



RESULTS OF

SOLANO TRANSPORTATION AUTHORITY

COUNTYWIDE RIDERSHIP STUDY

FAIRFIELD/SUISUN TRANSIT LOCAL BUS LINES

Submitted to

Ms. Elizabeth Richards
Director of Transit and Rideshare Services
Solano Transportation Authority
One Harbor Center, Suite 130
Suisun City, CA 94585

Submitted by

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

DRAFT - March26, 2007

Introduction

This report presents the results of an on-board survey of riders on local 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 sample of 1,080 riders was 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 local lines: 1A, 1B, 2, 3A, 3B, 4, 5, 6 and 7. A second companion report presents results for the intercity lines: 20, 30, 40 and 90. 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 local lines. For each set of findings, aggregate results for all local lines are presented in graphic form first, followed by a table with detailed results by line. First, the characteristics of trips being taken by surveyed riders are assessed, followed by an analysis of rider demographics. Riders' perceptions of the quality of service and suggestions for improvement are then discussed. Also included 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 local riders on the Fairfield/Suisun Transit System.

FAIRFIELD/SUISUN TRANSIT LOCAL LINES

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

Rt. 1A/1B – Central Fairfield Loop: Rt. 1A/1B is a loop route that begins and ends at the Solano Mall. Rt. 1A/1B are the same route with one traveling in the clockwise direction and the other traveling in the counterclockwise direction. Fairfield High School, Sullivan Middle School, the Civic Center and North Bay Hospital and medical center are located along this route. Rt. 1A/1B operates 6 days a week. On weekdays, Rt. 1A/1B operates every half hour in each direction from 6:30am to 7:30pm.

Rt. 2 – Travis Air Force Base: Rt. 2 connects Solano Mall to Travis Air Force Base traveling primarily along Travis Boulevard and Tabor Avenue. Security checks are conducted at the base gates and require military ID for passage onto the base. Along this route, Grange Middle School as well as multiple retail and residential areas are served. This route operates 6 days a week. On weekdays, it operates every 30 minutes from 6:00am to 7:00pm; on Saturday, it operates every 60 minutes from 9:00am – 5:30pm.

Rt. 3A/3B – Outer Fairfield Loop: Rt. 3A/3B is a loop route that begins and ends at Solano Mall. 3A/3B are the same route with one traveling in the clockwise direction and the other traveling in the counterclockwise direction. Armijo High School, the Fairfield Civic Center, Senior Center, County of Solano office and courthouse complex, and Fairfield Transportation Center are located along this route. This route operates 6 days a week. On weekdays, this route operates hourly from 6:30am to 7:30pm. On Saturdays, it operates hourly from 9:30am to 5:30pm.

Rt. 4 – Northeast Fairfield: Rt. 4 is a loop route starting from the Mission Village shopping center located on North Texas Street north of Air Base Parkway. It travels along the retail corridor of North Texas Street and through primarily residential areas of northeast Fairfield. Fairfield High School, Grange Middle School, and the Regional Occupational Program (ROP) office are along this route. This route operates 6 days a week. On weekdays, Rt. 4 operates every 45 minutes from 6:30am to 7:00pm. On Saturdays, service is every 45 minutes from 8:30am to 6:00pm.

Rt. 5 – Suisun City – West: Rt. 5 begins at Solano Mall and is one of two routes connecting Fairfield and Suisun City. From Solano Mall, it travels south along Pennsylvania Avenue to Cordelia Road, turning off Pennsylvania to serve the Fairfield Civic Center, Senior Center and downtown Fairfield. It then serves downtown Suisun City including City Hall, the Amtrak Station and the Park and Ride. It continues along Marina Boulevard and through residential areas north of Highway 12 to the Suisun City Senior Center. Rt. 5 operates 6 days a week. On weekdays, service is every half hour from 7:30am to 7:30pm; on Saturdays, every hour from about 9:00am to 5:30pm.

Rt. 6 – Suisun City – East: Rt. 6 begins at Solano Mall and is one of two routes connecting Fairfield and Suisun City. From Solano Mall, it travels along Travis Boulevard to Sunset Avenue and serves the Senior Center. Then it travels east along Pintail Drive and other streets into several residential neighborhoods north and south of Highway 12 before returning to Sunset Avenue for the return trip to Solano Mall. This route operates 6 days a week. On weekdays, service is every half hour from 6:00am to 8:00pm. On Saturdays, service is hourly from 9:30am to 6:00pm.

Rt. 7 – Cordelia Villages: Rt. 7 connects the Cordelia area of Fairfield to Solano Mall after traveling along Suisun Valley Road and through the Solano Business Park south of Highway 12. Rodriguez High School, Green Valley Middle School, Solano Community College Main Campus, County Human Services and numerous businesses in the Solano Business Park are served by Rt. 7. This route operates 6 days a week. On weekdays, service is hourly from 7:00am to 7:00pm. On Saturday, service is every two hours from 10:00am to 6:00pm.

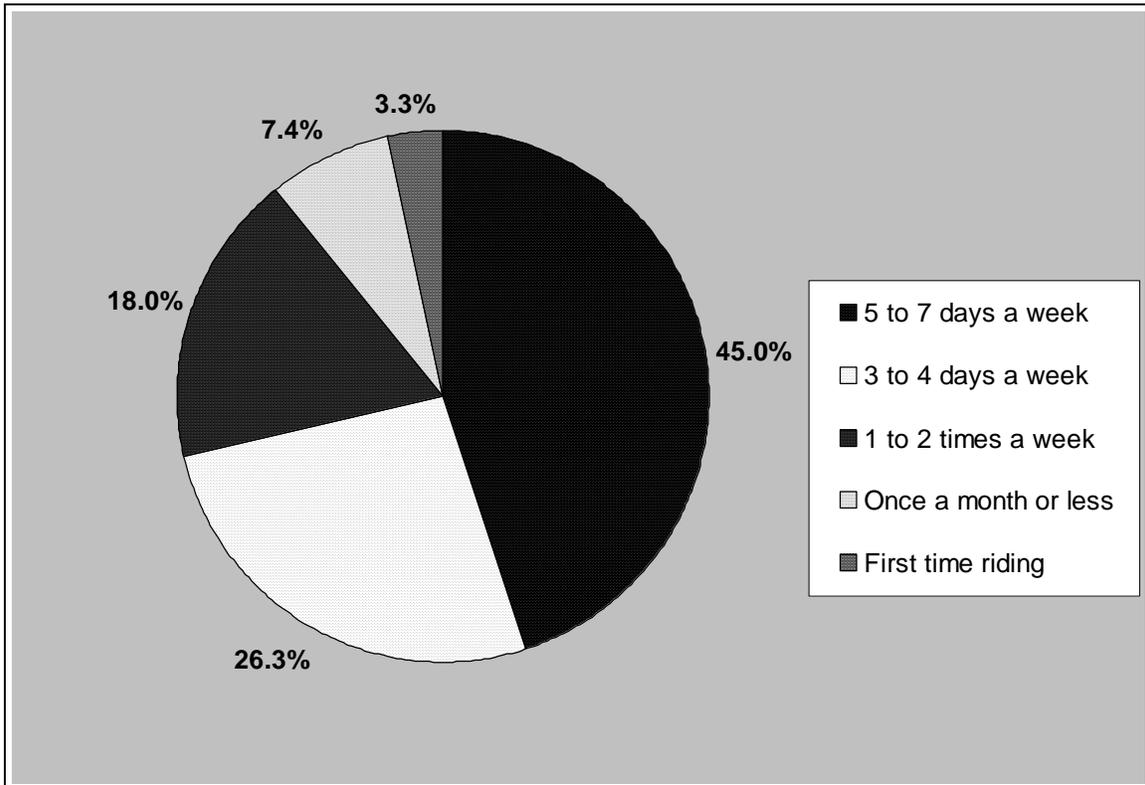
LOCAL TRIP CHARACTERISTICS

The following section is about how Fairfield/Suisun Transit local 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 riders ride their Fairfield/Suisun Transit local bus frequently, with more than 70% 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 riders depend. Only 3.3% of riders said that this was their first time on this line.

Figure 1. Ridership Frequency – Overall Local



All lines had a majority of riders using the system at least three days a week; Line 4 had the lowest percentage of riders (54%) using the bus at least three days a week, while Route 3B had the highest (83%). All of the Line 1A riders surveyed reported riding at least weekly. First-time riders were surveyed on 9 of the 13 lines.

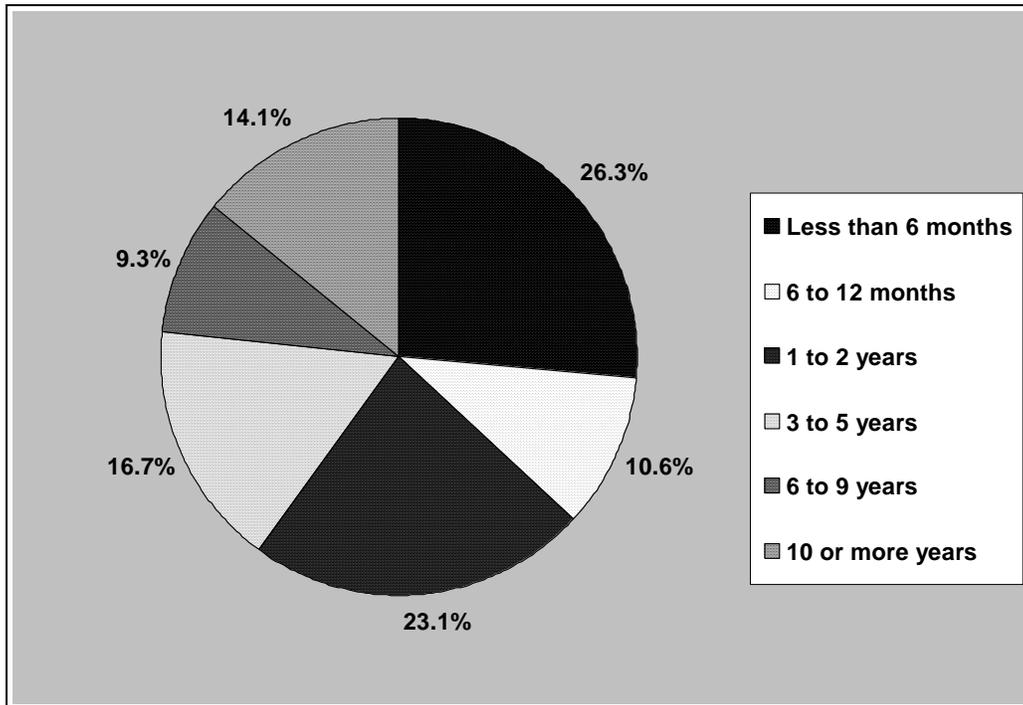
Figure 2. Ridership Frequency –By Local Line

Route Number	All local Fairfield	1A n=36	1B n=58	2 n=80	3A n=33	3B n=35	4 n=13	5 n=73	6 n=139	7 n=84
5 to 7 days a week	45.0%	55.6%	39.7%	58.8%	33.3%	45.7%	38.5%	52.1%	42.4%	34.5%
3 to 4 days a week	26.3%	22.2%	25.9%	13.8%	42.4%	37.1%	15.4%	26.0%	26.6%	31.0%
1 to 2 times a week	18.0%	22.2%	24.1%	16.3%	15.2%	5.7%	23.1%	13.7%	18.7%	21.4%
Once a month or less	7.4%		3.4%	10.0%	9.1%	11.4%	15.4%	5.5%	7.9%	8.3%
First time riding	3.3%		6.9%	1.3%			7.7%	2.7%	4.3%	4.8%

Length of Ridership

Survey results indicate that 60% of Fairfield/Suisun Transit riders have been using their current local line for less than three years, with more than one-third (37%) having been riders for less than one year and more than one-fourth having started less than six months ago. At the other extreme, 14% of respondents said they had been riding for 10 or more years.

Figure 3. How Long Riding – Overall Local



More than half the riders on Line 7 said they had been riding for less than one year, compared to fewer than one-fourth of Line 1A and Line 3B riders. More than half of the riders on Line 1A (55.9%) had been riding for at least three years, compared to only 13.4% of Line 7 riders.

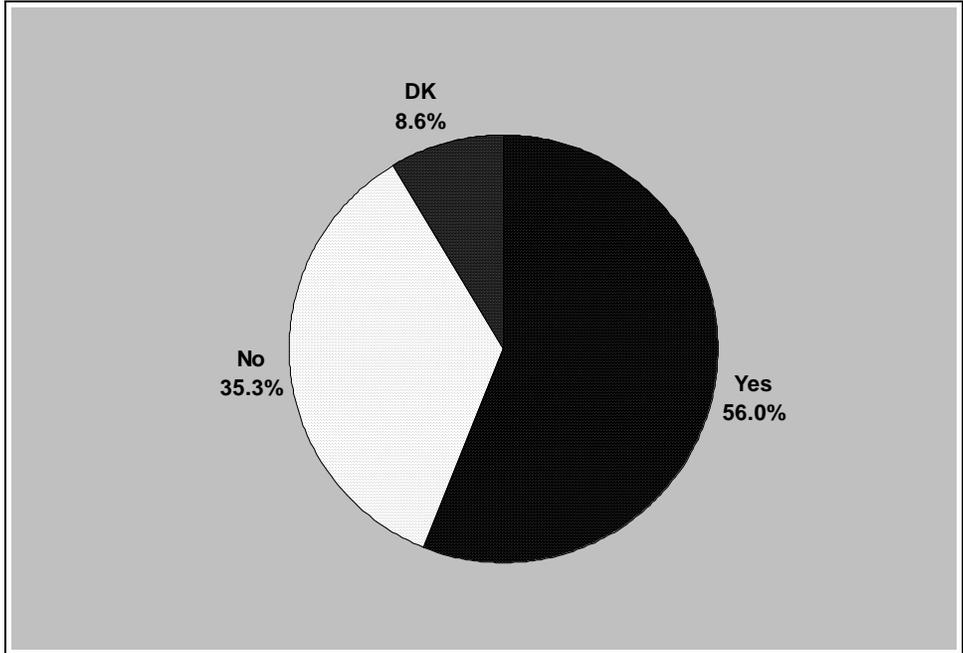
Figure 4. How Long Riding – By Local Line

Route Number	All local Fairfield	1A n=34	1B n=57	2 n=78	3A n=31	3B n=34	4 n=13	5 n=74	6 n=137	7 n=82
How long riding										
Less than 6 months	26.3%	14.7%	21.1%	20.5%	19.4%	11.8%	30.8%	27.0%	30.7%	40.2%
6 to 12 months	10.6%	5.9%	12.3%	14.1%	6.5%	11.8%	7.7%	5.4%	8.0%	18.3%
1 to 2 years	23.1%	23.5%	19.3%	23.1%	35.5%	8.8%	15.4%	24.3%	22.6%	28.0%
3 to 5 years	16.7%	32.4%	14.0%	21.8%	12.9%	17.6%		16.2%	19.7%	6.1%
6 to 9 years	9.3%	8.8%	14.0%	10.3%	6.5%	20.6%	15.4%	6.8%	9.5%	2.4%
10 or more years	14.1%	14.7%	19.3%	10.3%	19.4%	29.4%	30.8%	20.3%	9.5%	4.9%

Round/One Way Trip

Slightly more than half of riders said their ride on Fairfield/Suisun Transit was part of a round trip, while another 8.6% did not yet know whether they would be making a return trip on the same line. About 35% said they did *not* intend to make a round trip on the bus.

