



# Western Placer Consolidated Transportation Service Agency

## *Existing Services Memorandum*

Prepared for the



**PLACER COUNTY  
TRANSPORTATION  
PLANNING AGENCY**

Placer County Transportation  
Planning Agency



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## ***Existing Services Memorandum***

*Prepared For The*

Placer County Transportation Planning Agency

*Prepared By*

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## Overall Service Description and Organization

The Western Placer Consolidated Transportation Services Agency (WPCTSA) was developed through a Joint Powers Agreement (JPA) between Placer County, City of Roseville, City of Lincoln, City of Auburn, City of Colfax and City of Rocklin specifically to provide transportation solutions for low income, elderly and disabled residents of western Placer County. Since 2009, WPCTSA has been providing alternative transportation services that the other transit operators in the region do not provide.



Per Public Utilities Code (P.U.C.) 99233.7 of the Transportation Development Act (TDA), up to five percent of TDA funds may be made available for Consolidated Transportation Services Agencies (CTSAs) as defined by Government Section Code 15975 and community transit services as defined in Article 4.5, after allocations for administration, planning/programming, and bicycle/pedestrian facilities have been made. In western Placer County, WPCTSA is the designated CTSA and receives four percent of TDA funds as allocated through Article 4.5. WPCTSA offers a variety of transit programs primarily designed to link intra-community destinations and to provide transportation of last resort for passengers unable to find another ride to medical appointments or other transit needs. WPCTSA's primary transit programs include the following:

- Health Express non-emergency medical transportation
- A Volunteer Driver program, and
- A Transportation Voucher program.

WPCTSA programs are administered by PCTPA staff and the PCTPA Board Members serve as the WPCTSA Board Members. WPCTSA partners with Seniors First (a private non-profit organization) to manage the transit programs. Health Express is operated by a private contractor, MV Transportation. WPCTSA also partners with the City of Roseville to manage the Transit Ambassador Program and the South Placer Transportation Call Center. WPCTSA programs are discussed below in greater detail.

### Health Express (Non-Emergency Medical Transportation)

The WPCTSA contracts with Seniors First to operate advanced reservation, shared-ride, non-emergency medical transportation services for Placer County residents who are disabled or over the age of 60. For some rural residents, Health Express is the only form of public transportation available. Health Express serves western Placer County from three-quarter mile east of Colfax to the Sacramento County line, including Auburn, Rocklin, Roseville, Colfax, Lincoln, Sheridan, Roseville, Foresthill and other unincorporated areas. Health Express will

provide transportation to medical appointments outside of the county to Sacramento. Non-emergency medical trips which are located entirely within one of the Placer County transit operators Dial-A-Ride (DAR) service area are provided by the operator rather than by Health Express, unless there is a lack of capacity or the passenger has special needs which cannot be served by the DAR.

Health Express operates Monday through Friday from 7:30 AM to 4:30 PM. Service to Sacramento medical facilities occurs only on Tuesdays and Thursdays from 10:00 AM to 2:00 PM and service to Foresthill and Sheridan are provided only on Wednesdays from 7:30 AM to 4:30 PM. Sacramento medical trips are provided on a first-come, first-served basis.

Beginning July 1, 2015 Health Express adopted the following passenger fare structure:

- Intercity trip within Placer County with advance reservation - \$2.50/\$1.25 (discount)
- Intercity trip within Placer County with same day reservation - \$5.00/\$2.50 (discount)
- Intra-city trip if DAR is unavailable – DAR fare
- Sacramento trip with advance reservation - \$5.00/\$2.50 (discount)
- Sacramento trip same day reservation - \$10.00/\$5.00 (discount)

Discount fares are available for passengers with Medicare, Medi-Cal, ADA eligibility card, Senior ID card.

Reservations can be made up to two weeks in advance and at least 24 hours in advance if requested. Passengers are asked to cancel unwanted reservations by 3:30 PM the day before. Passengers who cancel within 2 hours of a scheduled pick up are considered no-shows.

Health Express is operated through a private contractor, MV Transportation. The contractor is responsible for provision of drivers, vehicles, maintenance, operations facility and insurance. Seniors First is under contract with WPCTSA to perform program management. This includes:

- Day to Day Administration – Monitoring, observing, communications with MV dispatch and responding to inquiries and complaints.
- Same day and special needs consideration reservation requests
- Passenger registration
- Review complaints received and recorded by the contractor
- Monthly reporting and invoicing

The current contract term extends from November 1, 2013 to June 30, 2016, with up to 3 annual extensions available at the prerogative of the WPCTSA, two of which have been exercised.



## **My Rides Program**

The My Rides Program is a volunteer driver program for Placer County residents who are over age 60, disabled or families with children age 0 – 5 who are unable to use conventional public transit. Volunteer drivers are reimbursed to transport eligible participants to and from medical appointments, public services and essential needs destinations (grocery, banking, pharmacy, hair appointments). The My Rides Program also provides a voucher for individuals who cannot otherwise afford the costs associated with an occasional and necessary trip to medical related appointments. Seniors First administers the countywide program.

## **Retired Dial-A-Ride (DAR) Vehicle Program**

The goal of the program is to share resources between public transit agencies and human service agencies. WPCTSA purchases older DAR vehicles from Placer County operators and sells the vehicles to human service agencies for \$100. The recipient agency must carry a minimum number of passenger trips (50 per month) and report ridership figures to WPCTSA for two years. The agency must also demonstrate their ability to pay vehicle registration, insurance, maintenance, and operating costs. This program was created in response to an unmet transit needs finding. To date, only one vehicle has been provided to a non-profit agency through this program.

## **Transit Ambassador Program**

In partnership with the City of Roseville, WPCTSA runs a Transit Ambassador Program for Western Placer County services. The program includes conducting a variety of outreach efforts to existing and potential passengers, such as face-to-face assistance to passengers, transit training for potential transit users and attending outreach events. The City of Roseville manages the program, recruits and trains volunteers and provides insurance for the volunteers. WPCTSA pays up front for insurance for volunteers and bills Roseville for the cost. Volunteers undergo anywhere from 6 to 30 hours of training. The cost to the City of Roseville for administering the Transit Ambassador program was \$37,000 in FY 2016/17.

In FY 2016/17, a total of seven Transit Ambassadors contributed 469 volunteer hours assisting passengers on public transportation and providing support to staff at outreach events throughout the western Placer region. Separately, the City of Roseville operates a mobility training program to individuals and groups using MV mobility trainers. This is an extensive program designed to teach persons with disabilities or others requiring assistance how to live more independently by riding the bus.

## **South Placer Transportation Call Center**

In 2011, the South Placer Transportation Call Center was initiated. The Call Center provides transit riders with one phone number for information and reservations for all demand response services in the South Placer area including Roseville Transit, Placer County Transit and Health

Express. The program is intended to reduce call reservation staff time and costs for the various transit agencies, and to increase overall efficiency of the public transit process. When a call for a ride comes in, Call Center staff determine which operator (including Health Express) should receive the trip booking.

Phones are staffed from 7:45 AM to 5:15 PM on weekdays with a total of five different customer service agents working different shifts throughout the day. A maximum of four agents are required during the peak hours of 8:30 AM to 11:00 AM and 2:00 PM to 4:00 PM. On weekends, a total of two customer service agents work different shifts between 8:00 AM and 5:00 PM. Call Center staff use Trapeze dispatch software to schedule trips with the appropriate transit agency. Same day ride requests are referred to the transit agency directly.

