



RESULTS OF

SOLANO TRANSPORTATION AUTHORITY

COUNTYWIDE RIDERSHIP STUDY

BENICIA BREEZE LOCAL AND INTERCITY LINES

Submitted to

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Introduction

This report presents the results of an on-board survey of riders on the Benicia Breeze system. Passengers on Lines 19, 21, 22 and 75 were surveyed during the third week of October 2006; those on Line 23 were surveyed on the 13th of January 2007. In all, 253 riders were surveyed for this study. A copy of the survey instrument is presented as Appendix 1. A copy of the schedules in effect for the lines discussed in this report at the time the survey was conducted is presented as Appendix 2.

More than 90% of riders surveyed were on intercity Line 75, while all of the other lines had only very limited ridership and survey respondents. We therefore focus the presentation and discussion of results in this report on Line 75. Since no statistically meaningful conclusions can be drawn from the individual results on other lines (none of which had more than 9 respondents), no analysis was attempted for those results, but the results are presented for the reader's information, both for the individual lines and for all the non-Line 75 results combined.

The remainder of this report presents the findings of the survey. For each set of findings, results for Line 75 are presented in graphic form first, followed by a table with results for Line 75, for all other respondents combined, and for the other individual lines. After a brief description of the lines covered by this report, the characteristics of trips being taken by surveyed riders are assessed, followed by an analysis of rider demographics. Rider perception of the quality of service and suggested improvement are then discussed. Also included there are highlights of comments offered by Benicia Breeze riders (a complete listing of verbatim comments and suggestions is provided in Appendix 3.) Finally, brief conclusions are drawn regarding the characteristics of riders and their use of Line 75.

BENICIA BREEZE LINES

A summary of operating characteristics of Benicia Breeze's four local and two intercity bus lines at the time of the survey is included below.

Rt. 19 – Benicia Industrial Park City Ride: Line 19 is a loop route that connects downtown Benicia with the Benicia Industrial Park. This is a local fixed route service which also offers deviated service in the Benicia Industrial Park for all riders and deviated service for senior and disabled riders along the entire route. It operates six round trips weekdays only. Three round trips operate in the morning from 6:00am to 7:30am. Three round trips operate midday from 11:30am – 1:00pm.

Rt. 21 – Northwest Benicia City Ride: Rt. 21 is a loop route that travels throughout downtown and connects it to Southampton Rd. and other points in the residential northwestern hills of Benicia. Benicia High School is located along this route. This is a local, fixed-route service that deviates for seniors and disabled riders. It operates Monday-Saturday. The weekday span is from 6:00am to 8:00pm with a frequency of 1 – 2 hours. On Saturdays, the span is from 9:00am to 6:00pm operating every two hours.

Rt. 22 – Northeast Benicia City Ride: Rt.22 is a loop route that travels throughout downtown Benicia, connects Military East to residential areas north of I-780, and to the west along Southampton Road, Hastings Drive and Rose Drive and then travels through the Benicia Industrial Park before returning to downtown. This is a local fixed route service which also offers deviated service in the Benicia Industrial Park for all riders and deviated service for senior and disabled riders along the entire route. This route operates Monday-Saturday. The weekday span is from 6:00am to 8:00pm with a frequency of 1-2 hours. On Saturdays, the span is from 10:00am – 7:00pm with service every two hours.

Rt. 23 – Expresso Commuter Service to Martinez Amtrak Station: Rt. 23 connects Benicia to the Amtrak station in Martinez. Rt. 23 starts in the Southampton area of Benicia, travels along Military West to downtown and then travels on the freeway to downtown Martinez on the opposite side of the Benicia-Martinez Bridge. This route operates weekdays only. There are two round trips daily: one in the morning and one in the evening.

Rt. 75 – Vallejo/Benicia/Pleasant Hill BART Station: Rt. 75 is a fixed route service that offers both local and intercity service to Vallejo, Concord, and the Pleasant Hill BART Station. It connects downtown Vallejo, the Ferry Terminal, Curtola Park and Ride, Southampton, Military West and East, travels on I-780 and I-680 into Contra Costa where it serves Diablo Valley College and the Pleasant Hill BART station. It operates Monday – Saturday. The weekday span is from 5:30am – 8:30pm with service every 30 minutes in the peak and 60 minutes in the off-peak. On Saturdays, Rt. 75 operates from 8:00am to 6:00pm on an hourly basis.

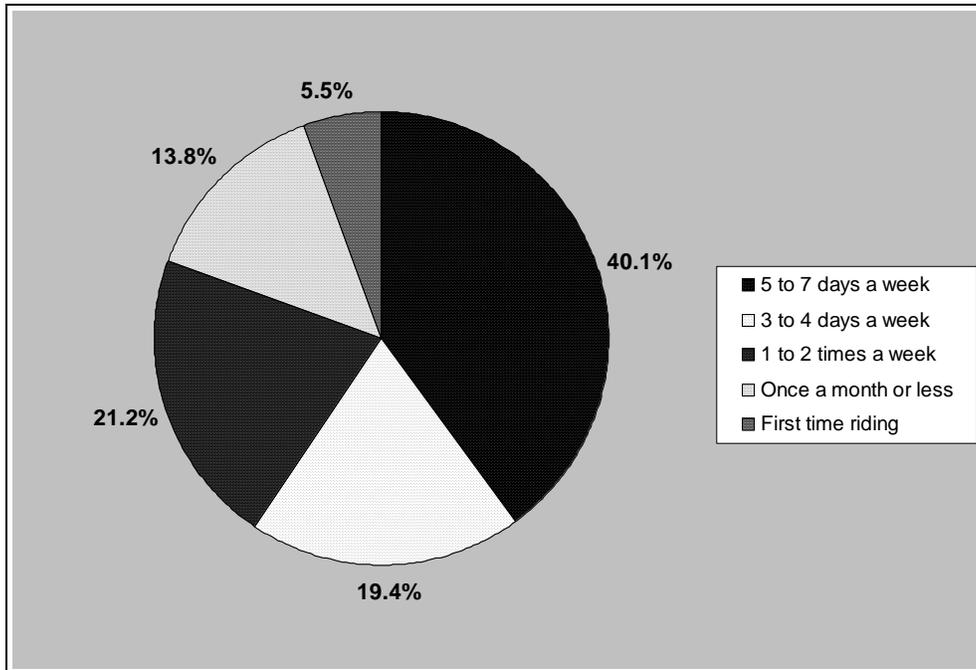
TRIP CHARACTERISTICS

The following section is about how Benicia Breeze riders were using the bus at the time they were surveyed. Riders were asked to describe how often they rode and for what purpose, where they were traveling to and from, how they got to and from stops, how they paid their fare and how they would have made this trip if the bus had not been available.

Frequency of Ridership

Most Line 75 riders use this Benicia Breeze bus frequently, with almost 60% reporting that they ride at least 3 days a week and more than 80% riding at least weekly. These results indicate that Line 75 riders rely on Benicia Breeze as an important means of mobility.

Figure 1. Ridership Frequency – Line 75



Taken together, other Benicia Breeze riders also ride the bus frequently, with 18 of 20 respondents riding at least weekly.

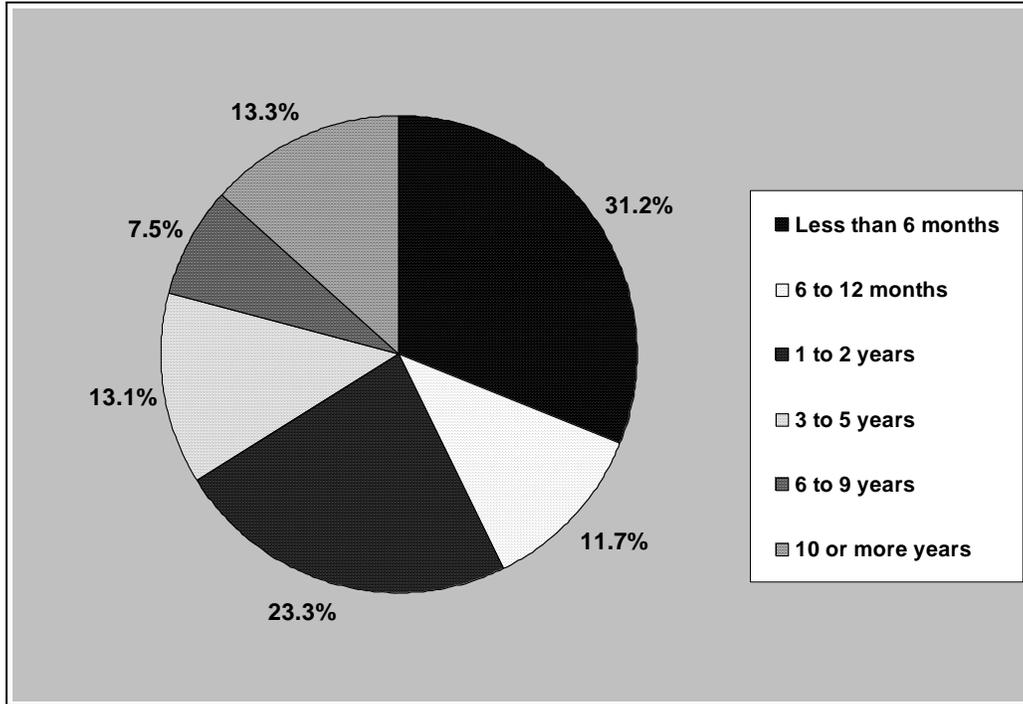
Figure 2. Ridership Frequency – All Lines

Route Number	75 n=217	All other Benicia	19 n=5	21 n=5	22 n=7	23 n=3
Frequency						
5 to 7 days a week	40.1%	65.0%	100.0%	40.0%	71.4%	33.3%
3 to 4 days a week	19.4%	20.0%		40.0%	28.6%	
1 to 2 times a week	21.2%	5.0%		20.0%		
Once a month or less	13.8%	10.0%				66.7%
First time riding	5.5%					

Length of Ridership

Survey results indicate that almost two-thirds of Line 75 riders have been using their current line for less than two years, with 31.2% having been riders for less than six months. At the other extreme, 20.8% of respondents said they had been riding for 6 or more years.

Figure 3. How Long Riding – Line 75



Among other Benicia Breeze riders, 14 of 19 had been riding their line for two years or less.

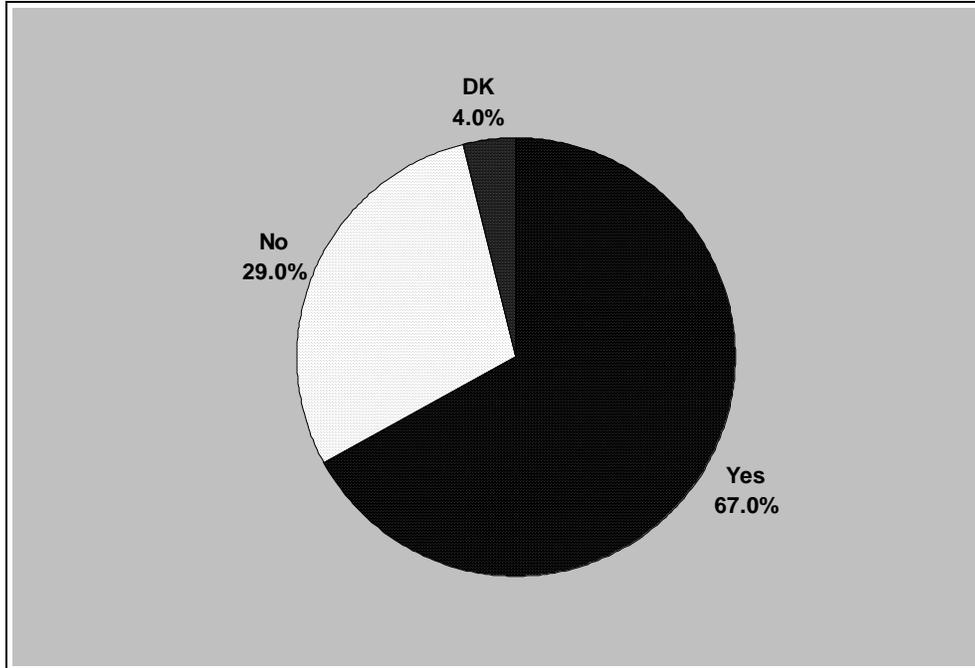
Figure 4. How Long Riding – All Lines

Route Number	75 n=215	All other Benicia	19 n=5	21 n=4	22 n=7	23 n=3
How long riding						
Less than 6 months	31.2%	42.1%	20.0%	50.0%	57.1%	33.3%
6 to 12 months	11.6%	15.8%	60.0%			
1 to 2 years	23.3%	15.8%			28.6%	33.3%
3 to 5 years	13.0%	15.8%		50.0%	14.3%	
6 to 9 years	7.4%					
10 or more years	13.5%	10.5%	20.0%			33.3%

Round/One Way Trip

Two-thirds of respondents said their ride on Benicia Breeze Line 75 was part of a round trip, while 29% said they did not intend to make a round trip on the bus and 4% did not yet know whether they would be making a return trip on the same line. The high percentage of riders making a round trip suggests that many riders on Benicia Breeze are on a regular commute.

Figure 5. This Trip is Part of a Round Trip on the Ferry/Bus – Line 75



Of the 26 other Benicia riders surveyed, 17 said they were making a round trip and 9 said they were not. None of the other riders surveyed said they did not know.

