

RIO VISTA  
**DELTA BREEZE**

# Transit Service Outreach & Analysis

MARCH 2016

PREPARED BY:





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# Introduction

The Rio Vista Transit Service Outreach and Analysis project aimed at identifying existing gaps in Rio Vista Delta Breeze's service delivery and developing solutions to better meet the transit needs of Rio Vista's residents. The study took place between September 2015 and March 2016 during which two rounds of public outreach were conducted to identify the City's needs and wants for transit service. The first round gathered feedback on factors that would encourage residents to use Delta Breeze more often and the types of services they would like to see. In the second round, residents were presented with four different transit service options and asked to rank them in order of preference. Results from the public outreach efforts were incorporated into a proposed service plan that offers service improvements designed to better meet the mobility needs of Rio Vista residents while also allowing Delta Breeze to maintain its financial stability. Moving forward, Delta Breeze will continue to monitor system performance and conduct public outreach in order to analyze the effects of implementing strategies proposed in this plan and to determine future service needs. Part of these implementation strategies is a marketing plan designed to increase community awareness of Delta Breeze service and the accessibility of transit information. By implementing elements of the marketing plan, Delta Breeze can increase its visibility within the City and grow ridership.

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## **This project summary report includes the following three chapters:**

- **Chapter 1:** Review of Existing Conditions includes a literature review evaluating recent relevant City of Rio Vista and Solano County plans; a description of available funding options; and an analysis of the ridership and performance of current Delta Breeze service.
- **Chapter 2:** Summary of Transit Gaps evaluates the market demand for transit in the City of Rio Vista and identifies unmet mobility needs by performing an analysis of population demographics, key regional destinations, future developments, and on-board and community surveys.
- **Chapter 3:** Recommended Strategies and Marketing Plan provides a three-year service and implementation plan for Delta Breeze. The report includes a description of potential service changes and the public's opinion of these options; an evaluation of these service options based upon established criteria; a proposed service plan and accompanying fare structure changes; and implementation and marketing strategies.

# Chapter 1: Review of Existing Conditions

## I. Introduction

The Rio Vista Transit Service Outreach and Analysis project is a study aimed at identifying existing gaps in Rio Vista Delta Breeze's service delivery and developing solutions to better meet the transit needs of Rio Vista's residents. This report provides context for the study by providing an overview of existing conditions in Rio Vista. The report is organized into three parts: a literature review evaluating recent relevant City and County plans; a description of available funding options; and an analysis of the performance of current Delta Breeze service.

Transit service in Rio Vista began in July 1980 with a dial-a-ride service known as Rio Vista Transit. In 2006, the service was rebranded as Rio Vista Delta Breeze and deviated fixed route service began. Delta Breeze is managed by the Transit Manager, who reports to the City Manager, and it is operated by Transportation Concepts. The current Transportation Concepts contract expires in 2016, at which point Delta Breeze will need to renew the contract with Transportation Concepts, find another contractor, or join with another transit service provider.

Today, Delta Breeze offers four different services using four cutaway transit vehicles and one van. Route 50 travels to Suisun City and Fairfield; Route 51 is a general dial-a-ride service for Rio Vista and Isleton; Route 52 operates one trip per day to and from the Antioch Park & Ride lot and the Pittsburg/Bay Point BART station; and Route 54 operates on Wednesdays and serves a different destination each week.

Since the service was rebranded as Rio Vista Delta Breeze in 2006, it has experienced a number of service changes. In 2007, Route 51 was converted back to a dial-a-ride service from deviated fixed-route, and the Senior Shuttle and Vanpool programs were eliminated, all due to low ridership. In 2013, segments of Route 50 were eliminated, Route 51 afternoon school service (4:00pm-6:30pm) was canceled, and Route 54 was established. In 2014, an unproductive trip was eliminated from Route 50, and additional deviations were added to the first trip of Route 51 with funding from Sutter Health.

## II. Review of Relevant Documents

**In order to gain background on local context and planning issues, this study reviews the following documents:**

- 2013 Short Range Transit Plan for Rio Vista Delta Breeze.
- 2013 Rio Vista Regional/Urban Design Assessment RioVision Report.
- 2011 Solano County Transportation Study for Seniors and People with Disabilities.
- 2013 Solano County Mobility Management Plan.
- 2013 Metropolitan Transportation Commission Human Services Transportation Plan.
- 2014 Rio Vista TDA Triennial Performance Audit.

### Rio Vista Delta Breeze SRTP

The most recent Short Range Transit Plan for Rio Vista Delta Breeze was completed in 2013. The plan, part of the Solano Coordinated Short Range Transit Plan, analyzed system performance from Fiscal Years 2007-2012 and included projections through Fiscal Year 2021-2022.

The plan indicated that in recent years, Delta Breeze ridership numbers had risen while farebox revenue had fallen. This was likely due to a change in fare policy, allowing seniors and disabled riders to use a discounted Monthly CityPass on intercity routes. The raw farebox recovery ratio was 11 percent, however this rose to 17 percent when accounting for revenue from transfer reimbursement from other service providers and the contract with River Delta Unified School District.

In FY 2012, Delta Breeze met three out of seven service performance standards, and 17 out of 18 system performance standards (service standards are based on operational performance while system standards are based on budget allocation, service coverage, and other metrics). In FY 2012, Rio Vista did not meet performance standards for farebox recovery on Routes 50 and 52, and Route 52 did not meet any performance standard. Delta Breeze also fell short of its system performance standard to dedicate three percent of the total budget to marketing. All other service and system performance standards were met.

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**The SRTP modified existing performance and service standards for Delta Breeze service. Some of the updates made in the SRTP include the following:**

- Separate performance metrics for deviated fixed routes and dial-a-ride services. Local dial-a-ride has a performance standard of two passengers per revenue hour and 0.2 passengers per revenue mile; intercity deviated fixed routes have a performance standard of four passengers per revenue hour and 0.13 passengers per revenue mile.

- Revised the operating cost per revenue hour from \$52.00 to \$85.00 to match actual costs and similar transit systems.
- Ridership should grow at the rate of population growth for youth, senior, disabled, and low income populations.
- Set standards for coordination of fares and schedules with other county transit operators to reduce transfer wait times and making transferring more affordable.
- Having equal geographic service coverage throughout the local tax base.
- A farebox recovery ratio of 10% and an operating cost of \$30.00 per passenger.

The SRTP recommends that Rio Vista continue to operate service at current levels. However, when eBART service begins in 2018, an extra roundtrip on Route 52 should be considered. Ridership is expected to grow as the Trilogy and Riverwalk developments continue to expand. Even without service increases, costs are expected to increase at three percent each year to adjust for inflation and increases in costs of living.

The SRTP also recommends considering options for continuation of public transit services when the contract with Transportation Concepts concludes in 2016, such as partnering with a larger urban transit operator in Solano County.

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**Projects listed in the City of Rio Vista's Capital Improvement Program that involve Delta Breeze include:**

- Replace one standard van with a cutaway van in FY 2014-15.
- Replace sedan and GEM cart used for maintenance in FY 2021-22.
- Add Automatic Vehicle Location (AVL) functionality to fleet in FY 2014-5.
- Replace computer and related software in FY 2013-14.
- Install bus shelters, benches, and information signs at various locations within the City.
- Develop a new 25-space park-and-ride lot along the riverfront in downtown Rio Vista in FY 2014-15.
- Add security cameras to four revenue vehicles in FY 2013-14.
- Replace fareboxes with registering fareboxes in FY 2017-18.
- Staff proposes to purchase maintenance tools and equipment for contractor use.
- Staff time, materials, and incidental costs with the implementation of Clipper Card fare payment.

## Rio Vista Regional/Urban Design Assessment Rio Vision Report (R/UDAT)

RioVision and the City of Rio Vista commissioned a Regional/Urban Design Assessment in 2013 to help guide future development projects. The goal of the R/UDAT is to revitalize the Rio Vista waterfront and downtown core (defined as the area between Main Street, Front Street, and SR 12), and connect it with outlying areas of the town.

**Through a public engagement effort, the project team discovered that City of Rio Vista residents believed the following objectives would help build community character in Rio Vista:**

- Stronger connection to natural/agricultural landscape.
- More vibrant downtown filled with civic and community life.
- Vital and vibrant waterfront that strengthens downtown and connection to the river.
- A small town feeling that reinforced interconnectivity of the city.

Rio Vista has experienced a high 65 percent population growth rate since 2000, with a current population of 7,563. A significant part of this growth is due to the Trilogy development, a housing community for persons aged 55 and older. The median age of Rio Vista's population is 57.2 years (11 years older than the state average), and the largest age group is between 60 and 64 years old. The median income in Rio Vista is \$53,563 (as compared to \$69,006 in Solano County and \$57,287 in California). Median housing prices are cheaper in Rio Vista than elsewhere in Solano County and throughout California, which may encourage future development.

The R/UDAT stated that future development may help revitalize Rio Vista if designed in the right way, however current plans may only cause more problems. The report concluded that current proposals for suburban and commercial developments on SR 12 west of downtown and the future elevated SR 12 bridge would only further disperse the community with auto-centric development and by drawing people out of downtown. The R/UDAT recommends that almost all new commercial development be located downtown and recommends amending the Euclidean zoning code to a form-based method, allowing for mixed-use developments. These changes would encourage positive growth in downtown Rio Vista, contributing to its revitalization.

Downtown Rio Vista is walkable, with sidewalks, curb bulb-outs at intersections, and ADA accessible ramps at intersections. There is little biking infrastructure in Rio Vista, and there are no bike racks downtown. Outside of downtown, Rio Vista is not walkable: recent and planned development lack adequate pedestrian and bike amenities. SR 12 presents a major barrier to walkability as well: it is difficult to safely cross SR 12 in the downtown area, and no biking or pedestrian infrastructure exists on the two-mile stretch between downtown and Trilogy. Caltrans' plans to expand the highway to four lanes and raise the bridge (causing a 3,200-foot

ramp to extend along SR 12 through downtown) will only further separate the community. SR 12 carries 20,000 cars per day, and this is expected to increase substantially with new development, unless new development is built in a non auto-centric manner.

The R/UDAT identifies that current transit service is limited and oriented toward those who cannot drive. While this provides a valuable service, especially when given the large elderly population and lack of medical facilities in town, it is designed to serve only a limited segment of the population. It believes that the value of transit will increase as the population continues to increase, walkability improvements are made, and older generations continue to age and become increasingly dependent on transit service. The R/UDAT recommends the following transit improvements to grow transit service and ridership in Rio Vista:

- **Establish Front Street and Main Street as a core transit spine**

This will enhance visibility and convenience of the transit service. The R/UDAT recommends re-routing Routes 51 and 54 down these streets, similar to Routes 50 and 52. This would allow Route 51 to have a 30-minute frequency between City Hall and Lira's Supermarket, with a demand-response zone at each end of the route.

- **Straighten Delta Breeze Express Routes**

Due to limited pedestrian mobility and poor street connectivity, Delta Breeze routes currently wind through downtown, Homestead, and Trilogy. Homestead and Trilogy are within a 5-10 minute walk of Main Street/SR 12, however there are no sidewalks along connecting streets. As the City works to improve walkability, deviations into these neighborhoods can be eliminated or reduced, straightening routes and providing more direct service.

- **Passenger Amenity Improvements**

As the City of Rio Vista transitions to a more transit-friendly environment, Delta Breeze can add passenger amenities to further encourage ridership. These could include a fare-free zone downtown, real-time bus information, and bus stop improvements such as benches or shelters.

## Solano County Transportation Study for Seniors and People with Disabilities

The Solano County Transportation Study for Seniors and People with Disabilities is a 2011 update to a study performed in 2004. The study conducted extensive outreach to identify short, medium, and long range strategies to improve transportation options for seniors and people with disabilities within the County.

Eleven percent of Solano County's population is over the age of 65, and this number is expected to increase dramatically in the future (a 136 percent increase is expected between 2010 and 2035). Rio Vista is the smallest city within the county (accounting for only two percent of the total population); however, it has the highest percentage of senior residents with 28 percent of the population over age 65 and 50 percent of the population is over age 50.

Rio Vista's large senior population is due primarily to the Trilogy development, a 55-and-over housing community with 1,400 homeowners and an average of two people per household.

Solano County is primarily low density and presents a transportation challenge for its residents. Forty-five percent of residents work outside the county (the most common out-of-county employment destination is Contra Costa County), requiring long daily commutes. The biggest transportation challenge for seniors are trips to healthcare services, and inter-county or even inter-city trips often require transfers between paratransit providers to complete trips.

The study identified a need for improved coordination between transit systems in both fares and transfers. The study also noted a lack of connections to Davis and Sacramento from Solano County, which are important destinations for medical-related trips.

At public outreach meetings and in response to surveys, Rio Vista residents most frequently indicated that Kaiser (Vacaville, Stockton), BART, Trilogy, and Lodi need to be more easily accessed by transit service. Other destinations included: Sutter Medical (Vallejo), Raley's Grocery (Suisun), Lira's Supermarket (Rio Vista), Costco (Antioch), Vacaville Outlets, Nut Tree Outlet stores, Green Valley Shopping Center, Westfield-Solano Shopping Mall in Fairfield, Regional airports, Antioch, Fairfield, Vacaville, Brentwood, and Isleton.

Residents also cited concerns about traffic safety on Highway 12 and poor sidewalk connectivity throughout Rio Vista. When asked to list their three most desired improvements to transit service, about 37 percent of respondents listed more frequent weekday service, 26 percent listed weekend service, and 21 percent listed increased service span.

Residents were critical of the taxi scrip program, stating that obtaining the necessary ID was slow and complicated, the amount of service available was too limited, and that trips to common destinations were too expensive.

The Solano County Transportation Study for Seniors and People with Disabilities identified the strategies outlined in a subsequent Solano County Mobility Management Plan for short range implementation.

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**Other strategies to improve transportation options and access to basic services included:**

- A countywide bus driver training program with a focus on customer service and ADA standards.
- Encouraging home deliveries by grocery stores and pharmacies.
- Developing a sidewalk inventory.
- Improving safety and comfort at bus stops.
- Improving transit frequency and service span.
- Expanding taxi scrip for use by non-ambulatory riders.
- Working with dialysis and medical clinics to coordinate appointments with transit schedules.
- Promoting privatized transit services.
- Encouraging volunteer driver programs.

## Solano County Mobility Management Plan

The Solano County Mobility Management Plan is a prioritization and implementation plan for strategies identified in the Solano Transportation Study for Seniors and Persons with Disabilities designed to optimize transportation resources and improve transportation options for elderly, disabled, and low-income populations. The following programs were scheduled for implementation by summer 2014.

### One Stop Transportation Traveler Call Center (OSTCC)

The One Stop Transportation Traveler Call Center (OSTCC) will be integrated into the Solano Napa Commuter Information Center to supplement existing information call centers in the county. The OSTCC would provide detailed route, schedule, and accessibility information for all county and inter-county transit operators, paratransit, special services and fares, subsidized taxi, and private/volunteer/non-profit “human services” transportation. This will provide an easy way for Solano County residents to learn about mobility options within the county. The call center can also integrate information from the other mobility management strategies being implemented by Solano County.

### Countywide Travel Training Program

While some transit operators and non-profit organizations provide travel training in Solano County, there is no comprehensive program, and many areas of the county lack this service. The county will establish a formal travel training program with varying levels of intensity tailored to individuals’ specific needs.

- **Intensive Training:** This would involve intensive, one-on-one education with a trained professional. The rider would become familiarized with the transportation system over the course of several trips taken with the trainer. This program is suited best for mentally-disabled individuals.
- **Group Training:** This program is a less intensive, group-based class for the duration of a couple hours. Information about transit options would be presented, as well as hands-on experience with buses and necessary equipment (such as wheelchair restraints).
- **Transit Ambassador/Bus Buddy Training:** Typically run by volunteers, this program would pair an experienced rider with a trainee. The volunteer would take transit trips with the trainee, and assist them in planning other trips.
- **Self Training:** Information will be provided by the new One Stop Transportation Traveler Call Center and online.

Vacaville City Coach has a well-developed travel training program that will be used as a model for the countywide program. Delta Breeze used to offer a program with volunteer ambassadors but has discontinued this after management changes. The countywide travel training program could be integrated with the OSTCC, the ADA Eligibility process, and other features of this program.

## Countywide ADA Eligibility Program

Currently each transit operator in the county has a separate application process and criteria in order to be eligible for ADA service. Switching to a countywide system with in-person assessments (as opposed to mail in applications) will create more consistency and accuracy in eligibility determinations. Travel training can be paired with in-person assessments to help encourage the use of fixed route transit. Mainstreaming riders to use fixed-route services allows riders more flexibility in their travel options and is less expensive for transit providers to operate. While in-person assessments will cost more per determination, this may result in an overall cost savings due to fewer overall applications and fewer applicants found unconditionally eligible for ADA paratransit service.

## Older Driver Safety Program

Due to the auto-centric nature of development in Solano County, driving is important for mobility and independence. Many programs are already available through non-profits and other organizations within the county to help educate older drivers on how to drive safely. Solano County will establish a call center (likely paired with the OSTCC) for centralized information about these resources.

A proposed countywide tax providing funds for transportation has failed to pass three times. The management plan indicated that reallocating money to mobility management may save the county money on the provision of paratransit services. Coordination with human services agencies may also result in a cost savings: for example, the North Bay Regional Center provides transportation to developmentally disabled persons who qualify for ADA paratransit without placing a strain on the public system.

## MTC Coordinated Public Transit-Human Services Transportation Plan

The Metropolitan Transportation Commission (MTC) developed an update to the Human Services Transportation Plan in 2013 to provide a blueprint for implementing strategies to improve transportation options for disabled, low income, and elderly populations.

MTC intended this plan to have a broad approach, involving partnerships with public transit operators, taxi services, the Department of Motor Vehicles, senior and disabled advocacy groups, faith groups, medical providers, veterans' services, and low-income support services.

**Public outreach was conducted through surveys, public meetings, telephone calls, and visits to transit facilities. Key findings from public outreach, stakeholder interviews, and associated research included:**

- Funding partnerships and other coordination between transit providers and human services transportation had decreased over the last ten years.
- Medicaid Non-Emergency Medical Transportation (NEMT) continues to be a complex and little-understood program.
- Taxi services can play a helpful role in providing transportation; however, a majority of taxis are not currently ADA accessible.
- There is a need for more coordination between transit services to provide more seamless travel within counties with multiple transit operators.
- Contra Costa, Santa Clara, and Sonoma Counties have recently implemented coordination programs between senior programs and public transit operators; these could serve as a model for future coordination agreements.

MTC recognizes that improving transportation options will require improvements in two broad categories: strengthening mobility management, and promoting walkable communities. Strategies to improve mobility management include establishing sub-regional Mobility Managers and Consolidated Transportation Service Agencies; providing better information on existing transportation programs to the public; and promoting coordination with human services agencies. Strategies to promote walkable communities are to build upon previous MTC research related to pedestrian safety, providing information and support in the implementation of complete streets, and providing findings and recommendations about transit accessibility throughout the region.

## Rio Vista TDA Triennial Performance Audit

The 2014 triennial review found that Delta Breeze was in compliance with all reporting standards. The review analyzed trends in system performance over a six-year period from 2009 to 2014.

During that time, cost efficiency was relatively unchanged and kept in line with inflation. There was a two percent annual increase in cost per passenger during this time, increasing from \$28.73 in FY 2009 to \$31.55 in FY 2014. There was also a two percent annual decrease in passengers per service hour, and a nine percent annual decrease in passengers per revenue mile. This trend was the result of increases in the amount of service delivered that outpaced ridership growth. Total operating costs decreased by 19 percent from 2012 to 2014 primarily caused by significant decreases in direct labor costs (87 percent decrease) and fringe benefits (74 percent decrease). For one year, the system was operated by consultants through STA with only minor financial contribution from the City of Rio Vista, significantly decreasing labor and overhead costs. The largest expenditure is purchased transportation costs, accounting for between 55 and 75 percent of the annual budget. The performance audit made no recommendations for Rio Vista Delta Breeze.

### III. Available Funding Sources

A number of federal, state, and regional funding sources exist that fund transit operations and projects. All of these funding sources maintain strict stipulations and limit how and when funds can be used. Over time, funding sources can change in order to target different federal, state, and regional priorities. Although available funding sources should be routinely sought out and reviewed for applicability, the City of Rio Vista should rely primarily on State Transit Development Act (STA) funds and Federal MAP-21 Formula Program funds contained in sections 5307, 5310, 5311, 5326, and 5339. Rio Vista should focus on grants designed to support on-going operations of existing services and stay away from one-time grants with the purpose of introducing new services. These limited-time grants provide initial funding for a project but place an additional financial burden on Rio Vista when they expire.

This approach will ensure that the City of Rio Vista is able to sustain core services over time even if funding from other grant sources are reduced or eliminated. It is also important to maintain an adequate operating reserve should operating cost<sup>2</sup> increase unexpectedly. Below is a table that describes many of the funding sources that are potentially available to Rio Vista either directly or indirectly through the Regional Transportation Planning Agency (Solano Transportation Authority).

Available Funding Sources	
PROGRAM	USES
<b>FEDERAL FUNDING</b>	
5307	Funds transit in UZAs and includes job access, reverse commute, planning, and operations.
5310	Funds enhanced mobility for seniors and persons with disabilities.
5311	Funds capital, planning and operating assistance to states for rural transportation.
5326	Funds projects to enhance asset management and accountability.
5339	Funds purchase, replacement, and rehabilitation of buses and related equipment and facilities.
<b>STATE FUNDING</b>	
TRANSPORTATION DEVELOPMENT ACT (TDA) PART 1	Local Transportation Fund (LTF) uses 1/4 state sales tax for bus and paratransit services.
TRANSPORTATION DEVELOPMENT ACT (TDA) PART 2	State Transit Assistance Fund (STA) uses 1/4 diesel tax to reimburse states for 1/4 sales tax.

TABLE 1: AVAILABLE FUNDING SOURCES (CONTINUED ON FOLLOWING PAGE)

2. Residual funds are distributed among providers based on the amount of tax revenue generated and population.

Available Funding Sources	
PROGRAM	USES
AB 2766 PROGRAM AIR QUALITY VEHICLE REGISTRATION FEE	Uses vehicle registration fees to fund projects designed to reduce vehicle emissions.
CARL MOYER MEMORIAL AIR QUALITY STANDARDS ATTAINMENT	California Air Resources Board uses \$20M annually to reduce emissions from large vehicles.
ENVIRONMENTAL ENHANCEMENT & MITIGATION (EEM)	CA Natural Resources Agency uses \$7M each fiscal year to mitigate impacts of modifying existing transportation facilities or building new ones.
LOW CARBON TRANSIT OPERATIONS PROGRAM	Caltrans program that provides funding for new or expanded bus service in disadvantaged communities.
LOW CARBON TRANSPORTATION	Provides funding for hybrid and zero-emission vehicles and buses.
STATE TRANSPORTATION IMPROVEMENT PROGRAM (STIP)	Funds transportation improvement capital programs based on regional transportation planning agency priorities.
REGIONAL FUNDING	
PROP 1B (LIFELINE TRANSPORTATION PROGRAM)	STA distributed funding for low-income residents of Solano County for community based transportation.
REGIONAL MEASURE 2	Uses bridge tolls to fund projects designed to reduce congestion in crowded bridge corridors.
TRANSPORTATION FUND FOR CLEAN AIR PROGRAM (TFCA)	Uses the Bay Area vehicle registration surcharge of \$4 to fund projects to reduce motor vehicle emissions.
REGIONAL TRANSPORTATION IMPACT FEE (RTIF)	Uses \$1,500 per dwelling to fund regional mobility enhancement projects.

## IV. Review of Current Performance

### Overview of Services

Delta Breeze operates three deviated fixed route services in Solano County and one dial-a-ride service within the City of Rio Vista

**Route 50** travels from Rio Vista to Suisun City and Fairfield, providing Rio Vista residents with connections to medical facilities, shopping destinations such as Walmart and Solano County Mall, and transit services at Suisun City Train Depot and Fairfield Transportation Center. The route operates two outbound trips each weekday from Rio Vista, the first at 7:30 AM and the second at 12:00 PM.

The 7:30 AM trip drops off passengers in Suisun and Fairfield and makes a second loop to pick them back up before returning to Rio Vista. The last trip of the day starts at 5:30 PM and returns to Rio Vista by 7:00 PM. The service operates along a fixed route, but riders can pay

extra for an off-route deviation.

**Route 51** is a general dial-a-ride service for Rio Vista and Isleton. Service operates between 9:30 AM and 1:30 PM, and reservations must be made at least 30 minutes in advance.

**Route 52** operates one trip per day to and from the Antioch Park & Ride lot and the Pittsburg/Bay Point BART station. The morning trip departs Rio Vista at 5:15 AM to arrive at the BART station at 6:25 AM, and the evening trip leaves the BART station at 6:00 PM and arrives Rio Vista at 7:15 PM.

<b>WEEK 1</b>	Fairfield and Suisun City
<b>WEEK 2</b>	Vacaville
<b>WEEK 3</b>	Antioch/Pittsburg
<b>WEEK 4</b>	Lodi
<b>WEEK 5</b>	Vacaville

**Route 54** operates on Wednesdays and serves a different destination each week. Reservations for the service must be made at least a day in advance. Destinations are as follows:

The service acts as a general public door-to-door dial-a-ride service that will serve all destinations within the city limits of the destination city. The bus departs Rio Vista at 9:30 AM, arriving at the destination city by 10:30 AM. The bus remains in the destination city picking up and dropping off passengers at their requested destinations, charging a dollar for all additional stops. The bus leaves the destination city at 1:30 PM to return to Rio Vista by 2:00 PM.

## Transit Connections

**Delta Breeze connects to several other transit operators at transit centers and stops throughout Solano and eastern Contra Costa County:**

- Fairfield Transportation Center: FAST and VINE.
- Solano Town Center (in Fairfield): FAST and SolTrans.
- Suisun City Train Depot: VINE, FAST, Greyhound and Amtrak Capitol Corridor.
- Antioch: The County Connection, Tri Delta Transit (and future eBART).
- Pittsburg/Bay Point BART Station: Tri Delta Transit, BART (and future eBART).

**Route 54 connects to additional transit services, varying depending on the destination city of the week.**

- Lodi: Grapeline and San Joaquin RTD.
- Vacaville: Vacaville City Coach, FAST, and Yolobus.

# Historic System Trends

## System Ridership

On average, Delta Breeze carried 955 passengers per month during the 2015 fiscal year. System-wide ridership was highest during FY 2013, and the decline in ridership after FY 2013 is due to a drop in passengers on Route 51. Until the end of FY 2013, Delta Breeze had a contract with the River Delta Unified School District, operating Route 51 for additional hours in the evening and allowing students to ride for a discounted fare. The termination of this contract accounts for the decline in ridership.

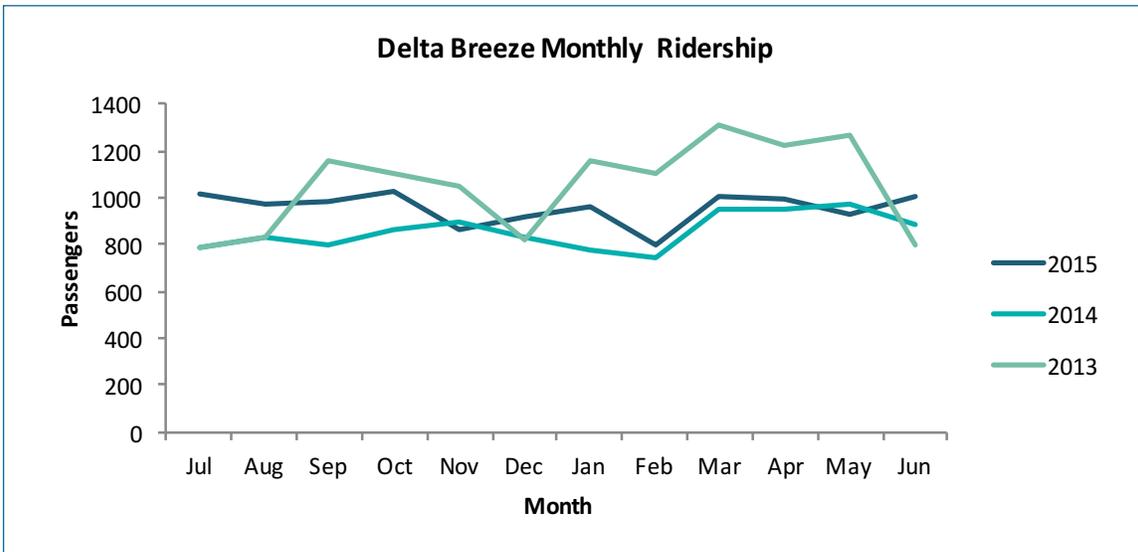


FIGURE 1: MONTHLY RIDERSHIP

Routes 50, 51, and 52 each account for roughly one-third of system ridership. Route 54 has very low monthly ridership compared to other routes, which is expected given that it only operates once a week. Routes 50, 51, and 54 have all experienced ridership decreases in the last few years, whereas Route 52 has experienced an increase.

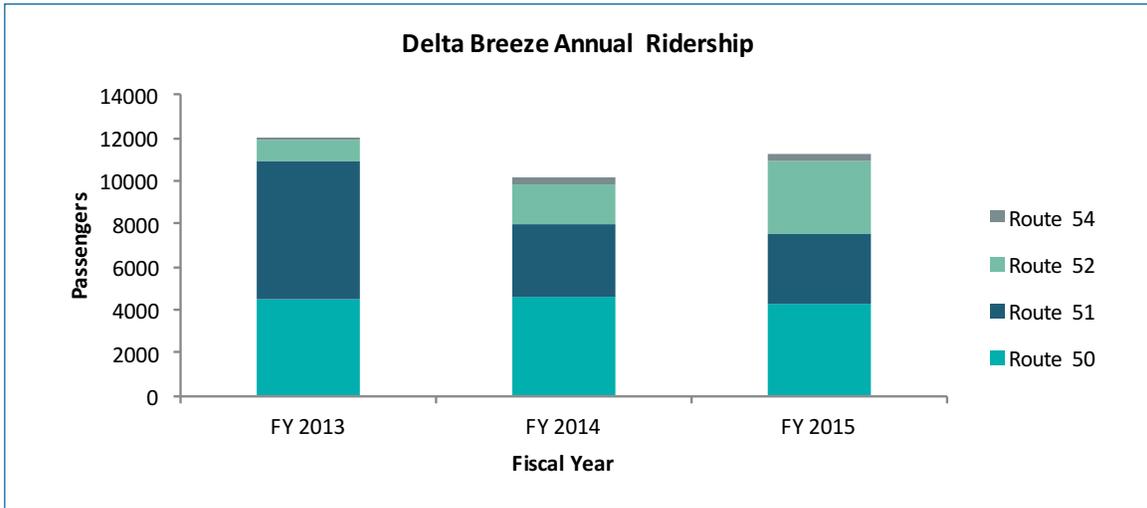


FIGURE 2: ANNUAL RIDERSHIP

## Service Characteristics

Revenue hours have remained relatively constant over time due to few service changes. In 2015 Delta Breeze operated an average of 299 revenue hours per month. This is a decrease from 327 revenue hours per month in 2014. Revenue hours did slightly increase in the second half of FY 2013 when Route 54 began operation; however, this was partially offset with decreases in Route 50 revenue hours. Variability between months is primarily due to the number of operating days that month.

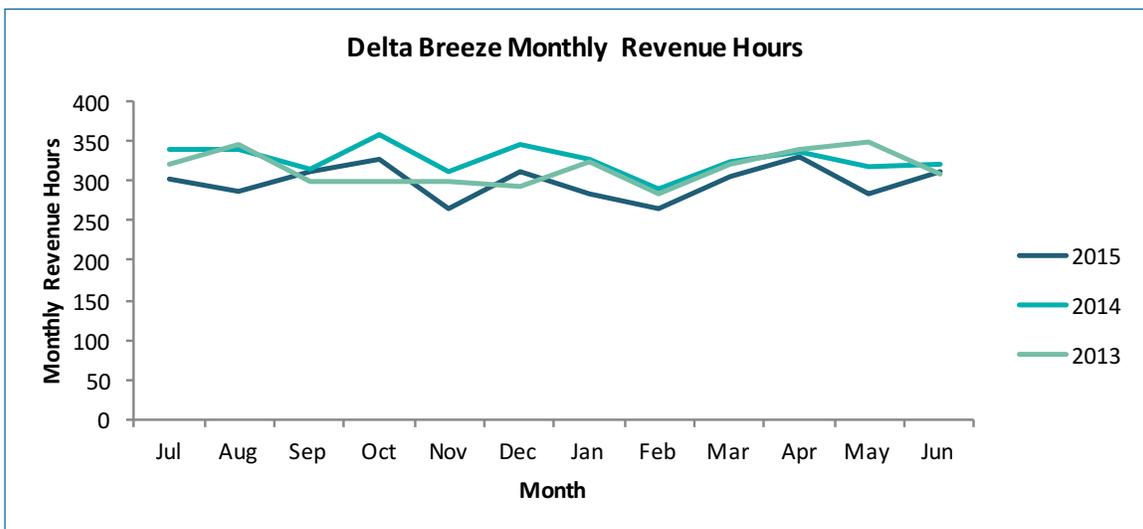


FIGURE 3: MONTHLY REVENUE HOURS

System revenue miles follow a similar pattern to revenue hours, increasing in 2013 and slightly decreasing in the following years.

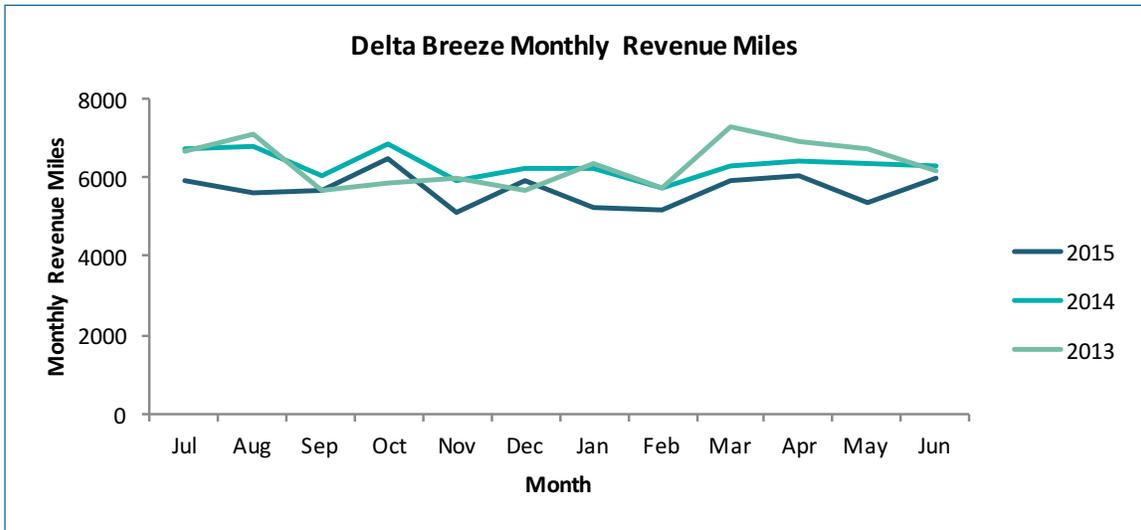


FIGURE 4: MONTHLY REVENUE MILES

## System Performance

Service productivity measures the effectiveness of a route and is measured by dividing total passenger boardings by total revenue hours, revenue miles, or trips. It measures ridership generated per unit of service, making it possible to compare the performance of routes with greatly differing ridership and service levels. Overall in FY 2015, Delta Breeze service averaged 3.2 passengers per hour. Performance in each month in FY 2015 was higher than the in the same month the previous year. The 2013 SRTP set a performance standard of 2.0 passengers per hour for local dial-a-ride services, and 4.0 passengers per hour for intercity flex routes. Routes 50 and 54 did not meet this performance standard during the last three years. Route 51 has exceeded the 2.0 passengers per hour standard for every year since 2012, although passengers per hour have decreased over the last three years. Passengers per hour on Route 52 continue to increase, and the route first met the performance standard in 2014. The lowest ridership per revenue hour was on Route 54 trips to Vacaville, with one passenger per revenue hour during trips on the second week of the month.

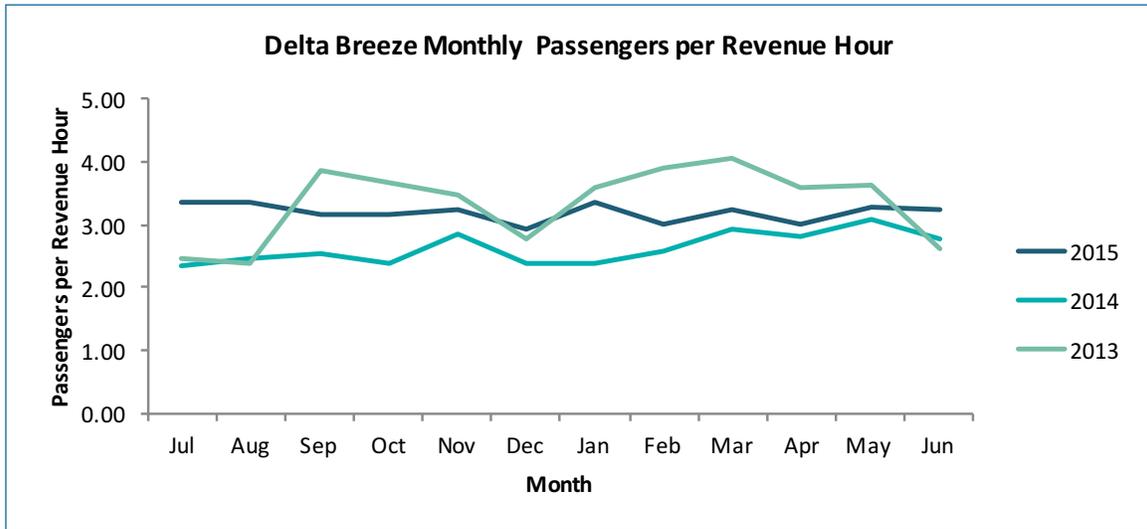


FIGURE 5: RIDERSHIP PER REVENUE HOUR

Another way to measure productivity is by passengers per revenue mile. In FY 2015, Delta Breeze service averaged 0.17 passengers per revenue mile. The performance standard for dial-a-ride service is 0.2 passengers per revenue mile, and 0.13 for intercity flex routes. Routes 50 and 54 have not met this performance standard during any of the years analyzed. Route 51 has met the 0.2 passengers per revenue mile standard each year, although the number is decreasing. Route 52 first met the 0.13 passengers per revenue mile standard in fiscal year 2015. Route 54 trips to Vacaville had the lowest passengers per revenue mile in 2015 (0.07).

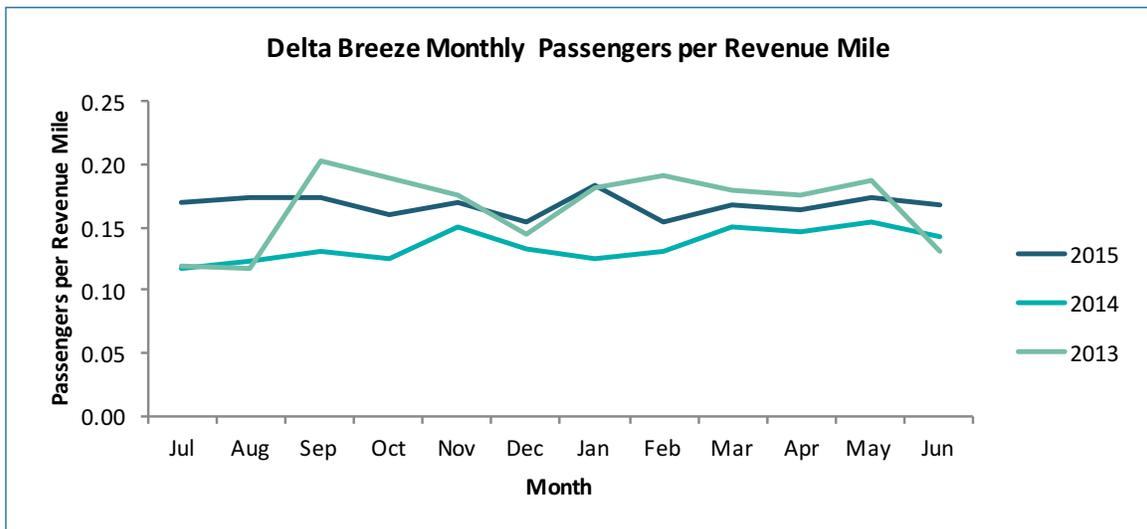


FIGURE 6: MONTHLY PASSENGERS PER REVENUE MILE

## Current System Trends

### System Ridership

Delta Breeze service carries an average of 239 passengers per route and 955 passengers per month. Routes 52 and 50 account for the majority of riders, each carrying just over one third of monthly ridership. Route 54 has by far the lowest ridership, even when accounting for its lower service levels.

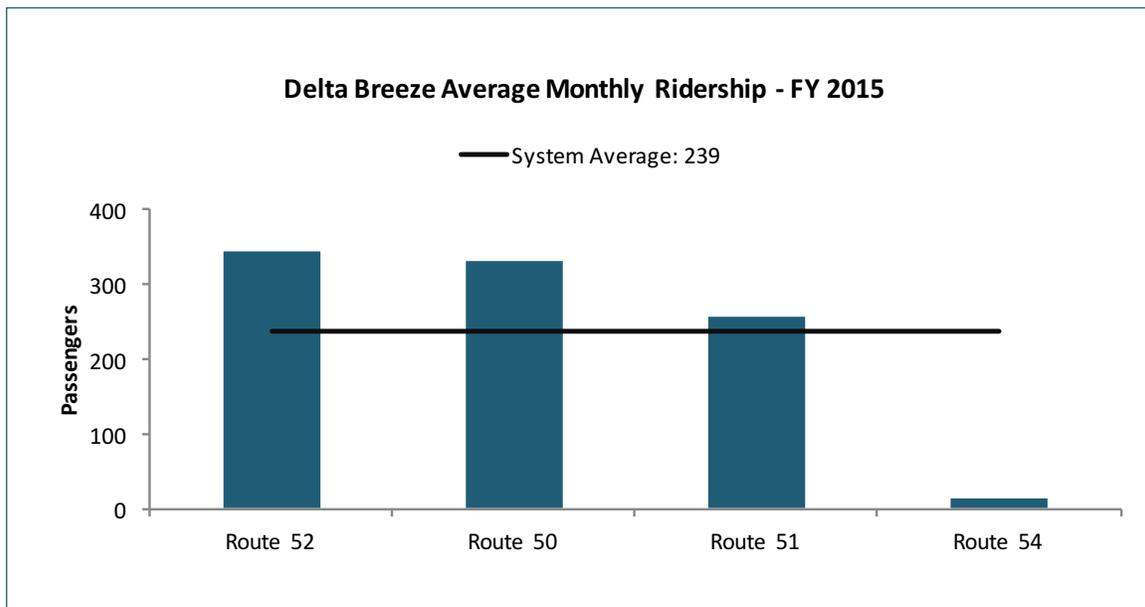


FIGURE 7: AVERAGE MONTHLY RIDERSHIP BY ROUTE

Given variability in the number of weekdays per month, and the days in which routes operate, it is useful to examine average weekday ridership. The Delta Breeze system currently transports about 45.5 passengers per weekday, an increase over 2014’s average of 40.8 riders per day. Weekday ridership is the highest on Route 52 (at 16.5 riders per day) and has steadily increased by about five daily passengers since 2013. Route 54 has the lowest weekday ridership at 4.3 riders per day.

