City of Tracy Short Range Transit Plan FY25/26-FY30/31

Adopted May 6, 2025 by City of Tracy City Council

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Executive Summary

The Short-Range Transit Plan (SRTP) is a document that outlines a transit agency's transit services and operations for a set period of time, usually five years, but sometimes up to 10 years. SRTPs are based on revenue forecasts and include information such as service plans, budgets, and operational data. SRTPs are used to justify federal and state grants for transit operations and capital projects. Transit agencies within San Joaquin County are required to submit SRTPs to the San Joaquin Council of Governments (SJCOG) to comply with federal and state requirements.

At the local level, the SRTP update provides an opportunity to explore key issues for transit usage. For example, a jurisdiction may be experiencing tremendous housing growth or are developing a large development, logistics hub, or multi-modal station which would increase travel in specific areas. The SRTP includes forecasting for anticipated ridership and service increases associated with projected growth in a service area, as well as operating and capital expenditures and revenues needed to support those service expansions.

This SRTP is fiscally constrained to the fiscal years 2025/2026 through fiscal years 2030/2031 and makes recommendations for capital and service planning during the subsequent five years, and beyond. The following paragraphs illustrate the importance of the SRTP, and reading the projects outlined within this document for regional, state, and federal funding.

1.1 Federal Requirement

Federal statutes (MAP-21 [1]) and the U.S. Code Title 49, Chapter 53, Section 5303, (c) General Requirements [2] requires that SJCOG, in partnership with the state and with local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP.

To effectively execute these planning and fund programming responsibilities, SJCOG, in cooperation with Region IX of the Federal Transit Administration (FTA), requires public transit operators to work cooperatively with SJCOG through a board-approved resolution and memoranda of understandings (MOU) with the transit operators within San Joaquin County. The MOU stipulates that transit operators draft short range transit plans that will feed into the development of the Federal Transportation Improvement Program (FTIP); and in compliance with 49 U.S.C. 5303 [3] and in 23 CFR part 450 [4], as

[1] https://www.fhwa.dot.gov/map21/
[2] https://uscode.house.gov/view.xhtml?path=/prelim@title49/subtitle3/chapter53&edition=prelim
[3] https://uscode.house.gov/view.xhtml?req=granuleid:USC-1994-title49-section5303&num=0&edition=1994
[4] https://www.govinfo.gov/app/details/CFR-2024-title23-vol1/CFR-2024-title23-vol1-part450

incorporated by reference in 49 CFR part 613[5], Metropolitan and Statewide and non-metropolitan planning.

1.2 California State Requirement

The information found in each transit operator's short-range transit plan feeds into the SJCOG RTP and TIP. Transit systems performance objectives (TSPOs) are set within the SRTP and are used annually and triennially for Transportation Development Act (TDA) audits, in addition to determining funding eligibility for TDA funds. Each recipient agency must also report to the California Department of Transportation (Caltrans) the State of Good Repair revenues and expenditures in their annual TDA Audit or Annual Comprehensive Financial Report (ACFR). The TSPOs are also referenced during the annual unmet transit needs assessment and help to determine whether an unmet transit need is reasonable to meet. Additionally, the information found in the SRTP is used to update SJCOG's Regional Transit Systems Plan (RTSP).

1.3 Measure K Requirement

The Measure K Renewal fund allocation for bus transit capital projects and services are to be consistent with adopted short range transit plans and the SJCOG RTSP.

Measure K funds are allocated for programs that promote regional initiatives, consistent with SJCOG's adopted RTSP. Regional initiatives could include, for example, development of a San Joaquin County regional transit services map, a universal fare card system, activities in support of implementing intelligent transportation system (ITS) technology that encourages transit use, implementation of innovative forms of transit to serve rural areas, and implementation of transit security awareness programs and measures.

1.4 Overview of SRTP Recommendations

The main goal of the recommendations in this SRTP is to have more direct routes, increased frequency, and to get riders to where they want to go faster. The key issues that were identified with the current system are:

- *I have to wait to long for the bus to arrive.*
- *TRACER doesn't go where I need it to go.*
- *TRACER doesn't run late enough.*

1.4.1 Fixed Routes

This SRTP outlines the plan to expand service to six (6) fixed routes from four (4) services, plus two (2) shuttles that will operate continually during the span of fixed route service, generally 7AM to 7PM.

[5] https://www.ecfr.gov/current/title-49/subtitle-B/chapter-VI/part-613

These routes will operate either East to West or North to South across the City. See the table below for an overview of the proposed routes.

Table 1. Recommended Fixed-Route Service

More Direct Routes	
East-West Routes	1. Tracy Transit Station (TTS) to Mall via Grant Line 2. TTS to Walmart via Eaton/Lowell 3. TTS to Corral Hollow (Safeway area) via 10th/11th. 4. Corral Hollow (Safeway area) to Hidden Lake (Valpico & MacArthur)
North-South Routes	5. Tracy Hills to Mall 6. Tracy Blvd - From New Indian Supermarket/In-n-Out/La Plaza Supermarket to Edgewood
Connecting Shuttles	7. Mall Shuttle – between Mall and Costco/Walmart 8. TTS to Valpico Rd (Raley's area)

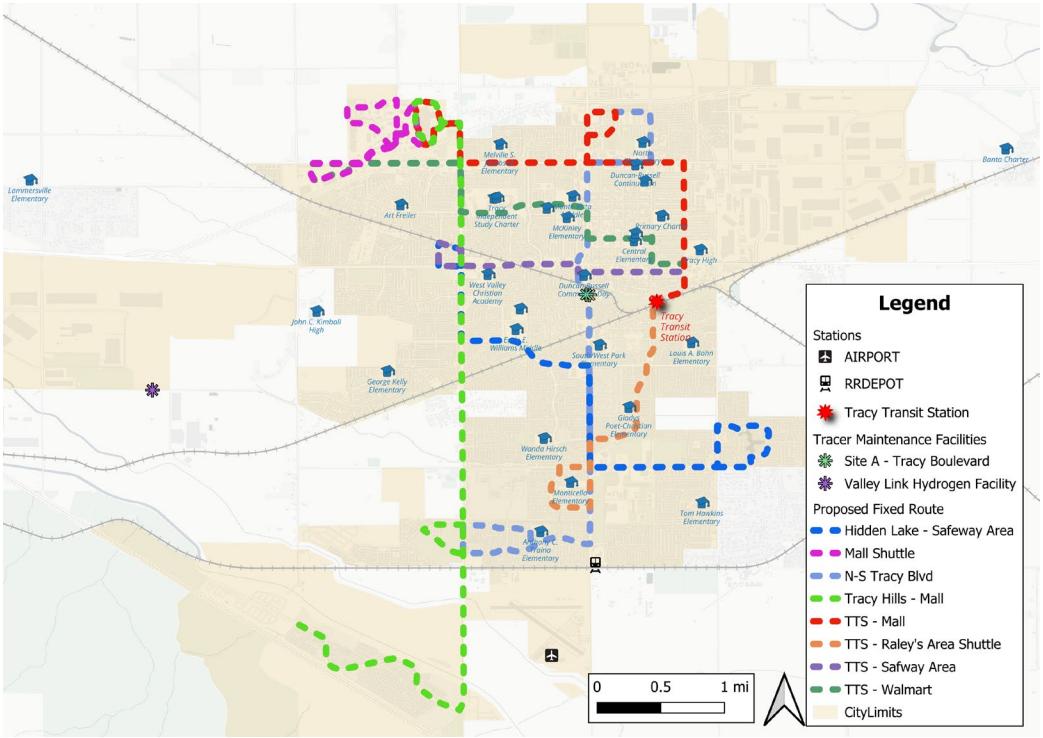

Figure 1. Recommended Fixed-Route Service.

1.4.2 Commuter Routes

Commuter Routes E, F, G and H will remain at their service levels, if they continue to hit the goals, standards and objectives outlined in section 2.0. The one change will be to add 2 trips in the AM to Route G – currently it only has two trips in the PM.

1.4.3 TRACER Plus (On-Demand)

The plan proposes to expand the hours of TRACER Plus reservation times from Monday to Friday so that there is a consistent end time every evening (11pm).

1.4.4 Paratransit

The paratransit service will remain the same as it is today.

1.4.5 Phasing

See the table below for an overview of activities proposed by fiscal year. See more information in Chapter 4: Operations Plan and Budget.

Table 2. Operations Plan Implementation by Fiscal Year.

Year	Fiscal Year	Operations Plan Activities
Year 1	FY25/26	Route implementation; Service frequency increases; capital project planning
Year 2	FY26/27	Route implementation; Service frequency increases; capital project planning
Year 3	FY2728	Service frequency increases, capital project planning
Year 4	FY28/29	Service frequency increases, capital project planning
Year 5	FY29/30	Service frequency increases, capital project planning
Years 6-10	FY30/31—FY34/35	Capital project implementation

1.5 Organization of this document

This document is organized into the following chapters:

Chapter 1: Overview of TRACER. Description of recent trends in the City of Tracy, the history and governance of the transit agency, the current fares, fleet, and facilities.

Chapter 2: Goals, objectives, and standards. Description of the City's vision, goals and objectives related to transit, as well as performance metrics.

Chapter 3: Service & System Evaluation. An evaluation of the existing TRACER System.

Chapter 4: Operations Plan & Budget. Description of proposed recommendations for service improvements and their associated budget.

Chapter 5: Capital Improvement Program (Project List). An overview of the capital improvements needed to implement the proposed operations plan.

1.0 Overview of Tracer

This section presents the existing conditions of transit services within the City of Tracy. It includes an analysis of data provided by the City of Tracy and San Joaquin Council of Governments (SJCOG), as well as a compilation of information relevant as of January 2024. The following memo outlines a comprehensive assessment of the existing conditions of the City of Tracy's transit system. Topics in this assessment include the history of the transit agency, governance, transit services, revenue fleet, and existing facilities. This information and analysis of the existing conditions of the City of Tracy's transit system will provide a solid foundation for future planning and development efforts, enabling the agency to make informed decisions and improvements to better serve the community's transportation needs.

1.1 City of Tracy Overview

As of July 2023, the City of Tracy with a population of 98,091 is the second largest City in San Joaquin County. The population distribution (2020 census block level data) and existing transit routes within the City are shown in **Figure 3**. During the 2020 COVID-19 pandemic the City saw an influx of residents. The population growth rate for the City has passed 5% since 2020, when the City's population was about 93,000. Both national and the San Francisco Bay Area population growth rates fall under one percent for the same period. The comparison of the City of Tracy's population growth with national and the San Francisco Bay Area rates shows that the City has had a significant population growth since 2020. The population growth exceeded the anticipation made in the travel demand model (TDM 2022) of SJCOG since in the model the estimated population for the City for year 2030 was about 97,000 people, which the City exceeded in the year of 2023. This implies that estimated growth rates for 2030 and 2042 will be even higher. **Figure 2** shows the estimated total population, households, and employment for the City of Tracy according to SJCOG TDM estimation. According to SJCOG TDM, the employment rate will have a steady growth rate by 2042, reaching more than 30,000 employed people within the City.

As of 2020. the City houses more than 27,700 residential units, 81 percent of which are detached single-family units. **Figure 4** shows the distribution of housing units and transit service within the City of Tracy. Additionally, it is important to note that the City of Tracy is working towards meeting its Regional Housing Needs Allocation (RHNA) for the 2023-2031 housing element cycle. The RHNA has set a target for the City to develop 8,830 new housing units, which are categorized into four income categories: very low, low, moderate, and above moderate-income levels. The allocation of these housing units across different income categories is part of the City's broader strategy to address various housing needs[6]. The above population and housing information are typically where trips within the City of Tracy will start.

[6] Draft of Tracy Housing Element, November 2023.

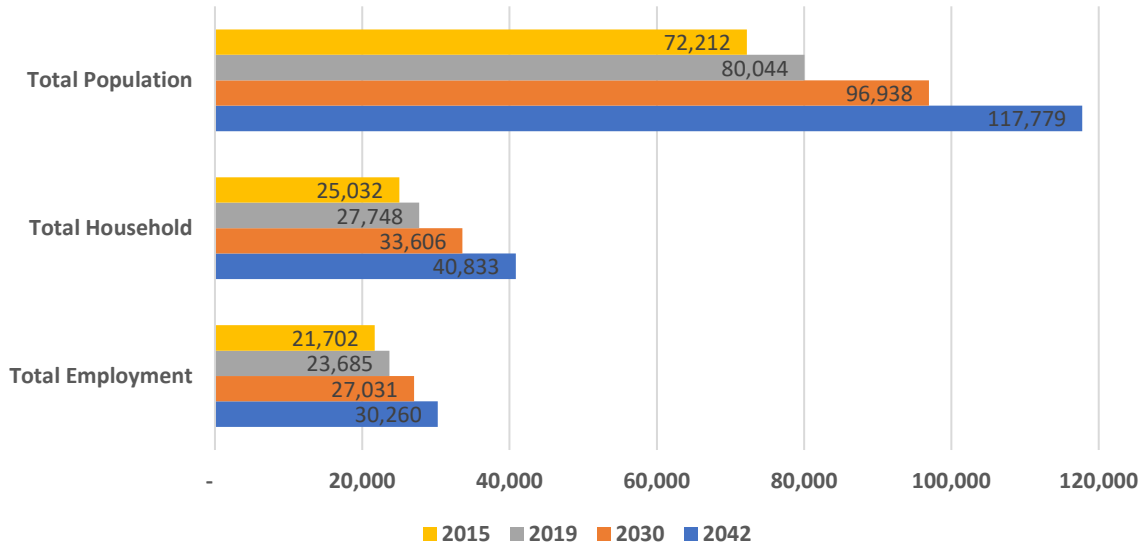

Figure 2. Population, households, employment growth 2015-2042 (Source: SJCOG Travel Demand Model 2022).

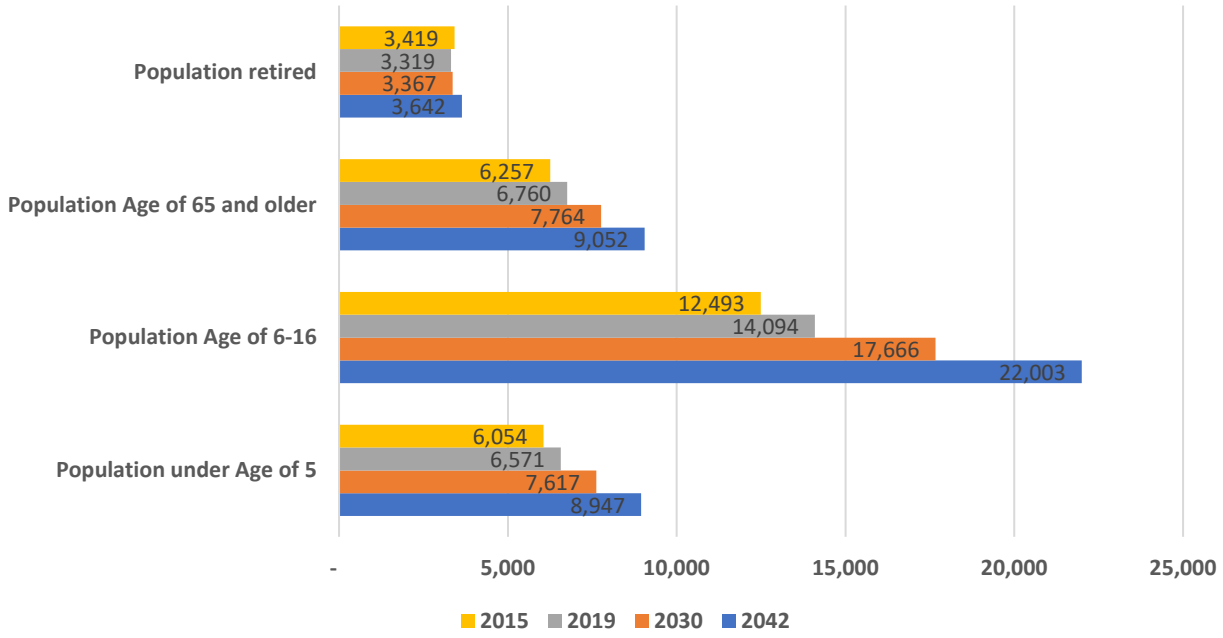

Figure 3. Population Group Growth 2015-2042 (Source: SJCOG Travel Demand Model 2022).

Figure 3 shows the estimated changes and growth of the City's population groups that are used in SJCOG's current travel demand model. Population groups under 16, and over 65 and retired are

correlated with high rates of transit dependency as they lack drivers' licenses, especially the age group of 6-16, which is predicted to have the highest growth rate among other groups by 2042. As shown in Figure 5, the TRACER serves all schools within the limit. The population growth rate of school-aged individuals provides an opportunity for the transit system to increase ridership by continuing and improving services to the school districts. Tracy's TRACER provides services primarily within two school districts: Tracy Unified School District and Jefferson School District.

Other points of interest include libraries and community centers, service centers, and wineries, based on the information provided by the County, as shown in Figure 7. The existing transit service covers most of the mentioned trip attraction points. Other potential trip attraction destinations are shown in Figure 8. These include the planned development areas included in the City's 2011 adopted General Plan. There are seven pairs of stops within the designated downtown revitalization area, which incorporates the central business district and downtown area. Figure 10 shows the General Plan land use designations. The planned development areas, including commercial zones, could be targeted for transit coverage expansion projects and investments since jobs, schools, central business district and shopping centers are typically where trips will end within the City of Tracy. These production and attraction data are important to understand during the analysis of the transit system, as these are the origins and destinations of potential TRACER riders.

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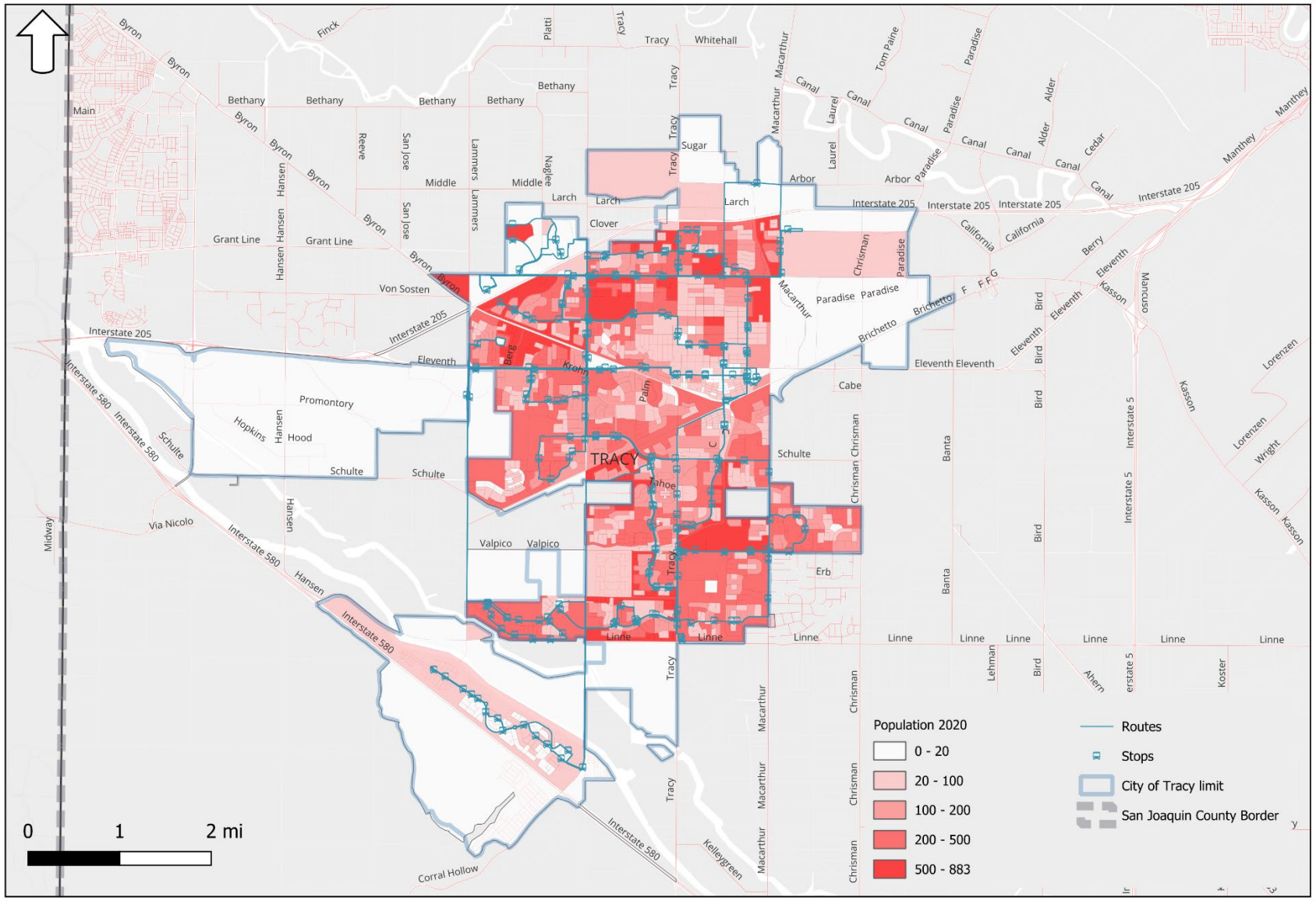


Figure 4. Population Distribution & Existing Transit Routes within the City of Tracy (Source: Census 2020).

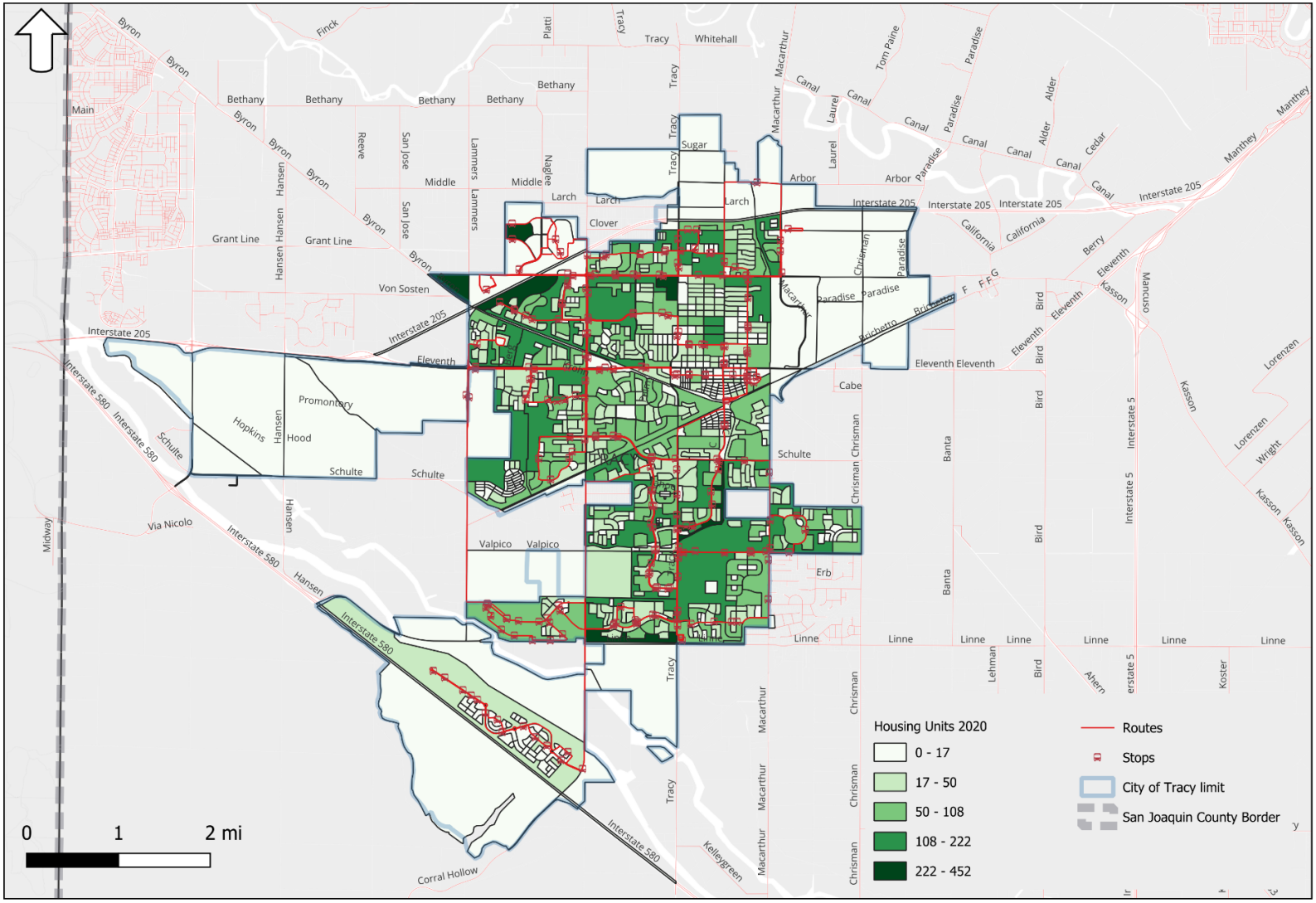


Figure 5. Housing Unit Distribution & Transit Routes within the City of Tracy (Source: Census 2020)

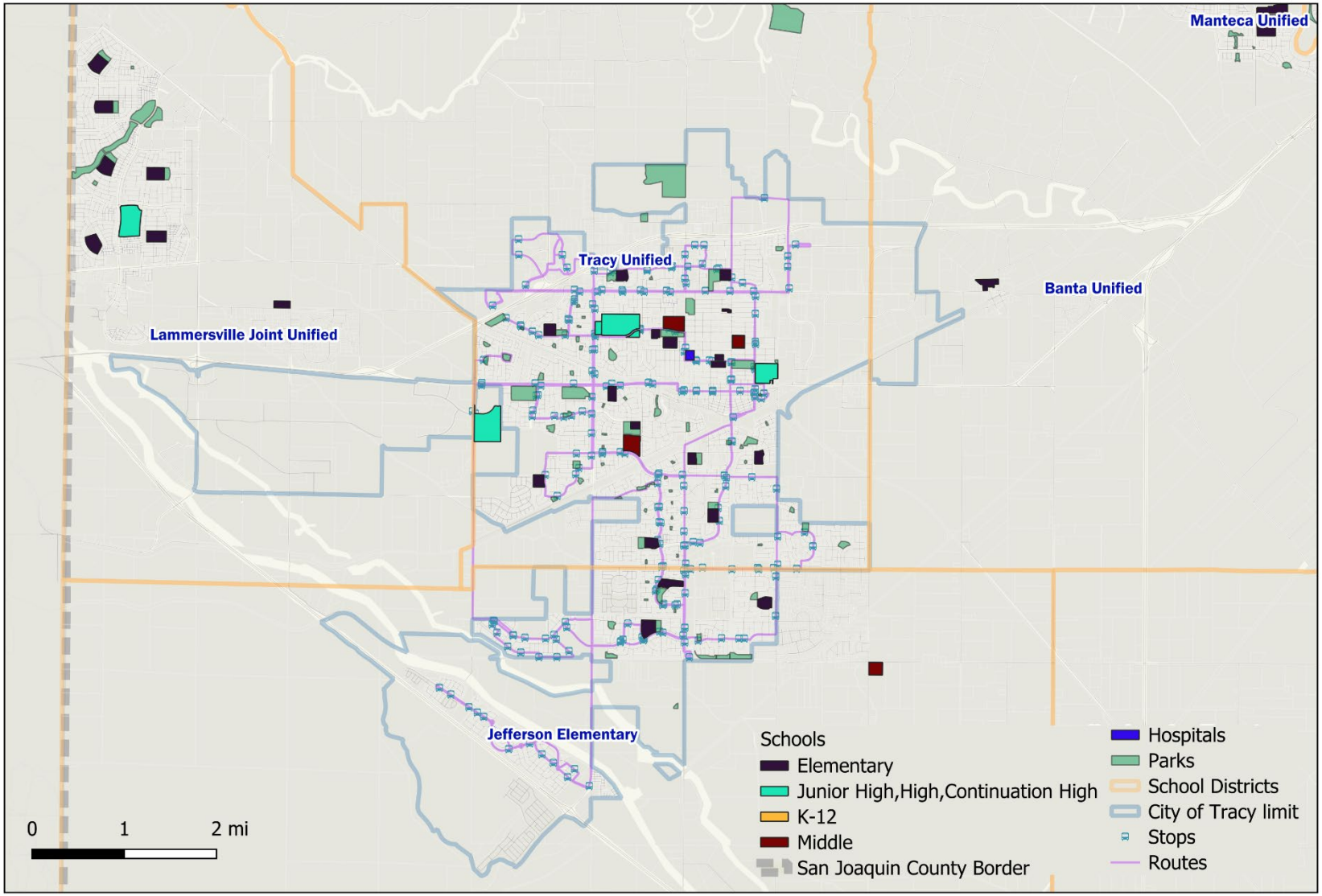


Figure 6. Schools in Tracy & Transit Routes.

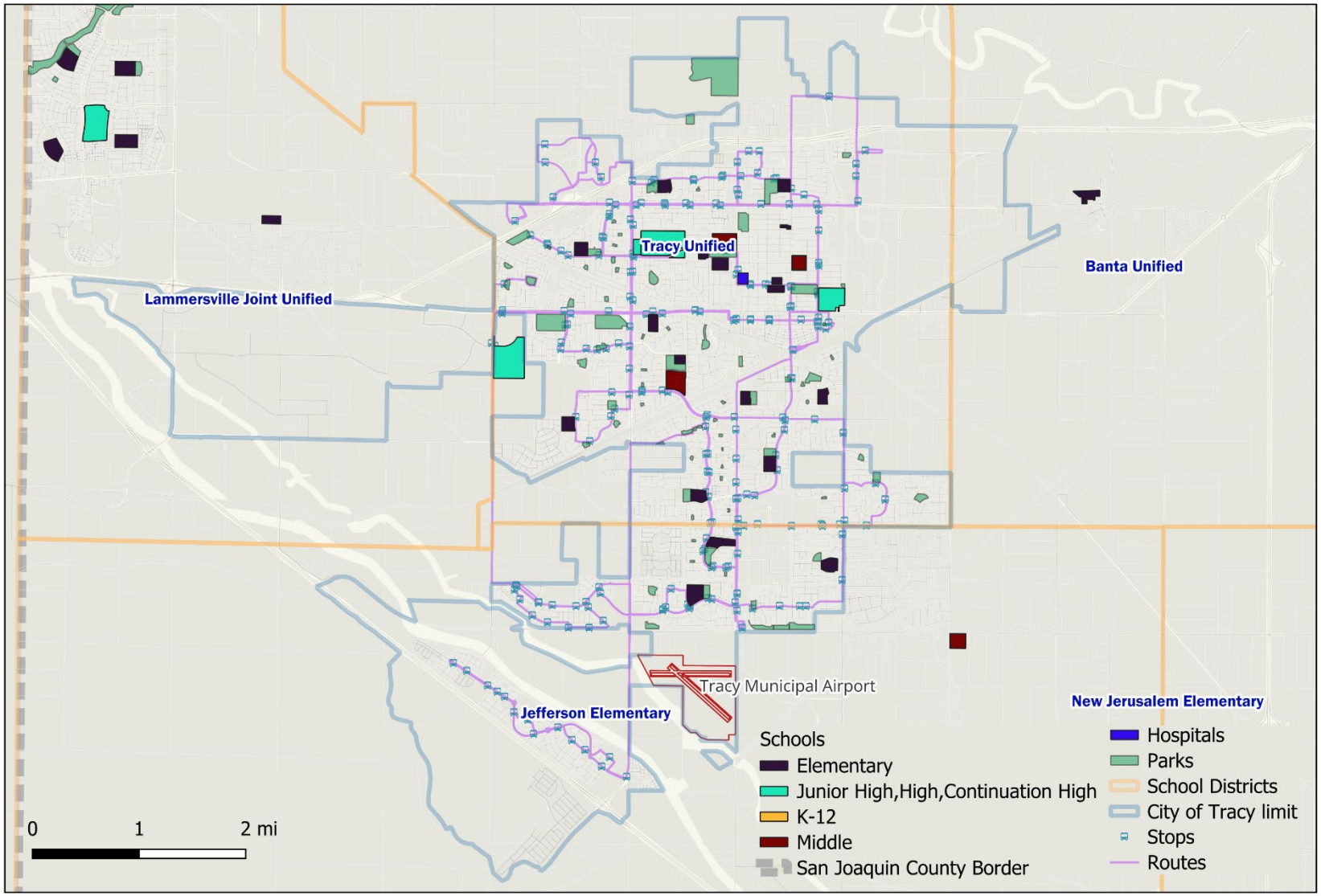


Figure 7. Points of Interest & Transit Routes within the City of Tracy (Group 2) (Source: San Joaquin County).

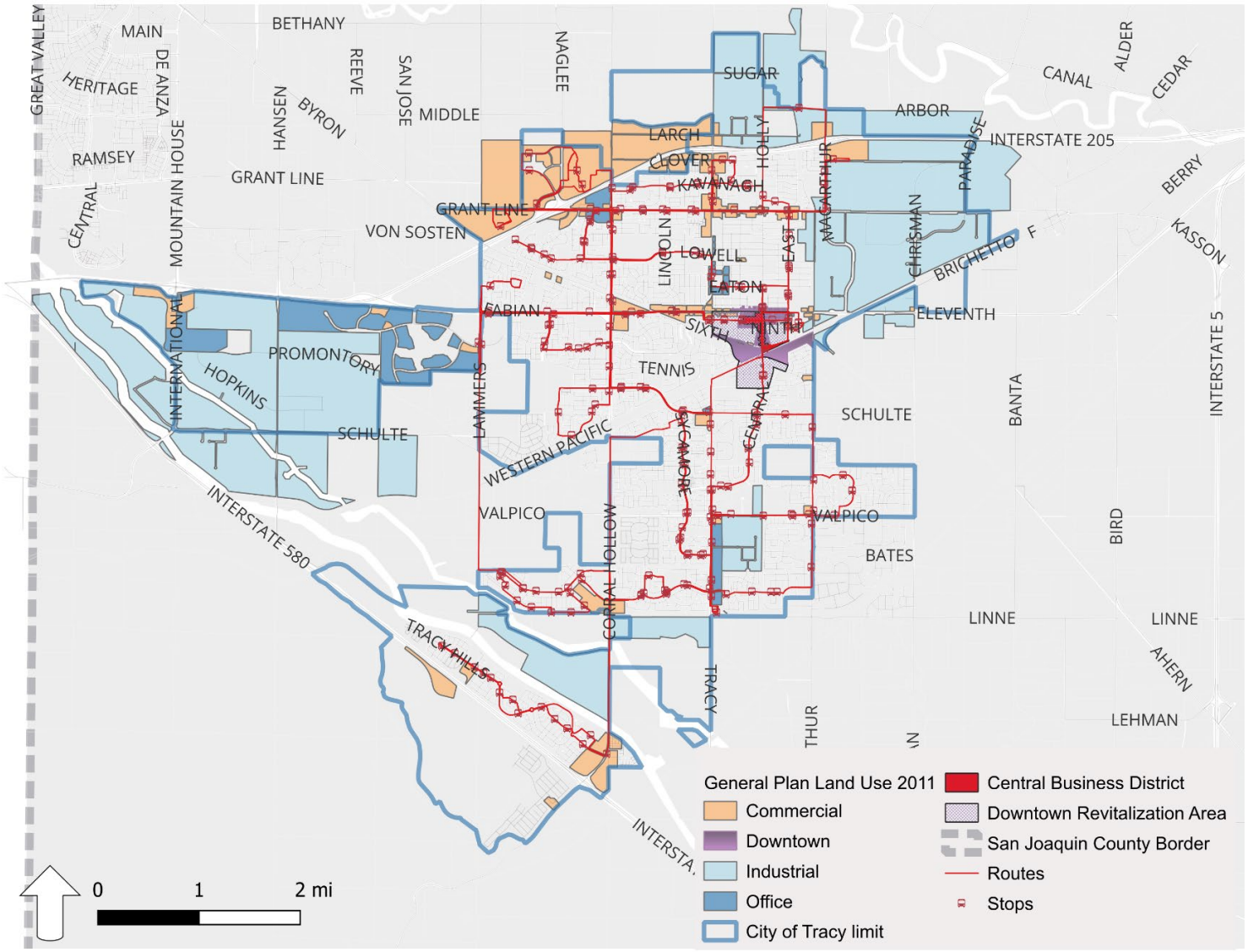


Figure 8. Job Generating General Plan Land Uses & Transit Routes within the City of Tracy (Source: City of Tracy).

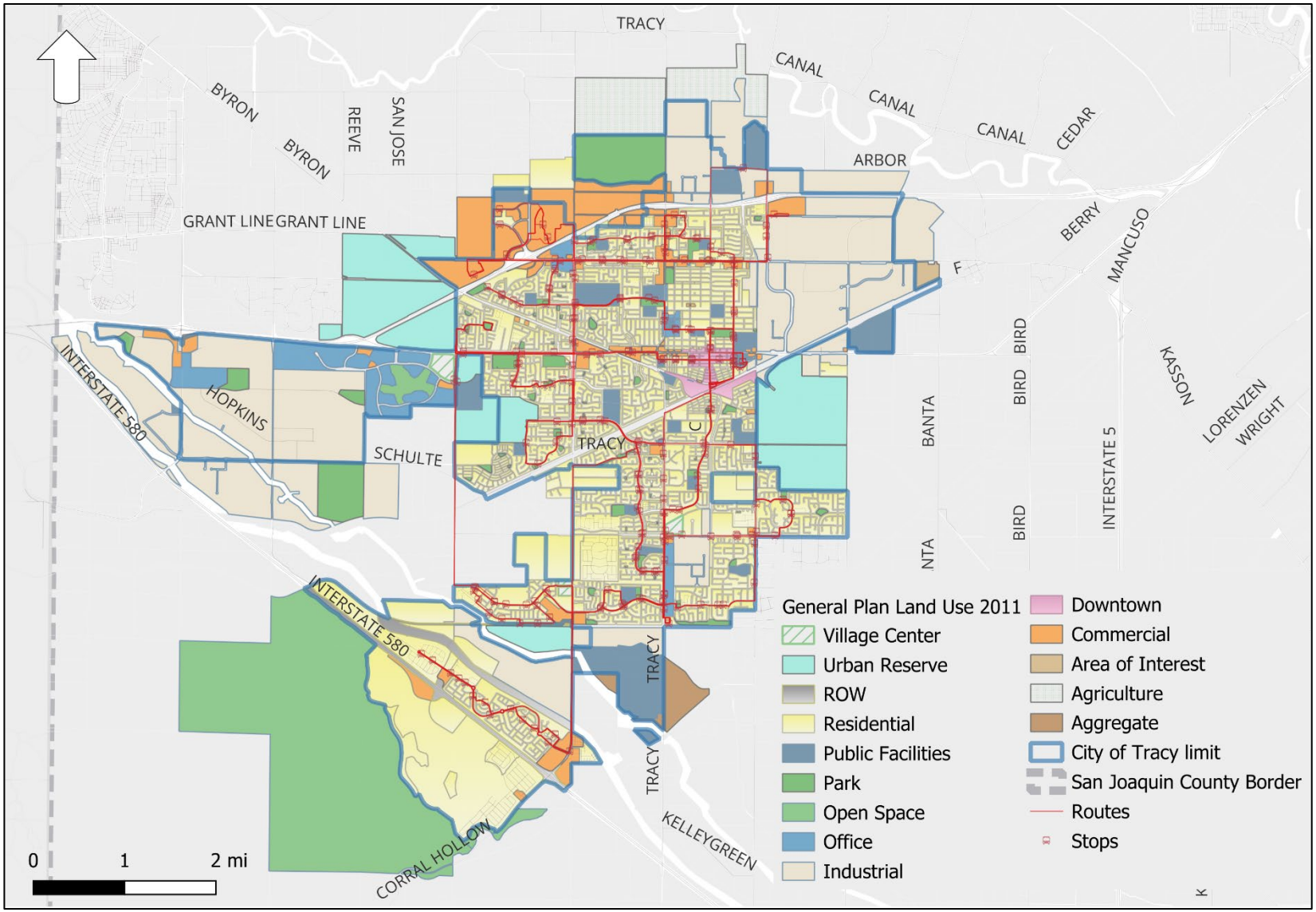


Figure 9. General Plan Land Use for the City of Tracy, Adopted 2011 (Source: City of Tracy).

Transit trips represent a small share (1.3%) of all trips of 2022. Driving modes constitute 89% of all trips, with 51% of those being shared rides (two or three people in a vehicle). Figure 11 shows the observed mode choice for all trip purposes in 2022.

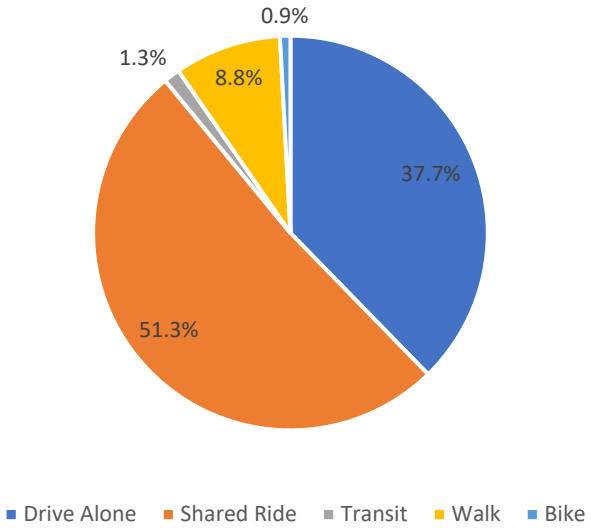


Figure 10. Mode choice distribution within San Joaquin Council of Government region (Source: SJCOG model, 2022).

2.0 TRANSIT SYSTEM OVERVIEW

2.1 Transit Agency History

In 2001, the City of Tracy started offering a fixed-route transit service called Tracer. Tracer includes the public bus system within the City of Tracy. The Tracer is currently managed by the City's Public Works Department, under the Transit Division. The Transit Division consists of one Transit Manager, two Transit Coordinators, and two Maintenance Workers, who are tasked with transit planning and coordination, federal and state grants, capital projects, contracts, federal and state regulation compliance, contractor oversight, transit surveys, and outreach. In 2024 the City went through an internal reorganization that moved the Transit Division into the Public Works Department. In 2023 the Transit Division was managed under the newly created Mobility and Housing Department and prior to 2023, the Transit Division was managed at various times under the Parks and Recreation Department and Public Works Department.

Today, the Tracer Fixed-Route Service operates Monday through Saturday with eight fixed routes and three shuttle routes connecting major points in the City, such as Downtown Tracy, West Valley Mall,

Walmart, and most middle and high schools. The service hours for the fixed-route service are from approximately 7:00 a.m. to 6:30 p.m. on weekdays and from 9:00 a.m. to 6:30 p.m. on Saturdays.

The Tracer system also includes Paratransit Service, which provides door-to-door, shared-ride service for eligible individuals with certified disabilities, Medicare recipients, seniors (age 65 and above), and veterans within the City limits. This service operates during similar hours to the fixed-route service. In addition to this, Tracer Plus On-Demand Service operates Monday through Sunday, providing curb-to-curb, shared ride service for the public. This on-demand service is designed to give all riders the ability to use public transportation within the Tracy City limits when Fixed Routes and Paratransit are not in service. The service hours for Tracer Plus On-Demand vary, extending into the early morning and late evening hours. The Tracer system also facilitates connections to other cities both inside and outside of San Joaquin County at the Tracy Transit Station via the San Joaquin Regional Transit District (RTD) buses and Greyhound bus service**.** Figure 13 shows the current service coverage of fixed-route and shuttle services within the City of Tracy[7].

The City has been in contract with MTM transit to operate all the transit services within the City of Tracy since 2016. The current contract term was from July 2021 to June 2025. After that, the City will announce a bid opportunity for more services.

This short-range transit plan intends to provide recommendations for transit services covering fiscal years 2025/2026 to 2034/2035. The implementation phase of these recommendations will start in July 2025.

[7] Source: City of Tracy, access January 2024, TRACER Bus Service | City of Tracy, CA

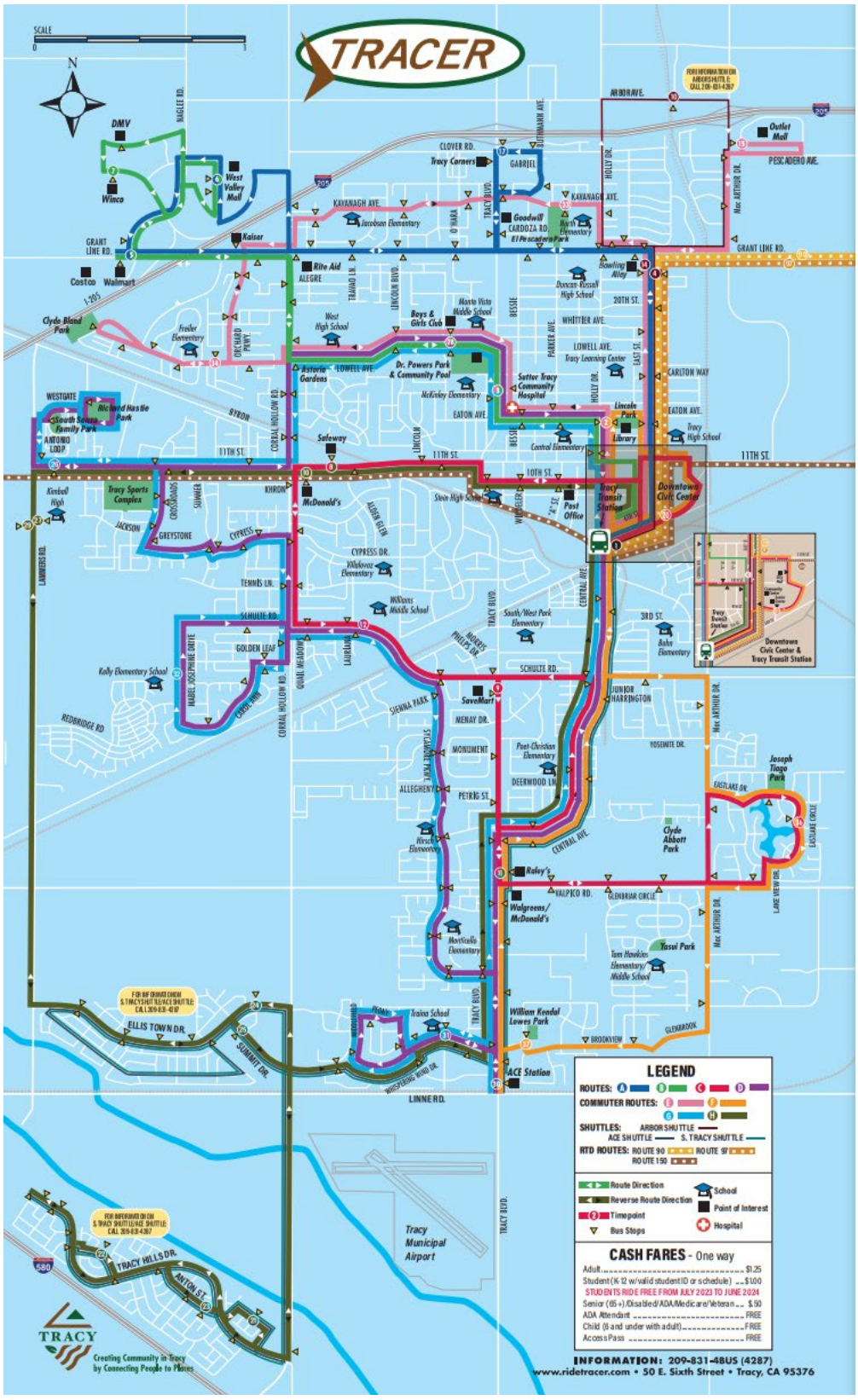


Figure 11. Fixed route and shuttle services within the City of Tracy.

2.2 Governance

The City of Tracy operates under a general law structure with a City Manager serving as the City's administrative chief, appointed by the City Council. The City Manager's responsibilities include appointing both the Assistant City Manager and heads of the eight key operational departments. Under the City Manager, the Public Works Department is responsible for oversight of the Transit Division. The Transit Division includes Tracer bus services, bikeways, American with Disabilities Act (ADA) compliance, Disadvantaged Business Enterprise (DBE) compliance for Transit services, and Title VI compliance.

The City Council, consisting of five elected officials, is the decision-making body in charge of adopting transit-related policies, determining changes in service, funding, and performance evaluation. Council members are elected for a term of four years, and the Mayor is elected for a term of two years.

A Transportation Advisory Commission was established by City Council Resolution 2007-120 and amended by Council Resolution 2010-022 to act in an advisory capacity on transportation related issues. The commission has five members from the community who meet monthly, and advise Council regarding service levels and routes, rules and procedures governing public transportation programs, comprehensive Citywide transit master planning, reviewing and monitoring long-range recommendations, promoting marketing strategies, and providing input about the adoption, amendment, or repeal of any decision pertaining to public transportation within the City. Figure 14 shows the organizational chart of the City in fiscal year 2024-2025.

Summary	
Type of unit of government	City
Composition and nature of representation of governing body:	City Manager & City Council
Number of members	***City Council*** – 5 members ***Transportation Advisory Commission*** – 5 members
Elected or appointed	***City Council*** – Elected ***Transportation Advisory Commission*** – Appointed by City Council

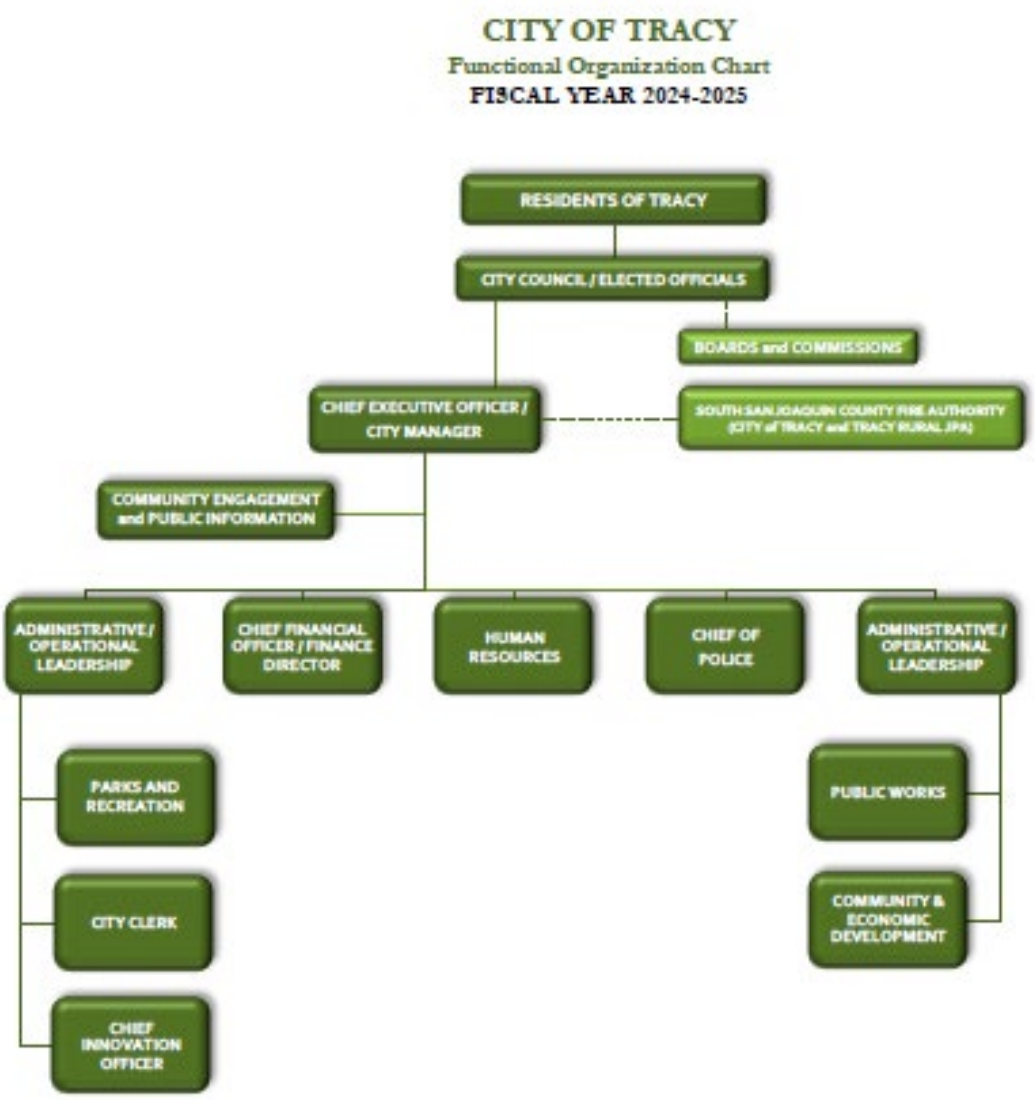


Figure 12. City of Tracy's Organizational Chart.

2.3 Transit Services Provided and Areas Served

The City offers fixed-route bus services, paratransit, and an on-demand transit service called TRACER Plus. The transit network covers all twenty-six square miles of the City serving roughly 100,000 residents. The fixed-route services include eleven lines, which connect riders to Downtown Tracy, West Valley Mall, Walmart, and the ACE Station. Additionally, the fixed-route service provides morning and afternoon services to most local schools, as shown in Figure 14. A description of the fixed-route services in the City is as follows:

Fixed-route services:

These routes provide services from 7 am to 7 pm on weekdays and modified hours on Saturday. It does not operate on Sundays. The hours of operation are the same for routes A through route D.

- **Route A** connects the Tracy Transit Station to West Valley Mall and serves multiple points of interest along the way, including City Hall, Tracy High School, McKinley Village Shopping Center, Tracy Corners, Grant Line Station Shopping Center, Kaiser Tracy, Tracy Pavilion Shopping Center, Tracy Marketplace.

- **Route B** extends from the Tracy Transit Station to West Valley Mall via Sutter Tracy Hospital, and serves Tracy High School, Downtown Tracy, Merrill West High School, Grant Line Station Shopping Center, Kaiser Tracy, Tracy Marketplace, Tracy Pavilion Shopping Center.

- **Route C** serves five main points of interest connecting the Tracy Transit Station to Hidden Lake, which includes Tracy High School, Tracy City Hall, Downtown Tracy, Corral Hollow Shopping Center/Gateway Plaza, Red Maple Village Shopping Center.

- **Route D** goes through the Tracy Transit Station, 11th St, Merrill West High School, Lammers, Kimball High School, and Red Maple Village Shopping Center.

Commuter Route Services:

These routes only operate during weekday school hours traveling in a loop route in counterclockwise direction in AM, clockwise direction in PM.

- **Commuter Route E** passes by Tracy City Hall, Tracy High School, Downtown Tracy, Shops at Northgate Village, Tracy Corners, Kaiser Tracy, and Merrill West High School by connecting the Tracy Transit Station and West High School.

- **Commuter Route F** serves six points of interest: Tracy Transit Station, Tracy City Hall, Tracy High School, Downtown Tracy, Red Maple Village Shopping Center.

- **Commuter Route G** operates only during weekday afternoon hours, passing by Tracy Transit Station, Downtown Tracy, Sutter Tracy Community Hospital, Merrill West High School, Corral Hollow Shopping Center/Gateway Plaza, and Red Maple Village Shopping Center.

- **Commuter Route H** goes through downtown Tracy and serves Kimball High School in addition to the Ellis and Tracy Hills developments. This route operates one way from Tracy Hills to the Tracy Transit Station in the AM, and from the Tracy Transit Station to Tracy Hills in the PM. This route also operated during weekday school hours only.

The following graph shows ridership trends over the past five fiscal years for the distinct types of transit services in Tracy. Like all transit services throughout the nation, Tracy's public transit system suffered a significant reduction in ridership during the COVID-19 pandemic restrictions and stay-at-home policies. Nationally, the average transit ridership dropped by 65 percent from March 2020 through December 2020[8]. When comparing fiscal year 2020/2021 and fiscal year 2018/2019, Tracy's fixed-route services saw a 64% reduction in ridership. Had the annual year-over-year growth in ridership been sustained for FY 2020/2021, the City would have seen over 153,000 annual passengers on the fixed-route system. The City's paratransit services reported an approximately 42 percent reduction in ridership comparing fiscal year 2020/2021 to fiscal year 2018/2019. Figure 5 shows the historical annual ridership by service type since 2017. It should be noted that the City initiated TracerPlus services in FY 2020/2021, starting with weekend only service, and adding weekday service in FY21/22. The transit ridership recovery rate in Tracy aligns with national trends, rebounding by 60 percent and 70 percent of pre-pandemic levels in 2022 and 2023, respectively.

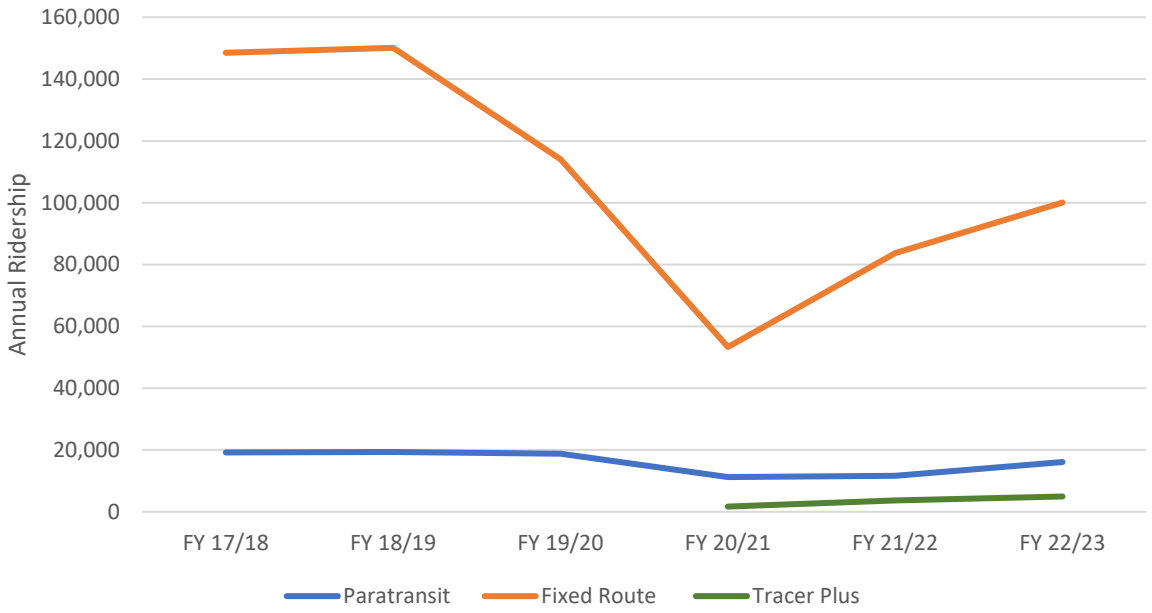


Figure 13. Historical Annual Ridership of Paratransit, Fixed Route, and Tracer Plus Services.

The fleet drivers manually collect the boarding and alighting data. The manual tracking system is heavily relying on the human operators to record passenger's traffic, which is subject to human error and increased dwelling time at stops. It is also labor intensive and adds up to the driver's burden to

[8] APTA Ridership Trends Dashboard powered by Transit, January 2021, https://transitapp.com/APTA.

remain mindful of the number of passengers boarding and dropping off at each station. The City intends to switch to an Automatic Passenger Counting (APC) system that uses sensor installed at the front and rear doors of the fleet. APCs can provide real-time passenger data by automatically accounting for all boardings and alightings per stop without requiring human input. This technology is anticipated to be fully implemented by Fall 2024.

Figure 13 provides a comparison of the total boardings and alighting for fixed routes A through H, as well as the ACE Shuttle and the South Tracy Shuttle. The data indicates that Routes A, B, and C have the highest boardings and alightings. These three routes show balanced usage, indicating that the number of out-bound trips nearly equated to the number of in-bound trips at stops along those routes. Routes C and D slightly favor boardings, which is reflected in the difference of boarding and alighting at the Tracy Transit Station. Route H, the ACE Shuttle, and the South Tracy Shuttle have the lowest numbers of boardings and alightings but have only been in service as pilot programs since August 2023. (See Service Schedule in Table 1).

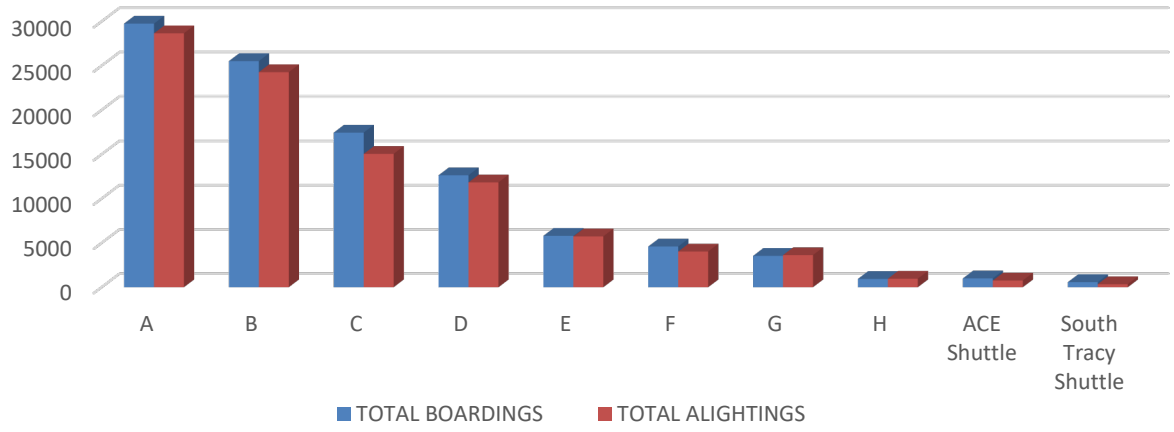


Figure 14. Annual boardings and alightings by fixed-route service line.

Table 3. Fixed-Route Service Schedule (FY23/24).

Route	Weekday Schedule	Saturday Schedule
Route A	7 AM-7 PM	9 AM-7 PM
Route B	7 AM-7 PM	9 AM-7 PM
Route C	7 AM-6 PM	9 AM-6 PM

Route	Weekday Schedule	Saturday Schedule
Route D	6:30 AM-6:30 PM	9 AM-6:30 PM
Commuter Route E	7:30 AM – 8:30 AM; 2 PM – 5 PM	-
Commuter Route F	7 AM- 8 AM; 2PM-5 PM	-
Commuter Route G	2 PM-5 PM	-
Commuter Route H	8 AM- 9AM; 2 PM-5 PM	-
ACE Shuttle	5 AM- 8AM; 5 PM-8 PM	-
Arbor Shuttle	9 AM-5 PM	9 AM-5 PM
South Tracy Shuttle	10 AM-5 PM	10 AM-5 PM

Figure 16 presents a comparison of total boarding passenger counts during morning (AM) and afternoon/evening (PM) peak hours as well as mid-day counts across all fixed-route services. Routes A, B, C, and G show significantly more boardings in the afternoon peak hours. Route D has higher boardings during the morning peak period. Routes E, F, H, South Tracy Shuttle, Arbor Shuttle and ACE Shuttle exhibit overall lower total boardings, with Routes F and H being slightly more popular during the morning. The South Tracy Shuttle, Arbor Shuttle, and ACE Shuttle have similar AM and PM boardings.

The ACE Shuttle is a pilot service implemented as a response to the FY23/24 Unmet Transit Needs (UTN) Survey and is designed to meet the ACE Train at the ACE Station at Tracy Boulevard and Linne Road. The train arrives four times at 4:40, 6:00, 7:00, and 8:05 times in their AM peak service. It also serves this station at 5:11, 6:11, 7:11, and 8:14 PM. The South Tracy Shuttle is another pilot service that was implemented as a response to the FY23/24 UTN Survey and is designed to provide opportunities for those living the newer developments in the southwest part of Tracy to connect to transit service via the Tracy Transit Station. Both pilot programs are being evaluated and will be adjusted based on ridership as part of this SRTP update.

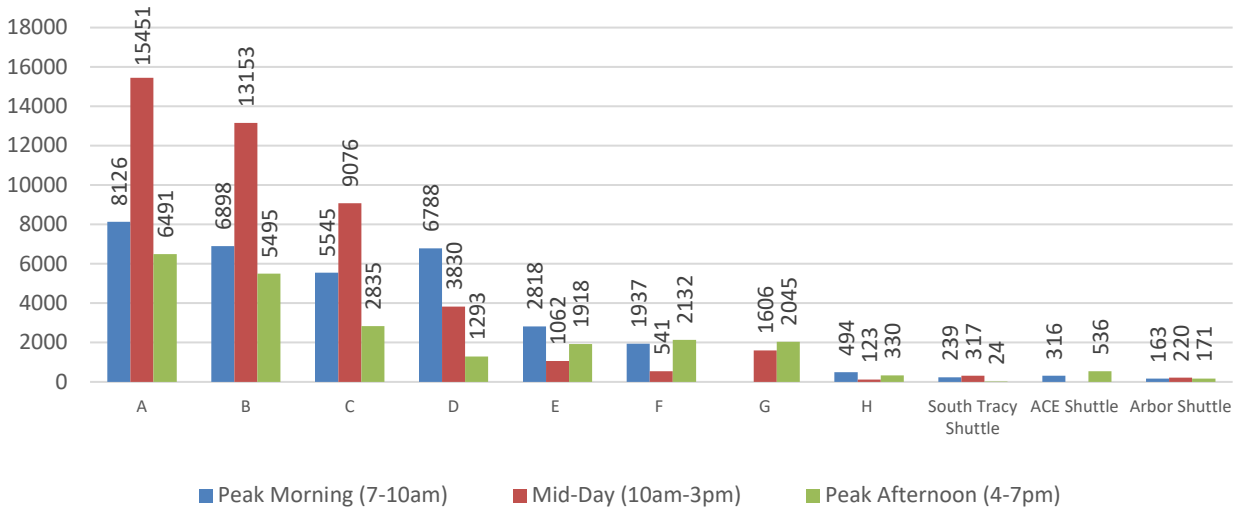


Figure 15. Total Boardings per Fixed-Route service line for peak morning, peak mid-day, and peak afternoon from November 2022 - November 2023

Cumulative boarding and alighting data for TRACER Routes A – H, the South Tracy Shuttle, ACE Shuttle and Arbor Shuttle were available from November 2022 – November 2023. This data shows the time periods and routes where there are the most passengers (Figure 14). For example, Route A shows the most boardings during the midday period followed by the morning peak. This is a similar case for Routes B and C. Route D experiences a surge in ridership during the morning peak, followed by the midday peak and less riders during the afternoon peak. Routes E and F both show peak riders during the morning and afternoon peak periods. Route G only offers service from 2pm – 5pm (see Table 3) and has the most riders during the afternoon peak followed by the midday peak (only 1 hour from 2-3pm). Route H has the most riders during the morning peak followed by the afternoon peak. The South Tracy Shuttle has the most riders during the midday followed by the morning, while the ACE shuttle has the most riders during the afternoon peak. The ACE Shuttle does not offer service during the midday since the ACE train does provide service during this time. The Arbor Shuttle has the most riders during the midday period, followed by the afternoon peak and then the morning peak. The availability of fixed-route service throughout the day is shown in Table 2.

Table 4. Availability of service during weekdays for fixed-route services (November 2023)

Availability	Morning (AM)						Afternoon (PM)								
	6	7	8	9	10	11	12	1	2	3	4	5	6	7	9
Route A															
Route B															
Route C															

Route D	6:30																6:30
Commuter Route E			7:30				8:30										
Commuter Route F																	
Commuter Route G																	
Commuter Route H																	

Table 3 displays the availability of service the three different shuttle services throughout the day, from 5 AM to 7 PM.

Table 5. Availability of shuttle services (November 2023)

Availability	**Morning (AM)**							**Afternoon (PM)**							
	5	**6**	**7**	**8**	**9**	**10**	**11**	**12**	**1**	**2**	**3**	**4**	**5**	**6**	**7**
ACE Shuttle															
Arbor Shuttle															
South Tracy Shuttle															

2.4 Current Fares and Revenues

The City of Tracy offers multiple passes and discounts for distinct groups. Students can ride for free in the fiscal year 2023/2024 through a grant received from the State of California Department of Transportation. Those who are certified through Access San Joaquin can receive an Access Pass which allows them to ride on the fixed route for free. There are 10-ride, 31-day pass and day passes offered to all groups. Figure 18 shows the different fare programs for each population group.

