



RESULTS OF

SOLANO TRANSPORTATION AUTHORITY

COUNTYWIDE RIDERSHIP STUDY

FAIRFIELD/SUISUN TRANSIT INTERCITY BUS LINES

Submitted to

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Introduction

This report presents the results of an on-board survey of riders on intercity lines of the Fairfield/Suisun Transit system. Riders on both local and intercity lines were surveyed during the second and third week of November 2006 and covered buses on each line of the system. A total of 1,080 riders were surveyed for this study: 573 on local lines and 507 on intercity lines. 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.

Because the characteristics of the ridership of the local lines and the issues of interest to system managers were expected to be significantly different from those for intercity lines, results were analyzed and presented in separate reports for these two groups. This report presents results for intercity lines: 20, 30, 40 and 90. A second companion report presents results for the local lines: 1A, 1B, 2, 3A, 3B, 4, 5, 6 and 7. For the intercity lines, survey results for each line were weighted by the total estimated weekly ridership for that line, based on the weekday and weekend on-off counts for each intercity line.

The remainder of this report presents the findings of the survey for intercity lines. For each set of findings, aggregate results for all intercity lines are presented in graphic form first, followed by a table with detailed results by line. 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 perception of the quality of service and suggestions for improvement are then discussed. Also included there are highlights of comments offered by Fairfield/Suisun Transit riders (a complete listing of verbatim comments and suggestions is provided in Appendix 3.) Finally, brief conclusions are drawn regarding the characteristics of intercity riders and their use of the Fairfield/Suisun System.

FAIRFIELD/SUISUN TRANSIT INTERCITY LINES

A summary of operating characteristics of the four Fairfield/Suisun Transit bus lines at the time of the survey is included below.

Rt. 20 - Fairfield/Vacaville: Rt. 20 is a freeway-based route connecting Fairfield and Vacaville. It has only four stops: Solano Mall, Fairfield Transportation Center, Ulatis Community Center and Davis Street Park and Ride. It operates 6 days a week. On weekdays, Rt. 20 operates hourly from about 6:30am – 7:30pm. On Saturdays, Rt. 20 operates hourly from 9:30 to 5:30pm

Rt. 30 - Fairfield/Vacaville/Dixon/Davis/Sacramento: Rt. 30 is a freeway-based route with limited stops connecting the cities of Fairfield, Vacaville, Dixon, Davis, and Sacramento. Along the route the University of California, Davis and downtown Sacramento are served. It is the only intercity route serving Dixon. It operates weekdays only. Five round trips between Fairfield and Sacramento operate daily.

Rt. 40 - Vacaville/Fairfield/Benicia/Pleasant Hill/Walnut Creek: Rt. 40 is a freeway-based route that connects Vacaville, Fairfield, Benicia, Pleasant Hill BART and Walnut Creek BART stations. The stop in Benicia (in the Benicia Industrial Park) was added just a couple of weeks before this survey. The Walnut Creek stop was added just over a month before this survey. Rt. 40 operates weekdays peak periods only. There are four morning round trips and five evening round trips.

Rt. 90 – Fairfield/Suisun City/El Cerrito: Rt. 90 is a freeway-based route that connects the Fairfield/Suisun City area to the El Cerrito del Norte BART Station. It makes no stops between Fairfield and the BART station in Contra Costa County and uses the I-80 HOV lanes for a significant portion of the journey. It operates weekdays only. Rt. 90 operates from about 4:00am to 7:30 pm with a frequency that ranges from every 15 minutes during some of the peak period to hourly during midday.

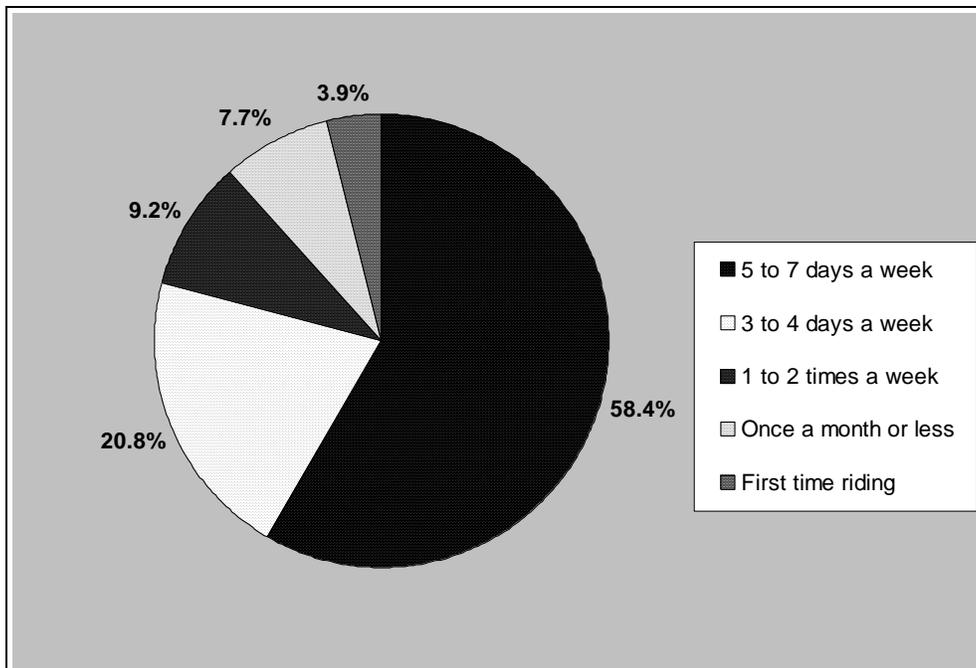
INTERCITY TRIP CHARACTERISTICS

The following section is about how intercity Fairfield/Suisun 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 Fairfield/Suisun Transit bus frequently, with 78% reporting that they ride at least 3 days a week and almost 90% riding at least weekly, indicating that Fairfield/Suisun Transit is a significant transportation resource upon which many depend. Only 3.9% of riders said that this was their first time on this line.

Figure 1. Ridership Frequency – Overall Intercity



All intercity routes had a majority of riders using the system at least three days a week; Route 20 had the lowest percentage of riders (45%) using the bus five days a week, while Route 90 had the highest (66%). First-time riders were surveyed on 3 of the 4 lines.

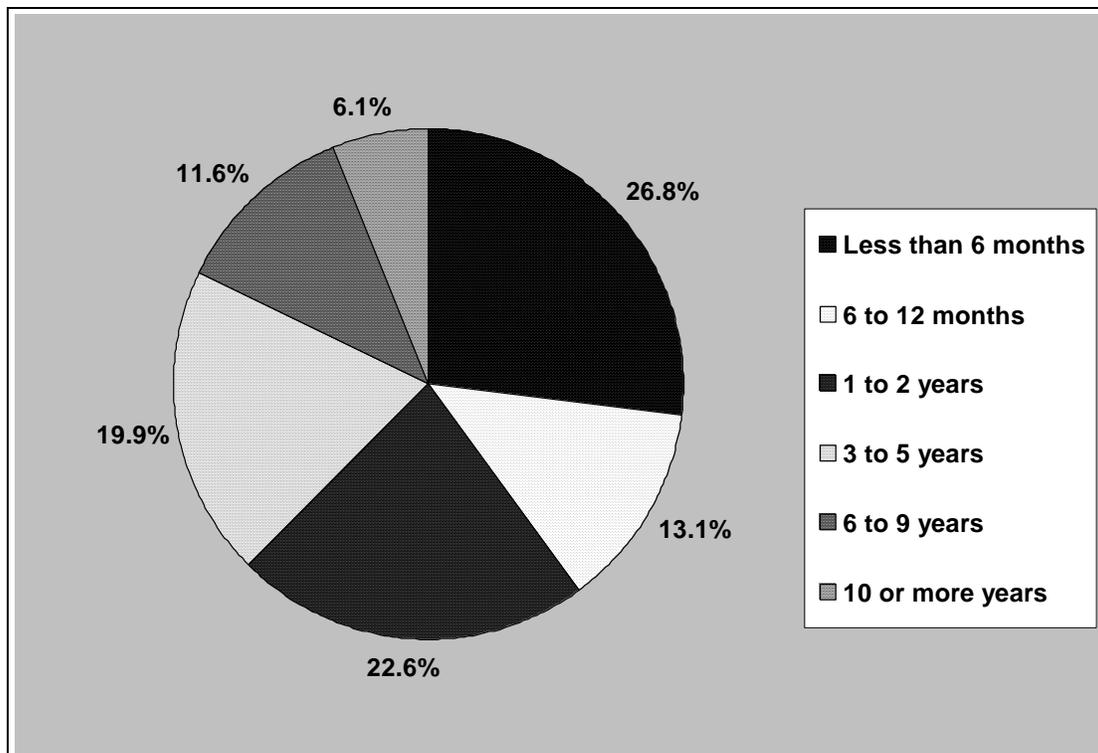
Figure 2. Ridership Frequency – By Intercity Line

Route Number	Intercity Total	20 n=71	30 n=59	40 n=97	90 n=269
5 to 7 days a week	58.4%	45.1%	50.8%	54.6%	66.2%
3 to 4 days a week	20.8%	29.6%	23.7%	26.8%	14.9%
1 to 2 times a week	9.2%	15.5%	10.2%	9.3%	6.7%
Once a month or less	7.7%	8.5%	15.3%	4.1%	7.1%
First time riding	3.9%	1.4%		5.2%	5.2%

Length of Ridership

Survey results indicate that more than 60% of Fairfield/Suisun Transit riders have been using their current intercity line for less than three years, with 40% having been riders for less than one year and more than one-fourth having started less than six months ago. At the other extreme, 11.6% of respondents said they had been riding for 10 or more years.

Figure 3. How Long Riding – Overall Intercity



Almost half the riders on Line 30 (49.1%) said they had been riding for less than one year, compared to just 37% of Line 90 riders. Line 90 also had the highest proportion of riders (22.1%) who had been riding for at least 6 years.

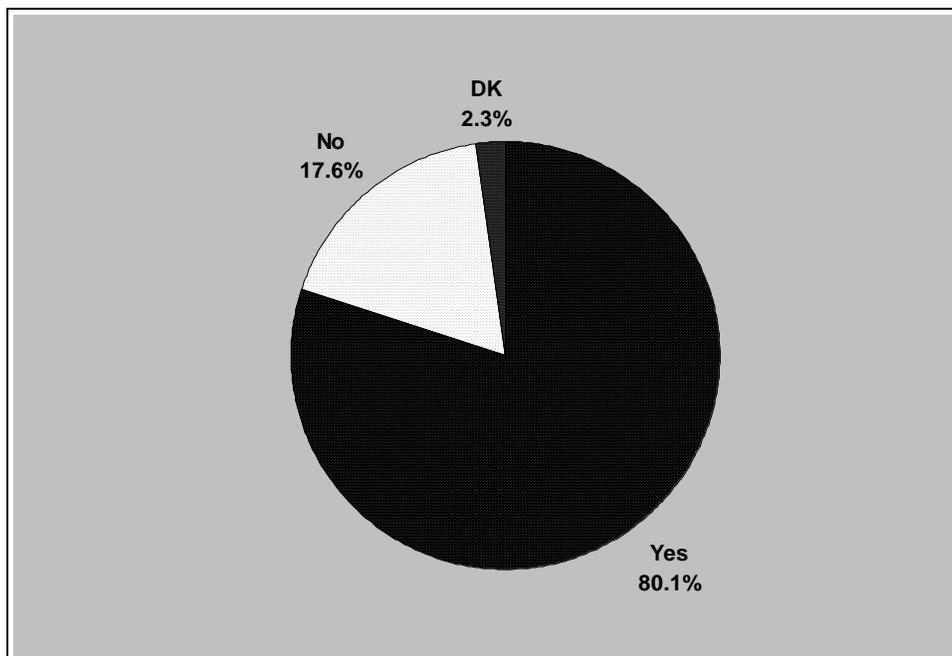
Figure 4. How Long Riding – By Intercity Line

Route Number	Intercity	20	30	40	90
How long riding	Total	n=66	n=59	n=97	n=266
Less than 6 months	26.8%	30.3%	28.8%	29.9%	24.1%
6 to 12 months	13.1%	12.1%	20.3%	10.3%	12.8%
1 to 2 years	22.6%	22.7%	32.2%	20.6%	21.1%
3 to 5 years	19.9%	22.7%	13.6%	20.6%	19.9%
6 to 9 years	11.6%	7.6%	1.7%	16.5%	13.5%
10 or more years	6.1%	4.5%	3.4%	2.1%	8.6%

Round/One Way Trip

More than 80% of intercity riders said their ride on Fairfield/Suisun Transit was part of a round trip, while 18% said they did not intend to make a round trip on the bus. Only 2.3% 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 the intercity lines are on a regular commute.

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



Line 90, with the most completed surveys (and the highest ridership) of any Fairfield/Suisun Transit line, had the highest proportion of riders making round trips and the lowest percentage who did not know whether they would be making a round trip.

Line 20 had the highest percentage (29%) of riders who were not making a round trip on this line.

