RESULTS OF

SOLANO TRANSPORTATION AUTHORITY
VALLEJO TRANSIT FALL 2009 RIDERSHIP STUDY
INTERCITY LINES 78, 80 AND 85

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

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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/Line 200 bus services. This report presents the results of the on-board survey of riders on intercity lines of the Vallejo Transit system.

For each set of findings, aggregate results for all the intercity lines are presented in graphic form first, followed by a table with detailed results by individual route. After a brief description of the lines covered by this report, the characteristics of trips being taken by surveyed riders are assessed, followed by an analysis of rider demographics. Rider perceptions of the quality of service and suggestions for improvement are then discussed. Also included are highlights of comments offered by Vallejo Transit riders (a complete listing of verbatim comments and suggestions is provided in Appendix 3.) Finally, brief conclusions are drawn regarding the characteristics of riders and their use of the Vallejo Transit system.

I. Methodology

Passengers on intercity lines (referred to as riders in this report) were surveyed during October and November 2009 and covered buses on intercity Lines 78, 80 and 85. A total of 1,770 riders were surveyed for this study. A copy of the survey instrument is presented as Appendix 1. A copy of the schedules in effect for the lines discussed in this report at the time the survey was conducted is presented as Appendix 2.

System-wide results were calculated by weighting the results for Lines 78, 80 and 85 by the total estimated weekly ridership for each, based on weekday and weekend on-off counts.

II. Vallejo Transit Intercity Service Description

A summary of the operating characteristics of the Vallejo Transit intercity lines at the time of the survey is presented below.

Rt. 78: Rt. 78 links the Walnut Creek BART and the Vallejo Ferry Terminal, with stops at Military and First City Park and York and Marin. Rt. 78 runs on the half hour on weekdays and completes round trips every two hours on Saturday starting at 7:30am.

Rt. 80: Rt. 80 has been a core intercity route for Vallejo Transit for two decades. It connects downtown Vallejo, Baylink Ferry and Curtola Park-and-Ride to El Cerrito del Norte BART station located on the I-80 corridor. It makes no stops between Vallejo and the BART station and uses the I-80 HOV lanes for a significant portion of the journey. It operates 7 days a week with a weekday span from 4am to 11pm. Rt. 80 operates every 15 minutes on weekdays and every 30 minutes on weekends.

Rt. 85: Rt. 85 is the only transit route connecting Vallejo and Fairfield. It is a limited stop service connecting downtown Vallejo, Baylink Ferry Terminal, Sereno Transit
Center, Solano Community College’s main campus and Solano Mall where it connects to Fairfield/Suisun Transit’s local transit system. It operates seven days a week with a weekday span from 5:30am-11:30pm. On weekdays it operates every half hour during the morning peak and hourly during the rest of the day. On Saturdays, Sundays and holidays it operates every two hours.
III. Intercity Trip Characteristics

The following section is about how intercity Vallejo 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 intercity Vallejo Transit bus frequently, with about 75% reporting that they ride at least weekly, indicating that Vallejo Transit is a significant transportation resource upon which many depend. Only 8.4% of riders said that this was their first time on this line.

Figure 1. Ridership Frequency – Overall Intercity

Line 78 had 69% of riders using the system at least three days a week and more than 80% riding at least weekly, while the percentage riding three or more days a week was about 60% for both Line 80 and 85. Line 85 had the highest proportion of first-time riders.
### Figure 2. Ridership Frequency – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number Frequency</th>
<th>All Intercity</th>
<th>78 n=242</th>
<th>80 n=1006</th>
<th>85 n=453</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 to 7 days a week</td>
<td>40.7%</td>
<td>43.8%</td>
<td>41.3%</td>
<td>37.5%</td>
</tr>
<tr>
<td>3 to 4 days a week</td>
<td>19.8%</td>
<td>25.2%</td>
<td>17.2%</td>
<td>23.2%</td>
</tr>
<tr>
<td>1 to 2 times a week</td>
<td>14.0%</td>
<td>14.0%</td>
<td>13.1%</td>
<td>16.3%</td>
</tr>
<tr>
<td>2 to 3 times a month</td>
<td>10.4%</td>
<td>8.3%</td>
<td>11.9%</td>
<td>7.5%</td>
</tr>
<tr>
<td>Once a month or less</td>
<td>6.7%</td>
<td>3.7%</td>
<td>8.1%</td>
<td>5.1%</td>
</tr>
<tr>
<td>First time riding</td>
<td>8.4%</td>
<td>5.0%</td>
<td>8.4%</td>
<td>10.4%</td>
</tr>
</tbody>
</table>

### Length of Ridership

Survey results indicate that 58.9% of Vallejo Transit intercity riders have been using their current line for less than three years, with 40.2% having been riders for less than one year and almost 30% having started less than six months ago (including first time riders). At the other extreme, 13.2% of respondents said they had been riding for 10 or more years.

### Figure 3. How Long Riding – Overall Intercity

More than 50% of riders on Line 78 said they had been riding for less than one year, compared to 34.5% of Line 80 riders. Line 80, on the other hand had the highest proportion of riders who had been using this bus for at least 6 years (26.1%).
Round/One Way Trip
Just over 70% of intercity riders said their ride on Vallejo Transit was part of a round-trip, while 26% said they did not intend to make a round trip on the bus and only 3.9% did not yet know whether they would be making a return trip on the same line. The relatively high percentage of riders making a round trip suggests that most riders on the intercity lines are on a regular trip.

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

Both Line 78 and Line 80 had more than 71% of riders making round trips and fewer than 3% who did not know whether they would be making a round trip. Fewer than two-thirds of Line 85 riders said they were making a round trip.
Figure 6. This Trip is Part of a Round Trip on the Bus – By Intercity Line

<table>
<thead>
<tr>
<th>Part of a round trip?</th>
<th>All Intercity</th>
<th>78 n=240</th>
<th>80 n=1027</th>
<th>85 n=450</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>70.1%</td>
<td>71.3%</td>
<td>71.9%</td>
<td>65%</td>
</tr>
<tr>
<td>No</td>
<td>26.0%</td>
<td>25.8%</td>
<td>25.4%</td>
<td>27.6%</td>
</tr>
<tr>
<td>Don't know</td>
<td>3.9%</td>
<td>2.9%</td>
<td>2.7%</td>
<td>7.8%</td>
</tr>
</tbody>
</table>

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 Vallejo Transit for travel primarily between home and work, but also to and from a variety of other destinations. More than 98% of respondents either began or planned to end their current trip at home, while more than half were coming from or going to work and 15% were coming to or going to school.

More than half of all Vallejo Transit riders (52.1%) said they were coming from home on their current bus ride, while 26.6% said they were coming from work and 8.1% were coming from school. No other individual origin accounted for as much as 4% of responses, but a number of categories contributed from 1.8% (medical) to 3.3% (shopping/errands).

Figure 7. Trip Origin – Overall Intercity
Lines 78 and 80 had more than 80% of riders coming from home or work (compared to 67.7% for Line 85), while Line 85 had a higher percentage of riders coming from school (16.3% vs. 6.1% and 5.4).

**Figure 8. Trip Origin – By Intercity Line**

<table>
<thead>
<tr>
<th>Route Number</th>
<th>All</th>
<th>78</th>
<th>80</th>
<th>85</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Intercity</td>
<td>n=244</td>
<td>n=999</td>
<td>n=448</td>
</tr>
<tr>
<td>Coming from?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td>52.1%</td>
<td>51.6%</td>
<td>50.6%</td>
<td>56.3%</td>
</tr>
<tr>
<td>Work</td>
<td>26.6%</td>
<td>30.3%</td>
<td>31.5%</td>
<td>11.4%</td>
</tr>
<tr>
<td>School</td>
<td>8.1%</td>
<td>6.1%</td>
<td>5.4%</td>
<td>16.3%</td>
</tr>
<tr>
<td>Medical</td>
<td>1.8%</td>
<td>2.9%</td>
<td>1.1%</td>
<td>2.9%</td>
</tr>
<tr>
<td>Shopping/errands</td>
<td>3.3%</td>
<td>4.5%</td>
<td>2.3%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Sports/social/ recreational</td>
<td>2.8%</td>
<td>0.8%</td>
<td>3.1%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Visiting friends or relatives</td>
<td>2.4%</td>
<td>1.6%</td>
<td>3.0%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Other</td>
<td>3.1%</td>
<td>2.0%</td>
<td>3.0%</td>
<td>3.8%</td>
</tr>
</tbody>
</table>

Destinations were also analyzed to determine the purposes for trips on the Vallejo Transit intercity lines. Home was the most often mentioned destination (45.8%), followed by work (25.1%) and school (7.4%). Several other destination accounted for 5% or more of responses, including shopping/errands (5.8%) and sports/social/recreational (6.4%). These results show that while the intercity lines primarily serve commuters, they are also used by riders for a variety of other trips.

**Figure 9. Trip Destinations – Overall Intercity**
While home and work together accounted for more than half of reported destinations on all three lines, Line 80 had a higher percentage going home (50.1% vs. 47.5% for Line 78 and 33.5% for Line 85), while Line 78 had more riders going to work. On the other hand, the percentage going to school was much higher for Line 85 (19.1% vs. 2.1% for Line 78 and 4.1 for Line 80).

**Figure 10. Trip Destinations – By Intercity Line**

<table>
<thead>
<tr>
<th>Route Number</th>
<th>All Intercity</th>
<th>78 n=976</th>
<th>80 n=445</th>
</tr>
</thead>
<tbody>
<tr>
<td>Going to?</td>
<td>n=236</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home</td>
<td>45.8%</td>
<td>47.5%</td>
<td>50.1%</td>
</tr>
<tr>
<td>Work</td>
<td>25.1%</td>
<td>30.1%</td>
<td>24.5%</td>
</tr>
<tr>
<td>School</td>
<td>7.4%</td>
<td>2.1%</td>
<td>4.1%</td>
</tr>
<tr>
<td>Medical</td>
<td>2.6%</td>
<td>2.1%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Shopping/errands</td>
<td>5.8%</td>
<td>7.6%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Sports/social/ recreational</td>
<td>6.4%</td>
<td>3.0%</td>
<td>6.0%</td>
</tr>
<tr>
<td>Visiting friends or relatives</td>
<td>4.4%</td>
<td>3.8%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Other</td>
<td>2.6%</td>
<td>3.8%</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

**Places of Origin and Destination**

The extent to which intercity riders were coming from or going outside Vallejo was analyzed by asking respondents where they had started their current trip and where they planned to end it. Results indicate that more than 50% of passengers are on trips that either begin or end outside Vallejo. Among other origins and destinations, Fairfield was mentioned by 10.3% of respondents as their origin and 12.4% as their destination, while San Francisco and Oakland were each reported as an origin or destination by roughly one-tenth of riders. Origins and destinations accounting for 2-5% of riders included Berkeley, Richmond, and Benicia.
While all intercity lines had the highest proportion of their riders coming from Vallejo, Line 85 had nearly as many starting in Fairfield, while Line 78 had almost 30% starting in Benicia and Line 80 had 17.9% originating in San Francisco, 15.4% in Oakland and 6.7% in Berkeley.

**Figure 11. City of Origin and Destination – Overall Intercity**

**Figure 12. City of Origin – By Intercity Line**

<table>
<thead>
<tr>
<th>Route Number</th>
<th>All Intercity</th>
<th>78 City</th>
<th>80 City</th>
<th>85 City</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n=233</td>
<td>n=923</td>
<td>n=436</td>
<td></td>
</tr>
<tr>
<td>Vallejo</td>
<td>37.2%</td>
<td>30.0%</td>
<td>37.8%</td>
<td>40.1%</td>
</tr>
<tr>
<td>San Francisco</td>
<td>13.2%</td>
<td>7.3%</td>
<td>17.9%</td>
<td>4.4%</td>
</tr>
<tr>
<td>Oakland</td>
<td>10.3%</td>
<td>3.4%</td>
<td>15.4%</td>
<td>1.1%</td>
</tr>
<tr>
<td>Fairfield</td>
<td>10.3%</td>
<td>1.3%</td>
<td>1.4%</td>
<td>39.0%</td>
</tr>
<tr>
<td>Berkeley</td>
<td>5.2%</td>
<td>0.4%</td>
<td>6.7%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Benicia</td>
<td>5.0%</td>
<td>29.2%</td>
<td>1.0%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Richmond</td>
<td>3.3%</td>
<td>0.4%</td>
<td>4.9%</td>
<td>0.7%</td>
</tr>
<tr>
<td>American Canyon</td>
<td>1.3%</td>
<td>1.3%</td>
<td>1.7%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Walnut Creek</td>
<td>1.1%</td>
<td>7.3%</td>
<td></td>
<td>0.2%</td>
</tr>
<tr>
<td>Concord</td>
<td>1.0%</td>
<td>6.0%</td>
<td>0.2%</td>
<td></td>
</tr>
<tr>
<td>Suisun City</td>
<td>0.9%</td>
<td>0.4%</td>
<td>0.1%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Napa or Napa County</td>
<td>0.9%</td>
<td>0.4%</td>
<td>1.2%</td>
<td>0.2%</td>
</tr>
<tr>
<td>El Cerrito</td>
<td>0.7%</td>
<td>1.0%</td>
<td>0.2%</td>
<td></td>
</tr>
<tr>
<td>Vacaville</td>
<td>0.6%</td>
<td>0.2%</td>
<td></td>
<td>2.1%</td>
</tr>
<tr>
<td>Pleasant Hill</td>
<td>0.5%</td>
<td>3.0%</td>
<td>0.1%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>8.7%</td>
<td>9.4%</td>
<td>10.4%</td>
<td>3.7%</td>
</tr>
</tbody>
</table>
The percentage of riders planning to end their trip in Vallejo, San Francisco, or Oakland was also highest for Line 80, while Line 85 again had almost as many (42%) going to Fairfield as Vallejo (44.6%) and Line 78 had more planning to go to Benicia (31.1%) than Vallejo (30.6%).

### Figure 13. City of Destination – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number</th>
<th>All Intercity</th>
<th>78 n=219</th>
<th>80 n=932</th>
<th>85 n=419</th>
</tr>
</thead>
<tbody>
<tr>
<td>City going to</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vallejo</td>
<td>45.2%</td>
<td>30.6%</td>
<td>48.7%</td>
<td>44.6%</td>
</tr>
<tr>
<td>Fairfield</td>
<td>12.4%</td>
<td>1.4%</td>
<td>3.6%</td>
<td>42.0%</td>
</tr>
<tr>
<td>San Francisco</td>
<td>9.2%</td>
<td>6.4%</td>
<td>12.3%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Oakland</td>
<td>7.3%</td>
<td>2.3%</td>
<td>10.8%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Benicia</td>
<td>5.2%</td>
<td>31.1%</td>
<td>1.2%</td>
<td></td>
</tr>
<tr>
<td>Richmond</td>
<td>2.9%</td>
<td>0.9%</td>
<td>3.9%</td>
<td>1.4%</td>
</tr>
<tr>
<td>Berkeley</td>
<td>2.7%</td>
<td>0.9%</td>
<td>4.0%</td>
<td>0.2%</td>
</tr>
<tr>
<td>El Cerrito</td>
<td>2.4%</td>
<td>0.5%</td>
<td>3.6%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Walnut Creek</td>
<td>1.4%</td>
<td>9.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>American Canyon</td>
<td>1.2%</td>
<td>1.4%</td>
<td>1.6%</td>
<td></td>
</tr>
<tr>
<td>Suisun City</td>
<td>1.1%</td>
<td></td>
<td>0.5%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Vacaville</td>
<td>1.0%</td>
<td>0.5%</td>
<td>0.6%</td>
<td>2.1%</td>
</tr>
<tr>
<td>Napa or Napa County</td>
<td>0.9%</td>
<td>0.9%</td>
<td>1.0%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Concord</td>
<td>0.9%</td>
<td>5.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pleasant Hill</td>
<td>0.4%</td>
<td>2.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>6.1%</td>
<td>5.0%</td>
<td>8.0%</td>
<td>1.7%</td>
</tr>
</tbody>
</table>

Where Did You Board and Will You Leave the Bus?

When asked where they had boarded the bus, 55% of intercity riders said they had boarded the bus in other cities, with El Cerrito and Fairfield the most often reported places where riders boarded. Line 78 had fewer riders boarding in Vallejo (28.8%), but also had about one-third of riders boarding in Benicia and 28% in Walnut Creek.

