

January 17, 2014

To: Consultant

RE: Request for Proposals (RFP 2014-02) for Ridership Survey and Analysis

Dear Consultant:

The Solano Transportation Authority (STA) invites your firm to submit a proposal to conduct and develop a Ridership Survey and Analysis.

To obtain a copy of the full Request for Ridership Survey and Analysis (RFP), please download the RFP as a PDF file from the STA website: <http://tiny.cc/jobstrfps> or call the STA at (707) 424-6075.

The Request for Proposal (RFP) describes the project, presents the requirements of the Ridership Survey and Analysis and outlines the criteria that will be used to evaluate the proposals.

Qualified organizations are invited to submit seven (7) hard copies and one (1) digital copy (flash drive) of your proposal to the STA office no later than 3:00 PM, on Friday, February 14, 2014 addressed to:

Liz Niedziela
Transit Program Manager
Solano Transportation Authority
One Harbor Center, Suite 130
Suisun City, CA 94585-2473

Note that this deadline is firm and late submittals will not be accepted. Proposals will be reviewed and the firms/teams whose proposals most closely meet the STA's needs will be invited to an interview on or about Tuesday, February 18, 2014.

The STA has adopted a Local Preference Policy which encourages the hiring of local firms. While there is no adopted goal for this Project, firms are still encouraged to utilize the services of local firms in the preparation of a response to this RFP. The STA has prepared a database of contact information for local firms for convenience purposes only and without guarantees as to the ability of such firms to provide the services. This database and the Local Preference Policy can be viewed at <http://tiny.cc/jobstrfps>.

If you have questions regarding this project, please contact Liz Niedziela, Transit Program Manager at (707) 424-3217. Thank you for your interest.

Sincerely,



Daryl K. Halls
Executive Director



**REQUEST FOR PROPOSALS
(RFP # 2014-02)**

For
Ridership Survey and Analysis

In
Solano County/Napa County

Release Date: January 17, 2014

RESPONSES DUE: Friday, February 14, 2014

Seven (7) complete hard copies and one digital copy (flash drive) of each response must be received before 3:00 p.m. PST on Friday, February 14, 2014

Solano Transportation Authority
One Harbor Center, Suite 130
Suisun City, CA 94585-2473

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Request for Proposal
Solano County Ridership Survey and Analysis

INTRODUCTION

The Solano Transportation Authority's (STA) mission is to improve the quality of life in Solano County by delivering transportation projects to ensure mobility, travel safety and economic vitality.

The STA was created in 1990 through a Joint Powers Agreement between the cities of Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, Vallejo and the County of Solano to serve as the Congestion Management Agency (CMA) for Solano County. As the CMA for the Solano area, the STA partners with various transportation and planning agencies, such as the Metropolitan Transportation Commission (MTC) and Caltrans District 4.

The STA is responsible for countywide transportation planning, programming transportation funds, managing and providing transportation programs and services, delivering transportation projects, and setting transportation priorities. The STA uses an open and inclusive public involvement process through various committees made up of local elected officials, public works directors, transit operators, and interested citizens.

BACKGROUND

SolanoExpress has seven (7) intercity transit routes that are currently operated in Solano County by two different public transit operators. The subsidies required to operate these routes are shared by the eight local jurisdictions in the County. STA, the transit operators and local jurisdictions (the Intercity Transit Funding Group) developed an intercity transit funding agreement. After considering different formulas for subsidy sharing using several factors, the Intercity Transit Funding (ITF) Group agreed to use a formula for Fiscal Year (FY) 2006-07, and agreed that additional study would be required for future year funding agreements. Specifically, the group determined that a ridership survey was necessary to meet the goals set forth for developing the formula underlying the ITF Agreement. STA will manage the ridership study, relying on the ITF Group for input to the study scope, survey methods and instruments, and coordination of fieldwork. The results of the ridership study are needed for development of a multiyear ITF Agreement.

The agreements established that ridership data will be updated every two to three years thus the ridership survey was originally scheduled to be completed this fall. March is the better month to collect ridership data due to historically high ridership. The data collections should be completed by March 2014 for the intercity routes.