STUDENTS RIDE FREE JULY 2023 TO JUNE 2024

CASH FARE (ONE WAY)		
Adult	**Student ***	**Senior(65+)/Veteran/ Disabled/ADA/Medicare**
$1.25	$1.00	$.50
ADA ATTENDANT	**CHILD** 6 and under	**ACCESS PASS***
FREE	FREE	FREE
DAY PASS (UNLIMITED TRIPS. SINGLE DAY)		
Adult	**Student ***	**Senior(65+)/Veteran/ Disabled/ADA/Medicare**
$3.00	$2.50	$1.25
10-RIDE TICKET		
Adult	**Student ***	**Senior(65+)/Veteran/ Disabled/ADA/Medicare**
$12.50	$10.00	$5.00
31 DAY PASS		
Adult	**Student ***	**Senior(65+)/Veteran/ Disabled/Medicare**
$35.00	$28.00	$17.50

*** K-12 Students,** valid student ID or class schedule required.

***ACCESS Pass** - Access ADA-certified passenger

Figure 16. Tracer Fares as of July 2023.

2.5 Revenue Fleet

As of December 2023, the Tracer operation includes 17 active vehicles. Table 4 shows different vehicle types of all in-service fleet vehicles. The fleet includes 15 buses and two vans. All vehicles have designated wheelchair positions and deployable ramps or lift to accommodate the boarding and alighting, if needed. Two of the paratransit buses and one van are equipped with bike racks; however, 12 of 15 buses provide such equipment and offer a multimodal service.

Table 6. Style and length of Tracer fleet

Style/Length	21 FEET	26 FEET	29 FEET	35 FEET	Total
BRT LOW FLOOR BUS			4	5	9
CUTAWAY BUS	4				4
LOW FLOOR CUTAWAY		2			2
TRANSIT VAN	2				2
Total	**6**	**2**	**4**	**5**	**17**

2.6 Existing Facilities

2.6.1 Administrative

Tracer's administrative functions are conducted at the Tracy Transit Station at 50 E 6th St, Tracy, CA 95376. In Spring 2017, the Naglee Park and Ride Lot was relocated to the south parking lot at the Tracy Transit Station. The Transit Station acts as a transportation hub providing access to local, commuter and long-distance bus services. It also includes Greyhound services. Although the hub is next to rail tracks, there are currently no rail services to this station. Valley Link service, which is a proposed 42-mile commuter rail connecting San Francisco Bay Area to the northern side of San Joaquin Valley, is proposed to stop nearby the station as a potential option. As of July 2023, Amtrak only has connections to their Stockton lines via the Tracy ACE station and Wendy's restaurant and does not stop at Tracy Transit Station.

2.6.2 Maintenance and Fueling

Out of seventeen vehicles in service, nine use diesel and the remainder use gasoline. The five oldest vehicles were purchased in 2017, while most of the remaining (10) were acquired in 2021 and the last two were acquired in 2022.

In compliance with the CARB requirements, the City is planning to gradually switch the fleet to zero emission vehicles (hydrogen) within a decade. Having a longer range is an advantage of hydrogen fleet compared to the electric buses. The first planned replacement is projected to happen in fiscal year 2028/2029. The City is planning to develop a hydrogen fueling facility to take advantage of the nearby proposed hydrogen production facility as part of the Valley Link project. The City is dedicating a 200-

acre piece of land to this facility for the Valley Link project. The City has already ordered three additional diesel fixed route buses, which arrive by the end of this year (2024). They also plan to get up to six additional diesel fixed route buses in 2025, and another six in 2026.

Due to the lack of a heavy-duty maintenance facility in the Public Works yard, the fleet is maintained at a maintenance facility at 503 W. Larch Road, Suite G, Tracy, 95376, leased and operated by MTM Transit. The City is currently working on acquiring property to develop a Transit Maintenance and Storage facility which will create the needed maintenance facility and allow for the development of the necessary infrastructure needed to transition to a zero-emission fleet. It is anticipated that the property will be acquired by the end of 2025, with final design taking place in fiscal year 2025/2026 and construction starting in fiscal year 2026/2027.

2.6.3 Vehicle Storage & Staging

Transit services share a storage facility with the City's Public Works Department, which is currently at its maximum capacity in its present state. The construction of a Transit Maintenance and Storage Facility will allow for all future bus storage needs. In the meantime, as additional vehicles are acquired, the City will need to find additional space for the added vehicles.

1. Park and Ride Lots

Riders have options to park their vehicles and use local or regional transit services in Tracy. The Tracy Transit Station provides parking spaces for riders on the southern side of the tracks. The ACE Station also includes a park and ride lot, which is located at 4800 S Tracy Blvd, Tracy, CA 95377. Another park and ride lot is located at Northgate Village lot located at 1005 E Pescadero Ave, Tracy, CA 95304.

2. Stations and Stops

Currently there are 238 active bus stops in the City of Tracy Transit service coverage. The most used amenities at the stops include trash bins, benches, and shelters**. Table 5** shows the number of stops within each category per route.

In addition to the Tracy Transit Station, another major regional stop in Tracy is the ACE station located at 4800 S Tracy Blvd, Tracy, CA 95377. Amtrak also has two locations in Tracy that are used as connection points to their service that runs through Stockton, as mentioned previously, which includes Tracy ACE station and Wendy's restaurant.

Table 7. Distribution of amenities at stops per route

Route	Bus Shelter/ Bench/Trash Bin	Bus stop/ bench/trash bin	Bus stop	Total bus stops
Route A	15	21	3	39
Route B	15	11	3	29
Route C	22	18	11	51
Route D	7	28	19	54
Route E AM (PM)	7 (8)	13 (9)	13 (14)	33 (31)
Route F AM (PM)	8 (7)	6 (6)	13 (14)	27 (27)
Route G	12	25	17	54
Route H AM (PM)	5 (8)	2 (8)	23 (25)	30 (41)
South Tracy Shuttle	3	11	37	51
Arbor Shuttle	6	7	3	16
ACE shuttle AM (PM)	3 (0)	6 (1)	34 (31)	43 (32)

2.7 Right-of-Way & Fixed Track & Guideways

The City does not have any fixed track or guideways right-of-way. ACE uses the tracks that are in the southern part of the City, which are owned by Union Pacific. There are also freight railroad lines throughout Tracy that are owned by Union Pacific.

2.8 Bicycle Facilities

Figure 19 shows the bike paths within the City of Tracy. The City has class I, II, and III bikeways, which are separated bike paths, striped bike lanes, and marked routes on road, respectively. The bikeways are connected to transit services for most parts of the City; however, in the downtown area, the bikeways are mostly marked roads. At the downtown Transit Station there are 12 rentable bike cages for patrons to securely park their bikes and then take transit to their final destinations. There are also multiple bike racks around the Transit Station which are free to use.

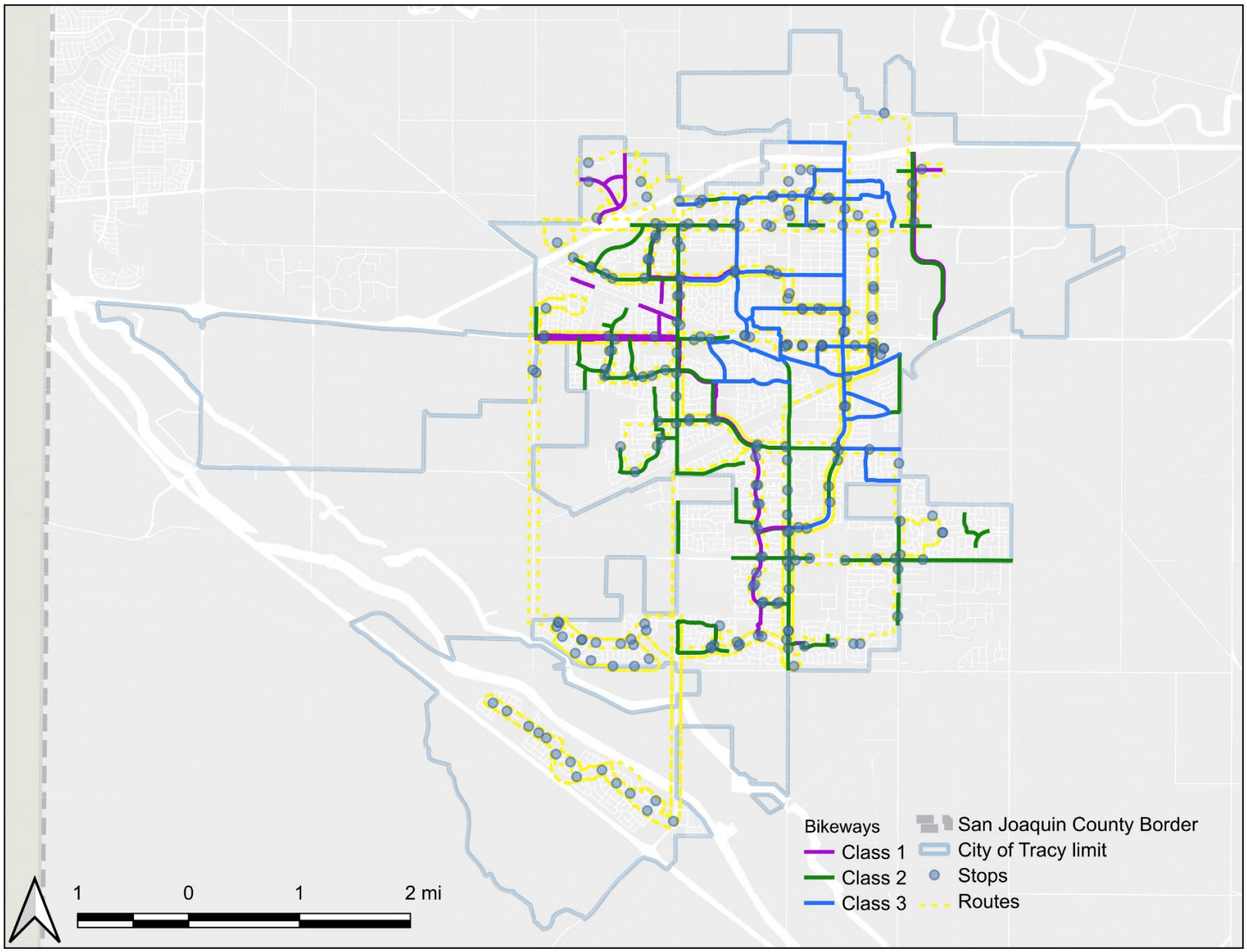


Figure 17. Bike routes and transit service in City of Tracy.

3.0 Goals, Objectives, and Standards

3.1 City of Tracy General Plan (2011) – A Vision, Goals, and Objectives

The 2011 General Plan provides a vision for the future of the City of Tracy and establishes a framework for how Tracy should grow and change over the next couple of decades. The General Plan establishes goals, objectives, policies, and actions that allow the City and community to guide this growth in a desired direction.

General Plan Vision Statement: Through the year 2025, the City of Tracy will continue to enhance its place as a great community in which to live, work and play. Drawing on its small-town character, the City will grow in a manner that provides a high quality of life for all current and future residents and employees.

Additionally, the General Plan's vision statement specifically addresses the role of transportation within the City to: Meet the transportation challenges of the future, so that people can travel safely and conveniently on foot or by car, air, bicycle, and transit.

The *General Plan's* **Circulation Element** includes policies supporting street connectivity, extensive pedestrian and bicycle facilities, and a high degree of connectivity between all modes of transportation in the City of Tracy. The Circulation Element established ***Goal CIR-4****: A balanced transportation system that encourages the use of public transit and high occupancy vehicles* and ***Objective CIR-4.1****: Promote public transit as an alternative to the automobile.* The following policies were implemented to achieve these goals and objectives:

P1. The City shall promote efficient and affordable public transportation that serves all users.

P2. The City shall continue to partner with SJCOG, SJRTD and Caltrans in efforts to locate park-and-ride lots and other transit-related facilities in the City of Tracy.

P3. The City shall continue to operate the Tracer fixed-route and paratransit transit service and expand service to new residential and non-residential areas if funding for additional service is available and is warranted by ridership demand.

P4. The City shall seek funding from regional and State and federal agencies to fund additional transit service expansions and improvements.

P5. The City shall require development to provide for transit and transit-related increased modal opportunities, such as adequate street widths and curb radii, bus turnouts, bus shelters, park-and-ride lots and multi-modal Transit Centers through the development and environmental review processes, if appropriate.

P6. The City shall encourage efforts for additional regional transit service, including expansion of the existing ACE service, expansion of the existing commuter bus service, and new commuter rail service from Tracy to other areas in the region.

3.2 Transit Performance Metrics

Best practices for performance standards for the transit industry are reflected in *TCRP Report 88: A Guidebook for Developing a Transit Performance-Measurement System (2003)*, and *Report on California Transit Performance Measures (2016),* prepared for Caltrans by the Mineta Institute. TCRP Report 88 identifies over 400 transit performance metrics divided into seven (7) primary categories:

1. **Service Availability** measures the quantity of transit access based on when (i.e., span), where (i.e., coverage and stop location), and how often (i.e., frequency) transit services are available. These are primarily design criteria that do not fluctuate except when consciously reset by budgetary or policy changes. Therefore, they do not need to be monitored, measured, and reported on a routine basis.
2. **Service Delivery** measures the quality of customers' day-to-day transit travel experience in terms of service reliability, comfort, and convenience. Key service quality indicators include network coverage, service span and frequency, available capacity (loading condition), and utilization (ridership and productivity). This group includes both measures of dynamic conditions that require continual monitoring and frequent reporting on a monthly or quarterly basis, as well as relatively static design criteria.
3. **Safety/Security** measures the likelihood that an accident will occur involving customers, or that a customer or employee will become a crime victim while using transit. Examples of performance measures in this category include accident rates per 100,000 miles, injury accidents per passenger miles, and quantity of safety devices and personnel. These are dynamic measures of preferred outcomes that warrant continual monitoring and quarterly reporting.
4. **Community Impact** measures quality-of-life impacts on service area communities in terms of access to employment, economic growth and productivity, personal mobility and finances, pollution reduction, and equitable distribution of transit service. These are primarily preferred outcomes that are attainable over a multi-year timeframe. As such, they require regular monitoring and periodic reporting.
5. **Maintenance** measures the safety, reliability, and condition of revenue vehicles in terms of average fleet age and mileage, road calls per 100,000 miles, conformance to scheduled maintenance inspections, among others. These are dynamic measures of preferred outcomes that warrant continual monitoring and quarterly reporting.

6. **Financial Performance** measures how efficiently resources are deployed to meet travel demand within budgetary constraints. Key performance measures include net cost per revenue hour and per customer boarding applied to individual routes, and farebox recovery generally applied to the system. Net cost per revenue mile, which usually applies to commuter routes only, is not needed by TRACER transit as a performance measure as it is distinct from net cost per hour.

7. **Agency Administration** measures organizational efficiency in terms of employee productivity (e.g., vehicle miles per employee), employee relations, and the percentage of the total operating budget consumed by general and administrative (G&A) expenses. These are dynamic measures of preferred outcomes that warrant ongoing monitoring and annual reporting.

The City of Tracy's organizational mission statement sets a broad framework for monitoring, measuring, and reporting system performance.

Mission: *"We provide the community of Tracy with basic and extended services that offer opportunities for individuals, families, and businesses to prosper as they live, work, and play in Tracy."*

Purpose and Vision: *"Our purpose is to preserve and improve the quality of life for Tracy so that we become the most prosperous community in California."*

The City's Public Works Department currently oversees the City's Transit Division, with the following mission statement: "*Maintain, repair, and operate Tracy's public facilities and infrastructure in an efficient and cost-effective manner while preserving and improving the health, safety, and aesthetics of the community. "*

These mission statements set a foundation for a future vision of Tracy TRACER as a pioneer in leveraging innovative technology and solutions to enhance the value, efficiency, and effectiveness of its services and the economic vitality of a growing community.

Goals and objectives provide directions for action. The following four goals, while general in nature, are recommended for adoption to guide transit/mobility service delivery.

> ***Goal 1:*** *Operate a high-quality public transportation system (safe, reliable, effective, efficient, and accessible).*
>
> ***Goal 2:*** *Meet the growing demand for new services and implement innovative and cost-effective solutions to meet the increasing public transportation needs of the community.*
>
> ***Goal 3:*** *Provide leadership in public transportation for the City, and the industry.*

Goal 4: *Educate the public about transit services in the area and the benefits of public transportation to the community and individuals.*

Each goal is supported by specified objectives, key performance indicators and measures, standards, and targets. The 2019 SRTP compiled these in a table containing key performance indicators (i.e., those that influence level of service) as well as passive or static design standards, preferred outcomes, management, and marketing initiatives as a single body of information.

3.3 TRACER Performance Metrics

The City's TRACER fixed route transit service must meet a Three-Year Transit Systems Performance Objective (in-lieu of meeting farebox recovery) as established by the SJCOG Board to receive more TDA funds than the previous year of compliance. Performance objectives are established every three years with TRACER required to meet at least two out of three performance targets, as presented in **Table 1**. However, due to the COVID-19 Pandemic shelter-in-place orders, which disrupted TRACER services and shifted historical travel patterns due to higher proportions of people working remotely/telecommuting, the State of California suspended recent performance target requirements. As a result, no new targets have been established as TRACER and SJCOG determine a new post-pandemic performance baseline. TRACER will continue to work with SJCOG to develop appropriate future targets on a Triennial Basis.

Table 8: TRACER Performance Targets

Performance Objectives	FY 2020-21 Target	FY 2021-22 Target	FY 2022-23 Target*
Cost per Revenue Hour	< $143.16	< $147.32	-
Passengers per Revenue Hour	> 4.7	> 4.8	-
Subsidy per Passenger	< $20.77	< $21.23	-

Note: **Due to COVID-19 Pandemic impacts, no new targets have been established with future targets to be developed in coordination with SJCOG on a triennial basis.*

Key performance indicators for Tracy TRACER transit fixed route services are summarized in **Table 2**. These metrics provide the basis for service evaluation and most directly influence proposed changes to the level of service operated on individual routes at various times of the service day. Transit monitors key performance indicators on an ongoing basis through monthly reports.

Table 9: TRACER Fixed Route Key Performance Indicators

Performance Indicator	Measure	Standard[1]
Cost Efficiency	Cost per Revenue Hour	Base Year + CPI
Service Effectiveness	Passengers per Revenue Hour	8 per Hour New Service (< 2 yrs.) – 5 per Hour

Notes:

1. Standards are based on and aligned with the recommendations and best practices established by the Transit Cooperative Research Program in *TCRP Report 88 – A Guidebook for Developing a Transit Performance-Measurement System*.

Preferred outcome metrics are summarized in **Table 3**. These are active indicators of dynamic performance of system functions such as transportation operations, maintenance, and administration. Annual transit rides per capita previously replaced percentage annual increase in total boardings as an indicator of ridership growth to account for population and employment growth over the same period.

Table 10: TRACER Fixed Route Preferred Outcomes

Performance Indicator	Measure	Target
Ridership Growth	Annual Riders per Capita	≥ Previous FY[1]
Reliability	Schedule Adherence (Percent On-Time) Missed Trips Miles between Road Calls	>95% <1% 14,000
Safety	Preventable Accidents per 100k Miles Passenger Injuries per 100k Miles	<1.5 <1.0
Customer Service	Bi-Annual Survey Results Complaints per 100k Customer Boardings	Rating of 3.0 or Better[2] <100

Notes:

1. *The Ridership Growth target is based on the industry's best practices and is not currently an established TRACER performance target, which will subsequently be addressed in Task 5. Best practices recommend establishing a performance metric linking ridership growth to population growth to account for changes in background population and/or employment growth (i.e., new residents and workers should equate to a similar increase in new customer boardings).*
2. *Target based on the Customer Satisfaction Index (CSI) which uses a five-point scale: 5 = "Very Satisfied," 4 = "Somewhat Satisfied," 3 = "Neither Satisfied nor Dissatisfied," 2 = "Somewhat Dissatisfied," and 1 = "Very Dissatisfied."*

Various management marketing initiatives are identified as part of the performance measurement system. These actions are inherent to transit system management and may not require dynamic quantitative measurement. Examples cited in the 2019 SRTP include:

- Employ technology,
- Annual marketing program,
- Public information programs,
- Community association memberships and attendance,
- Participation in community events, and
- Participation in industry conferences.

3.4 TRACER Paratransit Performance Metrics

Given the unique requirements and limitations intrinsic to paratransit services, TRACER Paratransit services have a separate program of key performance indicators as summarized in Table 11.

Table 11: TRACER Paratransit Key Performance indicators

Performance Indicator	Measure	Standard
Cost Efficiency	Cost per Revenue Hour Cost per Revenue Mile	Base Year + CPI
Service Effectiveness	Passengers per Revenue Hour	>2.5
Cost Effectiveness	Net Cost per Passenger Mile Traveled (PMT)	$7.00*

**in 2023 the national average operating expense per PMT for Demand Response was $6.91.*

Paratransit service requires design guidelines, which are fixed measures used to direct service design and optimize the distribution of system resources. Paratransit guidelines and desired FY2024 target thresholds are summarized in Table 12.

Table 12: TRACER Paratransit Service Design Guidelines

Design Criteria	Measure	Target
Service Coverage	Percent residents served within ¾-mile of a fixed route bus route	100%
Service Span	Operating Days of Service	Same as Fixed Route System
Average Wait Time[1]	30 minutes	

Loading Conditions	Maximum Customers Onboard	<1.0x seated capaCity[2]
Transit Travel Time	Time relative to comparable travel via personal vehicle	< 1.5x personal vehicle travel time

Notes:

1. *No previous measures or targets have been established for TRACER's Paratransit service.*
2. *Seated capacity assumes no riders will be required to stand.*

Preferred outcome metrics for Paratransit service are summarized in Table 12. These are the active indicators of dynamic performance of system functions such as transportation operations, maintenance, and administration.

Table 13: TRACER Paratransit Service Design Guidelines

Preferred Outcome	Measure	Target
Ridership Growth	Percentage annual increase in total boardings	Population Growth
Reliability	Schedule Adherence (Percent On-Time[1]) Missed Trips Miles between Road Calls	>90% <2% 10,000
Safety	Preventable Accidents per 100k Miles Passenger Injuries per 100k Miles	<1.5 <1.0
Customer Service	Bi-Annual Survey Results Complaints per 100k Customer Boardings	Rating of 3.0 or Better[2] <100

Notes:

1. *On-time performance considers whether a transit vehicle departs a location within a certain number of minutes after and/or before the scheduled time and/or whether a transfer could be made as scheduled, typically measured at route terminus and mid-points along the route.*
2. *Target based on the Customer Satisfaction Index (CSI) which uses a five-point scale: 5 = "Very Satisfied," 4 = "Somewhat Satisfied," 3 = "Neither Satisfied nor Dissatisfied," 2 = "Somewhat Dissatisfied," and 1 = "Very Dissatisfied."*

3.5 Short Range Transit Plan Goals

Short Range Goals (less than 5 years)	Long Range Goals (more than 5 years)
• Increase bus **frequency to key routes**. • Start purchasing Zero Emission Buses (ZEB) • Realign routes to get people to where they want to go faster**.**	• Increase bus frequency. • Build a new maintenance facility to accommodate Zero Emission Bus (ZEB) maintenance. • Increase ridership

• Increase ridership	

3.6 Federal Guidelines for Performance Management

The federal government requires states to report a variety of metrics related to Safety, Transit Asset Management (TAM), and Congestion, and set targets each year. The City of Tracy should take these metrics into consideration as projects are implemented and monitored.

Category	Metrics
PM 1 – Safety	*(California 2022 Targets)* • Number of Fatalities (3,491.8) • Rate of Fatalities (1.042) • Number of Serios Injuries (16,704.2) • Rate of Serious Injuries (4.879) • Number of non-motorized fatalities and serious injuries (4,684.4)
PM 2 – TAM	• Rolling Stock (% of revenue vehicles exceeding ULB) • Equipment (% of non-revenue service vehicles exceeding ULB • Facilities (% of facilities rated under 3.0 on the TERM scale) • Infrastructure (% of track segments under performance restriction)
PM 3 - Congestion	***California Performance Measures***: • Percent of reliable person-miles traveled on the Interstate. • Percent of reliable person-miles traveled on the Non-Interstate NHS. • Percentage of Interstate system mileage providing for reliable truck travel time (Truck Travel Time Reliability Index). • Total emissions reductions by applicable pollutants under the CMAQ program. • Annual hours of peak hour excessive delay per capita. • Percent of non-single occupancy vehicle travel which includes travel avoided by telecommuting.

4.0 SERVICE AND SYSTEM EVALUATION

This section presents an evaluation of the TRACER transit system operated by the City of Tracy, including system performance, compliance, and improvement strategies. The evaluation covers route-level and systemwide performance, paratransit services compliance, Title VI analysis, triennial reviews, goal achievements, and efforts to improve intercity and interregional connectivity. This section summarizes the goals and objectives as outlined in the previous SRTP and evaluates the performance of the transit system against current service standards.

The analysis presented herein evaluates local, express, commuter, and intercity services separately, utilizing data from the most recent year for which complete data was available. The analysis addresses key performance measures such as passengers per revenue vehicle hour, passengers per revenue vehicle mile, percent of capacity used, revenue to total vehicle hours, operating cost per revenue vehicle hour, operating cost per passenger, and on-time performance. A retrospective analysis of performance highlights the trends observed over the previous five years followed by recommendations to mitigate the identified deviations from service standards, including any service expansion or contraction.

This section outlines efforts by the City of Tracy to enhance connectivity within City limits, with the San Joaquin Regional Transit District (RTD), and transit operators of neighboring communities including the introduction of TRACER Plus service, which provides curb-to-curb, shared ride service for the general public within the City of Tracy.

TRACER Paratransit services were reviewed for compliance with the Americans with Disabilities Act (ADA) requirements and standards. City staff were interviewed to better understand planned new activities, major service changes, and capital equipment procurement for ADA or other paratransit services. The City's most recent Title VI analysis, Triennial Review, and TDA Triennial Performance audit were also reviewed to address any potential service deficiencies. The City plans to update it's Title VI analysis in 2026 and the next FTA Triennial review is scheduled for 2025.

4.1 Service Area

The TRACER fixed route system covers 22 square miles of the City containing nearly 100,000 residents. The existing route network is comprised of four local routes and two commuter routes. Peak weekday service requires 11 buses; midday and Saturday service requires six buses. TRACER is supplemented by regional bus services provided by the San Joaquin Regional Transit District (RTD), including intercity Route 97, Hopper Route 90, and Route 150 which connect Tracy to Stockton and to the Dublin BART station. Other transit services include ACE commuter rail and Greyhound intercity bus.

4.1.1 Network Coverage

TRACER's fixed route network consists of four (4) all-day routes (A, B, C, and D) operating on weekdays and Saturdays, and four (4) weekday peak-only commuter routes (E, F, G and H). All route origins and destinations start and end at the Tracy Transit Station, located on 6th Street near Downtown Tracy. Additionally, there are 3 shuttle service routes which run on a limited basis throughout the week (Arbor Shuttle, ACE Shuttle, South Tracy Shuttle). The Arbor Shuttle and South Tracy Shuttle operate on weekdays and Saturdays, and the ACE Shuttle runs at peak periods only on weekdays.

Major destinations served by this network include:

- Medical Facilities
    - Kaiser Permanente – Grant Line Road at Orchard Parkway
    - Sutter Hospital on N Tracy Boulevard at Eaton Avenue
- Shopping / Retail Employment
    - Downtown Tracy shops and restaurants
    - Goodwill (Grant Line Road at Tracy Boulevard)
    - Northgate Village Outlet Mall (MacArthur Drive at Pescadero Drive)
    - Raley's (Tracy Boulevard at Valpico Road)
    - Safeway (11th Street at Corral Hollow Road)
    - SaveMart (Tracy Boulevard at Schulte Road)
    - Tracy Corners (Tracy Boulevard at Clover Road)
    - Walmart (Grant Line Road at Naglee Road)
    - West Valley Mall (Naglee Road in the northwest corner of the City)
    - Winco Foods (Pavilion Parkway)
- Schools
    - Kimball High School – Lammers Road at 11th Street
    - Stein High School – 11th Street at Tracy Boulevard
    - Tracy High School – East Street at 12th Street
    - West High School – Lowell Avenue at Corral Hollow Road
    - Williams Middle School
    - Monte Vista Middle School
- Institutions
    - Civic Center (City Hall and Senior Center)
    - DMV office (Auto Plaza Drive)

- Dr Powers Park / Community Pool (Lowell Avenue)
- Public Library (Holly Drive in Lincoln Park
- Sports Complex (Crossroads at 11th Street)
- ACE train station (Linne Road at Tracy Boulevard)

The TRACER system is currently designed to prioritize spatial coverage over stop schedule frequency, which contradicts current industry's best practices for transit route design. TRACER's tradeoff echoes the classic "walk-time versus wait time" trade-off that all transit users and planners must confront. Due to the City of Tracy's current roadway network and urban design, TRACER bus routes are circuitous at times, with one-way segments and tedious detours into residential neighborhoods. The current system approach means many customers experience longer onboard travel times, longer wait times at bus stops, and must navigate a complicated route structure. TRACER also needs to consider implementing new services to areas that are not fully developed today, like Tracy Hills and Ellis, balancing the needs of existing and future residents and workers. There are complications to providing this service – do you seed service before the community is fully built out to ensure future residents that they have transit service, or do you wait until you have enough residents to warrant service?

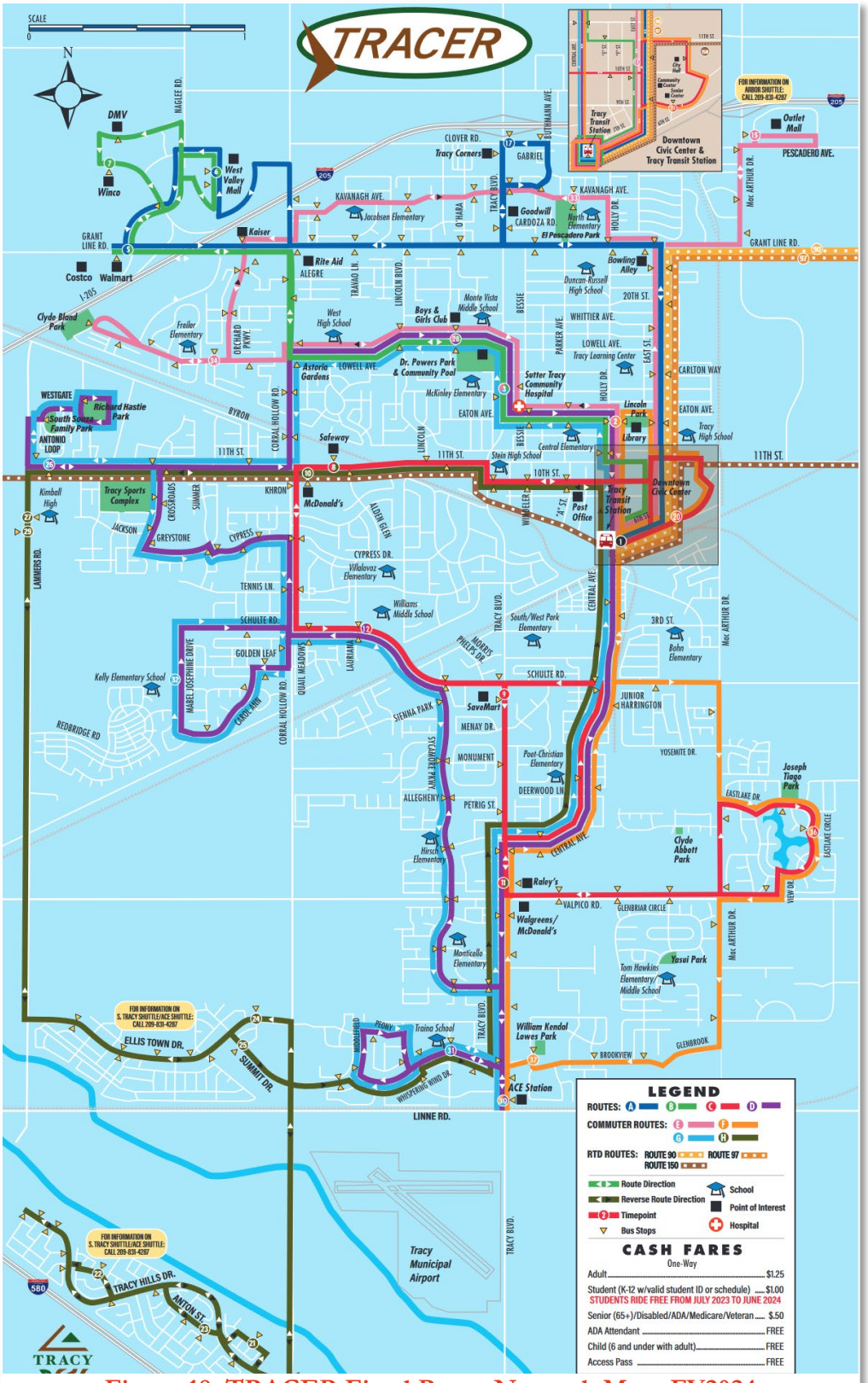


Figure 18. TRACER Fixed Route Network Map, FY2024

4.1.2 TRACER Fixed Route Service Span and Frequency

The current level-of-service characteristics for the fixed route system are summarized in Table 14. TRACER operates six days per week (Monday – Saturday), with no service on Sundays nor during the following observed holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. In total the TRACER system operates 307 days in a typical calendar year, including 255 weekdays and 52 Saturdays.

Table 14: TRACER Fixed-Route Bus Service Characteristics, FY2024

Weekday	Service Span		Frequency			Schedule	Buses in Service		
Route	Begin	End	Peak	Midday	Eve	Cycle	Peak	Base	Eve
			Minutes	Minutes	Minutes	Minutes			
A	6:45am	7:05pm	30	60	30	60	2	2	2
B	7:00am	7:00pm	30	30	30	60	2	2	2
C	7:10am	6:00pm	60	60	60	60	1	1	1
D	6:30am	6:35pm	40	70	65	65	2	1	1
E	7:35am	4:40pm	1trip AM / 3 trips PM			55	1	0	0
F	7:20am	4:50pm	1 trip AM / 2 trips PM			55	1	0	0
G	2:30pm	5:05pm	2 trips PM Only			50	1	0	0
H	7:50am	5:05pm	1 trip AM / 2 trips PM			60	1	0	0
ACE	5:15am	7:55pm	3 trips AM / 3 trips PM			50	1	1	1
Arbor	9:05am	5:40pm	2 trips AM / 2 trips PM			25	1	1	0
S. Tracy	10:00am	4:44pm	1 trip AM / 2 trips PM			74	1	1	0
						Weekday Subtotal	***14***	***9***	***7***
Saturday	**Service Span**		**Frequency**			**Schedule**	**Buses in Service**		
Route	**Begin**	**End**	**Peak**	**Midday**	**Eve**	**Cycle**	**Peak**	**Base**	**Eve**
			Minutes	Minutes	Minutes	Minutes			
A	9:15am	7:05pm	30	60	30	60	1	1	0
B	9:10am	7:00pm	30	30	30	60	1	1	0
C	9:18am	6:00pm	60	60	60	60	1	1	0
D	9:00am	6:35pm	40	70	65	65	1	1	0
Arbor	9:05am	5:40pm	2 trips AM / 2 trips PM			25	1	1	0
S. Tracy	10:00am	4:44pm	1 trip AM / 2 trips PM			74	1	1	0
						Saturday Subtotal	***6***	***6***	***0***
						Maximum Vehicles Required	**14**	**9**	**7**

Notes:

1. *Highlighted red routes are commuter lines which operate with limited trips during the morning and afternoon peak commute periods on weekdays only.*
2. *Highlighted blue routes are shuttle lines which operate with lower capacity cutaway vehicles.*

TRACER's schedule frequencies are considered low by best practice metrics with only two local routes (A and B) operating with 30-minute peak headways and two other routes (C and D) operating at

approximately 60-minute peak headways. Weekday schedules extend from 6:30 am until 7:05 pm, with some commuter routes (E, F, and H) operating between one and three trips only during each of the morning and evening peak commute periods. Commuter Route G only operates on weekdays and completes two trips during the afternoon peak commute period between 2:30 and 5:05 pm. Saturday service operates from 9:00 am until approximately 7:05 pm with hourly service on Routes A, B and C; and approximately70 minutes on Route D. Current TRACER operations require up to 11 vehicles (buses) running simultaneously during peak services periods and a minimum of six (6) vehicles running simultaneously during base and evening service periods.

4.2 TRACER System Analysis

Trends such as the local economy, fuel prices, unemployment levels, population demographics, land use density, and growth affect transit ridership. The City of Tracy and TRACER must recognize and respond to these trends using continuous analysis of system performance metrics necessary to maintain effective service delivery.

4.2.1 Change in Annual Ridership 2017-2023

Over the previous five years, the City of Tracy has experienced substantial growth in population and employment while at the same time enduring the COVID-19 global pandemic and shelter-in-place orders that substantially altered regional commute patterns. Figure 21 shows TRACER's fixed route annual ridership substantially decreased by approximately 65 percent (96,809 annual riders) between fiscal years 2018-19 and 2020-21 because of the COVID-19 global pandemic and subsequent shelter in place orders. Although annual ridership has shown steady growth each year following the COVID-19 shelter in place orders, total annual ridership still hasn't fully returned to pre-pandemic conditions with approximately 18 percent fewer riders during the 2023-24 fiscal year (126,944 total riders) compared to the peak in 2018-19 of 150,129 total riders.

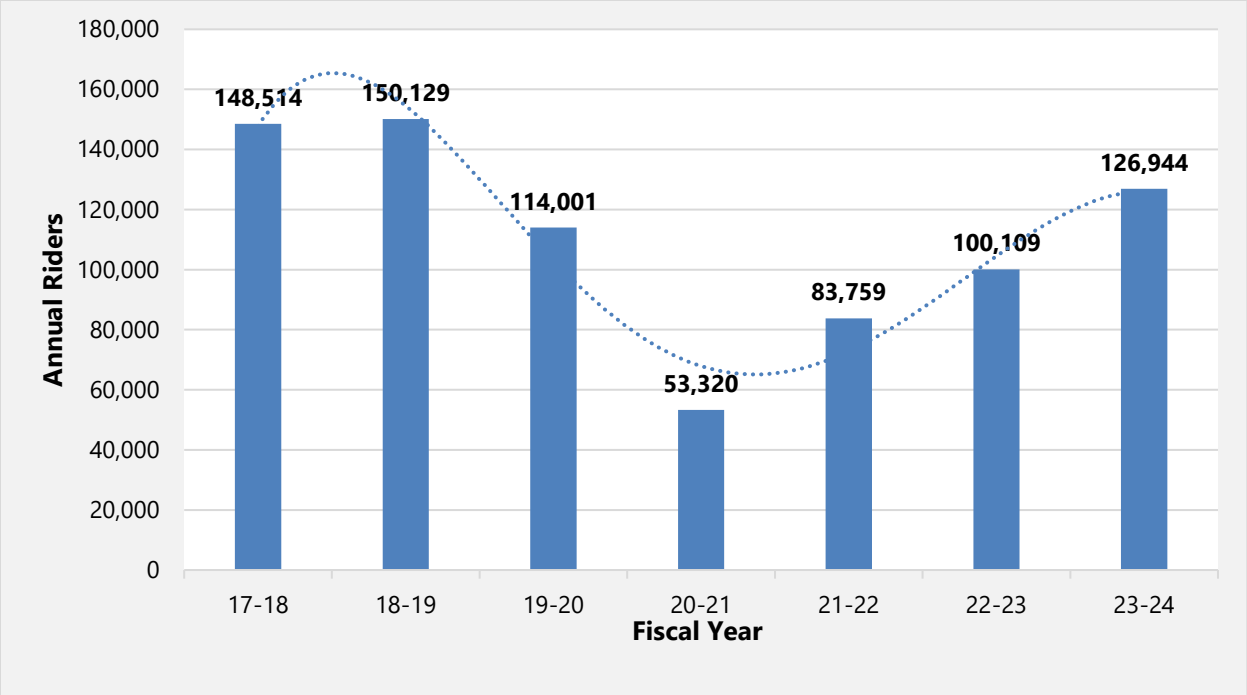


Figure 19.TRACER Fixed Route Annual Ridership FY2017-18 to FY2023-24

Figure 22 shows that TRACER's Paratransit service saw a substantial 42 percent decrease in riders (8,116 fewer annual riders), between the peak in fiscal year 2018-19 and the COVID-19 shelter in place orders in fiscal year 2020-21. However, Paratransit ridership has shown steady growth each year following the shelter in place orders, surpassing the pre-pandemic peak in fiscal year 2018-19 with approximately 10 percent more riders (1,913 more riders) during fiscal year 2023-24. Similarly, the new TRACER Plus service has experienced substantial growth in ridership with a 430 percent increase in annual riders (or 7,225 net new riders) between fiscal years 2023-24 and the inaugural 2020-21 fiscal year.

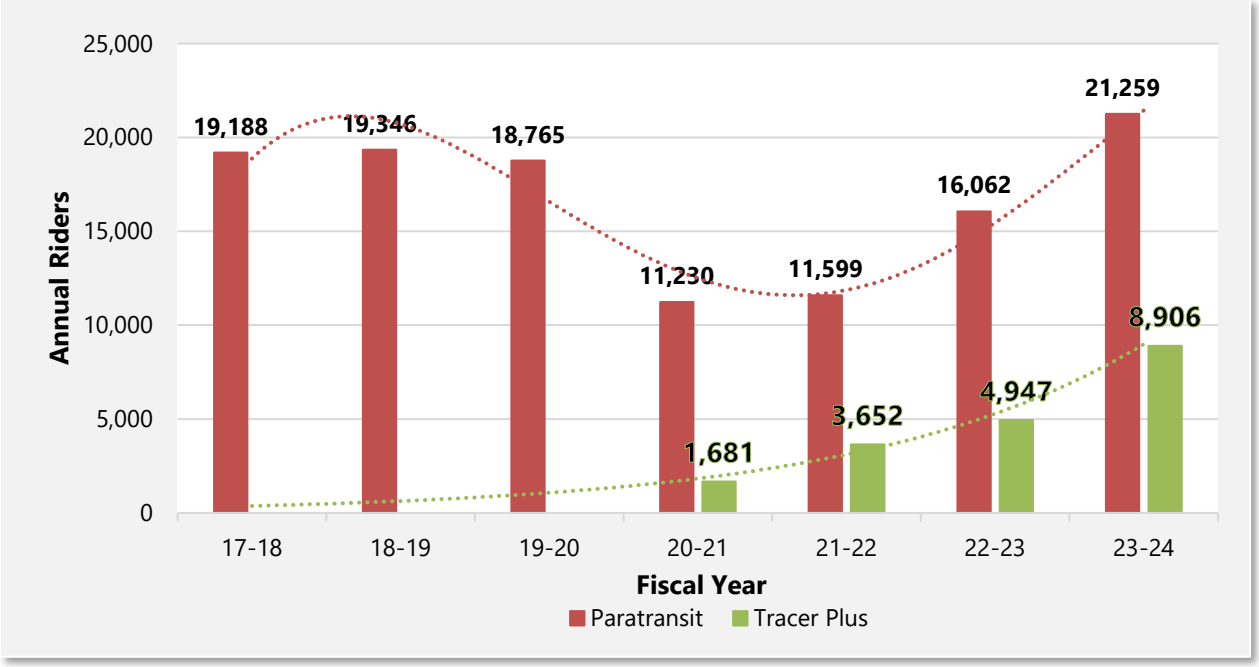


Figure 20. TRACER Paratransit and Tracer Plus Annual Ridership FY2017-18 to FY2023-24

Figure 23 shows that when adjusted to annual riders per capita[9], TRACER's fixed route annual ridership has decreased by 66 percent between the pre-pandemic peak of 1.70 annual riders per capita in Fiscal Year 2017-18 and the pandemic low of just 0.58 annual riders per capita in Fiscal Year 2020-21. Ridership growth has steadily increased each year following the pandemic-low in Fiscal Year 2020-21 with 0.90 annual riders per capita in Fiscal Year 2021-22, 1.06 annual riders per capita in Fiscal Year 2022-23, and 1.30 annual riders per capita in Fiscal Year 2023-24.

[9] Annual riders per capita was calculated by dividing the total annual riders on TRACER routes by the total population of the City of Tracy per U.S. Census ACS 5-Year estimates (*DP05 ACS Demographic and Housing Estimates, 2017-2022 ACS 5-Year Estimates Data Profiles*).

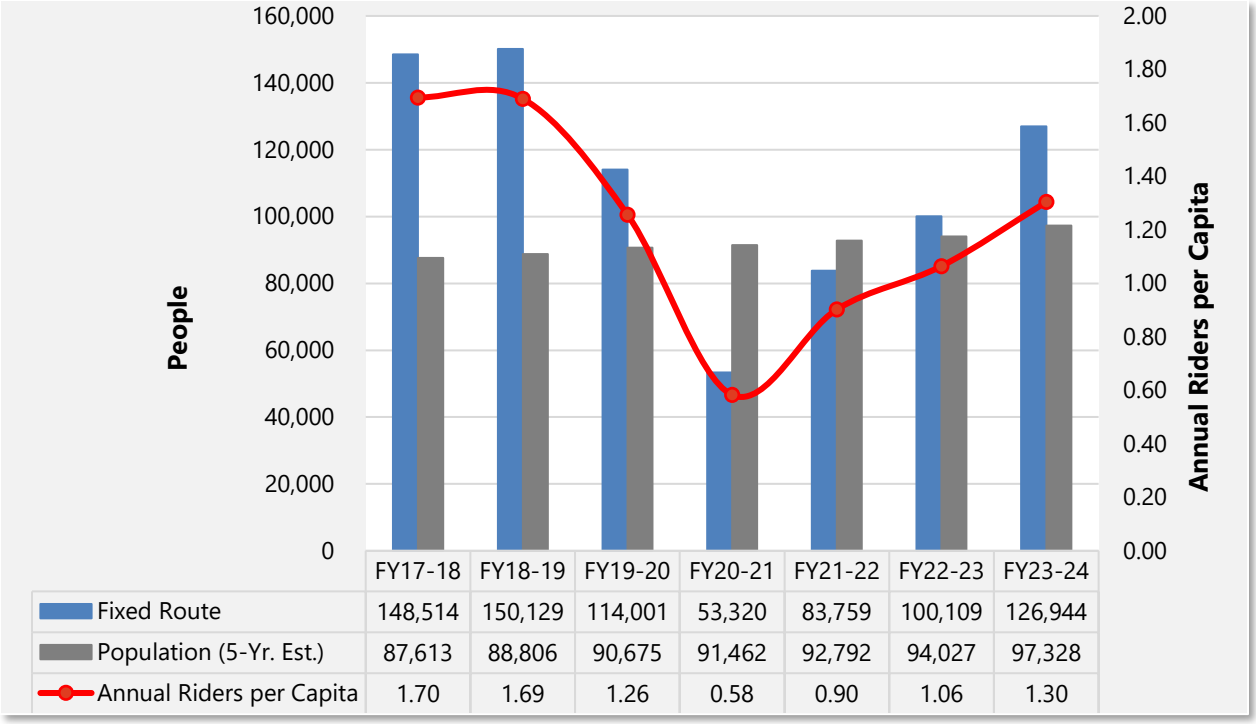
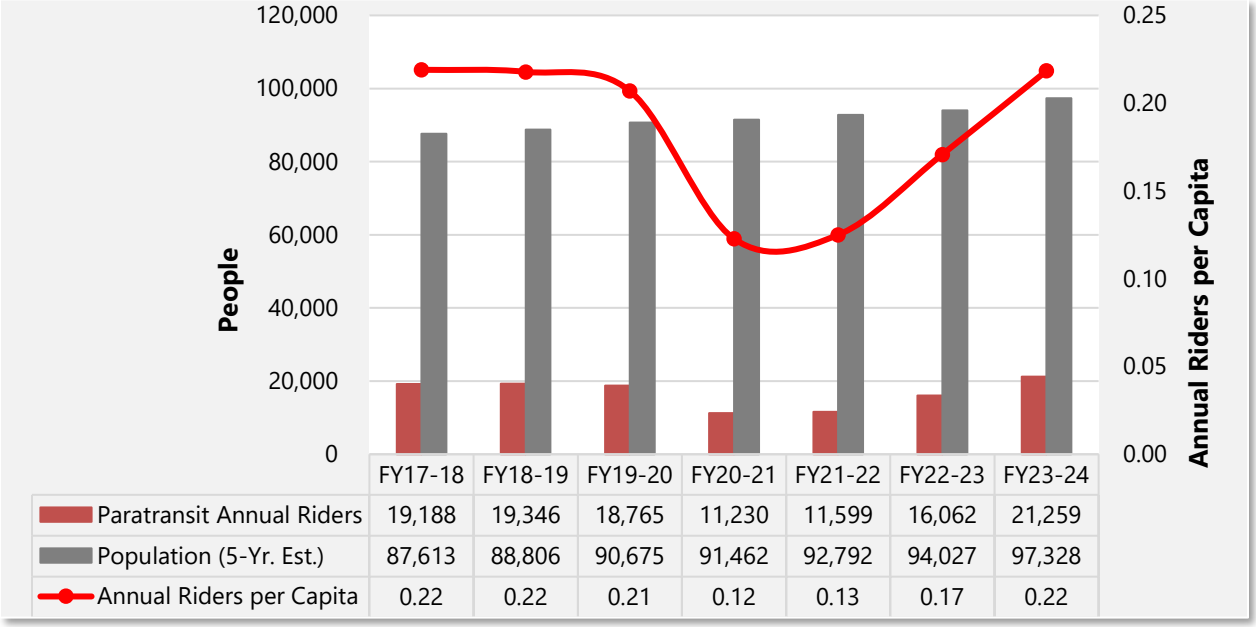


Figure 21. TRACER Fixed Route Annual Riders per Capita 2017-23

However, annual ridership per capita was still 24 percent lower in FY23-24 compared to the pre-pandemic peak in FY17-18, which suggests there is room to improve services to re-attract those riders that have not returned post-pandemic. Furthermore, the rate of growth in annual riders per capita over the previous three years (44 percent increase) is lower than the actual percentage growth in annual riders over the same period (52 percent). Despite the City of Tracy's five percent growth in population over the previous three years, TRACER has not attracted new residents and workers to ride at the same rate as existing residents and workers, again suggesting room for improvement to attract those new riders who have previously never used TRACER services.

It should be noted that commuter patterns may never return to pre-pandemic conditions, due to the general shift in work culture following the pandemic that has seen a general increase in remote work for at least part of the workweek, if not the entire workweek. Cities such as Tracy saw an uptick in population growth following the start of the pandemic that has continued post-pandemic, most likely attributable to more people who are able to work remotely and no longer are tied to a physical office. As a result, many of the new residents moving into the City of Tracy are not as likely to commute and thus need transit options to get to/from their place of work. For TRACER to capture these new residents, service will need to be adjusted to make non-commute trips convenient for residents to reach places of interest such as schools, retail centers, or places of worship, etc.

Figure 24 shows that when adjusted to annual riders per capita, TRACER's paratransit service had similarly decreased by 45 percent between the pre-pandemic peak of 0.22 riders per capita in FY2018-19 and the pandemic low of 0.12 riders per capita in FY2020-21. However, Paratransit ridership growth has steadily increased each year following the pandemic-low returning to pre-pandemic levels with 0.22 riders per capita in Fiscal Year 2023-24.



	FY17-18	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24
Paratransit Annual Riders	19,188	19,346	18,765	11,230	11,599	16,062	21,259
Population (5-Yr. Est.)	87,613	88,806	90,675	91,462	92,792	94,027	97,328
Annual Riders per Capita	0.22	0.22	0.21	0.12	0.13	0.17	0.22

Figure 22. TRACER Paratransit Annual Riders per Capita 2017-24

Figure 25 shows that when adjusted to annual riders per capita, TRACER Plus service has steadily increased each year following its implementation in Fiscal Year 2020-21 with 0.04 annual riders per capita in Fiscal Year 2021-22 and 0.05 annual riders per capita in Fiscal Year 2022-23, a 150 percent increase over three years. Given that TRACER Plus service started during the pandemic, there are no pre-pandemic figures for which to compare current ridership rates.

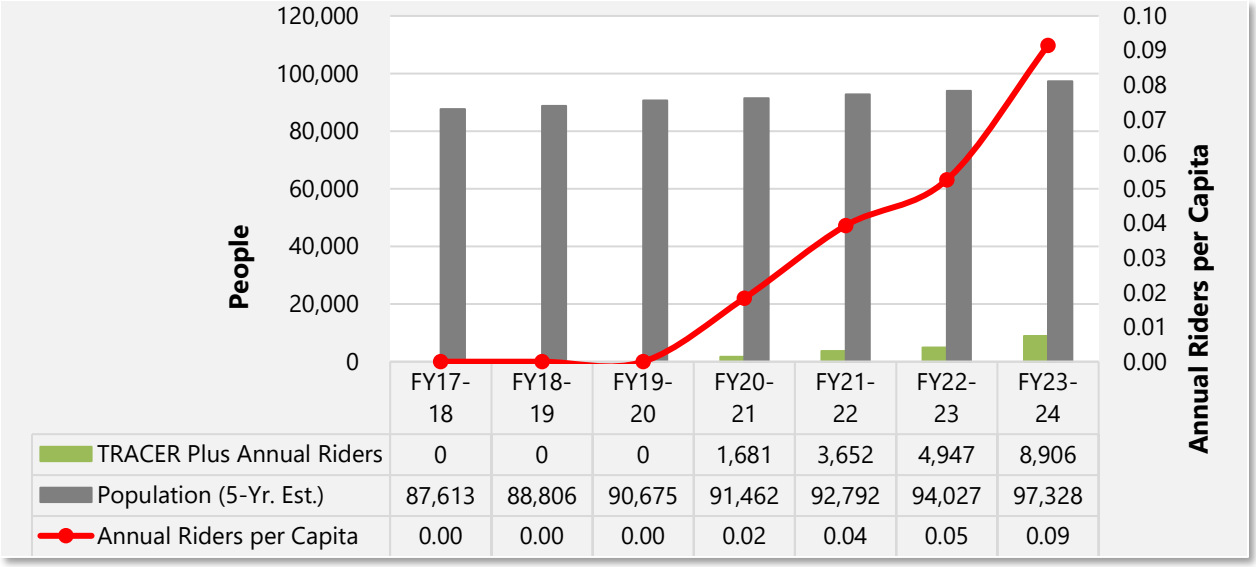


Figure 23. TRACER Plus Annual Riders per Capita 2017-23

TRACER ridership and service productivity are generally lower when compared to peer transit systems.[10] Table 15 shows systemwide service productivity is approximately six (6) boardings per revenue service hour. Individual route productivities range from a high of 11.42 boardings per hour (Route G) to a low of 3.93 boardings per hour (Route D). Notably, the productivity of local Route C operating hourly schedules is higher than Routes A and B operating 30-minute weekday schedules.

Table 15: TRACER Level of Service Characteristics, FY2023-24

Route	Estimated Ridership	Estimated Revenue Hours	Service Productivity
	Annual Riders	Operating Hours	Riders per Hour
A - Blue	33,603	5,318	6.32
B - Green	36,049	5,625	6.41
C - Red	21,483	2,966	7.24
D - Purple	12,408	3,157	3.93
E - Pink	6,951	935	7.43
F - Orange	5,838	701	8.33
G - Light Blue	4,852	425	11.42
H - Dark Green	4,381	561	7.81
Systemwide Total	**125,565**	**19,688**	**6.38**

[10] California municipal transit systems average service productivity ranges from 6 to 20 boardings per revenue service hour. Tracy's peer cities fixed-route service productivity ranges from 6 to 12 boardings per revenue service hour, including Grand Junction (9.38), Vacaville (11.82), Lodi (7.20), Porterville (8.05), and Turlock (6.28). (Source: FTIS.org 2022 fixed-route service data)

4.3 TRACER Fixed Route System Analysis

This section presents a detailed assessment of each route based on the latest ridership and running time data collected on-board TRACER buses.[11] These boarding and alighting counts were compared against FY 2021-22 system-level operating data reported by the City to ensure accuracy of the data. Ridership counts were tabulated in spreadsheets and are presented in graphs in this section.

4.3.1 Route A

Route A follows a mostly linear alignment across the north side of the City with bi-directional service on East Street and Grant Line Road between Downtown Tracy and northwest retail district centering on West Valley Mall (see Figure 26). A mid-route deviation at Tracy Boulevard extends north of Grant Line Road to Clover Road, primarily for access to the Tracy Corners Shopping Center. The western end of the route is a counterclockwise loop with major stops at West Valley Mall, Target, and Walmart. Route A is divided into four key segments for analysis:

- East Street running north-south between Grant Line Road and Downtown Tracy; and continues via 6th Street to the Transit Station.
- Grant Line Road running east-west between East Street and Naglee Road.
- A mid-route deviation looping north of Grant Line Road via Tracy Boulevard to Clover Road; and providing access to Tracy Corners Shopping Center.
- Retail district located in north of I-205 and west of Corral Hollow Road in northwest Tracy, including West Valley Mall, Target, and Walmart. This segment partly overlaps Route B.

[11] Onboard data provided via the National Transit Database (NTD) between July 2022 and June 2023 (FY 2022-23).

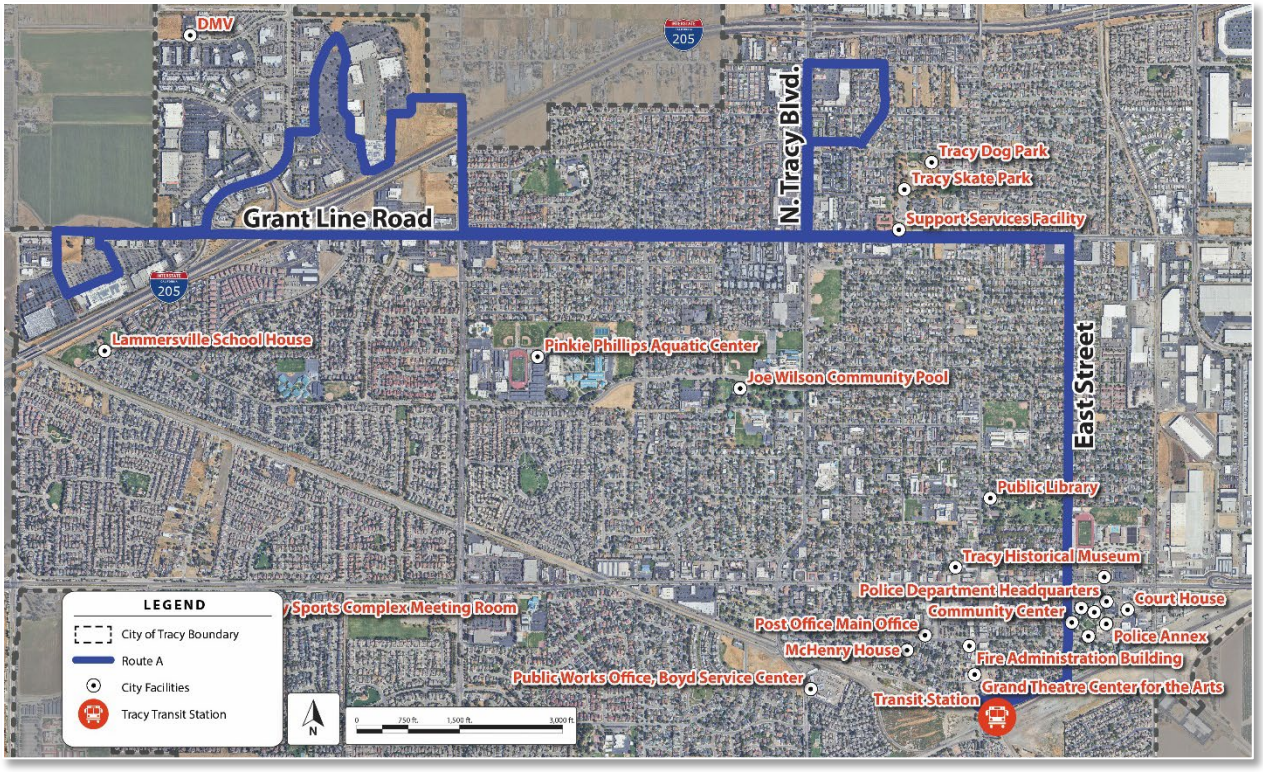


Figure 24. Route A Map

Route A operates two buses for a total of 5,318 revenue hours per year – generating an average of 109 daily customer boardings or just under 6.32 boardings per revenue hour. Figure 27 and Table 16 show monthly ridership by passenger type for Route A during FY 2023-24. A total of 33,603 riders boarded Route A in FY 2023-24, including 15,511 adults (46 percent), 7,570 students (23 percent), 8,318 seniors (25 percent), 1,220 ADA (4 percent), and 984 free rides (3 percent).

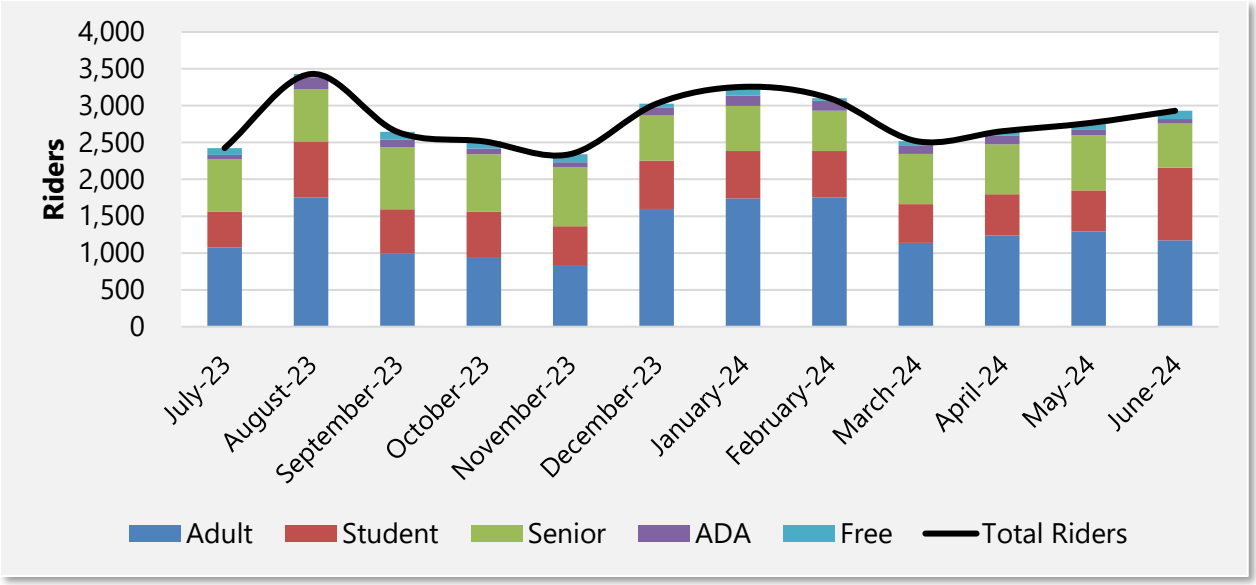


Figure 25. Route A – Monthly Ridership by Passenger Type (FY 2023-24)

Table 16: Route A – Monthly Ridership by Passenger Type (FY2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	1,077	485	708	63	91	**2,424**
August-23	1,754	759	711	154	51	**3,429**
September-23	991	601	844	104	104	**2,644**
October-23	933	627	782	76	97	**2,515**
November-23	824	540	800	70	108	**2,342**
December-23	1,596	659	613	103	56	**3,027**
January-24	1,740	642	613	141	119	**3,255**
February-24	1,753	631	547	133	37	**3,101**
March-24	1,139	525	680	117	59	**2,520**
April-24	1,238	561	674	122	58	**2,653**
May-24	1,292	556	748	73	94	**2,763**
June-24	1,174	984	598	64	110	**2,930**
Total	**15,511**	**7,570**	**8,318**	**1,220**	**984**	**33,603**

The most active bus stops along this route include the Tracy Transit Station and West Valley Mall area, including Target and Walmart, account for nearly half of the total daily ridership activity. Other significant generators continue to include the Civic Center (City Hall and Senior Center), Tracy High School, and businesses along Grant Line Road. The Tracy Corners deviation on Route A generally generates moderate ridership north of Cordoza Road on Tracy Boulevard, Kavanaugh Avenue,

Buthmann Drive, and Clover Road. The deviation is covered in both directions, resulting in 36 scheduled bus trips per weekday to Tracy Corners.

4.3.2 Route B

Route B follows a linear alignment across central Tracy with bi-directional coverage on East Street, Holly Drive, Eaton Avenue, Tracy Boulevard, Lowell Avenue, Corral Hollow Road, Grant Line Road and Naglee Road, between Downtown Tracy and the northwest retail district centering on West Valley Mall. The western end of the route is a counterclockwise loop with major stops at Target, West Valley Mall, the Department of Motor Vehicles (DMV) office, Winco Foods, and Walmart. Route B is divided into three key segments for analysis:

- Holly Drive and East Street (via 11th Street) running north-south between Eaton Avenue and Downtown Tracy; and continue via 6th Street to the Transit Station.
- Eaton Avenue and Lowell Avenue (via Tracy Boulevard) running east-west between Holly Drive and Corral Hollow Road. This segment overlaps Routes D and E.
- Retail district located north of I-205 and west of Corral Hollow Road in northwest Tracy; including West Valley Mall, Target, Walmart, Winco Foods, DMV office, auto dealerships, and medium density residential housing. This segment partly overlaps Route A.

