



RESULTS OF

SOLANO TRANSPORTATION AUTHORITY

***COUNTYWIDE RIDERSHIP STUDY
BAYLINK FERRY AND LINE 200***

Submitted to

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Introduction

This report presents the results of an on-board survey of riders on the Baylink Ferry and Bus system. Passengers on both the Baylink ferries and Line 200 (all referred to as riders in this report) were surveyed during the second week of November 2006. In all, 793 riders were surveyed for this study: 726 on ferries and 67 on buses. 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.

Results are presented for both the Baylink ferries and Line 200. System-wide results were calculated by weighting the results for the ferry and Line 200 by the total estimated weekly ridership for each, based on weekday and weekend on-off counts. Because ridership for the ferries exceeds that for Line 200 by a factor of almost 7, the responses of ferry passengers dominate the overall results.

The remainder of this report presents the findings of the survey. For each set of findings, aggregate results for both the ferry and bus lines are presented in graphic form first, followed by a table with detailed results by ferry and bus. 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 Baylink 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 Baylink system.

BAYLINK FERRY AND BUS LINES

A summary of the operating characteristics of the Baylink ferry and bus lines at the time of the survey is presented below.

Vallejo's Baylink Ferry connects Vallejo to San Francisco. It is the only ferry service in the northeast Bay to San Francisco. Several high-speed ferryboats make this journey in less than an hour seven days a week. All trips serve San Francisco's Ferry Building near the Financial District, with three trips a day traveling to the popular Pier 39 area. This service is comprised of 14 ferryboat round trips every weekday and parallel service via the Rt. 200 bus line offering 13 round trips each weekday. The stops, travel time, and fare are the same on both vehicles. This combined service operates 7 days a week. On weekdays, the combined service operates from 5:30am to 10:30pm. On Saturdays, there are 9 ferry round trips and 3 Rt. 200 round trips operating from 7:00am to 10:30pm.

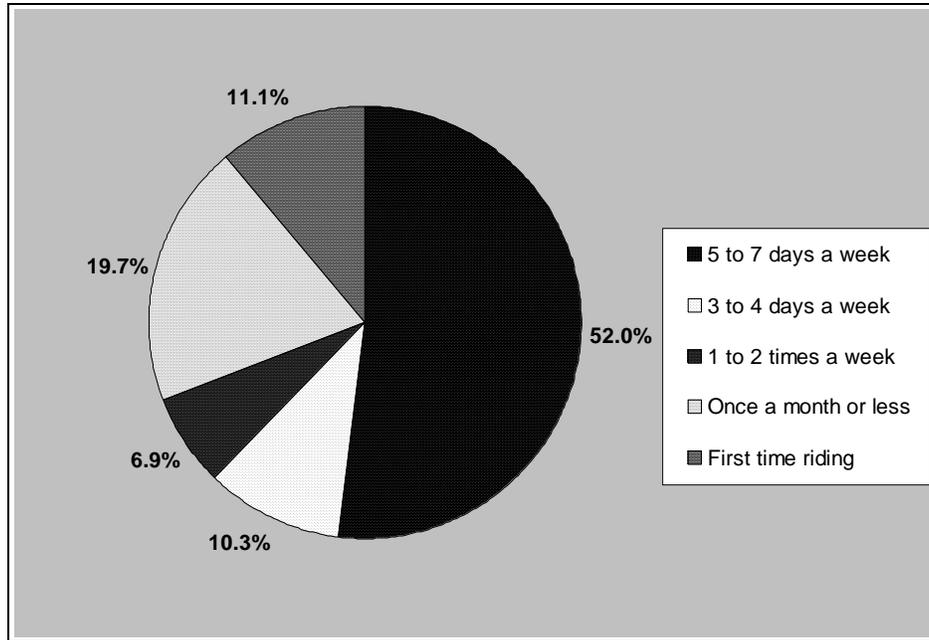
TRIP CHARACTERISTICS

The following section is about how Baylink riders were using the ferry or bus at the time they were surveyed. Riders were asked to describe how often they rode 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.

Frequency of Ridership

More than half of riders use Baylink frequently, with 52% reporting that they ride at least 3 days a week and almost 70% riding at least weekly. On the other hand, a higher proportion of passengers ride infrequently than ride most other lines, with 20% riding once a month or less. In addition, 11.1% of riders said that this was their first time on this line, reflecting the fact that significant numbers of tourist and other visitors use the Baylink system – particularly the ferries.

Figure 1. Ridership Frequency – Overall



Because of out-of-town visitors riding the ferry, Line 200 had a much higher proportion of weekly riders, including 72.7% who ride 5 to 7 days a week. Only 6% of Line 200 riders said they rode once a month or less or were using Line 200 for the first time.

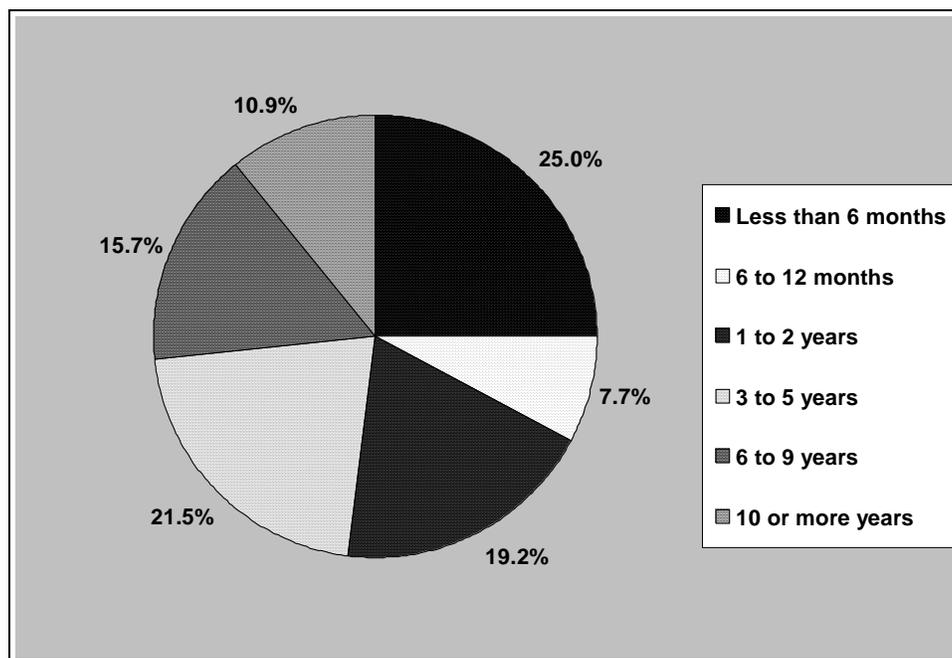
Figure 2. Ridership Frequency – By Line

Route Number	Baylink System	Ferry n=718	200 n=66
5 to 7 days a week	52.0%	48.9%	72.7%
3 to 4 days a week	10.3%	9.3%	16.7%
1 to 2 times a week	6.9%	7.2%	4.5%
Once a month or less	19.7%	22.0%	4.5%
First time riding	11.1%	12.5%	1.5%

Length of Ridership

Survey results indicate that more than half of Baylink riders have been using their current line for less than two years, with 25% having been riders for less than six months. At the other extreme, 26.7% of respondents said they had been riding for 6 or more years.

Figure 3. How Long Riding – Overall



While the Ferry had a higher proportion of respondents who had been riding less than 6 months, it also had a higher percentage who had been riding for at least 3 years: 49.3%, compared to 40% for Line 200.

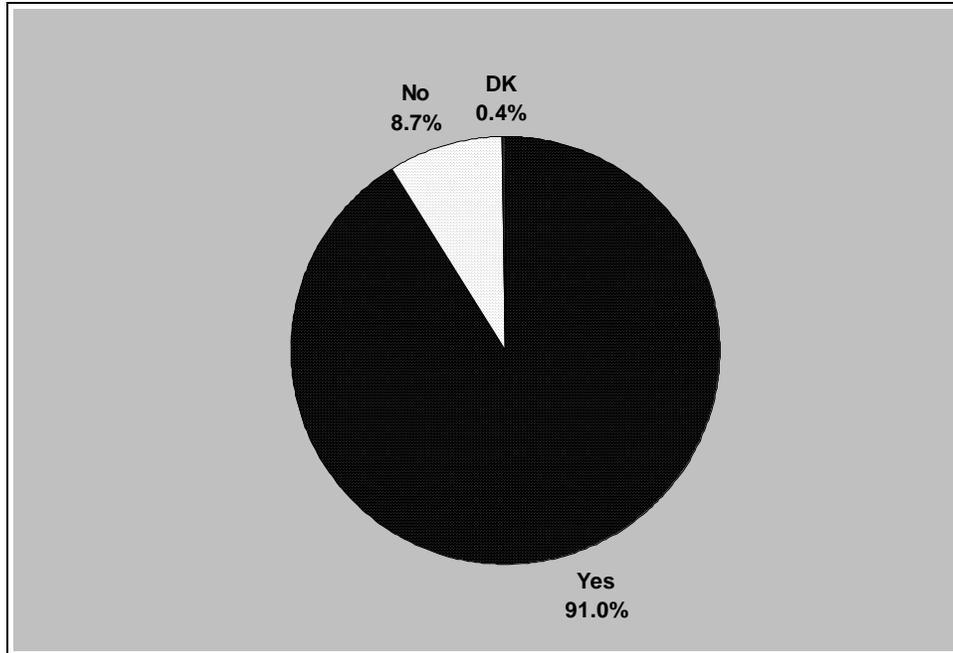
Figure 4. How Long Riding – By Line

Route Number	Baylink System	Ferry n=712	200 n=65
How long riding			
Less than 6 months	25.0%	26.0%	18.5%
6 to 12 months	7.7%	7.0%	12.3%
1 to 2 years	19.2%	17.7%	29.2%
3 to 5 years	21.5%	21.8%	20.0%
6 to 9 years	15.7%	16.4%	10.8%
10 or more years	10.9%	11.1%	9.2%

Round/One Way Trip

More than 90% of respondents said their ride on Baylink was part of a round trip, while only 8.7% said they did not intend to make a round trip on the bus and fewer than 0.5% did not yet know whether they would be making a return trip on the same line. The high percentage of riders making a round trip suggests that most riders on Baylink are on a regular commute.

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



Most riders on both the Ferry and Line 200 were making round trips, although the percentage was slightly higher for the Ferry. Line 200 had no riders who did not know whether they would be making a round trip.

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

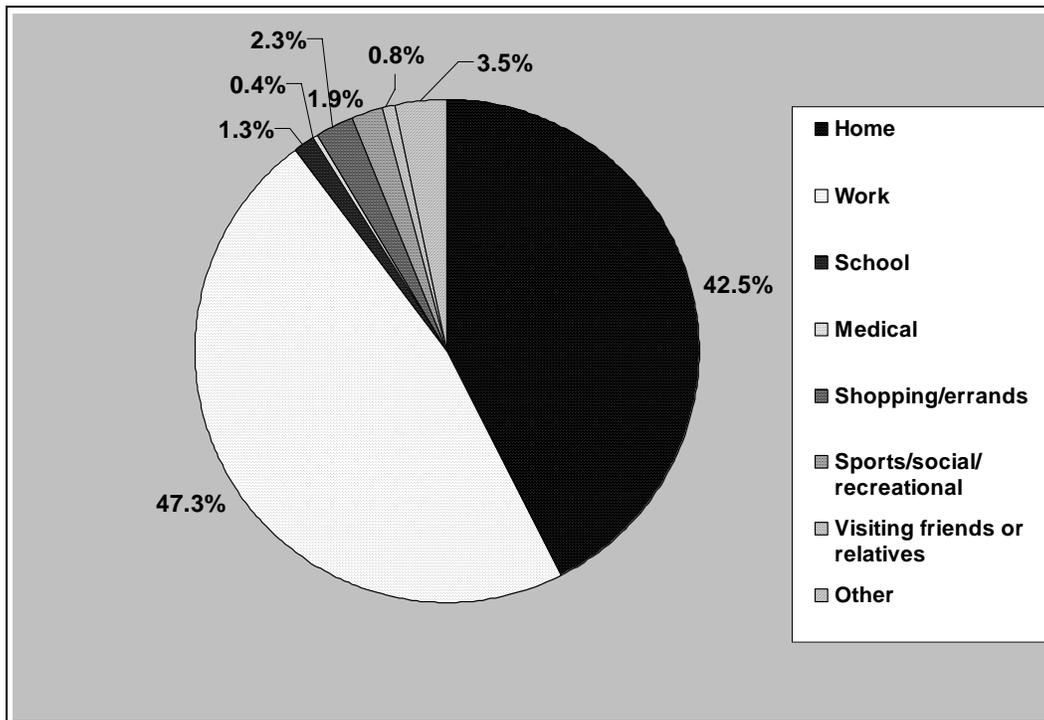
Route Number	Baylink System	Ferry n=723	200 n=67
Part of a round trip?			
Yes	91.0%	91.4%	88%
No	8.7%	8.2%	11.9%
Don't know	0.4%	0.4%	

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

Passengers were asked where they were coming from and where they were going to on this trip. The results show that riders are using Baylink for travel primarily between home and work, with essentially all respondents either beginning or planning to end their current trip at home, while 65% were coming from or going to work. No other origin or destination accounted for as much as 10%.

