



SOLANO TRANSPORTATION AUTHORITY

Solano County Senior & Disabled Transit

Final Report



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submitted by:

Nelson |
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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. These sectors of the population include disproportionate numbers of people on fixed-incomes, in addition to disabled veterans and other traditionally disenfranchised groups. This report 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:

- Demographic trends of seniors and people with disabilities
- Transportation resources currently available
- Community perspectives on transportation gaps
- Potential strategies to address these gaps
- Action Plan (5-Year and 30-Year Plans)

In summary, the report indicates that while the current population of Solano County is young compared to the rest of the Bay Area (9% aged 65 and over compared to 11% for the region), by 2030 the proportion of the County's population aged 65 and over is expected to grow dramatically to 19%. Moreover, among this older population, the proportion of those 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% - 90% in the younger age cohorts. Given the significant auto dependence in the largely low density areas of Solano County, 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 in the County.

This study documents the substantial variability in access to transit depending on residents' location in the County. For example, twelve percent of the seniors in Dixon live within 1/4 mile of a transit route, whereas over 90% of those in Vallejo are within transit corridors. Besides documenting the range of transit services in each community in the County, the report also provides an inventory of paratransit and other transportation services that may be available to the senior and disabled populations.

During the summer of 2003, the consultant team conducted extensive outreach to identify the mobility issues in the community. These activities included stakeholder interviews, eleven focus groups, and a mailback survey. Following this first round of community outreach, the team and STA staff conducted a second round of "report back" meetings in November and December 2003.

In order to address the mobility gaps identified in the transportation inventory and the outreach effort, STA staff, SolanoLinks Transit Consortium, the STA Transit Subcommittee, Solano Paratransit Coordinating Council, along with the consultant team, developed a range of recommended service improvements. These are presented in an Action Plan as short-, medium- and long-term strategies. The Plan is designed to be easily integrated into

a potential transportation sales tax ballot measure and other potential future funding sources. It includes the five and thirty year estimated costs associated with each of these strategies. Some of the key recommendations include:

Short-Term Strategies:

- Expand fixed-route driver sensitivity training
- Improve dissemination of bus schedules
- Identify opportunities for freeing up paratransit capacity
- Develop procedures for same day paratransit medical trips
- Train social service agency staff on paratransit limits
- Create transit-oriented development guidelines
- Promote deliveries from supermarkets and pharmacies
- Develop casual carpool programs

Medium-Term Strategies

- Include more low-floor buses in future fleet expansions
- Improve timed transfers between regional and local services
- Expand local service to connect Dixon and Vacaville
- Expand paratransit services to meet increased demand
- Consolidate paratransit services
- Develop feeder services from paratransit to fixed-route
- Evaluate inter-county paratransit service
- Provide partial subsidy of paratransit fares for low-income riders
- Create shopping shuttles
- Create new volunteer driver programs
- Provide free local transit fares to people with disabilities and seniors
- Create evening and weekend subsidized taxi service
- Provide fixed-route travel training
- Establish a travel information clearinghouse

Long-Term Strategies

- Improve headways on Route 30
- Establish Sunday transit and paratransit service
- Convert some paratransit services to flex-routes
- Establish service from Rio Vista to Pittsburg BART
- Create Older Driver Wellness programs

The estimated five-year costs for all of these improvements range from \$6.35m to \$12m for operating expenses, and \$3.4m to \$4.7m in capital expenses. Over the course of thirty years, the potential costs are estimated as \$64m to \$112m for operating expenses, and \$13.2m to \$17.2m for capital expenses. Potentially significant savings may also be realized from some of the measures, but these have not been quantified in this study due to the tremendous range in scope of these strategies and the focus on strategies that may be included in the sales tax ballot measure.

Background

Solano County, similar to metropolitan regions throughout the country, is experiencing a steady aging of the population, particularly amongst those in the oldest age cohort over 85. Although the current percentage of the County population over 65 is the smallest in the Bay Area, it is expected to grow faster than any other county. For example, the over 85 year-old population cohort is expected to grow by 181% between 2000 and 2020. In addition, more than a decade after the passage of the Americans with Disabilities Act (ADA), Solano County residents with disabilities are increasingly mobile and using accessible transportation in record numbers to access services. The ADA paratransit eligible population is expected to more than double during this period – a rate that is significantly higher than the expected increase in the county’s population growth. These demographic trends have recently emerged as a serious planning focus for transportation planners in the region.

The Solano Transportation Authority (STA) wishes to address the mobility needs of this large and growing segment of the region’s population. While there is a wide array of transportation services available to seniors and people with disabilities in the County, service gaps remain due to changes in traffic conditions, limitations on fixed-route service, program constraints, and eligibility limitations. In particular, there is a growing population of the frail elderly who experience mobility problems but are not considered to be ADA-paratransit eligible or who do not perceive themselves as “disabled.”

This report presents Nelson\Nygaard’s analysis of the transportation barriers faced by seniors and people with disabilities in the County and provides strategies for addressing these barriers. The report is organized as follows:

- Demographic trends of seniors and people with disabilities
- Transportation resources currently available
- Community perspectives on transportation gaps
- Potential strategies to address these gaps
- Action Plan (5-Year and 30-Year Plans)

Demographic Trends of Seniors and People with Disabilities

As stated in the introduction, the size of Solano County's older population is expected to grow rapidly in the near future. 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 is relatively young. In 2000, 9% of the county's population was 65 year old or older, compared to 11% for the region. By 2020, however, 15% of the county's population will be 65 or older, and by 2030 19% will be 65 or older.

The county's relative youth is due to large numbers of younger people moving into the area, so the lower-than-average percentage of older people hides rapid growth in the *number* of older people. In fact, the *older population will grow faster in Solano County than in any other Bay Area county*. In the region as a whole, the 65-plus population will grow by 154% between 2000 and 2030, but in Solano County, it will grow by 206%. In other words, there will be more than three times as many older people in the county than in 2000.

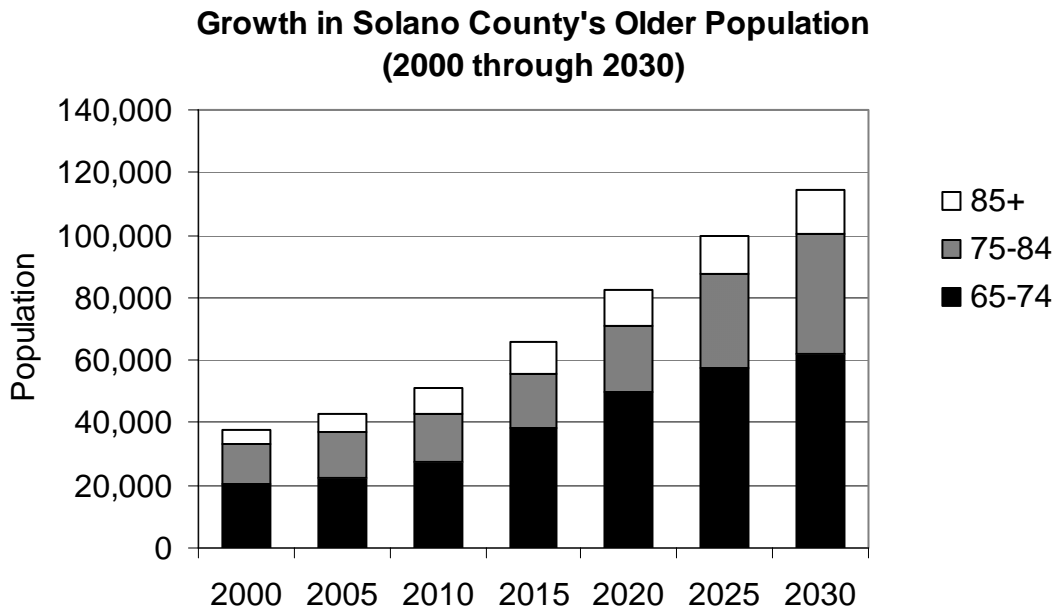
Figure 1 and Figure 2 provide more detail about trends in the county. Growth will be most rapid in the 85+ age group, which will increase by 264%. These are the seniors who will probably have the greatest need for transportation alternatives. The size of this group is already growing rapidly, and this growth will continue throughout the study period. The much talked about aging of the baby boom generation will cause an accelerating growth in the 65 to 74 group beginning only after 2010 when those people born in 1945 will turn 65.

Figure 1 Older Population Growth in Solano County

Year	Population				Cumulative Increase Compared to 2000			
	65-74	75-84	85+	All 65+	65-74	75-84	85+	All 65+
2000	20,246	13,265	3,915	37,426				
2005	22,300	14,700	6,000	43,000	10%	11%	53%	15%
2010	27,400	15,400	8,300	51,100	35%	16%	112%	37%
2015	38,600	17,200	10,100	65,900	91%	30%	158%	76%
2020	49,800	21,400	11,000	82,200	146%	61%	181%	120%
2025	57,700	30,100	12,000	99,800	185%	127%	207%	167%
2030	61,875	38,435	14,232	114,541	206%	190%	264%	206%

Source: ABAG Projections 2002

Figure 2 Population Growth (2000-2030)



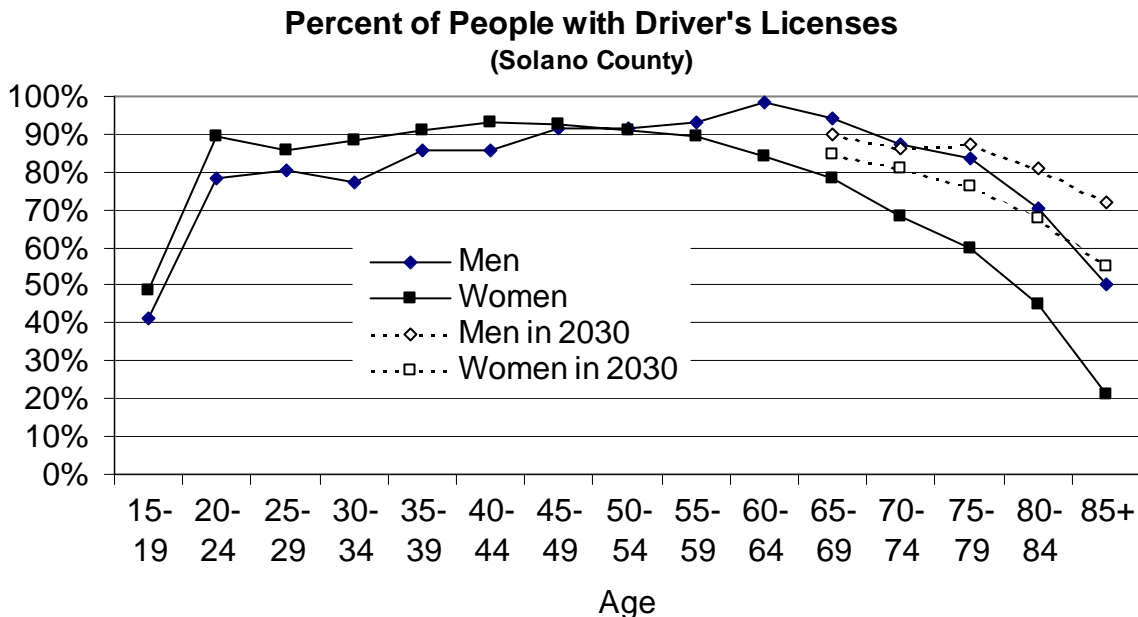
Source: Association of Bay Area Governments, Projections 2002

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.

Figure 3 shows how the percentage of people holding a driver's license declines with age. The percentage begins to fall by age 65. By age 85 and older, only 50% of men and 21% of women still have a license. The lower licensing rate among women most likely reflects

the fact that older women came of age at a time when driving was less universal, and fewer women worked. National research shows that licensing rates among older people, especially among women, have been steadily increasing for many years. If this trend continues, then, by 2030, it is projected that 72% of men and 55% of women 85 or older will have a driver's license.

Figure 3 Percent of People with Driver's Licenses



Despite increased rates of licensing, the number of non-drivers will grow because there will be so many more older people. As shown in Figure 4, the number of non-licensed seniors will more than double. The projections indicate an even sharper increase in non-licensed men than women. This occurs because the licensing rate for “young senior” men (age 65 to 70) in 2000 is the highest of any age group and is assumed to fall closer to average, and because ABAG’s population projections show a much larger population increase for older men than older women.

Figure 4 Solano County Seniors Without Driver's Licenses

Age	2000			2030		
	Male	Female	Total	Male	Female	Total
65-69	299	1,260	1,559	1,591	2,495	4,087
70-74	503	1,711	2,214	1,965	2,931	4,896
75-79	542	1,941	2,483	1,313	2,911	4,224
80-84	603	1,734	2,337	1,342	2,804	4,146
85+	628	2,096	2,724	1,528	3,963	5,491
Total	2,575	8,742	11,317	7,738	15,105	22,843

Source: Projection by Nelson\Nygaard based on data from the California Division of Motor Vehicles and ABAG Projections 2002

Well before they have to give up their driver's licenses completely, many older people limit the amount and type of driving they do. A survey of drivers age 75 and older conducted by AARP showed that: 63% avoid driving at night, 51% avoid driving during rush hour, and 33% avoid certain routes such as busy roads and freeways.¹

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 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.

As the population grows, the number of people eligible for paratransit will probably also grow. As shown in Figure 5, the rate of disabilities does not change, the number of ADA-eligible people in the county will grow by 163% between 2000 and 2030. The number of ADA-eligible people who are age 65 and older will grow by 220%. The growth rate starts out high, about 4.3% per year currently, and tapers off to about 2.8% per year after 2020.

¹ Audrey Straight, “Community Transportation Survey,” American Association of Retired Persons, Washington DC, 1997.

Figure 5 Increase in the ADA Paratransit Eligible Population

Year	Number ADA Eligible (by Age Category)						Cumulative Increase	
	Under 50	50–64	65–74	75–84	85 +	Total	Age 65+	Total
2000	1,005	952	891	1,571	1,375	5,794		
2005	1,078	1,237	981	1,741	2,107	7,144	26%	23%
2010	1,105	1,517	1,206	1,824	2,915	8,567	55%	48%
2015	1,144	1,675	1,699	2,037	3,547	10,101	90%	74%
2020	1,207	1,728	2,192	2,534	3,863	11,524	124%	99%
2025	1,259	1,685	2,539	3,565	4,215	13,263	169%	129%
2030	1,305	1,664	2,723	4,552	4,998	15,242	220%	163%

It is possible that older people will have fewer disabilities in the future than they do today. A recent report prepared for the California Long Range Strategic Plan on Aging 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.²

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 2030. Two figures illustrate the trends indicated by these projections. Figure 6 shows the current older population (age 65 and older) in each Census tract, and Figure 7 shows the projected older population in the same tracts in 2030.³ For ease of comparison, the same color scheme is used in both maps running from dark green (low population) through yellow-green and yellow (medium population) to orange, orange-red, and dark red (high population).

The most striking fact is 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 2030. However, some of the most striking increases will occur in areas that now have just average levels of older population, including some that have limited levels of transit service. These areas include:

- The City of Dixon;

² 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.

³ 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.

- The northwestern portion of Vacaville around Browns Valley Road;
- Fairfield north of Airbase Parkway/Waterman Boulevard;
- The Green Valley portion of Fairfield;
- The City of Rio Vista; and
- Northeastern Vallejo.

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

The maps in Figures 6A, 6B and 7 show the densities of the senior population according to the 2000 census figures, and projections to 2030. When contrasting the density map to the 2000 map of population distribution, it becomes apparent that there are certain cities, such as Rio Vista and Dixon, which have sufficient numbers of seniors to appear on the distribution map, but they are spread at low enough densities that they do 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.

Based on a GIS analysis of the routes, the following figure indicates the percentage of seniors over 65 who live within $\frac{1}{4}$ mile of bus routes:

City	Percentage of seniors within $\frac{1}{4}$ mile of fixed-route bus service
Dixon	12%
Vacaville	73%
Fairfield	85%
Suisun City	94%
Vallejo	91%
Benicia	67%

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 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 2000 census 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 1999 in Solano County was approximately \$54,000. Among seniors, however, the median income was \$38,000 for those in the 65 to 74 age group, and only \$29,000 for those over 75 years of age. These statistics should be taken into account in the development of strategies to address the mobility needs of the target population.