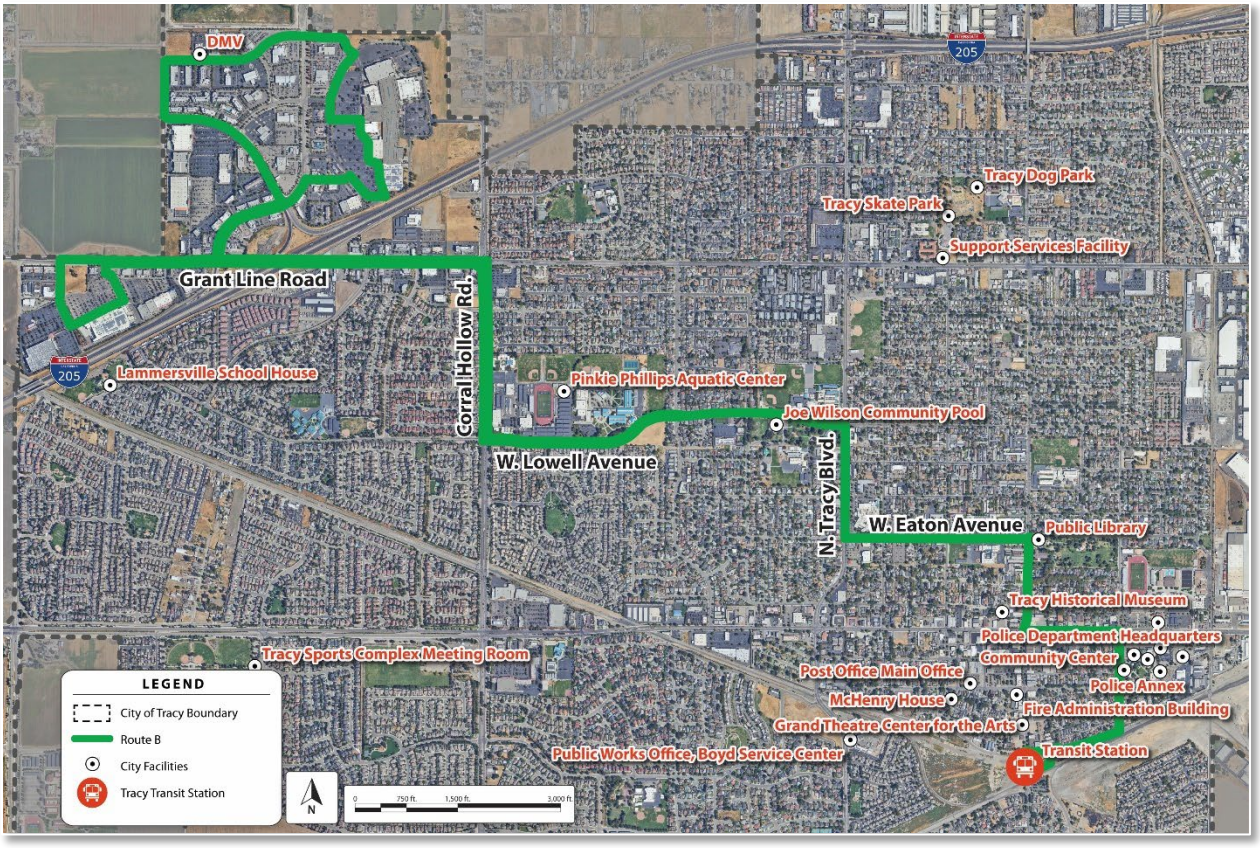


Figure 26. Route B Map

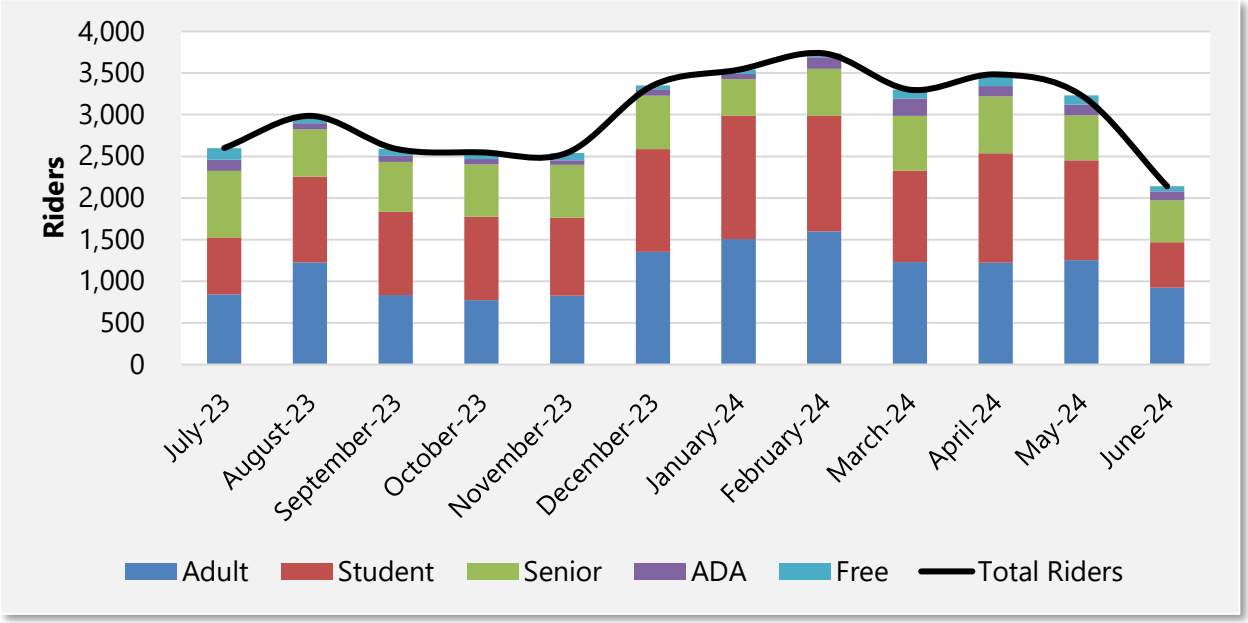


Figure 27. Route B – Monthly Ridership by Passenger Type (FY 2023-24)

Route B operates two buses for a total of 5,625 revenue hours per year – generating an average of 117 daily customer boardings or just under 6.41 boardings per revenue hour. Figure 29 and Table 17 show monthly ridership by passenger type for Route B during FY 2023-24. A total of 36,049 riders boarded Route B in FY 2023-24, including 13,588 adults (38 percent), 12,927 students (36 percent), 7,246 seniors (20 percent), 1,241 ADA (3 percent), and 1,047 free rides (3 percent).

Table 17: Route B – Monthly Ridership by Passenger Type (FY2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	841	687	796	137	139	**2,600**
August-23	1,225	1,033	567	72	89	**2,986**
September-23	835	997	599	75	85	**2,591**
October-23	773	1,002	628	64	81	**2,548**
November-23	825	940	633	53	91	**2,542**
December-23	1,354	1,234	639	77	46	**3,350**
January-24	1,506	1,482	440	63	49	**3,540**
February-24	1,598	1,391	561	139	47	**3,736**
March-24	1,231	1,099	658	207	105	**3,300**
April-24	1,222	1,316	684	121	141	**3,484**
May-24	1,255	1,199	538	127	113	**3,232**
June-24	923	547	503	106	61	**2,140**
Total	**13,588**	**12,927**	**7,246**	**1,241**	**1,047**	**36,049**

The northwest business district, including West Valley Mall, Walmart, Winco Foods, Target, and the DMV office account for more than one-third (37 percent) of total ridership activity. Other significant trip generators include the Civic Center area (City Hall, Senior Center); and the Dr. Powers Park stops near Monte Vista Middle School, and the Boys & Girls Club. Ridership along Eaton Avenue and Lowell Avenue is low particularly in the inbound (i.e., towards Downtown) direction. This route has historically shown low ridership across the day with selected trips spiking upward around school bell times (i.e., 7:30 am, 2:00 pm and 3:00 pm trips), as 36 percent of boardings on Route B are generated by students.

4.3.3 Route C

The Route C alignment covers much of southside Tracy with bi-directional service on 10th / 11th Street, Corral Hollow Road, Schulte Road, and Valpico Road between Downtown Tracy and the Hidden Lake community in the southeast corner of the City (see Figure 28). The alignment splits briefly mid-route using Central Avenue NB and Tracy Boulevard SB between Schulte Road and Valpico Road. The eastern terminus is a clockwise loop through Hidden Lake, east of MacArthur Drive. Route C is divided into five key segments for analysis:

- 11th Street running east-west between Downtown Tracy and Corral Hollow Road.

- Corral Hollow Road running north-south between 11th Street and Schulte Road.

  Schulte Road running east-west between Central Avenue and Corral Hollow Road. This segment partly overlaps Route D.

- Central Avenue (NB) and Tracy Road (SB) running north-south between Schulte Road and Valpico Road. The Central Avenue segment overlaps Routes D and F.

- Valpico Road east of Tracy Boulevard to the Hidden Lake Community east of MacArthur Drive. This area is also covered by Route F using a similar alignment.

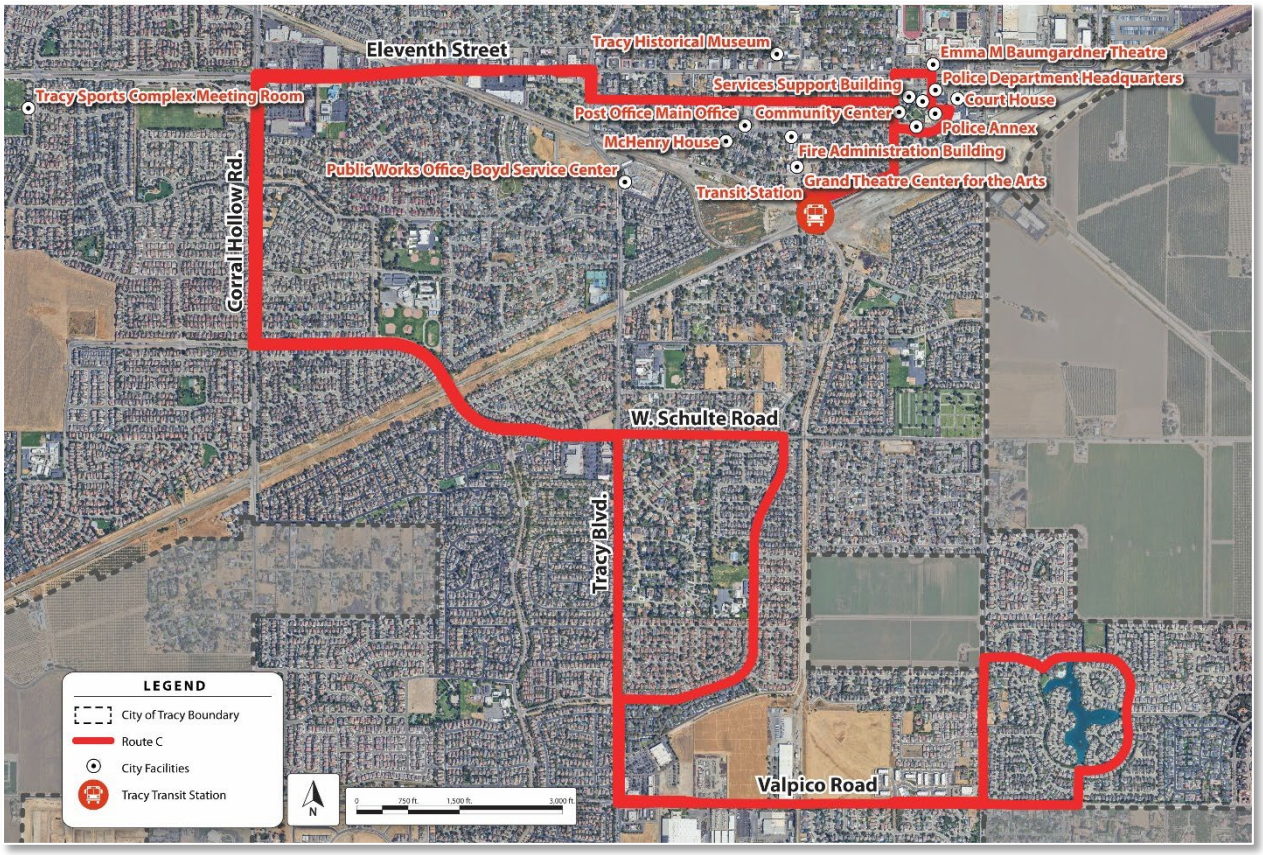


Figure 28. TRACER Route C Map

Route C operates a single bus for a total of 2,966 revenue hours per year including 10 daily revenue hours on weekdays and eight (8) daily revenue hours on Saturdays – generating an average of 70 daily customer boardings or 7.24 boardings per revenue hour. Figure 31 and Table 18 show monthly ridership by passenger type for Route C during FY 2023-24. A total of 21,483 riders boarded Route C in FY 2023-24, including 5,017 adults (23 percent), 10,676 students (50 percent), 4,957 seniors (23 percent), 520 ADA (2 percent), and 313 free rides (1 percent).

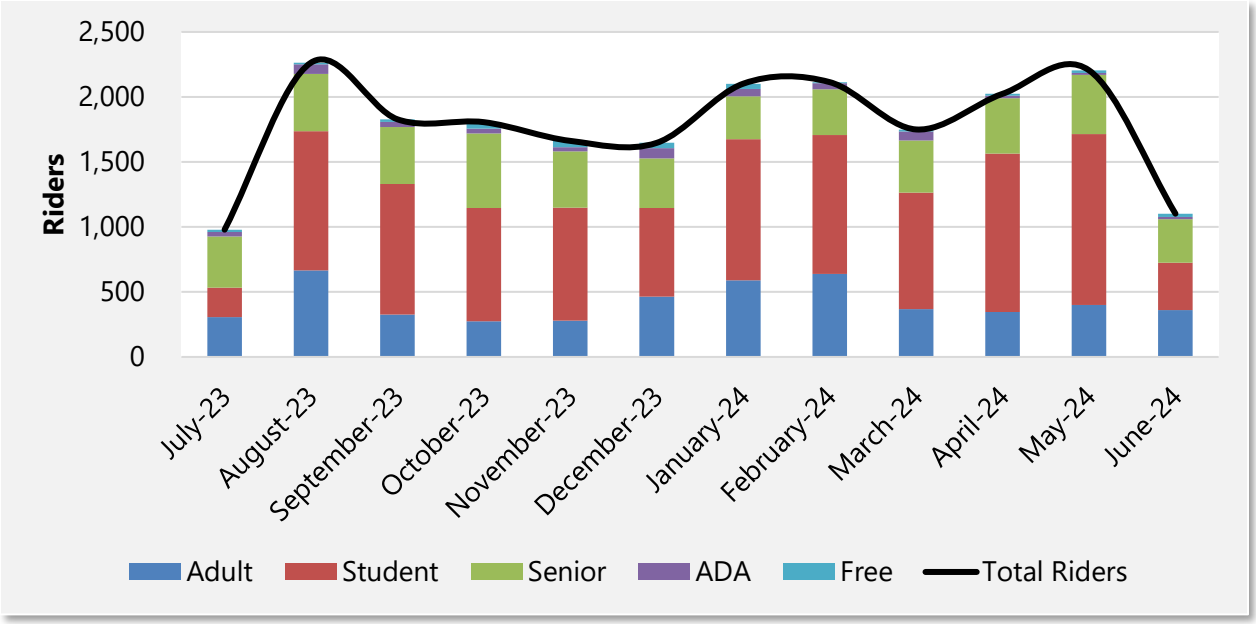


Figure 29.Route C – Monthly Ridership by Passenger Type (FY 2023-24)

Table 18: Route C – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	307	227	393	33	19	**979**
August-23	665	1,072	440	74	13	**2,264**
September-23	327	1,003	438	39	21	**1,828**
October-23	274	872	574	37	49	**1,806**
November-23	280	869	433	31	49	**1,662**
December-23	463	683	382	79	40	**1,647**
January-24	590	1,086	330	55	41	**2,102**
February-24	639	1,069	351	47	8	**2,114**
March-24	367	897	402	69	15	**1,750**
April-24	345	1,219	425	21	14	**2,024**
May-24	399	1,315	455	16	20	**2,205**
June-24	361	364	334	19	24	**1,102**
Total	**5,017**	**10,676**	**4,957**	**520**	**313**	**21,483**

This route has historically shown low ridership across the day with selected trips spiking upward around school bell times (i.e., 7:30 am, 2:00 pm and 3:00 pm trips), as half of boardings on Route C are generated by students. In 2024 this route saw increasing ridership with small route changes.

4.3.4 Route D

Route D provides all-day service in one direction on a loop alignment covering a wide area of south and central-west Tracy (see **Figure 13**). Route D is divided into five key segments for analysis:

- Central Avenue (SB) between the Transit Station and Tracy Boulevard. This segment overlaps Routes C and F.
- The area south of Valpico Road including stops on Tracy Boulevard, Whispering Winds Drive, Middlefield Drive, and at the ACE train station. This segment overlaps Route F.
- Sycamore Parkway and Schulte Road between Tracy Boulevard and Corral Hollow Road. This segment partly overlaps Route C.
- Residential subdivisions west of Corral Hollow Road and south of Lowell Avenue.
- Lowell Avenue, Tracy Boulevard, Eaton Avenue and Holly Drive between Corral Hollow Road and Downtown Tracy. This segment overlaps Routes B, E and G.

Route D regular service operates as a clockwise loop with departures from the Tracy Transit Station every 30-40 minutes during the weekday morning commute periods (6:30 a.m. – 7:40 a.m.) and every 65 minutes from 9:00 am until 6:35 pm on weekdays and Saturdays. The Saturday schedule contains seven trips. All trips depart from and terminate at the Transit Station.

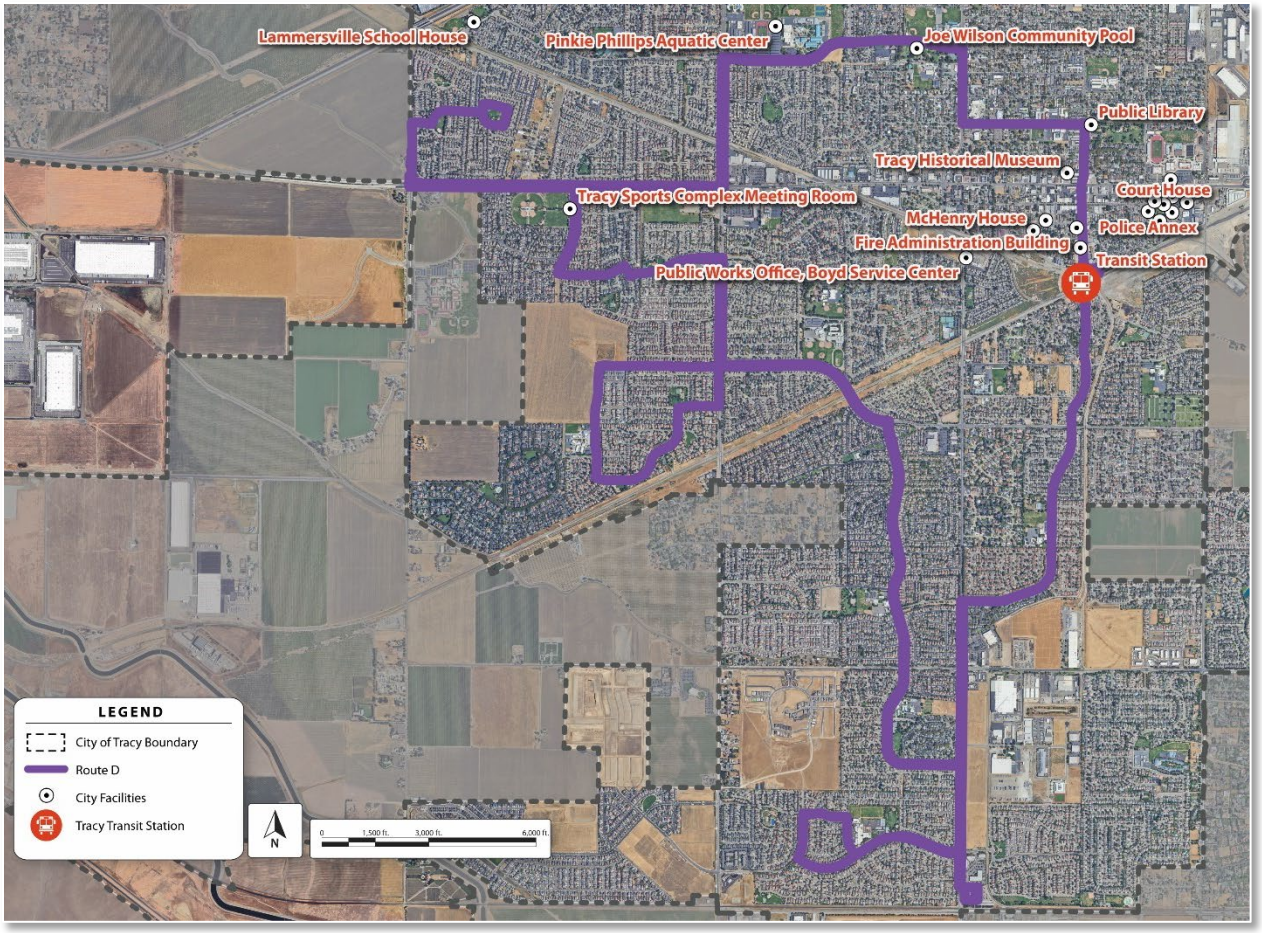


Figure 30. TRACER Route D Map

Route D operates with two buses during the peak commute periods and one bus at all other times for a total of 3,157 revenue hours per year including 10 daily revenue hours on weekdays and seven (7) daily revenue hours on Saturdays – generating an average of 41 daily customer boardings or four (4) boardings per revenue hour. Figure 33 and Table 19 show monthly ridership by passenger type for Route D during FY 2023-24. A total of 12,408 riders boarded Route D in FY 2023-24, including 2,202 adults (18 percent), 9,092 students (73 percent), 1,005 seniors (8 percent), 71 ADA (1 percent), and 38 free rides (less than 1 percent).

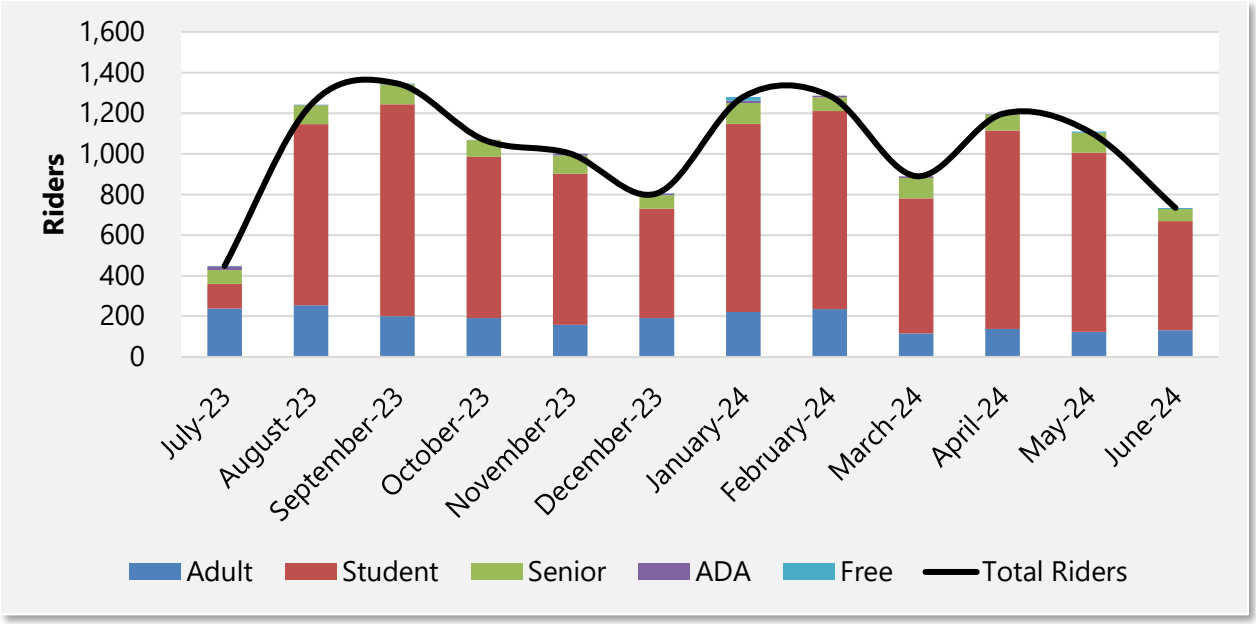


Figure 31. Route D – Monthly Ridership by Passenger Type (FY 2023-24)

Table 19: Route D – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	239	121	68	19	1	**448**
August-23	255	891	93	2	1	**1,242**
September-23	200	1,044	98	1	3	**1,346**
October-23	192	794	81	2	0	**1,069**
November-23	159	743	89	8	2	**1,001**
December-23	192	538	66	8	1	**805**
January-24	222	925	103	11	19	**1,280**
February-24	235	975	69	7	0	**1,286**
March-24	116	664	102	8	0	**890**
April-24	137	977	79	4	0	**1,197**
May-24	123	883	98	0	6	**1,110**
June-24	132	537	59	1	5	**734**
Total	**2,202**	**9,092**	**1,005**	**71**	**38**	**12,408**

The data shows higher ridership activity on the segments closest to Downtown Tracy and the Tracy Transit Station (15.1 percent of daily trip activity) and stops along Lowell Avenue (15 percent of daily trip activity) near Merril F. West High School. Activity is minimal along segments winding through mostly residential subdivisions. However, the Westgate residential subdivision route loop west of

Corral Hollow Road generates approximately 21 percent of daily trip activity along Route D, including the 11th Street / Lammers Road and Antonio Loop stop locations.

4.3.5 Route E

Route E provides peak-only commute service on a loop alignment covering a wide area of north Tracy. One morning trip departing from the Transit Station at 7:35 a.m. operates counterclockwise via East Street, MacArthur Drive, Grant Line Road, Holly Drive, Kavanaugh Avenue, Corral Hollow Road, Orchard Parkway, Lowell Avenue, Tracy Boulevard, Eaton Avenue, Holly Drive, and Central Avenue. Three afternoon trips departing at 1:25 pm (Mondays only), 2:30 pm, and 3:50 pm operate in the opposite (clockwise) direction.

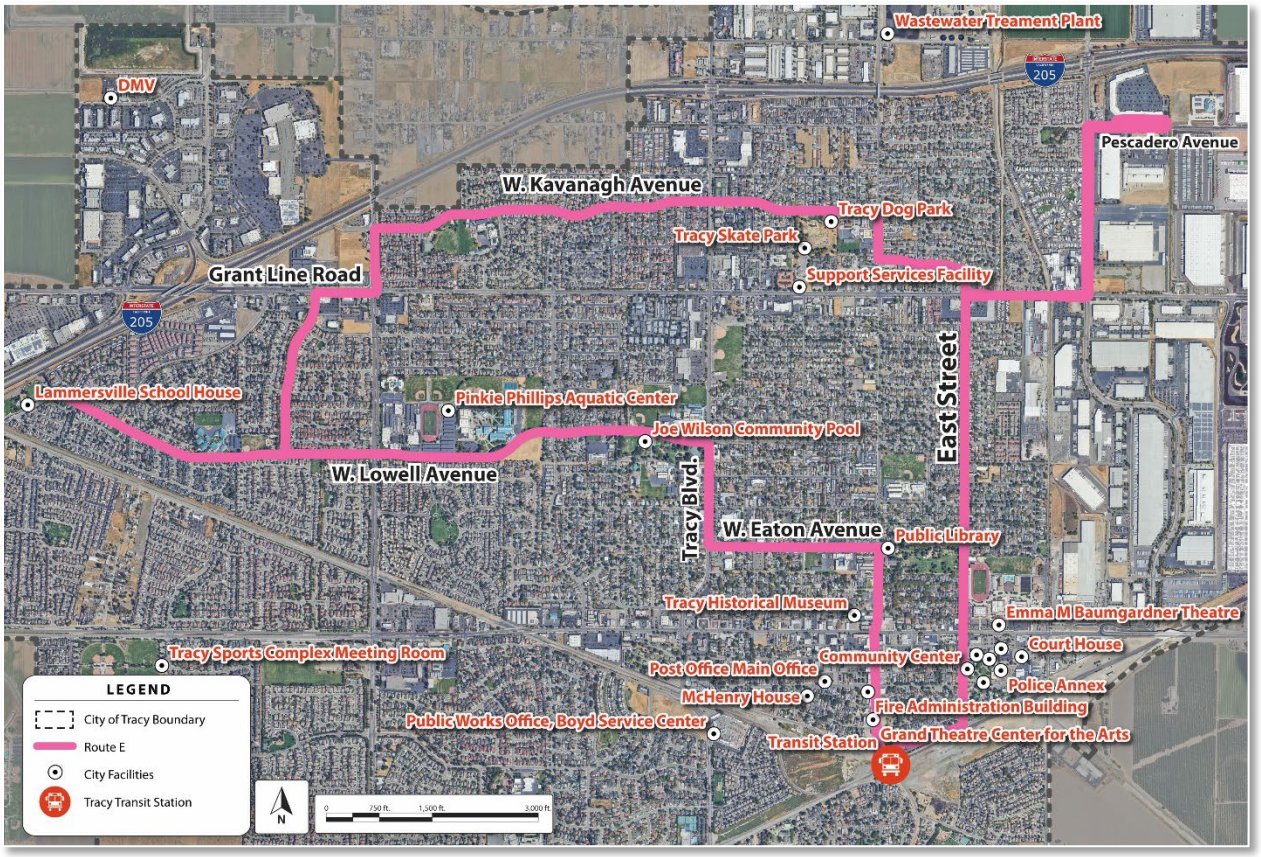


Figure 32. Route E Map

Route E significantly overlaps other TRACER and RTD routes; notably:

- Route A on East Street between Downtown and Grant Line Road;
- Routes B and D on Lowell Avenue, Tracy Boulevard, and Holly Drive between Corral Hollow Road and Downtown;
- RTD Routes 90 and 97 on MacArthur Drive.

Route E operates a single bus for a total of 935 revenue hours per year including approximately four daily revenue hours on Mondays and three daily revenue hours Tuesdays through Fridays, which generates an average of 27 daily customer boardings or 7.43 boardings per revenue hour. Figure 35 and Table 20 show monthly ridership by passenger type for Route E during FY 2023-24. A total of 6,951 riders boarded Route E in FY 2023-24, including 398 adults (6 percent), 6,275 students (90 percent), 186 seniors (3 percent), 59 ADA (1 percent), and 33 free rides (less than 1 percent). Route E is primarily a school route with students generating more than 90 percent of all boardings in FY 2023-24, which also explains the drop in ridership during the months of June and July when school is generally not in session.

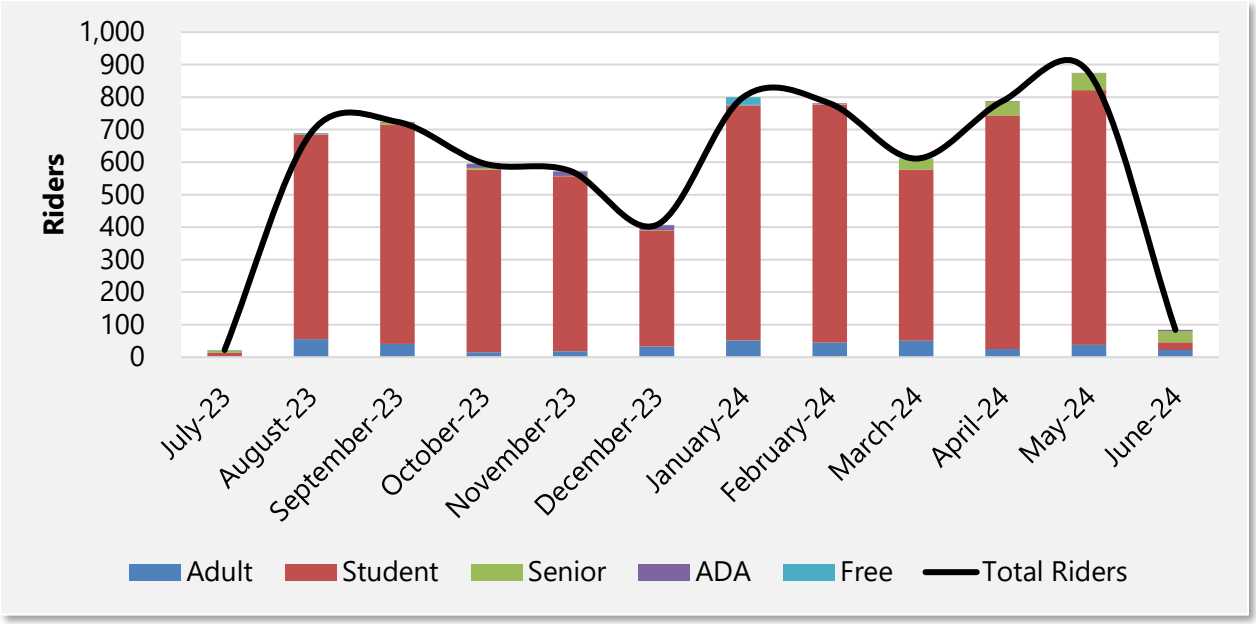


Figure 33. Route E – Monthly Ridership by Passenger Type (FY 2023-24)

Table 20: Route E – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	2	11	8	0	1	**22**
August-23	56	628	2	3	1	**690**
September-23	41	673	7	3	0	**724**
October-23	15	562	5	13	1	**596**
November-23	18	539	1	13	2	**573**
December-23	33	357	1	15	1	**407**
January-24	52	721	1	2	24	**800**
February-24	45	732	1	3	0	**781**
March-24	51	525	32	0	3	**611**
April-24	25	719	42	2	0	**788**

May-24	38	784	52	1	0	**875**
June-24	22	24	34	4	0	**84**
Total	**398**	**6,275**	**186**	**59**	**33**	**6,951**

Customers board primarily along Kavanaugh Avenue westbound and Lowell Avenue between the Chesapeake roundabout and Corral Hollow Road. Key destination stops include Lowell Avenue at Lincoln Boulevard for West High School students and Dr Powers Park for Monte Vista Middle School students. Non-school destinations include Sutter Hospital and the Tracy Transit Station. The northeastern loop of the route that provides access to the Shops at Northgate Village along MacArthur Drive and Pescadero Avenue generates approximately 32 percent of the route's total daily activity, including stops at MacArthur Drive / Grant Line Road, MacArthur Drive / Pombo Square, and Northgate Village.

4.3.6 Route F

Route F provides peak-only commute service on a mostly loop alignment covering southeast Tracy connected to the Transit Station with bi-directional service on Central Avenue north of Schulte Road

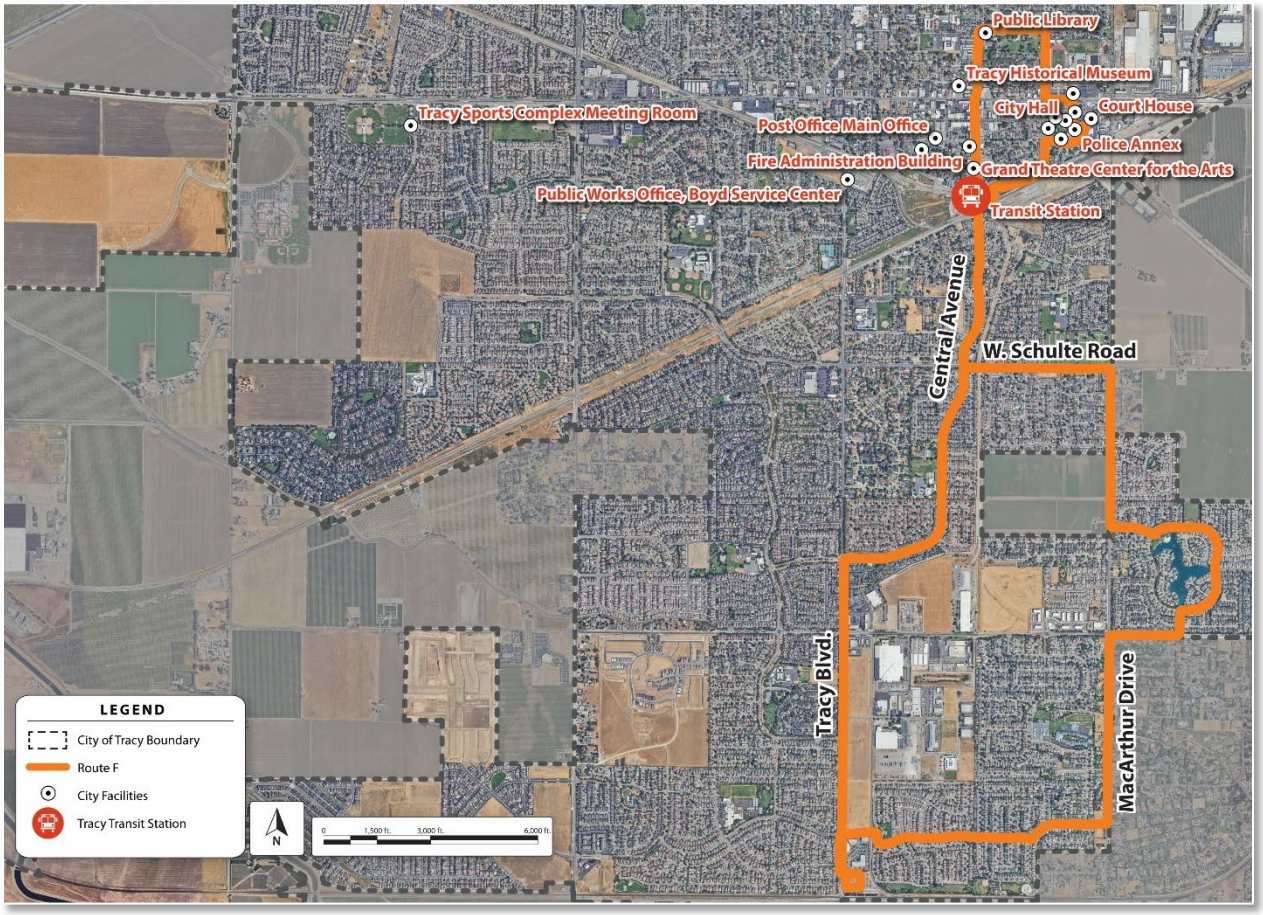


Figure 34. TRACER Route F Map

(see Figure 36). One morning trip departing from the Transit Station at 7:20 a.m. operates clockwise on the loop via Schulte Road, MacArthur Drive, Eastlake Drive, Eastlake Circle, Lakeview Drive, Valpico Road, MacArthur Drive, Glenbrook Drive, Brookview Drive, Tracy Boulevard to the ACE station and returning north on Tracy Boulevard and Central Avenue. Two afternoon trips depart at 2:30 pm (Mondays only) and 4:00 pm in the opposite (counterclockwise) direction.

Route F overlaps two other TRACER routes, notably:

- Route C in the Hidden Lake community; and,
- Routes C and D along Central Avenue and Tracy Boulevard between the Transit Station and Valpico Road.

Route F operates a single bus for a total of 701 revenue hours per year including 2.75 daily revenue hours on Mondays and 1.8 daily revenue hours Tuesdays through Fridays, which generates an average of 23 daily customer boardings or 8.33 boardings per revenue hour. Figure 37 and Table 21 show monthly ridership by passenger type for Route F during FY 2023-24. A total of 5,838 riders boarded Route F in FY 2023-24, including 173 adults (3 percent), 5,408 students (93 percent), 232 seniors (4 percent), 16 ADA (less than 1 percent), and 9 free rides (less than 1 percent). Route F is primarily a school route with students generating more than 93 percent of all boardings in FY 2023-24, which explains the drop in ridership during the months of June and July when school is generally not in session.

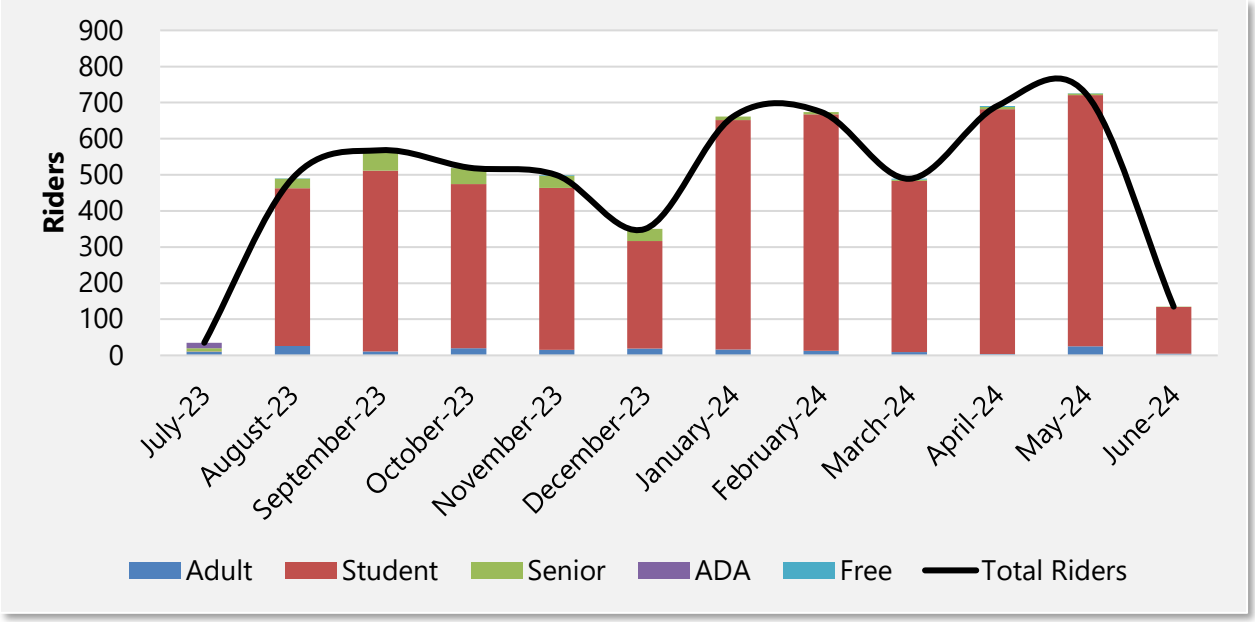


Figure 35. Route F – Monthly Ridership by Passenger Type (FY 2023-24)

Table 21: Route F – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	10	1	9	15	0	**35**
August-23	26	437	26	0	1	**490**
September-23	11	501	56	0	0	**568**
October-23	20	454	45	1	0	**520**
November-23	15	449	33	0	2	**499**
December-23	19	298	33	0	0	**350**
January-24	16	636	9	0	0	**661**
February-24	13	655	6	0	0	**674**
March-24	9	474	4	0	2	**489**
April-24	4	678	6	0	3	**691**
May-24	25	696	4	0	1	**726**
June-24	5	129	1	0	0	**135**
Total	**173**	**5,408**	**232**	**16**	**9**	**5,838**

The data shows higher ridership activity on the segments closest to Downtown Tracy, the Tracy Transit Station, and Tracy High School accounting for approximately half of the daily trip activity along Route F. Activity is minimal along segments winding through mostly residential subdivisions, especially near the Hidden Lake residential neighborhood which overlaps with Route C.

4.3.7 Route G

Route G provides afternoon peak commute service only on a loop alignment covering a wide area of south and central-west Tracy (see **Figure 36**). Two afternoon trips depart from the Tracy Transit Station at 2:30pm (Mondays only) and 3:45 p.m. (Monday through Friday).

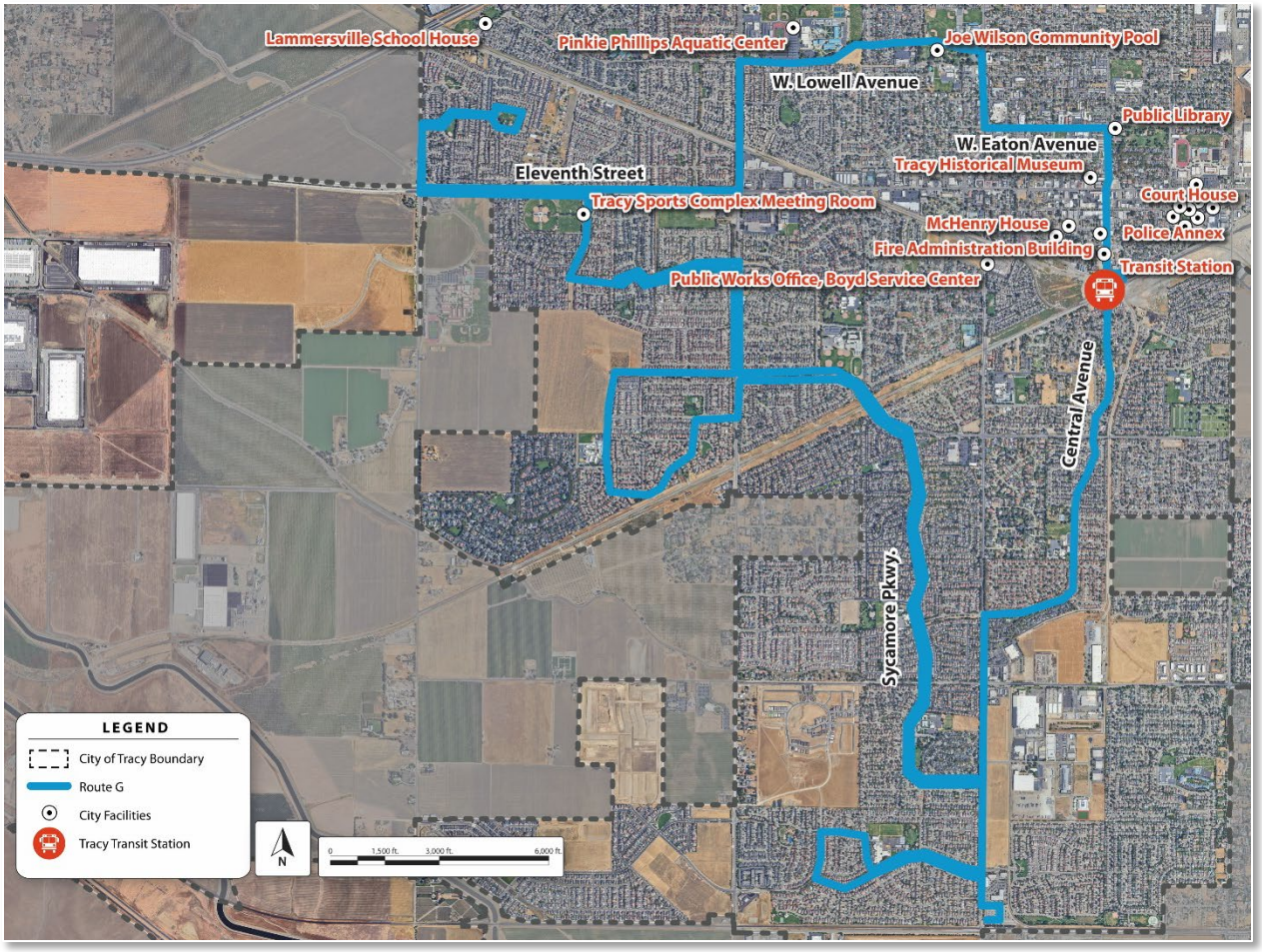


Figure 36. TRACER Route G Map

Route G overlaps with Route D and operates a single bus for a total of 425 revenue hours per year, including 1.67 daily revenue hours on Mondays and 0.8 daily revenue hours Tuesdays through Fridays, which generates an average of 19 daily customer boardings or 11.42 boardings per revenue hour. Figure 39 and Table 22 show monthly ridership by passenger type for Route G during FY 2023-24. A total of 4,852 riders boarded Route G in FY 2023-24, including 110 adults (2 percent), 4,728 students (97 percent), 4 seniors (less than 1 percent), 6 ADA (less than 1 percent), and 4 free rides (less than 1 percent). Route G is primarily a school route with students generating more than 97 percent of all boardings in FY 2023-24, which also explains the drop in ridership during the months of June and July when school is generally not in session.

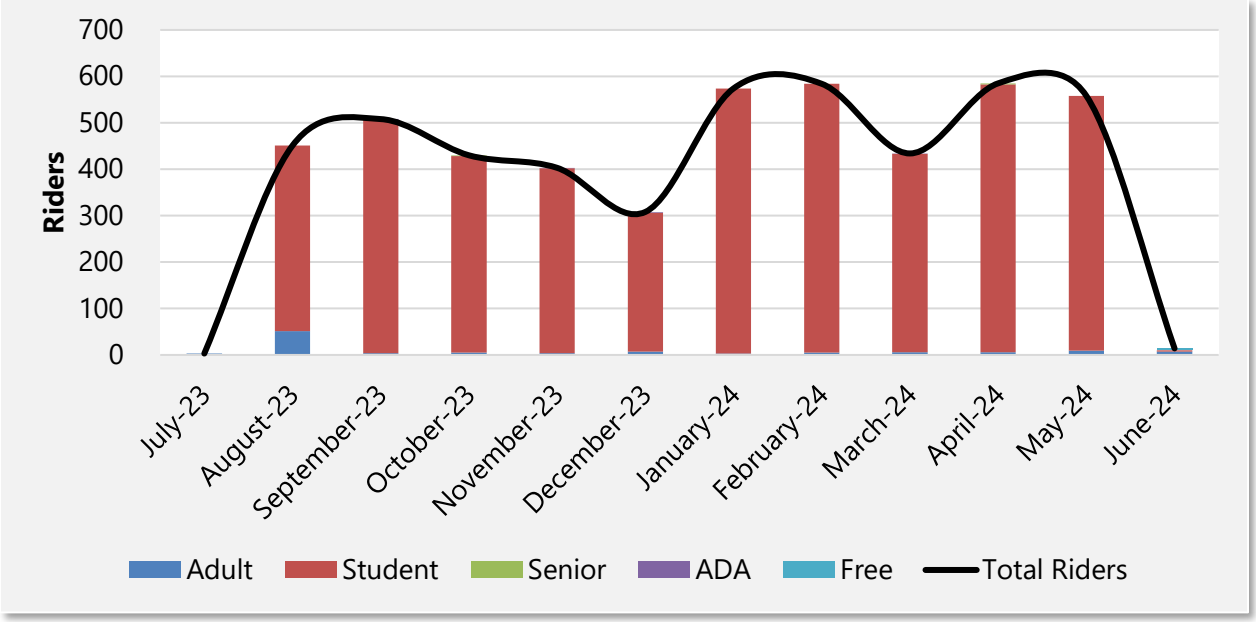


Figure 37. Route G – Monthly Ridership by Passenger Type (FY 2023-24)

Table 22: Route G – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	3	0	0	0	0	**3**
August-23	51	400	0	0	0	**451**
September-23	4	502	0	2	0	**508**
October-23	5	423	2	0	0	**430**
November-23	4	398	0	1	0	**403**
December-23	7	299	0	2	0	**308**
January-24	3	571	0	0	0	**574**
February-24	5	579	0	0	0	**584**
March-24	6	427	0	1	0	**434**
April-24	6	577	2	0	0	**585**
May-24	9	549	0	0	0	**558**
June-24	7	3	0	0	4	**14**
Total	**110**	**4,728**	**4**	**6**	**4**	**4,852**

The data shows higher ridership activity at stops located near schools, including Lowell Avenue / Lincoln Boulevard near Merrill F. West High School (13.8 percent of daily trip activity), and Sycamore Parkway / Hirsch School (10 percent of daily trip activity). Activity is minimal along segments winding through mostly residential subdivisions. However, the Westgate residential subdivision route loop west

of Corral Hollow Road generates approximately 44 percent of daily trip activity along Route G, including the 11th Street / Lammers Road (inbound and outbound) and Antonio Loop stop locations.

4.3.8 Route H

Route H was put into operation in August 2023 to primarily serve the Tracy Hills and Ellis subdivisions. It provides peak-only commute service on a mostly loop alignment with a single morning trip departing the Coriander Street / Tracker Place stop at 7:50 a.m., operating along Eleventh Street, Lammers Road, Corral Hollow Road, Tracy Boulevard, and Central Avenue before completing the trip at the Tracy Transit Station at 8:50 a.m. Two afternoon trips depart the Tracy Transit Station at 2:30 p.m. (Mondays only) and 3:50 p.m. (Monday through Friday), operating along Eleventh Street, Lammers Road, Corral Hollow Road, Whispering Wind Drive, Tracy Boulevard, and Central Avenue before returning to the Tracy Transit Station.

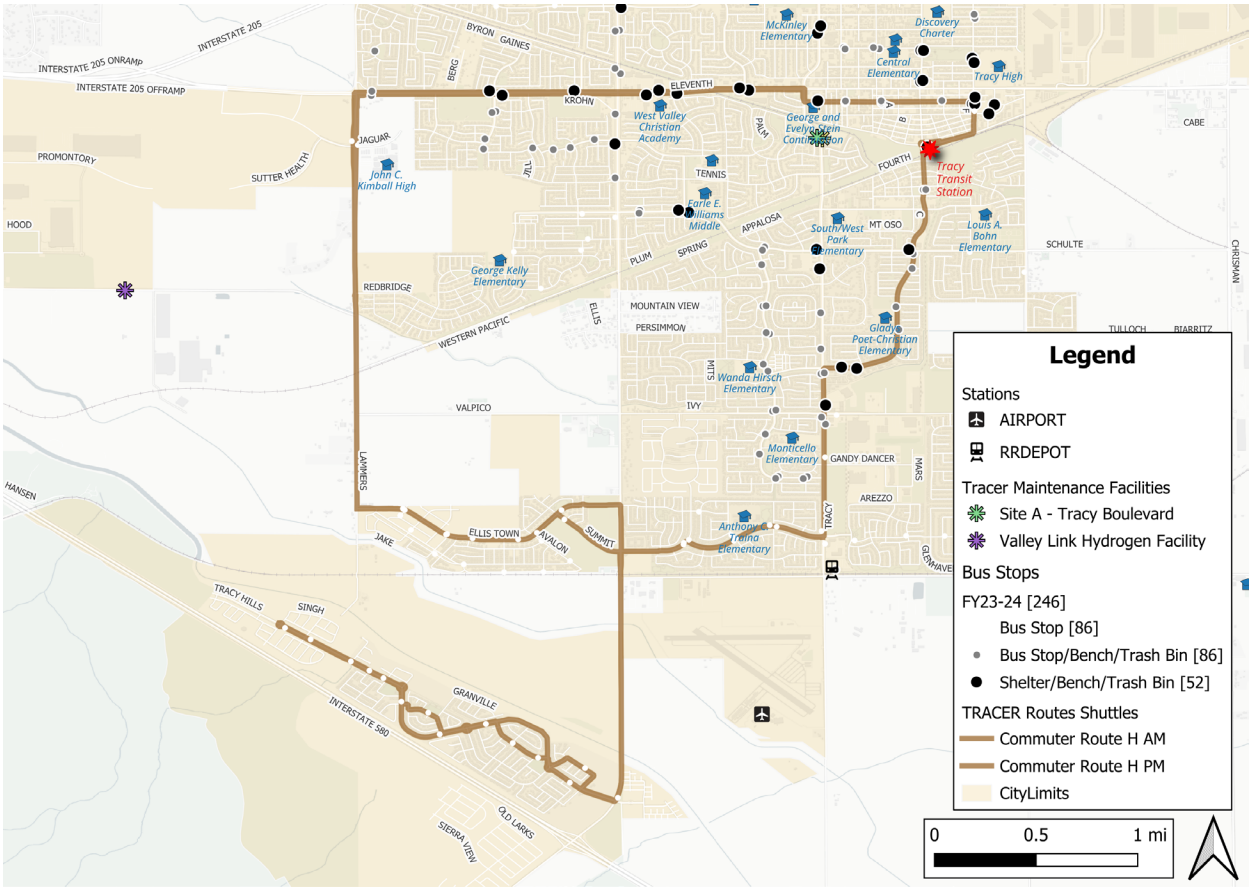


Figure 38. TRACER Route H Map

Route H operates a single bus for a total of 561 revenue hours per year, including three daily revenue hours on Mondays and two daily revenue hours Tuesdays through Fridays, which generates an average of 17 daily customer boardings or 7.81 boardings per revenue hour.

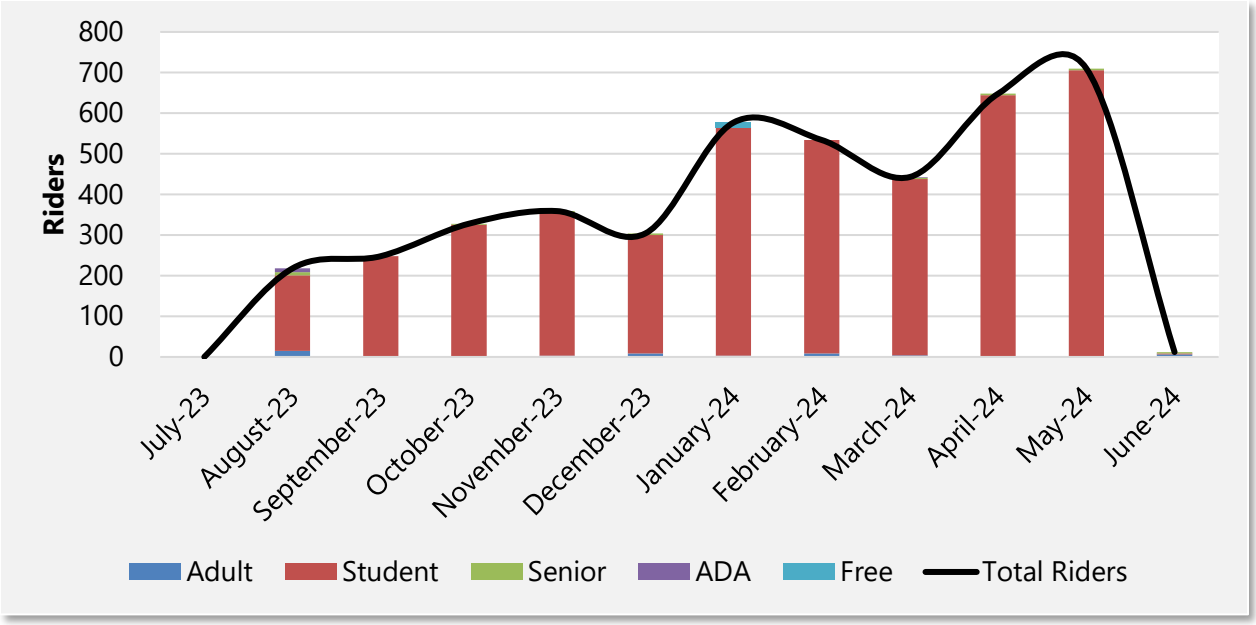


Figure 39. Route H – Monthly Ridership by Passenger Type (FY 2023-24)

Table 23: Route H – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	0	0	0	0	0	**0**
August-23	15	186	8	9	0	**218**
September-23	2	246	0	0	0	**248**
October-23	1	324	3	0	0	**328**
November-23	3	353	3	0	0	**359**
December-23	9	291	4	0	0	**304**
January-24	3	561	1	0	12	**577**
February-24	9	525	0	0	0	**534**
March-24	4	434	3	2	0	**443**
April-24	1	643	4	0	0	**648**
May-24	1	705	4	0	0	**710**
June-24	6	3	3	0	0	**12**
Total	**54**	**4,271**	**33**	**11**	**12**	**4,381**

The highest ridership activity occurs at the John C. Kimball High School stop location along Lammers Road (30.7 percent of trip activity); the Ellis Town residential neighborhood (21 percent of total trip activity), including the Ellis Town Drive / Village Green Park and Summit Drive / Jessica Way stop

locations; and the Tracy Hills residential neighborhood (17 percent of total trip activity), including the Coriander Street / Tracker Place and Ironstone Drive / Starcross Drive stop locations.

4.3.9 Fixed-Route Shuttle Services

TRACER also operates three fixed-route shuttle services, including the Arbor Shuttle, ACE Shuttle, and South Tracy Shuttle. Both the ACE and South Tracy Shuttles were started in August 2023 as a response to the Unmet Transit Needs process through SJCOG, in which over 100 comments were received regarding the desire for the service. The ACE Shuttle operates Monday through Friday, completing three outbound morning trips from the Coriander Street / Tracker Place stop departing at 5:15 a.m., 6:20 a.m., and 7:12 a.m. operating along Corral Hollow Road, Whispering Wind Drive, Tracy Boulevard, and Central Avenue before arriving at the Tracy Transit Station (see Figure 42). The ACE Shuttle also makes three outbound afternoon trips from the ACE Station to Coriander Street, departing the ACE Station at 5:18 p.m., 6:18 p.m., and 7:18 p.m.

The South Tracy Shuttle operates Monday through Saturday, completing three daily trips outbound from the Tracy Transit Station departing at 10:00 a.m., 12:30 p.m., and 3:30 p.m. operating along Central Avenue, Tracy Boulevard, Whispering Wind Drive, Ellis Town Drive, and Corral Hollow Road.

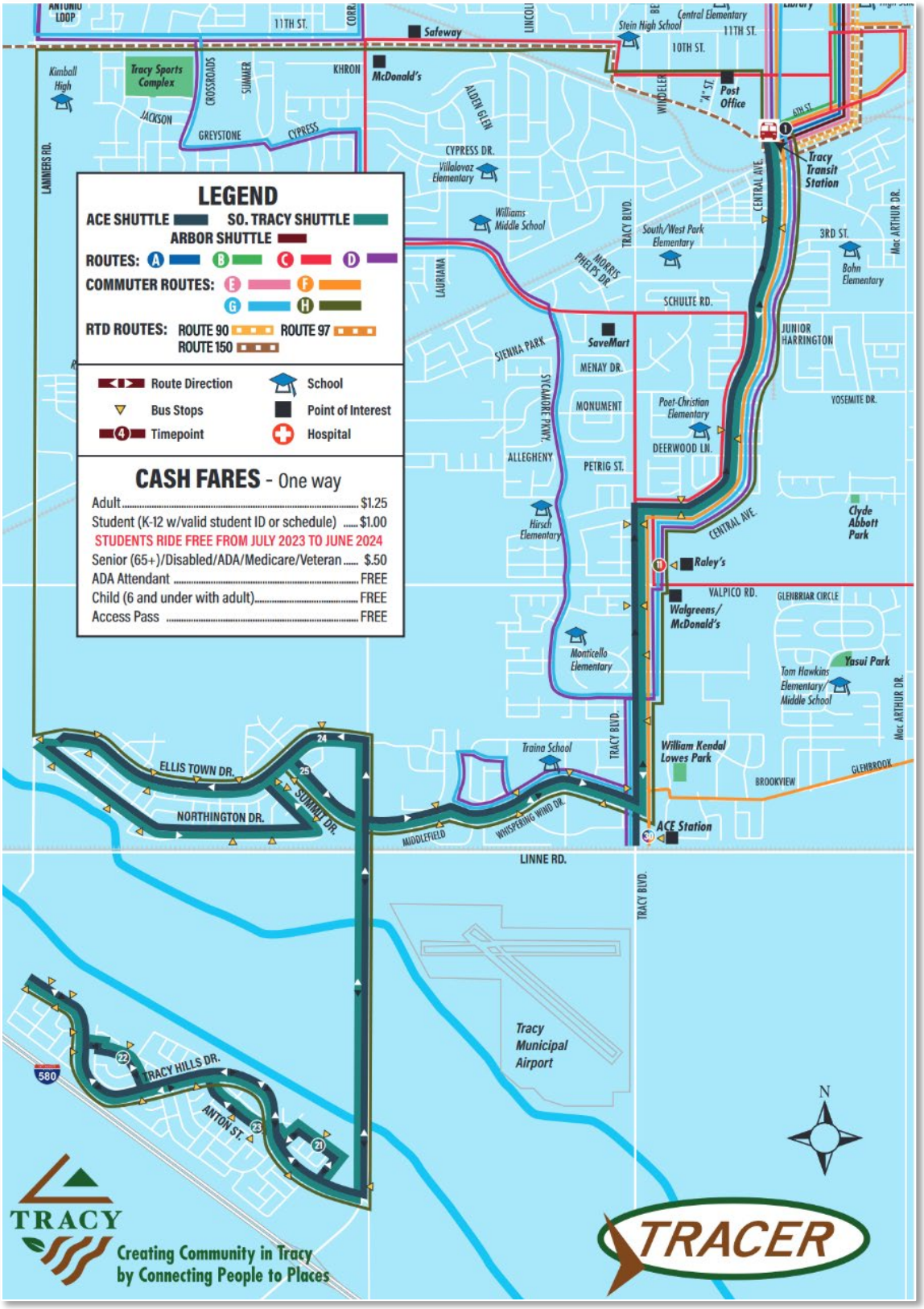


Figure 40. TRACER ACE and South Tracy Shuttle Routes Map

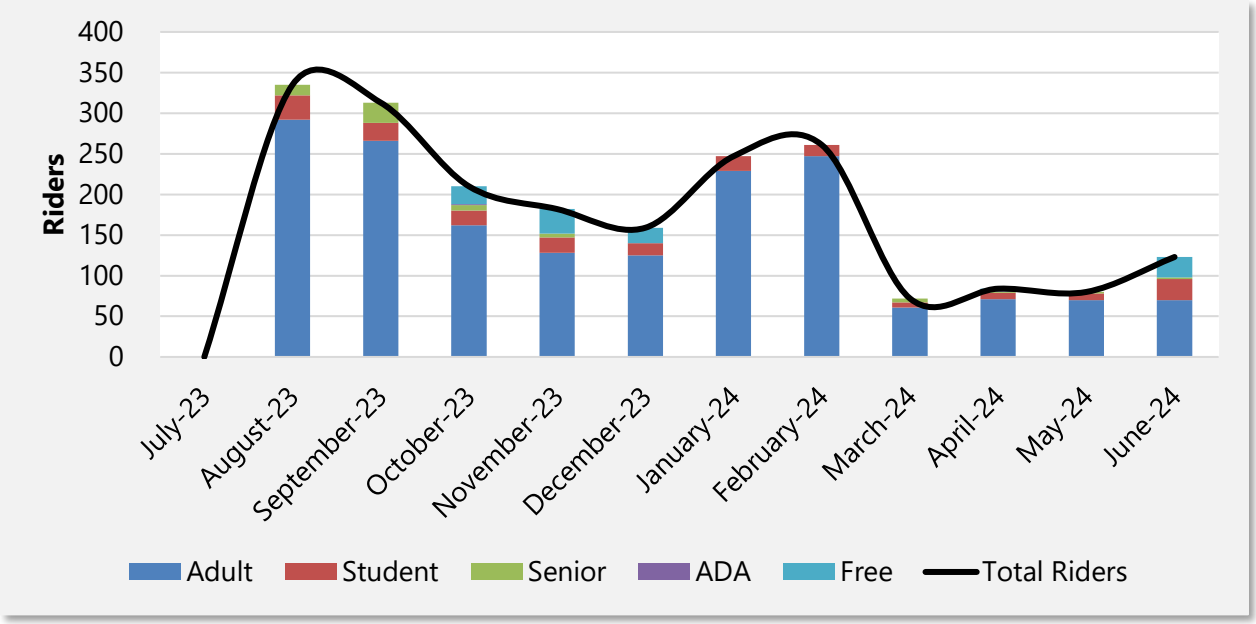


Figure 41. Ace Shuttle – Monthly Ridership by Passenger Type (FY 2023-24)

Table 24: ACE Shuttle – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	0	0	0	0	0	**0**
August-23	292	30	13	0	0	**335**
September-23	266	22	25	0	0	**313**
October-23	162	18	7	1	22	**210**
November-23	128	19	5	0	30	**182**
December-23	125	15	0	0	19	**159**
January-24	229	18	0	0	0	**247**
February-24	247	14	0	0	0	**261**
March-24	61	6	5	0	0	**72**
April-24	71	8	1	1	3	**84**
May-24	70	8	2	0	0	**80**
June-24	70	26	2	0	25	**123**
Total	**1,721**	**184**	**60**	**2**	**99**	**2,066**

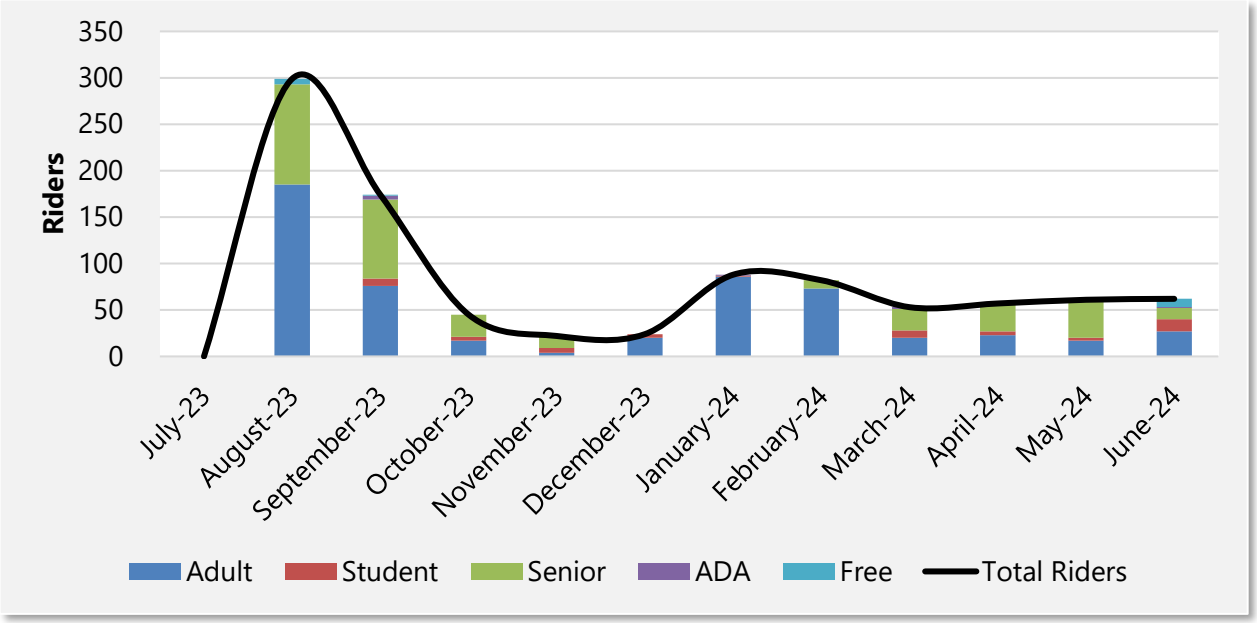


Figure 42. South Tracy Shuttle – Monthly Ridership by Passenger Type (FY 2023-24)

Table 25: South Tracy Shuttle – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	0	0	0	0	0	**0**
August-23	185	0	108	0	6	**299**
September-23	76	8	85	4	1	**174**
October-23	17	4	24	0	0	**45**
November-23	4	5	12	1	0	**22**
December-23	20	4	0	0	0	**24**
January-24	86	1	0	1	0	**88**
February-24	73	0	9	0	0	**82**
March-24	20	8	23	2	0	**53**
April-24	23	4	30	0	0	**57**
May-24	17	3	40	0	1	**61**
June-24	27	13	12	1	9	**62**
Total	**548**	**50**	**343**	**9**	**17**	**967**

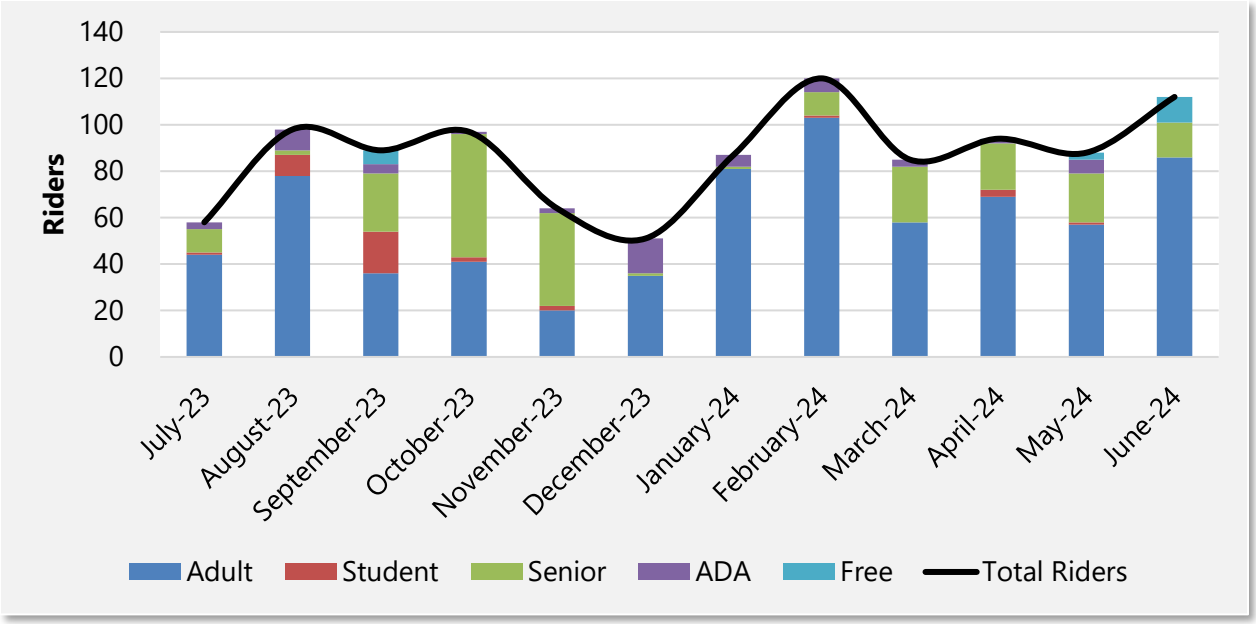


Figure 43. Arbor Shuttle – Monthly Ridership by Passenger Type (FY 2023-24)

Table 26: Arbor Shuttle – Monthly Ridership by Passenger Type (FY 2023-24)

Month-Year	Adult	Student	Senior	ADA	Free	Total Riders
July-23	44	1	10	3	0	**58**
August-23	78	9	2	9	0	**98**
September-23	36	18	25	4	6	**89**
October-23	41	2	53	1	0	**97**
November-23	20	2	40	2	0	**64**
December-23	35	0	1	15	0	**51**
January-24	81	0	1	5	0	**87**
February-24	103	1	10	6	0	**120**
March-24	58	0	24	3	0	**85**
April-24	69	3	20	1	1	**94**
May-24	57	1	21	6	3	**88**
June-24	86	0	15	0	11	**112**
Total	**708**	**37**	**222**	**55**	**21**	**1,043**

4.3.10 Summary of Fixed Route System Analysis

Table 27 presents the annual operating statistics for the fixed-route system for fiscal years 2018 to 2022, including the total operating cost, fare revenue, net operating cost, annual boardings, revenue vehicle hours, revenue vehicle miles, and required number of peak vehicles for each fiscal year.

