



8. APPENDICES

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APPENDIX A: ONBOARD SURVEY INSTRUMENT (ENGLISH)

Dear Rider: The City of Auburn requests your assistance in evaluating the community’s transit services. Your participation will help identify opportunities for improving or expanding transit service in the community. Please return the completed survey before you leave the bus today, or return by August 27 to be eligible for a random drawing for a VISA gift card. Thank you for your opinion!

Route:		Date:		Time:	
Tell Us About Your Trip Today					
1) Where did you board Auburn Transit for this trip? (Specify cross-streets and/or local landmark) Cross-streets: _____ and _____ Landmark: _____			2) Where did you exit Auburn Transit for this trip? (Specify cross-streets and/or local landmark) Cross-streets: _____ and _____ Landmark: _____		
3) How did you travel to the bus stop today? (choose one) <input type="checkbox"/> Transfer from another bus (Specify Route: _____) <input type="checkbox"/> Walk more than 3 blocks <input type="checkbox"/> Drive <input type="checkbox"/> Walk less than 3 blocks <input type="checkbox"/> Bicycle <input type="checkbox"/> Other (Specify) _____			4) What is the primary purpose of your trip today? (choose one) <input type="checkbox"/> Work <input type="checkbox"/> Recreation/Social <input type="checkbox"/> School <input type="checkbox"/> Access healthcare <input type="checkbox"/> Shopping <input type="checkbox"/> Other (Specify) _____		
5) Why did you choose Auburn Transit for this trip? (choose one) <input type="checkbox"/> Cost of service <input type="checkbox"/> Convenience <input type="checkbox"/> Lack of other travel options <input type="checkbox"/> Avoid traffic/parking <input type="checkbox"/> Environmental			6) How would you make this trip if Auburn Transit had not been available? (choose one) <input type="checkbox"/> Drive self <input type="checkbox"/> Would not make this trip <input type="checkbox"/> Walk or bicycle <input type="checkbox"/> Taxi <input type="checkbox"/> Friend or family <input type="checkbox"/> Other public transit service (Specify) _____		
7) Did you request a route deviation as part of this trip? <input type="checkbox"/> Yes, I called in. <input type="checkbox"/> Yes, I asked the driver. <input type="checkbox"/> No					
Please Tell Us About Our Service					
8) On a scale of 1 to 5 (1=Very dissatisfied, 5=Very satisfied) please indicate your satisfaction with the following Auburn Transit service attributes.			9) In the event you encountered a problem with Auburn Transit within the past 60 days, were you satisfied with the manner in which it was resolved? <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Service Rating				
	Dissatisfied →		Satisfied		
a) Comfort onboard bus	1	2	3	4	5
b) Driver courtesy	1	2	3	4	5
c) Safety on bus	1	2	3	4	5
d) Availability of route/schedule info	1	2	3	4	5
e) Proximity of bus stop to home (starting point)	1	2	3	4	5
f) Proximity of bus stop to destination (end point)	1	2	3	4	5
g) On-time performance	1	2	3	4	5
h) Fare	1	2	3	4	5
i) Overall satisfaction	1	2	3	4	5
10) What service improvement would you most like to see made regarding Auburn Transit? (choose one) <input type="checkbox"/> More frequent service <input type="checkbox"/> Additional Saturday service <input type="checkbox"/> Newer busses <input type="checkbox"/> Sunday service <input type="checkbox"/> Later evening service <input type="checkbox"/> More routes/extended service area (Specify) _____					
11) If the service change you identified in Question 10 was made, how would this impact your use of Auburn Transit? <input type="checkbox"/> No change <input type="checkbox"/> Increase by 3-4 trips per week <input type="checkbox"/> Increase by less than 1 trip per week <input type="checkbox"/> Increase by more than 5 trips per week <input type="checkbox"/> Increase by 1-2 trips per week					
12) If it became necessary to increase the Auburn Transit fare in order to introduce the change you identified in Question 10, would you be willing to pay: <input type="checkbox"/> 25 cents more? <input type="checkbox"/> 50 cents more? <input type="checkbox"/> Wouldn't support any fare increase					
Please Tell Us About You					
13) What fare category applies to you? <input type="checkbox"/> General <input type="checkbox"/> Senior/Disabled/Medicare <input type="checkbox"/> Child			14) How did you pay for this trip? <input type="checkbox"/> Cash fare <input type="checkbox"/> Day pass <input type="checkbox"/> 9 or 30 ride pass <input type="checkbox"/> Monthly pass		
15) How often do you ride Auburn Transit? <input type="checkbox"/> Less than once per month <input type="checkbox"/> 2-4 times per week <input type="checkbox"/> 1-4 times per month <input type="checkbox"/> 5 or more times per week			16) How long have you been riding Auburn Transit? <input type="checkbox"/> First time rider <input type="checkbox"/> 1 to 3 years <input type="checkbox"/> Less than 1 year <input type="checkbox"/> More than 3 years		
17) How do you typically obtain information about Auburn Transit services? <input type="checkbox"/> Call City Hall <input type="checkbox"/> City website <input type="checkbox"/> Social service agency <input type="checkbox"/> At the bus stop <input type="checkbox"/> Newspaper <input type="checkbox"/> Radio			18) Which of the following best describes you? <input type="checkbox"/> Employed full-time <input type="checkbox"/> Full-time student <input type="checkbox"/> Employed part-time <input type="checkbox"/> Visiting/not local resident <input type="checkbox"/> Not currently employed (seeking work) <input type="checkbox"/> Employed within the house <input type="checkbox"/> Retired <input type="checkbox"/> Military		
19) What is your annual household income? <input type="checkbox"/> Less than \$20,000 <input type="checkbox"/> \$34,001 - \$50,000 <input type="checkbox"/> \$20,000 - \$34,000 <input type="checkbox"/> More than \$50,000			20) Do you have a valid driver's license? <input type="checkbox"/> Yes <input type="checkbox"/> No		
21) Do you have ready access to a vehicle for personal use? <input type="checkbox"/> Yes <input type="checkbox"/> No			22) What is your age? <input type="checkbox"/> 16 years or younger <input type="checkbox"/> 26-44 years <input type="checkbox"/> 60 years or older <input type="checkbox"/> 17-25 years <input type="checkbox"/> 45-59 years		
To enter into the random drawing, please provide the following: Name: _____ Phone or E-mail: _____					

APPENDIX B: ONBOARD SURVEY INSTRUMENT (SPANISH)


Estimado Cliente: La Ciudad de Auburn le pide su asistencia para evaluar los servicios de tránsito de la comunidad. Su participación ayudara identificar oportunidades para mejorar y expandir los servicios de tránsito en la comunidad. Por favor devuelva la encuesta completa hoy antes de bajar del autobús o devuelva la antes del 27 de agosto para ser elegible a ganar una tarjeta de regalo VISA. ¡Gracias por su opinión!



