



SOLANO COUNTY INTERCITY TRANSIT CONSORTIUM

1:30 p.m., Tuesday, January 28, 2025  
STA Office – 3<sup>rd</sup> Floor – Twin Sisters Conference Room  
423 Main Street, Suisun City

The Solano County Intercity Transit Consortium conducts their meetings in person.  
The Zoom link below is available for participants joining the meeting remotely.

Zoom Link Info:

<https://us02web.zoom.us/j/89137405685?pwd=Z3ZyUjFyVm5wVU8rZCtKRlInbXA3UT09>

Webinar ID: 891 3740 5685

Passcode: 515662

MEETING AGENDA

ITEM

STAFF PERSON

1. CALL TO ORDER

Louren Kotow, Vice-Chair,  
Dixon Read-Ride

2. APPROVAL OF AGENDA

3. OPPORTUNITY FOR PUBLIC COMMENT

(1:30 – 1:35 p.m.)

4. REPORTS FROM MTC, STA STAFF AND OTHER AGENCIES

(1:35 – 1:40 p.m.)

5. PRESENTATIONS

(1:40 p.m. – 1:45 p.m.)

New Chair and Vice Chair for 2025

Louren Kotow, Vice-Chair,  
Dixon Read-Ride

6. CONSENT CALENDAR

A. None.

7. ACTION NON-FINANCIAL

(1:45 p.m.-1:50 p.m.)

A. Minutes of the Consortium Meeting of December 17, 2024

Johanna Masiplat

Recommendation:

Approve the Minutes of the Consortium Meeting of December 17, 2024.

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2024 CONSORTIUM MEMBERS

Louren Kotow  
Dixon  
Read-Ride  
(Vice Chair)

TBD  
Fairfield (FAST)  
(Chair)

Greg Malcolm  
Rio Vista  
Delta Breeze

Beth Kranda  
SolTrans

Nouae Vue  
Suisun City

Lori DaMassa  
Vacaville  
City Coach

Gwendolyn Gill  
County of Solano

Debbie McQuilkin  
Solano Mobility

Robert Guerrero  
STA

**8. ACTION FINANCIAL ITEMS**

**A. Solano Community College Student Fee for Transit**

Ron Grassi

(1:50 p.m.-2:00 p.m.)

Recommendation:

Authorize the Executive Director to allocate the Solano Community College Transportation Fee for FY 2024-25 as follows:

<b>Participating Transit Operator</b>	<b>Fund Distribution</b>
City of Vacaville (City Coach)	15 %
City of Fairfield (FAST)	30 %
SolTrans (SolTrans) (includes 25% Solano Express)	55%

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**B. Review of Fiscal Year (FY) 2024-25 Taxi Card/PEX Program Transportation Development Act (TDA) Funding and FY 2022-23 Reconciliation**

Debbie McQuilkin

(2:00 p.m.-2:10 p.m.)

Recommendation:

Forward a recommendation to the STA TAC and Board to approve the FY 2024-25 Intercity Taxi Card Program TDA funding for FY2024-25 Intercity Taxi Card Program, as specified in attachment C.

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**C. Fiscal Year (FY) 2024-25 Transportation Development Act (TDA) Matrix – February 2025, which includes TDA Claim for Solano 360 Mobility Hub**

Ron Grassi

(2:10 p.m.-2:20 p.m.)

Recommendation:

Approve the February 2025 TDA Matrix for FY 2024-25, which includes the Solano County TDA claim for the Solano 360 Mobility Hub, as shown in Attachment B.

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**D. 2024 Solano Express Ridership Survey and Analysis Study**

Ron Grassi

(2:20 p.m.-2:30 p.m.)

Recommendation:

Forward a recommendation to the STA TAC and Board to approve the following:

1. The 2024 Solano Express Ridership Survey and Analysis Study, as shown in Attachment B and
2. Authorize the Executive Director to update the Intercity Funding formula for Solano Express Service based on the ridership and residency information gathered from the 2024 Solano Express Ridership Survey for FY 2025-26 as specified in Attachment B.

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**9. INFORMATIONAL – DISCUSSION**

**E. Solano Mobility Programs First Quarter Report for Fiscal Year (FY) 2024-25—Employer/Commuter Programs**

Lorene Garrett

(2:30 p.m.-2:40 p.m.)

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**F. Update on Solano Express Service (FY) 2024-25 (1<sup>st</sup> /2<sup>nd</sup> Quarter)**

Kristina Botsford, SolTrans

(2:40 p.m.-2:50 p.m.)

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**G. SolTrans Comprehension Operation Analysis (COA)** Kristina Botsford, SolTrans  
(2:40 p.m.-2:50 p.m.)  
**Pg. 125**

**H. Status of Transit 2030 Implementation Recommendations** Daryl Halls  
(2:50 p.m.-3:10 p.m.)  
**Pg. 203**

**I. Low Carbon Transit Operations Program (LCTOP) Fiscal Year (FY) 2024-25 Funding** Ron Grassi  
(3:10 p.m.-3:20 p.m.)  
**Pg. 207**

**NO DISCUSSION**

**J. Legislative Update** Sean Person  
**Pg. 213**

**K. Summary of Funding Opportunities** Jasper Alve  
**Pg. 219**

**9. FUTURE AGENDA TOPICS** Group

**February 2025**

1. Solano Express Ridership Survey
2. Solano Mobility Program Veterans and Older Adults 2<sup>nd</sup> Qtr. For FY 2024-25
3. Update Suisun Microtransit and Rio Vista Delta Breeze
4. Solano Express Intercity Funding and Cost-Sharing Agreement

**March 2025**

5. Solano Mobility Program Call Center 2<sup>nd</sup> Qtr. FY 2024-25
6. Solano Express Fare Discussion Requested by SolTrans
7. Transit Rideshare Update of Comprehensive Transportation Plan (CTP)
8. Connected Mobility Plan Update

**April 2025**

9. Draft STA OWP for FY 2025-26 and FY 2026-27

**May 2025**

10. Adopt STA OWP for FY 2025-26 and FY 2026-27

**June 2025**

11. TDA Claim

**10. TRANSIT CONSORTIUM MEMBER UPDATES (2:20 – 2:30 p.m.)**

- A. County of Solano – Gwendolyn Gill
- B. Benicia-Vallejo Solano County Transit – Beth Kranda
- C. Dixon Redit-Ride – Louren Kotow
- D. FAST – TBD
- E. Rio Vista Delta Breeze – Greg Malcolm
- F. Solano Mobility Update – Debbie McQuilkin
- G. Suisun City Microtransit – Nouae Vue
- H. Vacaville City Coach – Lori DaMassa
- I. STA – Robert Guerrero

**11. ADJOURNMENT**

The next regular meeting of the Solano Express Intercity Transit Consortium is scheduled for **1:30 p.m. on Tuesday, February, 25, 2025** at STA’s office, 423 Main Street, Suisun City, Pena Adobe Conference Room (1<sup>st</sup> Floor).

**Meeting Schedule For the Calendar Year 2025**

**1:30 p.m., Tues., January 28th**

**1:30 p.m., Tues., February 25th**

**1:30 p.m., Tues., March 25th**

**1:30 p.m., Tues., April 29th**

**1:30 p.m., Tues., May 27th**

**1:30 p.m., Tues., June 24th**

**~ No Meeting in July ~**

**1:30 p.m., Tues., August 26th**

**1:30 p.m., Tues., September 23rd**

**~ No Meeting in October ~**

**1:30 p.m., Tues., November 18th (Earlier Date)**

**1:30 p.m., Tues., December 16th (Earlier Date)**

**Translation Services:** For document translation, please call:

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**SOLANO COUNTY INTERCITY TRANSIT CONSORTIUM  
DRAFT Meeting Minutes of December 17, 2024**

**1. CALL TO ORDER**

Vice-Chair Kotow called the regular meeting of the Solano County Intercity Transit Consortium to order at approximately 1:30 p.m. in person and via Zoom.

**Members**

<b>Present:</b>	Lori DaMassa	Vacaville City Coach
	Robert Guerrero	Solano Transportation Authority
	Beth Kranda	Solano County Transit (SolTrans)
	Louren Kotow, Vice Chair	Dixon Read-Ride
	Greg Malcolm	Rio Vista Delta Breeze
	Debbie McQuilkin	Solano Mobility
	Nouae Vue	Suisun City Microtransit

**Members**

<b>Absent:</b>	Diane Feinstein, Chair	Fairfield Transit
	Gwendolyn Gill	Solano County Health & Social Services for Older & Disabled Adult Services

**Also Present (In Alphabetical Order by Last Name):**

Jasper Alve	STA
Nick Burton	STA
Erika Dohina	STA
Ron Grassi	STA
Kathrina Gregana	STA
Daryl Halls	STA
Tateyana Hendricks	Vacaville City Coach
Johanna Masiclat	STA
Natalie Quezada	STA

**2. APPROVAL OF AGENDA**

On a motion by Debbie McQuilkin, and a second by Lori DaMassa, the Solano County Intercity Transit Consortium approved the agenda. (6 Ayes)

**3. OPPORTUNITY FOR PUBLIC COMMENT**

None.

**4. REPORTS FROM MTC, STA STAFF AND OTHER AGENCIES**

None.

**5. CONSENT CALENDAR**

A. None.

**6. ACTION NON-FINANCIAL ITEMS**

**A. Minutes of the Consortium Meeting of November 19, 2024**

Recommendation:

Approve the Consortium Meeting Minutes of November 19, 2024

On a motion by Lori DaMassa, and a second by Robert Guerrero, the Solano County Intercity Transit Consortium unanimously approved the meeting minutes of November 19, 2024. (6 Ayes)

**B. STA Draft 2025 Legislative Platform and Priorities**

Daryl Halls indicated that STA’s Draft Legislative Platform and Priorities for 2025 were previously provided for comments from the board and committee members. Staff noted no updates or comments were received from members. He concluded the STA Board will be taking action to adopt the Legislative Platform and Priorities for 2025 at their January 8, 2025 meeting.

Recommendation:

Forward a recommendation to the STA TAC and Board to release the STA’s Draft 2025 Legislative Platform and Priorities as shown in attachment A.

On a motion by Debbie McQuilkin, and a second by Lori DaMassa, the Solano County Intercity Transit Consortium unanimously approved the recommendation. (6 Ayes)

*1:34 pm Nouae Vue Joined Meeting*

**7. ACTION FINANCIAL ITEMS**

**A. Fiscal Year (FY) 2024-25 Transportation Development Act (TDA) Matrix – January 2025, which includes TDA Claims for the City of Dixon, City of Suisun City, and Solano County**

Ron Grassi summarized the TDA funds request for FY 2024-25 which includes the TDA Claim for the City of Dixon, amended claims for the City of Suisun City, and Solano County. He noted that an amendment for the City of Suisun City is to add funds for a contract renewal.

Recommendation:

Forward a recommendation to the STA TAC and Board to approve the January 2025 TDA Matrix for FY 2024-25, which includes the TDA claims for the City of Dixon, and amended claims for the City of Suisun City, and Solano County, as shown in Attachment B.

On a motion by Nouae Vue, and a second by Robert Guerrero, the Solano County Intercity Transit Consortium unanimously approved the recommendation. (7 Ayes)

**8. INFORMATIONAL ITEMS – DISCUSSION**

**A. Solano Napa North Bay Passenger Rail Feasibility Study – Request for Proposals**

Kathria Gregana provided an overview of the partnership with STA, Napa Valley Transportation Authority, the Cities of Napa and American Canyon, and the Cities of Vallejo, Fairfield, and Suisun City for a study on integrating passenger rail service between Solano and Napa, connecting to the State Rail Network. The study is expected to take a year to complete.

**B. Solano Transit 2030 Policy Committee Update**

Daryl Halls provided an update on the Solano Transit 2030 Policy Committee and outlined a series of their recommendations.

**C. Solano Mobility Call Center 1<sup>st</sup> Quarter Report FY 2024-25**

Erica Dohina reported an increase in website views and calls over 7 minutes. Vice- Chair Kotow inquired on the reasoning for the length of the calls, to which staff indicated the explanation of programs clients may be eligible to receive.

**D. State Transit Assistance Funds (STAF) Update**

Ron Grassi provided a verbal update to the STAF funds indicating that \$5.2 million were available. He announced the STA Board approved \$850,000 of those funds be allocated for the SR. 37 Fairgrounds transit improvements. He concluded by outlining the STA Board’s approved allocations for Solano Express, Solano Mobility, capital projects, and one-time Special projects.

**NO DISCUSSION**

**D. Legislative Update**

**E. Summary of Funding Opportunities**

**9. FUTURE INTERCITY TRANSIT CONSORTIUM AGENDA ITEMS**

The Committee members reviewed and provided feedback on the agenda items listed in the month of January 2025.

**10. TRANSIT CONSORTIUM OPERATOR UPDATES AND COORDINATION ISSUES  
TRANSIT CONSORTIUM MEMBER UPDATES**

A. County of Solano

Gwendolyn Hill – not present

B. Dixon Redit-Ride

Louren Kotow – Christmas light tour for seniors was successful.

C. FAST – Diane Feinstein

Diane Feinstein – not present

D. Rio Vista Delta Breeze

Greg Malcolm – no update at this time

E. Solano County Transit

Beth Kranda – no updates

F. Solano Mobility Update

Debbie McQuilkin – CBTP will begin soon in Dixon.

G. Suisun City Microtransit

Nouae Vue- no updates

H. Vacaville City Coach

Lori DaMassa – announced releasing a new advertising campaign called “Our City, Your Coach”

I. STA

Robert Guerrero – Happy New Year to all.

**11. ADJOURNMENT**

The meeting adjourned at 2:00 p.m. The next regular meeting of the Solano County Intercity Transit Consortium is scheduled for **1:30 p.m. on Tuesday, January 28, 2025.**

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DATE: January 13, 2025  
TO: Solano County Intercity Transit Consortium  
FROM: Ron Grassi, Director of Programs  
Brenda McNichols, Accountant II  
Lorene Garrett, Senior Program Coordinator  
RE: Solano Community College Student Fee for Transit

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**Background:**

During the Fall 2016 Semester, Solano Community College (SCC) students passed a measure to pay a transportation fee to provide reduced transit fares for students for the semesters of Spring 2017 through Fall 2019. The transportation fee amount depends on the number of units the student takes each semester. Full-time students taking 12+ units pay \$10.00 per semester, 6.5-11.5 units pay \$8.00 per semester, 3.5-6 units pay \$4.00/semester, and 0.5 to 3 units pay \$1.50 per semester. The Solano Community College Student Transportation Fee 2-Year Pilot Program launched in Spring 2017 offering a 50% reduced fee for usage by the individual Transit Operators.

Despite the reduced fare cost, the 2017 Spring and Fall Semester had low usage amongst students. Based on the low levels of ridership, STA staff met with SCC staff and the participating Transit Operators (Fairfield and Suisun Transit (FAST), Solano County Transit (SolTrans) and Vacaville (City Coach) to explore piloting a free fare, specifically for SCC students who show their student identification card. After a successful pilot, Solano Community College contacted STA and expressed the desire to transition the pilot into a formal 10-year agreement.

In April 2019, the Solano Community College student body overwhelmingly voted to continue supporting a self-imposed transportation fee for the purpose of providing free transit, within Solano County, by showing their student identification card. Moreover, the Solano Community College student body requested that the self-imposed transportation fee be solidified for the next decade. After conversation with the three participating Solano County Transit Operators, and approval by the Solano Express Intercity Transit Consortium (currently the Solano County Intercity Transit Consortium), STA TAC, and STA Board, the Solano Community College Transportation Fee Program was also expanded to allow Solano Community College students to access to all Solano Express stop locations, including those located outside of Solano County. Previously, transit access on Solano Express was limited to trips within Solano County. Additionally, the three participating operators, Vacaville City Coach, FAST, and SolTrans, agreed to provide unlimited access on their local routes.

To date, funds have been distributed to the participating transit operators as follows.

<b>Participating Transit Operator</b>	<b>Fund Distribution</b>
City of Vacaville (City Coach)	15 %
City of Fairfield (FAST)	30 %
SolTrans (SolTrans)	30 %
Solano Express (split evenly between FAST and SolTrans)	25 %

In Total, STA received checks totaling \$1,001,755 from the Solano Community College for student transportation fees. Given the predetermined funding split with the three participating transit agencies, the funding was allocated to the three transit operators as follows.

<b>Participating Transit Operator</b>	<b>Fund Distribution Percentage</b>	<b>Fund Distribution</b>
City of Vacaville (City Coach)	15%	\$423,546
City of Fairfield (FAST)	42.5%	\$423,546
SolTrans (SolTrans)	42.5%	\$154,663
<b>Total</b>	<b>100.00%</b>	<b>\$1,001,755</b>

**Discussion:**

The previous funding distribution was established when FAST and SolTrans operated Solano Express lines, and the Solano Express allotment was divided equally between the two operators. Currently Solano Express is operated solely by SolTrans. STA staff recommends updating the funding distribution to provide the Solano Express allotment of 25% to SolTrans.

At its December 17, 2024, meeting, the Solano County Intercity Funding Work Group voted unanimously to approve the recommended action.

Recently, the Solano Community College District (SCCD) requested STA partnership to enhance the educational experience, increase accessibility, and decrease transportation challenges by piloting an intercampus vanpool program to connect the Vacaville, Fairfield, and Vallejo SCC campuses.

**Fiscal Impact:**

No fiscal impact to STA. The cost for Solano Community College students to ride the three local transit services and all Solano Express Routes for free is covered by the Solano Community College Student Transportation Fee Program.

**Recommendations:**

Authorize the Executive Director to allocate the Solano Community College Transportation Fee for FY 2024-25 as follows:

<b>Participating Transit Operator</b>	<b>Fund Distribution</b>
City of Vacaville (City Coach)	15 %
City of Fairfield (FAST)	30 %
SolTrans (SolTrans) (includes 25% Solano Express)	55%



DATE: December 20, 2024  
TO: Solano County Intercity Transit Consortium  
FROM: Debbie McQuilkin, Program Manager  
RE: Review of Fiscal Year (FY) 2024-25 Taxi Card/PEX Program Transportation Development Act (TDA) Funding and FY 2022-23 Reconciliation

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**Background:**

**Solano County Intercity Taxi Card Program:**

On July 12, 2013, the County of Solano, five local transit agencies, and the Solano Transportation Authority (STA) entered into a Memorandum of Understanding (MOU) to fund the Countywide Taxi Intercity Paratransit Program. A separate MOU was established between the transit agencies and taxi operators for the program's operations. The service provides intercity trips for ambulatory and non-ambulatory ADA-eligible riders and is identified as an ADA Plus service.

