



METROPOLITAN
TRANSPORTATION
COMMISSION

Solano Transportation Authority

**Community Based
Transportation Plan
for
VALLEJO**

July 2008

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in conjunction with

Synapse Strategies and Resource Development Associates

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Section 1: Executive Summary

Introduction and Background

The Vallejo Community Based Transportation Plan (CBTP) is the result of a seven-month planning process (December, 2007 – June, 2008) that combined community input and technical analysis to identify mobility issues and solutions for the low-income population in the Vallejo project area.

Based on the recommendations of the *2001 Lifeline Transportation Network Report* and the *Environmental Justice Report for the 2001 Regional Transportation Plan*, the Metropolitan Transportation Commission (MTC) funds community based planning processes in low-income communities throughout the Bay Area. Vallejo is one of several communities identified as a “Community of Concern” in Solano County. MTC uses the term “Communities of Concern” to describe areas where 25% of the population (25% of households) lives at or below the poverty line.

To advance the findings of these studies, MTC initiated and has been funding community based transportation planning studies in low-income communities throughout the Bay Area.

The objective of the Community Based Planning Process is to develop a plan through a collaborative process that identifies transportation needs, proposes and prioritizes strategies to address the needs, and identifies potential funding sources and project leads for implementation. This process ensures that the low-income population directly affected by the transportation plan is guiding the process.

Overview of Process

Members of the Planning Team reviewed City of Vallejo transit studies and existing City and County transit programs. These materials revealed several transportation gaps. The community outreach process identified additional challenges.

The Planning Team initiated the community outreach process by soliciting names and contact information for potential stakeholders from the Technical Advisory Committee (TAC). The TAC included representatives from Vallejo Transit, Solano County Health and Social Services, MTC and the Solano Transportation Authority. During the planning process, a total of 136 stakeholders, representing more than 100 organizations, were contacted.

The Planning Team brought together these stakeholders (social service agencies, employers, community organizations, service providers) who in turn helped the team contact low-income community members.

Outreach in Vallejo was conducted in several ways: an online survey among low-income college students, guided interviews, focus groups and stakeholder interviews. The following is a summary of transportation needs identified through the community outreach process.

- Recent transit service cuts have significantly reduced the mobility of the low-income, transit-dependent population in Vallejo.
- Low-income residents are unable to travel to jobs and other destinations due to limited transit service on Saturday and Sunday.
- There is no transit service onto Mare Island and low-income residents are not able to access Touro University, the Vallejo School District offices, and social services providers located there.
- The new Solano Community College campus in Vallejo is not conveniently served by transit, and parking is at capacity.
- Low-income residents need help understanding and feeling comfortable using transit.

- Some bus stops and shelters feel unsafe, or are uninviting, especially for seniors and those traveling with children.
- Taxi scrip, for low-income seniors and disabled residents, often runs out mid-month in Vallejo.
- Low-income seniors may need transportation assistance beyond that which is provided by public transit agencies.
- Low-income seniors desire escort service earlier, later and more frequently than is currently available. Those that are disabled, especially with mental impairments, may not qualify for paratransit, but nonetheless prefer not to use public transit.
- Low-income residents would like the Vallejo RunAbout to serve a wider population by expanding paratransit eligibility.
- The cost of transit is a hardship for the low-income population in Vallejo.
- Low-income residents who don't speak English consider that a significant barrier to transit use.

During the second stakeholder meeting, participants reviewed and prioritized the community-identified strategies. Based on the stakeholder's list of prioritized strategies, the Planning Team analyzed the feasibility of potential projects and met with potential lead agencies that could seek funding and implement the projects.

The following table shows the priority projects.

Project	Implementation Lead	Potential Funding Sources	Cost
Improve transit route coverage, frequencies, and span of service throughout Vallejo.	Vallejo Transit	STA, JARC	Significant. Depends upon level of service improvement. Operating costs are over \$100/hour
Provide more weekend Vallejo Transit service.	Vallejo Transit	STA, JARC	Depends upon level of additional

			service. At minimum over \$200,000/year
Extend Vallejo Transit route coverage to Solano Community College-Vallejo.	Vallejo Transit, Solano Community College	STA, JARC, student fees	\$580,000/year
Extend route coverage to Mare Island, especially to social service providers.	Vallejo Transit, Touro University, Public Agency	STA, JARC, student fees, TFCA	Depends upon level of additional service. At minimum, over \$500,000/year
Improve bus stops and shelters; provide better lighting, covered stops, and benches.	Vallejo Transit	STA, JARC, Prop 1B	\$12,000/shelter
Expand the taxi scrip program.	Vallejo Transit	STA, JARC, New Freedom	\$200,000/year
Establish a transit ambassadors/travel buddies program for low-income residents that provides one-on-one orientation and/or accompaniment.	Vallejo Transit, Solano Transportation Authority, others	STA, JARC, New Freedom	\$100,000/year
Expand paratransit eligibility.	Vallejo Transit, others	STA, JARC, New Freedom, 5310	\$500,000- \$2million/year, depending on extent of service
Project	Implementation Lead	Potential Funding Sources	Cost
Expand capacity of senior escort service. Funding could supplement the donation gap and be used to hire a full-time staff person to recruit drivers, dispatch and manage the daily program.	Area Agency on Aging	STA, New Freedom	\$75,000/year
Provide better route and fare information in Spanish. Transit brochures and other materials would be translated into Spanish and provided wherever Vallejo Transit information is available.	Vallejo Transit, Solano Transportation Authority	STA, JARC	\$300/brochure, plus layout and printing costs

Section 2: Project Area

Vallejo is the largest city in Solano County with a population of 117,000. Located in southwestern Solano County and bordered by the San Francisco Bay on its west and the Carquinez Straits to the south, it is just 30 miles northeast of San Francisco. It is adjacent to Benicia (population 28,000) and Napa County's American Canyon (population 16,000).

Vallejo's 53 square miles comprises hilly terrain, including a major freeway (Interstate 80) running through it, and adjacent waterways. Primarily newer major retail and housing is located east of I-80 with the older, varied uses on the west. State Route 37 and Interstate 780 also run through the city along with Highway 29, which serves as a major north/south arterial primarily along Sonoma Blvd.

Vallejo has strong ties to the greater Bay Area, with many residents traveling into the urban Bay Area daily.

Demographics

MTC uses the term “Communities of Concern” to describe areas where the household poverty rate is 25% or above. Much of Vallejo is considered a community of concern.¹

Vallejo is comprised of 40,000 households. The population is very racially diverse. White/Caucasians and African-Americans represent 27% and 23.5% of the population, respectively, with Asians representing 24.7%. The remaining 20% are a combination of multiple races (2.4%), other races (0.2%), 0.8% Pacific Islander and 1.1% Native American. Twenty percent of the population describes themselves as Hispanic/Latino.²

According to the 2005 census, about 37% of the households have children under the age of 18, 49% are married couples, 17% are single female head of household, and 29% are non-family households.³

About 23% of households are single individuals, including 8% with a senior 65 or older.⁴ Thirteen percent of Vallejo's population was over the age of 65 in 2006, compared to 11% in the county as a whole. Twenty-five percent of Vallejo residents were youth under the age of 18, roughly equal to the percentage of youth in the county as a whole (26%).⁵

More than 81% of Vallejo adults 25 and over have graduated from high school—slightly more than the statewide rate of 76.8%—and one in five graduated from college, slightly less than the statewide rate of 27.7%.⁶

The median family income in Vallejo is approximately \$57,000.⁷ About 8% of families and 10% of individuals live below the poverty line. These figures include 12% of children and 9% of seniors.⁸

¹ Solano County Welfare to Work Transportation Plan, April 2002.

² 2006 American Community Survey

³ 2005 U.S. Census data

⁴ 2005 U.S. Census data

⁵ 2006 American Community Survey

⁶ 2000 U.S. Census

⁷ 2006 American Community Survey

⁸ 2005 U.S. Census data

According to the U.S. Census Bureau, the median household income in Vallejo was an estimated \$56,325 in 2006—this figure is about \$5,000 lower than the countywide median income.⁹ The downtown Vallejo census tract has the lowest median income (less than \$30,000). Tracts with median incomes between \$30,000 and \$45,000 are located in either the southwestern portion of the city (south of Tennessee and west of I-80), on Mare Island, or along Sonoma Boulevard and Broadway Street south of Highway 37.¹⁰

The City of Vallejo government is struggling financially. In May 2008, the City of Vallejo filed for bankruptcy. The immediate impacts include cuts in funding to senior centers. Long-term effects of the bankruptcy may be deleterious to the low-income population in the City. As the Transit Division within the City is self-sustaining, there will be no direct impact on the Transit Division.

Development

Vallejo was home to the West Coast's first shipyard, Mare Island Naval Shipyard, established in 1854. Until the mid-1990's, Vallejo's economy was driven in large part by Mare Island. Closed in 1995, the former shipyard has been the focus of industrial, commercial and residential redevelopment. At the end of 2007, there were about 1,400 homes and businesses employing 1,700 people. Eventually there will be 6,000 to 8,000 people working on Mare Island.

Only two roadways can be used to access Mare Island: Tennessee St. from the east, just a mile north of downtown Vallejo, and Hwy. 37 from the north. The current development is not concentrated near the access roads, but is spread throughout the island. Large employers on Mare Island include the U.S. Forest Service, Touro University, the Vallejo City Unified School District, Jeffco Painting and Coating, and XKT Engineering.

Waterfront/Downtown: Much of the waterfront/downtown area is being redeveloped. Projects include the multimodal Vallejo Station, which will be a mixed use development with residential and office space, a parking garage, and a transit center serving Baylink ferries and buses.

A new Bus Transfer Station located adjacent to Vallejo Station will replace the York and Marin Transfer station as the primary local bus transfer location in Vallejo.

Solano Community College Vallejo Campus: Solano Community College's new Vallejo Campus opened on September 27, 2007, and is located in northeast Vallejo, at 545 Columbus Parkway.

There are no major businesses or industrial parks in Vallejo. Large employers and activity centers are located throughout Vallejo (see map on page 9). In addition to the large Mare Island employers listed earlier, major Vallejo employers include Kaiser Medical Center, Kaiser Permanente Call Center, Meyer Corp., California Maritime Academy, Solano Community College – Vallejo Campus, the County of Solano and Six Flags/Discovery Kingdom. Major retailers include Costco and Wal-Mart.

⁹ 2006 American Community Survey

¹⁰ Vallejo Transit Existing Conditions Report – Draft, October 2007.

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Solano Transportation Authority, Community-Based Transportation Plan



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Transit Ridership

Transit ridership does not reflect population demographics. The March 2007 ridership study was used to profiles local and intercity riders shown in the table below. The Vallejo Transit system operates local and intercity routes and the Baylink ferry.