Table 27: Fixed-Route System – Annual Operating Statistics

FY	Total Operating Cost	Fare Revenue	Net Operating Cost	Annual Boardings	Revenue Vehicle Hours	Revenue Vehicle Miles	Peak Vehicles
2018	$3,561,377	$89,096	$3,472,281	150,129	25,885	344,724	10
2019	$3,138,827	$88,738	$3,050,089	114,001	23,622	272,622	10
2020	$3,320,039	$73,404	$3,246,635	53,320	21,678	250,319	10
2021	$3,359,660	$44,465	$3,315,195	83,759	22,845	264,472	10
2022	$3,599,185	$77,082	$3,522,103	100,109	23,736	277,529	11

- The total operating cost increased by 1.1 percent from 2018 to 2021, and then by 7.1 percent from 2021 to 2022, reflecting the impact of the COVID-19 pandemic and the recovery efforts.
- The fare revenue decreased by 51.1 percent from 2018 to 2021, and then increased by 73.5 percent from 2021 to 2022, indicating the decline and rebound of ridership due to the pandemic and the easing of restrictions.
- The net operating cost increased by 24.2 percent from 2018 to 2021, and then by 6.2 percent from 2021 to 2022, showing the gap between the operating cost and the fare revenue.
- The annual boardings decreased by 64.5 percent from 2018 to 2020, and then increased by 57.1 percent from 2020 to 2021, and by 19.5 percent from 2021 to 2022, demonstrating the fluctuation of demand for the fixed-route system during and after the pandemic.
- The revenue vehicle hours decreased by 16.3 percent from 2018 to 2020, and then increased by 5.4 percent from 2020 to 2021, and by 4.9 percent from 2021 to 2022, reflecting the adjustment of service levels to match the ridership changes.
- The revenue vehicle miles decreased by 27.3 percent from 2018 to 2020, and then increased by 5.6 percent from 2020 to 2021, and by 5.2 percent from 2021 to 2022, indicating the variation of service distance to accommodate the changing ridership patterns.
- Although there has been substantial variability in the number of boardings and vehicle revenue hours and miles in the past five fiscal years, the required number of peak vehicles has remained constant throughout that period; increasing to 11 vehicles required at peak due to implementation of Route H in 2022.

Table 28 presents the key performance indicators for the fixed-route system for fiscal years 2018 to 2022, including the total cost per boarding, average fare, farebox recovery rate, net cost per boarding, net cost per revenue hour, boardings per revenue hour, and annual boarding per peak vehicle for each fiscal year.

Table 28: Fixed-Route System – Key Performance Indicators

FY	Total Cost per Boarding	Average Fare	Farebox Recovery Rate	Net Cost per Boarding	Net Cost per Revenue Hour	Boardings per Revenue Hour	Annual Boardings per Peak Vehicle
2018	$23.72	$0.59	2.50%	$23.13	$134.14	5.8	15,013
2019	$27.53	$0.78	2.83%	$26.75	$129.12	4.8	11,400
2020	$62.27	$1.38	2.21%	$60.89	$149.77	2.5	5,332
2021	$40.11	$0.53	1.32%	$39.58	$145.12	3.7	8,376
2022	$35.95	$0.77	2.14%	$35.18	$148.39	4.2	9,101

- The pre-pandemic period from 2018-2020: there was a notable increase in total cost per boarding, net cost per boarding, and net cost per revenue hour and a sharp decrease in boardings per revenue hour and annual boardings per week – which measure the productivity and efficiency of the system – demonstrating the impacts of the COVID-19 pandemic restrictions had on the fixed-route system.
- The post-pandemic period from 2020-2022: there was a mild decrease in total cost per boarding, net cost per boarding, and net cost per revenue hour and a moderate increase in boardings per revenue hour and annual boardings per peak vehicle, indicating a slight return of riders due to the easing of pandemic restrictions.
- The average fare increased during the pre-pandemic period from 2018 to 2020, then decreased during the pandemic from 2020 to 2021, and increased again during the post pandemic period from 2021 to 2022.
- The farebox recovery rate, which measures the proportion of operating expenses covered by fares, fluctuated between 1.32 percent and 2.83 percent throughout the period. The farebox recovery rate remains below the pre-pandemic peak of 2.83 percent but shows signs of recovery. However, TRACERS' average farebox recovery rate remains low compared to its peer

cities which range from 2.38 to 8.25 percent, including Grand Junction (8.25 percent), Lodi (2.38 percent), Porterville (8.05 percent), and Turlock (6.28 percent).[12]

4.4 TRACER Demand Response Services

Tracer Demand Response Services include TRACER's Paratransit service, subsidized Taxi service, and the recently implemented TRACER Plus which provides on-demand curb-to-curb shared-ride service within the City of Tracy.

4.4.1 TRACER Demand Response Service Goals

The 2019 SRTP introduced demand response service goals (*"Mobility Vision – A Way Forward")* addressing quality of life considerations as part of the City's efforts to ensure a healthy, connected, supportive environment for its residents. As a result, the following guiding principles were established to provide a foundation for recommended TRACER Paratransit service plan strategies:

- **Universal access** including accessible infrastructure.
- **Flexible mobility options** with a cost-effective mix of accessible shared-ride, public transportation services; and.
- **Maximize utility and investment** in accessible conventional transit (mobility management strategies) to encourage a shift from ADA paratransit to conventional public transit.

As a transit provider, TRACER has facilitated a more integrated approach between accessible conventional transit services and Paratransit services. TRACER has created a user-friendly, accessible conventional transit service that may provide additional mobility options for many Paratransit service registrants. TRACER's accessible public transit system provides a higher degree of trip making flexibility and facilitates greater travel spontaneity and independence. A truly accessible transit system can become the preferred choice for many people with a disability.

The longer-term vision is to move towards the concept of universal access to conventional public transit/mobility services. While preserving the integrity of Paratransit services for those with no alternatives, universal access to conventional transit services requires the need to address ancillary considerations including an accessible infrastructure, streetscape, audible signals, etc.

[12] Source: https://ftis.org/iNTD-Urban/reports.aspx; accessed July 2024. Florida Transit Information System (FTIS) integrated national transit database. Note: Vacaville, CA was identified as a peer city but eliminated fares during the COVID-19 pandemic and subsequent recovery period, and thus its farebox recovery rate was 0.0 percent in 2022.

4.4.2 TRACER Plus

TRACER Plus provides curb-to-curb, shared ride service for the general public within the City of Tracy. **Figure 26** shows the TRACER Plus service area. TRACER Plus is a shared ride service that groups riders by origin and destination points, routing vehicles as needed to meet all riders' needs. TRACER Plus requires riders to schedule pick-up times and will pick-up riders within 20 minutes from the *Ready Time* negotiated (up to 10 minutes prior and 10 minutes after). This service is provided Monday through Thursday from 4:00 a.m. to 7:00 a.m. and 6:30 p.m. to 10:00 p.m., Fridays from 4:00 a.m. to 7:00 a.m. and 6:30 p.m. to 11:00 p.m., Saturdays from 6:00 a.m. to 9:00 a.m. and 6:30 p.m. to 11:00 p.m., and from 8:00 a.m. to 10:00 p.m. on Sundays.

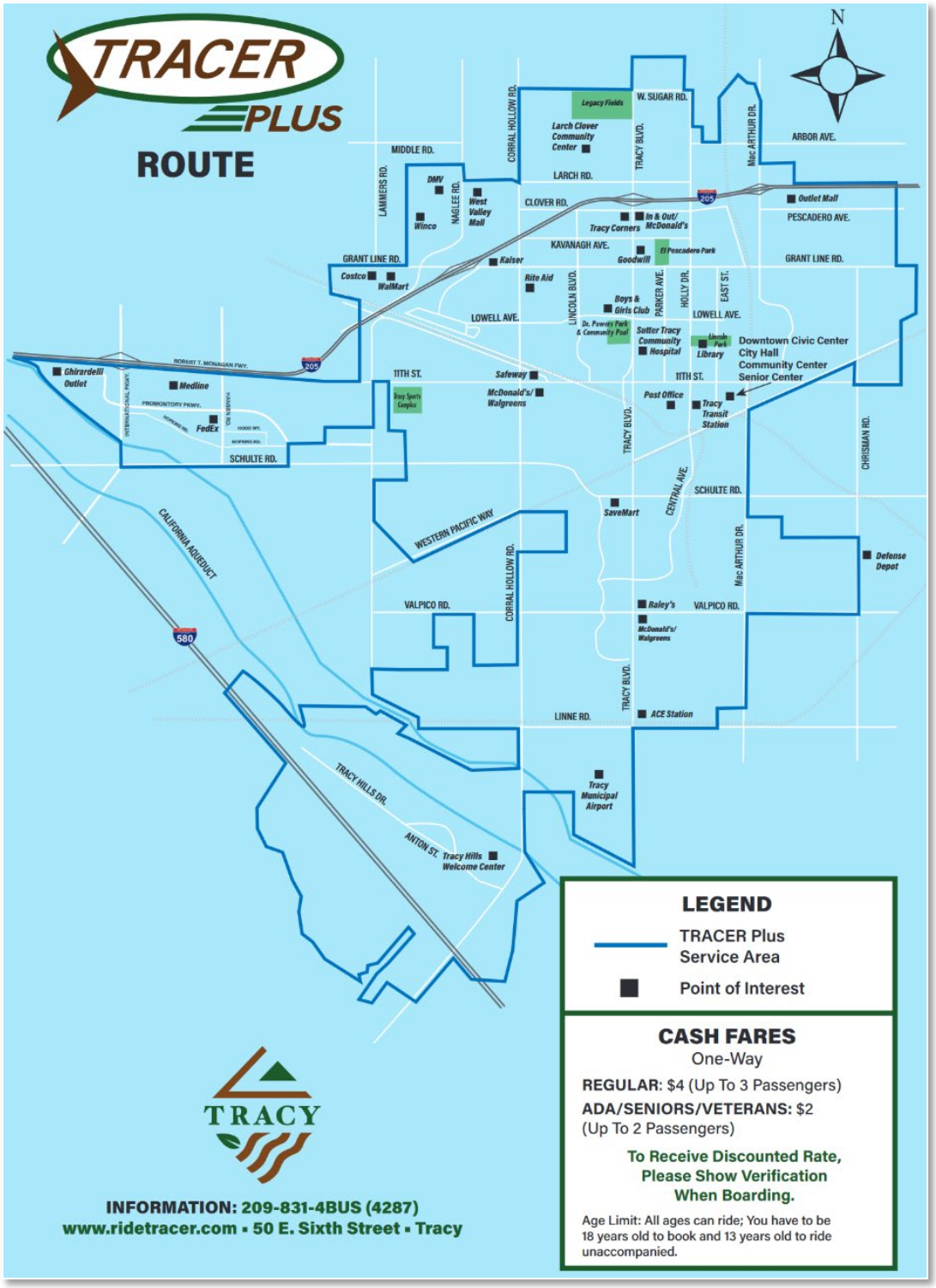


Figure 44. TRACER Plus Service Area Map

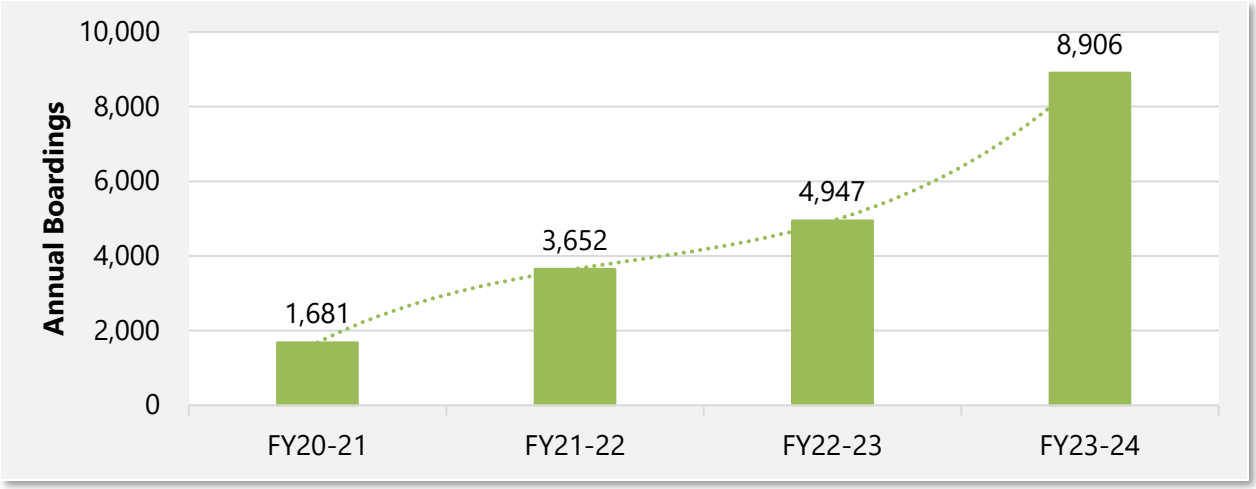


Figure 45. TRACER Plus Annual Riders

The City of Tracy has not established specific performance metrics for the TRACER Plus service, which will subsequently be addressed in Task 5. Since TRACER Plus service implementation in Fiscal Year 2020-21, ridership has steadily increased each year with 3,652 annual riders (0.04 per capita) in Fiscal Year 2021-22, 4,947 annual riders (0.05 per capita) in Fiscal Year 2022-23, and 8,906 annual riders in FY 2023-24, a 430 percent increase over four years (see Figure 47).

Figure 48 shows the TRACER Plus annual riders per vehicle revenue hour has also increased each year since service was implemented in the Fiscal Year 2020-21. The initial service year generated just 1.01 riders per revenue hour in FY2020-21, which increased to 1.32 riders per revenue hour in FY 2021-22, a 200 percent increase in just one year. However, the efficiency of TRACER Plus appears to have leveled off in FY 2022-23 and FY 2023-24 as TRACER Plus generated 1.33 and 1.37 riders per revenue hour, respectively.

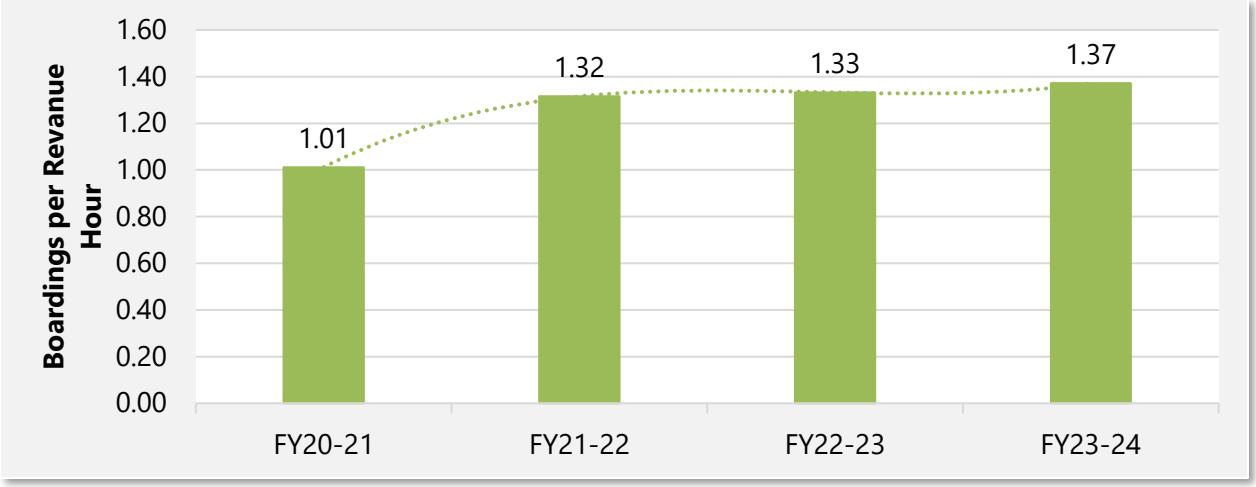


Figure 46. TRACER Plus Riders per Revenue Hour

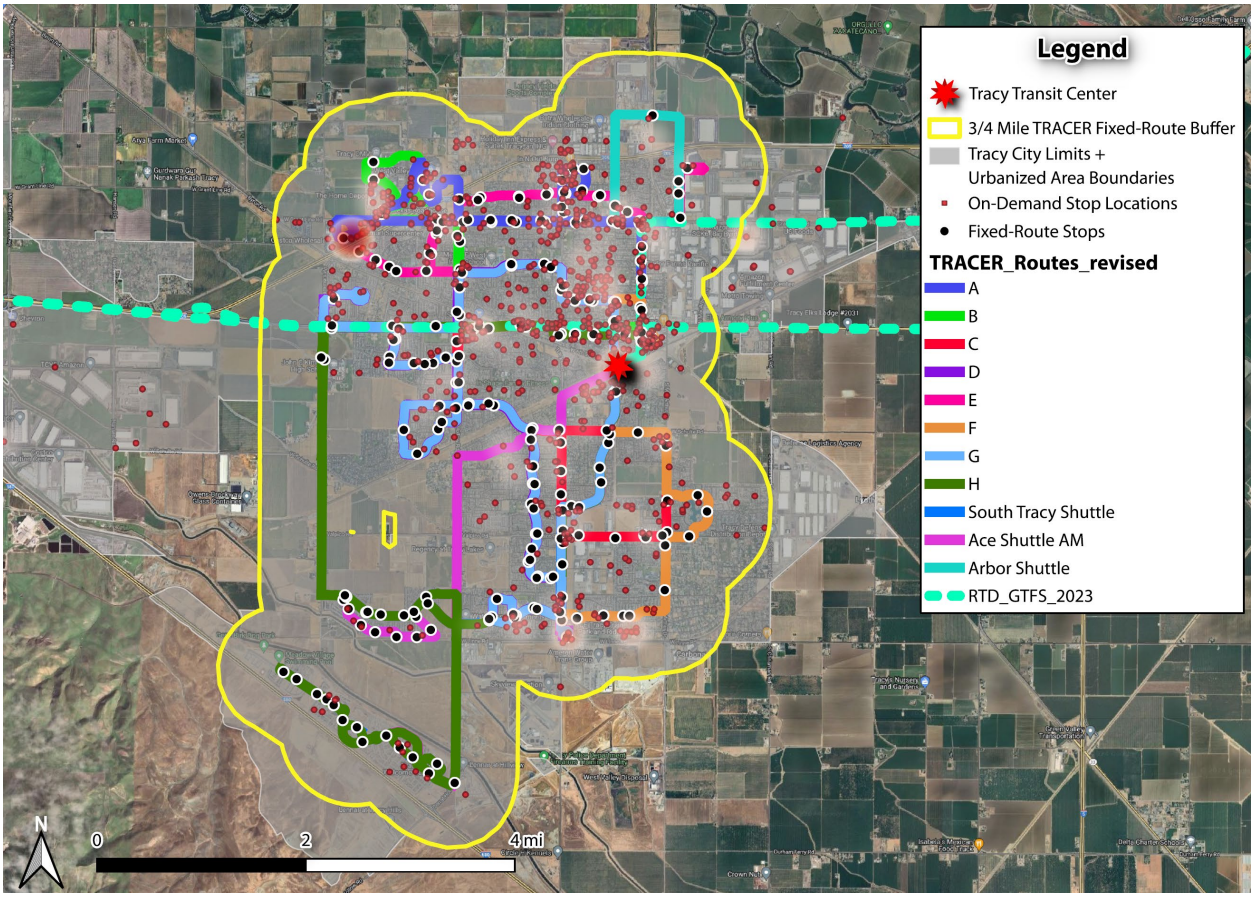


Figure 47. TRACER Plus Boarding and Alighting Hot Spots.

Figure 49 shows the location of higher intensity boarding and alightings by TRACER Plus users during FY23/24. The highest demand locations included:

- Walmart Super Center
- Tracy Transit Station
- ACE Tracy Train Park and Ride
- Veterans Park
- Amazon Distribution Center

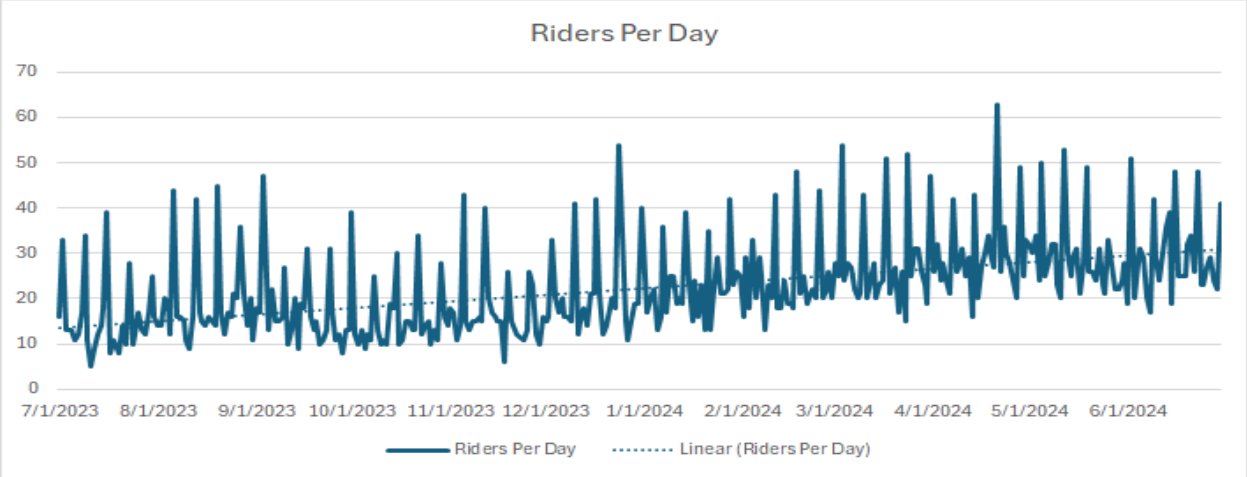


Figure 48. TRACER Plus Riders Per Day FY23/24

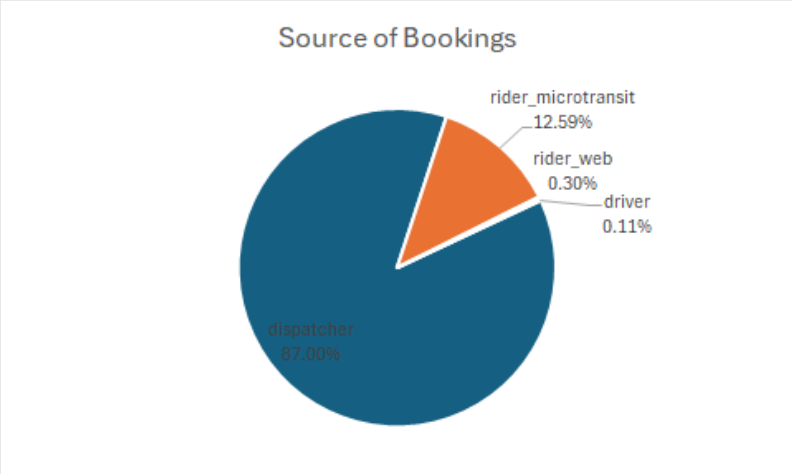


Figure 49. TRACER Plus Source of Bookings

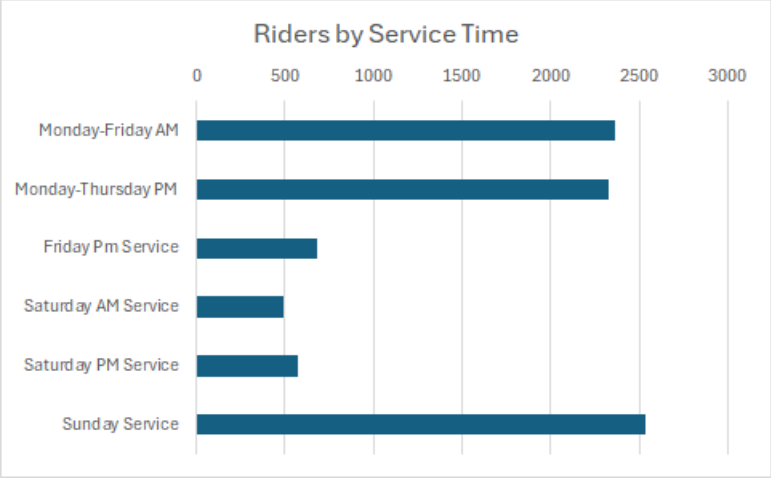


Figure 50. TRACER Plus Riders by Service Time.

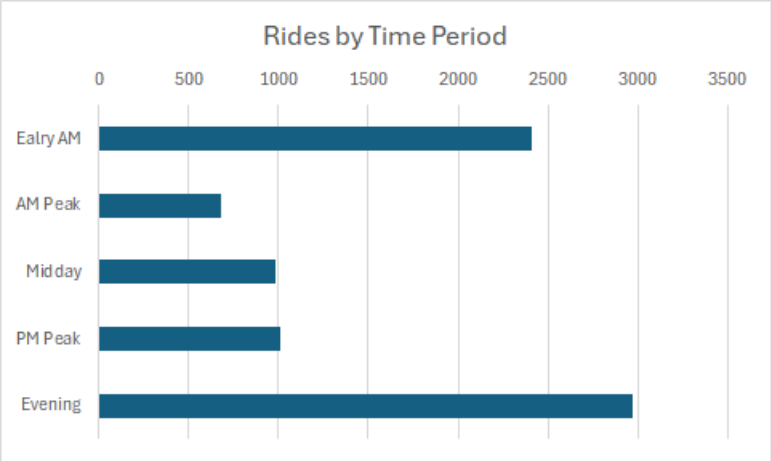


Figure 51. TRACER Plus Rides by Time Period.

The ridership trends for TRACER Plus show that average daily ridership has doubled over the last fiscal year (FY2023-24). Additionally, ridership is the lowest during Saturday service times, and ridership is the highest during the Early AM and Evening periods.

4.4.3 TRACER Paratransit

The City offers the TRACER Paratransit service for Disabled/ADA, Medicare recipients, and Seniors (65+). The service provided is door-to-door and operates for the same hours as the TRACER Fixed-Route. Drivers assist passengers with packages as needed/requested. The Paratransit service is scheduled and dispatched out of the Tracy Transit Station. The service is available during the normal operating hours of the Fixed Route service. When the TRACER Paratransit is not operating, a Subsidized Taxi service is available, although since the implementation of TRACER Plus, more paratransit riders have opted to use that service in the off hours.

Effective, October 1st, 2018, Access San Joaquin has conducted the TRACER ADA Paratransit Certification process. Access San Joaquin is a Consolidated Transportation Services Agency (CTSA)

formed by multiple transit operators in San Joaquin County, its primary goal is to improve the quality of transportation services to low mobility groups such as seniors and people with disabilities.

ADA-eligible customers may make reservations for same-day service and up to seven days in advance of desired travel. Reservations are accepted by telephone between 8:00 am and 6:00 pm on weekdays, and between 10:00 am and 4:00 pm on Saturdays. At all other times, customers may leave a message requesting next-day service.

The City's contractor, MTM Transit, is responsible for all operational and service delivery functions including call-taking/reservations, scheduling, and dispatch/trip management. MTM Transit utilized Reveal scheduling software for trip bookings, scheduling, and data management.

The TRACER Paratransit Service area is presented in Figure 54.

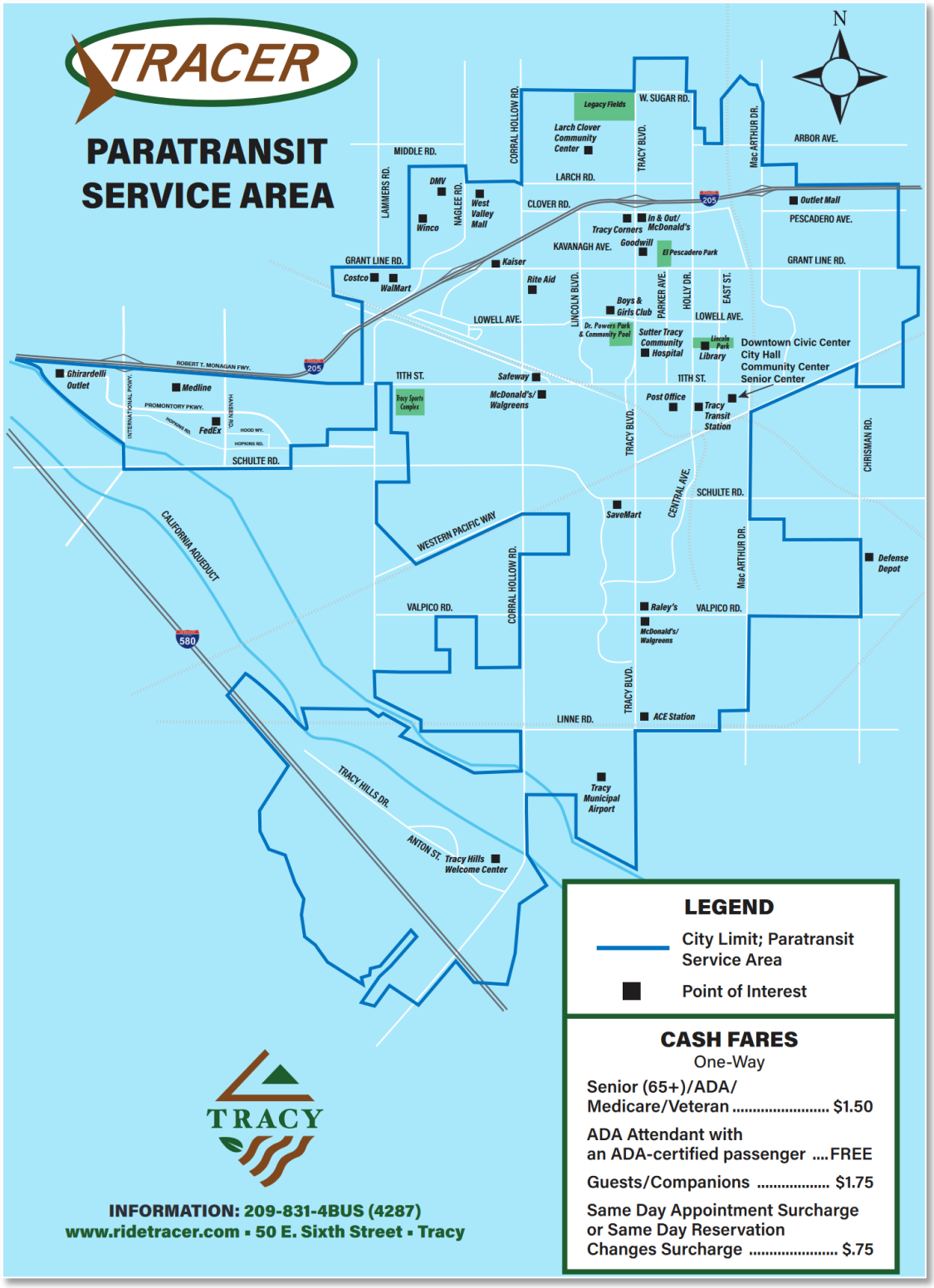


Figure 52. TRACER Paratransit Route Map

Figure 55 shows TRACER Paratransit service has shown a rebound in ridership with 21,259 total annual riders in Fiscal Year 2023-24, an 89 percent increase from the COVID-19 pandemic low of 11,230 annual riders in Fiscal Year 2020-21 and a 32 percent increase from the previous Fiscal Year 2022-23.

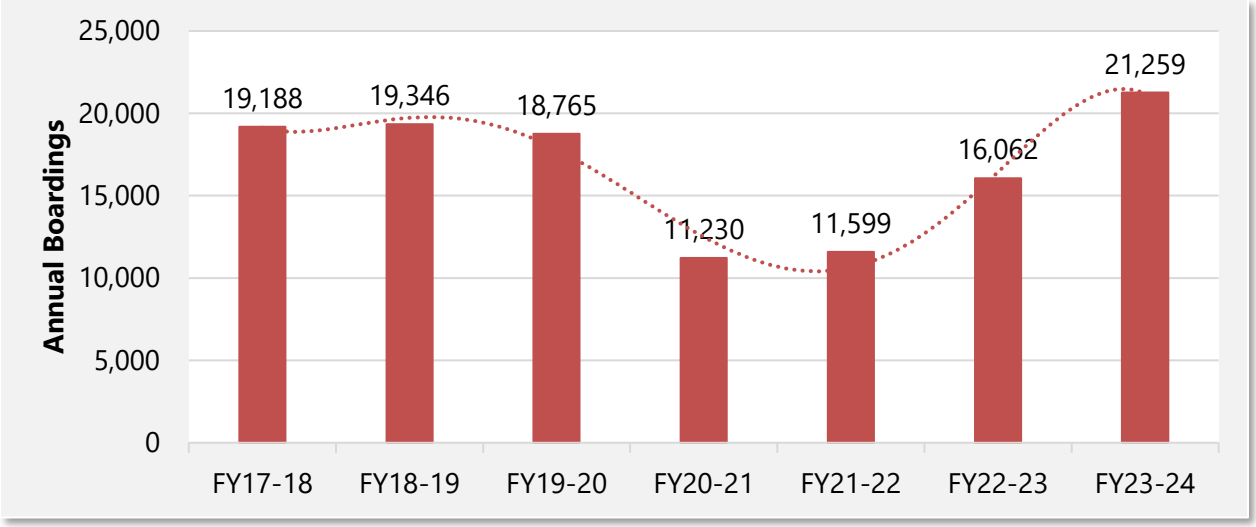
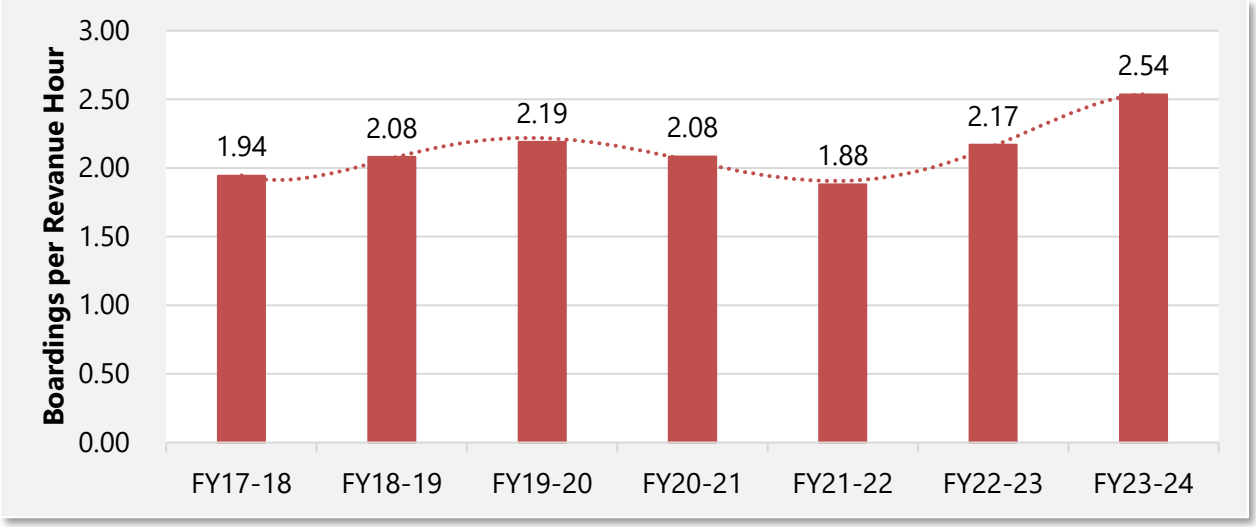


Figure 53: TRACER Paratransit Total Annual Ridership 2017-23

Figure 56 shows that when adjusted to annual riders per revenue hour, TRACER Paratransit services has shown a rebound in Fiscal Year 2023-24 with 2.54 riders per revenue hour, surpassing the pre-pandemic peak of 2.19 riders per revenue hour in Fiscal Year 2019-20 and a 17 percent increase compared with the previous Fiscal Year 2022-23 rate of 2.17 riders per revenue hour.

Figure 54: TRACER Paratransit Riders per Revenue Hour 2017-23



Tables 29 and 30 present the overall Demand Response (TRACER Plus and Paratransit) service operating statistics and key performance indicators for Fiscal Year 2018-2022. A 21 percent decrease in annual boardings from Fiscal Year 2018 to 2022 coupled with a 35 percent increase in total operating

costs has resulted in a 39 percent increase in net operating costs over the same period. Similarly, there has been a 21 percent decline in the number of boardings per revenue hour.

Table 29: Demand Response Services – Annual Operating Statistics

FY	Total Operating Cost	Fare Revenue	Net Operating Cost	Annual Boardings	Revenue Vehicle Hours	Revenue Vehicle Miles	Peak Vehicles
2018	$795,462	$27,287	$768,175	19,188	9,866	75,840	4
2019	$715,311	$27,546	$687,765	19,346	9,292	77,686	4
2020	$908,753	$28,949	$879,804	18,765	8,563	63,977	4
2021	$639,935	$23,663	$616,272	12,911	7,049	46,007	4
2022	$1,075,081	$26,270	$1,048,811	15,251	8,945	79,943	4

The total operating cost and the net operating cost have increased from 2018 to 2022, with peak costs occurring in 2020 and 2022. The fare revenue has fluctuated slightly but has not increased proportionally to the operating cost. The annual boardings have decreased from 2018 to 2021, with the lowest boardings occurring in 2021. Boardings increased slightly in 2022 but remain below the 2018 pre-pandemic peak.

The revenue vehicle hours and the revenue vehicle miles have both decreased each year between 2018 and 2021. Although there was an increase in both hours and miles in 2022, they are both still below their 2018 respective pre-pandemic peaks. Although there has been substantial variability in the number of boardings and vehicle revenue hours and miles in the past five fiscal years, the required number of peak vehicles has remained constant throughout that period.

Table 30: Demand Response Services – Key Performance Indicators

FY	Total Cost per Boarding	Average Fare	Farebox Recovery Rate	Net Cost per Boarding	Net Cost per Revenue Hour	Boardings per Revenue Hour	Annual Boardings per Peak Vehicle
2018	$41.46	$1.42	3.4%	$40.03	$77.86	1.94	4,797
2019	$36.97	$1.42	3.9%	$35.55	$74.02	2.08	4,837
2020	$48.43	$1.54	3.2%	$46.89	$102.74	2.19	4,691
2021	$49.57	$1.83	3.7%	$47.73	$87.43	1.83	3,228
2022	$70.49	$1.72	2.4%	$68.77	$117.25	1.70	3,813

The total cost per boarding and the net cost per boarding have increased significantly from 2018 to 2022, while the average fare and the farebox recovery rate have remained relatively stable. Boardings per revenue hour and the annual boardings per peak vehicle have decreased from 2018 to 2021, indicating reduced demand and efficiency of the service. These factors indicate that TRACER paratransit service is facing financial and operational challenges in providing transportation for senior and disabled residents.

Subsidized Taxi Service

The subsidized taxi is a service available to registered senior and ADA/disabled residents who are unable to ride the established fixed route bus system due to certain limitations. Upon approval of their application a TRACER paratransit identification card is issued to the residents, at no charge, after which time they can purchase taxi tickets from the Finance Department at City Hall. Taxi tickets are sold to residents at a rate of $10 for a ticket valued at $20 in regular fares.

Subsidized taxi service is available during the non-operating hours for the TRACER paratransit service, Monday – Friday prior to 7:00 a.m. and after 7:00 p.m., Saturday prior to 9:00 a.m. and after 5:00 p.m., and all day on Sundays and certain holidays. Currently, Yellow Cab of Tracy is the only taxi company authorized to use the subsidized tickets. A review of 2017 monthly invoices suggest approximately 146 taxi trips were provided at a cost of $2,300 or an average of $15.70 per trip. However, due to multiple factors including implementation of the TRACER Plus service, subsidized taxi service will be phased out.

5.0 Operations Plan and Budget

This chapter provides a comprehensive framework for the City of Tracy's future transit services, ensuring alignment with local and federal requirements, sustainability, and effective resource allocation. This information will guide the City in making informed decisions to enhance the quality and accessibility of transit services for its residents. The operations plan will encompass the provision of fixed route, on-demand, and paratransit services over the five-year SRTP period, while the operations budget will demonstrate the sustainability of planned service levels, considering financial constraints and meeting federal, state, and local requirements.

5.1 Operations Plan

The operations plan addresses both short-range (less than 5 years) and long-range (beyond 5 years) timeframes. The operation plan sets forth TRACER's intentions to provide fixed route, on-demand, and paratransit services from FY25/26 through FY30/31, and then beyond the next five fiscal years. Annually, TRACER will evaluate these proposed services with respect to the adopted goals (section 2.0) to ensure that the recommendations are still relevant to the current needs and situations, including financial constraints. Generally, the operations plan recommends providing more direct fixed routes in a grid-like pattern across the City, with several shuttles to address specific system gaps. The commuter routes will continue to operate in their current state. All routes will be evaluated on an annual basis to determine if the proposed changes are aligned with the goals, objectives, and standards section. As routes are implemented, strategic transfer points will be created to ensure seamless transfers between TRACER routes, as well as RTD bus services, and ACE Commuter Rail.

5.1.1 Fixed Route Services

Fixed Route Services are those services that operate continuously throughout the day. Currently TRACER operates four (4) fixed routes services. This operation plan expands that service to six (6) fixed route services, plus two (2) shuttles that will operate continually during the span of fixed route service, generally 7AM to 7PM. Table 31 outlines the nature of the proposed fixed route services.

Table 31. Proposed Transit Routes

More Direct Routes	
East-West Routes	9. Tracy Transit Station (TTS) to Mall via Grant Line 10. TTS to Walmart via Eaton/Lowell 11. TTS to Corral Hollow (Safeway area) via 10th/11th. 12. Corral Hollow (Safeway area) to Hidden Lake (Valpico & MacArthur)
North-South Routes	13. Tracy Hills to Mall 14. Tracy Blvd - From New Indian Supermarket/In-n-Out/La Plaza Supermarket to Edgewood

Connecting Shuttles	15. Mall Shuttle – between Mall and Costco/Walmart 16. TTS to Valpico Rd (Raley's area)

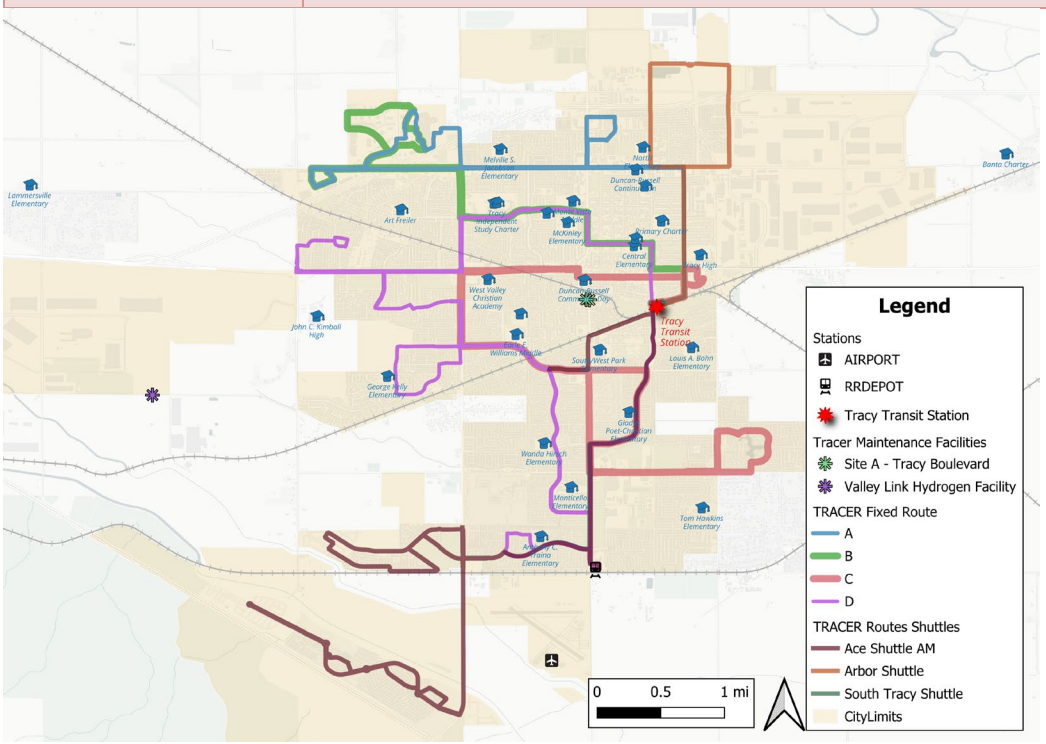


Figure 55. Existing Fixed Routes.

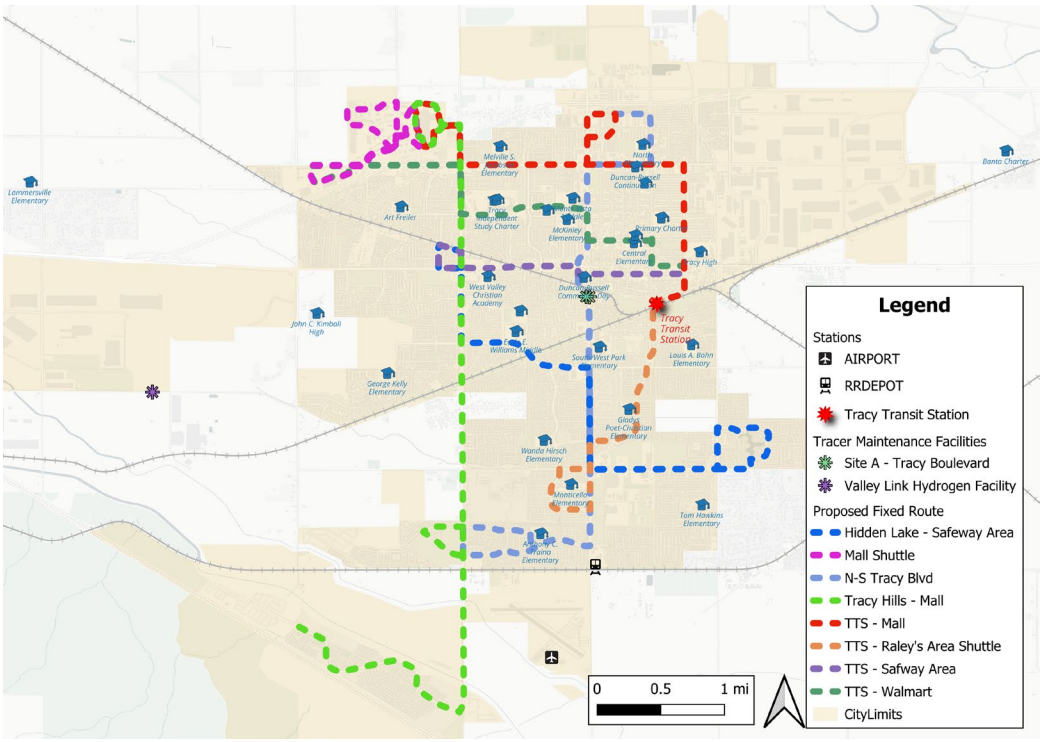


Figure 56. Proposed Fixed Routes.

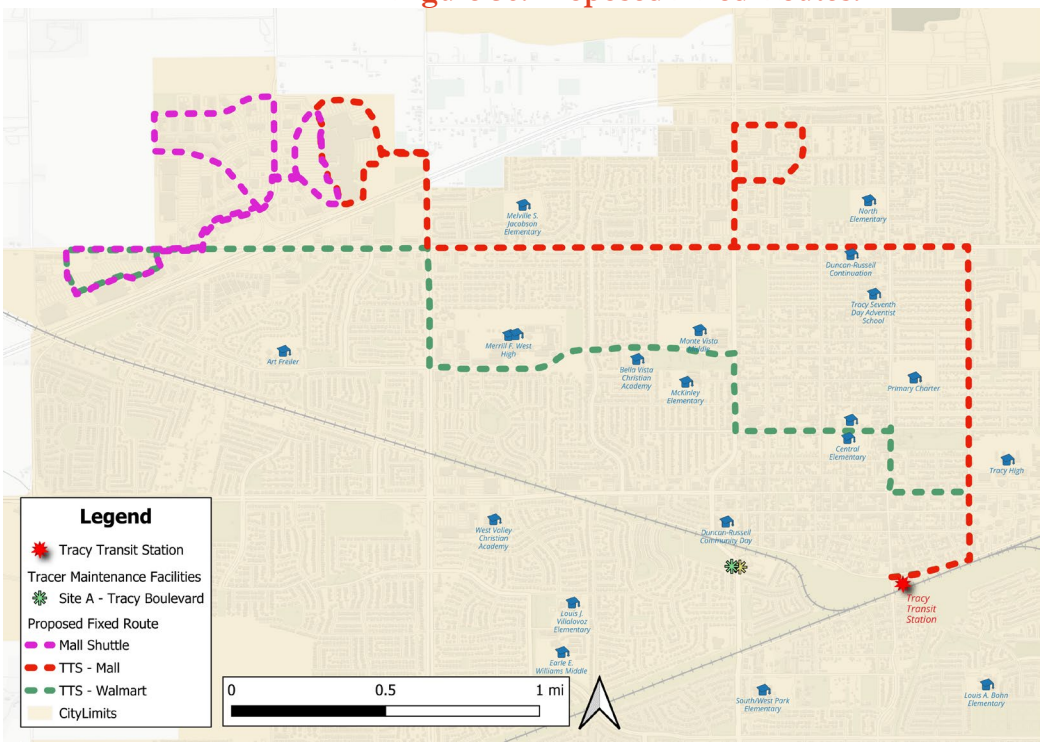


Figure 57. Proposed East-West Fixed Routes - North Tracy

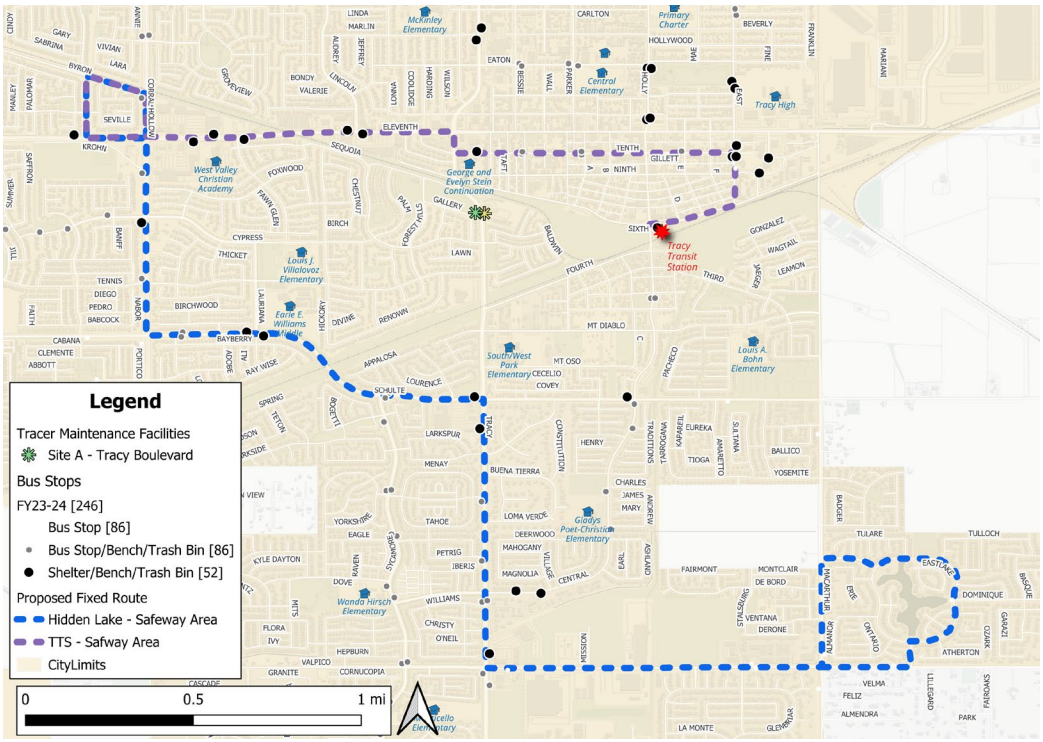


Figure 58. Proposed East-West Fixed Routes - South Tracy

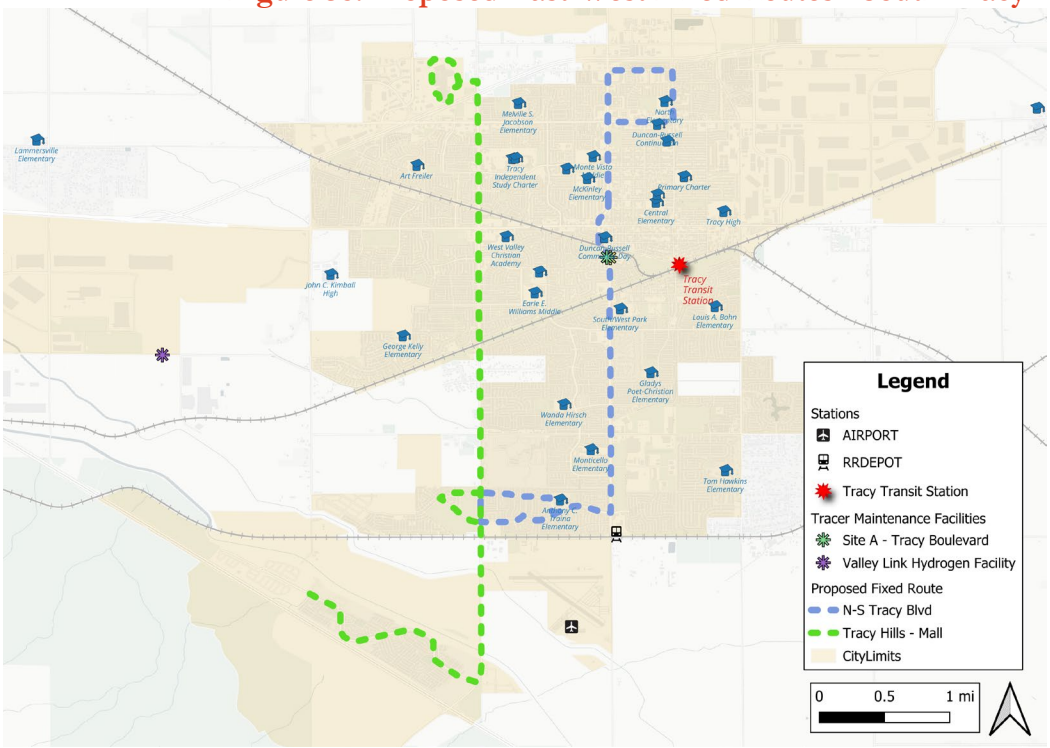


Figure 59. Proposed North-South Fixed Routes.

Tracy Hills – Mall

This route would travel from the Tracy Hills neighborhood, north on Corral Hollow, to the West Valley Mall. This route would also serve the Ellis Hills area.

Table 32. Tracy Hills - Mall Proposed Service.

	July 2025	July 2026
Proposed Service Hours	7:00 AM – 7:00 PM	7:00 AM – 7:00 PM
Proposed Frequency	70 min served by 1 bus	35 min served by 2 buses
Schedule Cycle	70 min	70 min
One-Way Route Length **To end Tracy Hills**	9 miles 2.2 mi	9 miles

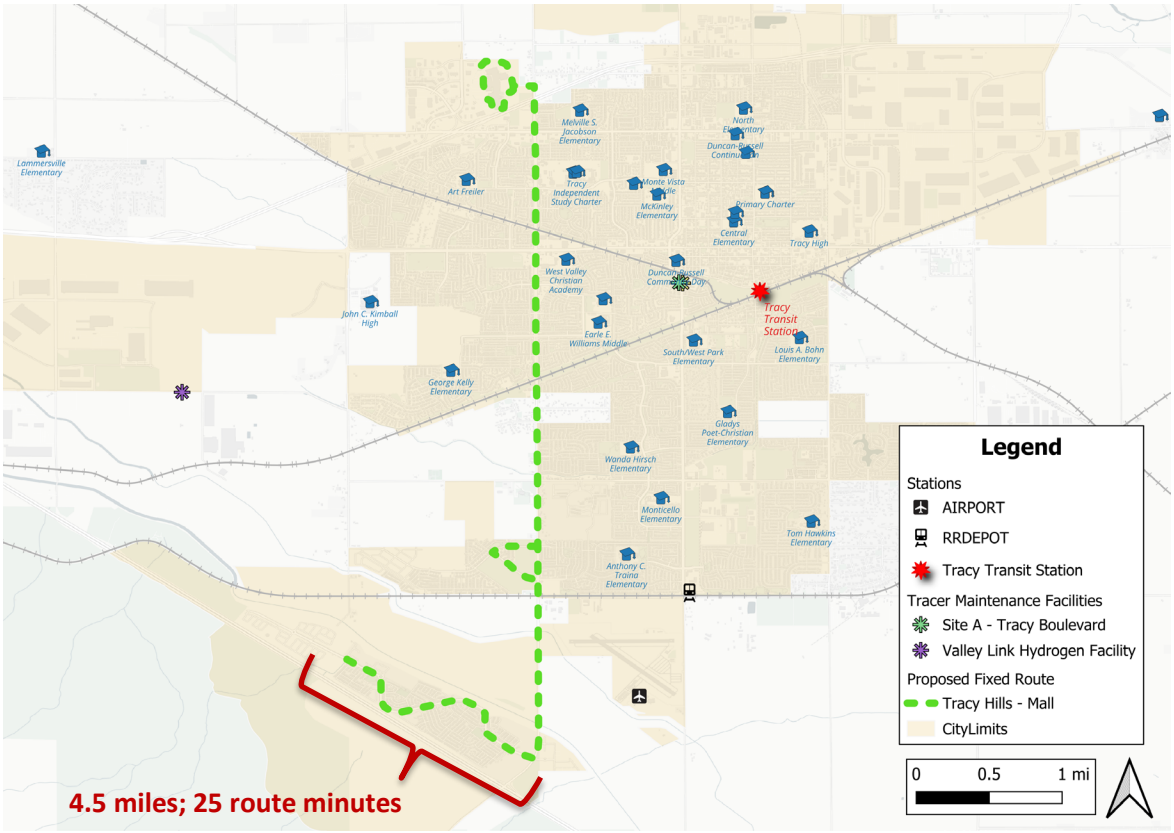


Figure 60. Proposed Tracy Hills - Mall Route

Tracy Blvd Route

This route traverses Tracy Blvd from Clover Rd near the In-n-Out and New Indian Supermarket to just north of W Linne Road. The end of the line makes a loop across to Corral Hollow before continuing north on Tracy Blvd again. This route will also provide additional connection to the Amtrak bus stop located at Wendy's on Clover Rd.

Table 33. Tracy Blvd Proposed Service.

	July 2025	*July 2026*
Proposed Service Hours	7:00 AM – 7:00 PM	7:00 AM – 7:00 PM
Proposed Frequency	45 min served by 1 bus	20 min served by 2 buses
Schedule Cycle	45 min	45 min
One-Way Route Length	8 miles	8 miles

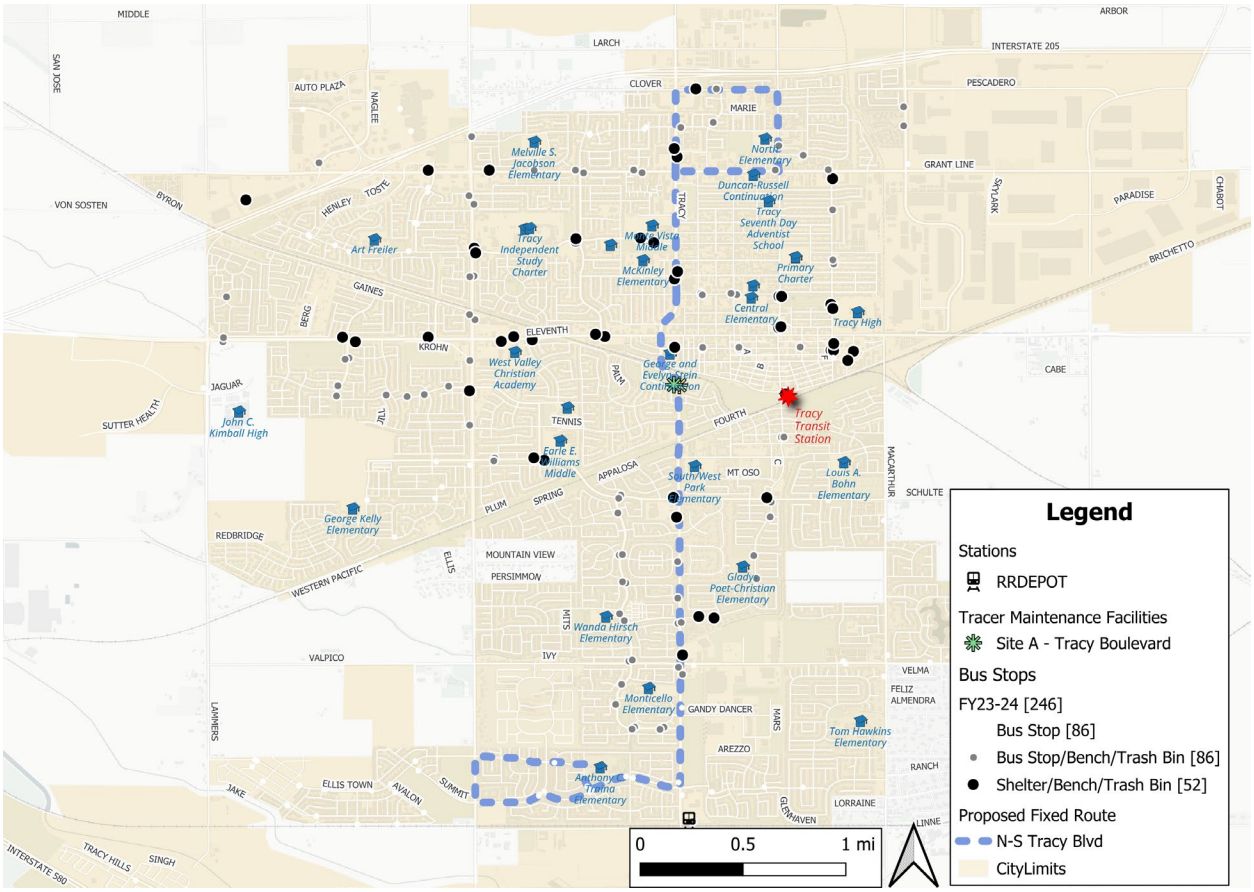


Figure 61. Proposed Tracy Blvd Route.

Grant Line – West Valley Mall Route

The Grant Line – West Valley Mall Route starts at the Tracy Transit Station, goes north on East Street, turning left on Grant Line. The bus turns right on Tracy Blvd to pick up passengers at W Clover Rd, before looping back to Tracy Blvd and then continuing along Grant Line to the West Valley Mall.

Table 34. Grant Line - West Valley Mall Proposed Service.

	July 2025	*July 2026*
Proposed Service Hours	6:45 AM – 7:05 PM	6:45 AM – 7:05 PM
Proposed Frequency	22.5 min served by 2 buses	15 min served by 3 buses
Schedule Cycle	45 min	45 min
One-Way Route Length	5 miles	5 miles

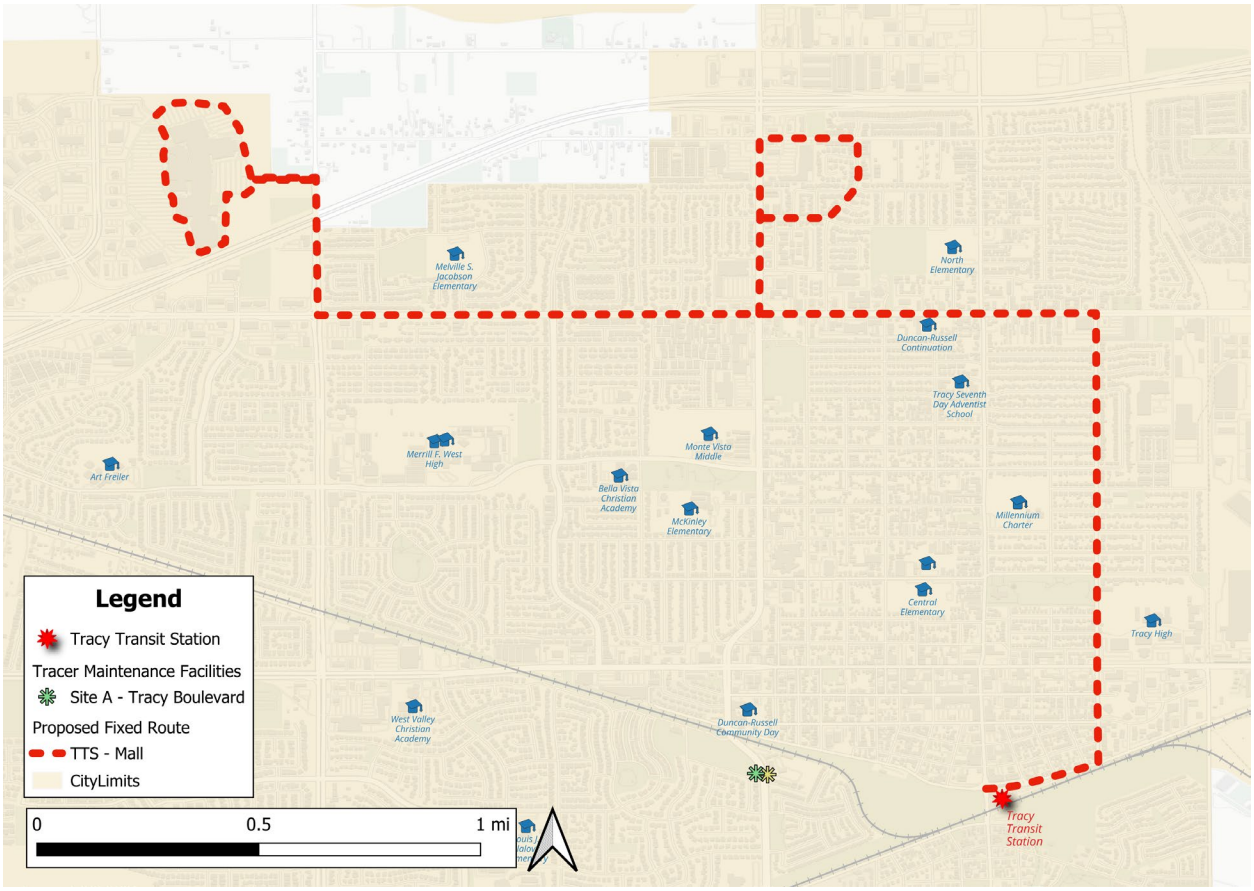


Figure 62. Proposed Grant Line - West Valley Mall Route.

