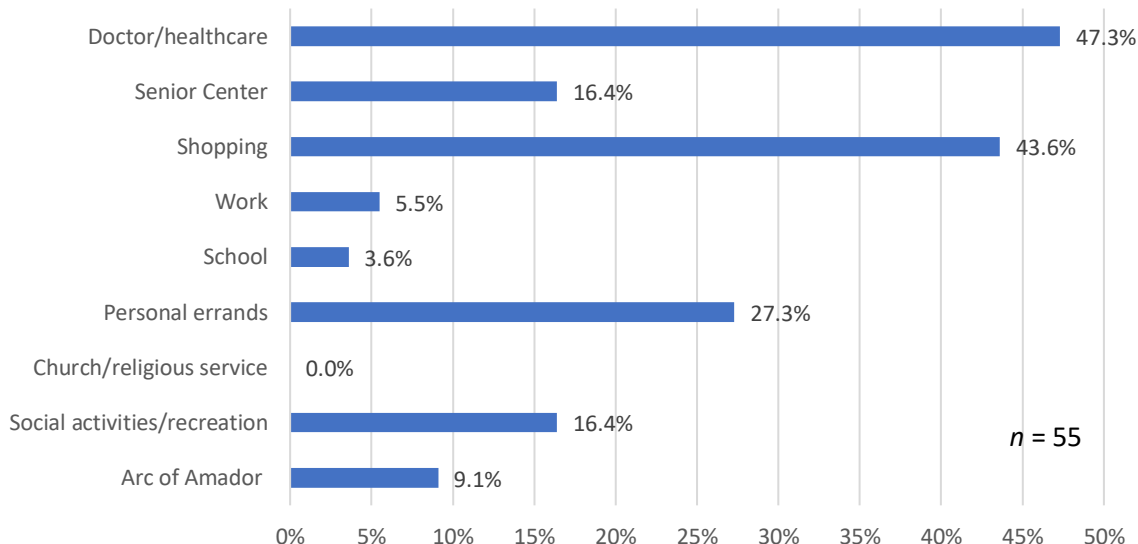


Question 2. What is your most frequent destination when riding Amador Transit’s dial-a-ride service?

Amador Transit’s paratransit/dial-a-ride can be used to travel to and from any location within the defined service area, and for any reason.

To gain further insight into dial-a-ride customer travel patterns, a list of nine response options was provided, from which survey participants could select up to three. Three “destinations” stood out: “doctor/healthcare” (47 percent), “shopping” (44 percent), and “personal errands” (27 percent).

Exhibit 5.54 Dial-A-Ride: Frequent destination



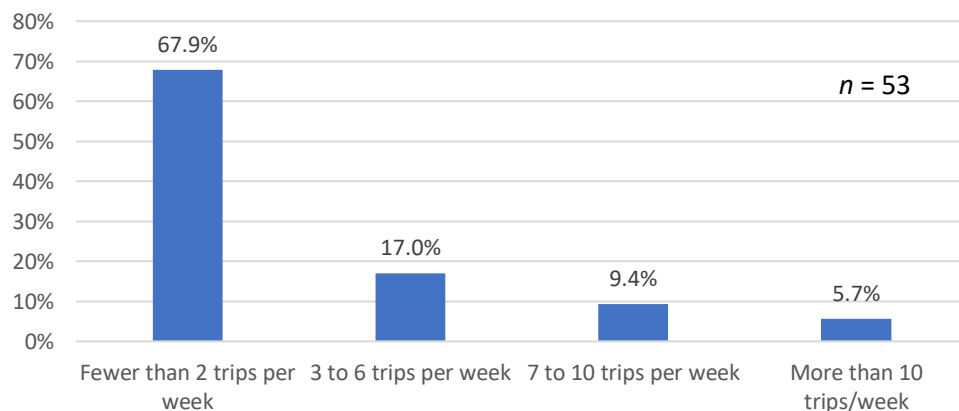
Note: Total equals more than 100 percent given survey participants could select more than one response option.

Question 3. In a typical week, how often do you use Amador Transit’s dial-a-ride service? (one-way trips)

It was surprising to learn nearly 70 percent of survey participants make two or fewer one-way trips in a typical week given dial-a-ride service is often characterized as a “lifeline” service. Data from Question 4 (reason for riding) indicates nearly two-thirds of survey respondents are transit-reliant. These respondents advised they no longer have access to a personal vehicle, no longer drive, or are disabled.

By contrast, nearly six percent of survey participants indicated making more than 10 trips/week which suggests daily usage.

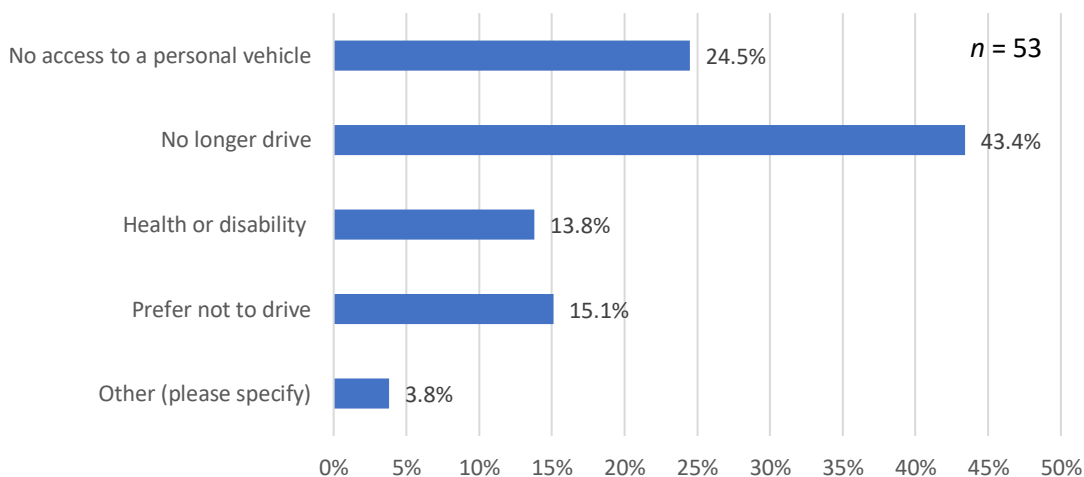
Exhibit 5.55 Dial-A-Ride: Ridership frequency



Question 4. What is the primary reason you use Amador Transit’s dial-a-ride service?

When queried as to primary reason or motivator, two response options stood out: “no longer drive” (43 percent) and “no access to personal vehicle” (25 percent).

Exhibit 5.56 Dial-A-Ride: Reason to ride



Other	Frequency
I can take my mobility scooter	1
Independence	1

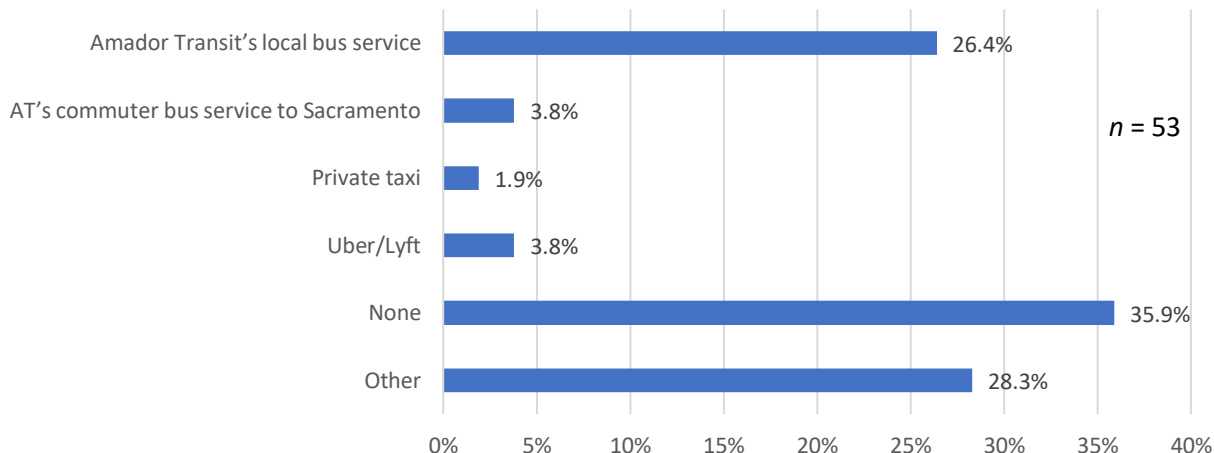
Question 5. In addition to Amador Transit’s dial-a-ride service, which of the following do you use?

Survey respondents were asked to identify what, if any, other transportation services they use in addition to dial-a-ride. Three response options stand out: Amador Transit’s local bus service (26 percent), “None” (36 percent), and “Other” (28 percent).

Within the “Other” category (15 responses), two received more than one response: “Family or friends” (nine responses) and Amador Senior Shuttle (two responses).

Taken collectively, the response data for this question suggests a relatively high degree of transit-reliance.

Exhibit 5.57 Dial-A-Ride: Other services used



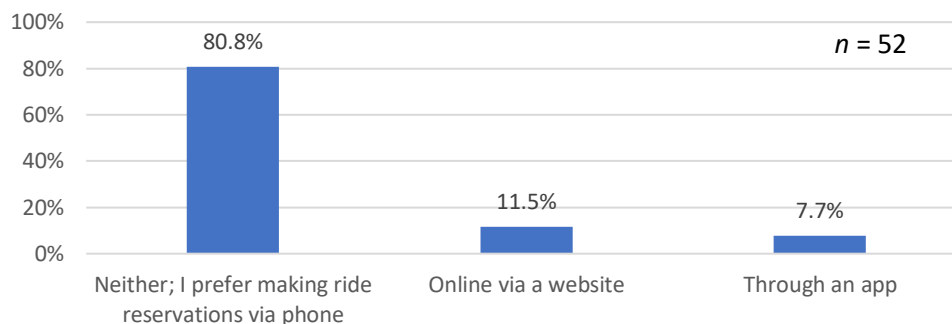
Other	Frequency
Amador Senior Shuttle	2
Amador STARS	1
Another service to Amtrak to Sacramento	1
Caretaker	1
Family or friends	9
Medical Transportation	1

Question 6. If dial-a-ride reservations could be made in the following ways, which would you likely use?

At the time of data collection, the only means of requesting a dial-a-ride trip/ride was via phone. Three response options were offered: via phone (i.e., maintain the status quo), “online” (via website), and “through an app.”

Given the demographics of dial-a-ride users, perhaps it is not surprising that more than 80 percent prefer the current method of making trip/ride requests (via phone). While 12 percent selected “online via a website” and eight percent “through an app,” this suggests any transition to an alternate reservation-making process would require a significant educational component to be successful.

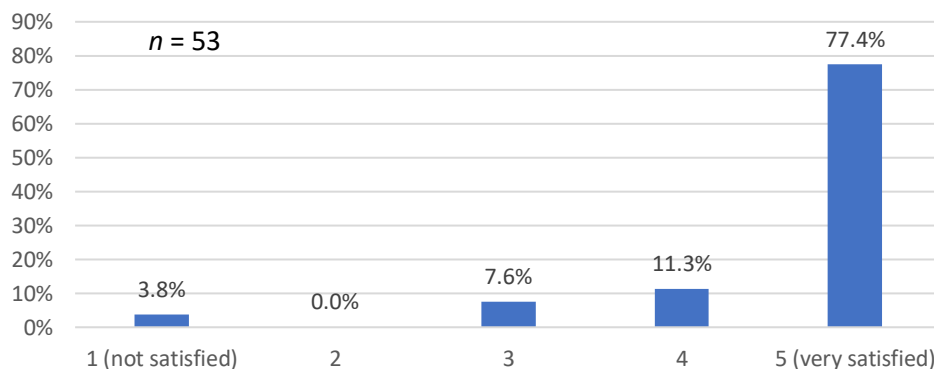
Exhibit 5.58 Dial-A-Ride: Reservation alternatives



Question 7. On a scale of 1 to 5 (where in 1 = not satisfied and 5 = very satisfied), how would you rate your OVERALL satisfaction with Amador Transit’s dial-a-ride service?

Customer satisfaction is critical to customer retention as well as customer attraction (often via customer word-of-mouth). Dial-a-ride patrons were asked to indicate their overall satisfaction using a five-point rating scale. Nearly 90 percent selected either “very satisfied” or “satisfied,” translating to a very high satisfaction rating. Less than four percent indicated some degree of dissatisfaction.

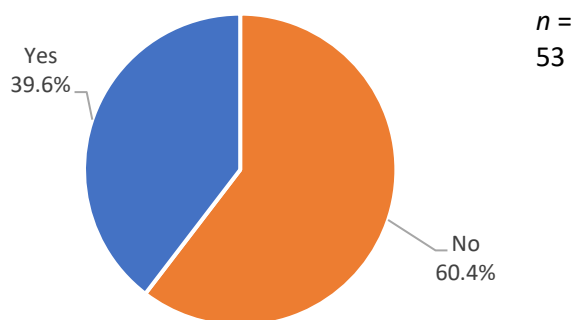
Exhibit 5.59 Dial-A-Ride: Overall satisfaction



Question 8. Do you have access to a personal vehicle?

Sixty percent of survey participants indicated not having access to a personal vehicle. This response data, along with the results of Question 4 (reasons for riding dial-a-ride) suggests a sizable portion of recent dial-a-ride patrons can be termed transit-reliant. This supposition will be an important consideration as ACTC and Amador Transit evaluate future mobility options, especially with respect to the dial-a-ride program.

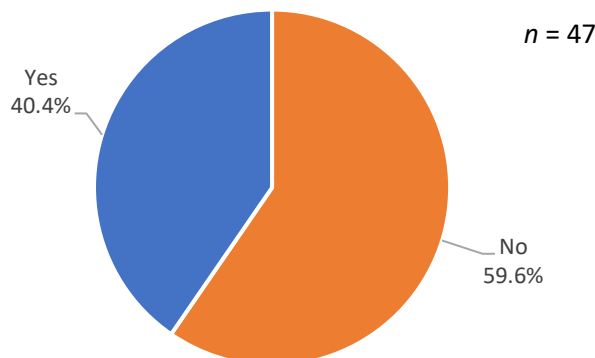
Exhibit 5.60 Dial-A-Ride: Access to personal vehicle



Question 9. Are you currently a licensed driver?

Nearly 60 percent of survey respondents cited not being a licensed driver. This data aligns with the data from Question 4 (primary reason for riding) and Question 8 (access to personal vehicle). Therefore, as ACTC and Amador Transit consider potential/possible changes to existing AT services, awareness as to the relatively high degree of transit-dependence (of recent DAR users) should remain a key consideration.

Exhibit 5.61 Dial-A-Ride: Driver's license



Question 10. Do you own (or have access to) a smartphone?

Question 11. Do you have access to the internet?

One-third of recent/current dial-a-ride customers do not have access to a smartphone, while nearly 20 percent report not having access to the internet.

Given the prevalence of smartphones and internet access in today's society, it is sometimes easy to overlook the fact that not everyone has access to these tools (especially among older adults). Therefore, this is something ACTC and Amador Transit should bear in mind as each evaluates future mobility options, especially with respect to the dial-a-ride program.

Exhibit 5.62 Dial-A-Ride: Access to smartphone

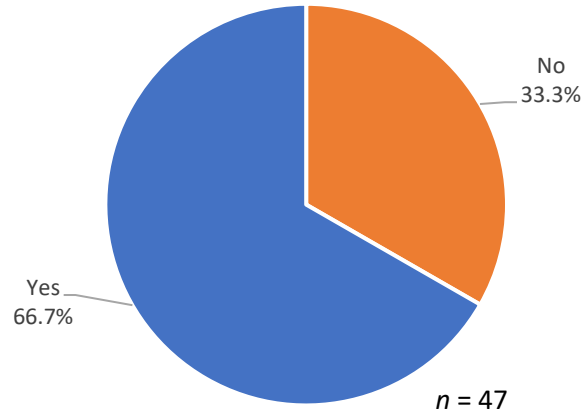
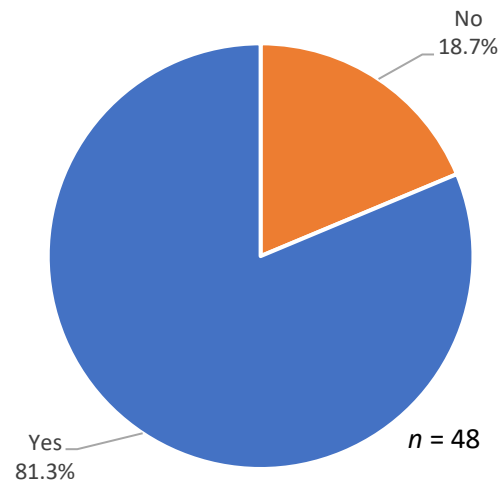


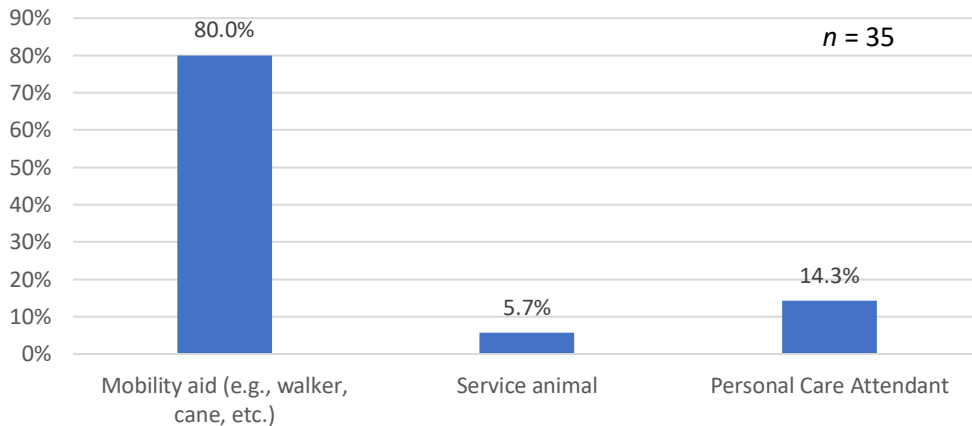
Exhibit 5.63 Dial-A-Ride: Access to internet



Question 12. Do you travel with ...?

Nearly 80 percent of survey participants indicated use of a mobility device such as a walker or cane when traveling via dial-a-ride. A further 14 percent cited traveling with a Personal Care Attendant (PCA).

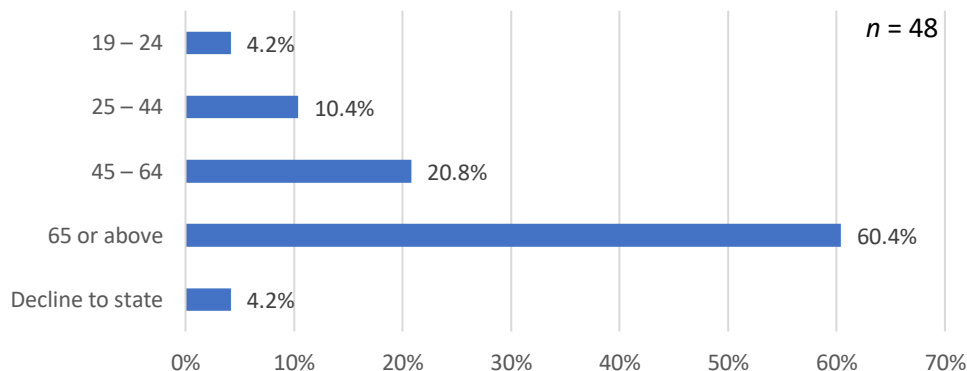
Exhibit 5.64 Dial-A-Ride: Use of mobility support



Question 13. Which age group applies to you?

Amador Transit’s dial-a-ride service is available to persons with disabilities regardless of age. The survey data reveals senior adults (age 65 and above) constitute 60 percent of the surveyed customer population.

Exhibit 5.65 Dial-A-Ride: Age

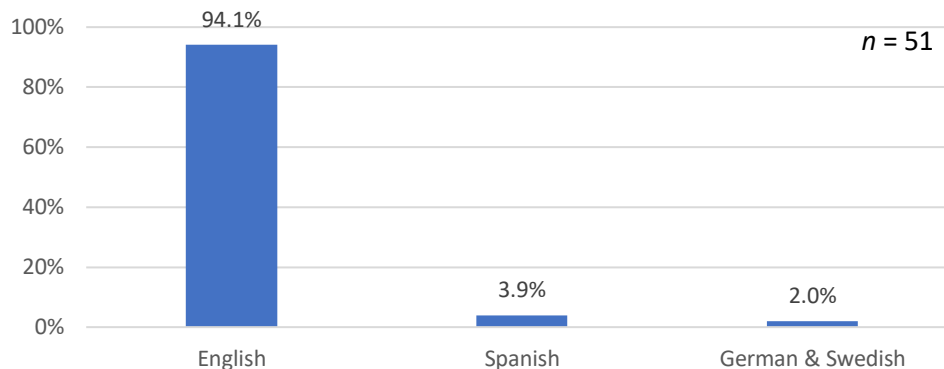


Question 14. What languages are spoken in your home?

“English” was cited by 94 percent of respondents. The next most common language was “Spanish,” with less than four percent.

Amador Transit provides service information and other vital documents in Spanish as part of its Title VI Program. As such, language is unlikely to represent a significant barrier to public transit usage in Amador County.

Exhibit 4.66 Dial-A-Ride: Language spoken at home



Community Survey

The cornerstone goal of the community survey was to solicit input from residents of Amador County, regardless of whether or not they currently use Amador Transit service or have done so in the recent past. The survey was promoted via a media release, presentation to the Social Services Transportation Advisory Council (SSTAC), and printed copies were made available at public buildings (e.g., city halls, libraries, senior centers, etc.). Any person completing the survey in advance of the stipulated deadline was entered into a random drawing for one of several 50-dollar VISA gift cards.