	Vallejo	Local Riders	Intercity Riders	Baylink Riders
Male	52%	42%	46%	43%
Female	48%	58%	55%	57%
White/Caucasian	31%	17%	18%	69%
African American	31%	48%	44%	4%
Asian	19%	10%	11%	8%
Pacific Islander	1%	6%	9%	6%
Native American	1%	1%	1%	1%
Other races	8%	6%	6%	3%
Multiple races	7%	N/A	N/A	N/A
Hispanic/Latino	20%	13%	13%	9%
Seniors	11%	7%	4%	7%
Household income below \$25K	20%	56%	33%	3%
Car ownership	N/A	61%	74%	95%
Type of Fare				
Adult	N/A	62%	75%	84%
Senior/disabled	N/A	21%	13%	14%
Student	N/A	16%	12%	1%

More than one-half of local riders and one-third of intercity riders have household income below \$25,000. Only 3% of Baylink riders have household income below \$25,000. Sixty-one percent of local riders and 74% of intercity riders own cars. Nearly all (95%) of Baylink riders own cars.

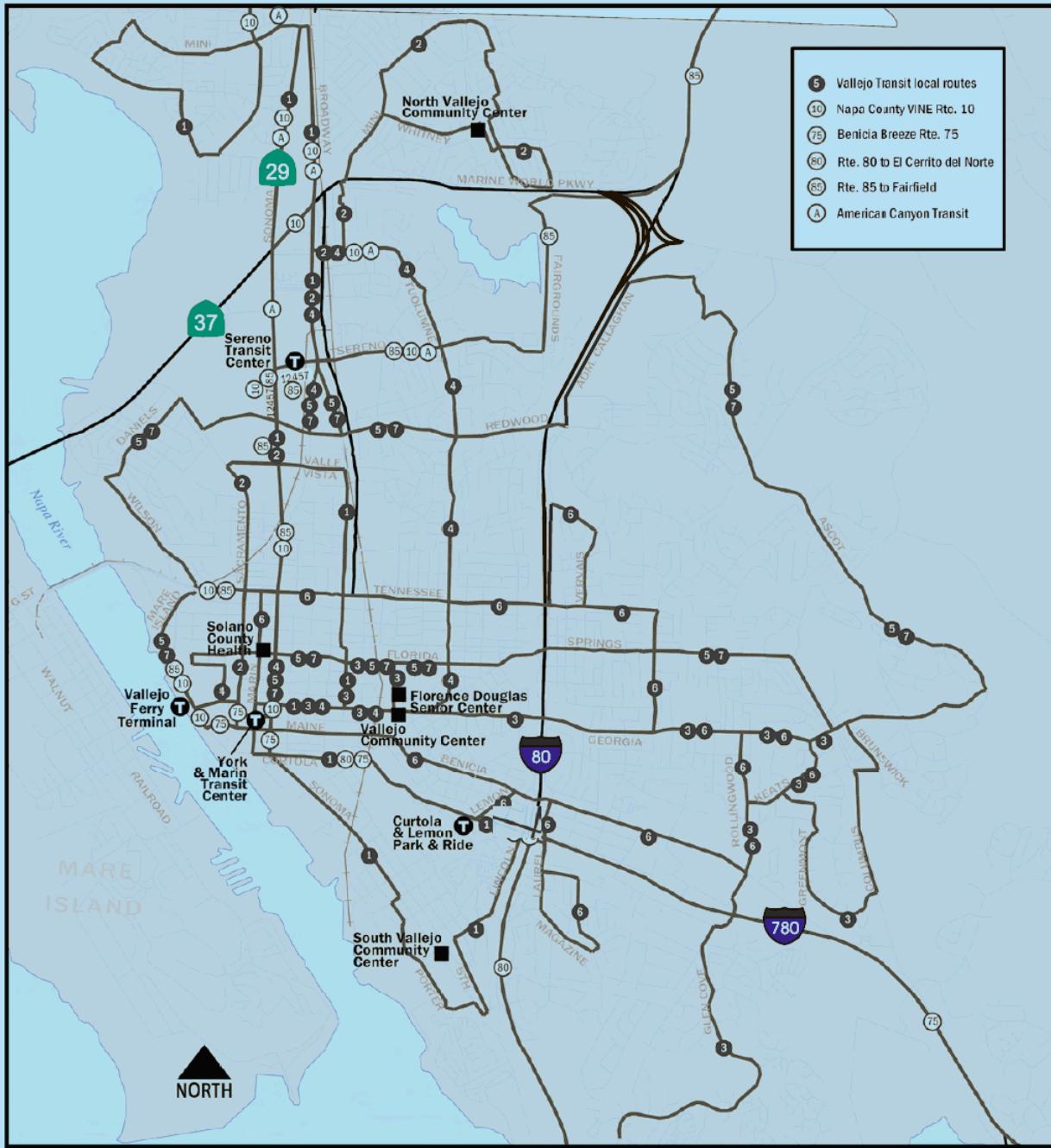
African-Americans comprise 48% of local ridership, and 44% of intercity ridership. White/Caucasians are the next largest group of riders, comprising 17% of local riders and 18% of intercity riders. On Baylink, more than two-thirds of the riders (69%) are White/Caucasian.

While only 7% of local riders are seniors, 21% use senior/disabled passes, suggesting that 14% are disabled. Among intercity riders, 4% are seniors and 13% use senior/disabled passes. On Baylink, 7% are seniors and 14% use senior/disabled passes. Students make up a substantial share of local and intercity transit riders, (16% and 14%, respectively) but only 1% of Baylink riders.

The map on page 10 shows the project area and existing Vallejo Transit routes.

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Section 3: Summary of Existing Transportation Services and Known Transit Gaps

Transportation Overview

Vallejo residents are served primarily by Vallejo Transit. Vallejo Transit provides the vast majority of transit service in Vallejo. Vallejo Transit is governed by the City of Vallejo and service is contracted out. Vallejo Transit consists of local and intercity fixed-route bus service, the Baylink Ferry service to San Francisco, paratransit and a subsidized taxi program. Vallejo Transit carries nearly 3 million passengers annually and is the eighth largest transit operator in the Bay Area. With service seven days a week to El Cerrito del Norte BART station, many regional transit services can be reached via Vallejo Transit daily.

Vallejo is also served by three bus routes operated by three other public transit operators: Benicia Breeze, Napa's VINE, and American Canyon. In addition, an array of local, countywide or regional transportation services are offered by other public, private and nonprofit organizations.

Vallejo Transit

Vallejo Transit operates the Baylink Ferry service, seven local routes, two intercity routes, paratransit services, and a subsidized taxi service. All the services run Monday through Saturday. On Sundays, service is reduced but is offered on Baylink Ferry as well as two intercity routes and one local route (Rt. 5). Subsidized taxi transportation is available anytime taxi service is available.

The current service reflects significant service reductions made in July 2007; details of the service reduction are described with the route description later in this section. With a farebox recovery rate of 32% in 2006-07 and an average of 20 passengers per vehicle service hour, Vallejo Transit's fixed-route bus service was a highly productive service, yet fiscal restraints limited the amount of service that could be delivered. The City's severe overall financial difficulties have precluded the City's ability to contribute any General Funds to transit. Transit must be self-sustaining. During the course of this study, the significant increase in fuel prices has further exacerbated the financial difficulties of the Vallejo Transit system and state budget projections forecast lower revenues in the near term. Vallejo Transit started to address these issues with the July 2007 system reductions that included significantly reduced frequency on most local routes and service ending earlier in the evening. In June 2008, a fare increase was implemented on intercity service only.

Some Saturday and nearly all Sunday service was also cut back. The summary below describes each route and recent changes.

Local Routes

Rt. 1 - South Vallejo/Rancho Vallejo: Rt. 1 connects downtown Vallejo with points northwest along the Broadway and Sonoma Boulevard corridors including Vallejo Middle and Senior High schools, South Vallejo Community Shopping Centers, and points south on the west side of I-80, including the Curtola Park and Ride and Sonoma Boulevard. It operates six days a week. On weekdays, Rt. 1 offers service from 5 a.m. to 8:30 p.m. at 30-minute intervals. On Saturdays, Rt. 1 operates every 30 minutes from 6:00 a.m.-11:00 p.m.

- Service ends earlier (8:30 p.m. vs. 11:00 p.m.).
- Sunday service was eliminated.

Rt. 2 – Northeast Vallejo/Downtown: Rt. 2 links downtown Vallejo with points north along Sacramento Street and Broadway to the residential developments north of Hwy. 37 and east of Hwy. 29, including Solano Junior High School and the North Vallejo Community Center. It includes a portion of the old Rt. 9 on Gateway to Sage and Griffin. This route operates hourly six days a week from 5:30 a.m. to 8:30 p.m.

- Service ends earlier (8:30 p.m. vs. 10:30 p.m.).
- Route runs hourly instead of every 30 minutes, includes new area.
- Sunday service was eliminated.

Rt. 3 – Glen Cove/Georgia Street: Rt. 3 runs from York & Marin in downtown Vallejo to the Glen Cove residential area and serves Hogan High School, Franklin Middle School, Glen Cove, Pennycoc Elementary School, the Solano County courthouse and the Florence Douglas Senior Center. This route operates five days a week with only three peak trips per day.

- Service used to run all day, seven days a week, and has now been dramatically curtailed.
- Saturday and Sunday service was eliminated.

Rt. 4 – Tuolumne Street/Downtown: Rt. 4 connects downtown Vallejo with points north along Tuolumne Boulevard to the Sereno Transfer Center including Solano County offices, Raley Shopping Center, Sutter Solano Hospital, and the Kaiser Medical Center. This route operates six days a week from 7:00 a.m. - 7:00 p.m. weekdays and midmorning to late afternoon on weekends. Service is hourly six days a week.

- Sunday service was eliminated.

Rt. 5 – Redwood Parkway/Gateway Plaza/Spring Rd (clockwise): Rt. 5 is a circular route paired with Rt. 7. Both serve the same streets, but run in clockwise and counterclockwise directions. Rt. 5 connects downtown Vallejo and the west side of the city, along the Redwood Boulevard to the Gateway Plaza, along Ascot Parkway and returning along Springs Road. Hogan and Jesse Bethel high schools and Springstowne Middle School are along this route. This route operates seven days a week with a weekday span from 5:30 a.m. to 8:30 p.m. Rt. 5 operates every 30 minutes on weekdays and hourly on weekends.

Rt. 6 – Tennessee St/Beverly Hills: Rt. 6 connects downtown Vallejo, the Curtola/Lemon intersection, and the east side of the city by traveling along Benicia Road, Rollingwood, and Oakwood and returning on Tennessee Street. The East Vallejo Library, Hogan and Vallejo high schools, and Franklin and Springstowne middle schools are along this route. This route operates six days a week with a weekday span from 5:30 a.m. to 8:30 p.m. Rt. 6 operates every 30 minutes on weekdays and hourly on weekends.

