



RESULTS OF
SOLANO TRANSPORTATION AUTHORITY
FALL 2009 INTERCITY RIDERSHIP STUDY
FAIRFIELD AND SUISUN TRANSIT
INTERCITY LINES 20, 30, 40 AND 90

Submitted to

Solano Transportation Authority
One Harbor Center, Suite 130
Suisun City, CA. 94585

Submitted by

QUANTUM MARKET RESEARCH, INC.
1730 Franklin Street - Suite 300
Oakland, CA 94612
510-238-9010

April 2010



Table of Contents

I.	Introduction.....	3
II.	Methodology.....	3
III.	Bus Line Service Descriptions.....	3
IV.	Trip Characteristics.....	5
	Frequency of Ridership.....	5
	Length of Ridership.....	6
	Round/One Way Trip.....	7
	Trip Purpose – Where Are You Coming From and Where Are You Going?.....	8
	Places of Origin and Destination.....	10
	Where Did You Board and Will You Leave the Bus... ..	12
	Access to Bus Stop.....	12
	Access to Final Destination.....	15
	How Trip Would Have Been made Without the Bus.....	17
	How Fare Paid.....	18
	Type of Fare.....	19
V.	Rider Demographics.....	21
	Gender.....	21
	Age.....	22
	Employment Status.....	23
	Race and Ethnicity.....	24
	Household Size.....	25
	Household Income.....	26
	City of Residence.....	27
	Cars in Household.....	28
	Could Car Have Been Used for this Trip?	29
VI.	Quality of Service.....	31
	Rating Service.....	32
	Preferred Means of Receiving Information.....	35
VII.	Summary of Rider Comments.....	37
VIII.	Conclusions.....	41
IX.	Comparison with 2006 Ridership Survey.....	43
	Appendix 1 – Survey Instrument.....	44
	Appendix 2 – Bus Lines Schedules.....	47
	Appendix 3 – Passenger Verbatim Comments.....	52

I. Introduction

In the Fall of 2009, the Solano Transportation Authority (STA) contracted with Quantum Market Research (QMR) to complete a ridership study of Solano's seven major intercity bus routes and the Vallejo Baylink Ferry system. This report presents the results of an on-board survey of riders on the four intercity lines operated by Fairfield and Suisun Transit system (FAST).

The four FAST intercity lines surveyed were Lines 20, 30, 40 and 90. These four routes cover a wide geographic area and have varying range of service. These FAST services connect Fairfield and Suisun City with Benicia, Vacaville, and Dixon within the county as well as with three BART stations in Contra Costa County in addition to Davis and Sacramento to the east. One line (Rt. 20) operates Monday through Saturday while others operate Monday through Friday. A more detailed service description is presented below.

This report presents the findings of the survey for the four intercity lines. For each set of findings, aggregate results for all intercity lines are presented in graphic form first, followed by a table with detailed results by line. First, the characteristics of trips being taken by surveyed riders are assessed, followed by an analysis of rider demographics. Rider perception of the quality of service and suggestions for improvement are then discussed. Also included there are highlights of comments offered by FAST riders (a complete listing of verbatim comments and suggestions is provided in Appendix 2.) Finally, brief conclusions are drawn regarding the characteristics of intercity riders and their use of the FAST system, including a comparison of results to those obtained through a similar survey in late 2006.

II. Methodology

Riders on all intercity lines were surveyed during October 2009. A sample of 787 riders on four intercity lines was surveyed for this study. A copy of the survey instrument is presented as Appendix 1.

This report presents results for intercity lines: 20, 30, 40 and 90. Survey results for each line were weighted by the total estimated weekly ridership for that line, based on the weekday and weekend on-off counts for each intercity line.

III. FAST Intercity Line Descriptions

A summary of the operating characteristics of the four FAST intercity lines at the time of the survey is presented below.

Line 20 operates between Fairfield and Vacaville Monday through Saturday. It operates on an hourly basis from 6:42am – 6:42 pm on weekdays and Saturdays. A freeway-based route, Line 20 has two stops in each city at primary transit transfer facilities.

Line 30 operates between Fairfield and Sacramento Monday through Friday with stops in Vacaville, Dixon, and UC Davis. There are five roundtrips per day all in the morning and evening peak periods with one trip midday. This is freeway-based route with few stops in each city.

Line 40 operates between Vacaville, Fairfield, Benicia and the Pleasant Hill and Walnut Creek BART stations, Monday through Friday. These BART stations are also key bus transfer hubs in eastern Contra Costa counties. Line 40 operates during the peak periods only from 5:00 am – 9:57am and 3:01- 8:31pm. A freeway-based route, Line 40 makes one stop each in each of the three Solano cities it serves.

Line 90 operates between Fairfield, Suisun City and El Cerrito del Norte BART station, Monday through Friday. This freeway-based route operates 25 westbound and 28 eastbound trips daily from 4:10am to 7:32pm.

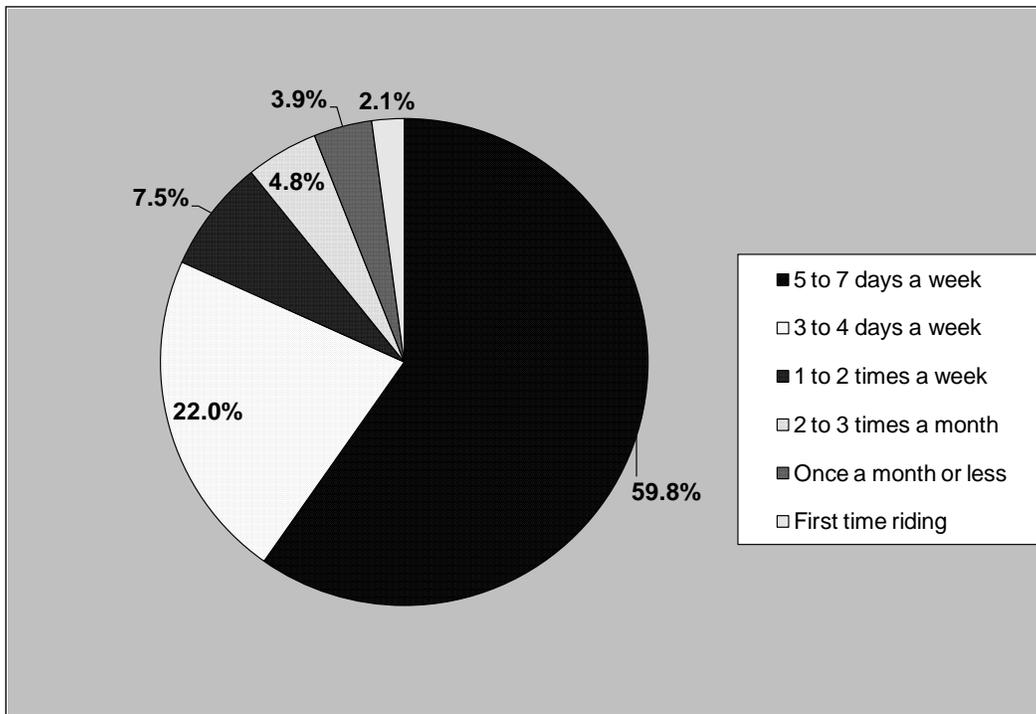
IV. Intercity Trip Characteristics

The following section is about how intercity FAST riders were using the bus at the time they were surveyed. Riders were asked to describe how often they rode the bus and for what purpose, how they got to and from stops, where they were traveling to and from, how they paid their fare, and why they were riding the bus.

Frequency of Ridership

Most intercity riders ride their FAST bus frequently, with 81.8% reporting that they ride at least 3 days a week and almost 90% riding at least weekly, indicating that FAST is a significant transportation resource upon which many depend. Only 2.1% of riders said that this was their first time on this line.

Figure 1. Ridership Frequency – Overall Intercity



All intercity routes had a majority of riders using the system at least three days a week; Route 20 had the lowest percentage of riders (37.1%) using the bus five days a week, while Route 90 had the highest (64.5%). First-time riders were surveyed on all 4 lines, although Line 40 had only one such rider.

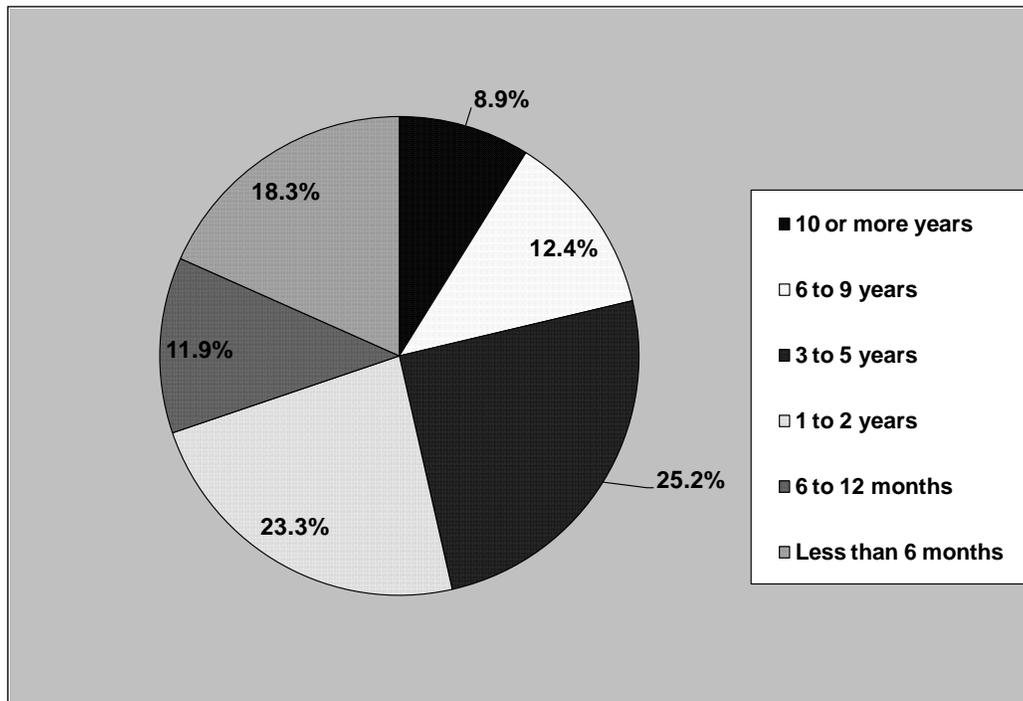
Figure 2. Ridership Frequency – By Intercity Line

Route Number Frequency	Intercity Total	20 n=124	30 n=133	40 n=91	90 n=422
5 to 7 days a week	59.8%	37.1%	62.4%	61.5%	64.5%
3 to 4 days a week	22.0%	23.4%	25.6%	27.5%	19.7%
1 to 2 times a week	7.5%	17.7%	1.5%	7.7%	6.4%
2 to 3 times a month	4.8%	6.5%	5.3%	2.2%	4.7%
Once a month or less	3.9%	11.3%	1.5%		3.3%
First time riding	2.1%	4.0%	3.8%	1.1%	1.4%

Length of Ridership

Survey results indicate that more than half of FAST riders have been using their current intercity line for less than three years, with about 30% having been riders for less than one year and 18.3% having started less than six months ago. At the other extreme, 8.9% of respondents said they had been riding for 10 or more years.

Figure 3. How Long Riding – Overall Intercity



Almost half the riders on Line 20 (48%) said they had been riding for less than one year, compared to 25.6-27.4% of riders on all other lines. Line 90 had the highest proportion of riders (24.8%) who had been riding for at least 6 years or 10 or more years (11.6%).

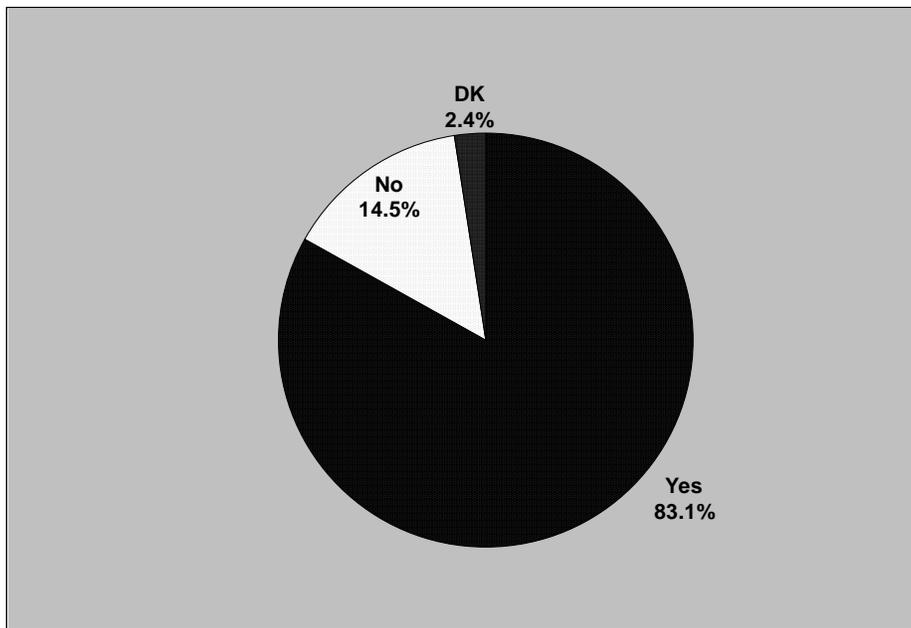
Figure 4. How Long Riding – By Intercity Line

Route Number	Intercity	20	30	40	90
How long riding	Total	n=121	n=132	n=90	n=424
10 or more years	8.9%	8.3%	2.3%	4.4%	11.6%
6 to 9 years	12.4%	6.6%	10.6%	18.9%	13.2%
3 to 5 years	25.2%	21.5%	34.1%	14.4%	25.7%
1 to 2 years	23.3%	15.7%	25.8%	36.7%	22.2%
6 to 12 months	11.9%	18.2%	8.3%	10.0%	11.6%
Less than 6 months	18.3%	29.8%	18.9%	15.6%	15.8%

Round/One Way Trip

More than 80% of intercity riders said their ride on FAST was part of a round-trip, while 14.5% said they did not intend to make a round trip on the bus. Only 2.4% did not yet know whether they would be making a return trip on the same line.

Figure 5. This Trip is Part of a Round Trip on the Bus – Overall Intercity



Line 40 had the highest proportion of riders making round trips (89.5%) and the lowest percentage who did not know whether they would be making a round trip (1.1%). Line 20 had the highest percentage (31.9%) of riders who were not making a round trip.

Figure 6. This Trip is Part of a Round Trip on the Bus – By Intercity Line

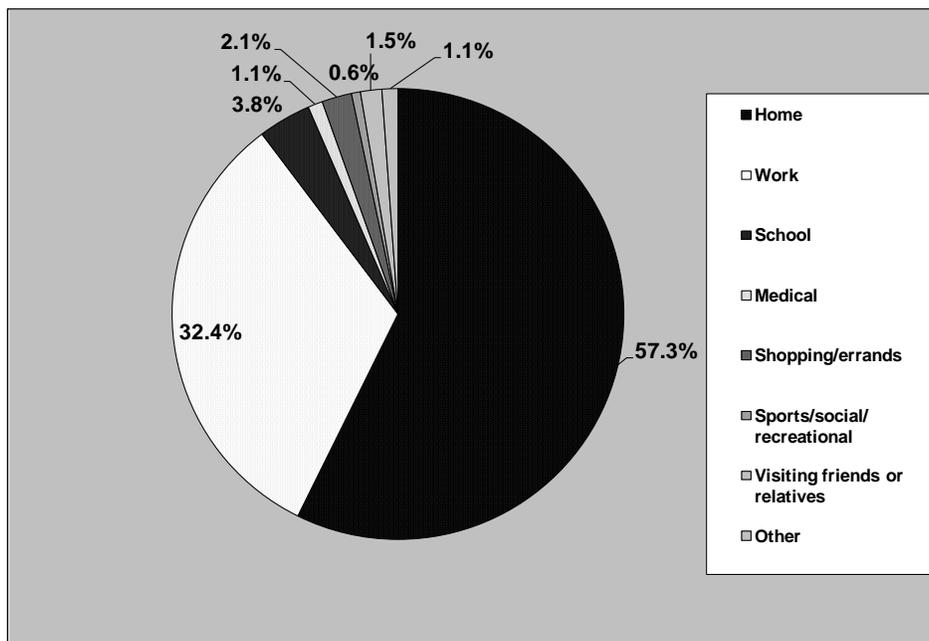
Route Number	Intercity	20	30	40	90
Part of a round trip?	Total	n=119	n=131	n=95	n=425
Yes	83.1%	60.5%	86.3%	89.5%	87%
No	14.5%	31.9%	11.5%	9.5%	11.8%
Don't know	2.4%	7.6%	2.3%	1.1%	1.4%

Trip Purpose—Where Are You Coming From and Where Are You Going?

Passengers were asked where they were coming from and where they were going to on this trip. The results show that intercity riders are using FAST for travel primarily between home and work, with 99% of respondents either beginning or ending their current trip at home, while about 80% were coming from or going to work. School was the only other origin or destination accounting for as much as 5%.

More than half of all FAST riders (57.3%) said they were coming from home on their current bus ride, while 32.4% said they were coming from work and 3.8% were coming from school. No other individual origin accounted for more than 2.1% of responses.

Figure 7. Trip Origin – Overall Intercity



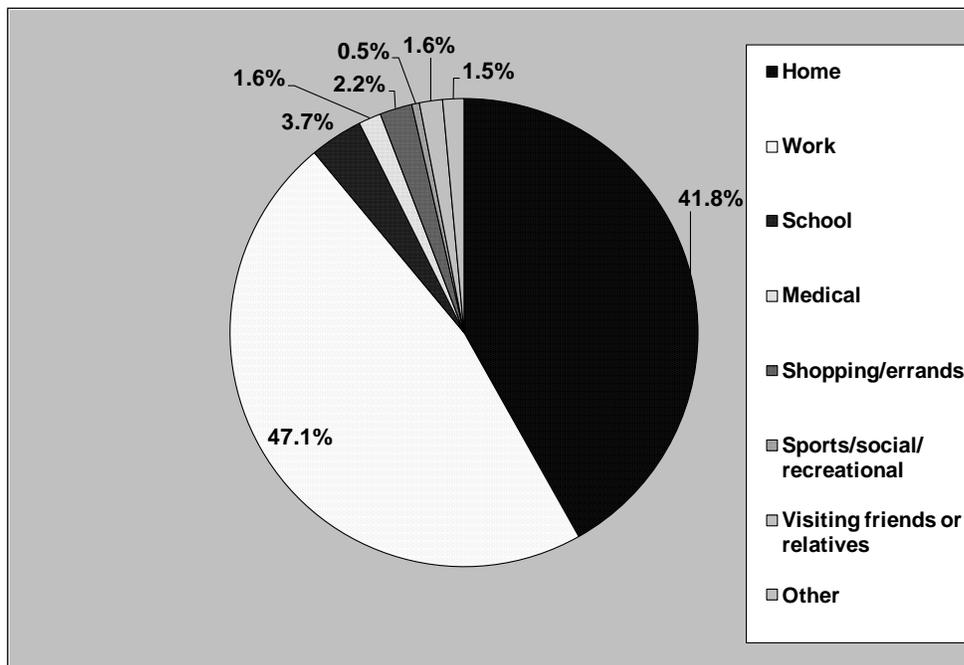
Line 90 had more than 62% of riders coming from home, while Line 40 had only 42.6%. Line 40 also had the highest percentage of riders coming from work (56.4%), while Line 30 had the highest percentage (10.4%) coming from school and Line 20 the most come from shopping or errands (8.1%).

Figure 8. Trip Origin – By Intercity Line

Route Number	Intercity Total	20 n=123	30 n=134	40 n=94	90 n=422
Coming from?					
Home	57.3%	55.3%	51.5%	42.6%	62.1%
Work	32.4%	16.3%	33.6%	56.4%	31.8%
School	3.8%	8.9%	10.4%		1.4%
Medical	1.1%	1.6%	0.7%		1.2%
Shopping/errands	2.1%	8.1%	1.5%		1.2%
Sports/social/ recreational	0.6%	2.4%			0.5%
Visiting friends or relatives	1.5%	3.3%	1.5%	1.1%	1.2%
Other	1.1%	4.1%	0.7%		0.7%

Destinations were also analyzed to determine the purposes for trips on FAST buses. Work was the most often mentioned destination (47.1%), followed by home (41.8%). No other destination accounted for as much as 4% of responses. These results show the importance of the intercity lines in serving commuters.

Figure 9. Trip Destinations – Overall Intercity



For riders on all four lines, home and work together accounted for almost 89% of reported destinations, with the percentage going home ranging as high as 60.2% for Line 40 and those going to work as high as 56.8% on Line 90. Shopping and errands were the reported destination for 11.7% of Line 20 riders – far more than any other line.

