



UNMET TRANSIT NEEDS REPORT

Fiscal Year 2018 – 2019

Lake Tahoe Region

El Dorado and Placer Counties

December 2018

Unmet Transit Needs Process

Each year, pursuant to the California Transportation Development Act (TDA), the Tahoe Regional Planning Agency (TRPA), acting as the Regional Transportation Planning Agency (RTPA), performs the annual unmet transit needs process. The goal of the process is to identify any unmet transit needs and ensure those that are reasonable to meet, are met before TDA funds are expended for non-transit uses, such as streets and roads. Currently, all of TRPA's TDA Local Transportation Fund (LTF) apportionments available for public transportation are utilized for transit services only.

During the unmet transit needs process, TRPA must establish and consult with the Social Services Transportation Advisory Council (SSTAC), hold public workshops, and conduct a public hearing to assess the size and location of potentially transit dependent groups and analyze the adequacy of the existing transportation systems in providing services to transit dependent groups. TRPA is also required to adopt a definition for unmet transit needs and reasonable to meet. The TRPA Governing Board adopted the following definitions:

- **Unmet Transit Needs** – Those public transportation improvements which have not been funded or implemented but have been identified through public input, the annual unmet transit needs hearing, and transit studies in the claimant's jurisdiction to be identified for implementation in the Regional Transportation Plan.
- **Reasonable to Meet** – New, expanded, or revised transportation service to the public that offers equitable access, can be implemented within the first five-year phase of the Regional Transportation Plan, is technically feasible, would be accepted by the community, can be funded within the five-year time period, and is cost-effective.

Beginning in October 2018, TRPA, Tahoe Truckee Area Regional Transit (TART), and Tahoe Transportation District (TTD) staff held pop-up booths, attended community meetings, and distributed surveys to solicit feedback from the public. An online survey was released in October and remained open until November 21st, 2018. The survey, in English and Spanish, asked respondents to describe their typical travel patterns via transit and identify existing gaps in service. Respondents also had the option to provide any additional feedback in a comment box.

In addition to the survey, TRPA in partnership with TART, TTD, and the Truckee North Tahoe Transportation Management Association (TNT/TMA), organized four pop-up booths on the North and South Shores throughout October and November. North Tahoe pop-up events were held at the Tahoe City Transit Center on October 11th and at the Crystal Bay bus stop on November 9th. South Tahoe events were held on October 29th at the South Tahoe "Y" and November 13th at the Stateline Transit Center. Residents and visitors were encouraged to fill out a survey or discuss issues and leave comments at all four events. Residents who were unable to attend the meetings were still encouraged to relay feedback to TRPA staff via email and phone through flyers, e-newsletters, and social media advertisements.

Between October and November, 31 people filled out the survey online and 46 people filled out hardcopy surveys at pop-up events. An additional three people submitted comments via email and phone, totaling 80 individual comments on unmet transit needs. All comments are listed in Appendix A and operator responses are summarized in Appendix B.

TRPA staff also organized several meetings with key stakeholder groups to gather additional input and recommendations. On October 2nd, TRPA held a meeting of the Resort Triangle Transportation Focus Group, which serves as the SSTAC for the North Tahoe area. The North Tahoe SSTAC was formed following the 2017 Unmet Transit Needs report, meeting quarterly before regular meetings of the Community Collaborative of Tahoe Truckee (CCTT). On October 22nd, TRPA staff also met with the South Tahoe SSTAC, whose meetings are held concurrently with the Tahoe Area Coordinating Council for the Disabled (TACCD). The South Tahoe SSTAC was similarly formed as a result of the 2017 Unmet Transit Needs report. Both SSTAC groups developed a list of needs and specific recommendations for the 2018 Unmet Transit Needs report. These lists are included in Appendix C along with operator responses.

On December 14th, with 30 people in attendance, TRPA staff presented unmet transit needs findings at the Tahoe Transportation Commission (TTC) board public hearing allowing staff to gather additional unmet transit needs comments.

In November and December, TRPA, TTD, and TART analyzed all individual and group comments to determine if they meet the definition of an unmet transit need and whether any of those needs are reasonable to meet. The comments are categorized into one of the following findings as defined by the California TDA program:

1. There are no unmet transit needs.
2. There are unmet transit needs that are not reasonable to meet.
3. There are unmet transit needs that are reasonable to meet.

Should any unmet transit needs be identified as reasonable to meet, state law requires the jurisdiction to satisfy those needs before any TDA funds may be expended for non-transit purposes. Making a formal finding regarding unmet transit needs is only required if there is a request to program the TDA funds for non-transit purposes. Because all of TRPA's TDA LTF apportionments are utilized for public transit services only, TRPA is not required to complete the full unmet transit needs analysis or adopt unmet transit needs findings as outlined in the TDA Statutes and California Codes of Regulations (CCR) section 99401.5 and 99401.6. However, TRPA continues the process of identifying unmet transit needs and collecting public comments for discussions with the transit operators. Transit operators may use this information to determine potential gaps in the system and re-allocate resources as needed to fill those gaps.

Unmet Transit Needs Findings

Transit operators reviewed all comments received during the unmet transit needs process and responded to each. Responses and the ability of the operators to address transit needs are based on widespread community need, short-term feasibility, and funding restraints. Because all TDA funding is already used towards transit operations, most needs are unreasonable to meet without additional funding. If more funding becomes available in the future, operators can refer to the record of unmet transit needs to help determine service priorities. The following is the list of top needs identified by individuals and community groups:

Service Expansion

- **INCREASE SERVICE SPAN FROM SOUTH LAKE TAHOE TO CARSON CITY AND MINDEN**
ANALYSIS: Several Stateline employees rely on Routes 19x and 22 to commute to work. Trips between Tahoe and Minden previously ran every few hours between 5:30am and 9:00pm. Beginning November

1st, the service now operates during commute hours between 5:50am and 9:52am, and 4:20pm and 8:22pm. Re-extending these service hours is a priority but would require shifting existing resources and potentially reducing services in other areas.