Delta Breeze transported about 85 wheelchair passengers per month in FY 2015. This number has increased since 2013 (from 41 in 2014 and 27 in 2013). Route 50 accounts for about 80 percent of wheelchair ridership because of its high number of medical and dialysis trips. Very few passengers brought bikes on board Delta Breeze, with an average of only 2.8 bikes transported per month in FY 2015.

Looking at available ridership data for Routes 50 and 52 in May 2015 provides an understanding of how current riders are using the services. Ridership on Route 50 during May 2015 was mostly concentrated along the existing route. The places of highest ridership were the medical facilities in Suisun City, the Fairfield Transportation Center, and the Suisun Amtrak Station. More deviations occurred in Rio Vista than in the destination cities of Fairfield and Suisun City. A majority of these deviations were within the Trilogy development, along the northern part of SummerSet Drive; more ridership occurred from deviations here than on the scheduled part of the route.

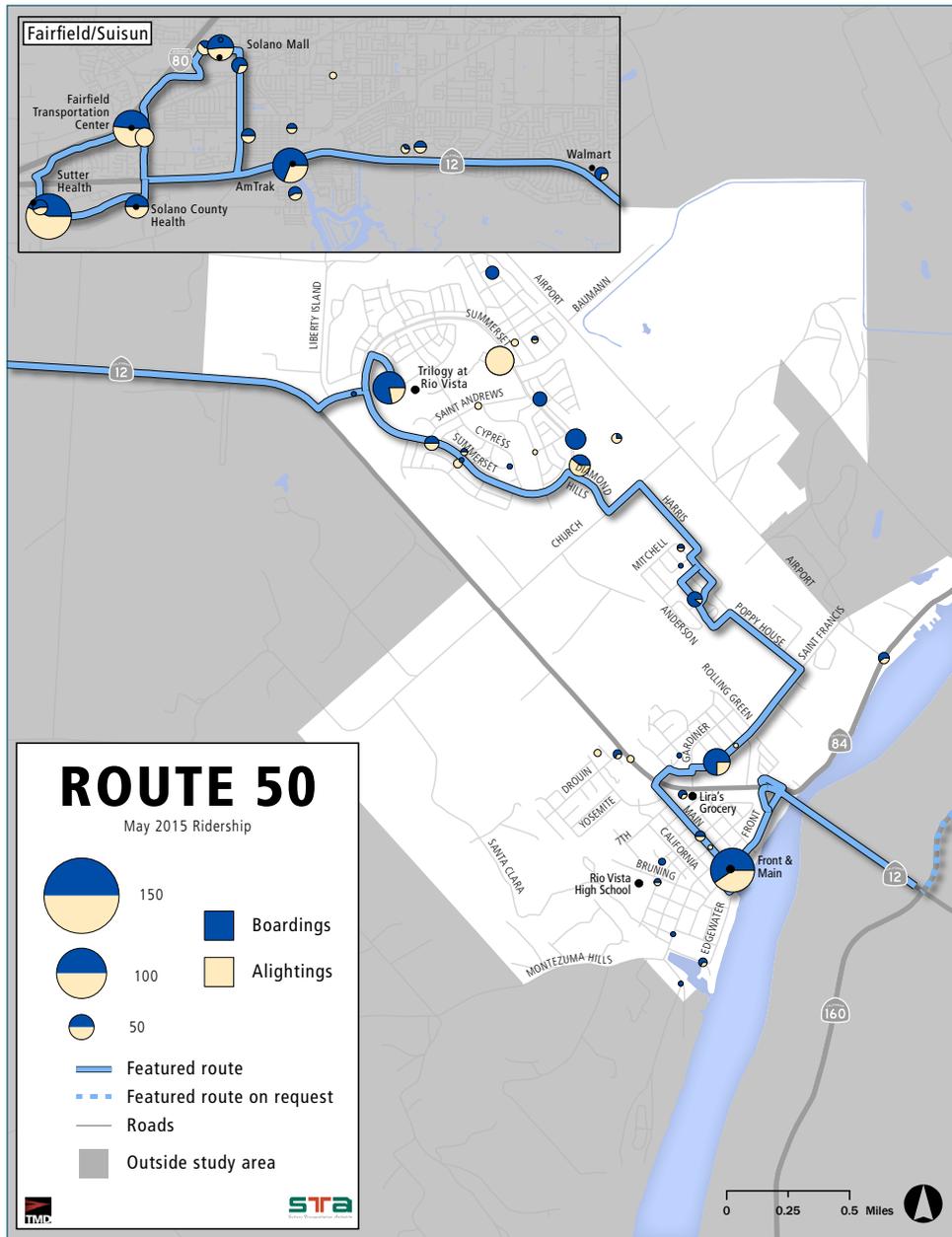


FIGURE 8: ROUTE 50 RIDERSHIP



## System Performance

Delta Breeze services average 3.2 passengers per revenue hour. Route 52 has the highest productivity with 5.6 passengers per hour while Route 54 has the lowest at 1.4. Service averages 0.17 passengers per revenue mile, and this is primarily due to the 20+ mile alignments of Routes 50, 52, and 54 required to get passengers to their destinations. Route 54's low performance is due to the nature of its service design. It is an inter-city service carrying passengers long distances with few stops, limiting its revenue potential. It also serves as a dial-a-ride service in its destination cities, increasing the cost of providing service.

Delta Breeze does not have a performance standard for the number of passengers per trip, however this statistic is useful for routes that operate only a few trips per day, such as 50 and 52. Route 50 ridership per trip has remained relatively constant since FY 2014 (at about three

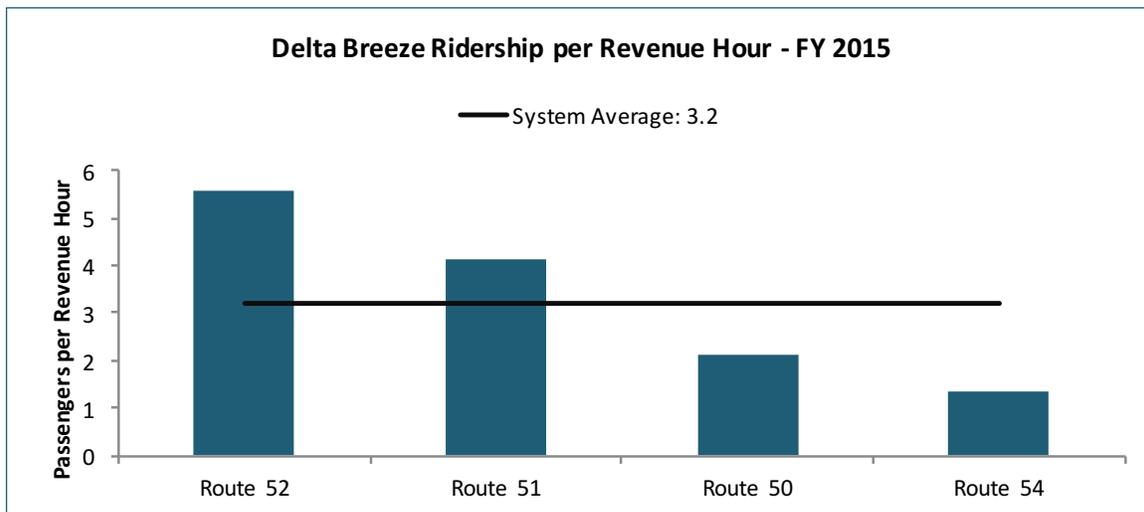


FIGURE 10: RIDERSHIP PER REVENUE HOUR BY ROUTE

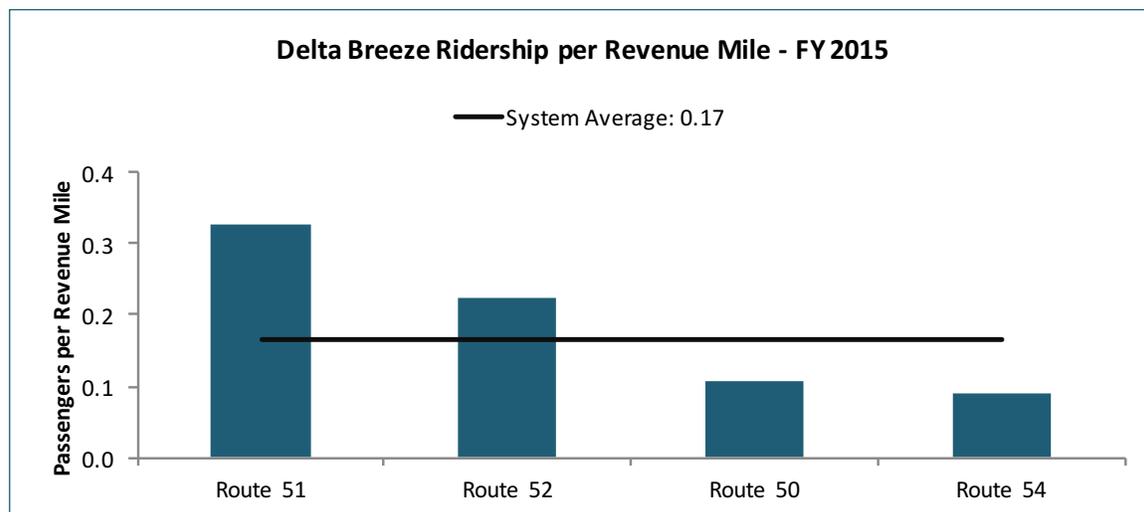


FIGURE 11: RIDERSHIP PER REVENUE MILE BY ROUTE

passengers per trip). Route 52 ridership per trip has steadily increased, reaching about eight passengers per trip in FY 2015.

### Financial Performance<sup>3</sup>

Delta Breeze has a target farebox recovery ratio of ten percent, which is currently only met by Route 52, and the system averages 7.7 percent. Route 52 has the highest farebox recovery of 17.2 percent, and Route 54 has the lowest farebox recovery ratio at 4.1 percent. Approximately 57 percent of fare revenue comes from on-vehicle cash payments and 43 percent comes from monthly or 10-ride passes.

Average subsidy per passenger boarding is \$21.22, meaning that for each passenger who uses Delta Breeze service, it costs the City of Rio Vista \$21.22. Subsidies range from \$9.96 on Route 52 to \$52.70 on Route 54.

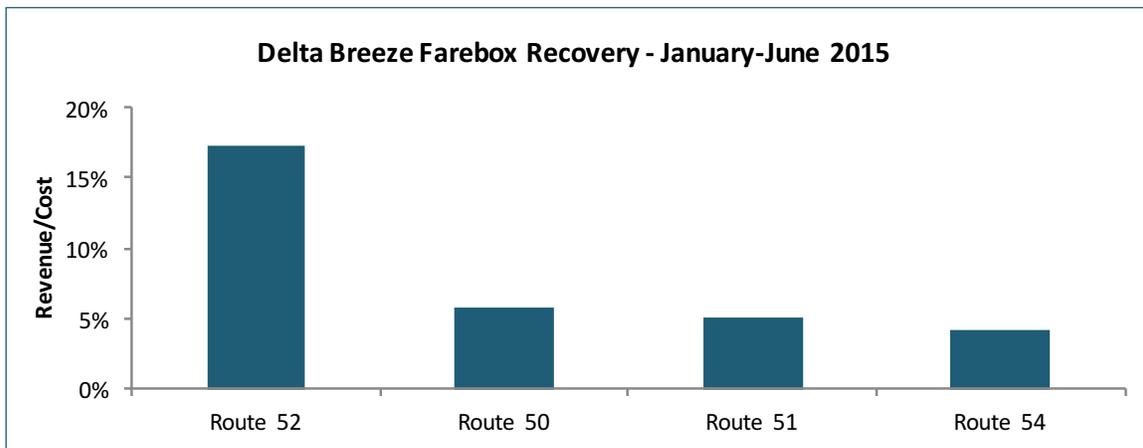


FIGURE 12: FAREBOX RECOVERY BY ROUTE

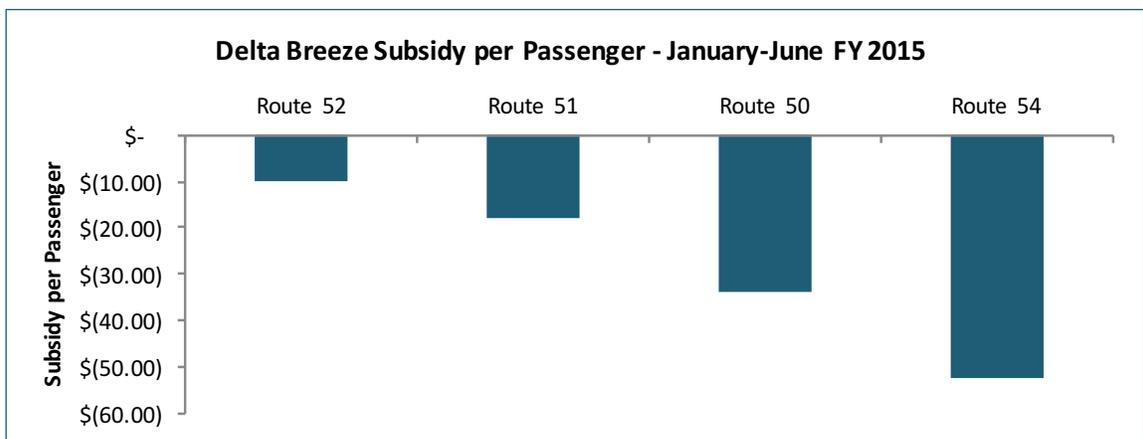


FIGURE 13: SUBSIDY PER PASSENGER BY ROUTE

3. These financial performance numbers are for January 2015 – June 2015 and include both on-board cash payments and revenue from sale of monthly passes

Despite fares of \$6.00 on inter-city trips and an additional \$1.00 charge per off-route deviation, fare revenue is not enough to cover ten percent of operating costs. Average revenue yielded per passenger trip is \$2.07 on Routes 50 and 52, \$2.26 on Route 54, and \$0.97 on Route 51. System-wide average fare revenue is \$1.77 per passenger trip. The 20+ mile route alignments of Routes 50, 52, and 54 incur significant hour and mileage costs, contributing to low farebox recovery.

## V. Key Findings

Solano County and the Bay Area region recognize that the current transportation network, in tandem with the existing nature of development, present a mobility challenge for Rio Vista residents, especially seniors, disabled persons, and the low income population. It will require many steps to fix this issue, including changes to the current transportation network and changes in the way communities are planned and developed.

Rio Vista's population is expected to continue to grow, and the senior population is expected to increase by 136 percent in the coming decades. New development is planned in Rio Vista, primarily west of downtown. It is important to plan appropriately for the anticipated growth and to provide seniors with access to basic needs such as grocery shopping and medical services.

Inter-city/inter-county travel is difficult for transit and paratransit users because they must transfer between systems with different fares, schedules, and ADA paratransit eligibility requirements.

Delta Breeze overall performance has remained fairly constant between 2012 and 2015. However, there have been fluctuations at the route level. Route 52's performance has increased every year, while Routes 51 and 54 performance have decreased. Routes 50 and 54 do not meet performance standards for ridership per hour, ridership per mile, or farebox recovery. Overall, the system struggles to meet the ten percent farebox recovery minimum and must find a way to increase its revenue and decrease its operating costs by changing and/or reducing service.

# Chapter 2: Summary of Existing Transit Gaps

## I. Introduction

The Summary of Transit Gaps provides an understanding of the market demand for transit in the City of Rio Vista and identifies unmet mobility needs. The report incorporates an analysis of the Delta Breeze service area, population demographics, key regional destinations, and future development in Rio Vista in order to identify ways in which transit may better meet the mobility needs of Rio Vista's residents. It also evaluates results of an on-board survey which leads to a better understanding of who rides transit and how they use the services as well as a community survey which identifies the community's preferences for transit service. The results of these surveys provide a better understanding of the types of transit service most likely to be successful in the City of Rio Vista and will help in the development of proposed strategies and solutions for better matching market demand to transit service delivery.

## II. Service Area Overview

The City of Rio Vista is located in Solano County at the western border of the Sacramento River Delta. The City is isolated, with the nearest development 16 miles south in Antioch, 18 miles northwest in Fairfield and Vacaville, and 25 miles east in Lodi.

Today the City of Rio Vista totals 7.1 square miles and has a population of about 7,450<sup>4</sup>. A majority of population growth in Rio Vista took place between 2000 and 2010, with the construction of the Trilogy development, a gated 55-and-older residential community. Between 2000 and 2010, the population grew by 2,800 people, and the percentage of the population over the age of 55 increased from 31 percent to 55 percent.

Rio Vista's development is primarily suburban and auto-centric; even the densest areas of the City are characterized by single-family homes. Downtown Rio Vista is built on a grid network and is walkable with good pedestrian infrastructure. However, SR 12, which runs straight through the center of town, presents a major barrier to walkability between the two halves

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4. 2013 American Community Survey, 5-Year Estimate

of the downtown area. Outside of downtown, Rio Vista is not walkable: recent and planned development lack adequate pedestrian and bike amenities, and no biking or pedestrian infrastructure exists on the two-mile stretch of SR 12 between downtown and Trilogy. There is also limited road connectivity: many roads between downtown and Trilogy are unfinished; Trilogy has limited entry points; and roads within Trilogy are long, winding, and missing sidewalks.

## III. Market Area Profile

The Market Area Profile examines population demographics to identify areas within the City that are more likely to generate demand for transit service now and in the future.

### Population Density

The population of Rio Vista totaled 7,450 in 2013 and has a low density, consisting mainly of single family homes developed in auto-centric neighborhoods. 98 percent of the population lives within  $\frac{3}{4}$  mile of fixed-route service on Routes 50 (Fairfield/Suisun City) and 52 (Pittsburg/BART) indicating there are no significant gaps in geographic service coverage within the City of Rio Vista. As shown in Figure 14, the highest population densities in Rio Vista are located in the residential neighborhood off Poppy House Road and scattered throughout the downtown area. Although these areas have relatively higher density, they still primarily consist of single family homes.

### Minority Population

About 70 percent of Rio Vista's population identifies as non-Hispanic white. The largest minority group is Hispanics and Latinos, accounting for 11 percent of the population, followed by African Americans and Asians (each accounting for seven percent of the population). There is no significant geographic concentration of minorities in Rio Vista, as shown in Figure 15.

### Poverty

Around 11 percent of Rio Vista residents are below the poverty line, which is slightly below the county average of 13 percent. Most neighboring cities have a higher percentage of residents in poverty (Lodi has 19 percent; Antioch has 15 percent; and Fairfield has 12 percent); however, Vacaville has a slightly lower poverty percentage (10 percent)<sup>5</sup>. Figure 16 shows the distribution of Rio Vista residents in poverty.

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5. Due to the small population of Rio Vista, data on low income households, zero vehicle households, and the disabled population is not available on the Census block level. This data is therefore analyzed by Census block group. This shows the population density, however it is over a wider area (and therefore not as specific) as data by each individual Census block.

## Zero Vehicle Households

There are very few zero-vehicle households in Rio Vista, demonstrating the necessity of private vehicles for mobility in the community. The 2014 American Community Survey estimates that there are 12 zero-vehicle-households out of 2,423 households in Rio Vista (or 0.5 percent). There is less than one zero-vehicle household per acre throughout the developed areas of Rio Vista (Figure 17).<sup>2</sup>

## Youth Population (Ages 10-17)

There are about 390 residents between the ages of 10 and 17 in Rio Vista, totaling around five percent of the total population. Youth tend to utilize transit more than the rest of the population because they are independent enough to ride transit but not yet old enough to drive or do not yet have access to their own vehicle. Until the end of the 2012-2013 school year, Delta Breeze had a contract with the River Delta Unified School District to operate Route 51 for extended hours in the evening and to allow students to ride at less than the full fare. During this time, an average of about 400 students used the service per month, roughly 20 each school day, indicating a demand for after-school transportation options. <sup>2</sup> The distribution of youths is shown in Figure 18.

## College Aged (Ages 18-24)

About 590 residents, or eight percent of the population, are between the ages of 18 and 24. Due to the low numbers of young adults, and the low density development patterns of Rio Vista, there are no areas with a high density of college-aged residents. College aged residents live throughout the City of Rio Vista, but none live within the Trilogy development (see Figure 19). The only college in the City is a satellite of San Joaquin Delta College, a two-year community college, and courses are taught at the Rio Vista High School.

## Adults Ages 25 to 55

Adults between the ages of 25 and 55 total about 1,920 and account for 26 percent of the City's population. The highest density areas of this age group are similar those of the overall population and are in the residential neighborhood off Poppy House Road and scattered throughout the downtown area. While most of the 25 to 55 population lives outside of Trilogy, there are a few residents in Trilogy from this age group (see Figure 20).

## Senior Density

The senior population in Rio Vista is relatively large; 36 percent of Rio Vista residents are over the age of 65, and over half of the population is over the age of 50. While the population is large, the density of seniors is fairly low. Figure 22 shows that the highest concentrations of seniors over the age of 65 are located in Trilogy and downtown, specifically in the West Wind Mobile Home Park. Looking at the over 55 population (Figure 21), there are also high concentrations at Laurel and Elm, and on Drouin Drive at Sequoia Court. Delta Breeze offers a fare discount to residents aged 55 and over.

## People with Disabilities

Over 1,200 residents of Rio Vista have a disability, accounting for 17 percent of the population. Most of these people with disabilities (72 percent) are also seniors over the age of 65. Delta Breeze offers discounted fares and passes to disabled persons. People with disabilities live at a very low density throughout Rio Vista, with less than one person per acre for most of the city, as shown in Figure 23. The highest densities of people with disabilities are located between Yosemite Drive and Drouin Drive and south of Rio Vista High School. While the density of people with disabilities in Trilogy is low, the number may be high given the high population of senior residents.

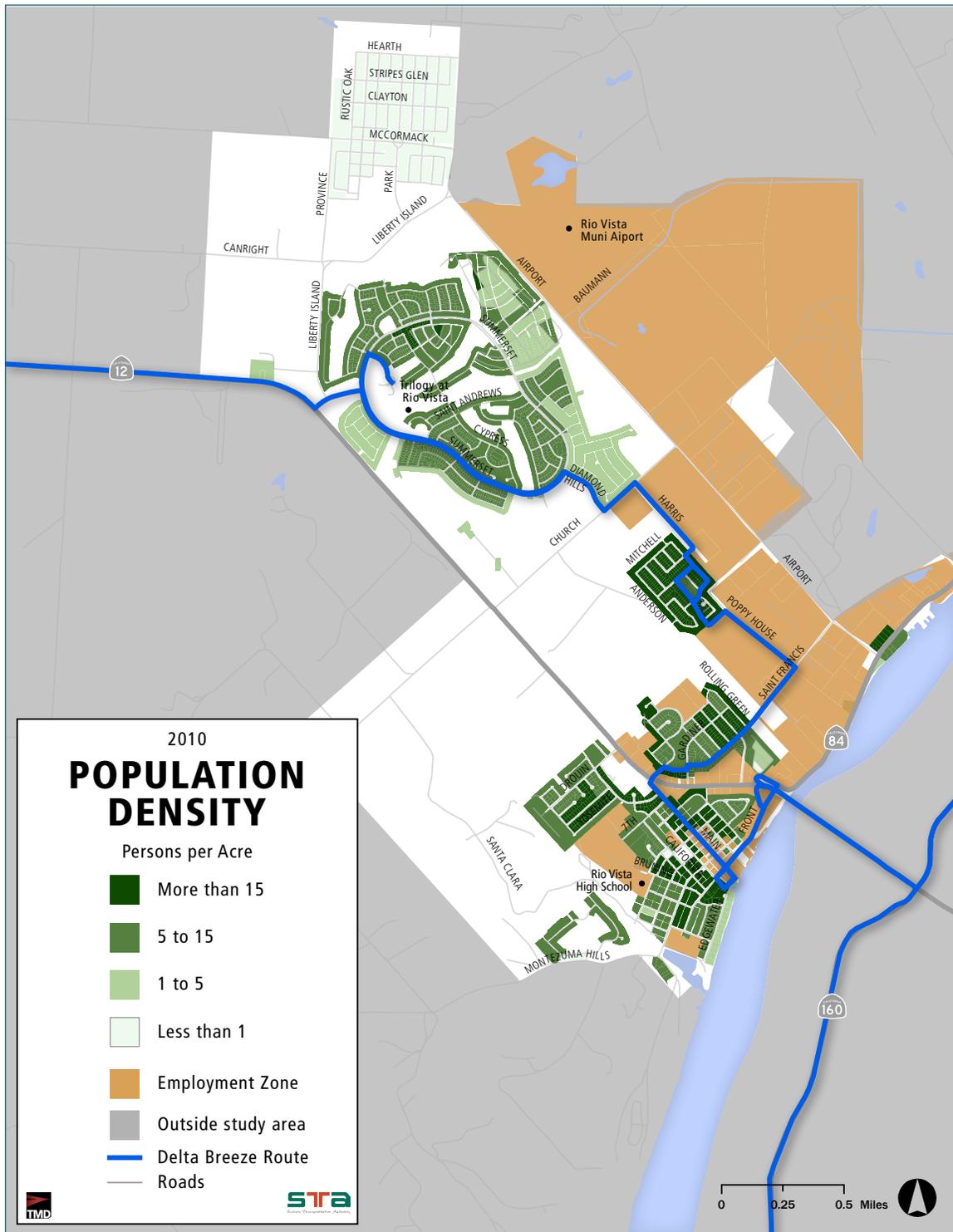


FIGURE 14: POPULATION DENSITY

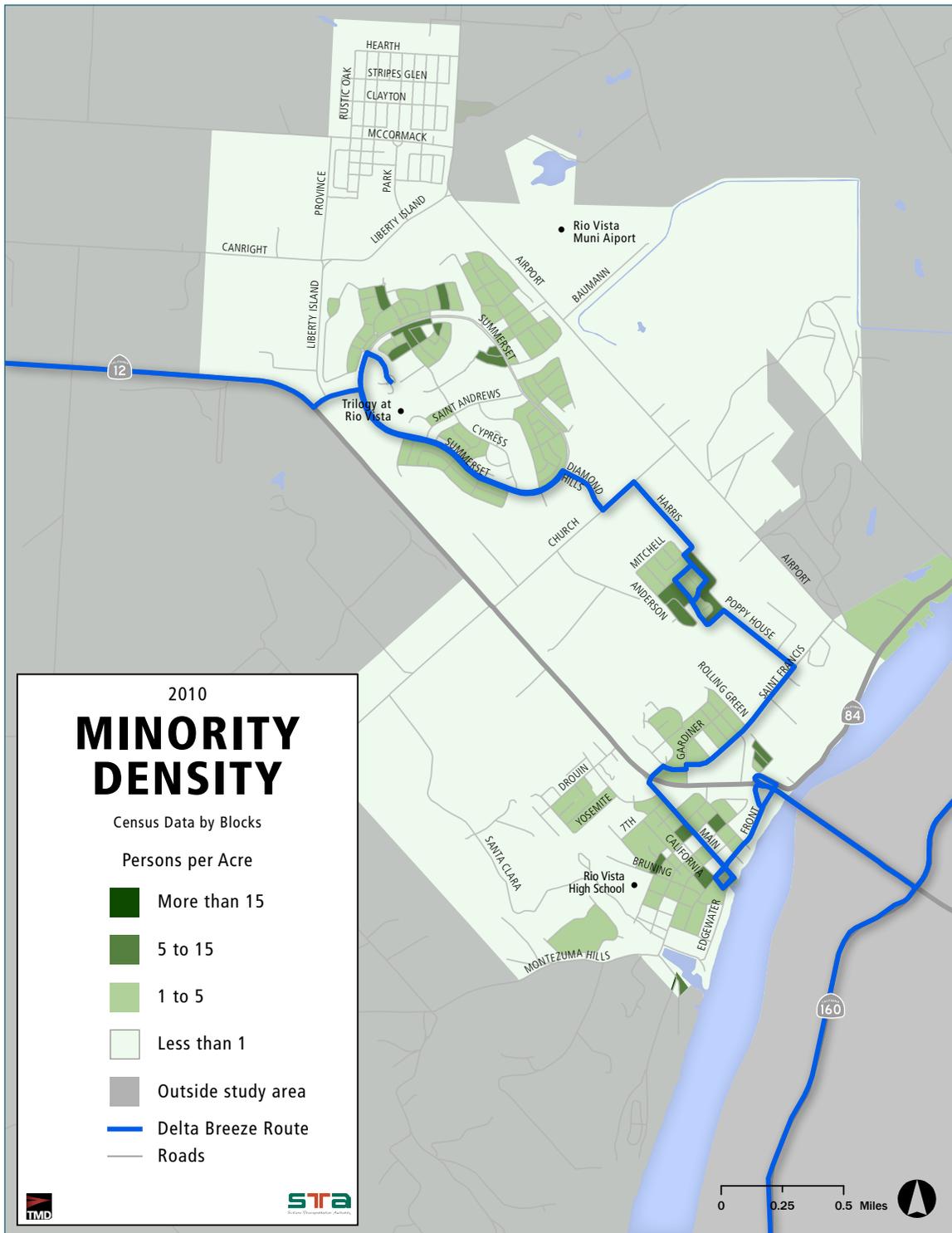


FIGURE 15: POPULATION DENSITY

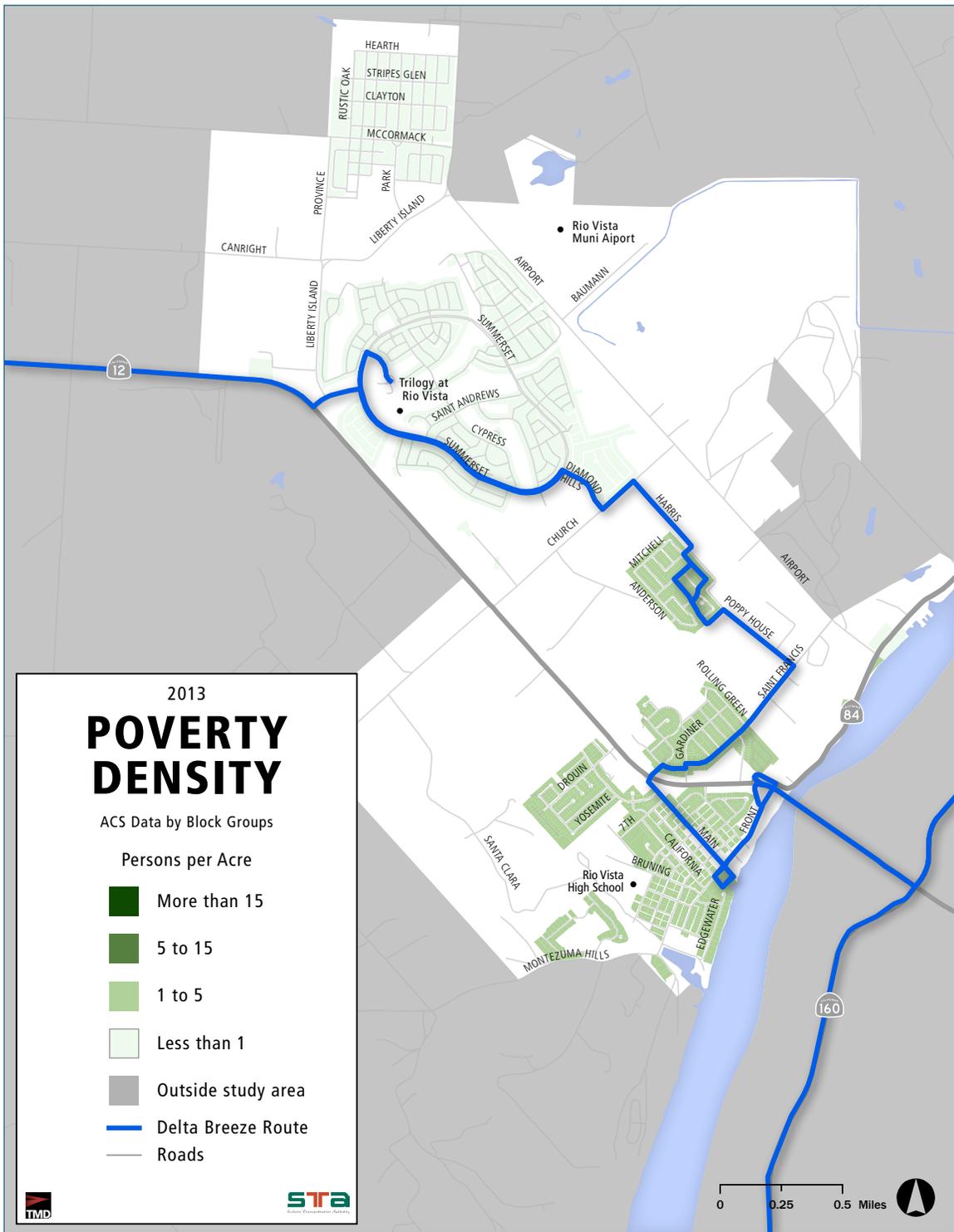


FIGURE 16: POVERTY DENSITY

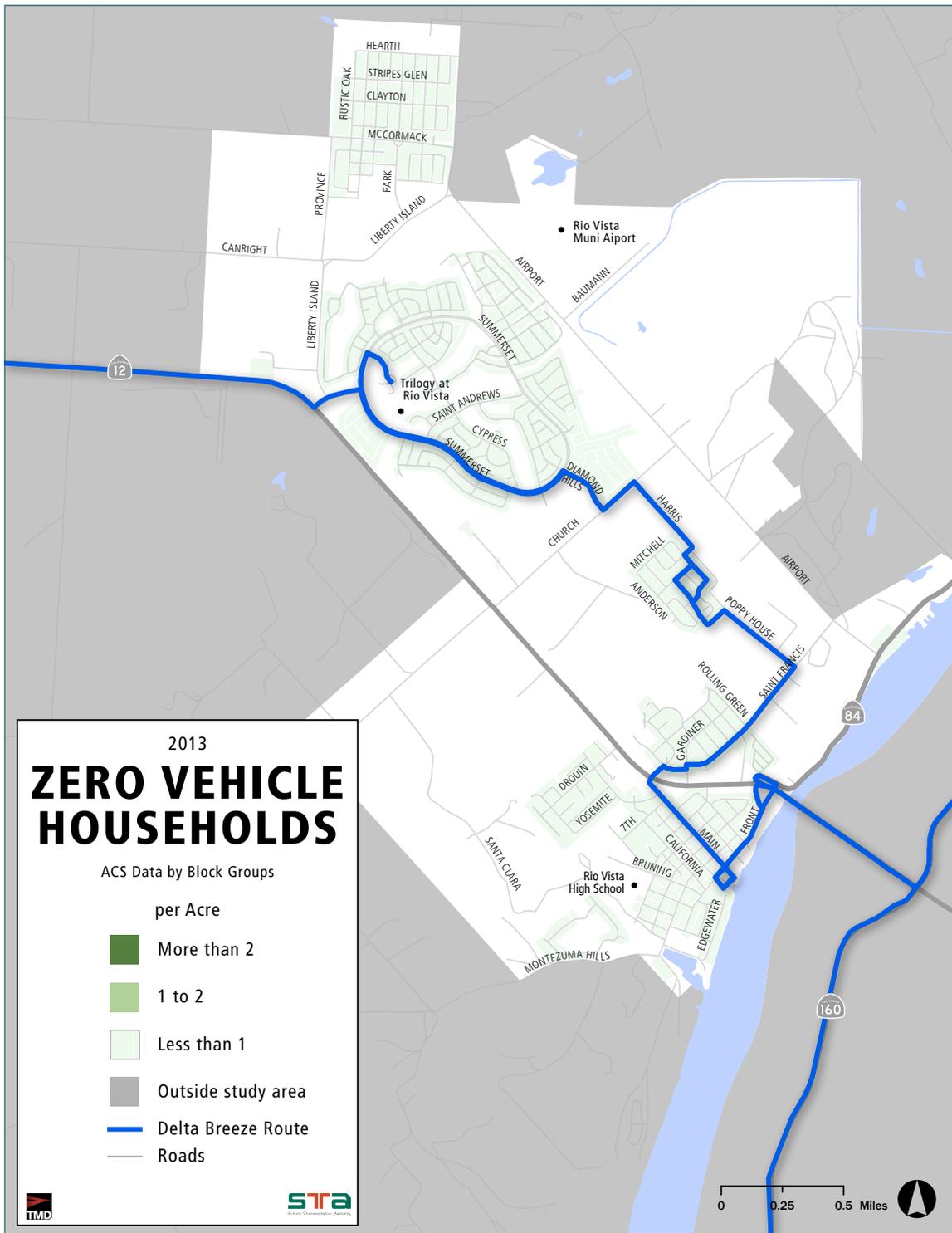


FIGURE 17: ZERO VEHICLE HOUSEHOLDS

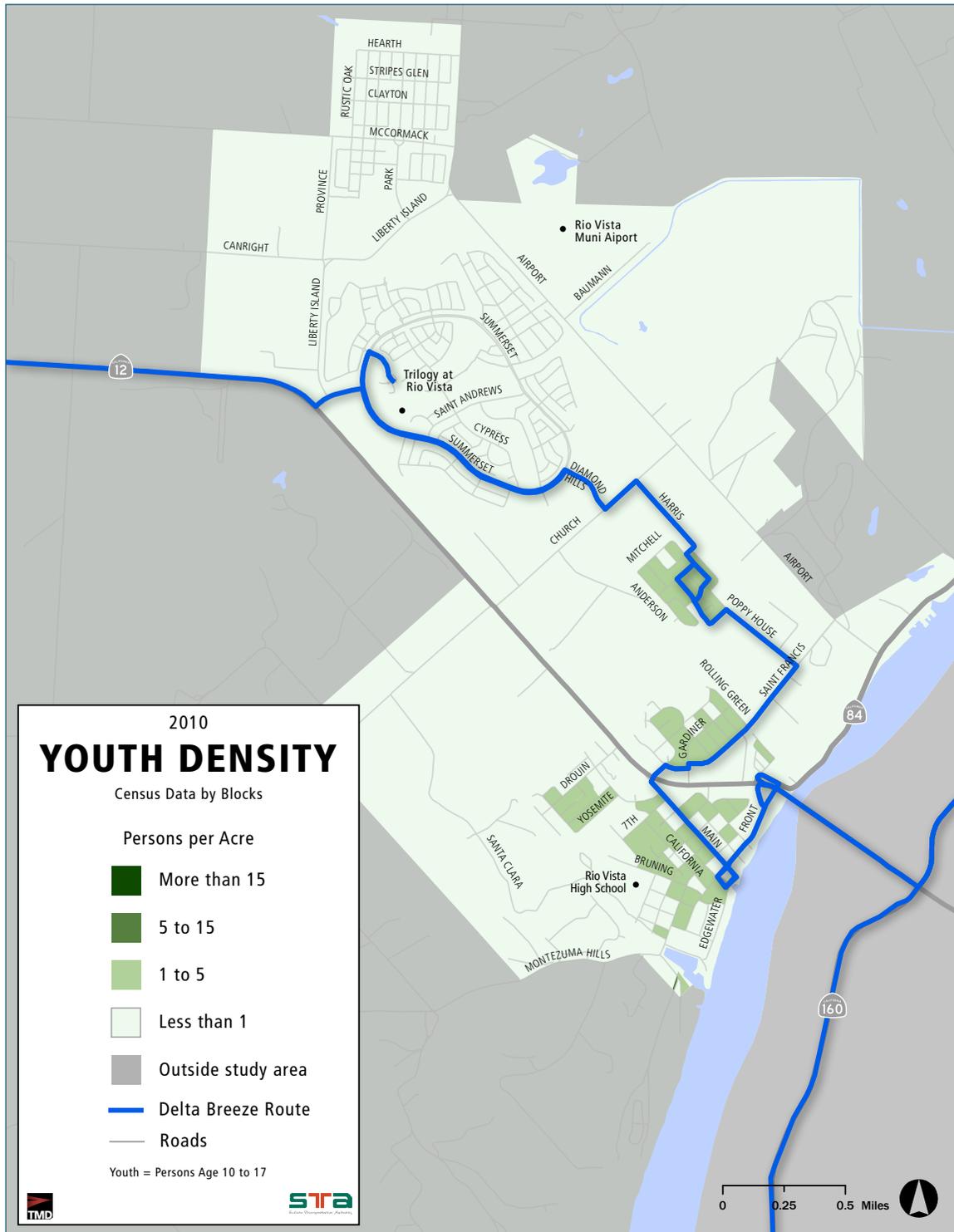


FIGURE 18: YOUTH DENSITY (AGES 10-17)

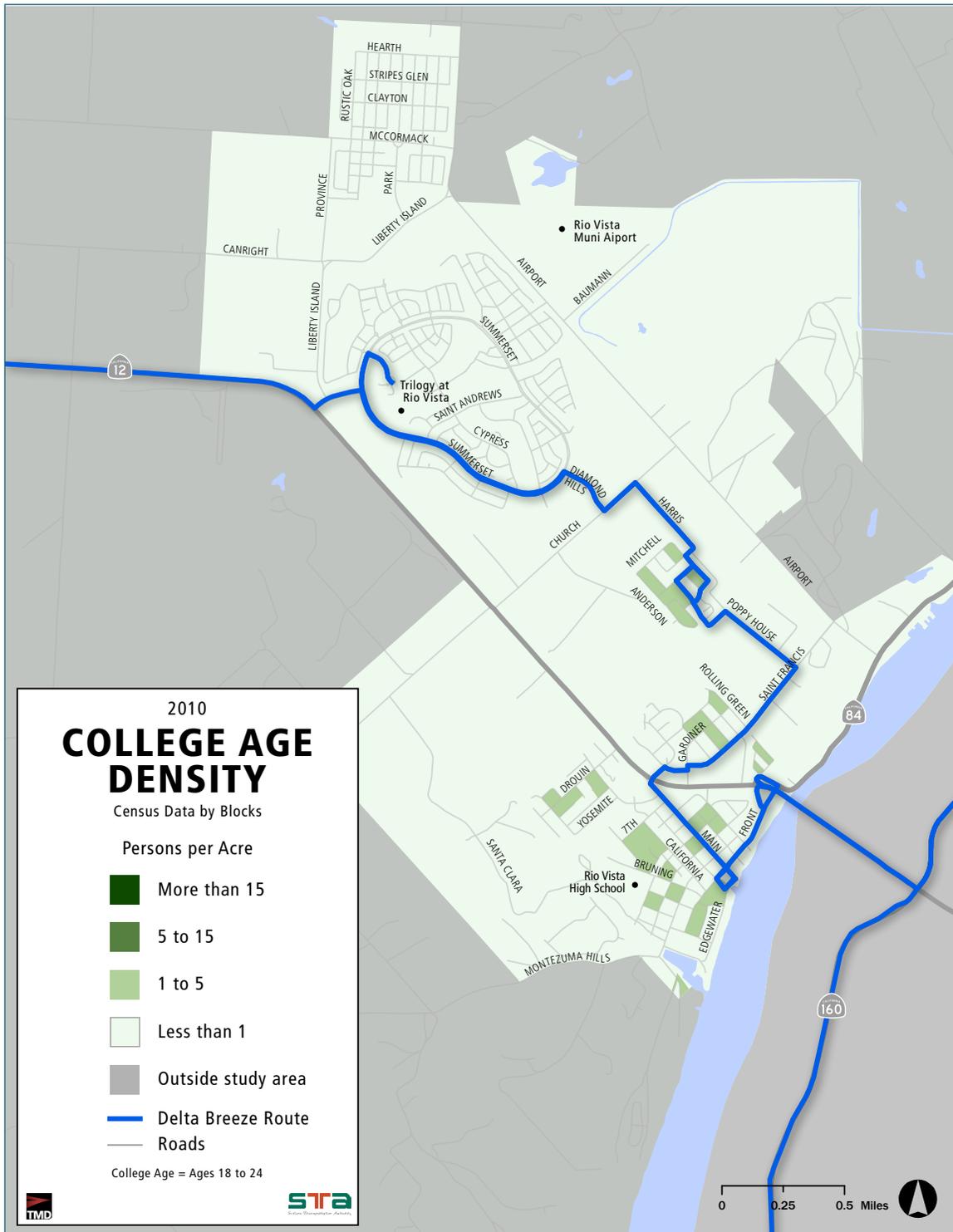


FIGURE 19: COLLEGE-AGE DENSITY (AGES 18-24)