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

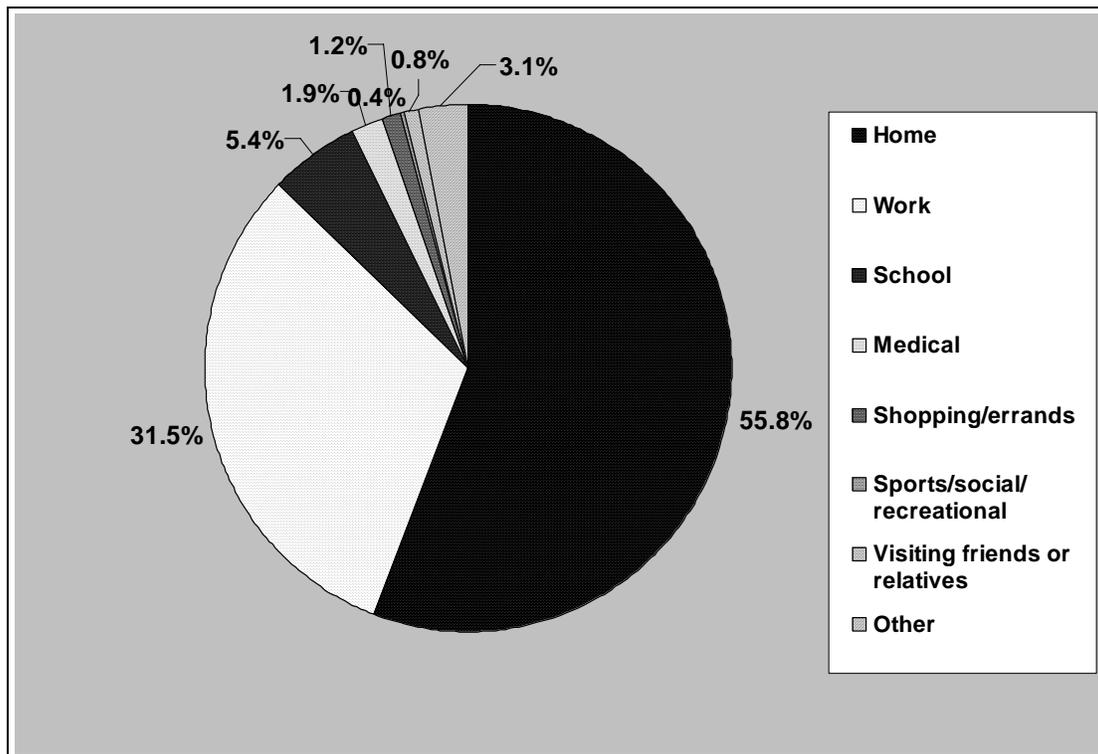
Route Number	Intercity	20	30	40	90
Part of a round trip?	Total	n=73	n=62	n=98	n=272
Yes	80.1%	67.1%	79.0%	82.7%	84%
No	17.6%	28.8%	14.5%	15.3%	15.1%
Don't know	2.3%	4.1%	6.5%	2.0%	0.7%

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 Fairfield/Suisun Transit for travel primarily between home and work. Fully 96% of respondents either began or planned to end their current trip at home, while 73% were coming from or going to work. School was the only other origin or destination accounting for as much as 10%.

More than half of all Fairfield/Suisun Transit riders (55.8%) said they were coming from home on their current bus ride, while 31.5% said they were coming from work and 5.4% were coming from school. No other individual origin accounted for as much as 2% of responses.

Figure 7. Trip Origin – Overall Intercity



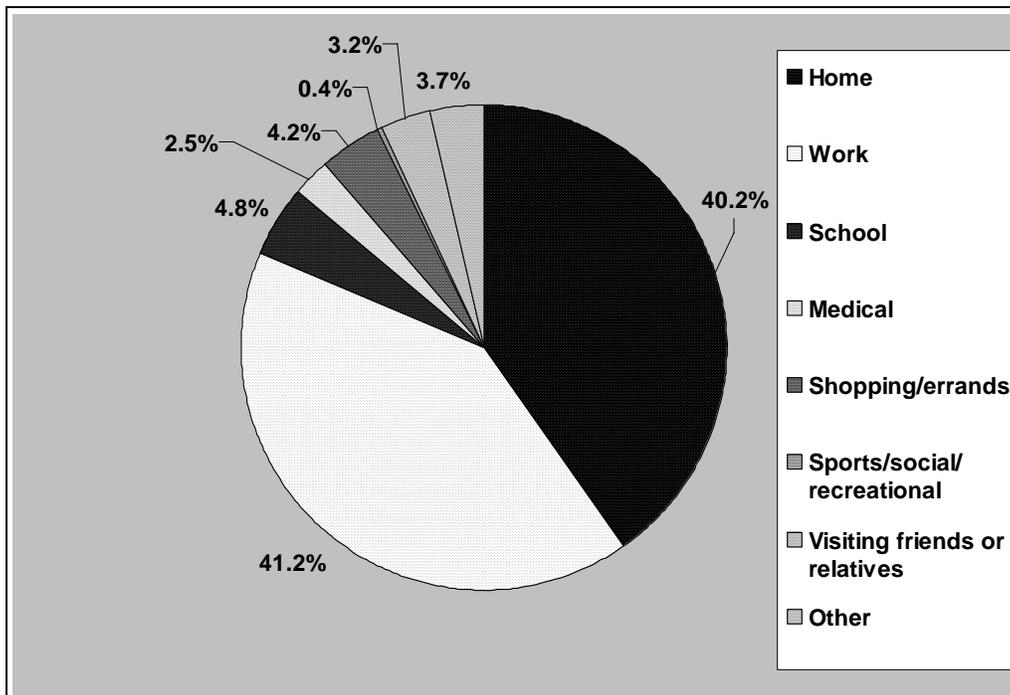
Line 30 had more than 75% of riders coming from home; at the other extreme, Line 90 had fewer than 50%. Line 90 also had the highest percentage of riders coming from work (41.5%), while Line 20 had the highest percentage (14%) coming from school.

Figure 8. Trip Origin – By Intercity Line

Route Number	Intercity	20	30	40	90
Coming from?	Total	n=73	n=61	n=98	n=270
Home	55.8%	54.8%	75.4%	63.3%	49.3%
Work	31.5%	17.8%	9.8%	30.6%	41.5%
School	5.4%	13.7%	8.2%		3.7%
Medical	1.9%	4.1%	3.3%	1.0%	1.1%
Shopping/errands	1.2%	4.1%			0.7%
Sports/social/ recreational	0.4%			2.0%	
Visiting friends or relatives	0.8%		1.6%		1.1%
Other	3.1%	5.5%	1.6%	3.1%	2.6%

Destinations were also analyzed to determine the purposes for trips on Fairfield/Suisun Transit. Work was the most often mentioned destination (41%), followed by home (40%). No other destination accounted for as much as 5% of responses. As noted previously, these results show the importance of the intercity lines in serving commuters.

Figure 9. Trip Destinations – Overall Intercity



For riders on all four lines, home and work together accounted for more than half of reported destinations, with the percentage going home ranging as high as 47% for Line 90 and those going to work as high as 58% on Line 30. Shopping and errands were the reported destination for 17% of Line 20 riders – far more than any other line.

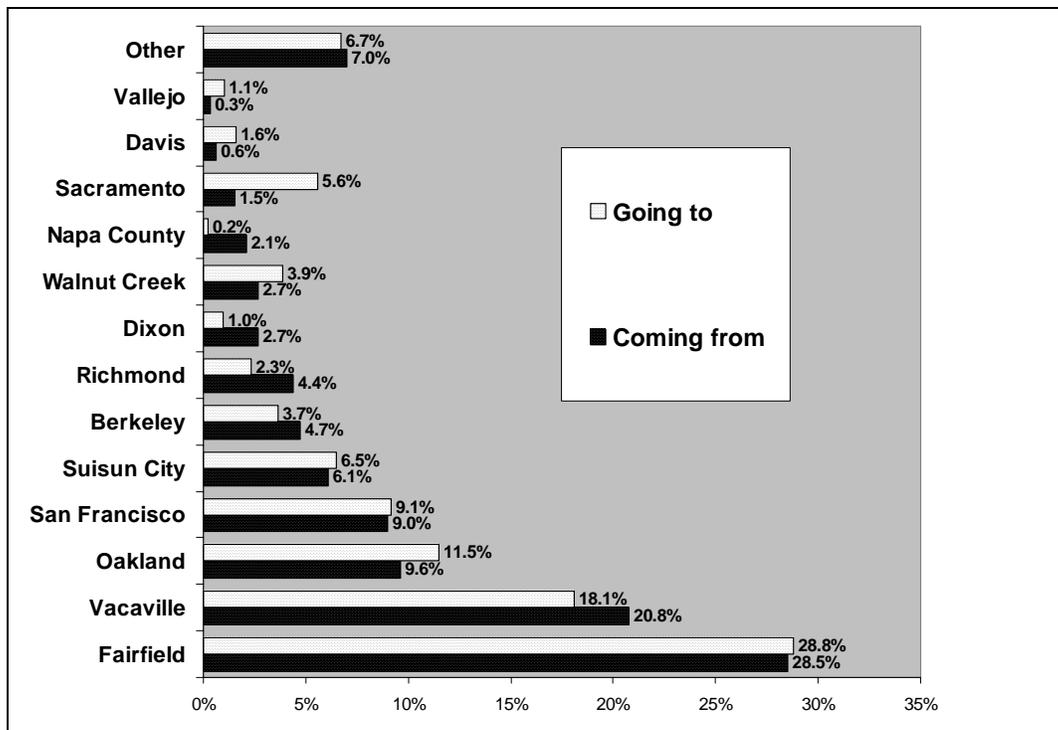
Figure 10. Trip Destinations – By Intercity Line

Going to?	Route Number	Intercity Total	20 n=70	30 n=62	40 n=98	90 n=269
Home		40.2%	32.9%	24.2%	38.8%	46.8%
Work		41.2%	24.3%	58.1%	51.0%	40.1%
School		4.8%	11.4%	8.1%	2.0%	2.6%
Medical		2.5%	7.1%	3.2%		1.5%
Shopping/errands		4.2%	17.1%			1.9%
Sports/social/ recreational		0.4%			2.0%	
Visiting friends or relatives		3.2%	2.9%	3.2%	5.1%	2.6%
Other		3.7%	4.3%	3.2%	1.0%	4.5%

Places of Origin and Destination

The extent to which intercity riders were coming from or going outside Fairfield or Suisun City was analyzed by asking respondents where they had started their current trip and where they planned to end it. Results indicate that about two-thirds passengers are on trips that either begin or end outside Fairfield or Suisun City, with those two cities accounting for 34.6% of origins and 35.3% of destinations. Among other origins and destinations, Vacaville was mentioned by about 21% of respondents as their origin and 18% as their destination, while San Francisco and Oakland were each reported as an origin or destination by about 10% of riders.

Figure 11. City of Origin and Destination – Overall Intercity



Among these intercity lines, Line 30 had fewer than 20% of trips starting in Fairfield and Suisun City, while other intercity lines (20, 40 and 90) had 33-42% originating in Fairfield or Suisun City.

Figure 12. City of Origin – By Intercity Line

Route Number	Intercity	20	30	40	90
City coming from	Total	n=64	n=72	n=96	n=254
Fairfield	28.4%	39.1%	18.1%	21.9%	29.1%
Vacaville	20.2%	48.4%	16.7%	25.0%	9.1%
Oakland	9.5%	3.1%		4.2%	15.7%
San Francisco	8.9%	3.1%		6.3%	13.8%
Suisun City	5.9%	3.1%	1.4%	7.3%	7.5%
Walnut Creek	5.0%		12.5%	16.7%	1.2%
Berkeley	4.7%			1.0%	8.7%
Richmond	4.4%	1.6%		1.0%	7.5%
Dixon	2.6%		18.1%	1.0%	0.8%
Napa County	2.0%		11.1%	2.1%	0.8%
Sacramento	1.5%		9.7%	1.0%	0.4%
Davis	0.6%		5.6%		
Vallejo	0.3%		2.8%		
American Canyon	0.2%				0.4%
Benicia	0.2%		1.4%		
Other	5.5%	1.6%	2.8%	12.5%	5.1%

The percentage of riders planning to end their trip in Fairfield or Suisun City ranged from fewer than 20% for line 30 to 42% for Line 90. Riders on Lines 40 and 90 mentioned a broad range of destinations, while a higher percentage of riders mentioned a single destination on Line 20 (Vacaville, 48%) and Line 30 (Sacramento, 44%).

Figure 13. City of Destination – By Intercity Line

Route Number	Intercity	20	30	40	90
City going to	Total	n=66	n=57	n=93	n=254
Fairfield	28.8%	37.9%	17.5%	12.9%	33.5%
Vacaville	18.1%	48.5%	8.8%	16.1%	9.8%
Oakland	11.5%	3.0%		9.7%	17.7%
San Francisco	9.1%	1.5%		12.9%	12.6%
Suisun City	6.5%	1.5%		11.8%	7.9%
Sacramento	5.6%		43.9%	1.1%	0.8%
Walnut Creek	3.9%			21.5%	
Berkeley	3.7%			1.1%	6.7%
Richmond	2.3%	1.5%			3.9%
Davis	1.6%		14.0%		
Vallejo	1.1%	4.5%	1.8%		
Dixon	1.0%		8.8%		
Concord	1.0%			5.4%	
American Canyon	0.4%				0.8%
Benicia	0.4%		1.8%	1.1%	
Other	5.1%	1.5%	3.5%	6.5%	6.3%

Where Did You Board and Will You Leave the Bus?