- **PROVIDE PUBLIC TRANSPORTATION OPTIONS BETWEEN NORTH LAKE TAHOE AND SOUTH LAKE TAHOE**

ANALYSIS: Several individuals requested a public transportation option between North Tahoe and South Tahoe as none currently exist. TTD's summer-only service from South Tahoe to Emerald Bay and Tahoe City was recently discontinued due to funding restraints. Similarly, transit service between North Tahoe and South Tahoe is not listed in the 2016 TART Systems Plan and is not feasible at this time. However, the service is still a regional priority listed on TRPA's Regional Transportation Plan (RTP) constrained project list. TTD is working on a study to provide waterborne ferry service between South Tahoe and North Tahoe and will implement the service when funding is secured.

- **EXPAND TART NIGHT RIDER SERVICE TO INCLINE VILLAGE**

ANALYSIS: Many Nevada residents and employees need to travel home after 7:00pm when bus service ends in Incline and Crystal Bay. TART provides service to Incline and Crystal Bay through a subsidy agreement with Washoe County Regional Transportation Commission (Washoe RTC) since Washoe County is out of Placer County's operational jurisdiction. With additional funding from Washoe RTC, TART will consider expanded service in Incline Village and Crystal Bay.

- **EXTEND SOUTH SHORE LOCAL SERVICE SPAN PAST 8:00 PM**

ANALYSIS: On November 1st, TTD restricted South Tahoe local bus service with trips now ending around 8:00pm. South Shore employees often begin or end shifts after 8:00pm and rely on public transportation to commute. There are also some Lake Tahoe Community College (LTCC) evening classes that let out around 9:00pm after TTD service to LTCC ends. Re-extending the local service span would require additional funding or take away from services in other areas.

- **ENSURE SUSTAINABILITY OF SPECIALIZED TRANSPORTATION SERVICES AND BEGIN PROVIDING PARATRANSIT SERVICE BETWEEN NORTH TAHOE AND TRUCKEE**

ANALYSIS: At the North Tahoe SSTAC meeting on October 2nd, members discussed the need for ADA service between North Tahoe and Truckee for North Tahoe residents to attend Choices Person Centered Services. Following the meeting, TART shifted some resources to begin providing this service, which now operates five days per week.

- **PROVIDE SERVICE BETWEEN MEYERS, THE "Y", AND STATELINE ALL DAY**

ANALYSIS: Basic service to Meyers has been an identified unmet transit need for the last few years. TTD added Route 18x on November 1st with express commuter service from Meyers to the "Y" transit center. During the unmet needs process this year, residents asked for expanded service from Meyers to South Lake Tahoe throughout the day. TTD cannot expand the current 18x service without additional funding and is still monitoring the effectiveness of the new route.

- **IDENTIFY SOLUTIONS FOR FIRST-MILE AND LAST-MILE TRANSPORTATION**

ANALYSIS: Individuals and groups feel positively about bikeshare in Tahoe and suggested transportation planners and operators should explore more micro-mobility options like micro-transit, taxis, and relationships with transportation network companies such as Uber or Lyft, to fill first-mile and last-mile transportation gaps. Although these services are not listed in the TART Systems Plan Update or TTD's Short Range Transit Plan, both TART and TTD are willing to collaborate with public or private agencies offering micro-mobility services.

Operational Improvements

- **INCREASE TRANSIT FREQUENCY AND RELIABILITY**

ANALYSIS: Higher frequency and reliability have been identified as unmet needs for several years. TART increased frequency from 60 minutes to 30 minutes on the Mainline route earlier this year. They plan to increase frequency to Truckee as soon as they can fully staff their bus driver positions. TTD also increased frequency from 60 minutes to 20 minutes on Route 50 this year and will begin implementing planned frequency improvements as additional funding is secured.

- **ADD CAPACITY FOR BIKES AND SKI GEAR ON BUSES**

ANALYSIS: Added space for bikes and skis has also been an identified unmet need for many years. TART and TTD have increased capacity for bicycles in the last year to the maximum allowable; all TART buses and most TTD buses are now equipped with three-position bike racks. Front-mounted bike racks cannot be extended for more bikes because it would cause the buses to exceed legal length and reduce maneuverability. It is also unsafe to allow riders to bring their bikes inside the bus because of the hazard they can pose to passengers if there is an accident. In the future, TART plans to replace the existing bicycle racks with racks that can accommodate wider tires. Similarly, TTD is researching options to add a bicycle trailer to some routes. TTD and TART allow skiers and snowboarders to bring equipment inside buses.

Comments from the Public Hearing

- **EXTEND PUBLIC TRANSIT SERVICE TO ACCOMMODATE THE SHAKESPEARE FESTIVAL AT SAND HARBOR BETWEEN JULY AND AUGUST**

ANALYSIS: The organizers of the annual Lake Tahoe Shakespeare Festival held at Sand Harbor State Park requested TTD extend public transit service on seasonal Route 28 to accommodate festival attendees between July and August. Event organizers wish to discuss options with TTD further, including price, how tickets are paid, and hours of service.

Findings and Conclusion

Operators reviewed all comments received during the 2018 unmet transit needs process. Comments were categorized based on available funding and resources. All TDA funds are currently used to fund transit operations, so operators have concluded there are unmet transit needs that are not reasonable to meet. The unmet transit needs process is currently an annual process, so TRPA will continue to coordinate with transit agencies, private organizations, the SSTAC, and the public to solicit, identify, and address transportation needs. Identified unmet transit needs will be taken into consideration during future transportation planning efforts and TRPA will continue to allocate all TDA funds only to public transportation planning and operations until all reasonable to meet transit needs are met.