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



Only Line 1A had fewer round-trip than one-way riders, while Line 1B had the highest proportion of riders making round trips. Line 7 had the highest percentage (13.1%) of riders who did not know if they would be making a round trip on this line, indicating that this group had other transportation options for their return trip.

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

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Part of a round trip?	Fairfield	n=37	n=59	n=82	n=35	n=32	n=12	n=74	n=140	n=84
Yes	56.0%	40.5%	67.8%	59.8%	60.0%	62.5%	58.3%	55.4%	55.0%	48.8%
No	35.3%	48.6%	22.0%	34.1%	34.3%	34.4%	33.3%	36.5%	36.4%	38.1%
Don't know	8.6%	10.8%	10.2%	6.1%	5.7%	3.1%	8.3%	8.1%	8.6%	13.1%

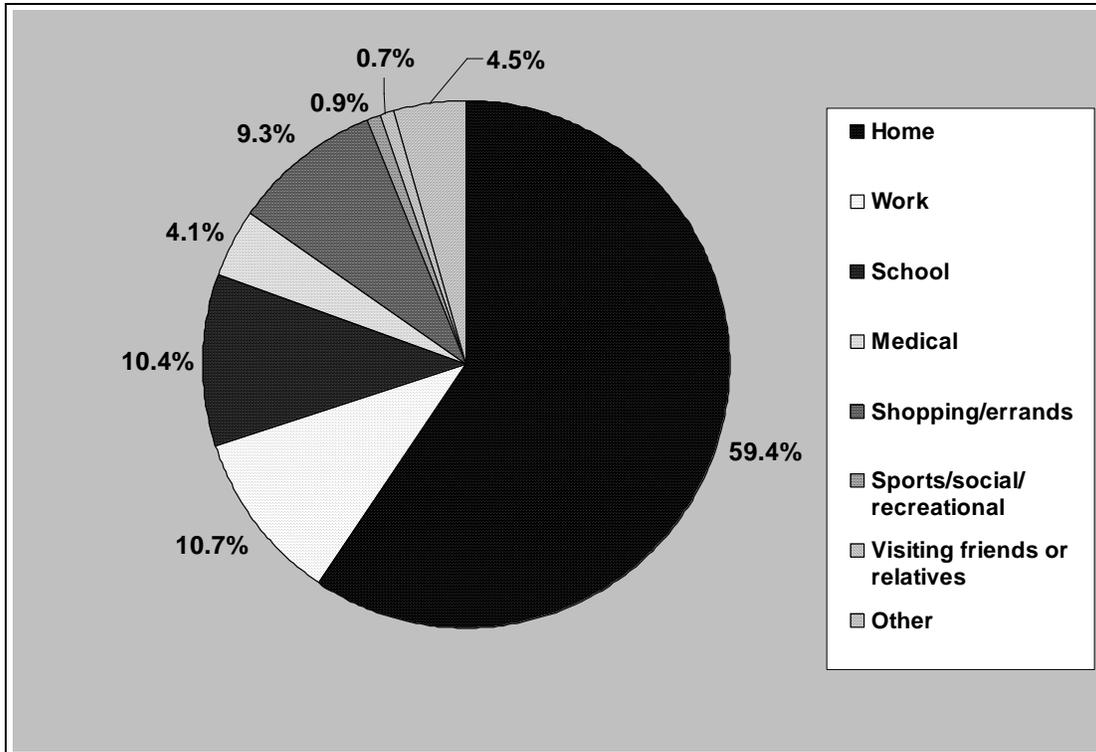
Trip Purpose—Where Are You Coming From and Where Are You Going?

Passengers were asked where they were coming from and where they were going to on this trip. The results show that riders are using Fairfield/Suisun Transit for travel between a wide range of places – not simply home and work. More than ninety percent of respondents either began or planned to end their current trip at home. Work was the next

most common origin or destination (32%), followed by shopping/errands (30.8%) and school (21.7%).

Almost 60% of Fairfield/Suisun Transit local riders (59.4%) said they were coming from home on their current bus ride, while about 11% said they were coming from work and 10% were coming from school. About 9% of riders were returning from shopping and running errands, and about 4% had come from medical appointments. No other individual origin accounted for as many as 1% of responses.

Figure 7. Trip Origin – Overall Local



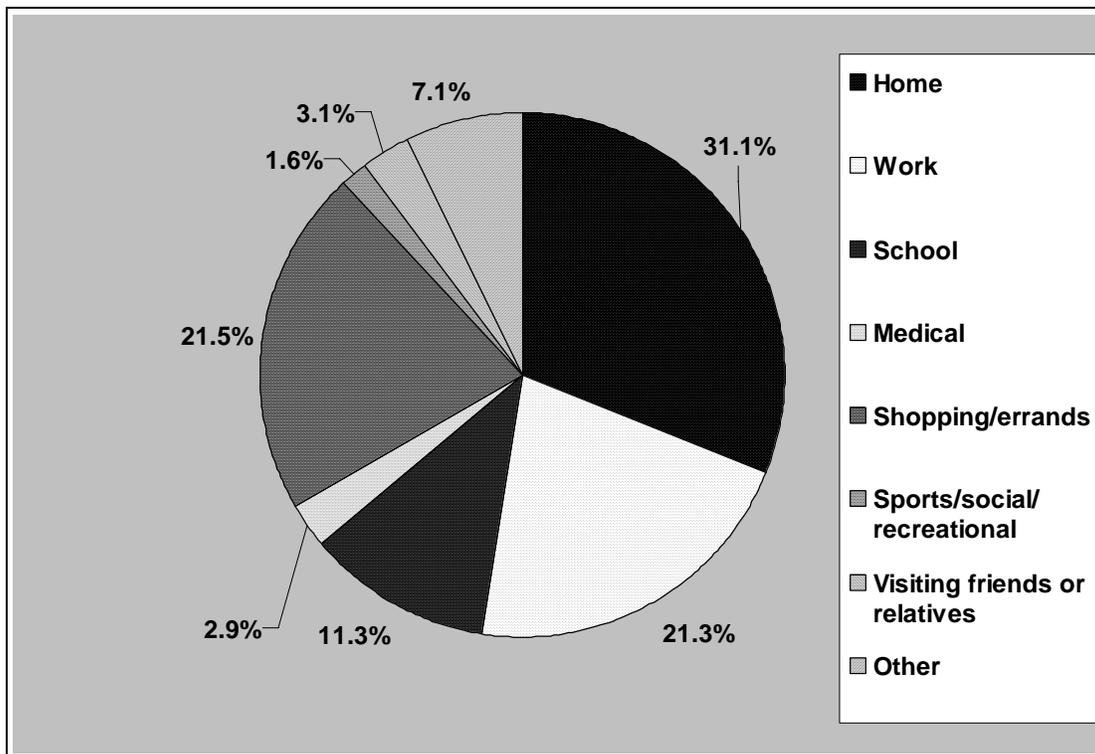
Lines 1A, 1B, 3A and 3B all had more than three-fourths of riders coming from home; at the other extreme, Line 6 had fewer than half. Line 2 had the highest percentage of riders coming from work (22.2%), while Line 6 had more than one-fifth coming from school, and Line 3B had more than one-fourth coming from shopping or errands; no other line had even half this many riders from this origin.

Figure 8. Trip Origin – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Coming from?	Fairfield	n=36	n=60	n=81	n=35	n=35	n=12	n=76	n=140	n=84
Home	59.4%	77.8%	76.7%	50.6%	82.9%	60.0%	83.3%	59.2%	44.3%	59.5%
Work	10.7%	11.1%	3.3%	22.2%	11.4%	8.6%	8.3%	3.9%	10.7%	11.9%
School	10.4%		1.7%	4.9%				14.5%	20.7%	15.5%
Medical	4.1%		5.0%	7.4%	2.9%		8.3%	5.3%	4.3%	2.4%
Shopping/errands	9.3%	8.3%	10.0%	7.4%		25.7%		7.9%	12.1%	6.0%
Sports/social/ recreational	0.9%		1.7%						1.4%	2.4%
Visiting friends or relatives	0.7%			1.2%		2.9%		1.3%	0.7%	
Other	4.5%	2.8%	1.7%	6.2%	2.9%	2.9%		7.9%	5.7%	2.4%

Destinations were also analyzed to determine the purposes for trips on Fairfield/Suisun Transit. Home was the most often mentioned destination (31.1%), followed by shopping or running errands (21.5%), work (21.3%), and school (11.3%). As noted previously, the variety of destinations further shows the importance of this service to the overall transportation needs of its riders.

Figure 9. Trip Destinations – Overall Local



For riders on most lines, home and work together accounted for more than half of reported destinations, with the percentage going home ranging as high as 51.1% for Line 6 and those going to work as high as 46.2% on Line 4. On Lines 1A, 1B, 5 and 7, however, more than half of riders were going neither home nor to work. More than 20% of riders on Line 1A and Line 7 were going to school, while nearly 40% of Line 1B riders

were going shopping or running errands, and Line 5 riders were either going to school (11.3%), shopping (19.7%) or visiting friends and relatives (9.9%).

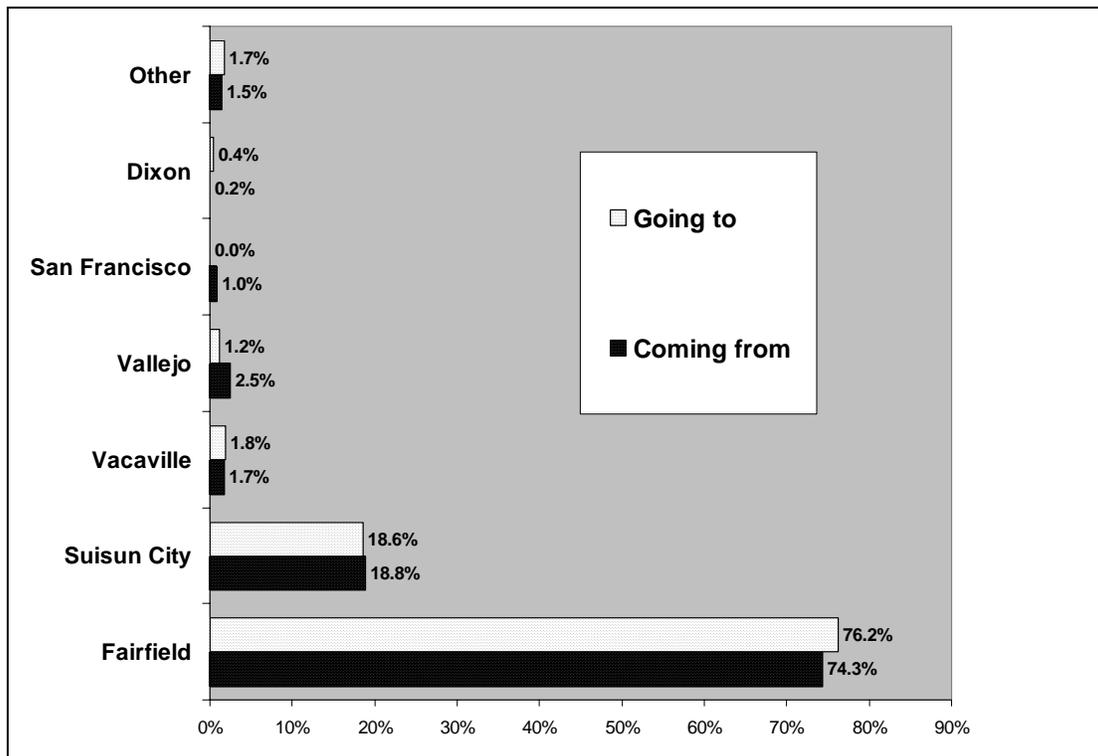
Figure 10. Trip Destinations – By Local Line

Route Number	All local Fairfield	1A n=37	1B n=58	2 n=83	3A n=32	3B n=35	4 n=13	5 n=71	6 n=139	7 n=81
Going to?										
Home	31.1%	10.8%	17.2%	38.6%	18.8%	28.6%	15.4%	28.2%	51.1%	19.8%
Work	21.3%	27.0%	22.4%	22.9%	34.4%	31.4%	46.2%	18.3%	12.9%	19.8%
School	11.3%	24.3%	3.4%	14.5%	9.4%		7.7%	11.3%	7.2%	21.0%
Medical	2.9%	5.4%	8.6%	4.8%					0.7%	4.9%
Shopping/errands	21.5%	16.2%	39.7%	13.3%	28.1%	17.1%	23.1%	19.7%	21.6%	19.8%
Sports/social/ recreational	1.6%	2.7%	1.7%				7.7%		1.4%	4.9%
Visiting friends or relatives	3.1%			1.2%		8.6%		9.9%	2.9%	2.5%
Other	7.1%	13.5%	6.9%	4.8%	9.4%	14.3%		12.7%	2.2%	7.4%

Places of Origin and Destination

The extent to which 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. Not surprisingly, relatively few riders on local lines were on trips that either begin or end outside Fairfield or Suisun City, with 93.1% of riders stating that they started their trip in Fairfield or Suisun City and 94.8% planning the end their trip there.

Figure 11. City of Origin and Destination – Overall Local



All the local lines had more than 80% of riders starting their trips in those two jurisdictions. Only Line 4 had more than 10% of riders starting their trip elsewhere.

Figure 12. City of Origin – By Local Line

Route Number City coming from	All local Fairfield	1A n=40	1B n=64	2 n=78	3A n=35	3B n=35	4 n=12	5 n=66	6 n=120	7 n=84
Fairfield	74.3%	81.1%	93.2%	87.2%	88.6%	82.9%	83.3%	48.5%	50.8%	89.3%
Suisun City	18.8%	10.8%		9.0%	2.9%	5.7%		40.9%	45.0%	4.8%
Vallejo	2.5%	8.1%		2.6%	2.9%	2.9%	16.7%	1.5%	1.7%	1.2%
Vacaville	1.7%		3.4%	1.3%		5.7%		1.5%		3.6%
San Francisco	1.0%		1.7%		2.9%	2.9%			0.8%	1.2%
Walnut Creek	0.4%							3.0%		
Dixon	0.2%								0.8%	
Richmond	0.2%							1.5%		
Sacramento	0.2%		1.7%							
Napa County	0.2%							1.5%		
Other	0.6%				2.9%			1.5%	0.8%	

The percentage of riders planning to end their trip in Fairfield or Suisun City was more than 90% for all lines.