- Sunday service was eliminated.
- Rt. 6 used to be paired with Rt. 8, which had the same path, but traveled in the opposite direction. Rt. 8 service was eliminated.

Rt. 7 - Redwood Parkway/Gateway Plaza/Spring Rd (counterclockwise): Rt. 7 is a circular route paired with Rt. 5. Both serve the same streets, but run in clockwise and counterclockwise directions. Rt. 7 travels east on Springs Rd to Columbus Parkway, travels along Ascot Parkway to the Gateway Plaza in North Vallejo, along Redwood Boulevard to Sacramento Street and Wilson Street, and along the waterfront back to downtown. Hogan and Jesse Bethel high schools and Springstowne Middle School are along this route. This route operates six days a week with a weekday span from 5:30 a.m. to 8:00 p.m. Rt. 7 operates every 30 minutes on weekdays and hourly on Saturday.

- Sunday service was eliminated.

Local Fares

Local fares were raised in September 2006.

Fare Type	Price
Adult Cash Fare	\$1.75
Youth Cash Fare	\$1.75
Senior/Disabled/Medicare Cash Fare	\$0.85
Adult Monthly Pass	\$55.20
Senior/Disabled Monthly Pass	\$27.60
Youth Monthly Pass (6-18 yrs old)	\$43.20
Adult 10-Ride Punch Card	\$15.60
Youth 10-Ride Punch Card	\$12.00
Senior/Disabled 10-Ride Punch Card	\$7.20

Intercity Routes

Rt. 80: Vallejo-BART connector: Rt. 80 links downtown Vallejo, Baylink Ferry, Curtola Park and Ride to El Cerrito del Norte BART station located on the I-80 corridor. Select morning trips originate at the Sereno Transit Center. It makes no stops between Vallejo and the BART station. It operates seven days a week with a weekday span from 4 a.m. to 11 p.m. Rt. 80 operates every 15 minutes on weekdays and every 30 minutes on weekends.

Rt. 85: Vallejo-Fairfield connector: Rt. 85 serves downtown Vallejo, Baylink Ferry Terminal, Sereno Transit Center, and Six Flags/Discovery Kingdom in Vallejo and Solano Community College's main campus, and Solano Mall in Fairfield, where it connects to Fairfield/Suisun Transit's local transit system. It operates seven days a week with a weekday span from 5:30 a.m.-11:30 p.m. On weekdays it operates every half hour during the morning peak and hourly during the rest of the day. On weekends it operates every two hours. Once in Fairfield, riders can connect to buses going to Sacramento, Davis, Dixon and Vacaville.

- Now serves part of the old Rt. 9 and travels to Six Flags.

Intercity Fares

Intercity fares were raised in September 2006 and June 2008.

2-Zone Fare Type	9/06 Increases	6/08 Increases
Adult One Way	\$4.50	\$5.00
Youth One Way (6-18 yr.)	\$4.50	\$5.00
Senior (65 & over) & Disabled One Way	\$2.10	\$2.50
Baylink Bus Monthly Vallejo-BART	\$98.40	\$118.00
Solano College Pass	\$84.00	\$104.00
2-Zone 10-Ride	\$39.60	\$45.00

Baylink Ferry Service to San Francisco/Rt. 200: This service is comprised of 12 ferryboat round trips every weekday and parallel service via the Rt. 200 bus line, offering 13 round trips, each weekday. The stops, travel time, and fare are the same on both vehicles. This combined service operates seven days a week. On weekdays, the combined service operates from 5:30 a.m. to 10:30 p.m. On weekends, there are five ferry round trips and five Rt. 200 round trips operating from 7:00 a.m. to 10:30 p.m. The ferry runs slightly different schedules in summer and winter.

Baylink Ferry Fare Type	Price	6/08 Increases
Adult (13-64)	\$12.50	\$15.00
Youth (6-12)	\$6.25	\$7.50
Seniors (+65)/Disabled		
Child (0-5) ¹¹	Free	Free
Vallejo Baylink Daypass		\$27.00
Reduced Fare Day Pass		\$15.00
Baylink Monthly Pass		\$330.00

In addition to the bus and ferry system, Vallejo Transit provides ADA¹²-mandated complementary RunAbout curb-to-curb paratransit service and a taxi scrip program. The ADA has legally defined, mandatory eligibility standards for the paratransit program.

In general, person with a disability that prevents him or her from riding regular Vallejo Transit buses is eligible to ride RunAbout. Also, persons already determined to be eligible under the ADA by another transit agency may ride RunAbout.

Vallejo residents who are 65 years of age or older or who have a disability as defined under the Regional Transit Discount Card Program are eligible to purchase taxi scrip. The taxi scrip program was downsized in July 2007, and prices rose. Rather than receiving a 50% subsidy of a standard taxi fare, riders receive a 40% subsidy. On December 12, 2007, the Vallejo City Council recommended approval of a resolution adopting taxicab fare increases.

¹¹ Up to 2 children under 6 years of age may ride free with each fare-paying adult.

¹² Americans With Disabilities Act

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Other Public Transit Providers

Several other transit providers serve Vallejo residents:

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

VINE: The Napa County Transportation and Planning Agency (NCTPA) operate VINE Rt. 10 primarily along Hwy. 29 to Vallejo. Rt. 10 connects passengers from Vallejo to American Canyon, Napa, Yountville, St. Helena and Calistoga. Transfers can be made at Vallejo's Sereno Transit Center, York and Marin Transit Center, and the Ferry Terminal.

American Canyon Transit: American Canyon Transit's one route connects American Canyon to North Vallejo at the Sereno Transit Center.

BART: Passengers can make multiple connections at these BART stations:

At the El Cerrito del Norte BART Station, passengers can transfer to BART's Fremont/Richmond Line or the Daly City/Richmond Line. Vallejo Transit Rt. 80 connects to BART. Rt. 80 passengers may also transfer to AC Transit routes free of charge. AC Transit riders wishing to transfer to Rt. 80 must pay the full fare. AC Transit routes 7, 70, 71, 72, 72M, 72R, 76, 376, and Transbay routes L and V also serve the El Cerrito del Norte BART Station. Golden Gate Transit (to travel to Marin and Sonoma counties) and WestCAT (western Contra Costa County) also connect to the El Cerrito del Norte BART Station.

Passengers from Benicia Breeze Rt. 75 can transfer to BART's Pittsburg/Bay Point/SFIA line at the Pleasant Hill BART Station. Many County Connection routes serving Contra Costa County also connect to the Pleasant Hill BART Station.

AMTRAK Capitol Corridor Trains: Capitol Corridor trains run between San Jose and Sacramento. In Solano County, the Amtrak station is in Suisun City. The nearest station to Vallejo is in Martinez. A thruway Amtrak bus from Napa/Santa Rosa/Eureka makes two stops in Vallejo en route to the Martinez Station. The city stop (VAL) is located at the Denny's Restaurant at 4335 Sonoma Blvd. (SW Corner of Rts. 29 and 37). The other stop has recently been renamed Six Flags Discovery Kingdom (it was formerly known as Six Flags Marine World). Its Amtrak code name is unchanged: (VMW). The Martinez Amtrak station is also a stop for the San Joaquin train route, and the Amtrak thruway bus is scheduled for coordinated transfers with the San Joaquin trains.

Transportation Information

Solano Napa Commuter Information (SNCI): SNCI offers personalized transportation information to individuals and organizations regarding carpooling, vanpooling, bicycling and transit use. SNCI's primary service area is the Solano and Napa area, but the program offers information on alternative transportation services throughout the Sacramento and Bay areas. Incentives include bicycle and vanpool incentives, and the Emergency Ride Home program.

SNCI is a public agency program housed within the Solano Transportation Authority. All services are free. It is also a part of the Bay Area 511 Regional Rideshare Program.

511: 511 offers a family of services for the entire San Francisco Bay Area, including phone and web-based information on transit, carpooling and other options.

Private Transportation Services

Greyhound: Greyhound offers bus service throughout most of the United States. Direct service is provided from the station at the Curtola Park-and-Ride to Oakland and Vacaville. Four daily trips are offered to Vacaville/Sacramento and five to Oakland.

Rental Car Companies: Car rental companies with Vallejo addresses include Avis, Budget, Enterprise and Hertz.

Airporters: One company offers daily scheduled service from Vallejo to San Francisco International (SFIA) and Oakland (OIA) airports. Evans Airporter offers eight trips to and from SFIA and five trips to and from OIA seven days a week. Fares are \$24 one way. Some shuttles provide on-call services to Vallejo, including Vallejo Airport Shuttle, Vallejo Airport Limousine, M&M Luxury Airport Shuttle, Fairfield Airporter Shuttle Service, and Shuttle California. Airport shuttles may be a good alternative for occasional travelers who can then connect from the airport to other transit. Guests of the Ramada Inn in Vallejo, where Evan Airporter stops, receive complimentary airport shuttle service.

Services for Specific Populations

- PACE provides training, education, and employment services for adults with developmental disabilities in Solano County. There are two Pace program sites in Vallejo: Pace I on Alabama St. and Pace Georgia on Georgia St. Pace Solano Transportation provides daily, set-route, curb-to-curb transportation services to more than 330 participants attending both Pace Adult Day Programs and several others throughout Solano County. In addition, during regular program hours, transportation is available to all participants attending Pace Solano programs for community activities such as shopping trips, lunch out, educational and recreational activities as well as cultural and sporting events.
- CREST is an adult day program operated by Vallejo Adult School that provides limited assistance with transportation.
- Milestones Adult Development Center is a nonprofit organization dedicated to providing comprehensive quality services for children and adults with developmental disabilities. Milestones provide age-appropriate programming in non-institutional residential and day program settings. Milestones operate buses to transport its clients. Some clients also use the city bus or the RunAbout paratransit service.
- The Arc-Solano is a private, nonprofit corporation that plans and develops needed programs and services for people with developmental disabilities and their families. Arc-Solano contracts with Angel Transportation to provide transportation for its clients, their clients use public transportation and at times, its employees pick up clients in their private cars.
- Solano Diversified Services (SDS) in Vallejo provides training and employment services for people with disabilities. SDS provides door-to-door transportation services for those program participants who attend SDS day training programs but are unable to use public transportation and for SDS' work crews.

Seniors: Senior centers in Vallejo do not offer transportation to their clients, but those older than 65 are eligible for the City of Vallejo's taxi scrip program. Faith in Action provides some transportation. Helping Hands Senior Resources helps seniors coordinate support services.

Faith in Action's Ride with Pride Program provides transportation to various destinations, primarily to and from medical or social service programs, transporting several persons per vehicle on a predetermined route. The vehicles may be agency-owned (one 6-passenger van and one 9-passenger van) or volunteer-owned. Volunteer dispatchers or agency staff schedule these rides. Care recipients must be a senior who no longer drives and must be ambulatory. Persons with debilitating, chronic illnesses who are not seniors may also participate in this program. The Caregiver Respite Program serves the agency's most frail care receivers and provides 1-to-1 transportation to and from medical and social service appointments.

