



RESULTS OF

SOLANO TRANSPORTATION AUTHORITY

***COUNTYWIDE RIDERSHIP STUDY
VALLEJO TRANSIT LOCAL LINES***

Submitted to

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

Submitted by

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

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Introduction

This report presents the results of an on-board survey of riders on local lines of the Vallejo Transit system. Riders on both local and intercity lines were surveyed during the 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 local lines: 1, 2, 3, 4, 5, 6, 7, 8 and 9. A second companion report presents results for the intercity lines: 80, 85 and 92.

The remainder of this report presents the findings of the survey for local lines. For each set of findings, aggregate results for all local lines are presented in graphic form first, followed by a table with detailed results by line as well as overall data in tabular form. After a brief description of the lines covered by this report, the characteristics of trips being taken by surveyed riders are assessed, followed by an analysis of rider demographics. Rider perception of the quality of service and suggestions for improvement are then discussed. Also included there are highlights of comments offered by 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 local riders and their use of the Vallejo Transit System.

VALLEJO TRANSIT LOCAL LINES

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

Rt. 1 - South Vallejo/Rancho Vallejo: Rt. 1 connects downtown Vallejo with points northwest along the Broadway and Sonoma Boulevard corridors including Vallejo Junior and Senior High Schools, WalMart and points south on the west side of I-80, including the Curtola Park and Ride and Sonoma Boulevard. It operates 7 days a week. On weekdays, Rt. 1 offers service from 5am to 11pm at 30 minute intervals. On weekends, Rt. 1 operates every 30 minutes from 6:00am-11:00pm on Saturdays and from 7:00am-9:30pm on Sundays.

Rt. 2 – Northeast Vallejo/Downtown: Rt. 2 connects downtown Vallejo with points north along Sacramento Street and Broadway to the residential developments north of Highway 37 and east of Highway 29 including Solano Junior High School, and the North Vallejo Community Center. This route operates 7 days a week with a weekday span from 5:30am to 10:30pm. Rt. 2 operates every 30 minutes on weekdays and hourly on weekends.

Rt. 3 – Glen Cove/Georgia Street: Rt. 3 connects downtown Vallejo with points east along Georgia Street to Columbus Parkway, along Rollingwood Drive and into the Glen Cove residential area and serves Hogan High School, a Solano County courthouse and a senior center. This route operates 7 days a week with a weekday span from 5:30am to 8:00pm. Rt. 3 operates hourly on weekdays. On weekends, hourly service is operated but for a shorter service span.

Rt. 4 – Tuolumne Street/Downtown: Rt. 4 connects downtown Vallejo with points north along Tuolumne Boulevard to the Sereno Transfer Center including County of Solano offices, Sutter Solano Hospital, and the Kaiser Medical Center. This route operates 7 days a week from 7:00am to 7:00pm weekdays and midmorning to late afternoon on weekends. Service is hourly seven days a week.

Rt. 5 – Redwood Parkway/Gateway Plaza/Spring Rd (clockwise): Rt. 5 is a circular route paired with Rt. 7. Both serve the same streets, but run in clockwise and counter-clockwise directions. Rt. 5 connects downtown Vallejo and the Westside of the city, along the Redwood Boulevard to the Gateway Plaza, along Ascot Parkway and returning along Springs Road. Hogan and Jesse Bethel High Schools and Springstowne Jr. High are along this route. This route operates 7 days a week with a weekday span from 5:30am to 8:30pm. Rt. 5 operates every 30 minutes on weekdays and hourly on weekends.

Rt. 6 – Tennessee St/Beverly Hills (clockwise): Rt. 6 is a circular route paired with Rt. 8. Both serve the same streets, but run in clockwise and counter-clockwise directions. Rt. 6 connects downtown Vallejo, the Curtola Park and Ride and the eastside of the city by traveling along Benicia Road, Rollingwood, Oakwood and returning on Tennessee Street. The East Vallejo Library along with Hogan and Vallejo High Schools, Franklin and Springstowne Jr. High Schools are along this route. This route operates 7 days a week with a weekday span from 5:30am to 8:30pm. Rt. 6 operates every 30 minutes on weekdays and hourly on weekends.

Rt. 7 - Redwood Parkway/Gateway Plaza/Spring Rd (counter clockwise): Rt. 7 is a circular route paired with Rt. 5. Both serve the same streets, but run in clockwise and counter-clockwise directions. Rt. 7 travels east on Springs Rd to Columbus Parkway, travels along Ascot Parkway to the Gateway Plaza in North Vallejo, along Redwood Boulevard to Sacramento Street and Wilson Street, along the waterfront back to downtown. Hogan and Jesse Bethel High Schools and Springstowne Jr. High are along this route. This route operates 6 days a week with a weekday span from 5:30am to 8:00pm. Rt. 7 operates every 30 minutes on weekdays and hourly on Saturday.

Rt. 8 – Tennessee St/Beverly Hills (counter clockwise): Rt. 8 is a circular route paired with Rt. 6. Both serve the same streets, but run in clockwise and counter-clockwise directions. Rt. 8 connects downtown Vallejo and the eastside of the city, along Tennessee Street, Oakwood and Rollingwood, and returns along Benicia Rd. and Maine Street, with a stop at the Curtola Park and Ride. The East Vallejo Library along with Hogan and Vallejo High Schools, Franklin and Springstowne Jr. High Schools are along this route. This route operates 6 days a week with a weekday span from 5:30am to 8:30pm. Rt. 8 operates every 30 minutes on weekdays and hourly on Saturday.

Rt. 9 – Six Flags/Northeast Vallejo/Downtown: Rt. 9 connects downtown Vallejo to North Vallejo via Sonoma Boulevard, Sereno Drive, Fairgrounds Drive and the North Vallejo Community Center. Key points along the route include the Six Flags Discovery Kingdom, Sutter Solano Hospital, Kaiser Medical Center, Sereno Transfer Center and various shopping centers. This route operates 7 days a week with a weekday span from 6:30am to 10:00pm. Rt. 9 operates hourly on weekdays and weekends.

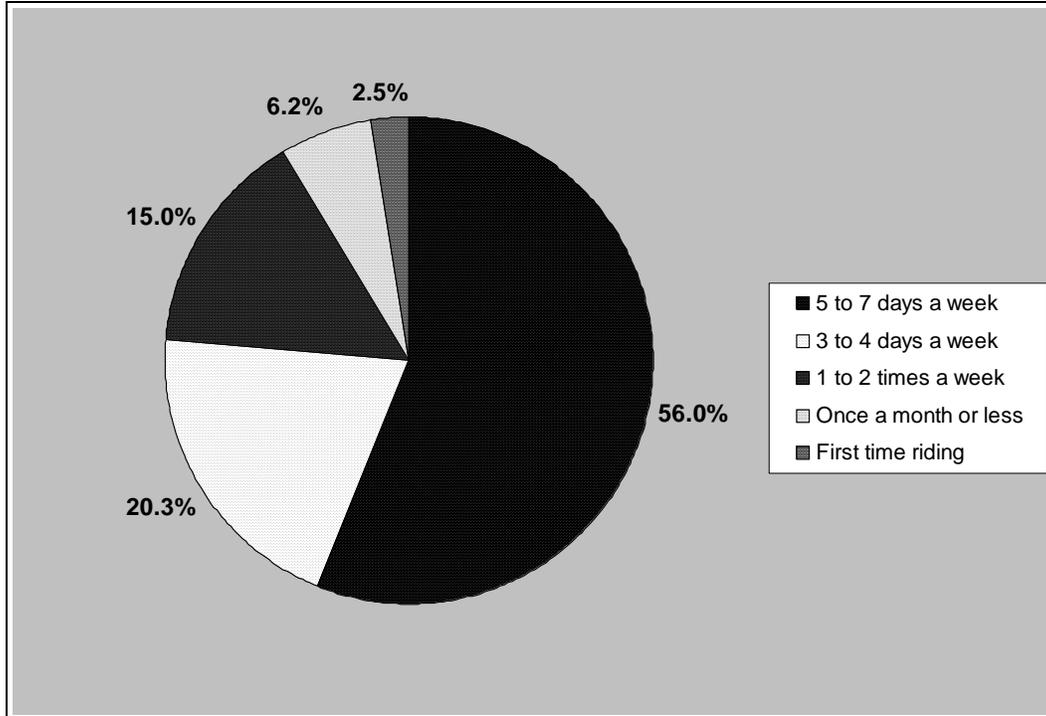
LOCAL TRIP CHARACTERISTICS

The following section is about how 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 riders ride their Vallejo Transit local bus frequently, with more than 76% reporting that they ride at least 3 days a week and 91.3% riding at least weekly, indicating that Vallejo Transit is a significant transportation resource upon which many depend. Only 2.5% of riders said that this was their first time on this line.

Figure 1. Ridership Frequency – Overall Local



All routes had a majority of riders using the system at least three days a week; Line 2 had the lowest percentage of riders (64.2%) using the bus at least three days a week, while

Line 3 had the highest (82.9%). More than 95% of Line 3 riders surveyed reported riding at least weekly. All 9 local lines had at least some first-time riders.

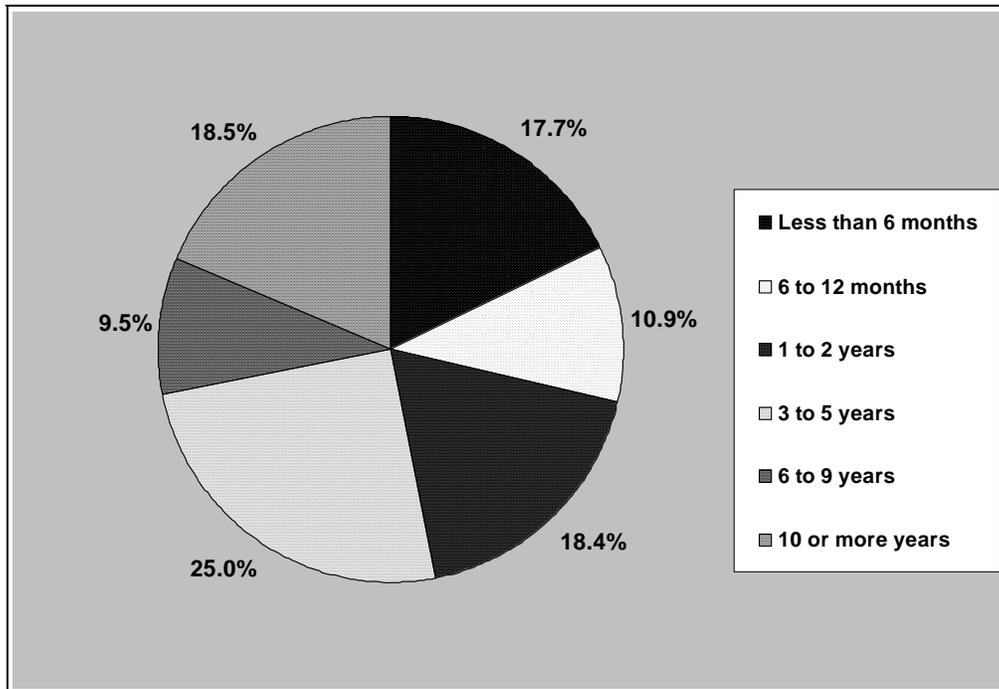
Figure 2. Ridership Frequency –By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Frequency	Local	n=394	n=137	n=82	n=88	n=208	n=192	n=129	n=102	n=105
5 to 7 days a week	56.0%	56.1%	46.7%	52.4%	58.0%	61.1%	55.7%	58.1%	57.8%	55.2%
3 to 4 days a week	20.3%	22.3%	17.5%	30.5%	21.6%	18.8%	19.3%	17.1%	18.6%	18.1%
1 to 2 times a week	15.0%	13.5%	19.7%	12.2%	11.4%	13.9%	16.1%	15.5%	16.7%	17.1%
Once a month or less	6.2%	5.3%	12.4%	2.4%	6.8%	4.8%	6.8%	5.4%	5.9%	6.7%
First time riding	2.5%	2.8%	3.6%	2.4%	2.3%	1.4%	2.1%	3.9%	1.0%	2.9%

Length of Ridership

Survey results indicate that more than half (53%) of Vallejo Transit riders have been using their current local line for three or more years, with 28% having been riders for at least 6 years. At the other extreme, 17.7% of respondents said they had been riding for less than 6 months, including the 2.5% for whom this was their first time riding.

Figure 3. How Long Riding – Overall Local



Line 9 had the highest proportion of respondents who had been riding for less than a year (34.3%), but it also had the highest percentage of riders who had been riding the bus for 6 years or longer (37.3%). In contrast, only 20.2% of Line 6 riders had been using the bus for 6 years or more.

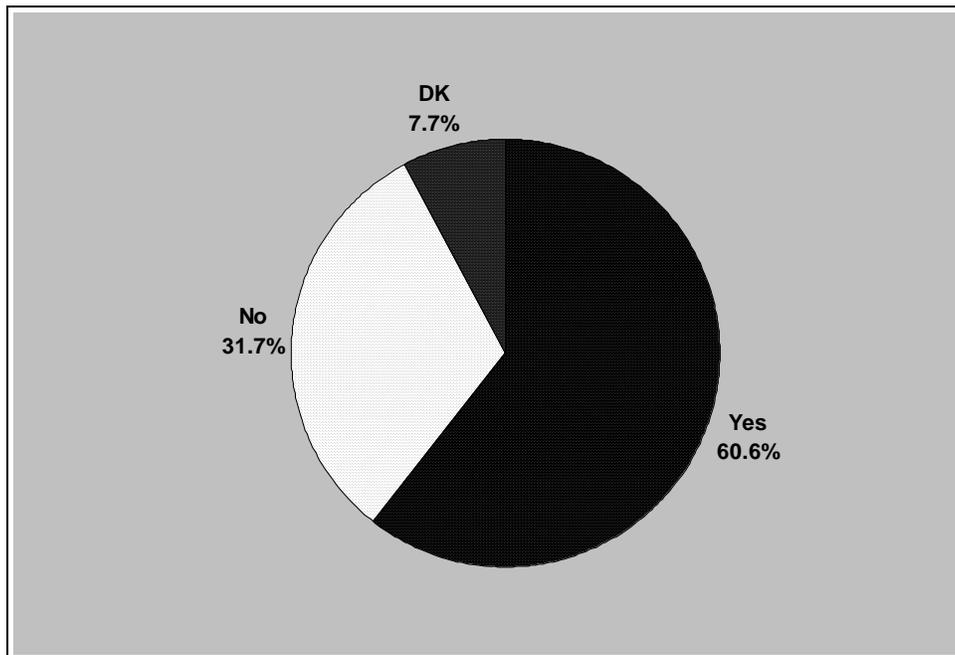
Figure 4. How Long Riding – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
How long riding	Local	n=371	n=126	n=77	n=86	n=204	n=183	n=116	n=97	n=102
Less than 6 months	17.7%	16.7%	16.7%	20.8%	17.4%	15.2%	15.3%	19.8%	23.7%	21.6%
6 to 12 months	10.9%	8.1%	11.9%	9.1%	12.8%	14.7%	13.1%	10.3%	7.2%	12.7%
1 to 2 years	18.4%	18.6%	16.7%	13.0%	18.6%	19.6%	23.0%	19.0%	19.6%	10.8%
3 to 5 years	25.0%	25.6%	24.6%	27.3%	23.3%	25.5%	28.4%	22.4%	25.8%	17.6%
6 to 9 years	9.5%	10.0%	11.9%	10.4%	11.6%	10.8%	3.3%	9.5%	10.3%	10.8%
10 or more years	18.5%	21.0%	18.3%	19.5%	16.3%	14.2%	16.9%	19.0%	13.4%	26.5%

Round/One Way Trip

Slightly more than 60% of riders said their ride on Vallejo Transit was part of a round trip, while another 7.7% did not yet know whether they would be making a return trip on the same line. Fewer than one-third (31.7%) said they did *not* intend to make a round trip on the bus.