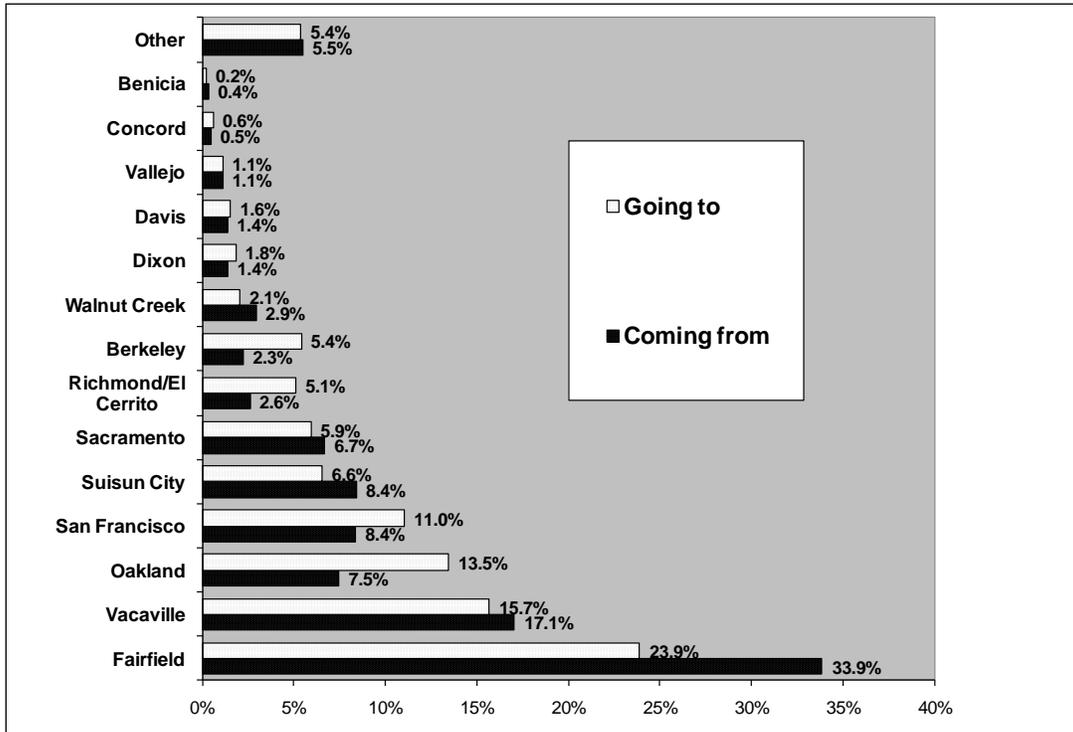
Figure 10. Trip Destinations – By Intercity Line

Route Number	Intercity	20	30	40	90
Going to?	Total	n=111	n=132	n=93	n=419
Home	41.8%	40.5%	47.7%	60.2%	37.2%
Work	47.1%	26.1%	39.4%	34.4%	56.8%
School	3.7%	8.1%	4.5%	3.2%	2.4%
Medical	1.6%	4.5%	2.3%	1.1%	0.7%
Shopping/errands	2.2%	11.7%	2.3%		0.2%
Sports/social/ recreational	0.5%	1.8%	0.8%		0.2%
Visiting friends or relatives	1.6%	2.7%	1.5%	1.1%	1.4%
Other	1.5%	4.5%	1.5%		1.0%

Places of Origin and Destination

The extent to which intercity riders were coming from or going outside Fairfield or Suisun City was analyzed by asking respondents where they had started their current trip and where they planned to end it. Results indicate that about two-thirds of passengers are on trips that either begin or end outside Fairfield or Suisun City, with those two cities accounting for 42.3% of origins and 30.5% of destinations. Among other origins and destinations, Vacaville was mentioned by about 17.1% of respondents as their origin and 16.9% as their destination, while San Francisco was reported as the origin by 8.4% and the destination by about 11% of riders. Within Solano County, Dixon, Davis, Vallejo and Benicia were each mentioned by fewer than 2% as either origin or destination.

Figure 11. City of Origin and Destination – Overall Intercity



Among these intercity lines, Line 30 and Line 40 had 25% or fewer of trips starting in Fairfield or Suisun City, while lines 20 and 90 had 43-50% originating in Fairfield or Suisun City.

Figure 12. City of Origin – By Intercity Line

Route Number City coming from	Intercity Total	20 n=119	30 n=123	40 n=92	90 n=402
Fairfield	33.9%	40.3%	19.5%	17.4%	39.1%
Vacaville	17.1%	44.5%	17.9%	8.7%	11.4%
San Francisco	8.4%	2.5%		6.5%	12.4%
Suisun City	8.4%	3.4%	2.4%	7.6%	11.4%
Sacramento	6.7%		35.0%	1.1%	2.0%
Oakland	7.5%	0.8%	0.8%	3.3%	11.7%
Berkeley	2.3%	2.5%	0.8%		3.0%
Richmond	2.6%	0.8%			4.2%
Walnut Creek	2.9%			27.2%	
Davis	1.4%		8.9%		
Dixon	1.4%		8.1%		0.2%
Vallejo	1.1%	2.5%	4.1%	1.1%	
Pleasant Hill	0.5%			4.3%	
Benicia	0.4%			3.3%	
Concord	0.5%			4.3%	
Other	5.0%	2.5%	2.4%	15.2%	4.5%

The percentage of riders planning to end their trip in Fairfield or Suisun City ranged from 22.5% for line 30 to about 41% for both Line 20 and Line 40. Riders on Lines 40 and 90 mentioned a broad range of destinations, while a higher percentage of riders mentioned a single destination on Line 20 (Vacaville, 51.8%) and Line 30 (Sacramento, 33.3%).

Figure 13. City of Destination – By Intercity Line

Route Number City going to	Intercity Total	20 n=114	30 n=129	40 n=94	90 n=310
Fairfield	23.9%	38.6%	19.4%	28.7%	20.5%
Vacaville	15.7%	51.8%	18.6%	12.8%	6.3%
San Francisco	11.0%			5.3%	17.8%
Suisun City	6.6%	2.6%	3.1%	12.8%	7.3%
Sacramento	5.9%		33.3%	3.2%	0.7%
Oakland	13.5%				22.9%
Berkeley	5.4%	0.9%	0.8%		8.8%
Richmond	5.1%			1.1%	8.5%
Walnut Creek	2.1%			19.1%	
Davis	1.6%		10.1%		
Dixon	1.8%		8.5%	2.1%	0.5%
Vallejo	1.1%	1.8%	3.9%	1.1%	0.2%
Concord	0.6%	1.8%		3.2%	
Benicia	0.2%			2.1%	
Pleasant Hill	0.2%			2.1%	
Other	5.2%	2.6%	2.3%	6.4%	6.3%

Where Did You Board and Will You Leave the Bus?

When asked where they had boarded the bus, up to 74% of intercity riders said they had boarded the bus in other cities, with Vacaville and Richmond/El Cerrito the most often reported places where riders boarded.

Figure 14. Where Did You Board – By Intercity Line

Route Number City where boarded	Intercity Total	20 n=119	30 n=128	40 n=92	90 n=418
Fairfield	48.6%	52.9%	25.8%	26.1%	57.7%
Richmond/El Cerrito	21.9%				37.3%
Vacaville	11.1%	46.2%	21.1%	8.7%	
Sacramento	4.8%		31.3%		
Walnut Creek (*)	3.5%			32.6%	
Pleasant Hill	3.1%			28.3%	
Suisun City	2.8%				4.8%
Dixon	1.3%		8.6%		
Davis	1.9%		12.5%		
Other	0.9%	0.8%	0.8%	4.3%	0.2%

(* Does not include Pleasant Hill BART station, even though it is located within Walnut Creek city limits)

Similarly, one half to three-fourths of intercity riders planned to leave the bus in other cities. In addition to Richmond/El Cerrito, Vacaville and Sacramento were often reported places where riders planned to exit the bus.

Figure 15. Where Will You Leave – By Intercity Line

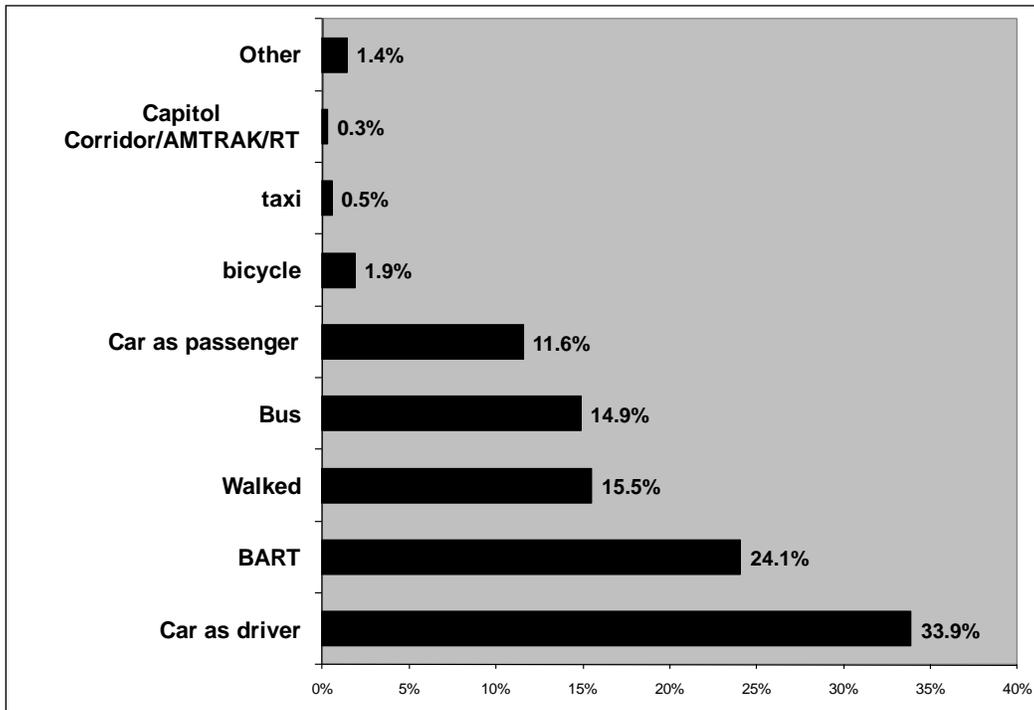
Route Number City where leaving	Intercity Total	20 n=120	30 n=132	40 n=94	90 n=423
Fairfield	35.2%	46.7%	27.3%	42.6%	33.1%
Suisun City	1.5%	0.8%			2.4%
Richmond/El Cerrito	37.8%				64.3%
Vacaville	12.4%	51.7%	19.7%	14.9%	
Sacramento	5.3%		34.1%		
Pleasant Hill	2.8%			25.5%	
Walnut Creek (*)	1.5%			13.8%	
Dixon	1.2%		7.6%		
San Francisco	0.1%				0.2%
Davis	1.8%		11.4%		
Other	0.5%	0.8%		3.2%	

(* Does not include Pleasant Hill BART station, even though it is located within Walnut Creek city limits)

Access to Bus Stop

When respondents were asked how they had reached the stop where they had boarded their FAST bus, 33.9% said they had driven themselves, while an additional 24.1% said they had used BART. Among other modes, only walked (15.5%), bus (14.9%) and “car as passenger” (11.6%) accounted for more than 2% of responses.

Figure 16. How Did You Get to the Bus Stop? – Overall Intercity



More than one mode may have been used.

Riders on Line 90 were much less likely than those on other lines to have walked to the bus stop, with only 4.9 of Line 90 riders using this mode. On Lines 30 and 90, more than one-third of riders said they had driven themselves to the stop, while 35.9% of Line 90 riders had used BART. Line 20 had a far higher proportion (48.9%) of riders arriving by bus than any other line.

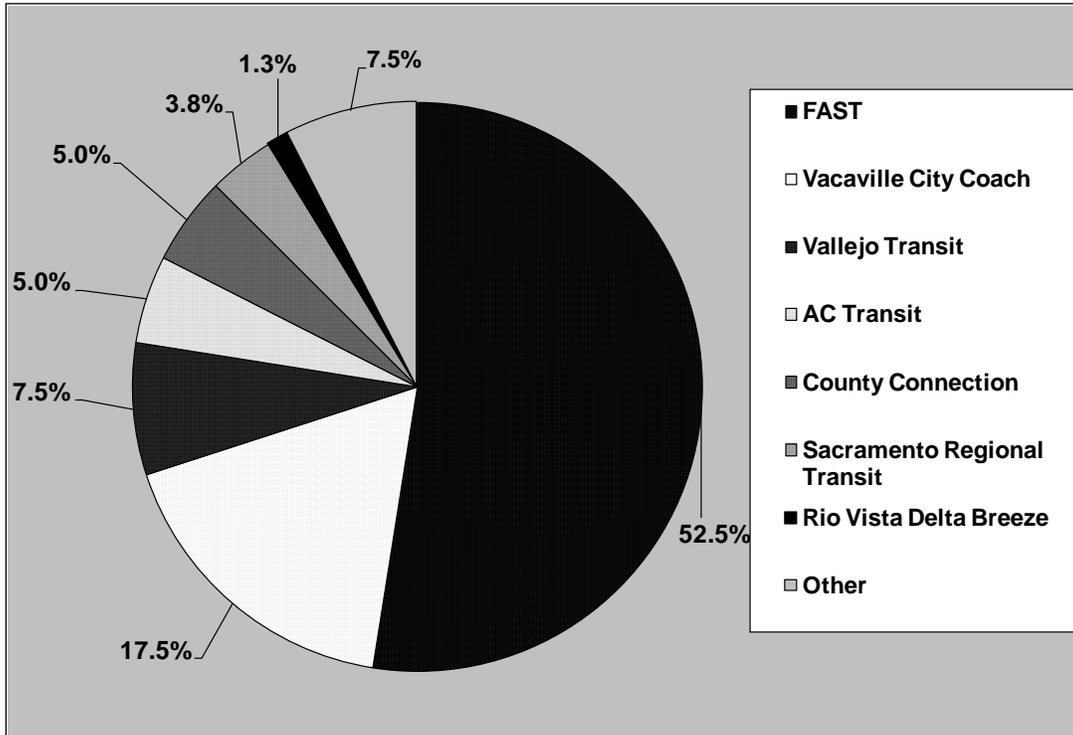
Figure 17. How Did You Get to the Bus Stop? – By Intercity Line

Route Number	Intercity Total	20 n=94	30 n=116	40 n=88	90 n=390
Mode to bus stop*					
Car as driver	33.9%	4.3%	37.9%	21.6%	42.6%
BART	24.1%	3.2%	1.7%	20.5%	35.9%
Walked	15.5%	36.2%	31.0%	22.7%	4.9%
Bus	14.9%	48.9%	13.8%	11.4%	7.2%
Car as passenger	11.6%	6.4%	10.3%	19.3%	11.8%
Bicycle	1.9%	5.3%	5.2%	1.1%	0.3%
Taxi	0.5%		0.9%	2.3%	0.3%
Capitol Corridor/AMTRAK/RT	0.3%				0.5%
Other	1.4%	1.1%	3.4%	1.1%	1.0%

* More than one mode may have been used

For those who reached their stop by bus, 52.5% did so on other FAST buses, while 17.5% rode Vacaville City Coach and 7.4% used Vallejo Transit. No other transit operator was mentioned by more than 5% of those who rode another bus to their stop.

Figure 18. If by Bus, What Transit Operator? – Overall Intercity



FAST also predominated for individual lines, with the exception of Line 40, where 6 of 8 of riders reported arriving via other lines, including 4 who used the County Connection.

Figure 19. If by Bus, What Transit Operator? – By Intercity Line

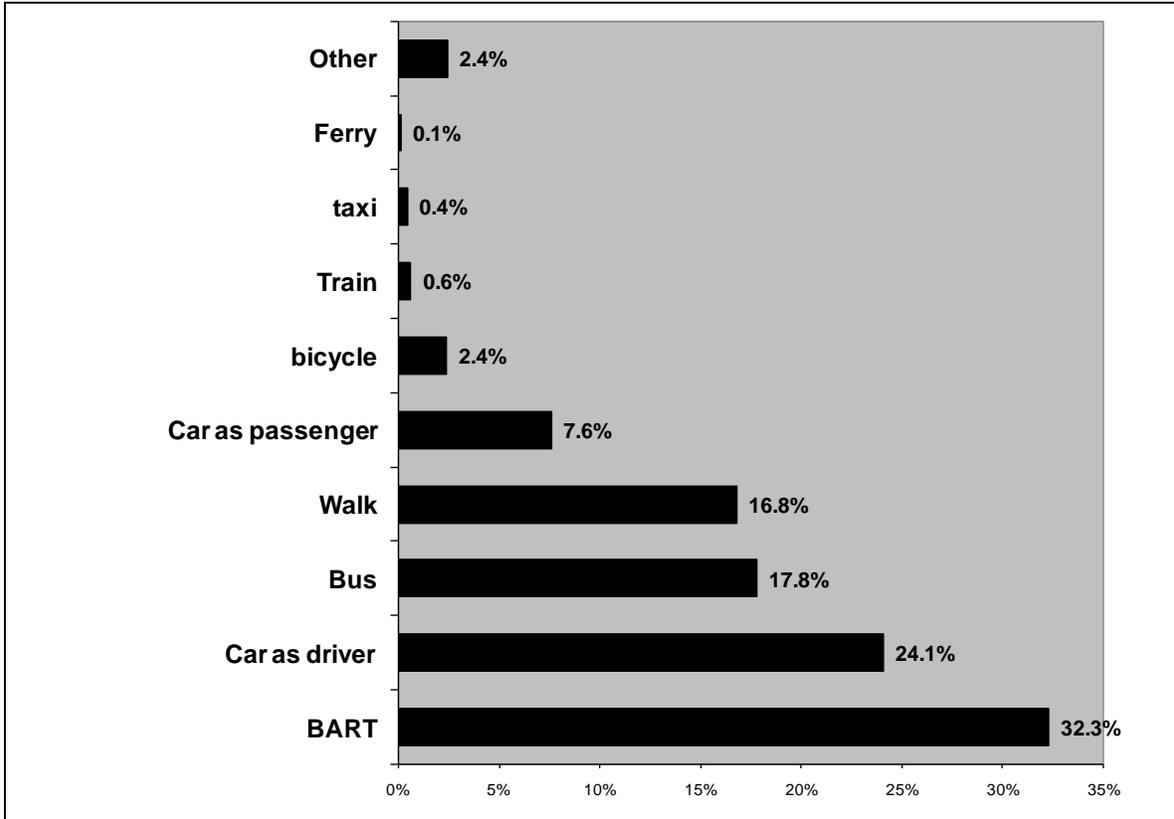
Operator	Route Number	Intercity Total	20 n=41	30 n=9	40 n=8	90 n=22
FAST		52.5%	51.2%	44.4%	25.0%	68.2%
Vacaville City Coach		17.5%	31.7%			4.5%
Vallejo Transit		7.5%	14.6%			
AC Transit		5.0%				18.2%
County Connection		5.0%			50.0%	
Sacramento Regional Transit		3.8%		33.3%		
Rio Vista Delta Breeze		1.3%	2.4%			
Other		7.5%		22.2%	25.0%	9.1%

The 98 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 10.4 minutes overall. The average amount of time ranged from 7.8 minutes for Line 30 to 13.9 minutes for Line 20. The average distance for those who drove a car was 8.9 miles, ranging from 4.8 for Line 30 to 17 for Line 40.

Access to Final Destination

Riders were also asked how they would reach their final destination. Most used BART (32.3%) or their own car (24.1%) to reach their destination, while 17.8% rode a bus and 16.8% walked. Fewer than 8% used any other mode to get to their final destination.

Figure 20. How Will You Get to Your Final Destination? – Overall Intercity



More than one mode may have been used.

While both the 40 and 90 bus lines go to BART, far fewer Line 40 riders use BART vs. Rt. 90. While about 90% of Line 90 riders use BART at the beginning or end of their trip, only about 30% of Line 40 riders do the same. More than half of Line 40 riders walk to or from their bus stop, while the percentage planning to use another bus ranged from 9% for Line 30 to 55.8% for Line 20. Cars were most likely to be used by riders on Lines 30 (30.6%) and 40 (37.4%), and least likely to be used by riders on Line 20 (4.7%).

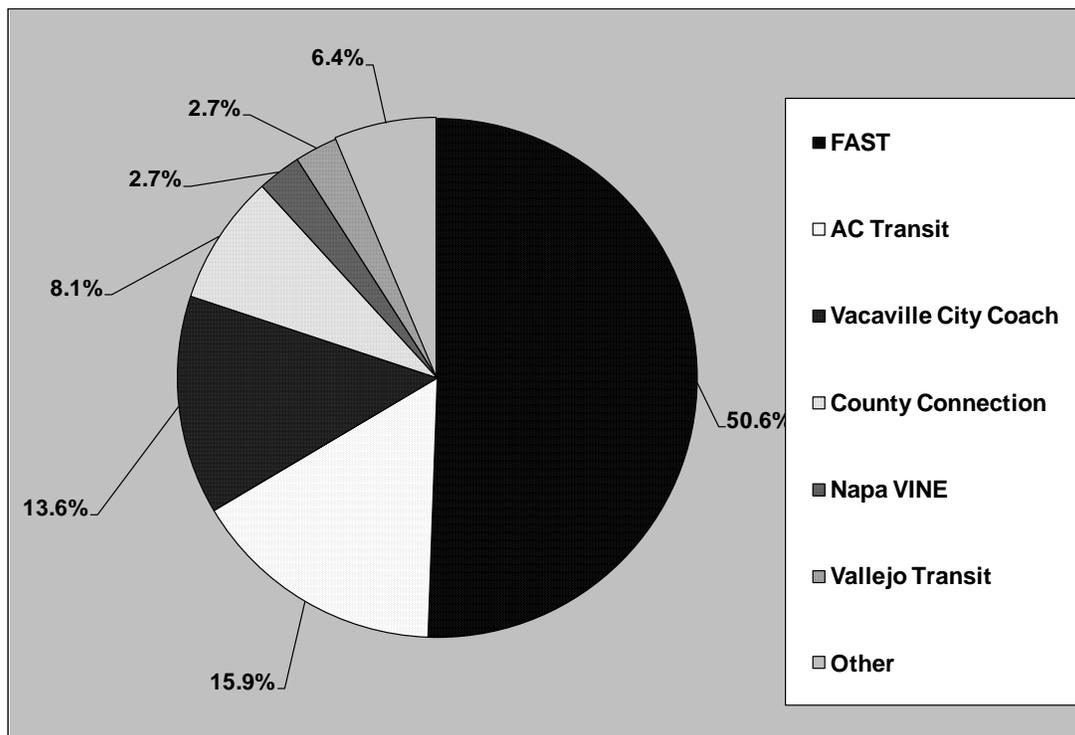
Figure 21. How Will You Get to Your Final Destination? – By Intercity Line

Route Number	Intercity	20	30	40	90
Mode to destination*	Total	n=86	n=111	n=91	n=399
BART	32.3%		0.9%	9.9%	52.9%
Car as driver	24.1%	4.7%	30.6%	37.4%	24.8%
Bus	17.8%	55.8%	9.0%	11.0%	11.8%
Walk	16.8%	27.9%	36.9%	23.1%	7.5%
Car as passenger	7.6%	7.0%	13.5%	9.9%	5.8%
Bicycle	2.4%	8.1%	4.5%	4.4%	
Capitol					
Corridor/AMTRAK/RT	0.6%	2.3%	1.8%		
Taxi	0.4%	1.2%		1.1%	0.3%
Ferry	0.1%			1.1%	
Other	2.4%		2.7%	2.2%	3.0%

* More than one mode may have been used

For riders who planned to reach their final destination by bus, 50.6% of the 85 who provided information on the transit operator they planned to use said they would travel on other FAST buses, while 15.9% planned to use AC Transit and 13.6% planned to use Vacaville City Coach and 4.7% cited County Connection.