More than 90% of all Baylink riders said they were coming from either work (47.3%) or home (42.5%) on their current trip. Among other places of origin, only shopping/errands accounted for more than 2%.

Figure 7. Trip Origin – Overall



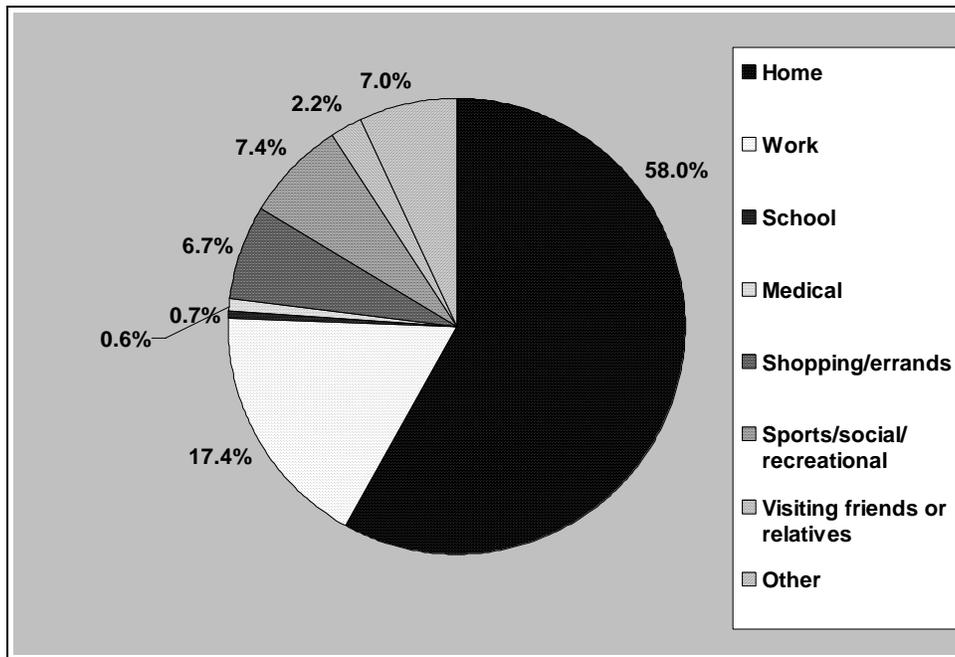
More than 85% of Line 200 riders were coming from work, while the Ferry had more respondents coming from home (47.5% vs. 41.7% from work). Line 200 had no respondents who were coming from medical appointments, sports/social/recreational events, or visiting friends or family.

Figure 8. Trip Origin – By Line

Route Number	Baylink System	Ferry n=720	200 n=67
Coming from?			
Home	42.5%	47.5%	9.0%
Work	47.3%	41.7%	85.1%
School	1.3%	1.3%	1.5%
Medical	0.4%	0.4%	
Shopping/errands	2.3%	2.2%	3.0%
Sports/social/ recreational	1.9%	2.2%	
Visiting friends or relatives	0.8%	1.0%	
Other	3.5%	3.8%	1.5%

Destinations were also analyzed to determine the purposes for trips on Baylink. Work was the most often mentioned destination (58%), followed by home (17.4%). No other destination accounted for as much as 10% of responses. As noted previously, these results show the importance of the Baylink ferry and bus in serving commuters.

Figure 9. Trip Destinations – Overall



Both the Ferry and Line 200 had more riders going home than to work, although the proportion of homeward bound riders was much higher for the bus. While the Ferry had more than one-fourth of riders who were not going home or to work, all but 3% of Line 200 riders had home or work as their destination.

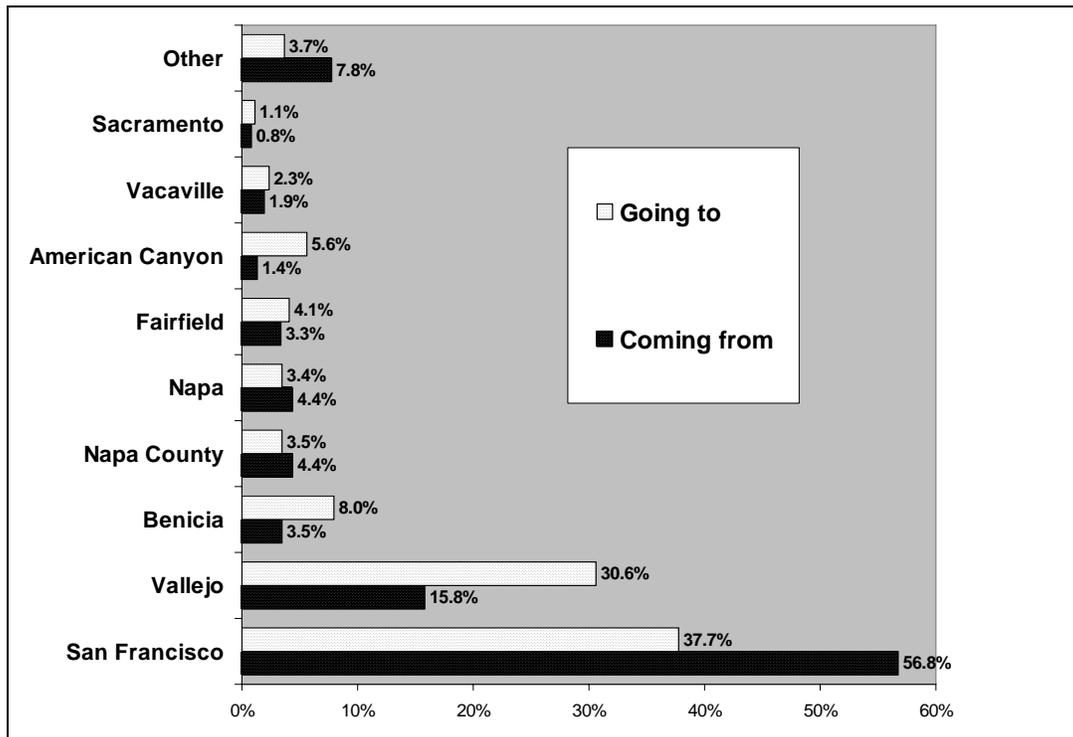
Figure 10. Trip Destinations – By Line

Going to?	Route Number	Baylink System	Ferry n=710	200 n=67
Home		58.0%	53.1%	91.0%
Work		17.4%	19.2%	6.0%
School		0.7%	0.8%	
Medical		0.6%	0.7%	
Shopping/errands		6.7%	7.5%	1.5%
Sports/social/recreational		7.4%	8.5%	
Visiting friends or relatives		2.2%	2.3%	1.5%
Other		7.0%	8.0%	

Places of Origin and Destination

Respondents were also asked where they had started their current trip and where they planned to end it. Results indicate that more than two-thirds of passengers are on trips that either begin or end in San Francisco or Vallejo, with those two cities accounting for 72.6% of origins and 68.3% of destinations. Among other origins and destinations, Benicia was mentioned by about 8% of respondents as their origin and 3.5% as their destination, while American Canyon was reported as an origin by 5.6% and a destination by 1.4% of riders. No other city accounted for as much as 5% of either origins or destinations.

Figure 11. City of Origin and Destination – Overall



While more than half of Ferry respondents said they were coming from San Francisco, this origin accounted for more than 90% of Line 200 riders. Ferry passengers had a much broader range of cities of origin, including Vallejo (17.7%), Napa and Napa County (4.9% each), Benicia (4%) and Fairfield (3.8%), as well as several cities that accounted for one or two percent or less.

Figure 12. City of Origin – By Line

Route Number City coming from	Baylink System	Ferry n=679	200 n=65
San Francisco	56.8%	51.7%	90.8%
Vallejo	15.8%	17.7%	3.1%
Napa County	4.4%	4.9%	1.5%
Napa	4.4%	4.9%	1.5%
Benicia	3.5%	4.0%	
Fairfield	3.3%	3.8%	
Vacaville	1.9%	2.2%	
American Canyon	1.4%	1.3%	1.5%
Sacramento	0.8%	0.9%	
Suisun City	0.5%	0.6%	
Dixon	0.4%	0.4%	
Davis	0.4%	0.4%	
Other	6.0%	6.6%	1.5%

With more than 90% of Line 200 riders coming from San Francisco, only 7.9% of Line 200 riders had San Francisco as a destination, while 47.6% were going to Vallejo and 20.6% to American Canyon. Among Ferry passengers, 42.2% were going to San Francisco, while 28.1% were going to Vallejo and smaller percentages to a range of other destinations.

Figure 13. City of Destination – By Line

Route Number City going to	Baylink System	Ferry n=645	200 n=63
San Francisco	37.7%	42.2%	7.9%
Vallejo	30.6%	28.1%	47.6%
Benicia	8.0%	8.7%	3.2%
Fairfield	4.1%	4.2%	3.2%
Napa County	3.5%	3.6%	3.2%
American Canyon	5.6%	3.4%	20.6%
Napa	3.4%	3.2%	4.6%
Vacaville	2.3%	2.2%	3.2%
Sacramento	1.1%	1.2%	
Suisun City	0.3%	0.3%	
Dixon	0.3%	0.2%	1.6%
Cordelia	0.3%	0.2%	1.6%
Davis	0.2%		1.6%
Other	2.4%	2.5%	1.6%

Where Did You Board and Will You Leave the Ferry/Bus?

When asked where they had boarded the ferry or bus, all passengers said they had boarded either in Vallejo or San Francisco, with the relative percentages reflecting whether passengers were surveyed on their inbound or outbound trip.

Figure 14. Where Did You Board – By Line

Route Number City where boarded	Baylink System	Ferry n=577	200 n=59
Vallejo	45.5%	50.3%	13.6%
San Francisco	54.5%	49.7%	86.4%

Similarly, all respondents said they would be leaving the ferry or bus in Vallejo or San Francisco.

