



***RESULTS OF***  
***SOLANO TRANSPORTATION AUTHORITY***  
***COUNTYWIDE RIDERSHIP STUDY***  
***VACAVILLE CITY COACH BUS LINES***

***Submitted to***

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## Introduction

This report presents the results of an on-board survey of riders of the Vacaville City Coach system. The survey was conducted during the second and third week of November 2006 and covered buses on each line of the system. In all, 326 riders were surveyed for this study. A copy of the survey instrument is presented as Appendix 1. A copy of the schedules in effect for the lines discussed in this report at the time the survey was conducted is presented as Appendix 2.

The remainder of this report presents the findings of the survey. After a brief description of the lines covered by this report, the characteristics of trips being taken by surveyed riders are assessed, followed by an analysis of rider demographics. Rider perceptions of the quality of service and suggestions for improvement are then discussed. Also included are highlights of comments offered by Vacaville riders (a complete listing of verbatim comments and suggestions is provided in Appendix 3.) Finally, brief conclusions are drawn regarding the characteristics of the line and the population it serves.

## VACAVILLE CITY COACH LINES

A summary of operating characteristics of the Vacaville City Coach bus lines at the time of the survey is included below.

**Rt. 1 – Northwest Vacaville:** Rt. 1 is a loop route that connects downtown Vacaville with primarily residential areas in the northwest area of the city and includes stops near Vacaville High School and Willis Jepson Middle School. It operates 6 days a week. On weekdays, Rt. 1 offers hourly service from 7:00am to 6:30pm. On Saturday, hourly service operates from 9:30am to 3:30pm.

**Rt. 2A/2B – Central Vacaville:** Rt. 2A and 2B connect downtown Vacaville with Davis Street, Marshall Road, Nut Tree Drive and the Ulatis Cultural Center. Rt. 2A and 2B operate along the same route with Rt. 2A traveling in the south/eastbound direction and Rt. 2B in the west/northbound direction. Key points along this route include the Davis Street Park and Ride, Will C. Wood High School, Vaca Pena Middle School, and Vaca Valley Hospital. Combined, these two routes offer a weekday span of service from 7:30am to 6:00pm with service hourly in each direction. On Saturdays, hourly service is operated from 9:30am to 5:00pm.

**Rt. 4 – Northeast Vacaville:** Rt. 4 connects the Ulatis Cultural Center with the Factory Stores, the Leisure Town senior residential neighborhood, and the eastern development of the Vaca Valley Business Park just north of I-80. Key points along this route include many retail locations in and around the Factory Stores, Kaiser Medical Center, and a satellite campus of Solano Community College. This route operates 6 days a week. On weekdays, Rt. 4 operates hourly from 7:00am to 6:00pm. On Saturday, service is hourly from 9:00am to 5:00pm.

**Rt. 5 – South Central Vacaville:** Rt. 5 connects downtown Vacaville with the Ulatis Cultural Center via Merchant Street, Alamo Drive, Nut Tree Drive and the Factory Stores. These are primarily major arterials to a large extent lined with retail and high-density housing. The route also serves Vaca Pena Middle School and the Three Oaks Community Center. Rt. 5 operates 6 days a week. On weekdays, service is operated every half hour from 7:00am to 6:30pm. On Saturdays, service is operated every half hour from 9:00am to 5:30pm.

**Rt. 6 – North Vacaville:** Rt. 6 travels in both directions between the Ulatis Cultural Center and downtown Vacaville via Monte Vista Avenue, Brown Street and Markham Street. Along this route, retail, high-density residential neighborhoods and Country High School are served. This route operates 6 days a week. On weekdays, Rt. 6 operates hourly from 6:30am to 6:10pm. On Saturdays, Rt. 6 operates hourly from 8:30am to 5:00pm.

**Rt.6B – Central Vacaville Loop:** Rt. 6B is a loop route that begins and ends at the Ulatis Cultural Center and travels the same route as Rt. 6 along Monte Vista Drive, Brown Street and Markham Street before arriving at the transfer center in downtown Vacaville. Before returning to the Ulatis Cultural Center along the route, it makes a loop along Mason Street, Peabody and Davis Street, serving the Greyhound Station, Will C. Wood High School and the Davis Street Park and Ride. Rt. 6B operates 6 days a week. On weekdays, it operates hourly from 7:00am to 6:00pm. On Saturdays, hourly service is provided from 9:00am to 5:00pm.

**Rt. 7 – South Vacaville:** Rt. 7 is a loop route paired with Rt. 8. Both routes serve the same streets. Rt. 7 runs in a clockwise direction beginning at the Ulatis Cultural Center and traveling along Harbison Drive, Helen Power Drive, Nut Tree Road, Vanden, south of Alamo, along Peabody, and Elmira. Many retail and residential neighborhoods are along this route as well as Vaca Valley Hospital, Vaca Pena Middle School, and Will C. Wood High School. This route operates 6 days a week. On weekdays, it operates hourly from 7:00am to 6:00pm. On Saturdays, it operates hourly from 8:15am to 5:00pm.

**Rt. 8 – South Vacaville:** Rt. 8 is a loop route paired with Rt. 7. Rt. 8 runs in a counter-clockwise direction beginning at the Ulatis Cultural Center and traveling along Elmira, Peabody, south of Alamo, Vanden, Nut Tree Road, Helen Power Drive, and Harbison Drive. There are many retail and residential neighborhoods are along this route, as well as Vaca Valley Hospital, Vaca Pena Middle School, and Will C. Wood High School. This route operates 6 days a week. On weekdays, it operates hourly from 7:00am to 6:00pm. On Saturdays, it operates hourly from 9:00am to 5:00pm.

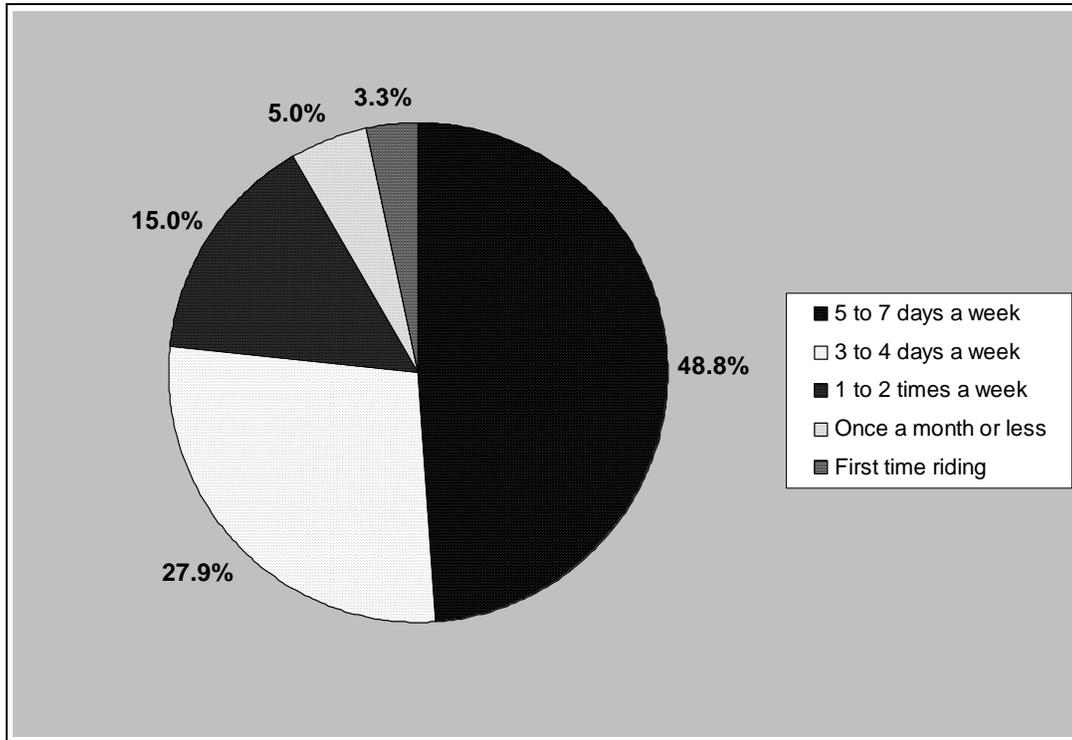
## **TRIP CHARACTERISTICS**

The following section is about how Vacaville 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 Vacaville bus frequently, with more than 75% reporting that they ride at least 3 days a week and more than 90% riding at least weekly, indicating that Vacaville City Coach is a significant transportation resource upon which many depend. Only 3% of riders said that this was their first time on this Vacaville City Coach line.

**Figure 1. Ridership Frequency – Overall**



All routes had a majority of riders using the system at least three days a week; Line 2B had the lowest percentage of riders (63.7%) using the bus at least three days a week, while Line 6B had the highest (83.3%) – including 64.3% who ride 5 to 7 days a week. All of the Route 2A riders surveyed reported riding at least weekly. First-time riders were surveyed on more than half the lines (4, 5, 6, 7 and 8).

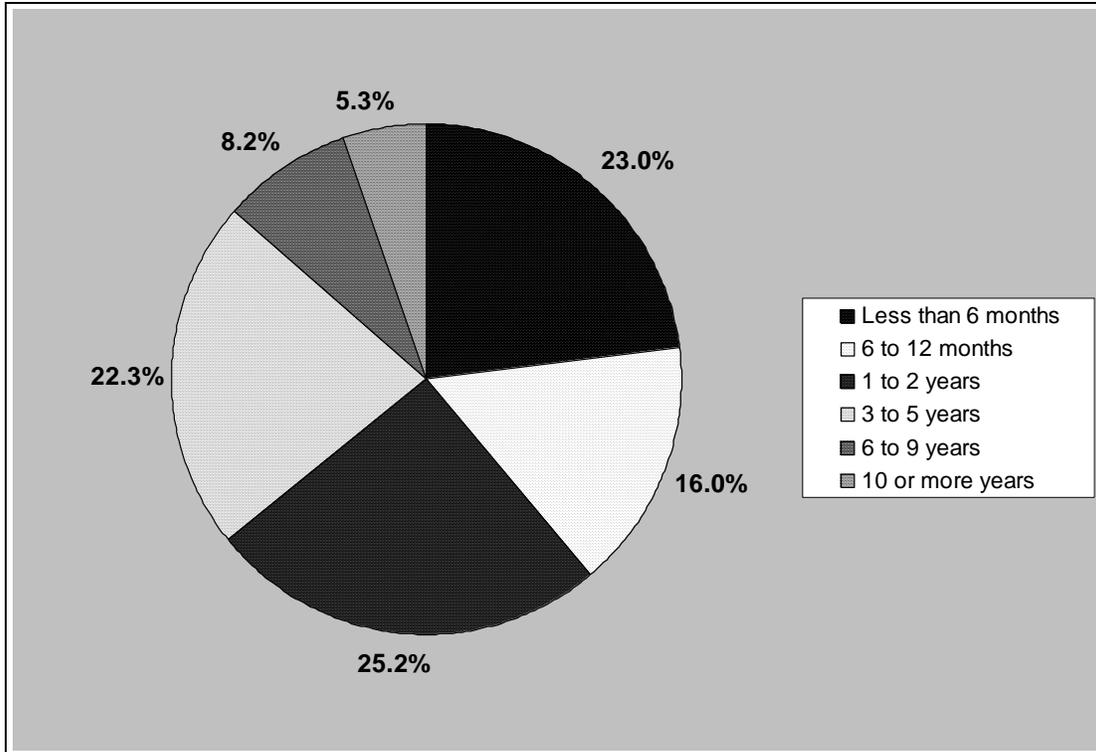
**Figure 2. Ridership Frequency – By Line**

Route Number	All Vacaville	1 n=14	2A n=11	2B n=11	4 n=23	5 n=119	6 n=18	6B n=42	7 n=19	8 n=44
5 to 7 days a week	48.8%	50.0%	45.5%	45.5%	47.8%	44.5%	55.6%	64.3%	47.4%	45.5%
3 to 4 days a week	27.9%	28.6%	27.3%	18.2%	26.1%	33.6%	22.2%	19.0%	21.1%	29.5%
1 to 2 times a week	15.0%	14.3%	27.3%	18.2%	13.0%	13.4%	16.7%	9.5%	21.1%	18.2%
Once a month or less	5.0%	7.1%		18.2%	8.7%	5.0%		7.1%		2.3%
First time riding	3.3%				4.3%	3.4%	5.6%		10.5%	4.5%

### Length of Ridership

Survey results indicate that more than 60% of Vacaville riders have been using their current line for less than three years, with more than one-third (39%) having been riders for less than one year and almost one-fourth having started less than six months ago. Just 5% of respondents said they had been riding for 10 or more years.

**Figure 3. How Long Riding – Overall**



More than half the riders on Lines 6B and 7 said they had been riding for less than one year, compared to only 26% of Line 4 riders. Almost half of the riders on Line 4 (47.7%) and Line 8 (47.7%) had been riding for at least three years, compared to only 11.8% of Line 7 riders.

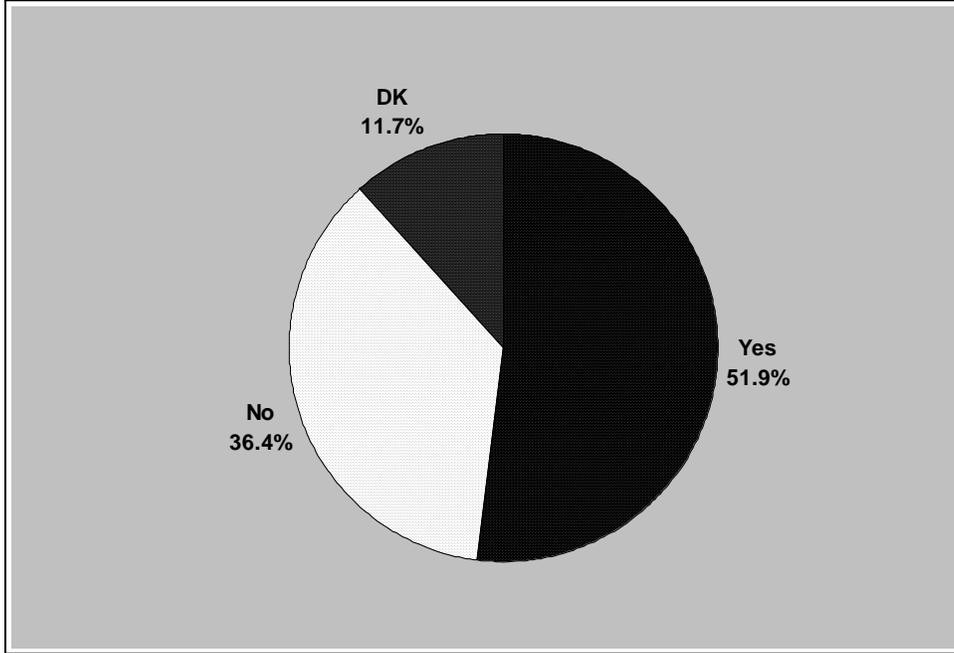
**Figure 4. How Long Riding – By Line**

Route Number	All Vacaville	1 n=13	2A n=10	2B n=11	4 n=23	5 n=108	6 n=17	6B n=42	7 n=17	8 n=41
How long riding										
Less than 6 months	23.0%	23.1%	30.0%	36.4%	21.7%	22.2%	23.5%	23.8%	29.4%	17.1%
6 to 12 months	16.0%	7.7%		9.1%	4.3%	12.0%	17.6%	28.6%	35.3%	19.5%
1 to 2 years	25.2%	38.5%	30.0%	27.3%	26.1%	32.4%	23.5%	11.9%	23.5%	14.6%
3 to 5 years	22.3%	23.1%	40.0%	27.3%	30.4%	17.6%	11.8%	26.2%		34.1%
6 to 9 years	8.2%	7.7%			13.0%	10.2%	11.8%	4.8%	5.9%	7.3%
10 or more years	5.3%				4.3%	5.6%	11.8%	4.8%	5.9%	7.3%

**Round/One Way Trip**

Slightly more than half of riders said their ride on Vacaville City Coach was part of a round trip, while another 11.7% did not yet know whether they would be making a return trip on the same line. More than one-third (36.4%) 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**



Only Line 2B had fewer round-trip than one-way riders, although Line 8 had equal percentages of both. Line 8 also had the highest proportion (27.3%) of riders who did not yet know whether they would be making a round trip on this line, indicating that this group had significant other transportation options for their return trip. In contrast, Lines 4 and 6 had more than two-thirds of riders on round trips, while Line 7 had more than 80%.