Appendix A

#	Method	Language	County (Zip Code)	Rider?	Which public transit routes do you typically ride?	Which trips would you like to make using transit that you cannot make now?	Do you have additional transit needs that are not being met?
1	online	English	96161	Yes	n/a	n/a	n/a
2	online	English	96161	Yes	TART Highway 89 TART Highway 267	Start: Tahoe City End: Truckee Time: 10pm Purpose: Social	Just would prefer later, more frequent service
3	online	English	96146	No	n/a	Start: River Ranch- Highway 89 End: Tahoe City or Truckee Time: Evenings Purpose: Evening dining	Yes. I would like micro transit in Alpine Meadows and Squaw that would pick up/drop off homeowners, so they would not have to drive such short distances to park their car in the resort's lot.
4	online	English	96150	Yes	TTD Route 50 TTD Route 53 (route 55)	Start: South Lake Tahoe End: North Lake Tahoe Time: all times of day, but it would be particularly of help to have a late night weekend shuttle from CBC to Stateline casinos Purpose: Social	Yes, the transportation is very unreliable and does not run enough.
5	online	English	96145	Yes	TART Night Rider	n/a	n/a
6	online	English	96150	No	n/a	Start: Home End: Work Time: Morning/afternoon Purpose: work	I would take transit everywhere if it were available. Right now it is unreliable, not frequent, and difficult to use.
7	online	English	96150	No	TTD Route 50 TTD Route 53 (route 55)	n/a	just be on time
8	online	English	96150	Yes	TTD Route 50 TTD Route 53 (route 55) TTD Seasonal Route 30 (Emerald Bay Trolley) TTD Winter Ski Shuttles	Start: Sierra Tract/Midtown End: Stateline Time: morning and random Purpose: Skiing and getting the airport shuttle	Unreliable, long time between buses, no ski racks and not enough bike racks
9	online	English	96161	No	TART Night Rider Truckee Local Route	Start: Truckee End: Alpine Meadows Time: Various...need more than once an hour Purpose: Skiing?	The last mile...Tahoe needs more Lime. Bikes and scooters please.
10	online	English	94401	Yes	n/a	n/a	n/a
11	online	English	96150	No	n/a	Start: Meyers End: The Y Time: All day Purpose: Shopping, recreation	I would use public transit if it were more conveniently timed. At the very least during the heavy traffic times: summer and winter. I would use a shuttle/bus that can take bikes between Meyers and the Y and between Meyers and state line. If I know there is a shuttle that goes every 15-30 minutes, I would definitely use it
12	online	English	89451	Yes	TART Highway 89 TART Highway 267	Start: Incline Village End: Reno Time: AM/PM/Noon/Weekends Purpose: Shopping, Airport/Bus connection, Casinos, Restaurants, etc	Yes - wish some Express ones could be from main points around lake - like Express from S Lake Casinos to Incline, Express from Incline to old Truckee/train, Express from Incline to Tahoe City downtown, Incline to Squaw/Alpine, etc

Appendix A

#	Method	Language	County (Zip Code)	Rider?	Which public transit routes do you typically ride?	Which trips would you like to make using transit that you cannot make now?	Do you have additional transit needs that are not being met?
13	online	English	96150	Yes	TTD Route 50	Start: Sierra tract End: Sierra at Tahoe Time: Other than employee times or download there is no bus that goes this way. Purpose: Sierra snowboard team for young adult	Yes
14	online	English	96150	No	n/a	n/a	n/a
15	online	English	96150	Yes	TTD Seasonal Route 30 (Emerald Bay Trolley) TTD Winter Ski Shuttles	Start: Meyers End: North Shore, West Shore, East Shore, Kirkwood, Sierra At Tahoe, Echo Summit, Hope Valley, Time: All day Purpose: work and recreation	Transit in Tahoe is worse than anywhere else I have ever lived. It is worse than almost every place I have travelled. There are many unmet transit needs and very few met needs.
16	online	English	96150	Yes	TTD Seasonal Route 30 (Emerald Bay Trolley) TTD Winter Ski Shuttles	Start: Meyers End: Tahoe City, Kirkwood, Echo Summit, Luther Pass Time: All day Purpose: Work and recreation	Winter trips to ski resorts, Emerald Bay, West Shore, and East Shore.
17	online	English	89451	Yes	TART Mainline TART Night Rider	Start: Incline Village near the Hyatt End: Tahoe City Downtown Time: 8PM - 2AM Purpose: Social	Dedicated Park n' Ride within Incline Village
18	online	English	96150	Yes	TTD Seasonal Route 30 (Emerald Bay Trolley) TTD Winter Ski Shuttles	Start: Meyers End: Kirkwood Time: All day Purpose: Skiing	Yes, I often work in Tahoe City and would take transit from Meyers/SLT if it existed. Additionally, summer and winter recreational transit is nonexistent in Tahoe.
19	online	English	96150	Yes	TTD Seasonal Route 30 (Emerald Bay Trolley)	Start: Golden bear End: Stateline Time: Any Purpose: Recreational	Yes
20	online	English	96143	Yes	TART Highway 267	Start: Truckee End: Northstar Time: More frequent times Purpose: Work	Staff for resorts from reno to truckee
21	online	English	89449	No	TTD Route 50	Start: South shore End: North shore Time: Any Purpose: Outdoor activities	Yes. Not many stops on Kingsbury or along pioneer. Dog friendly options or options to bring gear (mtn bikes, etc)
22	online	English	89451	Yes	TTD Seasonal Route 30 (Emerald Bay Trolley) TTD Seasonal Route 28 (East Shore Express)	n/a	Incline Village
23	online	English	96145	No	n/a	Start: Tahoe City End: South Lake Tahoe Time: Commuting hours Purpose: Commuting to work. No feasible options at this time.	I might be inclined to commute to work via public transit if there were more stop times during high demand commuting hours. For example, every 20 minutes from 7:00am to 9:00am.
24	online	English	96150	No	n/a	Start: Midtown End: Downtown Time: All day Purpose: Work and fun	Yes