The STA had been managing the Solano Intercity Taxi Scrip (ITX) Program under two MOUs: one between taxi companies and agencies, and another between transit agencies and STA. In June 2016, STA legal counsel updated the agreement with the taxi operators, incorporating current terms, regulations, and federal clauses. This replaced the original MOU between taxi companies and agencies. The MOU between STA, the County, and five transit operators was also updated.

Effective October 1, 2018, the Intercity Taxi Program began transitioning from paper taxi scrip to Visa Debit (PEX) cards and moved to countywide zone rates. The conversion allowed rides for both ambulatory and non-ambulatory individuals and was completed by September 2019.

STA annually claims Transportation Development Act (TDA) funds from member agencies to cover program costs. Reconciliation of a given fiscal year takes place one year after its end, aligning with the budgeted amounts for the upcoming fiscal year. In this cycle, FY 2022-23 audited amounts are reconciled, and FY 2024-25 projections are estimated. Any costs below the TDA claims are credited back to the transit operators.

The total TDA funding for FY 2022-23 was \$400,000. Contributions by jurisdiction, funding match, and transaction costs for the service are shown in Attachment A, along with budget comparisons and funding adjustments. The proposed contribution for FY 2024-25 reflected reduced contributions based on FY 2022-23 usage, which has decreased due to the pandemic but is beginning to recover. Suisun City joined as a new partner starting FY 2022-23, contributing to the program without prior reconciliation.

At the May 2024 Consortium meeting, FAST staff requested STA to reduce its FY 2024-25 contribution by \$5,000. The reduction, along with a matching decrease from the County, totals \$10,000 and is reflected in Attachment B. No other requests were received at that time.

The STA Board approved the ITX TDA reconciliation on June 12, 2024. On July 10, 2024, the Board passed a resolution authorizing STA to file a claim with MTC to allocate STAF and TDA funds for FY 2024-25, and STA submitted the claim on July 24, 2024.

Following this, SolTrans requested a reduction in their TDA contributions due to lower participation in the Intercity Taxi Card Program. Based on FY 2022-23 usage, SolTrans was receiving a \$43,029 credit. The contribution issue was brought back to the August 27<sup>th</sup> Consortium meeting for further discussion, but was tabled to allow more conversations between SolTrans and STA.

On September 3, 2024, STA staff proposed a revised contribution plan to SolTrans, which reflected SolTrans contributing \$0 and only using their \$43,029 credit along with the County TDA match, totaling \$86,057 for the ITX program. STA staff has not received a response from SolTrans.

**Discussion:**

Since June 2024, STA and SolTrans staff have been discussing adjustments to both the Intercity and Local Taxi Card programs. Based on lower usage, SolTrans requested a reduction in their contributions to these programs. On July 8, 2024, SolTrans proposed reducing their annual contribution to the Intercity Taxi Card Program from \$41,947 to approximately \$10,000, despite STA reporting that the program's annual projected cost for SolTrans was approximately \$84,000 (based on a monthly usage of \$7,000).

On July 29, 2024, SolTrans made a follow up request to reduce contributions for both programs, however, the proposed amounts did not align with the actual program expenses. In response, on July 30, STA staff informed SolTrans that any allocation adjustments would need to follow the formal process of approval through the Consortium, STA TAC, and the STA Board, as the TDA funding for the programs had already been approved by the STA Board in June and submitted to MTC for final approval.

On September 26<sup>th</sup>, STA staff sent a final request to SolTrans for clarification on their contributions for both the Intercity and Local Taxi Card programs. In the same communication, it was noted that the other funding partners have requested a fully executed copy of the Intercity Taxi Card MOU, which had been signed by all parties except SolTrans.

STA staff is proposing that no changes be made to the contribution at this time, given that we are already halfway through the fiscal year (Attachment B). STA and SolTrans should revisit and revise contribution amounts during the planning process for the next fiscal year to ensure they align more closely with actual program usage and costs. A sample of the revised contribution plan for SolTrans, which reflects a contribution of \$0, utilizing their \$43,029 credit along with the County TDA match—totaling \$86,057 for the ITX program—is shown in Attachment C.

SolTrans and STA staff will have the opportunity to re-evaluate future funding allocations for FY25-26 during the reconciliation process for FY23-24.



**Fiscal Impact:**

The total FY 2024-25 TDA partner contribution for the Intercity Taxi Card program is \$195,000. Total program funding is \$390,000 for FY 2024-25. County TDA will match each transit operator/city's contribution and cover the program's administrative costs.

**Recommendation:**

Forward a recommendation to the STA TAC and Board to approve the FY 2024-25 Intercity Taxi Card Program TDA funding for FY2024-25 Intercity Taxi Card Program, as specified in attachment C.

Attachments:

- A. FY 2022-23 ITX Taxi Card TDA Funding and FY 2024-25 Proposed ITX Taxi Card TDA.
- B. Original SolTrans Contribution Proposal
- C. Proposed SolTrans Contribution

**FY 2022-23 ITX Taxi Card TDA Funding and FY 2024-25 Proposed ITX  
Taxi Card TDA**

**FY2022-23 Proposed Taxi Card TDA Funding**

Agency	FY 2022-23 TDA Funding	Proposed Dollar for Dollar Match County TDA Funds	Proposed Available Funding	FY 2022-23 Usage	Remaining Funds by Agency	Capacity for Added Service or (Credit) based on Dollar for Dollar Match
Dixon	\$10,000	\$10,000	\$20,000	\$700	\$19,300	(\$9,650)
Fast	\$20,000	\$20,000	\$40,000	\$18,433	\$21,567	(\$10,784)
Delta Breeze	\$5,000	\$5,000	\$10,000	\$600	\$9,400	(\$4,700)
City Coach	\$70,000	\$70,000	\$140,000	\$50,280	\$89,720	(\$44,860)
SolTrans	\$85,000	\$85,000	\$170,000	\$83,943	\$86,057	(\$43,029)
Suisun City	\$10,000	\$10,000	\$20,000	\$10,150	\$9,850	(\$4,925)
County		\$200,000		\$0	\$0	
<b>Total</b>	<b>\$200,000</b>		<b>\$400,000</b>	<b>\$164,106</b>	<b>\$235,894</b>	<b>-\$117,947</b>

## Revised TDA Funding Matrix Reflecting Reduced Contribution by FAST

<b>FY 2024-25 Proposed Taxi Card TDA Funding</b>					
Agency	Reconciliation from FY 2022-23	Proposed Contribution for FY 2024-25	Funds Available (Adjustment + Proposed Contribution)	STA Funding Match	Total Funding
Dixon	(\$9,650)	\$350	\$10,000	\$10,000	\$20,000
City of Fairfield (FAST)	(\$20,784)	-\$784	\$15,000	\$15,000	\$30,000
Suisun City	(\$4,925)	\$5,075	\$10,000	\$10,000	\$20,000
City of Rio Vista (Delta Breeze)	(\$4,700)	\$300	\$5,000	\$5,000	\$10,000
City of Vacaville (City Coach)	(\$44,860)	\$25,140	\$70,000	\$70,000	\$140,000
City of Vallejo and Benicia (SolTrans)	(\$43,029)	\$41,972	\$85,000	\$85,000	\$170,000
Solano County				\$195,000	\$0
<b>Total</b>	<b>-\$127,947</b>	<b>\$72,053</b>	<b>\$195,000</b>	<b>\$390,000</b>	<b>\$390,000</b>

## Proposed SolTrans TDA Contribution Matrix

<b>FY 2024-25 Proposed Taxi Card TDA Funding</b>					
Agency	Credit from FY 2022-23	Proposed Contribution for FY 2025-26	Funds Available (Adjustment + Proposed Contribution)	STA Funding Match (County TDA)	Total Funding
Dixon	(\$9,650)	\$350	\$10,000	\$10,000	\$ 20,000
Fast	(\$20,784)	(\$784)	\$15,000	\$15,000	\$ 30,000
Suisun	(\$4,925)	\$5,075	\$10,000	\$10,000	\$ 20,000
Delta Breeze	(\$4,700)	\$300	\$5,000	\$5,000	\$ 10,000
City Coach	(\$44,860)	\$25,140	\$70,000	\$70,000	\$ 140,000
SolTrans	(\$43,029)	\$0	\$43,029	\$43,029	\$ 86,058
County				\$153,029	
<b>Total</b>	<b>-\$127,948</b>	<b>\$ 30,081</b>	<b>\$ 153,029</b>	<b>\$ 306,058</b>	<b>\$ 306,058</b>



DATE: January 17, 2024  
TO: Solano County Intercity Transit Consortium  
FROM: Ron Grassi, Director of Programs  
Mary Pryor, Transit Finance Consultant  
RE: Fiscal Year (FY) 2024-25 Transportation Development Act (TDA) Matrix –  
February 2025, which includes TDA Claim for Solano 360 Mobility Hub

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**Background:**

The Transportation Development Act (TDA) was enacted in 1971 by the California Legislature to ensure a continuing statewide commitment to public transportation. This law imposes a one-quarter-cent tax on retail sales within each County for this purpose. Proceeds are returned to counties based on the amount of taxes collected and are apportioned within the county based on population. TDA funds are shared among agencies to fund joint services such as the Solano Express transit service and the Intercity Taxi Card Program.

To obtain TDA funds, local jurisdictions must submit requests to regional transportation agencies that review the claims for consistency with TDA requirements. Solano County agencies submit TDA claims to the Metropolitan Transportation Commission (MTC), Regional Transportation Planning Agency (RTPA) for the nine Bay Area counties. The Solano FY 2024-25 TDA fund estimates from July 24, 2024, by jurisdiction are shown on the attached MTC Fund Estimate (Attachment A).

To clarify how the TDA funds are to be allocated each year among the local agencies and to identify the purpose of the funds, STA works with the transit operators and prepares a TDA matrix. The STA Board approves the TDA matrix and submits it to MTC to provide guidance when reviewing individual TDA claims from Solano County's transit operators. The TDA apportionment for FY 2024-25 includes revenue estimates and projected carryover. The claim for Solano County is within the parameters of available TDA funds.

**Discussion:**

**Solano County TDA Summary (Claimed by STA)**

STA needs to claim \$750,000 of Solano County TDA as match funds for the preliminary engineering work of the Solano 360 Mobility Hub. In 2012, the Solano County Board of Supervisors approved the Solano360 Specific Plan and certified the Environmental Impact Report for the phased redevelopment of the Fairgrounds property in Vallejo. The Specific Plan envisions enhanced uses at the Fairgrounds properties, necessitating new transportation, transit, and parking improvements. The *2020 Facility Forecast and Recommendation Report*, by the Solano Transportation Authority, provided regional parking demand forecasts for the Fairgrounds property and identified opportunities for expanding Solano Express Bus, ride share, and SolTrans fixed route transit services at the Fairgrounds. The Report recommends phased mobility enhancements as Solano360 is developed.

The Department of Resource Management began capital planning for the new mobility hub in 2021, identifying opportunities to expand services to the Solano County Fair, regional events, local/regional transit, ride share, and the adjacent Equity Priority Area. Planning concepts incorporated multi-modal connectivity improvements for electric vehicles, transit riders, commuters, pedestrians, and cyclists. The design concepts that followed include electric vehicle charging stations, bike facilities, lighting,

and fencing, along with a complete parking structure built in the last phase.

In 2023, Solano County was selected by STA for a \$2.1 million competitive federal grant award through the OBAG 3 program for the first phase of the Solano360 Mobility Hub. The OBAG 3 award provides construction funds for the first phase at-grade parking area, electric vehicle charging stations, pedestrian sidewalks, landscaping/lighting, bike lanes, and a transit stop near the northern portion of the Fairgrounds property. The County is seeking additional funding for the preliminary engineering and local match for the federal funds. A \$750,000 share of the Transportation Development Act will provide an eligible funding source to complete the preliminary engineering work and match the OBAG 3 grant. While this share of TDA will fully fund the essential elements for Phase 1, additional funding is still being sought for expanding electric vehicle charging sources, extra security features, and other enhancements that will make the Solano 360 Mobility Hub an exceptional project. Solano County's TDA claim amounts are included in the February 2025 TDA matrix Attachment B.

**Fiscal Impact:**

There is no additional financial impact on STA. The Solano County claim is consistent with the available FY 2024-25 TDA Funds. The STA Board's approval of the February 2025 TDA matrix provides the guidance MTC needs to process the TDA claim submitted by Solano County.

**Recommendation:**

Approve the February 2025 TDA Matrix for FY 2024-25, which includes the Solano County TDA claim for the Solano 360 Mobility Hub, as shown in Attachment B.

Attachments:

- A. FY 2024-25 TDA Fund Estimate for Solano County Jurisdictions
- B. February 2025 TDA Matrix for FY 2024-25 includes the Solano County TDA Claim

**FY 2024-25 FUND ESTIMATE  
TRANSPORTATION DEVELOPMENT ACT FUNDS  
SOLANO COUNTY**

Attachment A  
Res No. 4629  
Page 9 of 19  
7/24/2024

FY2023-24 TDA Revenue Estimate		FY2024-25 TDA Revenue Estimate	
<b>FY2023-24 Generation Estimate Adjustment</b>		<b>FY2024-25 County Auditor's Generation Estimate</b>	
1. Original County Auditor Estimate (Feb, 23)	27,790,758	14. County Auditor Estimate	28,647,982
2. Actual Revenue (Jul, 24)	26,074,646	<b>FY2024-25 Planning and Administration Charges</b>	
3. Revenue Adjustment (Lines 2-1)	(1,716,112)	15. MTC Administration (0.5% of Line 14)	143,240
<b>FY2023-24 Planning and Administration Charges Adjustment</b>		16. County Administration (0.5% of Line 14)	143,240
4. MTC Administration (0.5% of Line 3)	(8,581)	17. MTC Planning (3.0% of Line 14)	859,439
5. County Administration (Up to 0.5% of Line 3) <sup>4</sup>	(8,581)	18. Total Charges (Lines 15+16+17)	1,145,919
6. MTC Planning (3.0% of Line 3)	(51,483)	19. Solano Transportation Authority Planning (2.7% of Line 14-18) <sup>5</sup>	742,556
7. Total Charges (Lines 4+5+6)	(68,645)	20. TDA Generations Less Charges (Lines 14-18-19)	26,759,507
8. STA Planning (2.7%)	(44,482)	<b>FY2024-25 TDA Apportionment By Article</b>	
9. Adjusted Generations Less Charges (Lines 3-7-8)	(1,602,985)	21. Article 3.0 (2.0% of Line 20)	535,190
<b>FY2023-24 TDA Adjustment By Article</b>		22. Funds Remaining (Lines 20-21)	26,224,317
10. Article 3 Adjustment (2.0% of line 9)	(32,060)	23. Article 4.5 (5.0% of Line 22)	0
11. Funds Remaining (Lines 9-10)	(1,570,925)	24. TDA Article 4 (Lines 22-23)	26,224,317
12. Article 4.5 Adjustment (5.0% of Line 11)	0		
13. Article 4 Adjustment (Lines 11-12)	(1,570,925)		

**TDA APPORTIONMENT BY JURISDICTION**

Column	A	B	C=Sum(A:B)	D	E	F	G	H=Sum(C:G)	I	J=Sum(H:I)
	6/30/2023	FY2022-23	6/30/2023	FY2022-24	FY2023-24	FY2023-24	FY2023-24	6/30/2024	FY2024-25	FY2024-25
Apportionment Jurisdictions	Balance (w/o interest)	Interest	Balance (w/ interest) <sup>1</sup>	Outstanding Commitments <sup>2</sup>	Transfers/ Refunds	Original Estimate	Revenue Adjustment	Projected Carryover	Revenue Estimate	Available for Allocation
Article 3	1,262,385	28,151	1,290,536	(1,613,761)	0	519,176	(32,060)	163,891	535,190	699,081
Article 4.5										
<b>SUBTOTAL</b>	<b>1,262,385</b>	<b>28,151</b>	<b>1,290,536</b>	<b>(1,613,761)</b>	<b>0</b>	<b>519,176</b>	<b>(32,060)</b>	<b>163,891</b>	<b>535,190</b>	<b>699,081</b>
Article 4/8										
Dixon	2,204,870	47,091	2,251,961	(973,157)	0	1,085,464	(67,029)	2,297,240	1,123,910	3,421,150
Fairfield	7,030,992	198,495	7,229,488	(12,470,986)	0	6,819,888	(421,136)	1,157,254	7,063,650	8,220,904
Rio Vista	1,761,669	37,069	1,798,739	(635,209)	0	564,546	(34,861)	1,693,214	590,263	2,283,477
Solano County	3,482,413	78,038	3,560,451	(970,407)	367,537	1,043,031	(64,408)	3,936,204	1,069,777	5,005,981
Suisun City	1,284,769	35,150	1,319,919	(1,708,150)	5,556	1,643,640	(101,497)	1,159,468	1,682,556	2,842,024
Vacaville	14,057,168	360,767	14,417,935	(17,805,314)	0	5,759,622	(355,663)	2,016,580	5,957,351	7,973,931
Vallejo/Benicia	14,348,593	308,036	14,656,628	(14,791,197)	0	8,523,424	(526,331)	7,862,524	8,736,810	16,599,334
<b>SUBTOTAL</b>	<b>44,170,475</b>	<b>1,064,647</b>	<b>45,235,121</b>	<b>(49,354,420)</b>	<b>373,093</b>	<b>25,439,615</b>	<b>(1,570,925)</b>	<b>20,122,484</b>	<b>26,224,317</b>	<b>46,346,801</b>
<b>GRAND TOTAL</b>	<b>\$45,432,860</b>	<b>\$1,092,797</b>	<b>\$46,525,657</b>	<b>(\$50,968,181)</b>	<b>\$373,093</b>	<b>\$25,958,791</b>	<b>(\$1,602,985)</b>	<b>\$20,286,375</b>	<b>\$26,759,507</b>	<b>\$47,045,882</b>

1. Balance as of 6/30/23 is from the MTC FY2022-23 Audit, and it contains both funds available for allocation and funds that have been allocated but not disbursed.

2. The outstanding commitments figure includes all unpaid allocations as of 6/30/23, and FY2023-24 allocations as of 6/30/24.

3. Beginning with FY24, the MTC Fund Estimate will directly program the 2.7% of TDA revenues to Solano Transportation Authority for planning purposes, as authorized by PUC 99233.12 of the Transportation Development Act statute.