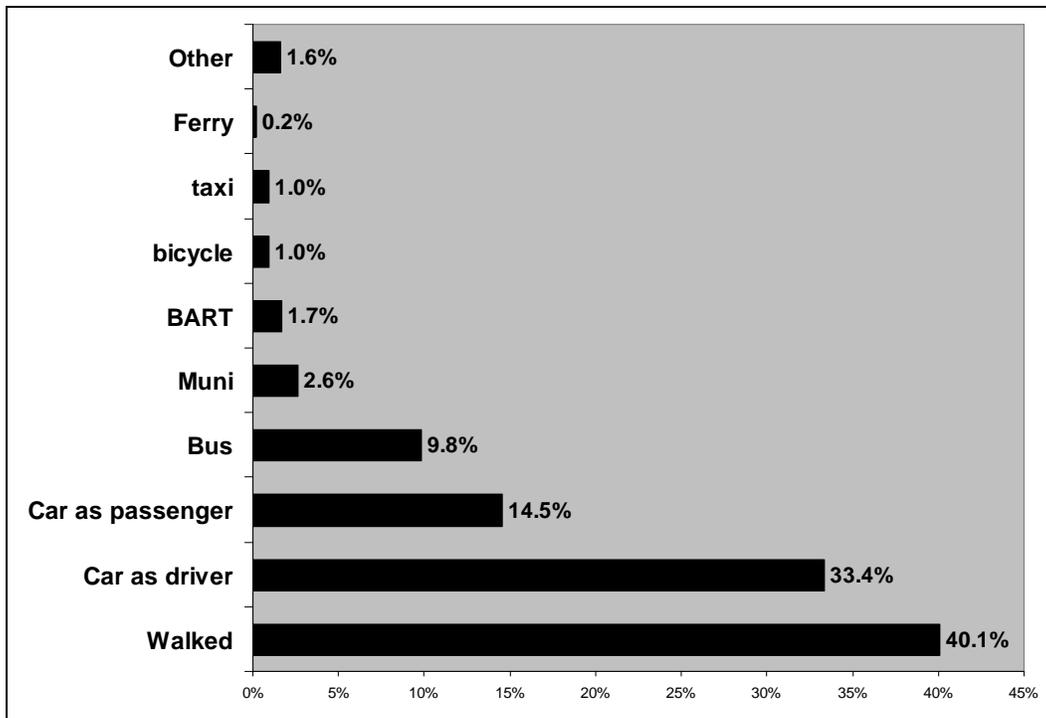
Figure 15. Where Will You Leave – By Line

Route Number City where leaving	Baylink System	Ferry n=556	200 n=56
Vallejo	65.8%	62.1%	91.1%
San Francisco	34.2%	37.9%	8.9%

Access to Bus/Ferry Stop

When respondents were asked how they had reached the stop where they had boarded their Baylink ferry or bus, almost half (47.9%) said they had used a car, either as driver (33.4%) or as passenger (14.5%) or as passenger (14.5%), while 40.1% had walked. Fewer than 10% used other methods to get to the bus or ferry.

Figure 16. How Did You Get to the Bus/Ferry? – Overall



Riders on Line 200 were much more likely than ferry passengers to have reached their stop by walking, but much less likely to have used a car.

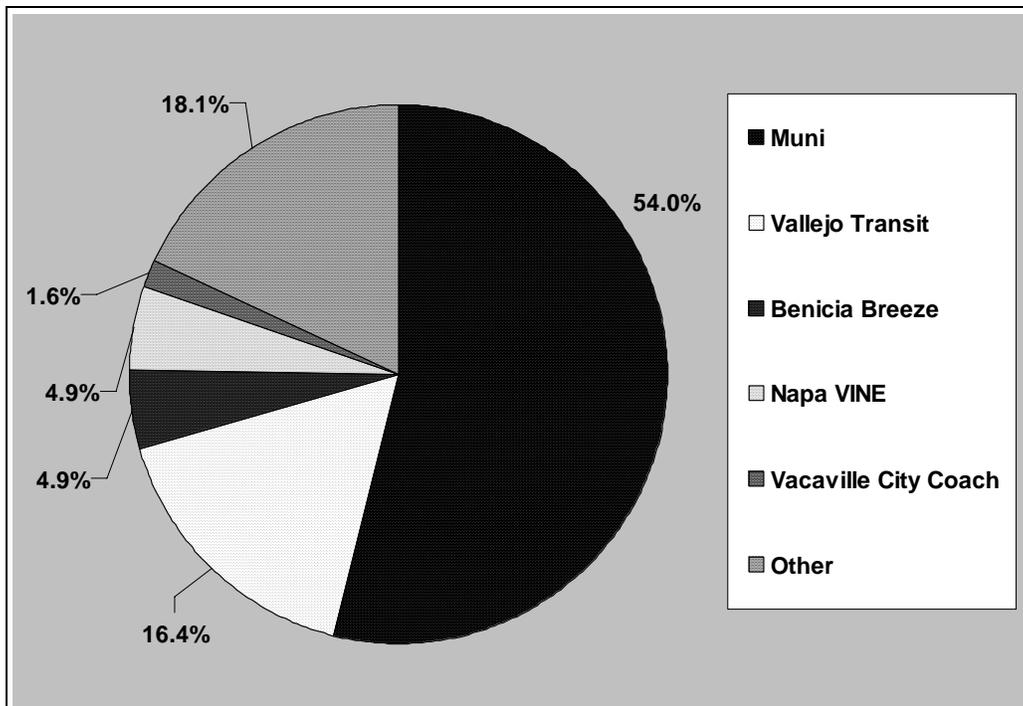
Figure 17. How Did You Get to the Bus/Ferry? – By Line

Mode to bus stop*	Route Number	Baylink System	Ferry n=720	200 n=66
Walked		40.1%	37.2%	59.1%
Car as driver		33.4%	34.7%	24.2%
Car as passenger		14.5%	16.3%	3.0%
Bus		9.8%	10.1%	7.6%
BART		1.7%	1.9%	
Muni		2.6%	1.7%	9.1%
Bicycle		1.0%	1.1%	
Taxi		1.0%	1.1%	
Ferry		0.2%		1.5%
Other		1.6%	1.7%	1.5%

* More than one mode may have been used

For those who reached their stop by bus, more than half did so on Muni buses, while 16.4% used Vallejo Transit. No other transit operator was mentioned by more than 5% of respondents.

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



Only two Line 200 riders provided information on their bus operator, so the Baylink system results are essentially the same as the results for the Ferry, with the slight differences attributable to the weighting of results.

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

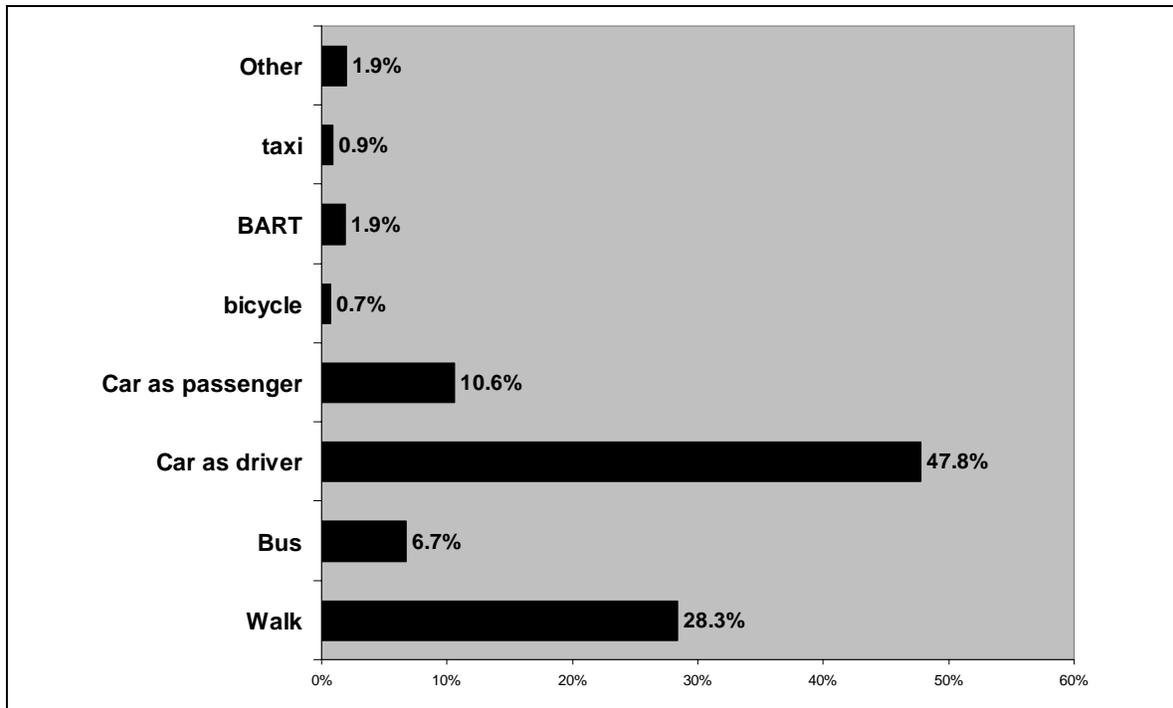
Route Number Operator	Baylink System	Ferry n=53	200 n=2
Vallejo Transit	16.4%	18.9%	
Vacaville City Coach	1.6%	1.9%	
Benicia Breeze	4.9%	5.7%	
Napa VINE	4.9%	5.7%	
Muni	54.0%	47.2%	100.0%
Other	18.1%	20.8%	

The 298 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 10.5 minutes overall. The average amount of time was 10.8 minutes for Ferry passengers and 8.7 minutes for Line 200.

Access to Final Destination

Riders were also asked how they would reach their final destination. Most used a car or walked, while 6.7% planned to go by bus and fewer than 2% used other methods.

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



Line 200 passengers were more likely to drive themselves to their final destination (71.6% vs. 44.2%), while a higher proportion of Ferry passengers planned to walk (31.2% vs. 9%).

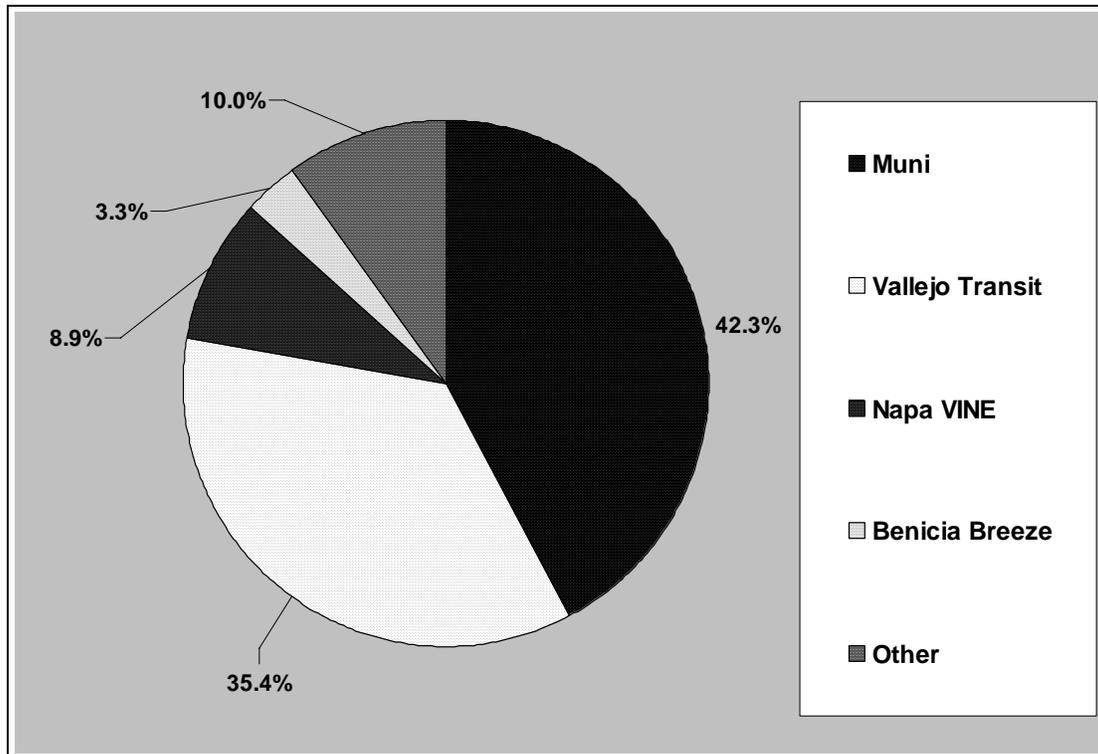
Figure 21. How Will You Get to Your Final Destination? – By Line

Route Number	Baylink System	Ferry n=701	200 n=67
Mode to destination*			
Car as driver	47.8%	44.2%	71.6%
Walk	28.3%	31.2%	9.0%
Car as passenger	10.6%	11.3%	6.0%
Bus	6.7%	6.4%	9.0%
Muni	2.7%	3.1%	
BART	1.9%	2.1%	
bicycle	0.7%	0.9%	
taxi	0.9%	0.9%	1.5%
Other	1.9%	1.6%	4.5%

* More than one mode may have been used

For riders who planned to reach their final destination by bus, 42.3% of the 32 who provided information on the Transit Operator they planned to use said they would travel on Muni buses, while 35.4% planned to use Vallejo Transit.

