



RESULTS OF
SOLANO TRANSPORTATION AUTHORITY
2024 ON-BOARD TRANSIT SURVEY

Submitted to

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Table of Contents

Executive Summary	3
Introduction	7
Trip Characteristics	8
Rider Demographics	27
Quality of Service	38
Conclusions	47
Recommendations	49
Appendix I: Verbatim Comments	

EXECUTIVE SUMMARY

This report presents the results of an on-board survey of 1,409 riders on the 6 intercity routes serving Solano County – the Blue, Green, Red and Yellow Solano Express Lines, Route 82 and Vine 21. Results were weighted according to the weekly ridership of each route as estimated from on-off counts summarized below.

Figure ES-1. Ridership by Route and Survey Weights

Route	A Weekday Count	B Saturday Count	C Sunday Count	5A+B+C= Weekly Riders	Number of Surveys Completed	Survey Weights
Blue Line	254	64		1,334	206	0.144
Green Line	185			925	124	0.100
Red Line	953	552	233	5,550	872	0.598
Yellow Line	150	65	60	875	166	0.094
Route 82	73			365	26	0.039
Vine 21	46			230	15	0.025
TOTALS	1,661	681	293	9,279	1,409	1.000

The survey results, as well as additional comments provided by riders, indicate that these intercity routes in Solano County are an essential resource for residents and others with limited transportation options for access to jobs, education and other social activities. While riders are moderately satisfied with these bus lines overall, they are less satisfied with the frequency of service, suggesting that more frequent buses would significantly improve the value of the Solano Express system to this transit-dependent population. Specific findings include:

- A comparison of the weekly ridership calculated for 2024 to that calculated for the 2022 survey shows a significant decline in overall ridership for the Blue (15.4%), Green (27.7%) and Yellow (9.2%) Lines. An 8.6% increase for the high-volume Red Line helped offset these declines for other routes, resulting in an overall reduction of 2.8% for these four lines. Since the 2022 survey had been conducted after the height of the Covid pandemic when ridership on intercity lines was down to less than 9,000 from more than 22,000 in 2018, it should be concerning that ridership on the Blue, Green and Yellow lines is down so sharply.
- Surveyed riders rely on the bus for transportation. More than one-fourth (28%) of respondents said they would not have made the trip if their bus had not been available – indicating that while most riders have alternative ways of making this trip and that the trip must be made (e.g., for getting to work), a sizeable minority are completely dependent on access to their bus.
 - More than 32% of riders on surveyed buses have no cars in their household, and 32.9% have just a single vehicle, meaning that almost two-thirds of riders have limited access to an automobile as an alternative to their bus service.
 - In addition, almost 39% of respondents do not have a driver's license.

- (It is important to note that all of these indicators of rider dependence on the bus increased from 2018 to 2022 and again from 2022 to the present. In 2018, 23% said they would not have made the trip, 52% had limited access to a car and 28% did not have a driver’s license.)
- Most riders use their bus frequently, with almost 45% reporting that they ride at least 5 days a week and more than 80% riding at least weekly. Most riders are also long-term users: more than 60% of riders have been using their current route for at least a year, with 23.4% having been riders for 6 years or more. These lines also continue to attract new riders: 25% of respondents said they had been riding for less than 6 months, including 7.5% who were riding for the first time. This substantial addition of new riders even as overall ridership has stagnated or fallen suggests that many long-time riders have abandoned the Solano Express service over the past two years, as well as thousands who have not come back after the pandemic.
- Riders travel primarily between home and work, but also to and from a variety of other destinations. Over 90% of respondents either began (44%) or planned to end (49%) their current trip at home, while 65% were coming from or going to work, about 16% to or from sports/social/recreational activities and 6% to or from shopping or errands.
- Riders use the buses as one of several links in their commute or other travel, with roughly half using other public transportation methods (BART, other buses) both to get to their bus stop and to get to their final destination. Riders’ heavy reliance on public transportation to reach the bus and their final destination highlights the importance of both coordinated schedules and on-time performance. When buses arrive late, riders miss their connection, whether to BART or other bus lines. Given the infrequency of service on many routes, a missed connection can mean hours of waiting, finding another transportation source or simply having to walk – a scenario that was emphasized in numerous comments to interviewers.
- Demographically, these routes serve a diverse ridership, with almost 40% of riders African American, 19.2% white/Caucasian and 14.9% Asian. About 24% of riders described themselves as Hispanic or Latino. In addition, 33.9% of respondents said they speak a language other than English at home – primarily Spanish (51%) and Filipino/Tagalog (25%), but also more than a dozen other languages.
- More than 84% of surveyed riders are within the traditional age range of working adults (18 to 64), with only 4.1% under 18 and 1% aged 65 and older. Similarly, more than 77% of riders are employed full time (60.6%) or part time (16.9%).
- Surveyed riders gave good ratings to most service elements, with an overall service rating of 2.95, where 3.0 represents a “good” rating (4 is excellent; 2 is fair and 1 is poor).
 - Five service elements received ratings of 3.0 or higher, with driver courtesy receiving the highest rating of 3.26.

- Transit apps, transit facilities, availability of connections, fares and rider information all received ratings between 2.9 and 3.0.
 - The average rating for on-time performance was somewhat lower (2.87) and that for frequency of services was significantly lower at 2.71, highlighting one area where the system is falling short in meeting the needs of transit-dependent passengers.
 - More than half (54%) of Green Line riders rated overall service as poor or fair, compared to 31% of riders overall.
- When asked which individual aspect of service was MOST responsible for their overall service rating, 36.8% of riders said on-time performance was the most important factor, followed by 18.3% who identified frequency of service and 12.6% who mentioned driver courtesy. No other element of service was cited by as many as 6% of respondents.
 - Among the 521 riders who said on-time performance or frequency of service were most responsible for their rating, 41.1% gave a poor or fair rating for overall service, compared to 31% for all respondents.
 - The Solano Express Guaranteed Ride Uber voucher program represents a valuable tool for riders who are dependent on these buses to get to work, but both knowledge and usage of the program are limited, with three-fourths of riders saying they had never used this program.
 - Riders were also asked to identify how they currently receive transit information from a list of 11 sources (with more than one response possible.) The Transit website and Transit Center together were mentioned by about 50% of riders, while the Transit App and other phone apps (Google/Apple Maps, Moovit and Token Transit) together were cited by 41.2% -- more than twice the percentage of 2022. About 18% cited more traditional non-digital information sources -- information at stops (6.5%), printed schedules (2.7%) and asking a friend (9.3%) -- indicating that abandoning non-digital information sources risks burdening a significant percentage of current riders. That 1 in 10 riders needs to ask a friend for information shows how “going paperless” simply does not meet the needs of all segments of the riding public.
 - The interest in online information is confirmed by the high percentage of riders who own smart phones (more than 90%) and the significant share of phone owners who use apps to track buses: 70%, up from 44% two years ago. However, more than half (54.8%) of riders 65 or older said that they did NOT use apps. About 60% of app users indicated that they use the Transit App.
 - While these results consistently show a ridership that relies on buses to commute between home and work as well as reach other destinations, there are differences among individual routes in terms of the age, employment status, income, ethnic background and access to alternative methods of transportation of their riders.

RECOMMENDATIONS

Based upon the above findings and to pursue the goal of better meeting the needs of riders and improving their satisfaction with Solano Express service, we offer the following recommendations, bearing in mind that this survey focused primarily on ridership patterns and rider characteristics rather than a detailed analysis of determinants of satisfaction.

- To boost ridership, increase the frequency and hours of service on selected routes, particularly during the morning and afternoon rush.
- Focus on avoiding no-show buses through increased staffing and efforts to always have backup buses and drivers available.
- If no-shows are unavoidable, ensure that riders are aware of the Solano Express Guaranteed Ride Uber Voucher program through increased outreach and using the transit apps and website.
- Analyze usage of the Uber Voucher program to identify high-priority routes and times requiring immediate attention.
- Try to improve synchronization between the Solano Express schedule and those of other transport systems, particularly BART.
- Improve the accuracy of information provided to the Transit App and other apps, as well as data displayed on station monitors, with timely updates that reflect delays.
- Ensure that schedules accurately reflect realistic arrival and departure times considering anticipated traffic conditions so that drivers do not need to skip stops to complete their route on time.
- Because not all riders have access to or are comfortable with online data, it is important that schedules are provided at each bus stop and kept up to date.
- Finally, a comparison of current to past indicators of transit dependence (e.g., lack of access to a car; no driver's license) shows that a higher proportion of riders today have no alternative to using the bus, suggesting that some riders surveyed in 2018 and 2022 who did have alternatives have since abandoned their use of these bus lines. To better understand the factors that have driven riders away from the bus and are causing dissatisfaction among current riders, we recommend that STA consider conducting qualitative research with both groups to probe the reasons for no longer using the bus or sources of dissatisfaction.
- While completing the survey many riders verbally expressed frustration with everything from hours of service to the lack of information at bus stops to lack of access to food or bathrooms, yet the level of frustration in these comments was not always reflected in the written feedback on the survey form. We believe that

speaking with former riders could help STA gain greater insight into the needs of this population of underserved transit users.

INTRODUCTION

This report presents the results of an on-board survey of riders on the intercity routes in Solano County. A total of 1,409 passengers on the following routes were surveyed:

- Solano Express
 - Blue Line – 206 riders surveyed between May 18 and July 18, 2024
 - Yellow Line – 166 riders surveyed between May 21 and June 30, 2024
 - Green Line – 124 riders surveyed between June 6 and June 11, 2024
 - Red Line – 872 riders surveyed between May 18 and June 22, 2024
 - Route 82 – 26 riders surveyed between May 30 and June 20, 2024
- Napa Vine
 - Route 21 – 15 riders surveyed between May 28 and June 12, 2024

Results presented in this report are weighted to accurately represent the overall rider population; that is, results from each route are weighted according to the estimated number of riders per week, based on the weekday and weekend on-off counts conducted as part of this study. The results of these counts and the resulting estimates of weekly ridership that were used to develop weights are presented below.

Figure 1. Ridership by Route and Survey Weights

Route	A Weekday Count	B Saturday Count	C Sunday Count	5A+B+C= Weekly Riders	Number of Surveys Completed	Survey Weights
Blue Line	254	64		1,334	206	0.144
Green Line	185			925	124	0.100
Red Line	953	552	233	5,550	872	0.598
Yellow Line	150	65	60	875	166	0.094
Route 82	73			365	26	0.039
Vine 21	46			230	15	0.025
TOTALS	1,661	681	293	9,279	1,409	1.000

In Figure 2a, a comparison of the weekly ridership calculated for 2024 to that calculated for the 2022 survey shows a significant decline in overall ridership for the Blue (15.4%), Green (27.7%) and Yellow (9.2%) Lines. An 8.6% increase for the high-volume Red Line helped offset the declines for other routes, resulting in an overall reduction of 2.8% for these four lines.

Since the 2022 survey had been conducted after the height of the COVID pandemic when ridership on intercity lines was down to less than 9,000 from more than 22,000 in 2018, it should be concerning that ridership on the Blue, Green and Yellow lines is down sharply even though workplace attendance is at or close to pre-pandemic levels.

Figure 2a. Change in Ridership – 2022 to 2024

Route	Change in Ridership
Blue Line	-15.4%
Green Line	-27.7%
Red Line	8.5%
Yellow Line	-9.2%
B, G, R, Y Total	-2.8%

The remainder of this report presents results for all riders. For each set of findings, results are presented in graphic form for the overall population of riders. For most questions, results are also presented for individual routes. First, characteristics of trips being taken by surveyed riders are assessed, followed by an analysis of rider demographics. Rider perception of the quality of service and use of transit information sources are then discussed. Finally, brief conclusions are drawn regarding the characteristics of riders and their use of the Solano Express Service. When appropriate, limited comparisons will be made to the responses given to the same questions when asked two years ago.

TRIP CHARACTERISTICS

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

Frequency of Ridership

Most riders use their bus frequently, with almost 45% reporting that they ride at least 5 days a week and more than 80% riding at least weekly, reflecting a return to pre-pandemic work patterns. As shown by the individual route results, the Green Line has the highest share of riders using the bus 5-7 times a week, while Vine 21 has the lowest share. These results indicate that riders make these bus routes an integral part of their transportation strategy, so that service should be designed to match their needs.

Figure 2. Ridership Frequency – All Routes

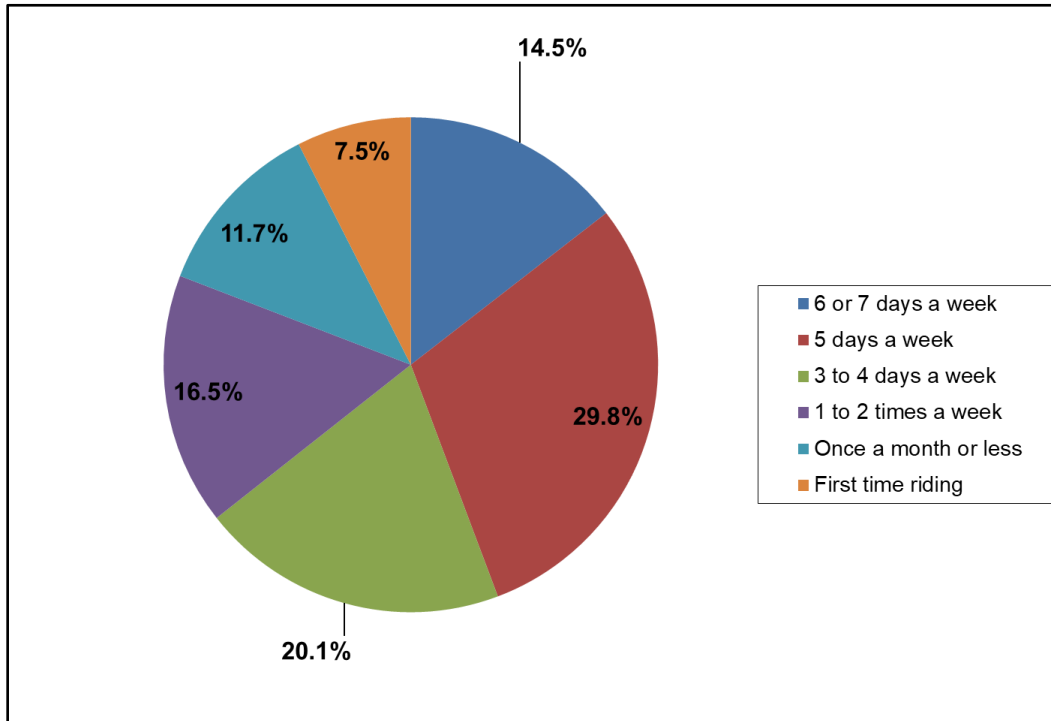


Figure 3. Ridership Frequency – Individual Routes

Frequency	Route	All n=1409	Blue Line n=206	Green Line n=124	Red Line n=872	Yellow Line n=166	Route 82 n=26	Vine 21 n=15
6 or 7 days a week		14.5%	13.1%	5.8%	17.7%	12.1%	8.3%	
5 days a week		29.8%	28.8%	49.6%	25.5%	29.3%	54.2%	21.4%
3 to 4 days a week		20.1%	23.7%	26.4%	17.2%	18.5%	29.2%	35.7%
1 to 2 times a week		16.5%	12.6%	10.7%	17.7%	21.0%	8.3%	28.6%
Once a month or less		11.7%	13.1%	4.1%	13.3%	13.4%		7.1%
First time riding		7.5%	8.6%	3.3%	8.7%	5.7%		7.1%

- Note that the Green Line only operates 5 days a week, so some respondents may have been thinking about their use of other lines

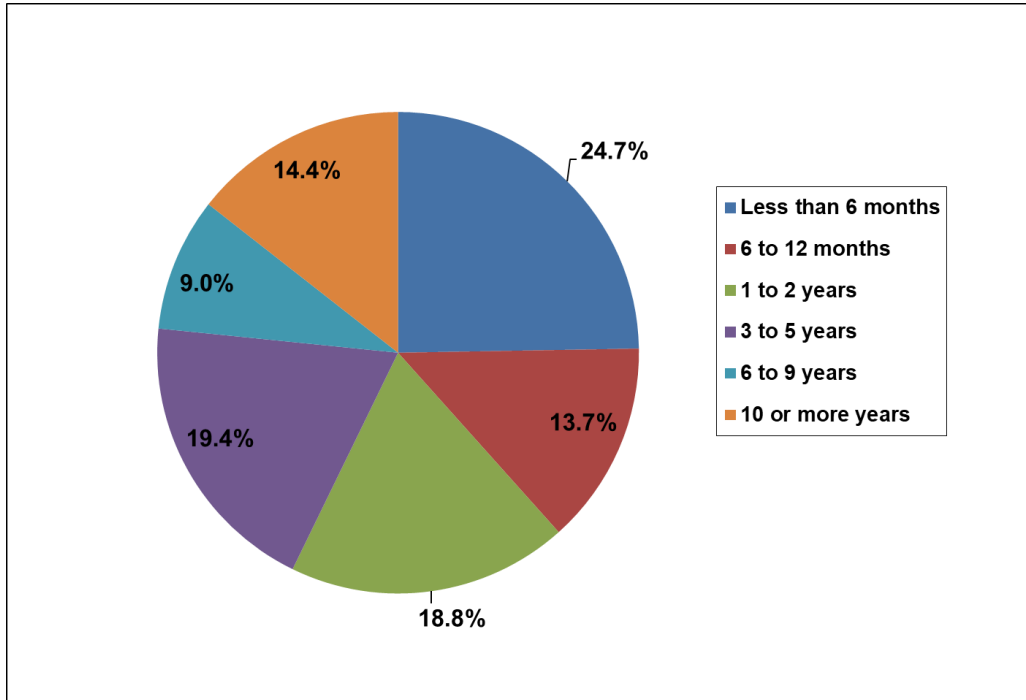
Length of Ridership

Survey results indicate that more than 60% of riders have been using their current route for at least a year, with 23.4% having been riders for 6 years or more. At the other extreme, 25% of respondents said they had been riding for less than 6 months, including 7.5% who were riding for the first time. This substantial addition of new riders even as overall ridership has stagnated or fallen suggests that many long-time riders have abandoned the Solano Express Service over the past few years, including thousands who were riding as recently as two years ago.

The Green Line had the highest percentage of respondents who had been riding for at least 6 years, including more than 25% who have been riding for 10 years or more, while both

the Yellow and Red Lines had more than 25% riding less than six months. The high percentage of long-term riders on the Green Line highlights the importance of this route to the area it serves; despite numerous cuts in service a significant portion of this group have no alternative way to reach their workplace.

Figure 4. How Long Riding – All Routes



- Less than 6 months includes first time riding

Figure 5. How Long Riding – Individual Routes

Route	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
How long riding	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Less than 6 months*	24.7%	21.1%	10.8%	28.2%	25.8%	19.2%	21.4%
6 to 12 months	13.7%	18.9%	11.7%	12.3%	10.3%	23.1%	21.4%
1 to 2 years	18.8%	18.3%	15.8%	18.3%	17.4%	38.5%	21.4%
3 to 5 years	19.4%	23.9%	22.5%	18.2%	25.2%	7.7%	7.1%
6 to 9 years	9.0%	10.0%	13.3%	8.2%	6.5%	3.8%	21.4%
10 or more years	14.4%	7.8%	25.8%	14.8%	14.8%	7.7%	7.1%

* includes first time riding

Round/One Way Trip

Almost two-thirds of respondents said their ride on the bus was part of a round-trip, while 30% said they did not intend to make a round trip on the bus and 4.4% did not yet know whether they would be making a return trip on the same route. More than 80% of Green Line riders expected to make round trips, but only 50% of Route 82 riders expected to do so, with 13% of Vine 21 riders saying they did not know if they would make a round trip. The high percentage of riders on round trips supports the hypothesis that most riders on these buses are on a regular commute, making timely, dependable service essential.

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

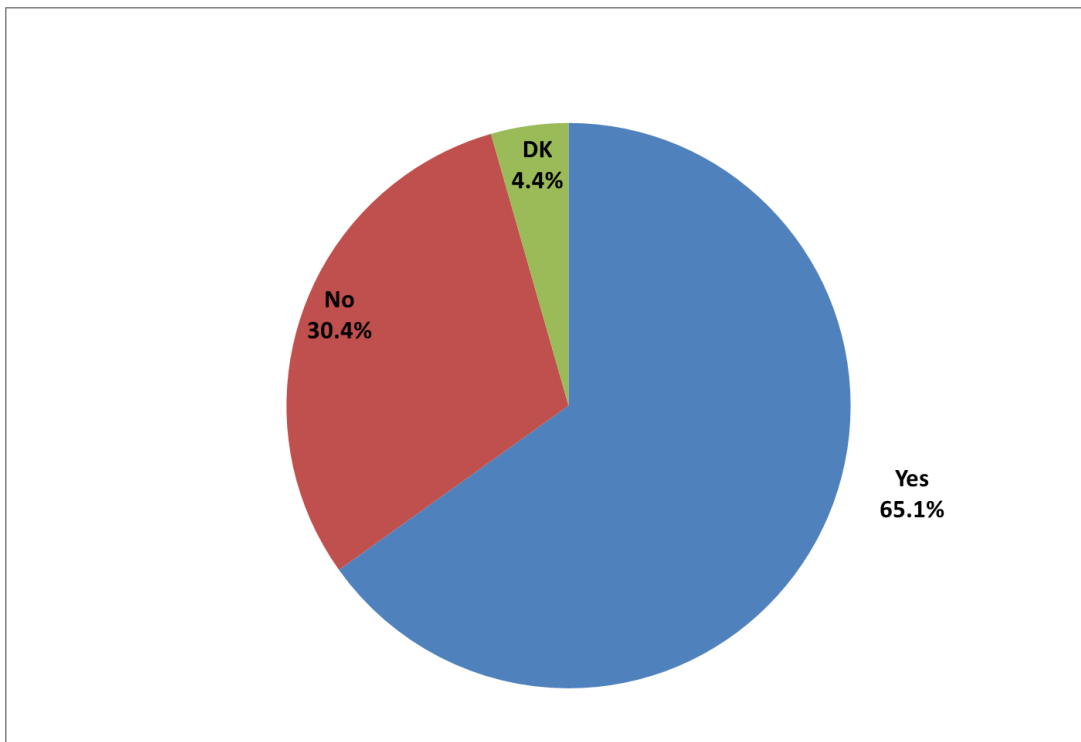


Figure 7. This Trip is Part of a Round Trip on the Bus – Individual Routes

Route	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Round trip?	n=1409	n=202	n=123	n=846	n=161	n=26	n=15
Yes	65.1%	71.8%	81.3%	62.1%	63.4%	50.0%	66.7%
No	30.4%	25.7%	17.1%	32.6%	32.3%	50.0%	20.0%
DK	4.4%	2.5%	1.6%	5.3%	4.3%		13.3%

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

Passengers were asked where they were coming from and where they were going on this trip. The results show that riders are traveling primarily between home and work, with far fewer going to and from a variety of other destinations. Over 90% of respondents either began (44%) or planned to end (49%) their current trip at home, while 65% were coming from or going to work, about 16% to or from sports/social/recreational activities and 6% to or from shopping or errands. No other origin or destination accounted for as much as 5%.

More than 84% of riders said they were coming from either home (44%) or work (36%) on their current trip, while 6.6% said they were returning from sports, social or recreational activities and 2.8% were returning from shopping or errands. More than 90% of Green Line riders were coming from home or work, compared to 74% of those on Yellow Line buses.