### Figure 14. Where Did You Board – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number</th>
<th>All Intercity</th>
<th>78 n=233</th>
<th>80 n=1009</th>
<th>85 n=457</th>
</tr>
</thead>
<tbody>
<tr>
<td>City where boarded</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vallejo</td>
<td>45.0%</td>
<td>28.8%</td>
<td>45.3%</td>
<td>54.0%</td>
</tr>
<tr>
<td>El Cerrito</td>
<td>33.5%</td>
<td></td>
<td>53.7%</td>
<td></td>
</tr>
<tr>
<td>Fairfield</td>
<td>10.6%</td>
<td></td>
<td></td>
<td>44.2%</td>
</tr>
<tr>
<td>Walnut Creek*</td>
<td>4.1%</td>
<td>28.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benicia</td>
<td>4.9%</td>
<td>33.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pleasant Hill</td>
<td>1.2%</td>
<td>8.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>0.8%</td>
<td>1.6%</td>
<td>1.0%</td>
<td>1.8%</td>
</tr>
</tbody>
</table>

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

Almost one half of intercity riders planned to leave the bus outside Vallejo, although the percentage was significantly lower for Line 78 (34.5%) than for Line 80 (55.9%) and 85 (53%). Almost half (45.4%) of Line 85 riders planned to leave the bus in Fairfield, while more than 40% of Line 80 respondents planned to leave in El Cerrito (42.5%).
Figure 15. Where Will You Leave – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number City where leaving</th>
<th>All Intercity</th>
<th>78 n=226</th>
<th>80 n=1005</th>
<th>85 n=436</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vallejo</td>
<td>52.2%</td>
<td>34.5%</td>
<td>55.9%</td>
<td>53.0%</td>
</tr>
<tr>
<td>El Cerrito</td>
<td>26.5%</td>
<td></td>
<td>42.5%</td>
<td></td>
</tr>
<tr>
<td>Fairfield</td>
<td>10.7%</td>
<td></td>
<td></td>
<td>45.4%</td>
</tr>
<tr>
<td>Walnut Creek*</td>
<td>1.4%</td>
<td>9.7%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benicia</td>
<td>4.5%</td>
<td>30.5%</td>
<td>0.2%</td>
<td></td>
</tr>
<tr>
<td>Pleasant Hill</td>
<td>3.3%</td>
<td>23.0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>1.4%</td>
<td>2.2%</td>
<td>1.4%</td>
<td>1.6%</td>
</tr>
</tbody>
</table>

(*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 Vallejo Transit intercity bus, more than one third said they had used BART, while another 25% said they had used another bus and an additional 23.2% said they had walked. Far fewer riders came by other means with “car as passenger” and “car as driver” accounting for 11.2% and 8.2%, respectively, of responses.

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

Riders on Line 80 were much less likely than those on other lines to have reached their stop by walking (13.4% vs. 36.8% for Line 78 and 41% for Line 85), but were much more likely to have used BART. Line 85 riders were most likely to have taken a bus or walked.
Figure 17. How Did You Get to the Bus Stop? – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number</th>
<th>Mode to bus stop*</th>
<th>All Intercity</th>
<th>78 n=220</th>
<th>80 n=973</th>
<th>85 n=349</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bus</td>
<td>Bus</td>
<td>24.7%</td>
<td>24.5%</td>
<td>22.9%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Walked</td>
<td>Walked</td>
<td>23.2%</td>
<td>36.8%</td>
<td>13.4%</td>
<td>41.0%</td>
</tr>
<tr>
<td>Car as passenger</td>
<td>Car as passenger</td>
<td>11.2%</td>
<td>8.2%</td>
<td>10.8%</td>
<td>14.0%</td>
</tr>
<tr>
<td>Car as driver</td>
<td>Car as driver</td>
<td>8.2%</td>
<td>9.5%</td>
<td>9.8%</td>
<td>3.4%</td>
</tr>
<tr>
<td>Bicycle</td>
<td>Bicycle</td>
<td>1.7%</td>
<td>0.5%</td>
<td>1.5%</td>
<td>2.9%</td>
</tr>
<tr>
<td>BART</td>
<td>BART</td>
<td>34.2%</td>
<td>23.6%</td>
<td>47.0%</td>
<td>7.2%</td>
</tr>
<tr>
<td>Capitol Corridor/AMTRAK/RT</td>
<td>Capitol Corridor/AMTRAK/RT</td>
<td>0.2%</td>
<td>0.1%</td>
<td>0.6%</td>
<td></td>
</tr>
<tr>
<td>Taxi</td>
<td>Taxi</td>
<td>1.3%</td>
<td>1.4%</td>
<td>1.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Ferry</td>
<td>Ferry</td>
<td>1.3%</td>
<td>1.4%</td>
<td>0.1%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Other</td>
<td>Other</td>
<td>0.4%</td>
<td>0.5%</td>
<td>0.3%</td>
<td>0.6%</td>
</tr>
</tbody>
</table>

* More than one mode may have been used

For those who reached their stop by bus, 64.4% did so on other Vallejo Transit buses, while 15.3% used Fairfield and Suisun Transit and 7.1% used AC Transit. No other transit operator was mentioned by more than 3% overall.

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

Vallejo Transit also predominated for individual lines, although the percentage was higher for Line 80. Line 85, on the other hand, had a higher percentage of riders reaching their stop on Fairfield and Suisun Transit. While Vacaville City Coach does not share
stops directly with any of these routes, respondents may have used that operator as one of several used to reach their bus stop.

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

<table>
<thead>
<tr>
<th>Route Number Operator</th>
<th>All Intercity</th>
<th>78 n=52</th>
<th>80 n=174</th>
<th>85 n=100</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vallejo Transit</td>
<td>64.4%</td>
<td>59.6%</td>
<td>70.7%</td>
<td>56.0%</td>
</tr>
<tr>
<td>FAST</td>
<td>15.3%</td>
<td>1.9%</td>
<td>6.3%</td>
<td>38.0%</td>
</tr>
<tr>
<td>AC Transit</td>
<td>7.1%</td>
<td></td>
<td>12.6%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Benicia Breeze</td>
<td>2.8%</td>
<td>13.5%</td>
<td>0.6%</td>
<td>1.0%</td>
</tr>
<tr>
<td>County Connection</td>
<td>2.5%</td>
<td>15.4%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vacaville City Coach</td>
<td>1.8%</td>
<td>1.9%</td>
<td>0.6%</td>
<td>4.0%</td>
</tr>
<tr>
<td>Napa VINE</td>
<td>1.8%</td>
<td>1.9%</td>
<td>2.9%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>4.3%</td>
<td>5.8%</td>
<td>6.3%</td>
<td></td>
</tr>
</tbody>
</table>

The 285 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 11.4 minutes overall. The average amount of time ranged from 10.1 minutes for Line 78 to 12.1 minutes for Line 80, while Line 85 riders averaged 11.5 minutes.

Among those who used a car to reach their bus stop, those who drove averaged 7.1 miles, while those who were passengers averaged 5.9. The 18 riders who biked to the stop reported a ride averaging 7.5 miles, with the average raised by three Line 80 riders who rode from 16-35 miles to their stop.

Access to Final Destination
Riders were also asked how they would reach their final destination. Most used another bus, walked, or rode BART, to reach their destination, while almost one fourth used a car as a passenger (12.3%) or as driver (10.1%). All other modes combined only accounted for 2.5%.
All three lines had about the same percentage of riders planning to use another bus, but the percentage using other modes varied widely. The percentage planning to walk ranged from just 14.1% for Line 80 to more than 55% for Line 85, while the percentage using BART ranged from 8.0% for Line 85 to 35.6% for Line 80 (even though Line 85 does not go to a BART station, riders could be using BART as one of the modes to reach their final destination). Line 80 had the highest percentage planning to use a car (27.5%), while Line 85 had the lowest (11.2%). Note that riders could report multiple modes, so that totals exceed 100%. 

Totals >100% because more than one mode may have been used
Figure 21. How Will You Get to Your Final Destination? – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number</th>
<th>Mode to destination*</th>
<th>All</th>
<th>78 n=212</th>
<th>80 n=913</th>
<th>85 n=311</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Intercity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Walk</td>
<td>27.3%</td>
<td>38.2%</td>
<td>14.1%</td>
<td>55.3%</td>
<td></td>
</tr>
<tr>
<td>Bus</td>
<td>27.4%</td>
<td>27.4%</td>
<td>27.2%</td>
<td>28.0%</td>
<td></td>
</tr>
<tr>
<td>Car as driver</td>
<td>10.1%</td>
<td>9.0%</td>
<td>13.7%</td>
<td>1.3%</td>
<td></td>
</tr>
<tr>
<td>Car as passenger</td>
<td>12.3%</td>
<td>10.4%</td>
<td>13.8%</td>
<td>9.3%</td>
<td></td>
</tr>
<tr>
<td>bicycle</td>
<td>1.1%</td>
<td>0.9%</td>
<td>0.9%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>BART</td>
<td>26.4%</td>
<td>17.0%</td>
<td>35.6%</td>
<td>8.0%</td>
<td></td>
</tr>
<tr>
<td>taxi</td>
<td>0.4%</td>
<td>0.4%</td>
<td>0.6%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capitol Corridor/AMTRAK/RT</td>
<td>0.2%</td>
<td>0.9%</td>
<td></td>
<td>0.3%</td>
<td></td>
</tr>
<tr>
<td>Ferry</td>
<td>0.3%</td>
<td>0.5%</td>
<td>0.1%</td>
<td>0.6%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>0.5%</td>
<td>0.9%</td>
<td>0.3%</td>
<td>0.6%</td>
<td></td>
</tr>
</tbody>
</table>

* More than one mode may have been used

For riders who planned to reach their final destination by bus, 62.4% said they would travel on other Vallejo Transit buses, 12.9% planned to use Fairfield and Suisun Transit and 6.6% planned to use AC Transit, while 4.7% planned to use Benicia Breeze and 4.1% Napa VINE.

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

Vallejo Transit also predominated for individual lines, although more than 40% of Line 85 riders planned to use FAST buses. Among other operators accounting for more than 10% of individual lines, Benicia Breeze was reported by 22% of Line 78, County Connection by 16% of Line 78 riders and AC Transit by 11.1% of riders on Line 80. Lines reported by just a handful of riders may reflect additional bus connections required to reach the respondent’s final destination.
Riders estimated the time to walk from the bus to their final destination as slightly shorter than the time it took to walk to their bus stop. The 296 riders who provided an estimate of how long they would take to walk to their final destination estimated an average of 10.3 minutes overall, with the average time ranging from 8.2 minutes for Line 85 to 11.5 minutes for Line 80. Riders who drove themselves said they covered an average of 5.1 miles, while those who were passengers in a car averaged 6.0 miles. The 75 riders planning to reach their destination by bicycle said their ride would average 3.5 miles.

How Trip Would Have Been Made Without the Bus

More than one-fourth of riders said they would not have made the trip if their Vallejo Transit bus had not been available. As alternatives, riders were most likely to say they would get a ride (31.7%) or drive alone (23.6%). Fewer than 8% indicated that they would use any other single method of transportation.

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

<table>
<thead>
<tr>
<th>Route Number Operator</th>
<th>All Intercity</th>
<th>78 n=50</th>
<th>80 n=190</th>
<th>85 n=79</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vallejo Transit</td>
<td>62.4%</td>
<td>52.0%</td>
<td>67.4%</td>
<td>57.0%</td>
</tr>
<tr>
<td>FAST</td>
<td>12.9%</td>
<td></td>
<td>4.7%</td>
<td>40.5%</td>
</tr>
<tr>
<td>AC Transit</td>
<td>6.6%</td>
<td></td>
<td>11.1%</td>
<td></td>
</tr>
<tr>
<td>Benicia Breeze</td>
<td>4.7%</td>
<td>22.0%</td>
<td>2.1%</td>
<td></td>
</tr>
<tr>
<td>Vine or Napa</td>
<td>4.1%</td>
<td>6.0%</td>
<td>4.7%</td>
<td>1.3%</td>
</tr>
<tr>
<td>County Connection</td>
<td>2.8%</td>
<td>16.0%</td>
<td>0.5%</td>
<td></td>
</tr>
<tr>
<td>Muni</td>
<td>1.9%</td>
<td>2.0%</td>
<td>2.6%</td>
<td></td>
</tr>
<tr>
<td>Rio Vista Delta Breeze</td>
<td>0.9%</td>
<td></td>
<td>1.1%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Vacaville City Coach</td>
<td>0.6%</td>
<td></td>
<td>1.1%</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>3.1%</td>
<td>2.0%</td>
<td>4.7%</td>
<td></td>
</tr>
</tbody>
</table>

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 23.3% for Line 78 to 32.4% for Line 85. Line 85 riders were least likely to drive alone and most likely to get a ride or walk, while Line 80 riders had the highest proportion using carpools or vanpools (18.3%).

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

<table>
<thead>
<tr>
<th>Route Number</th>
<th>All</th>
<th>78</th>
<th>80</th>
<th>85</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternate mode</td>
<td>Intercity</td>
<td>n=245</td>
<td>n=993</td>
<td>n=447</td>
</tr>
<tr>
<td>Would not have made this trip</td>
<td>26.7%</td>
<td>23.3%</td>
<td>25.3%</td>
<td>32.4%</td>
</tr>
<tr>
<td>Drive alone</td>
<td>23.6%</td>
<td>26.1%</td>
<td>28.1%</td>
<td>10.3%</td>
</tr>
<tr>
<td>Get a ride</td>
<td>31.7%</td>
<td>32.2%</td>
<td>28.1%</td>
<td>40.9%</td>
</tr>
<tr>
<td>Casual carpool</td>
<td>7.8%</td>
<td>4.1%</td>
<td>10.0%</td>
<td>4.5%</td>
</tr>
<tr>
<td>Carpool/vanpool</td>
<td>6.3%</td>
<td>3.3%</td>
<td>8.3%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Walk</td>
<td>3.9%</td>
<td>4.5%</td>
<td>1.6%</td>
<td>9.4%</td>
</tr>
<tr>
<td>Taxi</td>
<td>4.4%</td>
<td>6.1%</td>
<td>3.0%</td>
<td>7.2%</td>
</tr>
<tr>
<td>Train</td>
<td>3.3%</td>
<td>4.1%</td>
<td>3.3%</td>
<td>2.9%</td>
</tr>
<tr>
<td>bike</td>
<td>1.3%</td>
<td>0.8%</td>
<td>0.7%</td>
<td>3.1%</td>
</tr>
<tr>
<td>other</td>
<td>3.2%</td>
<td>3.7%</td>
<td>3.1%</td>
<td>2.9%</td>
</tr>
</tbody>
</table>

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 61.4% of riders paid with cash, while 25.4% used a monthly pass and about 8% used both multi-ride punch passes and transfers.

**Figure 26. How Did You Pay Your Fare for this Trip? – Overall Intercity**
Line 80 riders were somewhat more likely to have paid using cash, while Line 85 riders were most likely to have used a transfer. Line 78 had the highest percentage of riders using a monthly pass (30.3%).

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

<table>
<thead>
<tr>
<th>Route Number</th>
<th>All Intercity</th>
<th>78 n=246</th>
<th>80 n=980</th>
<th>85 n=435</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment method</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transfer</td>
<td>7.7%</td>
<td>6.8%</td>
<td>4.8%</td>
<td>15.9%</td>
</tr>
<tr>
<td>Cash</td>
<td>61.4%</td>
<td>58.1%</td>
<td>62.5%</td>
<td>60.6%</td>
</tr>
<tr>
<td>Multi Ride/Punch Pass</td>
<td>8.2%</td>
<td>9.8%</td>
<td>8.2%</td>
<td>7.2%</td>
</tr>
<tr>
<td>Monthly Pass</td>
<td>25.4%</td>
<td>30.3%</td>
<td>26.2%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Other</td>
<td>0.3%</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.7%</td>
</tr>
</tbody>
</table>

**Type of Fare**

Adult fares accounted for more than 70% of those paid by Vallejo Transit intercity riders, while the percentage of senior/disabled fares was almost three times greater than the percentage of student fares.

**Figure 28. Type of Fare – Overall Intercity**

Adult fares were the most common for all intercity lines but were highest for Line 80. Line 78 had the highest percentage of riders paying senior/disabled fares (28.7% vs. 19.7 for Line 80 and 20.3% for Line 85), while Line 85 had the highest percentage of riders paying student fares (13.4%).
IV. Intercity Rider Demographics

The following section examines the demographics, or basic characteristics, of Vallejo Transit 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
More than half the riders on the Vallejo Transit intercity lines overall are female, with males accounting for just 45.9% of survey respondents.

Figure 30. Gender – Overall Intercity

Female passengers were the majority among riders on all three intercity lines, although respondents were almost evenly divided by gender on Line 78.
Figure 31. Gender – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number</th>
<th>Gender</th>
<th>All n=236</th>
<th>78 n=952</th>
<th>80 n=422</th>
<th>85 n=422</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>45.9%</td>
<td>49.6%</td>
<td>46.2%</td>
<td>42.7%</td>
</tr>
<tr>
<td></td>
<td>Female</td>
<td>54.1%</td>
<td>50.4%</td>
<td>53.8%</td>
<td>57.3%</td>
</tr>
</tbody>
</table>

Age

More than 90% of Vallejo Transit riders were within the age range of working adults (18-64). Both Seniors 65 and older and students represented fewer than 5% of respondents.