Ruta:	Fecha:	Hora:																																																																	
Diganos Sobre Su Viaje De Hoy																																																																			
1) ¿Dónde a bordo el autobús de Auburn Transit para este viaje? (Especifique en que calles/ o monumento local) Calle: _____ y _____ Monumento: _____		2) ¿Dónde desbordo Auburn Transit para este viaje? (Especifique en que calles/ o monumento local) Calle: _____ y _____ Monumento: _____																																																																	
3) ¿Cómo llego a la parada del autobús? (escoje uno) <input type="checkbox"/> Transferencia de otro autobús (Especifique ruta: _____) <input type="checkbox"/> Caminar más de 3 cuadras <input type="checkbox"/> Manejar solo <input type="checkbox"/> Caminar menos de 3 cuadras <input type="checkbox"/> Bicicleta <input type="checkbox"/> Otro (Especifique) _____		4) ¿Cuál es su razón primaria por hacer este viaje? (escoje uno) <input type="checkbox"/> Trabajo <input type="checkbox"/> Recreación/Social <input type="checkbox"/> Escuela <input type="checkbox"/> Acceso a servicios médicos <input type="checkbox"/> De Compras <input type="checkbox"/> Otro (Especifique) _____																																																																	
5) ¿Porque escogió Auburn Transit para este viaje? (escoje uno) <input type="checkbox"/> Costo del servicio <input type="checkbox"/> Conveniente <input type="checkbox"/> No otro opción <input type="checkbox"/> evitar tráfico/estacionamiento <input type="checkbox"/> El ambiente		6) ¿Cómo hubiera hecho este viaje si Auburn Transit no fuera disponible? (escoje uno) <input type="checkbox"/> Manejar solo <input type="checkbox"/> No viajara <input type="checkbox"/> Caminar o bicicleta <input type="checkbox"/> Taxi <input type="checkbox"/> Amigo o familia <input type="checkbox"/> Otro servicio de tránsito público (Especifique) _____																																																																	
7) ¿Pidió una desviación como parte de este viaje? <input type="checkbox"/> Sí, llame. <input type="checkbox"/> Sí, pregunte al conductor. <input type="checkbox"/> No																																																																			
Diganos Sobre El Servicio																																																																			
8) En una escala de 1 a 5 (1=Muy insatisfecho, 5=Muy satisfecho) indica por favor su satisfacción con los siguientes cualidades de servicio de Auburn Transit.		9) En caso que ha tenido problemas con Auburn Transit en los 60 días pasados, ¿fue satisfecho con la resolución? <input type="checkbox"/> Sí <input type="checkbox"/> No																																																																	
	<table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="5">Grado de Servicio</th> </tr> <tr> <th>Insatisfecho</th> <th>→</th> <th>Satisfecho</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>a) Confortable en el autobús</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>b) Cortesia del conductor</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>c) Seguridad en el autobús</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>d) Disponibilidad de información</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>e) Proximidad de la parada del autobús a mi hogar (parada de empuje)</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>f) Proximidad de la parada del autobús a mi destino (parada de termino)</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>g) Servicio a tiempo</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>h) Costo</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>i) Satisfacción total</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> </tbody> </table>		Grado de Servicio					Insatisfecho	→	Satisfecho			a) Confortable en el autobús	1	2	3	4	5	b) Cortesia del conductor	1	2	3	4	5	c) Seguridad en el autobús	1	2	3	4	5	d) Disponibilidad de información	1	2	3	4	5	e) Proximidad de la parada del autobús a mi hogar (parada de empuje)	1	2	3	4	5	f) Proximidad de la parada del autobús a mi destino (parada de termino)	1	2	3	4	5	g) Servicio a tiempo	1	2	3	4	5	h) Costo	1	2	3	4	5	i) Satisfacción total	1	2	3	4	5	10) ¿Cual mejora de servicio quisieras ver hecho más sobre Auburn Transit? (escoje uno) <input type="checkbox"/> Servicio más frecuente <input type="checkbox"/> Más servicio en sábado <input type="checkbox"/> Autobuses nuevos <input type="checkbox"/> Servicio en domingo <input type="checkbox"/> Servicio más tarde <input type="checkbox"/> Más rutas/área de servicio extendido (Especifique) _____
	Grado de Servicio																																																																		
	Insatisfecho	→	Satisfecho																																																																
a) Confortable en el autobús	1	2	3	4	5																																																														
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f) Proximidad de la parada del autobús a mi destino (parada de termino)	1	2	3	4	5																																																														
g) Servicio a tiempo	1	2	3	4	5																																																														
h) Costo	1	2	3	4	5																																																														
i) Satisfacción total	1	2	3	4	5																																																														
		11) Si el mejor que identificaste en pregunta 10 será hecho, ¿como afectara su uso de Auburn Transit? <input type="checkbox"/> No cambio <input type="checkbox"/> Aumentar por 3-4 viajes por semana <input type="checkbox"/> Aumentar por menos de 1 viaje por semana <input type="checkbox"/> Aumentar por más de 5 viajes por semana <input type="checkbox"/> Aumentar por 1-2 viajes por semana																																																																	
		12) Si es necesario a aumentar la tarifa de Auburn Transit para introducir el mejor que identificaste en Pregunta 10, estaria dispuesto a pagar: <input type="checkbox"/> ¿25 centavos más? <input type="checkbox"/> ¿50 centavos más? <input type="checkbox"/> No soportara ningún aumento de tarifa																																																																	
Diganos Sobre Usted																																																																			
13) ¿Cual categoría de tarifa aplica a usted? <input type="checkbox"/> General <input type="checkbox"/> Mayor de edad/Inhabilitado/Medicare <input type="checkbox"/> Joven		14) ¿Cómo pagaste para este viaje? <input type="checkbox"/> En efectivo <input type="checkbox"/> Pase de Día <input type="checkbox"/> Pase de 9 o 30 viajes <input type="checkbox"/> Pase mensual																																																																	
15) ¿Qué frecuentemente viajas en Auburn Transit? <input type="checkbox"/> Menos de un vez al mes <input type="checkbox"/> 2-4 veces por semana <input type="checkbox"/> 1-4 veces por mes <input type="checkbox"/> 5 veces por semana		16) ¿Cuánto tiempo has usado Auburn Transit? <input type="checkbox"/> Primera vez usando <input type="checkbox"/> 1 a 3 años <input type="checkbox"/> Menos de 1 año <input type="checkbox"/> Más de 3 años																																																																	
17) Tipicamente, ¿cómo obtienes información sobre los servicios de Auburn Transit? <input type="checkbox"/> Llamar el Ayuntamiento <input type="checkbox"/> Sitia de internet de la ciudad <input type="checkbox"/> Agencia de servicios sociales <input type="checkbox"/> En la parada del autobús <input type="checkbox"/> Periódico <input type="checkbox"/> Radio		18) ¿Cuál de los siguientes categorías te describe mejor? <input type="checkbox"/> Empleado tiempo completo <input type="checkbox"/> Estudiante tiempo completo <input type="checkbox"/> Empleado parte tiempo <input type="checkbox"/> Visitando/no soy residente local <input type="checkbox"/> Sin empleo (buscando trabajo) <input type="checkbox"/> Empleado desde mi hogar <input type="checkbox"/> Retirado <input type="checkbox"/> Ejercito																																																																	
19) ¿Cuál es el ingreso anual de su hogar? <input type="checkbox"/> Menos de \$20,000 <input type="checkbox"/> \$34,001 - \$50,000 <input type="checkbox"/> \$20,000 - \$34,000 <input type="checkbox"/> Más de \$50,000		20) ¿Tiene licencia de conducir valido? <input type="checkbox"/> Sí <input type="checkbox"/> No																																																																	
21) ¿Tiene acceso a un vehículo para uso personal? <input type="checkbox"/> Sí <input type="checkbox"/> No		22) ¿Qué es su edad? <input type="checkbox"/> 16 años o menos <input type="checkbox"/> 26-44 años <input type="checkbox"/> 60 años o más <input type="checkbox"/> 17-25 años <input type="checkbox"/> 45-59 años																																																																	
Para entrara a la rifa ala azar, por favor proporciona lo siguiente: Nombre: _____ Teléfono o correo electrónico: _____																																																																			



APPENDIX C: COMMUNITY SURVEY AND RESULTS (ENGLISH)

Auburn Transit Community Survey







1. Language/Lenguaje			
		Response Percent	Response Count
English		100.0%	79
Español		0.0%	0
answered question			79
skipped question			2




2. Are you aware the City of Auburn provides local public transit (bus) service?			
		Response Percent	Response Count
Yes		89.9%	62
No		10.1%	7
answered question			69
skipped question			12

3. Have you ridden the City's public transit service within the past 90 days?			
		Response Percent	Response Count
Yes		20.6%	14
No		79.4%	54
answered question			68
skipped question			13



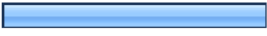


4. How would you rate your overall experience with Auburn Transit?

		Response Percent	Response Count
Excellent		60.0%	9
Good		26.7%	4
No opinion		6.7%	1
Fair		6.7%	1
Poor		0.0%	0
answered question			15
skipped question			66




5. Please indicate how you typically access Auburn Transit?

		Response Percent	Response Count
At a stop location listed on the route schedule.		66.7%	10
At a "call-in" stop location published on the route schedule.		26.7%	4
Deviation pick-up/drop-off location not listed on the route schedule.		6.7%	1
answered question			15
skipped question			66






6. When selecting Auburn Transit, what is primary motivation?

		Response Percent	Response Count
Do not have access to a personal vehicle		20.0%	3
Avoid parking		6.7%	1
Save money		46.7%	7
Preserve the environment		20.0%	3
Other		6.7%	1
	Other (please specify)		1
answered question			15
skipped question			66

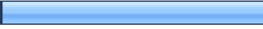



7. How often do you ride Auburn Transit?







		Response Percent	Response Count
1-3 times per week		26.7%	4
4 or more times per week		13.3%	2
Less often		60.0%	9
answered question			15
skipped question			66

8. Please indicate the service change or improvement which would cause you to use local transit more often.






		Response Percent	Response Count
Earlier service		0.0%	0
Later service		13.3%	2
More frequent service		26.7%	4
More service on weekends		6.7%	1
Expanded service locations		46.7%	7
Nothing would change my mind		6.7%	1
answered question			15
skipped question			66

9. How would you travel if Auburn Transit was NOT available?






		Response Percent	Response Count
Drive self		46.7%	7
Walk		26.7%	4
Taxi		0.0%	0
Friend/family		20.0%	3
Bicycle		0.0%	0
Would not make trip		6.7%	1
answered question			15
skipped question			66

10. What is the primary reason for not riding Auburn Transit or Placer County Transit?			
		Response Percent	Response Count
Was not aware of Auburn Transit		11.1%	5
Prefer to drive my car		51.1%	23
Costs too much		0.0%	0
Unreliable		2.2%	1
Does not operate frequently enough		8.9%	4
Routes are too far from my home		17.8%	8
Does not go where I need to travel		8.9%	4
		answered question	45
		skipped question	36

11. Please indicate the change or improvement which might cause you to use local transit.

		Response Percent	Response Count
Nothing would change my mind		33.3%	15
Earlier service		0.0%	0
Later service		2.2%	1
More frequent service		20.0%	9
More service on weekends		8.9%	4
Expand service to a new location (specify cross-street or landmark below)		35.6%	16
	Cross-street or landmark		15
	answered question		45
	skipped question		36



12. If the change in Question 2 was made, (on average) how many trips per week would you make via transit?

		Response Percent	Response Count
More than 5		6.7%	3
3-4 trips		11.1%	5
2-3 trips		20.0%	9
One trip		24.4%	11
None		37.8%	17
	answered question		45
	skipped question		36






13. What is your age range?			
		Response Percent	Response Count
16 years or younger		1.8%	1
17-24		7.3%	4
25-39		7.3%	4
40-54		32.7%	18
55-69		30.9%	17
70 or older		20.0%	11
answered question			55
skipped question			26

14. Are you currently employed outside the home?			
		Response Percent	Response Count
Yes		44.6%	25
No		55.4%	31
If yes, specify zip code			19
answered question			56
skipped question			25




15. Are you currently enrolled in school/vocational training?

		Response Percent	Response Count
Yes		9.1%	5
No		90.9%	50
	If yes, specify location		4
	answered question		55
	skipped question		26

16. What is your most frequent travel destination?

		Response Percent	Response Count
Work		37.5%	21
School		10.7%	6
Shopping		30.4%	17
Recreation/social		14.3%	8
Medical/social services		7.1%	4
	answered question		56
	skipped question		25






17. How often do you travel to the destination you selected in Question 4?

		Response Percent	Response Count
5 or more times per week		43.6%	24
1-4 times a week		45.5%	25
1 or 2 times a month		10.9%	6
answered question			55
skipped question			26



