



***RESULTS OF***  
***SOLANO TRANSPORTATION AUTHORITY***  
***COUNTYWIDE RIDERSHIP STUDY***  
***VALLEJO TRANSIT INTERCITY BUS LINES***

*Submitted to*

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## Introduction

This report presents the results of an on-board survey of riders on intercity lines of the Vallejo Transit system. Riders on both local and intercity lines were surveyed during the last week of October, and first, second, and third week of November 2006 and covered buses on each line of the system. A total of 2,980 riders were surveyed for this study: 1,572 on local lines and 1,408 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 the intercity lines: 80, 85 and 92. A second companion report presents results for the local lines: 1, 2, 3, 4, 5, 6, 7, 8 and 9. For the intercity lines, survey results for each line were weighted by the total estimated weekly ridership for that line, based on weekday and weekend on-off counts.

For each set of findings, aggregate results for all intercity lines are presented in graphic form first, followed by a table with detailed results by line. It should be noted, however, that the low ridership on Line 92 and the fact there were only 14 survey respondents on that line limits the significance of detailed analysis at that level. Therefore, while tabular results are presented for Line 92 along with the other two intercity lines, only limited analysis of those results is offered, and those results should be considered anecdotal rather than statistically significant.

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

## VALLEJO TRANSIT INTERCITY LINES

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

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

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

**Rt. 92:** Rt. 92 has been in various forms of operation since the Spring of 2005. It is a ferry feeder service from Vacaville and Fairfield. It operates seven days a week with four round trips in both the morning peak and the evening peak periods.

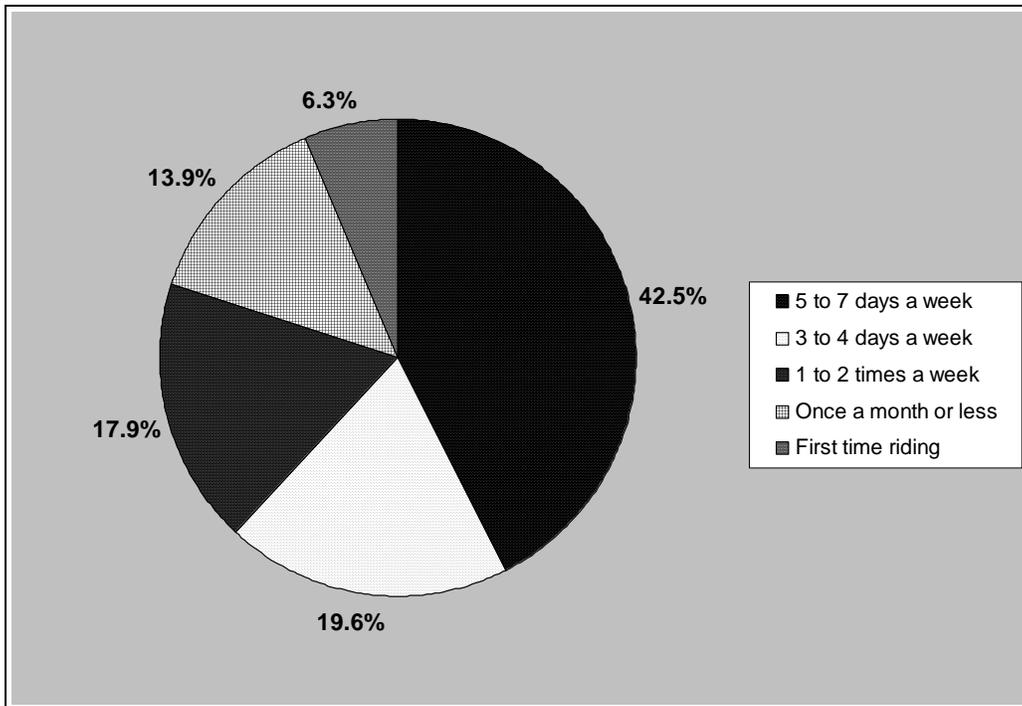
## **INTERCITY TRIP CHARACTERISTICS**

The following section is about how intercity Vallejo riders were using the bus at the time they were surveyed. Riders were asked to describe how often they rode the bus and for what purpose, how they got to and from stops, where they were traveling to and from, how they paid their fare, and why they were riding the bus.

### **Frequency of Ridership**

Most intercity riders ride their intercity Vallejo Transit bus frequently, with about 80% reporting that they ride at least weekly, indicating that Vallejo Transit is a significant transportation resource upon which many depend. Only 6.3% of riders said that this was their first time on this line.

**Figure 1. Ridership Frequency – Overall Intercity**



Line 80 and Line 85 both had more than 60% of riders using the system at least three days a week, although the percentage was somewhat higher for Line 85. Line 80 had a somewhat higher proportion of first-time riders. All 14 surveyed riders on Line 92 use the bus at least 3 days a week.

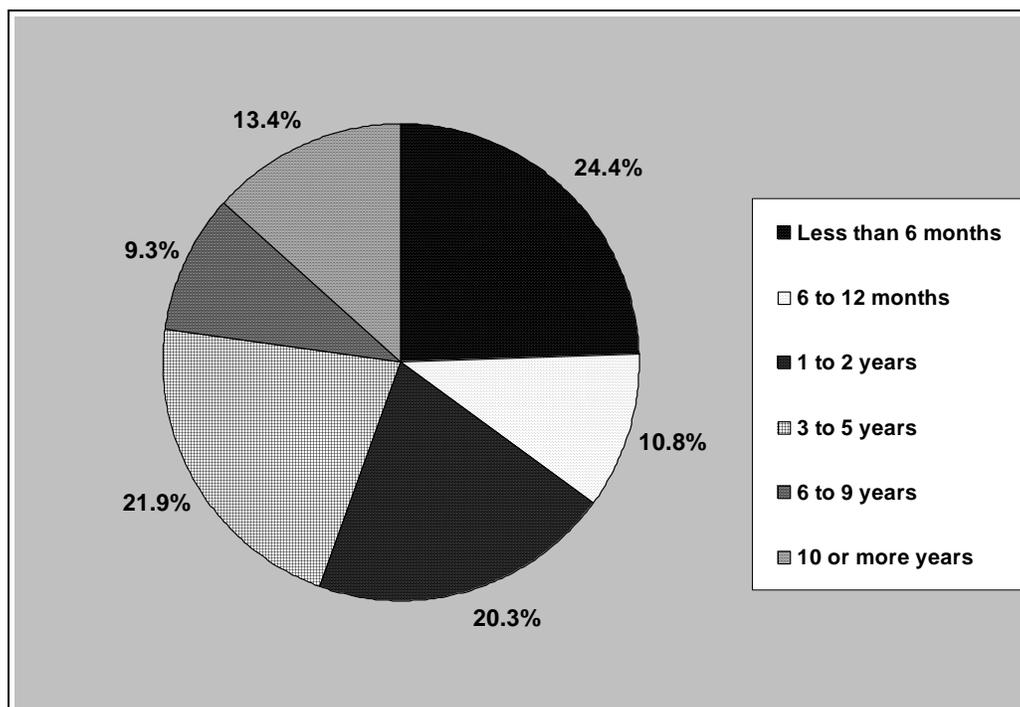
**Figure 2. Ridership Frequency – By Intercity Line**

Route Number	All Intercity	80 n=988	85 n=362	92 n=14
5 to 7 days a week	42.5%	43.5%	40.1%	71.4%
3 to 4 days a week	19.6%	16.4%	25.1%	28.6%
1 to 2 times a week	17.9%	18.7%	16.6%	
Once a month or less	13.9%	14.2%	13.5%	
First time riding	6.3%	7.2%	4.7%	

**Length of Ridership**

Survey results indicate that more than 55% of Vallejo Transit intercity riders have been using their current line for less than three years, with 35.2% having been riders for less than one year and almost one-fourth having started less than six months ago. At the other extreme, 13.4% of respondents said they had been riding for 10 or more years.

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



More than 40% of riders on Line 85 said they had been riding for less than one year, compared to 32.4% of Line 80 riders. Line 80, on the other hand had a higher proportion of riders who had been using this bus for at least 6 years.

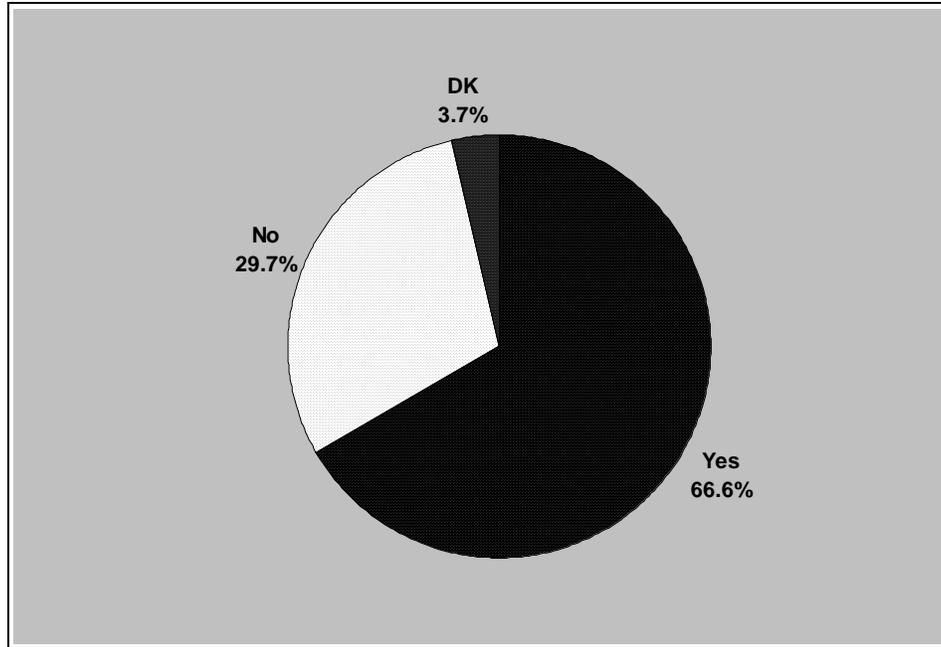
**Figure 4. How Long Riding – By Intercity Line**

Route Number	All Intercity	80 n=923	85 n=346	92 n=14
How long riding				
Less than 6 months	24.4%	21.6%	29.8%	
6 to 12 months	10.8%	10.8%	10.4%	28.6%
1 to 2 years	20.3%	19.4%	21.7%	35.7%
3 to 5 years	21.9%	22.8%	20.2%	28.6%
6 to 9 years	9.3%	10.5%	7.2%	7.1%
10 or more years	13.4%	15.0%	10.7%	

**Round/One Way Trip**

Two-thirds of intercity riders said their ride on Vallejo Transit was part of a round trip, while almost 30% said they did not intend to make a round trip on the bus and only 3.7% did not yet know whether they would be making a return trip on the same line. The relatively high percentage of riders making a round trip suggests that most riders on the intercity lines are on a regular commute.

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



Line 80 had a higher proportion of riders making round trips and a lower percentage who did not know whether they would be making a round trip. All 14 Line 92 riders said they were making a round trip.

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

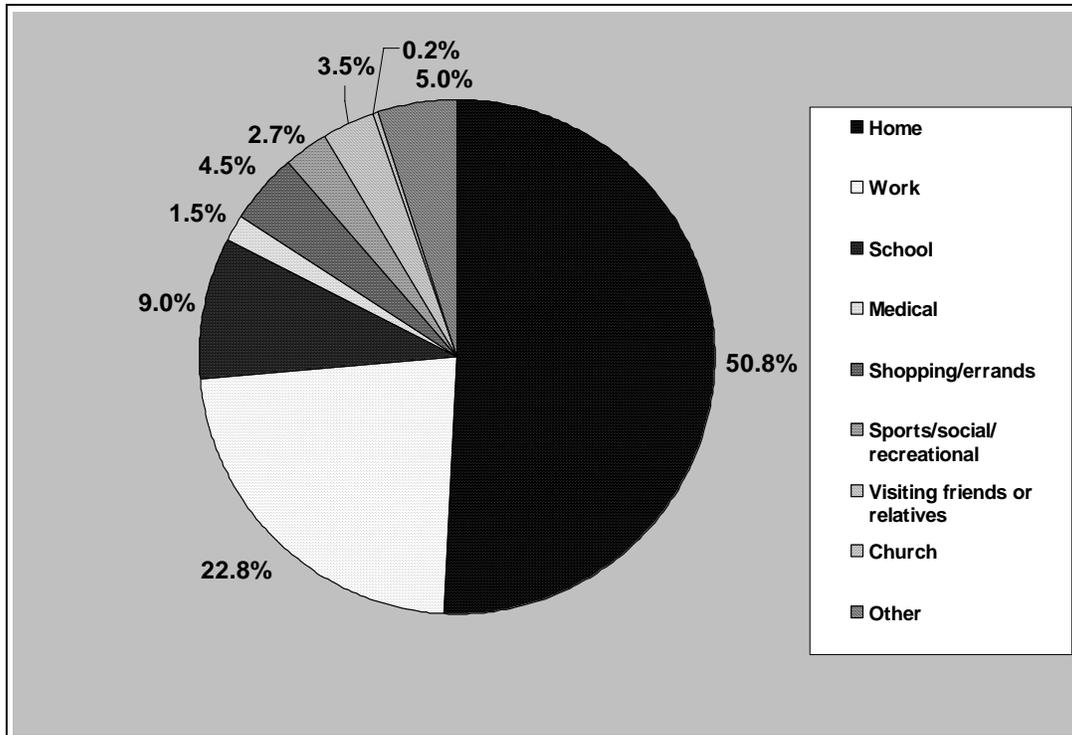
Route Number	All Intercity	80 n=987	85 n=360	92 n=14
Part of a round trip?				
Yes	66.6%	69.4%	61.1%	100%
No	29.7%	28.1%	33.1%	
Don't know	3.7%	2.5%	5.8%	

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

Passengers were asked where they were coming from and where they were going to on this trip. The results show that intercity riders are using Vallejo Transit for travel primarily between home and work, but also to and from a variety of other destinations. More than 93% of respondents either began or planned to end their current trip at home, while 45.2% were coming from or going to work and almost 19% were coming to or going to school.