Figure 32. Age – Overall Intercity

While the percentage of riders of standard working age was high across intercity lines, Line 85 had a younger mix of working age passengers, with only 35% of riders aged 35-64, compared to 60.5% for Line 78 and 53.6% for Line 80. Line 85 had 36.8% of its riders in the 18-24 group, compared to only 11% for Line 78 and 20.9% for Line 80. Line 78 had the highest percentage of passengers aged 65 and older.
Figure 33. Age – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number Age</th>
<th>All Intercity</th>
<th>78 n=246</th>
<th>80 n=994</th>
<th>85 n=446</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 and younger</td>
<td>0.8%</td>
<td>0.4%</td>
<td>0.7%</td>
<td>1.3%</td>
</tr>
<tr>
<td>14 - 17</td>
<td>4.0%</td>
<td>6.5%</td>
<td>3.0%</td>
<td>5.2%</td>
</tr>
<tr>
<td>18 - 24</td>
<td>23.2%</td>
<td>11.0%</td>
<td>20.9%</td>
<td>36.8%</td>
</tr>
<tr>
<td>25 - 34</td>
<td>17.6%</td>
<td>15.0%</td>
<td>17.4%</td>
<td>19.5%</td>
</tr>
<tr>
<td>35 - 49</td>
<td>26.1%</td>
<td>27.6%</td>
<td>27.2%</td>
<td>22.2%</td>
</tr>
<tr>
<td>50 - 64</td>
<td>24.1%</td>
<td>32.9%</td>
<td>26.4%</td>
<td>12.8%</td>
</tr>
<tr>
<td>65 and older</td>
<td>4.2%</td>
<td>6.5%</td>
<td>4.4%</td>
<td>2.2%</td>
</tr>
</tbody>
</table>

Employment Status

The employment status of Vallejo Transit intercity riders reflects a mix of full- and part-time workers and student. Almost 70% of riders are employed full or part time, while 15.6% are students.

Figure 34. Employment Status – Overall Intercity

While about 85% of both Line 78 and Line 80 riders said they were employed fulltime, only 31% of Line 85 riders did so. Line 85 had a higher proportion of part-time workers and students, with these two groups accounting for over half of Line 85 ridership.
Figure 35. Employment Status – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number</th>
<th>Employment status</th>
<th>All</th>
<th>78</th>
<th>80</th>
<th>85</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intercity</td>
<td>Fulltime</td>
<td>50.2%</td>
<td>56.8%</td>
<td>56.1%</td>
<td>31%</td>
</tr>
<tr>
<td></td>
<td>Part time</td>
<td>19.4%</td>
<td>19.3%</td>
<td>16.6%</td>
<td>26.9%</td>
</tr>
<tr>
<td></td>
<td>Retired</td>
<td>4.5%</td>
<td>4.9%</td>
<td>4.4%</td>
<td>4.5%</td>
</tr>
<tr>
<td></td>
<td>Student</td>
<td>15.6%</td>
<td>10.7%</td>
<td>12.6%</td>
<td>26.7%</td>
</tr>
<tr>
<td></td>
<td>Homemaker</td>
<td>1.6%</td>
<td>1.2%</td>
<td>1.5%</td>
<td>2.0%</td>
</tr>
<tr>
<td></td>
<td>Unemployed</td>
<td>8.6%</td>
<td>7.0%</td>
<td>8.8%</td>
<td>9.3%</td>
</tr>
</tbody>
</table>

Race and Ethnicity

Vallejo Transit serves a diverse community of riders, with no single group accounting for more than half of ridership. The largest single ethnic group among Vallejo Transit intercity riders were African-Americans (41.45%), followed by white/Caucasian (21.9%) and Spanish/Latino riders (11.5%). South and East Asian riders together accounted for 13.5%, while 4.9% of riders classified themselves as native Hawaiian/Pacific Islander and 7.1% of riders reported that they were in an “other” category of race or ethnicity.

Figure 36. Race and Ethnicity – Overall Intercity

Among the individual Vallejo Transit lines, Line 78 had a lower percentage of African-American riders and more white and Hispanic riders. The ethnicity of riders was generally similar for Lines 80 and 85, although Line 80 had a somewhat higher percentage of South Asian and East Asian riders.
Figure 37. Race and Ethnicity – By Intercity Line

<table>
<thead>
<tr>
<th>Race or ethnicity</th>
<th>All</th>
<th>78</th>
<th>80</th>
<th>85</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black/African American</td>
<td>41.4%</td>
<td>30.0%</td>
<td>44.5%</td>
<td>40.4%</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>21.9%</td>
<td>31.7%</td>
<td>19.2%</td>
<td>22.8%</td>
</tr>
<tr>
<td>Spanish/Hispanic/Latino</td>
<td>11.5%</td>
<td>14.1%</td>
<td>10.6%</td>
<td>12.4%</td>
</tr>
<tr>
<td>East Asian</td>
<td>7.0%</td>
<td>7.5%</td>
<td>7.9%</td>
<td>4.0%</td>
</tr>
<tr>
<td>South Asian</td>
<td>5.5%</td>
<td>6.2%</td>
<td>5.4%</td>
<td>5.5%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>4.9%</td>
<td>4.0%</td>
<td>4.9%</td>
<td>5.2%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>0.7%</td>
<td>1.3%</td>
<td>0.6%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Other</td>
<td>7.1%</td>
<td>5.3%</td>
<td>6.8%</td>
<td>9.3%</td>
</tr>
<tr>
<td>Overall Intercity</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>n=227</td>
<td>n=931</td>
<td>n=421</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Household Size

More than three-fourths of Vallejo Transit riders live in household with four or fewer people, while fewer than 11% live in households of six of more. The largest single group of respondents was those who live in 2-person households (24.2%), although only slightly fewer live in 3-person (20.9%) and 4-person (18.7%) households.

Figure 38. Household Size – Overall Intercity

Among individual lines, Line 80 had the highest percentage of 2-person households (26.0%), while Line 78 had a higher percentage of 1-person households (17.6%). Line 85 had the highest percentage of households with 5 or more people (28.4% vs. 18.9% for Line 78 and 20.2% for Line 80).
Figure 39. Household Size – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number</th>
<th>Household size</th>
<th>All Intercity</th>
<th>78 n=233</th>
<th>80 n=926</th>
<th>85 n=397</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>13.6%</td>
<td>17.6%</td>
<td>13.7%</td>
<td>10.8%</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>24.2%</td>
<td>23.6%</td>
<td>26.0%</td>
<td>19.6%</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>20.9%</td>
<td>23.2%</td>
<td>19.7%</td>
<td>22.9%</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>18.7%</td>
<td>16.7%</td>
<td>19.4%</td>
<td>18.1%</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>11.7%</td>
<td>10.3%</td>
<td>11.6%</td>
<td>12.8%</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>5.9%</td>
<td>5.6%</td>
<td>5.3%</td>
<td>7.6%</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>1.8%</td>
<td>0.9%</td>
<td>1.5%</td>
<td>3.0%</td>
<td></td>
</tr>
<tr>
<td>8 or more</td>
<td>3.2%</td>
<td>2.1%</td>
<td>2.8%</td>
<td>5.0%</td>
<td></td>
</tr>
</tbody>
</table>

Household Income

Among those respondents who were willing and able to report their income (about two-thirds of the total), about one-third had incomes less than $25,000, while an approximately equal percentage had incomes of more than $60,000.

Figure 40. Income – Overall Intercity

Riders on Line 85 reported generally lower incomes, with 48.8% having household incomes of less than $25,000, compared to 26.1% for Line 78 and 27.3% for Line 80. For Line 85, just 18.6% of riders had incomes of more than $60,000, compared to more than 35% for both other lines.
**Figure 41. Income – By Intercity Line**

<table>
<thead>
<tr>
<th>Income</th>
<th>All</th>
<th>78</th>
<th>80</th>
<th>85</th>
</tr>
</thead>
<tbody>
<tr>
<td>Route Number</td>
<td>Intercity</td>
<td>n=180</td>
<td>n=756</td>
<td>n=301</td>
</tr>
<tr>
<td>Under $15,000</td>
<td>18.2%</td>
<td>14.4%</td>
<td>15.2%</td>
<td>28.2%</td>
</tr>
<tr>
<td>$15,000 - $24,999</td>
<td>15.9%</td>
<td>11.7%</td>
<td>15.1%</td>
<td>20.6%</td>
</tr>
<tr>
<td>$25,000 - $34,999</td>
<td>12.5%</td>
<td>10.0%</td>
<td>11.6%</td>
<td>16.3%</td>
</tr>
<tr>
<td>$35,000 - $44,999</td>
<td>9.4%</td>
<td>13.9%</td>
<td>9.1%</td>
<td>7.3%</td>
</tr>
<tr>
<td>$45,000 - $59,999</td>
<td>12.6%</td>
<td>13.3%</td>
<td>13.8%</td>
<td>9.0%</td>
</tr>
<tr>
<td>$60,000 - $99,999</td>
<td>17.9%</td>
<td>21.1%</td>
<td>19.7%</td>
<td>11.3%</td>
</tr>
<tr>
<td>$100,000 - $150,000</td>
<td>9.1%</td>
<td>10.0%</td>
<td>10.4%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Over $150,000</td>
<td>4.5%</td>
<td>5.6%</td>
<td>5.0%</td>
<td>2.3%</td>
</tr>
</tbody>
</table>

**City of Residence**

Among intercity riders on the Vallejo Transit system, 42.2% live outside Vallejo, including 22.4% who live outside Solano County. Within the county, 9.0% live in Fairfield and 7.5% live in Benicia. No other jurisdiction accounted for as many as 2% of riders overall.

**Figure 42. City of Residence – Overall Intercity**

Almost two-thirds (64.4%) of Line 80 riders live in Vallejo, but those who do not live in Vallejo typically live outside Solano County, either in Napa County (4.6%) or elsewhere outside Solano County (23.4%). In contrast, both Line 78 and Line 85 have fewer than
half of riders living in Vallejo and fewer who live outside Solano County. Instead, a higher percentage of Line 78 riders live in Benicia (41.5%) and more Line 85 riders live in Fairfield (28.2%).

**Figure 43. City of Residence – By Intercity Line**

<table>
<thead>
<tr>
<th>Route Number</th>
<th>City of residence</th>
<th>All n=236</th>
<th>78 n=995</th>
<th>80 n=450</th>
<th>85 n=450</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line 78</td>
<td>Vallejo</td>
<td>57.8%</td>
<td>43.6%</td>
<td>64.4%</td>
<td>49.1%</td>
</tr>
<tr>
<td></td>
<td>Fairfield</td>
<td>9.0%</td>
<td>1.7%</td>
<td>3.3%</td>
<td>28.2%</td>
</tr>
<tr>
<td></td>
<td>Suisun City</td>
<td>1.6%</td>
<td>1.3%</td>
<td>0.8%</td>
<td>3.8%</td>
</tr>
<tr>
<td></td>
<td>Vacaville</td>
<td>1.4%</td>
<td>0.8%</td>
<td>1.0%</td>
<td>2.9%</td>
</tr>
<tr>
<td></td>
<td>Benicia</td>
<td>7.5%</td>
<td>41.5%</td>
<td>2.0%</td>
<td>1.1%</td>
</tr>
<tr>
<td></td>
<td>Rio Vista</td>
<td>0.1%</td>
<td>0.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unincorporated Solano County</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.2%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Napa County</td>
<td>3.2%</td>
<td>1.7%</td>
<td>4.6%</td>
<td>0.4%</td>
</tr>
<tr>
<td></td>
<td>Elsewhere outside Solano County</td>
<td>19.2%</td>
<td>9.3%</td>
<td>23.4%</td>
<td>14.2%</td>
</tr>
</tbody>
</table>

**Cars in Household**

More than one-fourth (28.7%) of Vallejo Transit riders have no household car and another 34.3% have only a single car, suggesting that many intercity riders do not have options other than riding the bus.

**Figure 44. Car Ownership – Overall Intercity**

![Pie chart showing car ownership](chart)

The percentage of households with no cars or one car was somewhat higher for Line 85 (68.4% vs. 62.7% for Line 78 and 61.0% for Line 80).
**Figure 45. Car Ownership – By Intercity Line**

<table>
<thead>
<tr>
<th>Route Number</th>
<th>All Intercity</th>
<th>78 n=244</th>
<th>80 n=995</th>
<th>85 n=450</th>
</tr>
</thead>
<tbody>
<tr>
<td>none</td>
<td>28.7%</td>
<td>29.1%</td>
<td>25.7%</td>
<td>36.2%</td>
</tr>
<tr>
<td>1</td>
<td>34.3%</td>
<td>33.6%</td>
<td>35.3%</td>
<td>32.2%</td>
</tr>
<tr>
<td>2</td>
<td>24.0%</td>
<td>27.0%</td>
<td>24.5%</td>
<td>20.9%</td>
</tr>
<tr>
<td>3 or more</td>
<td>13.0%</td>
<td>10.2%</td>
<td>14.5%</td>
<td>10.7%</td>
</tr>
</tbody>
</table>

**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 no cars or one car in their household (63%) roughly matches the percentage who said that a car could not have been used for this trip (56.9%). Another 13.9% said that a car was available, but it would have involved inconveniencing others.

**Figure 46. Was Car Available? – Overall Intercity**

Results for individual lines show that the proportion of Line 80 riders who said that a car was available was somewhat higher than for Line 78 and much higher than for Line 85. While about half of Line 78 and Line 80 riders said that a car was not available, almost three-fourths of Line 85 riders offered this response.
### Figure 47. Was Car Available? – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number Car available?</th>
<th>All</th>
<th>78 n=243</th>
<th>80 n=1003</th>
<th>85 n=445</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>29.2%</td>
<td>28.4%</td>
<td>36.4%</td>
<td>10.6%</td>
</tr>
<tr>
<td>No</td>
<td>56.9%</td>
<td>53.9%</td>
<td>51.1%</td>
<td>73.9%</td>
</tr>
<tr>
<td>Yes, but inconveniences others</td>
<td>13.9%</td>
<td>17.7%</td>
<td>12.5%</td>
<td>15.5%</td>
</tr>
</tbody>
</table>
V. Quality of Service

Overall, 455 of the 1,649 surveyed Vallejo Transit intercity riders who responded to this question (27.8%) said there were no changes they would like to see to the line they were on; another 121 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 16.5% of respondents and easier transfers (8.2%). Most rider suggestions involved extending service, particularly more frequent service (33.3%), Sunday service (31.2%), more Saturday service (26.8%) and later evening service (17.5%). Fewer than one-tenth of riders proposed earlier morning service (7.6%) and service to new stops (4.1%). It should be noted that in addition to the above, suggestions relating to fares and drivers were not offered as choices on a list, but were written in as “other” changes by respondents, with 2.5% writing in lower fares and a fraction of 1% suggesting better or more courteous drivers.

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

Line 80 had the highest percentage of riders who said that no changes were needed, and, compared to Line 78 and Line 85, had a lower percentage or riders who asked for more frequent service, (more) Sunday service, or more Saturday service. On the other hand, Line 80 had a somewhat higher percentage who would like to see easier transfers and service extended to new stops. Line 85 had the most riders asking for more frequent service, more Saturday service, and better on-time performance, while Line 78 had the highest percentage asking for later evening service.
Figure 49. What Changes Would You Like to See? – By Intercity Line

<table>
<thead>
<tr>
<th>Suggested changes</th>
<th>All</th>
<th>78 Intercity</th>
<th>80 n=975</th>
<th>85 n=436</th>
</tr>
</thead>
<tbody>
<tr>
<td>No changes</td>
<td>27.8%</td>
<td>25.2%</td>
<td>30.6%</td>
<td>22.2%</td>
</tr>
<tr>
<td>More frequent service</td>
<td>33.3%</td>
<td>34.9%</td>
<td>29.8%</td>
<td>41.3%</td>
</tr>
<tr>
<td>(More) Sunday service</td>
<td>31.2%</td>
<td>36.1%</td>
<td>28.9%</td>
<td>34.4%</td>
</tr>
<tr>
<td>More Saturday service</td>
<td>26.8%</td>
<td>26.1%</td>
<td>24.4%</td>
<td>33.7%</td>
</tr>
<tr>
<td>Later evening service</td>
<td>17.5%</td>
<td>22.3%</td>
<td>17.7%</td>
<td>13.8%</td>
</tr>
<tr>
<td>Better on-time performance</td>
<td>16.5%</td>
<td>9.7%</td>
<td>15.8%</td>
<td>22.7%</td>
</tr>
<tr>
<td>Easier transfers between routes</td>
<td>8.2%</td>
<td>8.0%</td>
<td>9.0%</td>
<td>6.0%</td>
</tr>
<tr>
<td>Earlier morning service</td>
<td>7.6%</td>
<td>8.0%</td>
<td>6.7%</td>
<td>9.9%</td>
</tr>
<tr>
<td>Service extended to new stops</td>
<td>4.1%</td>
<td>2.5%</td>
<td>5.1%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Lower fares</td>
<td>2.5%</td>
<td>0.8%</td>
<td>3.0%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Better, more courteous drivers</td>
<td>0.3%</td>
<td>0.8%</td>
<td>0.2%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Other</td>
<td>4.8%</td>
<td>4.6%</td>
<td>5.4%</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

Multiple responses 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 or better ratings to most service elements, with all but fares receiving average ratings between 2.9 and 3.2 and overall service receiving a rating of 3.1. All service elements received rating of 3.0 or higher except fares (2.5), availability of connections (2.9) and frequency of service (2.9).
Overall, ratings across the three intercity lines were consistent. While there were no major differences between lines, Line 80 riders gave lower ratings to both on-time performance (2.8 vs. 3.3 for Line 78 and 3.1 for Line 80) and frequency of service (2.7 vs. 2.8 and 2.9, respectively.) Line 80 had a slightly higher rating than the other two Lines for availability of connection (3.0 vs. 2.9 and 2.8).
### Figure 51. Ratings of Service – Overall and by Intercity Line