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

Route Number	All Vacaville	1 n=14	2A n=12	2B n=11	4 n=23	5 n=121	6 n=23	6B n=43	7 n=17	8 n=44
Part of a round trip?										
Yes	51.9%	57.1%	50.0%	45.5%	69.6%	49.6%	69.6%	44.2%	82.4%	36.4%
No	36.4%	35.7%	41.7%	54.5%	30.4%	38.0%	30.4%	39.5%	17.6%	36.4%
Don't know	11.7%	7.1%	8.3%			12.4%		16.3%		27.3%

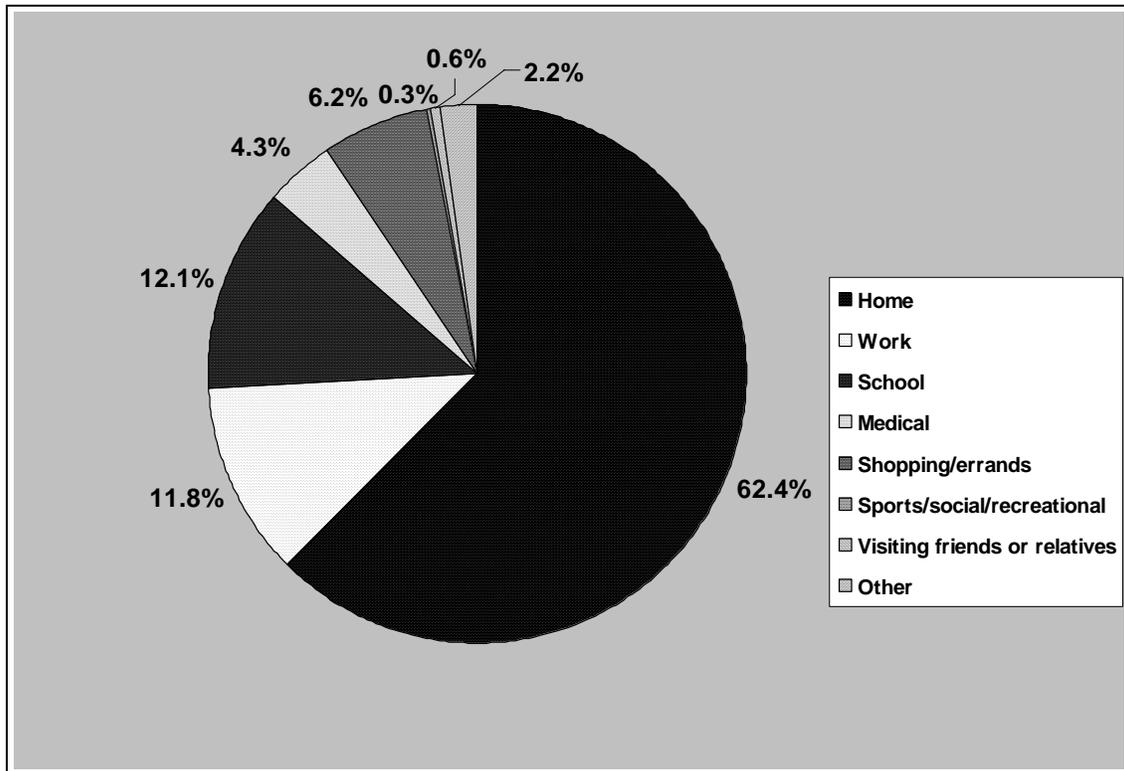
**Trip Purpose—Where Are You Coming From and Where Are You Going?**

Passengers were asked where they were coming from and where they were going to on this trip. The results show that riders are using Vacaville City Coach for travel between a wide range of places – not simply home and work. More than ninety percent (93.4%) of respondents either began or planned to end their current trip at home. Work was the next

most common origin or destination (36.5%), followed by school (24.5%) and shopping/errands (22%).

More than 60% of all Vacaville City Coach riders (62.4%) said they were coming from home on their current bus ride, while about 12% said they were coming from work (11.8%) or school (12.1%). Slightly more than 6% of riders were returning from shopping and running errand, and 4.3% had come from medical appointments. No other individual origin accounted for as much as 1% of responses.

**Figure 7. Trip Origin – Overall**



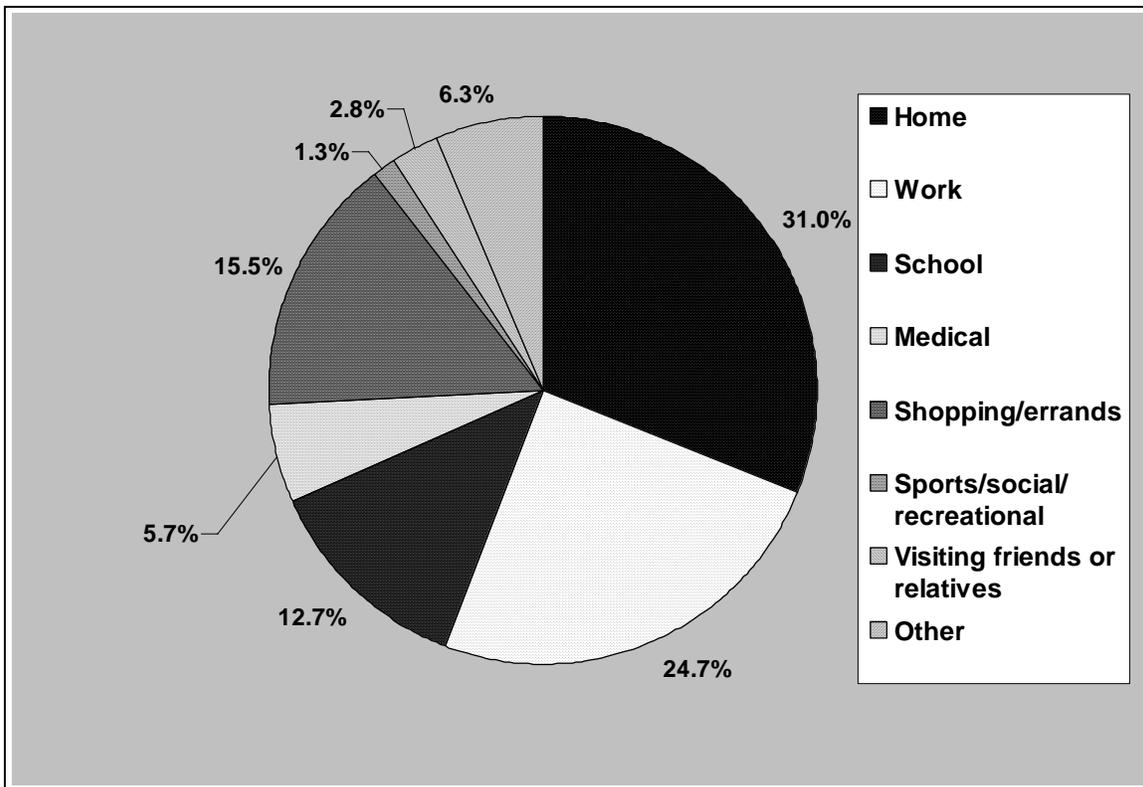
Line 6B and Line 8 both had more than two-thirds of riders coming from home; at the other extreme, Line 2B had fewer than half (45.5%) and Line 6 just over half (52.2%). Lines 1, 2A and 2B all had more than 20% of riders coming from school. Line 4 had a higher than average percentage of riders who said they were coming from medical appointments (16%); no other line had as much as 10% from this origin.

**Figure 8. Trip Origin – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
Coming from?	Vacaville	n=14	n=12	n=11	n=25	n=125	n=23	n=48	n=19	n=45
Home	62.4%	64.3%	58.3%	45.5%	56.0%	61.6%	52.2%	68.8%	63.2%	71.1%
Work	11.8%			18.2%	8.0%	13.6%	26.1%	14.6%	10.5%	4.4%
School	12.1%	21.4%	33.3%	27.3%	4.0%	9.6%	8.7%	8.3%	10.5%	17.8%
Medical	4.3%	7.1%	8.3%		16.0%	4.0%	4.3%	4.2%		
Shopping/errands	6.2%				4.0%	8.8%	4.3%	4.2%	10.5%	6.7%
Sports/social/recreational	0.3%				4.0%					
Visiting friends or relatives	0.6%				4.0%	0.8%				
Other	2.2%	7.1%		9.1%	4.0%	1.6%	4.3%		5.3%	

Destinations were also analyzed to determine the purposes for trips on Vacaville City Coach. Home was the most often mentioned destination (31%), followed by work (24.7%), shopping or running errands (15.5%), and school (12.7%). 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**



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 54.5% for Line 2A and those going to work as high as 31.8% on Line 6. On Line 6B, however, more than half of riders were going neither home nor to work; instead, almost one-third of 6B riders

were headed for school, and 14.3% were going shopping or running errands. School was also an important destination for Line 1 (35.7%), Line 2B (22.2%) and Line 8 (13.6%), while shopping and errands accounted for more than one-fifth of reported destinations on Lines 6, 7 and 8.

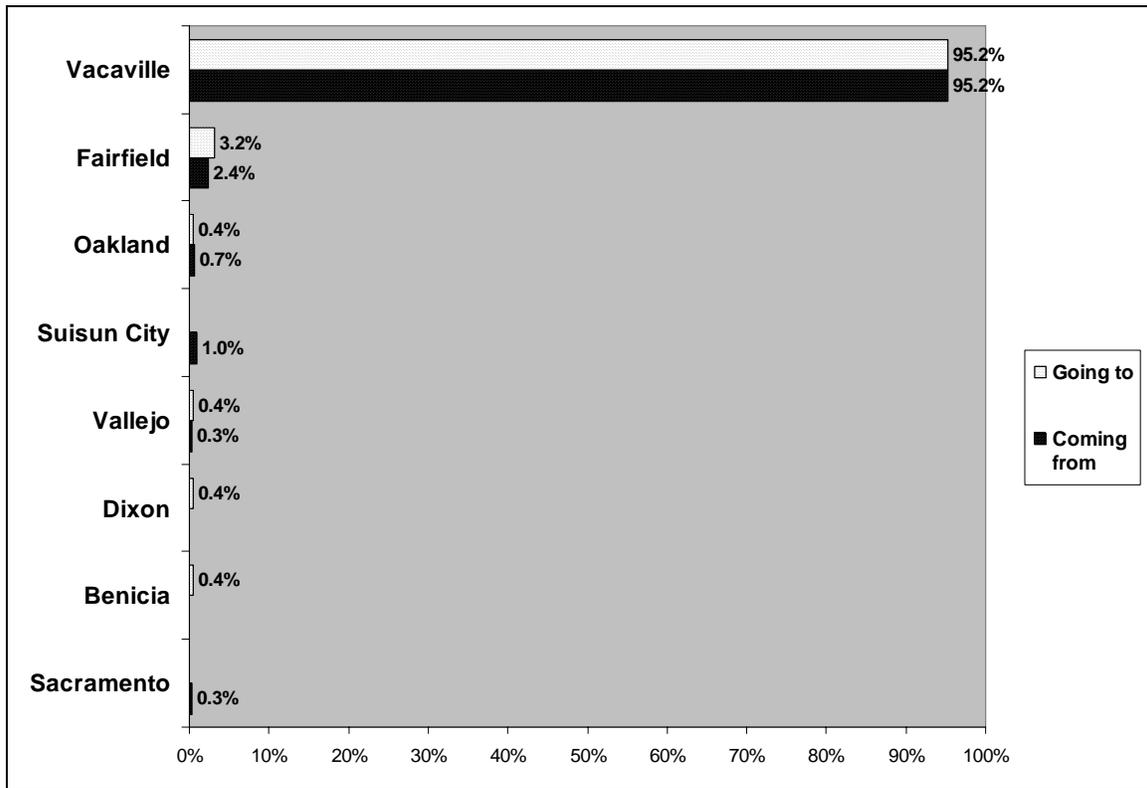
**Figure 10. Trip Destinations – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
Going to?	Vacaville	n=14	n=11	n=9	n=25	n=123	n=22	n=49	n=19	n=44
Home	31.0%	35.7%	54.5%	33.3%	40.0%	30.1%	27.3%	20.4%	36.8%	31.8%
Work	24.7%	14.3%	18.2%	22.2%	20.0%	28.5%	31.8%	24.5%	15.8%	22.7%
School	12.7%	35.7%		22.2%	4.0%	6.5%	4.5%	32.7%	5.3%	13.6%
Medical	5.7%	7.1%			8.0%	8.1%	9.1%	2.0%		4.5%
Shopping/errands	15.5%	7.1%		11.1%	12.0%	14.6%	22.7%	14.3%	26.3%	20.5%
Sports/social/ recreational	1.3%					3.3%				
Visiting friends or relatives	2.8%				8.0%	2.4%	4.5%			6.8%
Other	6.3%		27.3%	11.1%	8.0%	6.5%		6.1%	15.8%	

### Places of Origin and Destination

The extent to which riders were coming from or going outside Vacaville was analyzed by asking respondents where they had started their current trip and where they planned to end it. It is clear that most passengers are on trips that either begin or end in Vacaville or both, with more than 95% of riders stating that they started their trip in Vacaville and the same percentage saying they would end their trip there. Among other origins and destinations, only Fairfield was mentioned by more than 1% of respondents as either an origin or destination.

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



Line 4 had the highest proportion of riders starting their trip outside Vacaville (14.3%), but this reflects only 3 individual riders. Fairfield was reported as the city of origin by 3 Line 5 riders (2.7%) as well as single riders on Lines 2A, 2B, 6B and 8.