Figure 6. This Trip is Part of a Round Trip on the Ferry/Bus – All Lines

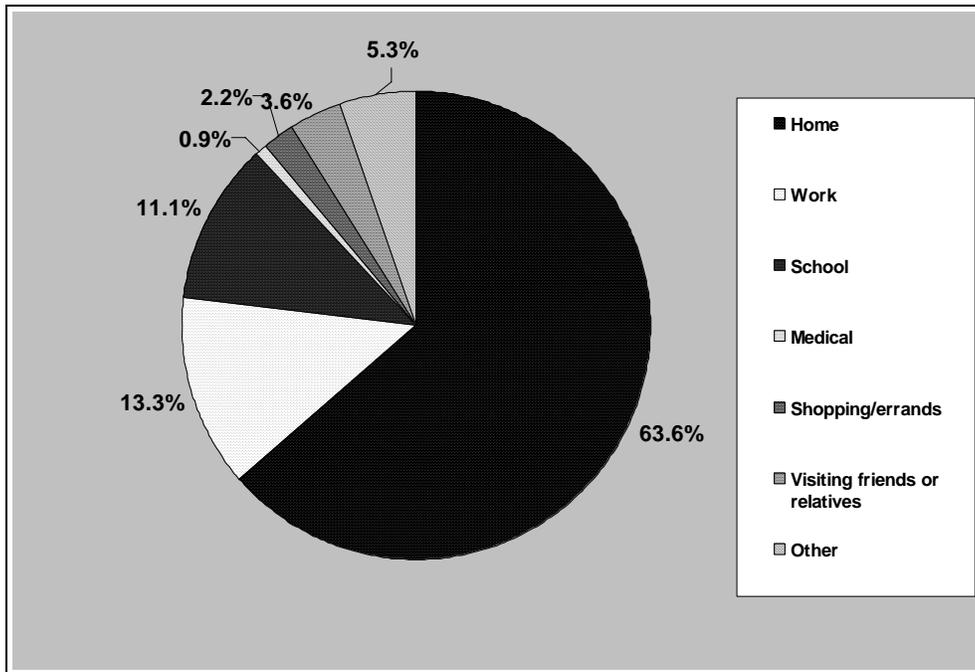
Route Number	75	All other Benicia	19	21	22	23
Part of a round trip?	n=224		n=5	n=9	n=9	n=3
Yes	67.0%	65.4%	40.0%	77.8%	88.9%	
No	29.0%	34.6%	60.0%	22.2%	11.1%	100.0%
Don't know	4.0%					

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

Passengers were asked where they were coming from and where they were going to on this trip. The results show that riders are using Benicia Breeze Line 75 for travel primarily between home and a variety of destinations, with 95% of respondents either beginning or planning to end their current trip at home, while about 40% were coming from or going to work, about 21% to or from school, and about 15% to or from shopping or errands. No other origin or destination accounted for as much as 5%.

More than 75% of all Line 75 riders said they were coming from either home (63.6%) or work (13.3%) on their current trip, while 11.1% said they were returning from school. Among other places of origin, only visiting friends or relative accounted for over 3%.

Figure 7. Trip Origin – Line 75



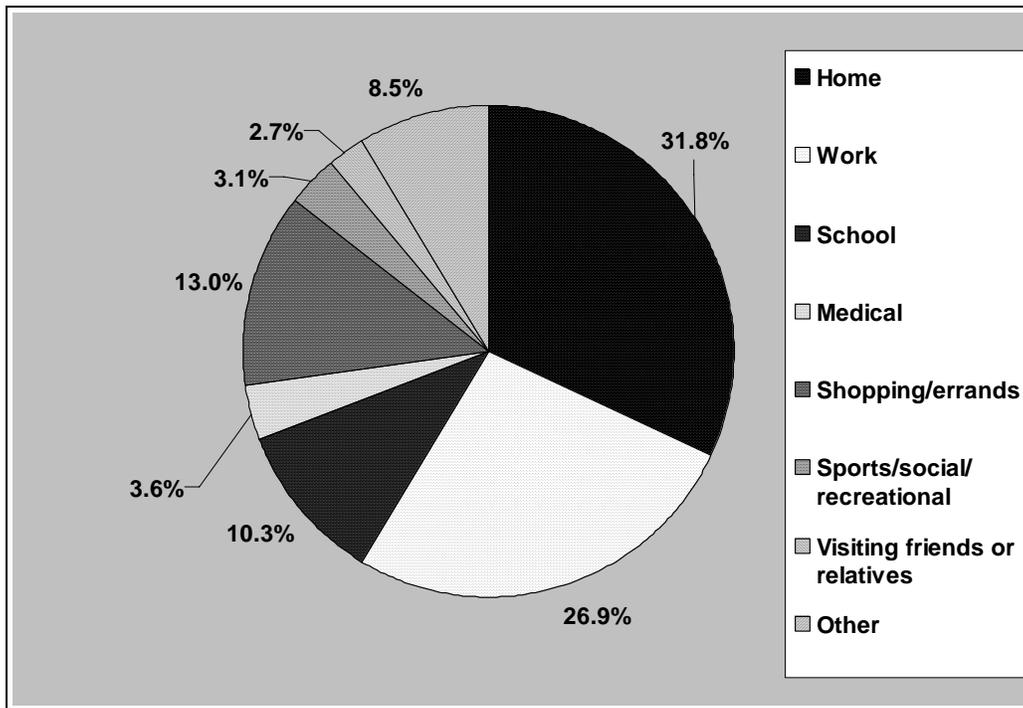
Of the 26 other Benicia Breeze riders, 18 (69.2%) were coming from home, 4 were coming from work, 3 were coming from school, and 1 was coming from visiting friends and relatives.

Figure 8. Trip Origin – All Lines

Route Number	75 n=225	All other Benicia	19 n=5	21 n=9	22 n=9	23 n=3
Coming from?						
Home	63.6%	69.2%	100.0%	55.6%	66.7%	66.7%
Work	13.3%	15.4%		22.2%	22.2%	
School	11.1%	11.5%		22.2%	11.1%	
Medical	0.9%					
Shopping/errands	2.2%					
Visiting friends or relatives	3.6%	3.8%				33.3%
Other	5.3%					

Destinations were also analyzed to determine the purposes for trips on Line 75. Home was the most often mentioned destination (31.8%), followed by work (26.9%), shopping/errands (13%) and school (10.3%). No other destination accounted for as much as 5% of responses. These results show the importance of Line 75 not only in serving commuters, but in providing access to other activities.

Figure 9. Trip Destinations – Line 75



Home and work together accounted for 80% of destinations for the 25 other Benicia Breeze riders who responded to this question.

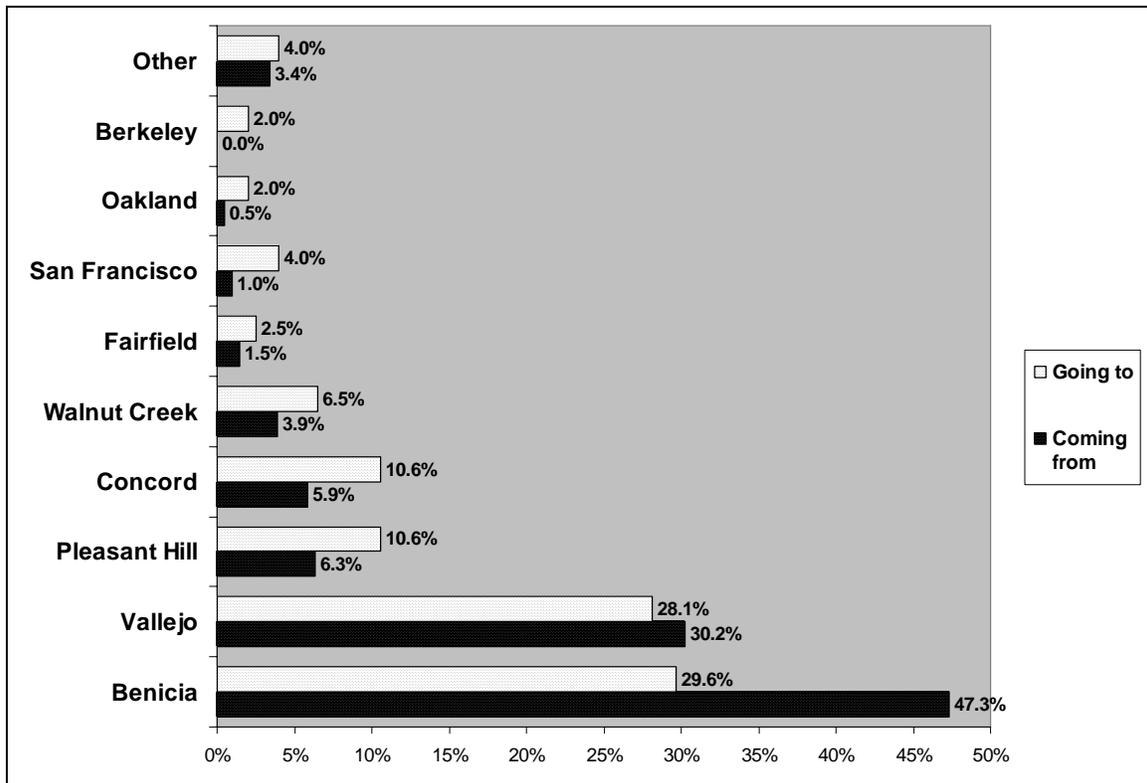
Figure 10. Trip Destinations – All Lines

Route Number	75 n=223	All other Benicia	19 n=5	21 n=8	22 n=9	23 n=3
Going to?						
Home	31.8%	28.0%		50.0%	33.3%	
Work	26.9%	52.0%	100.0%	12.5%	55.6%	66.7%
School	10.3%	4.0%				33.3%
Medical	3.6%	4.0%			11.1%	
Shopping/errands	13.0%	4.0%		12.5%		
Sports/social/ recreational	3.1%					
Visiting friends or relatives	2.7%	4.0%		12.5%		
Other	8.5%	4.0%		12.5%		

Places of Origin and Destination

Respondents were also asked where they had started their current trip and where they planned to end it. Results indicate that more than three-fourths of Line 75 passengers are on trips that begin in Benicia or Vallejo, while 57.7% of riders plan to end their trips in those cities. Among other origins and destinations, both Pleasant Hill and Concord accounted for 10.6% of destinations but only about 6% of origins, while Walnut Creek was mentioned by 3.9% of respondents as their origin and 6.5% as their destination. No other city accounted for more than 4% of either origins or destinations.

Figure 11. City of Origin and Destination – Line 75



Twelve of the 24 other Benicia Breeze riders surveyed started their trip in Benicia, while 5 started in Vallejo and 3 in Fairfield.

Figure 12. City of Origin – All Lines

Route Number	75	All other	19	21	22	23
City coming from	n=205	Benicia	n=4	n=8	n=9	n=3
Benicia	47.3%	50.0%	25.0%	62.5%	33.3%	100.0%
Vallejo	30.2%	20.8%	50.0%	12.5%	22.2%	
Pleasant Hill	6.3%					
Concord	5.9%					
Walnut Creek	3.9%	4.2%		12.5%		
Fairfield	1.5%	12.5%			33.3%	
San Francisco	1.0%	8.3%	25.0%		11.1%	
Oakland	0.5%					
American Canyon	0.5%					
Other	2.9%	4.2%		12.5%		

Seventeen of the 21 other Benicia Breeze riders who responded to this question said they were going to Benicia, including all of those on Line 19 and Line 22.

Figure 13. City of Destination – All Lines

Route Number	75	All other	19	21	22	23
City going to	n=199	Benicia	n=5	n=4	n=9	n=3
Benicia	29.6%	81.0%	100.0%	75.0%	100.0%	
Vallejo	28.1%					
Pleasant Hill	10.6%					
Concord	10.6%					
Walnut Creek	6.5%					
San Francisco	4.0%					
Fairfield	2.5%					
Oakland	2.0%					
Berkeley	2.0%					
Other	4.0%	19.0%		25.0%		100.0%

Where Did You Board and Will You Leave the Bus?

When asked where they had boarded the bus, more than three-fourths of Line 75 riders (and all other Benicia riders) said they had boarded either in Benicia or Vallejo.