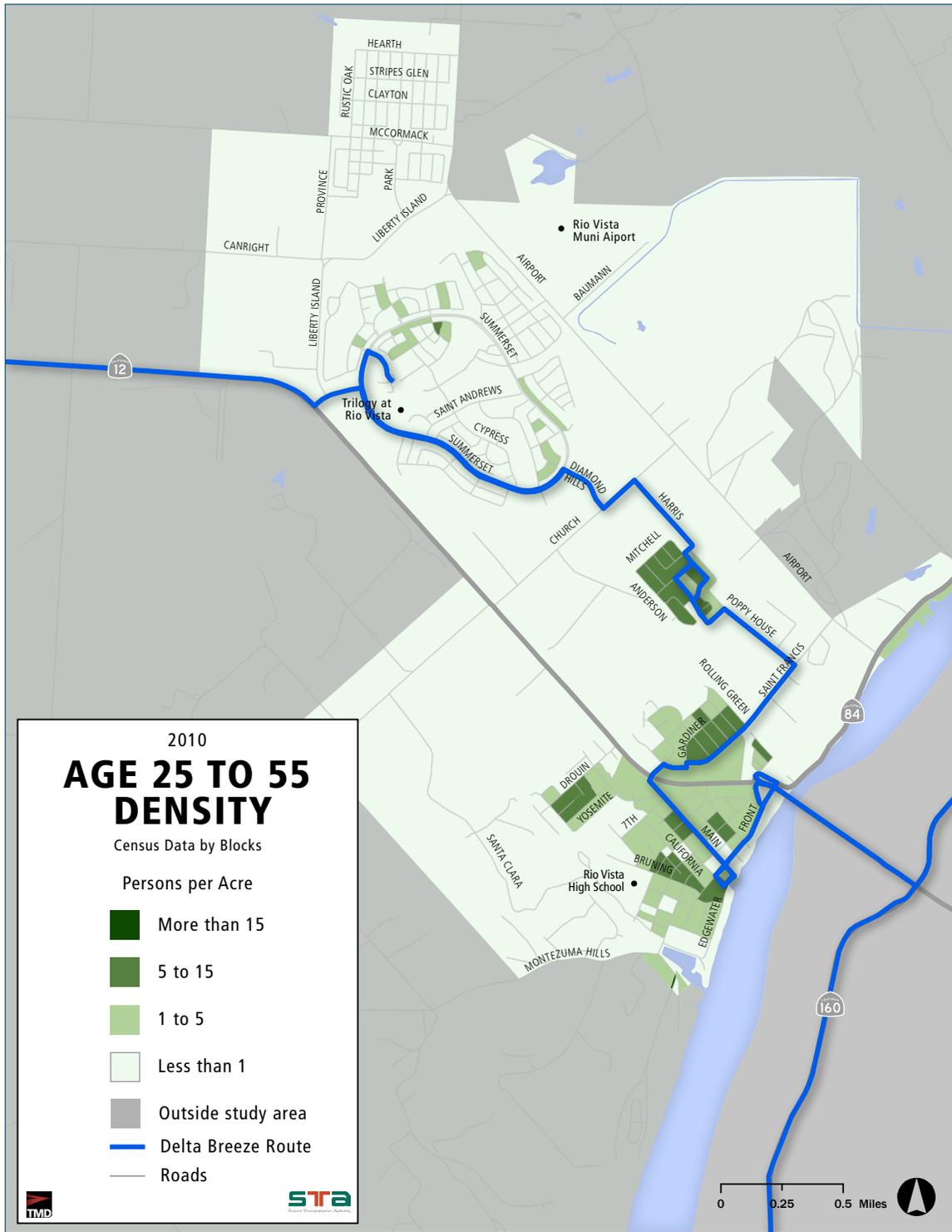


FIGURE 20: AGES 25 TO 55 DENSITY

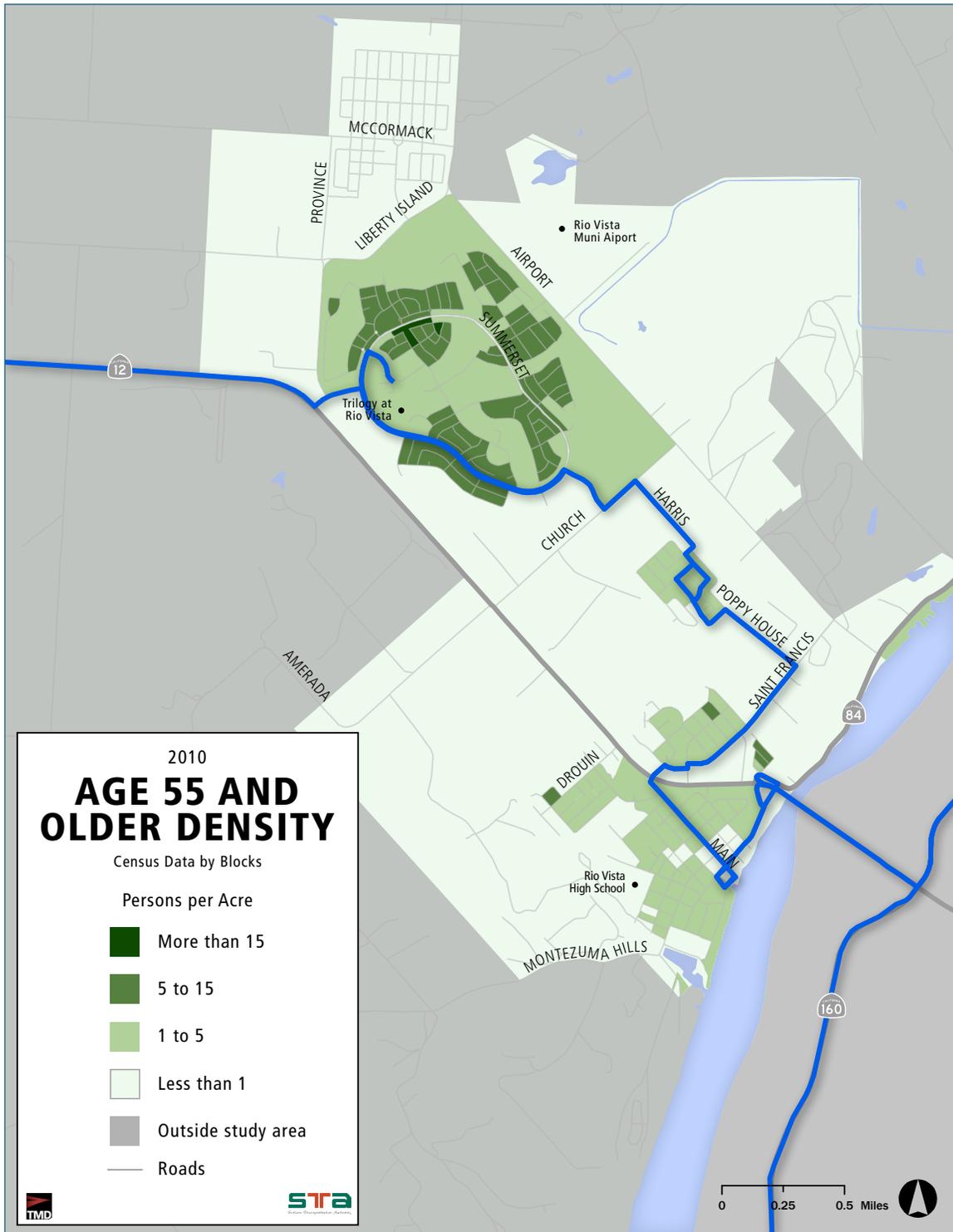


FIGURE 21: AGES 55 AND OLDER DENSITY

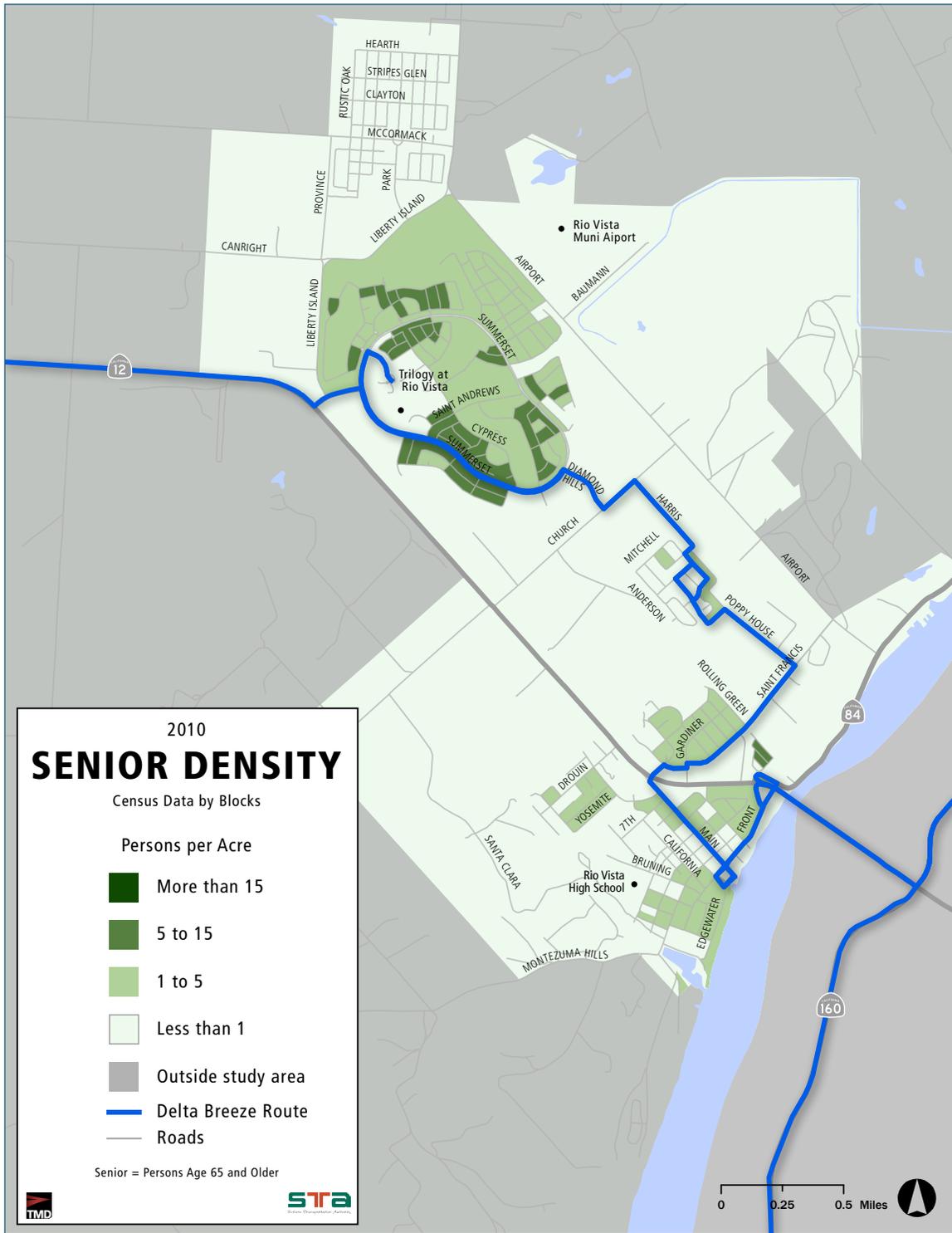


FIGURE 22: AGES 65 AND OLDER DENSITY

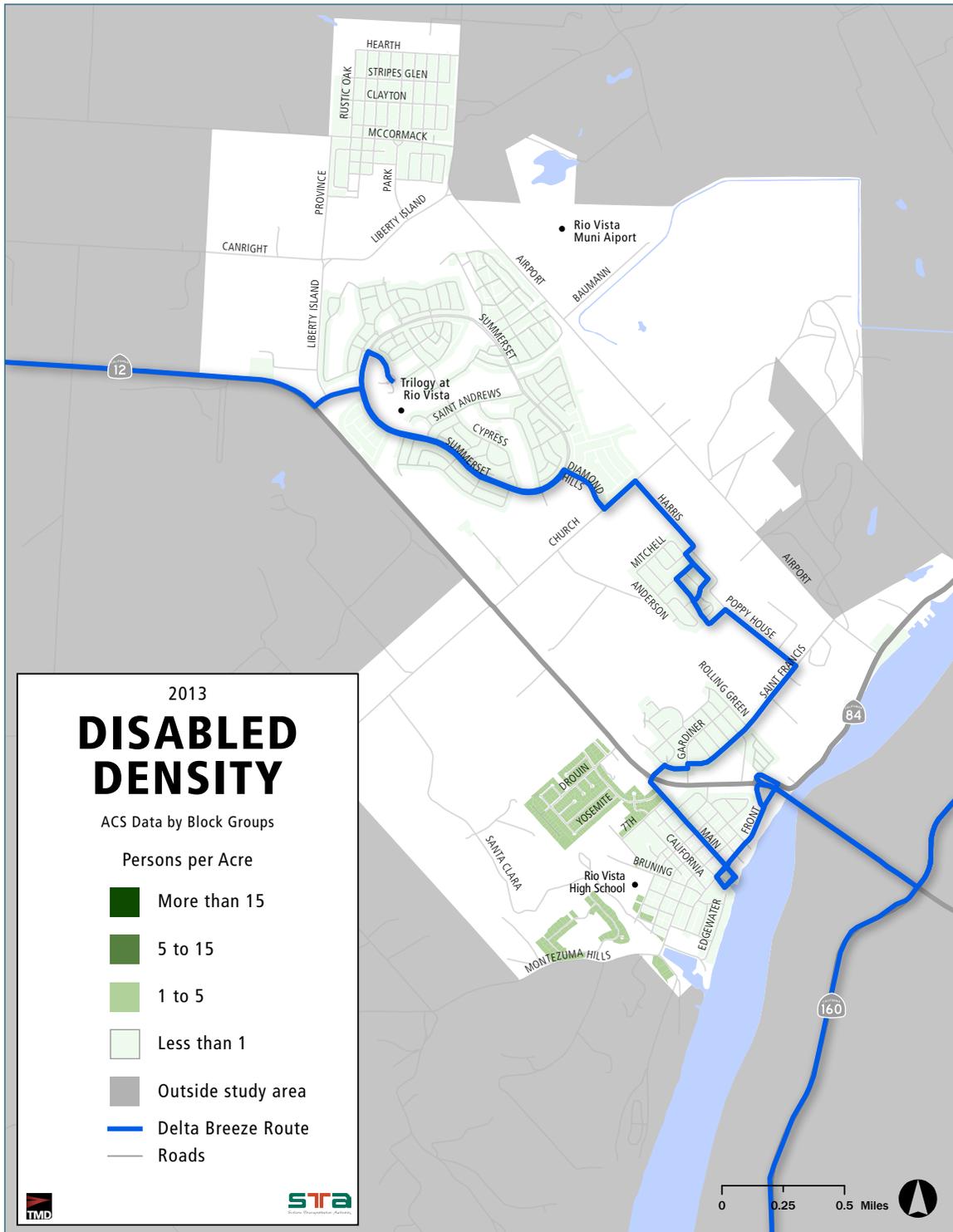


FIGURE 23: PEOPLE WITH DISABILITIES DENSITY

## IV. Key Destinations

There are few amenities within the City of Rio Vista, and residents must travel outside the City to access basic needs and services. The City has no medical facilities (other than two dentists and two chiropractors), no major convenience or retail stores, one supermarket, and one pharmacy. The nearest discount department store where residents can purchase a variety of groceries, household items, clothes, electronics, and medicine is the Fairfield or Antioch Walmart, both a 19-mile drive away from Rio Vista. For most medical appointments, pharmacies, and hospitals, residents must travel to Fairfield, Vacaville, Antioch, or Lodi, all over a 20-mile drive away from Rio Vista. This is difficult for residents requiring medical care multiple times per week and poses a major issue for residents in need of emergency care treatment. The lack of resources within the City of Rio Vista requires that residents travel far distances to access basic needs, a significant burden for residents who do not have a car or who are unable to drive.

Key destinations in Fairfield/Suisun City are within walking distance to Route 50 (Fairfield/Suisun City) (which can also deviate upon request and for an extra fare). Route 52 (Pittsburg/BART) serves as a commuter service and does not adequately provide service to major medical and shopping destinations in Antioch and Pittsburg: although Route 52 may make deviations for an additional fare, most destinations are outside the allowable deviation radius of one mile, and service is only provided during commute hours. Route 54 offers the most convenient access for riders trying to get to specific destinations in neighboring cities, but this route only operates on Wednesdays and travels to a different destination each week.

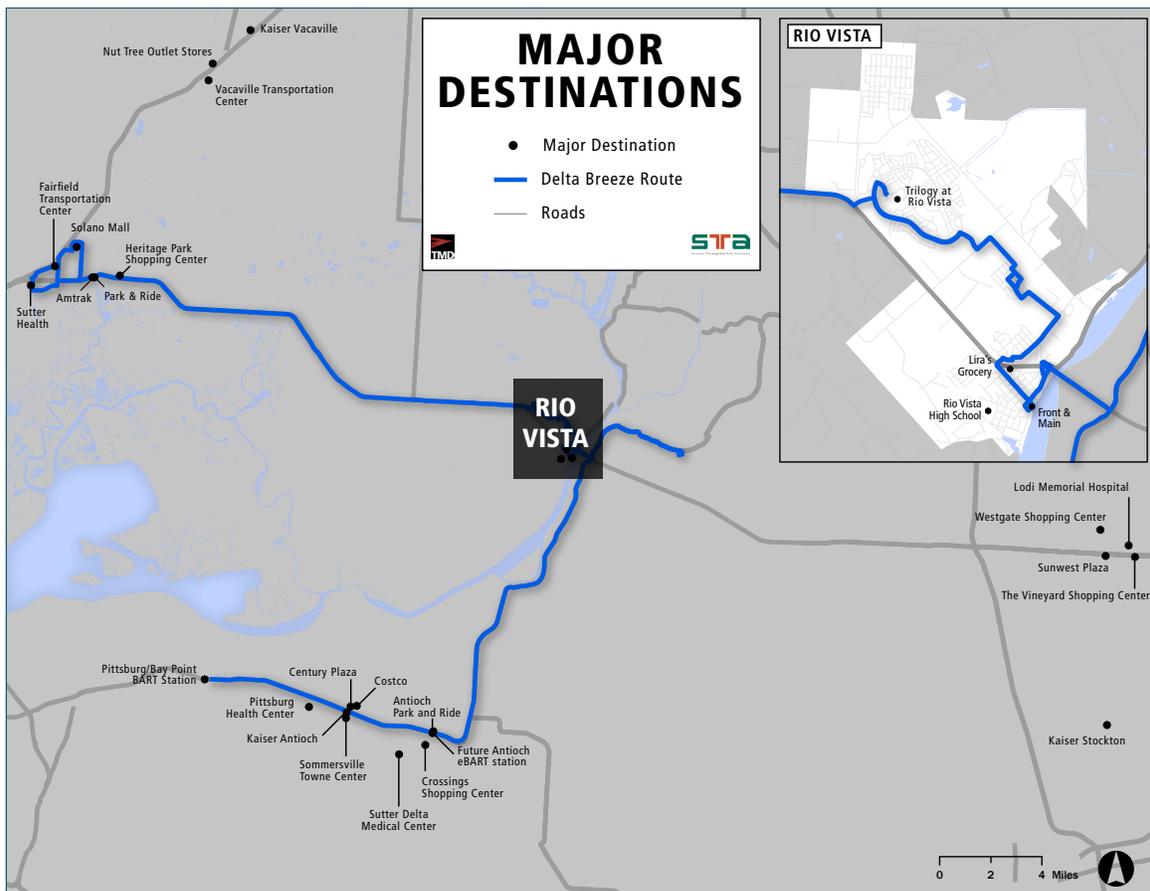


FIGURE 24: MAJOR DESTINATIONS

## V. Future Development

Rio Vista is expected to continue to expand in the coming years, especially since median housing prices are cheaper in Rio Vista compared to other parts of Solano County and nearby cities in the San Francisco Bay Area. The median home value in Rio Vista is \$301,600 (\$185 per square foot); this is lower than \$340,900 in Solano County (\$210 per square foot); and \$565,600 (\$444 per square foot) in Oakland, based on Zillow estimates.

**Two major developments are planned within the next few years:**

- **Riverwalk Project:** A 236-acre development located northeast of the intersection of SR 12 and Church Road consisting of 760 units, a mix of single and multi-family homes as well as commercial and open space.
- **Del Rio Hills:** A 505-acre development located immediately west of downtown Rio Vista (south of SR 12, and east of Amerada Road). Plans include single and multi-family housing, commercial space, parks, and an elementary school.

Additionally, Trilogy is expected to grow by about 600 to 700 more homes in the next two years (from about 1,400 homes currently), providing housing for about 1,500 new residents. In total, Rio Vista will grow by more than 4,000 people at the completion of these projects, expanding the City's total population by around 50 percent. Growing by such a large percentage will have significant implications for mobility in the City. Since the City is not growing in geographic size, the area will become denser and the streets more congested. If the demand for transit service is similar among future residents as it is for current residents, demand for transit can be expected to grow by 50 percent as well. With similar street networks to current developments, the future developments will pose the same difficulties to providing convenient transit access to residents in an affordable manner.

## VI. Summary of Results from On-Board Survey

Rio Vista conducted an on-board survey of transit riders in early November 2015 to understand how riders use the transit system. The survey collected information on origins and destinations, trip characteristics, and passenger demographics. A total of 28 surveys were collected from Routes 50, 51, and 52. The following analysis is based on on-board survey responses and the majority of the analysis excludes "No Response" answers. Some questions that allowed respondents to select multiple choices resulted in answer totals that exceeded 100 percent.

### Age and Gender

Three-quarters of riders are age 50 or older (and of these, more than half are over age 65), demonstrating the large role that Delta Breeze plays in senior mobility. About 17 percent of riders are under age 29, however there were no riders under the age of 18 (ages ranged from 19 to 88). Sixty percent of survey respondents were women.

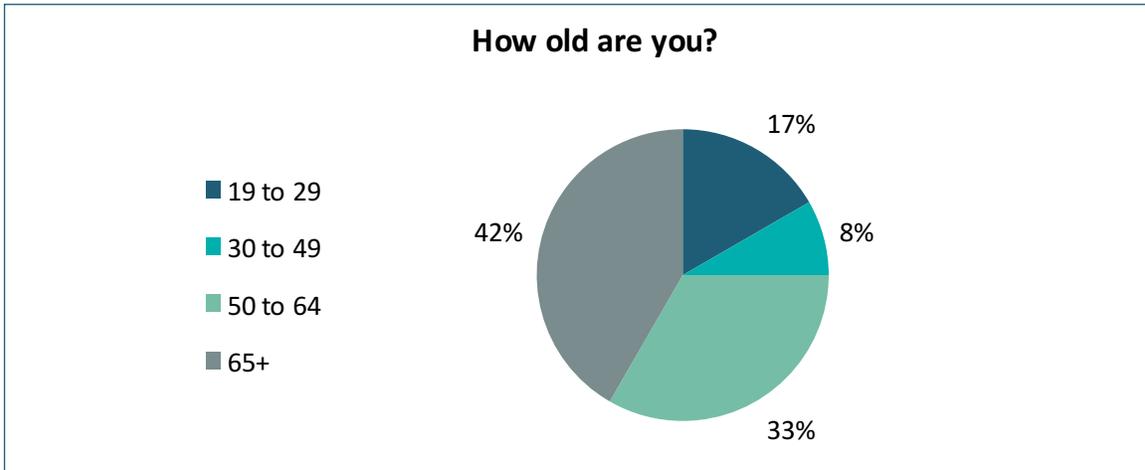


FIGURE 25: AGE OF DELTA BREEZE RIDERS

## Ethnicity

Delta Breeze riders are a diverse group: 46 percent identify as white; 21 percent identifies as Asian or Pacific Islander; 18 percent identifies as African American; seven percent identifies as Hispanic or Latino; and the remaining seven percent identified as multi-racial or an ethnicity not specified in the survey.

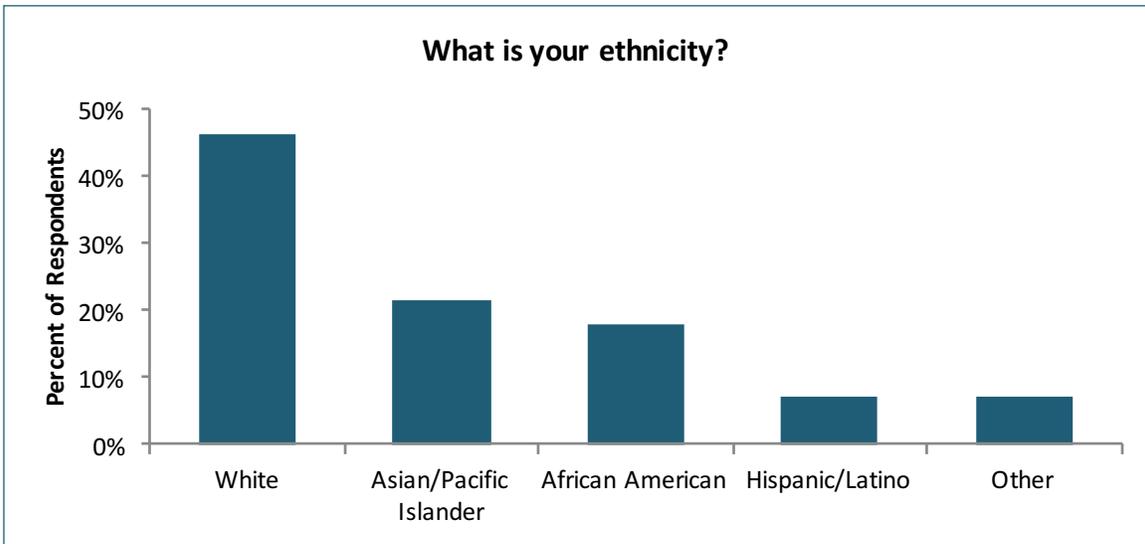


FIGURE 26: ETHNICITY OF DELTA BREEZE RIDERS

## Household Income

The annual household income of Delta Breeze riders was lower than the city average. About 37 percent of Delta Breeze riders have a household income below \$15,000, compared with seven percent of Rio Vista residents. Only 23 percent of riders had a household income of about \$50,000, whereas 55 percent of city residents had a household income higher than this.

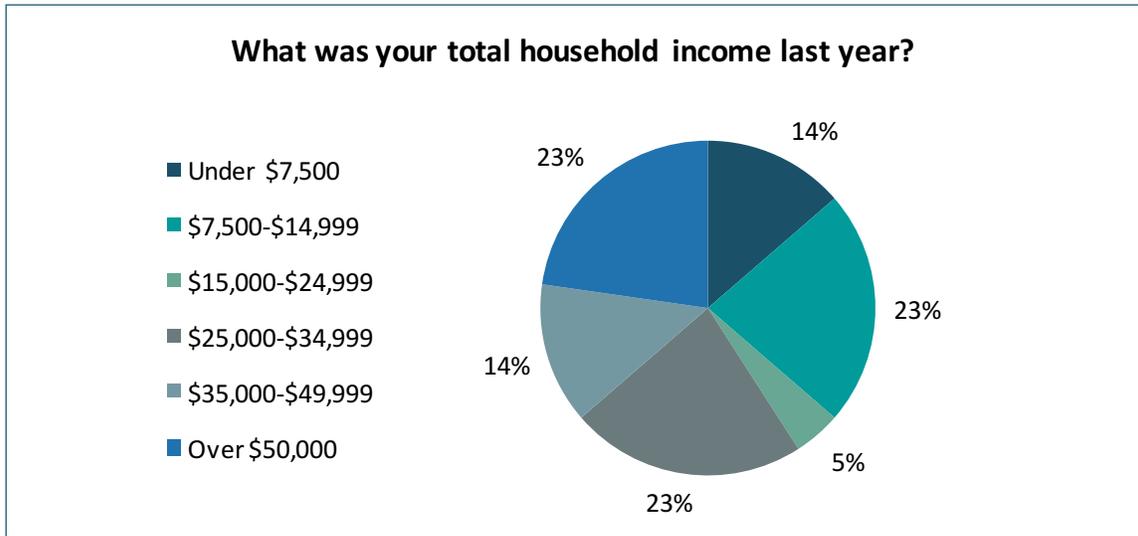


FIGURE 27: HOUSEHOLD INCOME OF DELTA BREEZE RIDERS

## Employment Status

Slightly more than half of all Delta Breeze riders are retired. The second largest group, accounting for 19 percent of ridership, is persons employed full-time. All full-time employees rode Route 52 (Pittsburg/BART), and accounted for 71 percent of riders surveyed on Route 52. No respondents on Route 50 (Fairfield/Suisun City) reported that they were employed full-time. About 15 percent of riders are unemployed, 11 percent are employed part-time, and four percent (each) are homemakers or declined to state. Only one rider was a student; enrolled part-time in college.

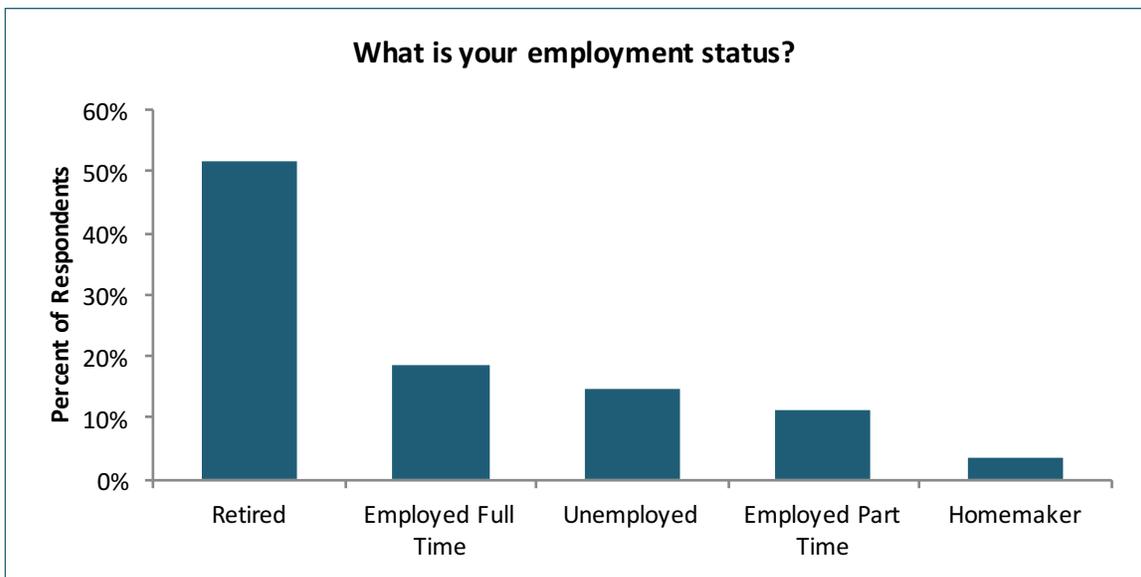


FIGURE 28: EMPLOYMENT STATUS OF DELTA BREEZE RIDERS

## Frequency of Use

More than half of Delta Breeze riders use the system three or more days per week, and 19 percent ride five days per week. All Route 52 (Pittsburg/BART) riders rode three or more days per week, and all those who were employed full time rode three or more times per week.

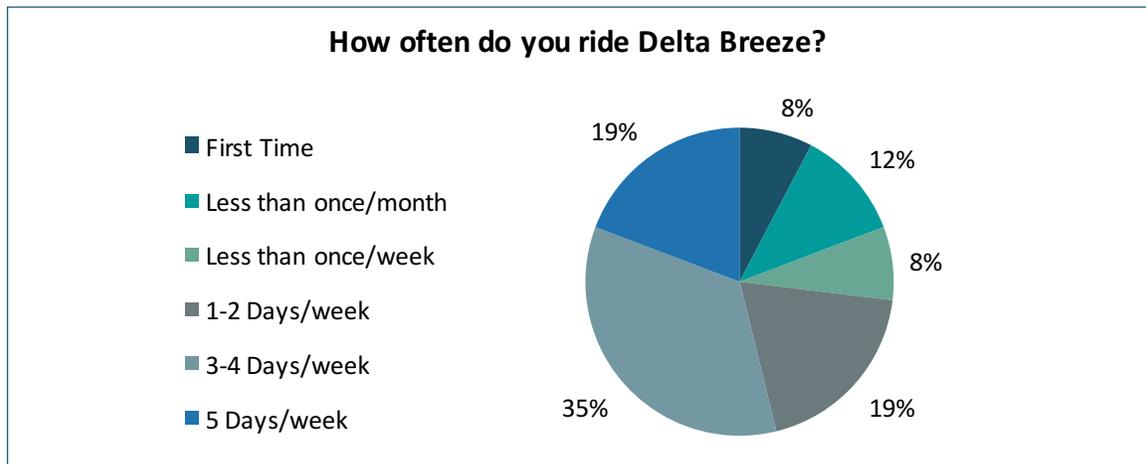


FIGURE 29: HOW OFTEN PASSENGERS RIDE DELTA BREEZE

The length of time passengers have been riding Delta Breeze varied: about 21 percent of riders had been using the system for more than five years; 54 percent has been riding for between six months and two years; and 21 percent had begun riding within the last six months. This indicates that the system is able to attract new riders, while retaining long-term riders.

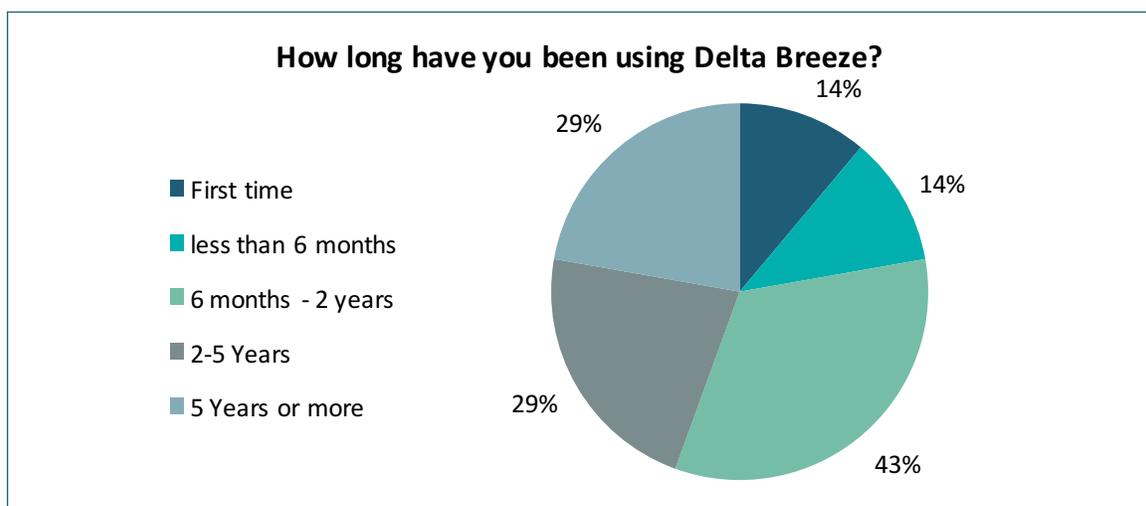


FIGURE 30: HOW LONG RIDERS HAVE BEEN USING DELTA BREEZE

## Transit Dependency

A majority of Delta Breeze riders depend on transit for mobility. More than one-third (38 percent) of riders do not have a driver's license, and the vast majority (85 percent) did not have access to a private vehicle for the trip during which surveys were conducted. One-third of riders do not have a car, 22 percent do not like driving, and 19 percent are unable to drive. Other reasons for riding Delta Breeze included saving money (15 percent of riders); the enjoyment of riding the bus (seven percent); and personal vehicle in need of repair (4 percent).

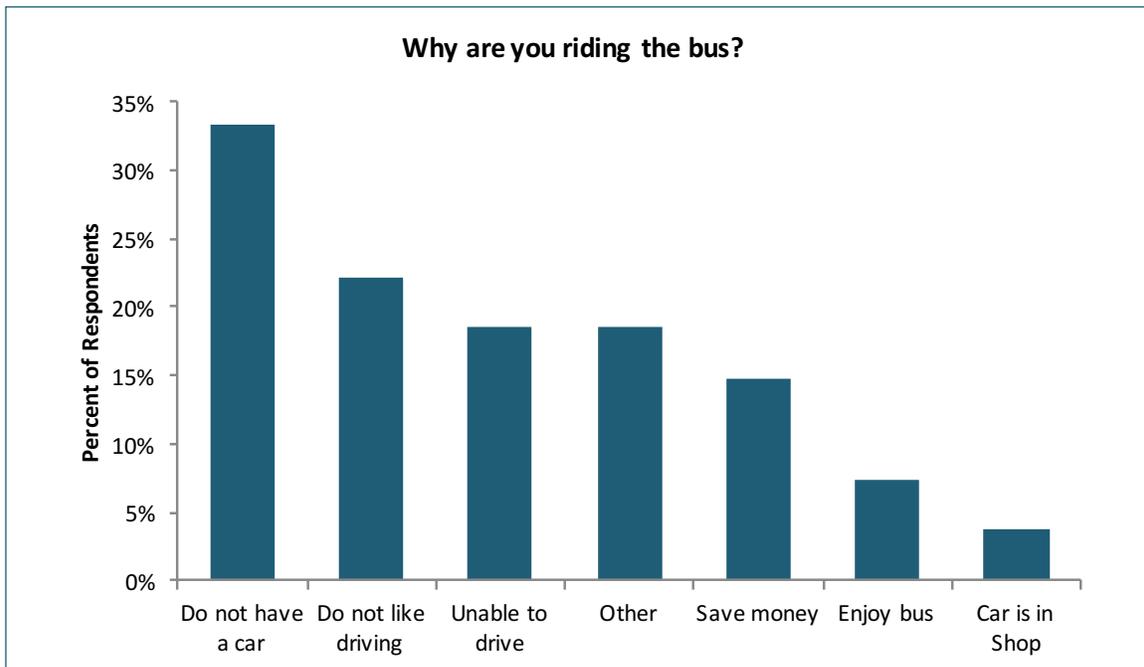


FIGURE 31: WHY PASSENGERS ARE RIDING DELTA BREEZE

## Travel To And From Bus Stops

About 60 percent of Delta Breeze passengers walked or used a wheelchair to get between the bus stop and their origin or destination. Other common modes included taking BART or getting a ride from another person. Only one person surveyed drove to the bus stop. Of those selecting the "other" option, many noted that the bus had deviated to pick them up from their home.

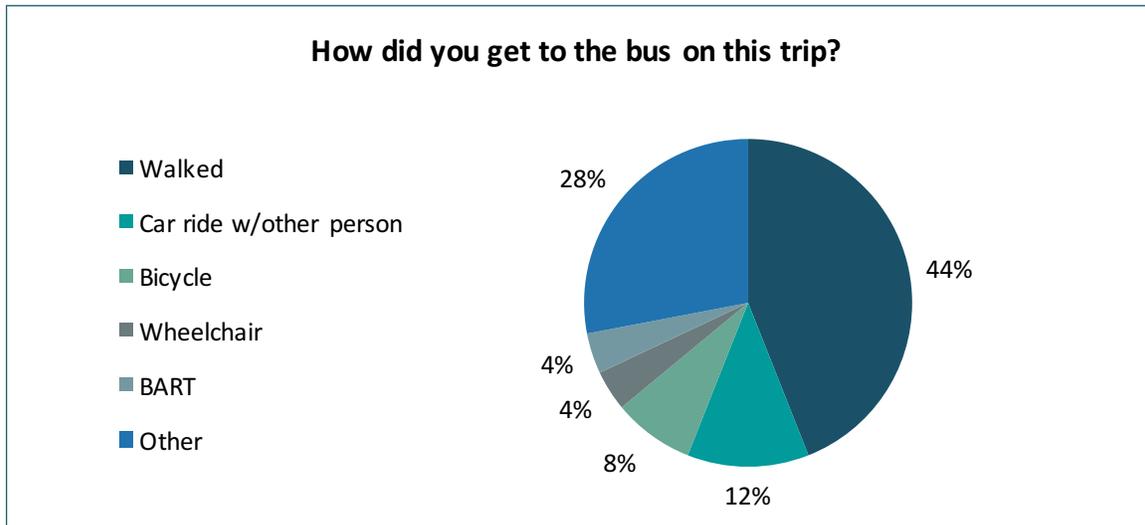


FIGURE 32: HOW PASSENGERS ARRIVED AT THE ORIGIN BUS STOP

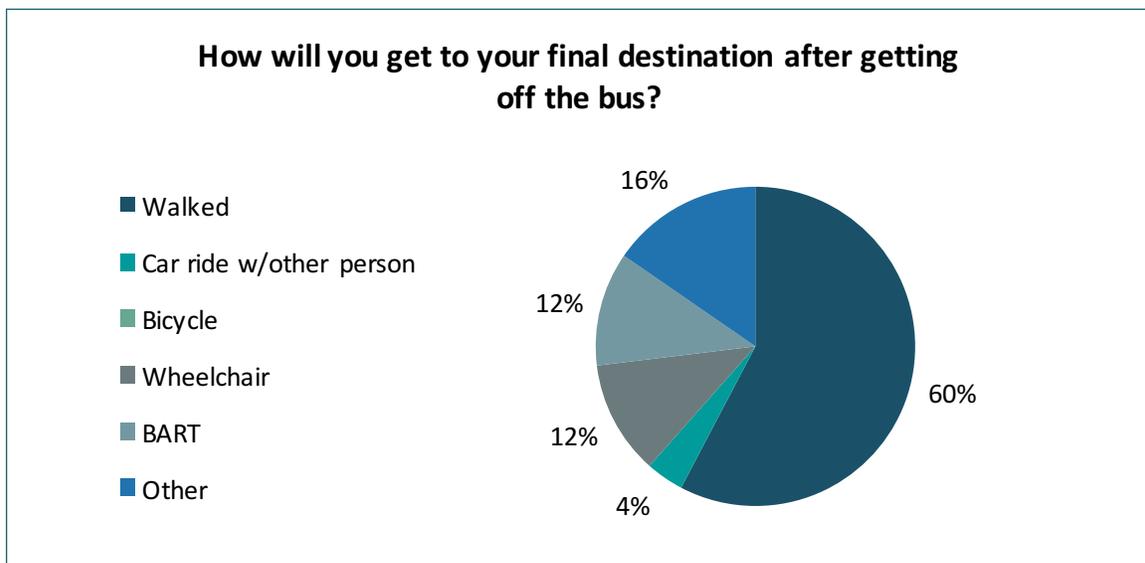


FIGURE 33: HOW PASSENGERS WILL COMPLETE THEIR TRIP FROM THE DESTINATION BUS STOP

## Trip Purpose

Most riders surveyed were coming from home and traveling to another destination. The most common trip purpose (other than to or from home) was traveling to or from medical services (33 percent of all trips) followed by work trips and trips for shopping and errands (19 percent each). Riders also used the service for making trips to social services, college or vocational school, and for social, personal, or recreational reasons. Of those who marked the “other” category, several were traveling to or from a relative’s house, one was traveling to an adult day program, and one was riding to learn the bus route.