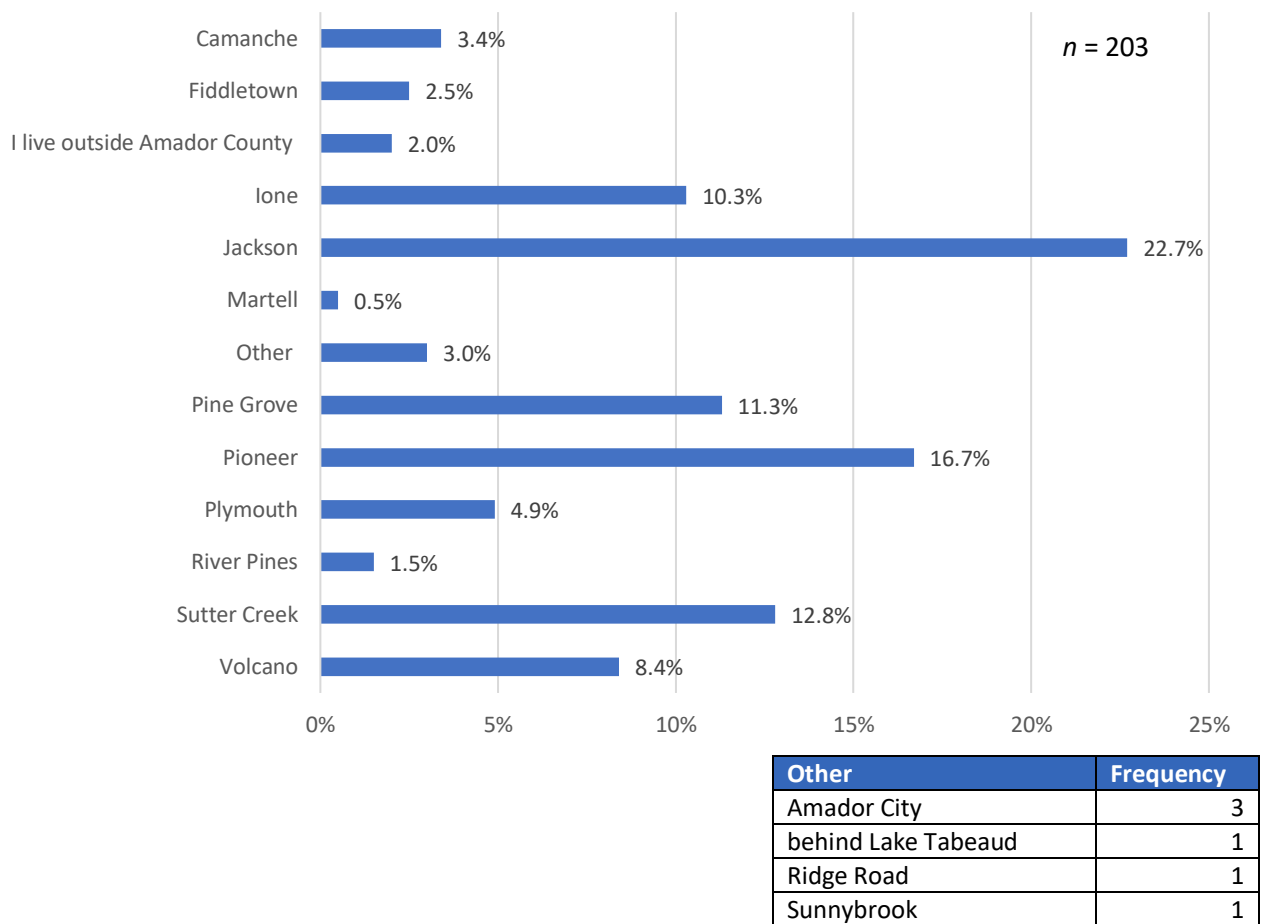
Working collaboratively with ACTC staff, Moore & Associates created a 26-question survey instrument covering travel patterns and behavior, perceptions of Amador Transit services, interest in potential future mobility alternatives, and various demographic information. The survey instrument was produced in both Spanish and English to encourage the broadest possible participation. As a result, 203 valid responses were received.

The following analysis examines each survey question and includes data cross-tabulations where appropriate. All survey were completed in English.

Question 1. What is your home community?

While completed surveys were received from nearly all cities and communities within Amador County, five stood out: 1) Jackson (23 percent), 2) Pioneer (17 percent), 3) Sutter Creek (13 percent), 4) Pine Grove (11 percent), and 5) Lone (10 percent).

Exhibit 5.67 Community: Home community

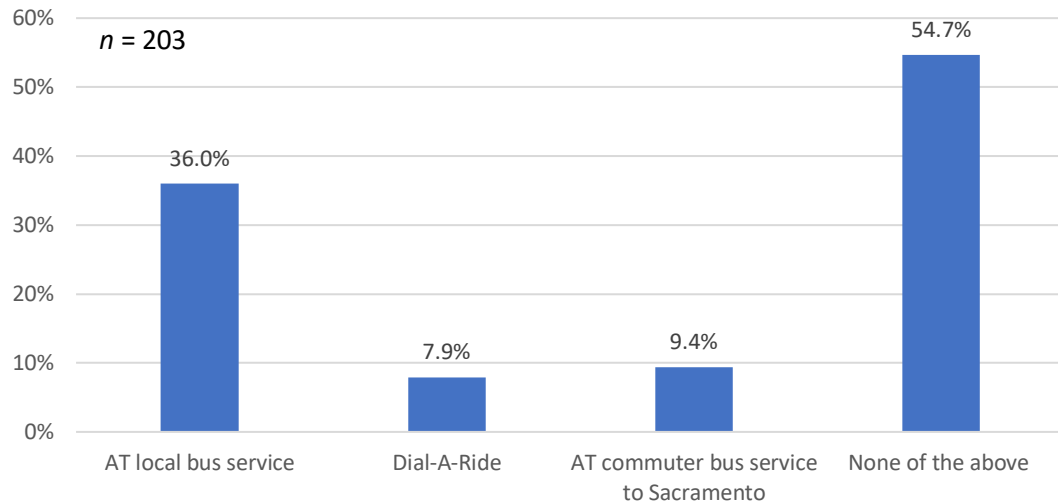


Question 2. Have you ever ridden any Amador Transit service?

Nearly 55 percent of all respondents indicated no use of Amador Transit. Of the balance, Amador Transit's local bus service was cited by 36 percent, the AT commuter bus (9 percent), and the dial-a-ride (8 percent).

While annual ridership for all Amador Transit services remains relatively modest, we believe this data suggests two things. First, awareness of Amador Transit services is positive across the county. Second, although average patronage may be limited to only occasional, nearly half of the queried population have used it.

Exhibit 5.68 Community: Use of Amador Transit

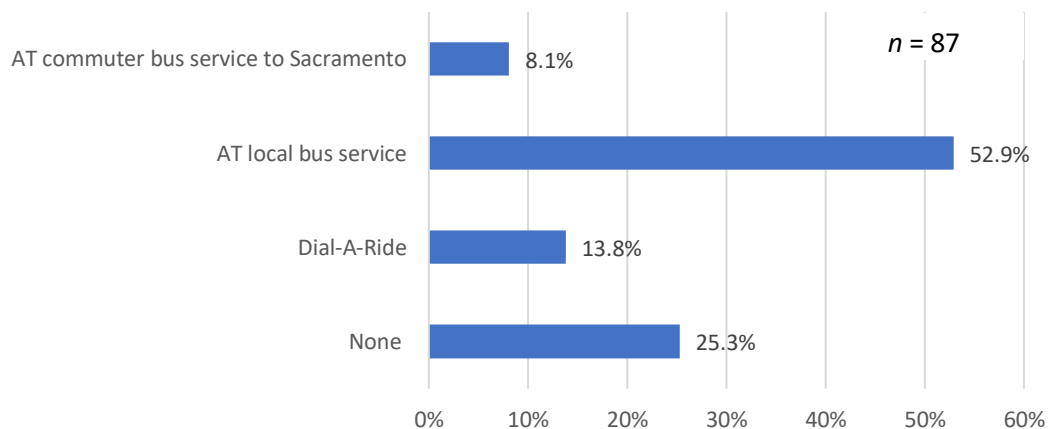


Respondents indicating use of Amador Transit were asked to complete Question 3 through Question 7. Those who did not were asked to skip to Question 8.

Question 3. What service(s) have you ridden within the last 90 days?

Of those reporting some use of Amador Transit services in the recent past, 53 percent cited use of the local bus service. Fourteen percent identified the dial-a-ride service and eight percent the commuter bus service to Sacramento.

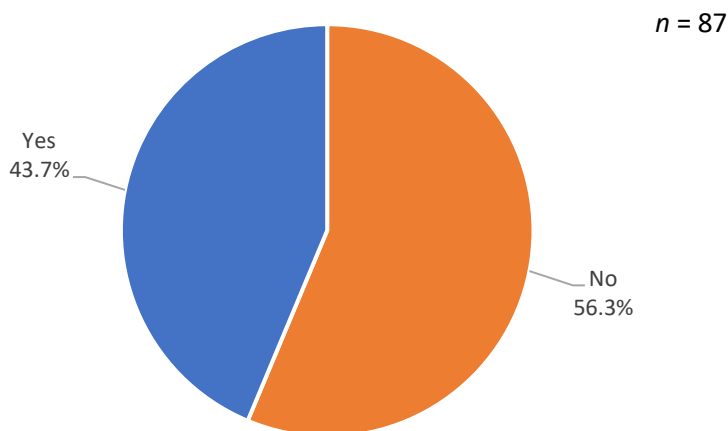
Exhibit 5.69 Community: Use of Amador Transit services



Question 4. Do you use public transit regularly (that is, at least once per week)?

Nearly 44 percent of all respondents indicated patronizing some form of public transit at least weekly. Interestingly, this data mirrors that of Question 2.

Exhibit 5.70 Community: Regular use of public transit



Respondents who indicated they do not ride/use public transit regularly (e.g., at least once per week) were asked to complete Question 5. Those who do, were asked to skip to Question 6.

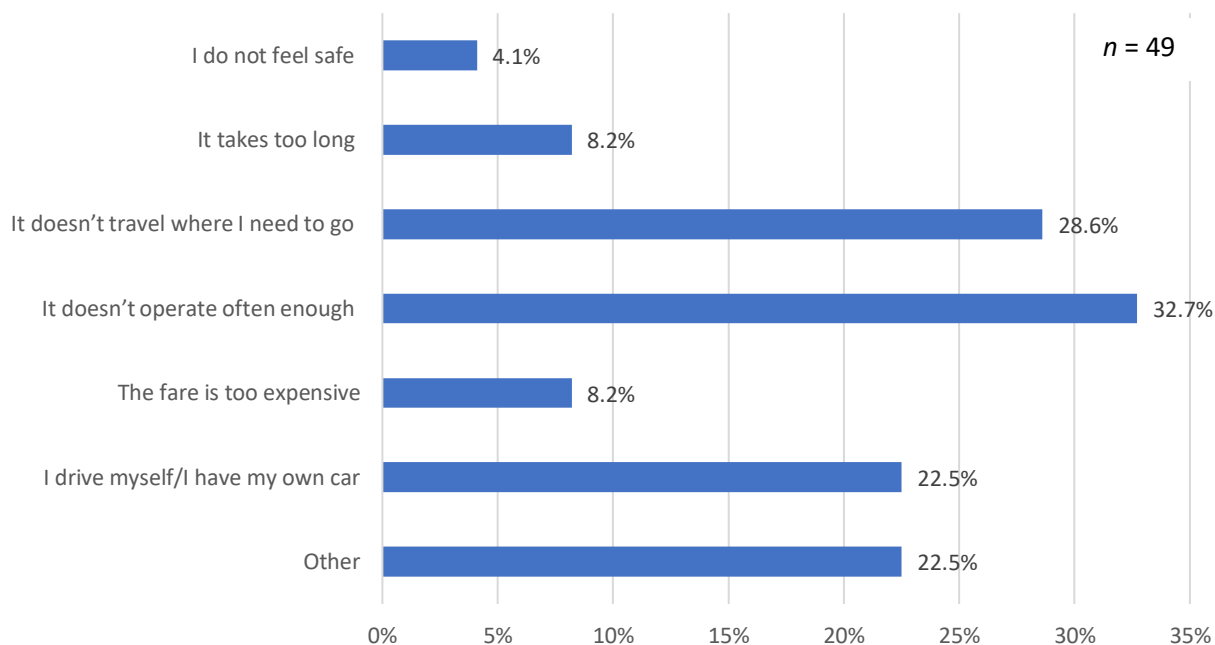
Question 5. If you do not use public transit regularly, please indicate why. (Multiple responses were permitted.)

Of the 49 respondents who indicated they do not use public transit regularly, 33 percent indicated “it doesn’t operate often enough” while 29 percent indicated “it doesn’t travel where I need to go.”

Given the significant number of “Other” responses, some additional examination was warranted. More than 36 percent of “Other” specified responses cited the absence of Saturday/weekend service.

Finally, there were two responses which we believe warrant mention: perception that dial-a-ride service is only available for medical appointments.

Exhibit 5.71 Community: Reason for not riding public transit regularly



Note: Total equals more than 100 percent given survey participants could select more than one.

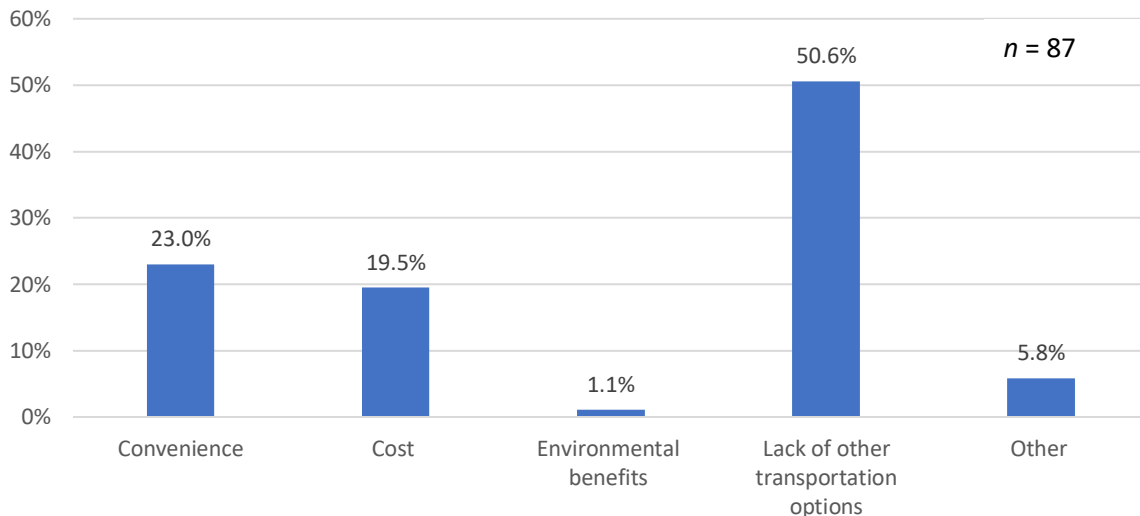
Other	Frequency
I am 86 years old and will soon have to quit driving. My use of public transit will be my only means of travel, e.g. store, out of county medical, local transportation to Pine Grove for a family member who is unable to drive.	1
I don't need it yet, but I will	1
I have a special needs child and he will soon learn to use this ride for his personal needs while I'm at work	1
It doesn't operate on Saturday and Dial-A-Ride is only for medical appointments	1
It doesn't run on weekends when I need it	1
Many errands in Jackson/Martell with much to take home. Plus a hike to the closest bus stop	1
Need weekend transport.	1
Nothing after 5 pm. Doesn't go to Silver Lake Tahoe, Kirkwood, San Andreas	1
Retired	1
There is no regular transit in my area.	1
Unable to get to regular transit stops for non-medical reasons	1
Weekends	1

Question 6. What is the PRIMARY reason you choose to ride Amador Transit?

People choose to ride public transit for a variety of reasons. With respect to this survey, at least 50 percent cited a lack/absence of other transportation options. This suggests a significant transit-reliance, at least as it pertains to this demographic cohort.

Also notable were perceived convenience (23 percent) and cost (20 percent).

Exhibit 5.72 Community: Reason for riding Amador Transit

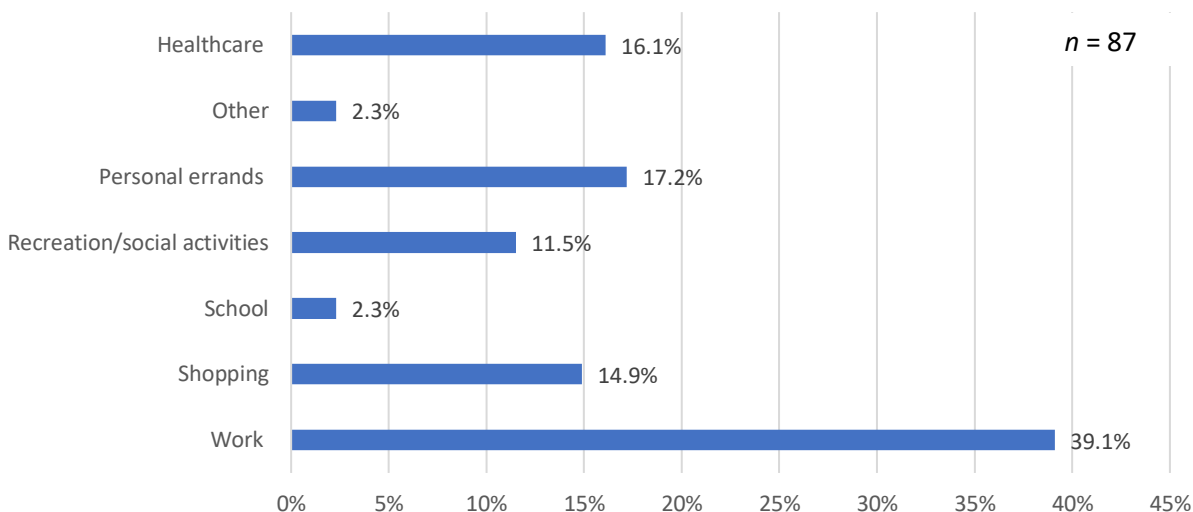


Other	Frequency
Disabled	1
I was training individuals with disabilities to access the community	1
Necessity	1
Practice to go to airport	1
Travel to Sacramento, or to Jackson/Martell	1

Question 7. When choosing to ride Amador Transit, what is your most common or frequent destination?

Travel to/from work was cited by nearly 40 percent of survey participants. Other popular trip motivators/destinations include “personal errands” (17 percent) and “healthcare” (16 percent), and “shopping” (15 percent). “School” was only selected by 2.3 percent.

Exhibit 5.73 Community: Common destinations when riding AT



Note: Total equals more than 100 percent given survey participants could select more than one.

Other	Frequency
Anywhere if my vehicle is down	1
Volunteer	1

Respondents who indicated they had not used Amador Transit were asked to answer Question 8. Those who had used Amador Transit were asked to skip to Question 9.

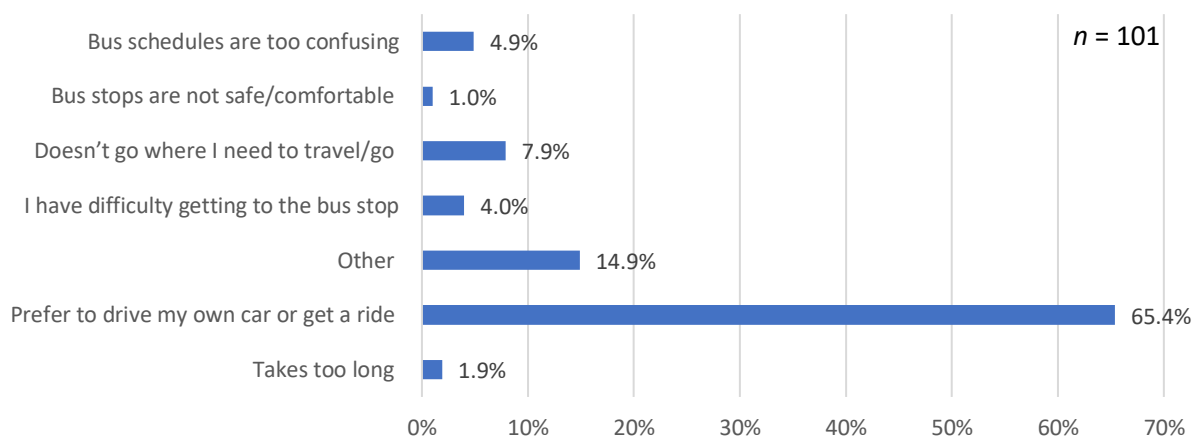
Question 8. If you do not use public transit in Amador County, why not?

Of the 111 people who indicated they had not used Amador Transit, 101 provided a response to this question.

Similar to many other public transit providers, ability to drive or preference for own car represents Amador Transit's primary competition. Nearly two-thirds of all respondents cited this reason. And while other actual and perceived barriers were identified, examination of comments within the "Other" category are revealing. In retrospect, perhaps this question should have included additional response options such as "unaware of service" and "don't know how to use (the service)."

Increasing service span and/or adding service frequency can be expensive undertakings. However, increased marketing and/or public education tend to be less so. Comments such as "don't know what's available," "didn't know we had public transit," and "no service in (community name)" serve to buttress the perception that Amador Transit's customer base is limited to "transit-captive" individuals. And while provision of "life-line" service is a notable objective, we believe the survey data reveals ample opportunity to expand Amador Transit's historic customer base through targeted marketing and public education.