Figure 6A: Solano County Cities
Population 65 and Older
by Census Tract in 2000

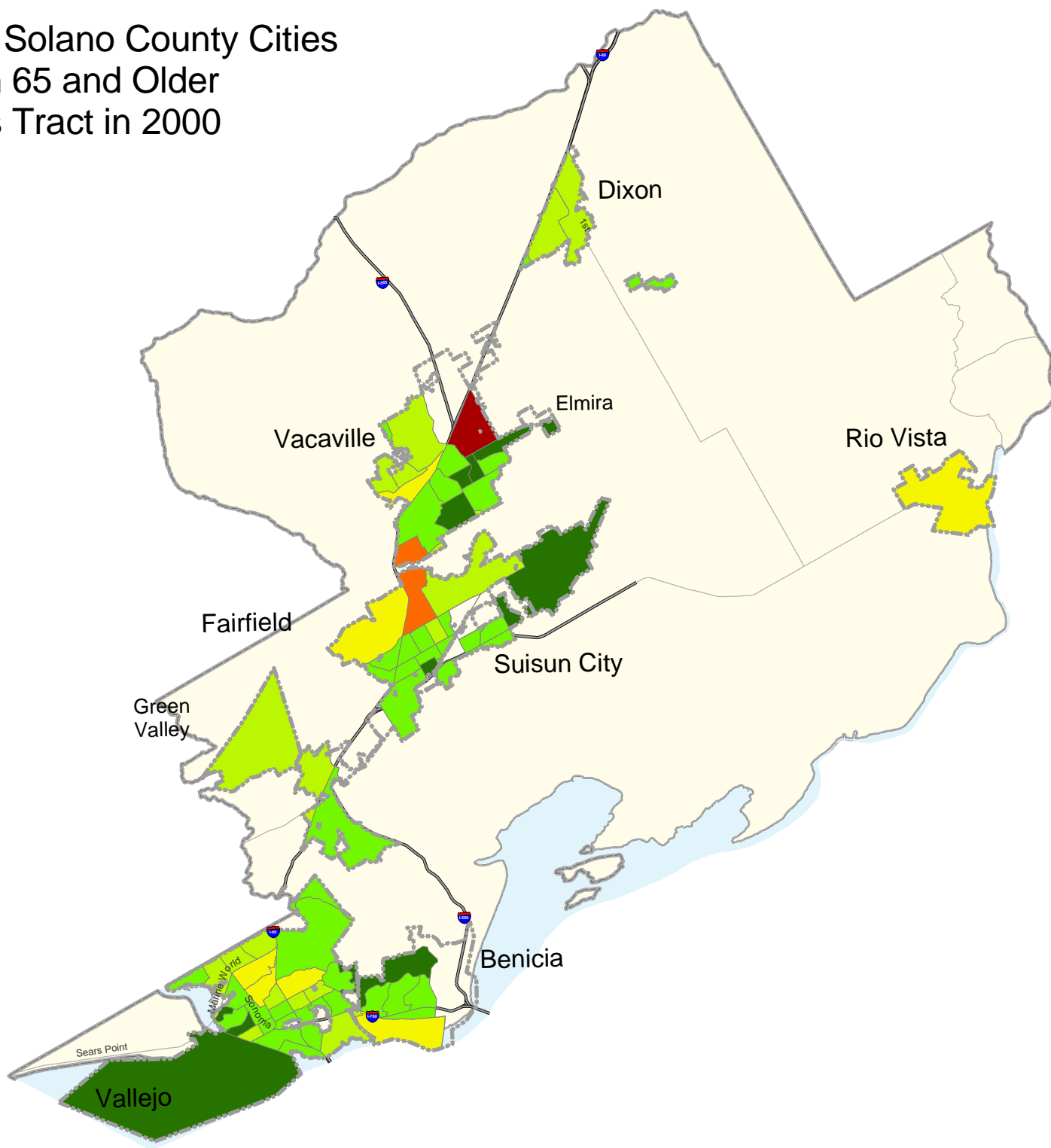


Figure 6B: Solano County Cities
Projected Population 65 and Older
by Census Tract in 2030

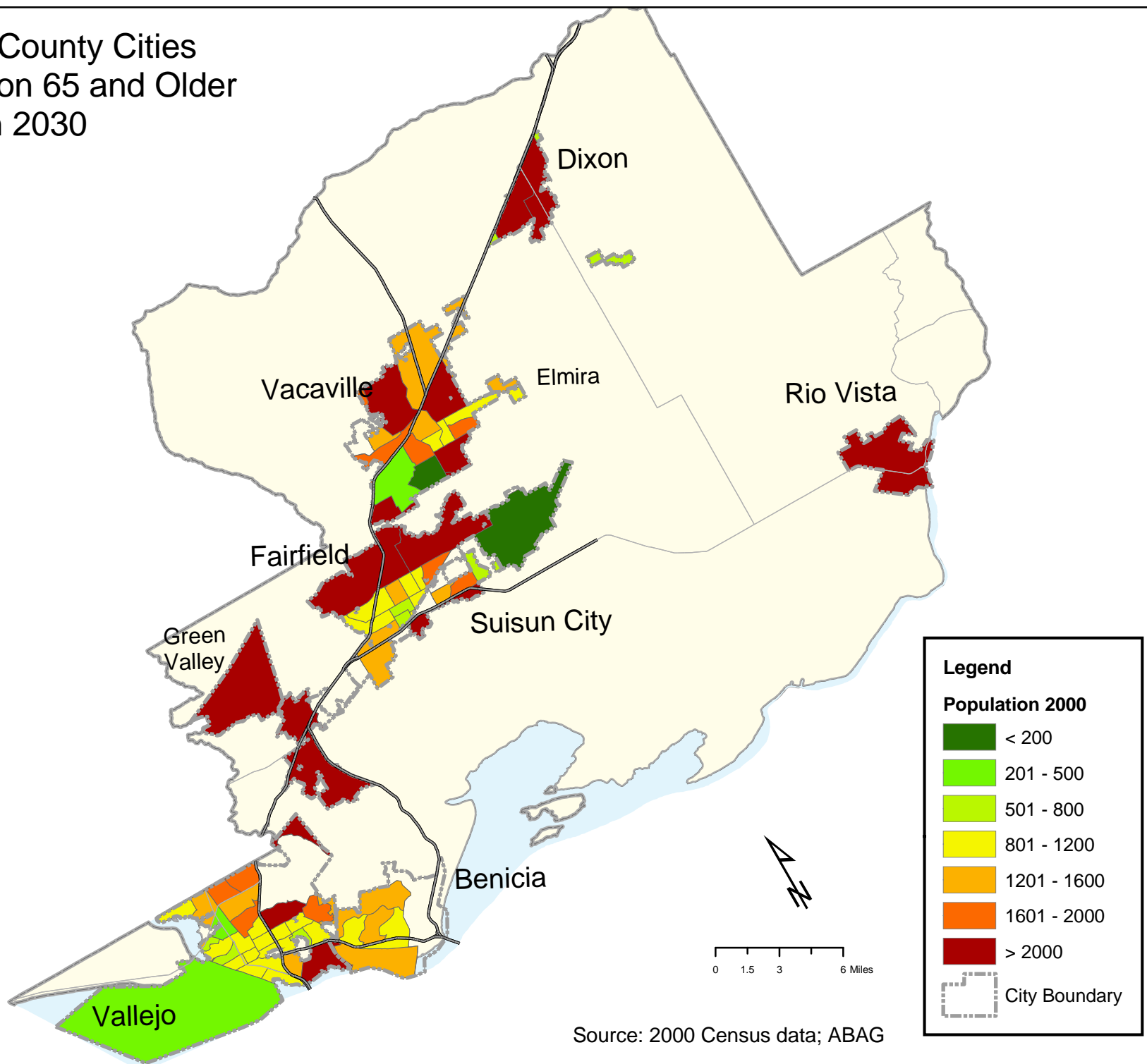
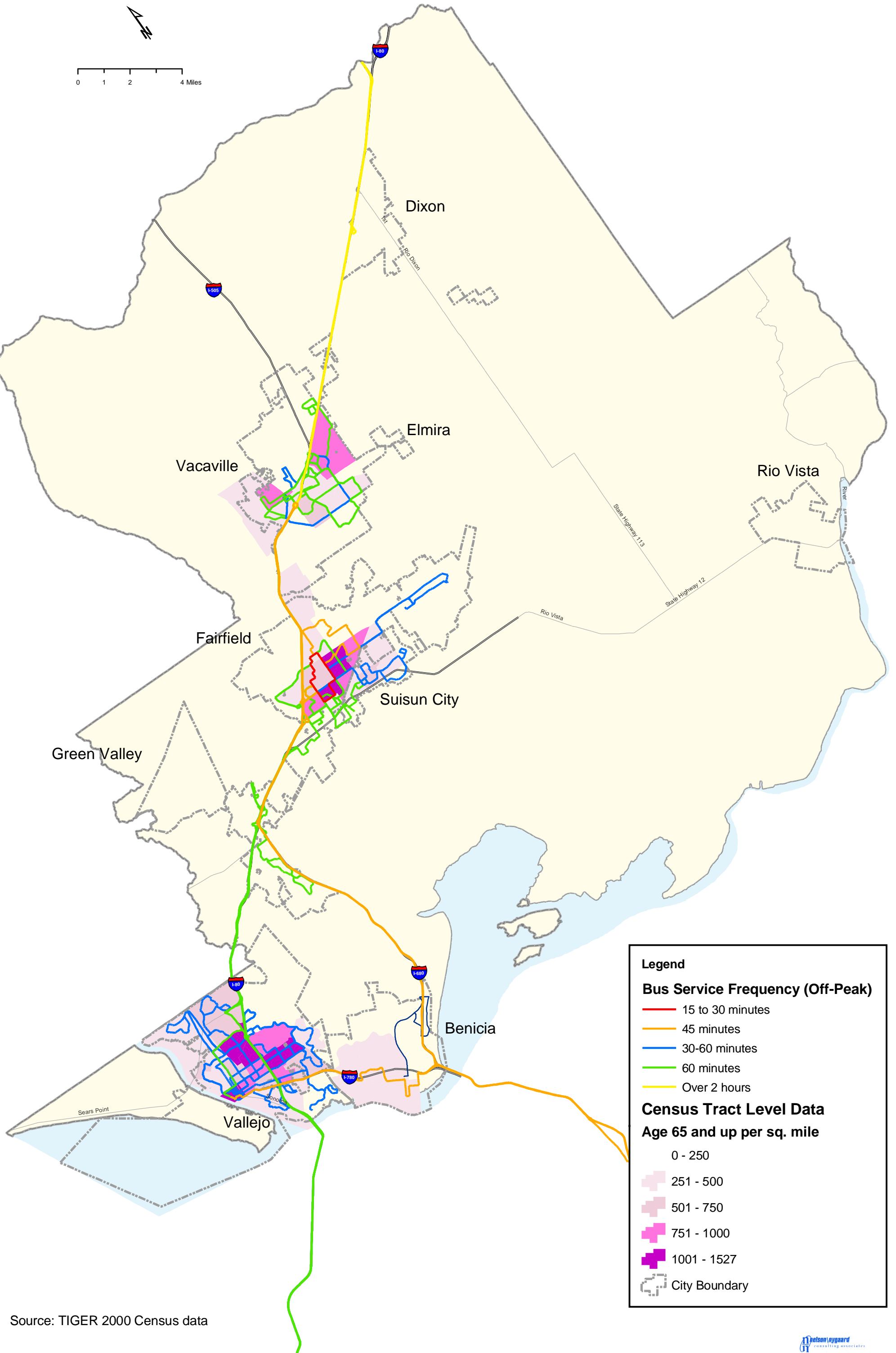


Figure 7: Solano County Fixed-Route Transit
Transit and Population Density for
Seniors 65 and Older



Source: TIGER 2000 Census data

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 seven major cities, as well as limited service into neighboring counties. The existing transportation available in Solano County is documented below in two sections: countywide and regional 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.

Countywide and Regional Transportation

Regional Transportation

The Capitol Corridor provides intercity train service with twelve daily roundtrips 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 to 16 or more daily round trips with additional stops in Benicia, Dixon, and Fairfield/Vacaville.

Solano County is also served by Greyhound Bus service. Three stations are located in the county at Suisun City Intermodal station, Vacaville Terminal, and in Vallejo. Service connects passengers with destinations in the Bay Area and California, and across the U.S.

Intercity Transit

Organization

In 1997, the SolanoLinks Intercity Transit Consortium was formed with participation of all seven Solano transit operators, Solano Napa Commuter Information and the STA. It also functions as an official advisory committee to the STA Board on matters pertaining to planning and implementation of intercity transit. The Consortium was established in response to SB 1474, the Bay Area Transit Coordination bill, and is considered one of the model transit coordination efforts among multiple providers throughout the Bay Area. In 1998, the SolanoLinks Consortium completed its first *5-Year Intercity Transit Plan* that identified new and expanded services along the I-80 and I-680 corridors. Particular attention was given to the need for expanded service in North County between Fairfield, Vacaville, Dixon and Davis. In 2001, the STA adopted the Transit Element as part of Solano's Comprehensive Transportation Plan, which provided a long-range transit plan that addresses the needs for future intercity transit, park and ride facilities, and ridesharing

needs. Most recently, STA has been developing the I-80/680/780 Transit Corridor Study to determine the feasibility of a future express bus service and park and ride facilities along the entire corridor.

Fixed Route Intercity Services

Three transit operators – Fairfield/Suisun Transit, Vallejo Transit, and Benicia Transit – provide intercity service within Solano County, as well as outside the county to BART stations and other destinations. These are shown in Figure 8 below. Six of the eight intercity routes provide service to either El Cerrito del Norte or Pleasant Hill BART station, from the cities of Benicia, Dixon, Fairfield, Suisun City, Vacaville, and Vallejo. In addition, Fairfield/Suisun Transit operates two non-BART routes that connect Solano County cities. Route 20 travels every hour between Fairfield and Vacaville, while Route 30 provides service five times per day between Fairfield, Vacaville, Dixon, UC Davis, and Sacramento. Since its inception in the late 1980s, intercity transit on the two routes has increased each year by an average of 450 daily boardings, to a current total intercity ridership of about 5,000 daily boardings.

Both Route 20 and Route 30 are jointly funded by various agencies and cities. Route 20 had an estimated annual operating subsidy of \$214,055 for FY 2002-03, funded jointly by the cities of Fairfield, Vacaville and Solano County. Route 30 had an estimated FY 2002-03 annual operating subsidy of \$162,633 (\$18,751 from fares), funded by the Yolo-Solano Air Quality Management District (YSAQMD); the cities of Fairfield, Vacaville, Dixon, and Solano County.

Fairfield/Suisun Transit’s Route 40 provides intercity service as well as a link to Pleasant Hill BART. The service has been funded jointly by the cities of Vacaville, Fairfield, Suisun City and Solano County with grants from the Bay Area and YSAQMD, and has an estimated annual operating subsidy of \$267,160 for FY 2002-03.

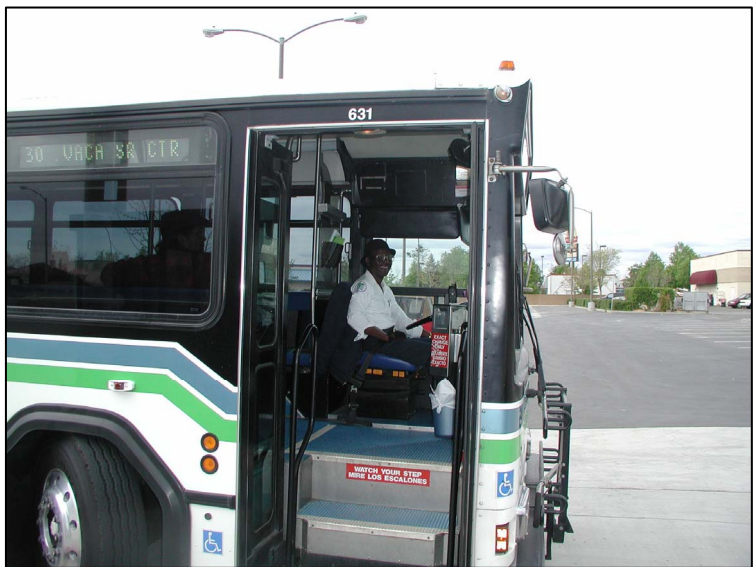


Figure 8 Intercity Transit and Regional Transit Connections

Transit Provider and Route	Cities Served	Hours of Operation	Frequency
Intercity Service			
Route 20	Solano Mall, Vacaville Outlet, shops, Fairfield County Offices	Mon - Fri: 7:00 AM to 7:15 PM Saturday: 9:30 AM to 5:30 PM	60 minutes
Route 30	Fairfield - Vacaville - Dixon - UC Davis – Sacramento	Weekdays only. Mon - Fri: 6:45 AM to 6:00 PM	Two AM runs, two PM runs, one midday
Service to BART			
Vallejo Transit Route 80	Vallejo - Del Norte BART	Mon - Fri: 4:00 AM to 11:00 PM Saturday: 6:00 AM to 11:00 PM	15 to 30 minutes
Vallejo Transit Route 85	Vallejo - - Fairfield	Mon - Fri: 5:00 AM to 10:30 PM Saturday: 6:00 AM to 10:30 PM	30 to 60 minutes
Vallejo Transit Route 90/91	Suisun City Amtrak - Fairfield - Vacaville - Del Norte BART	Weekdays only. Mon - Fri: 5:00 AM to 9:00 PM	Peak: 15 minutes Midday: 60 minutes
Benicia Transit Vallejo/Benicia/Pleasant Hill BART	Vallejo - Benicia - Pleasant Hill BART	Mon - Fri: 5:30 AM to 9:00 PM Saturday: 8:00 AM to 7:00 PM	20 to 60 minutes
Fairfield/Suisun Transit Route 40	Vacaville - Fairfield - Pleasant Hill BART	Weekdays only. Mon - Fri: 5:00 AM to 9:30 AM and 3:30 PM to 8:30 PM	30-60 minutes

Solano Paratransit

Under a joint powers agreement between the cities and the county, STA operates Solano Paratransit, an intercity paratransit service primarily for ADA eligible persons. It is managed under an agreement with the City of Fairfield and is provided by a private transit operator. Since August 1995, this service has provided curb-to-curb intercity trips for residents of Fairfield, Suisun City, Vacaville, Dixon, Rio Vista and unincorporated Solano County. The service operates Monday through Friday from 7:00 AM to 7:00 PM, and Saturday from 8:00 AM to 5:00 PM. Reservations must be made by 5:00 PM the previous day or up to seven days in advance. Fares are based on a sliding scale depending on the city of origin and destination, but range from \$1.50 (service within the same city) to \$8.00 one-way. Trips out of county cost an additional \$0.20 per mile.

In FY 2002-03, the estimated subsidy for the service was \$363,884, shared by the jurisdictions of Fairfield, Suisun City, Vacaville, Dixon, Rio Vista, and Solano County. Ridership for FY 2001-02 was 11,946 boardings. It should be noted that since paratransit service is not required by the ADA in Rio Vista, since the city does not have fixed-route service.



Existing Transportation by City

In addition to the countywide and inter-county 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 9 briefly summarizes the transportation available in each of seven Solano County cities – Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, and Vallejo. These are outlined in greater detail in the subsequent sections below. The following descriptions of existing transit services is drawn largely from the congestion management update.