18. What are the nearest cross-streets to this destination?

	Response Count
	47
answered question	47
skipped question	34



19. What mode of travel do you typically use to make the trip you indicated in Question 4?

		Response Percent	Response Count
Drive self		72.7%	40
Friend/family		7.3%	4
Walk		3.6%	2
Bicycle/scooter		3.6%	2
Taxi		0.0%	0
Public Transit		12.7%	7
Carpool/vanpool		0.0%	0
answered question			55
skipped question			26



20. Do you have a valid driver license?

		Response Percent	Response Count
Yes		89.1%	49
No		10.9%	6
answered question			55
skipped question			26

21. Do you have access to a personal vehicle?

		Response Percent	Response Count
Yes		89.3%	50
No		10.7%	6
answered question			56
skipped question			25




22. Do you have a disability that impacts your personal mobility?

		Response Percent	Response Count
Yes		10.9%	6
No		89.1%	49
answered question			55
skipped question			26


23. What are the nearest cross-streets to your residence?

	Response Count
	52
answered question	52
skipped question	29

24. To be entered to win the \$50 Visa gift card, please provide your contact information below.

		Response Percent	Response Count
Name:		97.8%	44
Phone:		64.4%	29
or email:		73.3%	33
answered question			45
skipped question			36

25. Please click here to end survey.

		Response Percent	Response Count
Finish		100.0%	53
answered question			53
skipped question			28

APPENDIX D: PEER REVIEW

SECTION D.1 – PERFORMANCE PEER REVIEW

In this section we inventoried and compared the City of Auburn’s public transit program performance with selected transit operators through a performance peer review. A peer review utilizes a quantitative methodology for assessing how efficiently and effectively a public transit program performs with respect to providing service compared with peer transit providers. *Effectiveness* is defined as the extent by which a service is achieving its intended goals. By contrast, *efficiency* is the amount of resources required to achieve the reported outcome. In addition to the peer comparison an existing service evaluation is presented to provide an overview of other transit programs in the region.

Our analysis examines the level of service each peer provides relative to the size of its service area and the number of persons residing therein. The peers are all non-urbanized operators with modest operating budgets, similar demographics, and service levels. Auburn’s deviated fixed-route services were analyzed in comparison to these peers. All peer data reflect actual FY 2009/2010 performance.

The peer review is typically used to evaluate whether a given transit system is performing well in comparison with its peers, and through such a comparison, identify opportunities for improvement. Given the unique nature of the City’s service delivery strategy, few direct peers could be identified and as such, the peers in this section are not as relevant as desired.

Selected Peers

The table below presents the primary service characteristics of the selected peers. In addition to characteristics below, we chose peers based on transit services offered, service square miles, and service area population. Note some data was not available at the time of this performance peer review and will not reflect actual system-wide totals.

Exhibit D.1.1 Selected Peer Characteristics

Performance Measures	Lassen County	Colusa County	Plumas County	Glenn County	Trinity County	City of Auburn	City of Folsom	Average
Operating Cost*	\$812,928	\$813,523	\$566,117	\$490,509	\$350,000	\$380,192	\$3,824,992	\$1,034,037
Fare Revenue	\$175,354	\$70,000	\$117,171	\$75,694	\$38,508	\$30,217	\$93,160	\$85,729
Vehicle Service Mile (VSM)	219,944	163,759	197,770	186,028	108,312	61,229	221,660	165,529
Vehicle Service Hours (VSH)	11,334	10,109	14,400	6,550	3,792	4,563	16,587	9,619
Passengers	81,869	N/A	54,494	64,376	3,500	54,121	100,251	59,769

* Note: City of Folsom Operating Cost reflects actual annual budget for all transit-related expenses. Segregated transit service operating cost data were not available at the time of this report.

Auburn Transit

The City of Auburn is the county seat of Placer County, and is located approximately 30 miles northeast of Sacramento, California. Placer County does not offer comprehensive transit services throughout Auburn, so the City operates a deviated fixed-route system for its residents.

Auburn Transit operates under the City’s Public Works Department. The primary routes include the Blue and Red Routes, which provide service parallel to Interstate 80 which bisects the City. Routes operate Monday through Friday from 6:00 a.m. to 6:55 p.m. with the last trip (6:00 p.m. to 6:55 p.m.) for return trips only, and Saturday from 9:00 a.m. to 5:50 p.m. with the last trip (5:00 p.m. to 5:50 p.m.) also for return trips only. Both the Blue and the Red Routes travel similar paths, in complementary directions and allow route deviation of up to three-quarters of a mile. Transfers to Placer County Transit and Gold Country Stage are offered hourly at the Auburn Station.

Fare to ride Auburn Transit is 80 cents for adults, 60 cents for seniors, persons with disabilities, and students, and free for children under the age of five. The City offers discounts with the purchase of a day pass, 9-ride or 30-ride pass, or monthly pass. Further details regarding Auburn Transit can be found in the Service Evaluation Chapter.

Lassen Transit Service Agency

The Lassen Transit Service Agency (LTSA) is a joint-power authority between the County of Lassen and the City of Susanville. The LTSA is charged with the administration and operation of Lassen Rural Bus public transportation services within Lassen County under the jurisdiction of the Lassen County Transportation Commission (LCTC), the Regional Transportation Planning Agency for the County.

LTSA services include a fixed-route with complementary paratransit service within Susanville. In addition to fixed route services, the Lassen Rural Bus System also provides commuter service to the communities of Westwood and Chester and Herlong/Doyle. Commuter service is also provided into Susanville from Herlong via Standish and Litchfield.

Fares for the Lassen Rural Bus are \$1.00 for the general public and 50 cents for seniors, person with disabilities, and students. Paratransit fare is \$1.75 and customers can also use the Subsidized Vehicle for Hire vouchers to pay the fare. Commuter routes use a zone-based fare structure starting at \$2.00 and increasing to \$4.00.

Colusa County Transit Agency

Colusa County Transit Agency (CCTA) is the sole public transit provider in the county. CCTA has a staff of 10 and fields a fleet of 11 buses, each of which can hold up to 19 passengers. CCTA provides transportation to approximately 22,092 customers in its 1,151 square mile service area annually. It operates Monday through Friday as a “flex route” dial-a-ride system. CCTA serves the communities of Colusa, Williams, Arbuckle, Maxwell, Grimes, Princeton, Sites and Stonyford

with curb-to-curb service for the general public and door-to-door service for ADA eligible passengers (registration is not required). Outlying areas are served on a daily basis during set time frames. However, if a request for pick-up is not placed, buses may be diverted to more demand intensive routes.

Fare for adults (riders six years of age and older) is \$1.25 for local trips and \$1.75 for out of county trips. Ticket books are available to the public at a discounted rate at the Transit Office. In addition to its dial-a-ride service, CCTA provides non-emergency medical service both in and out of the county, transportation to the Senior Nutrition Center in Colusa, and package delivery service within the service area. All of these services can be arranged through contacting the dispatch center. CCTA works closely with local social service agencies to ensure maximum service to clients through the use of vouchers, ticket books and fee for service agreements.

Plumas County Transit

Plumas County Transit (PCT) is a regional transportation provider, offering transit services throughout Plumas County. Service areas include Quincy, Chester, Portola, Cromberg, Crescent Mills, Graeagle, and Lake Almanor.

Three daily routes serve the greater Plumas County area; Chester to Quincy (three round trips per day), Portola to Quincy (three round trips per day) and an inner-city loop within Quincy (six round trips per day). Each route provides connectivity to nearby Feather River College, whose students account for 35 percent of total ridership. Additionally, all routes are modified fixed-routes, meaning a rider can phone ahead to request a route deviation of up to one-quarter mile.

Fare is accepted in the form of cash, tickets, or monthly transit passes, and varies by route between \$1.00 and \$4.00 for trips made within the County. Seniors and persons with disabilities are eligible to receive a 50-percent discount off of published fares.

Glenn Transit Service

Glenn County is located in California's Sacramento Valley, southwest of Chico. Glenn Transit Services (GTS) offers two primary transportation services; Glenn Ride, a fixed-route service and Glenn Trans, a Dial-A-Ride service. The service area includes the communities of Willows, Artois, Orland, Blue Gum, Hamilton and Chico. Both Glenn Ride and Glenn Trans are operated under contract by Paratransit Services.

Glenn Ride is a deviated fixed-route service which operates Monday through Saturday. Service takes place along a single route, with seven daily trips Monday through Friday from 5:45 a.m. to 8:00 p.m., and three trips on Saturday beginning at 8:00 a.m. ending at 7:20 p.m. The one-way fare for trips within Glenn County is \$1.00, out-of-county fare is \$1.50, and children under six years as well as students of Butte College ride at no cost.

Glenn Trans is an eligibility-based service open to Glenn County residents unable to utilize Glenn Ride fixed-route service for their mobility needs. To qualify to use the service, individuals must be either is 60 years of age or older, on permanent disability or considered low income based on their annual household income. Service is offered within a 1.5 mile radius of the Orland and Willows City Halls, the Leisure Mobile Home Park, the Willows-Glenn Mobile Home Park and the Huggins/Cannell Drive area. Glenn Trans operates Monday through Friday from 7:30 a.m. to 6:00 p.m. and Saturday from 9:00 a.m. to 4:00 p.m. In-county fare is \$1.50 per trip, while trips originating or terminating outside of Glenn County are \$2.00.

In addition to the two primary services, GTS also operates a volunteer medical transport program in conjunction with Para-transit Services. Riders must meet the same eligibility requirements set forth for the dial-a-ride program, and all trips must be related to local medical appointments. Volunteers provide their own vehicles, and are reimbursed at the federal mileage reimbursement rate (currently 51 cents per mile). Riders are charged 50 percent of the federal mileage reimbursement rate (or 25 cents per mile).

Trinity Transit

Trinity Transit is the only public transit operator in Trinity County. It operates two fixed-route services in the county: the Weaverville Shuttle and the Hayfork-Weaverville Bus. Beginning January 8, 2010 the "Intercity Service" between Willow Creek and Redding began. This service connects Highway 101 and Interstate 5 via Highway 299.