Figure 14. Where Did You Board – All Lines

Route Number	75	All other	19	21	22	23
City where boarded	n=185	Benicia	n=3	n=7	n=6	n=3
Benicia	49.2%	94.7%	66.7%	100.0%	100.0%	100.0%
Vallejo	28.1%	5.3%	33.3%			
Pleasant Hill	15.1%					
Concord	4.9%					
Walnut Creek	1.6%					
Other	1.1%					

Similarly, more than 70% of respondents said they were leaving the bus in Vallejo or Benicia

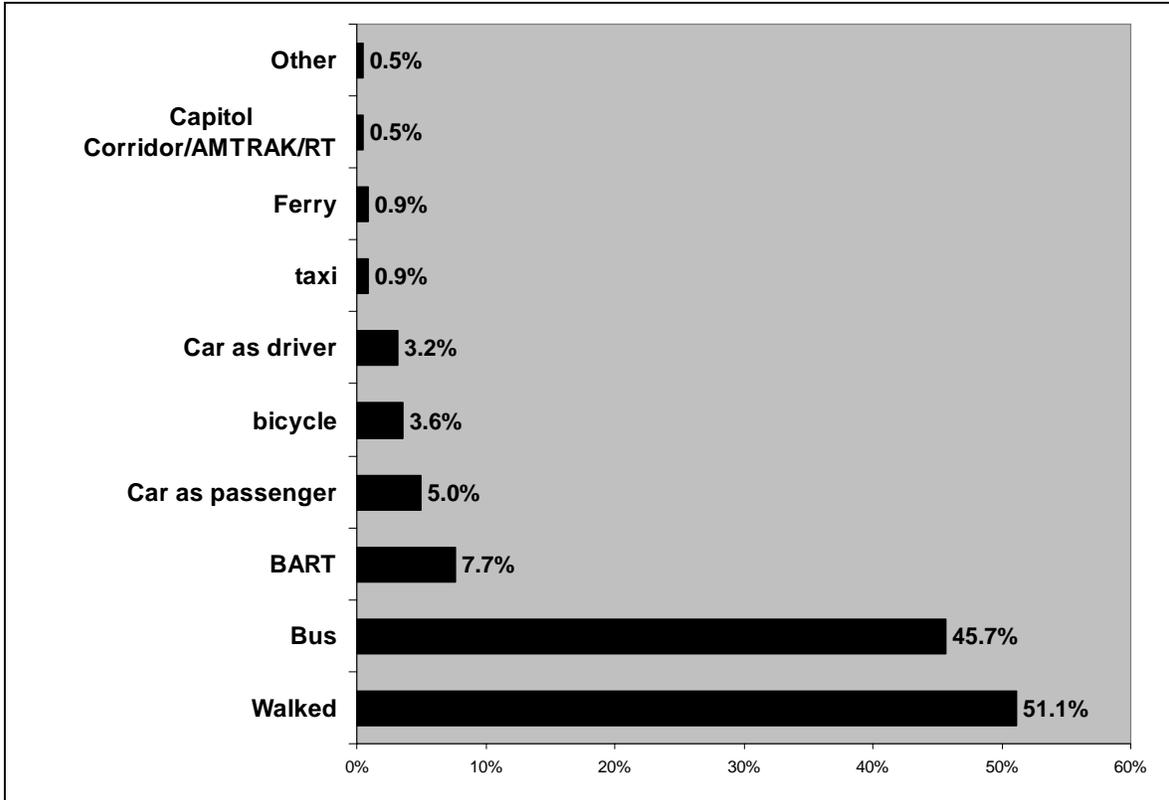
Figure 15. Where Will You Leave – All Lines

Route Number	75	All other	19	21	22	23
City where leaving	n=171	Benicia	n=3	n=4	n=5	n=3
Vallejo	36.3%					
Benicia	34.5%	73.3%	100.0%	75.0%	100.0%	
Pleasant Hill	19.9%	6.7%		25.0%		
Martinez		20.0%				100.0%
Walnut Creek	1.2%					
Fairfield	0.6%					
San Francisco	0.6%					
Napa County	0.6%					
Other	6.4%					

Access to Bus Stop

When respondents were asked how they had reached the stop where they had boarded their Line 75 bus, more than half (51.1%) said they had walked, while 45.7% had used another bus as part of their trip to the bus stop. Fewer than 10% used other methods to get to the bus.

Figure 16. How Did You Get to the Bus? – Line 75



All but two riders on other Benicia Breeze buses also walked or used another bus to reach their bus stop.

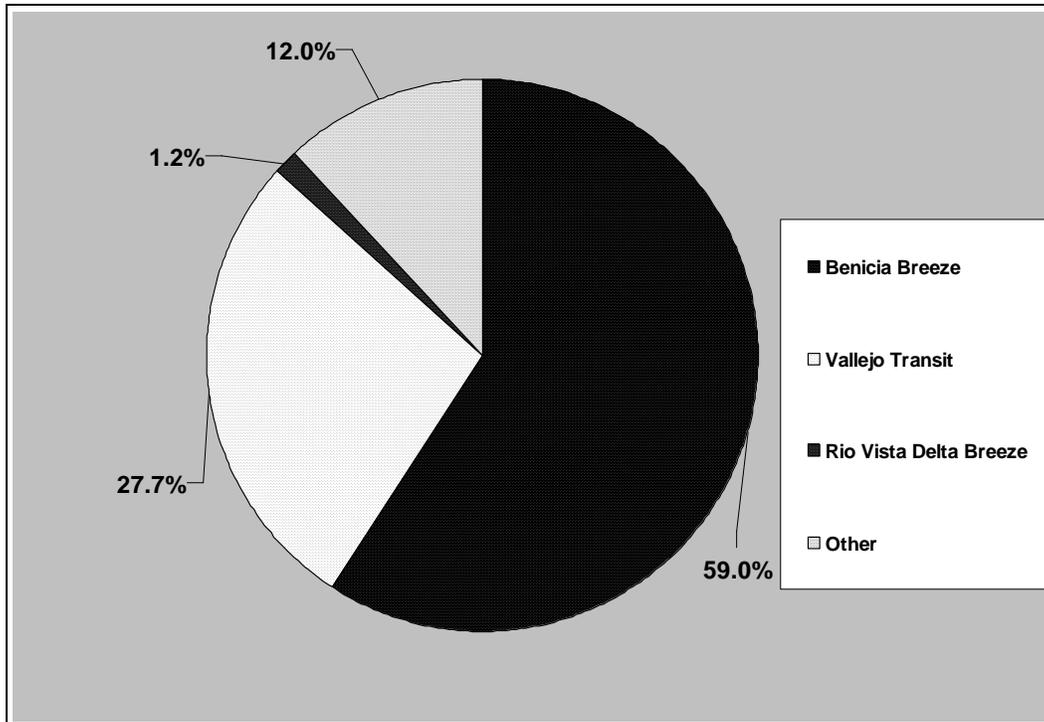
Figure 17. How Did You Get to the Bus? – All Lines

Route Number	75 n=221	All other Benicia	19 n=5	21 n=8	22 n=8	23 n=3
Mode to bus stop*						
Walked	51.1%	29.2%		37.5%	25.0%	66.7%
Bus	45.7%	70.8%	100.0%	75.0%	75.0%	
BART	7.7%					
Car as passenger	5.0%					
Bicycle	3.6%					
Car as driver	3.2%	4.2%				33.3%
taxi	0.9%					
Ferry	0.9%					
Capitol Corridor/AMTRAK/RT	0.5%					
Other	0.5%	4.2%		12.5%		

* More than one mode may have been used

For those who reached their Line 75 stop by bus, almost 60% did so on other Benicia Breeze buses, while 27.7% used Vallejo Transit.

Figure 18. If by Bus, What Transit Operator? – Line 75



Thirteen of the 15 passengers on other lines who used a bus to reach their bus stop did so on another Benicia Breeze bus.

Figure 19. If by Bus, What Transit Operator? – All Lines

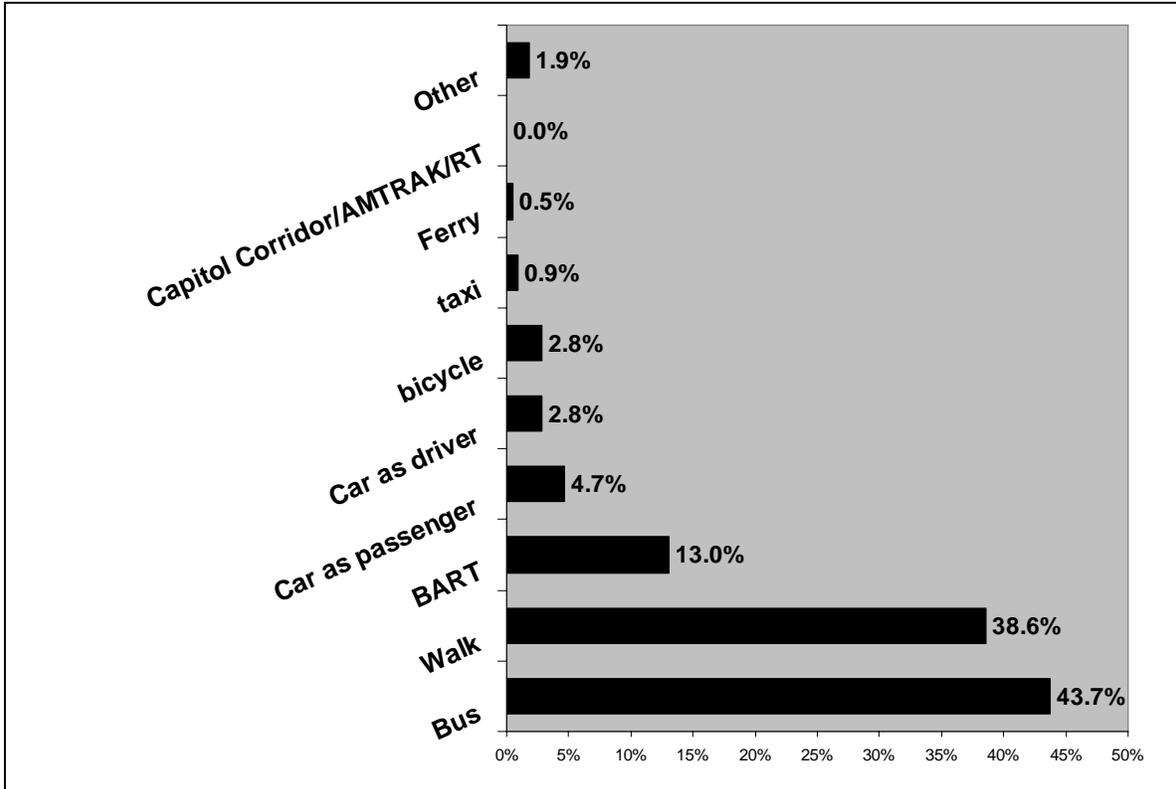
Route Number	75 n=83	All other Benicia	19 n=5	21 n=5	22 n=5	23 n=0
Operator						
Benicia Breeze	59.0%	86.7%	100.0%	100.0%	60.0%	
Vallejo Transit	27.7%	6.7%			20.0%	
Rio Vista Delta Breeze	1.2%					
Fairfield/Suisun Transit		6.7%			20.0%	
Other	12.0%					

The 96 Line 75 riders who provided an estimate of how long they took to walk to their bus stop reported taking an average of 9 minutes.

Access to Final Destination

Riders were also asked how they would reach their final destination. More than 80% said they would use a bus or walk, while 13% planned to go by BART for part of their trip. Fewer than 5% used any other single method.

Figure 20. How Will You Get to Your Final Destination? – Line 75



Other Benicia Breeze passengers were also most likely to take a bus (52.4%) or walk (33.3%) to their final destination.

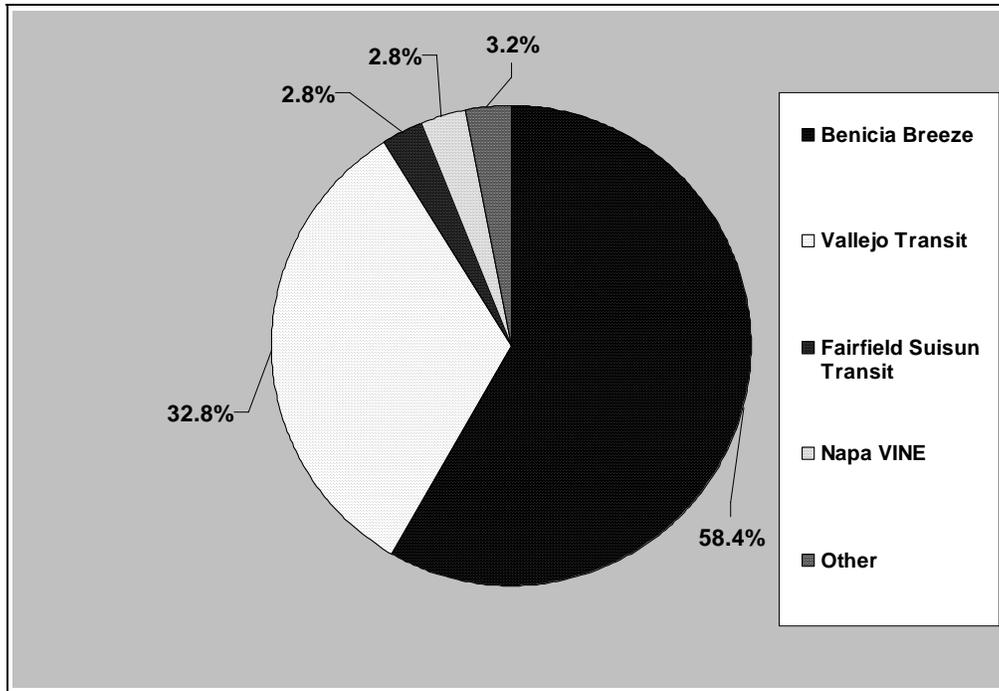
Figure 21. How Will You Get to Your Final Destination? – All Lines

Route Number	75 n=215	All other Benicia	19 n=4	21 n=7	22 n=7	23 n=3
Mode to destination*						
Bus	43.7%	52.4%	75.0%	71.4%	28.6%	33.3%
Walk	38.6%	33.3%	50.0%	28.6%	42.9%	
BART	13.0%	14.3%		28.6%	14.3%	
Car as passenger	4.7%	4.8%			14.3%	
Car as driver	2.8%					
Bicycle	2.8%					
Taxi	0.9%					
Capitol Corridor/AMTRAK/RT		9.5%				66.7%
Ferry	0.5%					
Other	1.9%	4.8%			14.3%	

* More than one mode may have been used

For Line 75 riders who planned to reach their final destination by bus, 58.4% said they would travel on other Benicia buses, while 32.8% planned to use Vallejo Transit.