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



Only Line 3 had fewer than 50% round-trip riders, while Line 9 had the highest proportion of riders making round trips (66%). Line 3 had the highest percentage (13.2%) of riders who did not know if they would be making a round trip on this line, indicating that this group had significant other transportation options for their return trip.

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

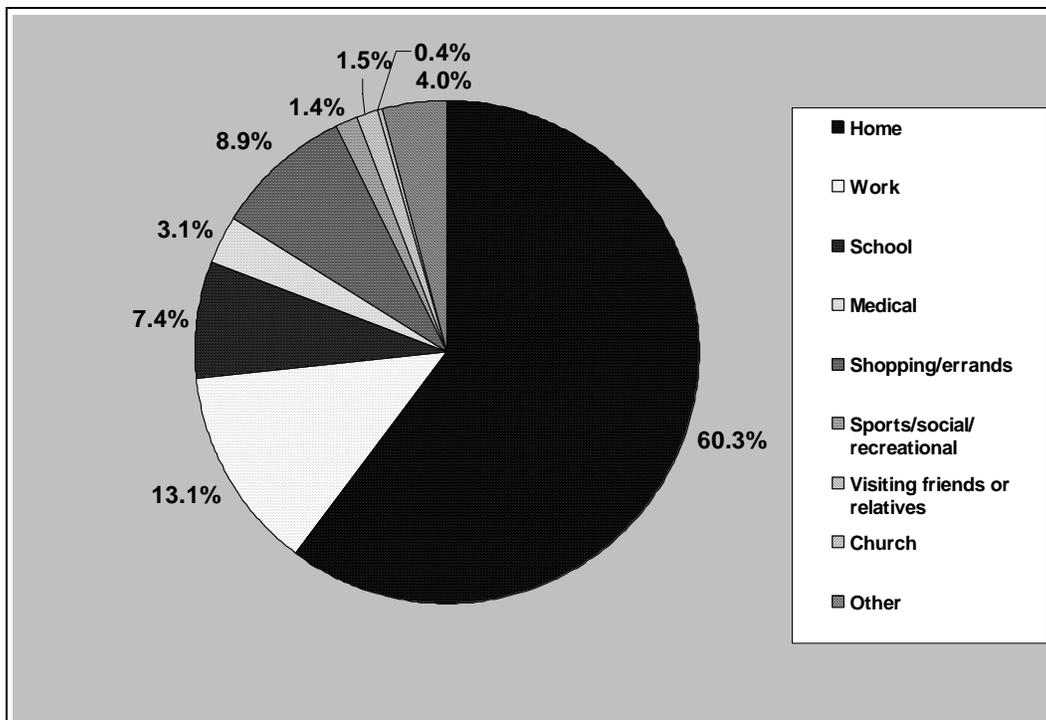
Route Number	All	1	2	3	4	5	6	7	8	9
Part of a round trip?	Local	n=419	n=140	n=91	n=97	n=223	n=188	n=138	n=105	n=106
Yes	60.6%	61.3%	60.7%	49.5%	56.7%	58.7%	59.6%	65.2%	64.8%	66.0%
No	31.7%	29.4%	33.6%	37.4%	38.1%	34.5%	32.4%	31.2%	26.7%	26.4%
Don't know	7.7%	9.3%	5.7%	13.2%	5.2%	6.7%	8.0%	3.6%	8.6%	7.5%

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 Vallejo Transit for travel between a wide range of places – not simply home and work. Almost 94% of respondents either began or planned to end their current trip at home. Work was the next most common origin or destination (33.6%), followed by shopping/errands (27.5%) and school (17.4%). Note that percentages total to more than 100%, since both origins and destinations were considered.

Sixty percent of all Vallejo Transit riders said they were coming from home on their current bus ride, while 13.1% said they were coming from work and 8.9% were coming from shopping or errands. Almost 9% of riders were returning from school, and 3.1% had come from medical appointments. No other individual origin accounted for as much as 2% of responses.

Figure 7. Trip Origin – Overall Local



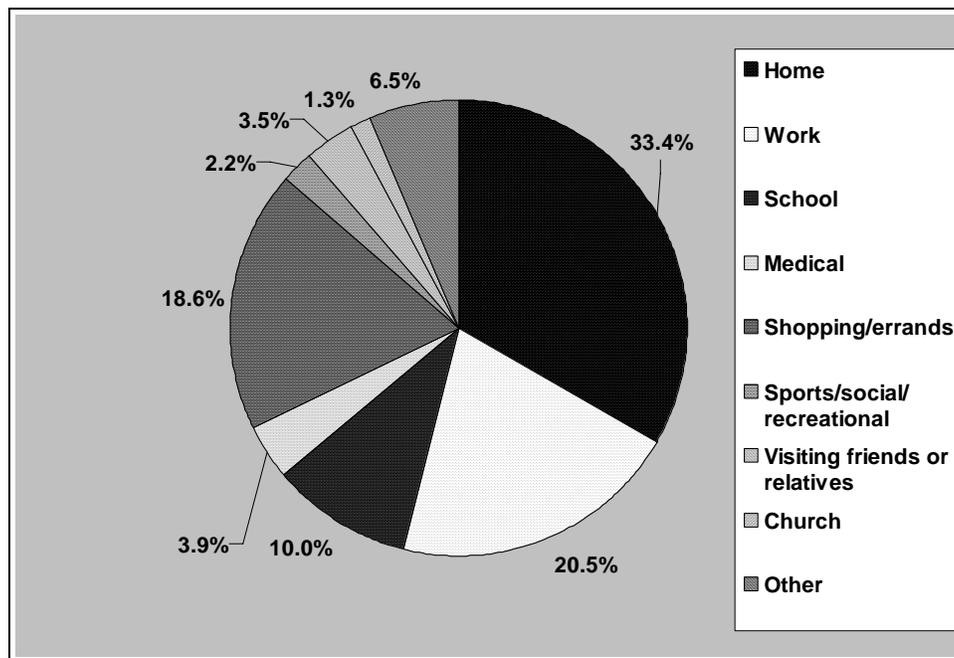
Lines 1, 3 and 5 all had more than 65% of riders coming from home; at the other extreme, Lines 7 and 8 had fewer than half. Line 7 had the highest percentage of riders coming from work (19.4%), while Line 3 had more than 15% coming from school, and Line 7 had 13.4% coming from shopping or errands.

Figure 8. Trip Origin – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Coming from?	Local	n=434	n=143	n=92	n=98	n=222	n=198	n=134	n=109	n=106
Home	60.3%	67.1%	57.3%	68.5%	56.1%	65.8%	59.6%	47.8%	47.7%	51.9%
Work	13.1%	11.5%	11.9%	12.0%	10.2%	11.3%	14.6%	19.4%	16.5%	14.2%
School	7.4%	4.8%	8.4%	15.2%	7.1%	6.8%	5.6%	10.4%	10.1%	8.5%
Medical	3.1%	2.3%	0.7%		12.2%	0.9%	3.5%	4.5%	2.8%	5.7%
Shopping/errands	8.9%	7.6%	11.9%	2.2%	6.1%	9.5%	8.1%	13.4%	12.8%	8.5%
Sports/social/ recreational	1.4%	1.2%				3.6%	0.5%	1.5%	1.8%	2.8%
Visiting friends or relatives	1.5%	1.2%	3.5%		2.0%	0.9%	2.5%		2.8%	0.9%
Church	0.4%	1.2%	0.7%							
Other	4.0%	3.2%	5.6%	2.2%	6.1%	1.4%	5.6%	3.0%	5.5%	7.5%

Destinations were also analyzed to determine the purposes for trips on Vallejo Transit. Home was the most often mentioned destination (33.4%), followed by work (20.5%), shopping/errands (18.6%) and school (10%). As with the wide range of origins, the variety of destinations further shows the importance of this service to the overall transportation needs of its riders.

Figure 9. Trip Destinations – Overall Local



For riders on most lines, home and work together accounted for more than half of reported destinations, with the percentage going home ranging as high as 49% for Line 8

and those going to work as high as 26.4% on Line 5. On Lines 1 and 3, however, less than half of riders were going home or to work. More than 22% of riders on Line 1 were going shopping or on errands, while almost 21% of Line 3 riders were going to school.

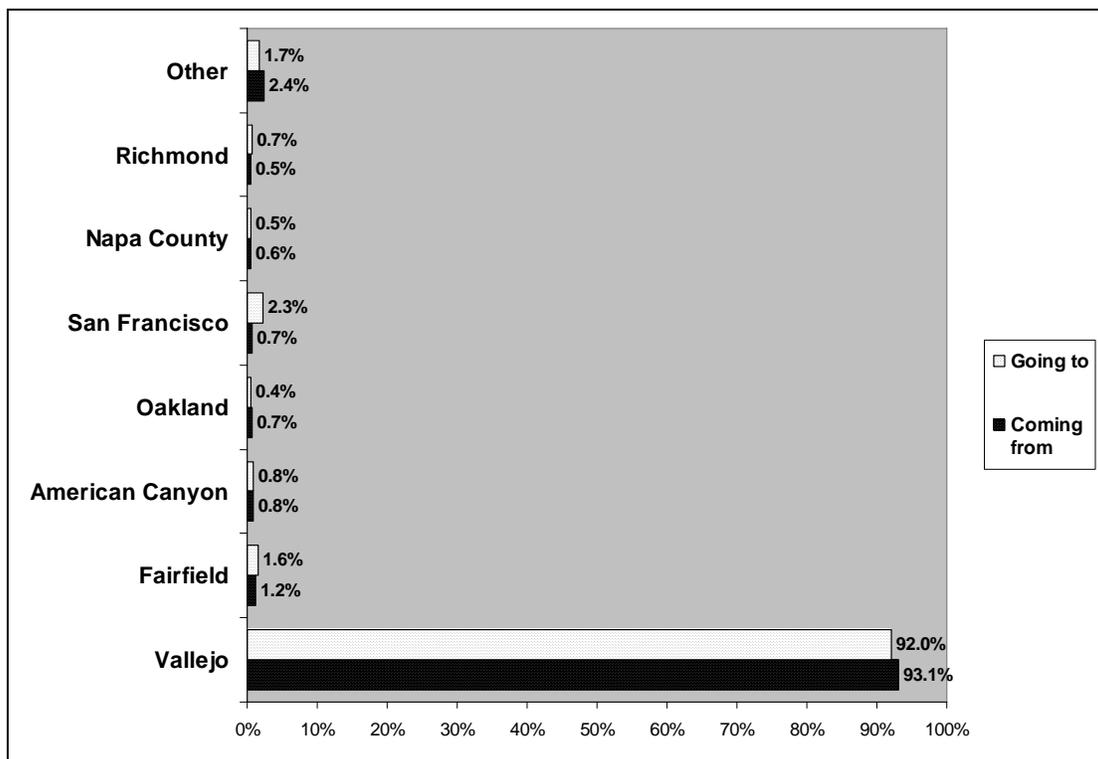
Figure 10. Trip Destinations – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Going to?	Local	n=418	n=138	n=92	n=93	n=216	n=191	n=138	n=102	n=108
Home	33.4%	28.0%	36.2%	33.7%	32.3%	28.7%	31.9%	41.3%	49.0%	38.9%
Work	20.5%	20.8%	18.8%	14.1%	18.3%	26.4%	19.4%	25.4%	12.7%	20.4%
School	10.0%	10.5%	5.1%	20.7%	9.7%	11.6%	11.5%	6.5%	7.8%	5.6%
Medical	3.9%	3.8%	1.4%	4.3%	14.0%	0.9%	4.7%	2.9%	2.9%	5.6%
Shopping/errands	18.6%	22.2%	20.3%	14.1%	11.8%	23.1%	17.8%	16.7%	11.8%	13.0%
Sports/social/ recreational	2.2%	2.2%	1.4%	4.3%		3.2%	2.1%	1.4%	1.0%	3.7%
Visiting friends or relatives	3.5%	3.6%	8.0%	2.2%	2.2%	2.3%	4.2%	0.7%	4.9%	3.7%
Church	1.3%	2.4%	2.2%	2.2%		1.4%	1.0%			
Other	6.5%	6.5%	6.5%	4.3%	11.8%	2.3%	7.3%	5.1%	9.8%	9.3%

Places of Origin and Destination

The extent to which 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. Not surprisingly, relatively few riders on local lines were on trips that either begin or end outside Vallejo, with more than 93% of riders stating that they started their trip in Vallejo and 92% planning the end their trip there.

Figure 11. City of Origin and Destination – Overall Local



All the local lines had more than 90% of riders starting their trips in Vallejo.

Figure 12. City of Origin – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
City coming from	Local	n=416	n=136	n=88	n=97	n=223	n=193	n=142	n=109	n=99
Vallejo	93.1%	93.3%	91.9%	92.0%	92.8%	91.5%	93.8%	93.7%	94.5%	94.9%
Fairfield	1.2%	0.7%	0.7%	1.1%	3.1%	1.8%	1.6%	0.7%	0.9%	1.0%
American Canyon	0.8%	1.9%	2.2%		1.0%					
Oakland	0.7%	1.0%	0.7%	1.1%	1.0%	0.9%	0.5%		0.9%	
San Francisco	0.7%		2.2%	1.1%	1.0%	0.9%		1.4%	0.9%	
Napa County	0.6%	0.2%			1.0%	1.3%	0.5%		1.8%	1.0%
Richmond	0.5%			1.1%		1.3%	0.5%			3.0%
Other	2.4%	2.9%	2.2%	3.4%		2.2%	3.1%	4.2%	0.9%	

The percentage of riders planning to end their trip in Vallejo was more than 90% for all but Lines 3 and 6, both of which had about 4% of riders going to Fairfield.

Figure 13. City of Destination – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
City going to	Local	n=364	n=122	n=73	n=96	n=201	n=181	n=138	n=99	n=101
Vallejo	92.0%	90.1%	91.8%	89.0%	97.9%	94.5%	87.3%	94.2%	96.0%	92.1%
San Francisco	2.3%	3.6%	2.5%		1.0%	2.5%	3.3%	0.7%		2.0%
Fairfield	1.6%	1.9%	0.8%	4.1%		0.5%	3.9%		1.0%	2.0%
American Canyon	0.8%	2.2%	1.6%					0.7%		
Richmond	0.7%		2.5%			0.5%	1.7%	1.4%		1.0%
Napa County	0.5%						0.6%	2.2%	1.0%	2.0%
Benicia	0.4%	0.3%		1.4%	1.0%	0.5%	0.6%		1.0%	
Other	1.7%	1.9%	0.8%	5.5%		1.5%	2.8%	0.7%	1.0%	1.0%

Where Did You Board and Will You Leave the Bus?

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

Figure 14. Where Did You Board – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
City where boarded	Local	n=398	n=138	n=73	n=94	n=226	n=187	n=142	n=105	n=100
Vallejo	98.8%	99.0%	100%	98.6%	96.8%	100%	96.8%	100%	99.0%	98.0%
Fairfield	0.4%	0.3%			2.1%		1.6%			
Other	0.8%	0.8%		1.4%	1.1%		1.6%		1.0%	2.0%

Similarly, more than 95% of riders on all local routes except line 3 (94.7%) planned to leave the bus in Vallejo.