Figure 22. If Bus to Destination, What Transit Operator? – Overall Intercity



FAST also predominated for individual lines, with the exception of Line 40, where none of the 4 riders said they would use FAST to reach their destination, and Line 20, where 55% of 40 respondents would use Vacaville City Coach.

Figure 23. If Bus to Destination, What Transit Operator? – By Intercity Line

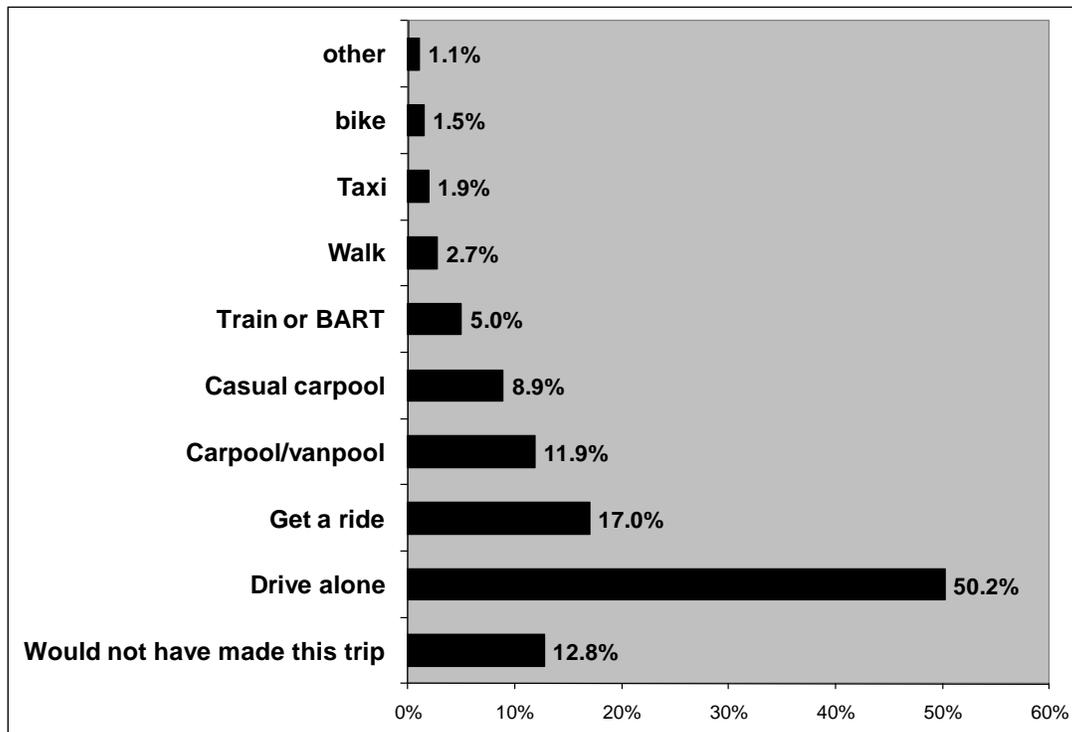
Route Number Operator	Intercity Total	20 n=40	30 n=6	40 n=4	90 n=37
FAST	50.6%	37.5%	75.0%		56.8%
AC Transit	15.9%				27.0%
Vacaville City Coach	13.6%	55.0%	25.0%		2.7%
County Connection	8.1%			75.0%	
Napa VINE	2.7%			25.0%	
Vallejo Transit	2.7%	7.5%			2.7%
Other	6.4%				10.8%

Riders estimated the time to walk from the bus to their final destination as less than the time it took to walk to their bus stop. The 59 riders who provided an estimate of how long they would take to walk to their final destination estimated taking an average of 11.3 minutes overall. The average amount of time ranged from 6.6 minutes for Line 30 to 13.8 minutes for Line 20.

How Trip Would Have Been Made Without the Bus

About one-eighth of riders said they would not have made the trip if their FAST bus had not been available, but riders were more likely to say they would have driven alone (50.2%). Far fewer said they would have gotten a ride (17%) or used a carpool (11.9%). Fewer than 9% said they would have used other transportation modes.

Figure 24. How Trip Made if Bus Not Available? – Overall Intercity



Percentages >100% because multiple responses were accepted

The percentage of respondents who would not have made the trip ranged from 5.6% for Line 40 to 29.9% for Line 20, while the percentage who would driven alone ranged from 9.4% for Line 20 to more than 50% for Lines 30, 40 and 90. While 10.3% of Line 20 riders would have walked, fewer than 2% of riders on any other line would have done so.

Figure 25. How Trip Made if Bus Not Available? – By Intercity Line

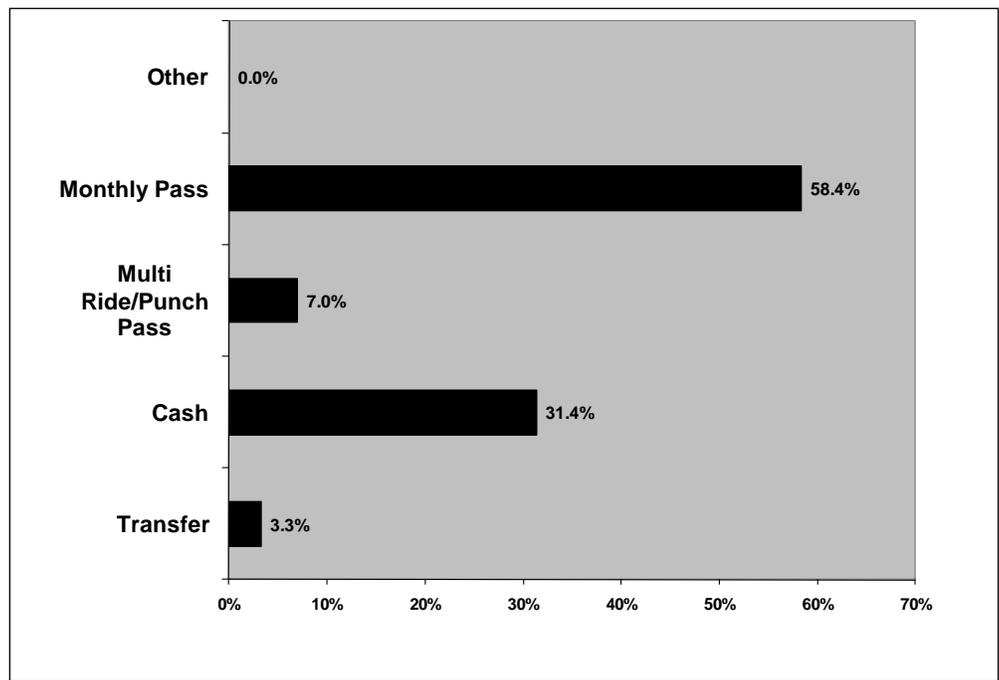
Route Number	Intercity	20	30	40	90
Alternate mode	Total	n=117	n=131	n=89	n=419
Would not have made this trip	12.8%	29.9%	14.5%	5.6%	9.3%
Drive alone	50.2%	9.4%	59.5%	67.4%	54.9%
Get a ride	17.0%	45.3%	10.7%	12.4%	12.4%
Casual carpool	8.9%	1.7%	3.1%	6.7%	12.6%
Carpool/vanpool	11.9%	2.6%	13.0%	11.2%	14.1%
Walk	2.7%	10.3%	1.5%	1.1%	1.4%
Taxi	1.9%	8.5%	1.5%		0.7%
Train	5.0%	2.6%	4.6%	1.1%	6.4%
Bike	1.5%	6.8%	3.1%		
Other	1.1%	0.9%	0.8%	1.1%	1.2%

Percentages >100% because multiple responses were accepted

How Fare Paid

Riders were also asked how they had paid their fare, and whether they had paid an adult, senior/disabled, or student fare. Results indicate that well over half (58.4%) of riders used a monthly pass, while 31.4% paid with cash and 3.3% used by transfer. Only 7% used a multi-ride/punch pass. Only 7% used a multi-ride/punch pass.

Figure 26. How Did You Pay Your Fare for this Trip? – Overall Intercity



While monthly passes were the dominant form of payment on most lines, cash accounted for 65.8% of payments on Line 20. Line 20 also had the highest share of transfers (10%), while Line 40 had no transfers.

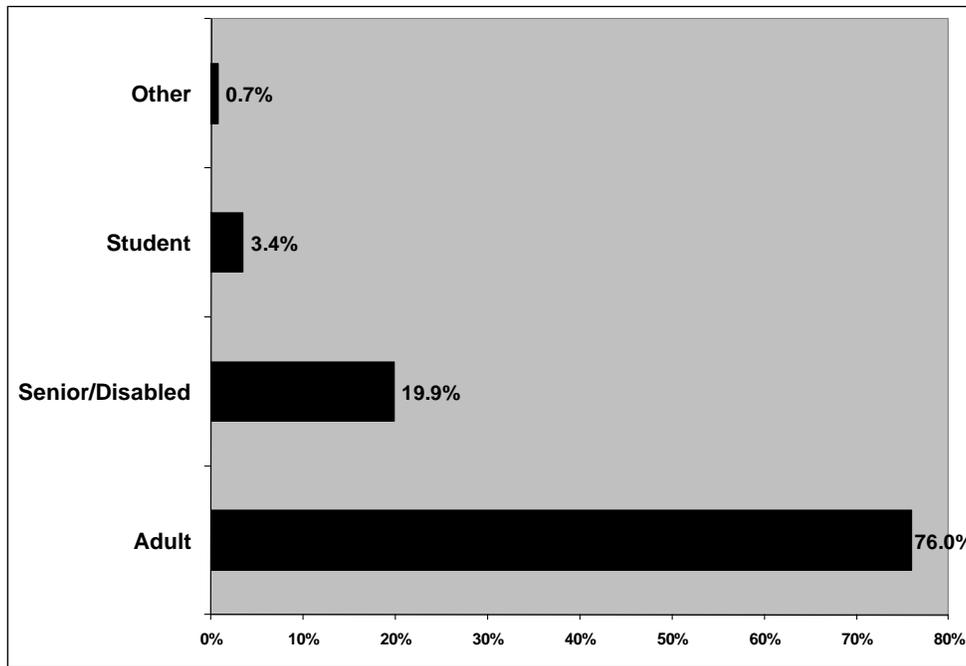
Figure 27. How Did You Pay Your Fare for this Trip? – By Intercity Line

Route Number	Intercity	20	30	40	90
Payment method	Total	n=120	n=129	n=91	n=415
Transfer	3.3%	10.0%	1.6%		2.7%
Cash	31.4%	65.8%	20.9%	25.3%	26.5%
Multi Ride/Punch Pass	7.0%	5.0%	6.2%	11.0%	7.0%
Monthly Pass	58.4%	19.2%	71.3%	63.7%	63.9%

Type of Fare

Adult fares accounted for 76% of those paid by FAST intercity riders, while the percentage of senior/disabled fares outnumbered student fares more than 5:1.

Figure 28. Type of Fare – Overall Intercity



Adult fares were the most common for all intercity lines, with riders on Line 20 reporting the lowest percentage (63%) and Line 90 the highest (81.6%). Line 20 had the highest percentage of riders who paid senior/disabled fares (26.1%) and student fares (10.9%).

Figure 29. Type of Fare – By Intercity Line

Route Number	Intercity Total	20 n=46	30 n=39	40 n=34	90 n=125
Fare Type					
Adult	76.0%	63.0%	66.7%	76.5%	81.6%
Senior/Disabled	19.9%	26.1%	23.1%	14.7%	18.4%
Student	3.4%	10.9%	7.7%	5.9%	
Other	0.7%		2.6%	2.9%	

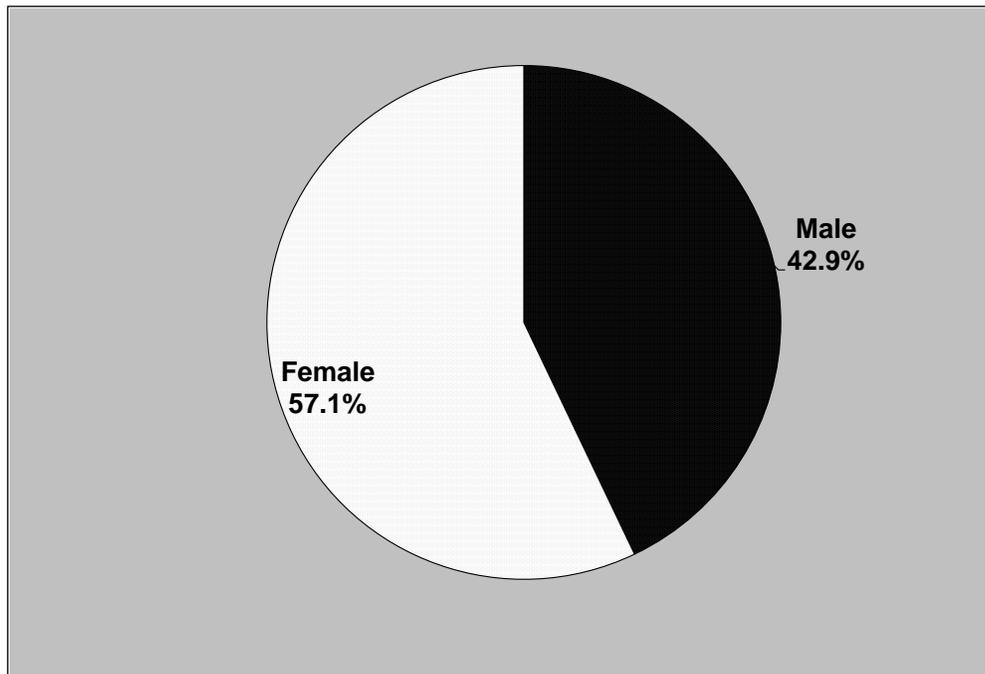
V. Intercity Rider Demographics

The following section examines the demographics, or basic characteristics, of FAST intercity riders. These characteristics include gender, ethnicity, age, employment status, and household income, and help to determine the characteristics of riders on the intercity lines.

Gender

Riders on the FAST intercity lines overall are overwhelmingly female, with males accounting for just 42.9% of survey respondents.

Figure 30. Gender – Overall Intercity



While female passengers were the majority among riders on most lines, males accounted for 47.2% on Line 40.

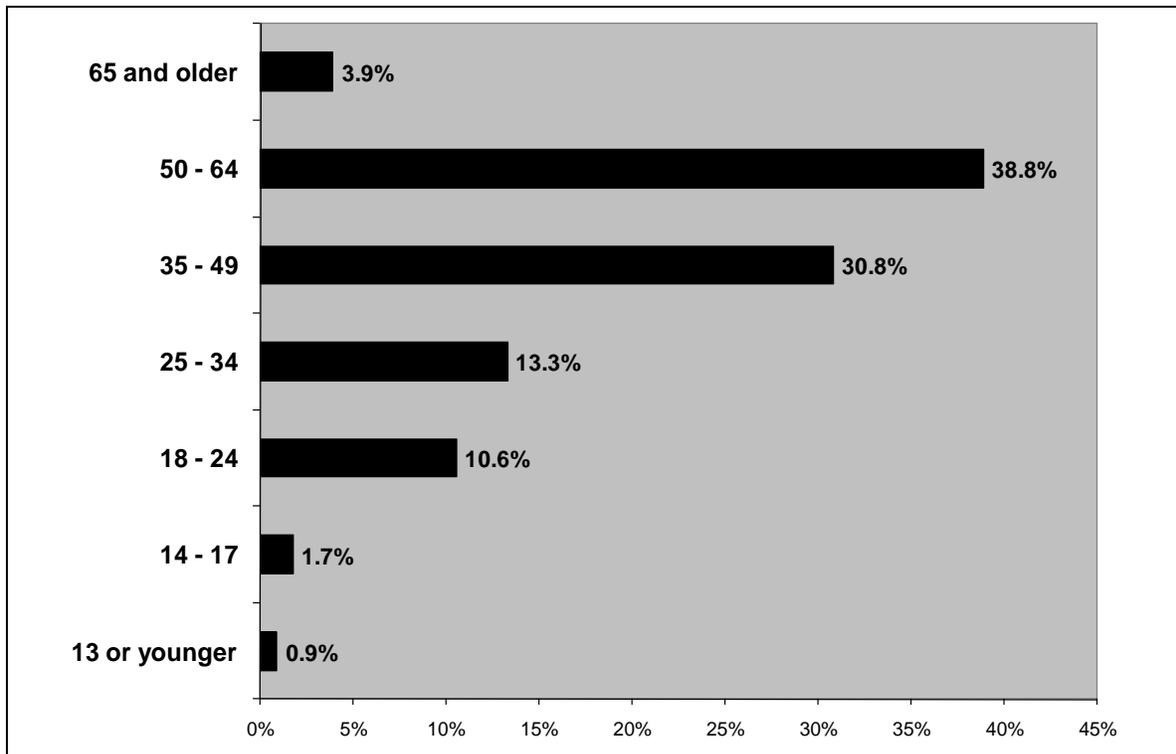
Figure 31. Gender – By Intercity Line

Route Number	Intercity	20	30	40	90
Gender	Total	n=120	n=127	n=89	n=399
Male	42.9%	44.2%	37.0%	47.2%	43.4%
Female	57.1%	55.8%	63.0%	52.8%	56.6%

Age

More than 93% of FAST riders were within the age range of working adults (18 to 64). Seniors 65 and older and riders under 18 each comprise less than 4% of riders, again emphasizing the role of these intercity lines as commuter oriented.

Figure 32. Age – Overall Intercity



The percentage of riders of standard working age was high across intercity lines, but was highest for Line 90 (95.1%). Both Line 20 and Line 30 had almost 9% of riders who were not in the 18-64 age group.

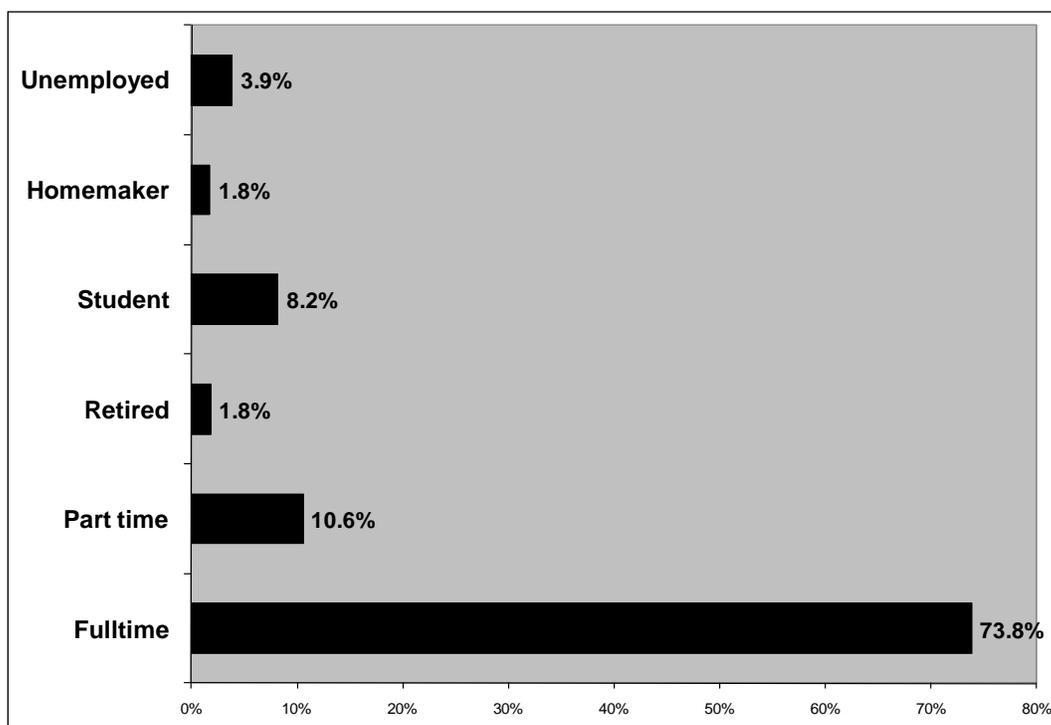
Figure 33. Age – By Intercity Line

Route Number Age	Intercity Total	20 n=123	30 n=130	40 n=89	90 n=411
13 and younger	0.5%		3.3%		0.5%
14 - 17	1.7%	6.5%	2.3%	1.1%	0.5%
18 - 24	10.6%	26.8%	12.3%	3.4%	7.3%
25 - 34	13.3%	15.4%	5.4%	15.7%	14.4%
35 - 49	30.8%	19.5%	26.2%	32.6%	34.5%
50 - 64	38.8%	26.0%	50.0%	42.7%	38.4%
65 and older	3.9%	2.4%	3.1%	4.5%	4.4%

Employment Status

The predominance of working age adults is reflected in the employment status of FAST intercity riders, with 84.4% of riders employed full or part time.

Figure 34. Employment Status – Overall Intercity



Line 40 had the highest percentage of riders who said they were employed full time (90.9%), while Line 20 had the lowest (29.8%). Line 20 also had the highest proportion of students (19.8%) and part time workers (26.4%).