Figure 8. Trip Origins – All

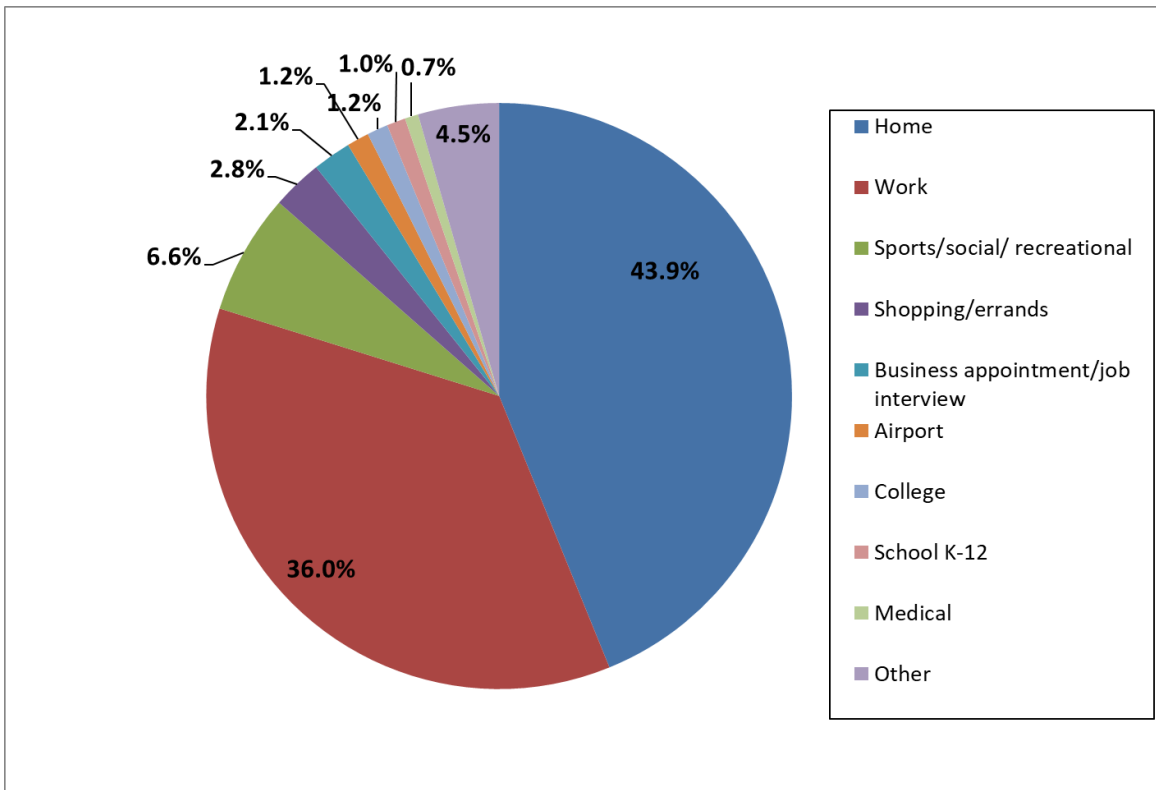


Figure 9. Trip Origins – Individual Routes

Route	All n=1409	Blue Line n=206	Green Line n=124	Red Line n=872	Yellow Line n=166	Route 82 n=26	Vine 21 n=15
Coming from							
Home	43.9%	47.8%	33.6%	44.4%	39.0%	69.2%	26.7%
Work	36.0%	33.8%	59.0%	33.2%	35.2%	23.1%	46.7%
Sports/social/ recreational	6.6%	4.0%	3.3%	7.3%	11.3%	7.7%	
Shopping/errands	2.8%	1.5%		3.4%	2.5%		13.3%
Business appointment/job interview	2.1%	1.5%	0.8%	2.3%	3.1%		6.7%
Airport	1.2%	3.0%	0.8%	1.2%			
College	1.2%	3.5%	0.8%	1.0%			
School K-12	1.0%	1.0%		1.2%	1.9%		
Medical	0.7%	2.0%		0.4%	2.5%		
Other	4.5%	2.0%	1.6%	5.7%	4.4%		6.7%

Among trip destinations, home was the most often mentioned (48.6%), followed by work (27.4%) and sports, social or recreational (9.3%). All other destinations each accounted for less than 4% of responses.

The Green Line had 95% of riders heading for work or home, compared to only 73% for the Blue Line. All other destinations accounted for less than 10% each across all routes. The origins and destinations emphasize the primary role of the system in serving commuters and, to a lesser extent, providing access to other activities.

Figure 10. Trip Destinations – All

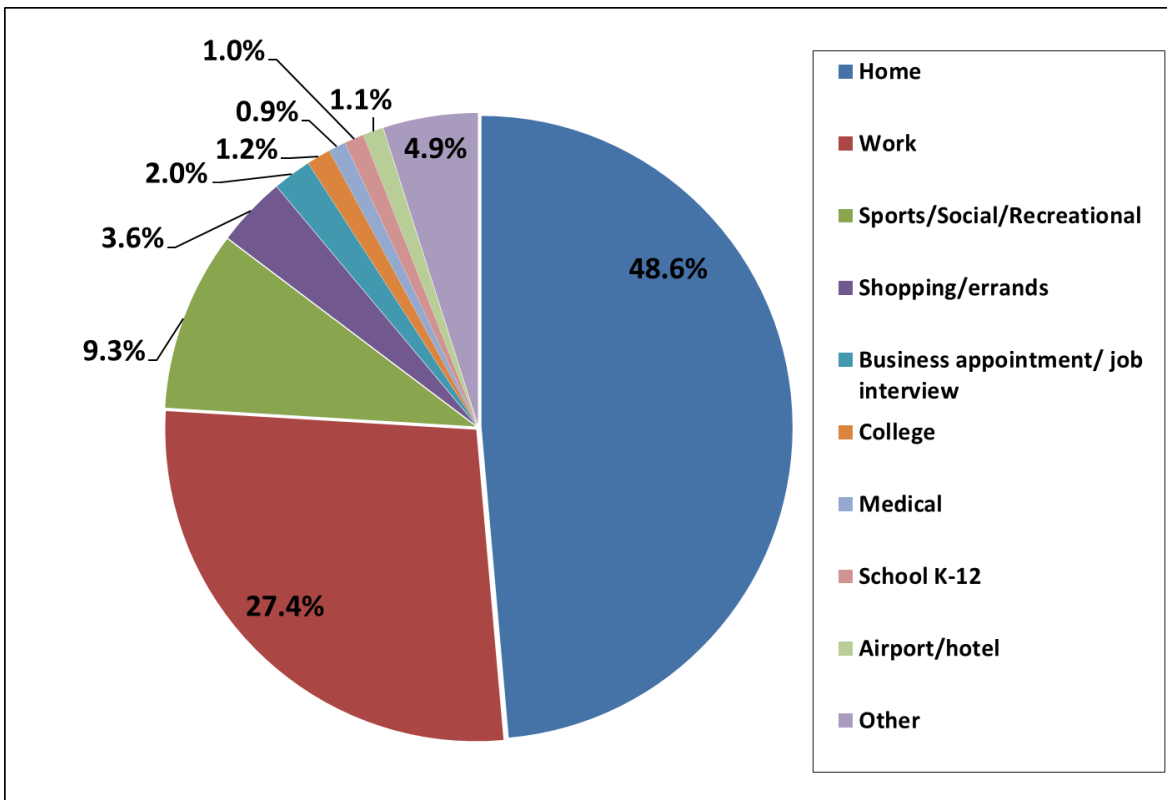


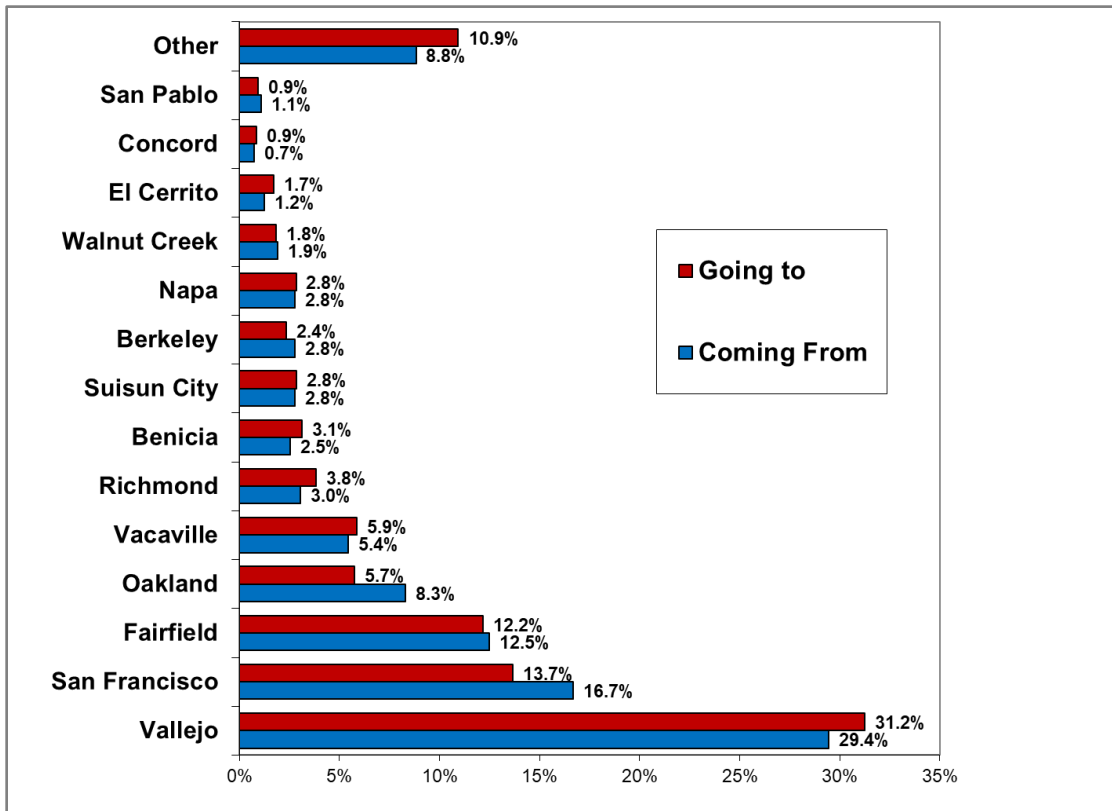
Figure 11. Trip Destinations – Individual Routes

Route Number	All n=1409	Blue Line n=206	Green Line n=124	Red Line n=872	Yellow Line n=166	Route 82 n=26
Going to						
Home	48.6%	43.0%	63.1%	47.0%	52.5%	32.0%
Work	27.4%	29.5%	32.0%	25.1%	23.4%	60.0%
Sports/Social/Recreational	9.3%	9.5%	2.5%	11.2%	8.9%	4.0%
Shopping/errands	3.6%	5.5%	0.8%	4.0%	3.8%	
Business appointment/ job interview	2.0%	5.0%	0.8%	1.7%	1.9%	
College	1.2%	2.5%		1.1%	0.6%	
Airport/hotel	1.1%	1.0%		1.3%	1.3%	
School K-12	1.0%	0.5%		1.2%	0.6%	
Medical	0.9%	1.0%	0.8%	0.6%	3.2%	
Other	4.9%	2.5%		6.8%	3.8%	4.0%

Places of Origin and Destination

Respondents were also asked in which city they had started their current trip and where they planned to end it. Overall, 65% of riders started their trip in Vallejo, San Francisco, Fairfield or Oakland and 63% planned to end their trip at one of those four destinations. Vacaville accounted for 5.4% of origins and 5.9% of destinations; no other cities accounted for as much as 4% of either origins or destinations.

Figure 12. City of Origin and Destination – All



Among individual routes, both the Yellow and Red Lines had a plurality of riders coming from Vallejo, but the Yellow Line had only 28% going there, compared to 45% for the Red Line. The Green Line had 29% coming from and 33% going to Fairfield, which also accounted for about 20-25% of origins or destinations for riders on the Blue Line. The Blue Line also had a significant percentage of riders from and to Vacaville (30% coming from, 27% going to) and San Francisco (16.3% coming from, 11.3% going to). In comments to interviewers, both riders and drivers noted that Suisun stops are sometimes skipped when buses are running behind schedule, which may explain the relatively few riders coming from or going to this city.

Figure 13. City of Origin – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
What city are you coming from?	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Vallejo	29.4%	2.2%	0.8%	42.4%	31.3%	19.2%	
San Francisco	16.7%	16.3%	30.3%	16.0%	6.9%	26.9%	30.8%
Fairfield	12.5%	19.6%	29.4%	7.0%	1.4%	42.3%	
Oakland	8.3%	8.2%	10.1%	9.0%	7.6%		
Vacaville	5.4%	29.9%	0.8%	1.2%		3.8%	7.7%
Richmond	3.0%	0.5%	4.2%	4.1%	0.7%		
Benicia	2.5%	1.1%		0.9%	19.4%		
Berkeley	2.8%	0.5%	5.0%	3.4%	2.1%		
Suisun City	2.8%	2.2%	5.9%	2.3%		7.7%	7.7%
Napa	2.8%	0.5%		2.6%			46.2%
Walnut Creek	1.9%	4.9%		0.1%	11.8%		
El Cerrito	1.2%		1.7%	1.8%			
San Pablo	1.1%	0.5%		1.7%			
Concord	0.7%			0.3%	6.3%		
Other	8.8%	13.6%	11.8%	7.2%	12.5%		7.7%

Figure 14. City of Destination – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
What city are you going to?	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Vallejo	31.2%	3.1%	8.3%	44.6%	28.2%	16.0%	
San Francisco	13.7%	11.3%	15.7%	12.3%	2.7%	72.0%	
Fairfield	12.2%	24.7%	33.1%	6.8%	2.7%	8.0%	26.7%
Oakland	5.7%	4.6%	7.4%	6.3%	6.0%		
Vacaville	5.9%	26.8%	10.7%	1.0%			13.3%
Richmond	3.8%		2.5%	5.9%	0.7%		
Benicia	3.1%	1.5%		1.0%	24.2%		
Suisun City	2.8%	4.1%	8.3%	1.8%			13.3%
Berkeley	2.4%		0.8%	3.8%			
Napa	2.8%	0.5%	0.8%	2.2%	2.0%	4.0%	40.0%
Walnut Creek	1.8%	4.6%		0.3%	10.7%		
El Cerrito	1.7%		0.8%	2.8%			
Concord	0.9%	1.5%			6.7%		
San Pablo	0.9%	0.5%	0.8%	1.3%			
Other	10.9%	16.5%	10.7%	9.7%	16.1%		6.7%

Where Did You Board and Where Will You Leave the Bus?

When asked where they had boarded the bus, 54% of riders said they had boarded either in Vallejo or El Cerrito and more than two-thirds planned to leave in these cities, in part reflecting the high volume of passengers connecting to BART. While 14% of passengers boarded their bus in Fairfield, only 10.4% planned to get off there. Similarly, Walnut Creek accounted for 9.9% of boardings, but 7.8% of planned de-boardings. No other city accounted for as much as 5% of either boarding or departing riders.

Figure 15. Where Did You Board/Will You Leave? – All

City	Where Did You Board?	Where Will You Leave?
Vallejo	31.0%	33.8%
El Cerrito	32.9%	29.9%
Fairfield	14.0%	14.2%
Walnut Creek	9.9%	7.8%
Vacaville	4.2%	4.3%
Benicia	2.0%	3.0%
Suisun City	2.6%	1.7%
San Francisco	1.1%	2.9%
Napa	1.3%	1.2%
Other	0.8%	1.2%

Among individual routes, The Red Line had almost 90% of riders boarding in Vallejo or El Cerrito, while the Green Line had 93.6% boarding in El Cerrito or Fairfield and the Yellow Line had all but 3.1% getting on in Vallejo, Walnut Creek or Benicia.

Figure 16. Where Did You Board? – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Where did you board?	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Vallejo	31.0%	1.0%	0.8%	44.9%	30.9%	26.9%	
El Cerrito	32.9%		61.3%	44.7%	0.6%		
Fairfield	14.0%	24.6%	32.3%	7.8%	0.6%	46.2%	26.7%
Walnut Creek	9.9%	38.4%			46.9%		
Vacaville	4.2%	29.1%		0.1%			
Benicia	2.0%	1.5%			19.1%		
Suisun City	2.6%	1.0%	5.6%	2.3%			20.0%
San Francisco	1.1%			0.1%		26.9%	
Napa	1.3%						53.3%
Other	0.8%	4.4%			1.9%		

All but 10.5% of Green Line riders said they planned to leave the bus in El Cerrito or Fairfield, while more than 90% of Red Line riders planned to leave in El Cerrito or Vallejo. The Blue and Yellow Lines did not have more than 38% of riders getting off in any single city,

Figure 17. Where Will You Leave the Bus? – Individual Routes

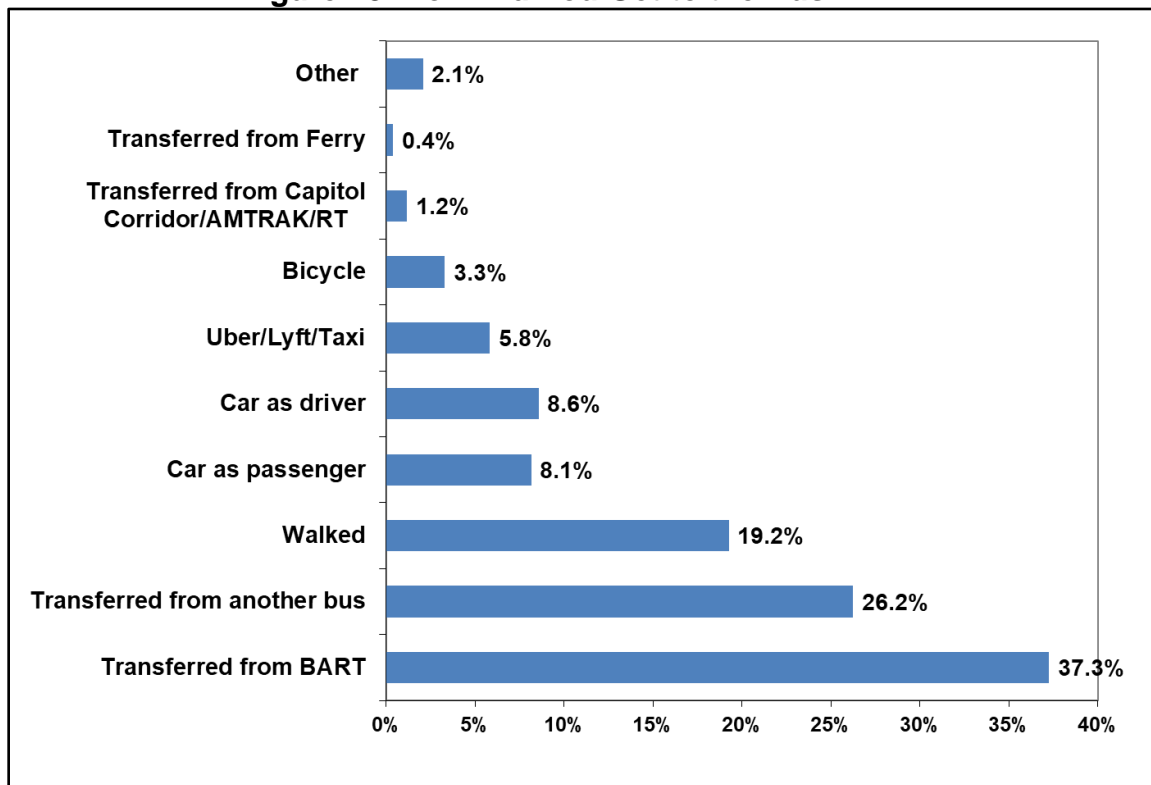
Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Where will you leave?	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Vallejo	33.8%		8.1%	49.0%	28.0%	26.9%	
El Cerrito	29.9%		50.8%	41.4%	0.6%		
Fairfield	14.2%	34.6%	38.7%	7.1%	1.2%		40.0%
Walnut Creek	7.8%	29.3%			37.9%		
Vacaville	4.3%	29.8%			0.6%		
Benicia	3.0%	1.5%	2.4%		26.7%		
Suisun City	1.7%			2.3%			13.3%
San Francisco	2.9%					73.1%	
Napa	1.2%						46.7%
Other	1.2%	4.9%		0.1%	5.0%		

* The 8% of Green Line riders expecting to leave in Vallejo were originally on a Red Line bus that broke down, so they were transferred to an available Green Line bus

Access to Bus Stop

Almost two thirds of riders reached the bus stop using BART, another bus or train, or the ferry, with 65.1% responding that they used one of these forms of public transportation to get to their stop. Another 16.7% reached their stop by car, either as driver (8.6%) or as passenger (8.1%), while 19.2% said they walked at least part of the way to their stop (note that some riders provided more than one response).

Figure 18. How Did You Get to the Bus? – All



* Totals exceed 100% because more than one response was accepted.

Figure 19. How Did You Get to the Bus? – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Mode to bus stop	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Transferred from BART	37.3%	35.6%	55.0%	39.4%	32.9%		
Transferred from another bus	26.2%	20.6%	16.7%	29.9%	22.2%	26.1%	25.0%
Walked	19.2%	15.5%	5.0%	21.0%	26.6%	21.7%	25.0%
Car as passenger	8.1%	8.2%	5.8%	7.8%	10.1%	8.7%	16.7%
Car as driver	8.6%	10.8%	19.2%	5.5%	2.5%	34.8%	8.3%
Uber/Lyft/Taxi	5.8%	8.2%	2.5%	5.0%	9.5%	13.0%	
Bicycle	3.3%	4.6%	0.8%	3.2%	2.5%		16.7%
Transferred from train	1.2%	1.0%	0.8%	1.2%			8.3%
Transferred from ferry	0.4%			0.6%			
Other	2.1%	1.0%	4.2%	2.2%	1.9%		

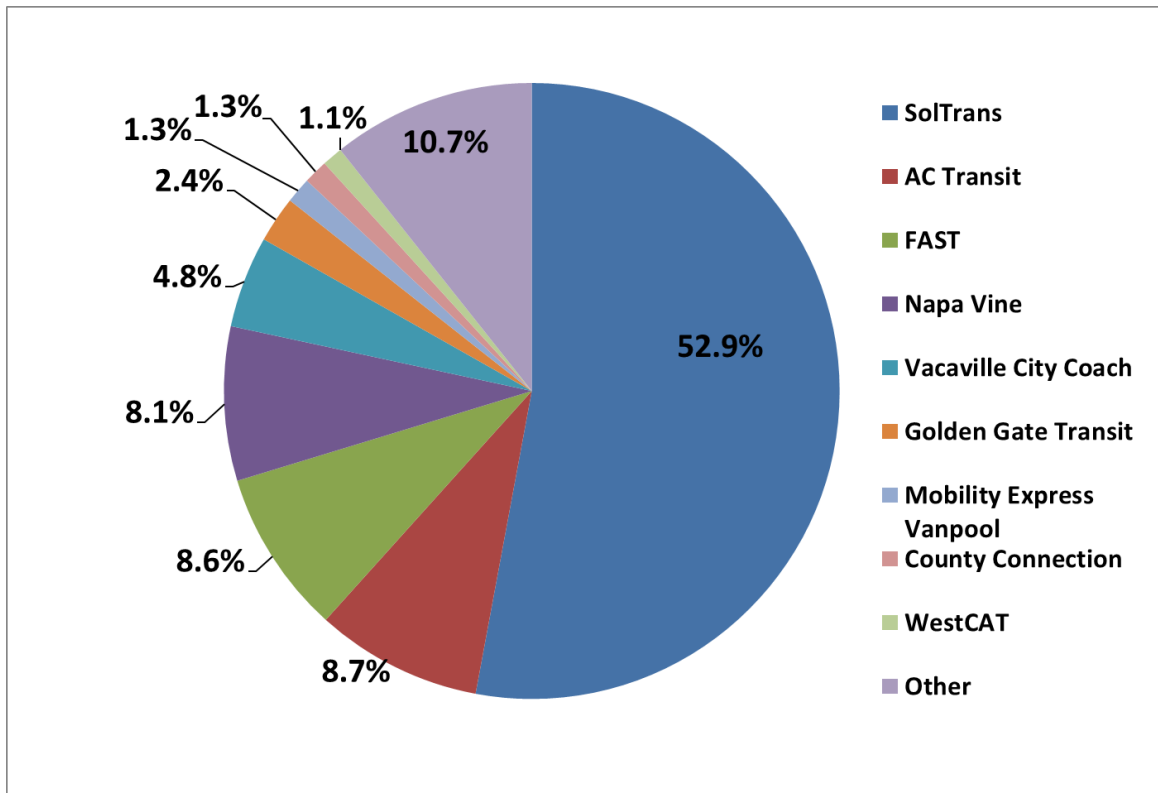
* More than one mode may have been used

Riders who walked to reach their bus stop were asked approximately how long the walk took. Mid-points of ranges (e.g., 8 minutes for 6-10 minutes) were used to calculate an average time of about 15.6 minutes for the 201 riders who walked to their bus stop and reported the length of their walk.