STA has prepared a Transit Ridership Study in 2009 and 2012. Copies of these studies are available on the following link under Transit Ridership Study at: <http://www.sta.ca.gov/Content/10055/CountywidePlansampStudies.html#trs> or upon request from STA. The 2012 Transit Ridership Study included all local services (except Solano County Transit (SolTrans) due to potential restructuring), and this study will include all intercity routes as shown in the scope of work. In addition, on-time performance was included in the 2012 RFP and will be included in this current RFP.

The STA welcomes and encourages agencies to submit proposals to conduct a Solano County Ridership Survey and Analysis.

The STA will award the proposer whose proposal presents the best value and is most advantageous to STA and the public. Accordingly, the STA may not necessarily award the proposer with the highest technical ranking or the proposer with the lowest price proposal if doing so would not be in the overall best interest of the STA. STA reserves the right to expand or reduce the proposed scope of work during the contract negotiations based on budget constraints.

FINAL PRODUCT

Consultant will be responsible for conducting an on-board survey, record on-time performance and passenger counts and develop a Ridership Analysis Report based on data collected through surveys and meetings with STA staff. The Report shall be provided in an electronic format that can be edited by STA staff (Adobe Creative Suite) with all data sources and supporting materials. All electronic files are to be delivered to STA upon completion of the project.

SCOPE OF SERVICE TASKS

The purpose of the Solano Intercity Transit Ridership Study is to determine where and when customers use Solano local and intercity transit routes, and key characteristics of these transit riders that will be used for:

1. Intercity Transit Funding Agreement
2. Comprehensive Transportation Plan Update
3. Countywide Coordinated Short Range Transit Plan
4. On-time Performance Measurement

As currently envisioned, the study will include a count of passenger boardings and alightings (on/off counts), on-time performance, and an on-board survey. In addition to serving as data input to an intercity funding formula, the ridership study will assist STA and the transit operators in measuring route performance, route planning and scheduling.

Local Routes		
Fairfield and Suisun Transit (FAST)	1, 2, 3, 4, 5, 6, 7, 7t, 8	20, 30, 40, 90
Solano County Transit (SolTrans)	1, 2, 3, 4, 5, 6, 7	76, 78, 80, 80S, 85
Napa Vine	N/A	21
<u>TOTAL</u>	16	10

All ridership counts are expected to be conducted within a two-week period and include a sample of all trips on all days of service. The goal is to collect all data in March 2014. SolTrans Route 1 and 3 data is to be conducted in April 2014. As the counts are being conducted, on-time performance will be recorded during the survey process.

On-board survey questions shall include residence of rider, origin and destinations, rider demographics, trip purpose, fare payment, and access to the intercity transit route. The on-board survey will be conducted in English and Spanish. It will be conducted within the same time period as the ridership counts and on-time performance.

The STA intends to retain a qualified and committed professional planning firm to work closely with STA and its transit operators to complete the Transit Ridership Survey and Analysis via the following major tasks:

1. Confirm Project Goals and Finalize Scope of Services and Work Plan
2. Identify Related Transit Survey Activities and Coordinate Schedule
3. Identify Passenger Counting, On-Time Performance Measures, Survey Techniques and Recommended Approach
4. Draft/Finalize On-Board Survey and Review with STA
5. Prepare On-Board Survey Plan, Passenger Count Plan, and On-Time Performance Measuring Plan
6. Identify Format of Reports from Surveys and Counts
7. Conduct Passenger Counts, On-Time Performance and On-Board Survey
8. Review Survey Results for Completeness and Tabulate Data
9. Prepare Ridership Study Reports
10. Summarize Results for Presentation to STA Staff, ITF Group and Governing Boards

Task 1. Confirm Project Goals and Finalize Scope of Services and Work Plan

Develop detailed project budget and schedule, confirming projects goals and finalizing scope of services.

- Task 1.1 Kick off meeting with STA and selected consultant to negotiate final task budget and determine final schedule with milestones to complete the project

Task 1 Deliverable
1) Detailed budget and schedule with final scope of service

Task 2. Identify Related Transit Survey Activities and Coordinate Schedule

Identify Related Transit Survey Activities and Coordinate with STA staff and appropriate Transit Operators.