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



Since only six Line 200 riders provided information on their bus operator, the results above generally reflect the breakdown for Ferry passengers.

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

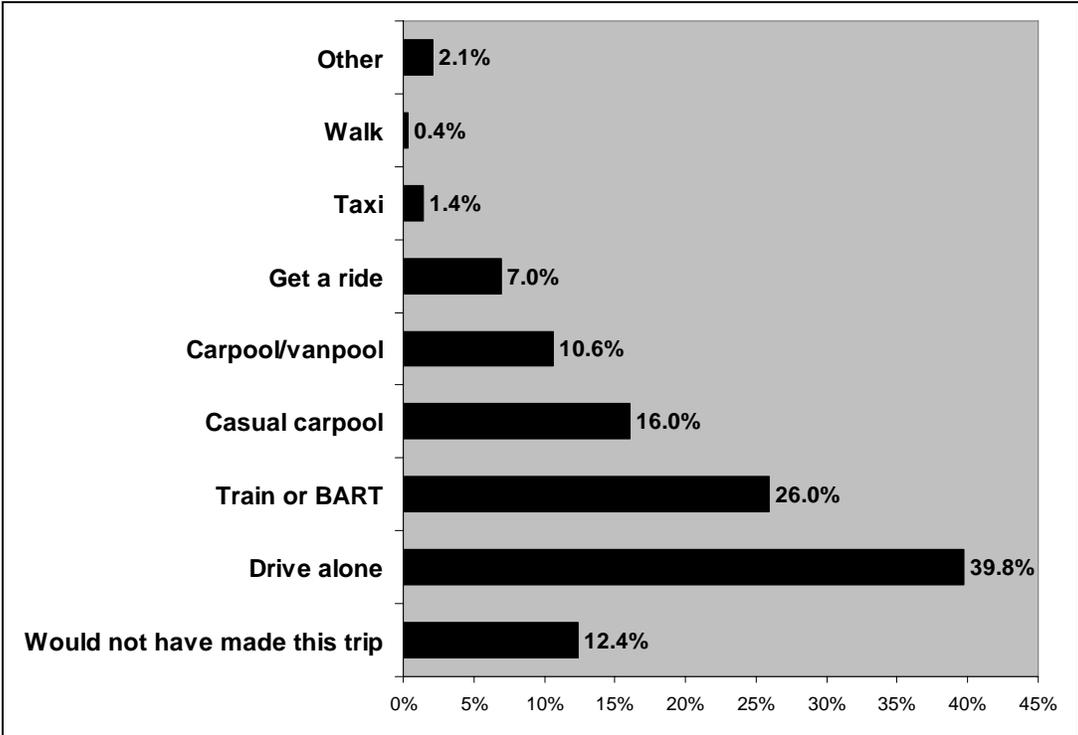
Route Number Operator	Baylink System	Ferry n=26	200 n=6
Vallejo Transit	35.4%	30.8%	67%
Benicia Breeze	3.3%	3.8%	
Muni	42.3%	46.2%	16.7%
Napa VINE	8.9%	7.7%	16.7%
Other	10.0%	11.5%	

The 180 riders who provided an estimate of how long they would take to walk to their destination reported that they would take an average of 11.4 minutes overall. The average amount of time was 11.5 minutes for Ferry passengers and 11 minutes for Line 200 riders.

How Trip Would Have Been Made Without the Bus/Ferry

About one-eighth of riders said they would not have made the trip if their Baylink ferry or bus had not been available; riders were more likely to say they would have driven alone (39.8%) or used a train or BART. Fewer said they would have used a casual carpool (16%), a carpool/vanpool (10.6%) or a ride (19%). Fewer than 2% would take a taxi or walk.

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



The percentage of respondents who would not have made the trip was only 3.1% for Line 200, compared to 13.8% for the Ferry. For most other modes, there were no major

differences between Ferry and Line 200 riders. (One cannot help but wonder how the 3 Ferry passengers who said they would walk were planning to pull that off.)

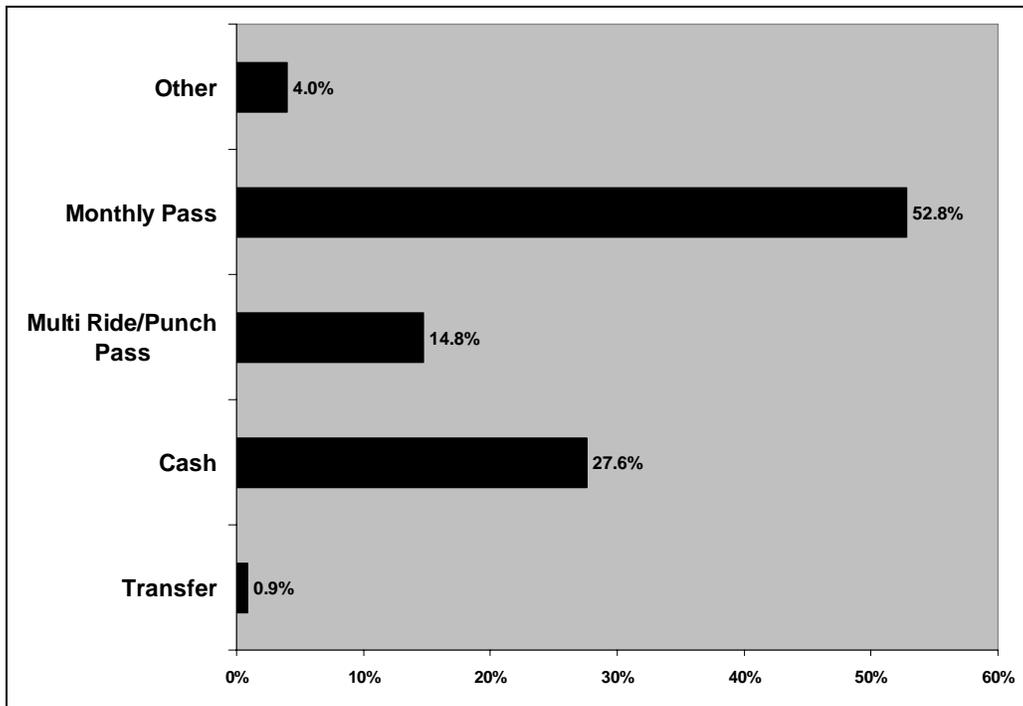
Figure 25. How Trip Made if Bus Not Available? – By Line

Route Number	Baylink System	Ferry n=376	200 n=65
Alternate mode			
Would not have made this trip	12.4%	13.8%	3.1%
Drive alone	39.8%	40.4%	35.4%
Get a ride	7.0%	7.1%	6.2%
Casual carpool	16.0%	15.9%	16.9%
Carpool/vanpool	10.6%	8.5%	24.6%
Walk	0.4%	0.4%	
Taxi	1.4%	1.4%	1.5%
Train	26.0%	25.2%	30.8%
Other	2.1%	1.3%	7.7%

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 (also known as youth fare.) Results indicate that over half (52.8%) of riders used a monthly pass, while 27.6% paid with cash and 14.8% used a multi-ride/punch pass. Fewer than 1% paid by transfer.

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



While monthly passes accounted for almost half of payments on the Ferry, more than 80% of Line 200 riders paid using a monthly pass. This may be because of the higher percentage of frequent riders on Line 200, as shown previously in Figure 2.

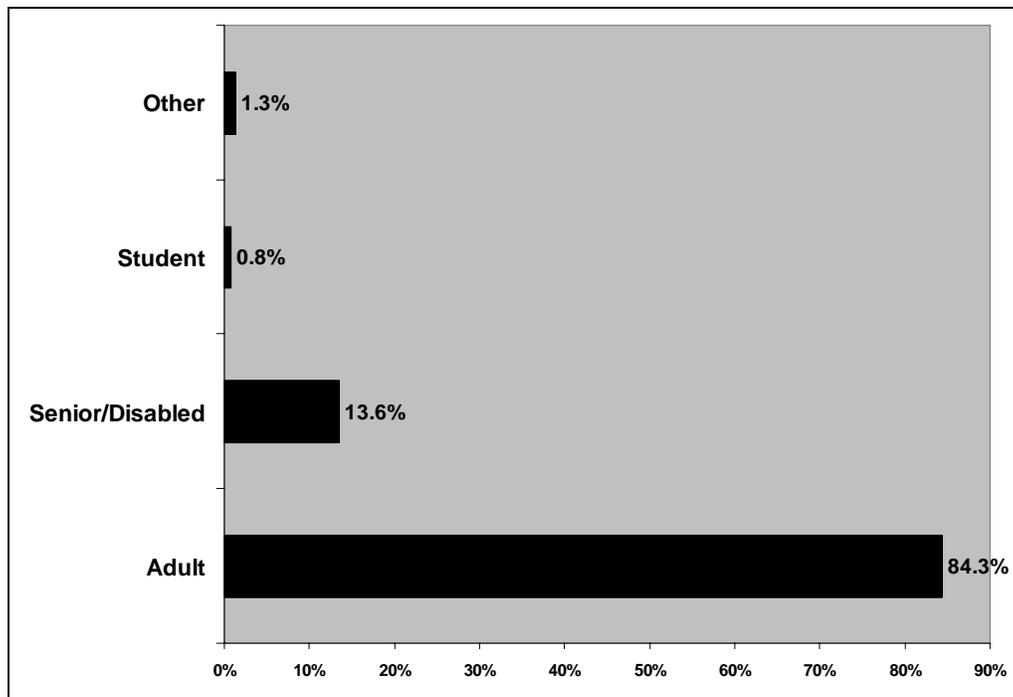
Figure 27. How Did You Pay Your Fare for this Trip? – By Line

Route Number	Baylink System	Ferry n=702	200 n=66
Transfer	0.9%	1.0%	
Cash	27.6%	30.3%	9.1%
Multi Ride/Punch Pass	14.8%	15.4%	10.6%
Monthly Pass	52.8%	48.7%	80.3%
Other	4.0%	4.6%	

Type of Fare

Adult fares accounted for more than 84% of those paid by Baylink riders, while the percentage of senior/disabled fares far outnumbered student fares.

Figure 28. Type of Fare – Overall



Adult fares were the most common for both the Ferry and Line 200, although the percentage of adult fares was higher on the latter. Line 200 had no riders who paid using a student fare, while the Ferry had only 1%.

Figure 29. Type of Fare – By Line

Fare Type	Route Number	Baylink System	Ferry n=328	200 n=24
Adult		84.3%	83.2%	92%
Senior/Disabled		13.6%	14.3%	8.3%
Student		0.8%	0.9%	
Other		1.3%	1.5%	

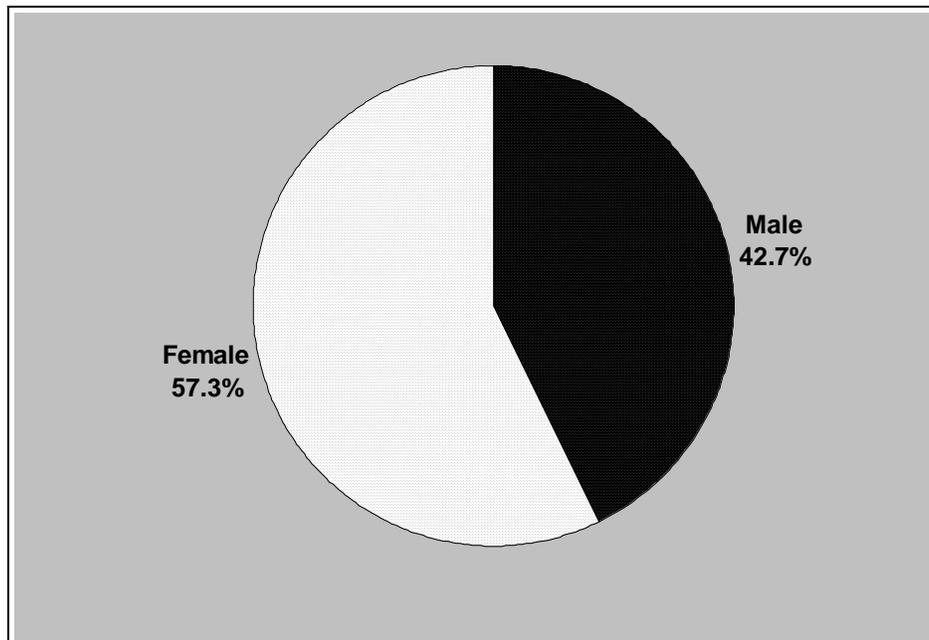
RIDER DEMOGRAPHICS

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

Gender

Riders on the Baylink lines overall are overwhelmingly female, with males accounting for just 42.7% of survey respondents.