Figure 13. City of Destination – By Line

Route Number City going to	All local Fairfield	1A n=35	1B n=58	2 n=81	3A n=29	3B n=33	4 n=11	5 n=56	6 n=109	7 n=76
Fairfield	76.8%	94.3%	89.7%	88.9%	96.6%	90.9%	100.0%	60.7%	40.4%	93.4%
Suisun City	18.6%	2.9%	1.7%	6.2%				33.9%	57.8%	2.6%
Vacaville	1.8%		6.9%	1.2%		3.0%		1.8%	0.9%	1.3%
Vallejo	1.2%	2.9%	1.7%	1.2%				1.8%	0.9%	1.3%
Dixon	0.4%			1.2%				1.8%		
Oakland	0.2%									1.3%
Richmond	0.2%					3.0%				
El Cerrito	0.2%				3.4%					
Other	0.4%			1.2%		3.0%				

Where Did You Board and Will You Leave the Bus?

When asked where they had boarded the bus, more than 95% of respondents on local routes said they had done so in Fairfield or Suisun City.

Figure 14. Where Did You Board – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
City where boarded	Fairfield	n=35	n=59	n=80	n=33	n=34	n=12	n=50	n=107	n=82
Fairfield	83.3%	91.4%	96.6%	93.8%	100.0%	97.1%	100.0%	62.0%	54.2%	96.3%
Suisun City	14.6%	5.7%		2.5%		2.9%		36.0%	43.9%	2.4%
Vallejo	1.0%	2.9%		2.5%					0.9%	1.2%
Vacaville	0.8%		3.4%	1.3%				2.0%		
Other	0.2%								0.9%	

Similarly, more than 90% of riders on all local routes planned to leave the bus in Fairfield or Suisun City.

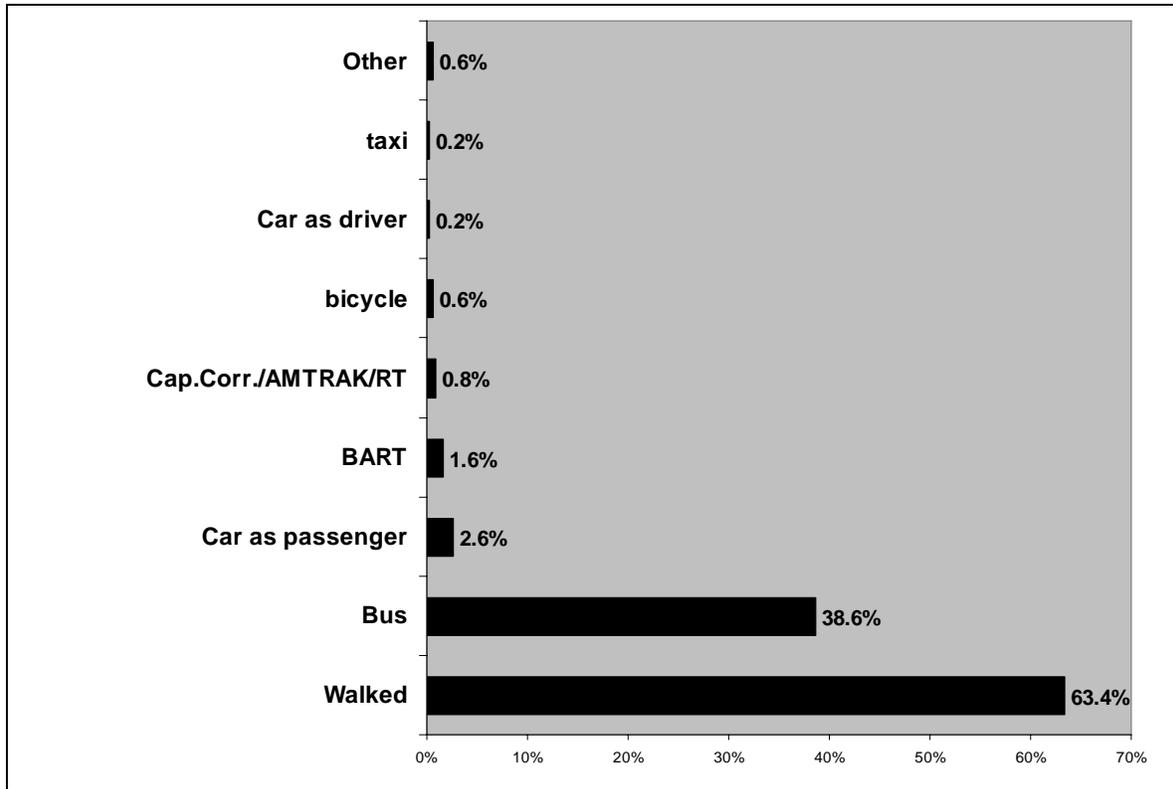
Figure 15. Where Will You Leave – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
City where leaving	Fairfield	n=36	n=59	n=79	n=31	n=33	n=10	n=39	n=82	n=78
Fairfield	81.2%	94.4%	91.5%	93.7%	100.0%	93.9%	100.0%	66.7%	32.9%	97.4%
Suisun City	15.7%			2.5%				30.8%	65.9%	2.6%
Vallejo	1.3%	5.6%	1.7%	2.5%					1.2%	
Vacaville	1.3%		6.8%	1.3%				2.6%		
Other	0.4%					6.1%				

Access to Bus Stop

When respondents were asked how they had reached the stop where they had boarded their Fairfield/Suisun Transit bus, almost two-thirds (63.4%) said they had walked, while another 38.6% said they had come by bus. Very few riders came by other means with only “car as passenger” accounting for more than 2% of responses.

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



More than half of riders on all local lines except Line 3A reporting walking to the bus stop, while most of the remainder came via a connecting bus. Two lines – 3A and 7 – had more than 5% of riders arriving as passengers in cars.

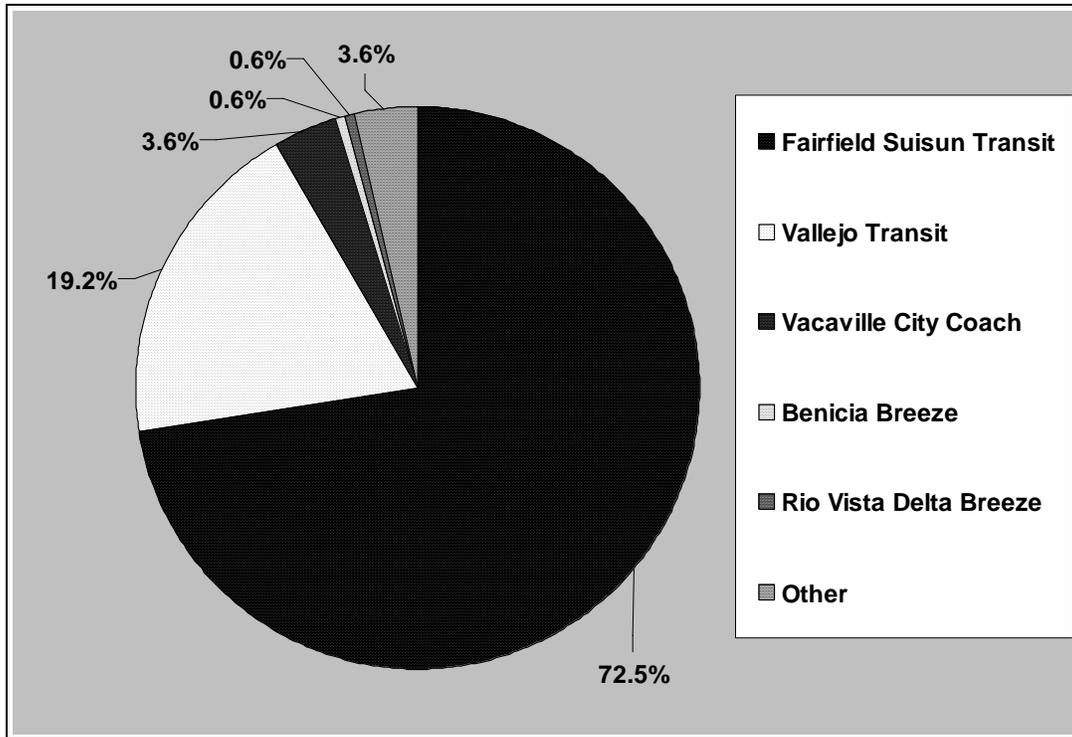
Figure 17. How Did You Get to the Bus Stop? – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Mode to bus stop*	Fairfield	n=33	n=50	n=64	n=28	n=27	n=12	n=70	n=126	n=82
Walked	63.4%	60.6%	68.0%	68.8%	46.4%	70.4%	58.3%	51.4%	70.6%	61.0%
Bus	38.6%	39.4%	34.0%	37.5%	39.3%	33.3%	41.7%	60.0%	33.3%	32.9%
Car as passenger	2.6%	3.0%		1.6%	7.1%				2.4%	7.3%
BART	1.6%	3.0%	2.0%	3.1%	3.6%				0.8%	2.4%
Capitol Corridor/AMTRAK/RT	0.8%							4.3%		1.2%
bicycle	0.6%			1.6%					0.8%	1.2%
Car as driver	0.2%								0.8%	
taxi	0.2%		2.0%							
Other	0.6%				3.6%				1.6%	

* More than one mode may have been used

For those who reached their stop by bus, more than 72% did so on other Fairfield/Suisun Transit buses, while 19.2% used Vallejo Transit and 3.6% used Vacaville City Coach. No other transit operator was mentioned by more than 1% overall.

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



Fairfield/Suisun Transit was also the most often mentioned transit operator for individual lines, although more than one-fourth of riders on Line 3A, 3B and 4 used Vallejo Transit buses to reach their stop.

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

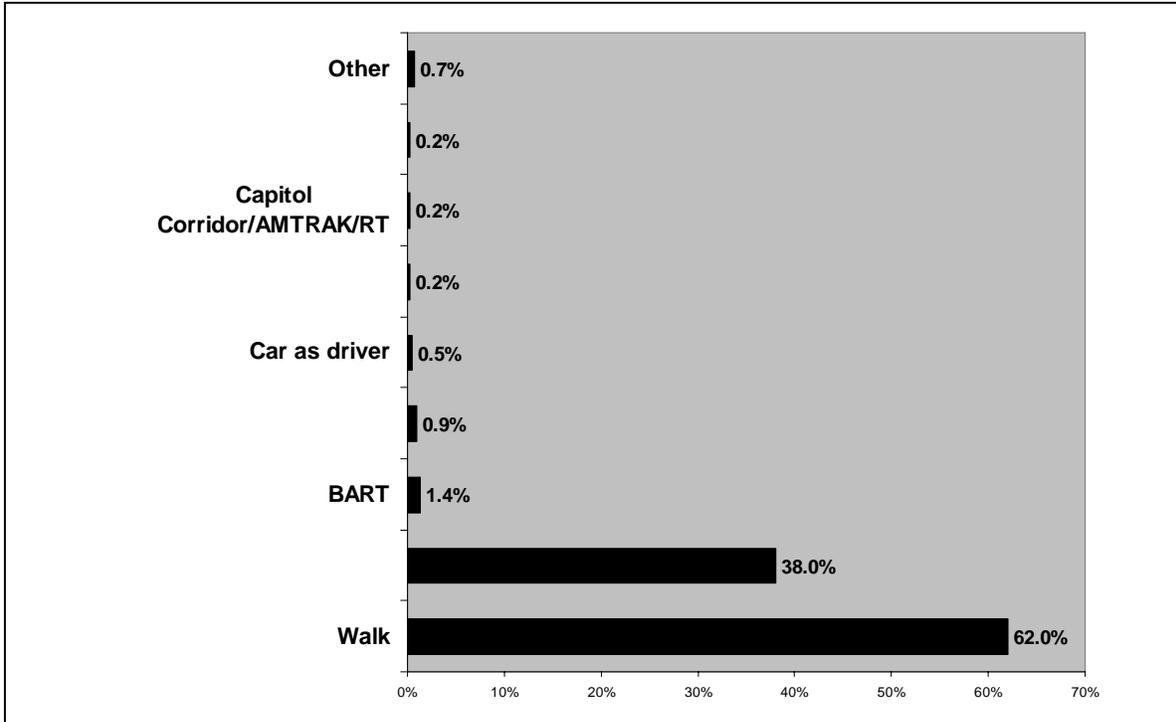
Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Operator	Fairfield	n=11	n=13	n=21	n=11	n=8	n=6	n=34	n=43	n=20
Fairfield Suisun Transit	72.5%	90.9%	69.2%	66.7%	72.7%	62.5%	66.7%	73.5%	74.4%	70.0%
Vallejo Transit	19.2%	9.1%	15.4%	19.0%	27.3%	25.0%	33.3%	17.6%	18.6%	20.0%
Vacaville City Coach	3.6%		15.4%	9.5%		12.5%				5.0%
Benicia Breeze	0.6%								2.3%	
Rio Vista Delta Breeze	0.6%			4.8%						
Other	3.6%							8.8%	4.7%	5.0%

The 252 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 7 minutes overall. The average amount of time ranged from 5.7 minutes for Line 3B to 9.6 minutes for Line 1B.

Access to Final Destination

Riders were also asked how they would reach their final destination. More than 60% planned to walk at least part of the way to their final destination, and 38% planned to use another bus.

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



The percentage of riders walking to their final destination ranged from as much as 75% for Lines 4 and 6 to 44.4% for Line 5, while the percentage planning to use another bus ranged from 25% for Lines 4 and 6 to 48.1% for Line 3A. Cars were most likely to be used by riders on Line 4, while 8% of Line 3B riders planned to use BART.

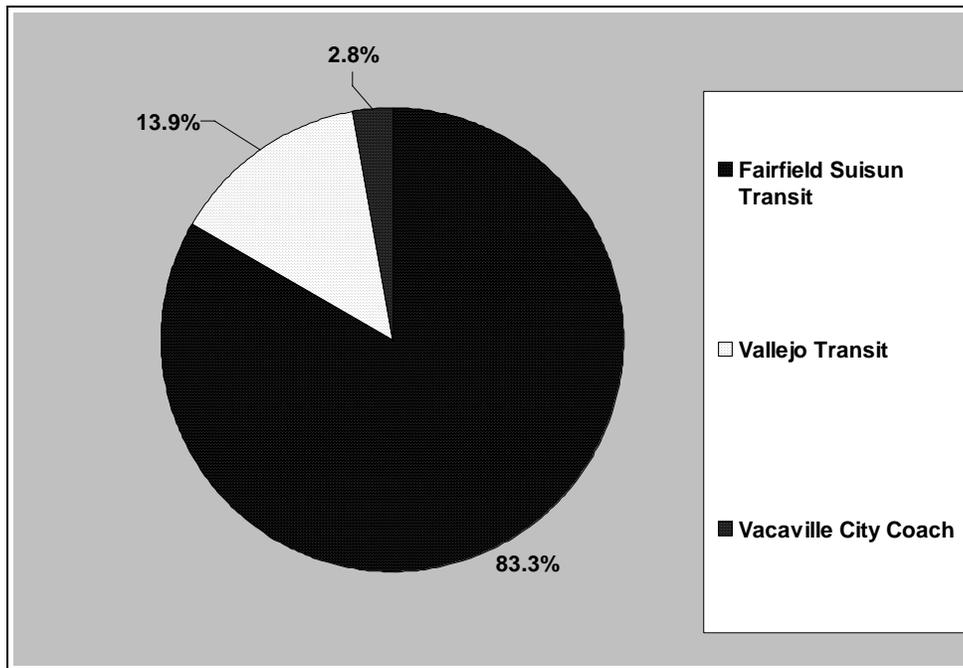
Figure 21. How Will You Get to Your Final Destination? – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Mode to destination*	Fairfield	n=27	n=47	n=60	n=27	n=25	n=8	n=63	n=108	n=74
Walk	62.0%	66.7%	55.3%	60.0%	48.1%	68.0%	75.0%	44.4%	75.0%	63.5%
Bus	38.0%	33.3%	46.8%	45.0%	48.1%	28.0%	25.0%	60.3%	25.0%	29.7%
BART	1.4%			1.7%		8.0%			0.9%	2.7%
Car as passenger	0.9%						12.5%			4.1%
Car as driver	0.5%					4.0%			0.9%	
bicycle	0.2%			1.7%						
Capitol Corridor/AMTRAK/RT	0.2%				3.7%					
Ferry	0.2%					4.0%				
Other	0.7%				3.7%					2.7%

* More than one mode may have been used

For riders who planned to reach their final destination by bus, most (83.3%) of the 144 who provided information on the Transit Operator they planned to use said they would travel on other Fairfield/Suisun Transit buses, while 13.9% planned to use Vallejo Transit and 2.8% planned to use Vacaville City Coach.