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

Route Number	All	1	2A	2B	4	5	6	6B	7	8
City coming from	Vacaville	n=11	n=12	n=11	n=21	n=113	n=20	n=45	n=19	n=41
Vacaville	95.2%	100%	91.7%	90.9%	85.7%	95.6%	100%	97.8%	94.7%	95.1%
Fairfield	2.4%		8.3%	9.1%		2.7%		2.2%		2.4%
Suisun City	1.0%				4.8%				5.3%	2.4%
Oakland	0.7%				4.8%	0.9%				
Vallejo	0.3%					0.9%				
Sacramento	0.3%				4.8%					

Line 5 had both the largest absolute number and percentage of riders not planning to end their trip in Vacaville, with 8 riders (8.2%) saying they would end their trip in Fairfield. All respondents on all other lines except Line 6B (which had one rider going to Dixon) said their destination was Vacaville.

**Figure 13. City of Destination – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
City going to	Vacaville	n=10	n=9	n=8	n=20	n=97	n=17	n=38	n=12	n=39
Vacaville	95.2%	100%	100%	100%	100%	88.7%	100%	97.4%	100%	100%
Fairfield	3.2%					8.2%				
Benicia	0.4%					1.0%				
Vallejo	0.4%					1.0%				
Oakland	0.4%					1.0%				
Dixon	0.4%							2.6%		

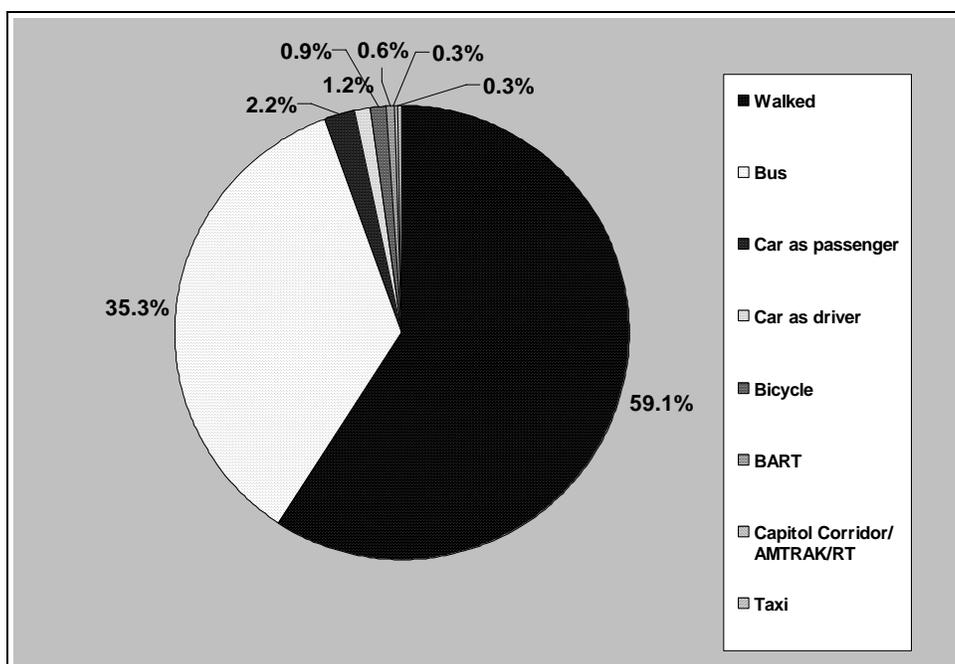
**Where Did You Board and Will You Leave the Bus?**

When asked where they had boarded and where they planned to leave the bus, more than 95% of respondents said they both boarded and planned to leave in Vacaville. Only 6 riders said they had boarded elsewhere: 4 in Fairfield (2 from Line 4 and 1 each from Lines 6B and 7), 1 from Line 4 in Suisun City and 1 from Line 5 in Vallejo. Similarly, only 9 riders planned to leave the bus outside Vacaville: 6 in Fairfield (4 from Line 5 and 1 each from Lines 4 and 7), and 1 each from Lines 2A, 4 and 5 planned to get off in Vallejo.

**Access to Bus Stop**

When respondents were asked how they had reached the stop where they had boarded their Vacaville City Coach bus, 59.1% said they had walked, while 35.3% said they had come by bus. Far fewer riders came by other means with only “car as passenger” accounting for as many as 2% of responses.

**Figure 14. How Did You Get to the Bus Stop? – Overall**



The majority of riders on most lines reported walking to the bus stop; however, slightly more than half of Line 4 riders arrived by bus. Line 4 riders were also the least likely to have walked and the most likely to have arrived by bicycle, BART, or train.

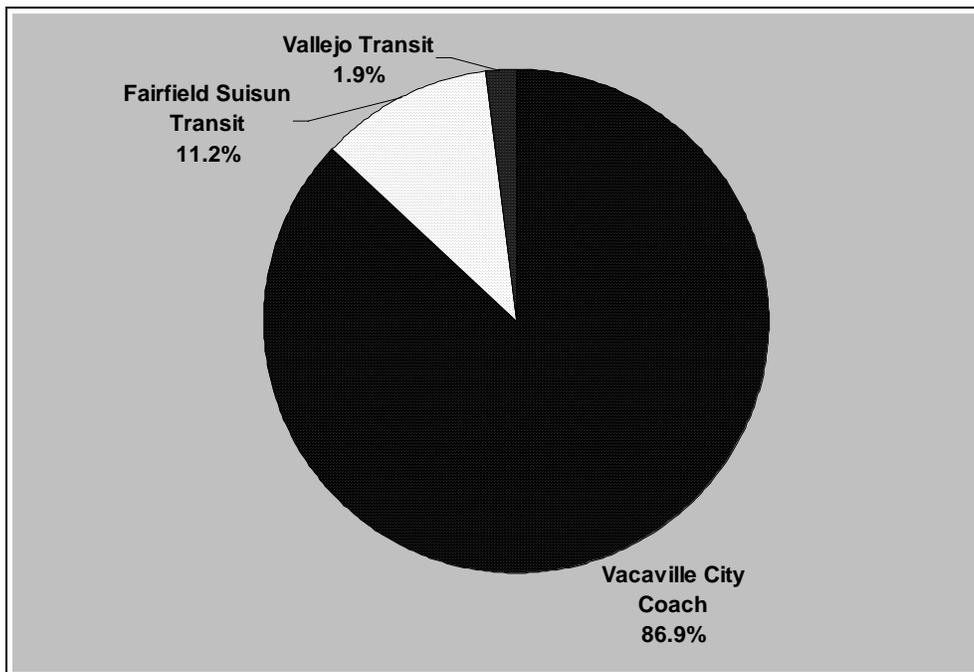
**Figure 15. How Did You Get to the Bus Stop? – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
Mode to bus stop*	Vacaville	n=17	n=10	n=14	n=29	n=131	n=25	n=41	n=18	n=48
Walked	59.1%	58.8%	80.0%	57.1%	34.5%	58.8%	60.0%	58.5%	55.6%	76.3%
Bus	35.3%	35.3%	20.0%	42.9%	51.7%	37.4%	36.0%	29.3%	33.3%	23.7%
Car as passenger	2.2%	5.9%				0.8%		12.2%		
Car as driver	1.2%					0.8%	4.0%		11.1%	
bicycle	0.9%				6.9%	0.8%				
BART	0.6%				3.4%	0.8%				
Capitol Corridor/AMTRAK/RT	0.3%				3.4%					
taxi	0.3%					0.8%				

\* More than one mode may have been used

For those who reached their stop by bus, the vast majority did so on other Vacaville City Coach buses. Of the 107 riders who provided data on the operator of their arriving bus, 86.9% said Vacaville City Coach, while 11.2% mentioned Fairfield/Suisun Transit and 1.9% reported Vallejo Transit.

**Figure 16. If by Bus, What Transit Operator? – Overall**



Vacaville City Coach was also the primary transit operator that riders transferred from to reach individual lines, with the exception of Line 2A, where 1 of 2 riders reported arriving via Fairfield/Suisun Transit.

**Figure 17. If by Bus, What Transit Operator? – By Line**

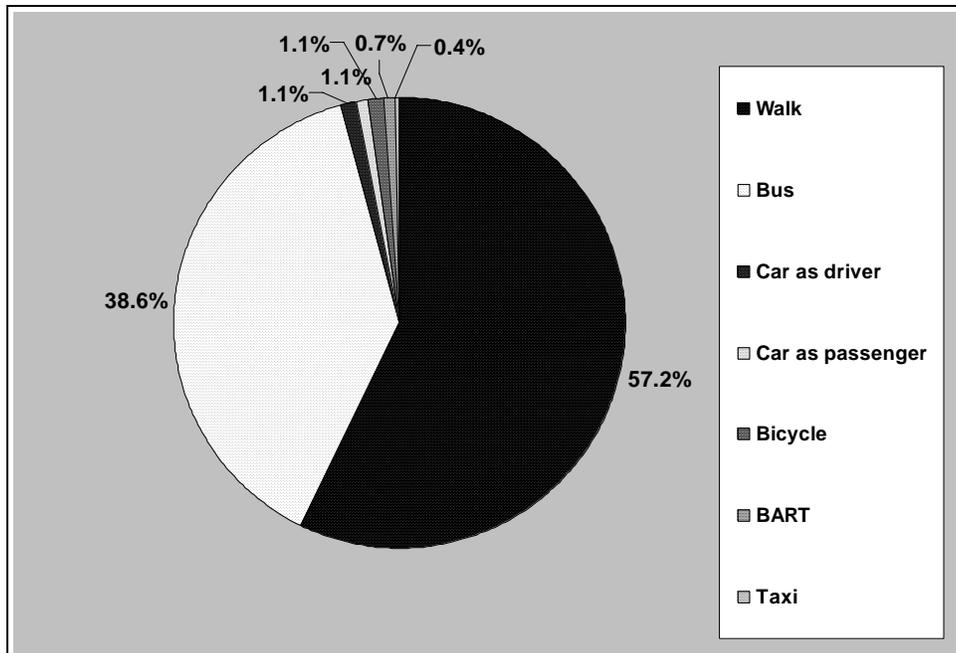
Route Number	All	1	2A	2B	4	5	6	6B	7	8
Operator	Vacaville	n=6	n=2	n=6	n=13	n=44	n=9	n=12	n=6	n=9
Vacaville City Coach	86.9%	100%	50.0%	83.3%	84.6%	88.6%	77.8%	100%	83.3%	77.8%
Fairfield Suisun Transit	11.2%		50.0%	16.7%	15.4%	9.1%	11.1%		16.7%	22.2%
Vallejo Transit	1.9%					2.3%	11.1%			

The 170 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 5.6 minutes overall. The average amount of time ranged from 3.5 minutes for Line 6 to 7.8 minutes for Line 1.

**Access to Final Destination**

Riders were also asked how they would reach their final destination. As with access to their bus stop, most rider (95.8%) planned to walk and/or use a bus.

**Figure 18. How Will You Get to Your Final Destination? – Overall**



The reliance on walking and buses was evident across lines, with riders on Lines 1, 2A, 2B and 6 planning to use these methods exclusively. Riders on Line 5 intended to use the widest variety of transportation modes to reach their destination, including car as driver, car as passenger, bicycle, BART, and taxi.

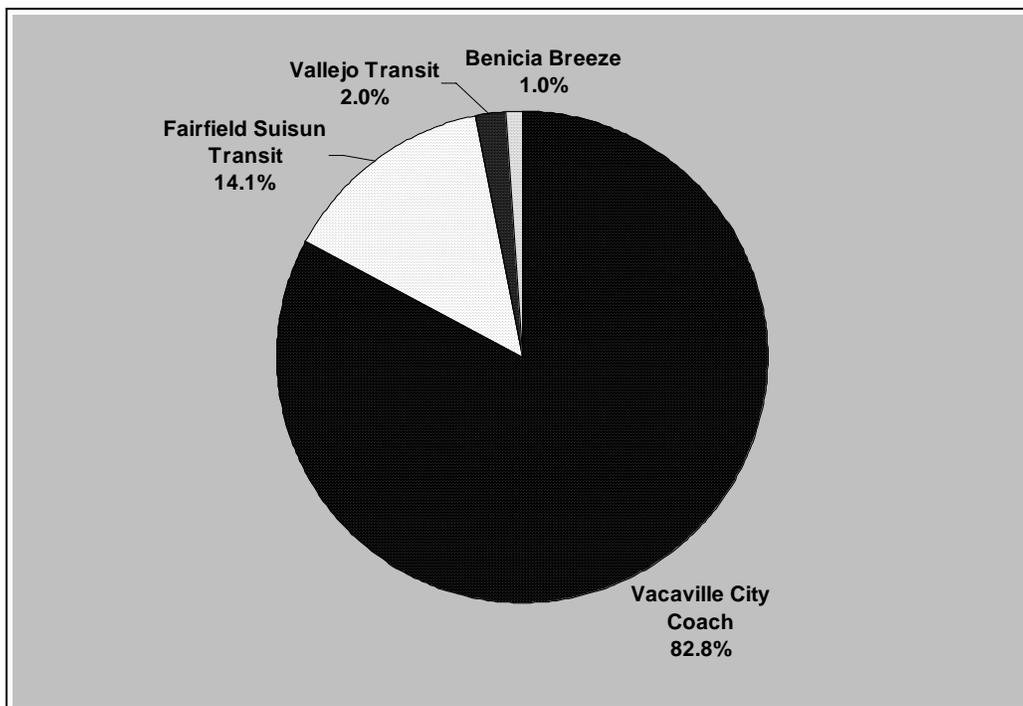
**Figure 19. How Will You Get to Your Final Destination? – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
Mode to destination*	Vacaville	n=16	n=9	n=11	n=25	n=112	n=21	n=40	n=15	n=37
Walk	57.0%	68.8%	77.8%	54.5%	48.0%	51.8%	52.4%	52.5%	66.7%	73.0%
Bus	38.5%	31.3%	22.2%	45.5%	44.0%	42.0%	47.6%	45.0%	26.7%	21.6%
Car as driver	1.0%					1.8%		2.5%		
Car as passenger	1.0%					0.9%			6.7%	2.7%
Bicycle	1.0%				8.0%	0.9%				
BART	0.7%					0.9%				2.7%
Taxi	0.3%					0.9%				
Other	0.3%					0.9%				

\* More than one mode may have been used

For riders who planned to reach their final destination by bus, most (82.8%) of the 99 who provided information on the Transit Operator they planned to use said they would travel on other Vacaville City Coach buses, while 14.1% planned to use Fairfield/Suisun Transit.

**Figure 20. If by Bus to Destination, What Transit Operator? – Overall**



Vacaville City Coach was also the most frequently mentioned transit operator for individual lines, with the exception of Line 2A and Line 8, where 1 of 2 and 2 of 4 riders, respectively, said they would use Fairfield/Suisun Transit to reach their destination.