Figure 30. Gender – Overall



While female passengers were the majority on both the Ferry and Line 200, the percentage of male riders was even lower on Line 200 (33.8%).

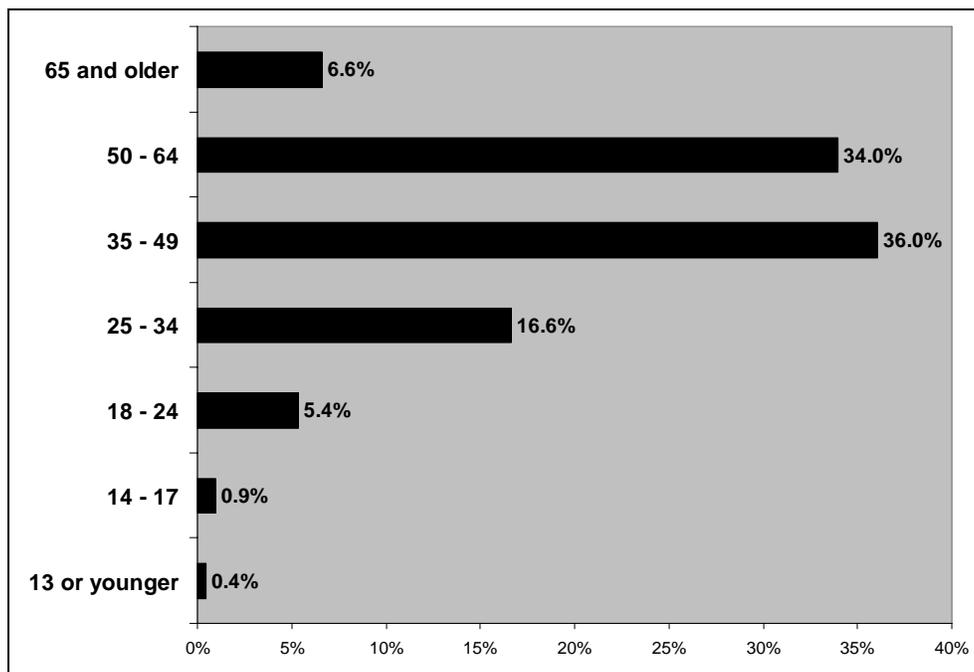
Figure 31. Gender – By Line

Route Number	Baylink System	Ferry n=691	200 n=65
Gender			
Male	42.7%	44.0%	33.8%
Female	57.3%	56.0%	66.2%

Age

More than 92% of Baylink riders were within the age range of working adults (18 to 64). Passengers 65 and older outnumbered riders under 18 by more than 5:1.

Figure 32. Age – Overall



The percentage of riders of standard working age was high for both lines, but the Ferry had a higher percentage of riders in the 65 and older age group.

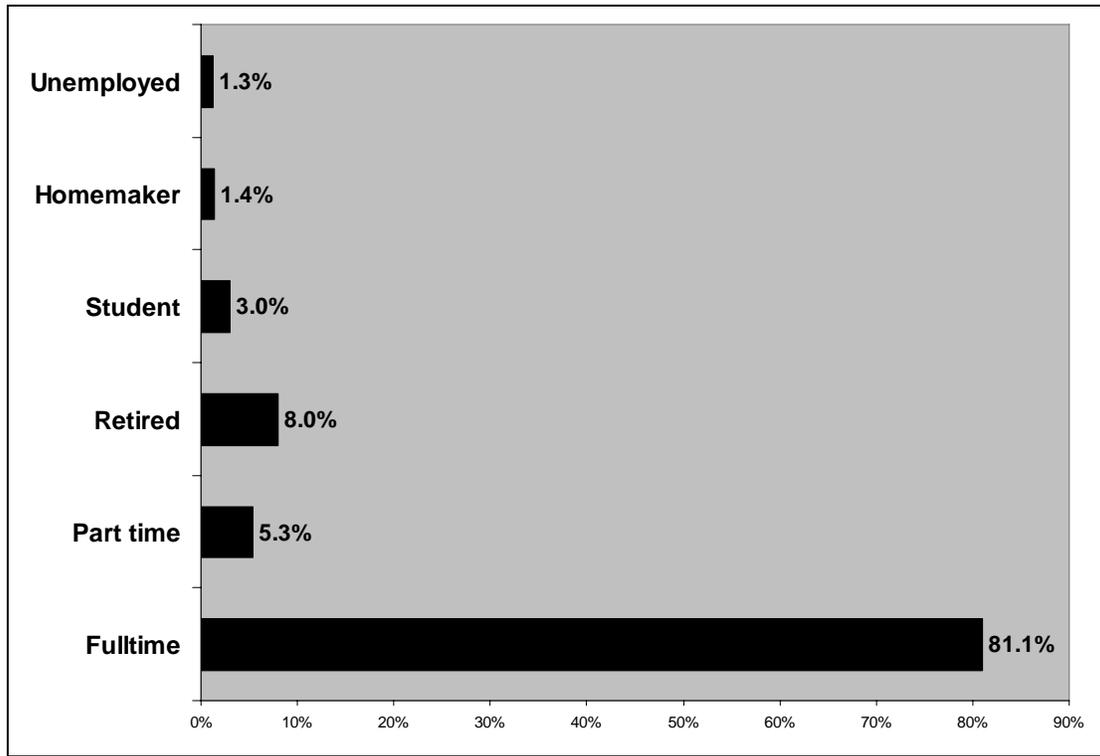
Figure 33. Age – By Line

Route Number	Baylink System	Ferry n=701	200 n=66
Age			
13 and younger	0.4%	0.3%	1.5%
14 - 17	0.9%	0.9%	1.5%
18 - 24	5.4%	5.7%	3.0%
25 - 34	16.6%	16.4%	18.2%
35 - 49	36.0%	35.1%	42.4%
50 - 64	34.0%	34.5%	30.3%
65 and older	6.6%	7.1%	3.0%

Employment Status

The predominance of working age adults is reflected in the employment status of Baylink riders, with more than 80% of riders employed full time.

Figure 34. Employment Status – Overall



Line 200 had a higher percentage of riders who said they were employed full time (87% vs. 80.2%), while the Ferry had more passengers who worked part time (5.9% vs. 1.5%) or were retired (9.2% vs. 0).

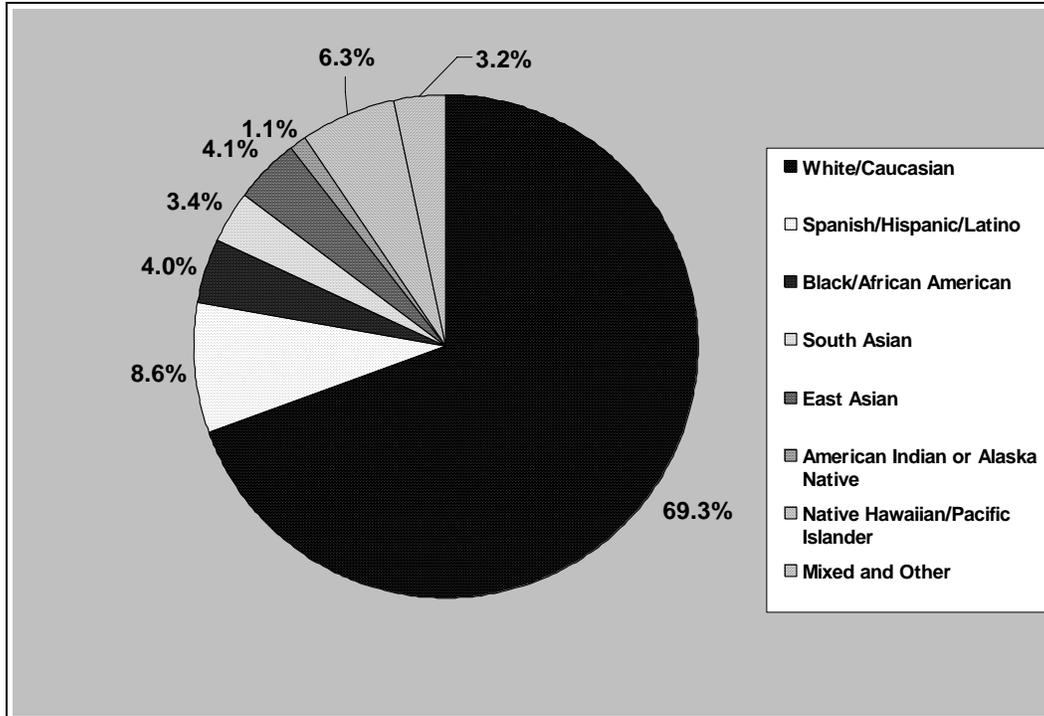
Figure 35. Employment Status – By Line

Route Number	Baylink System	Ferry n=697	200 n=68
Employment status			
Fulltime	81.1%	80.2%	87%
Part time	5.3%	5.9%	1.5%
Retired	8.0%	9.2%	
Student	3.0%	3.0%	2.9%
Homemaker	1.4%	1.1%	2.9%
Unemployed	1.3%	0.6%	5.9%

Race and Ethnicity

Unlike most other buses serving Solano County, Baylink has a ridership that is more than two-thirds white/Caucasian. No other ethnic group accounts for more than 9% of riders.

Figure 36. Race and Ethnicity – Overall



While both lines had over half white/ Caucasian riders, the percentage on the Ferry was higher, while Line 200 had a higher proportion of Hispanic, African American, and Asian riders.