The Fiscal Year (FY) 2016-17 budget for the program was \$300,158. A maximum of \$300,000 in LTF funds is allocated to the Call Center each year prior to TDA allocations to each jurisdiction, as this was determined to be an unmet transit need in FY 2009-10. Over the years, the City of Roseville has built up a reserve LTF fund by allocating an amount equal to 15 percent of Call Center operating expense to the fund each year. The reserve fund is used when operating expenses exceed the \$300,000 CTSA allocation.

In FY 2016-17 the South Placer Transportation Call Center received 49,846 calls of which 46,113 were answered. This represents a 16.7 percent decrease in the number of calls received from the previous year. In FY 2016-17, 3,193 calls were abandoned before answered and the majority of these were abandoned in the first 60 seconds. Over the past seven years of operation, the South Placer Transportation Call Center has averaged 1.4 calls abandoned per 20 completed. This is slightly above the suggested standard of no more than 1.0. On average over the years 90 percent of calls were answered within 90 seconds, (less than the suggested standard of 95 percent) and 98 percent answered within 6 minutes (lower than the suggested standard of 100 percent).

### **Bus Pass Subsidy Program**

Eligible human and service and non-profit agencies can receive partial reimbursement for the purchase of day passes on public transit for low income clients needing transportation to basic assistance and health care services. Currently, WPCTSA only provides day passes but agencies have requested that other forms of fare media be available such as monthly passes or connect card options.

## **Demographic Statistics and Trends Specific to WPCTSA Services**

As WPCTSA provides specific services for a subset of the Western Placer County population, it is worthwhile to review social, economic and demographic conditions specific to WPCTSA passengers.

## **Aging Population**

WPCTSA services receive grant funding from Area 4 Area Agency on Aging (AAA). Area 4 (which includes Placer, Nevada, Sierra, Yolo, Sutter, Yuba and Sacramento Counties) has prepared multiple reports regarding older adult demographics which are good background information for this study:

- ◆ Area 4 has the largest senior population living in rural areas than any other AAA area.
- ◆ The older population 85 + is anticipated to triple between 2010 and 2040. Much of this is due to the fact that life expectancy has increased, as well as aging of the Baby Boomer generation.
- ◆ The disability rate for Placer County residents is expected to increase as the population ages.
- ◆ Based on current rates of obesity and diabetes, it is projected that by 2030, one-third of all Baby Boomers in the nation are projected to be obese and 25% of Boomers are expected to be living with diabetes.
- ◆ In the seven-county AAA service area, 39% of older adults are considered food insecure. 14.7% do not have money to buy food. In Placer County, that is over 30,000 seniors.

Area 4 conducted a survey to determine the “top needs” for seniors in 2009. The top ranked need in the seven county areas and in Placer County alone was better transportation services. WPCTSA services are going to become more important to the senior population in the future.

## **Homeless Population**

According to a report conducted through Placer County Health and Human Resources by Marbut Consulting in 2015, Placer County’s overall homelessness per capita is lower than the nationwide rate. However, the number of people experiencing chronic and "street-level" homelessness is nearly triple the national average, and this is increasing. The report indicated a need to combine food distribution with supportive programs and services. Transportation was also noted as lacking or underutilized by the homeless population.

## **Location of Affordable Housing**

The Study Team reviewed a list of rental units and complexes throughout western Placer County that provide affordable rental units and below market rate apartments. The 11 units identified in the City of Auburn are considered to be “served” by public transit and located within one-quarter mile of a PCT or Auburn Transit fixed route. Two out of the six affordable housing complexes with Lincoln are not located within one-quarter mile of the fixed route but are within the Lincoln DAR service area:

- Lincoln Terrace on Joints Parkway
- The Village at Parkway on Joiner Parkway

In Rocklin, several affordable housing complexes are only served by DAR:

- Hidden Grove Apartments on South Gove Street (only ½ mile from fixed route)
- Placer West Apartments on Placer West Drive (only ½ mile from fixed route)
- Stanford Court Apartments on Santa Fe Way
- Villa Serena Apartments on Villa Serena Circle
- Whitney Ranch Apartments on University Avenue

In the City of Roseville, one out of the seven affordable housing units, Silver Ridge on Stone Canyon Drive, is not located within ¼ mile of the fixed route. The DAR service area matches the city limits.

### **Health Care Assessment in Western Placer County**

According to the 2017 Placer County Department of Health’s *Placer County Health Care Assessment*, Placer County ranks 4<sup>th</sup> in the state for a variety of health factors out of 57 California Counties. However one area where Placer County falls short is the ratio of population to mental health care providers is 420:1, compared to one provider for every 370 people statewide. This supports the need for services such as Health Express as it is more likely in Placer County that residents will have to travel longer distances (perhaps to Sacramento County) to obtain appropriate mental health care.

There are three hospitals in Placer County: Kaiser Permanente (Roseville), Sutter Auburn Faith (Auburn) and Sutter Roseville Medical Center (Roseville). Combined, these facilities have 732 licensed beds. Placer County has three primary care clinics which offer a range of primary care services to the uninsured and underinsured in the community: Chapa-de Indian Health Program (Auburn), Wellspace Health Roseville Community Health Center, and Planned Parenthood in Roseville. All these facilities are located in either Auburn or Roseville.

Sutter Auburn Faith Hospital conducted a health assessment of its service area in 2013. The study area identified the following areas as “Communities of Concern”: Lincoln (zip code: 95648), Auburn (zip codes: 95603 and 95602) and Applegate (zip code: 95703). Data was based on emergency visits, hospitalization, socio-demographic conditions, informant input and mortality.

Located in Carmichael, Mercy San Juan Medical Center’s service area includes portions of southern Placer County. According to their latest health assessment, zip codes in the eastern portion of Roseville have a relatively high Community Needs Index (CNI). The CNI is based on barriers to health care access such as income and insurance coverage. The Old/Central portion of Roseville is also considered a community of concern.

Many hospitals understand the importance of providing affordable transportation to health care appointments for the disadvantaged population. According to research conducted by the American Journal of Public Health published in *Transportation and the Role of Hospitals* (2017), 3.6 billion people in the US do not obtain medical care due to transportation barriers. These barriers include lack of a private vehicle, high cost of fares, long travel distances, driver's license issues and budget cuts resulting in infrequent transportation. Transportation barriers lead to ultimately higher health care costs as more patients end up needing emergency medical attention.

## **Previous Planning Efforts**

The following are recently conducted plans and studies that provide additional insight into WPCTSA issues.

### **Concept Plan for Placer Mobility**

The purpose of the Concept Plan is to initiate and focus the development of a long-range plan for the development of a broad mobility management program for western Placer County that promote and support existing and future public transit programs and, ultimately, other private, shared-ride and alternative transportation options. These other options include commercial bus services, Amtrak and commuter rail, Transportation Network Companies, carpool/vanpool programs, ridesharing, bicycling and walking. The Concept Plan includes several programs which have already been implemented and are under the WPCTSA umbrella: South Placer Transit Information Call Center, Transit Ambassador Program and the Regional Mobility Training Program. Another program which will improve coordination among mobility programs for the WPCTSA demographic focus is to establish Uniform Discount Eligibility Procedures for all the demand response services in South Placer County. This project is currently being developed. The Concept Plan also sets forth a long-range goal of developing a unified image for all mobility type programs under the brand, "Placer Mobility". Other future activities include: Google Transit/Transit Trip Planning, Ridesharing/Carpooling/Vanpooling, Bicycle Commuting Programs and Links to Rail and other Commercial Carriers.