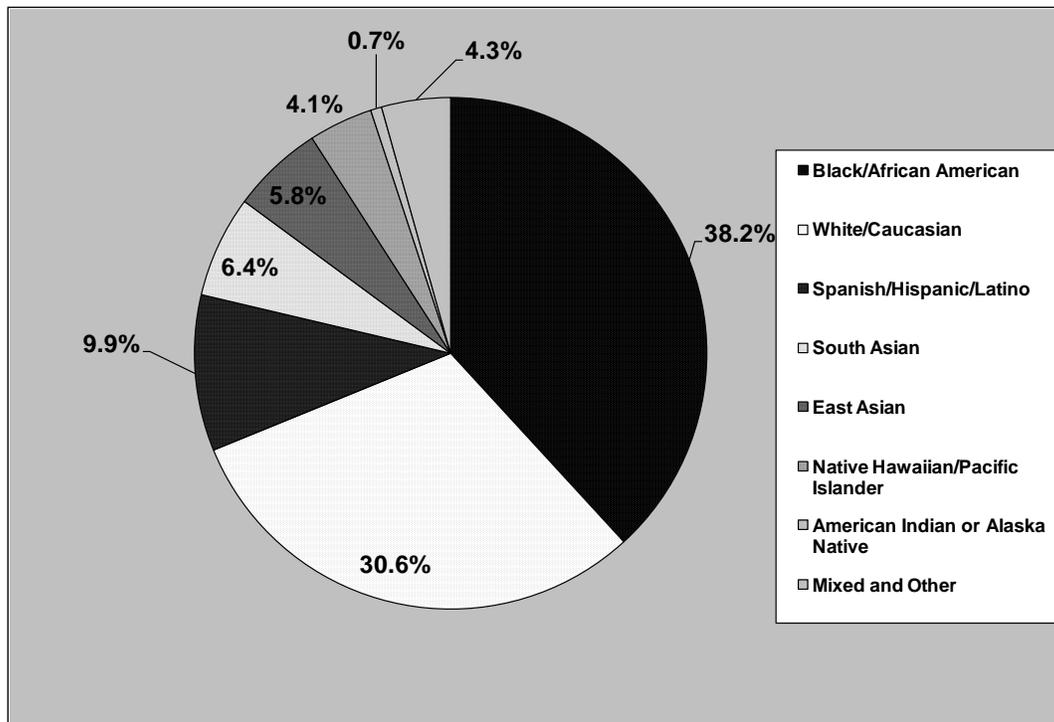
Figure 35. Employment Status – By Intercity Line

Route Number	Intercity	20	30	40	90
Employment status	Total	n=121	n=130	n=88	n=413
Fulltime	73.8%	29.8%	74.6%	90.9%	81.6%
Part time	10.6%	26.4%	3.8%	4.5%	9.4%
Retired	1.8%	4.1%	3.1%		1.2%
Student	8.2%	19.8%	13.8%	2.3%	4.8%
Homemaker	1.8%	5.0%	3.1%	1.1%	0.7%
Unemployed	3.9%	14.9%	1.5%	1.1%	2.2%

Race and Ethnicity

FAST serves a diverse community of riders, with no single group accounting for as much as 40% of ridership. The largest single ethnic group among FAST intercity riders were African-Americans (38.2%), followed by white/Caucasian (30.6%) and Spanish/Latino riders (9.9%). South and East Asian riders together accounted for 12.2%, while 4.1% of riders classified themselves as native Hawaiian/Pacific Islander and 4.3% of riders reported that they were in an “other” category of race or ethnicity.

Figure 36. Race and Ethnicity – Overall Intercity



Among the individual FAST lines, Line 40 had more than 40% white/ Caucasian riders (42.5%), while Line 90 had 41.3% African American riders. No single ethnic group

accounted for more than half of riders on any. Line 20 had the highest percentage of Latino riders (19.6%).

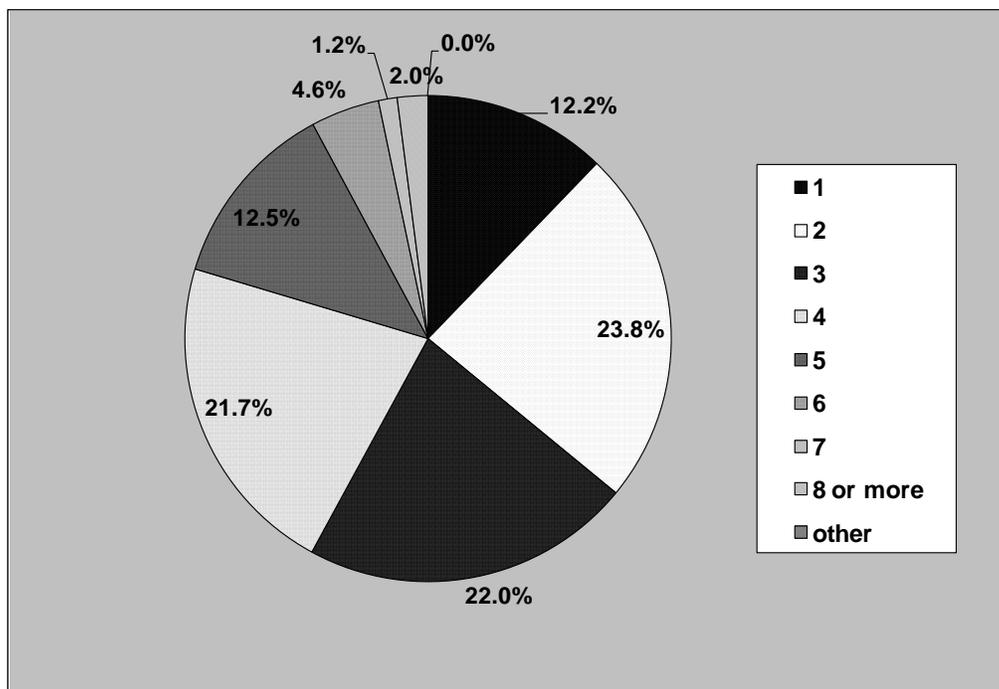
Figure 37. Race and Ethnicity – By Intercity Line

Route Number	Intercity	20	30	40	90
Race or ethnicity	Total	n=112	n=119	n=80	n=380
Black/African American	38.2%	39.3%	33.6%	26.3%	41.3%
White/Caucasian	30.6%	31.3%	36.1%	42.5%	26.8%
Spanish/Hispanic/Latino	9.9%	19.6%	6.7%	8.8%	8.4%
South Asian	6.4%	1.8%	3.4%	5.0%	8.7%
East Asian	5.8%	0.9%	9.2%	7.5%	5.8%
Native Hawaiian/Pacific Islander	4.1%	3.6%	3.4%	6.3%	3.9%
American Indian/Alaska Native	0.7%		2.5%		0.5%
Other	4.3%	3.6%	5.0%	3.8%	4.5%

Household Size

More than three-fourths of FAST riders live in households with four or fewer people, while fewer than 8% live in households of six or more. The largest single group of respondents was those who live in 2-person households (23.8%), although almost as many live in 3-person (22.0%) or 4-person (21.7%) households.

Figure 38. Household Size – Overall Intercity



Among individual lines, Line 20 and Line 40 both had more than 40% of riders from 1- and 2-person households, while Line 20 also had the most households with 5 or more people (27.3%). Line 90 had the fewest one-person households (9.3%).

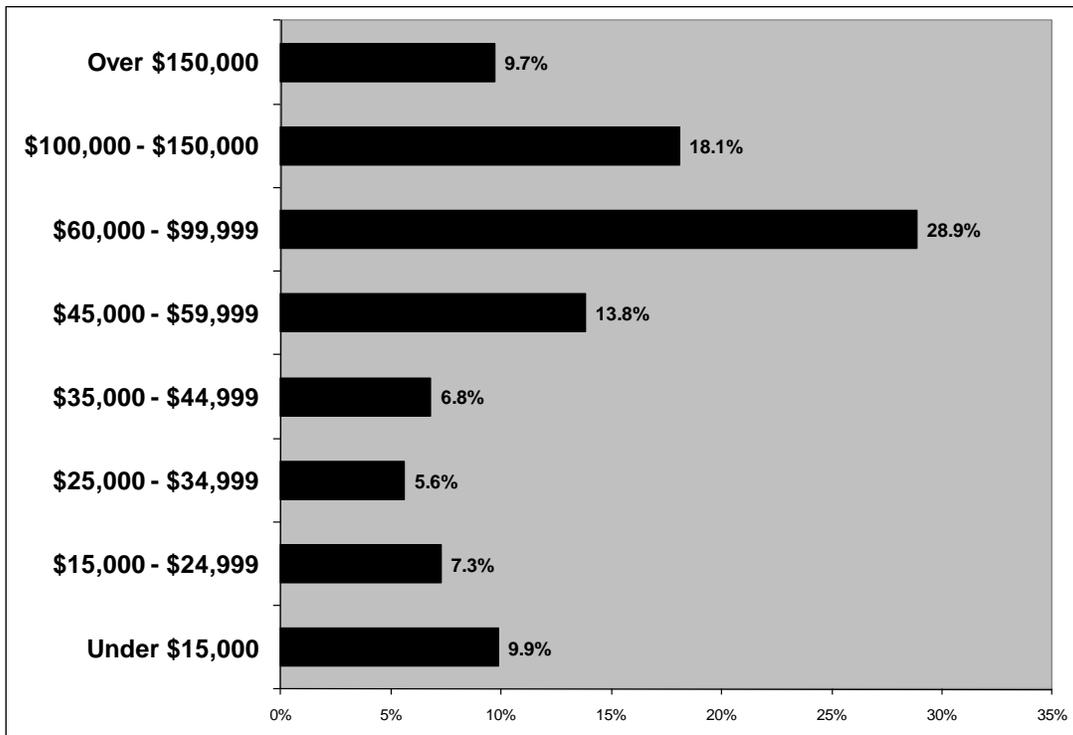
Figure 39. Household Size – By Intercity Line

Route Number Household size	Intercity Total	20 n=110	30 n=128	40 n=85	90 n=387
1	12.2%	23.6%	12.5%	11.8%	9.3%
2	23.8%	20.0%	22.5%	30.6%	23.8%
3	22.0%	17.3%	26.7%	17.6%	22.7%
4	21.7%	11.8%	22.5%	20.0%	24.3%
5	12.5%	17.3%	7.5%	15.3%	12.1%
6	4.6%	8.2%	3.3%	2.4%	4.4%
7	1.2%	1.8%	2.5%	1.2%	0.8%
8 or more	2.0%		2.5%	1.2%	2.6%

Household Income

Among those respondents who willing and able to report their income (about two-thirds of the total), well over half (56.7%) had incomes higher than \$60,000. Fewer than 24% of intercity FAST riders reported a household income of less than \$35,000 per year.

Figure 40. Income – Overall Intercity



Lines 40 and 90 both had more than 65% of riders with incomes above \$60,000. In contrast, Line 20 had only 13.4% of respondents at that income level. While 65.9% of Line 20 riders reported incomes below \$25,000, only 5.3% of Line 40 riders did so.

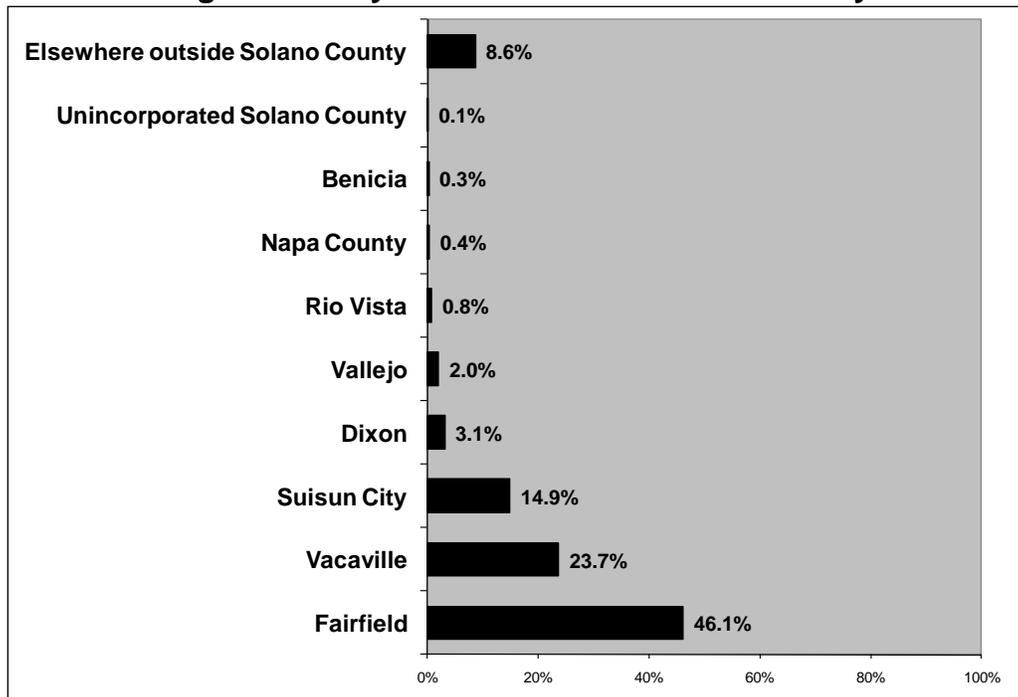
Figure 41. Income – By Intercity Line

Route Number	Intercity	20 n=82	30 n=108	40 n=75	90 n=341
Income	Total				
Under \$15,000	9.9%	42.7%	6.5%	4.0%	3.5%
\$15,000 - \$24,999	7.3%	23.2%	3.7%	1.3%	5.3%
\$25,000 - \$34,999	5.6%	8.5%	7.4%	4.0%	4.7%
\$35,000 - \$44,999	6.8%	7.3%	13.0%	4.0%	5.6%
\$45,000 - \$59,999	13.8%	4.9%	18.5%	21.3%	13.5%
\$60,000 - \$99,999	28.9%	6.1%	32.4%	33.3%	32.8%
\$100,000 - \$150,000	18.1%	3.7%	12.0%	25.3%	22.0%
Over \$150,000	9.7%	3.7%	6.5%	6.7%	12.6%

City of Residence

Among intercity riders on the FAST system, 39% live outside Fairfield and Suisun City, including 23.7% in Vacaville and 3.1% in Dixon. No other jurisdiction accounted for more than 2% of riders overall, although almost 9% live outside Solano County.

Figure 42. City of Residence – Overall Intercity



Among intercity passengers, 54.7% of Line 90 respondents said they live in Fairfield, with an additional 18.3% living in Suisun City. Line 30 had the highest percentage (68.9%) living outside Fairfield and Suisun City, including 30.3% in Vacaville, 15.2% in Dixon and 12.9% in Napa County or elsewhere outside Solano County.

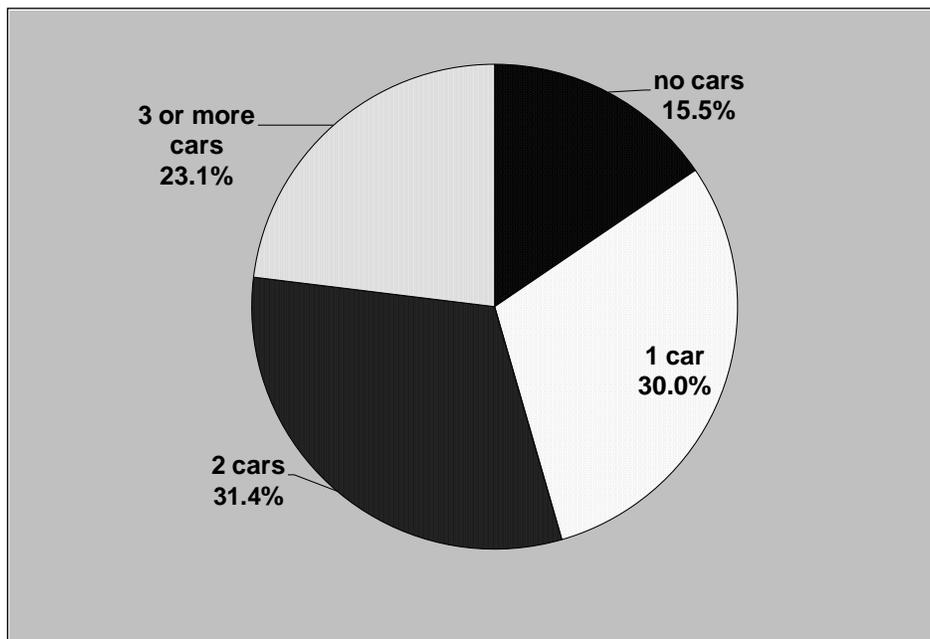
Figure 43. City of Residence – By Intercity Line

Route Number	Intercity	20 n=121	30 n=132	40 n=93	90 n=426
City of residence	Total				
Fairfield	46.1%	37.2%	25.8%	40.9%	54.7%
Vacaville	23.7%	47.1%	30.3%	21.5%	16.4%
Suisun City	14.9%	7.4%	5.3%	20.4%	18.3%
Dixon	3.1%		15.2%	2.2%	0.9%
Vallejo	2.0%	2.5%	8.3%	2.2%	0.2%
Rio Vista	0.8%	0.8%	1.5%		0.7%
Napa County	0.4%		1.5%		0.2%
Benicia	0.3%			1.1%	0.2%
Unincorporated Solano County	0.1%		0.8%		
Elsewhere outside Solano County	8.6%	5.0%	11.4%	11.8%	8.2%

Cars in Household

Only 15.5% of FAST riders have no household car, while almost 55% have two or more cars in the household, suggesting that most intercity riders have options other than riding the bus.

Figure 44. Car Ownership – Overall Intercity



The percentage of households with no cars ranged from just 8.9% for Line 40 to 41.3% for Line 20. Similarly, more than 60% of Line 40 and Line 90 riders had two or more cars, compared to only 24.7% of Line 20 riders. It appears that intercity riders on most routes are choosing to use the bus rather than being forced to do so. (Recall that more than half the riders on Lines 30, 40 and 90 said they would have driven alone if this bus had not been available.)

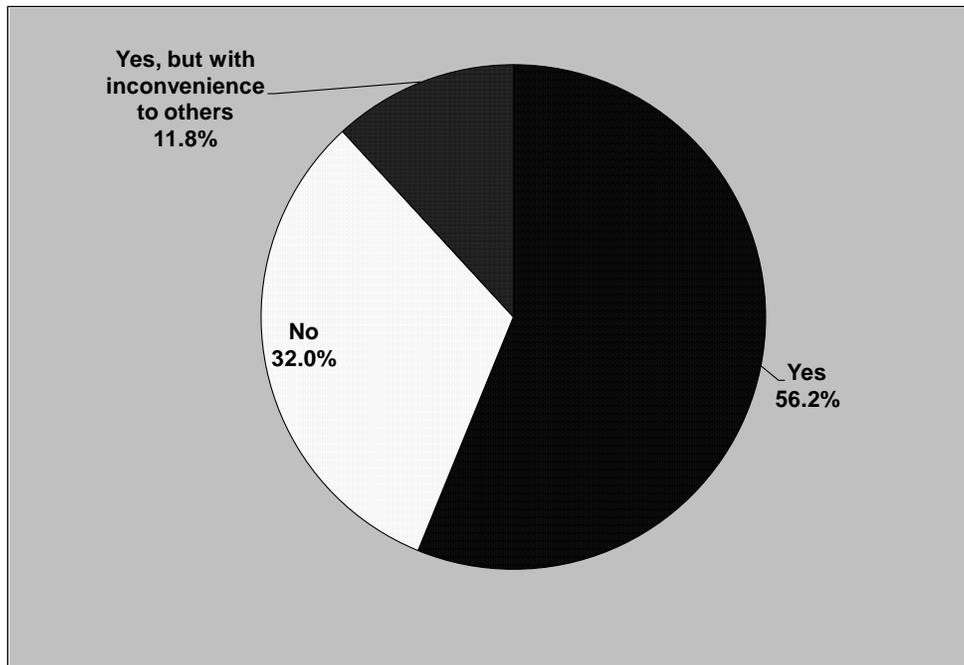
Figure 45. Car Ownership – By Intercity Line

Route Number	Intercity	20	30	40	90
No. of cars	Total	n=121	n=130	n=90	n=418
none	15.5%	41.3%	12.3%	8.9%	11.0%
1	30.0%	33.9%	36.9%	30.0%	27.3%
2	31.4%	14.0%	30.0%	35.6%	35.4%
3 or more	23.1%	10.7%	20.8%	25.6%	26.3%

Could Car Have Been Used for this Trip?

When respondents were asked if a car could have been used for this trip, the percentage of intercity riders with two or more cars in their household (54.5%) closely matches the percentage who said that a car could have been used for this trip (56.2%). Another 11.8% said that a car was available, but it would have involved inconveniencing others – presumably including parents for many of the student riders who were surveyed. Almost one-third of respondents said that was not available for their trip.

Figure 46. Was Car Available? – Overall Intercity



Results for individual lines confirm that riders on intercity Lines 30, 40 and 90 are riding the bus by choice rather than of necessity. In contrast, Line 20 – also an intercity route – has a much higher percentages of riders who did not have a car available for this trip.