Figure 22. If Bus to Destination, What Transit Operator? – Line 75



Nine of the 13 riders on other lines who provided information on their bus operator said they would use other Benicia Breeze buses.

Figure 23. If Bus to Destination, What Transit Operator? – All Lines

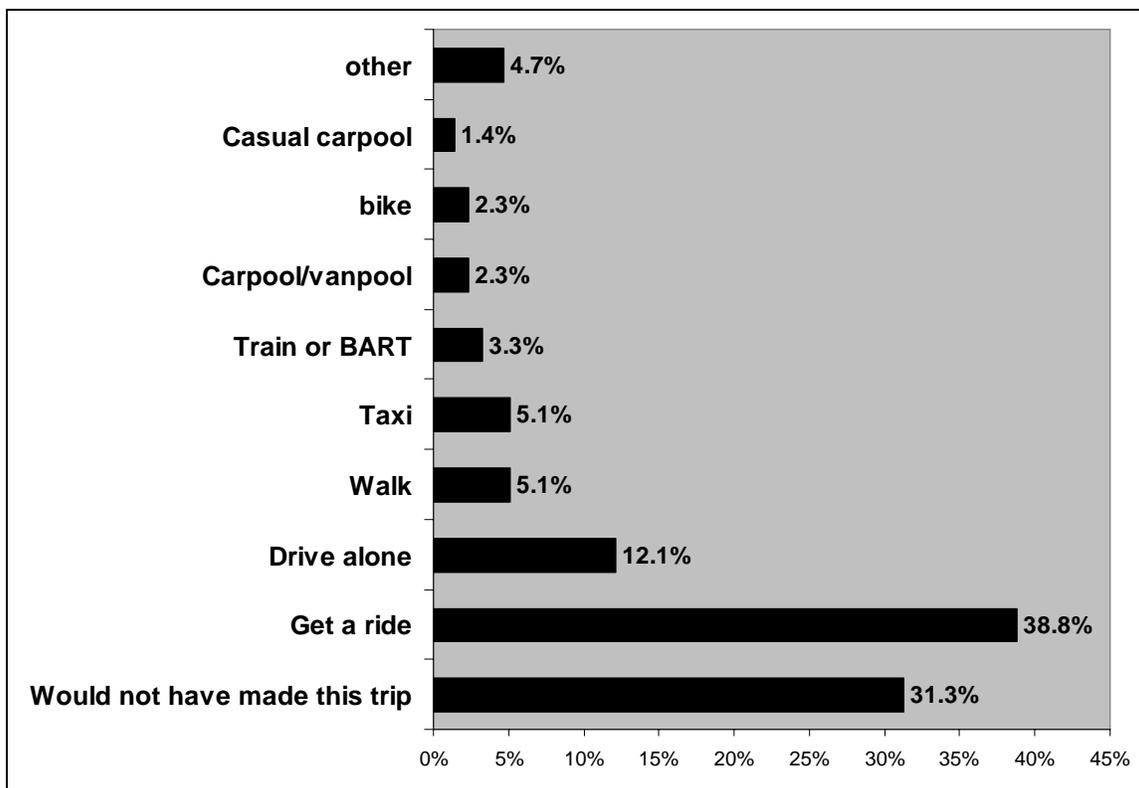
Operator	Route Number 75 n=76	All other Benicia	19 n=5	21 n=5	22 n=2	23 n=1
Vallejo Transit	30.3%	15.4%	20.0%	20.0%		
Fairfield/Suisun Transit	2.6%					
Benicia Breeze	53.9%	69.2%	60.0%	80.0%	100.0%	
Napa VINE	2.6%	7.7%	20.0%			
Other	10.5%	7.7%				100.0%

The 64 Line 75 riders who provided an estimate of how long they would take to walk to their destination reported that they would take an average of 8.4 minutes.

How Trip Would Have Been Made Without the Bus

About one-third of respondents said they would not have made the trip if their Benicia Breeze Line 75 bus had not been available – a relatively high percentage reflecting the importance of this line to its riders. Getting a ride was the most often mentioned alternative (38.8%), and driving alone was the only other method cited by at least one-tenth of respondents (12.1%). All other alternatives were checked by 5% or fewer respondents.

Figure 24. How Trip Made if Bus Not Available? – Line 75



Among the 20 other Benicia riders who offered responses to this question, 4 said they would not have made this trip if their bus had not been available, while 9 said they would get a ride and 6 said they would take a taxi.

Figure 25. How Trip Made if Bus Not Available? – All Lines

Route Number	75 n=214	All other Benicia	19 n=5	21 n=5	22 n=7	23 n=3
Alternate mode*						
Would not have made this trip	31.3%	20.0%	20.0%	20.0%	14.3%	33.3%
Drive alone	12.1%	15.0%	40.0%			33.3%
Get a ride	38.8%	45.0%	40.0%	60.0%	42.9%	33.3%
Casual carpool	1.4%	10.0%	40.0%			
Carpool/vanpool	2.3%					
Walk	5.1%	15.0%		60.0%		
Taxi	5.1%	30.0%	20.0%	40.0%	42.9%	
Train	3.3%					
Bike	2.3%	5.0%		20.0%		
Other	4.7%					

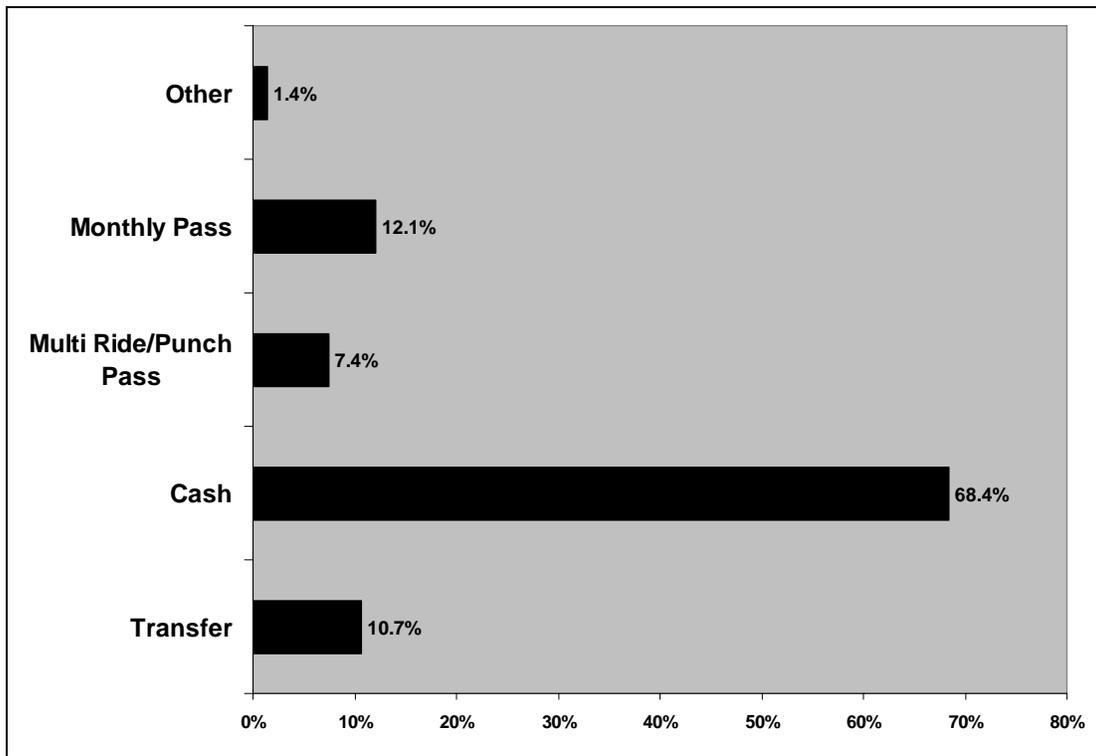
* More than one mode may have been mentioned

How Fare Paid

Riders were also asked how they had paid their fare, and whether they had paid an adult, senior/disabled, or student fare (also known as a youth fare.) More than two-thirds

(68.4%) of Line 75 riders said they paid cash, while 12.1% paid with a monthly pass, 10.7% used a transfer, and 7.4% used a multi-ride/punch pass.

Figure 26. How Did You Pay Your Fare for this Trip? – Line 75



Cash was also the most frequently cited method of payment on other Benicia Breeze lines, mentioned by 15 of 22 respondents. None of these other riders used multi-ride passes, while 5 used transfers and 2 used a monthly pass.

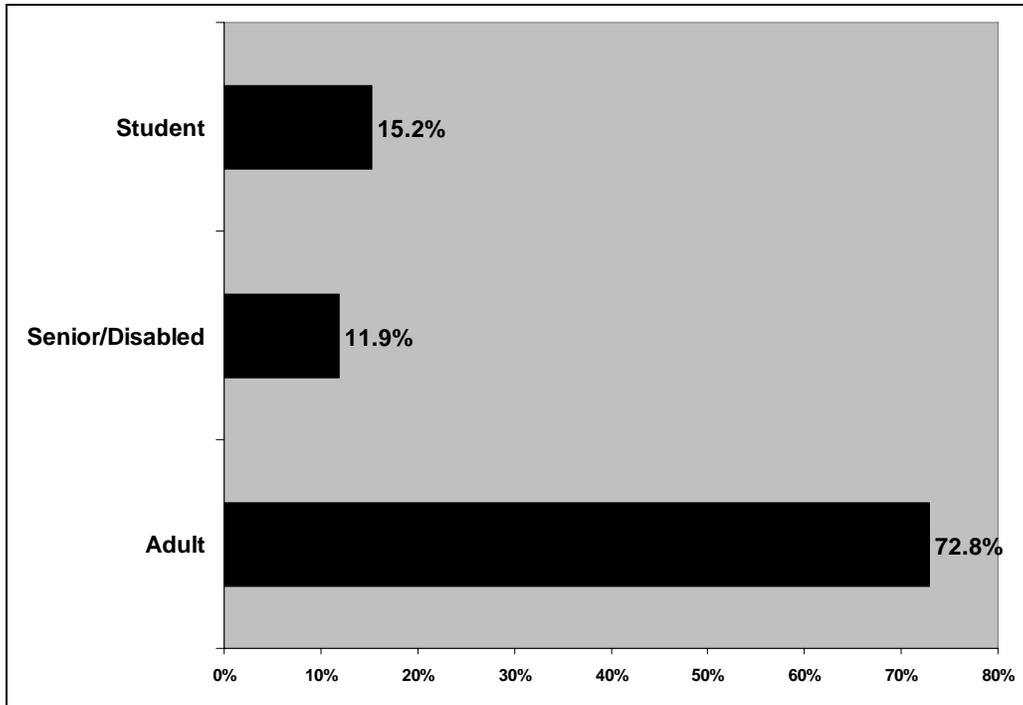
Figure 27. How Did You Pay Your Fare for this Trip? – All Lines

Route Number	75 n=215	All other Benicia	19 n=6	21 n=5	22 n=8	23 n=3
Transfer	10.7%	22.7%	33.3%	20.0%	25.0%	
Cash	68.4%	68.2%	66.7%	80.0%	50.0%	100.0%
Multi Ride/Punch Pass	7.4%					
Monthly Pass	12.1%	9.1%			25.0%	
Other	1.4%					

Type of Fare

Adult fares accounted for almost three-fourths of those paid by Line 75 riders, while 15.2% paid student fares and 11.9% paid senior/disabled fares.

Figure 28. Type of Fare – Line 75



Thirteen of the 15 riders on other Benicia Breeze routes reported paying adult fares, while 2 paid a senior/disabled fare.

Figure 29. Type of Fare – All Lines

Route Number	75 n=151	All other Benicia	19 n=5	21 n=2	22 n=5	23 n=3
Fare Type						
Adult	72.8%	86.7%	100.0%	50.0%	80.0%	100.0%
Senior/Disabled	11.9%	13.3%		50.0%	20.0%	
Student	15.2%					

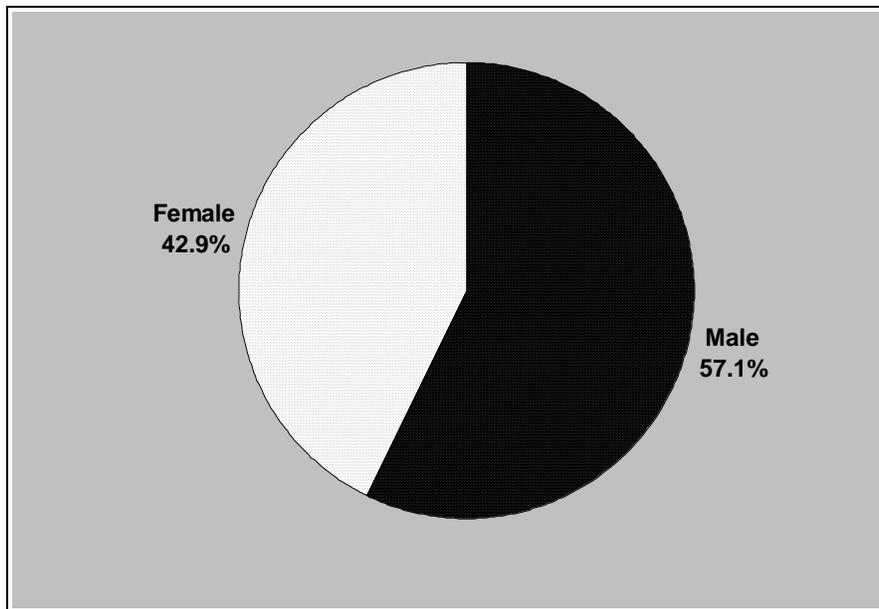
RIDER DEMOGRAPHICS

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

Gender

Riders on Benicia Breeze Line 75 are predominantly male, with females accounting for just 42.9% of survey respondents.