**FY 2024-25 TDA Matrix - February 2025**

**Attachment B**

Date Prepared January 17, 2025  
 STA Board Action

	Note #	Dixon	Fairfield	Rio Vista	Suisun City	Vacaville	Vallejo/Benicia (SolTrans)	Solano County	Total
<b>TDA Revenue Available</b>									
FY24-25 TDA Revenue Estimate from MTC	1	\$ 1,123,910	\$ 7,063,650	\$ 590,263	\$ 1,682,556	\$ 5,957,351	\$ 8,736,810	\$ 1,069,777	\$ 26,224,317
Projected Carryover from MTC	1	\$ 2,297,240	\$ 1,157,254	\$ 1,693,214	\$ 1,159,468	\$ 2,016,580	\$ 7,862,524	\$ 3,936,204	\$ 20,122,484
Available for Allocation per MTC	1	\$ 3,421,150	\$ 8,220,904	\$ 2,283,477	\$ 2,842,024	\$ 7,973,931	\$ 16,599,334	\$ 5,005,981	\$ 46,346,801
FY23-24 Allocations / Returns	1								\$ -
<b>Total TDA Revenue Available for Allocation</b>		<b>\$ 3,421,150</b>	<b>\$ 8,220,904</b>	<b>\$ 2,283,477</b>	<b>\$ 2,842,024</b>	<b>\$ 7,973,931</b>	<b>\$ 16,599,334</b>	<b>\$ 5,005,981</b>	<b>\$ 46,346,801</b>

**USES**

<b>Paratransit</b>									
Intercity Taxi Scrip	2	\$ 350	\$ -	\$ 300	\$ 5,075	\$ 25,140	\$ 41,972	\$ 447,163	\$ 520,000
Paratransit	3		\$ 694,241			\$ 941,757	\$ 872,207	\$ 200,000	\$ 2,708,205
Microtransit	3		\$ 1,646,191						
Local Taxi Scrip, Local 1st/Last Mile, Go-Go	3				\$ 200,000	\$ 57,458	\$ 20,000	\$ 175,000	\$ 452,458
<b>Subtotal Paratransit</b>		<b>\$ 350</b>	<b>\$ 2,340,432</b>	<b>\$ 300</b>	<b>\$ 205,075</b>	<b>\$ 1,024,355</b>	<b>\$ 934,179</b>	<b>\$ 822,163</b>	<b>\$ 3,680,663</b>

<b>Local Transit Service (Fixed Route) &amp; Administration</b>	3	\$ 660,000	\$ 2,982,531	\$ 563,518	\$ 905,292	\$ 2,066,576	\$ 5,400,000		\$ 12,577,917
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<b>SolanoExpress Intercity Bus</b>									
To SolTrans	4	\$ 65,603	\$ 624,215	\$ -	\$ 188,536	\$ 315,617	\$ 2,085,791	\$ 198,776	\$ 3,478,538
<b>Subtotal SolanoExpress Intercity Bus</b>		<b>\$ 65,603</b>	<b>\$ 624,215</b>	<b>\$ -</b>	<b>\$ 188,536</b>	<b>\$ 315,617</b>	<b>\$ 2,085,791</b>	<b>\$ 198,776</b>	<b>\$ 3,478,538</b>

<b>Transit Capital</b> Claimed by each agency	3	\$ -		\$ 60,000		\$ 2,295,000	\$ 3,357,736	\$ 260,000	\$ 5,972,736
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<b>STA Planning</b> Claimed by STA (2.7%)	6								\$ -
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<b>Swaps / Other</b>									
LCTOP swap (FY23-24 Pop& Rev funds): Dixon to claim from Fairfield	7		\$ 51,825						\$ 51,825
SGR swap (FY23-24 funds): Dixon to claim from Fairfield	7		\$ 1,366						\$ 1,366
LCTOP swap (FY23-24 Pop& Rev funds): Rio Vista to claim from Fairfield	7		\$ 27,585						\$ 27,585
SGR swap: correction for Rio Vista / Fairfield swap of FY24-25 funds, Rio Vista to claim next year	7		\$ 448	\$ 448					\$ 896
LCTOP swap (FY23-24 Pop& Rev funds): Vacaville to claim from Fairfield	7		\$ 271,271						\$ 271,271
SGR swap (FY23-24 funds): Vacaville to claim from Fairfield	7		\$ 4,441						\$ 4,441
Prior Year LCTOP and SGR apportionments: Vacaville to claim from Fairfield	10		\$ 35,725						\$ 35,725
Repayment of FY22-23 loan for CNG Bus Purchase, claimed by FAST	8						\$ 1,630,000		\$ 1,630,000
Solano Express FY22-23 reconciliation: SolTrans to claim from Fairfield	9		\$ 42,389						\$ 42,389
Fairfield-Vacaville Train Station claimed by FAST for FY21-22 and FY22-23 costs	11					\$ 122,995			\$ 122,995
Suisun City Train Station, claimed by STA	12				\$ 160,000				\$ 160,000
Suisun City Mobility Hub Capital Project, claimed by STA	13				\$ 250,000				\$ 250,000
Faith in Action, claimed by STA	14							\$ 45,000	\$ 45,000
Equitable Access to Justice, claimed by STA	15							\$ 40,000	\$ 40,000
Transit Improvements for SR 37/Fairgrounds Dr. claimed by STA	16							\$ 500,000	\$ 500,000
Solano360 Mobility Hub claimed by STA	17							\$ 750,000	\$ 750,000
<b>Subtotal Swaps / Other</b>		<b>\$ -</b>	<b>\$ 435,051</b>	<b>\$ 448</b>	<b>\$ 410,000</b>	<b>\$ 122,995</b>	<b>\$ 1,630,000</b>	<b>\$ 1,335,000</b>	<b>\$ 3,933,494</b>

<b>Total To Be Claimed by All Agencies</b>		<b>\$ 725,953</b>	<b>\$ 6,382,229</b>	<b>\$ 624,266</b>	<b>\$ 1,708,903</b>	<b>\$ 5,824,543</b>	<b>\$ 13,407,706</b>	<b>\$ 2,615,939</b>	<b>\$ 29,643,347</b>
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<b>Balance</b>		<b>\$ 2,695,197</b>	<b>\$ 1,838,675</b>	<b>\$ 1,659,211</b>	<b>\$ 1,133,121</b>	<b>\$ 2,149,388</b>	<b>\$ 3,191,628</b>	<b>\$ 2,390,042</b>	<b>\$ 16,703,454</b>
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## FY 2024-25 TDA Matrix - February 2025

## Attachment B

Date Prepared January 17, 2025

### STA Board Action

- (1) MTC July 24, 2024 Fund Estimate; Reso 4629; columns I, H, J; FY23-24 Allocations>Returns include allocations after June 30, 2024; FAST will loan SolTrans \$1,630,000 in TDA funding in FY 2022-23 to assist with payment of new CNG commuter buses in 2023. Fairfield will reclaim the \$1,630,000 in TDA loaned back from SolTrans no earlier than the 4th quarter of FY 2023-24.
- (2) STA will be the claimant. Based on FY 2024-25 Intercity Taxi Card Funding Amounts.
- (3) From each agency's annual TDA claim. Amount claimed from Solano County by STA is for ADA assessments. Amount claimed from Suisun City by STA for fixed route and micro-transit service (\$905,292), first-last mile (\$200,000) from Dec. 3, 2024 Suisun City Council meeting. Benicia TDA (\$20K) for Benicia Lyft Solano County (\$175K) is for Medical Concierge G0-G0
- (4) Based on FY 2024-25 Intercity Transit Funding 22-May-24 draft Budget, subject to approval by STA Board and to an updated Solano Express Funding and Cost-Sharing agreement between STA and SolTrans.
- (5) TBD
- (6) Claimed by STA from all agencies per formula (2.7% of annual revenue estimate). MTC's Fund Estimate deducts the 2.7% from the annual revenue estimate for each jurisdiction; therefore, the STA Planning amount is no longer shown on this line of the TDA Matrix.
- (7) Dixon, Rio Vista, and Vacaville to claim TDA from Fairfield. Includes FY23-24 LCTOP Pop & Rev apportionments, and FY23-24 SGR apportionments.
- (8) To be claimed by FAST for FY 2022-23 loan to SolTrans to assist with payment for new CNG commuter buses in 2023
- (9) SolTrans to claim from Fairfield for reconciliation of FY22-23 SolanoExpress service.
- (10) Vacaville to claim from Fairfield, previously unclaimed prior-year apportionments include: LCTOP from FY19-20 to FY22-23 and SGR from FY20-21 to FY22-23.
- (11) FAST to claim from Vacaville based on the 2002 agreement for the operation of Fairfield - Vacaville Train Station. Amount covers costs incurred by Fairfield in FY21-22 and FY22-23. (FY21-22 costs had been included in FY23-24 TDA matrix but were not claimed by Fairfield.)
- (12) To be claimed by STA for Suisun Amtrak station maintenance
- (13) To be claimed by STA for Suisun City Mobility Hub Capital Project, year 4 of 4
- (14) To be claimed by STA for Faith in Action
- (15) To be claimed by STA for Equitable Access to Justice Pilot Program
- (16) To be claimed by STA for Transit Improvements as a part of the State Route 37/Fairgrounds Drive Interchange Improvements Project
- (17) To be claimed by STA for Solano County Solano360 Mobility Hub project

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DATE: January 21, 2025  
TO: Solano County Intercity Transit Consortium  
FROM: Ronald Grassi, Director of Programs  
Quantum Market Research, Inc.  
RE: 2024 Solano Express Ridership Survey and Analysis Study

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**Background:**

Prior to August 2022, the intercity transit routes that serve Solano County were operated by the two largest transit operators in the County: Fairfield and Suisun Transit (FAST) and Solano County Transit (SolTrans), through funding and operations contracts with STA. Although now operated by one transit operator, they are funded by a combination of funding contributions from six cities (Benicia, Dixon, Fairfield, Suisun City, Vacaville, and Vallejo) and the County of Solano, Regional Measure 2 (RM 2) and RM 3 funds determined by the STA Board, and several funding sources obtained by STA.

Over the past years, the STA has been working with local transit operators through the Intercity Transit Funding (ITF) Working Group and developed an updated Intercity Funding and Cost Sharing Agreement to stabilize the funding for these services. An initial ridership survey was conducted in the fall of 2006, from which the cost-sharing formula for each route was developed based on the ridership's residence (80%) and population share (20%). The last Solano Express ridership update was completed in 2022 and approved by the STA Board on October 12, 2022.

The 2024 Solano Express Ridership Survey and Analysis Study will help calculate the new Intercity Funding Agreement formula based on rider residency and population. In addition to meeting the provisions of the Intercity Funding and Cost Sharing Agreement, the 2024 Study includes an onboard passenger survey and analysis, on-time performance, and on-and-off counts at the various bus stops.

**Discussion:**

Quantum Market Research (QMR) conducted the 2024 Solano County Ridership survey between May and July 2024. QMR completed 1,409 onboard surveys throughout the Solano Express system (Blue, Green Express, Red, Rt. 82, and Yellow) and Napa Vine Route 21. The weekly ridership of each route is estimated from the on-off counts and weighted to accurately represent the overall rider population.

Overall, the survey results indicate that the intercity routes in Solano County are an essential resource for Solano County residents and others. They serve a valuable function in providing an alternative to the automobile for commuters on I-80, I-680, and I-780. A summary of findings from the survey includes the following:

- A comparison of the weekly ridership calculated for 2024 to that calculated for the 2022 survey shows a 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 was 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 is 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 entirely 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 these indicators of rider dependence on the bus increased from 2018 to 2022 and 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% 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 attracting new riders: 25% of respondents said they had been riding for less than 6 months, including 7.5% 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.
  
- 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) to get to their bus stop and their final destination. Riders’ heavy reliance on public transportation to reach the bus and their final destination highlights the importance of coordinated schedules and on-time performance. When buses arrive late, riders miss their connection 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 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 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, connection availability, 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 service aspect 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. As many as 6% of respondents cited no other service element.
  - 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 knowledge and usage of the program are limited, with three-fourths of riders saying they had never used it.
  - Riders were also asked to identify how they currently receive transit information from 11 sources (with more than one response possible.) The Transit website and Transit Center together were mentioned by about 50% of riders. At the same time, 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%).
  - 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) confirm the interest in online information. However, more than half (54.8%) of riders 65 or older said 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 age, employment status, income, ethnic background, and access to alternative methods of transportation of their riders.

The Solano Express Ridership Survey is integral to the ridership residency as it is part of the Intercity Funding Plan. Attachment A compares the last surveys, conducted in 2018 and 2022, to the most recent 2024 survey. In summary, Vacaville and Dixon residents mostly ride the Blue Line. Fairfield residents mostly ride the Blue and Green Line. Suisun City residents mostly ride the Green Line. Benicia residents mostly ride the Yellow Line. Vallejo residents mostly ride the Red and Yellow Lines. The complete 2024 Solano Express Ridership survey can be found in Attachment B.

The survey found transit services are an integral mobility option for many Solano residents. Among services, there are varying needs for transit. For many low-income riders, transit is a key component of everyday life, transporting them to jobs, school, and other locations. For long-distance commuters, using transit is a daily choice they have selected. The reports offer a wealth of information about the variety of Solano Express riders in Solano County. The 2024 Solano Express Ridership Survey will be utilized to develop the Solano Express cost-sharing formula for FY 2025-2026.

This item was presented to the transit operators for review and comment at the December 17, 2024, Intercity Funding Working Group.

**Fiscal Impact:**

There is no additional financial impact at this time. STA funded the Study with \$171,000 of State Transit Assistance Funds (STAF).

**Recommendation:**

Forward a recommendation to the STA TAC and Board to approve the following:

1. The 2024 Solano Express Ridership Survey and Analysis Study, as shown in Attachment B and
2. Authorize the Executive Director to update the Intercity Funding formula for Solano Express Service based on the ridership and residency information gathered from the 2024 Solano Express Ridership Survey for FY 2025-26 as specified in Attachment B.

Attachments:

- A. Residency Comparison
- B. Solano Express Ridership Survey

# Residency Comparison

Outside Solano County

Unincorporated Solano County

Rio Vista

Dixon

Benicia

Suisun City

Vacaville

Fairfield

Vallejo

## Attachment A

<b>2018</b>	<b>2022</b>	<b>2024</b>
13.1%	14.8%	20.4%
0.4%	0.3%	0.6%
0.2%	0.1%	0.2%
0.8%	1.7%	0.5%
5.9%	4.5%	3.6%
5.3%	6.2%	4.0%
6.1%	7.7%	8.3%
19.6%	19.3%	16.7%
48.6%	45.5%	45.6%





***RESULTS OF***  
***SOLANO TRANSPORTATION AUTHORITY***  
***2024 ON-BOARD TRANSIT SURVEY***

***Submitted to***

***Solano Transportation Authority***  
***One Harbor Center, Suite 130***  
***Suisun City, CA. 94585***

***Submitted by***

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## 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
<b>TOTALS</b>	<b>1,661</b>	<b>681</b>	<b>293</b>	<b>9,279</b>	<b>1,409</b>	<b>1.000</b>

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>B, G, R, Y Total</b>	<b>-2.8%</b>

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**

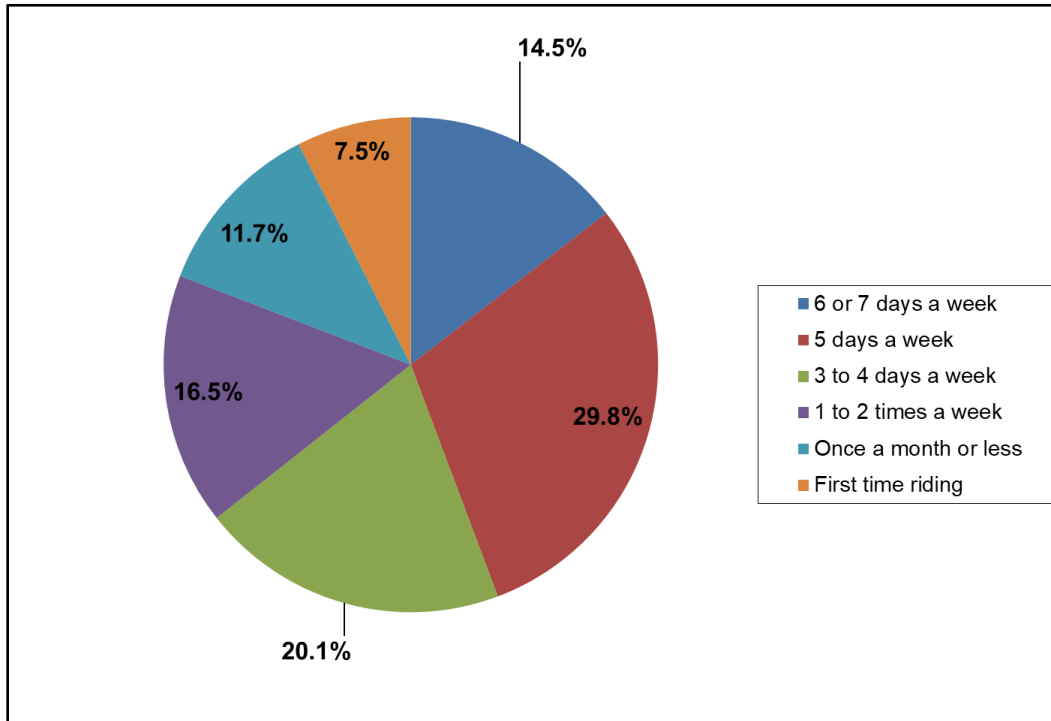
The following section is about how riders were using the bus at the time they were surveyed. Riders were asked to describe how often they rode and for what purpose, where they were traveling to and from, how they got to and from stops, how they paid their fare and how they would have made this trip if 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