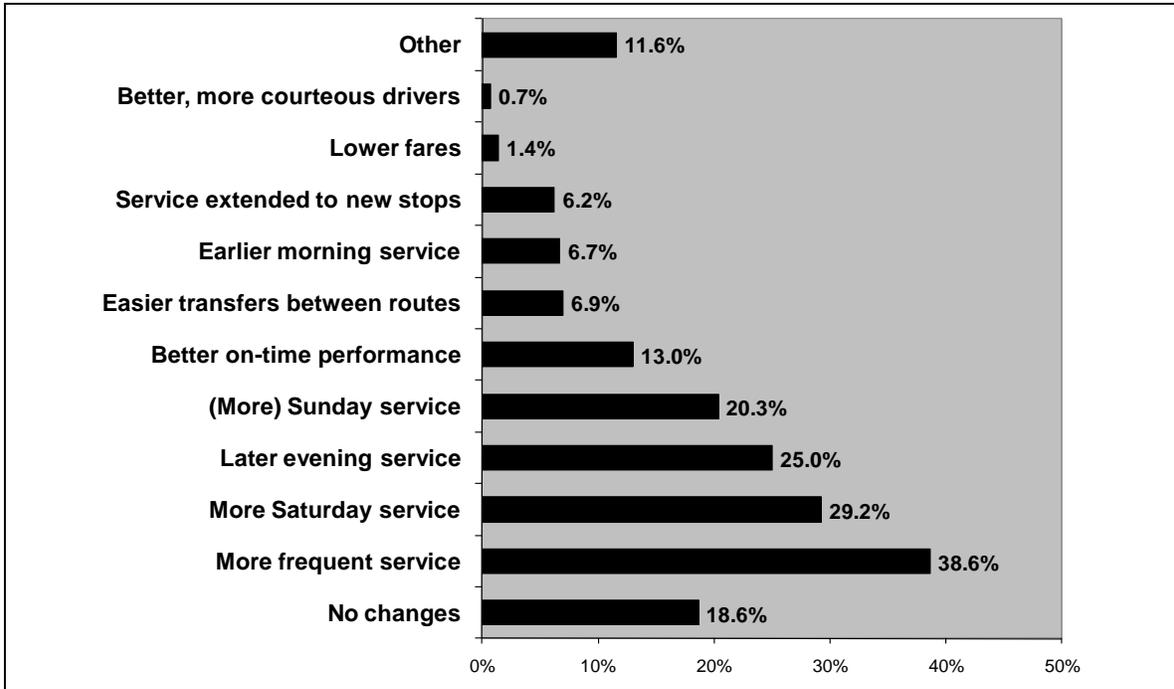
Figure 47. Was Car Available? – By Intercity Line

Route Number	Intercity	20	30	40	90
Car available?	Total	n=120	n=132	n=91	n=420
Yes	56.2%	14.2%	59.1%	60.4%	65.2%
No	32.0%	81.7%	28.8%	23.1%	21.9%
Yes, but inconveniences others	11.8%	4.2%	12.1%	16.5%	12.9%

VI. Quality of Service

Overall, 137 of the 732 surveyed FAST intercity riders who responded to this question (18.6%) said there were no changes they would like to see to the line they were on; another 55 (7.5%) did not provide any response to the question, indicating that they too, had no suggestions to offer. Relatively few riders offered suggestions for improvement to existing service other than better on-time performance, suggested by 13% of respondents. Most rider suggestions involved extending service, particularly more frequent service (38.6%), more Saturday service (29.2%), later evening service (25.0%), and Sunday service (20.3%). Only 6-7% of riders proposed earlier morning service, easier transfers or service extended to new stops. Some wrote in suggestions, including 1.4% who said lower fares and 0.7% asking for better, more courteous drivers.

Figure 48. What Changes* Would You Like to See? – Overall Intercity



*Multiple responses were accepted

By line, the percentage of riders saying that there were no changes they wanted to see ranged from a low of 11.6% for Line 40 to a high of 23.3% for Line 20. Almost 60% of riders on Line 40 said they would like to see more frequent service, and more than one-third of riders expressed interest in Saturday service on Line 90. Line 30 had the highest percentage suggesting better on-time performance (25.2%), while Line 20 had the highest percentage of riders who wanted to see later evening service (40%).

Figure 49. What Changes Would You Like to See? – By Intercity Line

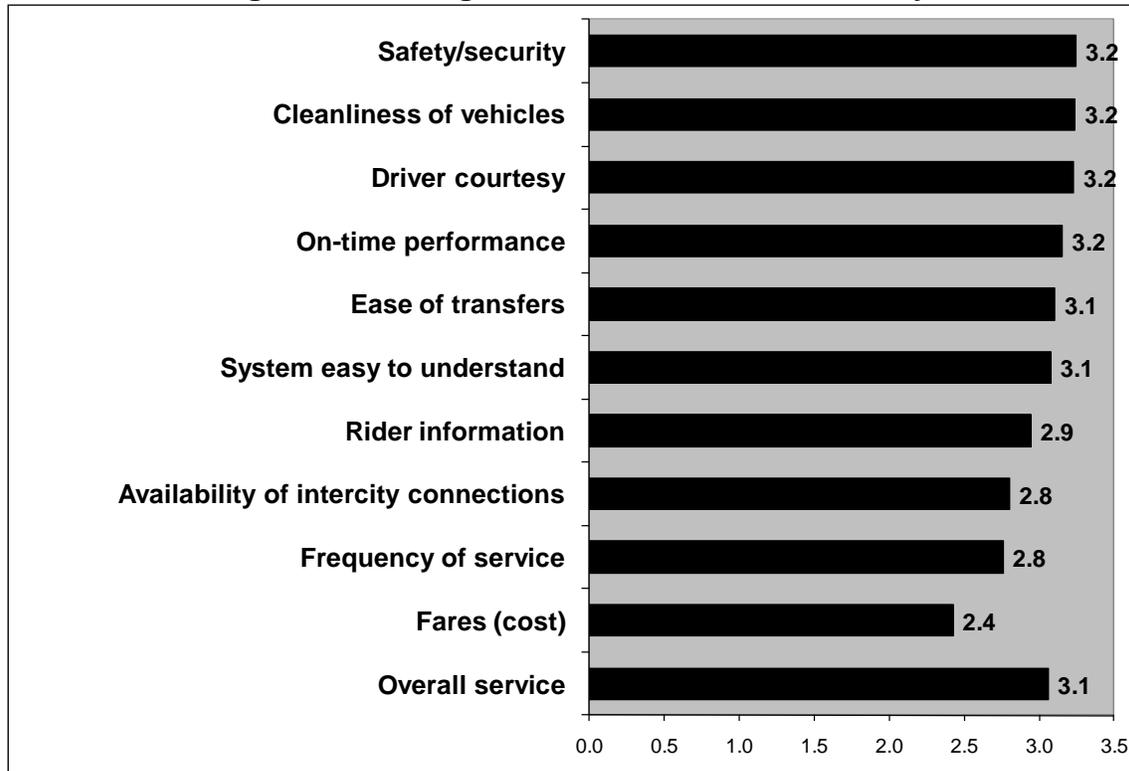
Route Number Suggested changes	Intercity Total	20 n=120	30 n=123	40 n=83	90 n=406
No changes	18.6%	23.3%	18.7%	11.6%	18.7%
More frequent service	38.6%	26.7%	44.7%	59.3%	36.2%
More Saturday service	29.2%	22.5%	19.5%	18.6%	35.5%
Later evening service	25.0%	40.0%	12.2%	12.8%	26.8%
(More) Sunday service	20.3%	37.5%	11.4%	10.5%	20.2%
Better on-time performance	13.0%	11.7%	25.2%	9.3%	10.8%
Easier transfers between routes	6.9%	13.3%	5.7%	8.1%	5.4%
Earlier morning service	6.7%	19.2%	8.9%	9.3%	2.5%
Service extended to new stops	6.2%	4.2%	7.3%	9.3%	5.9%
Lower fares	1.4%	1.7%	0.8%	1.2%	1.5%
Better, more courteous drivers	0.7%	0.8%	0.8%		0.7%
Other	11.6%	4.2%	17.1%	14.0%	11.6%

Percentages >100% because multiple responses were accepted

Rating of Service

Survey respondents were asked to rate a variety of service elements on their bus line as excellent, good, fair, or poor. In addition to the overall breakdown of responses for each category, mean ratings were calculated by assigning a value of 4 to excellent, 3 to good, 2 to fair, and 1 to poor and the averaging the results. Overall, intercity riders gave good ratings to most service elements, with most ratings averaging between 2.9 and 3.1 (i.e., “good”) and overall service averaging 3.1. Only rider information, availability of connections, frequency of service and fares received ratings below 3.0, with the latter receiving the lowest rating of 2.4.

Figure 50. Ratings of Service – Overall Intercity



Overall results are repeated in the exhibit for individual lines, and several ratings are sufficiently different from the overall average to be of interest, including:

- The much lower rating for on-time performance by Line 30 riders than any other line, which mirrors the high percentage of that line’s riders suggesting improved on-time performance noted above
- The higher than average ratings given by Line 40 riders for driver courtesy, bus cleanliness, and safety and security
- The somewhat lower than average rating given by Line 30 riders for frequency of service.
- The 61.6% “excellent” ratings for driver courtesy on Line 40.

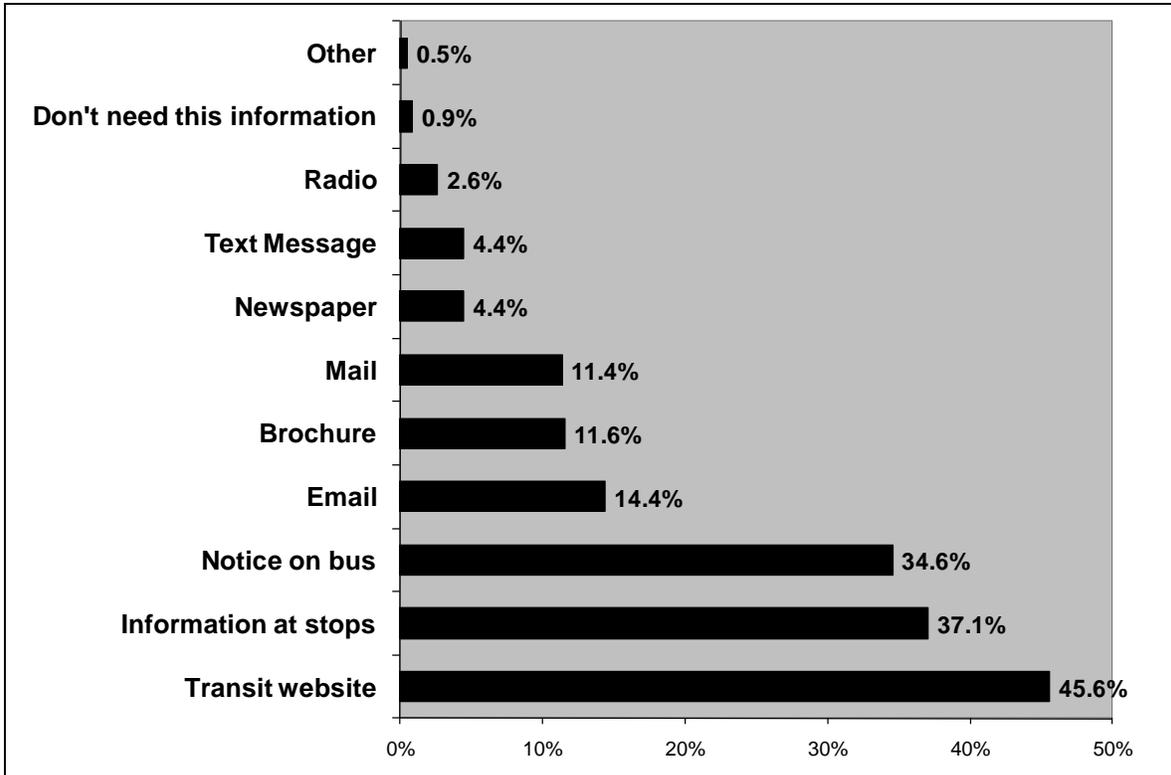
Figure 51. Ratings of Service – Overall and by Intercity Line

Route Number Service attribute	Intercity Total	20	30	40	90
On-time performance	n=729	n=112	n=125	n=87	n=405
Excellent = 4	38.1%	33.9%	17.6%	51.7%	42.0%
Good = 3	43.7%	44.6%	40.8%	40.2%	44.9%
Fair = 2	13.9%	20.5%	24.0%	6.9%	10.9%
Poor = 1	4.3%	0.9%	17.6%	1.1%	2.2%
AVERAGE	3.16	3.1	2.6	3.4	3.3
Frequency of service	n=708	n=109	n=121	n=84	n=394
Excellent = 4	20.0%	19.3%	10.7%	14.3%	23.6%
Good = 3	45.0%	47.7%	36.4%	40.5%	47.5%
Fair = 2	26.0%	25.7%	32.2%	33.3%	23.1%
Poor = 1	9.0%	7.3%	20.7%	11.9%	5.8%
AVERAGE	2.76	2.8	2.4	2.6	2.9
Driver courtesy	n=708	n=105	n=121	n=86	n=396
Excellent = 4	42.6%	39.0%	38.8%	61.6%	40.9%
Good = 3	41.5%	41.0%	48.8%	34.9%	40.9%
Fair = 2	12.5%	14.3%	8.3%	3.5%	14.9%
Poor = 1	3.4%	5.7%	4.1%		3.3%
AVERAGE	3.23	3.1	3.2	3.6	3.2
Rider information	n=669	n=105	n=106	n=80	n=378
Excellent = 4	25.4%	29.5%	18.9%	27.5%	25.7%
Good = 3	48.6%	47.6%	48.1%	50.0%	48.7%
Fair = 2	21.1%	18.1%	24.5%	20.0%	21.2%
Poor = 1	4.9%	4.8%	8.5%	2.5%	4.5%
AVERAGE	2.94	3.0	2.8	3.0	3.0
Cleanliness of vehicles	n=725	n=112	n=121	n=87	n=405
Excellent = 4	39.4%	32.1%	38.0%	50.6%	39.5%
Good = 3	46.4%	44.6%	50.4%	46.0%	45.9%
Fair = 2	13.1%	21.4%	10.7%	3.4%	13.3%
Poor = 1	1.1%	1.8%	0.8%		1.2%
AVERAGE	3.24	3.1	3.3	3.5	3.2
Safety/security	n=684	n=102	n=116	n=85	n=381
Excellent = 4	36.9%	41.2%	29.3%	49.4%	35.4%
Good = 3	51.9%	42.2%	59.5%	47.1%	53.3%
Fair = 2	10.2%	15.7%	10.3%	3.5%	10.0%
Poor = 1	1.1%	1.0%	0.9%		1.3%
AVERAGE	3.25	3.2	3.2	3.5	3.2
Ease of transfers	n=568	n=107	n=68	n=68	n=325
Excellent = 4	34.2%	34.6%	30.9%	35.3%	34.8%
Good = 3	45.4%	43.0%	45.6%	44.1%	46.2%
Fair = 2	17.2%	17.8%	22.1%	17.6%	15.7%
Poor = 1	3.2%	4.7%	1.5%	2.9%	3.4%
AVERAGE	3.11	3.1	3.1	3.1	3.1
Availability of intercity con	n=536	n=100	n=76	n=57	n=303
Excellent = 4	24.5%	27.0%	22.4%	24.6%	24.4%
Good = 3	41.9%	44.0%	42.1%	38.6%	41.9%
Fair = 2	22.9%	26.0%	15.8%	26.3%	23.4%
Poor = 1	10.7%	3.0%	19.7%	10.5%	10.2%
AVERAGE	2.80	3.0	2.7	2.8	2.8
System easy to understand	n=682	n=108	n=110	n=83	n=381
Excellent = 4	29.9%	37.0%	20.0%	30.1%	30.7%
Good = 3	50.2%	44.4%	54.5%	50.6%	50.4%
Fair = 2	17.6%	15.7%	22.7%	16.9%	16.8%
Poor = 1	2.3%	2.8%	2.7%	2.4%	2.1%
AVERAGE	3.08	3.2	2.9	3.1	3.1
Fares (cost)	n=704	n=108	n=122	n=85	n=389
Excellent = 4	12.3%	16.7%	10.7%	12.9%	11.6%
Good = 3	32.7%	38.0%	30.3%	36.5%	31.4%
Fair = 2	40.1%	34.3%	42.6%	45.9%	39.8%
Poor = 1	14.8%	11.1%	16.4%	4.7%	17.2%
AVERAGE	2.43	2.6	2.4	2.6	2.4
Overall service	n=703	n=104	n=117	n=87	n=395
Excellent = 4	25.8%	30.8%	17.1%	31.0%	25.8%
Good = 3	55.3%	53.8%	55.6%	64.4%	53.9%
Fair = 2	18.1%	13.5%	26.5%	4.6%	19.5%
Poor = 1	0.9%	1.9%	0.9%		0.8%
AVERAGE	3.06	3.1	2.9	3.3	3.0

Preferred Means of Receiving Information

Riders were also asked to choose from a variety of ways to receive transit information (with more than one response possible.) Among the 695 intercity riders who answered this question, the preference was information either electronically, via website (45.6%), email (14.4%) or text message (4.4%), or “in the field” – either at bus stops (37.1%) or on the buses themselves (34.6%). Mail (11.4%) and brochures (11.6%) were the only other information sources cited by more than 5% of respondents. Six riders (0.9%) of all those who responded said they did not need this information.

Figure 52. Preferred Sources of Transit Information* – Overall Intercity



*Multiple responses were accepted

Among individual lines, Line 20 riders had the lowest percentages interested in information from the website (31.1%) or email (9.4%), but the highest percentage interested in information via text message (10.4%). Line 20 also had the highest percentage interest in information at bus stops (42.5%) but the lowest percentage interest in information on the bus (23.6%). Only Line 40 had a higher percentage of riders wanting information via electronic media (website, email, text message) than via information on buses or at stops (67.9% vs. 63.0%). Interest in other “traditional” information media (brochure, mail, newspaper, radio) was highest among Line 20 riders (42.5%) and lowest among Line 90 riders (25.6%).

Figure 53. Preferred Sources of Transit Information – By Intercity Line

Route Number Information source	Intercity Total	20 n=106	30 n=118	40 n=81	90 n=390
Transit website	45.6%	31.1%	48.3%	54.3%	46.9%
Information at stops	37.1%	42.5%	33.9%	30.9%	37.7%
Notice on bus	34.6%	23.6%	39.8%	32.1%	36.4%
Email	14.4%	9.4%	17.8%	11.1%	15.4%
Brochure	11.6%	15.1%	10.2%	17.3%	10.0%
Mail	11.4%	20.8%	11.9%	14.8%	8.2%
Newspaper	4.4%	6.6%	5.9%	2.5%	3.8%
Text Message	4.4%	10.4%	4.2%	2.5%	3.3%
Radio	2.6%		3.4%		3.6%
Don't need this information	0.9%	0.9%	1.7%		0.8%
Other	0.5%		1.4%	0.7%	0.3%

* Multiple responses accepted

VII. Summary of Rider Comments

In addition to being asked for their interest in the suggestions discussed above, respondents were given an opportunity to provide any other comments they would like to offer regarding service on their Fairfield Suisun Transit line. Comments offered by riders on each line are discussed below, and a complete listing of suggestions is provided in an appendix.

Line 20

Among Line 20 riders, earlier, later, and more frequent service, including Sunday service, were the most often offered suggestions. Typical comments included:

- Vacaville buses need more hours to work.
- Later evening service will be so good.
- Thankful it's always on time and I like that. I wish it could run a little earlier.
- You should have bus service on Sundays and close later on Saturdays.
- Please try and operate the 20 on Sundays. Maybe do a test ridership for a couple of months and evaluate? Just a thought.
- Have service until 10 pm and Sunday service
- Buses should have Saturday and Sunday and holiday services for people who depend on public transportation.

Four line 20 riders asked for more frequent service, commenting that:

- Need to have buses run every 30-40 min after the hour.
- The 20 should have two buses one that runs on the hour and one that runs on the 1/2 hour so people won't have to leave an hr 1/2 early just to get to work.
- There should be a 30 minute turn around for bus 20 to go to Vacaville for #4 Vacaville Coach connection and also other Fairfield connections on time.
- I think bus should run every 2 hrs on Saturday.

Among other topics, Line 20 suggestions addressed fares ("Too high" and "Please don't raise fares"), both positive and negative comments about drivers ("Bus drivers of the 20 in general do not handle people very well", "bus driver is always rude", "the drivers are very pleasant and understanding."), and issues related to transfers ("Need better connections to and from Vacaville with more time between transfers.")

Line 30

For Line 30 riders, suggestions most often involved more frequent or expanded service (offered by 8 riders), lower fares (5 respondents), better on time performance (5), and driver issues (4 positive, 4 negative).

Six riders specifically asked for a separate evening bus to UC Davis, with the following comments:

- Would be nice if we had a direct UC Davis bus in the evening that didn't stop in Sacramento. The bus is usually pretty full in the evening at the first UC Davis stop.

- Bus is packed at night, 5:20 bus, and sometimes do not get a seat on 30 bus to Sacramento. Workers who come on take up additional seating including extra for their bags.
- Bus is crowded in evening. Don't stop in Sacramento; people are rude and don't share space.
- Special UC Davis only evening bus. Bus from Sac to UC Davis is full and riders are sometimes rude. UC Davis riders would like an evening express for UC Davis campus only.
- Route 30 Davis is getting crowded in the evening. UC Davis route needs its own bus that doesn't serve Sac.
- Bring back UC Davis service without Sacramento, and riders constantly take up two seats; you have to ask someone to move their belongings so you can sit down.

Several riders pointed out that having two Line 30 buses in the morning creates confusion.

- Confusion. There are 2 route 30 buses that arrive within 4 min of each other in Vacaville in the morning.
- Better route numbers. Identify buses, have two route #30 buses; confuses first timers -- make Davis route a different number.
- Have separate # for 30 bus, confuses people having 2 - 30's

Other miscellaneous Line 30 comments addressed a variety of issues, including the following.

- Bus is cold in the morning; TV not working most of the time.
- Better bike racks.
- Teach bus drivers how to operate passenger comfort equipment -- overhead air should always be on full blast as it can be controlled by each individual passenger.
- Want to be able to buy passes on bus first of month, real hassle getting passes. Must drive to Fairfield to get at the mall.
- When wheelchair set up is needed drivers do not put chair back in its original position. This needs to stop!

Line 40

Line 40 riders offered relatively fewer comments, perhaps reflecting the high level of satisfaction riders on this line indicated in their rating of service, as discussed above. Those comments that were provided focused on earlier and later service, more frequent service, and more or added stops or routes. Sample comments included:

- I would use this more if it ran later and earlier and possibly make it my permanent method of transportation.
- There should be an earlier route back to Fairfield
- Don't understand why buses from Vacaville are 1 hour 12 minutes apart in morning
- A bus stop on Sunset Ave in Suisun City
- Would like direct service to Solano College.

In addition, three Line 40 riders expressed their satisfaction with their current driver and contrasted that with drivers they had in the past. For example:

- In the recent past our drivers have been unprofessional and late. Currently we have an excellent driver. Stop rotating the drivers, our comfort and timeliness is very important.
- We really like our driver (7.30am/5.10pm) and wish the other drivers we have had in past were like him. He's very professional

Miscellaneous other comments asked for fare discounts for frequent riders and weekly passes, complained about the lack of TV or excessive heat on the bus, and suggested buses be kept in better condition.