Using the same approach, the average distance driven by the 79 respondents who drove themselves to the bus stop was calculated at about 5.6 miles, while the 77 who got a ride reported an average distance of 6 miles and the 36 who used a rideshare averaged 5.2 miles. The 31 riders who used bicycles to reach the station averaged about 3.1 miles.

Most riders who reached their stop by bus used other Solano operators, with SolTrans and FAST accounting for over 60% of the total. However, almost 9% used AC Transit buses. In addition to Napa Vine (8.1%) and Vacaville City Coach (4.8%), some riders used Golden Gate Transit, Solano Mobility Express Vanpool, County Connection and WestCAT, as well as other operators such as Suisun Micro Transit, Dixon Redit-Ride and a variety of operators from adjoining areas.

Figure 20. If Bus to Stop, What Transit Operator? – All

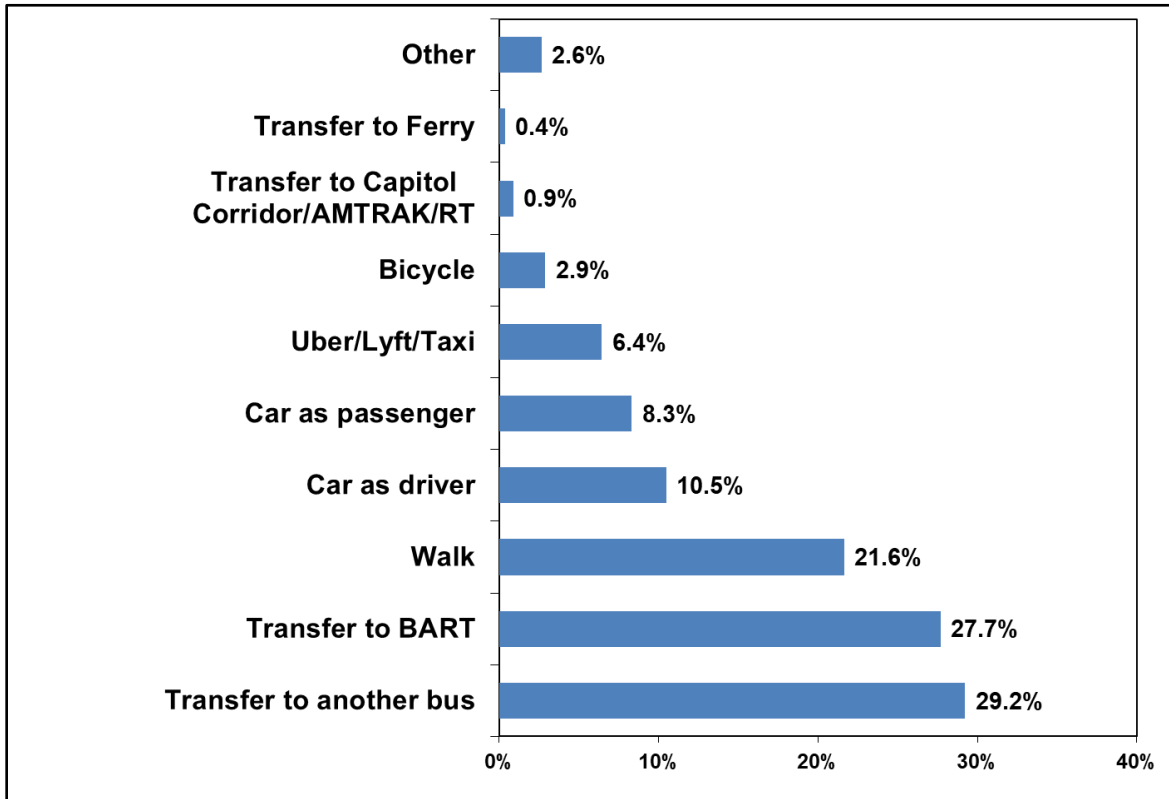


Access to Final Destination

Riders were also asked how they planned to reach their final destination. More than half planned to rely on public transportation, primarily other buses (29.2%) and BART (27.7%). About 22% included walking in their plans and about 25% would use cars (10.5% as driver; 8.3% as passenger; 6.4% using a rideshare service). Half of Route 82 riders said they would transfer to another bus, while more than 30% of Green and Red Line riders planned to rely on BART (62%). Almost 45% of Green Line respondents said they would use cars, either as drivers, passengers or rideshare services.

Riders’ heavy reliance on public transport to reach the bus and their final destination highlights the importance of both coordinated schedules and on-time performance. When buses arrive late, riders miss their connection, whether to BART or other bus lines. Given the infrequency of service on many routes, a missed connection can mean hours of waiting, finding another transportation source or simply having to walk – a scenario that was emphasized in numerous comments to interviewers.

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



* Totals exceed 100% because more than one response was accepted.

Figure 22. How Will You Get to Your Final Destination? – Individual Routes

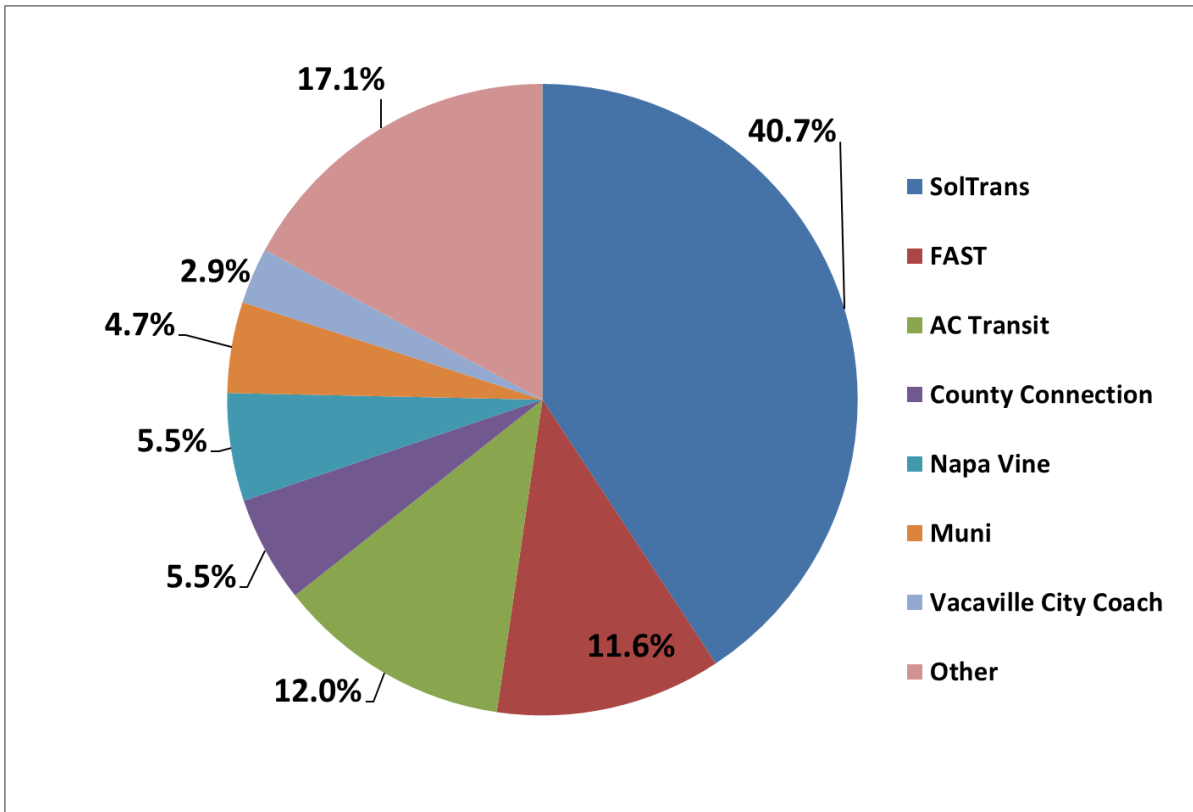
Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Mode to destination*	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Transfer to another bus	29.2%	23.7%	19.8%	31.2%	23.3%	50.0%	40.0%
Transfer to BART	27.7%	22.2%	30.6%	31.5%	20.7%	16.7%	
Walk	21.6%	25.8%	11.6%	20.0%	38.7%	12.5%	26.7%
Car as driver	10.5%	13.6%	33.1%	7.2%	6.0%	8.3%	
Car as passenger	8.3%	9.6%	9.1%	8.5%	6.7%	4.2%	6.7%
Uber/Lyft/Taxi	6.4%	6.6%	2.5%	6.1%	10.0%	8.3%	13.3%
Bicycle	2.9%	3.5%		3.5%	1.3%		6.7%
Transfer to train	0.9%			1.0%	1.3%		6.7%
Transfer to Ferry	0.4%	0.5%		0.4%	0.7%		
Other	2.6%	1.5%	2.5%	2.7%	4.0%	4.2%	

* More than one mode may have been mentioned

The 205 riders who provided an estimate of how long they would take to walk to their destination reported that they would take an average of 12.7 minutes, while the 65 who planned to drive themselves estimated an average distance of 6.4 miles and the 63 getting a ride expected to average 7.4 miles. The 21 respondents riding a bicycle to their destination expected to cover an average of 3.6 miles.

Among riders who planned to reach their final destination by bus, more than half said they would travel on SolTrans (40.7%) or FAST (11.6%), while 12% planned to use AC Transit, 5.5% County Connection, 5.5% Napa Vine and 4.7% Muni. No other operator was mentioned by more than 3% of respondents.

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



How Fare Paid

Fully two-thirds (66.7%) of respondents said they paid using Clipper, a method that was dominant across all lines except Vine 21. Cash payments were mentioned by 18.5% of respondents. The Green Line (78%) and Route 82 (96%) had the highest share of Clipper payments and the lowest share of cash (8.1% and 0%).

Figure 24. How Did You Pay to Use This Bus? – All

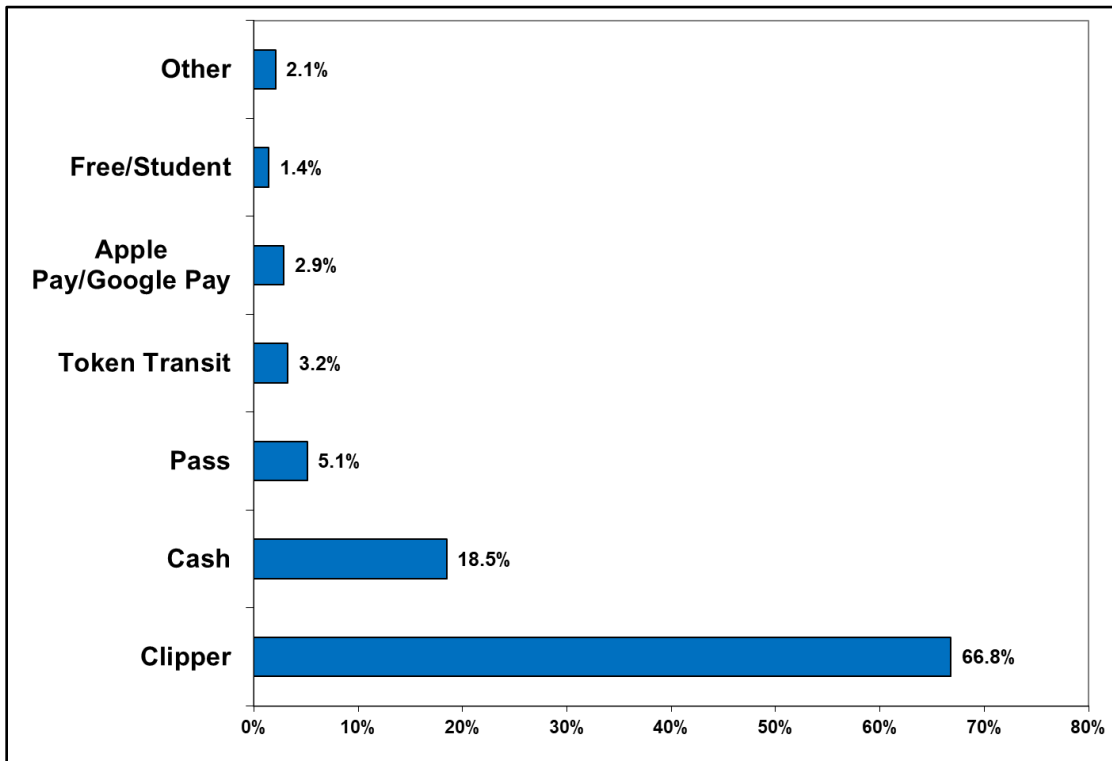


Figure 25. How Did You Pay to Use This Bus? – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82
How did you pay to use this bus?	n=1292	n=190	n=118	n=790	n=154	n=26
Clipper	66.8%	65.7%	78.0%	65.1%	65.7%	96.2%
Cash	18.5%	19.7%	8.1%	19.8%	19.5%	
Pass	5.1%	3.5%	6.5%	5.2%	5.3%	3.8%
Token Transit	3.2%	6.1%	3.3%	2.6%	3.6%	
Apple Pay/Google Pay	2.9%	1.0%	1.6%	3.4%	4.1%	
Free/Student	1.4%	2.0%		1.7%	1.2%	
Other	2.1%	2.0%	2.4%	2.2%	0.6%	

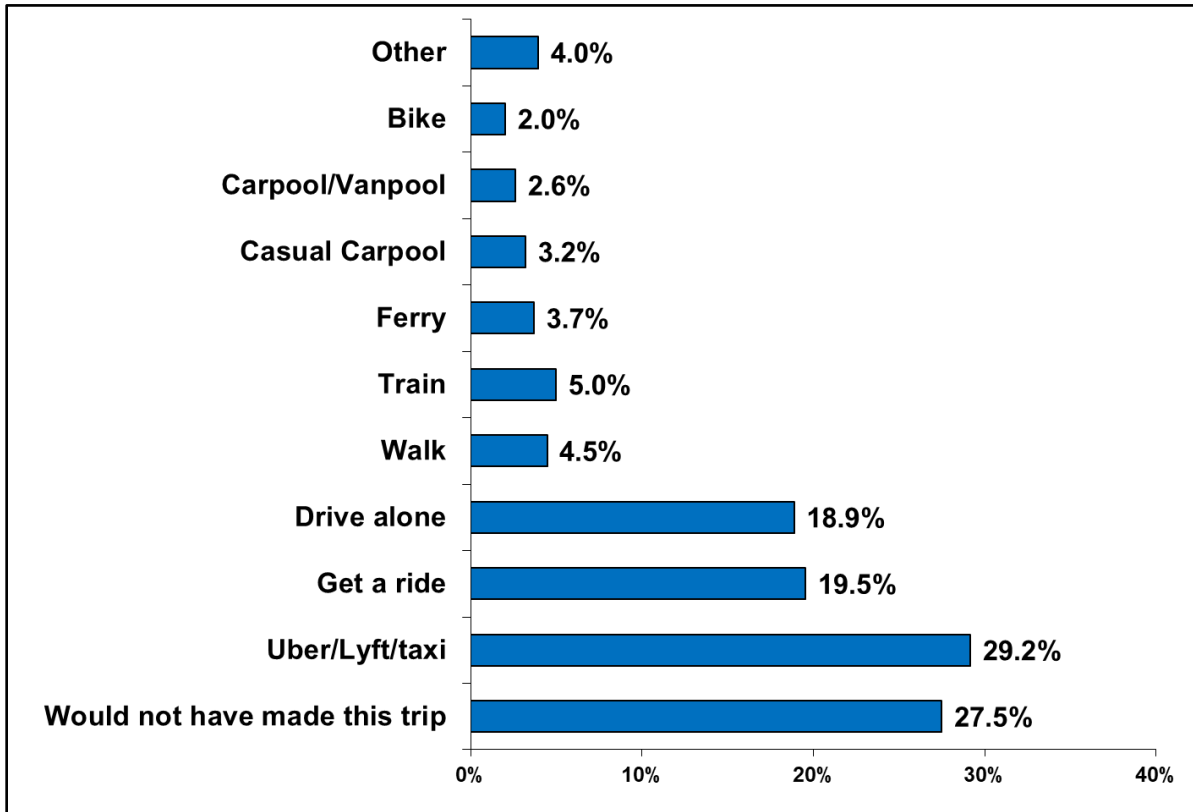
How Trip Would Have Been Made Without the Bus

More than one-fourth (27.5%) of respondents said they would not have made the trip if their bus had not been available – indicating that while most riders have alternative ways of making this trip and that the trip must be made (e.g., for getting to work), a sizeable minority are dependent on access to their bus. Automobiles were by far the most often mentioned alternative, either by using a taxi or ride sharing service (29%), getting a ride (19.5%) or driving alone (18.9%). These results indicate both the importance of bus access to riders and its effectiveness in reducing automobile usage and the associated emissions.

No individual non-automotive source of transportation accounted for more than 5% of responses.

More than 30% of Red and Yellow Line riders reported that they would not have made the trip without this bus available, while the Green Line had only 10.7% who would not have made the trip, with 43% of these riders saying they would have driven alone. In contrast, only 10.8% of Yellow Line respondents and 13.8% of Red Line riders would have driven alone.

Figure 26. How Trip Made if Bus Not Available? – All



* Totals exceed 100% because more than one response was accepted.

Figure 27. How Trip Made if Bus Not Available? – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
If no bus available	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Would not have made this trip	27.5%	24.8%	10.7%	32.2%	30.6%		28.6%
Uber/Lyft/taxi	29.2%	29.2%	19.8%	31.0%	38.2%	12.0%	14.3%
Get a ride	19.5%	19.8%	14.0%	19.9%	21.7%	12.0%	35.7%
Drive alone	18.9%	22.3%	43.0%	13.8%	10.8%	36.0%	28.6%
Walk	4.5%	4.5%		4.9%	7.6%	4.0%	
Train	5.0%	7.4%	11.6%	2.6%	2.5%	24.0%	
Ferry	3.7%	2.5%	0.8%	4.2%	1.3%	16.0%	
Casual Carpool	3.2%	3.0%	1.7%	4.1%	1.9%		
Carpool/Vanpool	2.6%	5.0%	0.8%	2.0%	1.3%	8.0%	7.1%
Bike	2.0%	4.5%	0.8%	1.7%	3.2%		
Other	4.0%	2.5%	3.3%	3.5%	7.6%	12.0%	

* Totals exceed 100% because more than one response was accepted.

Use of Solano Express Guaranteed Ride Program

For the past two years, Solano Mobility through its Solano Express Guaranteed Ride Program has made available Uber vouchers toward the cost of a Transportation Network Company (TNC) service to riders whose bus fails to show. Survey respondents were asked whether and how often they had used this Uber voucher program. As shown in Figure 26, three-fourths of riders said they had never used this program, while 19% said they had used it three or more times. Green Line riders were far more likely than those on other lines to have used the program, with almost 48% of riders saying they had used it at least once in 2024. This may reflect poorer on-time performance for this route; as will be noted in the ratings for quality of service (Figure 50 below), 60% of Green Line riders rated on-time performance as Fair or Poor, compared to 36% for all routes.

Figure 28. How Many Times Uber Voucher Used - All

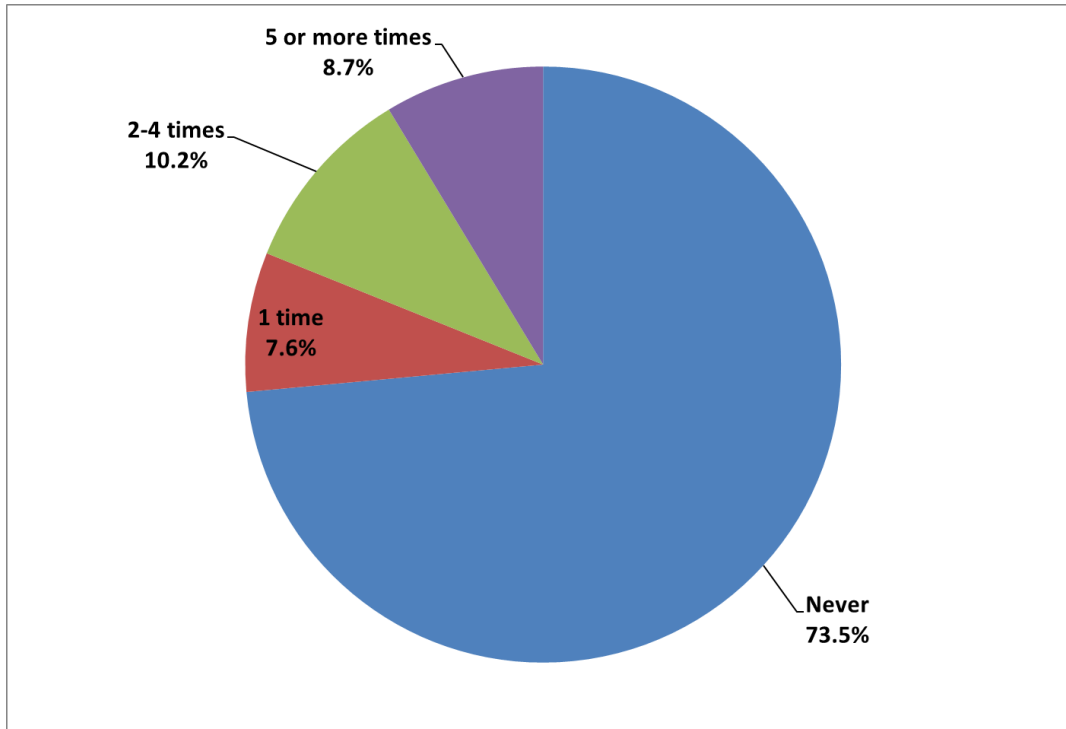


Figure 29. How Many Times Uber Voucher Used – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82
Times you used Uber Voucher Program	n=1181	n=211	n=112	n=685	n=173	n=173
Never	73.5%	75.7%	52.1%	76.6%	75.0%	70.8%
1 time	7.6%	10.1%	12.8%	6.5%	4.7%	8.3%
2-4 times	10.2%	7.4%	24.8%	8.1%	12.8%	8.3%
5 or more times	8.7%	6.9%	10.3%	8.8%	7.4%	12.5%

Smart Phone Ownership

Riders were also asked whether they own a smart phone, and more than 90% of riders said they did. For all individual lines, at least 87% of riders reported owning a smart phone. (Note that smart phone ownership was somewhat lower than the 93.7% overall reported by riders in 2022.)