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



Fairfield/Suisun Transit was also the most frequently cited transit operator for individual lines, although more than 40% of Line 1A and Line 3B riders planned to use Vallejo Transit to reach their destination.

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

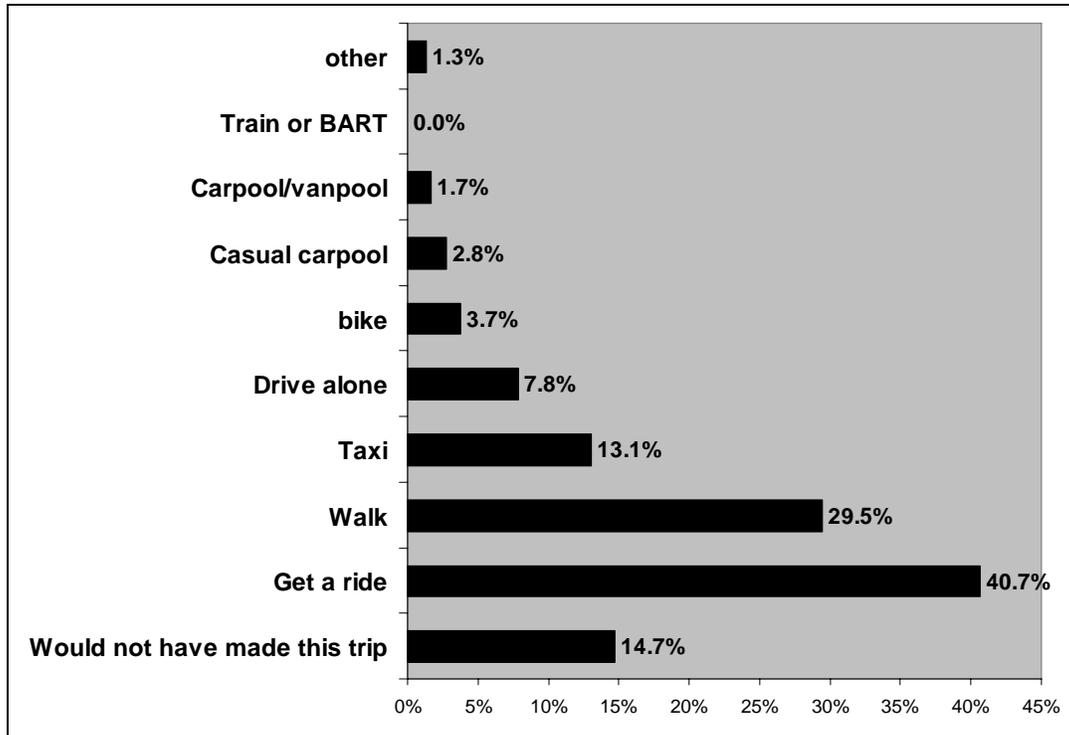
Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Operator	Fairfield	n=9	n=19	n=23	n=13	n=5	n=2	n=30	n=25	n=18
Fairfield Suisun Transit	83.3%	55.6%	78.9%	69.6%	92.3%	60.0%	100%	93.3%	88.0%	94.4%
Vallejo Transit	13.9%	44.4%	10.5%	30.4%	7.7%	40.0%		3.3%	8.0%	5.6%
Vacaville City Coach	2.8%		10.5%					3.3%	4.0%	

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 215 riders who provided an estimate of how long they would take to walk to their final destination estimated taking an average of 5.7 minutes overall. The average amount of time ranged from 4.1 minutes for Line 1A to 8.5 minutes for Line 2.

How Trip Would Have Been Made Without the Bus

About 15% 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 gotten a ride (40.7%) or walked (29.5%). While 13.1% said they would use a taxi, fewer than 8% said they would have used other transportation modes, including bicycle, a train or BART, or casual or more organized carpools.

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



The percentage of respondents who would not have made the trip ranged from zero for Lines 3A and 4 to 20% for Line 7, while the percentage who said they would walk ranged from 15.4% for Line 4 to 45.6% for Line 1B.

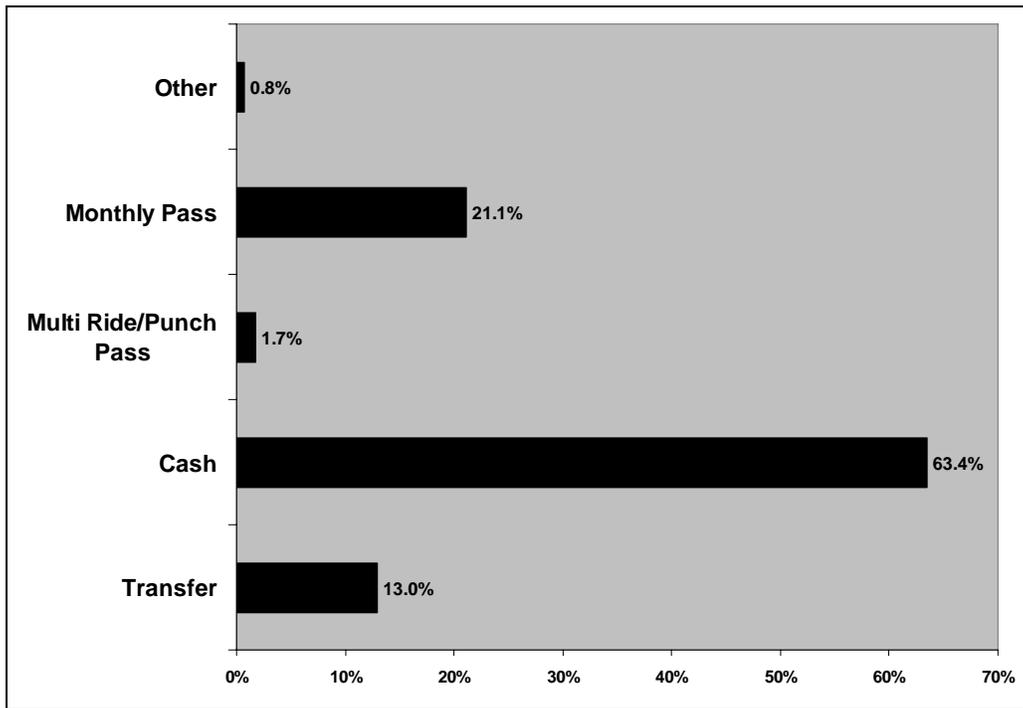
Figure 25. How Trip Made if Bus Not Available? – By Local Line

Route Number	All local Fairfield	1A n=36	1B n=57	2 n=86	3A n=32	3B n=35	4 n=13	5 n=74	6 n=96	7 n=80
Alternate mode										
Would not have made this trip	14.7%	13.9%	14.0%	11.5%		11.4%		16.2%	19.1%	20.0%
Drive alone	7.8%	5.6%	8.8%	9.0%	3.1%	5.7%	7.7%	5.4%	9.9%	8.8%
Get a ride	40.7%	52.8%	33.3%	29.5%	53.1%	51.4%	92.3%	41.9%	40.5%	32.5%
Casual carpool	2.8%	2.8%		6.4%					1.5%	8.8%
Carpool/vanpool	1.7%	2.8%	1.8%	2.6%					0.8%	5.0%
Walk	29.5%	33.3%	45.6%	34.6%	25.0%	37.1%	15.4%	37.8%	22.9%	15.0%
Taxi	13.1%	19.4%	7.0%	17.9%	21.9%	5.7%		14.9%	12.2%	11.3%
Bike	3.7%	8.3%	1.8%	6.4%	6.3%			2.7%	3.8%	2.5%
Other	1.3%		1.8%	2.6%					0.8%	3.8%

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 almost two-thirds (63.4%) of riders paid using cash, while 21.1% used a monthly pass and 13% paid by transfer. Fewer than 2% used a multi-ride/punch pass.

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



Cash was the dominant form of payment on all local lines, but ranged from 50% for Line 4 to almost three-fourths (74.3%) for Line 5. Multi-ride/punch passes were used on fewer than half of local Fairfield/Suisun Transit local lines.

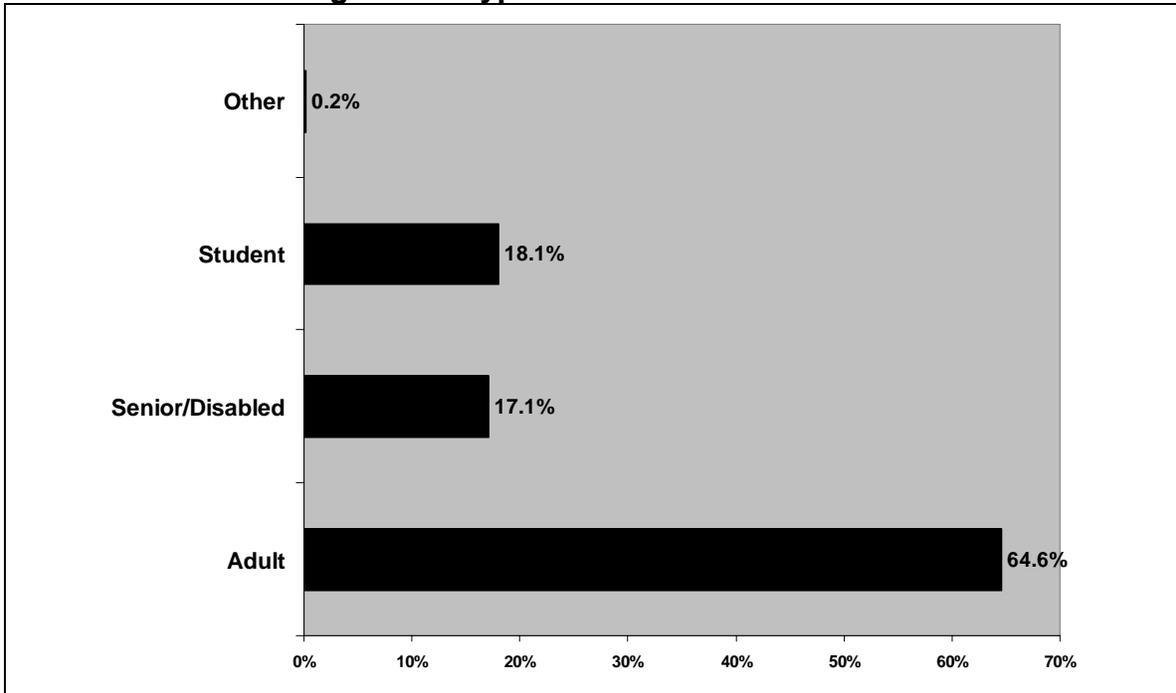
Figure 27. How Did You Pay Your Fare for this Trip? – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Payment method	Fairfield	n=34	n=50	n=72	n=34	n=30	n=12	n=70	n=131	n=84
Transfer	13.0%	11.8%	6.0%	8.3%	17.6%	13.3%	25.0%	8.6%	14.5%	19.0%
Cash	63.4%	58.8%	72.0%	63.9%	64.7%	63.3%	50.0%	74.3%	60.3%	57.1%
Multi Ride/Punch Pass	1.7%			1.4%			8.3%		3.8%	2.4%
Monthly Pass	21.1%	26.5%	22.0%	25.0%	17.6%	23.3%	16.7%	17.1%	20.6%	20.2%
Other	0.8%	2.9%		1.4%					0.8%	1.2%

Type of Fare

Adult fares accounted for almost three-fourths of those paid by Fairfield/Suisun Transit riders, while the percentage of student fares topped senior/disabled fares.

Figure 28. Type of Fare – Overall Local



As would be expected, lines with a high percentage of student riders had a larger percentage of student fares, particularly Line 3B (29.2%), Line 6 (24.8%) and Line 7 (23.5%). In contrast, Line 1A had more than 85% adult fares.

Figure 29. Type of Fare – By Local Line

Route Number	All local Fairfield	1A n=28	1B n=42	2 n=47	3A n=29	3B n=24	4 n=8	5 n=60	6 n=109	7 n=68
Fare Type										
Adult	64.6%	85.7%	66.7%	68.1%	65.5%	54.2%	50.0%	68.3%	56.9%	66.2%
Senior/Disabled	17.1%	14.3%	26.2%	21.3%	20.7%	16.7%	37.5%	18.3%	17.4%	10.3%
Student	18.1%	14.3%	7.1%	10.6%	13.8%	29.2%	12.5%	13.3%	24.8%	23.5%
Other	0.2%								0.9%	

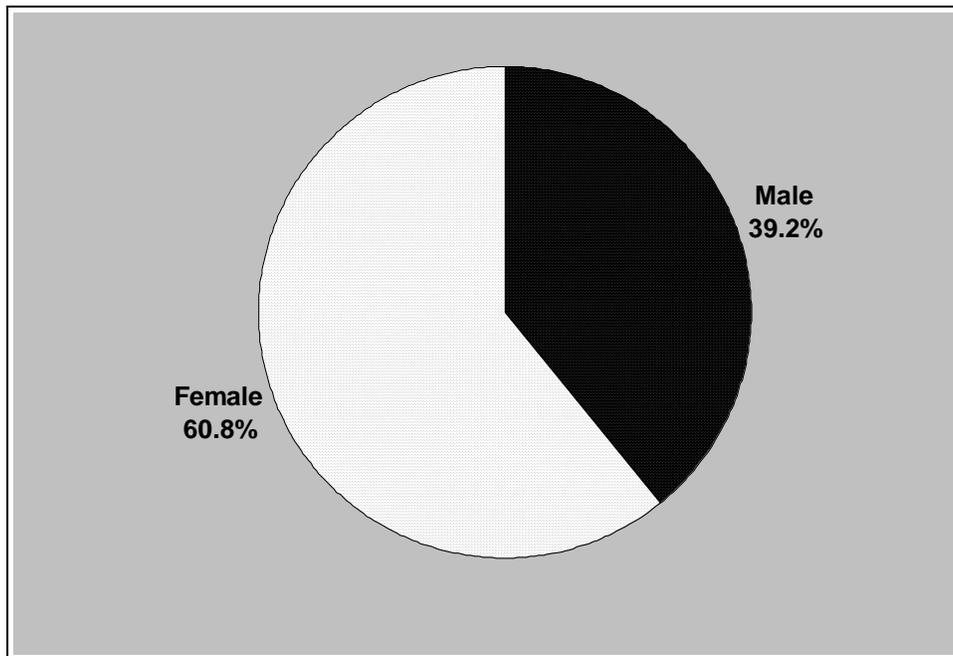
LOCAL RIDER DEMOGRAPHICS

The following section examines the demographics, or basic characteristics, of Fairfield/Suisun Transit local line riders. These characteristics include gender, ethnicity, age, employment status, and household income, and help to determine the characteristics of riders on various lines.