### **Uniform ADA Eligibility Consistency**

As per the Concept Plan for Placer Mobility, WPCTSA, PCTPA and Roseville Transit and Placer County Transit are working towards the process of developing uniform ADA Eligibility Process for South Placer County. At this time, administrative procedures and uniform eligibility criteria have been developed but are not currently in use. There is also not a uniform ADA application available to the public.

## Placer Rural Transit Study

The Placer County Transportation Planning Agency (PCTPA) conducted a study regarding potential improvements in public transit services in rural western Placer County in areas which have limited or no public transit service. Final Plan recommendations included the following:

- **Combined Sheridan/SR 193 Corridor Lifeline Service 1 Day per Week** - The service would be a true lifeline service with two round trips, one day per week between the Sheridan Post Office and Lincoln (Twelve Bridges Transfer Point) and then between Lincoln (Walmart) and Auburn (Nevada Street Station) along SR 193. The service should operate as a deviated fixed route to meet ADA requirements and provide increased mobility for the general public.
- **Foresthill Lifeline Service 1 Day per Week** - Lifeline service to Foresthill one day per week would be implemented as a three year demonstration service. This new route would extend from the Foresthill Community Center near the intersection of Main St & Soap St in Foresthill to the Nevada Street Station in Auburn. In order to be compliant with ADA, the route should be operated as a deviated fixed route.
- **Alta/Colfax – Commuter Schedule + Mid-Day Run** - The schedule for the existing two daily Alta/Colfax – Auburn runs would be modified to meet commuter schedules, and a third mid-day round-trip run added. The existing Alta/Colfax schedule should be adjusted so that the first round trip would arrive in Auburn at the Nevada Street Station at or before 8:00 AM and the second round trip would depart Auburn at or just after 5:00 PM. The runs should also originate and end at DeWitt Center to serve county employees (as well as other users of county services). Passengers could transfer to Auburn Transit and PCT Highway 49 routes at Nevada Street Station at the top of the hour. The three-quarter mile deviation service area would not change. The mid-day run should depart Auburn around 11:00 AM and then depart Alta at around Noon to arrive in Auburn around 1:00 PM, providing non-commuting passengers with a three hour stay in Auburn in the morning or a four hour stay in the afternoon.

This chapter first discusses financial conditions, including revenues and expenses. This is followed by a review of ridership patterns, as well as a summary of marketing efforts.



## WPCTSA Current Financial Conditions

### Operating Revenues and Expenses

Table 1 presents operating revenue sources for all WPCTSA programs and administration. The FY 2016-17 WPCTSA budget was around \$1.7 million. PCTPA has designated that four percent of the TDA LTF allocation through Article 4.5 of the TDA is allocated to WPCTSA services. The maximum allowed to a CTSA is five percent. LTF funds represents at least half of total revenue for WPCTSA. Another quarter of the revenue in FY 2016/17 can be attributed to LTF carryover of excess cash reserves from previous years. In fact, in FY 2017/18, new LTF funds will not be allocated to WPCTSA as there is sufficient cash in reserves to fund the budget. The local match from Seniors First which includes funding donated by the hospitals and passenger fares accounts for 4.4 percent of revenues. Health Express only receives around \$800 to \$1,000 per year in passenger fares/donations, however the total amount of \$74,530 is considered fare revenue for the purposes of farebox ratio calculation. In addition to state grant funds and donations from non-profits in the region, WPCTSA receives about \$70,000 in federal FTA 5310 grant funds.

**Table 1: WPCTSA Operating Revenues**

Operating Revenue Sources	FY 2016-17 Budget	% of Total
TDA Local Transportation Fund (LTF) Article 4.5	\$879,936	51.7%
TDA State Transit Assistance (STA) PUC 99313	\$47,838	2.8%
FY 2015/16 LTF Carryover to FY 2016/17	\$68,463	4.0%
Prior Year Carryover	\$465,483	27.3%
Interest Income	\$4,500	0.3%
Seniors First match toward Health Express - Hospital Funds	\$74,530	4.4%
Seniors First match toward My Rides - A4AA Funds	\$38,860	2.3%
Seniors First match toward My Rides - Other Sources	\$53,000	3.1%
First 5 Placer Commission match toward My Rides	\$0	0.0%
Federal Transit Administration (FTA) Section 5310	\$70,000	4.1%
<b>Total</b>	<b>\$1,702,610</b>	<b>100%</b>

Source: FY 2016/17 WPCTSA Budget Summary Amendment #1

Table 2 presents WPCTSA administration and program operating expenses. Roughly 11.2 percent of total costs or \$163,948 consists of administration costs incurred by PCTPA, while the remaining 88.8 percent of the \$1.46 million budget can be attributed to the various programs WPCTSA operates. The operating contract with MV Transportation for the operation of Health Express is the greatest cost (\$373,502 or 25.6 percent), followed by the contribution to the South Placer Transit Information Center at \$300,000 (20.5 percent).

<b>Table 2: WPCTSA Programs Operating Expenditures</b>		
FY 2016/17		
<b>Operating Expenditures</b>	<b>FY 2016/17 Budget</b>	<b>% of Total</b>
<b><u>PCTPA Administration</u></b>		
PCTPA Staff Administration MOU	\$135,148	9.2%
Legal Services	\$7,500	0.5%
Placer Collaborative Network (PCN) Membership	\$250	0.0%
WPCTSA Seniors First Board Member Annual Contribution	\$0	0.0%
Accounting Services	\$500	0.0%
Fiscal Auditors (TDA)	\$5,550	0.4%
Outreach and Marketing	\$7,500	0.5%
Direct Expenses (travel, advertising, training, postage)	\$7,500	0.5%
<i>Subtotal PCTPA Administration</i>	<b>\$163,948</b>	<b>11.2%</b>
<b><u>Programs</u></b>		
MV Transit - Health Express	\$373,502	25.6%
Seniors First - Health Express Program Management	\$99,530	6.8%
Seniors First - My Rides	\$216,860	14.8%
Transit Ambassador Program	\$37,000	2.5%
Transit Planning Consultant	\$25,400	1.7%
Short Range Transit Plans	\$185,400	12.7%
Retired Vehicle Program	\$10,000	0.7%
Bus Pass Subsidy Program	\$50,000	3.4%
South Placer Transit Information Center (Call Center)	\$300,000	20.5%
<i>Subtotal Existing &amp; New Programs</i>	<b>\$1,297,692</b>	<b>88.8%</b>
<b>Total Expenses</b>	<b>\$1,461,640</b>	<b>100.0%</b>
Source: WPCTSA FY 2016-17 Operating budget		

## Ridership Patterns and Analysis

### Health Express

#### Historical Ridership and Service Levels

Ridership over the past four fiscal years is displayed in Table 3. As Health Express is an on-demand service, the number of days operated varied from 164 to 250. Ridership averaged



around 6,000 one-way trips per year and ranged from a low of 5,302 in FY 2013-14 to a high of 7,096 in FY 2014-15 (Figure 1). Annual vehicle miles and hours travelled (Figure 2) also peaked in FY 2014-15 with 5,387 vehicle hours operated and 83,634 vehicle miles operated. Current service levels are approximately 15 percent below the peak.

