SOLANO TRANSPORTATION AUTHORITY

Solano Transportation Study for Seniors & People with Disabilities

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SEPTEMBER 2011

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Executive Summary

The Solano County Transportation Authority (STA) wishes to address the mobility needs of the rapidly growing senior and disabled population in the County. In 2004, Solano County undertook a study of elderly and disabled residents in order to plan transportation systems to meet the needs of these populations. This study is an update to the previous 2004 study, and presents Nelson\Nygaard's analysis of the transportation barriers faced by these communities and provides strategies for addressing these barriers. The report is organized as follows:

- Review of the 2004 recommendations and steps made toward implementation
- Demographic trends of seniors and people with disabilities
- Transportation resources currently available
- A review of findings from recent relevant studies
- Community perspectives on transportation gaps
- Potential strategies to address these gaps
- Implementation Plan (10-Year and 25-Year Plans)

In summary, the findings indicate that the current population of Solano County is almost identical to that of California overall in terms of proportion of seniors (11%). As with population trends nationwide, Solano's senior population is projected to increase dramatically in the near future, with the number of residents over 65 nearly doubling by 2035.

The preferred mode of transportation in Solano County is the private automobile. Seniors would like to continue to drive as long as possible, but begin to self-limit driving to daylight hours and familar roads. Over time, the proportion of seniors with driver's licenses drops significantly as people age; in 2000 only 50% of men over 85 years of age in the County and 21% of women in this age group held driver's licenses, compared to 80% to 90% in the younger age cohorts. In addition, while the median household income in Solano County is just over $70,000, among seniors, the median income was $45,000. Given the significant auto dependence in the largely low density areas of Solano County, and the relative lack of resources for this age group, these statistics indicate a substantial lack of mobility among the older population. This is also true of people with disabilities and others who are dependent on the transit network or family and friends to get around in the County.

During late 2010 and early 2011, the team engaged in a significant public outreach effort. Activities included meeting with five advisory committees, distribution and collection of surveys, conducting 25 focus groups, and interviewing stakeholders. Through these efforts, the team met with almost 700 individuals and received close to 1000 surveys from meeting attendees and other Solano residents. Residents indicated that their preferred mode of travel was to drive themselves, with the second most-often used mode being to get a ride from someone else. Consistent with this, most seniors expect to use family and friends as their main mode of transportation once they lose their license, while acknowledging that their friends are aging as they do. Responses to surveys varied by city, reflecting differences in the availability of senior housing, income levels, and levels of transit available.

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In order to develop a range of service improvements to address the mobility gaps identified in the transportation inventory and the outreach effort, the project team collaborated with STA staff, In-Home Supportive Services Advisory Committee, the Senior Coalition of Solano, the Solano Transportation Advisory Committee for Seniors and People with Disabilities, the Solano Paratransit Coordinating Council, and the Vacaville ADA Advisory Committee. These are presented in the Mobility Strategies chapter as short-, medium- and long-term strategies. The Implementation Plan includes the ten and twenty-five year estimated costs associated with each of these strategies.

The recommendations (with the ten year cost in parenthesis) are shown in the table below.

Short-Term Strategies

Provide on-demand intercity service for non-ambulatory riders.	$200,000 to $1m, depending on options
Develop a consistent countywide ADA paratransit eligibility process	Net savings. Program costs: $250,000 - $500,000
Develop a comprehensive program of transit training for seniors and people with disabilities	Net Savings. Program costs: $200,000 - $500,000
Establish a Mobility Management Program	$1 - $2.5m
Identify and support sponsors for older driver safety and mobility workshops	$60,000 - $80,000
Develop consistent county-wide bus driver training	$40,000 to $60,000
Encourage more home deliveries by grocery stores and pharmacies	$40,000 to $100,000 for research, marketing, outreach
Partner with dialysis and medical clinics to coordinate appointments and clinic hours with transit schedule	$20,000 - $30,000
Promote the creation and use of small private specialized transportation services	>$10,000
Inventory sidewalks and street crossings, and systematically improve the walking/rolling environment with a focus on seniors and people with disabilities (short- to long-term)	Costs vary dramatically based on scope of improvements and current plans for improvement

Medium-Term Strategies

Safe and convenient access to transit for seniors and people with disabilities	Wide range of costs
Expand span of weekday service hours to early morning and evening	$3.4m
Increase weekday frequency to 30 minutes where it is currently 60 minutes or more	$23m
Designate paratransit waiting areas at dialysis clinics and other medical facilities	$50,000
Work with hospitals and dialysis clinics to provide taxi vouchers	$10,000 to $20,000
Improve safety, comfort, and usability at bus stops	Varies
Expand awareness and reach of Volunteer Driver Programs	$500k - $600k

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Long-Term Strategies

Increase frequency of Saturday service	$2.3m
Add Sunday service where not currently available	$4.6m

Potentially significant savings may also be realized from some of the measures, and some strategies can reasonably be assumed to provide a net reduction in cost as well. These have not been quantified in this study due to the tremendous range in scope of these strategies and the effects on cost from utilizing volunteers, private partnerships, and other non-STA resources.

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Chapter 1. Introduction

In 2004, Solano County undertook a study of elderly and disabled residents in order to plan transportation systems to meet the needs of these populations. This report was a companion report to the first countywide Comprehensive Transportation Plan (CTP) which created a long-term multi-modal plan for Solano County. The CTP is being updated, thus the plan for seniors and people with disabilities is also being updated. Mobility and transportation for seniors and people with disabilities remain important in Solano; reassessing their near and long-term needs and planning strategies to address them is the purpose of this study.

Structure of the Report

The Existing Conditions report is made up of the following sections:

Chapter 2, *Community Demographics*, examines the demographics of Solano County as related to the senior population and those with disabilities, including projections of increases in this population through 2030. Maps are provided that illustrate concentrations of low-income residents.

Chapter 3, *Existing Transportation Service Inventory*, documents the various transportation options available both within the cities and throughout the county. These include regional services, fixed-route transit systems, and paratransit services and transportation provided by social service agencies. Details are provided for City Coach, Special Services (the ADA paratransit program), the local and intercity taxi services, faith-based transportation (~~"~~Ride with Pride" Program), regional services such as Fairfield and Suisun City Transit (FAST) and Yolobus, and various private transit providers. Existing transit routes are presented to show transit coverage and how this corresponds with concentrations of transit-dependent residents.

Chapter 4, *Relevant Studies and Reports*, summarizes findings from recent transportation studies and plans, and presents transportation gaps previously identified in these studies. Information is summarized from relevant transportation studies that have been conducted for Solano County in the past decade, as well as gathered through surveys.

Chapter 5, *Community Outreach: Methodology and Findings,* reports on interviews, focus groups, and surveys conducted from October 2010 through January 2011 to gather input from residents of Solano County on transportation challenges and solutions. Findings from the county as a whole, and for each city, are discussed.

Chapter 6, *Mobility Strategies*, discusses in detail strategies proposed to meet the transportation needs of seniors and people with disabilities in Solano County, as identified through outreach and research conducted for this study. The criteria to prioritize strategies are also presented.

Chapter 7, *Implementation Plan*, gives an overview of the estimated cost ranges for the proposed strategies, along with recommendations for agencies or groups who might take the lead in the implementation.

Status of Previously Recommended Projects

The *2004 Solano Senior and Disabled Transit Study* was undertaken to identify the transportation needs of seniors and people with disabilities in Solano County. Part of that plan consisted of recommended strategies to address mobility gaps identified through outreach activities. The recommended strategies were grouped by short, medium, and long term implementation (up to

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three years, three to six years, and six years or longer, respectively). As a starting point for this plan update, this section reviews the recommendations made in the last report, and reports on the status of implementation of the strategies. This will help to inform the strategies recommended in the 2010 plan. In addition, we may expect to see fewer comments regarding transportation issues where more progress has been made in implementing solutions.

The following table summarizes strategies recommended in the 2004 report; following that, each strategy and its implementation status is briefly discussed.

Figure 1-1 2004 Recommended Strategies - Summary

Short-Term Strategies (< 3 years)		
Fixed-Route	**Paratransit**	**Other Improvements**
Driver sensitivity training and retraining.	Identify opportunities for freeing up capacity.	Development guidelines to ensure transit-oriented development.
Improve dissemination of bus schedules.	Procedures for same day medical return trips.	Promote deliveries from supermarkets and pharmacies.
	Train social service agency staff on paratransit limits and filling out applications	Coordinate local transit services to allow riders to use government services during regular business hours.
		Casual carpool programs.
Medium-Term Strategies (3 to 6 years)		
Fixed-Route	**Paratransit**	**Other Improvements**
More low-floor buses in future fixed-route fleet purchases.	Expand Paratransit services through Vallejo Runabout and Solano Paratransit and intercity and local Paratransit services.	Shopper Shuttle
	Consolidate paratransit services county-wide or in major sub-areas	
Improve timed transfers between regional and local services.	Feeder services from paratransit to core fixed-routes.	New volunteer driver programs.
Expand local service to connect Dixon and Vacaville.	Evaluate intercounty paratransit service.	Free fixed-route fares on local service for older adults and people with disabilities.
	Partial subsidy of paratransit fares for low-income users.	Evening and weekend subsidized taxi service.
		Travel training for older adults.
		Travel Information number with information and referred assistance on all transportation options.
Long-Term Strategies (6 or more years)		
Fixed-Route	**Paratransit**	**Other Improvements**
Improve headways on Route 30	Convert some paratransit to Flex-route service.	Service from Rio Vista to Pittsburg BART.
Sunday service		Older Driver Wellness Programs.

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Implementation Status of Recommended Strategies (2004)

Fixed-route

Establish or expand driver sensitivity training and retraining.

All transit operators have driver sensitivity training programs, consisting of annual trainings, with periodic refresher training, and further training with individual drivers after the reporting of incidents. Vacaville City Coach appears to have the most extensive program; drivers receive two 1-hour Customer Service/ Passenger Relation training sessions annually, two 1-hour ADA sessions annually, and three 1-hour Assistance Guidelines for Elderly & Disabled Passenger sessions annually.

Passenger comment cards, created by STA for distribution countywide are distributed county-wide through both transit and paratransit operators. Comments are placed into a database to identify comments concerns and compliments including issues of buses departing from stops ahead of schedule, rude drivers, etc. These are forwarded to the operators as well for resolution.

Improve dissemination of bus schedules besides the existing locations (libraries, senior centers, city halls, transit centers).

The STA's SNCI program has been increasing the number of transit display rack locations throughout Solano County. Materials are tailored for each location and re-supplied. Currently there are 97 locations (vs. 60 mentioned in the 2004 study) in Solano where transit information can be found. These include libraries, senior centers, social services, medical facilities and other locations. In addition, individual operators also distribute information.

Paratransit Improvements

Review operational practices and procedures to identify opportunities for freeing up capacity.

This strategy was recommended because a small but increasing number of paratransit trips were being denied for lack of capacity. Since that time, several measures have been taken including the establishment of no-show policies, and the assessment of paratransit operations through several studies. Since the last report was written in 2004, Solano Paratransit service for the eastern portion of the county was dissolved; soon after, a highly subsidized (85%) intercity taxi program was implemented for ambulatory ADA paratransit users. This and future expansion phases should free up capacity for other ADA riders. There may also be further opportunities in this area.

Establish policies and procedures for addressing same day medical return trips, particularly those to dialysis centers, and educate medical facilities and paratransit customers about the impact of late medical return trips.

This recommendation focused on the difficulty for riders in waiting for a ride home after a medical procedure, particularly dialysis treatments, and encouraged partnering with dialysis clinics to share the financial burden of transporting these patients.

This recommendation was not implemented, since ADA trips cannot be prioritized by trip purpose. In addition, all major medical facilities are served by paratransit and all paratransit operators offer same day appointments as space is available, except Vallejo. The establishment of the intercity taxi service may help with this issue.

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Train social service agency staff on the appropriate use of paratransit service and how to assist interested parties in filling out applications.

County Health and Social Services staff is a standing member of the Solano Paratransit Coordinating Council. An effort has been made in recent years, and is on-going, to inform all PCC members of the limitations of paratransit service via presentations, reports by the transit operators, and reports. However, HSS staff is very limited, and non-profit social services are not part of the PCC, so there may be more opportunities for educating agencies on paratransit services and eligibility requirements.

Other Improvements

Establish development guidelines to ensure that future facilities are located in transit accessible locations.

In 2004, the STA developed a Transportation for Livable Communities (TLC) Toolkit which provides guidelines and strategies for planning and implementing transit-oriented development projects. This plan highlights the expected increase in the senior population in Solano County, and recommends creating housing opportunities available to older people near destinations and close to transit.

Since then, a separate Countywide TLC Plan was developed to prioritize eligible TLC Projects for capital funding. The STA awarded approximately $5.7 million over the last five years for priority TLC capital projects identified in the TLC Plan. In addition, $150,000 in TLC Planning grants were also provided by the STA for cities to plan and develop TLC and transit oriented development projects based on strategies and guidelines from the 2004 TLC Toolkit. The STA is currently working on updating the Countywide TLC Plan and Toolkit with the goal to complete the update by Fall 2011.

Promote deliveries from supermarkets and pharmacies.

Currently some stores in Solano provide delivery services, and there may be opportunities for encouraging more stores to deliver.

Establish casual carpool programs at senior centers and housing facilities.

In large housing facilities that primarily serve seniors, there are usually some seniors who drive, and others who rely on them for rides. This recommendation suggested a formalization of this ride-sharing process. It is unknown if senior centers have created their own internal casual carpool programs.

Medium-term Strategies

Fixed-route

Incorporate more low-floor buses in future fixed-route fleet purchases

As of this writing, all buses used by Vacaville City Coach are kneeling" and of low-floor design, and vehicles used by FAST are kneeling buses. FAST's recent local bus procurement included all low-floor buses. Vallejo's local bus procurement currently in process for 2011 delivery will be low-floor or kneeling vehicles. Perhaps there should be a greater understanding that the lift may be used by passengers other than those using a wheelchair.

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Improve timed transfers between regional and local services

The regional bus routes have limited stops in the cities along the freeways and stop primarily at major park and ride facilities. On-time performance of intercity routes are benefitting from the recent addition of the HOV lane on I-80 between Red Top Road in Fairfield through the I-680 interchange, to North Texas in eastern Fairfield; future segments are planned. Where possible the local and regional services are timed to meet at transit hubs.

Expand local service to connect Dixon and Vacaville

The FAST Route 30 connects Dixon and Vacaville (and other cities along I-80) and had been the only service in and out of Dixon until July 2009. At that time, with the elimination of Solano Paratransit, Dixon Readi-Ride offered ADA paratransit service between Dixon and both Vacaville and Davis on an on-demand basis. Since 2004, Route 30 has added additional morning southbound trips and additional northbound evening peak trips. Route 30 Saturday service between Fairfield and Davis (via Dixon) was added a few years ago. Thus the service between Dixon and Vacaville has expanded to include more runs per day and Saturday service. The 2004 recommendation included more stops within Dixon; there may be an opportunity to implement this feature going forward.

Paratransit Improvements

Expand paratransit services through Vallejo Runabout and Solano Paratransit and intercity and local paratransit services.

Due to funding limitations, improvements in this area were not possible.

Consolidate paratransit services county-wide or in major sub-areas to improve productivity and reduce overhead duplication.

With the discontinuation of Solano Paratransit in 2009, the opposite occurred, with more paratransit providers created, requiring riders to transfer between systems, Dixon added a new ADA service to fill a gap left for their residents, and the County contracted with a service provider to meet needs of unincorporated residents. With the initiation of SolTrans (Solano County Transit) in December 2010, Vallejo and Benicia Transit systems, including paratransit, will be consolidated.

Develop feeder services from paratransit to core fixed-routes.

Currently there is little integration of paratransit and fixed-route. Approving conditional eligibility for riders has generally been a new process by Solano operators.

Evaluate inter-county paratransit service, particularly between Dixon and Davis.

Inter-county paratransit is provided through several services. Vallejo RunAbout transports to a transfer location in Contra Costa along the I-80 corridor and Benicia transports to Contra Costa along the I-680 corridor. Dixon Readi-Ride now transports ADA paratransit riders directly to Vacaville, and also to Davis in Yolo County.

Provide partial subsidy of paratransit fares for low-income riders.

Paratransit is required to meet a farebox recovery ratio, which operators generally only meet by averaging with subsidized taxi programs. Senior taxi programs allow seniors to purchase taxi scrip at a reduced rate. Programs are generally subsidized at a 50% rate, except in Vallejo where

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it is 40% due to budget limitations. The new intercity ADA taxi program is subsidized at the 85% level. According to studies, nearly all paratransit riders are low-income, and their rides are highly subsidized at existing rates which are kept low to be consistent with ADA guidelines.

Other Improvements

Create shopping shuttles.

Major shopping centers are served by fixed-route transit with frequent headways; in addition, Solano Mall in Fairfield is the major local transit transfer location. Benicia Breeze provides a shopping shuttle to Sun Valley Mall in Contra Costa county. Vacaville has recently considered providing pushcarts for shoppers who use transit.

Create new volunteer driver programs.

The Area Agency on Aging (AAOA), Fairfield Senior Center, Faith in Action/Ride with Pride, and the American Cancer Society have volunteer driver programs to serve various niches of the Solano population of seniors and people with disabilities.

Provide free local transit fares to people with disabilities and seniors.

Local transit fares are not free, but are highly discounted at 50% of the regular fare.

Create evening and weekend subsidized taxi service.

Local taxi services for seniors are subsidized at the 50% level, except in Vallejo where it is 40%, and these subsidies are available whenever the local taxi service is operating, including evenings and weekends. All cities participate in the intercity ADA subsidized taxi service. There are taxi providers in all cities, though the response rate varies. For the ADA paratransit registrants, the same is true for intercity trips.

Provide fixed-route travel training.

Vacaville City Coach and Rio Vista Delta Breeze have begun offering new rider travel training. The STA's Solano Napa Commuter Information (SNCI) program provides travel training services for intra- and inter-county transit travel via phone, internet, and at dozens of events countywide, but not in the field. More could be done based on demand and resource availability.

Establish a travel information clearinghouse.

The STA's SNCI program offers this service via 800-535-6883, www.commuterinfo.com (a part of STA's website www.solanolinks.com) and www.solanoexpress.com (STA supported). Although the program name refers to commuters', all trip types are handled; since the 2009 Senior Summits, information on transportation services for seniors and people with disabilities was added. Modifications to the service and/or greater awareness of service to seniors and people with disabilities may be needed.

Long-term Strategies

Fixed-route

Improve headways on Route 30.

Additional peak hour trips have been added to Route 30 since 2004.

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Establish Sunday transit and paratransit service.

Vallejo Transit runs some routes on Sundays. Other operators do not have the demand to justify the service.

Paratransit Improvements

Convert some paratransit services to flex-routes.

Benicia Breeze and Rio Vista Delta Breeze operate flex-routes. Benicia Breeze also offers dial-a-ride paratransit services during part of the day. Rio Vista's service to Fairfield handles the paratransit needs as well. Fairfield tried a flex route service to its northern areas and Travis Air Force Base but received significant public outcry, and the service returned to fixed route.

Other Improvements

Establish service from Rio Vista to Pittsburg BART.

Service to BART is operated by Rio Vista Delta Breeze and has been in service since 2006.

Create Older Driver Wellness programs.

Various senior centers offer Senior Driver training programs. The Seniors Guide on the California DMV website is a good tool, along with **www.seniordrivers.org** via various websites, including CSAAA. Though there has at times been interest by Solano's PCC to focus on senior safe driving, there hasn't been a concerted effort by STA or other public agencies to promote this beyond the cities' senior centers.

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Chapter 2. Community Demographics

The objective of this chapter is to present the context of and background for the Solano County Elderly and Disabled Transportation Plan. A discussion of demographic information for seniors and people with disabilities for Solano County looks at current populations as well as projected population increases for 2035.

Current Population

Solano County is primarily rural, with seven cities serving as population centers. Vallejo, Fairfield, and Vacaville are the three largest cities, home to over 75% of the county's residents. Rio Vista is the smallest, with less than 2% of the county's population. As shown in Figure 2-1 below, the population of Solano County mirrors that of California in terms of the proportion of people in age brackets over 50, with 11% over 65 in both the state and the county. The greatest variations in demographics related to age are shown in Benicia and Rio Vista. Over a quarter of Benicia's residents are between the ages of 50 and 65, compared to 16% in the state and 18% in Solano County as a whole. More striking is the older population of Rio Vista; while the city has only 7,460 residents, fully one third of them are over the age of 60. A large senior housing complex in Rio Vista, Trilogy, undoubtedly contributes to this unusual statistic. As of January 2011, there were over 1400 homeowners in this over-55 community, with most households comprised of two people.

Figure 2-1 Population of Solano County and Cities by Senior Age Brackets

	Population	Male	Female	50 to 64	65 to 79	Over 80	Percent of Solano pop.	Percent over 65
California	36,308,527	18,158,626	18,149,901	16.4%	7.7%	3.2%		10.9%
Solano County	406,461	204,517	201,944	17.9%	7.8%	3.1%		10.9%
Cities in Solano								
Benicia	26,178	12,938	13,240	**25.6%**	8.9%	3.5%	6.4%	12.4%
Dixon	17,341	9,005	8,336	13.8%	6.7%	2.7%	4.3%	9.4%
Fairfield	103,305	51,114	52,191	15.0%	6.2%	2.7%	25.4%	8.9%
Rio Vista	7,460	3,506	3,954	20.2%	**27.8%**	**5.5%**	1.8%	**33.3%**
Suisun City	26,737	13,635	13,102	17.5%	5.5%	1.7%	6.6%	7.2%
Vacaville	91,828	49,300	42,528	16.9%	6.9%	2.9%	22.6%	9.8%
Vallejo	115,073	55,945	59,128	18.9%	8.4%	3.7%	28.3%	12.1%
Other Solano County	18,539	9,074	9,465				4.6%	

Source: U.S. Census, 2005-2009 American Community Survey 5-Year Estimates

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Demographic Trends of Seniors and People with Disabilities

Solano County's older population is expected to grow rapidly in the near future, even more rapidly than forecast in 2004. While many of these older adults will have no difficulty traveling, many of them will need various forms of mobility assistance or special services.

Compared to the rest of the Bay Area, Solano County's senior population is similar, with 11% of the population 65 years or older in both the county and the Bay Area region. By 2020, 16% of the county's population will be 65 or older, and by 2035 22% will be 65 or older. The Bay Area's percentages will grow to similar percentages, with 17% and 21% in 2020 and 2035 respectively.

The county's relative youth in 2000, which was due to large numbers of younger people moving into the area, shifted to the same proportion as the Bay Area overall by 2005. In the region as a whole, the 65-plus population will grow by 97% between 2010 and 2035, but in Solano County, it will grow slightly less, by 136% for the same period. The critical element is that by 2035 there will be nearly twice as many older people in the county than in 2010.

Figure 2-1 and Figure 2-2 provide more detail about trends in the county. Growth will be most rapid in the 85+ age group, which will increase by 170%. These are the seniors who will probably have the greatest need for transportation alternatives. The size of this group is already growing rapidly, and this growth will continue throughout the study period. The much talked about aging of the baby boom generation is causing accelerated growth in the group aged 65 to 74 beginning in 2010, now that people born in 1945 are turning 65.

Figure 2-2 Older Population Growth in Solano County – 2010 to 2035

	Solano County Population				Solano Percent Increase from 2010			
Year	65-74	75-84	85+	All 65+	65-74	75-84	85+	All 65+
2010	32,200	15,900	7,500	55,601				
2015	37,700	16,900	9,100	63,702	17%	6%	21%	15%
2020	47,000	19,900	9,000	75,901	46%	25%	20%	37%
2025	53,500	27,400	10,200	91,100	66%	72%	36%	64%
2030	56,600	34,300	11,700	102,598	76%	116%	56%	85%
2035	54,000	39,300	16,200	109,497	68%	147%	116%	97%

Source: Association of Bay Area Governments, Projections, 2009

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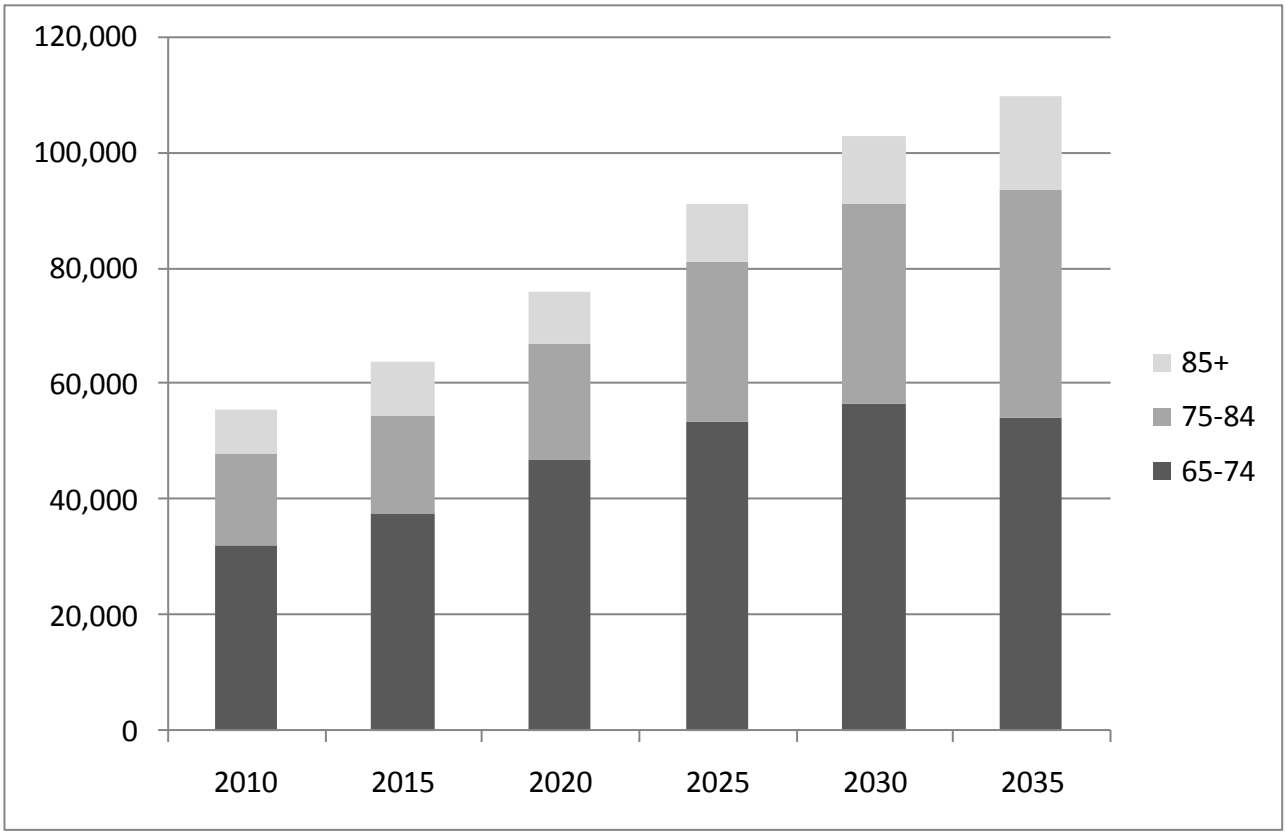
Figure 2-3 Growth in Solano County's Older Population - 65 and older (2005-2035)



Source: Association of Bay Area Governments, Projections, 2009

The growing older population will create needs for various types of mobility assistance and special services. As people age, more of them begin having difficulties driving and many of them cannot use conventional transit service either.

The percentage of people holding a driver's license generally declines with age. In the previous Solano Elderly & Disabled Transportation Study (2004), the percentage of drivers began to fall by age 65. By age 85 and older, only 50% of men and 21% of women still had a license. Well before they have to give up their driver's licenses completely, many older people limit the amount and type of driving they do. Research at MIT's AgeLab and The Hartford Financial Services Group[1] found that of drivers age 75 and older, 53% avoid driving at night, 51% avoid driving in bad weather, and 38% avoid driving in heavy traffic.[2]

Some older people who do not or cannot drive can use public transportation — if it is available where they live – but many cannot use it. People who cannot use transit due to a disability are eligible for paratransit service that transit operators are required to provide by the Americans with Disabilities Act (ADA). Older people who are unable to use transit because of age-related problems (such as difficulty walking, frailty, or confusion) may not think of themselves as disabled." However, under the terms of

[1] MIT AgeLab, Cambridge, Mass, and The Hartford Financial Services Group Inc, (possibly from Donorfio, L.K.M., D'Ambrosio, L.A., Coughlin, J.F. & Mohyde, M. (2009). To Drive or Not to Drive, That Isn't the Question -- The Meaning of Self-Regulation Among Older Drivers, *Journal of Safety Research*, 40(3). pp. 221-226.) http://hartfordauto.thehartford.com/Safe-Driving/Expertise-On-Getting-Older/Press-Releases/safe-driving-for-a-lifetime.shtml
[2] Audrey Straight, —Community Transportation Survey," American Association of Retired Persons, Washington DC, 1997.

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the ADA they are eligible for paratransit. People age 65 and older account for 66% of those certified as eligible for ADA paratransit in Solano County[3].

As the population grows, the number of people eligible for paratransit will probably also grow. As shown in Figure 2-3, if the rate of disabilities does not change, the number of ADA-eligible people in the county is estimated to grow by 78% between 2010 and 2030. The number of ADA-eligible people who are age 65 and older is projected to grow by 106%.

Figure 2-4 Increase in the ADA Paratransit Eligible Population

	Number ADA Eligible (by Age Category)						Cumulative Increase	
	Under 50	50–64	65–74	75–84	85 +	Total	Age 65+	Total
2010	1,105	1,517	1,206	1,824	2,915	8,567		
2015	1,144	1,675	1,699	2,037	3,547	10,102	23%	18%
2020	1,207	1,728	2,192	2,534	3,863	11,524	44%	35%
2025	1,259	1,685	2,539	3,565	4,215	13,263	74%	55%
2030	1,305	1,664	2,723	4,552	4,998	15,242	106%	78%

Source: Age profile of ADA eligible people from MTC's Regional Eligibility Database (RED), 2004

It is possible that older people will have fewer disabilities in the future than they do today. A report prepared for the California Long Range Strategic Plan on Aging[4] cites evidence that the rate of disabilities among older people is declining, but also notes that there is still considerable controversy among experts about these trends.

In planning future transportation services for older people, a crucial issue will be where those older people will live within Solano County. This issue has been explored using projections for each Census tract prepared by the Association of Bay Area Governments. The projections show the expected population in each Census tract in 2035. A set of maps at the end of this chapter illustrate the trends indicated by these projections; for the four main areas of Solano County, the maps show the current density of the senior population (2010) and the projected density for the year 2035. See Figures 2-5 through 2-12.[5]

As in the previous study, these maps show that there will be a high level of growth in nearly every part of the county. For the most part, places that have above average levels of older population will continue to have above average levels in 2035. However, some of the greatest increases are indicated in areas that now have just average levels of older population, including some that have limited levels of transit service, and are worthy of monitoring for growth in the population of seniors in the coming years. These areas include:

- The southwest section of the City of Dixon
- The southwestern portion of Vacaville

[3] Age profile of ADA eligible people from MTC's Regional Eligibility Database (RED), 2004
[4] Ronald Lee et. al., The Growth and Aging of California's Population: Demographic and Fiscal Projections, Characteristics and Service Needs," California Policy Research Center, University of California, Berkeley CA, 2003.
[5] For the sake of presentation, it has been assumed that all persons live within incorporated boundaries. In many cases census tracts include an incorporated area and much larger adjacent rural areas that in fact have very few residents. Coloring these large areas would create a false impression of large masses of population, when in fact most (though not all) of the people live in far more limited areas.

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- Fairfield north of Airbase Parkway and east of I-80
- Northeastern Vallejo
- The City of Benicia

A few areas that now have above average concentrations of seniors, including much of central Vallejo, will see relatively little growth.

There are certain cities, such as Rio Vista and Dixon, which have sufficient numbers of seniors so that they appear on the distribution map, but they are spread out at low enough densities that the higher density does not appear on the density map. This suggests that traditional fixed-route service, which relies on concentrations of population densities, may not be appropriate in these areas.

While this indication of service coverage is one important indicator of the likelihood of usage by an older adult, it does not indicate how frequently the bus travels on this route. The density map addresses this issue by using different colors and line patterns for different levels of frequency. This provides the reader with a more complete picture of the usability of the service, rather than simply relying on area coverage.

Income Levels

One final issue that needs to be taken into account when considering the mobility of seniors and people with disabilities is their income relative to other county residents. Relatively high transit and paratransit fares can represent a significant barrier to public transit usage for those on fixed incomes.

While the 2008 American Community Survey does not specifically provide information on income levels of people with disabilities, estimates are provided for those of the different age cohorts. The median household income in 2008 in Solano County was approximately $70,600. Among seniors, however, the median income was $44,800 for those 65 years and older. This statistic should be taken into account in the development of strategies to address the mobility needs of the target population.