Gender

Riders on the Fairfield/Suisun Transit system overall are overwhelmingly female, with males accounting for just 39.2% of survey respondents.

Figure 30. Gender – Overall Local



While female passengers were the majority among riders on most lines, males accounted for more than half of surveyed riders on Line 2 and exactly half on Line 7.

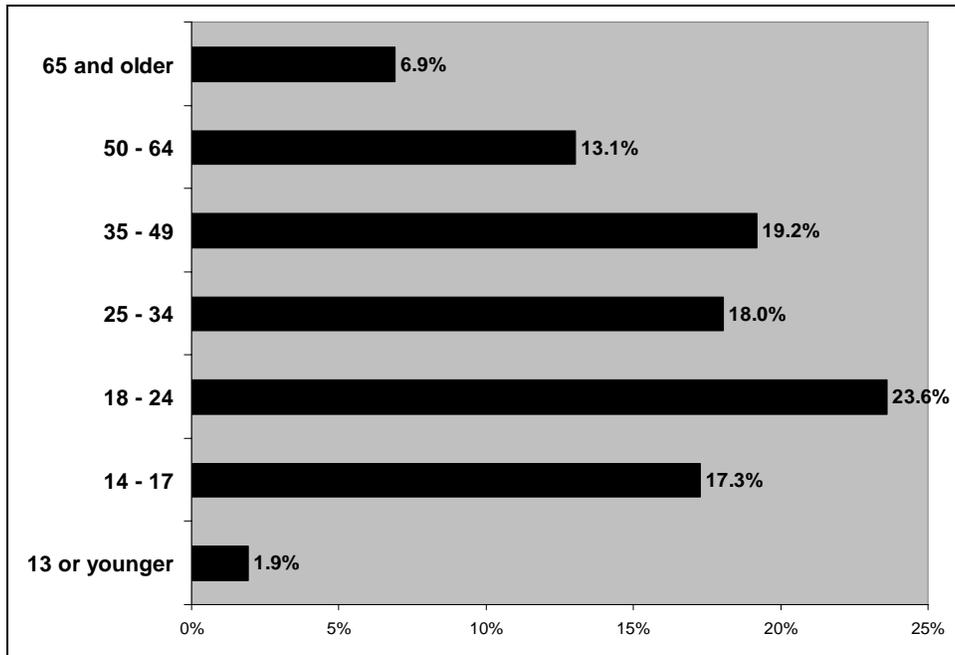
Figure 31. Gender – By Local Line

Route Number	All local Fairfield	1A n=30	1B n=52	2 n=74	3A n=30	3B n=33	4 n=12	5 n=72	6 n=118	7 n=82
Gender										
Male	39.2%	23.3%	30.8%	51.4%	26.7%	18.2%	25.0%	33.3%	45.8%	50.0%
Female	60.8%	76.7%	69.2%	48.6%	73.3%	81.8%	75.0%	66.7%	54.2%	50.0%

Age

Almost three-fourths (73.9%) of Fairfield/Suisun Transit riders were within the age range of working adults (18 to 64). Overall, seniors comprise a relatively small proportion of riders (6.9%). Nearly one-fifth (19.2%) of surveyed riders were of school age (under 18); however, the youth share may be higher since children under the age of 10 were not surveyed.

Figure 32. Age – Overall Local



The percentage of riders of standard working age was highest (about 85%) for Lines 4 and 7. The lowest percentage of respondents of working age was on Line 6, with slightly more than 60%.

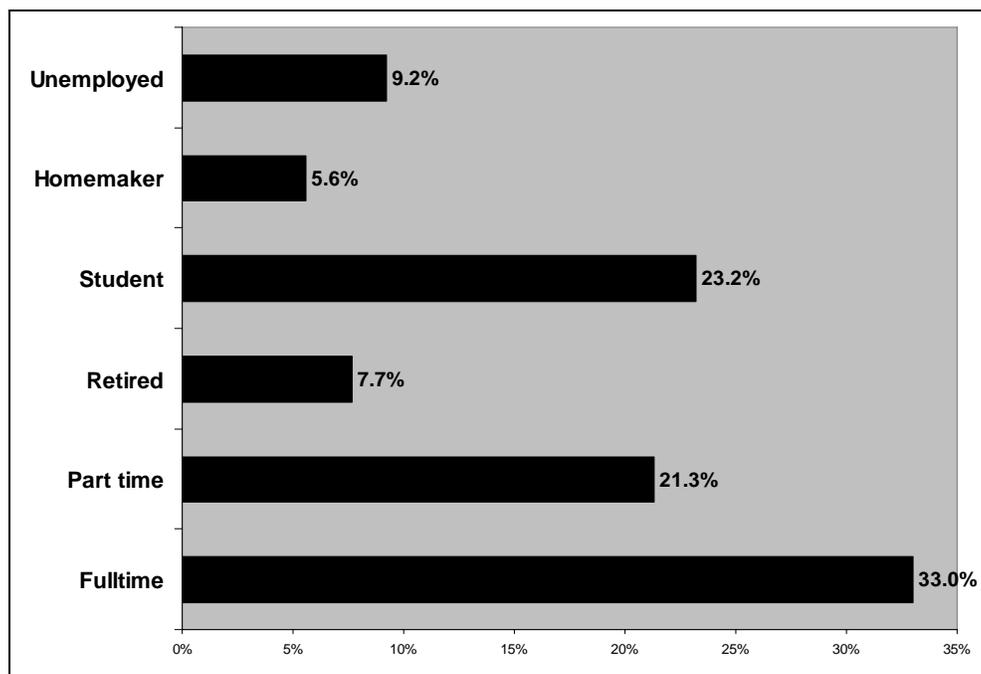
Figure 33. Age – By Local Line

Route Number	All local Fairfield	1A n=31	1B n=53	2 n=80	3A n=30	3B n=34	4 n=13	5 n=75	6 n=124	7 n=81
Age										
13 and younger	1.9%	3.2%	1.9%	2.5%	3.3%	5.9%			1.6%	1.2%
14 - 17	17.3%	22.6%	7.5%	13.8%	13.3%	11.8%	7.7%	21.3%	26.6%	12.3%
18 - 24	23.6%	19.4%	26.4%	16.3%	16.7%	35.3%	15.4%	20.0%	24.2%	32.1%
25 - 34	18.0%	16.1%	20.8%	20.0%	16.7%	11.8%	15.4%	21.3%	12.1%	24.7%
35 - 49	19.2%	25.8%	15.1%	17.5%	33.3%	23.5%	30.8%	16.0%	18.5%	16.0%
50 - 64	13.1%	9.7%	20.8%	20.0%	10.0%	8.8%	23.1%	14.7%	6.5%	12.3%
65 and older	6.9%	3.2%	7.5%	10.0%	6.7%	2.9%	7.7%	6.7%	10.5%	1.2%

Employment Status

The mix of working age adults, students, and over-65 riders is reflected in the employment status of Fairfield/Suisun Transit riders. Nearly 20% of riders were under 18, and the percentage of students (obviously including some 18 and over) is about 23%, while the number of over-65 riders (6.9%) closely matches the 7.7% who are retired.

Figure 34. Employment Status – Overall Local



Line 2 had the highest percentage of riders who said they were employed full time (47%), while Lines 4 and 5 had fewer than one-fourth of riders in this category. In contrast, more than one-third of Line 1A and Line 7 riders were students. Retired riders made up more than 15% of respondents on Line 1B, but were absent from Line 1A. Similarly, homemakers accounted for 15.4% of Line 1B riders but were absent from Line 4.

Figure 35. Employment Status – By Local Line

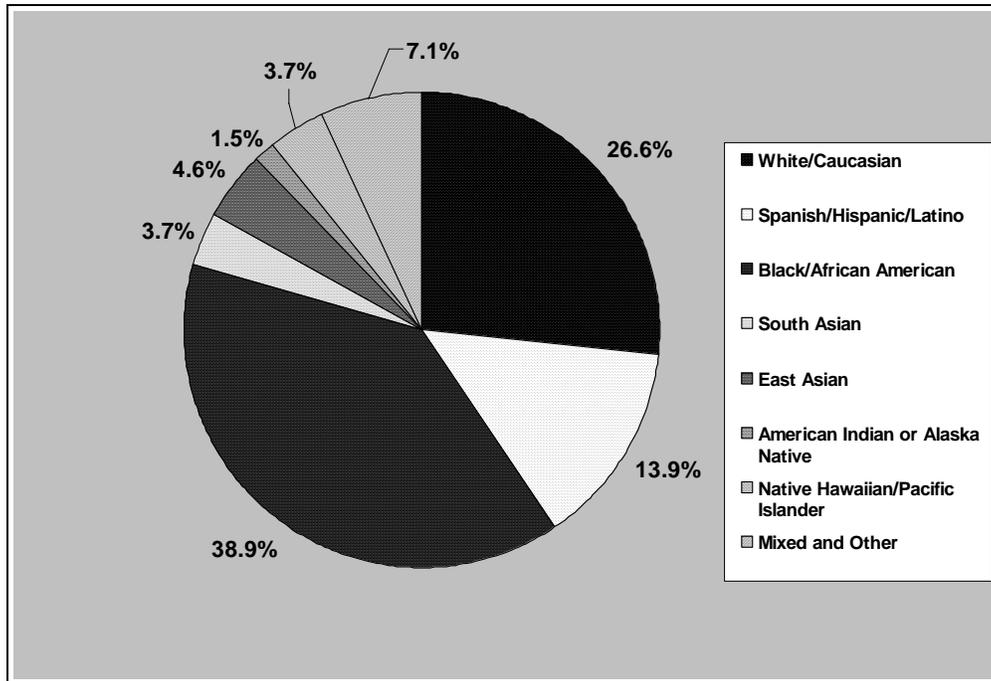
Route Number	All local Fairfield	1A n=30	1B n=52	2 n=73	3A n=33	3B n=34	4 n=13	5 n=73	6 n=130	7 n=83
Employment status										
Fulltime	33.0%	26.7%	34.6%	46.6%	39.4%	38.2%	23.1%	24.7%	32.3%	27.7%
Part time	21.3%	26.7%	13.5%	17.8%	36.4%	23.5%	53.8%	21.9%	20.0%	16.9%
Retired	7.7%		15.4%	11.0%	6.1%	2.9%	7.7%	8.2%	8.5%	3.6%
Student	23.2%	36.7%	13.5%	12.3%	9.1%	11.8%	7.7%	24.7%	30.8%	33.7%
Homemaker	5.6%	3.3%	15.4%	5.5%	3.0%	2.9%		8.2%	3.1%	4.8%
Unemployed	9.2%	6.7%	7.7%	6.8%	6.1%	20.6%	7.7%	12.3%	5.4%	13.3%

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 riders were African-Americans (38.9%), followed by white/Caucasian (26.6%) and Spanish/Latino riders (13.9%). South and East Asian riders

together accounted for 8.3%, while 3.7 % of riders classified themselves as native Hawaiian/Pacific Islander and 7.1% of riders reported that they were in an “other” category of race or ethnicity.

Figure 36. Race and Ethnicity – Overall Local



Among the individual Fairfield/Suisun Transit local lines, Line 4 had fewer than 10% white/ Caucasian riders and half African American riders. No single ethnic group accounted for more than half of riders on any other line. Line 2 had the highest percentage of Latino riders (21.9%).

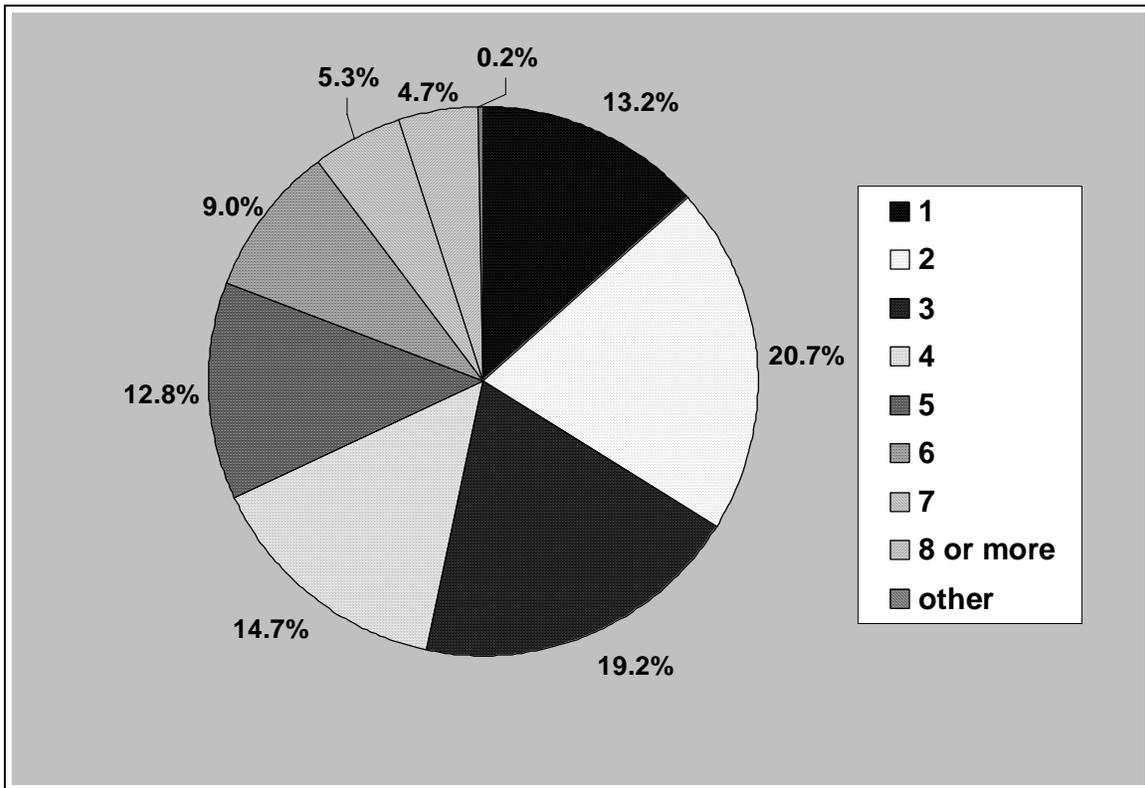
Figure 37. Race and Ethnicity – By Line

Route Number	All local Fairfield	1A n=30	1B n=47	2 n=73	3A n=26	3B n=34	4 n=12	5 n=68	6 n=117	7 n=74
Race or ethnicity										
White/Caucasian	26.6%	30.0%	31.9%	26.0%	34.6%	32.4%	8.3%	27.9%	21.4%	27.0%
Spanish/Hispanic/Latino	13.9%	6.7%	14.9%	21.9%	11.5%	11.8%		16.2%	12.8%	12.2%
Black/African American	38.9%	43.3%	36.2%	31.5%	38.5%	35.3%	50.0%	35.3%	48.7%	33.8%
South Asian	3.7%	6.7%		5.5%		5.9%		4.4%	2.6%	5.4%
East Asian	4.6%		2.1%	2.7%	7.7%		16.7%	2.9%	6.0%	8.1%
American Indian/Alaska Native	1.5%	3.3%		2.7%		2.9%	8.3%	1.5%		1.4%
Native Hawaiian/Pacific Islander	3.7%	3.3%	4.3%	1.4%	3.8%	2.9%	8.3%	2.9%	5.1%	4.1%
Other	7.1%	6.7%	10.6%	8.2%	3.8%	8.8%	8.3%	8.8%	3.4%	8.1%

Household Size

About two-thirds of Fairfield/Suisun Transit local line riders live in households with four or fewer people, while 19% live in households of six or more. The largest single group of respondents was those who live in 2-person households (20.7%).