More than half of all Vallejo Transit riders (50.8%) said they were coming from home on their current bus ride, while 22.8% said they were coming from work and 9% were coming from school. No other individual origin accounted for as much as 5% of responses, but a number of categories contributed 1.5% (medical) to 4.5% (shopping/errands).

**Figure 7. Trip Origin – Overall Intercity**



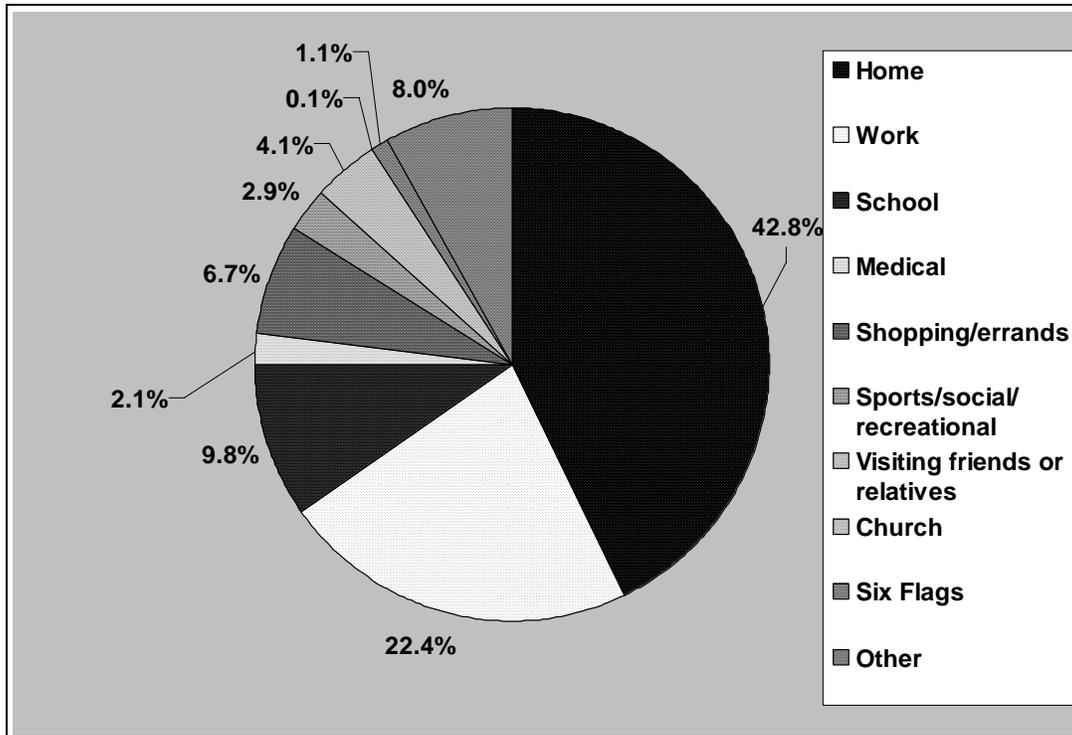
Line 80 had more than 80% of riders coming from home or work (compared to just 60.5% for Line 85), while Line 85 had a higher percentage of riders coming from school (17.9% vs. 4.1%) and shopping/errands (8.9% vs. 2%). All Line 92 riders were coming from either home or work.

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

Route Number	All Intercity	80 n=994	85 n=369	92 n=14
Coming from?				
Home	50.8%	52.5%	48.0%	28.6%
Work	22.8%	28.2%	12.5%	71.4%
School	9.0%	4.1%	17.9%	
Medical	1.5%	1.6%	1.4%	
Shopping/errands	4.5%	2.0%	8.9%	
Sports/social/ recreational	2.7%	2.4%	3.3%	
Visiting friends or relatives	3.5%	3.7%	3.3%	
Church	0.2%	0.3%		
Other	5.0%	5.1%	4.9%	

Destinations were also analyzed to determine the purposes for trips on the Vallejo Transit intercity lines. Home was the most often mentioned destination (42.8%), followed by work (22.4%) and school (9.8%). Several other destinations accounted for 2% or more of responses, including shopping/errands, visiting friends and relatives, sports/social/recreational, and medical appointments. These results show that while the intercity lines primarily serve commuters, they are also used by riders for a variety of other trips.

**Figure 9. Trip Destinations – Overall Intercity**



While home and work together accounted for more than half of reported destinations on all three lines, Line 80 had a higher percentage going to work (27.9% vs. 12.5% for Line 85) as well as going shopping (10.8% vs. 4.5%). On the other hand, the percentage going to school was higher for Line 85 (18.9% for Line 85 vs. 4.8% for Line 80). All Line 92 riders were going either home or to work.

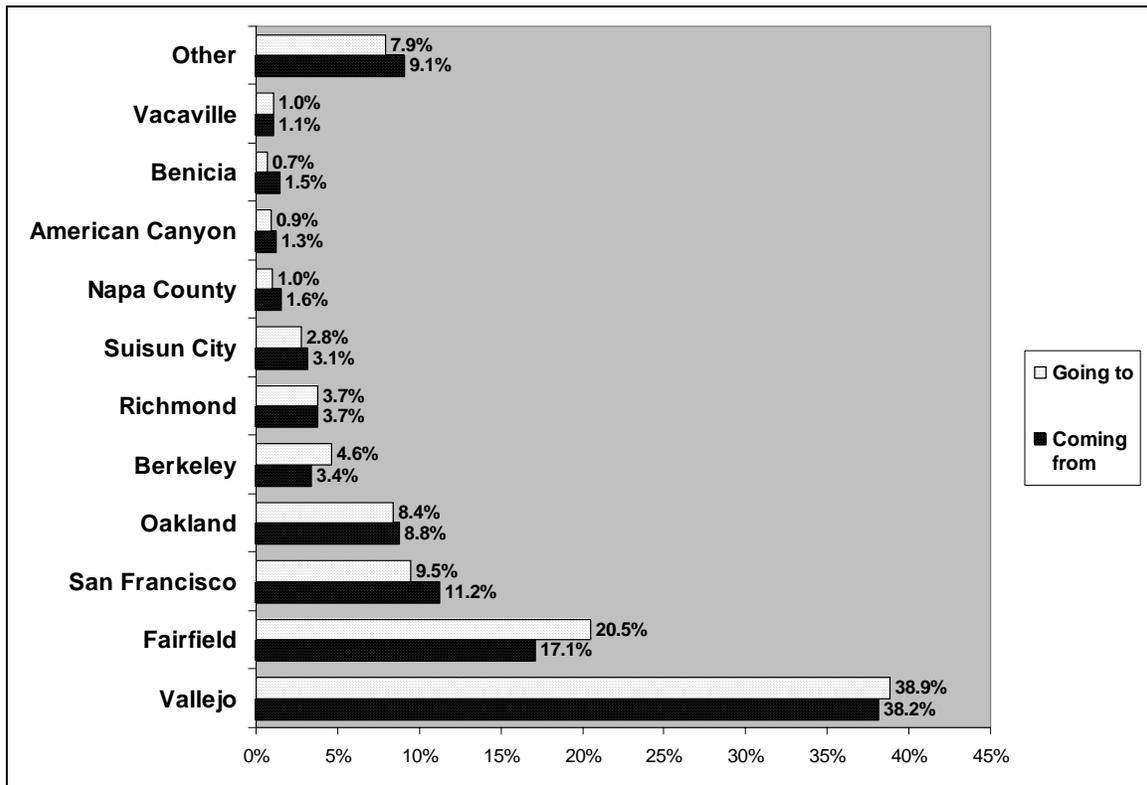
**Figure 10. Trip Destinations – By Intercity Line**

Going to?	Route Number	All Intercity	80 n=979	85 n=360	92 n=14
Home		42.8%	43.1%	41.7%	71.4%
Work		22.4%	27.9%	12.5%	28.6%
School		9.8%	4.8%	18.9%	
Medical		2.1%	2.0%	2.2%	
Shopping/errands		6.7%	4.5%	10.8%	
Sports/social/ recreational		2.9%	3.5%	1.9%	
Visiting friends or relatives		4.1%	4.1%	4.2%	
Church		0.1%	0.2%		
Six Flags		1.1%	1.7%		
Other		8.0%	8.2%	7.8%	

## Places of Origin and Destination

The extent to which intercity riders were coming from or going outside Vallejo was analyzed by asking respondents where they had started their current trip and where they planned to end it. Results indicate that more than 60% of passengers were on trips that either began or ended outside Vallejo. Among other origins and destinations, Fairfield was mentioned by 17.1% of respondents as their origin and 20.5% as their destination, while San Francisco and Oakland were each reported as an origin or destination by roughly 10% of riders. Origins and destinations accounting for 2-5% of riders included Berkeley, Richmond, and Suisun City.

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



Among these intercity lines, Line 80 had a higher percentage of trips starting in Vallejo, San Francisco and Oakland, while Line 85 had relatively more of its riders starting in Fairfield and Suisun City. Nine of the 14 Line 92 riders surveyed started their trip in San Francisco.

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

Route Number	All	80	85	92
City coming from	Intercity	n=912	n=342	n=14
Vallejo	38.2%	41.8%	32.2%	7.1%
Fairfield	17.1%	3.2%	42.4%	7.1%
San Francisco	11.2%	15.0%	3.5%	64.3%
Oakland	8.8%	12.6%	2.0%	
Richmond	3.7%	5.4%	0.9%	
Berkeley	3.4%	5.2%	0.3%	
Suisun City	3.1%	0.4%	7.9%	7.1%
Napa County	1.6%	1.6%	1.5%	
Benicia	1.5%	1.3%	1.8%	
American Canyon	1.3%	1.3%	1.2%	
Vacaville	1.1%	0.3%	2.3%	7.1%
San Rafael	0.6%	1.0%		
Sacramento	0.1%		0.3%	
Other	8.3%	10.9%	3.8%	7.1%

The percentage of riders planning to end their trip in Vallejo, San Francisco, or Oakland was also higher for Line 80, while Line 85 again had a higher percentage going to Fairfield or Suisun City.

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

Route Number	All	80	85	92
City going to	Intercity	n=899	n=321	n=13
Vallejo	38.9%	44.7%	29.0%	
Fairfield	20.5%	3.0%	52.0%	23.1%
San Francisco	9.5%	13.0%	2.8%	30.8%
Oakland	8.4%	12.1%	1.9%	
Berkeley	4.6%	7.2%		
Richmond	3.7%	5.3%	0.9%	
Suisun City	2.8%	0.3%	7.2%	
El Cerrito	1.4%	2.0%	0.3%	
Vacaville	1.0%	0.2%	2.2%	23.1%
Napa County	1.0%	1.2%	0.6%	
American Canyon	0.9%	1.4%		
Benicia	0.7%	1.1%		
San Leandro	0.7%	1.1%		
Dixon	0.2%		0.3%	15.4%
Other	5.6%	7.1%	2.8%	7.7%

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

When asked where they had boarded the bus, more than 46% of intercity riders said they had boarded the bus in other cities, with Fairfield, Richmond and El Cerrito the most often reported places where riders boarded. Line 80 had a higher percentage of riders stating that they boarded in Richmond (22.7% vs. 1.3% for Line 85) and El Cerrito

(16.2% vs. none for Line 85). Line 85 had 95% of passengers boarding either in Fairfield or Vallejo.

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

Route Number	All	80	85	92
City where boarded	Intercity	n=771	n=299	n=14
Vallejo	53.8%	58.0%	46.8%	14.3%
Fairfield	17.2%	0.5%	47.2%	21.4%
Richmond	15.0%	22.7%	1.3%	
El Cerrito	10.4%	16.2%		
Suisun City	0.8%		2.3%	
Oakland	0.8%	1.3%		
San Francisco	0.4%			64.3%
Vacaville	0.4%		1.0%	
Other	1.3%	1.3%	1.3%	

More than one half of intercity riders planned to leave the bus in other cities, although the percentage was significantly higher for Line 85 (61.5%) than for Line 80 (45%). More than half of Line 85 riders planned to leave the bus in Fairfield, while 41% of Line 80 respondents said they planned to leave in Richmond (26.2%) or El Cerrito 14.8%).