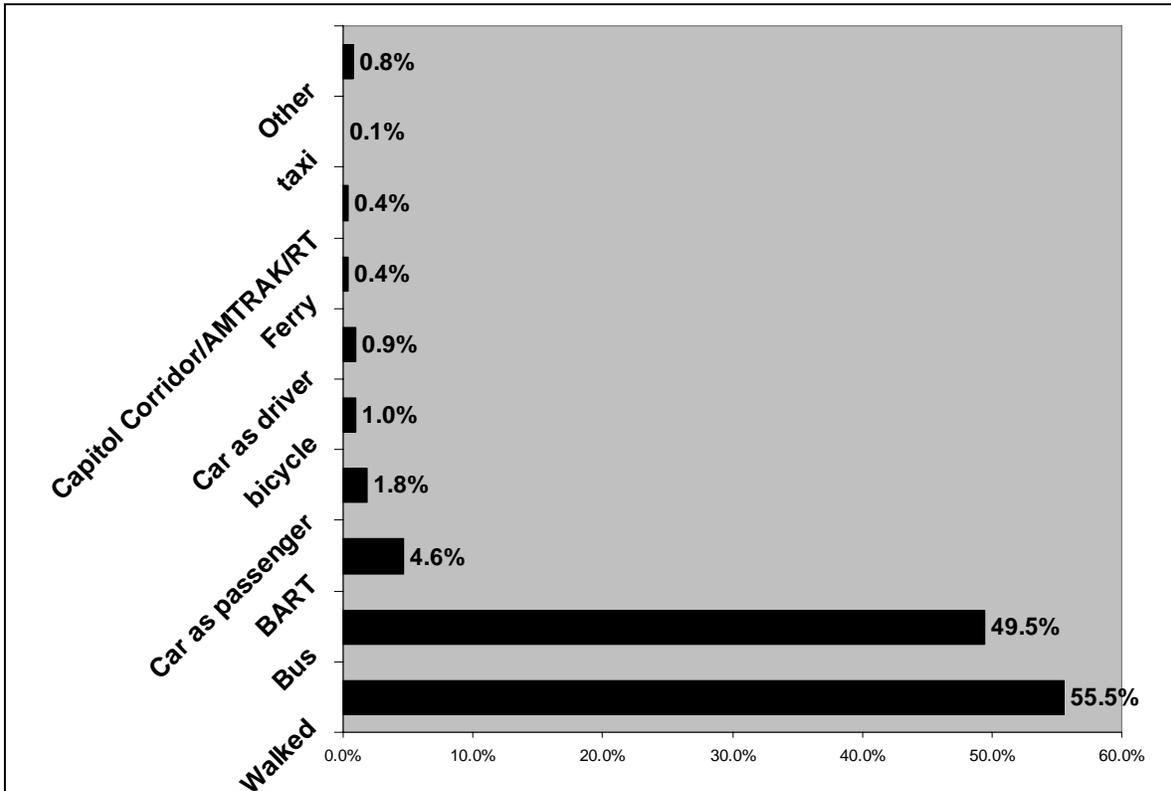
Figure 15. Where Will You Leave – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
City where leaving	Local	n=379	n=129	n=57	n=86	n=226	n=183	n=141	n=100	n=93
Vallejo	98.6%	98.2%	97.7%	94.7%	98.8%	99.6%	97.8%	100%	100%	98.9%
Fairfield	0.6%	0.8%	0.8%	1.8%		0.4%	0.5%			1.1%
Benicia	0.2%			1.8%			1.1%			
Other	0.6%	1.1%	1.6%	1.8%	1.2%		0.5%			

Access to Bus Stop

When respondents were asked how they had reached the stop where they had boarded their Vallejo Transit bus, 55.5% said they had walked, while almost half (49.5%) said they had used another bus. Very few riders came by other means, with only BART (4.6%) accounting for more than 2% of responses.

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



More than half of riders on all local lines except Lines 2, 4 and 9 reporting walking to the bus stop, while more than half of riders on Lines 2, 4, 5 and 9 said they used the bus. Lines 2 and 3 both had about 8% of passengers using BART.

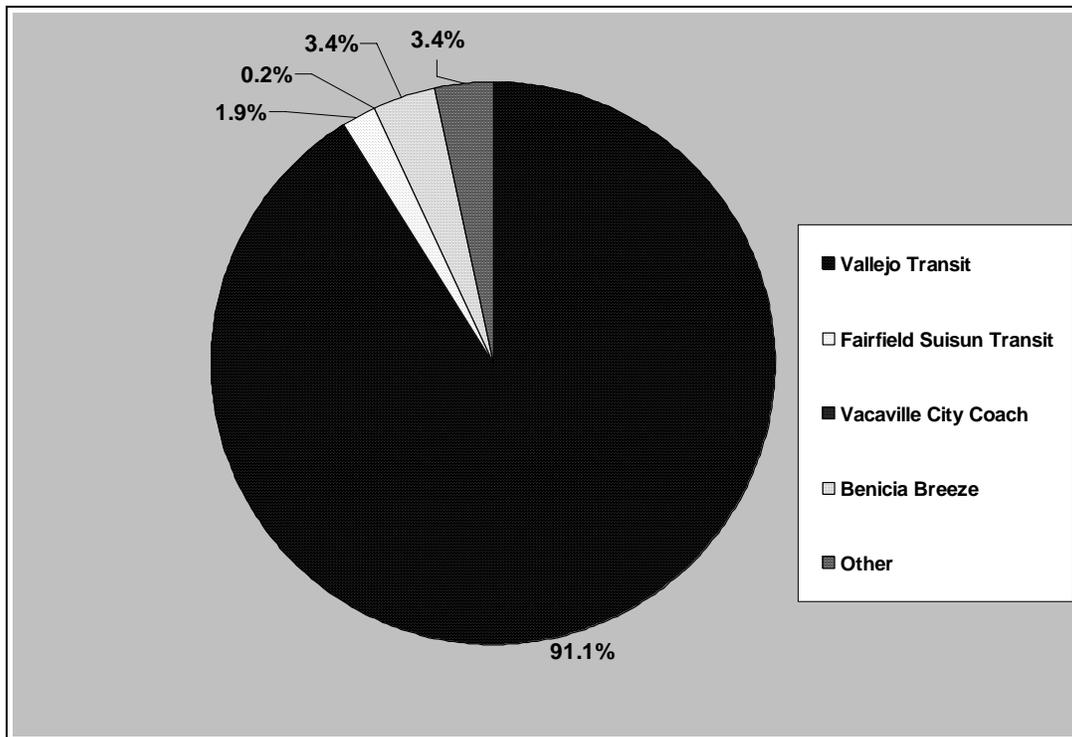
Figure 17. How Did You Get to the Bus Stop? – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Mode to bus stop*	Local	n=387	n=128	n=88	n=92	n=201	n=183	n=115	n=90	n=101
Bus	49.5%	46.8%	56.3%	44.3%	56.5%	50.2%	47.5%	47.8%	43.3%	58.4%
Walked	55.5%	57.1%	48.4%	55.7%	48.9%	53.7%	61.7%	61.7%	60.0%	45.5%
Car as passenger	1.8%	1.3%	2.3%	2.3%		0.5%	2.2%	2.6%	3.3%	4.0%
Car as driver	0.9%	2.1%				1.5%	0.5%		1.1%	
bicycle	1.0%	0.8%		1.1%	1.1%	3.0%			2.2%	1.0%
BART	4.6%	3.9%	7.8%	8.0%	2.2%	5.5%	4.4%	4.3%	2.2%	4.0%
Capitol Corridor/AMTRAK/RT	0.4%	1.0%			1.1%					
taxi	0.1%		0.8%							
Ferry	0.4%			1.1%		1.5%		0.9%		1.0%
Other	0.8%	1.6%			1.1%			0.9%		3.0%

* More than one mode may have been used

For those who reached their stop by bus, 91.1% did so on other Vallejo Transit buses, while 3.4% used Benicia Breeze buses and 1.9% used Fairfield Suisun Transit. No other transit operator was mentioned by more than 1% overall.

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



Vallejo Transit was also mentioned most frequently for individual lines, although 13.9% of riders on Line 3 used Benicia Breeze to reach their stop.

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

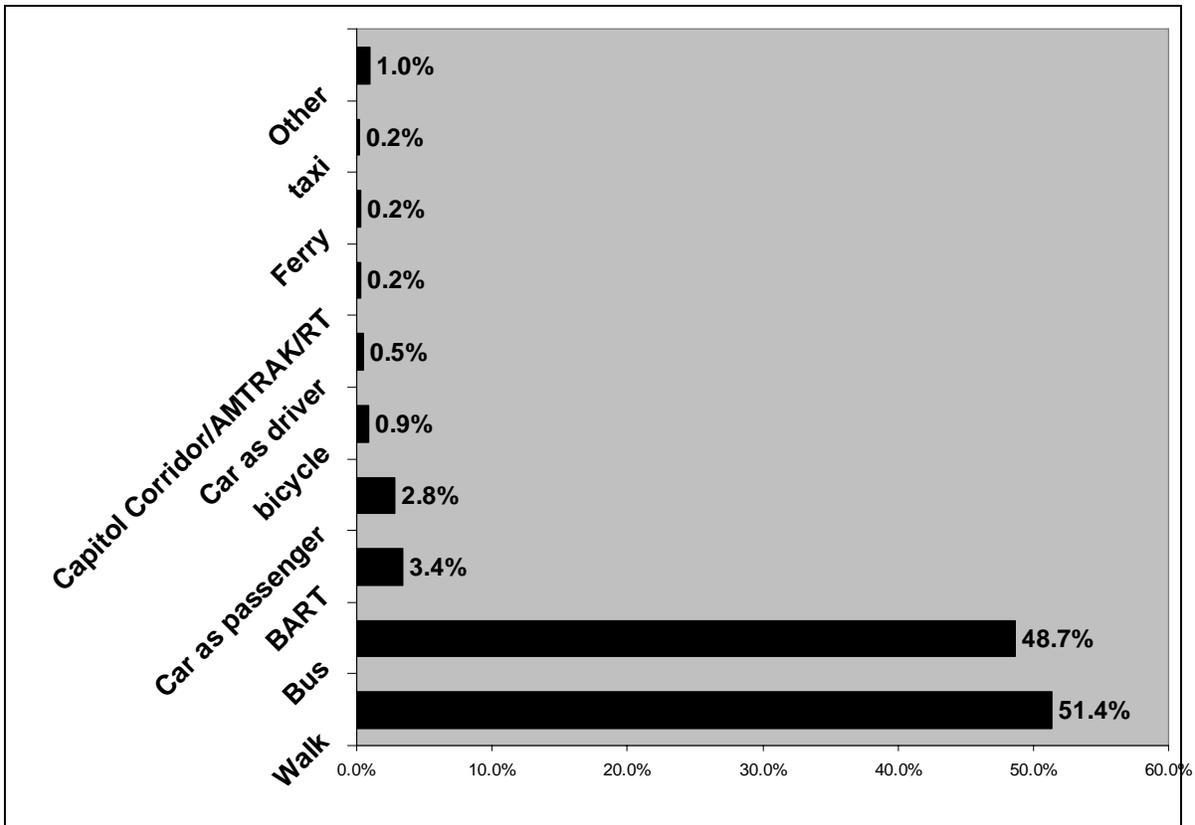
Route Number	All	1	2	3	4	5	6	7	8	9
Operator	Local	n=148	n=58	n=36	n=46	n=85	n=73	n=48	n=38	n=52
Vallejo Transit	91.1%	91.2%	89.7%	83.3%	89.1%	90.6%	95.9%	91.7%	89.5%	94.2%
Fairfield Suisun Transit	1.9%	2.0%				3.5%	1.4%	2.1%	2.6%	3.8%
Vacaville City Coach	0.2%		1.7%							
Benicia Breeze	3.4%	5.4%		13.9%	2.2%	2.4%	1.4%	4.2%	2.6%	
Other	3.4%	1.4%	8.6%	2.8%	8.7%	3.5%	1.4%	2.1%	5.3%	1.9%

The 646 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 6.6 minutes overall. The average amount of time ranged from 5 minutes for Line 3 to 8.9 minutes for Line 8.

Access to Final Destination

Riders were also asked how they would reach their final destination. More than half planned to walk at least part of the way to their final destination, and 48.7% planned to use another bus. No other mode of reaching their destination was used by as many as 4%.

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



The percentage of rider walking to their final destination ranged from 38.7% for Line 3 to 59.8% for Line 8, while the percentage planning to use another bus ranged from 42.7%

for Line 8 to 66.7% for Line 3. Cars were most likely to be used by riders on Line 1 (but even then, only by 5.1%), while 6.7% of Line 3 riders planned to use BART.

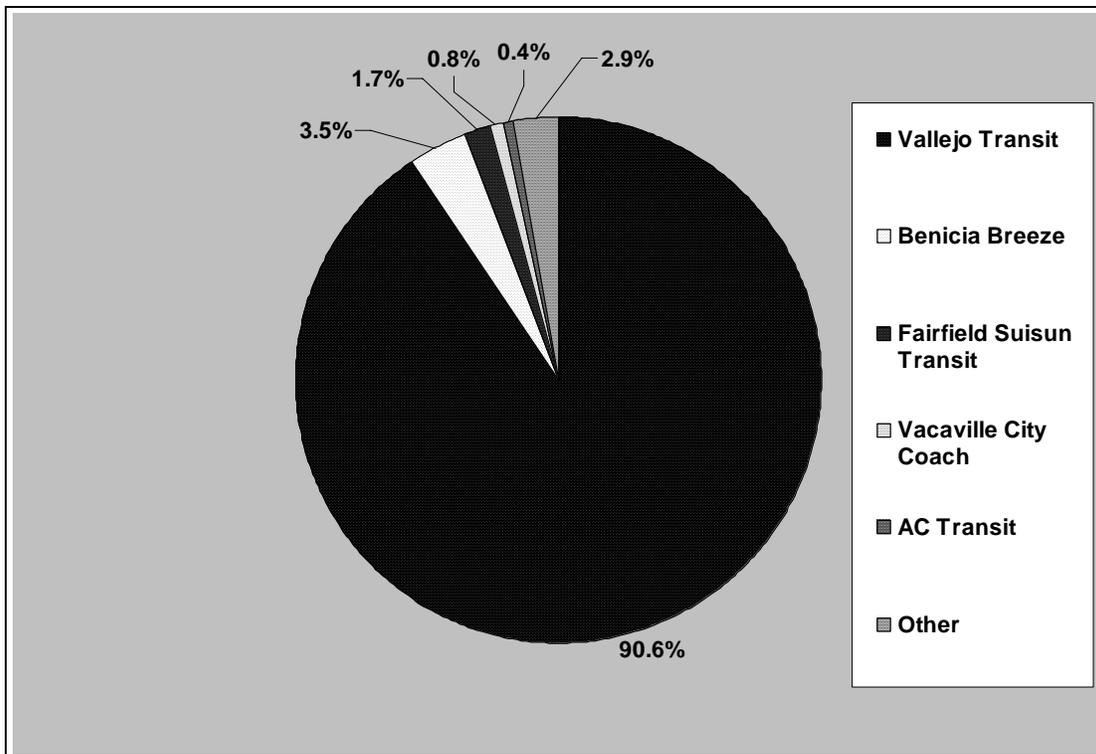
Figure 21. How Will You Get to Your Final Destination? – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Mode to destination*	Local	n=337	n=117	n=75	n=70	n=181	n=163	n=110	n=82	n=95
Walk	51.4%	53.4%	45.3%	38.7%	55.7%	49.7%	52.8%	51.8%	59.8%	51.6%
Bus	48.7%	43.6%	52.1%	66.7%	42.9%	50.8%	48.5%	50.0%	42.7%	52.6%
Car as driver	0.5%	0.6%	0.9%				0.6%	0.9%		1.1%
Car as passenger	2.8%	4.5%	2.6%	1.3%	2.9%	1.7%	4.3%		2.4%	1.1%
bicycle	0.9%	1.2%			1.4%	2.2%			2.4%	
BART	3.4%	4.7%	4.3%	6.7%	2.9%		4.3%	3.6%	2.4%	1.1%
taxi	0.2%	0.3%		1.3%						
Capitol Corridor/AMTRAK/RT	0.2%	0.9%								
Ferry	0.2%					1.1%	0.6%			
Other	1.0%	0.9%		1.3%		2.2%	0.6%	0.9%		2.1%

* More than one mode may have been used

For riders who planned to reach their final destination by bus, 90.6% of the 480 who provided information on the Transit Operator they planned to use said they would travel on other Vallejo Transit buses, while 3.5% planned to use Benicia Breeze and 1.7% Fairfield Suisun Transit.