- Task 2.1 Develop list of related transit survey activities and coordinate schedule

Task 2 Deliverable
1) List of related transit survey activities

Task 3. Identify Passenger Counting, On-Time Performance Measures, Survey Techniques and Recommended Approach

- Task 3.1 Develop passenger counting and survey techniques
- Task 3.2 Develop on-time performance measure techniques
- Task 3.3 Discuss and provide a recommended approach/methodology

Task 3 Deliverable
1) Passenger counting and survey, on-time performance measures techniques with approved approach

Task 4. Draft/Finalize On-Board Survey with Review by STA

- Task 4.1 Finalize on-board Survey for Intercity and Local Routes
- Task 4.2 Present the draft on-board surveys to the STA for comments and edits in English and Spanish

Task 4 Deliverable
1) Finalized On-Board Surveys in English and Spanish

Task 5. Prepare On-Board Survey Plan, On-Time Performance Plan and Passenger Count Plan

- Task 5.1 Study Population
- Task 5.2 Sample Size
- Task 5.3 Operations Coordination
- Task 5.4 Passenger Notification
- Task 5.5 Staffing/Supervision Plan
- Task 5.6 Quality Control
- Task 5.7 Data Compilation

Task 5 Deliverable

- 1) On-board Survey, On-time Performance and Passenger Count Plan

Task 6. Identify Format of Reports for Surveys, On-Time Performance and Counts

- Task 6.1 Create a layout and format for reports from surveys, on-time performance and counts

Task 6 Deliverable

- 1) Layout and format for reports

Task 7. Conduct On-Board Survey, Record On-Time Performance and Passenger Counts

- Task 7.1 Conduct on-board survey, record on-time performance and passenger counts for:
 - Fairfield and Suisun Transit Local and Intercity Routes
 - SolTrans Local and Intercity Routes
 - Napa Vine Route 21
- Task 7.2 Develop report of on-board survey and passenger counts

Task 7 Deliverable

- 1) Conduct on-board survey, record on-time performance and passenger counts and develop report

Task 8. Review Survey Results for Completeness and Tabulate Data

Task 8.1 Review on-board survey and passenger counts with STA for completeness

Task 8 Deliverable

- 1) Tabulated chart of on-board survey, passenger count and on-time performance for all specified routes

Task 9. Prepare Ridership Study Reports

Task 9.1 Develop ridership study reports based on data collected through surveys and meetings with staff

Task 9 Deliverable

- 1) Ridership Study Reports

Task 10. Final Product: Final Report with Summary of Results for Presentation to STA Staff, ITF Group and Governing Boards

Task 10.1 Create presentation materials for presentation to STA staff, ITF group, and governing boards

Task 10.2 Deliver three (3) print copies of the final document, as well as an electronic PDF and all supporting raw files (e.g., images, files, text) used to create the final document.

Task 10.3 Provide Solano Transportation Transit Authority with all relevant electronic files (Adobe Creative Suite) for future edits and duplication.

Task 10 Deliverable

- 1) Final Report
- 2) Presentations to STA staff, Consortium Group, and Governing Boards
- 3) Final Ridership Survey and Analysis Report and electronic files

RFP SUBMITTAL REQUIREMENTS

Please prepare your proposal in accordance with the following requirements.

1. *Proposal:* The proposal (excluding resumes and the transmittal letter) shall not exceed a total of 25 single-sided, 8.5" x 11" pages. A **copy of the RFP** and resumes shall be included in an appendix.
2. *Transmittal Letter:* The proposal shall be transmitted with a cover letter describing the firm's/team's interest and commitment to the proposed project. The letter shall state that the proposals shall be valid for a 90-day period and should include the name, title, address and telephone number of the individual to whom correspondence and other contacts should be directed during the contractor selection process. The person authorized by the firm/team to negotiate a contract with STA shall sign the cover letter.