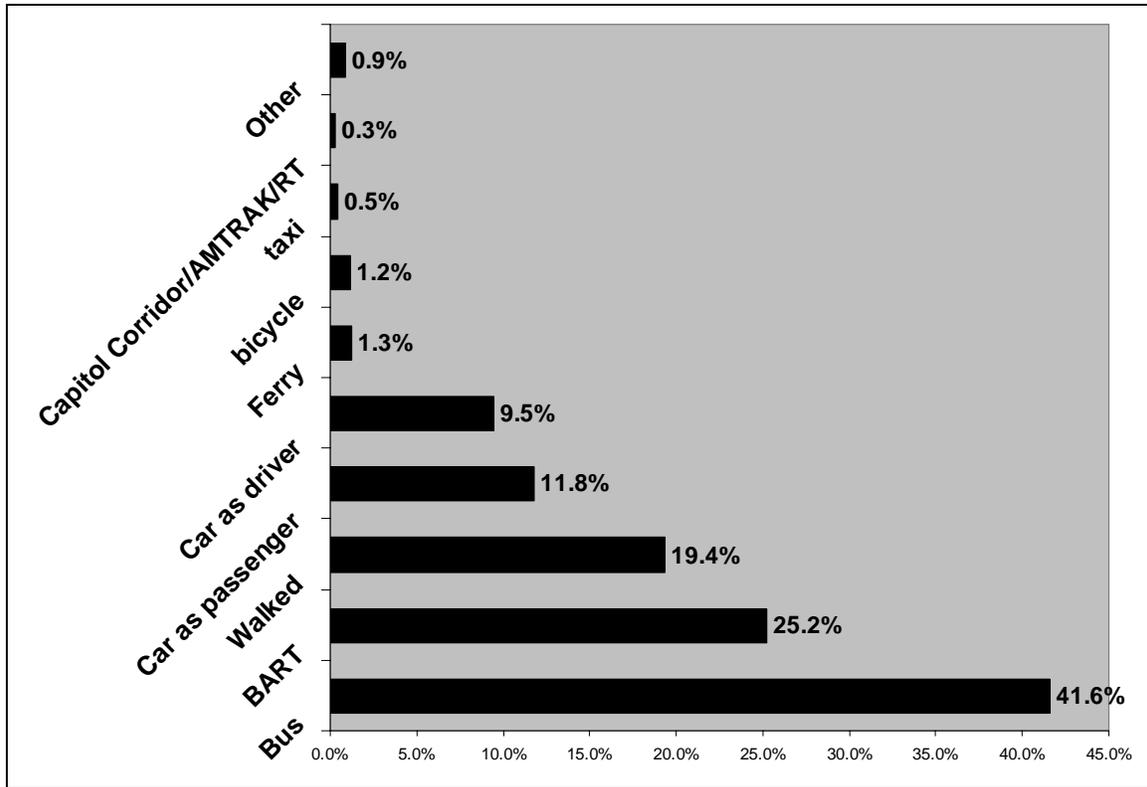
**Figure 15. Where Will You Leave – By Intercity Line**

Route Number	All	80	85	92
City where leaving	Intercity	n=745	n=262	n=13
Vallejo	48.9%	55.0%	38.5%	15.4%
Fairfield	19.7%	1.3%	52.3%	53.8%
Richmond	17.4%	26.2%	1.9%	
El Cerrito	9.6%	14.8%	0.4%	
Suisun City	1.5%		4.2%	
Oakland	0.8%	1.1%	0.4%	
San Francisco	0.7%	0.7%	0.4%	30.8%
Vacaville	0.2%	0.1%	0.4%	
Napa County	0.2%	0.3%		
Benicia	0.1%	0.1%		
Other	0.8%	0.4%	1.5%	

### Access to Bus Stop

When respondents were asked how they had reached the stop where they had boarded their Vallejo Transit intercity bus, more than 40% said they had used another bus, while an additional 25.2% said they had used BART and 19.4% had walked. Far fewer riders came by other means with “car as passenger” and “car as driver” accounting for 11.8% and 9.5%, respectively, of responses.

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



Riders on Line 80 were less likely than those on Line 85 to have reached their stop by bus (36.0% vs. 52.0% for Line 85) or by walking (10.5% vs. 34.7%), but were much more likely to have used BART (37.5% vs. 3.7%). Half of the 14 riders on Line 92 said they had walked at least part of the way to their stop.

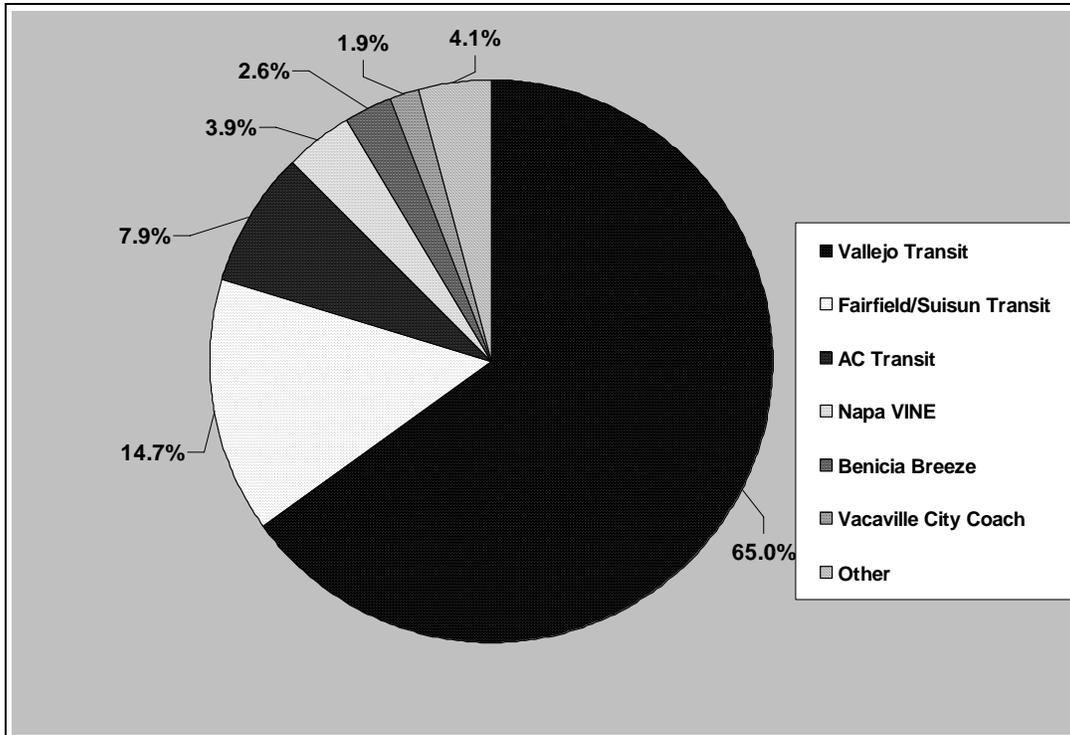
**Figure 17. How Did You Get to the Bus Stop? – By Intercity Line**

Mode to bus stop*	All Intercity	80 n=977	85 n=354	92 n=14
Bus	41.6%	36.0%	52.0%	21.4%
Walked	19.4%	10.5%	34.7%	50.0%
Car as passenger	11.8%	10.5%	14.1%	7.1%
Car as driver	9.5%	12.3%	4.2%	21.4%
bicycle	1.2%	1.1%	1.1%	7.1%
BART	25.2%	37.5%	3.7%	
Capitol Corridor/AMTRAK/RT	0.3%	0.3%	0.3%	
taxi	0.5%	0.7%		
Ferry	1.3%	0.4%	2.8%	
Other	0.9%	1.0%	0.6%	

\* More than one mode may have been used

For those who reached their stop by bus, 65% did so on other Vallejo Transit buses, while 14.7% used Fairfield/Suisun Transit and 7.9% used AC Transit. No other transit operator was mentioned by more than 4% overall.

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



Vallejo Transit was also mentioned most often by riders on individual lines, although the percentage was higher for Line 80. Line 85, on the other hand, had a higher percentage of riders reaching their stop on Fairfield/Suisun Transit.

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

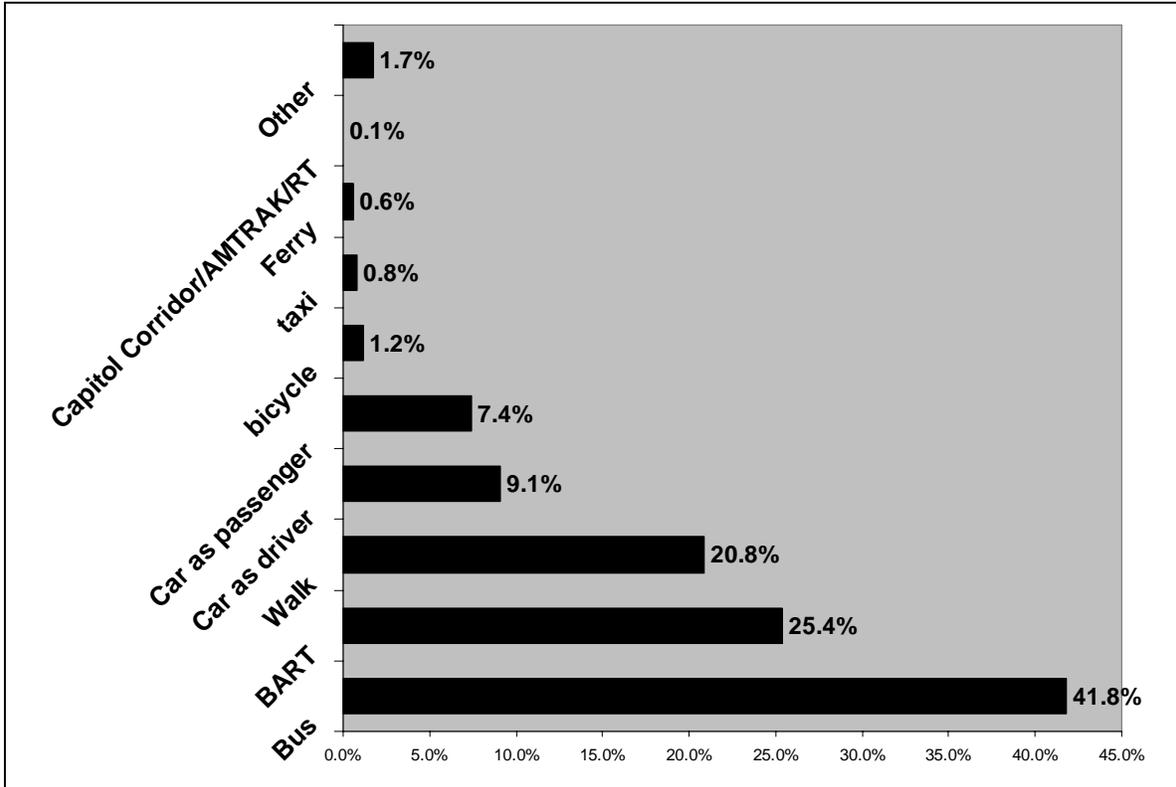
Route Number	All Intercity	80 n=317	85 n=170	92 n=3
Operator				
Vallejo Transit	65.0%	71.9%	52.9%	33.3%
Fairfield/Suisun Transit	14.7%	3.5%	34.7%	33.3%
Vacaville City Coach	1.9%	0.3%	4.1%	33.3%
Benicia Breeze	2.6%	3.2%	1.8%	
AC Transit	7.9%	12.3%		
Napa VINE	3.9%	4.1%	3.5%	
Other	4.1%	4.7%	2.9%	

The 201 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 9.2 minutes overall. The average amount of time ranged from 8.5 minutes for Line 85 to 10 minutes for Line 80, while the 7 Line 92 riders averaged 9.6 minutes.

### Access to Final Destination

Riders were also asked how they would reach their final destination. Most used another bus, rode BART, or walked to reach their destination, while fewer than 10% drove their own car (9.1%) or rode in one as passenger (7.4%).

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



While about two-thirds of Line 80 riders planned to use another bus (36.3%) or BART (37.2%) to reach their final destination, more than 90% of Line 85 riders planned to walk (38.7%) and/or use the bus (52%). Line 80 had a greater percentage of riders planning to use a car, either as driver (12.3% for Line 80 vs. 2.5% for Line 85) or as passenger (8.2% vs. 6.2%). On Line 92, 9 of the 14 passengers planned to drive to their final destination.