Exhibit 5.74 Community: Reason for not riding public transit in Amador County



Other	Frequency
Can't leave area	1
Don't know what's available	1
Haven't purchased bus pass or tickets	1
Haven't really seen a bus	1
I didn't know we had public transit.	1
I drive	1
I live upcountry and don't see buses up here	1
No bus route or stop in my area.	1
No pickup near my home.	1
No service in Plymouth	1
Not really in my area and the bus to Sacramento takes a long time both ways.	1
Service is too far apart, doesn't come frequently enough.	1
Still driving, but would definitely use when the time is right	1
The routes go nowhere near my home	1
There is no service in Volcano nor along the Shake Ridge corridor even for Dial-a-Ride	1

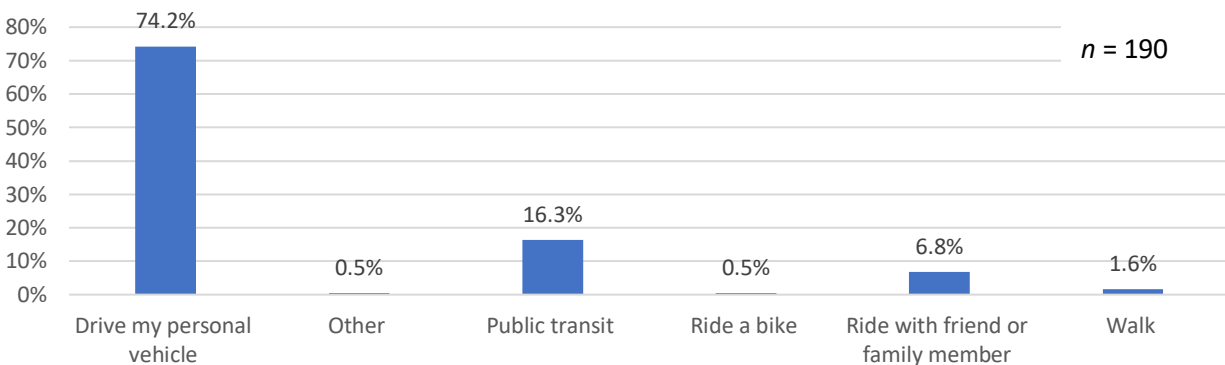
The following questions were posed to all respondents.

Question 9. How do you typically travel within Amador County?

As noted within the discussion of the prior question's data, the personal car/vehicle remains public transit's greatest competition. And in Question 9, nearly three-quarters of the respondents agreed. That said, more than 16 percent cited "public transit" as their typical means of travel within the county.

Attraction of persons with access to a personal vehicle do not lie beyond Amador Transit's reach. However, the strategy should focus on attracting occasional usage ("think of us as your second car") or convenience ("only a short call away"). A second-tier campaign could focus on "cost," as transit market research suggests many vehicle owners rarely understand the true cost of vehicle ownership and maintenance.

Exhibit 5.75 Community: Typical travel within Amador County

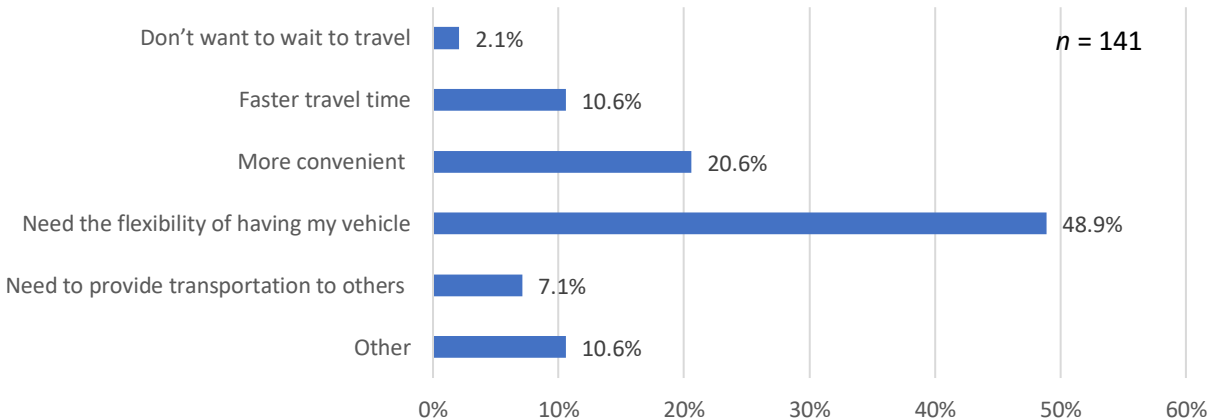


Question 10. If you typically drive, tell us why.

Of survey participants indicating driving their personal vehicle, nearly half cited the “flexibility” associated with same. The second highest response was “more convenient” (21 percent).

No single “Other” response specified was mentioned more than one time. “Other” responses included some combination of the response options provided, unaware of public transit service offerings, or no public transit option where they live or where they need to travel.

Exhibit 5.76 Community: Reasoning for driving

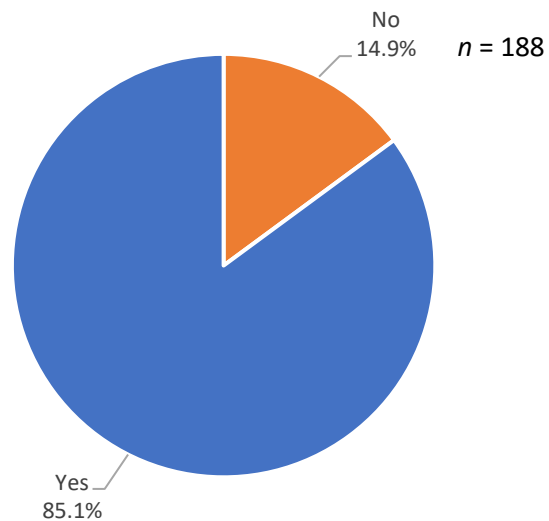


Other	Frequency
1, 3, and 4 (Need the flexibility of having my vehicle, Need to provide transportation to others, and More convenient)	1
All of the above	1
I might use the bus occasionally if it were available in my locale	1
I am still able to drive locally but soon will have to quit driving and will rely on public transportation for my needs.	1
I have a dog and faster travel times.	1

Other	Frequency
I need transportation to Dr.'s appointment in Elk Grove. I had a skin test from my Dr.'s office a couple of months ago and it is positive for cancer. I no longer can drive that distance and the people who usually drive me cannot due to surgery, etc.	1
It doesn't go or come to where I need to go. Not the buses' fault, it's a rural community.	1
Live outside city limits—no other choice	1
My son will soon learn to use these services for personal use	1
No public transit service here	1
Option 1 & 4. (Need the flexibility of having my vehicle and more convenient)After dark culture or weekend and out of county Medical	1
To get to work	1
Transit not running at the time I need	1
Work is closer to home than the bus stop is.	1
Your routes won't get me within miles of my home.	1

Question 11. Is it generally easy for you to get where you need to go?

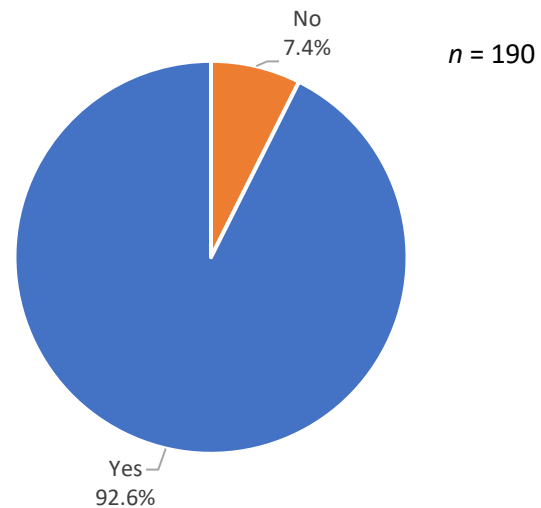
Exhibit 5.77 Community: Ease of travel



Question 12. Do you have a valid driver's license?

Nearly 93 percent of respondents indicated they currently have a valid driver's license.

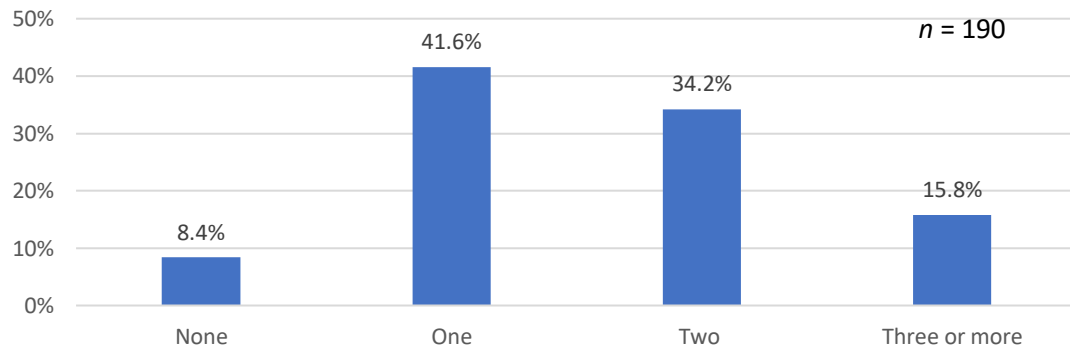
Exhibit 5.78 Community: Driver's license



Question 13. How many cars/vehicles are available for use by your household?

Forty-two percent of respondents indicated having access to at least one vehicle. Another one-third cited "two vehicles." Despite this data, we believe an opportunity exists for Amador Transit to attract occasional patronage from at least a portion of persons with access to a personal vehicle.

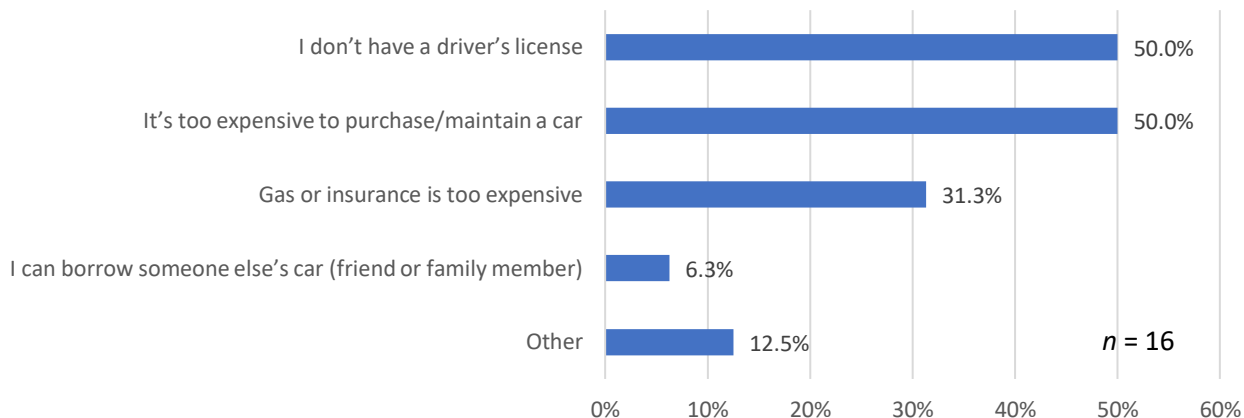
Exhibit 5.79 Community: Household vehicles



Question 14. If you do now own (or lease) a car/vehicle, please indicate why. (Multiple responses allowed.)

Of the sixteen respondents who indicated they do not have a car available for use, "lack of a driver's license" and "too expensive to purchase/maintain" were by far the most common responses (50 percent each). Another 30 percent indicated "gas or insurance too expensive," which, if added to the "too expensive" category translates to 80 percent. Such a commonly held perception represents great opportunity for Amador Transit.

Exhibit 5.80 Community: Reason for not owning a car



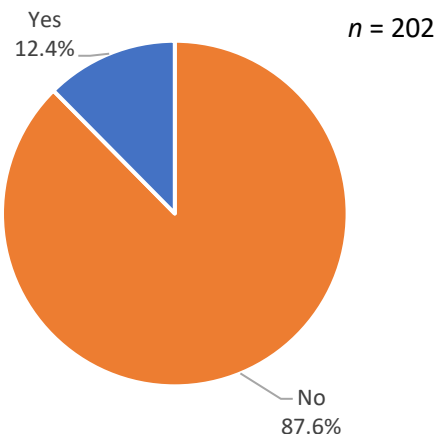
Note: Total equals more than 100 percent given survey participants could select more than one.

Other	Frequency
Not physically safe	1
Tree fell on my vehicle	1

Question 15. Do you ever use Lyft or Uber in Amador County?

Nearly 90 percent of all respondents cited no use of Uber/Lyft, which is not surprising given the limited service available in Amador County.

Exhibit 5.81 Community: Use of Lyft or Uber

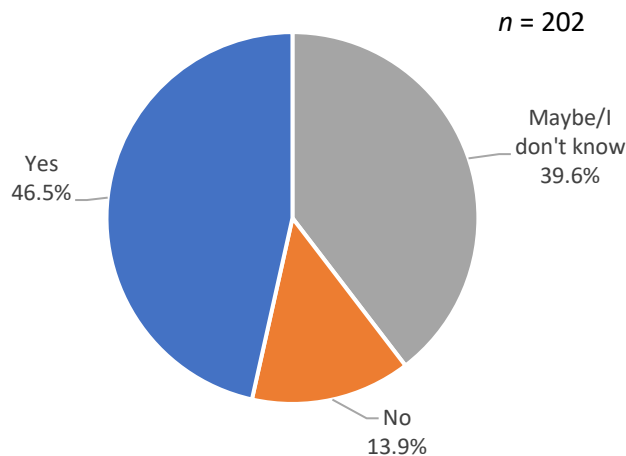


Question 16. If micro-transit became available in Amador County, would you consider using it?

While micro-transit can take many forms, one of the most common is on-demand service similar to Uber or Lyft. Several California communities are considering on-demand service either as a supplement to traditional public transit service or as a replacement. Among the anticipated benefits are lower operating cost than traditional fixed-route service and/or increased service area.

Nearly one-half of all respondents indicated interest in a local, general public micro-transit service alternative. Another 40 percent indicated being undecided. On an aggregate basis this translates to 86 percent who are open to using the service.

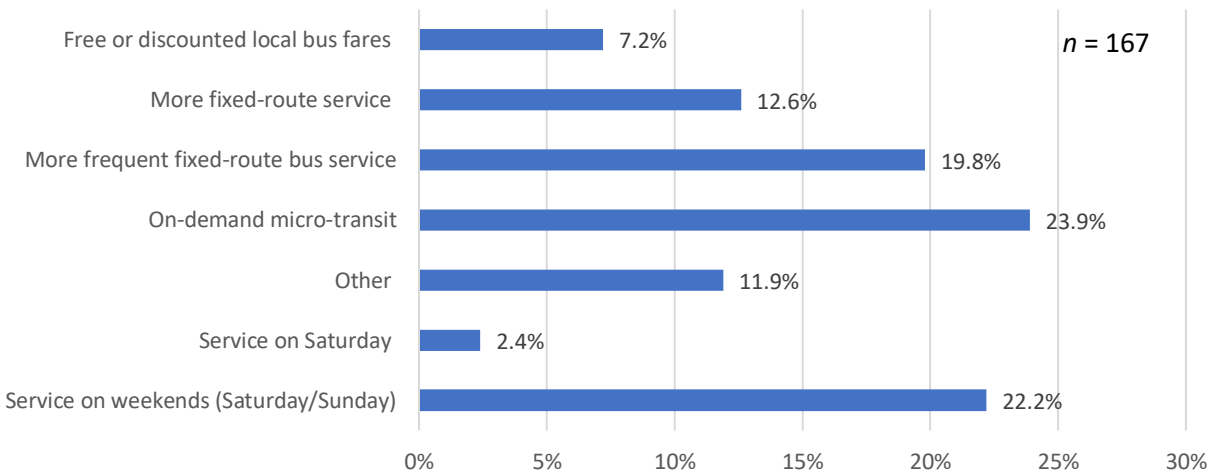
Exhibit 5.82 Community: Use of potential micro-transit



Question 17. Which of the following mobility options would you MOST like the ACTC to invest in?

Four potential mobility enhancements were most popular: 1) on-demand micro-transit service, 2) transit service on weekends (Saturday and/or Sunday), 3) more frequent local bus service, and 4) more fixed-route service.

Exhibit 5.83 Community: Preferred mobility option

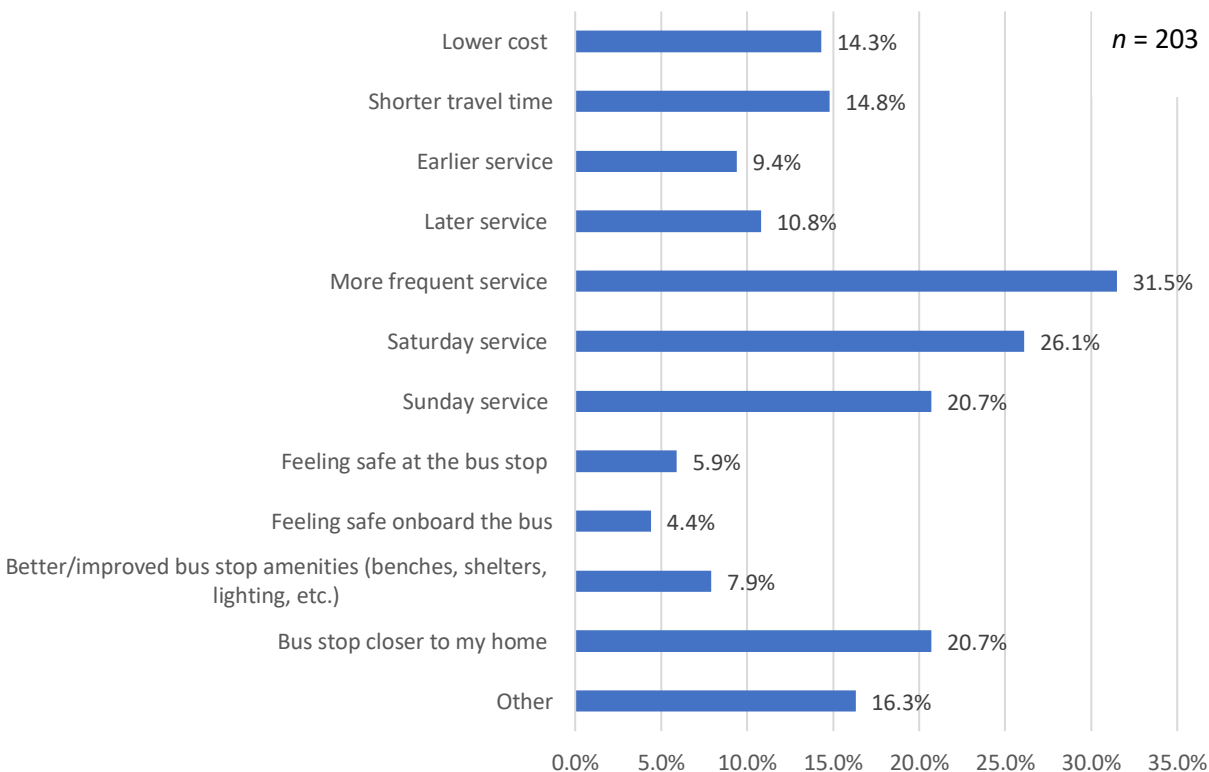


Question 18. What might encourage you to ride public transit or use it more often? (Multiple responses allowed.)

Four potential service enhancements were most popular: 1) more frequent service (32 percent), 2) Saturday service (26 percent), 3) Sunday service (21 percent), and 4) bus stop closer to my home (21 percent).

When considered in concert with the response data from Question 17, we believe there is sufficient demand and support for a trial general public on-demand service on Saturday.

Exhibit 5.84 Community: Propensity to use transit



Note: Total equals more than 100 percent given survey participants could select more than one response option.

Other	Frequency
Accessibility in scheduling for those who are not tech-savvy	1
Affordable pick up and drop off at front door	1
Backup for school bus	1
Benches with back rests. A stop closer to my home. Right now is 1.3 miles away	1
Bus service to Sacramento.	1
Comfort	1
Don't know if it comes to Willow Creek & Hwy 16	1
Don't need transit right now	2
Fix routes, on time, to not take three hours to get from Jackson to lone	1

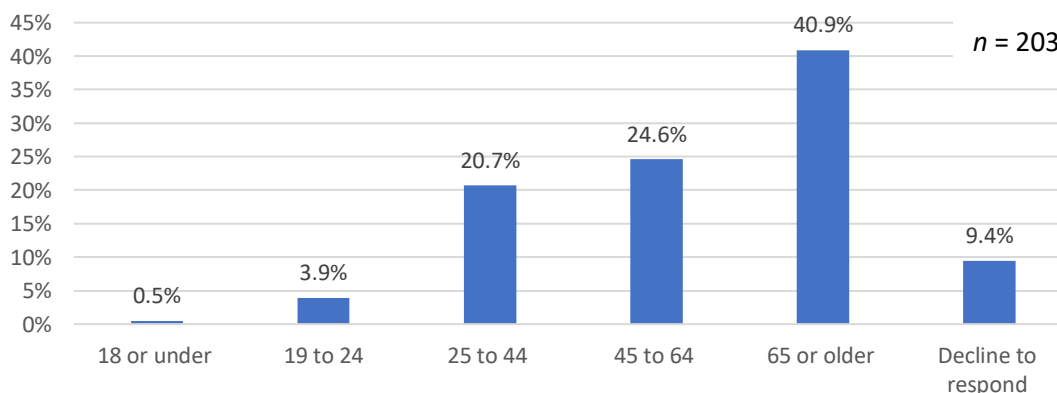


Other	Frequency
Forget regular bus service upcountry. Uber or Lyft would be more cost effective than running empty buses on routes no one takes.	1
I always use Dial-a-ride, or get rides from friends	1
I am in support of Transit assisting with student transportation	1
I don't have a need for public transit, but would like you to focus on providing safe transportation for the school kids, if possible, since ACUSD transportation is not reliable.	1
I don't think I would use it.	1
I will not be using public transit	1
I would take the bus if the bus stop was closer to my house and dropped off close to my work.	1
I wouldn't know but when I was younger and I rode weekends would have been nice	1
If dogs were allowed	1
If I were unable to drive	3
Knowing what I qualify for. I am 87 and don't drive often.	1
Local pick-ups to the senior center once a week	1
Lower cost, however I don't even know if there is anything available for me to get to Doctors appointments and back home again.	1
No longer driving and must use public transportation at a low cost.	1
No transportation is available on Gold View/Pine Acres	1
Nothing. I have a vehicle, driver's license and insurance.	1
Only the total loss of personal vehicle use.	1
Service near where I live	1
Service to Kirkwood	1
Transit that connects directly with train and other transit	1
Zero carbon vehicles	1

Question 19. Which of the following includes your age?