Figure 30. Do You Own a Smart Phone? – All

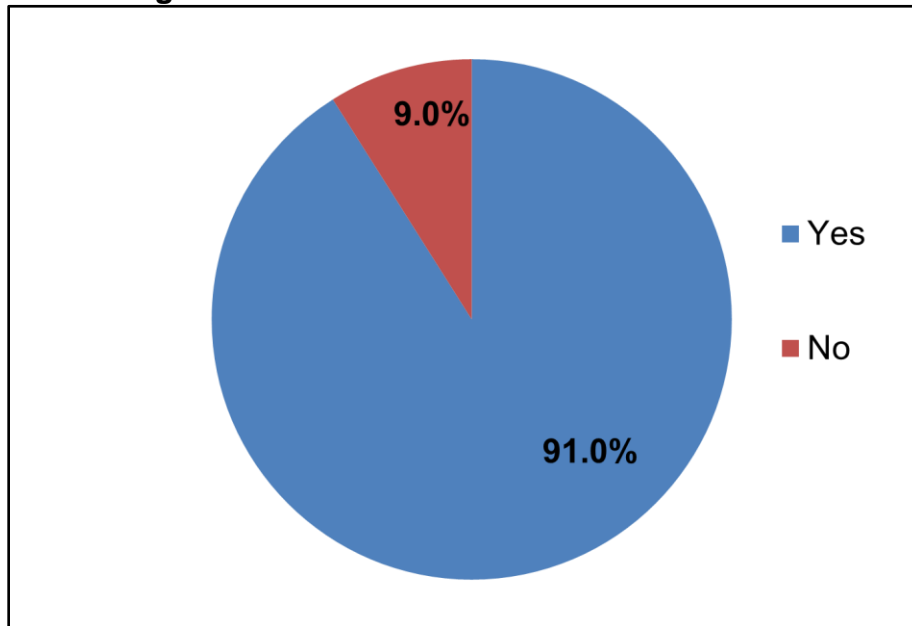


Figure 30. Do You Own a Smart Phone? – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Do you have a smart phone?	n=1320	n=199	n=119	n=807	n=156	n=25	n=14
Yes	91.0%	93.0%	96.6%	89.8%	87.2%	96.0%	92.9%
No	9.0%	7.0%	3.4%	10.2%	12.8%	4.0%	7.1%

Use of Real-time Apps

Of those respondents with smart phones, 70% say they use real time bus apps (up from 44% two years ago). At least two-thirds of riders on every line use the apps. Yet, among riders 65 and over, more than half (54.8%) do not use the apps, highlighting the need to provide alternative sources of schedules and bus status.

Fewer than half of those who do not use an app offered a reason why, but those who did offer reasons included that they preferred other information sources (26 respondents), did not know about the apps (17), that the apps are wrong or unreliable (17) or that apps are confusing and hard to use (8). Riders would benefit by receiving more up-to-date information about the bus whereabouts, particularly when it comes to cancelled runs or long delays.

Figure 31. Use Real-time Bus Apps? – All

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Do you use real-time bus info	n=1198	n=185	n=115	n=725	n=136	n=24	n=13
Yes	69.8%	69.7%	73.0%	69.1%	67.6%	79.2%	69.2%
No	30.2%	30.3%	27.0%	30.9%	32.4%	20.8%	30.8%

Mobile Apps Used

Those who use real-time apps were asked which specific apps they use, and among the 930 who responded, 60% indicated that they use the Transit App, well ahead of the 10.8% who use Moovit, and significantly more than the 11% of respondents who said they used the Transit App in 2022. More than three-fourths of Green Line riders said they use the Transit App, compared to 55.4% of Red Line riders and 44% of Vine 21 respondents.

Figure 32. Which Apps Do You Use? – All

Route	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Which App?	n=930	n=145	n=88	n=561	n=107	n=20	n=9
Transit App	59.7%	64.1%	77.3%	55.4%	60.7%	70.0%	44.4%
Moovit	10.8%	9.0%	6.8%	11.4%	13.1%	5.0%	22.2%
Google Maps	7.8%	9.7%	1.1%	9.3%	5.6%	5.0%	
Token Transit	7.3%	9.7%	6.8%	6.8%	5.6%	10.0%	11.1%
Apple Maps	2.7%	1.4%		3.4%	4.7%		
Other	11.8%	6.2%	8.0%	13.7%	10.3%	10.0%	22.2%

RIDER DEMOGRAPHICS

The following section examines the demographics, or basic characteristics, of surveyed riders. These include gender, ethnicity, age, employment status, and household income, and help to determine the characteristics of riders on these routes.

Gender

Slightly more riders of these lines are male than female, with males accounting for 50.6% of ridership, women for 46.8% and nonbinary individuals for 2.6%. The Blue and Yellow lines had significantly more men than women, while women accounted for 70% of Route 82 and 53.8% of Vine 21 riders. Among Blue Line riders, 3.7% reported their gender as nonbinary/other.

Figure 33. Gender – All

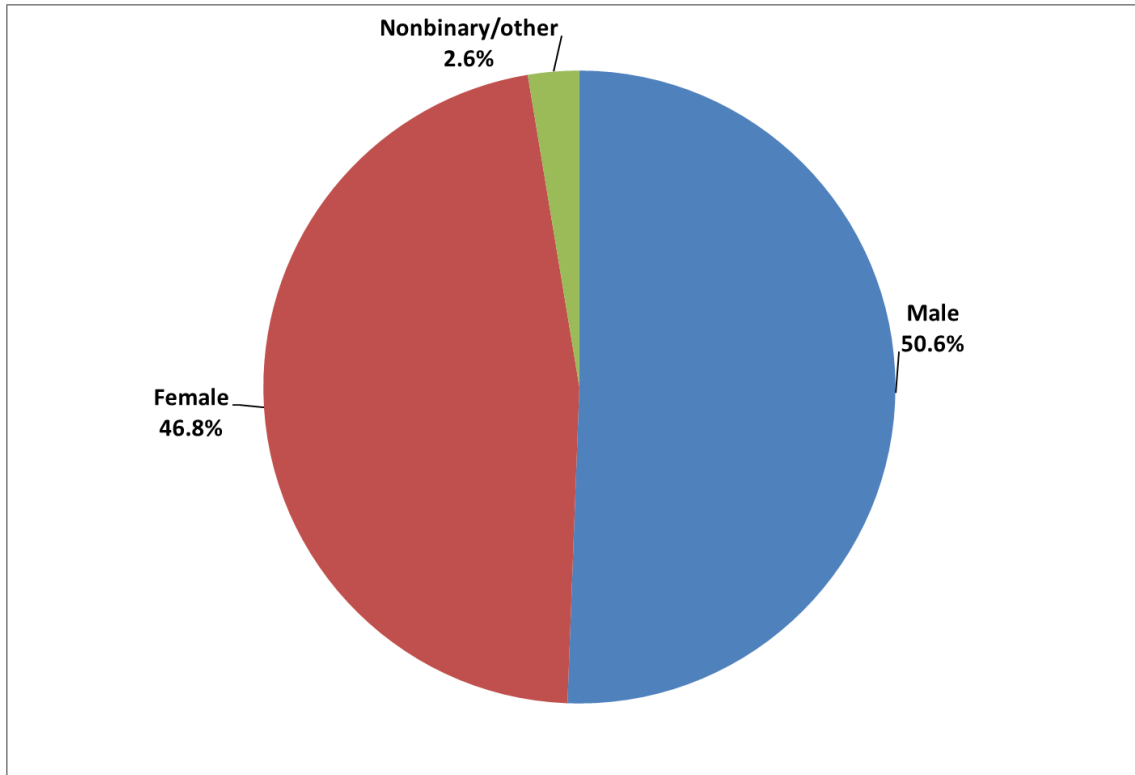


Figure 34. Gender – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Gender	n=1225	n=187	n=112	n=750	n=143	n=20	n=13
Male	50.6%	58.8%	50.0%	49.2%	57.3%	30.0%	46.2%
Female	46.8%	37.4%	48.2%	47.7%	42.0%	70.0%	53.8%
Nonbinary/other	2.6%	3.7%	1.8%	3.1%	0.7%		

Age

More than 84% of surveyed riders are within the traditional age range of working adults (18 to 64), with only 4.1% under 18 and 11.1% age 65 and older. The highest percentage of working age adults was found on the Blue Line (91.7%), while the Red Line had the highest percentage under 18 (5.4%) and the Yellow Line had the highest percentage 65 and older (16.1%). It should be noted that minors appearing to be under the age of 13 were not asked to complete a questionnaire.

Figure 35. Age – All

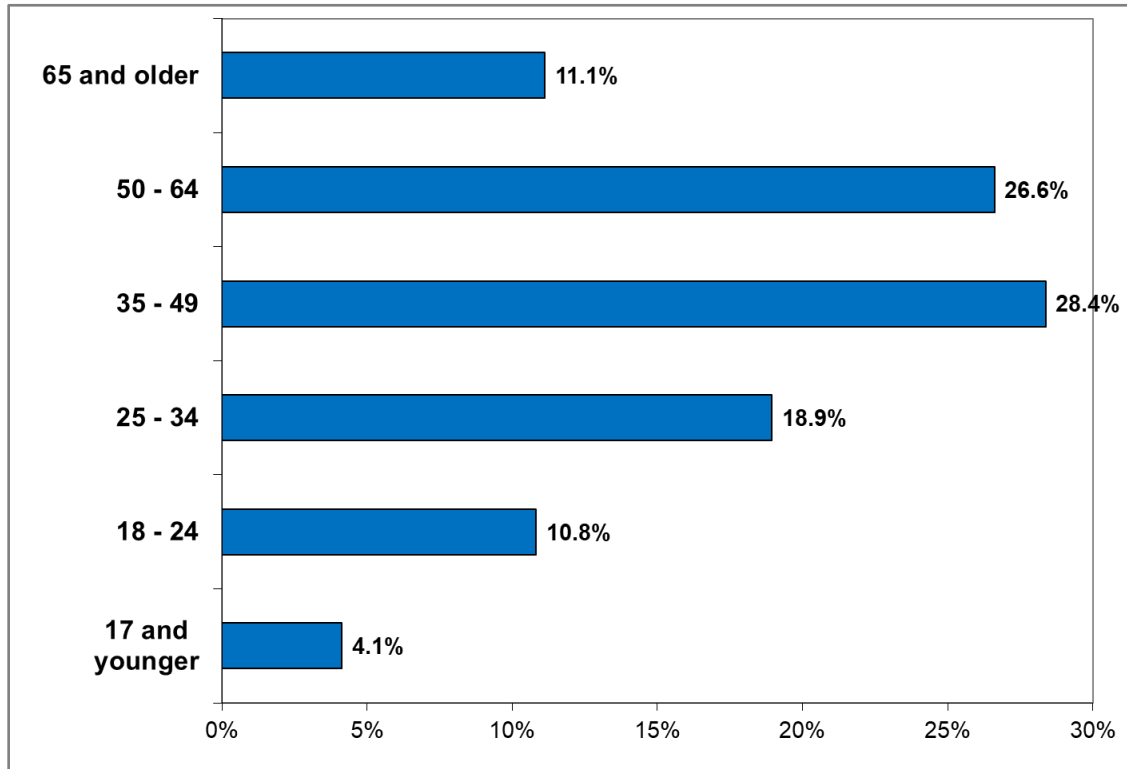


Figure 36. Age – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Age	n=1299	n=193	n=119	n=795	n=155	n=24	n=13
17 and younger	4.1%	2.1%	1.7%	5.4%	4.5%		
18 - 24	10.8%	11.4%	2.5%	11.9%	12.9%		23.1%
25 - 34	18.9%	19.2%	12.6%	20.3%	20.0%	4.2%	30.8%
35 - 49	28.4%	30.6%	25.2%	28.8%	25.2%	37.5%	15.4%
50 - 64	26.6%	30.6%	48.7%	22.0%	21.3%	45.8%	15.4%
65 and older	11.1%	6.2%	9.2%	11.6%	16.1%	12.5%	15.4%

Employment Status

More than three fourths of riders are employed full time (60.6%) or part time (16.9%), while 6% are students and 10.3% are unemployed. The remaining 6.2% of riders comprise retirees and homemakers. The Green Line and Route 82 both had over 90% of riders who were employed full time; among the higher volume routes, the Yellow Line had the lowest share, at 53.6%, while fewer than half of Vine 21 riders worked full time.

Figure 37. Employment Status – All

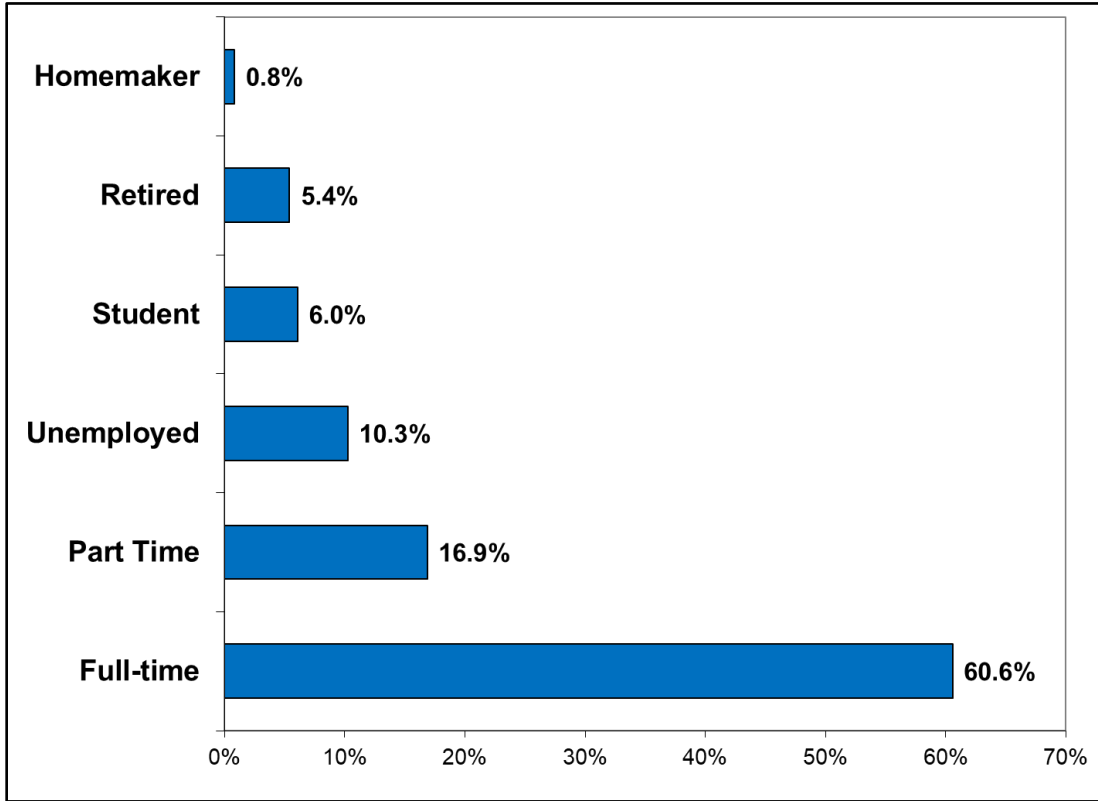


Figure 38. Employment Status – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Employment Status	n=1295	n=192	n=119	n=793	n=151	n=26	n=14
Fulltime	60.6%	59.4%	90.8%	55.6%	53.6%	92.3%	42.9%
Part time	16.9%	15.6%	5.9%	18.9%	19.9%	3.8%	28.6%
Unemployed	10.3%	8.9%	1.7%	12.2%	12.6%	3.8%	7.1%
Student	6.0%	8.9%		6.6%	5.3%		14.3%
Retired	5.4%	7.3%	1.7%	5.5%	7.3%		7.1%
Homemaker	0.8%			1.1%	1.3%		

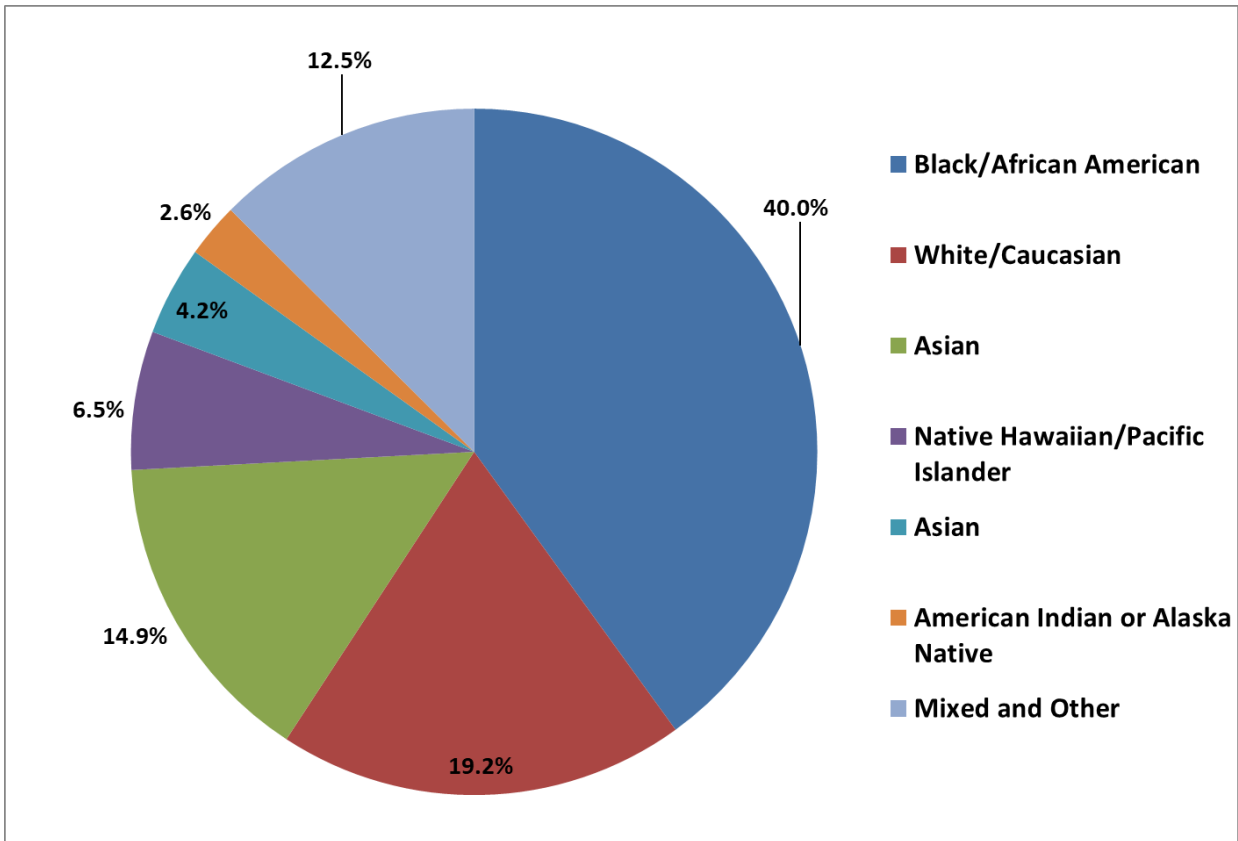
Race and Ethnicity

The surveyed routes have a diverse ridership, with almost 40% of riders African American, 19.2% White/Caucasian and 14.9% Asian. Following U.S. Census classifications, there was no category for Hispanic/Latino, so respondents who wrote that in were classified as “mixed/other,” which accounted for 12.5% of riders. As described below, a follow-up question directly addressed whether respondents identified as Hispanic.

The Red Line had the highest percentage of respondents identifying as African American (50.3%), while the Yellow Line and Vine 21 had the highest percentage identifying as White/Caucasian (35.7%). The Yellow Line also had the highest percentage of Asian respondents (29.1%), but Vine 21 had no Asian riders. Note that some respondents provided more than one answer; the percentages shown in Figure 36 represent the

percentage of total responses and sum to 100%; those in Figure 37 represent the percentage of respondents offering each answer and total more than 100%.

Figure 39. Which Do You Identify With? – All



* As percentage of total responses – more than one response accepted

Figure 40. Which Do You Identify With? – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Race/ethnicity*	n=1205	n=174	n=105	n=751	n=141	n=25	n=9
Black/African American	45.9%	42.0%	48.6%	50.6%	21.7%	48.0%	33.3%
White/Caucasian	22.0%	30.5%	17.1%	19.0%	31.1%	12.0%	44.4%
Asian	16.9%	17.2%	19.0%	15.3%	25.5%	24.0%	
Native Hawaiian/Pacific Islander	7.5%	8.0%	3.8%	8.3%	6.2%	4.0%	11.1%
Asian	4.8%	5.7%	5.7%	4.1%	4.3%	12.0%	
American Indian or Alaska Native	3.0%	3.4%	1.9%	3.1%	1.9%		11.1%
Mixed and Other	14.5%	12.1%	13.3%	15.7%	11.2%	4.0%	33.3%

* As percentage of respondents - more than one response accepted

Respondents were asked several other questions about their cultural background. When asked if they considered themselves Spanish, Hispanic or Latino, 24.3% of riders surveyed responded in the affirmative. The Blue, Green, Red and Yellow Lines all had 20-27% Hispanic riders, while Route 82 had only 8% and Vine 21 had 61.5%.

Figure 40a. Are You Hispanic or Latino?

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Spanish or Latino?	n=1225	n=187	n=112	n=750	n=143	n=20	n=13
Yes	24.3%	20.7%	22.4%	24.6%	26.5%	8.0%	61.5%
No	75.7%	79.3%	77.6%	75.4%	73.5%	92.0%	38.5%

The survey also asked if the respondent spoke a language other than English at home: 33.9% of riders said they did so, with the percentage ranging from 23.7% for the Green Line to 57% for Vine 24.

Among those who specified what language they spoke at home, half (50%) mentioned Spanish and almost 25% said Filipino/Tagalog, while 3.5% mentioned Chinese (both Mandarin and Cantonese), with the remainder comprising a variety of other languages, including American Sign Language (2.6%), French (1.7%), Arabic, and multiple other languages. (Surveys were available in English, Spanish and Chinese).

Household Size

About 45% of survey respondents live in one- or two-person households, and 80% live in households with 4 people or fewer. The percentage of riders in 5-person households (10.3%) is more than the combined total of the percentage of households with 6, 7 and 8 or more (9.7%).

The Yellow Line had the highest percentage of one-person households (25.4%), while the Blue Line had the highest percentage of households with 8 or more people (2.9%).