Figure 9 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 Transit	Benicia DAR	yes	no	Benicia Transit, Benicia Flyer
Dixon	None	Dixon DAR	no	no	Fairfield Transit Route 30
Fairfield	Fairfield/Suisun Transit	Paratransit (DART)	yes	yes	Fairfield Transit Route 20, 30, 40
Rio Vista	None	Rio Vista Transit	no	no	Rio Vista Transit
Suisun City	Fairfield/Suisun Transit	Paratransit (DART)	yes	no	Vallejo Transit Route 90/91
Vacaville	Vacaville City Coach	Paratransit (Special Services)	yes	no	Fairfield Transit Route 20, 30, 40 Vallejo Transit Route 90/91
Vallejo	Vallejo Transit	Paratransit (Vallejo Runabout)	yes	no	Vallejo Transit Route 80, 80/85, 90/91 Benicia Transit

Vallejo

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 inter-city and inter-county 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 69 buses. Frequencies are usually 30 minutes during the weekdays, with 60 minute headways on Saturday. The fares for local service are \$1.35 for adults, \$1.35 for youth, and \$0.65 for seniors and disabled riders.

Three "Bartlink" express routes connect Vacaville, Fairfield, Suisun City and Vallejo with the El Cerrito del Norte BART station. Started in 1987, the Bartlink service is available six days per week during commute hours, from as early as 4:00 AM to 11:00 PM in the evening. Adult and youth fares are \$3.50 from Vallejo to BART, \$4.50 from Fairfield, and \$5.00 from Vacaville. Senior and disabled fares are half price.

On a typical weekday, Vallejo Transit serves approximately 9,500 daily passengers, at a total subsidy cost of about \$4.0 million per year. Local routes and Route 85 carry about 6,500 daily passengers with an annual subsidy of about \$2.4 million; The Bartlink service (Routes 80, 85, 90, and 91) generates about 3,100 intercity boardings per day at an operating cost subsidy of \$1.56 million.

Figure 10 illustrates Vallejo Transit fixed routes.

Figure 10 Vallejo Transit Operations

Vallejo Transit	Route	Hours of Operation	Frequency	Fare
Route 1 Rancho Vallejo/South Vallejo	Vallejo	Mon - Fri: 5:00 AM to 11:00 PM Saturday: 6:30 AM to 11:00 PM	30 minutes	Local Service: Adult (19-59): \$1.35 Youth (6-18): \$1.35 Senior/Disabled: \$0.65 Monthly passes available. \$2.25 Monthly passes available. Vallejo to BART/Fairfield (2-zone): Adult/Youth: \$3.50 Senior/Disabled: \$1.75 Fairfield/Suisun to BART; Vacaville to Vallejo (3-zone) Adult/Youth: \$4.50 Senior/Disabled: \$2.25 Monthly passes available. Vacaville to BART (4-zone): Adult/Youth: \$5.00 Senior/Disabled: \$2.50 Monthly passes available.
Route 2 North Vallejo/Beverly Hills	Vallejo - North Vallejo	Mon - Fri: 5:00 AM to 11:00 PM Saturday: 6:30 AM to 11:00 PM	Mon - Fri: 30 minutes Saturday: 60 minutes	
Route 3 Glen Cove/Georgia Street	Vallejo	Mon - Fri: 5:30 AM to 8:00 PM Saturday: 9:00 AM to 6:00 PM	Mon - Fri: 30 minutes Saturday: 60 minutes	
Route 4 Tuolumne Street/Sutter Hospital	Vallejo - Sutter Medical Center, Broadway Medical Center	Mon - Fri: 6:30 AM to 6:30 PM Saturday: 9:30 AM to 5:00 PM	Mon - Fri: 30 minutes Saturday: 60 minutes	
Route 5 Redwood Street/Springs Road	Vallejo - Ferry Terminal, Costco	Mon - Fri: 6:00 AM to 8:00 PM Saturday: 7:00 AM to 6:00 PM	Mon - Fri: 30 minutes Saturday: 60 minutes	
Route 6 Tennessee Street/Ascot Parkway	Vallejo	Mon - Fri: 5:30 AM to 8:30 PM Saturday: 7:00 AM to 8:00 PM	Mon - Fri: 30 minutes Saturday: 60 minutes	
Route 7 Springs Rd/Redwood Street	Vallejo - Ferry Terminal, Costco	Mon - Fri: 5:30 AM to 8:00 PM Saturday: 7:00 AM to 8:00 PM	Mon - Fri: 30 minutes Saturday: 60 minutes	
Route 80 Vallejo – BART	Vallejo - Del Norte BART	Mon - Fri: 4:00 AM to 11:30 PM Saturday: 6:00 AM to 11:30 PM	15 to 30 minutes 60 minutes late night	
Route 80/85 BART to Vallejo/Fairfield	Del Norte BART - Vallejo - Fairfield	Mon - Fri: 5:00 AM to 10:30 PM Saturday: 6:00 AM to 10:30 PM	30 to 60 minutes	
Route 90/91 BART to Vallejo, Fairfield, Vacaville	Del Norte BART - Vallejo - Suisun City Amtrak - Fairfield - Vacaville	Weekdays only. Mon - Fri: 5:00 AM to 9:00 PM	Peak: 15 minutes Midday: 60 minutes	

Paratransit and Other Transportation

In 1995, the City of Vallejo began operation of paratransit service for ADA-eligible individuals, Vallejo Runabout. Runabout operates Monday through Friday from 4:30 AM to 10:45 PM, and Saturday from 6:00 AM to 10:45 PM, providing door-to-door transportation to destinations within Vallejo, to BART, and limited service to destinations in Fairfield and Suisun City. Trip reservations must be made by 7:00 PM the day prior and can be made up to 14 days in advance. The fare is \$2.00 each way within Vallejo or Benicia, with additional charges for service outside the two cities. Annual operating cost in FY 2002-03 was about \$904,000, for approximately 19,000 hours of service and 39,000 passenger trips.

In addition to bus service, the City of Vallejo also provides Vallejo Baylink ferry service between Vallejo and San Francisco. Eleven daily round trips are provided each weekday with reduced service on weekends and holidays. On average (including weekday and weekend trips), the ferry carried about 2,000 daily passengers in 2002.

Vallejo also has a subsidized half fare taxi program for seniors and ambulatory disabled persons. Service is available 24 hours a day, seven days a week. Annual use is estimated at about 50,000 passenger trips.



Fairfield and Suisun City

Fixed Route Transit

The cities of Fairfield and Suisun City have a combined transit system that provides a total of eleven routes both within city limits as well as cities in other parts of Solano County and other counties. Figure 11 shows a complete list of routes, with hours of operation, frequency, and fares.

Eight of the Fairfield/Suisun Transit 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. Typical weekday ridership for these routes is approximately 3,191 passenger boardings. Total system wide operating expenses for FY 2001-02 was \$3.2 million and is an estimated \$3.4 million for fiscal year 2002-03.

Fairfield/Suisun Transit also manages three inter-city services – Routes 20, 30, and 40. Route 20 provides service between Solano Mall in Fairfield, Vacaville factory outlet stores and the Vacaville Regional Transportation Center (VRTC). Route 30 provides five weekday round trips between Fairfield, Vacaville, Dixon, Davis and Sacramento. In March 1996, the cities of Fairfield and Vacaville started Route 40, which operates between Vacaville and Pleasant Hill BART via Fairfield. The service provides nine daily round trips with approximately 124 weekday boardings.

Figure 11 Fairfield/Suisun Transit Fixed Route Service

Fairfield/Suisun Transit	Route	Hours of Operation	Frequency	Fare
Route 1	Fairfield - Solano Mall, Albertson's, Senior Center	Mon - Fri: 6:30 AM to 7:30 PM Saturday: 9:30 AM to 5:30 PM	Mon - Fri: 15-30 minutes Saturday: 30 minutes	Local Service: Adult (19-59): \$1.00 Youth (6-18): \$1.00 Senior/Disabled: \$0.50 Intercity Service: Fairfield/Vacaville; Vacaville/Dixon, or Dixon/UC Davis: \$1.25 Fairfield/BART: \$4.00 Vacaville/BART: \$4.50 Vacaville/UC Davis; Fairfield/Dixon: \$2.00 Fairfield/UC Davis: \$2.50 Transfer between adjacent local service areas: \$1.00 Monthly passes available.
Route 2	Solano Mall - Albertson's - Travis AFB - David Grant Medical Center	Mon - Fri: 6:00 AM to 7:00 PM Saturday: 9:00 AM to 6:00 PM	Mon - Fri: 30-60 minutes Saturday: 60 minutes	
Route 3A	Solano Mall - Senior Center	Mon - Fri: 7:00 AM to 7:00 PM Saturday: 9:00 AM to 5:00 PM	60 minutes	
Route 3B	Solano Mall - Senior Center	Mon - Fri: 6:50 AM to 7:20 AM Saturday: 9:30 AM to 5:30 PM	60 minutes	
Route 4	Raley's, K-Mart	Mon - Fri: 6:30 AM to 7:00 PM Saturday: 8:30 AM to 6:00 PM	45 minutes	
Route 5	Solano Mall, Fairfield City Hall, Suisun City Amtrak, Suisun City Hall	Mon - Fri: 7:00 AM to 7:30 PM Saturday: 8:30 AM to 5:30 PM	60 minutes	
Route 6	Solano Mall, YMCA	Mon - Fri: 6:00 AM to 7:00 PM Saturday: 9:20 AM to 6:00 PM	Mon - Fri: 30-60 minutes Saturday: 60 minutes	
Route 7	Solano Mall, Fairfield Senior Center, Walmart	Mon - Fri: 6:45 AM to 7:30 PM Saturday: 10:00 AM to 5:00 PM	Mon - Fri: 60-90 minutes Saturday: 90 minutes	
Route 20	Solano Mall, Vacaville Outlet, shops, Fairfield County Offices	Mon - Fri: 7:00 AM to 7:15 PM Saturday: 9:30 AM to 5:30 PM	60 minutes	
Route 30	Fairfield - Vacaville - Dixon - UC Davis - Sacramento	Weekdays only. Mon - Fri: 5:00 AM to 5:00 PM	Two AM runs, two PM runs, one midday	
Route 40	Vacaville - Solano Mall - Pleasant Hill BART	Weekdays only. Mon - Fri: 5:30 AM to 8:30 AM and 3:30 PM to 8:30 PM	30-60 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 disabled – the Fairfield/Suisun Dial-a-Ride Transit (DART), subsidized taxi fare service, and a volunteer driver program.

The DART service provides door-to-door service within the city limits of Fairfield and Suisun City only. It operates Monday through Friday from 6:00 AM to 7:30 PM and on Saturday from 9:00 AM to 4:00 PM. Fares are \$2.00 each way. The estimated operating expense for FY 2002-03 was \$386,841, of which an estimated \$26,120 comes from fares and the remainder from TDA funds. Ridership estimates for FY 2002-03 are 17,592 passenger trips, approximately 4,981 of which are lift-assisted.

Subsidized taxi service is also available to Fairfield and Suisun City residents 24 hours a day, at half the metered fare. Individuals are issued either a DART card or a taxi card (DART cardholders can also use the subsidized taxi) which they show the driver to receive the special fare. To be eligible for the subsidized taxi fares, persons must be 60 years old or over, and must live within a 10 mile radius centered between Suisun City and Fairfield. Operating expenses for the FY 2001-02 program were budgeted at \$196,204, for a total of 23,994 trips for the year.

Fairfield also has a volunteer driver program provided through the "Friends of the Fairfield Senior Center", a private non-profit organization. There are several restrictions on service eligibility and destinations, however. First, people who possess a DART card cannot use the Volunteer Driver program. Second, the program uses vans that are not wheelchair accessible, so users of the service must be fairly ambulatory. The service also will not take people grocery shopping, but will take passenger to the pharmacy for prescriptions. Fares are \$1.00 per trip or \$0.80 with tickets. Operating expenses for the program were \$71,995 in FY2001-02, with an annual fare revenue of \$1,706. The service provided 3,082 annual trips in FY 2001-02 and an estimated 4,428 annual trips in FY 2002-03.

Vacaville

Fixed Route Transit

The City of Vacaville offers intracity fixed route service through the Vacaville City Coach. Figure 12 shows the routes and operating parameters for the service. The eight routes operate hourly within Vacaville only, Monday through Friday from about 7:00 AM to 6:00 PM, and Saturdays from approximately 9:00 AM to 4:30 PM.

Daily ridership averaged 715 boardings in FY 2001-02. Annual operating cost for the same period was approximately \$1,070,000 from Transportation Development Act Article 8 funds and FTA Section 5307 sources. All twelve vehicles in the fleet are lift-equipped.

Figure 12 Vacaville City Coach Fixed Route Transit

Vacaville City Coach	Route	Hours of Operation	Frequency	Fare
Route 1 Northwest Vacaville / Browns Valley School Tripper	Vacaville	Mon - Fri: 7:00 AM to 6:30 PM Saturday: 9:00 AM to 4:30 PM	60 minutes	Local Service: Adult (19-59): \$1.00 Youth (6-18): \$0.75 Senior/Disabled: \$0.50 Special Services: \$1.25 Monthly Passes: Adult (19-59): \$29 Youth (6-18): \$18 Senior/Disabled: \$16
Route 2 Central Vacaville	Vacaville - Nut Tree Shops, Cultural Center	Mon - Fri: 7:30 AM to 6:00 PM Saturday: 9:30 AM to 4:30 PM	60 minutes	
Route 3 Northeast Vacaville	Vacaville	Mon - Fri: 7:00 AM to 6:00 PM Saturday: 9:00 AM to 4:00 PM	60 minutes	
Route 4 Northeast Vacaville - Leisure Town	Vacaville	Mon - Fri: 7:00 AM to 6:00 PM Saturday: 9:00 AM to 5:00 PM	60 minutes	
Route 5 South Central Vacaville	Vacaville	Mon - Fri: 7:00 AM to 6:00 PM Saturday: 8:30 AM to 4:30 PM	60 minutes	
Route 6 North Vacaville	Vacaville	Mon - Fri: 6:30 AM to 6:00 PM Saturday: 8:30 AM to 4:00 PM	60 minutes	
Route 7 South Vacaville	Vacaville	Mon - Fri: 7:30 AM to 6:00 PM Saturday: 9:30 AM to 4:30 PM	60 minutes	
Route 8 South Vacaville	Vacaville	Mon - Fri: 7:00 AM to 5:30 PM Saturday: 9:00 AM to 4:30 PM	60 minutes	

Paratransit and Other Transportation

Vacaville elderly and disabled residents 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 Saturday during the same hours as City Coach, providing demand-response service within the city of Vacaville. Fares are \$1.25 each way. In FY 2000-02 the service carried 13,670 passengers at an operating cost of approximately \$249,000. The paratransit fleet is comprised of five lift-equipped mini-buses.

The City also provides a Subsidized Taxi Program that offers subsidized taxi fares for people who are ADA certified in and around Vacaville. Residents can purchase taxi scrip at a 50% discounted rate (for example, \$40 worth of taxi scrip for \$20), and currently have no limit on the amount of taxi scrip each person can purchase.

The Ride with Pride is a program of Faith in Action, a non-profit organization. Ride with Pride is based at the McBride Senior Center and provides transportation services to

medical/dental appointments, the senior center, grocery stores, and other destinations within the City of Vacaville for ambulatory residents age 50 and over. Hours of operation are 9:00 AM to 2:00 PM. Appointments for riders must be made by 11 a.m. the day prior to the ride. There is no fare, but donations are suggested. Currently, they provide 40-50 rides a week to seniors within Vacaville.

Benicia

The City of Benicia operates two intercity fixed-route services, shown in Figure 13 below. The Benicia Flyer provides service between Benicia and Pleasant Hill BART on a two-direction loop, Monday through Saturday. Benicia Transit also operates a service that runs between the Vallejo Ferry Terminal and the Pleasant Hill BART station in Contra Costa County, Monday through Saturday. Fares are based on zones of travel, with discounted prices for seniors, disabled riders, and youth.

Figure 13 Benicia Flyer Fixed Route Transit

Benicia Transit	Route	Hours of Operation	Frequency	Fare
Benicia Flyer	Benicia - Pleasant Hill BART	Mon - Fri: Clockwise: 5:45 AM to 4:45 PM Counterclockwise: 4:45 PM to 8:00 PM Saturday: 9:00 AM to 6:30 PM	45 minutes	Zone 1 (Benicia/Vallejo): Adult: \$1.00 Youth (5-17): \$1.00 Snr/Disabled: \$0.50 Zone 2 (Benicia/Contra Costa): Adult: \$2.00 Youth: \$1.50 Snr/Disabled: \$1.00
Vallejo/Benicia/ Pleasant Hill BART	Vallejo Ferry - Benicia - Pleasant Hill BART	Mon - Fri: 5:30 AM to 9:00 PM Saturday: 8:00 AM to 7:00 PM	60 minutes	Zone 3 (Vallejo/Contra Costa): Adult: \$2.50 Youth: \$2.00 Snr/Disabled: \$1.25 Children 5 and under ride free

In addition to its fixed-route transit services, Benicia operates an intracity Dial-a-Ride program open to the general public, but discounted for elderly and disabled passengers. Approximately 28,000 trips are provided annually. Benicia also participates in the Run About paratransit service, which provides intercity trips to Vallejo, Fairfield, and Pleasant Hill.

The City of Benicia updated its Short Range Transit Plan in 1999-2000. Benicia and Vallejo also jointly prepared a Transit Coordination Study in 1998 that studied the potential advantages and disadvantages of providing fully coordinated or consolidated services operated by Vallejo Transit.

Rio Vista

The City of Rio Vista operates a general public dial-a-ride service for Rio Vista residents that serves destinations within the city as well as Lodi, Stockton, Isleton, Fairfield,

Vacaville, and Antioch, Walnut Grove. The schedule and roundtrip fares for each city are shown below:

- Monday: Antioch and Walnut Grove (\$5.00 roundtrip)
- Tuesday: Lodi: (\$6.00) and Stockton (\$7.00)
- Wednesday: Local Service. Rio Vista (\$1 per trip plus \$0.25 per additional stop) and Isleton (\$2.00 roundtrip)
- Thursday: Lodi: (\$6.00) and Stockton (\$7.00)
- Friday: Fairfield (\$6.00) and Vacaville (\$7.00)

Service operates Monday through Friday only, and reservations must be made between 9:30 AM and 2:30 PM.