Address the cover letter as follows:

Liz Niedziela, Transit Program Manager
Solano Transportation Authority
One Harbor Center, Suite 130
Suisun City, California 94585

3. *Project Understanding:* This section shall clearly convey that the contractor understands the nature of the work, and issues related to conducting a transit ridership survey and analyzing the data.
4. *Approach and Management Plan:* This section shall provide the firm's/team's proposed approach and management plan for providing the services. Include an organizational chart showing the proposed relationships among contractor staff, STA staff and any other parties that may have a significant role in the delivery of this project.
5. *Qualifications and Experience:* The proposal submittal shall provide the qualifications and experience of the contractor team that will be available for the Ridership Survey and Analysis. Please emphasize the specific qualifications and experience from projects similar to this project for the Key Team Members. Key Team Members are expected to be committed for the duration of the project. Replacement of Key Team Members will **not be permitted** without prior consultation with and approval of the STA.
6. *Staffing Plan:* The proposal shall provide a staffing plan (by month) and an estimate of the **total hours** (detailed by position) required for preparation of the project. Discuss the workload, both current and anticipated, for all Key Team Members, and their capacity to perform the requested services for the Ridership Survey and Analysis according to your proposed schedule. Discuss the firm's/team's approach for completing the requested services for this project within budget.

7. *Work Plan and Schedule:* This section shall include a description and schedule of how each task deliverable of the project will be completed. The Work Plan should be in sufficient detail to demonstrate a clear understanding of the project. The schedule should show the expected sequence of tasks and include durations for the performance of each task, milestones, submittal dates and review periods for each submittal. Discuss the firm's/team's approach for completing the requested services for this project on schedule. **The project is expected to commence no later than March 1, 2014 and completed no later than June 30, 2014.**
8. *Cost Control:* Provide information on how the firm/team will control project costs to ensure all work is completed within the negotiated budget for the project. Include the name and title of the individual responsible for cost control.
9. *Additional Relevant Information:* Provide additional relevant information that may be helpful in the selection process (not to exceed the equivalent of 2 single-sided pages).
10. *References:* For each Key Team Member, provide at least three references (names and current phone numbers) from recent work (previous three years). In addition, please provide a list of all current contracts. Include a brief description of each project associated with the reference, and the role of the respective team member.
11. *Submittal of Proposal:* Seven (7) hard copies and one (1) digital copy (flash drive) of your proposal are due at the STA office **no later than 3:00 PM on Friday February 14, 2014**. Envelopes or packages containing the proposals should be clearly marked, "**Ridership Survey and Analysis**."
12. *Budget:* The budget should indicate the number of anticipated hours and rate by the Project Manager and Key Team Members per year. The estimated level of hours for other staff can be summarized in general categories. The project is funded by State Transit Assistance Funds.

SELECTION OF CONTRACTOR & CRITERIA

The proposal will be evaluated and scored on a 100-point total basis using the following criteria:

1. Qualifications, including specific experience, and schedule availability of Key Team Members. (25pts)
2. Project understanding and approach, including an understanding of the STA, Dixon, Rio Vista communities, and FAST, SolTrans, and Vacaville City Coach. (25pts)
3. Cost control and budget. (25pts)
4. Experience with similar types of projects. (25pts)

If needed, two or more of the firms/teams may be invited to an interview on or about **February 18, 2014**. The Project Manager and Key Team Members should attend the interview. The evaluation interview panel may include representatives from the STA and other agencies,

but the specific composition of the panel will not be revealed prior to the interviews. Costs for travel expenses and qualifications preparation shall be borne by the contractor.

STA staff will provide the appropriate notice and schedule for the interviews. STA staff will select the most qualified contractor or contractor team based primarily on experience, ability to contain costs and conducting very similar projects. Recent experience in Solano County is desirable.

Once the top firm/team has been selected, STA staff will develop a services contract with the selected firm/team.