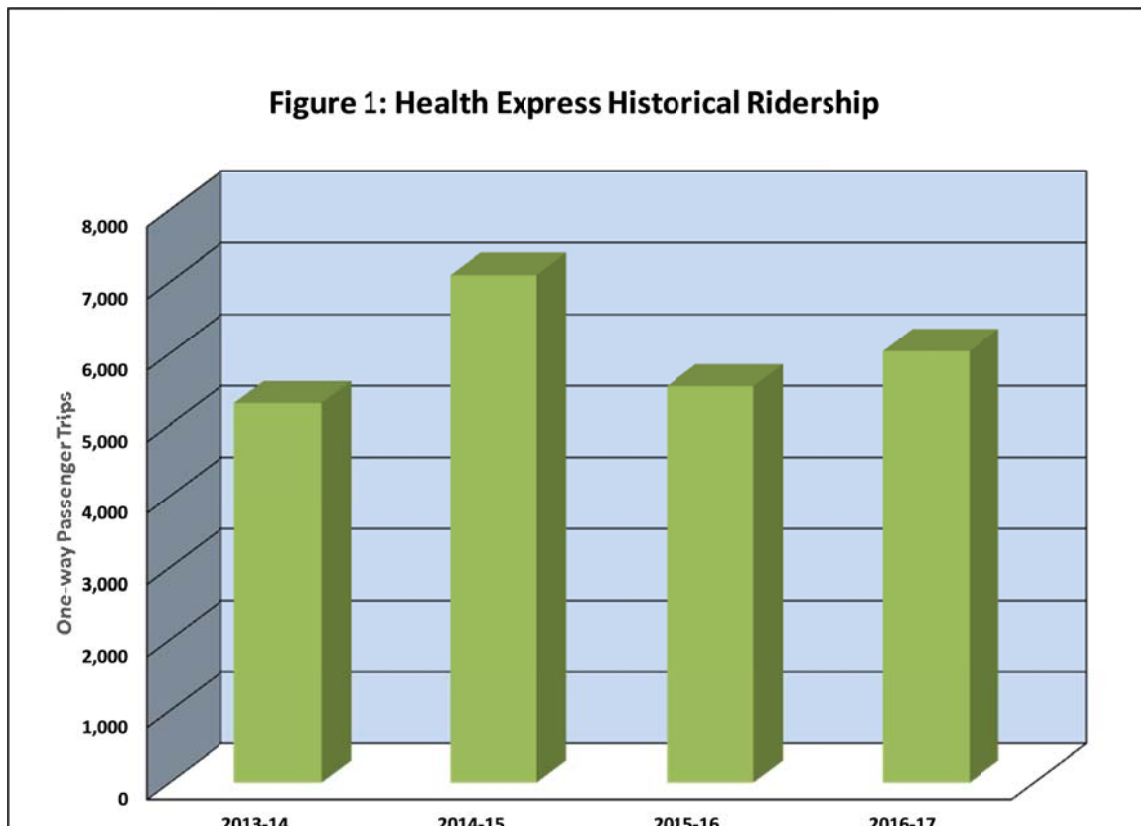
**Table 3: Historical Health Express Ridership and Service Levels**

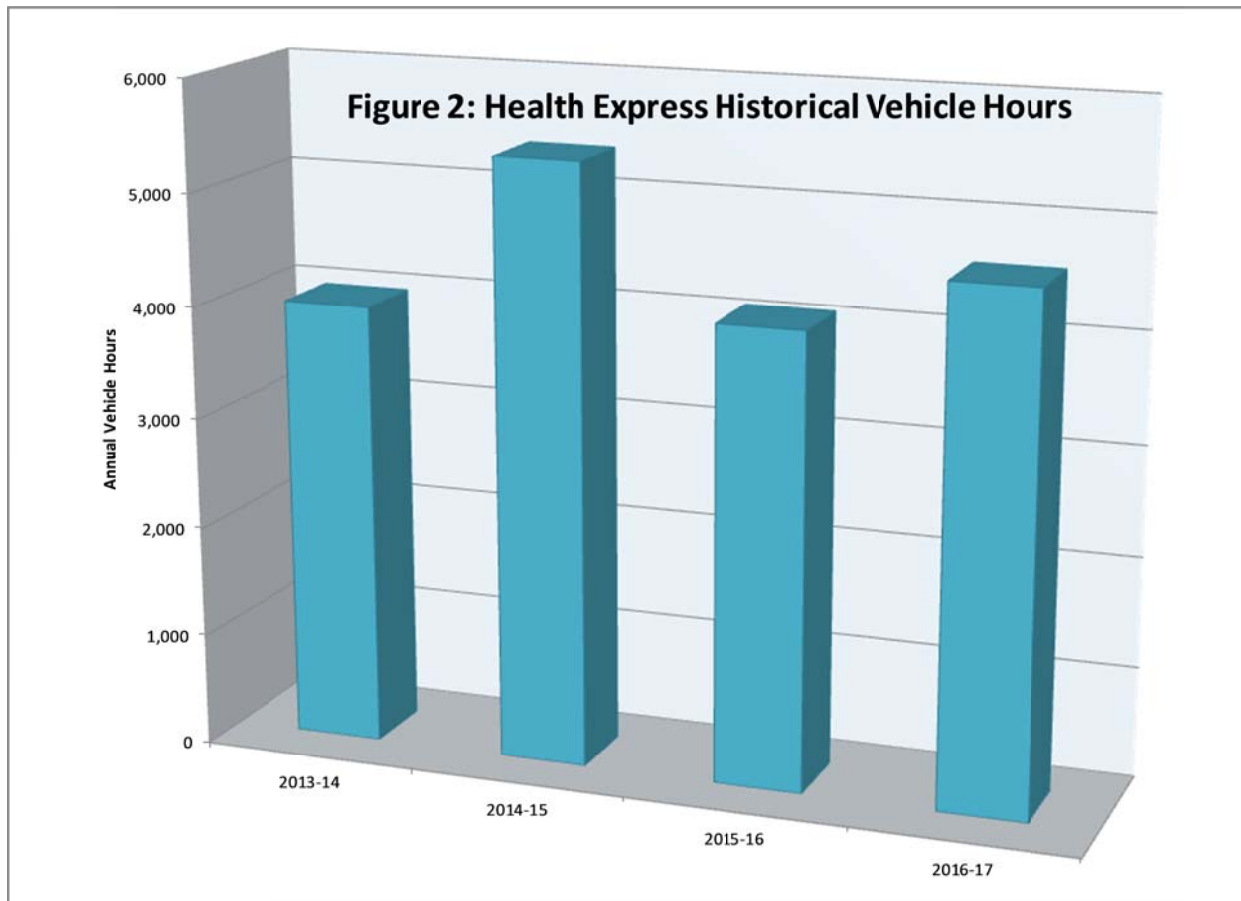
Fiscal Year	Ridership	Vehicle Hours	Vehicle Miles	# of Days
2013-14 <sup>(1)</sup>	5,302	3,987	58,142	164
2014-15	7,096	5,387	83,634	250
2015-16	5,538	4,091	70,700	208
2016-17	6,032	4,600	74,770	189
<i>Average</i>	<i>5,992</i>	<i>4,516</i>	<i>71,812</i>	<i>203</i>

Source: WPCTSA, MMR Health Express 2018

Note 1: Service for 8 months

**Figure 1: Health Express Historical Ridership**





### Ridership by Passenger and Reservation Type

Table 4 presents ridership for FY 2016/17 on Health Express, categorized by passenger type and whether or not they made an advance reservation. As shown, only 0.7 percent of passengers made a same day reservation. For 28.5 percent of trips, the type of reservation was not specified. Throughout the course of the fiscal year, 24 one-way trips (or likely 12 people) made a same day reservation to go to Sacramento. Roughly 97.7 percent of passenger trips were taken at the discounted rate or free. This includes seniors, ADA, Medicare, Medi-Cal, R&R Group and Personal Care Attendants.