Figure 30. Gender – Line 75



The 20 respondents on other Benicia Breeze lines were evenly split between male and female.

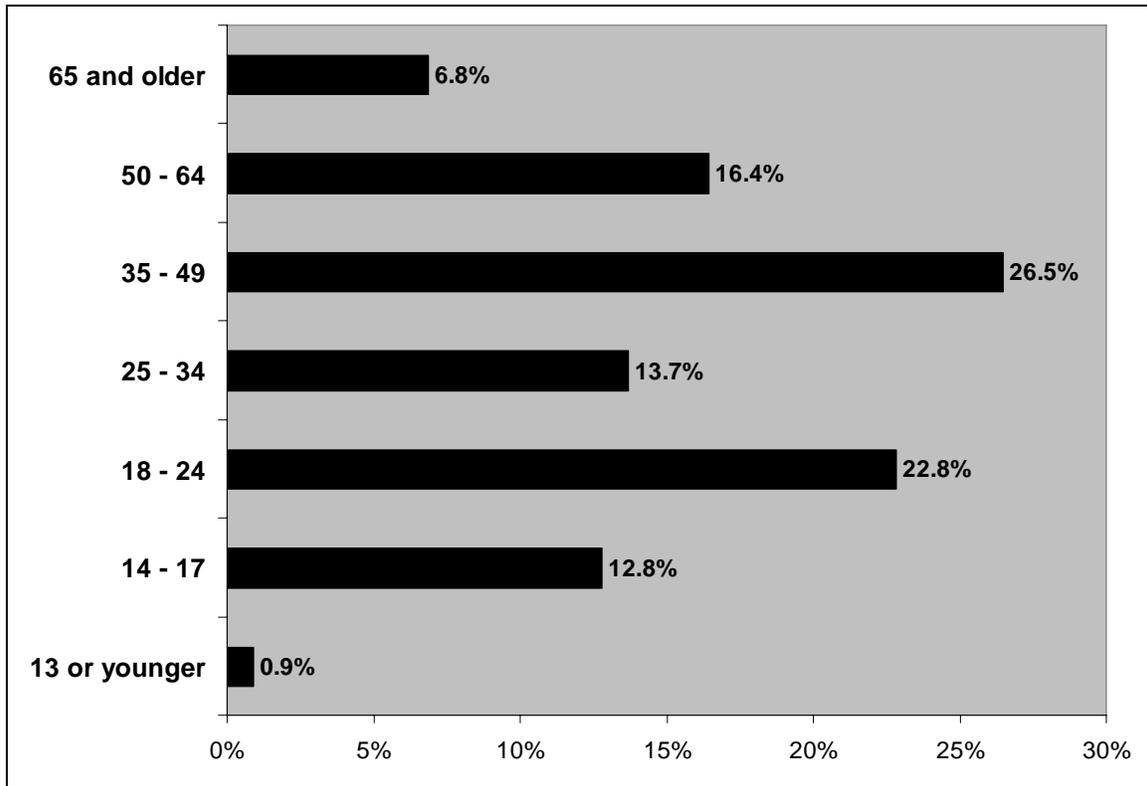
Figure 31. Gender – All Lines

Route Number	75	All other	19	21	22	23
Gender	n=217	Benicia	n=5	n=5	n=7	n=3
Male	57.1%	50.0%	60.0%	60.0%	28.6%	66.7%
Female	42.9%	50.0%	40.0%	40.0%	71.4%	33.3%

Age

About 80% of Line 75 riders were within the age range of working adults (18 to 64). There were almost twice as many riders under 18 (13.7%) as 65 and older (6.8%).

Figure 32. Age – Line 75



Of the 21 respondents on other Benicia Breeze buses, only 1 rider was younger than 18 and only 1 was 65 or older.

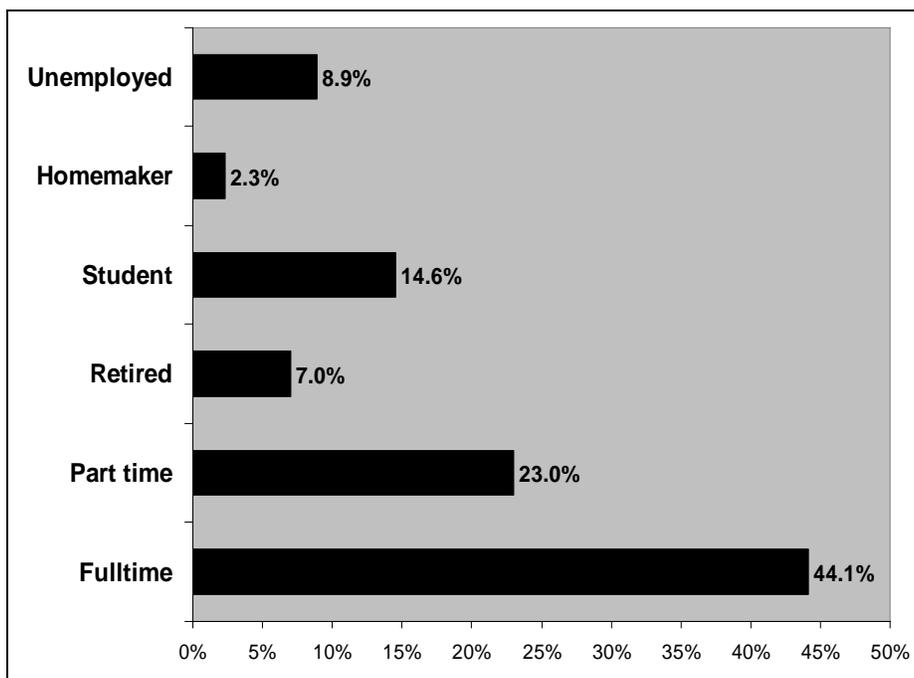
Figure 33. Age – All Lines

Route Number	75	All other	19	21	22	23
Age	n=219	Benicia	n=5	n=6	n=7	n=3
13 and younger	0.9%					
14 - 17	12.8%	4.8%		16.7%		
18 - 24	22.8%	23.8%		33.3%	28.6%	33.3%
25 - 34	13.7%	14.3%	40.0%	16.7%		
35 - 49	26.5%	33.3%	20.0%	16.7%	71.4%	
50 - 64	16.4%	19.0%	40.0%			66.7%
65 and older	6.8%	4.8%		16.7%		

Employment Status

About two-thirds of Line 75 riders are employed full time (44.1%) or part time (23%), while almost 15% were students. The 7% who reported being retired closely matches the 6.8% who are 65 and older.

Figure 34. Employment Status – Line 75



Four of the 21 respondents on other Benicia Breeze lines were students; all others were either employed full time (15 respondents) or part time (2 respondents).

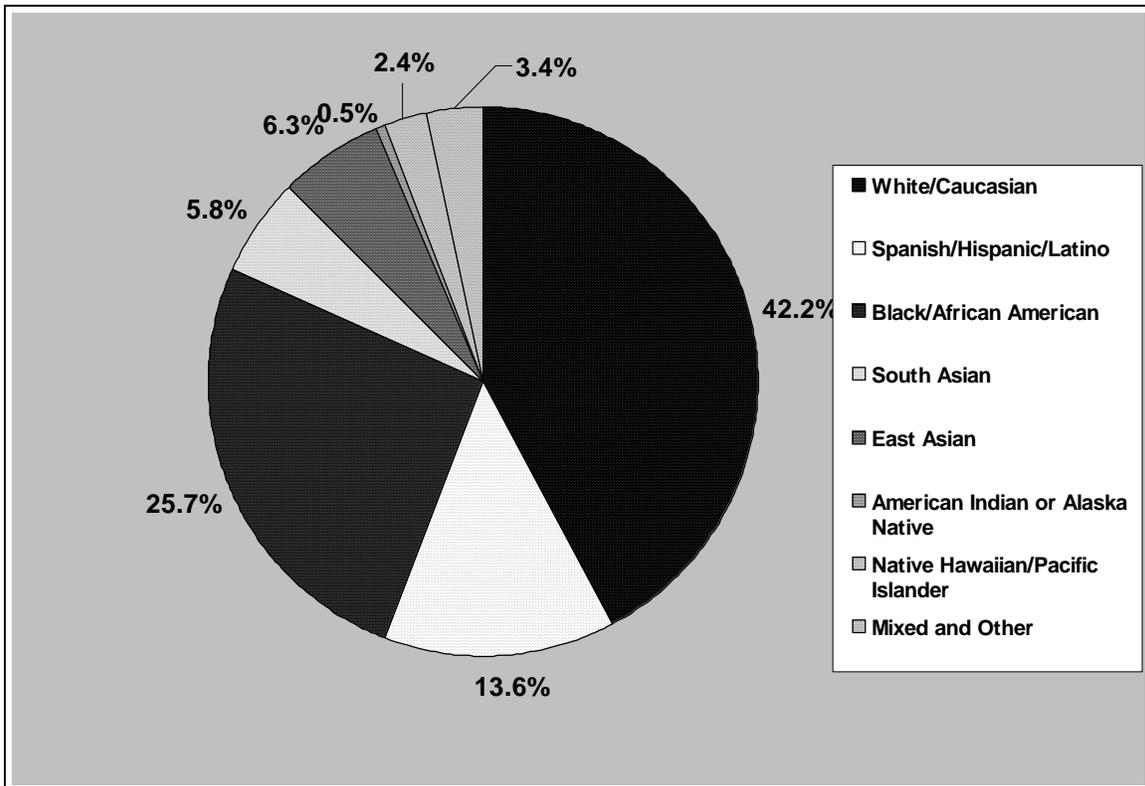
Figure 35. Employment Status – All Lines

Route Number	75 n=213	All other Benicia	19 n=5	21 n=6	22 n=7	23 n=3
Employment status						
Fulltime	44.1%	71.4%	100.0%	50.0%	71.4%	66.7%
Part time	23.0%	9.5%		16.7%	14.3%	
Retired	7.0%					
Student	14.6%	19.0%		33.3%	14.3%	33.3%
Homemaker	2.3%					
Unemployed	8.9%					

Race and Ethnicity

Line 75 has a relatively diverse ridership. Although more than 40% of riders are white/Caucasian, Line 75 also has more than one-fourth (25.7%) African American, 13.6% Latino, and 12.1% Asian riders.

Figure 36. Race and Ethnicity – Line 75



Of the 18 other Benicia respondents who provided information on their ethnicity, 7 were white and 6 were African American.

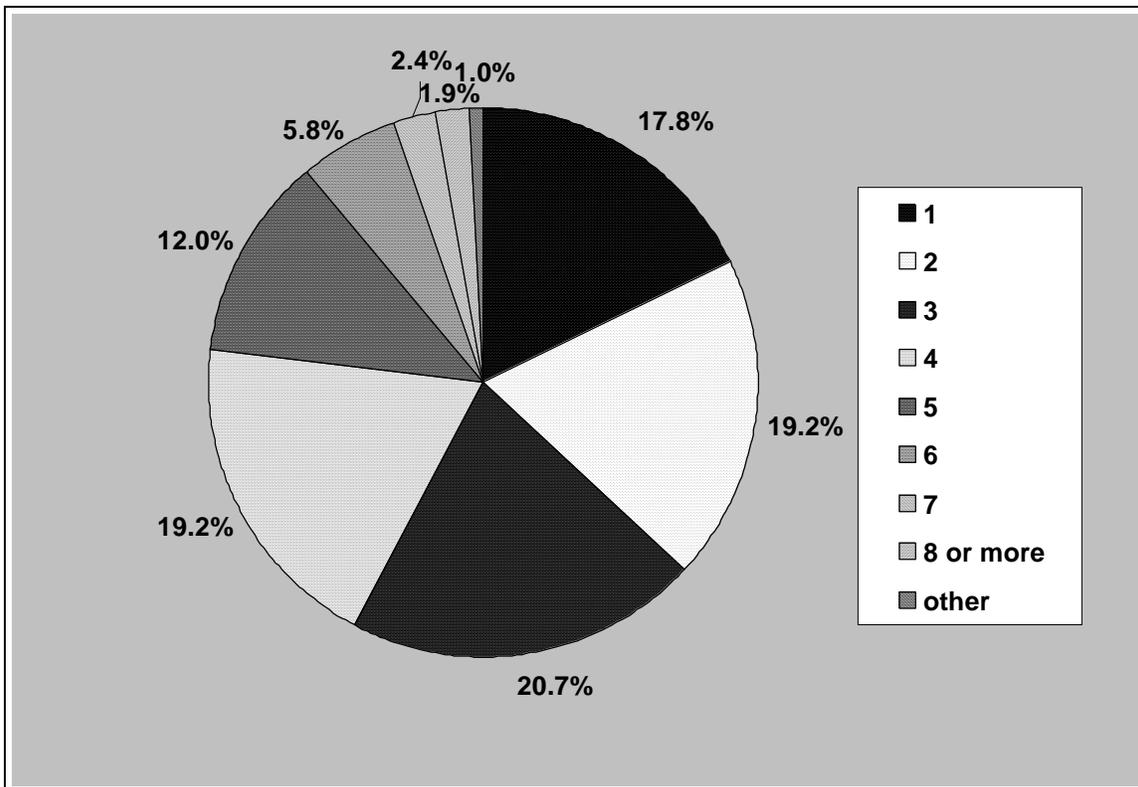
Figure 37. Race and Ethnicity – All Lines

Route Number	75 n=206	All other Benicia	19 n=4	21 n=5	22 n=6	23 n=3
Race or ethnicity						
White/Caucasian	42.2%	38.9%		20.0%	50.0%	100.0%
Spanish/Hispanic/Latino	13.6%	11.1%	25.0%	20.0%		
Black/African American	25.7%	33.3%	75.0%	40.0%	16.7%	
South Asian	5.8%					
East Asian	6.3%	11.1%		20.0%	16.7%	
American Indian/Alaska Native	0.5%	5.6%			16.7%	
Native Hawaiian/Pacific Islander	2.4%					
Other	3.4%					

Household Size

Respondents were relatively evenly divided across different size households. More than three-fourths of Benicia Breeze Line 75 riders live in household with four or fewer people, with 18-20% each in the 1-, 2-, 3- and 4-person categories.