SELECTION PROCESS AND PROJECT SCHEDULE

January 17, 2014	RFP Issued
January 28, 2014	Questions concerning RFP and project emailed to eniedziela@sta-snci.com no later than noon on January 28, 2014
January 31, 2014	Answers to questions posted on STA website
<u>February 14, 2014</u>	Proposals are due no later than 3:00 PM on Friday, February 14 at the office of the Solano Transportation Authority, One Harbor Center, Suite 130, Suisun City, CA 94585. <i>Late submittals will not be accepted.</i>
February 18, 2014	Contractor interviews
February 19, 2014	Notified of selected contractor
March 1, 2014	Project commences
March 2014	Conduct on-board survey, passenger counts, and on-time performance
April 2014	Conduct on-board survey, passenger counts, and on-time performance on SolTrans Route 1 and 3
June 30, 2014	Final Ridership Survey and Analysis Reports

If you have any questions regarding this RFP, please contact:

Liz Niedziela
 Transit Program Manager
 Phone (707) 399-3217
eniedziela@sta-snci.com

DISCLOSURE:

The master copy of each response to this RFP shall be retained for official files and will become a public record after the award of a contract unless the qualifications or specific parts of the qualifications can be shown to be exempt by law (Government Code section 6250 et seq.). Each Responding Firm may clearly label part of a submittal as "CONFIDENTIAL" if the Responding Firm agrees to indemnify and defend the STA for honoring such a designation. The failure to so label any information that is released by the STA shall constitute a complete waiver of all claims for damages caused by any release of the information. If a public records request for labeled information is received by the STA, the STA will notify the Responding Firm of the request and delay access to the material until seven working days after notification to the Responding Firm. Within that time delay, it will be the duty of the Responding Firm to act in protection of its labeled information. Failure to so act shall constitute a complete waiver.

PROTEST AND APPEALS

Any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the Solicitations or Notice of Intent to Award a contract may protest to the Executive Director. The protest shall be submitted in writing to the Executive Director within seven (7) working days after such aggrieved person or company knows or should have known of the facts giving rise thereto. All letters of protest shall clearly identify the reasons for the protest. The protest also must state the law, rule, regulation, or policy upon which the protest is based. The Executive Director shall issue a written decision within ten (10) working days after receipt of the protest. The decision shall; state the reason for the action taken; and inform the protester that a request of further administrative appeal of an adverse decision must be submitted in writing to the Clerk of the STA Board of Directors within seven (7) working days after receipt of the decision by the Executive Director.

2012 ON BOARD TRANSIT SURVEY



The Solano Transportation Authority and your local transit operator need you to help improve transit service by answering the questions below and returning this form before you get off the bus. **All responses are CONFIDENTIAL. Please fill out this form only once per day.**



1. What is the CITY YOU LIVE IN?

- Benicia Dixon Fairfield
- Suisun City Rio Vista Vallejo
- Vacaville Unincorporated Solano County
- Napa County Elsewhere outside Solano County

2. Is your trip today part of a round trip on this bus line?

- Yes No Don't Know

3. Where are you coming from?

- Work School (K-12 students)
- Business Appointment College (Students Only)
- Your Home Airport
- Social/Recreational Medical/Dental
- Shopping/Errands
- Other (Specify): _____

4. What is the location of that place?

(Specify street address/name or landmark)

Street No. Street Name

Nearest Cross Street

City Zip

5. How did you get to the stop for this bus?

- Transferred from another bus: Route number? _____
Transit Operator?
 ___ Dixon Readi-Ride ___ SolTrans
 ___ Fairfield Suisun Transit ___ Vacaville City Coach
 ___ Rio Vista Delta Breeze ___ Other (Name: _____)
- Transferred from BART
- Transferred from Capitol Corridor/AMTRAK/RT
- Transferred from Ferry
- Walked (How many minutes? _____)
- Car as driver (How many miles? _____)
- Car as passenger (How many miles? _____)
- Bicycle (How many miles? _____)
- Other (Please describe _____)

6. Where did you board this bus?

(Specify street address/name or landmark)

Street No. Street Name

Nearest Cross Street

City Zip

7. Where will you GET OFF this bus?

(Specify street address/name or landmark)

Street No. Street Name

Nearest Cross Street

City Zip

8. Where are you going to now?

- Work School (K-12 students)
- Business Appointment College (Students Only)
- Your Home Airport
- Social/Recreational Medical/Dental
- Shopping/Errands
- Other (Specify): _____

9. What is the location of that place?

(Specify street address/name or landmark)