The Weaverville Shuttle operates within Weaverville on Monday, Wednesday, and Friday from 10:00 a.m. to 2:00 p.m. It stops at numerous destinations including Weaver Creek Senior Apartments, Senior Center, Trinity Hospital, library, Social Services Complex and the post office. This service is open to the public, but utilized primarily by older adults traveling to the post office, bank, shopping and medical appointments.

Fares for Trinity Transit are distanced-based. The base fare is \$1.50 for the general public and can reach \$10.00. Seniors, persons with disabilities, youth, students, and frequent riders are eligible for reduced fares, which is also distanced-based.

Folsom Stage Lines

The City of Folsom operates Folsom Stage Line and Dial-A-Ride service. Routes operate Monday through Friday between 6:11 a.m. and 9:00 p.m. with no weekend service available. Folsom Stage Line is comprised of two fixed routes (Routes 10 and 20) which intersect at Folsom Lake College. In addition to connecting with Route 20, Route 10 links with the Light Rail as well as Sacramento Regional Transit at select transfer points.

Folsom's Dial-A-Ride service is a curb-to-curb eligibility-based service for persons with physical, developmental, or mental disabilities and seniors unable to utilize the traditional fixed-route

system. The service runs Monday through Friday between 6:00 a.m. and 9:00 p.m., with no weekend service available.

Adult fixed-route one-way fare is priced at \$2.50, with seniors and students receiving a discount of 50 percent off the adult base fare.

Peer Review

The Peer Review compares and contrasts Auburn Transit’s key performance indicators for FY 2009/2010 with those of the counties of Lassen, Colusa, Plumas, Glenn, and Trinity.

Discrepancies with service providers’ information regarding demand-response performance led us to forego a separate discussion of demand-response performance. As previously mentioned some data were not available at the time of the report and may impact this analysis through skewing averages for some performance measures (i.e., Operating Cost/VSH, Operating Cost/VSM, and Farebox Recovery).

Exhibit D.1.2 System Indicators

Auburn Transit Peer Review								
System-Wide	Lassen County	Colusa County	Plumas County	Glenn County	Trinity County	City of Folsom	Average	City of Auburn
Performance Measures								
Operating Cost**	\$812,928	\$813,523	\$566,117	\$756,821	\$250,000	\$3,824,992	\$1,170,730	\$380,192
Fare Revenue	\$175,354	\$70,000	\$117,171	\$105,742	\$38,508	\$93,160	\$99,989	\$30,217
Annual Vehicle Service Miles	219,944	163,759	197,770	258,612	108,312	221,660	195,010	61,229
Annual Vehicle Service Hours	11,334	10,109	14,400	13,782	3,792	16,587	11,667	4,563
Annual Unlinked Trips	81,869	-	54,494	86,598	7,215	100,251	66,085	54,121
Vehicles Operated in Maximum Service	9	5	N/A	N/A	4	5	6	2
Performance Indicators								
Operating Cost/Service Hour	\$71.72	\$80.47	\$39.31	\$54.91	\$65.93	\$230.60	\$90.49	\$83.32
Operating Cost/Service Mile	\$3.70	\$4.97	\$2.86	\$2.93	\$2.31	\$17.26	\$5.67	\$6.21
Operating Cost/Passenger	\$9.93	-	\$10.39	\$8.74	\$34.65	\$38.15	\$20.37	\$7.02
Passengers/Revenue Hour	7.22	-	3.78	6.28	1.90	6.04	5.05	11.86
Passengers/Revenue Mile	0.37	-	0.28	0.33	0.07	0.45	0.30	0.88
Fare/Passenger	\$2.14	-	\$2.15	\$1.22	\$5.34	\$0.93	\$2.36	\$0.56
Farebox Recovery	21.6%	8.6%	20.7%	14.0%	15.4%	2.4%	13.8%	7.9%

**Note: Trinity County's Operating Cost is an estimate based on the 2009-2013 SRTP.

City of Folsom Operating Cost reflects actual annual budget for all transit-related expenses. Segregated transit service operating cost data were not available at the time of this report.

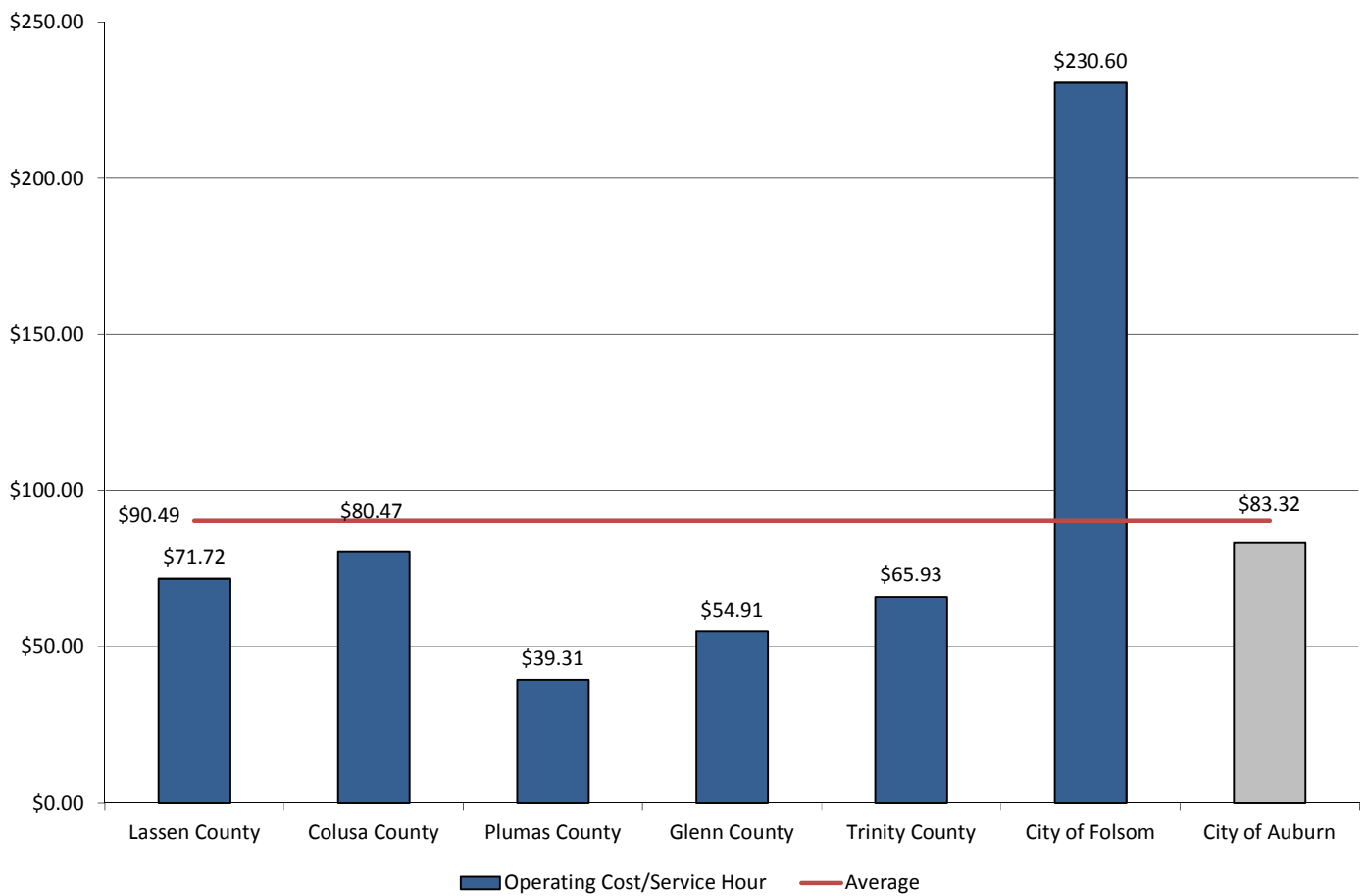
Source: City and County data; 2009 Triennial Performance Audit

Operating Cost/Vehicle Service Hour

Two performance measures were used to assess service efficiency: Operating Cost/Vehicle Service Hour (VSH) and Operating Cost/Vehicle Service Mile (VSM).

In fiscal year 2009/2010 Auburn Transit’s Operating Cost/VSH was \$83.32. This metric is less than the peer average of \$90.49. Plumas County Transit was the most efficient in terms of this metric with an Operating Cost/VSH of \$39.31. Note operating cost provided by the City of Folsom represents expenses for all transit-related costs and may skew all respective performance measures involving operating cost calculations.