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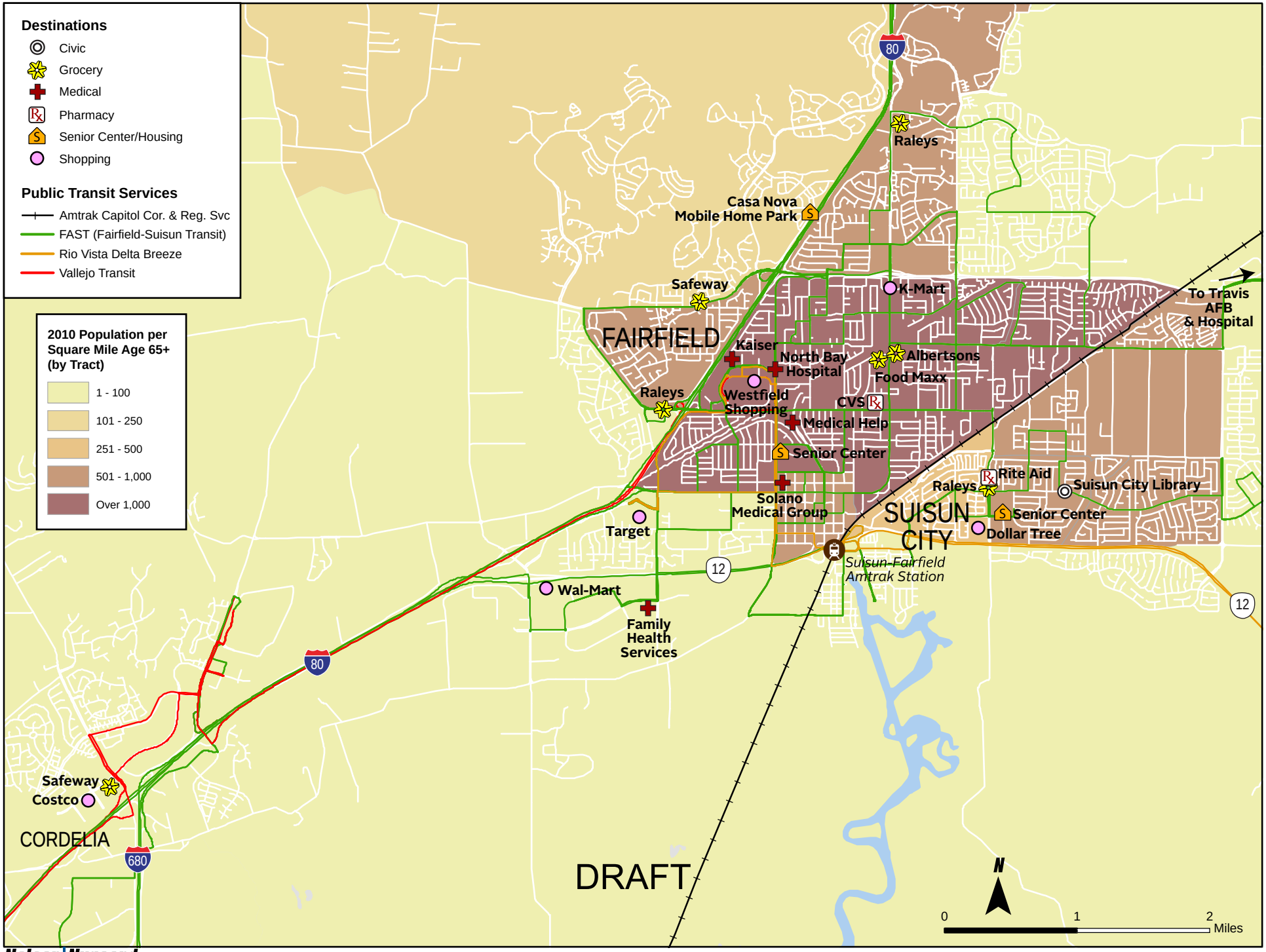
Figure 2-5 Senior Population Density, Dixon Area, 2010

Nelson | Nygaard consulting associates

Source: ABAG, Solano County GIS, ESRI

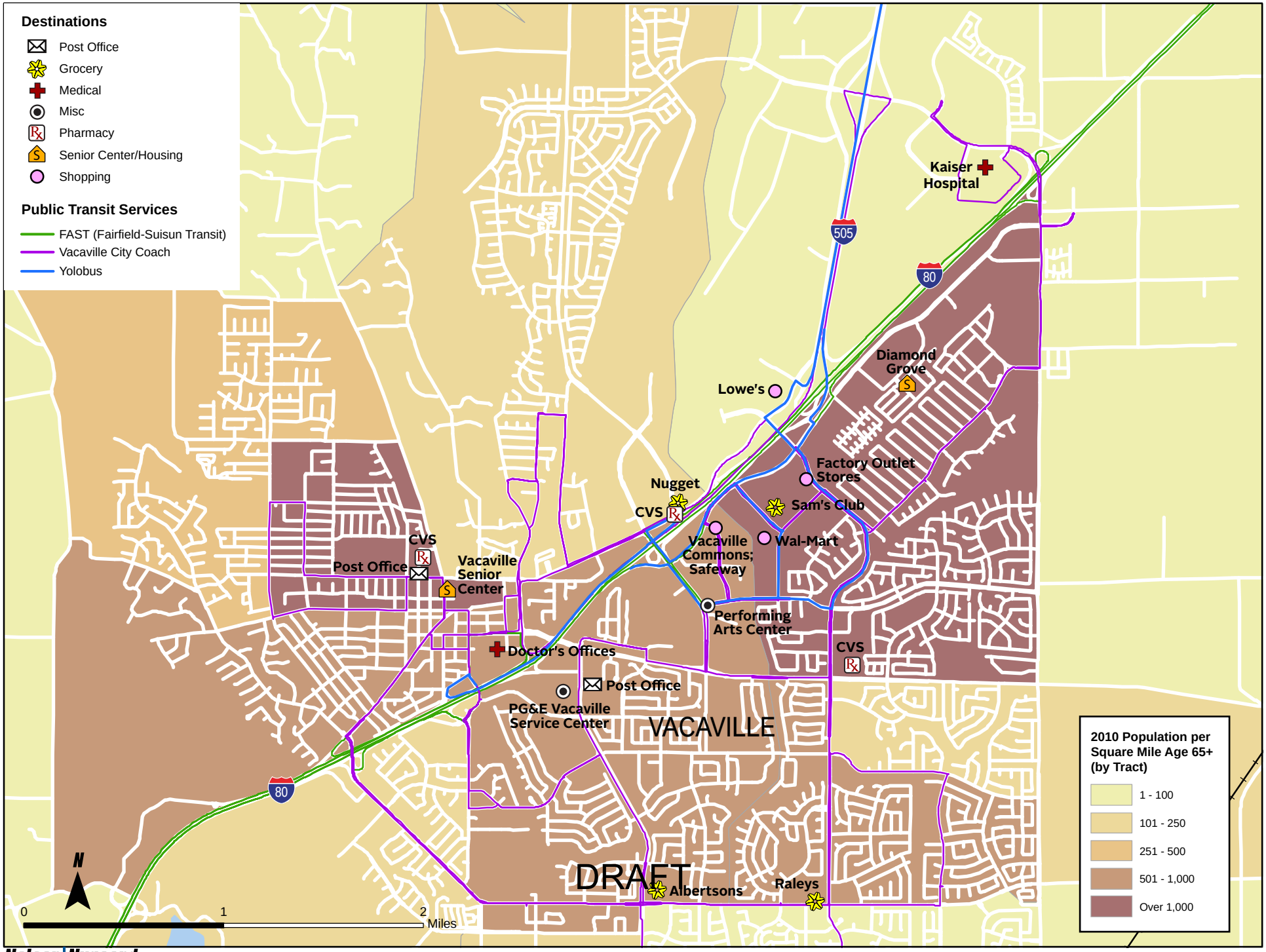
Figure 2-6 Senior Population Density, Fairfield Area, 2010



Nelson | Nygaard consulting associates

Source: ABAG, Solano County GIS, ESRI

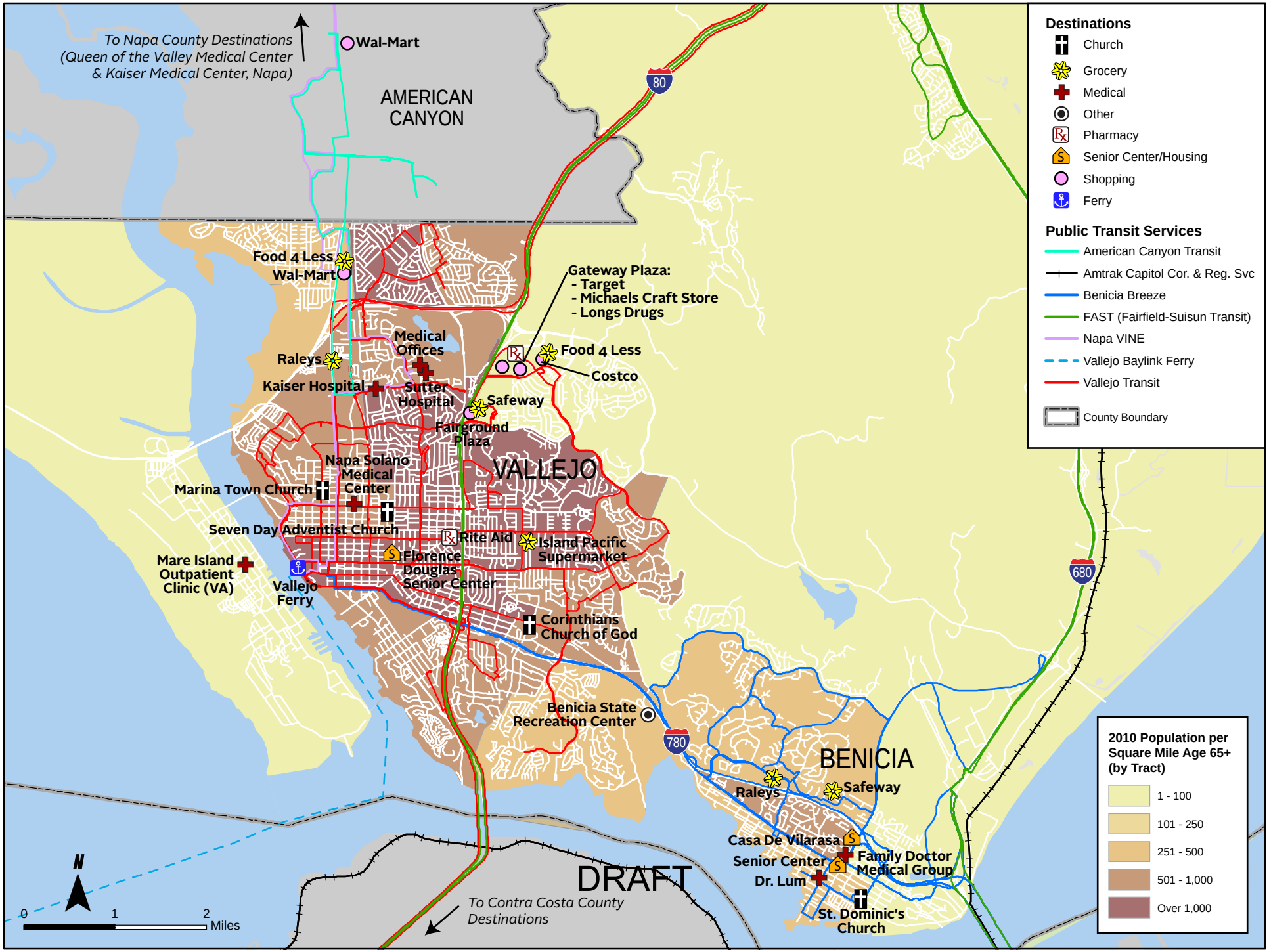
Figure 2-7 Senior Population Density, Vacaville Area, 2010



Nelson | Nygaard
consulting associates

Source: ABAG, Solano County GIS, ESRI

Figure 2-8 Senior Population Density, Vallejo Area, 2010



Nelson | Nygaard
consulting associates

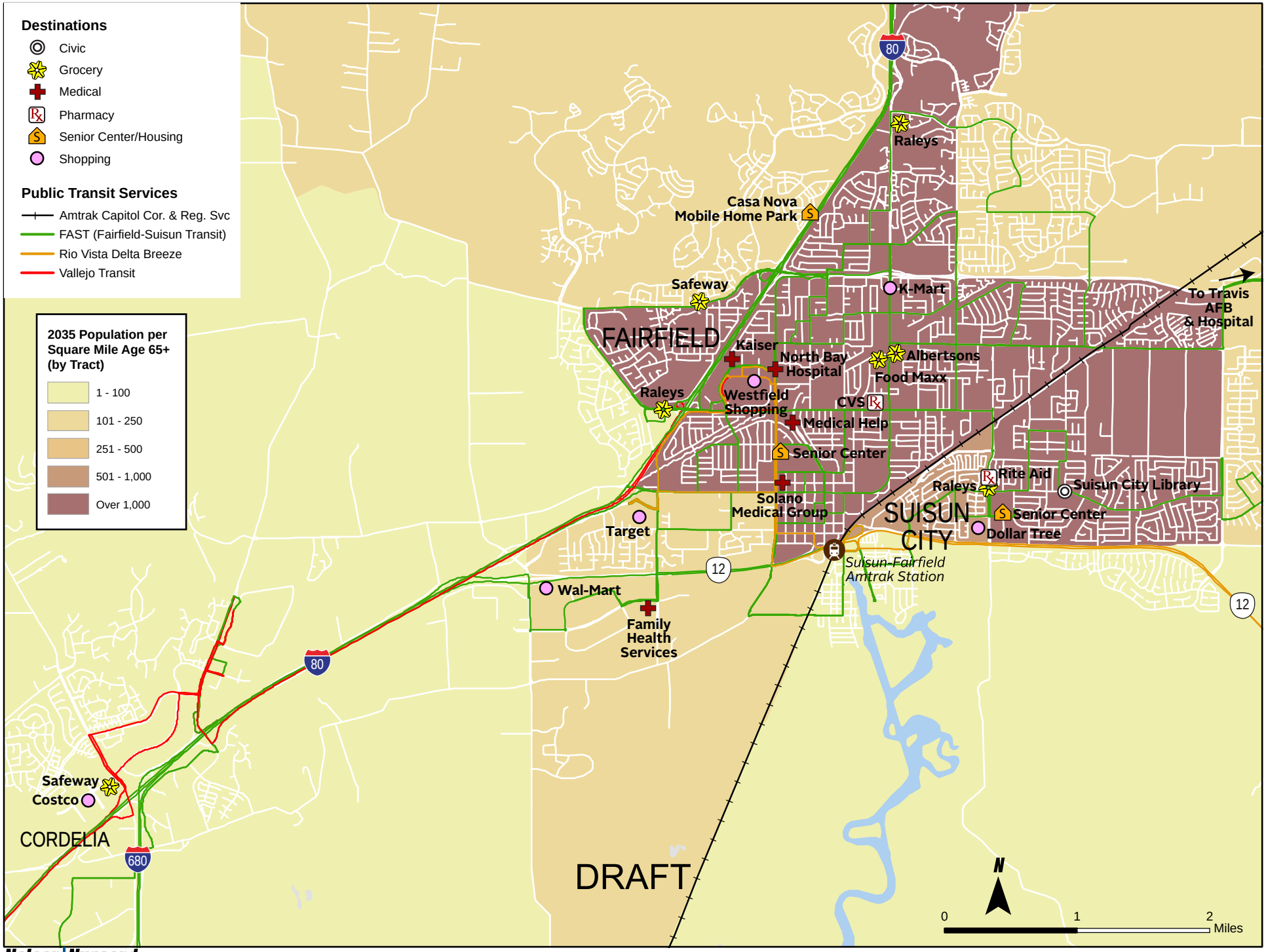
Source: ABAG, Solano County GIS, ESRI

Figure 2-9 Senior Population Density, Dixon Area, 2035

Nelson | Nygaard
consulting associates

Source: ABAG, Solano County GIS, ESRI

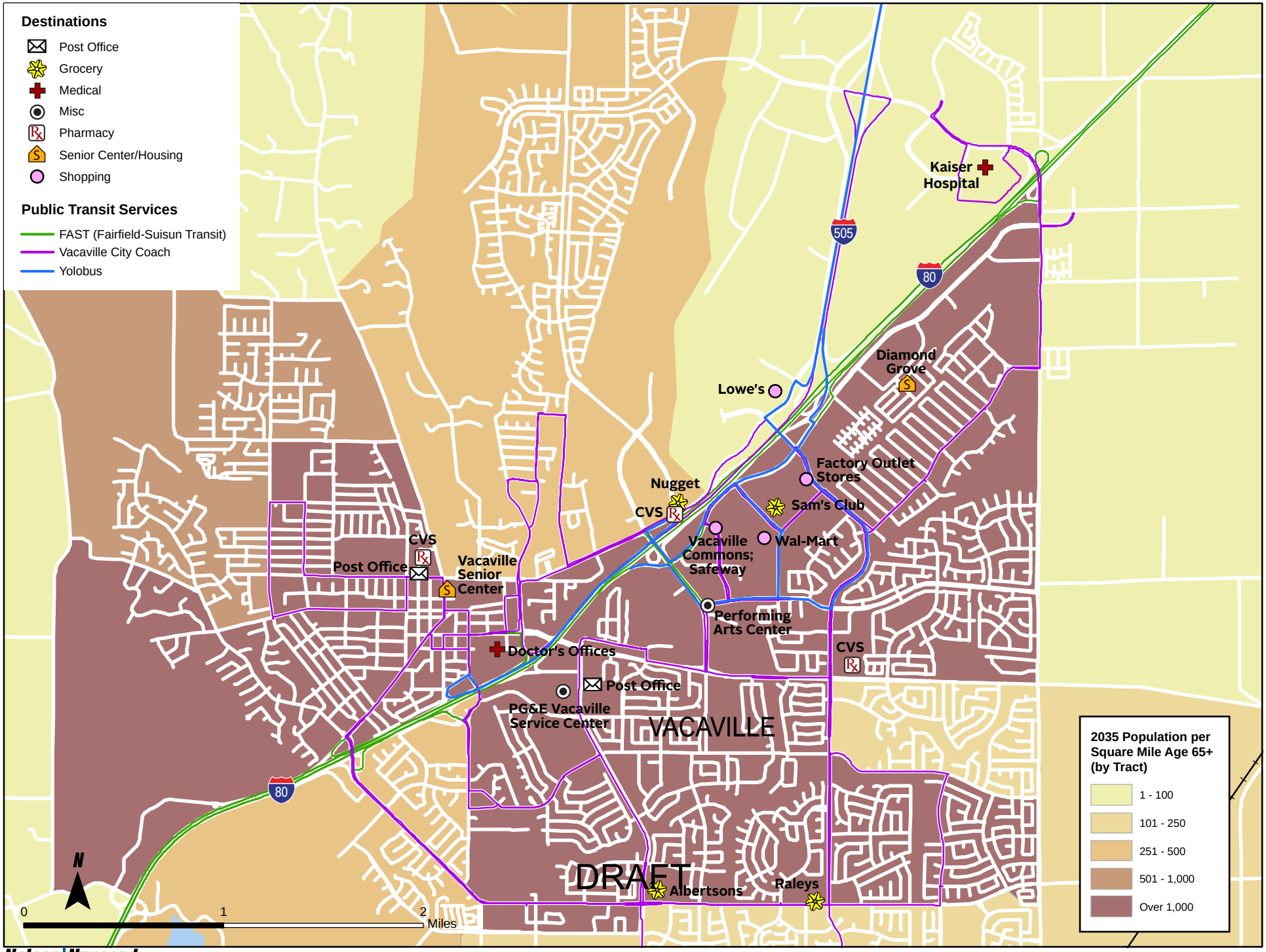
Figure 2-10 Senior Population Density, Fairfield Area, 2035



Nelson | Nygaard consulting associates

Source: ABAG, Solano County GIS, ESRI

Figure 2-11 Senior Population Density, Vacaville Area, 2035



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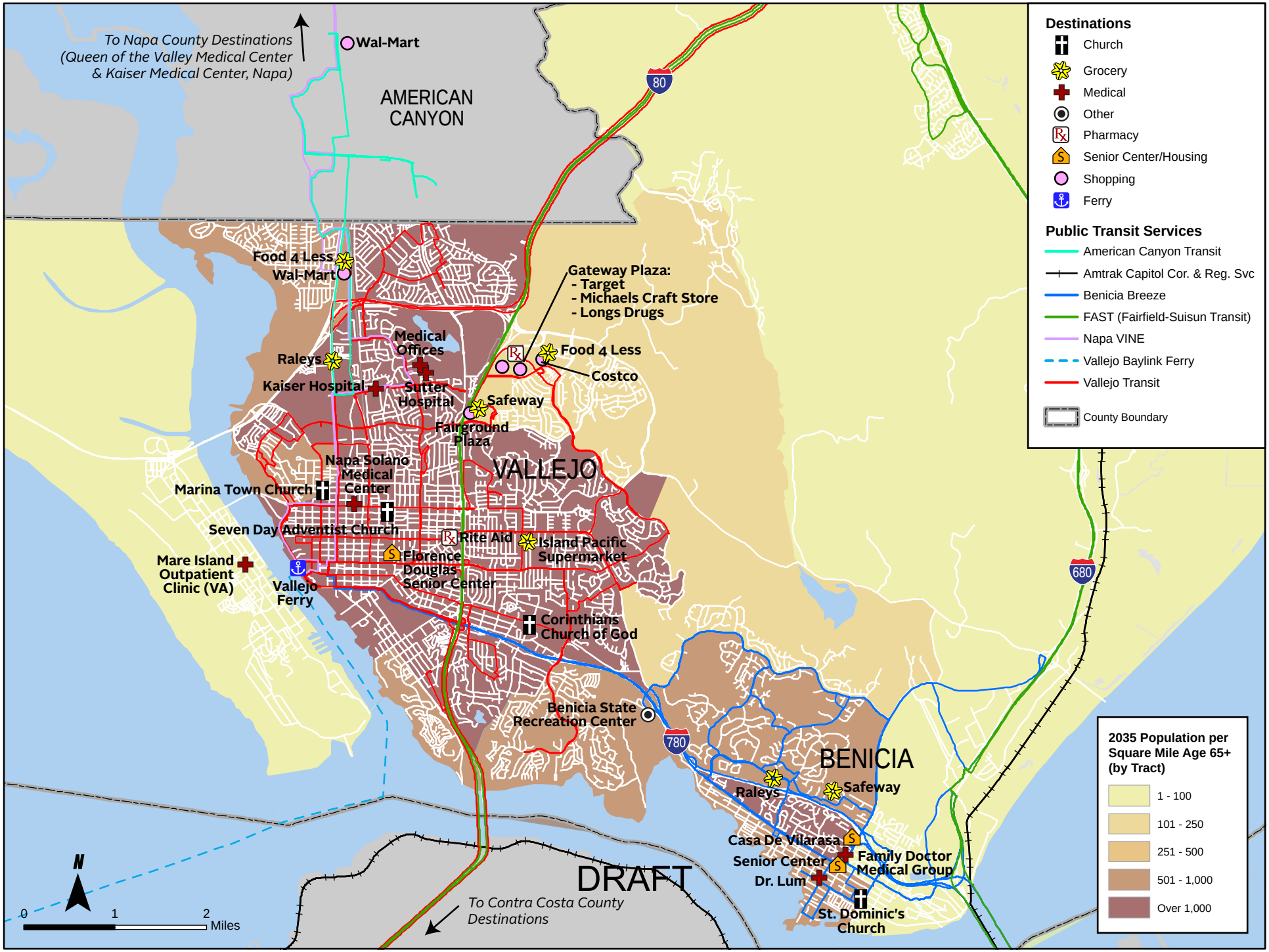
consulting associates

Source: ABAG, Solano County GIS, ESRI

Figure 2-12 Senior Population Density, Vallejo Area, 2035



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consulting associates

Source: ABAG, Solano County GIS, ESRI

Chapter 3. Existing Transportation Service Inventory

Solano County is served by several major transportation agencies that provide fixed route and paratransit bus service both within and between the major cities, as well as limited service into neighboring counties. The existing transportation available in Solano County is documented below in two sections: regional and intercity transportation, and transportation available within each of six city areas – Benicia, Dixon, Fairfield/Suisun City, Rio Vista, Vacaville, and Vallejo. Transportation services described in each section include fixed-route transit, dial-a-ride or paratransit service, taxi service, and specialized or limited transportation. These are followed by a section on resources for older drivers. A map of fixed-route public transit services can be found at the end of this chapter.

Regional and Intercity Transportation

Regional Transportation

The Capitol Corridor provides intercity train service with 16 daily round trips between Sacramento and Oakland. The Capitol Corridor is operated by Amtrak and administrated by the Capitol Corridor Joint Powers Board. In Solano County, residents are served by a station located in Suisun City at Highway 12 and Main Street. This service is planned for expansion with an additional stop in Fairfield/Vacaville. All trains and stations are wheelchair-accessible, and service animals are allowed on board.

Solano County is also served by Greyhound Bus service. Three stations are located in the county: at the Suisun City Intermodal station, the Vacaville Terminal, and in Vallejo. Service connects passengers with destinations in the Bay Area, California, and across the U.S. Passengers requiring buses with lifts or needing to bring a service animal on board are required to call Greyhound between 7 days and 48 hours in advance of departure to get an assistance approval code, and to insure that the bus serving that trip will have a wheelchair lift. Most of the stations are wheelchair-accessible.

The Baylink Ferry offers water transportation between the Vallejo Ferry Terminal and San Francisco's Pier 1. The ferry is in service every day of the week, and provides 12 round trips each weekday and 9 on weekend days. During FY 2009-10, Baylink carried 580,000 riders. The ferry service is currently operated by the City of Vallejo and provided by the Blue & Gold Fleet, although in October 2011, the newly formed San Francisco Bay Water Emergency Transportation Authority (WETA) is scheduled to begin assuming financial and management control of the system.

Intercity Transit

Organization

Solano Express is a coalition of five of six transit operators in greater Solano County that coordinates intercity transit services and provides regional connections to I-80 corridor cities and transit services, such as BART and Amtrak.

The Solano Transportation Authority (STA) provides significant coordination and management activities for the intercity bus system. STA hosts and staffs the Solano Express InterCity Transit Consortium, which meets on a monthly basis. The Solano Express InterCity Transit Consortium

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consists of representatives from each city and the county, and provides oversight for intercity transit services and marketing. STA's marketing budget for intercity transit was just over $275,000 in FY 2007-08 due to RM2 funding to market RM2 funded routes.

Recently Solano County has deliberated consolidating its transit services to simplify the system for riders, and to reduce administrative redundancies. As a result, Vallejo Transit and Benicia Breeze will be consolidated under a new Joint Powers Authority. Consolidation activities will be ongoing through fall of 2010, with a newly branded system rolled out to the public in the fall of 2011. The new JPA, to be called "SolTrans", is anticipated to be a 5 1/2-person agency housed in the new Vallejo transit center. Throughout this report, however, we will continue to refer to Vallejo Transit and Benicia Breeze as two agencies, since the consolidation is still in process.

Fixed-Route Intercity Services

Under the coordination and management of the STA, two transit operators (Fairfield and Suisun Transit and Vallejo Transit) provide intercity service within and beyond Solano County. In addition, Benicia Breeze, Rio Vista Delta Breeze, Napa VINE, and Yolobus also provide service connecting to points outside the county. These are shown in Figure 3-1 below. Four of the twelve intercity routes provide service to Contra Costa County, including BART stations, while other routes provide service to Napa, Yolo, Sacramento, and San Joaquin counties.

For the majority of routes within the Intercity transit system, overall ridership has increased in recent years. An average increase of 10.5% was seen between FY 2006-07 and FY 2007-08. Fairfield and Suisun Transit routes 40 and 90, as well as Vallejo Transit Route 85, increased close to 20%.

Figure 3-1 Intercity Transit and Regional Transit Connections

Transit Provider and Route	Cities Served	Hours of Operation	Frequency
Fairfield and Suisun Transit			
Route 20	Solano Mall, Fairfield Transportation Center, Ulatis Center, Vacaville Park & Ride	Mon - Fri: 6:45 AM to 7:30 PM Saturday: 9:30 AM to 5:30 PM	60 minutes
Route 30	Fairfield - Vacaville - Dixon - UC Davis – Sacramento	Mon - Fri: 6:00 AM to 7:00 PM Sat: 8:00 AM to 5:00 PM	Mon-Fri: 3 AM runs, 1 midday run, 3 PM runs. Sat: 3 runs total
Route 40	Vacaville - Fairfield -Benicia Park - Pleasant Hill BART – Walnut Creek BART	Weekdays only. Mon - Fri: 5:00 AM to 10:00 AM and 3:00 PM to 8:30 PM	30-60 minutes
Route 90	Suisun AMTRAK – Fairfield – El Cerrito Del Norte BART	Weekdays only. 4:00 AM – 8:00 PM	15-60 minutes

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Transit Provider and Route	Cities Served	Hours of Operation	Frequency
Vallejo Transit			
Route 78	Vallejo Baylink – Benicia – Pleasant Hill BART – Walnut Creek BART	Mon - Fri: 5:00 AM to 08:30 PM Saturday: 6:30 AM to 8:30 PM	Mon - Fri: 30 minutes Sat: 2 Hours
Route 80	Vallejo - Del Norte BART	Mon - Fri: 4:00 AM to 11:30 PM Saturday: 6:00 AM to 11:30 PM	15 to 50 minutes
Route 85	Vallejo - - Fairfield	Mon - Fri: 5:30 AM to 11:30 PM Saturday: 6:30 AM to 10:30 PM	30 to 60 minutes
Rio Vista Delta Breeze			
Route 50	Rio Vista – FF Transp Ctr-Suisun City Amtrak - Isleton	Mon - Fri: 5:00 AM to 6:00 PM Saturday: 11:00 AM to 6:00 PM	4-6 Weekday runs depending on requests. 2 Saturday runs.
Route 52	Rio Vista – Pittsburg Bay Point BART	Mon - Fri: 5:30AM to 7:00 PM Saturday: 8:30 AM to 8:00 PM	Weekday: 2 AM runs, 1 midday run, 2 PM runs. Saturday: 1 AM run, 1 PM run.
Vine Transit			
Route 10	Calistoga – Napa Valley College – Vallejo Ferry	Mon - Fri: 5:00 AM to 10:00 PM Saturday: 06:00 AM to 08:30 PM Sunday: 06:00 AM to 8:00 PM	1 – 2 Hours
YOLO Bus			
Line 220	Vacaville – Winters – UC Davis	Mon - Fri: 8:00 AM to 4:30 PM Saturday: 8:00 AM to5:00 PM	3 Daily runs
Benicia Breeze			
Route 76	Benicia – Diablo Valley College - Sun Valley Mall	Mon - Fri: 6:00 AM to 6:00 PM	2 AM runs, 1 midday run, 2 PM runs

Intercity Taxi Scrip Program

The Solano County Intercity Taxi Scrip Program is a flexible option for qualified ADA (Americans with Disabilities Act) paratransit certified riders. This service provides curb-to-curb, same day transportation between cities within Solano County. The Intercity Taxi Scrip Program began its first pilot phase in February of 2010.

To be eligible, the rider must be:

- An ADA paratransit certified resident of Solano County.
- Ambulatory or able to enter and exit a taxi without another person's help.

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In addition, any mobility device must be able to be folded for transport in the trunk of the taxi.

The program provides 24-hour on-call service between cities in Solano County for only 15% of the regular taxi fare. A scrip book containing $100 worth of scrip may be purchased for $15. As funding and resources become available, the pilot program is planned to also include non-ambulatory persons in Phase Two, and local service (within cities) in Phase Three.

The Intercity Taxi Scrip program is in addition to paratransit services available by public transit providers throughout Solano County. This program is not available for trips between Fairfield and Suisun City.

Emergency Ride Home Program

The Solano Transportation Authority's Solano/Napa Commuter Information (SNCI) offers an Emergency Ride Home (ERH) program, which provides an "emergency" or "back-up" ride home for an individual who has used a commute alternative like transit, carpool or vanpool, bicycle, or walked to get to work in Solano County. ERH is a free service in which the SNCI provides taxi vouchers or rental cars to ERH participants. Employers and employees must register with SNCI.

American Cancer Society

http://www.cancer.org/Treatment/SupportProgramsServices/Programs/road-to-recovery

The American Cancer Society Road to Recovery program provides transportation to and from treatment for people who have cancer who do not have a ride or are unable to drive themselves. Transportation is provided by volunteers for ambulatory Solano County cancer patients. Reservations must be made 72 hours in advance.

Area Agency on Aging Senior Escort Program

http://www.aaans.org/AAOA_Resource_Guide.pdf

The Area Agency on Aging offers seniors in Napa and Solano counties a senior escort program. The program provides assistance for older adults with physical or cognitive impairments which make it difficult to use public transit and paratransit. The service is available to low-income Vallejo residents aged 60 and over.

Connections For Life

www.connections4life.org

Connections for Life (CFL), formerly known as Solano Supported Living Services, works with clients who are developmentally disabled clients to provide various services such as housing, training, and activities. CFL runs the "Transportation Connection" program, coordinating transportation services for the clients of the North Bay Regional Center (NBRC) who attend day programs in Solano, Napa, and Sonoma Counties. CFL works with over 15 transportation vendors to provide transportation to over 1200 NBRC consumers daily from the three client counties.

Older Driver Resources

http://www.aarpdriversafety.org/

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While not a transit service, worth noting here is a program offered to keep older people driving longer and more safely. The AARP (formerly American Association of Retired Persons) conducts

several online and classroom courses for older drivers. Most courses require a time commitment of 8 hours – classes are usually taught in two four-hour sessions, and occasionally during one day. Online classes cost $16 per person for AARP members and $20 per person for non-members. Classroom course are offered several times throughout the year in Vallejo and Vacaville as well as nearby Sacramento and Contra Costa Counties.

Solano Paratransit

Solano Paratransit, which had been serving the cities of Dixon, Fairfield, Suisun City, Vacaville, and the County unincorporated areas around these cities, was dissolved on July 1, 2009. The intercity paratransit service for ADA eligible riders is now provided by the local transit operators serving those communities.

Existing Transportation by City

In addition to the regional and inter-county and city services detailed above, each city in Solano County (except Suisun City) has at least one of its own public transportation systems – usually either a fixed-route service and paratransit combination, or a general public dial-a-ride (DAR). In addition to these public transportation services, many cities also benefit from specialized transportation (usually limited to certain populations such as apartment complex residents or seniors) or taxis. The matrix in Figure 3-2 briefly summarizes the transportation available in each of the Solano County cities – Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, and Vallejo and the unincorporated area. These are outlined in greater detail in the subsequent sections below. The following descriptions of existing transit services are drawn largely from the Solano County 2009 Congestion Management update.