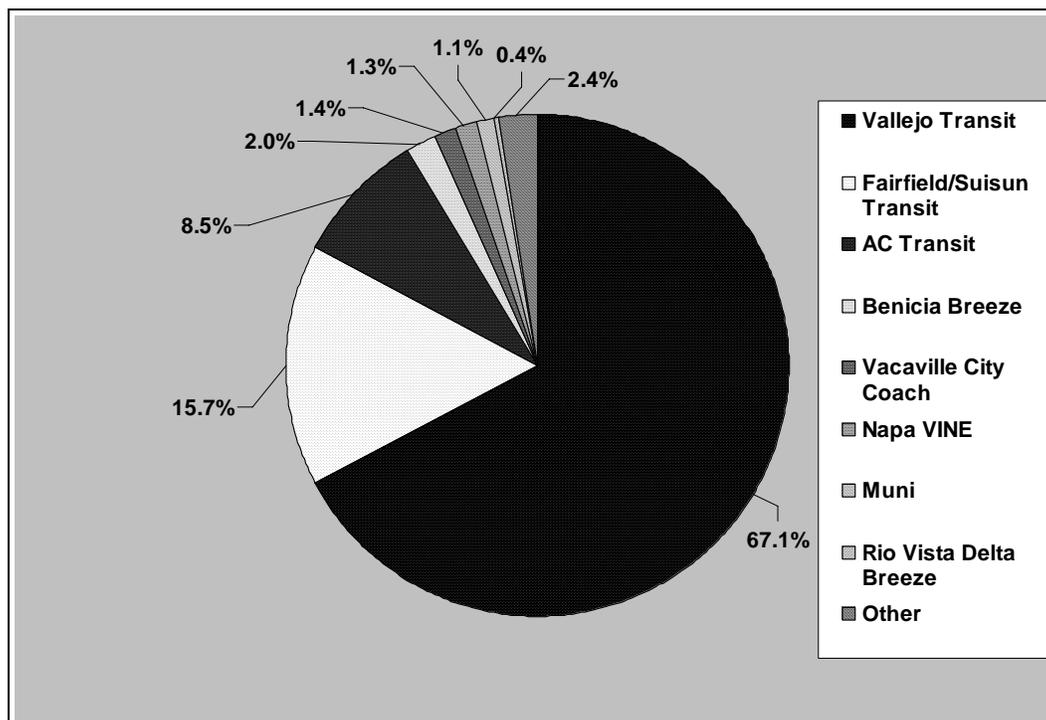
**Figure 21. How Will You Get to Your Final Destination? – By Intercity Line**

Route Number	All	80	85	92
Mode to destination*	Intercity	n=963	n=323	n=14
Walk	20.8%	10.9%	38.7%	21.4%
Bus	41.8%	36.3%	52.0%	14.3%
Car as driver	9.1%	12.3%	2.5%	64.3%
Car as passenger	7.4%	8.2%	6.2%	
bicycle	1.2%	0.9%	1.5%	7.1%
BART	25.4%	37.2%	4.6%	
taxi	0.8%	1.0%	0.3%	
Capitol Corridor/AMTRAK/RT	0.1%	0.1%		
Ferry	0.6%	0.2%	1.2%	
Other	1.7%	1.9%	1.5%	

\* More than one mode may have been used

For riders who planned to reach their final destination by bus, more than two-thirds said they would travel on other Vallejo Transit buses, while 15.4% planned to use Fairfield/Suisun Transit and 8.5% planned to use AC Transit.

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



Vallejo Transit was also mentioned most often by riders individual lines as the operator they would use to reach their final destination, although more than one-third of Line 85 riders (38.2%) planned to use Fairfield/Suisun Transit buses. The only other operator accounting for more than 10% of responses on Line 80 was AC Transit (13%).

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

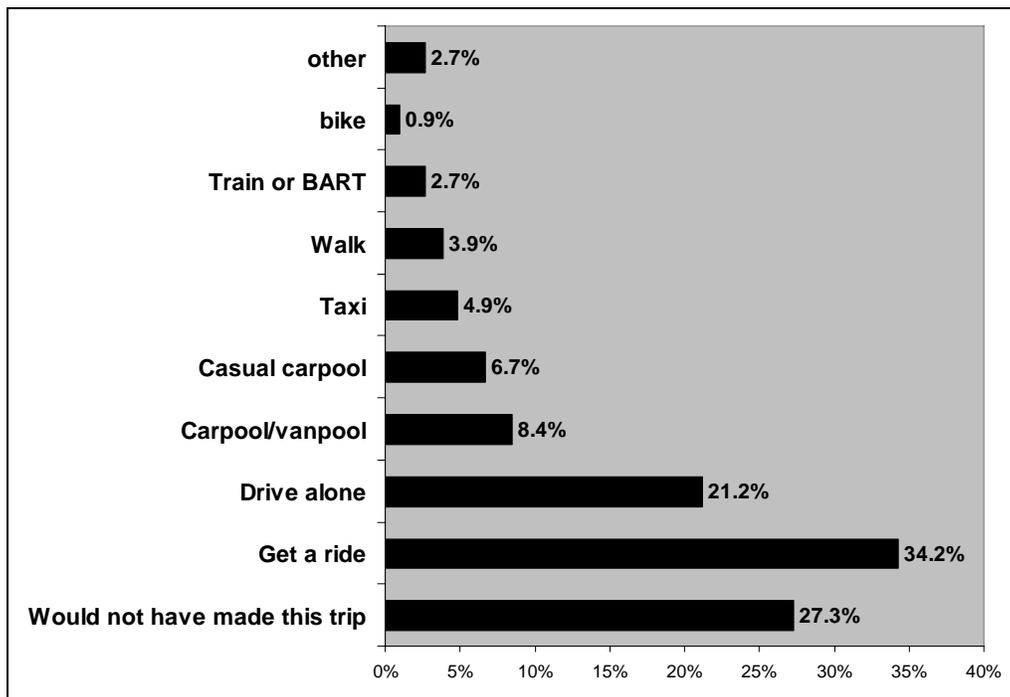
Route Number Operator	All Intercity	80 n=293	85 n=152	92 n=1
Vallejo Transit	67.1%	73.0%	55.9%	100%
Fairfield/Suisun Transit	15.7%	3.4%	38.2%	
Vacaville City Coach	1.4%	0.7%	2.6%	
Benicia Breeze	2.0%	2.7%	0.7%	
Rio Vista Delta Breeze	0.4%	0.7%		
Muni	1.1%	1.7%		
AC Transit	8.5%	13.0%	0.7%	
Napa VINE	1.3%	1.7%	0.7%	
Other	2.4%	3.1%	1.3%	

Riders estimated the time to walk from the bus to their final destination as about the same as the time it took to walk to their bus stop. The 181 riders who provided an estimate of how long they would take to walk to their final destination estimated taking an average of 9.4 minutes overall. The average amount of time ranged from 8.8 minutes for Line 85 to 10.1 minutes for Line 80. The two respondents from Line 92 reported an average of 9 minutes.

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

More than one-fourth of riders said they would not have made the trip if their Vallejo Transit bus had not been available. As alternatives, riders were most likely to say they would get a ride (34.2%) or drive alone (21.2%). Fewer than 10% indicated that they would use any other single method of transportation.

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



The percentage of respondents who would not have made the trip ranged from 23.2% for Line 80 to 35% Line 85. Line 80 riders were more likely to drive alone or use carpools, while a higher proportion of Line 85 respondents said they would get a ride.

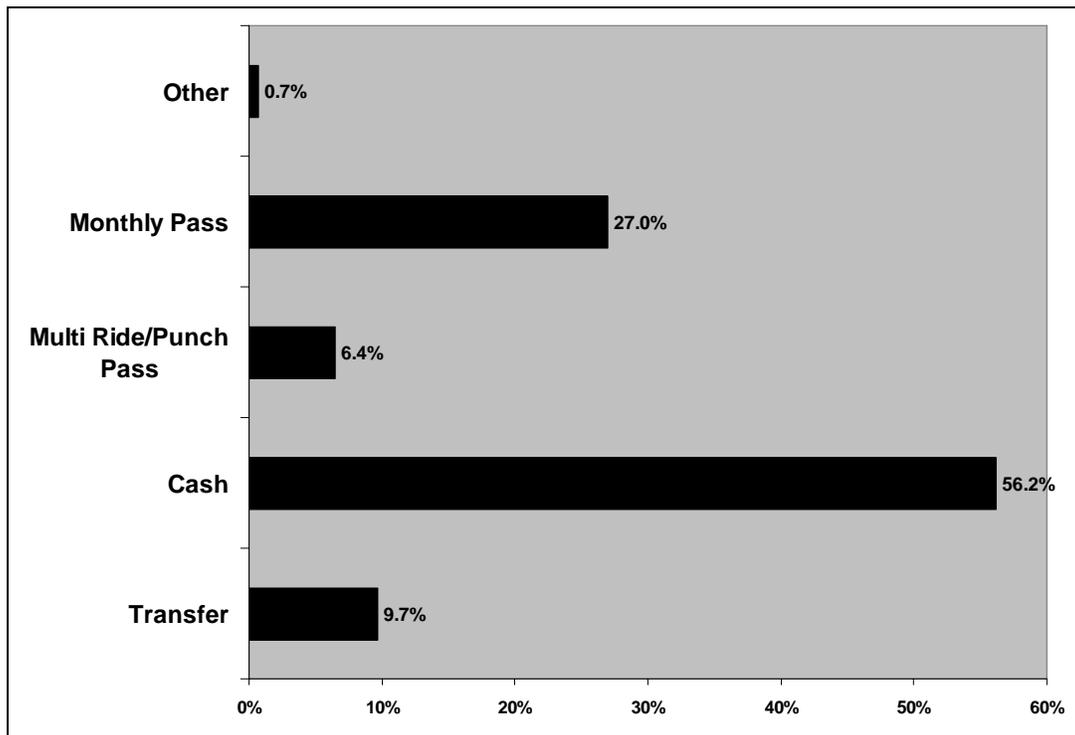
**Figure 25. How Trip Made if Bus Not Available? – By Intercity Line**

Route Number	All	80	85	92
Alternate mode	Intercity	n=978	n=363	n=13
Would not have made this trip	27.3%	23.2%	35.0%	
Drive alone	21.2%	25.7%	12.4%	61.5%
Get a ride	34.2%	30.5%	41.6%	
Casual carpool	6.7%	9.7%	1.4%	
Carpool/vanpool	8.4%	10.0%	5.2%	30.8%
Walk	3.9%	2.9%	5.8%	
Taxi	4.9%	5.0%	4.7%	
Train	2.7%	3.0%	1.7%	30.8%
Bike	0.9%	1.3%	0.3%	
Other	2.7%	2.9%	2.5%	

**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 well over half (56.2%) of riders paid with cash, while 27% used a monthly pass and 9.7% paid by transfer. Only 6.4% used a multi-ride/punch pass.

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



Line 80 riders were somewhat more likely to have paid using cash, while Line 85 riders were more likely to have used a transfer. Nine of the 14 riders on Line 92 used a monthly pass.

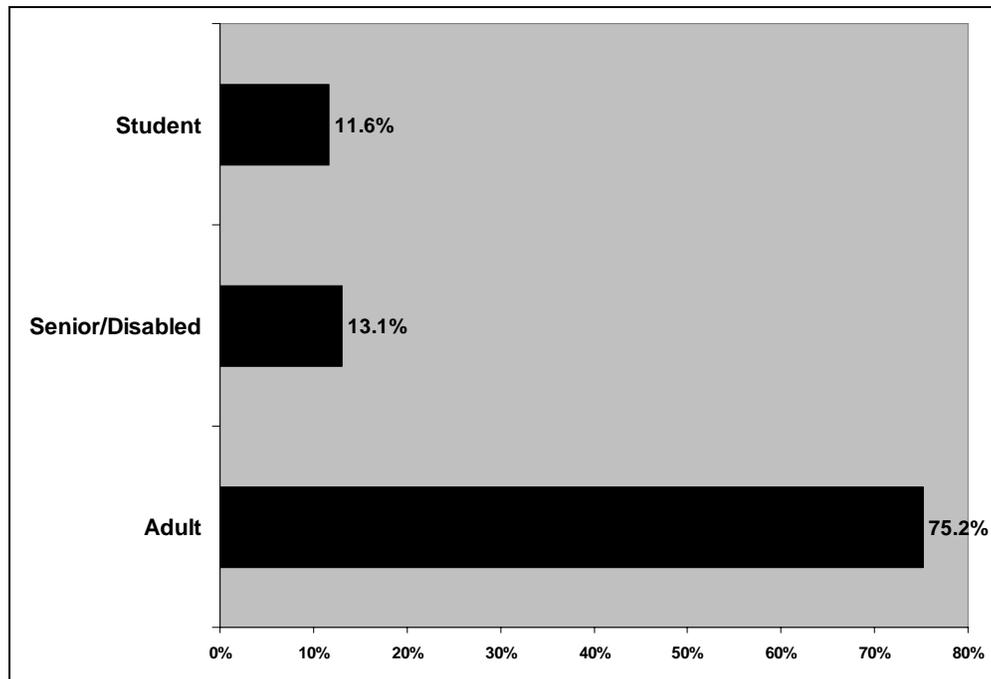
**Figure 27. How Did You Pay Your Fare for this Trip? – By Intercity Line**

Route Number	All Intercity	80 n=983	85 n=353	92 n=14
Transfer	9.7%	7.0%	14.7%	
Cash	56.2%	58.4%	53.0%	7.1%
Multi Ride/Punch Pass	6.4%	7.1%	5.1%	14.3%
Monthly Pass	27.0%	26.7%	26.9%	64.3%
Other	0.7%	0.8%	0.3%	14.3%

**Type of Fare**

Adult fares accounted for more than 75% of those paid by Vallejo Transit intercity riders, while the percentage of senior/disabled fares was slightly greater than the percentage of student fares.

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



Adult fares were the most common for all intercity lines. Line 80 had a slightly higher percentage of riders paying senior/disabled fares (14.1% vs. 11.5%), while Line 85 had more riders paying student fares (19.2% vs. 7.5%).