**Figure 21. If by Bus to Destination, What Transit Operator? – By Line**

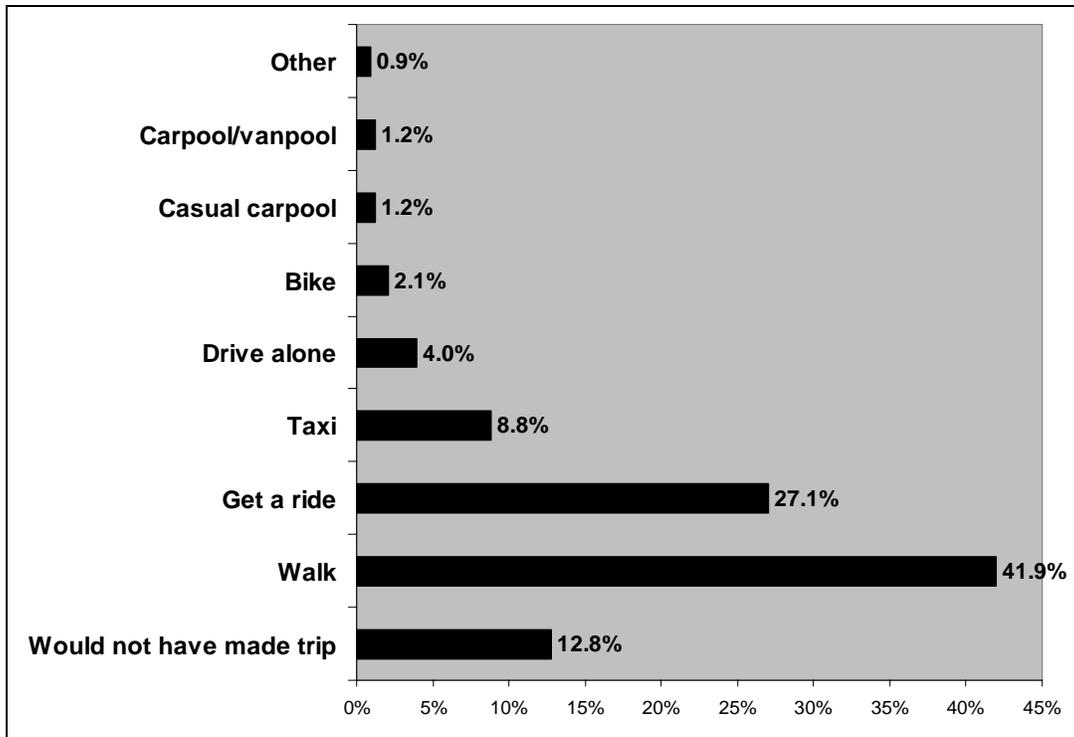
Route Number Operator	All Vacaville	1 n=5	2A n=2	2B n=5	4 n=10	5 n=44	6 n=10	6B n=15	7 n=4	8 n=4
Vacaville City Coach		100%	50.0%	100%	100%	75.0%	90.0%	86.7%	100%	50.0%
Fairfield Suisun Transit			50.0%			18.2%	10.0%	13.3%		50.0%
Vallejo Transit						4.5%				
Benicia Breeze						2.3%				

Riders estimated the time to walk from the bus to their final destination as longer than the time it took to walk to their bus stop. The 138 riders who provided an estimate of how long they would take to walk to their final destination estimated taking an average of 6.4 minutes overall. The average amount of time ranged from 5 minutes for Line 9 to 10.9 minutes for Line 2.

**How Trip Would Have Been Made Without the Bus**

More than 12% of riders said they would not have made the trip if their Vacaville City Coach bus had not been available, but riders were more likely to say they would have walked (41.9%) or have gotten a ride (27.1%). Fewer than 10% said they would have used other transportation modes, including a taxi, bicycling, driving, or using casual or more organized carpools.

**Figure 22. How Trip Made if Bus Not Available? – Overall**



The percentage of respondents who would not have made the trip ranged from zero for Lines 2A and 2B to 25% Line 4, while the percentage who would have walked ranged from 17.6% for Line 7 to 66.7% for Line 2B. Line 5, with its larger sample of riders, had the broadest range of alternatives mentioned by respondents, while Line 7 had the largest percentage who said they would take a taxi (17.6%).

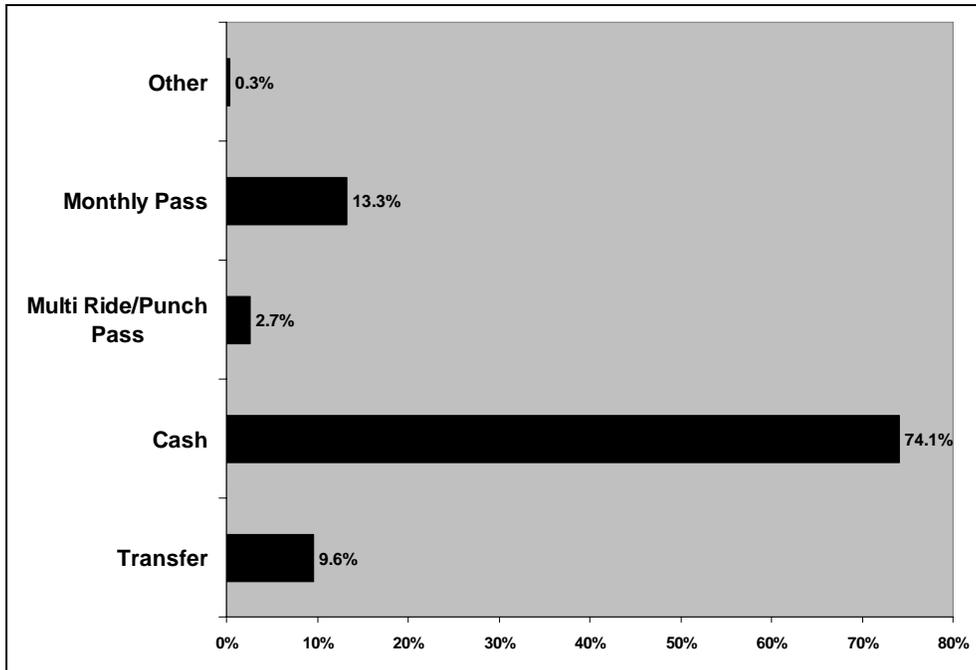
**Figure 23. How Trip Made if Bus Not Available? – Overall**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
Alternate mode	Vacaville	n=14	n=11	n=12	n=24	n=131	n=23	n=49	n=17	n=48
Would not have made this trip	12.8%	7.1%			25.0%	14.5%	13.0%	8.2%	17.6%	12.5%
Walk	41.9%	50.0%	45.5%	66.7%	25.0%	34.4%	56.5%	57.1%	17.6%	47.9%
Get a ride	27.1%	35.7%	36.4%	25.0%	33.3%	29.8%	13.0%	24.5%	29.4%	20.8%
Taxi	8.8%		9.1%	8.3%	4.2%	10.7%	8.7%	6.1%	17.6%	8.3%
Drive alone	4.0%	7.1%			4.2%	3.8%	4.3%	2.0%	11.8%	4.2%
Bike	2.1%		9.1%			2.3%	4.3%			4.2%
Casual carpool	1.2%				8.3%	1.5%				
Carpool/vanpool	1.2%					1.5%		2.0%		2.1%
Other	0.9%					1.5%			5.9%	

**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 three-fourths (74.1%) of riders paid using cash, while 13.3% used a monthly pass and 9.6% paid by transfer. Fewer than 3% used a multi-ride/punch pass.

**Figure 24. How Did You Pay Your Fare for this Trip? – Overall**



While cash was the dominant form of payment on all lines, the percentage of riders using transfers ranged from 4.5% for Line 8 to 26.9% for Line 4. Similarly, while there were no monthly pass users on Line 4, more than 21% of riders on Line 1 used a monthly pass. Multi-ride/punch passes were only used on Lines 4, 5 and 6B.

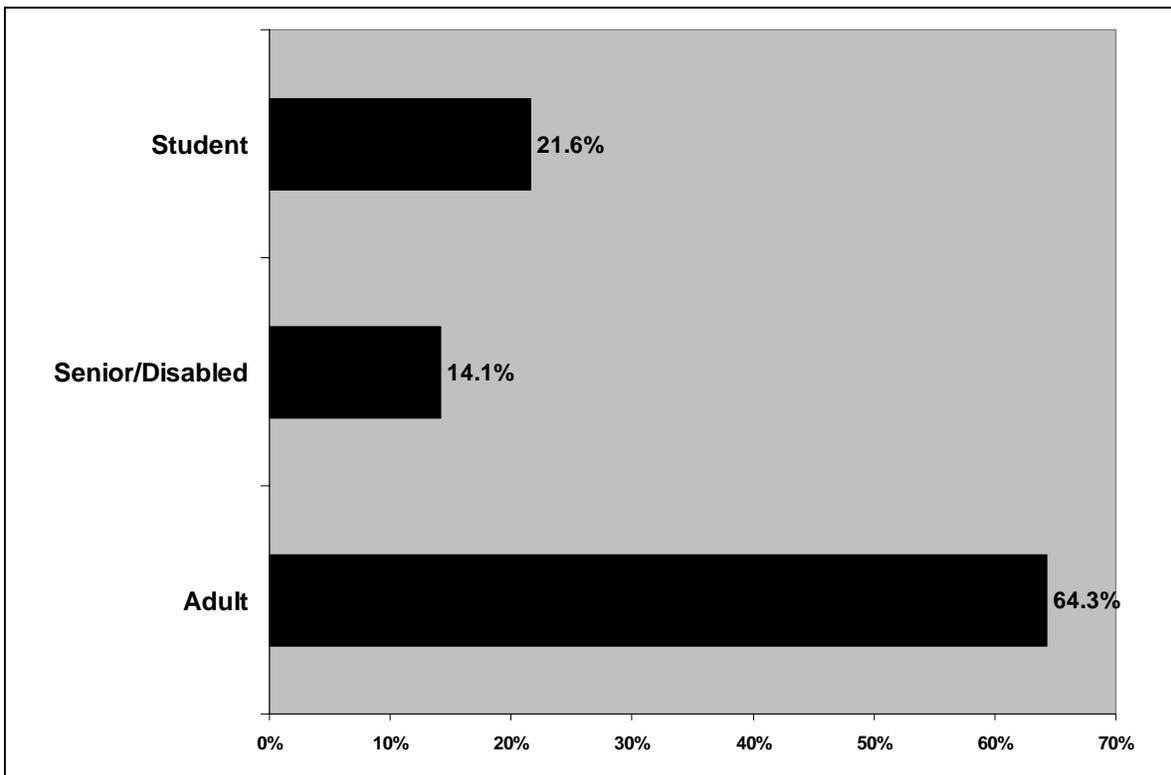
**Figure 25. How Did You Pay Your Fare for this Trip? – By Line**

Route Number	All Vacaville	1 n=14	2A n=11	2B n=10	4 n=26	5 n=115	6 n=20	6B n=43	7 n=18	8 n=44
Transfer	9.6%	7.1%	9.1%	20.0%	26.9%	7.8%	5.0%	11.6%	5.6%	4.5%
Cash	74.1%	71.4%	72.7%	70.0%	61.5%	74.8%	90.0%	69.8%	77.8%	77.3%
Multi Ride/Punch Pass	2.7%				11.5%	3.5%		2.3%		
Monthly Pass	13.3%	21.4%	18.2%	10.0%		13.0%	5.0%	16.3%	16.7%	18.2%
Other	0.3%					0.9%				

**Type of Fare**

Adult fares accounted for almost two-thirds of those paid by Vacaville City Coach riders, while the percentage of student/youth fares outnumbered senior/disabled fares. Note that the percentage of student fares is somewhat lower than the percentage of riders describing themselves as students (24.7%), as discussed in the demographics section.

**Figure 26. Type of Fare – Overall**



As would be expected, lines with a high percentage of student riders had a larger percentage of student fares, including Line 1 (71.4%), Line 6B (29.4%) and Line 8 (39%). In contrast, Line 2A and Line 6 had more than 80% adult fares.

**Figure 27. Type of Fare – By Line**

Route Number	All Vacaville	1 n=14	2A n=7	2B n=5	4 n=25	5 n=98	6 n=18	6B n=34	7 n=13	8 n=41
Fare Type										
Adult	64.3%	7.1%	85.7%	60.0%	68.0%	70.4%	83.3%	64.7%	76.9%	51.2%
Senior/Disabled	14.1%	21.4%			32.0%	17.3%	5.6%	5.9%	7.7%	9.8%
Student	21.6%	71.4%	14.3%	40.0%		12.2%	11.1%	29.4%	15.4%	39.0%

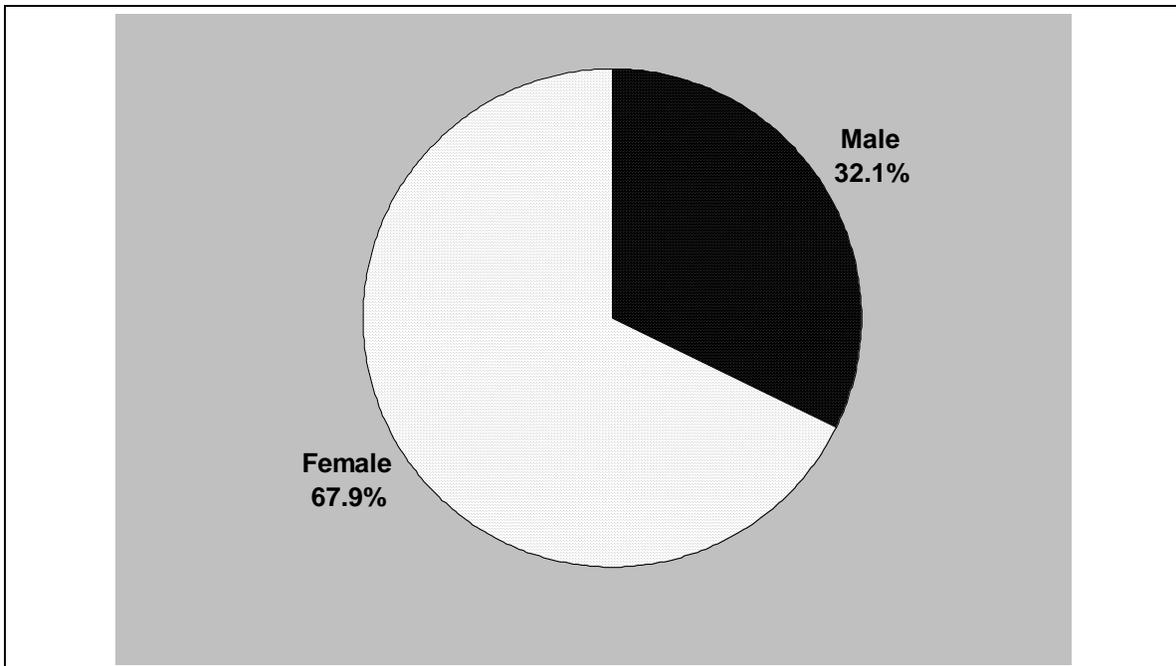
## RIDER DEMOGRAPHICS

The following section examines the demographics, or basic characteristics, of Vacaville City Coach 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 Vacaville City Coach system overall are overwhelmingly female, with males accounting for less than one-third (32.1%) of survey respondents.