Exhibit D.1.3 - Operating Cost/Vehicle Service Hour

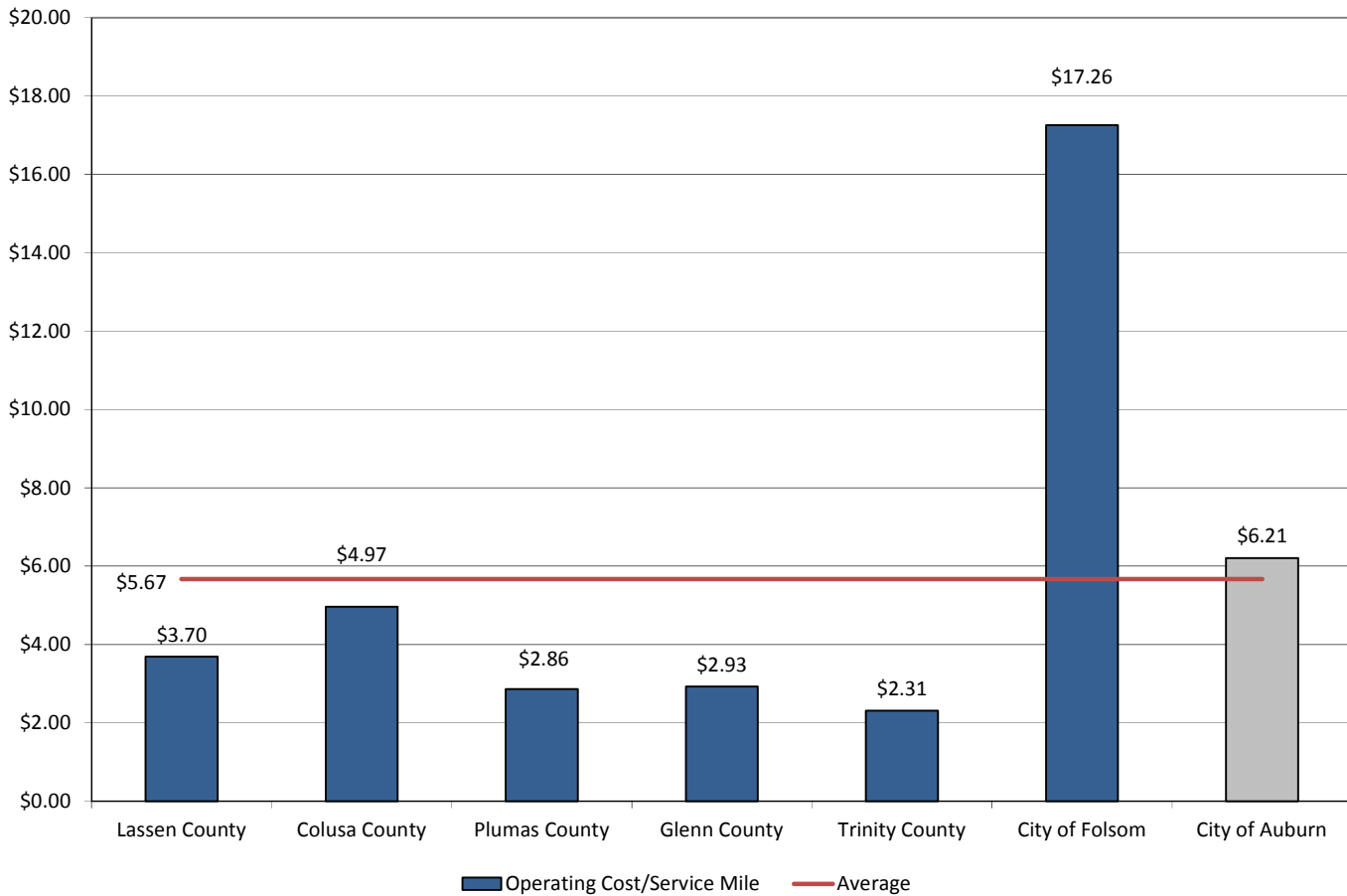


Source: City and County data; 2009 TDA Audits

Operating Cost/Vehicle Service Mile

This indicator measures how much each transit organization is spending to provide one mile of revenue service. Auburn Transit reported a cost of \$6.21 per mile, more than the peer average of \$5.67 per mile. The City of Folsom significantly exceeds the peer average of \$5.67/Vehicle Service Mile, yielding more than \$17.00 per Vehicle Service Mile during the evaluation year.

Exhibit D.1.4 Operating Cost/Vehicle Service Mile

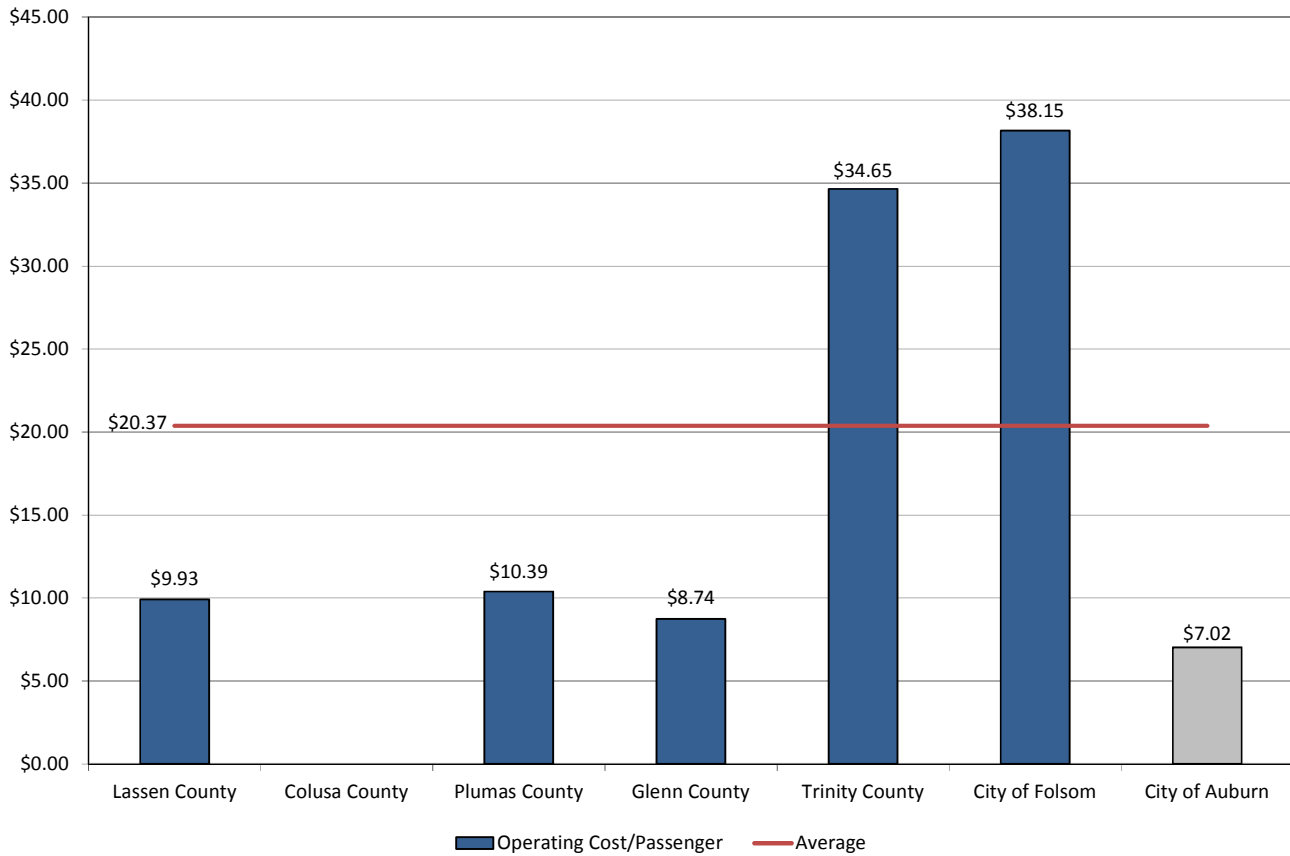


Source: City and County data; 2009 TDA Audits

Operating Cost/Passenger

Operating Cost/Passenger is a common benchmark for assessing transit service cost-effectiveness. Auburn Transit was the most cost-effective at \$7.02 per passenger, over 69 percent less than the cost of the peer average at \$11.85 per passenger. Folsom-Stage Lines was the least cost-effective among the peers with a cost of \$38.15 per passenger. Colusa County Transit was unable to provide an accurate ridership count due to drastic fluctuations over the past three years. Therefore, its data were not included in the calculations.

Exhibit D.1.5 Operating Cost/Passenger



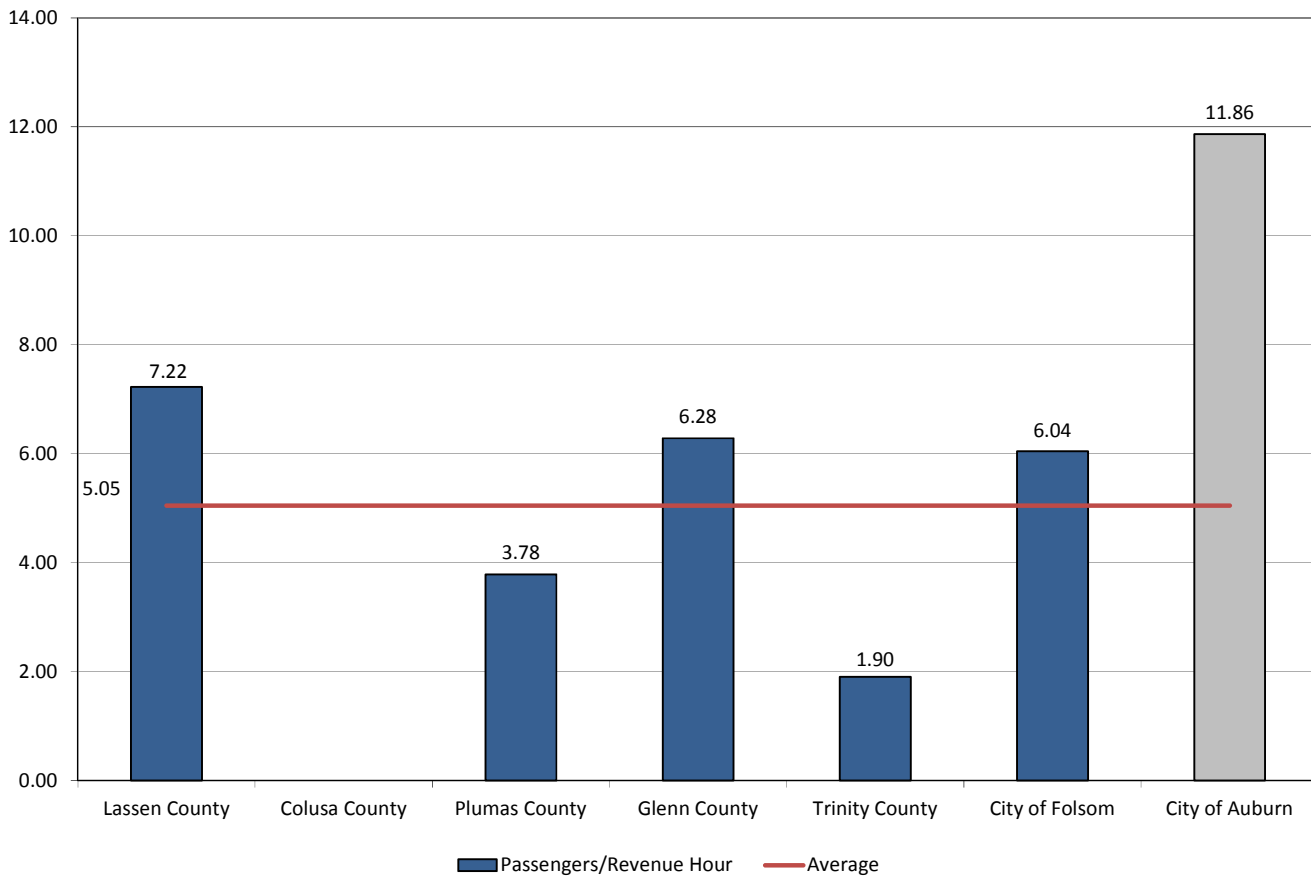
Source: City and County data; 2009 TDA Audits

Passengers/Vehicle Service Hour

The Passengers/Vehicle Service Hour (VSH) metric indicates how many passengers, on average, are transported each revenue hour. As such, it is another common indicator of transit service effectiveness.