Figure 3-2 Summary of Transportation Services Available in Solano County Cities

City	Fixed-Route Transit	Paratransit or General DAR	Subsidized Taxi Service	Volunteer Driver Program	Intercity or Intercounty Service
Benicia	Benicia Breeze	Benicia Breeze Paratransit	yes	no	Benicia Breeze (Route 76)
Vallejo	Vallejo Transit	Paratransit (Vallejo Runabout)	yes	no	Vallejo Transit Route 78, 80, 85 Vine Transit 10
Fairfield	Fairfield/Suisun Transit (FAST)	Paratransit (DART)	yes	yes	FAST Route 20, 30, 40, 90 Rio Vista Route 50
Suisun City	Fairfield/Suisun Transit	Paratransit (DART)	yes	no	Fairfield Transit Route 40, 90 Rio Vista Route 50
Vacaville	Vacaville City Coach	Paratransit (Special Services)	yes	no	Fairfield Transit Route 20, 30, 40 Yolobus Route 220

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City	Fixed-Route Transit	Paratransit or General DAR	Subsidized Taxi Service	Volunteer Driver Program	Intercity or Intercounty Service
Dixon	None	Readi - Ride	yes	no	FAST Route 30
Rio Vista	Flex-routes	Rio Vista Delta Breeze	Yes	no	Rio Vista Delta Breeze
County of Solano	None	Private contractor	Yes	No	Very limited

Benicia Breeze

The City of Benicia operates three fixed-route services shown in Figure 3-3 below, in addition to Routes 15 and 17 that are intended for middle school and high-school students, and operate only during the school year. Route 21 and Route 22 operate as flex routes, with designated time points during commute hours, and a deviated fixed route during mid-day evening. Base fares are $1.75 for adult and youth riders and $0.85 for senior/disabled passengers. Benicia Breeze also operates intercity route 76, which serves destinations within Benicia, as well as Diablo Valley College, and the Sun Valley Mall in Contra Costa County.

Figure 3-3 Benicia Breeze Flex/ Fixed Route Transit

Benicia Breeze	Route	Hours of Operation	Frequency	Fare
Route 21	Northwest Benicia	Mon - Fri: 6:00 AM to 8:30 PM	3 AM runs, 3 PM runs, Dial-A-Ride midday and evening	Local (Routes 21 & 22): Adult: $1.75 Youth (6-18): $1.75 Senior/Disabled: $0.85 Intercity (Route 76): Adult: $4.50 Youth: $4.50 Senior/Disabled: $2.25 Dial A Ride: Adult: $2.00 Youth: $2.00 Senior/Disabled: $1.25
Route 22	Northeast Benicia	Mon - Fri: 6:00 AM to 7:00 PM	2 AM runs, 2 PM runs, Dial-A-Ride midday and evening	
Route 76	Benicia – Diablo Valley College - Sun Valley Mall	Mon - Fri: 6:00 AM to 6:00 PM	2 AM runs, 1 midday run, 2 PM runs	

Benicia operates one dedicated ADA paratransit vehicle within ¾ mile of fixed-route services. Service hours are Monday through Friday,: 8:00 AM to 4:00 PM and Saturday,: 6:30 AM to 9:00 PM; riders are charged $30.00 for a 10-ride pass.

In addition to fixed-route and paratransit services, a subsidized taxi scrip program is also available. Riders are charged $5.00 for a book of 10 taxi scrip coupons.

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For the FY 2009-10, Benicia Breeze carried a 55,000 passengers on its system. Benicia Breeze had a total operating cost of $1.1million. The farebox recovery rate was 20% .

Vallejo Transit

The City of Vallejo has one of the more extensive public transit services in Solano County. Fixed-route service is offered on seven regular local routes within Vallejo, as well as three intercity and intercounty routes, paratransit, subsidized taxi, and Baylink ferry service to San Francisco.

Fixed-Route Transit

Fixed-route service within Vallejo operates Monday through Saturday using a fleet of 32 buses. Frequencies range from 30-60 minutes. The fares for local service are $1.75 for adults, $1.75 for youth, and $0.85 for seniors and riders with disabilities.

Vallejo also operates three intercity express routes that connect Vallejo to Fairfield, as well as the El Cerrito Del Norte, Pleasant Hill, and Walnut Creek BART stations in Contra Costa County. Service is available six days per week during commute hours, from as early as 4:00 AM to 11:30 PM in the evening. Intercity service is $4.50-$5.00 for adult and youth, and $2.25-$2.50 for senior and riders with disabilities.

Vallejo Transit had approximately 1,5 million riders on its ten local and intercity routes in FY 2009-10,. The farebox recovery rate for FY 2009-10 was 35%, with total operating costs (for fixed-route bus) of $8.6 million. [1]

Figure 3-4 illustrates Vallejo Transit fixed routes.

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[1] MTC Statistical Summary of Bay Area Transit Providers, May 2010

Figure 3-4 Vallejo Transit Operations

Vallejo Transit	Route	Hours of Operation	Frequency	Fare
Route 1 Rancho Vallejo/South Vallejo	Vallejo	Mon - Fri: 5:00 AM to 8:30 PM Sat: 6:00 AM to 11:00 PM	30-60 minutes	**Local Service:** Cash: Adult (19-59): $1.75 Youth (6-18): $1.75 Senior/Disabled: $0.85 Monthly City passes: Adult (19-59): $55.20 Youth (6-18): $42.20 Senior/Disabled: $27.60 10-Ride Tickets: Adult (19-59): $15.60 Youth (6-18): $12.00 Senior/Disabled: $7.20 **Benicia to BART & Vallejo to BART:** Adult/Youth: $4.50 Senior/Disabled: $2.25 **Vallejo to El Cerrito Del Norte BART (2-zone):** Adult/Youth: $5.00 Senior/Disabled: $2.50
Route 2 North Vallejo/Downtown	Vallejo - North Vallejo	Mon - Fri: 5:00 AM to 8:00 PM Sat: 6:30 AM to 10:30 PM	60 minutes	
Route 3 Glen Cove/Georgia Street	Vallejo	Mon - Fri: 6:30 AM to 3:30 PM	Mon - Fri: 1 AM Run, 1 PM Run	
Route 4 Tuolumne Street	Vallejo - Sutter Medical Center, Broadway Medical Center	Mon - Fri: 7:00 AM to 7:00 PM Sat: 9:30 AM to 5:00 PM	60 minutes	
Route 5 Redwood / Springs Road	Vallejo - Ferry Terminal, Costco	Mon - Fri: 05:30 AM to 8:30 PM Weekend: 6:30 AM to 6:30 PM	Mon - Fri: 30 minutes Weekend: 60 minutes	
Route 6 Beverly Hills / Tennessee	Vallejo	Mon - Fri: 5:30 AM to 8:30 PM Sat: 7:00 AM to 8:00 PM	60 minutes	
Route 7 Springs Rd/Redwood	Vallejo - Ferry Terminal, Costco	Mon - Sat: 5:30 AM to 8:00 PM	30-60 minutes	
Route 78	Vallejo - Ferry Terminal, Walnut Creek BART	Mon - Fri: 5:00 AM to 8:30 PM Sat: 6:30 AM to 8:30 PM	Mon - Fri: 30 minutes Sat: 2 Hours	
Route 80	Vallejo - Del Norte BART	Mon - Fri: 4:00 AM to 11:30 PM Saturday: 6:00 AM to 11:30 PM	15 to 50 minutes	
Route 85	Vallejo - Fairfield	Mon - Fri: 5:30 AM to 11:30 PM Sat: 6:30 AM to 10:30 PM	Mon- Fri: 30-60 minutes Sat: 2 Hours	

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Paratransit and Other Transportation

In 1995, the City of Vallejo began operation of Vallejo Runabout, a paratransit service for ADA-eligible individuals. Runabout operates Monday through Saturday from 7:00 AM to 7:00 PM, providing curb-to-curb transportation to destinations within Vallejo, to BART, and limited service to destinations in Fairfield and Suisun City. People with ADA eligible disabilities have access to the service, and there is no age limit. Trip reservations must be made by 7:00 PM the day prior and can be made up to 7 days in advance. The fare is $3.50 each way within Vallejo or Benicia, and $6.00 for destinations outside of those two cities. In FY 2009-10, paratransit and taxi services cost were $1.3million and carried over 75,000 passengers.

Vallejo also has a 40% subsidized fare taxi program for seniors and ambulatory riders with disabilities persons. Service is available 24 hours a day, seven days a week.

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Fairfield and Suisun City Transit (FAST)

Fixed-Route Transit

The cities of Fairfield and Suisun City have a combined transit system that provides a total of twelve routes both within city limits as well as cities in other parts of Solano County and other counties. Figure 3-5 shows a complete list of routes, with hours of operation, frequency, and fares.

Eight of the Fairfield and Suisun Transit (FAST) routes serve destinations only within the two cities. Service is offered Monday through Saturday with average hours of operation from 7:00 AM to 7:00 PM.

FAST also manages four intercity routes – Routes 20, 30, 40, and 90. Route 20 provides service between Solano Mall in Fairfield and the Vacaville Transit Center; and Route 30 provides seven weekday round trips between Fairfield, Vacaville, Dixon, Davis and Sacramento. Route 40 operates between Vacaville and Pleasant Hill and Walnut Creek BART stations, and Route 90 operates between Fairfield and the El Cerrito Del Norte BART. The regular fare for local service is $1.50, with a 50% discount for seniors and people with disabilities. Intercity service fares range from $2.75 to $6.75, while the fare to Travis Air Force Base is $1.

In 2009-10, the fixed-route system had an annual ridership of 1 million passengers. Total fixed-route expenses for 2009-10 were $7.7million with a farebox recovery rate of 27%.

Figure 3-5 Fairfield and Suisun Transit Fixed Route Service

Fairfield/ Suisun Transit	Route	Hours of Operation	Frequency
Route 1A, 1B	Fairfield - Westfield Mall - Albertson's - Senior Center	Mon - Fri: 6:00 AM to 7:00 PM Saturday: 9:00 AM to 5:30 PM	30-45 minutes
Route 2	Westfield Mall - Albertson's - Travis AFB - David Grant Medical Center	Mon - Fri: 5:30 AM to 7:00 PM Saturday: 9:00 AM to 6:00 PM	30 minutes
Route 3A, 3B	Westfield Mall - Senior Center	Mon - Fri: 6:30 AM to 7:30 PM Saturday: 9:00 AM to 5:30 PM	30 -60 minutes
Route 4	Raley's - K-Mart	Mon - Fri: 6:30 AM to 6:00 PM Saturday: 12:30 PM to 6:00 PM	60 minutes
Route 5	Westfield Mall - Fairfield City Hall - Suisun City Amtrak - Suisun City Hall	Mon - Fri: 7:00 AM to 7:30 PM Saturday: 9:00 AM to 5:30 PM	Mon-Fri: 30 minutes Sat: 60 minutes
Route 6	Westfield Mall - YMCA	Mon - Fri: 6:30 AM to 7:30 PM Saturday: 9:30 AM to 6:00 PM	Mon-Fri: 30 minutes Sat: 60 minutes
Route 7	Westfield Mall - Fairfield Senior Center - Wal-Mart	Mon - Fri: 6:00 AM to 7:00 PM Saturday: 11:00 AM to 6:00 PM	60 minutes

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Fairfield/ Suisun Transit	Route	Hours of Operation	Frequency
Route 8	Westfield Mall - Amtrak	Mon - Fri: 7:00 AM to 7:00 PM Saturday: 9:00 AM to 6:00 PM	60 minutes
Route 20	Solano Mall, Fairfield Transportation Center, Ulatis Center, Vacaville Park & Ride	Mon - Fri: 6:45 AM to 7:30 PM Saturday: 9:30 AM to 5:30 PM	60 minutes
Route 30	Fairfield - Vacaville - Dixon - UC Davis – Sacramento	Mon - Fri: 6:00 AM to 7:00 PM Sat: 8:00 AM to 5:00 PM	Mon-Fri: 3 AM runs, 1 midday run, 3 PM runs. Sat: 3 runs total
Route 40	Vacaville - Fairfield -Benicia Park - Pleasant Hill BART – Walnut Creek BART	Weekdays only. Mon - Fri: 5:00 AM to 10:00 AM and 3:00 PM to 8:30 PM	30-60 minutes
Route 90	Suisun AMTRAK – Fairfield – El Cerrito Del Norte BART	Weekdays only. 4:00 AM – 8:00 PM	15-60 minutes

Paratransit and Other Transportation

In addition to the fixed-route transit system, Fairfield/Suisun Transit provides three transportation services geared towards the elderly and riders with disabilities – the Fairfield and Suisun Dial-a-Ride Transit (DART), subsidized taxi fare service, and a volunteer driver program. The combined cost of these services is $1.6m annually and they make over 60,000 passenger trips.

The DART service provides door-to-door service within the city limits of Fairfield and Suisun City for eligible people with disabilities that prevent them from utilizing fixed-route bus services. It operates Monday through Friday from 6:00 AM to 8:00 PM and on Saturday from 8:00 AM to 6:30 PM. Fares are $3.00 per ride.

The reduced fare taxi service is also available to Fairfield and Suisun City residents 24 hours a day, at half the metered fare. To be eligible for the subsidized taxi fares, persons must qualify through an application process based on age and residence. In general, those wishing to utilize the service must be at least 60 years old, and live within Fairfield, Suisun, or a nearby unincorporated area. Reservations are required for all trips.

Fairfield also has a volunteer driver program provided through the "Friends of the Fairfield Senior Center", a private non-profit organization. The service is designed to transport persons who are 50 years or older, and operates in the central City of Fairfield only. It operates from the Fairfield Senior Center Monday through Friday between 9:00 AM and 3:00 PM. Fares are $1.25 per ride. The program uses vans that are not wheelchair accessible, so users of the service must be fairly mobile. Trips are restricted to the Fairfield Senior Center, medical/dental offices, filling prescriptions, and the passenger's home. No other trips, such as shopping or socializing, are allowed.

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Vacaville – City Coach

Fixed-Route Transit

The City of Vacaville offers intracity fixed-route service through the Vacaville City Coach. Figure 3-6 shows the routes and operating parameters for the service. There are five fixed routes and two fixed-route "tripper" services that operate during commute times. Routes operate every 30 minutes within Vacaville only, Monday through Friday from 7:00 AM to 6:00 PM, and Saturdays from 9:00 AM to 4:30 PM. The fare structure is $1.50 for adults, $1.25 for youth (6-17), and $0.75 for senior/riders with disabilities. In FY 2009-10 City Coach had an annual ridership of over 400,000 passengers.

Figure 3-6 Vacaville City Coach Fixed Route Transit

Vacaville City Coach	Route	Hours of Operation	Frequency	Fare
Route 3	Northeast Vacaville	Mon - Fri: 7:00 AM to 6:30 PM Saturday: 9:00 AM to 5:30 PM	30 minutes	**Local Service:** Cash: Adult (19-59): $1.50 Youth (6-18): $1.25 Senior/Disabled: $0.75 Special Services: $2.00 Monthly Passes: Adult (19-59): $36 Youth (6-18): $21 Senior/Disabled: $18 Day Pass: Regular: $3.25 Senior/Disabled: $2.00
Route 4	Northeast Vacaville - Leisure Town	Mon - Fri: 7:00 AM to 5:30 PM Saturday: 9:00 AM to 5:00 PM	30 minutes	
Route 5	South Central Vacaville	Mon - Fri: 7:00 AM to 6:30 PM Saturday: 9:00 AM to 5:30 PM	30 minutes	
Route 6	North Vacaville	Mon - Fri: 6:30 AM to 6:00 PM Saturday: 9:00 AM to 5:00 PM	30 minutes	
Route 8	South Vacaville	Mon - Fri: 7:00 AM to 6:00 PM Saturday: 9:00 AM to 5:00 PM	30 minutes	
Tripper	AM Route (14 stops) PM Route (7-10 stops)	Monday – Friday: AM 6:40 AM - 7:39 AM PM 1:42 PM - 3:50 PM depending on day	One AM run One PM run	

Paratransit and Other Transportation

Vacaville elderly and riders with disabilities have three other alternative transportation options – Vacaville's Special Services paratransit, subsidized taxi fares, or the faith-based Ride with Pride program.

The Special Services paratransit program operates Monday through Friday from 6:30 AM to 6:30 PM, and Saturdays from 8:30 AM to 5:00 PM. One-Way ADA Fare is $2.00 and a 20-Ride ADA Punch Pass is $39.00. In addition, passengers residing within ¾ of a mile of the service area of Fairfield and Suisun Transit's Route 20 are served by FAST's local paratransit service known as DART. In FY 2009-10 City Coach Special Services and taxi programs completed 30,000 rides.

A second transportation alternative is the Half Fare Discount Taxi Scrip Program, which is administered by the City of Vacaville, and provides qualified individuals the opportunity to use the services of Vacaville's local taxi cab companies at half the regular fare. Taxi cab services through

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the use of this program are limited to the city limits of the City of Vacaville and to senior and riders with disabilities r in the unincorporated area adjacent to Vacaville's city limits.

Senior or riders with disabilities also have access to the Ride with Pride Program, a service provided by the Faith in Action non-profit organization. Ride with Pride is based at the McBride Senior Center and provides transportation to various destinations, primarily to and from medical or social service programs. Service is provided county-wide, with about 26% (or 150) of the riders coming from Vacaville. Vacaville residents take about 1,700 trips annually. This program transports several persons per vehicle on a predetermined route. To qualify for this service, a rider must be either an ambulatory non-driving senior (60+), or have a debilitating illness. There is no fare, but a $5 per ride donation is suggested. The latest data available shows that the program provides 40-50 rides a week to seniors within Vacaville.

Rio Vista - Delta Breeze

The Rio Vista Delta Breeze operates two deviated intercity fixed routes that provide service within Rio Vista and Isleton as well as destinations in Fairfield and Contra Costa County. The two routes operate Monday through Friday from 5:30 AM to 8:00 PM and on Saturday from 10:00 AM to 8:30 PM. Fares range from $1.75 for local service and $6.00 for intercity service. Rio Vista Delta Breeze also utilizes its deviated fixed routes as an ADA paratransit service for eligible riders. Rio Vista Delta Breeze carried 14,000 passengers system wide in FY 2009-10. Operating costs for that year were $445,000.

Rio Vista also offers a general public dial-a-ride service (Rt. 51) for Rio Vista residents that serves destinations within Rio Vista and Isleton, as well as resort communities along State Route 160 between the Antioch Bridge and Isleton. Service operates Monday, Wednesday, and Friday from 9:30AM – 3:30PM and Tuesday and Thursday from 3:00 PM to 5:00 PM. Evening service provided school days only from 5:00 PM to 7:00 PM.

A Taxi Scrip Program is also available for Rio Vista residents year round, seven days a week, any time with certain restrictions for seniors 55 and older and persons with disabilities.

Figure 3-7 Rio Vista Delta Breeze Transit

Delta Breeze	Route	Hours of Operation	Frequency	Fare
Route 50	Isleton-Rio Vista – Fairfield Transp. Ctr – Suisun City Amtrak	Mon - Fri: 5:00 AM to 6:00 PM Saturday: 11:00 AM to 6:00 PM	4-6 Weekday runs depending on requests. 2 Saturday runs.	Local : General: $1.75 Senior Discount: $0.75 Intercity: Adult: $6.00
Route 51	Rio Vista	M-F, varies by day 9:30-3:30; 3:00-5:00pm; 5:00-7:00pm	General public dial-a-ride	
Route 52	Rio Vista – Pittsburg Bay Point BART	Mon - Fri: 5:30AM to 7:00 PM Saturday: 8:30 AM to 8:00 PM	Weekday: 2 AM runs, 1 midday run, 2 PM runs. Saturday: 1 AM run, 1 PM run.	

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Dixon Readi-Ride

The City of Dixon operates the general public dial-a-ride service, “Readi-Ride”, that provides door-to-door service within Dixon city limits. The system is in service between the hours of 7:00-6:00 PM Monday through Friday. The City also operates one bus on Saturdays between 8 AM and 5 PM. During FY 2009-10 the service provided 46,000 passenger trips. Dixon Readi-Ride had a 14% fare box recovery rate during FY 2009-10. The total operating cost for FY 2007-08 was $580,000.

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Summary, Transit Services for Senior & People with Disabilities

There are several public transportation services available to senior or disabled residents within Solano County. Multiple programs are currently in operation at both the county-wide and municipal level. These include a wide range of initiatives including paratransit services, subsidized taxi programs, and volunteer driver programs. Figure 3-8 summarizes all transportation services in Solano County intended for senior or riders with disabilities.

Figure 3-8 Existing Transit Services for Seniors and People with disabilities

Organization	Service	Eligibility
County Wide Services		
Solano County Intercity Taxi Scrip Program	Subsidized taxi	ADA Paratransit eligible Solano residents
American Cancer Society	Private van	Ambulatory Cancer Patients within Solano
Benicia		
Benicia Breeze Paratransit	Paratransit	ADA Paratransit eligible residents of Benicia
Taxi Scrip Program	Subsidized taxi	Senior and disabled residents of Benicia and Vallejo
Dixon		
Readi-Ride	Public Dial-A-Ride	ADA Service to Davis and Vacaville
Fairfield / Suisun		
DART	Paratransit	ADA Paratransit eligible residents of Fairfield and Suisun City
Half-Fare Taxi Program	Subsidized taxi	Fairfield residents over 60 years of age
Friends of Fairfield Senior Center	Volunteer driver program	Ambulatory Fairfield residents over 50 years of age
Rio Vista		
Delta Breeze	Deviated fixed-route system	ADA Paratransit eligible residents of Rio Vista deviations reduced fare
Taxi Scrip Program	Subsidized taxi	Senior and disabled residents of Rio Vista
Vacaville		
City Coach Special Services	Paratransit	ADA Paratransit eligible Vacaville residents
Ride with Pride	Volunteer driver program	Senior or Vacaville residents with disabilities
Half-Fare Taxi Program	Subsidized taxi	Senior or Vacaville residents with disabilities

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Organization	Service	Eligibility
Vallejo		
RunAbout	Paratransit	ADA-eligible Vallejo residents
40% Subsidized-Fare Taxi Program	Subsidized taxi	Seniors and ambulatory Vallejo residents with disabilities

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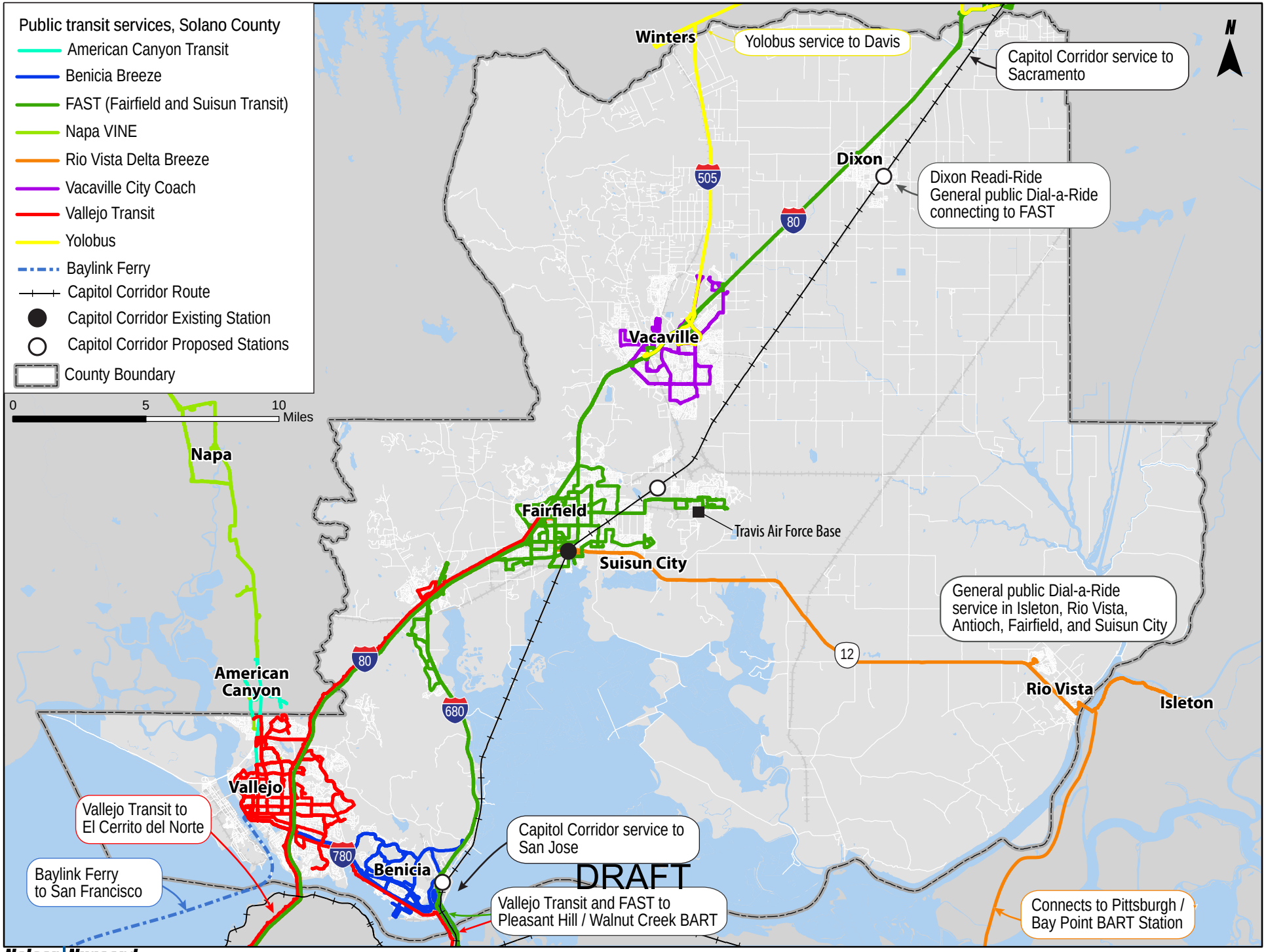
Figure 3-9 Solano County Transit Services



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consulting associates

Source: ABAG, Solano County GIS, ESRI

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Chapter 4. Relevant Studies and Reports

This section presents findings from reports and studies relevant to the Solano Transportation Study for Seniors and People with Disabilities. The purpose of this literature review is to understand what has already been accomplished in Solano County, and to utilize these recent studies to present previously identified spatial, temporal, and informational gaps in the existing transportation network throughout Solano County.

Figure 4-1 below lists the documents reviewed and indicates the authoring organization, the date of the document, and the relevance of the plan or study to this plan. Note that gaps identified in these studies have not been independently verified, and though the studies reviewed are relatively recent, some are several years old (as early as 2004) and conditions may have changed since they were published.

Figure 4–1 Existing Studies Reviewed

Report Name	Author/Agency	Date	Relevance to this Plan	Page
Area Agency on Aging 2010 Area Plan Update	Area Agency on Aging, Napa-Solano	2010	Low	4-2
CBTPs for Cordelia, Fairfield, & Suisun	Solano Transportation Authority (STA) & MTC	2008	Moderate	4-3
CBTP for Dixon	STA & MTC	2004	Moderate	4-3
CBTP for Vallejo	STA & MTC	2008	Moderate	4-3
CBTP for Vacaville	STA & MTC	2010	Moderate	4
Commute Profile 2010, Solano & Napa Counties	STA & NCTPA	2010	Low	4-4
Relevant Components of the Coordinated Public Transit-Human Services Transportation Plan	MTC	2006	Moderate	5
Solano County Senior & Disabled Transit Study	STA	2004	High	6
Solano County Status Report on Seniors	Senior Coalition of Solano County	2008	Moderate	7
Solano County Ridership Surveys (2)	Solano Transportation Authority	2007 and 2009	Low	8
SRTP, Fairfield/Suisun Transit	Fairfield/Suisun Transit	2007	Low	9
SRTP, Benicia	City of Benicia	2006	Low	4-9
SRTP, Benicia Breeze	City of Benicia	2005	Low	10
Survey of the Transportation Needs of Solano County Seniors and Disabled Persons	Senior Coalition of Solano County	2009	High	10
The Coming Wave: Solano and Napa Counties Brace for Elderly Population Boom	United Way of the Bay Area	2005	Low	11

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Area Agency on Aging 2010 Area Plan Update
Area Agency on Aging - Napa-Solano, 2010

The Area Agency on Aging of Napa and Solano Counties has recently updated its area plan for submission to the California Department of Aging. The plan is based on input from the community gathered at public hearings, and discusses a broad range of issues relevant to the growing senior population in these two counties, including health care, recreation, housing, transportation, public safety, employment and education. Transportation-related issues and strategies highlighted in this plan are shown below, with their goal and objective numbers (ex. 2-3).

Wellbeing: (1-3) AAA will continue to support Assisted Transportation Services directly or through contract providers as funding allows.

Policy: (2-3) AAA will advocate for Livable Communities where seniors can age in place. Although there is much that individuals can and should do to maximize their independence as they age, public policy makers make critical decisions on issues such as housing opportunities, transportation systems, and land use regulations that affect whether older adults can live successfully and productively at home and in their community. Transportation coordination and funding possibilities will continue to be explored, in response to transportation being the need cited most by the public in most major surveys of need over the past 5 years in both counties. AAANS will coordinate with local and state officials, transportation planning agencies, and key stakeholders to advocate for transportation options to address unmet transportation needs for rural, isolated, homebound, and special needs populations.

(2-11) AAA planning staff and other designated staff and Advisory Council will engage in recommendations and advocacy efforts to encourage counties, cities, and community developers to integrate aging-friendly components into planning, to include but not limited to the following: General Plans, with focus on planning elements: Housing, Circulation (Transportation) and Senior Mobility, Safety, Land Use, Recreation; Transportation Planning; Community Development Planning; and Community Center.

Solano County Community-Based Transportation Plans

The plans reviewed in the following section identify key destinations and gaps in transportation services. Essential destinations are defined as locations with employers that offer entry-level positions (requiring minimal or no training), medical facilities, homeless shelters, career and job training centers, daycare centers and homes, schools, colleges, and community colleges, civic destinations (libraries, town halls, courts, post offices, etc.), public housing (elderly, disabled, family), and establishments that accept food stamps. Transit routes and transportation services were reviewed, and a route's service area was considered to be within a 5-minute walk, or ¼ mile.

Using this methodology, the documents specify key transit gaps in serving critical transit needs, using these categories:

- Spatial (the bus does not go where people need to travel)
- Temporal (the bus does not go when people need to travel)
- Informational (gaps in understanding how to use transit, transit system fare structure, route and timetable information, trip planning and transfer scheduling).

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Participants in virtually all studies requested earlier and later service on both weekdays and Saturdays, and Sunday service; these are not repeated in each document review.

Community Based Transportation Plan for Cordelia/Fairfield/Suisun Project Area
Solano Transportation Authority, July 2008

The Cordelia/Fairfield/Suisun City area Community Based Transportation Plan (CBTP) combined community input and technical analysis to identify mobility issues and solutions for the low-income population in the Cordelia project area. In this CBTP, the "Summary of Existing Transportation Services and Transit Gaps" chapter offers a thorough summary of the various modes of access available in the area, and a comprehensive overview of potential transit gaps; those related specifically to seniors and people with disabilities are listed below.

Out-of-County Job Training Programs and Job Sites: Due to the combination of long distance and a lack of public transit service, many people are unable to take advantage of the job training programs and jobs that are available in Contra Costa County, Sacramento, Napa and Stockton.

Need for a Coordinated and Simplified Fare System: In Solano County, each transit provider has its own fare structure. According to the 2002 Welfare to Work Plan, some passengers have trouble keeping track of different fare and transfer policies when using multiple transit systems.

The *Fairfield/Suisun Senior Volunteer program* only runs weekdays, from 8:30 to 2:30, so that seniors get "stranded".

Driver Sensitivity: Transit providers, particularly bus drivers, should be more sensitive to the needs of riders who are disabled.

Travel Training: Some populations, including seniors, disabled, youth, and non-English speakers need more help (training or instruction) negotiating transportation system.

Vulnerability: Some riders feel unsafe among other passengers, or at transit stops.

Community-Based Transportation Planning for Dixon
Solano Transportation Authority/MTC, 2004

The CBTP for Dixon was completed in 2004, and focuses on the needs of low-income communities. One gap specific to seniors and people with disabilities in this report is:

- Students with disabilities have few transportation options for their discretionary travel and students with learning disabilities do not have transportation options in seeking and maintaining employment (with the exception of family members).

Community Based Transportation Plan for Vallejo
Solano Transportation Authority, July 2008

The CBTP for Vallejo, completed in 2008, includes these transportation gaps specific to seniors and people with disabilities.

- Some bus stops and shelters feel unsafe, or are uninviting, especially for seniors and those traveling with children.
- Low-income seniors may need transportation assistance beyond that which is provided by public transit agencies.

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- Low-income seniors desire escort service earlier, later and more frequently than is currently available. Those that are disabled, especially with mental impairments, may not qualify for paratransit, but nonetheless prefer not to use public transit.

Community Based Transportation Plan for Vacaville
Solano Transportation Authority, September 2010

The CBTP for Vacaville, completed in 2010, noted these gaps related to senior transportation:

- Bus stops are inaccessible and distant.
- The most difficult destinations to reach are grocery stores, medical facilities, and jobs.
- Information on senior taxi service is not well distributed.
- Bus stops need shade, shelters, protection from rain.
- Lights are not timed for pedestrians (length of signal and "leading green").
- Driver training needed for seniors (Available through Easter Seals.
- Blocks are too long and too hot to walk comfortably.
- Cul-de-sac developments increase the distance a pedestrian must travel to access a bus stop. Very few pedestrian cut-throughs exist.
- Buses travel loops around residential neighborhoods, rather than traveling through the middle of neighborhoods, requiring people to walk up to a mile to get to their bus stop. (Cited Vanden, Leisuretown Road)
- Seniors require transportation to medical appointments outside the county (as required by their HMO). Can be as far as the Bay Area or Sacramento/Davis area. Difficult to coordinate this with paratransit.

In addition, these transportation gaps specific to paratransit were noted:

- Poor driver assistance and lack of courtesy.
- Few late evening transportation options, specifically after 6 pm.
- Poor on-time performance.
- Riders are not always able to schedule a ride for the desired time / date.
- Re-organization of Intercity Paratransit now requires additional fares for transfers, creating a financial burden.

Commute Profile 2010, Solano & Napa Counties
Solano Transportation Authority & Napa County Transportation and Planning Agency

The *2010 Commute Profile* represents a resumption of an annual survey conducted by the Regional Rideshare Program from 1992 through 2005. The *Commute Profile* focuses on commuters, their travel behavior and year to year trends. Questions are kept the same year-over-year to allow answers to be compared. The target population for *Commute Profile* is adults over the age of 16 who are employed full-time (30 hours or more) outside the home at one or more jobs. This survey was not focused on seniors or people with disabilities; only 15% of Solano respondents to the survey reported being over 60.