**Figure 28. Gender - Overall**



While female passengers were the majority among riders on most lines, males accounted for more than half of surveyed riders on Lines 2B and 4.

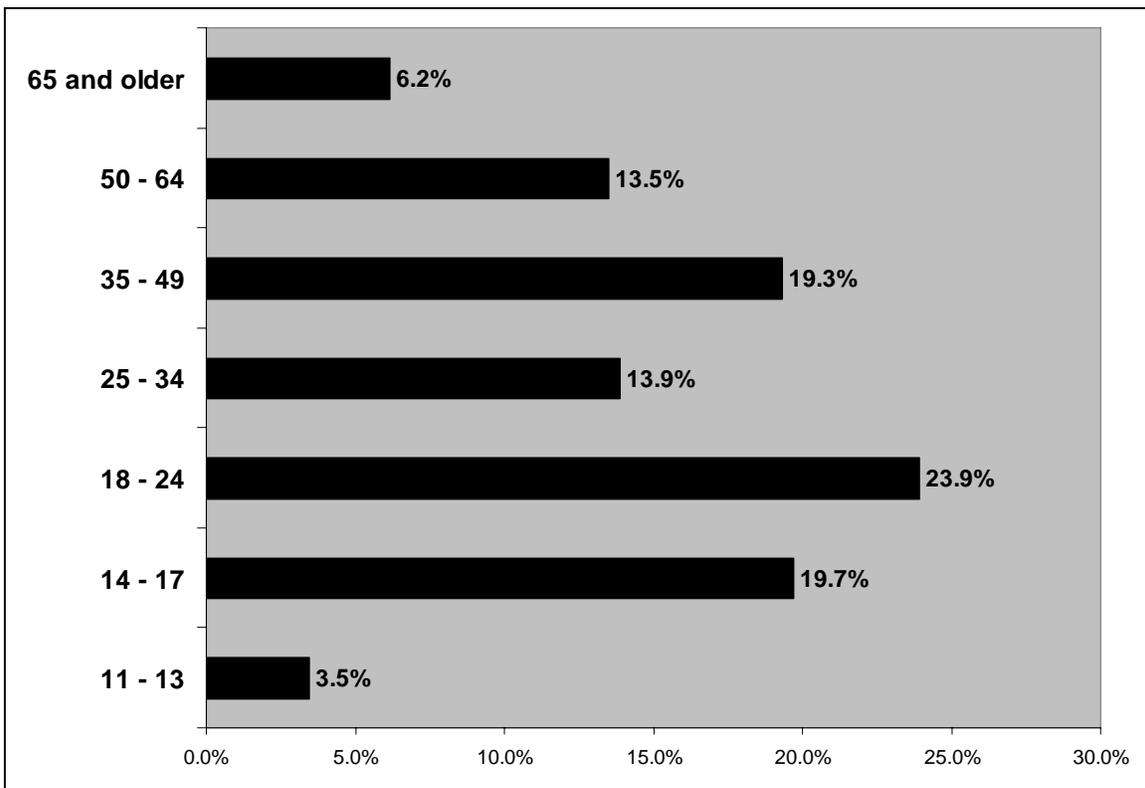
**Figure 29. Gender – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
Gender	Vacaville	n=10	n=7	n=8	n=19	n=103	n=14	n=34	n=17	n=40
Male	32.1%	30.0%	28.6%	62.5%	57.9%	31.1%	7.1%	29.4%	29.4%	30.0%
Female	67.9%	70.0%	71.4%	37.5%	42.1%	68.9%	92.9%	70.6%	70.6%	70.0%

**Age**

About 70% of Vacaville riders were within the age range of working adults (18 to 64). Overall, seniors comprise a relatively small proportion of Vacaville City Coach riders (6.2%). Slightly less than one-fourth (23.2%) 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 30. Age - Overall**



The percentage of riders of standard working age was highest among Line 7 riders who completed the survey, with 88.2% of respondents in the 18-64 age group, compared to a low of just 36.4% for Line 1 riders. Lines 1 and 2A had the highest proportion of riders under 18 (63.6% and 50%, respectively), while Line 4 had the highest percentage of riders aged 65 and older (22.7%).

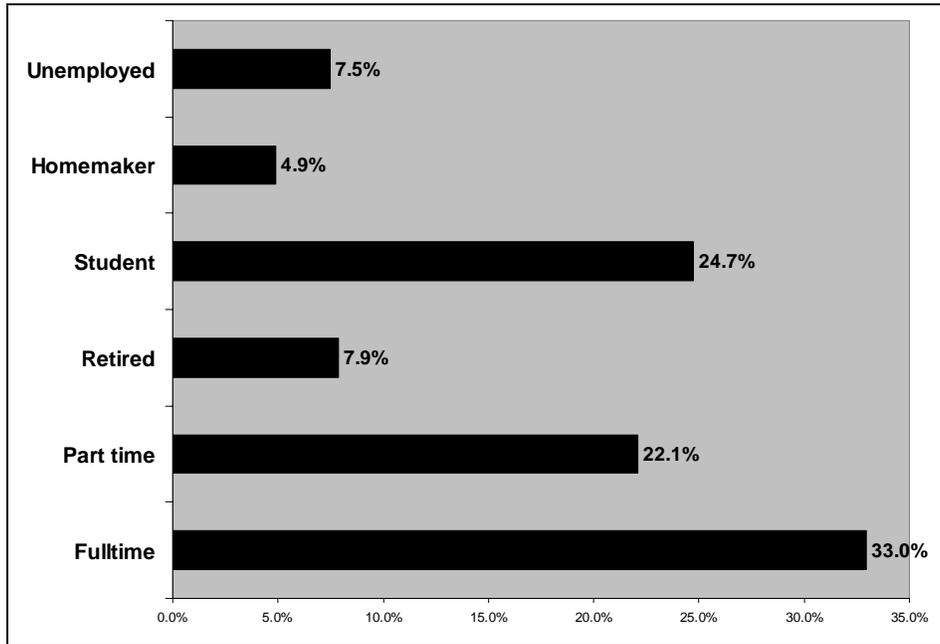
**Figure 31. Age – By Line**

Route Number	All Vacaville	1 n=11	2A n=8	2B n=8	4 n=22	5 n=104	6 n=15	6B n=33	7 n=17	8 n=41
Age										
under 13	3.5%		25.0%	12.5%		1.9%	6.7%			7.3%
14 - 17	19.7%	63.6%	25.0%			16.3%	13.3%	30.3%	5.9%	29.3%
18 - 24	23.9%	9.1%	25.0%	37.5%	18.2%	28.8%	13.3%	27.3%	23.5%	17.1%
25 - 34	13.9%		25.0%	25.0%	22.7%	10.6%	26.7%	15.2%	17.6%	9.8%
35 - 49	19.3%				27.3%	20.2%	20.0%	18.2%	29.4%	22.0%
50 - 64	13.5%	27.3%		12.5%	9.1%	14.4%	13.3%	9.1%	17.6%	14.6%
65 and older	6.2%			12.5%	22.7%	7.7%	6.7%		5.9%	

**Employment Status**

The mix of working age adults, students, and over-65 riders is reflected in the employment status of Vacaville City Coach riders. Just as about 23% of riders were under 18, the percentage of students (obviously including some 18 and over) is about 25%, while the number of over-65 riders (6.2%) is reflected in the 7.9% who are retired. The relatively high combined percentage of homemakers and part-time workers (27%) may reflect the predominance of female riders.

**Figure 32. Employment Status - Overall**



Lines 2A, 4 and 7 had the highest percentage of riders who said they were employed full time, while Line 1 had no riders in this category. In contrast, more than two-thirds of Line 1 riders were students. Students also accounted for 45% of Line 6B riders. Retired riders made up more than one-fourth of respondents on Line 4, but were absent from Lines 2A and 6.

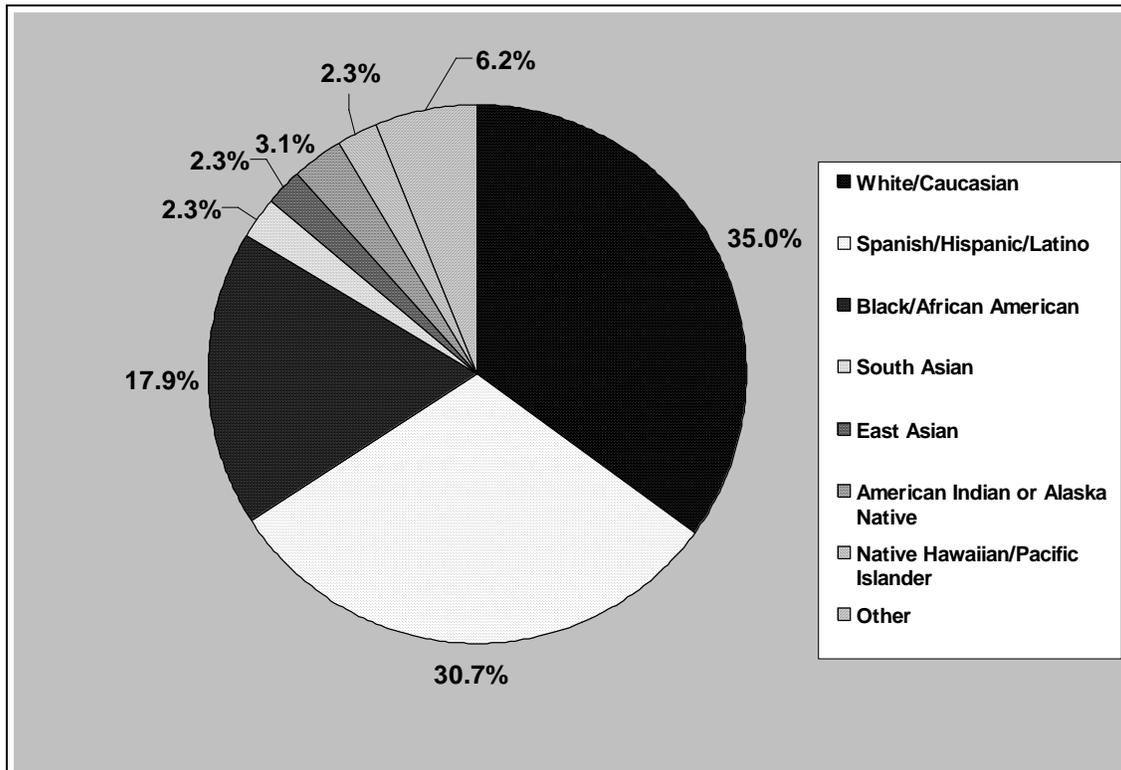
**Figure 33. Employment Status – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
Employment status	Vacaville	n=11	n=10	n=9	n=22	n=102	n=15	n=40	n=18	n=40
Fulltime	33.0%		40.0%	33.3%	40.9%	35.3%	33.3%	25.0%	50.0%	30.0%
Part time	22.1%	9.1%	30.0%	33.3%	9.1%	26.5%	33.3%	22.5%	5.6%	20.0%
Retired	7.9%	9.1%		11.1%	27.3%	5.9%		5.0%	16.7%	5.0%
Student	24.7%	72.7%	30.0%	22.2%	9.1%	17.6%	20.0%	45.0%	16.7%	22.5%
Homemaker	4.9%	9.1%			9.1%	4.9%	13.3%	2.5%	5.6%	2.5%
Unemployed	7.5%				4.5%	9.8%			5.6%	20.0%

**Race and Ethnicity**

Vacaville City Coach serves a diverse community of riders, with no single group accounting for as much as 40% of ridership. The largest single ethnic group among Vacaville riders were whites/Caucasians (35%), followed by Hispanic/Latino (30.7%) and black/African American rider (17.9%). No other single group accounted for as much as 5% of respondents, although about 6% of riders reported that they were in an “other” category of race or ethnicity.

**Figure 34. Race and Ethnicity - Overall**



Among the individual Vacaville City Coach lines, Line 4 had a majority of white/Caucasian riders (60.9%), while Lines 1 and 6B had more than half Hispanic/Latino riders (60% and 55.3%). Each of the top three ethnic groups accounted

for at least 10% of riders on every line except 6B (where blacks/African Americans represented 8% of riders) and 7 (where Hispanics/Latinos represented 5.9% of survey respondents.)

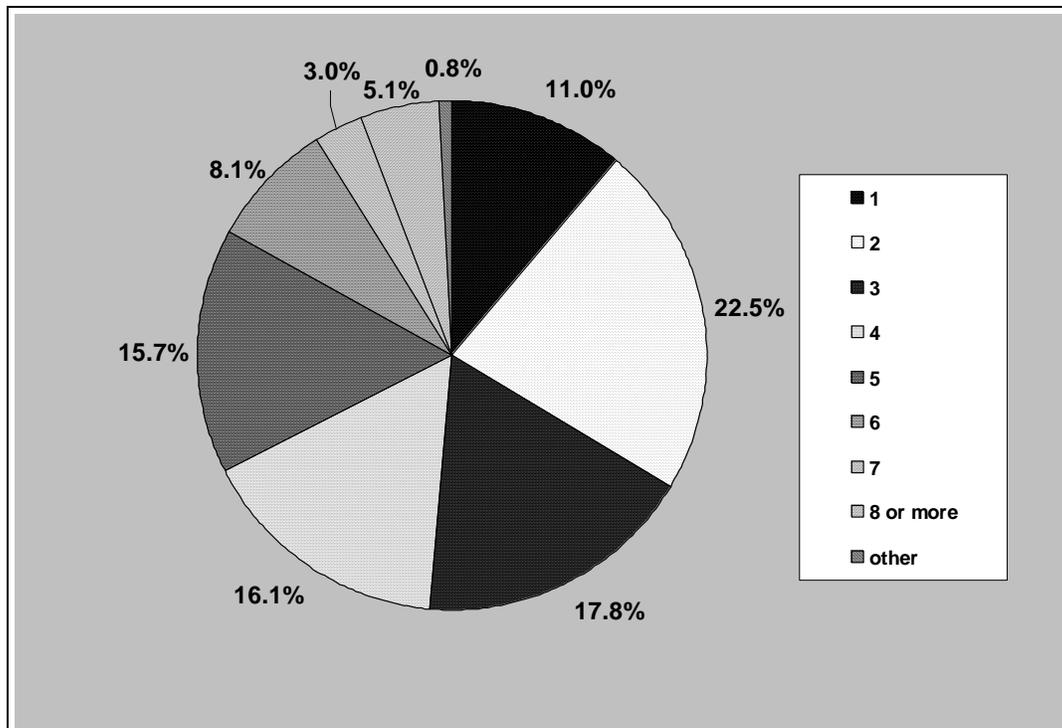
**Figure 35. Race and Ethnicity – By Line**

Route Number	All Vacaville	1 n=10	2A n=8	2B n=8	4 n=23	5 n=94	6 n=18	6B n=38	7 n=17	8 n=41
Race or ethnicity										
White/Caucasian	35.0%	10.0%	25.0%	37.5%	60.9%	39.4%	33.3%	28.9%	35.3%	24.4%
Spanish/Hispanic/Latino	30.7%	60.0%	37.5%	12.5%	17.4%	22.3%	44.4%	55.3%	5.9%	34.1%
Black/African American	17.9%	30.0%	37.5%	37.5%	17.4%	12.8%	11.1%	7.9%	35.3%	24.4%
South Asian	2.3%				4.3%	3.2%		2.6%	5.9%	
East Asian	2.3%					2.1%	5.6%	2.6%	5.9%	2.4%
American Indian/Alaska Native	3.1%					4.3%	5.6%	2.6%		4.9%
Native Hawaiian/Pacific Islander	2.3%					4.3%			5.9%	2.4%
Other	6.2%			12.5%		11.7%			5.9%	7.3%

**Household Size**

The household size of Vacaville City Coach riders is almost equally divided between those who live in households of 1 or 2 people (33.5%), 3 or 4 people (35.9%), and 5 or more people (31.9%). The largest single group of respondents was those who live in 2-person households (22.5%).