Using the above criteria, Auburn Transit is the most effective operator within the peer group. Exhibit D.1.6 indicates Auburn (11.86 Passengers/VSH) is more than double the peer average. Note these are system-wide figures and demand-response fare revenue and vehicle service hours are factored in the total fare revenue and VSH affecting the average. Lassen County’s indicator was the second highest of the peer group with 7.22 Passengers/VSH.

Exhibit D.1.6 Passengers/VSH



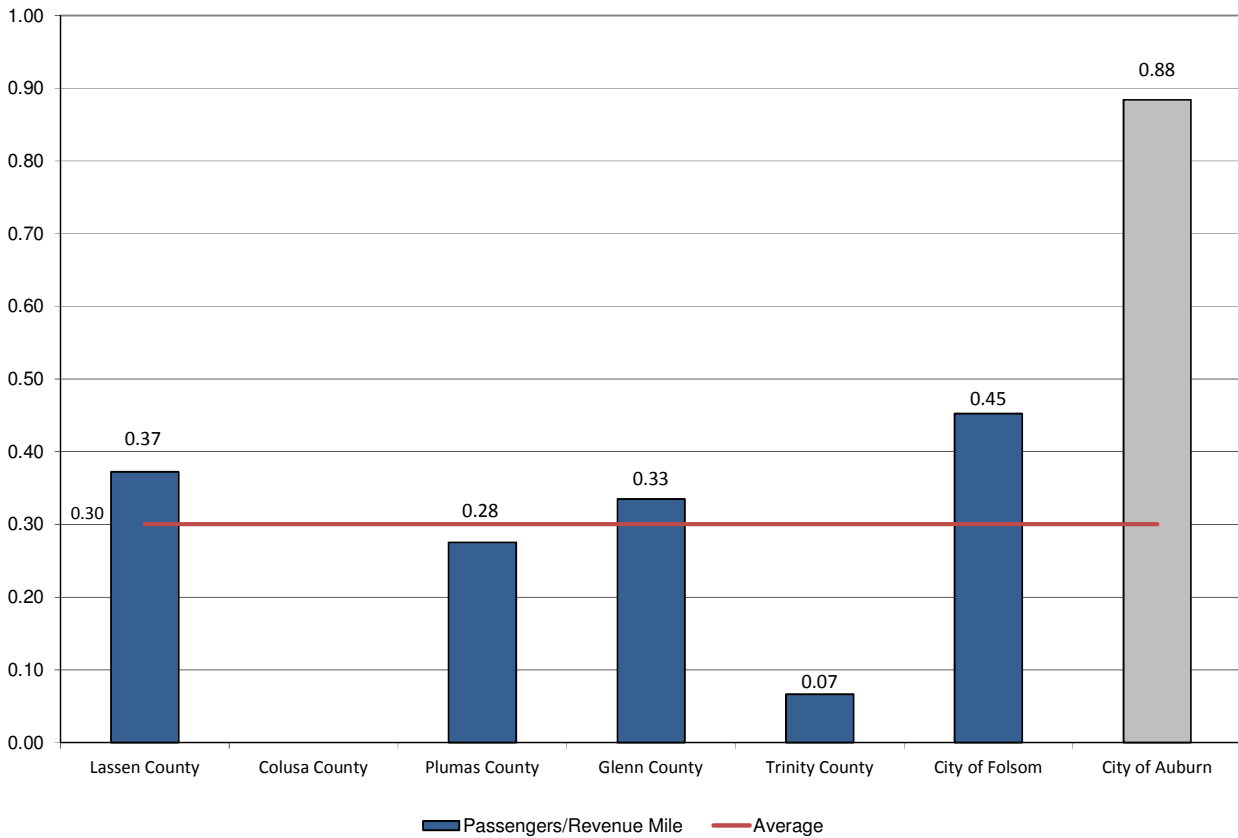
Source: City and County data; 2009 TDA Audits

Passengers/Vehicle Service Mile

The Passengers/Vehicle Service Mile (VSM) indicator illustrates total ridership per revenue mile. As such, it is another common indicator of transit service effectiveness.

Using the above criteria, Auburn Transit was the most efficient operator when compared to its peers (0.88 Passengers/VSM), with the peer average set at (0.30 Passengers/VSM). Trinity County was the least effective operator with 0.07 Passengers/VSM.

Exhibit D.1.7 Passengers/VSM



Source: City and County data; 2009 TDA Audits

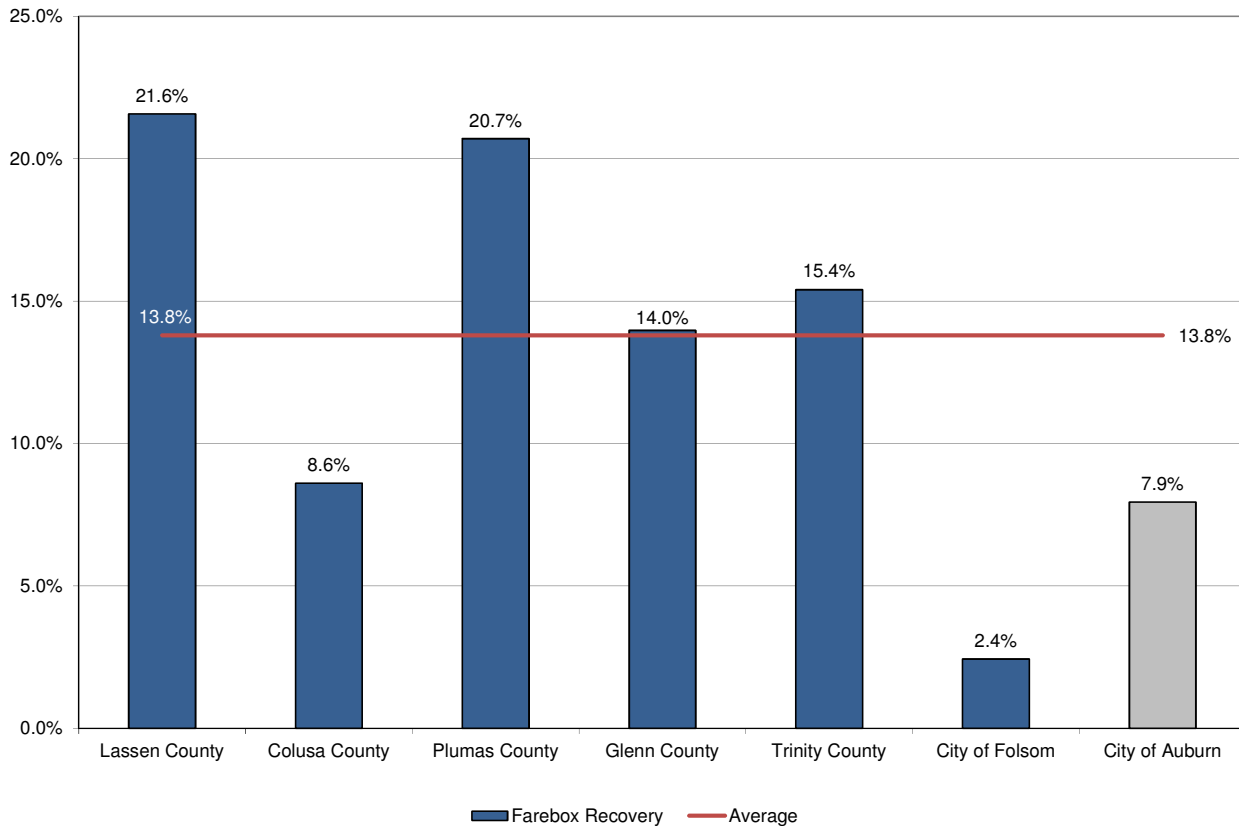
Farebox Recovery

A transit program’s farebox recovery ratio is one of the most important performance criteria. This metric calculates the percentage of operating cost recovered through passenger fares.

Auburn Transit realized a farebox recovery ratio of 7.9 percent, 45 percent below the peer average placing it as the lowest in the peer group. Note farebox recovery was calculated based on fare revenue not inclusive of local subsidy (included in TDA fiscal audit). Minus the local subsidy farebox recovery figures may seem lower than anticipated and projected for Auburn Transit. As a point of reference, 10 percent is the industry threshold for communities under 50,000.

Auburn Transit has the lowest fare revenue as well as relatively low operating costs. This is due to its smaller scale of operations, indicating an opportunity to redesign the service so as to attract additional ridership. By contrast, Lassen County had the highest farebox recovery at 21.6 percent.