The Area Agency on Aging Napa-Solano currently provides approximately 3,000 door-through-door trips per year to predominantly low-income seniors, but this service does not extend outside the city limits of Vallejo.

AA Medtrans provides bus rides to the doctor and grocery store for Jewish seniors who are 62 years of age or older and ambulatory. The service is by reservation, and reservations must be made 2 to 3 days in advance.

Frail/Sick/Disabled: This population is served by Faith in Action, which provides non-acute, non-medical support services to the medically vulnerable by matching them with trained volunteers or by linking them to other resources. As mentioned above, Faith in Action's Ride with Pride Program provides transportation to various destinations, primarily to and from medical or social service programs, and the Caregiver Respite Program serves the agency's most frail care receivers and provides 1-to-1 transportation to and from medical and social service appointments.

Faith in Action serves all of Solano County; they have 125 volunteers, including 60 drivers. Each year they provide about 5,000 rides, of which 16% originate in Vallejo. Passengers don't have to be low-income to use the service, but at least 95% are low-income.

The American Cancer Society provides ground transportation for ambulatory patients during preferred treatment times between 9:30 a.m. and 2:30 p.m. Monday - Friday (treatment centers will follow this guideline when using ACS transportation). One additional passenger per patient is permitted if assistance is required. This program is volunteer-based and subject to driver availability.

CalWORKs Clients: Several transportation programs are currently offered to this group by the County of Solano: SCETS (Solano County Emergency Transportation Service) provides up to 12 taxi vouchers for use in an emergency to get to or from work. Clients can also get monthly bus passes, or, if they work somewhere inaccessible by transit, subsidies for use of their own car. In some circumstances, clients can get "other vehicle related payments" to help with car repair. CalWORKs clients are also eligible for bus passes for their children, or for Kid Xpress.

Potential Transportation Gaps

The Community-Based Transportation Planning Process is designed to identify and address the most serious transportation problems for low-income residents in the “communities of concern.” To structure the initial discussion of potential transportation gaps, various recent studies and efforts such as the regional *Lifeline Transportation Network Report*, the *2002 Countywide Welfare to Work Transportation Plan*, the *Vallejo Transit 2006 Mini-Short Range Transit Plan*, Vallejo’s draft October 2007 *Transit Existing Conditions Report* and the countywide Unmet Transit Needs process begun in December 2006 were reviewed. The primary issues identified are described below:

Service Cuts

The July 2007 service cuts affected low-income residents. Riders have to accommodate less frequent service and the nearly complete elimination of Sunday service.

Lack of Public Transit Service for Swing and Night Work Shifts

The lack of public transit service for swing and night work shifts has been an ongoing problem. One of Vallejo’s largest employers, the Kaiser Call Center, requires working non-traditional hours. This problem is not specific to Vallejo, but is an issue throughout Solano County.

Lack of Public Transit Service for Weekend Shifts

Many retail positions require working on weekends. The recent cutbacks make using transit in and around Vallejo on Saturday less convenient, and on Sunday, extremely limited.

No Bus Service to Mare Island

Redevelopment efforts on Mare Island are expected to increase demand for transit service. Touro College is located on Mare Island; students, administrative staff, and faculty do not have access to transit service. Other employers on Mare Island include the Western Regional Headquarters of the U.S. Forest Service, Jeffco/ABC/FBC, XKT Engineering, Vallejo Unified School District and the Department of Veteran’s Affairs. The employers are spread out on Mare Island, with the U.S. Forest Service near the southern end, and the School District offices near the Mare Island Bridge.

Underserved Population at New Location of Solano Community College

Solano Community College opened a Vallejo campus on Columbus Parkway in September 2007. Currently transit is not within easy walking distance for students, faculty, and administrative staff. The nearest stop is more than one-half mile away along a hilly walking route.

Underfunded Taxi Scrip Program

Vallejo’s taxi scrip program was downsized in July 2007. The amount of scrip available and the amount of subsidy was reduced—from 50% to 40%. Within six months, the Vallejo City Council approved standard taxi fare increases as well.

Regional Trips to Fairfield Require Multiple Transfers, Long Travel Times

With the Solano Industrial Park, Travis Air Force Base, Solano Mall and numerous city and county government services, Fairfield is the largest employment center in Solano County. Employees travel to Fairfield from all over the county for work. It is not unusual for these regional trips on transit to require two to three transfers and long travel times.

Need for a Coordinated and Simplified Fare System

In Solano County, each transit provider has its own fare structure. According to the *2002 Welfare to Work Plan*, some passengers have trouble keeping track of the different fare and transfer policies.

Inadequate Intercity Transit to Major Employment and Educational Centers in Solano County

The 2002 Lifeline Study identified several important Solano County locations that are difficult or impossible to reach by public transit:

Benicia Industrial Park: The Benicia Industrial Park is located along Industrial Way south of I-680 between Lake Herman Road and Bayshore Road, and off Park Road north of the freeway. Currently there is limited public transit service via a local deviated fixed-route. In addition, an intercity fixed-route service stops at the Industrial Park and connects it to Fairfield, Vacaville, and BART stations in Contra Costa County.

Solano Industrial Park in Fairfield: Fairfield Industrial Park is located south of Highway 12 between Chadbourne Rd. and Beck Ave., which are connected by Courage Way. Employers include Anheuser-Busch and Jelly Belly. Fairfield/Suisun Transit Rt. 7 travels along Chadbourne, Beck and Courage Dr. and connects this industrial park to the Fairfield Transportation Center, Solano Mall and the local transfer center, and Cordelia.

Vacaville Industrial Park: The Vacaville Industrial Park is located in north Vacaville along Vaca Valley Parkway. This area has been served by transit to varying degrees over the past five years.

Gateway Plaza in Vallejo: Gateway Plaza east of Interstate 80 at Highway 37 is Vallejo's largest retail center. Rt. 5 and 7 provide service to Gateway Plaza every half hour until 7:30 p.m. during the week.

Recently Presented Unmet Transit Needs – MTC Public Hearing

Transportation Development Act (TDA) funds are a major funding source for transit. These funds are distributed directly to local jurisdictions. Because some local jurisdictions in Solano County use TDA funds for Streets and Roads purposes rather than solely for transit, the entire county is subject to an annual Unmet Transit Needs process according to TDA statutes. Vallejo uses all of its TDA for transit purposes. However, during the countywide process, the public may identify apparent Unmet Transit Needs in any jurisdiction. The issues below were raised during the Unmet Transit Needs process that began in December 2006 and concluded in the summer of 2007.

- Increase service in the I-80 corridor from Cordelia Village to Vallejo and del Norte BART Station.
- Increase service in the I-80 corridor between Vacaville, Fairfield, Vallejo and San Francisco
- Additional Vallejo bus service, including earlier and later service, keeping Route 80 on a commute schedule until 10:00 a.m. and running the Route 3 every 30 minutes during the commute period.

Additional Concerns Raised at the January 2008 Stakeholder Meeting

During the initial Stakeholders Meeting in January, along with being introduced to the overall project, stakeholders were also asked to begin to identify potential transportation gaps. A number of the concerns identified at the stakeholder meeting are covered in the issues stated above. However, a few new issues were raised:

- Lack of service to California Maritime Academy
- More bus shelters are needed; existing shelters need better maintenance
- Need information translated into Spanish
- Some populations, including seniors, disabled, youth and non-English speaking individuals, need more help negotiating transportation system
- Need bicycling programs, safe routes
- Improve connections to reduce overall trip time

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Section 4: Community Outreach Process

Community Outreach Objectives

To incorporate input from as many low-income Vallejo residents as possible, the Planning Team used methods designed to mitigate traditional barriers to low-income community participation. The team leveraged existing social networks by connecting with key stakeholders early in the community outreach process. In addition to representing their constituencies, these stakeholders were asked to provide opportunities for Planning Team members to meet with community members in group settings and individually. Outreach activities were performed in locations where community members receive services, rather than asking them to attend meetings outside their daily routines.

The main objectives of the outreach process were to:

- Encourage the participation of low-income individuals in the overall planning process.
- Respect and give full consideration to community input.
- Identify, clarify, confirm and prioritize gaps in transportation services.
- Enable low-income individuals to suggest potential solutions or strategies.
- Educate community members about the role of community-based transportation planning and what types of solutions are feasible.
- Build a consensus between communities and agencies about important issues and workable solutions.
- Create a shared vision among stakeholders for transportation system improvements for low-income individuals.

Priority Populations

In an effort to increase participation from a wide range of low-income residents, outreach activities focused upon locations where the following priority populations work, live, receive services, and recreate:

- Low-income parents
- Senior citizens
- People with physical and developmental disabilities
- Community college students
- School-aged youth
- Non-native-English-speakers and immigrants
- Current local public transportation users
- Job seekers
- Homeless and at-risk populations
- People in substance abuse recovery

Outreach Activities

The Planning Team used outreach tools designed to mitigate traditional barriers to low-income community participation. Rather than encouraging low-income community members to attend meetings outside their daily routines, the outreach was performed on-site, in English and Spanish.

The community outreach included:

- Stakeholder interviews with:
 - Local employers
 - Social service agency representatives who could not attend Stakeholder Group meetings
- Guided interviews in public locations where low-income individuals congregate, such as:
 - Local bus transfer centers
 - Health clinics and hospitals
- Focused discussions with groups at community and social service agencies, such as:
 - Head Start programs
 - Senior centers
- Online survey of local college students

In total, the Planning Team:

- facilitated three (3) Stakeholder Group meetings,
- conducted six (6) key stakeholder interviews,
- completed 150 guided interviews, and
- led 20 discussion groups.

To supplement the face-to-face outreach to low-income residents and service providers, students at Solano Community College and Touro University received a link to an online transportation survey. More than 400 students responded to the survey. Cal Maritime was also offered an opportunity to participate in this survey, but was unable to during the project timeframe.

The Planning Team also conducted interviews with two of Vallejo's largest employers: The Kaiser Permanente Medical Center and Kaiser Call Center.

Stakeholder Involvement – Initial Meeting

The Planning Team initiated outreach by establishing a Stakeholder Group. Community stakeholders—representing transit services, social service agencies, colleges, faith-based organizations, community groups, parent support services, and many other public agencies—provided critical input to the planning process, including helping to define transportation needs, identify strategies and prioritize projects.

On January 16, 2008, the Stakeholder Group convened to identify transit gaps and to begin the process of brainstorming solutions. The following are the organizations, companies and agencies that attended the initial Stakeholder Group Meeting. A complete invitation list is included in Appendix A.