### Performance Indicators

Health Express performance for the past four fiscal years is also shown in Table 5. The Health Express provides around 30 one-way trips per service day and carries on average 1.3 one-way trips per vehicle-hour and 0.1 trips per vehicle-mile. While these figures are low for a demand response service, they reflect the long distances traveled by Health Express, which negatively impacts trips per hour and mile. Operating cost per hour ranges from \$99.84 in FY 2014-15 to \$115.26 in FY 2015-16. For comparison purposes PCT's Lincoln DAR costs \$309,000. Operating cost per mile has decreased from \$10.11 in FY 2013-14 to \$6.33 in FY 2016-17. Health Express receives local match contributions from Seniors First and the hospitals in the area. This is

**Table 4: Health Express Ridership by Passenger and Reservation Type**

FY 2016/17

Passenger Type	Reservation Type			Total
	Advance Reservation	Same Day	Not Identified	
Discount Passenger	4,042	12	--	<b>4,054</b>
No Discount Passenger	84	9	--	<b>93</b>
Sacramento Discount	100	20	--	<b>120</b>
Sacramento No Discount	40	4	--	<b>44</b>
ADA	--	--	9	<b>9</b>
PCA - Free	--	--	186	<b>186</b>
R & R Group	--	--	1,526	<b>1,526</b>
<b>Total</b>	<b>4,266</b>	<b>45</b>	<b>1,721</b>	<b>6,032</b>
<b>% of Total</b>	<b>70.7%</b>	<b>0.7%</b>	<b>28.5%</b>	<b>100.0%</b>
<b>% Discount Passengers</b>				<b>97.7%</b>

Source: WPCTSA

**Table 5: Historical Health Express Performance**

Fiscal Year	Annual Service Quantities					
	Ridership	Vehicle Hours	Vehicle Miles	# of Days	Operating Cost	Fare Revenue <sup>(1)</sup>
2013-14	5,302	3,987	58,142	164	\$587,843	\$125,000
2014-15	7,096	5,387	83,634	250	\$537,825	\$100,000
2015-16	5,538	4,091	70,700	208	\$471,530	\$74,530
2016-17	6,032	4,600	74,770	189	\$473,032	\$74,530

Fiscal Year	Performance Indicators					
	Trips per Day	Trips per Hour	Trips per Mile	Operating Cost per Hour	Operating Cost per Mile	Farebox Ratio
2013-14	32.3	1.3	0.1	\$147.44	\$10.11	21.3%
2014-15	28.4	1.3	0.1	\$99.84	\$6.43	18.6%
2015-16	26.6	1.4	0.1	\$115.26	\$6.67	15.8%
2016-17	31.9	1.3	0.1	\$102.83	\$6.33	15.8%

Source: WPCTSA Budget Summary, MMA Health Express 2018  
 Note 1: Fare revenue represents local match from non-profits and passenger fares/donations.

considered fare revenue. This contribution has decreased over the years from \$125,000 to \$74,530 but Health Express is still able to make the 10 percent farebox ratio requirement as set forth by PCTPA.

### Origin/Destination Patterns

A table 6 presents Health Express origin/destination trip patterns for the month of May 2016. A total of 454 one-way trips were carried during this month. The most common trip pattern during this month was between Rocklin and Roseville (58 trips, 12.8 percent), followed by the reverse trip from Roseville to Rocklin (49 trips, 10.8 percent). Other common trip patterns were between Roseville and Lincoln and Rocklin and Lincoln. During this month only 7 trips were provided to Sacramento. Considering both ends of each trip, just over half (51 percent) of all trips are to, from or within Roseville, followed by 43 percent that serve Rocklin.

As a comparison, Health Express data evaluated as part of the *Placer Rural Transit Study* showed that in October of 2014 when a total of 641 trips were provided, trip patterns were very similar. Ten trips to Sacramento were provided. As a Health Express trip to Sacramento is an all-day outing, the service is typically only used by patients as a last resort transportation, particularly if other non-profit organization transportation is available.

Appendix A Tables A1 – A5 present Health Express Origin/Destination trips by day of the week for May 2014. In general, travel patterns do not change significantly depending on the day of the week. Monday and Wednesday are the most common days to travel on Health Express. Sacramento service is not offered on these days; therefore there is likely more capacity for other shorter distance trips. As for Sacramento trips, Thursday is more popular than Tuesday during the sample time period.

### Trip Denials and On-time Performance

In FY 2014/2015, 207 trips (2.8 percent) were denied because there were no vehicles available at the requested time. Most of the trip denials were passengers requesting same day service; however some passengers are unable to get a ride at their requested time, if it coincides with subscription group trips. That number decreased 151 (2.6 percent) in FY 2015/2016 and 10 (0.2 percent) in FY 2016/2017. WPCTSA has established a trip denial standard for the Health Express contractor of no more than 5 percent of all eligible Health Express trips. Not only did the contractor meet this requirement but performance is improving.

### Fleet Inventory

Health Express uses four wheelchair accessible vans.

**Table 6: Health Express Trip Origin / Destination Data -- May 2016**

Origin Community	Destination Community													Total	% of Total	% of Trips – Either Trip End					
	Auburn	Carmichael	Collax	Foresthill	Granite Bay	Lincoln	Loomis	North Auburn	North Highlands	Rocklin	Roseville	Sacramento	Meadow Vista				Apple-gate	Rancho Cordova	Citrus Heights		
Auburn	8	0	13	0	0	14	2	3	0	0	0	2	0	8	9	0	0	59	13%	24%	
Carmichael	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0%	0%	0%
Collax	13	0	0	0	0	0	0	2	0	0	2	0	0	0	0	0	0	17	4%	7%	4%
Foresthill	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
Granite Bay	0	0	0	0	0	1	0	0	0	0	0	7	0	0	0	0	0	8	2%	4%	2%
Lincoln	16	0	0	0	1	0	3	0	0	26	34	2	0	0	0	0	0	82	18%	36%	18%
Loomis	2	0	0	0	0	3	0	7	0	0	0	0	0	0	0	0	0	12	3%	5%	3%
North Auburn	3	0	2	0	0	1	5	0	0	1	0	0	0	0	0	0	0	12	3%	6%	3%
North Highlands	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%	0%	0%
Rocklin	0	1	0	0	1	24	0	1	0	21	58	4	0	0	0	0	1	111	24%	43%	24%
Roseville	2	0	2	0	7	38	0	0	0	49	27	1	0	0	0	1	0	127	28%	51%	28%
Sacramento	1	0	0	0	0	1	0	0	0	4	1	0	0	0	0	0	0	7	2%	3%	2%
Meadow Vista	7	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	8	2%	4%	2%
Apple Gate	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	2%	4%	2%
Rancho Cordova	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0%	0%	0%
Citrus Heights	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0%	0%	0%
<b>Total</b>	<b>60</b>	<b>1</b>	<b>17</b>	<b>0</b>	<b>9</b>	<b>83</b>	<b>10</b>	<b>13</b>	<b>0</b>	<b>103</b>	<b>132</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>1</b>	<b>1</b>	<b>454</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	
<i>Percent of Total</i>	13%	0%	4%	0%	2%	18%	2%	3%	0%	23%	29%	2%	2%	2%	0%	0%	100%	100%			

Source: Health Express Survey Data from May, 2016

## My Rides

Through the My Rides Program nearly 7,000 one-way trips were provided through volunteer drivers and vouchers in FY 2016-17 (Table 7). This is slightly lower (7 percent less) than the 7,503 rides provided in the previous fiscal year. Of this total, the vast majority are through the main My Rides Program, while only 55 trips can be attributed to voucher requests and 16 trips were funded by First 5. Data available for FY 2017-18 shows that the monthly average number of rides is down about 10 percent from the previous year so far. The busiest months for My Rides trips were March and August, when around 650 one-way trips were provided.