Appendix A

#	Method	Language	County (Zip Code)	Rider?	Which public transit routes do you typically ride?	Which trips would you like to make using transit that you cannot make now?	Do you have additional transit needs that are not being met?
25	online	English	96150	Yes	TTD Route 50 TTD Winter Ski Shuttles	n/a	n/a
26	online	English	96145	Yes	TART Highway 89	n/a	n/a
27	online	English	96150	Yes	TTD Winter Ski Shuttles	Start: Meyers End: Tahoe City Time: 7am Purpose: Work	Yes, Tahoe is awful for transit options. Zero connections between North Shore and South Shore. It's impossible to commute via transit between North Shore and South Shore. Zero options to Kirkwood, Echo Lake, Fallen Leaf Lake, Desolation, TRT, and other recreation trail heads. No winter options to Emerald Bay. Summer gridlock on the West shore makes the shuttles almost pointless. The buses should have much larger bike carrying capacity. TTD does not appear to be interested in providing forward thinking leadership on transit issues in Tahoe. On the South Shore, our bad transit options are rapidly getting worse.
28	online	English	96145	Yes	Paratransit/ADA Services	Start: 295 N Lake Blvd Tahoe City CA 96145 End: Choices Day Program 11025 Pioneer Trl Truckee CA Time: 8:30 am return 2:00 pm Purpose: attend Choices Day Program for Special Needs	Daily to and from Tahoe City to Truckee Choices Day Program
29	online	English	96148	Yes	TTD Seasonal Route 30 (Emerald Bay Trolley) TART Mainline TART Highway 89 TART Highway 267 Truckee Local Route	Start: T C End: Reno Time: Noonish Purpose: Medical	Yes
30	online	English	96143	No	n/a	Start: Truckee End: Kings Beach Time: 6 PM -12 AM Purpose: To get home	n/a
31	online	Spanish	96161	No	n/a	Start: Truckee End: Glenshire Time: 7 AM -5 PM Purpose: Visit the doctor	n/a
32	paper	English	96143	Yes	TART Mainline TART Highway 267	n/a	n/a
33	paper	English	89501	Yes	TTD Route 50 TTD Route 23 TTD Seasonal Route 30 TART Mainline TART Highway 89 TART Highway 267	Start: Hyatt Incline End: Tahoe City Time: 12 noon - 4pm Purpose: many	Yes - Serena is the best driver by far!!
34	paper	English	89706	No	n/a	n/a	n/a
35	paper	English	89457	No	n/a	n/a	n/a
36	paper	English	89402	No	n/a	n/a	n/a
37	paper	English	89402	No	n/a	n/a	n/a

Appendix A

#	Method	Language	County (Zip Code)	Rider?	Which public transit routes do you typically ride?	Which trips would you like to make using transit that you cannot make now?	Do you have additional transit needs that are not being met?
38	paper	English	89402	Yes	TTD Seasonal Route 28 (East Shore Express) TART Highway 267 Truckee Local Route	n/a	n/a
39	paper	English	89451	Yes	TTD Seasonal Route 28 (East Shore Express) TTD Winter Ski Shuttles TART Night Rider	n/a	none
40	paper	English	89506	Yes	Reno routes	n/a	none
41	paper	English	96161	No	n/a	n/a	unsure - new to area
42	paper	English	89450	Yes	TART Mainline TART Night Rider	Start: Crystal Bay End: Incline Village Time: Night rider Purpose: Social activities	n/a
43	paper	English	89451	No	n/a	n/a	Taxi cab, dial-a-ride, lyft
44	paper	English	89402	No	n/a	n/a	n/a
45	paper	English	89402	Yes	TTD Winter Ski Shuttles TART Mainline TART Night Rider	n/a	Needs to be 24 hrs
46	paper	English	89451	Yes	TART Mainline TART Highway 267 TART Night Rider	Start: Crystal Bay End: Incline Village Time: After 5:00pm Purpose: To get home after work	none
47	paper	English	89450	Yes	TART Mainline	n/a	n/a
48	paper	English	89450	Yes	TART Mainline	n/a	n/a
49	paper	English	96143	Yes	TTD Seasonal Route 28 (East Shore Express) TART Highway 267 TART Night Rider Truckee Local Route	n/a	n/a
50	paper	English	96143	Yes	TTD Seasonal Route 28 (East Shore Express) TART Highway 267 TART Night Rider Truckee Local Route	n/a	n/a
51	paper	English	96143	Yes	TTD Seasonal Route 30 (Emerald Bay Trolley) TART Highway 267 TART Night Rider Truckee Local Route Paratransit/ADA Services	n/a	n/a
52	paper	English	89451	Yes	TART Mainline	Start: Crystal Bay End: Incline Village Time: 9pm Purpose: Go home after work	The bus to go to Incline until 9pm would be nice
53	paper	English	89460	No	n/a	n/a	n/a
54	paper	English	96150	Yes	TTD Route 50 TTD Route 53 (route 55)	Start: Senior Center SLT End: Carson Time: Noon Purpose: Down town	Route 50 to go to Kingsbury transit center

Appendix A

#	Method	Language	County (Zip Code)	Rider?	Which public transit routes do you typically ride?	Which trips would you like to make using transit that you cannot make now?	Do you have additional transit needs that are not being met?
55	paper	English	96150	Yes	n/a	Start: 390 Saddle Rd End: Senior Center Time: 11:30am Purpose: food/socialism	I would like to go to Reno, Carson City, and Markleeville. My wife needs to get to Barton hospital for doctor's appointments
56	paper	English	96150	Yes	TTD Route 50 TTD Route 53 (route 55) Paratransit/ADA services	n/a	I get off work at 10:00pm. How about one bus every hour after 8:00pm?
57	paper	English	96150	Yes	TTD Route 50 TTD Route 53 (route 55) Paratransit/ADA services	n/a	Keep with the old schedule
58	paper	English	96150	Yes	TTD Route 50 TTD Route 53 (route 55) TTD Route 20x (route 22)	Start: Stateline for 20x (22) End: Carson/gardnerville Time: No way to take the public bus to catch the first 20x (22) run Purpose: Work/fun	There is no way to catch the first run of 22 if you live near the Y. The new changes ARE going to hurt A LOT of people
59	paper	English	96150	No	n/a	Start: North Upper Truckee End: CSLT area by Lodi Ave Time: 8am to 5pm Purpose: Work	From Gondola to Stagecoach and Boulder areas
60	paper	English	96151	Yes	TTD Route 50 TTD Route 53 (route 55) TTD Route 20x (route 22) TTD Seasonal Route 30 (Emerald Bay Trolley) TTD Seasonal Route 28 (East Shore Express)	Start: South Shore End: North Shore Time: Purpose: Enjoyment	Desolation wilderness - there should be a chair to the top of Mt. Tallac
61	paper	English	96150	Yes	TTD Route 50 TTD Route 53 (route 55) TTD Route 19x/20x (22) Route 30 Route 28 TART Hwy 89 TART Hwy 267	Start: Pioneer and Wildwood End: I would like to ride a bus from SLT to either Reno or to Sac more than one time of day Time: TTD and TART would be easier to ride if connected easily Purpose: Travel, social activities, getting around easier	
62	paper	English	96150	Yes	Route 50 Route 53 (55) Route 19x/20x (22) Route 30 TART Mainline TART Hwy 89 TART Night Rider Truckee Local Route	Start: Stateline End: Carson City Time: Daytime and evening Purpose: Medical appointments and shopping and leisure	24 hour city bus service
63	paper	English	96150	No	TTD Route 50 TTD Route 53 (route 55)	Start: Y Transit End: Zephyr Cove Time: any Purpose: Social	none
64	paper	English	89460	Yes	TTD Route 20x (route 22)	Start: South Tahoe End: Tillman center Gardnerville, NV Time: 9pm Purpose: get home after closing	n/a