Figure 41. Household Size – All

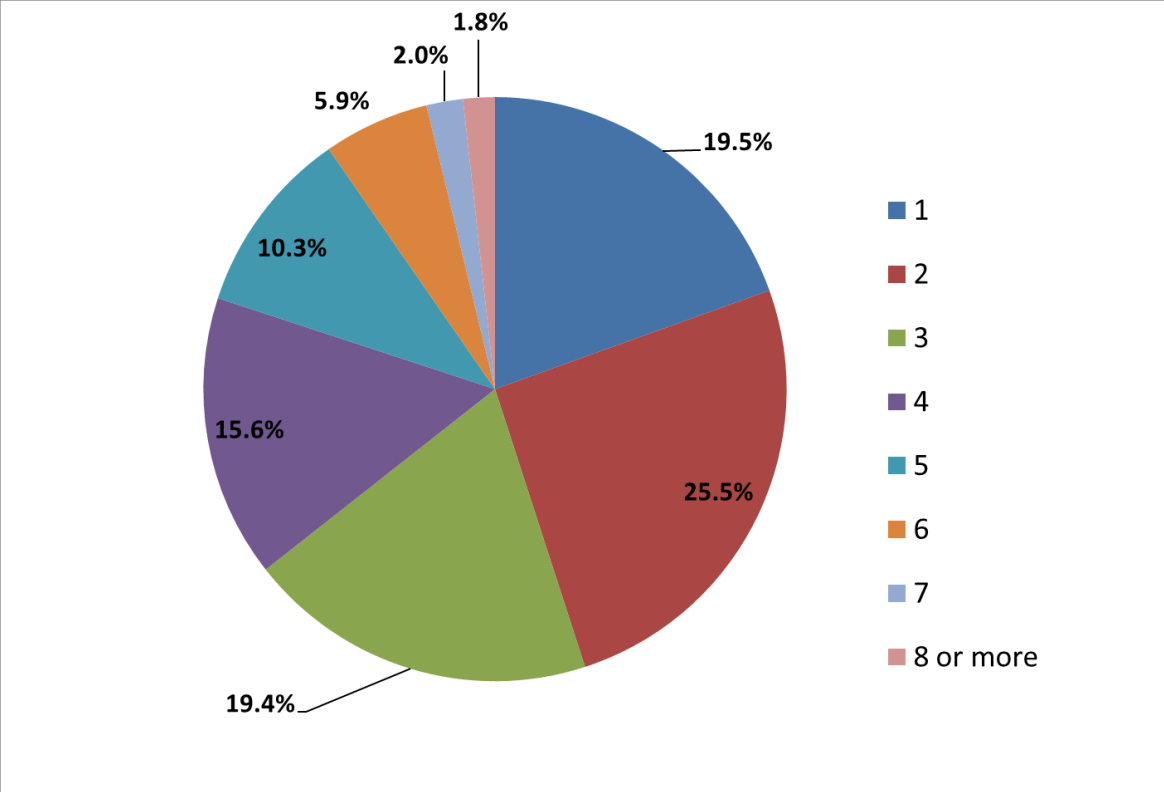


Figure 42. Household Size – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Household size	n=1206	n=173	n=112	n=741	n=142	n=25	n=13
1	19.5%	23.7%	14.3%	18.6%	25.4%	20.0%	15.4%
2	25.5%	19.1%	32.1%	26.6%	26.8%	24.0%	7.7%
3	19.4%	17.9%	18.8%	19.6%	16.9%	28.0%	23.1%
4	15.7%	20.8%	16.1%	15.4%	12.7%	12.0%	7.7%
5	10.3%	5.8%	13.4%	10.0%	12.0%	12.0%	23.1%
6	5.9%	8.1%	5.4%	5.5%	3.5%	4.0%	15.4%
7	2.0%	1.7%		2.4%	1.4%		7.7%
8 or more	1.7%	2.9%		1.9%	1.4%		

Household Income

Among those respondents reporting their income (about 71% of the total), 67.9% had household incomes greater than \$50,000, while 18.1% had incomes less than \$25,000.

The Green Line had the highest income riders, with 46.5% of respondents reporting incomes over \$100,000 and only 8.9% reporting incomes below \$25,000. The Blue Line had a somewhat smaller share of middle-income riders than other lines, with 27.7% reporting incomes from \$35-75,000, compared to 31.2% for riders overall.

Figure 43. Household Income – All

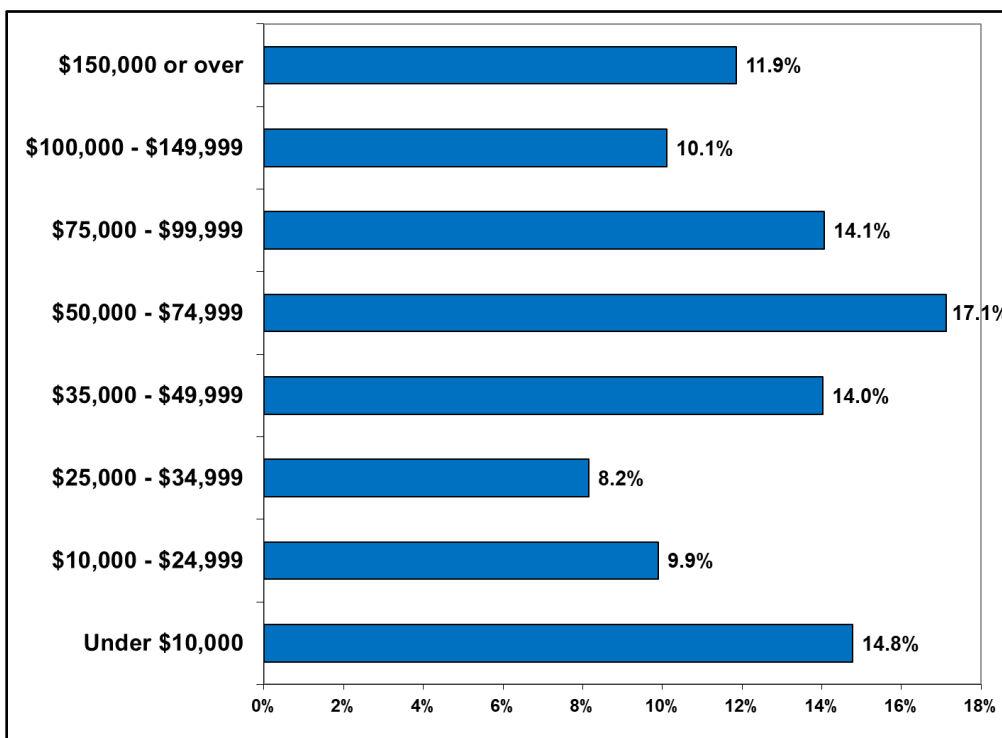


Figure 44. Household Income – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Income	n=1001	n=159	n=101	n=600	n=111	n=19	n=11
Under \$10,000	14.8%	11.9%	6.9%	18.2%	13.5%		9.1%
\$10,000 - \$24,999	9.9%	10.1%	2.0%	11.7%	13.5%		
\$25,000 - \$34,999	8.2%	10.1%	3.0%	8.7%	10.8%	5.3%	
\$35,000 - \$49,999	14.0%	11.3%	7.9%	14.3%	18.0%	5.3%	45.5%
\$50,000 - \$74,999	17.1%	16.4%	22.8%	16.5%	14.4%	21.1%	18.2%
\$75,000 - \$99,999	14.1%	9.4%	11.9%	14.3%	15.3%	21.1%	27.3%
\$100,000 - \$149,999	10.1%	13.2%	18.8%	9.3%	3.6%	10.5%	
\$150,000 or over	11.9%	17.6%	26.7%	7.0%	10.8%	36.8%	

City of Residence

Almost half of riders surveyed live in Vallejo (45.6%) – more than all other locations inside Solano and Napa Counties combined. As expected, the Blue and Green lines had fewer than 10% Vallejo residents among survey respondents; both Fairfield and Vacaville residents account for about two-thirds of their riders. The Green Line (12.2%) and Route 82 (12%) had the highest percentages of riders living in Suisun City, while the Yellow Line had the highest percentage of Benicia residents (26.5%).

Figure 45. City of Residence – All

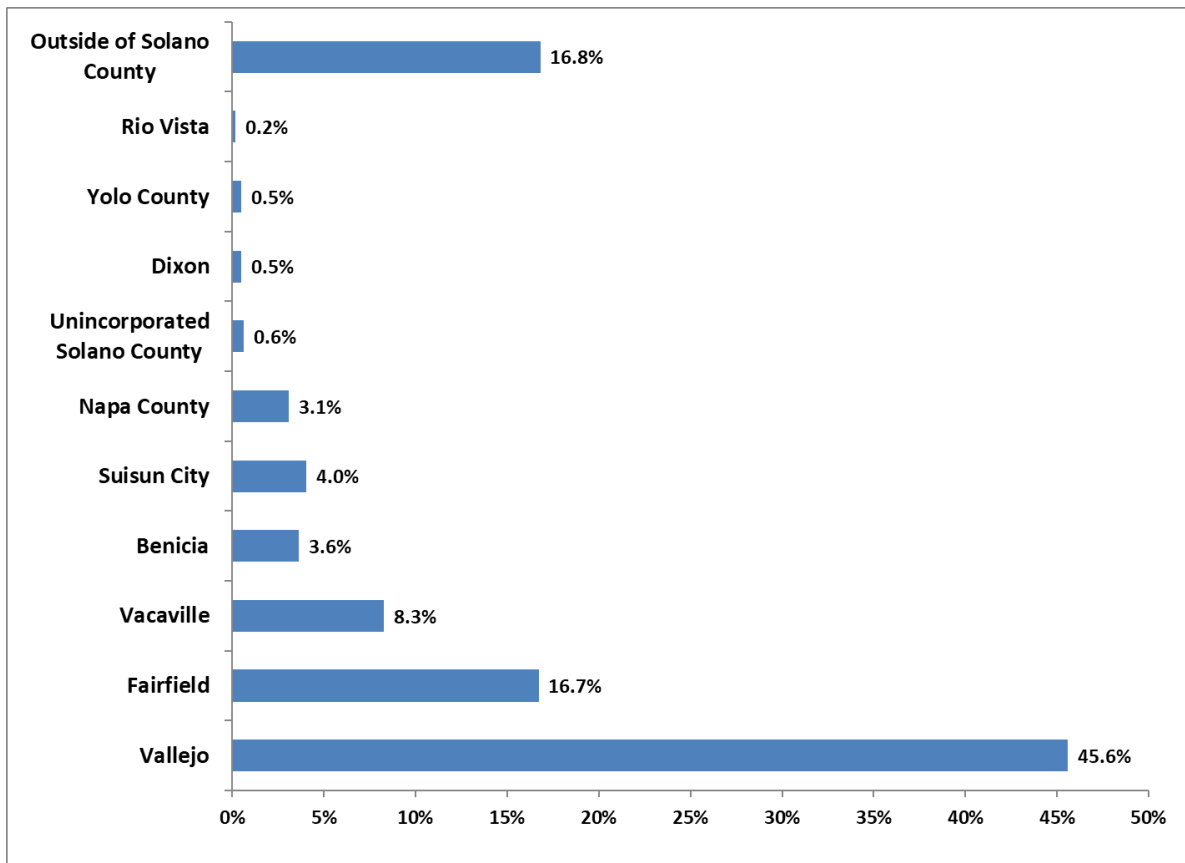


Figure 46. City of Residence – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
City of Residence	n=1390	n=204	n=123	n=861	n=162	n=25	n=15
Vallejo	45.6%	2.9%	8.9%	64.7%	47.5%	28.0%	
Fairfield	16.7%	24.0%	60.2%	7.4%	1.2%	44.0%	40.0%
Vacaville	8.3%	38.7%	9.8%	1.7%	0.6%	4.0%	20.0%
Suisun City	4.0%	4.4%	12.2%	2.3%		12.0%	13.3%
Benicia	3.6%	1.5%		1.5%	26.5%		
Dixon	0.5%	2.5%	1.6%				
Rio Vista	0.2%		1.6%				
Unincorporated Solano County	0.6%	1.0%		0.8%			
Outside Solano County	20.4%	25.0%	5.7%	21.5%	24.1%	12.0%	26.7%

Cars in Household

Almost one-third (32.3%) of riders on surveyed buses have no cars in their household. This represents a statistically significant increase from 28% in 2022 and suggests that some riders who had access to cars in 2022 are now using those to commute as bus usage has become less convenient. Added to the 32.9% who have just a single vehicle, this indicates that almost two-thirds of riders have limited access to an automobile as an alternative to their bus service, up from 60% two years ago. Almost 37% of Red Line and Yellow Line riders have no cars in their household, compared to only 9.1% of Green Line respondents, almost 58% of whom report owning 2 or more cars.

Figure 47. Car Ownership – All

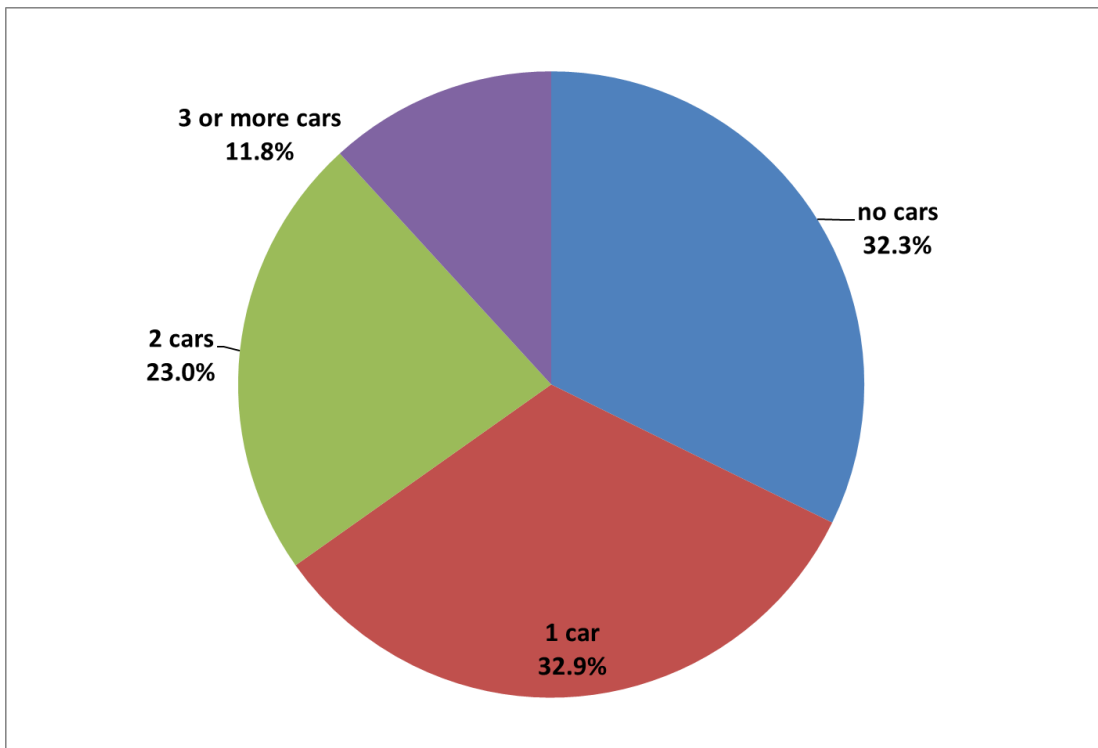


Figure 48. Car Ownership – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
No. of cars	n=1311	n=194	n=121	n=804	n=152	n=26	n=14
no cars	32.3%	28.4%	9.1%	36.8%	36.8%	23.1%	35.7%
1 car	32.9%	28.4%	33.1%	34.0%	37.5%	34.6%	14.3%
2 cars	23.0%	28.9%	43.8%	18.4%	19.7%	23.1%	28.6%
3 or more cars	11.8%	14.4%	14.0%	10.8%	5.9%	19.2%	21.4%

Could Car Have Been Used for this Trip?

In addition to the previous question regarding automobile ownership, the extent to which riders have access to vehicles is reflected in the responses to a question regarding whether a car could have been used for this trip. Fewer than 30% of riders said yes (down from 34% in 2022), while 12.4% said that a car would have been available, but it would have inconvenienced others. The fact that 70% of respondents said no car was *readily* available indicates that most of the surveyed riders have limited alternatives to the bus to make their trip, and that today’s riders have fewer options than those of two years ago.

Almost two-thirds of Red and Yellow Line riders and over two-thirds of Vine 21 riders said they did not have access to a car. This is consistent with the results presented earlier (Figure 25) showing that more than 30% of Red and Yellow Line respondents would not have made their trip if the bus had not been available.

Figure 31. Did You Have a Car You Could Have Used? – All

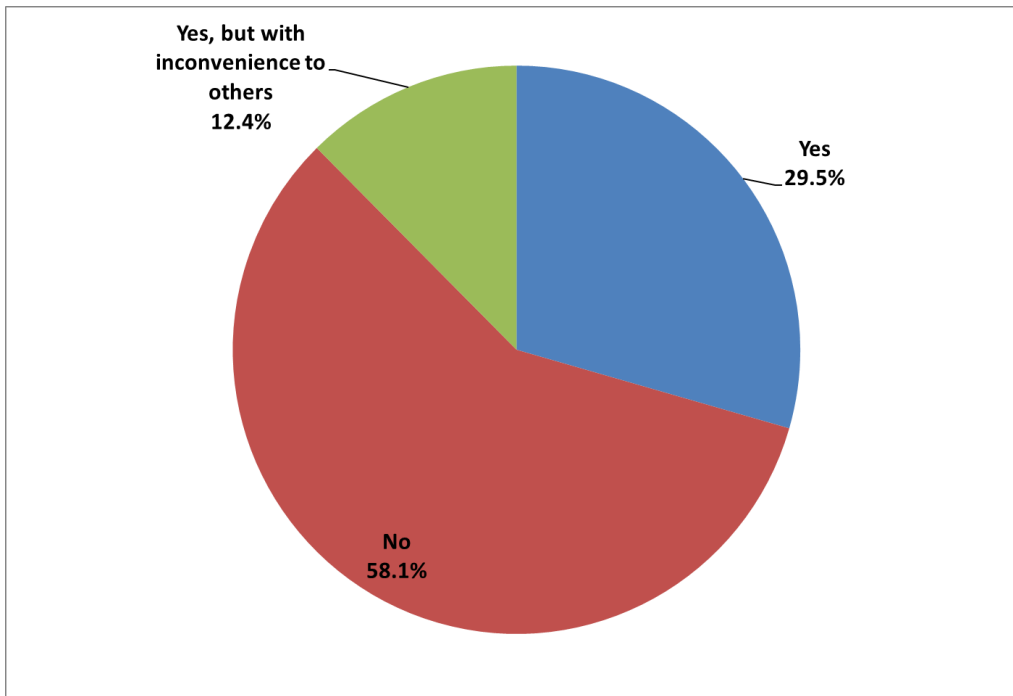


Figure 50. Did You Have a Car You Could Have Used? – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Car available?	n=1308	n=195	n=120	n=800	n=155	n=25	n=13
Yes	29.5%	30.8%	53.3%	25.9%	21.3%	52.0%	7.7%
No	58.1%	48.2%	29.2%	64.3%	65.8%	44.0%	76.9%
Yes, with inconvenience to others	12.4%	21.0%	17.5%	9.9%	12.9%	4.0%	15.4%

Another factor influencing the extent to which riders are dependent on bus availability is whether they have a driver’s license, which tends to correlate with access to a car. When asked whether they have a driver’s license, 38.7% of riders said they did not (up from 36.6% in 2022), indicating that almost 40% of respondents cannot drive themselves as an alternative to using the bus. The percentage of respondents with a license ranged from 78% for the Green Line (down from almost 85% in 2022) to 51.6% for the Yellow Line.

Figure 51. Do You Have a Driver’s License?

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Do you have a drivers license?	n=1181	n=211	n=112	n=685	n=173	n=173	n=685
Yes	61.3%	70.3%	78.3%	57.1%	51.6%	72.0%	61.5%
No	38.7%	29.7%	21.7%	42.9%	48.4%	28.0%	38.5%

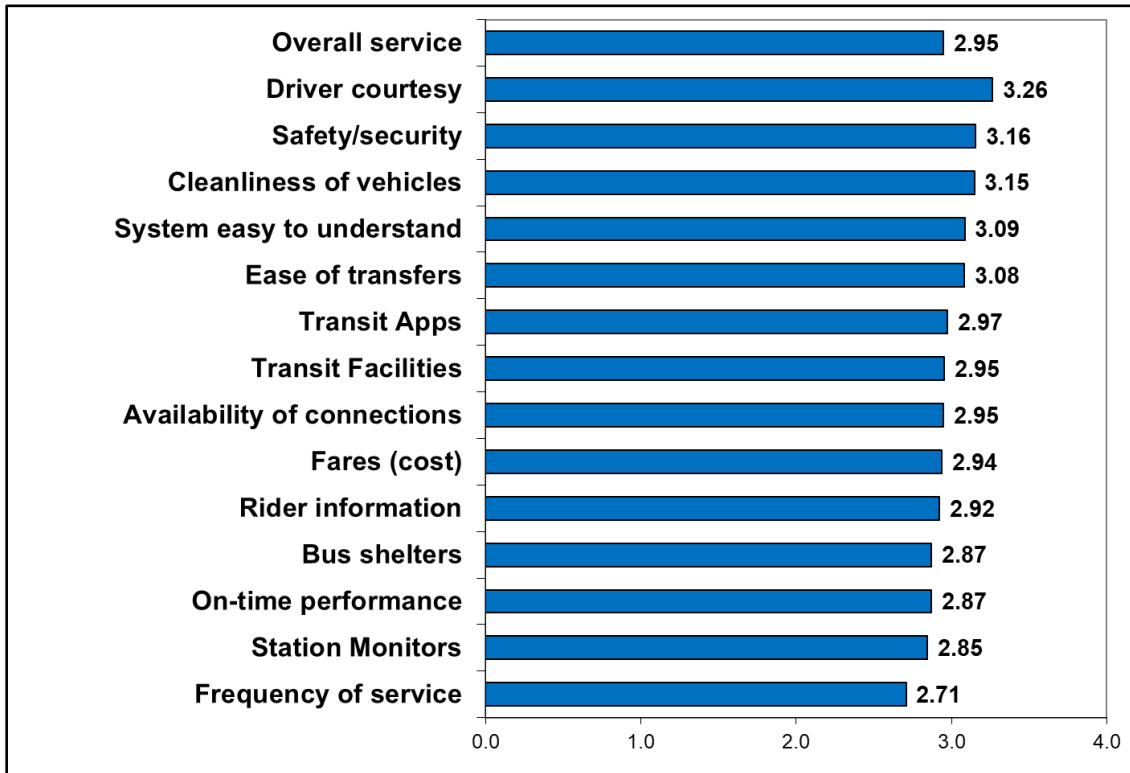
QUALITY OF SERVICE

Survey respondents were asked to rate a variety of service elements on their bus route as excellent, good, fair, or poor. Mean ratings for each question were calculated by assigning a value of 4 to excellent, 3 to good, 2 to fair, and 1 to poor and then averaging the results. As with other responses, results were weighted by the percentage of ridership accounted for by each bus line.

Overall, surveyed riders gave good ratings to most service elements, with an overall service rating of 2.95, where 3.0 represents a “good” rating. Five service elements received ratings of 3.0 or higher, with driver courtesy receiving the highest rating of 3.26. Transit apps, transit facilities, availability of connections, fares and rider information all received ratings between 2.9 and 3.0. The average rating for on-time performance was somewhat lower (2.87) and that for frequency of services was significantly lower at 2.71 – almost exactly the same rating riders gave in the 2022 survey.

Interestingly, satisfaction with overall service tended to decline with number of years riding. Respondents who had been riding for 6 or more years had an average rating of 2.55 for service and those riding for 3 or more years had an average rating of 2.7, compared to the 2.95 rating for all respondents.

Figure 52. Ratings of Service – Overall



Green Line riders had the lowest average ratings for all elements of service except fares, where they provided a 2.80 rating versus a 2.81 for the Yellow Line. Satisfaction with frequency of service, on-time performance and overall service were all lower for Green Line riders than they were in 2022. More than half (54%) of Green Line riders rated overall service as poor or fair, compared to 31% of riders overall. The low ratings from Green Line riders seem to mirror their overall frustration with the level of service, which was expressed to interviewers both in written comments and in pleas to convey their dissatisfaction to decision makers who could initiate change. Some of those comments are cited in the Final Comments section below, and a file with all comments is attached separately.