<table>
<thead>
<tr>
<th>Service attribute</th>
<th>Route Number</th>
<th>All</th>
<th>78</th>
<th>80</th>
<th>85</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-time performance</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1597</td>
<td>35.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=228</td>
<td>42.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=944</td>
<td>17.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=425</td>
<td>5.3%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>3.08</strong></td>
<td><strong>3.1</strong></td>
<td><strong>2.8</strong></td>
<td></td>
</tr>
<tr>
<td>Frequency of service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1511</td>
<td>25.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=225</td>
<td>42.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=900</td>
<td>24.7%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=388</td>
<td>7.7%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>2.85</strong></td>
<td><strong>2.7</strong></td>
<td><strong>2.7</strong></td>
<td></td>
</tr>
<tr>
<td>Driver courtesy</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1527</td>
<td>42.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=224</td>
<td>41.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=816</td>
<td>14.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=387</td>
<td>2.5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>3.23</strong></td>
<td><strong>3.2</strong></td>
<td><strong>3.2</strong></td>
<td></td>
</tr>
<tr>
<td>Rider Information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1433</td>
<td>32.1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=209</td>
<td>40.6%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=848</td>
<td>24.7%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=376</td>
<td>6.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>2.99</strong></td>
<td><strong>3.0</strong></td>
<td><strong>3.0</strong></td>
<td></td>
</tr>
<tr>
<td>Cleanliness of vehicles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1567</td>
<td>38.3%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=232</td>
<td>42.1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=927</td>
<td>17.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=408</td>
<td>6.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>3.16</strong></td>
<td><strong>3.1</strong></td>
<td><strong>3.2</strong></td>
<td></td>
</tr>
<tr>
<td>Safety/security</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1479</td>
<td>40.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=219</td>
<td>43.1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=878</td>
<td>14.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=382</td>
<td>2.3%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>3.21</strong></td>
<td><strong>3.2</strong></td>
<td><strong>3.2</strong></td>
<td></td>
</tr>
<tr>
<td>Ease of transfers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1408</td>
<td>37.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=204</td>
<td>39.2%</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Fair = 2</td>
<td>n=826</td>
<td>18.1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=378</td>
<td>5.8%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>3.07</strong></td>
<td><strong>3.0</strong></td>
<td><strong>3.1</strong></td>
<td></td>
</tr>
<tr>
<td>Availability of intercity connections</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1349</td>
<td>28.7%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=194</td>
<td>39.4%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=791</td>
<td>21.9%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=364</td>
<td>10.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>2.87</strong></td>
<td><strong>2.8</strong></td>
<td><strong>3.0</strong></td>
<td></td>
</tr>
<tr>
<td>System easy to understand</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1481</td>
<td>35.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=219</td>
<td>44.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=873</td>
<td>17.1%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=389</td>
<td>3.5%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>3.11</strong></td>
<td><strong>3.1</strong></td>
<td><strong>3.1</strong></td>
<td></td>
</tr>
<tr>
<td>Fares (cost)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1504</td>
<td>19.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=216</td>
<td>27.6%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=893</td>
<td>32.6%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=395</td>
<td>21.2%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>2.45</strong></td>
<td><strong>2.7</strong></td>
<td><strong>2.5</strong></td>
<td></td>
</tr>
<tr>
<td>Overall service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent = 4</td>
<td>n=1498</td>
<td>30.0%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Good = 3</td>
<td>n=215</td>
<td>49.6%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fair = 2</td>
<td>n=891</td>
<td>17.7%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poor = 1</td>
<td>n=392</td>
<td>2.7%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AVERAGE</strong></td>
<td></td>
<td><strong>3.07</strong></td>
<td><strong>3.2</strong></td>
<td><strong>3.1</strong></td>
<td><strong>3.0</strong></td>
</tr>
</tbody>
</table>
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 1,510 intercity riders who answered this question, the most frequent response was the transit website (39.3%), but many also preferred to get information “in the field” – either at bus stops (37.4%) or on the buses themselves (31.7%). Traditional sources such as mail (15.5%) and brochure (11.7%) were preferred over other electronic media such as email (11.5%) or text message (4.3%). In addition, 5.4% mentioned newspaper, 2.4% cited radio, and 1.5% (13 respondents) said they did not need this information.

Figure 52. Preferred Sources of Transit Information – Overall Intercity

Individual lines showed the same general pattern, with only minor variation in the sources of information preferred. The website was mentioned by a slightly smaller percentage of Line 85 riders (34.6% vs. 38.8% and 41.2%), while Line 85 riders were somewhat more likely to prefer information at stops, via mail, and in brochures. The percentage of respondents who felt they did not need this information was consistent across lines.
Figure 53. Preferred Sources of Transit Information – By Intercity Line

<table>
<thead>
<tr>
<th>Route Number Information source</th>
<th>All Intercity</th>
<th>78 n=224</th>
<th>80 n=902</th>
<th>85 n=384</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td>39.3%</td>
<td>38.8%</td>
<td>41.2%</td>
<td>34.6%</td>
</tr>
<tr>
<td>Information at stops</td>
<td>37.4%</td>
<td>34.4%</td>
<td>37.7%</td>
<td>38.5%</td>
</tr>
<tr>
<td>Notice on bus/ferry</td>
<td>31.7%</td>
<td>31.3%</td>
<td>31.9%</td>
<td>31.3%</td>
</tr>
<tr>
<td>Mail</td>
<td>15.5%</td>
<td>13.4%</td>
<td>14.5%</td>
<td>19.5%</td>
</tr>
<tr>
<td>Brochure</td>
<td>11.7%</td>
<td>12.1%</td>
<td>11.1%</td>
<td>13.0%</td>
</tr>
<tr>
<td>Email</td>
<td>11.5%</td>
<td>12.5%</td>
<td>11.5%</td>
<td>10.9%</td>
</tr>
<tr>
<td>Newspaper</td>
<td>5.4%</td>
<td>4.5%</td>
<td>5.8%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Text message</td>
<td>4.3%</td>
<td>2.7%</td>
<td>4.4%</td>
<td>4.9%</td>
</tr>
<tr>
<td>Radio</td>
<td>2.4%</td>
<td>0.9%</td>
<td>2.8%</td>
<td>2.3%</td>
</tr>
<tr>
<td>Don't need this information</td>
<td>1.5%</td>
<td>1.3%</td>
<td>1.4%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Other</td>
<td>0.6%</td>
<td>0.9%</td>
<td>0.6%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

Multiple responses accepted
VI. Summary of Rider Comments

In addition to being asked for their interest in the suggestions discussed above, respondents were given an opportunity at the end of the survey to offer any other comments they would like to offer regarding service on their Vallejo Transit line. Typical comments are presented below for each of the three lines.

Line 78

For Line 78 riders, adding weekend service, particularly Sunday service, was the most often offered suggestion, cited by 11 riders.

- I love this route 78. I wish this 78 bus ran on Sundays.
- I work on Sunday. I would be nice to be able to ride this bus to get to work. I have to pay $8.20 on BART because the bus doesn't run on Sundays.
- The fact that there is no Sunday service in the 78 is bad.

Other Line 78 riders expressed concern about transfers and cost, specifically they they had to pay for Line 78 even when they had a pass for another Vallejo line. Typical comments were:

- Vallejo needs to have one monthly pass! If you have a monthly pass for the 78 and want to catch the 80 then you should not be charged 3.75. the fare should only be .50 more. This needs to be fixed.
- There should be only one monthly pass for Vallejo.
- Our bus needs to accept BART and other buses transfers as they do own.
- Should be able to use transfers to get on this bus (route 78)

Line 78 riders also asked for more frequent service, with several specifically asking for service every 30 minutes. For example:

- It would be nice if it came every 30 mins., not hour.
- Buses should run every 30 minutes until 11am. Some of us have Dr. appts and need to get to work after Dr appt.
- More frequency of service (every 1/2 hour)

There were also several requests for more stops or service.

- Need more bus service in Benicia
- I think ridership on the 78 dropped because too many Benicia stops were eliminated, especially near apartment complexes.
- Need SFO connection by bus from Vallejo.

Drivers on Line 78 were the subject of both complaints and praise, ranging from “Most bus drivers are rude, disheveled and not helpful. And don't care!” to “The drivers are all very awesome and the ride is peaceful and stress-free.” Complaints centered on drivers who were rude, buses that did not wait for passengers, or rough driving. One specific suggestion was for: “Benicia buses to Vallejo and Concord Route 85 bus drivers not to
discriminate in use of lift for people with disabilities and walker devices--they only want to use lift for people with electric chairs--people too young for Medicare have walkers.”

Several riders also offered praise for Line 78, including, for example:

- I am pleased with the dispatcher assistance when I call for an extra minute or two when BART is delayed.
- Since they offered this particular bus line it has been a great relief on my part. My job had just recently moved here from the city two weeks ago. About a year ago if we didn't have this line I would have considered changing jobs. It's been very convenient!!
- Thanks
- Good job
- All good.

**Line 80**

For line 80, riders offered more than 290 comments or suggestions, although some of those simply said they had no other suggestions or said they were satisfied with the service. Among those who had specific issues or comments, fares were the most common topic, with more than 30 riders either asking for lower fares, discounts, or that fares not be raised. While most respondents simply said “lower fares” others had more specific or detailed comments. Illustrative comments include:

- Fare is too expensive. Make it cheaper. Multi ride passes should have plus one as bonus.
- The service on this bus line is fair although I do think the bus fare could be a little cheaper, it's hard for people to get places if they're short on money.
- There is no discount on this system like there is on other transit systems.
- The prices are too high. It’s cheaper to drive. I would if I had a vehicle.

Other issues of note included more frequent service or more buses, mentioned by 24 respondents, easier transfers or better coordination between buses (22 mentions), more stops or service to new stops (21), earlier or later service (19), better on-time service, including not leaving before the scheduled time (16). Typical comments covering the above issues included:

**More frequent**

- I would like to have a bus more frequently in the morning.
- Every fifteen minutes bus schedule including Vallejo bus (intercity) route.
- More frequent service. Route 2 needs serious improvement.
- Need to have more frequent trips on 85 line -- route extremely busy.

**Transfer coordination**

- The 80 always seems to depart just before in town buses arrive. Seems to me it should depart after.
- Going to El Cerrito this bus is always 3 min. late to catch BART Fremont.
- Better coordinating between bus arrivals and BART departure
New stops or service
- Add a bus from Vallejo to San Rafael.
- please keep the service 80 Del Norte and consider extending it to San Francisco.
- add more stops past Valle Vista headed towards Fairgrounds/Fairfield.
- More service on George Street.

Earlier/later
- More nighttime service.
- Would like earlier service on Saturday.
- Run later and more frequently.
- The last bus should be after the last BART train.

On-time service
- Your guys need to be on time, especially in the morning on the 80 bus.
- Drivers should not leave a stop until its scheduled time; example the last 80 leaves at 10.35 pm so if I arrive at 10.32 it should still be there or arriving soon -- not leaving at 10.32.
- Sometimes bus in morning is not on time -- they wait for people; it has made me late for work.

As on other lines, drivers were the subject of roughly equal numbers of positive and negative comments -- about a dozen of each for Line 80. In addition, approximately a dozen riders also complained about rude behavior by their fellow riders and the failure of drivers to enforce rules, particularly with regard to loud cell phone use and disruptive behavior.

Smaller numbers of respondents commented on a variety of issues, including complaints about parking or suggestions that more parking be added (9 comments), equipment/comfort issues, like the bus being too hot, cold or dirty (7); and expanded Sunday or weekend service (6). Sample comments include:

- Need to expand parking spaces; hard to find parking after 7:00 am.
- Not enough parking at Curtola.
- Additional parking space for late time in the AM.
- Drivers should pay attention to weather; don’t always need AC on.
- Sometimes heater is on when it is hot outside
- The Marin 80 bus sometimes sounds like the brakes are being pumped, which makes it seem like there is caution in their ability to work.
- I would love to see a bus at 10:30 on Sundays
- Difficult to get around on Sundays; no buses from south side or the Kress have to walk or take taxis.
- There should be better schedules for the weekend.

Finally, a number of riders also had individual comments that were significant to them if not to the overall results of the survey. Again, in light of the volume of comments, it is
impossible to cover them all here, and the reader is referred to the complete listing of verbatim comments in the appendix.

**Line 85**

As with the other lines, comments from Line 85 riders tended to mirror the suggestions offered when they were asked about changes they would suggest. In the case of the Line 85 riders who offered comments, by far the most often cited suggestion was expanded service on the weekend (mentioned by 20 respondents), followed by more frequent service overall (cited by 14), lower fares (12) and better on-time performance (10). Typical comments for these issues include:

**Weekend service**
- Every hour service on weekends. Sunday later service.
- Make every hour trip Saturday and Sunday (weekend). Have 7:00 am Sunday to Fairfield.
- Vallejo Transit needs to run every hour on the weekend -- it would be convenient for people working for Six Flags.

**More Frequent Service**
- Every 30 min trip instead of 1 hour trip.
- The 85 should run more often from college to Vallejo.
- Have the bus come every hour.
- We want service every hour or half hour.

**Fares**
- Fare increases were not brought down after spike in gas/diesel costs.
- Fare for bus should be less than gas to help encourage more people to ride.
- After school I have to catch 85 back to Vallejo. I think fare should be cheaper than $5.

**On-time performance**
- The bus needs to be timely.
- It takes too long to come.
- I love the Vallejo bus but it would be nice if you could make it on time to get to the Fairfield buses.

Drivers again received both praise and complaints in roughly equal numbers, about 5 or 6 each on this line. About a half dozen riders also asked for smoother transfers/better coordination between lines, earlier or later service, and expanded or added stops. With regard to the latter, 4 respondents specifically mentioned a need for more stops in or near Mangels, as illustrated by the following comments.
- Bus stops in Mangels & Green Valley are too far apart. Add stops at Southlake both ways & additional stop by corner of Green Valley from Mangels after traffic lights heading to Vallejo. Thank you.
- Add more bus stops on Mangels Boulevard.
• 85 bus needs a stop on the corner of Mangels and Green Valley Road and on Pennsylvania Blvd.
• Add a stop closer to Mangels Rd!

Among issues raised by just a few riders, one mentioned by several Line 85 riders was that they had difficulty getting accurate information from dispatchers regarding bus status.

Finally, as for other lines, a number of respondents praised the quality of the service or expressed their gratitude that the service was available.
VII. Vallejo Intercity BUS Line Conclusions

Both the survey results and the comments offered by riders indicate that the Vallejo Transit intercity lines serve a valuable function in providing transportation to the city’s residents. Specifically:

- Riders on intercity lines depend on Vallejo Transit as a key to their travel strategy. About 75% use their intercity line at least weekly, and more than 60% (an increase) have either no cars or one car in their household, with 70% reporting that they either do not have access to a car to make their trip or only do so with inconvenience to others.

- Intercity riders are using Vallejo Transit for travel primarily between home and work, but also to and from a variety of other destinations. More than 98% of respondents either began or planned to end their current trip at home, while more than half were coming from or going to work.

- Riders use the Vallejo Transit buses as a component of an overall public transportation strategy, with about 60% using other buses, BART or a ferry to get to their bus stop and over half using public transit to reach their final destination.

- Demographically, the Vallejo Transit serves a diverse community of riders, with no single ethnic group accounting for more than 42% of ridership. Female riders account for 54% of those surveyed. More than one-third of riders had incomes less than $25,000 a year, highlighting the importance of the system as a transportation resource for low income families.

- The system serves riders of all ages and a mix of full- and part-time workers and students. Almost 70% of riders are employed full or part time, while 15.6% are students.

- Almost one-third of riders had no suggestions for improving service, while 16.5% called for improved on-time performance. Most respondents were concerned with expanding bus service, both in terms of more frequent service, improved Saturday and Sunday service, and later evening service, while 2.5% wrote in that they would like to see fares reduced or held steady. Overall, these responses highlight the value that the system’s riders attach to the transportation services provided.

- Overall, intercity riders gave good or better ratings to most service elements, with all but fares receiving average ratings between 2.9 and 3.2 on a 1 to 4 scale, and overall service receiving a rating of 3.1. Only fares received a significantly lower rating (2.5).

- While Vallejo intercity riders’ single most preferred source of transit information was the transit website, many also preferred to get information at bus stops or on the buses themselves, and traditional sources such as mail and brochures were preferred over other electronic media such as email or text message.
Overall, intercity riders gave good ratings to most service elements, with all but fares receiving average ratings between 2.9 and 3.2. Driver courtesy, safety/security and vehicle cleanliness all received ratings above 3.0, while overall service was rated at 2.91. Riders were relatively dissatisfied with the level of fares.
VIII. Comparison to 2006 Survey Results

Comparisons of the results of the current Vallejo intercity study to those of the survey conducted three years earlier must be done with caution, since Line 78 was added and Line 92 was removed in the interim. With that caveat in mind, comparing the results shows the following differences.

- Slightly more riders were planning to complete round trips this year (70% vs. 67% last time.)

- Somewhat fewer respondents are riding weekly (75% vs. 80% last time.)

- There are more new riders, with more than 40% riding less than one year vs. 35% last time, most likely the effect of Line 78, which had more than half respondents saying they had been riding less than one year.

- Somewhat fewer using public transport to get to their stop (60% used buses, BART or a ferry to get to stop in 2009, down from 68% in 2006.)

- There were no major changes to the mix of gender and ethnicity, but slightly more riders in the current survey were employed full or part time and there were slightly fewer students. Also, 46% of riders in 2009 reported incomes under $35,000, compared to 42.5% in the previous study, and the percentage with no cars or a single car in their household rose from 57.3% to 63%.