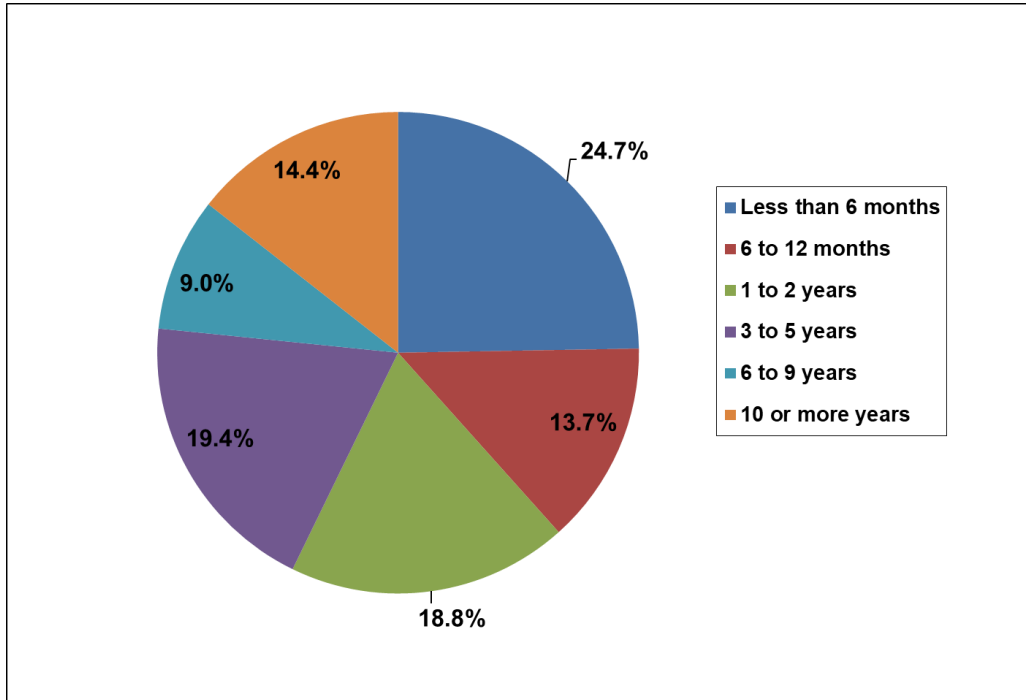
**Length of Ridership**

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**

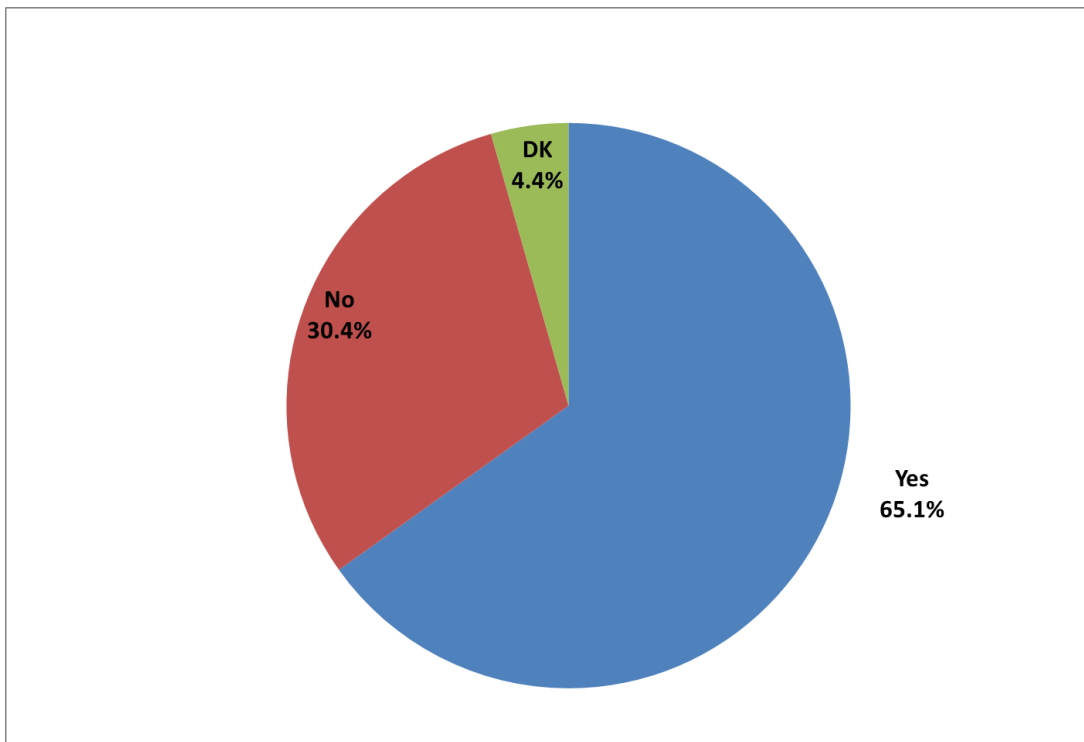
Route	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
How long riding	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Less than 6 months*	24.7%	21.1%	10.8%	28.2%	25.8%	19.2%	21.4%
6 to 12 months	13.7%	18.9%	11.7%	12.3%	10.3%	23.1%	21.4%
1 to 2 years	18.8%	18.3%	15.8%	18.3%	17.4%	38.5%	21.4%
3 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**

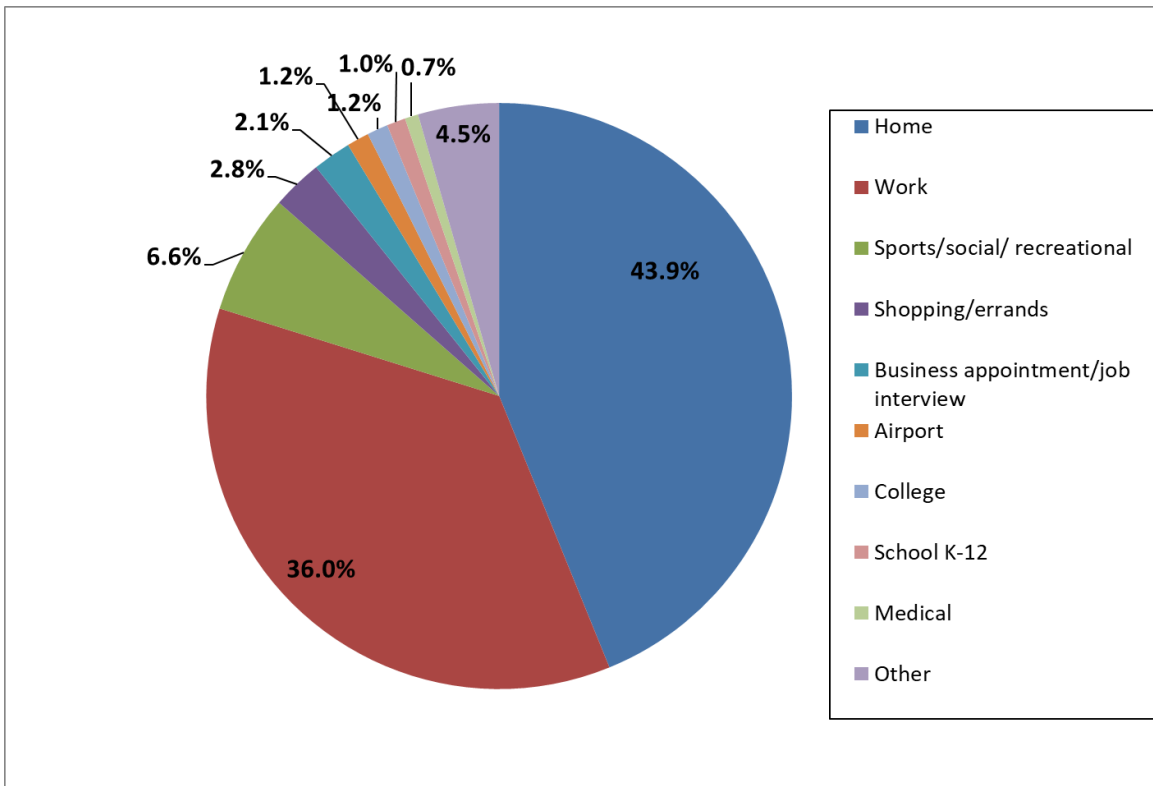
Route	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Round trip?	n=1409	n=202	n=123	n=846	n=161	n=26	n=15
Yes	65.1%	71.8%	81.3%	62.1%	63.4%	50.0%	66.7%
No	30.4%	25.7%	17.1%	32.6%	32.3%	50.0%	20.0%
DK	4.4%	2.5%	1.6%	5.3%	4.3%		13.3%

**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**



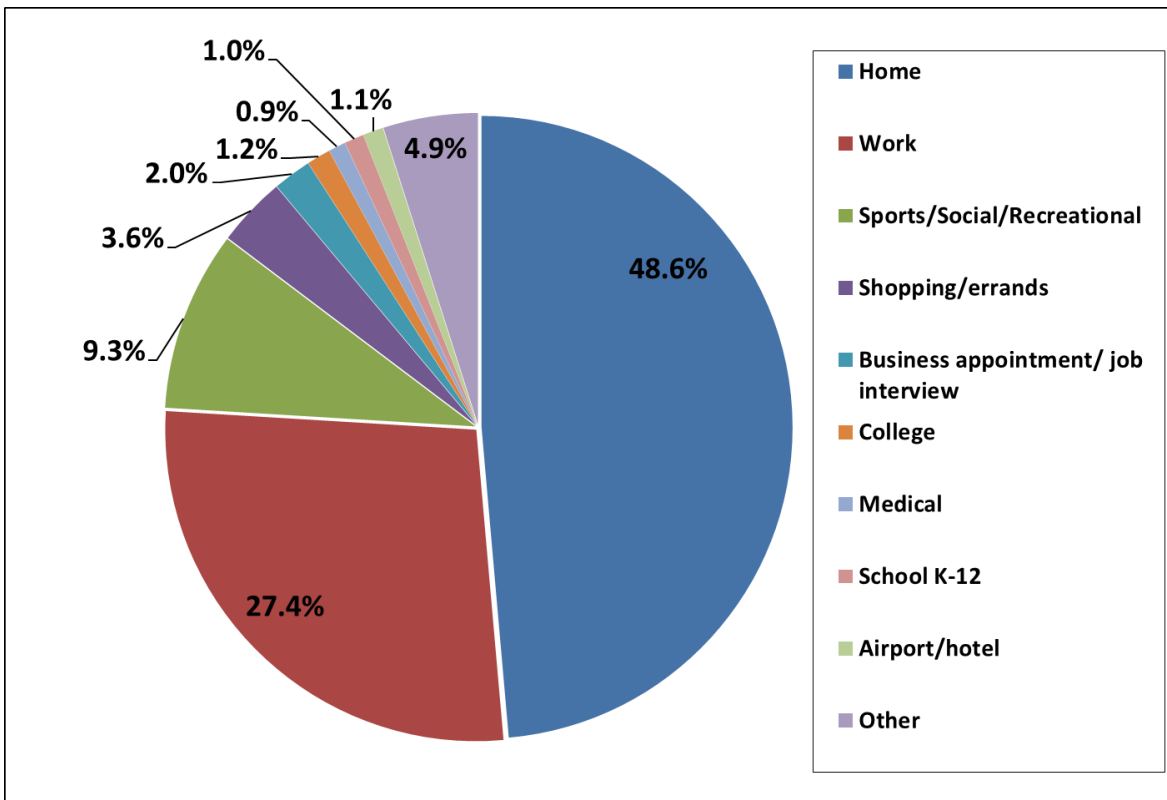
**Figure 9. Trip Origins – Individual Routes**

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**



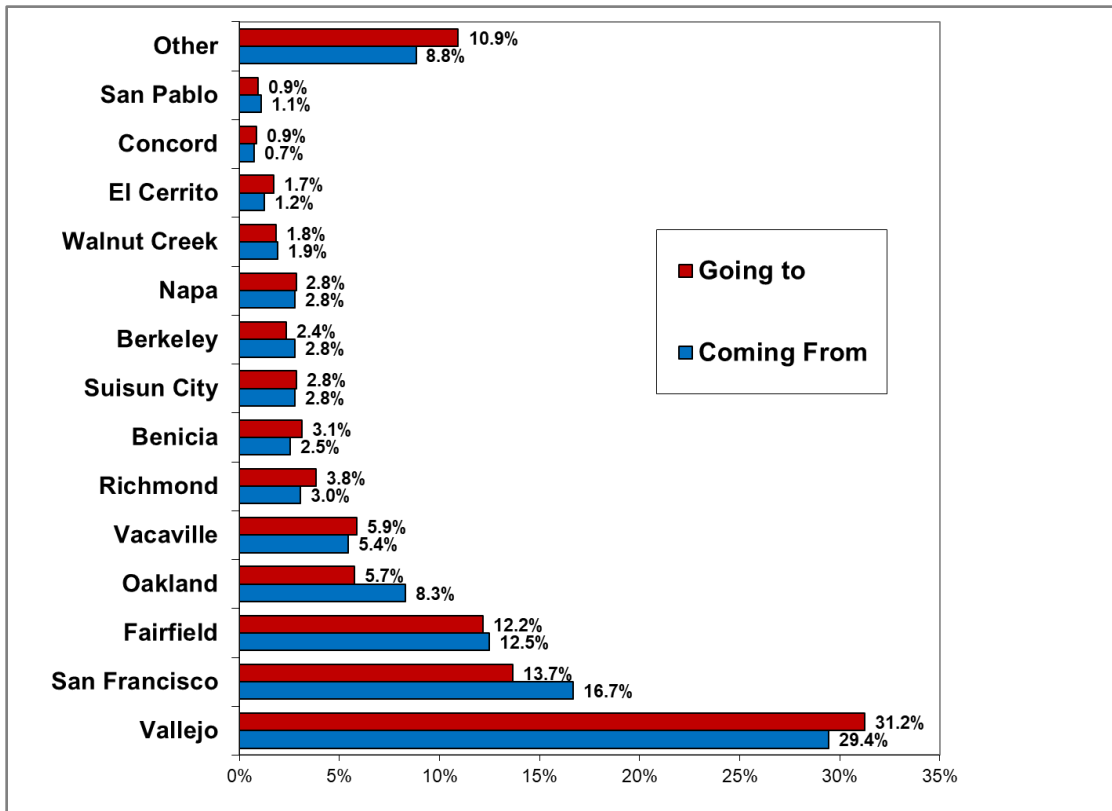
**Figure 11. Trip Destinations – Individual Routes**

Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82
Going to	n=1409	n=206	n=124	n=872	n=166	n=26
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%	26.7%
Fairfield	12.2%	24.7%	33.1%	6.8%	2.7%	8.0%	
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**

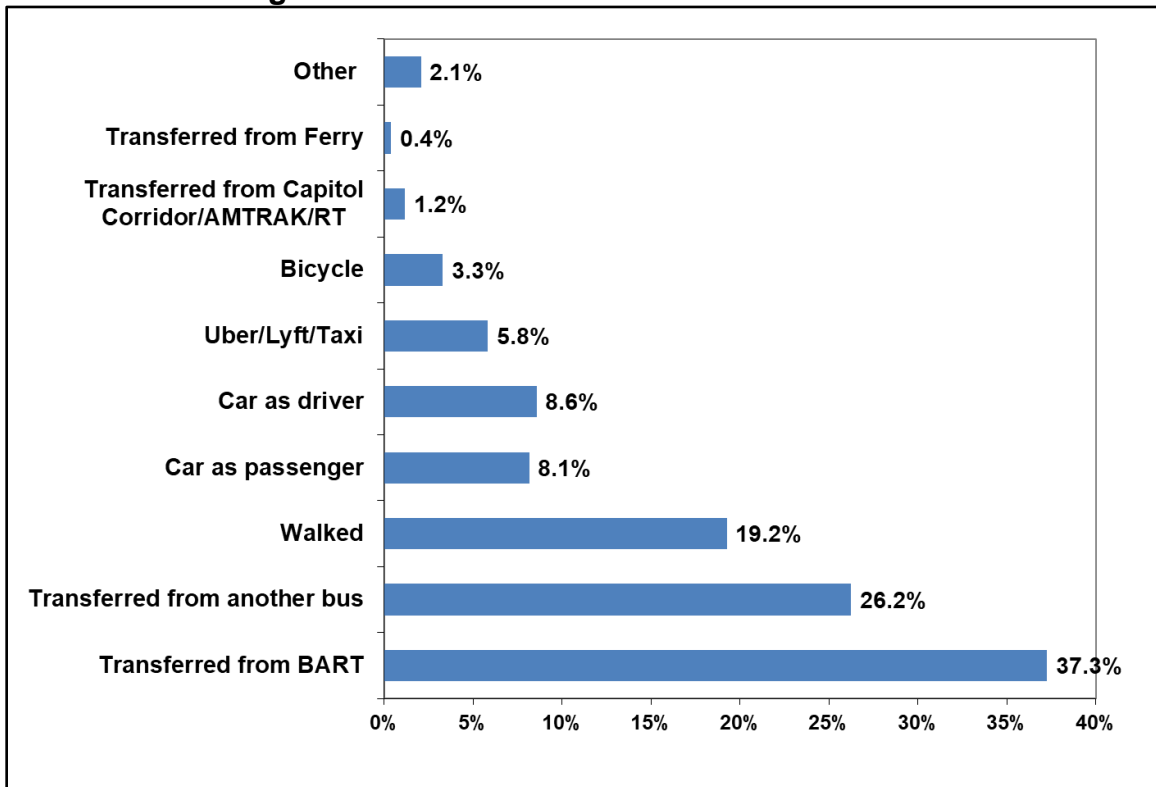
Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Where will you leave?	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Vallejo	33.8%		8.1%	49.0%	28.0%	26.9%	
El Cerrito	29.9%		50.8%	41.4%	0.6%		
Fairfield	14.2%	34.6%	38.7%	7.1%	1.2%		40.0%
Walnut Creek	7.8%	29.3%			37.9%		
Vacaville	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%		

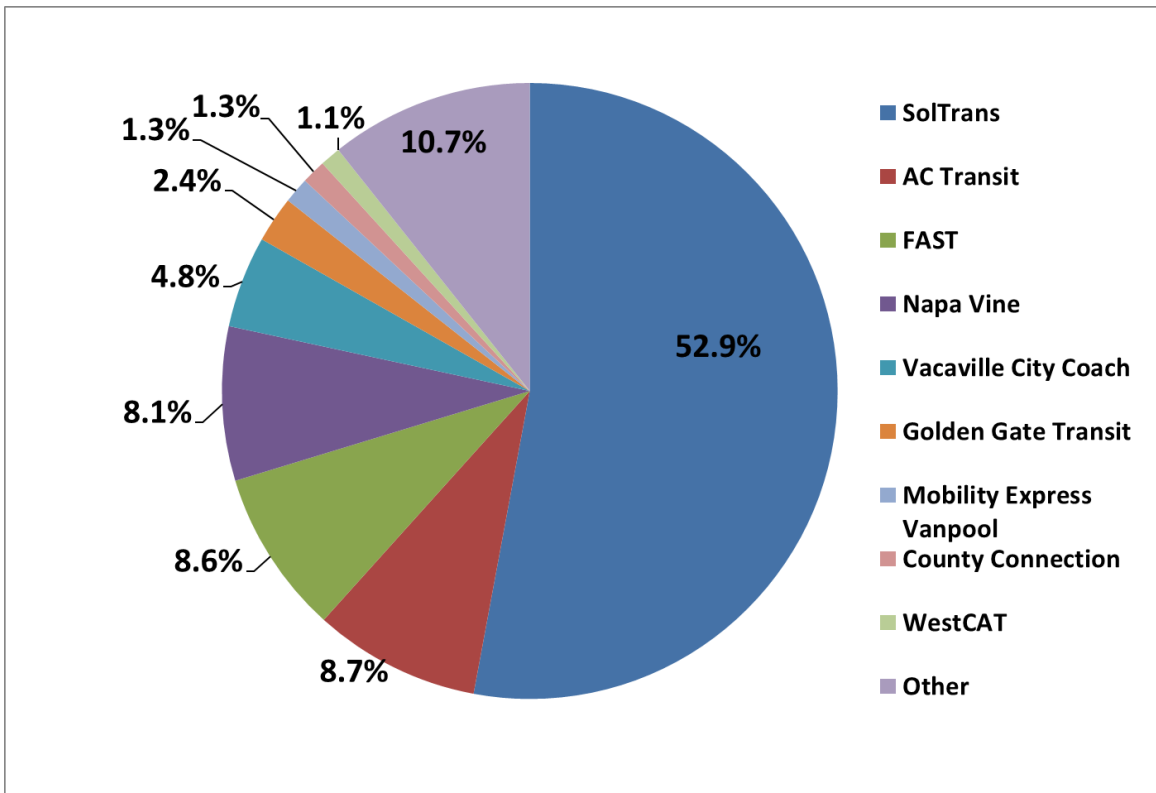
\* More than one mode may have been used