Appendix A

#	Method	Language	County (Zip Code)	Rider?	Which public transit routes do you typically ride?	Which trips would you like to make using transit that you cannot make now?	Do you have additional transit needs that are not being met?
65	paper	English	89460	Yes	TTD Route 20x (route 22)	Start: South Lake Tahoe End: Gardnerville Time: 9:00pm Purpose: Get home after closing	Later routes
66	paper	English	89403	Yes	TTD Route 19x TTD Route 20x (route 22)	n/a	schedule changes have been difficult
67	paper	English	89449	Yes	TTD Route 23 (route 22)	Start: Kingsbury transit center End: Home Time: 11pm Purpose: work	Shuttle should run later
68	paper	Spanish	96150	Yes	TTD Route 50 TTD Route 53 (route 55) TTD Route 23 (route 22) TTD Route 20x (route 22)	n/a	n/a
69	paper	Spanish	89701	Yes	TTD Route 19x TTD Route 20x (route 22)	Start: Tahoe End: Carson Time: Purpose: Work	yes
70	paper	Spanish	89410	Yes	TTD Route 19x TTD Route 20x (route 22)	Start: Stateline End: Gardnerville Time: 6:30, 3 days per week Purpose: Work	I need to get to and from work
71	paper	Spanish	89705	Yes	TTD Route 20x (route 22)	Start: Harveys End: Home Time: 6:50 am Purpose: Work	no
72	paper	Spanish	89701	Yes	TTD Route 19x TTD Route 20x (route 22)	n/a	no
73	paper	English	96142	Yes	TART Mainline TART Hwy 89 TART Hwy 267 TART Night Rider	Start: Tahoma End: Squaw Valley Time: 5:30am Purpose: Work	The reason why no one rides the bus from the west shore is because it doesn't operate early enough. There are plenty of residents with a DUI, J-1 Visa, and handicapped, who cannot drive. But if the bus doesn't work for them, they already made other plans. We need earlier routes that connect from Tahoma to Truckee
74	paper	English	96148	Yes	TART Mainline TART Hwy 89 TART Hwy 267	n/a	Need something that goes around the Lake
75	paper	English	96145	Yes	TTD Winter Ski Shuttles TART Mainline TART Night Rider	Start: End: Time: nights Purpose: to see bands	Bike racks are not compatible with mountain bikes 27.5" and 29" tires

Appendix A

#	Method	Language	County (Zip Code)	Rider?	Which public transit routes do you typically ride?	Which trips would you like to make using transit that you cannot make now?	Do you have additional transit needs that are not being met?
76	email	English	89460	Yes	TTD Route 19x TTD Route 20x (route 22)	Start: Tillman Center End: Harvey's Time: Leave at 6:30am, arrive at Harvey's by 7:15am Purpose: Work	month commuting from Tillman Center to Harveys for work, participating in a "code green" project. It was working very well until November 1st 2018 when the schedule changed dramatically. I'm no longer able to take the bus. I work 7am - 3pm, with the new schedule I wouldn't get to work until 8:00am or later, depending on road conditions and would not get home until about 5:30pm or later, here again road conditions. This makes for a very long commute. The increase time being the Ridge stop. This has affected a considerable number of people living in the Valley and commuting to Tahoe. I know at least 10 people who will no longer ride due to the scheduling changes. The most severe change accrued with the direct route from Carson was cancelled about 2 years ago. This change along was drastic for dozens of riders. I know several riders who don't have cars and their only means of transportation is the bus system, this new schedule has put a heavy burden on them. They are spending an extra 3-4 hours a day commuting. I would like to see the original Carson schedule reinstated and I would also like to see the old schedule Tillman Center to Harveys reinstated, with the first bus leaving Tillman at 6:30am. This time schedule allows us to reach Tahoe by 7:15am. Most of us can live with arriving a few minutes late. I look forward to seeing some new and improved schedules and reinstating
77	email	English	89706	Yes	TTD Route 19x TTD Route 20x (route 22)	Start: Carson End: Tahoe - need a direct route from Carson to Tahoe Time: Commute hours Purpose: Work	I would like to see a return to a direct route to Carson City, NV
78	phone	English	89423	No	n/a	Start: Minden End: Stateline in SLT or North Lake Tahoe Time: Any Purpose: Recreation/fun	Buses should travel up Spooner Summit. A park-and-ride should be established at Spooner with options to connect to transit going South and North
79	paper	English	89460	Yes	TTD Route 22	n/a	The time schedule change has been inconvenient and may worsen in winter due to road conditions. Ridership will be impacted.
80	pop-up	English	96150	Yes	TTD Route 50 TTD Route 55	n/a	Route 55 now takes riders all through the neighborhoods and this takes far too long and is inconvenient.