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For the 2010 survey, telephone surveys were administered to 804 people – 399 residents of Napa County and 405 residents of Solano County – whose phone numbers were chosen randomly. Of the Solano County residents, over 70% were from Vacaville, Vallejo, and Fairfield, reflecting the population distribution in the county. This survey does not identify transportation gaps, however there are a few findings related to Solano County residents that may be relevant to the current study.

- Only 55% of Solano County residents also work in the county. The most common external destination is Contra Costa County (13%),with the rest divided fairly evenly across eight other counties.
- Given a list of transportation issues, providing transportation for seniors and people with disabilities ranked second, with 69% of Solano respondents rating this "Very Important".
- Solano commuters prefer to get their information about transit on the web (40%), through a brochure mailed to their home (13%) or by email (12%), with 8% preferring the radio, 7% the newspaper, and 7% TV.

Seniors and People with Disabilities Components, Coordinated Public Transit–Human Services Transportation Plan
Metropolitan Transportation Commission (MTC), 2006

MTC's Coordinated Public Transit–Human Services Transportation Plan is comprised of two documents – the "low-income component" and the report on seniors and people with disabilities. In the latter report, the following gaps were identified for Solano County.

Connectivity

- Need improved fare coordination and physical connections between systems. Payment system is often unclear as to who is paying for it.
- Connections and organization coordination/communication are needed from the northeast areas of the county to the Sacramento/Davis area, especially for medical trips to UC Davis.

Spatial

- Need shuttles or service to county services in Fairfield from Rio Vista and Dixon. Particular need for early and late service to county courts. Paratransit between Benicia and Dixon also needs to be improved.

Other

- Need improved provision of information and help using system by non-English speakers and blind individuals.
- Existing paratransit requires long lead times for reservations, and leaves people waiting for hours for rides.
- Need for door-to-door service and travel companions.
- Some transit facilities are not sufficiently ADA accessible, and some vehicles do not work well for seniors and people with disabilities.
- Job access is a particular concern for people with disabilities, particularly jobs during non-standard work hours and/or on weekends.

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Solano County Senior & Disabled Transit
Solano Transportation Authority, 2004

The 2004 Senior and Disabled Transportation Plan is the previous study focused on senior and disabled transportation in Solano County, and provides the foundation for the plan of which this document review is a part. This plan addresses the transportation needs of seniors and people with disabilities in Solano County. While not strictly a CBTP, this plan uses the same MTC Lifeline categories for transportation to organize identified transportation gaps.

The report offers a comprehensive overview of fixed-route transit and paratransit services in the whole of Solano County, and specifically by each major city. In preparation for the report, the consultant team, in partnership with Solano Transportation Authority staff, conducted extensive outreach to identify the mobility issues in the community. These activities included stakeholder interviews, eleven focus groups, and a mail-back survey. Nine of the eleven focus groups took place at senior centers in all seven Solano County cities in order to pinpoint the transportation gaps and needs of these residents.

The report identifies spatial, temporal, and informational gaps from surveys and focus groups in several cities and towns across Solano County. The most common across all locations, grouped in the categories outlined in the Lifeline Report, are:

Spatial

- Trips to obtain health care are the biggest challenge for the county's senior and disabled residents.
- Transportation for urgent same-day medical trips is a high priority.
- Dixon residents are concerned about paratransit service for health-care related trips for non-disabled riders (especially non-disabled seniors).
- Medical transportation is difficult for residents of Benicia, Dixon, Rio Vista and Vacaville. Transportation to medical facilities is particularly difficult in the following locations:
  - Dixon residents need improved access to medical services in Yolo County, including paratransit service to medical appointments in Davis.
  - Rio Vista residents must travel outside Rio Vista to medical appointments, which can be difficult.
- Vacaville residents are in close proximity to Kaiser, but there are poor transit connections to the facility.
- It is difficult to use transit to travel from outside Fairfield to the Fairfield Senior Center.
- Rio Vista's senior and disabled residents would like additional transit service to Fairfield (on a day other than just Friday) and to the Pittsburg/Bay Point BART station.
- A shopping shuttle is a high priority for senior and disabled county residents.
- Connections are too difficult.
- Need to use multiple systems (even for short trips) on ADA paratransit.

Temporal

- More frequency on weekdays
- Service on Saturdays / more frequency

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- Service on Sundays
- Earlier morning service
- Later weekday evening service
- (Paratransit) Service on Sundays, especially from 10 AM or 11 AM for church services

Informational

- Poor access to information about service, transfers, and fares.
- Seniors and/or people with disabilities do not know about the full range of transportation options available to them.

Pedestrian access to destinations and transit

- Difficult to walk and/or wait at stops; stops need shelters, benches
- Desire for safer pedestrian crossings

Solano County Status Report on Seniors
Senior Coalition of Solano County, 2008

The Senior Coalition of Solano County, at the direction of the County Board of Supervisors, conducted a study on the social, economic, health and wellbeing of the senior population in Solano County. In this report, transportation is included as a factor when evaluating the status and wellbeing of seniors in the areas of housing, physical and mental health care, and the ability to live independently. Highlights include:

Economic wellbeing: The study uses the Elder Economic Security Index, developed by Wider Opportunities for Women. It is a more realistic measure of income levels needed to meet the basic needs of older adults than the Federal Poverty Level. The EESI factors housing, health, food, and transportation into the equation. Geographic location and associated costs are a part of the overall calculation.

Housing: The study promotes placing senior housing close to transportation services to create more livable communities.

Mental and physical health: Quality of health care can be dependent on the ability of a senior to get to appointments. The loss of a driver's license can lead to depression or even grief at the loss of independent mobility. However, the lack of transportation to services, especially in rural areas, can be a barrier to accessing mental and physical health services. In addition, walking is the core activity in exercise plans for older adults, so safe places to walk are a great contributor to overall senior health.

Independent living: The availability of transportation services close to homes can be key to allowing seniors to live independently for longer.

There is a chapter in the study dealing specifically with transportation and mobility. This chapter covers such senior mobility issues as:

- The role of mobility in wellbeing
- Seniors and driving – safety, driving cessation, and its consequences

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- Paratransit
- Public transportation available to Solano seniors
- Volunteer-based transportation options in Solano County
- Walking and cycling safety for seniors

The chapter makes a series of recommendations related to transit and paratransit for Solano seniors:

- Address the service gaps between cities' transportation systems
- Provide transportation systems that offer safe mobility and permit older adults to remain independent and age in place
- Develop strategies to make walkways safer and easy to use
- Help older adults recognize and use their transportation options
- Develop creative and flexible transportation services
- Provide affordable transportation

Solano County Ridership Surveys
Solano Transportation Authority, 2007 and 2009

The STA completed a transit ridership study for all local Solano bus and intercity routes in March 2007. This was a joint effort with Solano transit operators: Benicia Breeze, Fairfield and Suisun Transit (FAST), Rio Vista Delta Breeze, Vacaville City Coach, and Vallejo Transit/Baylink Ferry. The study included an on-board passenger survey as well as counts of boardings and alightings. The survey data was collected in October and November of 2006. A follow-up ridership survey was conducted in October/November 2009. Relevant results from that survey are also presented below.

The survey was intended to get an overview, for each system, of how riders use the system. Riders were asked to describe how often they rode 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. Rider perceptions of quality and suggestions for improvement were gathered. This survey was not focused on seniors or people with disabilities, but did collect demographic information, including age, from riders. Because all riders were surveyed, and because the resulting data is not identified by age, it is not possible to attribute particular data, such as suggestions for improvement or trip origins, to specific age groups. However, it is possible to infer the percentage of senior riders from some age-related data, as shown below.

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2007 Rider Survey: Age-related Data

Riders paying senior/disabled fare		
Average:	14.9%	
Highest percentage:	21.4%	Vallejo (local)
Lowest percentage:	11.90%	Benicia Breeze Rt 75
Riders over 65 years of age		
Average:	5.8%	
Highest percentage:	6.90%	Fairfield (Local)
Lowest percentage:	3.60%	Fairfield (Intercity)
Retired Riders		
Average:	6.0%	
Highest percentage:	8.30%	Vallejo (Local)
Lowest percentage:	0.00%	Benicia (other than the Rt 75)

Short-Range Transit Plan 2006 to 2015
Fairfield/Suisun Transit, 2007

This SRTP identified the following transportation gaps and issues specific to seniors and people with disabilities.

Transit: Public information (marketing resources and maps) is limited and unclear. Better public information should include more informative bus stops, better maps, and clearer schedules.

Stakeholders suggested better coordination and communication with schools and senior centers. A better understanding of the transit and paratransit services by seniors could make the service more attractive.

Paratransit: Riders requested expanded hours, improved punctuality, and more flexible scheduling policies. Scheduling policies were not clear due to different requirements for different types of appointments. Registrants would like the service to run later in the evening so that they can go out to dinner or to social activities. Others would like additional buses to run on Saturday so that fewer people are turned away, and a few people requested Sunday service.

Dialysis patients taking paratransit to medical appointments have a difficult time determining when their treatment will be finished, and if the paratransit bus is not able to wait for them, they sometimes have to wait lengthy periods for a backup vehicle. These waits can be exhausting and unhealthful for riders due to their medical conditions.

In general, passengers were very grateful that paratransit service is available, understood the challenges associated with providing paratransit service, and were often forgiving of the service's shortcomings.

Benicia Transit Short Range Transit Plan
City of Benicia, 2005

This short range transit plan evaluates the fixed-route and dial-a-ride transit services offered by Benicia Transit in the City of Benicia. The SRTP evaluates service performance, identifies

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existing and emerging travels needs, and assesses the impact of changing operating conditions and funding capacity. The plan creates a service policy and operational guide to meeting the mobility needs of residents of and visitors to the City of Benicia.

This plan does not focus on seniors or people with disabilities; however, about 4% of respondents to the survey informing this plan were seniors. Dial-a-ride service is provided to the general public, seniors and ADA registrants throughout the City of Benicia. Seniors make up 26% of the passengers on Benicia Dial-a-Ride, while 34% are ADA registrants. Interviewees at senior housing confirmed that they depend heavily on the Dial-a-Ride service.

Seniors and people with disabilities are identified as priority markets for the service, and the plan recommends designing service and bus stops to meet the needs of these markets (among others). Overall, the needs and priorities identified by all stakeholders contacted for this plan are:

- More direct service to stores and medical facilities in Vallejo.
- Improved fixed-route service frequency. Hourly service provided throughout much of the day was described as too infrequent.
- Longer service hours. According to stakeholders, service does not run late enough. This was also expressed by bus-riders on the on-board survey.
- Better marketing and public outreach. Many people indicated that marketing materials were hard to find and use. Better public information should include user-friendly maps, clear schedules, and easy to identify branding (bus signs are difficult to see).
- Improved Dial-a-Ride service. Stakeholders said the service is inefficient, hard to schedule and often late.

Final "Mini" Short Range Transit Plan
City of Benicia, FY 2006-2007 to 2015-2016

This *"Mini" Short Range Transit Plan* for Benicia Breeze recommends a series of service changes and capital program additions designed to increase transit ridership and improve economic performance. Topics relating to seniors and people with disabilities include Benicia Breeze Paratransit; a Taxi Scrip Program to supplement fixed-route and paratransit service intended for residents age 65 and older, and persons with disabilities; and the Benicia Breeze Medical Shuttle, a "new door-to-door service designed to carry seniors age 65 or older and persons with disabilities to medical appointments at hospitals, clinics, doctors offices, and other medical facilities that are located in Vallejo."

Needs and gaps related to seniors and people with disabilities in this report are:

- The timetable suffers from small type, both in the schedule and on the maps, which makes them difficult for many seniors to read.
- More seniors and persons with disabilities would be better served by more frequent and consistent Route 21 and Route 22 service.
- There was a lack of clarity on whether deviated service was curb-to-curb or door-to-door.
- There is not enough time built into the schedule to allow buses to run on time and also make deviations, so buses did not run on time in the latter part of the day.

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Survey of the Transportation Needs of Solano County Seniors and Disabled Persons Senior Coalition of Solano County, 2009

The Senior Coalition of Solano County administered an online survey during early June of 2009. Questions related to the transportation needs of seniors and people with disabilities. Over 440 responses were completed. The results of the survey were presented at the Solano County Senior Summit on June 26, 2009. The complete survey results are available on the STA web site.

Key transportation issues related to seniors were the following:

- While the preferred mode was to drive, this option was not available due to impairments such as poor eyesight, fear of freeway driving, or medical conditions. Further, cars are expensive to own and maintain.
- Many seniors rely on friends or relatives for transportation; this provides door-to-door service, but the rider feels they are imposing on the driver, and have to compete with the driver's work schedule.
- Taxis provide the same convenience as friends, but are expensive, are not always available, may not be able to accommodate wheelchairs, and have uncertain arrival times.
- Transit presented challenges to seniors and people with disabilities in that they may not have the physical ability to get to the stop. Bus stops lack benches. The wait times between buses is long and uncertain, and trips may require transfers. The stops were not close enough to medical and shopping destinations, and users said they missed appointments, or that their appointment was outside the service hours for paratransit. It is difficult to get purchases home on the bus. The schedules and routes were confusing, and there were limitations to access by a wheelchair.
- Paratransit is not always available. Scheduling rides in advance was confusing in that the amount of time required seemed to vary. As with regular transit, appointments may be outside the service hours for paratransit, or the destination may be in another city. Riders missed appointments, or were stranded at their destination.

In summary, transit riders and paratransit riders:

- Lack the ability to get where they want to go when and on a schedule they want
- Felt the expense has to be balanced with time constraints
- Said there was a lack of clarity in rules, and in actual available options

The Coming Wave: Solano and Napa Counties Brace for Elderly Population Boom United Way of the Bay Area, 2005

This report is the executive summary of a larger and more comprehensive study researching the needs of the aging population in the North Bay and covers a wide range of topics. "The Coming Wave" attempts to examine current issues in the counties in relation to a significant projected population growth among those over 65 by 2030; the number of households currently living at or below 300% of the Poverty Level within the 45- to 64-year-old population; the changes in the cultural make up of Solano and Napa County; the continuation of current health insurance; and the availability of doctors in the counties as we believe these to have an impact on the future health and sufficiency of this population as they reach 65.

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Transportation-related issues and strategies identified:

- Increase the availability of affordable housing in existing neighborhoods. Older adults who are forced to sell their homes or move as they age face the additional issues of isolation and lack of transportation.
- Promote policies, organizations, and programs that support smart growth and development, including affordable housing, adequate hospitals, and elder-friendly communities that include public transportation and other services for those who need assistance.

Summary of Issues in Reviewed Studies & Plans

This chapter has reviewed 14 studies conducted in recent years which focus on seniors, people with disabilities, and/or transportation in Solano County. Many of the studies voiced similar concerns regarding transportation for seniors and people with disabilities. Following is a summary of these common transportation "gaps" or concerns.

Policy

- Public policy can support seniors and people with disabilities in leading healthy productive lives in their own homes through land use policies which support "livable communities". These are typically considered to be walkable, mixed-use communities with good transit services close to homes.
- It is important to keep the cost of transportation low.
- Students with disabilities, and particularly those with developmental disabilities, have very few transportation options. Planners should seek innovative and flexible transportation solutions for this group.
- Safe places to walk can be a key component to senior health and wellbeing. Part of this is providing safe places and ways to cross large streets.

Spatial

- Within Solano County, trips for healthcare-related appointments are one of the biggest challenges to seniors and people with disabilities in all the more densely populated areas of Solano County. Transportation for urgent same-day medical trips is a high priority.
- A shopping shuttle is a high priority for senior and disabled county residents.

Connectivity

- ADA paratransit requires transfers to different systems, which riders find difficult.
- Transfers and connections to different systems do not seem coordinated. Fare structures are hard to understand because each agency has a different one.

Temporal

- Residents of all areas would like earlier and later weekday service, more frequent weekday and Saturday service, and some service on Sunday (both fixed-route and paratransit) for visits to religious services and social visits.

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- Paratransit users would like shorter reservations times, improved punctuality, and expanded hours, since it is not always possible to schedule appointments during the hours when paratransit is running.

Informational

- Access to information about service, transfers, and fares, particularly for those who do not speak English, could be improved.
- Better public information should include more informative bus stops, better maps, and clearer schedules. Schedules with very small type are hard to read for seniors and those with visual impairments.
- Seniors and/or people with disabilities do not know about the full range of transportation options available to them. These groups would benefit from a “travel training” program and door-to-door escort services. Such programs could be coordinated through senior centers.

Pedestrian access to destinations and transit

- Seniors and people with disabilities find it difficult to walk and/or wait at stops.
- Bus stops need shelters and benches, and do not always feel safe.
- Some transit facilities are not sufficiently ADA accessible.

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Chapter 5. Community Outreach: Methodology and Findings

During the last quarter of 2010, the study team engaged in a wide range of outreach activities to gather the viewpoints of seniors and people with disabilities in Solano County on their present and future mobility needs. Activities included meeting with several advisory committees, distribution and collection of surveys, conducting a large number of focus groups, and interviewing stakeholders. Through these efforts, the team met with almost 700 individuals and received close to 1000 surveys from attendees and other Solano residents.

This section of the report describes the various stakeholder groups who participated in the outreach effort, and presents the results of the survey, identifying trends and differences between communities. This is followed by a closer look at each city in Solano County, summarizing findings from meetings in these communities. A copy of the survey can be found in the Appendix section.

Here are some of the key findings which emerged from the outreach process:

- Residents of Solano County use personal autos for most of their travel. They want to keep driving for as long as possible; however, many are already limiting their driving to short daytime trips on smaller roads.
- While the great majority of respondents have drivers' licenses, this varies by city, with Suisun City and Vallejo having the lowest percentage of respondents with licenses.
- The population of Solano is aging, and with age comes a reduced ability to drive. However, 20% of those surveyed had not given any thought to how they will get around when they can no longer drive.
- Most people (65%) indicated that they would rely on friends and family for transportation once they lost their driver's license, and just over 40% plan to use transit.
- Aside from driving themselves, most rely on others for rides before taking transit or paratransit. Many acknowledge that this is not sustainable, as friends and family are also growing older.
- Walking is an important mode of getting around, but not all areas are pedestrian-friendly.
- Only 3% of seniors in Rio Vista and Dixon intend to move within the next five years, compared to 11% of Fairfield seniors.
- Of those who ride or plan to ride transit, earlier and later service is the most desired transit service improvement.
- Suisun City residents had the highest percentage of paratransit usage (19%) in the county.
- In some communities, personal safety – both at the bus stop and on the vehicle – is a barrier to using transit. Seniors rely on bus drivers to keep order on the bus, and to clear the front seats for them when they board; however, this is not always the case.
- Most respondents said they prefer to get information about transportation through printed materials, but over 30% said they would prefer electronic media.

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Advisory Committees

STA staff and the consultant team met with several standing advisory committees concerned with issues of seniors and people with disabilities to collect their views on transportation issues for these populations, and to get their recommendations for solutions.

The **In-Home Supportive Services Advisory Committee** (IHSS) consists of persons with disabilities, and two seniors.

The **Senior Coalition's** mission is to advocate for improving the lives of seniors in Solano County. It is an advisory body to the Board of Supervisors and is made up of representatives from the cities, community-based organizations, the legal community, health and medical community, and other seniors (over 55).

The **Solano Transportation Advisory Committee for Seniors and People with Disabilities** was founded in 2009 to provide a countywide forum for coordination and funding of senior and people with disabilities transportation services. Members include representatives from each incorporated city in Solano and from the county, transit operators, Solano County HSS and transportation staff, non-profits, medical providers, and members at large. The consultants met with a subcommittee of this larger group formed specifically for this study.

The **Solano Paratransit Coordinating Council** (PCC) is made up of, social service providers, transit users, and representatives from Solano Community College, and County Health and Social Services department representing the needs of people with disabilities.

The **Vacaville ADA Advisory Committee** facilitates work on Vacaville's ADA self-evaluation and transition plan. Comprised of Vacaville residents, city employees, and representatives from the business community, the Committee's responsibilities include prioritizing projects, education, and training, and serves as a liaison between the City and the disabled community living and doing business in the city of Vacaville.

Focus Groups

During October, November, and December of 2010, the team conducted 25 focus groups to gather input on transportation issues for seniors and people with disabilities in Solano. The groups varied widely in nature, from small groups of seniors at senior housing centers, to larger groups with standing meetings. Meetings followed the same general format, as follows:

- Brief presentation of the background, purpose, and timeline of the study
- Self-introductions of participants
- Discussion of issues for all modes of travel: driving, transit, walking, biking , and paratransit
- Solicitation of solutions to these issues
- Distribution and collection of surveys

Figure 5-1 below lists all of the public meetings with the date, the location of the meeting, and the number of people attending. Details for each meeting are in the Appendices for this report.

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Figure 5-1 Advisory and Focus Group Meetings

Date	Organization or Facility	City	Attendees
October 25, 2010	Florence Douglas Senior Center	Vallejo	82
October 26, 2010	Meals on Wheels/Senior Center	Rio Vista	11
October 26, 2010	Casitas Del Rio Apartments	Rio Vista	4
October 27, 2010	Dixon Family Services (DFS)	Dixon	40
October 27, 2010	Fairfield Senior Center	Fairfield	41
October 28, 2010	Fairfield Senior Center - Senior Advocacy Council	Fairfield	28
November 2, 2010	Suisun Senior Center	Suisun City	18
November 4, 2010	Filipino American Senior Citizens Committee	Vallejo	32
November 5, 2010	Senior Coalition	Fairfield (Countywide)	28
November 8, 2010	Dixon Methodist Church	Dixon	17
November 9, 2010	Trilogy Board Meeting (+ residents)	Rio Vista	62
November 10, 2010	Benicia Senior Center	Benicia	25
November 10, 2010	Wednesday Club	Suisun City	58
November 15, 2010	Dover Woods Apartments	Fairfield	3
November 15, 2010	IHSS Advisory Committee	Fairfield	10
November 16, 2010	Leisure Town Women's Club	Vacaville	37
November 18, 2010	Second Street Apartments	Dixon	6
November 18, 2010	Dixon Senior Center	Dixon	2
November 18, 2010	Solano PCC	Fairfield	20
November 18, 2010	Widows & Widowers Club	Vacaville	44
November 18, 2010	St. Paul's Lutheran Church	Vallejo	10
November 19, 2010	Senior and Disabled Advisory Committee	Suisun City	12
December 6, 2010	Marina Towers Senior Apartments	Vallejo	21
December 8, 2010	Solano Valle Vista Senior Apartments	Vallejo	22
December 13, 2010	Riviera Kare Bears	Rio Vista	24
December 14, 2010	Dixon Latino Seniors	Dixon	8
December 15, 2010	Solano Community College	Fairfield	7
December 15, 2010	Milestones Adult Development Center	Vallejo	10
December 16, 2010	Casa De Villarasa	Benicia	52
January 7, 2011	Independent Living Resources of Solano County	Fairfield	2
January 12, 2011	Vacaville ADA Advisory Committee	Vacaville	6

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Surveys

In collaboration with STA, the team developed a survey to identify transportation issues and preferences in transportation for seniors and people with disabilities across all modes. The survey asked 20 questions, including inquiries on how they got around, where they needed to go, their satisfaction with public transit, and their plans for mobility once they are unable to drive. The survey was printed and also was available on the internet for people to fill out on line. Approximately 2200 paper surveys were distributed at all focus group meetings, as well as through other senior facilities and residential communities, including 1150 in Leisure Town in Vacaville. Several transit operators also distributed surveys (FAST, Rio Vista Delta Breeze, and Vacaville City Coach). Figure 5-2 below shows where surveys were distributed.

Figure 5-2 Survey Distribution

Organization	Distribution Area	Number
Benicia CAC/Casa De Villarasa Apartments	Benicia	100
Meals on Wheels (MOWs)	County-wide	425
Leisure Town	Vacaville	1150
Faith in Action	County-wide	100
McBride Senior Center	Vacaville	100
Fairfield Senior Center	Fairfield	100
Casa de Suisun Senior Apartments	Suisun	110
Area Agency on Aging	Vallejo - Drop-In Center	100
Suisun Senior Center	Suisun Senior Center	50
	TOTAL	**2235**

A total of 993 completed surveys were collected. While this is a large number for this kind of study, it does not represent a scientific sampling of Solano residents; however, it can provide useful information in determining transportation needs and concerns. A copy of the survey can be found in the Appendix.

A separate survey was developed specifically aimed at determining how former patrons of Solano Paratransit, discontinued in 2010, were managing to travel in the absence of this service. Approximately 1500 surveys were mailed to the addresses of former Solano Paratransit users, and just over 100 were returned. Results of that survey are discussed in a separate report.

Survey Results

Demographic information was gathered in the survey. Figure 5-3 shows the total number of surveys returned from each city, as well as the breakdown by age of participants, and the percent of respondents from each city. As shown in the table below, over 70% of respondents were over age 65. In the last column, the percent of respondents by city is compared to their proportion of the population of Solano County, based on the Census 2000 figures, to show the relative representation. Both Fairfield and Vallejo were somewhat under-represented with an 11% difference between their percentage of survey respondents and their percentage of population in Solano. In contrast, Rio Vista was somewhat over-represented in relation to the population of Solano; however, they have a very large senior population, particularly in the Trilogy development.

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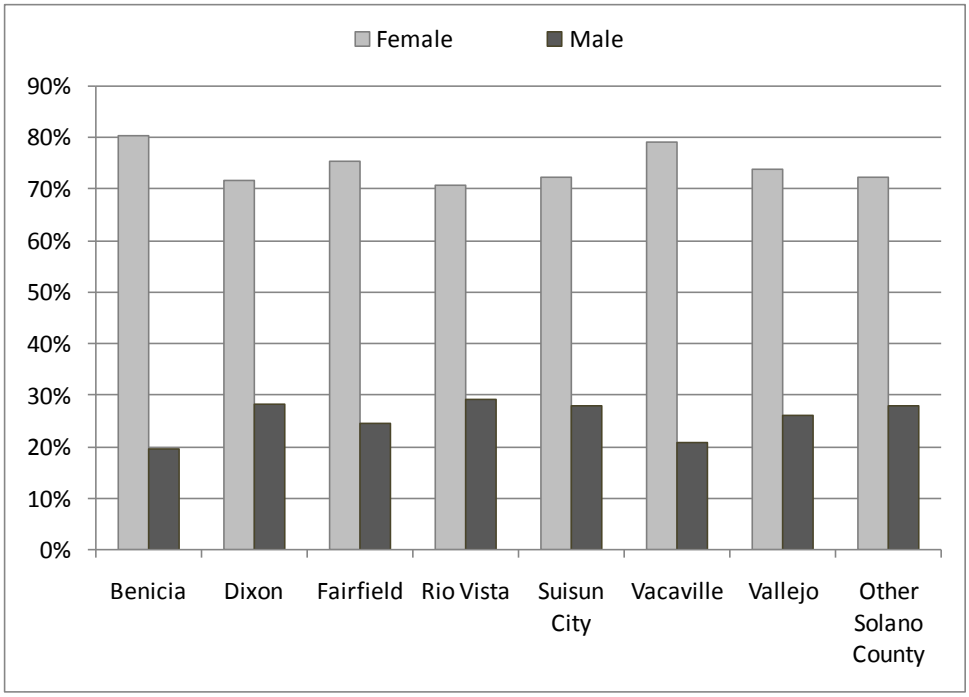
Figure 5-3 Survey Respondents by City and Age Distribution

Home Community	Did not state	< 19	19 to 34	35 to 49	50 to 64	65 to 79	80 or older	Sample Size	Percent Sample by City	Percent of Solano Pop. *
Benicia	5%		4%	5%	19%	**38%**	**29%**	102	10%	6%
Dixon	2%			2%	32%	**39%**	**26%**	62	6%	4%
Fairfield	1%		9%	7%	22%	**42%**	**20%**	143	14%	25%
Rio Vista			1%	0%	23%	**64%**	**12%**	101	10%	2%
Suisun City	3%	2%	9%	3%	10%	**41%**	**31%**	58	6%	7%
Vacaville	2%		2%	1%	10%	**49%**	**36%**	263	27%	23%
Vallejo	1%		2%	6%	15%	**49%**	**27%**	171	17%	28%
Other	54%	1%	0%	1%	8%	**16%**	**20%**	90	9%	5%
Totals by Age Group	64	2	31	33	158	**440**	**263**	991	100%	
Percent by age group	6%	0%	3%	3%	16%	**44%**	**27%**	100%		

* Population figures are from the U.S. Census 2000

As Figure 5-4 shows, considerably more women than men responded to the surveys in all cities.

Figure 5-4 Survey Respondents by Sex



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Survey Findings

The following section presents the findings from the survey for each question, aggregated by preference choice, by city, or by age, where appropriate.[1] Cities were determined through Zip code. Surveys where no Zip code was provided (71) as well as surveys which showed a home Zip code outside of Solano County (14) were grouped under "Other". These 85 surveys comprise approximately 8% of all responses.

Current Modes of Mobility

The first part of the survey focused on Solano residents' current modes of mobility and access to an automobile. Question 1 asked respondents to indicate their top three modes of travel. The most-often used mode of transportation by far was to "drive myself", followed by getting a ride from someone else as second most-used, and walking as third most-used. Of those indicating they got around using "Other" methods, most indicated modes already in the answer options. Aside from those, 12 respondents indicated they used a motorized wheelchair, regular wheelchair, or scooter. In addition, fifteen use Ride With Pride or another volunteer driver service, and eleven use local dial-a ride services.

Figure 5-5 below shows the modes used most often and those most highly rated for second and third choices. The percentages indicate the number of respondents among all 991 who ranked their preferences for each mode. Empty cells indicate values less than 5%.

1. *How do you get around Solano County? Please rank the top three ways you get around, using 1 for the most often, 2 for the next, and 3 for the third most-often used mode.*

Figure 5-5 Most Used Modes of Travel - Number of Responses

Answer Options	(1) Use Most Often	(2) Use Second-Most Often	(3) Use Third-Most Often
Drive Myself	**65%**	3%	2%
Get a ride in a car from someone else	18%	**44%**	14%
Use public transit (bus, train, ferry)	5%	16%	22%
Walk	5%	19%	**35%**
Other	4%	4%	4%
Ride Paratransit	2%	4%	4%
Take a taxi	1%	6%	14%
Bicycle	1%	3%	5%
Answered question	987	580	386

Question 2 offered a list of other kinds of transportation services. This question was skipped by over half of the survey-takers; of those who did respond, just over 50% said they did not use any of these. Of the small number who did use these services, the top two options were private providers such as medical transport, and non-profit services such as Ride with Pride. (Note that

[1] The questions in the paper surveys and online surveys were numbered slightly differently; this section uses the numbering from the paper survey.

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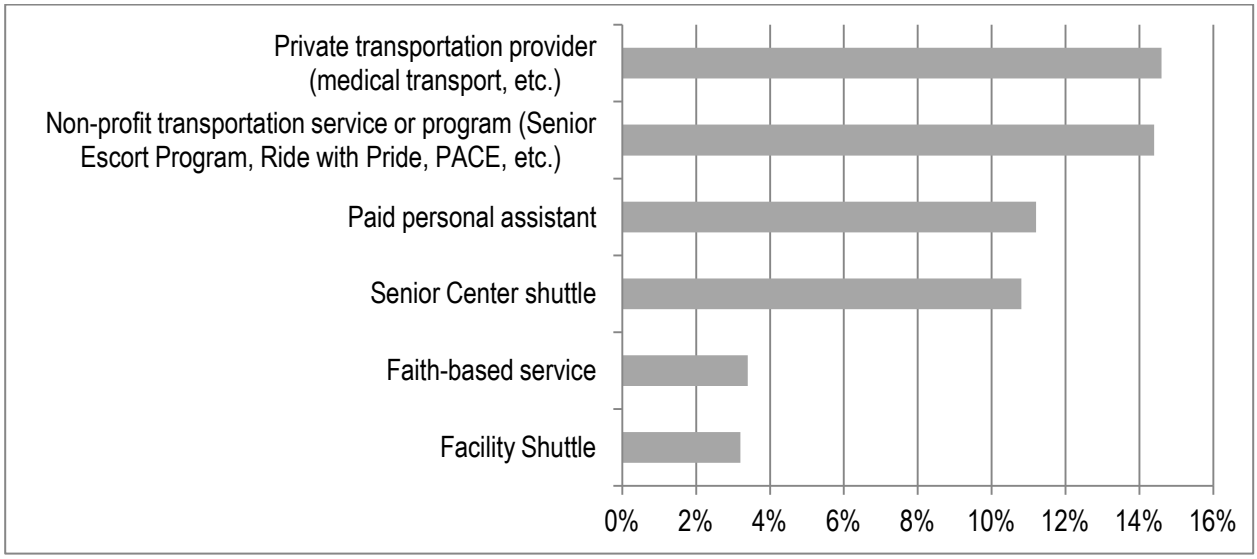
because respondents checked all options that applied, the number of responses does not correspond to the number of people responding.)

2. *In the past 12 months, have you used any of the following transportation services (check all that apply).*

Figure 5-6 Use of Other Transportation Services



N = 472 "None of the Above" responses not included

Driving and Auto Use

Question 3 looked at "automobility" – that is, how many respondents had a driver's license and had access to a car.

Overall, 75% of respondents have drivers' licenses. However, this varied greatly by city, with only 59% of respondents in Suisun City having licenses.

Figure 5-7 Do you currently have a driver's license?

CITY	Did not state	No	Yes	Total by City
Benicia	1%	28%	71%	102
Dixon	2%	26%	73%	62
Fairfield	1%	22%	76%	143
Rio Vista	0%	13%	87%	100
Suisun City	0%	41%	59%	58
Vacaville	0%	13%	87%	263
Vallejo	2%	34%	64%	171
Other	4%	0%	0%	92
Totals	13	234	744	991
Percent	1%	24%	75%	

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In addition, 68% of those who have a license also have access to a car. Again, this varied greatly by city, with only 47% of Suisun City respondents saying they had access to a car, compared with 83% in Vacaville.

Figure 5-8 If you do have a driver's license, do you have a car available for your use?