- Area Agency on Aging
- Board of Supervisors, District 2
- California Maritime Academy
- Child Start
- City of Vallejo - Code Enforcement
- City of Vallejo Housing Authority
- City of Vallejo Transportation
- County of Solano, Health Services
- County of Solano, Maternal & Child Health Bureau
- Florence Douglas Senior Center
- Health and Social Services
- In Home Support Services (IHSS) Public Authority
- Independent Living Resource
- It's About My Baby
- Jesus Reigns Ministries
- Kids Xpress
- Office of Assembly Member Noreen Evans, 7th District
- Office of Congressman George Miller
- Office of Senator Patricia Wiggins
- Paratransit Coordinating Council
- Senior Coalition
- Solano College, Student Development
- Solano County Parolee Re-entry Program
- Solano Diversified Services
- Solano Transportation Authority
- State of CA, Dept of Dev. Services, Area 4
- Touro University
- Vallejo City Council
- Vallejo Family Resource Center - North Vallejo Site
- Vallejo Main Street
- Vallejo School District
- Vallejo Transit
- Vallejo Transit Citizen Technical Advisory Committee (CTAC)

As part of the discussion at the initial stakeholder meeting, participants were asked for ideas on how to conduct outreach to their clients and other low-income individuals. As a result, many stakeholders completed commitment cards to indicate the ways in which they could assist with the community outreach. (An example is included in Appendix B.) They chose from a list of options and identified other tactics that could be employed.

Interviews with Key Stakeholders

Stakeholders who were unable to attend the January stakeholder meeting or who play a key role in serving the target populations were interviewed separately. Interviewees include Salvation Army, the Workforce Investment Board, Vallejo Christian Help Center, Catholic Services of Solano County, Vallejo Adult School and La Clinica Vallejo. The interviews focused on

stakeholders' perceptions of the transportation services environment, including its strengths and challenges, and their vision of how the system could better serve low-income individuals.

Guided Interviews

Due to low literacy rates, oral interviews are often more effective than written surveys. The Planning Team conducted one-on-one guided interviews to solicit detailed responses. Interviewers asked the same questions as on the online survey, but interviewees were provided an additional opportunity to elaborate, clarify and respond to follow-up questions. Guided interviews took place in the following locations:

- Sereno Transit Center
- York/Marin Transit Center
- Health and Social Services Health Fair, Solano Community College, Vallejo Campus
- La Clinica Great Beginnings Health Clinic
- Vallejo Christian Help Center
- Vallejo WIC Clinic, Tuolumne Location
- Vallejo WIC Clinic, Fairgrounds Location
- Catholic Social Services General Assistance Recipients
- Vallejo Public Library
- Global Success Center/County Mobile Health Clinic
- Salvation Army

A total of 150 interviews were conducted, in English and Spanish. A blank interview guide is located in Appendix B.

Focused Discussions

The Stakeholder Group helped the Planning Team identify opportunities to conduct focused discussions during existing, regularly scheduled meetings that low-income priority populations were likely to attend. These flexible, focused small group discussions engaged people who might not ordinarily participate in larger workshops or one-on-one guided interviews.

The Planning Team also facilitated a total of 20 discussions with groups ranging from three to 30 participants. Participants included service staff and advocates as well as low-income individuals. Discussions were conducted in English, in Spanish and bilingually. Participants discussed their specific transportation needs and identified strategies for mitigating these needs. Focused discussions were held at the following locations:

- Solano County Maternal Child and Adolescent Health Staff Meeting/Black Infant Health Coalition Staff
- Senior Coalition of Solano County
- Solano County Mayors' Committee for Employment of People with Disabilities –Transportation subcommittee meeting
- Vallejo Senior Roundtable
- Vallejo Adult School ESL Classes (3)
- Vallejo Christian Help Center Job Readiness Class
- CalWORKs Job Readiness Class (2)
- Vallejo Housing Authority Resident Advisory Board
- North Vallejo Family Resource Center

- Sereno Village Family Resource Center
- Florence Douglas Senior Center (6)

Online Survey

Low-income Solano Community College-Vallejo (SCC) and Touro University students have internet access. The Planning Team administered an online survey to all students with Vallejo addresses and analyzed survey results from those students who met MTC's low-income guidelines. A total of 407 surveys were completed. A paper version of the online survey is available in Appendix B.

Among the SCC students who responded to the survey, 44% identified as low-income. At Touro, 65% of the respondents were low-income.¹³

At SCC, only the students who live in Vallejo were surveyed. At Touro, about 80 percent of the low-income respondents said they lived in Vallejo; the rest were not included in the analysis. Touro University no longer offers student housing; of the approximately 500 students, about 40 live on Mare Island in independent housing.

¹³ Due to sample size, the proportion of all students who are low-income may differ.

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Section 5: Community Outreach Summary

Overview of Community Outreach

As outlined in the previous section, there was extensive outreach in Vallejo. Dozens of stakeholders engaged in the process from the first meeting and helped develop outreach strategies in the community. The result was the collection of a large amount of input and the identification of numerous transportation gaps.

The following narrative provides summary results from each activity (stakeholder meetings, key stakeholder interviews, guided interviews and discussion groups). This is followed by a synthesis of key concerns—the Needs Assessment and an initial prioritization of solutions.

Stakeholder Meetings

The process of confirming previously identified potential transportation gaps and identifying additional gaps began at the first Stakeholders meeting in January. Mentioned briefly earlier, the following concerns were expressed during the initial stakeholder meeting. Comments were collected as stated and have not been filtered for accuracy.

Transit

- Trips requiring connections can take a long time; this is particularly challenging for those traveling with children.
- Limited service within Vallejo and intercity travel poses problems for those who start work early or work late, or have classes outside weekday times.
- There is limited weekend and holiday service.
- Some buses run less frequently than they used to run.
- No Sunday service makes it difficult for some to get to religious services.
- Some bus stops, shelters feel unsafe; improve maintenance, lighting.
- More covered bus stops are needed.

Affordability

- Social service agencies run out of transit passes by the 15th of the month.
- Intracounty transit travel is expensive.
- Help people with passes so they don't pay on a per-trip basis.
- Paratransit and taxi service are too expensive.
- Multiple transit agencies are not coordinated; it is hard to get and use passes, and there are no discounts between agencies.
- Seniors have multiple destinations and are not commute-focused.
- The local college (SCC) is seeking transportation solutions; they have no more land for parking.
- Some persons with disabilities say that perceived driver and dispatcher insensitivity is barrier to transit use.

Bicycling

- Need bicycle programs
- Safe cycling routes, safe walking routes
- Cycling is not an alternative for seniors.

Carpooling

- Promote carpooling at colleges.
- Head Start families could carpool, but there is the car seat issue.

Information

- Information needs to be translated into Spanish and Tagalog.
- Some populations need more help using transportation system—seniors, disabled, youth, non-English speaking.

Stakeholder Interview Input

Stakeholders who were unable to attend the Stakeholder Group Meeting on January 16, 2008 were interviewed separately. These included Salvation Army, the Workforce Investment Board, Vallejo Christian Help Center, Catholic Services of Solano County, Vallejo Adult School and La Clinica Vallejo. The results of these interviews are incorporated in the Stakeholder Meeting comments, above, and the Community Needs Assessment.

In addition, two employer interviews were conducted. The following are summaries of interviews with representatives from Kaiser Permanente Medical Center and the Kaiser Permanente Call Center, two of Vallejo's largest employers.

Kaiser Permanente Medical Center (KPMC)

KPMC has 2,000 employees, making it the largest employer in Vallejo. Employees work three shifts (day, swing and evening). According to the interviewee, 90 percent of employees likely drive alone, but KPMC does promote commute alternatives.

Employees are not likely to fit the low-income target, but KPMC doesn't track household income. The biggest problem associated with transportation to KPMC is parking, which they are solving by building a new hospital and parking lot (expected to be completed in September 2009). Also, a new Kaiser facility in Vacaville, scheduled for completion in April 2009, is projected to shift 40% of the patients from the Vallejo site to Vacaville.

One-third of Kaiser's patients are on Medicare or Medi-Cal, and many of them use transit. The bus stop near Kaiser is rundown and feels unsafe. Many people loiter nearby. Seniors, especially, would welcome a shuttle instead of a public bus and bus stop.

Kaiser Call Center

The Kaiser Call Center has 950 employees; it is also one of the larger employers in Vallejo. The Call Center operates 24-hours-a-day, seven-days-a-week, so employees work a wide variety of shifts. Most employees drive to work and park in a lot shared with Longs Drugs. Due to parking congestion, Kaiser encourages the use of transportation alternatives and is building a new lot. The Call Center doesn't have information about household income, but notes that employees are served by two unions, which suggests that these are relatively high-paying jobs. However, many of the employees are single mothers, and no onsite childcare is provided.

Guided Interviews

Of the 150 low-income respondents in Vallejo who participated in the guided interviews, about half have a job that they travel to each day. Shopping and running errands and visiting friends and family are their other frequent destinations.

The low-income population generally does not travel outside Vallejo. When they do travel outside the area to shop and visit family and friends, the most common destinations are nearby communities: Cordelia/Fairfield/Suisun City, Napa County and Benicia.

Respondents were asked what factors they considered in making their transportation decisions. Amongst those who did not drive, most stated that they did not own a car. Biking, many reported, is unappealing mainly because of distance, and taxis cost too much.

Interviewees reported that they were mainly concerned with transit unreliability, long waits for the bus and slow travel time, the lack of service on Saturday and Sunday, and buses that don't run late enough.

Online Survey

Low-income Solano Community College (SCC) and Touro University students were invited to take an online survey regarding mobility issues. A total of 407 surveys were completed by students identified as low-income.

Solano Community College- Vallejo Campus

The Vallejo campus of Solano Community College opened to students in fall 2007. With a current enrollment of 1,200, SCC has capacity for 3,000 students (by contrast, the main Fairfield campus has an enrollment of 11,000).

Three-quarters of the low-income students who reside in Vallejo usually drive or carpool, a few are dropped off by family or friends, and about one in six say public transit is their primary transportation mode. (This doesn't mean they necessarily use transit to get to Solano Community College, as many also have jobs and other destinations.) Among those who use public transit, most buy monthly transit passes. They purchase them at the Vallejo Transit Center, Safeway, the Ferry Building, City Hall and other locations. Respondents are most likely to use Vallejo Transit, BART and the Vallejo Ferry. Most who use Vallejo Transit say they use it to connect with other transit providers, too.

About one-third of Vallejo's low-income SCC students also travel to the Fairfield campus. Fewer than half have jobs, mostly in Vallejo or the Fairfield/Suisun City area. Most of their frequent transportation needs are in Vallejo, or, secondarily, in Fairfield or Suisun City. Respondents do, however, travel to San Francisco and Vacaville to visit family and friends and to shop. Relatively few report traveling to child care, social service agencies, religious services, second jobs or medical/dental appointments. Those that do need transportation to these destinations need it infrequently.