- The number of respondents saying they had no suggested changes was about the same, but the percentage suggesting improved on-time performance fell from 18.4% to 16.5%, while the percentage writing in lower fares declined from 6.8% to 2.5%.

- Overall ranking of service was higher in the current study, with the mean rating for overall service increasing from 2.9 to 3.1 and the rating of the level of fares increasing from 2.0 to 2.5.

- Finally, the percentage of riders who mentioned the website as a preferred source of transit information rose from 19.5% in the previous study to 39.3%.
Appendix 1

Survey Instrument
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.

### 2009 ON BOARD TRANSIT SURVEY

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)

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
   - [ ] Medical Appointment
   - [ ] Other (Specify) __________________________

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? ________________)
   - [ ] Rode 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
    - [ ] Vacaville
    - [ ] Unincorporated Solano County
    - [ ] Napa County
    - [ ] Elsewhere outside Solano County
11. How often do you ride this bus/ferry line? (Choose ONE)

☐ 5-7 days/week  ☐ 2-3 times per month
☐ 3-4 days/week  ☐ Once a month or less
☐ 1-2 days/week  ☐ First time riding (Skip Question 12)

12. How long have you been riding this bus/ferry line?

☐ Less than 6 months  ☐ 3 to 5 years
☐ 6 to 12 months  ☐ 6 to 9 years
☐ 1 to 2 years  ☐ 10 or more years

13. How would you have made this trip if you couldn’t ride the bus/ferry?

☐ Would not have made this trip  ☐ Walk
☐ Drive alone  ☐ Taxi
☐ Get a ride  ☐ Train
☐ Casual Carpool  ☐ Bike
☐ Carpool/Vanpool  ☐ Other: ____________________________

14. How many cars or other vehicles are available for use by all the people in your home?

☐ 0 Cars  ☐ 1 Car  ☐ 2 cars  ☐ 3 or more cars

15. Did you have a car that you could have used today instead of the bus/ferry?

☐ Yes  ☐ No  ☐ Yes, but with inconvenience to others

16. How did you pay to use THIS bus/ferry? (Please select ONE from each column)

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Fare Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer</td>
<td>Adult</td>
</tr>
<tr>
<td>Cash</td>
<td>Senior/Disabled</td>
</tr>
<tr>
<td>Multi Ride/Punch Pass</td>
<td>Student</td>
</tr>
<tr>
<td>Monthly Pass</td>
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<tr>
<td>Other (Specify)</td>
<td></td>
</tr>
</tbody>
</table>

17. What changes, if any, would you like to see to THIS LINE? (Select one or more)

☐ No Changes
☐ More frequent service
☐ Earlier morning service (Begin when?_______________________)
☐ Later evening service (Until when?_______________________)
☐ More Saturday service
☐ More Sunday service
☐ Frequency  ☐ Extended Service
☐ Service to
☐ Other: ____________________________

18. Please rate the service on this bus/ferry line on each of the following:

<table>
<thead>
<tr>
<th>Service</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
<th>No Opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. On-time performance</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>b. Frequency of service</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
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<td>c. Driver courtesy</td>
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<td>d. Cleanliness of vehicles</td>
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<td>e. Safety/security</td>
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<td>f. Ease of transfers</td>
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<td>g. Availability of Local or Intercity Connections</td>
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<td>h. System easy to understand</td>
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<td>k. Overall service</td>
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19. How would you like to receive transit information? (Select one or more.)

☐ Website  ☐ Mail
☐ Information at stops  ☐ Brochure
☐ Notice on bus/ferry  ☐ Text message
☐ Email (Address: ____________________________)
☐ Newspaper (which paper?_______________________)
☐ Radio (which station?_______________________)
☐ Other (Please explain_______________________)

20. Are you:  ☐ Male  ☐ Female

21. Do you consider yourself:

☐ White/Caucasian  ☐ Spanish/Hispanic/Latino
☐ Black/African American  ☐ South Asian
☐ East Asian  ☐ American Indian or Alaskan Native
☐ Native Hawaiian or other Pacific Islander  ☐ Other: ____________________________

22. How old are you?

☐ 10 or younger  ☐ 25-34
☐ 11-13  ☐ 35-49
☐ 14-17  ☐ 50-64
☐ 18-24  ☐ 65 and older

23. What is your employment status?

☐ Fulltime  ☐ Student
☐ Part Time  ☐ Homemaker
☐ Retired  ☐ Unemployed

24. How many people are in your household, including yourself? ____________

25. What is the total yearly income of all the people in your home? (Please choose ONE category)

☐ Under $14,999  ☐ $60 - $99,999
☐ $15 - $24,999  ☐ $100 - $150,000
☐ $25 - $34,999  ☐ Over $150,000
☐ $35 - $44,999  ☐ Don’t Know
☐ $45 - $59,999

26. Are there any other comments you would like to add about the service on this bus/ferry line?

Thank you for your participation!!
Appendix 2

Line 78, 80, 85 Schedules
### Line 78 - Weekdays

<table>
<thead>
<tr>
<th>VALLEJO FERRY TERMINAL</th>
<th>YORK &amp; MARIN</th>
<th>Military &amp; First City Park</th>
<th>Pleasant Hill BART</th>
<th>Walnut Creek BART</th>
</tr>
</thead>
<tbody>
<tr>
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### Line 78 - Saturdays

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<thead>
<tr>
<th>VALLEJO FERRY TERMINAL</th>
<th>YORK &amp; MARIN</th>
<th>Military &amp; First City Park</th>
<th>Pleasant Hill BART</th>
<th>Walnut Creek BART</th>
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<tr>
<th>Walnut Creek BART</th>
<th>Military &amp; First City Park</th>
<th>YORK &amp; MARIN</th>
<th>VALLEJO FERRY TERMINAL</th>
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**Line 80 - Weekdays**

<table>
<thead>
<tr>
<th>Schedule Table</th>
<th>Schedule Table</th>
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</thead>
<tbody>
<tr>
<td><strong>SONOMA BLVD &amp; TENNESSEE ST</strong></td>
<td><strong>MAINE ST &amp; MARE ISLAND WAY</strong></td>
</tr>
<tr>
<td><strong>VALLEJO FERRY TERMINAL</strong></td>
<td><strong>CURTOLA PARK-N-RIDE</strong></td>
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<tr>
<td><strong>YORK &amp; MARIN</strong></td>
<td><strong>CURTOLA PARK-N-RIDE</strong></td>
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<tr>
<td><strong>EL CERRITO DEL NORTE BART</strong></td>
<td><strong>YORK &amp; MARIN</strong></td>
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<td><strong>DEPART</strong></td>
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<tr>
<th>Time</th>
<th>SERENO TRANSIT CENTER DEPART</th>
<th>SONOMA BLVD &amp; TENNESSEE ST</th>
<th>VALLEJO FERRY TERMINAL</th>
<th>YORK &amp; MARIN</th>
<th>CURTOLA PARK-N-RIDE</th>
<th>EL CERRITO DEL NORTE BART</th>
<th>MAINE ST &amp; MARE ISLAND WAY</th>
<th>YORK &amp; MARIN</th>
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*Quantum Market Research, Inc.*
### Line 80 - Saturdays

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<th>SONOMA BLVD &amp; TENNESSEE ST</th>
<th>VALLEJO FERRY TERMINAL</th>
<th>YORK &amp; MARIN</th>
<th>CURTOLA PARK-N-RIDE</th>
<th>EL CERRITO DEL NORTE BART</th>
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<th>YORK &amp; MARIN</th>
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### Line 80 - Sundays/Holidays

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Quantum Market Research, Inc. 52 STA Ridership Study - Vallejo
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**Line 85 - Weekdays**
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<th>KAISER HOSPITAL</th>
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### Line 85 – Saturdays

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<th>SOLANO COMMUNITY COLLEGE</th>
<th>GREEN VALLEY RD &amp; MANGELS BLVD</th>
<th>SIX FLAGS</th>
<th>FAIRGROUNDS DR &amp; SERENO DR</th>
<th>KAISER HOSPITAL</th>
<th>SERENO TRANSIT CENTER</th>
<th>TENNESSEE AND SONOMA BLVD</th>
<th>VALLEJO FERRY TERMINAL</th>
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Appendix 3

Passenger Verbatim Comments
Line 78

Q17  Stop at Sun Valley Mall
Q17  Have stop at E. 2nd McDonalds
Q17  Stops on Southampton near apartment complexes
Q17  EASTER SERVICE
Q17  Sway to avoid traffic lights in Walnut Creek
Q17  BETTER USE OF A/C
Q17  NOT LEAVE EARLY - STICK TO PICK UP TIMES
Q17  THE OLD BENICIA ROUTE
Q17  MORE SCHEDULE ON COMMUTE HOURS
ROUTE SHOULD BE WALNUT CREEK, THEN PLEASANT HILL, INSTEAD OF PLEASANT HILL TO
WALNUT CREEK
Q17  EVERY 40 MINUTES
Q17  FROM DC. I LIKE THIS OPTION

Q26  PLEASE CONSIDER HAVING SERVICES ON SUNDAY
Q26  I DON'T THINK IT MAKES SENSE TO PAY $4.50 THEN PAY MORE MONEY TO GET ON THE 76
Q26  Problems on Saturday and Sunday require earlier service
FARES FOR STUDENTS SHOULD BE CHEAPER, MORE SERVICE TO DIABLO VALLEY COLLEGE,
MORE FREQUENT TIMES
Q26  GOOD SERVICE
Q26  Most bus drivers are rude, disheveled and not helpful. And don't care!
I WISH THERE WOULD BE MORE FREQUENT (AT LEAST EVERY HALF AN HOUR) AND EXTENDED
SERVICE UNTIL 10PM
Q26  ENJOY IT
Q26  BUS STOP ON SOUTHHAMPTON PLAZA, BENECIA BUS STOP ON SUNVALLEY MALL, CONCORD
Q26  Needs to run later
I would like to see more service especially on the weekends. Better connections to transfer and maybe
service to the mall/DVC on weekends. Less fare cost.
Q26  It would be nice to have Sunday service
Q26  Need buses to run on Sunday for people who work!!!
We were following the 78 bus schedule, for 1:40pm pick-up from Pleasant Hill Bart Station. But we didn't see
the bus (same driver) until 3:13pm. Today is Saturday, 10/24/09.
I take the bus on Saturdays, and the 8:21am seem to be either really early or late. I work overnight and have
to wait for the morning bus at 6:30. Would like to see a bus run over the night.
Q26  Driver needs a raise!
Q26  The drivers need more pay
Q26  I love this route 78. I wish this 78 bus ran on Sundays.
Q26  I am permanently disabled
Q26  Cellphone application that tracks the bus to see if it is late or not.
Q26  Comfortable ride
Benicia buses to Vallejo and Concord. Route 85 bus drivers not to discriminate. Use of lift for people with
disabilities and walker devices - they only want to use lift for people with electric chairs - people too young for
medicare have walkers.
Q26  You should make something to block the sun on the windows
Q26  You're OK
Some drivers are rude if asked a question. Some will pull off and leave you when you are there before they
pull off.
I think ridership on the 78 dropped because too many Benicia stops were eliminated, especially near apartment complexes.

Just to have more buses run on Saturday and Sunday. More frequent times also.

Ya one bus driver was stuck in the intersection and blocked traffic and put everyone in danger, really inconsiderate.

The buses times don't work together

Should be able to use transfers to get on this bus (route 78)

Great service

Our bus needs to accept BART and other buses transfers as they do own Vallejo needs to have one monthly pass! If you have a monthly pass for the 78 and want to catch the 80 then you should not be charged $3.75. The fare should only be $0.50 more. This needs to be fixed.

The bus is convenient for me

Costs too much. Why can't I use a transfer ticket from BART?

I am pleased with the dispatcher assistance when I call for an extra minute or two when BART is delayed

It is too bumpy to write :)

Next time there's a survey offer clipboards

Since they offered this particular bus line (78) it has been a great relief on my part. My job had just recently moved here from the city two weeks ago. About a year ago if we didn't have this line I would have considered changing jobs. It's been very convenient!!

Public transportation should be subsidized = cars off the road

Drivers are rush and of the bus often. Air conditioning is out when cool/raining weather.

THANKS

THE DRIVERS ON THE 78 OK. 80 ARE ALL GREAT!

NEED SFO CONNECTION BY BUS FROM VALLEJO

NONE

GOOD JOB

I WORK ON SUNDAY. IT WOULD BE NICE TO BE ABLE TO RIDE THIS BUS TO GET TO WORK. I HAVE TO PAY $8.20 ON BART BECAUSE THE BUS DOESN'T RUN ON SUNDAYS VERSUS $3.50 ON BART. AND TO BE GET EXTRA HOUR OF SLEEP.

DRIVERS ARE NOT CONSISTENT AND ALL DO THINGS DIFFERENTLY, SOME RUDE, NOT PROFESSIONAL AT ALL

I HATED GOING TO EL CERRITO BART. IT TAKES A LITTLE LONGER TO GO TO PLEASANT HILL BART, BUT WORTH IT.

NO

PUT TV'S IN IT MAYBE THROW SOME D'S ON IT

NOT MUCH BUT I WISH THE 78 WOULDN'T RUN EVERY 2 HOURS ON SATURDAY. IT MAKES IT DIFFICULT FOR ME.

REMOVAL OF OUTDATED TRANSIT INFO FROM BUS. FUTURE: IT WOULD BE NICE TO HAVE A ALL IN ONE TRANSIT PASS TO BE USED ON ALL AGENCIES

OVERALL GOOD SERVICE NO CHANGE

PUT MORE ADS FOR PEOPLE TO FROM

MORE FREQUENCY OF SERVICE (EVERY 1/2 HOUR)

NO

ROUGH DRIVING - FREQUENT JOLTING - COLD IN BUSES - MOSTLY DRIVERS REFUSE HEATING GOING BACK TO VALLEJO FROM PLEASANT HILL BART STOP ~ BUS SHOULD NOT WAIT TOO LONG FROM WALNUT CREEK BART STOP. OR MAYBE GO TO WALNUT CREEK STOP FIRST THEN TO PLEASANT HILL BART STOP SECOND, TO PICK UP PASSENGERS

ALL GOOD

ALWAYS LATE IN THE AFTERNOON

CURRENTLY THE BENICIA LINE HAS VERY SERVICE TO DIABLO VALLEY COLLEGE AREA 4 TIMES A DAY - IF THAT GOES AWAY I WOULD HOPE THAT THE 78 WOULD ADD A STOP IN PLEASANT HILL IT WOULD BE NICE IF IT CAME EVERY 30 MINUTES, NOT HOUR
Q26 MORE SATURDAY SERVICE
THE COMMUNICATION BETWEEN DRIVERS ARE GREAT. MY DRIVER WAS WONDERFUL AND WAITED FOR US DOWNTOWN SO THAT WE COULD TRANSFER.
THERE SHOULD BE ONLY ONE MONTHLY PASS FOR VALLEJO. BUSES SHOULD RUN EVERY 30 MINUTES UNTIL 11AM. SOME OF US HAVE DOCTOR APPOINTMENTS TO NEED TO GET TO WORK AFTER DOCTOR APPOINTMENT.
BUS SHOULD GO TO WALNUT CREEK FIRST THEN PICK UP PASSENGERS IN PLEASANT HILL. LOT OF HASSLE TO GET PASSENGERS TO GO TO WALNUT CREEK THAN VALLEJO.
I BELIEVE THIS BUS SHOULD ONLY STOP AT PLEASANT HILL BART STATION AND DON'T PROCEED TO WALNUT CREEK IN THE EVENINGS THE EXPECTED TRAFFIC IN THE EVENING CAUSE SO MUCH DELAYS COMING HOME. IT TAKES ALMOST 15 MINUTES TO JUST GET OFF THE RAMP ONTO THE FREEWAY.
AT CURTOLA PARK & RIDE BUSES SHOULD WAIT FOR OTHER BUS TO STOP SO OTHER PASSENGER FROM DIFFERENT BUSES COULD BOARD THEIR BUSES, NAMELY ROUTE 1 SOUTH. SOMETIMES BUS LEAVES EARLY. SOMETIMES DRIVERS CHAT IT UP TOO MUCH WITH PASSENGERS, IT GETS LOUD AND I DON'T THINK IT IS SAFE. SOMETIMES CELL PHONE USERS ARE LOUD AND OBNOXIOUS.
Q26 NEED MORE BUS SERVICE IN BENICIA
PLEASE CONSIDER AN AFFORDABLE STUDENT FARE. WE HAVE TEENAGERS COMMUTING TO HIGH SCHOOL IN CONCORD ON THIS BUS LINE! THEY CANNOT USE THE BENICIA BREEZE.
Q26 THE BUS SHOULD RUN EVERY 30 MINUTES
Q26 THE FACT THAT THERE IS NO SUNDAY SERVICE IN THE 78 IS BAD
Q26 THE DRIVERS ARE ALL VERY AWESOME AND THE RIDE IS PEACEFUL AND STRESS-FREE
Q26 TIME TOO CLOSE FOR 11:29 AM 11 AM AT BART