Transit Station – Walmart Route

The proposed Transit Station – Walmart route starts at the Tracy Transit Station, traversing to East Street, and making a left on East 11th Street, a right on Central Ave, a left on Eaton, a right on Tracy Blvd, a left on Lowell, a right on Corral Hollow, and a left on Grant Line Road, and then looping around the parking lot as Costco and Walmart. This loop goes past six schools and connects the Transit Station to the Walmart area.

Table 35. Transit Station - Walmart Proposed Service.

	July 2025	*July 2026*
Proposed Service Hours	7:00 AM – 7:00 PM	7:00 AM – 7:00 PM
Proposed Frequency	25 min served by 2 buses	17 min served by 3 buses
Schedule Cycle	50 min	50 min
One-Way Route Length	5 miles	5 miles

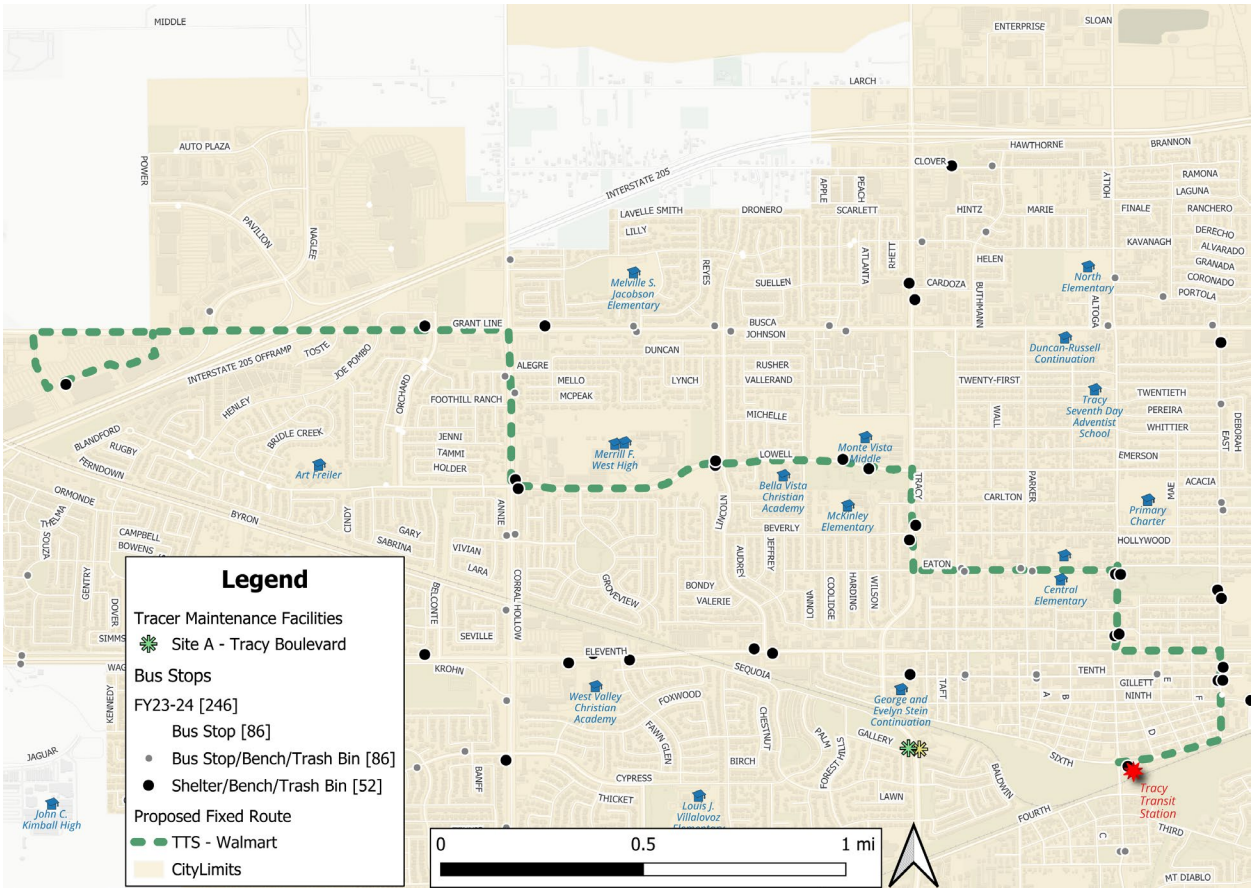


Figure 63. Proposed Transit Station – Walmart

Transit Station/11th/Safeway Area Route

This route connects the Tracy Transit Station to the Safeway area at Corral Hollow Road. This route leaves the transit station along E 6th St, making a left on East Street, and another left along 10th Street. At Tracy Blvd the bus turns right, and then the immediate left along 11th Street before making a loop along Belconte Dr, to Bryon, and back to 11th Street.

Table 36. Transit Station/11th/Safeway Area Proposed Service.

	July 2025	July 2026
Proposed Service Hours	7:00 AM – 7:00 PM	7:00 AM – 7:00 PM
Proposed Frequency	25 min served by 1 bus	12-15 min served by 2 buses
Schedule Cycle	25 min	25 min
One-Way Route Length	3 miles	3 miles

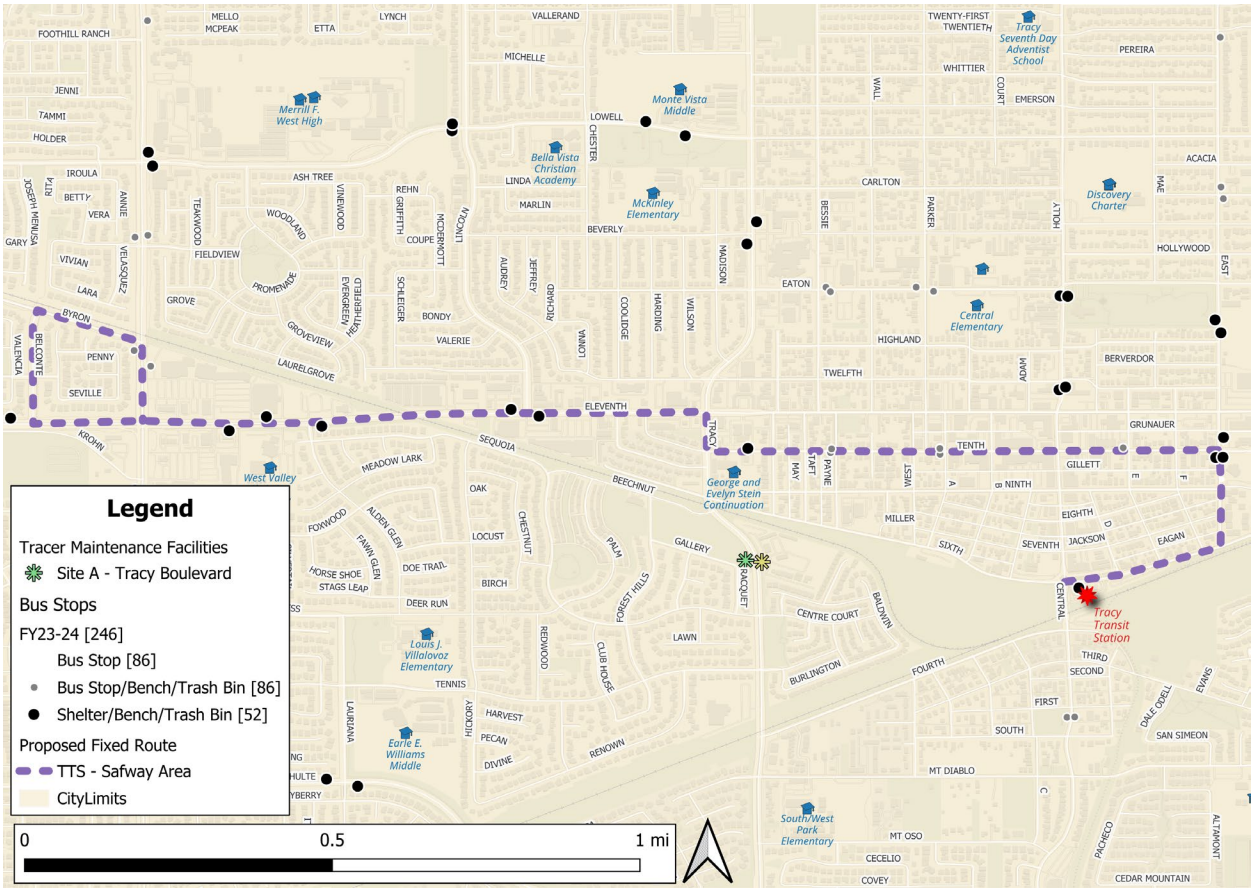


Figure 64. Transit Station/11th/Safeway Area Route.

Hidden Lake – Safeway Route

This route traverses east to west from the hidden lake area towards Safeway, utilizing Valrico, Tracy Blvd, West Schulte, and Corral Hollow.

Table 37. Hidden Lake - Safeway Route Proposed Service.

	July 2026	July 2027
Proposed Service Hours	7:10 AM – 6:00 PM	7:10 AM – 6:00 PM
Proposed Frequency	35 min served by 1 bus	20 min served by 2 buses
Schedule Cycle	35 min	35 min
One-Way Route Length	6 miles	6 miles

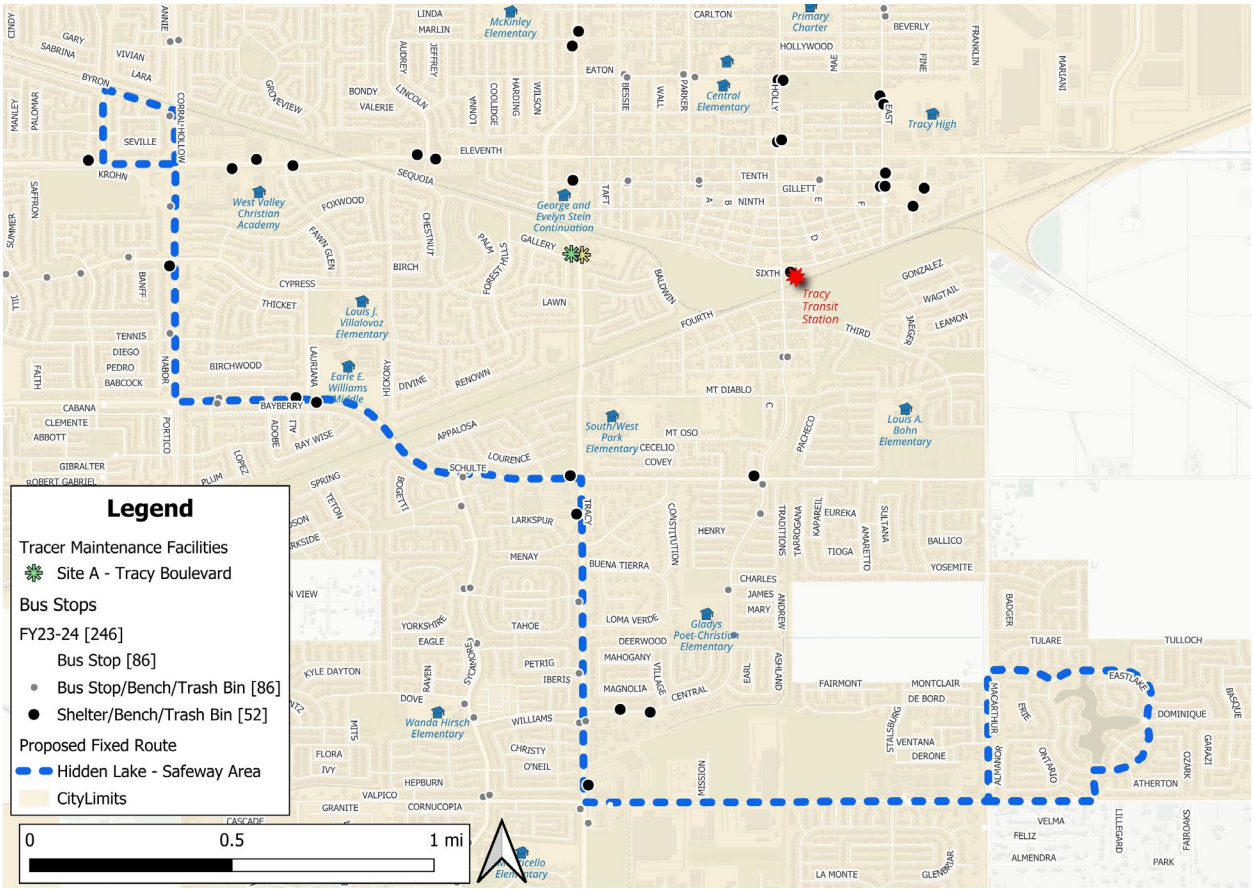


Figure 65. Hidden Lake - Safeway Route.

Tracy Transit Station – Raley's Area Shuttle Route

This shuttle goes from the Tracy Transit Station to the Raley's Area via Central Avenue. This route ensures that patrons traveling on the North-South Tracy Blvd Route can go north to the Transit Station to transfer to east-west routes.

Table 38. Transit Station - Raley's Area Shuttle Proposed Service.

	July 2026
Proposed Service Hours	7:00 AM – 7:00 PM
Proposed Frequency	20 min served by 1 bus
Schedule Cycle	20 min
One-Way Route Length	3.5 miles

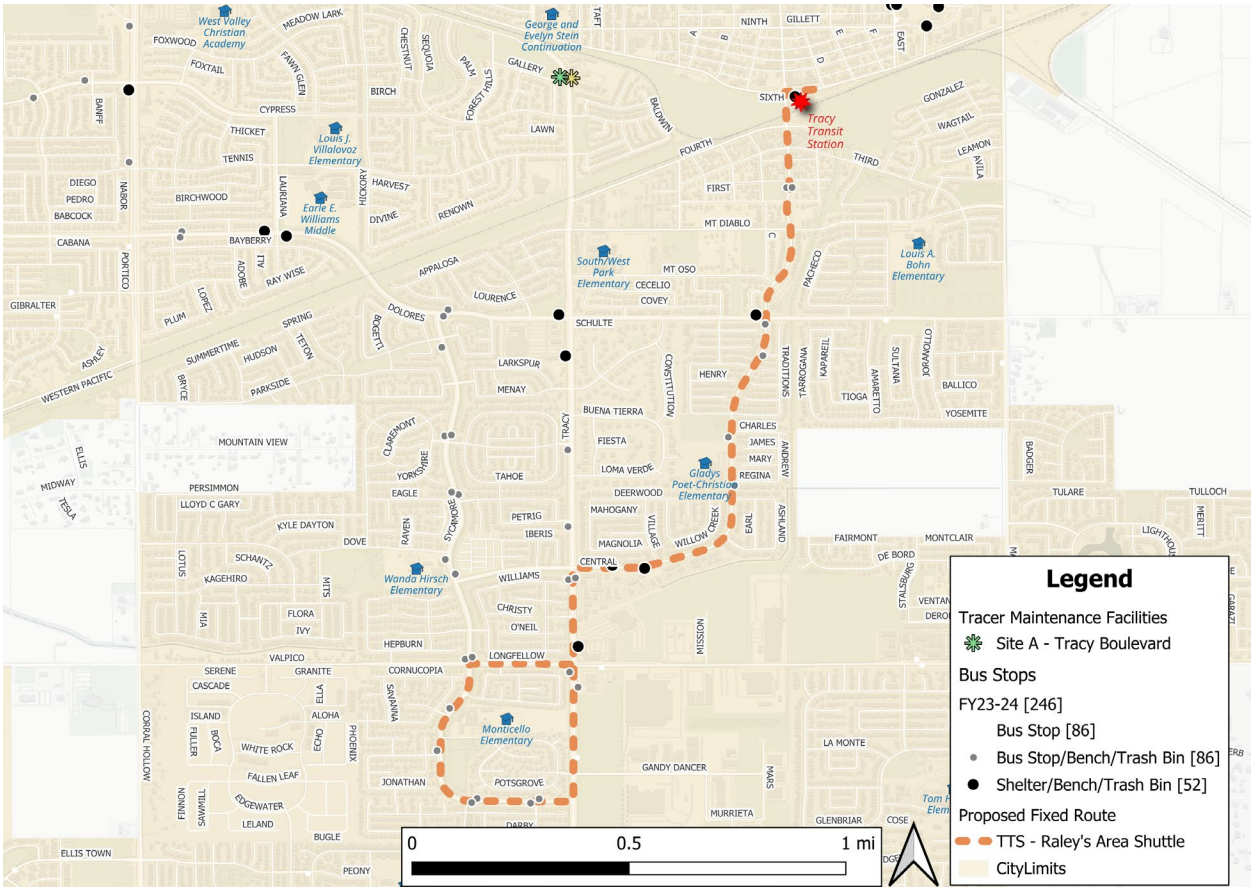


Figure 66. Proposed Transit Center - Raley's Shuttle Route.

Mall Shuttle Route

The Mall Shuttle Route is designed to connect the West Valley Mall to the Costco/Walmart shopping area. The total loop is 4 miles. In the future, this shuttle will start and end at a future Mall Area Transit Hub.

Table 39. Mall Shuttle Route Proposed Service.

	July 2025	*July 2026*
Proposed Service Hours	7:00 AM – 7:00 PM	7:00 AM – 7:00 PM
Proposed Frequency	25 min served by 1 bus	15 min served by 2 buses
Schedule Cycle	25 min	25 min
One-Way Route Length	4 miles	4 miles

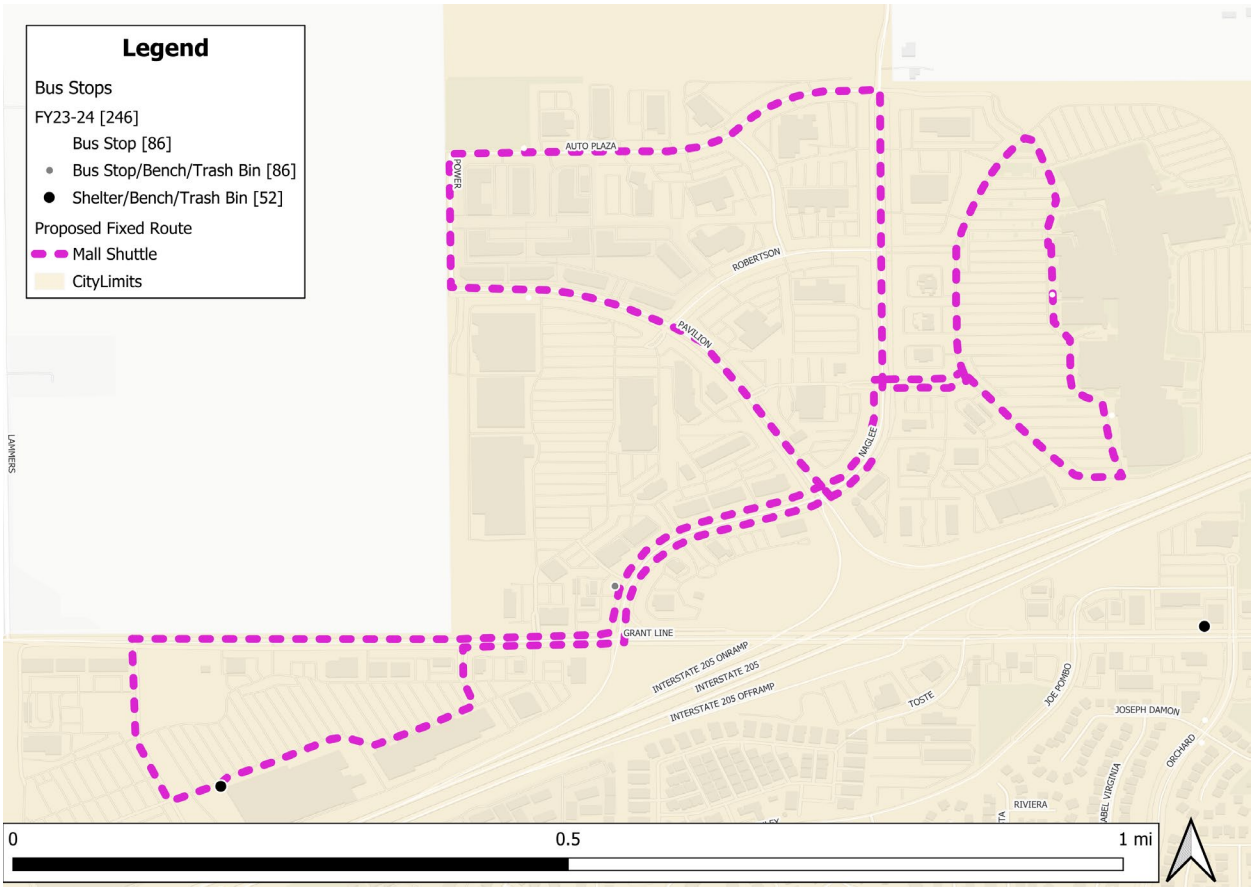


Figure 67. Proposed Mall Shuttle Route.

5.1.2 Commuter Routes

Commuter Routes E, F, G and H will remain at their service levels, as long as they continue to hit the goals, standards and objectives outlined in section 2.0. The one change will be to add 2 trips in the AM to Route G – currently it only has two trips in the PM.

Table 40. Proposed Operations for Commuter Routes.

Commuter Route	Service Hours	Proposed Frequency	Schedule Cycle	Route Length
E	7:35 AM – 8:30 AM 1:25 PM - 4:40 PM	1 trip AM / 3 trips PM served by 1 bus	55 min	27.5 miles
F	7:20 AM – 8:15 AM 2:30 PM - 4:50 PM	1 trip AM / 2 trips PM served by 1 bus	55 min	26 miles
G	7:00 AM – 8:40 AM 2:30 PM - 5:05 PM	2 trips AM/ 2 trips PM served by 1 bus	50 min	15 miles
H	7:50 AM – 8:50 AM 2:30 PM - 5:05 PM	1 trip AM/ 2 trips PM served by 1 bus	60 min	25 miles

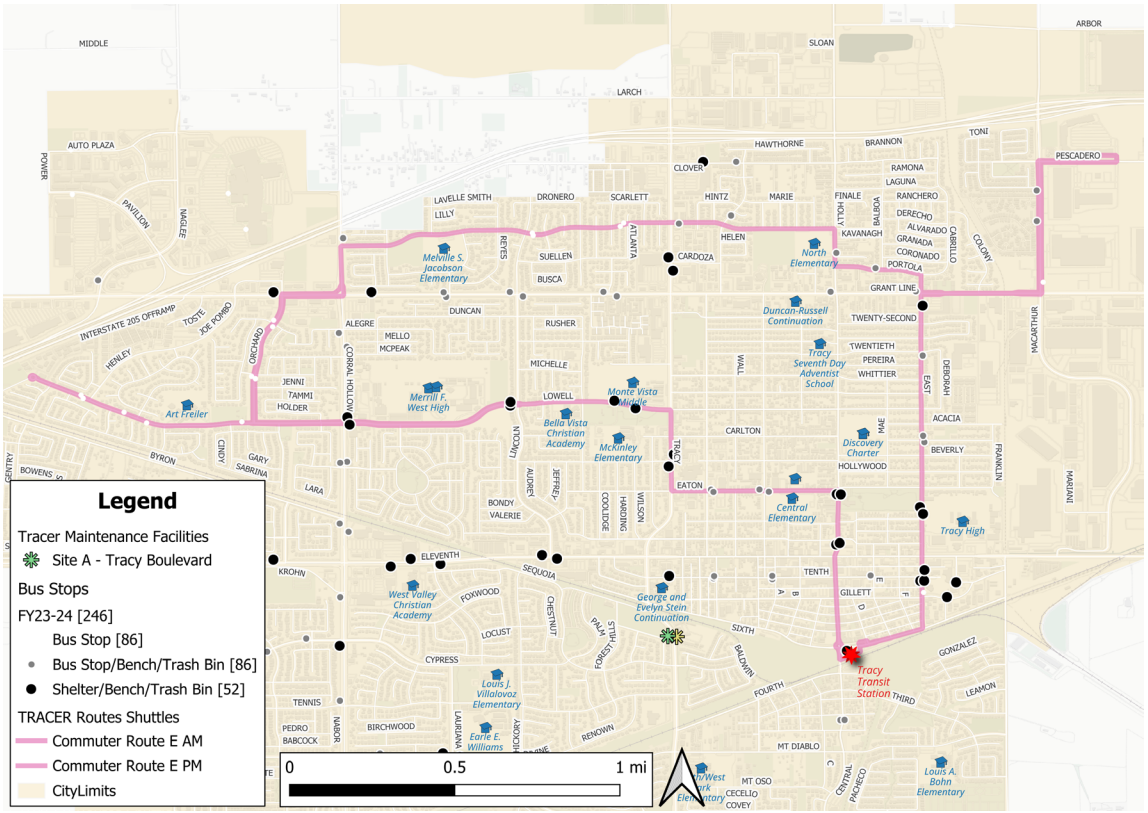


Figure 68. Commuter Route E.

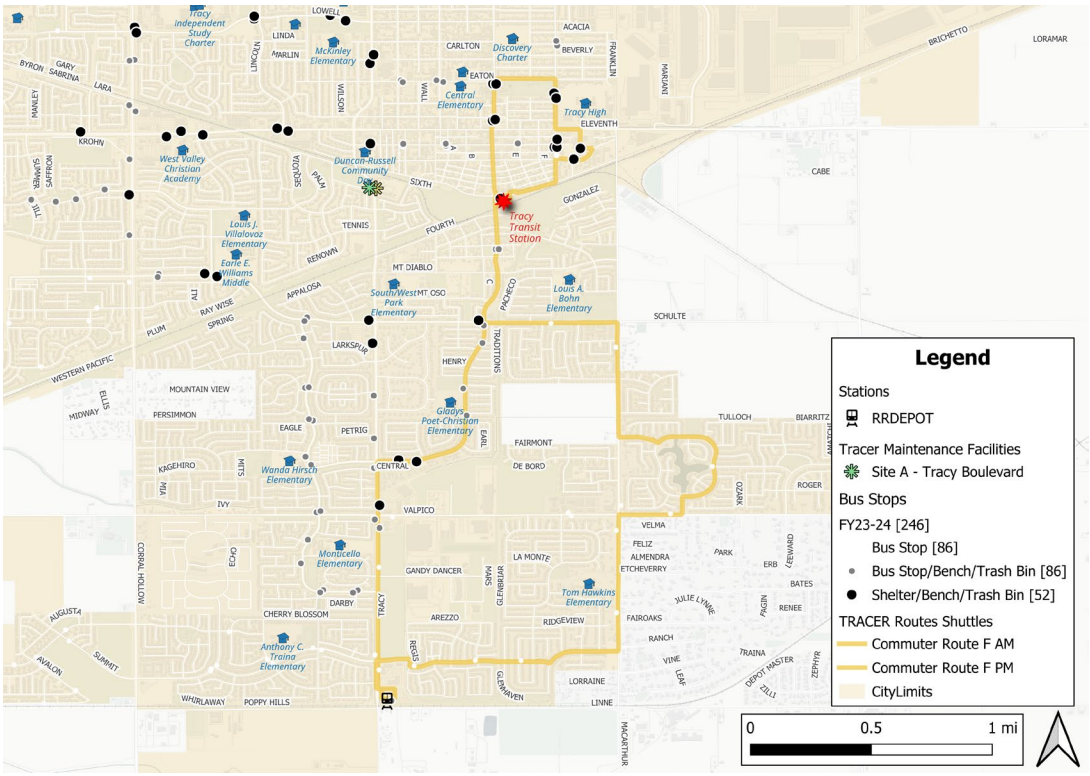


Figure 69. Commuter Route F.

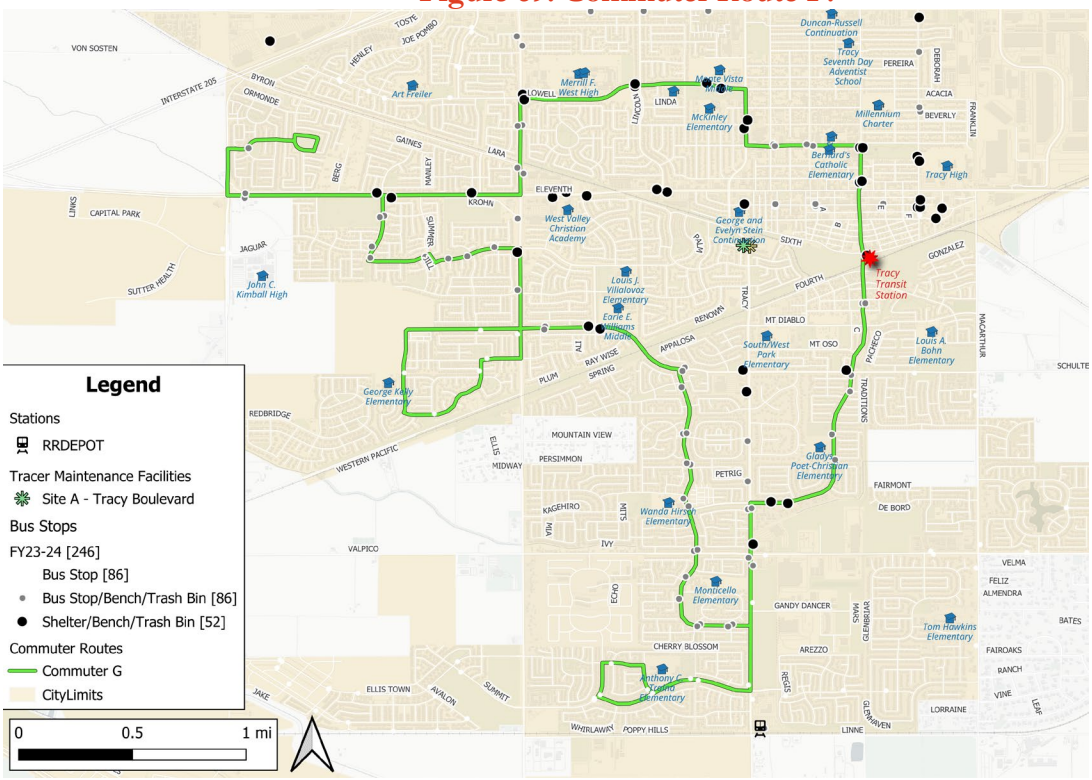


Figure 70. Commuter Route G.

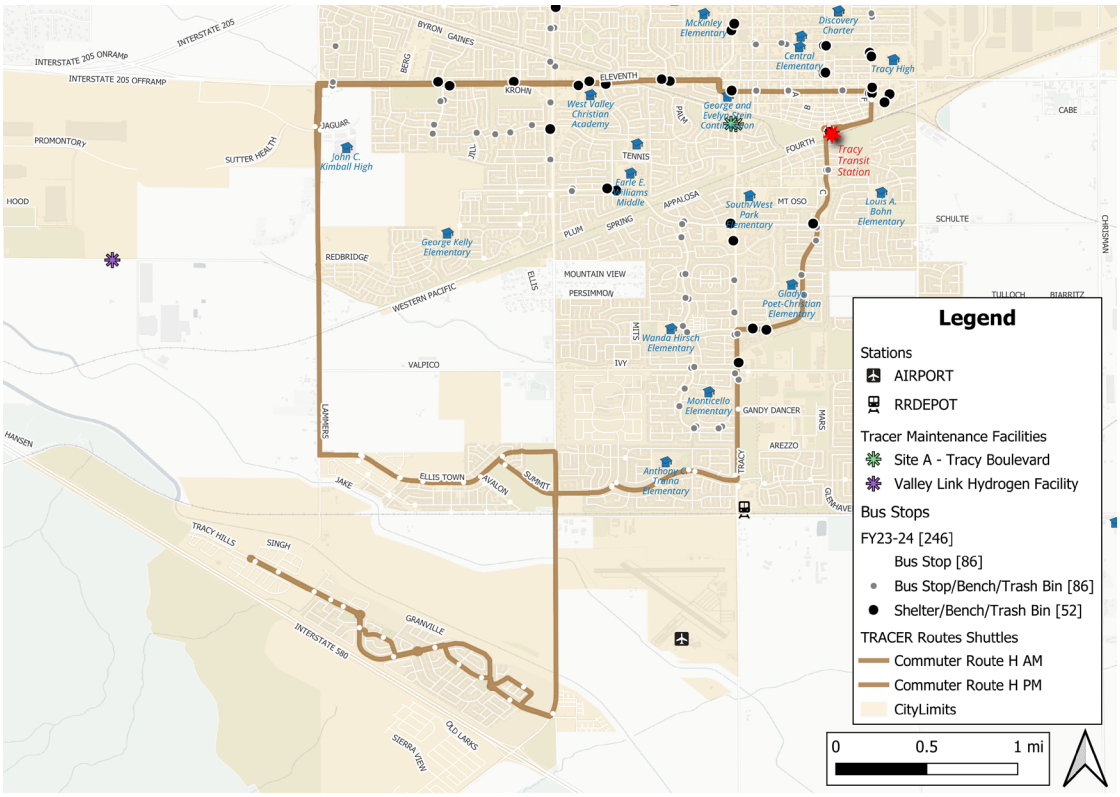


Figure 71. Commuter Route H.

5.1.3 On-Demand – TRACER Plus

Currently TRACER Plus operates during the hours shown in Table 38. The operation plan proposes to expand the hours of TRACER Plus reservation times from Monday to Friday so that there is a consistent end time every evening (11pm).

Table 41. Existing TRACER Plus Service Hours.

Existing Service Hours	AM	PM
Monday – Thursday	4:00 AM – 7:00 AM	6:30 PM – 10:00 PM
Friday	4:00 AM – 7:00 AM	6:30 PM – 11:00 PM
Saturday	6:00 AM – 9:00 AM	6:30 PM – 11:00 PM
Sunday	8:00 AM - 10:00 PM	

Table 42. Proposed TRACER Plus Service Hours.

Proposed Service Hours	AM	PM
Monday – Friday	4:00 AM – 7:00 AM	6:30 PM – 11:00 PM
Saturday	6:00 AM – 9:00 AM	6:30 PM – 11:00 PM
Sunday	8:00 AM - 10:00 PM	

Additionally, the TRACER Plus on-demand service will replace the ACE Shuttle but still allow all trips originating or ending at the ACE Train Station to be booked from 4:00 AM – 8:30 AM, and 4:30 PM – 8:45 PM. This can be accomplished by adding a geofence for the ACE Train Station up to 30min before and after the span of the train's morning and evening schedules. Currently the ACE Trains have the following schedule:

- ***AM Trains:*** 4:41 AM; 6:06 AM; 7:11 AM; 8:03 AM
- ***PM Trains:*** 5:11 PM; 6:11 PM; 7:11 PM; 8:14 PM

The TRACER Plus on-demand service will also replace the Arbor Shuttle, but still allow all trips originating or ending at the Temporary Emergency Housing Shelter by adding a geofence for all trips originating or ending at the facility on 370 W. Arbor Avenue to be booked at any time during the day, from 4:00 AM – 11:00 PM.

Additionally, the TRACER Plus program would benefit from an investment in a marketing campaign to increase riders per hour and replacing the existing On-Demand Software & focusing on increased APP usage to book rides.

5.1.4 Paratransit

The TRACER Paratransit service mirrors the fixed route service hours. There are no proposed changes. Section 3.4.3 outlines the existing paratransit service.

5.1.5 Level of Service Planned

To accommodate the proposed routes, there will be an increase in the number of service hours needed for all the services that TRACER offers. Tables 43 and 44 illustrate those service hours and service miles needed to provide the service outlined in the preceding sections.

Table 43. Proposed Service Hours by Fiscal Year.

Proposed Service Hours	*FY 23/24*	*FY 24/25*	*FY 25/26*	*FY 26/27*	*FY 27/28*	*FY 28/29*	*FY 29/30*
Fixed Routes + Commuter Routes	*24,116*	*24,116*	*31,507*	*47,164*	*51,155*	*69,575*	*70,496*
TRACER Plus	*6,494*	*6,500*	*7,000*	*7,500*	*8,000*	*8,500*	*9,000*
Paratransit	*8,384*	*8,400*	*8,500*	*8,700*	*9,000*	*9,300*	*9,600*

Table 44. Proposed Service Miles by Fiscal Year

Proposed Service Miles	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30
Fixed Routes	352,436	591,282	641,016	913,018	924,070
Commuter Routes	82,365	82,365	82,365	82,365	82,365

5.1.6 Proposed Service Area

Below is the proposed service area that includes portions of the unincorporated county. This service area will allow for pickups to occur on the side of the street that is part of unincorporated county.

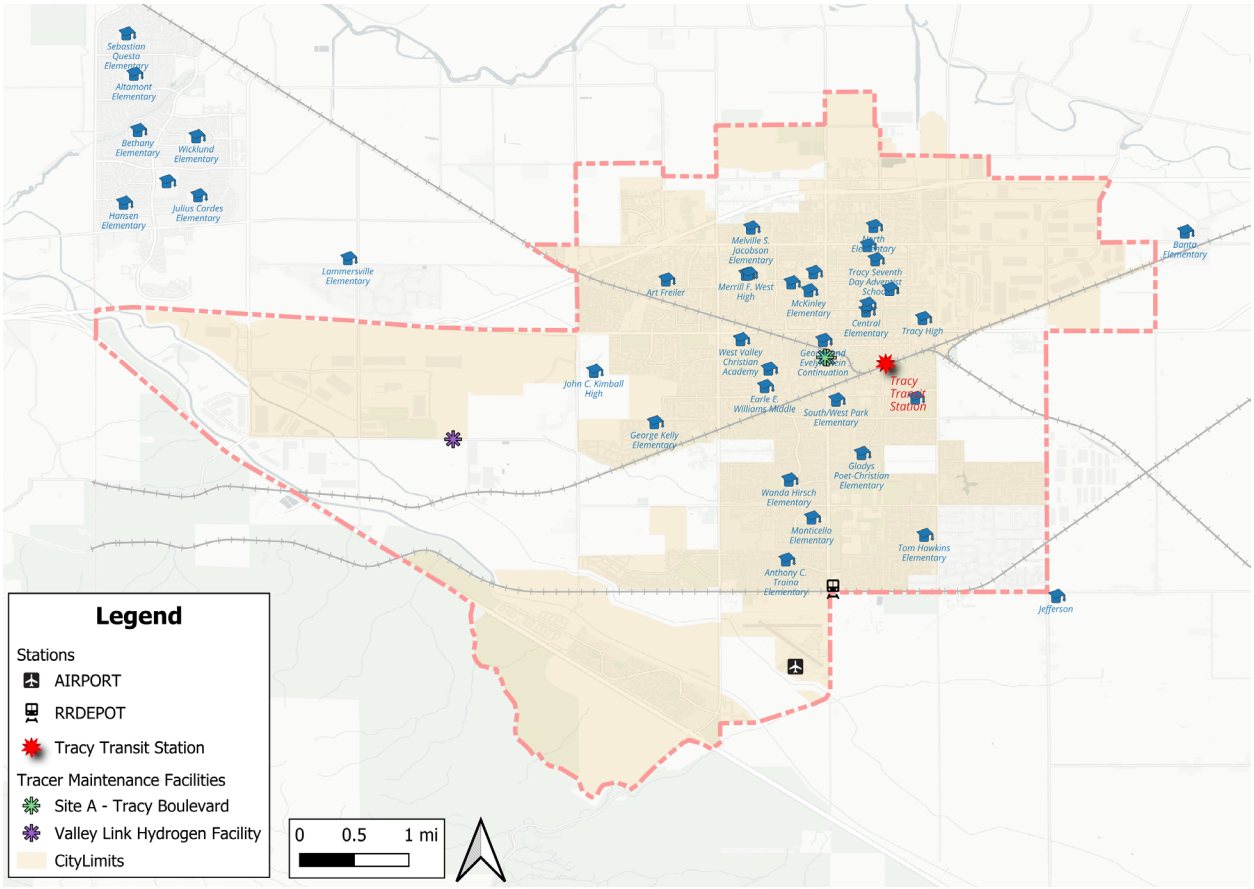


Figure 72. Proposed Service Area.

5.1.7 Phasing

This section outlines when the proposed route improvements will occur, and the subsequent improved service frequencies. Improvements will begin in July 2025 with the start of FY25/26. During the first two fiscal years, the routes outlined in the operations plan are launched, and additional buses are utilized to increase frequency on specific routes. Procurement of buses is factored into this schedule. Additionally, we see the beginning of capital project planning. This includes the new bus maintenance

facility, mall transfer facility, Tracy's Mobility Hub, stop relocations, stop improvements, real-time signage, and On-Demand Software.

Table 45. Operations Plan Implementation by Fiscal Year.

Year	Fiscal Year	Operations Plan Activities
Year 1	FY25/26	Route implementation; Service frequency increases; capital project planning
Year 2	FY26/27	Route implementation; Service frequency increases; capital project planning
Year 3	FY2728	Service frequency increases, capital project planning
Year 4	FY28/29	Service frequency increases, capital project planning
Year 5	FY29/30	Service frequency increases, capital project planning
Years 6-10	FY30/31—FY34/35	Capital project implementation

Table 46. Proposed Route Phasing.

Route	Phase 1: July 2025 (FY25/26)	Phase 2: July 2026 (FY26/27)	Phase 3: July 2027 (FY27/28)	Phase 4: July 2028 (FY28/29) & beyond
A (*TTS to Mall*)	Route A stays the same.	Modify Route A to the new TTS to Mall route.	Add vehicle to route.	Add vehicle to route.
B (*TTS to Walmart Route*)	Route B stays the same.	Modify Route B to the new TTS to Walmart Route.	Add vehicle to route.	Add vehicle to route.
C (*Hidden Lake - Safeway Area*)	Route C stays the same.	Modify Route C to the new Hidden Lake to Safeway Area route.		Add vehicle to route.
D	Eliminate D Route. To be replaced by G Route AM.			
Tracy Hills to Mall (Corral Hollow N-S)	Start the Corral Hollow N-S route, do not include going into Ellis subdivision. (90 min w/ Ellis).	Add bus to Corral Hollow N-S route, and potentially add Ellis segment, depending on ridership levels.		Add vehicle to route.
Tracy Blvd Route	Start the Tracy Blvd N-S route.	Add vehicle to route.		Add vehicle to route.
TTS to Safeway Area		Start TTS to Safeway Area Route.		Add vehicle to route.
E	E, F and H routes stay the same.			
F				
G	G Route adds AM Trips.			
H				
ACE Shuttle	Eliminate ACE Shuttle. See TRACER Plus.			
Arbor Shuttle	Eliminate Arbor Shuttle. See TRACER Plus.			
South Tracy Shuttle	Eliminate South Tracy Shuttle. See TRACER Plus.			
Mall Shuttle		Start the Mall Shuttle.	Add vehicle to route.	Add vehicle to route.
TTS to Raley's		Start TTS to Raley's Shuttle.		
TRACER Plus	Expand hours to 11pm, 7 days a week. Geofence 370 W. Arbor Avenue and the ACE Station.	Saturday Hours Expansion/Hour expansion in general.	Increase Vehicles based on service level metrics (riders/trip; wait time/passenger).	Increase Vehicles based on service level metrics.
Paratransit	No changes, mirrors fixed route service hours.			

Table 47. Proposed bus needs and frequency by route.

			Existing (FY24/25)		July 2025 (FY25/26)		July 2026 (FY26/27)		July 2027 (FY27/28)		July 2028 (FY28/29)		July 2029 (FY29/30)	
Route	Existing Route Cycle (min)	Future Route Cycle (min)	Peak Service Vehicles	Peak Freq. (min)	Peak Service Vehicles	Peak Freq. (min)	Peak Service Vehicles	Peak Freq. (min)	Peak Service Vehicles	Peak Freq. (min)	Peak Service Vehicles	Peak Freq. (min)	Peak Service Vehicles	Peak Freq. (min)
A (*TTS to Mall*)	60	45	2	30	2	23	3	15	3	15	4	12	4	12
B (*TTS to Walmart Route*)	60	50	2	30	2	25	3	17	3	17	4	13	4	13
C (*Hidden Lake - Safeway Area*)	60	35	1	60	1	35	2	18	2	18	3	12	3	12
D	65		2	40	(removed)									
Tracy Hills to Mall		70			1	70	1	70	2	45	2	45	3	
Tracy Blvd Route		45			1	45	2	23	2	23	3	15	3	15
TTS to Safeway Area							2	12-15	2	12-15	3	10	3	10
ACE Shuttle	50		1	3 trips AM / 3 trips PM	(removed)									
Arbor Shuttle	25		1	2 trips AM / 2 trips PM	(removed)									
South Tracy Shuttle	74		1	1 trip AM / 2 trips PM	(removed)									
Mall Shuttle		25			1	25	2	13-15	2	13-15	3	9	3	9
TTS to Raley's		20					1	20	1	20	2	10	2	10
Average Headway				40		33		23		19		18		16

Table 48. Commuter Route bus needs and frequency by route.

			Existing (FY24/25)		July 2025 (FY25/26)		July 2026 (FY26/27)		July 2027 (FY27/28)		July 2028 (FY28/29)		July 2029 (FY29/30)	
Route	Existing Route Cycle (min)	Future Route Cycle (min)	Peak Service Vehicles	Peak Freq.	Peak Service Vehicles	Peak Freq.	Peak Service Vehicles	Peak Freq.	Peak Service Vehicles	Peak Freq.	Peak Service Vehicles	Peak Freq.	Peak Service Vehicles	Peak Freq.
E	55	55	1	1trip AM / 3 trips PM	1	1trip AM / 3 trips PM	1	1trip AM / 3 trips PM	1	1trip AM / 3 trips PM	1	1trip AM / 3 trips PM	1	1trip AM / 3 trips PM
F	55	55	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM
G	50	50	1	2 trips PM Only	1	2 trips AM/ 2 trips PM	1	2 trips AM/ 2 trips PM	1	2 trips AM/ 2 trips PM	1	2 trips AM/ 2 trips PM	1	2 trips AM/ 2 trips PM
H	60	60	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM	1	1 trip AM / 2 trips PM

Table 49. Peak Service Vehicle Requirements by Fiscal Year.

Vehicle Requirements:	Existing FY24/25	FY25/26	FY26/27	FY27/28	FY28/29	FY29/30
Peak Period Buses	11	11	17	18	23	24
Peak Period Shuttles	3	1	3	3	4	4
TRACER Plus	4	5	5	6	6	7
Paratransit	4	4	4	4	4	4
TOTAL	***22***	***21***	***29***	***31***	***27***	***39***

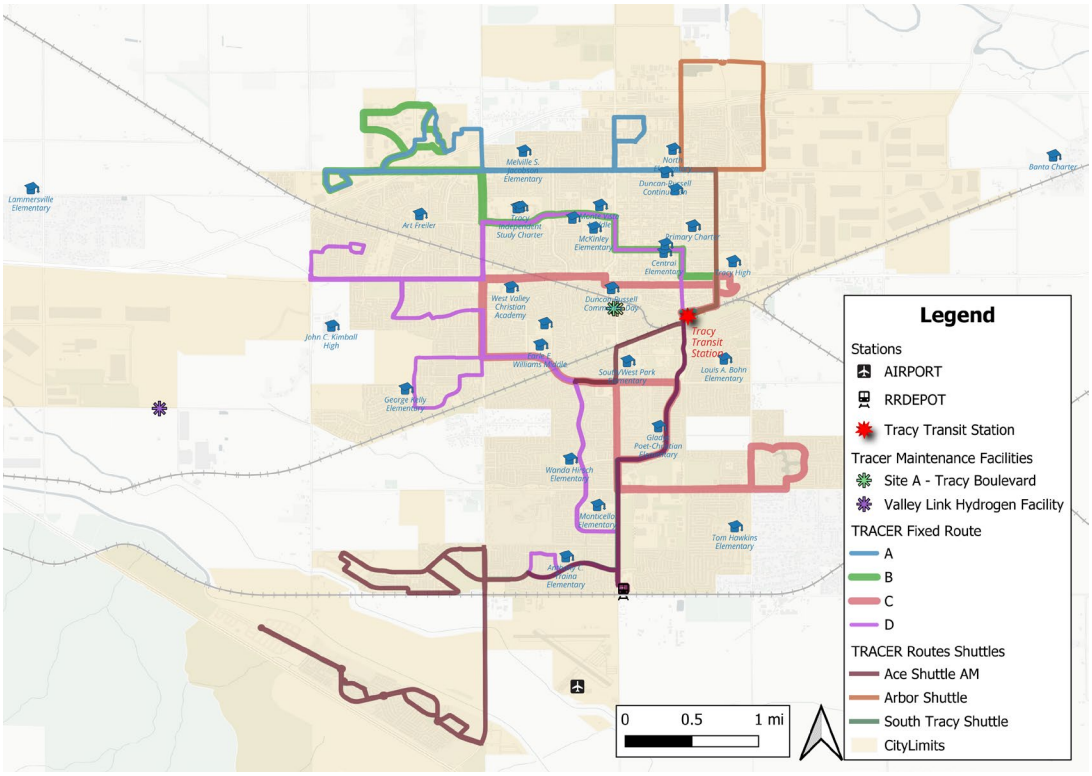


Figure 73. FY24/25 Existing Fixed Route & Shuttles.

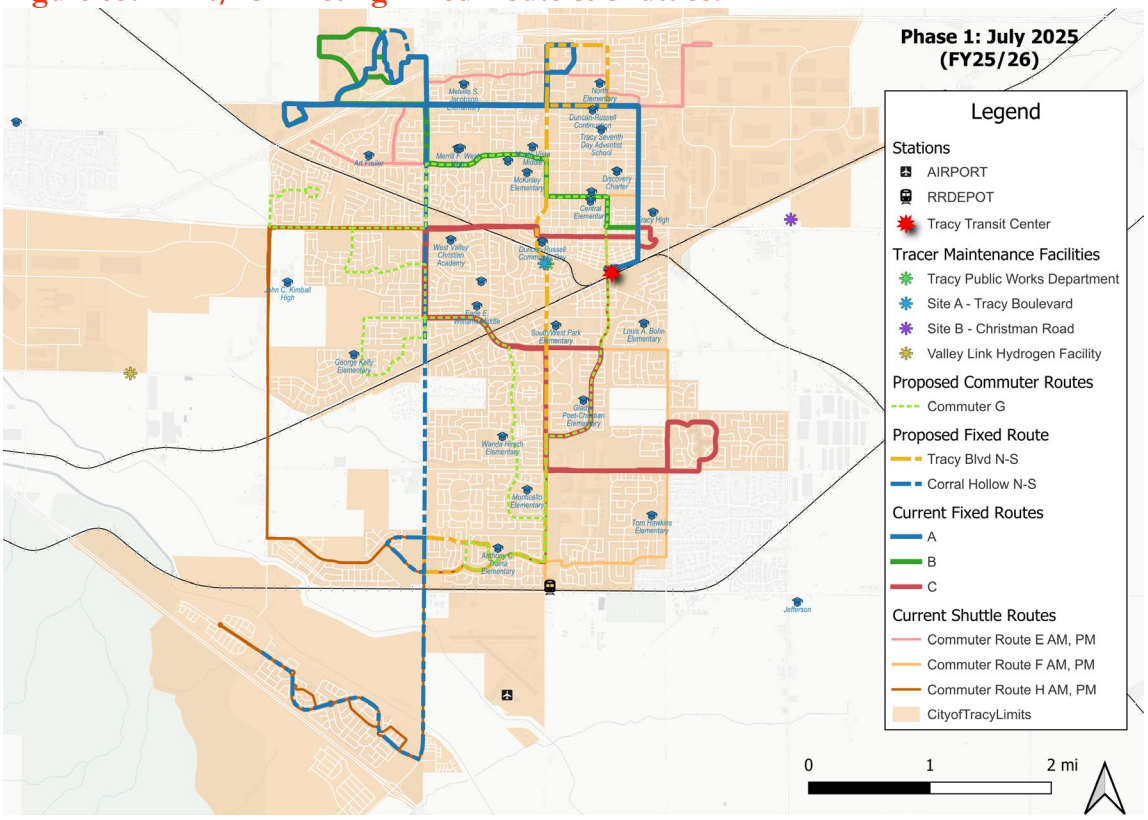


Figure 74. Phase 1: July 1, 2025, Implementation.

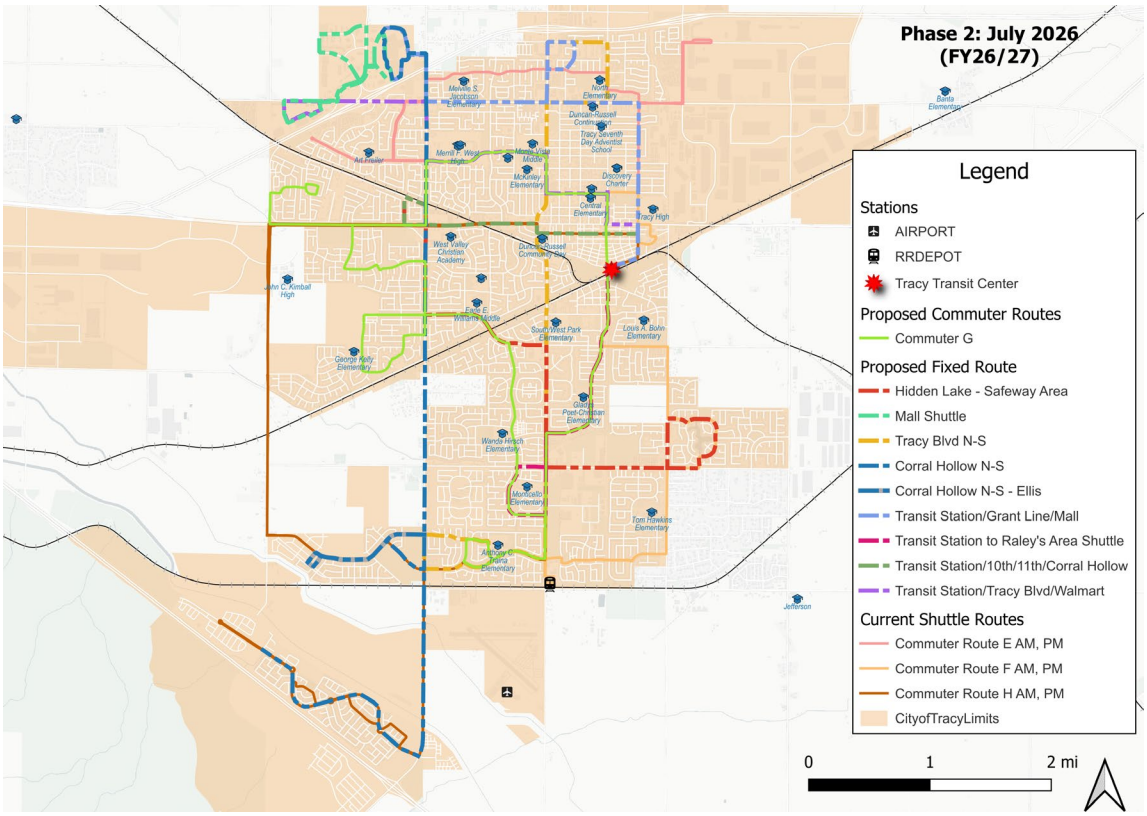


Figure 75. Phase 2: July 1, 2026, Implementation.

Capital Planning Projects & Future Considerations

In addition to the future service planning and associated capital and maintenance needs to operate the TRACER system, there are a couple of programs underway that need to be considered. These are outlined below and should be referenced in a future Short Range Transit Plan.

Zero Emission Bus (ZEB) Transition

In 2020, the California Air Resources Board released the "Zero-Emission Bus Rollout Plan guidance for Transit Agencies". This guidance followed the Innovative Clean Transit (ICT) regulation that became effective October 1, 2019. The ICT regulation applies to all transit agencies that own, operate, or lease buses with a gross vehicle weight rating (GVWR) greater than 14,000 pounds. It covers standard, articulated, over-the-road, double decker, and cutaway buses. The ICT regulation requires a percentage of new bus purchases to be zero emission buses (ZEBs). The ZEB percentage increases gradually with time. The ZEB purchase requirements begin in 2023 and 2026 for large and small transit agencies, respectively. Starting 2029, 100 percent of all transit agencies' new bus purchases must be ZEBs, with a goal of complete transition to ZEBs (all buses in each transit agency's fleet to be ZEBs) by 2040. The City of Tracy is considered a small transit agency. The capital planning section of this plan will discuss vehicle procurement and the development of a maintenance facility that can accommodate zero emission buses,

as known to date. However, there are considerations and planning for the full fleet transition beyond FY29/30 that will need to be developed in the next SRTP.

SJCOG Mobility Hub Study

The San Joaquin Council of Governments is currently undertaking a study to place mobility hubs in strategic locations around the county to increase connectivity. A mobility hub is a central location that integrates various modes of transportation to facilitate seamless and efficient travel for individuals. These typically include a combination of public transit services (such as buses, trains, or shuttles), shared mobility options (like bikes, scooters, and carsharing services), and supportive infrastructure (such as parking, charging stations for electric vehicles, and facilities for pedestrians and cyclists). This study recommends at least one location for a mobility hub in the City of Tracy. Updates to this study can be found on the SJCOG website.

Valley Link

The Valley Link project is a proposed 26-mile-long commuter rail service in Northern California, which seeks to connect the rapid transit Bay Area Rapid Transit (BART) system in the San Francisco Bay Area with the northern San Joaquin Valley via the Tri-Valley region. Valley Link seeks to extend rail service east from the Dublin/Pleasanton BART station into the northern San Joaquin Valley over Altamont Pass, to the Mountain House Community, and in future phases to Lathrop, with an infill station in Downtown Tracy.

While no official location for a station in Tracy has been selected, according to the April 2021 FEIR, the Downtown Tracy Station would be constructed at the existing Tracy Transit Station at 50 East Sixth Street in downtown Tracy on an 8.7-acre site (7.2 acres of UPRR property and 1.1 acres of City of Tracy property). Valley Link does not propose any new bus bays as part of the Downtown Tracy Station. Improvements that would be constructed as part of the Downtown Tracy Station include (see figure 78).

- A 400-foot-long by 20-foot-wide at-grade double-track Valley Link station platform.
- Expansion of the existing surface parking lot plus the construction of a surface parking lot at the southwest corner of the North Central Avenue/West Sixth Street intersection providing approximately 800 parking spaces for a net increase of up to approximately 685 parking spaces
- At-grade pedestrian crossings (including crossing gates, warning lights, and signals) on both ends of the platform across the Valley Link tracks, including stairs and ADA-compliant ramps to access the platform.
- Improvements to the existing North Central Avenue at-grade crossing, including concrete crossing panels for the existing and new track, signal house, a railroad signal guard and gate on both sides of the crossing, and stop bar pavement striping.
- Realignment of a portion of the existing UPRR tracks east of the proposed parking lot expansion.

Additionally, as stated in the December 2020 DEIR, Valley Link will build a Tracy Operation and Maintenance Facility (OMF) to support train layovers, storage, maintenance, and operation associated

with the proposed project. This new OMF would be constructed on an approximately 200-acre City of Tracy–owned property along West Schulte Road just west of the Owens-Brockway Glass Container plant (see figure 77). All vehicle storage and maintenance activities would take place at the proposed Tracy OMF. The Tracy OMF would also handle disposal of Project-related hazardous wastes.

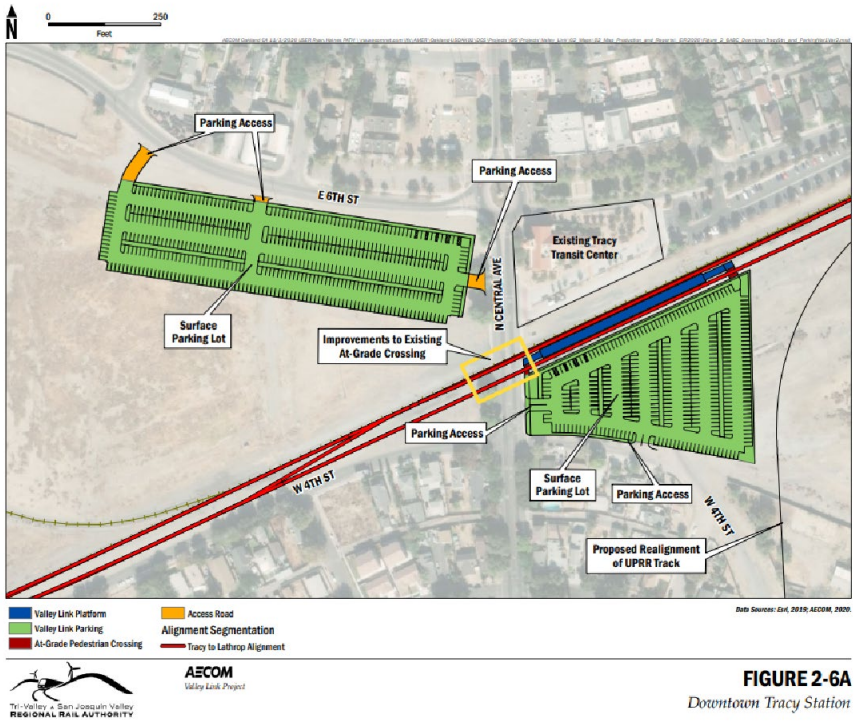


Figure 76. Proposed Downtown Tracy Valley Link Station.

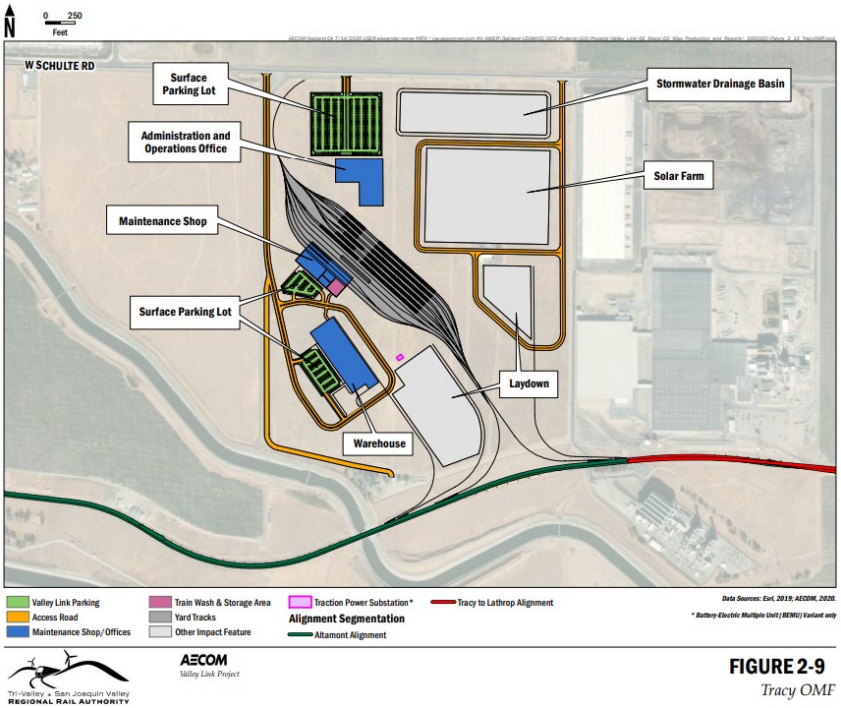


Figure 77. Proposed Valley Link Tracy OMF Site Plan.

5.2 Operations Budget

The Operations Budget shows the sustainability of the proposed transit service levels throughout the five-year planning period. This section details forecasted expenses, revenues, and fare policies. All operations expenses and revenues are to be stated in year of expenditure dollars, with the assumed escalation factors stated.

5.2.1 Expenses

The SRTP budget begins with the "baseline" level of service, or existing level of service in FY24/25. From there we look at the increases in service hours and vehicle demands to better understand the forecasted expenses during the five-year planning period. The following table shows the forecasted increase in revenue hours over the life of the SRTP.

Table 50. Forecasted Revenue Hours by Mode.

	FY23/24	FY24/25	FY25/26	FY26/27	FY27/28	FY28/29	FY29/30
Fixed Routes + Commuter Routes	24,116	24,116	31,507	47,164	51,155	51,155	51,155
TRACER Plus	6,494	6,500	7,000	7,500	8,000	8,000	8,000
Paratransit	8,384	8,400	8,500	8,700	9,000	9,000	9,000

Table 51. Forecasted Annual Expenditures.

	TOTAL	FY24/25	FY25/26	FY26/27	FY27/28	FY28/29	FY29/30
Operating Expenses	***$36,572,399***	$5,256,200	$5,781,819	$6,013,092	$6,253,616	$6,503,761	$6,763,911
Capital Cost of Contracting	***$13,361,337***	$1,920,297	$2,112,326	$2,196,819	$2,284,692	$2,376,080	$2,471,123

Capital Costs are discussed in depth in the following section 5.0, Capital Improvement Program.

5.2.2 Revenues

Local & Regional Revenue Sources

Farebox Revenue

Farebox Revenue is the revenue collected from TRACER Fares. Generally, this accounts for approximately 1% of total revenues used by TRACER.

Measure K

Measure K is San Joaquin County's half-cent sales tax that was initially approved in 1990 for a 20-year period, and then in 2006 for an additional 30 years. Measure K is estimated to deliver $2.552 billion of transportation improvements in the county by 2041 for freeways, streets and roads, public transportation networks, pedestrian, and bicycle friendly programs.

The Measure K 2024 Ordinance and Expenditure Plan[13] allocates 30% or approximately $756 million to Passenger Rail, Bus and Bicycles, and specifically 49% of that, or $370 million for bus transit. Expenses for capital such as vehicles and operations are eligible. Funding is to be used for bus programs to promote peak hour, commute service as well as bus services for the elderly and persons with disabilities. These funds can be used for park and ride lots, express bus service, greater frequencies on existing peak hour routes, trip reduction programs to new employment centers and service to other counties. The intent is to use Measure K sales tax revenue to match and supplement state and federal funds. The TRACER transit program is eligible to apply for funding provided that, none of their Transportation Development Act (TDA) local transportation funding (LTF) is claimed or reclaimed under Public Utilities Code, Chapter 4, Article 8, Section 99400a for local streets and roads purposes, excluding pedestrian and bicycle facilities. To date TRACER has not applied for these funds but expects to start claiming them throughout the life of this SRTP.

State Revenue Sources

The majority of state-administered funding for transit services in California comes from fuel taxes that flow into the State Transit Assistance (STA) fund through the Public Transportation Account.

Transportation Development Act (TDA)

The California Transportation Development Act (TDA) provides funding to support public transportation and related infrastructure in the state. Established in 1971, the TDA primarily sources its

[13] https://www.sjcog.org/DocumentCenter/View/9659/2024-MK-Ordinance-and-Expenditure-Plan-PDF?bidId=

funding from a quarter-cent sales tax collected statewide. Under TDA, there are two different funding sources – Local Transportation Fund (LTF) and State Transit Assistance (STA) that are derived through different formula allocations. The LTF portion of TDA is allocated by the State Board of Equalization to county governments, based on the sales tax collected in each county, while the STA funds are allocated through a more complicated process. STA funds are initially allocated by the State Legislature to the State Controller's Office, who then appropriate the funds to Regional Transportation Planning Agencies (RTPAs) across the state. Fifty percent of STA funds are allocated based on population, while the other 50% of funds are allocated based on the RTPA's previous year's revenues.

Money generated by the LTF and STA can go toward a wide variety of transportation programs, according to the law. These include pedestrians, bicycles, bus, rail, community transit, and public transit projects and services. For counties with populations under 500,000, LTF funds may be used for local street and road construction and maintenance as well if there are no unmet transit needs.