**Figure 36. Household Size - Overall**



Among individual lines, Line 4 had by far the largest percentage of riders from 1- and 2-person households (70%), while Lines 1, 6 and 6B all had fewer than one-sixth in this category.

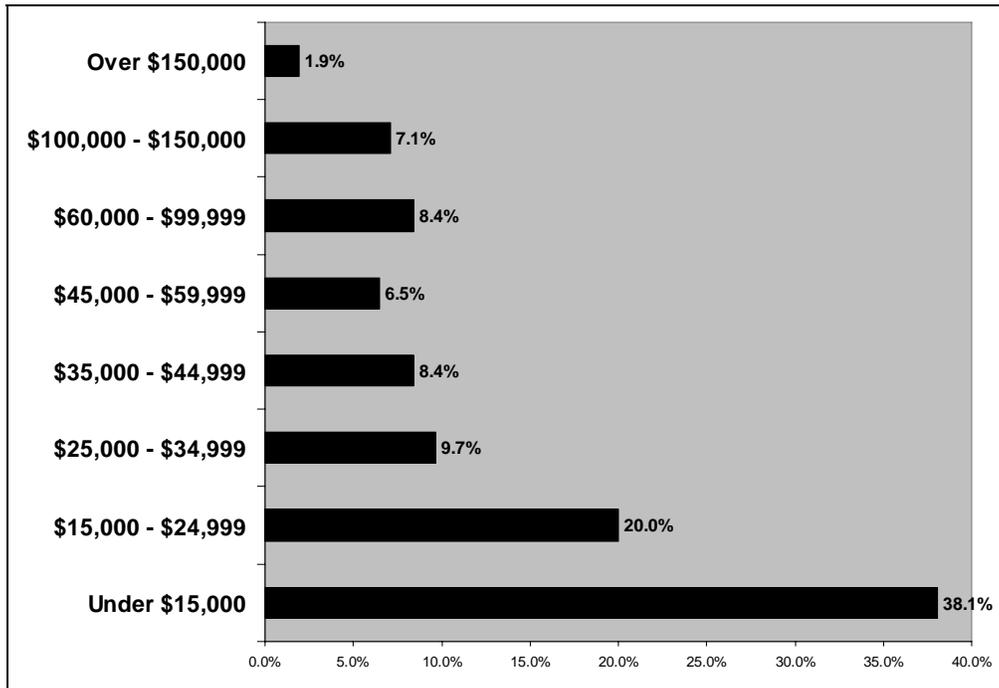
**Figure 37. Household Size – By Line**

Route Number	All Vacaville	1 n=9	2A n=6	2B n=6	4 n=20	5 n=96	6 n=13	6B n=30	7 n=17	8 n=39
1	11.0%		16.7%		20.0%	13.5%	7.7%	3.3%	17.6%	7.7%
2	22.5%	11.1%	16.7%	50.0%	50.0%	26.0%	7.7%	13.3%	5.9%	17.9%
3	17.8%	11.1%			5.0%	14.6%	30.8%	33.3%	23.5%	20.5%
4	16.1%	11.1%	66.7%	16.7%	5.0%	17.7%	15.4%	6.7%	23.5%	15.4%
5	15.7%	44.4%		33.3%	10.0%	8.3%	7.7%	30.0%	17.6%	20.5%
6	8.1%				5.0%	9.4%	15.4%	10.0%	5.9%	7.7%
7	3.0%	11.1%				3.1%	7.7%		5.9%	2.6%
8 or more	5.1%				5.0%	6.3%	7.7%	3.3%		7.7%
other	0.8%	11.1%				1.0%				

**Household Income**

Among those respondents who were willing and able to report their income (fewer than half the total), 38.1% of Vacaville riders reported a household income of less than \$15,000 per year, and more than two-thirds (67.8%) reported incomes of less than \$35,000 per year. At the other extreme, 9% of respondents had household incomes of more than \$100,000.

**Figure 38. Income – Overall**



Results by line are presented below for the reader’s information, but it must be noted that the very low numbers for many individual lines make it impossible to draw meaningful conclusions about incomes for all but the lines with the highest numbers of responses.

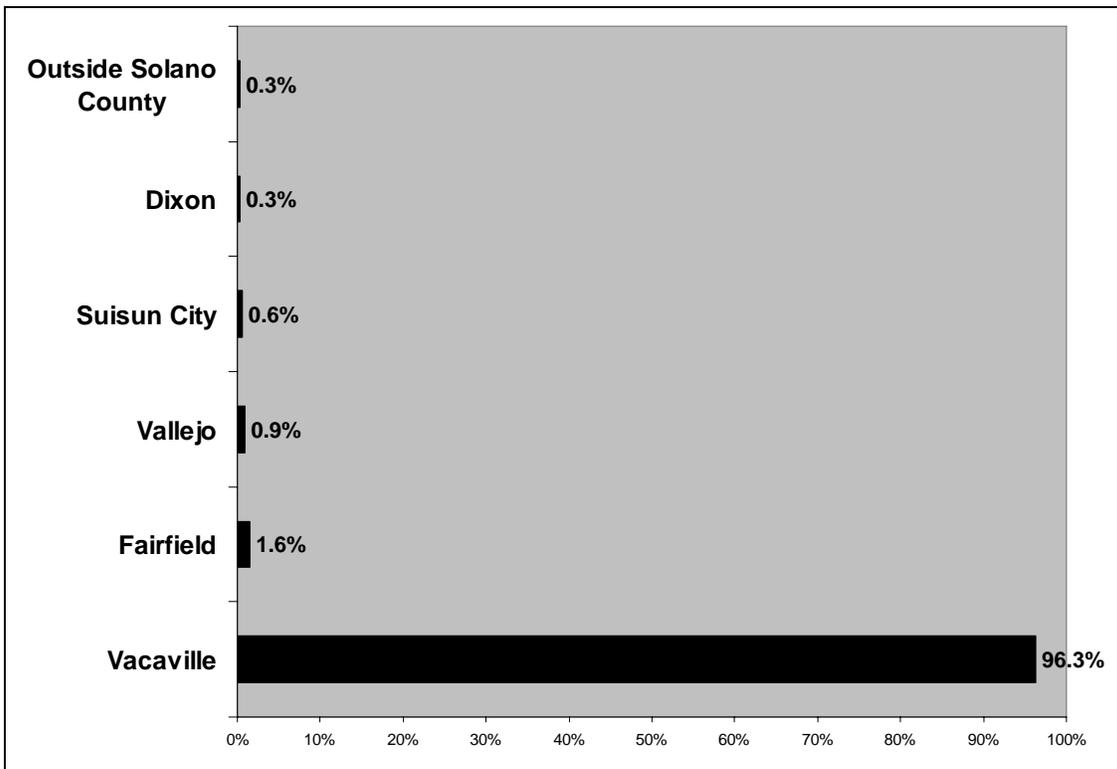
**Figure 39. Income – By Line**

Route Number Income	All Vacaville	1 n=6	2A n=4	2B n=5	4 n=18	5 n=65	6 n=12	6B n=17	7 n=13	8 n=15
Under \$15,000	38.1%	16.7%	25.0%	40.0%	27.8%	46.2%	50.0%	41.2%	30.8%	20.0%
\$15,000 - \$24,999	20.0%	16.7%		20.0%	22.2%	16.9%	25.0%	41.2%	7.7%	20.0%
\$25,000 - \$34,999	9.7%	33.3%	25.0%	20.0%	16.7%	7.7%	8.3%		7.7%	6.7%
\$35,000 - \$44,999	8.4%				16.7%	9.2%	8.3%	5.9%	7.7%	6.7%
\$45,000 - \$59,999	6.5%			20.0%		9.2%	8.3%		7.7%	6.7%
\$60,000 - \$99,999	8.4%	33.3%	25.0%		11.1%	3.1%		5.9%	15.4%	20.0%
\$100,000 - \$150,000	7.1%		25.0%			6.2%		5.9%	23.1%	13.3%
Over \$150,000	1.9%				5.6%	1.5%				6.7%

**City of Residence**

Not surprisingly, Vacaville City Coach overwhelmingly serves residents of Vacaville; more than 96% of surveyed riders live in Vacaville, while just 1.6% (5 riders) live in Fairfield. No other jurisdiction accounted for more than 0.9% (3 riders) overall.

**Figure 40. City of Residence – Overall**



Vacaville was the most often mentioned city of residence for all lines. Line 5, with the most surveyed riders, accounted for 8 of the 12 non-Vacaville residents.

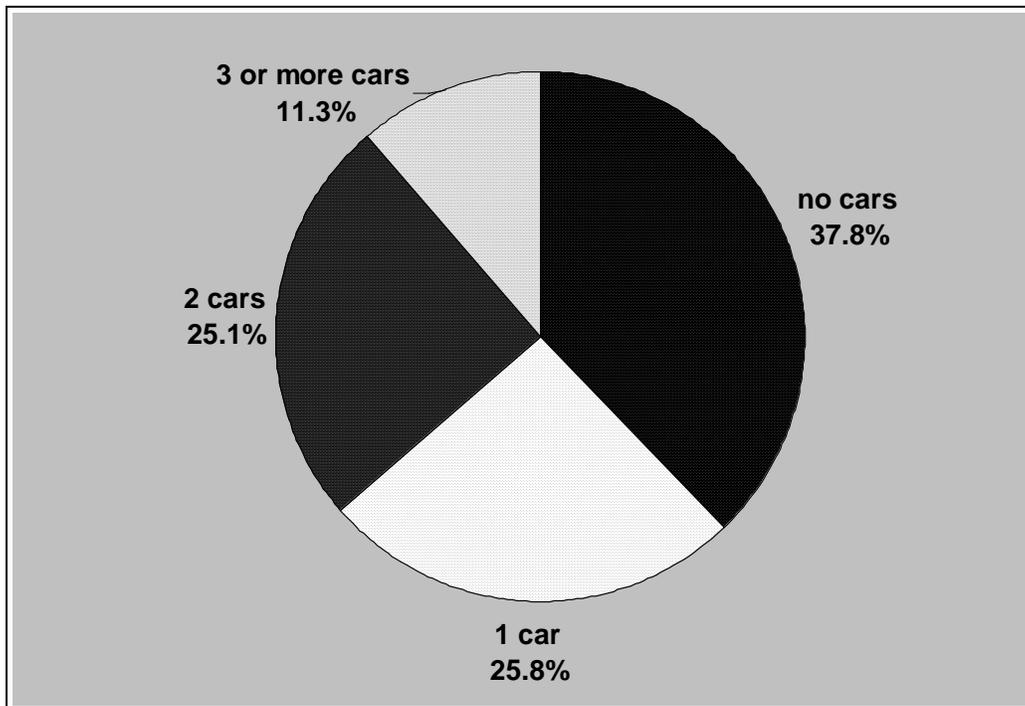
**Figure 41. City of Residence – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
City of residence	Vacaville	n=14	n=12	n=11	n=25	n=125	n=23	n=48	n=19	n=45
Vacaville	96.3%	92.9%	100%	90.9%	100%	93.6%	100%	97.9%	100%	97.8%
Fairfield	1.6%					3.2%		2.1%		
Vallejo	0.9%	7.1%				1.6%				
Suisun City	0.6%					0.8%				2.2%
Dixon	0.3%					0.8%				
Elsewhere outside Solano County	0.3%			9.1%						

**Cars in Household**

More than one-third (37.8%) of Vacaville City Coach riders have no household car, while another 25.8% have only one car in the household. On the other end of the spectrum, only 11.3% of riders live in households with 3 or more cars. These results suggest that a significant percentage of riders have no option or limited options other than riding the bus.

**Figure 42. Car Ownership – Overall**



For Lines 4, 6 and 6B, more than 40% of households had no access to cars, while the percentage with no cars was less than 30% for Lines 1, 2A, 2B and 8. These lines also had a higher percentage of student riders, which suggests that even when cars are available at these households, students cannot drive them.