Figure 38. Household Size – Overall Local



Among individual lines, Line 1A had no riders from 1-person households, but the highest percentage from 2-person households (32.3%). Lines 1B and 2 each had more than 40% of rider from 1- and 2-person households, while Lines 3A and 4 each had about one-fifth in this category.

Figure 39. Household Size – By Local Line

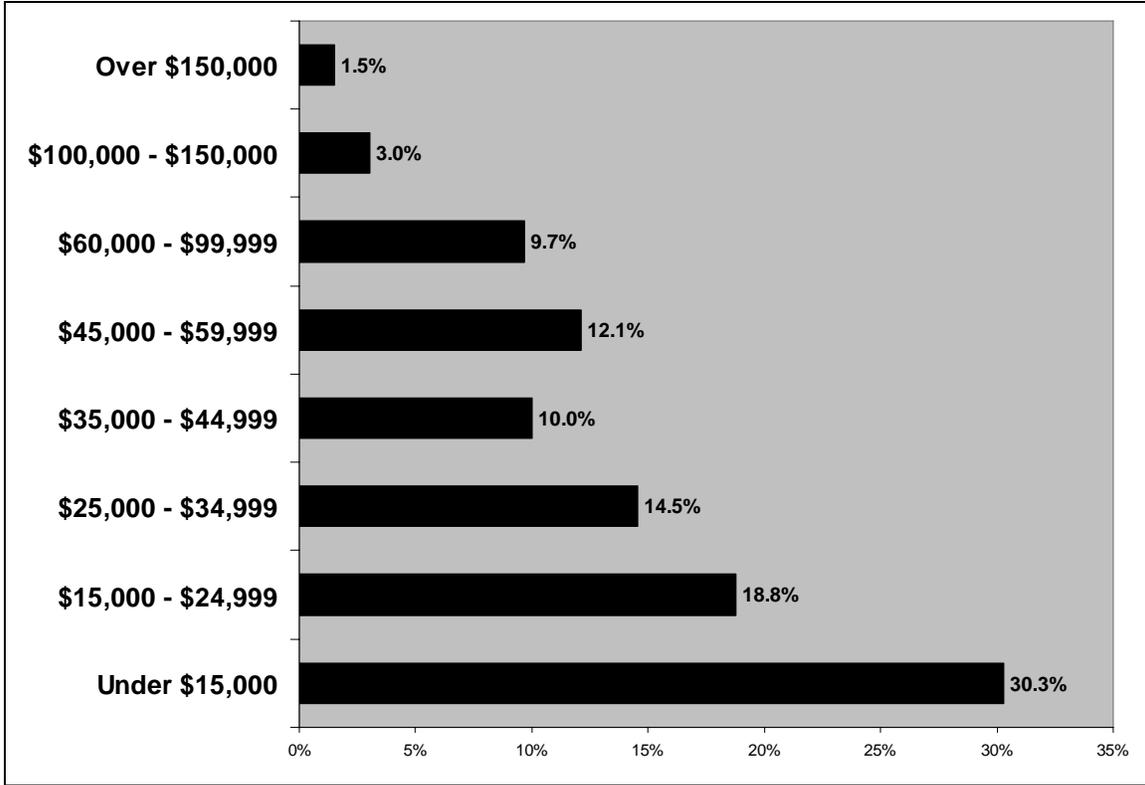
Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Household size	Fairfield	n=31	n=47	n=66	n=28	n=31	n=10	n=65	n=112	n=78
1	13.2%		17.0%	22.7%	14.3%	6.5%	10.0%	13.8%	9.8%	15.4%
2	20.7%	32.3%	23.4%	18.2%	3.6%	22.6%	10.0%	21.5%	20.5%	23.1%
3	19.2%	25.8%	29.8%	10.6%	21.4%	25.8%	10.0%	16.9%	18.8%	17.9%
4	14.7%	12.9%	12.8%	22.7%	17.9%	12.9%	30.0%	15.4%	9.8%	14.1%
5	12.8%	22.6%	6.4%	7.6%	10.7%	12.9%	20.0%	12.3%	14.3%	15.4%
6	9.0%		6.4%	4.5%	17.9%	9.7%	10.0%	6.2%	12.5%	11.5%
7	5.3%	6.5%	2.1%	4.5%	10.7%	6.5%		4.6%	8.9%	1.3%
8 or more	4.7%		2.1%	9.1%	3.6%	3.2%	10.0%	7.7%	5.4%	1.3%
other	0.2%							1.5%		

Household Income

Among those respondents who willing and able to report their income (about two-thirds of the total), about half had incomes below \$25,000 and 30% had incomes below

\$15,000. Fewer than 15% of Fairfield/Suisun Transit local line riders reported a household income of more than \$60,000. These results indicate that the local lines serve a generally lower income community when compared to the intercity lines.

Figure 40. Income – Overall Local



Results by line are presented below for the reader’s information, but it must be noted that the very low numbers of responses for some individual lines make it difficult to draw meaningful conclusions about incomes for those lines. Among lines with at least 20 responses, Line 1A had the highest proportion of riders with incomes above \$60,000 (25%). In contrast, Line 1B had two-thirds (67.6%) of riders with incomes under \$25,000 and more than half with incomes under \$15,000.

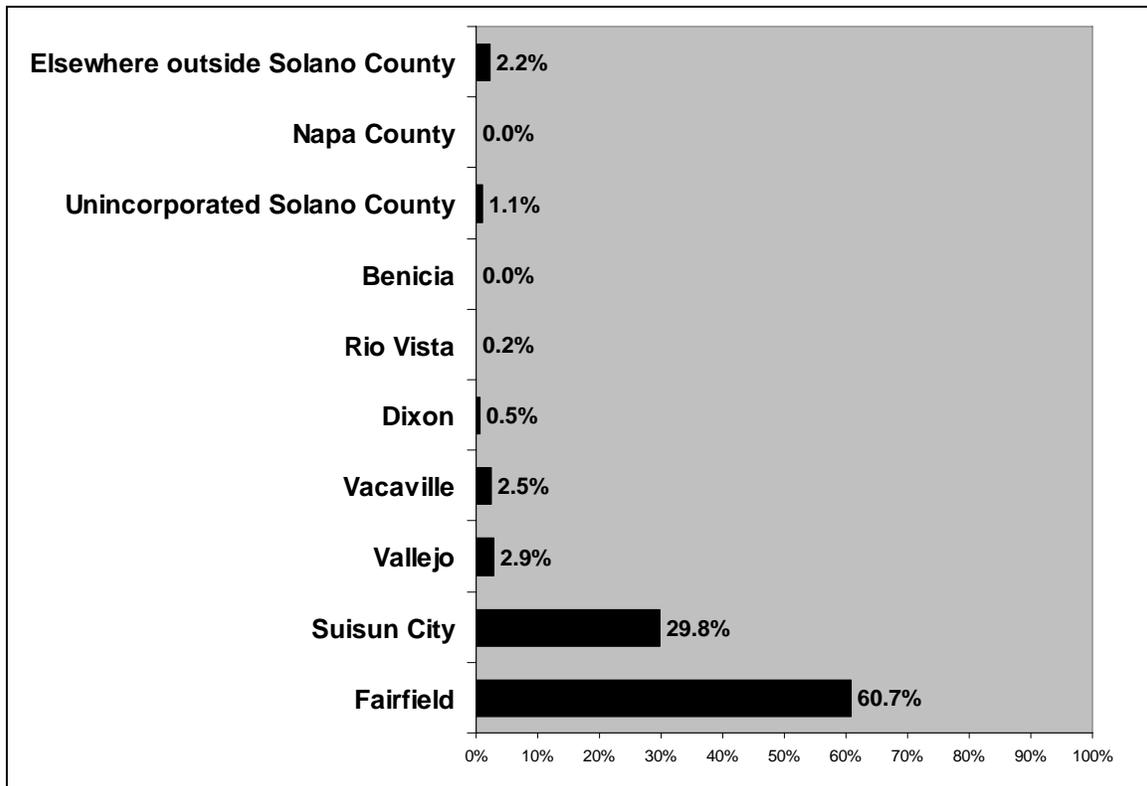
Figure 41. Income – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Income	Fairfield	n=20	n=37	n=52	n=22	n=23	n=9	n=38	n=75	n=54
Under \$15,000	30.3%	30.0%	51.4%	17.3%	27.3%	34.8%	44.4%	39.5%	21.3%	31.5%
\$15,000 - \$24,999	18.8%	25.0%	16.2%	26.9%	18.2%	34.8%	11.1%	18.4%	17.3%	7.4%
\$25,000 - \$34,999	14.5%	10.0%	13.5%	19.2%	18.2%		11.1%	5.3%	21.3%	14.8%
\$35,000 - \$44,999	10.0%	10.0%	2.7%	9.6%	18.2%			18.4%	9.3%	13.0%
\$45,000 - \$59,999	12.1%		8.1%	7.7%		13.0%	11.1%	15.8%	17.3%	18.5%
\$60,000 - \$99,999	9.7%	20.0%	5.4%	11.5%	13.6%	17.4%		2.6%	8.0%	11.1%
\$100,000 - \$150,000	3.0%	5.0%	2.7%	3.8%			22.2%		4.0%	1.9%
Over \$150,000	1.5%			3.8%	4.5%				1.3%	1.9%

City of Residence

Because these are local rather than intercity lines, more than 90% of riders surveyed live within Fairfield and Suisun City. Only 2.9% lived in Vallejo, 2.5% had their residence in Vacaville, and 2.2% lived outside Solano County.

Figure 42. City of Residence – Overall Local



Fairfield was the dominant city of residence for all local lines except Lines 5 and 6, where most riders lived in Suisun City. Line 6 had more than 96% of riders living in Fairfield or Suisun City. That percentage was the lowest for Lines 4 and 7, with about 83%.

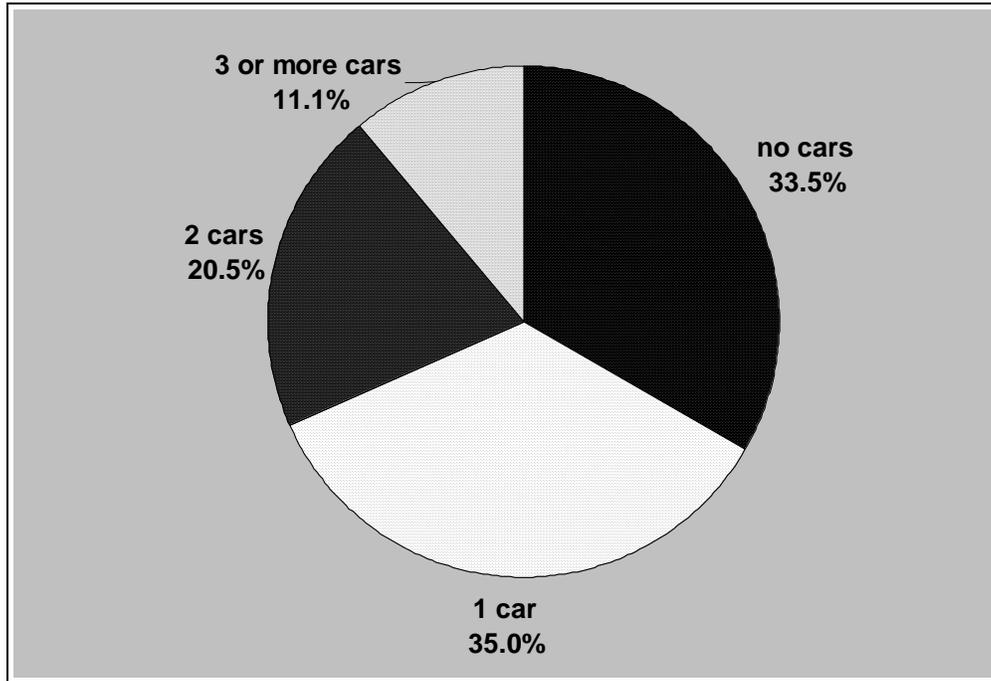
Figure 43. City of Residence – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
City of residence	Fairfield	n=36	n=57	n=82	n=35	n=33	n=12	n=70	n=142	n=83
Fairfield	60.7%	77.8%	87.7%	76.8%	88.6%	81.8%	83.3%	38.6%	27.5%	71.1%
Suisun City	29.8%	11.1%	3.5%	13.4%	5.7%	6.1%		50.0%	69.0%	12.0%
Vallejo	2.9%	11.1%		2.4%			16.7%	5.7%	1.4%	2.4%
Vacaville	2.5%		7.0%	1.2%		3.0%		2.9%	0.7%	6.0%
Dixon	0.5%			1.2%				1.4%		1.2%
Rio Vista	0.2%					3.0%				
Unincorporated Solano Count	1.1%									7.2%
Elsewhere outside Solano Co	2.2%		1.8%	4.9%	5.7%	6.1%		1.4%	1.4%	

Cars in Household

Slightly more than one-third (33.5%) of Fairfield/Suisun Transit local riders have no household car, while another 35% have only one car in the household, suggesting that a significant percentage of riders have no option or limited options other than riding the bus.

Figure 44. Car Ownership – Overall Local



For Line 1A, more than half of riders had no access to cars, while the percentage with no cars was less than 25% for Lines 4 and 7. It appears that many riders on local routes are using the bus out of necessity rather than by choice.