Senate Bill 1 – State of Good Repair (SGR)

SB 1, The Road Repair and Accountability Act of 2017**,** provided a significant, stable, and ongoing increase in state transportation funding. SB 1 is composed of a series of measures and revenue enhancements such as increases in diesel and gasoline excise and sales taxes and vehicle registration fees. SB 1 encompasses the State of Good Repair (SGR) Program, which is projected to provide approximately $105 million annually to transit operators in California for eligible transit maintenance, rehabilitation, and capital projects.

The SGR Program is funded from a portion of the Transportation Improvement Fee on vehicle registrations due on or after January 1, 2018. In addition, the SGR Program is one of two programs that allocate SB 1 funds to transit agencies through the STA formula.

Transit and InterCity Rail Program (TIRCP)

TIRCP is a competitive grant program administered by Caltrans and the California State Transportation Agency (CalSTA). As part of SB 125 (Chapter 54 Statues of 2023) $4 billion in General Fund dollars are to be distributed through TIRCP to regional transportation planning agencies for operations or capital improvements.

Zero Emission Transit Capital Program (ZETCP)

The Zero Emission Transit Capital Program (ZETCP) is focused on funding the transition to zero-emission transit buses and infrastructure. It was created as part of SB 125 and aims to support the development and deployment of clean technologies in public transit, helping to reduce greenhouse gas emissions and improve air quality across the state. The California State Transportation Agency (CalSTA) operates this program.

ZETCP funds can be used for zero-emission transit equipment, including, but not limited to, zero-emission vehicles and refueling infrastructure. Funds may also be used to fund transit operating expenditures that prevent service reduction or elimination in order to maintain or increase ridership. These funds are allocated directly to SJCOG pursuant to a population-based formula and another formula based on transit operator revenues within the San Joaquin County. SJCOG has the discretion to suballocate or distribute funds within San Joaquin County based on local needs, existing procedures, policies, or priorities. A table showing the distributions to each RTPA can be found in the SB 125 guidelines on the CalSTA website.

Low Carbon Transit Operations Program (LCTOP)

The California Air Resources Board (CARB) issues competitive grant solicitations for the Air Quality Improvement Program (AQIP) and Low Carbon Transportation Greenhouse Gas Reduction Fund Investments pursuant to Assembly Bill 118. Each fiscal year, CARB must submit a proposed funding plan to its Board for approval. The funding plan serves as the blueprint for expanding the AQIP funds appropriated to CARB in the state budget.

A component of the Cap-and-Trade Program is the Low Carbon Transit Operations Program (LCTOP), which was created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with an emphasis on serving disadvantaged communities. Approved projects in LCTOP support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance and other costs to operate those services or facilities, with each project intended to reduce greenhouse gas emissions. SB 862 continuously appropriates 5% of the annual auction proceeds in the Greenhouse Gas Reduction Fund for LCTOP.

The City of Tracy has been using LCTOP funds to provide free fares for students.

Transportation Development Credits (formerly Toll Revenue Credits)

Transportation Development Credits (formerly referred to as Toll Revenue Credits) provides credit toward a project's local share for certain expenditures with toll revenues. The amount of credit toward local share to be earned by a State is based on revenues generated by toll authorities within the State. Under the provisions of 23 U.S.C. 120(j), FHWA oversees the determination of transportation development credit within each State. For the Federal Transit Administration (FTA), the effect of utilizing transportation development credits means that FTA, in essence, provides 100% of the total net project cost. For example, if the actual cost of the assets is $500,000, FTA's share at 80% equals $400,000. The remaining $100,000 match is transportation development credits, so additional Federal funds are needed to equal $500,000 or 100% of the net project cost.

Federal Revenue Sources

The Federal Transit Administration (FTA) provides financial and technical assistance to local public transit systems. Since 1964, FTA has partnered with state and local governments to create and enhance public transportation systems, investing approximately $11 billion annually to support and expand public transit services. FTA provides annual formula grants to transit agencies nationwide as well as discretionary funding in competitive processes. The City of Tracy receives 5307 and 5339 funds currently.

Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula Funding Program

The Urbanized Area Formula Funding Program makes federal resources available to urbanized areas for transit capital and operating assistance, and for transportation planning and related planning in urbanized areas. An urbanized area is a Census-designated area with a population of 50,000 or more as designated by the US Department of Commerce, Bureau of the Census. Because the City of Tracy is a small, urbanized area with between 50,000 and 200,000 people, the City of Tracy has used these funds for both operating and capital expenditures.

As an urbanized area (UZA) operator, Tracy receives its largest source of FTA funding through the Section 5307 program. Eligible activities include planning, engineering design, and evaluation of transit projects; capital investments in bus and bus-related activities; crime prevention and security equipment; construction of maintenance and passenger facilities; and capital investments in existing fixed guideway systems. All preventive maintenance and some ADA complementary paratransit service costs are considered capital costs. The federal funding share is not to exceed 80 percent of the net capital project cost. The federal share may not exceed 50 percent of the net project cost of operating assistance.

Federal Transit Administration (FTA) 5339 Bus and Bus Facilities Formula Grants

The FTA 5339 formula grant program provides funding to replace, rehabilitate, and purchase buses and related equipment as well as construct bus related facilities. Funds are allocated based on a formula that considers factors like population and transit ridership, ensuring that resources are distributed fairly among different regions.

CHS Consulting Group
1617 Clay Street, Oakland, CA 94612

Table 52. Forecasted Revenue by FY and Source.

Fiscal Year	TOTAL	TIRCP/ ZETCP	Toll Credits	TDA	SGR	5307	5339	Farebox	LCTOP	*MEASURE K*
FY20/21 carryover	$5,532,843					$5,177,623	$252,867	$102,353		
FY21/22 carryover	$3,096,649					$2,795,458	$233,063	$68,128		
FY22/23 carryover	$5,554,645					$5,221,981	$224,379	$108,285		
FY23/24 carryover	$12,609,359			$7,402,220		$4,789,959	$231,173	$74,827	$111,180	
FY24/25	$17,709,132	$3,853,856		$7,547,851	$138,000	$5,716,051	$371,065	$82,310		
FY25/26	$15,273,629	$446,411	$2,511,678	$6,000,000	$165,000	$5,000,000		$90,541		$1,100,000
FY26/27	$14,545,505		$3,529,910	$6,000,000		$5,000,000		$99,595		
FY27/28	$14,693,300		$3,951,746	$6,000,000		$5,000,000		$109,554		
FY28/29	$15,847,606		$3,827,096	$6,000,000		$5,000,000		$120,510		$1,000,000
FY29/30	$15,876,181		$4,876,181	$6,000,000		$5,000,000				
TOTAL	***$121,330,849***	***$4,300,267***	***$18,696,611***	***$44,950,071***	***$303,000***	***$48,701,071***	***$1,312,547***	***$856,102***	***$111,180***	***$2,100,000***
% of 5 yr Total		*4%*	*15%*	*37%*	*0.25%*	*40%*	*1%*	*1%*	*0.09%*	*2%*

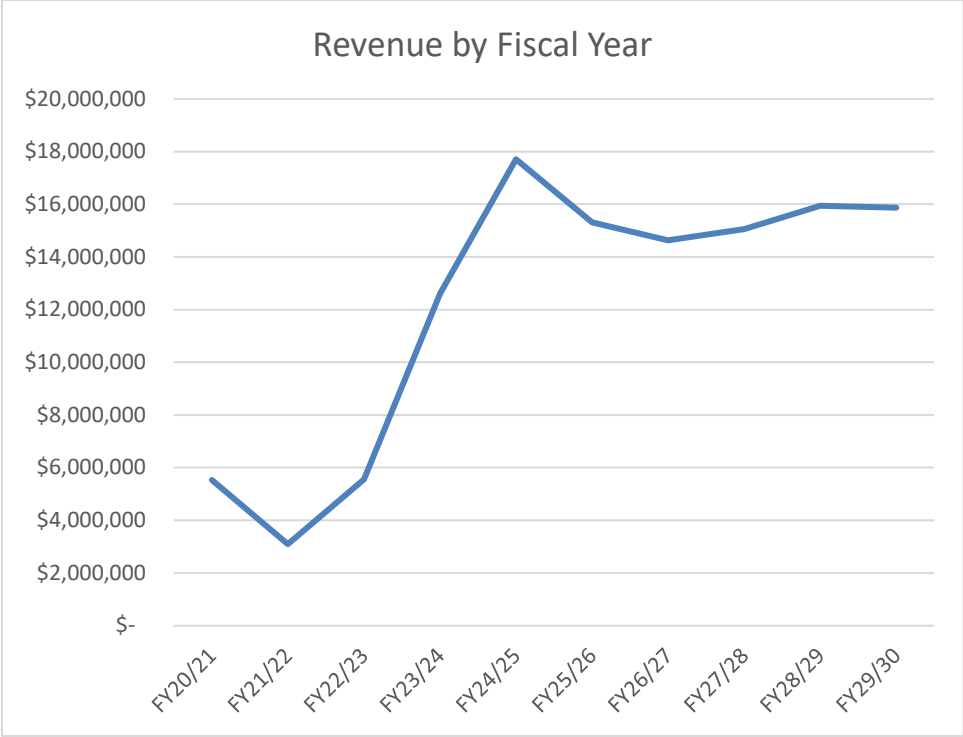


Figure 78. Revenue by Fiscal Year.

Table 53. Forecasted Expenditures by Fiscal Year.

Forecasted Expenditures	TOTAL	FY24/25	FY25/26	FY26/27	FY27/28	FY28/29	FY29/30	Unknown/ Future
Operating Expenses	$36,572,399	$5,256,200	$5,781,819	$6,013,092	$6,253,616	$6,503,761	$6,763,911	
Capital Cost of Contracting	$13,361,337	$1,920,297	2,112,326	$2,196,819	$2,284,692	$2,376,080	$2,471,123	
2023 Fixed Route Bus Purchase (3)	$2,200,000	$2,200,000						
2024 Fixed Route Bus Purchase (6)	$4,800,000	$1,423,563	$3,376,437					
2025 Fixed Route Bus Purchase (6)	$4,800,000		$1,107,324	$3,692,676				
2025 Demand Response Bus Purchase (4)	$1,000,000		$1,000,000					
2026 DR Bus Purchase (2)	$200,000			$ 200,000				
2027 DR Bus Purchase (2)	$420,000				$420,000			
2028 Demand Response Bus Purchase (8)	$1,840,000					$1,840,000		
2029 DR Bus Purchase (2)	$500,000						$500,000	
2031 FR Bus Purchase (5)	$7,500,000							$7,500,000
2033 FR Bus Purchase (4)	$6,000,000							$6,000,000
TTS AV Upgrade	$138,000	$138,000						
ITS Project	$1,400,000	$1,400,000						
SRTP	$145,000	$145,000						
TTS Camera Upgrade	$400,000	$400,000						
TTS Generator	$1,300,000	$1,135,000	$165,000					
On-Demand Software	$500,000							$500,000
Transit Asset Management (TAM)	$100,000							$100,000
Mall Transfer Station/Mobility Hubs	$2,000,000							$2,000,000
Stop relocations	$250,000							$250,000
Stop improvements	$5,000,000							$5,000,000
Maintenance Facility Land Purchase	$2,000,000	$2,000,000						
Maintenance Facility Design	$4,000,000		$1,100,000	$2,300,000	$600,000			
Maintenance Facility Construction	$50,000,000							$50,000,000
TOTAL	***$146,926,735***	***$16,018,059***	***$14,642,907***	***$14,402,588***	***$9,558,308***	***$10,719,840***	***$9,735,034***	***$71,850,000***

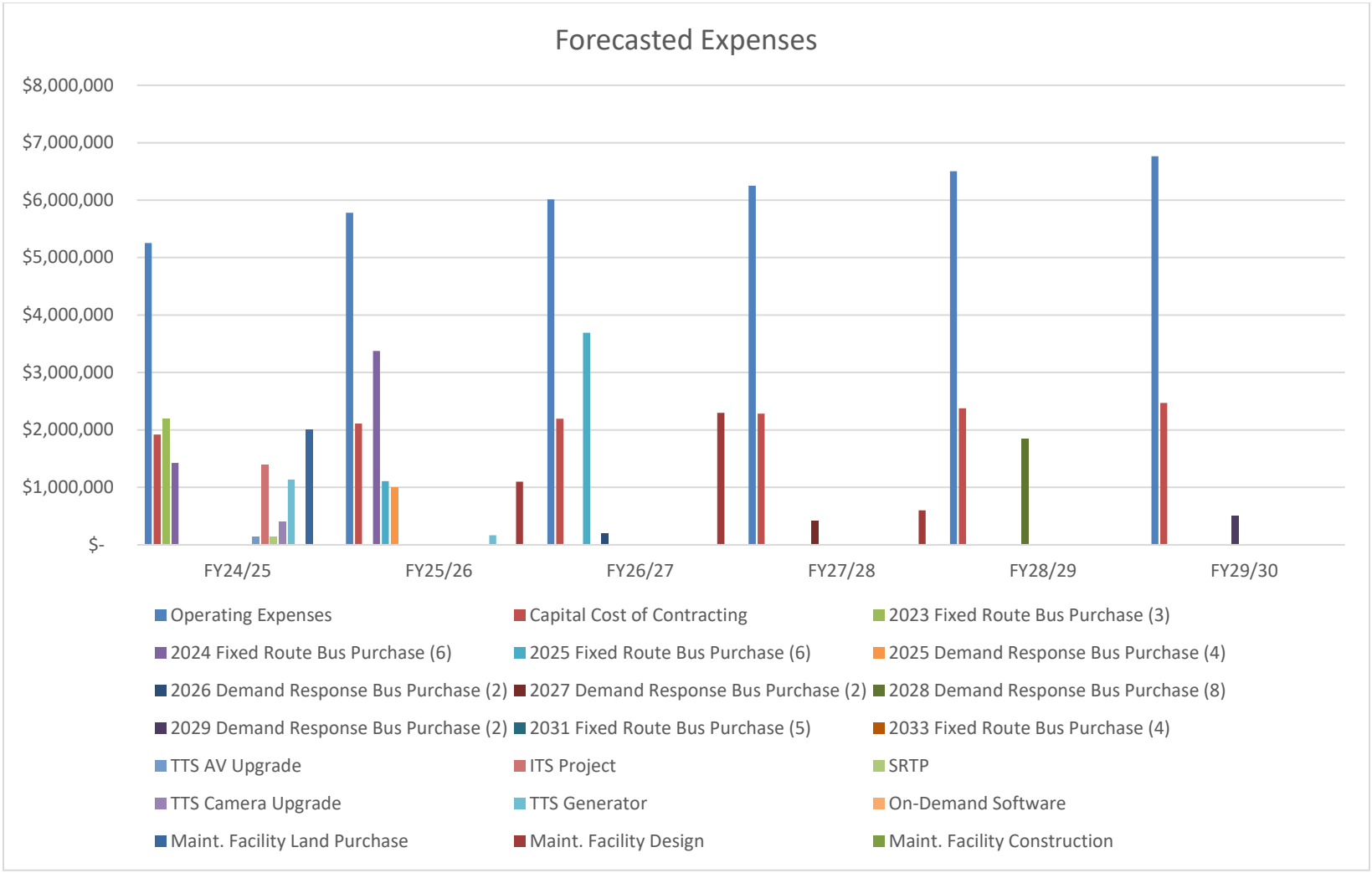


Figure 79. Forecasted Expenses

5.2.3 Fare Structure

Existing Fare Structure

The existing TRACER fare structure includes cash fares, a day pass, 10-ride ticket and 31-day pass for adults, students, and seniors (65+)/veterans/disabled/Medicare recipients. Additionally, there is currently an adult fare ($4) and 50% off fare ($2) for seniors (65+)/veterans/disabled/Medicare recipients for TRACER Plus Rides. Paratransit services are available to (65+)/veterans/disabled/Medicare recipients at a rate of $1.50 per ride.

Table 54. Existing Fares.

	One-Way Cash Fare	Day Pass	10-Ride Ticket	31-Day Pass	TRACER Plus	Paratransit
Adults	$1.25	$3.00	$12.50	$35.00	$4.00	
Student	$1.00	$2.50	$10.00	$28.00		
Senior (65+)/ Veteran/ Disabled/ Medicare	$0.50	$1.50	$5.00	$17.50	$2.00	$1.50
ADA Attendant	$0.00	$0.00	$0.00	$0.00		$0.00
ACCESS Pass	$0.00	$0.00	$0.00	$0.00		
Child (6 & under)	$0.00	$0.00	$0.00	$0.00		
Guests/Companions						$1.75
Same Day Appointment Surcharge						$0.75
Same Day Reservation Change Surcharge						$0.75

Proposed Fare Structure

The proposed fare structure looks to simplify the pass products offered and encourage more rides to be taken on transit. The proposed fare structure is to offer a day pass that will enable as many rides as needed within a day. The $3 fare is double the existing one-way trip. This will eliminate the need for transfers within the system and encourage at least two trips per day per user. Additionally, there will also be a TRACER Plus 31-Day pass that will encourage the use of the TRACER Plus system. The pass product is priced at a reduced price for 32 total rides during the entire month. At a later date, the City could undertake optional analysis to determine if the one-way cash fare should be eliminated concurrently evaluate the cost of the Day Pass.

Table 55. Proposed Fare Structure.

	One-Way Cash Fare	Day Pass	31-Day Pass	Single Ride TRACER Plus	31-Day TRACER Plus	Paratransit
Adults	$1.25	$3.00	$35.00	$4.00	$125.00	
Student	$1.00	$2.50	$28.00	$3.00	$95.00	
Senior (65+)/ Veteran/ Disabled/ Medicare	$0.50	$1.50	$17.50	$2.00	$62.50	$1.50
ADA Attendant	$0.00	$0.00	$0.00			$0.00
ACCESS Pass	$0.00	$0.00	$0.00			
Child (6 & under)	$0.00	$0.00	$0.00			
Guests/Companions						$1.75
Same Day Appointment Surcharge						$0.75
Same Day Reservation Change Surcharge						$0.75

6.0 Capital Improvement Program (Project List)

This section describes the capital programs required to carry out the operations and services as outlined in the operations plan. This list of projects can be considered a Capital Improvement Plan (CIP), providing a basis for future federal, state, and regional funding requests for capital projects, vehicle replacements and rehabilitation, and system expansion projects.

6.1.1 TRACER Capital Program

To operate the program outlined in the Operations Plan (section 4.0), TRACER will need vehicles, bus stops and larger transfer stations, maintenance facility needs, and technological systems. Most of the programs described in this plan are financially constrained to the life of the SRTP, through FY29/30. Table 58 references both fiscally constrained and unfunded program needs.

Table 56. Overview of Capital Program.

Project Type	Capital Projects
Maintenance Facilities	**New Bus Maintenance Facility ($56M)** Activities include: • Land Purchase ($2M) • Facility Design ($4M) • Construction ($50M)
Vehicle Procurement	**Bus purchases ($15.7M)**

Project Type	Capital Projects
	• up to 22 new vehicles to meet the needs of the operation service plan by FY29/30. • 8 Replacement vehicles will be needed by FY29/30 for vehicles nearing the end of their useful life
Bus Stop & Transfer Station Improvements	• Mall Transfer Station/Mobility Hub ($2M) • Stop relocations ($250K) • Stop improvements ($5M) • Real-Time signage
System Technology Needs	• On-Demand Software ($500K, in-progress FY24/25) • ITS AV Upgrades ($138k) • ITS Project ($1.4M) • TTS Generator ($1.3M) • Transit Asset Management (TAM) program

Maintenance Facilities

Tracy needs to build a new maintenance facility to follow the State of California Air Resources Board (CARB) Innovative Clean Transit (ICT) regulation that was adopted in December 2018. The regulation requires all public transit agencies to gradually reduce fleet vehicle tailpipe emissions and encourages them to provide innovative first and last-mile connectivity and improved mobility for transit riders. More specifically, the goal is to have all transit agencies' buses be zero-emission by 2040. The regulation states that for a small transit agency, like TRACER, starting January 1, 2026, twenty-five percent of the total number of new bus purchases in each calendar year must be zero-emission buses; and then starting January 1, 2029, all new bus purchases must be zero-emission buses.

The maintenance facilities project is necessary to ensure the fleet transition to zero emissions. A facility will either have to have electric charging infrastructure or hydrogen infrastructure to meet the State's regulation. Overall, the project involves several key components, starting with the land purchase, which is currently budgeted at $2 million. Following this, the facility design is allocated $4 million to ensure that the space meets all necessary requirements. Finally, the construction phase is expected to cost $50 million, covering the actual building of the maintenance facilities.

A site had been selected for the new maintenance facility; however, the Planning Commission rejected the rezoning proposal. A new development application will need to be submitted once additional sites are approved by the City Council for their approval moving forward.

Vehicle Procurement

The vehicle procurement plan aims to meet the operational service needs by acquiring up to 38 new vehicles by FY29/30. Additionally, 8 replacement vehicles will be necessary by FY29/30 to replace those vehicles approaching the end of their useful life, ensuring the fleet remains efficient and reliable for

ongoing operations. Beyond FY29/30, an additional 9 vehicles in the current fleet will need to be replaced.

Table 57. Vehicle Procurement Needs

Fiscal Year	Peak Period Fixed Route Needs	Peak Period Shuttles	FR FTA 20% Spare	FR to replace	New Fixed Route needs	Tracer Plus	Paratransit	Total Demand Response Needs	DR FTA 20% Spare	DR to replace	New Demand Response	Total Vehicles in Peak Service	All Vehicle Needs
FY24/25	11	3	6	0	9	4	4	8	2	0	4	22	30
FY25/26	11	1	4	0	0	5	4	9	2	0	1	21	27
FY26/27	17	3	7	0	11	5	4	9	2	2	0	29	38
FY27/28	18	3	7	2	1	6	4	10	2	0	1	31	40
FY28/29	23	4	9	0	8	6	4	10	2	4	0	37	48
FY29/30	24	4	9	0	1	7	4	11	3	0	2	39	51

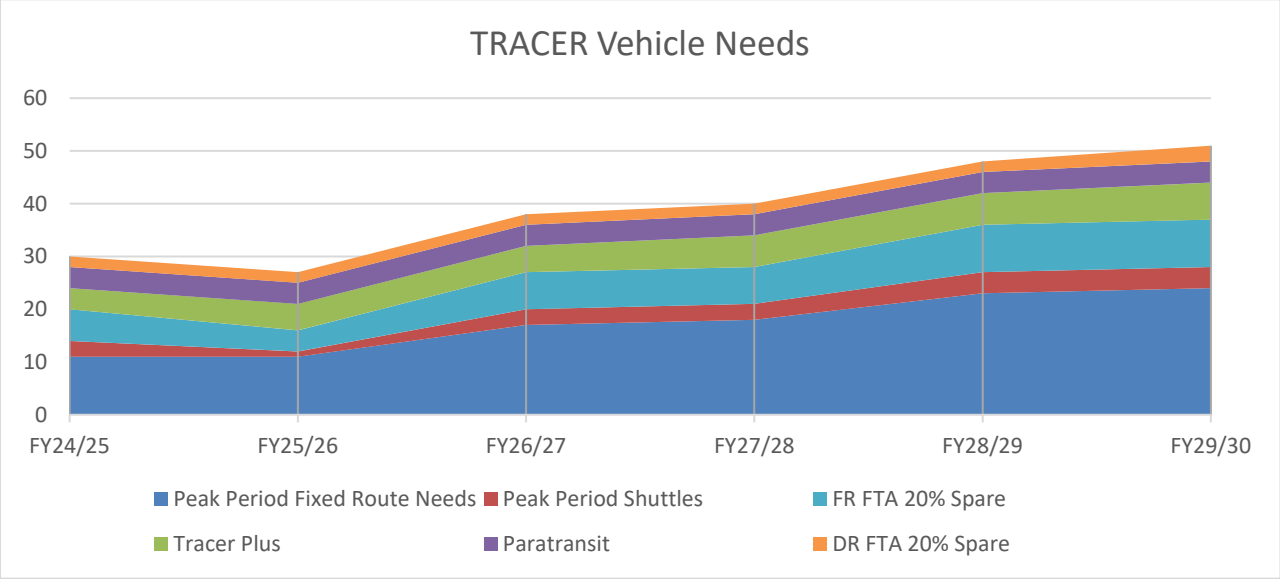


Figure 80. Vehicle Needs by Fiscal Year

Bus Stop & Transfer Station Improvements

All of the bus stop and transfer improvements outlined are currently unfunded. The plan includes the development of a Mall Transfer Station/Mobility Hub, estimated at approximately $2 million, along with stop relocations costing around $250,000. Additionally, $5 million is allocated for stop improvements, and the installation of real-time signage will also be part of the overall upgrades.

Technology System Needs

The On-Demand Software project, currently in progress for FY24/25, has a budget of $500,000. In addition, the ITS AV Upgrades are estimated at $138,000, while the overall ITS Project is allocated $1.4 million. Another component is the TTS Generator, which requires $1.3 million. The Transit Asset Management (TAM) program is a key focus, with the project team outlining efforts to implement a systemic asset management approach for the transit system. This includes detailing past and current achievements in TAM, as well as identifying the best practices for enhancing management. The team will also explore the integration of the latest software tools, applications, and business processes to improve TAM, ensuring these advancements are incorporated into decision-making processes.

6.1.2 Capital Improvement Project (CIP) list.

The table below outlines the current projections for capital projects, both funded and unfunded over the life of the SRTP.

Table 58. Capital Improvement Project List

	Capital Projects	Total	FY24/25	FY25/26	FY26/27	FY27/28	FY28/29	FY29/30	Beyond 5yrs/ unfunded
Maintenance Facilities	Maintenance Facility Land Purchase	$2,000,000	$2,000,000						
	Maintenance Facility Design	$4,000,000		$1,100,000	$2,300,000	$600,000			
	Maintenance Facility Construction	$50,000,000							$50,000,000
Vehicle Procurement	2023 Fixed Route Bus Purchase (3)	$2,200,000	$2,200,000						
	2024 Fixed Route Bus Purchase (6)	$4,800,000	$1,423,563	$3,376,437					
	2025 Fixed Route Bus Purchase (6)	$4,800,000		$1,107,324					
	2025 Demand Response Bus Purchase (4)	$1,000,000		$1,000,000					
	2026 Demand Response Bus Purchase (2)	$200,000			$200,000				
	2027 Demand Response Bus Purchase (2)	$420,000				$420,000			
	2028 Demand Response Bus Purchase (8)	$1,840,000					$1,840,000		
	2029 Demand Response Bus Purchase (2)	$500,000						$500,000	
	Unfunded Bus needs (2031, 2033)	$13,500,000							$13,500,000
Bus Stop & Transfer Station Improvements	Mall Transfer Station/Mobility Hubs	$2,000,000							$2,000,000
	Stop relocations	$250,000							$250,000
	Stop improvements	$5,000,000							$5,000,000
	Real-Time signage	$500,000							$500,000
Technology System Needs	On-Demand Software	$500,000	$500,000						
	ITS AV Upgrades	$138,000							
	ITS Project	$1,400,000	$1,400,000						
	TTS Camera Upgrade	$400,000	$400,000						

	Capital Projects	Total	FY24/25	FY25/26	FY26/27	FY27/28	FY28/29	FY29/30	Beyond 5yrs/ unfunded
	TTS Generator	$1,300,000	$1,135,000	$165,000					
	Transit Asset Management (TAM)	$100,000							$100,000
	TOTAL	***$92,493,000***	***$8,841,563***	***$6,748,761***	***$6,192,676***	***$1,020,000***	***$1,840,000***	***$500,000***	***$71,850,000***

Table 59. Demand Response & Fixed Route Fleet Management Plan Expenditures

Type	Year to be Replaced	Projected Useful Life	Replacement or Expansion	Manufacture Year of Vehicles Being Replaced	Funding Source(s)	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30	FY 30/31	FY 31/32	FY 32/33	FY 33/34	FY 34/35	Unfunded	Estimated Project Cost
2023 Fixed Route Bus Purchase (3)	2024	14	Replacement	2010	TDA	$2,200,000												$2,200,000
12 x New Fixed Route Buses	2025	14	Expansion		TDA, 5339, Measure K	$1,423,563	$4,483,761	$3,692,676										$9,600,000
4 x New Demand Response Vehicles	2025	7	Expansion		TDA, Measure K		$1,000,000											$1,000,000
2 x Demand Response Nor Cal Van, Transit Van (21 Ft)	2026	5	Replacement	2020	TDA, Toll Credits			$200,000										$200,000
2 x Chevy, Low Floor Cutaway (26 ft)	2027	5	Replacement	2020	TDA, Toll Credits				$420,000									$420,000
4 x Demand Response Ford Transit, Cutaway Bus (21 Ft)	2028	7	Replacement	2020	TDA, Toll Credits					$840,000								$840,000
4 x New Demand Response Vehicles	2028	7	Expansion		TDA, Toll Credits, Measure K					$1,000,000								$1,000,000
2 x New Demand Response Vehicles	2029	7	Expansion		TDA, Toll Credits						$500,000							$500,000
5x Gillig, BRT Low Floor Bus (35 Ft)	2031	14	Replacement	2017	TDA, Toll Credits								$7,500,000					$7,500,000
4 x Gillig, G27E, BRT Low Floor Bus (29 Ft)	2033	12	Replacement	2021	TDA, Toll Credits										$6,000,000			$6,000,000
					Year Total	**$3,623,563**	**$5,483,761**	**$3,892,676**	**$420,000**	**$1,840,000**	**$500,000**		**$7,500,000**		**$6,000,000**			
					Cumulative Total		**$9,107,324**	**$13,000,000**	**$13,420,000**	**$15,260,000**	**$15,760,000**	**$15,760,000**	**$23,260,000**	**$23,260,000**	**$29,260,000**	**$29,260,000**	**$29,260,000**	

Table 60. Capital Revenue Sources Demand Response & Fixed Route Fleet Management Plan

Capital Revenue Sources	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30	FY 30/31	FY 31/32	FY 32/33	FY 33/34	FY 34/35
TDA	$14,950,071	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000
5339	$1,312,547										
5307	$26,496,530	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000
Toll Credits											
Measure K		$1,100,000			$1,000,000			$2,500,000		$2,000,000	
Year Total	**$42,759,148**	**$12,100,000**	**$11,000,000**	**$11,000,000**	**$12,000,000**	**$11,000,000**	**$11,000,000**	**$13,500,000**	**$11,000,000**	**$13,000,000**	**$11,000,000**
Cumulative Total		**$54,859,148**	**$65,859,148**	**$76,859,148**	**$88,859,148**	**$99,859,148**	**$110,859,148**	**$124,359,148**	**$132,859,148**	**$148,359,148**	**$159,359,148**

Table 61. Fixed Route & Demand Response Operating Plan Expenditures

Expenditure Purpose	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30	FY 30/31	FY 31/32	FY 32/33	FY 33/34	FY 34/35	Unfunded
Operating Expenses	$5,256,200	$5,781,819	$6,013,092	$6,253,616	$6,503,761	$6,763,911	$7,440,302	$8,184,332	$9,002,766	$9,903,042	$10,893,346	
Capital Cost of Contracting	$1,920,297	$2,112,326	$2,196,819	$2,284,692	$2,376,080	$2,471,123	$2,718,235	$2,990,059	$3,289,065	$3,617,971	$3,979,768	
2023 Fixed Route Bus Purchase (3)	$2,200,000											
2024 Fixed Route Bus Purchase (6)	$1,423,563	$3,376,437										
2025 Fixed Route Bus Purchase (6)		$1,107,324	$3,692,676									
2025 Demand Response Bus Purchase (4)		$1,000,000										
2026 Demand Response Bus Purchase (2)			$200,000									
2027 Demand Response Bus Purchase (2)				$420,000								
2028 Demand Response Bus Purchase (8)					$1,840,000							
2029 Demand Response Bus Purchase (2)						$500,000						
2031 Fixed Route Bus Purchase (5)								$7,500,000				
2033 Fixed Route Bus Purchase (4)										$6,000,000		
Unfunded Bus needs												$0
Year Total	**$10,800,059**	**$13,377,907**	**$12,102,588**	**$8,958,308**	**$10,719,840**	**$9,735,034**	**$10,158,537**	**$18,674,391**	**$12,291,830**	**$19,521,013**	**$14,873,114**	**$0**
Cumulative Total		**$24,177,966**	**$36,280,553**	**$45,238,861**	**$55,958,702**	**$65,693,735**	**$75,852,273**	**$94,526,664**	**$106,818,494**	**$126,339,507**	**$141,212,622**	**$141,212,622**

Table 62. Fixed Route & Demand Response Operating Plan Revenue Sources

Operating Revenue Sources	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30	FY 30/31	FY 31/32	FY 32/33	FY 33/34	FY 34/35
5307	$26,496,530	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000	$5,000,000
5339	$1,312,547										
CARES/ARPA	$1,574,924										
TIRCP/ZETCP	$3,853,856	$446,411									
Toll Credits	$0	$2,511,678	$3,529,910	$3,951,746	$3,827,096	$4,876,181		$1,000,000		$800,000	
TDA	$14,950,071	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000
SGR	$138,000	$165,000									
LCTOP	$111,180										
Measure K		$1,100,000			$1,000,000			$2,500,000		$2,000,000	
Farebox	$435,903	$90,541	$99,595	$109,554	$120,510	$0					
Year Total	**$48,873,011**	**$14,867,219**	**$14,629,505**	**$15,061,300**	**$15,947,606**	**$15,876,181**	**$11,000,000**	**$14,500,000**	**$11,000,000**	**$13,800,000**	**$11,000,000**
Cumulative Total		**$63,740,230**	**$78,369,735**	**$93,431,035**	**$109,378,641**	**$125,254,822**	**$136,254,822**	**$150,754,822**	**$161,754,822**	**$175,554,822**	**$186,554,822**	**$186,554,822**

Table 63. Other Capital Projects

Project Description	Sources Funding Source	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30	FY 30/31	FY 31/32	FY 32/33	FY 33/34	FY 34/35	Unfunded	Estimated Project Cost
Maintenance Facility Land Purchase	TDA	$2,000,000											$0	$2,000,000
Maintenance Facility Design	TDA		$2,000,000	$2,000,000									$0	$4,000,000
Maintenance Facility Construction													$50,000,000	$50,000,000
Mall Transfer Station/Mobility Hubs													$2,000,000	$2,000,000
Stop Relocations													$250,000	$250,000

Stop Improvements													$5,000,000	$5,000,000
Real-Time signage													$500,000	$500,000
On-Demand Software	TDA	$500,000											$0	$500,000
ITS AV Upgrades	SGR	$138,000											$0	$138,000
ITS Project	TDA, 5339	$1,400,000											$0	$1,400,000
TSS Camera Upgrades	TDA	$400,000											$0	$400,000
TTS Generator	TDA, SGR	$1,135,000	$165,000										$0	$1,300,000
Transit Asset Management (TAM)													$100,000	$100,000
	Totals	**$5,573,000**	**$2,165,000**	**$2,000,000**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$57,850,000**	**$67,588,000**

Table 64. Summary

Worksheet	Expenditure Total	Revenue Total	Difference
Demand Response & Fixed Route Fleet Management	**$29,260,000.00**	**$159,359,148.00**	**$(130,099,148.00)**
Demand Response & Fixed Route Operating	**$141,212,621.52**	**$186,554,822.00**	**$(45,342,200.48)**
Other Capital Projects	**$67,588,000.00**	**$0**	**$67,588,000.00**
Totals	**$238,060,621.52**	**$345,913,970.00**	**$107,853,348.48**

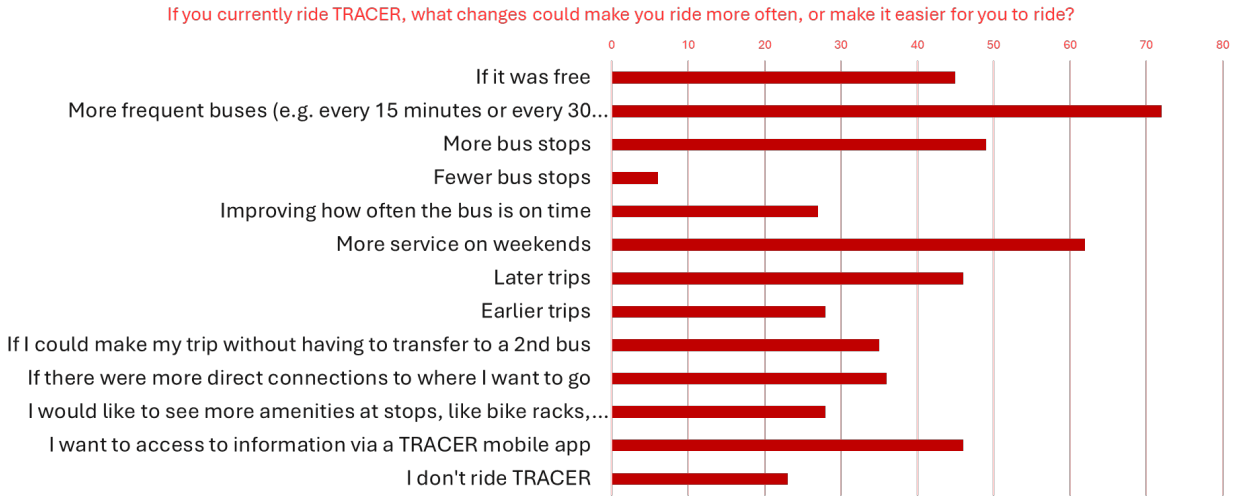
CHS Consulting Group
1617 Clay Street, Oakland, CA 94612

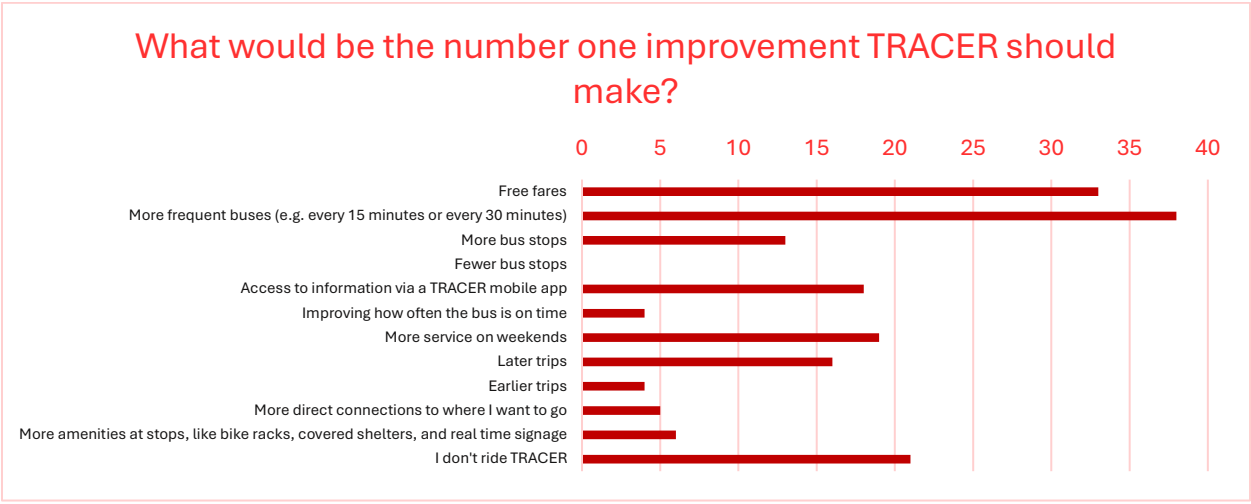
The following are outreach and engagement activities that occurred during the development of the Short-Range Transit Plan for the City of Tracy.

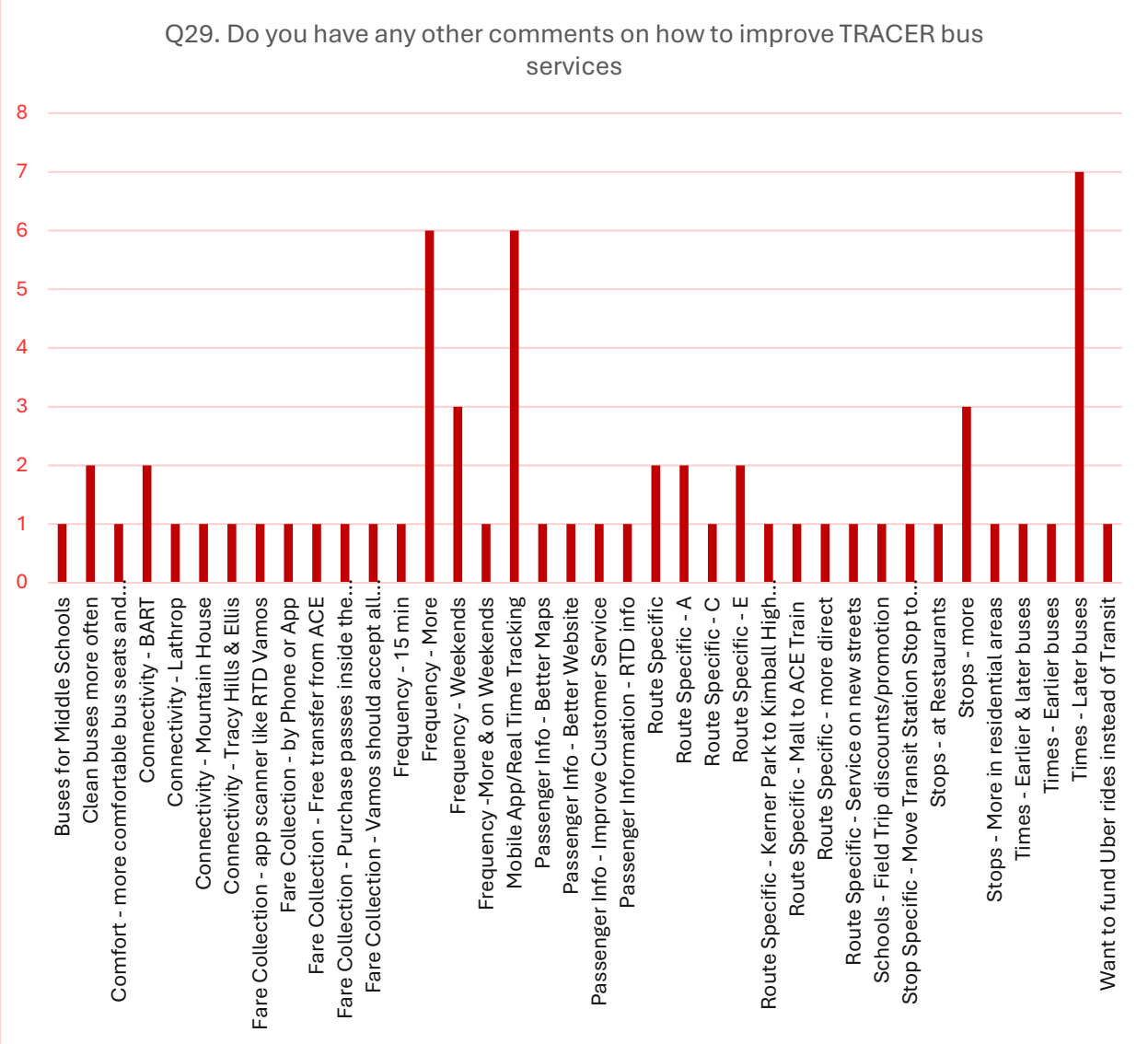
Survey

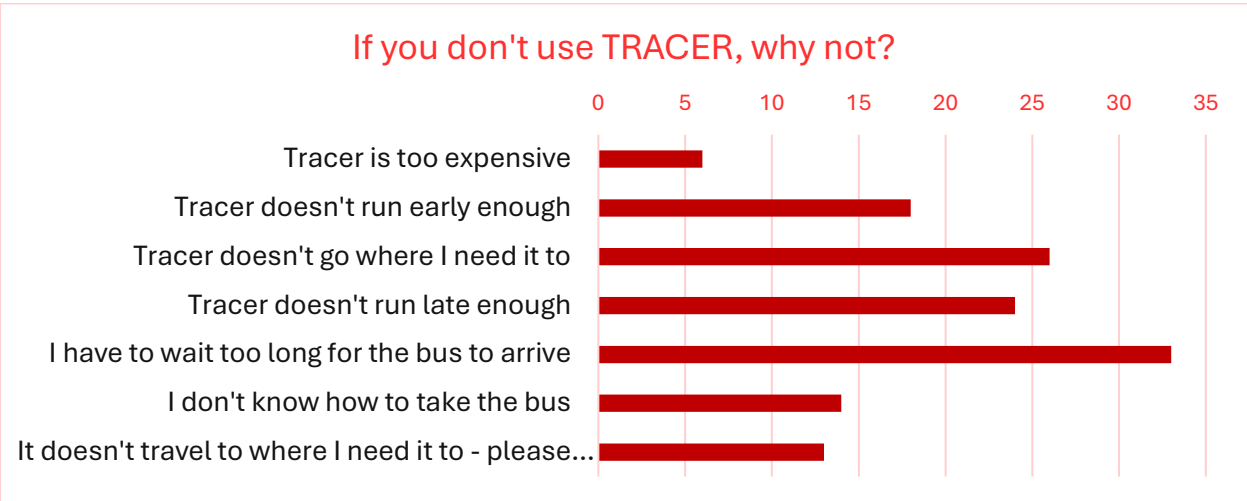
A survey of transit users was conducted from April 27, 2024, closing on June 30, 2024. Respondents were asked a total of 46 questions. 214 total surveys were collected, including 6 in Spanish.

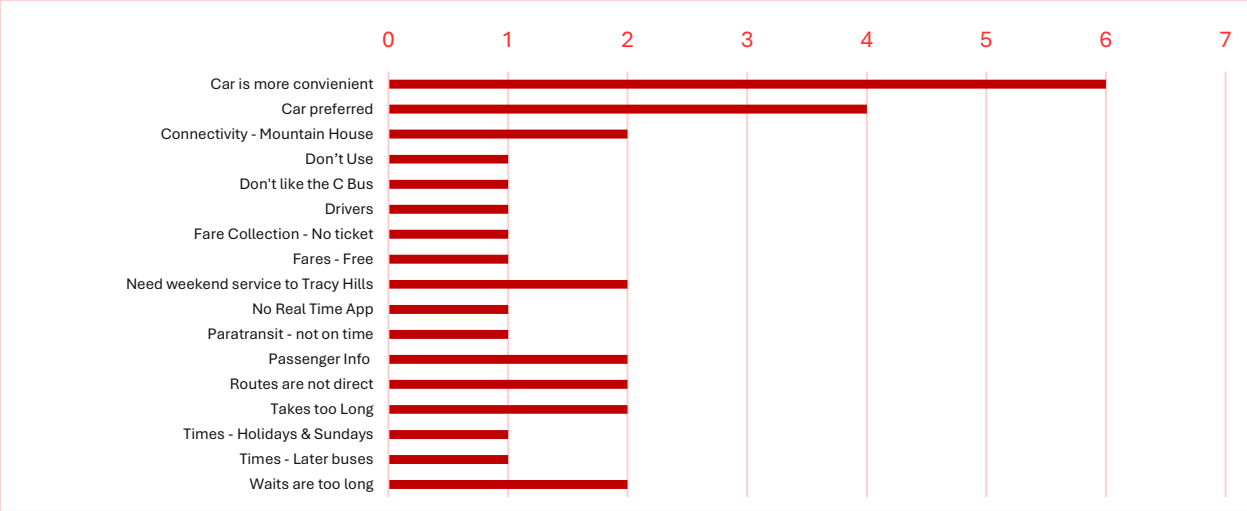
Of importance were the following questions - What Improvements do residents want for TRACER, and If you don't use TRACER, why not?





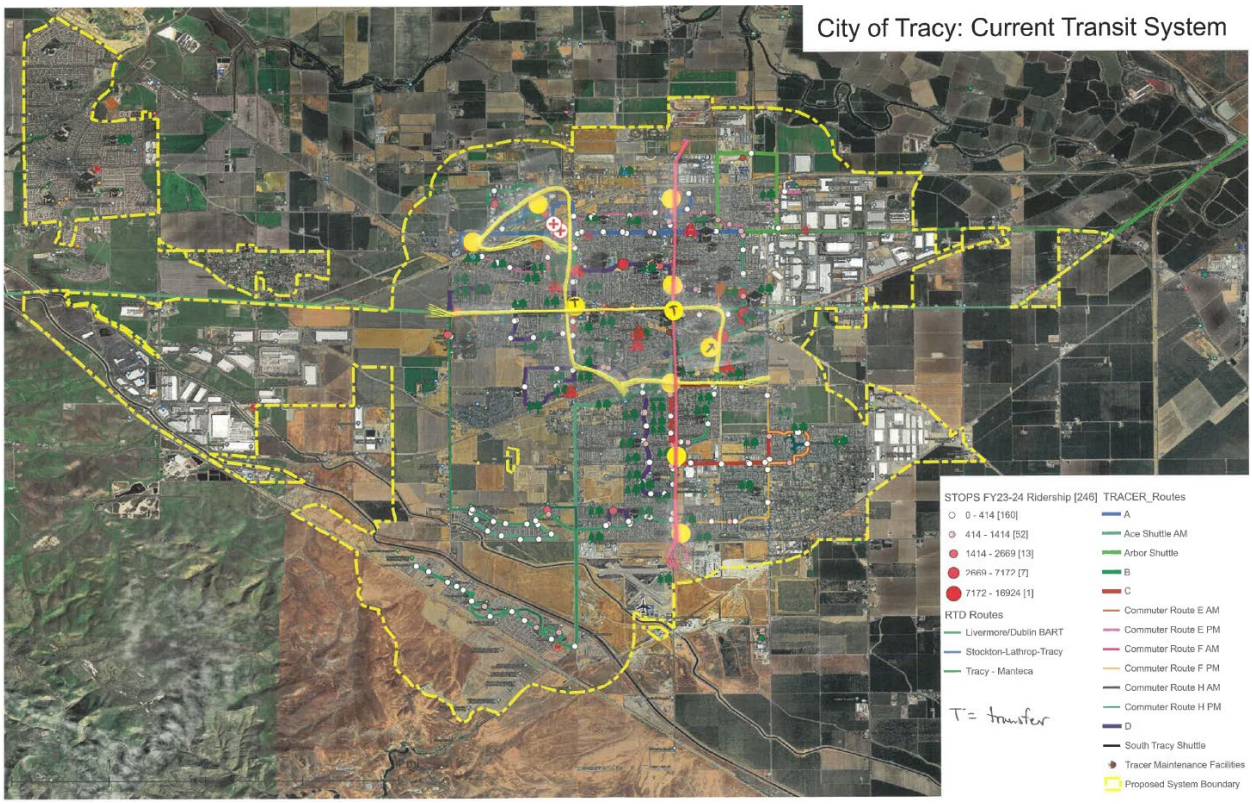

Q29. Do you have any other comments on how to improve TRACER bus services
8
7
6
5
4
3
2
1
0
Buses for Middle Schools
Clean buses more often
Comfort - more comfortable bus seats and...
Connectivity - BART
Connectivity - Lathrop
Connectivity - Mountain House
Connectivity - Tracy Hills & Ellis
Fare Collection - app scanner like RTD Vamos
Fare Collection - by Phone or App
Fare Collection - Free transfer from ACE
Fare Collection - Purchase passes inside the...
Fare Collection - Vamos should accept all...
Frequency - 15 min
Frequency - More
Frequency - Weekends
Frequency - More & on Weekends
Mobile App/Real Time Tracking
Passenger Info - Better Maps
Passenger Info - Better Website
Passenger Info - Improve Customer Service
Passenger Information - RTD info
Route Specific
Route Specific - A
Route Specific - C
Route Specific - E
Route Specific - Kerner Park to Kimball High...
Route Specific - Mall to ACE Train
Route Specific - more direct
Route Specific - Service on new streets
Schools - Field Trip discounts/promotion
Stop Specific - Move Transit Station Stop to...
Stops - at Restaurants
Stops - more
Stops - More in residential areas
Times - Earlier & later buses
Times - Earlier buses
Times - Later buses
Want to fund Uber rides instead of Transit


If you don't use TRACER, why not?
0
5
10
15
20
25
30
35
Tracer is too expensive
Tracer doesn't run early enough
Tracer doesn't go where I need it to
Tracer doesn't run late enough
I have to wait too long for the bus to arrive
I don't know how to take the bus
It doesn't travel to where I need it to - please...



Public Workshop

A public workshop was hosted on Saturday August 17th from 10am to noon.



What is working in the TRACER System today that you don't want to see changed? Why?

- Students Ride Free; Skillful Friendly drivers; safety of system (low crime)
- Free rides for students
- current routes…but can make improvement to current services and frequencies.

What is not working in the current TRACER system and how would you change it?

- Ease of Use
- Circuit routes -->Direct routes back and forth; No Google Maps integration --> Please integrate with maps and display routes.
- How you work the drivers. Eliminate the panda bus.
- number of stomps on route which can impact travel time; budget annual for funding (to be discussed)
- add back stop at El Pollo Loco; some stop placements too close (East/Grant Line) Panda Express; 30min wait is too long. Bus A to Winco; crossing @THS; Black Bear Diner Stop. Bus C takes a long time. Better connection times F or transfers. Hours later. don't have to start/stop @ TTS; bus stop @ Golden Corral - takes 15 min to walk from Walmart to Panda; 12 min Winco to Panda

TRACER - Travel Survey

TRACER needs your help! Please take a few minutes to complete this survey to provide feedback on Tracer's services. All responses
will be confidential. Thank you!

This survey is to support the development of Tracer's Short Range Transit Plan.

Please tell us the top three (3) places you travel to most often within the City of Tracy. Please be as specific as possible (e.g., work, school, the grocery store, downtown Tracy, the mall, the ACE Station, etc.).

1. The 1st place you travel to most often within the City of Tracy.

_____

2. How often do you travel there?

Mark only one oval.

- ◯ Daily - on weekdays
- ◯ 1 to 2 times a week
- ◯ 3 to 4 times a week
- ◯ on Weekends
- ◯ Other: _____

3. What times of day do you typically make this trip?

Check all that apply.

- [ ] before 6am
- [ ] 6am - 9am
- [ ] 9am - 3pm
- [ ] 3pm - 7pm
- [ ] 7pm - Midnight

4. How do you typically travel there?

Mark only one oval.

- ◯ Tracer Bus Service
- ◯ Drive alone
- ◯ Carpool
- ◯ Walk
- ◯ Bike
- ◯ Taxi/Uber/Lyft
- ◯ Other: _____

5. The 2nd place you travel to most often within the City of Tracy.

_____

6. How often do you travel there?

Mark only one oval.

- ◯ Daily - on weekdays
- ◯ 1 to 2 times a week
- ◯ 3 to 4 times a week
- ◯ on Weekends
- ◯ Other: _____

7. What times of day do you typically make this trip?

Check all that apply.

- ☐ before 6am
- ☐ 6am - 9am
- ☐ 9am - 3pm
- ☐ 3pm - 7pm
- ☐ 7pm - Midnight

8. How do you typically travel there?

Mark only one oval.

- ◯ Tracer Bus Service
- ◯ Drive alone
- ◯ Carpool
- ◯ Walk
- ◯ Bike
- ◯ Taxi/Uber/Lyft
- ◯ Other: _____

9. The 3rd place you travel to most often within the City of Tracy.

_____

10. How often do you travel there?

Mark only one oval.

- ◯ Daily - on weekdays
- ◯ 1 to 2 times a week
- ◯ 3 to 4 times a week
- ◯ on Weekends
- ◯ Other: _____

11. What times of day do you typically make this trip?

Check all that apply.

- ☐ before 6am
- ☐ 6am - 9am
- ☐ 9am - 3pm
- ☐ 3pm - 7pm
- ☐ 7pm - Midnight

12. How do you typically travel there?

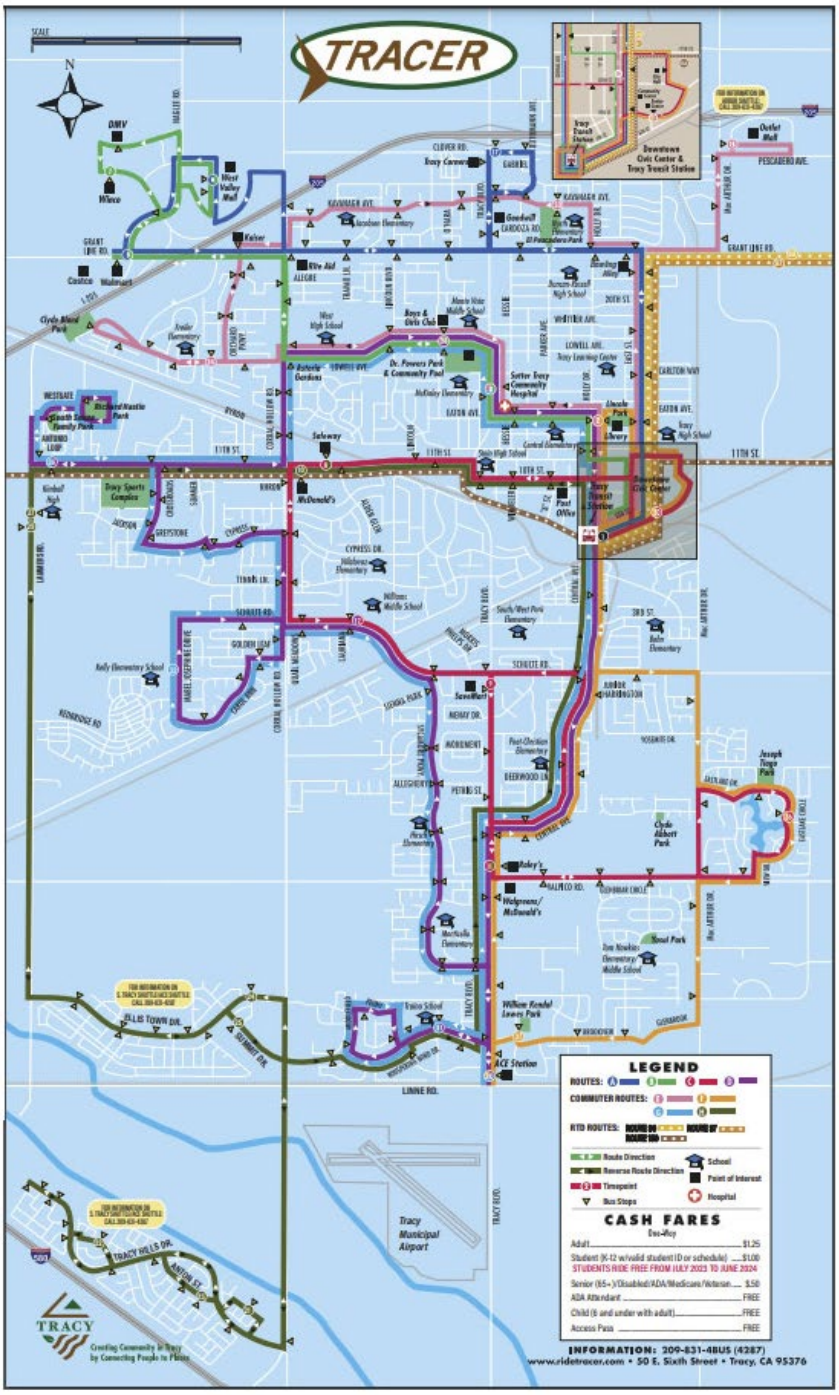
Mark only one oval.

- ◯ Tracer Bus Service
- ◯ Drive alone
- ◯ Carpool
- ◯ Walk
- ◯ Bike
- ◯ Taxi/Uber/Lyft
- ◯ Other: _____

Riding TRACER, TRACER Plus and Paratransit

What is working and what is not working right now?

TRACER Routes



13. The transit routes I use most often are:

Check all that apply.

- [ ] Route A: Transit Station <--> West Valley Mall
- [ ] Route B: Transit Station <--> West Valley Mall
- [ ] Route C: Transit Station <--> Hidden Lake
- [ ] Route D: Transit Station <--> 11th St/Lammers/Kimball High
- [ ] Commuter Route E: Transit Station <--> West High School
- [ ] Commuter Route F: Transit Station <--> ACE Station
- [ ] Commuter Route G: Transit Station <--> 11th St/Lammers
- [ ] Commuter Route H: Transit Station <--> Kimball High/Lammers
- [ ] Arbor Shuttle
- [ ] ACE Shuttle
- [ ] South Tracy Shuttle
- [ ] TRACER Plus
- [ ] Tracer Paratransit
- [ ] RTD Route 90
- [ ] RTD Route 97
- [ ] RTD Route 150
- [ ] ACE Train Service
- [ ] I don't ride transit

14. The stop(s) I use most often are

15. If you don't use TRACER, why not?

Check all that apply.

- [ ] Tracer is too expensive
- [ ] Tracer doesn't run early enough
- [ ] Tracer doesn't go where I need it to
- [ ] Tracer doesn't run late enough
- [ ] I have to wait too long for the bus to arrive
- [ ] I don't know how to take the bus
- [ ] It doesn't travel to where I need it to - please tell us where under "other"
- [ ] Other: _____

16. What would make you more likely to use TRACER?

Check all that apply.

- [ ] Real time information at stops
- [ ] A mobile app that has real time information
- [ ] More frequent service
- [ ] Earlier service
- [ ] Later service
- [ ] Other: _____

17. What do you like about riding TRACER?

Check all that apply.

- [ ] Taking the bus is a low cost travel option.
- [ ] Goes to the places I need to travel to.
- [ ] Travels at the times I need to use it.
- [ ] The bus stops have nice amenities.
- [ ] I feel safe taking the bus.

18. If you currently ride TRACER, what changes could make you ride more often, or make it easier for you to ride? Please choose no more than three (3).

Check all that apply.

- [ ] If it was free
- [ ] More frequent buses (e.g. every 15 minutes or every 30 minutes)
- [ ] More bus stops
- [ ] Fewer bus stops
- [ ] Improving how often the bus is on time
- [ ] More service on weekends
- [ ] Later trips
- [ ] Earlier trips
- [ ] If I could make my trip without having to transfer to a 2nd bus
- [ ] If there were more direct connections to where I want to go
- [ ] I would like to see more amenities at stops, like bike racks, covered shelters, and real time signage
- [ ] I want to access to information via a TRACER mobile app
- [ ] I don't ride TRACER
- [ ] Other: _____

19. What would be the number one improvement TRACER should make?

Mark only one oval.

- ◯ Free fares
- ◯ More frequent buses (e.g. every 15 minutes or every 30 minutes)
- ◯ More bus stops
- ◯ Fewer bus stops
- ◯ Access to information via a TRACER mobile app
- ◯ Improving how often the bus is on time
- ◯ More service on weekends
- ◯ Later trips
- ◯ Earlier trips
- ◯ More direct connections to where I want to go
- ◯ More amenities at stops, like bike racks, covered shelters, and real time signage
- ◯ I don't ride TRACER
- ◯ Other: _____

20. If you take the bus to a destination, do you generally take the bus back on your return trip?

Mark only one oval.

- ◯ Yes
- ◯ No
- ◯ Sometimes

21. What times of day do you typically ride TRACER? (select all that apply)

Check all that apply.

- [ ] before 6am
- [ ] 6am - 9am
- [ ] 9am - 3pm
- [ ] 3pm - 7pm
- [ ] 7pm - Midnight

22. How convenient is TRACER for your trip needs?

Mark only one oval.

	1	2	3	4	5	
Not	◯	◯	◯	◯	◯	Very convenient

very convenient

23. How easy to use is TRACER for your trip needs?

Mark only one oval.

	1	2	3	4	5	
Not	◯	◯	◯	◯	◯	Very easy

very easy

24. How safe do you feel riding TRACER?

Mark only one oval.

	1	2	3	4	5	
Not	◯	◯	◯	◯	◯	Very safe

very safe

25. How often is the bus on-time for your trip?

Mark only one oval.

	1	2	3	4	5	
Not	◯	◯	◯	◯	◯	Always on-time

often on-time

26. If you have an issue, how satisfied are you with TRACER's customer service?

Mark only one oval.

	1	2	3	4	5	
Not	◯	◯	◯	◯	◯	Very satisfied

very satisfied

27. Do you use TRACER to connect to another transit service? If so, which one?

Mark only one oval.

- ◯ RTD Routes
- ◯ ACE Train
- ◯ Greyhound
- ◯ I do not connect to other transit services
- ◯ Other: _____

28. If you use TRACER to connect to another transit service, how well timed is this transfer?

Mark only one oval.

- ◯ Well timed
- ◯ Generally I have to wait about 15 minutes for my connecting bus
- ◯ Generally I have to wait about 30 minutes for my connecting bus
- ◯ Generally I have to wait over 30 minutes for my connecting bus
- ◯ Other: _____

29. Do you have any other comments on how to improve TRACER bus services? Please share them here.

_____

_____

_____

_____

_____

30. Are you aware of TRACER Plus, the City's on-demand Bus Service that will take you anywhere in the City limits? Rides can be scheduled by calling (209)831-4BUS or via the Transloc App from the Google Play Store.

Mark only one oval.

- ◯ Yes
- ◯ No

31. What is the most you would you be willing to pay for a one-way trip on TRACER Plus, the City's curb-to-curb on-demand bus service that will take you anywhere in the City limits?

Mark only one oval.

- ◯ $2-3 dollars
- ◯ $4-5 dollars
- ◯ $6-7 dollars
- ◯ $7 or more dollars

32. What day of the week would you want to use TRACER Plus? (select all that apply)

Check all that apply.

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thrusday
- ☐ Friday
- ☐ Saturday
- ☐ Sunday

33. What time of day would you want to use TRACER Plus? (select all that apply)

Check all that apply.

- ☐ before 6am
- ☐ 6am -9am
- ☐ 9am - 3pm
- ☐ 3pm - 7pm
- ☐ 7pm - Midnight
- ☐ Other: _____

34. If you have taken TRACER Plus, how would you rate the service?

Mark only one oval.

	1	2	3	4	5	
Poor	◯	◯	◯	◯	◯	Great!

35. How would you improve TRACER Plus?

36. Are you aware of TRACER Paratransit, the door-to-door shared-ride service for individuals with certified disabilities (ADA), seniors (age 65+), Medicare participants and Veterans? Rides can be scheduled by calling (209)831-4BUS

Mark only one oval.

◯ Yes

◯ No

37. If you have taken TRACER Paratransit, how would you rate the service?

Mark only one oval.

	1	2	3	4	5	
Needs Improvement	◯	◯	◯	◯	◯	Great!

38. How would you improve TRACER Paratransit?

Demographic Questions

Help us understand you!

39. Do you own a car?

Mark only one oval.

- ◯ Yes
- ◯ No

40. Do you have a drivers license?

Mark only one oval.

- ◯ Yes
- ◯ No

41. If you don't have a car or a license, do you have someone that can give you a ride to where you need to go?

Mark only one oval.

- ◯ Yes
- ◯ No
- ◯ Sometimes
- ◯ Other: _____

42. How old are you?

Mark only one oval.

- ◯ Under 16
- ◯ 16 - 18
- ◯ 19 - 29
- ◯ 30 - 44
- ◯ 45 - 64
- ◯ Over 65

Did you know Students (K - 12) ride free!

43. Are there school aged children in your household?

Mark only one oval.

- ◯ Yes
- ◯ No

44. What are the cross streets closest to your home?

_____

45. What is your approximate total annual household income?

Mark only one oval.

- ◯ Less than $20,000
- ◯ $20,000 to $39,999
- ◯ $40,000 to $79,999
- ◯ $80,000 to $119,000
- ◯ $120,000 to $179,000
- ◯ Over $180,000
- ◯ Don't know/Prefer not to say

46. You are

Mark only one oval.

- ◯ Non-Hispanic White
- ◯ Hispanic/Latinx
- ◯ African-American/Black
- ◯ Asian/Pacific Islander
- ◯ Multiracial
- ◯ Prefer not to say
- ◯ Other: _____

Encuesta de Viajes- TRACER

¡TRACER necesita su ayuda! Por favor, tómese unos minutos para rellenar esta encuesta y darnos su opinión sobre los servicios de Tracer. Todas las respuestas serán confidenciales.
¡Muchas gracias!

Esta encuesta tiene por objeto
apoyar el desarrollo del Plan de Tránsito de Corto Alcance de Tracer.

Por favor, díganos los tres (3) lugares a los que viaja con más frecuencia dentro de la ciudad de Tracy. Por favor, sea lo más específico posible (por ejemplo, trabajo, escuela, supermercado, centro de Tracy, centro comercial, la estación de ACE, etc.).

1. ¿Cuál es el primer lugar al que viaja con más frecuencia dentro de la ciudad de Tracy?

_____

2. ¿Con qué frecuencia viaja a ese lugar?

Marque solo un óvalo.

Mark only one oval.

- ◯ Diariamente – entre
- ◯ semana
- ◯ 1 a 2 veces por semana
- ◯ 3 a 4 veces por semana
- ◯ Los fines de semana
- ◯ Other: _____

3. ¿Por lo general a qué hora del día hace este viaje?