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



Vallejo Transit was also mentioned most frequently for individual lines, although 20% of Line 7 riders and more than 10% of Line 3, 6 and 8 planned to use other transit systems.

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

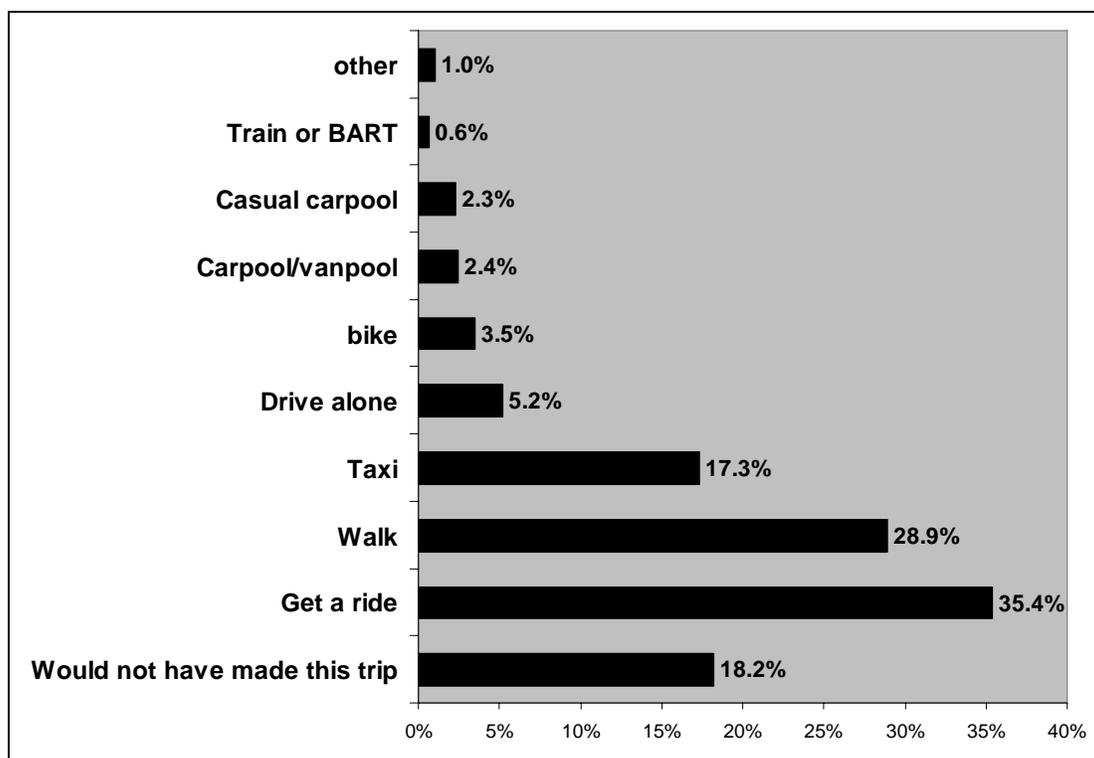
Route Number Operator	All Local	1 n=148	2 n=46	3 n=43	4 n=25	5 n=59	6 n=55	7 n=40	8 n=29	9 n=35
Vallejo Transit	90.6%	91.2%	95.7%	88.4%	96.0%	94.9%	87.3%	80.0%	86.2%	94.3%
Fairfield Suisun Transit	1.7%	1.4%	2.2%	2.3%			3.6%		3.4%	2.9%
Vacaville City Coach	0.8%	2.0%							3.4%	
Benicia Breeze	3.5%	3.4%		9.3%	4.0%	3.4%	3.6%	2.5%	3.4%	2.9%
Rio Vista Delta Breeze	0.2%							2.5%		
Muni	0.2%							2.5%		
AC Transit	0.4%							2.5%		
Other	2.5%	2.0%				1.7%	5.5%	10.0%	3.4%	

Riders estimated the time to walk from the bus to their final destination as less than the time it took to walk to their bus stop. The 458 riders who provided an estimate of how long they would take to walk to their final destination estimated taking an average of 5.9 minutes overall. The average amount of time ranged from 5.2 minutes for Line 5 to 7.0 minutes for Line 1 and Line 8.

How Trip Would Have Been Made Without the Bus

About 18% of riders said they would not have made the trip if their Vallejo Transit bus had not been available, but riders were more likely to say they would have gotten a ride (35.4%) or walked (28.9%). While 17.3% said they would use a taxi, fewer than 6% said they would have used other transportation modes, including bicycle, a train or BART, or casual or more organized carpools.

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



The percentage of respondents who would not have made the trip ranged from 11.5% for Line 4 to 22.8% for Line 8, while the percentage who said they would walk ranged from 20.1% for Line 6 to 44.8% for Line 4.

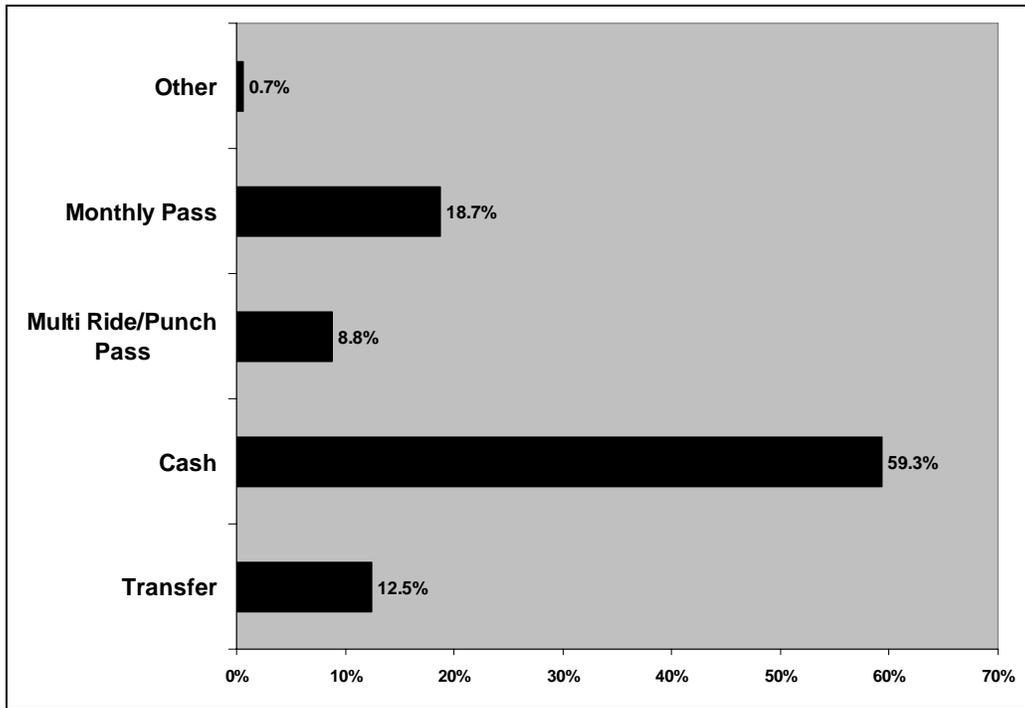
Figure 25. How Trip Made if Bus Not Available? – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Alternate mode	Local	n=376	n=131	n=78	n=87	n=204	n=189	n=124	n=101	n=100
Would not have made this trip	18.2%	18.9%	18.3%	17.9%	11.5%	18.1%	19.6%	17.7%	22.8%	15.0%
Drive alone	5.2%	4.3%	3.8%	3.8%	3.4%	6.4%	7.9%	5.6%	3.0%	7.0%
Get a ride	35.4%	34.6%	38.9%	48.7%	37.9%	34.8%	27.0%	36.3%	31.7%	41.0%
Casual carpool	2.3%	4.0%	1.5%		1.1%	2.0%	1.6%	2.4%	2.0%	2.0%
Carpool/vanpool	2.4%	4.0%		1.3%	1.1%	4.4%	2.1%		2.0%	2.0%
Walk	28.9%	30.6%	26.7%	24.4%	44.8%	29.9%	20.1%	26.6%	38.6%	23.0%
Taxi	17.3%	17.6%	10.7%	14.1%	19.5%	18.6%	19.0%	20.2%	15.8%	18.0%
Train	0.6%	1.1%	2.3%			0.5%				1.0%
Bike	3.5%	4.5%	6.9%	1.3%	2.3%	3.4%	2.6%	3.2%	3.0%	1.0%
Other	1.0%	0.5%		1.3%		2.5%	1.1%	0.8%	1.0%	2.0%

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-fifths (59.3%) of riders paid using cash, while 18.7% used a monthly pass, 12.5% paid by transfer, and 8.8% used a multi-ride/punch pass.

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



Cash was the dominant form of payment on all local lines, while the percentage paying with a transfer ranged from 7.5% for Line 4 to 16.1% for Line 7.

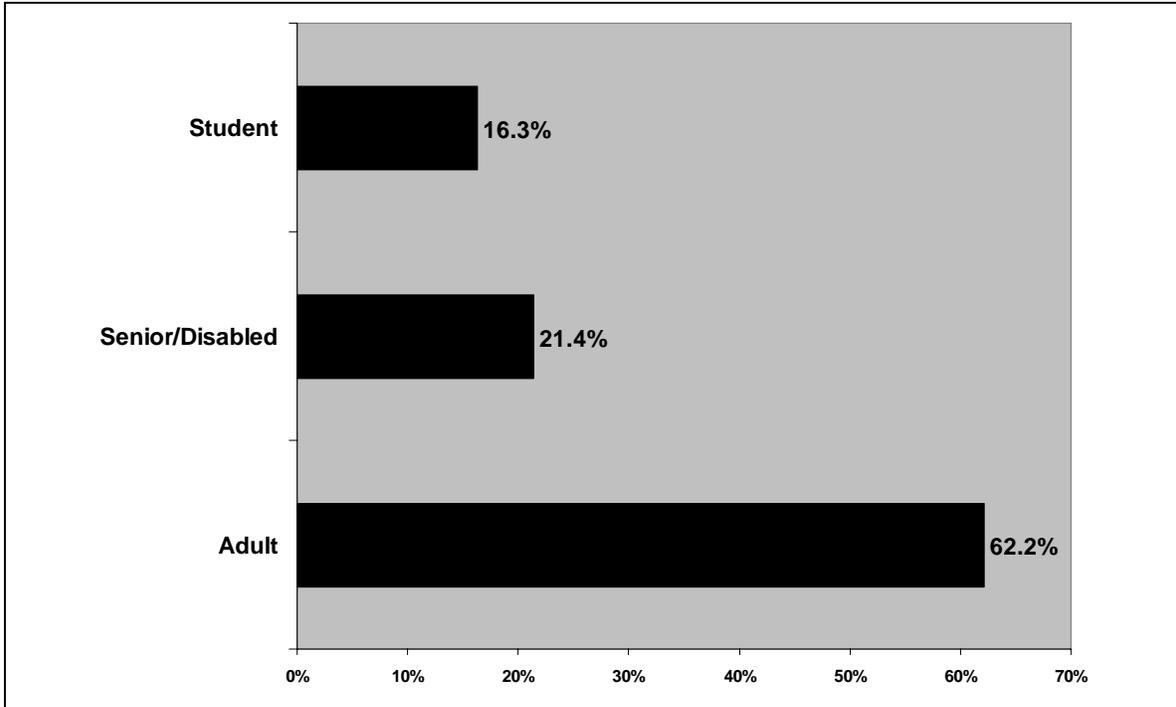
Figure 27. How Did You Pay Your Fare for this Trip? – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Payment method	Local	n=363	n=117	n=80	n=80	n=198	n=185	n=112	n=102	n=102
Transfer	12.5%	9.4%	15.4%	15.0%	7.5%	14.6%	12.4%	16.1%	13.7%	12.7%
Cash	59.3%	64.5%	58.1%	52.5%	65.0%	55.1%	60.5%	58.9%	54.9%	53.9%
Multi Ride/Punch Pass	8.8%	8.3%	11.1%	12.5%	3.8%	9.6%	7.6%	9.8%	8.8%	8.8%
Monthly Pass	18.7%	17.1%	14.5%	20.0%	20.0%	20.2%	18.9%	15.2%	22.5%	24.5%
Other	0.7%	0.8%	0.9%		3.8%	0.5%	0.5%			

Type of Fare

Adult fares accounted for 62.2% of those paid by Vallejo Transit riders, while the percentage of senior/disabled fares topped student fares.

Figure 28. Type of Fare – Overall Local



As would be expected, lines with a high percentage of student riders had a larger percentage of student fares, particularly Line 3 (29%). In contrast, Line 4 had only 7.5% student fares. For senior/disabled fares, the percentage ranged from 10.2% for Line 8 to more than one-third (35%) for Line 7.

Figure 29. Type of Fare – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Fare Type	Local	n=203	n=71	n=31	n=53	n=134	n=116	n=60	n=59	n=64
Adult	62.2%	65.5%	54.9%	54.8%	69.8%	61.9%	56.9%	55.0%	66.1%	70.3%
Senior/Disabled	21.4%	15.8%	22.5%	16.1%	22.6%	25.4%	28.4%	35.0%	10.2%	15.6%
Student	16.3%	18.2%	22.5%	29.0%	7.5%	12.7%	14.7%	10.0%	23.7%	14.1%
Other	0.1%	0.5%								

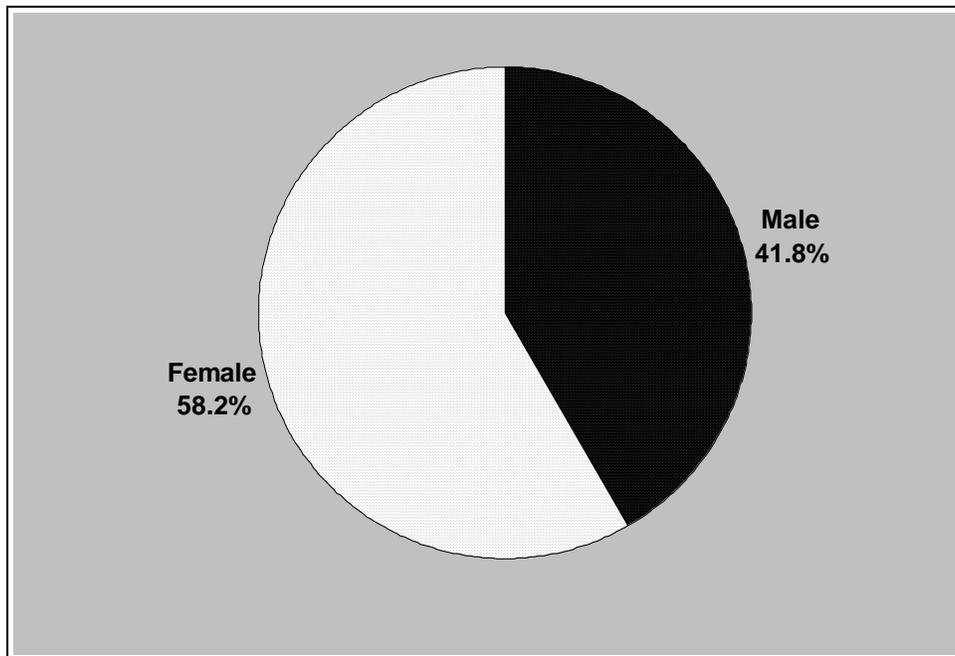
LOCAL RIDER DEMOGRAPHICS

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

Gender

Riders on the Vallejo Transit system overall are overwhelmingly female, with males accounting for just 41.8% of survey respondents.