Line 80

Q17 WANT TO BE ON TIME
Q17 MORE PARKING
Q17 MORE PARKING, LOWER FARES
Q17 LOWER COST
Q17 MORE SERVICE DURING BRIDGE CLOSURES
Q17 BE COURTEOUS TO WAIT AN EXTRA MINUTE OR TWO
Q17 EVERY 15 MINS UP TO 11 AM
Q17 LESS EXPENSIVE
Q17 EVERY 20 MINUTES
Q17 WARM AIR ON COLD DAYS, COLD AIR ON HOT DAYS
Q17 PURCHASE TICKET BY BUS DRIVER
Q17 TAKE BETTER
Q17 A STUDENT MONTHLY PASS
Q17 Don't go up on fare any time soon
Q17 Major holiday service
Q17 MORE MID-DAY SERVICE
Q17 Better Sunday service
Q17 PARKING AREA AT DOWNTOWN VALLEJO
Q17 LATE (#2)
Q17 BUS DRIVER'S ATTITUDE
Q17 BAN CELL PHONES
Q17 BETTER SERVICE ON SATURDAYS
Q17 NOTIFICATION WHEN RUNNING LATE
Q17 CLOSER TO MY HOME
Q17 HOLIDAY SERVICE
Q17 YES EARLIER
Q17 ABLE TO CONNECT WITH OTHER BUSES INSTEAD OF WAITING 30 MINUTES
Q17 15 MINUTES BETWEEN BUSES ALL DAY
Q17 BIKE RACKS ON BUSES GUARANTEED ROOM FOR 2 BIKES
Q17 HAT SPACE
Q17 HOLIDAY SERVICES
Q17 NO CELL PHONES
Q17 BRING BACK EVERY 15 MINUTES
Q17 RUN ON HOLIDAYS
Q17 BART TO BUS TRANSFER
Q17 MORE 85 BUSES TO FAIRFIELD
Q17 DRIVERS WITH NO BLUE-TOOTH ON EAR.
Q17 FAIRFIELD MORE SERVICE
Q17 HEAT EARLY MORNING
Q17 RUN ALL NIGHT
Q17 MAKE TRANSFERS last the whole DAY, REDUCE PRICE
Q17 80 BUSES
Q17 SERVE FOOD ON BUS
Q17 MUSIC
Q17 CLEAN UP THE BUS
Q17 MORE LOCAL SERVICE ON SUNDAY
Q17 HOLIDAYS
Q17 BUSES RUN LATER
Q17 BETTER CONNECTION WITH BART TRAINS
Q17 MAKE STOPS AT UPHILL REDWOOD
Q17 FRIDAY EVENINGS BE ON TIME
Q17 TRANSLINK PASS
Q17 BUS STOP ARE TO FEET APART
Q17 SMALLER BUSES ON LESS POPULATED
Q17 LATER FERRY BOATS
Q17 DISCOUNT DISABLED
Q17 WAIT FOR BART PASSENGERS WHEN DRIVER HEARS TRAIN PULL INTO STATION
Q17 BACK TO EVERY 15 MINUTES AFTER 10:00 AM
Q17 PARKING LOT EXPANDED
Q17 NEED PARKING TO BOARD BUS
Q17 BETTER BUS STOP FOR DEALING WITH THE ELEMENTS
Q17 HOLIDAY SERVICE

Q19 ANNOUNCE AS DRIVERS
Q19 INFO LINE
Q19 NONE
Q19 ELECTRONIC ON SIDES
Q19 AT BART STATION
Q19 NONE
Q19 TV
Q19 MOBILE APP
Q19 BOYFRIEND
Q19 NO
Q19  NONE
Q19  NO
Q19  NA
Q19  24/7 PHONE FOR BUS INFO
Q19  PHONE
Q19  NO THANKS

Q2  FRIENDS HOME
Q2  FUNERAL
Q2  BABYSITTING FOR MY GRANDS
Q2  FAMILY
Q2  BUS STATION
Q2  MUSIC LESSON
Q2  ARMY STAND
Q2  BUSINESS
Q2  MATHDON-ON WED
Q2  EXWIFE HOUSE
Q2  VOLUNTEER WORK
Q2  UNION SQUARE
Q2  WORK, SCHOOL
Q2  WORK, SPORTS/SOCIAL/RECREATION
Q2  AUDITION
Q2  SAN QUENTIN
Q2  NEW YORK
Q2  VACATION
Q2  BERKELEY
Q2  BART
Q2  LIBRARY
Q2  OBSERVING
Q2  OUT AND ABOUT
Q2  CNA TEST
Q2  VISIT
Q2  VACATION
Q2  VISIT

Q26  NEED TO BE ON TIME. ESPECIALLY ON SATURDAYS.
Q26  THIS LINE SHOULD BE ALWAYS ON TIME TO GET TO CURTOLA
Q26  EXPAND PARKING
Q26  LONGER SERVICE AND THE BUS
Q26  LOWER FARES, MORE PARKING, & FRIENDLIER DRIVERS
Q26  NEED TO EXPAND PARKING SPACES HARD TO FIND PARKING AFTER 7:00 AM
Q26  ON TIME SERVICE. MISS CONNECTING SERVICE AS NOT TRUE TO SCHEDULE.
Q26  MORE WARNING SIGNS ABOUT PHONE USAGE
Q26  JUST KEEP THEM COMING ON TIME
Q26  WOULD LIKE THE BUS 3 ROUTE ADDED SERVICE
THE 80 ALWAYS SEEMS TO DEPART JUST BEFORE IN TOWN BUSES ARRIVE. SEEMS TO ME IT
Q26  SHOULD DEPART AFTER.
Q26  I HOPE YOUR CAR HELPS THE CAST
Q26  VALLEJO DRIVE TO OAKLAND DOWNTOWN
Q26  NONE
Q26  SOMETIMES HEATER IS ON WHEN IT IS HOT OUTSIDE
DURING THE BAY BRIDGE CLOSURE SERVICE WAS HORRENDOUS. ADDITIONAL BUSES SHOULD HAVE BEEN ADDED DURING COMMUTE TIMES. NEW RIDERS WERE NOT ENCOURAGED TO BECOME PERMANENT RIDERS BECAUSE THE SERVICE WAS SO BAD AND LOYAL RIDERS WERE BEING LEFT TO WAIT FOR THE NEXT BUS BECAUSE THE BUSES WERE FILLED TO CAPACITY.

Q26 WHAT A WASTE OF A PERFECT OPPORTUNITY TO INCREASE RIDERSHIP.

Q26 GREAT JOB

FOR DRIVERS TO ENFORCE PEOPLE TO MAKE THE FRONT SEATS AVAILABLE FOR HANDICAP/DISABLED PERSONS

Q26 NOT NECESSARILY ON THIS BUS. WOULD LIKE TO SEE MORE COURTEOUS AND HELPFUL DRIVERS. NOT TOO MANY WITH THIS COMPANY. SOME OPERATORS ARE VERY RUDE.

Q26 PLEASE CHANGE THE #2 BUS ROUTE TO EVERY HALF-HOUR AND ON TIME. THANK YOU.

Q26 I WOULD LIKE TO SEE THE NUMBER #1 BUS IN VALLEJO RUN A LITTLE LATER FOR PEOPLE WHO GET OFF LATE AND COME FROM BART.

Q26 LOWER FARES

MY MAIN COMPLAINT IS NOISE FROM OTHER PASSENGERS HAVING CELL PHONE CONVERSATIONS DURING WHOLE TRIP.

Q26 PLEASE ADD ANOTHER SERVICE TO THE EVERY 15 MINUTES SCHEDULE. MAKE IT UNTIL 8:45 TO MAKE IT EVERY 30 MINS. THERE ARE STILL MANY RIDING AT THIS TIME.

Q26 STANDING IN THE RAIN IS A PAIN. SO IS STANDING IN THE SUN. HOW ABOUT MORE SHELTER AT DEL NORTE AT CURTOLA.

Q26 MORE PARKING AT CURTOLA, SAFER, MORE LIGHTS IN AREA

Q26 NO

Q26 PLEASE DRIVE AT LEAST 55 IN SLOW LANE!!!

Q26 IT WOULD BE NICE IF THE BUS RAN CONTINUOUSLY TO THE SERENO TRANSFER STATION.

Q26 UPDATE FADED SCHEDULES AT STOPS

Q26 BUSES ARE TERRIBLE ON KEEPING ON SCHEDULES; ALWAYS EITHER VERY LATER OR VERY EARLY - CONSISTANCY WOULD HELP.

Q26 PLEASE GO BACK TO PURCHASE BUS TICKET BY BUS DRIVER

Q26 NOT ENOUGH PARKING AT CURTOLA

Q26 1. MORE HEAT LESS AIR  2. MINIMUM CELL PHONE USE

Q26 NO

Q26 VERY CONVENIENT

Q26 NO

Q26 NONE

FARE IS TOO EXPENSIVE. MAKE IT CHEAPER. MULTI RIDE PASSES SHOULD HAVE PLUS ONE AS BONUS.

Q26 NO

Q26 SERVICE IS EXCELLENT WHEN PROVIDED. WE NEED MORE BUSES AND DRIVERS. MORE FREQUENT SERVICE TO MORE PLACES. NEVER HAVE I ENCOUNTERED A BAD BUS DRIVER ON THIS LINE. THEY HAS ALWAYS BEEN COURTEOUS AND HELPFUL.

Q26 MORE ROUTES ON THE #2

Q26 60% DRIVERS ARE INCONSIDERATE AND NOT FRIENDLY

Q26 NO

Q26 DRIVER SHOULD NOT BE MOODY. BE NICE (SMILE) POLITE.

Q26 NOPE

Q26 11:30 OR 12:00 MD AT EL CERRITO

Q26 BUSES SHOULD RUN 24 HRS 365

Q26 SOME BUS DRIVERS GET A LITTLE PICKY

Q26 COMPLIMENTARY COUPONS FOR DISSERVICE. KEEP UP THE GOOD SERVICE.
I AM INDEBTED TO THIS LINE FOR BEING ABLE TO WORK FOLLOWING RSI (REPETITIVE STRAIN INJURY) I CAN NO LONGER DRIVE. I AM SO GREATFUL FOR THIS LINE.

TRANSFER FROM "2" BUS GREATLY MISSED - BOTH DIRECTIONS, RAN LIKE CLOCKWORK BUT NO MORE. DRIVERS MOSTLY COURTEOUS, BUT A FEW WITH BAD ATTITUDE, LEAVE TOO EARLY IN SPITE OF MY TRYING TO FLAG THEM DOWN.

Visitor, I live in Colorado

Bring monthly bus pass far less

Don't take this service away or cut back on service

Drivers should close the window when on the freeway. Bus should use the express fasttrak toll booth.

Should accept BART to bus transfers

Lower your prices

NOT SURE IF IT RUNS TIL MIDNIGHT, IF IT DOES THEN I'M HAPPY. THERE'S A STUDENT FARE THOUGH? IF SO, I DIDN'T KNOW.

Needs excellent customer service orientation - for drivers - reduced waiting period for local transfers

ADVERTISE FACT THAT YOU CAN TAKE A BICYCLE ON BOARD (COMPARTMENT) THE BUS.

CHEAP MONTHLY BUS PASS

WHEN PREVIOUS TRANSIT ON BUS OR TRAIN MAKES PASSENGER LATE FOR NEXT TRANSIT CONNECTION PLEASE REFRAIN FROM GETTING ANGRY AT PASSENGER, HE OR SHE HAS NO CONTROL

PERHAPS OTHER DESTINATION ONCE IN A WHILE IN VALLEJO OTHER THAN 4 CHOICES

The service on this bus line is fair, although I do think the bus fare could be a little cheaper, it's hard for people to get places if they're short on money

LOVE IT!

I ATTEND SCHOOL AT CAL STATE EAST BAY BY PUBLIC TRANSPORTATION SO IT WOULD BE NICE IF THE BUS RAN TIL AT LEAST 11:30PM

I would like to have a bus more frequently in the morning

Every fifteen minutes bus schedule including Vallejo bus (inter city) route

NOTHING

Extends the city bus service until 11PM or 11:30PM EVERYDAY TO ENSURE PEOPLE GET HOME SAFELY INSTEAD OF WALKING HOME AT NIGHT.

The fare is a little expensive can decrease would be fair enough

NONE AT THIS TIME

The fare is too much

THERE IS NO DISCOUNT ON THIS BUS SYSTEM LIKE THERE IS ON OTHER TRASIT SYSTEMS

Don't raise the fare. $ Going to El Cerrito this bus is always 3 minutes late to catch Bart. Fremont

NONE

PLEASE DON'T RAISE FARES

SOMETIMES MULTI RIDE PUNCH PASS IS NOT CLEAR WHEN IS THE LAST RIDE - THEY DON'T FOLLOW NUMBER ORDER. DRIVER SHOULD TAKE PASS WHEN REACH LAST RIDE

THE FARE IS TOO MUCH $118.00 PER BAYLINK PASS IS CRAZY. I CAN'T AFFORD THAT AND PAY FOR SCHOOL.

MY DRIVER IS VERY NICE AND VERY HELPFUL WITH MY WHEELCHAIR AND THINGS

TOO MUCH LOUD CELL PHONE USE

OTHER PARKING INFO WHERE BUS PICKUP AT DOWNTOWN VALLEJO. MORE BOAT SCHEDULE TIME.

MORE BUSES

WE NEED MORE BUSES ON #2 LINE. THE BUS IS ALWAYS LATE.
Q26 WANT A CONTINUOUS RIDE WITHOUT TRANSFER TO BENICIA FROM 80 LINE
Q26 MORE FREQUENT SERVICE MIDDAY
Q26 A BUS FROM VALLEJO 2 SAN RAFAEL
Q26 I WOULD LOVE TO SEE A BUS AT 10:30 ON SUNDAYS
Q26 DRIVERS PAY ATTENTION TO WEATHER. DON'T ALWAYS NEED A/C ON!
Q26 EARLY MORNING FOR 80 TO START AT 4AM!!
Q26 THE PRICES ARE TOO HIGH - IT'S CHEAPER TO DRIVE - I WOULD IF I HAD A VEHICLE
Q26 THANK YOU GREAT DRIVERS
THIS IS MY ONLY OPTION TO GET TO SAN FRANCISCO WITHOUT DRIVING SO I CONSIDER IT A
LIFELINE. I APPRECIATE THIS ROUTE AND THE DRIVERS.
Q26 DRIVERS SHOULD BE MORE CONSIDERATE TO THEIR PASSENGERS. BE ON TIME.
Q26 NEED ON TIME SERVICE ON SATURDAYS. NEED BETTER SERVICE ON SATURDAYS.
Q26 I THINK OTHER BUSES SHOULD WAIT WHEN THEY SEE OTHER BUSES COMING
Q26 ON TIME SERVICE
START THE 80 EXPRESS EARLIER SO I CAN GO TO WORK AND OPEN THE SURGERY CENTER AT
5AM
EASIER ACCESS TO A SUPERVISOR WHEN A COMMENT NEEDS TO BE GIVEN. ALSO, ACCESS TO
PARKING NEEDS TO BE IMPROVED.
YOU SHOULD OFFER DISCOUNTS 4 FILLING OUT THESE. THERE SHOULD BE A DROP BOX TO
DROP THESE IN - TOO MUCH PERSONAL INFO TO BE HANDING TO A PERSON *NO CELL PHONE OR
RADIOS ALLOWED
Q26 THE LINE 80 IS OKAY OVERALL, IT IS THE SURROUND TOWNS THAT NEED ATTENTION.
Q26 I THINK THERE SHOULD BE A DISCOUNT FOR COLLEGE STUDENTS FOR NOT ONLY THIS BUS, BUT
ALL BUSES OTHER THAN IT ONLY BEING DISCOUNTS FOR SENIORS & 17-UNDER
Q26 SERVICE MORE FREQUENT AND EASIER TO CONNECT TO TRANSFERS
SOME DRIVERS WILL SEE YOU COMING OUT OF BART STATION TO BUS STOP RIGHT AFTER THEY
HAD TO MOVE FROM CURB AND WILL PULL TO THE SIDE AND OTHERS WILL NOT. CONSISTENCY.
Q26 THANK YOU
Q26 SERVICES ARE GOOD. BUS DRIVERS ARE GOOD.
Q26 NO
Q26 NEED TO BE ON TIME BASED ON SCHEDULE
Q26 PARKING SPACE ADDITIONAL FOR LATE TIME IN THE AM
Q26 NONE
Q26 I'M A NEW RIDER. I ENJOY IT. HAVEN'T EXPERIENCED TOO MANY PROBLEMS AS OF YET.
Q26 NO COMMENT
Q26 SERVICE IS OK
I APPRECIATE THAT THERE IS A CONCERN ABOUT THE BUS SERVICE. IT'S ONE OF THE REASONS
I MOVED TO VALLEJO.
Q26 BETTER COORDINATING BETWEEN BUS ARRIVALS AND BART DEPARTURE
Q26 TOO EXPENSIVE
I RODE VALLEJO TRANSIT, WHEN EMPLOYED IT PROVIDES EXCELLENT SERVICE AT A
REASONABLE PRICE AND KEEP IT UP!
Q26 NO
Q26 NO COMMENTS
I SUGGEST LOWERING THE MONTHLY COST VALLEJO TRANSIT HAS THE HIGHEST TRANSIT COST
IN ALL OF THE BAY AREA.
Q26 BE STRICT/ENFORCE RULE OF NO LOUD CONVERSATIONS
DIFFICULT TO GET AROUND ON SUNDAYS. NO BUSES FROM SOUTH SIDE OR THE KRESS. HAVE
TO WALK OR TAKE TAXIS.
EXPRESS - NO STOP AT CURTOLA PARK AND RIDE DEPENDING ON THE DRIVER AND SEASON, I
DON'T WANT TO WAIT IN THE RAIN/COLD TO GET ON THE BUS BECAUSE DRIVER WONT LOAD BUS.
I HATE THE CASUAL CARPOOL AT CURTOLA. SO DANGEROUS, PEOPLE DART ACROSS THE STREET WITHOUT REGARD FOR DRIVERS. ALSO, I'M ANGRY THAT THE CASUAL CARPOOLERS TAKE UP ALL PARKING SPACES. WE MUST GET THERE EARLY.