Dixon

The City of Dixon operates a general public dial-a-ride service with service within the city limits and in the immediately adjacent unincorporated areas. Service hours are Monday through Friday from 7:00 AM to 6:00 PM. Riders must make reservations Monday through Friday from 7:00 AM to 5:45 PM, recommended one day in advance. However, same day requests are accepted if space is available. Fares for the service are \$1.50 for adults, \$1.25 for Youth aged 5 through 17, \$1.00 for seniors (60+) and disabled riders, and \$0.50 for children under 5. Twenty-ride coupon books are also available.

Total operating costs for 2002-03 were approximately \$358,000, with \$45,000 generated through farebox revenue and the remainder from TDA funding. About 51,000 trips per year are provided, with the largest ridership primarily from school age children and seniors.

The City of Dixon has formed a Transit Steering Committee that meets periodically to provide input on various transit issues. The City prepared its second Short-Range Transit Plan in 2002.



Older Driver Resources

AARP (formerly American Association of Retired Persons) conducts several older driver classes in Solano County. Classes cost \$10 per person, and require a time commitment of 8 hours – classes are usually taught in 2 four-hour sessions, and occasionally during one day. Locations of classes in Solano County and approximate frequency (classes per year) are listed below:

- Sutter Solano Medical, Vallejo (four times per year at each one, sometimes more)
- Florence Nightingale Senior Center, Vallejo (four times per year)
- Vacaville Senior Center (monthly)
- Fairfield Senior Center (usually 8 times per year)
- Suisun City Senior Center (twice per year)
- American Canyon (just getting started, no know frequency yet)

The consultant team is currently researching two other potential providers of older driver safety classes: AAA's Mature Driver Program and the National Safety Council. If additional resources are identified these will be identified in the final report.

Community Perspectives on Transportation Gaps

During the months of June through August 2003, the consultant team conducted a range of activities to determine community perspectives on the mobility needs of older adults and people with disabilities. Consistent with the principles of MTC's community-based transportation plan, traditionally disenfranchised groups such as those on fixed-incomes were also included in these outreach efforts. These activities included stakeholder interviews, eleven focus groups, and a mailback survey. This section of the report presents a compilation of the findings from those tasks. Following this first round of community outreach activities, the team conducted a second round of "report back" meetings in November and December 2003.

Methodology

Mailback Survey

Approximately 2,000 surveys were distributed at seventeen locations throughout Solano County. These included senior centers, libraries, disability organizations, a hospital and social service agency serving seniors and people with disabilities. The goal of the surveying effort was to identify key themes and preferences of older adults and people with disabilities, in addition to their key travel destinations, rather than attempt to achieve a statistically significant sampling of this population. In most cases, the survey forms were delivered in person by the consultant who explained to agency staff how the forms should be completed, and provided a stamped, self-addressed envelop to allow the agency to easily bundle the responses and send to the STA.

Focus Groups

A total of eleven focus groups were conducted at senior centers in all seven Solano County cities, as well as with an STA Senior and Disabled Transportation Study Focus Group and the Solano County Paratransit Coordinating Council (PCC). The dates and number of participants at each focus group are outlined below:

- **Solano County Senior and Disabled Transportation Study Focus Group**, Solano Transportation Authority, July 8.
6 Participants
- **PCC Meeting**, Fairfield Community Center, July 19, 2003
13 Participants
- **Fairfield Senior Housing Complex**, Fairfield, July 25, 2003
14 Participants
- **Fairfield Senior Center**, Fairfield, July 29, 2003
12 Participants
- **McBride Senior Center**, Vacaville, July 29, 2003
20 people attended
- **Suisun City Senior Center**, Suisun City, August 14, 2003
4 participants
- **Dixon Senior Center**, Dixon, August 14, 2003
6 participants
- **Florence Nightingale Senior Center**, Vallejo, August 14, 2003
40 participants

- **Benicia Senior Center**, Benicia, August 21, 2003
27 participants
- **Trilogy Senior Housing**, Rio Vista, August 22, 2003
2 participants
- **Rio Vista Senior Center**, Rio Vista, August 22, 2003
22 participants

The description of residents' perspectives below reflects the views expressed in both the mailback survey and the focus groups.

It should be noted that, in a number of instances, the statements about existing transportation service have been made by an individual or a small number of individuals, and may not necessarily indicate a systemic problem faced by a whole class of residents. Additionally, some of these statements are consumer perceptions that may or may not reflect actual service. However, it is important to document the breadth of consumer input in order to identify transportation gaps, both real and perceived.

Countywide Outreach Summary

Profile of Respondents

A total of 333 Solano County residents participated in public outreach efforts, either by filling out the survey or participating in one of the focus groups. There may be some duplication of respondents who participated in both outreach efforts. Figure 14 shows the total number who participated from each city (final column), as well as the breakdown by age group of participants.

Figure 14 Outreach Participants, by Age and City

Home community	Age				Sample Size
	19 to 64	65 to 79	80 or older	Total	
Benicia	42.5%	42.5%	15.0%	100.0%	40
Dixon	0.0%	14.3%	85.7%	100.0%	7
Fairfield	32.2%	47.8%	20.0%	100.0%	90
Rio Vista	18.8%	43.8%	37.5%	100.0%	32
Suisun City	31.3%	37.5%	31.3%	100.0%	16
Vacaville	25.0%	42.9%	32.1%	100.0%	28
Vallejo	18.4%	49.1%	32.5%	100.0%	114
Other Solano County	16.7%	50.0%	33.3%	100.0%	6
Total	27.5%	47.1%	25.5%	100.0%	333

Auto Access

Several questions in the survey and focus groups asked about respondents' current mode of transportation and access to a vehicle. Figures 15 to 18 illustrate the trends for respondents in each city. Because responses to surveys and focus group participation varied between communities (with small responses in Dixon, for example), sample size for each question is also listed in the figures.

In all communities except Benicia and Dixon, the majority of respondents had driver's licenses (Figure 15). Those who had driver's licenses were asked if they had a car available. As shown in Figure 16, most of those with licenses had cars available, as well. The two figures are combined in Figure 17 to determine what proportion had both a license and a car, and those who either have no license or have a license but no auto. This indicates those communities –Fairfield, for example - where only half have a license and have a car available.

Figure 18 shows the number of respondents who ride public transit, and includes responses from both the focus groups and surveys.

Figure 15 Possession of Driver's License (Survey only)

Driver's license?			
Home community	Yes	No	Sample Size
Benicia	38.5%	61.5%	13
Dixon	0.0%	100.0%	1
Fairfield	64.1%	35.9%	64
Rio Vista	100.0%	0.0%	10
Suisun City	66.7%	33.3%	12
Vacaville	71.4%	28.6%	14
Vallejo	67.8%	32.2%	90
Total	66.7%	33.3%	213

Figure 16 Availability of Automobile (Survey only)

Car available?			
Home community	Yes	No	Sample Size
Benicia	80.0%	20.0%	5
Fairfield	78.6%	21.4%	42
Rio Vista	90.0%	10.0%	10
Suisun City	87.5%	12.5%	8
Vacaville	88.9%	11.1%	9
Vallejo	90.2%	9.8%	61
Other	100.0%	0.0%	5
Total	86.4%	13.6%	140

Figure 17 Driving as an Option (Survey only)

Home community	License and car (automobility)	No license and/or no car	Total
Benicia	30.8%	69.2%	13
Dixon	0.0%	100.0%	1
Fairfield	50.8%	49.2%	65
Rio Vista	90.0%	10.0%	10
Suisun City	58.3%	41.7%	12
Vacaville	61.5%	38.5%	13
Vallejo	61.1%	38.9%	90
Other	100.0%	0.0%	5
Total	57.3%	42.7%	211

Figure 18 Public Transit Use (Survey and Focus Group)

Do you ride public transit?			
Home community	No	Yes	Sample Size
Benicia	85.0%	15.0%	40
Dixon	57.1%	42.9%	7
Fairfield	73.2%	26.8%	82
Rio Vista	71.9%	28.1%	32
Suisun City	68.8%	31.3%	16
Vacaville	46.2%	53.8%	26
Vallejo	72.8%	27.2%	114
Other	77.8%	22.2%	9
Total	66.8%	33.2%	326

Note: not all respondents answered this question, so sample size differs from total response rate in Figure 15.

Common Destinations

Both survey respondents and focus group participants were asked to list their common destinations for four trip categories: medical care, groceries, non-food (other) shopping, and other trips. Figure 19 summarizes the destinations, by city, for residents in each Solano County community. Residents in most cities were making the majority of trips within their own cities. Exceptions to this are Benicia and some of the smaller, more isolated communities such as Dixon and Rio Vista. Most common city destinations from each home community are shaded.

Figure 19 Trip Destination Cities, by Home Community

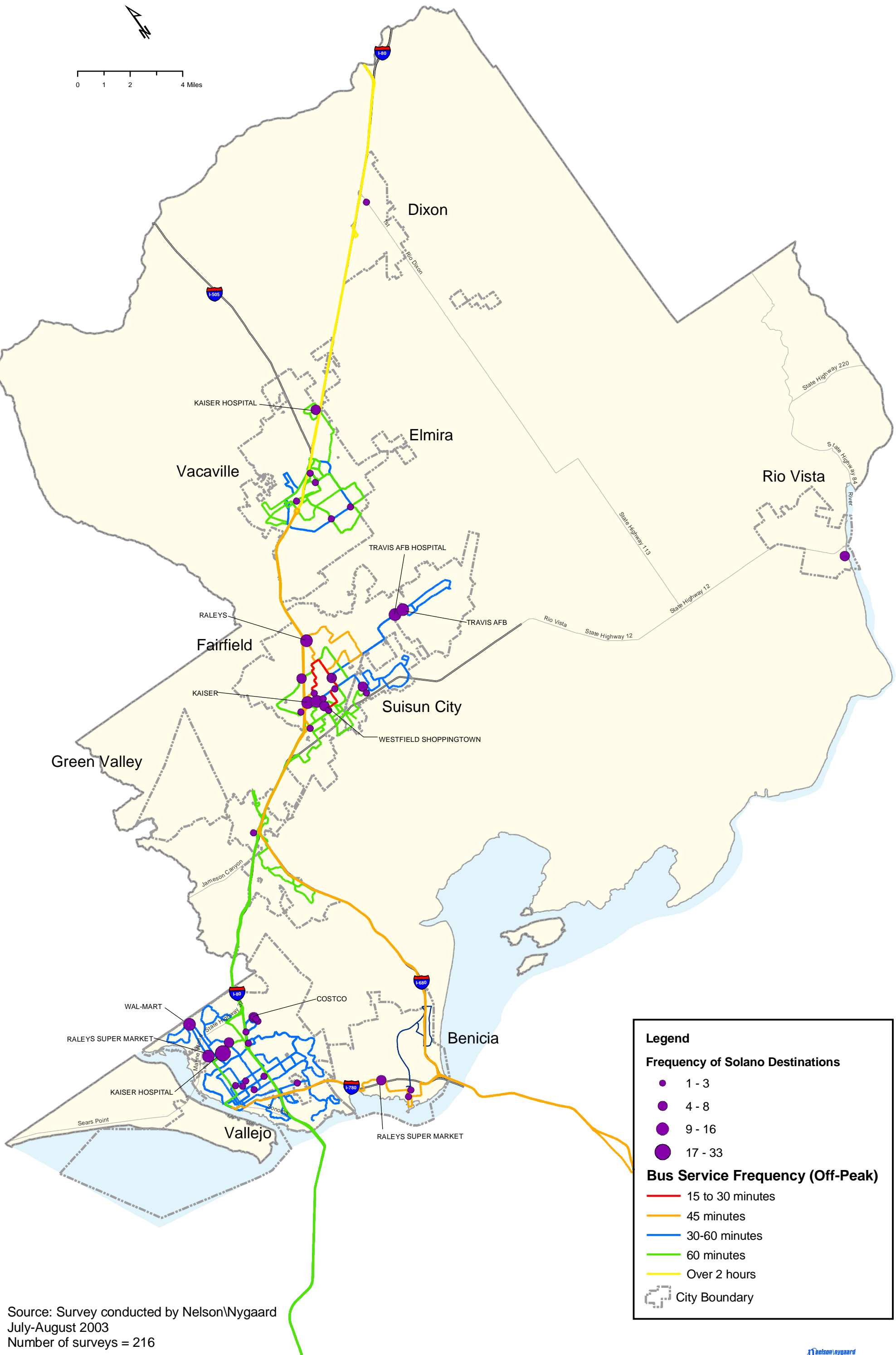
Home community	Benicia	Dixon	Fairfield/ AFB	Rio Vista	Suisun City	Vacaville	Vallejo	Lodi	Napa	CC County	Other	Total
Vallejo	5	0	22	0	0	0	203	0	3	4	5	242
% within Home community	2.1%	0.0%	9.1%	0.0%	0.0%	0.0%	83.9%	0.0%	1.2%	1.7%	2.1%	100.0 %
Benicia	6	0	1	0	0	0	13	8	1	4	0	33
% within Home community	18.2%	0.0%	3.0%	0.0%	0.0%	0.0%	39.4%	24.2%	3.0%	12.1%	0.0%	100.0 %
Fairfield	0	0	123	0	2	18	18	0	0	3	0	164
% within Home community	0.0%	0.0%	75.0%	0.0%	1.2%	11.0%	11.0%	0.0%	0.0%	1.8%	0.0%	100.0 %
Suisun City	0	0	14	0	7	2	2	0	0	1	0	26
% within Home community	0.0%	0.0%	53.8%	0.0%	26.9%	7.7%	7.7%	0.0%	0.0%	3.8%	0.0%	100.0 %
Dixon	0	1	0	0	0	2	1	0	0	0	3	7
% within Home community	0.0%	14.3%	0.0%	0.0%	0.0%	28.6%	14.3%	0.0%	0.0%	0.0%	42.9 %	100.0 %
Vacaville	0	0	6	0	0	13	2	0	0	3	5	29
% within Home community	0.0%	0.0%	20.7%	0.0%	0.0%	44.8%	6.9%	0.0%	0.0%	10.3%	17.2 %	100.0 %
Rio Vista	0	0	10	4	4	4	4	9	1	0	0	36
% within Home community	0.0%	0.0%	27.8%	11.1 %	11.1%	11.1%	11.1%	25.0%	2.8%	0.0%	0.0%	100.0 %

Figure 20 shows a list of the most common destinations listed for each of the four trip categories. Despite geographic locations in all corners of the county, participants in all seven Solano County cities listed many common destinations. **The most common destinations across cities tended to be linked to medical or non-food shopping trips, including Kaiser in Vallejo and Vacaville, Sutter Health, Solano Mall in Fairfield, Vacaville Factory Outlet stores, and Wal-Mart. Popular grocery stores were Raley's, Safeway, and Albertson's.**

Figure 20 Common Trip Destinations

Trip Destination				
Home City	Medical	Grocery	Other Shopping	Other Trips
Benicia	Kaiser (Vallejo, Martinez, Walnut Creek) Sutter Health	Safeway, Raley's (Benicia) Trader Joe's (Concord), Andronico's (Walnut Creek)	Solano Mall, Wal-Mart (Vallejo, Suisun City), Sun Valley Mall (Concord)	San Francisco
Dixon	Kaiser (Vacaville) Woodland (doctor's offices) Sutter Health (Davis) Sacramento (doctor's offices)	Safeway, Market	Vacaville Factory Stores, Commons, Solano Mall	
Fairfield	Kaiser (Fairfield, Vallejo, Vacaville) Solano Sutter Health North Bay Medical Facility David Grant Hospital on Travis AFB 1860 Pennsylvania (doctor's offices)	Safeway, Albertson's, Raley's, Costco, Food Mart, Food 4 Less, Sam's Club	Solano Mall, Wal-Mart, K-Mart, Dollar Store, Big Lots	Church, Dining, Movies, Evening entertainment
Rio Vista	Kaiser (Walnut Creek, Martinez, Stockton, Vallejo, Vacaville) North Bay Empire Street Delta Sutter (Antioch) VA Hospital (Martinez) Private MD (Lodi, Fairfield)	Lira's (Rio Vista), Safeway (Lodi), Raley's (Lodi, Fairfield, Oakley, Antioch, Vacaville), Costco (Fairfield)	Solano Mall, Wal-Mart (Lodi), Vacaville Outlets	Church, Mall (Sat/Sun), Music Circus (Sacramento), sports games (Sacramento, SF), Theaters, concerts, Delta Loop Restaurants, Movies (Fairfield, Antioch, Lodi)
Suisun City	Kaiser (Vallejo, Vacaville) North Bay Medical Facility David Grant Hospital on Travis AFB Pyre Street (doctor's offices)	Albertson's (Suisun and Fairfield), Raley's, Food Maxx, Travis AFB	Solano Mall, Travis AFB	Church, Plays, Theatre
Vacaville	Kaiser (Vallejo, Vacaville) Solano Medical Center (Mason) David Grant Hospital on Travis AFB	Trader Joe's (Fairfield), Nugget (Monte Vista), Costco, Sam's Club	Solano Mall, Wal-Mart	Church, Dining, Parks, Concerts
Vallejo	Kaiser (Vallejo) Glen Cove Family Doctor's Group (Napa) Benicia Family Medical Group St. Helena and Vallejo (private MD)	Food 4 Less, Costco, Safeway, Raley's, Travis AFB, Wal-Mart, Outlet on Tuolumne	Solano Mall, Sun Valley Mall (Concord), Hilltop Mall (CC County), Wal-Mart, Crossroads Shopping Center	Senior Center, Church, Movies, dinner, Reno, bank, post office

Figure 21: Solano County Senior Travel Destinations



Source: Survey conducted by Nelson\Nygaard
 July-August 2003
 Number of surveys = 216

Legend

Frequency of Solano Destinations

- 1 - 3
- 4 - 8
- 9 - 16
- 17 - 33

Bus Service Frequency (Off-Peak)

- 15 to 30 minutes
- 45 minutes
- 30-60 minutes
- 60 minutes
- Over 2 hours

⊞ City Boundary

Problems with Existing Transit Service

County-wide, the biggest issues with current transit service were the following, in order of most pressing to least pressing problems:

- Bus doesn't run early or late enough
- Bus doesn't run frequently enough on weekdays
- Connections are too difficult
- Bus doesn't run frequently enough on weekends
- Difficult to walk and/or wait at stops

Responses from both the survey and focus groups suggest that trips for health care and social visits posed the biggest challenge to County residents.