Among other routes, the two lowest volume lines – Route 82 and Vine 21 – had higher satisfaction almost across the board, including overall service, where 46% of Route 82 and 48% of Vine 21 riders offered “excellent” ratings.

Figure 32. Ratings of Service – Individual Routes

Service ratings	Route Number All n=1409	Blue Line n=206	Green Line n=124	Red Line n=872	Yellow Line n=166	Route 82 n=26	Vine 21 n=15
On-time performance							
Excellent = 4	35%	47%	13%	36%	32%	46%	46%
Good = 3	29%	26%	27%	31%	30%	19%	23%
Fair = 2	23%	21%	34%	21%	21%	23%	31%
Poor = 1	13%	7%	26%	12%	18%	12%	
AVERAGE	2.87	3.12	2.26	2.91	2.75	3.00	3.15
Frequency of service							
Excellent = 4	28%	30%	11%	30%	23%	42%	46%
Good = 3	30%	23%	26%	34%	23%	17%	38%
Fair = 2	26%	34%	33%	24%	27%	21%	15%
Poor = 1	16%	13%	30%	13%	26%	21%	
AVERAGE	2.71	2.70	2.19	2.81	2.44	2.79	3.31
Driver courtesy							
Excellent = 4	49%	54%	40%	48%	45%	56%	69%
Good = 3	32%	26%	27%	34%	41%	32%	15%
Fair = 2	15%	16%	24%	14%	11%	12%	15%
Poor = 1	4%	4%	9%	3%	3%		
AVERAGE	3.26	3.30	2.98	3.28	3.26	3.44	3.54
Rider information							
Excellent = 4	33%	42%	12%	33%	29%	50%	46%
Good = 3	36%	30%	35%	39%	34%	25%	31%
Fair = 2	21%	17%	35%	19%	26%	25%	15%
Poor = 1	10%	11%	18%	9%	10%		8%
AVERAGE	2.92	3.03	2.42	2.97	2.83	3.25	3.15
Cleanliness of vehicles							
Excellent = 4	41%	46%	24%	42%	44%	56%	38%
Good = 3	37%	32%	36%	38%	39%	24%	46%
Fair = 2	17%	17%	27%	16%	14%	20%	15%
Poor = 1	5%	5%	13%	4%	3%		
AVERAGE	3.15	3.19	2.71	3.18	3.24	3.36	3.23
Safety/security							
Excellent = 4	42%	47%	22%	42%	43%	60%	42%
Good = 3	37%	35%	51%	35%	39%	24%	58%
Fair = 2	17%	15%	21%	17%	15%	16%	
Poor = 1	5%	3%	5%	5%	3%		
AVERAGE	3.16	3.25	2.90	3.14	3.22	3.44	3.42
Ease of transfers							
Excellent = 4	40%	42%	25%	41%	38%	68%	33%
Good = 3	35%	36%	39%	35%	39%	14%	50%
Fair = 2	17%	17%	21%	17%	16%	18%	
Poor = 1	8%	5%	15%	7%	7%		17%
AVERAGE	3.08	3.16	2.75	3.10	3.08	3.50	3.00
Availability of connections							
Excellent = 4	35%	41%	21%	35%	30%	52%	38%
Good = 3	34%	34%	30%	35%	34%	24%	46%
Fair = 2	22%	19%	33%	21%	24%	24%	15%
Poor = 1	9%	7%	16%	9%	11%		
AVERAGE	2.95	3.08	2.55	2.97	2.82	3.29	3.23
System easy to understand							
Excellent = 4	38%	44%	22%	37%	38%	63%	46%
Good = 3	38%	34%	42%	39%	39%	25%	38%
Fair = 2	18%	18%	25%	18%	19%	13%	8%
Poor = 1	6%	4%	10%	6%	4%		8%
AVERAGE	3.09	3.19	2.77	3.08	3.11	3.50	3.23
Fares (cost)							
Excellent = 4	35%	42%	24%	33%	34%	60%	58%
Good = 3	31%	29%	39%	31%	26%	16%	42%
Fair = 2	26%	24%	31%	27%	27%	16%	
Poor = 1	8%	5%	6%	8%	13%	8%	
AVERAGE	2.94	3.08	2.81	2.90	2.80	3.28	3.58
Transit Apps							
Excellent = 4	37%	42%	19%	38%	33%	48%	70%
Good = 3	33%	32%	33%	33%	38%	26%	20%
Fair = 2	20%	21%	21%	19%	20%	22%	10%
Poor = 1	10%	6%	26%	10%	9%	4%	
AVERAGE	2.97	3.09	2.45	2.99	2.96	3.17	3.60
Station Monitors							
Excellent = 4	32%	37%	17%	32%	33%	43%	56%
Good = 3	33%	27%	31%	35%	33%	24%	33%
Fair = 2	21%	24%	31%	20%	22%	29%	
Poor = 1	13%	11%	21%	13%	12%	5%	11%
AVERAGE	2.85	2.91	2.44	2.86	2.87	3.05	3.33
Bus shelters							
Excellent = 4	32%	38%	16%	32%	31%	45%	45%
Good = 3	34%	31%	42%	33%	35%	23%	36%
Fair = 2	25%	22%	31%	24%	24%	32%	9%
Poor = 1	10%	9%	11%	11%	11%	9%	
AVERAGE	2.87	2.97	2.64	2.86	2.85	3.14	3.18
Transit Facilities							
Excellent = 4	33%	37%	22%	32%	31%	48%	55%
Good = 3	37%	33%	35%	38%	38%	29%	36%
Fair = 2	22%	21%	32%	22%	24%	19%	9%
Poor = 1	8%	9%	10%	7%	7%	5%	
AVERAGE	2.95	2.98	2.70	2.96	2.93	3.19	3.45
Overall service							
Excellent = 4	33%	37%	13%	35%	31%	46%	42%
Good = 3	36%	35%	33%	37%	32%	33%	33%
Fair = 2	23%	25%	35%	20%	29%	21%	25%
Poor = 1	8%	3%	19%	8%	8%		
AVERAGE	2.95	3.07	2.41	2.99	2.87	3.25	3.17

Service Aspects Influencing Satisfaction

After rating their satisfaction with various aspects of service, respondents were asked which individual aspect of service was MOST responsible for their overall service rating. As shown below, 36.8% of riders said on-time performance was the most important factor (up from 32.7% in 2022), followed by 18.3% who identified frequency of service, 12.6% who mentioned driver courtesy and 5.7% who cited overall service.

Among riders who rated overall service as “poor,” more than 82% identified either on-time performance or frequency of service as most responsible for their overall service rating, highlighting the direct link between dependable service and overall satisfaction.

Results for individual lines generally matched those for all respondents, with all SolTrans lines placing on-time performance first and the frequency of service second. The Green Line had almost one-third (32.6%) of riders reporting frequency of service as most important. (As noted above, Green Line riders were also the least satisfied with this element of service -- 2.19 – and with service overall – 2.41.) Fares were more likely to be rated most important by Blue Line (8.7%), Yellow Line (8.4%) and Route 82 (9.1%) riders than by those on the Green (5.3%) and Red Lines (6.5%).

Figure 33. Aspect of Service MOST Responsible for Rating - All

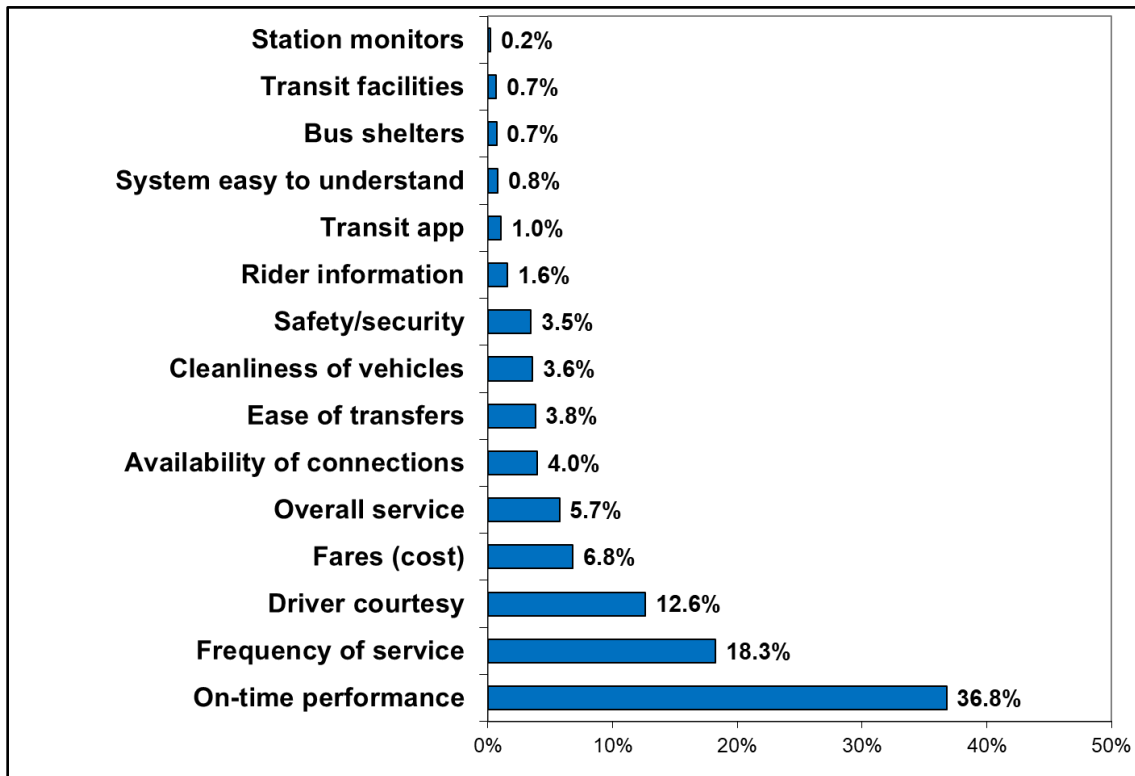


Figure 34. Aspect of Service MOST Responsible for Rating – by Line

Route	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Service Aspect MOST Responsible for Rating	n=992	n=161	n=95	n=586	n=119	n=22	n=9
On-time performance	36.8%	42.2%	38.9%	36.9%	34.5%	31.8%	11.1%
Frequency of service	18.3%	12.4%	32.6%	17.4%	19.3%	18.2%	11.1%
Driver courtesy	12.6%	11.8%	8.4%	12.6%	12.6%	13.6%	33.3%
Fares (cost)	6.8%	8.7%	5.3%	6.5%	8.4%	9.1%	
Overall service	5.7%	2.5%	3.2%	7.2%	2.5%	13.6%	
Availability of connections	4.0%	6.8%	4.2%	2.9%	5.0%	9.1%	
Ease of transfers	3.8%	3.1%	3.2%	3.6%	7.6%	4.5%	
Cleanliness of vehicles	3.6%	2.5%	1.1%	4.1%	4.2%		11.1%
Safety/security	3.5%	3.1%		3.6%	3.4%		22.2%
Rider information	1.6%	1.2%	1.1%	2.0%	0.8%		
Transit app	1.0%	1.9%	1.1%	0.9%	1.7%		
System easy to understand	0.8%	1.9%		0.9%			
Bus shelters	0.7%	1.2%		0.9%			
Transit facilities	0.7%	0.6%		0.5%			11.1%
Station monitors	0.2%		1.1%	0.2%			

Sources of Transit Information

Riders were also asked to identify how they currently receive transit information from a list of sources (with more than one response possible.) The 1,267 riders who answered this question offered a total of more than 1,632 responses, summarized below.

The Transit website, Transit App and Transit Center together were mentioned by almost 75% of riders, but no other information source accounted for as much as 10%. The Transit App and other phone apps -- Moovit, Google and Apple Maps and the Token app -- together were cited by 41.2% of respondents, up from about 20% in 2022. About 18% cited more traditional non-digital information sources: information at stops (6.5%), printed schedules (2.7%) and asking a friend (9.3%). Telephone tools, including the SolTrans call center and the Mobility Call Center, were mentioned by 9.3% of responses. These responses indicate that abandoning non-digital information sources risks burdening a significant percentage of current riders. That 1 in 10 riders needs to ask a friend for information shows how “going paperless” simply does not meet the needs of all segments of the riding public.

The percentage of respondents mentioning smart phone apps ranged from a high of about 50% for the Blue Line to a low of 24% for Route 82. Conversely, Green Line riders were more likely than other respondents to cite the Transit Website (40% compared to 31.2% overall.) The variety of sources mentioned indicate that information about Solano Express should be kept updated on all the mentioned sources.

Figure 35. Where You Currently Get Transit Information – Overall

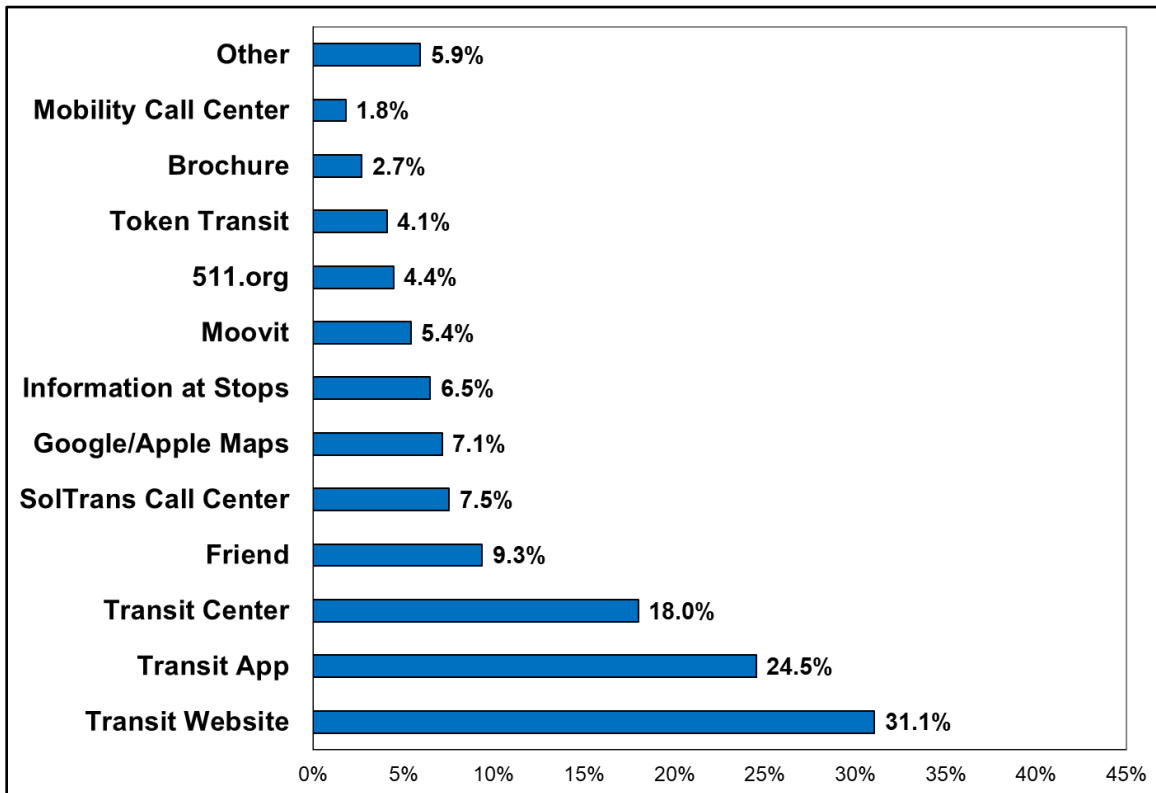


Figure 36. Where You Get Transit Information – Individual Routes

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Current information sources	n=1267	n=194	n=117	n=769	n=150	n=25	n=12
Transit Website	31.1%	32.5%	40.2%	28.7%	32.0%	40.0%	25.0%
Transit App	24.5%	29.9%	34.2%	23.4%	19.3%	20.0%	8.3%
Transit Center	18.0%	11.9%	6.8%	19.9%	20.0%	20.0%	41.7%
Friend	9.3%	8.8%	9.4%	10.3%	7.3%	8.0%	
SolTrans Call Center	7.5%	12.4%	9.4%	5.6%	10.7%	12.0%	
Google/Apple Maps	7.1%	6.7%	4.3%	7.9%	10.7%		
Information at Stops	6.5%	5.2%	2.6%	8.2%	4.0%		8.3%
Moovit	5.4%	5.7%	6.8%	4.7%	7.3%		16.7%
511.org	4.4%	4.6%	5.1%	4.7%	3.3%	4.0%	
Token Transit	4.1%	7.2%	1.7%	3.9%	2.0%	4.0%	8.3%
Brochure	2.7%	1.5%	1.7%	2.7%	2.7%		16.7%
Mobility Call Center	1.8%	2.6%	2.6%	1.4%	1.3%		8.3%
Other	5.9%	5.2%	2.6%	7.4%	5.3%		

* Multiple sources accepted

Final Comments

At the end of the survey form, riders were asked if there were any other comments they would like to add about the service on this bus route. While more than half of respondents either did not provide a response or explicitly said they had no comments (26), riders

offered a total of 754 comments, including 77 positive comments. Comments were combined into broad categories as summarized below, where representative quotes are presented for several of the most mentioned categories of responses to give the reader a sense of the kinds of comments offered, together with the number of comments in that category, with the route shown in parentheses after the comment.

More buses/drivers needed; frequency issues (114)

- As a student I frequently go to Davis. The bus used to go there three times in the morning and afternoon. The elimination of this has made it more difficult to get to and from Davis. (Blue)
- I ride the B line, more buses in the afternoon, evening would be great. (Blue)
- Have more buses in the morning. (Green)
- I suggest adding one last morning run on the Green Line from FTC @ 7:45 or 8:00 am Southbound. (Green)
- Return trip home is painful because line is so long because bus infrequent midday. I catch bus early in the morning to avoid traffic, but mid-day return ride needs more buses to Vallejo. (Red)
- Please add more trips to the schedule 6am -10am / 12pm - 4pm. (Yellow)

No shows/Missed or skipped trips or buses (61)

- Green Line cancels way too often. (Green)
- Hire more drivers, passengers should not have to suffer or pay the price. Buses are not coming on time, or not coming at all. (Red)
- There have been several occasions when the Red Line 5:35 pm bus that departs Del Norte is a no show. It is unprofessional and I would appreciate consistency. Thank you. (Red)
- The Yellow Line is often late or missed. It's hard when they only come every hour. They blame it on drivers but they should have backup. (Yellow)

Buses should leave & arrive on time. (62)

- Please have the bus driver leave on time when it's scheduled to leave. The bus driver leaves 5 min. late. (Blue)
- Please come on time. (Route 82)
- Please do what can be done to make the Green Line consistent (Green)
- Needs a lot of improvement on showing up on time. A lot of times throughout the years it doesn't show up at 4:30 pm BART station. (Green)
- Buses coming from El Cerrito back to Vallejo are much less reliable. (Red)
- Emphasize punctuality in your training along with customer service. Many times drivers don't stop even when they see me! (Red)
- 3 hours waiting - Almost lost my job - The family I take care of - at 8 am they take medicine, and I couldn't get there on time and got in trouble. (Yellow)

Good/reliable service (55)

- Thank you for serving your community! (Blue)
- Missing buses are major issue, otherwise great. (Green)
- Thank you for the Vallejo Red Line Bart bus. It helps me see my family! (Red)

- Service greatly improved since pandemic. (Yellow)

Later schedules needed/evening issues (49)

- Would like more evening buses going to Fairfield. (Route 82)
- You all should add the 82 at 5:30 pm leaving from S.F. (Route 82)
- I ride the Blue Line, more buses in the afternoon, evening would be great. (Blue)
- Improve return trip schedule. Times for PM buses are inconvenient. (Green)
- Last Red from Del Norte BART should run later and start earlier on Fridays. (Red)
- More buses after 6 pm. If buses are a no show (most often) waiting three hours for the last bus is a nightmare. (Yellow)

Weekend service needed/weekend schedule issues (46)

- Saturday morning 9:41 am bus is too late. Please consider a bus from FTC to Walnut Creek earlier on Saturdays. Maybe 7:30 am or 8:00 am. Thanks. (Blue)
- Add more stops, make transfer times better, more weekend service, especially Sunday. (Red)
- Saturday route please. It'd cut down on drunk driving. (Red)
- The weekend service sucks. I don't know if y'all don't have enough drivers or they don't show up. (Red)
- Please add a line to Napa on weekends from BART. (Yellow)
- The 3-hour gap from Saturday 2:37 to 5:56 pm is too long. (Yellow)

Add buses/bus stops/change stops (37)

- Earlier 82 from San Francisco. Also, Fairfield first before Vallejo. (Rt 82)
- Please make the train station in Dixon a stop again. (Blue)
- More connections to Sacramento. No B line dead-end, more Vacaville to FTC service. (Green)
- Please add a stop by Cordelia/ Safeway. (Red)

Improve communications (31)

- Sometimes customer service can't be reached by phone and the missed bus is not listed on the website as missing. (Rt 82)
- Buses should have water or snacks and should do a better job at informing riders about cancel actions or delays. (Blue)
- Transit information and status: often when buses do not appear, the transit website doesn't tell you. (Green)
- VTC personnel should announce the status of any bus that is more than 5 minutes late. (Red)
- Better way of notifying riders when buses are running late or cancelled. (Vine 21)
- Need to be more clear about bus status, also in general it would be good to inform people about the voucher program more. (Yellow)

Earlier schedule needed/morning issues (27)

- Earlier departure of Blue. 5:35 is 15 minutes later than previously. (Blue)
- DO NOT MISS in the mornings - people have to get to work. (Green)

- Too large a time gap between 7:09 bus + 7:53 bus in the morning. Add a 7:25/7:30? (Red)
- Please add more trips to the schedule 6am -10am / 12pm - 4pm. (Yellow)

Miscellaneous scheduling issues (25)

- We want to see schedule improvement. (Blue)
- On holidays can you at least have buses if only 4 times through the day? (Green)
- Please have running service on holidays. (Red)
- Stop changing the schedule. (Red)

Equipment/facilities issues (30)

- Seat cushions smell. TVs don't work. (Blue)
- The seats on the bus are not clean. (Green)
- Fix the charging ports. (Red)
- What happened to free WiFi? (Yellow)

Driver comments - positive (15)

- Drivers are polite (nice) and courteous, helpful, great w/smile. (Blue)
- Hire more drivers to assure that routes are covered. The current drivers are awesome and work hard. (Red)
- Thank you to all the bus workers for being here to get us there! Thank you all! (Yellow)

Driver comments - negative (12)

- The service is poor and the operators are unsafe and rude. (Blue)
- Driver comments "full bus," when it is not. (Green)
- The driver courtesy has to be fixed. Some of the young men and women are so rude. (Red)
- A lot of the drivers are mean and don't care about the riders when customer service is part of the ride! (Yellow)

Fares/payment issues (23)

- Cheaper monthly passes. (Blue)
- Stop charging for intercounty service. There should only be one flat rate for adults (\$2). (Green)
- Improve clipper machine - either it's taking the wrong amount or doesn't work. (Red)
- Please place a machine to recharge cards in the terminal or allow payment by credit card. (Red)

Customer service issues (8)

- Customer service should be open when first bus is running for updates. (Blue)
- It would be nice to have 24-hours customer service via phone. (Red)

Please keep service (12)

- I really appreciate the 82 service. Great alternative to driving. (Rt 82)
- This line is most needed in my community as it has limited service. (Blue)
- Keep it going, I wouldn't be able to visit family if this line didn't exist. (Red)
- Keep this service. (Green)

CONCLUSIONS

The survey results, as well as additional comments provided by riders, indicate that the intercity bus routes in the Solano Express system are an essential resource for Solano County residents and others with limited transportation options for access to jobs, education and other social activities. While riders are moderately satisfied with these bus lines overall, they are less satisfied with the frequency of service, suggesting that more frequent buses would significantly improve the value of the Solano Express system to this transit-dependent population. Specific findings include:

- A comparison of the weekly ridership calculated for 2024 to that calculated for the 2022 survey shows a significant decline in overall ridership for the Blue (15.4%), Green (27.7%) and Yellow (9.2%) Lines. An 8.6% increase for the high-volume Red Line helped offset these declines for other routes, resulting in an overall reduction of 2.8% for these four lines. Since the 2022 survey had been conducted after the height of the Covid pandemic when ridership on intercity lines was down to less than 9,000 from more than 22,000 in 2018, it should be concerning that ridership on the Blue, Green and Yellow lines is down so sharply.
- Surveyed riders rely on the bus for transportation. More than one-fourth (28%) of respondents said they would not have made the trip if their bus had not been available – indicating that while most riders have alternative ways of making this trip and that the trip must be made (e.g., for getting to work), a sizeable minority are completely dependent on access to their bus.
 - More than 32% of riders on surveyed buses have no cars in their household, and 32.9% have just a single vehicle, meaning that almost two-thirds of riders have limited access to an automobile as an alternative to their bus service.
 - In addition, almost 39% of respondents do not have a driver's license.
 - (It is important to note that all of these indicators of rider dependence on the bus increased from 2018 to 2022 and again from 2022 to the present. In 2018, 23% said they would not have made the trip, 52% had limited access to a car and 28% did not have a driver's license.)
- Most riders use their bus frequently, with almost 45% reporting that they ride at least 5 days a week and more than 80% riding at least weekly. Most riders are also long-term users: more than 60% of riders have been using their current route for at least a year, with 23.4% having been riders for 6 years or more. These lines also continue to attract new riders: 25% of respondents said they had been riding for less than 6 months, including 7.5% who were riding for the first time. This substantial addition of new riders even as overall ridership has stagnated or fallen suggests that many long-time riders have abandoned the Solano Express Service over the past two years, as well as thousands who have not come back after the pandemic.