COULD COORDINATE BETTER WITH BART TIMES ESPECIALLY ON WEEKENDS. DRIVERS SHOULD NOT LEAVE YORK & MARIN WHEN A LOCAL BUS IS JUST PULLING IN! BUS SHOULD USE THE "FASTRAK ONLY" LANE!

CHANGE THE SCHEDULE SO THAT THE 5:45 BUS VALLEJO LEAVES 3 MINUTES LATER TO ACCOMMODATE BART TRAIN COMING FROM FREMONT.

ENFORCE NO EATING AND CELL PHONE USE LIMITATIONS

VALLEJO LOCAL 5 SHOULD NOT BE 2-3 MINUTES LATE TO COME TO 50

BIKES GET DAMAGED PUTTING THEM IN LUGGAGE COMPARTMENT. PLEASE INSTALL BIKE RACKS AND GUARANTEE SPACE FOR 2 BIKES ON EVERY BUS.

CHANGE MAKER

WOULD LIKE EARLIER SERVICE ON SATURDAY

SERVICE TO THE 80 EASTBOUND MONDAY-FRIDAY EVENING COMMUTE HOURS HAS BEEN EXCELLENT SINCE THEY ADDED THE BUSES BACK TO THE ROUTE LAST FALL. ONLY COMPLAIN - CELL PHONE CONVERSATIONS DESPITE POSTED NOTICES AND PEOPLE WITH LOUD IPODS AND EARBUDS THAT LEAK THE SOUND

PLEASE KEEP THE SERVICE 80 DEL NORTE AND CONSIDER EXTENDING IT TO SAN FRANCISCO

REDUCE FARE BACK, FUEL COST WENT DOWN THAT WAS THE EXCUSE FOR THE INCREASE

MORE SERVICE ON GEORGE ST

NO GOD HELP US

MOST OF THE TIME THE SERVICE IS GREAT, HOWEVER, AT TIMES DRIVERS CAN BE RUDE.

CHANGE 5:05 AM BACK TO 5:00 AM

MORNING CONNECTIONS

JUST MORE NIGHT TIME SERVICE FOR ROUTES 5 AND 7

LIMIT THE USE OF CELL PHONE INTO ONE MINUTE. OR FOR IMPORTANT USE ONLY LIKE HOME OR SOMEBODY TO PICK UP FOR YOURSELF. NOT TO BOTHER OTHER PASSENGERS.

POSSIBLE REDUCE FARE RATE

I AM VERY PLEASED. CONTINUE THE SERVICE I CAN DO WITHOUT THE SERVICE.

NO

BUS PICK UP EVERY 15 MINUTES INTERVAL. BUS DRIVER SHOULD TELL PASSENGERS NO LOUD MUSIC, TALKING, CLEAN UP BUS.

THE BUS DRIVER WAS VERY NICE AND ACCOMODATING.

NO

COME DOWN ON THAT 5.0 FOR A 15-20 MINUTE ACCORDING TO TRAFFIC

NO

THE IN TOWN BUSES NEED TO RUN TIL MIDNIGHT 2 AND RUN ALL LINES LIKE OTHER CITYS

SO FAR GOOD SERVICE

MAKE TRANSFERRABLE DAY CARDS MORE ACCOMMODATING - ONE CARD FOR THE WHOLE BAY AREA

SOMETIMES BUS IN MORNING IS NOT ON TIME - THEY WAIT FOR PEOPLE IT HAS MADE ME LATE FOR WORK

I APPRECIATE THE SERVICE!!

MORE ATTENTION TO BUS CONNECTION TO BART ON MORNING COMMUTE. DRIVERS AT THEIR BUS BEFORE 5 MINUTES TO DEPARTURE IN AM.

BUS WAITING SHADE AT LEMON PARK AND RIDE NEED MAINTENANCE. GLASS BROKEN, PAVEMENT IS FILTHY AND NEED LIGHTS.

BUS DRIVER VERY HELPFUL

I FORGOT MY COAT ON THE BUS AND GOT IT BACK FROM DISPATCH OFFICE SAME NIGHT. ALSO DISPATCH ALWAYS ANSWER THE PHONE.
I THINK VALLEJO TRANSIT AND FAIRFIELD/SUISUN TRANSIT AND OTHER SOLANO COUNTY
TRANSIT SHOULD BECOME ONE ORGANIZATION LIKE AC TRANSIT. IT MAY IMPROVE RIDERSHIP
AND MAKE WAY FOR MORE FUNDING.
THE SAME YORK/MARIN 80 BUS SOMETIMES SOUNDS LIKE THE BRAKES ARE BEING PUMPED,
WHICH MAKES IT SEEM LIKE THERE IS CAUTION IN THEIR ABILITY TO WORK. DIFFERENT DRIVERS
SEEM TO DO THAT ON THE ROAD & THE LAST EXIT.
I HAVE TO GET USED TO THE LAY OVER TIME
DRIVERS ARE NICE
YEY HELP THE LADY BEFORE I KICK HER A**
ADD MORE STOPS PAST VALLE VISTA HEADED TOWARDS FAIRGROUNDS/FAIRFIELD
DRIVERS SHOULD NOT LEAVE A STOP UNTIL IT SCHEDULED TIME. EXAMPLE THE LAST 80 LEAVES
AT 10:35 PM, SO IF I ARRIVE AT 10:32 THE SHOULD STILL BE THERE OR ARRIVING SOON NOT
LEAVING AT 10:32.
LEAVE AT HALF PAST THE HOUR INSTEAD OF 35 AFTER THE HOUR
VERY GOOD SERVICE OVERALL. THANK YOU.
MORE RIDE INFO WOULD BE NICE.
BUSES LEAVING DOWNTOWN AT HALF PAST INSTEAD OF 35 AFTER. SOMETIMES WE MISS BART
TRAIN.
NONE I LIKE THE BUS
I WOULD APPRECIATE IF DISPATCH WAS A LITTLE MORE HELPFUL, NOT RUDE, MAKING YOU NOT
WANTING TO CALL FOR INFO.
AS WITH BUS TRANSIT I SAVE ON GAS AND BRIDGE TOLL BUT SACRIFICE TIME
LOWER THE FARE
ALL GOOD
RUN SMALLER BUSES LATER SAVING FUEL AND GOING GREENER. 4 TO 6 PASSENGER MINI
BUSES OR VANS.
THE SERVICE IS GREAT
WOULD HAVE MOVED HERE WITHOUT 80 LINE & FERRY SERVICE.
EARLIER AND LATER SERVICES
NEED TO MAKE ALL BUSES CONNECT
MORE FREQUENCY ON WEEKENDS
PLEASE KNOW WHEN YOU CHANGED THE SCHEDULE LAST SUNDAY, I WAS THERE FOR ONE
HOUR WAITING FOR THE BUS AND NEVER CAME. PLEASE COMMUNICATE MORE WITH THE
PASSENGERS.
TOO SOON TO TELL
MORE LIGHT AT STOP
KEEP THIS SERVICE GOING. THIS IS IMPORTANT. KEEP THE FARE AT $3.00. THIS IS IMPORTANT.
ON WEEKENDS PLEASE HAVE BUSES EVERY HOUR
IT'S COMFORTABLE
RUN LATER AND MORE FREQUENTLY. HAD TO WAIT 2 HOURS IN THE RAIN. WAKE UP.
RIDE ON
YOUR GUYS NEED TO BE ON TIME ESPECIALLY IN THE MORNING ON THE 80 BUS
THANK YOU
AT LEAST WEEKLY UPDATES ON CHANGES AND SERVICE ON ALL HOLIDAYS
THIS IS MY FIRST TIME RIDING THIS BUS. SO FOR IT HAS BEEN A GOOD EXPERIENCE. MY ONLY
SUGGESTION WOULD BE DIRECT SERVICE TO FAIRFIELD INSTEAD OF TRANSFERRING BUT IT'S
ALL GOOD.
THE BUSES ARE VERY COLD AM. I RIDE THE 5:15 AM EVERYDAY AND VERY COLD.
THANK YOU
NO TELEPHONES OR RADIOS ALLOWED
Q26  I THINK THIS BUS #80 LINE AND 85 LINE ARE EXCELLENT IN DOWNTOWN SERVICE
Q26  CHEAPER FARE
Q26  THIS SERVICE IS EXCELLENT AND I COUNT ON IT TO MAKE A LIVING. PLEASE DON'T CHANGE IT!
Q26  THANK YOU!
Q26  NO
Q26  JUST NEED TO LOWER FARE THAT'S IT
Q26  MORE SHELTERED BUS STOP
Q26  I APPRECIATE THIS SERVICE VERY MUCH. THANK YOU
Q26  IF THE 90 RAN ON WEEKENDS I WOULD PROBALLY USE IT ROUND TRIP 4-8 TIMES A MONTH.
Q26  LOVE YOU
Q26  THE DISPATCHERS (MOST OF THEM) ALWAYS DO NOT BELIEVE WHAT YOU TELL THEM. IF THE
Q26  DRIVER IS LATE OR HAVE LEFT DOWNTOWN EARLY OR DO NOT TAKE RADIO CALL OF
Q26  DISPATCHER TO WAIT 2 MINUTES MORE, THEY ALWAYS COVER UP THE DRIVER!! THAT'S WHY I
Q26  AM DISAPPOINTED WITH VALLEJO TRANSIT DRIVERS!!!! THEY DO NOT
Q26  NA
Q26  I AM SAD THAT THERE IS NOT VERY MANY BUS LINE TIMES FOR 80 TO 85. I DON'T KNOW HOW TO
Q26  GET TO MARINE WORLD.
Q26  THE LAST BUS SHOULD BE AFTER THE LAST BART TRAIN
Q26  MORE LOCAL STOPS FOR THE 80.
Q26  VALLEJO TRANSIT HAS POOR MANAGEMENT AND RUDE. DRIVE TO BE PUBLIC TRANSIT.
Q26  IN BROKE AND I DON'T APPRECIATTE THESE QUESTIONS
Q26  COOL
Q26  TOO EXPENSIVE FOR PEOPOLE THAT CATCH THE BUS IN VALLEJO
Q26  NICE BUS DRIVERS THEY MEAN
Q26  THERE IS NO SERVICE WHEN YOU ARRIVE IN VALLEJO SUNDAY-FRIDAY
Q26  XMAS OTHER HOLIDAY SERVICES JULY 4TH TOO
Q26  I NEED THE #3 GLEN COVE TO RUN REGULAR EVERYDAY
Q26  YOUR DRIVERS ARE VERY POLITE AND COURTEOUS.
Q26  I THINK THAT THERE SHOULD BE A WAY WHERE YOU COULD PUT ALL OF YOUR COMMUTER
Q26  TRANSPORTATION AT ONE PLACE LIKE MUNI PASSES, AND IF THEY COULD CASH OUT COMMUTER
Q26  CHECKS TO A DOLLAR COMMUTER CHECKS.
Q26  GOOD SERVICE, PLEASED WITH IT, GOOD VALUE
Q26  THE BUS DRIVERS OFTEN LEAVE US WAITING IN THE RAIN/COLD WHILE THEY SIT ON THE BUS
Q26  WITH THE DOOR SHUT.
Q26  AVOID CELL PHONE, AIR FRESHENER, YOU BETTER AIR CIRCULATION, BUS DRIVER SHOULD NOT
Q26  BE TALKING TOO MUCH!
Q26  VERY SATISFIED. YOUR DRIVERS DO A GREAT JOB. MAYBE AFTER ECONOMY BETTER TRY
Q26  ADDING SHUTTLE BUS TO HIDDENBROOKE. EVERYONE THERE IS A COMMUTER.
Q26  PLEASE FIX THE #2 BUS. NEVER ON TIME, CAN NOT DEPEND ON BUS TO GET ME DOWNTOWN ON
Q26  TIME, ALWAYS MISS THE 80. BAN CELL PHONES ON THE BUS.
Q26  NO
Q26  QUE SI EL CHOFER OUEDA ESPERAR A LA GENTE. PORQUE A VECES NO PASA A LA HORA
Q26  INDICADA YA QUE PASA ANTES O BLESQUES DELA HORA DE PARTIDA.
Q26  I HAD A GOOD NICE RIDE ON THIS BUS FOR MY FIRST TIME RIDING
Q26  ON SATURDAY PLEASE HAVE THE LAST 1 BUS WAIT FOR THE 80. DURING THE WEEK IT USUALLY
Q26  DOES. BY THE WAY 9PM IS NOT LATE NIGHT SERVICE. AND LAST 80 WAIT A LITTLE IF BART IS
Q26  LATE
Q26  WHY IS THERE NO LIGHT RAIL IN SOLANO COUNTY?
Q26  ONLY THE EXTENSION AND FREQUENCY OF SERVICE ON ONLY ROUTE 80 BUS, BUT ALL THE
Q26  BUSES, ESPECIALLY 55. THANK YOU.
Q26  PLEASE KEEP THIS LINE
Q26  BESIDES FARE AND DISTANER SERVICE IS GREAT
THEY DON'T COME TO THE EAST BAY LIKE OAKLAND, SAN LEANDRO ECT.
MORE FREQUENT SERVICE. ROUTE 2 NEEDS SERIOUS IMPROVEMENT.
NEED TO HAVE MORE FREQUENT TRIPS ON 85 LINE ROUTE, EXTREMELY BUSY
MORE SERVICE AND CHEAPER COST
MORE BUSES AND LOWER RATES. THE 90 SHOULD RUN ON WEEKENDS MORE FREQUENT, 85 ON WEEKENDS.
DRIVER SHOULD NOT TALK ON PHONES OR WALKIE TALKIE. LAZY OVER WIEGHT BUS DRIVERS THAT ARE RUDE.
BETTER WHEELCHAIR ACCESSORY
THERE SHOULD BE TIMES OF THE ROUTES & BUSES AT EVERY STOP. NOT JUST AT THE MAIN STATIONS.
OCCASIONALLY BUS LEAVES BART STATION A MINUTE OR TWO EARLY. SOMETIMES IT LEAVES WHEN I AM SURE THE DRIVER HEARS IT COMING INTO THE STATION. ONLY A FEW DRIVER DO THIS.
BEFORE DRIVER RETURN TO BUS THEY NEED TO MAKE SURE THE CIGARETTE SMELLS ARE GONE
VERY CONVENIENT
NEED EXTENDED SERVICE ON THE 4 AND 7 AT NIGHT
IT WOULD GREAT IF THIS BUS CAN GO TO SIX FLAG ALSO. IT WILL BE EASY FOR FIRST TIME RIDER.
IT WOULD BE FAR BETTER IF THIS BUS GOES TO SIX FLAGS
DRIVERS ARE VERY COURTEOUS POLITE
THERE SHOULD BE CLOSER BUS STOPS. I WOULD LIKE TO VISIT ROLLINGS EXCEPT THE BUS DOESNT STOP THERE.
YES PLENTY OF CHOICE TO COMMUTE TO SAN FRANCISCO, IS VERY HELPFUL, BUT TO SCHEDULE IT SO BUSES COMPUTE THE 200 BUSES/FERRY WEEKDAY COMMUTE SEEMS LIKE A WASTE OF TIME.
CLOSER BUS STOPS. 3 HOUR UNLIMITED TRANSFERS GIVE DRIVERS MORE DISCRETION TO SERVE RIDERS.
VALLEJO INTO OPERATOR BE AVAILABLE ON WEEKENDS
THERE ARE DRIVERS WHO DONT TRANSFER FROM MARIN
MORE BUSES AND LOWER FARES
IT WOULD BE BENFICIAL TO WASH THE WINDOWS ON THE INSIDE OF THE BUS MORE FREQUENTLY. THANK YOU.
ROUTE 85 NEEDS MORE FREQUENT SERVICE AND CITY BUSES SO WE CAN MAKE OUR FINAL CONNECTION HOME
LESS FARES
I FIND THE SERVICE OKAY. IT EASIER AND CHAPER TO RIDE BUS FROM RICHMOND TO VALLEJO AND HAVE SOMEONE PICK ME UP.
IN GENERAL BUS OPERATORS ARE EXCELLENT
PLEASE TAKE THE GOVERERS OFF THE BUSES TOO SLOW
IT KINDA SUCKS THAT THIS ISN'T AN AC TRANSIT BECAUSE UC BERKELEY STUDENTS RIDE THOSE FOR FREE....HEHEHE
NO THANK YOU!
EVERY DRIVER IS REALLY NICE ESPECIALLY SINCE SOME OF THE RIDERS ARE NOT SO POLITE!!
THERE ARE MANY PEOPLE THAT USE THE 80 AND 85 LINE TO GET FROM VALLEJO TO RICHMOND, FAIRFIELD, AND GO ON THIS BUS IS NEEDED, VERY NEEDED.
AS NOTED ABOVE, MOST DISTURBING THING IS SEEING BUS LEAVE EARLY OR JUST AS TRAIN IS PULLING INTO THE STATIN. TOO MANY TIMES I HAVE BEEN STANDING AT THE CURB WATCHING BUS WAITING FOR BUS ATSAN PABLO.
I WISH THE MONTHLY PASSES CAN BE LESS EXPENSIVE AND MORE AFFORDABLE FOR PEOPLE WHO REALLY NEED THEM.
GOOD SERVICE FRIENDLY DRIVERS
I WISH YOU CAN BUY MULTI PUNCH PASS AS BEFORE FROM DRIVER AND MONTHLY PASS FROM
DRIVER
Q26 FOR THE DRIVERS NOT TO LEAVE US STANDING IN THE COLD UNTIL THEY ARE READY TO START
Q26 MORE FREQUENT SERVICE FOR ROUTE 2 VALLEJO TRANSIT
Q26 I WOULD LIKE IT RUN EVERY 15 MINUTES
Q26 SUNDAY BUS IF THEY CAN COME 5 MINUTES EARLY BECAUSE THE BART STARTS AT 7:58AM. WE MISS THAT BART AND WALK FOR 20 MINS FOR NEXT BART. THE BUS AT 7:40 IS SOMETIMES LATE. NEED MORE AUTHORITY AND PROTECTION ON THE BUS FOR THE DRIVER. TOO MANY PEOPLE CURS, PLAY MUSIC LOUD, AND OVER ALL JUST RUDE. THIS DISRUPTS REGULAR COMMUTERS. PLEASE PEOPLE SHOULD NOT BE ALLOWED ON BUS IF THEY ARE BEING RUDE BEFORE GETTING ON THE BUS.
Q26 HOPE ON TIME GET TO WORK. GET BACK HOME. SAFETY
Q26 IN ORDER TO RIDE BUS, MORE PARKING IS NEEDED.
Q26 I ENJOY THE SERVICE
Q26 BETTER SECURITY AND TIME
Q26 THE MOST IRKSOME THING ABOUT THE 80 SCHEDULE IS HOW IT CONNECTS WITH THE BART SCHEDULE. THE BUS SHOWS UP AT EL CERRITO DEL NORTE EXACTLY WHEN A TRAIN LEAVES - THEN YOU HAVE TO WAIT 10-20 MIN FOR NEXT TRAIN. PLEASE REVIEW SCHEDULES.
Q26 BART CONNECTION ON WEEKENDS SO WON'T BE WAITING ANOTHER 20 MINUTES ESPECIALLY ON SUNDAYS
Q26 I FEEL THAT THE RATES ARE EXCESSIVE, THEY WERE RAISED WHEN GAS PRICES WENT UP, BUT NOW THAT THE GAS PRICES ARE DOWN THE FARES HAVEN'T BEEN ADJUSTED TO COMPENSATE MARKET RATES.
Q26 THERE SHOULD BE BETTER SCHEDULES FOR THE WEEKEND
Q26 NEED MORE LOCAL SERVICE AND CONNECTIONS, MORE FREQUENT AND LATER SERVICES,
Q26 FARES ARE TOO HIGH, INFO NOT ACCESSIBLE
Q26 STOP SMOKING IN/AROUND BUS SHELTERS AT BUS STOPS. SUN FADED AND NO SHELTERS AT MOST BUS STOPS - OUT IN HOT SUN/RAIN. NO HOLIDAY SERVICE
Q26 REQUEST TO IMPROVE THE TRANSFER CONNECTION OF LOCAL AT LEAST 15 MINUTES WAITING,
Q26 DRIVERS COURTESY IS IMPROVING. THANK YOU.
Q26 ADD HOLIDAY SERVICE
Q26 THE BUS NEED TO RUN LONG ON THE WEEKEND
Q26 IT WOULD BE NICE IF YOU HAD A ROUTE THAT WENT FROM RICHMOND TO VACAVILLE ON THE WEEKDAYS OR A COUPLE DAYS A MONTH.