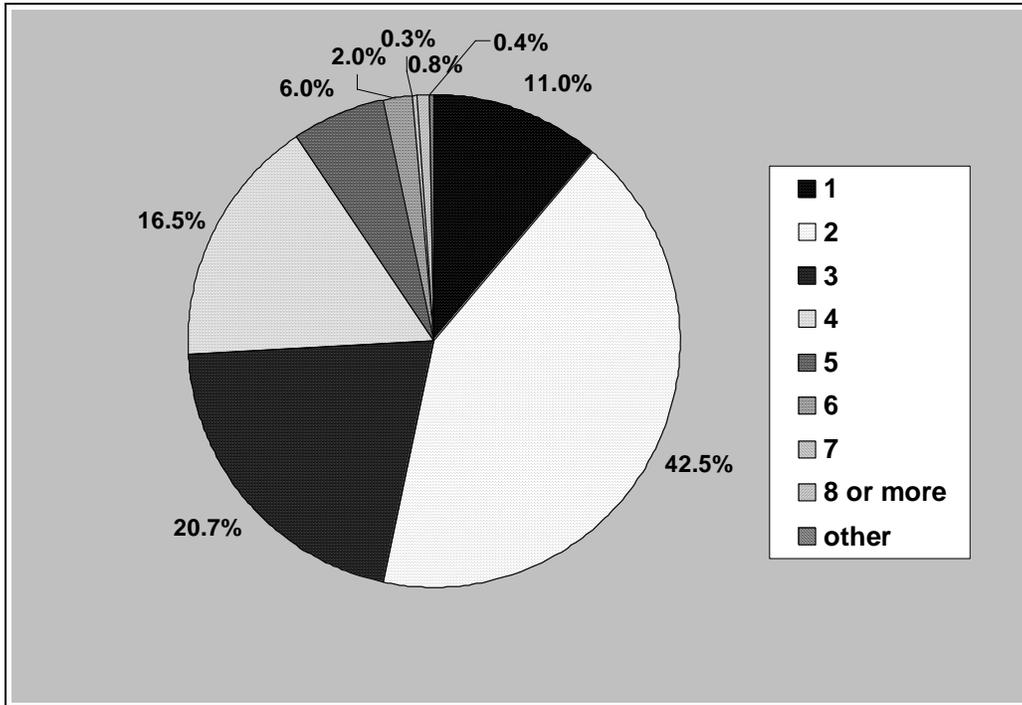
Figure 37. Race and Ethnicity – By Line

Route Number	Baylink System	1 n=663	200 n=58
Race or ethnicity			
White/Caucasian	69.3%	71.2%	56.9%
Spanish/Hispanic/Latino	8.6%	8.3%	10.3%
Black/African American	4.0%	3.6%	6.9%
South Asian	3.4%	3.2%	5.2%
East Asian	4.1%	3.9%	5.2%
American Indian or Alaska Native	1.1%	1.2%	
Native Hawaiian/Pacific Islander	6.3%	5.1%	13.8%
Other	3.2%	3.5%	1.7%

Household Size

Almost 75% of Baylink riders live in households with three or fewer people, while fewer than 10% live in households of five or more. The largest single group of respondents was those who live in 2-person households (42.5%).

Figure 38. Household Size – Overall



Among Line 200 respondents, 46% lived in 2-person households, while none lived in households with 1 person or 8 or more people.

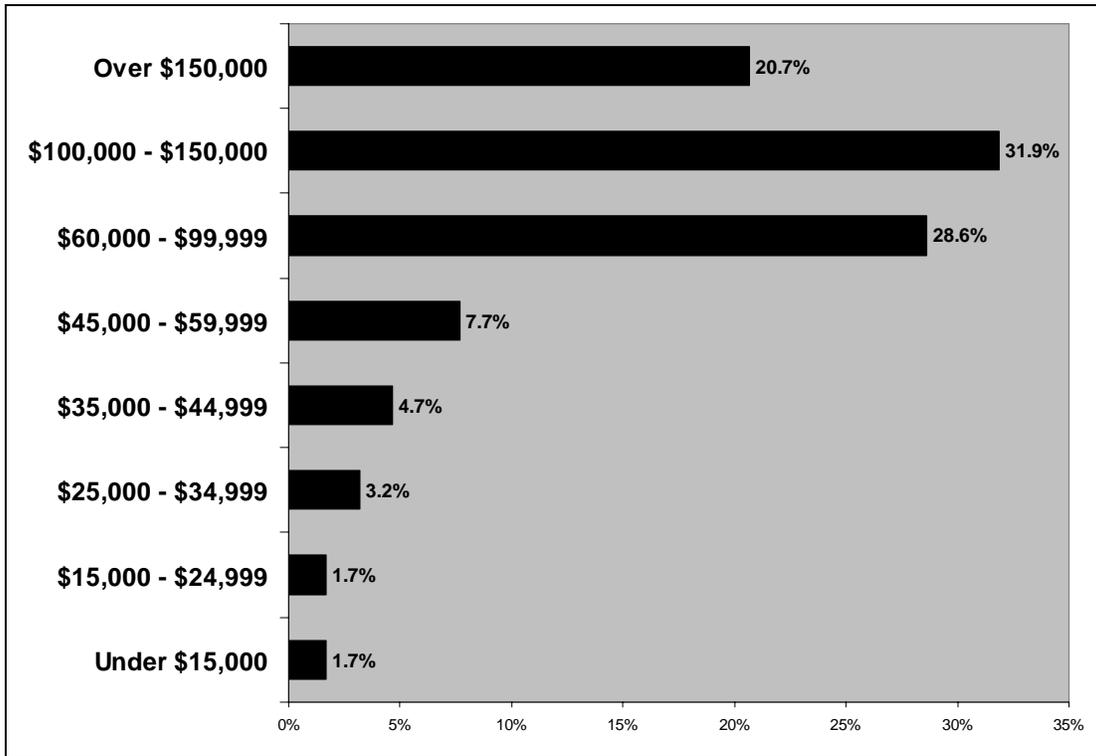
Figure 39. Household Size – By Line

Route Number	Baylink System	Ferry n=689	200 n=63
Household size			
1	11.0%	12.6%	
2	42.5%	41.9%	46.0%
3	20.7%	19.7%	27.0%
4	16.5%	16.5%	15.9%
5	6.0%	5.7%	7.9%
6	2.0%	2.0%	1.6%
7	0.3%	0.1%	1.6%
8 or more	0.8%	0.9%	
other	0.4%	0.4%	

Household Income

Among those respondents who willing and able to report their income (about two-thirds of the total), more than 80% had incomes higher than \$60,000. Fewer than 7% of intercity Baylink riders reported a household income of less than \$35,000 per year, indicating that these riders, as a group, have substantially higher incomes than riders on most other transit systems in Solano County.

Figure 40. Income – Overall



Line 200 had a particularly high income group of riders. While only 13 reported their income, none of those had an income of less than \$45,000.

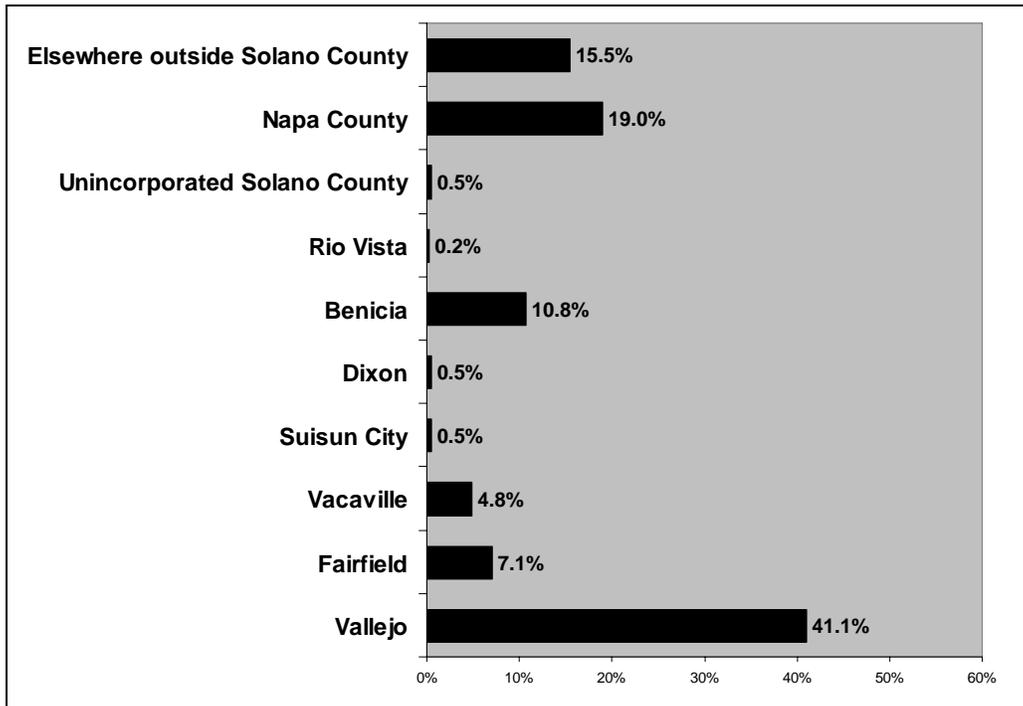
Figure 41. Income – By Line

Route Number Income	Baylink System	Ferry n=210	200 n=13
Under \$15,000	1.7%	32.4%	
\$15,000 - \$24,999	1.7%	19.5%	
\$25,000 - \$34,999	3.2%	13.3%	
\$35,000 - \$44,999	4.7%	12.9%	
\$45,000 - \$59,999	7.7%	10.0%	7.7%
\$60,000 - \$99,999	28.6%	6.7%	53.8%
\$100,000 - \$150,000	31.9%	3.8%	15.4%
Over \$150,000	20.7%	1.4%	23.1%

City of Residence

Among riders on the Baylink system, more than one-third live in Napa County or elsewhere outside Solano County. Most of those who live in Solano County reported Vallejo as their city of residence, while 10.8% said they live in Benicia and 7.1% in Fairfield. No other jurisdiction accounted for more than 5% of riders overall.

Figure 42. City of Residence – Overall



More than one-third of both Ferry and Line 200 passengers lived outside Solano County; however, Line 200 had a higher percentage residing in Vallejo, while the Ferry had a higher percentage of Benicia residents.

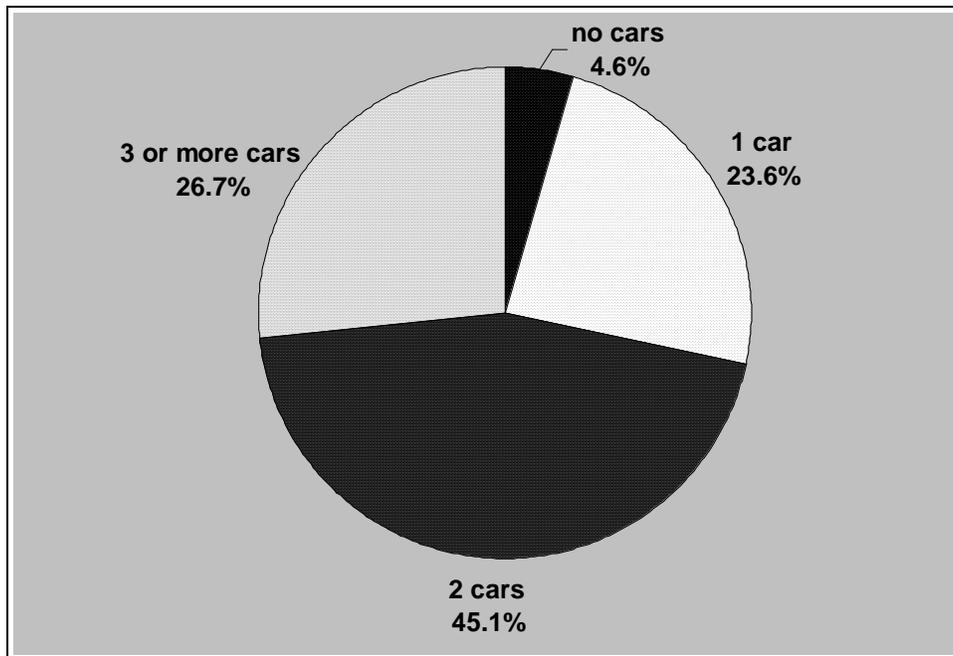
Figure 43. City of Residence – By Line

City of residence	Route Number	Baylink System	Ferry n=701	200 n=66
Vallejo		41.1%	39.9%	48.5%
Fairfield		7.1%	7.3%	6.1%
Vacaville		4.8%	4.9%	4.5%
Suisun City		0.5%	0.6%	
Dixon		0.5%	0.6%	
Benicia		10.8%	11.7%	4.5%
Rio Vista		0.2%	0.3%	
Unincorporated Solano County		0.5%	0.6%	
Napa County		19.0%	17.1%	31.8%
Elsewhere outside Solano County		15.5%	17.1%	4.5%

Cars in Household

Fewer than 5% of Baylink riders have no household car, while more than 70% have two or more cars in the household, suggesting that most Baylink riders have options other than using the bus or ferry.

Figure 44. Car Ownership – Overall



While both the Ferry and Line 200 had few households with no cars, Line 200 had a higher percentage with two or more cars (81.6% vs. 70.3%).