The top barrier to using a car, in general, for these low-income students, is the expense, cited by more than half of the respondents. Others said that a car wasn't reliable or available. Distance is the primary obstacle to biking; a few mentioned safety-related issues and that they don't own a bike. Respondents generally don't use taxis because of the cost, but also because they take too long to arrive.

The students' top transportation complaint about school is the lack of parking at the Vallejo campus of Solano Community College. Students have to arrive very early to find a spot. Many said that they would like to use the bus but the closest stop is too far away.

Touro University

Touro University California is a rapidly expanding graduate education institution focusing on health careers and teacher preparation programs.¹⁴ During the 2005-2006 academic year, 320 students lived in Vallejo while 143 lived elsewhere in the county, for a total of 463 Touro students living within Solano County. An additional 252 medical students were on clinical rotations in hospitals located outside Solano County.¹⁵

The survey was administered to all students, faculty and staff. Only a handful of faculty and staff responded, so they were excluded from the analysis and these findings all refer to students.

Most low-income respondents say their primary transportation mode for all trips is to drive, carpool or get dropped off by family and friends. The rest usually bike. None reported regular transit use, probably because they all travel to Mare Island daily, which isn't served by transit. While none said that transit was their *usual* mode, half reported using the Vallejo Ferry, half reported using BART, and only one in five said they use Vallejo Transit for some trips, but not to Touro University. Virtually all of the respondents who answered this question complained that Vallejo Transit doesn't serve Mare Island.

Less than one-half of the low-income students surveyed have jobs, mostly in Vallejo; most reported that they are going to college full-time. However, their transportation needs are more far-reaching than those of the SCC students. Respondents travel to San Francisco, Benicia, Fairfield, Sacramento and Vacaville to visit family and friends and to shop. Like the SCC students, few reported traveling to child care, social service agencies, religious services, second jobs or medical/dental appointments.

The top barrier to using a car is the expense, cited by more than half of the respondents. Some complained that their carpool wasn't reliable.

The biggest barrier to transit use is that it doesn't go where they need to go, or they don't know if it goes to their destinations. Many complained that it takes too long. Service that doesn't run late enough is a problem for some, as are safety and cost.

According to the students, distance and strenuousness are the primary obstacles to biking. A significant proportion cited safety, and many mentioned that they don't own a bike. Respondents don't use taxis mainly because of the cost, but also because they take too long.

The top transportation complaint is the lack of transit to Mare Island. Students also want greater access to BART. The ferry is expensive. Many say they'd like to bicycle but the paths aren't safe.

Focused Discussion Groups

Findings from the focused discussions are presented in the Community Needs Assessment and the Participants' Ideas sections below. These sections also include specific concerns and suggestions that were articulated to the Planning Team during the guided interviews, stakeholder interviews and stakeholder meetings.

¹⁴ Touro University Website: www.tu.edu

¹⁵ Touro University: Contributions to the Solano County Economy. Bay Area Economics, September 15, 2006.

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Community Needs Assessment

After the extensive outreach to stakeholders and directly to the low-income population, all the input collected was compiled and analyzed. Common themes and issues were identified. The most common and critical transportation-related concerns expressed are outlined below.

Transit—Route Service and Schedules

Specific service gaps include:

- Route 2 bus only operates once per hour and service stops too early.
- Bus stops along Magazine and Admiral Callahan are too spread out.

The following locations are difficult to access:

- Wal-Mart in Vallejo and American Canyon
- Fairfield, in the evening
- Solano Community College, Vallejo
- Mare Island, including Touro University and social service sites
- Glen Cove neighborhood
- Industrial parks outside Vallejo
- Marin County

Transit service reductions on Sunday have resulted in residents missing religious services. Long headways are inconsistent with the one-hour transfer period. Buses, particularly on popular routes, often don't arrive on time.

Transit—Span of Service

Transit service span is limited: Bus service stops too early in the evening and is inadequate on the weekends and holidays. The limited service span is a barrier to employment, particularly for graveyard and swing shifts.

Transit—Costs

Transit fares are costly, especially for families with children.

The ferry is too expensive.

The cost to take transit to Fairfield, where many jobs are located, is too expensive.

Elimination of free school bus service means that families now have to pay for their children to ride regular fixed-route public transit. If a family has more than one child, the cost of buses can be extremely high. The public transit buses for students are not as flexible as the yellow school bus.

Transit—Safety and Comfort

Many people are afraid of riding the bus because of safety issues on board the bus and at bus stops.

Rowdy bus passengers sometimes intimidate other passengers and bus drivers.

Transfer stations are perceived as dangerous.

There are no garbage cans or bathroom facilities at Sereno Transit Station. Many bus stops are not equipped with benches, shelters, lighting or waste baskets. Some bus drivers and dispatchers are rude and unhelpful when asked for directions and transit information. Some passengers with disabilities feel unsafe on fixed-route buses as drivers don't always wait until riders are situated before moving the vehicle. Some drivers do not enforce rules about giving up seats to elderly and disabled riders. Grocery shopping is particularly difficult for public transportation users.

Transit—Coordination

While some intercity routes run until 11 p.m., there is no service into neighborhoods at night. Transit services throughout Solano County are not one operator's network. The cost of transferring to a different provider is expensive. Riders can become stranded if they expect all buses to end service at the same time. Bus connections are not timed properly. Riders have to wait a long time to transfer.

Transit—Accessibility and Convenience

It's hard to travel with strollers. Bus service to the WIC offices is too infrequent. Monthly bus passes are available in too few locations. Service agencies do not receive enough bus passes for all clients who need them. Shuttle service for seniors exists, but it does not extend beyond Vallejo or, for example, to get to the Cancer Society in Fairfield, riders must provide three to five days' notice. Frail seniors are homebound because they need door-through-door service. Some bus drivers do not know how to load wheelchairs, which results in delays and frustrated customers. Only two wheelchairs are permitted on buses. Riders can only make one stop using paratransit, even if they need to go to multiple destinations.

Education and Outreach

Many users are confused about routes, fares and hours of service. This is particularly true for non-English speakers. There are not enough posted bus schedules.

Alternatives to Public Transportation

Bicycling is unsafe. Bike lanes on Broadway are too narrow. There is not enough space on bus bike racks, and drivers do not always explain to riders how to load bicycles onto racks. Bikes get stolen because there are inadequate storage areas. Some taxi drivers don't pick up senior citizens. While many seniors use taxi scrip, the scrip program is currently threatened with reduction. Scrip is available in too few locations. There is insufficient parking at Solano Community College.

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Outreach Participants' Suggestions for Solutions

As part of the outreach process, facilitators encouraged participants to suggest strategies to remedy transportation problems. Participants offered a wide range of solutions.

Transit – Service

Extend route coverage throughout Vallejo.
Extend route coverage to Solano Community College, Vallejo.
Extend route coverage to Mare Island; make sure it serves social service providers.
Offer more frequent service, especially during peak times and on popular routes.
Provide more weekend service.
Consider using smaller buses (even shuttles) during less busy times and on less popular routes and express buses at peak hours on busy routes.
Improve on-time performance.

Transit – Safety

Hire security officers on bicycles to patrol bus stops.
Improve bus stops and shelters. Provide better lighting, covered stops, benches, away from obstructions. (e.g., stop on Route 2 bus line at Fairgrounds is behind a bush).

Transit – Coordination

Improve coordination between different transit providers that take riders to employment centers and BART. Build in lag time so passengers aren't stranded or delayed.
Coordinate buses with locations/hours of social services.
Extend transfer duration.

Education and Outreach

Establish a transit ambassadors/travel buddies program, especially for seniors.
Provide better route and fare information, in multiple languages, especially Spanish. Post maps at bus stops, sides of buses, on the internet, in newspaper ads and through public service announcements.
Work through social service agencies, community-based organizations and alternative publicity channels (kids in school, Vallejo Adult School, churches, monthly library programs) to provide up-to-date information on available transportation alternatives.

Bicycling/Walking

Increase bicycle capacity on buses.
Expand bicycle programs and offer safe cycling and walking routes.
Improve bike lanes.

Taxis

Help coordinate taxi share with groups of seniors or other community members who live near one-another.
Offer emergency taxi services.
Expand the taxi scrip program.

Lower standard taxi fares.

Senior/Disabled Services

Expand paratransit eligibility.

Provide appropriate services for the frail and elderly (i.e., door-through-door service).

Train drivers to be more efficient in loading/unloading of passengers in wheelchairs.

Carpooling

Provide a gas card or financial incentive to carpool.

Cost

Lower transit fares.

Offer discounts for students and families.

Provide additional passes or tokens to social workers to hand out to families.

Explore public-private partnerships with shopping destinations. Ask businesses to help offset the costs of new services from senior housing to Food 4 Less, Raley's and Wal-Mart. Ask employers to help offset the costs of shuttles to and from industrial parks.

Facilitate better use of assisted living shuttles and expand existing use.

Explore ways to expand the capacity of existing programs, such as the Area Agency on Aging escort service.

Develop booster clubs to pay for cabs, including tips.

Initiate an adopt-a-bus stop program.

Better use and subsidize volunteers. An on-demand countywide service could be operated during peak hours using volunteer drivers or seniors paid through senior corps.

Fund positions for volunteer coordinators and recruiters.

Develop partnerships with senior centers to make shuttles available to other users.

Top Priority Solutions

At the Stakeholder Prioritization Meeting on March 19, participants had an opportunity to review the potential solutions listed above. After reviewing the community recommendations, they participated in a prioritization exercise and discussed their concerns. Participants recommended the following strategies be given top priority (not ranked):

Extend fixed-route coverage in Vallejo.

Extend route coverage to Solano Community College.

Extend route coverage to Mare Island, especially social service providers.

Provide more weekend service.

Improve bus stops and shelters- better lighting, covered stops, benches, access.

Lower transit fares.

Provide additional transit passes and tokens for social services agencies to distribute to clients.

Establish a transit ambassadors/travel buddies program

Provide better route and fare information in multiple languages, especially Spanish.

Expand paratransit eligibility.

Expand the taxi scrip program.

Expand capacity of senior escort service.

Improve volunteer program, provide on-demand service using volunteer drivers, create jobs for seniors through senior corps, and fund volunteer coordinators.

Explore public-private partnerships.

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Section 6: Feasibility Analysis

The consulting team reviewed the highest priority strategies, discussed them with potential lead agencies, and analyzed their feasibility. Criteria for feasibility included cost, potential funding availability, implementation schedule and environmental concerns. The following pages describe each strategy and recommend implementation steps.

Need: Recent transit cuts have significantly reduced the mobility of the low-income, transit-dependent population in Vallejo.

Strategy: Extend route coverage, frequencies, and span of service in Vallejo.

Lead Agency: Vallejo Transit

Time Frame: 1-3 years

Cost: Depends on level of expansion. Each additional hour of fixed-route service costs more than \$100/hour

Potential Funding Source: STA, JARC

Analysis and Implementation: The Vallejo Transit system has a ridership demand that is outpacing its financial resources that is being further exacerbated by rapidly rising fuel costs. Services have been and will continue to be evaluated to scale services within budget. There may be opportunities to allow Vallejo Transit to make changes to service, but, additional funding will be required to make substantial improvements.