CITY	Did not state	No	Yes	Total by City
Benicia	15%	25%	61%	102
Dixon	15%	24%	61%	62
Fairfield	19%	10%	71%	143
Rio Vista	13%	2%	85%	100
Suisun City	22%	31%	**47%**	58
Vacaville	13%	5%	83%	263
Vallejo	18%	30%	52%	171
Other	27%	14%	59%	92
Totals	166	150	675	991
Percents	17%	15%	**68%**	

The survey asked if the lack of a driver's license was due to a disability, with possible answers of Yes, No, or Does Not Apply (that is, they do have a license). Of those answering either Yes or No, just over 44% said that a disability was the reason they did not have a license.

Figure 5-9 If you do not have a license, is this due to a disability?

CITY	No	Yes	Total (Yes or No)
Benicia	63%	37%	43
Dixon	70%	30%	27
Fairfield	44%	56%	36
Rio Vista	60%	40%	15
Suisun City	48%	52%	31
Vacaville	68%	32%	44
Vallejo	49%	51%	71
Other	48%	52%	33
Totals	167	133	300
Percents	56%	44%	

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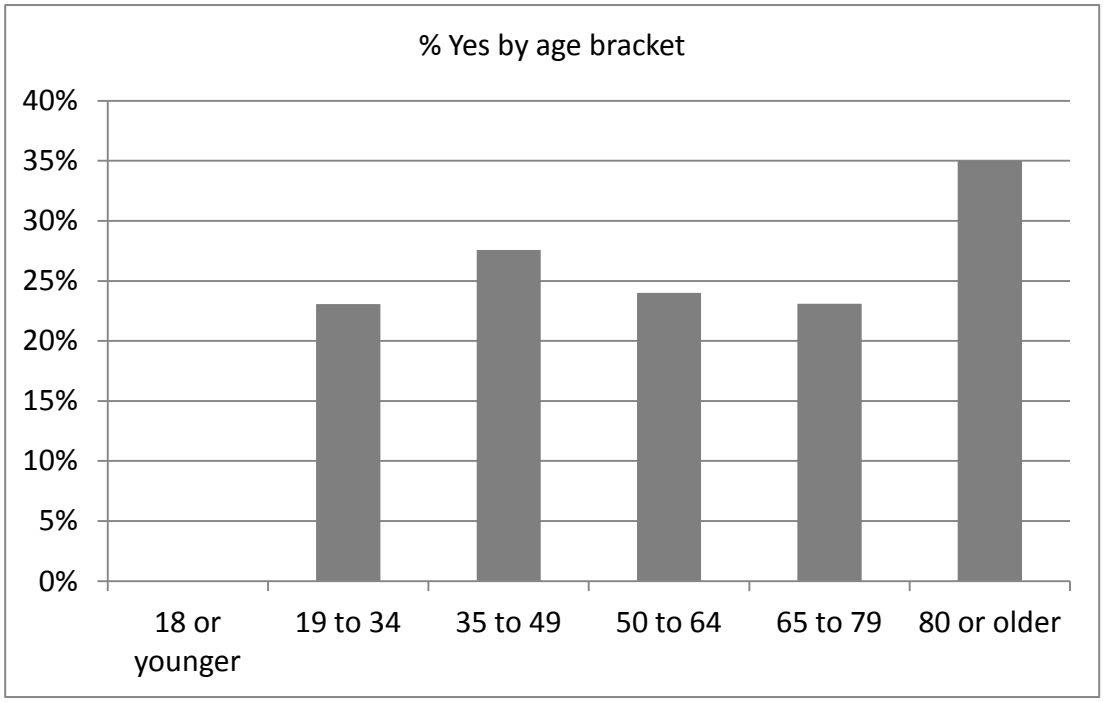
Self-limitation on Driving

A little over one quarter of respondents limit their driving in some way. Of those giving information on how they limit their driving, about one third drive only in the daytime, 17% do not drive on freeways, and 12% stay close to their homes in familiar surroundings. Bad eyesight was noted by 18% of respondents, while 13% noted other physical issues limiting their driving such as hearing loss or high blood pressure.

When looked at by age, almost one quarter of all surveyed drivers between 19 and 80 limited their driving by location, time of day, or other factors. Of drivers over age 80, this increased to 35%. Figure 5-10 below shows survey results on driving limitations by age of respondents.

Figure 5-10 Do you have any driving limitations?



I avoid freeways, long distances, and unfamiliar areas as much as possible.

I hate driving Hwy 12 and Hwy 113 at night – it is scary, especially 113 to Vacaville and Dixon, for any kind of adult classes.

Poor night vision, arthritis and other problems keep me from driving most days.

Planning For Your Future

Given the current emphasis on aging in place, the study team was interested in variations among jurisdictions of people who plan to remain in their present locations. This section of the survey asked questions related to respondents' plans for the future – where they intend to live and how they intend to remain mobile if they lose their ability to drive.

Three quarters of those responding stated that they intend to continue living where they are now, with 5% stating that they will move within the next 5 years, and 19% saying that they did not know if they would move or not. The highest percentages of people saying they intended to stay in their current homes were from residents of Dixon (87%) and Rio Vista (83%). For Rio Vista, this may

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be due to the large senior housing community in that city, where seniors have intentionally moved to retire. Fairfield had the largest number of respondents who were definitely planning on moving.

Figure 5-11 Do you plan to stay where you live now for the next 5 years?

CITY	Yes	No	Don't Know	Totals by City
Benicia	77%	7%	16%	95
Dixon	**87%**	3%	10%	62
Fairfield	72%	**11%**	17%	140
Rio Vista	**83%**	3%	14%	98
Suisun City	72%	7%	21%	58
Vacaville	75%	5%	20%	255
Vallejo	76%	2%	23%	160
Other	69%	8%	23%	78
Totals	717	52	177	946
Percent	76%	5%	19%	

6. Do you have a strong family and/or social circle to depend on for transportation as you age?

Question 6 sought to find out how much transportation support Solano seniors will need from sources other than friends and family. Almost 40% of respondents said that they do not have a strong support network.

Figure 5-12 Family and Social Support for Transportation

CITY	Yes	No	Total by City
Benicia	54%	**46%**	89
Dixon	65%	35%	57
Fairfield	64%	36%	129
Rio Vista	55%	45%	97
Suisun City	**66%**	34%	56
Vacaville	**66%**	34%	249
Vallejo	62%	38%	143
Other	52%	**48%**	66
Totals	543	343	886
Percent	**61%**	**39%**	

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7. *If you currently drive as your primary means of travel, what plans do you have to maintain mobility as you age? (Check up to 3)*

This question asked respondents to look into the future and think about how they will get around as they get older. They were offered a list of travel options for non-drivers: getting rides with family or friends, walking, biking, taking transit, using taxis, and Other, with space to indicate what the Other mode might be. An additional option was "I have not thought about it".

Most people (65%) indicated that they would rely on friends and family for transportation once they lost their driver's license, and just over 40% plan to use transit. Twenty percent of respondents had not given it any thought. However, these responses varied widely by age; while younger respondents include walking, bicycling, and transit in their plans, over a third of those over 65 are counting on family and friends, while 10% in that age group have not thought about it. Figure 5-13 shows future mode choices by age group. (Note that since respondents checked up to three modes, percents exceed 100%).

For those answering "other", ideas include using dial-a-ride or senior shuttle services; faith-based transportation services; hiring someone to drive their vehicle; using a wheelchair or scooter; and moving to a location where they can walk to services and public transit.

Some comments in the "other" section express the anxiety many people feel about their future and how they will get around.

"The only problem I see with our support group is that as we age, so do they. For now, as long as one of the group is healthy, we will support one another. Our family members are an hour away, so we would ask for their help only if absolutely necessary. Otherwise, we will have to choose not to go places that are not accessible to us."

"We live next door to our daughter in the unincorporated area, so there is little available other than her that is not very expensive to use."

"Who can move when you can't sell your home to move closer to doctors, stores, and entertainment? It is a very scary to think about the future and how you will get around."

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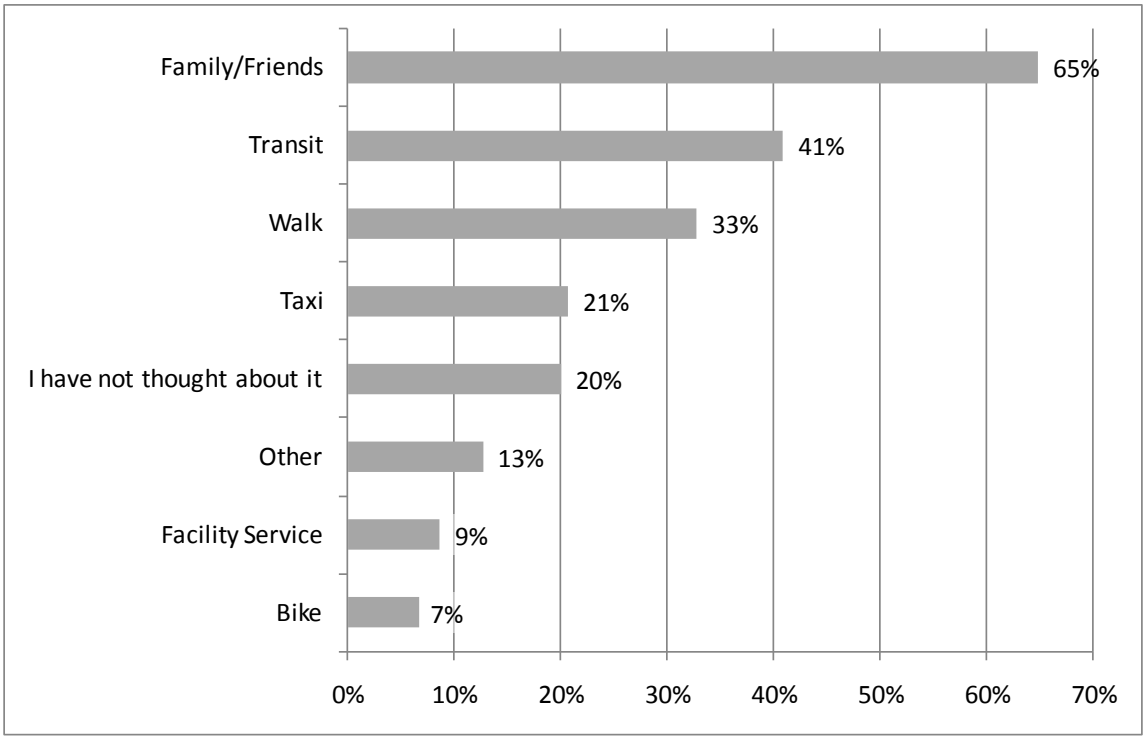
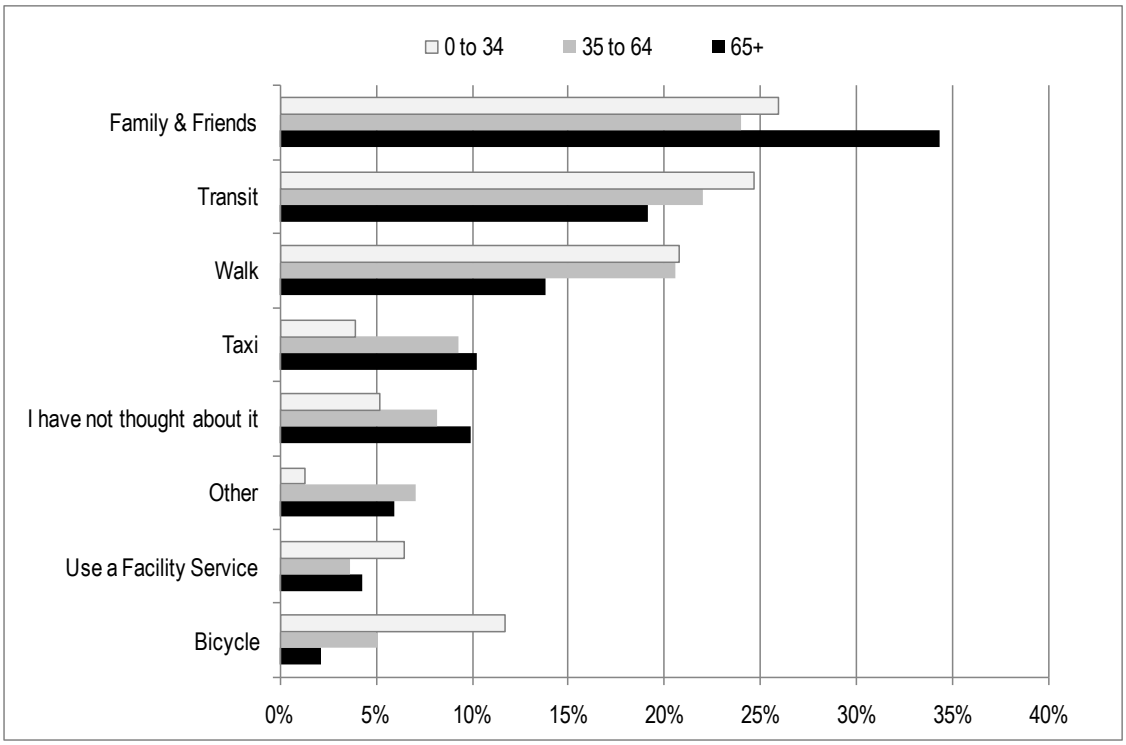
Figure 5-13 Plans to Maintain Mobility, All Respondents



Percent of respondents (827) selecting each mode; respondents checked up to three modes.

Figure 5-14 Plans to Maintain Mobility, By Age



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Your Transportation Needs

The next section of the survey asked questions to determine how transit and paratransit might be improved to increase ridership among seniors and people with disabilities.

8. *Would any of the following changes to Solano transit services result in you riding more frequently (if you are a current rider) or beginning to ride? Please prioritize the top three with 1 being the most important.*

The majority of respondents (61%) indicated either that improvements would not increase their transit usage, or that they did not know what would increase their use of transit. The most valued improvements were an expansion of service hours (earlier and later) and more frequent weekday service.

Figure 5-15 shows the percent of all responses selected for each transportation improvement option. Figure 5-16 illustrates the relative importance of each suggested improvement (omitting None or Don't Know), starting with the option rated most important. This information is further broken out for each city in the next section of this chapter, which looks at survey results by city.

Figure 5-15 Table of Transit Improvement Ratings

Answer Options	1 (Most important)	2 (2nd most important)	3 (3rd most important)
None, I don't expect to use transit any more than I do now.	40%	1%	-
Don't know/decline to answer	21%	-	-
Earlier morning / later evening transit service	10%	3%	2%
More frequent weekday service (Monday-Friday)	9%	7%	4%
If information on bus routes, times, transferring is easier to understand.	7%	8%	6%
If bus stop was closer or had better light/had a bench/shelter.	6%	5%	4%
More frequent weekend service (Saturday and Sunday)	5%	6%	4%
If the experience was more pleasant (less crowded, cleaner, felt more safe, etc.)	2%	2%	3%
Other (please describe) - 80 suggestions			
Answered question	*977*	*320*	*233*
Skipped question	*11*		

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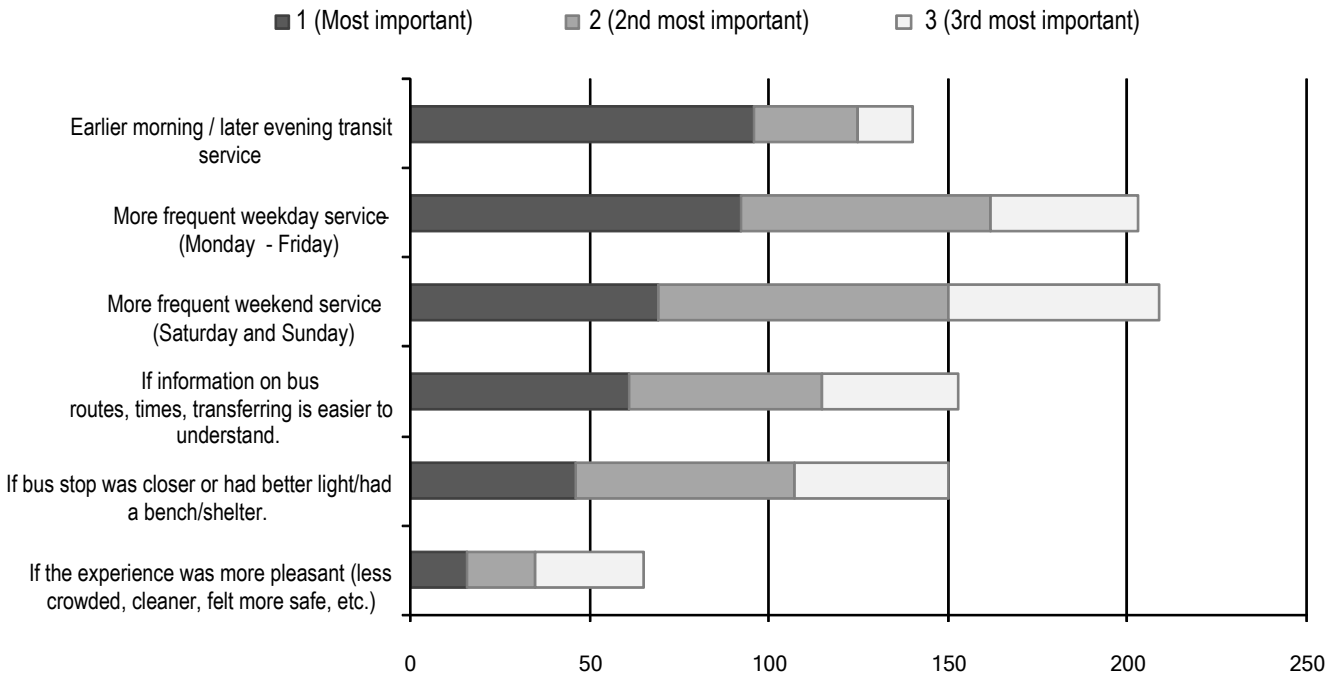
Figure 5-16 Chart of Transit Improvement Ratings



Approximately 80 respondents selected "Other" and entered a description of their suggested improvements. The most frequent response (19) indicated a specific destination where they need transit service or increased frequency. These include intercity transportation and service to Travis AFB / David Grant Medical Center, BART, train stations, the Vallejo ferry, Mare Island, Oakwood Estates, Leisure Town Garden Homes, and Vacaville Kaiser. Other destinations were more general, like shuttles to the senior center or shopping, The next largest group (14) suggested changes in operations, including later hours, with half asking for Sunday service. Ten people commented on stop location or amenities. Bus stops were requested on Youngsdale Drive near Foxboro. One person commented on the difficulty of serving cul-de-sac neighborhoods with transit:

"In Leisure Town, bus service is only available on Yellowstone. For someone living at the end of the circles, the distance is too far to walk to bus stop on Yellowstone, especially if you have a minor disability or are carrying groceries, however I can't say this would increase ridership, but for me, if I was going to use public transportation, it would be very important."

9. *Please rate each of the following transportation improvements by circling a number from 1 to 5, with 1 for least helpful and 5 for most helpful.*

This question provided a list of transportation improvements covering all modes of transportation and asked respondents to rank them based on how helpful they would be. The top-ranked improvement was shuttles to medical facilities, followed by lower fares for senior and disabled programs, and then third, shuttles for other purposes. The measure receiving the least interest was "Support and education to reduce driving". Note that a similar option, "Support and education to keep driving longer", received a higher rating, reinforcing the finding that residents of Solano would like to keep driving as long as possible. Figure 5-17 shows the number of responses and ranking of all the options, listed in order of most to least helpful.

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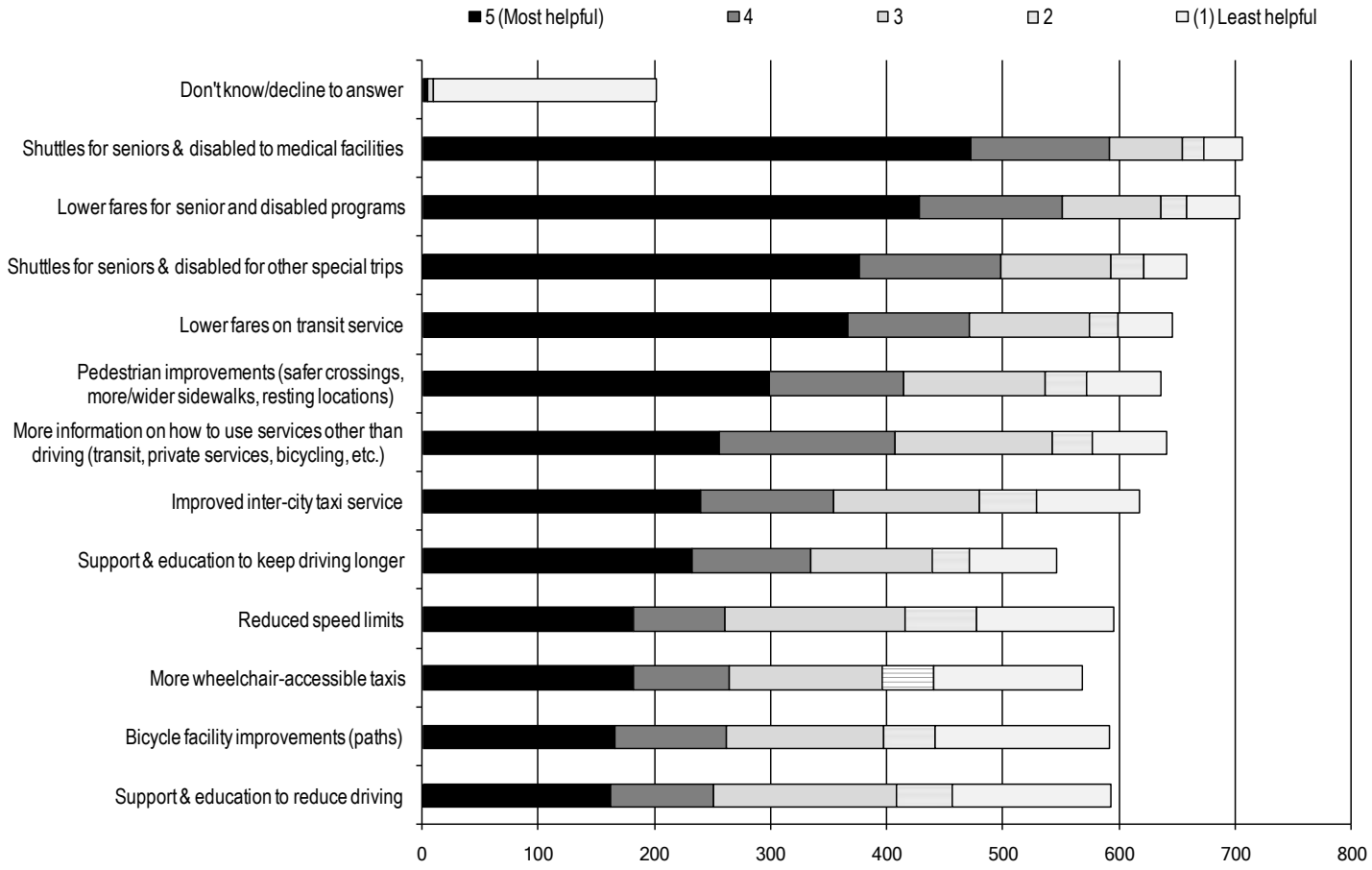
Figure 5-17 Ratings of Other Transportation Improvements



10. Please list the names of up to five places that you think need better public transit access (added bus stops, more frequent service, evening/weekends).

Respondents listed both local and intercity locations where they would like to go on transit. Major medical facilities, large shopping centers, and links to regional transportation were mentioned most often. Figure 5-18 below summarizes their responses, by the respondent city of residence. **Bolded** destinations are those receiving the most requests.

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Figure 5-18 Common Trip Destinations

Home City	Medical	Grocery	Other Shopping	Intercity & Transportation	Specific Locations/Uses
Benicia	**Kaiser (Vallejo, Martinez, Walnut Creek)** Sutter Medical Facilities	Safeway, Raley's (Benicia/Southampton) Trader Joe's (Concord), Andronico's (Walnut Creek)	**Southampton Shopping Center,** Westfield-Solano Shopping Mall in Fairfield Wal-Mart (Vallejo, Fairfield), 7-11 Sun Valley Mall (Concord) Pleasant Hill Mall	San Francisco, **Concord**, Santa Rosa, Petaluma, Sonoma, American Canyon, Sacramento Vallejo Ferry, **BART**	**2nd Street (Benicia)**, Casa de Villarassa, Casa Delrosa, St. Dominic's church Senior Centers Benicia State Park
Dixon	**Kaiser (Vacaville/Davis/Vallejo)** Woodland (doctor's offices) Sutter Health (Davis) Sacramento (doctor's offices) Travis AFB / Grant Medical Center	**Safeway** Pedrick Produce	Westfield-Solano Shopping Mall in Fairfield **Wal-Mart** Popeye's, McDonalds	**Sacramento** Rail station, airport Fairfield	Churches and parks East end (Dixon Ave. East) to central Dixon
Fairfield	Kaiser (Fairfield, Vallejo, Vacaville) Sutter Health (Solano) Sutter Medical, Fairfield medical Family Health Services (Courage Dr.)	**Raley's,** Costco, Food Maxx	Westfield-Solano Shopping Mall in Fairfield **CVS** Costco in Cordelia	San Francisco, Sacramento, **Cordelia**, Vallejo, Vacaville, Suisun City, Green Valley BART, Vallejo Ferry	Casa Nova Mobile Home Park Oakwood Estates **Clay Bank Industrial Center** Travis Air Force Base
Rio Vista	**Kaiser (Vacaville, Stockton)** Sutter Medical facilities	Raley's (Suisun) Lira's	Costco, Vacaville Outlets, Nut Tree Outlet stores, Green Valley Shopping Center Westfield-Solano Shopping Mall in Fairfield	**BART**, Airports Antioch, Fairfield, Vacaville, **Lodi**, Brentwood, Isleton	**Trilogy**
Suisun City	Kaiser (Vallejo, Vacaville, Fairfield) **Travis Air Force Base**	Albertson's (Suisun and Fairfield) Raley's in Fairfield	**CVS**, Wal-Mart, Dollar Tree	Transit station in Fairfield Vacaville	Church in Suisun, Library Suisun Senior Center, Downtown Fairfield
Vacaville	**Kaiser (Fairfield, North Bay)** **Sutter Health / Vallejo**, Travis AFB / Grant Medical Center VA Medical Center, Martinez	Raley's Nugget Safeway	Vacaville outlets Westfield-Solano Shopping Mall in Fairfield CVS Wal-Mart	**Vallejo Ferry, BART** Sacramento airport, Oakland Airport, (evenings and weekends) Mare Island, Vallejo	Diamond Grove, **Leisure Town**, Travis AFB Library, Banks, Post Office, PG&E, Credit Union, Senior Center, Movies, Churches (+ Sunday service) Welfare and assistance offices Solano Business Parkway Vaca Valley Pkwy betw. Alamo and Crystal Springs Yellowstone to downtown
Vallejo	**Kaiser (Vacaville and Fairfield)** Sutter Hospital (Vallejo)	Raley's Safeway	Wal-Mart (American Canyon) Westfield-Solano Shopping Mall in Fairfield Fairfield Plaza Lowes, Costco, Target Sun Valley Mall (Concord)	**Vallejo Ferry (evenings)** BART(evenings)	Columbus Parkway **Florence Douglas Senior Center** Bank, churches, movie theaters Redwood Street, Legend Court **Mare Island**

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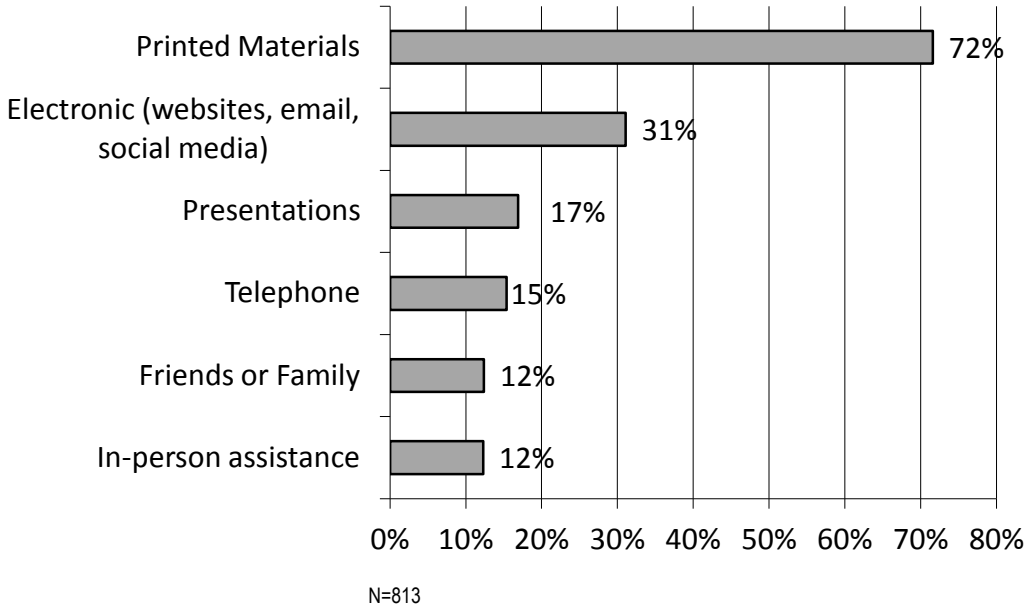
11. Please tell us how you would prefer to get your information about public, private, and other transportation services and programs.

While most respondents (72%) preferred to get information regarding transportation through conventional means, primarily printed materials, a significant proportion (31%) selected electronic information.

Figure 5-19 Information on Transportation



Paratransit and Physical Limitations

12. Do you currently use any paratransit services?

The great majority of respondents – 89% – do not use paratransit. Suisun City residents had the highest percentage of paratransit usage (19%) in the county, while the lowest was in Vacaville (6%).

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Figure 5-20 Use of Paratransit

CITY	No	Yes	Total by City
Benicia	88%	13%	96
Dixon	87%	13%	61
Fairfield	91%	9%	140
Rio Vista	92%	8%	97
Suisun City	81%	19%	58
Vacaville	94%	6%	253
Vallejo	85%	15%	162
Other	86%	14%	36
Totals	807	96	903
Percents	89%	11%	

13. If you do NOT use paratransit, why not?

Almost 540 people responded to this question. The great majority (79%) said they do not need paratransit services at this time. Forty respondents (7%) indicated that they did not know what paratransit is. (One respondent said, “Sounds like sky gliding”.)

14. Do you use a mobility device? (Wheelchair, cane, walker, scooter, etc.)

Overall, 75% of respondents said that they did not use any kind of mobility aid. Atypically, almost half the respondents in Suisun City said that they did use a mobility device.

Figure 5-21 Use of a Mobility Device

CITY	No	Yes	Total by City
Benicia	72%	28%	99
Dixon	81%	19%	62
Fairfield	77%	23%	139
Rio Vista	83%	17%	98
Suisun City	51%	49%	57
Vacaville	74%	26%	254
Vallejo	76%	24%	164
Other	76%	24%	41
Totals	682	232	914
Percents	75%	25%	0%

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15. Please describe any additional transportation issues or problems in your community that we should be aware of in this project.

The last question on the survey was an open-ended request for any other comments respondents wanted to make. We received comments from 135 people. About half of the comments (76) were related to transit operations issues (hours of operation, lack of coverage, paratransit operations, on-time performance, driver courtesy, and fares). Another 31 comments related to capital investment such as more bus stops or more amenities at existing stops, the need for curb cuts and sidewalk repair, and amenities on buses. There were 19 comments related to pedestrian safety issues, such as crossing signals that are not long enough, and drivers speeding through crosswalks. These will be examined more closely in the sections on each Solano city.

Ten comments related to transit-related programs, such as the desire for travel training and travel escort programs. About half of these requested travel training programs to help seniors understand the transit system.

"It's probably better now, but years ago when I needed to take the bus, I couldn't figure it out, at the local bus stop, what the route was, so, just took my chances that it would eventually get me near my destination. It did, but I toured the city first."

"Seniors need to know routes and rates with an uncomplicated schedule."

Others requested a weekly shopping shuttle from their housing complex to the local grocery stores and suggested that free delivery from pharmacies and grocery stores would be very helpful.

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Summary of Responses by City

This part of the report reflects the views expressed in both the surveys and outreach meetings in each of the seven Solano County cities. Each section briefly describes transit availability in that city, the number of people participating in the outreach, as well as any distinguishing demographic data. Then findings from the outreach are presented: key issues, the biggest problems accessing and using transportation, common destinations, and most desired improvements.

Note: Because sample sizes varied from city to city and in some cases were small, data is not considered statistically significant but, rather is indicative of overall trends and preferences. Anecdotes from participants regarding conditions at specific locations or possible incidents have not been verified.

BENICIA

Benicia Breeze operates three fixed transit routes; one travels outside the city to the Sun Valley Mall and Diablo Valley College, while the other two operate within the city during the school year. Two other routes operate as flex routes during morning and afternoon peak periods and as dial-a-ride services during the off-peak periods. All vehicles are lift-equipped. Benicia offers a local subsidized taxi scrip program for seniors and people with disabilities as well as participates in the intercity subsidized taxi scrip program for ambulatory ADA-eligible individuals that was started throughout the county in 2010.

Outreach in Benicia included two public meetings with a total of 77 participants, and collection of 102 surveys. Frequent destinations are the library, the post office, Raley's, and Safeway. Many seniors still drive; those who take transit are very happy with the service. The greatest concerns for Benicia residents were access to medical appointments (Kaiser in several locations, and Sutter Hospital in Vallejo), the lack of service on Sundays, and the cost of transit, particularly to the Sun Valley Mall in Contra Costa County ($10 round trip on Wednesdays, $9 round trip other days).

Benicia had the highest proportion of respondents (46%) who said they did not have a strong support system for transportation needs.

Places More Transit Requested

Benicia residents indicated they would like to take transit to the locations shown in Figure 5-22 below.