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**

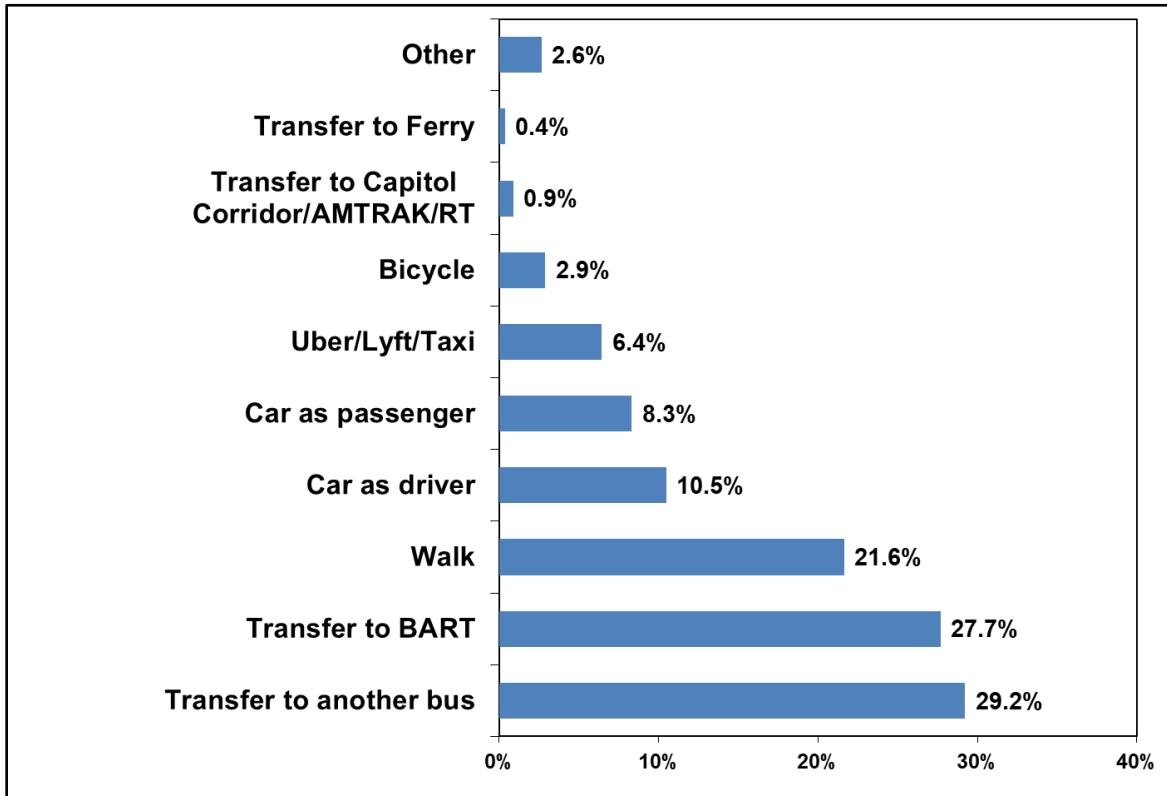


**Access to Final Destination**

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**

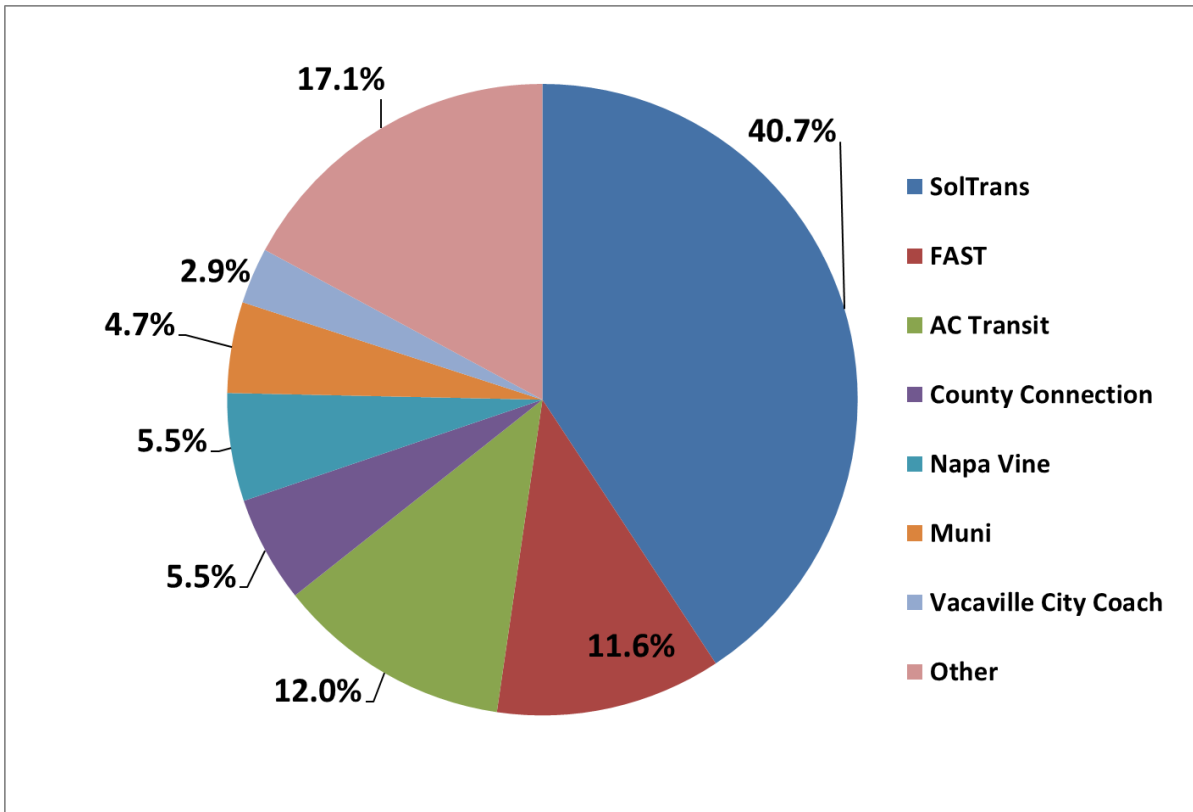
Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Mode to destination*	n=1409	n=206	n=124	n=872	n=166	n=26	n=15
Transfer to another bus	29.2%	23.7%	19.8%	31.2%	23.3%	50.0%	40.0%
Transfer to BART	27.7%	22.2%	30.6%	31.5%	20.7%	16.7%	
Walk	21.6%	25.8%	11.6%	20.0%	38.7%	12.5%	26.7%
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.

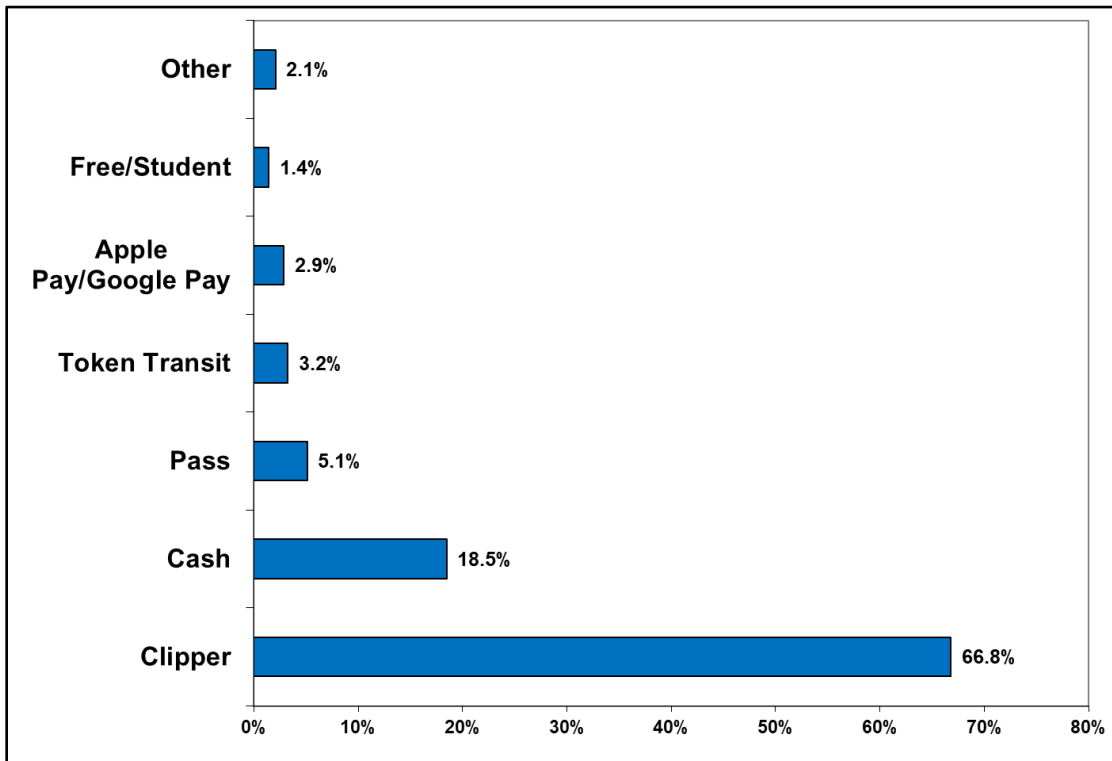
**Figure 23. If Bus to Destination, What Transit Operator? – All**



**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%	

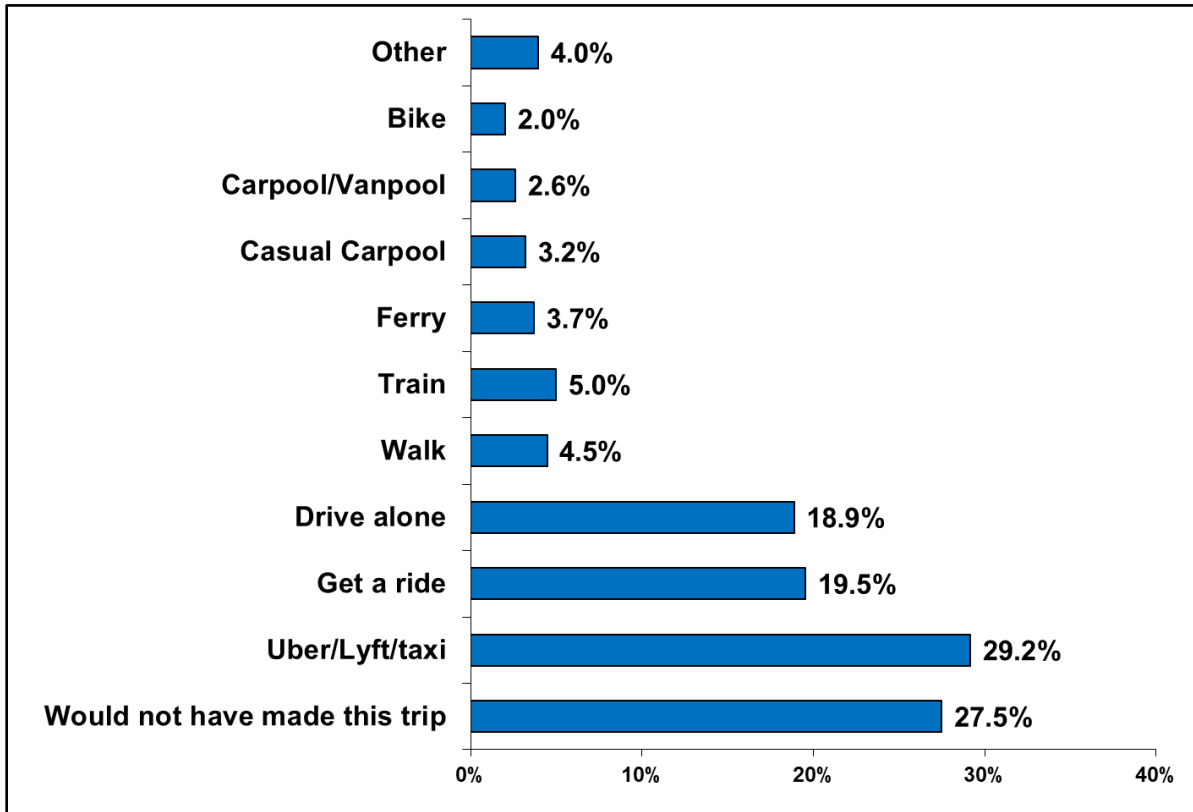
**How Trip Would Have Been Made Without the Bus**

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%	

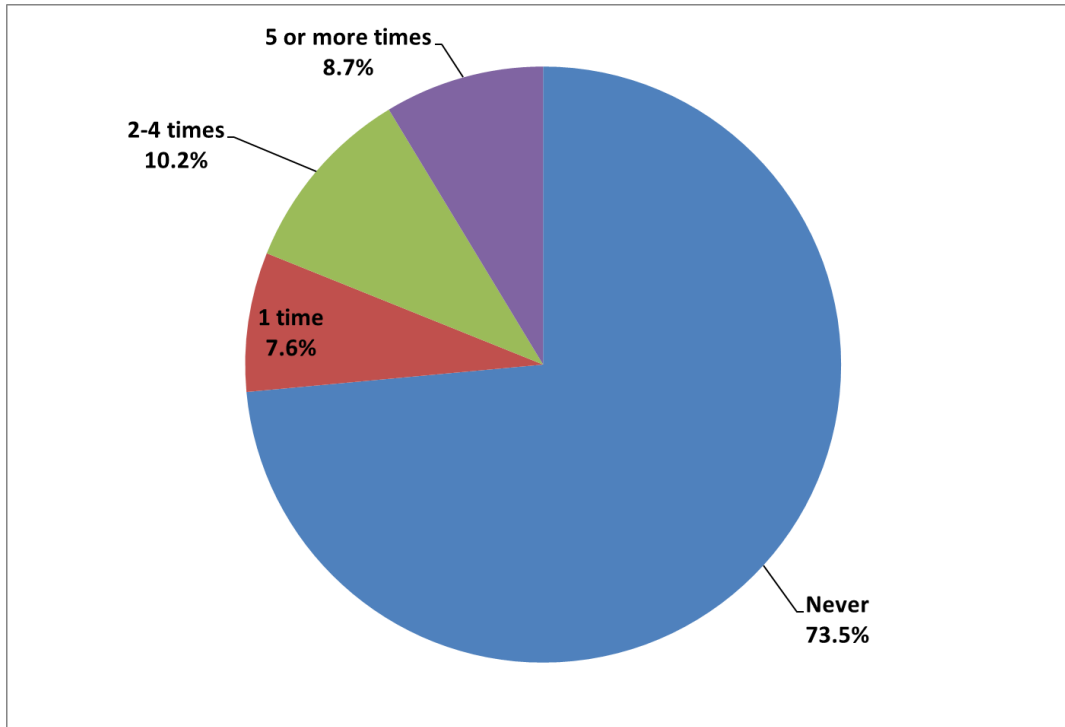
\* Totals exceed 100% because more than one response was accepted.