**Table 7: My Rides Ridership and Miles Travelled by Month**

FY 2016-17

	Volunteer		First 5		Voucher Program		Total My Rides		Percent of Average Monthly	
	One-way Trips	Miles	One-way Trips	Miles	One-way Trips	Miles	One-way Trips	Miles	One-way Trips	Miles
	July	498	8,897	4	37	1	72	503	9,006	87%
August	640	12,920	0	0	6	557	646	13,477	111%	125%
September	531	9,718	0	0	1	26	532	9,744	92%	91%
October	540	9,103	4	45	3	116	547	9,264	94%	86%
November	546	10,085	0	0	7	194	553	10,279	95%	96%
December	562	10,273	0	0	0	0	562	10,273	97%	95%
January	564	9,768	0	0	8	169	572	9,937	98%	92%
February	556	9,930	0	0	5	85	561	10,015	97%	93%
March	720	13,175	0	0	6	257	726	13,432	125%	125%
April	556	10,684	0	0	8	254	564	10,938	97%	102%
May	623	11,878	0	0	5	104	628	11,982	108%	111%
June	564	10,613	8	52	5	138	577	10,803	99%	100%
<b>Total</b>	<b>6,900</b>	<b>127,044</b>	<b>16</b>	<b>134</b>	<b>55</b>	<b>1,972</b>	<b>6,971</b>	<b>129,150</b>		
<i>Percent of Total</i>	99%	98%	0%	0%	1%	2%	100%	100%		

Source: WPCTSA Budget, Running Balances, Ridership FY 2016-17

A total of 129,150 miles were travelled by volunteers and voucher recipients in FY 2016/17. This is nearly 7 percent lower than the 138,827 provided in FY 2015/16. As many as 13,400 miles were travelled during the peak months of both March and August in FY 2016/17.

The My Rides program currently has around 65 active volunteers. The number of volunteers has limited the number of rides that can be provided through the program. This is particularly challenging in Roseville. Seniors First staff estimate that around one-third of trip denials for the Roseville area are due to a lack of willing volunteers. Other areas such as Auburn seem to have a relatively large pool of volunteers.

In FY 2016/17, a total of \$49,887 was paid in direct costs or transportation reimbursements. This equates to \$14.92 per trip. Total program costs were \$216,860 as shown in Table 2. This

equates to a total cost per trip of \$64.87. Compared to other DAR services in Placer County, My Rides is a little less cost efficient than the Rocklin/Loomis DAR and Highway 49 DAR (\$50-56 per trip) but much more cost efficient than the Granite Bay DAR (\$311 per trip). Lincoln DAR is more cost efficient My Rides with a cost per trip of \$34.27.

### Origin/Destination Data

Table 8 displays My Rides trip origin/destination data from October 2014. As shown, trips within Auburn represent over 30 percent of all My Rides trips for that month. Trips within Roseville are the second most common trip pattern (15 percent of trips). Considering both ends of the trip, 52 percent of all trips were to, from or within Auburn followed by 28 percent with one or both ends in Roseville.

Table 9 presents the origin and destination locations for riders (not one-way passenger trips) for FY 2016-17. The data represents the monthly average for each location. Similar to 2014, most My Rides passengers begin their journey in Auburn (45.8 percent), followed by Roseville (13.0 percent). The greatest number of My Rides riders require transportation to destinations in Auburn (51.0 percent) and Roseville (27.7 percent). Another 6.5 percent need to go to Sacramento. It should be noted that 2.4 percent of My Rides trips end in Mather where the VA Hospital is located.

Sacramento was the destination for 33 My Rides trips over the month of October in 2014 and an average of 19 trips per month in FY 2016-17. This is much greater than the number of Health.

Express trips to Sacramento in one month (7 in May 2016). This indicates additional demand for Sacramento trips beyond what Health Express can provide and that volunteer transportation may seem more convenient than shared ride transportation for many passengers.

## **Marketing and Public Information**

Information about WPCTSA services is easily searchable on the internet. PCTPA maintains a WPCTSA page which provides information about WPCTSA programs. The webpage includes a link to the Seniors First My Rides page, although one must search for "Seniors First Health Express" separately to see complete details of the Health Express program. Potential passengers must contact Seniors First by phone to make trip arrangements. No web-based platform is available. As a locally connected non-profit organization, Seniors First seems to have developed good relationships with other social service agencies that use WPCTSA services. Separate marketing brochures have been developed for the different programs such as the bus pass subsidy program and available on the [spttransitinfo.org](http://spttransitinfo.org) website.

**Table 8: My Rides Trip Origin / Destination Data -- October 2014**

Origin Community	Destination Community														% of Trips -- Either Trip End				
	Auburn	Blue Canyon	Camichael	Citrus Heights	Colfax	Granite Bay	Grass Valley	Lincoln	Loomis	Mather	Natomas	Nevada City	Orangevale	Rancho Cordova		Rocklin	Roseville	Sacramento	Total
Alta	2																1	3	1%
Applegate	4															2		6	2%
Auburn	101						1			2				2		14	6	126	39%
Blue Canyon	2																	2	1%
Christian Valley	1																	1	0%
Clipper Gap	3																	3	1%
Colfax	12											1				2		15	5%
Dutch Flat					2	1												3	1%
Eden Valley																	1	1	0%
Foresthill	6													2		1		9	3%
Gold Run	4					1			2						1			8	2%
Granite Bay				2												5		7	2%
Lincoln	1	1					3			1						8	7	21	6%
Loomis	2															4		6	2%
Meadow Vista																	1	1	0%
Newcastle	2														1			3	1%
Rocklin	1		1			1		2							5	15	10	35	11%
Roseville	3		4	4			2				1		1		2	48	7	72	22%
Sheridan										2								2	1%
<b>Total</b>	<b>144</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>8</b>	<b>100</b>	<b>33</b>	<b>324</b>	<b>100%</b>
% of Total	44%	0%	2%	2%	1%	0%	1%	2%	0%	2%	0%	0%	0%	1%	2%	31%	10%	100%	