Finally, 5 riders offered praise for the Line 40 service, with comments like “this is a great service,” “It’s been a lifesaver,” and “perfect.”

Line 90

With by far the most riders interviewed, Line 90 also had the largest volume of final comments and suggestions, and a full listing of more than 140 suggestions is provided in an appendix. Overall, however, it should be noted that about 10% of respondents asked for expanded weekend or Sunday service, and that about the same number (10%) offered positive and negative comments regarding drivers.

About 10-11 Line 90 riders had suggestions or complaints regarding the condition of the bus (mostly regarding temperature and operation of the AC, but also about bugs on the bus, a request for seatbelts and 3 requests for TV monitors); more frequent service; and new stops or lines to new destinations.

In addition, 6 to 8 riders had comments regarding improved connections/transfers between buses (or buses and BART), earlier or later service, and the difficulty of finding parking, with several suggesting assigned spots for monthly pass holders. Several riders also asked for better communication to keep passengers informed in case of delays.

Finally, as on all lines, several line 90 riders offered praise and thanks for the high quality of service.

This page intentionally left blank

VIII. FAST Intercity Line Conclusions

Both the survey results and the comments offered by riders indicate that the Fairfield and Suisun Transit system serves a valuable function in providing an alternative to the automobile for commuters. Specifically:

- Most intercity riders ride their FAST bus frequently, with more than 80% reporting that they ride at least 3 days a week and almost 90% riding at least weekly. Almost 70% of respondents have been riders for at least one year, and only 18% started less than six months ago, including 2.1% who were riding for the first time.
- More than half of riders said that their household had two or more cars and that a car was available for this trip without inconveniencing others, indicating that many have the option of using a car for their trip.
- Intercity riders are using FAST for travel primarily between home and work, with 99% of respondents either beginning or ending their current trip at home, while about 80% were coming from or going to work. School was the only other origin or destination accounting for as much as 5%.
- More than 93% of FAST riders were within the age range of working adults (18 to 64) and almost 85% of riders were employed full or part time.
- Demographically, the FAST intercity system serves a diverse community of riders, with no single ethnic group accounting for as much as 40% of ridership. Female riders account for 57% of those surveyed.
- Over 55% of riders had incomes higher than \$60,000, and fewer than 24% reported incomes of less than \$35,000 per year, indicating that these intercity riders, as a group, have substantially higher incomes than local line riders.
- Among intercity riders on FAST system, 39% live outside Fairfield and Suisun City, including 23.7% in Vacaville, 3.1% in Dixon and almost 9% outside Solano County.
- Relatively few riders offered suggestions for improvement to existing service other than better on-time performance, suggested by 13% of respondents, and easier transfers, suggested by about 7%. Most rider suggestions involved extending service, particularly more frequent service (39%), more Saturday service (29%), and later evening service (25%), and Sunday service (20%). This highlights the value that intercity riders attach to the transportation services provided.
- Overall, FAST intercity riders gave good ratings to most service elements, with most ratings averaging between 2.9 and 3.1 (i.e., “good”) and overall service

averaging 3.1. Only rider information, availability of connections, frequency of service and fares received ratings below 3.0, with the latter receiving the lowest rating of 2.4.

IX. Comparisons to 2006 Survey

While the primary focus of this study was to analyze the results of the current ridership survey, we did compare the results to those of a similar study performed in late 2006. Most findings were broadly similar, but we identified some key points of difference with the previous study, including the following:

- Slightly more round trips: 83% in the current survey vs. 81% in 2006.
- Fewer new riders in 2009 (18% riding less than 6 months, compared to 27%) and more long-term riders (45% riding for 3+ years vs. 37.6% in 2006).
- Still primarily commuter orientation, with 99% of respondents either beginning or ending their current trip at home (up from 96% in 2006), while about 80% were coming from or going to work (up from 73%).
- Demographic mix about the same as before, with about the same in the age range of working adults, but somewhat more employed full or part time in 2009 (85.4% vs. 82.7% in 2006), consistent with fewer riders going to or going from school (7.5% in 2009 vs. 10% previously.)
- A higher percentage of households with one or no cars in 2009 (45.5%) than in 2006 (36.5%).
- In the current survey there were fewer riders who suggested improved on-time performance (13% vs. 24%), while ratings were higher both for on-time performance (3.2 vs. 2.9 in 2006) and overall service (3.1 vs. 2.9), but slightly lower for the level of fares (2.4 vs. 2.5).

Appendix 1

Survey Instrument

2009 ON BOARD TRANSIT SURVEY



The Solano Transportation Authority and your local transit operator need you to help improve transit service by answering the questions below and returning this form before you get off the bus. **All responses are CONFIDENTIAL. Please fill out this form only once per day AND FOR THIS ONE-WAY TRIP ONLY.**



1. Is your ONE-WAY trip today part of a ROUND trip on this bus/ferry line?
 Yes No Don't Know

2. Where are you coming from on this ONE-WAY trip?
 Home Shopping/errands
 Work Sports/social/recreation
 School Other (Specify) _____
 Medical Appointment _____

3. What is the location of that place?
 (Specify street address/name or landmark)

Street No. Street Name

Nearest Cross Street

City Zip

4. How did you get to the stop for this bus/ferry?
 Transferred from another bus: Route number? _____
 Transit Operator? Benicia Breeze
 Fairfield and Suisun Transit
 Rio Vista Delta Breeze
 Vacaville City Coach
 Vallejo Transit
 Other (Name: _____)

Transferred from BART

Transferred from Capitol Corridor/AMTRAK/RT

Transferred from Ferry

Walked (How many minutes? _____)

Car as driver (How many miles? _____)

Car as passenger (How many miles? _____)

Rode bicycle (How many miles? _____)

Other (Please describe _____)

5. Where did you board this bus/ferry?
 (Specify street address/name or landmark)

Street No. Street Name

Nearest Cross Street

City Zip

6. Where are you going to now on this ONE-WAY trip?
 Home Shopping/errands
 Work Sports/social/recreation
 School Other (Specify) _____
 Medical Appointment _____

7. What is the location of that place?
 (Specify street address/name or landmark)

Street No. Street Name

Nearest Cross Street

City Zip

8. How will you get from this bus/ferry to your final destination on this ONE-WAY trip?
 Transfer to another bus: Route number? _____
 Transit Operator? Benicia Breeze
 Fairfield and Suisun Transit
 Rio Vista Delta Breeze
 Vacaville City Coach
 Vallejo Transit
 Other (Name: _____)

Transfer to BART

Transfer to Capitol Corridor/AMTRAK/RT

Transfer to Ferry

Walk (How many minutes? _____)

Car as driver (How many miles? _____)

Car as passenger (How many miles? _____)

Ride bicycle (How many miles? _____)

Other (Please describe _____)

9. Where will you leave this bus/ferry?
 (Specify street address/name or landmark)

Street No. Street Name

Nearest Cross Street

City Zip

10. What is the CITY YOU LIVE IN?
 Benicia Dixon
 Fairfield Suisun City
 Rio Vista Vallejo
 Vacaville Unincorporated Solano County
 Napa County Elsewhere outside Solano County



Appendix 2
FAST Intercity Line Schedules

Line 20 – Weekdays

WESTFIELD MALL DEPART	FAIRFIELD TRANSIT CENTER	ULATIS CULTURAL CENTER	VACAVILLE DAVIS ST P&R(Depart)	WESTFIELD MALL ARRIVE
--:--	6:42 AM	7:02 AM	7:08 AM	7:24 AM
7:30 AM	7:42 AM	8:02 AM	8:08 AM	8:24 AM
8:30 AM	8:42 AM	9:02 AM	9:08 AM	9:24 AM
9:30 AM	9:42 AM	10:02 AM	10:08 AM	10:24 AM
10:30 AM	10:42 AM	11:02 AM	11:08 AM	11:24 AM
11:30 AM	11:42 AM	12:02 PM	12:08 PM	12:24 PM
12:30 PM	12:42 PM	1:02 PM	1:08 PM	1:24 PM
1:30 PM	1:42 PM	2:02 PM	2:08 PM	2:24 PM
2:30 PM	2:42 PM	3:02 PM	3:08 PM	3:24 PM
3:30 PM	3:42 PM	4:02 PM	4:08 PM	4:24 PM
4:30 PM	4:42 PM	5:02 PM	5:08 PM	5:24 PM
5:30 PM	5:42 PM	6:02 PM	6:08 PM	6:24 PM
6:30 PM	6:42 PM	7:02 PM	7:08 PM	7:24 PM

Line 20 – Saturdays

WESTFIELD MALL DEPART	FAIRFIELD TRANSIT CENTER	ULATIS CULTURAL CENTER	VACAVILLE DAVIS ST P&R(Depart)	WESTFIELD MALL ARRIVE
9:30 AM	9:42 AM	10:02 AM	10:08 AM	10:24 AM
10:30 AM	10:42 AM	11:02 AM	11:08 AM	11:24 AM
11:30 AM	11:42 AM	12:02 PM	12:08 PM	12:24 PM
12:30 PM	12:42 PM	1:02 PM	1:08 PM	1:24 PM
1:30 PM	1:42 PM	2:02 PM	2:08 PM	2:24 PM
2:30 PM	2:42 PM	3:02 PM	3:08 PM	3:24 PM
3:30 PM	3:42 PM	4:02 PM	4:08 PM	4:24 PM
4:30 PM	4:42 PM	5:02 PM	5:08 PM	5:24 PM

Line 30 – Weekdays

West

P ST & 8TH ST(Arrive)	CAPITOL MALL(Arrive)	UC DAVIS, MEMORIA L UNION(Arrive)	UC DAVIS, MEMORIA L UNION(Depart)	UC DAVIS, SILO	UC DAVIS, HEALTH SCIENCE	DIXON MARKET LANE PARK-N-RIDE	VACAVILL E DAVIS ST P&R(Arrive)	WESTFIELD MALL DEPART	FAIRFIELD TRANSIT CENTER
7:54 AM	7:57 AM	--:--	--:--	--:--	--:--	--:--	--:--	--:--	8:39 AM
8:32 AM	8:35 AM	8:57 AM	8:58 AM	--:--	--:--	9:16 AM	9:32 AM	9:46 AM	9:54 AM
1:38 PM	1:41 PM	2:03 PM	2:06 PM	--:--	--:--	2:24 PM	2:40 PM	2:54 PM	3:02 PM
4:39 PM	4:42 PM	5:05 PM	5:07 PM	5:15 PM	5:20 PM	5:31 PM	5:46 PM	6:00 PM	6:06 PM
5:15 PM	5:18 PM	--:--	--:--	--:--	--:--	5:43 PM	5:58 PM	--:--	6:12 PM
5:57 PM	6:00 PM	--:--	--:--	--:--	--:--	6:30 PM	6:48 PM	--:--	7:05 PM

East

FAIRFIELD TRANSIT CENTER	WESTFIELD MALL DEPART	VACAVILL E DAVIS ST P&R(Arrive)	DIXON MARKET LANE PARK-N-RIDE	UC DAVIS, HEALTH SCIENCE	UC DAVIS, SILO	UC DAVIS, MEMORIA L UNION(Arrive)	UC DAVIS, MEMORIA L UNION(Depart)	CAPITOL MALL(Arrive)	CAPITOL MALL (Depart)	J ST & 6TH ST	9TH ST & LST	9TH ST & O ST	P ST & 8TH ST(Arrive)
6:08 AM	--:--	6:20 AM	6:36 AM	--:--	--:--	--:--	--:--	7:00 AM	7:00 AM	7:03 AM	7:06 AM	7:08 AM	7:30 AM
6:48 AM	6:53 AM	7:07 AM	7:22 AM	7:32 AM	7:37 AM	7:42 AM	7:45 AM	8:07 AM	8:07 AM	8:10 AM	8:13 AM	8:15 AM	8:17 AM
6:52 AM	--:--	7:04 AM	7:20 AM	--:--	--:--	--:--	--:--	7:44 AM	7:44 AM	7:47 AM	7:50 AM	7:52 AM	7:54 AM
11:56 AM	12:02 PM	12:17 PM	12:31 PM	--:--	--:--	12:53 PM	12:56 PM	1:18 PM	1:19 PM	1:22 PM	1:25 PM	1:27 PM	1:28 PM
3:39 PM	--:--	--:--	--:--	--:--	--:--	--:--	--:--	4:24 PM	4:29 PM	4:32 PM	4:35 PM	4:37 PM	4:39 PM
4:00 PM	4:06 PM	4:20 PM	4:35 PM	--:--	--:--	--:--	--:--	5:00 PM	5:05 PM	5:08 PM	5:11 PM	5:13 PM	5:15 PM
--:--	--:--	--:--	--:--	--:--	--:--	--:--	--:--	5:42 PM	5:47 PM	5:50 PM	5:53 PM	5:55 PM	5:57 PM

Line 30 – Saturdays

FAIRFIELD TRANSIT CENTER	WESTFIELD MALL DEPART	ULATIS CULTURAL CENTER	DIXON MARKET LANE PARK-N-RIDE	UC DAVIS, MEMORIA L UNION(Arrive)	YOLOBUS 42B STOP	YOLOBUS 42A STOP	UC DAVIS, MEMORIA L UNION(Depart)	DIXON MARKET LANE PARK-N-RIDE	ULATIS CULTURAL CENTER	FAIRFIELD TRANSIT CENTER	WESTFIELD MALL ARRIVE
8:03 AM	8:09 AM	8:24 AM	8:38 AM	9:00 AM	9:12 AM	9:28 AM	9:35 AM	9:57 AM	10:11 AM	10:36 AM	10:43 AM
11:03 AM	11:09 AM	11:34 AM	11:38 AM	12:00 PM	12:12 PM	12:27 PM	12:35 PM	12:57 PM	1:11 PM	1:36 PM	1:43 PM
2:03 PM	2:09 PM	2:34 PM	2:38 PM	3:00 PM	3:12 PM	3:27 PM	3:35 PM	3:37 PM	4:11 PM	4:36 PM	4:43 PM

Line 40 – Weekdays

West

VACAVILL E DAVIS ST P&R(Depa rt)	FAIRFIELD TRANSIT CENTER	BENICIA PARK RD & INDUSTRI AL WAY	PLEASANT HILL BART	WALNUT CREEK BART
5:00 AM	5:15 AM	5:40 AM	6:01 AM	6:16 AM
5:47 AM	6:02 AM	6:26 AM	6:47 AM	7:02 AM
6:03 AM	6:18 AM	6:43 AM	7:04 AM	7:19 AM
7:15 AM	7:30 AM	7:55 AM	8:26 AM	8:41 AM
--:--	3:01 PM	3:26 PM	3:47 PM	4:02 PM
--:--	3:46 PM	4:11 PM	4:32 PM	4:47 PM
--:--	4:21 PM	4:46 PM	5:07 PM	5:22 PM
5:06 PM	5:21 PM	5:46 PM	6:07 PM	6:22 PM
5:51 PM	6:06 PM	6:31 PM	6:52 PM	7:07 PM

East

WALNUT CREEK BART	PLEASANT HILL BART	BENICIA PARK RD & INDUSTRI AL WAY	FAIRFIELD TRANSIT CENTER	VACAVILL E DAVIS ST P&R(Arriv e)
6:26 AM	6:39 AM	6:59 AM	7:27 AM	7:42 AM
7:12 AM	7:25 AM	7:44 AM	8:12 AM	8:27 AM
7:29 AM	7:42 AM	8:09 AM	8:37 AM	8:52 AM
8:51 AM	9:04 AM	9:14 AM	9:42 AM	9:57 AM
4:12 PM	4:25 PM	4:43 PM	5:11 PM	5:26 PM
4:57 PM	5:10 PM	5:28 PM	5:56 PM	6:11 PM
5:32 PM	5:45 PM	6:03 PM	6:31 PM	6:46 PM
6:32 PM	6:45 PM	6:58 PM	7:31 PM	7:46 PM
7:17 PM	7:30 PM	7:43 PM	8:16 PM	8:31 PM

Line 90 – Weekdays

AMTRAK / GREYHOU ND STATION	FAIRFIELD TRANSIT CENTER	EL CERRITO DEL NORTE BART		EL CERRITO DEL NORTE BART	FAIRFIELD TRANSIT CENTER	AMTRAK / GREYHOU ND STATION
--:--	4:10 AM	4:50 AM		5:00 AM	5:39 AM	5:54 AM
4:38 AM	4:55 AM	5:35 AM		5:40 AM	6:19 AM	6:26 AM
5:08 AM	5:15 AM	5:55 AM		6:00 AM	6:39 AM	6:46 AM
5:18 AM	5:25 AM	6:05 AM		6:17 AM	6:56 AM	7:03 AM
5:35 AM	5:42 AM	6:22 AM		7:00 AM	7:39 AM	7:46 AM
5:54 AM	6:01 AM	6:41 AM		7:40 AM	8:20 AM	--:--
--:--	6:15 AM	6:55 AM		8:31 AM	9:15 AM	--:--
6:23 AM	6:30 AM	7:10 AM		9:31 AM	10:15 AM	--:--
6:38 AM	6:45 AM	7:25 AM		10:31 AM	11:15 AM	--:--
6:53 AM	7:00 AM	7:40 AM		1:31 PM	2:15 PM	--:--
7:08 AM	7:15 AM	7:55 AM		2:31 PM	3:15 PM	--:--
7:23 AM	7:37 AM	8:17 AM		3:01 PM	3:41 PM	--:--
7:46 AM	8:15 AM	8:55 AM		3:33 PM	4:12 PM	4:18 PM
--:--	8:42 AM	9:25 AM		4:06 PM	4:46 PM	--:--
--:--	9:42 AM	10:25 AM		4:31 PM	5:11 PM	5:18 PM
--:--	10:42 AM	11:25 AM		4:46 PM	5:26 PM	5:33 PM
--:--	12:42 PM	1:25 PM		5:00 PM	5:45 PM	--:--
--:--	1:42 PM	2:25 PM		5:15 PM	5:55 PM	6:02 PM
--:--	2:42 PM	3:25 PM		5:31 PM	6:11 PM	6:18 PM
--:--	3:42 PM	4:25 PM		5:46 PM	6:26 PM	6:33 PM
AMTRAK / GREYHOU ND STATION	FAIRFIELD TRANSIT CENTER	EL CERRITO DEL NORTE BART		EL CERRITO DEL NORTE BART	FAIRFIELD TRANSIT CENTER	AMTRAK / GREYHOU ND STATION
4:30 PM	4:42 PM	5:25 PM		6:04 PM	6:44 PM	--:--
5:30 PM	5:42 PM	6:22 PM		6:16 PM	6:56 PM	7:03 PM
5:38 PM	5:47 PM	6:30 PM		6:31 PM	7:11 PM	--:--
6:02 PM	6:09 PM	6:52 PM		6:46 PM	7:26 PM	7:33 PM
--:--	6:47 PM	7:30 PM		7:06 PM	7:46 PM	--:--
				7:15 PM	7:55 PM	8:02 PM
				7:32 PM	8:12 PM	--:--

Appendix 3

Passenger Verbatim Comments

Line 20

- Q17 BIKE RACKS TO THE REAR OF BUS
Q17 ROUTE 20 E MONTE VISTA STOP
Q17 1A AND 1B GO BACK TO 1/2 HOUR
Q17 EVRY HALF AN HOUR
Q17 TRANSLATOR
- Q26 VACAVILLE BUSES NEED MORE HOURS TO WORK
Q26 NO
Q26 LATER EVENING SERVICE WILL BE SO GOOD.
Q26 YES
Q26 MORE BIKE RACKS IN REAR OF BUS
Q26 UPDATE YOUR WEBSITE WITH NEW INFOMATION AND CREATE A WEBSITE THAT
ALLOWS PEOPLE TO FIND OUT INFO ON ALL ROUTE INFORMATION
Q26 NO
Q26 YOU SHOULD HAVE BUS SERVICE ON SUNDAYS AND CLOSE LATER ON SATURDAYS
CITIZEN BUS RIDER FOR NEAR 9 YEARS. GOOD SERVICE AND IN FAVOR OF CITY
TRANSIT.
Q26 PLEASE DO NOT INCREASE BUS FARES
Q26 NO
Q26 NONE
Q26 LET RIDERS WHEN THE REST TWO BIKE SIN THE BIKE RACK LET ME ON!!!
Q26 NO
Q26 THE RIDE IS NOT THE BUS IS COOL
Q26 I HAD TO RUN FOR THE BUS AND IT WAS EARLY CAME AT 2:05 NOT 2:10
Q26 IT WOULD BE BETTER IF THE LAST #2 LEFT THE MALL AT 7PM
POOR CUSTOMER SERVICE. SHOULD HAVE COUPON SYSTEM WHEN BUS IS 1/2
HOUR LATE. FOR ALOT OF PEOPLE, THEY GET WRITTEN UP FOR BEING LATE
Q26 WHEN IT'S NOT THEIR FAULT
THANKFUL IT'S ALWAYS ON TIME AND I LIKE THAT I WISH IT COULD RUN A LITTLE
Q26 EARLIER THAT'S IT
Q26 MORE INFORMATION DIRECT SERVICE
NEED BETTER CONNECTIONS TO AND FROM VACAVILLE WITH MORE TIME
Q26 BETWEEN TRANSFERS
- Q26 THE FARE IS TOO HIGH. ONE DRIVER IS "ALWAYS" RUDE TO CUSTOMERS.
BUS DRIVERS OF THE 20 IN GENERAL DO NOT HANDLE PEOPLE VERY WELL - THEY
IG E RIDERS TRYING TO GET ON AND WILL NOT WAIT FOR A TRANSFER BUT TO 20'S
Q26 ARE TERRIBLE
Q26 MORE ROUTES FROM VALLEJO TO VACAVILLE WITH TIMES FROM MORNING TO
EVENINGS
Q26 BETTER PERFORMANCE. THERE ARE TIMES WHEN I FELT I COULD HAVE BEEN
LATE OR IN DANGER.
Q26 PLEASE TRY AND OPERATE THE 20 ON SUNDAYS. MAYBE DO A TEST RIDERSHIP
FOR A COUPLE OF MONTHS AND EVALUATE? JUST A THOUGHT.
Q26 THANK YOU
Q26 BUS DRIVERS DON'T TELL YOU WHEN YOU FORGET TO ASK FOR A TRANSFER AND
YOU ASK WHEN YOU GET OFF, MORE STOP LOCATIONS IN FAIRFIELD AND
Q26 VACAVILLE
Q26 WASH WINDOWS ON INSIDE ALSO (HAIR GEL STUCK ON WINDOWS)
Q26 NEED TO HAVE BUSES RUN EVERY 30-40 MINUTES AFTER THE HOUR