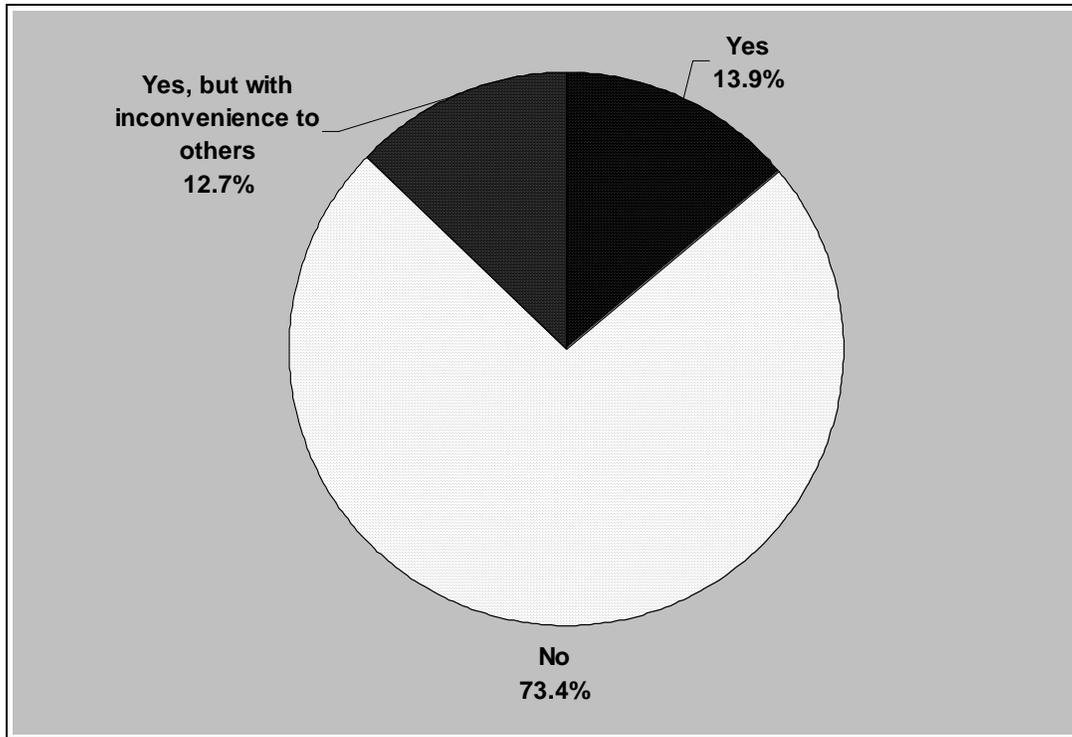
Figure 45. Car Ownership – By Local Line

Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
No. of cars	Fairfield	n=34	n=54	n=75	n=32	n=34	n=13	n=72	n=128	n=81
none	33.5%	52.9%	44.4%	33.3%	37.5%	26.5%	23.1%	37.5%	28.9%	24.7%
1	35.0%	29.4%	27.8%	34.7%	43.8%	44.1%	30.8%	33.3%	35.2%	37.0%
2	20.5%	8.8%	24.1%	22.7%	9.4%	23.5%	23.1%	19.4%	18.8%	27.2%
3 or more	11.1%	8.8%	3.7%	9.3%	9.4%	5.9%	23.1%	9.7%	17.2%	11.1%

Could Car Have Been Used for this Trip?

When respondents were asked if a car could have been used for this trip, only 13.9% said yes, confirming the dependence on the bus noted above. While almost three-fourths said a car was not available, another 12.7% 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.

Figure 46. Was Car Available? – Overall Local



Results for individual lines confirm that a majority of riders on all local lines are riding the bus of necessity, with fewer than 18% of riders on all lines reporting that a car was available for this trip.

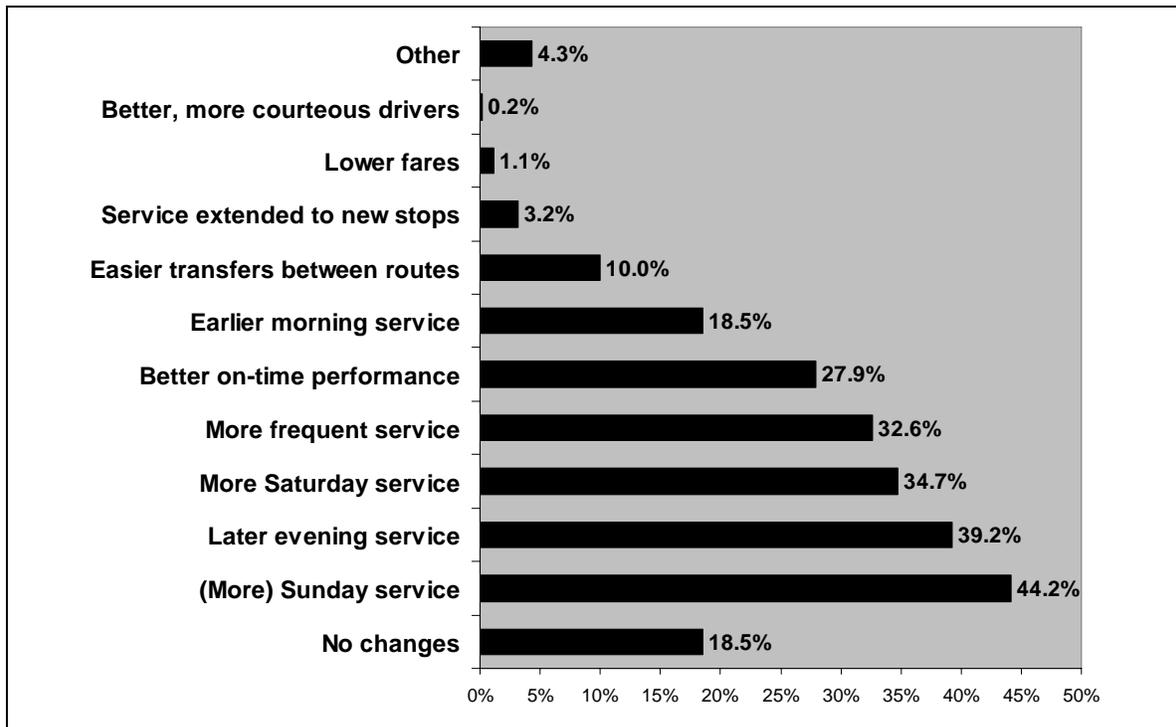
Figure 47. Was Car Available? – By Local Line

Route Number	All local Fairfield	1A n=34	1B n=52	2 n=75	3A n=32	3B n=32	4 n=13	5 n=70	6 n=129	7 n=81
Car available?										
Yes	13.9%	11.8%	17.3%	16.0%	6.3%	9.4%	7.7%	5.7%	17.8%	17.3%
No	73.4%	79.4%	69.2%	72.0%	87.5%	71.9%	84.6%	84.3%	69.8%	64.2%
Yes, but inconveniences others	12.7%	8.8%	13.5%	12.0%	6.3%	18.8%	7.7%	10.0%	12.4%	18.5%

QUALITY OF LOCAL SERVICE

Overall, 98 of the 530 surveyed Fairfield/Suisun Transit local line riders who responded to this question (18.5%) said there were no changes they would like to see to the line they were on; another 43 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 27.9% of respondents. Most rider suggestions involved extending service, particularly more Sunday service (44.2%), later evening service (39.2%), more Saturday service (35%) and more frequent service (32.6%). Fewer than one-fifth proposed earlier morning service (18.5%), while only one-tenth suggested easier transfers (9.8%) and fewer than 5% suggested service extended to new stops (3%), lower fares (1%), or better, more courteous drivers (0.2%).

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



By line, the percentage of riders saying that there were no changes they wanted to see ranged from a low of 9.3% for Line 1B to a high of 30.8% for Line 4. More than half the riders on Lines 1B and 4 said they would like to see more frequent service, and more than half of riders expressed interest in later evening service on Lines 1B, 3A and 3B. Line 1B also had more than half of riders suggesting more service on both Saturday and Sunday. No other line had more than half its riders suggesting more Saturday service, and only Line 4 had more than half suggesting Sunday service.

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

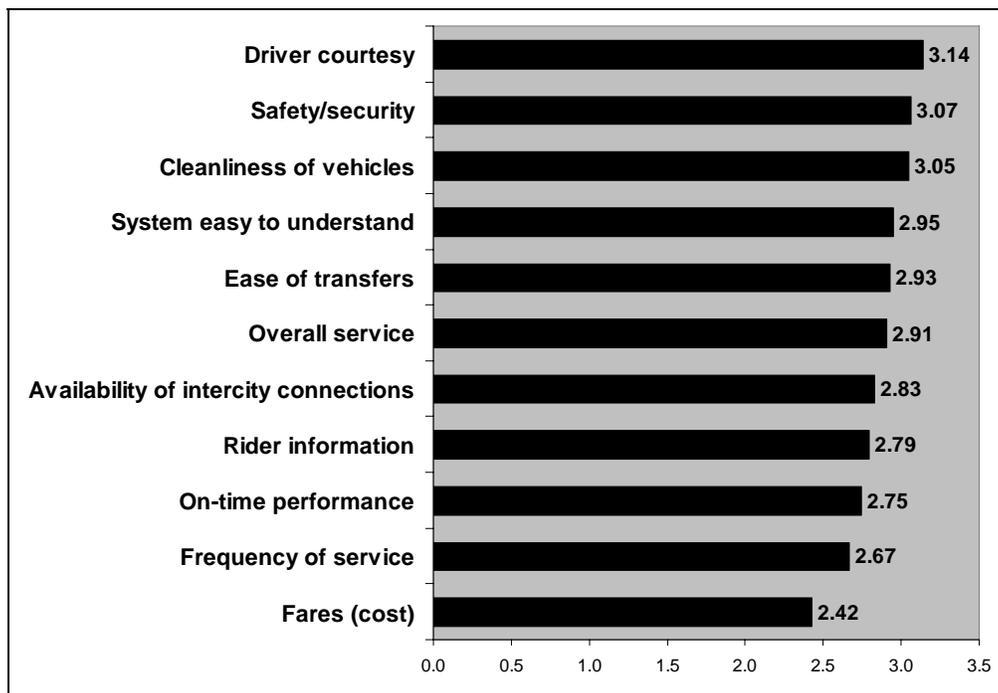
Route Number	All local	1A	1B	2	3A	3B	4	5	6	7
Suggested changes	Fairfield	n=34	n=54	n=75	n=33	n=33	n=13	n=74	n=130	n=84
No changes	18.5%	20.6%	9.3%	14.7%	15.2%	18.2%	30.8%	17.6%	21.5%	22.6%
More frequent service	32.6%	29.4%	53.7%	26.7%	39.4%	30.3%	53.8%	35.1%	21.5%	35.7%
Earlier morning service	18.5%	5.9%	24.1%	16.0%	30.3%	21.2%	15.4%	16.2%	20.0%	16.7%
Later evening service	39.2%	26.5%	59.3%	30.7%	51.5%	51.5%	46.2%	45.9%	39.2%	22.6%
More Saturday service	34.7%	35.3%	53.7%	29.3%	36.4%	42.4%	38.5%	45.9%	30.8%	19.0%
(More) Sunday service	44.2%	44.1%	63.0%	37.3%	48.5%	39.4%	53.8%	47.3%	49.2%	26.2%
Easier transfers between routes	10.0%	5.9%	22.2%	5.3%	18.2%	12.1%	15.4%	5.4%	9.2%	8.3%
Better on-time performance	27.9%	38.2%	35.2%	32.0%	21.2%	18.2%	23.1%	33.8%	21.5%	27.4%
Service extended to new stops	3.2%	5.9%	1.9%	4.0%	3.0%	6.1%	7.7%		3.8%	2.4%
Lower fares	1.1%		1.9%						3.1%	1.2%
Better, more courteous drivers	0.2%				3.0%					
Other	4.3%		1.9%	1.3%	15.2%	6.1%	7.7%	5.4%	2.3%	7.1%

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, riders gave moderate ratings to most service elements, with the highest average ratings -- between 3 and 3.15 (i.e., somewhat better than “good”) -- for driver courtesy, safety/security and vehicle cleanliness. Most other service elements, including overall service, received ratings in the 2.7-2.9 range. Riders were least satisfied with the level of fares (average rating of 2.42).

Figure 50. Ratings of Service – Overall Local



Overall results are repeated in the exhibit for individual lines; again, comparisons among individual lines must be considered in light of the relatively small sample sizes for some lines. However, several ratings are sufficiently different from the overall average to be of interest, including:

- The relatively low level of satisfaction with on-time performance for Line 2 (2.4) and Line 3A (2.5) compared to Line 3B (2.9).
- The lower than average ratings for frequency of service for Line 3A.
- The above average 3.3 rating for safety/security on Line 3B
- The below-average ratings by Line 3A riders for both ease of transfers and availability of intercity connections
- The rating of 2.0 assigned to fares by riders on line 1B, caused by more than one-third of respondents who rated fares “poor.”