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

Figure 14. Where Did You Board – By Intercity Line

Route Number City where boarded	Intercity Total	20 n=60	30 n=53	40 n=92	90 n=241
Fairfield	41.9%	45.0%	28.3%	31.5%	47.3%
Richmond/El Cerrito	24.3%				46.9%
Vacaville	19.1%	50.0%	28.3%	32.6%	1.2%
Walnut Creek	4.9%			27.2%	
Dixon	2.8%		24.5%		
Suisun City	2.0%	1.7%			3.3%
Sacramento	1.3%		9.4%	1.1%	
Davis	1.1%		9.4%		
Pleasant Hill	1.0%			5.4%	
Other	1.7%	3.3%		2.2%	1.2%

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

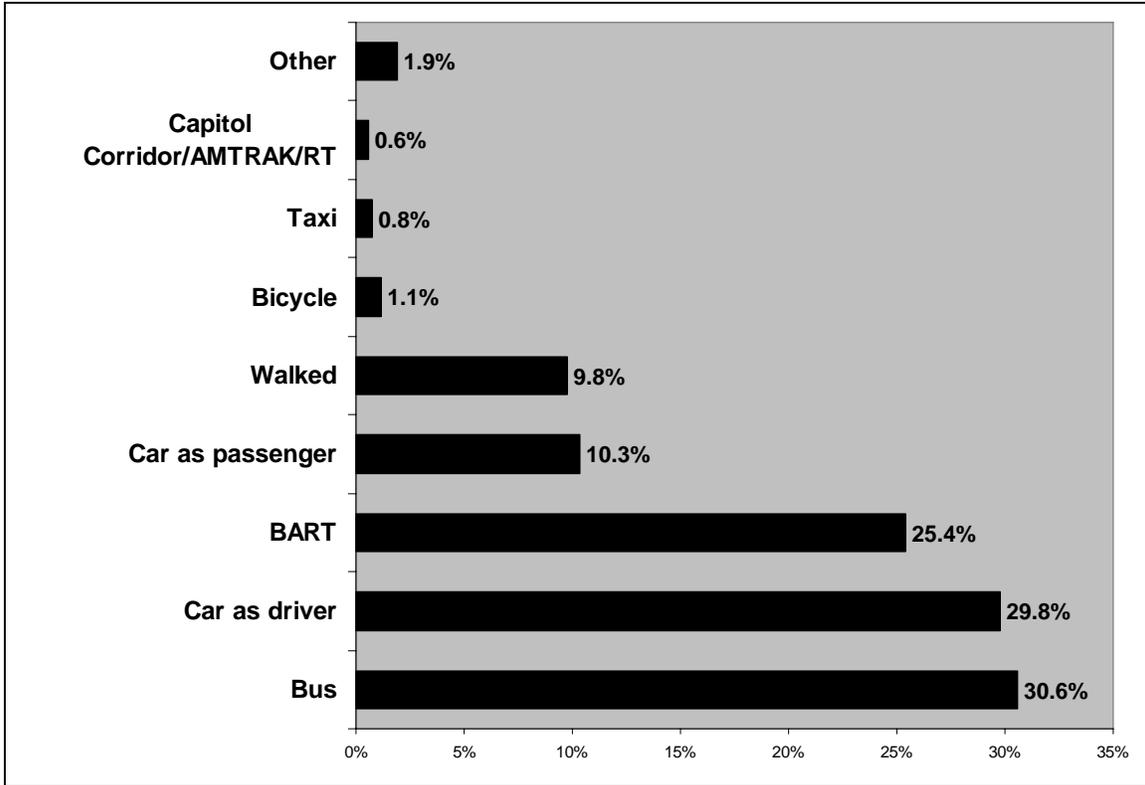
Figure 15. Where Will You Leave – By Intercity Line

Route Number City where leaving	Intercity Total	20 n=53	30 n=50	40 n=91	90 n=226
Fairfield	41.5%	49.1%	22.0%	24.2%	49.1%
Richmond/El Cerrito	22.8%	1.9%		3.3%	42.0%
Vacaville	13.9%	41.5%	14.0%	17.6%	2.7%
Walnut Creek	5.5%			30.8%	
Sacramento	4.1%		36.0%		
Pleasant Hill	3.2%			17.6%	
Suisun City	3.2%	3.8%	2.0%	2.2%	3.5%
Davis	1.8%		16.0%		
Dixon	1.1%		10.0%		
San Francisco	1.0%	1.9%		1.1%	0.9%
Other	1.9%	1.9%		3.3%	1.8%

Access to Bus Stop

When respondents were asked how they had reached the stop where they had boarded their Fairfield/Suisun Transit bus, about 31% said they had used another bus, while an additional 30% said they had driven themselves and 25% arrived via BART. Far fewer riders came by other means with only “car as passenger” and “walked” accounting for 10% of responses.

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



Riders on intercity lines were much less likely than local riders to reach the bus stop by walking, with only 2.6% (Line 90) to 18.4% (Line 40) using this mode. One Lines 30, 40 and 90, more than one-third of riders said they had driven themselves to the stop, while 42% of Line 90 riders had used BART. Line 20 had a far higher proportion (74%) of riders arriving by bus than any other line.

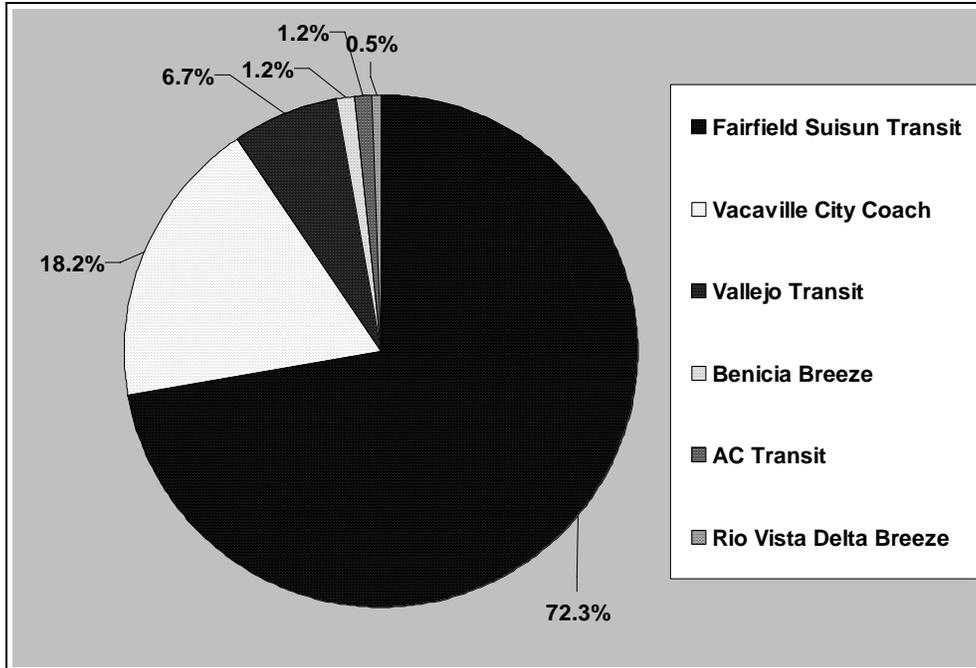
Figure 17. How Did You Get to the Bus Stop? – By Intercity Line

Mode to bus stop*	Route Number	Intercity Total	20 n=70	30 n=60	40 n=98	90 n=267
Walked		9.8%	17.1%	16.7%	18.4%	2.6%
Bus		30.6%	74.3%	13.3%	19.4%	22.5%
Car as driver		29.8%	2.9%	43.3%	35.7%	34.5%
BART		25.4%	5.7%		14.3%	41.9%
Car as passenger		10.3%	8.6%	16.7%	14.3%	8.2%
Bicycle		1.1%		5.0%	1.0%	0.7%
Cap. Corr./AMTRAK/RT		0.6%		5.0%		
Taxi		0.8%			2.0%	0.7%
Other		1.9%		1.7%	1.0%	3.0%

* More than one mode may have been used

For those who reached their stop by bus, more than 70% did so on other Fairfield/Suisun Transit buses, while 18% used Vacaville City Coach and 6.7% used Vallejo Transit. No other transit operator was mentioned by more than 1.2% overall.

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



Fairfield/Suisun Transit also was most often mentioned for individual lines, with the exception of Line 20, where 36% of riders reported arriving via Vacaville City Coach and 20.5% said they used Vallejo Transit buses.

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

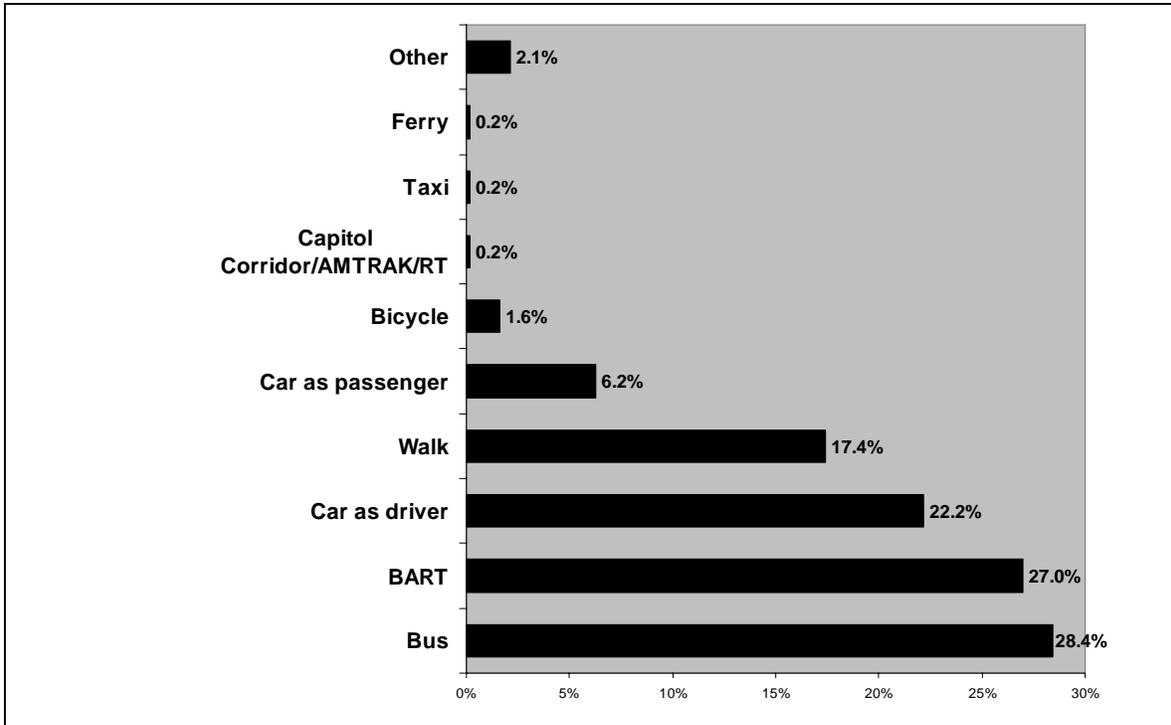
Route Number Operator	Intercity Total	20 n=44	30 n=7	40 n=14	90 n=50
Fairfield Suisun Transit	64.3%	38.6%	71.4%	64.3%	72.0%
Vallejo Transit	5.9%	20.5%			4.0%
Vacaville City Coach	16.2%	36.4%	14.3%	14.3%	10.0%
Benicia Breeze	1.0%				2.0%
Rio Vista Delta Breeze	0.4%	2.3%			
Other	12.1%	2.3%	14.3%	21.4%	12.0%

The 42 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 10 minutes overall. The average amount of time ranged from 8.2 minutes for Line 30 to 11.4 minutes for Line 20.

Access to Final Destination

Riders were also asked how they would reach their final destination. Most used another bus, BART, or their own car to reach their destination, while fewer than 20% walked.

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



The percentage of riders walking to their final destination ranged from as much as 63% for Line 30 to as few as 6.1% for Line 90, while the percentage planning to use another bus ranged from 17% for Line 30 to 68% for Line 20. Cars were most likely to be used by riders on Lines 40 and 90, while more than one-fourth of Line 40 and Line 90 riders planned to use BART.