Both outreach populations were asked to rank the potential future transportation improvements that they would most like to see. **Countywide, the most popular improvements were urgent same-day medical trips and a shopping shuttle.** In the survey, creating **safer pedestrian crossings** was also a popular improvement. The top choices vary by community, however, and will be discussed in greater detail in the sections about individual city responses. Briefly, those in Vacaville and Benicia favored paratransit/taxi fare assistance as their second choice, while Dixon residents favored better Inter-City (Inter-County in their case) service. Figures 22 and 23 show the preferred future improvements from both the surveys (Figure 22) and the focus groups (Figure 23). *For Figure 22, larger numbers represent the improvements that would be most helpful.*

Figure 22 Preferences for Future Improvements, Mailback Survey

Improvements Desired	Vallejo	Benicia	Fairfield	Suisun City	Dixon	Vacaville	Rio Vista	County-wide
Urgent same-day medical trips	3.8	4.3	3.9	4.1	3.0	3.6	4.0	3.9
Pedestrian crossings	4.0	4.2	3.7	3.0	3.0	3.5	3.5	3.7
Shopping shuttle	3.9	4.0	3.4	4.1	3.0	2.7	4.0	3.6
Inter-city taxi service	3.8	4.2	3.3	4.1	3.0	3.0	3.0	3.6
Bus stop infrastructure	3.9	3.8	3.4	2.8	3.0	3.3	3.5	3.5
Information on how to use bus	3.6	3.0	3.2	4.1	3.0	3.4	4.3	3.5
Education when to stop driving	3.4	4.0	3.2	3.8	3.0	3.0	4.7	3.4
Paratransit fare assistance	3.6	4.3	2.6	3.2	3.0	3.2	3.7	3.3
More accessible taxis	3.5	3.6	2.8	3.8	3.0	2.5	3.0	3.3

Figure 23 Top Two Improvements, Focus Groups

Improvement	Focus Group/PCC	Benicia	Dixon	Fairfield	Rio Vista	Suisun City	Vacaville	Vallejo	County Total
Urgent same-day medical trips	26.9%	40.4%	41.7%	32.7%	42.2%	37.5%	25.0%	28.1%	33.9%
Shopping shuttle	7.7%	8.5%	16.7%	19.2%	31.1%	37.5%	4.2%	22.8%	18.1%
Better Inter-city service	15.4%	8.5%	41.7%	13.5%	24.4%	0.0%	4.2%	8.8%	13.7%
Fare assistance for paratransit or taxi	26.9%	23.4%	0.0%	1.9%	0.0%	12.5%	16.7%	21.1%	13.3%
Safer Pedestrian crossings	0.0%	8.5%	0.0%	13.5%	0.0%	12.5%	16.7%	1.8%	6.3%
More accessible taxis	0.0%	6.4%	0.0%	7.7%	0.0%	0.0%	8.3%	10.5%	5.5%
Education when to stop driving	11.5%	2.1%	0.0%	0.0%	2.2%	0.0%	12.5%	3.5%	3.7%
Bus stop infrastructure	0.0%	0.0%	0.0%	5.8%	0.0%	0.0%	12.5%	3.5%	3.0%
Education on how to use bus	11.5%	2.1%	0.0%	5.8%	0.0%	0.0%	0.0%	0.0%	2.6%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Individual City Responses

Information gathered from both the mailback surveys and focus groups is combined and summarized for each of the seven Solano County cities below. Each section outlines the key issues for each of the cities identified in the outreach effort – the biggest problems finding transportation, common destinations, and most desired improvements. Because sample sizes varied from city to city and in some cases were quite small, data is not considered statistically significant but, rather is indicative of overall trends and preferences.

Benicia

Participants were largely drivers, with 24 out of 27 regularly using their cars, one transit rider, and two who used taxis. Five participants had taken Benicia Dial-a-Ride, and three were Benicia Transit riders.

Common Destinations

Benicia residents’ most common destinations are shown in Figure 24 below.

Figure 24 Common Destinations, Benicia

Trip Destination			
Medical	Grocery	Other Shopping	Other Trips
Kaiser (Vallejo, Martinez, Walnut Creek) Sutter Health	Safeway, Raley’s (Benicia), Trader Joe’s (Concord), Andronico’s (Walnut Creek)	Solano Mall, Wal-Mart (Vallejo, Suisun City), Sun Valley Mall (Concord)	San Francisco

Transit

For Benicia residents the biggest problems with transit were that it doesn’t run early or late enough, doesn’t run frequently enough on weekdays, often does not arrive on-time, or the routes are too long and time consuming. Improvements that residents most wanted to see on transit corresponded with some of these problems:

- More frequency on weekdays and on Saturdays
- Closer bus stops
- Service on Sundays
- More efficient service and vehicles (too many large, empty buses)

Paratransit

Although the outreach population included few paratransit riders, Benicia residents had several complaints about the current paratransit service:

- Trip takes too long (one person reported that she was on the bus for 3 hours)

- Benicia Dial-a-Ride is often overbooked when a person tries to schedule a trip
- Not enough cabs in Benicia
- Dial-a-Ride personnel are reportedly unresponsive; one person turned in an application but never heard back.

Desired paratransit improvements included the following:

- More courteous dispatchers
- More drivers to handle the overbooking problem
- On time vehicles
- Better coordination with medical visits on the return trip

Mobility and Future Improvements

Residents in Benicia responded that they had the most difficulty finding transportation to health care over all other trip types (followed by trips to social visits, food shopping, the senior center, and work).

With regard to desired future improvements, both survey respondents and those in the focus group strongly favored urgent same-day medical trips, followed by subsidized paratransit and taxi fares. Improved pedestrian crossings, implementation of a shopping shuttle, and improved intercity service were also high on the list of priorities. Some votes were also cast for more accessible taxis, and more education on how to use a bus and when to stop driving.

Dixon

As the northernmost community in Solano County, Dixon participants’ main preferences were improved access to medical services in Yolo County and providing paratransit service on Sundays.

Common Destinations

Figure 25 shows the common trip destinations for participants who live in Dixon.

Figure 25 Common Destinations, Dixon

Trip Destination			
Medical	Grocery	Other Shopping	Other Trips
Kaiser (Vacaville) Woodland (doctor's offices) Sutter Health (Davis) Sacramento (doctor's offices)	Safeway, Market	Vacaville Factory Stores, Vacaville Commons, Solano Mall	

Transit

Dixon residents expressed several issues with current public transit, including:

- Connections are too complicated or there are no connections for where they need to go (particularly Davis)
- Too far to walk to bus stops
- Bus stops need shelters and/or places to sit
- Need more frequent service (especially on Route #30)
- Need Sunday/Saturday service
- Bus doesn't run early enough in the morning

Paratransit

One of the most pronounced issues with paratransit was the inability to get across the county line to medical services in nearby Davis or Sacramento. Improvements desired on paratransit included:

- Service on Sundays (especially at church time, around 11 AM)
- Service across the Solano-Yolo County line to medical appointments in Davis
- Service for non-disabled riders to medical service (service open to general public or at least to seniors)

Future Improvements

Two future improvements shared the vote for highest priority among Dixon residents - urgent same-day medical trips and better inter-city service (inter-county service in Dixon's case). Other votes were for a shopping shuttle, improved pedestrian crossings, and better bus stop infrastructure.

Fairfield

Lack of Sunday service – both on transit and paratransit – appeared to be the biggest issue for constituents in Fairfield. Lack of familiarity with transportation options also appeared to be a problem in Fairfield - one focus group member mentioned the loss of the Amtrak stop in Suisun City, although it is still functioning. Many others were not using the paratransit system because they had not heard of it or did not know where or how to get information.

Common Destinations

Figure 26 shows the common destinations for outreach participants in Fairfield.

Figure 26 Common Destinations, Fairfield

Trip Destination			
Medical	Grocery	Other Shopping	Other Trips
Kaiser (Fairfield, Vallejo, Vacaville) Solano Sutter Health North Bay Medical Facility David Grant Hospital on Travis AFB 1860 Pennsylvania (doctor's offices)	Safeway, Albertson's, Raley's, Costco, Food Mart, Food 4 Less, Sam's Club	Solano Mall, Wal- Mart, K-Mart, Dollar Store, Big Lots	Church, Dining, Movies, Evening entertainment

Transit

Transit ridership among the focus group participants and survey respondents was limited – just over one-quarter of respondents rode the bus. Despite this, many suggestions were made for improvements to the service, the most important of which was addition of Sunday service. For survey respondents, getting service earlier and later on weekdays was most important. The full list of desired improvements on Fairfield Transit includes:

- Addition of Sunday service
- Direct service from Fairfield to Kaiser in Vacaville and Vallejo
- Better service (proximity of bus stop and improved frequency) to Social Security offices on Hillborn – more frequent service and stops closer to the office
- More benches and shelters at stops, cleaner stop areas
- Closer stops (too far to walk)
- Buses running earlier and later on weekdays
- More frequent service on weekdays
- Timed transfers or fewer connections between bus routes
- More education/information about making connections and transferring between routes

Paratransit

Problems on paratransit included the need to call so far in advance for rides; having difficulty getting reservations one day in advance; long travel times as vans pick up many passengers en route; and arriving very early for appointments. For those using the existing subsidized taxi program, problems included unhelpful and/or rude drivers, long waits for pickup, and long, circuitous routing to destinations. Desired improvements on paratransit service include:

- Clearer instructions and education on eligibility procedures, making reservations, and cost to use
- Smaller windows of time for pick-up and drop-off

- More availability of Veterans taxis
- Weekend/Sunday service

Some participants stated that they were very pleased with current service.

In the focus group, difficulty finding transportation from outside Fairfield to the senior center and limitations with the driver program (no grocery trips, eligibility restrictions) were also voiced as mobility problems.

Future Improvements

Of the list of future improvements given to residents, urgent same-day medical trips was the most popular choice for both survey and focus group respondents, followed closely by implementation of a shopping shuttle and safer pedestrian crossings.

Focus group respondents had several additional ideas for future improvements. These include:

- Set up a carpooling system for rides to church – either with people who already have transportation, or volunteers through the church.
- Include transit information as an insert with utility bills
- More outreach to children of aging parents
- More press releases/advertising of available transit services

Rio Vista

Although relatively isolated, Rio Vista has a fairly extensive door-to-door transit service providing connections to the rest of the county. This service seems very well used by seniors who live in the city itself. The large senior population living in the Trilogy housing complex, however, is far more dependant on cars for mobility, suggesting that the need for alterative transportation options may become a significant issue as residents age.

Common Destinations

Common destinations for Rio Vista residents are listed below in Figure 27. Rio Vista residents were more likely to travel to Lodi, Antioch, or Contra Costa County for medical and shopping destinations than other cities in Solano County.

Figure 27 Common Destinations, Rio Vista

Trip Destination			
Medical	Grocery	Other Shopping	Other Trips
Kaiser (Walnut Creek, Martinez, Stockton, Vallejo) Vacaville Medical Clinic North Bay Empire Street Delta Sutter (Antioch) VA Hospital (Martinez) Private MD (Lodi, Fairfield)	Lira's (Rio Vista) Safeway (Lodi) Raley's (Lodi, Fairfield) Oakley, Antioch) Vacaville Costco (Fairfield)	Solano Mall Wal-Mart (Lodi) Vacaville Outlets	Church, Mall (Sat/Sun), Music Circus (Sacramento), sports games (Sacramento, SF), Theaters, concerts, Delta Loop Restaurants, Movies (Fairfield, Antioch, Lodi)

Paratransit/Transit

Rio Vista seniors’ knowledge of Solano Paratransit appeared very limited, perhaps because Rio Vista Transit already serves their needs. For those who were familiar with the service or used it, the biggest issues were difficulty scheduling trips and cumbersome eligibility forms. In terms of general mobility, finding transportation to medical appointments and social visits were the most difficult.

Seniors highly valued the transit service available in Rio Vista. Nonetheless, participants voiced several problems with existing service, including:

- Not being picked up on time at a specific location and/or not going where they needed to go
- Buses don’t run late enough – service ends at 2 PM due to other driver commitments.
- Buses don’t run often enough on weekends – there is no Saturday or Sunday service.
- Making advanced reservations is complicated and not desirable. With scheduling so far in advance, it is difficult to remember pick-up, drop-off locations and times.
- Because there is reportedly no doctor in Rio Vista, transportation to medical appointments can be difficult.

Residents listed the following as improvements they would like to see on the transit service:

- Service on the weekends
- Service later in the afternoons on weekdays
- Changes in the schedule so that the bus goes to Fairfield on a day besides Friday – most services are available in Fairfield from Monday through Thursday.
- Bus service to BART in Pittsburg/Bay Point

Future Improvements

Of the list of possible improvements given by the consultant, the most popular choices were urgent same day medical trips, an (out-of-town) shopping shuttle, and improved inter-city service. Survey respondents also favored education on when to stop driving, as well as better education on how to use the bus.

Suisun City

Like residents in nearby Fairfield, lack of Sunday service and misconception about available transit services or service parameters were two of the biggest issues.

Common Destinations

Common destinations for residents in Suisun City that participated in outreach efforts are shown in Figure 28.

Figure 28 Common Destinations, Suisun City

Trip Destination			
Medical	Grocery	Other Shopping	Other Trips
Kaiser (Vallejo, Vacaville) North Bay Medical Facility David Grant Hospital on Travis AFB Pyre Street (doctor's offices)	Albertson's (Suisun and Fairfield), Raley's, Food Maxx, Travis AFB	Solano Mall, Travis AFB	Church, Plays, Theatre

Paratransit/Transit

For those who used paratransit service, the main problem was difficulty scheduling the trips one week ahead. Riders stated that they had been told by reservationists that reservations must be made one week ahead, despite ADA regulations and information in published material stating that riders can make reservations up to one day in advance. Whether riders are told this because of capacity problems or for other reasons is unclear. For transit riders, the most pressing issues were that transit doesn't run early or late enough in the day, and that there is not enough frequency on weekend service. For general mobility around the area, survey respondents reported the most difficulty finding transportation to senior centers and health care, followed by difficulty getting to social visits and food shopping.

The most important improvements for paratransit service were to add Sunday service to get to church and other activities, and to reduce the reservation period to one-day or same-day notice. Transit riders voiced similar desired improvements, including bus service later in the evenings, service on Sundays, and better bus stop infrastructure.

Future Improvements

Among both survey respondents and focus group participants, urgent same-day medical trips were the most popular future improvement, followed by shopping shuttle service in Suisun City. Other desired improvements included inter-city taxi service, information on how to use a bus, safer pedestrian crossings, and fare assistance.

Vacaville

Vacaville residents are in reasonably close proximity to needed services such as Kaiser and the factory outlet stores. However, poor transit connections (no stop at Kaiser) and lack of Sunday service were two of the main mobility barriers identified by Vacaville residents.

Common Destinations

Figure 29 shows the most common destinations for outreach respondents in Vacaville.

Figure 29 Common Destinations, Vacaville

Trip Destination			
Medical	Grocery	Other Shopping	Other Trips
Kaiser (Vallejo, Vacaville) Solano Medical Center (Mason) David Grant Hospital on Travis AFB	Trader Joe's (Fairfield), Nugget (Monte Vista), Costco, Sam's Club	Solano Mall, Wal-Mart	Church, Dining, Parks, Concerts

Paratransit/ Transit

Transit riders felt that the biggest issues with existing service were lack of frequency on weekdays and weekends. Inter-city service was also very important to residents – particularly Route 20 to Fairfield and Route 40 to Pleasant Hill BART. In terms of general mobility, residents in Vacaville responded that they had the greatest difficulty finding transportation options to health care and social visits.

Outreach participants voiced several desired improvements on both transit and paratransit. Improvements that were desired on paratransit service were focused on service quality improvements:

- Better on-time performance (reportedly buses don't always show up or they show up late)
- More helpful, courteous (some complained about drivers' attitudes and that drivers pull out before people are seated)
- Driver assistance on and off the bus
- Service hours later than 6 p.m.
- Sunday service and holiday service

For transit service, the most desired improvements were:

- Sunday and holiday service
- Free buses midday for seniors
- Bus stops closer to residences

Future improvements

Urgent same day medical trips, subsidized fares, and safer pedestrian crossings were the top choices among both focus group participants and survey respondents. Other voted included education about when to stop driving, better bus stop infrastructure, between inter-city transit and taxi service, and more accessible taxis.

Vallejo

The response rate was very high in Vallejo, with many residents providing useful information about issues with current transportation and desired improvements for the future. Like many of the other Solano cities, lack of Sunday service was a significant issue for residents, and many expressed the desire for more information about available services and how to use them.

Common Destinations

Common destinations for groceries and “other” trips tended to be located in and around Vallejo, where there are many different services available. Medical and non-food shopping destinations were more likely to be in other Solano cities (the Mall in Fairfield, private doctors), or outside the county in Napa or Contra Costa cities. Figure 30 below shows the full list of destinations for Vallejo seniors, as gathered in the focus groups.