- Riders travel primarily between home and work, but also to and from a variety of other destinations. Over 90% of respondents either began (44%) or planned to end (49%) their current trip at home, while 65% were coming from or going to work, about 16% to or from sports/social/recreational activities and 6% to or from shopping or errands.
- Riders use the buses as one of several links in their commute or other travel, with roughly half using other public transportation methods (BART, other buses) both to get to their bus stop and to get to their final destination. Riders' heavy reliance on public transportation to reach the bus and their final destination highlights the importance of both coordinated schedules and on-time performance. When buses arrive late, riders miss their connection, whether to BART or other bus lines. Given the infrequency of service on many routes, a missed connection can mean hours of waiting, finding another transportation source or simply having to walk – a scenario that was emphasized in numerous comments to interviewers.
- Demographically, these routes serve a diverse ridership, with almost 40% of riders African American, 19.2% white/Caucasian and 14.9% Asian. About 24% of riders described themselves as Hispanic or Latino. In addition, 33.9% of respondents said they speak a language other than English at home – primarily Spanish (51%) and Filipino/Tagalog (25%), but also more than a dozen other languages.
- More than 84% of surveyed riders are within the traditional age range of working adults (18 to 64), with only 4.1% under 18 and 1% aged 65 and older. Similarly, more than 77% of riders are employed full time (60.6%) or part time (16.9%).
- Surveyed riders gave good ratings to most service elements, with an overall service rating of 2.95, where 3.0 represents a “good” rating (4 is excellent; 2 is fair and 1 is poor).
 - Five service elements received ratings of 3.0 or higher, with driver courtesy receiving the highest rating of 3.26.
 - Transit apps, transit facilities, availability of connections, fares and rider information all received ratings between 2.9 and 3.0.
 - The average rating for on-time performance was somewhat lower (2.87) and that for frequency of services was significantly lower at 2.71, highlighting one area where the system is falling short in meeting the needs of transit-dependent passengers.
 - More than half (54%) of Green Line riders rated overall service as poor or fair, compared to 31% of riders overall.
- When asked which individual aspect of service was MOST responsible for their overall service rating, 36.8% of riders said on-time performance was the most important factor, followed by 18.3% who identified frequency of service and 12.6% who mentioned driver courtesy. No other element of service was cited by as many as 6% of respondents.

- Among riders who rated overall service as “poor,” more than 82% identified either on-time performance or frequency of service as most responsible for their overall service rating, highlighting the direct link between dependable service and overall satisfaction
- The Solano Express Guaranteed Ride Uber Voucher program represents a potentially valuable tool for riders who are dependent on these buses to get to work, but both knowledge and usage of the program are limited, with three-fourths of riders saying they had never used this program.
- Riders were also asked to identify how they currently receive transit information from a list of 11 sources (with more than one response possible.) The Transit website and Transit Center together were mentioned by about 50% of riders, while the Transit App and other phone apps Google/Apple Maps, Moovit and Token Transit together were cited by 41.2% -- more than twice the percentage of 2022. About 18% cited more traditional non-digital information sources: information at stops (6.5%), printed schedules (2.7%) and asking a friend (9.3%). These responses indicate that abandoning non-digital information sources risks burdening a significant percentage of current riders. That 1 in 10 riders needs to ask a friend for information shows how “going paperless” simply does not meet the needs of all segments of the riding public.
- The interest in online information is confirmed by the high percentage of riders who own smart phones (more than 90%) and the significant share of phone owners who use apps to track buses: 70%, up from 44% two years ago. However, more than half (54.8%) of riders 65 or older said that they did NOT use apps. About 60% of app users indicated that they use the Transit App.
- While these results consistently show a ridership that relies on buses to commute between home and work as well as reach other destinations, there are differences among individual routes in terms of the age, employment status, income, ethnic background and access to alternative methods of transportation of their riders.

RECOMMENDATIONS

Based upon the above findings and to pursue the goal of better meeting the needs of riders and improving their satisfaction with Solano Express service, we offer the following recommendations, bearing in mind that this survey focused primarily on ridership patterns and rider characteristics rather than a detailed analysis of determinants of satisfaction.

- To boost ridership, increase the frequency and hours of service on selected routes, particularly during the morning and afternoon rush.
- Focus on avoiding no-show buses through increased staffing and efforts to always have backup buses and drivers available.

- If no-shows are unavoidable, ensure that riders are aware of the Solano Express Guaranteed Ride Uber Voucher program through increased outreach and using the transit apps and website.
- Analyze usage of the Uber Voucher program to identify high-priority routes and times requiring immediate attention.
- Try to improve synchronization between the Solano Express schedule and those of other transport systems, particularly BART.
- Improve the accuracy of information provided to the Transit App and other apps, as well as data displayed on station monitors, with timely updates that reflect delays.
- Ensure that schedules accurately reflect realistic arrival and departure times considering anticipated traffic conditions so that drivers do not need to skip stops to complete their route on time.
- It is important that schedules are provided at each bus stop and kept up to date because not all riders have access to the Internet or are comfortable finding information online.
- Finally, a comparison of current to past indicators of transit dependence (e.g., lack of access to a car; no driver's license) shows that a higher proportion of riders today have no alternative to using the bus, suggesting that some riders surveyed in 2018 and 2022 who did have alternatives have since abandoned their use of these bus lines. To better understand the factors that have driven riders away from the bus and are causing dissatisfaction among current riders, we recommend that STA consider conducting qualitative research with both groups to probe the reasons for no longer using the bus, their key sources of dissatisfaction, and what is required to retain current riders and lure former riders back
- While completing the survey many riders verbally expressed frustration with everything from hours of service to the lack of information at bus stops to lack of access to food or bathrooms, yet the level of frustration in these comments was not always reflected in the written feedback on the survey form. We believe that speaking with former riders could help STA gain greater insight into the needs of this population of underserved transit users.



Appendix of

SOLANO TRANSPORTATION AUTHORITY

2024 ON-BOARD TRANSIT SURVEY (DRAFT)

Submitted to

Solano Transportation Authority

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Suisun City, CA. 94585

Submitted by

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Oakland, CA 94612

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August 2024

Bus Route	CASE	Q33 Are there any other comments you would like to add about improving the service on this bus line?
YELLOW	965	3 hour waiting - Almost lost my job - The family I take care of - at 8 am they take medicine and can't get there on time and got in trouble. The person at W.C. told me to leave that didn't know anything. Waited 3hrs - last week. Sometimes I don't have a bus on Mondays or Fridays - or late. I fell because the driver took off as I had boarded. Didn't wait for me to sit down - had to go to doctors due to knee injury
	1021	A lot of the drivers are mean and don't care about the riders when customer service is part of the ride!
	909	Add 1 6:55am bus, move 6:05am Y line to 6:00am or 6:02am so I could take my 6:40 am connecting bus otherwise I have to wait 1 hour for next one
	355	Add an extra bus in the evening in between 6pm and 8pm
	834	Add earlier and frequent schedule on weekends. Have/Add schedules [illegible]
	992	Add more bus time
	991	App GPS does not work
	1014	Be more reliable and on time.
	1001	Better signs at the bus stops, where people can't tear them down.
	1023	Bus always late or missed and should be buses more
	1040	Bus was late this morning.
	978	Excellent drivers
	914	Extend service on weekends
	781	Fare cost. Frequency of service.
	755	Frequency of bus lines. Need later times.
	908	good
	921	I don't like how sometimes you skip Sunvalley to go straight to Walnut Creek BART.
	1010	I give the AM driver Leah 5 stars!
	1009	I think you all should change the operation time to every 30 minutes.
	847	I use this bus to visit my family. Great service, clean bus.
	917	If late, give ETA info to apps, even after bus stop time has passed. Thx.
	928	If only i could get to work in San Ramon, getting to Walnut creek is great, but hard to go further
	666	If rainy days everyone gets wet.
	1004	I'm too annoyed you get too many problems as is.
	465	Just nenking DDM [?]
	61	Keep up the excellent work. God bless you all! :)
	357	Keep up the good work
	1306	Lack of bus service, twice a week missed bus. More buses after 6 pm. If buses are a no show (most often) waiting three hours for the last bus is a nightmare.
	1025	Less breakdowns
	70	Less gaps in hourly runs.
60	Make sure it runs every hour. Please!	
911	Make sure it's on time please! And a better way to let riders know if not running.	

1022	Missed routes create a lot of stress
974	More Buses, especially adding weekend buses to six flag
57	More consistent weekend service. Arriving accurately
973	Need Sunday Services
916	Need to be more clear about bus status, also in general it would be good to inform people about the voucher program more.
979	Next arrival at stops without phone, give stops between Curtola and City Park (following arrow highlighting Bus Shelters)--want a way hear or see next at the stop at structure like MUNI in SF, times align with R, align with Ferry
352	No
849	None
850	Not at all convenient bus service
756	Outlets don't work.
351	Please add a line to Napa on Weekends from BART
1002	Please add more service, at least every 30 minutes.
990	please add more trips to the schedule 6am -10am / 12pm - 4pm
998	Please come in every day. We have to wait for the next bus if the bus does not show up.
1015	Please do not cancel scheduled busses
1000	Please have more real-time info on bus line, especially if it's going to be late.
972	Please increase the frequency of buses & do not cancel busses. This will be very helpful.
848	Reliable bus that will show up. More buses so as not to wait 2 hours or more.
63	Rest rooms must be available to all passengers--Clean! Schedule must be on time.
915	Service greatly improved since pandemic.
989	Shorter time (illegible)
977	Sometimes the buses are late specially on Thursday.
1007	Sometimes the drivers go to the office and don't come back and arrive late. Buses leave late. Female driver is a racist. She says hello to other people and ignores me.
1029	Stop 2 places in Benicia, State Park/School side and City Park.
750	Sunday 8 AM. Sunday afternoon every HOUR.
1302	Thank you to all the bus workers for being here to get us there! Thank you all!
794	Thanks! Good vibes.
841	The 3-hour gap from Sat 2:37 to 5:56 pm is too long. Driver didn't know schedule. One passenger told me return time. Driver didn't know street of Benicia stop.
993	The cost should be less than \$2.
835	The driver must be on time all the time. Must have available drivers so that the trip will not be cancelled.
924	The driver should leave on time because I need to transfer for another bus.
65	The drivers are awesome.
1020	The SolTrans yellow line is often late or missed. Hard when they only come every hour. blame on drivers but they should have backup

	1024	This is a very clean, usually reliable line, especially drivers. Sometimes missed busses at night, not known (illegible) how to find out if it will be missed?
	918	This Y line always have problems to be on time.
	813	Updates regarding out of service on weekends and after 5 pm.
	967	Using Clipper costs 10 dollars for a 2 local trip. Round trip instead of 4 dollars.
	994	Water drinking fountains at all bus transit stations.
	927	What happened to free wi-fi?
	354	Worst service in Bay Area.
	1006	Would really appreciate clean seats. I think they are very dirty.
	1017	Y bus needs more time slots.

Bus Route	CASE	Q33 Are there any other comments you would like to add about improving the service on this bus line?
GREEN	644	"Communication" bus arrival, dispatch
	866	A g line route Fairfield to El Cerrito around 8am would be nice
	660	Add 1 more run from FTC, Southbound @7:45 am (green)
	651	Bathrooms should be made available. Better Communication
	870	Be on time everyday
	647	bus leaves early. Not on Scedule. Driver comments "full bus," when it is not. Lack of posting if bus is showing up. I even used voucher
	648	DO NOT MISS in the mornings - people have to get to work
	812	Friendly workers
	853	G line Cancels way too often needs a 5:00 pm pick up El Cerrito to Fairfield
	640	G Line in the PM needs to show up daily
	638	G should have more bus time during busy commute hours
	790	Have reliable buses are very important, Please don't skip more than one pickup time. The voucher doesn't work
	871	Hire more drivers
	799	Hire more drivers. Pay competitive wages so they stay
	639	How about showing up to get us to work, *illegible* fill in and drive for the no show
	858	I added the P. The G lines have a lot of missed buses the R line is much better
	793	I am looking for timely service. i would love to be notified timely if the service was cancelled
	786	I don't see the relevance of many of the questions
	810	I suggest adding one last morning run on the green line from FTC @ 7:45 or 8:00 am Southbound
	855	I think the line needs to be more consistent in the evening and shows up
867	I think you should add a 5:30 82 line from San Francisco	
884	I would liek to be able to pay monthly for parking at Curtola Park and Ride	
650	If a bus is cancelled let the rider know before the departure time	

872	If there were more lines and the bus ran more frequently
645	Improve return trip schedule. Times for PM buses and inconvenient
865	inconsistent fares on Buses. It ranges for 2 to 5 dollars depending on the bus. Update cancellation on web
808	Increase frequency of service after 5:30pm (every 15 min)
860	Keep alerts accurate. Don't miss morning buses
637	Keep the buses cleaner and have more frequent buses
652	Keep This Service
661	Missing buses are major issue, otherwise great
643	More available times more buses
663	More Connections to SAC. No B line deadhead, more Vacaville to FTC service
774	more of the green line per day and more longer hours
636	More Service on SAT/SUN weekends. SF to Fairfield and ON TIME, NO MISSED TRIPS
646	my income and home information is personal. Have nothing to do with you providing better service.
782	N/A
883	Need to service the wheelchair lifts. Work at all times
791	Needs a lot of improvement on showing up on time. A lot of times throughout the years it doesn't show up at 4:30 pm bart station
888	No thanks
886	On holidays can you at least have buses if only 4 times through the day
632	On-Time Performance Frequency of Service are terrible
803	Pay the drivers what Ac and Muni makes and they stay? Way too many no show!
653	Please do what can be done to make the G line consistent
876	Please stop taking surveys if you will not change your bus system. Poor system. This system causes a lot of anxiety for rider
929	Run the G until 9 p.m.
788	Solano Rocks
881	Stop charging for intercounty service. There should only be one flat rate for adults (\$2)
891	Thank you
633	The seats on the bus are not clean
656	This line is very inconsistent
879	Too many bus cancellations using vouchers up before the 2nd week
950	Transit information and status: often when buses do not appear; the transit website doesn't tell you.
861	void Cancelling Scheduled Bus Trips
654	Wish it was more buses evening time wait time to long and less cancellations
631	would like to see more buses for g line we have to wait too long in afternoon 3:30-4:30 - 5:15. You need to have buses coming at least 30 min apart 1 hour is too long to wait. Thank you
869	Yes, have more buses in the morning

Bus Route	CASE	Q33 Are there any other comments you would like to add about improving the service on this bus line?
BLUE	1259	Be on time, honesty cost service reps
	280	None I can think of.
	256	Plz have stops at Davis and give free ride to UCD students.
	259	Thanks
	295	Please honk at the other buses if I ask. I have to run to the other side of the station.
	298	Restroom availability at transit centers.
	299	Saturday service is important to me.
	309	Have a great day!
	311	Antes el servicio era más seguido & ahora son más cortos. Rutas cortas. Antes salia a las 3 y ahora 5:15 por falta de chofer. Salgo a las 8 pm y me quedo 3 dias en Solano borar no puedo va a SF./ Before the service was more frequent and now they are shorter. Short routes. Before it left at 3 and now 5:15 due to lack of driver. I leave at 8 pm and stay 3 days in Solano until I can't go to SF.
	326	I hope that the bus schedules remain the same.
	328	I would like more frequency.
	329	No, not at this time.
	334	Thank you!
	696	Earlier departure of Blue. 5:35 is 15 minutes later than previously.
	697	Can you have the buses leaving W.C. going to Fairfield leave 20 minutes after and not 10 minutes after the hour?
	705	More buses, B line 7:40 pm Walnut Creek to Vacaville needs to return.
	1145	Need a Blue line Sundays schedule or other bus lines to Fairfield Sundays
	251	Keep running. People need the bus.
	252	Make frequency more frequent.
	758	Thanks
	764	I would like to talk to someone about a bad experience.
	766	More often
	767	Should have more buses to Fairfield from Vacaville.
	769	Needs more places for bikes.
	770	More buses with more bike space.
	778	Thank you for serving your community!
	802	Please continue this service.
	817	Re "How did you get to this bus": most of the time I don't get any bus so, I have to walk 35 minutes to the Transportation Center. Thanks to this bus, it is helping me a lot to complete my goal. Please check the charging points, it don't work properly.
	818	Needs more places for bikes.
	255	Would like better time selections and bus run on Sundays.
822	Please make the train station in Dixon a stop again.	
823	Thanks!	

826	Would like more time slots with Blue line/ Vacaville
828	Que sabados empieza muy temprano y termina muy temprano este de Walnut Creek./ That Saturdays it starts very early and ends very early east of Walnut Creek.
341	Downtown Davis stop
830	Maybe if possible add more hours.
899	Customer service on weekend.
901	The drivers don't open the door to put in the bicycle.
904	Saturday morning 9:41 am bus is too late. Please consider a bus from FTC to Walnut Creek earlier on Saturdays. Maybe 7:30 am or 8:00 am. Thanks.
1084	I ride the B line, more buses in the afternoon, evening would be great.
1085	If possible to have a bus/vanpool in Fairfield, FTC to SAC, SAC to FTC.
1096	Need better signage. SUtomer service should be available for commuter passengers
1099	As a student I frequently go to Davis. the bus used to go to three times in the morning and afternoon. The elimination of this has made it more difficult to get to and from Davis
1101	need service improvement
1112	This line is most needed in my community as it has limited service
1113	We want to see schedule improvement
1114	Drivers are polite (nice) and courteous, helpful, great w/smile
1131	Keep the service going
1141	Love Customer Service
1142	I would like for there to be more available buses that go to Vacaville
1146	More weekend times. More Buses
1148	I would like to see there be a service to Dixon at mid day time
1149	I wish it ran more often during the day
1150	Need Saturday services to run longer
1151	Going back to hourly buses
1178	Extended time of bus schedules
1179	poor management. Sent cushions smell. Tvs don't work
1182	The first bus to Walnut Creek arrives 2 minutes before the first train. SShould be sooner
1184	Stop Canceling Busses. It is a great inconvenience when it happens
247	The bus seats are dirty. An easy cleanable fabric will be better.
249	Have enough drivers for all lines, especially Blue and Green.
250	Too many cancellations of express routes (B line).
1247	If there's always a bus on scheduled times.
1248	More times would be nice. Customer service should be open when first bus is running for updates.
1252	Longer service hours.
1254	Increase frequency
1256	The service is poor and the operators are unsafe and rude.
1258	Decrease the stops.

1262	Cheaper monthly passes
1263	Need the phone lines open before 8 AM.
1264	avoid cancelling bus trips
1185	No
1267	Buses should have water or snacks and should do a better job at informing riders about cancel actions or delays. The charging ports also never work
1271	Thank you
1272	would like more selected times for Vacaville
1274	Saturday bus from Fairfield be earlier than currently 9:41 am. Thanks
819	Need Sunday service and more frequency especially on weekends, earlier.
1266	please have the bus driver leave on time when its scheduled to leave. the bus drivr leaves 5 min. late
1449	Sign where the bus is located at the terminal.
1450	Good service
1452	Bus schedules needed etc! Thank you?

Bus Route	CASE	Q33 Are there any other comments you would like to add about improving the service on this bus line?
RED	4	Stop miss buses
	8	R route is best
	9	More Drivers
	1348	Walk to bus stops. Some bus stops were removed. 1. Glen Cove / Clearview Drive, 2. near Monterey...(illegible), 3. Benicia and Rolling ...(illegible). Bus arrives not on time or no ride, no driver.
	11	Safety for all passengers especially at night
	1437	Rasheed and Tracy are ALWAYS on time. The connections are horrible. ESPECIALLY in Vacaville.
	15	Discourage "courtesy rides." Too many riders getting on board without paying. Easily getting on R bus.
	263	More working outlets.
	267	Hiliday services needed to more public when the service changes or no service.
	269	there's no update on this bus R service
	270	Patta un baito yo padaso diabetes y no secto in segulda al bajo
	1209	improve service and run sundays to fairfield
	283	More service in Napa
	285	I like this bus line but sometimes the bus doesn't show up!
	287	2 days no bus at 8:15 PM (May 30 & 31)
	290	Better communication about when buses are late/missed would be appreciated.
	21	BE ONTIME, BE RELIABLE! GIVE PAYMENT RECEIPTS [transfer?] LOWER PRICE
	171	Lower fares, on time arrival/departure
	503	Cam there be more buses and later at night and Sundays too

509	The every 2 hour schedule on Saturday Soltrans should extend service to Fairfield on Sunday
542	None - But I like to see improving the service on Sun
29	Run later
317	No complaints. Thankful for this bus connection.
324	So far nothing bad. Appreciate service.
31	No todo vien Gracia
33	Treat the drivers and the passengers better.
36	More drivers
1435	Need more buses, on time. They need to have more meetings and let the public know about it.
362	Never miss a schedule. if driver calls out, have another bus/driver available
363	N/A
482	Add more stops, make transfer times better, more weekend service, especially Sunday
365	more/later service. Tomorrow I am driving to stay out later
39	Have more drivers available so that missed trips can be non existent.
368	Its ok and gets me home
369	The Red Line 8:17 a.m from VC is often without a regular driver and runs late
372	great service
1396	good internet connection. need more lines and frequent busses every hour and be on time 5zm - 11pm every day (especially M I (?))
377	Horrible timing always late, always leave before bart
378	price reduction
379	good service
382	the connections for Red line should align with other lines especially with the number of trips has been miss many times now
383	Better package of wages/benefits to keep drivers happy not greedy
394	Nothing ever changes
393	I would Like to be able to pay for parking @ Curtola on a monthly basis
401	More Frequent of Service
404	Fix Monitors at VTC
413	Thank you :)
411	All is good, congratulations :) !
49	I trained with Metro in LA in 2018 and there is no such thing as a missed trip. Too many missed trips.
50	Wish the bus would run later.
51	Sometime its good. Sometime its just okay.
52	Extend hours of operation to match BART.
417	Fire everyone
419	More frequent bus service needed
421	Please add a stop by Cordelia/ Safeway.