Need: Low-income residents are unable to get to jobs and other destinations due to limited service on Saturday and Sunday.

Strategy: Provide more weekend service via Vallejo Transit fixed-route or other methods.

Lead Agency: Vallejo Transit

Time Frame: 1-3 years

Cost: One additional bus in service on every Saturday and Sunday would cost over \$200,000/year. The cost of increasing weekend service depends upon the level of service to be added.

Potential Funding Source: STA, JARC

Implementation: Additional funding would need to be secured to increase fixed-route weekend service which is lower performing (less ridership and lower revenue generation) than weekday service. New fixed-route service creates a new required level of complementary paratransit service.

Need: Solano Community College Vallejo campus is not served by transit. Parking is at capacity and students have few realistic alternatives to driving.

Strategy/Description: Extend existing Vallejo Transit route coverage to Solano Community College.

Lead Agency: Vallejo Transit

Time Frame: 1-3 years

Cost: The marginal cost of adding this service could be minimal to approximately \$580,000 depending upon how service is delivered.

Potential Funding Source: TDA, STA, JARC, student fees

Analysis and Implementation: SCC-Vallejo is somewhat isolated and is surrounded by fields and higher-end housing. To divert an existing route will need to be preceded by a cost-benefit analysis of what areas would not be served if a route is modified to serve SCC-Vallejo. If additional funds are needed, various funding options should be considered including revenue from SCC or the students to cover the incremental cost of service. Providing direct bus service should be one component of an aggressive Transportation Demand Management effort at Solano Community College- Vallejo. With the establishment of bus service, consider raising parking fees to subsidize transit tickets.

Need: Low-income residents are not able to directly access Mare Island, including Touro University, the Vallejo School District offices and social services providers via transit.

Strategy: Extend route coverage to Mare Island, especially to social service providers.

Description: Limited service to Mare Island could serve Touro University, the Vallejo Unified School District offices and some social service providers.

Lead Agency: Vallejo Transit

Time Frame: 1-3 years

Cost: Varies depending upon service. Over \$500,000 annually for a one bus service, six days a week.

Potential Funding Source: STA, JARC, TFCA

Analysis and Implementation: Several years ago there was transit service onto Mare Island. The U.S. Forest had moved to Mare Island from downtown San Francisco with many transit-dependent employees. The service operated between the Ferry Terminal and U.S. Forest Service with stops in between. Within a couple years the service was discontinued due to low ridership and reduced funding. Since that time, further development has occurred on Mare Island, including the addition of Touro University, housing, and other uses. Development is somewhat dispersed on Mare Island. New transit service onto the island may be best offered on a pilot basis to test actual demand at this stage of island development and to qualify for funding.

Need: Some bus stops and shelters feel unsafe and uninviting, especially for seniors and those traveling with children.

Strategy: Improve bus stops and shelters; provide better lighting, covered stops, and benches.

Description: The CBTP community outreach process and Vallejo Transit have identified bus stops that have been prioritized for improvement.

Lead Agencies: Vallejo Transit

Time Frame: 1-3 years

Cost: Variable, depending on number of shelters. Replacing and maintaining a shelter costs approximately \$12,000.

Potential Funding Source: STA, JARC, Prop 1B

Analysis and Implementation Issues: Use Vallejo Transit's priority list of bus stops need improvement and secure funding to implement. In addition to transit funding sources, explore public-private partnerships such as an adopt-a-bus stop program with Vallejo Main Street, the Chamber of Commerce, and local companies.

Need: Taxi scrip often runs out mid-month in Vallejo. A subsidized taxi program offers a great deal of mobility for low-income senior and disabled residents at a relatively low cost.

Strategy: Expand the taxi scrip program.

Description: Providing taxi scrip can be a cost-effective way to offer service to low-income individuals, especially in areas where transit service is limited.

Lead Agency: Vallejo Transit

Time Frame: 1-3 years

Cost: \$200,000/year

Potential Funding Source: TDA, STA, JARC, New Freedom

Analysis and Implementation: Vallejo Transit would need to secure additional funds to expand the program. Program foundation is currently in place. Senior centers and programs can help publicize the existing and any new program.

Need: Low-income residents need help understanding and feeling comfortable using transit.

Strategy: Establish a transit ambassadors/travel buddies program for low-income residents that provides one-on-one orientation and/or accompaniment.

Description: A transit ambassador program would give low-income residents one-on-one travel training, orientation and/or accompaniment so that they can better understand the transit system overall and for their specific needs. The program would address concerns of individual riders who may be initially weary of using transit. This would be particularly helpful for low-income and seniors in general.

Lead Agency: Vallejo Transit and/or Solano Transportation Authority

Time Frame: 1-3 years

Cost: Extended outreach and staffing could cost up to \$100,000/year.

Potential Funding Source: TDA, STA, JARC or New Freedom (a funding source that promotes the shift from paratransit to more cost-effective fixed-route bus ridership).

Analysis and Implementation: Depending upon the initial and on-going response, this could be a labor-intensive program. Senior centers and the Area Agency on Aging can help identify and qualify low-income seniors who need assistance. The Florence Douglas Senior Center can provide meeting space. The program could be managed and entirely staffed by a public agency or staffing/training responsibilities shared with senior centers, senior programs, or other organizations who work more directly with the low-income population.

Need: The cost of transit is a hardship for the low-income population in Vallejo.

Strategy: Lower transit fares; provide additional passes for social services agencies to give to clients.

Description: Low-income Vallejo community members who participated in the planning process overwhelmingly favored lowering transit fares and offering free or discounted passes. However, Lifeline funding is intended to expand the transportation capacity in the project area and currently may not be used to subsidize transit fares or provide passes.

Lead Agency: Vallejo Transit, Area Agency on Agency, Solano County Health and Human Services

Time Frame: Not applicable

Cost: \$100,000/year

Potential Funding Source: STA, JARC

Analysis and Implementation Issues: Lead agencies may be able to provide match funding which allows them to subsidize transit passes while receiving funding for eligible activities such as marketing and administration of the program.

Need: Low-income seniors may need transportation assistance beyond that which is provided by public transit agencies.

Strategy: Create a volunteer program which could provide jobs for seniors, and provide transportation on a volunteer basis.

Description: Transportation assistance is already provided through the Area Agency on Aging, Faith in Action and by the local senior centers. Recent funding cuts preclude the Senior Center from developing new programs.

Lead Agency: Area Agency on Aging, Florence Douglas Senior Center

Time Frame: Not applicable

Cost: Up to \$20,000/year

Potential Funding Source: STA, JARC

Analysis and Implementation Issues: Some seniors would like a more personalized transportation service than can be provided by public agencies. They would like assistance in terms of being accompanied into and out of facilities, having a driver wait while they attend to a medical appointment, and other similar assistance. Some local non-profits provide these services but are limited on the amount of service they can provide due to funding limitations.

Need: Low-income residents would like the Vallejo RunAbout to serve a wider population by expanding paratransit eligibility.

Strategy: Expand paratransit eligibility.

Description: The current Vallejo RunAbout service is available only to passengers who meet the Americans with Disabilities Act (ADA) eligibility criteria and service conforms with ADA criteria. This project would be to offer similar service to individuals who do not meet the ADA eligibility requirements.

Lead Agency: Vallejo Transit or Non-profit

Time Frame: Not applicable

Cost: \$500,000 - \$2,000,000/year depending on extent of service

Potential Funding Source: STA, JARC, New Freedom

Analysis and Implementation Issues: Vallejo's RunAbout paratransit service eligibility is based on ADA criteria. It is a mandated service. Like other ADA paratransit services, it is not extremely cost-effective but provides critical mobility to those who are unable to use the fixed-route system. Non-ADA passengers cannot be served if it will prevent ADA passengers from receiving rides. Expanding the eligibility would require significant additional funding under the existing service model. An alternative service model may be more cost-effective and less cumbersome than expanding the current service. Services to non-ADA passengers may be better served by a taxi scrip or service developed and administered by a non-profit agency.

Need: Low-income seniors need an escort service earlier, later and more frequently than is currently available. Those that are disabled, especially with mental impairments, but may not qualify for paratransit, are sometimes nonetheless uncomfortable using public transit.

Strategy: Expand capacity of Area Agency on Aging (AAA) escort service.

Description: The AAA currently provides approximately 3,000 door-through-door trips per year to predominantly low-income seniors within Vallejo. Expanding the service would entail lowering the qualifying age from 62 to 60, attracting more drivers by raising the hourly rate, and enabling the program to serve low-income Vallejo residents whose homes are in unincorporated parts of the County in or adjacent to Vallejo. In addition to expanding the service, funding would supplement the donation gap and would be used to hire a full-time staff person to recruit drivers, dispatch and manage the daily program.

Lead Agency: Area Agency on Aging

Time Frame: 1-3 years

Cost: Approximately \$75,000/year

Potential Funding Source: STA

Analysis and Implementation: A program is in place to expand upon. Additional funding could expand the program. Senior centers and other senior programs could identify and assist with qualifying potential clients.

Need: Low-income residents who don't speak or read English consider that a significant barrier to transit use.

Strategy: Provide more route and fare information in multiple languages, especially Spanish. Expand transit information staff who are multilingual.

Description: Transit brochures and other materials would be translated into Spanish and provided wherever Vallejo Transit information is available. Increase recruitment efforts to increase staff with multilingual capabilities or utilize technology with language translation resources.

Lead Agency: Vallejo Transit, possibly Solano Transportation Authority

Time Frame: 1-3 years

Cost: Variable, depending on how many copies of the materials are printed. Translation costs are approximately \$300 per brochure. Additional costs would include printing and distribution. Other costs could include transit information staff with bilingual skills and/or technology to expand verbal and written language options.

Potential Match Funding Source: STA or JARC

Analysis and Implementation: Determine whether this project could be most cost-effective as a Vallejo Transit project or as a countywide effort administered by the STA. Evaluate extent of written materials needing translation for the public and for transit information resource staff. Evaluate level of bilingual capabilities of existing transit information staff and technological opportunities for translating purposes such as telephone language services and on-line language translation services.

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Section 7: Funding Sources

State Transit Assistance (STA) funds

These funds are available to provide financial assistance for public transportation, including both capital and operating expenses. There are various STA revenue streams. Most transit operators, including Vallejo Transit, receive a direct allocation of STA Revenue-based funds annually. In Solano County, there are population-based STA funds distributed at the county level by the Solano Transportation Authority. STA funding is also one revenue sources of the Lifeline pool of funds and are allocated at the county level by the Solano Transportation Authority

Job Access Reverse Commute (JARC) funds

These funds support transportation to work, including both capital and operating expenses. Funds can go to agencies other than public transit operators, but the service must be available to everyone. JARC funding is part of the Lifeline pool of funds.