Figure 30 Common Destinations, Vallejo

Trip Destination			
Medical	Grocery	Other Shopping	Other Trips
Kaiser (Vallejo) Glen Cove Family Doctor's Group (Napa) Benicia Family Medical Group St. Helena and Vallejo (doctor's offices)	Food 4 Less, Costco, Safeway, Raley's, Travis AFB, Wal-Mart, Outlet on Tuolumne	Solano Mall, Sun Valley Mall (Concord), Hilltop Mall (CC County), Wal-Mart, Crossroads Shopping Center	Senior Center, Church, Movies, dinner, Reno, bank, post office

Transit/Paratransit

Many of the outreach participants did not use paratransit service, partly due to a perception that paratransit is costly and inconvenient, that trips are prioritized by purpose, and that people can be denied trips. Several people were not familiar with paratransit service at all. Desired improvements included cheaper fares, reservations that could be

made less far in advance, and addition of Sunday service. Streamlining the service to make it more efficient was also mentioned.

The most pressing problem on transit was the lack of Sunday service. Desired improvements included more weekend service, closer bus stops, earlier service in the morning and evening weekday hours, less of a need for transfers, installing shelters, and more control over rowdy teenagers and overcrowding on buses.

For general mobility issues, Vallejo survey respondents reported the greatest difficulty finding transportation to social visits, followed by health care and food shopping.

Future Improvements

Participants were most interested in urgent same-day medical trips, a shopping shuttle, and fare assistance for paratransit or taxis. "Education on how to use a bus" did not score high in formal voting, but was recommended as a desired improvement during discussion following the focus group meeting.

Several participants had other ideas for improvements:

- Provide bus "tours" – education days about how to ride a bus, how to get on a bus, pay fare, etc. Bring a public transit or paratransit bus to senior centers or shopping areas, and have demonstrations, tours on the bus of different routes, classes, etc all day.
- Establish a class at a Senior Center about how to ride a bus, transportation options that are available
- Retrofit some of the local taxis and train the drivers.
- Pay for food deliveries
- Install a bench at Target center and on Santa Clara near City Hall (Route 4)
- Educate and train older drivers to use other modes

Marketing

Both survey respondents and focus group participants were asked to give feedback on the way they currently get information about transit. This information is useful when considering the best ways to market any future improvements or changes. ***When asked about their current or preferred source of transit information, the most common responses countywide were to speak with a live person on the telephone, or use bus schedules.*** There were several communities (Rio Vista, Vallejo) that utilized newspaper ads or stories, while a few individuals accessed the web. The communities where internet access appeared to be a viable option include Fairfield, Rio Vista (linking to the City website), and Vacaville. Figure 31 shows the methods of attaining transit information that were listed in the surveys and each of the focus group communities.

Figure 31 Source of Transit Information, by City

Method of getting public trans info							
Home Community	Schedules	Website	Telephone	Other ¹	Total	Sample Size	Focus Group
Benicia	33.3%	6.7%	40.0%	20.0%	100.0%	15	Telephone with live person Bus Schedules (around town)
Dixon	0.0%	0.0%	0.0%	100.0%	100.0%	1	Telephone with live person Bus Schedules (senior center)
Fairfield	30.8%	10.8%	36.9%	21.5%	100.0%	65	Telephone with live person Bus Schedules, Website
Other Solano County	33.3%	0.0%	33.3%	33.3%	100.0%	3	n/a
Rio Vista	25.0%	0.0%	25.0%	50.0%	100.0%	8	Telephone with live person Bus Schedules, Website, Newspaper Ads
Suisun City	36.4%	0.0%	27.3%	36.4%	100.0%	11	Bus Schedules
Vacaville	45.0%	15.0%	35.0%	5.0%	100.0%	20	Bus Schedules (senior center)
Vallejo	47.6%	1.6%	28.6%	22.2%	100.0%	63	Telephone with live person Bus Schedules, Newspaper Ads, Area on Aging number
Countywide Average	38.2%	6.5%	32.8%	22.6%	100.0%	186	Bus Schedules Telephone with live person

¹ Other methods included newspaper articles or ads or word of mouth

Recommended Strategies

In order to address the mobility gaps cited in the previous section, STA staff, SolanoLinks Transit Consortium, the STA Transit Subcommittee, Solano Paratransit Coordinating Council, along with the consultant team, developed a range of recommended service improvements that have been divided by mode. A final category of “Other Improvements” is also included below. The recommendations are distributed 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

It should be noted that the transportation strategies recommended in the following pages were presented to a variety of key stakeholders in the month of November 2003. As part of the outreach activities, the consulting team conducted Open Houses in Fairfield, Vallejo and Vacaville. In addition, STA staff conducted presentations in other cities in the County. The team also made presentations to the SolanoLinks Transit Consortium and to the STA Board Transit Sub-Committee. Comments and suggestions from those meetings have been integrated into these strategies and into the Action Plan at the end of this chapter.

Figure 32 provides a summary of the discussion that follows.

Figure 32 Recommended Strategies

Short-Term Strategies		
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		
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		
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.

Improvements for Short Term Implementation

Fixed-Route Improvements

Establish or expand driver sensitivity training and retraining.

Participants in the outreach process identified problems with drivers leaving a stop before their scheduled time or arriving very late at their scheduled stop. While the latter problem is often beyond the control of the individual driver, “running hot” (leaving the stop early) is more often within the driver’s control. Other complaints included leaving from the stop before a rider had the chance to sit down, or perceived rude responses from drivers when asked for assistance with mobility aids or lifts. Assuming that transportation agencies in Solano County regularly review drivers as well as existing service schedules to determine if there is potential for improvement in schedule adherence, this study can serve as another reminder of the impact of lack of adherence to schedules and mobility issues on the two target populations.

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

During the outreach process, many participants indicated that they did not use bus service or paratransit because they did not know that service was available or were not familiar with how to ride it and where to get information. STA currently distributes schedules at over 60 locations county-wide. Greater dissemination of literature, including service brochures and bus schedules, would improve the public’s awareness of alternative transportation options. Besides the current locations, display stands can be installed at stores, events, and medical offices. Senior centers can also be encouraged to allow older adults to access the web on the centers’ computers in order to review schedules.

Paratransit Improvements

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

While paratransit programs in the County are able to meet most trip requests, a small but increasing number of requests are denied. Paratransit capacity problems can be addressed either through an infusion of additional funding, or through a thorough review of existing practices and the adoption of one or more modifications. While a thorough review of these programs is beyond the scope of this study, some of the practices for review can be roughly categorized as follows:

Contracting Policies

- Benefits of contracting versus direct operation
- Division of responsibilities between contractor and agency

- Type of reimbursement (e.g. per trip versus per hour)
- Use of taxicabs for supplemental service

Efficient Scheduling and Dispatching:

- Use software features to make estimated travel times as accurate as possible
- Train schedulers how to choose among choices offered by the software based on productivity considerations
- Negotiate trip times to maximize productivity, while attempting to meet customers' needs
- Optimize daily schedules
- Plan for cancellations and no-shows when booking trips

Driver Scheduling, Supervision, and Dispatching

- Match driver shifts and vehicle blocks to demand patterns
- Assign breaks based on gaps in the schedule
- Reward productive drivers

Actions to increase passenger readiness for pick-ups

- Continuous education through multiple channels (riders' guides, agencies, messages while on-hold, what passengers hear from staff)
- Clarify and consistently apply passenger assistance policies
- Designated pick-up points

Reducing No-Shows

- Evaluate no-show suspension policy
- Door Hangers (to remind consumers of impact of no-shows)
- Charge riders for repeat no-shows
- Reduce advance reservation policy
- Trip confirmations

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.

One of the key service problems most frequently cited by paratransit users is having to wait for long periods for a ride following the end of a medical appointment. This is of particular concern for individuals who are feeling weak after dialysis or chemotherapy treatments. While some programs advise riders to book a one-way trip and call when they are ready for the return ride (known as a "will call"), others require riders to book a round

trip and build in sufficient “cushion” to ensure that they are ready when the vehicle arrives. Under both scenarios, riders may easily wait 45 minutes or longer. While there is no easy solution to this problem, a couple of strategies can help to mitigate its effects.

County providers as a group should meet with the main operators of dialysis clinics and representatives of medical centers in the County to explain the impacts of late appointments on other riders. The goal of such a meeting would be to raise awareness of these impacts to the point where the medical staff will try and schedule paratransit users at times that are less likely to result in tardy appointments. In addition, they may be more willing to provide realistic appointment completion times if they understand the impacts on the public. Paratransit providers may also be able to secure some cost sharing with the dialysis clinics for a portion of these trips, particularly if the individual is not ADA-eligible, or is only eligible for the return trip. The fact that the clinics rely on punctual arrivals for appointments (rather than the ADA-allowed window) creates an opportunity for paratransit operators to negotiate partial reimbursement for the actual costs of these trips. Providers may also wish to consider using taxi companies to serve return trips, as they may be able to respond more quickly and riders are more likely to have solo rides at a time when they most need them. These advantages will need to be evaluated in the context of per trip costs to the provider.

On the customer side, while most do understand the impacts of their lateness on other riders, providers should periodically remind them, either through messages on the phone hold function, or in the orientation material. This also relates to the previously mentioned section on reducing no-shows.

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

Social Service agency staff can play a key role in ensuring the proper use of paratransit service, as they are often the most accessible resources for most riders. Paratransit providers may wish to conduct periodic meetings with agency staff to explain the scope of their services, in addition to providing guidance on filling out the application forms in a way that will provide the most relevant information to the eligibility analyst. This may also help ensure that only those individuals who really need the service will apply.

Other Improvements

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

Many critical destinations for seniors and persons with disabilities (such as health care and social service agencies) are located in areas that are difficult to get to without a car. Examples include the Fairfield Mental Health and Family Services building and the Vacaville Kaiser Permanente Hospital, neither of which have transit stops. A positive example, on the other hand, is the Skills Center in Vallejo that changed its location decision to be in an area served by transit after consulting with the transit agency.

To encourage this kind of development in the future, Solano County should consider establishing development guidelines for housing, social service, and medical buildings, requiring that all new development be located along transit lines, near retail or other services, and along safe, walkable streets. Ensuring that housing developments are located close to “downtowns” or within proximity to services makes it easier for residents to walk from home to fulfill basic needs (groceries, shops, cafes) or nearby transit stops, alleviating many of the mobility problems associated with more isolated housing developments. New senior housing developments should also be required to provide transportation options if they are not located in a transit corridor. Locating medical facilities along existing transit routes and walkable streets will contribute significantly to ensuring adequate access by all to medical facilities – particularly seniors and low-income populations. Besides the guidelines, facilities should also be encouraged to routinely consider transit issues in their location decisions.

Promote deliveries from supermarkets and pharmacies.

For seniors and those with limited mobility, getting access to basic needs such as groceries and medicine can be a burdensome task. It is not only difficult to carry groceries on transit, but many markets and pharmacies are not accessible via transit, or require shopping or waiting times that make for long trips and long waits. Some supermarkets and medical facilities in the County offer home grocery delivery or mailed prescriptions. For those that already offer the service, promoting this option through senior centers, libraries, mail-outs or through staff at supermarkets and pharmacies can help the target population become aware of this option. Solano County stores and pharmacies that do not currently offer home deliveries could be encouraged to begin a program to assist seniors, persons with disabilities, and others with mobility restrictions in meeting their basic needs.

Coordinate local transit services to allow riders to use government services during regular business hours.

For many seniors and people with disabilities, being able to use transit to access government offices during their business hours is a critical need. For example, Rio Vista Transit’s current service operates to different cities in Solano and neighboring Counties on different days of the week, making the trip to Fairfield on Fridays. Many Rio Vista Transit riders depend on this service to carry out errands, receive medical care, and attend other appointments. However, at the time of the public outreach, the Social Security office in Fairfield was closed on Fridays, making it impossible for transit-dependent Rio Vista residents to get their business done without finding another option. By switching service to Fairfield to another day, Rio Vista Transit could provide significant mobility improvements for residents with little to negligible cost. This recommendation has been integrated into a parallel study currently underway in Rio Vista.

Establish casual carpool programs at senior centers and housing facilities.

Designated casual carpool areas provide a valuable means of transporting people who do not wish to, are unable, or cannot afford to drive themselves. Formalized carpooling could provide transportation options that do not rely on public subsidies. In large housing facilities that primarily serve seniors, there are usually some seniors who drive, and others who rely on them for rides. Observers at other senior sites have noticed that some people wait at particular locations in the hope that a resident will drive past and pick them up. There may be some value in formalizing this “hitch-hiking” activity into a “Casual Carpool” program.

If the facility staff could establish a specific location where both driver and prospective rider could wait, possibly erect a sign and publicize the location, this may be an effective way to match people in need of a ride with those who are driving. In order to minimize the time that seniors would have to wait for a ride, it would be advisable to establish a “Ride Board” where housing residents could put up notices of rides needed and potential rides available. Incentives for drivers could be considered in the evaluation of this alternative.

Improvements for Medium Term Implementation

Fixed-Route Improvements

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

Low floor buses are becoming increasingly becoming standardized in urban areas. They cost slightly more than a conventional bus, but also provide more accessible service due to their low boarding barriers. For all passengers, the act of boarding is much easier, requiring only a short step from the curb. For wheelchair users, accessing the bus no longer requires a mechanical wheelchair ramp, which can take several minutes to operate and adds delays to everyone’s trip. With low floor buses, the driver can normally pull right up to the boarding platform or use a retractable ramp to provide roll-on, roll-off service.

The only downside to low floor buses is that due to their low profile they cannot operate on streets with significant grade changes because they can bottom out. It is therefore important to review the topography of major bus routes and adjust the bus fleet accordingly. Any routes traveling along the freeway are reasonable candidates for low-floor routes, as are north/south routes in Vallejo, for example, which tend to travel along less hilly terrain.

This is a medium-term improvement because it will likely only occur as old buses are retired and new buses are acquired to take their place.

Improve timed transfers between regional and local services, e.g., Route 20 and local Vacaville buses

A low cost approach to improving transit service is to increase the availability of timed transfers between bus routes, whether local or regional. Wait time for buses will be reduced for passengers, resulting in an overall quicker and more attractive trip.

Due to traffic conditions (especially along the congested I-80 corridor) and other circumstances, it is often difficult to keep intercity bus service operating on a precise schedule. Lack of schedule adherence presents challenges to achieving consistent timed transfers. Nonetheless, this strategy is important to pursue for eventual implementation because of the benefits that can accrue at little or no increase in operating cost.

Intercity routes, such as Vallejo Transit Route 85 between Vallejo and Fairfield, and Route 20, operated by Fairfield-Suisun Transit between Fairfield and Vacaville, generally operate on 60 minute headways with a few more frequent runs (service every 30 minutes) on Route 85 during peak periods. Local community-based services are usually operating at 30 or 60 minute headways throughout the day; missing a connection could therefore lead to wait times of up to an hour. In some instances, drivers from the local and regional routes talk to each other (through a dispatcher) advising each other that a passenger(s) want to transfer. The issue then becomes one of how long does a bus “hold” for the transfer without disrupting its own schedule and those of other routes in the system.

With improvements eventually planned for the I-80 corridor, including high occupancy vehicle lanes that buses will use, traffic flow should improve resulting in more reliable bus running times, and consequently improvements in timed transfers. In the interim, it will be important to identify those bus runs (by time of day) that would be expected to generate the greatest level of passenger transfers between the regional and local routes. In those instances, greater efforts could be made to coordinate passenger transfers through small increases in the amount of “hold” time a driver will wait. The impact of this strategy on other system routes would have to be evaluated.

Expand local service to connect Dixon and Vacaville

Route 30, currently operated by Fairfield/Suisun Transit, provides the only transit connection between the two growing communities of Dixon and Vacaville. The route operates Monday through Friday on a limited schedule, stopping at only one location in each community. Passengers are required to transfer to the local system to continue their trip.

Route 30 buses leave Vacaville at approximately 7:00 AM, Noon, and 4:20 PM, arriving in Dixon about 15 minutes later. The bus then continues on to serve UC Davis and destinations in Sacramento. In the reverse direction, Route 30 buses leave Dixon at about 9:40 AM, 2:30 PM, and about 5:30 PM for the 15 minute trip to Vacaville and points further south along the I-80 corridor. Obviously, with this limited schedule, Route 30 cannot meet the needs of many residents of either community, particularly those of Dixon,

who would want to access the greater number of medical facilities and retail opportunities in the much larger city of Vacaville.

In this strategy, the two communities would jointly develop a bus route that could operate regularly scheduled daily service (up to 6 days a week) between several key destinations in each community. With the relatively short travel time between the cities, one smaller bus, or even a large van, could likely provide service every 60 minutes. Initially, the service could operate on a more limited schedule, (e.g., three days a week) and only for a limited period of the day (e.g., between 10:00 AM and 4:00 PM) to test the demand for such a service.

Medium Term – Paratransit Improvements

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

As the numbers of seniors and people with disabilities grows exponentially in Solano County, the level of paratransit service availability will need to expand. Due to the high cost per rider of these services, a number of the other recommendations included in this report are intended to contain the growth in the need for paratransit. However, even with successful implementation of these other measures, significant expansion of paratransit services will be required.

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

Solano County already has sub-area paratransit services through Solano Paratransit, but other cities (Benicia and Vallejo) offer their own local and sub-regional paratransit services that often travel beyond their city boundaries in order to complete an ADA trip request.

This strategy focuses on combining the different paratransit programs now operating in the county into one centralized program for dispatching and trip coordination. It may be beneficial to maintain sub-area storage and maintenance facilities in one or more locations, separate from the central office, to reduce deadhead and non-productive mileage. Economies of scale savings and easier user access should result from a consolidation of the current scattered programs. It should be noted that Solano County operators have made successful efforts in improving coordination between present paratransit services, but attempts to fully consolidate the various programs have not been as fruitful. Planning efforts should continue to work towards full consolidation and develop a single countywide paratransit program.

Provide feeder services from paratransit to core fixed-routes

ADA eligible individuals may sometimes be able to ride a regular coach operating in a fixed-route mode, but have physical problems accessing the bus stop and/or waiting for the bus. Typically, paratransit services take these individuals directly to their final destination.