425	I ask for restroom, made the call and bad respond.
426	Express to local service. Should not have to wait 45 minutes.
430	Hiring more drivers to assure that routes are covered. The current drivers are awesome and work hard
433	Be respectful of people who work and need public transportation
1347	Improve on time performance.
160	Just be on time
437	Emphasize punctuality in your training along with customer service. Many times driver dont stop even when they see me!
74	No
76	Add more buses because you have to wait every hour in the afternoon commute
78	Lack of bus operates at certain times affect quality of service
79	please put up signs on monitor that patrons can't block seats with their belongings = 1 seat per customer
451	No
453	no
82	Make your service more reliable, more options from the southbay to vallejo. Train your drivers to be more courteous
84	Yes. When a bus is late, someone at vtc should make an announcement and inform commuters of the status
222	Frequency of Service
215	N/A
219	Return trip home is painful because line is so long because bus infrequent midday. I catch bus early in the morning to avoid traffic but mid-day return ride needs more buses to Vallejo.
133	None
135	Add more drivers to late commute
137	Changing to a more regular frequency - every 1/2 hour from 2 pm. Better information to "passages"
140	My respect to the drivers. They have to deal with a lot of shitty people
141	sometimes the bus doesn't come or is late and there's no notice
142	Leaving from VTC is okay but more frequent service please
146	No
157	Arrive on time. Don't make this expensive. Stay at 5 dollars or less
152	Paymachine for my clipper card @ Cortola Park and pide. i need to load my card now
158	There have been several occasions when the red line 5:35 pm bus that departs Del Norte is a no show. It is unprofessional and I would appreciated consistency. Thank you
600	Be on time Please thank you. Eveyday.
178	Needs to be a bus between 7:15 and 8:00 am
180	N/A
181	We should have better service

188	Please pick me for clipper card 101
565	Frequency midday would be helpful; thank you.
567	Needs Next bus sign
568	Pocos buses sabados. Muy tarde/ Few buses on Saturdays. Very late
592	Please have running service on holidays
594	Too large a time gap between 7:09 bus + 7:53 bus in the morning. Add a 7:25/7:30?
97	no other comments at the moment
213	be more good connection with bart train
125	buses should be running later! AC Transit and "illegible" does. Why not you!
45	I need to apply for employment. I've already got 2 recommendations. Today I will apply for Bus Operqtor!
128	Buses coming from El cerrito back to Vallejo are much less reliable
129	Bus needs to run longer on Saturdays
131	none of the moment
47	Only know mine, Connections from Richmond to Bay Area. Cleaner bathrooms (illegible last 3 words)
206	Ok
163	excellent
524	Go back to open service on major Holidays & every 15 to 30 minutes due to rush hour
54	Thank You!!
533	Thanks
602	BART, Bus Route should be state in the street-Guide when walking.
603	Sometimes no driver and that's why we have no ride--long time to wait and late on the job.
604	Thank you Bus Driver. You're an angel! God Bless you.
167	Frequency of Service
168	The week end service sucks. I don't know if ya'll don't have enough drivers or they don't show up
610	Sunday Service would be nicer
114	Service needs improving reliability, more buses, more buses, more buses
115	No
679	It would be helpful if drivers announced at stations for those who are new to area. Just departure destination and no long speech
707	Way too many skipped routes + late buses
708	Larger Shelters
709	Add later bus from El Cerrito on weekend
711	Extra late hours (owl time) for those who get off work late
361	Bus must be on time. Your bus will be late
557	updates on no service on weekends
714	Nope
715	No

719	Its very good transportation. I very much like using this transportation service. Thank you
721	For the bus line to run during holidays and to have a late bus
548	Bus must be on time; sending no bus
1195	sundays should be every 30 minutes
374	Bus should be on time. Frequent bus schedule on Saturdays
233	Buses should leave and arrive on time
1157	earlier operation times for airport travel
23	Get more drivers and be on time.
1291	have more busses and have them run on time
176	Hire more drivers, passengers should not have to suffer or pay the price. Bus not coming on time. Bus not coming at all
24	Make bus trips available for Sundays for line.
25	Fairfield sucks! They longer transfer times. We need Sunday service. More Suisun/Fairfield/Vacaville/Del Norte
942	Run on holidays
948	Nothing so far
952	N/A
953	good service
954	Great Service. Only intracity connect around
957	Bus drivers are nice
1034	Yes please let this bus run longer at night from El Cerrito last bus is 10:45 pm. Would be nice if there could be another one
1035	Everything is fine
1036	The 2 and the 6 should run on the weekends more frequent/later
1048	Notices on Transit App in changes to pick up location due to construction. All of the Rroute drivers are nothing short of impeccable and fantastic
1052	Buses throughout town in Vallejo need to start running earlier in the day
1056	Thats it
1046	I wish it ran every 30 minutes but its good. :)
1059	Every 20 to 30 minutes make it bet and weekend
732	A lot of missed trips.
1079	better apps, more clear schedules, fewer bus companies competing
733	Merge with AC Transit.
27	Having buses run in Suisun City would be nice again {smile face}
1077	Public Transportation fares are not sensible
387	More local service. Later bus service.
735	Cost, length, how long buses run until and extending bus routes to other cities.
736	Keeping fare prices low and extending services to other cities.
1091	ability to accept credit card as a form of payment
737	No, I assumed this express line stopped at Richmond BART. Now knowing it is El Cerrito, I'll use it weekly.

1103	its good
1106	spanish?
1108	extending r bus service or all until last bart train or when bart closes
1109	shelter covers please
1110	run more and a bit later on weekends
1119	A little expensive than most lines, since it only goes to one stop from Park & Ride and needs a cleaning.
1117	the line is dependable and safe
1133	spanish
1120	I would like to see more late night schedules :) maybe up to 12 or 1 am?
1134	thank you for giving me good customer service
1136	very good service
1122	Love the bus
1138	i love it
1139	what can be done to bring my bike if there are already 2 bikes & told i have to take next bus because not enough room. i like when wifi & charging outlets work.
364	Saturday and Sunday and late. Red more hours
1158	we need bart to run through vallejo
1159	better connection between express and local service
1175	i wish the seats were made of plastic or rubber to be able to wipe it off
1165	The R line going north Six Flags is horrible after 1pm.
1166	The fare is a different price with the Clipper.
194	maybe try to schedule this route to leave vallejo transit center to connect with FAST routes on time
1196	good people drive this bus! :)
1208	i would like the bus to be more frequent in the morning commute hours
1214	good service no complaint
1217	as a first time rider, is so good so far. thank you for a nice experience
1229	i'd like to see more security present
1230	better updates on weekends and after main office closes
1234	soltran is suck for no owl hours whose work overnight or late shift. hire more drivers for owl nite hours!
1243	just hope in the near future the busses run 30min instead of the hour
14	On time is good
1278	Need restrooms!
504	Fix the charges
505	Vallejo and El Cerrito more stops in between
510	it would be nice to have 24hrs costumer service via phone and expand the stops to Oakland
511	more weekend service
10	On time please and no cancellations.
616	Please be reliable w/ bus service - @ Times bus no shows

621	Improve Service. No missed trips (red-line)
545	We need bart service to the North Bay
476	Fix charging ports
479	Move wifi
481	Fix charge bases
1081	i like the sunday bus service. keep it.
487	Should not have any mis-trips
608	Drivers need to get more money and benefits
495	Thank you for the Vallejo R - Line Bart bus. It helps me see my family!
1200	thanks for the trip
498	It would be nice if the bus would run all night like ac transit
1201	The service was excellent. Enjoy the trip. Thank you very much.
499	They should bring BART to Vallejo
1202	I liked the style of the bus. looks like class
500	There's too many completely missed scheduled runs
132	no not at this time besides i had a safe trip
578	Very good service fat and clear
581	Last R from Del Norte bart should run later and start earlier on Fridays
1287	soltrans is very helpful
582	Too many missed buses
1289	stop changing the schedule
1290	please run during holidays
588	None
1296	have drives NOT leave until estimated departure time
1298	service performance needs to improve
572	Pleasant ride home
573	Weekend service is very limited
574	No
193	earlier bus service throughout town to transit center
90	keep the free charge for 18 and under
93	all good. illegible. god bless
94	improve clipper machine - either its taking the wrong amount or doesn't work
238	bus drivers are rude
515	The charging ports on the bus are a huge help. Only improvement would be timely arrivals
516	Yall are amazing
519	i would like if it could run 24/7 and go back and forth from San Francisco
169	Make the R and G bus more frequent
1310	More frequent Solano Express during work hours.
174	I'm glad they rack your bike up
148	I use this transportation 5 days out of the week and yes you all provide good service however it does sometimes smell like marijuana

149	Keep Soltrans free for youth
99	No
211	Keep it going, I wouldn't be able to visit family if this line didn't exist
212	The driver courtesy has to be fixed. Some of the young men and women are so rude
1211	so far so good since i started riding the bus understandable regards being on time or delay it happens
161	Pay the driver more money so they don't all go to muni
112	Knowing pick up times on every day would help beyond belief
119	Bus sometime don be coming after the 8pm comes, thats all
120	weekend, commute, buses
227	Drop price for monthly passes
1316	I like it. I get to work faster than driving.
1325	Service is excellent - when the bus driver shows up.
1326	Please wait for all BART riders on a given BART trip. I move slowly.
1327	While I think the system still needs improvement it has gotten a lot better.
1328	Yall need to work on your recruitment and increase employee wages.
1350	Thanks for the smooth ride!
1345	good enough
1360	migozi roche
1365	sometimes drivers don't show up
1379	i would like a later bus to vallejo
1381	wish ran longer
1383	more drivers would be great especially in vallejo also for drivers to a few minutes for passengers who miss it by a second
1338	Commuting at Vacaville during the day to Vallejo (bad).
1385	the bus service is poor, not enough driver, give them more money
151	The bus should be on time and there should be text alerts
1389	i really need this bus so i can get to work
1390	i've been late for work on an ongoing basis because of the "no shows" of busses not showing up at the scheduled time
1411	Function of charging stations on every bus.
1392	the green line runs with more frequency than the red line. needs to balance out better
1354	Better service please and times. One hour is horrible.
1355	More frequent stops to BART, no one hour gap.
1395	the R bus gets full quickly sometimes too many people on bus the people in line can not get on. too many
1412	On schedule service
1397	make a better service no missed trips
1413	Have alternate service available when the scheduled bus does not come. One hour or more is too long to wait for the next bus.
1400	is ok

1405	VTC personnel should announce the status of any bus that is more than 5 minutes late
1406	add more lines to marin county and east bay
1409	listen to drivers and their union
1416	be consistent please in the morning; Mon,Tue,Wed 3:22pm driver is the best
1417	by staying in operation
1418	get more drivers
1431	More buses on the road during commuting hours Monday through Friday in the AM hours and PM hours.
1420	Frequency of service, less interval so don't have to wait long for next bus.
197	Your buses need to be on time. If the first bus leaves at 4:40 am Sol trans should (eligible)
1425	Thank you for the scratcher.
1439	People cut always
1443	I would like the bus to be more frequent on the way out in the morning, not every hour.
1444	cheaper fare (tarifa mas economica)
1125	Make Sunday schedule same as Saturday schedule.

Bus Route	CASE	Q33 Are there any other comments you would like to add about improving the service on this bus line?
82	441	Earlier 82 from San Francisco. Also Fairfield first before Vallejo.
	442	Would like more evening buses going to Fairfield.
	443	You all should add the 82 at 5:30 pm leaving from S.F.
	446	Please open up bathroom access at VTC in the mornings (4:30- 5:00 am) and add more trips at night and on weekends in the summer.
	466	Sometimes customer service can't be reached by phone and the missed bus is not listed on the website as missing.
	467	Please advertise more. Please add another bus that leaves at 9:15 - 9:30 PM.
	444	Bus 82 is not always on time.
	668	Sometimes the bus takes off early, I miss my ride. Otherwise very good service. Thank you.
	469	Keep it. The R is never on time, I would have to ride BART.
	1063	I really appreciate the 82 service. Great alternative to driving.
	1066	Please make sure the morning commute buses go out.
	1072	Bus stop in Sales Force Tower TC instead of Ferry Building in SF would save a lot of time.
	445	Please come on time.

Bus Route	CASE	Q33 Are there any other comments you would like to add about improving the service on this bus line?
VINE	447	Drivers to be more respectful and understanding.
	448	Very useful.
	449	No, todo bien./ <i>No, Everything is good.</i>
	669	No, everything works fine with me.
	674	Better way of notifying riders when buses are running late or cancelled.
	1078	Bus passes by stop without stopping. You have to keep waiting.
	675	The line should be express from Suisun to Fairfield to Transit Center Napa with no other stops.



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August 16, 2024

TO: Ron Grassi and Brandon Thomson, Solano Transportation Authority

FROM: Veronica Raymonda, Patricia Hoyt and Phil Willems

SUBJECT: 2024 On-board Transit Survey Results

We are pleased to provide you with the attached draft report on the findings of the recently completed on-board transit survey. We believe there are several key findings that we look forward to discussing with you once you've had a chance to review.

While we were fielding the study, we spoke with you about some observations of our own interviewers as well as comments we were getting from drivers and customers alike. The following pages outline these and are divided into Staff Observations, Driver Comments and Passenger Comments. Please note that in addition to what is included here, the report includes an appendix with hundreds of comments provided by riders in the survey.

Before relating those, we did want to touch base about the Clipper fare box and the potential lost revenue due to not being programmed for the \$5 Express fare and instead accepting \$2 local fare. As one driver said – and as we ourselves experienced on numerous occasions – the fare being set for \$2 creates conflict between drivers and riders and, quite frankly, between Clipper users and cash users, with the latter paying the full amount of \$5 and the Clipper user often paying less than half that amount. On occasion, if the Clipper machine was down, a driver would wave those users onto the bus without paying a fare but still collect from cash users.

The following table shows the fare distributions by line and day of the week. In short, in about four of ten bus runs, the fare box was either incorrectly programmed for \$2 or was broken:

Fare Box Information

YELLOW LINE

	Runs	\$5	\$2	\$0	\$5	%2 and \$0
Weekday	28	24	4	0	85.71%	14.29%
Saturday	16	14	1	1	87.50%	12.50%
Sunday	14	6	8	0	42.86%	57.14%

GREEN LINE

	Runs	\$5	\$2	\$0	\$5	%2 and \$0
Weekday	26	14	8	4	53.85%	46.15%

BLUE LINE

	Runs	\$5	\$2	\$0	\$5	%2 and \$0
Weekday	27	15	10	2	55.56%	44.44%
Saturday	11	5	6	0	45.45%	54.55%

RED LINE

	Runs	\$5	\$2	\$0	\$5	%2 and \$0
Weekday	65	35	23	7	53.85%	46.15%
Saturday	31	15	16	0	48.39%	51.61%
Sunday	26	26	0	0	100.00%	0.00%

Route 82

	Runs	\$5	\$2	\$0	\$5	%2 and \$0
Weekday	8	2	6	0	25.00%	75.00%

TOTAL 252 156 82 14 | 61.90% 38.10%

* \$0 means clipper box out of service

Perhaps the most disconcerting observations this time around relates to the relative frequency that drivers who are running far behind schedule will just skip an entire city, such as Suisun City, or would not exit the freeway for Six Flags Discovery Kingdom, or not go to the end of the line (Dixon, for example) in order to catch up. That makes it difficult to reflect when calculating on-time performance because while the bus no-showed at the skipped stops, it arrived relatively on time at its final destination. On several occasions, this impacted our own interviewers, leaving them stranded and having to take Uber. It's one thing when it happens to staff; imagine when it happens to customers who are at a stop waiting in vain for a bus that never shows.

Finally, with regard to the reliance on apps for many bus riders, unless the app can be updated in real time to indicate, for example, that a bus will SKIP their stop at Six Flags Discovery Kingdom or Suisun City or Dixon, the app will never be as valuable as it could be.

Staff Observations

- The Blue Line bus was running late and was only able to make it on time to its destination by skipping Suisun City.
- A Blue Line driver closed the door at the bus stop once passengers had deboarded and never opened it again. At the scheduled departure time, he started to drive away but was stopped by an interviewer, who was aware that there were passengers at the stop waiting to board.
- Rather than continue onto Dixon, a Blue Line driver running late turned the bus around instead of completing his route. Told by interviewers that their car was parked at Dixon, the driver said, "I can't go to Dixon. I'm running too late." The interviewers had to exit at Six Flags Discovery Kingdom and get an Uber.
- Early morning a Yellow Line driver waited an extra minute for one of his regulars, having spotted him a block away on his scooter. The rider noted that he was very grateful the driver waited. The driver noted that he will often wait to coordinate with the arriving BART train.
- A Red Line driver ended her shift at VTC and announced everyone had to get off and go to the relay bus. The driver said, "Go to that bus and tell them you are a transfer." The other driver said, "What do you mean transfer? There is no transfer," seemingly unaware that she was a relay bus, when she saw the two interviewers. Passengers were forced to pay twice.
- Arriving at VTC, a driver was done with his shift but no new driver was there. Passengers were forced to exit the bus and reboard once the new driver arrived.
- Yellow Line driver #1 got lost and was extremely late to VTC. Driver #2, instead of leaving as soon as possible, took so long to begin what should have been the penultimate run that the final run was skipped. Not only did the last scheduled run of the day not happen, but passengers were unable to make connections.
- The new driver for the last run of Line 82 appeared to be extremely nervous and a security guard was on board when the interviewers arrived. Based on overheard conversations, the driver may have previously had a bad experience with a rider. While she had more than 15 minutes to leave on time, the bus departed more than 15 minutes late as the driver and her supervisor worked to calm her nerves. Her apprehensiveness was clearly felt by everyone else on the bus. At one point in San Francisco, when attempting a left, she turned too wide and one of the interviewers had to exit the bus to assist in navigating as she backed up. It would have been unlikely that any passenger would have felt confident riding the bus after this.
- Every time a driver was asked by a rider on how to complete a trip, the driver was courteous and more than helpful.
- On the Red Line, six passengers wanted to exit at Six Flags but the driver who had not exited to stop there said, "I just passed it. Go to El Cerrito and come back." This meant an extra hour of travel time.
- During one of the interviewing shifts, the Red Line bus broke down and a Green Line driver was told by dispatch to take them. Another bus was sent to retrieve the passengers and they left the Green and boarded the new Red on the freeway.

Driver Comments

- A Blue Line driver said to an interviewer, “Tell your boss that when the bus doesn’t go to Suisun those kids need to walk **two miles** to get home.”
- A Red Line had 46 people board. It turned out that BART was late. However, the driver told interviewers he assumed there were so many people because the previous bus “never comes.”
- A supervisor said SolTrans might be training 20 people and maybe keep 3 because the others go elsewhere for better pay or they fail out. He said there are not enough drivers.
- A driver reported hearing about the Blue Line not going to Sacramento anymore. He said riders get stuck at Dixon.
- Another driver reported that the Blue Line stopped going to Sacramento because they could not refuel the buses. The lot rented for that purpose had issues. The surface was sinking because of the weight of the buses. She said they need to buy a parcel to use as a lot.
- A driver related that SolTrans had made so many calls to Clipper to get the fare box issue fixed that Clipper said, “If you keep complaining we’re not going to give you the money.”
- A long-time driver said that he had told us in 2022 that there were not enough drivers, and it’s even worse now. He complained about having to drive different lines in one shift. He related that 7 DMV employees found a new way of commuting because they could not rely on the bus. Also, he mentioned that one Raley’s worker had to quit riding the bus because it was late so often that he was going to be fired. Three different drivers mentioned specifically that they would like to attend SolTrans meetings but they are held while they are working their shifts.
- One driver reported being late because his bus was broken down and he could not find another. He said the mechanic supervisor quit and hadn't been replaced, so no one was overseeing the mechanics' workflow.
- A Yellow Line driver shared with interviewers that the truly angry passengers are those who ride the Red Line.
- One of the drivers noted that many of the mall workers who used to be able to use the bus have had to find alternate commute methods or change jobs as the bus no longer stops at the mall for their shifts.

Customer Comments

- A Yellow Line rider rides it three times per week and at least once per week it doesn’t show. Since the driver of a Yellow line becomes a Blue line driver at Walnut Creek and VTC, this means when one line is late, both lines are late.
- A customer with a bike wanted to make sure we reported that he would have to ride his bike 10 miles to get to work rather than take the bus because the earlier bus hadn't shown, and that this driver was giving him a hard time with the transfer.
- A Red Line customer asked if the interviewer recalled the push to have the Red run until midnight (at the time, it was stopping at 11:30 p.m.) and noted that now the last bus is 10:45. Worse, he said, was “when you come out of BART at 10:40 and see the last bus leaving...early.” The customer also reported asking the driver to contact dispatch to hold the local #5 line because the Red Line was running late. He was assured that this was happening, but when the Red bus arrived, the #5 was leaving, even though the Red Line bus driver was honking to get the other driver’s attention.

- As Yellow driver pulled away from stop, a passenger ran up to board but the driver said he was not allowed to let anyone board from anywhere but the stop. The would-be rider was very angry, due to the long wait caused by infrequent service.

- One rider said that to go to the mall, passengers have to go all the way to Walnut Creek and pay another fare in order to go the one stop that the bus makes at the mall. Before the Yellow switched to the Blue, the customer was able to stay on the bus at Walnut Creek. Now, she has to pay again.
- Customers noted often they were happy to pay just \$2.
- One customer said she was told the 82 Line can only have two runs in the a.m. and p.m. and can't have more runs because they're only allowed to run when there is no ferry scheduled. She expressed concern that if more runs aren't allowed, SolTrans might opt to cancel the 82 because of so few riders on the four existing runs.
- A few 82 riders expressed concern that there weren't enough riders for the line to continue; however, they pointed out how many are regulars and very dependent on the bus line. Most have limited access to a car (often it is needed at their home in Vacaville or Fairfield or Vallejo by their spouse/family).
- The younger riders say now that Six Flags is open they really need the bus in order to get there for work and would like for it to run a little later at night for times when they leave late, which is often. There have been several times where they have been stranded.
- Five teenagers who boarded at Six Flags were stranded at VTC at 10 p.m. on Saturday because the bus stopped there and did not continue to El Cerrito. The teenagers were unaware that the bus would not make it to El Cerrito on Saturday late at night.
- There is confusion surrounding the stop at the Sereno Transit Center since, depending on the time/day, it is either the Sereno Transit Center, across from the strip mall, or it's on the other corner across from Smart and Final.
- One customer said that bus drivers are often not available so he has experienced missed trips many times.
- Another customer said the bus doesn't wait when they have called to ask for it to be held because BART is running late, which means they wait "a whole hour before another Green comes to Del Norte."
- One Blue Line rider noted that she is sometimes asked to work on Sundays but since there is no Sunday service, she needs to decline. Because the bus service ends so early during the week, she pays \$600 per month to rent a room in Solano that she may or may not stay in three days per week. Service cutbacks on Saturday have also affected her. She said, "I worked as a cashier and people who have medical appointments in Fairfield tell me that even if they use the same Blue line as me, they have to take Uber or ask someone to take them to their appointments because there are no buses. Other people travel to Walnut Creek and think it is expensive."

We are looking forward to your comments once you've had a chance to review. Thank you so much for giving us the opportunity to partner with you on this project.