Marque todas las que correspondan.

Check all that apply.

- [ ] antes de las 6 am
- [ ] 6am - 9am
- [ ] 9am - 3pm
- [ ] 3pm - 7pm
- [ ] 7pm - Medianoche

4. ¿Generalmente como viaja hasta ese lugar?
Marque sólo un óvalo.

Mark only one oval.

- ◯ Servicio de autobús Tracer
- ◯ Conduzco mi automóvil
- ◯ Vehículo compartido
- ◯ Caminando
- ◯ En bicicleta
- ◯ Taxi/Uber/Lyft
- ◯ Other: _____

5. ¿Cuál es el segundo lugar al que viaja con más frecuencia dentro de la ciudad de Tracy?

_____

6. ¿Con qué frecuencia viaja a ese lugar?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Diariamente – entre semana
- ◯ 1 a 2 veces por semana
- ◯ 3 a 4 veces por semana
- ◯ Los fines de semana
- ◯ Other: _____

7. ¿Por lo general a qué hora del día hace este viaje?

Marque todas las que correspondan.

Check all that apply.

- ☐ Antes de las 6 am
- ☐ 6am - 9am
- ☐ 9am - 3pm
- ☐ 3pm - 7pm
- ☐ 7pm - medianoche

8. ¿Generalmente como viaja hasta ese lugar?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Servicio de autobús Tracer
- ◯ Conduzco mi automóvil
- ◯ Vehículo compartido
- ◯ Caminando
- ◯ En bicicleta
- ◯ Taxi/Uber/Lyft
- ◯ Other: _____

9. ¿Cuál es el tercer lugar al que viaja con más frecuencia dentro de la ciudad de Tracy?

_____

10. ¿Con qué frecuencia viaja a ese lugar?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Diariamente - entre semana
- ◯ 1 a 2 veces por semana
- ◯ 3 a 4 veces por semana
- ◯ Fines de semana
- ◯ Other: _____

11. ¿Por lo general a qué hora del día hace este viaje?

Marque todas las que correspondan.

Check all that apply.

- [ ] Antes de las 6 am
- [ ] 6am - 9am
- [ ] 9am - 3pm
- [ ] 3pm - 7pm
- [ ] 7pm - Medianoche

12. ¿Generalmente como viaja hasta ese lugar?

Marque sólo un óvalo.

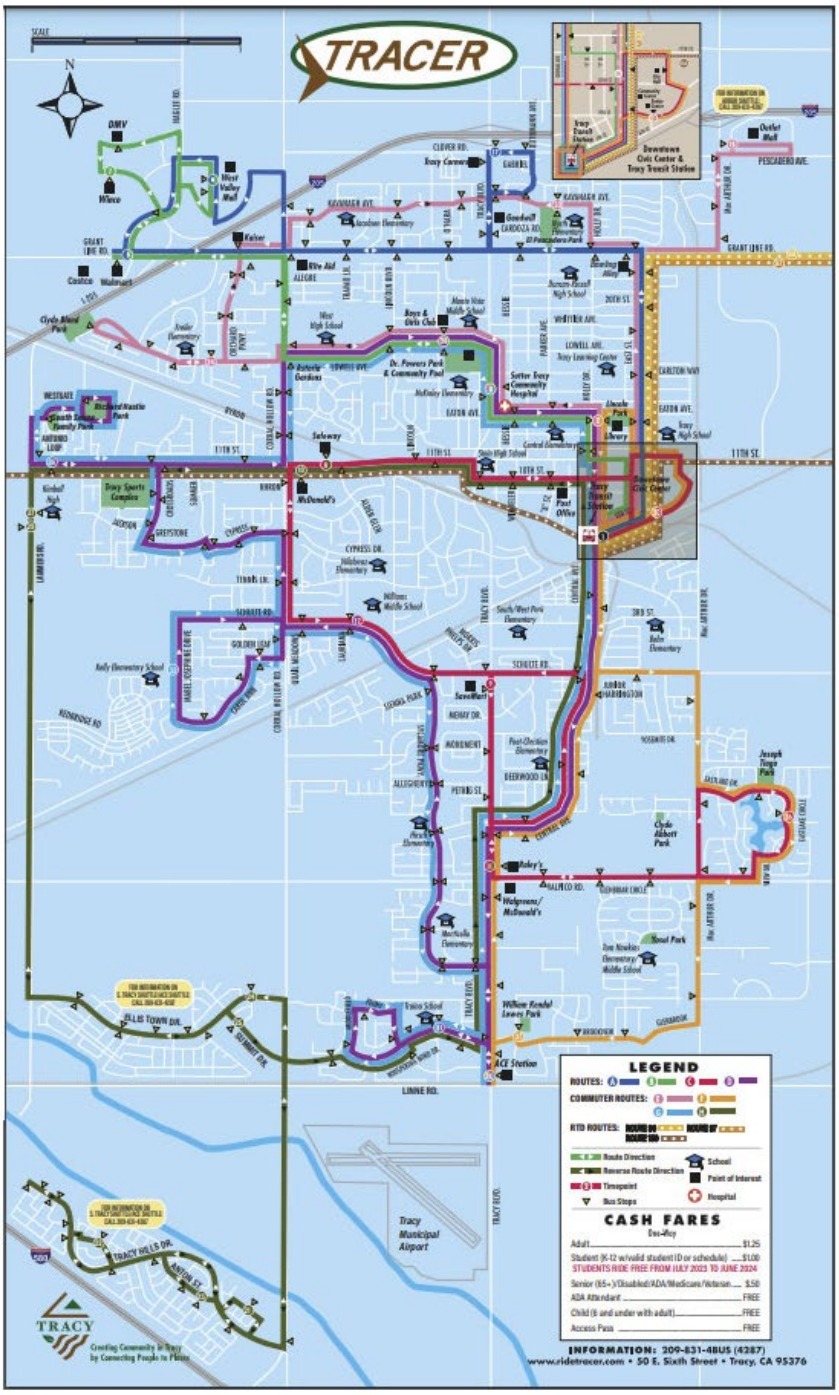
Mark only one oval.

- ◯ Servicio de autobús Tracer
- ◯ Conduzco mi automóvil
- ◯ Vehículo compartido
- ◯ Caminando
- ◯ En bicicleta
- ◯ Taxi/Uber/Lyft
- ◯ Other: _____

Viajar en TRACER, TRACER Plus y Paratransit

¿Qué funciona y qué no funciona ahora?

TRACER Rutas



13. Las rutas de transporte público que utilizo con más frecuencia son:

Marque todas las que correspondan.

Check all that apply.

- [ ] Ruta A: Estación de transporte<-> West Valley Mall
- [ ] Ruta B: Estación de transporte<--> West Valley Mall
- [ ] Ruta C: Estación de transporte<-> Hidden Lake
- [ ] Ruta D: Estación de transporte<--> 11th St/Lammers/Kimball High
- [ ] Commuter Ruta E: Estación de transporte<--> West High School
- [ ] Commuter Ruta F: Estación de transporte<---> Estación ACE
- [ ] Commuter Ruta G: Estación de transporte<---> 11th St/Lammers
- [ ] Commuter Ruta H: Estación de transporte<--> Kimball High/Lammers
- [ ] Arbor Shuttle
- [ ] ACE Shuttle
- [ ] South Tracy Shuttle
- [ ] TRACER Plus
- [ ] Tracer Paratransit
- [ ] RTD Ruta 90
- [ ] RTD Ruta 97
- [ ] RTD Ruta 150
- [ ] Servicio de tren ACE
- [ ] No uso el transporte público

14. La(s) parada(s) de autobús que utilizo más a menudo son:

15. Si no utiliza TRACER, ¿por qué no lo hace?
Marque todas las que correspondan.

Check all that apply.

- [ ] TRACER es muy costoso
- [ ] TRACER no inicia recorridos lo suficientemente temprano
- [ ] TRACER no va a donde necesito
- [ ] TRACER no tiene recorridos lo suficientemente tarde
- [ ] Tengo que esperar demasiado para que llegue el autobús.
- [ ] No sé cómo tomar el autobús.
- [ ] No viaja a dónde necesito; díganos a dónde en "otro"
- [ ] Other: _____

16. ¿Qué haría que usted usara el TRACER?
Marque todas las que correspondan.

Check all that apply.

- [ ] Información en tiempo real en las paradas de autobús.
- [ ] Una aplicación móvil con información en tiempo real.
- [ ] Servicio más frecuente
- [ ] Servicio más temprano
- [ ] Servicio más tarde
- [ ] Other: _____

17. ¿Qué le gusta de usar el TRACER?

Marque todas las que correspondan.

Check all that apply.

- [ ] Tomar el autobús es una opción de viaje a bajo costo.
- [ ] Va a los lugares a los que necesito ir.
- [ ] Opera en los momentos en que necesito usarlo.
- [ ] Las paradas de autobús tienen buenas comodidades.
- [ ] Me siento seguro tomando el autobús.

18. Si actualmente usa TRACER, ¿qué cambios se podrían hacer para que viaje con más frecuencia o que le resulte más fácil hacerlo? Por favor no elija más de tres (3).

Check all that apply.

- [ ] Si fuera gratuito
- [ ] Que los autobuses pasen con más frecuencia (por ejemplo, cada 15 minutos o cada 30 minutos)
- [ ] Más paradas de autobús
- [ ] Menos paradas de autobús
- [ ] Mejorar la frecuencia con la que el autobús llega a tiempo
- [ ] Más servicios durante el fin de semana.
- [ ] Si hubiera viajes más temprano
- [ ] Si hubiera viajes más tarde
- [ ] Si pudiera hacer mi viaje sin tener que hacer transbordo a un segundo autobús.
- [ ] Si hubiera conexiones más directas hacia donde quiero ir
- [ ] Me gustaría que hubiera más comodidades en las paradas, como portabicicletas, refugios cubiertos y señalización en tiempo real.
- [ ] Poder acceder a la información a través de una aplicación móvil TRACER
- [ ] No uso trazadora
- [ ] Other: _____

19. 16. ¿Cuál sería la mejora número uno que debería hacer TRACER?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Tarifas gratuitas
- ◯ Que los autobuses pasen con más frecuencia (por ejemplo, cada 15 minutos o cada 30 minutos)
- ◯ Más paradas de autobús
- ◯ Menos paradas de autobús
- ◯ Mejorar la frecuencia con la que el autobús llega a tiempo
- ◯ Más servicios durante el fin de semana.
- ◯ Si hubiera viajes más temprano
- ◯ Si hubiera viajes más tarde
- ◯ Si pudiera hacer mi viaje sin tener que hacer transbordo a un segundo autobús.
- ◯ Si hubiera conexiones más directas hacia donde quiero ir
- ◯ Me gustaría que hubiera más comodidades en las paradas, como portabicicletas, refugios cubiertos y señalización en tiempo real.
- ◯ Poder acceder a la información a través de una aplicación móvil TRACER
- ◯ No uso TRACER
- ◯ Other: _____

20. Si toma el autobús a un destino, ¿generalmente toma el autobús de regreso?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Sí
- ◯ No
- ◯ A veces

21. ¿Generalmente a qué hora del día usa el TRACERT?

Marque todas las que correspondan.

Check all that apply.

- [ ] Antes de las 6 am
- [ ] 6am - 9am
- [ ] 9am - 3pm
- [ ] 3pm - 7pm
- [ ] 7pm - Medianoche

22. ¿Qué tan conveniente es TRACER para las necesidades de su viaje?
Marque sólo un óvalo.

Mark only one oval.

	1	2	3	4	5	
No r	◯	◯	◯	◯	◯	Muy conveniente

23. ¿Qué tan fácil de usar es TRACER para las necesidades de su viaje?
Marque sólo un óvalo.

Mark only one oval.

	1	2	3	4	5	
Com	◯	◯	◯	◯	◯	Muy fácil

24. ¿Qué tan seguro se siente usando TRACER?

Marque sólo un óvalo.

Mark only one oval.

	1	2	3	4	5	
Inse	◯	◯	◯	◯	◯	Muy seguro

25. 25. ¿Con qué frecuencia llega puntual el autobús para su viaje?
Marque sólo un óvalo.

Mark only one oval.

	1	2	3	4	5	
No l	◯	◯	◯	◯	◯	Siempre llega a tiempo

26. Si tiene algún problema, ¿qué tan satisfecho está con el servicio al cliente de TRACER?

Marque sólo un óvalo.

Mark only one oval.

	1	2	3	4	5	
Insat	◯	◯	◯	◯	◯	Muy Satisfecho

27. ¿Utiliza TRACER para conectarse a otro servicio de transporte? Si es así, ¿cuál?
Marque sólo un óvalo.

Mark only one oval.

- ◯ Rutas RTD
- ◯ ACE Tren
- ◯ Greyhound
- ◯ No me conecto a otros servicios de trasporte
- ◯ Other: _____

28. Si utiliza TRACER para hacer conexión con otro servicio de transporte, ¿qué tan puntual es el transbordo?
Marque sólo un óvalo.

Mark only one oval.

- ◯ Bien sincronizado
- ◯ Generalmente tengo que esperar unos 15 minutos para mi autobús de conexión
- ◯ Generalmente tengo que esperar unos 30 minutos para mi autobús de conexión
- ◯ Generalmente tengo que esperar más de 30 minutos para mi autobús de conexión
- ◯ Other: _____

29. ¿Tiene algún otro comentario sobre cómo mejorar los servicios de autobús de TRACER? Compártalo aquí.

_____

_____

_____

_____

_____

30. ¿Conoce TRACER Plus, el servicio de autobús a pedido (on-demand) que lo llevará a cualquier lugar dentro de los límites de la ciudad? Los viajes se pueden programar llamando al (209)831-4BUS o a través de la aplicación Transloc desde Google Play Store.

Marque sólo un óvalo.

Mark only one oval.

- ◯ Sí
- ◯ No

31. ¿Cuál es la cantidad máxima que estaría dispuesto a pagar por un viaje de ida en TRACER Plus, el servicio de autobús a pedido (on-demand) de puerta a puerta que lo llevará a cualquier lugar dentro de los límites de la ciudad?
Marque sólo un óvalo.

Mark only one oval.

- ◯ $2-3 dólares
- ◯ $4-5 dólares
- ◯ $6-7 dólares
- ◯ $7 o más dólares

32. ¿Qué día de la semana le gustaría usar TRACER Plus?
Marque todas las que correspondan.

Check all that apply.

- ☐ Lunes
- ☐ Martes
- ☐ Miércoles
- ☐ Jueves
- ☐ Viernes
- ☐ Sábado
- ☐ Domingo

33. ¿A qué hora del día le gustaría usar TRACER Plus? *Marque todas las que correspondan.*

Check all that apply.

- [ ] Antes de las 6 am
- [ ] 6am -9am
- [ ] 9am - 3pm
- [ ] 3pm - 7pm horas
- [ ] 7pm - Medianoche
- [ ] Other: _____

34. ¿Si ha tomado TRACER Plus, ¿cómo calificaría el servicio?
Marque sólo un óvalo.

Mark only one oval.

	1	2	3	4	5	
Defi	◯	◯	◯	◯	◯	¡Excelente!

35. ¿Cómo mejoría TRACER Plus?

_____

_____

_____

_____

_____

36. ¿Usted conoce TRACER Paratransit, el servicio de transporte compartido puerta a puerta para personas con discapacidades certificadas (ADA por sus siglas en inglés), personas mayores (65 años o más), participantes de Medicare y veteranos? Los viajes se pueden programar llamando al (209)831-4BUS
Marque sólo un óvalo.

Mark only one oval.

- ◯ Sí
- ◯ No

37. Si ha usado TRACER Paratransit, ¿cómo calificaría el servicio?
Marque sólo un óvalo.

Mark only one oval.

	1	2	3	4	5	
Nec	◯	◯	◯	◯	◯	¡Excelente!

38. ¿Cómo mejoría el sistema TRACER Paratransit?

Preguntas demográficas

¡Ayúdenos a entenderlo!

39. ¿Usted tiene un automóvil?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Si
- ◯ No

40. ¿Usted tiene licencia para conducir?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Sí
- ◯ No

41. Si no tiene un automóvil o licencia, ¿tiene alguien que lo pueda llevar a donde necesitas ir?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Sí
- ◯ No
- ◯ A veces
- ◯ Other: _____

42. ¿Qué edad tiene?
Marque sólo un óvalo.

Mark only one oval.

- ◯ Menor de 16 años
- ◯ 16 - 18
- ◯ 19 - 29
- ◯ 30 - 44
- ◯ 45 - 64
- ◯ Más de 65

¿Usted sabía que los estudiantes (K - 12) viajan gratis!

43. ¿Hay niños en edad escolar en su hogar?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Sí
- ◯ No

44. ¿Cuáles son las calles importantes más cercanas a su casa?

_____

45. ¿Cuál es el ingreso familiar anual total aproximado?

Marque sólo un óvalo.

Mark only one oval.

- ◯ Menos de $20,000
- ◯ $20,000 a $39,999
- ◯ $40,000 a $79,999
- ◯ $80,000 a $119,000
- ◯ $120,000 a $179,000
- ◯ Más de $180,000
- ◯ No sé/Prefiero no decirlo

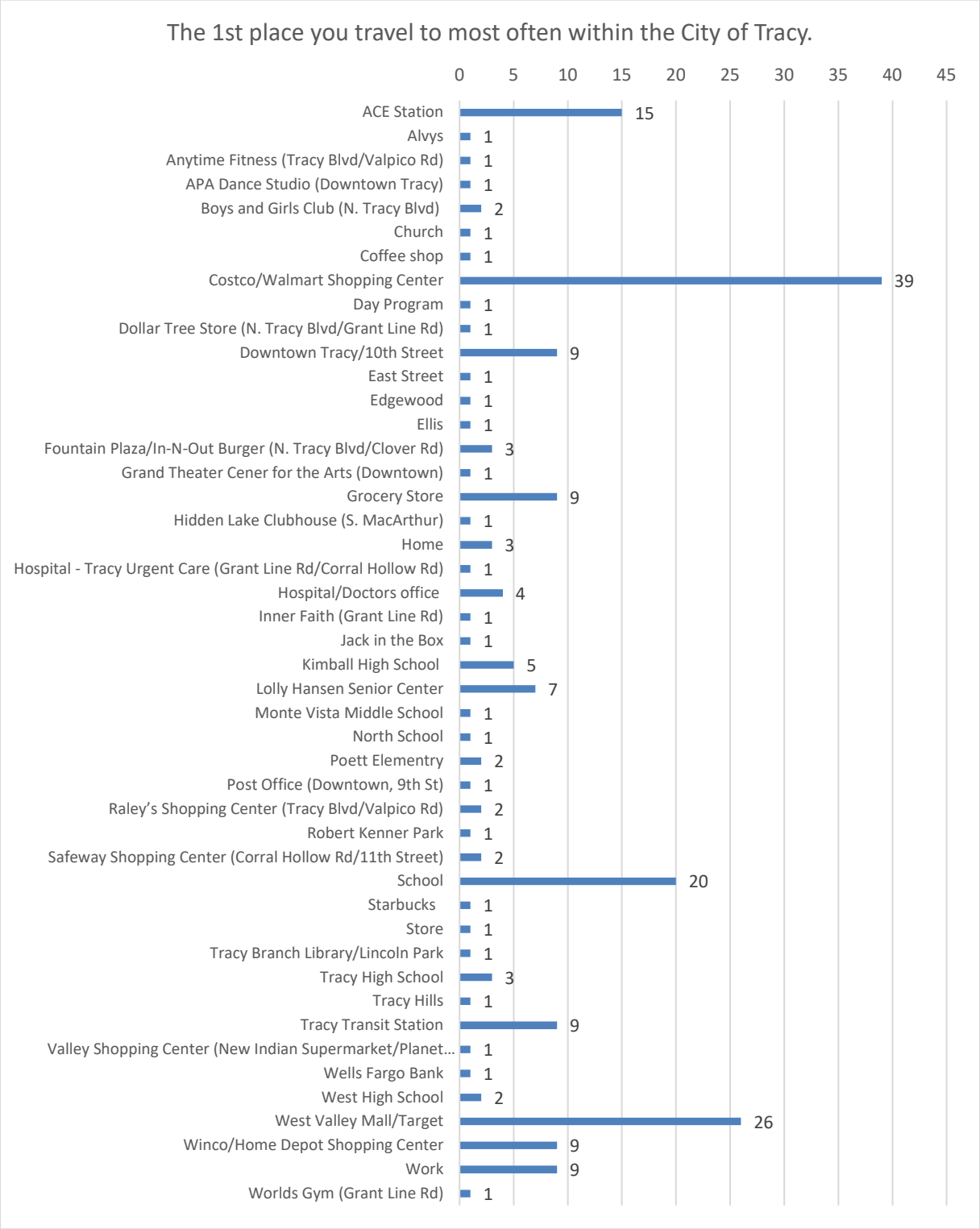
46. Usted es

Marque sólo un óvalo.

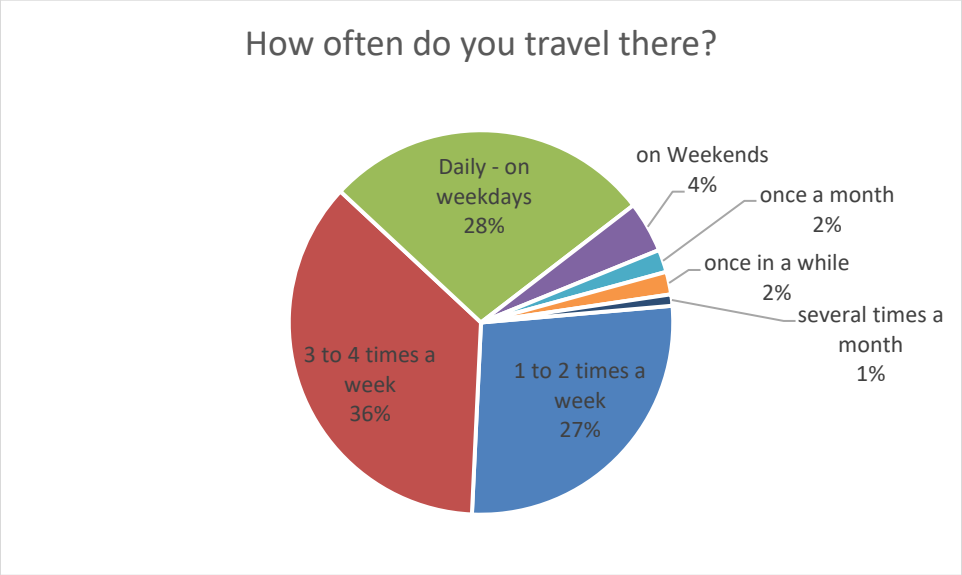
Mark only one oval.

- ◯ Blanco no hispano
- ◯ Hispano/latino
- ◯ Afroamericano/negro
- ◯ Asiático/isleño del Pacífico
- ◯ Multirracial
- ◯ Prefiero no decirlo
- ◯ Other: _____

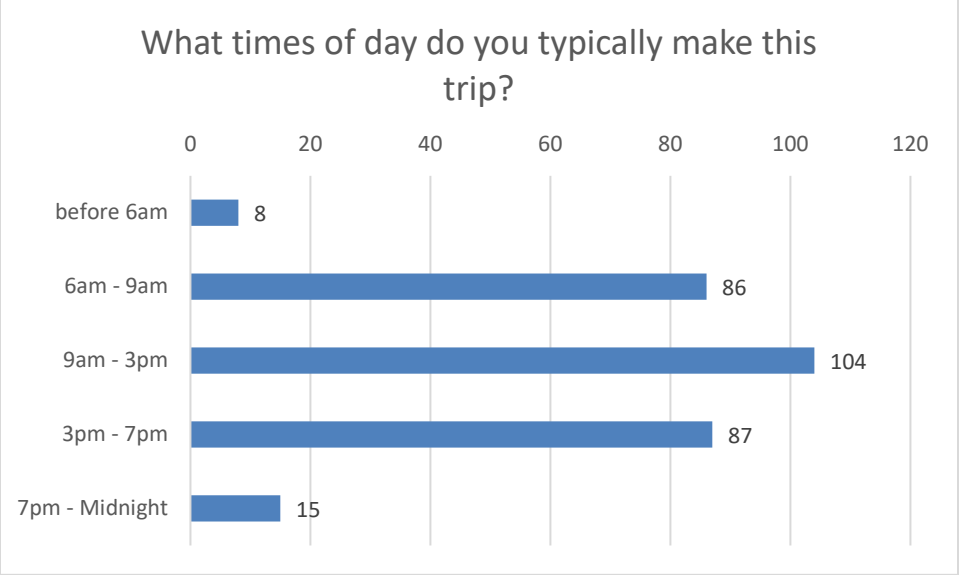
Q1: The 1st place you travel to most often within the City of Tracy.



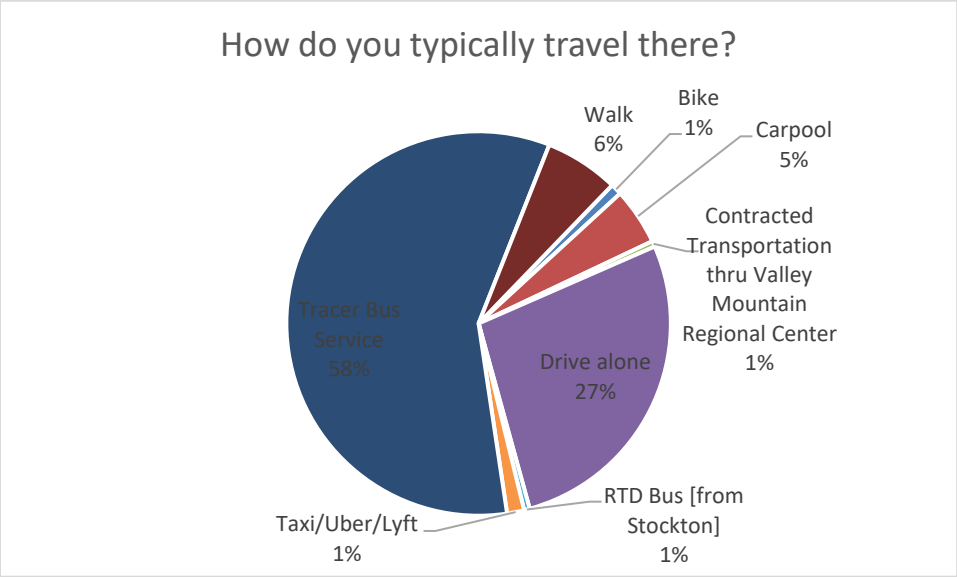
Q2: How often do you travel there?



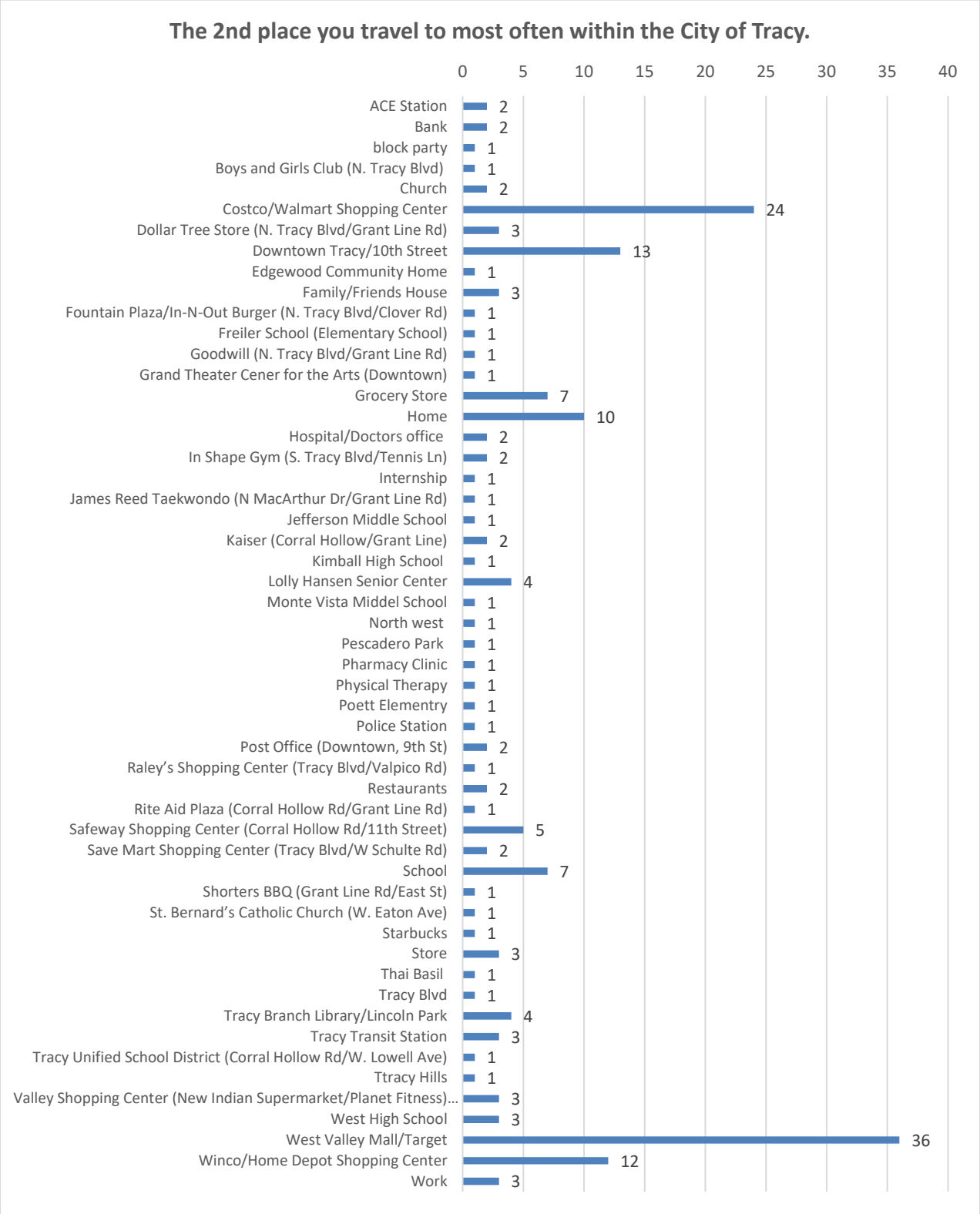
Q3: What times of day do you typically make this trip?



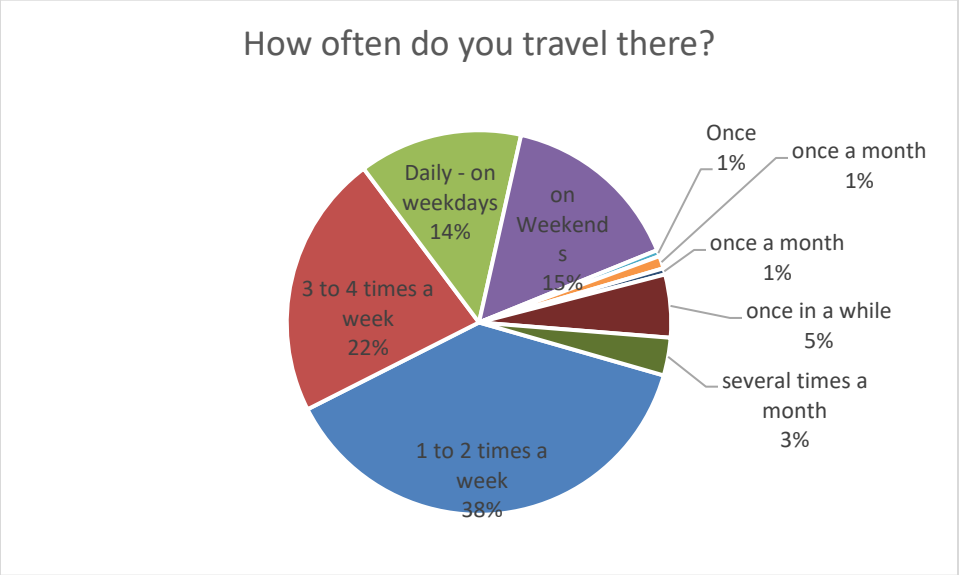
Q4: How do you typically travel there?



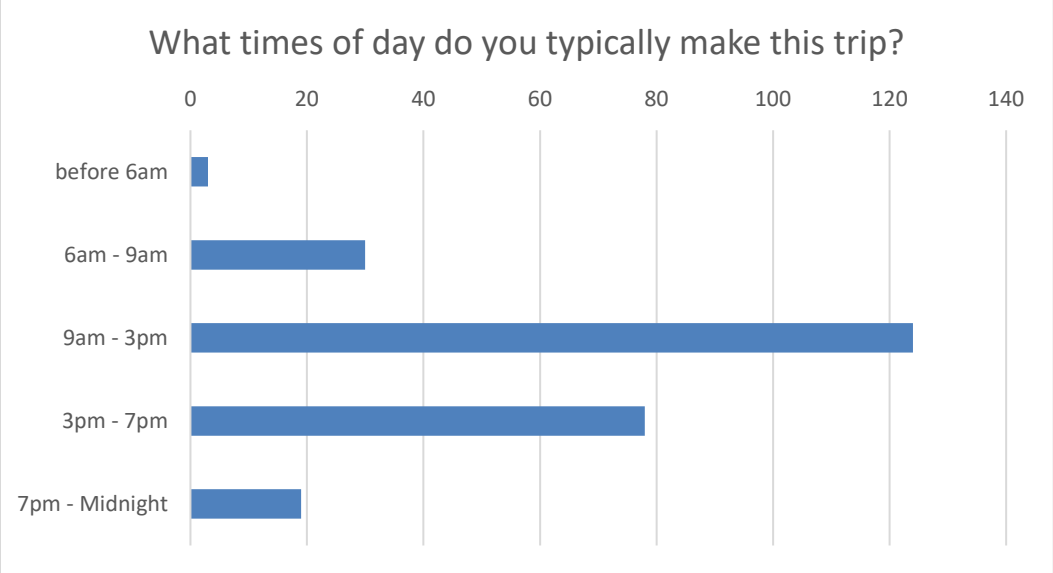
Q5: The 2nd place you travel to most often within the City of Tracy



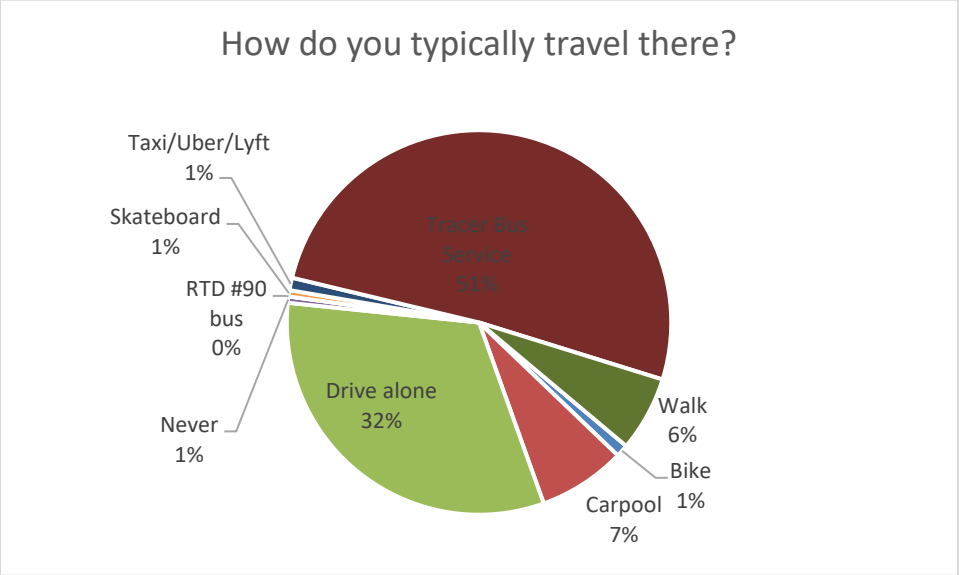
Q6: How often do you travel there?



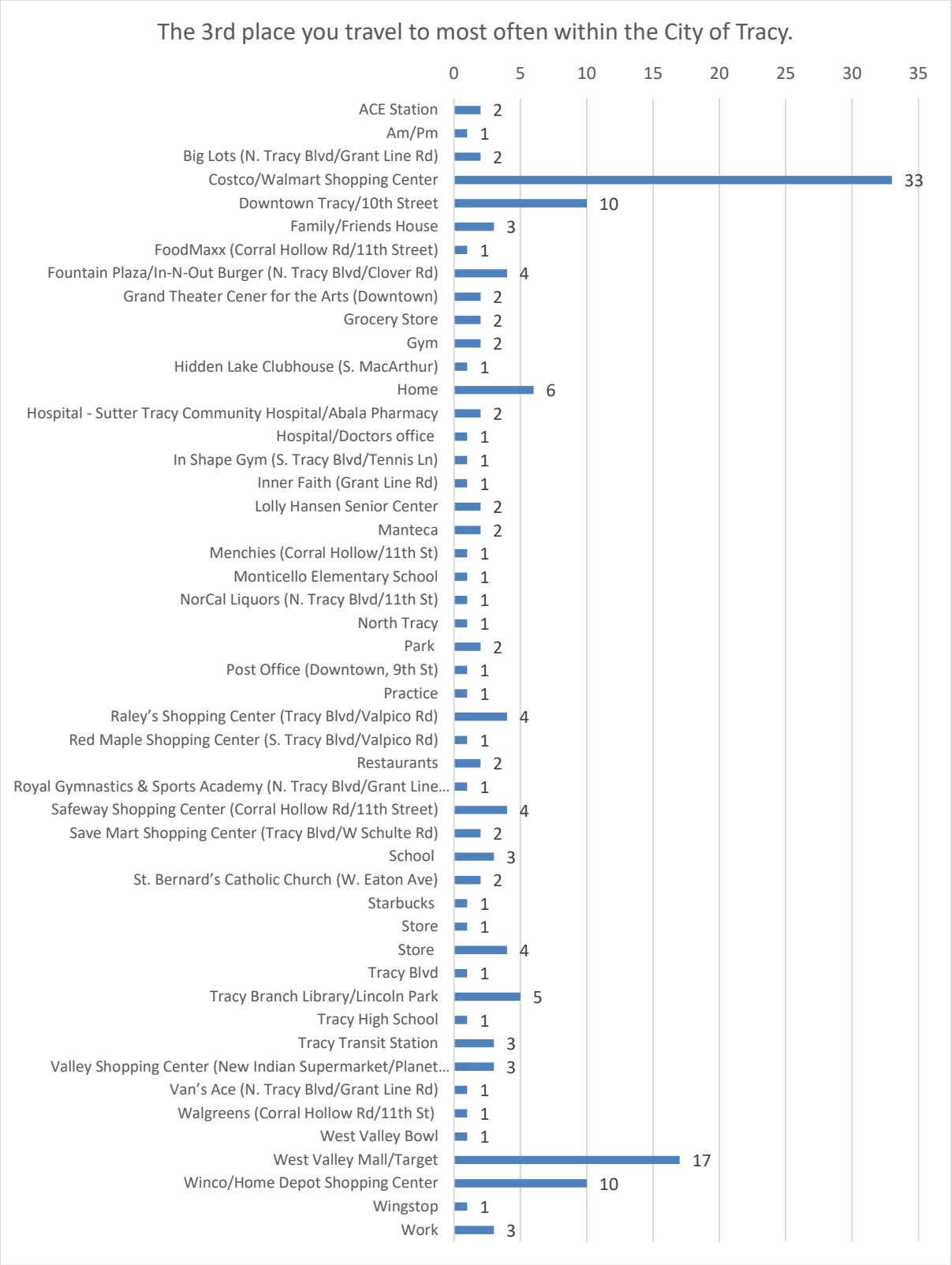
Q7: What times of day do you typically make this trip?



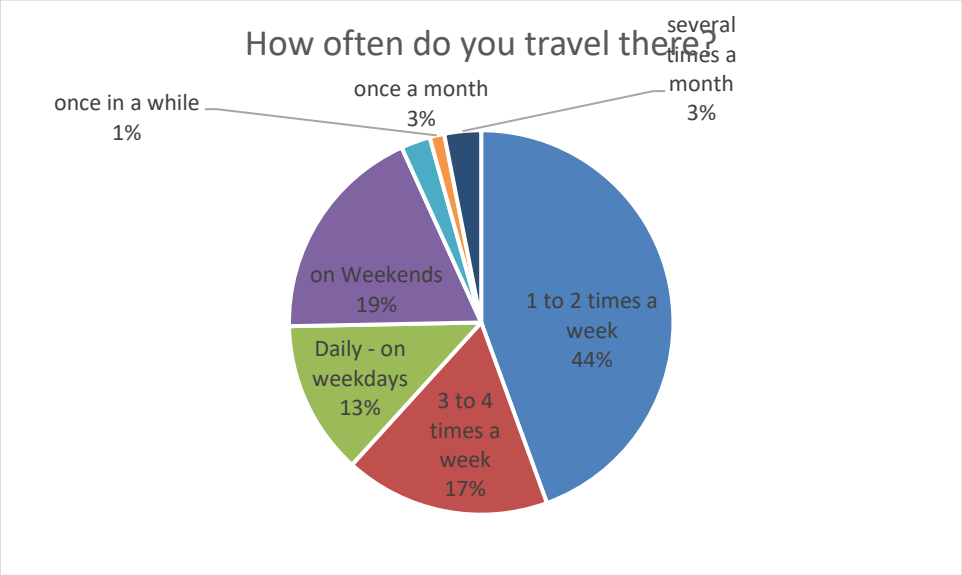
Q8: How do you typically travel there?



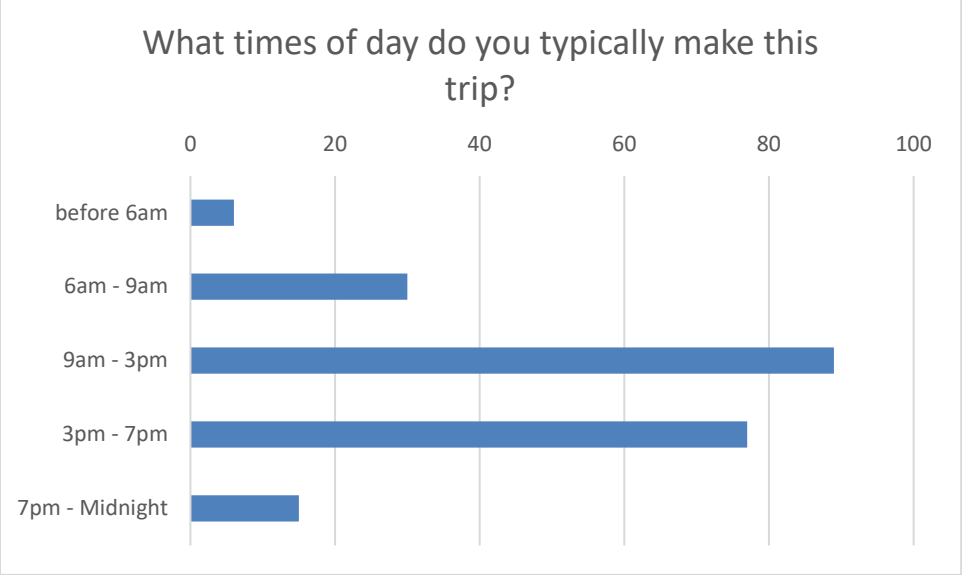
Q9: The 3rd place you travel to most often within the City of Tracy.



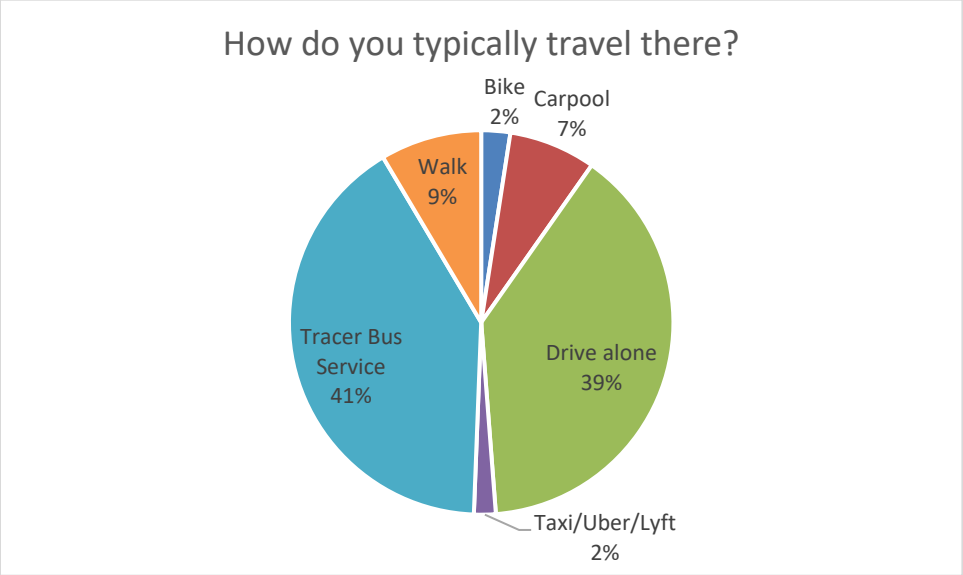
Q10: How often do you travel there?

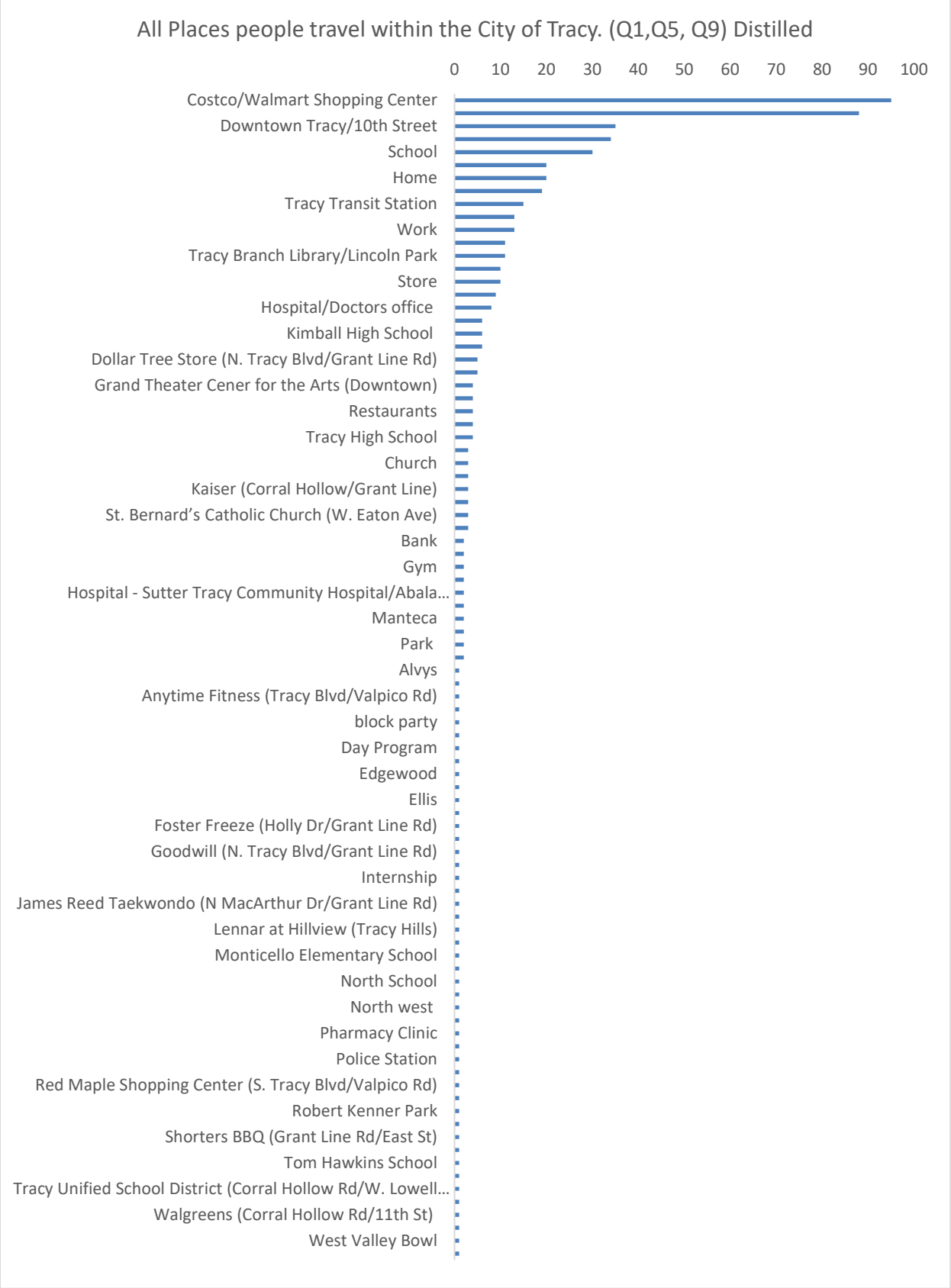


Q11: What times of day do you typically make this trip?



Q12: How do you typically travel there?




All Places people travel within the City of Tracy. (Q1,Q5, Q9) Distilled
0
10
20
30
40
50
60
70
80
90
100
Costco/Walmart Shopping Center
Downtown Tracy/10th Street
School
Home
Tracy Transit Station
Work
Tracy Branch Library/Lincoln Park
Store
Hospital/Doctors office
Kimball High School
Dollar Tree Store (N. Tracy Blvd/Grant Line Rd)
Grand Theater Cener for the Arts (Downtown)
Restaurants
Tracy High School
Church
Kaiser (Corral Hollow/Grant Line)
St. Bernard's Catholic Church (W. Eaton Ave)
Bank
Gym
Hospital - Sutter Tracy Community Hospital/Abala...
Manteca
Park
Alvys
Anytime Fitness (Tracy Blvd/Valpico Rd)
block party
Day Program
Edgewood
Ellis
Foster Freeze (Holly Dr/Grant Line Rd)
Goodwill (N. Tracy Blvd/Grant Line Rd)
Internship
James Reed Taekwondo (N MacArthur Dr/Grant Line Rd)
Lennar at Hillview (Tracy Hills)
Monticello Elementary School
North School
North west
Pharmacy Clinic
Police Station
Red Maple Shopping Center (S. Tracy Blvd/Valpico Rd)
Robert Kenner Park
Shorters BBQ (Grant Line Rd/East St)
Tom Hawkins School
Tracy Unified School District (Corral Hollow Rd/W. Lowell...
Walgreens (Corral Hollow Rd/11th St)
West Valley Bowl

CHS Consulting Group
1617 Clay Street, Oakland, CA 94612

Q1-12 Combined Analysis

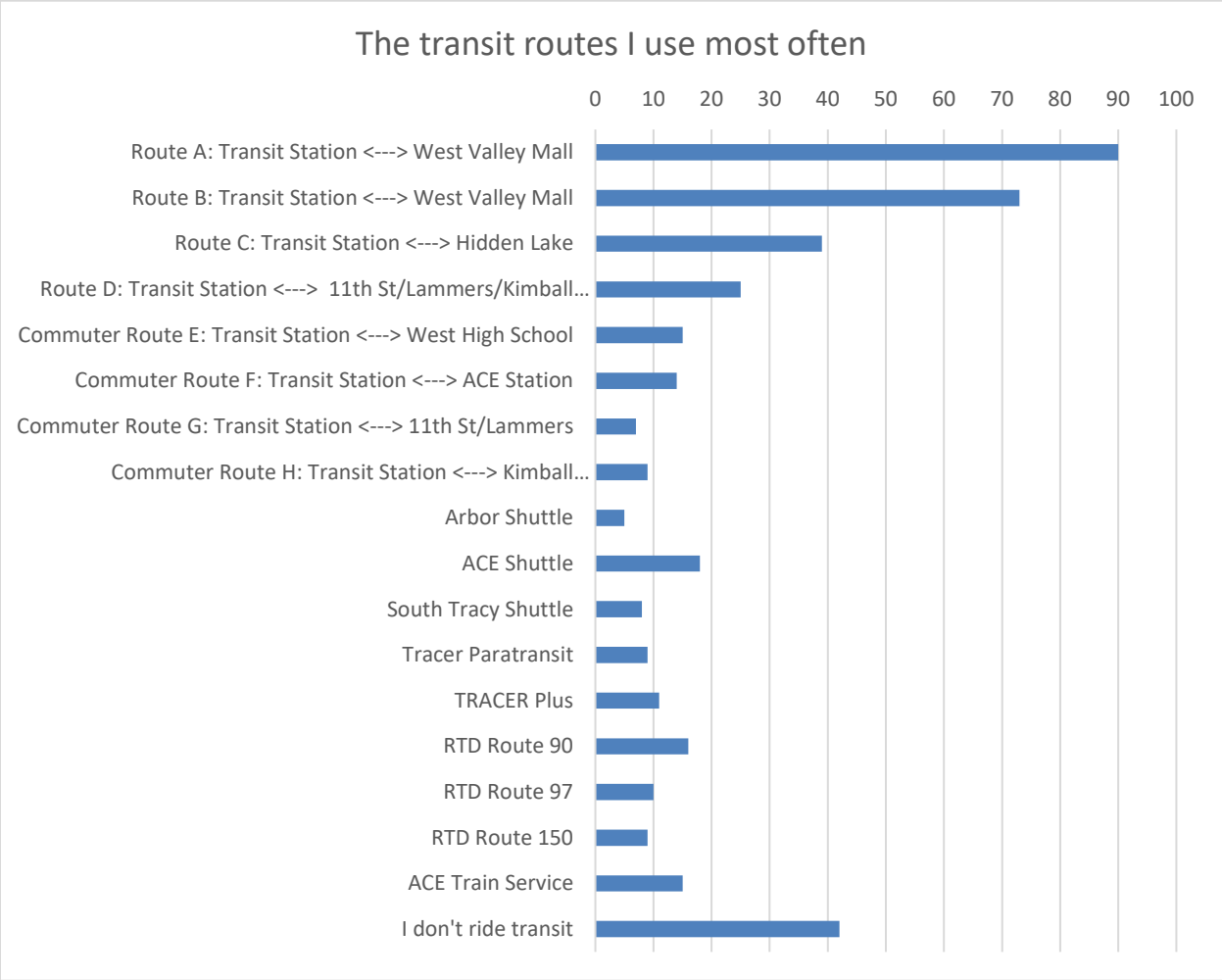
Places People Travel Most - Detailed.	Total Travelers	1 to 2 times a week	3 to 4 times a week	Daily - on weekdays	on Weekends	once a month	once in a while	several times a month	before 6am	6am - 9am	9am - 3pm	3pm - 7pm	7pm - Midnight	Bike	Carpool	Contracted through Valley Mountain Regional Transportation	Drive alone	Never	RTD Bus [from Stockton]	Skateboard	Taxi/Uber/Lyft	Tracer Bus Service	Walk
Costco/Walmart Shopping Center	95	51	19	5	14	2	2	2	0	13	62	40	9	0	5	0	38	0	0	0	3	49	1
West Valley Mall/Target	88	33	17	6	17	1	4	1	1	7	54	33	5	3	7	0	18	0	0	0	1	46	4
Downtown Tracy/10th Street	35	10	7	2	10	1	1	1	0	5	21	17	5	1	1	0	10	0	1	0	1	17	1
Winco/Home Depot Shopping Center	34	14	7	2	3	2	0	2	0	8	15	11	1	1	1	0	13	0	0	0	0	14	2
School	30	0	11	15	0	0	0	0	1	19	8	8	0	1	3	0	4	0	0	0	0	15	3
Grocery Store	20	9	5	2	2	0	0	0	0	2	12	6	2	0	1	0	9	0	0	0	0	7	0
Home	20	2	5	12	0	0	0	0	1	1	7	13	1	0	0	0	6	0	0	0	0	12	1
ACE Station	19	7	11	1	0	0	0	0	3	19	0	12	3	0	2	0	6	0	0	0	0	11	0
Tracy Transit Station	15	4	4	6	0	0	0	0	1	9	9	6	2	0	0	0	0	0	0	0	0	12	3
Lolly Hansen Senior Center	13	5	6	2	0	0	0	0	0	5	8	0	0	0	1	0	3	0	0	0	0	5	3
Work	13	2	5	7	1	0	0	0	1	6	6	6	1	0	0	0	8	0	0	0	0	5	2
Safeway Shopping Center (Corral Hollow Rd/11th Street)	11	6	4	0	0	0	1	0	0	3	3	7	1	0	0	0	7	0	0	0	0	4	0
Tracy Branch Library/Lincoln Park	11	5	2	2	0	0	1	0	0	1	5	5	1	1	0	0	1	0	0	0	0	6	2
Raley's Shopping Center (Tracy Blvd/Valpico Rd)	10	2	3	1	1	0	0	0	0	0	3	4	1	0	1	0	1	0	0	0	0	4	1
Store	10	3	1	0	1	0	0	0	0	0	4	1	0	0	0	0	4	0	0	0	0	1	0
Fountain Plaza/In-N-Out Burger (N. Tracy Blvd/Clover Rd)	9	3	4	0	0	0	0	1	0	2	3	6	0	0	2	0	2	0	0	0	0	3	1
Hospital/Doctors office	8	0	0	2	0	1	0	4	0	1	7	2	1	0	1	0	1	0	0	0	1	4	0
Family/Friends House	6	1	1	0	4	0	0	0	0	0	4	3	0	0	1	0	3	0	0	0	0	2	0
Kimball High School	6	1	1	3	0	0	0	0	0	4	1	2	0	0	0	0	0	0	0	0	0	5	1
Valley Shopping Center (New Indian Supermarket/Planet Fitness) (N. Tracy Blvd/W. Clover Rd)	6	3	3	1	0	0	0	0	0	0	1	7	2	0	0	0	4	0	0	0	0	2	1
Dollar Tree Store (N. Tracy Blvd/Grant Line Rd)	5	3	0	0	0	1	0	0	0	0	2	2	1	0	0	0	0	0	0	0	0	2	2
West High School	5	1	1	3	0	0	0	0	1	3	0	2	0	0	0	0	3	0	0	0	0	2	0
Grand Theater Cener for the Arts (Downtown)	4	2	0	1	1	0	0	0	0	0	3	1	0	0	0	0	2	0	0	0	0	2	0
Post Office (Downtown, 9th St)	4	3	0	0	1	0	0	0	0	1	3	0	0	0	0	0	4	0	0	0	0	0	0
Restaurants	4	2	0	1	0	0	1	0	0	0	3	2	0	0	1	0	1	0	0	0	0	2	0
Save Mart Shopping Center (Tracy Blvd/W Schulte Rd)	4	1	0	0	2	0	1	0	0	1	3	2	0	0	0	0	2	0	0	0	0	2	0

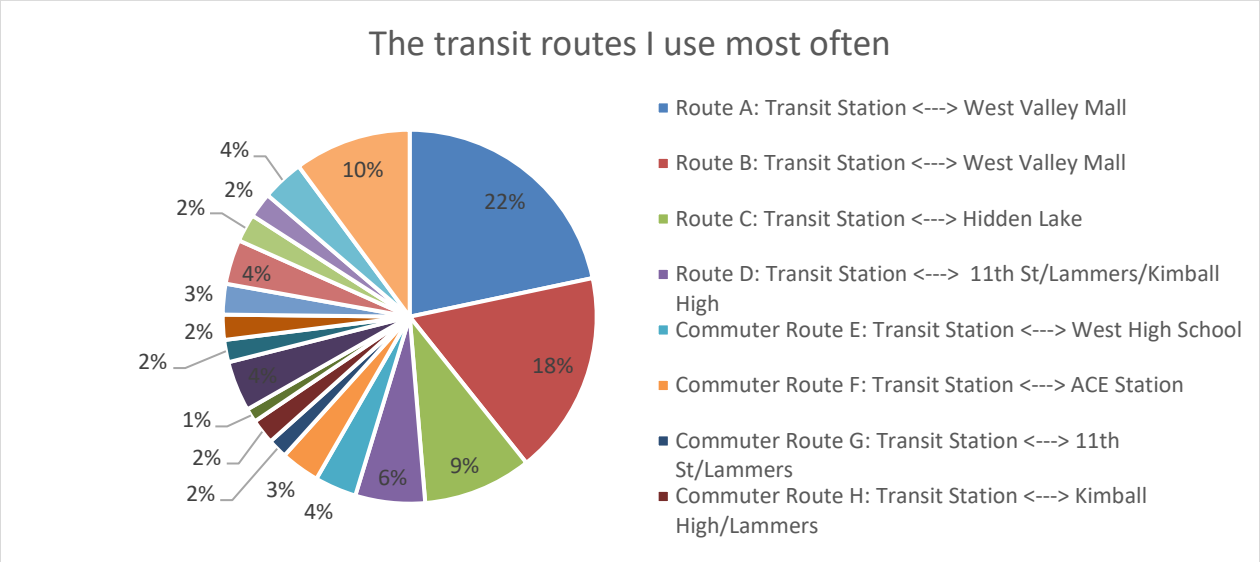
Places People Travel Most - Detailed.	Total Travelers	1 to 2 times a week	3 to 4 times a week	Daily - on weekdays	on Weekends	once a month	once in a while	several times a month	before 6am	6am - 9am	9am - 3pm	3pm - 7pm	7pm - Midnight	Bike	Carpool	Contracted through Valley Mountain Regional Transportation	Drive alone	Never	RTD Bus [from Stockton]	Skateboard	Taxi/Uber/Lyft	Tracer Bus Service	Walk
Tracy High School	4			4						3	2	1			1								3	
Boys and Girls Club (N. Tracy Blvd)	3		1	2					1	2	1	1											3	
Church	3		2		1					1	2	1					1						2	
In Shape Gym (S. Tracy Blvd/Tennis Ln)	3	1	2						1	1	3						2						1	
Kaiser (Corral Hollow/Grant Line)	3	1									2												2	
Poett Elementary	3		1	2							3	2											3	
St. Bernard's Catholic Church (W. Eaton Ave)	3	2			1						3	2	2				3							
Starbucks	3	1										1			1									
Bank	2		1	1						2	1						2							
Big Lots (N. Tracy Blvd/Grant Line Rd)	2		1				1				1	1					1						1	
Gym	2	1	1								1		1				1							
Hidden Lake Clubhouse (S. MacArthur)	2	1		1							1	1												2
Hospital - Sutter Tracy Community Hospital/Abala Pharmacy	2					1		1			2						1						1	
Inner Faith (Grant Line Rd)	2	1		1							2												1	1
Manteca	2			1	1					1	2	1	1										1	
Monte Vista Middel School	2			1						1													1	
Park	2			1	1					1	1													2
Tracy Blvd	2	1		1						1		1			1		1							
Alvys	1			1					1														1	
Am/Pm	1						1				1						1							
Anytime Fitness (Tracy Blvd/Valpico Rd)	1		1								1		1	1										
APA Dance Studio (Downtown Tracy)	1				1					1							1							
block party	1						1				1						1							
Coffee Shop	1				1						1				1									
Day Program	1			1						1						1								
East Street	1	1									1	1											1	
Edgewood	1	1										1												1
Edgewood Community Home	1			1							1												1	

Places People Travel Most - Detailed.	Total Travelers	1 to 2 times a week	3 to 4 times a week	Daily - on weekdays	on Weekends	once a month	once in a while	several times a month	before 6am	6am - 9am	9am - 3pm	3pm - 7pm	7pm - Midnight	Bike	Carpool	Contracted through Valley Mountain Regional Transportation	Drive alone	Never	RTD Bus [from Stockton]	Skateboard	Taxi/Uber/Lyft	Tracer Bus Service	Walk
Ellis	1	1										1										1	
FoodMaxx (Corral Hollow Rd/11th Street)	1	1									1											1	
Foster Freeze (Holly Dr/Grant Line Rd)	1																						
Freiler School (Elementary School)	1			1						1					1								
Goodwill (N. Tracy Blvd/Grant Line Rd)	1	1									1											1	
Hospital - Tracy Urgent Care (Grant Line Rd/Corral Hollow Rd)	1							1			1				1								
Internship	1		1									1											1
Jack in the Box	1		1								1											1	
James Reed Taekwondo (N MacArthur Dr/Grant Line Rd)	1		1									1					1						
Jefferson Middle School	1			1						1		1			1								
Lennar at Hillview (Tracy Hills)	1																						
Menchies (Corral Hollow/11th St)	1	1									1						1						
Monticello Elementary School	1			1						1		1					1						
NorCal Liquors (N. Tracy Blvd/11th St)	1				1								1				1						
North School	1			1						1							1						
North Tracy	1		1							1		1					1						
North west	1		1								1	1	1									1	
Pescadero Park	1	1									1											1	
Pharmacy Clinic	1		1								1								1				
Physical Therapy	1						1				1											1	
Police Station	1	1										1										1	
Practice	1		1						1			1	1							1			
Red Maple Shopping Center (S. Tracy Blvd/Valpico Rd)	1		1							1		1					1						
Rite Aid Plaza (Corral Hollow Rd/Grant Line Rd)	1			1						1		1										1	
Robert Kenner Park	1			1								1										1	
Royal Gymnastics & Sports Academy (N. Tracy Blvd/Grant Line Rd)	1	1										1					1						
Shorters BBQ (Grant Line Rd/East St)	1				1						1	1	1									1	
Thai Basil	1				1						1												

Places People Travel Most - Detailed.	Total Travelers	1 to 2 times a week	3 to 4 times a week	Daily - on weekdays	on Weekends	once a month	once in a while	several times a month	before 6am	6am - 9am	9am - 3pm	3pm - 7pm	7pm - Midnight	Bike	Carpool	Contracted through Valley Mountain Regional Transportation	Drive alone	Never	RTD Bus [from Stockton]	Skateboard	Taxi/Uber/Lyft	Tracer Bus Service	Walk
Tom Hawkins School	1																						
Tracy Hills	1			1							1												
Tracy Unified School District (Corral Hollow Rd/W. Lowell Ave)	1	1									1											1	
Van's Ace (N. Tracy Blvd/Grant Line Rd)	1		1								1				1								
Walgreens (Corral Hollow Rd/11th St)	1				1							1					1						
Wells Fargo Bank	1	1									1	1					1						
West Valley Bowl	1	1										1	1										1
Wingstop	1		1									1					1						
Worlds Gym (Grant Line Rd)	1		1							1												1	
##	194	138	99	67	9	15	13	13	133	295	230	46	8	35	1	176	0	2	0	7	269	36	
100 %	34%	24%	17%	12%	2%	3%	2%	2%	23%	51%	40%	8%	1%	6%	0%	31%	0%	0%	0%	1%	47%	6%	

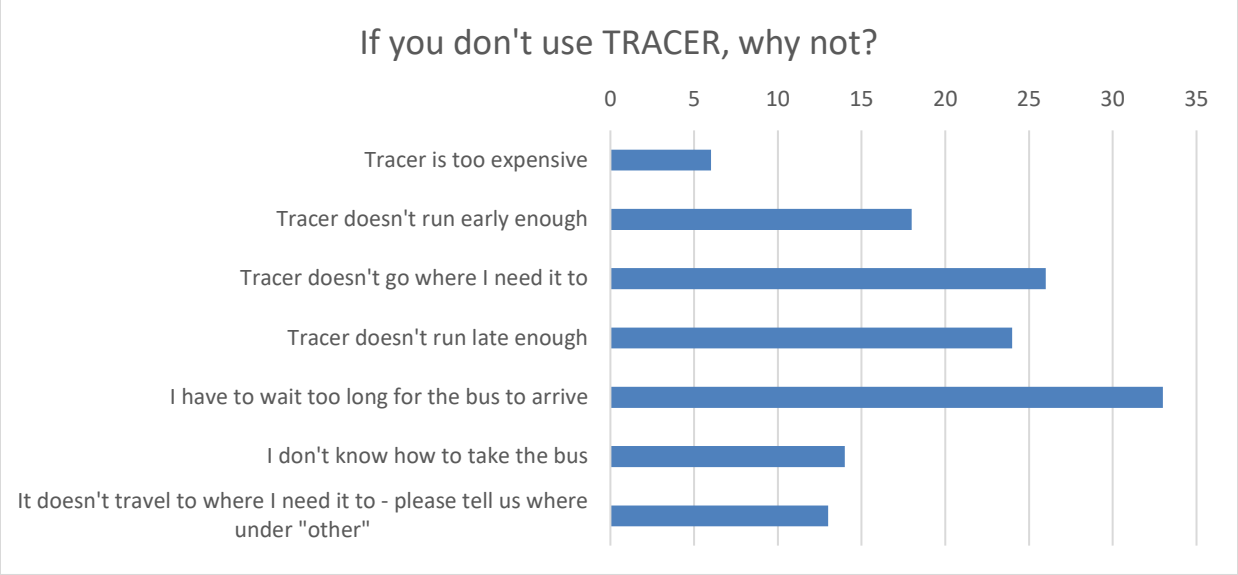
Q13: The transit routes I use most often are:





Q14: The stop(s) I use most often are

Q15: If you don't use TRACER, why not?