Figure 38. Household Size – Line 75



Among other Benicia Breeze respondents, 1- and 2-person households accounted for 9 of the 19 respondents, while none lived in households with more than 5 people.

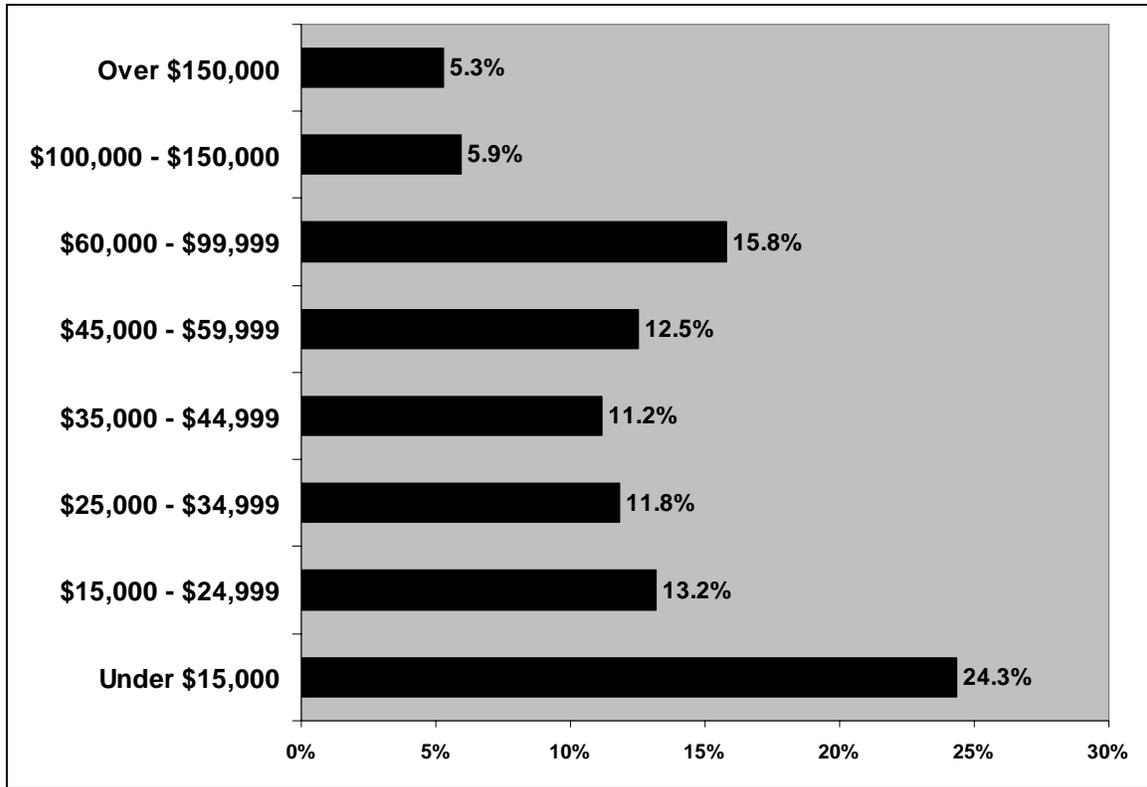
Figure 39. Household Size – All Lines

Route Number	75 n=208	All other Benicia	19 n=4	21 n=4	22 n=7	23 n=3
Household size						
1	17.8%	27.8%		25.0%	28.6%	66.7%
2	19.2%	27.8%	75.0%	50.0%		
3	20.7%	5.6%			14.3%	
4	19.2%	16.7%			28.6%	33.3%
5	12.0%	22.2%	25.0%	25.0%	28.6%	
6	5.8%					
7	2.4%					
8 or more	1.9%					
other	1.0%					

Household Income

Among those respondents who reported their income (about two-thirds of the total), almost half had incomes lower than \$35,000 and nearly one-fourth had incomes less than \$15,000. Slightly more than one-fourth (27%) had incomes of \$60,000 or more.

Figure 40. Income – Line 75



Five of the 15 respondents on other Benicia Breeze lines had incomes under \$15,000, while only 3 had incomes over \$60,000.

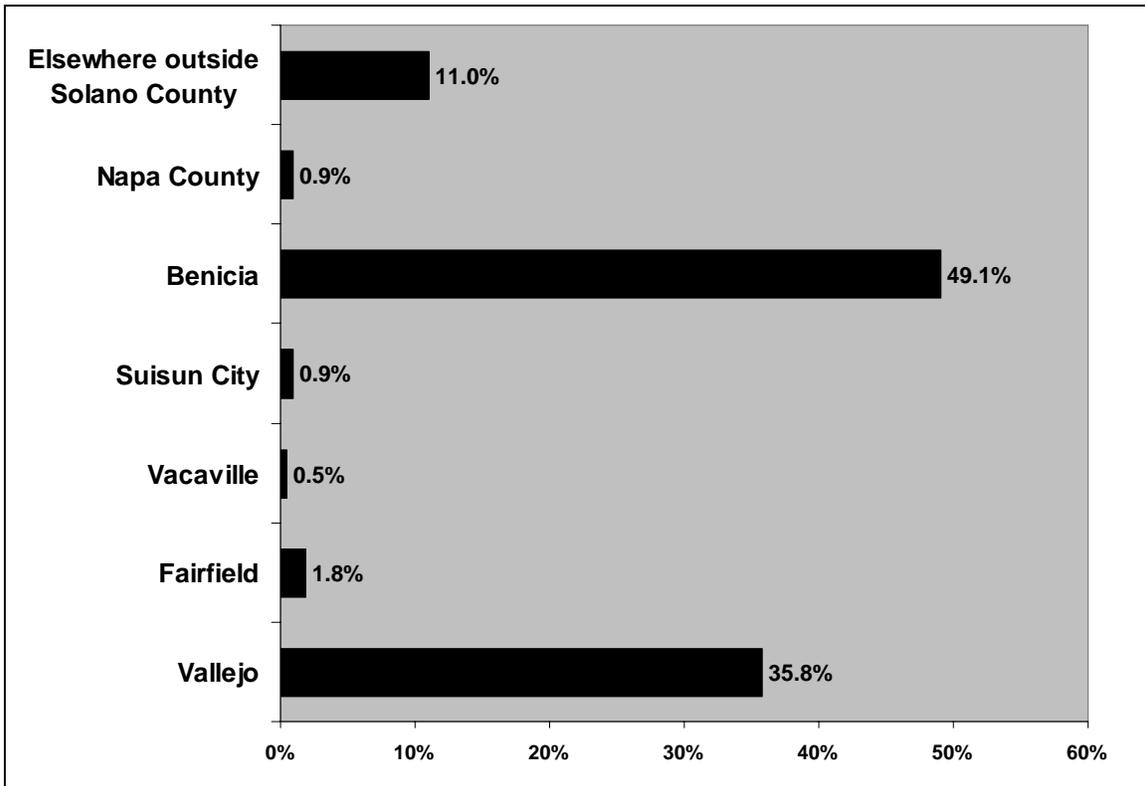
Figure 41. Income – All Lines

Route Number	75 n=152	All other Benicia	19 n=3	21 n=4	22 n=5	23 n=3
Income						
Under \$15,000	24.3%	33.3%	33.3%	25.0%	40.0%	33.3%
\$15,000 - \$24,999	13.2%	6.7%	33.3%			
\$25,000 - \$34,999	11.8%	20.0%	33.3%		20.0%	33.3%
\$35,000 - \$44,999	11.2%	13.3%		25.0%	20.0%	
\$45,000 - \$59,999	12.5%	6.7%		25.0%		
\$60,000 - \$99,999	15.8%	13.3%		25.0%	20.0%	
\$100,000 - \$150,000	5.9%	6.7%				33.3%
Over \$150,000	5.3%					

City of Residence

Among riders on Benicia Breeze Line 75, almost half (49.1%) live in Benicia, while 35.8% live in Vallejo. Most of the rest (11.9%) live outside Solano County.

Figure 42. City of Residence – Line 75



Twelve of the 22 respondents from other Benicia Breeze lines say they live in Benicia, while 5 live in Vallejo, 2 in Fairfield, and 3 outside Solano County.

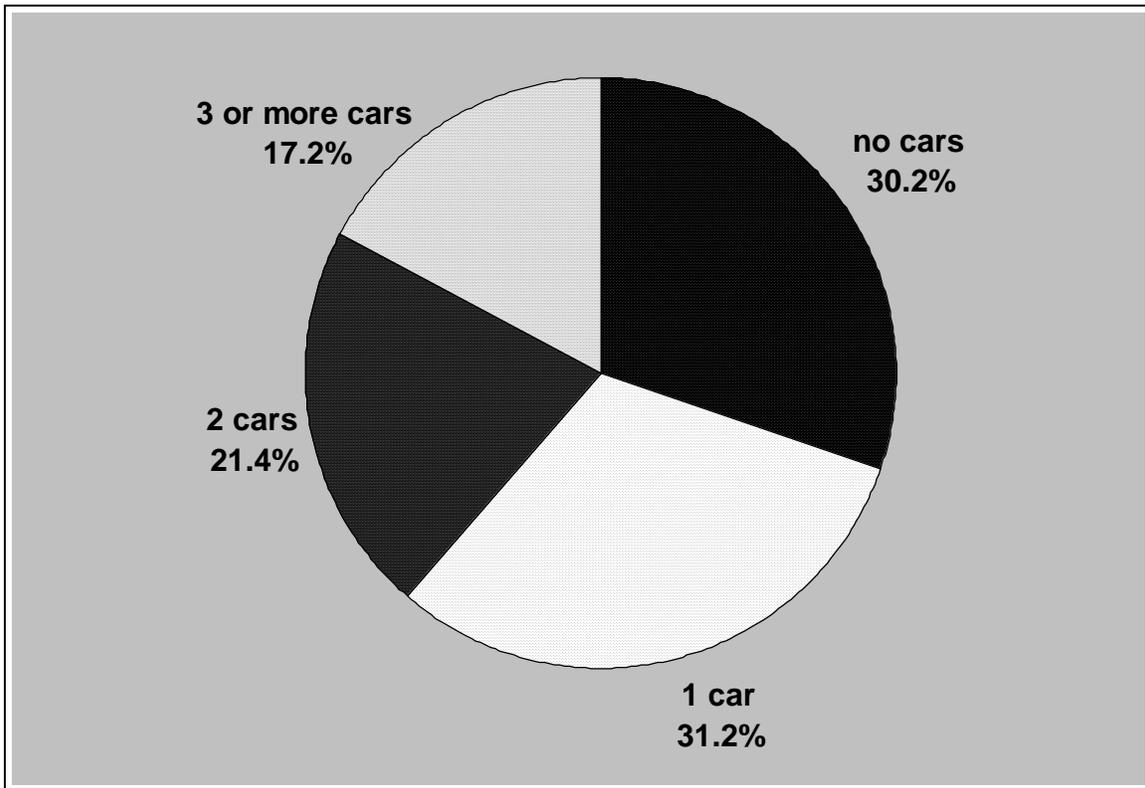
Figure 43. City of Residence – All Lines

Route Number	75 n=218	All other Benicia	19 n=4	21 n=7	22 n=8	23 n=3
City of residence						
Benicia	49.1%	54.5%		85.7%	50.0%	66.7%
Vallejo	35.8%	22.7%	75.0%		25.0%	
Fairfield	1.8%	9.1%			25.0%	
Suisun City	0.9%					
Vacaville	0.5%					
Napa County	0.9%					
Elsewhere outside Solano County	11.0%	13.6%	25.0%	14.3%		33.3%

Cars in Household

More than 60% of Line 75 riders say they have no cars or just one car in their household, indicating that most riders do not have the automobile as a ready alternative to their bus service.