Although nearly half of the survey respondents did not indicate which route they rode, the trip purposes showed variation by route. A majority of the seven respondents on Route 50 (Fairfield/Suisun City) were traveling to medical appointments (four passengers); one was traveling to college or vocational school; and two were traveling for other reasons. Of the seven responses from Route 52 (Pittsburg/BART): five were traveling to work; one was shopping; and one was traveling to a medical appointment.

Nearly all medical trips were to or from Fairfield; one was within Rio Vista, and one was to Walnut Creek.

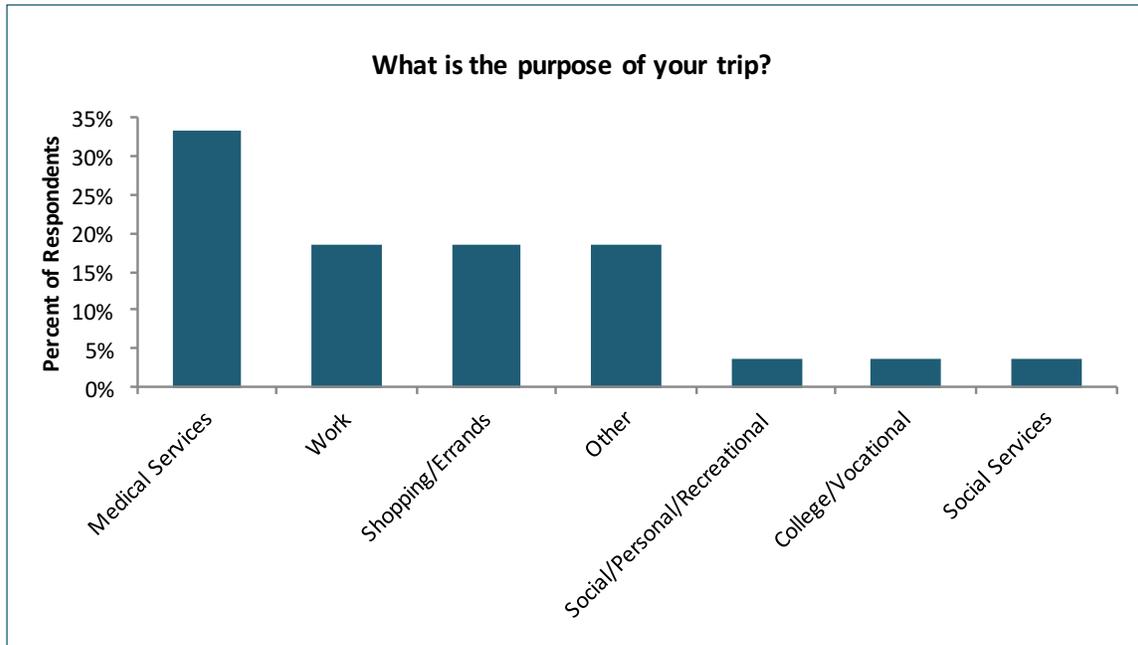


FIGURE 34: TRIP PURPOSE OF DELTA BREEZE PASSENGERS

## Trip Length

Because of the distance between Rio Vista and popular destinations, many participants reported long trip lengths between their origin and destination. Trips ranged between five minutes (within Rio Vista on Route 51) and six hours 14 minutes (between Rio Vista and Fremont, requiring multiple transfers and three transit systems), and the average trip length was about 90 minutes.

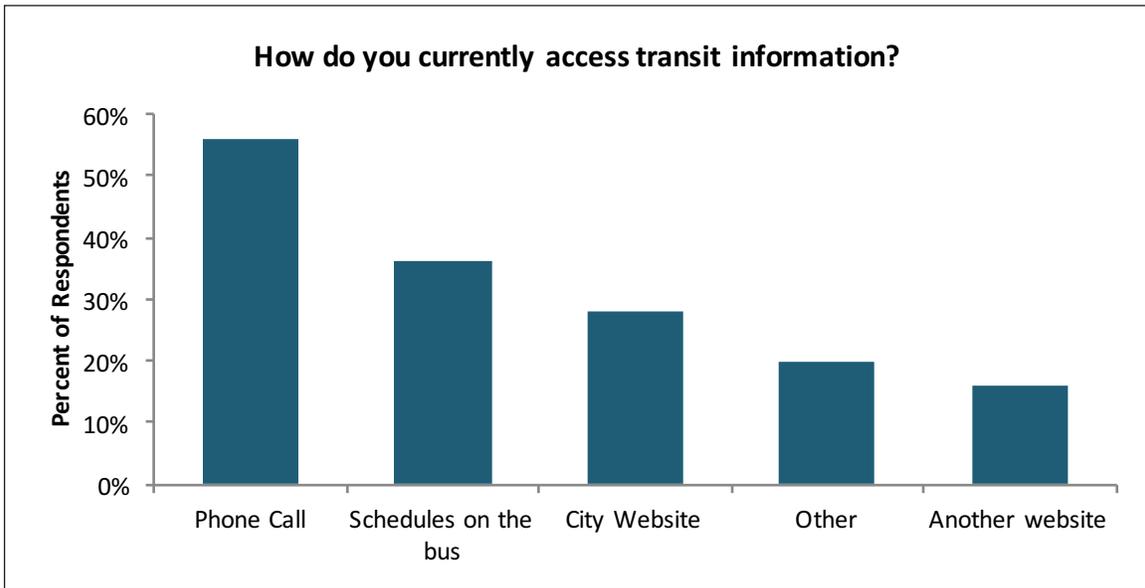


FIGURE 35: TRIP LENGTH OF DELTA BREEZE PASSENGERS

## Access to Transit Information

Half of all survey participants access transit information by calling Delta Breeze; a third refer to schedules on the bus; one quarter utilize the city website; and 14 percent utilize another agency’s website. Those marking the “other” category obtained information from relatives, Bay Area 511, or unspecified sources. The high number of riders who access information by telephone is indicative of the need to call to schedule a pick-up on dial-a-ride Route 51, or to schedule a deviation on another route.

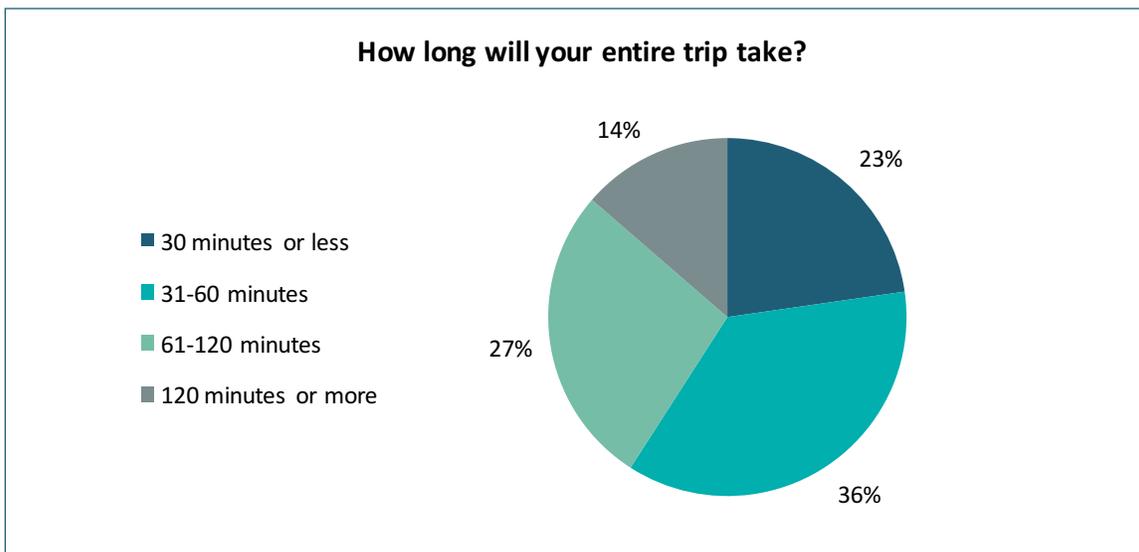


FIGURE 36: HOW DELTA BREEZE PASSENGERS ACCESS TRANSIT INFORMATION

## Type of Fare

Of those who responded, about 58 percent of riders paid with a monthly pass; 32 percent paid a one-way fare; 11 percent paid with 10-ride tickets (32 percent of riders did not report how they had paid). Most riders did not indicate whether they had paid a full or discounted fare; of the six riders who answered the question, four had paid the discounted fare. Of those who answered, 91 percent paid cash while boarding the bus (although many riders have a monthly pass, they paid additional cash if requesting a route deviation). About half of riders paid for a route deviation. Of those who paid, slightly more than half paid for deviations at both ends of the trip.

## Rider Preferences

When asked to rate system attributes, driver knowledge and bus cleanliness ranked as the best performing attributes. The lowest ranking factors were hours buses operate, service coverage, and cost of bus service. Hours buses operate was the only category to receive four “poor” ratings from passengers. When asked which attribute Delta Breeze should focus on improving, service coverage was the most common response (67 percent of respondents).

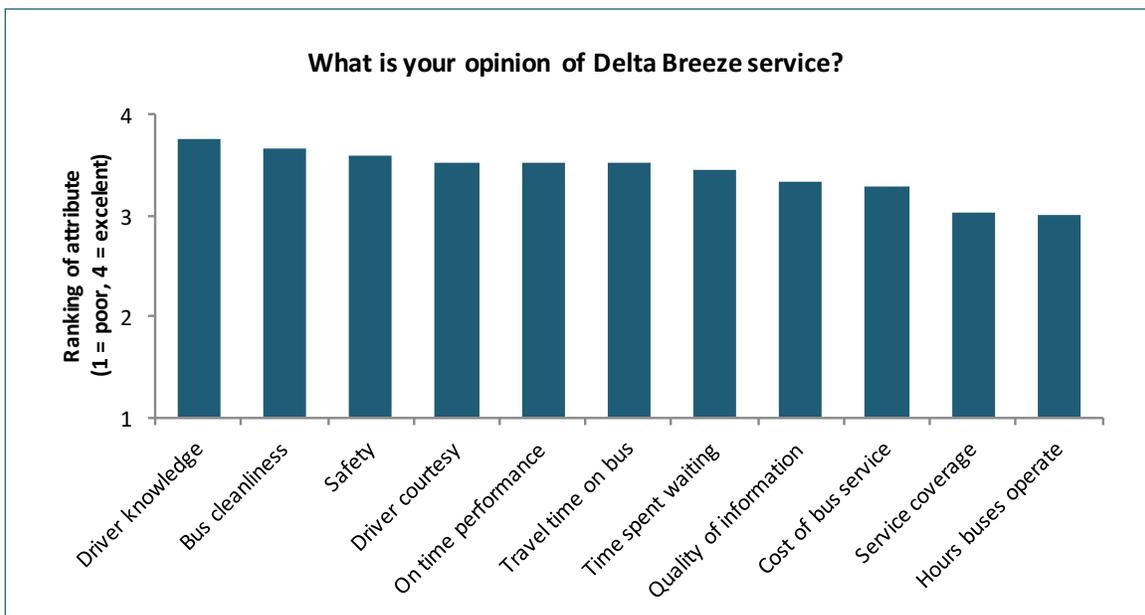


FIGURE 37: RIDER OPINIONS OF DELTA BREEZE

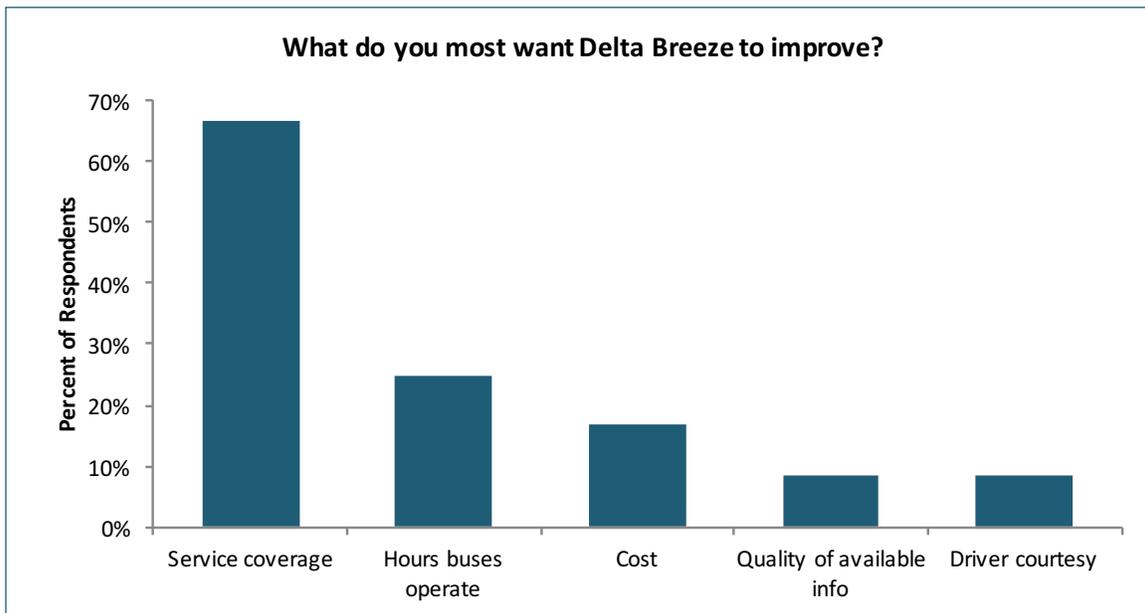


FIGURE 38: FACTORS PASSENGERS WANT DELTA BREEZE TO IMPROVE

## Additional Comments

When asked for additional comments, 13 riders responded, some discussing multiple topics. Six comments mentioned a need for increased weekday service hours to various destinations (two to Fairfield/Suisun, one to Bart, one to Stockton and Lodi, and three unspecified). Five responses complimented drivers, staff, or the Delta Breeze system. One comment requested Saturday service, one noted that they look forward to service to the future Hillcrest Bart station, and one requested better schedule distribution.

## VII. Summary of Results from Community Survey

To gain input from community members who may not currently be using Delta Breeze services, surveys were distributed at pop-up meetings at Trilogy, the Rio Vista Senior Center, Lira’s Supermarket, the Third Thursday event on Main Street, and the Farmer’s Market on Main Street. Surveys were provided in English and Spanish and could be filled out on paper or online. In total 68 surveys were received. The following analysis is based on community survey responses and the majority of the analysis excludes “No Response” answers. Some questions that allowed respondents to select multiple choices resulted in answer totals that exceeded 100 percent.

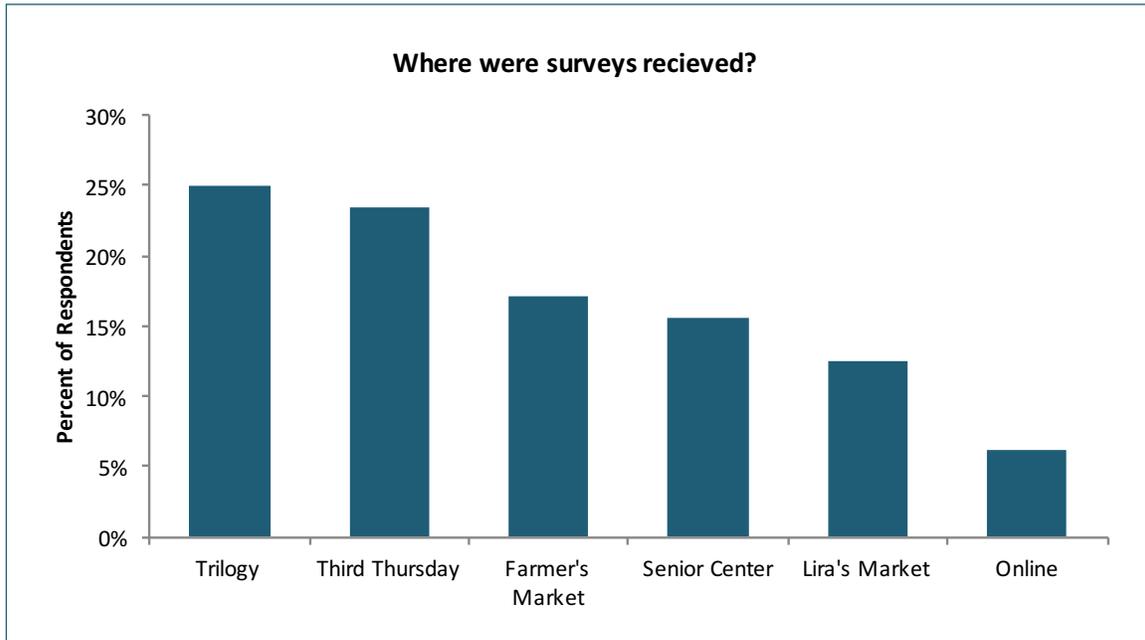


FIGURE 39: COMMUNITY SURVEY RESPONSE LOCATIONS

## Community Preferences

In order to help determine how to best allocate transit services to meet local needs, community members were asked to respond to several questions about Delta Breeze service: why they don't use it more often; what would encourage them to ride more; and what time they would use the system. Participants could provide additional feedback through two free response questions.

When asked "why do you not use Rio Vista Delta Breeze services more often?" the most common response (65 percent of respondents) stated that service is not offered at the time they need it. The second most common responses (52 percent each) were that the respondents preferred driving and that Delta Breeze takes too long to get to their destination. "Service is not offered near my home" may not have been a common response because Delta Breeze provides dial-a-ride and deviated routes that provide curb-to-curb services for riders. "Using the bus is too expensive" may have had the fewest responses because Delta Breeze offers significantly discounted passes for disabled and senior riders who constitute the vast majority of Delta Breeze's ridership.

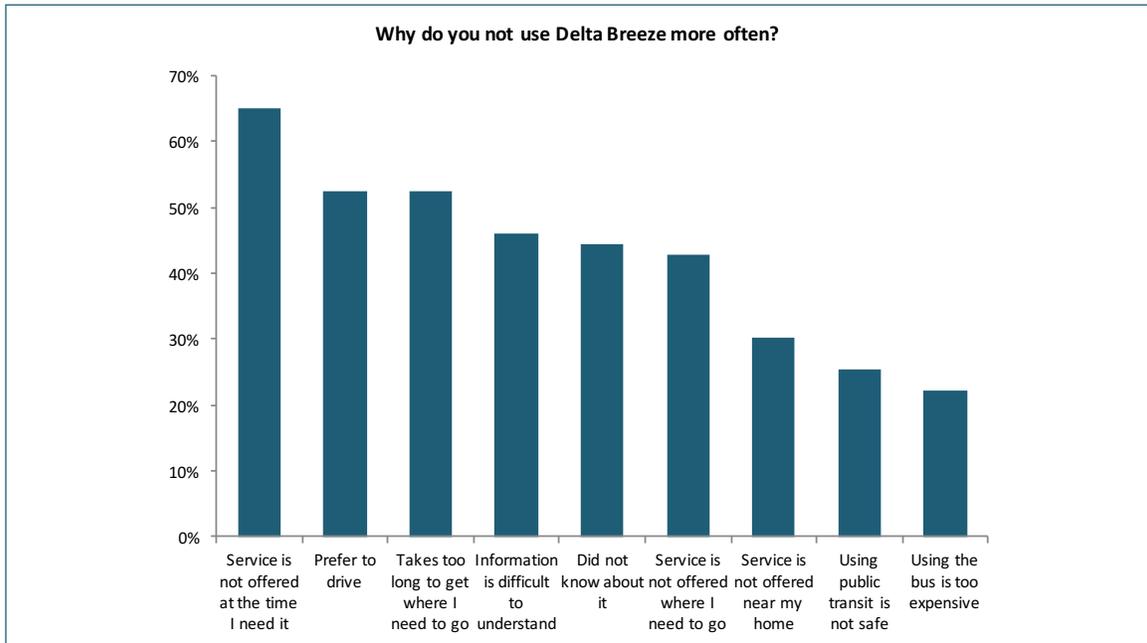


FIGURE 40: REASONS COMMUNITY MEMBERS DO NOT RIDE DELTA BREEZE MORE OFTEN

Survey participants were asked to score factors that would encourage them to use Delta Breeze at least once a week from “not at all likely” to “very likely.” The highest rated factor was “if more connections were made with regional services such as BART and Amtrak” which 70 percent of respondents rated as “very likely” (this factor also had the highest response rate, with 79 percent of all survey participants selecting an answer). Increased service frequencies and hours of operation were the second and third factors most likely to encourage people to ride. The attribute least likely to encourage ridership was “if transit were less expensive for me to ride.” 57 percent of respondents indicated that this was “not at all likely” to encourage them to ride, and only 10 percent of survey participants responded to the question (perhaps indicating that survey takers did not care about this factor: all other factors had between a 46 and 79 percent response rate).

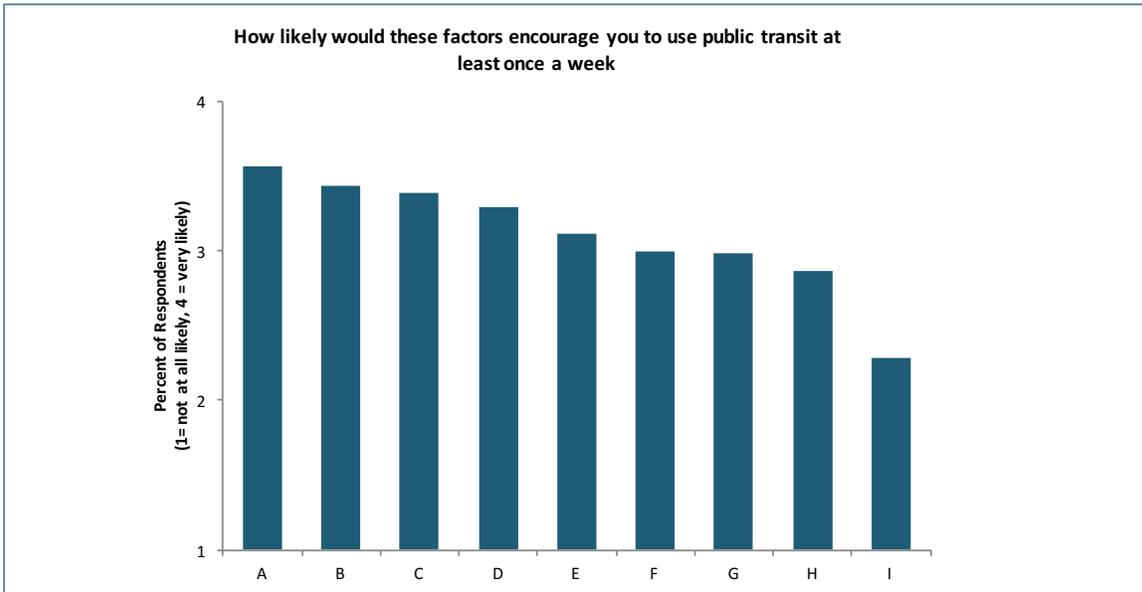


FIGURE 41: FACTORS LIKELY TO ENCOURAGE TRANSIT RIDERSHIP AMONG COMMUNITY MEMBERS

<b>A</b>	If more connections were made with regional services
<b>B</b>	If transit service were provided more often
<b>C</b>	If transit service were provided during more hours of the day
<b>D</b>	If transit service were located closer to the places I want to go
<b>E</b>	If transit service were located closer to my home
<b>F</b>	If the time it takes to travel by car increases due to traffic congestion
<b>G</b>	If gas prices increase making it more expensive to drive
<b>H</b>	If vehicles and bus stops were more comfortable
<b>I</b>	If it were less expensive for me to ride

When asked what time of day they would be interested in using Delta Breeze, a majority of respondents (70 percent) indicated between 9:00am and 12:00pm. More than half of respondents indicated they would use the service between 3:00am and 7:00pm, and between 12:00pm and 3:00pm. About 19 percent of respondents indicated that there were not interested in utilizing Delta Breeze services.

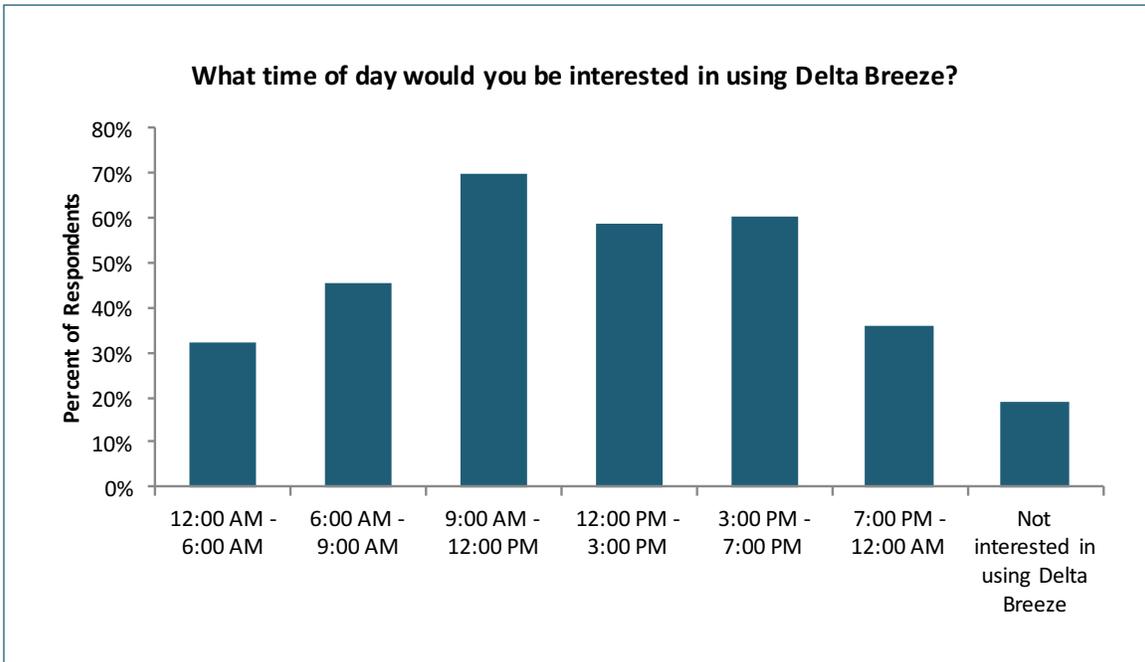


FIGURE 42: TIME OF DAY COMMUNITY MEMBERS WANT TO RIDE

Through responses to other questions it becomes obvious that connections to BART are an important factor for current and potential riders; because of this, additional analysis was performed on the times that community members who requested better connections with BART said they would be most interested in using Delta Breeze. This was determined based off of community members who marked that better connections to regional transit services would very likely increase their transit use; community members who marked BART as the location they would ride to most often; and community members who indicated connections to BART were important in the open ended questions. The distribution of time preferences for BART services is similar to that of overall Delta Breeze services. A few riders specifically mentioned a desire for BART service at “reasonable times” and service that would not require them to “have to stay out all day.” One rider expressed a desire for reverse commute services, as Route 52 (Pittsburg/BART) currently only operates in revenue service in one direction.

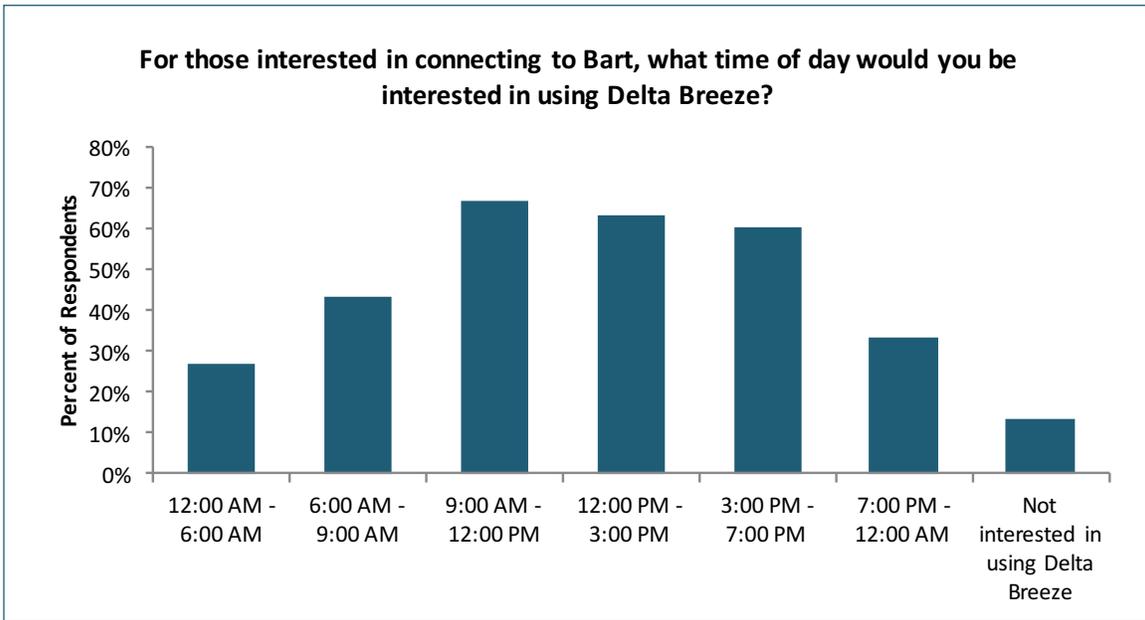


FIGURE 43: TIME OF DAY COMMUNITY MEMBERS WANT SERVICE TO BART

Survey participants were asked where they complete certain activities (grocery shopping, general shopping, work, medical appointments, and entertainment or socializing). Some participants selected multiple cities for each activity, resulting in totals that may exceed 100 percent. About 43 percent of respondents do their grocery shopping in Rio Vista, and 28 percent shop in Fairfield. The most common stores for grocery shopping are Lira’s Supermarket (42 percent), Walmart (23 percent), Costco (13 percent), and Trader Joe’s (11 percent).

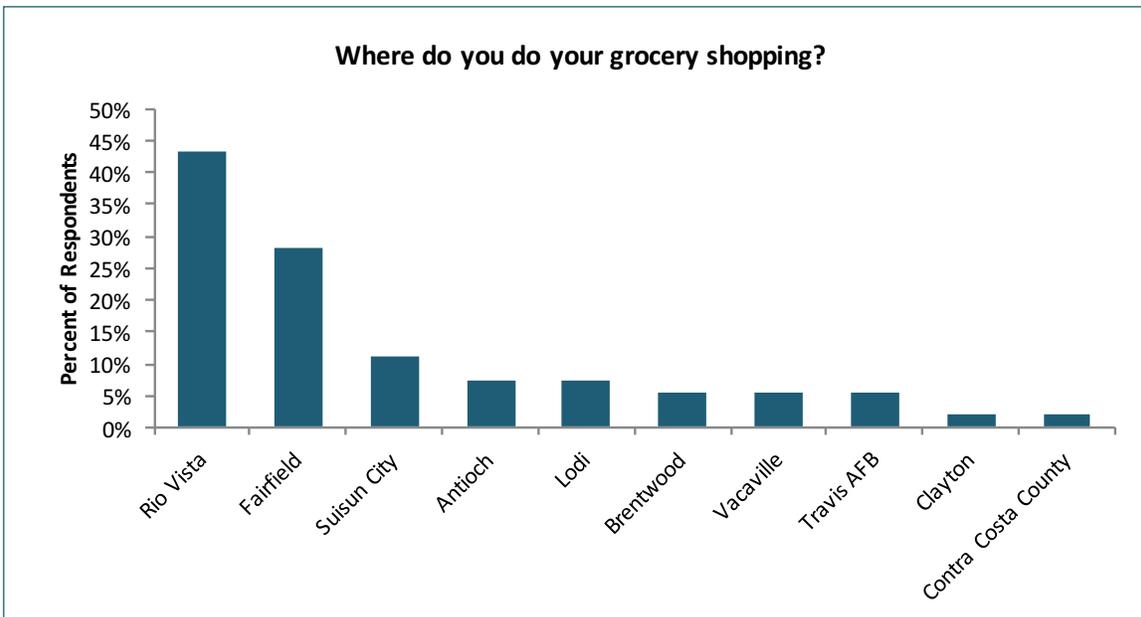


FIGURE 44: WHERE RIO VISTA RESIDENTS GROCERY SHOP

About 45 percent of respondents do their non-grocery shopping in Fairfield. Walmart, Fairfield Mall (Solano Mall), and Target were the most listed shopping destinations.

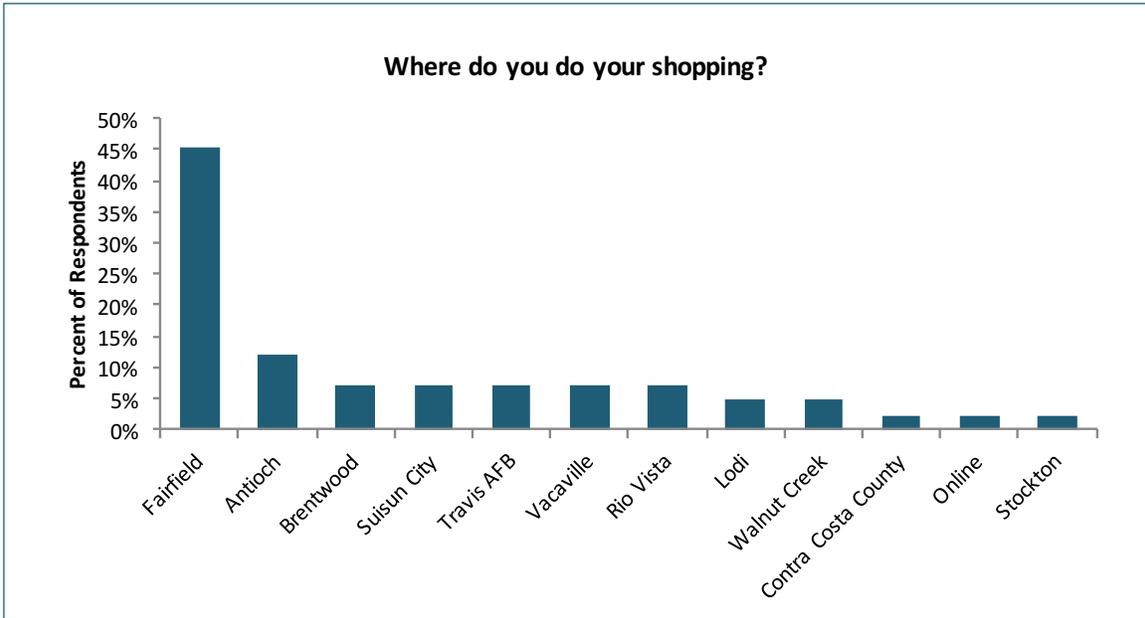


FIGURE 45: WHERE RIO VISTA RESIDENTS SHOP

Since Rio Vista has no medical facilities of its own, residents must travel outside the City for medical services. 40 percent of respondents go to Fairfield for medical appointments and 28 percent go to Vacaville. Of these respondents, 43 percent seek medical care at Kaiser Permanente facilities and 17 percent go to Sutter Health facilities. 12 percent go to Travis AFB.

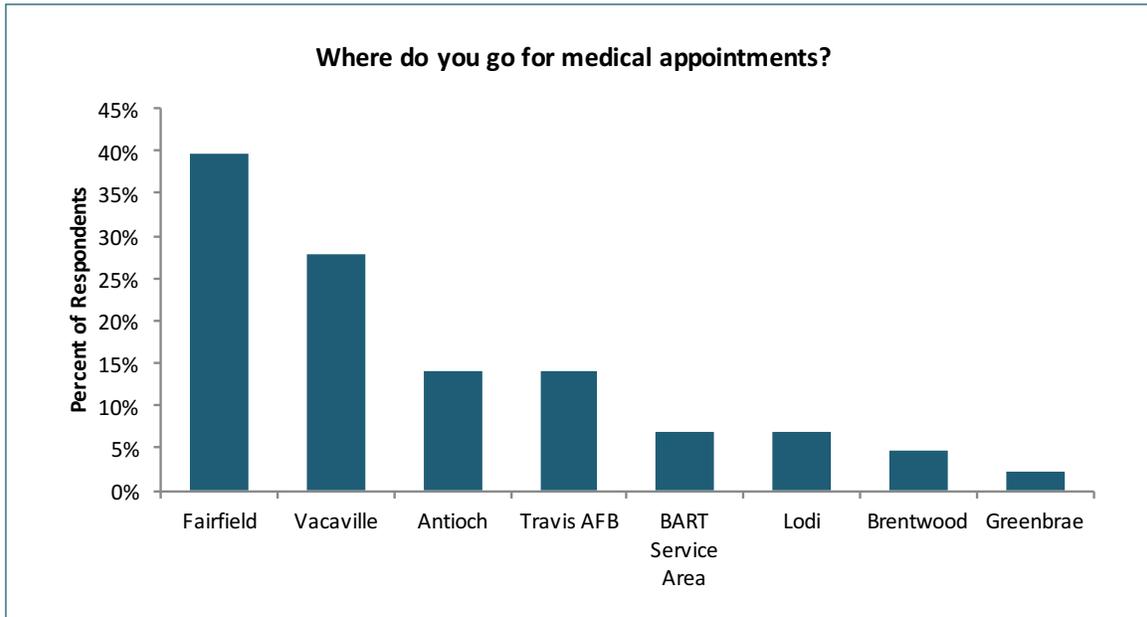


FIGURE 46: WHERE RIO VISTA RESIDENTS GO FOR MEDICAL APPOINTMENTS

For socializing and entertainment, more than one third of respondents stay within Rio Vista. Roughly one quarter go into Fairfield/Suisun City, and one fifth go to Antioch and Brentwood.

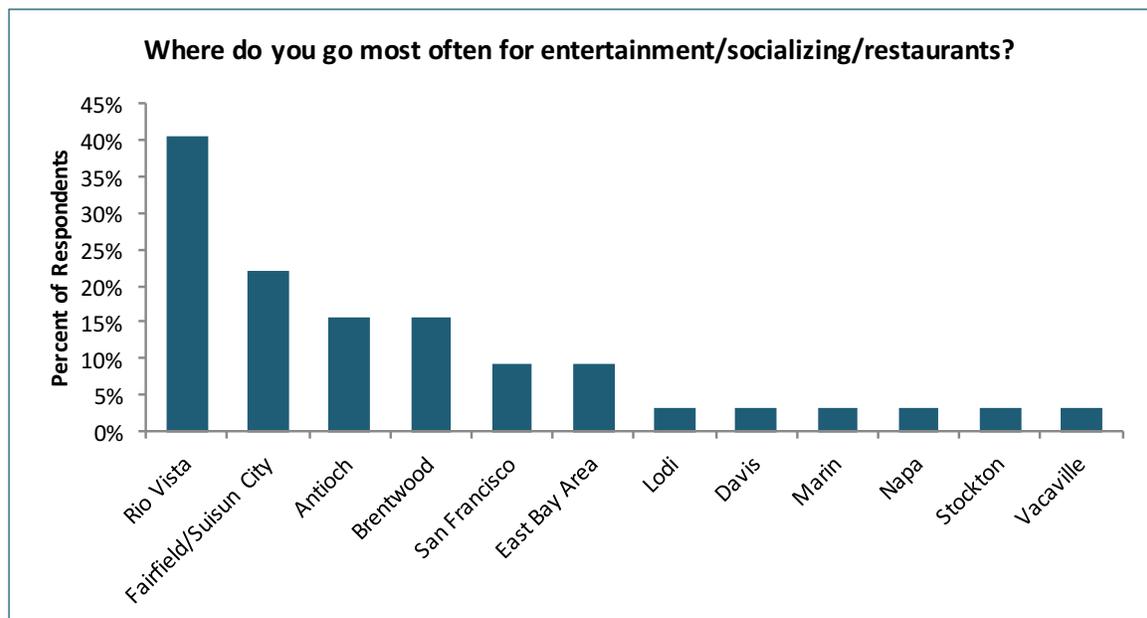


FIGURE 47: WHERE RIO VISTA RESIDENTS GO FOR ENTERTAINMENT, SOCIALIZING, AND RESTAURANTS

In response to the question “if you were to use the bus, where would you ride it to most often,” the Pittsburg/Bay Point BART Station, combined with locations in the BART service area, was the most common response. Fairfield was the second most common response chosen by city residents, and Vacaville and Rio Vista were the third most chosen destination. A total of 36 percent of respondents would travel somewhere in the BART service area, reemphasizing the importance of improved connections with BART service.<sup>6</sup>

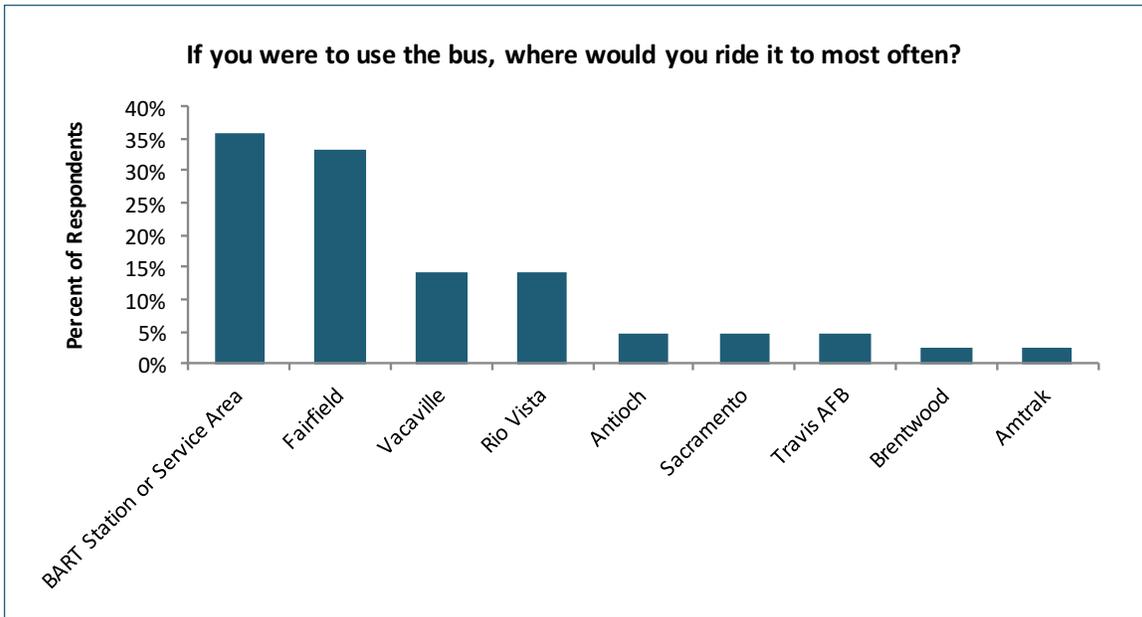


FIGURE 48: WHERE RIO VISTA RESIDENTS WOULD TAKE TRANSIT TO

In an open-ended response question, participants were asked to explain what Rio Vista Delta Breeze can do to improve their transit experience and to encourage them to use transit more often in the future.