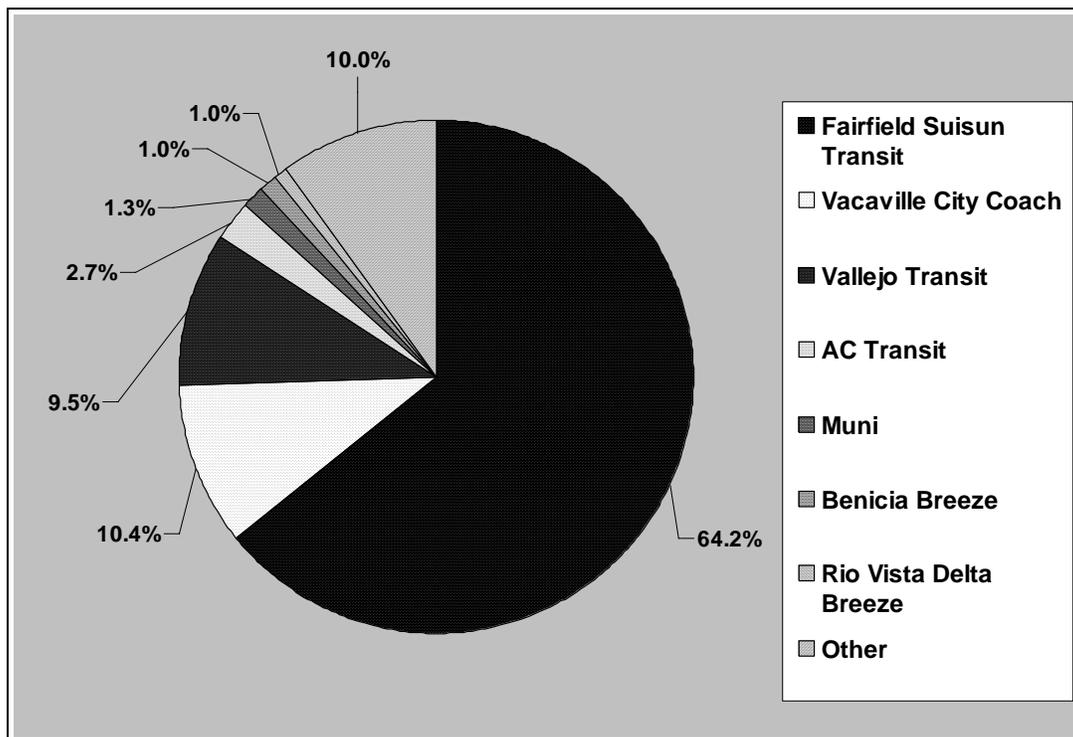
Figure 21. How Will You Get to Your Final Destination? – By Intercity Line

Route Number	Intercity	20	30	40	90
Mode to destination*	Total	n=69	n=60	n=96	n=264
Walk	17.4%	21.7%	63.3%	16.7%	6.1%
Bus	28.4%	68.1%	16.7%	21.9%	18.9%
BART	27.0%	5.8%		27.1%	40.5%
Car as driver	22.2%	4.3%	8.3%	25.0%	30.7%
Car as passenger	6.2%	1.4%	3.3%	12.5%	6.4%
Bicycle	1.6%	1.4%	6.7%	1.0%	0.8%
Cap. Corr./AMTRAK/RT	0.2%		1.7%		
Ferry	0.2%			1.0%	
Taxi	0.2%			1.0%	
Other	2.1%			4.2%	2.7%

* More than one mode may have been used

For riders who planned to reach their final destination by bus, most (64%) of the 92 who provided information on the Transit Operator they planned to use said they would travel on other Fairfield/Suisun Transit buses, while 10.4% planned to use Vacaville City Coach and 9.5% planned to use Vallejo Transit.

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



Fairfield/Suisun Transit was the most frequently mentioned operator for riders who used buses to reach their final destination on all routes except Line 20, where only 37% of riders said they would use Fairfield/Suisun Transit to reach their destination.

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

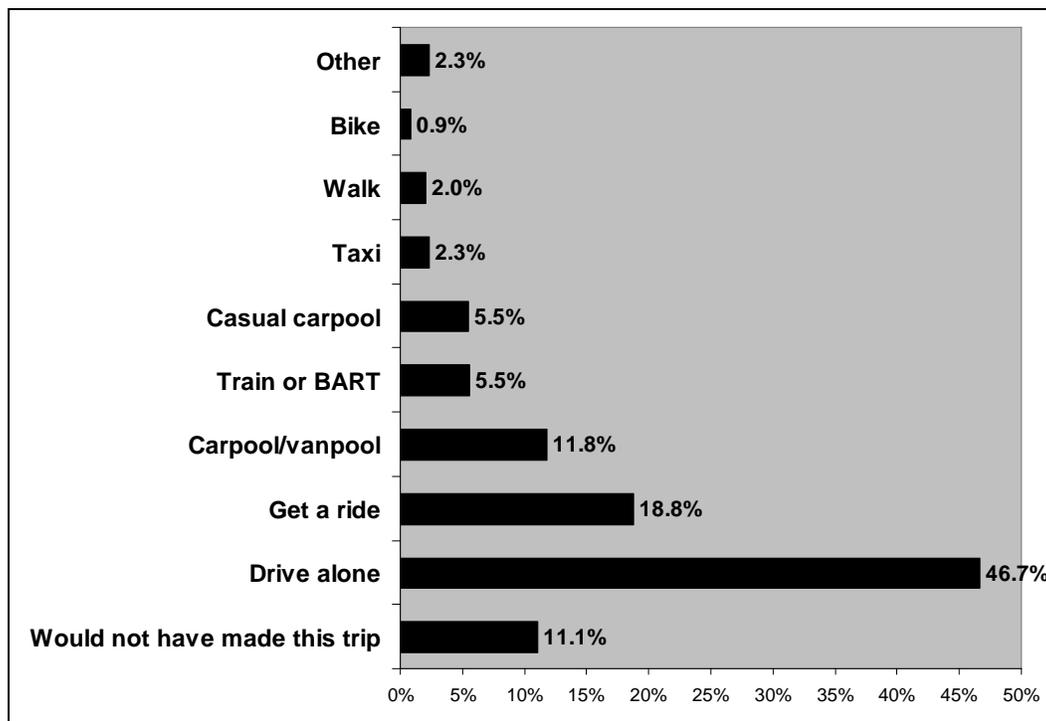
Route Number Operator	Intercity Total	20 n=38	30 n=7	40 n=8	90 n=39
Fairfield Suisun Transit	64.2%	36.8%	57.1%	75.0%	71.8%
Vallejo Transit	9.5%	15.8%	14.3%	12.5%	5.1%
Vacaville City Coach	10.4%	34.2%			7.7%
Other	15.9%	13.2%	28.6%	12.5%	15.4%

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

How Trip Would Have Been Made Without the Bus

About one-ninth of riders said they would not have made the trip if their Fairfield/Suisun Transit bus had not been available, but riders were more likely to say they would have driven alone (47%). Far fewer said they would have gotten a ride (19%) or used a carpool (12%). Fewer than 6% said they would have used other transportation modes, including a taxi, bicycle, train/BART, or casual carpool.

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



The percentage of respondents who would not have made the trip ranged from 7.6% for Line 1 to 22% Line 20, while the percentage who would driven alone ranged from 10% for

Line 20 to more than 50% for Lines 30, 40 and 90. Fewer than 10% of riders on any intercity line planned to walk as an alternative.

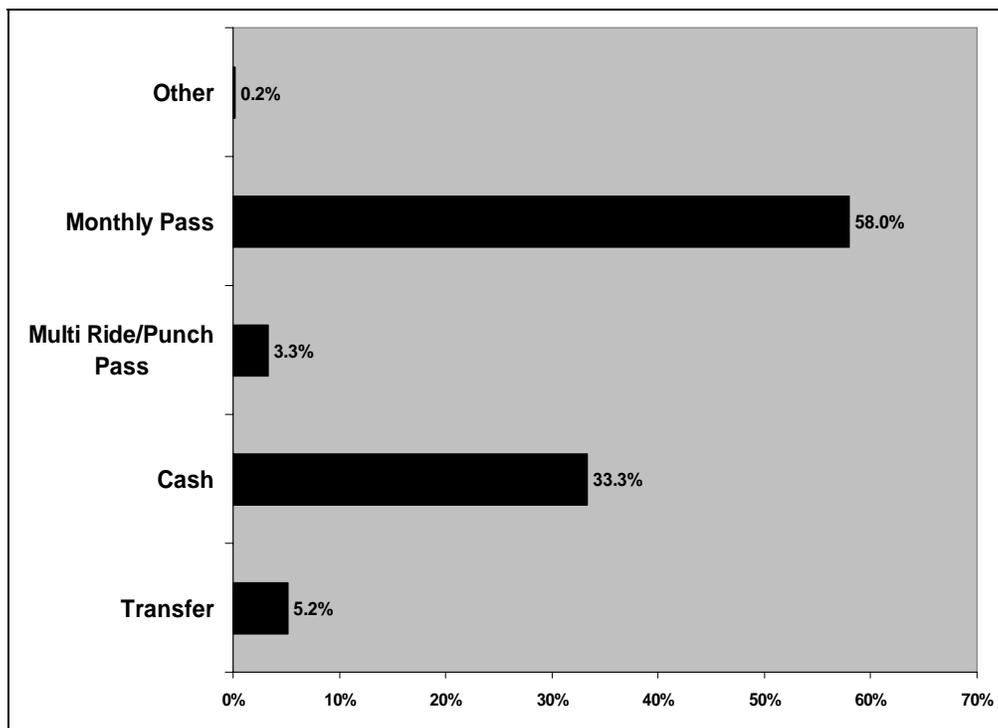
Figure 25. How Trip Made if Bus Not Available? – By Intercity Line

Route Number	Intercity	20	30	40	90
Alternate mode	Total	n=68	n=60	n=95	n=264
Would not have made this trip	11.1%	22.1%	11.7%	9.5%	7.6%
Drive alone	46.7%	10.3%	60.0%	56.8%	53.4%
Get a ride	18.8%	48.5%	13.3%	11.6%	11.7%
Casual carpool	5.5%		3.3%	2.1%	9.1%
Carpool/vanpool	11.8%	2.9%	3.3%	16.8%	15.2%
Walk	2.0%	8.8%	1.7%	1.1%	
Taxi	2.3%	7.4%	1.7%	2.1%	0.8%
Train	5.5%	1.5%	3.3%	4.2%	8.0%
Bike	0.9%	1.5%	1.7%	1.1%	0.4%
Other	2.3%		6.7%	5.3%	1.1%

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 a youth fare.) Results indicate that well over half (58%) of riders used a monthly pass, while one-third paid with cash and 5.2% paid by transfer. Only about 3% used a multi-ride/punch pass.

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



While monthly passes were the dominant form of payment on most lines, cash accounted for 59% of payments on Line 20. Line 20 also had the highest share of transfers, while Line 30 had no transfers.

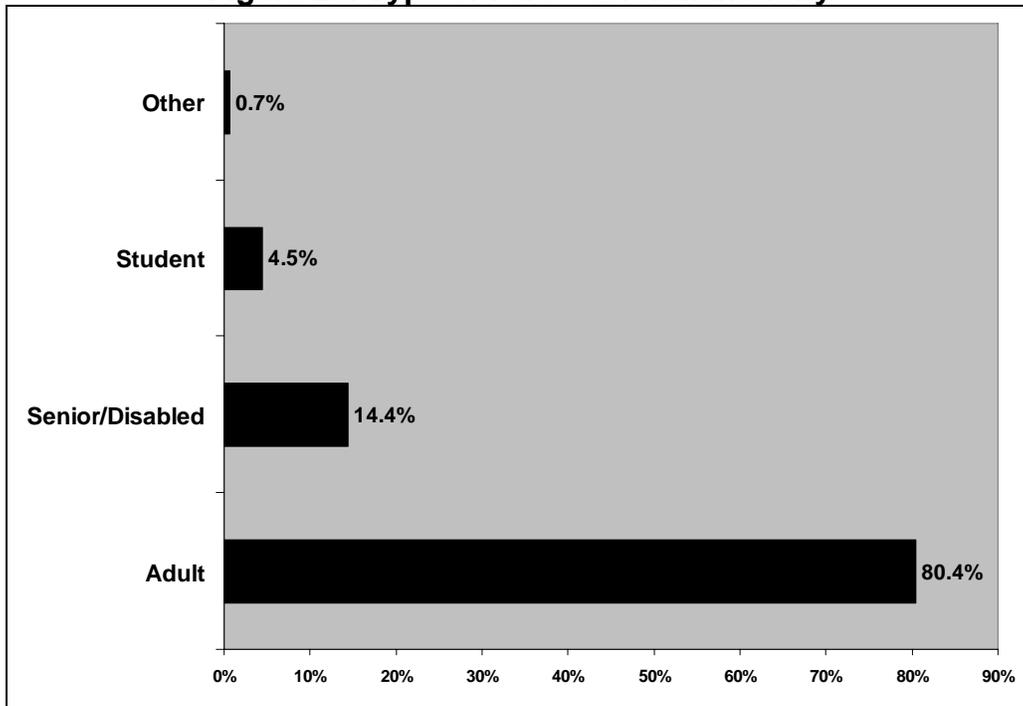
Figure 27. How Did You Pay Your Fare for this Trip? – By Intercity Line

Route Number	Intercity	20	30	40	90
Payment method	Total	n=75	n=58	n=96	n=257
Transfer	5.2%	21.3%		3.1%	1.2%
Cash	33.3%	58.7%	31.0%	29.2%	26.1%
Multi Ride/Punch Pass	3.3%	2.7%	1.7%	2.1%	4.3%
Monthly Pass	58.0%	17.3%	67.2%	65.6%	68.1%
Other	0.2%				0.4%

Type of Fare

Adult fares accounted for more than 80% of those paid by Fairfield/Suisun Transit intercity riders, while the percentage of senior/disabled fares outnumbered student fares.

Figure 28. Type of Fare – Overall Intercity



Adult fares were the most common for all intercity lines, with riders on Line 20 reporting the lowest percentage (65%) and Line 90 the highest (87%). Line 20 had by far the highest percentage of riders who paid senior/disabled fares (26%), while Line 30 had the greatest percentage of student fares (15%).

