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# Final Transit Agency and Driver Survey Summary

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To: Mike Costa, Placer County Transportation Planning Agency  
From: WSP  
Date: Monday, November 10<sup>th</sup>  
Subject: Final Transit Agency and Driver Survey Summary

## Introduction

This memo contains results from the online Placer County Transportation Planning Agency's (PCTPA) transit agency/driver survey that went live on October 13<sup>th</sup>, 2025, as part of the Placer Bus Stop Facilities Assessment and Improvement Plan. Results detailed in this summary reflect data collected between October 15<sup>th</sup> and November 2<sup>nd</sup> when the survey closed.

As part of the Placer Bus Stop Facilities Assessment and Improvement Plan, PCTPA launched an online survey to gather valuable feedback from transit staff on rider priorities and experiences. The survey link was shared with Placer County Transit (PCT) and Roseville Transit staff who actively supported the effort by posting flyers and QR codes in communal spaces and encouraging their staff to participate. To further boost engagement, PCTPA offered a chance to win one of four \$50 Safeway gift cards as an incentive. This collaborative approach ensures that insights collected reflect both staff observations and rider feedback.

In total, 28 respondents provided feedback by completing the survey.



## Frequent Feedback on Bus Stop Amenities

**Question 1: Which of the following amenities have you heard riders ask for most often at bus stops?** *Please list the bus stop locations where frequent feedback about the listed types of amenities is heard. If no feedback is heard about a specific amenity, the text field can be left blank.*

Table 1: Frequently Requested Bus Stop Amenities from Riders

Seating	Shelter/Shade Elements	Lighting	Trash Bin	Schedule Information (Posted Timetables, Real-Time Information, Etc.)	Accessibility Features (Curb Ramps, Paving, Etc.)
Specific Bus Stop Locations					



<ul style="list-style-type: none"> <li>• Sunset Blvd &amp; Pebble Creek Dr (Bel Air) (Rocklin)</li> <li>• Hwy 49 &amp; Edgewood Rd (Auburn)</li> </ul>	<ul style="list-style-type: none"> <li>• Sunset Blvd &amp; Pebble Creek Dr (Bel Air) (Rocklin)</li> <li>• Hwy 49 &amp; Edgewood Rd (Auburn)</li> <li>• Roseville Galleria (Roseville)               <ul style="list-style-type: none"> <li>○ It has to load so far from the covered benches and it's not practical</li> </ul> </li> <li>• R St &amp; Shamrock Ct (Lincoln)</li> <li>• Douglas Blvd &amp; Rocky Ridge Dr (Roseville)</li> <li>• 1<sup>st</sup> St &amp; C Ave (DeWitt) (North Auburn)               <ul style="list-style-type: none"> <li>○ Riders want their shelter back</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Sunset Blvd &amp; Pebble Creek Dr (Bel Air) (Rocklin)</li> <li>• E Roseville Pkwy &amp; Olympus Dr (Roseville)</li> <li>• Roseville Pkwy &amp; Taylor Rd (Roseville)</li> </ul>	<ul style="list-style-type: none"> <li>• Sunset Blvd &amp; Pebble Creek Dr (Bel Air) (Rocklin)</li> <li>• Sierra College stops (Rocklin)               <ul style="list-style-type: none"> <li>○ It's hard to throw away trash because of the top cover on the bins</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Twelve Bridges Library (Lincoln)</li> <li>• 3<sup>rd</sup> St &amp; F St (Lincoln)</li> <li>• Roseville Galleria (Roseville)</li> <li>• Routes 6 and 8 (Roseville)</li> <li>• Louis Ln &amp; Orlando Ave (Roseville)</li> <li>• Auburn/Nevada Station (Auburn)</li> <li>• Colfax Depot (Colfax)</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Other Associated Feedback</b>					