Of the 30 responses to this question, nine mentioned better connections with BART (two of these also expressed a desire for better connections with Amtrak). Five responses (each) indicated a desire for better information about Delta Breeze services (such as clearer schedules and maps), and for additional hours of service (such as at night or on the weekend). Four responses mentioned that service frequency should be improved. Three responses (each) requested service to Travis Air Force base (specifically the medical services located there); improved service coverage; and changes to the Delta Breeze fare policy. Two responses mentioned a desire for better service to the Rio Vista Senior Center. Other responses included specific route suggestions, avoiding traffic, implementing more convenient schedules, and making the buses physically easier to board.

6. BART Service Area includes destinations such as Fremont, Walnut Creek, and San Francisco

When asked if they had any additional comments, 12 participants responded. Half of these were compliments about the drivers, the service, and/or the project. Two comments further indicated a desire for BART (one stating that they wished to make reverse commute trips). Other comments included a question about the service, a request for extended service hours on Route 51, reasons for not riding the bus (dislikes wait times and carrying packages on the bus), and a suggestion for bus service to the race track.

## VIII. Summary of Transit Gaps in Rio Vista

Reviewing the market assessment, key destinations, and on-board and community surveys has revealed several key findings about existing transit gaps in Delta Breeze service. These key findings will help determine how best to allocate resources to meet the needs of Rio Vista residents.

- **There is an unmet demand for service to BART.** Improved connections with regional services such as BART and Amtrak was listed as the number one attribute that would encourage community members to use public transit service. More service to BART also came up consistently in open-ended questions. Service coverage was the number one attribute that riders want Delta Breeze to improve, and coverage can be expanded by providing good connections with BART service. Current service operations provide one inbound and one outbound trip from the Pittsburg/Antioch BART station each day, limiting riders' travel options. Increased service to BART would allow riders more flexibility in their travel schedules and make Delta Breeze more attractive to potential users.
- **There is unmet demand for longer service hours.** The number one reason community members do not use transit service is because trips are not offered at the times they need to use it. Hours of operation was also the lowest ranked service attribute by current riders. Finally, more trip options and longer service hours were the top two and three ranked attributes that would encourage increased ridership. The greatest demand for service was between the hours of 9:00 AM – 12:00 PM, though responses were almost equally as high for 3:00 PM – 7:00 PM. While there is internal Rio Vista dial-a-ride service that covers the 9:00 AM – 1:30 PM timeframe, there is no daily service that provides external trips outside of Rio Vista during this time.
- **There is an unmet demand for service to Travis Air Force Base.** Travis Air Force Base came up consistently as a destination for shopping and medical services and was specifically requested in multiple open-ended answers. 14 percent of respondents reporting receiving medical treatment at Travis Air Force Base and lack of service to this destination is a significant gap in Delta Breeze's service coverage.

- **Delta Breeze provides good geographic service coverage within Rio Vista.** About 98 percent of the population lives with three-quarters of a mile of fixed route service, and dial-a-ride covers the entire city. There are no unmet demands in terms of geographic coverage within the City.
- **There is an information barrier preventing people from using the system.** About 46 percent of community respondents did not use the bus service because information about the service is difficult to understand, and 44 percent do not ride because they did not know about the service. Several community members specifically requested clearer information (such as better schedules and maps) and better schedule distribution.
- **Rio Vista is a very auto-centric, low density community.** Even the densest areas in the city are made up with primarily single family homes. Poor street and sidewalk connectivity make walking and biking difficult, and driving indirect.
- **Many key destinations are located outside of the city.** Medical trips are the number one reason for riding the bus, followed by work and shopping or errands; few of these facilities exist within Rio Vista. Rio Vista provides service within walking distance to key destinations in Fairfield and Suisun City, and a majority of key destinations in the region are served by Route 54 (however this route only operates on Wednesdays and travels to a different destination each week). Route 52 (Pittsburg/BART) functions as a commuter service and does not adequately serve medical and shopping destinations in Antioch. Many riders and community members requested better service coverage, especially to cities and medical facilities not currently served.
- **Many riders are transit dependent.** 85 percent of riders did not have access to a private automobile to make their trip, 33 percent of riders do not have a car, 22 percent of riders do not like driving, and 19 percent are unable to drive. Only one rider drove to the bus stop to catch the bus. This contrasts with responses to the community survey, where “prefer to drive” was the number two reason community members gave for not riding the bus.
- **A majority of the Rio Vista residents are over the age of 50.** Travel to and from medical facilities is especially important for this demographic, and is the number one trip purpose for Delta Breeze riders. This elderly demographic also means that riders may have difficulty making first and last mile connections, so many pay for a route deviation. Additionally, one community member mentioned that they do not use the service because the buses are difficult to access (the stairs are too steep).

- **Service cost is not a large factor in why people do not ride Delta Breeze, and reducing the cost would likely not encourage much ridership.** Only 15 percent of riders ride the bus to save money. While the cost of bus service was the third-lowest ranked attribute by riders, only 17 percent of riders indicated they wanted Delta Breeze to reduce the cost of bus service. When community members were asked why they do not ride the bus more often, “using the bus is too expensive” was the least chosen answer, selected by only 24 percent of respondents. When asked what would encourage them to ride the bus more often, again the cost of bus service was the lowest ranking option, and 67 percent of respondents indicated that reducing cost was “not at all likely” to encourage them to ride.
- **Delta Breeze is performing well in the areas of driver knowledge and courtesy, safety, and bus cleanliness and comfort.** This finding is derived from responses to multiple questions in both the on board and community surveys. While improving these attributes would not likely encourage additional ridership, it is important to continue to perform well in these areas in order to maintain current riders and promote ridership.

# Chapter 3: Recommended Strategies & Marketing Plan

## I. Introduction

The Rio Vista Transit Service Outreach and Analysis project is a study aimed at identifying existing gaps in Rio Vista Delta Breeze’s service delivery and developing solutions to better meet the transit needs of Rio Vista’s residents. This Final Study provides a service and implementation plan for Delta Breeze, concluding the project. The report includes: a description of potential service changes and the public’s opinion of these options; an evaluation of these service options based upon established criteria; a proposed service plan; and implementation and marketing strategies.

## Service Area Overview

The City of Rio Vista is located in Solano County at the western border of the Sacramento River Delta. The City is isolated, with the nearest development 16 miles south in Antioch, 18 miles northwest in Fairfield and Vacaville, and 25 miles east in Lodi.

Today the City of Rio Vista totals 7.1 square miles and has a population of about 7,450<sup>7</sup>. A majority of population growth in Rio Vista took place between 2000 and 2010, with the construction of the Trilogy development, a gated 55-and-older residential community. Between 2000 and 2010, the population grew by 2,800 people, and the percentage of the population over the age of 55 increased from 31 percent to 55 percent.

Rio Vista’s development is primarily suburban and auto-centric; even the densest areas of the City are characterized by single-family homes. Downtown Rio Vista is built on a grid network and is walkable with good pedestrian infrastructure. However, SR 12, which runs straight through the center of town, presents a major barrier to walkability between the two halves of the downtown area. Outside of downtown, Rio Vista is not walkable: recent and planned development lack adequate pedestrian and bike amenities, and no biking or pedestrian infrastructure exists on the two-mile stretch of SR 12 between downtown and Trilogy. There is also limited road connectivity: many roads between downtown and Trilogy are unfinished; Trilogy has limited entry points; and roads within Trilogy are long, winding, and missing sidewalks.

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7. 2013 American Community Survey, 5-Year Estimate

## Overview of Services

Transit service in Rio Vista began in July 1980 with a dial-a-ride service known as Rio Vista Transit. In 2006, the service was rebranded as Rio Vista Delta Breeze and deviated fixed route service began. Delta Breeze is managed by the Transit Manager, who reports to the City Manager, and it is currently operated by Transportation Concepts. The Transportation Concepts contract expires in 2017, at which point Delta Breeze will need to go out to bid. A 20 to 25 percent increase in driver wages is expected in 2017.

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**Today Delta Breeze operates three deviated fixed route services in Solano County and one dial-a-ride service within the City of Rio Vista:**

- **Route 50** travels from Rio Vista to Suisun City and Fairfield, providing Rio Vista residents with connections to medical facilities, shopping destinations such as Walmart and Solano County Mall, and transit services at Suisun City Train Depot and Fairfield Transportation Center. The route operates two outbound trips each weekday from Rio Vista, the first at 7:30 AM and the second at 12:00 PM. The 7:30 AM trip drops off passengers in Suisun and Fairfield and makes a second loop to pick them back up before returning to Rio Vista. Route 50 makes three inbound trips, returning to Rio Vista at 11:16 AM, 2:20 PM, and 7:00 PM (the last trip of the day does not operate in revenue service outbound). The service operates along a fixed route, but riders can pay extra for an off-route deviation.
- **Route 51** is a general dial-a-ride service for Rio Vista and Isleton. Service operates between 9:30 AM and 1:30 PM, and reservations must be made at least 30 minutes in advance.
- **Route 52** operates one trip per day to and from the Antioch Park & Ride lot and the Pittsburg/Bay Point BART station. The morning trip departs Rio Vista at 5:15 AM to arrive at the BART station at 6:25 AM, and the evening trip leaves the BART station at 6:00 PM, arriving Rio Vista at 7:15 PM.
- **Route 54** operates on Wednesdays and serves a different destination each week. Reservations for the service must be made at least a day in advance. Destinations are as follows:

<b>WEEK 1</b>	Fairfield and Suisun City
<b>WEEK 2</b>	Vacaville
<b>WEEK 3</b>	Antioch/Pittsburg
<b>WEEK 4</b>	Lodi
<b>WEEK 5</b>	Vacaville

The service acts as a general public door-to-door dial-a-ride service that will serve all destinations within the city limits of the destination city. The bus departs Rio Vista at 9:30 AM, arriving at the destination city by 10:30 AM. The bus remains in the destination city picking up and dropping off passengers at their requested destinations, charging a dollar for all additional stops. The bus leaves the destination city at 1:30 PM to return to Rio Vista by 2:00 PM.

## Transit Connections

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**Delta Breeze connects to several other transit operators at transit centers and stops throughout Solano and eastern Contra Costa County:**

- Fairfield Transportation Center: FAST and VINE.
  - Solano Town Center (in Fairfield): FAST and SolTrans.
  - Suisun City Train Depot: VINE, FAST, Greyhound and Amtrak Capitol Corridor.
  - Antioch: The County Connection, Tri Delta Transit (and future eBART).
  - Pittsburg/Bay Point BART Station: Tri Delta Transit, BART (and future eBART).
- 

**Route 54 connects to additional transit services, varying depending on the destination city of the week.**

- Lodi: GrapeLine and San Joaquin RTD.
- Vacaville: Vacaville City Coach, FAST, and Yolobus.

# II. Proposed Service Strategies and Solutions

## Introduction

Input from 28 riders and 68 community members as well as analysis of the existing transit service, city demographics, and relevant government planning documents led to the development of the Review of Existing Conditions and Summary of Transit Gaps reports. In this first round of outreach, participants were asked about their knowledge of Delta Breeze service, the frequency with which they used the system and why they did not ride more often, and the locations to which they travel for different trip purposes. The key findings from these reports helped to identify areas for transit reinvestment. These reinvestment strategies were shared with the public in a series of pop-up events and further feedback was collected through sur-

veys at events, on-board, and online ((reaching 36 riders and community members). The final service plan incorporated public feedback and identified which of the proposed strategies and solutions best meet the mobility needs of Rio Vista’s residents while also allowing Delta Breeze to maintain its financial stability.

## Summary of Proposed Strategies and Solutions

### Service Strategies

**Several design strategies were followed while developing proposed service options for Rio Vista:**

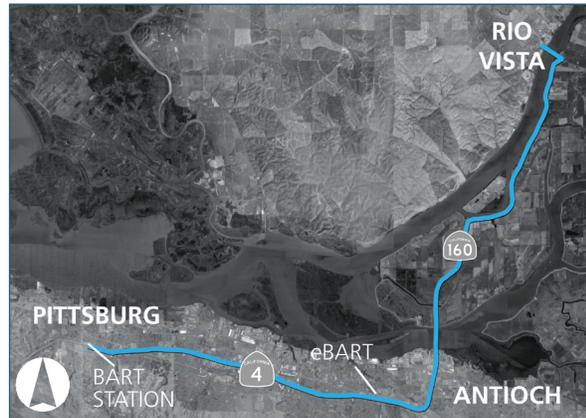
- **Invest in Success:** Delta Breeze should look to investing in services with higher performance with higher ridership demand to better meet the city’s mobility needs with the same amount of financial resources. Dedicating resources to low-performing services diverts resources away from services that could benefit more riders. They are also costly for Delta Breeze to operate, with high operating costs and low return in passenger revenue.
- **Maximize Efficient Use of Resources:** Current Delta Breeze resources are split between serving destinations in Pittsburg/Antioch (Route 52) and Fairfield/Suisun City (Route 50), which is difficult to manage financially and results in fewer trip options for riders. Each of these destinations are 20+ miles away from the heart of Rio Vista. Delta Breeze therefore dedicates considerable resources traveling long distances to either of these key activity centers. Currently, Routes 50 and 52 serve completely different trip purposes. Route 52 (Pittsburg/Antioch) serves commuters transferring to BART trains. Route 50 (Fairfield/Suisun City) serves riders needing to access medical facilities, social services, or shopping opportunities. Consolidating trip purposes onto a single route would allow Delta Breeze to operate more trips on a route alignment that satisfies all riders’ trip needs. This would benefit both riders and Delta Breeze by reducing the amount of resources dedicated to traveling the distance between Rio Vista and the nearest destination. Since BART, and future eBART, stations, cannot be moved, consolidating trip purposes in Antioch would allow Delta Breeze to provide more flexibility in trip options for riders.
- **Maintain Financial Sustainability:** Service options were examined within the constraints of existing financial and capital resources to ensure service levels can be maintained into the future. Following the previous two strategies will help Delta Breeze maintain financial sustainability by optimizing the use of current resources to maximize ridership and passenger revenue.

## Proposed Service Options

The transit gaps analysis helped to identify four possible areas where these resources could be reinvested to better serve the needs of Rio Vista residents.

### MORE SERVICE TO BART/EBART

In early outreach efforts, improved connections with regional services (such as BART and Amtrak) was listed as the number one attribute that would encourage community members to use public transit service. In response to the question “if you were to use the bus, where would you ride it to most often,” the Pittsburg/Bay Point BART Station, combined with locations in the BART service area<sup>8</sup>, was the most common response by community members. More service to BART was also mentioned consistently in response



to the “additional comments” open-ended question. Current service operations provide one inbound and one outbound trip from the Pittsburg/Antioch BART station each day, limiting riders’ travel options. Increased service to BART would allow riders more flexibility in their travel schedules and make Delta Breeze more attractive to potential users.

This service option would add as many trips as possible to the eBART station once service begins in May 2018. An entire roundtrip trip from Trilogy to the Antioch eBART station will take about two hours and 40 miles.

### EXTENDED SPAN ON ROUTE 51: RIO VISTA DIAL-A-RIDE

While Rio Vista is an auto-centric, low-density community, most riders are transit dependent, meaning that they cannot easily travel within Rio Vista when Delta Breeze is not operating. The gap analysis determined that there was a high demand for more transit service hours, particularly between the hours of 9:00 AM – 12:00 PM and between 3:00 PM – 7:00 PM. Dial-a-Ride service currently operates from 9:30 AM to 1:30 PM and does not meet demand during

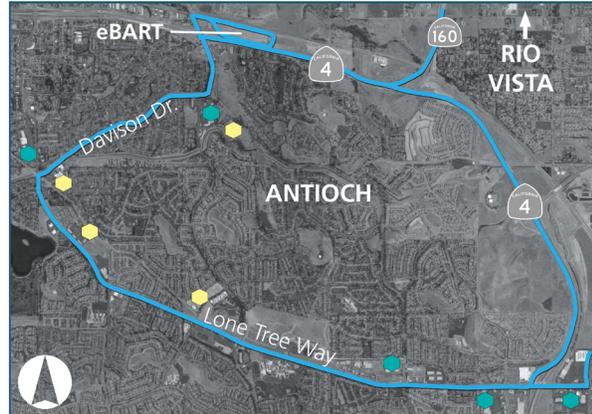


8. BART Service Area includes destinations such as Fremont, Walnut Creek, and San Francisco.

late afternoon hours. Several written comments were received asking for later Dial-a-Ride service. Assuming an extra hour of Dial-a-Ride service will operate similarly to current service, the extra hour would add about 13 miles of service per day.

### NEW ROUTE TO ANTIOCH

Although most medical and shopping trips from Rio Vista currently end in Fairfield, there are many medical and shopping destinations in Antioch as well. By shifting resources from Fairfield to Antioch, Delta Breeze could provide better service frequency to eBART and regional destinations, as well as better frequency to destinations meeting the daily basic needs of Rio Vista residents.

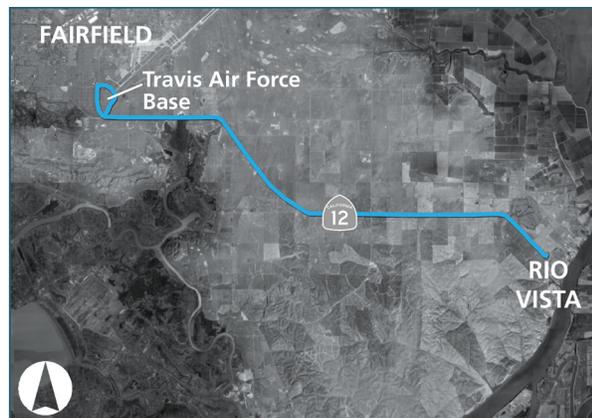


The Antioch route would travel from Rio Vista to the eBART station, then travel in a loop along Davison Drive, Lone Tree Way, and Highway 4. The route would serve eBART again before heading back to Rio Vista.

A round trip would take just under three hours and about 55 miles. Because it is not practical to operate one loop per day (passengers could be dropped off but would not be able to return home) there are two options for this service: either two trips would need to be provided each day the route operates, or the bus would need to layover for about an hour at the eBART station and make the loop along Lone Tree a second time before returning to Rio Vista (similar to how the first trip of Route 50 currently operates in Fairfield). Operating only one trip with a layover would utilize fewer resources; however it does not provide as many trip options for Rio Vista residents and limits the amount of time they can spend in Antioch.

### NEW ROUTE TO TRAVIS AIR FORCE BASE

Travis Air Force Base was identified as a destination for shopping and medical services and was specifically requested in multiple open-ended answers in the Community Survey. 14 percent of respondents reported receiving medical treatment at Travis Air Force Base and lack of service to this destination was identified as a gap in Delta Breeze's service coverage.



This service option would add one roundtrip trip a week to Travis Air Force Base, taking about four and a half hours and 58 miles

per week. The Delta Breeze operator would need to layover at the base and wait for riders to be finished with their medical appointments or their shopping. Riders could access the David Grant Medical Center, the Commissary, and other destinations on base as well as between Base and Rio Vista.

## Service Reallocation Tradeoffs

In order for Delta Breeze to remain financially sustainable given current and projected funding levels, any investment in transit service must be countered by a reallocation of existing service. The following services were recommended for reallocation in order to afford some of the identified service improvements:

- **Route 54 (Delta Shuttle):** Route 54, which operates on Wednesdays and travels to a different destination every week, is the lowest performing route. Route 54 carries the least number of passengers per service day (about four) and has by far the highest subsidy per passenger (\$52.70). Because the route travels long distances between Rio Vista and surrounding cities, and because the route functions as a Dial-a-Ride service in both Rio Vista and the destination city, it is expensive to operate with such low ridership. The route does not meet Delta Breeze performance standards for ridership per hour, ridership per mile, or farebox recovery. Proposed recommendation is to discontinue this service.
- **Route 50 (Fairfield/Suisun City) Tuesday and Thursday Service:** Route 50 currently makes three trips every weekday to Fairfield and Suisun City from Rio Vista. Ridership on Route 50 accounts for roughly one-third of Delta Breeze ridership; however, its destinations and medical appointments, such as dialysis, many of these trip purposes can be met by providing service to Antioch. Because dialysis appointments typically take place on Monday, Wednesday, and Friday it is proposed that Route 50 continue to operate on these days. Proposed recommendation is to reinvest resources from Route 50 on Tuesdays and Thursdays and use this resources to provide increased frequency to eBART and destinations in Antioch.
- **Route 52 (Pittsburg/Antioch) Service to Bay Point BART Station:** Route 52 currently operates between Rio Vista and the Pittsburg/Bay Point BART station. A one-way trip between Trilogy and BART takes 70 minutes and 30 miles, whereas a roundtrip between Trilogy and the future eBART station in Antioch takes 50 minutes and 20 miles. Because Delta Breeze operates two trips per day and the bus deadheads in one direction, shortening the route to eBART would save about 80 minutes and 40 miles per day. Proposed recommendation is to terminate Route 52 service at the future eBART station once its opens (expected May 2018).

## Public Opinions on Service Options

To receive feedback from the public on these proposed service options, Rio Vista conducted a survey of community members and current riders. Survey participants were given information on current system performance, results from the transit gaps analysis, and an overview of the

four reinvestment options (see Appendix I). Surveys were distributed on-board Delta Breeze buses and at pop-up events at the Senior Center, Middle School, City Hall, Lira’s Market, and the Third Thursday event on Main Street. Surveys were provided in English and Spanish and could be filled out on paper or online. In total 36 survey responses were received: 11 from riders on-board Delta Breeze; 11 from pop-up events; and 14 from the online survey. The following analysis is based on all survey responses and excludes “No Response” answers. Some questions that allowed respondents to select multiple choices resulted in answer totals that exceeded 100 percent.

The first question asked participants to allocate \$100 among the four service options. Extended Dial-a-Ride hours received the highest percentage of money invested (40 percent) while service to Travis Air Force Base received the least (10 percent, less than half of any other option).

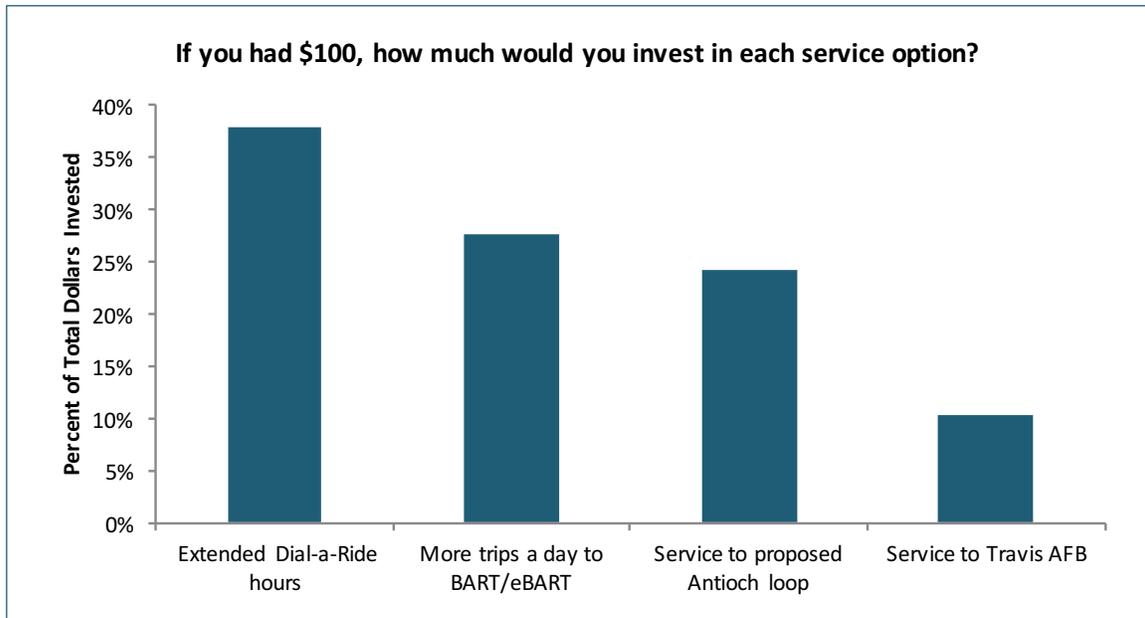


FIGURE 49: IF YOU HAD \$100, HOW MUCH WOULD YOU INVEST IN EACH SERVICE OPTION?

When asked to rank the service options by preference (1 being most preferred, and 4 being least preferred), a similar trend emerged. Extended Dial-a-Ride hours received the best average score (1.8) and the highest percentage of first-choice responses (48 percent); while service to Travis Air Force Base received the worst average score (3.3) and the lowest percentage of first-choice responses (10 percent). More trips a day to BART/eBART and service to the proposed Antioch loop received similar scores (2.3 and 2.4 respectively); however, service to the Antioch loop received a very low number of first choice responses (10 percent). The average score of each option is shown in Figure 49, and the percent of first-choice responses is shown in Figure 50.

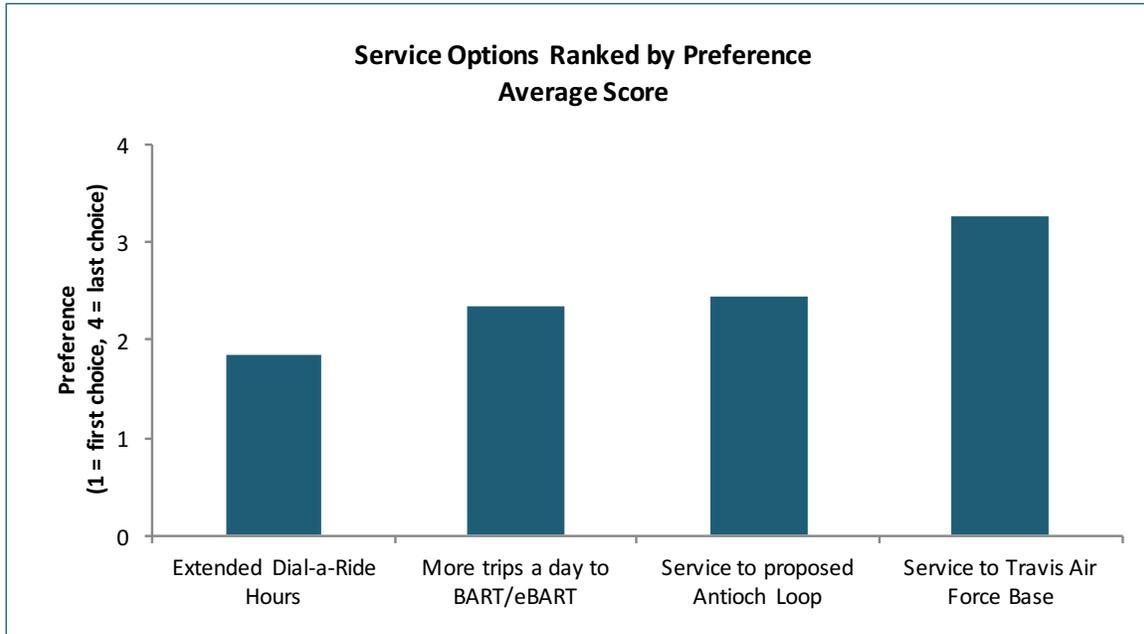


FIGURE 50: SERVICE OPTIONS RANKED BY PREFERENCE, AVERAGE SCORE

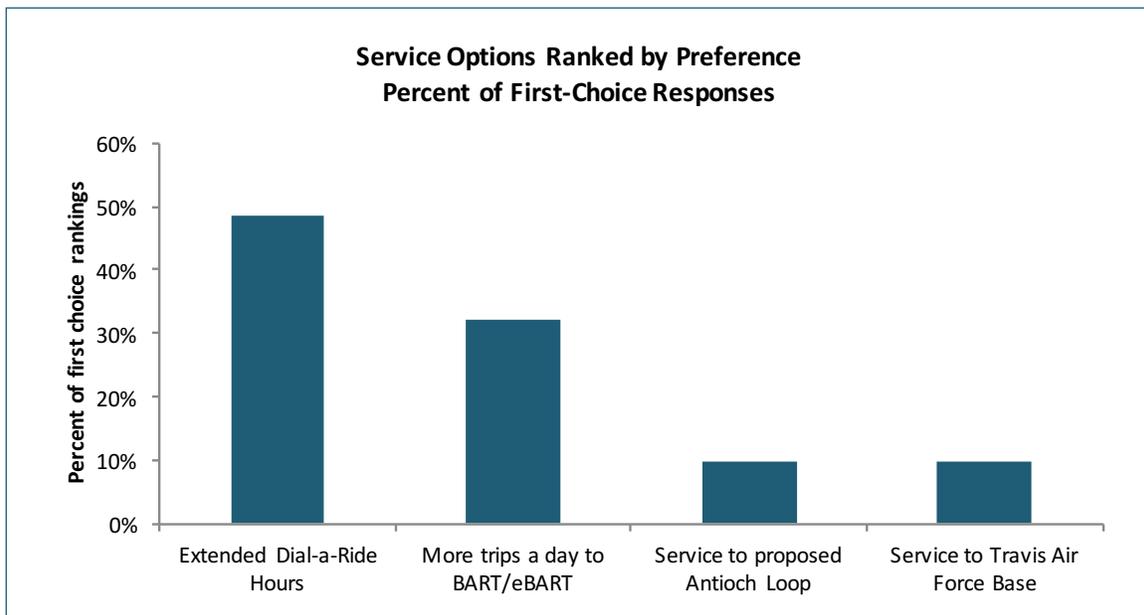


FIGURE 51: SERVICE OPTIONS RANKED BY PREFERENCE, PERCENT OF FIRST-CHOICE RESPONSES

Participants had a split opinion on reallocating service from Fairfield/Suisun (Route 50) on Tuesdays and Thursdays in order to provide more service to Antioch and eBART; 56 percent were in favor of this change, while 44 percent were opposed. Two-thirds of participants who use Route 50 on Tuesday or Thursday were not in favor of the change because they cannot change their travel schedules.

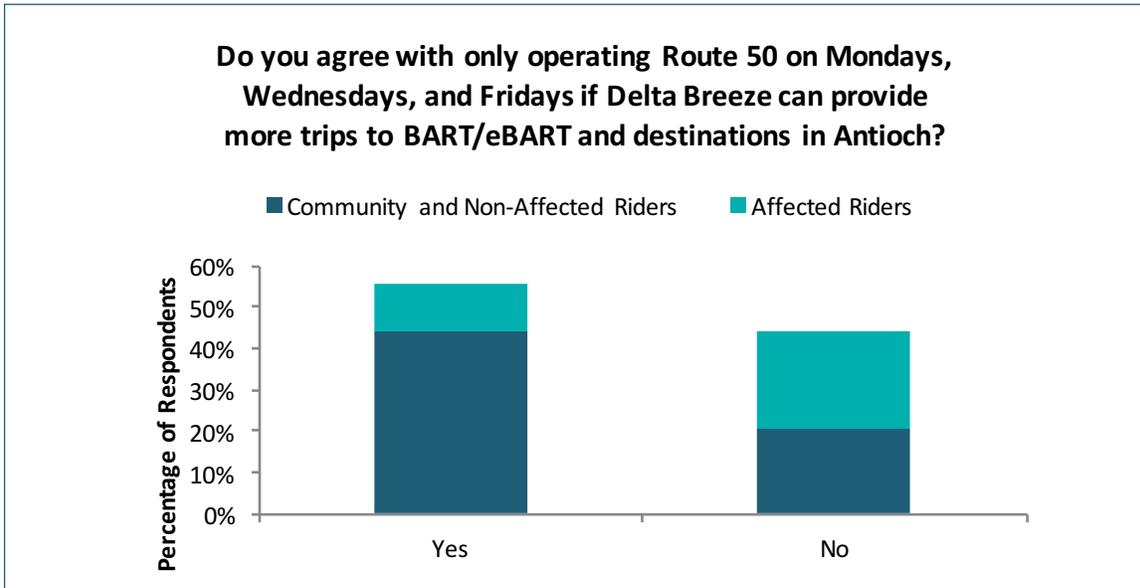


FIGURE 52: DO YOU AGREE WITH ONLY OPERATING ROUTE 50 ON MONDAYS, WEDNESDAYS, AND FRIDAYS?

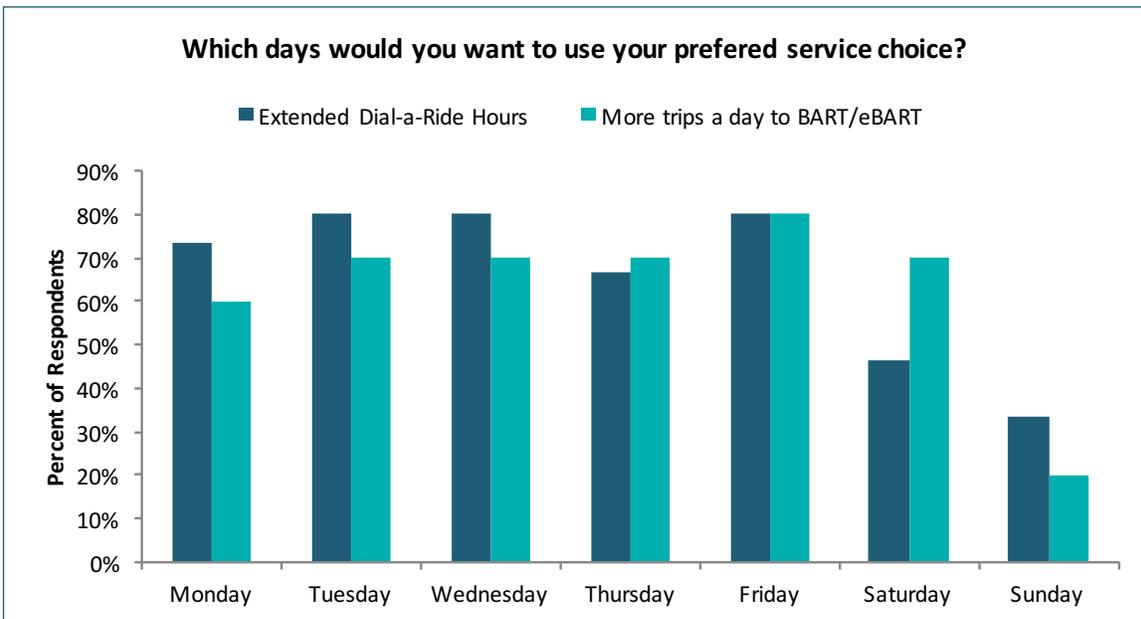


FIGURE 53: WHICH DAYS WOULD YOU WANT TO USE YOUR PREFERRED SERVICE CHOICE?

Based on the responses to these questions, extended Dial-a-Ride service and more trips to BART/eBART were the two most preferred options. Demand is highest for both of these options on weekdays, with no strong preference for a specific day.

Survey participants also indicated the time of day they wished to use the service to leave and return to their homes. There was a clear demand for Dial-a-Ride service later in the day, particularly between 2:00 and 4:00 pm (as shown in Figure 54). Participants also indicated a preference for service to BART/eBART in the later morning hours between 10:00 am and 12:00 pm, and returning between 4:00 and 6:00 pm (as shown in Figure 55).

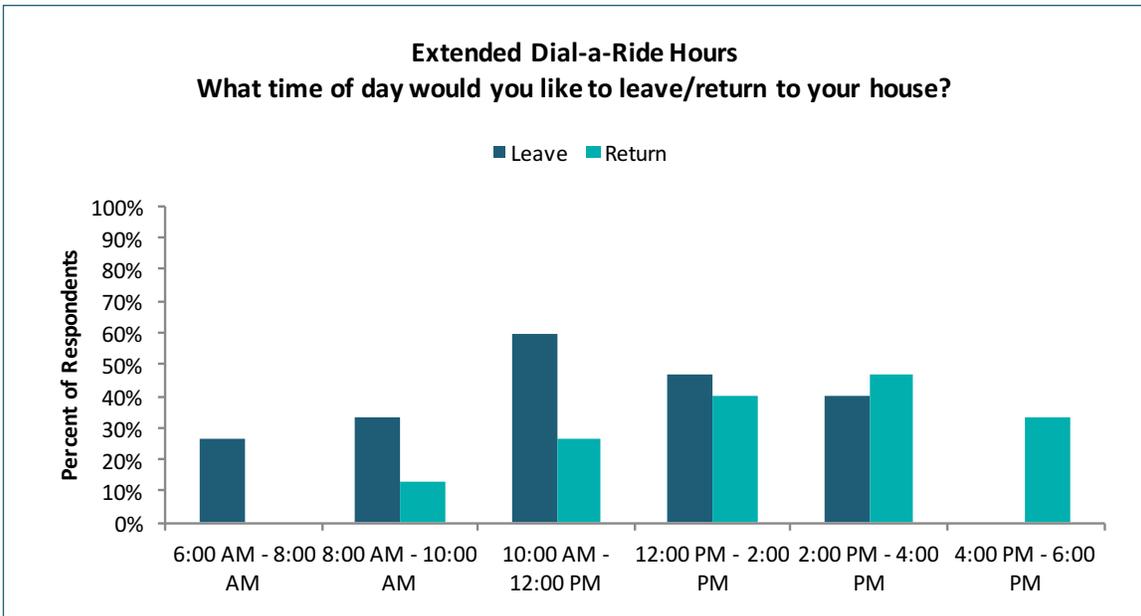


FIGURE 54: WHAT TIME OF DAY WOULD YOU LIKE TO USE EXTENDED DIAL-A-RIDE HOURS?

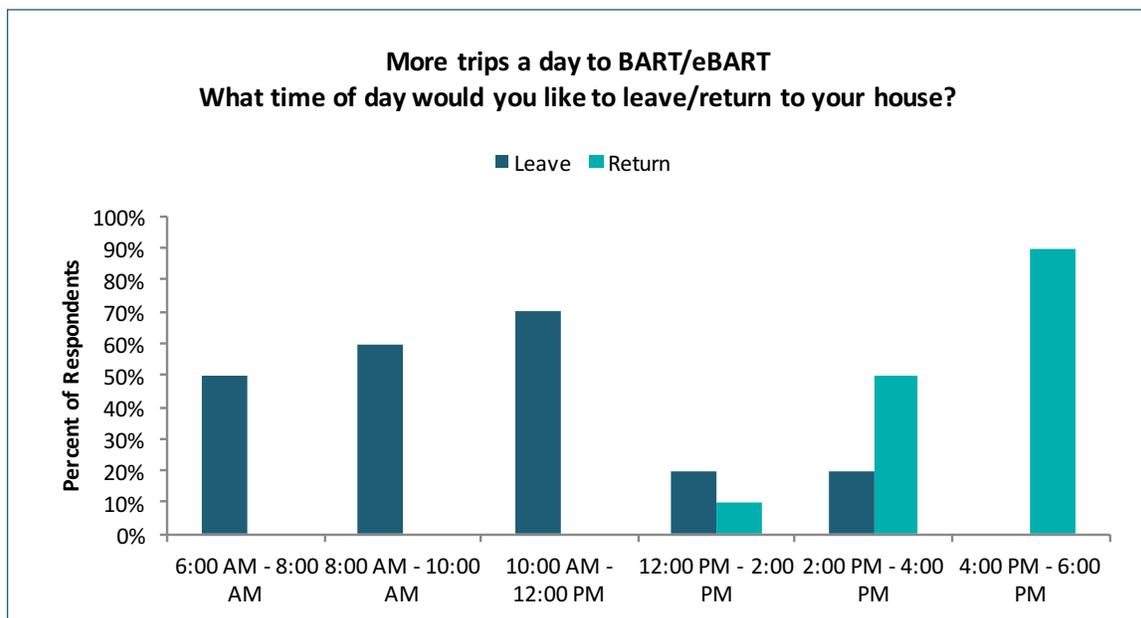


FIGURE 55: WHAT TIME OF DAY WOULD YOU LIKE SERVICE TO BART/EBART?

## Evaluation Criteria

In order to evaluate the feasibility of each service option, several evaluation criteria were developed. Utilizing these criteria, the four service options ranked in the following way: more trips a day to BART/eBART received the best score, followed by extended Dial-a-Ride hours, service to Antioch, and service to Travis Air Force Base. The evaluation criteria were as follows:

- Community response (survey results).
- Number of people benefitting from the service.
- Number of current riders impacted by the service.
- Cost of providing service per rider gained.

The Table 2 shows how well each service option scored relative to the other options. The more complete the circle, the higher the relative score.

Reinvestment Options	Community Response	Number of people benefitting	Number of current riders impacted	Cost of providing service per rider
MORE TRIPS A DAY TO BART/EBART				
EXTEND DIAL-A-RIDE HOURS				
SERVICE TO ANTIOCH				
SERVICE TO TRAVIS AFB				

TABLE 2: SERVICE OPTION SCORING

**More trips a day to BART/eBART:** This service option received the highest ranking among the evaluation criteria. While it received the second highest score for community response, it is estimated that the greatest number of people would benefit from the service because of the high ridership on existing Route 52 trips and the high demand for connections to BART (identified in the earlier round of community outreach). When eBART opens, Delta Breeze can shorten the route to Antioch, saving about 7 hours and 200 miles per week. Utilizing these hours and miles to reinvest in more service to eBART would minimally impact current riders because riders can still reach their destinations around the same time and on the same Delta Breeze trip by transferring to eBART and BART. The cost of providing service for each additional rider is relatively low (estimated to be about \$8.75 based on FY 2014-2015 costs<sup>9</sup>); Route 52 currently has the highest farebox recovery ratio, and adding this service will help raise system-wide farebox recovery.

9. This is based off of a cost per round-trip of \$140 and an average of eight riders per direction per trip

**Extended Dial-a-Ride Hours:** Extended Route 51 hours received the second highest ranking. This service option received the best community response during the second round of outreach; however, it is estimated that relatively few people would benefit from this service: the current Route 51 serves approximately three passengers per hour; and Dial-a-Ride services are limited in the number of individual trips they can provide. Extending Dial-a-Ride hours by a half hour each day would require two and a half hours per week, which could be reallocated from the terminated Route 54. Route 54 serves about four passengers per week, so the impact to existing riders is low (an extra half hour of Dial-a-Ride would serve about seven passengers per week (three per hour)). The cost of providing service per additional rider is relatively high, as is typical with Dial-a-Ride services; the current cost per passenger is about \$20, and it is estimated that additional service would be about the same cost. There is a high demand for Dial-a-Ride service later into the afternoon than currently available (service currently ends at 1:30 pm), however Delta Breeze does not have the resources to provide all day service. The current service hour between 12:30 and 1:30 pm is underutilized, and this hour could be reinvested at another time in order to serve more passengers.