On an aggregate basis, nearly one-half of survey respondents are work-age adults. Another 41 percent identified an age of 65 or older.

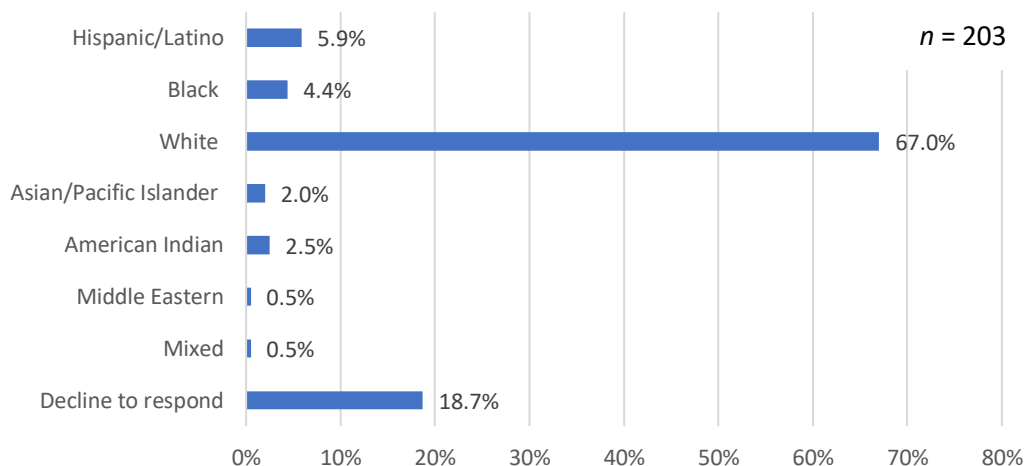
Exhibit 5.85 Community: Age



Question 20. Are you... (race/ethnicity)?

According to the American Community Survey (2023), 74.7 percent of Amador County residents self-identified as “White alone,” while 16.5 percent identified as Hispanic or Latino. This corresponds to the 67 percent of survey respondents who identified as “white” and the six percent who cited “Hispanic/Latino.”

Exhibit 5.86 Community: Race



Note: Total equals more than 100 percent given survey participants could select more than one response option.

Question 21. What is your approximate annual household income?

The median household income in Amador County is \$81,526 (American Community Survey, 2023).

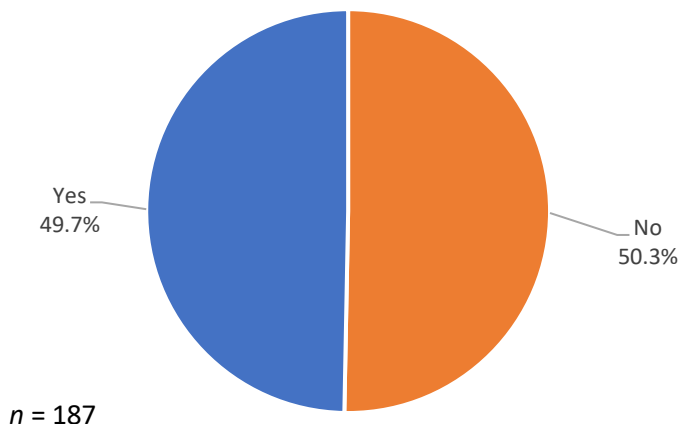
Exhibit 5.87 Community: Annual household income



Question 22. Are you currently employed?

Fifty percent of respondents indicated being employed. This ties in with the response data from Question 7 which revealed “work” as the most common or frequent destination when choosing to ride Amador Transit.

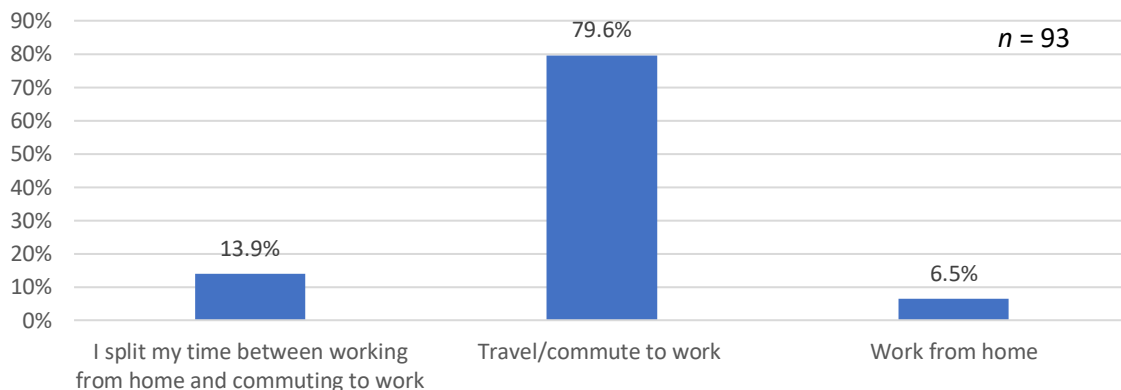
Exhibit 5.88 Community: Employment



Question 23. If “yes,” do you work primarily from your home or do you travel/commute to your work place?

Of those who indicated they are currently employed, nearly 80 percent indicated working from a location outside their respective home.

Exhibit 5.89 Community: Commute to work



Question 24. How far do you travel to work (each way)?

Eighty-seven responses were received. The most common response (38 percent) indicated travelling 5 to 10 miles to work each way. The next most common response was travelling 11 to 20 miles (16 percent).

Exhibit 5.90 Community: Travel distance to work

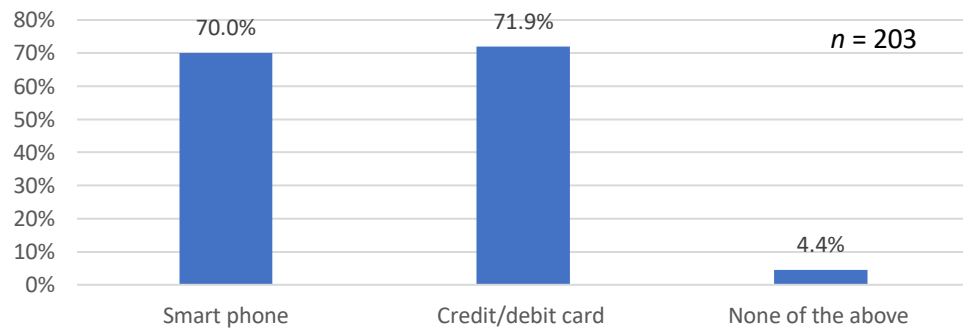
Distance in miles	Frequency
Under 5 miles	12 (13.8%)
5 to 10 miles	33 (37.9%)
11 to 20 miles	14 (16.1%)
21 to 30 miles	6 (6.9%)
31 to 40 miles	9 (10.3%)
41 to 50 miles	6 (6.9%)
More than 50 miles	7 (8.0%)

Question 25. Which of the following do you use regularly? (Multiple responses allowed.)

Seventy percent of respondents indicated regular use of a smartphone while 72 percent cited regular use of a credit or debit card.

This question was included to gather data regarding possible transition to non-cash fare media as well as possible introduction of an on-demand (micro-transit) service.

Exhibit 5.91 Community: Use of smartphone and credit/debit card



Note: Total equals more than 100 percent given survey participants could select more than one response option.

Question 26. Comments

The survey included a question whereby participants could provide additional comment regarding public transit in Amador County. Presented below are verbatim comments received.

Exhibit 5.92 Community: Comments

Comments	Frequency
A special SM bus to take us to the Senior Center for lunch and Sat. to St. Patrick's Church for lunch	1
Amador Transit drivers and office staff are always friendly and helpful. I appreciate their service.	1
Bus drivers are so safe and courteous	1
Bus service here in unreliable. I don't want to be on the bus that takes three hours to get from Jackson to Lone or vice versa.	1
Can't find where the routes are posted or where the pick up/drop off locations are	1



Comments	Frequency
Extend Route to include all of Pine Acres in Pine Grove.	1
Fixed bus routes do not meet needs of the people. On-demand services are the need of the 21st century.	1
Having a weekend service would open up employment opportunities	1
Homeless people receiving services and entered in the HMIS need free bus access. This will reduce the length of homelessness aiding in employment and livelihood.	1
I do appreciate that there is a bus service that comes all the way to Pioneer. My teenagers find it useful and they would use it more if there were more frequent stops upcountry and weekend service.	1
I don't have any experience with Amador County public transportation.	1
I feel it would be a disservice to my community to remove any bus service in our rural county.	1
I find your staff to be very kind and helpful. While my child has been too young to take advantage of the Summer bus service schedule I am looking forward to when he can take the bus to the pool or the movies. I think it is pretty special that you offer that to the kiddos during Summer! I wish you guys could take over running the school bus system. That system is broken.	1
I have to find out if there is anything available for appointments in Elk Grove or Sacramento. I was told that the buses only drop off at airports or bus stations.	1
I love Dial-a-ride, as all the drivers are very helpful and friendly. I think it has been 2 years since I started using and it has been super. Works for me.	1
I think it would be good for Amador Transit to focus on providing safe transportation for the school kids, if possible, since ACUSD transportation is not reliable. Possibly kid only buses/vans, or teaming up with ACUSD to do a driver share.	1
I would be interested in using transit if it were available in my neighborhood and made it easy to shop or go to appointments in Martell and Jackson.	1
I would love a route to Kirkwood on Sundays. They are charging for parking now and I feel that many people would use the service if offered, as long as it was cheaper than the parking.	1
I'd love to go to the SC & Volcano Farmer's Markets. Weekend service would be valued.	1
Increase available times to airport. Possible links to points beyond (Elk Grove).	1
Interested in transportation for people who are physically disabled and do not possess a driver's license. Do not live close to any bus stops and no way to get to one	1
It is difficult for drivers to be familiar with the diverse wheelchair straps.	1
It would be great if it went to East Bidwell area of Folsom and town center in El Dorado Hills. So many people shop there from Amador, also see doctors and dentists there. Transport to Folsom Lake College would be wonderful.	1
Just so glad it's available. I think service to the Stockton area (like AT has for Sacramento area) would be nice.	1
Keep up the good work!	1
Later service to lone	1
Love Amador Transit	1
Make a route from Fiddletown Rd and Shake Ridge Rd, to Jackson and Sutter Creek	1
Many elderly people in Amador County have out-of-county medical appointments that they need rides to. Expanding your out of county service would be very helpful.	1
Many of us elders do not have smart phones. Would use transit if it were near my home. Can't lug groceries from a distant stop.	1



Comments	Frequency
Might consider transit as an option more if my vehicle wasn't available and there was a convenient location for me to catch the bus near my home (upcountry, in the middle of nowhere).	1
More bike infrastructure	1
More bus routes and service on weekends	1
More Dial-A-Ride out of Amador.	1
More options but having a bus come to Camanche would be nice. I would happily take the bus from Camanche to Jackson, Sutter Creek, Amador City, etc.	1
Need bus pass, loaded on a card	1
Need extended routes	1
Need more bus routes	1
Need to be able to work on Saturday and Sunday and later at night	1
Need transportation in her area 1 mile out of our zone for DAR. 65-year-old taxpayer.	1
Needs to be expanded—need to consider non-driving teens and older non-drivers	1
On demand rideshare or micro-transit is talked about A LOT.	1
People with mobility needs also need access to recreation. Therefore, I'd like to see a bus stop at Lake Tabeaud so people could spend a day there and return. Just a morning and afternoon trip could do the trick for a day at the lake.	1
Periodically send out bus routes and schedule. Are these in the Ledger-Dispatch? How often do buses go to Plymouth and Lone?	1
Please connect Amador Transit to Amtrak and the Sac and Skn airports	1
Please invest in our roads to make them safe for all forms of transportation.	1
Please keep public transportation in Amador County. People need buses and especially upcountry. We need more public transport not less. Don't give it to these corporations coming in they don't care about our county.	1
Please keep the bus to Sacramento and the airport. Lyft is too expensive.	1
Public bus options for kids when school bus gets canceled would be good	1
Saturday and Sunday service, later at night	1
Service in Pine Acres residential areas is needed	1
Stopped using the bus to Sacramento due to costs, delays, and unsafe bus stop location at Carbondale Rd. Not enough service for Lone for those who work in Jackson, no weekend or late night bus service, prevents regular riders. Also, Rancho Cordova residents paid less to ride and Amador County bus than residents did.	1
Thanks for being here for us.	1
The elderly in Amador County rely on public transportation within the county and Sacramento and even Lodi for special needs.	1
The multi modal terminal in Sacramento, if operational, could increase our ridership.	1
The service to Sacramento drops off too early/picks up too late	1
There are only 2 time schedules. 1 Very early in morning and 1 evening. Needs more times. Also transit up near Sierra Pines area in Pioneer, CA.	1
To get older buses especially the 1s that don't have good working AC on them. It's not ok to make us riders to ride buses that don't have good working AC when it's hot outside it can cause us to get sick by getting over heated etc. and I feel like it's very inhumane to do	1
We desperately need more options and more availability for public transport in our county. There is a lack of in-county service providers for various needs leading to residents having to travel to adjacent counties which are often not accessible or convenient.	1



Comments	Frequency
We need weekend and longer hours. Students need FREE travel to jobs and extracurricular activities.	1
Weekend and evening travel would be excellent!	1
Weekend service is a need for the county. People can attend events & church services	1
When there is a fire requiring evacuation how will people who depend on public transportation accomplish that? With their pets and other valuables?	1
While I see the need for transportation on weekends for people who don't drive or can't drive, I don't see it being cost efficient to do so for as rural as we are, it's not feasible.	1
Would like to have a map of transportation stops and times to carry with me.	1
Would like to have weekend service. Would use DAR more.	1
You better fix the roads first. They are horrible.	1
You should pick up the kids when the school bus is canceled	1



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Chapter 6 | Summary of Findings and Preliminary Recommendations

In preparing this summary of findings and preliminary recommendations, the consultant team sought to identify adjustments to the current system to enhance its effectiveness, provide an overall increase in route efficiency, and recommend implementation of technological enhancements.

Summary of Findings

Moore & Associates staff conducted surveys of fixed-route riders, Dial-A-Ride riders, and the community at-large during the course of this planning effort. We also reviewed performance data for the four most recent fiscal years. Several key findings stood out with respect to next steps for Amador Transit. (These are discussed in more detail in Chapter 4, Service Evaluation and Chapter 5, Summary of Public Engagement.)

1. Fifty-six percent of current local fixed-route riders surveyed (31 responses) use Amador Transit for three to six trips per week, while nearly 68 percent of Dial-A-Ride riders (36 responses) take fewer than two trips per week. There is significant room for ridership growth here.
2. Saturday service was one of the frequent requests by both current local fixed-route riders and the community at-large. More than 64 percent of fixed-route riders (36 responses) indicated a desire for Saturday service, while 26 percent of community respondents (53 responses) said Saturday service would influence them to ride transit or ride more often. This translates to 81 unique individuals (once duplicate respondents are eliminated).
3. Sixty-one percent of local fixed-route riders (31 responses) would be “very likely” to use a general public on-demand service, while an additional 31 percent (16 responses) cited “somewhat likely.” If such a service was introduced to replace or supplement fixed-route service, this suggests current riders would be likely to make the switch. In addition, 47 percent of community respondents (94 responses) would consider using on-demand transportation, and another 40 percent (80 responses) indicated they may consider it. This suggests potential interest by a significant population that may not currently use transit.
4. Nearly 38 percent of local fixed-route riders (21 responses) indicated a desire for a longer service span on weekdays, while more than 30 percent (17 responses) cited a desire for more frequent service. Among community survey respondents, nearly 32 percent (64 responses) said more frequent service would influence them to ride transit or ride more often.
5. Overall, Amador Transit’s local fixed-route service has a higher operating cost per passenger and a lower number of passengers per hour than most comparable operations in geographically similar communities. The Dial-A-Ride service is slightly better positioned with respect to its peers.

6. While Routes 5 and 6 carry, on average, the highest number of passengers per day, the number of runs provided results in lower productivity (passengers per revenue hour and revenue mile). As a result, Routes 3 and 7 are significantly more productive in terms of passengers per revenue hour and revenue mile, as well as have a lower average operating cost per passenger. This suggests that the number of hours and miles being operated on Routes 5 and 6 may be higher than the resulting ridership warrants, or that additional effort is needed to increase ridership on those routes.

Preliminary Recommendations

Based on input received from the community, Amador Transit staff, Amador County Transportation Commission staff, and through the project team's observations and analysis, three near-term priorities for Amador Transit have been identified:

1. Increase ridership on existing services.
2. Improve farebox recovery ratio.
3. Utilize on-demand service to expand access to transit.

Increasing ridership can potentially be realized through a number of tactics, including marketing, improvements to the current service, and introduction of new services having appeal to a broader population (such as on-demand service). Improving the farebox recovery ratio must be achieved through a combination of efforts, including increasing fare revenue through increased ridership (especially on the fixed-route service), increasing ridership of higher-fare routes or services, and improving operating efficiency.

In order to address these priorities, the project team has prepared a series of strategies to be implemented across the next five years. They are:

1. Introduce general public on-demand service in Jackson-Sutter Creek on Saturday (initially on a pilot or trial basis), including customer-facing rider app and contactless fare payment.
2. Optimize alignments on Routes 5 and 6 to increase service frequency and reduce average ride time.
3. Expand Upcountry Dial-A-Ride service to the general public for a premium fare (for trips occurring entirely within Zones 3 and 4).
4. Utilize targeted marketing of current Amador Transit services (especially to non-riders and infrequent riders) to increase ridership, especially in higher-fare zones.
5. Introduce "predictive arrival" and other technologies on local bus service.

Discussion regarding each of these preliminary strategies is provided below.

Strategy #1: Introduce general public on-demand service in Jackson-Sutter Creek on Saturday (on a pilot or trial basis), including customer-facing rider app and contactless fare payment.

This strategy focuses on a trial on-demand service in Jackson and Sutter Creek. By limiting the trial service to Saturday, it will not “poach” riders from Amador Transit’s existing fixed-route service operating on weekdays. It will also be easier to evaluate as it would be the only transit service operating during that period.

A key component of a successful on-demand service is effective trip booking and routing. Traditional dial-a-ride requires reservations be made in advance. While this provides the operator with more notice by which it can schedule its driver(s), it does not offer the level of convenience many non-transit users value when considering possible use of public transit. Use of an online booking mechanism (typically via an app and/or website) and dynamic routing software eliminates some of the need for pre-booking. Such apps may also offer contactless fare payment, permitting use of a credit or debit card to pay for transit rides (thereby mitigating another common barrier to transit use by new customers).

Moore & Associates recommends starting with one driver and one vehicle operating from 9:00 am to 4:00 pm, with a one-hour service break (driver’s lunch period). The anticipated work-day includes 30 minutes at start and end of day for pre-trip inspection/administrative duties.

A potential concern expressed by AT staff is driver productivity. While periods of low rider activity may occur at service introduction, it is unlikely this would be a concern across the long-term. Assuming the new service is effectively promoted, ridership would likely increase, resulting in reduced downtime for the driver. As the service becomes more fully booked, it is likely more trips will be booked ahead of time (rather than the day of the service), further reducing the likelihood of driver idle time. Finally, a policy requiring individuals wishing to make a Saturday ride request via phone to schedule their ride no later than Friday afternoon could be adopted.

The service trial period should last between three and six months, which would provide sufficient time for Amador Transit to promote the service, resolve any potential operating issues, and determine whether ridership is sufficient to warrant service continuation. Performance criteria should also be established prior to service start-up defining quantitative success thresholds. Should the trial period be deemed successful, Amador Transit may wish to explore on-demand technology for Dial-A-Ride dispatching or system-wide contactless fare payment.

The project team recommends an adult one-way fare of no less than \$2.00. This is equal to the current Dial-A-Ride fare for Jackson/Sutter Creek (Zone 1). It is double the adult one-way fare for fixed-route service in the area. However, as this is an on-demand service (and, therefore, considered a premium service), a higher fare is considered appropriate.

No ADA paratransit service is required to support an on-demand service. As such, assuming all trips are provided using ADA-compliant vehicles, there would be no difference between a general public rider and an ADA rider, either in fare or service delivery.

Strategy #2: Optimize alignments on Routes 5 and 6 to increase service frequency and reduce average ride time.

Routes 5 and 6, which operate in Jackson and Sutter Creek, are largely duplicative, in that the two routes cover largely the same area. There is also considerable “backtracking” on the routes, which serve some locations twice within the same trip or run. Each route is very long, with Route 5 (Shuttle A) taking nearly two hours to complete one circuit and Route 6 (Shuttle B) requiring between 90 minutes and two hours. Two vehicles are required for each route.

To mitigate these issues, we suggest three possible tactics, some of which may be used in combination:

1. Alternating Route 5 and Route 6 service to the transit center.
2. Limiting the number of runs to potential low-productivity or remote service points (such as Kennedy Meadows, Jackson Gate Road Apartments, or Scottsville Drive).
3. Identify a secondary location to facilitate rider connections between Routes 5 and 6.