Figure 29. Type of Fare – By Intercity Line

Route Number	Intercity	20	30	40	90
Fare Type	Total	n=46	n=27	n=37	n=223
Adult	80.4%	65.2%	70.4%	83.8%	87.0%
Senior/Disabled	14.4%	26.1%	11.1%	13.5%	11.2%
Student	4.5%	8.7%	14.8%	2.7%	1.3%
Other	0.7%		3.7%		0.4%

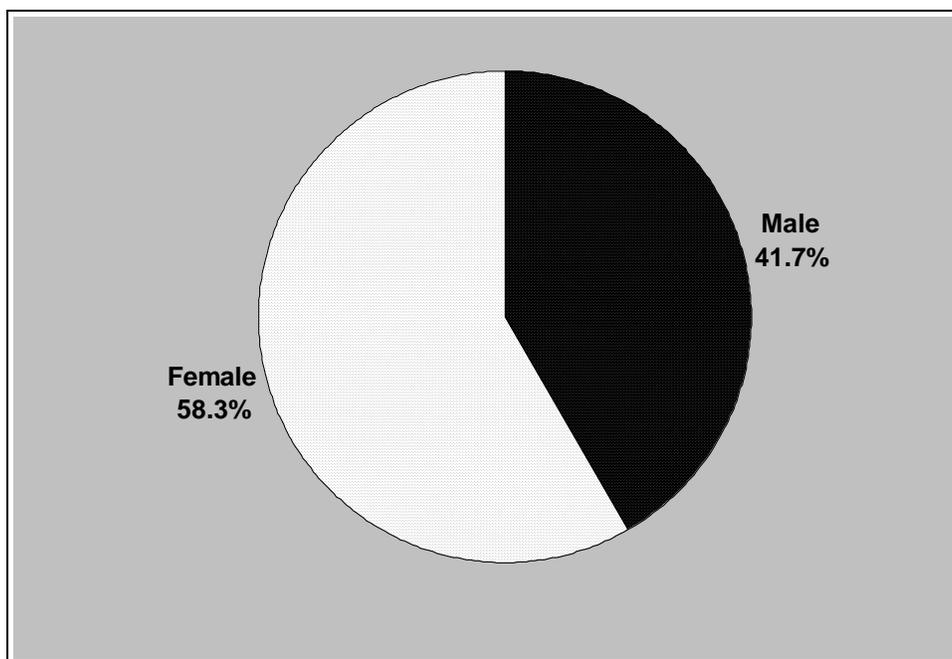
INTERCITY RIDER DEMOGRAPHICS

The following section examines the demographics, or basic characteristics, of Fairfield/Suisun 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

Riders on the Fairfield/Suisun Transit intercity lines overall are overwhelmingly female, with males accounting for just 42% of survey respondents.

Figure 30. Gender – Overall Intercity



While female passengers were the majority among riders on most lines, males accounted for half of riders on Line 20.

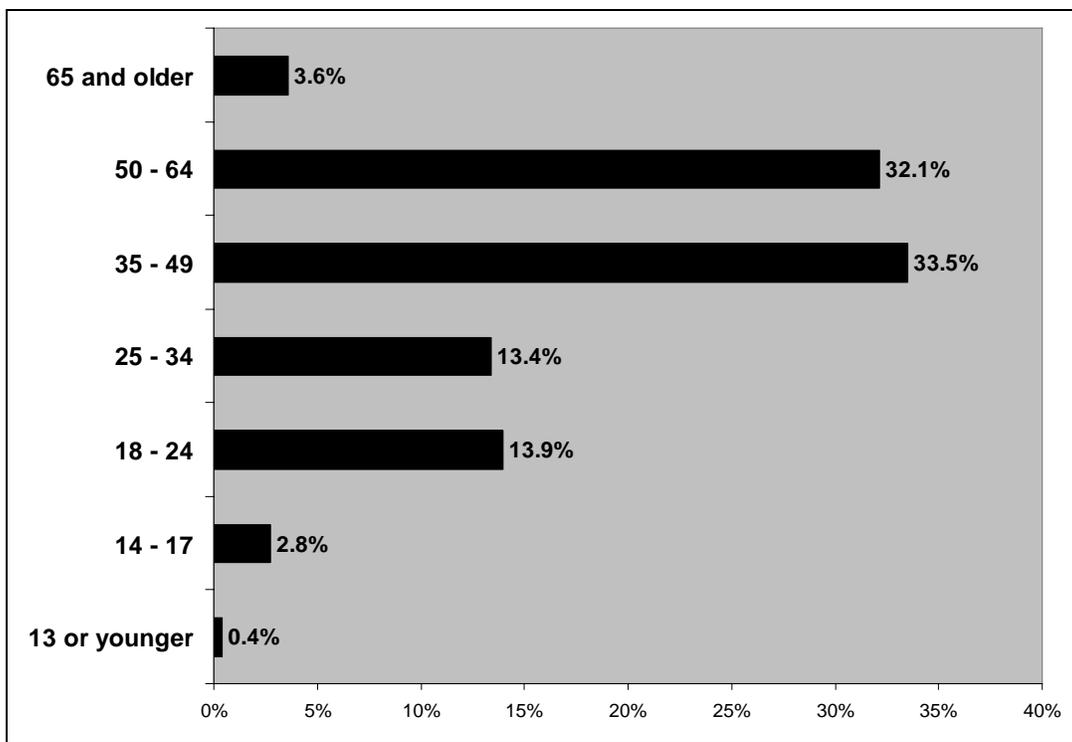
Figure 31. Gender – By Intercity Line

Route Number	Intercity	20	30	40	90
Gender	Total	n=64	n=56	n=95	n=258
Male	41.7%	50.0%	42.9%	42.1%	38.4%
Female	58.3%	50.0%	57.1%	57.9%	61.6%

Age

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

Figure 32. Age – Overall Intercity



The percentage of riders of standard working age was high across intercity lines, but was highest for Line 40 (97%). Only Line 20 had more than 10% of riders who were not in the 18-64 age group.

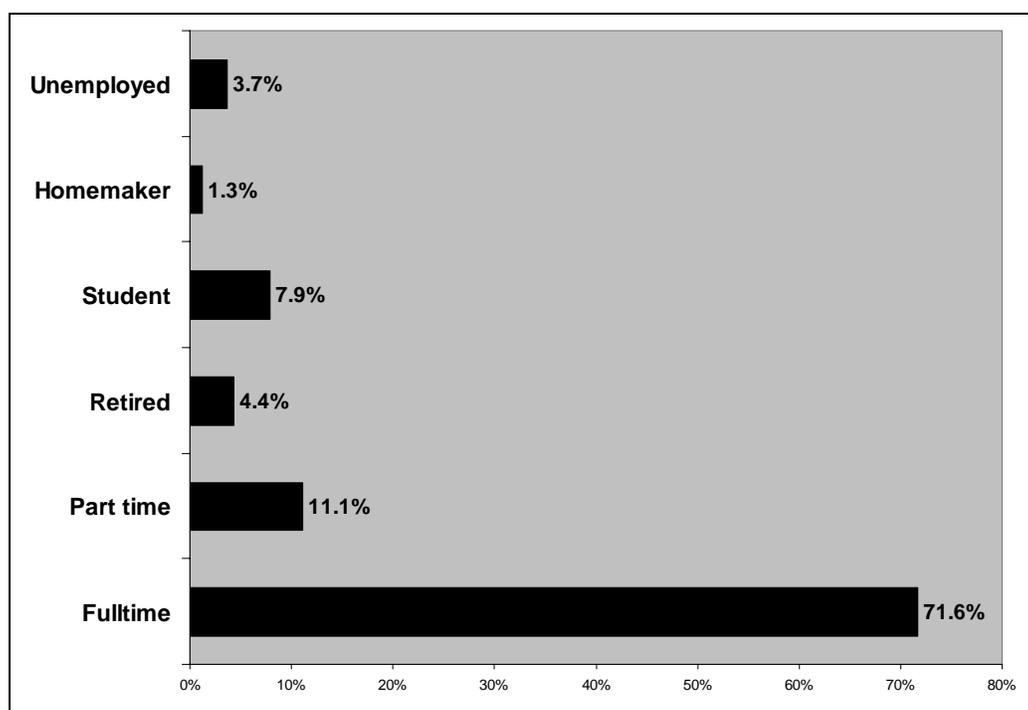
Figure 33. Age – By Intercity Line

Route Number	Intercity	20	30	40	90
Age	Total	n=68	n=58	n=96	n=261
13 and younger	0.4%			1.0%	0.4%
14 - 17	2.8%	7.4%	5.2%		1.5%
18 - 24	13.9%	44.1%	8.6%	6.2%	6.9%
25 - 34	13.4%	10.3%	10.3%	19.6%	13.0%
35 - 49	33.5%	20.6%	37.9%	36.1%	36.3%
50 - 64	32.1%	13.2%	34.5%	34.0%	37.8%
65 and older	3.6%	4.4%	3.4%	2.1%	3.8%

Employment Status

The predominance of working age adults is reflected in the employment status of Fairfield/Suisun Transit intercity riders, with almost 83% of riders employed full or part time.

Figure 34. Employment Status – Overall Intercity



Line 40 had the highest percentage of riders who said they were employed full time (86%), while Line 20 had the lowest (38.5%). Line 20 also had the highest proportion of students (17%) and part time workers (26%).

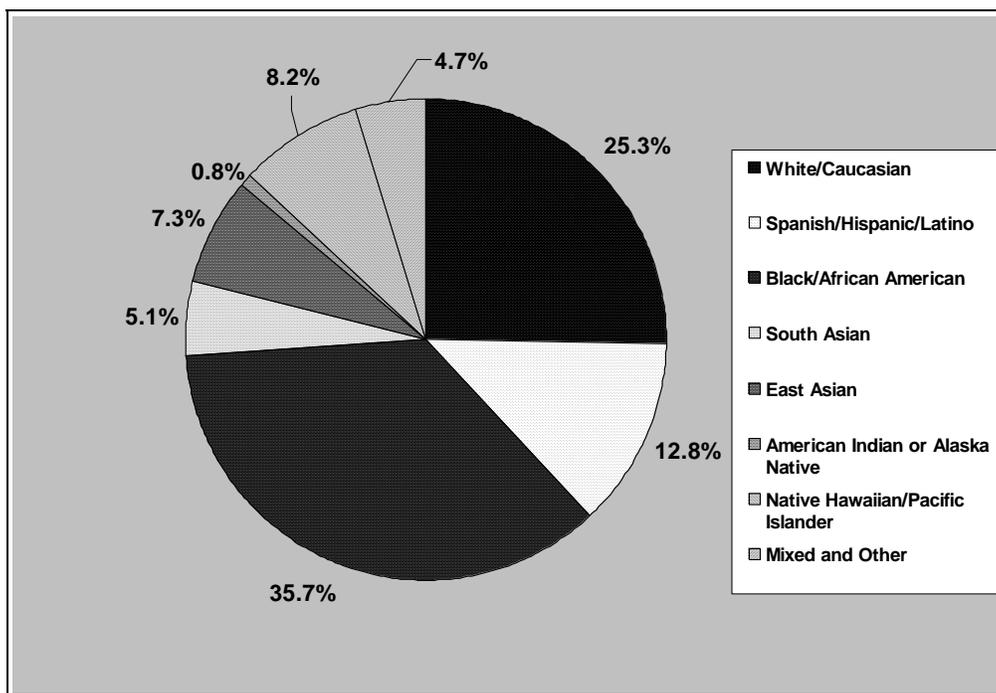
Figure 35. Employment Status – By Intercity Line

Route Number	Intercity	20	30	40	90
Employment status	Total	n=65	n=58	n=97	n=262
Fulltime	71.6%	38.5%	67.2%	85.6%	79.8%
Part time	11.1%	26.2%	10.3%	8.2%	6.9%
Retired	4.4%	7.7%	6.9%	2.1%	3.4%
Student	7.9%	16.9%	10.3%	3.1%	5.7%
Homemaker	1.3%	1.5%	1.7%		1.5%
Unemployed	3.7%	9.2%	3.4%	1.0%	2.7%

Race and Ethnicity

Fairfield/Suisun Transit serves a diverse community of riders, with no single group accounting for as much as 40% of ridership. The largest single ethnic group among Fairfield/Suisun Transit intercity riders were African-Americans (36%), followed by white/Caucasian (25%) and Spanish/Latino riders (13%). South and East Asian riders together accounted for 12%, while 8.2% of riders classified themselves as native Hawaiian/Pacific Islander and 4.7% of riders reported that they were in an “other” category of race or ethnicity.

Figure 36. Race and Ethnicity – Overall Intercity



Among the individual Fairfield/Suisun Transit lines, Line 40 had just over half white/Caucasian riders (50.5%), while Line 30 had 46% African American riders. No single ethnic group accounted for more than half of riders on any other line. Line 20 had the highest percentage of Latino riders (26.6%).

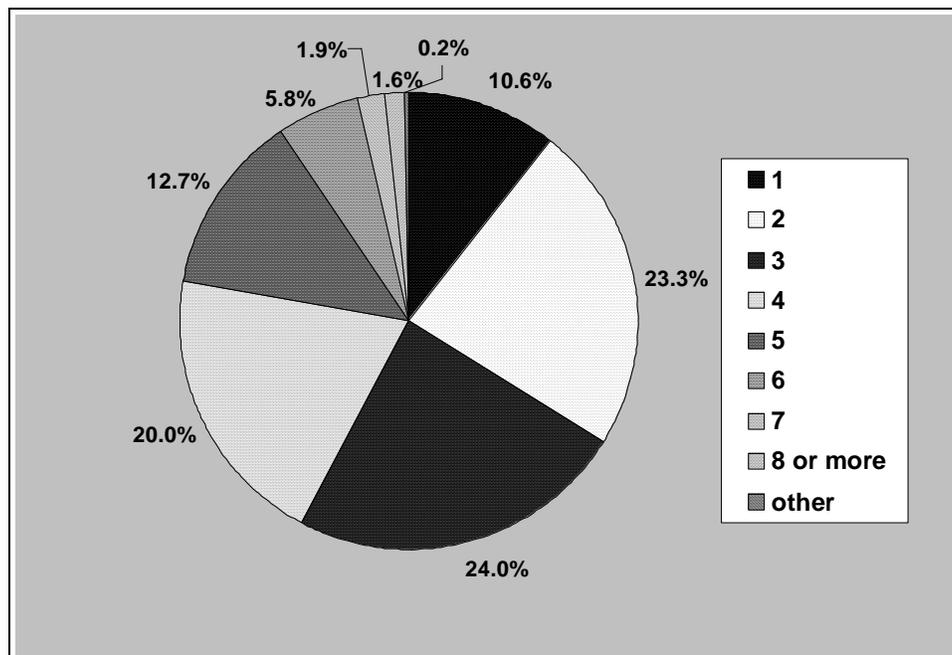
Figure 37. Race and Ethnicity – By Intercity Line

Route Number	Intercity	20	30	40	90
Race or ethnicity	Total	n=64	n=346	n=91	n=243
White/Caucasian	25.3%	17.2%	18.2%	50.5%	21.0%
Spanish/Hispanic/Latino	12.8%	26.6%	11.8%	7.7%	9.9%
Black/African American	35.7%	29.7%	46.2%	18.7%	41.6%
South Asian	5.1%	6.3%	3.2%	3.3%	5.8%
East Asian	7.3%	6.3%	4.3%	12.1%	6.6%
American Indian/Alaska Native	0.8%		1.4%		1.2%
Native Hawaiian/Pacific Islander	8.2%	7.8%	5.8%	5.5%	9.9%
Other	4.7%	6.3%	9.0%	2.2%	4.1%

Household Size

More than three-fourths of Fairfield/Suisun Transit riders live in households with four or fewer people, while fewer than 10% live in households of six or more. The largest single group of respondents was those who live in 3-person households (24%), although almost as many (23.3%) live in 2-person households.