Line 85

Q17 MORE ON TIME THEY'RE LATE ALOT
Q17 EARLY TRIP SUNDAY
Q17 EVERY HOUR ON WEEKENDS
Q17 NEED TO RUN THE 85 EVERY HOUR ON THE WEEKENDS
Q17 SERVE FOOD ON BUS
Q17 MORE LINES TO VACAVILLE
Q17 EVERYDAY 7 DAYS A WEEK
Q17 BUSES NEED TO CONNECT
Q17 EVRY HOUR ON SUNDAY
Q17 Have bus stop at the Fairfield Transfer Station on West Texas and Beck
Q17 BETTER SMELLING BUSES
Q17 MORE BUSES WHEN PROBLEM OCCUR
Q17 5-10 MINUTES FASTER TO FAIRFIELD
Q17 NOT ENOUGH INFO TO ANSWER QUESTION
Q17 TRANSFERS LAST LONGER (2 HOURS?)
Q17 NO STOPS BETWEEN VALLEJO AND FAIRFIELD

Q26 NEED BUS TO RUN EARLIER THAN 2 HOUR ON SUNDAYS
Q26 MAKE IT EVERY ONE HOUR DURING WEEKENDS INSTEAD OF EVERY 2 HOURS
Q26 YOU SHOULD BE ABLE TO USE YOUR TRANSFER UNTIL IT EXPIRES.
Q26 YOU SHOULD BE ABLE TO USE YOUR TRANSFER TIL IT EXPIRES!!
Q26 THEY CAN BE ON TIME MORE AND RUN LATER IN THE EVENING. MOSTLY MORE ON TIME. STOP
Q26 BEING LATE.
Q26 VERY GOOD SERVICE
Q26 IT IS PERFECT BUT MORE 85 BUS SCHEDULES
Q26 EVERY 30 MINUTE TRIP WAITING INSTEAD OF 1 HOUR TRIP
Q26 EVERY HOUR SERVICE ON WEEKENDS. SUNDAY LATER SERVICE.
Q26 MAKE EVERY HOUR TRIP SATURDAY AND SUNDAY (WEEKEND). HAVE 7:00 AM SUNDAY TO
Q26 FAIRFIELD.
Q26 NO
Q26 I'M IN A RECOVERY PROGRAM AND WOULD LIKE TO BE CONSIDERED FOR A D
Q26 VALLEJO TRANSIT NEEDS TO RUN EVERY HOUR ON THE WEEKEND IT WOULD BE CONVIENIENT
Q26 FOR PEOPLE WORKING FOR SIX FLAGS
Q26 N/A
Q26 MORE SERVICE TO VACAVILLE ON WEEKENDS, REALLY SUNDAY
Q26 NO
Q26 No other comments
Q26 Serve food on bus
Q26 MAKE YOUR FARES CHEAPER
Q26 Extended times on Sunday. Otherwise great service.
Q26 MORE FRIENDLIER BUS DRIVERS
Q26 Bus on weekends
Q26 Thank you for the service
Q26 Good job except weekends 10-12
Q26 It would be nice if service is every 30 minutes/daily and not 2 hours ever weekend and services on holidays
Q26 too, thanks.
Q26 I'm on vacation and going to blue and gold fleet so I will probably not use the service again.
Q26 PLEASE BE ON TIME. BUS SHOULD RUN LATE.
Q26 I'm from Denmark in Europe
Q26 More regular service on Sunday
Q26 Please take note to all drivers route 85 (stay or wait at least 10 minutes)
Q26 WELL GOOD
Q26 TOO COLD SOMETIMES
Q26 Less bus fares and transfers to be kept until expires
Q26 To have the bus coming every hour
Q26 NO
Q26 The 85 should run more often from college to Vallejo
Q26 Fare increases were not brought down after spike in gas/diesel costs. Service is poor. Stop the holds at
Q26 Sereno Transit Center.
Q26 Unable to use it Saturdays because it doesn't run during the same time I use it during the week.
Q26 NO
Q26 ADD 85 ON VALLEY VISTA AVE VALLEJO CA 94590. ALOT OF APARTMENT RESIDENTS.
Q26 EXCELLENT SERVICE - DRIVERS ARE COURTEOUS AND CAPABLE
Q26 NO
Q26
IT’S INSANE FOR THE BUS TO RUN ONLY EVERY 2 HOURS ON SATURDAY IF GOING TO SCHOOL I
HAVE TO GO 2 HOURS EARLY.
Q26
I WOULD LIKE TO SEE SERVICE RUN EVERY HOUR ON WEEKENDS, NOT EVERY TWO HOURS.
Q26
VERY INCONVENIENT.
Q26
NONE
Q26
THE BUS RUNS EVERY HOUR ON SUNDAYS PAPER MAKE 85 PAPER ROUTE
Q26
THAT THE BUSES SHOULD RUN 7 DAYS A WEEK AND ON REGULAR SCHEDULE.
Q26
NO
Q26
NO
Q26
NO OTHER COMMENTS
Q26
85 VALLEJO RUN EVERY 30 MINUTES
Q26
I HAVE BEEN TOLD THERE IS NO STUDENT RATE FOR COLLEGE STUDENTS...
Q26
I WOULD LIKE TO SEE SERVICE ONCE PER HOUR.
Q26
YES, HAVE EARLY TRIP EVERY SUNDAY, MAKE IT EVERY HOUR FOR SATURDAY AND SUNDAY
Q26
SATURDAY SERVICE EVERY HOUR
Q26
WE WANT SERVICE EVERY HOUR OR HALF HOUR
Q26
WEEKDAY SERVICE NEEDS EXTENDING - EVERY 2 HOURS IS BAD AND THEY RAN IT 2 NEVER
MAKE CONNECTION. NEED TO ADD SERVICE TO THE ROUTE 2.
Q26
CAN YOU MAKE IT EVERY HOUR DURING WEEKENDS INSTEAD OF EVERY 2 HOURS
Q26
I WOULD APPRECIATE THE BUS LEAVING EVERY HOUR. IT WOULD BE CONVENIENT.
Q26
BE ON SCHEDULE
Q26
GREAT SENIOR MAKE WEEKEND LAST BUS 9:30. SUNDAY IS HARD AT 6:30 PM LAST BUS. IT
WOULD BE NICE IF THERE WAS A WAY OF GETTING HANDICAPPED RIDERS COVERED BY
ALTERANTIVE TRANSPORT IF AM 85 BUS GETS A HANDICAPED RIDES LAD, WAY I IS AT LEAST 30
TO 45 MINUTES LATE IN FAIRFIELD OR VALLEJO
Q26
TAKE OUT THE STOP BY THE MOVIE THEATER. MOVE THE STOP TO THE PENNSYLVANIA SIDE.
Q26
MORE STOPS BY THE MALL AND AVAILABLE BUS PASS AT MALL
Q26
YES ALL BUS DRIVERS SHOUD HAVE THE COURTESY TO WAIT FOR PEOPLE THAT ARE
TRANSFERRING FROM OTHER BUSES.
Q26
I LOVE THE VALLEJO BUS, BUT IT WOULD BE NICE IF YOU COULD MAKE IT ON TIME TO GET TO THE
FAIRFIELD BUSES. FAIRFIELD BUSES AS WELL NEED TO DO SOME SERIOUS IMPROVEMENTS TO
THEIR SERVICES. THEY ALWAYS MANAGE TO GET ME WHERE I GOT TO GO LATE.
Q26
About 80% of the drivers are very courtesy and have become friends.
Q26
NONE
Q26
THANKS GOOD FOR THIS BUS
Q26
AFTER SCHOOL I’VE TO CATCH 85 BACK TO VALLEJO. I THINK FARE SHOULD BE CHEAPER THEN
$5.
Q26
NA
Q26
85 RUN EVERY HOUR ON SATURDAYS
Q26
GET ON TIME BETTER AND LOWER FARE COST
Q26
I LOVE VALLEJO TRANSIT
Q26
IT TAKE TOO LONG TO COME
DO THE DRIVERS HAVE TO CALL OUT THE VARIOUS DROP OFF LOCATIONS SO LOUD? SOME OF
THEM ARE ALSO GOD LIKE, OUR DRIVER THIS AFTERNOON ON BUS NO. BL20 AT 4:50PM 22 OCT
2009
Q26
GLAD THE BUS RUNS!
Q26
NO FIVESHOP AT MARINE TOWERS
Q26
NEED NEWER BUSES!
Q26
THESE BUSES ARE ENTIRELY TOO EXPENSIVE TO RIDE. $5.00 TO FAIRFIELD/VALLEJO, HONORING
NO TRANSFER IS RIDICULOUS.
Q26
ADD A STOP CLOSER TO MANGLES RD!
WHEN A CUSTOMER CALLS AND ASK Dispatch WHEN THE NEXT BUS IS COMING, THEY SHOULD
THAT THE BUS IS GOING TO BE LATE
MORE BUSES ON SUNDAY TO FAIRFIELD (NOT EVERY TWO HOURS) ALSO SATURDAY (PASSING BY
KAISER DR.)
TOO NOISY SOMETIMES
NO COMMENTS
THE BUS NEEDS TO BE TIMELY
FARE FOR BUS SHOULD BE LESS THAN GAS TO HELP ENCOURAGE MORE PEOPLE TO RIDE
I ENJOY RIDING THE BUS.
85 BUS NEEDS A STOP ON THE CORNER OF MANGLES AND GREEN VALLEY ROAD OR ON
PUT IN MORE SCHEDULES AT THE BUS STOPS FOR ALL LINES AS WELL AS SMelters
I WISH THE DRivers WOULD CALL OUT THE STOPS ON THE MIC ON ALL RIDES BUT NOT YELL
THEM SOMETIMES THE STOPS ARE NOT CALLED AT ALL. ALSO THEY SHOULD ALL BE POLITE AND
HAPPY AND SAY GOOD MORNING. THERE ARE A FEW THAT ARE GOOD AND MAKE THE RIDE
PLEASANT.
IT IS SLOW ON THE PM RETURN TO YORK AND MARIN CAUSING ME TO MISS MY TRANSFER BACK
TO 80. THAT'S WHY I SKIP IT OPTING FOR LOCAL BUSES UNLESS THE 85 IS THE ONLY ONE
LEAVING THE AREA ON TIME. EVEN IF IT LEAVES ON SCHEDULE IT TAKES TOO LONG TO ARRIVE
TO YORK AND MARIN THE DEFUNCT # 9 BUS ROUTE IT REPLACED DIDN'T HAVE THAT PROBLEM.
THE #1 SOUTH VALLEJO NEEDS EARLIER SERVICE TO SEABREEZE APTS AND ALSO EXTENDED
SERVICE TO SEABREEZE APTS
DAN MUY BIEN SERVICIA
CAN YOU BE ON TIME AND COME MORE OFTEN
FREQUENCY, ON TIME
I WISH THERE WAS AN EARLIER BUS TO CATCH HOME. MY JOB WAS RELOCATED TO FAIRFIELD
FROM SAN FRANCISCO.
COMFORTABLE BUS, COURTEOUS AND HELPFUL DRIVER
MY BUS DRIVER WAS VERY GOOD
N/A
NONE
THERE WAS A VERY FAST FEMALE DRIVER ON THIS ROUTE THAT I FELT UNSAFE TO RIDE WITH,
BUT I DON'T HAVE A CHOICE. (THE DRIVER TODAY IS ONE OF THE BEST...HONESTLY)
LIKE RIDING THE BUSES
MAYBE THERE SHOULD BE A DISCOUNT FOR STUDENT SUCH AS $1.00 OFF FARE WITH PROOF OF
SCHOOL I.D. ON BAY LINK BUSES
NEED SERVICE EVERY 30 MINUTES. TOO LONG EVERY 1 HR / 2 HRS.
NONE
FOR ME EVERYTHING IS OKAY.
ADD MORE BUS STOPS ON MANGELS BLVD
 THAT THE BUS FARE SHOULD BE CHEAPER
HAPPY HOLIDAYS!!
IT IS VERY HARD FOR ME TO FIND BUS SCHEDULES. I USUALLY HAVE TO ASK THE STRANGERS
AROUND ME. THE 3B BUS DRIVER THAT PICKS ME UP AROUND 11:15AM ON MONDAY,
WEDNESDAY, AND FRIDAY IS VERY NICE. HE'S MY FAVORITE.
WHEN SOMEONE CALLS THE BAYLINK, THEY SHOULD BE ABLE TO TELL WHERE THE BUS IS AT.
IT WOULD BE NICE IF THE #7 BUS CAME TO COLLEGE BEFORE VALLEJO BUS. IT IS TOO BAD THAT
VANDALISM MAKES IT HARD TO HAVE SEATS AT MORE STOPS. STANDING IS HARD. WAITING AN
HOUR FOR THE VALLEJO BUS IS NO FUN. 7 GETS TO COLLEGE 5 TO 10 MINUTES (OR LESS) AFTER
VALLEJO BUS.
NOT SO EXPENSIVE. $10 ROUND TRIP IS TOO MUCH.
I WOULD LIKE THE MONTHLY BUS PASSES TO BE A LITTLE CHEAPER FOR VALLEJO TO FAIRFIELD AND FAIRFIELD TO VALLEJO.

CONTINUE DOING THE GREAT WORK!! =)

BUS STOPS IN MANGELS & GREEN VALLEY ARE TOO FAR APART. ADD STOPS AT SOUTHLAKE BOTH WAYS AND ADDITIONAL STOP BY CORNER OF GREEN VALLEY FROM MANGELS AFTER TRAFFIC LIGHTS HEADING TO VALLEJO. THANK YOU.