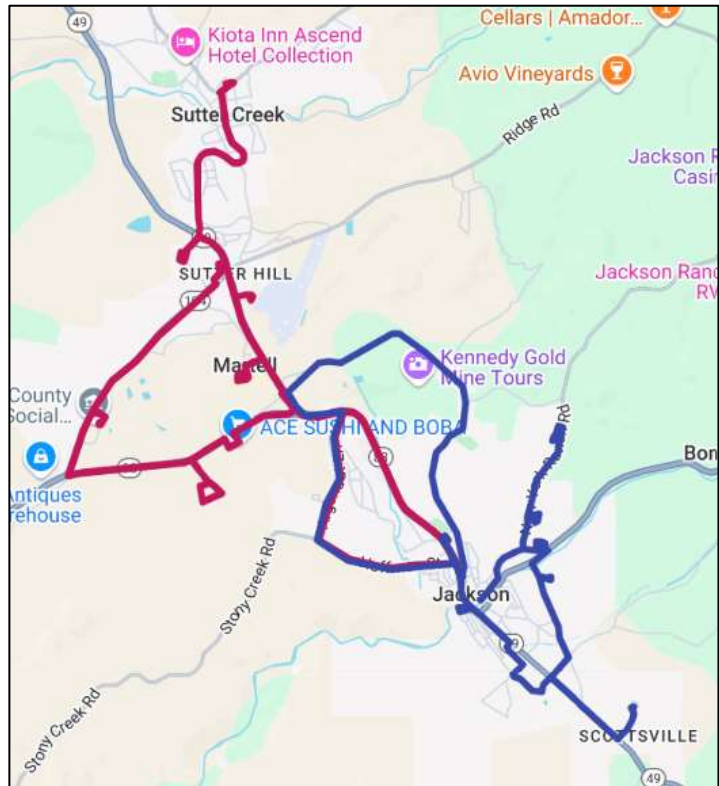
The Sutter Hill Transit Center’s location at the far north end of the service area translates to duplicative or low-productivity route segments on both Route 5 and Route 6. Separating the routes (so as to offer more efficient alignments) would ideally require a more favorable transfer location positioned roughly midway between the Transit Center and the southernmost point of the routes featuring sufficient space for buses to dwell for several minutes.

We recommend operating Route 5 on the northern portion of the route (primarily north/west of the Highway 49 and Highway 88 junction) on a 60-minute frequency, offering timed connections with other routes at the Sutter Hill Transit Center and with Route 6 at a secondary transfer point. Route 6 would primarily operate south/east of the Highway 49 and Highway 88 junction, with timed connections to Route 5 at a secondary transfer point. It would either not travel to the Sutter Hill Transit Center, or only offer connections there during certain trips. Route 6 could also provide connectivity with Route 2 via existing stops in Jackson.

Limiting service to remote or low-productivity locations in Jackson to certain trips could be used to balance Route 6 trips that serve the Sutter Hill Transit Center. For example, trips serving the transit center may not travel to Kennedy Meadows or Scottsville Drive in order to maintain the desired service frequency. Connections to Route 5 would still be facilitated at the secondary transfer location.

With respect to a secondary transfer point, the ideal location would be one that is midway between Jackson and Sutter Hill. From a purely geographic perspective, Detert Park is the closest; however, concerns have been expressed as to insufficient space at that stop location for it to serve as a transfer point. A more suitable option may be Grocery Outlet. While further south, it has sufficient space within the parking lot should vehicles need to dwell for several minutes. Walmart is another potential service point, although further to the north and west. Among the advantages of these locations is the space for the buses as well as being popular travel destinations.

Another point of consideration is which stops would be served by both geographic-based routes. For example, when the two high schools are consolidated beginning in August 2026, it would be beneficial for both routes to serve the stop at Argonaut and Westview. That is not an optimal secondary transfer location, however. Using Grocery Outlet as the secondary transfer location would facilitate service to Argonaut and Westview on both routes, as Route 5 could serve that location on its way back to the northern portion of the service area. In addition, Route 5 would not need to serve the Amador High School stop after the consolidation, although it would still need to travel to Sutter Creek. Splitting the two routes with a secondary transfer point (after service to Amador High School is eliminated) could look like that depicted above. Whether or not this routing could be effectively served within a 60-minute headway would require route proving with a transit vehicle. If not, a 75-minute frequency may be warranted.



Strategy #3: Expand Upcountry Dial-A-Ride service to the general public for a premium fare (for trips entirely within Zones 3 and 4).

Currently, Dial-A-Ride service in the Upcountry area is limited to ADA-certified riders. Given the limited fixed-route service available in the Upcountry area, Moore & Associates recommends opening up the Dial-A-Ride service in Zones 3 and 4 to the general public on a space-available basis for a premium fare. Doing so would provide enhanced mobility within the outlying area and potentially reduce the need for some Route 2 – Upcountry fixed-route trips.

Current Dial-A-Ride fares for service to Zones 3 and 4 are \$4.00 and \$5.00, respectively. The project team recommends an adult (general public) one-way fare of \$5.00 for trips entirely within either Zone 3 or Zone 4, and \$7.00 for adult one-way trips traveling between Zone 3 and Zone 4. Non ADA-certified riders would not be eligible for Dial-A-Ride service into Zone 1 or Zone 2, relying instead on Route 2.

Depending on demand and the effect on Route 2, Amador Transit may (in the future) be able to reduce the number of Route 2 trips. Another option would be to limit Route 2 travel into fixed-route Zone 3 (above Highway 88 and Tabeaud Road), and offer a discounted Dial-A-Ride fare for persons transferring from Route 2 to Dial-A-Ride to complete their trip. For example, Route 2 could terminate at the Pioneer Post Office with Dial-A-Ride providing service for the last portion of the trip up through Amador Station.

This would reduce the round-trip travel time on Route 2 by nearly one-third (i.e., from 120 minutes to 83 minutes).

Strategy #4: Utilize targeted marketing of existing Amador Transit services (especially to non-riders and infrequent riders) to increase ridership, especially in higher-fare zones.

This strategy focuses on utilization of cost-effective marketing tactics to target individuals in households with the greatest propensity to use public transit. This is different from general awareness marketing, which includes non-targeted tactics (such as newspaper advertisements, radio announcements, or broad distribution of service information) to reach the greatest portion of the service area. Targeted marketing, which could include direct mailers, social media advertisements, and outreach to target demographics, seeks to focus on individuals and locations most likely to convert awareness of transit service to use of transit service.

Individuals and households to be included as part of this targeted marketing include single-vehicle households, residents within close proximity of an existing transit route or stop, residents of communities with the highest historic ridership (such as low-income or multi-family housing, etc. Converting awareness to actual ridership is paramount. This can often be encouraged by offering a trial ride via a free-ride coupon. If utilized, free-ride coupons should be limited to one per person (thereby requiring fare payment for the return trip), include an expiration date no more than 30 days after distribution, and feature a means of tracking redemption.

Amador Transit should also undertake marketing support for new services and service changes arising from this Plan. This is especially important for the introduction of Saturday on-demand service (see Strategy #2), which may appeal to a different demographic (customer group) than the current fixed-route service. Promotion of a new service would need to include an educational component, informing potential riders about the service parameters as well as how to book and pay for a ride.

The key to this strategy is to focus on high impact tactics for converting awareness to ridership, rather than simply increasing the amount of marketing conducted.

Strategy #5: Introduce “predictive arrival” and other technologies on local bus service.

Integration of technology in transit operations brings advantages in terms of both customer experience and efficient operations. Use of GPS and onboard Wi-Fi for real-time vehicle location and “predictive arrival” (e.g., when the bus is expected to arrive at a given stop) not only reassure customers as to service reliability, but also facilitate greater oversight of on-time performance.

Given the remote nature of portions of the Amador Transit service area, there are barriers that must be overcome to effectively deploy technology such as contactless fare payment, real-time vehicle location, and onboard Wi-Fi. While satellite Wi-Fi may offer a solution, other operators in similar topographical settings work around the coverage gaps (for example, known “dead” areas have no real-time arrival estimates, or riders using contactless payment pay once they reach a location where there is connectivity).

From an operational efficiency perspective, on-demand dispatching software and ride reservation capabilities can be expanded to include Dial-A-Ride as well as an on-demand service, potentially reducing the volume of customer calls while optimizing vehicle routing. Contactless payment may also be expanded to include Dial-A-Ride and fixed-route services.

Another opportunity with respect to operations planning is the availability of Remix software for FTA Section 5311 recipients. Caltrans, through CallTP, is currently offering free contracts for the Remix planning platform. Use of this tool could provide Amador Transit with a resource to assess impacts of potential service changes, including fixed routes and on-demand services.

Future Recommendations

Once the strategies discussed above have been implemented, there may be additional opportunities for expanding fixed-route service or introducing additional on-demand general public service. Communities such as Lone and Drytown/Amador City may be good candidates for limited-day on-demand service to enhance mobility within the community, which may enable Amador Transit to offer limited “express” service between a single location in those communities and the Sutter Hill Transit Center. For example, a local on-demand service in Lone could also provide service to Buena Vista and Camanche, or even out to the Harrah’s casino (assuming financial support of the service). An on-demand service serving Amador City and Drytown could potentially result in the elimination of Route 3 if Route 5 service can be expanded to Amador City on certain trips for connections to the Sutter Hill Transit Center.



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Chapter 7 | Operations and Capital Improvement Plans

This chapter presents a greater level of detail regarding the preliminary recommendations identified in Chapter 6, including anticipated benefits to existing as well as potential Amador Transit customers, ridership and fare impacts, and operating costs. In some cases, strategies have been adjusted or expanded based on subsequent input from Amador Transit and ACTC staff as well as Board members.

Operations Plan

The Operations Plan below details each of the recommendations introduced in Chapter 6. The primary focus for all recommendations was the benefits they would provide to Amador Transit's customers. All recommendations were crafted based on input from current transit riders and the community, and shaped by consultant observations, peer analysis, and input from staff. The strategies discussed below include operating cost projections, impacts on ridership and the farebox recovery ratio, and capital costs.

Strategy #1: Introduce general public on-demand service in Jackson-Sutter Creek on Saturday (on a pilot or trial basis), including customer-facing rider app and contactless fare payment.

The introduction of general public on-demand (micro-transit) service in the Jackson-Sutter Creek area would serve as a proving ground for a customer-driven service improvement. Introducing micro-transit via a demonstration project would enable Amador Transit to conduct an objective evaluation of how such a service could address the mobility wants and needs revealed through recent market research as well as determine the financial sustainability of such a service enhancement.

Employing micro-transit to address a need identified by both current riders and the community at-large (Saturday service) will enable both ACTC and Amador Transit policymakers to assess the service completely separate from the weekday fixed-route service operating in Jackson and Sutter Creek, while also determining whether such a service would be beneficial to operate in addition to or in lieu of Amador Transit's regular local shuttle service.

The information below assumes the initial operation of a single vehicle within a single eight-hour driver shift. Ride requests could be accepted via phone as well as a possible customer-facing app. Phone reservations could be made the day before if there is no dispatch support on Saturdays. A separate ADA paratransit service would not be required if the assigned vehicle is ADA-compliant (e.g., equipped with a wheelchair lift or ramp).

Micro-transit could be implemented using a phased approach. The first phase could be launched as a Saturday general public Dial-A-Ride utilizing phone-based trip requests, transitioning to a second phase should dynamic routing and a rider-facing app become available. (See Strategy #5 for additional discussion of technology.)

Assumptions:

- The Cost/Vehicle Service Hour is based on Amador Transit's system calculated Cost/VSH for FY 2024/25.
- The proposed service would operate from 9:00 a.m. to 4:30 p.m., with a half-hour lunch break (i.e., no service between 12:30 p.m. and 1:00 p.m.). This would enable the service to be provided with a single vehicle and single driver. The proposed service span includes a half-hour each for pre- and post-trip activities within an eight-hour workday.
- The forecast ridership reflects actual usage for a comparable service and reflects input from Amador Transit local service riders and the community at-large.
- Assumes a six-month demonstration or trial period.
- Assumes a one-way fare of \$3.00 per rider.
- If technology is employed, at least two Amador Transit vehicles would need to be equipped with onboard hardware specific to the on-demand service.
- No additional vehicles are required, as no vehicles are currently in service on Saturday.

Average Saturday ridership:	18
Total Saturday ridership (6-month duration):	468
Total fare revenue (6-month duration):	\$1,404
Total operating cost (6-month duration)*:	\$22,129
Farebox recovery ratio:	6.3%

**Does not include the cost of dispatching software or app.*

Note: This strategy would require the identification of additional revenue sources, or the reduction of other expenses in a sufficient amount to cover the operating cost, as all LTF funds are currently being used for the existing transit service.

Strategy #2: Make adjustments to Routes 5 and 6 (Shuttles) to improve performance and/or increase the farebox recovery ratio.

Option A: Optimize alignments on Routes 5 and 6 to increase service frequency and reduce average ride time.

Routes 5 and 6, which operate in Jackson and Sutter Creek, are largely duplicative, in that the two routes cover largely the same geographic area. There is also considerable "backtracking" on the routes. That is, some locations are served twice during the same trip or run. Further, each of the routes as currently configured are very long. Route 5 (Shuttle A) requires nearly two hours to complete one circuit while Route 6 (Shuttle B) requires between 90 minutes and two hours. Two vehicles are currently required to operate each route.

To mitigate these challenges, we recommend reconfiguring Routes 5 and 6 to operate in separate areas, converging on a secondary timed-transfer point at Grocery Outlet. Further, under the recommended route modification, there would be some service points (such as Sutter Creek and the Jackson Gate Apartments) which would not be served on every trip.



Route 6 would also feature an express trip linking Grocery Outlet and the Sutter Hill Transit Center at the beginning and end of each service day.

Proposed schedules are presented below. Times shaded in green are timed-transfers. Some service at the Grocery Outlet transfer point will require some customer wait-time given the difference in timing of the two routes. Lastly, the proposed service modification is designed to serve both high schools reflective of the current bell schedule.

Assumptions:

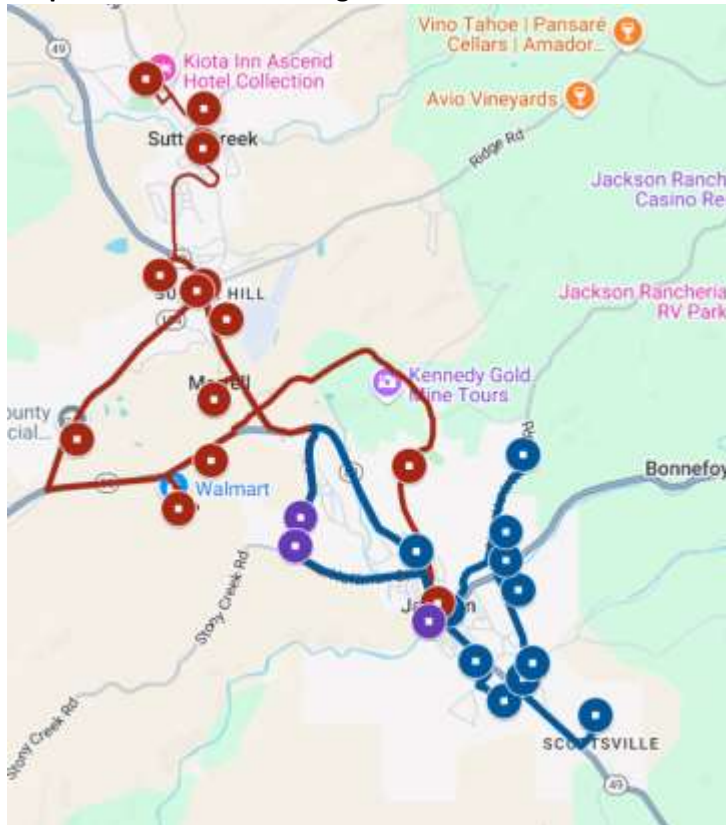
- The Cost/Vehicle Service Hour is based on Amador Transit's system calculated Cost/VSH for FY 2024/25.
- The proposed service would operate from 7:00 a.m. to 5:14 p.m. This translates to a daily increase of 0.53 Vehicle Service Hours versus the current schedule.
- Transfers between routes would be available at a designated transfer point.
- The forecast ridership is based on rider survey responses revealing the desire for more frequent service and/or shorter travel time as factors influencing additional use of Amador Transit.
- Assumes 20 percent of monthly ridership represents unique individuals.
- Proposed schedules reflect an average travel speed of 16 miles per hour.
- No additional staffing or vehicles are required, as each route is designed to be operated by a single vehicle.

Current Route 5/6 average annual ridership:	10,356
Current Route 5/6 annual fare revenue:	\$10,276
Current Route 5/6 annual operating cost:	\$600,073
Current Route 5/6 farebox recovery ratio:	1.7%
Anticipated Route 5/6 annual ridership:	12,240
Anticipated Route 5/6 annual fare revenue:	\$12,141
Anticipated Route 5/6 annual operating cost:	\$616,506
Anticipated Route 5/6 farebox recovery ratio:	2.0%

Note: This option would require the identification of additional revenue sources, or the reduction of other expenses in a sufficient amount to cover the modest increase in operating cost, as all LTF funds are currently being used for existing transit service.



Proposed Route 5 and 6 Alignments



Route 5 Proposed Schedule

Sutter Hill Transit Center	7:00 AM	8:02 AM					11:35 AM						3:57 PM
Sutter Creek Auditorium	7:05 AM	8:07 AM					11:40 AM						4:02 PM
Amador High School		8:10 AM											4:05 PM
Amador Post Office	7:07 AM	8:12 AM					11:42 AM						4:07 PM
Badger St & Old Hwy 49	7:08 AM	8:13 AM					11:43 AM						4:08 PM
Sutter Hill Transit Center	7:13 AM	8:18 AM	9:07 AM	9:56 AM	10:46 AM	11:48 AM	12:37 PM	1:30 PM	2:19 PM	3:08 PM			4:13 PM
Walgreens	7:15 AM	8:20 AM	9:09 AM	9:58 AM	10:48 AM	11:50 AM	12:39 PM	1:32 PM	2:21 PM	3:10 PM			4:15 PM
Health & Human Services	7:20 AM	8:25 AM	9:14 AM	10:03 AM	10:53 AM	11:55 AM	12:44 PM	1:37 PM	2:26 PM	3:15 PM			4:20 PM
Walmart	7:26 AM	8:31 AM	9:20 AM	10:09 AM	10:59 AM	12:01 PM	12:50 PM	1:43 PM	2:32 PM	3:21 PM			4:26 PM
Savemart/Dollar Tree	7:29 AM	8:34 AM	9:23 AM	10:12 AM	11:02 AM	12:04 PM	12:53 PM	1:46 PM	2:35 PM	3:24 PM			4:29 PM
Jackson Gate Road Apts	7:38 AM	8:43 AM	9:32 AM	10:21 AM	11:11 AM	12:13 PM	1:02 PM	1:55 PM	2:44 PM	3:33 PM			4:38 PM
Main St/Chamber of Commerce	7:42 AM	8:47 AM	9:36 AM	10:25 AM	11:15 AM	12:17 PM	1:06 PM	1:59 PM	2:48 PM	3:37 PM			4:42 PM
Grocery Outlet (arrive)	7:44 AM	8:49 AM	9:38 AM	10:27 AM	11:17 AM	12:19 PM	1:08 PM	2:01 PM	2:50 PM	3:39 PM			4:46 PM
Grocery Outlet (depart)				10:28 AM			1:12 PM						
Courthouse	7:49 AM	8:54 AM	9:43 AM	10:33 AM	11:22 AM	12:24 PM	1:17 PM	2:06 PM	2:55 PM	3:44 PM			4:51 PM
Argonaut High School	7:50 AM	8:55 AM	9:44 AM	10:34 AM	11:23 AM	12:25 PM	1:18 PM	2:07 PM	2:56 PM	3:45 PM			4:52 PM
Staples	7:56 AM	9:01 AM	9:50 AM	10:40 AM	11:29 AM	12:31 PM	1:24 PM	2:13 PM	3:02 PM	3:51 PM			4:58 PM
Interfaith Food Bank	7:59 AM	9:04 AM	9:53 AM	10:43 AM	11:32 AM	12:34 PM	1:27 PM	2:16 PM	3:05 PM	3:54 PM			5:01 PM
Laundromat	8:00 AM	9:05 AM	9:54 AM	10:44 AM	11:33 AM	12:35 PM	1:28 PM	2:17 PM	3:06 PM	3:55 PM			5:02 PM
Sutter Hill Transit Center	8:02 AM	9:07 AM	9:56 AM	10:46 AM	11:35 AM	12:37 PM	1:30 PM	2:19 PM	3:08 PM	3:57 PM			5:04 PM



Route 6 Proposed Schedule

Grocery Outlet (depart)	7:15 AM																		5:01 PM
Sutter Hill Transit Center	7:28 AM																		5:14 PM
Grocery Outlet (depart)	7:44 AM	8:25 AM	9:06 AM	9:47 AM	10:28 AM	11:09 AM	11:50 AM	12:31 PM	1:12 PM	2:01 PM	2:50 PM	3:39 PM	4:20 PM						
CVS Pharmacy	7:46 AM	8:27 AM	9:08 AM	9:49 AM	10:30 AM	11:11 AM	11:52 AM	12:33 PM	1:14 PM	2:03 PM	2:52 PM	3:41 PM	4:22 PM						
Raley's	7:48 AM	8:29 AM	9:10 AM	9:51 AM	10:32 AM	11:13 AM	11:54 AM	12:35 PM	1:16 PM	2:05 PM	2:54 PM	3:43 PM	4:24 PM						
Scottsville Dr	7:52 AM	8:33 AM	9:14 AM	9:55 AM	10:36 AM	11:17 AM	11:58 AM	12:39 PM	1:20 PM	2:09 PM	2:58 PM	3:47 PM	4:28 PM						
DMV/Regal Theater/Holiday Inn	7:55 AM	8:36 AM	9:17 AM	9:58 AM	10:39 AM	11:20 AM	12:01 PM	12:42 PM	1:23 PM	2:12 PM	3:01 PM	3:50 PM	4:31 PM						
Broadway & Clinton	7:56 AM	8:37 AM	9:18 AM	9:59 AM	10:40 AM	11:21 AM	12:02 PM	12:43 PM	1:24 PM	2:13 PM	3:02 PM	3:51 PM	4:32 PM						
Sutter/Amador Hospital	7:58 AM	8:39 AM	9:20 AM	10:01 AM	10:42 AM	11:23 AM	12:04 PM	12:45 PM	1:26 PM	2:15 PM	3:04 PM	3:53 PM	4:34 PM						
Court St Medical Complex	8:00 AM	8:41 AM	9:22 AM	10:03 AM	10:44 AM	11:25 AM	12:06 PM	12:47 PM	1:28 PM	2:17 PM	3:06 PM	3:55 PM	4:36 PM						
Jackson Hills Apts	8:02 AM	8:43 AM	9:24 AM	10:05 AM	10:46 AM	11:27 AM	12:08 PM	12:49 PM	1:30 PM	2:19 PM	3:08 PM	3:57 PM	4:38 PM						
Rollingwood/Kennedy Meadows	8:05 AM	8:46 AM	9:27 AM	10:08 AM	10:49 AM	11:30 AM	12:11 PM	12:52 PM	1:33 PM	2:22 PM	3:11 PM	4:00 PM	4:41 PM						
Petkovitch Park/Water St	8:10 AM	8:51 AM	9:32 AM	10:13 AM	10:54 AM	11:35 AM	12:16 PM	12:57 PM	1:38 PM	2:27 PM	3:16 PM	4:05 PM	4:46 PM						
Detert Park	8:12 AM	8:53 AM	9:34 AM	10:15 AM	10:56 AM	11:37 AM	12:18 PM	12:59 PM	1:40 PM	2:29 PM	3:18 PM	4:07 PM	4:48 PM						
Argonaut High School	8:19 AM	9:00 AM	9:41 AM	10:22 AM	11:03 AM	11:44 AM	12:25 PM	1:06 PM	1:47 PM	2:36 PM	3:30 PM	4:14 PM	4:55 PM						
Courthouse	8:20 AM	9:01 AM	9:42 AM	10:23 AM	11:04 AM	11:45 AM	12:26 PM	1:07 PM	1:48 PM	2:37 PM	3:31 PM	4:15 PM	4:56 PM						
Grocery Outlet (arrive)	8:25 AM	9:06 AM	9:47 AM	10:28 AM	11:09 AM	11:50 AM	12:31 PM	1:12 PM	1:53 PM	2:42 PM	3:36 PM	4:20 PM	5:01 PM						

Option B: Convert transit service in Jackson and Sutter Creek to on-demand micro-transit (replacing the Shuttle routes).