Figure 44. Car Ownership – Line 75



Most other Benicia Breeze respondents also appear to be dependent on the bus, with two-thirds (14) of the 21 saying they have no cars or only one car in their household.

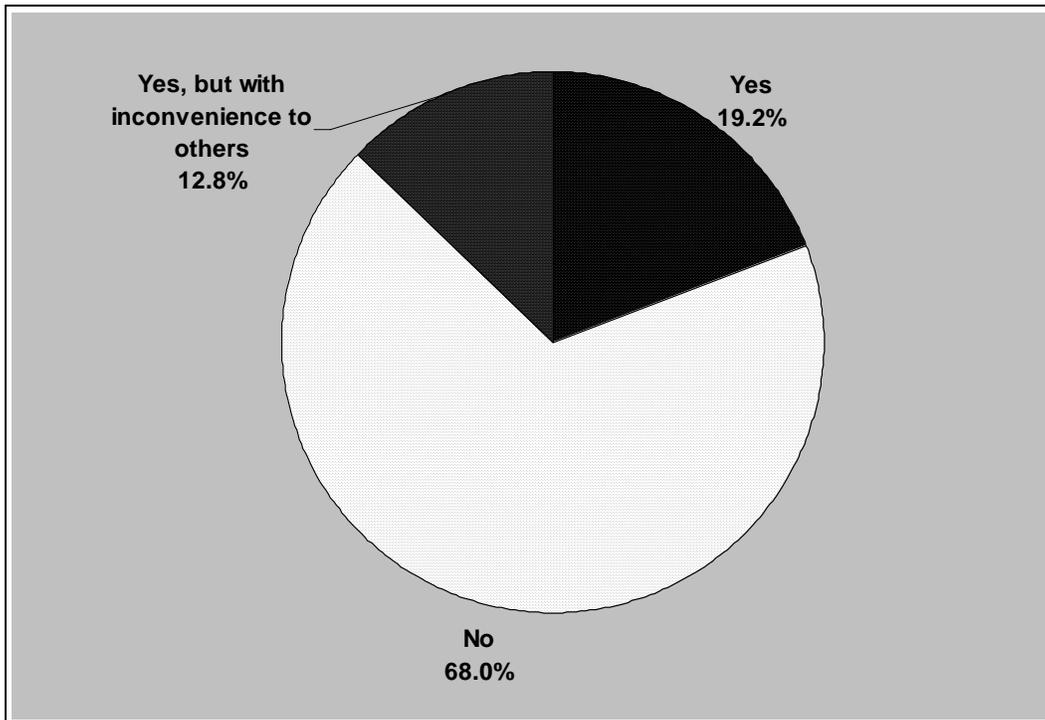
Figure 45. Car Ownership – All Lines

Route Number	75	All other	19	21	22	23
No. of cars	n=215	Benicia	n=5	n=6	n=7	n=3
none	30.2%	33.3%	60.0%	33.3%	14.3%	33.3%
1	31.2%	33.3%	20.0%	50.0%	28.6%	33.3%
2	21.4%	14.3%			28.6%	33.3%
3 or more	17.2%	19.0%	20.0%	16.7%	28.6%	

Could Car Have Been Used for this Trip?

When respondents were asked if a car could have been used for this trip, more than two-thirds of Line 75 riders said no, while another 12.8% said that a car was available, but it would have involved inconveniencing others. Fewer than 20% said a car was readily available.

Figure 46. Was Car Available? – Line 75



Fifteen of the 20 other Benicia Breeze respondents said that a car was not available for this trip.

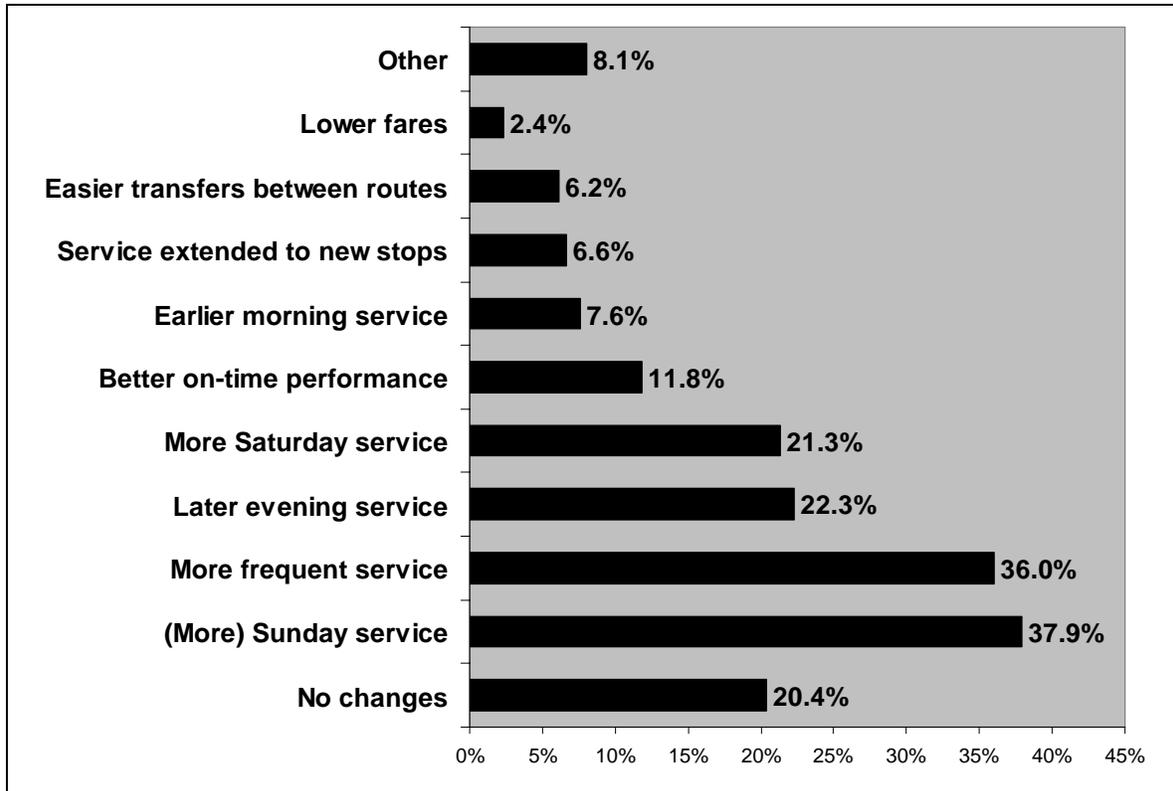
Figure 47. Was Car Available? – All Lines

Route Number	75 n=219	All other Benicia	19 n=5	21 n=5	22 n=7	23 n=3
Car available?						
Yes	19.2%	20.0%	40.0%	20.0%		33.3%
No	68.0%	75.0%	60.0%	60.0%	100.0%	66.7%
Yes, but inconveniences others	12.8%	5.0%		20.0%		

QUALITY OF SERVICE

Overall, 43 of the 209 surveyed Benicia Breeze Line 75 riders who responded to this question (20.4%) said there were no changes they would like to see to the line they were on; another 16 did not provide any response to the question, indicating that they too, had no suggestions to offer. Most rider suggestions involved extending service, particularly more Sunday service (37.9%) and more frequent service (36.0%), but also later evening service (22.3%) and more Saturday service (21.3%). Suggested improvements to existing service focused on better on-time performance (11.8%), easier transfers (6.2%) and lower fares (written in by 2.4%). Fewer than 8% of respondents cited other proposed changes.

Figure 48. What Changes Would You Like to See? – Line 75



Seven of the 22 respondents on other Benicia lines had no suggested changes. Among those that noted changes they would like to see, more frequent service was offered by 9 respondents – more than twice as many as offered any other suggestion.

Figure 49. What Changes Would You Like to See? – All Lines

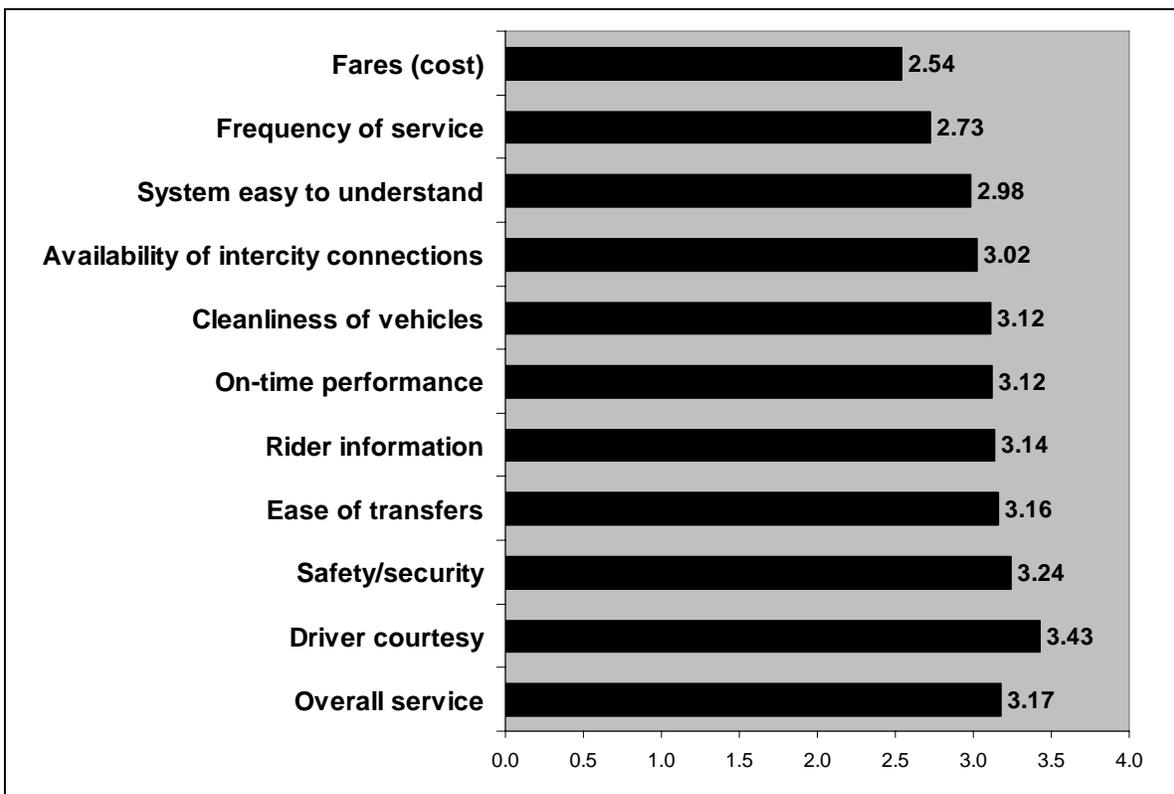
Route Number	75 n=211	All other Benicia	19 n=5	21 n=6	22 n=8	23 n=3
Suggested changes						
No changes	20.4%	31.8%	40.0%	16.7%	37.5%	33.3%
(More) Sunday service	37.9%	9.1%		33.3%		
More frequent service	36.0%	40.9%	60.0%	66.7%	25.0%	
Later evening service	22.3%	18.2%		33.3%	12.5%	33.3%
More Saturday service	21.3%	9.1%		16.7%	12.5%	
Better on-time performance	11.8%					
Earlier morning service	7.6%					
Service extended to new stops	6.6%					
Easier transfers between routes	6.2%	4.5%	20.0%			
Lower fares	2.4%	4.5%			12.5%	
Other	8.1%	13.6%		33.3%		33.3%

Rating of Service

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

Overall, Line 75 riders gave good ratings to most service elements, with an overall service rating of 3.17, where 3.0 represents a “good” rating. Most service elements received ratings of about 3.0 or higher, with driver courtesy receiving a rating of 3.43. Only frequency of service (2.73) and fares (2.54) received average ratings significantly below 3.0 .

Figure 50. Ratings of Service – Line 75



Respondents on other Benicia Breeze lines generally assigned slightly higher ratings than did Line 75 passengers, but had a somewhat lower rating for fares.