Figure 38. Household Size – Overall Intercity



Among individual lines, only Line 40 had more than 40% of riders from 1- and 2-person households (70%), while Line 90 had both the fewest one-person households (8.7%) and the most households with 5 or more people (18.7%).

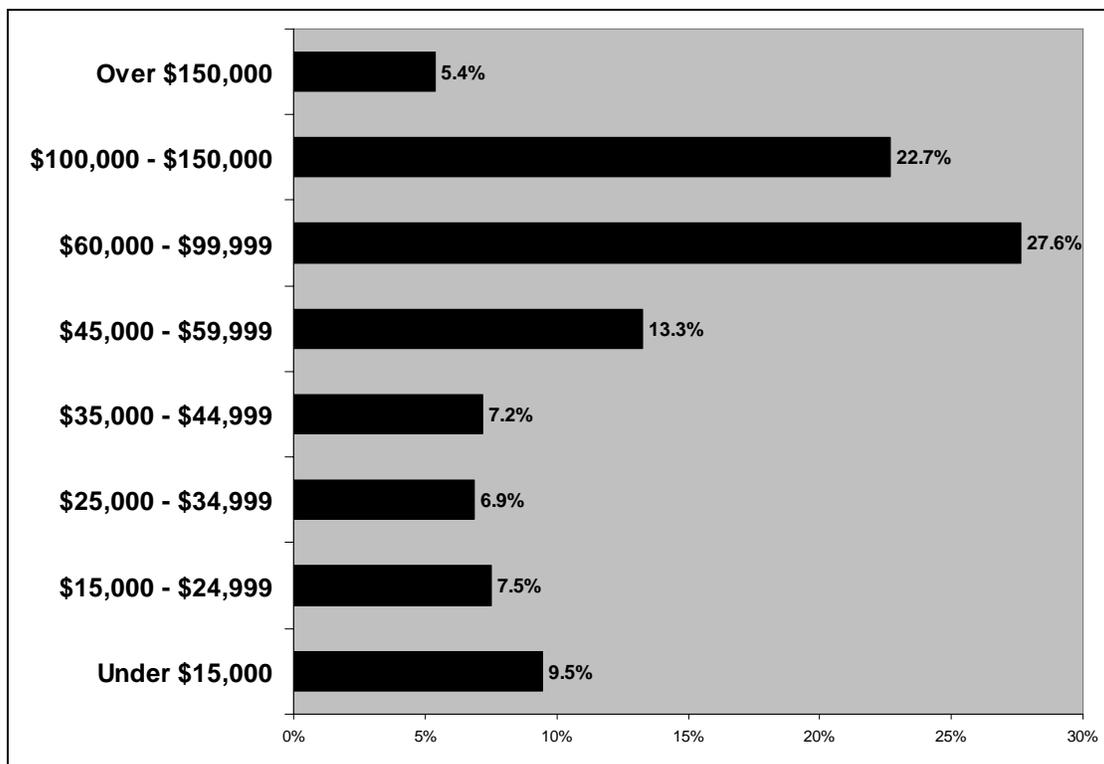
Figure 39. Household Size – By Intercity Line

Route Number	Intercity	20	30	40	90
Household size	Total	n=58	n=56	n=95	n=242
1	10.6%	13.8%	16.1%	9.5%	8.7%
2	23.3%	15.5%	21.4%	31.6%	23.6%
3	24.0%	25.9%	23.2%	17.9%	25.6%
4	20.0%	15.5%	10.7%	20.0%	23.6%
5	12.7%	13.8%	14.3%	14.7%	11.2%
6	5.8%	10.3%	12.5%	4.2%	3.3%
7	1.9%	3.4%		1.1%	2.1%
8 or more	1.6%	1.7%	1.8%	1.1%	1.7%
other	0.2%				0.4%

Household Income

Among those respondents who were willing and able to report their income (about two-thirds of the total), well over half (56%) had incomes higher than \$60,000. Fewer than 25% of intercity Fairfield/Suisun Transit riders reported a household income of less than \$35,000 per year, indicating that these intercity riders, as a group, have substantially higher incomes than local line riders.

Figure 40. Income – Overall Intercity



Lines 40 and 90 had the highest proportion of riders with incomes above \$60,000: 61% for Line 40 and 67.7% for Line 90. In contrast, Line 20 had only 22.7% of respondents at that income level. While 54.5% of Line 20 riders reported incomes below \$25,000, only 7% of Line 90 riders did so.

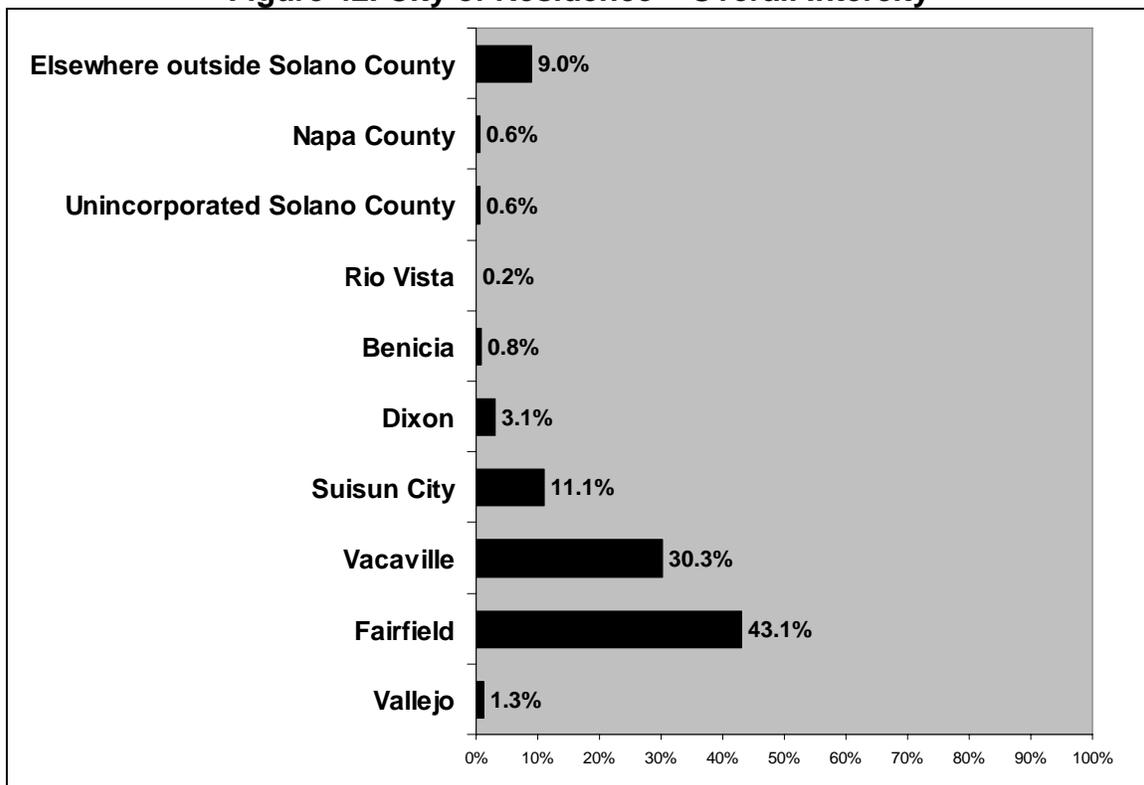
Figure 41. Income – By Intercity Line

Route Number	Intercity	20	30	40	90
Income	Total	n=44	n=45	n=80	n=198
Under \$15,000	9.5%	31.8%	6.7%	5.0%	3.5%
\$15,000 - \$24,999	7.5%	22.7%	4.4%	5.0%	3.5%
\$25,000 - \$34,999	6.9%	11.4%	15.6%	6.3%	3.5%
\$35,000 - \$44,999	7.2%	2.3%	8.9%	8.8%	8.1%
\$45,000 - \$59,999	13.3%	9.1%	17.8%	13.8%	13.6%
\$60,000 - \$99,999	27.6%	18.2%	26.7%	27.5%	31.3%
\$100,000 - \$150,000	22.7%	4.5%	20.0%	30.0%	27.3%
Over \$150,000	5.4%			3.8%	9.1%

City of Residence

Among intercity riders on the Fairfield/Suisun Transit system, more than 45% live outside Fairfield and Suisun City. Of those, 30% live in Vacaville and 3.1% in Dixon. No other jurisdiction accounted for more than 2% of riders overall, although almost 10% live outside Solano County.

Figure 42. City of Residence – Overall Intercity



Among intercity passengers, fewer than half of riders on Lines 20, 30 and 40 lived in Fairfield or Suisun City, but 57% of Line 90 respondents said they live in Fairfield, with an additional 15% living in Suisun City. Vacaville accounted for almost two-thirds of Line 20 riders, while almost one-sixth (15.6%) of Line 40 riders said they live outside Solano County.

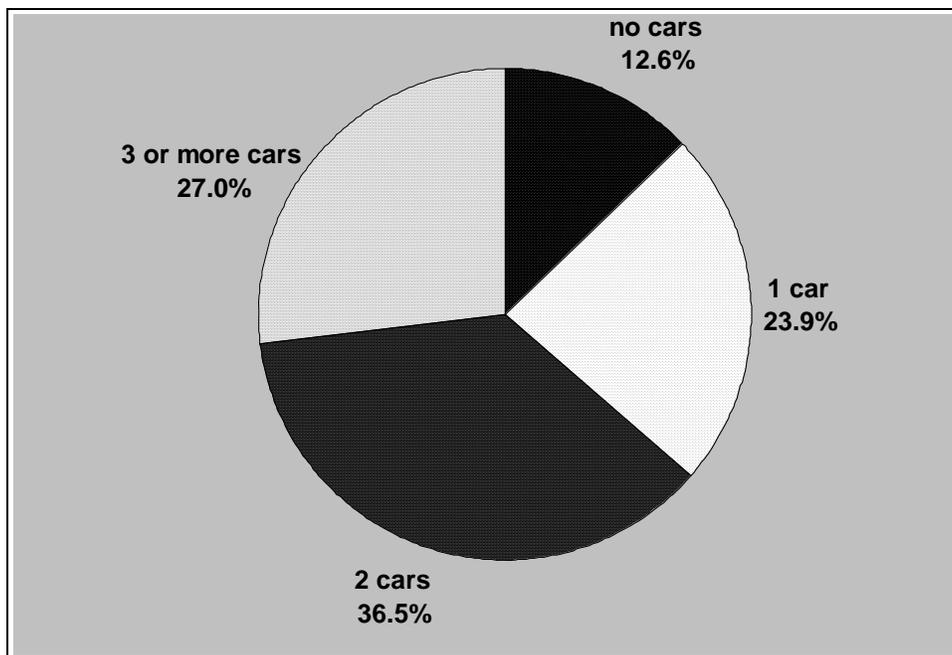
Figure 43. City of Residence – By Intercity Line

Route Number	Intercity	20	30	40	90
City of residence	Total	n=69	n=57	n=96	n=272
Fairfield	43.1%	26.1%	29.8%	29.2%	57.0%
Suisun City	11.1%	4.3%	3.5%	12.5%	14.7%
Vacaville	30.3%	63.8%	26.3%	38.5%	16.2%
Vallejo	1.3%	1.4%	7.0%		0.4%
Dixon	3.1%		21.1%	2.1%	0.7%
Benicia	0.8%		5.3%	1.0%	
Rio Vista	0.2%				0.4%
Unincorporated Solano County	0.6%			1.0%	0.7%
Napa County	0.6%		1.8%		0.7%
Elsewhere outside Solano County	9.0%	4.3%	5.3%	15.6%	9.2%

Cars in Household

Only one-eighth (12.6%) of Fairfield/Suisun Transit riders have no household car, while almost two-thirds have two or more cars in the household, suggesting that most intercity riders have options other than riding the bus.

Figure 44. Car Ownership – Overall Intercity



The percentage of households with no cars ranged from just 8.5% for Line 90 to almost 23% for Line 20. Similarly, more than 70% of Line 90 riders had two or more cars, compared to only 44% of Line 20 riders. It appears that intercity riders on most routes are choosing to use the bus rather than being forced to do so. (Recall that more than half the riders on Lines 30, 40 and 90 said they would have driven alone if this bus had not been available.)