**Service to Antioch:** Service along the proposed Antioch loop received the second lowest score. While it received only a slightly lower percentage of dollars invested and average score than service to eBART, very few participants chose service to Antioch as their first choice. Although this service option was less popular in recent outreach, it is estimated that the number of people benefitting from the service would be high based on prior community outreach, the number and variety of destinations served, and because the service would be combined with eBART connections (which would likely generate substantial ridership). The cost per passenger of providing service would be average: the cost per trip would be about \$263, assuming the bus completes two loops around Lone Tree Way and has one hour of layover time at the eBART station. This route; however, would cause a large impact on existing riders because resources would need to be diverted from Route 50: providing daily service along the Lone Tree loop in Antioch would require a minimum of 20 hours per week, which would only be possible if Route 50 service on Tuesday and Thursdays was discontinued; Route 50 carries one-third of Delta Breeze passengers, and ridership is not significantly lower on Tuesdays and Thursdays. When asked if they agreed with replacing Route 50 service on Tuesdays and Thursdays with service to Antioch, two-thirds of participants who use Route 50 on Tuesday or Thursday were not in favor of the change. Despite the two high scoring attributes, it was concluded that operating the proposed new route in Antioch is not in the best interest of Delta Breeze or its riders due primarily to the impact on current ridership and the transit gap that would be created by reducing service to Fairfield.

**Service to Travis Air Force Base:** Adding a new route to Travis Air Force Base received the lowest score of the four service options. Very few members of the public ranked this option highly, and the number of people benefitting from the service is expected to be low as passengers would need to be veterans or active-duty members of the military in order to utilize the services on Base. Operating this service as a stand-alone route would only directly impact current Route 54 riders because of the reallocation of resources, but it would indirectly impact

current riders by using resources that could generate more ridership elsewhere in the system. If Travis Air Force Base became a deviation to Route 50 instead of becoming a new stand-alone route, the impact to existing riders would be high because a deviation would add roughly a half hour in travel time between Rio Vista and Fairfield, a huge inconvenience to on-board passengers. The cost of providing service per rider would be the highest of all service options as a result of the long trip distance and few expected riders (one trip would cost about \$270).

## III. Proposed Service Plan and Fare Structure

### Service Plan

Based on the results of the review of existing conditions, transit gap analysis, and evaluation criteria scores of service options, it is recommended that Delta Breeze make the following changes to existing service in order to increase ridership and better meet transit needs of Rio Vista’s residents:

- Extend Route 51 Dial-a-Ride service hours each weekday by half an hour each day, splitting up current service hours to better meet travel demand in the late afternoon hours.
- Add one roundtrip each weekday to Route 52 (after eBART opens) around 10:00 AM to meet travel demand for late-morning service to eBART. At the same time, terminate Route 52 at the eBART station and no longer provide service to the Bay Point/Pittsburg BART Station.
- Discontinue Route 54 due to low ridership and performance.

Table 3 summarizes proposed daily Delta Breeze service operations.

Current and Proposed Service		
ROUTE	CURRENT SERVICE	PROPOSED SERVICE
<b>ROUTE 50 FAIRFIELD/SUISUN CITY</b>	3 trips daily	3 trips daily
<b>ROUTE 51 RIO VISTA DIAL-A-RIDE</b>	9:30 AM – 1:30 PM daily	9:30 AM – 12:30 PM and 3:00 PM – 4:30 PM daily
<b>ROUTE 52 EBART/BART</b>	2 trips daily	3 trips daily
<b>ROUTE 54 DELTA SHUTTLE</b>	9:30 AM – 1:30 PM Wednesdays	Discontinue

TABLE 3: CURRENT AND PROPOSED SERVICE

## New Routing in Trilogy

It is recommended that intercity routes complete an entire loop of Summerset Drive in the Trilogy development. A majority of deviations to Routes 50 and 52 occur within the Trilogy development. Currently, the routes only operate along half the loop through Trilogy, a long walk for residents living on the other half of the development. Completing an entire loop through Trilogy would put the bus in closer walking distance to more residents, reducing the need for as many off-route deviations. Deviations add travel time, causing longer and unreliable travel times for other passengers. If a passenger pays for a deviation, the bus must leave Summerset Drive and travel along neighborhood streets to locations that are within walking distance of the main road. It would be more efficient if these passengers walked to Summerset Drive instead of requesting a deviation. Because deviations are limited to a certain amount per trip, reducing the amount of deviations in Trilogy will free up deviations elsewhere along the route, increasing ridership potential. In order for Trilogy residents to have the most convenient access to the bus (and to encourage fewer deviation requests), it is recommended that Delta Breeze continue to allow passengers to flag down a bus anywhere along the Summerset Drive loop. Passengers can still request deviations at an additional cost, consistent with ADA regulations.

## Route 50

No major changes are recommended to this route other than following the new Trilogy routing. Based on public outreach, passengers depend on this route to reach medical facilities in Fairfield and value the connections to shopping and other destinations. In order to improve the efficiency of Route 50 in the future, it is recommended that Delta Breeze collect time performance data by stop in order to evaluate the current schedule. It is likely possible to reduce the time between several time points so that the bus does not have to wait at stops, and some stops may be made “on-request only,” allowing the bus to skip portions of the route that riders rarely use. Delta Breeze could save several service hours per week by optimizing the schedule, as well as slightly speed up the travel time for Route 50 passengers.

## Route 51

It is recommended that Delta Breeze add a half-hour of service to Route 51 each weekday and split up current service hours to better meet travel demand. Dial-a-Ride service would be provided between 9:30 am and 12:30 pm, and from 3:00 to 4:30 pm (service would be cancelled from 12:30 to 1:30 pm). Providing service from 3:00 to 4:30 pm gives riders the opportunity to participate in longer activities during the day and has the potential to draw student riders after school.

## Route 52

When eBART opens (anticipated May 2018) Route 52 should be shortened from the Pittsburg/Bay Point BART Station to the Antioch eBART Station (located at the current Antioch Park and Ride stop). This new routing alignment is shown below in Figure 56.

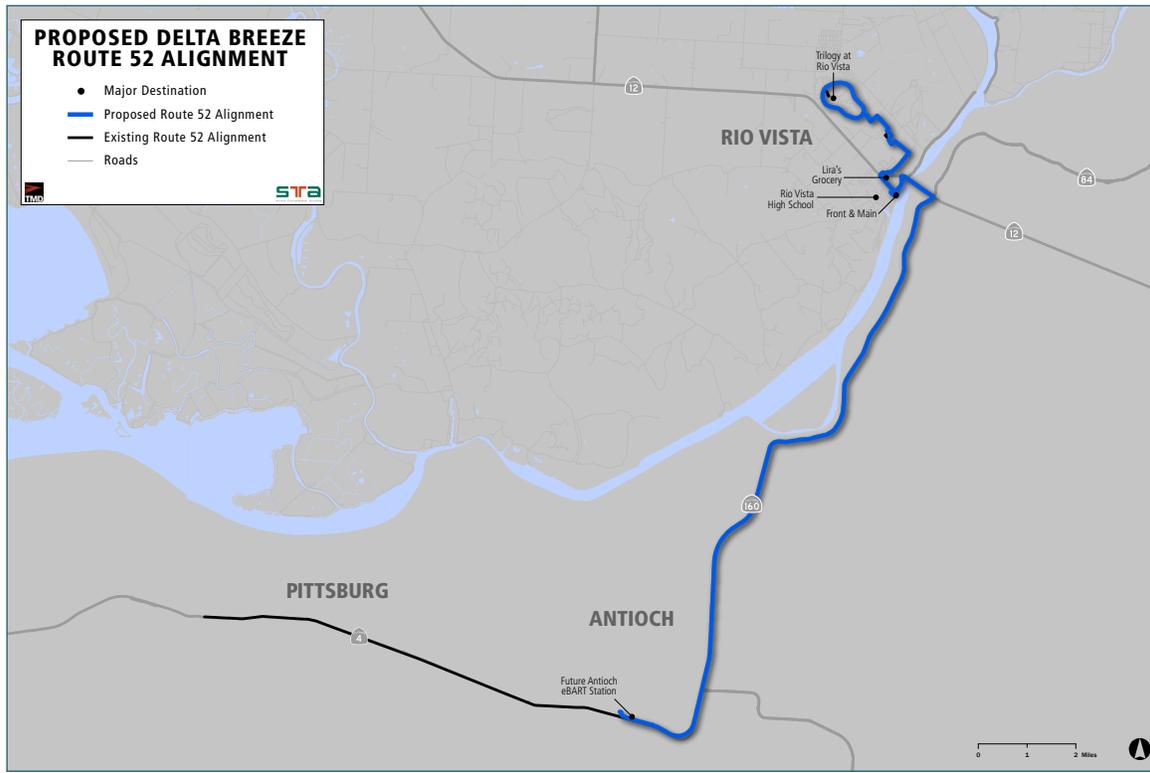


FIGURE 56: PROPOSED ROUTE 52 ALIGNMENT

It is also recommended that a late-morning trip around 10:00 AM be added at this time. As more funding becomes available, Delta Breeze should look to increasing service between Rio Vista and eBART. Survey respondents want to be able to return home from eBART in the afternoon, so a trip sometime between 2:00 PM and 4:00 PM would meet this need. The suggested trips for Route 52 are summarized below:

**TRIP 1: EARLY MORNING**

This trip should be coordinated with eBART schedules so passengers can transfer to the same 6:32 AM BART train they transfer to now. This trip will continue to deadhead on the return trip from the eBART station.

**TRIP 2: LATE MORNING**

This trip will begin around 10:00 am in Trilogly and follow the new routing, looping Summerset Drive. The bus will leave Rio Vista around 10:30 and arrive the eBART station around 11:00. This trip operates in revenue service in both directions, and will bring any passengers from eBART back to Rio Vista. The bus will leave eBART after a short amount of recovery time (around 11:10), returning to Rio Vista (Front and Main) at 11:40 and then continuing to Trilogly on request.

### TRIP 3: EVENING

The evening trip will be coordinated with the eBART schedule so that passengers may transfer from the same BART train they use today, arriving at Pittsburg/Bay Point at 5:47 pm. The trip will now operate in revenue service outbound from Rio Vista beginning at Front and Main (the outbound trip will only pick up at Front and Main and will not accommodate any deviations: passengers may utilize the additional hour of Dial-a-Ride service to arrive at this stop)

### FUTURE TRIP 4: AFTERNOON

A high percentage of community members expressed a desire for service between 2:00 and 4:00 pm. When financial resources are available (possibly from reallocating resources from Route 50 in the future as the regional destination focus shifts to Antioch) it is recommended that a round trip be added during this timeframe. Providing four connections to Antioch eBART every day will offer Rio Vista residents flexibility in their travel options.

## Route 54

Due to the poor ridership and high cost of Route 54, it is recommended that this route be discontinued.

## Service to Destinations in Antioch

This service option scored low across evaluation criteria, and it is not recommended that Delta Breeze establish a route serving destinations in Antioch at this time. Tri Delta Transit operates bus service throughout Antioch, including between the eBART station and Lone Tree Way where this service option was proposed to operate. It is recommended that Delta Breeze advertise transfer opportunities from Route 52 to Tri Delta service on marketing materials. Tri Delta honors transfers from Delta Breeze, so Rio Vista residents can use these services at no additional cost.

### SERVICE TO TRAVIS AIR FORCE BASE

This service option scored low across evaluation criteria, and it is not recommended that Delta Breeze establish a route serving Travis Air Force Base at this time. Rio Vista residents wishing to travel to Travis Air Force Base may take Route 50 to Fairfield and transfer to Fairfield and Suisun Transit (FAST) to complete their trip.

## Fare Structure

The current Delta Breeze fare structure is not well optimized for revenue generation (see Table 4 on the next page for current fares). 43 percent of passenger revenue comes from fare passes, so it is important that passes are priced correctly. From September 2014 to June 2015, Delta Breeze sold 160 discounted Monthly InterCity Passes, two full-price and 24 discounted 10-Ride CityPasses, and 15 discounted 10-Ride InterCity passes. No regular fare monthly passes were sold during this time.

**One-Way Fares:** The one-way fares are well-priced for the types of service that Delta Breeze provides. The only recommendation is to increase the local (internal Rio Vista) discounted fare from \$0.75 to \$1.00. This still meets the requirement of having the discounted fare be half the cost of the full-price fare.

**10-Ride Passes:** It is recommended that the 10-Ride passes be discontinued. The current cost of the 10-ride pass is equivalent to the base fare multiplied by ten, with no discount given to riders for buying in bulk. Without this discount, the 10-Ride pass does not offer a benefit to riders. It also further complicates an already complex fare structure.

**Monthly Passes:** Current monthly pass costs are severely underpriced. The discounted Monthly InterCity Pass is the most frequently purchased pass (an average of 16 are sold each month), because they offer the best deal to riders. The average Delta Breeze rider uses the discounted Monthly InterCity Pass 34 times a month. At a cost of \$45.00, this means the average cost per trip is only \$1.31. This is less than half of the cost of the discounted one-way intercity fare. The low cost of the monthly pass allows riders to use Delta Breeze service at very little cost, and does not provide Delta Breeze with the revenue it needs to maintain service operations.

An acceptable cost for monthly passes can be calculated by multiplying the round-trip fare by the number of weekdays during the month and then providing a discount of 15 to 20 percent. The discount accounts for the fact that passengers may not ride every day and to provide an incentive to purchase the monthly pass. Using an average weekday count of 21 weekdays per month, each month has a total of 42 potential trips, for a total intercity fare cost of \$252 at full-price and \$126 at half-price. With around a 20 percent discount, the intercity fare costs should be \$200 for full-price and \$100 at half price. This is more than twice the current cost of monthly passes.

Increasing the Monthly InterCity Pass from \$90 to \$200 at full price and \$45 to \$100 is unrealistic. That being said, Delta Breeze should work to gradually increase the cost of the monthly passes to get nearer to these target costs and to meet the minimum farebox recovery ratio goal of ten percent. Generally, a three percent ridership decrease can be expected with a ten percent increase in fares. However, riders would still have the option of paying the regular cash fare, which is not recommended to change. Delta Breeze may lose a few riders, but because the ridership market is so transit-dependent and base fares are not changing, this loss is not expected to be significant.

**Recommendation is to increase the Monthly InterCity Pass to \$120 for full-price and \$60 for half-price starting in July 2016.**

<b>Delta Breeze Fares</b>		
<b>LOCAL FARES (ROUTE 51: WITHIN RIO VISTA)</b>	<b>CURRENT</b>	<b>PROPOSED</b>
<b>ONE-WAY LOCAL</b>	\$2.00	\$2.00
<b>ONE-WAY LOCAL DISCOUNTED</b>	\$0.75	\$1.00
<b>10-RIDE CITY PASS</b>	\$20.00	Discontinued
<b>10-RIDE CITY PASS DISCOUNTED</b>	\$7.50	Discontinued
<b>INTERCITY FARES (ROUTES 50, 52, AND 54)</b>	<b>CURRENT</b>	<b>PROPOSED</b>
<b>ONE-WAY INTERCITY</b>	\$6.00	\$6.00
<b>ONE-WAY INTERCITY DISCOUNTED</b>	\$3.00	\$3.00
<b>10-RIDE INTERCITY</b>	\$60.00	Discontinued
<b>10-RIDE INTERCITY DISCOUNTED</b>	\$30.00	Discontinued
<b>MONTHLY INTERCITY</b>	\$90.00	\$200.00 long-term \$120.00 short-term
<b>MONTHLY INTERCITY DISCOUNTED</b>	\$45.00	\$100.00 long-term \$60.00 short-term
<b>DEVIATIONS</b>	\$1.00	\$1.00

TABLE 4: PROPOSED FARE STRUCTURE

## VI. Implementation Plan

The recommended changes to Delta Breeze service will be implemented over the next three years, in conjunction with fare structure changes and a marketing plan. Prior to making any service or fare adjustments, Delta Breeze will conduct a public hearing process to inform the public about the system modifications.

---

**Service changes will be implemented along the following timeline:**

### Year 1, FY 2016-2017

Discontinue Route 54, expand Route 51 Dial-a-Ride service hours, and introduce new routing in Trilogy.

### Year 2, FY 2017-2018

No recommended service changes.

### Year 3, FY 2018-2019

Shorten Route 52 to eBART in Antioch, and add a roundtrip trip to eBART beginning around 10:00 am.

### Future

Work to shift the focus of the system to destinations in Antioch. Antioch contains similar services as Fairfield, but with the added benefit of region-wide connections through eBART. When financial resources allow, a fourth trip per day should be added to Route 52.

## Farebox Recovery Implications

Farebox recovery is expected to increase with a change in the fare structure. Fare structure recommendations are to increase both the Monthly InterCity Passes and the discounted Dial-a-Ride fare by 33 percent at the beginning of Fiscal year 2016-2017. Annual revenue and farebox recovery ratio are projected below in Table 5, assuming that the same service changes are implemented and no ridership is lost due to the fare increase. The recovery ratio rises above the 10 percent threshold in Fiscal Year 2018-2019 with the introduction of eBART service. In the long-term monthly pass prices should continue to increase, further raising revenue and the recovery ratio.

Cost and Revenue Implications of Service Changes					
	PAST FY 2014-2015	CURRENT FY 2015-2016	YEAR 1 FY 2016-2017	YEAR 2 FY 2017-2018	YEAR 3 FY 2018-2019
<b>SERVICE CHANGES</b>	None	None	Add half hour of Dial-a-Ride; Discontinue Route 54	None	Add one daily trip to eBART
<b>OPERATING COST</b>	\$316,627	\$329,600	\$329,714	\$355,131	\$378,019
<b>TOTAL COST<sup>9</sup></b>	\$417,714	\$417,100	\$419,514	\$447,625	\$473,288
<b>TOTAL REVENUE<sup>10</sup></b>	\$28,975	\$29,378	\$30,051	\$32,027	\$40,366
<b>FAREBOX RECOVERY</b>	6.9%	7.0%	7.2%	7.2%	8.5%

TABLE 5: COST AND REVENUE IMPLICATIONS OF SERVICE CHANGES

Revenue Implications of Fare Increases					
	PAST FY 2014-2015	CURRENT FY 2015-2016	YEAR 1 FY 2016-2017	YEAR 2 FY 2017-2018	YEAR 3 FY 2018-2019
<b>TOTAL REVENUE</b>	\$28,975	\$29,378	\$37,518	\$40,153	\$51,249
<b>FAREBOX RECOVERY</b>	6.9%	7.0%	8.9%	9.0%	10.8%

TABLE 6: REVENUE IMPLICATIONS OF FARE INCREASES

9. Both operating costs and overhead costs are based on existing contracts and financial plans and are assumed to increase at three percent per year. Does not include depreciation costs or one-time payments. It is assumed that there will be a three dollar increase to operator wages in FY 2017-2018.

10. Total revenue is based off of an assumed ridership growth rate of two percent per year with the current fare structure. This is a conservative estimate given the rate of population growth in Rio Vista. Revising fare structure and implementing the Marketing Plan will likely result in even higher revenues.

## V. Marketing Plan

The marketing plan is a vital part to the implementation of the Delta Breeze service plan. Not only do existing riders need to be informed about changes to the system, but the community needs to be educated about the system in general. The Summary of Transit Gaps identified that there is an information barrier preventing people from using Delta Breeze; 44 percent of community members did not know about the service at all, and 46 percent said they did not use the service because information was difficult to understand. Marketing Plan attempts to resolve this information gap in order to increase overall ridership.

### Marketing Objectives

The main goal of the Marketing Plan is to increase the ridership of Delta Breeze. This can be accomplished by following several key objectives and strategies:

#### Increase Transit Accessibility for Non-Riders

In any transit system, lack of knowledge about the service is a common challenge to increasing ridership. In outreach efforts, about 46 percent of community respondents did not use Delta Breeze because information about the service is difficult to understand, and several community members specifically requested clearer information (such as better schedules and maps) and better schedule distribution. It is important that Delta Breeze provide easy-to-understand marketing materials in order to improve ridership, and, as Rio Vista continues to grow, Delta Breeze will need to consistently educate new community members about the transit system.

#### Increase Awareness and Visibility of Delta Breeze

Eye-catching branding of physical assets (such as buses and bus stops) is a powerful tool for transit systems to increase visibility in the community. About 44 percent Rio Vista Community Survey respondents do not ride because they did not know about the service. Increasing the visibility of the Delta Breeze service will improve community awareness of the system, leading to more ridership.

#### Target Specific Market Segments

Certain demographic groups are more likely to use transit than others, and by tailoring service to the specific needs of individual groups, Delta Breeze can effectively meet the needs of Rio Vista residents, thereby encouraging new ridership.

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11. BART Service Area includes destinations such as Fremont, Walnut Creek, and San Francisco.

## Create Partnerships with Local Organizations

Local community organizations, medical facilities, social services, and schools can serve as advocates for public transportation within a community. These advocates can reach a large segment of the population, just by promoting public transit use among their constituents.

## Market Segments

Based off of the demographic analysis in the Summary of Transit Gaps Report, information on how riders currently utilize the system from an on-board survey, and information on community preferences from a community survey, the Rio Vista population can be broken down into several market segments which have a high potential market demand for transit services.

### Senior Citizens

Senior citizens represent a majority of Rio Vista's population and have specific mobility needs. Seniors tend to take transit more than other demographic groups and account for most of the current Delta Breeze ridership, especially as they become unable or unwilling to drive. Delta Breeze serves the Senior Citizen market segment well by offering a reduced fare and providing service to Fairfield tailored around medical appointment times, however the system could better serve seniors by adding mid-day trips to Antioch and by making information about Delta Breeze easier to understand.

### Youth

There are about 390 residents between the ages of 10 and 17 in Rio Vista, totaling around five percent of the total population. Youth tend to utilize transit more than the rest of the population because they are independent enough to ride transit but not yet old enough to drive or do not yet have access to their own vehicle. Until the end of the 2012-2013 school year, Delta Breeze had a contract with the River Delta Unified School District to operate Route 51 for extended hours in the evening and to allow students to ride at less than the full fare. During this time, an average of about 400 students used the service per month, roughly 20 each school day, indicating a demand for after-school transportation options. By providing an hour of Dial-a-Ride service from 3:30 to 4:30pm Delta Breeze can break into this market segment again (although service was previously offered later, from 4:30 to 6:30 pm). Youth could also utilize the bus service during the summer for recreational purposes. Delta Breeze could further encourage ridership from this market segment by partnering with and distributing information at local schools and by offering a discounted youth pass.

**Service Operated by City of Rio Vista's Delta Breeze Buses:**

**Bus Transit Information:** (707) 374-2878  
Mon-Fri 9:30 am - 5:00 pm. Service available to general public.

**Route 50 Suisun/Fairfield:**  
SR 12 Express, Mon - Fri, four trips per day, fixed schedule with limited deviations by reservation.

**Route 51 Rio Vista/Isleton Dial-A-Ride:**  
General Public door-to-door *dial-a-ride service* within city limits of Rio Vista, and to and from the City of Isleton. Mon - Fri, 9:30 am - 1:30 pm.

**Route 52 Pittsburg/BART:**  
Express, Mon - Fri, one roundtrip daily, fixed schedule with limited deviations by reservation.

**Route 54 Wednesday Special Delta Shuttle:**  
Destinations vary by week to Fairfield/ Suisun City, Vacaville, Antioch/Pittsburg, and Lodi. Contact Transit Information for reservations.

**ADA Paratransit**  
Rio Vista Delta Breeze offers priority service for ADA certified paratransit passengers on its Dial-A-Ride service.

**City of Rio Vista Transit Administration:** (707) 374-4110 or (707) 374-2878, Mon - Tues, 9 am - 5 pm for comments, complaints, suggestions and questions about transit services other than schedule and route information.



**Solano County Intercity Taxi Scrip:**  
Service provided by local taxi cab operator. Check with Taxi company for fares and requirements:

Fairfield/Suisun City		Vacaville/Dixon	
Fairfield Cab	(707) 428-8555	AA Taxi	(707) 449-8294
Vietnam's Cab	(707) 421-9999	Checker Cab	(707) 447-4444
Yellow Cab	(707) 428-4400	Yellow Cab	(707) 446-1144

**Curb-to-Curb service, same day transportation between cities within Solano County. Must possess ADA certification.** Passengers pay 15% of the cost of a taxi ride by using scrip. Passengers must be ambulatory or able to enter and exit a taxi without assistance. Mobility devices must easily fit in the trunk of the cab. Scrip available for purchase at City of Rio Vista Finance Department only for Rio Vista residents. Scrip sales are limited and subsidy percentage may change. See ADA certification below.

**ADA Certification Process**  
Solano County transit operators, including the City of Rio Vista, launched an In-Person Americans with Disabilities Act (ADA) Eligibility Program in July 2013. A qualified professional interviews applicants and, if needed, assesses the applicant's physical and functional ability to use fixed route transit. Medical verification from a health care professional is not required.



**Other Programs**

**Regional Transit Connection (RTC) Discount Card**  
The RTC Discount ID Card is available to qualified persons with disabilities as proof of eligibility to receive discount fares on fixed-route, rail and ferry systems throughout the San Francisco Bay Area. The RTC Program does not apply to paratransit services. The Solano Mobility Call Center accepts applications at One Harbor Center, Suite 140, Suisun City, during regular business hours (Mon-Fri, 8am-5pm). Call 800-535-6883 for information. A \$3 application fee is required.

**Clipper Senior Card**  
Adults 65 and over are eligible for a free Senior Clipper card, which provides discounts on monthly passes, ride books, tickets, cash value fares and transfers. The City of Rio Vista accepts applications at City Hall only.



**Solano Napa Commuter Information (SNCI)** offers personalized assistance for traveling around Solano/Napa Counties and neighboring cities. SNCI provides FREE information for trip planning, using alternative transportation, ride-matching and vanpool assistance. For your travel trip planning needs, call Mon - Fri, 8 am - 5 pm:

800-535-6883

www.commuterinfo.net

**SOLANO/NAPA  
COMMUTER INFO**

**City of Rio Vista Transit Services**



RIO VISTA  
**DELTA BREEZE**

www.riovistacity.com/  
transit  
707-374-2878

July 1, 2015

**General Fare Chart**

Fee Category	General Fare	Discount Fare	Iseleton Only
			Rt. 50 & 52 NO DEVIATED ROUTES
<b>Delta Breeze Fares within Rio Vista and Isleton*</b>			<b>\$1.00</b>
One Way Fare	\$2.00	\$0.75	
10-Ride City Pass	\$20.00	\$7.50	
<b>Delta Breeze Fares to/within Fairfield, Suisun City, Antioch, Pittsburg, Lodi and Vacaville**</b>			
One Way Fare	\$6.00	\$3.00	
10-Ride InterCity Pass	\$60.00	\$30.00	
Monthly InterCity Pass	\$90.00	\$45.00**	
<b>Intercity Routes 50, 52 &amp; 54 Deviations</b>	\$1.00	\$1.00	\$3.00 General \$1.50 Senior & Disabled
<b>Transfers to other transit systems</b>	Free	Free	
<b>General Fare:</b>			Ages 5-54 years old.
<b>Discount Fare:</b>			Age 55 years and older, Persons with Disabilities, ADA eligible passengers and Medicare Card Holders.
*This fare is valid for one pick-up on Route 51. Each pick-up requires full fare to be paid. This fare is also valid for service to resort communities along State Route 160 between Isleton and State Route 12.			
**This fare is valid to Antioch, Pittsburg/Bay Point BART Station, Lodi, Vacaville, Suisun City or Fairfield.			

**Route 50 State Route 12 Express Westbound to Fairfield Monday-Friday**

Rio Vista		Suisun City			Fairfield			
Front St @ Main St	S Francis Way @ Homecoming Park	Madera Way @ Homecoming Park	Triology Vista Clubhouse	Suisun City Walmart	Suisun City Transit Depot	Beck Ave @ Courage Drive** (Suisun County Health & Social Services)	Chadbourne Rd @ Buck Way** (Sater Fairfield)	Arrive Fairfield Transportation Center
7:30	7:35	7:40	8:00	8:30	On Request	8:40	8:50	9:10
12:01	12:10	12:15	12:30	12:50	On Request	9:55	1:00	1:20
					<b>5:30</b>	<b>5:35</b>	<b>5:45</b>	<b>5:50</b>

**Route 50 State Route 12 Express Eastbound to Rio Vista Monday-Friday**

Fairfield		Suisun City			Rio Vista			
Leave Fairfield Transportation Center	Lawson Blvd @ Auto Center Mall**	Jefferson & Texas St (Solano County Government Center)	Arrive Suisun City Transit Depot	Suisun City Walmart	Triology Vista Clubhouse	Fisher St @ Homecoming Park	Francis Way @ Linda Vista Way	Front St @ Main St
9:15	9:30	On Request	9:50	On Request	On Request	On Request	On Request	11:16
10:20	10:33	On Request	On Request	10:50	On Request	On Request	On Request	11:16
1:20	1:32	On Request	On Request	1:50	On Request	On Request	On Request	<b>2:20</b>
<b>5:50</b>	<b>6:02</b>	On Request	On Request	On Request	On Request	On Request	On Request	<b>7:00</b>

**Route 52 State Route 160 Express Southbound to Pittsburg/Bay Point BART Station Monday-Friday**

Rio Vista		Antioch			Pittsburg	
Leave Triology Vista Clubhouse	Fisher St @ Antioch Del Norte (Homecoming Park)	S Francis Way @ Linda Vista Way	Front St @ Main St	Antioch Park & Ride Lot	Antioch Park & Ride Lot	Arrive Pittsburg/Bay Point BART Station
5:15	5:25	5:30	5:35	On Request	On Request	6:25
						6:32

**Route 52 State Route 160 Express Northbound to Rio Vista Monday-Friday**

Pittsburg		Antioch			Rio Vista		
BART Arrive Pittsburg/Bay Point BART Station	Leave Pittsburg/Bay Point BART Station	Antioch Park & Ride Lot	Antioch Park & Ride Lot	Front St @ Main St	S Francis Way @ Linda Vista Way	Madera Way @ Homecoming Park	Arrive Triology Vista Clubhouse
<b>5:47</b>	<b>6:00</b>	<b>6:23</b>	<b>6:23</b>	<b>7:00</b>	<b>7:05</b>	<b>7:15</b>	On Request

All Trips will perform limited deviations on a space available basis within a 1 mile radius. Please call (707) 374-2878 or 511 say "Rio Vista Transit" or simply ask for the bus operator for more details. For On Request pick-ups - please call (707) 374-2878 at least 30-60 minutes prior to pick-up. If on the bus, just ask the bus operator to serve you. \*\*This trip may serve the front door of Sater Fairfield Medical Campus, RAJ at 490 Chadbourne Road and Kaiser Permanente Medical Offices upon request or by calling Rio Vista Delta Breeze. No service provided on Saturday, Sundays or the following holidays: New Year's Day, Dr. Martin Luther King Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and Christmas Day.

**Route 51 Rio Vista/Isleton City Circulator Monday-Friday**  
General public door to door dial-a-ride service that serves include the entire city limits of Rio Vista and Isleton as well as Delta resort communities along State Route 160 between the two Cities.  
**Service Hours:**  
Monday 9:30 am to 5:11 pm (last Reservations at 1:15 pm)  
Tuesday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Wednesday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Thursday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Friday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Please make reservations at least 30 minutes in advance. If you need to cancel, call us as soon as possible. You can make a 48 reservation or cancel a trip by calling (707) 374-2878 or 511 say "Rio Vista Transit". Service starts and ends as scheduled above.

As of July 1, 2015

**Route 54 Delta Shuttle**  
General public door to door dial-a-ride service that serves include the entire destination city limits for shopping, medical and recreation trips. The bus will depart Rio Vista and Isleton area at 9:30 am and arrive at the destination city by 10:30 am. The bus will remain in the destination city taking passengers directly to where they need to go between 10:30 am and 1:30 pm. Please schedule your appointments between these times. If you want to make additional stops within the destination city, please call (707) 374-2878 when you are ready to be picked up. Each additional stop is \$1.00. The bus will return to the Rio Vista/Isleton area by 2:00 pm.

**Destination City Service Schedule:**  
1<sup>st</sup> Wednesday - Fairfield/Suisun City  
2<sup>nd</sup> Wednesday - Vacaville  
3<sup>rd</sup> Wednesday - Antioch/Pittsburg  
4<sup>th</sup> Wednesday - Lodi  
5<sup>th</sup> Wednesday - Vacaville (occasionally)  
Please make reservations at least one day in advance. If you need to cancel, call us as soon as possible. You can make a trip reservation or cancel a trip by calling (707) 374-2878 or 511 say "Rio Vista Transit". Service starts and ends as scheduled above.

FIGURE 57: CURRENT PRINTED PASSENGER INFORMATION GUIDE

**COMMUTER GUIDE**



**9 Routes from Elk Grove to Downtown Sacramento and Rancho Cordova**



**Join the evolution**

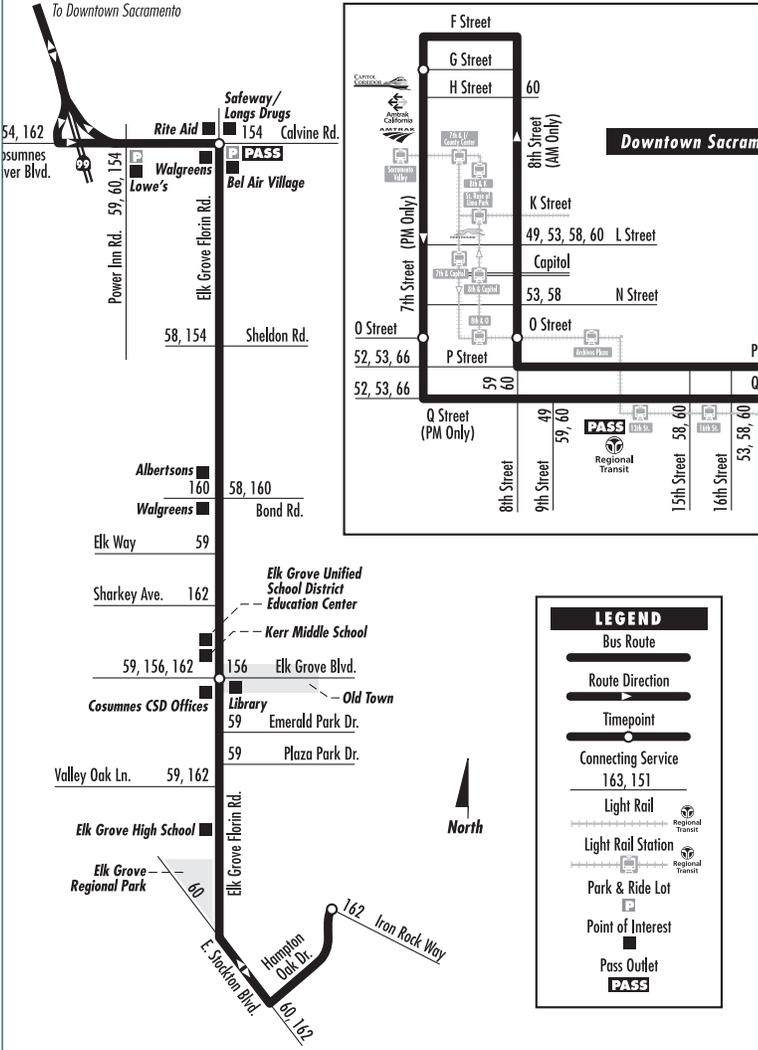
**(511)**  
Sacramento Region  
Travel Info

**(916) 68E-TRAN**  **www.e-tran.org**

**TDD/TTY: 711**

**EFFECTIVE OCTOBER 27, 2011**

**Commuter Route: 57 – Elk Grove Florin Express**



**LEGEND**

- Bus Route
- Route Direction
- Timepoint
- Connecting Service 163, 151
- Light Rail
- Light Rail Station
- Park & Ride Lot
- Point of Interest
- Pass Outlet
- PASS

FIGURE 58: E-TRAN PRINTED INFORMATION EXAMPLE

## Commuters

Commute travel is a growing market segment for Delta Breeze, as shown by the ridership increase on Route 52 to BART. As Bay Area job opportunities and the Rio Vista population both continue to grow and trips to eBART are added, this will likely become a larger proportion of Delta Breeze ridership. It is important that Delta Breeze maintain services allowing riders to commute to nine-to-five jobs and continue to offer incentives for regular commuters (through a monthly pass that is cheaper than individual tickets).

## Long Distance Travel

Because of Rio Vista's small size, residents must travel outside of the City to access most basic services, entertainment, and workplaces. The proximity of San Francisco and the Bay Area region as a whole makes it a popular destination for Rio Vista residents.

Improved connections with regional services (such as BART and Amtrak) was identified as the number one attribute that would encourage community members to use public transit service. In response to the question "if you were to use the bus, where would you ride it to most often," the Pittsburg/Bay Point BART Station, combined with locations in the BART service area, was the most common response by community members.

Long distance travelers may make trips less frequently than regular commuters, but represent a significant portion of the transit market demand in Rio Vista.

## Passenger Information

Providing user-friendly information is key to enabling potential riders to utilize the system. Community members expressed frustration at the difficulty of understanding current system information. Delta Breeze can improve both printed and online information in order to make them easier to understand.

### Printed Information

Printed bus service information can be easily distributed to ridership-generating centers (such as schools, the senior center, and the Trilogy clubhouse) to help increase the visibility of Delta Breeze services. Because the printed information may be the first media a rider sees introducing them to the transit service, it is important that the information is descriptive and easy to understand.

## Current Printed Information

Current Delta Breeze printed information (shown in Figure 57) does not effectively communicate the services that Delta Breeze provides. The font is very small and difficult to read, the layout is confusing (and results in information being hidden along the crease-lines when folded), and there are no maps showing how the routes operate.

The font used for route schedules page is much too small to easily read. Routes 51 and 54 are described in small font below the schedules for Routes 50 and 52; these are easy to miss when scanning the page for information on available services. Additionally, the hours for Route 51 are listed separately by day, even though the hours are the same every weekday; this may cause confusion among potential riders, and the service appears more complicated to understand than it actually is.

Critical information is missing from the printed rider's guide, making it difficult for a potential rider to learn how to use the system simply from reading the guide. The guide does not describe how to catch the bus – there are no descriptions of what Delta Breeze bus stop signs look like or the process of making a deviation request. The guide simply directs readers to a phone number to learn more about making deviation reservations. There are no maps of the individual routes; maps not only help riders conceptualize the transit system, but can also help pinpoint the exact location of bus stops. While the guide provides a fare structure chart, it does not explain where passes may be purchased or what forms of payment are accepted on board the bus

## Recommended Printed Information Elements

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### **Delta Breeze printed system information should include the following:**

- An eye-catching front cover that clearly communicates the Delta Breeze brand.
- A color-coded system map showing the route alignments and stop locations in Rio Vista and other destination cities.
- Schedules for each route, highlighting stops where riders may transfer to other transit systems (Fairfield and Suisun Transit, Tri Delta Transit, and BART).
- Fare chart and information on how to purchase one-way tickets and monthly passes.
- General information about Delta Breeze (contact information, how to ride, etc.).
- Information about countywide programs, if space allows.
- The e-Tran Rider's Guide (Figure 58) contains many of these elements. Route schedules and maps are clear and easy to read; information is provided about county transportation programs and how to ride; there is detailed information about pass types, rates, and sales locations.

## Online Information

Although only one-quarter of existing riders utilize the Delta Breeze website for transit information, it is likely that many potential riders would utilize the internet when seeking out initial information about transit services. Providing user-friendly information online is critical to attracting new riders.

## Current Website

Delta Breeze’s current website is not very user-friendly. The home page does little to describe the system, and one must utilize the sidebar links to find out more (when accessing the website on a smartphone, the user must scroll all the way to the bottom of the page to find these links). The “Schedules” page provides a very confusing description of Delta Breeze service: only Routes 51 and 54 are described, one must look at the PDF of the printed information in order to learn about Routes 50 and 52 (and this does not display properly when accessed on a smartphone); some information is conflicting (stating that reservations must be made 30 minutes in advance at the top of the page, and 24 hours in advance further down the page); and some information does not belong on the schedules page (such as rules on board the bus). Other pages suffer from similar design and content issues

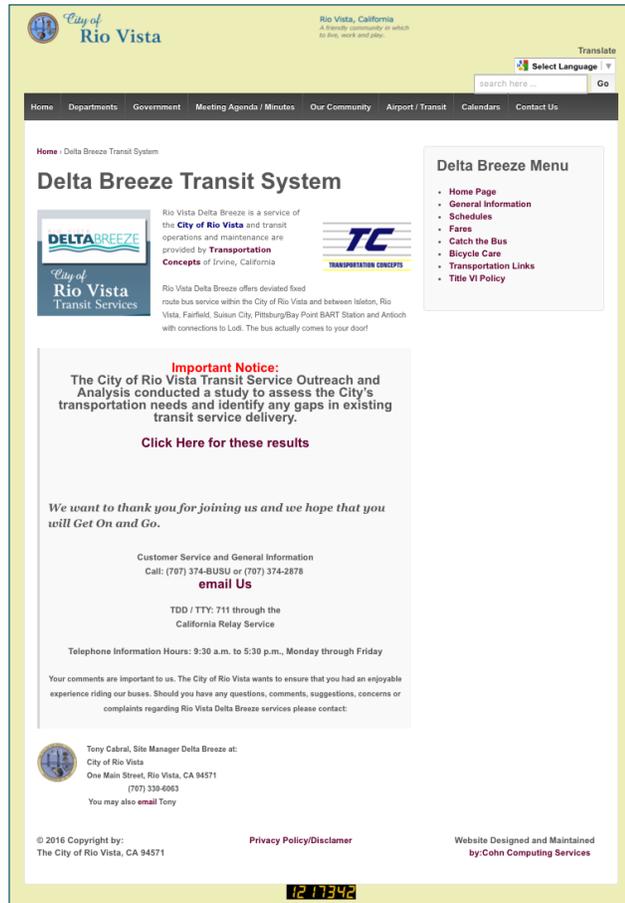


FIGURE 59: CURRENT WEBSITE HOME PAGE

## Recommended Website Elements

**The Delta Breeze home page should include two key elements to introduce riders to the system:**

- A system map, with links to more information about each route.
- A GoogleMaps-powered trip planner

Other Delta Breeze pages should be reorganized so that it is quick and easy to find information. All pages should be designed for users of multiple web browsers and devices, and allows those utilizing screen-reading text-to-audio programs to interpret the writing. For example, schedules should be displayed in text on the webpage in addition to the printable PDF version. In addition to reorganizing existing content, Delta Breeze can add several features to better educate and engage current and potential riders, such as:

- Detailed route maps should be created, showing specific bus stop locations, bus flag-down route segments, and deviation areas.
- Detailed trip plans should be created for common destinations, such as San Francisco, Travis Air Force Base, medical and shopping destination in Antioch, and more. These should include instructions on how to transfer to connecting transit services (such as transfer times and fares due, if any).
- Travel training tools should be made available online: this is an easy way for other organizations to help inform potential riders (or for potential riders to educate themselves) about the system. This may include PowerPoint or video presentations on how to use Delta Breeze (covering topics from navigating the website and trip planning to boarding the bus).
- Passengers should be able to sign up to receive service alerts. Providing service information to registered email addresses can be a very effective passenger information tool. Delta Breeze could provide information on future transit studies, service and fare changes, and daily service alerts.
- A tool could facilitate online reservations for Dial-a-Ride or deviations. Providing this function online could make it easier for community members to plan their travel, especially if they can see which times the Dial-a-Ride service is busy, or which trips have reached their deviation limit. An online tool may also be easier for those with a hearing impairment who have difficulty scheduling reservations over the phone.
- Social media marketing can provide up-to-date information and further engage riders. Many transit agencies use platforms such as Facebook and Twitter to post service alerts or receive feedback from riders. One resident requested that Delta Breeze advertise transit services on Nextdoor, a website that creates social networks for communities. The Rio Vista Police Department regularly provides updates on Nextdoor and other social media sites.

