

The Solano Transportation Authority (STA) in coordination with the City of Vallejo and SolTrans is conducting a study to find out how to improve transportation services for underserved communities in Vallejo.

Input from residents is very important and appreciated!

Please take a few minutes to complete this **confidential** survey online via the **QR code** to the right or visiting www.sta.ca.gov or by filling out this form. This form can be returned by placing it in the mail after folding and taping closed with the postage paid, mail back panel showing. Please return by August 30th, 2019. Please complete the survey only once.



If you have any questions or need assistance filling out this survey, please call (800) 535-6883

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(707) 399-3239

A. How do you travel?

1. How do you usually get around? (Check all that apply.)

- Walk
 Bicycle
 Paratransit
 Bus
 Drive
 Get a ride/Carpool
 Taxi/Lyft/Uber
 Non-Profit Agency
 Other _____

2. Is traveling to any of these destinations difficult for yourself or someone you care for?

(Check the destinations and name specific locations that are hard to reach.)

- Job/job seeking (Specific location) _____
 Grocery shopping (Specific location) _____
 Sports, parks and recreation (Specific location) _____
 School and daycare (Specific location) _____
 Medical and health care appointments (Specific location) _____
 Other destinations (Which ones?) _____

B. Identify transport needs

Which transportation problems are the most serious for you? For EACH type of transportation, identify up to THREE issues that you think most need improvement. (Check three boxes and specify the location or route.)

1. WALKING (Check up to THREE issues that most need improvement.)

- Crossing the street (Which streets?) _____
 Lack of sidewalks (Which streets?) _____
 Street or sidewalk pavement quality, obstacles, broken paving (Where?) _____
 Lack of lighting (where?) _____
 Safety from crime, careless drivers (Where?) _____
 Other: _____

2. BIKING (Check up to THREE issues that most need improvement.)

- Lack of bicycle paths (Where?) _____
 Lack of bicycle parking (Where?) _____
 Safety (Which streets? What safety issues?) _____
 Theft and vandalism of bicycles (Where?) _____
 Pavement quality, broken paving, grates (Which streets?) _____
 Cost of bicycle and accessories _____
 Other: _____

3. TAKING THE BUS (Check up to THREE issues that most need improvement.)

- I don't take the bus No improvement needed
 Buses running according to schedule (Which routes?) _____
 Need more information and access to information (Maps, schedules, etc.) _____
 Need information in a language other than English (Which language?) _____
 Bus stop comfort: shelters, benches, lighting (Which bus stops?) _____
 Bus stop safety (Which bus stops?) _____
 Experience on bus, driver courtesy, comfort, accessibility (Which routes?) _____
 Safety on bus (Which routes? What safety issues?) _____
 More weekday service (Shorter wait time) _____
 Service earlier in the morning Service later in the evening
 More Saturday service More Sunday service
 Cost Bus connections
 Time of travel/takes too long. Bus doesn't go where I want to go. Where? _____
 Other: _____

4. PARATRANSIT (Check up to THREE issues that most need improvement.)

- I don't ride paratransit Reliable service, arrives on time
 Hours of service Cost
 Scheduling trips Intercity service
 Information, well-publicized, easy to understand
 Customer service, drivers and schedulers
 Other: _____

5.DRIVING

Do you have a car available to drive?

- Always Usually Sometimes Never

If you have a car available but do not always drive, why not? (Check all that apply)

- Self-imposed driving restrictions Legal restrictions Sharing with others Cost of fuel
 Cost of parking/tolls Cost of maintenance/repairs Other _____

6. Taxi/Lyft/Uber (Check up to 3 issues that most need improvement)

- I am not familiar with these services Response time Trip reservation customer service
 Driver customer service Cost Payment method (specify _____) Access smartphone app (Lyft/Uber)
 Safety Information Other _____

7. Please describe other transportation issues or needs in your neighborhood

(Please be as specific as possible.) _____

8. Please tell us about your ideas for improving transportation to address the challenges above

(Please be as specific as possible) _____

C. Please tell us about yourself

The following information will help us understand unique needs and to ensure inclusivity in this process and in the development of strategies.

1. What is your zip code? _____
Where do you live? (Neighborhood or major cross streets near your house) _____
2. Are you (Check all that apply): Employed full-time or part-time A student Unemployed
 Retired Active military or veteran Prefer not to say Other _____
3. What is your age? Under 18 19-25 26-35 36-45 46-55 56-65 66-75
 76 years or older Prefer not to say
4. Ethnic origin (Please specify your ethnicity. Check all that apply).
 White, non-Hispanic Hispanic or Latino Black or African American
 Native American or American Indian Asian / Pacific Islander Other: _____
5. Gender (What is your current gender identity?)
 Male Female Transgender Non-binary
 Prefer to self-describe: _____ Prefer not to say
6. Self-identification - Do you consider yourself to be:
 Heterosexual or straight Gay or lesbian Bisexual
 Different identity (please state): _____ Prefer not to say
7. What is your household income per year?:
 Under \$10,000 \$10,001 to \$25,000 \$25,001 to \$50,000
 Over \$50,000 Prefer not to say
8. Household size 1 2 3 4 or more
9. What type of bank account do you have (check all that apply) :
 Checking Savings Credit card Debit card Other (specify) _____
 None Don't know/prefer not to say
10. Do you have difficulty using transportation because of a disability: Yes No Prefer not to say

D. Keep in Touch (optional)

If you would like to receive upcoming information about this project, please fill in your contact information.

Name _____
Address _____
Email _____ Phone _____
Which language would you prefer to receive communication?
 English Spanish Tagalog Other (specify) _____

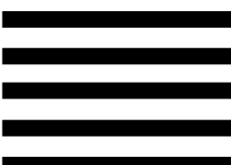
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