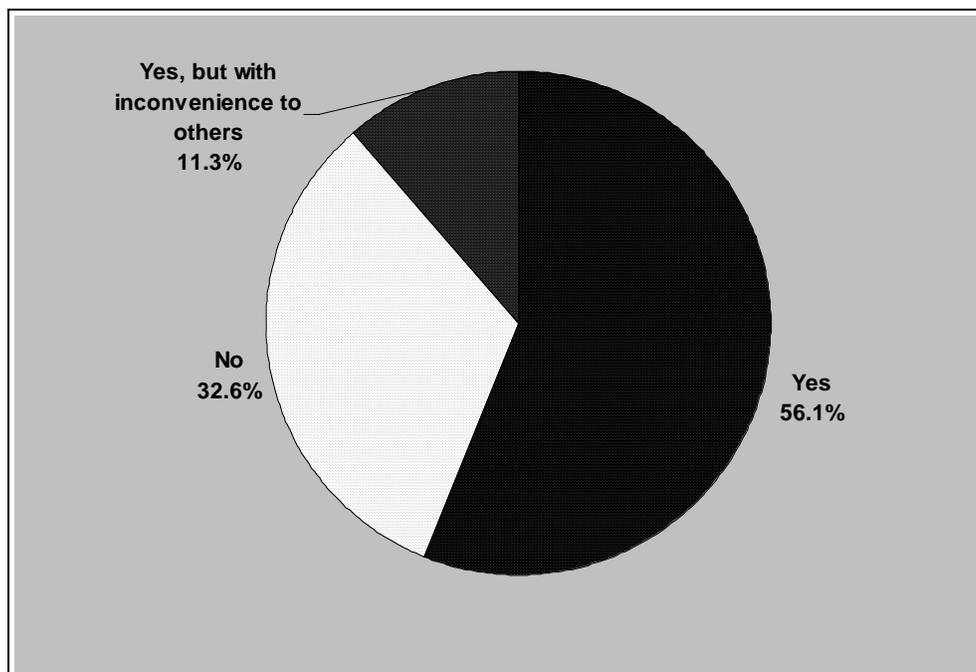
Figure 45. Car Ownership – By Intercity Line

Route Number	Intercity	20	30	40	90
No. of cars	Total	n=66	n=60	n=96	n=258
none	12.6%	22.7%	13.3%	13.5%	8.5%
1	23.9%	33.3%	31.7%	20.8%	19.8%
2	36.5%	27.3%	31.7%	41.7%	39.1%
3 or more	27.0%	16.7%	23.3%	24.0%	32.6%

Could Car Have Been Used for this Trip?

When respondents were asked if a car could have been used for this trip, the percentage of intercity riders with two or more cars in their household (53.5%) closely matches the percentage who said that a car could not have been used for this trip (56.1%). Another 11% said that a car was available, but it would have involved inconveniencing others – presumably including parents for many of the student riders who were surveyed. About one-third of respondents said that a car was not available for their trip.

Figure 46. Was Car Available? – Overall Intercity



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

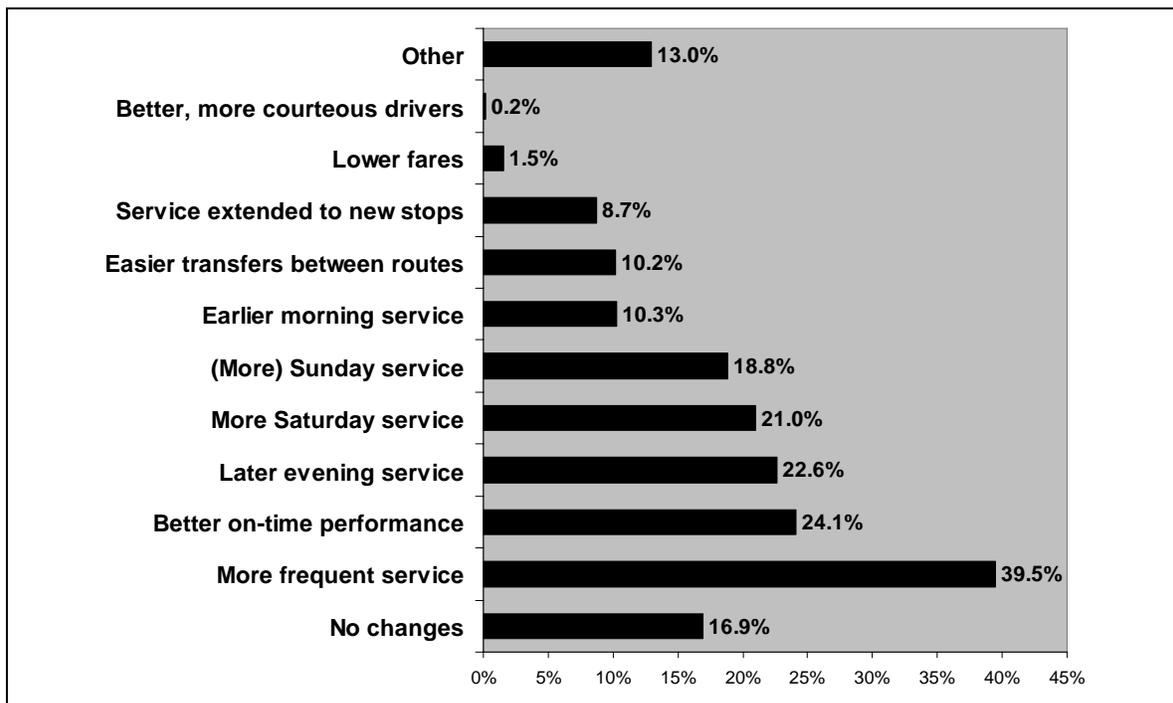
Figure 47. Was Car Available? – By Intercity Line

Route Number	Intercity	20	30	40	90
Car available?	Total	n=66	n=61	n=97	n=264
Yes	56.1%	12.1%	57.4%	64.9%	68.6%
No	32.6%	75.8%	29.5%	24.7%	20.5%
Yes, but inconveniences others	11.3%	12.1%	13.1%	10.3%	11.0%

QUALITY OF SERVICE

Overall, 82 of the 478 surveyed Fairfield/Suisun Transit intercity riders who responded to this question (17.1%) said there were no changes they would like to see to the line they were on; another 29 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 24% of respondents. Most rider suggestions involved extending service, particularly more frequent service (39.5%), later evening service (22.6%), more Saturday service (21%), and Sunday service (18.8%). Only about one-tenth of riders proposed earlier morning service (10.2%), easier transfers (10.2%), or service extended to new stops (8.7%). Only 1.5% suggested lower fares, and a fraction of a percent asked for better, more courteous drivers.

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



By line, the percentage of riders saying that there were no changes they wanted to see ranged from a low of 10.2% for Line 30 to a high of 21.3% for Line 90. More than half the riders on Lines 30 and 40 said they would like to see more frequent service. On Line 20, the most requested change (40%) was to add Sunday service, closely followed (at 39% each) by more frequent service and later evening service. Line 30 had the highest percentage suggesting better on-time performance (41%), while Line 90 had the highest percentage of riders who wanted to see service extended to new stops: 12%, representing 31 respondents.

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

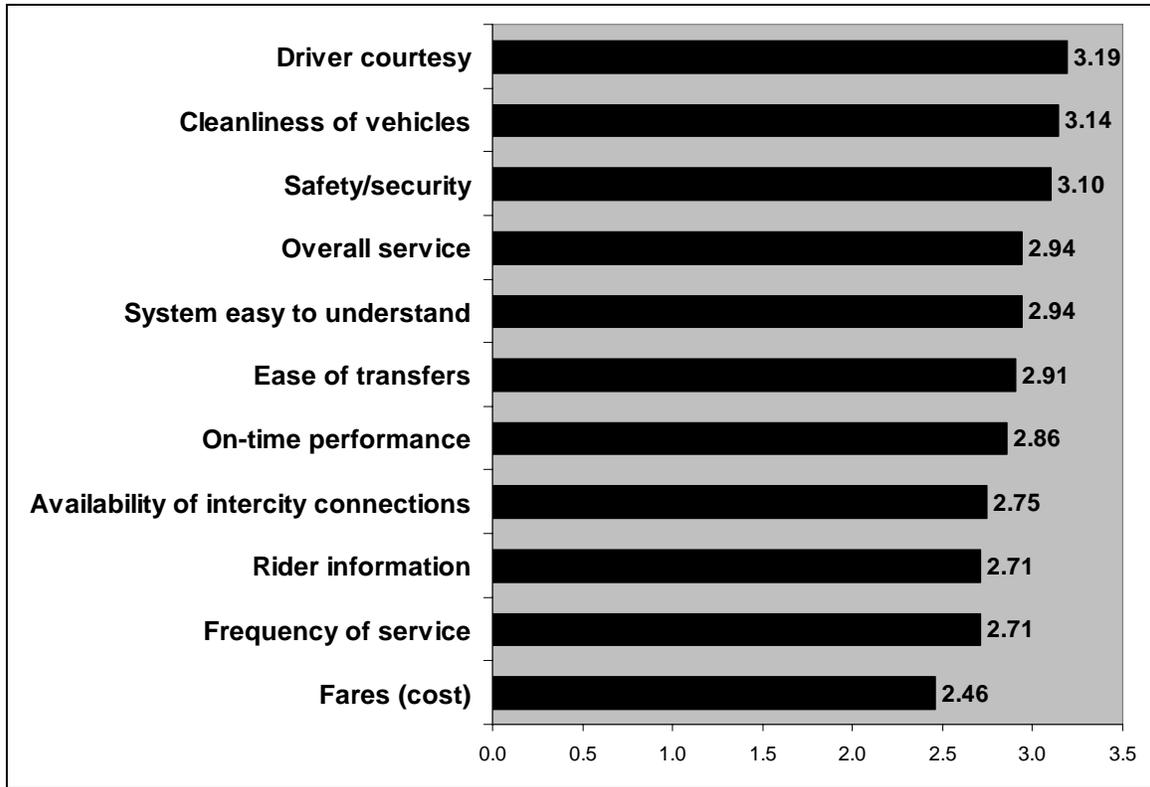
Route Number	Intercity	20	30	40	90
Suggested changes	Total	n=67	n=59	n=94	n=258
No changes	16.9%	11.9%	10.2%	13.8%	21.3%
More frequent service	39.5%	38.8%	50.8%	55.3%	31.8%
Earlier morning service	10.3%	19.4%	22.0%	9.6%	4.7%
Later evening service	22.6%	38.8%	16.9%	6.4%	23.6%
(More) Saturday service	21.0%	28.4%	15.3%	17.0%	20.9%
Sunday service	18.8%	40.3%	13.6%	11.7%	14.7%
Easier transfers between routes	10.2%	19.4%	3.4%	8.5%	8.9%
Better on-time performance	24.1%	25.4%	40.7%	16.0%	22.9%
Service extended to new stops	8.7%	3.0%	3.4%	8.5%	12.0%
Lower fares	1.5%	3.0%	3.4%	2.1%	0.4%
Better, more courteous drivers	0.2%				0.4%
Other	13.0%		13.6%	26.6%	12.8%

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, intercity riders gave good ratings to most service elements, with most ratings averaging between 2.9 and 3.1 (i.e., “good”). Driver courtesy, safety/security and vehicle cleanliness all received ratings above 3.0, while overall service was rated at 2.94. Riders were least satisfied by the level of fares (average rating of 2.46). This may be due in part to a fare increase that went into effect October 1, just over a month before the survey.