The Trinity Transit website (Figure 60) incorporates several of these design elements. The homepage features a GoogleMaps trip planner and a simplified interactive system map. News and service announcements are posted on the homepage, directly underneath the map. Links above the system map direct to fares and schedules; links below the system map provide access to travel training, connecting transit services, and other information. Clicking a route on the interactive map brings you to the schedule page for that route.

The screenshot displays the Trinity Transit website interface. At the top left is the logo featuring a stylized mountain and river, with the text "Trinity Transit" to its right. Navigation links for "TIMETABLES" and "FARES" are in the top right. The main content area is titled "PLAN A TRIP" and includes a search form with "Start" and "End" dropdown menus, address input fields, and a "When" section with "Leave now", "3/31/21", and "2:56 P" options. A "See itinerary in Google Maps" button is also present. Below the form is a map showing a route connecting several locations: Eureka, Arcata, Willow Creek, Hoopa, Burnt Ranch, Big Bar, Douglas City, Hayfork, Weaverville, Lewiston, and Redding. A row of colored buttons below the map lists: Eureka, Hoopa, Willow Creek, Hayfork, Lewiston, Redding, and Junction City. The bottom section, titled "NEWS", contains links for "Do You Have an Unmet Transportation Need?", "POSSIBLE DELAYS UPDATE", "1st & 3rd Saturday Service on ALL Routes", and "More news >>". It also features a list of services: "About Trinity Transit", "Contact Trinity Transit", "Holiday calendar", "Connecting services", "Travel Training", "Link to this website", and "Bike and Ride". An image of a person boarding a transit vehicle is shown on the right. A paragraph at the bottom describes the service area and regional connections.

**Trinity Transit**

PLAN A TRIP

Start: Select a stop...  
Address, place, or intersection

to

End: Select a stop...  
Address, place, or intersection

When: Leave now | 3/31/21 | 2:56 P

See itinerary in [Google Maps](#)

Map locations: HOOPA, WILLOW CREEK, ARCATA, EUREKA, BURNT RANCH, BIG BAR, DOUGLAS CITY, HAYFORK, WEAVERVILLE, LEWISTON, REDDING

Buttons: Eureka, Hoopa, Willow Creek, Hayfork, Lewiston, Redding, Junction City

**NEWS**

Do You Have an Unmet Transportation Need?

POSSIBLE DELAYS UPDATE

1st & 3rd Saturday Service on ALL Routes

More news >>

About Trinity Transit  
Contact Trinity Transit  
Holiday calendar  
Connecting services  
Travel Training  
Link to this website  
"Bike and Ride"

Trinity Transit is public transportation service in [Trinity County, California](#). Trinity Transit provides services between the communities of Douglas City, Hayfork, Junction City, Lewiston, Redding, Weaverville, and Willow Creek. Regional services connect with neighboring systems: [Redding Area Bus Authority](#) in Redding, and [Redwood Transit System](#) and [Klamath-Trinity Non-Emergency Medical Transportation](#) in Willow Creek. Trinity Transit service is managed by the [Trinity County Department of Transportation](#).

FIGURE 60: TRINITY TRANSIT WEBSITE EXAMPLE

## Partnerships

In order to educate the community about transit options and attract new riders, it is important that Delta Breeze form partnerships with local organizations. Delta Breeze should conduct travel training sessions with the employees at these organizations so that they can educate their clients about transit services; Delta Breeze should also provide these organizations with travel training materials and printed rider information (including flyers/schedules for distribution as well as eye-catching posters, signage, or other marketing materials).

- **Trilogy:** Because the Trilogy development accounts for such a large percentage of Rio Vista residents and both current and potential Delta Breeze ridership (about 60 percent of boardings in Rio Vista on Routes 50 and 52 occur within Trilogy), it is important to establish and maintain a relationship with management and residents. Attempts to schedule public outreach events at Trilogy as part of this project were met with resistance, despite the fact that residents could benefit from increased service. A strong partnership with Trilogy could potentially lead to additional funding for Delta Breeze. One possibility is the development of an agreement between the two parties where Trilogy residents would pay an annual fee to Delta Breeze in exchange for being able to ride transit service for free all year. This agreement would generate additional revenue for Delta Breeze while encouraging frequent use of service by Trilogy residents because their fares are pre-paid.
- **Sutter Medical Foundation:** The current partnership between Sutter and Delta Breeze helps patients reach their medical care while providing increased revenue for Delta Breeze. This partnership should be maintained as it is mutually beneficial for both organizations. Sutter could assist Delta Breeze by promoting Delta Breeze services in its offices and providing patients with transit-related information.
- **Rio Vista Senior Center:** The Senior Center serves as a social gathering place for many Rio Vista seniors. Delta Breeze should coordinate with the Senior Center to ensure that activities are aligned with the bus schedule and that attendees are encouraged to use Delta Breeze to get to the Senior Center.
- **Schools:** As Delta Breeze expands to offering afternoon Dial-a-Ride service, it is important to inform the schools about the services available. In turn, the schools can inform both parents and students about available services and the benefits of using Delta Breeze.
- **Solano Transportation Authority (STA):** STA offers several programs which provide mobility or help community members learn about their mobility options: the Solano Napa Commuter Information provides free trip planning assistance through a call center and online, as well as vanpool ride-matching services; the standardized ADA certification process provides an in-person assessment and certification for all transit providers in the county; a travel training program, which offers online information, group orientation sessions, and individual on-bus training programs; and the Intercity Taxi Scrip program allows qualified ADA community members to pre-purchase taxi scrip (coupons which may be redeemed with taxi operators in place of cash fare) for an 85 percent fare discount, which may be used for travel within the county when public transit is not available.

- Other Transit Providers: Delta Breeze should promote transfers to other transit operators for locations not currently served by Delta Breeze. It is also important to maintain the free transfer partnership with other agencies to reduce the complication of utilizing different services.

## VI. Conclusion

The Rio Vista Transit Service Outreach and Analysis project conducted public outreach in Rio Vista and detailed analysis of Delta Breeze service in order to develop Existing Conditions and Summary of Transit Gaps reports. The findings from these reports led to the development of potential service alternatives, which were presented to the public in order to receive feedback. This Final Report identified which of the proposed strategies and solutions best meet the mobility needs of Rio Vista's residents while also allowing Delta Breeze to maintain its financial stability.

---

### **A brief description of each of the recommendations is provided below:**

- Route 50 will complete an entire loop along Summerset Drive in Trilogy beginning in FY 2016-2017, and Delta Breeze will work to streamline the schedule.
- Route 51 will be rescheduled, and a half hour of service will be added. Dial-a-Ride service will be available from 9:30 to 10:30 am and from 3:00 to 4:30 pm beginning in Fiscal Year 2016-2017.
- Route 52 will complete an entire loop along Summerset Drive in Trilogy beginning in FY 2016-2017. In FY 2018-2019 (or when eBART begins operating), Route 52 will be shortened to the Antioch eBART station and a third trip will be added. In the future a fourth trip should be added when additional funding becomes available.
- Route 54 will be eliminated at the beginning of Fiscal Year 2016-2017.
- Delta Breeze will encourage Rio Vista residents to shift their medical and shopping trips from Fairfield to Antioch in order to eventually provide a more efficient service once eBART opens.
- Monthly pass rates will increase by 33 percent at the beginning of FY 2016-2017 and will continue to increase in the future.
- Delta Breeze will employ an aggressive marketing strategy in order to attract potential riders. This will include an update of passenger information materials, partnerships with local organizations, and targeted marketing to specific markets.

Additionally, Delta Breeze should monitor system performance as these service and fare changes are implemented. It is important to continue to track daily ridership, vehicle hours and miles. Pass sales and fare payment methods should be recorded to monitor community responses to the fare increase in order to determine if it is feasible to further increase the cost of monthly passes in the future. If possible, Delta Breeze should record the locations of Dial-a-Ride pickups and drop-offs (and continue to record deviation locations); this information can identify key areas to serve and inform routing decisions as well as marketing partners.

Prior to the opening of eBART in 2018, Delta Breeze should conduct a review of the impact of these changes as well as further public outreach. Specifically, Delta Breeze should investigate if the current demand for eBART service in the late morning and early afternoon is still present and if the demand for shopping and medical trips to Fairfield is still higher than the demand for trips to Antioch. The results from this analysis can further inform the structure of eBART service as well as other decisions such as the continuation of/modifications to the marketing plan, further increases in fare costs, and service changes to other routes.

# Appendix I - Outreach

## Round 1 (Nov. 2015)



Rio Vista Transit Service Outreach and Analysis  
Pop-Up Workshops Summary  
November 17, 19, and 21, 2015

### Project Overview

The City of Rio Vista is looking to improve and enhance transit service in the City to better meet the community's needs. The Transit Service Analysis project is evaluating the Delta Breeze transit service to look at potential improvements through technical analysis and community feedback.

### About the Pop-up Workshops

From Tuesday, November 17 to Saturday, November 21, 2015, the City hosted a pop-up workshop series for the Rio Vista Transit Service Outreach and Analysis project. The goal of the pop-ups was to inform the community about current Delta Breeze transit services, and receive feedback on how to improve the service to increase ridership and better serve the community.



### Workshop Locations

Pop-up workshops were held around the City at community gathering places and during community events. Each pop-up workshop included route maps of existing Delta Breeze service, an interactive feedback board, informational brochures, surveys, and postcards with the Delta Breeze website and a link to take the community survey online.



There were 5 pop-up workshop locations:

#### Tuesday, November 17

- Trilogy at Rio Vista, 1200 Clubhouse Drive
- Rio Vista Senior Center, 25 Main Street
- Lira's Supermarket, 609 CA-12

#### Thursday, November 19

- Third Thursday, Main Street

#### Saturday, November 21

- Rio Vista Farmer's Market, Main Street



**Rio Vista Transit Service Outreach and Analysis**  
Pop-Up Workshops Summary  
November 17, 19, and 21, 2015

**Workshop Notification**

To notify residents, business owners, and the community about the pop-up workshop series, the project team worked with local publications and community-based organizations. An advertisement for the workshop series was published in the Rio Vista Beacon during the week of November 16, and the advertisement was also placed on the newspaper’s website and Facebook page beginning November 12. The announcement was sent out in the “This Week at Trilogy” newsletter, and the Rio Vista Senior Center posted a notice about the workshop on their website. Additionally, fliers and postcards about the workshop and online survey were provided to local businesses, posted at Rio Vista City Hall, and posted on the City’s website.

**Workshop Displays**

The pop-up workshop series featured 4 boards displaying information about the current Delta Breeze transit services offered, as well as interactive feedback boards in both English and Spanish.



The first board provided a map of Rio Vista showing landmark locations and streets in relation to the current Delta Breeze route.

The second board featured a map of the region, showing the current Delta Breeze route from Suisun and Fairfield to Antioch and Pittsburg.

The interactive feedback boards prompted those who stopped by the workshop to finish the sentence, “I would ride the bus more often if...”

Community members were provided with post-it notes and pens to add to the display.



The board was available in both English and Spanish.

**Community Feedback**

In addition to the interactive board display, community members were asked to fill out a short survey about transit needs and the existing Delta Breeze service. This survey was available in both English and Spanish, and was also available online.

The project team collected over 60 surveys during the pop-up series.



**Rio Vista Transit Service Outreach and Analysis**  
Pop-Up Workshops Summary  
November 17, 19, and 21, 2015

Community responses from the interactive board are listed below.

*I would ride the bus more often if...*

- I had more information about it!
- It went to Lodi.
- It had a stop on Sherman Island.
- I could use my Clipper Card.
- There was more frequent service.
- It goes to BART later than 5:30 a.m.
- It went to Green Valley Shopping Center.
- It went to the BART.
- Drivers were more polite.
- There were later times to BART!
- There was a stop out at McCormack/Liberty Island.
- There were more options on the weekend.
- It ran at reasonable times during the day.
- There were better services to Low Court in Fairfield.
- There were more options for youth to go to BART.
- It got to the Amtrak station at better times (i.e. not after the Amtrak has left).
- It offered express service.
- There were more options for mid-day doctor's appointments for the Senior Center.
- The Dial-a-Ride went to the airports (Oakland/Sacramento).
- More options and service times were offered to the Courthouse.
- It connected to the new Antioch BART station.
- There was a daily run to the Kaiser in Vacaville.
- It went to School Street in Lodi for shopping, entertainment, and restaurants.
- There was a round trip option coming back from BART to Rio Vista in the morning, and from Rio Vista to BART in the evening as well.
- There were better options to BART so I can get to the SFO airport.





**Rio Vista Transit Service Outreach and Analysis**  
Pop-Up Workshops Summary  
November 17, 19, and 21, 2015

- There was more advertising and awareness about the service.
- There were more trips to BART back and forth.
- It provided more time options to medical appointments (besides 7:00 a.m.)
- There was a special event bus to Santa Rosa. There is one bus ride option to Santa Rosa, but it was too bumpy for the elderly residents and discouraged future ridership.

### Appendix

- Pop Up Workshop Flier
- Map Boards
- Interactive Boards
- Survey – English
- Survey – Spanish
- Online Survey Postcards
- Delta Breeze Service Brochure



# Do you ride the **DELTA BREEZE?**



## Share your feedback to help improve transit in and around Rio Vista!

The City of Rio Vista is looking to improve and enhance transit service in the City to better meet the community's needs. The Transit Service Analysis project will evaluate the Delta Breeze transit service and look at potential improvements through technical analysis and community feedback.

To learn more about the project and provide your feedback drop by one of the locations listed below.

### Tuesday, November 17

9:00 a.m. – 11:00 a.m.

Trilogy, The Vista Club

11:30 a.m. – 1:30 p.m.

Rio Vista Senior Center, 25 Main Street

2:00 p.m. – 4:00 p.m

Lira's Supermarket, 609 CA-12

### Thursday, November 19

5:00 p.m. – 7:00 p.m.

Third Thursday on  
Main Street

### Saturday, November 21

9:00 a.m. – 11:00 a.m.

Farmer's Market on  
Main Street

The Delta Breeze provides service to Rio Vista, Fairfield, Suisun City, and Antioch with a connection to BART and other transit service. Visit <http://riovistacity.com/delta-breeze-transit-system/> to learn more about the Delta Breeze and the Transit Outreach and analysis project.

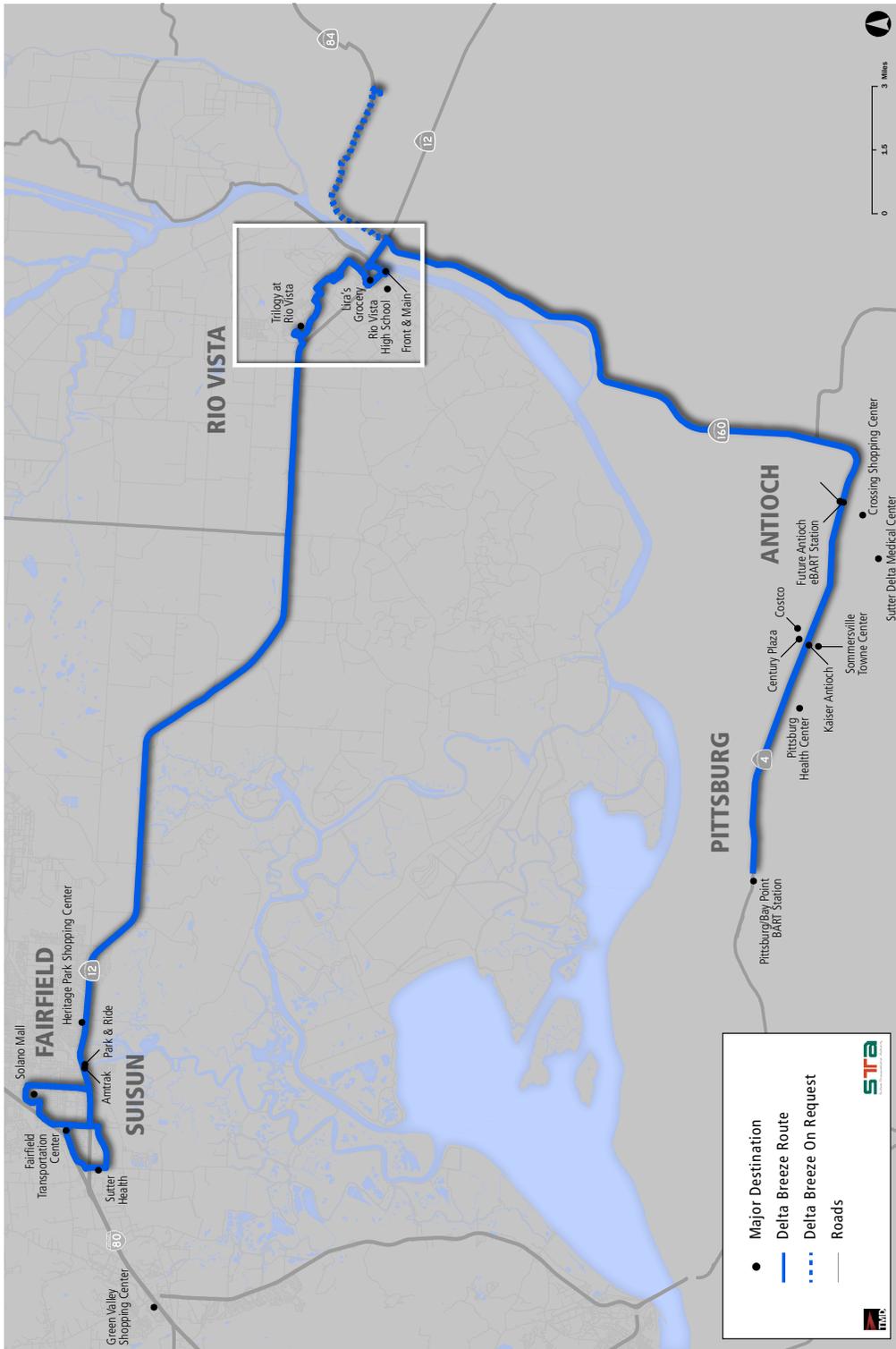
Questions? Contact Ciara Zanze at [czanze@aimconsultingco.com](mailto:czanze@aimconsultingco.com)

You can also provide your feedback online:

<https://www.surveymonkey.com/r/RVDBCommunitySurvey>



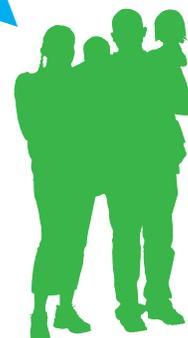




I would ride  
the bus more  
often if...



Yo usaría el  
autobús más  
seguido si ...



# City of Rio Vista Delta Breeze Community Survey

The City of Rio Vista wants to make sure our transit service is best meeting your needs, **but we need your help!** Please take a few minutes to fill out this survey so we can make sure that we are providing you with the best service possible. Your information will be kept **strictly confidential** and will be used for transportation planning purposes only. Thank you for giving us this chance to serve you and **thank you for your help!**

1. **Are you familiar with the service provided by Rio Vista Delta Breeze?**

Yes  No

2. **Why do you not use Rio Vista Delta Breeze services more often?**

	Primary Reason (check one)	Other Reasons (check all that apply)
Did not know about it	<input type="checkbox"/>	<input type="checkbox"/>
Do not know how to use the bus service	<input type="checkbox"/>	<input type="checkbox"/>
Information is difficult to understand	<input type="checkbox"/>	<input type="checkbox"/>
Prefer to drive	<input type="checkbox"/>	<input type="checkbox"/>
Takes too long to get where I need to go	<input type="checkbox"/>	<input type="checkbox"/>
Service is not offered at the time I need it	<input type="checkbox"/>	<input type="checkbox"/>
Service is not offered near my home	<input type="checkbox"/>	<input type="checkbox"/>
Service is not offered to where I need to go	<input type="checkbox"/>	<input type="checkbox"/>
Using public transit is not safe	<input type="checkbox"/>	<input type="checkbox"/>
Using the bus is too expensive	<input type="checkbox"/>	<input type="checkbox"/>

Other (Please Specify): \_\_\_\_\_

\_\_\_\_\_

3. **The following are some reasons that might encourage you to use Delta Breeze services. Please rate how likely each factor would be to encourage you to use Delta Breeze at least once a week.**

	Very Likely	Likely	Less Likely	Not At All Likely
If the time it takes to travel by car increases due to traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If gas prices increase making it more expensive to drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If transit service were located closer to my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If transit service were located closer to the places I want to go (please specify the destination under "Other")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If transit service were provided more often	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If transit service were provided during more hours of the day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If more connections were made with regional services such as BART and Amtrak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If vehicles and bus stops were more comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I am no longer able to drive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (Please Specify): \_\_\_\_\_

\_\_\_\_\_



Continue on reverse



4. **What time(s) of day would you be interested in using Delta Breeze services?**

	Primary Time (check one)	All Times (check all that apply)
6:00 AM - 9:00 AM	<input type="checkbox"/>	<input type="checkbox"/>
9:00 AM - 12:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
12:00 PM - 3:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
3:00 PM - 7:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
7:00 PM - 12:00 AM	<input type="checkbox"/>	<input type="checkbox"/>
12:00 AM - 6:00 AM	<input type="checkbox"/>	<input type="checkbox"/>
I am not interested in using Delta Breeze services.	<input type="checkbox"/>	<input type="checkbox"/>

5. **Where do you do most of your grocery shopping?**

Store Name: \_\_\_\_\_  
 Address/City: \_\_\_\_\_

6. **Where do you do most of your shopping (aside from grocery shopping)?**

Store Name: \_\_\_\_\_  
 Address/City: \_\_\_\_\_

7. **Where do you work?**

Business Name: \_\_\_\_\_  
 Address/City: \_\_\_\_\_

8. **Where do you go for medical appointments?**

Business Name: \_\_\_\_\_  
 Address/City: \_\_\_\_\_

9. **Where do you go most often for entertainment/socializing/restaurants?**

Place Name: \_\_\_\_\_  
 Address/City: \_\_\_\_\_

10. **If you were to use the bus, where would you go most often?**

Place Name: \_\_\_\_\_  
 Address/City: \_\_\_\_\_

11. **How old are you?**

\_\_\_\_\_ years old

12. **What was your total annual household income last year?**

- |  |  |
|--|--|
| <input type="checkbox"/> Under \$7,500     | <input type="checkbox"/> \$25,000-\$34,999 |
| <input type="checkbox"/> \$7,500-\$14,999  | <input type="checkbox"/> \$35,000-\$49,999 |
| <input type="checkbox"/> \$15,000-\$24,999 | <input type="checkbox"/> Over \$50,000     |

13. **What is your employment status?**

- |   |                                    |
|---|------------------------------------|
| <input type="checkbox"/> Employed (full time) | <input type="checkbox"/> Homemaker |
| <input type="checkbox"/> Employed (part time) | <input type="checkbox"/> Student   |
| <input type="checkbox"/> Unemployed           | <input type="checkbox"/> Retired   |

14. **Please explain what Rio Vista Delta Breeze can do to improve your transit experience and encourage you to use transit more often in the future.**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

15. **Thank you for your time. Please provide any additional comments below.**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

16. **If you would like to be contacted about future updates, please provide your name and email address below.**

Name: \_\_\_\_\_  
 Email Address: \_\_\_\_\_

# City of Rio Vista Delta Breeze

## Encuesta Comunitaria

La Ciudad de Rio Vista quiere asegurarse de que nuestro servicio sea el mejor al satisfacer sus necesidades, **¡pero necesitamos su ayuda!** Por favor tómese unos minutos para llenar esta encuesta, para que podamos asegurarnos de que ponemos a su disposición el mejor servicio posible. Su información se mantendrá estrictamente confidencial y será utilizada para fines de planificación de transporte solamente. ¡Gracia por darnos esta oportunidad de servirle y nuevamente **muchas gracias por su ayuda!**

1. **¿Usted está familiarizado con el servicio proporcionados por Rio Vista Breeze?**

Sí  No

2. **¿Por qué usted no utiliza los servicios de Rio Vista Breeze más a menudo?**

	Razón Principal (por favor marque una)	Otras Razones (Por favor marque todas las de correspondan)
No sabía del servicio	<input type="checkbox"/>	<input type="checkbox"/>
No se cómo utilizar el servicio de autobús	<input type="checkbox"/>	<input type="checkbox"/>
La información es muy difícil de entender	<input type="checkbox"/>	<input type="checkbox"/>
Prefiero manejar	<input type="checkbox"/>	<input type="checkbox"/>
Toma mucho tiempo para llegar a donde necesito ir	<input type="checkbox"/>	<input type="checkbox"/>
No hay servicio dispuesto en el horario que necesito	<input type="checkbox"/>	<input type="checkbox"/>
No hay servicio dispuesto cerca de mi casa	<input type="checkbox"/>	<input type="checkbox"/>
No hay servicio dispuesto a donde necesito ir	<input type="checkbox"/>	<input type="checkbox"/>
Usar el transporte público no es seguro	<input type="checkbox"/>	<input type="checkbox"/>
Usar el autobús es muy caro	<input type="checkbox"/>	<input type="checkbox"/>

Otra razón (por favor especifique): \_\_\_\_\_

3. **Las siguiente son algunas razones que podrían atraerle a utilizar los servicios de Delta Breeze. Por favor valore la probabilidad de cada motivo que lo influenciara a utilizar el Delta Breeze al menos una vez a la semana.**

	Más Probable	Probable	Menos Probable	Nunca
Si el tiempo de viajar por auto aumenta debido a la congestión de tráfico	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Si los precios del gas aumentan asiendo más caro conducir	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Si los servicios de transito se encuentran más cerca de mi casa	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Si los servicios de transito se encontrarán más cerca a los lugares que yo quiero ir (Por favor, especifique el destino en "Otra razón")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Si los servicios de transito fueran ofrecidos con mayor frecuencia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Si los servicios de transito fueran ofrecidos durante más horas al día	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Si más conexiones se hicieran con servicios regionales como BART y Amtrak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Si los autobuses y las paradas de autobús fueran más cómodas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Si no puedo manejar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Otra razón (por favor especifique): \_\_\_\_\_



Continúa en revers



4. **¿A qué hora(s) del día estaría más interesado de usar los servicios de Delta Breeze?**

	Horario Principal (marque una)	Todos los horarios (marque todas las que apliquen)
6:00 AM - 9:00 AM	<input type="checkbox"/>	<input type="checkbox"/>
9:00 AM - 12:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
12:00 PM - 3:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
3:00 PM - 7:00 PM	<input type="checkbox"/>	<input type="checkbox"/>
7:00 PM - 12:00 AM	<input type="checkbox"/>	<input type="checkbox"/>
12:00 AM - 6:00 AM	<input type="checkbox"/>	<input type="checkbox"/>
Yo no estoy interesado en utilizar los servicios de Delta Breeze	<input type="checkbox"/>	<input type="checkbox"/>

5. **¿Dónde usted hace la mayor parte de sus compras de despensa?**

Nombre de Tienda: \_\_\_\_\_

Dirección/Ciudad: \_\_\_\_\_

6. **¿Dónde usted hace la mayor parte de sus compras (aparte de las compras de despensa)?**

Nombre de Tienda: \_\_\_\_\_

Dirección/Ciudad: \_\_\_\_\_

7. **¿Dónde usted trabaja?**

Nombre de compañía: \_\_\_\_\_

Dirección/Ciudad: \_\_\_\_\_

8. **¿Dónde usted se dirige para citas médicas?**

Nombre de compañía: \_\_\_\_\_

Dirección/Ciudad: \_\_\_\_\_

9. **¿Dónde usted va con mayor frecuencia para entretenimiento/ socializar/ restaurantes?**

Nombre del Lugar: \_\_\_\_\_

Dirección/Ciudad: \_\_\_\_\_

10. **¿Si usted fuera a utilizar el autobús, a donde iría más frecuente?**

Nombre del Lugar: \_\_\_\_\_

Dirección/Ciudad: \_\_\_\_\_

11. **¿Cuántos años tiene?**

\_\_\_\_\_ años

12. **¿Cuál fue su ingreso anual del hogar el año pasado?**

Menos de \$7,500       \$25,000-\$34,999

\$7,500-\$14,999       \$35,000-\$49,999

\$15,000-\$24,999       Más de \$50,000

13. **¿Cuál es su situación de empleo?**

Empleado (tempo completo)       Ama de casa

Empleado (medio tiempo)       Estudiante

Sin empleo       Jubilado

14. **Por favor explique que puede hacer Rio Vista Delta Breeze para mejorar su experiencia de transportación pública y que lo motivaría para utilizar el servicio de transporte público más seguido en el futuro.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

15. **Muchas Gracias por su tiempo. Por favor proporcione cualquier comentario adicional abajo.**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

16. **Si usted quisiera ser contactado acerca de actualizaciones futuras, por favor proporcione su nombre y correo electrónico en el espacio de abajo.**

Nombre: \_\_\_\_\_

Correo Electrónico: \_\_\_\_\_



Do you ride the  
**DELTA BREEZE?**

The City of Rio Vista is looking to improve and enhance transit service in the City to better meet the community's needs.



**Provide your feedback online:**

[www.surveymonkey.com/r/RVDBCCommunitySurvey](http://www.surveymonkey.com/r/RVDBCCommunitySurvey)

**Learn more about the Delta Breeze and the  
Transit Outreach and analysis project:**

[www.riovistacity.com/delta-breeze-transit-system/](http://www.riovistacity.com/delta-breeze-transit-system/)

**Service Operated by City of Rio Vista's Delta Breeze Buses:**

**Bus Transit Information: (707) 374-2878**  
 Mon-Fri 9:30 am - 5:00 pm. Service available to general public.

**Route 50 Suisun/Fairfield:**  
 SR 12 Express, Mon - Fri, four trips per day, fixed schedule with limited deviations by reservation.

**Route 51 Rio Vista/Isleton Dial-A-Ride:**  
 General Public door-to-door *dial-a-ride service*, within city limits of Rio Vista, and to and from the City of Isleton. Mon - Fri, 9:30 am - 1:30 pm.

**Route 52 Pittsburg/BART:**  
 Express, Mon - Fri, one roundtrip daily, fixed schedule with limited deviations by reservation.

**Route 54 Wednesday Special Delta Shuttle:**  
 Destinations vary by week to Fairfield/ Suisun City, Vacaville, Antioch/Pittsburg, and Lodi. Contact Transit Information for reservations.

**ADA Paratransit**  
 Rio Vista Delta Breeze offers priority service for ADA certified paratransit passengers on its Dial-A-Ride service.

**City of Rio Vista Transit Administration: (707) 374-6120 or (707) 374-2878.** Mon - Tues, 9 am - 5 pm for comments, complaints, suggestions and questions about transit services other than schedule and route information.



**Solano County Intercity Taxi Scrip:**  
 Service provided by local taxi cab operator. Check with Taxi company for fares and requirements:

Fairfield/Suisun City	Vacaville/Dixon
Fairfield Cab (707) 423-5555	AA Taxi (707) 449-5294
Veteran's Cab (707) 421-9999	Chester Cab (707) 447-4444
Yellow Cab (707) 424-4000	Yellow Cab (707) 446-1144

Curb-to-Curb service, same day transportation between cities within Solano County. **Must possess ADA certification.** Passengers pay 15% of the cost of a taxi ride by using scrip. Passengers must be ambulatory or able to enter and exit a taxi without assistance. Mobility devices must easily fit in the trunk of the cab. Scrip available for purchase at City of Rio Vista Finance Department only to Rio Vista residents. Scrip sales are limited and subsidy percentage may change. **See ADA certification below.**

**ADA Certification Process**  
 Solano County transit operators, including the City of Rio Vista, launched an In-Person Americans with Disabilities Act (ADA) Eligibility Program in July 2013. A qualified professional interviews applicants and, if needed, assesses the applicant's physical and functional ability to use fixed route transit. Medical verification from a health care professional is not required.



**Other Programs**

**Regional Transit Connection (RTC) Discount Card**  
 The RTC Discount ID Card is available to qualified persons with disabilities as proof of eligibility to receive discount fares on fixed-route, rail and ferry systems throughout the San Francisco Bay Area. The RTC Program does not apply to paratransit services. The Solano Mobility Call Center accepts applications at One Harbor Center, Suite 140, Suisun City, during regular business hours (Mon-Fri, 8am-5pm). Call 800-535-6883 for information. A \$3 application fee is required.

**Clipper Senior Card**  
 Adults 65 and over are eligible for a free Senior Clipper card, which provides discounts on monthly passes, ride books, tickets, cash value fares and transfers. The City of Rio Vista accepts applications at City Hall only.



**Solano Napa Commuter Information (SNCI)** offers personalized assistance for traveling around Solano/Napa Counties and neighboring cities. SNCI provides FREE information for trip planning, using alternative transportation, ride-matching and vanpool assistance. **For your travel trip planning needs, call Mon - Fri, 8 am - 5 pm:**

**800-535-6883**

[www.commuterinfo.net](http://www.commuterinfo.net)

**SOLANO|NAPA**  
 COMMUTER INFO

**City of Rio Vista Transit Services**



[www.riovistacity.com/transit](http://www.riovistacity.com/transit)  
**707-374-2878**

July 1, 2015

General Fare Chart	
Isleton Only	
<b>General Fare</b>	<b>Discount Fare</b>
<b>RT. 50 &amp; 52 NO DEVIATED ROUTES</b>	
One Way Fare	\$2.00
10-Ride City Pass	\$20.00
Delta Breeze Fares to/within Fairfield, Suisun City, Antioch, Pittsburg, Lodi and Vacaville**	\$6.00
One Way Fare	\$3.00
10-Ride InterCity Pass	\$60.00
Monthly InterCity Pass	\$90.00
Intercity Routes 50, 52 & 54 Deviations	\$1.00
Transfers to other transit systems	Free
<b>General Fare:</b>	Ages 5-54 years old.
<b>Discount Fare:</b>	Age 55 years and older, Persons with Disabilities, ADA eligible passengers and Medicare Card Holders.
*This fare is valid for one pick-up on Route 51. Each pick-up requires full fare to be paid. This fare is also valid for service to resort communities along State Route 160 between Isleton and State Route 12.	
**This fare is valid to Antioch, Pittsburg/Bay Point BART Station, Lodi, Vacaville, Suisun City or Fairfield.	

Route 50 State Route 12 Express Westbound to Fairfield		Monday-Friday	
Front St @ Main St	St Francis Way @ Across Hwy	Malden Way @ (Homesomg Park)	Trikgly Vista Clubhouse
Suisun Walnut	Suisun City Train Depot	Beck Ave @ Courage Health & Senior Services	Suisun City Train Depot
Chabourne Rd	Chabourne Rd	Beck Ave @ Courage Health & Senior Services	Suisun City Train Depot
Basch Way** (Suter Fairfield)	Basch Way** (Suter Fairfield)	Beck Ave @ Courage Health & Senior Services	Suisun City Train Depot
Arrive Fairfield Transportation Center	Arrive Fairfield Transportation Center	Beck Ave @ Courage Health & Senior Services	Suisun City Train Depot

7:30	7:35	7:40	8:00	8:30	8:40	8:50	9:10
12:00	12:10	12:15	12:30	12:50	1:00	1:10	1:20
On Request		On Request		On Request		On Request	
5:30		5:35		5:45		5:50	

Route 50 State Route 12 Express Eastbound to Rio Vista		Monday-Friday	
Leave Fairfield Transportation Center	Suisun Auto Center	St Francis Way @ (Homesomg Park)	Trikgly Vista Clubhouse
9:15	9:20	9:30	10:40
1:20	1:32	On Request	On Request
6:40	6:45	On Request	On Request

Route 52 State Route 160 Express Southbound to Pittsburg/Bay Point BART Station		Monday-Friday	
Leave Fairfield Clubhouse	Fisher St @ Across Delices Circle (Homesomg Park)	St Francis Way @ Linda Vista Park	Front St @ Main St
5:15	5:25	5:30	5:35
On Request		On Request	
7:00		7:10	

Route 52 State Route 160 Express Northbound to Rio Vista		Monday-Friday	
BART Arrives Station from SFO	Pittsburg/Bay Point BART Station	Antioch Park & Ride Lot	Front St @ Main St
5:47	6:00	6:23	7:00
On Request		On Request	
6:25		6:35	

All trips will require a valid destination to pass on both sides within 1 mile radius. Please call (707) 374-2878 or 511 say "Rio Vista Transit" for complete details. For the Request pick-ups - please call (707) 374-2878 at least 30-60 minutes prior to pick up. If on the bus, just ask the bus operator to serve stop.

\*This trip may serve the front door of Suter Fairfield Medical Campus, RMA 14149/Chabourne Road and Kaiser Permanente Medical Offices upon request by calling Rio Vista Delta Breeze.

**Route 51 Rio Vista/Isleton City Circulator Monday-Friday**  
General public door to door dial-a-ride service that serves the entire city limits of Rio Vista and Isleton as well as Delta resort communities along State Route 160 between the two Cities.  
Service Hours:  
Monday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Tuesday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Wednesday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Thursday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Friday 9:30 am to 1:30 pm (last Reservations at 1:15 pm)  
Please make reservations at least 30 minutes in advance. If you need to cancel, call us as soon as possible. You can make a trip reservation or cancel a trip by calling (707) 374-2878 or 511 say "Rio Vista Transit". Service starts and ends as scheduled above.

**Route 54 Delta Shuttle**  
General public door to door dial-a-ride service that serves the entire city limits of Rio Vista and Isleton as well as Delta resort communities along State Route 160 between the two Cities. The bus will arrive at the destination city by 10:30 a.m. The bus will remain in the destination city taking passengers directly to where they need to go between 10:30 a.m. and 1:30 p.m. Please schedule your appointments between these times. If you want to make additional stops within the destination city, please call (707) 374-2878 or 511 say "Rio Vista Transit". The bus will return to the Rio Vista Isleton area by 2:00 p.m.

**Wednesday**  
Destination City Service Schedule:  
1<sup>st</sup> Wednesday - Vacaville  
2<sup>nd</sup> Wednesday - Vacaville  
3<sup>rd</sup> Wednesday - Antioch/Pittsburg  
4<sup>th</sup> Wednesday - Lodi  
5<sup>th</sup> Wednesday - Vacaville (occasionally)  
Please make reservations at least one day in advance. If you need to cancel, call us as soon as possible. You can make a trip reservation or cancel a trip by calling (707) 374-2878 or 511 say "Rio Vista Transit". Service starts and ends as scheduled above.

As of July 1, 2015

# Appendix II - Outreach Round 2 (Jan. 2016)



Rio Vista Transit Service Outreach and Analysis  
Pop-Up Workshops #2 Summary  
January 19 and 21, 2016

## Project Overview

The City of Rio Vista conducted the Transit Service Analysis Project to assess the City's transportation needs and identify gaps in the existing transit service. In November 2015, a series of pop-up workshops were held to gather feedback from the Rio Vista community about how to improve the local transit service, the Delta Breeze. Utilizing community feedback, the project team developed potential scenarios to reinvest resources and improve service. In January 2016, a second round of pop-up workshops were held to receive feedback on proposed strategies.



## Workshop Locations

Pop-up workshops were held around Rio Vista at key locations during scheduled events and activities. Each pop-up workshop included information about proposed strategies, route maps of the existing Delta Breeze service, an interactive feedback board, informational brochures, community surveys in English and Spanish, and postcards with the Delta Breeze website and a link to an online version of the community survey.



### Tuesday, January 19

- Rio Vista Senior Center, 25 Main Street

### Wednesday, January 18

- Rio Vista City Hall, 1 Main Street

### Thursday, January 17

- Lira's Supermarket, 609 CA-12
- Riverview Middle School
- Third Thursday, Main Street



**Rio Vista Transit Service Outreach and Analysis**  
Pop-Up Workshops #2 Summary  
January 19 and 21, 2016



**Workshop Notification**

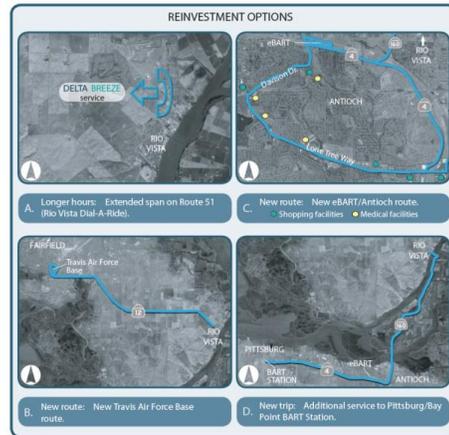
The project team worked with community-based organizations to notify residents, business owners, and the community about the information and survey provided at the pop-up workshops. An announcement was sent to Trilogy at Rio Vista residents, Riverview Middle School students and parents, and Rio Vista High School students and parents in newsletters. Additionally, fliers and postcards about the workshop and online survey were provided to

local businesses, posted at Rio Vista City Hall, and posted to the City’s website.

**Workshop Displays**

Each pop-up workshop featured 4 boards.

- Proposed Reinvestment Options: The four proposed improvement options were presented on this board. The options included longer hours, a new route looping Antioch and stopping at the new eBART station, a new route to the Travis Air Force Base and back, and additional service to the existing Pittsburg/Bay Point BART station.
- Interactive feedback board: This board prompted community members to provide their thoughts and comments about the proposed service options. Participants were prompted, “What do you think of the service options?” and were provided with post-it notes and pens to add to the display.
- Delta Breeze service map – within Rio Vista: A map showing the existing Delta Breeze transit service within Rio Vista.
- Delta Breeze service map – outside Rio Vista: A map showing the existing Delta Breeze transit system from Rio Vista to Suisun, Fairfield, Antioch, and Pittsburg.





### Rio Vista Transit Service Outreach and Analysis Pop-Up Workshops #2 Summary January 19 and 21, 2016

#### Community Feedback

Community members were asked to complete a short survey about transit needs and the existing Delta Breeze service. This survey was available in both English and Spanish, and was also available online.

Community responses from the interactive board are listed below.

#### *What do you think of the service options?*

- I would like more frequent service and extended service hours.
- Would it be possible to reserve a bus and use it like a charter service? We would like Dial-a-Ride to be an option for groups.
- I would like it if the bus went to the Kaiser medical facility in Fairfield and/or Vacaville.
- The bus should provide transportation to shopping centers, so users can plan for whole day excursions and not have to rush.
- Could the bus go to the Sacramento International Airport?