Seating	Shelter/Shade Elements	Lighting	Trash Bin	Schedule Information (Posted Timetables, Real-Time Information, Etc.)	Accessibility Features (Curb Ramps, Paving, Etc.)
<ul style="list-style-type: none"> <li>• More benches</li> <li>• Most don't have seating on the circulator route</li> <li>• The seats are soft</li> </ul>	<ul style="list-style-type: none"> <li>• Generally needed, especially in summer. Many passengers stand in the shade of trees which makes them harder for them to see.</li> <li>• Most stops don't have shelters</li> </ul>	<ul style="list-style-type: none"> <li>• The stops are not visible in the dark</li> <li>• All bus stops need lighting</li> <li>• There should be lights so that drivers can see us</li> </ul>	<ul style="list-style-type: none"> <li>• Need more at all bus stops</li> </ul>	<ul style="list-style-type: none"> <li>• Need information on timetables</li> <li>• Google gives out wrong info</li> <li>• Need schedule information</li> <li>• All bus stops need next bus signage</li> <li>• All bus stops need physical time sheets</li> </ul>	<ul style="list-style-type: none"> <li>• Not all stops have them</li> </ul>
<b>Answered: 5</b> <b>Skipped: 23</b>	<b>Answered: 12</b> <b>Skipped: 16</b>	<b>Answered: 6</b> <b>Skipped: 22</b>	<b>Answered: 6</b> <b>Skipped: 22</b>	<b>Answered: 13</b> <b>Skipped: 15</b>	<b>Answered: 1</b> <b>Skipped: 27</b>

The following responses were identified through analysis of the 'Other' responses:

- Wi-Fi needed on bus and a tap to pay option
- All stops should have the ability to digitally pay
- Riders often ask if they can pay with a credit or debit card
- Extended hours
- More routes
- Bus service on Sunday

This indicates that riders most often ask for easier payment options like tap-to-pay and card payments, better connectivity with Wi-Fi, and expanded service including more routes, extended hours, and Sunday service.



## Bus Stop Improvement Priorities

**Question 2: Which bus stops would be your top priority to improve bus stop conditions and accessibility for riders and why? Please list up to three stop names or locations and describe why they're a top priority for improvement.**

The following presents a ranked list of bus stop locations based on survey responses, using a weighted scoring system: stops identified as a first priority were assigned three points, second priority two points, and third priority one point. Multiple points were assigned if a stop was mentioned multiple times. For this question, 25 respondents named one location, 22 named two, and 12 named three.

**Table 2: Prioritized Bus Stops to Improve Conditions and Accessibility for Riders by Respondents**

10-15 Points	5-9 Points	1-4 Points
<ul style="list-style-type: none"> <li>Roseville Galleria (Roseville): 13 points</li> </ul>	<ul style="list-style-type: none"> <li>30/49S (Auburn): 9 points</li> <li>3<sup>rd</sup> Street: 9 points               <ul style="list-style-type: none"> <li>Sunset Blvd (Rocklin)</li> <li>F Street (Lincoln)</li> </ul> </li> <li>Quartz Dr: 6 points               <ul style="list-style-type: none"> <li>Hwy 49 (Auburn)</li> <li>Galena Dr (North Auburn)</li> </ul> </li> <li>Light Rail – Watt I80 (North Highland): 6 points</li> <li>Target (Auburn): 5 points</li> <li>F Ave &amp; 1<sup>st</sup> St (DeWitt) (North Auburn): 5 points</li> <li>Roseville Parkway (Roseville): 5 points</li> </ul>	<ul style="list-style-type: none"> <li>Cirby Wy: 4 points               <ul style="list-style-type: none"> <li>Cirby Hills Dr (Roseville)</li> <li>Riverside Ave (Roseville)</li> </ul> </li> <li>Hwy 49: 4 points               <ul style="list-style-type: none"> <li>Nevada St (Theater) (Auburn)</li> </ul> </li> <li>Main St: 4 points               <ul style="list-style-type: none"> <li>Washington Blvd (Roseville)</li> </ul> </li> <li># 70 (Lincoln): 3 points</li> <li>Pleasant Grove Blvd &amp; Galilee Rd (Roseville): 3 points</li> <li>1<sup>st</sup> St and C Ave (DeWitt) (North Auburn): 3 points</li> <li>Thunder Valley Casino (Lincoln): 3 points</li> </ul>