Figure 50. Ratings of Service – Overall Intercity



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

- The generally lower rating assigned across several attributes by Line 20 riders.
- The relatively low level of satisfaction with on-time performance for Line 30 (2.5), compared to the relatively high level for Lines 40 (3.0) and 90 (2.9).
- The lower than average rating for frequency of service for Line 40.
- The 52.5% “excellent” ratings for driver courtesy on Line 30
- The relatively wide range of ratings for cleanliness – from 2.8 for Line 20 to 3.5 for Line 30
- The below-average ratings by Line 90 riders for rider information

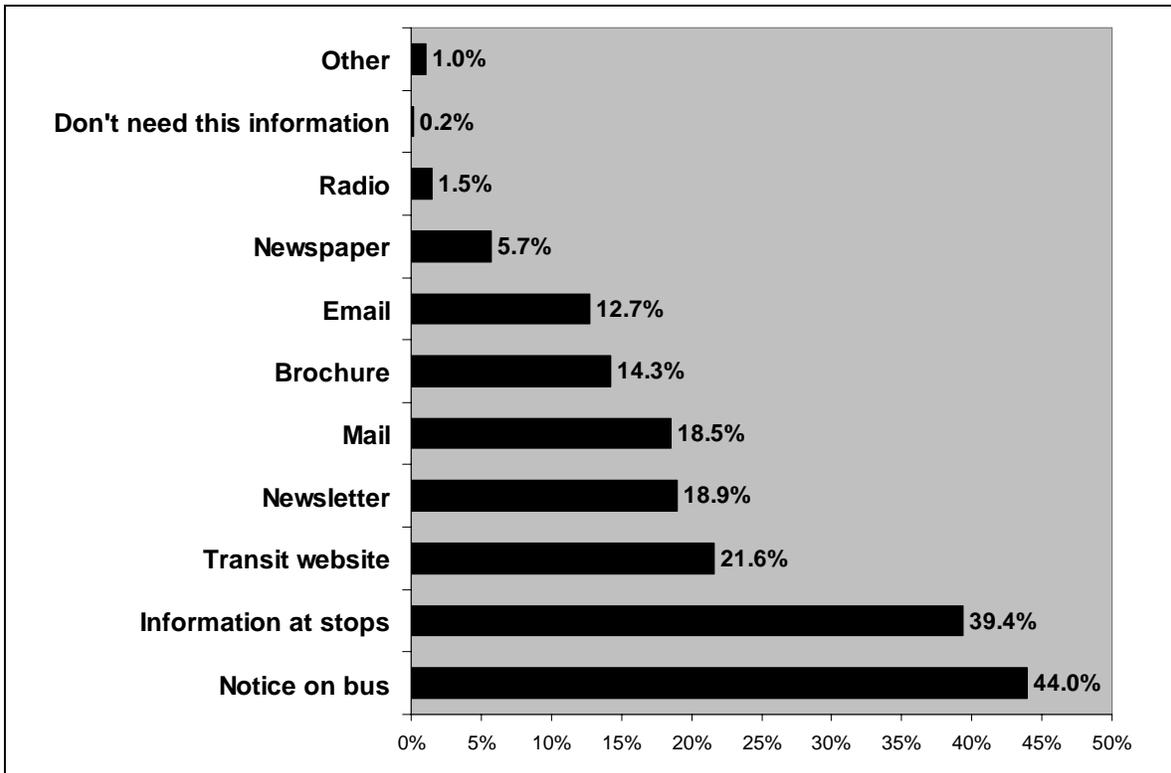
Figure 51. Ratings of Service – Overall and by Intercity Line

Service attribute	Route Number	Intercity Total	20	30	40	90
On-time performance		n=480	n=64	n=59	n=95	n=262
Excellent = 4		26.4%	21.9%	18.6%	28.4%	29.0%
Good = 3		41.9%	45.3%	32.2%	46.3%	41.2%
Fair = 2		22.9%	26.6%	28.8%	22.1%	20.6%
Poor = 1		8.8%	6.3%	20.3%	3.2%	9.2%
AVERAGE		2.86	2.8	2.5	3.0	2.9
Frequency of service		n=459	n=60	n=55	n=91	n=253
Excellent = 4		17.4%	16.7%	16.4%	13.2%	19.4%
Good = 3		44.9%	45.0%	30.9%	37.4%	50.6%
Fair = 2		29.1%	30.0%	45.5%	28.6%	25.3%
Poor = 1		8.6%	8.3%	7.3%	20.9%	4.7%
AVERAGE		2.71	2.7	2.6	2.4	2.8
Driver courtesy		n=470	n=62	n=59	n=93	n=256
Excellent = 4		37.7%	33.9%	52.5%	40.9%	34.8%
Good = 3		46.6%	43.5%	42.4%	45.2%	49.2%
Fair = 2		12.9%	17.7%	5.1%	11.8%	13.3%
Poor = 1		2.7%	4.8%		2.2%	2.7%
AVERAGE		3.19	3.1	3.5	3.2	3.2
Rider information		n=436	n=57	n=55	n=87	n=237
Excellent = 4		20.1%	19.3%	23.6%	20.7%	19.4%
Good = 3		39.8%	42.1%	50.9%	37.9%	37.1%
Fair = 2		31.5%	35.1%	16.4%	34.5%	32.5%
Poor = 1		8.6%	3.5%	9.1%	6.9%	11.0%
AVERAGE		2.71	2.8	2.9	2.7	2.6
Cleanliness of vehicles		n=469	n=59	n=59	n=94	n=257
Excellent = 4		33.5%	16.9%	61.0%	44.7%	29.6%
Good = 3		49.9%	55.9%	32.2%	44.7%	53.3%
Fair = 2		14.3%	18.6%	6.8%	10.6%	15.6%
Poor = 1		2.4%	8.5%			1.6%
AVERAGE		3.14	2.8	3.5	3.3	3.1
Safety/security		n=451	n=62	n=58	n=91	n=240
Excellent = 4		30.1%	21.0%	34.5%	38.5%	29.6%
Good = 3		52.1%	54.8%	51.7%	48.4%	52.5%
Fair = 2		15.8%	19.4%	12.1%	11.0%	17.1%
Poor = 1		1.9%	4.8%	1.7%	2.2%	0.8%
AVERAGE		3.10	2.9	3.2	3.2	3.1
Ease of transfers		n=346	n=61	n=31	n=67	n=187
Excellent = 4		26.4%	21.3%	32.3%	28.4%	26.2%
Good = 3		46.1%	44.3%	51.6%	44.8%	46.0%
Fair = 2		19.7%	24.6%	16.1%	13.4%	20.9%
Poor = 1		7.9%	9.8%		13.4%	7.0%
AVERAGE		2.91	2.8	3.2	2.9	2.9
Availability of intercity connections		n=317	n=57	n=26	n=61	n=173
Excellent = 4		21.1%	17.5%	30.8%	19.7%	20.8%
Good = 3		43.9%	50.9%	50.0%	42.6%	40.5%
Fair = 2		23.4%	22.8%	7.7%	21.3%	27.7%
Poor = 1		11.6%	8.8%	11.5%	16.4%	11.0%
AVERAGE		2.75	2.8	3.0	2.7	2.7
System easy to understand		n=420	n=56	n=48	n=89	n=227
Excellent = 4		24.0%	23.2%	29.2%	23.6%	23.3%
Good = 3		48.7%	57.1%	50.0%	46.1%	46.3%
Fair = 2		24.5%	17.9%	16.7%	28.1%	27.3%
Poor = 1		2.8%	1.8%	4.2%	2.2%	3.1%
AVERAGE		2.94	3.0	3.0	2.9	2.9
Fares (cost)		n=443	n=59	n=55	n=86	n=243
Excellent = 4		15.2%	20.3%	12.7%	15.1%	14.0%
Good = 3		31.6%	18.6%	43.6%	32.6%	33.3%
Fair = 2		36.9%	37.3%	23.6%	37.2%	39.5%
Poor = 1		16.3%	23.7%	20.0%	15.1%	13.2%
AVERAGE		2.46	2.4	2.5	2.5	2.5
Overall service		n=453	n=58	n=55	n=91	n=249
Excellent = 4		21.5%	17.2%	27.3%	20.9%	22.1%
Good = 3		53.6%	50.0%	56.4%	56.0%	53.4%
Fair = 2		22.2%	29.3%	12.7%	20.9%	22.1%
Poor = 1		2.7%	3.4%	3.6%	2.2%	2.4%
AVERAGE		2.94	2.8	3.1	3.0	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 507 intercity riders who answered this question, the preference was information “in the field” – either on the buses themselves (44%) or at bus stops (39%). Other information sources were cited only about half as often: the transit website was preferred by 22% of riders, while newsletters and email were mentioned by about 19%, and brochures and email were cited by 14% and 13%, respectively. Other sources were cited by fewer than 10%. Only 1 rider of all those who responded said they did not need this information.

Figure 52. Preferred Sources of Transit Information – Overall Intercity



Individual lines showed the same general pattern. Notices on board the bus were mentioned by almost half (49.1%) of Line 30 riders and by more than 40% of riders on Lines 40, and 90. This preference for on-board information may be because intercity riders generally spend more time on the bus and would have more time to review such information. The transit website was popular with more than 20% of respondents on Lines 20, 30 and 90. Line 40 riders, on the other hand, appear to favor more traditional information sources, citing newspapers (23%), mail (22%) and brochures (20%) more than riders on any other intercity line.

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

Information source	Route Number	Intercity Total	20 n=62	30 n=55	40 n=94	90 n=245
Information at stops		39.4%	43.5%	41.8%	33.0%	39.6%
Notice on bus		44.0%	38.7%	49.1%	44.7%	44.5%
Mail		18.9%	17.7%	18.2%	22.3%	18.4%
Newsletter		18.5%	21.0%	21.8%	19.1%	16.7%
Transit website		21.6%	21.0%	25.5%	13.8%	23.7%
Brochure		14.3%	16.1%	9.1%	20.2%	12.7%
Email		5.7%	9.7%	7.3%	5.3%	4.1%
Newspaper		12.7%	1.6%	14.5%	23.4%	12.7%
Radio		1.5%		1.8%	1.1%	2.0%
Don't need this information		0.2%				0.4%
Other		1.0%		1.9%	0.6%	1.4%

FINAL RIDER COMMENTS

In addition to being asked for their interest in the suggestions discussed above, respondents were given an opportunity to offer any other comments they would like to offer regarding service on their Fairfield/Suisun Transit line.

- The most frequent comments focused on on-time performance, with more than 25 riders voicing their dissatisfaction. Examples of comments include:
 - The 5:42 am rte 90 is consistently late, misses BART connection-late for work!
 - On time performance has been less than 50%, needs attention immediately.
 - On time performance is worst I have experienced in seven years plus no one seems to take care. Buses late everyday. Horrible!
 - Especially in the evenings the bus is late.

- Twenty Line 40 riders requested fewer stops -- specifically elimination of the Benicia stop and to a lesser extent the Walnut Creek stop¹. Comments included:
 - The new stop in Benicia is a waste of time. There is no Park and Ride yet.
 - Do not stop in Benicia. If I start missing my BART train because of (this) stop I will go back to vanpool.
 - Stop the Benicia and Walnut Creek BART stops. Benicia is not safe, Walnut Creek stop is just stupid! Benicia stop is unsafe. No lights, no security.
 - Why does route 40 now stop at Benicia? This should be done by Vallejo bus. This has already 2 cities - Vacaville and Fairfield. Could not Vallejo bus take care of Benicia? I now miss the earlier boat - causing me to be late sometimes at work. Really Vallejo bus did take care of Benicia.

¹ The Benicia stop was added just weeks prior to the survey and the Walnut Creek stop was added October 1, about a month before the survey.

- About a half dozen riders had comments relating to the bus drivers – some positive, some negative. Examples include:
 - Bus driver on the 5:15 p.m. route is very rude. She does not leave at 5:15 p.m.- 5:25 p.m. Need more frequent service on p.m. routes.
 - The driver is very courteous and respectful. Thank you.
 - Bus driver for the 3:31 p.m. (leaving from El Cerrito del Norte BART) is very reliable, always on time, courteous and a good driver.
 - Driver Dominie is very good courteous driver!
 - Current drivers (Rose and Calvin) do well with the on-time service. Prior drivers were always late picking up from Sacramento in evening.

- Compared to other lines and to local routes, relatively few Fairfield/Suisun intercity riders offered final comments regarding fares or cost, with only about a half dozen fare-related comments among more than 170 offered by intercity riders.

- Several comments from Line 90 riders addressed the changeover from Vallejo Transit's operation of the bus, including both positive and negative comments about the change.
 - Since the recent change from Vallejo Transit to STA, the service is 100% better.
 - Kudos to the manager who was out here doing changeover...clearing up confusion and providing monthly passes when you ran out. He was great!
 - Since Fairfield has taken over this route it is much improved in on-time service
 - You offer less service and raised the passes by 40 percent -- why? In addition your passes don't offer discounts; it is the same price if you paid daily. When Vallejo ran it, prices were cheaper and they offered more service times, and stops.
 - The biggest complaint since Solano took over the route 90 is the buses not being on time in the early morning.

- A few riders offered comments on other aspects of service on the intercity lines:
 - Five asked for more bike racks
 - Three urged the Line 90 to use another route than Highway 12 to get to the freeway
 - A few asked for closer coordination with BART, noting that when there are brief delays in BART arrival the bus leaves before the train arrives and riders miss their bus home.
 - Several asked for a Solano Transit-wide pass in lieu of individual passes for each individual operator.

INTERCITY LINE CONCLUSIONS

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

- Most intercity riders ride their Fairfield/Suisun Transit bus frequently, with 78% reporting that they ride at least 3 days a week and almost 90% riding at least weekly. Many riders are relatively new to the system; 40% have been riders for less than one year and more than one-fourth started less than six months ago.
- More than half of intercity riders said a car was available for this trip without inconveniencing others, indicating that many have the option of using a car for their trip.
- Intercity riders are using Fairfield/Suisun Transit for travel primarily between home and work. Fully 96% of respondents either began or planned to end their current trip at home, while 73% were coming from or going to work.
- More than 93% of Fairfield/Suisun Transit intercity riders were within the age range of working adults (18 to 64) and almost 83% of riders were employed full or part time.
- Demographically, the Fairfield/Suisun Transit intercity lines serve a diverse community of riders, with no single ethnic group accounting for as much as 40% of ridership. Female riders account for almost 60% of those surveyed.
- Over half of intercity riders had incomes higher than \$60,000, and fewer than 25% reported incomes of less than \$35,000 per year, indicating that these intercity riders, as a group, have substantially higher incomes than local line riders.
- Among intercity riders on the Fairfield/Suisun Transit system, more than 45% live outside Fairfield and Suisun City, including 30% living in Vacaville and almost 10% outside Solano County.
- Relatively few intercity riders offered suggestions for improvement to existing service other than better on-time performance, suggested by 24% of respondents. Most suggestions involved extending service, particularly more frequent service, later evening service, more Saturday service, and Sunday service. This highlights the value that intercity riders attach to the transportation services provided.
- Overall, intercity riders gave good ratings to most service elements, with most ratings averaging between 2.9 and 3.1 (i.e., “good”). Driver courtesy, safety/security and vehicle cleanliness all received ratings above 3.0, while overall service was rated at 2.94. Riders were least satisfied by the level of fares (average rating of 2.46).