Appendix B

Operator	Unmet Need	Analysis	Recommendation
TART	Later, more frequent service from North Tahoe to Truckee	Later service to Truckee is in the financially unconstrained portion of the 2016 TART Systems Plan Update. It would require funding beyond what is reasonably foreseeable through 2021. More frequent service to Truckee is in the funded portion of the 2016 TART Systems Plan to begin in Fiscal Year 2018/19. However, that element does require additional funding from the Town of Truckee, and Placer County has had to delay implementation of TART Systems Plan Elements due to severe understaffing of bus drivers.	This is an unmet transit need not reasonable to meet at this time.
TART	Microtransit in Alpine meadows and Squaw to pick up homeowners to avoid having to park in the lot	Microtransit in Alpine Meadows began on December 1, 2018. Operated by the Squaw Alpine Transit Company. The service is known as "Mountaineer" and is operated through a private contractor that provides app-based trip reservation and payment. More information can be found: https://www.squawalpinetransit.org/	This is not an unmet transit need.
TART/TTD	Service from South Lake Tahoe to North Lake Tahoe for recreation and commuting	TART: Service between North Lake Tahoe and South Lake Tahoe is not in the TART Systems Plan and is not a service priority for Placer County. TTD: Operational comment. TTD agrees that connections between North Lake Tahoe and South Lake Tahoe are desirable. This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TART/TTD	I would take transit everywhere if it were available. Right now it is unreliable, not frequent, and difficult to use.	TART: Comment noted. TTD: Operational comment. TTD recently implemented multiple service changes to increase frequency during peak periods and build more time into the schedule to improve reliability.	This is an unmet transit need not reasonable to meet at this time.
TART/TTD	Not enough bike racks or ski racks on buses	TART: Each TART bus operated by Placer County has a three-position bike rack available. Bikes are not allowed on board due to safety concerns. TTD: All TTD vehicles are equipped with at least two place bike racks. Three place bike racks are now available for many buses, but to switch would require a duplicative capital investment necessitating a shifting of existing capital funds away from maintenance and will result in deferred critical maintenance of TTD assets. TTD allows skiers and snowboarders to bring equipment inside buses.	This is not an unmet transit need.
TART	TART bike racks are not compatible with large mountain bike tires. Anything as big as 27.5" wheels does not fit	We are aware of issues with the large diameter tires and the wider profile mountain bike tires. We use the racks that are the most recently commercially available through our vendor - Sportworks. As we replace bike racks at Placer County, we will look into racks outfitted for larger tires.	This is an unmet transit need that may be reasonable to meet in the future.

Appendix B

Operator	Unmet Need	Analysis	Recommendation
TART/TTD	Last mile transportation need	TART: This need is noted. Currently there are no partnerships with Transportation Network Companies or Microtransit companies identified in the TART Systems Plan. However, there may be the need to do a more in depth analysis of providing service like this through private sector partnerships. TTD: Operational comment. TTD agrees that additional connections are desirable. This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	Meyers to the Y and Stateline all day long	Operational comment. TTD recently implemented a commuter service between Meyers and the South Y Transit Center. Providing service all day would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TART/TTD	15-20 minute service	TART: 30 Minute service is as frequent as identified in the TART Systems Plan. TTD: During peak periods there are three departures from the South Y Transit Center every hour.	This is not an unmet transit need.
TART	Incline to Reno any time of day and on weekends	Incline to Reno is outside of the Jurisdiction of Placer County. This should be referred to the Washoe RTC. TART would consider partnerships with Washoe RTC if this were to be a funded initiative	This is an unmet transit need not reasonable to meet at this time.
TART	Need express buses from various major hubs to other major hubs around the Lake	This comment could be interpreted to implement express service for some routes that do not serve smaller stops in between. The TART System Plan does not call for express bus service with few or limited stops. However, the concept is a common transit delivery method and would be considered in future service improvements.	This is an unmet transit need not reasonable to meet at this time.
TTD	Need service from Meyers to Kirkwood, Meyers to North Tahoe, Echo Summit, Luther, Hope Valley, etc.	Operational comment. TTD agrees that additional regional connections are desirable. This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	Pioneer trail to Stateline	Operational comment. Route 55 serves portions of Pioneer Trail and Stateline.	This is not an unmet transit need.
TTD	Allow dogs and other gear (mtn bikes, etc.) on buses	Operational comment. All TTD vehicles are equipped with at least two place bike racks. Three place bike racks are now available for many buses, but to switch would require a duplicative capital investment necessitating shifting existing capital funds away from maintenance and will result in deferred critical maintenance of TTD assets. Trained Service Animals are allowed on buses under the ADA. Pets and other emotional support animals are not allowed on buses for the safety of passengers, staff, and other animals. Limited 'gear' is allowed on TTD buses provided it is under the control of the passenger at all times. Please refer to TTD's Passenger Policies for specific guidance pertaining to packages.	This is not an unmet transit need.
TART	Need a dedicated park and ride in Incline	Incline is outside of the jurisdiction of Placer County. This should be referred to jurisdictions within Washoe. TART would consider route restructuring, in coordination with Washoe RTC, to serve a park & ride lot.	This is an unmet transit need not reasonable to meet at this time.

Appendix B

Operator	Unmet Need	Analysis	Recommendation
TART	Late night service within Incline village and to North Tahoe	Incline is outside of the Jurisdiction of Placer County. This should be referred to the Washoe RTC. TART would consider partnerships with Washoe RTC if this were to be a funded initiative	This is an unmet transit need not reasonable to meet at this time.
TART	Need transportation for staff from Reno to Truckee	The limits of this identified need are entirely outside of the jurisdiction of Placer County. TART would consider partnerships with appropriate parties if this were to be a funded initiative as it could also be extended to Placer County.	This is an unmet transit need not reasonable to meet at this time.
TART	Need ADA transportation from North Lake Tahoe to the Choices program in Truckee	TART- Placer County began operating regular ADA paratransit trips between North Lake Tahoe and Choices, Truckee on October 15, 2018	This unmet transit need has been met.
TART	Transportation from Tahoe City to Reno for medical appointments	Service between Tahoe City and Reno is not identified in the TART Systems Plan. This would need to be further analyzed as the cost could be significant.	This is an unmet transit need not reasonable to meet at this time.
TART/TTD	24-hour service	TART: Placer County currently operates 20 hours per day during the Summer and Winter Seasons. 24 Hour Service is not in the TART Systems Plan. TTD: Operational comment. Longer service day would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	Later service so people can get to and from work after 8:00pm. Suggested one bus every hour	Operational comment. Longer service day would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	Better transportation from various spots in SLT to the Senior Center in SLT	Operational comment. There is a bus stop with a shelter at the South Lake Tahoe Senior Center. TTD's paratransit service provides transportation to adults 65 years of age and older.	This is not an unmet transit need.
TTD	Route 50 should go to Kingsbury Transit Center	Operational comment. Kingsbury Transit Center is served by routes 22 and 55.	This is an unmet transit need not reasonable to meet at this time.
TTD	Keep the old schedule	Operational comment.	This is an unmet transit need not reasonable to meet at this time.
TTD	Routes from North Upper Truckee to CSLT	Operational comment. This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	Need transportation from Gondola to Stagecoach and Boulder areas during the winter	Heavenly Ski Resort is providing winter shuttle transportation.	This is not an unmet transit need.
TTD	Transit between South Y and Zephyr Cove/Cave Rock area	This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	Need later service from SLT to Carson and Gardnerville	Longer service day would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	There is no way to get from the Y to Stateline to catch the first run of Route 22	Longer service day would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	I would like to ride a bus from SLT to either Reno or to Sac more than one time of day	TTD agrees that additional connections are desirable. This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.