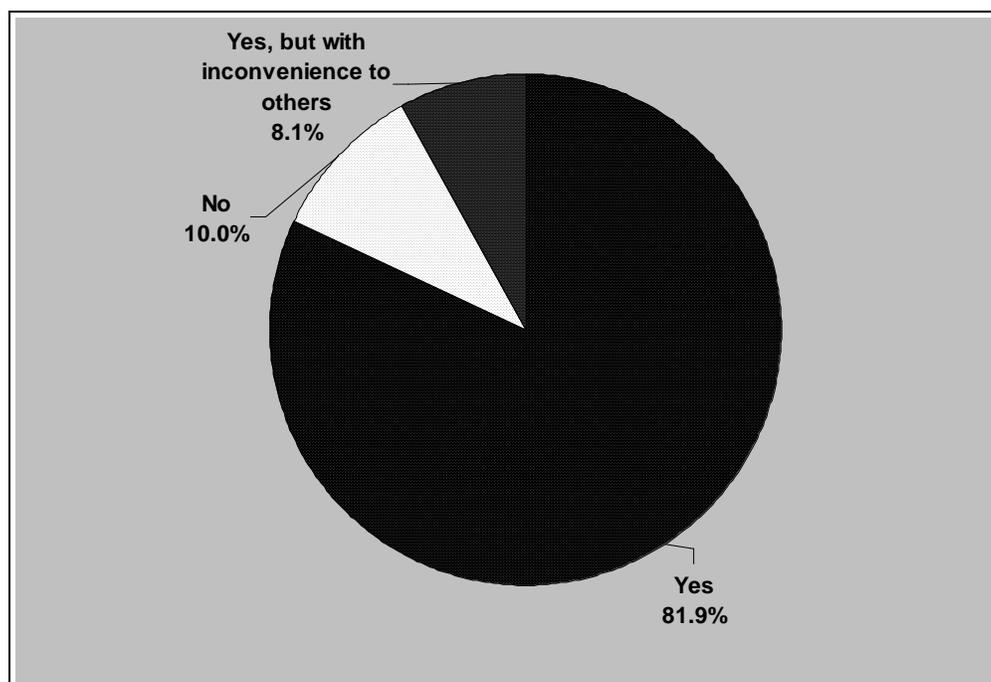
Figure 45. Car Ownership – By Line

Route Number	Baylink System	Ferry n=708	200 n=65
no cars	4.6%	4.8%	3.1%
1	23.6%	24.9%	15.4%
2	45.1%	44.9%	46.2%
3 or more	26.7%	25.4%	35.4%

Could Car Have Been Used for this Trip?

When respondents were asked if a car could have been used for this trip, more than 80% of respondents said yes, while another 11% said that a car was available, but it would have involved inconveniencing others. Only 10% said a car was not available.

Figure 46. Was Car Available? – Overall



With its higher proportion of 2- and 3-car households, Line 200 had relatively fewer riders who said a car was not available (6.2% vs. 10.6% for the Ferry.)

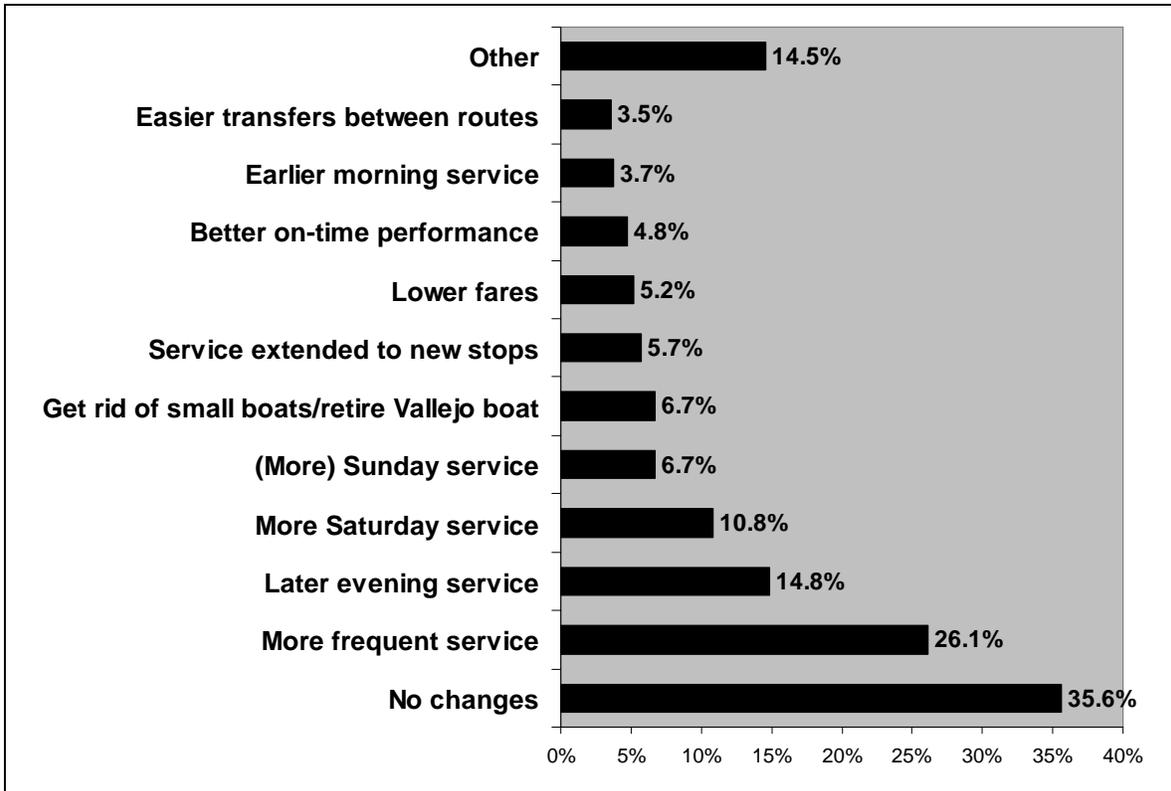
Figure 47. Was Car Available? – By Line

Route Number	Baylink System	Ferry n=715	200 n=65
Car available?			
Yes	81.9%	81.7%	83.1%
No	10.0%	10.6%	6.2%
Yes, but inconveniences others	8.1%	7.7%	10.8%

QUALITY OF SERVICE

Overall, 272 of the 735 surveyed Baylink riders who responded to this question (35.6%) said there were no changes they would like to see to the line they were on; another 58 did not provide any response to the question. Relatively few riders offered suggestions for improvement to existing service. Most rider suggestions involved extending service, particularly more frequent service (26.1%), later evening service (14.8%) and more Saturday service (10.8%). Fewer than 10% of respondents cited other proposed changes. Among the miscellaneous suggestions written in by survey respondents, two were mentioned so frequently that they were tabulated as separate categories. Almost 7% of respondents wrote in the suggestion to “get rid of the small boats” or “retire the *Vallejo* boat,” while 5.2% said they would like to see lower fares.

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



The percentage of riders saying that there were no changes they wanted to see was high on both the Ferry and Line 200. Ferry passengers were more likely to ask for more weekend service and retirement of small boats, while a higher percentage of Line 200 riders suggested later evening service, easier transfers and better on-time performance.

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

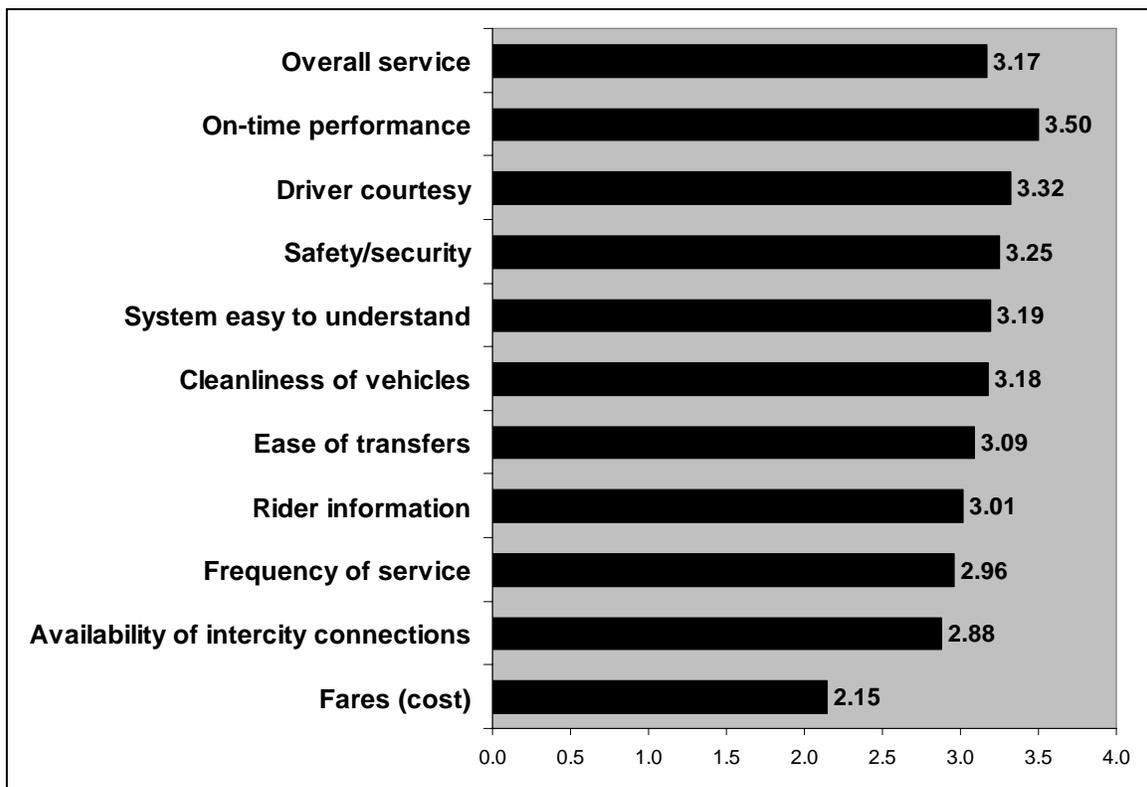
Suggested changes	Route Number	Baylink System	Ferry n=672	200 n=63
No changes		35.6%	35.7%	34.9%
More frequent service		26.1%	26.5%	23.8%
Earlier morning service		3.7%	3.6%	4.8%
Later evening service		14.8%	14.4%	17.5%
More Saturday service		10.8%	11.0%	9.5%
(More) Sunday service		6.7%	7.0%	4.8%
Easier transfers between routes		3.5%	3.1%	6.3%
Better on-time performance		4.8%	4.3%	7.9%
Service extended to new stops		5.7%	5.7%	6.3%
Lower fares		5.2%	5.5%	3.2%
Get rid of small boats/retire Vallejo boat		6.7%	7.4%	1.6%
Other		14.5%	14.6%	14.3%

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 then averaging the results.

Overall, Baylink riders gave good or very good ratings to most service elements, with an overall service rating of 3.17 and most ratings averaging 3.0 or higher (i.e., “good”), while two others (frequency of service and availability of intercity connections) were only slightly lower. Only fares received a much lower rating of 2.15. Most notable is the 3.5 rating for on-time performance.

Figure 50. Ratings of Service – Overall



As shown in the exhibit on the following page, ratings were lower for Line 200 riders than for Ferry passengers on every service attribute. The differences were greatest for rider information (3.1 for the Ferry; 2.6 for Line 200) and availability of intercity connections (2.9 vs. 2.5), while the differences were smallest for “system easy to understand” (3.2 vs. 3.1).