**Figure 29. Type of Fare – By Intercity Line**

Fare Type	Route Number	All Intercity	80 n=576	85 n=286	92 n=3
Adult		75.2%	78.3%	69.2%	100%
Senior/Disabled		13.1%	14.1%	11.5%	
Student		11.6%	7.5%	19.2%	
Other		0.1%	0.2%		

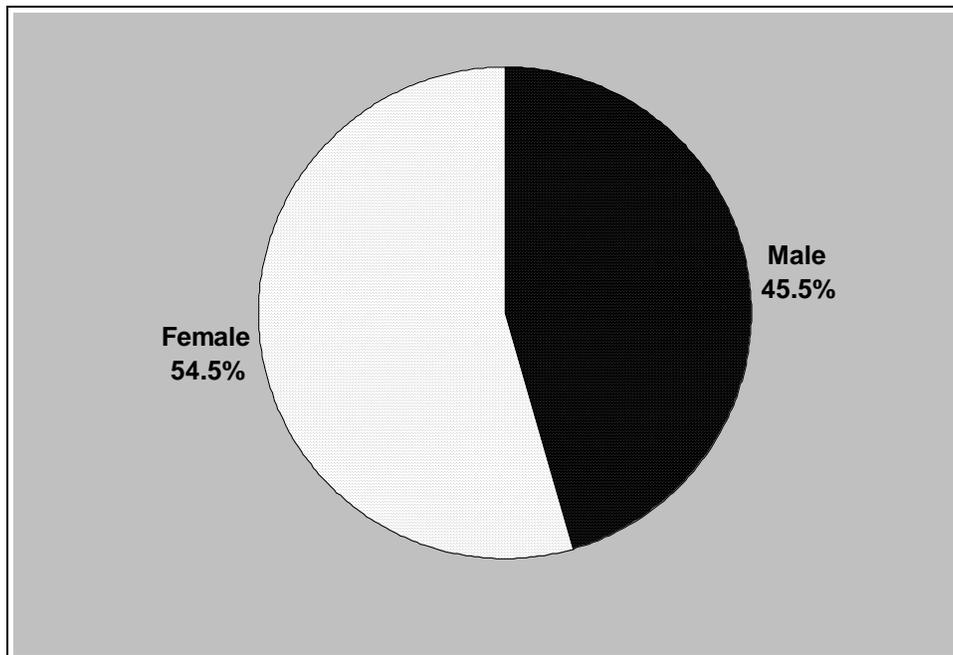
**INTERCITY RIDER DEMOGRAPHICS**

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

**Gender**

More than half the riders on the Vallejo Transit intercity lines overall are female, with males accounting for just 45.5% of survey respondents.

**Figure 30. Gender – Overall Intercity**



Female passengers were the majority among riders on all three intercity lines.

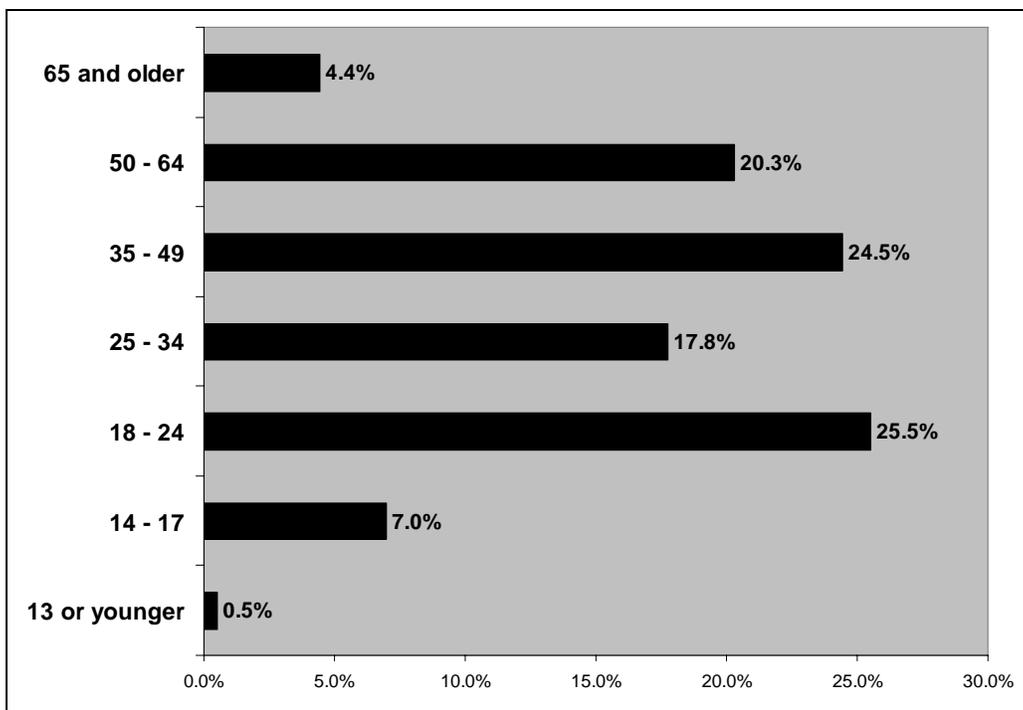
**Figure 31. Gender – By Intercity Line**

Route Number	All	80	85	92
Gender	Intercity	n=952	n=347	n=14
Male	45.5%	45.2%	46.1%	42.9%
Female	54.5%	54.8%	53.9%	57.1%

**Age**

More than 88% of Vallejo Transit intercity riders were within the age range of working adults (18 to 64). Seniors 65 and older represented fewer than 5% of respondents, while riders under 18 accounted for 7.5%.

**Figure 32. Age – Overall Intercity**



The percentage of riders of standard working age was high across intercity lines. However, Line 80 had an older mix of working age passengers, with 52.8% of riders aged 35-64. Line 85 had only 29.9% in this age range, but had 41.7% of its riders in the 18-24 group, compared to only 17% for Line 80. Eight of the 13 riders on Line 92 were in the 35-49 age group, and all were in the 25-64 age range.

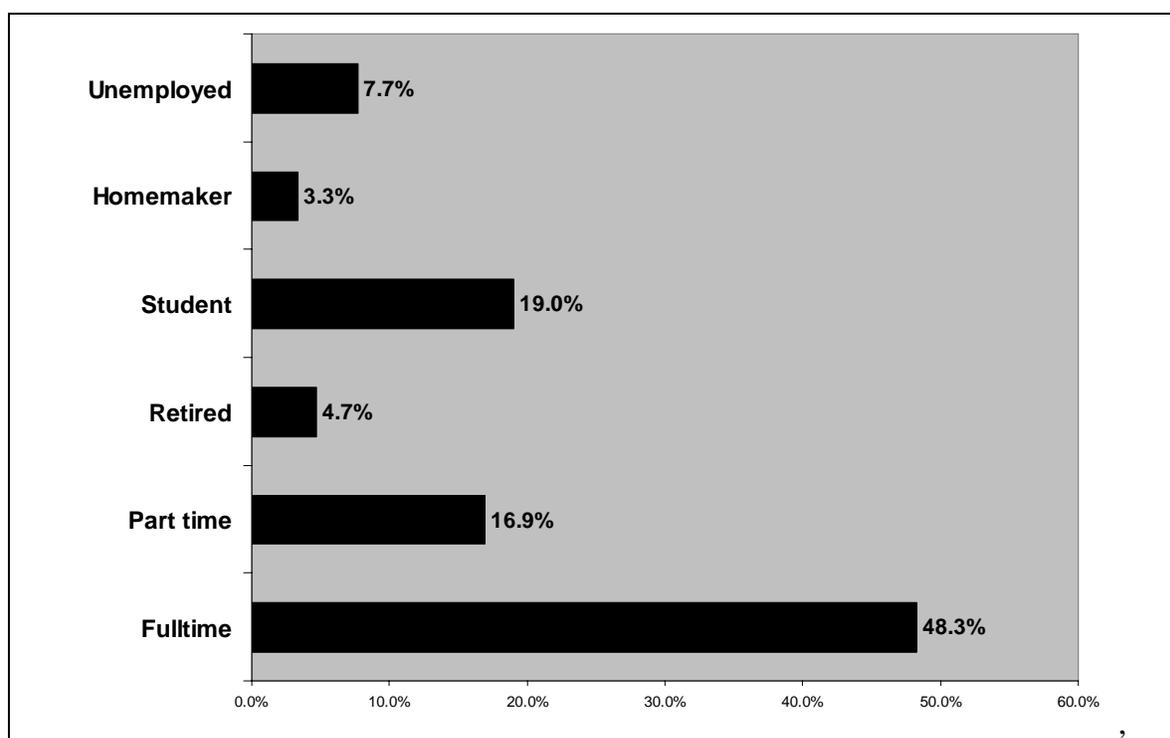
**Figure 33. Age – By Intercity Line**

Route Number	All Intercity	80 n=979	85 n=358	92 n=13
Age				
13 and younger	0.5%	0.5%	0.6%	
14 - 17	7.0%	7.0%	7.0%	
18 - 24	25.5%	17.0%	41.3%	
25 - 34	17.8%	18.2%	17.0%	15.4%
35 - 49	24.5%	27.5%	18.4%	61.5%
50 - 64	20.3%	25.2%	11.5%	23.1%
65 and older	4.4%	4.6%	4.2%	

**Employment Status**

The employment status of Vallejo Transit intercity riders reflects a mix of full- and part-time workers and student. Almost two-thirds of riders are employed full or part time, while 19% are students.

**Figure 34. Employment Status – Overall Intercity**



Compared to Line 85, Line 80 had a much higher percentage of riders who said they were employed full time (58.6% vs. 28.9%), while Line 85 had a higher proportion of part-time workers, students, homemakers, and people who were retired or unemployed. All 13 Line 92 riders reported being employed full time.

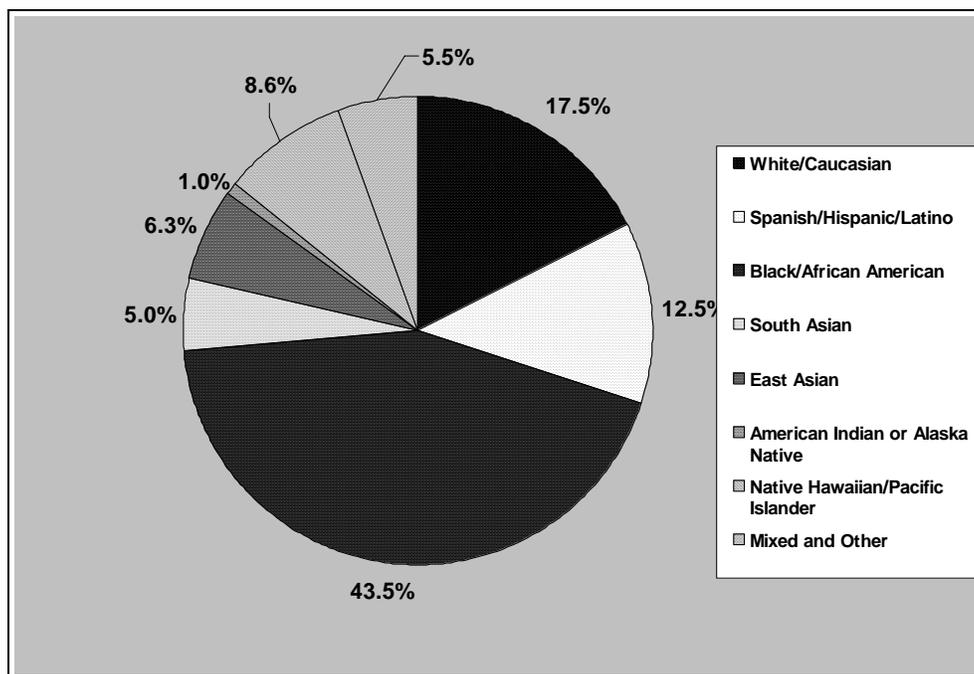
**Figure 35. Employment Status – By Intercity Line**

Route Number	All	80	85	92
Employment status	Intercity	n=969	n=356	n=13
Fulltime	48.3%	58.6%	28.9%	100%
Part time	16.9%	14.1%	22.2%	
Retired	4.7%	4.5%	5.1%	
Student	19.0%	14.1%	28.1%	
Homemaker	3.3%	2.4%	5.1%	
Unemployed	7.7%	6.2%	10.7%	

**Race and Ethnicity**

Vallejo Transit serves a diverse community of riders, with no single group accounting for more than half of ridership. The largest single ethnic group among Vallejo Transit intercity riders were African-Americans (43.5%), followed by white/Caucasian (17.5%) and Spanish/Latino riders (12.5%). South and East Asian riders together accounted for 11.3%, while 8.6% of riders classified themselves as native Hawaiian/Pacific Islander and 5.5% of riders reported that they were in an “other” category of race or ethnicity.

**Figure 36. Race and Ethnicity – Overall Intercity**



Among the individual Vallejo Transit lines, the ethnicity of riders was generally similar for Lines 80 and 85, although Line 80 had a somewhat higher percentage of South Asian and East Asian riders.