Appendix B

Operator	Unmet Need	Analysis	Recommendation
TART	Need earlier runs from Tahoma to Tahoe City and Squaw Valley because there are a lot of people who cannot drive that depend on it	Placer County is aware of this deficiency and will explore a practical plan to extend service by one hour. The first departure is at 7:10 AM. The request is for a 6:10 AM departure from Tahoma that would connect with the 6:30 AM bus in Tahoe City departing to Squaw Valley and Truckee.	It is Recommended that Placer County explore reformatting the driver shifts and runs to add a run that begins one hour earlier - at 6:10 AM - from Tahoma to Tahoe City with a timed connection to the 6:30 departure from the Tahoe City Transit Center to Squaw Valley/Truckee. This would need to be funded within existing resources.
TART/TTD	Need something that goes around the lake	TART: Comment noted TTD: TTD agrees that connections between North Lake Tahoe and South Lake Tahoe are desirable. This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TART/TTD	Open up senior shuttles to the general public to keep them running	TART: There are no Senior Shuttle programs identified in the TART Systems Plan. The previous shuttle program was initiated by the Tahoe Transportation District and was not funded with Placer County funds. TTD: The recently suspended North Tahoe Truckee Transport (NTTT) senior shuttle was supported by Older American Act funding, which restricts the service to individuals over 60 years of age. A general public demand response service would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	The new schedule on route 22 from Carson to Tahoe does not leave Carson early enough and the commute takes too long with a stop at the Ridge. The original Carson route over Spooner should be reinstated or the old 20x schedule	Operational comment. TTD agrees that additional connections are desirable. This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	Need access between Carson/Minden and South Lake Tahoe via Spooner Summit	There is an existing connection between Carson City/Minden and Stateline on Routes 22 and 19x. Due to federal funding restrictions, a direct route to Carson City was discontinued in 2016.	This is not an unmet transit need.
TTD	Route 55 now takes riders all through the neighborhoods and this takes far too long and is inconvenient.	Operational comment. An alternative to Route 55 is Route 50, which now operates every 20-30 minutes and does not deviate into neighborhoods. Route 55 also connects to LTCC where riders have the option to transfer to Route 50, which provides more direct service.	This is not an unmet transit need.

Operator	Group	Unmet Need/Recommendation	Analysis	Recommendation
TART/TTD	Community Collaborative of Tahoe Truckee/North Tahoe Social Services Transportation Advisory Council	Ensure sustainability of local transportation programs for seniors, Veterans, individuals with disabilities and other underserved populations. Explore establishing on-demand transit services for underserved populations in partnership with transportation jurisdictions. Historically, we have experienced low ridership on transit programs designed for underserved populations (such as the North Tahoe Truckee Transport Senior Shuttle) which impacts program sustainability, yet our underserved populations such as seniors and individuals with disabilities continue to face challenges accessing services.	<p>TART: This comment is very broad and generally speaks to better service for underserved populations. Placer County's priorities for transit are in the TART Systems Plan and consider the general public travel needs, including underserved populations. TART's recent expansion of intercity ADA service from North Tahoe to Truckee is an example of this.</p> <p>TTD: All existing transit resources are utilized to support existing service. Any redirection of funds would result in further reductions of transit services. NTTT was an extremely expensive, yet lightly utilized program that did not meet any reasonable performance goals.</p>	This is an unmet transit need not reasonable to meet at this time.
TART	Community Collaborative of Tahoe Truckee/North Tahoe Social Services Transportation Advisory Council	Explore paratransit options. Explore more sustainable paratransit options for individuals with disabilities to access services. Specifically, Choices Transitional Services are located in Truckee, and it can be very difficult for individuals who qualify for Choices services in North Lake Tahoe to access these services.	TART Placer County began regular ADA paratransit trips between North Lake Tahoe and Choices in Truckee. This service began on October 15, 2018.	This unmet transit need has been met.
TART	Community Collaborative of Tahoe Truckee/North Tahoe Social Services Transportation Advisory Council	Explore commuting options such as vanpools. Many Tahoe Truckee residents commute to Reno for employment and many Reno residents conversely commute to Tahoe Truckee for work. This regular commuter traffic flow has an impact on the local community, local commuter traffic and the environment. Commuter transportation programs such as vanpools would reduce commuter traffic, as well as provide an option for low income residents without transportation to access employment in Reno.	Commuter Service between Reno and Tahoe appears to be a valid need. However, this is not currently in the TART Systems Plan. Additional study would need to be conducted to further identify the demand for transit/vanpools between these locations. Funding and operating responsibility would need to be clearly identified. A commuter service fares should cover at least 75% of the operating costs.	It is recommended that TRPA seek funding to study interregional commuter transit service to determine the demand for service, funding, an appropriate service delivery model (Commuter bus, vanpool, shuttles), and identification of a responsible operator.