Places it does not go:

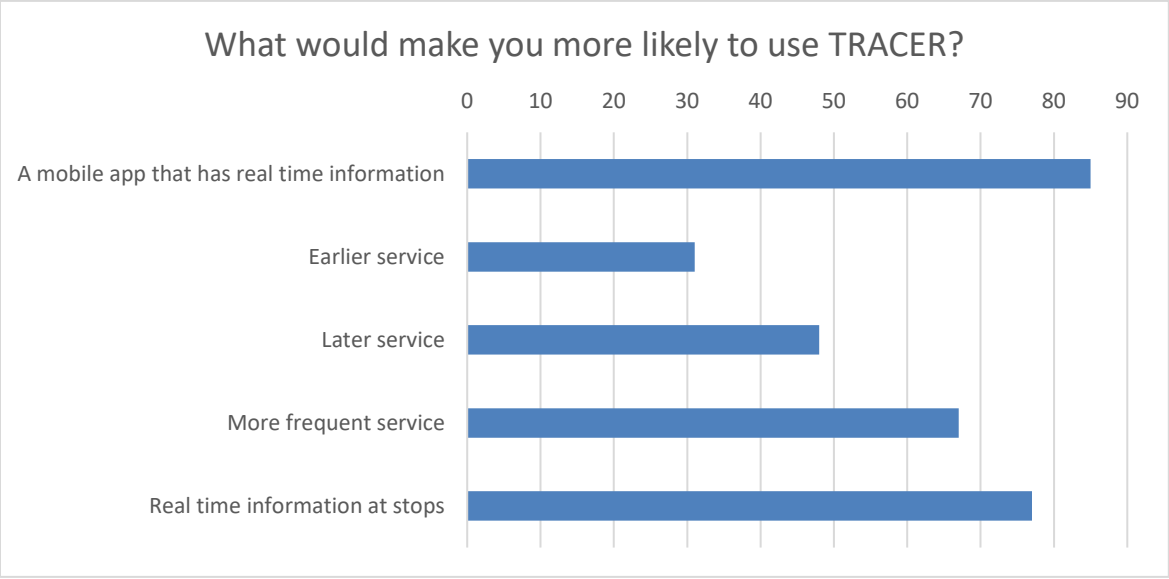
Banks & Post Office
Winco foods
Outside of town
Doesn't run down Tracy Blvd between Shulte and 21st street and I am not able to walk to Shulte or 11th Street to pick up a bus or transfer.
It doesn’t come to Mountain House

Other:

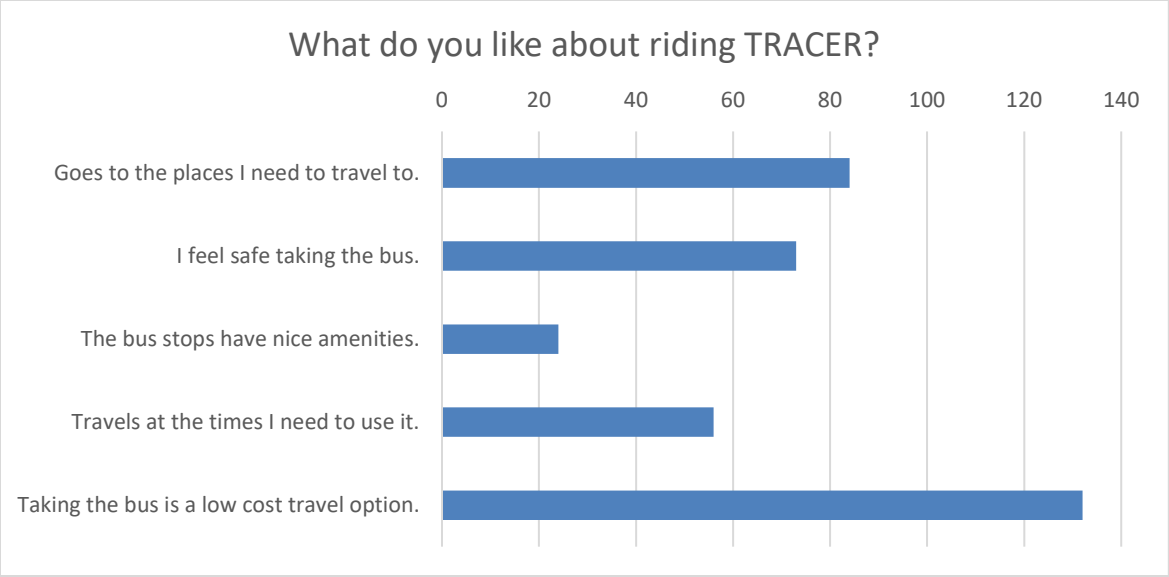
Also, no Ace trains for weekends or later hours
I don’t have bus ticket
For groceries and other purpose car is more convenient
get a ride
holiday and Sunday
I can still drive my own car
I do use
I don’t like people. I drive alone. Plus, everything in Tracy is cramped up in the little area by Walmart.
I drive
I have a car
I have lots of stops and kids to take with me and the bus isn’t efficient use of my time.
I have to call the paratransit bus to see where they are on their way to get me
I have to take several different buses to get where I want to go
I live 2.5 hrs out of Tracy

I live too far outside of Tracy
I wait about 6 minutes
I work out of town
I would have to take 3 buses to get there. The routes need to be redone to make it more efficient
I would like to use but there is no service from mountain house
Independent choice
It is totally inconvenient to my lifestyle
its free
It's more convenient for me to drive.
n/a
No weekend service to and from Tracy hill's community
no weekend service to/from Tracy hills
Not available from mountain house
Not familiar with Tracy public transportation
para transit/ I don't like the route c bus
some drivers are mean
Takes too long
The routes are too long and too far in between.
this is my first time, but I like it so far
Timing
Tracy does not have a real time app to download so I don't ever know when the bus is arriving at bus stop

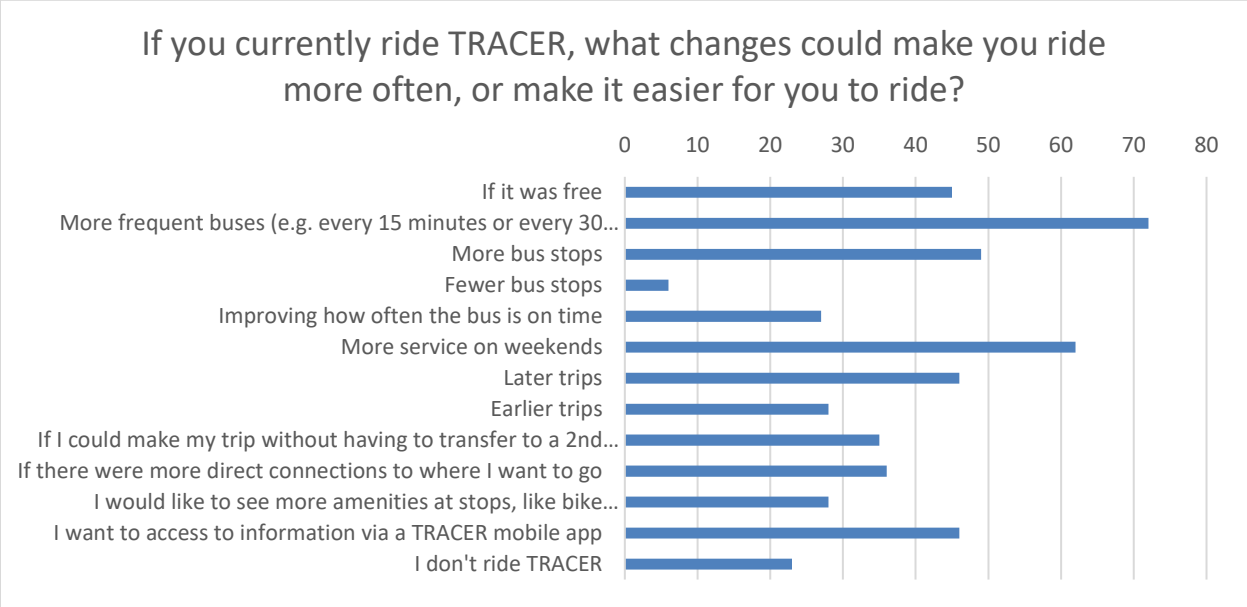
Q16: What would make you more likely to use TRACER?



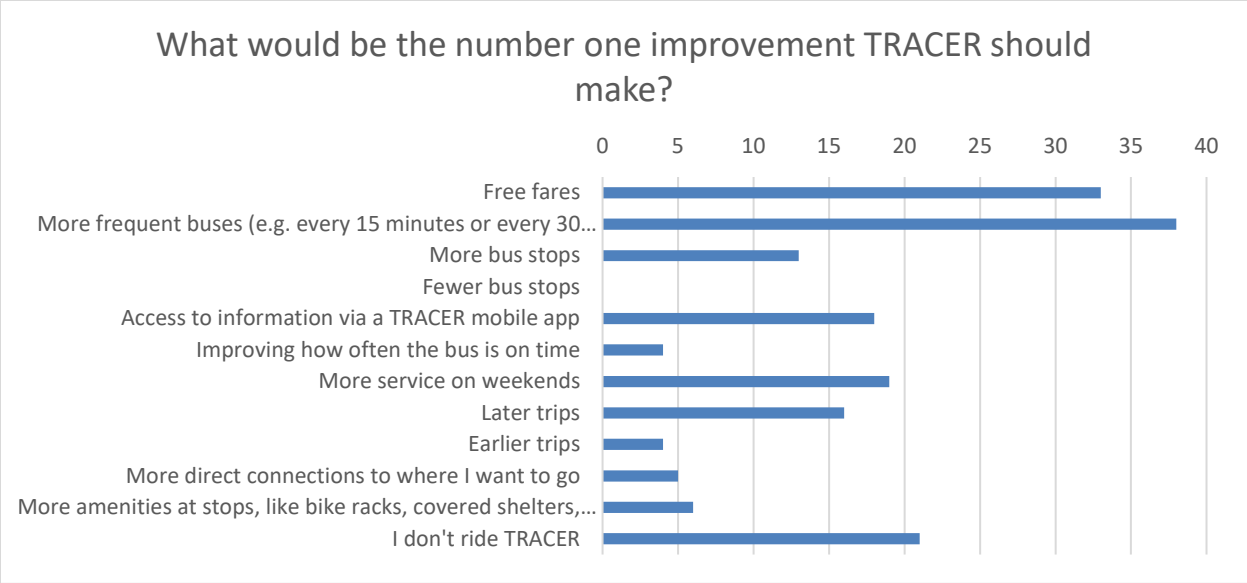
Q17: What do you like about riding TRACER?



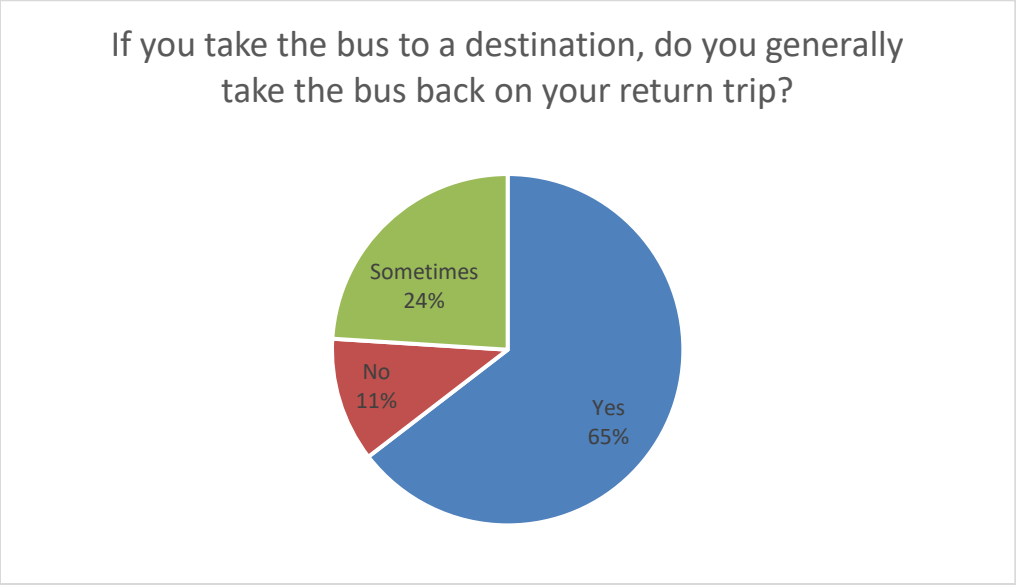
Q18: If you currently ride TRACER, what changes could make you ride more often, or make it easier for you to ride?



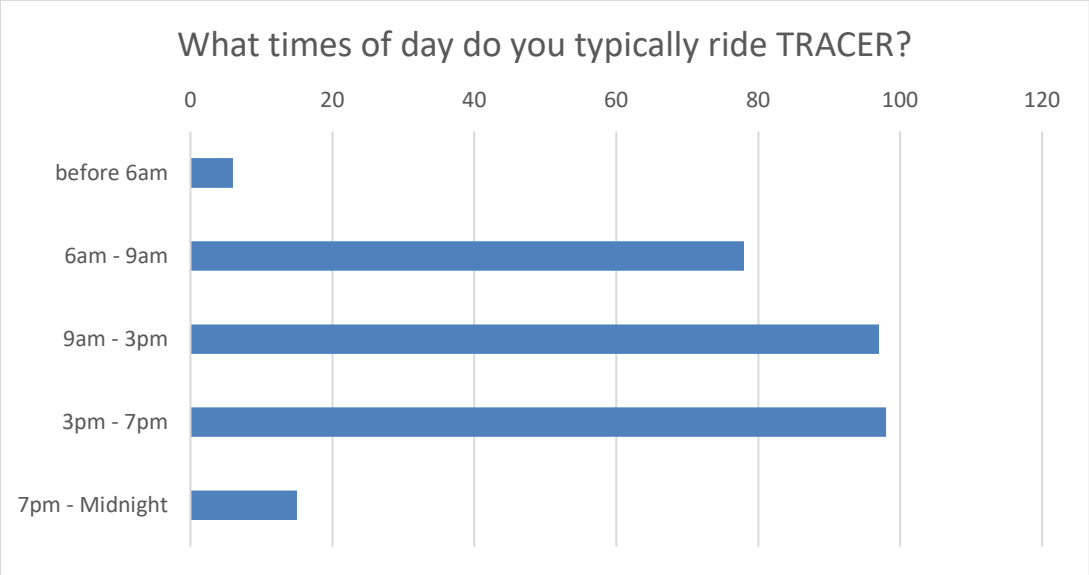
Q19: What would be the number one improvement TRACER should make?



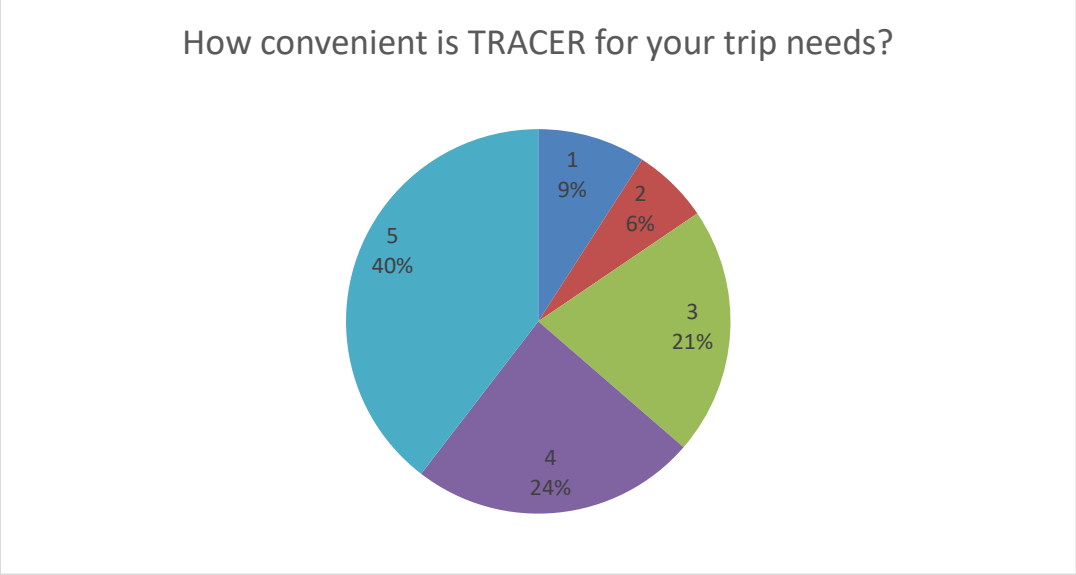
Q20: If you take the bus to a destination, do you generally take the bus back on your return trip?



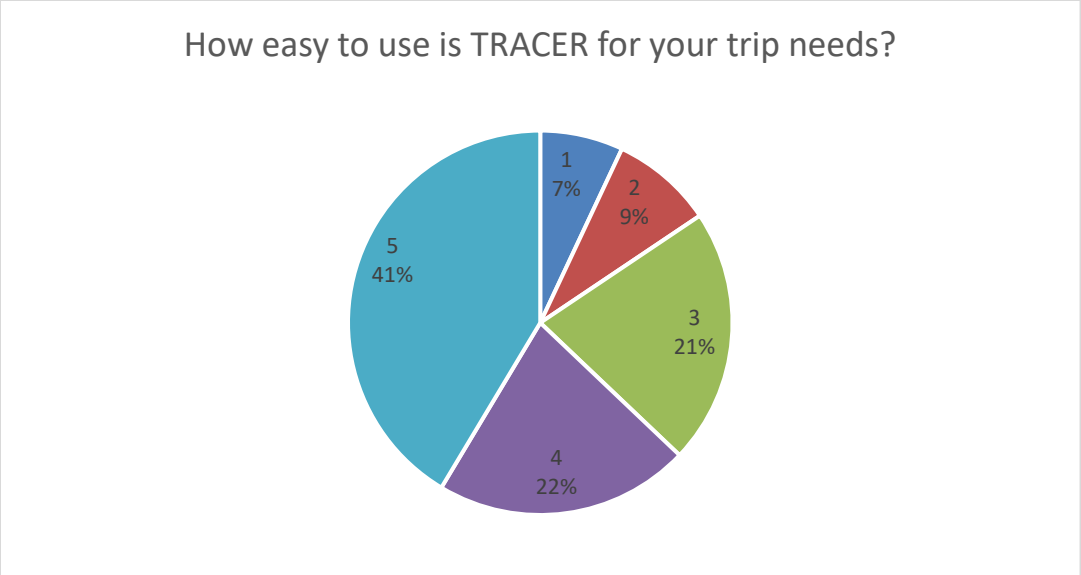
Q21: What times of day do you typically ride TRACER?



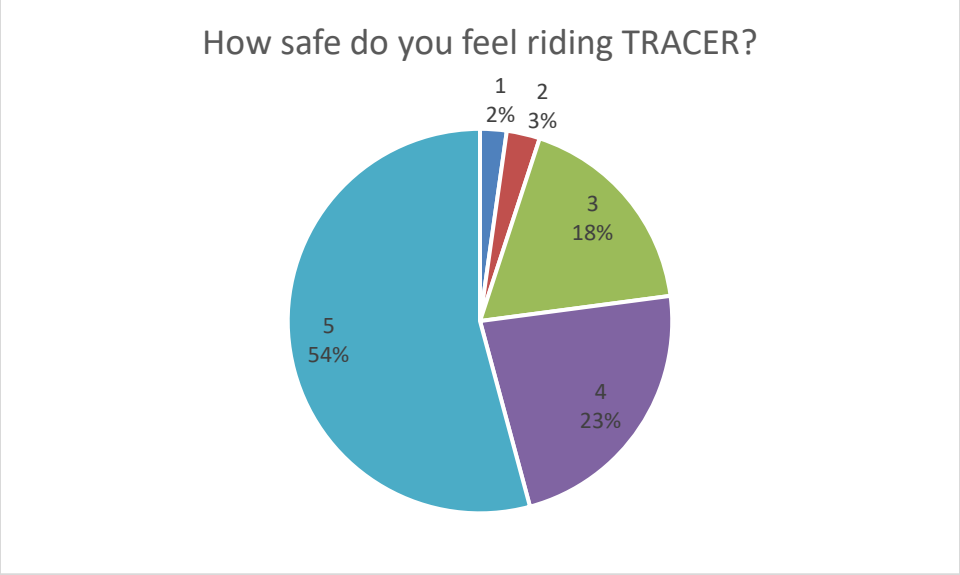
Q22: How convenient is TRACER for your trip needs?



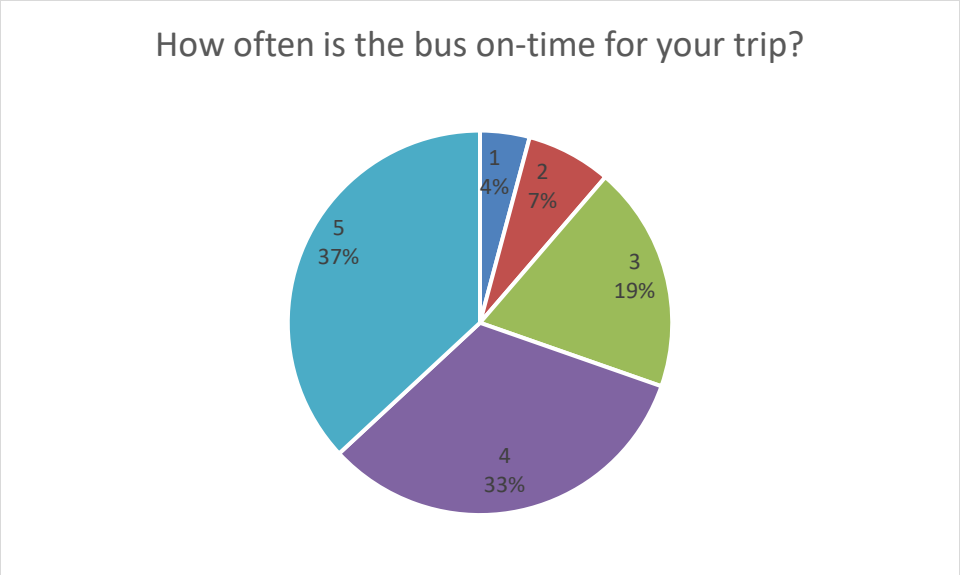
Q23: How easy to use is TRACER for your trip needs?



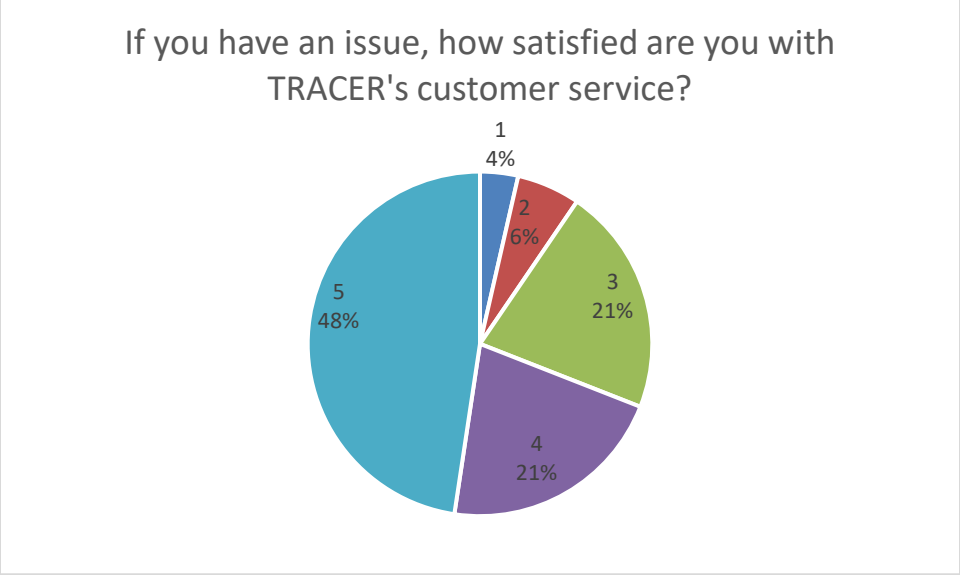
Q24: How safe do you feel riding TRACER?



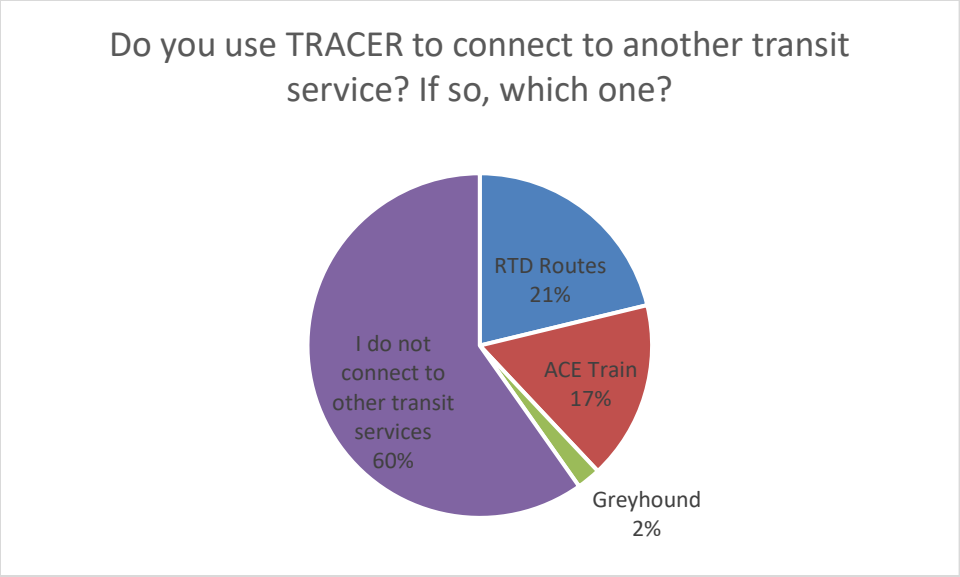
Q25: How often is the bus on-time for your trip?



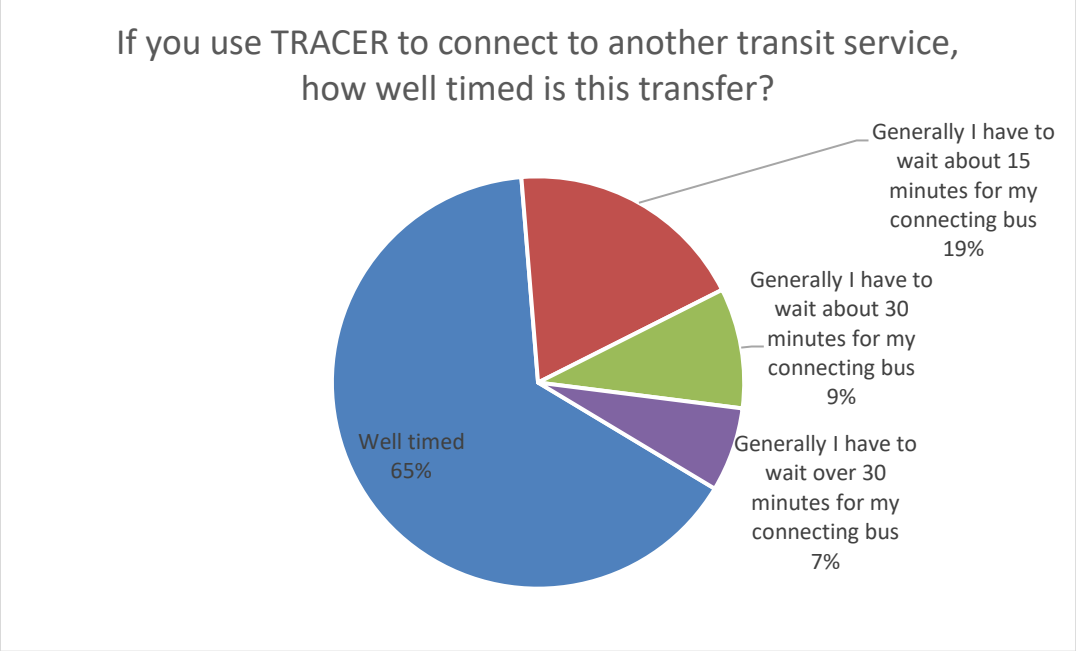
Q26: If you have an issue, how satisfied are you with TRACER's customer service?



Q27: Do you use TRACER to connect to another transit service? If so, which one?



Q28: If you use TRACER to connect to another transit service, how well timed is this transfer?



OTHER:

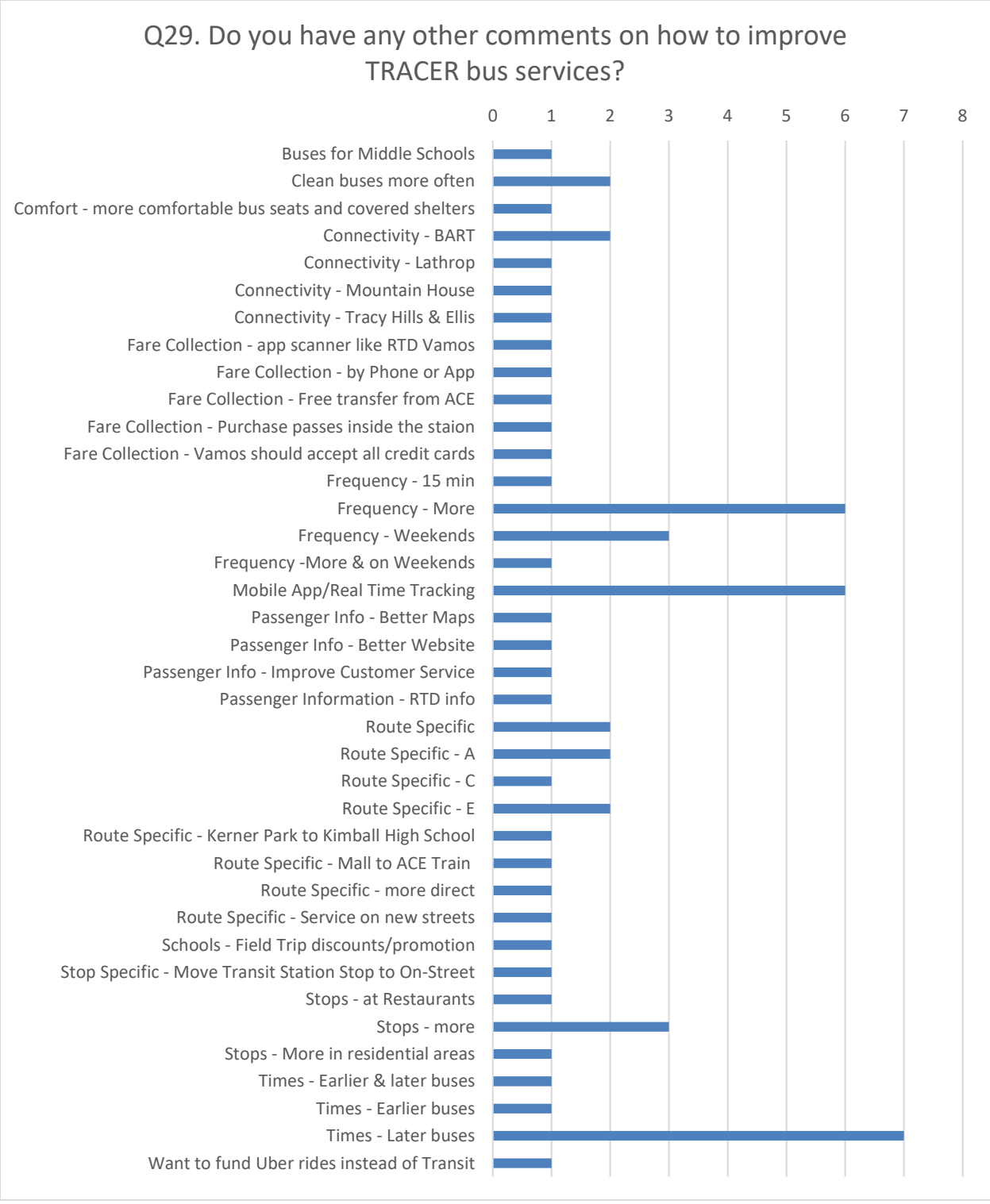
depends on the way I want to go
I don't connect with others
I have never used TRACER
Lot of wait time more than 30
Not well timed
well timed, but sometimes the bus doesn’t shop up (90) or is late every time

Q29: Do you have any other comments on how to improve TRACER bus services?

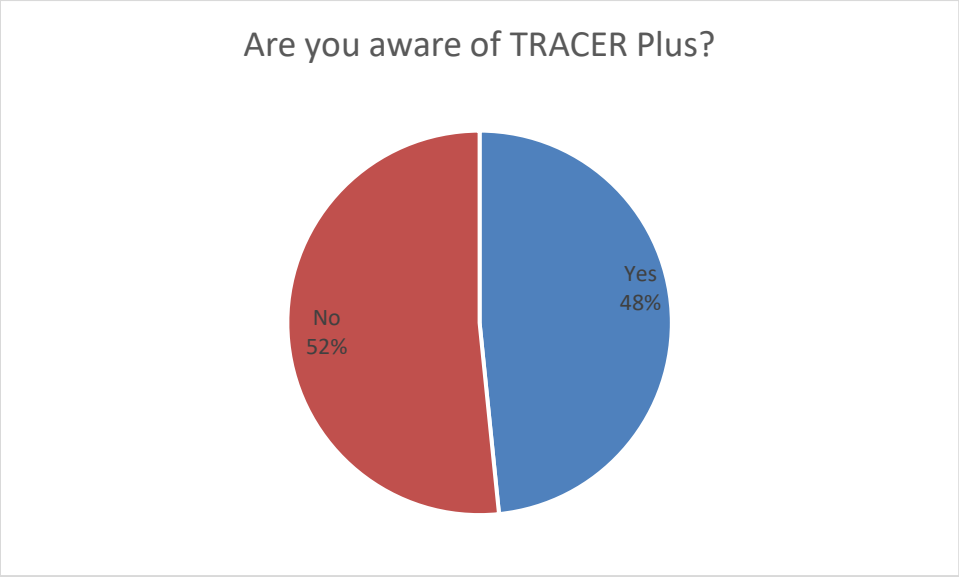
A mobile app I real time
A survey should be given to Monte Vista and Williams Middle Schools to see how many of their students need access to bus service. The bus lines seem to be catered to the high schools, which start later than the middle schools in Tracy. It may help to reduce the amount of cars that travel to both schools.
A) line at Walmart should extend to the exit by taco bell for people who want to go to fast food places C) I think would feel safer on 11th set from E to parker than 10th. stops should be bug big lots
As of today, we have Tracer connectivity to Acer. Would like to have Tracer connectivity to Pleasanton Bart as most of us are office goers to San Jose
Buses are always clean; drivers are very helpful
buses that run later than 9
Connectivity to mountain house
earlier and later times should be improved
everything is okay
Field trip discounts/promotions for schools who can't seem to get bus drivers. Taking public transit would be a great option.
have bus connect better more covering Tracy Blvd.
have later buses bc some people need them
have more stops within the residential areas
Have the buses go down each major street (examples) Start at Tracy Hills bus goes all the way down Correl Hollow road with stops at major intersections. Bus goes all the way down straight on Correl Hollow till it gets to the mall. Turns around and goes back. Another bus on would intercede or cross. (Example) 11th street bus would start way out by Banta on 11th run all the way down 11th till it got to Kimball high. Turn around and go back. Bus on Tracy Blvd. start at Ace train station go all the way down Tracy Blvd passed Dennys turn around and go back. Same on Grant line road, Central etc. don’t drive thru neighborhoods. Make it easier to use and more people will ride it. It’s stupid that a person has to make so many connections. It would take me from where I live 3 buses to get to the mall, Walmart on top of having to walk a good distance to the bus stop. The time would be about two hours to get there. Easier to take Uber.
Having a coin trolly run every 15 min
I enjoyed the Bus routes A and E commuter routes H a lot during the morning and afternoons.
I enjoyed using the busses a lot
I know that Tracy Hills and Ellis are still developing areas in Tracy but having more bus access for them would really help. Also, changing how early the bus runs, I know several people who would use the bus more if it offered service earlier than 7 am instead of trying to rely on the on-demand service. Lastly,

increasing the number of stops or routes. I have to take at least 2 buses to get to Kaiser anytime I have an appt and then 2 or 3 buses to get back home.
I like our bus drivers very much!
I like the E route my concern is I will be on the E route for 30 min I thought I was going to be on it for 20 min
I really appreciate this service and your work to improve it!
I wish there were more stops because I get food before I get to my house
I would like to see it more frequently, especially on weekends, and developing real time information tracking for the buses. I would also like it if the scanners for the vamos mobility app that are used on the San Joaquin RTD buses are installed on the TRACER buses
improve tracer services by being able to get more info about the RTD and being able to buy passes inside the station and adding A route to Lathrop
it would be nice if the bus went further, coming from someone who wishes to use the tracer bus to go from Robert Kenner park to Kimball high school
Keep up the good work.
Late service, at least for the last ACE train at 8PM would be great.
later travels like until 8-9 pm because more establishments close during these hours
Let me pay my fare on my phone or app
Line that goes from north to south (example mall to ace train station)
make a tracer app
Make the bus stop but outside of the station, usually evenings it takes lot of time to for bus to come out of the parking lot.
make schedules and long service hours
make sure buses are cleaned daily for those with health issues
make sure buses are sanitized on the daily so the elderly people don't get sick
Mejor acceso a las rutas por aplicación no solo llamadas
mobile app with line updates
more frequent buses
more on demand and weekend services would be nice
more stops
My concern is I wish the E route was only about 20 min instead of 30 min riding on the E route. I just want to say the A route is all right. I don’t wait that long; I’m usually on it for 10 min
need later trips at least do trips until 9-10 pm for the people that work in fast food chains make it 24/7 if possible
need more service
Please improve the frequency of buses to my route
Please let them happen more frequently in my area, thank you
regular schedule on Saturdays
request late trips during summer sessions and available on weekends
should make more bus stops and more bus times
Shut it down and use the money to pay for Uber for those that need ride services
smoking on the bus would be amazing
Soft Music in the lobby.
that will reach the subway
the seats are hard to sit on and shelter give off sunlight

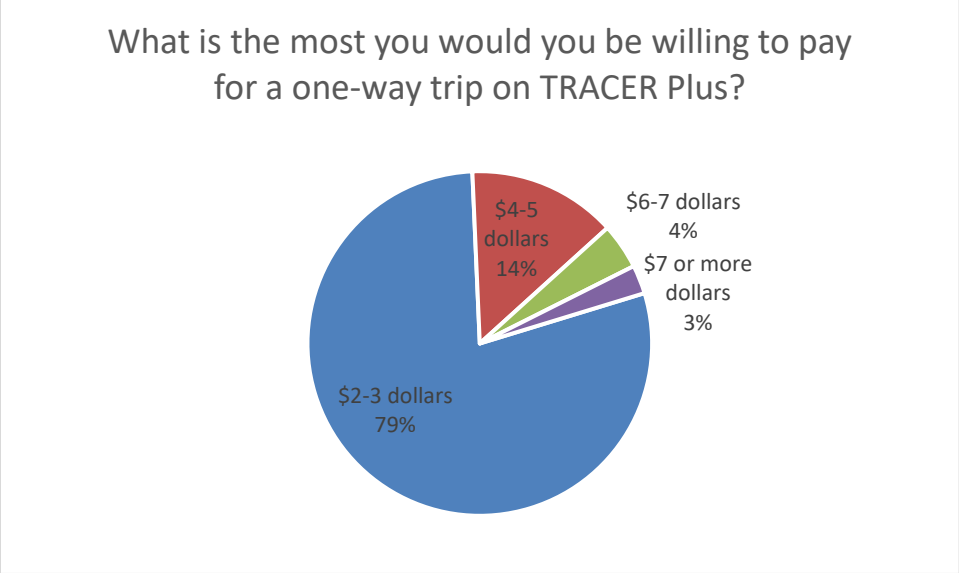
there all good
to have more bus stops and be at the stops quicker
Tracer should be free for people who have ACE Train tickets
Tracy has new roads/lanes, please consider adding more bus stops on those streets.
Vamos should accept all types of credit cards
would like a "live" Zumba class living in Tracy for 35 years, I try to enjoy all activities =, line dancing, karaoke, and exercise class
you do great job
Your website sucks. The site http://www.ridetracer.com/ doesn't work. The page that is takes you is lame. I tried finding an app - no luck. The map is not interactive and difficult to figure out for the not frequent bus user. Your customer service is horrible. When I called to learn about routes relevant to me, the lady (maybe a senior citizen?) was rude, and did not want to spend time to explain it because had 3 other callers were on hold. If you want people to take a bus, you need to do better.
yup you guessed it have A bus from the mall follow the B route to Winco then panda


Q29. Do you have any other comments on how to improve TRACER bus services?
0
1
2
3
4
5
6
7
8
Buses for Middle Schools
Clean buses more often
Comfort - more comfortable bus seats and covered shelters
Connectivity - BART
Connectivity - Lathrop
Connectivity - Mountain House
Connectivity - Tracy Hills & Ellis
Fare Collection - app scanner like RTD Vamos
Fare Collection - by Phone or App
Fare Collection - Free transfer from ACE
Fare Collection - Purchase passes inside the staion
Fare Collection - Vamos should accept all credit cards
Frequency - 15 min
Frequency - More
Frequency - Weekends
Frequency -More & on Weekends
Mobile App/Real Time Tracking
Passenger Info - Better Maps
Passenger Info - Better Website
Passenger Info - Improve Customer Service
Passenger Information - RTD info
Route Specific
Route Specific - A
Route Specific - C
Route Specific - E
Route Specific - Kerner Park to Kimball High School
Route Specific - Mall to ACE Train
Route Specific - more direct
Route Specific - Service on new streets
Schools - Field Trip discounts/promotion
Stop Specific - Move Transit Station Stop to On-Street
Stops - at Restaurants
Stops - more
Stops - More in residential areas
Times - Earlier & later buses
Times - Earlier buses
Times - Later buses
Want to fund Uber rides instead of Transit

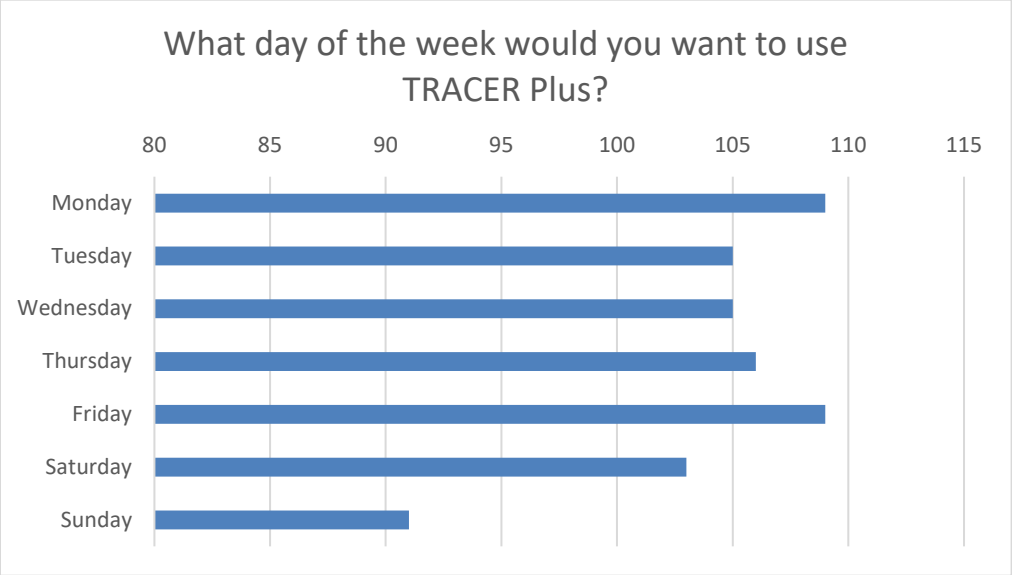
Q30: Are you aware of TRACER Plus, the City's on-demand Bus Service that will take you anywhere in the City limits? Rides can be scheduled by calling (209)831-4BUS or via the Transloc App from the Google Play Store.



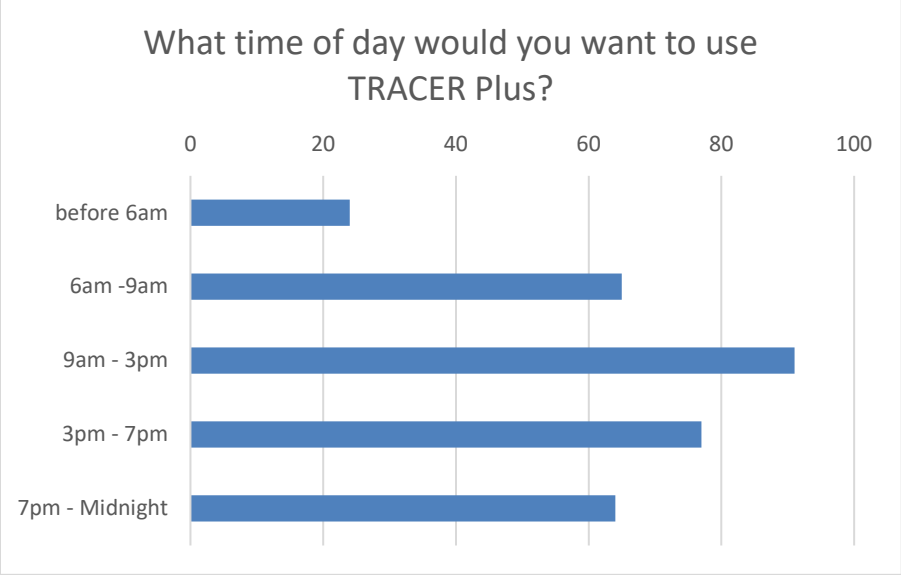
Q31: What is the most you would you be willing to pay for a one-way trip on TRACER Plus, the City's curb-to-curb on-demand bus service that will take you anywhere in the City limits?



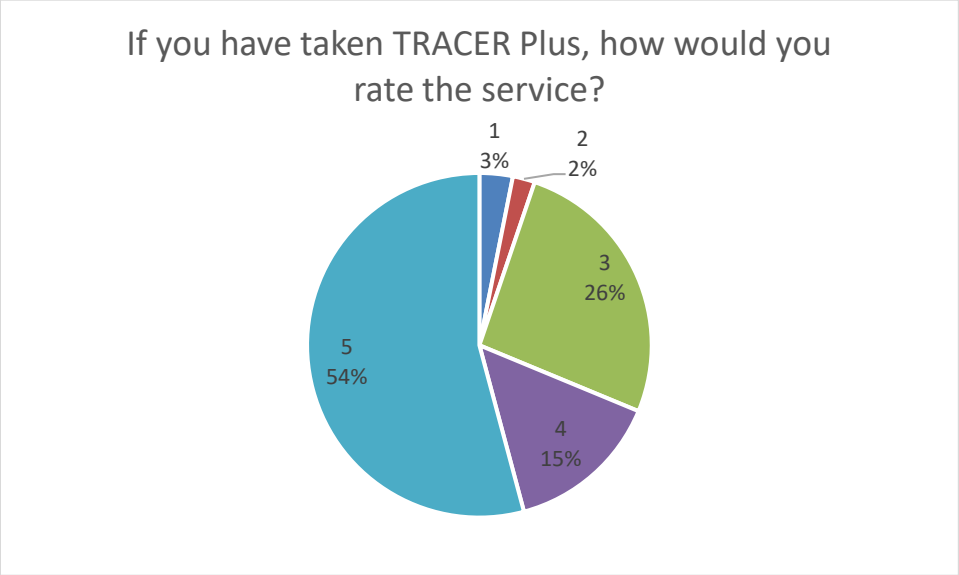
Q32: What day of the week would you want to use TRACER Plus?



Q33: What time of day would you want to use TRACER Plus? (select all that apply)



Q34: If you have taken TRACER Plus, how would you rate the service?

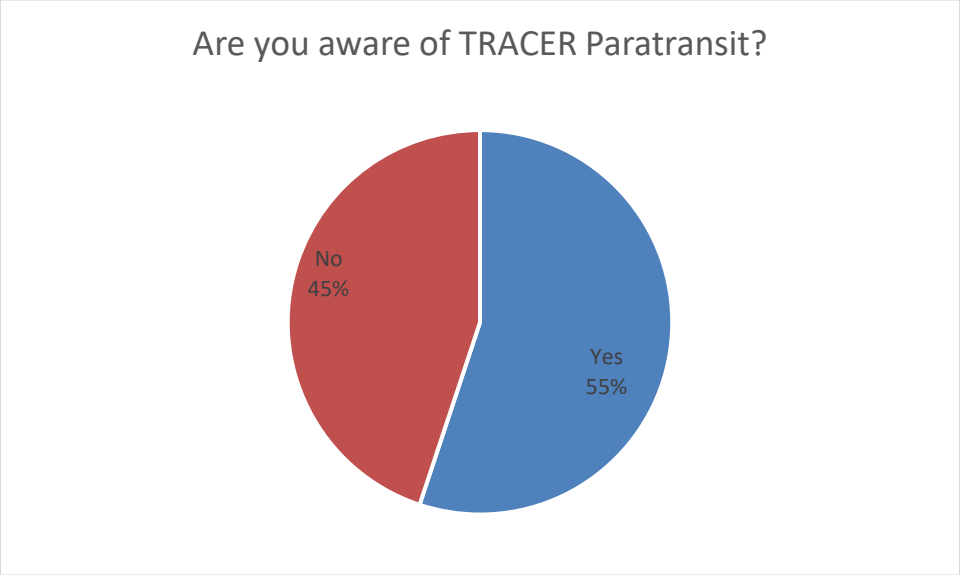


Q35: How would you improve TRACER Plus?

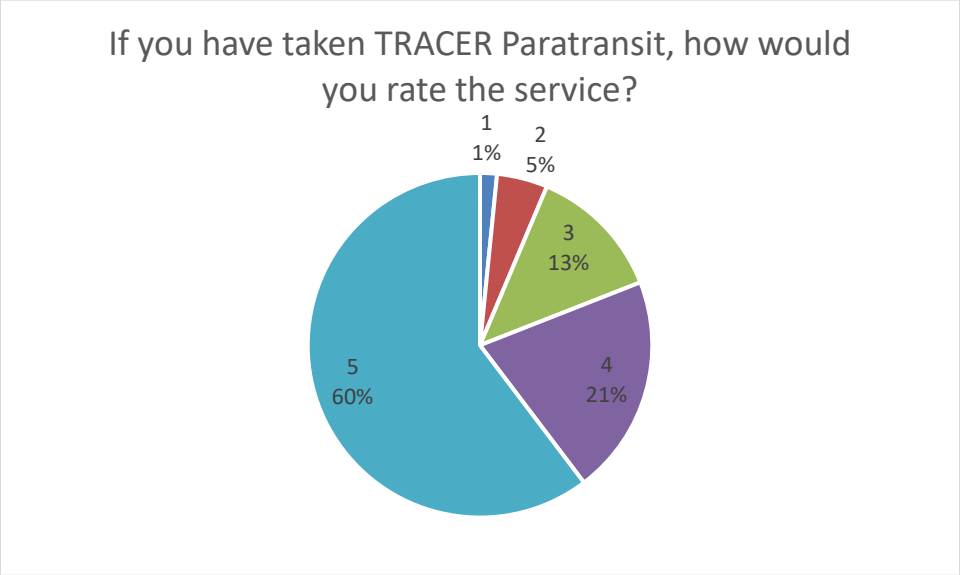
adding stops in Lathrop
arrive more often
By learning tracer plus and I just started to hear about it
carpet on the floor
clean the seats
create a tracer mobile app
garbage cans are needed at many stop, time post at all stops,
have an app where you can track the scheduled buses
have not used
haven't used it
having more buses and routes
I have not used Tracer Plus. But I would like to get the service as soon as possible like Uber.
if it runs during the time I need it to
if it was free
it should cost $1, so same as the para transit bus
keep it running
keep updates
later trips if possible
less expensive
Mejor acceso a las rutas no solo por llamada, personal que hable español
Mobile app so I can see in real time when the bus will Be showing up
More connectivity to outside Tracy
more frequent rides
more often and more service on weekends
more times and tracer plus availability

n/a
On time service, not too early
Promote this to schools for field trips!
Stop service at 12 midnight. For the workers who get off from work late.
There have been times where I've requested a ride and the bus has shown up way earlier than it was supposed to. I would prefer a longer waiting period for the bus in case that does happen. If I schedule a pickup for 5:30 and they show up at 5 o clock I shouldn't have to rush because they can only wait 15 minutes despite them showing up earlier than the time I requested.
tracer plus should cost the same as para transit $1.50 instead of $2.25
Use uber
very god

Q36: Are you aware of TRACER Paratransit, the door-to-door shared-ride service for individuals with certified disabilities (ADA), seniors (age 65+), Medicare participants and Veterans? Rides can be scheduled by calling (209)831-4BUS



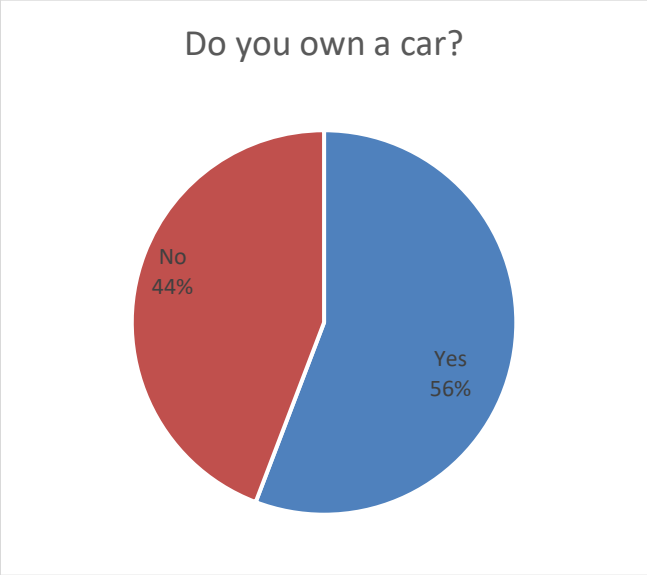
Q37: If you have taken TRACER Paratransit, how would you rate the service?



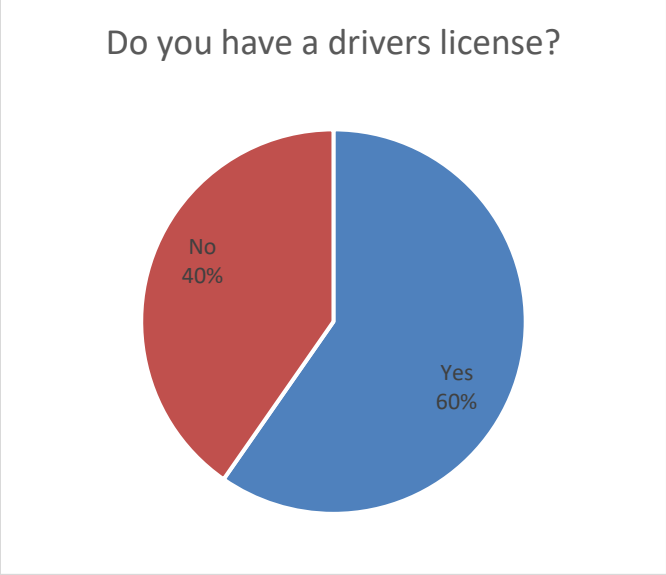
Q38: How would you improve TRACER Paratransit?

add more buses
Aplicación
be nice
bus to be cleaner
could be nicer
Get rid of the back loader shuttles
I actually enjoyed it a lot and I have scheduled it a lot since I was 15 years old.
I have not but my residents love it
I would like to say I would rather only wait for about 15 minutes instead of 30 minutes to get picked up
I would want to be on it less than 30 min
if it was free
if they had more bus stops
make it so people can be dropped off out by four corners, and by Chrisman rd.
Mobile app I real time to see when the bus was going to show up
more frequent services
Mountain house pick ups
N/A
need Sunday service
never used it
Not Applicable
very good and need

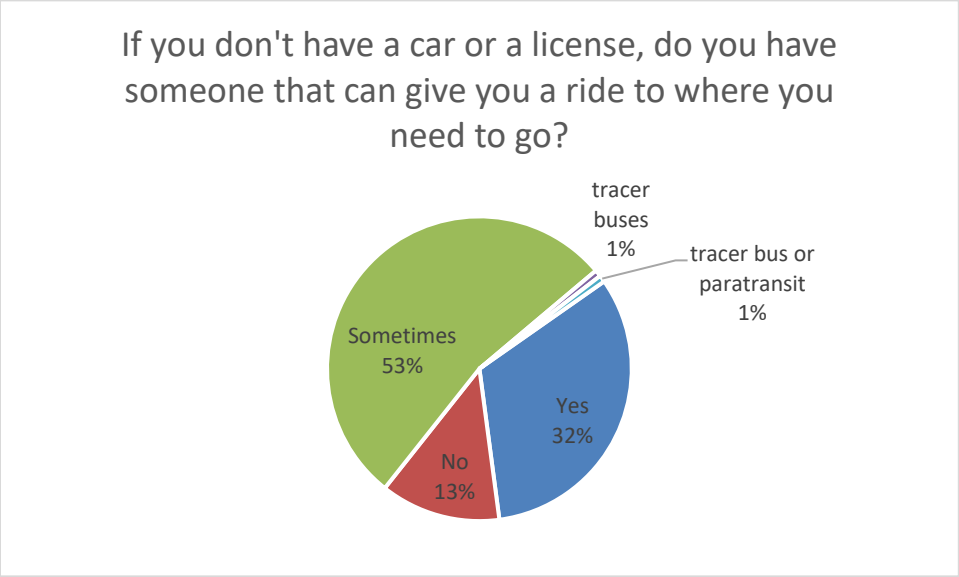
Q39: Do you own a car?



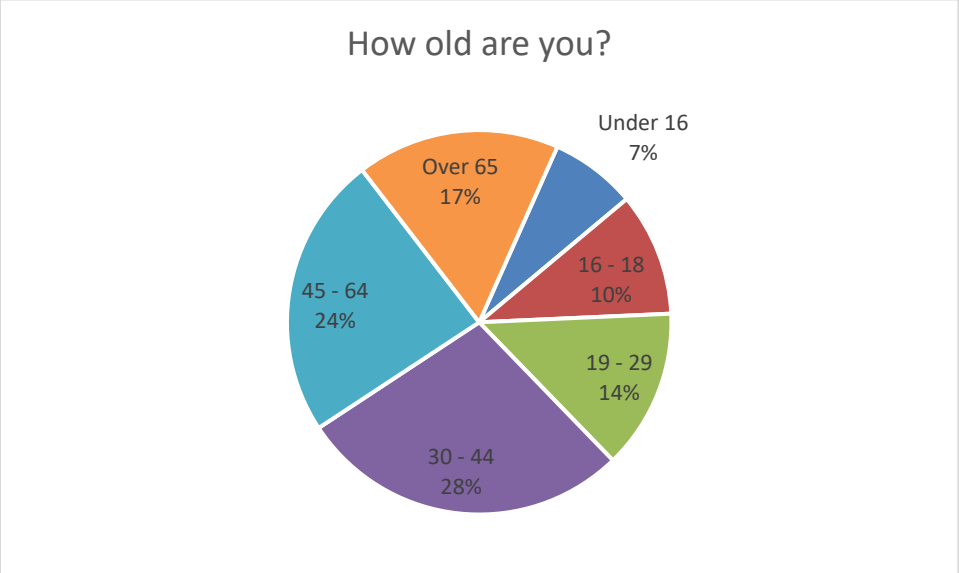
Q40: Do you have a driver's license?



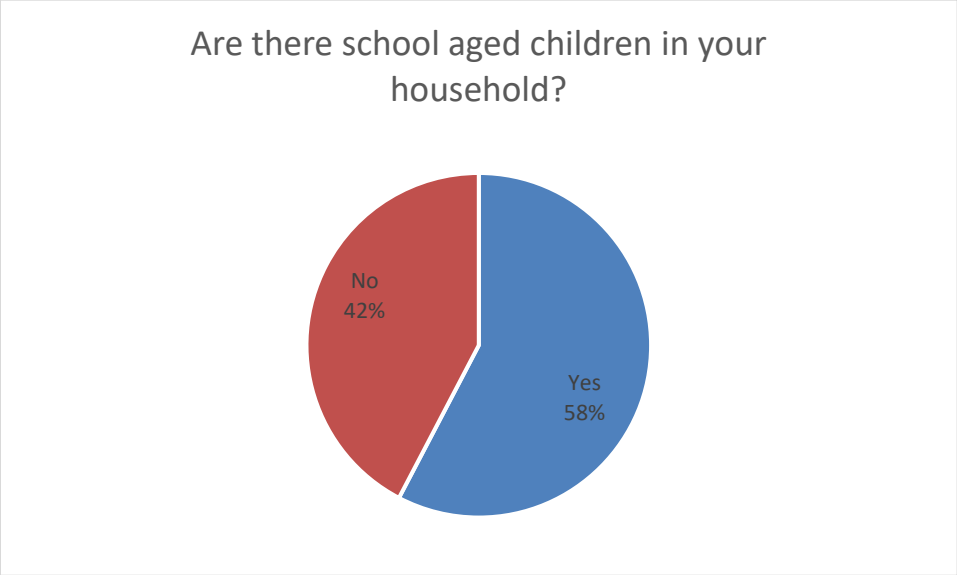
Q41: If you don't have a car or a license, do you have someone that can give you a ride to where you need to go?



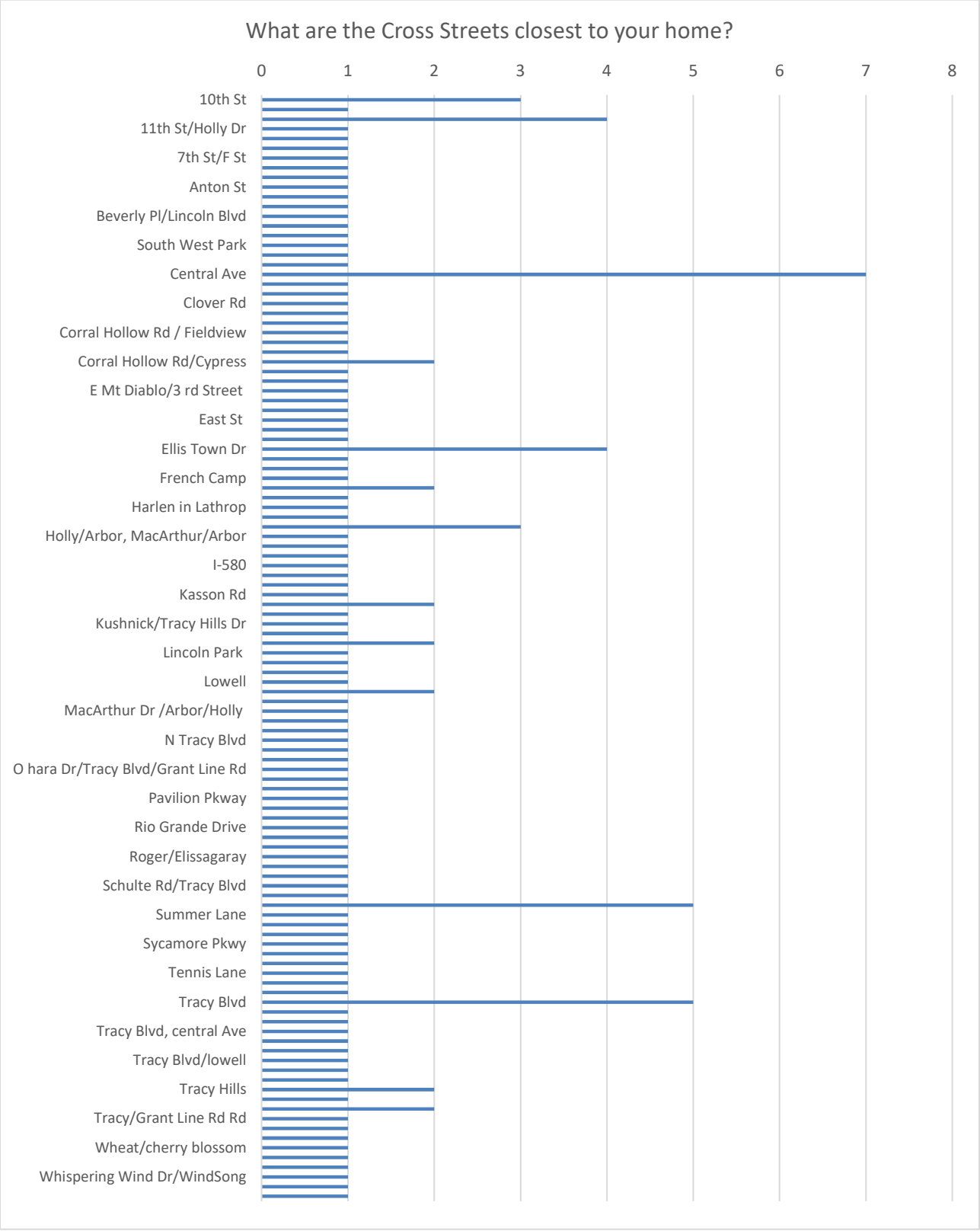
Q42: How old are you?



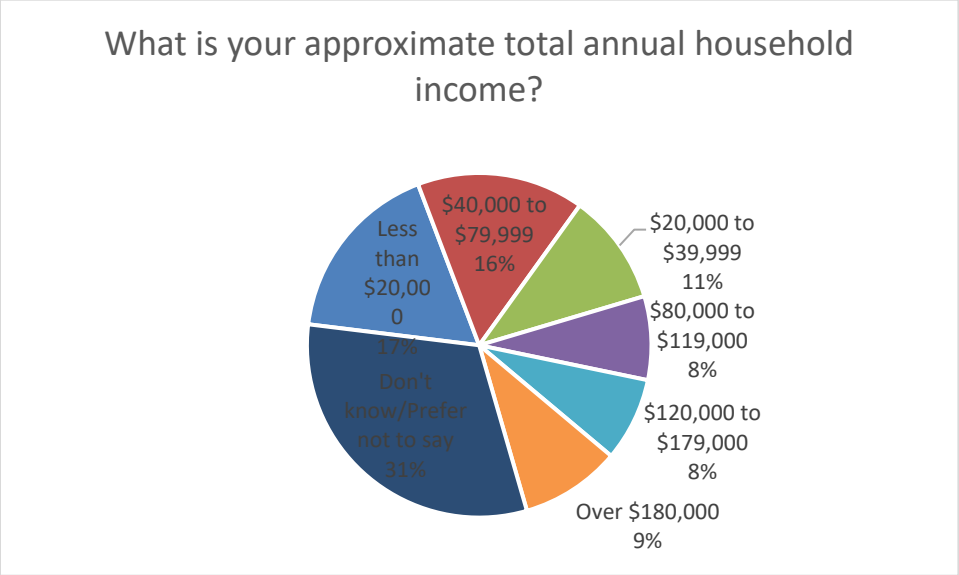
Q43: Are there school-aged children in your household?



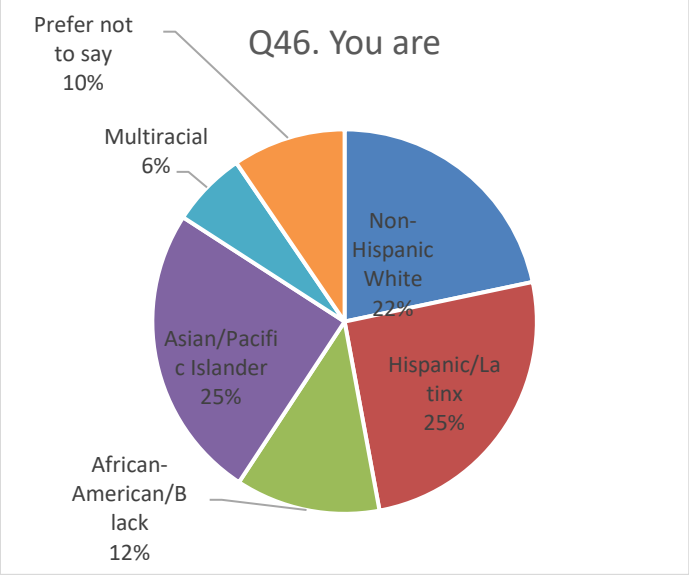
Q44: What are the cross streets closest to your home?



Q45: What is your approximate total annual household income?



Q46: You are



Appendix E: Workshop Results

Consulting Group

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