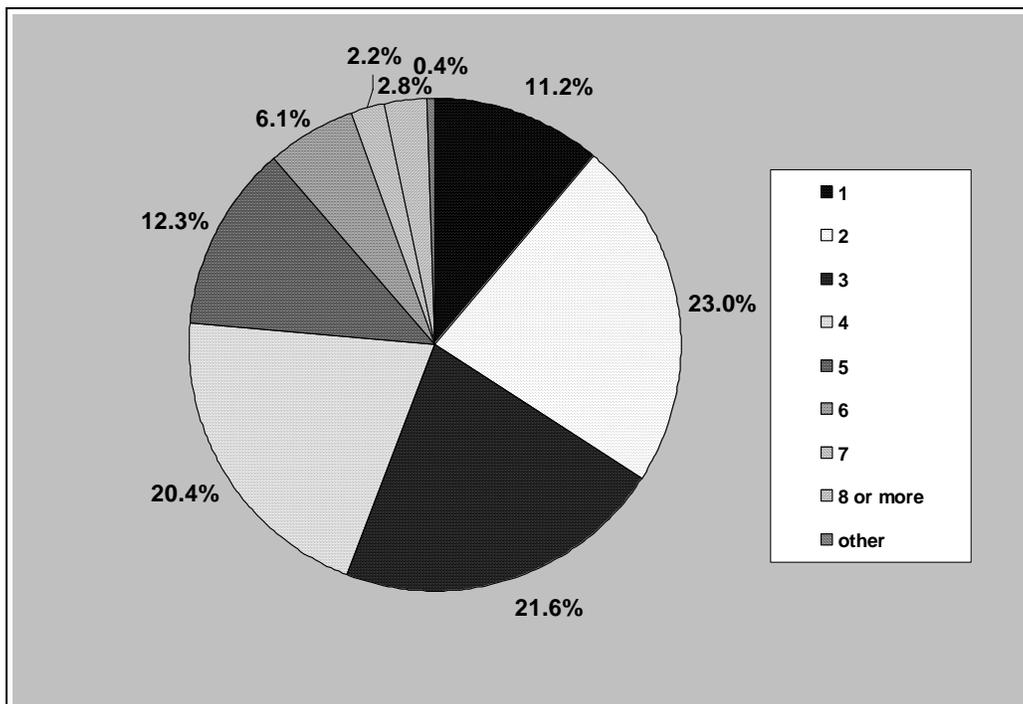
**Figure 37. Race and Ethnicity – By Intercity Line**

Route Number	All Intercity	80 n=901	85 n=346	92 n=13
Race or ethnicity				
White/Caucasian	17.5%	16.8%	18.2%	53.8%
Spanish/Hispanic/Latino	12.5%	13.0%	11.8%	
Black/African American	43.5%	42.3%	46.2%	15.4%
South Asian	5.0%	6.1%	3.2%	
East Asian	6.3%	7.4%	4.3%	7.7%
American Indian or Alaska Native	1.0%	0.8%	1.4%	
Native Hawaiian/Pacific Islander	8.6%	10.0%	5.8%	23.1%
Other	5.5%	3.7%	9.0%	

**Household Size**

More than three-fourths of Vallejo Transit intercity riders live in household with four or fewer people, while fewer than 10% live in households of six or more (in comparison, 16.9% of riders on Vallejo local lines live in households of six or more). The largest single group of respondents was those who live in 2-person households (23%), although almost as many live in 3-person (21.6%) and 4-person (20.4%) households.

**Figure 38. Household Size – Overall Intercity**



Among individual lines, Line 80 had a higher percentage of 2-person households (24.9% vs. 19%), while Line 85 had a slightly higher percentage of 1-person households (12.5% vs. 10.6%) and households with 5 or more people (13.1% vs. 10.1%). Half of the 12 Line 92 riders live in 2-person households.

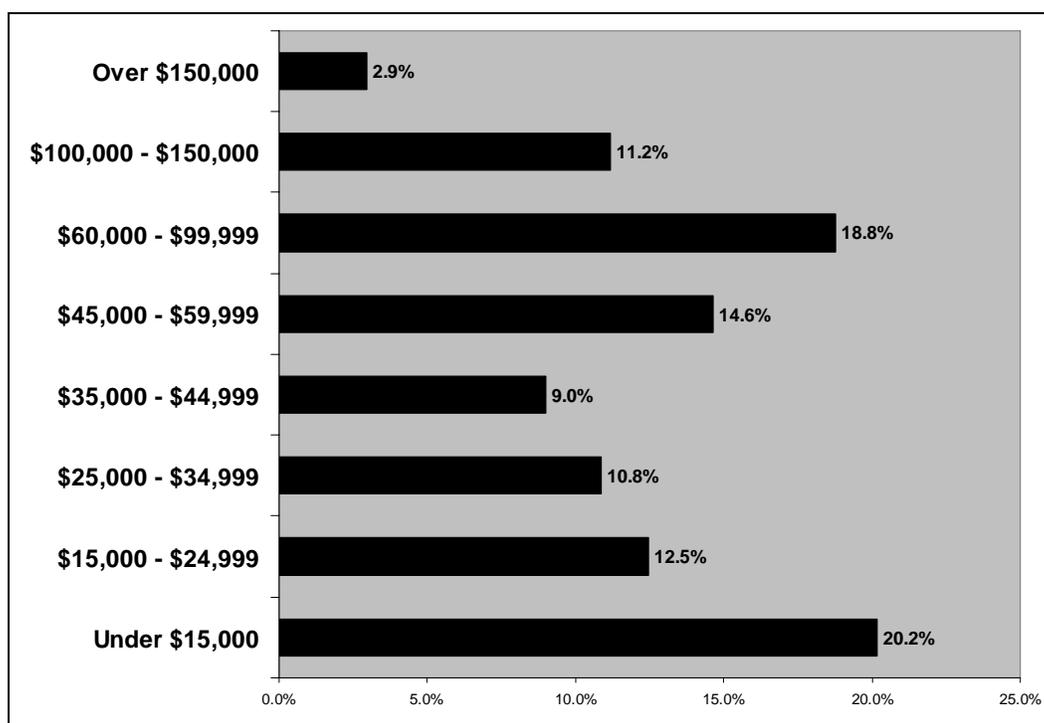
**Figure 39. Household Size – By Intercity Line**

Route Number	All	80	85	92
Household size	Intercity	n=906	n=337	n=12
1	11.2%	10.6%	12.5%	8.3%
2	23.0%	24.9%	19.0%	50.0%
3	21.6%	21.5%	22.0%	16.7%
4	20.4%	20.5%	20.2%	16.7%
5	12.3%	11.7%	13.4%	8.3%
6	6.1%	5.5%	7.1%	
7	2.2%	1.8%	3.0%	
8 or more	2.8%	2.8%	3.0%	
other	0.4%	0.7%		

**Household Income**

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

**Figure 40. Income – Overall Intercity**



Riders on Line 85 reported lower incomes, with 35.7% having household incomes of less than \$25,000, compared to 25.7% for Line 80. For Line 85, just 25.2% of riders had

incomes of more than \$60,000, compared to 36.6% for Line 80. All of the riders surveyed on Line 92 had incomes of at least \$45,000.

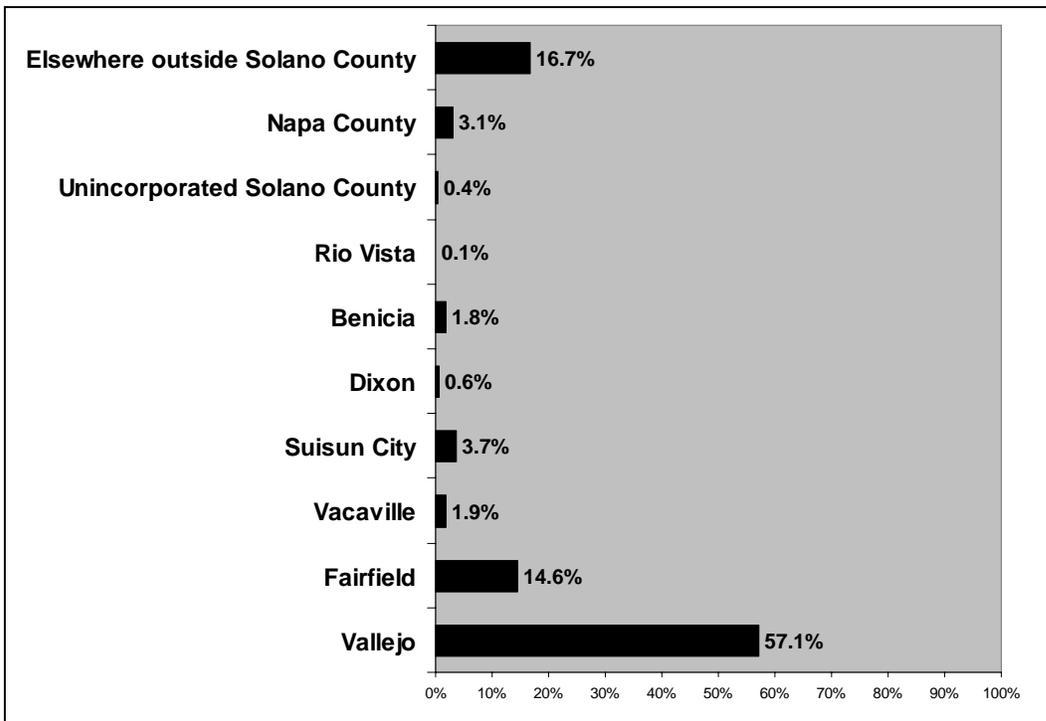
**Figure 41. Income – By Intercity Line**

Route Number Income	All Intercity	80 n=724	85 n=234	92 n=13
Under \$15,000	20.2%	15.2%	29.5%	
\$15,000 - \$24,999	12.5%	10.5%	16.2%	
\$25,000 - \$34,999	10.8%	10.1%	12.4%	
\$35,000 - \$44,999	9.0%	10.5%	6.4%	
\$45,000 - \$59,999	14.6%	17.1%	10.3%	7.7%
\$60,000 - \$99,999	18.8%	22.2%	12.0%	53.8%
\$100,000 - \$150,000	11.2%	10.9%	11.5%	15.4%
Over \$150,000	2.9%	3.5%	1.7%	23.1%

**City of Residence**

Among intercity riders on the Vallejo Transit system, 42.9% live outside Vallejo, including more than 20% who live outside Solano County. Within the county, 14.6% live in Fairfield and 3.7% live in Suisun City. No other jurisdiction accounted for as many as 2% of riders overall.

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



Almost two-thirds (64.9%) of Line 80 riders live in Vallejo, but those who do not live in Vallejo typically live outside Solano County, either in Napa County (4%) or elsewhere

outside Solano County (22.4%). In contrast, Line 85 has both fewer riders who live in Vallejo (44%) and fewer who live outside Solano County (9.2% total). Instead, a higher percentage of Line 85 riders live in Fairfield (32.5%), Suisun City (8.5%), and Vacaville (3.8%).

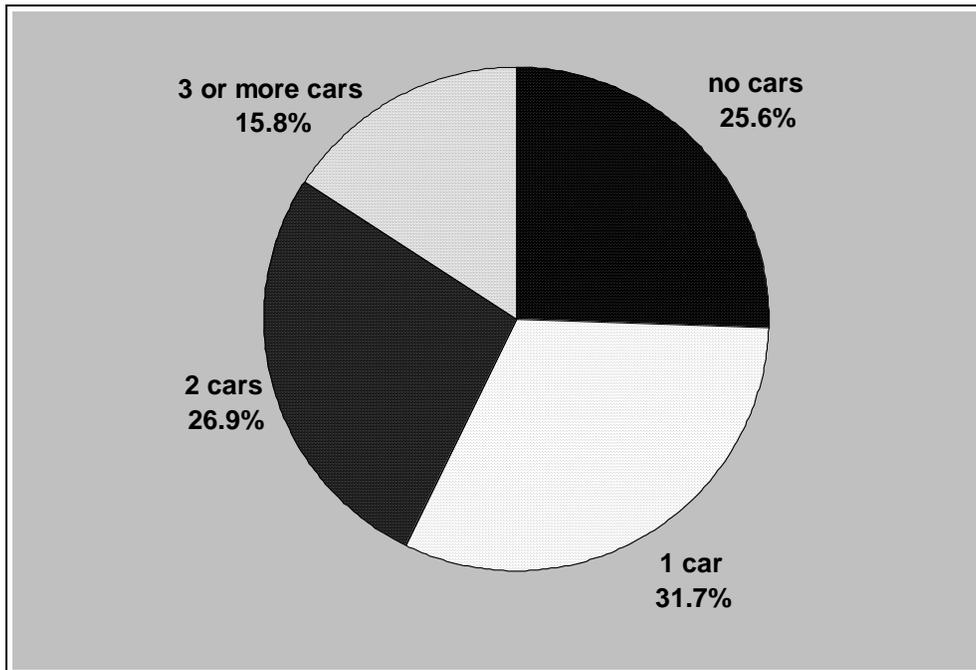
**Figure 43. City of Residence – By Intercity Line**

Route Number	All Intercity	80 n=999	85 n=366	92 n=14
City of residence				
Vallejo	57.1%	64.9%	44.0%	7.1%
Fairfield	14.6%	4.4%	32.5%	35.7%
Vacaville	1.9%	0.7%	3.8%	21.4%
Suisun City	3.7%	1.0%	8.5%	7.1%
Dixon	0.6%		1.4%	14.3%
Benicia	1.8%	2.1%	1.4%	
Rio Vista	0.1%	0.1%		
Unincorporated Solano County	0.4%	0.4%	0.3%	
Napa County	3.1%	4.0%	1.6%	
Elsewhere outside Solano County	16.7%	22.4%	6.6%	14.3%

**Cars in Household**

About one-fourth (25.6%) of Vallejo Transit riders have no household car and another 31.7% have only a single car, suggesting that many intercity riders do not have options other than riding the bus.

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



The percentage of households with no cars or one car was somewhat higher for Line 85 than for Line 80 (63.2% vs. 54.6%). None of the 13 riders surveyed on Line 92 had zero cars and only a single respondent had just one car.