The introduction of general public on-demand (micro-transit) service in the Jackson-Sutter Creek area (as discussed in Strategy #1) could provide an alternative to fixed-route service during weekday service hours.

The information below assumes the initial operation of up to three vehicles across the current span of service (7:00 a.m. to 5:30 p.m.). Ride requests could be accepted via phone as well as a possible customer-facing app. A separate ADA paratransit service would not be required if the assigned vehicle is ADA-compliant.

Micro-transit could be implemented using a phased approach. The first phase could be launched as a Saturday general public Dial-A-Ride utilizing phone-based trip requests, transitioning to a second phase should dynamic routing and a rider-facing app become available. (See Strategy #5 for additional discussion of technology.)

Assumptions:

- The Cost/Vehicle Service Hour is based on Amador Transit's system calculated Cost/VSH for FY 2024/25.
- The proposed service would operate from 7:00 a.m. to 5:30 p.m., with a staggered one-hour lunch break (at least one vehicle would be operating at all times).
- Estimated operating cost assumes revenue service will be provided throughout all estimated vehicle service hours.
- The forecast ridership reflects actual usage from the fixed-route service, adjusted for fare elasticity for a higher "premium fare" (see discussion under Option C).
- If technology is employed, at least four Amador Transit vehicles would need to be equipped with onboard hardware specific to the on-demand service.
- No additional vehicles would be required, as the on-demand service would be replacing Routes 5 and 6 (Shuttles).
- The impact of \$2.00 and \$3.00 fare price points shown below is based on the existing fixed-route one-way fare of \$1.00 and current Route 5/6 ridership and reflects anticipated ridership loss due to fare increase (see additional discussion of fare elasticity under Option C).

Impact of \$3.00 one-way fare:

Average weekday ridership:	8
Total ridership (annually):	2,071
Total fare revenue (annually):	\$6,212
Total operating cost (annually)*:	\$511,590
Farebox recovery ratio:	1.21%

**Does not include the cost of dispatching software or app.*

Impact of \$2.00 one-way fare:

Average weekday ridership:	24
Total ridership (annually):	6,214
Total fare revenue (annually):	\$12,429
Total operating cost (annually)*:	\$511,590
Farebox recovery ratio:	2.43%

**Does not include the cost of dispatching software or app.*

Note: This option represents a decrease in operating cost, both in the proposed service delivery and in the elimination of the need for separate ADA paratransit service in Jackson and Sutter Creek. Ridership may be slightly higher than estimated due to the addition of ADA paratransit riders, which would result in increased fare revenue and farebox recovery ratio.

Option C: Implement a fare increase.

This option could be implemented in concert with Option A or Option B. It would seek to increase the fare revenue produced by the Jackson-Sutter Creek service so as to make these routes more cost efficient. The challenge would be balancing the potential for increased fare revenue with the loss of ridership that inevitably follows a fare increase. The Simpson-Curtin formula, at its simplest, predicts a 0.4 percent decrease in ridership for each one percent increase in fare.

Using data for Zone 1 fixed-route service (such as that operated in Jackson and Sutter Creek), we can estimate the impact of various fare increases.

- An increase of 25 percent would raise the one-way fare from \$1.00 to \$1.25. This would result in a 10 percent loss in ridership, which in turn would create only a 12.5 percent increase in fare revenue. Assuming no changes to operating cost, this would increase the farebox recovery ratio by approximately 0.21 percent.
- An increase of 50 percent would raise the one-way fare from \$1.00 to \$1.50. This would result in a 20 percent loss in ridership, which in turn would create a 20 percent increase in fare revenue. Assuming no changes to operating cost, this would increase the farebox recovery ratio by approximately 0.34 percent.
- An increase of 100 percent would raise the one-way fare from \$1.00 to \$2.00. This would result in a 40 percent loss in ridership, which in turn would create a 20 percent increase in fare revenue. Assuming no changes to operating cost, this would also increase the farebox recovery ratio by approximately 0.34 percent.



	25% increase	50% increase	100% increase
Original fare	\$1.00	\$1.00	\$1.00
Increased fare	\$1.25	\$1.50	\$2.00
Base ridership	10,356	10,356	10,356
Anticipated change in ridership	-10%	-20%	-40%
Resulting ridership	9,320	8,285	6,214
Current fare revenue*	\$10,356	\$10,356	\$10,356
Anticipated fare revenue	\$11,651	\$12,427	\$12,427
Change in fare revenue	+12.5%	+20%	+20%
Resulting farebox recovery ratio	1.94%	2.07%	2.07%
Current farebox recovery ratio⁺	1.73%	1.73%	1.73%

*Current fare revenue based on ridership at \$1.00 fare per trip. Does not reflect use of any discounted fares or fare media.

⁺Based on calculated fare revenue shown above.

As shown above, net impact of a larger increase is the same regardless of whether the fares increase by 50 percent or 100 percent. This is because, though there would be fewer riders with a 100 percent fare increase, each rider would be paying more. However, the optics of a 100 percent fare increase are much worse, and ultimately the system would serve fewer residents. Regardless of which fare increase option is selected, the actual impact on the farebox recovery ratio is very modest (e.g., going from 1.7 percent to 1.9 percent or 2.1 percent). As such, a fare increase alone is unlikely to solve the issue of low farebox recovery ratio. Optimizing operating costs and/or identifying additional revenue sources could be a more effective method for improving the farebox recovery ratio.

Note: This option is cost-neutral, though it would bring in a modest amount of additional revenues. It is also expected to result in an overall decrease in ridership, which will impact productivity metrics such as passengers per vehicle service hour and passengers per vehicle service mile. The optics of a fare increase can also be negative, especially if it does not accompany changes that are viewed as a value or benefit to riders (e.g., if they are paying a significantly higher amount for the same service).

Strategy #3: Expand Upcountry Dial-A-Ride service to the general public for a premium fare (for trips occurring entirely within Zones 3 and 4).

Assumptions:

- Provides general public Dial-A-Ride service within Upcountry Zones 3 and 4 only.
- Trips would be scheduled around eligibility-based trips on a space-available basis.
- Would not add any Vehicle Service Hours beyond what is already operated.
- Assumes modest ridership gain of seven general public trips per week.
- Assumes an average one-way fare of six dollars (based on fares of five dollars for trips entirely within a single zone and seven dollars for trips between Zone 3 and Zone 4).

Current Upcountry Dial-A-Ride annual ridership	2,735
Anticipated general public annual ridership:	364
Average fare per general public one-way trip:	\$6.00
Annual additional general public fare revenue:	\$2,184

Note: This option is envisioned as being cost-neutral by delivering additional general public trips while vehicles are already providing eligibility-based trips in the Upcountry area. Amador Transit does not currently separate operating cost or fare revenue data for its Dial-A-Ride programs; as such, the impact on the farebox recovery ratio specific to the Upcountry Dial-A-Ride cannot be assessed.

Strategy #4: Utilize targeted marketing of existing Amador Transit services (especially to non-riders and infrequent riders) to increase ridership, especially for new and/or improved services as well as higher-fare zones.

The goal of targeted marketing is to focus marketing and advertising dollars on the populations with the greatest propensity to react positively. Someone with three working vehicles in the driveway and no concerns about how they will travel around Amador County would not be the primary target for Amador Transit's marketing activities. By contrast, the household with a single vehicle that only works some of the time, or is shared among multiple drivers, where there is concern about getting everyone where they need to go in a timely manner, is a household that is much more likely to consider using Amador Transit, if it is not already doing so.

Promoting the benefits of service enhancements (such as Strategies #1 and #2), especially in Jackson and Sutter Creek, where there is already a fairly significant level of Amador Transit service available, and including a motivator such as a one-time free-ride coupon could help to "tip the scale" in terms of giving Amador Transit a try.

In FY 2024/25, Amador Transit had an advertising and marketing budget of \$14,262, with an additional \$3,000 budgeted for printing of schedules and brochures. This is a very low amount to spend on marketing and advertising for a business with an annual operating budget in excess of two million dollars. We recommend increasing the annual marketing and advertising budget to \$25,000, with a primary focus on targeted marketing. This would include low-cost tactics such as social media content as well as paid social media advertising and other digital communications. We also recommend focusing on highly targeted tactics such as:

- Direct mailers (which could feature a single free-ride coupon with expiration date) to target populations along existing routes, such as:
 - Single- or zero-vehicle households,
 - Low-income households,
 - Multi-family dwellings (e.g., apartment complexes),
 - Mobile home parks, and
 - Senior housing communities.
- Informational materials at locations frequented by target populations, such as:
 - Grocery stores,
 - Pharmacies,
 - Laundromats,
 - Library,
 - Social service offices, and
 - Healthcare facilities; and

- Electronic files of promotional and/or service information that can be provided to community stakeholders for dissemination.

While all routes have the capacity to accommodate more riders, focusing efforts on the Jackson and Sutter Creek Shuttles (Routes 5 and 6) has the most potential for significant ridership increases given the level of service currently provided as well as the more densely populated service area.

Note: This option would require the identification of additional revenue sources, or the reduction of other expenses in a sufficient amount to cover the recommended increase of \$7,738 in marketing costs as all LTF funds are currently being used for existing transit services.

Strategy #5: Introduce “predictive arrival” and other technologies on the local bus service.

The implementation of technology provides ample opportunity to improve public transit operations as well as the customer experience. “Predictive arrival” lets customers know how soon the bus will arrive at their location, while onboard data terminals can enhance communications between the driver and dispatch as well as offer dynamic routing for demand-response services. Other features can track boarding and alighting activity, fare payments, vehicle miles traveled, hours in revenue service, and more, allowing for greater analysis of operations and performance. The three options presented below can be used to enhance performance and improve the user experience for Amador Transit.

Option A: Expand Amador Transit’s existing technology platform.

Amador Transit has been using the TripSpark FLEX software for its Dial-A-Ride dispatching since 2011. In 2015, the Board approved the purchase of mobile data terminals (i.e., tablets) to incorporate onboard mobile software, intended to improve documentation of performance metrics. At the time, staff was unable to identify an option for this software. However, advancements in technology since that time, the TripSpark platform now offers technologies that meet these requirements as well as offer opportunities for further technology implementation.

Given the opportunity for Amador Transit to leverage its existing technology (i.e., procure a software upgrade at a reduced cost), as well as the agency’s familiarity with the technology provider, Option A is moving ahead with TripSpark for both planned and future technological functionalities.

At present, Amador Transit has received partial funding for an upgrade of its TripSpark system that would provide the following benefits:

- Implementation of DriverMate, a demand-response mobile data terminal (MDT) that enables real-time vehicle tracking and provides turn-by-turn directions.
- Real-time communications between drivers and dispatch regarding instant updates and manifest changes.
- Automated rider notification via text, phone, or email regarding anticipated demand-response vehicle arrival.
- Better handling of same-day bookings, improved on-time performance, and increased productivity.

- Implementation of Friendly Fixed Route (FFR) to create and manage fixed routes within the platform, including real-time tracking of routes.

The total cost for this software implementation, which leverages the existing use of a TripSpark product, is \$52,075. Amador Transit has already funded \$31,170 of this cost through a risk management subsidy provided through PRISM (Public Risk Innovation, Solutions, and Management). Contingent on Board approval, it could fund the balance (\$20,905) through the agency's equipment reserves.⁵

TripSpark also offers a customer-facing app (Rides On Demand) and contactless fare payment platform which integrate with its other software products. Both these products would be especially useful if Amador Transit elects to move forward with permanent or expanded on-demand (micro-transit) service. Contactless fare payment could also be utilized across all service modes.

Should an alternative technology platform be desired, the cost is expected to be significantly higher. It is also unknown as to whether or not a different platform would qualify for the PRISM subsidy, although if the functionality is similar, it likely would. There would also be a greater learning curve in using the platform.

Note: This option would require the identification of additional revenue sources, or the reduction of other expenses in a sufficient amount, to cover the remaining cost of the upgrade.

Option B: Introduce “smart” fare media.

“Smart” fare media can be used to gather rider data while offering customers the benefit of cashless payment. Such fare media often utilizes a reusable card that can be swiped, inserted, or tapped into a farebox upon boarding. Because the card can be registered to an individual, transactions using the card can be used to track boarding activity. Typically, such cards offer multi-ride passes (such as an unlimited-ride monthly pass) and a stored value feature, which lets the customer load a dollar amount onto the card and the appropriate fare is deducted every time they board the bus.

One example of “smart” fare media is the Connect Card used in the Sacramento region. The card stores passes and cash value as well as information regarding eligibility for reduced fares. Registration of the card not only provides information about customer usage but also protects the balance on the card against theft, enables features like Autoload, and lets the customer manage their account. Cards are tapped on a card reader installed on the bus. Registered cards can have funds or passes loaded online using a credit or debit card. Cards can be purchased online (delivered by mail) or at customer service centers throughout the service area.

Another example is the VCbuspass used in Ventura County. It is very similar to the Connect Card, but also has an app component that enables passes or stored value to be used through a smartphone without needing a physical card (using the Umo platform). Cards can be reloaded online, by phone, or at a sales outlet. Like the Connect Card, registered cards have additional benefits. The tap-to-pay readers on the buses also accept direct payment using a credit or debit card.

⁵ It should be noted that the Amador Transit Board instructed staff to put this action on hold concurrent with the preparation of this report. Should an alternate platform be identified, it should offer the same features and benefits as the platform discussed herein in order to provide the greatest level of service to both Amador Transit riders and operations personnel.

At a minimum, use of “smart” fare media will require an onboard card reader, the smart cards themselves, and a system for encoding those cards. Both of the examples cited above are regional programs; the RTPA typically spearheads the program for its participating operators, which use the same fare media and technology. All current Connect Card partners are represented by or work collaboratively with the Sacramento Area Council of Governments. The cost to implement such a system, whether alone or as part of a regional program (if such participation is available) is unknown at this time, as it would depend on the number of card readers needed, the features desired, and other considerations.

Note: This option would require the identification of additional revenue sources to fund the expenses related to the introduction of a smart fare platform.

Option C: Utilize additional technology platforms available through the State of California.

Amador Transit may also wish to take advantage of other technology opportunities available through the State. For example, at the time of this report, Cal-ITP is offering a free subscription to Remix transit planning software to sub-recipients of FTA Section 5311 funding. This presents an opportunity to benefit from transit planning software that many small agencies cannot access due to cost.

Note: This option has the potential to be cost-neutral, if Amador Transit is able to take advantage of free programs such as the Remix subscription.

Capital Improvement Plan

At the time of this report’s preparation, the ACTC had issued a Request for Proposals for a consultant to prepare a plan addressing the transition by Amador Transit to zero-emission vehicles. As such, there would be little benefit for this Short-Range Transit Development Plan to include a detailed plan for vehicle replacement or infrastructure improvements. The type and scope of capital projects which are likely to arise arising from this future plan will also impact the funding opportunities available and the local match required.

Two types of capital improvements can and should be addressed at this time: Programmed vehicle replacement and bus stop improvements.

Vehicle replacement

The current Amador Transit fleet consists of five large cutaway-style buses, nine small cutaway-style buses, three minivans, and five full-size vans, for a total fleet of 22 revenue vehicles, plus three non-revenue vehicles. According to age-based useful life benchmarks, 12 of the revenue vehicles have exceeded their useful life, although at least half of these do not qualify for replacement as they have not also met the required mileage threshold. FTA Section 5339(a) (Bus and Bus Facilities) funds have been identified as a potential funding source for five of the vehicles eligible for replacement.

While the most immediate vehicle replacements will likely involve conventional-fuel vehicles, future vehicle replacements will be determined by the path Amador Transit ultimately chooses to pursue regarding zero-emission vehicles. This will be informed by the aforementioned project for which ACTC recently received grant funding through the California State Transportation Agency (CalSTA).



Exhibit 7.1 Vehicle replacement plan

Vehicle ID	Asset Class	Make	Model	Fuel Type	PAX + WC	Year	Age	Mileage (Jan 2025)	Mode	Useful Life (years/miles)	Replace. Year	Notes
Non-Revenue Vehicles												
101	Non-Rev	Chevrolet	Suburban 4x4			2004	21	163,411	Non-revenue	N/A		
102	Non-Rev	Ford	F-450 Service Truck			2015	10	27,045	Non-revenue	N/A		
103	Non-Rev	Ford	Ranger			1998	27	112,266	Non-revenue	N/A		
Revenue Vehicles												
<i>Vans</i>												
201	Minivan	Dodge/Braun	Entervan	Gas	4 + 1	2015	10	76,848	Dial-A-Ride	4 / 100,000	2019	
202	Minivan	Dodge/Braun	Entervan	Gas	4 + 1	2015	10	85,662	Amador Rides	4 / 100,000	2019	
203	Minivan	Dodge/Braun	Entervan	Gas	4 + 1	2017	8	84,192	Amador Rides	4 / 100,000	2021	
204	Van	Ford	Transit	Gas	9 + 1	2019	6	127,047	Fixed-route	4 / 100,000	2023	
205	Van	Ford	Transit	Gas	9 + 1	2022	3	37,149	Fixed-route/ Dial-A-Ride	4 / 100,000	2026	
206	Van	Toyota	AWD Hybrid Van	Hybrid/Gas	3 + 1	2022	3	18,953	Fixed-route/ Dial-A-Ride	4 / 100,000	2026	
207	Van	Toyota	AWD Hybrid Van	Hybrid/Gas	3 + 1	2022	3	12,817	Fixed-route/ Dial-A-Ride	4 / 100,000	2026	
208	Van	Ford	Transit	Gas	9 + 1	2024	1	316	Fixed-route/ Dial-A-Ride	4 / 100,000	2028	
<i>Small Buses</i>												
302	Cutaway	Chevy	Glaval	Diesel	16 + 3	2013	12	181,213	Dial-A-Ride	5 / 150,000	2018	Proposed replacement with future 5339(a) grant funds
303	Cutaway	Ford	Glaval	Gas	16 + 2	2023	2	4,018	Dial-A-Ride	5/150,000	2028	
403	Cutaway	Chevy	Glaval Titian II	Diesel	17 + 2	2013	12	219,824	Fixed-route	5 / 150,000	2018	Proposed replacement with future 5339(a) grant funds
405	Cutaway	Chevy	Glaval	Gas	16 + 2	2009	16	302,078	Fixed-route	5 / 150,000	2014	Proposed replacement with future 5339(a) grant funds
406	Cutaway	Ford	Glaval E450	Gas	14 + 2	2019	6	115,238	Fixed-route	5/150,000	2024	
407	Cutaway	Ford	Glaval E450	Gas	16 + 2	2023	2	23,483	Fixed-route/ Dial-A-Ride	5/150,000	2028	
408	Cutaway	Ford	Glaval E450	Gas	16 + 2	2024	1	10,494	Fixed-route/ Dial-A-Ride	5/150,000	2029	



Vehicle ID	Asset Class	Make	Model	Fuel Type	PAX + WC	Year	Age	Mileage (Jan 2025)	Mode	Useful Life (years/miles)	Replace. Year	Notes
409	Cutaway	Ford	Glaval E450	Gas	16 + 2	2024	1	9,649	Fixed-route/ Dial-A-Ride	5/150,000	2029	
410	Cutaway	Ford	Glaval E450	Gas	16 + 2	2024	1	9,635	Fixed-route/ Dial-A-Ride	5/150,000	2029	
<i>Large Buses</i>												
504	Cutaway	Freightliner	Glaval	Diesel	26 + 3	2014	11	187,573	Fixed-route	7 / 200,000	2021	Proposed replacement with future 5339(a) grant funds
505	Cutaway	Freightliner	Glaval	Diesel	26/18 + 3	2017	8	145,959	Fixed-route	7 / 200,000	2024	Mileage does not meet useful life for grant approval
506	Cutaway	Freightliner	Glaval	Diesel	26/18 + 3	2017	8	150,176	Fixed-route	7 / 200,000	2024	Mileage does not meet useful life for grant approval
507	Cutaway	Freightliner	Glaval	Diesel	26/18 + 3	2017	8	188,212	Fixed-route	7 / 200,000	2024	Proposed replacement with future 5339(a) grant funds
508	Cutaway	Freightliner	Glaval	Diesel	26/18 + 3	2017	8	158,237	Fixed-route	7 / 200,000	2024	Mileage does not meet useful life for grant approval

Bus stop improvements

With respect to bus stops, we recommend focusing on two separate, but related, priorities:

1. Ensuring all existing bus stops are marked by appropriate signage, and
2. Updating bus stops in Jackson and Sutter Creek to reflect any changes to Routes 5 and 6.