- Q26 THE 20 SHOULD HAVE TWO BUSES, ONE THAT RUNS ON THE HOUR AND ONE THAT RUNS ON THE 1/2 HOUR, SO PEOPLE WON'T HAVE TO LEAVE AN HOUR 1/2 EARLY JUST TO GET TO WORK
- Q26 THERE SHOULD BE A 30 MINUTE TURN AROUND FOR BUS 20 TO GO TO VACAVILLE FOR #4 VACAVILLE COACH CONNECTION AND ALSO OTHER FAIRFIELD CONNECTIONS ON TIME. BUSES SHOULD HAVE SATURDAY AND SUNDAY AND HOLIDAY SERVICES FOR PEOPLE WHO DEPEND ON PUBLIC TRANSPORTATION.
- Q26 THE MV TRANSPORTATION DOES A GOOD JOB
- Q26 SOMETIMES A BUS COULD BE LATE AND THEY HOLD THE TRANSFER BUS THUS MAKING EVERYONE LATE FOR VACAVILLE BUS, THUS MAKING ME LATE FOR WORK
- Q26 I THINK BUS SHOULD RUN EVERY 2 HRS ON SATURDAY
- Q26 HAVE SERVICE UNTIL 10 PM AND SUNDAY SERVICE
- Q26 VERY CONVENIENT PICK UP AND DROP OFF POINTS FOR MY BUSINESS IN FAIRFIELD
- Q26 THE DRIVERS ARE VERY PLEASANT AND UNDERSTANDING

Line 30

- Q17 GET BIKE RACKS THAT FIT MOST BIKES
- Q17 BACK TO SOLANO COLLAGE AND VACAVILLE
- Q17 CHARGE TOO MUCH FOR ONE WAY. \$4.75 FOR 10 PUNCH, IT SHOULD BE FOURTY PERCENT DISCOUNT BUT IT'S NOT.
- Q17 EXPRESS TO VACAVILLE FOR THE 4:30 ROUTE 30 BUS
- Q17 EXPRESS BUS
- Q17 ADD STOP AT 5TH AND P
- Q17 DIRECT BUS TO DAVIS CAMPUS
- Q17 ONE MORE BUS DURING MORNING, BEFORE NOON, LEAVING SACRAMENTO
- Q17 EARLIER PICK UP 3:50
- Q17 ELIMINATE MU STOP ON UC DAVIS CAMPUS
- Q17 MORE BUSES
- Q17 SATURDAY ALL THE WAY TO SACRAMENTO
- Q17 EARLIER EVENING SERVICE LIKE 4PM
- Q17 SERVICE TIMES MORE FREQUENT. 1:30 GOING IN VACAVILLE.
- Q17 A 4:38 BUS RIDE TO VACAVILLE ROUTE 30 THAT BY PASSES UC DAVIS
- Q17 HAVE THE BUS BE ON TIME
- Q17 BETTER TRAINING FOR DRIVERS
- Q17 4PM EXPRESS TO DIXON
- Q17 MIDDAY ROUTES STRIAGHT TO VACAVILLE
- Q17 BETTER SERVICE, MORE OPERATOR PRIVILEGE, ETC.
- Q17 DON'T STOP IN SACRAMENTO BEFORE DAVIS IN PM
- Q26 THE MORNING DRIVER, AND THE EVENING DRIVER, IS VERY NICE & COURTEOUS.
- Q26 FRIENDLY & NICE
- Q26 AN EXCELLENT DRIVER. VERY KIND AND PROFESSIONAL
- Q26 THE 30 BUS LEAVING DIXON GOING TO FAIRFIELD MALL IS 1/2 HOUR LATE EVERYDAY. SCHEDULE SHOULD BE FIXED OR BETTER COORDINATION IN ROUTES TO ACCOMODATE THE BUS DRIVERS BREAK, SO THE BUS IS ON TIME
- Q26 PLEASE RIDE ON WEEKENDS
- Q26 YES TEHRE SHOULD BE LATER SERVICES, AND ON WEEKENDS THE BUS SHOULD COME TO SACRAMENTO LIKE IT DOES ON WEEKDAYS

Q26 SIGNS AT EL CERRITO DEL NORTE (NEED)

Q26 SATISFIED CUSTOMER

Q26 TOO EXPENSIVE

Q26 ROUTE IS USUALLY ALWAYS LATE.

THE BUS 30 GOING WEST DEPARTING DIXON IS 20-25 MINUTES LATE EVERYDAY. MANAGERS AND SUPERVISERS HAVE BEEN INFORMED BUT NOTHING HAS

Q26 CHANGED. THIS HAS BEEN GOING ON FOR MONTHS. CAN ANYTHING BE DONE?

FOR AMTRAK, IF YOU BUY 10 PUNCH PASS IT IS 40 PERCENT DISCOUNT THAN NORMAL PRICE ONE WAY, BUT THE 30 IS NOT. THE SAME PRICE AS ONE WAY TICKET PLUS TEN, IT'S FUNNY. SO WHY PEOPLE BUY 10 PUNCH. I HOPE MY RIDE

Q26 DIDN'T COST ME TOO MUCH FOR WORK. THANKS.

Q26 MORE FREQUENT SERVICE!

CONFUSION. THERE ARE 2 ROUTE 30 BUSES THAT ARRIVE WITHIN 4 MINUTES OF

Q26 EACHOTHER IN VACAVILLE IN THE MORNING.

Q26 WOULD LIKE IT TO BE ON TIME. IT'S ALWAYS LATE COMING HOME.

BETTER ROUTE NUMBERS IDENTIFY BUSES, HAVE TWO ROUTE #30 BUSES,

Q26 CONFUSES FIRST TIMERS. MAKE DAVIS ROUTE A DIFFERENT #

MAKE BUS PASS FARE MORE AFFORDABLE. BUS PASS AVAILABILITY IN VACAVILLE

Q26 AT MORE LOCATIONS.

WANT TO BE ABLE TO BUY PASSES ON BUS FIRST OF MONTH. REAL HASSLE

Q26 GETTING PASSES. MUST DRIVE TO FAIRFIELD TO GET AT THE MALL.

Q26 LOWER FARE

I CATCH THE BUS AT THE DAVIS ST PARK N RIDE. I HAVE BEEN A RIDER FROM THE

Q26 VERY FIRST DAY!

WHEN WHEELCHAIR SET UP IS NEEDED, DRIVERS DO NOT PUT CHAIR BACK IN IT'S

Q26 ORIGINAL POSITION. THIS NEEDS TO STOP!

ROUTE 30 DAVIS IS GETTING CROWDED IN THE EVENING. UC DAVIS ROUTE NEEDS

Q26 IT'S OWN BUS THAT DOESN'T SERVE SACRAMENTO.

Q26 WONDERFUL TO HAVE THIS BUS LINE

BRING BACK UC DAVIS SERVICE WITHOUT SACRAMENTO. AND RIDERS

CONSTANTLY TAKE UP TWO SEATS, YOU HAVE TO ASK SOMEONE TO MOVE THEIR

Q26 BELONGINGS SO YOU CAN SIT DOWN.

T.V. SERVICE. SOMETIMES BUS DRIVER DOES NOT KNOW HOW TO OPERATE T.V.

Q26 SOMETIME NO T.V. WHOLE TRIP.

Q26 BUS SHOULD COME EVERY 15 MINUTES

Q26 LATER SERVICE WESTBOUND ON 90 BUS

WOULD LIKE A MORE CONVENIENT STOP ON CAPITOL MALL OR 5TH ST CROSS-

Q26 WAY AT 5TH ST. VERY DANGEROUS & CHANGES TOO QUICKLY FOR PEDESTRIANS.

Q26 GOOD VALUE, WOULD BE NICE TO HAVE A 9:00 AM BUS

PLEASE IMPROVE RIDER COMMUNICATION - USE A RECORDED ONBOARD

MESSAGE THAT TELLS THE RULES OF RIDERSHIP AND OTHER RIDER INFO UP

Q26 DATES.

ROUTE 30 BUS GOES TO UC DAVIS CAMPUS AND THE 1ST STOP IS DIFFICULT FOR

DRIVER TO DRIVE THROUGH. THERE ARE 2 ROUTE 30 BUSES IN THE MORNING,

Q26 ONE GOES THROUGH UC DAVIS AND ONE DOESN'T. ONE SHOULD BE RENAMED TO

AVOID CONFUSION.

I THINK THE BUS 30 THAT LEAVES SACRAMENTO AT 5:08 NEEDS TO LEAVE

FAIRFIELD EARLY TO GET TO SACRAMENTO ON TIME. THE LATER 30 NEEDS TO

Q26 MAKE STOPS AND THE 30 BEFORE HIM NEEDS TO BE DEAD HEAT.

Q26 BETTER BIKE RACKS. CONVIENIENCE.

I HAD A 7AM 3:30 SCHEDULE, LOVE IT BUT HAD TO CHANGE IT (7:30 TO 4:30) DUE TO

Q26 NO BUS ROUTE TO DIXON AT 3:45 OR 4.

Q26 ADD SERVICE FRIDAY ON TIME
 Q26 THIS IS A VERY GOOD SURVEY FORM
 TEACH BUS DRIVERS HOW TO OPERATION PASSENGER COMFORT EQUIPMENT -
 OVERHEAD AIR SHOULD ALWAYS BE ON FULL BLAST AS IT CAN BE CONTROLLED
 Q26 BY EACH INDIVIDUAL PASSENGER.
 Q26 MORE SERVICE ON ROUTE 30 IN AFTERNOONS TO EVENINGS
 A BUS THAT DOES A ROUND TRIP AROUND 11AM WOULD BE NICE. SOME DRIVERS
 Q26 ARE COURTEOUS OTHERS ARE VERY RUDE.

Q26 THE OTHER DRIVER IS CARING AND ALWAYS CONCERN IN THE SAFETY OF ONE.
 Q26 HAVE SEPARATE # FOR 30 BUS, CONFUSES PEOPLE HAVING 2 - 30'S
 Q26 NO
 Q26 BUS IS COLD IN THE MORNING; TV NOT WORKING MOST OF THE TIME.
 Q26 (707) 688-7371
 Q26 THIS SERVICE IS A SAVINGS. THANKS.
 I WOULD LIKE TO SEE MORE MIDDAY BUSES FOR ROUTE 30. ONE BUS AT 1:30PM
 Q26 THEN NEXT AT 4:30PM. BIG GAP OF TIME.
 Q26 EVENING BUS 5:11 IS ALWAYS LATE!!
 WOULD BE NICE IF WE HAD A DIRECT UC DAVIS BUS IN THE EVENING THAT DIDN'T
 STOP IN SACRAMENTO. THE BUS IS USUALLY PRETTY FULL IN THE EVENING AT
 Q26 THE FIRST UC DAVIS STOP.
 BUS IS PACKED AT NIGHT 5:20 BUS AND SOMETIMES DO NOT GET A SEAT ON 30
 BUS TO SACRAMENTO. WORKERS WHO COME ON TAKE UP ADDITIONAL SEATING
 INCLUDING EXTRA FOR THEIR BAGS. ALSO PLEASE PROVIDE NEW SCHEDULES IN
 EVE AS AM SOMETIMES MOST TIMES IT'S DIRECT TV ADVERTISING OR PROGRAMS.
 Q26 SCHEDULE NEWS WAS SELLING POINT IN RIDING BUS.
 BUS IS CROWDED IN EVENING. DON'T STOP IN SACRAMENTO. PEOPLE ARE RUDE
 Q26 AND DON'T SHARE SPACE.
 SPECIAL UC DAVIS ONLY EVENING BUS. BUS FROM SACRAMENTO TO UC DAVIS IS
 FULL AND RIDERS ARE SOMETIMES RUDE. UC DAVIS RIDERS WOULD LIKE AN
 Q26 EVENING EXPRESS FOR UC DAVIS CAMPUS ONLY.
 Q26 BUS PASS ARE TOO HIGH

Line 40

Q17 EARLIER EVENING SERVICE
 Q17 MID DAY SERVICE
 Q17 EARLIER AFTERNOON SERVICE
 Q17 EARLIER PM SERVICE 4:00 AT BENICIA
 Q17 7AM ROUTE
 Q17 ON-LINE TICKET PURCHASE OR RETAIL STORES
 Q17 SOME DRIVERS STAY AT PLEASANT HILL BART UNTIL 8:26 BECAUSE GPS
 Q17 SERVICE FROM VACAVILLE BETWEEN 6:03 AM AND 7:15 AM!!!
 Q17 CONCORD BART STATION
 Q17 MORE FREQUENT SERVICE IN AFTERNOON
 Q17 FIX THE BROKEN HEATERS. I HATE FREEZING ON YOUR BUS.
 Q17 MORE MIDDAY SERVICE

PROBLEMS ARE MAINLY WITH COUNTY CONNECTION BUSES IN LAFAYETTE, NOT
 Q26 FAIRFIELD TRANSIT. LITTLE DISCOUNT ON 10 RIDE CARD.

Q26 A BUS STOP ON SUNSET AVE IN SUISUN CITY
 I WOULD USE THIS MORE IF IT RAN LATER AND EARLIER, AND POSSIBLY MAKE IT
 Q26 MY PERMANENT METHOD OF TRANSPORTATION
 PLEASE ADD TRIP FROM BART TO FAIRFIELD IN THE AFTERNOON BETWEEN 12:30-
 Q26 3:30 PM. ADD BUS STOP IN NORTH END OF FAIRFIELD.
 ANOTHER ROUTE THAT LEAVES BACK TO FAIRFIELD BEFORE 4:25. THERE SHOULD
 Q26 BE AN EARLIER ROUTE BACK TO FAIRFIELD.
 Q26 EXTEND 90 SERVICE. EXTEND SERVICE TO VACAVILLE, SACRAMENTO.
 IN THE RECENT PAST, OUR DRIVERS HAVE BEEN UNPROFESSIONAL AND LATE.
 CURRENTLY WE HAVE AN EXCELLENT DRIVER. STOP ROTATING THE DRIVERS,
 Q26 OUR COMFORT AND TIMELINESS IS VERY IMPORTANT.
 Q26 WOULD LIKE A 7AM BUS FROM FAIRFIELD TERMINAL TO WALNUT CREEK BART
 MORE SERVICE ON LOCAL BUS SO WERE NOT WAITING FOR THE BUS EVERY ONE
 Q26 HOUR. AND COME ON TIME.
 Q26 TV NOT ALWAYS FUNCTIONING
 Q26 USE OF PELLET CARD AT THE TERMINAL COUNTER TO BUY MONTHLY PASS.
 OUR DRIVER IS VERY PROFESSIONAL. WE APPRECIAT HIM BUS ROUTE TIME
 Q26 7:30AM/5:11PM.
 Q26 FREQUENT RIDERS DISCOUNTS
 DON'T UNDERSTAND WHY BUS FROM VACAVILLE ARE 1 HOUR 12 MINUTES APART
 Q26 IN MORNING
 Q26 AB NO SERVICE BETWEEN 6:18 AND 7:30 AM, ONE BETWEEN 6:45 AND 7:00!!
 Q26 THIS IS A GREAT SERVICE AND IT SHOULD CONTINUE FOR A LONG TIME
 STA SHOULD ALLOW CM OF FAIRFIELD TO CONTINUE MANAGING BUS ROUTES.
 Q26 CITY IS DOING A GREAT JOB. DON'T FIX IT IF ITS NOT BROKEN.
 WE REALLY LIKE OUR DRIVER (7:30AM/5:10PM-AL) AND WISH THE OTHER DRIVERS
 Q26 WE HAVE HAD IN PAST WERE LIKE HIM. HE'S VERY PROFESSIONAL.
 Q26 NO, I FEEL IT'S A VERY EFFICIENT WAY TO TRAVEL TO WORK.
 Q26 ADD AT LEAST ONE MORE SERVICE AFTER 6:18 AM AND BEFORE
 Q26 BUS FARES MONTHLY GREAT, WE NEED A DISCOUNT ON WEEKLY PASSES.
 Q26 IT'S BEEN A LIFESAVER
 Q26 PERFECT
 I KNOW YOU HAVE MECHANICS - MAKE THEM WORK & KEEP BUSES IN BETTER
 CONDITION. ALSO IF YOU HAVE A GARDNER AT THE FAIRFIELD SITE, FIRE HIM
 Q26 BECAUSE HE IS NOT DOING HIS JOB.
 Q26 WOULD LIKE DIRECT SERVICE TO SOLANO COLLEGE
 Q26 GOT THE HEATER UP HIGH, VERY HOT
 Q26 SUNDAY SERVICE
 Q26 NEED EARLY MORNING SERVICE 5AM 6AM 7AM ETC.
 ABLE TO BUY TICKETS ONLINE AND RETAIL STORES. BETTER ON-TIME #40 AM (NO
 Q26 TRAFFIC/MISSED BUS TWICE AT TRANSFER, STOPPED FOR COFFEE)

Line 90

Q17 ALL BUSES GO TO SUISUN
 Q17 SATURDAY SERVICE
 Q17 A RUN AT 4:20 PM
 Q17 MORE MIDDAY SERVICE
 Q17 LEAVE ON SCHEDULE

- Q17 BUS SERVICE FROM FAIRFIELD TO SAN FRANCISCO, LIKE VALLEJO 200 BUS
 Q17 BETTER COVERAGE OR PLAN B WHEN BUS BREAKS DOWN OR DRIVERS DO NOT
 Q17 COME TO WORK
 Q17 BETTER SMELLING AIR - STALE
 Q17 LATE SERVICE FROM BART
 Q17 SERVICE FROM UC BERKELEY
 Q17 MORE SERVICES TO SUISUN CITY IN P.M.
 Q17 BRING BACK 12:30 BUS
 Q17 WHEN BUS RUNS LATE, INFO FROM OTHER DRIVERS AT THE SAME LOCATION
 Q17 TELEVISION
 Q17 BETTER DEPARTURE PERFORMANCE. ROUTE 90 SHOULD BE AT STOP AT LEAST
 Q17 FIVE MINUTES BEFORE DEPARTURE.
 Q17 EXPRESS SERVICE TO VACAVILLE
 Q17 T.V. CNN
 Q17 SOME READING LIGHTS ON BUSES NOT WORKING
 Q17 DIRECT TO SAN FRANCISCO. NOW TRANSFER TO BART IS NEEDED.
 Q17 MORE FREQUENT MORNING SERVICE FROM VACAVILLE
 Q17 MORE PARKING IN FAIRFIELD
 Q17 WI-FI CONNECTIVITY
 Q17 HINGE DEPARTURE TIMES TO COINCIDE WITH 3A AND 3B AT TRANSFER CENTER
 Q17 BETTER CUSTOMER SERVICE FROM DRIVERS (POOR)
 Q17 LEAVE SUISUN MARINA AT 8:00 INSTEAD OF 7:47
 Q17 MORE BUSES 5-6 PM EASTBOUND
 Q17 MORE SERVICE TO SUISUN CITY DURING THE DAY
 Q17 TV
 Q17 ALL AFTERNOON BUSES GOING TO SUISUN
 Q17 DEBIT CARD PAYMENT FOR MONTHLY PASS AT TRANSPORTATION CENTER
 Q17 BETTER BUSES
 Q17 MORE FAIRFIELD CITY BUS TO TRANSIT
 Q17 TV SURVEY
 Q17 BETTER CUSTOMER SERVICE - SEE BELOW
 Q17 ALL BUSES GO TO SUISUN GOING EASTBOUND
 Q17 PASSENGERS SHOULD NOT CONSTANTLY TALK TO DRIVER WHILE DRIVING.
 Q17 PASSENGER COURTESY. I KNOW THAT IS IMPOSSIBLE TO CHANGE.
 Q17 LEAVE ON TIME
 Q17 SHOULD HAVE BUS VACAVILLE TO BART MORE FREQUENTLY
 Q17 REMOVE A DRIVER FROM ALL 90 ROUTES. HE FALLS ASLEEP!!!
 Q17 BETTER CUSTOMER SERVICE ON 4:06PM BUS TO FAIRFIELD
 Q17 PROPER TEMPERATURE CONTROL
 Q17 TV USAGE FOR NEWS INFO
 Q17 TV USAGE
 Q17 I ALSO TAKE THE 40 AND WISH THERE WAS MORE FREQUENT SERVICES FOR THAT
 Q17 ROUTE
 Q17 PURCHASE BUS PASSES MORE AFTERNOON HOURS
 Q17 DIRECT TO/FROM VACAVILLE - NO TRANSFERS
 Q17 LEAVE RICHMOND SHORTLY AFTER BART ARRIVES
 Q17 CHEAPER FARE FOR CHILDREN WHO COMMUTE WITH THEIR PARENTS EVERY DAY
 Q26 A SECOND STOP FOR ROUTE 2 BUS TO PETERSON RANCH. MORE INTER-CITY
 Q26 SERVICE ON SATURDAY.
 Q26 SOMETHING STRAIGHT TO THE MALL
 Q26 NO MID-DAY GAP/DELAY FOR #9D