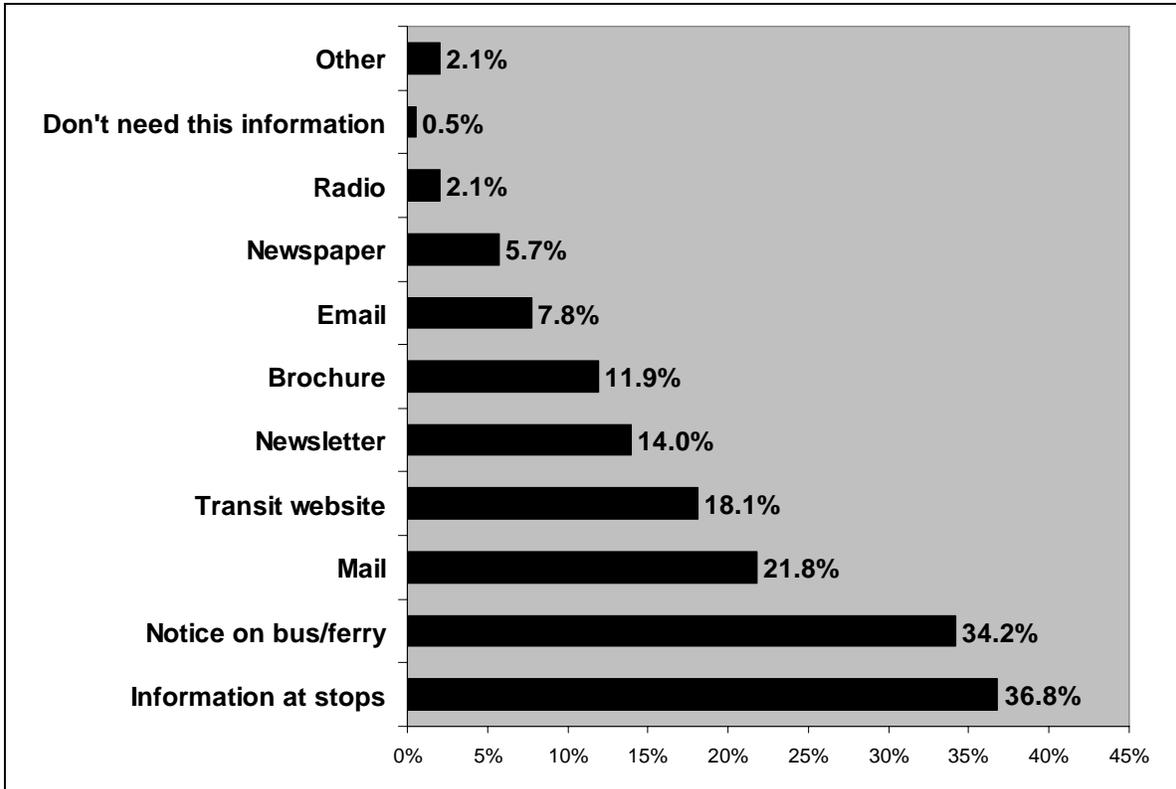
Figure 51. Ratings of Service – Line 75 and All Lines

Service attribute	Route Number	Line 75	All other Benicia	19	21	22	23
On-time performance		n=203	n=20	n=5	n=6	n=6	n=3
Excellent = 4		36.9%	65.0%	60.0%	100.0%	33.3%	66.7%
Good = 3		41.9%	30.0%	40.0%		50.0%	33.3%
Fair = 2		17.2%	5.0%			16.7%	
Poor = 1		3.9%					
AVERAGE		3.12	3.6	3.6	4.0	3.2	3.7
Frequency of service		n=198	n=19	n=4	n=5	n=7	n=3
Excellent = 4		21.7%	31.6%	25.0%	40.0%	28.6%	33.3%
Good = 3		39.9%	21.1%	50.0%		14.3%	33.3%
Fair = 2		27.8%	42.1%	25.0%	60.0%	57.1%	
Poor = 1		10.6%	5.3%				33.3%
AVERAGE		2.73	2.8	3.0	2.8	2.7	2.7
Driver courtesy		n=203	n=19	n=4	n=5	n=7	n=3
Excellent = 4		55.2%	84.2%	100.0%	80.0%	71.4%	100.0%
Good = 3		34.5%	10.5%		20.0%	14.3%	
Fair = 2		8.4%	5.3%			14.3%	
Poor = 1		2.0%					
AVERAGE		3.43	3.8	4.0	3.8	3.6	4.0
Rider information		n=189	n=19	n=4	n=5	n=7	n=3
Excellent = 4		34.4%	47.4%	100.0%	20.0%	42.9%	33.3%
Good = 3		47.6%	26.3%		60.0%	14.3%	33.3%
Fair = 2		15.3%	26.3%		20.0%	42.9%	33.3%
Poor = 1		2.6%					
AVERAGE		3.14	3.2	4.0	3.0	3.0	3.0
Cleanliness of vehicles		n=199	n=19	n=4	n=5	n=7	n=3
Excellent = 4		34.2%	52.6%	100.0%	60.0%	28.6%	33.3%
Good = 3		47.2%	31.6%		40.0%	28.6%	66.7%
Fair = 2		14.6%	15.8%			42.9%	
Poor = 1		4.0%					
AVERAGE		3.12	3.4	4.0	3.6	2.9	3.3
Safety/security		n=193	n=19	n=4	n=5	n=7	n=3
Excellent = 4		40.4%	57.9%	75.0%	60.0%	57.1%	33.3%
Good = 3		44.0%	31.6%	25.0%	40.0%	14.3%	66.7%
Fair = 2		14.5%	10.5%			28.6%	
Poor = 1		1.0%					
AVERAGE		3.24	3.5	3.8	3.6	3.3	3.3
Ease of transfers		n=176	n=18	n=4	n=5	n=6	n=3
Excellent = 4		37.5%	55.6%	75.0%	60.0%	50.0%	33.3%
Good = 3		45.5%	33.3%	25.0%	40.0%	16.7%	66.7%
Fair = 2		12.5%	11.1%			33.3%	
Poor = 1		4.5%					
AVERAGE		3.16	3.4	3.8	3.6	3.2	3.3
Availability of intercity connectio		n=171	n=15	n=3	n=3	n=6	n=3
Excellent = 4		29.8%	20.0%	33.3%	33.3%	16.7%	
Good = 3		49.1%	40.0%	33.3%	66.7%	16.7%	66.7%
Fair = 2		14.6%	33.3%	33.3%		66.7%	
Poor = 1		6.4%	6.7%				33.3%
AVERAGE		3.02	2.7	3.0	3.3	2.5	2.3
System easy to understand		n=191	n=18	n=4	n=5	n=6	n=3
Excellent = 4		32.8%	33.3%	75.0%	20.0%	33.3%	
Good = 3		39.5%	44.4%	25.0%	60.0%	16.7%	100.0%
Fair = 2		21.0%	22.2%		20.0%	50.0%	
Poor = 1		6.7%					
AVERAGE		2.98	3.1	3.8	3.0	2.8	3.0
Fares (cost)		n=198	n=19	n=4	n=5	n=7	n=3
Excellent = 4		20.2%	10.5%	25.0%	20.0%		
Good = 3		28.8%	26.3%	25.0%	40.0%	14.3%	33.3%
Fair = 2		35.9%	52.6%	50.0%	40.0%	71.4%	33.3%
Poor = 1		15.2%	10.5%			14.3%	33.3%
AVERAGE		2.54	2.4	2.8	2.8	2.0	2.0
Overall service		n=273	n=19	n=4	n=5	n=7	n=3
Excellent = 4		34.7%	31.6%	50.0%	40.0%	14.3%	33.3%
Good = 3		49.5%	57.9%	50.0%	60.0%	57.1%	66.7%
Fair = 2		14.3%	10.5%			28.6%	
Poor = 1		1.5%					
AVERAGE		3.17	3.2	3.5	3.4	2.9	3.3

Preferred Means of Receiving Information

Riders were also asked to choose from a variety of ways to receive transit information (with more than one response possible.) Among the 214 Line 75 riders who answered this question, the preference was for information “in the field” – either on the buses themselves (36.8%) or at bus stops/ferry terminals (34.2%). Other information sources were cited much less frequently, including mail (21.8%), the transit website (18.1%), newsletters (14%) and brochures (11.9%). Other sources were mentioned by fewer than 8% of respondents.

Figure 52. Preferred Sources of Transit Information – Line 75



Other Benicia Breeze riders also had an interest in information at stops (mentioned by 7 of 21 respondents), but were less interested in notices on board the bus (mentioned by only 2). Six respondents preferred mail, while 5 cited the transit website and brochures.

Figure 53. Preferred Sources of Transit Information – All Lines

Route Number	75 n=193	All other Benicia	19 n=5	21 n=6	22 n=7	23 n=3
Information source*						
Information at stops	36.8%	33.3%	20.0%	33.3%	28.6%	66.7%
Notice on bus/ferry	34.2%	9.5%	20.0%		14.3%	
Mail	21.8%	28.6%	40.0%	16.7%	42.9%	
Transit website	18.1%	23.8%	20.0%	33.3%	14.3%	33.3%
Newsletter	14.0%	14.3%	40.0%		14.3%	
Brochure	11.9%	23.8%	40.0%	16.7%	28.6%	
Email	7.8%	9.5%		16.7%		33.3%
Newspaper	5.7%	4.8%			14.3%	
Radio	2.1%					
Don't need this information	0.5%					
Other	2.1%	4.8%		12.5%		

* More than one source may have been mentioned

FINAL RIDER COMMENTS

In addition to being asked for their interest in the suggestions discussed above, riders were given an opportunity at the end of the survey to offer any other comments they would like to offer regarding service on the Benicia Breeze system. Among Line 75 passengers:

- In addition to 38% of riders who suggested Sunday service in response to the question about what changes they would like to see, 9 respondents asked for Sunday service and more extensive Saturday service in their final comments. Typical comments included:
 - Sunday & longer Saturday service would be my #1 goal.
 - I want to use this to get to work on weekends but can't; it comes too late or Sunday not all; I work in Vallejo.
 - I just started riding your service. I really like it but I wish you could offer Sunday service.
- Five riders asked for new stops or destinations, while another 3 asked for service to be restored to eliminated stops, notably stops on First Street and 6th Street. Sample comments regarding stops included:
 - I don't understand why the buses are not running on 6th St. as they used to do. Some people have to walk a lot to get on the buses in Benicia.
 - I wish they still would stop at the end of 1st St in Benicia down by the water.
 - Benicia should go to Glen Cove and be a transfer station there.
 - Make a stop at Safeway - Glen Cove!
 - Express to BART from Benicia in the morning commute hours.

- Several respondents commented with requests for more frequent (4 requests) or later (3 requests) service. Typical comments included:
 - It would be nice to have more buses.
 - Benicia Transit needs to have more service on the half hour.
 - Bus should run to 8pm daily.
 - There needs to be later service into the night/ picking up from Concord at least past 9:45pm.
- A number of riders commented on the drivers, with about 6 positive and 2 negative comments.
 - Four of the positive comments mentioned specific drivers, particularly Alan (mentioned 4 times) and Hosie (mentioned once.)
 - Both of the negative comments mentioned a single driver, with one rider noting that this driver “should have more customer service skills.”
- About a half dozen respondents praised Line 75 or the Benicia Breeze system, with comments such as:
 - Thank you for this service. My car was in need of repair, so this is a great alternative. Will take #75 even when car is fixed.
 - These are good people.
 - They have great service.
 - I have used this service for years - both when I lived in Benicia and now to visit family. It is very valuable and appreciated.
- Finally, several riders had individual comments or issues, as illustrated by the following comments:
 - It smells funky.
 - I want the 6:35 pm bus driver to wait on the 80. It's always a few minutes late.
 - Bus schedule in larger print! for visually impaired.
 - Just clean the bus better.

Riders on other Benicia Breeze lines had far fewer comments, but those few tended to address similar issues to those raised above. The following represent all comments for these lines.

- One Line 19 rider said that they would like to see “added bus service for 3:30 pm in the industrial park Mon-Fri.”
- A Line 21 rider said “Do not change it! Build up trust and people will use it.”
- One Line 22 rider said the bus driver was really nice, and another said that the Line 19 bus should run more.
- A respondent on Line 23 would like to see the “capacity to use Visa or other credit card on buses.”

CONCLUSIONS

The survey results indicate that Benicia Breeze Line 75 serves a valuable function as a needed transportation resource for residents who do not have cars available. Specific findings include:

- Riders on Line 75 depend on their bus for basic transportation, with more than 60% having no cars or just one car in their household. Similarly, more than two-thirds of respondents said a car was not available to make the trip they made by bus, suggesting that most riders do not have the automobile as a ready alternative to their bus service.
- Most Line 75 riders use Benicia Breeze frequently, with almost 60% reporting that they ride at least 3 days a week and more than 80% riding at least weekly. On the other hand, rider turnover appears to be rather high: almost two-thirds of Line 75 riders have been using their current line for less than two years, with 31.2% having been riders for less than six months
- Benicia Breeze Line 75 is used for travel both between home and work – with 95% of respondents either beginning or planning to end their current trip at home and about 40% coming from or going to work – and for transportation to other destinations such as school and shopping/errands.
- Line 75 has a relatively diverse ridership. Although more than 40% of riders are white/Caucasian, Line 75 also has more than one-fourth (25.7%) African American, 13.6% Latino, and 12.1% Asian riders. Almost 60% of riders are males, and almost half had incomes lower than \$35,000, including nearly one-fourth with incomes less than \$15,000
- Line 75 primarily serves riders of working age (about 80% of riders were within the age range 18 to 64). There were almost twice as many riders under 18 (13.7%) as 65 and older (6.8%).
- Overall, Line 75 riders gave good or better ratings to most service elements, with an overall service rating of 3.17 and most ratings averaging 3.0 or higher, including a 3.4 rating for driver courtesy. Riders were less satisfied with the level of fares, with a 2.54 average rating.
- While 20% of Line 75 riders had no changes to suggest, most rider suggestions involved extending service, particularly more Sunday service (37.9%), more frequent service (36.0%), later evening service (22.3%) and more Saturday service (21.3%). The interest in extended weekend service was also reflected in rider comments.

- Although other Benicia Breeze lines had too few riders – and therefore too few survey responses – to support detailed analysis, results for the other riders as a group generally appear to be similar to those for Line 75.