Under the first priority, Amador Transit should conduct an updated inventory of all stops so as to assess the presence (or absence) of a bus stop sign, document any other amenities located at the stop, and evaluate the condition of the stop regarding safety (e.g., passenger waiting and boarding/alighting as well as for the bus itself). Any missing signage or safety issues noted on the inventory should be remedied as soon as possible.

Non-urgent improvements to bus stops can be addressed as funding becomes available, depending upon the size of the project. This inventory should be conducted at least every other year to ensure stops remain in good repair.

Under the second priority, Amador Transit should update stops located in Jackson and Sutter Creek to ensure bus stop signage is accurate once any routing modification is finalized. Changes that may be required include:

1. Producing new bus stop signs to show the proper routes serving that stop (or, alternately, altering existing signage to cover the route number that is no longer serving that stop).
2. Installing bus stop signage for new stops. For example, in the proposed change to Routes 5 and 6, the bus stops at the courthouse and Argonaut High School would be served by one bus traveling south and the other traveling north. As such, bus stops would need to be added on the side of the street not already being served.
3. Removing bus stop signage from bus stops no longer being served (for example, the southbound stop at Clinton and Broadway).
4. Installation of a bus bench or shelter at the Grocery Outlet stop, if approved by the property owner (given this stop would function as a transfer point).
5. Replacing all signage to reflect the new service mode should the on-demand option (Option B) be utilized using a node-based approach (if a curb-to-curb approach is used, all Route 5/6 signage would need to be removed).

Moving Forward

Following presentation of the preliminary recommendations to the ACTC Board, the Board's direction was to not increase Amador Transit's annual allocation of TDA Local Transportation Funds. This decision will impact the possible introduction of the majority of the strategies presented herein. At present there are likely a number of competing transportation needs beyond public transit. Given the Board's ongoing concerns about the historic low productivity of Amador Transit, the prevailing belief is that this matter warrants a thorough and objective analysis of all Amador Transit services, including consideration of replacement of the current services with a different service model. In the interim, there is ACTC Board support for Recommendation #3, which is a modification of the Upcountry Dial-A-Ride service. That said,



implementation of this recommendation is likely to have only a modest impact on ridership and fare revenue, and is not expected to address the Board's core concern of overall Amador Transit productivity and perceived high operating costs when compared with other small, rural public transit services.

As cited above, ACTC has released a Request for Qualifications (RFQ) for a transit service evaluation, which would provide an opportunity for a thorough and objective analysis of all Amador Transit services as part of its potential transition to a zero-emission fleet, including consideration of a replacement or alternative service model.



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Appendix A | Survey Instruments



Exhibit A.1 Local Fixed-Route Rider Survey Instrument

Amador Transit
Local Fixed-Route Customer Survey

Please take a few minutes to complete this short customer survey about Amador Transit. Return the completed form to the driver. You may also complete the survey online at www.AmadorTransitSurvey2025.com by **March 14, 2025** to be entered into a random drawing for a series of **\$50 VISA gift cards**. Thank you for your input and for riding Amador Transit.

Please provide information about this ONE-WAY trip.
(If you are completing your survey online, tell us about the most recent trip you took on Amador Transit.)

1. Which route are you riding?
☐ Route 2: Upcountry
☐ Route 3: Plymouth
☐ Route 5: Sutter Creek-Jackson Shuttle A
☐ Route 6: Sutter Creek-Jackson Shuttle B
☐ Route 7: Ione
If you are riding Route 1, please take our commuter survey instead.

2. At which bus stop did you board the bus today?

3. How did you travel to the bus stop where you boarded this bus?
☐ Drove myself ☐ Got a ride
☐ Walked ☐ Rode a bicycle
☐ Transferred from another bus
☐ Other (specify): _____

4. At which bus stop will you end this ride?

5. How will you travel to your final destination once you get off this bus?
☐ Drive myself ☐ Get a ride
☐ Walk ☐ Ride a bicycle
☐ Transfer to another bus
☐ Other (specify): _____

6. What is your most frequent destination when riding Amador Transit? (Chose up to three.)
☐ Work
☐ School
☐ Doctor/healthcare
☐ Shopping/personal errands
☐ Senior Center
☐ Other (specify) _____

7. How did you pay your fare for this trip?
☐ Cash/single ride ☐ Venmo/single ride
☐ Monthly pass ☐ All-day pass

8. What fare category generally applies to you?
☐ Full fare ☐ Reduced fare

9. In a typical week, how often do you ride Amador Transit? (Please indicate number of one-way trips.)
☐ Less than 2 trips
☐ 3-6 trips a week
☐ 7-10 trips a week
☐ More than 10 trips a week

10. In addition to AT's local bus service, which of the following do you use? (Select all that apply.)
☐ AT dial-a-ride ☐ AT commuter bus
☐ Private taxis ☐ Uber/Lyft
☐ Other (specify) _____

11. Is there a destination you need to travel to which is not currently served by Amador Transit?

12. Why did you choose to ride Amador Transit to make this trip? (Select all that apply.)
☐ No other transportation options
☐ Disability impacting personal mobility
☐ Convenience
☐ Cost
☐ Independence
☐ Other (specify): _____

13. On a scale of 1-5 (where 1=not satisfied and 5=very satisfied) how would you rate the OVERALL quality of AT's local bus service?

1 (not satisfied)	2	3	4	5 (very satisfied)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What change, if any, would cause you to ride Amador Transit more often? (Select up to three.)
☐ Decrease time on vehicle
☐ Reduce cost of service
☐ Expand the service area
☐ Expand the weekday hours of operation
☐ Provide Saturday service
☐ Provide Sunday service
☐ Improve the quality of customer service
☐ Offer more frequent service



15. If Amador Transit introduced a general public on-demand transit service, how likely would you be to use it? Such a service would allow residents to obtain rides between locations within a defined service area. Ride requests are typically made either using an app (via a smart phone) or through a call center.

- ☐ Very likely ☐ Somewhat likely
☐ Not likely

16. Which of the following best describes you?

- ☐ Employed/work at home
☐ Employed/commute to work
☐ Homemaker
☐ Student
☐ Retired
☐ Unemployed
☐ Other (specify): _____

17. Do you have access to a smartphone?

- ☐ Yes ☐ No

18. Do you own or have access to a personal vehicle?

- ☐ Yes ☐ No

19. Are you currently a licensed driver?

- ☐ Yes ☐ No

20. Do you have a disability which impacts your personal mobility?

- ☐ Yes ☐ No

21. Which age group applies to you?

- ☐ 18 or younger ☐ 19 to 24
☐ 25 to 44 ☐ 45 to 64
☐ 65 or older ☐ Decline to state

22. How do you identify?

- ☐ Female ☐ Male
☐ Non-binary or other ☐ Decline to state

23. Are you...? (Select all that apply.)

- ☐ Hispanic/Latino
☐ White
☐ Black/African American
☐ Asian
☐ American Indian/Alaska Native
☐ Native Hawaiian/Pacific Islander
☐ Other (specify) _____
☐ Decline to state

24. Which language(s) are spoken in your home?

- ☐ English ☐ Spanish
☐ Other _____

25. How well do you speak English?

- ☐ Very well or native speaker
☐ Less than "very well"
☐ Not at all
☐ Decline to state

26. What is your approximate annual household income?

- ☐ Less than \$20,000 ☐ \$20,000 to \$35,000
☐ \$35,001 to \$50,000 ☐ \$50,001 to \$75,000
☐ \$75,001 and above ☐ Decline to state

27. How many persons normally live in your household? (including yourself)

- ☐ 1 ☐ 2 ☐ 3
☐ 4 ☐ 5 ☐ 6 or more

To be eligible to win one of several \$50 VISA gift cards, please provide your contact information.

First name: _____

Phone number or email: _____

Amador Transit
Encuesta a los Clientes de la Ruta Fija Local

Por favor, dedique unos minutos a completar esta breve encuesta para clientes sobre el servicio de Amador Transit. Devuelva el formulario relleno al conductor. También puede completar la encuesta online en www.AmadorTransitSurvey2025.com antes del **14 de marzo, 2025** para entrar en un sorteo al azar de una serie de **tarjetas regalo VISA de \$50**. Gracias por su aportación y por utilizar Amador Transit.

Por favor, facilitenos información sobre este viaje de ida.
(Si está completando su encuesta online, cuéntenos sobre el viaje más reciente que realizó en Amador Transit.)

1. ¿En qué ruta está viajando?

- ☐ Ruta 2: Hacia el interior
☐ Ruta 3: Plymouth
☐ Ruta 5: Sutter Creek-Jackson Shuttle A
☐ Ruta 6: Sutter Creek-Jackson Shuttle B
☐ Ruta 7: Ione

Si va a utilizar la Ruta 1, por favor, responda a nuestra encuesta sobre los desplazamientos al trabajo.

2. ¿En qué parada ha subido hoy al autobús?

3. ¿Cómo se desplazó hasta la parada en la que subió a este autobús?

- ☐ Conduje yo mismo ☐ Conseguí un aventón
☐ Caminé ☐ Vine en bicicleta
☐ Transferido desde otro autobús
☐ Otro (especifique): _____

4. ¿En qué parada de autobús terminará este trayecto?

5. ¿Cómo viajará a su destino final una vez que se baje de este autobús?

- ☐ Conduciré yo mismo ☐ Conseguiré un aventón
☐ Caminaré ☐ Iré en bicicleta
☐ Transferiré a otro autobús
☐ Otro (especifique): _____

6. ¿Cuál es su destino más frecuente cuando viaja en Amador Transit? (Elija hasta tres.)

- ☐ Trabajo
☐ Escuela
☐ Médico/atención sanitaria
☐ Compras/recados personales
☐ Centro de la Tercera Edad
☐ Otro (especifique): _____

7. ¿Cómo pagó el pasaje para este viaje?

- ☐ Efectivo/solo viaje ☐ Venmo/solo viaje
☐ Pase mensual ☐ Pase para todo el día

8. ¿Qué categoría de tarifa aplica generalmente a usted?

- ☐ Tarifa completa ☐ Tarifa reducida

9. En una semana normal, ¿con qué frecuencia utiliza Amador Transit? (Indique el número de viajes de ida.)

- ☐ Menos de 2 viajes
☐ 3-6 viajes a la semana
☐ 7-10 viajes a la semana
☐ Más de 10 viajes a la semana

10. Además del servicio de autobús local de AT, ¿cuál de los siguientes utiliza? (Seleccione todo lo que corresponda).

- ☐ AT dial-a-ride ☐ Autobús de cercanías AT
☐ Taxis privados ☐ Uber/Lyft
☐ Otro (especifique): _____

11. ¿Hay algún destino al que necesite viajar y que actualmente no esté atendido por Amador Transit?

12. ¿Por qué eligió utilizar Amador Transit para hacer este viaje? (Seleccione todas las que correspondan.)

- ☐ No hay otras opciones de transporte
☐ Discapacidad que afecta a la movilidad personal
☐ Conveniencia
☐ Costo
☐ Independencia
☐ Otro (especifique): _____

13. En una escala del 1 al 5 (donde 1=no satisfecho y 5=muy satisfecho) ¿cómo calificaría la calidad GLOBAL del servicio de autobús local de AT?

1 (no satisfecho)	2	3	4	5 (muy satisfecho)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. ¿Qué cambio, si lo hubiera, le haría viajar más a menudo en Amador Transit? (Seleccione hasta tres.)

- ☐ Disminuir el tiempo en el vehículo
☐ Reducir el costo del servicio
☐ Ampliar el área de servicio
☐ Ampliar el horario de funcionamiento entre semana
☐ Proporcionar servicio los sábados
☐ Proporcionar servicio los domingos
☐ Mejorar la calidad del servicio al cliente
☐ Ofrecer un servicio más frecuente

15. Si Amador Transit introdujera un servicio de transporte público general bajo demanda, ¿con qué probabilidad lo utilizaría? Este servicio permitiría a los residentes obtener viajes entre localidades dentro de un área de servicio definida. Las solicitudes de trayectos suelen hacerse mediante una app (a través de un smartphone) o a través de un centro de llamada.
- ☐ Muy probable ☐ Algo probable
☐ Poco probable

16. ¿Cuál de las siguientes opciones le describe mejor?
- ☐ Empleado/trabaja en casa
☐ Empleado/viaja al trabajo
☐ Ama de casa
☐ Estudiante
☐ Jubilado
☐ Desempleado
☐ Otro (especifique): _____

17. ¿Tiene acceso a un smartphone?
- ☐ Sí ☐ No

18. ¿Posee o tiene acceso a un vehículo personal?
- ☐ Sí ☐ No

19. ¿Tiene actualmente permiso de conducir?
- ☐ Sí ☐ No

20. ¿Tiene alguna discapacidad que afecte a su movilidad personal?
- ☐ Sí ☐ No

21. ¿Qué grupo de edad le corresponde?
- ☐ 18 o menor ☐ 19 a 24
☐ 25 a 44 ☐ 45 a 64
☐ 65 o más ☐ Se niega a responder

22. ¿Cómo se identifica?
- ☐ Femenino ☐ Masculino
☐ No binario u otro ☐ Se niega a responder

23. ¿Es usted...? (marque todo lo que corresponda)
- ☐ Hispano/Latino
☐ Blanco
☐ Negro/Afroamericano
☐ Asiático
☐ Indígena Americano/Nativo de Alaska
☐ Nativo de Hawái/Islands del Pacífico
☐ Otro (especifique): _____
☐ Se niega a responder

24. ¿Qué idioma(s) se habla(n) en su casa?
- ☐ Inglés ☐ Español
☐ Otro _____

25. ¿Qué tan bien habla inglés?
- ☐ Muy bien o lengua materna
☐ Menos de "muy bien"
☐ Para nada
☐ Se niega a responder

26. ¿Cuál es el ingreso anual aproximado de su hogar?
- ☐ Menos de \$20,000 ☐ \$20,000 a \$35,000
☐ \$35,001 a \$50,000 ☐ \$50,001 a \$75,000
☐ \$75,001 y más ☐ Se niega a responder

27. ¿Cuántas personas viven normalmente en su hogar? (incluido usted)
- ☐ 1 ☐ 2 ☐ 3
☐ 4 ☐ 5 ☐ 6 o más

Para poder optar a ganar una de las varias tarjetas regalo VISA de \$50, por favor proporcione su información de contacto.

Nombre: _____

Número de teléfono o correo electrónico: _____



Exhibit A.2 Fixed-Route Commuter Survey Instrument

Amador Transit
Fixed-Route Commuter Customer Survey

Please take a few minutes to complete this short customer survey about Amador Transit Route 1: Sacramento. Return the completed form to the driver. You may also complete the survey online at www.ATCommuterSurvey2025.com by **March 4, 2025** to be entered into a random drawing for a series of **\$50 VISA gift cards**. Thank you for your input and for riding Amador Transit.

Please provide information about your typical round trip on Route 1 between Amador County (or Rancho Murieta) and Sacramento.

1. Where do you typically board Route 1 to travel to/ toward Sacramento?

☐ Sutter Creek Transit Center
☐ Drytown
☐ DeMartini-Carbondale Road
☐ Rancho Murieta Parkway South
☐ Ranch Murieta Airport (Murieta & Lone Pine)

2. How do you typically travel to the boarding location in Question 1?

☐ Drive myself ☐ Get a ride
☐ Walk ☐ Ride a bicycle
☐ On another Amador Transit bus
☐ Other (specify): _____

3. At which bus stop in Sacramento do you typically get off the bus?

(If you do not travel all the way to Sacramento, tell us where you get off the bus.)

4. How do you typically travel to your final destination in Sacramento?

☐ Drive myself ☐ Get a ride
☐ Walk ☐ Ride a bicycle
☐ Transfer to a Sacramento RT bus
☐ Other (specify): _____
(If you do not travel all the way to Sacramento, tell us how you get to your destination from where you said you get off the bus in Question 3.)

5. What is your most frequent destination when riding Route 1? (Select only one)

☐ Work/school
☐ Doctor/healthcare
☐ Shopping/personal errands
☐ Airport
☐ Other (specify): _____

6. Which fare do you pay for this trip?

☐ Amador to Sacramento
☐ Rancho Murieta to Sacramento
☐ Rancho Murieta to Amador

7. What fare category generally applies to you?

☐ General fare ☐ Senior/disabled fare
☐ Student fare

8. Do you typically use Venmo to pay your fare?

☐ Yes ☐ No

9. Which of the following do you use to reduce your Route 1 fare? (Select all that apply)

☐ Sac RT monthly pass
☐ Sac RT student discount card
☐ Amador Transit monthly pass
☐ None of the above

10. In a typical week, how frequently do you ride Route 1?

☐ Five days a week
☐ 3-4 days a week
☐ 1-2 days a week
☐ More than 10 trips a week

11. In addition to AT's commuter bus service, which of the following do you use? (Select all that apply.)

☐ AT dial-a-ride ☐ AT local bus
☐ Private taxis ☐ Uber/Lyft
☐ Sac RT bus or Flex ☐ Sac RT light rail
☐ Other (specify) _____

12. Why did you choose to ride Route 1 to make this trip? (Select all that apply.)

☐ No other transportation options
☐ Disability impacting personal mobility
☐ Convenience
☐ Cost
☐ Prefer over driving
☐ Avoid parking hassles/cost in Sacramento
☐ Other (specify): _____

13. On a scale of 1-5 (where 1=not satisfied and 5=very satisfied) how would you rate the OVERALL quality of AT's Route 1 service?

1 (not satisfied)	2	3	4	5 (very satisfied)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



14. What change, if any, would cause you to ride Amador Transit more often? (Select only one.)

- ☐ Reduce cost of service ☐ Midday service
☐ More stops ☐ Fewer stops
☐ Earlier trips to Sacramento (when? _____)
☐ Later trips from Sacramento (when? _____)
☐ Improve the quality of customer service

15. Do you have access to a smartphone?

- ☐ Yes ☐ No

16. Do you own or have access to a personal vehicle?

- ☐ Yes ☐ No

17. Are you currently a licensed driver?

- ☐ Yes ☐ No

18. Do you have a disability which impacts your personal mobility?

- ☐ Yes ☐ No

19. Which age group applies to you?

- ☐ 18 or younger ☐ 19 to 24
☐ 25 to 44 ☐ 45 to 64
☐ 65 or older ☐ Decline to state

20. How do you identify?

- ☐ Female ☐ Male
☐ Non-binary or other ☐ Decline to state

21. Are you...? (Select all that apply.)

- ☐ Hispanic/Latino
☐ White
☐ Black/African American
☐ Asian
☐ American Indian/Alaska Native
☐ Native Hawaiian/Pacific Islander
☐ Other (specify) _____
☐ Decline to state

22. Which language(s) are spoken in your home?

- ☐ English ☐ Spanish
☐ Other _____

23. How well do you speak English?

- ☐ Very well or native speaker
☐ Less than "very well"
☐ Not at all
☐ Decline to state

24. What is your approximate annual household income?

- ☐ Less than \$20,000 ☐ \$20,000 to \$35,000
☐ \$35,001 to \$50,000 ☐ \$50,001 to \$75,000
☐ \$75,001 and above ☐ Decline to state

24. How many persons normally live in your household? (including yourself)

- ☐ 1 ☐ 2 ☐ 3
☐ 4 ☐ 5 ☐ 6 or more

To be eligible to win one of several \$50 VISA gift cards, please provide your contact information.

First name: _____

Phone number or email: _____



Exhibit A.3 Dial-A-Ride Rider Survey Instrument

**Amador Transit
Dial-A-Ride Customer Survey**

Amador Transit is conducting a survey of Dial-A-Ride customers as part of its Short Range Transit Development Plan. Complete a survey and return it in the attached postage-paid envelope by **Monday, February 17, 2025** to receive a **Free Ride Day** on Amador Transit Dial-A-Ride! Your participation is appreciated.

1. Did you ride Amador Transit's dial-a-ride service at any time in 2024?
☐ Yes ☐ No
2. What is your most frequent destination when riding Amador Transit's dial-a-ride service? (Select up to three.)

<input type="checkbox"/> Doctor/healthcare	<input type="checkbox"/> Church/religious service
<input type="checkbox"/> Senior Center	<input type="checkbox"/> Shopping
<input type="checkbox"/> Work	<input type="checkbox"/> School
<input type="checkbox"/> Personal errands	<input type="checkbox"/> Social activities/recreation
<input type="checkbox"/> Other (specify) _____	
3. In a typical week, how often do you use Amador Transit's dial-a-ride service? (Please indicate the number of one-way trips.)

<input type="checkbox"/> Fewer than 2 trips per week	<input type="checkbox"/> 3 to 6 trips per week
<input type="checkbox"/> 7 to 10 trips per week	<input type="checkbox"/> More than 10 trips/week
4. What is the primary reason you use Amador Transit's dial-a-ride service?

<input type="checkbox"/> No access to a personal vehicle	<input type="checkbox"/> No longer drive
<input type="checkbox"/> Prefer not to drive	<input type="checkbox"/> Other (specify) _____
5. In addition to Amador Transit's dial-a-ride service, which of the following do you use?

<input type="checkbox"/> Amador Transit's local bus service	<input type="checkbox"/> AT's commuter bus service to Sacramento
<input type="checkbox"/> Private taxi	<input type="checkbox"/> Uber/Lyft
<input type="checkbox"/> Other (specify) _____	
6. If dial-a-ride reservations could be made in the following ways, which would you likely use?

<input type="checkbox"/> Online via a website	<input type="checkbox"/> Through an app
<input type="checkbox"/> Neither; I prefer making ride reservations via phone	
7. On a scale of 1 to 5 (where 1 = not satisfied and 5 = very satisfied), how would you rate your satisfaction with Amador Transit's dial-a-ride service?