Figure 30. Gender – Overall Local



While female passengers were the majority among riders on all lines, they were especially prominent on Line 2, where they accounted for 66.1% of respondents. The highest proportion of male riders was on Line 9 (48.9%).

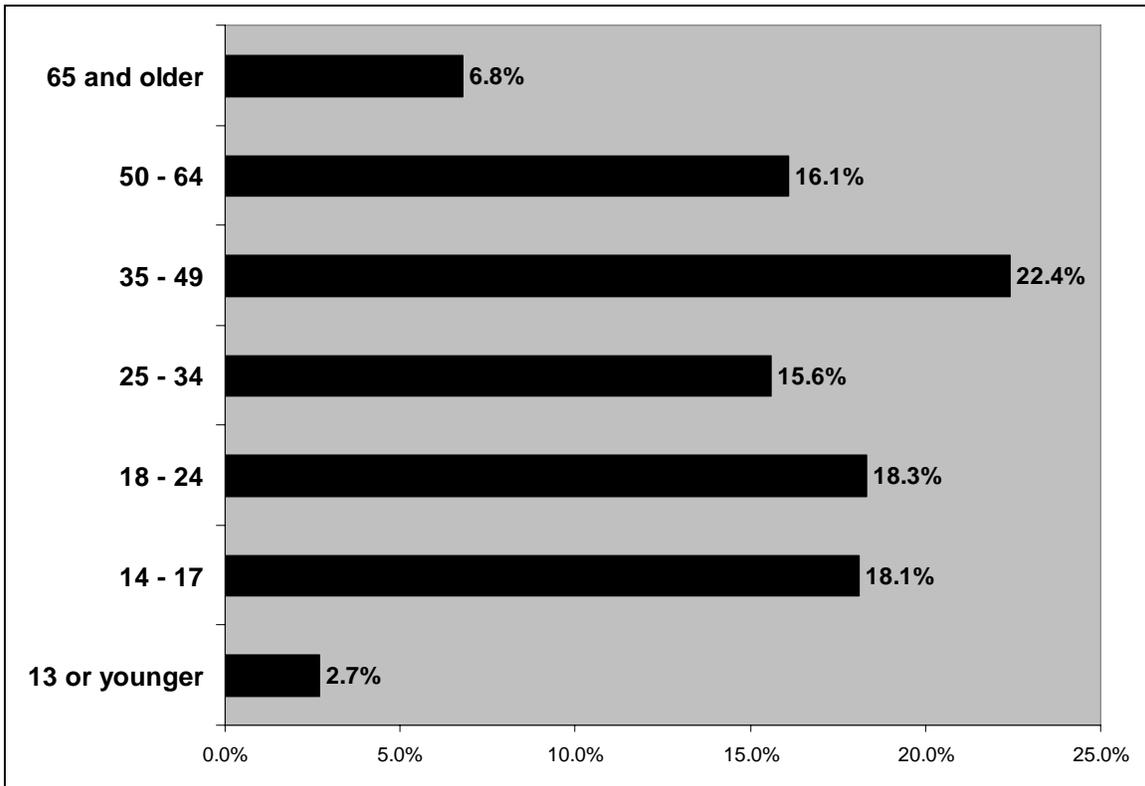
Figure 31. Gender – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Gender	Local	n=342	n=124	n=79	n=79	n=181	n=174	n=108	n=96	n=92
Male	41.8%	43.6%	33.9%	44.3%	43.0%	39.2%	39.7%	39.8%	46.9%	48.9%
Female	58.2%	56.4%	66.1%	55.7%	57.0%	60.8%	60.3%	60.2%	53.1%	51.1%

Age

Almost three-fourths (72.4%) of Vallejo Transit riders were within the age range of working adults (18 to 64). Overall, seniors comprise a relatively small proportion of riders (6.8%). More than one-fifth (20.8%) of surveyed riders were of school age (under 18); however, the youth share may be higher since children under the age of 10 were not surveyed.

Figure 32. Age – Overall Local



The percentage of riders of standard working age was highest (80.6%) for Lines 7 and 9, while Line 3 had the highest percentage under 18 (31.6%). The lowest percentage of respondents of working age was on Line 2, with 64.2%, while Line 7 had the lowest percentage of under-18 riders (10.6%).

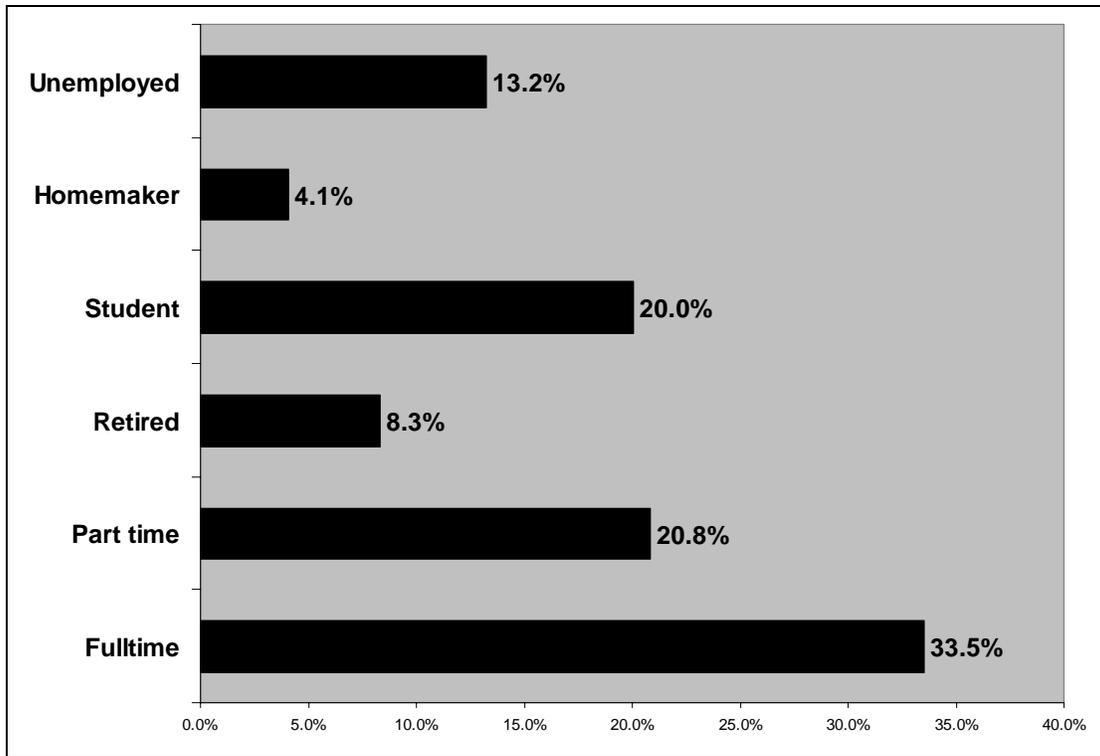
Figure 33. Age – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Age	Local	n=355	n=131	n=76	n=84	n=192	n=185	n=113	n=103	n=103
13 and younger	2.7%	3.1%	3.8%	1.3%	1.2%	2.1%	3.2%	1.8%	4.9%	1.0%
14 - 17	18.1%	19.2%	25.2%	30.3%	14.3%	18.8%	15.1%	8.8%	18.4%	13.6%
18 - 24	18.3%	16.6%	12.2%	11.8%	15.5%	22.4%	20.0%	23.9%	25.2%	15.5%
25 - 34	15.6%	15.8%	16.0%	17.1%	19.0%	15.6%	11.4%	17.7%	10.7%	20.4%
35 - 49	22.4%	22.3%	19.1%	21.1%	21.4%	18.2%	25.9%	24.8%	22.3%	28.2%
50 - 64	16.1%	18.3%	16.8%	14.5%	19.0%	15.1%	14.6%	14.2%	12.6%	16.5%
65 and older	6.8%	4.8%	6.9%	3.9%	9.5%	7.8%	9.7%	8.8%	5.8%	4.9%

Employment Status

The mix of working age adults, students, and over-65 riders is reflected in the employment status of Vallejo Transit riders. Slightly more than one-fifth (20.8%) of riders were under 18, and the percentage of students 20%, while the number of over-65 riders (6.8%) is only slightly lower than the 8.3% who are retired.

Figure 34. Employment Status – Overall Local



Line 1 had the highest percentage of riders who said they were employed full time (40.4%), while Lines 2 and 8 had fewer than 27% of riders in this category. The percentage of retired riders ranged from just 5.1% for Line 3 to 15.7 for Line 4.

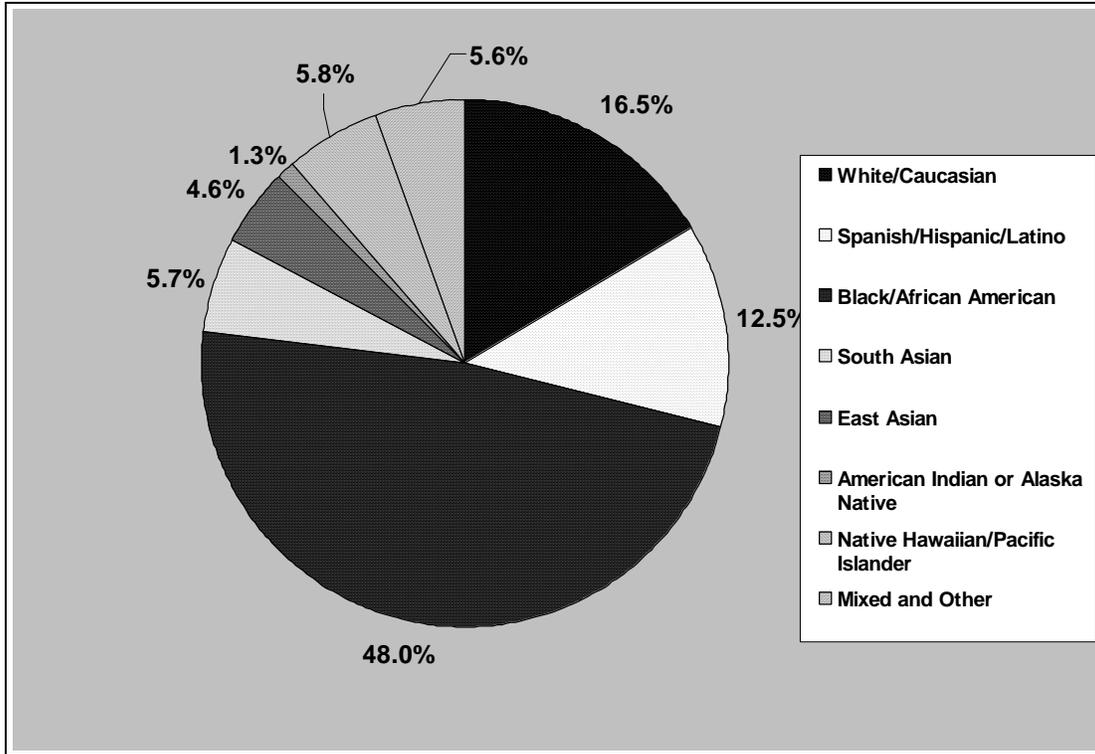
Figure 35. Employment Status – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Employment status	Local	n=349	n=125	n=78	n=83	n=187	n=176	n=111	n=97	n=101
Fulltime	33.5%	40.4%	26.4%	33.3%	28.9%	35.8%	30.1%	31.5%	26.8%	32.7%
Part time	20.8%	18.9%	20.0%	24.4%	21.7%	20.3%	21.0%	24.3%	21.6%	20.8%
Retired	8.3%	6.0%	9.6%	5.1%	15.7%	8.0%	9.1%	12.6%	8.2%	5.9%
Student	20.0%	19.8%	24.0%	20.5%	16.9%	18.2%	22.2%	15.3%	27.8%	15.8%
Homemaker	4.1%	3.4%	4.0%	1.3%	4.8%	6.4%	4.0%	3.6%	1.0%	6.9%
Unemployed	13.2%	11.5%	16.0%	15.4%	12.0%	11.2%	13.6%	12.6%	14.4%	17.8%

Race and Ethnicity

While Vallejo Transit serves a diverse community, African American riders are by far the largest ethnic group, accounting for almost half (48%) – more than all other individual groups combined (excluding the “other” category.) Whites accounted for about one-sixth of riders, while Hispanic/Latino riders represented about one-eighth. No other group accounted for more than 6%.

Figure 36. Race and Ethnicity – Overall Local



Among the individual Vallejo Transit local lines, Line 4 had the highest percentage of African American riders (55.7%) but also the highest percentage of white/Caucasian riders (24.1%).

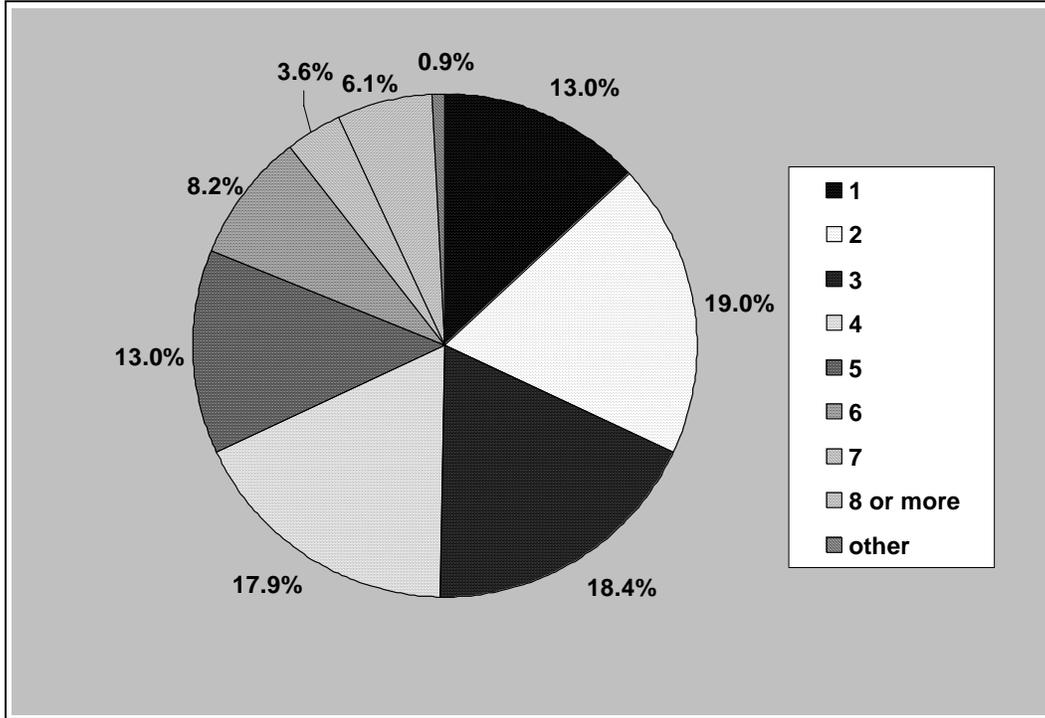
Figure 37. Race and Ethnicity – By Line

Route Number	All Local	1 n=342	2 n=111	3 n=73	4 n=79	5 n=181	6 n=172	7 n=106	8 n=91	9 n=96
White/Caucasian	16.5%	17.8%	12.6%	11.0%	24.1%	13.8%	18.0%	11.3%	19.8%	18.8%
Spanish/Hispanic/Latino	12.5%	12.0%	13.5%	16.4%	11.4%	9.9%	16.9%	9.4%	13.2%	11.5%
Black/African American	48.0%	42.4%	51.4%	53.4%	55.7%	50.3%	45.3%	48.1%	48.4%	54.2%
South Asian	5.7%	7.9%	4.5%	4.1%	2.5%	6.6%	4.1%	6.6%	5.5%	3.1%
East Asian	4.6%	5.6%	5.4%	1.4%	2.5%	3.3%	4.1%	12.3%	2.2%	2.1%
American Indian or Alaska Native	1.3%	1.2%	1.8%			1.1%	1.7%	0.9%	3.3%	1.0%
Native Hawaiian/Pacific Islander	5.8%	7.0%	3.6%	5.5%	1.3%	9.4%	4.7%	7.5%	3.3%	3.1%
Other	5.6%	6.1%	7.2%	8.2%	2.5%	5.5%	5.2%	3.8%	4.4%	6.3%

Household Size

More than two-thirds (68.3%) of Vallejo Transit local line riders live in households with four or fewer people, while 16.9% live in households of six or more. Roughly the same percentages lived in households with 2 (19%), 3 (18.4%) and 4 people (17.9%).