Figure 5-22 Benicia: Locations More Transit is Requested

Medical	Grocery	Other Shopping	Intercity & Transportation	Specific Locations/Uses
Kaiser (Vallejo, Martinez, Walnut Creek) Sutter Medical Facilities	Safeway, Raley's (Benicia/Southampton) Trader Joe's (Concord), Andronico's (Walnut Creek)	**Southampton Shopping Center,** Westfield-Solano Shopping Mall in Fairfield Wal-Mart (Vallejo, Fairfield), 7-11 Sun Valley Mall (Concord) **Pleasant Hill Mall**	San Francisco, **Concord**, Santa Rosa, Petaluma, Sonoma, American Canyon, Sacramento Vallejo Ferry**, BART**	2nd Street (Benicia), Casa de Villarassa, Casa Delrosa, St. Dominic's church Senior Centers Benicia State Park

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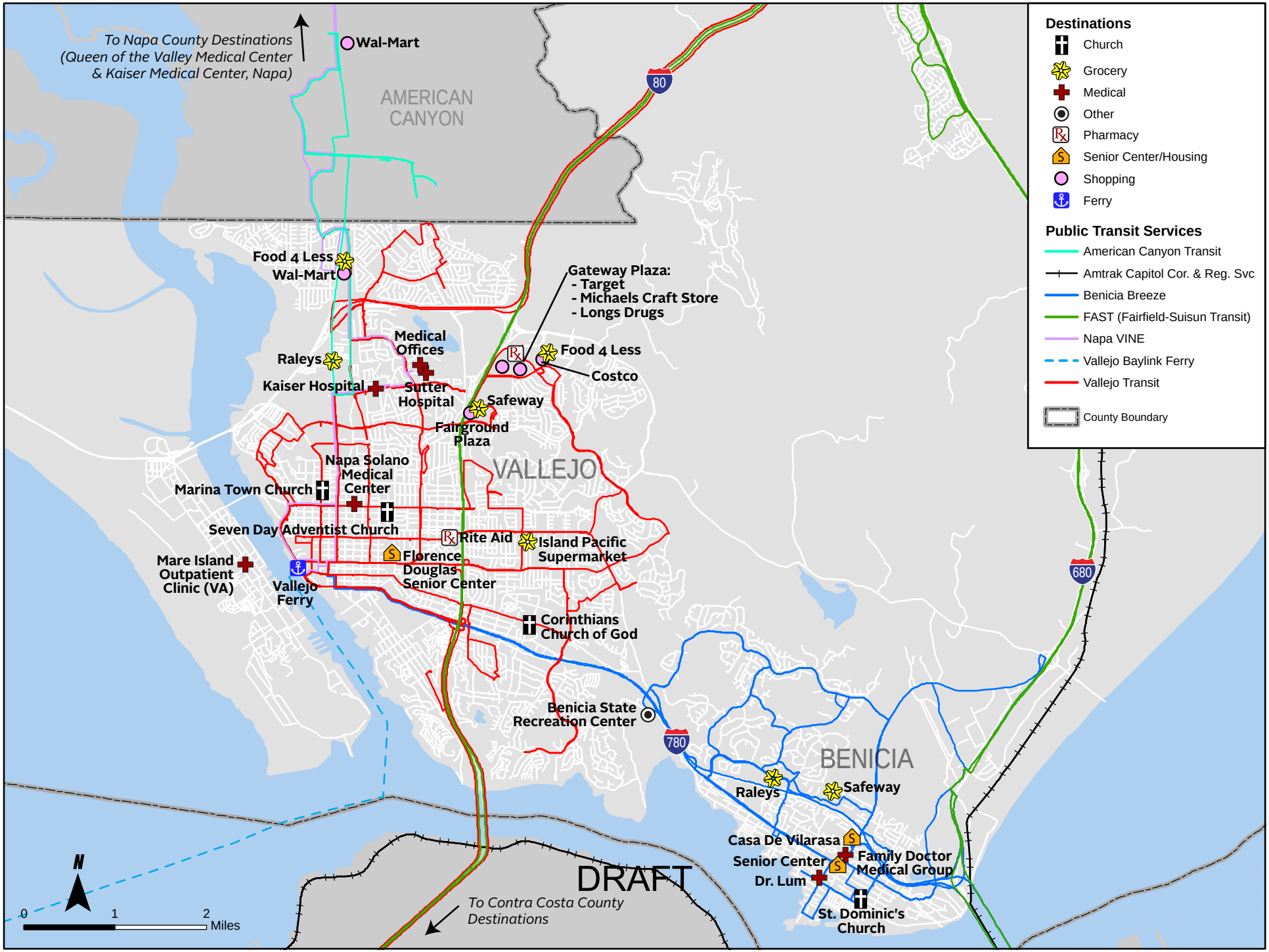
Figure 5-23 Common Destinations in the Benicia-Vallejo Region



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consulting associates

Source: ABAG, Solano County GIS, ESRI

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Transit

Participants noted that doctor's offices and hospitals (Sutter and Kaiser) are in Vallejo, which is not served by the Benicia Breeze. As one respondent put it, "*I understand the Benicia Breeze has one scheduled (medical shuttle) trip to Vallejo but if you have an appointment that doesn't coincide with that schedule (11AM to 2:30PM window) then you are out of luck.*" While Vallejo Transit Route 78 directly connects Benicia to Vallejo Monday through Saturday, in order to travel to medical facilities in northern Vallejo, riders do have to transfer. Some respondents felt that transfers are difficult.

Benicians appreciate the service to the Sun Valley Mall, however several people indicated that the Mall service is under-marketed, and that few people are aware of it.

The bus drivers are beautiful. I don't know what I would do without them… We love the drivers. They are kind and helpful.

When we go to the Mall we get dropped off and then get picked up three hours later. It is a perfect amount of time.

They used to have a regular pick-up at Safeway but it's not regular anymore. I can walk with my cane to Safeway (from Casa de Vilarrasa) but I can't carry groceries back.

Paratransit

Thirteen percent of Benicia residents responding to the survey said they used paratransit. Of those who don't use it, most cited lack of need, and several said they relied on friends or family to transport them. Participants noted the difficulties inherent in most paratransit services, primarily that rides are not exactly at the desired time, that they had to call paratransit very early in the morning if they wanted a ride later that day, and that paratransit pick-up times are somewhat unpredictable. In addition, they requested shorter reservation times for seniors and the people with disabilities.

Mobility and Future Improvements

- Faster or more immediate response to transportation requests for people with disabilities
- More frequent weekday and weekend service, Sunday service
- Longer hours on weekdays
- More reliable schedule performance
- Of four suggestions gathered at Benicia focus groups, three related to establishing a shuttle service to Sutter, Kaiser, and other medical centers, and coordinating appointment times with transit. However, there is a medical shuttle from Benicia to Vallejo medical centers three times a week. This may be an issue of getting the information out, perhaps through the medical facilities.

The following figure shows the ranking of transit improvements by respondents in Benicia.

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Figure 5-24 Benicia Ranking of Transit Improvements

DIXON

Dixon operates Readi-Ride, a general public door-to-door dial-a-ride service which serves as its paratransit service as well. Service runs Monday through Friday, with limited service on Saturday, and no service on Sunday. The response time from calling for a reservation to receiving a ride is generally less than half an hour.

Four outreach meetings were held in Dixon, attended by 71 people; 62 surveys were collected from Dixon residents.

Eighty seven percent (87%) of Dixon survey respondents said they intended to stay in the city through retirement, higher than any other Solano city.

Dixon residents use autos as their primary means of transportation. They commented on the difficulties driving on Highway 80 because of the speed of traffic and the bad condition of the road. Other non-transit related issues are that some roads lack sidewalks, making them unsafe for walking or getting to a bus stop, and that there are no taxi cabs in Dixon. (A web search shows two cab companies in Dixon). Latino seniors primarily drive or receive rides from their friends, family, and neighbors. They sometimes use the Dixon bus system, but commented that the information line does not have a Spanish speaker available.

Places More Transit Requested

Respondents to the survey and participants in focus groups said that their primary transportation issue was getting to medical and shopping destinations outside of Dixon. Dixon residents indicated they would like to take transit to the locations shown in Figure 5-25 below.

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Figure 5-25 Dixon: Locations More Transit is Requested

Medical	Grocery	Other Shopping	Intercity & Transportation	Specific Locations/Uses
Kaiser (Vacaville/Davis/Vallejo) Woodland (doctor's offices) Sutter Health (Davis) Sacramento (doctor's offices) David Grant Medical Center	**Safeway** Pedrick Produce	Westfield-Solano Shopping Mall in Fairfield **Wal-Mart** Popeye's, McDonalds	**Sacramento** Rail station, airport Fairfield	Churches and parks East end (Dixon Ave. East) to central Dixon

Transit

Those who use Readi-Ride are pleased with the service; it was perceived as useful and responsive within the limits of their schedule and within Dixon. However, the 6:00 PM end time (5:00 PM on Saturdays) limits evening activities, such as eating out or going to evening church services. For example, the Spanish-language mass at the Catholic church is at 7:00 PM on Wednesdays and Saturdays, and on Sunday afternoon, making all services inaccessible by transit.

The biggest challenge pertains to getting transportation to other cities for doctor's appointments. Important medical destinations include Davis (Sutter Hospital and UC Davis), Sacramento, San Francisco, Vacaville (Kaiser), and Fairfield (Travis/David Grant Medical Center). *(Note: Fairfield and Suisun Transit's Route 30 connects Dixon with UC Davis, Fairfield, and Sacramento. Perhaps medical facilities could help market this service).*

Focus group participants noted that the Dialysis Center in Dixon schedules appointments early in starting at 6:00 AM, but Readi-Ride service starts at 7:00 AM.

Transit riders are only allowed to carry three bags on the bus; this limits the amount of groceries that transit-dependent residents can bring home. Under most circumstances this would not be a problem, but Readi-Ride closed for four consecutive days on Thanksgiving weekend, causing anxiety for some that their groceries would run low.

I've had multiple surgeries and was in a wheelchair and unable to drive. It is frustrating and humiliating to ask others for a ride. You don't want to bother other people and yet I could not get around.

Amtrak goes right through Dixon but doesn't stop. It would make life easier if it stopped in Dixon. I can get from Dixon to Sacramento and to San Francisco on the train.

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Respondents requested more information on how to use the bus, indicating that the system seems confusing. Some felt that seniors were not aware of the reduced fares, day passes, and taxi scrip. Spanish-speaking transit users would like more information in Spanish, and a Spanish speaker available when they call Dixon Readi-Ride for transit information.

Other Modes

Several participants from Dixon spoke of not wanting to drive on I-80 because of the condition of the road and the speeds. However, back roads are also dangerous for both driving, walking, or biking because they are narrow and without sidewalks or bike lanes.

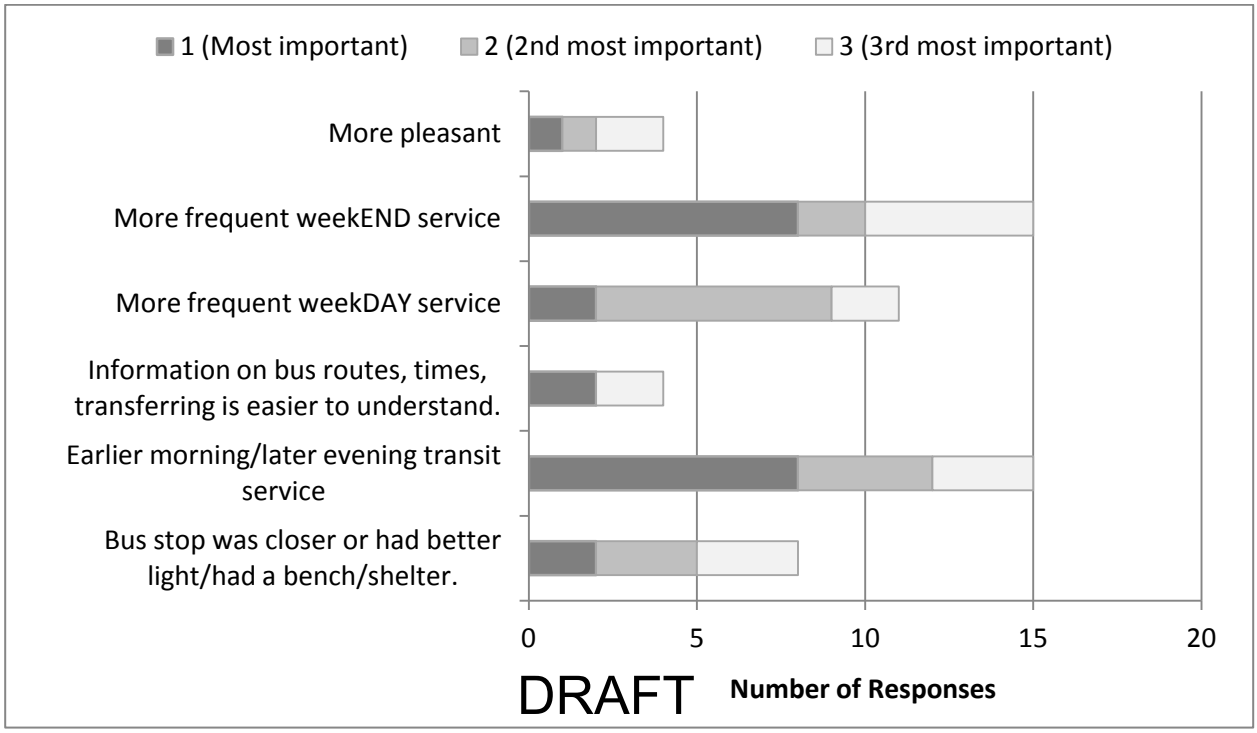
Mobility and Future Improvements

Requests for future improvements include:

- More direct service to medical facilities.
- Providing transit service later on weekdays and Saturday, and added on Sunday.
- Making roads safer by adding wider shoulders and sidewalks, and installing four-way stops where there are two-way stops now. This was noted specifically for Route 113 between Route 80 and Midway Road.
- Working with local pharmacies and grocery stores to deliver to senior housing.
- Amtrak or Capitol Corridor service stopping in Dixon and connecting it to Davis and San Francisco.

When asked to rank transit improvements, residents of Dixon rated both weekend and earlier/later service most highly, followed by more frequent weekday service. Dixon's ranking of transit improvements is shown in the figure below.

Figure 5-26 Dixon Ranking of Transit Improvements



FAIRFIELD AND SUISUN CITY

Fairfield and Suisun City have combined their transit operations, and provide a total of twelve routes, four of which are intercity connecting Fairfield and Suisun with Vacaville, Dixon, Davis, and Sacramento, and to BART stations in Walnut Creek, Pleasant Hill, and El Cerrito del Norte. There are three services geared towards the elderly and people with disabilities: Fairfield-Suisun Dial-a Ride Transit (DART), subsidized taxi fares, and a Senior Center run volunteer driver program.

Outreach activities in Fairfield reached 139 participants at 8 meetings, with 143 surveys collected. In Suisun City, the team met with 88 people at three meetings, and received 54 surveys.

Fairfield respondents had the highest proportion of people who said they plan to move in the next five years (11%).

Suisun City survey respondents ranked higher than any other Solano cities in those who:

- did not have a driver's license (41%)
- had a license but did not have access to a car (31%)
- currently use paratransit (19%)
- have a strong family or social support system (66%)
- use a mobility device such as a cane or walker (49%)

Places More Transit Requested

Fairfield and Suisun City residents indicated they would like to take transit to the locations shown in Figure 5-27 and 5-28.

Figure 5-27 Fairfield: Locations More Transit is Requested

Medical	Grocery	Other Shopping	Intercity & Transportation	Specific Locations/Uses
Kaiser (Fairfield, Vallejo, Vacaville) Sutter Health (Solano) Sutter Medical, Fairfield Family Health Services (Courage Dr.)	**Raley's**, Costco, Food Maxx	Westfield-Solano Shopping Mall in Fairfield Wal-Mart, **CVS** Costco in Cordelia	San Francisco, Sacramento, **Cordelia**, Vallejo, Vacaville Suisun City, Green Valley BART, Vallejo Ferry	Casa Nova Mobile Home Park Oakwood Estates Clay Bank Industrial Center Travis Air Force Base

Figure 5-28 Suisun City: Locations Needing More Transit

Medical	Grocery	Other Shopping	Intercity & Transportation	Specific Locations/Uses
Kaiser (Vallejo, Vacaville, Fairfield) **Travis Air Force Base**	Albertson's (Suisun and Fairfield) Raley's in Fairfield	**CVS**, Wal-Mart, Dollar Tree	Transit station in Fairfield Vacaville	Church in Suisun Library Suisun Senior Center Downtown Fairfield

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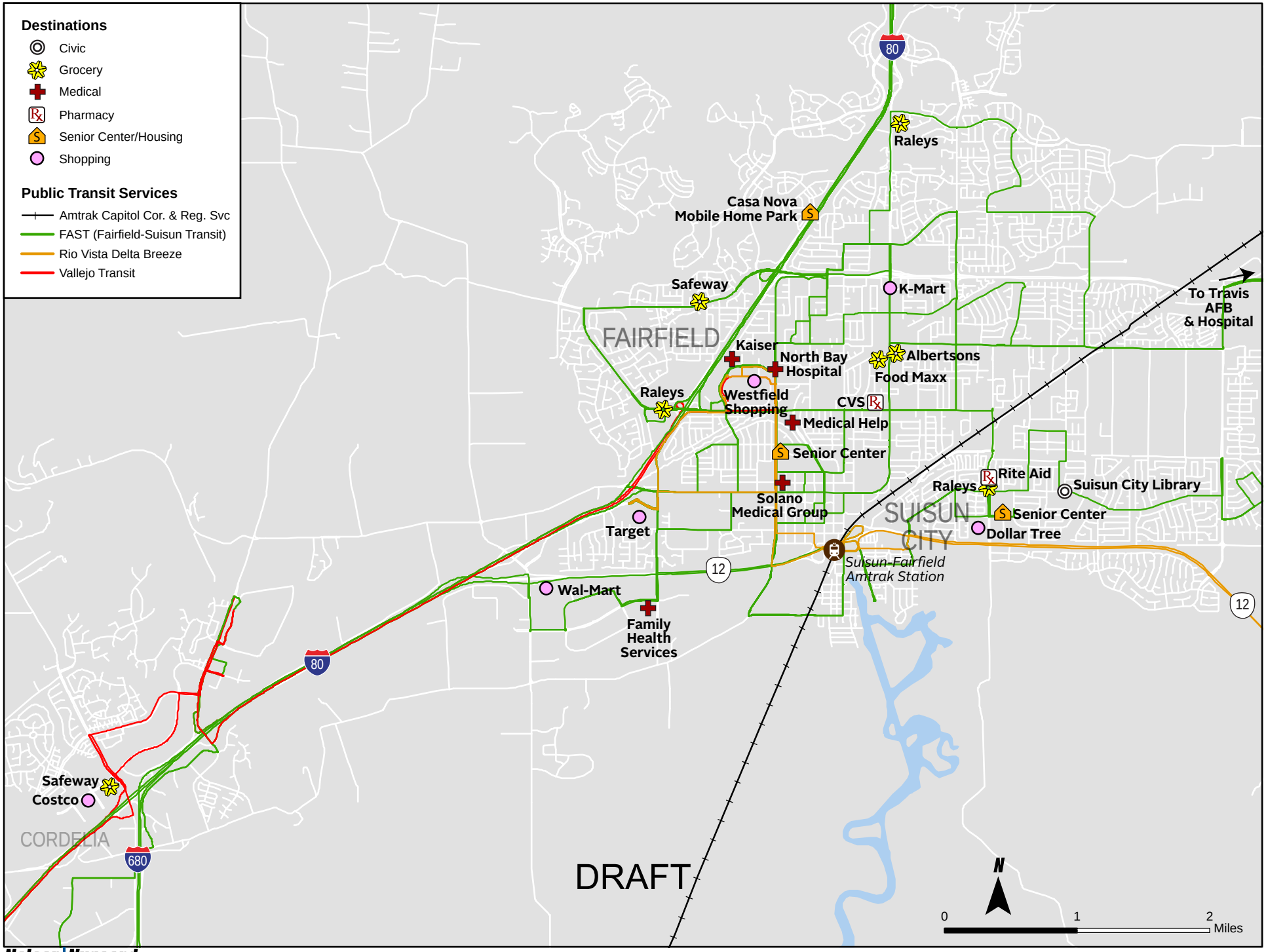
Figure 5-29 Common Destinations in the Fairfield-Suisun City Region



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Source: ABAG, Solano County GIS, ESRI

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Transit

Fairfield and Suisun City respondents would like better bus stop amenities, more bus shelters and benches. Signs and stops need to be more apparent, and "the new shelters are not big enough". The shelter at the Mall in Fairfield is populated by smokers in bad weather. Bus stops were far from some people's homes. Specific locations where a stop would be appreciated are the Solano Athletic Club and the Senior apartments on Dover Avenue.

There was concern for personal safety both at the stops and on the bus, especially at night.

Many people requested bus service in the evening and on Sundays. The lack of evening service was an impediment to people attending various functions such as sporting events, concerts, and City Council meetings.

Quite a few comments from focus groups related to the cost of transit trips, transfers, paratransit, and taxis. Fares were different between cities, with Vacaville offering a $2 day pass, while no day pass is available in Suisun or Fairfield. Transferring between buses and systems, especially on paratransit, was difficult; comments indicate that transfers are required even within the Fairfield/Suisun area. It was reported that bus drivers sometimes pass up people in wheelchairs.

In ranking transit improvements, residents of Fairfield ranked weekend service and improved information on the bus system most highly. Suisun City residents also emphasized better information, as well as better weekend service. The two figures below show the ranking of transit improvements for residents of Fairfield (Figure 5-30) and Suisun City (Figure 5-31).

Figure 5-30 Fairfield Ranking of Transit Improvements

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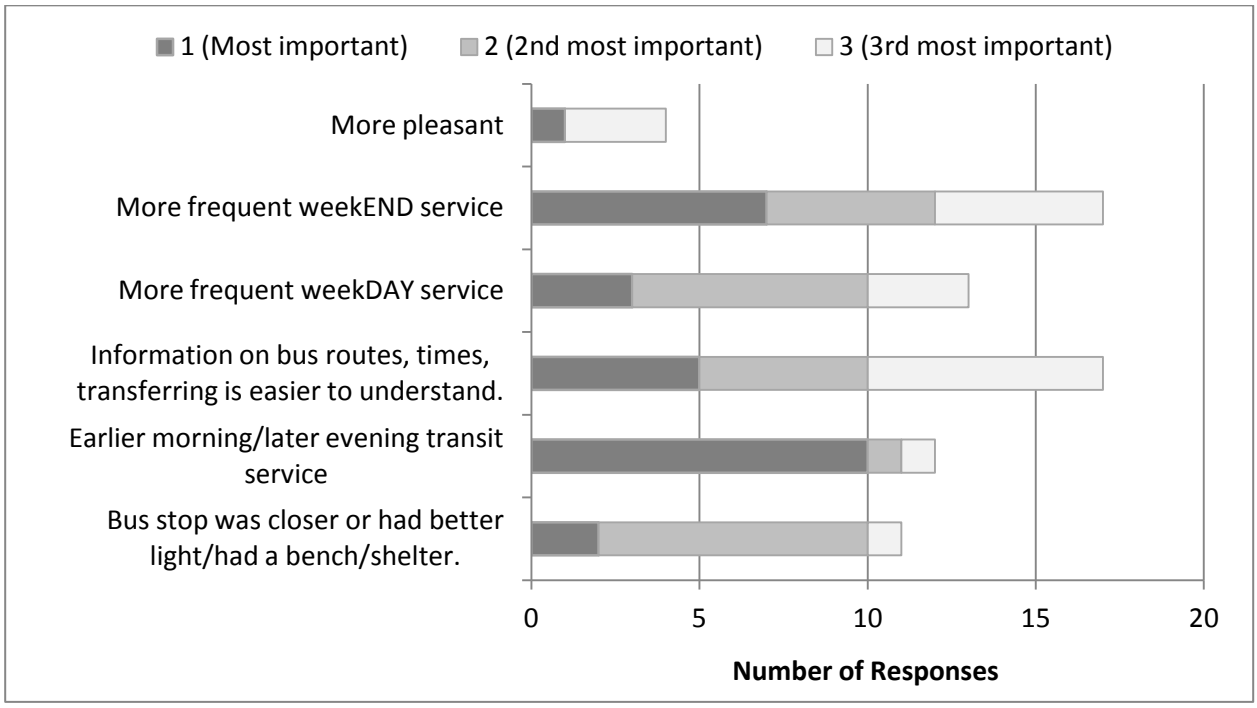
Figure 5-31 Suisun City Ranking of Transit Improvements



Paratransit & Volunteer Drivers

Of survey respondents, 9% of those from Fairfield and 19% of those from Suisun City said they used paratransit.

Comments indicated that the "user interface" for DART paratransit could be improved. The most frequent complaints were that drivers may be early or late, drivers sometimes show up when they are not scheduled to, and ride confirmations may be cancelled at will. Some felt that regular fixed-route transit is much more reliable. There was concern that a cancellation, if not recorded properly, can become "no-show", for which the rider is penalized. Riders within a block of each other who need rides at the same time are scheduled on different vehicles.

People commented that the need to schedule rides in advance was inconvenient and did not work for emergency trips. When scheduling a pick up, the rider is not given a confirmation number. Sometimes the pickup time given by the dispatcher differs from the time given by the driver, making it difficult for those who are infirm to wait for the ride. The paratransit schedule does not match the schedule at doctor's offices, making the scheduling of medical appointments difficult; as in Benicia, early dialysis appointments, outside the hours of paratransit service, were also cited. Senior or disabled riders have to wait long periods of time when they use the DART system to get to medical appointments. For example, DART may drop a rider off several hours before their scheduled appointment, and then pick up several hours after the appointment is over.

The intercity taxi system received lots of support, with people saying it seems more cost-effective, and more closely matches riders' needs and times than fixed-route transit. It also eliminates the stigma some people feel when they use paratransit. However, the taxis are not wheelchair accessible.

The Senior Volunteer Driver Program (SVDP) through the Fairfield Senior Center operates from 8:30 AM to 2:00 PM Monday-Thursday and takes seniors to their doctor's appointments, the

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pharmacy, and the senior center. The program serves central Fairfield and will not go to Travis Air Force Base, Rancho Solano or other locations. Residents 50 years and older are eligible for the service. Some commented that they wished the hours, geographic coverage, and trip purpose requirements were not so limited.

Other Modes

There were a number of comments related to the walkability of both cities. Because much of the development in this area is relatively recent, the scale of the built environment is oriented toward driving rather than walking. Blocks in some areas are too long to walk comfortably, and crosswalks are too far apart or are at highway on-ramps. Streets are too wide (4+ lanes) for seniors to get across safely. Residents requested better signage at crosswalks. In particular, the mid-block crossing at the Suisun City Senior Center (318 Merganser Drive) provides a way for seniors to get across the street to the shopping center, but was seen as dangerous since motorists go around buses and have hit pedestrians in the crosswalk.[2]

Seniors commented that pedestrian signals are not long enough, causing them to sometimes get marooned on the median. Further, signals are not equipped with audible capacity; one specific location cited was Raley's, across the street from the Senior Center and the Casa de Suisun senior apartment complex. The pedestrian signal control (usually a button on a signal pole) is sometimes placed on the grass, making it inaccessible to people in wheelchairs; sometimes the button is accessible only by someone with the use of their right hand. One wheelchair user commented that, "Crosswalk buttons need to be moved back from the street. You have to roll down towards the street to push the button and then back up to wait for the signal."

Some streets and roads have no sidewalks, leading to pedestrians walking in the bicycle lane in the street. Specific location notes were Airbase Parkway, the Suisun Valley area, . The lack of sidewalks impedes access to transit.

In some areas, sidewalks are uneven and in bad repair, sometimes from tree roots. Street lights, magazine stands, or unkempt plants take up space on the sidewalks in some areas, making the use of a wheelchair or walker difficult.

The required "truncated domes" installed at curb cuts present problems for strollers, grocery carts, people in wheelchairs, or people who are unstable on their feet; several people reported falling on them. In addition, some ramps are too steep, causing wheelchairs to spill or roll into the street. Curb cuts are also lacking in some areas. Some sidewalks have an "on-ramp" but no "off-ramp" so that wheelchairs and scooters have to travel in the street. Specific locations with poor sidewalk conditions mentioned were Air Base Parkway, Dover near Airbase, Travis Road in Fairfield, next to Fairfield High School, and Suisun Valley. In a similar comment, the cobbles near City Hall in Suisun City present issues for wheelchair users, as does any textured pavement.

[2] This statement was anecdotal and has not been verified.

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Mobility and Future Improvements

Suggestions for improvements for all modes include:

Pedestrian

- add more curb cuts, locating the crosswalk buttons back away from the street
- putt more benches near senior centers for resting and waiting
- paint curbs at cross walks a bright color for greater visibility
- place crosswalk signal buttons back away from the street
- improve street signage (larger print)

Transit

- Reduce fares
- Later service
- Make transfers easier

Driver Training

- have drivers enforce rules on the bus
- make sure the front seats are available for seniors
- announce stops on the microphone
- improve on-time performance
- drive more slowly

Information, Outreach and Marketing

- make sure seniors are aware of services available to them; post transit information at supermarkets and other locations frequented by seniors
- institute a transit navigator program, similar to one in Seattle, where volunteers dressed in bright vests teach people how to use the bus system
- STA or a similar agency should advertise, promote, and help coordinate senior driving classes such as those offered by the AARP or the California State Automobile Association

Medical Transportation

- greater coordination or partnership between medical facilities and the bus system
- health providers should help provide transportation when patients have to travel out of the area to get health care
- transit services could attempt to work with the medical groups to try and group appointments for seniors together

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RIO VISTA

The Rio Vista Delta Breeze provides two deviated intercity routes on weekdays; this service doubles as its paratransit service. There is also a general public dial-a-ride service within the city and to Isleton. Limited service is available on Saturdays.

Two outreach meetings were held in Rio Vista, drawing 35 participants; 101 surveys were collected from Rio Vista residents.

According to the US Census for 2000, Rio Vista has the unique demographic characteristic of having 54% of its population over the age of 50; however, this is likely due to one or more large senior housing developments located in this otherwise small town.

Unless you drive or take a very early bus and come home at 6:00 pm, you are a prisoner in Rio Vista.

Semi-trucks are a nuisance and a danger on HWY 12. They use 12 as a short cut to avoid scales. Most truck scales are on I-5. If the truck drivers take 12 they can miss the I-5 scale, go up 80, missing the Cordelia scale, and taking the 505 to Oregon. I know because I am a retired truck driver. Most of the truck drivers are from small companies or non-union jobs.

I take my motorized chair 1 ½ miles from my home here to the senior center. I just use the roads. There are no sidewalks from outside of town in, and in many places there are little to no shoulders.

Autos and Roads

There were a significant number of comments regarding truck traffic on Route 12, which connects I-80 in Fairfield to I-5 near Lodi via Rio Vista. The large number of trucks and high speed combined with dangerous driving behavior makes residents afraid to use this road, which is their lifeline to the two largest neighboring cities. Residents felt that the trucks damage the roads, intimidate other drivers, and do not contribute to the local economy because they do not stop. They also reported trucks and other vehicles running the light on Highway 12 at Trilogy. Residents use back roads rather than use this main artery.

Transit

Rio Vista is somewhat isolated and rural in nature, so connectivity and distance to bus stops can be an issue. Destinations mentioned by participants include Oakley, Brentwood, Antioch, medical centers in Vallejo or Vacaville, and BART. Other concerns were the on-time performance of the bus system and the cost. Residents would like later service and weekend service.

Paratransit

Comments regarding the taxi scrip program were:

- Getting the required ID is difficult, slow, and complicated
- The amount of scrip available is limited and sells out quickly
- Even with scrip, trips to common destinations like the Sacramento Airport are too expensive

Places More Transit Requested

Rio Vista residents indicated they would like to take transit to the locations shown in Figure5-32.

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Figure 5-32 Rio Vista: Locations More Transit is Requested

Medical	Grocery	Other Shopping	Intercity & Transportation	Specific Locations/Uses
Kaiser (Vacaville, Stockton) Sutter Medical facilities (Vallejo)	Raley's (Suisun) Lira's	Costco, CVS, Vacaville Outlets, Nut Tree Outlet stores, Green Valley shopping Westfield-Solano Shopping Mall in Fairfield	**BART** (Pittsburg), Airports Antioch, Fairfield, Vacaville, **Lodi**, Brentwood, Isleton	**Trilogy**

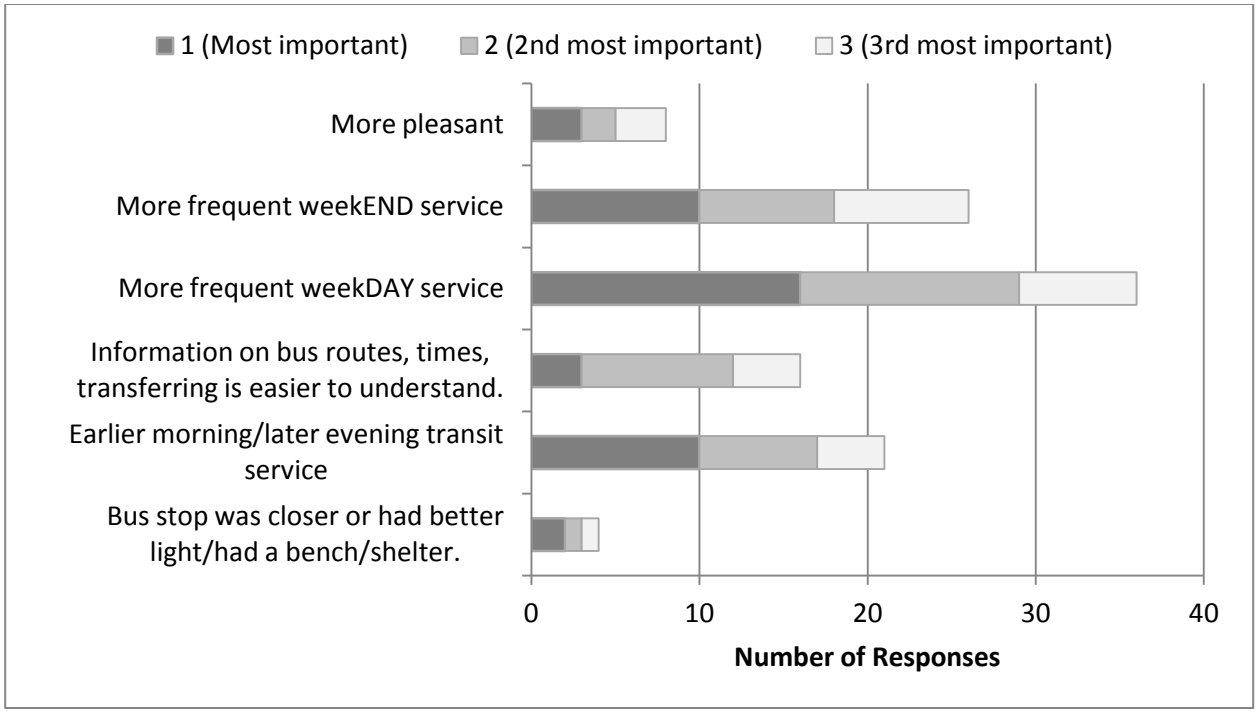
Mobility and Future Improvements

Residents listed the following as improvements they would like to see for all modes of transportation in Rio Vista:

- Put a weight limit on trucks on Highway 12, and add a weigh station on Highway 12 east of Rio Vista to reduce truck traffic
- Put cameras at the intersection by the entrance of Trilogy to catch those who run the red lights

When asked to rank transit improvements, Rio Vista residents rated more weekday service highest, followed by weekend service. See Figure 5-33 below for the ratings of transit improvements.