1		2		3		4		5
(not satisfied)								(very satisfied)
<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>
8. Do you have access to a personal vehicle?
☐ Yes ☐ No



9. Are you currently a licensed driver?

☐ Yes ☐ No

10. Do you own (or have access to) a smart phone?

☐ Yes ☐ No

11. Do you have access to the internet?

☐ Yes ☐ No

12. Do you travel with...? (Select all that apply.)

☐ Mobility aid (e.g., walker, cane, etc.)
☐ Service animal
☐ Personal Care Attendant

13. Which age group applies to you?

☐ 18 or under ☐ 19 – 24
☐ 25 – 44 ☐ 45 – 64
☐ 65 or above ☐ Decline to state

14. What languages are spoken in your home? (Select all that apply.)

☐ English ☐ Spanish
☐ Other (specify) _____

Thank you! To receive your Free Ride Day, please provide your contact information.

Name: _____

Phone or email: _____

Return your completed survey in the enclosed postage-paid envelope by placing in any mailbox.



Exhibit A.4 Community Survey Instrument

Community Transportation Survey

The Amador County Transportation Commission (ACTC) is interested in learning about the travel needs, wants, and priorities of the community. As an Amador resident, your input/opinion is important, regardless of whether or not you have ridden/used the local public transit services. Complete this short survey by **Friday, March 21, 2025** to be entered into a random drawing for one of a series of \$50 VISA gift cards. Your input will help shape the future of public transit in Amador County. Return your completed survey using the attached postage-paid envelope or scan the QR code or visit www.AmadorSurvey2025.com to take the survey online.

1. What is your home community? (check only one)

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Camanche | <input type="checkbox"/> Fiddletown |
| <input type="checkbox"/> Lone | <input type="checkbox"/> Jackson |
| <input type="checkbox"/> Martell | <input type="checkbox"/> Pine Grove |
| <input type="checkbox"/> Pioneer | <input type="checkbox"/> Plymouth |
| <input type="checkbox"/> River Pines | <input type="checkbox"/> Sutter Creek |
| <input type="checkbox"/> Volcano | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> I live outside Amador County | |

2. Have you ever ridden any Amador Transit (AT) service? If so, specify which service(s).

- ☐ AT local bus service ☐ Dial-A-Ride
☐ AT commuter bus service to Sacramento
☐ None of the above → skip to Question 8

Transit riders

3. Which service(s) have you ridden within the last 90 days?

- ☐ AT local bus service ☐ Dial-A-Ride
☐ AT commuter bus service to Sacramento

4. Do you ride/use public transit regularly (e.g., at least once per week)?

- ☐ Yes → Skip to Question 6
☐ No → Continue to Question 5

5. If you do not use public transit regularly, please indicate why. (Select all that apply.)

- ☐ I do not feel safe ☐ It takes too long
☐ It doesn't travel where I need to go
☐ It doesn't operate often enough
☐ The fare is too expensive
☐ Other (specify): _____

6. What is the PRIMARY reason you choose to ride Amador Transit?

- ☐ Lack of other transportation options
☐ Convenience ☐ Cost
☐ Environmental benefits
☐ Other (specify): _____

7. When choosing to ride Amador Transit, what is your most common or frequent destination?

- ☐ Work ☐ School ☐ Healthcare
☐ Shopping ☐ Personal errands
☐ Recreation/social activities
☐ Other (specify): _____

→ Skip to Question 9.

Non-riders

8. If you do not use public transit in Amador County, why not?

- ☐ I have difficulty getting to the bus stop
☐ I have difficulty boarding the bus
☐ Doesn't go where I need to travel/go
☐ Bus schedules are too confusing
☐ Takes too long
☐ Bus stops are not safe/comfortable
☐ Too expensive
☐ Bus seating is uncomfortable
☐ I can't wait outside that long
☐ Prefer to drive my own car or get a ride
☐ Other (specify): _____

All

9. How do you typically travel within Amador County?

- ☐ Drive my personal vehicle → Continue to Question 10
☐ Public transit
☐ Ride with friend or family member
☐ Uber/Lyft/taxi
☐ Ride a bike
☐ Walk
☐ Other (specify): _____

Skip to
Question 11

10. If you typically drive, tell us why.

- ☐ Need the flexibility of having my vehicle
☐ Need to provide transportation to others
☐ Faster travel time
☐ More convenient
☐ Don't want to wait to travel
☐ Other (specify): _____

11. Is it generally easy for you to get where you need to go?

- ☐ Yes ☐ No

12. Do you have a valid driver's license?

- ☐ Yes ☐ No

13. How many cars/vehicles are available for use by your household?

- ☐ None → Continue to Question 14
☐ One
☐ Two
☐ Three or more

Skip to Question 15

CONTINUED ON REVERSE →



14. If you do not own (or lease) a car/vehicle, please indicate why. (Select all that apply.)
- ☐ I don't have a driver's license
 - ☐ It's too expensive to purchase/maintain a car
 - ☐ Gas or insurance is too expensive
 - ☐ I can access everything I need without a car
 - ☐ I can borrow someone else's car (friend or family member)
 - ☐ Other (specify): _____

15. Do you ever use Lyft or Uber in Amador County?
- ☐ Yes
 - ☐ No

Micro-transit is an on-demand form of public transportation where a vehicle can travel on a fixed route but provide on-demand service to the general public using smartphone apps, real-time tracking, and dynamic routing for more immediate service. (Those without smartphone access may be eligible for Dial-A-Ride service.)

16. If micro-transit became available in Amador County, would you consider using it?
- ☐ Yes
 - ☐ No
 - ☐ Maybe/I don't know

17. Which of the following mobility options would you MOST like the ACTC to invest in?
- ☐ On-demand micro-transit
 - ☐ More frequent fixed-route bus service
 - ☐ More fixed-route service
 - ☐ Service on Saturday
 - ☐ Service on weekends (Saturday/Sunday)
 - ☐ Free or discounted local bus fares
 - ☐ Other (specify): _____

18. What might encourage you to ride public transit or use it more often? (Select all that apply.)
- ☐ Lower cost
 - ☐ Shorter travel time
 - ☐ Earlier service
 - ☐ Later service
 - ☐ More frequent service
 - ☐ Saturday service
 - ☐ Sunday service
 - ☐ Feeling safe at the bus stop
 - ☐ Feeling safe onboard the bus
 - ☐ Better/improved bus stop amenities (benches, shelters, lighting, etc.)
 - ☐ Bus stop closer to my home
 - ☐ Other (specify): _____

Demographics

19. Which of the following groups includes your age?
- ☐ 18 or under ☐ 19 to 24 ☐ 25 to 44
 - ☐ 45 to 64 ☐ 65 or older
 - ☐ Decline to respond
20. Are you...? (check all that apply):
- ☐ Hispanic/Latino ☐ Black ☐ White
 - ☐ Asian/Pacific Islander ☐ American Indian
 - ☐ Other (specify): _____
 - ☐ Decline to respond
21. What is your approximate annual household income?
- ☐ Less than \$20,000 ☐ \$20,000 to \$35,000
 - ☐ \$35,001 to \$50,000 ☐ \$50,001 to \$75,000
 - ☐ \$75,001 and above ☐ Decline to respond
22. Are you currently employed?
- ☐ Yes
 - ☐ No → Skip to Question 25
23. If yes, do you work primarily from your home or do you travel/commute to your work place?
- ☐ Work from home → Skip to Question 25
 - ☐ Travel/commute to work
 - ☐ I split my time between working from home and commuting to work
24. How far do you travel to work (each way)?
_____ miles
25. Which of the following do you use regularly? (Select all that apply.)
- ☐ Smart phone
 - ☐ Credit/debit card
 - ☐ None of the above
26. Additional comments:
Is there anything else you would like to tell us about public transportation in Amador County?
- _____
- _____
- _____
- _____
- _____

Thank you for your participation!

To be eligible to win one of several \$50 VISA gift cards, please provide your contact information.

First name: _____

Phone number or email: _____

Encuesta sobre el Transporte en la Comunidad

La Comisión de Transporte del Condado de Amador (ACTC, por sus siglas en inglés) está interesada en conocer las necesidades, deseos y prioridades de viaje de la comunidad. Como residente de Amador, su aportación/opinión es importante, independientemente de si ha viajado/utilizado o no los servicios locales de transporte público. Complete esta breve encuesta antes del miércoles 21 de marzo, 2025 para participar en un sorteo al azar de una de una serie de tarjetas regalo VISA de \$50. Su opinión ayudará a dar forma al futuro del transporte público en el Condado de Amador. Devuelva su encuesta rellena utilizando el sobre franqueado adjunto o escanee el código QR o visite www.AmadorSurvey2025.com para realizar la encuesta online.

1. ¿Cuál es su comunidad de origen? (marque sólo una)

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Camanche | <input type="checkbox"/> Fiddletown |
| <input type="checkbox"/> Ione | <input type="checkbox"/> Jackson |
| <input type="checkbox"/> Martell | <input type="checkbox"/> Pine Grove |
| <input type="checkbox"/> Pioneer | <input type="checkbox"/> Plymouth |
| <input type="checkbox"/> River Pines | <input type="checkbox"/> Sutter Creek |
| <input type="checkbox"/> Volcano | <input type="checkbox"/> Otra _____ |
| <input type="checkbox"/> Vivo fuera del Condado de Amador | |

2. ¿Ha utilizado alguna vez algún servicio de Amador Transit (AT)? En caso afirmativo, especifique qué servicio(s).

- ☐ Servicio local de autobuses AT ☐ Dial-A-Ride
☐ Servicio de autobuses de cercanías a Sacramento
☐ Ninguno de los anteriores → **pase a la pregunta 8**

Viajeros en tránsito

3. ¿En qué servicio(s) ha viajado en los últimos 90 días?

- ☐ Servicio local de autobuses AT ☐ Dial-A-Ride
☐ Servicio de autobuses de cercanías a Sacramento

4. ¿Viaja/utiliza el transporte público con regularidad (por ejemplo, al menos una vez a la semana)?

- ☐ Sí → **Pase a la pregunta 6**
☐ No → **Continúe con la pregunta 5**

5. Si no utiliza el transporte público con regularidad, indique por qué. (Seleccione todo lo que corresponda)

- ☐ No me siento seguro ☐ Tarda demasiado
☐ No viaja a donde necesito ir
☐ No circula con suficiente frecuencia
☐ La tarifa es demasiado cara
☐ Otro (especifique): _____

6. ¿Cuál es la razón PRIMARIA por la que elige viajar en Amador Transit?

- ☐ Ausencia de otras opciones de transporte
☐ Conveniencia ☐ Costo
☐ Beneficios para el medio ambiente
☐ Otro (especifique): _____

7. Cuando elige viajar en Amador Transit, ¿cuál es su destino más común o frecuente?

- ☐ Trabajo ☐ Escuela ☐ Asistencia sanitaria
☐ Compras ☐ Trámites personales
☐ Actividades recreativas/sociales
☐ Otro (especifique): _____

→ **Pase a la Pregunta 9.**

No usuarios

8. Si no utiliza el transporte público en el Condado de Amador, ¿por qué no?

- ☐ Tengo dificultades para llegar a la parada del autobús
☐ Tengo dificultades para subir al autobús
☐ No llega a donde necesito viajar/ir
☐ Los horarios de los autobuses son demasiado confusos
☐ Tarda demasiado tiempo
☐ Las paradas de autobús no son seguras/cómodas
☐ Demasiado caro
☐ Los asientos del autobús son incómodos
☐ No puedo esperar afuera tanto tiempo
☐ Prefiero conducir mi propio vehículo o que me lleve alguien
☐ Otro (especifique): _____

Todos

9. ¿Cómo suele viajar dentro del Condado de Amador?

- ☐ Conduzco mi vehículo personal → **Continuar con pregunta 10**
☐ Transporte público
☐ Viajo con un amigo o un familiar
☐ Uber/Lyft/taxi
☐ Voy en bicicleta
☐ Camino
☐ Otro (especifique): _____

Pase a la pregunta 11

10. Si suele conducir, díganos por qué.

- ☐ Necesito la flexibilidad de disponer de mi vehículo
☐ Necesito proporcionar transporte a otras personas
☐ Tiempo de viaje más rápido
☐ Más cómodo
☐ No quiero esperar para viajar
☐ Otro (especifique): _____

11. En general, ¿le resulta fácil llegar a donde tiene que ir?

- ☐ Sí ☐ No

12. ¿Tiene un permiso de conducir válido?

- ☐ Sí ☐ No

13. ¿De cuántos automóviles/vehículos dispone su hogar?

- ☐ Ninguno → **Continúe a la pregunta 14**
☐ Uno
☐ Dos
☐ Tres o más

Pase a la pregunta 15

CONTINÚE EN EL REVERSO →

14. Si no posee (o alquila) un automóvil/vehículo, indique por qué. (Seleccione todo lo que corresponda)

- ☐ No tengo permiso de conducir
- ☐ Es demasiado caro comprar/mantener un automóvil
- ☐ La gasolina o el seguro son demasiado caros
- ☐ Puedo llegar a lo que necesito sin necesidad de un automóvil
- ☐ Puedo tomar prestado el automóvil de otra persona (amigo o familiar)
- ☐ Otro (especifique): _____

15. ¿Utiliza alguna vez Lyft o Uber en el Condado de Amador?

- ☐ Sí
- ☐ No

El micro-transporte es una forma de transporte público a pedido en la que un vehículo puede viajar en una ruta fija pero brindar un servicio a pedido al público en general utilizando aplicaciones para teléfonos inteligentes, seguimiento en tiempo real y rutas dinámicas para un servicio más inmediato. (Aquellos sin acceso a teléfonos inteligentes pueden ser elegibles para el servicio Dial-A-Ride).

16. Si el micro-transporte estuviera disponible en el Condado de Amador, ¿consideraría la posibilidad de utilizarlo?

- ☐ Sí
- ☐ No
- ☐ Quizás/No lo sé

17. ¿En cuál de las siguientes opciones de movilidad le gustaría MÁS que invirtiera la ACTC?

- ☐ Micro-transporte bajo demanda
- ☐ Servicio de autobús de ruta fija más frecuente
- ☐ Más servicio de ruta fija
- ☐ Servicio los sábados
- ☐ Servicio los fines de semana (sábado/domingo)
- ☐ Tarifas de autobús local gratuitas o con descuento
- ☐ Otro (especifique): _____

18. ¿Qué podría animarle a utilizar el transporte público o a utilizarlo más a menudo? (Seleccione todas las que correspondan.)

- ☐ Menor costo
- ☐ Menor tiempo de viaje
- ☐ Servicio más temprano
- ☐ Servicio más allá del horario
- ☐ Servicio más frecuente
- ☐ Servicio los sábados
- ☐ Servicio los domingos
- ☐ Sentirse seguro en la parada de autobús
- ☐ Sentirse seguro a bordo del autobús
- ☐ Mejores/mejorados servicios en las paradas de autobús (bancos, marquesinas, iluminación, etc.)
- ☐ Parada de autobús más cerca de mi casa
- ☐ Otro (especifique): _____

Datos Demográficos

19. ¿Cuál de los siguientes grupos incluye su edad?

- ☐ 18 o menor ☐ 19 a 24 ☐ 25 a 44
- ☐ 45 a 64 ☐ 65 o más
- ☐ Se niega a responder

20. ¿Es usted...? (marque todo lo que corresponda):

- ☐ Hispano/Latino ☐ Negro ☐ Blanco
- ☐ Asiático/Isleño del Pacífico ☐ Indígena Americano
- ☐ Otro (especifique): _____
- ☐ Se niega a responder

21. ¿Cuál es el ingreso anual aproximado de su hogar?

- ☐ Menos de \$20,000 ☐ \$20,000 a \$35,000
- ☐ \$35,001 a \$50,000 ☐ \$50,001 a \$75,000
- ☐ \$75,001 y más ☐ Se niega a responder

22. ¿Trabaja actualmente?

- ☐ Sí
- ☐ No → Pase a la pregunta 25

23. En caso afirmativo, ¿trabaja principalmente desde su casa o viaja/se desplaza a su lugar de trabajo?

- ☐ Trabajo desde casa → Pase a la pregunta 25
- ☐ Viajo/me desplazo al trabajo
- ☐ Divido mi tiempo entre trabajar desde casa y desplazarme al trabajo

24. ¿Qué distancia recorre para ir a trabajar (ida y vuelta)? _____ millas

25. ¿Cuál de las siguientes opciones utiliza con regularidad? (Seleccione todas las que correspondan.)

- ☐ Smartphone
- ☐ Tarjeta de crédito/débito
- ☐ Ninguna de las anteriores

26. Comentarios adicionales:

¿Hay algo más que quiera decirnos sobre el transporte público en el Condado de Amador?

¡Gracias por su participación!

Para poder optar a ganar una de las varias tarjetas regalo VISA de \$50, por favor proporcione su información de contacto.

Nombre:

Número de teléfono o correo electrónico:

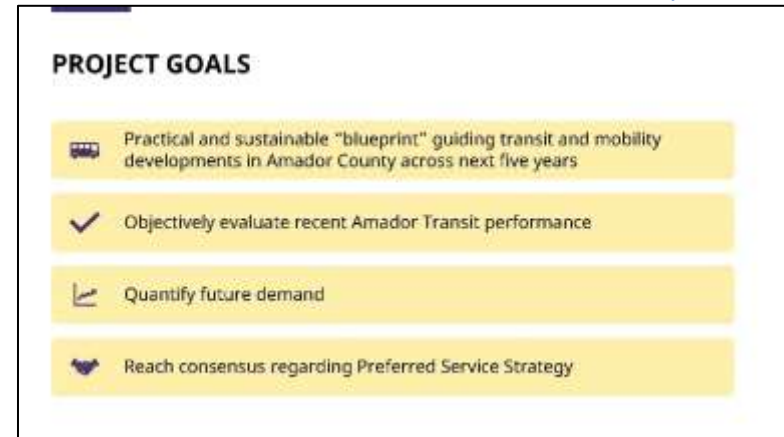
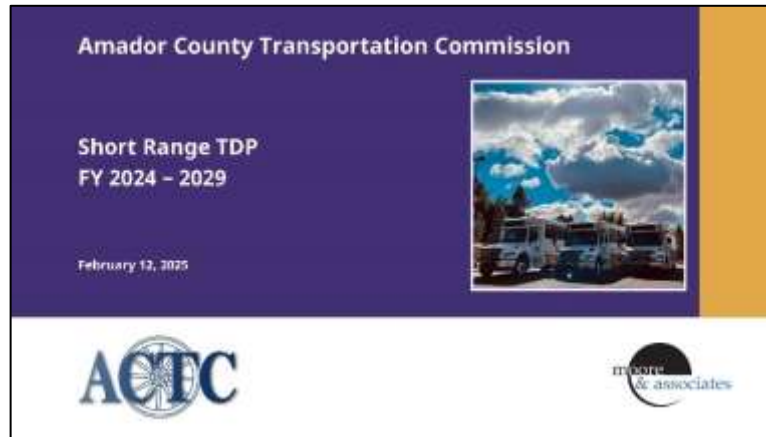


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Appendix B | SSTAC Presentations

Exhibit B.1 SSTAC Presentation, February 12, 2025



TASK 3: PREPARE SRTDP UPDATE



DRAFT PROJECT
REPORT



FINAL PROJECT
REPORT



ACTC
PRESENTATION

PROJECT TIMELINE



January – September 2025

February:
DAR and
community surveys
SSTAC presentation

March:
Familiarization
tour and stakeholder
outreach

April:
Fixed-route and
commuter bus surveys
SSTAC presentation
Community workshop

NEXT STEPS



Site visit and Familiarization Tour (March 18, 2025)
 Community survey
 Transit rider surveys

Discussion/ Questions



Exhibit B.2 SSTAC Presentation, June 25, 2025

Amador County Transportation Commission

Short Range Transit Development Plan

Social Services Transportation Advisory Council

June 25, 2025





TECHNICAL MEMOS

Present summary of

- Technical Memo #4 (Public Engagement) and
- Technical Memo #5 (Preliminary Recommendations)




TECHNICAL MEMO #4: PUBLIC ENGAGEMENT

FOUR SURVEYS:

- Amador Transit Fixed-Route Commuter Riders
- Amador Transit Local Fixed-Route Riders
- Amador Transit Dial-A-Ride (DAR) Riders
- Community at-large



AMADOR TRANSIT LOCAL BUS CUSTOMER PROFILE

Travel to/from work:	43%
Makes 3 to 6 trips/week:	56%
No other transportation options:	60%
Wants Saturday service:	64%
Would use on-demand service:	92%

AMADOR TRANSIT DAR CUSTOMER PROFILE



USES TO ACCESS
HEALTHCARE:
47%



MAKES LESS THAN
2 TRIPS/WEEK:
68%



NO LONGER
DRIVES:
58%

COMMUNITY SURVEY



Rides to/from work: **39%**

No other transportation options: **51%**

Saturday service (would ride more often): **26%**

More frequent service (would ride more often):
32%

Infrequent service is a barrier to use: **33%**

Would use on-demand service: **86%**

TECHNICAL MEMO #5: PRELIMINARY RECOMMENDATIONS



Three near-term priorities:

1. Increase ridership on existing services
2. Improve farebox recovery ratio
3. Utilize on-demand service to expand access to transit

NEAR-TERM RECOMMENDATIONS



Introduce general public on-demand service in Jackson-Sutter Creek on Saturday (initially on a pilot or trial basis), including customer-facing rider app and contactless fare payment.



Optimize Routes 5 and 6 routing to increase service frequency and reduce average travel times.



Expand Upcountry Dial-A-Ride service to the general public for a premium fare (for trips occurring entirely within Zones 3 and 4).



Utilize targeted marketing of current Amador Transit services (especially to non-riders and infrequent riders) to increase ridership, especially in higher-fare zones.



Introduce "predictive arrival" and other technologies.

NEXT STEPS



- Feedback regarding preliminary recommendations
- Technical Memo #6: Operations and Capital Improvement Plans (July 7, 2025)
- Draft SRTDP Report (July 18, 2025)
- Draft Final SRTDP Report
- Final SRTDP Report
- Presentation to ACTC

Discussion/ Questions