Source: My Rides Survey from October 2014



**Table 9: My Rides FY 2016-17 Monthly Average Rider Origins and Destinations**

Origins			Destinations		
	#	%		#	%
Auburn	133.7	45.8%	Auburn	148.9	51.0%
Roseville	37.9	13.0%	Roseville	80.8	27.7%
Rocklin	26.1	8.9%	Sacramento	18.9	6.5%
Lincoln	18.5	6.3%	Rocklin	11.2	3.8%
Colfax	18.0	6.2%	Mather	7.1	2.4%
Newcastle	14.5	5.0%	Lincoln	7.0	2.4%
Foresthill	8.5	2.9%	Grass Valley	4.4	1.5%
Clipper Gap	8.4	2.9%	Carmichael	3.3	1.1%
Applegate	7.6	2.6%	Weimar	2.6	0.9%
Granite Bay	4.6	1.6%	Citrus Heights	2.3	0.8%
Meadow Vista	3.5	1.2%	Folsom	1.9	0.7%
Alta	2.3	0.8%	Fair Oaks	0.8	0.3%
Sheridan	2.1	0.7%	Rancho Cordova	0.6	0.2%
Loomis	1.7	0.6%	McClellan	0.4	0.1%
Christian Valley	1.6	0.6%	Colfax	0.3	0.1%
Dutch Flat	0.9	0.3%	Nevada City	0.3	0.1%
Blue Canyon	0.8	0.3%	Applegate	0.3	0.1%
Gold Run	0.5	0.2%	Loomis	0.3	0.1%
Penryn	0.4	0.1%	Fair Oaks	0.2	0.1%
Weimar	0.1	0.0%	Newcastle	0.1	0.0%
Eden Valley	0.0	0.0%	Meadow Vista	0.1	0.0%
			El Dorado Hills	0.1	0.0%
			Granite Bay	0.0	0.0%
			Foresthill	0.0	0.0%
<b>Total Riders</b>	<b>291.7</b>	<b>100%</b>	<b>Total Riders</b>	<b>291.7</b>	<b>100%</b>

Source: WPCTSA



One method of performance evaluation is to review operating statistics for similar transit programs. Studying other CTSA's and Non-Emergency Medical Transportation (NEMT) programs can provide ideas for new programs and practices. Table 10 presents operating and performance statistics for other Non-Emergency Medical Transportation Programs and CTSA's:

- **El Dorado County Sac-Med** – Next door to Placer County, El Dorado County operates a non-emergency medical transportation service two days per week. The service provides transportation to medical appointments in Sacramento and Roseville made between 10:00 AM and 2:00 PM. Rides must be scheduled at least four days in advance. Passengers can be picked up at one of six Park and Ride or transit centers or request El Dorado County DAR to one of these locations. The Sac-Med service carried only 572 trips in FY 2016-17, but the service operates only two days per week and only to Sacramento and Roseville. Hence, passenger-trips per capita is only 0.003, less than Health Express. However, data in Table 6 shows that there were 14 one-way trips to/from Sacramento for one month on Health Express. This would equate to roughly 170 trips to/from Sacramento annually on Health Express, which is much less than the Sac-Med service.



- **North of the River CTSA Bakersfield** – The North of the River Recreation and Parks District is a designated CTSA for Kern County. The district provides transportation for seniors 60+ and persons with disabilities to doctor appointments, senior activities, grocery shopping and other essential trips Monday through Friday for \$2.00 per one-way trip. The service area boundary is a defined area in the City of Bakersfield and qualified passengers can reserve trips between the hours of 8:00 AM and 5:30 PM.



The CTSA carried 42,217 trips in calendar year 2017. This equates to a productivity level of about 1.87 trips per hour and 0.115 trips per capita.

- **Ride-On Transportation Program (San Luis Obispo County)** – Ride-On is a non-profit organization dedicated to meeting the varied transportation needs of San Luis Obispo County residents. As a designated CTSA for the county, Ride-On receives \$500,000 in LTF funding from the San Luis Obispo Council of Governments (SLOCOG). Ride-on has a much larger variety of transportation programs available.
  - The Senior Shuttle operates Monday through Friday from 9 AM to 5 PM at a cost of \$3.00 per one-way trip to locations throughout the county. Advance reservations are requested.



- The Veterans Express Shuttle provides transportation to local Veterans Administration (VA) clinics and VA bus pick up locations for regional medical facilities for \$3.00 per one-way trip with advance reservations. Ride-On also provide homeless veterans transportation to a facility where they can take a shower one day per week.
- Ride-On also administers and provides a vehicle for an Agricultural Workers Vanpool.
- Ride-On is a state approved Medi-Cal transportation provider for persons who are unable to use public transit. Much of Ride-On’s funding comes from Medi-Cal.
- The largest program with Ride-On operates is transportation for clients of the Regional Center to day programs. Ride-On operates 34 routes for just this program.
- In addition to this, Ride-On offers transportation for developmentally disabled residents in the evening and weekends through the Community Interaction Program.
- In response to a finding in the coordinated plan, Ride-On began a new program called Access which provides transportation for people who do not fit into the other program categories but are considered low income.

In the future, Ride-on hopes to establish a transportation brokerage which would allow Ride-On to notify other transportation companies such as taxi companies when Ride-On is unable to meet a ride request.

The agency has an administrative staff of about 9 people, 4 dispatchers and 48 drivers. Ride-On provides all vehicle maintenance on-site with three full-time mechanics. Although San Luis Obispo County has a smaller population than Placer County, the Ride-on CTSA provides around 174,000 one-way trips per year on all the above listed community transportation programs. This is significantly more than Health Express and My Rides combined. The costs of the program are also significantly greater (\$4 – 5 million) and Ride-On operates nearly 2 million vehicle miles per year. The majority of the funding for Ride-On services comes from other outside programs such as the Regional Center and Medi-Cal. In terms of productivity, the Ride-On programs carry 2.7 trips per hour, 0.9 trips per mile and 0.62 trips per capita.

In addition to the community transportation programs, Ride-on provides transportation as a private operator for events through the Transportation Management Association. This program also provides some income for the Ride-On agency.

The peer comparison in Table 10 should take into account that CTSA and NEMT programs can vary greatly. Nevertheless, Table 10 demonstrates that for counties/cities of similar size (San Luis Obispo and Bakersfield), WPCTSA provides fewer trips per capita (0.037). Passenger-trips per hour for the Health Express program is also less than the programs in San Luis Obispo and Bakersfield programs. Health Express does perform better in terms of passengers per hour than El Dorado transit’s Sac-Med service but as discussed above, the Sac-Med program is not as extensive.

**Table 10: WPCTSA Peer Transit Operator Analysis**

	Annual			Population Served (1)	Pax per Hour	Pax per Mile	Pax per Capita
	Ridership	Vehicle Hours	Vehicle Miles				
<i>My Rides</i>	6,971	--	129,150	353,847	--	0.05	0.020
<i>Health Express</i>	6,032	4,600	74,770	353,847	1.31	0.08	0.017
<i>Total</i>	13,003	--	203,920	353,847	--	0.06	0.037
El Dorado County SacMed	572	670	17,021	183,000	0.85	0.03	0.003
Ride On Transportation San Luis Obispo	174,000	65,601	1,952,439	281,400	2.65	0.09	0.618
North of the River CTSA, Bakersfield	42,217	22,548	355,646	367,555	1.87	0.12	0.115
Peer Average	72,263	29,606	775,035	277,318	1.79	0.08	0.245

Note 1: American Community Survey 2016 estimates

**TRIP Riverside Program**

The TRIP Riverside Volunteer Driver program has been providing rides for residents of Riverside County since 1993. The TRIP program has become a model for volunteer driver programs in other areas. In general, the TRIP model is different than most of the MyRides program in that passengers must recruit their own volunteer driver. This reduces administrative costs for the program. For FY 2014-15, 1,028 unique riders received 123,821 free one-way trips and 1.8 million miles of escorted transportation at an average cost per trip of \$6.29. The subsidy per passenger mile was \$0.43. Of six volunteer programs modelled after TRIP in California, Massachusetts and Michigan, the average cost per trip was \$5.52 but the average trip length was 10 miles.