Figure 5-33 Rio Vista Ranking of Transit Improvements



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VACAVILLE

Vacaville City Coach provides five routes running from approximately 7:00 AM to 6:00 PM weekdays and Saturdays. Three other senior-focused services are City Coach paratransit, intracity subsidized taxi fares for seniors and people with disabilities, and intercity taxi program of ADA eligible ambulatory individuals. A non-profit volunteer driver program, Ride with Pride, also operates in Vacaville.

The team met with 87 residents at three public meetings, and received 263 surveys from Vacaville residents. Vacaville residents had the highest rate of driver's licenses (87%), and the lowest rate of paratransit usage (6%).

Places More Transit Requested

Vacaville residents indicated they would like to take transit to the locations shown in Figure 5-34.

Figure 5-34 Vacaville: Locations More Transit is Requested

Medical	Grocery[3]	Other Shopping	Intercity & Transportation	Specific Locations/Uses[4]
Kaiser (Fairfield, North Bay) **Sutter Health (Vallejo)** David Grant Medical Ctr (TAFB); VA Hospital in Martinez	Raley's Nugget Safeway	Vacaville outlets Fairfield Mall CVS Wal-Mart Westfield Mall	**Vallejo Ferry, BART**, Sacramento airport, Oakland airport (evenings and weekends) Mare Island Vallejo San Francisco Fairfield Amtrak	*Diamond Grove,* ***Leisure Town****,* Travis Air Force Base *Library, banks, Post Office,* PG&E, Credit union, *senior center, movies*, Churches (+ Sunday service) Welfare and assistance offices Vaca Valley Pkwy betw. Alamo and Crystal Springs *Yellowstone to downtown*

Transit & Paratransit

Top issues for transit users were the need for more bus stops, the need for more bus shelters[5], and the desire for both later service and Sunday service. Travelling to surrounding cities, and specifically Vallejo, was noted as difficult, since transfers are required. A specific location for a stop was on Sequoia in front of Town Hall/Leisure

[3] Raley's and Safeway served; Aug. 2011 new service to Nugget

[4] All italicized locations served by transit

[5] The City of Vacaville has an annual program to install, upgrade and replace transit amenities including bus shelters. The City is limited in right-of-way as to where a bus shelter can be installed, the property ownership of the proposed bus shelter's site and actual size of the available site due to ADA requirements.

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Town. Although a bus route travels through Leisure Town, the “circles” streets in Leisure Town make the walk to the bus stop very long for many seniors.

Vacaville survey respondents would like easier ways to get to Vallejo, Fairfield, Travis AFB, BART, San Francisco, and train stations.

There were few comments on paratransit; those who could use it, but didn’t, cited unreliable service and lengthy wait times. Some commented on a lack of reliability and long trip times, making it difficult for seniors to use. It was not clear if these comments reflected past usage or use by others and/or for trips within or beyond Vacaville. Regarding the subsidized taxi service, some commented that there seemed to be few taxis and the wait long. In contrast, comment cards from users of the subsidized taxi program have been extremely positive.

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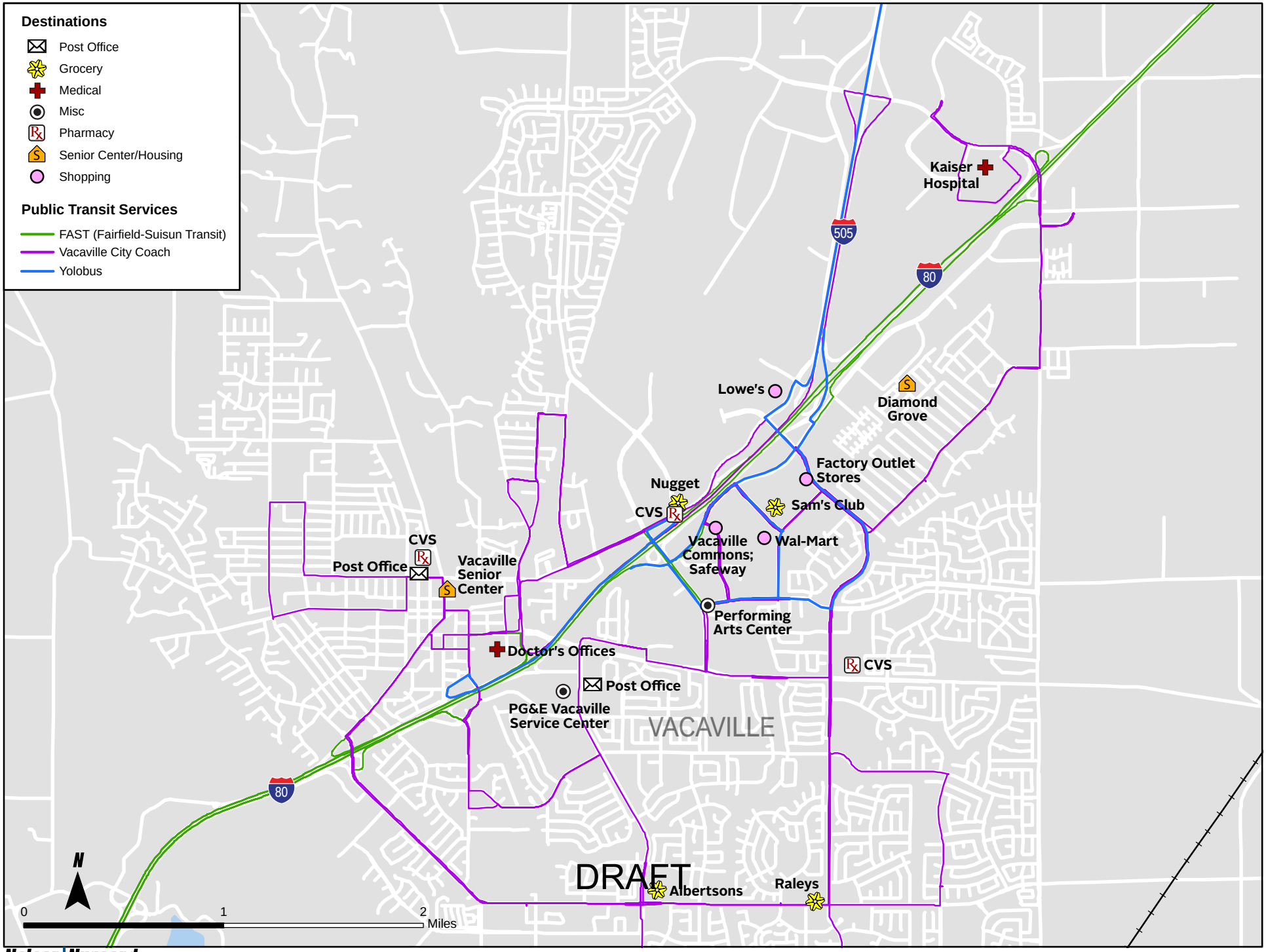
Figure 5-35 Common Destinations, Vacaville



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Source: ABAG, Solano County GIS, ESRI

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Other Modes

In focus groups, a large number said they don't feel comfortable driving anymore, but still do.

Several people commented on safety issues. Some crosswalk signals have been set "a tad on the short side of possible". Better street lighting would help both pedestrians and bicyclists. Merchant and Alamo was called out as a difficult intersection for pedestrians. As in other cities, the yellow truncated domes at curbs were noted as a safety hazard.

Gibson Canyon Road was noted as dangerous for bicyclists because the road is narrow, causing motorists to cross the center line to get around them.

Sunday service is needed in Vacaville.

Many of us who do not have access to cars would love to go to the mall in Fairfield, or go to San Francisco for an outing. We are stuck in our homes.

Mobility and Future Improvements

Residents listed the following as improvements they would like to see for transportation in Vacaville:

- Institute Sunday service
- Easier travel outside of Vacaville to San Francisco and regional transit hubs
- Set crossing signals longer, especially near senior housing
- Increase the number of taxis (especially accessible) in Vacaville

When asked to rank improvements to transit, Vacaville residents ranked bus stop location/improvements highest, followed by increased weekend service and improved system information. The following figure shows the rating of transit improvements by Vacaville residents.

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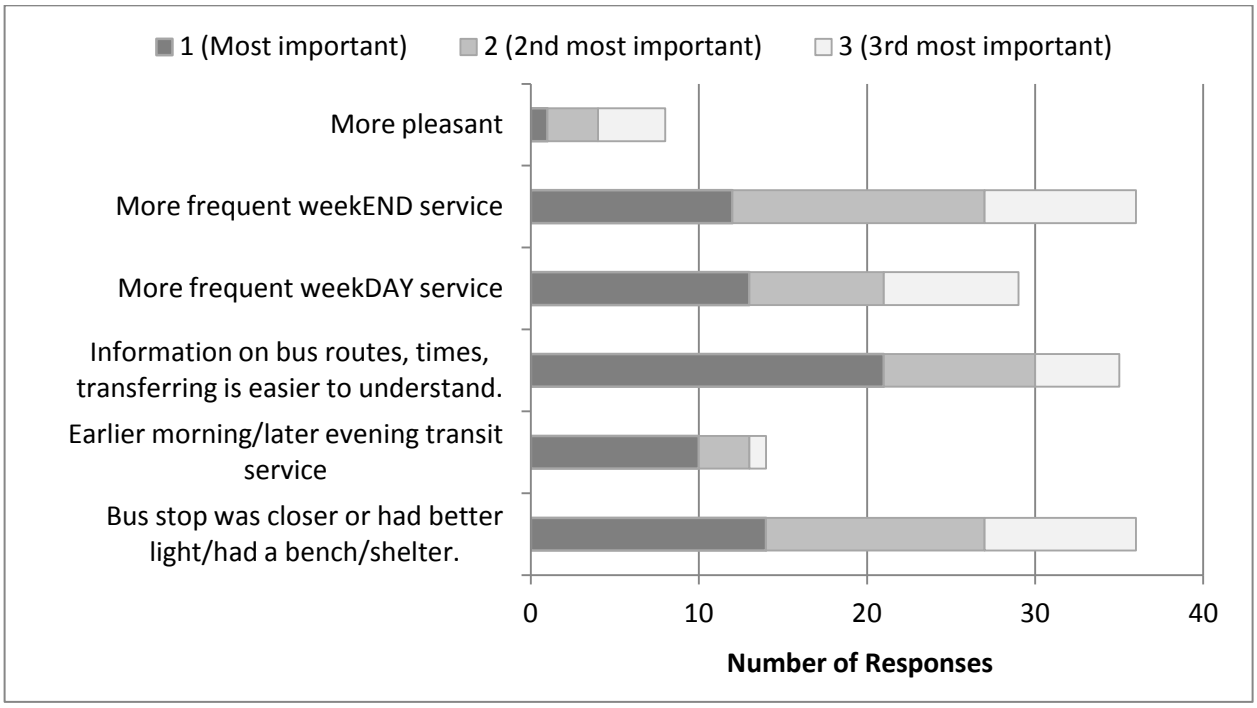
Figure 5-36 Vacaville Ranking of Transit Improvements



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VALLEJO

Vallejo Transit runs ten bus routes, seven within the city and three intercity routes. All routes run Monday through Saturday, and three routes – one local (5) and two intercity (80, 85) – also run on Sunday. A ferry service connecting to San Francisco and a regional bus service from the ferry terminal to San Francisco operate seven days a week. Paratransit service (the Runabout) is provided weekdays and Saturdays. In addition there is a local subsidized taxi service (40%) for seniors and ambulatory disabled people, available 24 hours, 7 days a week as well as an intercity taxi program for ADA eligible ambulatory individuals.

Six meetings were held in Vallejo, attended by 177 people; 171 surveys were collected from Vallejo residents.

Survey responses from Vallejo show the lowest percentage of drivers' licenses, with 34% saying they did not have a license; of those with a license, about half had access to a car, the lowest in the seven communities surveyed, indicating a high level of transit-dependence. Almost a quarter of respondents said they did not know if they would stay in Vallejo for the next five years.

The first bus arrives early in the morning when it is dark outside. It is dangerous to be out, especially if you are alone. People are attacking seniors… There is not much law enforcement and the bus lighting is poor. It makes for dangerous situations. We don't feel safe walking off of the property at night or during the day.

There is no place to sit down by the bus stop …there are three senior apartment complexes all right here and that is the closest bus stop for us. There is another bus stop down the street but it is too far to walk.

The bus doesn't operate in the evenings. I used to go to the senior center's dinners but can't go anymore as there is no transportation to take me.

Transit/Paratransit

Respondents indicated that bus stops were too far apart, and often lacked benches. Specific sites which used to be served by transit, or used to have a stop are The Filipino Community Center, the Glen Cove area, and Lirrisa.

Buses do not come frequently enough, are sometimes late, or miss a run completely. Some drivers are rude, complain to passengers about their job, and take off before the senior is seated. People in wheelchairs noted that drivers sometimes pass them up. The cost of both regular transit and the subsidized taxi service is still too high for some low-income seniors.

There were a significant number of comments regarding safety at stops and on the bus. Seniors do not feel safe waiting at stops, especially at dawn and dusk or after dark, and said they are asked for money while waiting for a bus. On the vehicle, teenagers are "rowdy", fight inside the bus, and ask seniors for money. Concern for personal safety, either while waiting for or on transit, removes it as a travel option for many older people in Vallejo.

The lack of same-day paratransit service was noted by several as very inconvenient for some trips, such as medical appointments.

Aside from transit, there were a number of comments about the bad condition of sidewalks, forcing people to use their wheelchairs in the street.

Places More Transit Requested

Vallejo residents indicated they would like to take transit to the locations shown in Figure 5-37. (See the section on Benicia for a map of the Benicia/Vallejo locations).

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Figure 5-37 Vallejo: Locations More Transit is Requested

Medical	Grocery	Other Shopping	Intercity & Transportation	Specific Locations/Uses
Kaiser (Vacaville and Fairfield) Sutter Hospital (Vallejo) Travis AFB / Grant Medical Center	Raley's Safeway	Wal-Mart (American Canyon) Westfield-Solano Shopping Mall in Fairfield Fairfield Plaza Lowes, Costco, Target Sun Valley Mall (Concord)	**Vallejo Ferry** BART (evenings),	Columbus Parkway **Florence Douglas Senior Center** Bank, churches, movie theaters Redwood Street, Legend Court **Mare Island**

Mobility and Future Improvements

Requests for transit improvements include:

- More frequent weekday service
- Later service (up to 9:00 PM) and Sunday service
- Cleaner buses and transit stops
- More benches at the stops
- More transit rider attendant programs
- Driver training regarding keeping order on the bus, waiting for passengers to be seated before moving, courtesy to passengers, and schedule adherence
- Non-emergency medical transportation for same-day transport
- More "flag stop" service, with painted curbs indicating where seniors could wait for the next bus
- A Shopping Shuttle, originating at a cluster of three senior apartments, dropping off at a large shopping area such as Wal-Mart, and then picking up at a designated time a few hours later. (This request came from a resident at Redwood and Sacramento Streets; there is another cluster of three senior housing developments near North Camino Alto between Sereno and Tuolumne Streets as well).

When asked to rank transit improvements, residents of Vallejo emphasized more frequent weekday service, weekend service, and bus stop amenities.

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Figure 5-38 Vallejo Ranking of Transit Improvements

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Chapter 6. Mobility Strategies

This chapter discusses in detail strategies proposed to meet the transportation needs of older adults and people with disabilities in Solano County, identified through the research and outreach conducted for this project.

Criteria used to prioritize the strategies are reviewed below, followed by a discussion of each recommended strategy, including potential organizations and partners that could take responsibility for implementation. The following chapter presents implementation steps and recommendations for funding opportunities for the strategies.

Transportation Strategy Evaluation Criteria

The following criteria were used as a guide for evaluating strategies, recommended by the public and by the consultant, based on the transportation gaps identified in this project. The criteria are intended to be flexible, so that differences among different communities can be taken into account. The order of presentation does not correspond to order of importance—no one category is considered more important than the others.

These criteria may also be used to evaluate projects resulting from the strategies arrived at through this process, and the criteria below use the terms strategy" and project" interchangeably. In evaluating projects, specific funding requirements for particular sources are also considered. For example, New Freedom funds must support new public transportation services and new public transportation alternatives that exceed the requirements of the ADA and must (1) be targeted toward individuals with disabilities; and (2) meet the intent of the program by removing barriers to transportation and assisting persons with disabilities with transportation, including transportation to and from jobs and employment services." (FTA C 9045.1, May 1, 2007.) Thus projects meeting these requirements might be ranked more highly than those that do not.

There are four groups of evaluation criteria: financial, implementation, transportation benefit, and community criteria.

Financial Criteria

Cost: Is the overall cost within a range that can realistically be funded with available sources, taking into account grants from the private or public sector or user fares/fees?

Cost per beneficiary: A broad range of a small to a large number of beneficiaries is compared to the cost of a program. Even though a program's total cost is low, if it reaches very few people it might still have a high cost per beneficiary. This would not necessarily eliminate a project from consideration if it ranked highly on other criteria including those listed under Transportation Benefits Criteria" and Community Criteria." Similarly, even though a program's total cost is high, if it reaches many people it might still have a low cost per beneficiary.

Funding availability and sustainability: To the degree possible, strategies and related projects should have stable sources of funding to cover match requirements. In the case of pilot, demonstration, or capital projects, there should be reasonable likelihood of continued funding for operations. It is recognized that continued funding can never be guaranteed, as it is subject to budget processes, as well as decisions and priorities of funders.

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Leveraging resources: It is desirable for strategies and projects to help tap into other funding sources, especially new sources not previously available. Displacing existing funding is discouraged.

Implementation Criteria

Implementation time-frame: Strategies that will produce results quickly are preferred, as long as they are also sustainable. Projects with long-term payoffs should have some form of measurable accomplishments in the short run.

Staging: Can the improvement be implemented in stages?

Coordination: Strategies that involve coordination, for example multiple organizations working together to address a need, are desirable.

Transportation Benefits Criteria

Number of problems and trip types: Strategies that address multiple problems and serve multiple customer groups and trip purposes are preferred.

Number of beneficiaries: In general, improvements that benefit many people are preferred to those that benefit few. However, the needs of relatively small groups might be considered particularly critical based on criteria under the heading Community."

Unserved needs: Projects are preferred that address gaps left by other services rather than duplicating, overlapping with, or competing with other services. Note that the relative importance of various needs is a matter for local priorities as addressed under Community."

Measurable benefits: As much as possible, there should be ways to measure how a strategy is benefiting target groups, whether in terms of numbers of people served, numbers of trips provided, improved measures of service quality, etc.

Community Criteria

Community support: Community support may take the form of formal endorsement by organizations and individuals, support by elected governing bodies, a potential project sponsor (champion") with staff or vehicles, and connections to adopted plans to carry out the strategy.

Acceptability: While a strategy may look good on paper", there may be more subtle reasons – for example, cultural, practical, or financial – that it would not be successful if implemented. The strategy must be acceptable to the target population. That is, will the target population actually use this service being offered?

Acute needs: The importance of needs will normally be reflected in community support, but also in priority designation in locally-adopted plans or policies. Acute needs may include needs of small groups who have been left unserved by other programs due to expense or other difficulties.

Unserved groups: Identifiable groups that are not able to use existing services may include people who face language and cultural barriers.

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Recommended Strategies

In order to address the mobility gaps cited in previous sections of this report, the consultant team, in collaboration with STA and other advisory groups, developed a range of recommended transportation improvements and strategies. Taken together, the strategies cover a broad and interconnected range of actions to improve mobility in a variety of ways – more walkable communities, more accessible transit, safer streets, and better drivers.

The recommendations are grouped in terms of short-term through long-term likelihood of implementation, partially due to operational constraints, but more frequently due to the availability of funds at the level required for the improvement. For purposes of this discussion, the implementation terms are defined as follows:

- Short term: up to three years
- Medium term: 3 - 6 years
- Long term: 6 years or longer

The transportation strategies recommended in the following pages were presented to a variety of key stakeholders during April and May 2011. As part of the outreach activities, the consulting team met with the Solano Paratransit Coordinating Committee, the Senior Coalition of Solano County, the Technical Advisory Committee of transit providers, and the Solano Senior and Persons with Disabilities Transportation Committee. Comments and suggestions from those meetings have been integrated into these strategies and into the Action Plan in the next chapter.

It is important to note that transportation services and accommodation of seniors and people with disabilities vary fairly widely among the communities in Solano, based on differences of size of the communities, size of the transit agencies, types of service offered, and community priorities. These differences and the relevance of suggested strategies is noted where applicable.

Figure 6-1 provides a summary of recommended strategies.

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Figure 6-1 Summary of Strategies

Short-term	Medium-term	Long-term
Information & Training		
Develop a comprehensive program of transit training for seniors and people with disabilities		
Identify and support sponsors for older driver safety and mobility workshops.		
Transit Service Improvements		
Consistent county-wide bus driver training.	Safe and convenient access to transit for seniors and people with disabilities.	
	Expand span of weekday service hours to early morning and evening	Increase frequency of Saturday service
	Increase weekday frequency to 30 minutes where it is currently 60 minutes or more	Add Sunday service where not currently available
Paratransit		
Provide on-demand intercity service for non-ambulatory riders.	Designate paratransit waiting areas at dialysis clinics and other medical facilities	
Develop countywide ADA paratransit eligibility process		
Partnerships		
Promote deliveries by grocery stores and pharmacies	Work with hospitals and dialysis clinics to provide taxi vouchers	
Partner with dialysis and medical clinics to coordinate appointments and clinic hours with transit schedule.		
Promote the creation and use of small private specialized transportation services		
Capital Improvements		
	Improve safety, comfort, and usability at bus stops.	
Inventory sidewalks and street crossings, and systematically improve the walking/rolling environment with a focus on seniors and people with disabilities		
Other		
Establish a Mobility Management Program		
	Expand awareness and reach of Volunteer Driver Programs	

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Information and Training

Short-term

Develop a comprehensive program of transit training for seniors and people with disabilities.

Transit agencies are investing in programs that teach people with disabilities and others how to use fixed route transit. These programs include both mobility orientation sessions, which are one-time sessions where transit service is introduced and transit skills taught, and one-on-one individualized training. This latter training may last from one day, to several days, and up to several weeks or even longer. The one-on-one training is personalized for the individual trainee, helping the individual learn how to take specific trips on transit. Training might include both local transit and intercity routes.

An individual who has successfully completed travel training and uses fixed route can travel more spontaneously and at less cost than on ADA paratransit (since fixed route fares are less than ADA paratransit fares). The transit agency realizes cost savings for the paratransit trips that are deferred. A related concept is the use of mobility ambassadors to encourage seniors to learn to use fixed-route bus service before they apply for ADA paratransit.

Other aspects of this strategy include creating schedules and information printed in larger type, distributed through community outlets frequented by seniors. Transit staff might make themselves available for presentations at facilities for seniors and people with disabilities to teach about transit options, including reduced fares for seniors, and in some cases, their companions . Part of this outreach might be to teach people how to advocate for themselves in order to get appointments which work with paratransit or transit schedules.

Promotions and community efforts would be developed to communicate to older people that transit in Solano County is safe and comfortable, provides discounted rates for seniors and people with disabilities, uses modern equipment, provides convenient service to many places, includes features such as kneeling buses to make transit ~~-~~senior friendly," and can help them maintain personal independence beyond their driving years.

Beyond transit training, some examples of potential efforts include:

- Organize group bus trips on public transit. These could be organized by senior centers, housing complexes, or senior transit ambassadors" on special trip or regularly scheduled service. Travelling in a group can allay fears some seniors have of using public transit.
- Market to older people using advertising in free newspapers, columns in these papers by seniors, tables at shopping locations patronized by seniors.
- Conduct focus groups with seniors about desired features of transit service and how to market transit service to older people.
- Create a video about older people using transit, possibly through a contest for high school or community college students, with sponsorship by public access television and local businesses. This might be shown on cable television, distributed to senior centers and housing complexes, and provided to senior transit ambassadors to use at events.

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- Create city-focused maps/schedules, with sponsorship by local businesses, showing local destinations of interest to older riders such as medical facilities.
- Develop an interpretative brochure that explains the different routes and how to read a bus schedule.
- Transit promotions targeted to seniors with participation by businesses.
- Post enlarged route maps at senior centers, focusing on the routes serving that location.

Identify and support sponsors for older driver safety and mobility workshops.

The primary mode of transportation in Solano is the private auto. Seniors in Solano want to keep driving as long as possible, and take self-limiting measures, such as driving only in the day or on smaller roads, to maintain their mobility as long as possible. Many older people can drive safely even after physical limitations make it difficult or impossible for them to use public transportation. As a result, when they do have to limit or stop driving, they are dependent on family members, ADA paratransit, and other community services. Helping older people continue to drive safely will help them maintain independence and reduce dependence on public services, including ADA paratransit. Helping them recognize when it is time to limit or stop driving will also reduce the rate of accidents involving older drivers. Educating then about other mobility options to maintain their independence will ease the transition.

Some organizations in Solano already hold driver safety programs. An initial step would be to identify all of the programs most applicable to Solano seniors, and then publicize them through existing means such as senior service directories, any other relevant County of Solano or agency-sponsored web sites, or any ongoing meetings focused on seniors. The Senior Coalition may be an appropriate group to take the lead in this project, since they are well-connected with senior-oriented associations throughout the county. Senior centers could provide the space for the workshops.

A variety of organizations might provide driving safety programs. Local volunteers, senior housing complexes and senior centers could provide the AARP Driver Safety course; the California Highway Patrol is testing a new driving safety program; and the American Automobile Association of Northern California is using the CarFit program to help older people adjust their cars for safety. Local health providers such as Kaiser and Sutter may also provide driver wellness programs. At the same time, community members working with local senior-oriented organizations, and using the DriveWell materials developed by the American Society on Aging, can build community awareness of older driver safety issues, including recognizing and compensating for the effects of aging, understanding the evolving DMV license renewal procedures, and understanding the role of fitness in maintaining older driver safety.

Additional initiatives might include:

- Expanding the availability of older driver safety programs by recruiting and training older people as instructors, developing additional course locations, expanding the availability of training in languages other than English, and expanding availability of self-assessment aids such as the AAA's Roadwise Review.
- Developing additional resources to help people obtain confidential expert assessments of their driving ability at a reasonable price, and how they can make needed modifications for safer driving.

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- Making information about driver safety programs available through numerous channels such as resource booklets distributed at senior centers, libraries, housing complexes, medical offices, pharmacies, and local public television. Informational materials will identify the strengths of the various driver safety programs.
- Identifying resources to help people make recommended modifications to their cars.
- Creating maps of easy-to-drive routes to common destinations with, for example, fewer lane changes and left-hand turns.
- Increasing public information to enhance general understanding of older drivers, their abilities, and needs.
- Including demonstrations of local and intercity bus service as part of driving safety events.

Transit Service Improvements

Short-term

Develop consistent countywide bus driver training, including a standard curriculum, regular, and refresher courses.

While all transit operators in Solano have driver sensitivity training programs, comments from study participants indicate that driver training is done well in some communities and may be lacking in others. Common complaints include drivers passing up people using wheelchairs, taking off before the senior is seated, failing to keep order on the bus, and allowing youth to take seats designated for seniors.

This strategy proposes a countywide curriculum and regular training to create a more consistent user experience on transit in Solano County, regardless of the transit service being used. Vacaville City Coach appears to have the most extensive program; drivers receive two 1-hour Customer Service/ Passenger Relation training sessions annually, two 1-hour ADA sessions annually, and three 1-hour Assistance Guidelines for Elderly & Disabled Passenger sessions annually. This training program may serve as a model for other agencies in Solano County, or as the basis for the countywide program. In addition, the cities may wish to take a greater role in the hiring process in order to recruit drivers with a strong customer service orientation.

Medium-term

Safe and convenient access to transit for seniors and people with disabilities.

Some participants in focus groups and surveys indicated that they could not get from their homes to bus stops safely or easily, because the stops may be too far from their senior housing complex, the sidewalks may be in disrepair or nonexistent, or crosswalk signals are not long enough. This strategy proposes that the access to transit from senior housing locations be assessed for both proximity of stops to housing, and a safe path of travel to the stops. Following the assessment, a program of corrections would be developed, taking measures such as fixing sidewalks, re-locating bus stops, or re-routing service where needed.

A full audit might be too expensive to be completed by one agency countywide; however, through the network of senior associations, senior-focused programs and newsletters, larger

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senior housing facilities might organize residents to do assessments of the immediate surrounding areas and report their findings to cities, transit agencies, or STA.

This strategy might be implemented in conjunction with the capital improvement strategy of improving the walking environment.

Expand weekday span of service hours to early morning and evening.

The survey results for this project indicated that the most valued transit improvement was an expansion of service hours (earlier and later in the day). In Dixon, the 6:00 PM end time (5:00 PM on Saturdays) limits evening activities, such as eating out or going to evening church services. For example, the Spanish-language mass at the Catholic church is at 7:00 PM on Wednesdays and Saturdays, and on Sunday afternoon, making all services inaccessible by transit. Earlier hours would allow trips to some medical clinics which set up very early appointments, while later service would enable riders to participate in social activities. Over the long term, selective expansion of hours should remain a priority as funding allows.

Increase weekday frequency to 30 minutes where it is currently 60 minutes or more.

Results from the countywide survey showed that increased frequency of weekday service was the second highest-rated transit service improvement in Solano overall. In certain communities – Benicia, Vallejo, and Rio Vista – it was the most desired transit improvement, with Suisun City ranking this feature as their second most desired improvement.

Some routes in these communities are on 60- minute headways or more, or have a gap in the middle of the day with little to no service between the AM and PM rush hours. This strategy proposes to increase frequency to the next level for these systems – either from 60 minute to 30-minute service, or adding a mid-day run where there is a gap. Cost calculations can be found in the Implementation chapter.

Long-term

Increased frequency of Saturday service.
Add Sunday service where not currently available.

More transit service on weekends was rated as the most desired transit improvement in most communities. Saturday service is currently available in all communities, with some, but not all, intercity service also available.

Solano residents are interested in having Sunday service, especially to attend religious services. While Vallejo Transit runs some routes on Sundays, other operators do not have the demand to justify the service. The addition of Sunday service would be relatively costly, and as a strategy should be considered part of the long-term recommendations. When funding becomes available, addition of Sunday service should be prioritized on corridors with high residential density (to maximize ridership) and/or lower-income, transit-dependent populations.

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Paratransit

Short-term

Provide on-demand intercity service for non-ambulatory riders.

The Solano Intercity Taxi Service was developed and implemented in 2010. This first phase of the program provides subsidized taxi service to ADA paratransit eligible customers throughout the county, but cannot accommodate those who are unable to maneuver getting into and out of a taxi without assistance, due to the lack of availability of accessible taxis in the county. This strategy explores options for providing accessible service through the Intercity Taxi program.

One approach would be to explore contracting opportunities with entities that have wheelchair-accessible vehicles; this could be a private contractor who could provide accessible service during regular transit service hours. Alternatively, a lead agency could identify social service agencies who own accessible vehicles that are used for limited hours or days, and which might be available to a taxi service during other times.

Another approach would be for a public entity to purchase accessible taxis using a capital grant, and then lease them to the cab companies. Marin County has used this approach, purchasing accessible cabs using local transportation sales tax funds, and then leasing them to cab companies in Marin. They report that 25% of their fares are wheelchair users, who pay full fare for cab rides. If this approach is taken, the program would include training for cab drivers on all aspects of transporting people in wheelchairs.

Develop an enhanced coordinated countywide ADA paratransit eligibility process.

Transit agencies have explored a range of strategies to operate their ADA paratransit services as efficiently as possible while maintaining a high level of service to customers. One approach to controlling cost is to insure that all paratransit riders qualify according to ADA guidelines, and are truly unable to ride regular fixed-route transit in all situations. A robust certification process which includes either in-depth phone interviews or in-person evaluations of applicants' functional mobility by trained professionals provides more accurate determinations of applicants' travel skills than the current paper application model. This leads to more applicants referred to the more flexible fixed route transit instead of ADA paratransit, slowing the enrollment of ADA eligible persons and postponing the costs of the ADA paratransit trips that they may take when certified as ADA eligible. These individuals could then participate in travel training on fixed route transit.

While eligibility programs may require relatively significant initial funding, they will result in real cost savings for paratransit agencies. A significant effect of in-person assessments is the decline in the number of applicants, and therefore a slowing down in the rate of ridership increases and operating costs. While transit agencies do not necessarily realize cost savings from greater eligibility denials after in-person assessments are introduced, they do accrue savings from the decreases resulting from current riders who do not reapply, and from the application of eligibility conditions which result from more accurate assessments.

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Medium-term

Designate paratransit waiting areas at dialysis clinics and other medical facilities.

A primary trip purpose for paratransit users is to travel to medical appointments at clinics and hospitals. Providing a safe, comfortable, and highly visible place for people to wait for paratransit serves both riders and the paratransit driver. Medical facilities may bear most or all of the capital costs of creating such areas.

As an example of a model that could be replicated, paratransit waiting areas were implemented at Kaiser Permanente facilities in Fremont, Hayward and Union City. The waiting areas were designed to benefit paratransit riders who receive health care at these facilities. With the creation of these clearly marked paratransit pick-up and drop off locations, older adults and people with disabilities have a better idea of where to wait for their rides and paratransit drivers are more readily able to locate riders. These designated ~~-s~~tops" provide seating that is sheltered from inclement weather and are located within easy access to telephones and restrooms.