Street No. Street Name

Nearest Cross Street

City Zip

10. How will you get from this bus to your destination?

- Transfer to another bus: Route number? _____
Transit Operator?
 ___ Dixon Readi-Ride ___ SolTrans
 ___ Fairfield Suisun Transit ___ Vacaville City Coach
 ___ Rio Vista Delta Breeze ___ Other (Name: _____)
- Transfer to BART
- Transfer to Capitol Corridor/AMTRAK/RT
- Transfer to Ferry
- Walk (How many minutes? _____)
- Car as driver (How many miles? _____)
- Car as passenger (How many miles? _____)
- Bicycle (How many miles? _____)
- Other (Please describe _____)

11. How would you have made this trip if you could NOT ride this bus?

- Would not have made this trip Walk
- Drive alone Taxi
- Get a ride Train
- Casual Carpool Bike
- Carpool/Vanpool
- Other _____



12. How often do you ride this bus line? (Choose ONE)

- 5-7 days/week
- 3-4 days/week
- 1-2 days/week
- Once a month or less
- First time riding
(Skip To Question 14)

13. How long have you been riding this bus line?

- Less than 6 months
- 6 to 12 months
- 1 to 2 years
- 3 to 5 years
- 6 to 9 years
- 10 or more years

14. How many cars or other vehicles are available for use by all the people in your home?

- 0 Cars
- 1 Car
- 2 cars
- 3 or more cars

15. Did you have a car that you could have used today instead of the bus/?

- Yes
- No
- Yes, but with inconvenience to others

16. How did you pay to use this bus? (Please select ONE from each column)

Payment Method	Fare Type
<input type="checkbox"/> Transfer	<input type="checkbox"/> Adult
<input type="checkbox"/> Cash	<input type="checkbox"/> Senior
<input type="checkbox"/> Multi Ride/Punch Pass	<input type="checkbox"/> Student/Youth
<input type="checkbox"/> Monthly Pass	<input type="checkbox"/> Disabled
<input type="checkbox"/> Other (Specify)	

17. What changes, if any, would you like to see to this line? (Select one or more)

- No changes
- More frequent service
- Earlier morning service (Begin when? _____)
- Later evening service (Until when? _____)
- More Saturday service
 - Frequency
 - Extended Service
- Sunday service
 - Frequency
 - Extended Service
- Easier transfers between routes
- Better on-time performance
- Service to _____
- Other _____

18. Please rate the service on this bus line on each of the following:

	Excellent	Good	Fair	Poor	No Opinion
a. On-time performance	<input type="checkbox"/>				
b. Frequency of service	<input type="checkbox"/>				
c. Driver courtesy	<input type="checkbox"/>				
d. Rider information	<input type="checkbox"/>				
e. Cleanliness of vehicles	<input type="checkbox"/>				
f. Safety/security	<input type="checkbox"/>				
g. Ease of transfers	<input type="checkbox"/>				
h. Availability of Intercity Connections	<input type="checkbox"/>				
i. System easy to understand	<input type="checkbox"/>				
j. Fares (Cost)	<input type="checkbox"/>				
k. Overall service	<input type="checkbox"/>				

19. How would you like to receive transit information? (Select one or more.)

- Newsletter
- Information at stops
- Notice on bus/ferry
- Email (Address: _____)
- Newspaper (Which paper? _____)
- Radio (Which station? _____)
- Other (Please explain _____)
- Mail
- Brochure
- Transit Website

Tell Us a Little About Yourself

20. Are you: Male Female

21. Are you Spanish, Hispanic, or Latino?
 Yes No

22. Which of the following do you identify with?

- White/Caucasian
- Black/African American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaskan Native

Other: _____

23. Do you speak a language other than English at home?

- Yes
- No

If yes, what language? _____

24. What year were you born? _____

25. What is your employment status?

- Full-time
- Part Time
- Student
- Homemaker
- Retired
- Unemployed

26. Do you possess a driver's license?

- Yes
- No

27. How many people are in your household, including yourself? _____

28. What is the total yearly income of all the people in your home? (Please choose ONE category)

- Under \$10,000
- \$10,000 - \$24,999
- \$25,000 - \$34,999
- \$35,000 - \$49,999
- \$50,000 - \$74,999
- \$75,000 - \$99,999
- \$100,000 - \$149,999
- \$150,000 or over
- Don't Know

29. Are there any other comments you would like to add about the service on this bus line?

Thank you for your participation!!