Figure 38. Household Size – Overall Local



Among individual lines, Line 6 had the lowest percentage (9.1%) of riders from 1-person households and the highest from 2- and 3-person households (47.2%).

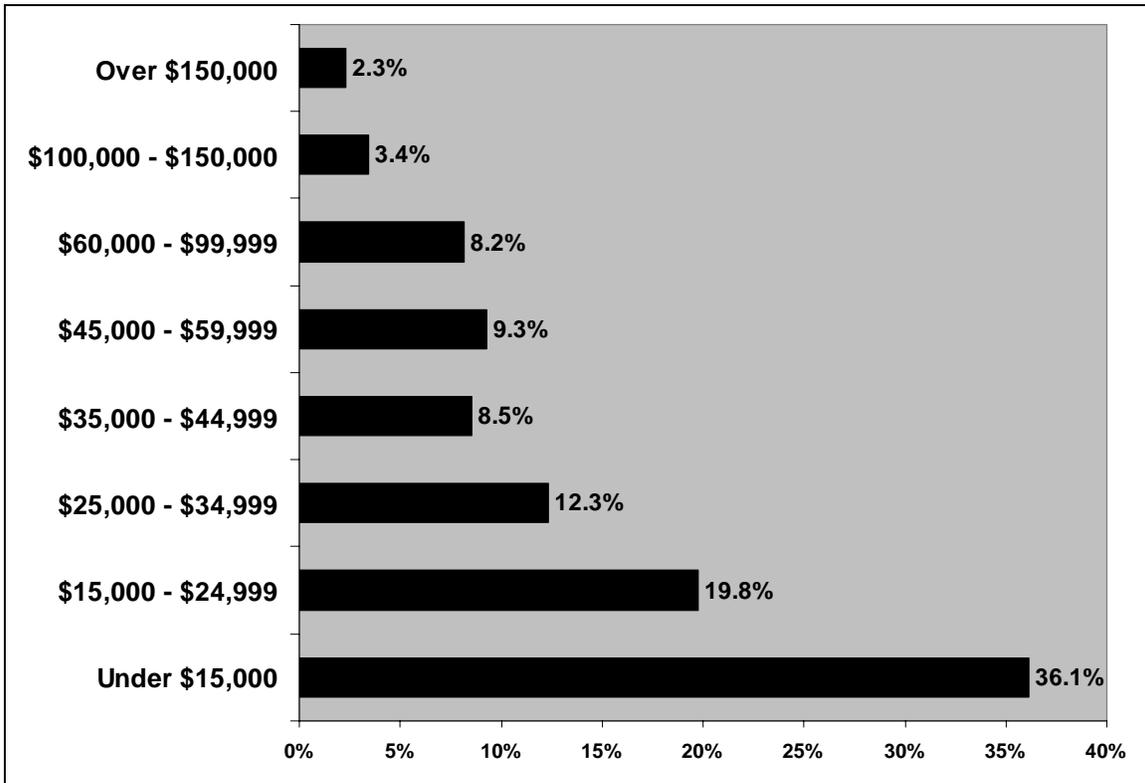
Figure 39. Household Size – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Household size	Local	n=310	n=115	n=71	n=72	n=173	n=165	n=98	n=84	n=93
1	13.0%	12.6%	12.2%	15.5%	16.7%	15.0%	9.1%	13.3%	16.7%	9.7%
2	19.0%	18.4%	14.8%	14.1%	20.8%	17.3%	24.8%	19.4%	21.4%	18.3%
3	18.4%	16.1%	18.3%	22.5%	13.9%	19.1%	22.4%	21.4%	21.4%	11.8%
4	17.9%	16.8%	16.5%	16.9%	18.1%	19.7%	17.6%	23.5%	11.9%	20.4%
5	13.0%	13.9%	14.8%	12.7%	5.6%	13.3%	13.9%	9.2%	17.9%	10.8%
6	8.2%	8.1%	13.0%	12.7%	11.1%	5.8%	5.5%	5.1%	3.6%	14.0%
7	3.6%	5.8%	3.5%	2.8%	2.8%	2.9%	1.8%	1.0%	4.8%	4.3%
8 or more	6.1%	7.1%	5.2%	2.8%	8.3%	6.4%	3.6%	7.1%	2.4%	10.8%
other	0.9%	1.3%	1.7%		2.8%	0.6%	1.2%			

Household Income

Among those respondents who were willing to report their income (about two-thirds of the total), more than half (55.9%) had incomes below \$25,000 and more than one-third (36.1%) had incomes below \$15,000. Fewer than 15% of Vallejo Transit local line riders reported a household income of more than \$60,000. These results indicate that the local lines serve a generally lower income community when compared to the intercity lines.

Figure 40. Income – Overall Local



Among individual lines, Line 2 had the highest proportion of riders with incomes above \$60,000 (20.2%). In contrast, Line 7 had just 8.1% in this income category, while 74.2% of its riders had incomes under \$25,000.

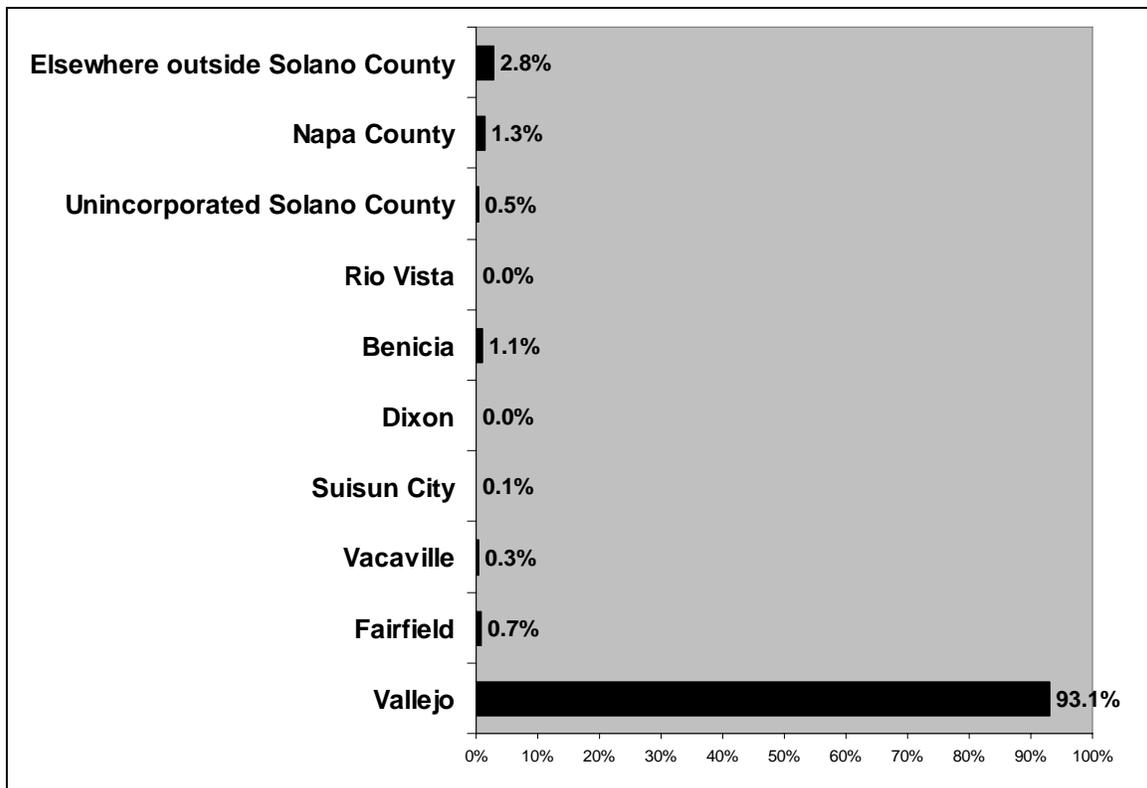
Figure 41. Income – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Income	Local	n=210	n=73	n=45	n=61	n=121	n=115	n=62	n=59	n=73
Under \$15,000	36.1%	32.4%	41.1%	24.4%	34.4%	38.8%	37.4%	41.9%	40.7%	35.6%
\$15,000 - \$24,999	19.8%	19.5%	12.3%	17.8%	24.6%	18.2%	18.3%	32.3%	16.9%	21.9%
\$25,000 - \$34,999	12.3%	13.3%	15.1%	15.6%	11.5%	11.6%	14.8%	3.2%	10.2%	12.3%
\$35,000 - \$44,999	8.5%	12.9%	5.5%	8.9%	11.5%	4.1%	7.0%	6.5%	5.1%	11.0%
\$45,000 - \$59,999	9.3%	10.0%	5.5%	15.6%	8.2%	8.3%	8.7%	8.1%	10.2%	11.0%
\$60,000 - \$99,999	8.2%	6.7%	11.0%	11.1%	6.6%	10.7%	7.8%	6.5%	10.2%	5.5%
\$100,000 - \$150,000	3.4%	3.8%	6.8%	4.4%	3.3%	7.4%	0.9%		1.7%	
Over \$150,000	2.3%	1.4%	2.7%	2.2%		0.8%	5.2%	1.6%	5.1%	2.7%

City of Residence

Because these are local rather than intercity lines, more than 93% of riders surveyed live within Vallejo. Among other Solano County jurisdiction, only Benicia accounted for more than 1%, while 4.1% lived outside Solano County.

Figure 42. City of Residence – Overall Local



Vallejo was the city of residence for more than 90% of riders on all lines.

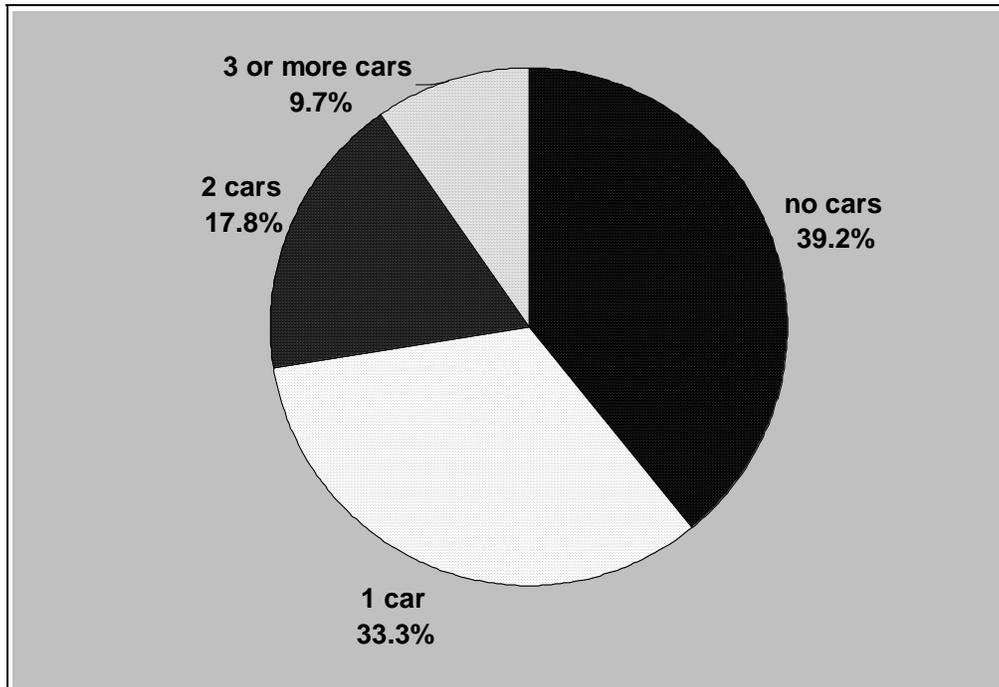
Figure 43. City of Residence – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
City of residence	Local	n=423	n=132	n=90	n=96	n=218	n=191	n=138	n=104	n=107
Vallejo	93.1%	92.9%	91.7%	93.3%	90.6%	94.5%	93.7%	92.0%	96.2%	92.5%
Fairfield	0.7%	0.2%			2.1%	1.4%	1.0%		1.0%	1.9%
Vacaville	0.3%	0.2%			1.0%		0.5%	1.4%		
Suisun City	0.1%	0.5%								
Dixon										
Benicia	1.1%	0.7%	0.8%	2.2%	1.0%	0.9%	2.1%	0.7%	1.0%	0.9%
Rio Vista										
Unincorporated Solano County	0.5%		0.8%	1.1%	2.1%	0.5%	0.5%			0.9%
Napa County	1.3%	2.8%	2.3%		1.0%		0.5%	1.4%		0.9%
Elsewhere outside Solano County	2.8%	2.6%	4.5%	3.3%	2.1%	2.8%	1.6%	4.3%	1.9%	2.8%

Cars in Household

About 40% of Vallejo Transit local riders have no household car, while another 33.3% have only one car in the household, suggesting that a significant percentage of riders have no option or limited options other than riding the bus.

Figure 44. Car Ownership – Overall Local



For Line 4, more than half (54%) of riders had no access to cars, while the percentage with no cars was lowest (30%) for Line 3. Line 3 also had the highest percentage of riders with at least two cars (33.8%).