Operator	Group	Unmet Need/Recommendation	Analysis	Recommendation
TART	Community Collaborative of Tahoe Truckee/North Tahoe Social Services Transportation Advisory Council	<p>Explore transportation options for youth, senior, and other community members to access difficult to reach places. Access to support programs, educational opportunities and services is limited due to lack of fixed route transportation to and from hard to reach places. Specifically:</p> <p>1) Sierra College - many Sierra College students work during the day and attend classes at night. Limited night time transit services hinders local residents who rely on public transportation from taking evening classes.</p> <p>2) Family Resource Center of Truckee and KidZone – a fixed route stop does not exist in the immediate proximity of these agencies, limiting access to these critical services for individuals who rely on the public transportation system.</p> <p>3) Mental Health Services - it is difficult to access Mental Health Services in Tahoe City on Lake Forest due to limited transit services.</p>	<p>1) Sierra College is located within the Town of Truckee. To service the campus with the Tahoe City Truckee Route would increase the headways beyond 60 minutes, which is not an acceptable level of service. An additional local connector would need to be added within Truckee. 2) This location is also within Truckee and has a similar issue as issue #1. 3) Lake Forest road is a half-circle road connecting to Highway 28 on both ends. The furthest distance in from a TART bus stop is approximately .5 miles. TART service was removed from Lake Forest Road a decade ago due to operational concerns coupled with lack of ridership and the ability to serve a large portion of the community from bus stops on Highway 89.</p>	<p>This is an unmet transit need not reasonable to meet at this time.</p>
TRPA	Community Collaborative of Tahoe Truckee/North Tahoe Social Services Transportation Advisory Council	<p>Explore multi jurisdiction Social Services Transportation Advisory Council options. Historically, there has been a lack of Tahoe Truckee representation at transportation forums and meetings voicing the needs and challenges of underserved individuals. Several forums exist such as the Regional Coordinating Council, Social Services Transportation Advisory Committees and Tahoe Truckee Regional Unmet needs hearing and it is critical to have a voice at these forums. Explore continuing to align CCTT and transportation meetings.</p>	<p>In the last year, TRPA worked with the Truckee North Tahoe Transportation Management Association, Community Collaborative of Tahoe Truckee, Town of Truckee, Placer County, and Nevada County to establish a "Resort Triangle Transportation Focus Group." The group serves as the Social Services Transportation Advisory Council for the North Tahoe and Truckee areas, meeting quarterly to discuss transportation needs in these communities. We plan to continue these meetings to encourage positive dialogue between social services and transportation professionals and ensure transit dependent populations have a voice.</p>	<p>This unmet transit need has been met.</p>
TRPA and TART/TTD	Community Collaborative of Tahoe Truckee/North Tahoe Social Services Transportation Advisory Council	<p>Ensure safe and viable pedestrian options exist in the winter months. There have been significant improvements in pedestrian pathways and access throughout the Tahoe Truckee region. In order to ensure year round usability and maintain safety, all pathways and bus shelters need to be clear of snow during the winter months.</p>	<p>Individual maintenance jurisdictions are responsible for clearing snow from shared-use paths within their jurisdiction. Business owners are expected to clear snow from sidewalks in front of their businesses. TRPA updates this information from each jurisdiction every year to share with the public. TART and TTD ensure all bus stops and surrounding sidewalks are cleared of snow during the winter.</p>	<p>This is not an unmet transit need.</p>
TTD	Tahoe Area Coordinating Council for the Disabled/South Tahoe Social Services Transportation Advisory Council	<p>Extend service to after 9:00pm to service evening classes at LTCC. With new schedule changes effective November 1st, 2018, service to Lake Tahoe Community College now stops around 8:00pm. The LTCC evening classes don't let out until around 9:00pm and many of the students taking these classes rely on public transportation to LTCC and back home.</p>	<p>Operational comment. Longer service day would require shifting existing resources and service reductions in other areas.</p>	<p>This is an unmet transit need not reasonable to meet at this time.</p>

Appendix C

Operator	Group	Unmet Need/Recommendation	Analysis	Recommendation
TTD	Tahoe Area Coordinating Council for the Disabled/South Tahoe Social Services Transportation Advisory Council	TTD recently increased the qualifying "senior" age from 60 to 65. Seniors eligible for affordable senior housing in South Lake Tahoe must only be 62 to qualify. Therefore, some seniors living in senior housing will not qualify for ADA services or reduced fares on TTD buses. TTD should consider changing the senior eligibility age from 65 to 62 to align with the low-income senior housing age eligibility in South Lake Tahoe.	The ADA does not require that transit agencies extend services to older adults without disabilities. TTD's paratransit eligibility and reduced fare eligibility exceeds the minimum requirements. TTD increased the qualifying age to meet farebox recovery thresholds set by funding agencies.	This is not an unmet transit need.
TTD	Tahoe Area Coordinating Council for the Disabled/South Tahoe Social Services Transportation Advisory Council	Consider electing a social services professional to the TTD and TTC boards of directors. The social services community has been very vocal at recent board meetings after TTD proposed to reduce ADA services. This vulnerable community would benefit from a designated vote by a social services professional on the TTD and TTC boards.	TTD's At-Large Board membership is a process of the Board.	This is not an unmet transit need.
TTD	Tahoe Area Coordinating Council for the Disabled/South Tahoe Social Services Transportation Advisory Council	Explore transportation options for youth, senior, and other community members to access difficult to reach places. There are several groups of kids and seniors from South Lake Tahoe who attend activities at the Douglas County Community Center. They should have a reliable and sustainable public transportation option that operates all day between South Lake Tahoe and the community center.	Operational comment. TTD agrees that additional regional connections are desirable. This would require shifting existing resources and service reductions in other areas.	This is an unmet transit need not reasonable to meet at this time.
TTD	Tahoe Area Coordinating Council for the Disabled/South Tahoe Social Services Transportation Advisory Council	Consider more first and last-mile transportation options in addition to Lime bikes and scooters. Travelers with disabilities are unable to utilize new bike and scooter options, and these modes are often unsafe without helmet requirements. More options will benefit many transit-dependent populations.	Operational comment. TTD agrees that additional connections are desirable. TTD is willing to collaborate with any agency offering first and last-mile transportation options.	This is an unmet transit need not reasonable to meet at this time.
TART/TTD	Tahoe Area Coordinating Council for the Disabled/South Tahoe Social Services Transportation Advisory Council	Work with local jurisdictions to ensure transit options are included in board packets, council meeting packets, jury summons, and any public event invitations. Local jurisdictions should add all available public transit options in board packets and meeting notices to ensure the public understands what alternative transportation options are available to them.	TART: Placer County Staff is available to make information available in formats appropriate for all of these media. More specific information on board packets referred to would be appreciated. TTD: TTD is happy to assist any jurisdiction with trip planning for attendees to their meetings and events.	This is not an unmet transit need.