If paratransit programs provide regular feeder access to trunk line routes, particularly intercity services over longer distances, many of the eligible passengers may be able to use the fixed-route service for at least a portion of their trip. Rather than requiring passengers to transfer to another paratransit vehicle on the destination end of the trip, feeder service should initially be limited to two-legged trips. By reducing the use of the paratransit vehicle to only a portion of the total trip length, some efficiency in the overall trip costs could be realized.

The development patterns of Solano County create a significant opportunity to provide feeder service, particularly to provide long trips along Highway 80. Further evaluation of existing ADA trip data will likely be needed prior to implementation of this strategy to ensure that the most promising segment of trips is considered for possible use of this approach.

Evaluate intercounty paratransit service (particularly between Dixon and Davis)

The need for a fixed-route and/or paratransit service between these two communities has been evident for many years, and documented in previous studies. This need for out of county service (Davis is in Yolo County) for medical trips was also noted by attendees at the recent workshop held as part of this study effort.

While the existing fixed-route intercity/intercounty service (Route 30, operating between Fairfield and Sacramento), offers a public transit connection, it is very limited in its operation. Runs are scheduled to leave Dixon at about 7:20 AM, 12:30 PM, and 4:35 PM, and travel to Davis, but with stops only on UC Davis campus. Passengers to other destinations in Davis would then need to transfer to a local fixed-route or paratransit vehicle to complete their trip. In the reverse direction, Route 30 buses leave the UC Davis campus at about 9:30 AM, 2:00 PM, and 5:00 PM, arriving in Dixon about 20 minutes later.

An evaluation should be undertaken of a more frequent and consistent service between the two communities. Other origin-destination pairs in the County should also be evaluated as likely candidates for such a service. By operating the service in a paratransit or flex-route mode, where the vehicle would pick up and drop off passengers at several locations in each city, the program would be able to better meet the residents' requests for this form of service as expressed in past community input sessions.

In addition to the Dixon-Davis connection, there are a number of other out of county destinations that should be considered in this strategy.

Evaluate the partial subsidy of paratransit fares for low-income users.

The high fares on some of the County's paratransit programs effectively serve as a barrier to low-income seniors with disabilities. One means of addressing this concern would be to consider approaches used at other transit agencies: the low-income fare assistance

program at SamTrans (San Mateo County) and the Helping Wheels Fund at Muni. In San Mateo County, registrants who can prove through a simple administrative procedure that they are low-income pay a lower fare than other riders. The District has absorbed the difference in fares. Given the budget situation at local paratransit agencies, this is unlikely to occur in the short-term, but should be explored if additional funding is identified.

The Muni Helping Wheels Fund combined initial fund raising that occurred a few years ago, through a one-time solicitation in San Francisco residents' utility bills, and planned giving. Until recently, very few riders have availed themselves of this funding source, probably due to the relatively low Muni paratransit fares, which generally ranged from \$0.40 to \$1 per trip. However, since the increase in fares this past September, greater use of the fund is expected.

Two of the approaches towards planned giving that have been used in San Francisco to generate funds for the Helping Wheels Fund have been through a gift in the donor's will or a gift of life insurance, in which the fund is named as a beneficiary.

It would not require a significant infusion of cash for the Paratransit Fare Assistance Fund to make a substantial difference in individuals' mobility, particularly if the assistance was geared towards specific/urgent trips rather than routine service. For example, fare assistance could be available to all low-income individuals riding ADA paratransit, but targeted for urgent or immediate needs situations, such as when an applicant cannot wait the 21 days legally allowed for the application to be processed and needs to travel by taxi, or for cancer treatment or dialysis trips. Given the limitations on staff members' time, providers may want to approach a local civic organization to take this project on as a charitable activity.

Other Improvements

Create Shopper Shuttle – either privately or publicly operated

The concept of a transit service specifically focused on taking passengers to and from major shopping destinations, or even to local food market locations, is one that was noted as a desired improvement by several individuals participating in workshops. The benefits of such a service include a direct and therefore faster trip between store and home and space on the bus or van to store purchases for all the passengers.

Shopper shuttle programs are often provided to frail individuals who would otherwise have a difficult time navigating a regular fixed-route service that is crowded or could involve multiple transfers. In addition, former paratransit riders may also be able to use the less expensive Shopper Shuttle option. Service could be provided on a daily basis, or only on certain days of the week (some merchants offer day-specific discounts to seniors).

Private sector support may be available to fund this strategy, either for all or part of the annual operating cost. Typically, however, support from private companies comes in the form of a one time capital contribution, e.g., for purchase of a van.

Establish new volunteer driver programs in areas that do not currently have them.

While many seniors have access to friends, relatives and neighbors who can provide them with rides, for a variety of reasons they do not always use this resource: not wanting to feel obligated or to impose; drivers may not have the time available; other commitments of the drivers may take priority in the last minute; or concern about the driving skills of the drivers.

The Transportation Reimbursement and Information Program, or “TRIP”, in Riverside County is a model that has successfully addressed some of the concerns regarding the use of volunteer drivers. In the program, seniors recruit their own ride-givers, and then are reimbursed for fuel (which they pass on to the driver). Through the use of a case management approach and strict eligibility screening, the program has been able to address concerns about individuals using the program as a way of getting rides that would have been provided anyway – riders are generally individuals who are referred by social workers at agencies serving seniors.

Provide free fixed-route fares on local service for older adults and people with disabilities in order to encourage a shift from paratransit services.

Given the significantly higher costs of providing paratransit service compared to fixed-route service, and the fact that some paratransit riders are able to sometimes use fixed-route, it is usually within a transit agency’s economic interest to divert paratransit trips to fixed-route as much as possible. Many transit agencies nation-wide provide free or significantly reduced fixed-route fares (below the half-fare required under federal law) to people with disabilities, in recognition of the income barriers faced by this population. These free fares are sometimes restricted to those who are ADA-eligible, or restricted by time of day. The bottom line is that any of these trips that would otherwise have been provided on paratransit represent a significant savings.

The team recommends that the free fare be available to all those who are over 65 and have some certification of disability, rather than restricting this policy to those who are ADA-eligible. This approach is consistent with MTC’s lifeline policies that attempt to remove the barriers faced by those seniors and people with disabilities who are on fixed-income. However, if agencies choose the narrower ADA-limited approach, one of the important procedural issues that must be in place before such a policy is implemented is the existence of a highly accurate ADA-eligibility screening process. Absent this, transit agencies could face a situation in which current fixed-route riders view this program as an opportunity to get free service rather than paying for it, and will apply for ADA-eligibility. Worse yet, in economic terms, some of these fixed-route riders may start using paratransit because of the added convenience.

Serve evening and weekend transportation needs through a subsidized taxi service or by converting existing fixed route service to flex route.

Demand for transportation services in the evenings and on Sundays is usually limited, but was mentioned frequently by workshop participants throughout the County. Most of the existing fixed-route programs operating in Solano County do not operate late in the evening or on Sundays. This is usually because of limited funding availability or inadequate demand for this service.

Subsidized taxi service could be an effective means of addressing this service gap. This service already exists in most of the County's larger communities, including Fairfield, Suisun, Vallejo, and Vacaville, although eligibility to use the services differ among cities (e.g., age is 65 in Vallejo, 60 in the other cities).

Benicia, Rio Vista and Dixon do not sponsor a taxi subsidy program. There are taxi operators in the Benicia/Vallejo area and in Rio Vista that residents in those areas, but no local operator exists in Dixon. Two potential downsides of using taxis are service quality issues and the lack of accessible vehicles.

Provide travel training for older adults interested in using fixed-route buses

Often the greatest barrier for seniors, particularly for those speaking languages other than English, is uncertainty about how to use the bus system. Several transit districts now offer free travel training programs for seniors, people with disabilities, and for non-English speakers who feel unsure about riding the bus. The training can be customized to meet each person's needs, whether the person desires general bus riding orientation or in-depth, one-on-one training. Group presentations at senior centers or other venues can also be made available to efficiently train larger numbers of potential riders.

This strategy may be organized by a government agency, but partly staffed with volunteers and peers of target populations.

Travel information number with information and referral assistance on all transportation options.

Many stakeholders expressed the need for a one-stop shop phone number that could direct seniors and people with disabilities to the appropriate transportation resource. There are currently comparable type services in the county for other resources that could be expanded to serve the mobility needs of this population.

Long Term – Fixed-Route Improvements

Improve headways on Route 30

There are limited runs currently available on Route 30, which provides Monday through Friday service between Fairfield and Sacramento, with stops in Vacaville, Dixon, and Davis (only on the UC campus). Service is available throughout the day, but the wait time

between bus runs can be as much as 4 hours, making it unattractive for most non-work related trips. There is no service after 5:30 PM.

Limited funding restricts the ability of the jointly funded bus route to be expanded in the near term. Demand would also have to increase substantially to justify service levels that would be attractive as well as helpful to many of the study workshop participants. Plans should also consider longer term, Saturday service (and possibly Sunday), since intercity transit connections provide a critical link to all residents in Solano County. Because there is no Sunday transit service in Solano County, other than the Vallejo Ferry, this strategy of increasing service frequency on Route 30 is noted as long term. However, incremental improvements to service frequency, (e.g., to consistent two hour headways all day), should be considered as a short-term strategy.

Establish Sunday service in and between major cities, including to the Vallejo ferry to allow for service to San Francisco.

Lack of Sunday service is one of the biggest barriers to mobility for seniors in Solano County, and one of the most frequently mentioned issues in focus groups and surveys. Sunday service would allow senior and disabled Solano County residents many more options to visit family and friends, attend religious services, and patronize cultural institutions and events.

The addition of Sunday service will 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.

Paratransit Improvements

As paratransit demand increases, explore possibilities of converting service to flex-routes.

Currently paratransit services in Solano County operate on a dial-a-ride service model. As the paratransit-eligible population increases, it will eventually become more cost effective in higher density areas to augment this “taxi” model with flex-route shuttle service. Flex-routes generally incorporate some degree of demand-responsive operation, allowing buses to deviate from a basic route to pick-up or drop-off a passenger at, or closer to, their door, as long as it is within a designated service area. The shuttle route would serve major paratransit destinations such as medical complexes, grocery stores and shopping malls.

Because a flex route program generally incorporates some degree of demand-responsive operation, it typically carries fewer passengers per hour than conventional service, but is more productive than paratransit. A shift to a flex-route may reduce vehicle fleet requirements and operating costs compared to providing the same level of service with conventional Dial-a-Ride. However, the change over to flex route service would require careful operations planning on a route-by-route basis. In particular, determining the

amount of “slack time” required in the schedule to allow for deviations will require careful analysis.

In addition to providing flex service as an alternative to paratransit in higher density areas, this model should also be considered in lower density areas where potential demand does not justify fixed-route service. Two candidate areas for flex service based on the earlier demographic analysis are those on the edge of several cities, such as the Green Valley community and south-western Fairfield.

In Green Valley, a check-point deviation approach might be most appropriate (also known as “point deviation”). According to this model, the bus “checks into” several key posted stops along a set route, usually at important destinations. However, between these stops, the bus can deviate off the route some distance to pick up or drop off a passenger. Typically, priority for off-route service is given to senior and disabled individuals, although policies would dictate whether all passengers have route deviation service available to them.

This strategy is seen as a longer term approach because of the planning lead time and capital costs that would be associated with setting up such a program. It may be appropriate to establish a pilot program in the medium term to evaluate how well the flex route program is working, including acceptance of the program by the residents in the areas being served.

Other Improvements

Establish service from Rio Vista to Pittsburg BART to allow easier access to the Bay Area.

As Rio Vista grows, its transit links to the rest of the Bay Area need to develop. In its isolated location at the eastern edge of Solano County, the most significant destinations for Rio Vista residents are as likely to be in Contra Costa and San Joaquin Counties as they are in Solano County.

The closest access point to the inner Bay Area is the Pittsburg/Bay Point BART station, which is the terminus of the Concord line running through Contra Costa County to Oakland and San Francisco. The distance between downtown Rio Vista and Pittsburg/Bayfair BART station is 21 miles, and is actually closer to Rio Vista than downtown Fairfield. A single bus could operate on slightly more than hour-long headways on a loop between Rio Vista and BART, and two buses could provide better than hourly service, including several stops within Rio Vista

Providing service to BART, whether via fixed-route service, flex service or paratransit will be a major capital and operating cost and is therefore designated as a long-term improvement.

Establish or expand Older Driver Wellness Programs as a means of managing future demand for paratransit service.

Ensuring that older adults are able to continue driving safely for an extended period has many benefits, including a reduction in the number of individuals who will apply for costly paratransit service. There are several classes given in Solano County that currently provide “refresher” courses educating older drivers on how to continue driving safely. In addition to these existing classes, the American Society on Aging (ASA) is currently developing a toolkit for professionals working with older drivers that is geared not only towards driving safely, but also on making an informed decision about when it’s time to give up the keys. The ASA toolkit consists of two curricula. The first trains professionals on how to counsel older adults and their families on older driving; how to locate resources for older drivers; the myths about older drivers; the real issues affecting older driver safety and how these can be addressed to maximize independence for older adults. The second curriculum is used for holding classes or discussions with older drivers. These classes focus on increasing awareness of the effects of aging and health on driving abilities, self-assessment, and steps that can be taken to maximize driving abilities, such as strength training, medication assessments, and driver rehabilitation courses. Both curricula also provide guidance on how to develop transportation plans for the time when older adults are no longer able to drive, and how to discuss this issue with older adults.

As a county with a significant number of older drivers living in low-density residential areas that are underserved by public transportation, Solano County would be an excellent site for the implementation of these classes as a means of addressing the concerns of older drivers. Based on input at a Consortium meeting, this recommendation has been deferred to the category of long-term strategies because of other commitments faced by transit agencies.

Action Plan

A key suggestion that emerged from the outreach process is to develop an Action Plan that focuses on transportation strategies with a Thirty Year Cost Plan that could be included in a potential transportation sales tax measure or other new transit funding program. In addition, STA staff requested that the Action Plan included a range of strategies that could be implemented in the next five years. These would be based on low, medium, and high cost measures. Tables for all four of these (including the 30 Year Plan) are presented in the following pages.

The Five Year Implementation Plans have been packaged in such a way as to allow policy decision-makers to select the most effective strategy, based on cost, organizational concerns, number of people served, funding potential, whether it meets a need identified in the outreach process. The costs included in these tables 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. However, they should provide voters with a sense of what can be accomplished to address the needs of seniors and people with disabilities if the sales tax measure should pass. Failing passage of the measure, other funding sources could be used to address the low-cost measures included in the plans.

In the next five years, the operating cost of implementation of transportation strategies could **range from a low of \$1.3 million (limited to short-term strategies, but including paratransit expansion) to a high of \$11.5 million**, in addition to a high of \$4.7 million in capital costs. The plans also include recommendations for a number of potential cost-saving measures, such as the implementation of feeder service to fixed-route and restructuring and consolidating paratransit services.

The Final Report in this study will incorporate the comments received at the STA Board meeting, in addition to a section on potential funding sources.

Figure 33 Estimated 30-Year Costs of Recommended Transportation Strategies

Strategy	Cost Range	Estimated 30-Year Cost	Assumptions	Lead Responsibility
Short-Term Strategies (up to 3 year implementation period)				
Fixed-Route				
Enhance driver sensitivity training and retraining.	Low	\$40,000 to \$60,000	Sensitivity training already occurs in most if not all programs - added costs to enhance existing programs. Assumes \$5,000 initial cost to enhance program, plus 4-6 additional revisions or assessments in next 30 years, but does not include driver time for extended sessions.	Transit Agencies
Improve dissemination of bus schedules.	Low	\$20,000 to \$150,000	Assumptions include labor (staff or temp time) to solicit and set up schedule dissemination in additional locations. Could include DPW costs (labor, staff, materials, installation) if schedules are installed at bus stops. Assumes that once schedules are disseminated, maintenance costs are negligible. Cost increases due to expansion of program, increased dissemination in cities, additional locations, stops.	STA, County Planning Staff, or County Department of Public Works
Paratransit				
Identify opportunities for freeing up capacity.	Cost Savings	TBD*	Addresses paratransit capacity problems by reviewing/making modifications to contracting, scheduling and dispatch, driver supervision/scheduling, improving passenger readiness, and reducing no-shows.	STA or Paratransit Operators
Procedures for same day medical return trips.	Medium	\$750,000	Actual costs would depend on the type of cost-sharing arrangements between providers/ possibly taxi companies. Assumes 5,000 annual medical return trips, with additional \$5 cost per trip for go-backs and added centralized dispatching function. With improved trip assignment, supplemental taxi costs could be reduced by same day assignment on regular paratransit (checking cancellations before assigning to taxi).	Paratransit Operators
Train social service agency staff on paratransit limits and filling out applications	Low	\$75,000 to \$150,000	Costs would fluctuate depending on # staff, turnover, etc, but estimate assumes 3 year turnover	STA

* Throughout this table, it should be noted that where strategies represent a cost savings, the actual amount of the savings has not been calculated, partly because the actual savings would depend significantly on the scope of implementation of the strategy, but also because the table is intended to determine potential costs that may be funded through the sales tax measure. For this reason, cost savings are designated as "To Be Determined" (TBD)

Strategy	Cost Range	Estimated 30-Year Cost	Assumptions	Lead Responsibility
Other Improvements				
Establish development guidelines to ensure transit-oriented development.	Low	Profit-generating to \$150,000	Assumes hiring a consultant (\$50,000) initially to create a comprehensive plan, plus modifications to the plan and monitoring of adherence. County could also generate revenue through Developer Impact Fees. If policies mandated Transportation Impact Fees, in addition to smart siting and TDM plans, the cities or County could generate revenue to be used for alternative transportation programs e.g. shuttles, subsidies, added transit, etc.	Solano County Planning Department or Regional Government
Promote deliveries from supermarkets and pharmacies.	Low	\$40,000 to \$150,000 for marketing, outreach	Cost for annual staff time, 50-100 hours. Would include promotion through senior centers, libraries, mail-outs or through staff at supermarkets and pharmacies; encourage Solano County stores and pharmacies that do not currently offer home deliveries to begin a program. Most of cost would be through initial implementation of program, with some costs for maintenance, new marketing and/or new products and services over a 30-year time frame.	STA, Solano County
Coordinate local transit services to allow riders to use government services during regular business hours.	Low	\$5,000 to \$10,000	Assumes staff time, marketing, change in schedule brochures, website, advertising. No significant additional costs after initial implementation	Rio Vista Transit
Casual carpool programs.	Low	\$100,000 to \$250,000	5% full-time-equivalent staff time for coordination and outreach at senior complexes	STA, Senior Housing Developments