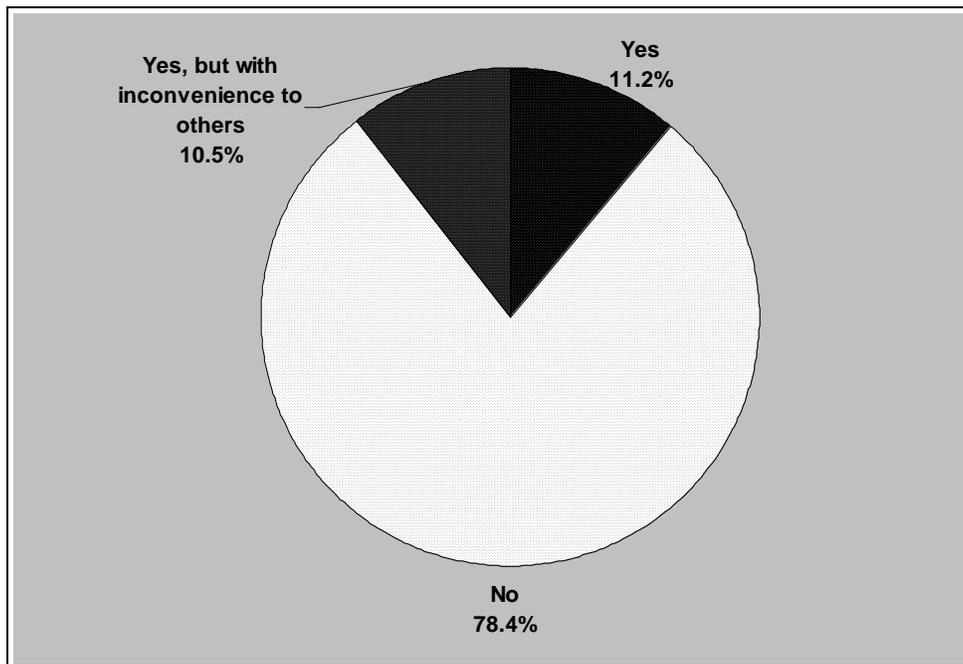
Figure 45. Car Ownership – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
No. of cars	Local	n=379	n=135	n=80	n=87	n=202	n=183	n=119	n=98	n=103
none	39.2%	33.2%	44.4%	30.0%	54.0%	42.1%	45.4%	36.1%	41.8%	34.0%
1	33.3%	35.1%	27.4%	36.3%	23.0%	35.1%	29.5%	37.0%	33.7%	38.8%
2	17.8%	22.4%	14.8%	21.3%	11.5%	14.9%	17.5%	15.1%	16.3%	18.4%
3 or more	9.7%	9.2%	13.3%	12.5%	11.5%	7.9%	7.7%	11.8%	8.2%	8.7%

Could Car Have Been Used for this Trip?

When respondents were asked if a car could have been used for this trip, only 11.2% said yes, confirming the dependence on the bus alluded to above. More than three-fourths (78.4%) said a car was not available, and another 10.5% said that a car was available, but it would have involved inconveniencing others.

Figure 46. Was Car Available? – Overall Local



Results for individual lines confirm that a majority of riders on all local lines are riding the bus of necessity, with fewer than 14% of riders on all lines reporting that a car was available for this trip.

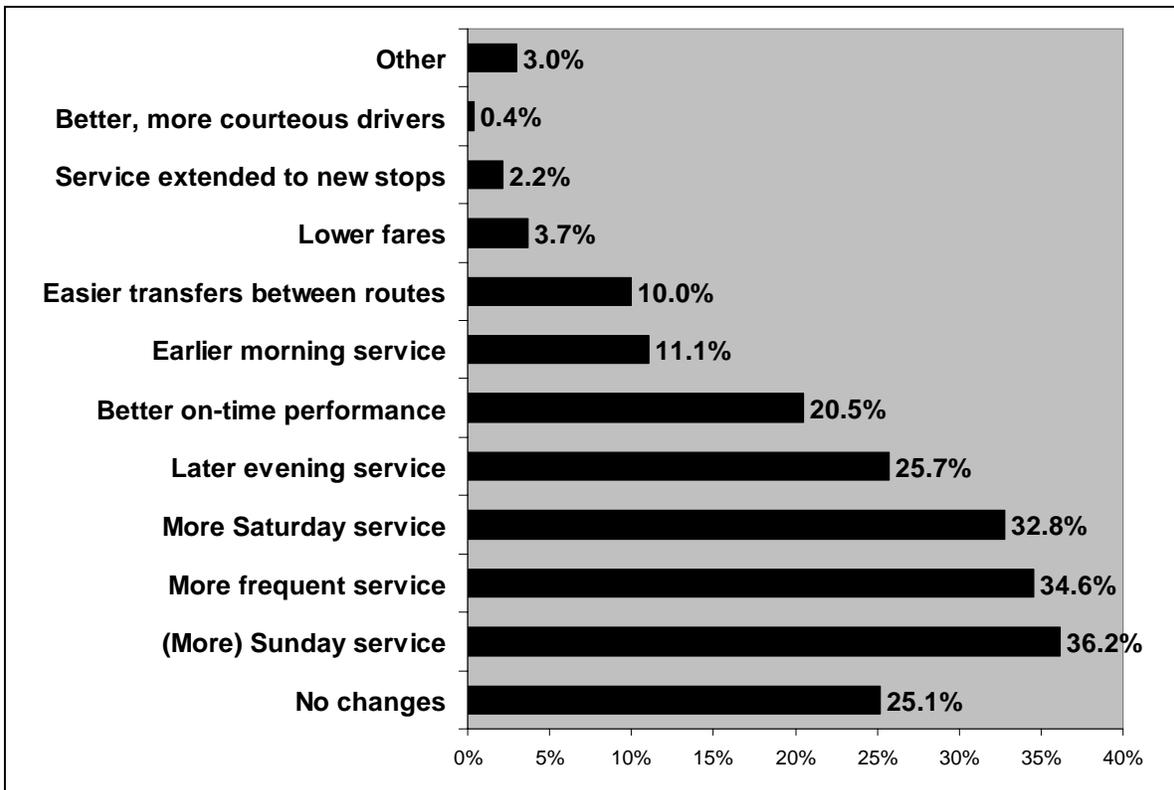
Figure 47. Was Car Available? – By Local Line

Route Number	All	1	2	3	4	5	6	7	8	9
Car available?	Local	n=378	n=131	n=79	n=86	n=202	n=187	n=121	n=97	n=105
Yes	11.2%	13.0%	10.7%	10.1%	8.1%	12.4%	6.4%	13.2%	13.4%	10.5%
No	78.4%	74.9%	75.6%	79.7%	84.9%	77.7%	84.5%	81.8%	77.3%	75.2%
Yes, but inconveniences others	10.5%	12.2%	13.7%	10.1%	7.0%	9.9%	9.1%	5.0%	9.3%	14.3%

QUALITY OF LOCAL SERVICE

Overall, 336 (25.1%) of the 1,336 surveyed Vallejo Transit local line riders who responded to this question said there were no changes they would like to see to the line they were on; another 236 did not provide any response to the question. Most rider suggestions involved extending service, particularly Sunday service (36.2%), more frequent service (34.6%), more Saturday service (32.8%) and later evening service (25.7%). Respondents were less interested in earlier morning service (11.1%) and in extending service to new stops (2.2%). Better on-time performance was the most often mentioned improvement to existing service (20.5%), followed by easier transfers (10%) and lower fares (3.7%). Only 5 of the more than 1,300 customers responding suggested better, more courteous drivers (0.2%). 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.

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



By line, the percentage of riders saying that there were no changes they wanted to see ranged from a low of 15.5% for Line 5 to a high of 32% for Line 2. More than half the riders on Line 3 would like to see more frequent service; no other change was cited by half the riders on any line. Lines 3, 4 and 7 all had more than one-third of riders suggesting later evening service, while there appears to be above average interest in more Saturday service on Lines 7 (42.7%) and 8 (42%) and in more Sunday service on Lines 4, 6, 8 and 9. The percentage of riders asking for better on time performance ranged from 14.3% on Line 3 to 26.8% on Line 5.

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

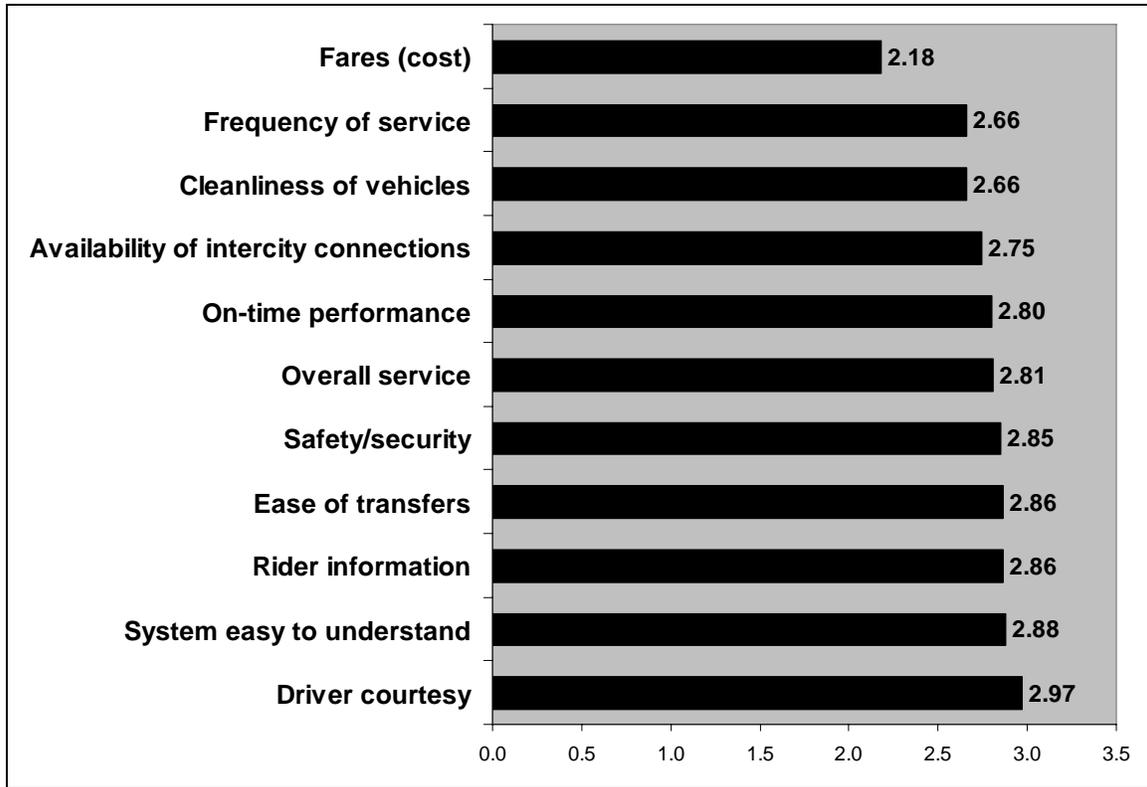
Route Number	All	1	2	3	4	5	6	7	8	9
Suggested changes	Local	n=358	n=128	n=77	n=87	n=194	n=176	n=117	n=100	n=99
No changes	25.1%	28.5%	32.0%	16.9%	27.6%	15.5%	30.1%	21.4%	26.0%	22.2%
More frequent service	34.6%	28.5%	32.0%	53.2%	42.5%	41.2%	26.1%	34.2%	30.0%	45.5%
Earlier morning service	11.1%	11.7%	6.3%	13.0%	17.2%	8.8%	10.2%	13.7%	8.0%	14.1%
Later evening service	25.7%	22.1%	17.2%	35.1%	33.3%	30.9%	23.3%	33.3%	25.0%	22.2%
More Saturday service	32.8%	28.5%	33.6%	33.8%	24.1%	37.1%	33.5%	42.7%	42.0%	23.2%
(More) Sunday service	36.2%	34.9%	31.3%	33.8%	42.5%	38.7%	41.5%	35.0%	43.0%	23.2%
Easier transfers between routes	10.0%	10.6%	10.2%	9.1%	6.9%	10.3%	10.8%	9.4%	9.0%	10.1%
Better on-time performance	20.5%	17.9%	22.7%	14.3%	18.4%	26.8%	22.7%	23.9%	15.0%	19.2%
Service extended to new stops	2.2%	2.2%	1.6%		5.7%	1.5%	2.3%	2.6%	2.0%	2.0%
Lower fares	3.7%	4.5%	1.6%	3.9%	4.6%	4.6%	3.4%	1.7%	5.0%	2.0%
Better, more courteous drivers	0.4%	0.6%	0.8%						1.0%	1.0%
Other	3.0%	2.0%	1.6%	3.9%	5.7%	2.1%	4.0%	3.4%	2.0%	6.1%

Rating of Service

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

Overall, riders gave moderate ratings to most service elements, with none of the average ratings above 3.0 (i.e., “good”). Average ratings fell into a narrow range (2.66 to 2.97) for all service elements except fares, which received an average rating of 2.18. This may be due in part to the fact that a fare increase went into effect September 1, just a month or so before this survey was conducted.

Figure 50. Ratings of Service – Overall Local



Overall results are repeated in the exhibit for individual lines. While most ratings were relatively similar across lines, several ratings are sufficiently different from the overall average to be noted, including:

- The above average rating of 3.2 for driver courtesy on Line 9
- The somewhat lower than average rating of 2.5 for cleanliness of vehicles on Line 5
- The below-average rating of 1.9 assigned to fares by riders on line 6, caused by almost three-fourths of respondents rating this attribute “fair” or “poor”
- The lower than average rating of 2.6 for overall service by riders on Line 5.

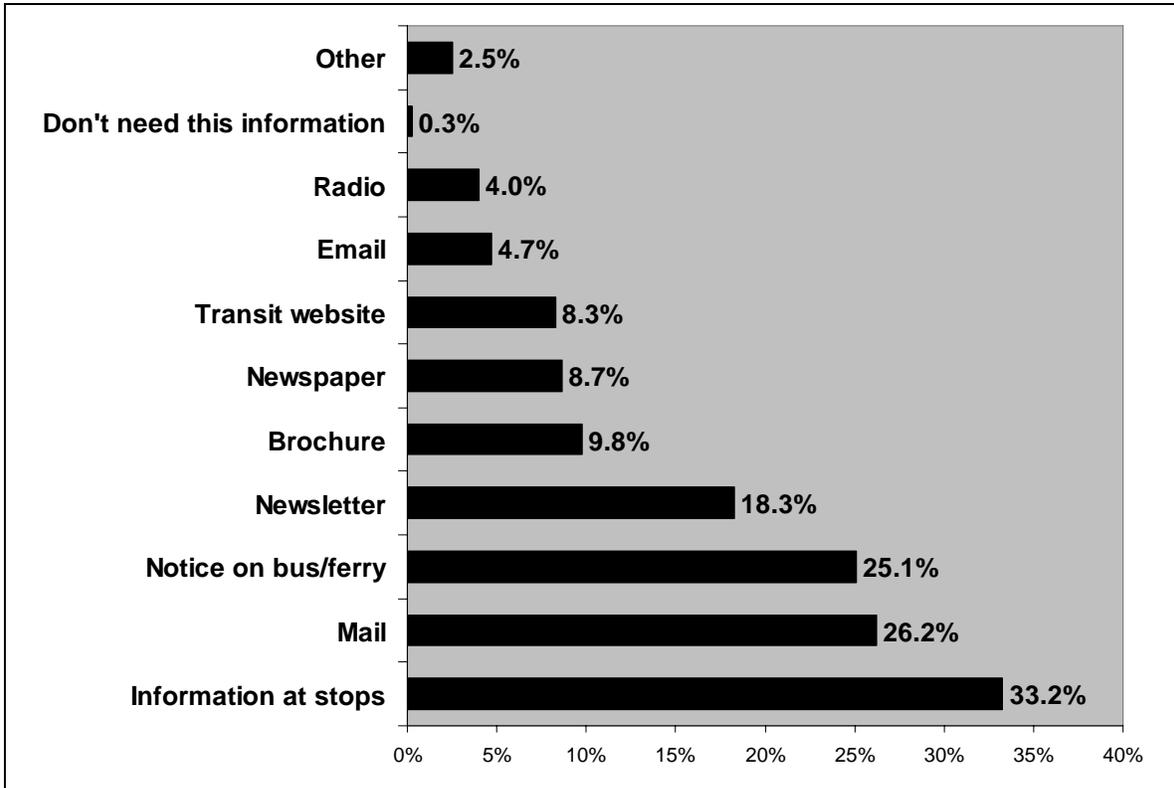
Figure 51. Ratings of Service – Overall Local and by Local Line