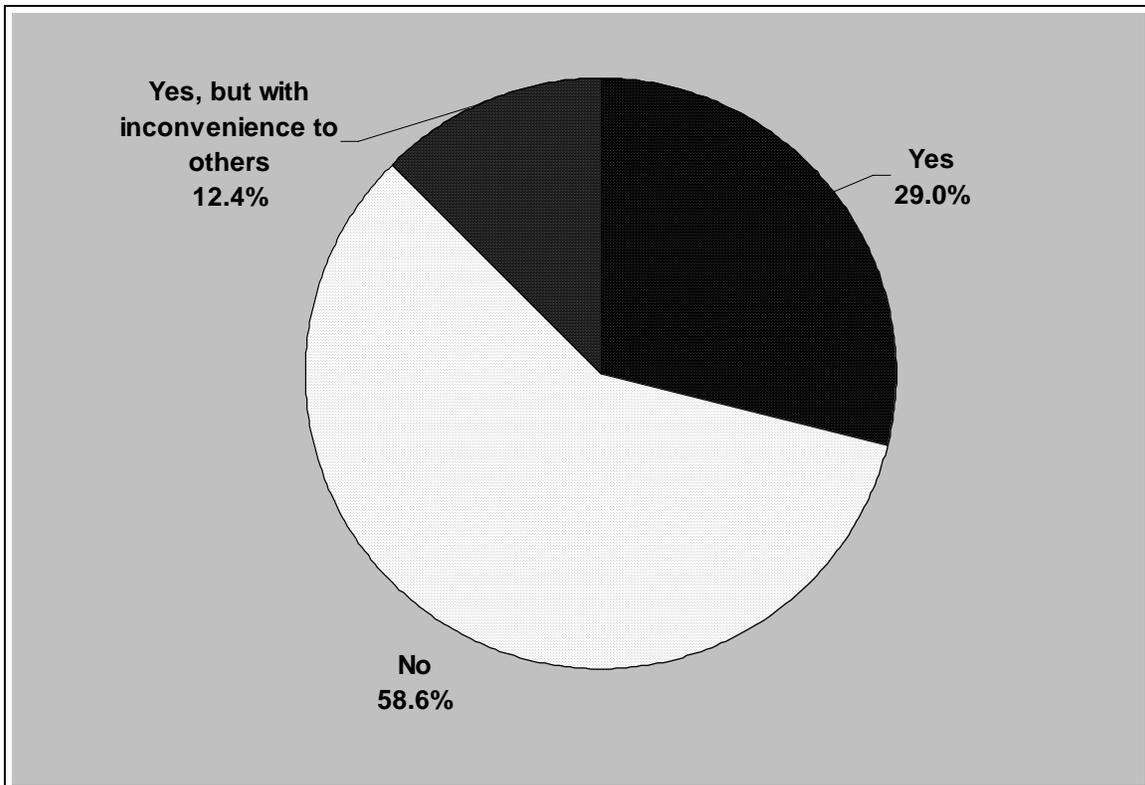
**Figure 45. Car Ownership – By Intercity Line**

Route Number	All Intercity	80 n=985	85 n=359	92 n=13
No. of cars				
none	25.6%	23.9%	29.2%	
1	31.7%	30.7%	34.0%	7.7%
2	26.9%	28.1%	23.7%	84.6%
3 or more	15.8%	17.4%	13.1%	7.7%

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

When respondents were asked if a car could have been used for this trip, the percentage of intercity riders with no cars or one car in their household (58.3%) closely matches the percentage who said that a car could not have been used for this trip (58.6%). Another 12.4% said that a car was available, but it would have involved inconveniencing others.

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



Results for individual lines show that a much higher proportion of Line 80 riders said that a car was available. While about half of Line 80 riders said that a car was not available, more than three-fourths of Line 85 riders offered this response. All 13 riders on intercity Line 92 had a car available, only one of whom said that this would inconvenience others.

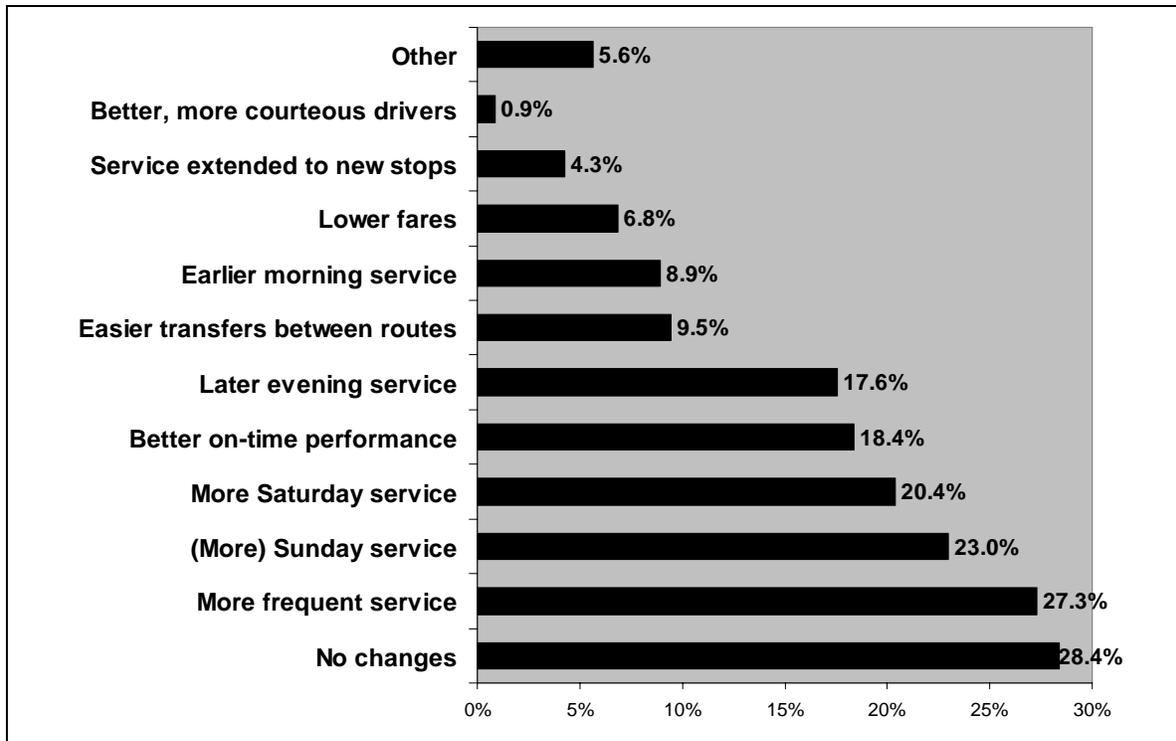
**Figure 47. Was Car Available? – By Intercity Line**

Route Number	All	80	85	92
Car available?	Intercity	n=981	n=359	n=13
Yes	29.0%	36.3%	14.8%	92.3%
No	58.6%	49.7%	75.5%	
Yes, but inconveniences others	12.4%	14.0%	9.7%	7.7%

## QUALITY OF SERVICE

Overall, 375 of the 1,313 surveyed Vallejo Transit intercity riders who responded to this question (28.4%) said there were no changes they would like to see to the line they were on; another 95 did not provide any response to the question. Relatively few riders offered suggestions for improvement to existing service other than better on-time performance, suggested by 18.4% of respondents. Most rider suggestions involved extending service, particularly more frequent service (27.5%), Sunday service (23%), more Saturday service (21%) and later evening service (22.6%). Fewer than one-tenth of riders proposed easier transfers between routes (9.5%), earlier morning service (8.9%), lower fares (6.8%), and service to new stops (4.3%). It should be noted that suggestions relating to fares and drivers were not offered as choices on a list, but were written in as “other” changes by respondents. Fewer than 1% suggested better, more courteous drivers.

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



Riders on Line 80 were more likely than those on Line 85 to suggest improved weekend service (46.2% vs. 39.1%), later evening service (18.8% vs. 15.6%), and lower fares

(8.7% vs. 3.7%). Line 85 riders were more likely to suggest more frequent services (36.6% vs. 22.3%), easier transfers (11.6% vs. 8.3%) and earlier morning service (11.1% vs. 7.8%). On Line 92, 5 of the 14 riders surveyed offered no changes.

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

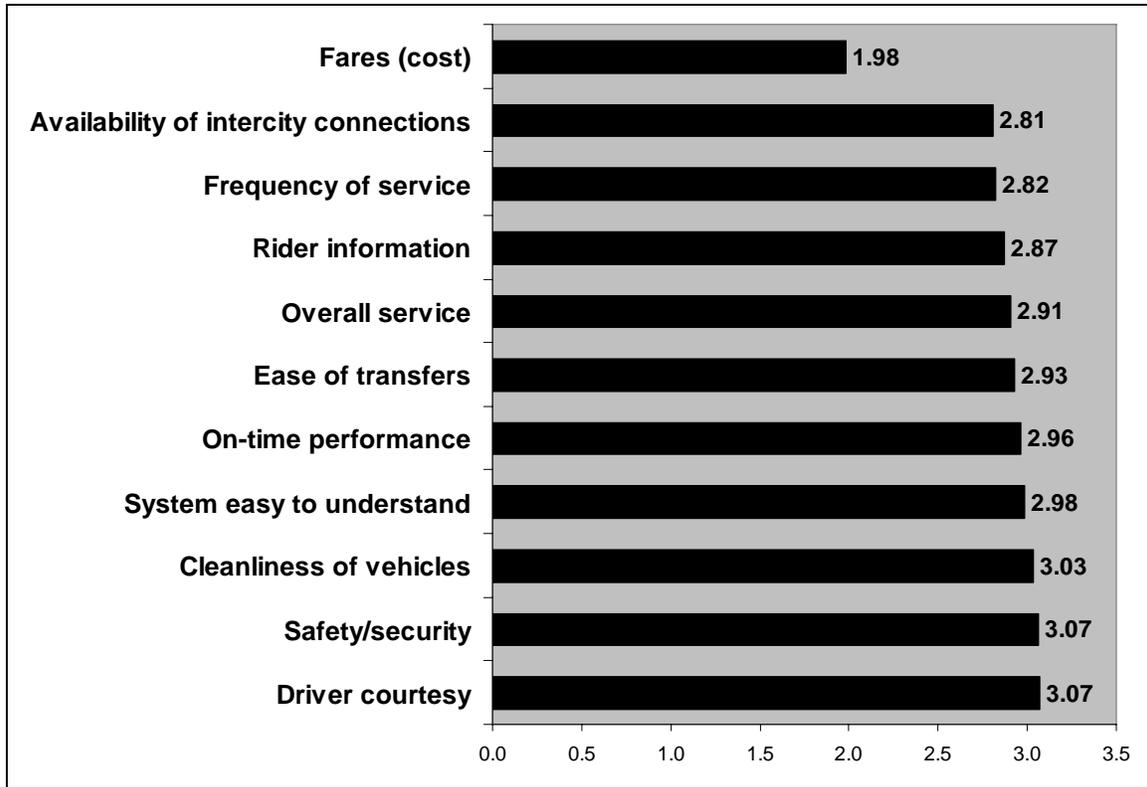
Route Number	All Intercity	80 n=947	85 n=352	92 n=14
Suggested changes				
No changes	28.4%	28.9%	27.3%	35.7%
More frequent service	27.3%	22.3%	36.6%	7.1%
(More) Sunday service	23.0%	24.1%	21.3%	
More Saturday service	20.4%	22.1%	17.6%	
Better on-time performance	18.4%	17.5%	20.2%	
Later evening service	17.6%	18.8%	15.6%	
Easier transfers between routes	9.5%	8.3%	11.6%	
Earlier morning service	8.9%	7.8%	11.1%	
Lower fares	6.8%	8.7%	3.7%	
Service extended to new stops	4.3%	3.7%	4.8%	35.7%
Better, more courteous drivers	0.9%	1.1%	0.6%	
Other	5.6%	6.0%	4.5%	28.6%

### Rating of Service

Survey respondents were asked to rate a variety of service elements on their bus line as excellent, good, fair, or poor. In addition to the overall breakdown of responses for each category, mean ratings were calculated by assigning a value of 4 to excellent, 3 to good, 2 to fair, and 1 to poor and then averaging the results.

Overall, intercity riders gave good ratings to most service elements, with all but fares receiving average ratings between 2.8 and 3.1. Driver courtesy, safety/security and vehicle cleanliness all received ratings above 3.0, while overall service was rated at 2.91. Riders were relatively dissatisfied with the level of fares (average rating just below 2.0). This may be due in part to the fact that this survey was conducted 3-6 weeks after a fare increase.

**Figure 50. Ratings of Service – Overall Intercity**



While there were no major differences between lines, Line 80 riders gave slightly higher ratings to 6 service elements, while Line 85 riders gave a slightly higher rating to rider information. Average ratings for the two lines were identical for other service elements, including overall service. Ratings from Line 92 riders were generally similar to those for Lines 80 and 85 (including the same 2.9 rating for overall service), except that the 14 Line 92 riders gave a substantially higher rating for driver courtesy and substantially lower ratings for rider information (1.8) and fares (1.5).