### **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**



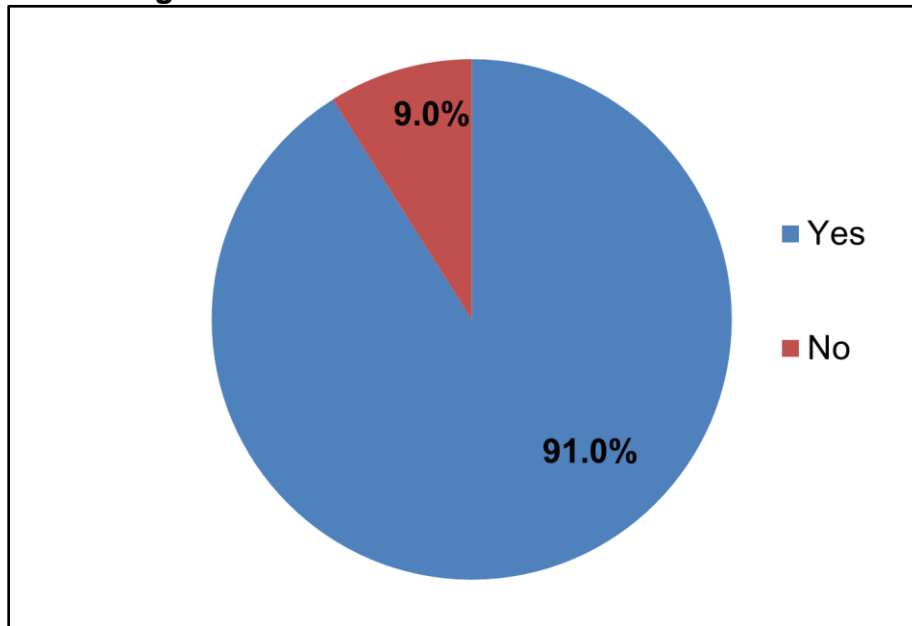
**Figure 29. How Many Times Uber Voucher Used – Individual Routes**

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%

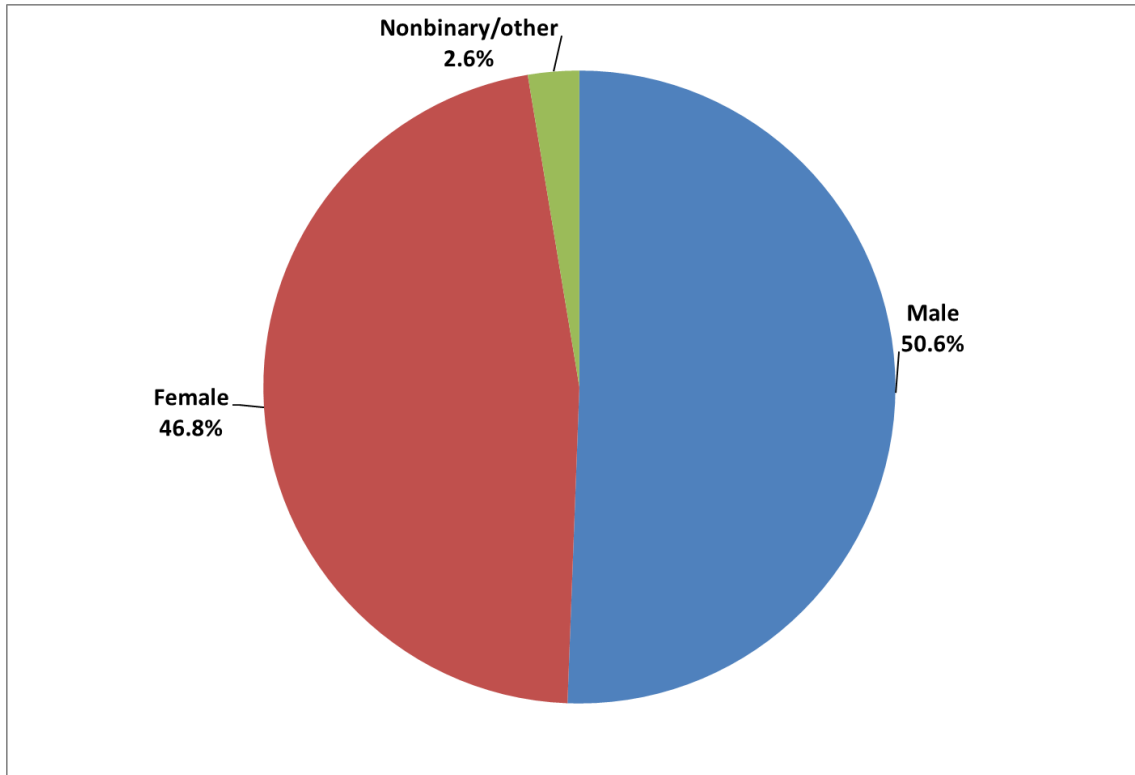
**RIDER DEMOGRAPHICS**

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**



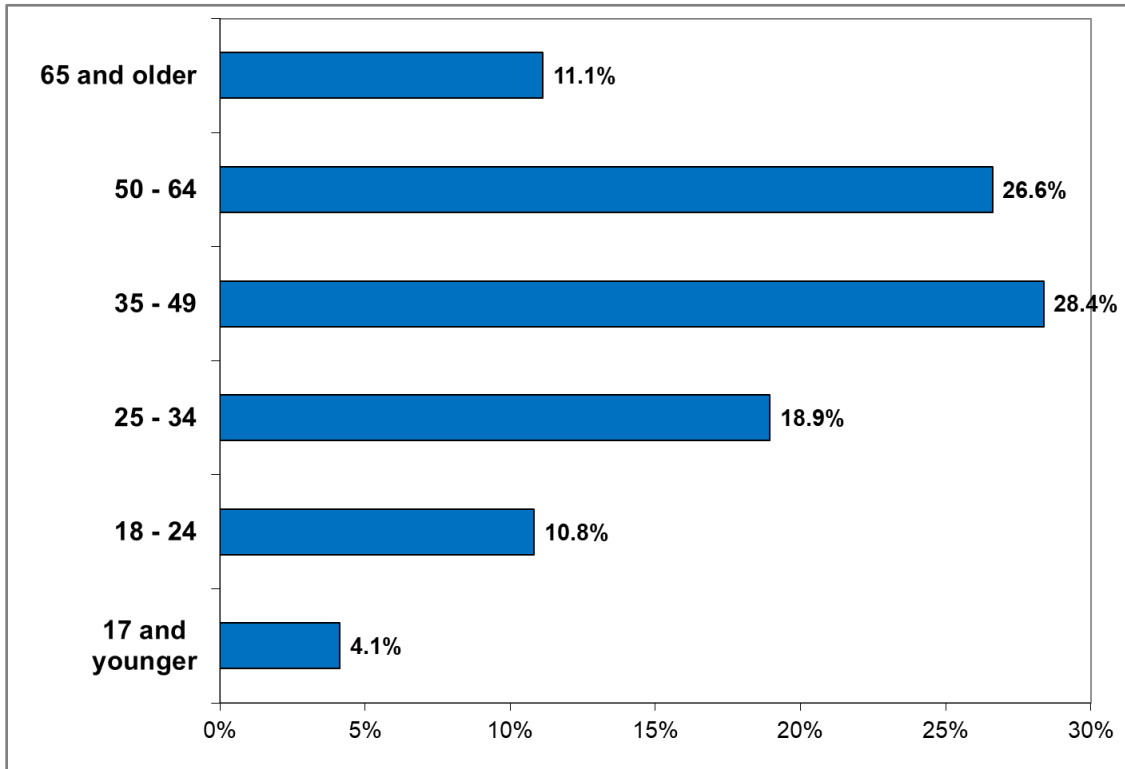
**Figure 34. Gender – Individual Routes**

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**



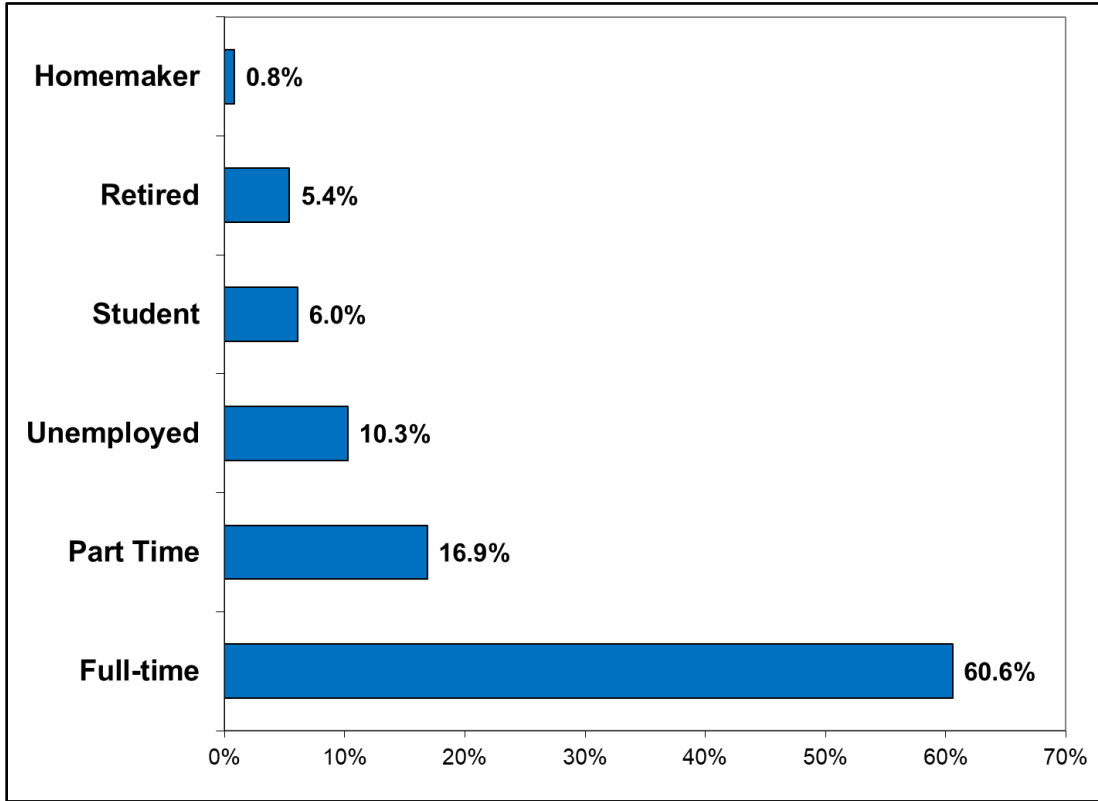
**Figure 36. Age – Individual Routes**

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%		

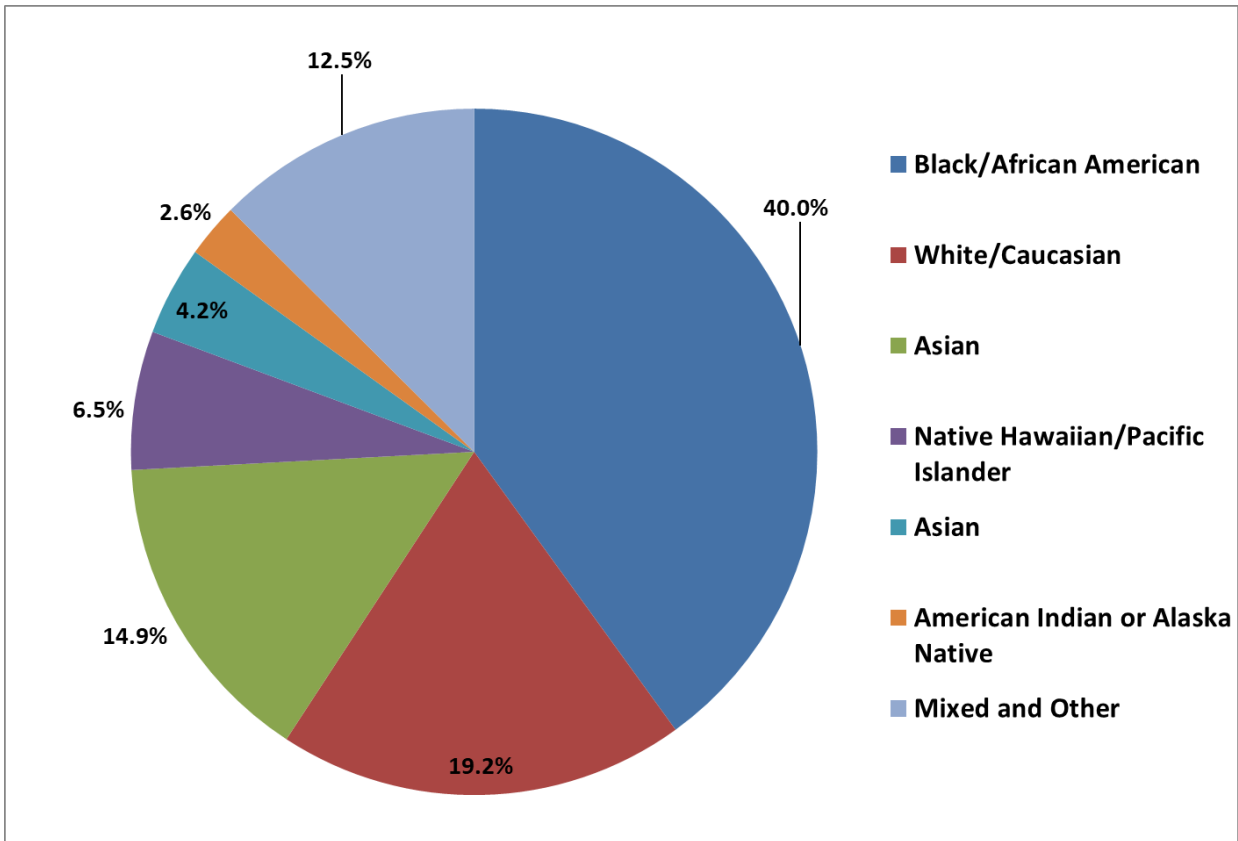
**Race and Ethnicity**

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).

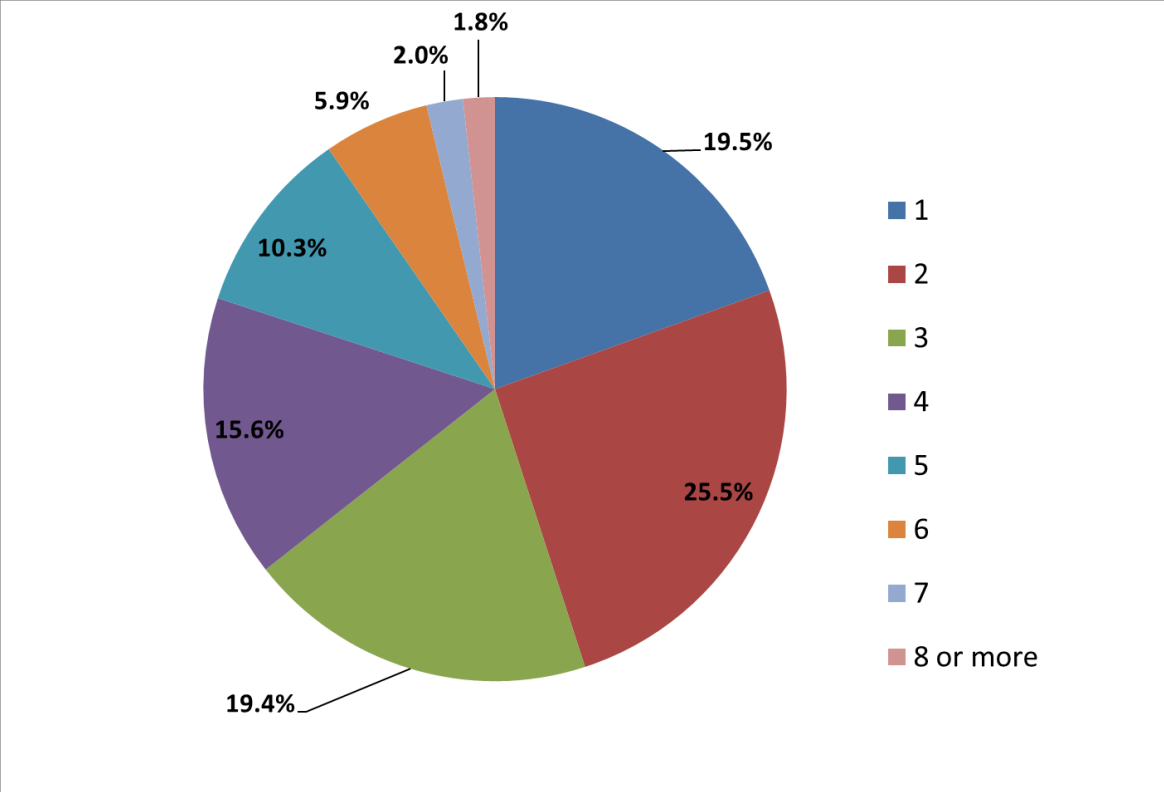
**Household Size**

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**

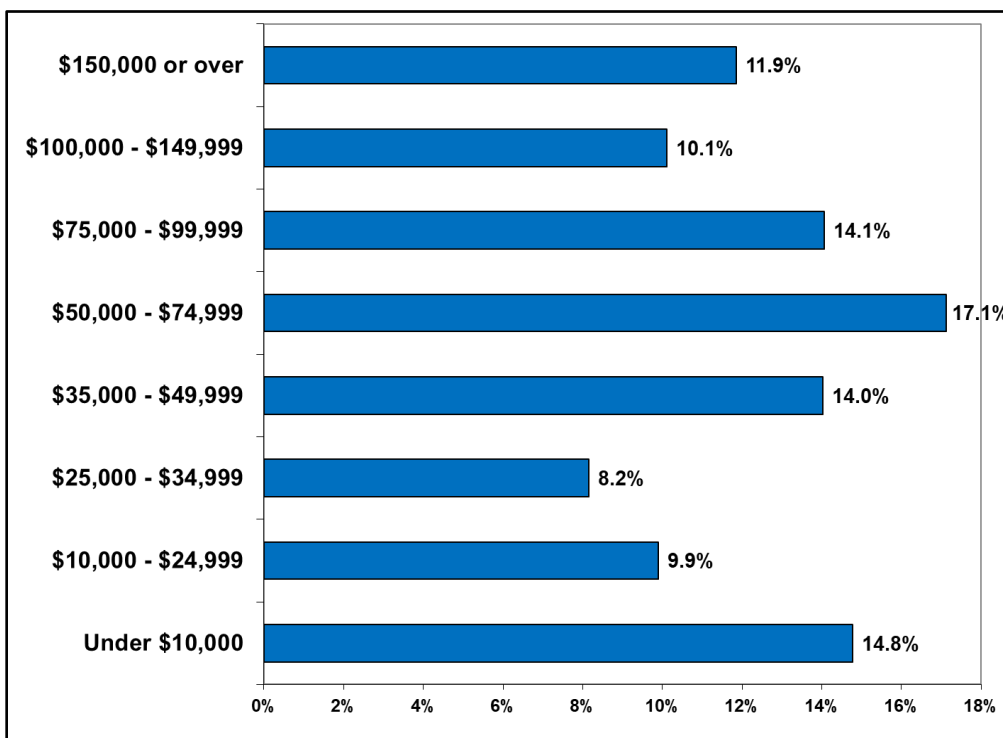
Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
Household size	n=1206	n=173	n=112	n=741	n=142	n=25	n=13
1	19.5%	23.7%	14.3%	18.6%	25.4%	20.0%	15.4%
2	25.5%	19.1%	32.1%	26.6%	26.8%	24.0%	7.7%
3	19.4%	17.9%	18.8%	19.6%	16.9%	28.0%	23.1%
4	15.7%	20.8%	16.1%	15.4%	12.7%	12.0%	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**