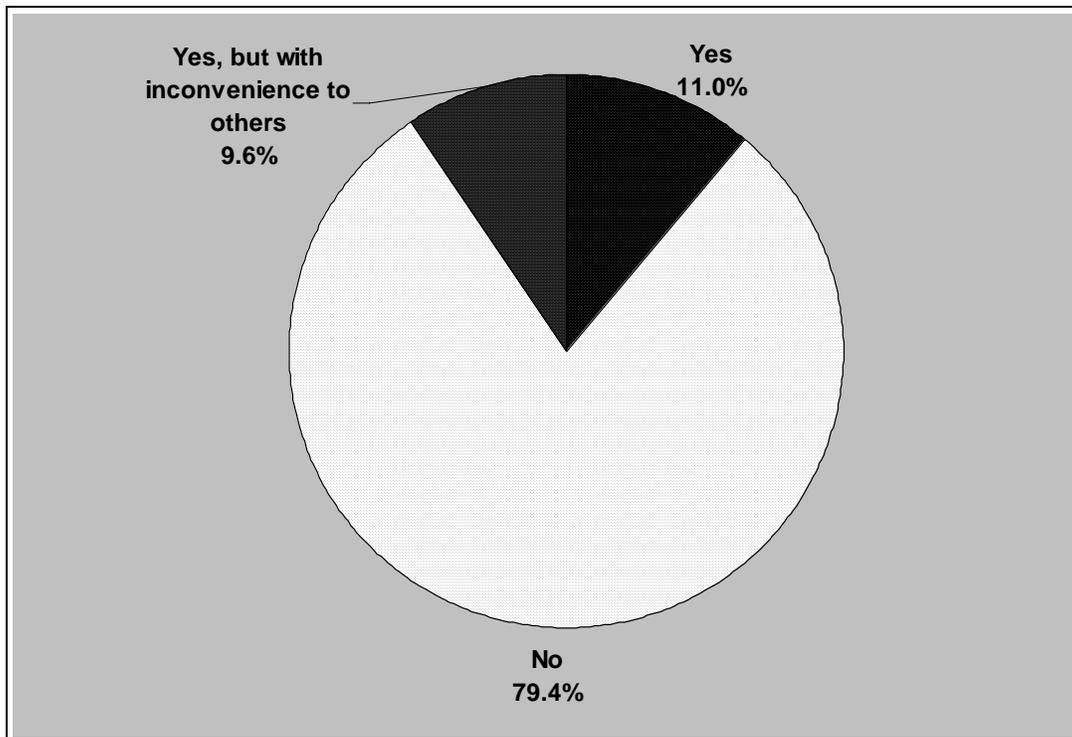
**Figure 43. Car Ownership – By Line**

Route Number	All	1	2A	2B	4	5	6	6B	7	8
No. of cars	Vacaville	n=11	n=10	n=11	n=23	n=106	n=19	n=42	n=18	n=43
none	37.8%	27.3%	20.0%	18.2%	43.5%	39.6%	57.9%	42.9%	38.9%	27.9%
1	25.8%	18.2%	40.0%	63.6%	30.4%	27.4%	21.1%	14.3%	22.2%	23.3%
2	25.1%	18.2%	30.0%	18.2%	26.1%	24.5%	21.1%	26.2%	27.8%	27.9%
3 or more	11.3%	36.4%	10.0%			8.5%		16.7%	11.1%	20.9%

**Could Car Have Been Used for this Trip?**

The reliance on the bus suggested by the relative paucity of cars in rider households is confirmed by a survey question that specifically asked whether a car could have been used for this trip. Almost 80% (79.4%) of respondents said that a car was not available, and another 9.6% said that a car was available, but it would have inconvenienced others – presumably including parents for many of the student riders who were surveyed. Only 11% of respondents said that they could have used a car for their trip.

**Figure 44. Was Car Available? – Overall**



Among lines with more than 15 responses, Line 7 had the highest percentage (33.3%) of riders who had a car available, while 6B had the highest percentage (19.5%) who could have used a car but who would have inconvenienced others (recall that this line also had 45% student riders).

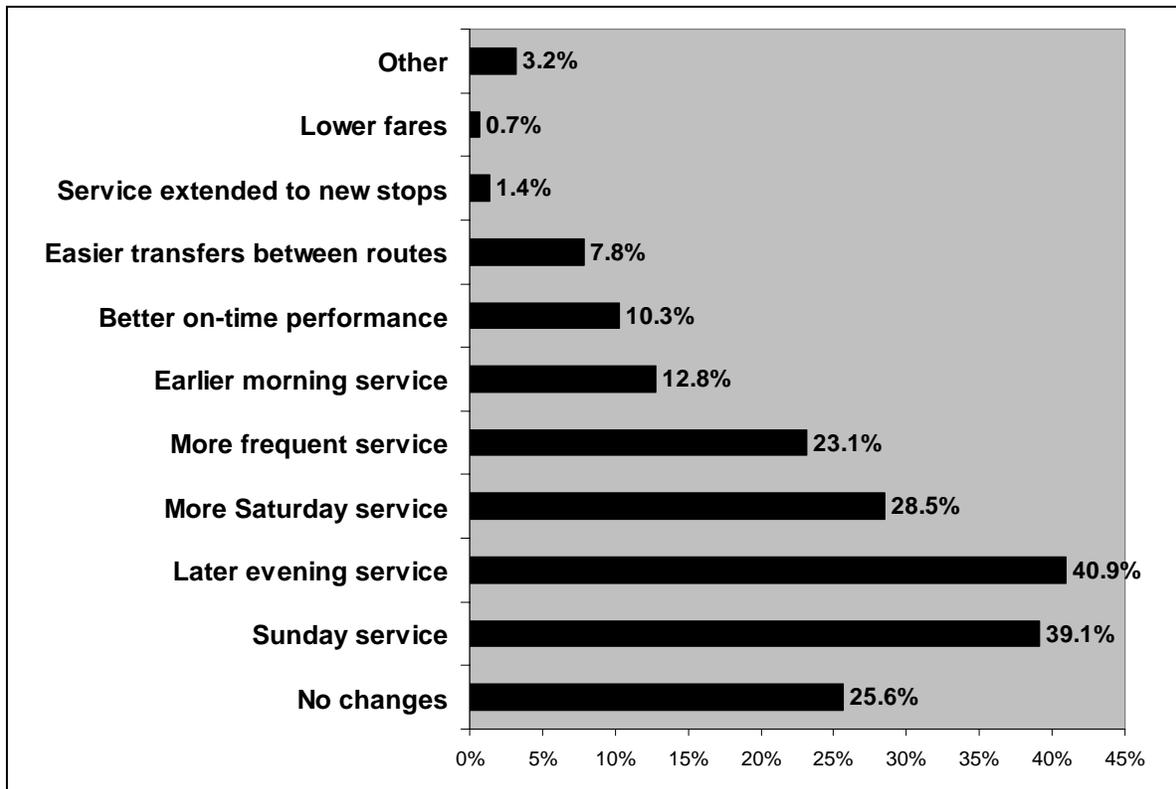
**Figure 45. Was Car Available? – By Line**

Route Number	All Vacaville	1 n=11	2A n=8	2B n=11	4 n=22	5 n=110	6 n=19	6B n=43	7 n=18	8 n=42
Car available?										
Yes	11.0%	18.2%	25.0%		13.6%	9.1%	15.8%	7.3%	33.3%	4.8%
No	79.4%	63.6%	75.0%	90.9%	86.4%	82.7%	78.9%	73.2%	66.7%	81.0%
Yes, but inconveniences others	9.6%	18.2%		9.1%		8.2%	5.3%	19.5%		14.3%

## QUALITY OF SERVICE

Overall, 72 of the 281 surveyed Vacaville City Coach riders who responded to this question (25.6%) said there were no changes they would like to see to the line they were on; another 45 did not provide any response to the question. While relatively few riders offered suggestions for improvement to existing service (better on-time performance, easier transfers and lower fares were each suggested by 10% or fewer respondents) a majority of rider suggestions involved extending service. Sunday service and later evening service were both suggested by about 40% of respondents, while 28.5% would like to see more Saturday service, 23.1% proposed more frequent service, and 12.8% suggested earlier morning service.

**Figure 46. What Changes Would You Like to See? – Overall**



By line, the percentage of riders saying that there were no changes they wanted to see ranged from a low of 5.9% for Line 6 to a high of 45.5% for Line 1. Line 5 riders expressed the greatest interest in Sunday service (suggested by 57.3%), while more than half of Line 2B and Line 6 riders who responded (as well as 48.2% of Line 5 riders) suggested later evening service. More than one-third of Line 5 and Line 6 riders suggested more Saturday service, while more than one-third of Line 1 and Line 2A riders wanted to see more frequent service in general. Earlier morning service was of interest to at least 10% of riders on Lines 2A, 2B, 5, 6B and 7.

For those riders who would like to see improved service on existing service, better on-time performance was suggested by more than 10% of riders on Lines 2B, 6, 6B, 7 and 8, while easier transfers between routes were of greatest interest to riders on Lines 4 (21.7%) and 7 (16.7%). Lower fares were offered as a suggestion by only 2 riders across all lines.

**Figure 47. What Changes Would You Like to See? – By Line**

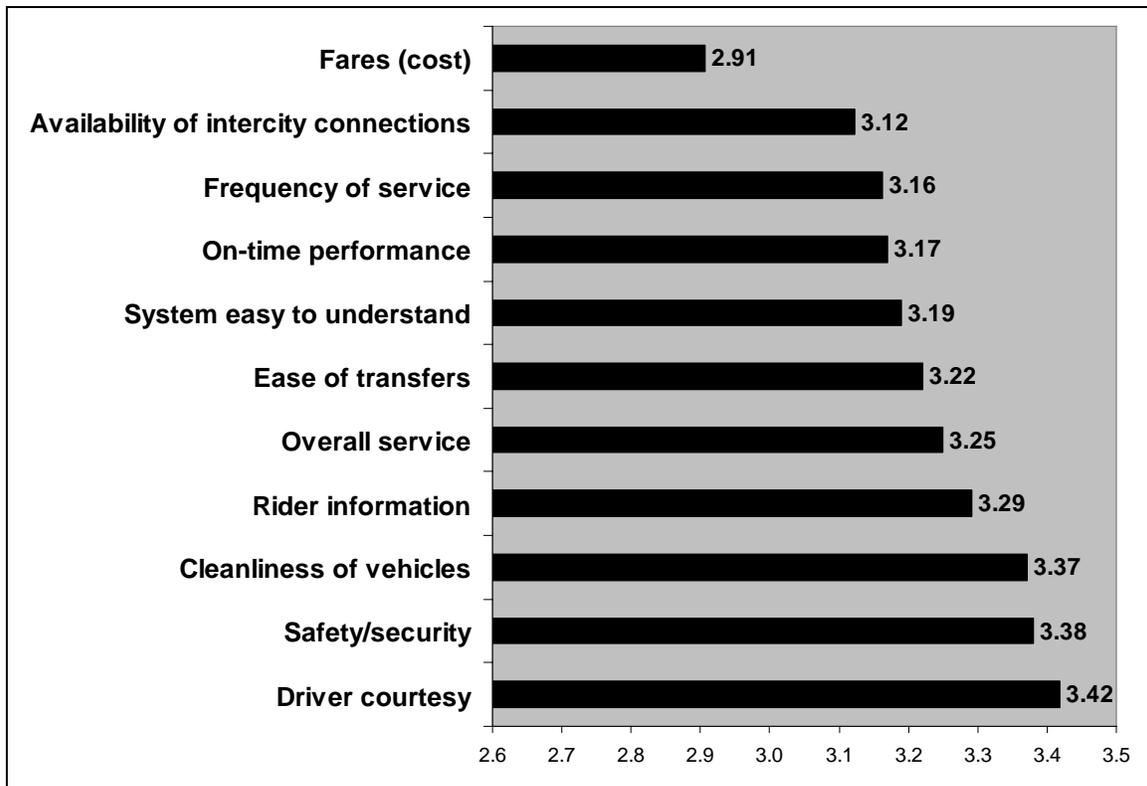
Route Number	All	1	2A	2B	4	5	6	6B	7	8
Suggested changes	Vacaville	n=11	n=10	n=10	n=23	n=110	n=17	n=40	n=18	n=42
No changes	13.2%	45.5%	10.0%	20.0%	34.8%	20.0%	5.9%	40.0%	22.2%	31.0%
Sunday service	20.2%	9.1%	10.0%	30.0%	30.4%	57.3%	35.3%	12.5%	38.9%	40.5%
Later evening service	21.1%	18.2%	40.0%	60.0%	34.8%	48.2%	52.9%	35.0%	38.9%	28.6%
More Saturday service	14.7%	9.1%	30.0%	20.0%	26.1%	34.5%	35.3%	27.5%	27.8%	19.0%
More frequent service	11.9%	36.4%	40.0%	30.0%	26.1%	24.5%	11.8%	25.0%	16.7%	14.3%
Earlier morning service	6.6%	9.1%	30.0%	30.0%	4.3%	15.5%	5.9%	15.0%	11.1%	4.8%
Better on-time performance	5.3%			10.0%	4.3%	9.1%	11.8%	15.0%	11.1%	16.7%
Easier transfers between routes	4.0%		10.0%		21.7%	7.3%	5.9%	5.0%	16.7%	4.8%
Service extended to new stops	0.7%					2.7%		2.5%		
Lower fares	0.4%	9.1%		10.0%						
Other	1.7%			10.0%	8.7%			7.5%		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 high ratings to most service elements, with average ratings between 3 and 3.5 (i.e., somewhat better than “good”) for all items except cost. Driver courtesy received the highest ratings, followed closely by safety/security and vehicle cleanliness and then by rider information and overall service. Ease of transfers, ease of understanding the system, on-time performance and frequency of service all received average ratings in the 3.2 range. Availability of intercity connections and, more noticeably fares, received the lowest ratings. It should be noted that only 2 respondents across all lines gave a rating of poor for overall service, indicating a high level of overall satisfaction with the Vacaville City Coach system.

**Figure 48. Ratings of Service - Overall**



Overall results are repeated in the exhibit on the next page for individual lines; again, comparisons among individual lines must be considered in light of the relatively small sample sizes for a number of lines, which renders differences in results between some of them statistically insignificant. However, several ratings are sufficiently different from the overall average to be of interest, including:

- The lower level of satisfaction with on-time performance for Line 8
- The low rating for frequency of service for Line 2B (but note that there were only 9 responses)
- The 70% “excellent” ratings for driver courtesy on Lines 4 and 6
- The relatively low cleanliness rating for Line 2B (again, only 9 responses)
- The average ratings of less than 3.0 for availability of intercity connections from Lines 1, 2B, and 7.