To enter to win a Kindle, monthly passes and other prizes, please provide:

First Name: _____

Phone: (____) _____



ENCUESTA A BORDO 2012

Solano Transportation Authority y su Operador de Tránsito Local necesitan su ayuda contestando las preguntas siguientes, para mejorar el sistema de tránsito. Por favor devuelva esta encuesta antes de bajarse del autobús. **Todas sus respuestas son CONFIDENCIALES.** *Solamente complete la encuesta una vez por día.*



1. En que CIUDAD VIVE usted??

- Benicia Dixon Fairfield
 Suisun City Rio Vista Vallejo
 Vacaville Unincorporated Solano County
 Napa County Fuera del Condado de Solano

2. ¿Es su viaje del día de hoy, parte de un viaje de ida y vuelta en este autobús?

- Si No No sabe

3. ¿De dónde viene usted?

- Trabajo Escuela (estudiante de K-12)
 Reunión de trabajo Universidad (Estudiante)
 Su casa Aeropuerto
 Social/ recreación Médico/Dentista
 Compras/mandados
 Otro (Specify): _____

4 ¿Cuál es la dirección de ese lugar?

(Especifique calle/nombre o ubicación del lugar)

Número Nombre de Calle

 Calle que la cruza

 Ciudad Código Postal

5. ¿Cómo llegó a la parada de este autobús?

- Con otro autobus: Línea #? _____
 Operador?
 ___ Dixon Read-Ride ___ SolTrans
 ___ Fairfield Suisun Transit ___ Vacaville City Coach
 ___ Rio Vista Delta Breeze ___ Otro (Cual? _____)
- Con el BART
 Con Capitol Corridor/AMTRAK/RT
 Con el Ferry
 Caminando (Cuántos minutos? _____)
 Manejando (Cuántas millas? _____)
 Pasajero de auto (Cuántas millas? _____)
 Bicicleta (Cuántas millas? _____)
 Otra (Por favor describa _____)

6. ¿Dónde abordó este autobús?

(Especifique calle/nombre o ubicación del lugar)

Número Nombre de Calle

 Calle que la cruza

 Ciudad Código Postal

7. ¿Dónde se BAJARA de este autobús?

(Especifique calle/nombre o ubicación del lugar)

Número Nombre de Calle

 Calle que la cruza

 Ciudad Código Postal

8. ¿A dónde va usted ahora (es este sentido solamente)?

- Trabajo Escuela (estudiante de K-12)
 Reunión de trabajo Universidad (Estudiante)
 Su casa Aeropuerto
 Social/ recreación Médico/Dentista
 Compras/mandados
 Otro (Specify): _____

9. ¿Cuál es la dirección de ese lugar?

(Especifique calle/nombre o ubicación del lugar)

Número Nombre de Calle

 Calle que la cruza

 Ciudad Código Postal

10. ¿Cómo va a llegar desde este autobús a su destino final?

- Con otro autobús: Línea #? _____
 Operador?
 ___ Dixon Read-Ride ___ SolTrans
 ___ Fairfield Suisun Transit ___ Vacaville City Coach
 ___ Rio Vista Delta Breeze ___ Otro (Cuál? _____)
- Con el BART
 Con Capitol Corridor/AMTRAK/RT
 Con el Ferry
 Caminando (Cuántos minutos? _____)
 Manejando (Cuántas millas? _____)
 Pasajero de auto (Cuántas millas? _____)
 Bicicleta (Cuántas millas? _____)
 Otra (Por favor describa _____)

11 ¿Cómo hubiera hecho este viaje si NO pudiera viajar es este autobús?

- No hubiera hecho este viaje Caminando
 Manejando solo Taxi
 Alguien me hubiera llevado Tren
 Carpool casual Bicicleta
 Carpool/Vanpool
 Otro _____



12. ¿Qué tan seguido usa esta línea de autobús? (Elija UNA sola)

- 5-7 días/semana Una vez al mes o menos
 3-4 días/semana Primera vez a bordo
 1-2 días/semana (Pase a la pregunta 14)

13. ¿Cuánto hace que usa esta línea de autobús?