Exhibit D.1.8 Farebox Recovery Ratio

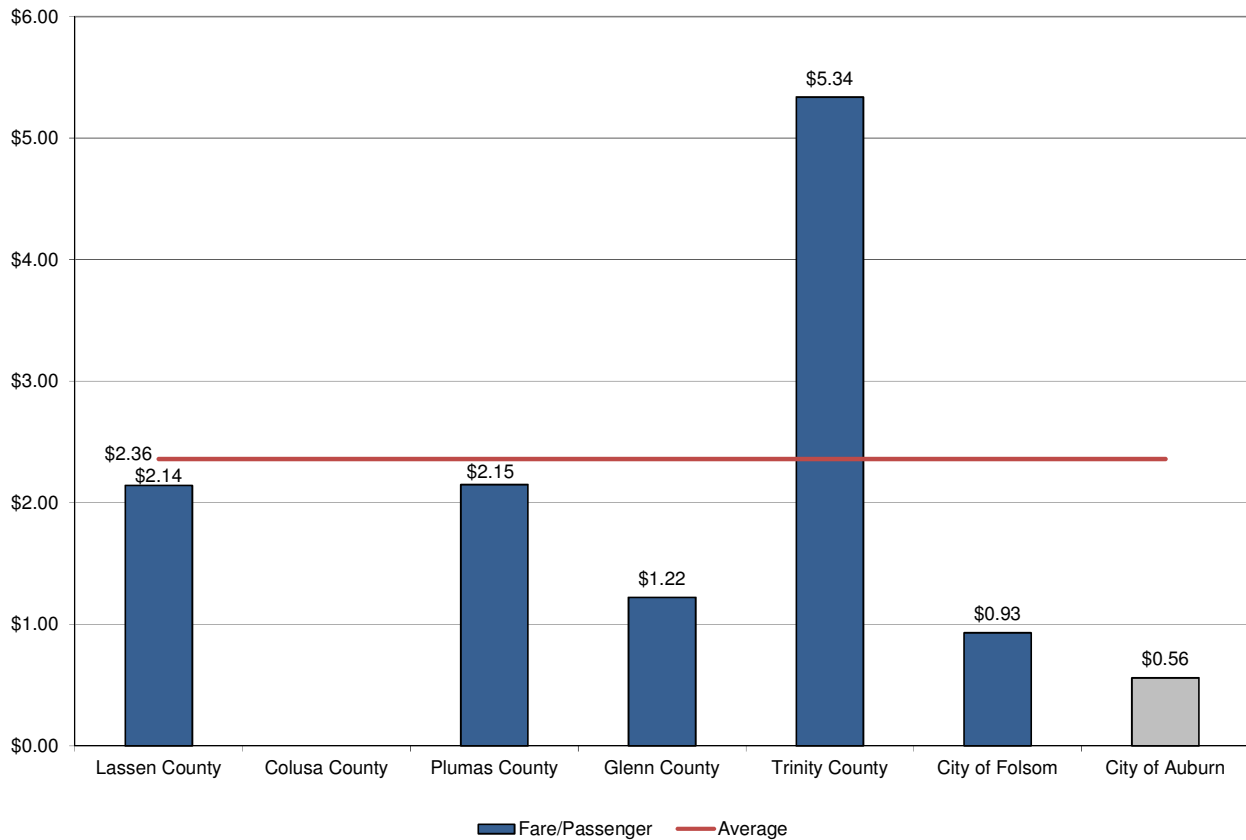


Source: City and County data; 2009 TDA Audits

Average Fare/Passenger

Average Fare/Passenger is the ratio between total fare revenue and annual ridership. Auburn Transit posted the lowest Fare/Passenger ratio (\$0.56/passenger), well below the peer average of \$2.36. This figure however, is often affected by the use of non-cash fare media. Trinity County remains the highest at \$5.34, with higher than average costs for Fare/Passenger during the evaluated year. Operating Costs for both Trinity County and City of Folsom represented estimated annual budget forecasts which may result in inconsistencies with this analysis.

Exhibit D.1.9 Average Fare/Passenger



Source: City and County data; 2009 TDA Audits

SECTION D.2 – FARE COMPARISON AND ANALYSIS

This section reviews Auburn Transit’s existing fare structure and provides a peer comparison between Auburn Transit’s fare structures and transit operators located within northern California. Fare analysis further supports potential modifications to the fare structure to accommodate growth scenario recommendations and measures to increase fare revenue to assist in meeting the newly adopted farebox recovery requirements.

Fare Structures and Policies

As presented in the TCRP Report 94, fare structures are composed of three basic elements: fare strategy, payment options, and pricing levels. Fare strategy refers to two general categories: flat and differentiated.¹ Auburn Transit offers a flat rate fare structure for utilizing the service regardless of service day, quality of service, or length of trip. Alternatively, differentiated fares are often zone-based, service-based, or time-based. Although differentiated base fares may provide more efficiency by covering the operating cost to cover lengthier trips or service, flat rate fares provide simplicity and ease, a quality more conducive to the needs of Auburn Transit customers.

Auburn Transit provides cash and period passes for customers to use. As illustrated in the following table (Exhibit D.2.1) Auburn Transit payment options include cash single-ride fares as well as a 9-ride, 30-ride, and monthly pass. With purchase of these payment options, the pricing levels established offer discounts comparable to the relatively low single-ride fare.

In addition to establishing a fare structure reflective of the system service offerings, many transit agencies have a regular fare review process triggered by revenue shortfall, introduction or restructuring of a major route or service, and installation of new technology. Given the preceding, we recommend the City of Auburn adopt a formalized fare review process triggered by the abovementioned criteria, especially when considering the proposed recommendations presented in the following chapters (Chapter 6 and 7).

Exhibit D.2.1 Auburn Fare Structure

Auburn Fare Structure	
Adult	\$0.80
Senior/Disabled/Medicare	\$0.60
Student	\$0.60
Under 5	Free
Daily	\$2.00
Other Fare Media	
9 Ride Pass	\$5.00
30 Ride Pass	\$15.00
Monthly Pass	\$18.00
Transfers	Free

As presented in Section 4.1 Onboard Survey Analysis, survey results suggest existing riders are amenable to paying an additional 25 cents (about 57 percent) to use the current transit service. Nearly 27 percent are willing to pay 50 cents if a fare increase was warranted in the future. Currently 62 percent of respondents pay the general base fare (\$0.80) to ride Auburn Transit, with the remaining 36 percent citing Senior/Disabled/Medicare. Of these respondents 58 percent pay with cash, while 21 percent use the day pass, and the remainder use the monthly, 9- or 30-ride passes.

In reviewing Auburn Transit's fare structure, we compiled fare structure data from neighboring transit operators located in northern California. The following listed transit operators were taken from the recent Roseville Transit Fare Study.⁷ As shown in the table, three of the 27 operators, which include Auburn Transit, have not changed their fares in the last five years.

Single Ride

Auburn Transit's base fare is 25 percent less than the lowest base fare (\$1.00) of the operators listed. Similarly, Auburn Transit's youth fare is the same as neighboring transit operators Placer County Transit and Roseville Transit. Senior and Disabled fare is relatively close to that of the majority of participating transit operators.

Day Pass

Of the operators who provide day passes as a fare media option, Auburn Transit remains the lowest in regular pass cost (\$2.00) yet higher in youth and senior/disabled day passes compared with Placer County Transit, Golden Empire Transit, and Tahoe Regional Transit. Auburn Transit remains the only transit operator who does not offer a discount with their day pass. Placer County transit operators remain lower than the majority of listed transit operators, with the exception of Roseville Transit.

As presented Exhibit D.2.2, the highest regular day pass is \$8.00, offered by Monterey-Salinas Transit. Given Monterey-Salinas Transit offers more than 50 routes, it is expected the cost to be much higher for an unlimited day pass.

Monthly Pass

Auburn Transit's non-reduced unlimited monthly pass (\$18.00) reflects the cost of a single regular or general fare. Compared with other Operators, the second lowest monthly pass offered is Lincoln Transit at \$20.00 and Unitrans (Davis) at \$25.00. Based on observations and potential growth scenarios, we recommend a fare increase be implemented to at least a \$1.00 (25 percent increase). The highest unlimited monthly pass costs \$100.00 and is offered by Sacramento Regional Transit. This cost is relative to the higher single-ride fare to ride

⁷ LSC Transportation Consultants, LLC. "Roseville Transit Service Fare Study". (City of Roseville, June 2006).

Sacramento RT buses. The average monthly pass rate is at \$50.57, nearly 36 percent higher than Auburn Transit's monthly pass cost.

Monthly Pass Discount

Auburn Transit offers a discount of 55 percent when a rider purchases an unlimited monthly pass. This assumes a minimum of 50 trips ridden monthly at an average of 25 service days a month. On average, monthly passes offer an average 35 percent of savings when riders use the monthly pass. Auburn Transit surpasses this average by 14 percent, ranking second in savings or discounts in monthly passes compared with the 27 operators included in this analysis. This suggests a potential for increasing cost of monthly fare passes to accommodate a single-ride fare increase as well as increase fare revenue, thereby increasing farebox recovery. Currently, farebox recovery for Auburn Transit is estimated at 7.9 percent. This does not include local source or subsidy included in total revenue when calculating overall farebox recovery. Note City, State, and TPA reports data show discrepancies in farebox recovery. To keep consistent with actual fare revenue and operating cost provided for FY 2009/10, a 7.9 percent farebox recovery will be used.

Exhibit D.2.3 further illustrates the variations in base fare among the evaluated northern California transit operators.