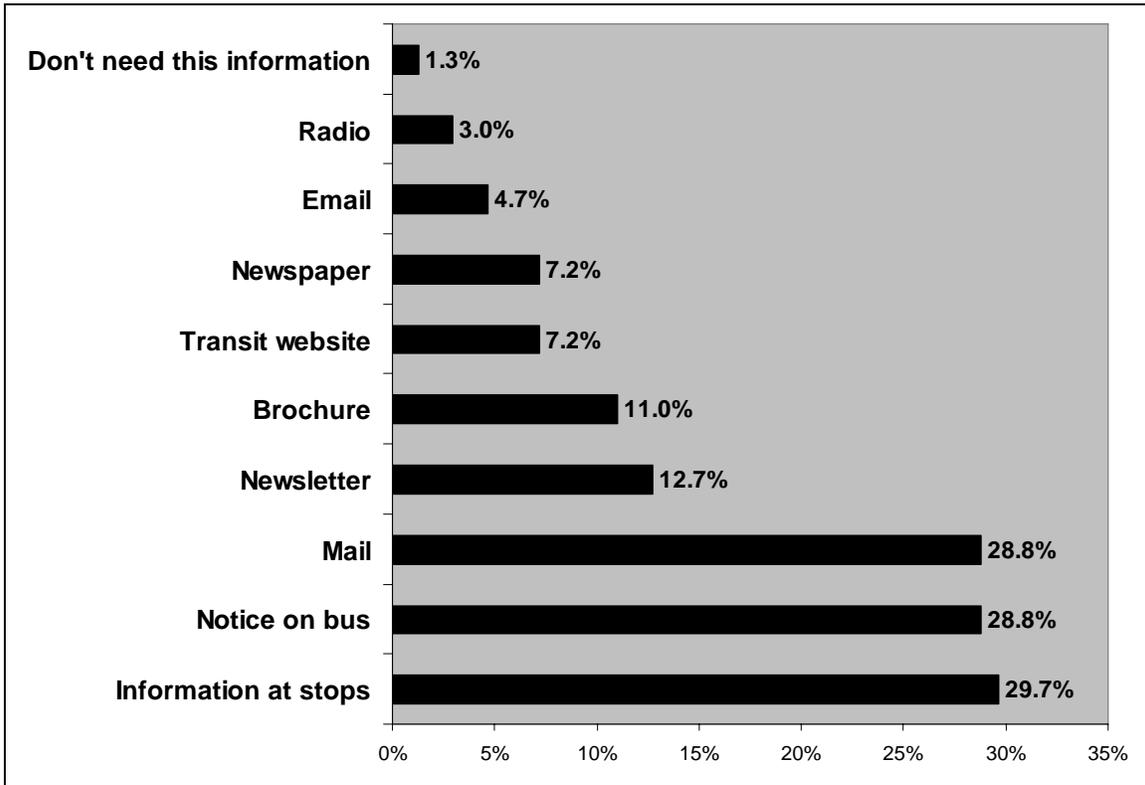
**Figure 49. Ratings of Service – Overall and by Line**

Service attribute	Route Number	All	1	2A	2B	4	5	6	6B	7	8
<b>On-time performance</b>		n=258	n=11	n=8	n=9	n=22	n=100	n=13	n=36	n=18	n=41
Excellent = 4		37.2%	36.4%	50.0%	44.4%	45.5%	36.0%	53.8%	33.3%	44.4%	26.8%
Good = 3		46.5%	45.5%	37.5%	44.4%	50.0%	50.0%	46.2%	44.4%	38.9%	43.9%
Fair = 2		12.4%	9.1%	12.5%	11.1%	4.5%	12.0%		19.4%	11.1%	17.1%
Poor = 1		3.9%	9.1%				2.0%		2.8%	5.6%	12.2%
AVERAGE		<b>3.17</b>	<b>3.1</b>	<b>3.4</b>	<b>3.3</b>	<b>3.4</b>	<b>3.2</b>	<b>3.5</b>	<b>3.1</b>	<b>3.2</b>	<b>2.9</b>
<b>Frequency of service</b>		n=241	n=11	n=7	n=9	n=20	n=91	n=15	n=35	n=16	n=37
Excellent = 4		34.4%	36.4%	42.9%	11.1%	30.0%	38.5%	40.0%	31.4%	25.0%	35.1%
Good = 3		50.2%	54.5%	57.1%	44.4%	45.0%	44.0%	46.7%	60.0%	62.5%	54.1%
Fair = 2		12.4%	9.1%		33.3%	20.0%	14.3%	13.3%	2.9%	12.5%	10.8%
Poor = 1		2.9%			11.1%	5.0%	3.3%		5.7%		
AVERAGE		<b>3.16</b>	<b>3.3</b>	<b>3.4</b>	<b>2.6</b>	<b>3.0</b>	<b>3.2</b>	<b>3.3</b>	<b>3.2</b>	<b>3.1</b>	<b>3.2</b>
<b>Driver courtesy</b>		n=244	n=11	n=7	n=9	n=20	n=94	n=13	n=34	n=16	n=40
Excellent = 4		54.5%	63.6%	57.1%	55.6%	70.0%	52.1%	69.2%	52.9%	62.5%	42.5%
Good = 3		35.2%	27.3%	42.9%	44.4%	25.0%	33.0%	23.1%	44.1%	31.3%	42.5%
Fair = 2		7.8%	9.1%			5.0%	11.7%	7.7%	2.9%		10.0%
Poor = 1		2.5%					3.2%			6.3%	5.0%
AVERAGE		<b>3.42</b>	<b>3.5</b>	<b>3.6</b>	<b>3.6</b>	<b>3.7</b>	<b>3.3</b>	<b>3.6</b>	<b>3.5</b>	<b>3.5</b>	<b>3.2</b>
<b>Rider information</b>		n=234	n=11	n=7	n=7	n=20	n=89	n=14	n=33	n=16	n=37
Excellent = 4		41.0%	36.4%	57.1%	28.6%	50.0%	39.3%	57.1%	36.4%	50.0%	35.1%
Good = 3		47.9%	54.5%	42.9%	42.9%	45.0%	47.2%	42.9%	54.5%	43.8%	48.6%
Fair = 2		10.3%	9.1%		28.6%	5.0%	11.2%		9.1%	6.3%	16.2%
Poor = 1		0.9%					2.2%				
AVERAGE		<b>3.29</b>	<b>3.3</b>	<b>3.6</b>	<b>3.0</b>	<b>3.5</b>	<b>3.2</b>	<b>3.6</b>	<b>3.3</b>	<b>3.4</b>	<b>3.2</b>
<b>Cleanliness of vehicles</b>		n=243	n=11	n=7	n=9	n=21	n=94	n=13	n=32	n=17	n=39
Excellent = 4		46.1%	54.5%	57.1%	22.2%	42.9%	45.7%	61.5%	40.6%	47.1%	48.7%
Good = 3		45.3%	36.4%	42.9%	22.2%	57.1%	46.8%	30.8%	50.0%	47.1%	43.6%
Fair = 2		8.2%	9.1%		44.4%		7.4%	7.7%	9.4%	5.9%	7.7%
Poor = 1		0.4%			11.1%						
AVERAGE		<b>3.37</b>	<b>3.5</b>	<b>3.6</b>	<b>2.6</b>	<b>3.4</b>	<b>3.4</b>	<b>3.5</b>	<b>3.3</b>	<b>3.4</b>	<b>3.4</b>
<b>Safety/security</b>		n=234	n=10	n=7	n=8	n=20	n=89	n=15	n=30	n=15	n=40
Excellent = 4		47.9%	50.0%	71.4%	50.0%	50.0%	49.4%	53.3%	36.7%	60.0%	40.0%
Good = 3		42.7%	40.0%	14.3%	25.0%	50.0%	41.6%	46.7%	53.3%	40.0%	42.5%
Fair = 2		9.0%	10.0%	14.3%	25.0%		9.0%		10.0%		15.0%
Poor = 1		0.4%									2.5%
AVERAGE		<b>3.38</b>	<b>3.4</b>	<b>3.6</b>	<b>3.3</b>	<b>3.5</b>	<b>3.4</b>	<b>3.5</b>	<b>3.3</b>	<b>3.6</b>	<b>3.2</b>
<b>Ease of transfers</b>		n=223	n=11	n=7	n=5	n=19	n=86	n=12	n=30	n=15	n=38
Excellent = 4		40.4%	27.3%	57.1%	40.0%	31.6%	44.2%	50.0%	36.7%	46.7%	34.2%
Good = 3		44.8%	54.5%	28.6%	40.0%	52.6%	41.9%	41.7%	50.0%	40.0%	47.4%
Fair = 2		11.2%	9.1%	14.3%	20.0%	10.5%	9.3%	8.3%	10.0%	6.7%	18.4%
Poor = 1		3.6%	9.1%			5.3%	4.7%		3.3%	6.7%	
AVERAGE		<b>3.22</b>	<b>3.0</b>	<b>3.4</b>	<b>3.2</b>	<b>3.1</b>	<b>3.3</b>	<b>3.4</b>	<b>3.2</b>	<b>3.3</b>	<b>3.2</b>
<b>Availability of intercity connections</b>		n=212	n=10	n=7	n=7	n=18	n=82	n=10	n=30	n=14	n=34
Excellent = 4		35.4%	20.0%	57.1%	28.6%	38.9%	39.0%	50.0%	30.0%	21.4%	32.4%
Good = 3		45.8%	40.0%	28.6%	28.6%	50.0%	42.7%	20.0%	60.0%	57.1%	50.0%
Fair = 2		14.6%	20.0%	14.3%	28.6%	5.6%	15.9%	20.0%	6.7%	14.3%	17.6%
Poor = 1		4.2%	20.0%		14.3%	5.6%	2.4%	10.0%	3.3%	7.1%	
AVERAGE		<b>3.12</b>	<b>2.6</b>	<b>3.4</b>	<b>2.7</b>	<b>3.2</b>	<b>3.2</b>	<b>3.1</b>	<b>3.2</b>	<b>2.9</b>	<b>3.1</b>
<b>System easy to understand</b>		n=232	n=11	n=7	n=7	n=19	n=89	n=11	n=30	n=18	n=40
Excellent = 4		39.2%	27.3%	71.4%	28.6%	36.8%	44.9%	45.5%	33.3%	22.2%	37.5%
Good = 3		43.1%	45.5%	28.6%	42.9%	42.1%	36.0%	45.5%	53.3%	50.0%	50.0%
Fair = 2		15.1%	18.2%		28.6%	10.5%	16.9%	9.1%	13.3%	27.8%	10.0%
Poor = 1		2.6%	9.1%			10.5%	2.2%				2.5%
AVERAGE		<b>3.19</b>	<b>2.9</b>	<b>3.7</b>	<b>3.0</b>	<b>3.1</b>	<b>3.2</b>	<b>3.4</b>	<b>3.2</b>	<b>2.9</b>	<b>3.2</b>
<b>Fares (cost)</b>		n=236	n=11	n=6	n=9	n=20	n=87	n=14	n=33	n=17	n=39
Excellent = 4		32.6%	18.2%	33.3%	22.2%	30.0%	35.6%	42.9%	27.3%	47.1%	28.2%
Good = 3		36.0%	36.4%	50.0%	44.4%	50.0%	29.9%	28.6%	45.5%	17.6%	41.0%
Fair = 2		20.8%	36.4%	16.7%	11.1%	10.0%	26.4%	14.3%	21.2%	17.6%	15.4%
Poor = 1		10.6%	9.1%		22.2%	10.0%	8.0%	14.3%	6.1%	17.6%	15.4%
AVERAGE		<b>2.91</b>	<b>2.6</b>	<b>3.2</b>	<b>2.7</b>	<b>3.0</b>	<b>2.9</b>	<b>3.0</b>	<b>2.9</b>	<b>2.9</b>	<b>2.8</b>
<b>Overall service</b>		n=233	n=11	n=6	n=9	n=18	n=90	n=11	n=31	n=17	n=40
Excellent = 4		38.6%	27.3%	50.0%	44.4%	38.9%	40.0%	45.5%	38.7%	41.2%	32.5%
Good = 3		48.5%	54.5%	33.3%	11.1%	50.0%	47.8%	36.4%	58.1%	52.9%	52.5%
Fair = 2		12.0%	18.2%	16.7%	44.4%	11.1%	11.1%	18.2%	3.2%		15.0%
Poor = 1		0.9%					1.1%			5.9%	
AVERAGE		<b>3.25</b>	<b>3.1</b>	<b>3.3</b>	<b>3.0</b>	<b>3.3</b>	<b>3.3</b>	<b>3.3</b>	<b>3.4</b>	<b>3.3</b>	<b>3.2</b>

### 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 236 riders who answered this question, the preference was information “in the field” – either on the buses themselves (29.7%) or at bus stops (28.8%). Mail was also a popular information medium, mentioned by 28.8% overall. Newsletters and brochures were both mentioned much less frequently, but were still cited by more than 10% of riders. Other sources were mentioned by no more than 7% of respondents, while about 1% of riders said they did not need this information.

**Figure 50. Preferred Sources of Transit Information – Overall**



Individual lines showed the same general pattern. Riders on Line 6B showed the strongest interest in information either at stops or on the bus, with both sources being mentioned by at least 40% of riders. Line 7 riders, on the other hand, had a preference for brochures and the transit website, both of which were cited by more than one-third of respondents.

**Figure 51. Preferred Sources of Transit Information – By Line**

Route Number Information source	All Vacaville	1 n=16	2A n=6	2B n=10	4 n=25	5 n=126	6 n=19	6B n=45	7 n=28	8 n=42
Information at stops	21.5%	27.3%	16.7%	27.3%	35.0%	27.8%	42.9%	43.3%	29.4%	18.9%
Notice on bus/ferry	22.1%	27.3%		27.3%	30.0%	27.8%	7.1%	40.0%	29.4%	35.1%
Mail	21.5%	36.4%	33.3%	9.1%	25.0%	33.3%	42.9%	26.7%	17.6%	24.3%
Newsletter	9.5%	18.2%	16.7%		15.0%	17.8%	7.1%	6.7%	5.9%	10.8%
Brochure	8.2%	9.1%			5.0%	10.0%	35.7%	13.3%	35.3%	
Transit website	5.4%	9.1%	16.7%			7.8%		3.3%	35.3%	2.7%
Newspaper	5.4%		16.7%	9.1%	10.0%	6.7%		16.7%	11.8%	
Email	3.5%				5.0%	5.6%				13.5%
Radio	2.2%	9.1%		9.1%		2.2%				8.1%
Don't need this information	0.9%	9.1%		9.1%		1.1%				

## FINAL RIDER COMMENTS

At the end of the survey, respondents were given the opportunity to offer any other comments regarding service on their Vacaville City Coach line.

- Thirteen respondents specifically asked for Sunday service. Examples of comments include:
  - Service is good, but need service on Sundays.
  - Churchgoers should be able to take a bus on Sunday.
  - Need bus service to and from work on Sundays and for people going to church
- Seventeen asked for later service, some as late as 4am but typically until 9 or 10pm. Comments included:
  - Service until ten 7 days a week
  - Later buses, much later
  - For a typical person work hours are 9am-5pm, all buses should extend to at least 5
  - Route 4 needs to be until 7 or 8 pm.
- Six riders asked for more stops or service to specific points, with 3 specifically mentioning Nut Tree shopping center on Monte Vista
- Four respondents complained that fares were too high or that transfers should be free
- Three comments asked for more bus shelters or more seats at shelters
- Two asked for better communication with intercity routes.
- Several riders had specific complaints (both on Line 5), including

- My bus more often than not comes 5 to 12 minutes earlier, causing me to sometimes rush
- Driver #228 has a bad attitude

A number of respondents also offered positive comments, including the following:

- For Line 5
  - Very good service
  - Wonderful drivers
  - Great service, friendly people
- For Line 6
  - I have used the bus on and off for 3 years now and it is excellent! I enjoy riding it, feel safe and it is mostly always on time. Very reliable.

## CONCLUSIONS

Both the survey results and the comments offered by riders indicate that the Vacaville City Coach system serves a valuable function in providing transportation to the city's residents. Specifically:

- Riders depend on Vacaville City Coach as a key to their travel strategy, with approximately 80% stating that a car was not available for them to make this trip.
- Riders use their bus for a variety of destinations, including not only work, but school, medical and social appointments, and shopping.
- Demographically, the Vacaville City Coach serves a diverse community of riders, with no single ethnic group accounting for as much as 40% of ridership. Female riders account for about two-thirds of those surveyed. More than two-thirds of riders reported family incomes of less than \$35,000 a year, 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.
- While some riders would like to see changes in the on-time performance or ease of transfers on the Vacaville City Coach system, far more were concerned with extending bus service, specifically later in the day and to Sunday. This highlights the value that the system's riders attach to the transportation services provided.
- Overall satisfaction with the system is high, particularly with regard to driver courtesy, safety and security, and vehicle cleanliness. Riders were least satisfied with the level of fares and the availability of intercity connections.