- Menos de 6 meses 3 a 5 años
 6 a 12 meses 6 a 9 años
 1 a 2 años 10 años o más

14. ¿Cuántos autos u otros vehículos hay en su hogar disponibles para todas las personas de su hogar?

- 0 autos 1 auto 2 autos 3 o más autos

15. ¿Tenía un auto disponible hoy para usarlo en lugar de viajar en autobús?

- Si No Si, pero con inconveniencia para otros

16. ¿Cómo pagó para este viaje? (Marque UNO en cada columna)

Método de Pago	Tipo de Tarifa
<input type="checkbox"/> Transfer	<input type="checkbox"/> Adulto
<input type="checkbox"/> Efectivo	<input type="checkbox"/> Mayor (Jubilado)
<input type="checkbox"/> Multi Ride/Punch Pass	<input type="checkbox"/> Estudiante
<input type="checkbox"/> Pase Mensual	<input type="checkbox"/> Discapacitado
<input type="checkbox"/> Otro (Especifique)	

17. ¿Qué cambios le gustaría ver es esta línea de autobús? (Seleccione uno o más)

- Ningún cambio
 Servicio más frecuente
 Servicio más temprano (Hora? _____)
 Servicio hasta más tarde (Hora? _____)
 Más servicios los sábados
 Frecuencia Servicio de más horas
 Servicio los domingo
 Frecuencia Servicio de más horas
 Transferencias más fáciles entre distintas rutas
 Mejor puntualidad
 Servicio hasta _____
 Otro: _____

18. Por favor califique el servicio de este autobús en cada uno de las siguientes categorías:

	Excelente	Bueno	Pobre	Malo	No Opina
a. Puntualidad	<input type="checkbox"/>				
b. Frecuencia de servicio	<input checked="" type="checkbox"/>				
c. Cortesía del chofer	<input type="checkbox"/>				
d. Información para pasajeros	<input type="checkbox"/>				
e. Limpieza del vehículo	<input type="checkbox"/>				
f. Seguridad	<input checked="" type="checkbox"/>				
g. Facilidad de transferencias	<input type="checkbox"/>				
h. Disponibilidad de conexiones entre ciudades	<input type="checkbox"/>				
i. Sistema fácil de entender	<input type="checkbox"/>				
j. Tarifas (Costo)	<input type="checkbox"/>				
k. Servicio en General	<input type="checkbox"/>				

19. ¿Cómo le gustaría recibir información de tránsito? (Seleccione uno o más)

- Circular Correo
 Información en las paradas Panfleto
 Nota en autobús/ferry Página de Internet
 Email (Dirección: _____)
 Diario (Cuál? _____)
 Radio (Qué estación? _____)
 Otro (Explique _____)

Cuéntenos un poquito acerca de usted

20. Es Usted: Hombre Mujer

21. Es usted hispano, latino o Español?
 Si No

22. ¿Con cuál de las siguientes razas se identifica?

- Blanco/Caucásico
 Negro/Afro-Americano
 Asiático
 Hawaiano o de las Islas del Pacífico
 Indio Americano o Nativo de Alaska
 Otro (cuál) _____

23. ¿Habla algún otro idioma en su hogar además de Inglés?

- Si No

Qué idioma? _____

24. ¿En qué año nació? _____

25. ¿Tipo de empleo?

- Tiempo completo Estudiante
 Tiempo parcial Ama de Casa
 Retirado Desempleado

26. ¿Tiene licencia para conducir?

- Si No

27. ¿Cuántas personas viven en su casa incluyéndose a usted? _____

28. Cuál es el ingreso total anual de todos los miembros de su hogar? (Elija solo UNA)

- Menos de \$10,000 \$75,000 - \$99,999
 \$10,000 - \$24,999 \$100,000- \$149,999
 \$25,000 - \$34,999 \$150,000 o más
 \$35,000 - \$49,999 No sabe
 \$50,000 - \$74,999

29. ¿Tiene usted otros comentarios que le gustaría hacer sobre este autobús?

Gracias por su participación!

Para participar en una rifa de un Kindle, pases mensuales y otros premios, por favor escriba:

Primer nombre: _____ Teléfono (_____) _____