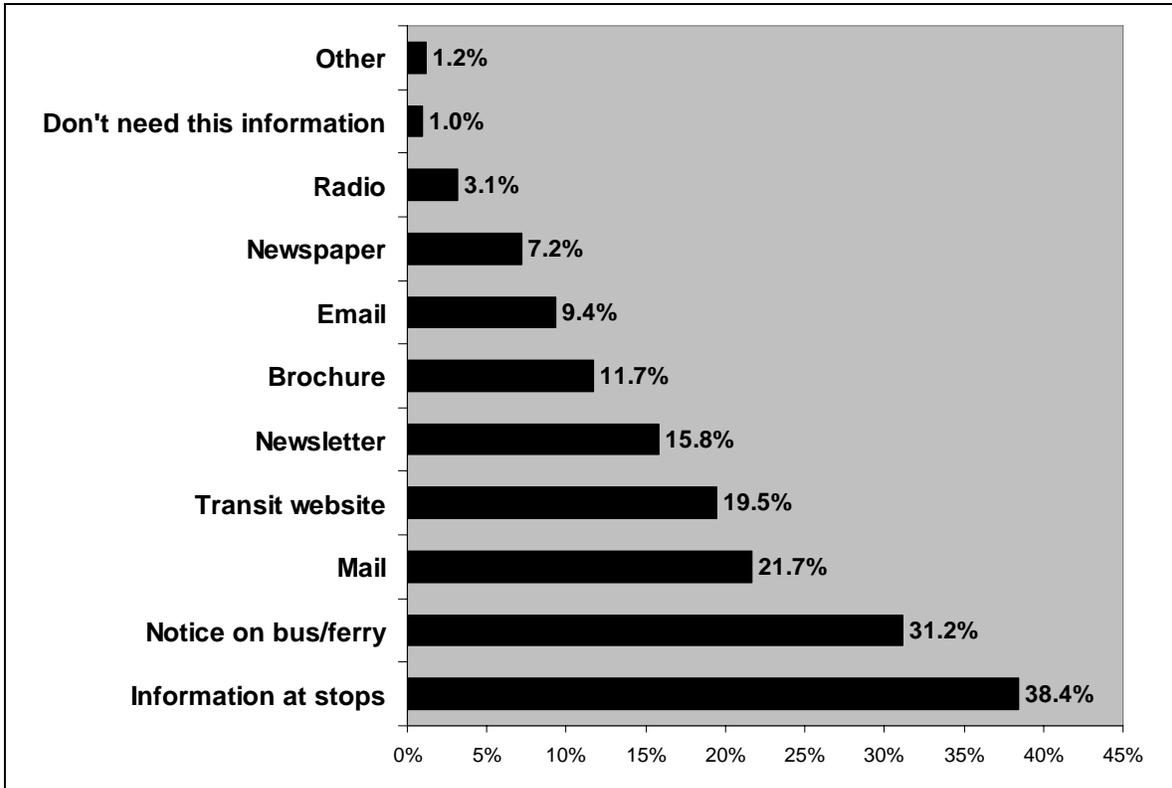
**Figure 51. Ratings of Service – Overall and by Intercity Line**

Service attribute	Route Number	All	80	85	92
<b>On-time performance</b>		n=1283	n=917	n=352	n=14
Excellent = 4		30.6%	33.2%	26.1%	21.4%
Good = 3		42.2%	42.9%	40.9%	50.0%
Fair = 2		20.0%	17.9%	23.6%	28.6%
Poor = 1		7.2%	6.1%	9.4%	
AVERAGE		<b>2.96</b>	<b>3.0</b>	<b>2.8</b>	<b>2.9</b>
<b>Frequency of service</b>		n=1209	n=859	n=336	n=14
Excellent = 4		22.2%	25.7%	15.8%	35.7%
Good = 3		45.7%	46.0%	45.2%	35.7%
Fair = 2		24.2%	21.7%	28.9%	21.4%
Poor = 1		7.9%	6.6%	10.1%	7.1%
AVERAGE		<b>2.82</b>	<b>2.9</b>	<b>2.7</b>	<b>3.0</b>
<b>Driver courtesy</b>		n=1232	n=884	n=334	n=14
Excellent = 4		34.8%	35.9%	32.6%	42.9%
Good = 3		43.2%	42.0%	45.2%	57.1%
Fair = 2		16.3%	16.6%	15.9%	
Poor = 1		5.8%	5.5%	6.3%	
AVERAGE		<b>3.07</b>	<b>3.1</b>	<b>3.0</b>	<b>3.4</b>
<b>Rider information</b>		n=1185	n=847	n=326	n=12
Excellent = 4		25.8%	25.7%	26.4%	
Good = 3		43.6%	42.3%	46.6%	8.3%
Fair = 2		22.2%	22.4%	21.2%	66.7%
Poor = 1		8.3%	9.6%	5.8%	25.0%
AVERAGE		<b>2.87</b>	<b>2.8</b>	<b>2.9</b>	<b>1.8</b>
<b>Cleanliness of vehicles</b>		n=1232	n=880	n=338	n=14
Excellent = 4		30.3%	31.5%	28.1%	28.6%
Good = 3		47.1%	47.7%	45.9%	50.0%
Fair = 2		18.4%	17.2%	20.7%	21.4%
Poor = 1		4.2%	3.6%	5.3%	
AVERAGE		<b>3.03</b>	<b>3.1</b>	<b>3.0</b>	<b>3.1</b>
<b>Safety/security</b>		n=1192	n=849	n=329	n=14
Excellent = 4		30.4%	30.2%	31.0%	28.6%
Good = 3		49.2%	49.0%	49.5%	50.0%
Fair = 2		16.8%	17.4%	15.5%	21.4%
Poor = 1		3.6%	3.4%	4.0%	
AVERAGE		<b>3.07</b>	<b>3.1</b>	<b>3.1</b>	<b>3.1</b>
<b>Ease of transfers</b>		n=1096	n=771	n=317	n=8
Excellent = 4		28.0%	28.9%	26.5%	12.5%
Good = 3		44.3%	44.2%	44.2%	62.5%
Fair = 2		20.3%	20.1%	20.5%	25.0%
Poor = 1		7.4%	6.7%	8.8%	
AVERAGE		<b>2.93</b>	<b>3.0</b>	<b>2.9</b>	<b>2.9</b>
<b>Availability of intercity connections</b>		n=1031	n=723	n=304	n=4
Excellent = 4		25.0%	26.1%	23.0%	25.0%
Good = 3		40.5%	40.4%	40.1%	75.0%
Fair = 2		24.8%	23.0%	28.6%	
Poor = 1		9.6%	10.5%	8.2%	
AVERAGE		<b>2.81</b>	<b>2.8</b>	<b>2.8</b>	<b>3.3</b>
<b>System easy to understand</b>		n=1151	n=814	n=324	n=13
Excellent = 4		28.3%	30.5%	24.7%	15.4%
Good = 3		46.4%	45.1%	48.5%	69.2%
Fair = 2		20.7%	20.5%	21.0%	15.4%
Poor = 1		4.6%	3.9%	5.9%	
AVERAGE		<b>2.98</b>	<b>3.0</b>	<b>2.9</b>	<b>3.0</b>
<b>Fares (cost)</b>		n=1162	n=826	n=330	n=6
Excellent = 4		9.6%	9.8%	9.4%	
Good = 3		19.1%	18.2%	21.2%	
Fair = 2		30.9%	29.7%	33.0%	33.3%
Poor = 1		40.5%	42.4%	36.4%	83.3%
AVERAGE		<b>1.98</b>	<b>2.0</b>	<b>2.0</b>	<b>1.5</b>
<b>Overall service</b>		n=1198	n=851	n=334	n=13
Excellent = 4		22.9%	23.6%	21.9%	7.7%
Good = 3		48.9%	48.5%	49.1%	76.9%
Fair = 2		24.1%	24.0%	24.6%	15.4%
Poor = 1		4.1%	3.9%	4.5%	
AVERAGE		<b>2.91</b>	<b>2.9</b>	<b>2.9</b>	<b>2.9</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 1,254 intercity riders who answered this question, the preference was information “in the field” – either on the buses themselves (38.4%) or at bus stops (31.2%). Information sources cited by about one-fifth of riders included mail (21.7%) and the transit website (19.5%), while 15.8% preferred brochures and 9.4% mentioned email and 7.2% newspapers.

**Figure 52. Preferred Sources of Transit Information – Overall Intercity**



Individual lines showed the same general pattern. Information at stops was mentioned by slightly more Line 85 riders (41.7% vs. 36.7%), while more Line 80 riders preferred notices on the bus (32.7% vs. 27.7%). Line 80 respondents were also more likely to mention the transit website (20.5% vs. 17.5%), while Line 85 passengers showed a stronger preference for newsletters (26.2% vs. 19.3%) and brochures (14.9% vs. 10%). The 14 respondents on Line 92 mentioned a total of 28 information sources, with 11 riders having a preference for on-board notices.

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

Information source	Route Number	All Intercity	80 n=897	85 n=343	92 n=14
Information at stops		38.4%	36.7%	41.7%	28.6%
Notice on bus/ferry		31.2%	32.7%	27.7%	78.6%
Newsletter		21.7%	19.3%	26.2%	7.1%
Transit website		19.5%	20.5%	17.5%	28.6%
Mail		15.8%	16.5%	14.6%	14.3%
Brochure		11.7%	10.0%	14.9%	7.1%
Newspaper		9.4%	9.1%	9.3%	35.7%
Email		7.2%	7.2%	7.3%	
Radio		3.1%	3.8%	2.0%	
Don't need this information		1.0%	1.0%	0.9%	
Other		1.2%	1.4%	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 Vallejo Transit line.

- In addition to those riders who offered lower fares as a written-in answer to what changes they would like to see on their bus, more than 80 mentioned fares or cost in their final comments. Examples of comments include:
  - Why is the fare constantly increasing? It cost too much to ride this bus. If the fare keeps increasing I need to move out of Vallejo.
  - It's too expensive, unfair prices.
  - If you go up on the fare, I'm gone.
  - The fare is a little unreasonable.
  - Single parents are hit hardest with paying \$9-\$10 one-way! \$18-\$20 round trip!
  - If I may ask; can you lower the prices?
- One issue that was of concern to Line 80 riders was the fact that drivers sometimes pull away from the stop at the BART station just as riders are approaching the bus. More than a dozen riders noted this, with the following typical comments:
  - Drivers should not pull away from the dock as a BART train pulls into station I have had bus doors closed on me and been left to wait for 15-20 min for the next bus.
  - Sometimes drivers don't want to wait for a few minutes for the passengers from the BART that just arrived, even if the passenger was running to catch up for this bus. Be considerate please!
  - It's very annoying to see the bus leave right in front of us (BART passengers) when leaving El Cerrito.

- A number of riders on both Lines 80 and 85 suggested earlier service, later service, or extended weekend service. Comments included the following:
  - Late night service a must!!! Right now I must leave SF a little before 8pm!
  - I would like to see an earlier run that has connections with BART.
  - Provide later Service so more people will ride.
  - Earlier morning service and later evening service.
  - We need extended hours until 2 am! Thank You.
  
- Numerous Line 80 riders complained about the advertising that covers the windows of their buses.
  - Please no "wrap" ads -- it blocks the great views.
  - Windows covered by advertisements make the ride less enjoyable.
  - Advertisements on windows obstruct the view and make the ride claustrophobic!
  
- While better on-time performance was only mentioned by a handful of Line 80 riders, 9 Line 85 riders complained about early or late buses.
  - Please have this transit become on time because people have to be places on time like school or work.
  - On Mondays mainly, the 85 is always early and I have to hail any car to ride and try to beat the bus. I take the bus at 8:07 and it comes three minutes to five minutes early.
  - Service is often late.
  
- Several respondents on both the 80 and 85 Lines noted that they had encountered problems with the Vallejo Transit website:
  - The Vallejotransit.com website really needs to be updated. I was expecting fare to be \$5 but it was \$5.75 while the website said \$4.50 still. Route 90/91 schedules are not on the site either.
  - Update site! I was stranded once due to inaccurate info on web.
  - Website is unreadable.
  - Website could be a little easier to use.
  
- Other issues raised by a few riders included the following:
  - The inability of drivers to provide change
  - Lack of bathroom facilities at transit centers
  - Buses should participate in Spare the Air days
  - Use back roads to avoid congestion.
  - More direct connections to selected destinations.

## VALLEJO INTERCITY LINE CONCLUSIONS

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

- Riders on intercity lines depend on Vallejo Transit as a key to their travel strategy. About 80% use their intercity line at least weekly, and more than half have either no cars or one car in their household, and say they do not have access to a car to make their trip.
- While most trips begin or end at home, riders on intercity lines use their bus for a variety of destinations, including not only work, but school, medical and social appointments, and shopping.
- Riders use the Vallejo Transit buses as a component of an overall public transportation strategy, with more than two-thirds using other buses or BART to get to their bus stop and about the same percentage using public transit to reach their final destination.
- Demographically, the Vallejo Transit serves a diverse community of riders, with no single ethnic group accounting for more than 45% of ridership. Female riders account for 55% of those surveyed. Almost one-third of riders had incomes less than \$25,000 a year, highlighting the importance of the system as a transportation resource for low income families.
- The system serves riders of all ages and a mix of full- and part-time workers and students. Almost two-thirds of riders are employed full or part time, while 19% are students
- Almost one-third of riders had no suggestions for improving service, while about 18% called for improved on-time performance. More respondents were concerned with expanding bus service, both in terms of more frequent service, improved Saturday and Sunday service, and later evening service, while almost 7% wrote in that they would like to see fares reduced or held steady. Overall, these responses highlight the value that the system's riders attach to the transportation services provided.
- Overall, intercity riders gave good ratings to most service elements, with all but fares receiving average ratings between 2.8 and 3.1. Driver courtesy, safety/security and vehicle cleanliness all received ratings above 3.0, while overall service was rated at 2.91. Riders were relatively dissatisfied with the level of fares (average rating just below 2.0).