**Transportation Network Companies (TNCs)**

Transportation Network Companies have been successful in many areas with filling some paratransit services needs for transit agencies at a reasonable cost. One example in the Bay

Area is Silver Ride. Silver Ride is a “door through door” assisted ride service for seniors for a variety of trip purposes. The company has a cashless transactions and no tips policy so seniors do not need to carry change. Drivers will come into the senior’s home and assist the passenger with getting into the vehicle. TNCs provide flexibility and convenience; however Silver Ride does not have drivers outside of the Bay Area. As a point of comparison, Silver Ride charges \$50 per one-way trip within the City of San Francisco. This is less than the cost per one-way trip for Health Express in FY 2016-17 (\$78.42).

Additionally, as a CTSA is partially funded with FTA funds, TNC drivers would still be subject to drug and alcohol testing under FTA law. The only exception to this rule is in the case of a voucher program where the passenger has a choice as to which TNC or taxi company to use for the trip, as FTA feels this would be too difficult to administer drug and alcohol testing programs for multiple companies.

### **Other Non-Emergency Medical Transportation Examples**

Hospitals have developed many different strategies to address the issue of transportation to medical appointments beyond traditional public transit. Denver Health Medical Center entered into a partnership with Transportation Network Company (TNC), Lyft, to provide transportation to discharged patients and patients needing transportation to/from outpatient clinic appointments. Denver Health Center provided funding for 200 rides over the first three months at an average cost of \$7.40 per ride where trips were limited to 25 miles. Lessons learned from this program are that the hospital must designate a staff member to schedule the rides and ensure that the patient is connected with the Lyft driver. Otherwise, the passenger/patient may miss the ride.

Grace County Health and Hospital in Vermont realized that existing transportation programs with restrictions such as age and two days advance notice created transportation barriers to those with urgent medical needs. The hospital collaborated with a non-profit agency to provide rides with only one criteria, “Passengers must be physically or cognitively independent or travel with an assistant.” At present, passenger data has not been recorded but the program appears to be successful.

### **Summary**

WPCTSA provides an important service for Western Placer County residents with difficulties using traditional public transit. Over the past few years, performance of Health Express has varied but remained relatively flat. Finding volunteers for the MyRides program has been a challenge. The peer review indicates that there is the potential to provide more trips through CTSA services, particularly if other non-TDA funding sources can be used.

**Appendix A**  
**Health Express Ridership by Day of Week**

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**Table A-1: Health Express Trip Origin / Destination Data -- May 2016 - Monday**

Origin Community	Destination Community													Total			
	Auburn	Carmichael	Colfax	Foresthill	Granite Bay	Lincoln	Loomis	North Auburn	North Highlands	Rocklin	Roseville	Sacramento	Meadow Vista		Applegate	Rancho Cordova	Citrus Heights
Auburn	2		5			4							3	4			18
Carmichael																	0
Colfax	5										2						7
Foresthill																	0
Granite Bay										1							1
Lincoln	5								3	11							19
Loomis							1										1
North Auburn							1										1
North Highlands																	0
Rocklin						3			6	7	1						17
Roseville			2		1	13			9	10							35
Sacramento									1								1
Meadow Vista	2					1											3
Applegate	3																3
Rancho Cordova																	0
Citrus Heights																	0
<b>Total</b>	<b>17</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>21</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>19</b>	<b>31</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>106</b>

Source: Health Express Survey Data from May, 2016



**Table A-2: Health Express Trip Origin / Destination Data -- May 2016 - Tuesday**

Origin Community	Destination Community														Total		
	Auburn	Carmichael	Collax	Foresthill	Granite Bay	Lincoln	Loomis	North Auburn	North Highlands	Rocklin	Roseville	Sacramento	Meadow Vista	Applegate		Rancho Cordova	Citrus Heights
Auburn	5						1										6
Carmichael																	0
Collax																	0
Foresthill																	0
Granite Bay					1					2							3
Lincoln				1					8	2							11
Loomis	1						3										4
North Auburn							2			1							3
North Highlands																	0
Rocklin						8		1			11	2				1	23
Roseville					3	2				9					1		15
Sacramento	1									2							3
Meadow Vista																	0
Applegate																	0
Rancho Cordova											1						1
Citrus Heights									1								1
<b>Total</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>11</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>21</b>	<b>16</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>70</b>

Source: Health Express Survey Data from May, 2016

**Table A-3: Health Express Trip Origin / Destination Data -- May 2016 - WEDNESDAY**

Origin Community	Destination Community														Total		
	Auburn	Carmichael	Collax	Foreshill	Granite Bay	Lincoln	Loomis	North Auburn	North Highlands	Rocklin	Roseville	Sacramento	Meadow Vista	Applegate		Rancho Cordova	Citrus Heights
Auburn	1		4				1	3						3			12
Carmichael																	0
Collax	4						2										6
Foreshill																	0
Granite Bay										3							3
Lincoln									2	15							17
Loomis	1						3										4
North Auburn	3		2														8
North Highlands																	0
Rocklin									7	11							20
Roseville					3	16			10	8							37
Sacramento																	0
Meadow Vista																	0
Apple Gate	3																3
Rancho Cordova																	0
Citrus Heights																	0
<b>Total</b>	<b>12</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>19</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>19</b>	<b>37</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>107</b>

Source: Health Express Survey Data from May, 2016

**Table A-4: Health Express Trip Origin / Destination Data -- May 2016 - Thursday**

Origin Community	Destination Community														Total		
	Auburn	Carmichael	Collax	Foresthill	Granite Bay	Lincoln	Loomis	North Auburn	North Highlands	Rocklin	Roseville	Sacramento	Meadow Vista	Applegate		Rancho Cordova	Citrus Heights
Auburn						4							1				5
Carmichael									1								1
Collax																	0
Foresthill																	0
Granite Bay																	0
Lincoln	5						3		7	3	2						20
Loomis						3											3
North Auburn																	0
North Highlands																	0
Rocklin		1				5				17	1						25
Roseville						3			13		1						17
Sacramento						1			1	1							3
Meadow Vista	1																1
Apple Gate																	0
Rancho Cordova																	0
Citrus Heights																	0
<b>Total</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>3</b>	<b>0</b>	<b>22</b>	<b>21</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>75</b>

Source: Health Express Survey Data from May, 2016

**Table A5: Health Express Trip Origin / Destination Data -- May 2016 - Friday**

Origin Community	Destination Community													Total			
	Auburn	Carmichael	Collfax	Foresthill	Granite Bay	Lincoln	Loomis	North Auburn	North Highlands	Rocklin	Roseville	Sacramento	Meadow Vista		Applegate	Rancho Cordova	Citrus Heights
Auburn			4			6					2		4	2			18
Carmichael																	0
Collfax	4																4
Foresthill																	0
Granite Bay										1							1
Lincoln	6								6	3							15
Loomis																	0
North Auburn																	0
North Highlands																	0
Rocklin									8	12							26
Roseville	2					4			8	9							23
Sacramento																	0
Meadow Vista	4																4
Apple Gate	2																2
Rancho Cordova																	0
Citrus Heights																	0
<b>Total</b>	<b>18</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>22</b>	<b>27</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>93</b>

Source: Health Express Survey Data from October, 2014