Partnerships

Short-term

Encourage more home deliveries by grocery stores and pharmacies.

One of the recommendations of the previous plan was to promote deliveries from supermarkets and pharmacies. During outreach for this report, residents emphasized the difficulty they have in using transit to get groceries and medications. Even if transit is available to take seniors to shopping areas, carrying packages back on the bus or by walking can be too difficult for many to manage. This strategy recommends a three step approach to increase deliveries to seniors and people with disabilities.

1. ***Research which stores already deliver.*** The first step would be to inventory the businesses within each of the larger communities to find out which ones deliver, and what if any restrictions apply. For example, some businesses require a minimum purchase amount, or may be limited in their delivery area or their delivery days and times. The businesses and any restrictions on deliveries could be collected into one directory suitable for distribution in multiple formats. The research process might also serve as an enticement for businesses which do not currently deliver to initiate such a service.
2. ***Inform seniors and people with disabilities of businesses which deliver.*** The next step would be to inform seniors and people with disabilities of the opportunities for getting home delivery, through a variety of means including newsletters distributed through organizations of seniors and people with disabilities, an online version of the information, and standard promotional media such as newspaper ads. Businesses that are interested in promoting this service may be willing to shoulder some or all of the cost of placing ads in local papers or paying for inserts in utility bills.
3. ***Work with businesses to reduce restrictions.*** At the same time, businesses should be made aware of the need for and potential of the home delivery market, and should be encouraged to provide this service. Those who already provide the service should be encouraged to minimize restrictions such as requiring minimum purchase amounts.

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Delivering to larger residential communities on specific days might be one way to allow lower minimum purchases per household.

This project could be sponsored by a combination of the Solano Senior Coalition, senior housing facilities and senior centers, and the Senior Roundtable. The key element is making seniors and people with disabilities aware that these delivery services are available so that they can skip the trip" to the grocery store or pharmacy.

Partner with dialysis and medical clinics to coordinate appointments and clinic hours with transit schedule.

Some dialysis clinics in Solano County start appointments at 6:00 AM, earlier than most bus service (and its accompanying paratransit service) starts.

Negotiation with dialysis clinics, based on the limits of the ADA paratransit minimal requirements, might convince them to use the very early appointments for those with guaranteed transportation, or embark on a cost-sharing program with the transit providers.

Promote the creation and use of small private specialized transportation services.

Private transportation services can be important to seniors or disabled individuals who can no longer drive themselves around for visits, errands, shopping, or important appointments. Small private transportation companies geared to transporting seniors can fill an important gap in the transportation network, without requiring financial support from public agencies. These services differ from taxis in that the drivers will provide more passenger assistance, often are wheelchair lift-equipped, and may offer a more personalized door-through-door service rather than curb-to-curb.

These firms, known as "passenger stage corporations" or PSCs, can provide a high level of service to seniors and people with disabilities who might otherwise use paratransit; thus it is in the best interest of the county to encourage the formation and survival of these private services. According to the California Public Utilities Commission (CPUC), there are currently 46 active PSCs in Solano County[1]; 18 are limousine services,8 are tour companies, 6 are airport shuttles, and 12 are general transportation or do not indicate a focus on a particular market. None of the listed companies indicates that they specialize in transportation for seniors or people with disabilities; however, local research indicates several do focus on this market and are listed in a newly created Transportation Guide for Seniors and People with Disabilities[2].

PSCs require certification from the CPUC. The PUC offers three levels of certificates; the most appropriate to this kind of service might be a Class B certificate, defined as Charter service between any point within a radius of 125 air miles of the carrier's home terminal to any other point in the state. (Per federal law, the mileage limitation may not apply to transportation provided in vehicles that seat more than ten, including the driver.)[3] There is a $500 filing fee for the certificate.

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[1] California Public Utilities Commission, "List of passenger carriers", accessed May 10, 2011
[2] Solano/Napa Commuter Info web site, http://www.sta.ca.gov/docManager/1000000860/Senior_People_with_Disabilities_Transportation_Guide_2011.pdf
[3] California Public Utilities Commission, http://www.cpuc.ca.gov/PUC/transportation/passengers/, accessed May 10, 2011

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Solano County might encourage the formation of PSCs focused on seniors and people with disabilities in a variety of low-cost ways. For example, the county could provide:

- Short public presentations explaining PSCs and how to start them
- Consolidated and step-by-step information from the PUC online library
- Small grants to cover the cost of the filing fee
- Assistance in filing required reports for the first year
- Access through transit agencies to drug and alcohol testing services

there are public, non-profit and private organizations and services that offer a variety of personalized services for seniors and individuals with disabilities that include transportation. The County of Solano In Home Support Services (IHSS) provides limited personalized transportation services to low-income individuals with disabilities. Services such as Americare, Helping Hands, Care. com and Visiting Angels allow individuals to select the range of services fitting their needs including assistance with mobility, errands and other tasks. Use of these various personalized services may negate the need for some trips or provide an assistant when making trips. These services could help reduce, but not necessarily eliminate, the need for assistance from family and friends and/or supplement mobility for certain types of trips for those who depend upon transit and paratransit. Plans to publicize private services to these groups should include information on private care providers.

The private and non-profit sectors have moved forward with innovative car-sharing and ride-sharing services which may work well for seniors and people with disabilities. City CarShare, a Bay Area non-profit, accommodates people with disabilities in several ways, including allowing drivers to install portable hand controls in the cars, and allowing support animals in the vehicles. In partnership with the City of Berkeley, City CarShare now has the industry's first wheelchair-accessible van in their shared fleet.

Dynamic on-line ride sharing services may also fill the gaps for those who can't drive. These services match riders with drivers. Usually the parties are strangers to each other; however, some ride-sharing services allow the user to set up a ~~c~~ircle of friends" who share rides, thus adding an element of security for those who would otherwise not want to use the service.

Medium-term

Work with hospitals and dialysis clinics to provide taxi vouchers.

Transportation to medical appointments is a significant issue for seniors, because they use more medical services, but are less independently mobile. Appointments cannot always be made during times when transit service can be used for the trip. One approach is to partner with private health-care providers to distribute taxi vouchers to senior or disabled patients. This gives the patient much more flexibility in appointment times, as they are able to schedule them outside of transit service hours, and call a cab when the appointment is over. Ideally, the dialysis clinics or hospitals would purchase the vouchers for distribution to their clients.

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Capital Improvements

Medium-term

Improve safety, comfort, and usability at bus stops.

The level of amenities, amount of information, and perceived safety at bus stops can either invite or discourage the use of public transit by seniors and people with disabilities. This strategy recommends identifying stops seniors are likely to use, and installing amenities likely to improve transit use by seniors.

Safety. In several communities in Solano County, notably Vallejo, Fairfield, and Suisun City, seniors expressed concerns about safety at stops and on the bus. Seniors do not feel safe waiting at stops, especially at dawn and dusk or after dark, and said they are asked for money while waiting for the bus. This is a real barrier to seniors using transit in these communities. There are a wide variety of possible measures to improve safety – travelling in groups or with an ambassador", for example, or siting the stop so it is highly visible to businesses and pedestrians. Good lighting can help with visibility and safety; if there were someone to monitor them, security cameras might also be useful. Some of the other strategies described in this report may also lead to higher safety at stops – creating safe access to transit, and siting stops closer to senior housing, for example.

Comfort. Seniors and people with disabilities are discouraged from taking transit when there is no place to sit at the stop, and no shade from the heat or shelter from the rain. These are nice-to-have" features for non-disabled individuals, but for those who cannot stand for long periods of time, it can be the difference between being able to take the bus and not.

Usability. Another barrier to using transit is uncertainty about when the next bus is coming, and which route an approaching bus takes. All stops, but particularly those near senior centers and senior housing, would encourage use if there were large-font schedules and route maps posted in the shelter.

Another amenity Is real-time information on when the next bus is coming, and what route it serves. This has already been implemented in parts of Solano County. Fairfield/Suisun Transit (FAST) has implemented a system which tracks the location of buses using Automated Vehicle Location (AVL) technology. All bus stops are numbered; riders can call or send a text message with the bus stop number to a phone number and find out when the next bus is coming, and which bus it is. Buses can be retrofitted with AVL, and when new buses are ordered, AVL can be installed. . Having access to this kind of information can reassure people at the stop that a bus is on its way; this kind of system can also increase safety because it allows people to decide if they want to wait at the stop for a long period of time, or wait in a more secure location.

The first step in implementing this overall strategy would be to inventory bus stops for fixed route systems, and determine the most appropriate measures to take. The communities named above should be the first ones analyzed.

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Near- to long-term

Inventory and systematically improve the walking/rolling[4] environment with a focus on seniors and people with disabilities.

In Solano County, walking for recreational and utilitarian trips as well as to access transit is limited in communities designed with an orientation to the auto as the primary means of transportation. This suburban building pattern typically places housing far from local stores, services, and transit. The ability of older adults to walk (or go by wheelchair) to local stores and services is often limited by issues such as:

- Lack of sidewalks or pedestrian pathways
- Poorly maintained sidewalks
- Sidewalks obstructed with items such as power poles, news racks, planters
- Sidewalks with excessive slope as they cross driveways
- Lack of pedestrian amenities such as benches and street trees for shade
- Lack of or substandard curb ramps
- Pedestrian signal actuation buttons located out of reach of those in wheelchairs
- Inconvenient or inaccessible transit stop and transit facilities with respect to key destinations for seniors
- Short signalized crossing times
- Widely spaced or inconveniently located marked crosswalks
- Missing or illegible street signage
- High speed traffic and wide intersections/crossings (often without median refuges)
- Failure of drivers to yield the right-of-way to pedestrians in crosswalks, and
- Concerns for personal security when walking in some areas

The focus of this strategy is to create walkable communities for seniors and people with disabilities**.** Better walking conditions could improve access to transit and to goods and services, and support increased physical activity, providing health benefits to seniors.

Federal regulations require jurisdictions to develop ADA Transition plans to guide upgrading of streets and sidewalks to ADA standards. The plans are required to name an official responsible for implementation, list structural modifications needed in facilities, and indicate when these changes will be accomplished. New or updated ADA Transition Plans offer an opportunity to strategically enhance pedestrian accommodations for seniors. In most communities, whenever roads are improved, sidewalks are improved to ADA standard. In addition, the Safe Routes to School program upgrades sidewalks to ADA standards.

Many jurisdictions are also developing complete streets" policies and implementation plans to institutionalize the accommodation of all modes and all users into routine maintenance and roadway design efforts. Funding for complete streets is currently being discussed at the federal

[4] Wheelchairs, scooters, other mobility devices

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level, which may result in increased grants for this purpose in the coming years. Finally, the growing movement of Safe Routes for Senior offers an opportunity to target funding and education, enforcement, engineering, and encouragement strategies to benefit seniors who choose to walk and bike.

As a first step, the ADA Self-Assessment and Transition Plans for Solano County as well as the communities within Solano would be inventoried and their status determined. A set of guidelines for priorities for future ADA updates would be developed that emphasize creating complete streets" in areas near senior housing, senior centers, and routes connecting these locations with popular destinations (pharmacies, libraries, shopping, post offices) as well as transit. Data available showing collisions between senior pedestrians and vehicles would also be factored into the priorities.

Moving beyond the Transition Plan context, the County would develop a complete streets or routine accommodations policy and also establish a Safe Routes for Seniors program. An ongoing stakeholder collaboration effort may include establishing a reporting/feedback process to encourage seniors to monitor and report on pedestrian conditions in the county.

Envisioned projects to enhance pedestrian facilities would include installation or upgrade of curb ramps, driveway cross slope mitigations, countdown pedestrian signals and extended signal phasing, sidewalk bulb-outs, median refuge islands, sidewalk repair, benches and street trees, highly reflective and larger street signage, and connecting sidewalks where there are gaps.

Other

Short-term

Mobility Management Program

Mobility Management is a system of managing transportation resources that aims to improve specialized transportation for seniors, people with lower incomes, and people with disabilities, using a wide range of services and options. A Mobility Management program would optimize all transportation resources in a community, particularly those other than traditional fixed route systems.

The role of a Mobility Manager varies among communities, depending on the populations being served and the resources at hand. As defined by the National Resource Center for Human Transportation Coordination, Mobility Management emphasizes:

- movement of people instead of vehicles,
- customer needs and the discrete travel needs of *individual* consumers,
- the entire trip, not just that portion of the trip on one mode or another,
- improvements to the effectiveness, efficiency, and quality of the travel services being delivered,
- design and promotion of transit-oriented development, livable communities, and energy efficient sustainable communities, and,
- improvements in the information available about those services.

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Many of the strategies suggested by participants during outreach for this project and included in this section of the report would be appropriate to include in the duties of a Solano County Mobility Manager. These include:

- Operations, such as ride-sharing, volunteer driver programs, and coordination of community-based transportation services
- Technology, such as a senior- and disabled-friendly web site with transportation information,
- Information, including travel training, senior driver training, outreach to underserved populations, information on private options such as taxis, personal assistants, private shuttles, etc.
- Land use, including efforts to encourage transit-supportive and transit-oriented development

With the recent defunding of social service agencies which provided some of these services, this may be an opportune time for a Mobility Manager to take on those responsibilities.

Funding for Mobility Managers is covered in greater detail in the Implementation Plan chapter; we note here that funding these positions is somewhat easier than it may appear. Mobility Management activities are eligible to receive funding under SAFETEA-LU (Safe, Accountable, Flexible and Efficient Transportation Equity Act: A Legacy for Users). Mobility Management is an eligible *capital* expense under most U.S. Department of Transportation (USDOT) Federal Transit Administration (FTA) programs (5307, 5310, 5316, 5317, and 5318). This means FTA can fund 80 percent of mobility management expenses, even though many of the activities that fall under mobility management would traditionally be considered operating projects, which are funded only up to 50 percent. [5]

Medium-term

Expand awareness and reach of Volunteer Driver Programs.

Seniors who do not drive have transportation needs that may not be met by conventional transit services, including ADA paratransit. Some seniors who do not drive are not eligible for ADA paratransit and live in areas with limited bus and rail service, or need to travel when transit service is infrequent. Others are frail or need personalized assistance that is difficult to provide on paratransit, or need transportation arranged on short notice. Volunteer driver programs and other transportation services delivered by nonprofit organizations and the private sector may provide a more customized transportation option for these seniors.

There are several volunteer driver programs in Solano County. The largest is managed by a non-profit, Faith in Action (Ride with Pride). Several smaller programs are run by the Area Agency on Aging, the American Cancer Society and Fairfield and Suisun Transit (FAST) through the Fairfield Senior Center.

[5] United We Ride, Mobility Management, November 2007, www.unitedweride.gov/Mobility_Management_Brochure.pdf Accessed May 5 2010

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The strategy recommends supporting the expansion of volunteer driver programs which provide door-through-door transportation for frail, low-income seniors and people with disabilities. This could be in the form of funding to administer expanded volunteer programs. In addition, more information should be collected about the availability and service parameters of other personalized transportation services in all areas of Solano and promoted to seniors and people with disabilities.

This strategy recommends that Solano County expand support for volunteer driver programs which to provide door-through door transportation for frail seniors and people with disabilities. This includes seeking additional funding for volunteer programs, increasing supporting for existing programs, and possible starting new programs in cities which do not have one.

Volunteer driver programs can take many forms. In one model, STA (or a contractor) would screen seniors for eligibility and would provide oversight, coordination with other participating CBOs and public transit providers, technical assistance, mileage reimbursement for drivers, and possible umbrella liability coverage. The agency could also act as an applicant for foundation, private sector, or community support. Such a project could begin with one or two communities, with the intention of expanding throughout the County if it proves successful. In this model the main source of rides would be volunteers recruited by seniors themselves (friends, neighbors, family) with assistance from community organizations. Drivers could also be recruited directly by participating community organizations or a coordinating organization. Typically in these programs, volunteers use their own vehicles; however, this can result in there being few if any accessible vehicles available to the program.

Transportation Reimbursement for Independence Program (TRIP)
The TRIP program, administered by Family Service Agency of San Mateo County, targets San Mateo County seniors who face mobility barriers and are unable to use SamTrans or Redi-Wheels/Redi-Coast paratransit services. The seniors selected to participate in this program are expected to recruit their own volunteer drivers (drivers may be friends and relatives, except for immediate family members, e.g. spouse or children), arrange their own rides, and submit a monthly report to the TRIP Program staff on the number of trips and miles driven each month. The volunteer driver receives in turn a reimbursement of $0.52 per mile. Due to budgetary constraints there is a cap on the number of senior allowed to participate in this program. Priority for new participants is given to those whose need is greatest (those who are most infirm)

Service Area: Ride must begin or end in San Mateo County. Mileage reimbursed per trip cannot exceed 50 miles one way. Mileage reimbursed cannot exceed 170 miles per month.

Hours: Any

Fare: Free to rider

Eligibility: Seniors aged 65 or older who face mobility barriers and are unable to use SamTrans or Redi-Wheels/Redi-Coast.

For more information, call TRIP Program at 650-780-7546.

A Solano Mobility Management program could centrally coordinate and offer technical assistance.

Likely partners include non-profit senior centers, ethnically-based organizations, faith-based organizations, and service organizations. They would conduct community outreach, make initial contact with seniors needing rides, help seniors recruit volunteers, and possibly recruit and coordinate volunteers. Other likely partners include city-based community and senior centers.

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Chapter 7. Implementation Plan

In this section, the strategies described above are further examined in the practical light of cost, responsible agencies, and possible partnerships. It is organized to allow decision-makers to select the most effective strategy, based on cost, organizational concerns, number of people served, and funding potential.

The costs included in the table below are intended to provide an order of magnitude for potential costs, as certain elements are very difficult to predict even over a period of five years. It should be noted that where strategies represent a cost savings, the actual amount of the savings has not been calculated because these would depend significantly on the scope of implementation of the strategy.

Funding for public transportation has been significantly reduced due to the overall economic downturn, and the budget crisis in the state of California. Solano County has tried several times to pass a sales tax measure to support local transportation, but has not yet been successful. In this light, many of the strategies below may not be immediately implementable, or may require more partnerships across agencies and between public and private organizations to implement until sales tax revenues become available. Without the addition of sales tax revenues, some of these strategies may never become fundable in their proposed form.

Cost of strategies is given in ranges, and is highly variable depending on options chosen, and the amount of coordination with other agencies already engaged in improvements (Public Works, for example). The plans also include recommendations for a number of potential cost-saving measures, such as the creation of a Mobility Management position, senior transit training, and paratransit eligibility screening.

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Figure 7-1 Summary Table of Strategies: Cost and Agencies

Cost range for 10 year estimate: Low: >$100,000 Medium: $100,000 - $500,000 High: $500,000+

Strategy	Cost Range	Est. Cost: Annual	Est. Cost: 10 Years	Est. Cost: 25 Years	Assumptions	Lead (*Partner*) Responsibility	Committee Role[1]
Short-Term Strategies (up to 3 year implementation period)							
Information and Training							
Develop a comprehensive program of transit training for seniors and people with disabilities.	Low to Medium	$20,000 - $50,000	Net Savings. Program costs: $200,000 - $500,000	$500,000 - $1.5m	Net savings would be realized from reduction in paratransit use. STA would play a marketing role, and coordinate recruiting and training trainers. Local transit agencies may develop content and be involved in promotions targeted to local service, such as city-focused map/schedules, and organizing trips from senior centers or community centers. Could be one or two people who train in various locations throughout the county.	Transit Agencies or STA	Assist prioritizing rollout; feedback on training; training partner; outreach
Identify and support sponsors for older driver safety and mobility workshops	Low	$6,000-$8,000	$60,000 - $80,000	$100,000 - $120,000	$1,000 per workshop for assistance and outreach. Six workshops per year could reach 150 to 300 older drivers, through the American Society on Aging "DriveWell" model. STA might initiate and coordinate, with the cost of materials and refreshments for some events paid for by local medical centers, senior centers, or DOAAS.	Senior Coalition, (Senior Centers, STA)	Monitor and provide feedback; outreach; host training
Fixed-Route							

[1] Potential role for the Solano Senior and People with Disabilities Transportation Advisory Committee

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Strategy	Cost Range	Est. Cost: Annual	Est. Cost: 10 Years	Est. Cost: 25 Years	Assumptions	Lead (*Partner*) Responsibility	Committee Role[1]
Develop consistent countywide bus driver training.	Low	$4,000 - $6,000	$40,000 - $60,000	$100,000	Sensitivity training already occurs in most if not all fixed-route driver training programs - added costs to enhance existing programs. Assumes $5,000 initial cost to enhance program, plus 4-6 additional revisions or assessments in next 10 years, but does not include driver time for extended sessions. Costs may be shared by all agencies.	Transit Agencies	Transit operators to research and share existing and potential training programs with committee. Other committee members to become familiar with bus driver sensitivity training processes and provide feedback from users.
Paratransit							
Provide on-demand intercity service for non-ambulatory riders.	Medium – High	$20,000 - $100,000	$200,000 to $1m, depending on options	$500,000 to $3m	Cost depends on option selected. Third-party vendors may coordinate, or vehicles could be purchased using federal or state capital grants, for $40k to $50k each. Lease payments from cab companies may offset cost. Replacement of vehicles after ~5 years.	Transit Agencies (STA)	Receive reports on implementa-tion; provide feedback; outreach;
Develop a consistent countywide ADA paratransit eligibility process.	Low	$25,000 - $50,000	Net savings. Program costs: $250,000 - $500,000	$625,000 to $1.2m	Costs of implementing an eligibility program will increase availability of trips to ADA eligible paratransit users and be offset by focused use, likely resulting in a net savings.	Transit Agencies or STA	Monitor progress; assist with messaging during transition process

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Strategy	Cost Range	Est. Cost: Annual	Est. Cost: 10 Years	Est. Cost: 25 Years	Assumptions	Lead (*Partner*) Responsibility	Committee Role[1]
Partnerships							
Promote deliveries from supermarkets and pharmacies	Low	$4,000 - $10,000	$40,000 to $100,000 for research, marketing, outreach		Cost for annual staff time, 50-100 hours. Would include research of available delivery services; cataloging findings; promoting through both online and printed materials, and encouraging Solano County stores and pharmacies that do not currently offer home deliveries to begin a program. Printed materials to be distributed at senior centers, libraries, mail-outs or through staff at supermarkets and pharmacies. Most of cost would be through initial implementation of program, with some costs for maintenance of data and printed materials, and new marketing over a 10-year time frame.	Senior Coalition (senior housing facilities, Senior Roundtable)	Assist with research, review approach and outreach
Partner with dialysis and medical clinics to coordinate appointments and clinic hours with transit schedule	Low	$2,000 - $3,000	$20,000 - $30,000	$20,000 - $50,000	Net cost savings. Primarily staff time to engage highest-level decision-makers and provide needed analysis for contract negotiations.	STA or other County agency (HSS) (medical providers, Transit Agencies, Senior Coalition)	Assist in identifying key staff and decision-makers, current practices, review models from other counties, identify opportunities to better coordinate with existing or new services
Promote the creation and use of small private specialized transportation services	Low	>$1,000	>$10,000	$150,000	Promotion through workshops would require staff time. Other possible cost would be grants or loans for licensing fees. Possible assistance from local Workforce Investment Board (WIB) and the CPUC.	STA (CPUC, WIB, non-profits)	Assist in developing current inventory, assist with outreaching to evaluate need details; promote services to constituents

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Strategy	Cost Range	Est. Cost: Annual	Est. Cost: 10 Years	Est. Cost: 25 Years	Assumptions	Lead (*Partner*) Responsibility	Committee Role[1]
Capital Improvements							
Inventory and systematically improve the walking environment with a focus on seniors and people with disabilities	Medium to High	Highly variable	Costs vary dramatically based on scope of improvements and current plans for improvements	Highly Variable	Both planning and capital costs. ADA Transition plans form the basis for prioritizing improvements. Possible funding sources: Caltrans, FTA, Public/private partnerships, SR2T and TLC funds from MTC, etc.	STA/Cities (ADA Coordinators, Depts of Public Works, Community Groups)	Review inventory of Cities' proposed improvements for ADA and other walking environment; identify criteria and process to input and prioritize improvements;promote improvements
Other							
Establish a Mobility Management Program	Medium to High	$100,000 - $250,000	$1 - 2.5m	$2.5m - $6.25m	Cost estimated at approximately $100,000 per year. This does not take into account possible savings from better use of transportation resources. Mobility management is an eligible *capital* expense under most U.S. Department of Transportation (USDOT) Federal Transit Administration (FTA) programs (5307, 5310, 5316, 5317, and 5318). The FTA can fund 80 percent of mobility management expenses, even though many of the activities that fall under mobility management would traditionally be considered operating projects, which are funded only up to 50 percent. [2]	STA in partnership with County Health and Social Services (transit operators, non-profits)	Input and review development of program; outreach

[2] United We Ride, Mobility Management, November 2007. www.unitedweride.gov/Mobility_Management_Brochure.pdf Accessed May 5 2010

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Medium-Term Strategies (3 - 6 year implementation period)							
Strategy	**Cost Range**	**Est. Cost: Annual**	**Est. Cost: 10 Years**	**Est. Cost: 25 Years**	**Assumptions**	**Lead (*Partner*) Responsibility**	**Committee Role**
Fixed-Route							
Safe and convenient access to transit for seniors and people with disabilities	Medium to High	Highly variable	Wide range of costs	Highly variable	Partner strategy to "Improve the walking environment". Associated costs vary widely, depending on need to relocate stops or routes. Safe Routes to Transit promotes bicycling and walking to transit stations by funding projects and plans to make these trips easier. SR2T is funded by Regional Measure 2 and administered by TransForm and the East Bay Bicycle Coalition.	Transit Agencies, ADA Coordinators, (STA)	Review Safe Routes to Transit study. Determine process to evaluate and prioritize access to transit needs.
Expand span of service hours to early morning & evenings	High	$340,000	$3,400,000	$8,500,000	A rough calculation was based on existing service, adding hours to expand all spans to 9 hours, ending at 7:00PM. Estimated annual cost, assuming one bus on each route, is $340,000 per year.	Transit agencies	Receive information and input on proposals that impact span of transit service; engage constituents
Increase weekday frequency to 30 minutes where it is currently 60 minutes or more	High	$2,300,000	$23m	$58m	This is a rough calculation of increasing weekday service to 30-minute headways, or to 60 minutes where it is less than that, for all fixed route services in Solano County.	Transit Agencies	Receive information and input on pro-posals that impact transit service frequency including impact on farebox recovery; engage constituents
Partnerships							
Designate paratransit waiting areas at dialysis clinics and other medical facilities	Low	$5,000	$50,000	$150,000	Cost depends on how much of the implementation cost hospitals and clinics are willing to assume. Costs to STA or transit agencies would be staff time to promote, coordinate, and supply technical requirements.	STA (coordination), medical facilities (implementation)	Assist prioritizing need (particularly transit operators), monitor and promote progress achieved

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Work with hospitals and dialysis clinics to provide taxi vouchers	Low	$1,000 - $2,000	$10,000 to $20,000	$10,000 to $30,000	This strategy increases the use of existing programs (intercity and city-based taxi voucher programs). Staff time would be required to negotiate with dialysis clinics to purchase the taxi scrip.	County and STA (coordination)/medical facilities (Implementation)	Inventory existing voucher/transportation programs offered by medical providers, identity and evaluate additional needs and potential solutions.
Capital Improvements							
Improve safety, comfort, and usability at bus stops	Medium	Varies	Varies	Varies	Cost depends on number of locations determined to need upgrading, condition being mitigated, and type of amenity needed. Possible funding sources include any state or federal capital grants including 5311 and 5317 funds, TDA, STA, and Prop 1B funds.	Transit Agencies	Review existing bus stop improvement programs
Other Improvements							
Expand awareness and reach of volunteer driver programs	Medium – High	$50,000 - $60,000	$500k - $600k	$1.5m	Assumes 1% of the 40,000 residents over 65 use the program for a maximum of 15 miles a month, reimbursement to volunteers at the standard government amount per mile. $50,000 annually is budgeted for administration, marketing, supplies, and other incidentals. Increases with inflation and expansion of older population. A possible funding source is MTC's Lifeline Program.	STA (Mobility Manager); (non-profits, Sr Centers)	Input into the process to recruit and qualify volunteer drivers countywide; manage volunteer driver programs; promote services

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Long-Term Strategies (more than 6 year implementation period)							
Strategy	**Cost Range**	**Est. Cost: Annual**	**Est. Cost: 10 Years**	**Est. Cost: 25 Years**	**Assumptions**	**Lead (*Partner*) Responsibility**	**Committee Role**
Fixed-Route							
Saturday service	High	$230,000	$2,300,000	$5,800,000	Based on hourly cost, current schedules, and one bus per route, the estimated increased cost to provide 9 hours of Saturday service is $4500 per day.	Transit Agencies	Review proposals impacting Saturday transit service including farebox recovery ratio
Sunday service	High	$460,000	$4,600,000	$11,500,000	Sunday service on three routes, from 9 AM to 6 PM, one vehicle per route (therefore infrequent service depending on route length) plus costs for marketing, new brochures, dispatch, and other support. Costs estimated at $8,800 per week, $460,000 per year for fixed route.	Transit Agencies	Review proposals impacting Sunday transit service including farebox recovery ratio

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APPENDIX A

Transportation Survey

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Solano Transportation Authority
Seniors & Residents with Disabilities
TRANSPORTATION SURVEY

The Solano Transportation Authority (STA) is updating the countywide plan to address near and long-term transportation needs for seniors and people with disabilities. Whether you currently drive or use other ways to travel, we would like your input to understand your needs now and in the future. Results of the survey will be used to prioritize improvements to existing or new services and programs so that seniors and people with disabilities can maintain their mobility.

Please complete this survey, fold and **mail it back by December 15**. You can also complete the survey on-line by going to www.surveymonkey.com/s/STA-survey .

1. How do you get around Solano County? Please rank the top three ways you get around, using 1 for the most often, 2 for the next, and 3 for the third most-often used mode.

___ Drive myself

___ Get a ride in a car from someone else

___ Use public transit (bus, train, ferry)

___ Bicycle

___ Walk

___ Ride paratransit

___ Take a taxi

___ Other (specify):_____

2. In the past 12 months, have you used any of the following transportation services (check all that apply).

☐ Non-profit transportation service or program (Senior Escort Program, Ride with Pride, PACE, etc);

☐ Private transportation provider (medical transport, etc.)

☐ Senior Center shuttle

☐ Facility Shuttle

☐ Faith-based service

☐ Paid personal assistant

☐ Other (specify)_____

3A. Do you currently have a driver's license? ☐ Yes ☐ No

3B. If Yes, do you have a car available for your use? ☐ Yes ☐ No

3C. If No, is this due to a disability? ☐ Yes ☐ No

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(more on next page)

4. Do you have any driving limitations? (I.e., daytime only, not driving on the freeway, only close to home). ☐ Yes ☐ No

If so, what are they?

_____

5. Do you plan to stay where you live now for the next 5 years?

☐ Yes ☐ No ☐ Don't Know

6. Do you have a strong family and/or social circle to depend upon for transportation as you age? ☐ Yes ☐ No

7. If you currently drive as your primary means of travel, what plans do you have to maintain mobility as you age? (check up to 3)

☐ Family / friends ☐ Walk ☐ Bike

☐ Transit ☐ Taxi ☐ Facility service

☐ I have not thought about it

☐ Other (specify)_____

8. Would any of the following changes to Solano transit services result in you riding more frequently (if you are a current rider) or beginning to ride? Please prioritize the top three with 1 being the most important.

☐ None, I don't expect to use transit any more than I do now.

___ If transit runs earlier in morning or later in evening

___ If transit is more frequent on weekdays (Monday - Friday).

___ If transit is more frequent on Saturdays and Sundays.

___ If information on bus routes, times, transferring is easier to understand.

___ If bus stop was closer or had better light/had a bench or shelter.

___ If the experience was more pleasant (less crowded, cleaner, more safe, etc.).

___ Other (please describe) _____

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9. Please rate each of the following transportation improvements by circling a number from 1 to 5, with 1 for *least* helpful and 5 for *most* helpful.

	Least Helpful				Most Helpful
*Support & education to **reduce driving***	1	2	3	4	5
*Support & education to **keep driving longer***	1	2	3	4	5
*More **information** on how to use services other than driving (transit, private services, bicycling, etc)*	1	2	3	4	5
*Improved **inter-city taxi** service*.....	1	2	3	4	5
*More wheelchair-**accessible taxis***	1	2	3	4	5
***Lower fares** for senior and disabled taxi programs* ...	1	2	3	4	5
***Lower fares** on transit service*.....	1	2	3	4	5
***Shuttles** for seniors & disabled to **medical** facilities*..	1	2	3	4	5
***Shuttles** for seniors & disabled for other **special** trips*	1	2	3	4	5
***Pedestrian** improvements (including wheelchairs)* ... *(safer crossings, more/wider sidewalks, resting locations)*	1	2	3	4	5
***Bicycle** facility improvements (paths)*	1	2	3	4	5
*Reduced **speed limits***.....	1	2	3	4	5

10. Please list the names of up to five places that you think need better public transit access (added bus stops, more frequent service, evening/weekends).

_____

_____

_____

11. Please tell us how you would prefer to get your information about public, private, and other transportation services and programs.

☐ Printed Materials	☐ Presentations	☐ Telephone	☐ Friends or family
☐ Electronic (websites, email, social media)		☐ In-person assistance	
☐ Other			

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12. Do you currently use any paratransit services? ☐ Yes ☐ No

13. If you do NOT use paratransit, why not?

_____

_____

14. Do you use a mobility device?
(Wheelchair, cane, walker, scooter, etc.) ☐ Yes ☐ No

15. Please describe any additional transportation issues or problems in your community that we should be aware of in this project.

_____

_____

16. What is your ZIP code? _____

17. Please indicate if you are ☐ Female or ☐ Male

18. How old are you? ☐ 18 or younger ☐ 19 to 34
☐ 35 to 49 ☐ 50 to 64
☐ 65 to 79 ☐ 80 or older

Thank you! If you have any questions about this survey, call Rochelle Sherlock at **(707)-864-3984**, or send email to **rochelle_sherlock@comcast.net.**

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