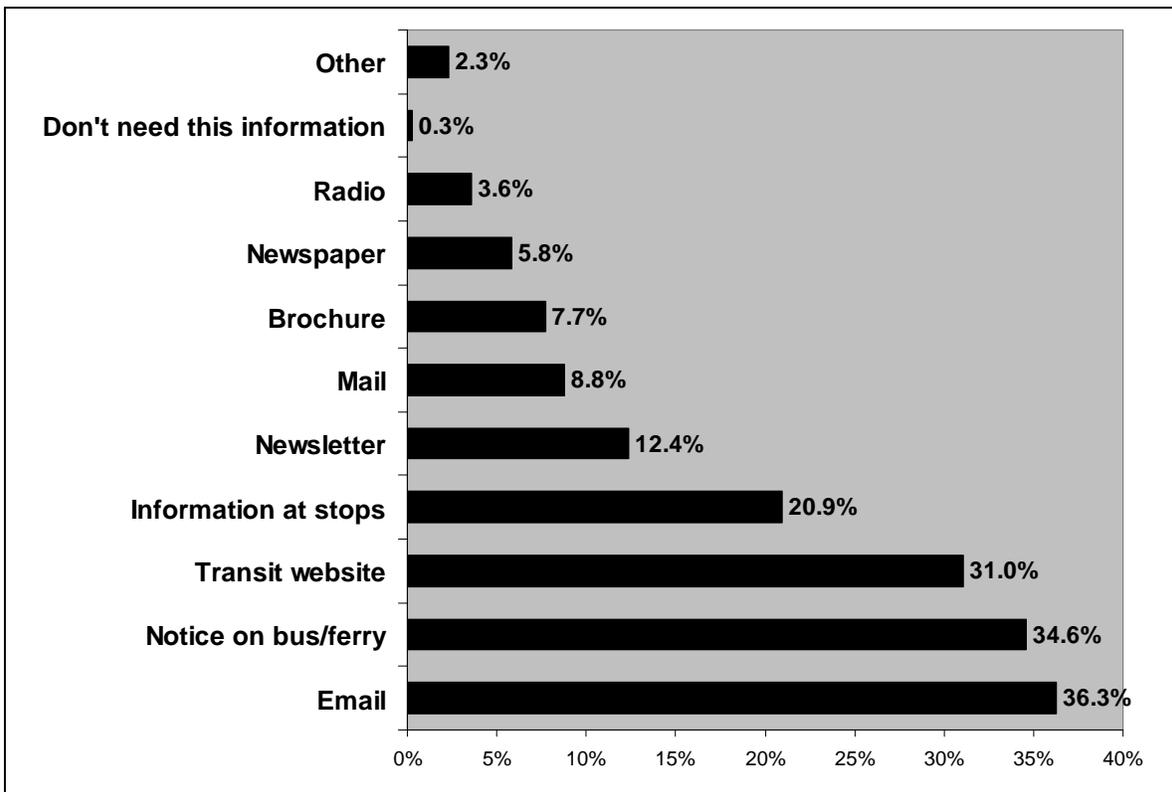
Figure 51. Ratings of Service – Overall and by Line

Service attribute	Route Number	Baylink System	Ferry	200
On-time performance		n=748	n=682	n=66
Excellent = 4		59.2%	61.9%	40.9%
Good = 3		33.1%	32.0%	40.9%
Fair = 2		6.1%	4.5%	16.7%
Poor = 1		1.6%	1.6%	1.5%
AVERAGE		3.50	3.5	3.2
Frequency of service		n=721	n=657	n=64
Excellent = 4		22.4%	22.7%	20.3%
Good = 3		52.9%	54.0%	45.3%
Fair = 2		22.7%	21.2%	32.8%
Poor = 1		2.1%	2.1%	1.6%
AVERAGE		2.96	3.0	2.8
Driver courtesy		n=697	n=632	n=65
Excellent = 4		45.4%	47.3%	32.3%
Good = 3		42.8%	42.1%	47.7%
Fair = 2		10.4%	9.7%	15.4%
Poor = 1		1.4%	0.9%	4.6%
AVERAGE		3.32	3.4	3.1
Rider information		n=652	n=640	n=12
Excellent = 4		28.5%	30.0%	18.3%
Good = 3		49.2%	49.8%	8.3%
Fair = 2		17.3%	15.9%	66.7%
Poor = 1		5.0%	4.2%	25.0%
AVERAGE		3.01	3.1	2.6
Cleanliness of vehicles		n=792	n=726	n=66
Excellent = 4		38.0%	39.1%	30.3%
Good = 3		44.8%	43.8%	51.5%
Fair = 2		14.4%	15.0%	10.6%
Poor = 1		2.8%	2.1%	7.6%
AVERAGE		3.18	3.2	3.0
Safety/security		n=706	n=644	n=62
Excellent = 4		38.1%	39.9%	25.8%
Good = 3		50.5%	50.6%	50.0%
Fair = 2		9.7%	8.1%	21.0%
Poor = 1		1.6%	1.4%	3.2%
AVERAGE		3.25	3.3	3.0
Ease of transfers		n=445	n=404	n=41
Excellent = 4		34.2%	35.6%	24.4%
Good = 3		45.8%	46.0%	43.9%
Fair = 2		14.7%	12.9%	26.8%
Poor = 1		5.4%	5.4%	4.9%
AVERAGE		3.09	3.1	2.9
Availability of intercity connections		n=397	n=364	n=33
Excellent = 4		27.9%	29.4%	18.2%
Good = 3		42.4%	44.2%	30.3%
Fair = 2		19.6%	17.6%	33.3%
Poor = 1		10.0%	8.8%	18.2%
AVERAGE		2.88	2.9	2.5
System easy to understand		n=693	n=637	n=56
Excellent = 4		35.6%	37.2%	25.0%
Good = 3		50.2%	49.5%	55.4%
Fair = 2		12.0%	10.8%	19.6%
Poor = 1		2.2%	2.5%	
AVERAGE		3.19	3.2	3.1
Fares (cost)		n=713	n=652	n=61
Excellent = 4		7.7%	7.8%	6.6%
Good = 3		23.8%	24.7%	18.0%
Fair = 2		44.1%	44.0%	44.3%
Poor = 1		24.5%	23.5%	31.1%
AVERAGE		2.15	2.2	2.0
Overall service		n=722	n=657	n=65
Excellent = 4		30.4%	31.5%	23.1%
Good = 3		56.9%	57.8%	50.8%
Fair = 2		12.1%	10.2%	24.6%
Poor = 1		0.6%	0.5%	1.5%
AVERAGE		3.17	3.2	3.0

Preferred Means of Receiving Information

Riders were also asked to choose from a variety of ways to receive transit information (with more than one response possible.) Among the 661 Baylink riders who answered this question, the preference was either for electronic information -- via email (36.3%) or the transit website (31%) -- or information “in the field” -- either on the buses or ferries themselves (34.6%) or at bus stops/ferry terminals (20.9%). Other information sources were cited much less frequently, with only newsletters cited by more than 10% of respondents. Only 2 riders of all those who responded said they did not need this information.

Figure 52. Preferred Sources of Transit Information – Overall



Both ferry and bus riders had an interest in receiving transit information via electronic media, although a higher proportion of Line 200 riders preferred notices on the bus (40.3% vs. 35.5% for the transit website and 32.3% for email). Line 200 riders also had more interest in newsletters (25.8% vs. 10.4% for the Ferry) and brochures (11.3% vs. 7.2%).

Figure 53. Preferred Sources of Transit Information – By Line

Information source	Route Number	Baylink System	Ferry n=599	200 n=62
Email		36.3%	36.9%	32.3%
Notice on bus/ferry		34.6%	33.7%	40.3%
Transit website		31.0%	30.4%	35.5%
Information at stops		20.9%	20.7%	22.6%
Newsletter		12.4%	10.4%	25.8%
Mail		8.8%	8.7%	9.7%
Brochure		7.7%	7.2%	11.3%
Newspaper		5.8%	5.5%	8.1%
Radio		3.6%	3.8%	1.6%
Don't need this information		0.3%	0.3%	
Other		2.3%	2.7%	

FINAL RIDER COMMENTS

In addition to being asked for their interest in the suggestions discussed above, where 51 respondents asked to have the smaller *Vallejo* boat taken out of service, riders were given an opportunity at the end of the survey to offer any other comments they would like to offer regarding service on the Baylink system. Among Ferry passengers:

- In addition to their previous comments about the smaller ferry, more than 40 ferry users again mentioned their dissatisfaction with the smaller *Vallejo* ferry, with many explaining that this ferry might be suitable for off-peak or weekend use, but was simply unable to comfortably carry all commuters during peak times.
- In related comments, about a half dozen passengers noted the narrow uncomfortable seats on some boats, prompting one respondent to suggest:
 - Take 5 seats out and make the City Council use them, spaced as they are in the ferry, at each meeting. This situation would "clear" overnight.
- In addition to the 37 riders who suggested lower fares, almost 50 survey respondents offered final comments complaining about frequent fare increases or the level of fares. Typical comments included:
 - I need the ferry to get to my job. The current fares are a great hardship -- I hope they can be held steady or lowered soon!
 - Rates are going up too fast. People that were on the ferry 3-4 times a week are now carpooling because of cost.
 - You raised prices blamed on increase in fuel costs. Fuel costs are down, are you going to adjust accordingly?

- Almost 60 offered comments or compliments praising the service, the larger boats or the personnel on the ferry, while fewer than a half dozen had complaints about the ferry staff.
- Smaller numbers of ferry passengers – typically from 5-10 – offered suggestions on comments on a number of other issues, including the following:
 - Offer WiFi service on board
 - Cheaper or better snack bar offerings, including better wine
 - Better temperature control inside on the ferry
 - Bring back the early ferry
 - Don't let people cut in line
 - Provide a covered waiting area for bad weather
 - Provide priority boarding for monthly pass holders
 - More parking
 - More AC outlets on board
 - Sell tickets on board
 - Clean the windows
 - Put on more ferries for baseball games (commuters get bumped)
 - Participate in Spare the Air days.

Added comments from Line 200 riders illustrate the extent to which its ridership overlaps with the ferry, since one respondent on Line 200 offered removal of the Vallejo Ferry in response to suggested changes, and two mentioned it in their final comments. Other issues mentioned by Line 200 riders included the following.

- In their final comments, 6 respondents complained that fares were too high. Comments on fares included:
 - \$18/day roundtrip using the punch pass is too expensive. I can drive and park my Prius for the same cost and faster door to door service. Can you bring down the punch pass?
 - I understand the need to pay my fair share of commute costs. But even I say enough is enough. The more you charge the fewer will ride.
 - Fare increases should not be as high as you have proposed. There should be a frequent rider discount rate.
- Other comments were offered by 5 or fewer riders, and included:
 - Three asking that Mr. Good be returned as the driver of the 4 PM bus from San Francisco to Vallejo.
 - Two complaints about drivers needing to be more courteous or to drive more smoothly
 - Individual requests to increase the number of boats, make the ferry faster, provide a covered waiting space at the Vallejo ferry terminal, provide restroom facilities, restrict cell phone use, bring back Line 92 from Vacaville, and not change to a winter schedule on weekends.

CONCLUSIONS

The survey results indicate that the Baylink system serves a valuable function in providing a transportation alternative to commuters who would probably be in cars otherwise. Specifically:

- Riders on both the Baylink Ferry and Line 200 choose to use Baylink even though more than 80% say they have the option of using a car for their trip.
- Ferry riders include a higher than average percentage of first-time and infrequent riders, which is consistent with tourist and other excursion use.
- Almost all trips either begin or end at home while 65% begin or end at work, reflecting the heavy use of the Ferry and Line 200 by commuters.
- Demographically, the Baylink serves a less diverse, more affluent ridership than other Solano County lines. White/Caucasian riders account for almost two-thirds of ridership, while almost 60% of riders are females. More than 80% of riders had incomes higher than \$60,000.
- The Baylink system primarily serves riders of working age (more than 92% of riders were 18 to 64, with only 1.3% of passengers under 18.) Similarly, only 3% of passengers describe themselves as students, compared to more than 80% who are employed full time.
- Overall, Baylink riders gave good or better ratings to most service elements, with an overall service rating of 3.17 and most ratings averaging 3.0 or higher, including a 3.5 rating for on-time performance. Riders were far less satisfied with the level of fares, as indicated both by the 2.15 average rating and by the number of riders offering complaints about high fares and requests to lower them. On average, ferry passengers gave higher ratings to most service elements than Line 200 respondents.
- While more than one-fourth of riders would like to see improved on-time performance on the Baylink system, even more were concerned with expanding bus service, both in terms of more frequent service, later evening service, and Saturday and/or Sunday Service. This highlights the value that the system's riders attach to the transportation services provided.