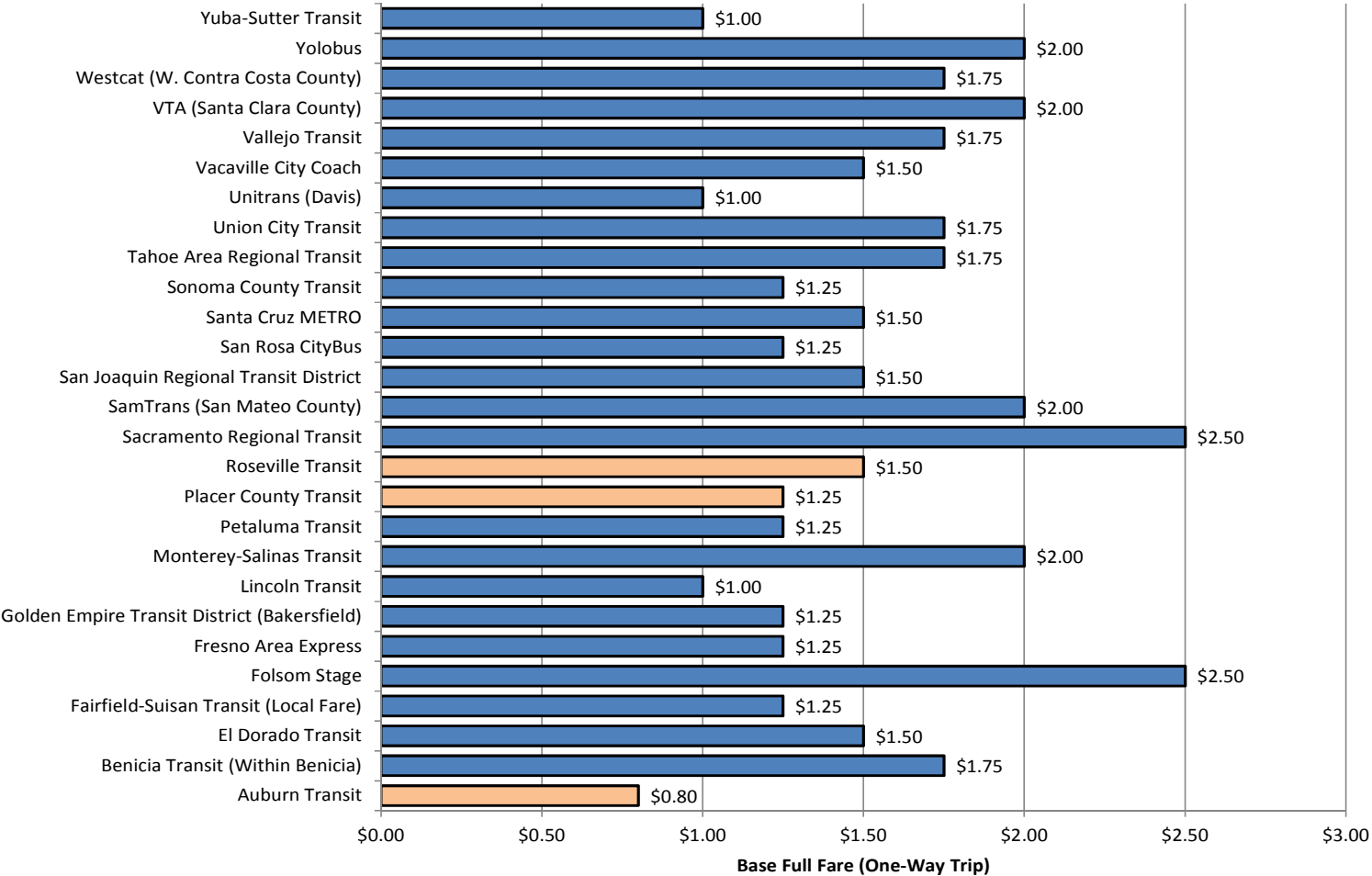
Exhibit D.2.2 Fare Comparison Matrix

Provider	Change Since Prior SRTP?	Single-Ride			Day Pass			Monthly Pass			Monthly Pass Discount*			Farebox Recovery Ratio**
		Regular	Youth	Senior/ Disabled	Regular	Youth	Senior/ Disabled	Regular	Youth	Senior/ Disabled	Regular	Youth	Senior/ Disabled	
Auburn Transit	No	\$0.80	\$0.60	\$0.60	\$2.00	\$2.00	\$2.00	\$18.00	\$18.00	\$18.00	55.0%	40.0%	40.0%	7.9%
Benicia Transit (Within Benicia)	Yes	\$1.75	\$1.75	\$0.85	-	-	-	\$55.20	\$43.20	\$27.60	36.9%	50.6%	35.1%	11.0%
El Dorado Transit	Yes	\$1.50	\$0.75	\$0.75	-	-	-	\$60.00	\$30.00	\$30.00	20.0%	20.0%	20.0%	24.0%
Fairfield-Suisan Transit (Local Fare)	Yes	\$1.25	\$1.25	\$0.75	-	-	-	\$50.00	\$50.00	\$25.00	20.0%	20.0%	33.3%	27.0%
Folsom Stage	Yes	\$2.50	\$1.25	\$1.25	-	-	-	-	\$50.00	\$50.00	-	20.0%	20.0%	7.0%
Fresno Area Express	Yes	\$1.25	-	\$0.60	-	-	-	\$48.00	-	\$24.00	23.2%	-	20.0%	25.0%
Golden Empire Transit District (Bakersfield)	Yes	\$1.25	-	\$0.75	\$3.00	-	\$1.50	\$35.00	-	\$20.00	44.0%	-	46.7%	24.0%
Lincoln Transit	Yes	\$1.00	\$0.75	\$0.75	-	-	-	\$20.00	-	\$15.00	60.0%	-	60.0%	3.0%
Monterey-Salinas Transit	Yes	\$2.00	\$1.00	\$1.00	\$8.00	\$4.00	\$4.00	\$75.00	\$37.00	\$37.00	25.0%	26.0%	26.0%	30.0%
Petaluma Transit	Yes	\$1.25	\$1.00	\$0.50	-	-	-	\$30.00	\$20.00	\$15.00	52.0%	60.0%	40.0%	10.0%
Placer County Transit	Yes	\$1.25	\$0.60	\$0.60	\$2.50	\$1.25	\$1.25	\$37.50	\$18.75	\$18.75	40.0%	37.5%	37.5%	6.5%
Roseville Transit	Yes	\$1.50	\$0.75	\$0.75	\$4.00	\$2.00	\$2.00	\$58.00	\$29.00	\$29.00	22.7%	22.7%	22.7%	9.5%
Sacramento Regional Transit	Yes	\$2.50	\$1.25	\$1.25	\$6.00	\$3.00	\$3.00	\$100.00	\$50.00	\$50.00	20.0%	20.0%	20.0%	19.0%
SamTrans (San Mateo County)	Yes	\$2.00	\$1.25	\$1.00	-	-	-	\$64.00	\$36.00	\$25.00	36.0%	42.4%	50.0%	14.0%
San Joaquin Regional Transit District	Yes	\$1.50	\$1.25	\$0.75	\$4.00	\$3.00	\$2.00	\$65.00	\$40.00	\$30.00	13.3%	36.0%	20.0%	19.0%
San Rosa CityBus	Yes	\$1.25	\$1.00	\$0.60	-	-	-	\$40.00	\$20.00	\$20.00	36.0%	60.0%	33.3%	20.0%
Santa Cruz METRO	No	\$1.50	\$1.50	\$0.75	\$4.50	\$4.50	\$2.25	\$50.00	\$35.00	\$25.00	33.3%	53.3%	33.3%	26.0%
Sonoma County Transit	Yes	\$1.25	\$1.05	\$0.60	-	-	-	\$60.00	\$45.00	\$30.00	4.0%	14.3%	0.0%	17.0%
Tahoe Area Regional Transit	Yes	\$1.75	\$0.85	\$0.85	\$3.50	\$1.75	\$1.75	\$53.00	\$26.00	\$26.00	39.4%	38.8%	38.8%	17.0%
Union City Transit	Yes	\$1.75	\$1.00	\$0.75	-	-	-	\$46.00	\$29.00	\$19.00	47.4%	42.0%	49.3%	14.0%
Unitrans (Davis)	Yes	\$1.00	-	-	-	-	-	\$25.00	-	-	50.0%	-	-	57.0%
Vacaville City Coach	Yes	\$1.50	\$1.25	\$0.75	\$3.25	\$3.25	\$2.00	\$45.00	\$28.00	\$25.00	40.0%	55.2%	33.3%	17.0%
Vallejo Transit	Yes	\$1.75	\$1.75	\$0.85	-	-	-	\$55.20	\$43.20	\$27.60	36.9%	50.6%	35.1%	47.0%
VTA (Santa Clara County)	Yes	\$2.00	\$1.75	\$1.00	\$6.00	\$5.00	\$2.50	\$70.00	\$45.00	\$25.00	30.0%	48.6%	50.0%	13.0%
Westcat (W. Contra Costa County)	Yes	\$1.75	\$1.75	\$0.75	\$3.50	\$3.50	\$1.50	\$40.00	\$20.00	\$20.00	54.3%	77.1%	46.7%	28.0%
Yolobus	Yes	\$2.00	\$1.00	\$1.00	\$6.00	\$3.00	\$3.00	\$85.00	\$42.00	\$42.00	15.0%	16.0%	16.0%	28.0%
Yuba-Sutter Transit	No	\$1.00	\$0.50	\$0.50	-	-	-	\$30.00	\$5.00	\$15.00	40.0%	80.0%	40.0%	26.0%
AVERAGE		\$1.55	\$1.12	\$0.79	\$4.33	\$3.02	\$2.21	\$50.57	\$33.05	\$26.50	34.4%	40.5%	33.4%	20.3%

*Assumes 50 trips per month.

**Farebox recovery ratio for Auburn, Roseville, and PCT are from FY 2009/10. Other operators are from FY 2008/09.

Exhibit D.2.3 Fare Comparison Chart



ⁱ Multisystems, Inc. Transportation Research Board. TCRP Report 94: Fare Policies, Structures and Technologies: Update. (Washington D.C., 2003).