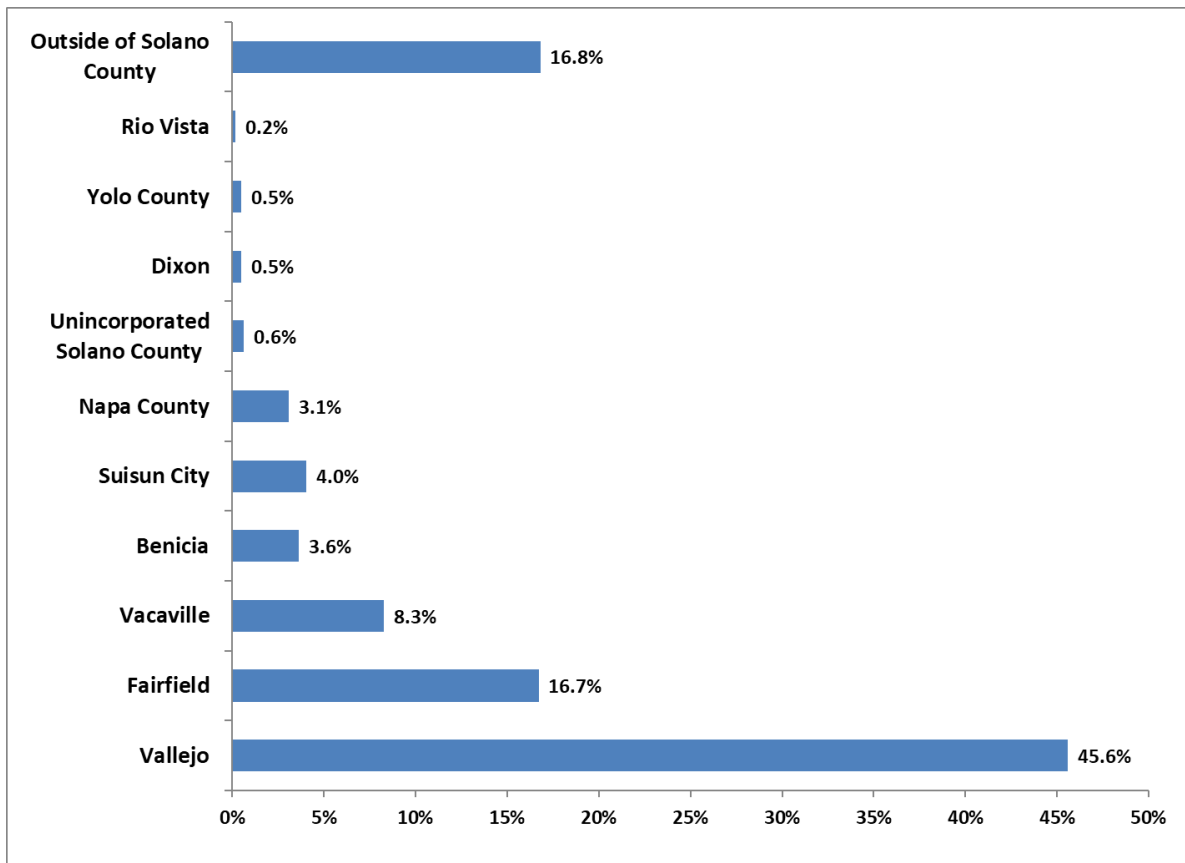
**Figure 44. Household Income – Individual Routes**

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**



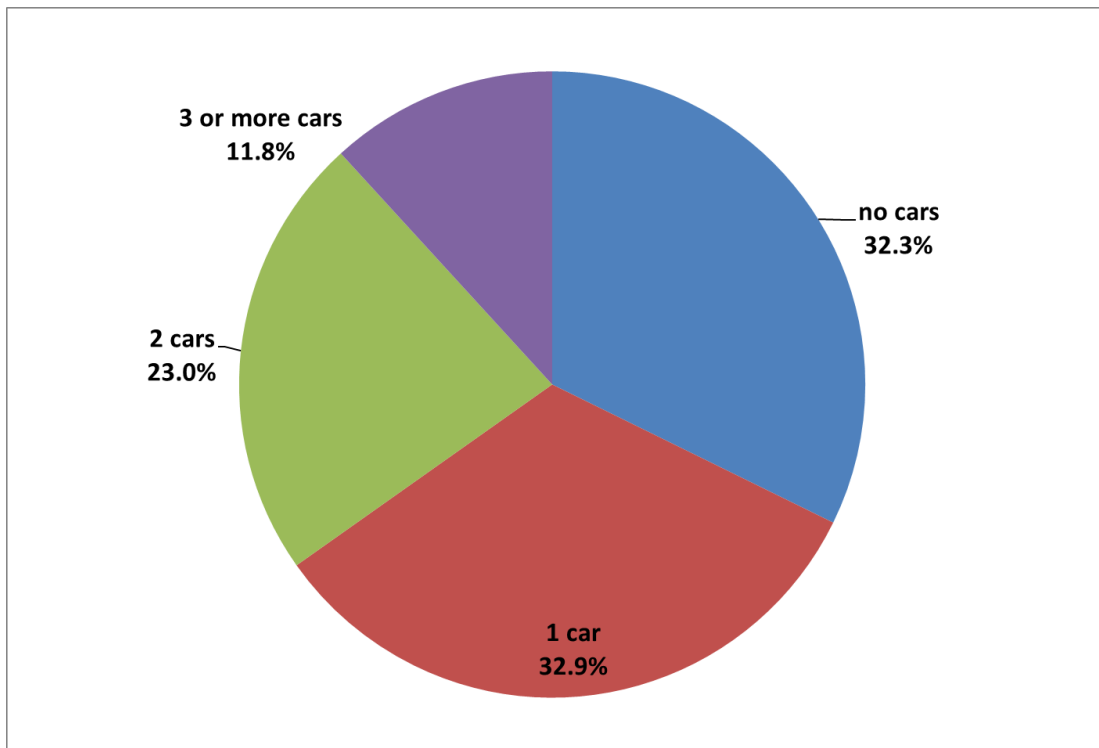
**Figure 46. City of Residence – Individual Routes**

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**

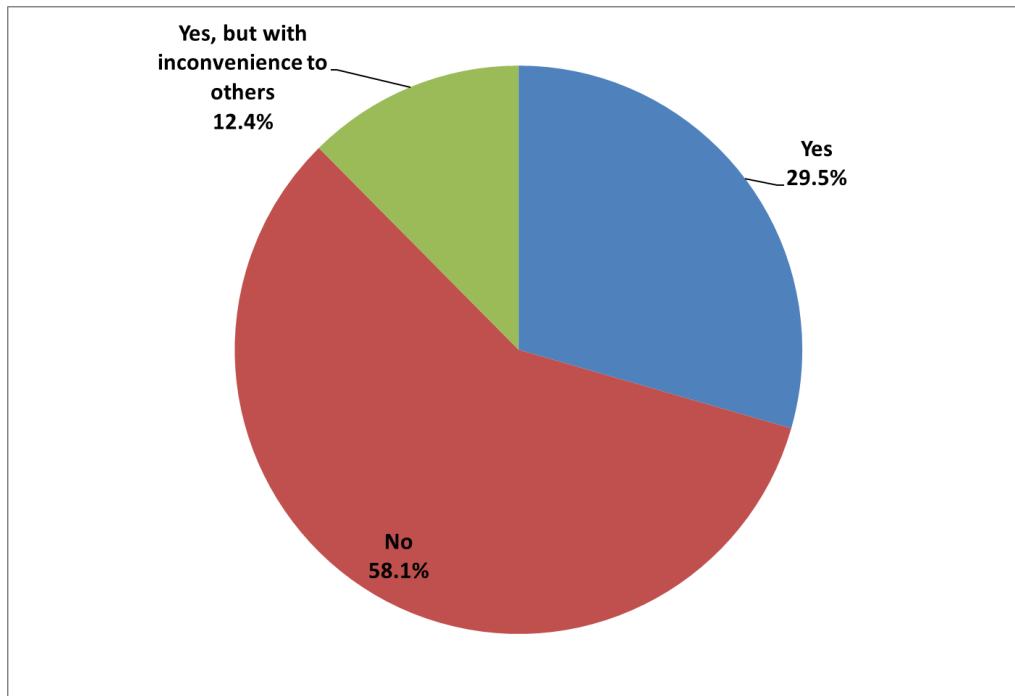
Route Number	All	Blue Line	Green Line	Red Line	Yellow Line	Route 82	Vine 21
No. of cars	n=1311	n=194	n=121	n=804	n=152	n=26	n=14
no cars	32.3%	28.4%	9.1%	36.8%	36.8%	23.1%	35.7%
1 car	32.9%	28.4%	33.1%	34.0%	37.5%	34.6%	14.3%
2 cars	23.0%	28.9%	43.8%	18.4%	19.7%	23.1%	28.6%
3 or more cars	11.8%	14.4%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

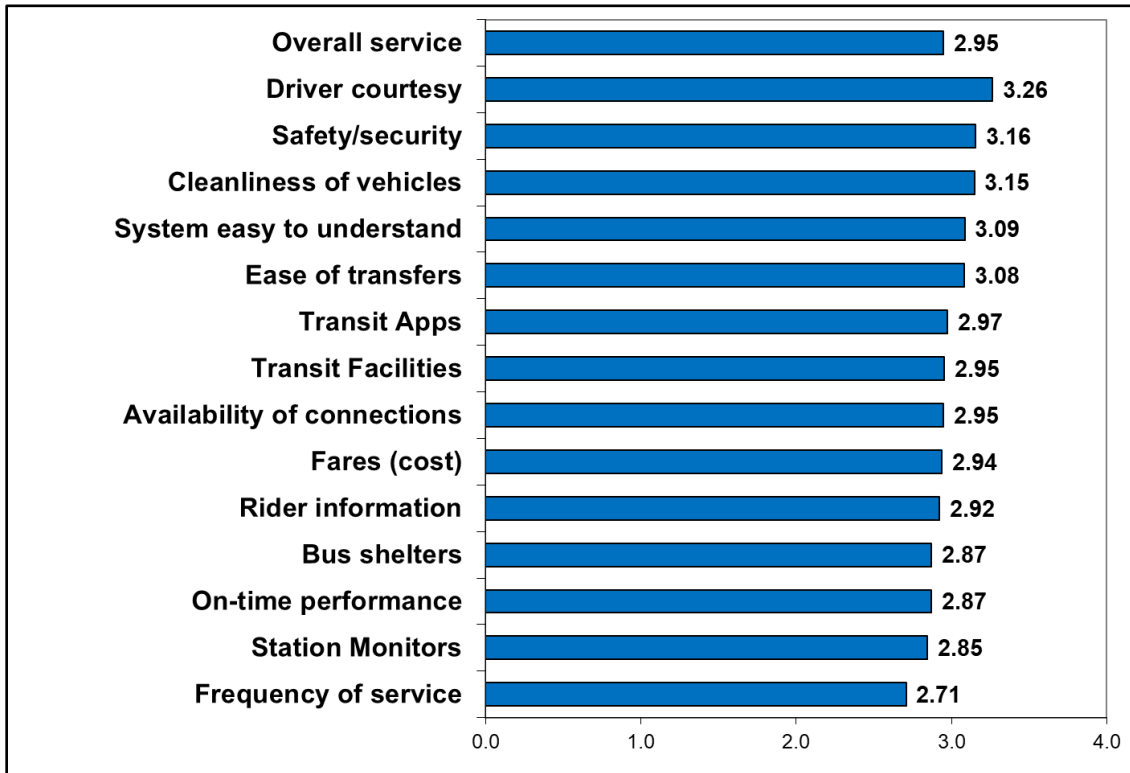
## QUALITY OF SERVICE

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
<b>On-time performance</b>							
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
<b>Frequency of service</b>							
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
<b>Driver courtesy</b>							
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
<b>Rider information</b>							
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
<b>Cleanliness of vehicles</b>							
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
<b>Safety/security</b>							
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
<b>Ease of transfers</b>							
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
<b>Availability of connections</b>							
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
<b>System easy to understand</b>							
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
<b>Fares (cost)</b>							
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
<b>Transit Apps</b>							
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
<b>Station Monitors</b>							
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
<b>Bus shelters</b>							
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
<b>Transit Facilities</b>							
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
<b>Overall service</b>							
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



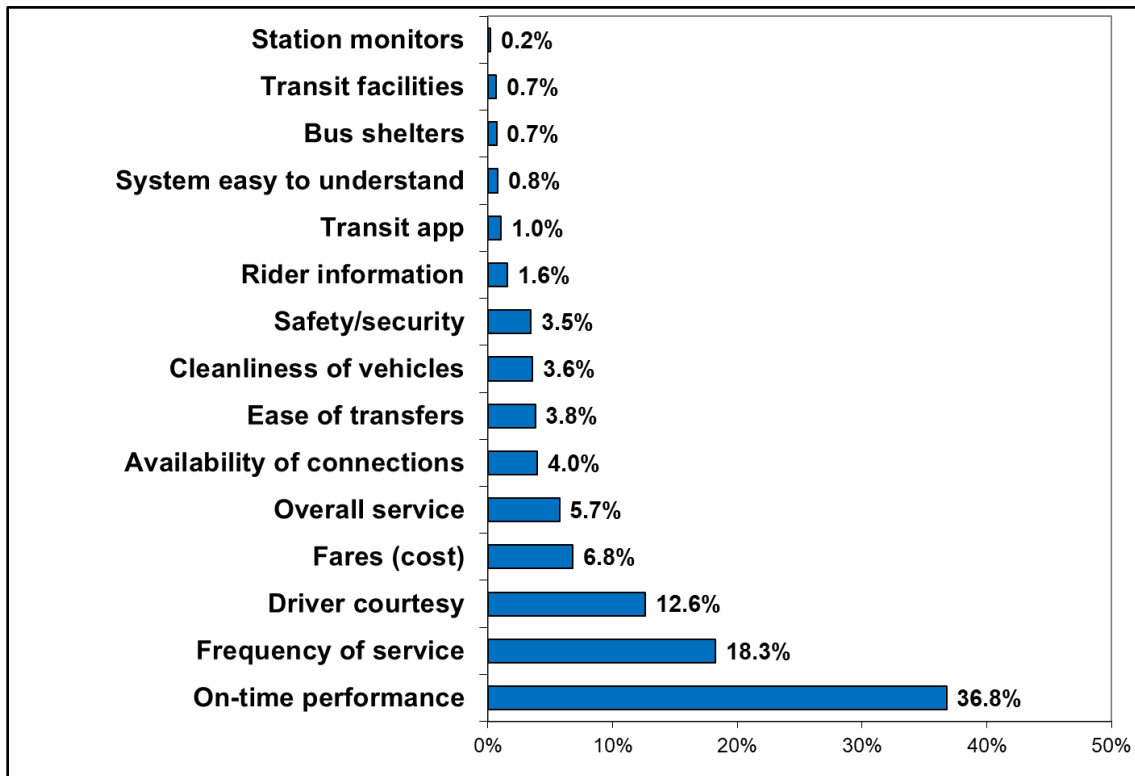
### Service Aspects Influencing Satisfaction

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**

Service Aspect MOST Responsible for Rating	Route All n=992	Blue Line n=161	Green Line n=95	Red Line n=586	Yellow Line n=119	Route 82 n=22	Vine 21 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%			

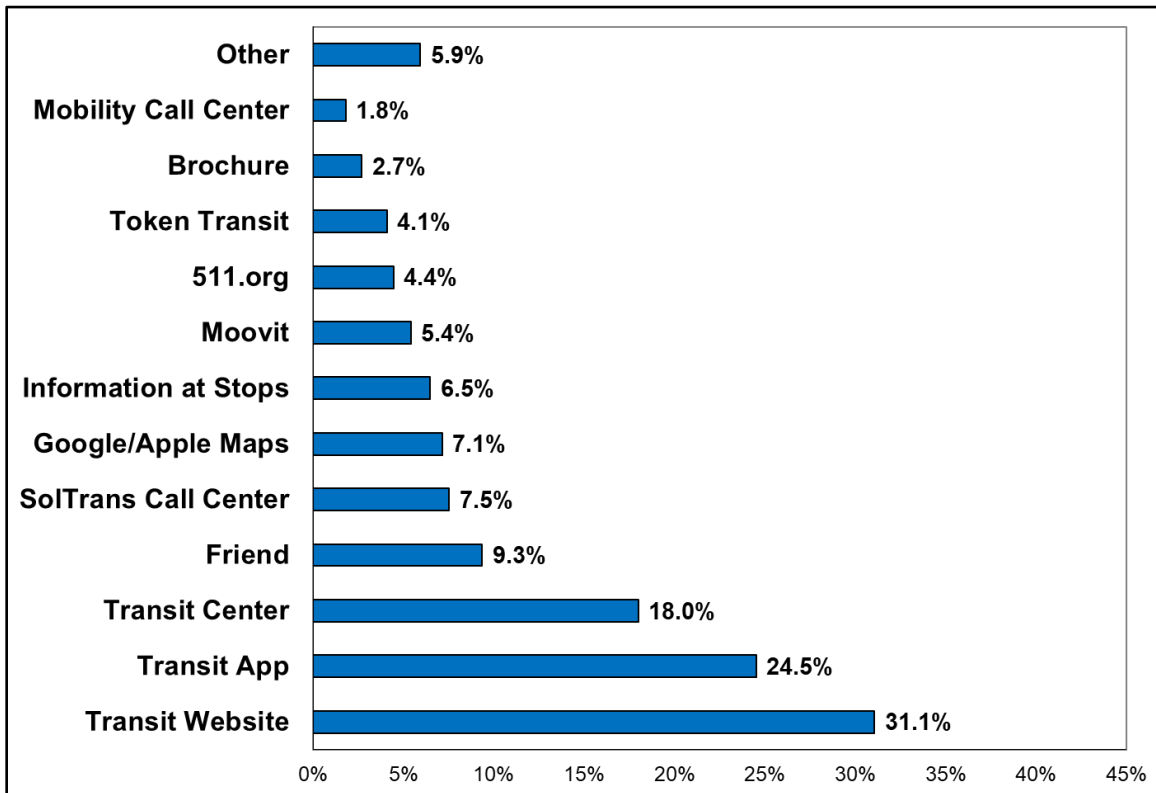
**Sources of Transit Information**

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***

***One Harbor Center, Suite 130***

***Suisun City, CA. 94585***

***Submitted by***

***Quantum Market Research, Inc.***

***1635 Telegraph Avenue***

***Oakland, CA 94612***

***510-238-9010***

***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?

<b>Bus Route</b>	<b>CASE</b>	<b>Q33 Are there any other comments you would like to add about improving the service on this bus line?</b>
<b>RED</b>	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.

<b>Bus Route</b>	<b>CASE</b>	<b>Q33 Are there any other comments you would like to add about improving the service on this bus line?</b>
<b>82</b>	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.

<b>Bus Route</b>	<b>CASE</b>	<b>Q33 Are there any other comments you would like to add about improving the service on this bus line?</b>
<b>VINE</b>	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%

<b>TOTAL</b>	<b>252</b>	<b>156</b>	<b>82</b>	<b>14</b>	<b>61.90%</b>	<b>38.10%</b>
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\* \$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.





DATE: December 16, 2024  
TO: Solano County Intercity Transit Consortium  
FROM: Lorene Garrett, Senior Program Coordinator  
April Wells, Program Coordinator I  
Julie Davidson, Customer Service Representative  
RE: Solano Mobility Programs First Quarter Report for Fiscal Year (FY) 2024-25—  
Employer/Commuter Programs

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**Background:**

The original Solano County Rideshare Program began as part of a statewide network of rideshare programs in the early 1990s, funded primarily by Caltrans to manage countywide and regional rideshare programs in Solano County, and to provide air quality improvements through trip reduction. In 2000, Solano Commuter Information was transferred from Solano County to STA and became Solano Napa Commuter Information a few years later. Today the Solano Mobility Employer Commuter Program provides commuter incentives to encourage sustainable mode shift for residents and employees in the county. Solano Mobility staff engages businesses, homeowner associations, community clubs, and organizations to promote commuter benefits.