Prop 1B funds

These funds are for transit capital expenses only. Prop 1B funds are part of the Lifeline pool of funds. There are non-Lifeline Prop 1B funds that may be secured through various competitive processes and categories.

New Freedom funds

These funds are part of the SAFETEA federal legislation. Eligible projects expand transportation services for disabled people, beyond ADA requirements.

Transportation Development Act

TDA funds are generated from a tax of one-quarter of one percent on all retail sales in each county; used for transit, special transit for disabled persons, and bicycle and pedestrian purposes. TDA moneys are collected by the state and allocated in the Bay Area by the Metropolitan Transportation Commission to fund transit operations and programs. In non-urban areas, TDA funds may be used for streets and roads under certain conditions.

Bay Area Air Quality Management District - Transportation Fund for Clean Air

The Transportation Fund for Clean Air (TFCA) is a grant program funded by a \$4 surcharge on motor vehicles registered in the Bay Area. The purpose of the TFCA program is to provide grants to implement the most cost-effective projects in the Bay Area that will decrease motor vehicle emissions, and thereby improve air quality. Projects must be consistent with the 1988 California Clean Air Act and the Bay Area Ozone Strategy. TFCA funds are available through two main channels: the Regional Fund and the County Program Manager Fund. The Regional Fund receives about 60% of the TFCA revenues and is administered directly by the Air District. The Program Manager Fund receives approximately 40% of the TFCA revenues and is administered in coordination with the Bay Area's nine county congestion management agencies (CMAs).

Community Development Block Grants (CDBG)

The CDBG program is administered by HUD (Housing and Urban Development). These grants are to benefit low and moderate income individuals, and may be used for transportation services.

FTA Section 5310 Grants

This capital grants program funds projects that meet the transportation needs of elderly persons and persons with disabilities in areas where public mass transportation services are otherwise unavailable or insufficient. Funds are to be used for capital expenditures.

FTA Section 5311 Grants

This grant program funds projects that provide local public transportation services in a non-urbanized area. Eligible projects include capital assistance other than construction activities, capital assistance for facility construction, and operations subsidy.

Direct or In-Kind support from the City of Vallejo or Solano Transportation Authority

For projects with relatively low costs, the City of Vallejo or Solano Transportation Authority may be able to provide staff time or administration expenses to match the funding requirements.

Private Sector

Local employers may see improving transportation as an aid to staff retention and recruitment. They may be interested in providing financial or in-kind support. Many already work with SNCI on transportation demand management issues, and may be interested in expanding their programs. Other businesses or business organizations, such as the Chamber of Commerce, may welcome an opportunity to provide support for projects that beautify a particular area, such as an adopt-a-shelter program.

Private Foundations

Private foundations often fund nonprofit organizations that have goals which include transportation (such as the 25-year relationship between the Robert Woods Foundation and Faith in Action). Private foundation funding can be used as matching funds with other funding sources, or as the sole funding source.

User Fees

In some cases, fees can be used to help offset the costs of providing a service. For example, an educational institution could add a transportation fee for all students to subsidize the cost of adding new or expanded transit service.

Appendix A: Stakeholder Group Meetings

January 16, 2008, March 19, 2008

The following organizations were invited to the Stakeholder Group Meetings. Attendees to the January meeting are indicated in **bold**; those who came to the March meeting are underlined.

<u>Area Agency on Aging</u>	MTC	Vallejo City Council
<u>Board of Supervisors, District 2</u>	NorthBay Transit Group, Inc.	<u>Vallejo Family Resource Center - North Vallejo Site</u>
California Highway Patrol		Vallejo Family Resource Center - Sereno Village Site
<u>California Maritime Academy</u>	<u>Office Of Assembly Member Noreen Evans, 7th District</u>	Vallejo Family Resource Center - Vallejo Site
Catholic Social Services of Solano County	<u>Office of Congressman George Miller</u>	Vallejo Garbage Service
Center for Behavioral Health	<u>Office of Senator Patricia Wiggins</u>	<u>Vallejo Main Street</u>
<u>Child Start</u>	<u>Paratransit Coordinating Council</u>	Vallejo Sanitation and Flood Control District
Children's Network	Paratransit Rider Citizen's Committee	<u>Vallejo School District</u>
Children's Nurturing Project	Partnership HealthPlan of California	<u>Vallejo Schools</u>
<u>City of Vallejo - Code Enforcement</u>	Petrochem Industries	<u>Vallejo Transit</u>
City of Vallejo Economic Development Dept.	<u>RAB Board</u>	Workforce Investment Board (PIC)
<u>City of Vallejo Housing Authority</u>	Salvation Army	XKT Engineering
City of Vallejo Planning Department	<u>Senior Coalition</u>	<u>Yellow Cab</u>
<u>City of Vallejo Transportation</u>	Seven-Up Bottling Company	Youth & Family Services
Costco - Vallejo	Six Flags Discovery Kingdom	
<u>County of Solano, Health Services</u>	Solano Coalition for Better Health	
<u>County of Solano, Maternal & Child Health Bureau</u>	<u>Solano College, Student Development</u>	
Crestwood Manor Vallejo	Solano County Black Chamber of Commerce	
CSAA - Vallejo	Solano County Office of Education	
<u>CTAC</u>	Solano County Organization Committee	
Department of Rehabilitation	<u>Solano County Parolee Re-entry Program</u>	
Downtown Business Associations	Solano County Transportation Dept.	
Educaide Software	<u>Solano Diversified Services</u>	
<u>Faith in Action</u>	Solano EDC	
First Place for Youth	Solano Family & Children's Services	
<u>Florence Douglas Senior Center</u>	<u>Solano Transportation Authority</u>	
Goodwill Industries	State of CA, Dept of Dev.	
<u>Health and Social Services</u>	<u>Services, Area 4</u>	
Home Depot - Vallejo	Sutter Solano Medical Center	
<u>IHSS Public Authority</u>	Target Stores - Vallejo	
<u>Independent Living Resource</u>	Times-Herald	
<u>It's About My Baby</u>	<u>Touro University</u>	
Jeffco Industrial Painting	U.S. Forest Service	
<u>Jesus Reigns Ministries</u>	Vallejo Adult School	
Kaiser Permanente Call Center	Vallejo Chamber of Commerce	
Kaiser Permanente Medical Center	Vallejo Child Development	
<u>Kids Xpress</u>	Vallejo Christian Help Center	
La Clinica Vallejo		
Mayor of Vallejo		
Mervyn's Dept. Store - Vallejo		
Meyer Corporation		

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Appendix B: Outreach Tools

Sample Commitment Form

Vallejo Community-Based Transportation Plan (CBTP) Stakeholder Outreach Commitment Form

Your Contact Information

Name: _____

Organization: _____

Address: _____

Phone: () - _____

Email: _____ @ _____

Community Outreach Participation

I commit to helping with community outreach in all of the following ways (please check as many as possible):

- Distributing and collecting surveys
Number of surveys – English _____ Spanish _____
- Invite a CBTP facilitator to discuss transportation needs at regularly scheduled meeting (e.g., staff meeting, job group, etc.)
- Set up a small group meeting specifically to discuss transportation needs
- Provide contacts for interviews
- Other _____

Additional Stakeholders

Do you have suggestions for other individuals/organizations who could assist with outreach efforts for the CBTP?

Name: _____

Affiliation: _____

Name: _____

Affiliation: _____

Guided Interview Instrument

Interviewer Initials _____; Location/date _____; Confirm target area: _____

Interview Guide – Note Alternatives Discussed

This survey is confidential. You will not be asked for your name or the name of your employer. We will use this information improve transportation in the area. Thank you for your time.

1. How often do you need transportation to the following:

	First job	Second job	School	Child care	Social service agencies	Visit Family/Friends	Shopping/Errands	Religious services	Medical/Dental	Other (specify)
Daily										
2-3 times a week										
Once a week										
2-3 times a month										
Once a month										
Less than once a month										
Never										

2. Where do you go for these activities?

	First job	Second job	School	Child care	Social service agencies	Visit Family/Friends	Shopping/Errands	Religious services	Medical/Dental	Other (specify)
Vallejo										
Fairfield/Suisun City/Cordelia										
Sacramento/Davis/Dixon										
Benicia										
Vacaville										
Unincorporated Solano county										
San Francisco										
Contra Costa County (specify)										
Napa County (specify)										
Other specify										

Specific part of city: _____

3. Do you have problems or difficulties with your transportation to these locations?

Vallejo Community-Based Transportation Plan

		First Job	Second Job	School	Child care	Social Service agency	Visit Family/Friends	Shopping/Errands	Religious services	Medical/Dental	Other (specify)
	No Problem										
Auto	Can't drive										
	Car not available										
	Car not reliable										
	Costs too much (gas, maint, other)										
	Carpool not reliable										
Transit	No transit										
	Don't know if there's transit										
	Infrequent										
	Takes too long										
	Not early enough										
	Not late enough										
	No service Sat										
	No service Sun										
	Safety (on bus, at stop, walking to/from?)										
	Cost										
Bike/Walk	Too far										
	Too strenuous										
	Travel w/kids										
	Safety										
	No bike										
Taxi	Cost										
	Doesn't serve return trip										
	Takes too long										
Other											

4. Do you have access to a car? Yes _____ No _____

5. How do you usually get around? (check all that apply and collect by trip type)

- | | |
|-------------------------------------|-----------|
| 1.Drive | 6.Bicycle |
| 2.Carpool | 7 Walk |
| 3.Dropped off by friend/family | 8. Taxi |
| 4 Train (BART or Capitol Corridor?) | 9. Ferry |
| 5 Transit (which?)_____ | |

(Ask if they work) 6. Which days do you usually work?

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

(Ask if they work) 7. What is your schedule? Day Night Swing Varies

8. How many people are in your household?_____

(Ask if more than 1 in household) 9. What are the ages of any children under the age of 18?

1_____, 2_____, 3_____, 4_____, 5_____

(Ask if necessary) 10. Approximately what is your annual household income?

- 0-\$17K
- \$18K-\$22K
- \$23K-\$27K
- \$28K - \$34K
- \$35K- \$40K
- \$41K- \$45K
- \$46K-\$52K
- \$53K - \$58K
- \$59K-\$69K
- \$70K or more

11. What is your age?

- 17 or younger
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

12. Which of the following applies to you?

- Student
- Youth
- College (full-time)
- Other_____
- Military
- Disabled
- Employed (FT, PT)
- Unemployed – (looking for work, not looking for work)

(if use transit)

13. Do you usually buy monthly bus passes?

Yes _____ If yes, Where? _____
No _____

14. Do you have a driver's license? Yes _____ No _____

15. What are your concerns about your transportation?

(For locations with difficulties, collect specific origin and destination addresses and time/day of week.)