Q26 HAVE BUS WAIT FOR 5 MINUTES AT FAIRFIELD TRANSPORTATION CENTER IF
 GOING TO DEL NORTE
 Q26 WRONG OUTLETS FOR LAPTOPS ON EXTENDED LINES
 BUS DRIVER ON 90 AT 3PM ROUTE IS BEST BUS DRIVER EVER. HES A GOOD
 Q26 DRIVER.
 Q26 THE BUSES SHOULD BE WELL MAINTAINED IN CASE NO DRIVER IS ON
 DRIVER WON'T STOP FOR PICK UP AFTER LEAVING DOCK; CITES "SAFETY"; DON'T
 Q26 UNDERSTAND LOGIC OF POLICY WHILE BUS IS STILL IN DOCKING AREA. SERVICE
 ENDS AT 7.30PM - WAY TOO EARLY!
 Q26 A FEW OF THE DRIVERS ARE TERRIBLE AND I FEEL UNSAFE ON THEIR BUSES
 NEED BACK-UP WHEN SCHEDULED BUS BREAKS DOWN, ONLINE TICKET
 Q26 PURCHASE
 Q26 THE DRIVERS ARE GREAT AND THE SERVICE OVERALL IS EXCELLENT.
 SINGLE ANNOYING THING: WHEN BART RUNS A FEW MINUTES LATE, BUSES WON'T
 Q26 WAIT, SOMETIMES CAUSING ME TO WAIT A HALF HOUR.
 Q26 NO
 Q26 NONE
 Q26 3 PEOPLE IN MY FAMILY USE THIS BUS EVERY DAY OF THE WEEK
 Q26 SHOULD OFFER A BUS GOING TO AND FROM VALLEJO
 Q26 INSTALL CAMERAS ON BUSES FOR SECURITY AND SAFETY REASONS
 WOULD LIKE TO SUGGEST MORE LATER EVENING SERVICE, AND START LIMITED
 Q26 WEEKEND SERVICE
 BUS TEMPERATURES ARE HORRIBLE. HALF THE TIME WE'RE EITHER BOILING OR
 FREEZING & SOME DRIVERS HAVE HAD A BAD ATTITUDE IF YOU SO MUCH AS
 Q26 MENTION IT.
 CONNECTION FROM 40/90 TO 3A IS A 45 MINUTE LAYOVER SOMETIMES. DRIVERS
 DO NOT PARK IN CORRECT BAY AT FAIRFIELD TRANSPORTATION CENTER.
 Q26 WEEKEND SERVICE TO BAY AREA WOULD BE GREAT. THANKS FOR THE SURVEY.
 Q26 YOU SHOULD DEFINITELY EXTEND SERVICE TO SAN FRANCISCO.
 Q26 I AM PLEASED WITH THE OVERALL SERVICE. .
 OUR DRIVER ON 5:45 AM ALWAYS TALKING. IS THAT LEGAL? NON STOP TALKING
 Q26 WITH PASSENGER ALMOST A MONTH.
 THE DRIVER OF THIS BUS IS SO CHATTY WITH ONE PASSENGER. THIS IS THE 5:45
 BUS DRIVES FROM FAIRFIELD TO EL CERRITO, HIM AND THE LADY PAY TRIPS AND
 TALK EVERY TRIP. HE SHOULD STOP WHILE THE BUS IS IN MOTION. THE SAME
 Q26 DRIVER PAY BOTH ARE NON-STOP TALKING.
 YES CAN WE HAVE SUNDAY SERVICE SINCE OUR BUS PASS IS SO EXPENSIVE.
 Q26 VALLEJO HAS A SUNDAY SERVICE. I BELIEVE WE SHOULD HAVE THAT TOO!
 Q26 THANK YOU
 NEED TO DISCOUNT COST OF PUNCH PASS RATHER THAN CHARGE SAME PER
 Q26 TRIP (PUNCH) AS ONE-WAY FARE
 Q26 NEED ANOTHER ROUTE BETWEEN 8:15-8:42
 Q26 ROUTE 90 MORNING IS QUIET. 3:30 PM GOOD.
 THERE NEEDS TO BE BETTER COMMUNICATION BETWEEN BUS DRIVERS AND
 DISPATCH CENTER. THE CUSTOMER SERVICE DISPATCH CENTER IS VERY
 Q26 UNHELPFUL.
 SOME DRIVERS ARE VERY BIASED TOWARD THEIR OWN RACE AND WON'T EVEN
 TALK TO CAUCASIAN RIDERS. FOR THE MOST PART THE DRIVERS ARE VERY
 Q26 GOOD, ONLY SOME BAD APPLES DO EXIST.
 Q26 NEED BETTER PEOPLE SKILLS
 Q26 WEEKEND 90

Q26 GREAT SERVICE & PUNCTUAL.

Q26 DISCOUNT RATE FOR 10-RIDE PUNCH PASS

Q26 WOULD BE GREAT IF #17 WAS TAKEN IN SERIOUS CONSIDERATION

Q26 SATURDAY AND SUNDAY SERVICES FROM AND TO DEL NORTE BART FOR THE 90 EXPRESS

Q26 I HAVE BEEN BITTEN TWICE BY BUGS ON THE BUS, WHICH BOTH TIMES LEFT HUGE HIVES! PLEASE HAVE YOUR BUSES FUMIGATED!

Q26 VERY PLEASED WITH SERVICE DRIVERS ARE VERY PROFESSIONAL AND COURTEOUS

Q26 LIKE TO HAVE AN EXTRA BUS 40 BETWEEN 5AM AND 5:40 AM AS IS IT'S AN INCONVENIENCE

Q26 WE ARE NOT INFORMED WHEN THERE ARE PROBLEMS WITH THE BUS

Q26 RUNS WELL - ONLY COMPLAINT IS THAT FAIRFIELD BART IS LATE, BUSES SHOULD WAIT (MAYBE UP TO 5 MINUTES MAX). SOMETIMES I MISS THE BUS DUE TO BART. I HAVE TO WAIT UP TO 30 MINUTES FROM NEXT ONE.

Q26 BETTER ON TIME SERVICE

Q26 LOWER FARES!

Q26 SEAT BELTS SHOULD BE OFFERED

Q26 MORE WEEKEND SERVICE TO EL CERRITO BART AND LOCAL BUS RUN MORE OFTEN

Q26 I WOULD LIKE SERVICES ON SATURDAYS AND SUNDAYS TO EL CERRITO NORTE BART STATION

Q26 FAIRFIELD HAS BEEN GROWING AND EXPANDING. F.A.S.T. SHOULD EXTEND IT'S SERVICES TO AT LEAST 8PM AND BEGIN SERVICES EARLIER.

Q26 HAVE A GRACE PERIOD ON BUYING MONTHLY BUSS PASS. EVERYBODY DOES NOT ALWAYS GET PAID ON THE 1ST OF EVERY MONTH!!! LIKE OTHER BUS SYSTEMS HAVE A GRACE PERIOD!!!! REALLY WOULD LIKE TO SEE THIS HAPPEN!!!

Q26 VERY CONVENIENT, BUT IF THERE'S DIRECT BUS TO THE CITY WILL BE BETTER. TRANSFER TO BART COST A LOT OF MONEY FOR DAILY COMMUTE.

Q26 PLEASE ADVISE DRIVERS TO ALWAYS RUN AIR, MANY DO NOT.

Q26 THE BUS THAT LEAVES FAIRFIELD TRANSPORTATION CENTER AT 7:37 DOESN'T GET TO DEL NORTE BART IN TIME TO GET SAN FRANCISCO TRAIN; HAVE BUS LEAVE FAIRFIELD TRANSPORTATION CENTER AT 7:30 INSTEAD

Q26 MORE MORNING SERVICE FROM VACAVILLE BETWEEN 5AM - 10AM

Q26 RUN LATER HOURS!! I WILL STOP USING BUS SOON DUE TO LAST BUS LEAVING EL CERRITO AT 7:30

Q26 CELL PHONE USAGE. MOST DAYS AT LEAST ONE PERSON IS TALKING VERY LOUD ON THEIR CELL PHONE.

Q26 A DIRECT BUS FROM VACAVILLE TO BART TRANSFER

Q26 PARKING IS HARD TO FIND IN FAIRFIELD. THAT IS A MAIN DETERRANT FOR ME AND MANY PEOPLE I KNOW OF WHO WOULD LIKE TO TAKE THE BUS DAILY.

Q26 INCLUDE SATUDAYS AND SUNDAYS IN THIS ROUTE FAIRFIELD - EL CERRITO BART

Q26 OFFICE HOURS ARE HORRIBLE. NEED TO IMPROVE CUSTOMER SERVICE, ESPECIALLY AT THE BEGINNING OF THE MONTH TO SELL PASSES.

Q26 BRING BACK 11:40 BUS TO EL CERRITO BART

Q26 PARKING IS FILLING UP.

Q26 YOUR VETERAN DRIVERS ARE EXCELLENT. THEY DRIVE WITH SAFTEY AND ARE COURTEOUS. YOUR TRANSPORTATION NEEDS TO BE HERE FREQUENT AND GO TO SUISUN MORE OFTEN. AFTER ALL THIS IS FAIRFIELD AND SUISUN TRANSPORTATION.

Q26 DRIVER IS ALWAYS SO VERY FRIENDLY. KEEP UP THE GOOD WORK.

Q26 EXTENDED INNER CITY SERVICE LATE 6:00 PM

Q26 SOME BUS DRIVERS ARE VERY COURTEOUS, SOME NEED TRAINING IN COURTESY.
YOUR 4:06 PM DRIVER FROM DEL NORTE TO FAIRFIELD IS A TERRIBLE DRIVER
WITH NO COMMUNICATIVE SKILLS. HE HAS BEEN A REGULAR DRIVER ON THIS
Q26 ROUTE (4:06PM) FOR A WHILE. CAN WE HAVE ANOTHER DRIVER?
PARKING IS A PROBLEM AT FAIRFIELD TRANSPORTATION CENTER NOW. REDUCE
THE NUMBER OF PERMIT PARKING OR HAVE THEM PARK ELSEWHERE. AS I
UNDERSTAND, THE PERMIT PARKERS WORK LOCALLY SO THIS PERMIT PARKING
Q26 PRIVILEGE IS AN INCONVENIENCE TO SAN FRANCISCO/OAKLAND COMMUTERS.
Q26 ALL OK
Q26 FOR THE BUS TO RUN ON WEEKEND AND ALSO TO FAIRFIELD MALL
Q26 I THINK YOU SHOULD RUN ON SATURDAYS TOO.
OVERALL IS PRETTY GOOD, AS LONG AS YOU GET A GOOD BUS, NOT THE CITY
ONES. PERHAPS ADDING ONE LAST BUS FOR 8-8:30 PM DEPARTURE FROM EL
Q26 CERRITO.
DRIVERS ARE CONSISTENTLY COURTEOUS AND FRIENDLY, ESPECIALLY IN THE
Q26 MORNING.
IT WOULD BE NICE IF ALL 90 BUS WILL GO SUISUN CITY. ONLY THE BUS AT 3:30
Q26 FROM RICHMOND TAKES ME TO SUISUN.
#90 DRIVER ALLOW HIS FRIEND A FREE RIDE FROM EL CERRITO NORTE DEPART
Q26 8:40AM
CAN YOU GET PEOPLE TO LOWER THEIR VOICE WHEN TALKING ON THEIR CELL
Q26 PHONES!!
Q26 I REALLY NEED AND APPRECIATE THIS BUS
ROUTE 90 IS EXCEPTIONAL, PROMPT, COURTEOUS, RESPECTFUL, EFFICIENT - A
Q26 MODEL TO FOLLOW. VERY PLEASED!
NEVER BUS I HAVE SEEN 40 WITH BETTER BUS AND TV MONITOR, I RIDE 90 AND WE
Q26 GET UNDER BUS WHEN WE DO SOMETIMES GO 40 - WE CAN'T EVEN VIEW TV.
Q26 TVS ON THE BUS
Q26 BUSES LEAVE EARLY!!
Q26 LAKE BUS 90
DISPLAY OF INFORMATION AT MAIN STATIONS, LIKE THE FAIRFIELD
TRANSPORTATION CENTER, WOULD HELP NEW PASSERGERS AND ENCOURAGE
Q26 MORE RIDERS
Q26 MORE EVENING SERVICE TO SUISUN
Q26 PLEASE PROVIDE CONNECTOR FROM GREEN VALLEY TO PARKING
Q26 NEED WEEKEND SERVICES AND LATER HOURS
Q26 THE DRIVER ON THE 6:15 AM RUN 79 IS QUITE GOOD AND PROFESSIONAL
THIS SURVEY IS A WASTE OF TIME, ENERGY AND FUNDS. THERE ARE PLENTY OF
COMPLAINTS, SUGGESTIONS AND RECOMMENDATIONS SITTING SOMEWHERE ON
YOUR CUSTOMER SERVICE REPRESENTATIVE OR IN THE TRASH CAN. I HAVE
SEEN VERY LITTLE RESPONSE FROM CITY STAFF REGARDING PROBLEMS, THIS
Q26 MAKES ME VERY UNHAPPY.
THE 6:15 BUS SHOULD BE ABLE TO LEAVE AT 6:15 INSTEAD OF WAITING 3-9
MINUTES FOR THE 40 BUS TO ARRIVE. MAKES US MISS OUR BART TRAIN
Q26 CONNECTIONS.
ALLOW THE 90/80/85 BUS TO BE USED WITH SAME BUS PASS YET DIFFERENT
Q26 ZONES. SERVICE TO THE MALL.
AIR CONDITIONER AND HEATING SYSTEMS ALWAYS SEEM TO BE BREAKING DOWN
Q26 - THESE SHOULD BE CHECKED/REPAIRED.
SOMETIMES THE BUS IS TOO HOT, SOMETIMES THE BUS IN THE BACK SMELLS LIKE
URINE. UNCLEAR OF COST FOR TRANSFERS \$4.25 \$5.75. ON FRIDAY SERVICE
Q26 COULD BE IMPROVED, PASSENGERS WAITING IN LONG LINES.

Q26 LATER CONNECTIONS TO 7

FOR SAFETY, BUS DRIVERS SHOULD NOT TALK/CARRY ON A CONVERSATION WHILE DRIVING, EXCEPT FOR AN EMERGENCY. ONE DRIVER CARRIES ON A CONVERSATION FROM FAIRFIELD ALL THE WAY TO EL CERRITO DEL NORTE BART. ALSO, YOU SHOULD NOT LET PEOPLE TALK ON THEIR CELLPHONES SO LOUD OR KEEP PEOPLE PLAYING LOUD MUSIC EVEN ON IPODS. ONE PARTICULAR DRIVER DOES NOT TURN ON AIR CONDITIONER WHEN HOT OR HEATER WHEN COLD, DESPITE US REQUESTING IT, HE JUST KEEPS ON DRIVING WITHOUT

Q26 ACKNOWLEDGING US.

Q26 I WOULD LIKE TO SEE A 7:45AM ADDED TO THE TUESDAY 90 WESTBOUND LINE

Q26 THE DRIVER IS A GREAT DRIVER, ALWAYS ON TIME. 4:31PM SERVICE ON FRIDAYS IS RIDICLOUS.

MANDATORY THAT THE BAGS GO OVERHEAD, NOT TAKE UP SEATS SO A PERSON CANNOT SIT DOWN, BUS DRIVERS SHOULD SAY GOOD MORNING TO EVERYONE

Q26 BEFORE PULLING OUT INSTEAD OF JUST SPECIAL PEOPLE.

Q26 I ENJOY RIDING WITH DRIVER BUS 90, VERY PROFESSIONAL

Q26 DON'T INCREASE FARE.

Q26 TO HAVE TO TV FOR NEWS COMMUTE INFORMATION

Q26 MORE THAN ONE STOP IN PETERSON RANCH IS NEEDED

Q26 NONE

Q26 SENIOR/HANDICAP SEATING ON 90 OFTEN TIMES NOT AVAILABLE BECAUSE NON-SENIOR/NON-HANDICAP SIT THERE

Q26 WE NEED MORE FREQUENT SERVICE ESPECIALLY DURING PEAK COMMUTE HOURS. MORE DRIVER AWARENESS OF PASSENGER DISCOMFORT: TOO HOT, TOO COLD.

Q26 BETTER UPDATE SYSTEM WHEN BUSES ARE DELAYED. OFTEN CAN'T REACH DISPATCH. HAVE ELECTONIC SIGNS AT TRANSIT CENTER 151 CANTO DEL NORTE FOR POSTING TRAVEL UPDATES. KEEP FARES AFFORDABLE. RESTORE PASS RECIPROUTING WITH VALLEJO TRANSIT.

Q26 REDUCE THE FARES TO ATTRACT MORE RIDERS. THE SERVICE PRODUCE IS EXCELLENT. I ENJOY RIDING EVERY DAY.

Q26 SERVICE ON THE WEKENDS

Q26 NO COMMENT

Q26 ALL BUSES SHOULD GO TO SUISUN. WHEN BUSES ARE AT BART, SHOULD BE NO WAITING ON ANOTHER BUS WHEN YOU ALREADY HAVE BUSES THERE!

Q26 IT'S VERY INCONVENIENT TO WAIT 1 1/2 HOURS WHEN I HAVE WORK AT 12:00 NOON. BECAUSE OF NO BUS UNTIL 1:30 AT DEL NORTE BART FOR FAIRFIELD.

Q26 THANK YOU

Q26 MORE PARKING SPOTS ARE NEEDED

Q26 I'D LIKE TO SEE THE DRIVERS LEARN HOW TO PRPERLY USE A/C AND HEATER. RAHER THAN USING THEM BOTH AT SOMETIMES. ALSO, FOR DRIVERS TO BE AWARE THAT WARM ENVIRONMENTS SPREAD BACTERIA, THERE IS NO NEED TO BLAST THE HEATER, ESPCIALLY WHEN WE LOAD THE BUS FULLY BUNDLED IN THE COLD SEASON.

Q26 NA

Q26 DRIVERS KEEP BUS TOO HOT! ESPCIALLY IN FLU SEASON - DRIES OUT MUCUS MEMBRANES AND WE ARE MORE SUCCEPTIBLE TO ILLNESS. MODERATE TEMPERATURES IN WINTER MUCH HEALTHIER. I ASKED A DRIVER TO TURN HEAT DOWN AND HE REPLIED, "THIS IS MY BUS IF YOU DON'T LIKE TEMPERATURE GET OFF OR GO TO BACK OF BUS."

Q26 IT'S GOOD. THE DRIVERS ARE USUALLY FRIENDLY AND ON TIME. THAT'S ALL THAT MATTERS. OH YEAH AND THEY DRIVE GOOD TOO.

HAVE MORE COURTEOUS HELPFUL DRIVERS, DISPATCH, MORE RESPONSIVE MANAGERS. DRIVERS WHO KNOW HOW TO WORK AND PROVIDE COMFORTABLE AIR AND COMFORTABLE TIME. INSIDE THE ONES WITHOUT BEING ASKED!!

Q26 BE ON TIME PLEASE

Q26 IF THERE WAS A BUS FOR VACAVILLE TO FAIRFIELD AT 6:30 OR 6:45 I WOULD TAKE IT.

I MARKED POOR ON 18 SAFETY/SECURITY. I FEEL THAT IF I RIDE THE 5:46 OUT EL CERRITO DEL NORTE - - MY SAFETY IS JEOPARDIZED. THE DRIVER HAS FALLEN ASLEEP TWO TIMES. THE SECOND TIME I DEMANDED HE PULL THE BUS OVER TO GET A REPLACEMENT DRIVER TO COME AFTER HE WEAVED ACROSS THE BRIDGE. HE DID NOT DO THAT. NOW I REFUSE TO RIDE HIS BUS. I HAVE CALLED THE OFFICE AND COMPLAINED BUT HE STILL KEEPS DRIVING THAT ROUTE. I WAIT FOR THE NEXT BUS. GAVE CONTACT INFO FOR FOLLOW UP.

Q26 VERY CONVENIENT, PROMPT SERVICE

Q26 YOU DO AN EXCELLENT JOB! ENCOURAGE THE DRIVER TO COMMUNICATE WITH THE PASSENGERS WHEN A BREAKDOWN OCCURS.

Q26 I LOVE THE SERVICE KEEP UP THE GOOD WORK

Q26 NA

Q26 CAN I GET A JOB AS AN BUS OPERATOR?

Q26 NO

Q26 DRIVER ARE GREAT. USUALLY RUNS ON SCHEDULE

Q26 GREAT, DRIVER ARE POLITE, COURTEOUS, CLEAN BUS

Q26 THANKS

Q26 MY MORNING DRIVER IS A GREAT GUY

Q26 MOST OF THE DRIVERS ARE COURTEOUS AND HELPFUL

Q26 WEEKEND 90 SERVICE - WHETHER IT RAN EVERY 1-2 HOURS PER RUN - PEOPLE HAVE TO WORK ENDS

Q26 BETTER/EASIER 3B TRANSFER TO 90 ROUTE AT 7:37AM, 3B GETS TO FAIRFIELD TRANSPORTATION CENTER AT 7:40PM AS WELL AS 20 ROUTE

Q26 MORE PEOPLE ARE RIDING THE BUS, GET CROWDED, NEED MORE BUSES.

Q26 I AM VERY PLEASED WITH BUS SERVICE. IT IS HARD TO WRITE ON A MOVING BUS!

Q26 BETTER BUS/BETTER UPKEEP

Q26 ASSIGN PARKING SPACE FOR MONTHLY PASS RIDER.

Q26 DON'T INCREASE FARE

Q26 NO COMMENT

Q26 F.A.S.T. MUST ASSIGN PARKING SPACE TO BUS PASS HOLDERS

Q26 1. THE LADY DRIVER IS NICE 2. PLEASE DON'T RAISE THE FARE AGAIN 3. KINDLY GIVE DISCOUNT TO REGULAR COMMUTERS 4. SERVICE ON SATURDAY, SUNDAY, HOLIDAYS

Q26 SOME DRIVER NEED TO BE CUSTOMER ORIENTED

Q26 BUS LEAVES TOO EARLY, SOMETIMES 1-2 MINUTES AFTER BART ARRIVES. PEOPLE RUN FRANTICALLY TO CATCH BUS. BUS SCHEDULE SHOULD CONSIDER BART DEPARTURE/ARRIVAL TIMES. ONE WOMAN FELL AND DRIVER HELPED HER UP

Q26 THE LAST BUS LEAVING THE EL CERRITO DEL NORTE BART SHOULD BE LATER I THINK IT SHOULD BE 8:30 OR PM