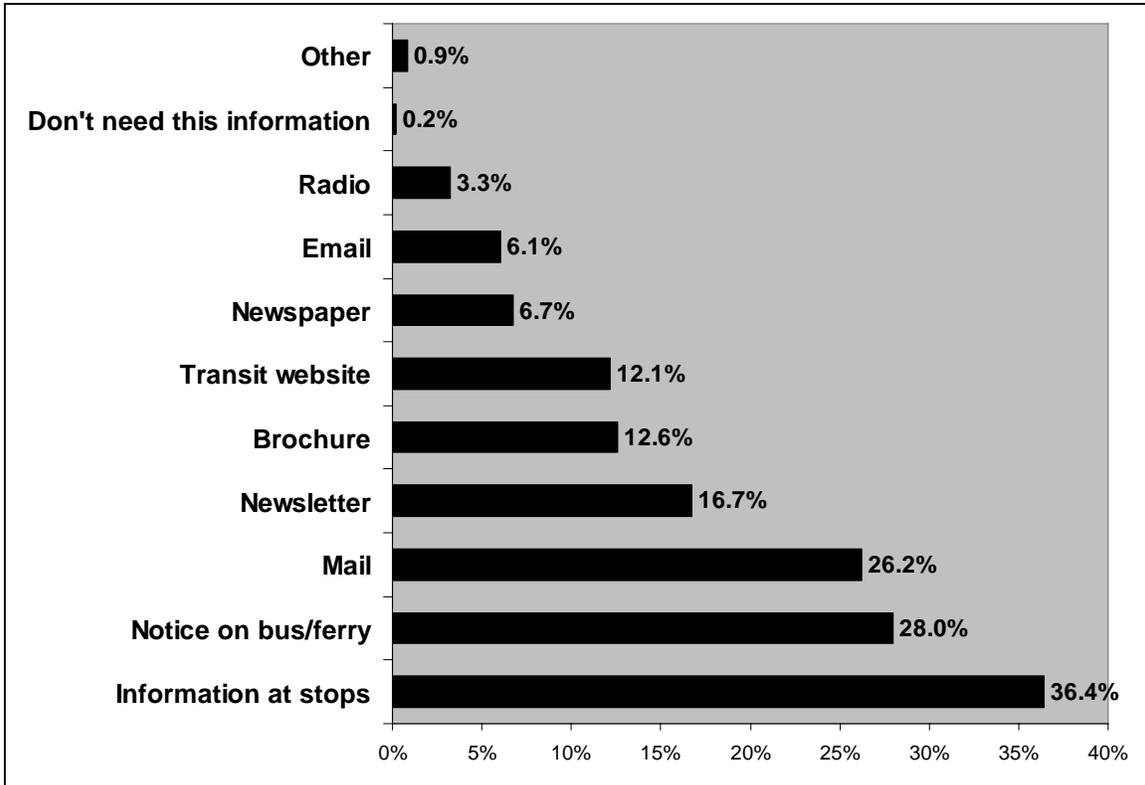
Figure 51. Ratings of Service – Overall Local and by Local Line

Service attribute	Route Number All local Fairfield	1A	1B	2	3A	3B	4	5	6	7
On-time performance	n=509	n=31	n=49	n=79	n=30	n=34	n=13	n=71	n=121	n=81
Excellent = 4	21.8%	19.4%	12.2%	17.7%	16.7%	23.5%	23.1%	21.1%	28.1%	24.7%
Good = 3	36.0%	32.3%	34.7%	26.6%	33.3%	55.9%	53.8%	36.6%	40.5%	29.6%
Fair = 2	26.5%	38.7%	40.8%	30.4%	36.7%	11.8%	7.7%	25.4%	19.0%	27.2%
Poor = 1	15.7%	9.7%	12.2%	25.3%	13.3%	8.8%	15.4%	16.9%	12.4%	18.5%
AVERAGE	2.64	2.6	2.5	2.4	2.5	2.9	2.8	2.6	2.8	2.6
Frequency of service	n=473	n=29	n=48	n=76	n=29	n=32	n=13	n=68	n=109	n=69
Excellent = 4	16.3%	17.2%	8.3%	11.8%	10.3%	31.3%	15.4%	17.6%	19.3%	15.9%
Good = 3	41.2%	34.5%	39.6%	46.1%	27.6%	28.1%	46.2%	45.6%	44.0%	42.0%
Fair = 2	31.1%	37.9%	43.8%	34.2%	41.4%	37.5%	30.8%	20.6%	27.5%	24.6%
Poor = 1	11.4%	10.3%	8.3%	7.9%	20.7%	3.1%	7.7%	16.2%	9.2%	17.4%
AVERAGE	2.62	2.6	2.5	2.6	2.3	2.9	2.7	2.6	2.7	2.6
Driver courtesy	n=484	n=28	n=48	n=76	n=30	n=32	n=11	n=69	n=114	n=76
Excellent = 4	36.0%	32.1%	25.0%	36.8%	33.3%	37.5%	36.4%	43.5%	31.6%	43.4%
Good = 3	41.9%	35.7%	39.6%	47.4%	36.7%	46.9%	54.5%	42.0%	37.7%	44.7%
Fair = 2	16.5%	21.4%	27.1%	10.5%	20.0%	15.6%	9.1%	13.0%	22.8%	7.9%
Poor = 1	5.6%	10.7%	8.3%	5.3%	10.0%			1.4%	7.9%	3.9%
AVERAGE	3.08	2.9	2.8	3.2	2.9	3.2	3.3	3.3	2.9	3.3
Rider information	n=459	n=25	n=46	n=76	n=27	n=31	n=10	n=67	n=108	n=69
Excellent = 4	25.5%	32.0%	15.2%	23.7%	25.9%	35.5%	30.0%	26.9%	23.1%	29.0%
Good = 3	46.2%	36.0%	34.8%	48.7%	18.5%	45.2%	60.0%	44.8%	50.0%	59.4%
Fair = 2	17.9%	24.0%	34.8%	18.4%	40.7%	12.9%		17.9%	15.7%	2.9%
Poor = 1	10.5%	8.0%	15.2%	9.2%	14.8%	6.5%	10.0%	10.4%	11.1%	8.7%
AVERAGE	2.87	2.9	2.5	2.9	2.6	3.1	3.1	2.9	2.9	3.1
Cleanliness of vehicles	n=479	n=28	n=49	n=74	n=29	n=33	n=13	n=68	n=112	n=73
Excellent = 4	27.6%	32.1%	18.4%	18.9%	20.7%	42.4%	30.8%	27.9%	33.0%	27.4%
Good = 3	44.1%	42.9%	32.7%	52.7%	34.5%	39.4%	61.5%	45.6%	40.2%	50.7%
Fair = 2	21.9%	21.4%	44.9%	23.0%	34.5%	18.2%	7.7%	20.6%	17.9%	12.3%
Poor = 1	6.5%	3.6%	4.1%	5.4%	10.3%			5.9%	8.9%	9.6%
AVERAGE	2.93	3.0	2.7	2.9	2.7	3.2	3.2	3.0	3.0	3.0
Safety/security	n=465	n=27	n=49	n=75	n=26	n=32	n=12	n=69	n=108	n=67
Excellent = 4	29.7%	33.3%	16.3%	26.7%	26.9%	40.6%	33.3%	31.9%	30.6%	32.8%
Good = 3	46.0%	44.4%	42.9%	46.7%	34.6%	50.0%	58.3%	39.1%	46.3%	55.2%
Fair = 2	20.4%	18.5%	32.7%	22.7%	30.8%	9.4%		26.1%	21.3%	7.5%
Poor = 1	3.9%	3.7%	8.2%	4.0%	7.7%		8.3%	2.9%	1.9%	4.5%
AVERAGE	3.02	3.1	2.7	3.0	2.8	3.3	3.2	3.0	3.1	3.2
Ease of transfers	n=449	n=28	n=48	n=69	n=26	n=32	n=15	n=64	n=103	n=64
Excellent = 4	27.6%	25.0%	16.7%	26.1%	15.4%	37.5%	20.0%	31.3%	29.1%	34.4%
Good = 3	43.7%	39.3%	39.6%	46.4%	30.8%	43.8%	40.0%	46.9%	44.7%	46.9%
Fair = 2	24.3%	32.1%	37.5%	23.2%	42.3%	15.6%	40.0%	17.2%	22.3%	15.6%
Poor = 1	4.5%	3.6%	6.3%	4.3%	11.5%	3.1%		4.7%	3.9%	3.1%
AVERAGE	2.94	2.9	2.7	2.9	2.5	3.2	2.8	3.0	3.0	3.1
Availability of intercity connections	n=435	n=27	n=43	n=65	n=23	n=30	n=11	n=67	n=103	n=66
Excellent = 4	28.0%	33.3%	20.9%	21.5%	21.7%	36.7%	9.1%	25.4%	30.1%	37.9%
Good = 3	40.7%	37.0%	32.6%	43.1%	13.0%	50.0%	45.5%	41.8%	42.7%	45.5%
Fair = 2	24.1%	18.5%	39.5%	32.3%	52.2%	10.0%	45.5%	25.4%	19.4%	7.6%
Poor = 1	7.1%	11.1%	7.0%	3.1%	13.0%	3.3%		7.5%	7.8%	9.1%
AVERAGE	2.90	2.9	2.7	2.8	2.4	3.2	2.6	2.9	3.0	3.1
System easy to understand	n=446	n=28	n=44	n=71	n=26	n=31	n=11	n=66	n=108	n=61
Excellent = 4	28.9%	28.6%	18.2%	22.5%	23.1%	32.3%	18.2%	28.8%	32.4%	41.0%
Good = 3	44.2%	42.9%	43.2%	49.3%	38.5%	54.8%	36.4%	43.9%	42.6%	41.0%
Fair = 2	21.5%	28.6%	31.8%	21.1%	19.2%	9.7%	36.4%	22.7%	19.4%	18.0%
Poor = 1	5.4%		6.8%	7.0%	19.2%	3.2%	9.1%	4.5%	5.6%	
AVERAGE	2.97	3.0	2.7	2.9	2.7	3.2	2.6	3.0	3.0	3.2
Fares (cost)	n=464	n=26	n=47	n=71	n=29	n=32	n=12	n=70	n=106	n=71
Excellent = 4	14.9%	19.2%	6.4%	14.1%	17.2%	28.1%	16.7%	21.4%	11.3%	11.3%
Good = 3	30.2%	30.8%	23.4%	42.3%	27.6%	31.3%	58.3%	27.1%	25.5%	28.2%
Fair = 2	33.6%	34.6%	36.2%	32.4%	34.5%	21.9%		27.1%	34.0%	49.3%
Poor = 1	21.3%	15.4%	34.0%	11.3%	20.7%	18.8%	25.0%	24.3%	29.2%	11.3%
AVERAGE	2.39	2.5	2.0	2.6	2.4	2.7	2.7	2.5	2.2	2.4
Overall service	n=469	n=28	n=47	n=75	n=28	n=33	n=11	n=67	n=110	n=70
Excellent = 4	23.5%	17.9%	17.0%	18.7%	17.9%	36.4%	27.3%	26.9%	26.4%	22.9%
Good = 3	45.0%	32.1%	27.7%	46.7%	50.0%	48.5%	45.5%	47.8%	44.5%	54.3%
Fair = 2	26.7%	50.0%	51.1%	29.3%	21.4%	15.2%	27.3%	19.4%	21.8%	20.0%
Poor = 1	4.9%		4.3%	5.3%	10.7%			6.0%	7.3%	2.9%
AVERAGE	2.87	2.7	2.6	2.8	2.8	3.2	3.0	3.0	2.9	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 573 local riders who answered this question, the preference was information “in the field” – either at bus stops (36.4%) or on the buses themselves (28%). Mail was mentioned by 26.2% overall, while newsletters, the transit website and brochures were all mentioned by more than 10% of riders. Among other sources, newspapers were mentioned 6.7% and email by 6.1%. Only 1 rider of all those who responded said they did not need this information.

Figure 52. Preferred Sources of Transit Information – Overall Local



Individual lines showed the same general pattern. Information at stops was particularly popular with riders on Line 1B (46.7%), while notices on board the bus were mentioned by more than 40% of riders on Line 4. Mail was mentioned by one-third of Line 1A riders, while about 35% of Line 3A and Line 5 riders were interested in newsletters.

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

Route Number Information source	All local Fairfield	1A n=30	1B n=45	2 n=67	3 n=26	3B n=31	4 n=13	5 n=59	6 n=109	7 n=81
Information at stops	16.7%	40.0%	46.7%	32.8%	30.8%	29.0%	30.8%	44.1%	31.2%	39.5%
Notice on bus/ferry	36.4%	20.0%	35.6%	25.4%	23.1%	35.5%	46.2%	27.1%	26.6%	27.2%
Mail	28.0%	33.3%	22.2%	19.4%	15.4%	19.4%	7.7%	15.3%	12.8%	12.3%
Newsletter	26.2%	30.0%	28.9%	25.4%	34.6%	22.6%	23.1%	35.6%	24.8%	18.5%
Transit website	12.6%	16.7%	11.1%	7.5%	11.5%	9.7%	15.4%	15.3%	13.8%	11.1%
Brochure	12.1%	16.7%	22.2%	13.4%	7.7%		15.4%	13.6%	12.8%	9.9%
Email	6.1%	10.0%	8.9%	4.5%	3.8%	12.9%		10.2%	4.6%	6.2%
Newspaper	6.7%	13.3%	8.9%	9.0%	3.8%	9.7%		5.1%	2.8%	4.9%
Radio	3.3%		2.2%	3.0%	3.8%	6.5%		3.4%	4.6%	2.5%
Don't need this information	0.2%								0.9%	
Other	0.9%					2.2%	5.3%	1.0%		0.9%

FINAL RIDER COMMENTS

In addition to being asked for their interest in the suggestions discussed above, respondents were given an opportunity at the end of the survey to offer any other comments they would like to offer regarding service on their Fairfield/Suisun Transit line. A full listing of comments is provided as an Appendix. Among the issues more often addressed by comments were the following.

- In addition to the 6 respondents who offered lower fares as a suggestion, another 7 raised the issue of cost in their final comments. Examples of comments include:
 - We pay too much money for the bus.
 - Why did you guy raise the fare to \$1.50?
 - They need discounts for students ‘cause it's getting expensive for us to get to school.
- More than a dozen riders asked for improved weekend service, including both expanded Saturday service and Sunday service. Comments included:
 - The fact that the buses stop running at 6:30 weekdays, 5:30 on Saturdays, and no service on Sundays is ridiculous. It is very inconvenient.
 - We need an extended Sat. service. Please put a Sunday service and use the current Sat. schedule.
 - Need Sunday service and expanded Saturday service.
 - We need Sunday service P-L-E-A-S-E.
- About 25 respondents asked that service start earlier or end later.
- Fourteen complained about buses running late or offered comments suggesting improved on-time performance.

- About 10 riders asked for more frequent service or more buses, while 6 asked for specific new stops.
- Nine respondents commented that they liked the service, while 7 complimented the drivers, including specific mentions of Vanessa (Line 3A) and Eddie (3B). One the other hand, there were also 7 complaints about drivers being rude or driving past waiting passengers.
- Other issues raised by 5 or more riders included noisy and impolite student riders and uncomfortable seats. In addition, several riders mentioned a desire for longer transfer times or complained about the service on telephone calls to Fairfield/Suisun Transit, while individual respondents suggested sheltered bus stops, more bike racks and ticket availability at city hall.

LOCAL LINE CONCLUSIONS

Both the survey results and the comments offered by riders indicate that the Fairfield/Suisun Transit system's local lines serve a valuable function in providing transportation to the city's residents. Specifically:

- Riders on local lines depend on Fairfield/Suisun Transit as a key to their travel strategy, with less than 14% saying a car could have been used to make their trip.
- While more than 90% of trips either begin or end at home, riders on all lines use their bus for a variety of destinations, including not only work, but school, medical and social appointments, and shopping.
- Demographically, the Fairfield/Suisun Transit serves a diverse community of riders, with no single ethnic group accounting for as much as 40% of ridership. Female riders account for about 60% of those surveyed. About half of riders had incomes below \$25,000 and 30% had incomes below \$15,000, indicating that the local lines serve a generally lower income ridership than the intercity lines and highlighting the importance of the system as a transportation resource.
- The system serves riders of all ages, with several lines playing key roles in providing students with access to school. Local lines had a higher proportion of riders under 18 and over 65 than did intercity lines.
- While about 28% of riders would like to see improved on-time performance on the Fairfield/Suisun Transit system, even more were concerned with expanding bus service, particularly more Sunday service (44.2%), later evening service (39.2%), more Saturday service (35%) and more frequent service (32.6%). This highlights the value that the system's riders attach to the transportation services provided.

- Overall satisfaction with the system is moderate, but is high with regard to driver courtesy, safety and security, and vehicle cleanliness. Riders were least satisfied with the level of fares and, to a lesser degree, frequency of service.