Strategy	Cost Range	Estimated 30-Year Cost	Assumptions	Lead Responsibility
Medium-Term Strategies (3 - 6 year implementation period)				
Fixed-Route				
More low floor buses in future fixed-route fleet purchases	High	\$5.4m - \$9m	Assumes low-floor enhancements on all new buses. Range is for 2 to 3 replacement cycles. Assumes high floor 40' buses average \$280,000, while low-floor are around \$300,000 per bus, for a \$20,000 (or 7%) difference	Transit Agencies
Improve timed transfers between regional and local services	Low to Medium	\$100,000 to \$1.4m	Depends on whether adjustments can be made within existing run times. If not, may require additional revenue hours or driver hours. Assumes administrative costs, such as staff time, marketing, and updating schedules.	STA, Transit Agencies
Expand local service to connect Dixon and Vacaville	Medium	\$1.6m operating, \$600,000 capital	\$60 per hour operating cost, capital cost \$100,000 per vehicle, 2 vehicles, 2 replacement cycles	City of Dixon, City of Vacaville, Fairfield-Suisun Transit (optional)
Paratransit				
Expand paratransit services through Vallejo Runabout and Solano Paratransit and intercity and local paratransit services.	Very High	\$32m to \$50m expanded operating costs, additional capital costs \$4.8m	Assumes current combined subsidy for two programs of \$1.27m. Expansion in medium to long-term. 20% to 50% expansion of service hours over 28 years, to include Sunday service and longer weekday hours. Also assumes 50% increase in service costs per hour. Capital costs assume 5 year life cycle, 6 additional vehicles in first expansion cycle, additional 21 vehicles in Year 24 expansion cycle, average \$80K per vehicle.	Vallejo Runabout, Solano Paratransit
Feeder services from paratransit to core fixed-routes	Cost Savings	Savings of \$4.2m to \$5.6m	Assumes 40 daily one-way intercity trips on Solano Paratransit, 20 - 30% of riders could use fixed-route for some of their trips if they could be transported to bus stop, average trip length 30 - 45 minutes plus proportion of deadheading on long trips, \$50 - \$60 per hour paratransit operating costs	Solano Paratransit, Transit Agencies

Strategy	Cost Range	Estimated 30-Year Cost	Assumptions	Lead Responsibility
Evaluate intercounty paratransit service(with deviation on each end of the route).	High	\$2.8m operating, capital \$900,000	Eight hour day, Mon. - Fri., 60 - 120 minute headways, 20% fare recovery ratio. Depends heavily on amount of deviation allowed. 4 vehicles at \$75,000 each	STA
Consolidate paratransit services county-wide or in major sub-areas	Cost Savings	TBD	Would combine dispatching and trip coordination from different paratransit programs into one centralized program, maintaining sub-area storage and maintenance facilities in one location, to reduce deadhead and non-productive mileage, achieve economies of scale savings and easier user access.	STA
Partial subsidy of paratransit fares for low-income seniors and ADA-eligible users.	Medium	\$1.7m to \$4.2m	Average of \$2 fares are subsidized 33%; 20% of the 7,000 ADA eligible passengers in Solano County qualify as low-income; average of 3 rides per month. Number of eligible passengers doubles, fare increases but subsidy proportion can decrease simultaneously. Additional low-income seniors who are not ADA-eligible assumes 2% are eligible for low-income fare and ride three times per month.	Solano Paratransit, STA
Other Improvements				
Shopping Shuttle	Medium - High	\$1.8m - \$3m operating, \$300,000 - \$375,000 capital	Three days/week, 10AM - 4PM, expanding to three different cities. 2 to 3 vehicles.	Senior Centers, with partnership from retailers or social agencies
New volunteer driver programs (with trip reimbursement)	High	\$2.2m - \$5.2m	Assumes 1% of the 40,000 residents over 65 use the program for a maximum of 15 miles a month, reimbursement to volunteers of \$0.37 per mile. \$50,000 annually is budgeted for administration, marketing, supplies, and other incidentals. Increases with inflation and expansion of older population.	STA
Free fixed-route fares on local service for older adults and people with disabilities.	High	\$2m - \$6m	Assumes that 15% of daily passengers are senior/disabled (based on Vacaville numbers), and that 40% of senior/disabled passengers ride between the hours of 10 AM and 2 PM, and 250 weekdays per year, doubling of usage as older population expands (less than actual population increase as older adults drive longer). Assumes \$2m - \$3m savings resulting from shifting of paratransit rides onto fixed-route.	STA, Transit Agencies

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Strategy	Cost Range	Estimated 30-Year Cost	Assumptions	Lead Responsibility
Evening and weekend subsidized taxi service.	High	\$3m - \$5m	Initially assumes 8,000 annual trips, 80% subsidy of \$10 fare. Administration costs of \$20,000. Doubles over 28 years.	STA
Travel training for older adults.	Cost Savings	TBD	Estimates for Sacramento travel training program cost savings are: approx. \$275K to train over 500 individuals, who would have taken \$1.3m worth of paratransit trips.	STA
Travel information number with info and reservation assistance on all transportation options	Medium - High	\$2m - \$2.5m	Full-time staff person (at \$60K including benefits), maintaining the telephone transportation directory.	STA, possible help from MTC
Long-Term Strategies (more than 6 year implementation period)				
Fixed-Route				
Improve headways on Route 30	High	\$6m - \$10m, plus \$2.5m for Saturdays - operating, \$1m - \$1.3m capital	Between two and one hour headways, Monday to Friday, two to three vehicles plus spare, \$60/hour	Fairfield/Suisun Transit, STA
Sunday service	High	\$3m - \$10m operating	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. Range due to increase in number of routes to twelve Sunday routes.	Fairfield/Suisun Transit, Other Transit Agencies, STA
Paratransit				
Convert some paratransit to Flex-route service.	Potential Cost Savings per Rider	TBD	Existing paratransit service hours would be converted to flex-route. Some initial planning costs.	STA, Paratransit and Transit Providers
Other Improvements				
Service from Rio Vista to Pittsburg BART.	High	\$4.5m - \$6m operating, plus \$200,000 capital	4 times per day (2x during AM and PM peak), five days per week, 120 minute round trip runs, \$60/hour. Plus \$20,000 annual admin. Costs. Expands to 6 times daily, 6 days per week.	City of Rio Vista, Rio Vista Transit, STA
Older Driver Wellness Programs.	Low	\$200,000	\$1,000 per workshop for instructor/outreach. Six workshops per year could reach 150 to 300 older drivers, through the American Society on Aging.	STA, Senior Centers
TOTAL COST of All Projects, Short-, Medium-, and Long-Term		\$64m to \$112m operating, \$13.2m to \$17.2m capital		

Figure 34 Estimated Costs of Low-Cost Strategies for Implementation Within 5 Years

Strategy	Cost Range	Estimated 5-Year Cost	Assumptions	Lead Responsibility
Low-Cost Strategies (up to 5 year implementation period)				
Fixed-Route				
Enhance driver sensitivity training and retraining.	Low	\$10,000 to \$15,000	Sensitivity training already occurs in most if not all programs - added costs are to enhance existing programs. Assumes \$5,000 initial cost to enhance program, plus 1 additional revision or assessment in next 5 years, but does not include driver time for extended sessions.	Transit Agencies
Improve dissemination of bus schedules.	Low	\$20,000 to \$50,000	Assumptions include labor (staff or temp time) to solicit and set up schedule dissemination in additional locations. Could include DPW costs (labor, staff, materials, installation) if schedules are installed at bus stops. Assumes that once schedules are disseminated, maintenance costs are negligible. Cost increases due to expansion of program, increased dissemination in cities, additional locations, stops.	STA, County Planning Staff, or County Department of Public Works
Improve timed transfers between regional and local services	Low to Medium	\$20,000 to \$100,000	Depends on whether adjustments can be made within existing run times. If not, may require additional revenue hours or driver hours. Assumes administrative costs, such as staff time, marketing, and updating schedules.	STA, Transit Agencies
Paratransit				
Identify opportunities for freeing up capacity.	Cost Savings	TBD	Addresses paratransit capacity problems by reviewing/making modifications to contracting, scheduling and dispatch, driver supervision/scheduling, improving passenger readiness, and reducing no-shows.	STA or Paratransit Operators
Feeder services from paratransit to core fixed-routes	Cost Savings	Savings of \$400,000 to \$600,000	Assumes 40 daily one-way intercity trips on Solano Paratransit, 20 - 30% of riders could use fixed-route for some of their trips if they could be transported to bus stop, average trip length 30 - 45 minutes plus proportion of deadheading on long trips, \$50 - \$60 per hour paratransit operating costs	Solano Paratransit, Transit Agencies
Consolidate paratransit services county-wide or in major sub-areas	Cost Savings	TBD	Would combine dispatching and trip coordination from different paratransit programs into one centralized program, maintaining sub-area storage and maintenance facilities in one location, to reduce deadhead and non-productive mileage, achieve economies of scale savings and easier user access.	STA
Train social service agency staff on paratransit limits and filling out applications	Low	\$7,500 to \$15,000	Costs would fluctuate depending on # staff, turnover, etc, but estimate assumes 1-2 trainings	STA
Expand paratransit services through Vallejo Runabout and Solano Paratransit and intercity and local paratransit services.	Low-Med	Up to \$1m expanded operating costs; \$480,000 capital costs	Assumes current combined subsidy for two programs of \$1.27m. 20% expansion of service hours over 5 years, to include Sunday service and longer weekday hours. Capital costs assume 5 year life cycle, 6 additional vehicles in first expansion cycle, average \$80K per vehicle.	Vallejo Runabout, Solano Paratransit

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Strategy	Cost Range	Estimated 5-Year Cost	Assumptions	Lead Responsibility
Other Improvements				
Establish development guidelines to ensure transit-oriented development.	Low	Profit-generating to \$80,000	Assumes hiring a consultant (\$50,000) initially to create a comprehensive plan, plus modifications to the plan and monitoring of adherence. County could also generate revenue through Developer Impact Fees. If policies mandated Transportation Impact Fees, in addition to smart siting and TDM plans, the cities or County could generate revenue to be used for alternative transportation programs (e.g. shuttles, subsidies, added transit, etc.)	Solano County Planning Department or Regional Government
Promote deliveries from supermarkets and pharmacies.	Low	\$10,000 to \$25,000 for marketing, outreach	Cost for annual staff time, 50-100 hours. Would include promotion through senior centers, libraries, mail-outs or through staff at supermarkets and pharmacies; encourage Solano County stores and pharmacies that do not currently offer home deliveries to begin a program. Most of cost would be through initial implementation of program, with some costs for maintenance, new marketing and/or new products and services over a 5-year time frame.	STA, Solano County
Coordinate local transit services to allow riders to use government services during regular business hours.	Low	\$5,000 to \$10,000	Assumes staff time, marketing, change in schedule brochures, website, advertising. No significant additional costs after initial implementation	Rio Vista Transit
Casual carpool programs.	Low	\$15,000 to \$30,000	5% full-time-equivalent staff time for coordination and outreach at senior complexes	STA, Senior Housing Developments
Travel training for older adults.	Cost Savings	TBD	Estimates for Sacramento travel training program cost savings are: approx. \$275K to train over 500 individuals, who would have taken \$1.3m worth of paratransit trips.	STA
TOTAL COST, Low-Cost 5-Year Strategies		Costs of \$120,000 to \$1,325,000. Potential savings/revenue of over \$600,000		

Figure 35 Estimated Costs of Medium-Cost Strategies for Implementation Within 5 Years

Strategy	Cost Range	Estimated 5-Year Cost	Assumptions	Lead Responsibility
Medium-Cost Strategies (up to 5 year implementation period)				
Fixed-Route				
Expand local service to connect Dixon and Vacaville	Medium	\$220,000 operating; \$200,000 capital	\$60 per hour operating cost, capital cost \$100,000 per vehicle, 2 vehicles	City of Dixon, City of Vacaville, Fairfield-Suisun Transit (optional)
Paratransit				
Procedures for same day medical return trips.	Medium	\$150,000	Actual costs would depend on the type of cost-sharing arrangements between providers/ possibly taxi companies. Assumes 5,000 annual medical return trips, with additional \$5 cost per trip for go-backs and added centralized dispatching function. With improved trip assignment, supplemental taxi costs could be reduced by same day assignment on regular paratransit (checking cancellations before assigning to taxi).	Paratransit Operators
Partial subsidy of paratransit fares for low-income seniors and ADA-eligible users.	Medium	\$250,000 to \$600,000	Average of \$2 fares are subsidized 33%; 20% of the 7,000 ADA eligible passengers in Solano County qualify as low-income; average of 3 rides per month. Number of eligible passengers doubles, fare increases but subsidy proportion can decrease simultaneously. Additional low-income seniors who are not ADA-eligible assumes 20% are eligible for low-income fare and ride three times per month.	Solano Paratransit, STA
Expand paratransit services through Vallejo Runabout and Solano Paratransit and intercity and local paratransit services.	Medium-High	\$1.5m expanded operating costs, additional capital costs \$480,000	Assumes current combined subsidy for two programs of \$1.27m. 30% expansion of service hours over 5 years, to include Sunday service and longer weekday hours. Capital costs assume 5 year life cycle, 6 additional vehicles in first expansion cycle, average \$80K per vehicle.	Vallejo Runabout, Solano Paratransit
Other Improvements				
Shopping Shuttle	Medium - High	\$150,000 - \$225,000 operating; \$75,000 capital	Three days/week, 10AM - 4PM, \$30 to \$50 per hour (possibly non-profit operator), one vehicle	Senior Centers, with partnership from retailers or social agencies
Travel information number with info and referral assistance on all transportation options	Medium - High	\$300,000	Full-time staff person (at \$60K including benefits), maintaining the telephone transportation directory.	STA, possible MTC contribution
Total Cost of Medium Cost 5-Year Strategies		\$1m to \$2.2m operating; \$275,000 to \$755,000 in capital expenses		

Strategy	Cost Range	Estimated 5-Year Cost	Assumptions	Lead Responsibility
Total Cost of Medium- and Low-Cost 5-Year Strategies		\$1.1m to \$3.5m operating; \$275,000 to \$755,000 in capital expenses; Potential revenue of over \$600,000		

Figure 36 Estimated Costs of High-Cost Strategies for Implementation Within 5 Years

Strategy	Cost Range	Estimated 5-Year Cost	Assumptions	Lead Responsibility
High-Cost Strategies (up to 5 year implementation period)				
Fixed-Route				
More low floor buses in future fixed-route fleet purchases	High	\$2.4m to \$3m	Assumes low-floor enhancements on all new buses, for one replacement cycle. Assumes high floor 40' buses average \$280,000, while low-floor are around \$300,000 per bus, for a \$20,000 (or 7%) difference	Transit Agencies
Improve headways on Route 30	High	\$1m - \$2m, plus \$500,000 for Saturdays - operating, \$180,000 to \$360,000 capital	Between one and two hour headways, Monday to Friday, one to two vehicles plus spare, \$60/hour	Fairfield/Suisun Transit, STA
Sunday service	High	\$500,000 - \$1.8m operating	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. Range due to increase in number of Sunday routes.	Fairfield/Suisun Transit, Other Transit Agencies, STA
Paratransit				
Expand paratransit services through Vallejo Runabout and Solano Paratransit and intercity and local paratransit services.	High	\$2.2m expanded operating costs, additional capital costs \$480,000	Assumes current combined subsidy for two programs of \$1.27m. 40% expansion of service hours over 5 years, to include Sunday service and longer weekday hours. Also assumes 15% increase in service costs per hour. Capital costs assume 5 year life cycle, 6 additional vehicles in first expansion cycle, average \$80K per vehicle.	Vallejo Runabout, Solano Paratransit
Evaluate intercounty paratransit service (with deviation on each end of the route).	High	\$500,000 operating, capital \$75,000	Eight hour day, Mon. - Fri., 60 - 120 minute headways, 20% fare recovery ratio. Depends heavily on amount of deviation allowed. One vehicle at \$75,000.	STA
Other Improvements				
New volunteer driver programs (with trip reimbursement)	High	\$320,000	Assumes 1% of the 40,000 residents over 65 use the program for a maximum of 15 miles a month, reimbursement to volunteers of \$0.37 per mile. \$50,000 annually is budgeted for administration, marketing, supplies, and other incidentals. Increases with inflation and expansion of older population.	STA
Free fixed-route fares on local service for older adults and people with disabilities.	Medium to High	\$300,000 - \$1m	Assumes that 15% of daily passengers are senior/disabled (based on Vacaville numbers), 250 weekdays per year, and usage increases as older population expands (less than actual population increase as older adults drive longer). Assumes \$300,000 - \$350,000 savings resulting from shifting of paratransit rides onto fixed-route.	STA, Transit Agencies

Strategy	Cost Range	Estimated 5-Year Cost	Assumptions	Lead Responsibility
Evening and weekend subsidized taxi service.	Medium to High	\$420,000 - \$600,000	Initially assumes 8,000 annual trips, 80% subsidy of \$10 fare. Administration costs of \$20,000.	STA
Total Cost of High Cost 5-Year Strategies		\$5.25m to \$8.4m operating; plus up to \$3.1m to \$3.9m in capital expenses		
Total Cost of High-, Medium- and Low-Cost 5-Year Strategies		\$6.35m to \$12m operating; \$3.4m to \$4.7m in capital expenses; Potential revenue of over \$600,000		