Route Number	All Local	1	2	3	4	5	6	7	8	9
Service attribute										
On-time performance	n=1255	n=344	n=123	n=58	n=82	n=185	n=174	n=100	n=93	n=96
Excellent = 4	24.7%	27.6%	22.0%	25.0%	28.0%	21.1%	24.1%	21.0%	24.7%	27.1%
Good = 3	40.1%	39.8%	43.1%	42.1%	35.4%	37.8%	39.1%	51.0%	38.7%	36.5%
Fair = 2	25.6%	23.8%	28.5%	21.1%	25.6%	30.3%	24.7%	18.0%	29.0%	29.2%
Poor = 1	9.5%	8.7%	6.5%	11.8%	11.0%	10.8%	12.1%	10.0%	7.5%	7.3%
AVERAGE	2.80	2.9	2.8	2.8	2.8	2.7	2.8	2.8	2.8	2.8
Frequency of service	n=1140	n=318	n=110	n=68	n=63	n=162	n=151	n=101	n=83	n=84
Excellent = 4	18.3%	20.4%	13.6%	23.5%	22.2%	13.0%	17.9%	18.8%	15.7%	22.6%
Good = 3	42.2%	47.2%	53.6%	30.9%	33.3%	36.4%	37.7%	49.5%	39.8%	36.9%
Fair = 2	26.7%	22.6%	20.9%	26.5%	15.9%	34.0%	31.1%	24.8%	33.7%	31.0%
Poor = 1	12.8%	9.7%	11.8%	19.1%	28.6%	16.7%	13.2%	6.9%	10.8%	9.5%
AVERAGE	2.66	2.8	2.7	2.6	2.5	2.5	2.6	2.8	2.6	2.7
Driver courtesy	n=1185	n=323	n=111	n=72	n=78	n=167	n=159	n=101	n=87	n=87
Excellent = 4	30.0%	31.3%	21.6%	34.7%	34.6%	25.7%	29.6%	21.8%	32.2%	44.8%
Good = 3	43.2%	46.4%	46.8%	36.1%	38.5%	40.7%	42.8%	55.4%	39.1%	32.2%
Fair = 2	20.5%	16.1%	25.2%	26.4%	19.2%	25.7%	18.2%	18.8%	23.0%	20.7%
Poor = 1	6.2%	6.2%	6.3%	2.8%	7.7%	7.8%	9.4%	4.0%	5.7%	2.3%
AVERAGE	2.97	3.0	2.8	3.0	3.0	2.8	2.9	3.0	3.0	3.2
Rider information	n=1131	n=304	n=110	n=68	n=72	n=165	n=150	n=97	n=82	n=83
Excellent = 4	24.5%	25.7%	16.4%	22.1%	33.3%	18.8%	26.0%	22.7%	28.0%	32.5%
Good = 3	43.9%	45.1%	48.2%	48.5%	33.3%	40.6%	42.7%	54.6%	41.5%	38.6%
Fair = 2	25.1%	21.7%	27.3%	23.5%	27.8%	32.1%	25.3%	18.6%	23.2%	28.9%
Poor = 1	6.5%	7.6%	8.2%	5.9%	5.6%	8.5%	6.0%	4.1%	7.3%	
AVERAGE	2.86	2.9	2.7	2.9	2.9	2.7	2.9	3.0	2.9	3.0
Cleanliness of vehicles	n=1163	n=311	n=115	n=71	n=73	n=163	n=158	n=103	n=87	n=82
Excellent = 4	18.7%	17.4%	14.8%	23.9%	34.2%	12.9%	17.1%	19.4%	19.5%	24.4%
Good = 3	40.8%	43.1%	40.9%	33.8%	26.0%	41.7%	40.5%	50.5%	34.5%	45.1%
Fair = 2	28.5%	26.4%	31.3%	31.0%	28.8%	31.9%	25.9%	23.3%	36.8%	25.6%
Poor = 1	12.0%	13.2%	13.0%	11.3%	11.0%	13.5%	16.5%	6.8%	9.2%	4.9%
AVERAGE	2.66	2.6	2.6	2.7	2.8	2.5	2.6	2.8	2.6	2.9
Safety/security	n=1141	n=313	n=108	n=69	n=74	n=162	n=154	n=95	n=80	n=86
Excellent = 4	25.1%	25.9%	20.4%	29.0%	33.8%	19.8%	23.4%	23.2%	23.8%	33.0%
Good = 3	42.3%	44.1%	43.5%	44.9%	35.1%	41.4%	40.3%	52.6%	38.8%	36.0%
Fair = 2	25.5%	21.7%	30.6%	23.2%	23.0%	32.1%	24.7%	17.9%	32.5%	27.9%
Poor = 1	7.1%	8.3%	5.6%	2.9%	8.1%	6.8%	11.7%	6.3%	5.0%	2.3%
AVERAGE	2.85	2.9	2.8	3.0	2.9	2.7	2.8	2.9	2.8	3.0
Ease of transfers	n=1124	n=307	n=108	n=66	n=74	n=155	n=150	n=100	n=81	n=83
Excellent = 4	25.7%	25.4%	19.4%	27.3%	37.8%	23.2%	21.3%	24.0%	25.9%	37.3%
Good = 3	42.5%	43.3%	44.4%	47.0%	29.7%	38.1%	42.0%	54.0%	43.2%	39.8%
Fair = 2	24.2%	24.4%	29.6%	19.7%	23.0%	29.0%	24.0%	16.0%	25.9%	20.5%
Poor = 1	7.6%	6.8%	6.5%	6.1%	9.5%	9.7%	12.7%	6.0%	4.9%	2.4%
AVERAGE	2.86	2.9	2.8	3.0	3.0	2.7	2.7	3.0	2.9	3.1
Availability of intercity connector	n=1046	n=279	n=102	n=62	n=71	n=152	n=142	n=86	n=74	n=78
Excellent = 4	21.6%	21.1%	15.7%	24.2%	33.8%	16.4%	20.4%	19.8%	23.0%	30.8%
Good = 3	41.2%	42.7%	50.0%	40.3%	29.6%	37.5%	38.0%	53.5%	40.5%	35.9%
Fair = 2	27.5%	26.9%	22.5%	27.4%	28.2%	32.2%	31.7%	20.9%	27.0%	26.9%
Poor = 1	9.7%	9.3%	11.8%	8.1%	8.5%	13.8%	9.9%	5.8%	9.5%	6.4%
AVERAGE	2.75	2.8	2.7	2.8	2.9	2.6	2.7	2.9	2.8	2.9
System easy to understand	n=1107	n=308	n=102	n=67	n=72	n=155	n=144	n=97	n=76	n=86
Excellent = 4	25.0%	25.3%	14.7%	28.4%	38.9%	21.9%	21.5%	20.6%	27.6%	36.0%
Good = 3	45.4%	47.7%	53.9%	43.3%	37.5%	38.1%	45.1%	56.7%	43.4%	38.4%
Fair = 2	22.0%	20.1%	24.5%	22.4%	12.5%	31.6%	22.9%	16.5%	19.7%	22.1%
Poor = 1	7.6%	6.8%	6.9%	6.0%	11.1%	8.4%	10.4%	6.2%	9.2%	3.5%
AVERAGE	2.88	2.9	2.8	2.9	3.0	2.7	2.8	2.9	2.9	3.1
Fares (cost)	n=1095	n=293	n=106	n=65	n=72	n=155	n=146	n=93	n=85	n=80
Excellent = 4	14.2%	19.1%	11.3%	12.3%	20.8%	11.6%	8.9%	12.9%	10.6%	16.3%
Good = 3	23.3%	27.6%	31.1%	16.9%	16.7%	20.0%	17.1%	30.1%	21.2%	20.0%
Fair = 2	28.9%	24.2%	23.6%	35.4%	26.4%	32.9%	32.2%	32.3%	24.7%	36.3%
Poor = 1	33.6%	29.0%	34.0%	35.4%	36.1%	35.5%	41.8%	24.7%	43.5%	27.5%
AVERAGE	2.18	2.4	2.2	2.1	2.2	2.1	1.9	2.3	2.0	2.3
Overall service	n=1118	n=302	n=106	n=66	n=72	n=158	n=148	n=99	n=83	n=84
Excellent = 4	22.2%	23.2%	14.2%	25.8%	30.6%	15.8%	25.0%	21.2%	24.1%	25.0%
Good = 3	42.8%	45.0%	52.8%	39.4%	31.9%	39.2%	39.2%	49.5%	37.3%	45.2%
Fair = 2	28.3%	26.5%	23.6%	31.8%	29.2%	35.4%	29.1%	21.2%	30.1%	28.6%
Poor = 1	6.7%	5.3%	9.4%	3.0%	8.3%	9.5%	6.8%	8.1%	8.4%	1.2%
AVERAGE	2.81	2.9	2.7	2.9	2.8	2.6	2.8	2.8	2.8	2.9

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 1,189 local riders who answered this question, about one-third (33.2%) preferred to receive information at bus stops, while 25.1% mentioned notices on the bus itself. Also popular was mail, mentioned by 26.2% overall, while newsletters were cited by 18.3% of riders. No other sources were mentioned by more than 10% of respondents.

Figure 52. Preferred Sources of Transit Information – Overall Local



Individual lines showed the same general pattern. Information at stops was most popular with riders on Line 5 (40.4%) and least popular on Line 8 (22.5%), while the percentage preferring notices on board the bus ranged from 18.3% on Line 9 to 35.3% on Line 3. For mail, the range was even wider across lines: from 3.8% for Line 4 to 36% for Line 8.

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

Route Number Information source	All Local	1 n=317	2 n=68	3 n=68	4 n=78	5 n=171	6 n=171	7 n=99	8 n=89	9 n=93
Information at stops	33.2%	32.2%	29.1%	30.9%	39.7%	40.4%	33.9%	28.3%	22.5%	38.7%
Mail	26.2%	28.7%	24.3%	19.1%	3.8%	25.1%	24.0%	33.3%	36.0%	33.3%
Notice on bus/ferry	25.1%	25.6%	22.3%	35.3%	28.2%	28.1%	23.4%	22.2%	23.6%	18.3%
Newsletter	18.3%	19.6%	14.6%	20.6%	17.9%	16.4%	19.9%	20.2%	20.2%	12.9%
Brochure	9.8%	9.8%	12.6%	10.3%	20.5%	7.6%	9.4%	8.1%	5.6%	7.5%
Newspaper	8.7%	9.8%	9.7%	7.4%	6.4%	9.9%	5.8%	10.1%	6.7%	9.7%
Transit website	8.3%	8.2%	8.7%	7.4%	7.7%	11.7%	10.5%	5.1%	4.5%	6.5%
Email	4.7%	5.4%	5.8%	4.4%	1.3%	2.3%	5.3%	6.1%	2.2%	8.6%
Radio	4.0%	6.0%	3.9%	5.9%	1.3%	2.9%	1.2%	4.0%	4.5%	5.4%
Don't need this information	0.3%	0.3%	1.0%	1.5%						
Other	2.5%	2.5%	1.4%	3.0%	3.9%	2.4%	1.3%		1.8%	1.5%

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 local line. Many of these comments echoed the suggestions offered in response to the question, discussed previously, that specifically asked riders what changes they would like to see to this line. When respondents repeated the same suggestion in response to this final question, it would seem to suggest that these are issues they are very concerned about.

- In addition to those riders who offered lower fares as a change they would like to see, more than 50 riders across all Vallejo local lines requested that fares be reduced or commented that fares were too high. Examples of comments include:
 - Bus needs to be cheaper
 - This costs too much: \$4.50 to get to Richmond. Crazy!.
 - The bus fare needs to come down expeditiously!
 - \$1.75 is too much for the bus and you should have longer transfers, the time expires too fast.
 - Por favor menos dinero.
- Forty-seven respondents asked for more frequent service, either overall or during specific times. Comments included:
 - Should add more frequent service on Saturday and Sunday. More service needed on heavily busy routes.
 - More frequent weekend services.
 - I would like to see more Saturday service every 1/2 hour instead of every hour until 9-10 pm.
 - The bus shouldn't run ever 2 hours and the price should be lower, but mainly it should be more frequent service.

- I ride the three bus and it would make me happy if it ran every 30 minutes during the weekday. Thank you.
- More than 20 riders asked for earlier, later, or even 24-hour a day service.
- Other respondents asked for service to be extended to additional stops. Examples of specific requests included:
 - Please extend your service to American Canyon for WalMart.(3 Line 1 riders and 1 on Line 8)
 - If possible, I want a bus stop in front of Tennessee and Sarsen St. I mean in front of Valero's gasoline station.
 - When will you add service to Mare Island?
- Fourteen riders offered positive comments regarding drivers, including:
 - I just recently moved here. I found most bus drivers very helpful.
 - I have the nicest bus lady driver today on #2 bus.
 - The bus drivers on the 5 line are very nice professional and safe drivers.
- Thirteen riders had negative comments or complaints regarding drivers, generally that drivers were rude. Example include:
 - You employ a lot of rude disrespectful drivers on most routes
 - Bus drivers need customer service training.
 - Drivers need to stop using cell phones while driving
- A number of respondents also offered comments requesting that service not be changed or cut back, including the following:
 - I know there will be changes on 12/03/06 for less service and I'm going to have to spend more getting to and from work on the taxi. We need extended service because I'm low income, single parent. We depend on Vallejo Transit.
 - I depend entirely on the buses. This is a very important service. The schedules are good the way they are.
 - Don't end the route #7 starting December 2 and 3 because I depend on that bus to get me to work on time.
- Finally, riders offered suggestions on several other issues, including requests to:
 - Improve shelter, seating, information and lighting at bus stops
 - Add seatbelts to buses
 - Ask drivers to make noisy students quiet down
 - Longer transfer periods
 - Better coordination of buses at transfer points
 - Have Port-a-Pottys available at transit stops such as York and Marin
- In addition, about two dozen riders offered a number of compliments and favorable comments, as illustrated by the following examples:
 - Since I have been riding VTL for 33 years, service has improved, so far so good.

- Keep up the good work.
- Doing a good job!
- Thanks for being available.
- It’s good. I like the service.
- Bus is good to me.
- Very satisfied with the service.
- Excellent service.
- To me things are fine.

LOCAL LINE CONCLUSIONS

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

- Riders on local lines depend on Vallejo Transit as a key to their travel strategy, with more than 90% riding at least weekly, and only 11% of riders having ready access to a car as an alternative.
- While more than 90% of trips begin or end at home, riders on all lines use their bus for a variety of destinations, including not only work, but school, medical and social appointments, and shopping.
- Demographically, the Vallejo Transit serves a diverse community of riders, with white, Hispanic, and Asian riders each accounting for more than 10% of ridership, while African Americans accounted for almost half of respondents. Female riders account for 58% 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 about 20% of riders under 18 and students also accounting for 20% of riders.
- While about 20% of riders would like to see improved on-time performance on the Vallejo Transit system, even more were concerned with expanding bus service, both in terms of more frequent service, later evening service, and Saturday and/or Sunday Service. This highlights the value that the system’s riders attach to the transportation services provided.
- Overall satisfaction with the system is moderate, but is relatively high with regard to driver courtesy, safety and security, and vehicle cleanliness. Riders were least satisfied with the level of fares, frequency of service, and cleanliness of vehicles.