10-15 Points	5-9 Points	1-4 Points
	<ul style="list-style-type: none"><li>• Louis Ln &amp; Orlando Ave (Roseville): 5 points</li></ul>	<ul style="list-style-type: none"><li>• Pleasant Grove Bl &amp; Fiddymnt Rd (Roseville): 3 points</li><li>• # 10 (Roseville): 2 points</li><li>• Twelve Bridges Library (Lincoln): 2 points</li><li>• N Sunrise Ave &amp; Eureka Rd (Roseville): 2 points</li><li>• Sierra Meadows Dr (Rocklin): 2 points</li><li>• Cirby Wy &amp; Parkview Dr (Roseville): 2 points</li><li>• Douglas Blvd &amp; Harding Blvd (Roseville): 2 points</li><li>• Rocklin Route 6 &amp; 8 (Rocklin): 2 points</li><li>• Pleasant Grove Blvd &amp; Fairway Dr (Roseville): 2 points</li><li>• Richardson Dr (North Auburn): 1 point</li><li>• Sunrise Ave &amp; Coloma Wy (Roseville): 1 point</li><li>• Dry Creek Rd (North Auburn): 1 point</li><li>• Vernon St &amp; Taylor St (Roseville): 1 point</li><li>• Sunset Blvd &amp; Atherton Rd (Rocklin): 1 point</li></ul>



## Accessible Wheelchair Deployment at Bus Stops

**Question 3: Can you tell us which bus stops you've had difficulty deploying wheelchair ramps for riders or pulling into/out of the bus stop? Please include stop names of locations and describe the issue.**

The following bus stops were most frequently mentioned by drivers for design that causes difficulties in deploying wheelchair ramps for riders or for pulling into or out of bus stops. For this question, 16 named one location, 11 named two, and seven named three.

- 3<sup>rd</sup> St: 6 mentions
  - Sunset Blvd (Rocklin)
  - S Whitney Blvd (Rocklin)
- Sunset Blvd & Springview Dr (Rocklin): 3 mentions
- South Bel Air (Auburn): 2 mentions
- L Route Sierra College (Rocklin): 2 mentions
- F Ave & 1<sup>st</sup> St (North Auburn): 2 mentions
- S Whitney Blvd: 2 mentions
  - Springview Dr (Rocklin)
- Dry Creek Rd: 2 mentions
  - Richardson Dr (North Auburn)
  - Hwy 49 (North Auburn)
- Shamrock Ct: 2 mentions
  - R St (Lincoln)
- Washington Blvd: 2 mentions
  - Main St (Roseville)
  - Vernon St (Roseville)
- 70 bus East and 6th (Lincoln): 1 mention
- Nevada St (Theater) (Auburn): 1 mention
- 1<sup>st</sup> St & Lincoln Blvd (Lincoln): 1 mention



- Nevada St & Enterprise Dr (Post Office) (Auburn): 1 mention
- Industrial Ave & Ferrari Ranch Rd (Lincoln): 1 mention
- Sunrise Ave & Conroy Ln (Roseville): 1 mention
- Pleasant Grove Blvd & Foothills Blvd (Roseville): 1 mention
- Sunset Blvd & Atherton Rd (Rocklin): 1 mention

## Safety and Accessibility

**Question 4: Which of the following safety and accessibility issues at bus stops have riders expressed concerns? Please select all that apply.**

**Table 3: Safety and Accessibility Issues at Bus Stops by Respondents**

Concern	Times Selected
Lack of sidewalks at the stop	14
Distance from nearest crosswalk	7
Riders crossing bicycle facilities to access a stop	2

**The following key themes were identified through analysis of the ‘Other’ responses:**

- Shelters have no lights at night
- No access to bathrooms at transfer points
- Crossing in front of traffic
- They would like better crosswalk safety at Civic Center bus crossing
- No shade shelters at some stops

Riders highlighted concerns about poor lighting at shelters, lack of shade and restroom access, unsafe traffic crossings, and the need for improved crosswalk safety at Civic Center.