#### Appendix

- Preliminary Strategies Board
- Map Boards
- Interactive Board
- Informational Handout – English
- Informational Handout – Spanish
- Survey – English
- Survey – Spanish
- Online Survey Postcards
- Delta Breeze Service Brochure



## Preliminary Strategies

### REINVESTMENT OPTIONS



A. Longer hours: Extended span on Route 51 (Rio Vista Dial-A-Ride).



C. New route: New eBART/Antioch route.  
● Shopping facilities ● Medical facilities



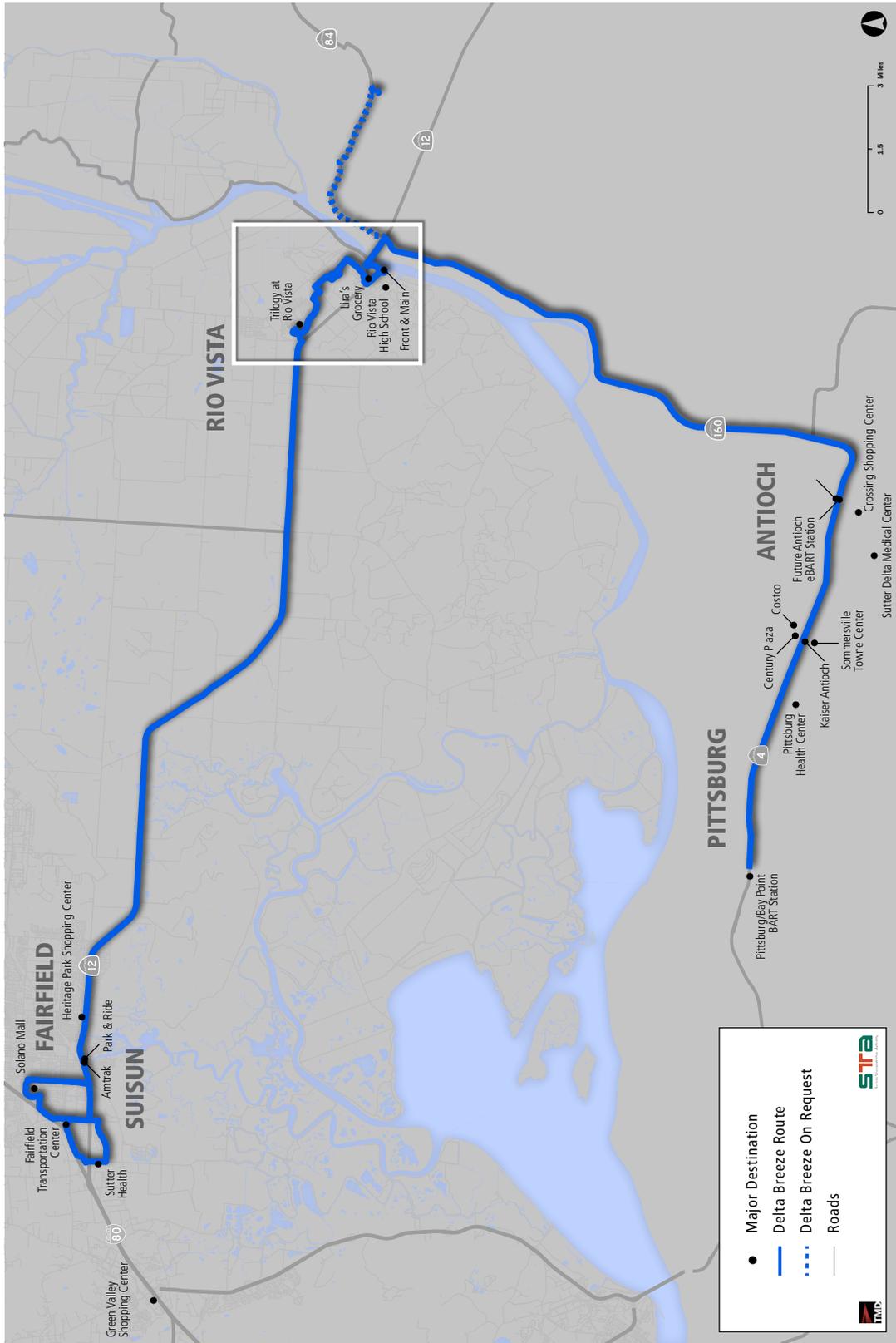
B. New route: New Travis Air Force Base route.



D. New trip: Additional service to Pittsburg/Bay Point BART Station.

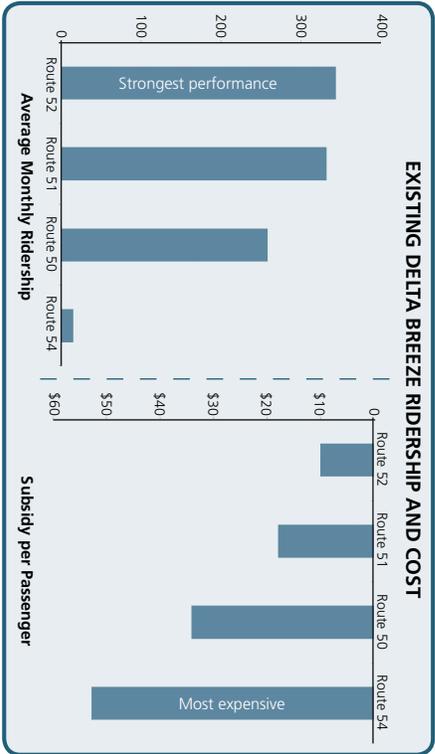




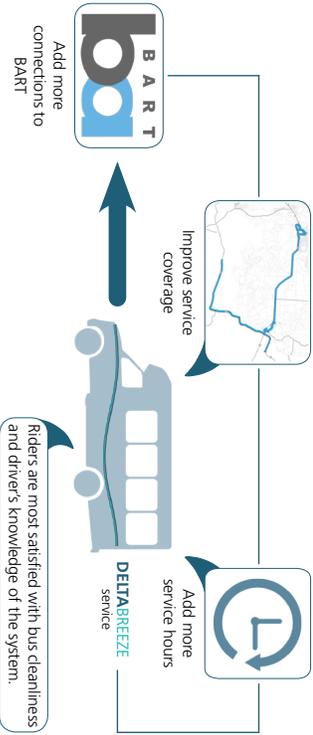


What do you think  
of the service options?





#### WHAT WE HEARD



#### TRANSIT GAPS SUMMARY

- There is demand for increased service to BART, the highest demand is between 9:00 AM – 12:00 PM.
- There is demand for longer service hours. No trips leave Rio Vista between 7:30 AM and 12:00 PM.
- Residents want service to Travis Air Force Base, as 14% of survey respondents say they get medical treatment at this facility.
- Resources are split to providing service to Pittsburg/BART and Fairfield. Shifting focus to one area may be able to provide better frequency and flexibility for riders.



#### PRELIMINARY STRATEGIES

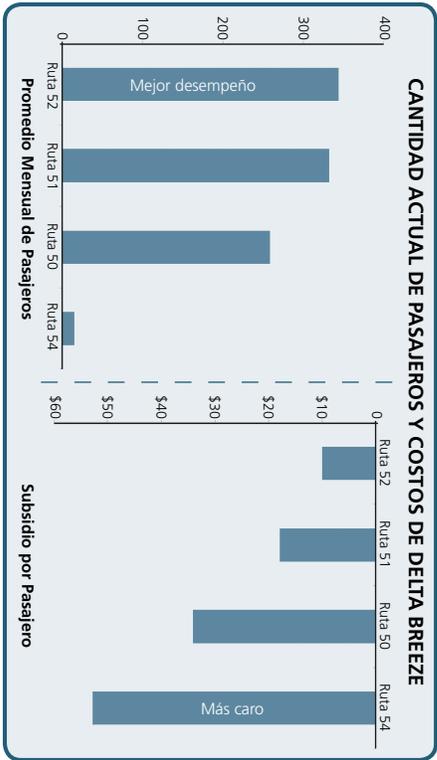
- Reinvest resources from under-utilized routes to address transit gaps and provide improved frequency and flexibility.
- Consolidate destinations (BART/eBART, medical, and shopping facilities) on to a single route to increase frequency of service.

#### REINVESTMENT OPTIONS

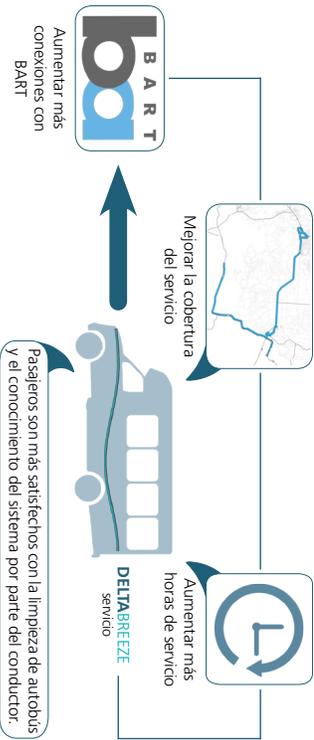
- A. Longer hours:** Extended span on Route 51 (Rio Vista Dal-A-Ride).
- B. New route:** New Travis Air Force Base route.
- C. New route:** New eBART/Antioch route. Includes Shopping facilities and Medical facilities.
- D. New trip:** Additional service to Pittsburg/Bay Point BART Station.

**Rio Vista Delta Breeze wants your input on the proposed service options. Please fill out the enclosed survey to provide your feedback. Additional comments are greatly welcomed.**

<http://riovistacity.com/delta-breeze-transit-system/>



#### LO QUE HEMOS ECUCHADO



#### RESUMEN DE ESPACIOS DE TRÁNSITO

- Hay petición de aumentar los servicios a BART, demanda más alta es entre las 9:00AM – 12:00 PM.
- Hay petición de aumentar las horas de servicio. Actualmente no hay viajes de salida de Rio Vista entre las 7:30 AM – 12:00 PM.
- Residentes quieren servicio a la base de fuerza Aérea Travis, 14% de los encuestados indicaron que reciben tratamientos médicos en esta instalación.
- Los recursos se dividen para dar servicios a Pittsburg/BART y Fairfield. Cambios de enfoque para una área podrían proporcionar una mejor frecuencia y flexibilidad para los pasajeros.



#### ESTRATEGIAS DE SERVICIO PRELIMINARES

- Reinvertir los recursos de rutas inutilizadas para resolver los espacios de tránsito y proporcionar mejor frecuencia y flexibilidad.
- Consolidar destinos (BART/eBART, servicios médicos y tiendas) en una sola ruta para aumentar la frecuencia del servicio.

#### OPCIONES DE REINVERSIÓN

**A. Horarios Extendidos:** extender el lapso de la Ruta 51 (Rio Vista Dia-A-Ride).

**B. Nueva Ruta:** Nueva Ruta hacia la Base de Fuerza Aérea Travis.

**C. Nueva Ruta:** Nueva Ruta eBART/Antioch  
● Instalaciones de Compras ● Servicios Médicos

**D. Nuevo Viaje:** Aumentar servicios para Pittsburg/BART, Antioch y Rio Vista.

Rio Vista Delta Breeze quiere tu consejo en las opciones de servicio propuestos. Por favor, complete la encuesta adjunta para proporcionar su opinión. Comentarios adicionales son muy bienvenidos.

<http://rio.vistacity.com/delta-breeze-transit-system/>

# City of Rio Vista Delta Breeze Community Survey

The City of Rio Vista wants to make sure our transit service is best meeting your needs, **but we need your help!** Please take a few minutes to fill out this survey so we can make sure that we are providing you with the best service possible. Your information will be kept **strictly confidential** and will be used for transportation planning purposes only. Thank you for giving us this chance to serve you and **thank you for your help!**

1. You have \$100 to allocate among the following service options. Please invest some number of dollar for each service option, based on how much you like it. The total sum of dollars for the four options should add up to \$100.

	\$
Extended service hours on Route 51 (Rio Vista Dial-a-Ride).	<input type="text"/>
Service to Travis Air Force Base.	<input type="text"/>
More trips a day to BART/eBART.	<input type="text"/>
Service to medical and shopping destinations on proposed Antioch loop.	<input type="text"/>

2. Please rank following service options in order of preference, with one '1' being most preferred and four '4' being least preferred.

	Rank
Extended service hours on Route 51 (Rio Vista Dial-a-Ride).	<input type="text"/>
Service to Travis Air Force Base.	<input type="text"/>
More trips a day to BART/eBART.	<input type="text"/>
Service to medical and shopping destinations on proposed Antioch loop.	<input type="text"/>

3. For the service option you ranked as "1" in Question 2, which day(s) would you most want to use the service? (check all that apply)

	Select		Select
Mondays	<input type="checkbox"/>	Thursdays	<input type="checkbox"/>
Tuesdays	<input type="checkbox"/>	Fridays	<input type="checkbox"/>
Wednesdays	<input type="checkbox"/>	Saturdays	<input type="checkbox"/>

4. For the service option you ranked as "1" in Question 2, what time of day would you most want to leave your house to take the trip? (check all that apply)

	Select		Select
6:00-8:00 AM	<input type="checkbox"/>	12:00-2:00 PM	<input type="checkbox"/>
8:00-10:00 AM	<input type="checkbox"/>	2:00-4:00 PM	<input type="checkbox"/>
10:00 AM – 12:00 PM	<input type="checkbox"/>		

5. For the service option you ranked as "1" in Question 2, what time of day would you most want to return to your house after completing the trip? (check all that apply)

	Select		Select
8:00-10:00 AM	<input type="checkbox"/>	2:00-4:00 PM	<input type="checkbox"/>
10:00 AM – 12:00 PM	<input type="checkbox"/>	4:00-6:00 PM	<input type="checkbox"/>
12:00-2:00 PM	<input type="checkbox"/>		

6. Do you agree with only operating Route 50 to Fairfield/Suisun City on Mondays, Wednesdays, and Fridays if it means Delta Breeze can provide more trips to BART/eBART and medical and shopping destinations in Antioch? (Select only one)

	Select
Yes, and I do not currently ride Route 50 on Tuesday and/or Thursday	<input type="checkbox"/>
Yes, I currently ride Route 50 on Tuesday and/or Thursday but can easily change my schedule	<input type="checkbox"/>
No, I currently ride Route 50 on Tuesday and/or Thursday and cannot change my schedule	<input type="checkbox"/>
No, and I do not currently ride Route 50 on Tuesday and/or Thursday	<input type="checkbox"/>

7. Additional comments.

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# City of Rio Vista Delta Breeze Community Survey

La ciudad de Rio Vista quiere asegurarse de que nuestro servicio de transito sea el mejor al satisfacer sus necesidades, ¡pero necesitamos su ayuda! Por favor tómese unos minutos para llenar esta encuesta, para que podamos asegurarnos de que ponemos a su disposición el mejor servicio posible. Su información se mantendrá estrictamente confidencial y será solamente utilizada para fines de planificación de transporte. ¡Gracias por darnos esta oportunidad de servirle y nuevamente muchas gracias por su ayuda!

**1. Usted tiene 100 dólares para invertir entre las siguientes opciones de servicio. Por favor, invierta una cantidad de dólares en cada opción de servicio basado en lo mucho que le guste. La cantidad total de los dólares para las cuatro opciones de servicio deberían de sumar a 100.**

	\$
Extender las horas de servicio en la Ruta 51 (Rio Vista Dial-a-Ride)	<input type="text"/>
El servicio hacia la base de fuerza Aérea Travis	<input type="text"/>
Mas viajes al día hacia BART/eBART	<input type="text"/>
Servicio hacia servicios médicos y destinos de compra en el circulado propuesto Antioch	<input type="text"/>

**2. Por favor, categorice las siguientes opciones de servicio en orden de preferencia, con el 1 siendo el más preferido y el 4 siendo el menos preferido.**

	Rank
Extender las horas de servicio en la Ruta 51 (Rio Vista Dial-a-Ride)	<input type="text"/>
El servicio hacia la base de fuerza Aérea Travis	<input type="text"/>
Mas viajes al día hacia BART/eBART	<input type="text"/>
Servicio hacia servicios médicos y destinos de compra en el circulado propuesto Antioch	<input type="text"/>

**3. Para la opción de servicio que categorizo como número 1 en la pregunta 2, ¿cuál día(s) sería el que usted desearía utilizar el servicio? (Por favor, marque todo las que corresponda)**

	Select		Select
Lunes	<input type="checkbox"/>	Jueves	<input type="checkbox"/>
Martes	<input type="checkbox"/>	Viernes	<input type="checkbox"/>
Miércoles	<input type="checkbox"/>	Sábado	<input type="checkbox"/>

**4. Para la opción de servicio que categorizo como número 1 en la pregunta 2, ¿A qué hora del día a usted le gustaría más salir de su casa para hacer el viaje? (Por favor, marque todo las que corresponda)**

	Select		Select
6:00-8:00 AM	<input type="checkbox"/>	12:00-2:00 PM	<input type="checkbox"/>
8:00-10:00 AM	<input type="checkbox"/>	2:00-4:00 PM	<input type="checkbox"/>
10:00 AM – 12:00 PM	<input type="checkbox"/>		

**5. Para la opción de servicio que categorizo como número 1 en la pregunta 2, ¿A qué hora del día a usted le gustaría regresar a su casa después de completar su viaje? (Por favor, marque todo las que corresponda)**

	Select		Select
8:00-10:00 AM	<input type="checkbox"/>	2:00-4:00 PM	<input type="checkbox"/>
10:00 AM – 12:00 PM	<input type="checkbox"/>	4:00-6:00 PM	<input type="checkbox"/>
12:00-2:00 PM	<input type="checkbox"/>		

**6. Está usted de acuerdo con solamente tener el servicio de la Ruta 50 hacia la ciudad de Fairfield/Suisun los lunes, miércoles, y viernes a cambio de que (si esto significara que) Delta Breeze puede dar más viajes hacia BART/eBART, servicios médicos, y destinos de compra en el circulado propuesto Antioch. (Por favor, seleccionar solo una)**

	Select
Sí, y yo actualmente no viajo en la Ruta 50 los martes y/o jueves	<input type="checkbox"/>
Si, yo actualmente si viajo en la Ruta 50 los martes y/o jueves, pero puedo fácilmente cambiar mi horario fijo.	<input type="checkbox"/>
No, yo actualmente si viajo en la Ruta 50 los martes y/o jueves, y no puedo cambiar mi horario fijo.	<input type="checkbox"/>
No, y yo actualmente no viajo en la Ruta 50 en los martes y/o jueves	<input type="checkbox"/>

**7. Por favor, proporcione cualquier comentario adicional.**

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The City of Rio Vista is looking to improve and enhance transit service in the City to better meet the community's needs.



**Provide your feedback online:**

[www.surveymonkey.com/r/RVDBStrategies](http://www.surveymonkey.com/r/RVDBStrategies)

**Learn more about the Delta Breeze and the  
Transit Outreach and analysis project:**

[www.riovistacity.com/delta-breeze-transit-system/](http://www.riovistacity.com/delta-breeze-transit-system/)

**Service Operated by City of Rio Vista's Delta Breeze Buses:**

**Bus Transit Information:** (707) 374-2878  
Mon-Fri 9:30 am - 5:00 pm. Service available to general public.

**Route 50 Suisun/Fairfield:**  
SR 12 Express, Mon - Fri, four trips per day, fixed schedule with limited deviations by reservation.

**Route 51 Rio Vista/Isleton Dial-A-Ride:**  
General Public door-to-door *dial-a-ride* service, within city limits of Rio Vista, and to and from the City of Isleton. Mon - Fri, 9:30 am - 1:30 pm.

**Route 52 Pittsburg/BART:**  
Express, Mon - Fri, one roundtrip daily, fixed schedule with limited deviations by reservation.

**Route 54 Wednesday Special Delta Shuttle:**  
Destinations vary by week to Fairfield/ Suisun City, Yreaville, Antioch/Pittsburg, and Lodi. Contact Transit Information for reservations.

**ADA Paratransit**  
Rio Vista Delta Breeze offers priority service for ADA certified paratransit passengers on its Dial-A-Ride service.

**City of Rio Vista Transit Administration:** (707) 374-6120 or (707) 374-2878, Mon - Tues, 9 am - 5 pm, for comments, complaints, suggestions and questions about transit services other than schedule and route information.



**Solano County Intercity Taxi Serp:**

Service provided by local taxi cab operator. Check with Taxi company for fares and requirements:

Fairfield/Suisun City	Yreaville/Dixon
Fairfield Cab (707) 422-5555	AA Taxi (707) 448-8294
Vacram's Cab (707) 421-9999	Checker Cab (707) 447-4444
Yellow Cab (707) 424-4000	Yellow Cab (707) 446-1144

Curb-to-Curb service, same day transportation between cities within Solano County. **Must possess ADA certification.** Passengers pay 15% of the cost of a taxi ride by using serp. Passengers must be ambulatory or able to enter and exit a taxi without assistance. Mobility devices must easily fit in the trunk of the cab. Serp available for purchase at City of Rio Vista Finance Department only to Rio Vista residents. Serp sales are limited and subsidy percentage may change. See ADA certification below.

**ADA Certification Process**

Solano County transit operators, including the City of Rio Vista, launched an In-Person Americans with Disabilities Act (ADA) Eligibility Program in July 2013. A qualified professional interviews applicants and, if needed, assesses the applicant's physical and functional ability to use fixed route transit. Medical verification from a health care professional is not required.



**Other Programs**

**Regional Transit Connection (RTC) Discount Card**

The RTC Discount ID Card is available to qualified persons with disabilities as proof of eligibility to receive discount fares on fixed-route, rail and ferry systems throughout the San Francisco Bay Area. The RTC Program does not apply to paratransit services. The Solano Mobility Call Center accepts applications at One Harbor Center, Suite 140, Suisun City, during regular business hours (Mon-Fri, 8am-5pm). Call 800-535-6883 for information. A \$3 application fee is required.

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personalized assistance for traveling around Solano/Napa Counties and neighboring cities. SNCI provides FREE information for trip planning, using alternative transportation, ride-matching and vanpool assistance. For your travel trip planning needs, call Mon - Fri, 8 am - 5 pm:

**City of Rio Vista Transit Services**



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707-374-2878

July 1, 2015

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COMMUTER INFO

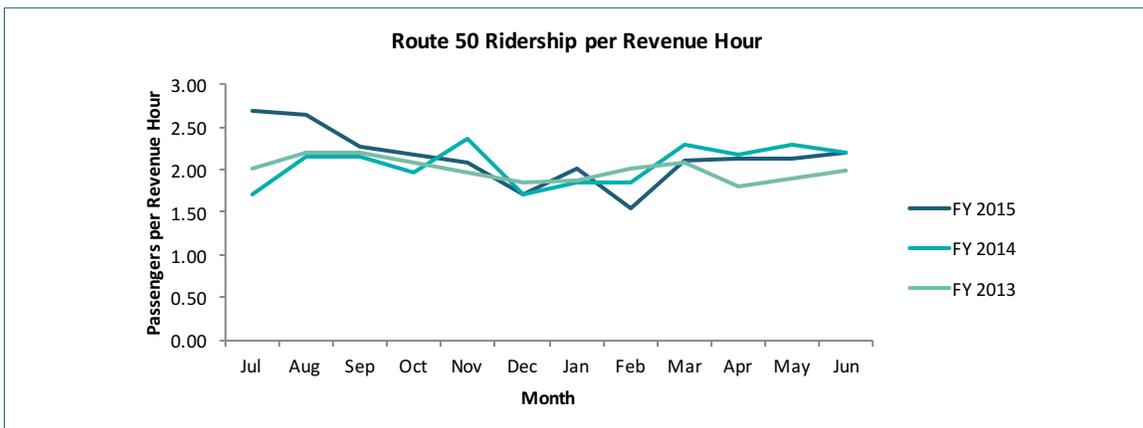
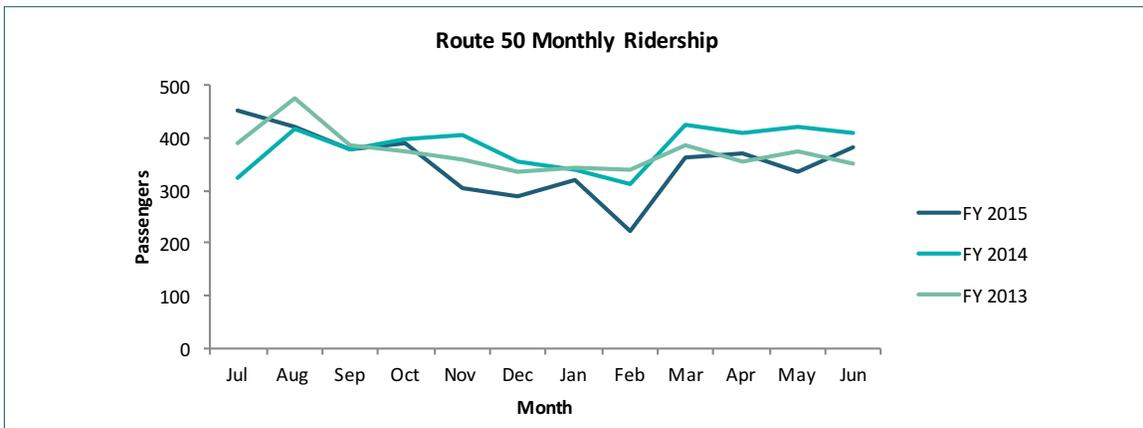
800-535-6883

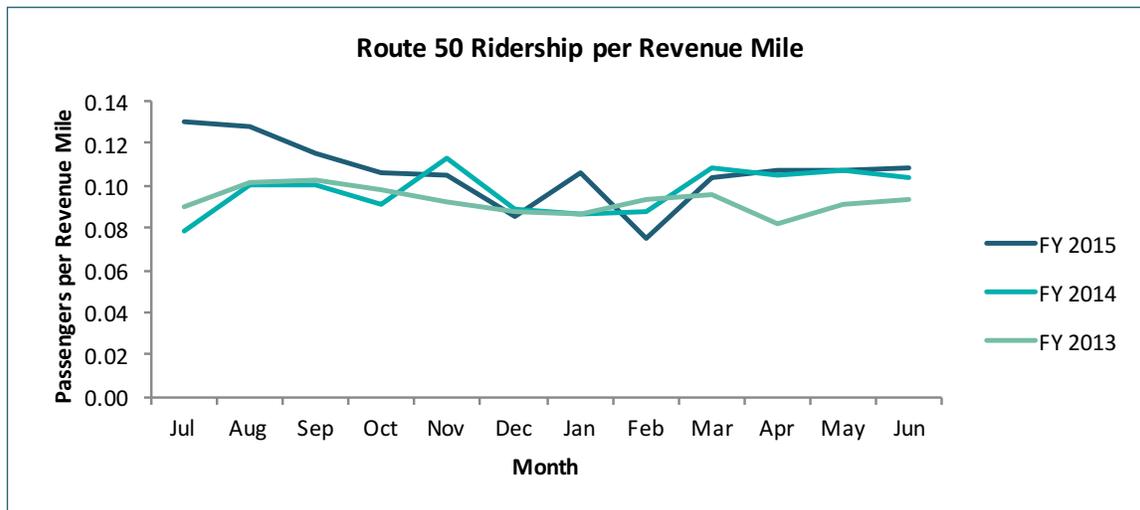
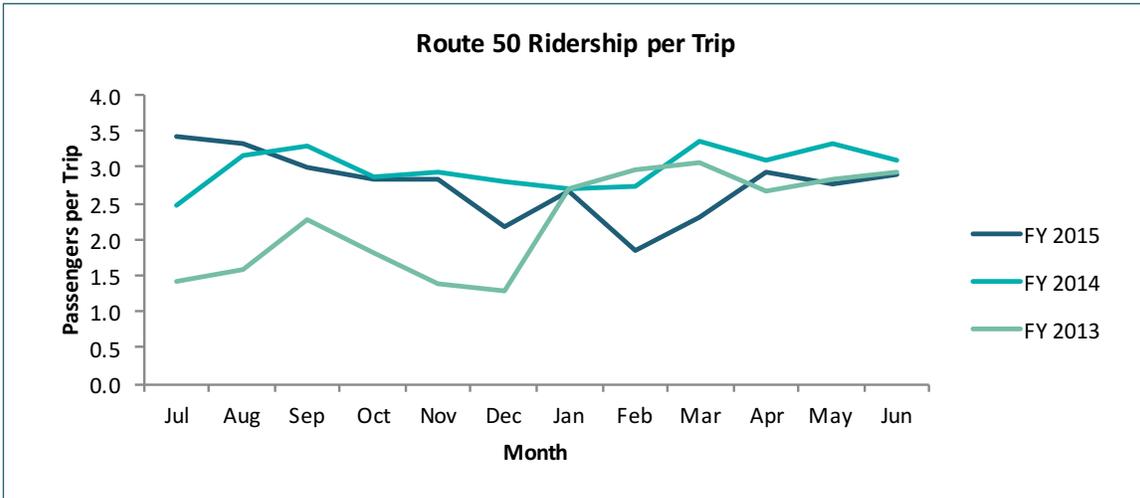


# Appendix III– Individual Route Trends

## Route 50–Fairfield/Suisun City

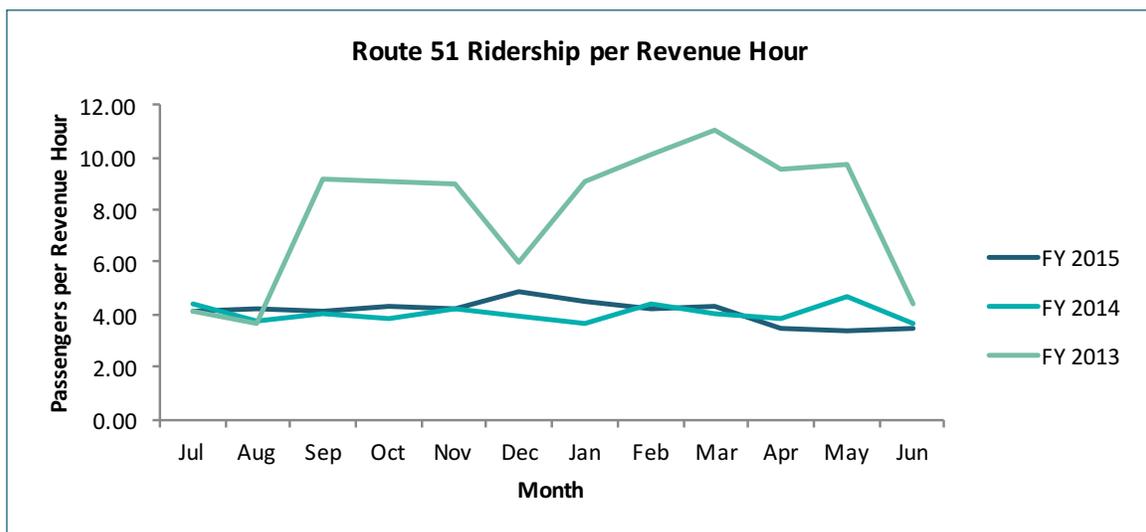
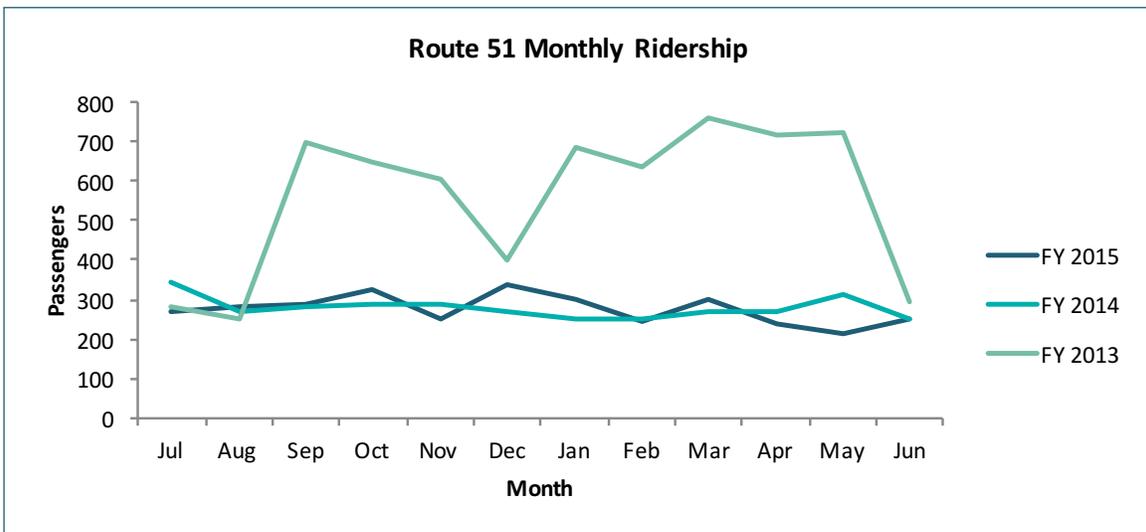
Total monthly ridership on Route 50 has slightly decreased over time; however, revenue hours and miles have decreased as well (ridership per revenue hour and per revenue mile were highest in FY 2015). Decreasing revenue hours and miles are a result of service changes in 2013 which eliminated some segments of the route, and service changes in 2014 which eliminated an unproductive trip. Farebox recovery has remained relatively constant over time. Route 50 ridership per trip increased between calendar year 2012 and 2013 and has remained relatively constant since then.

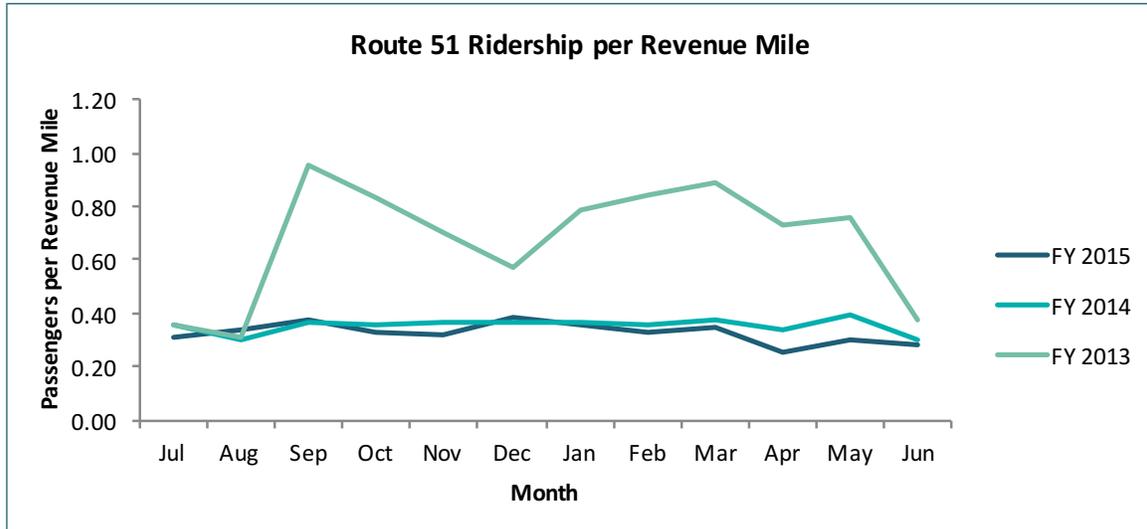




## Route 51–Rio Vista Dial-a-Ride

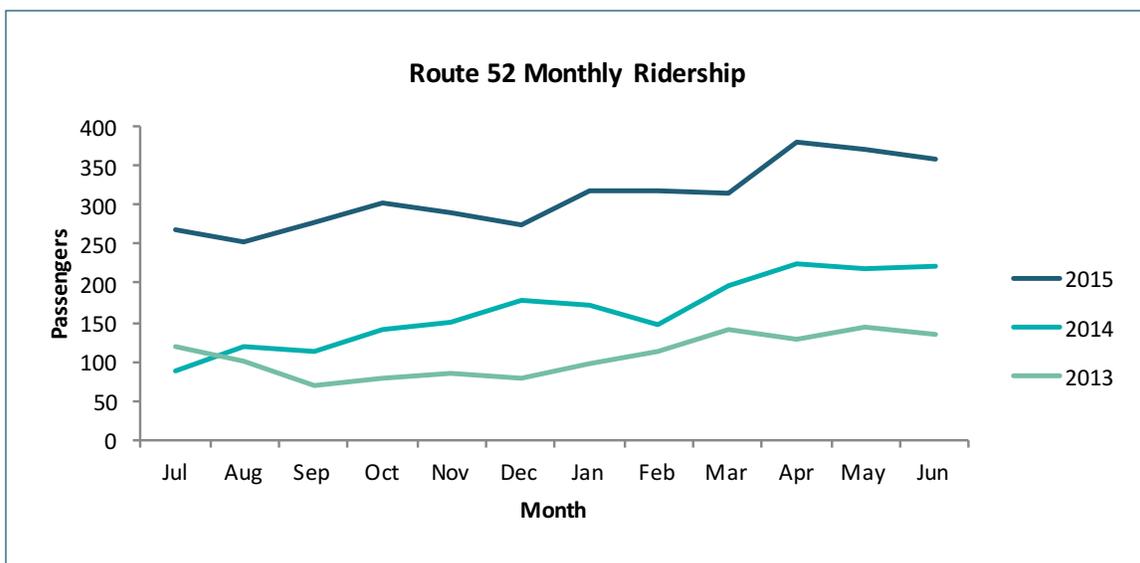
Ridership metrics on Route 51 were highest in fiscal year 2013. FY 2014 and 2015 have experienced similar levels of ridership, roughly half that of 2013. The farebox recovery ratio has increased since FY 2013: this is a result of higher operating revenue from fare increases while costs stayed relatively constant. Until the end of FY 2013, Delta Breeze had a contract with the River Delta Unified School District, operating Route 51 for additional hours in the evening and allowing students to ride for a discounted fare. The termination of this contract is the reason for the decline in ridership. During the contract, revenue from the school district was not allocated to Route 51, so its farebox recovery does not reflect the additional revenue.

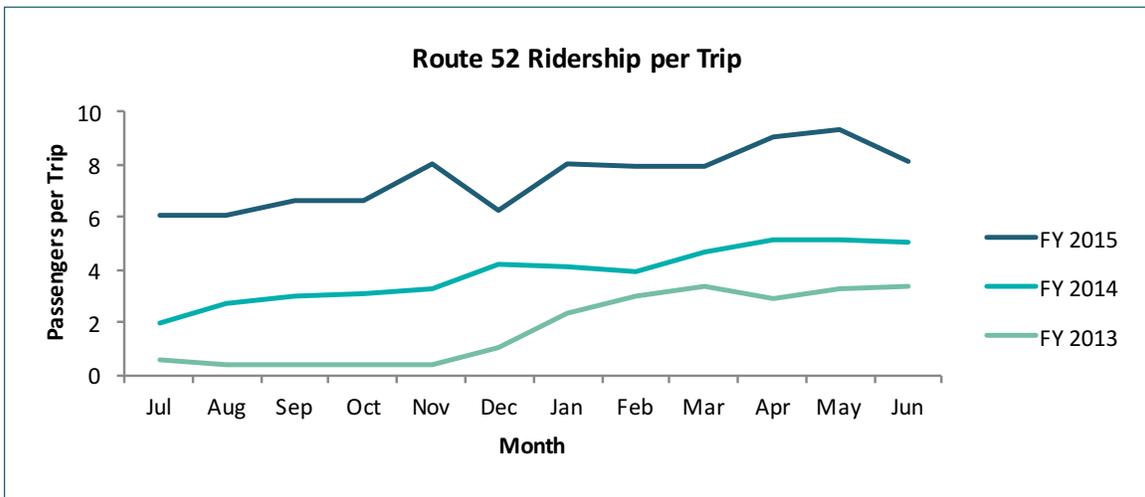
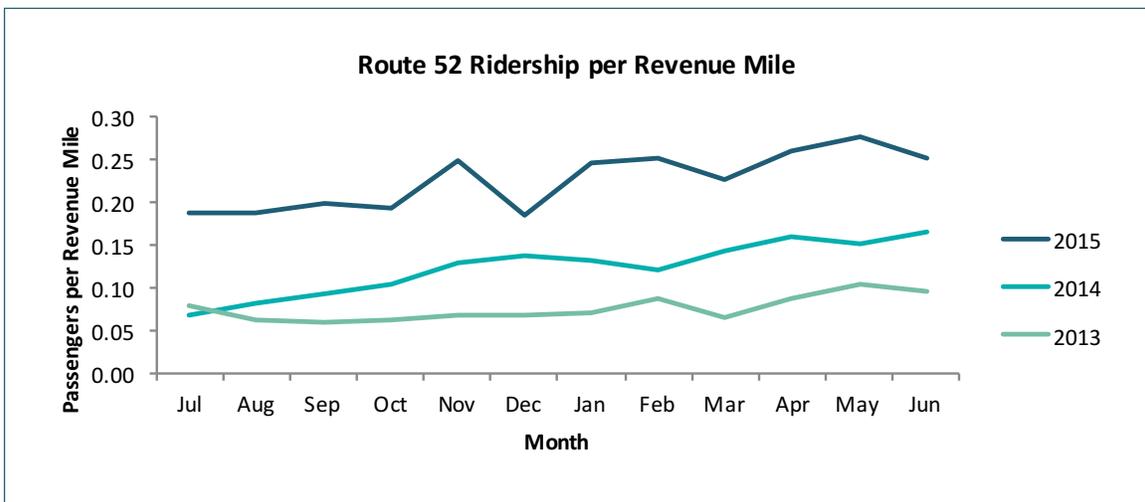
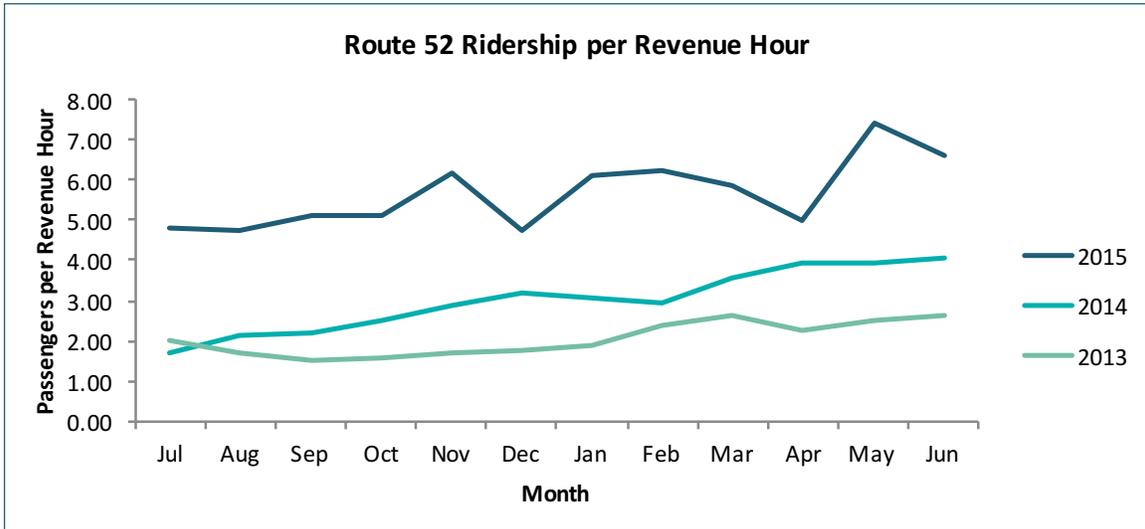




## Route 52–Pittsburg/Antioch

Ridership on Route 52 has continuously increased since 2012, while revenue hours and miles have remained constant. In FY 2015, Route 52 had the highest farebox recovery ratio of all Delta Breeze routes. Average weekday ridership follows this trend and has doubled since FY 2013. This route is successful because its trip times are specifically tailored to meet a certain demand (BART trip times) and it follows a direct alignment with few stops, efficiently getting riders to their destination.





## Route 54–Delta Shuttle

Total ridership on Route 54 is highly dependent on the number of service days that month, therefore ridership per revenue hour, mile, and trip give a better estimate of route performance. Ridership per revenue hour and per revenue mile are also variable, but were highest in FY 2014. Route 54 ridership fluctuates depending on the destination of the week; trips to Fairfield and Suisun City (during the first week of the month) had an average of 4.27 passengers per day, whereas trips to Antioch (during the third week of the month) had an average of 5.6 passengers per day. Ridership was the lowest on Vacaville trips (during the fifth week of the month), carrying an average of only 3.8 passengers per day.