**Discussion:**

STA’s Solano Mobility provides commuter incentives and subsidies to residents and employees of Solano County through the ten countywide and two local programs as listed below:

Countywide Programs

- |                                      |                                    |
|--------------------------------------|------------------------------------|
| 1. Bucks for Bikes (B4B)             | 6. Guaranteed Ride Home            |
| 2. Capitol Corridor + Lyft           | 7. Solano Express 2-for-1          |
| 3. Commute Solano                    | 8. Solano Express Guaranteed Ride  |
| 4. Equitable Access to Justice Pilot | 9. Solano Mobility Express Vanpool |
| 5. First/Last Mile                   | 10. Traditional Vanpool            |

Local Programs

1. Benicia Lyft
2. Suisun City Lyft

A full description and update for each program is included as Attachment A. Program participation for the first quarter of FY 2024-25 is included in Attachment B.

Outreach

During the first quarter of FY 2024-25, the STA Employer Commuter program and Solano Economic Development Corporation (EDC) staff tabled/attended 14 events reaching 485 commuters and businesses. The program continues outreach via the Solano Mobility website and social media. The Commuter Programs page was the third most viewed page on the Solano

Mobility website (Monster Analytics). There were 12,938 views of social media content (Twitter formerly known as X, Facebook and Instagram) during the first quarter. STA continued marketing Solano Mobility Commuter Programs in print and other mediums. In partnership with Solano EDC, staff attended Chamber Mixers and business events to develop contacts with local businesses.

#### Performance Measures and Benchmarks

The efficiency and effectiveness of these programs are determined using the corresponding STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks, which were approved and adopted by the STA Board on July 13, 2022. The plan is included in Attachment C. Using the performance measures, STA can determine the ongoing relevance, usability, adaptability, and sustainability of the mobility programs currently offered in Solano County. Specifically, the STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks goals and objectives support the recommendations of the Metropolitan Transportation Commission's (MTC's) Blue Ribbon Transit Recovery Task Force. The program supports clean air goals and addresses transportation equity as well. STA Mobility staff has evaluated the programs to determine they meet the criteria as defined in the evaluation methodology.

#### Fiscal Impact:

STA's Solano Mobility Employer Commuter Program FY 2024-25 approved budget:

- Employer Commuter program - \$925,000
- Equitable Access to Justice Pilot - \$50,000 (20% provided by Solano Superior Courts)
- Solano Mobility Express Vanpool Pilot - \$575,000 (\$50,000 provided by YSAQMD grant)
- Solano Express Guaranteed Ride Program - \$269,000
- Suisun Lyft Program - \$200,000
- Benicia Lyft program - \$40,000

STA's Solano Mobility Employer Commuter Program is currently staffed by two full time and one part time employee.

STA's Solano Mobility Employer Commuter Program is funded by: Congestion Mitigation and Air Quality (CMAQ) program funds, Transportation Fund for Clean Air (TFCA) funds through the Bay Area Air Quality Management District (BAAQMD), Clean Air Funds through the Yolo Solano Air Quality Management District (YSAQMD), Solano County Transportation Development Act (TDA) funds, State Transit Assistance Funds (STAF), an MTC Bike to Wherever Days Stipend, and the Capitol Corridor JPA Marketing Agreement.

#### Recommendations:

Informational.

Attachments:

- A. STA Countywide Commuter Programs, Employer Program, and Local Programs Summary
- B. Commuter Program Participation Fiscal Year Comparison
- C. STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks Goals and Objectives

# ATTACHMENT A

## **STA Countywide Commuter Programs, Employer Program, and Local Programs Summary**

### Commuter Programs **Countywide**

#### *Bucks for Bikes (B4B)*

The Bucks for Bikes program was implemented in 2003 to encourage Solano County residents to bike to work for all or a portion of their commute. Approved applicants can receive reimbursement for 60% of the cost of a new commuter bike and helmet up to \$300. Riders are encouraged to log their trips on the Commute Solano (Rideamigos) platform to earn additional incentives.

8 reimbursements for a total of \$2,191.85 were provided during the first quarter. See Attachments B.1 and B.2 for participation comparisons.

#### *Commute Solano (Rideamigos) Online Platform*

The website platform provides access to Solano Mobility commuter programs, rideshare matching, trip planning, and e-incentives for alternative commutes. Commuters can connect with other employees in their networks. Platform users can log alternative transportation modes such as transit, ridesharing, active transportation, and teleworking to earn points and receive gift cards as a Commute Reward.

During the first quarter, 200 active commuters logged 4,200 alternative commute trips for 106,133.8 miles and an estimated savings of 29.6 tons of CO<sub>2</sub>. 173 new users joined during the quarter. See Attachment B.1 for fiscal year comparisons.

#### *Capitol Corridor Lyft (CC+L)*

The Capitol Corridor + Lyft Program was designed to reduce greenhouse gas emissions by reducing the number of single occupancy vehicles on the road. For \$20, the Program provides participants with a 10-ride Amtrak pass plus free Solano County train station Lyft connections (up to \$25). Participants must be residents of, or employed in Solano County, and new to Capitol Corridor for commuting. Participants can use this program up to 3 times.

Fifteen passes for \$1576.00 were purchased during the first quarter of FY 2024-25. Six new commuters enrolled in the program in the first quarter, increasing the total enrollment to 141 participants since the start of the program in 2019. See Attachments B.1 and B.2 for fiscal year participation comparisons.

#### *Equitable Access to Justice*

In partnership with the Solano Superior Courts, the Equitable Access to Justice pilot program eliminates transportation as a barrier to court participation by providing 100% subsidized rides to court appointments for jurors and collaborative court participants.

The program provided 634 rides for \$13,557.23 during the first quarter.

*First/Last Mile (FLM)*

The First/Last Mile program provides 60% off subsidized Lyft rides (up to a maximum of \$20 per ride) to and from 12 Solano County transit hubs (Amtrak stations and Solano Express fixed stops) for Solano County employees and residents who have trouble connecting to transit for their work commute. Commuters qualifying for the low-income subsidy receive 80% off subsidized Lyft rides.

During the first quarter of this fiscal year, 44 commuters registered for the First/Last Mile program increasing program registration to 1,716 commuters. See Attachments B.1 and B.2 for fiscal year comparisons. See Attachment B.3 for origin/destination ridership for the first quarter ridership data throughout the program.

*Guaranteed Ride Home (GRH)*

The Guaranteed Ride Home (GRH) Program supports Solano County residents and employees who commute by reimbursing the cost of a ride home (up to \$100) if an unexpected emergency arises. Program participants may use taxi, Uber, or Lyft for their ride home. To participate in the program, commuters must live or work in Solano County. Participants who commute into Solano County for employment must live within 100 miles of Solano County. Participants can use the program no more than three times per calendar month, and no more than six times during a calendar year. All Commute Solano members are registered for the program.

3 commuters received GRH reimbursements for \$198.95 during the first quarter of this year. See Attachments B.1 and B.2 for fiscal year comparisons.

*Solano Express Guaranteed Ride (GR)*

The Guaranteed Ride program was initiated in September 2022, to increase equity and accessibility for those who are not able to afford to pay for their ride and wait for reimbursement under the GRH program. GRH provides an Uber Voucher option for Solano Express riders with a route canceled, acting as insurance to maintain Solano Express ridership. Riders must register for the program at Commute Solano to receive an Uber Voucher valid for 4 rides each month.

During the first quarter of this fiscal year, 48 Solano Express Riders registered to receive Uber Vouchers. During the first quarter 1,587 rides were provided for \$74,761.81. See Attachments B.1 and B.2 for fiscal year comparisons. See attachment B.5 for rides, cost, number of riders.

*Solano Express 2-for-1 Incentive*

To encourage new ridership on the Solano Express bus lines, the STA initiated a 2-for-1 incentive in October 2021. Anyone working or living in Solano County is eligible to receive a Clipper Card valued at \$125 with the purchase of a monthly or daily pass.

There was one 2- for-1 incentive redeemed by Solano Express riders during the first quarter. See Attachments B.1 and B.2 for fiscal year comparisons.

#### *Solano Mobility Express Vanpool Pilot Program*

This pilot program provides a replacement option for Solano Express Blue Line riders traveling between Vacaville, Dixon and Sacramento during commute hours. 4 vans travel to and from Sacramento each day. The introductory rate is \$50/month. Solano Express Blue Line riders transfer for free.

1,299 rides were provided during the first quarter. There was 1 missed run with the rider accommodated on the next van. 5,245 rides were provided from the beginning of the program to the end of the first quarter. See Attachment B.4 for first quarter ridership data.

#### *Traditional Vanpool Program (VP)*

STA's Solano Mobility provides a \$200 per month subsidy for two years to new, qualifying, traditional vanpools through Commute with Enterprise. This subsidy adds to the Metropolitan Transportation Commission's (MTC's) \$500 subsidy for a total of \$700 per month to help offset the cost of new vanpools.

STA subsidized 9 vanpools in July, 11 vanpools in August and 11 in September for \$6,200 in subsidies. 3 new vanpools were added to the STA subsidy in the first quarter. The number of STA subsidized vanpools has decreased and will continue to decrease as vans reach the two-year subsidy limit. Commute with Enterprise and STA staff are working diligently to add new vanpools. See Attachments B.1 and B.2 for vanpool comparisons (note the number of vanpools at the end of the year is noted in the chart, rather than the total subsidized for the year). During FY 24-25, 65 vanpools operated in Solano County with 49 using Commute with Enterprise vehicles and 16 owner-operated vans.

#### Employer Program

To consolidate Solano Mobility commuter programs and services, the Employer Program was created in October 2017. The Program informs Solano County employers about the benefits and services available to assist their employees with their commutes. Solano EDC continues to partner with Solano Mobility to promote STA's commuter benefits via direct mail, social media and in person events.

During the first quarter, Solano EDC attended 9 chamber/business events speaking with 76 employers. The EDC also presented Solano Mobility programs to local businesses during Business Retention and Expansion visits.

#### Solano Community College (SCC)

In 2016, Solano Community College students passed a measure providing reduced transit fares through a transportation fee. In April of 2019, the student body voted overwhelmingly to continue the transportation fee for the next decade. SCC students can ride the bus for in and within Solano County. Currently, FREE rides are provided on Solano Express, FAST, SolTrans, and Vacaville City Coach for Solano Community College students showing their IDs. The program was also expanded to allow students to access all Solano Express stops,

even those outside the county.

Each of the transit operators is directly reimbursed for the cost. The current distribution is 42.5% for SolTrans and the City of Fairfield, and 15% for the City of Vacaville. \$1,001,725 has been disbursed to the transit operators since FY 2017-18 with the City of Fairfield and SolTrans both receiving \$423,546, and the City of Vacaville receiving \$154,663.

## **Local Programs**

### *Benicia Lyft*

The program (started in 2019 to provide a replacement option for the Benicia Dial-a-Ride program) provides subsidized Lyft rides throughout the city of Benicia and to the Springstowne Center in Vallejo for qualified Benicia residents. To qualify, Benicia residents must be veterans with a military or veterans ID; disabled with an ADA card, RTC card, Medicare card or DMV placard; or 65 years old or older. The cost is \$4 one-way, or \$3 one-way for individuals qualified for the low-income fare. To qualify for the low-income fare individuals must be a part of a Solano County program like Medi-Cal, Cal Fresh, Cal Works, SSI, etc., or on PG&E CARE/FERA. Residents must contact the Call Center to sign up.

Customers must have a smart phone and be ambulatory to use Lyft for the Dial-a-Ride replacement program. If not, they are provided with the Veteran's Cab number after registration. Customers are informed that this service is in addition to the SolTrans (Benicia) paratransit service that continues to take qualified individuals within ¾ mile of the SolTrans fixed route service (including trips between Benicia and Vallejo).

The \$5 Benicia Lyft Program (started in 2021) provides Lyft rides within the City of Benicia for \$5 (up to \$20) and can be accessed by entering the code 5Benicia in Lyft apps. There is no signup required. The program is open to residents and visitors.

During the first quarter, the Benicia Lyft, and \$5 Benicia Lyft programs provided 2,034 rides for \$15,505.58. See attachment B.6 for fiscal year comparisons.

Benicia residents are also able to travel from Benicia City Park and the Benicia Bus Hub to Gateway Plaza in Vallejo by entering STGATEWAYPLAZA in their Lyft app.

See Attachment B.7 for fiscal year comparisons.

### *Suisun Lyft*

The Suisun City \$2 Lyft program (started in 2021) provides one-way Lyft rides for residents traveling within Suisun City. Residents enter SUISUN2 in their Lyft app.

The Suisun City \$3 Lyft program (started in 2021) provides one-way Lyft rides for residents traveling to 5 locations in Fairfield: Sutter Health, NorthBay Medical Center, Kaiser Clinic, Ole Health Clinic, and the Fairfield Transportation Center. Residents enter SUISUN3 in their Lyft app.

Residents who qualify for the low-income fare (must be a part of a Solano County program like Medi-Cal, Cal Fresh, Cal Works, SSI, etc., or on PG&E CARE/FERA) can travel one-way within Suisun City and to the 5 Fairfield locations for \$1.50. Residents must contact the Call Center to sign up for the low-income fare.

During the first quarter, 4,802 Suisun City Lyft rides for \$49,851.97 were provided. See attachment B.7 for fiscal year comparisons.

The City of Suisun City has requested STA staff add Rush Ranch to the geofence for the program. If approved by the Suisun City Council in January, Rush Ranch will be added to the Suisun City \$3 Lyft program.

## COMMUTER PROGRAM PARTICIPATION FISCAL YEAR COMPARISON

FISCAL YEAR COMPARISON							Q1 only
PROGRAM	FY 18-19	FY 19-20	FY 20-21	FY 21-22	FY 22-23	FY 23-24	FY 24-25
Bucks for Bikes (B4B) Redemptions	10	9	6	12	12	39	8
Capitol Corridor + Lyft (CC+L) Participants	19	43	5	9	25	11	15
Commuter Solano Active Participants	--	51	270	421	733	639	200
First/ Last Mile (FLM) Shuttle Total Registrants	81	195	296	653	1,296	1,675	1719
Guaranteed Ride Home (GRH) Redemptions	10	1	1	5	20	7	3
Solano Express Guaranteed Ride (GR) Total Registrants	--	--	--	--	276	526	48
Solano Express 2-for-1 Redemptions	--	--	--	67	65	62	1
Vanpools Subsidized	3	1	1	12	23	9	11



## COMMUTER PROGRAM PARTICIPATION COMPARISON

## Participation by City - 1st Quarter FY 2024-25

Origin City	2 for 1	CC+L	B4B	FLM	GRH	GR	Vanpool
Benicia	0	0	0	5	0	0	1
Dixon	0	1	0	0	0	0	1
Fairfield	1	9	3	5	1	14	4
Rio Vista	0	0	0	0	0	1	1
Suisun City	0	4	1	1	0	1	0
Vacaville	0	0	2	2	0	4	1
Vallejo	0	0	1	30	1	17	2
Other	0	1	1	1	1	11	1
<b>Total:</b>	1	15	8	44	3	48	11

Destination City	2 for 1	CC+L	B4B	FLM	GRH	GR	Vanpool
Benicia	0	0	1	0	0	2	0
Dixon	0	0	0	0	0	0	0
Fairfield	0	1	4	6	0	4	1
Rio Vista	0	0	0	0	0	0	0
Suisun City	0	0	0	0	0	0	0
Vacaville	0	0	1	0	0	1	0
Vallejo	0	0	1	5	1	1	0
Other	1	14	1	33	2	40	10
<b>Total:</b>	1	15	8	44	3	48	11

FIRST/LAST MILE ORIGIN AND DESTINATION SUMMARY BY CITY

**July 2024**

<b><i>Origin Summary</i></b>		
	<b># of Rides</b>	<b>Usage (%)</b>
Benicia	158	4%
Dixon	15	0%
Fairfield	419	11%
Rio Vista	0	0%
Suisun	80	2%
Vacaville	249	7%
Vallejo	2544	69%
Outside County	201	5%
<b>Total # of Rides</b>	<b>3666</b>	<b>100%</b>

<b><i>Destination Summary</i></b>		
	<b># of Rides</b>	<b>Usage (%)</b>
Benicia	146	4%
Dixon	15	0%
Fairfield	455	12%
Rio Vista	0	0%
Suisun	72	2%
Vacaville	236	6%
Vallejo	2535	69%
Outside County	207	6%
<b>Total # of Rides</b>	<b>3666</b>	<b>100%</b>

**August 2024**

<b><i>Origin Summary</i></b>		
	<b># of Rides</b>	<b>Usage (%)</b>
Benicia	180	5%
Dixon	7	0%
Fairfield	464	12%
Rio Vista	0	0%
Suisun	89	2%
Vacaville	214	6%
Vallejo	2570	69%
Outside County	227	6%
<b>Total # of Rides</b>	<b>3751</b>	<b>100%</b>

<b><i>Destination Summary</i></b>		
	<b># of Rides</b>	<b>Usage (%)</b>
Benicia	180	5%
Dixon	7	0%
Fairfield	490	13%
Rio Vista	0	0%
Suisun	107	3%
Vacaville	191	5%
Vallejo	2577	69%
Outside County	199	5%
<b>Total # of Rides</b>	<b>3751</b>	<b>100%</b>

## September 2024

<b>Origin Summary</b>		
	<b># of Rides</b>	<b>Usage (%)</b>
Benicia	134	4%
Dixon	3	0%
Fairfield	403	12%
Rio Vista	0	0%
Suisun	108	3%
Vacaville	253	7%
Vallejo	2340	68%
Outside County	182	5%
<b>Total # of Rides</b>	<b>3423</b>	<b>100%</b>

<b>Destination Summary</b>		
	<b># of Rides</b>	<b>Usage (%)</b>
Benicia	136	4%
Dixon	1	0%
Fairfield	442	13%
Rio Vista	0	0%
Suisun	113	3%
Vacaville	236	7%
Vallejo	2336	68%
Outside County	159	5%
<b>Total # of Rides</b>	<b>3423</b>	<b>100%</b>

## FIRST/LAST MILE ORIGIN AND DESTINATION SUMMARY BY CITY

## July 2024 (LID)

<i>Origin Summary</i>			<i>Destination Summary</i>		
	<b># of Rides</b>	<b>Usage (%)</b>		<b># of Rides</b>	<b>Usage (%)</b>
Benicia	35	6%	Benicia	41	7%
Dixon	0	0%	Dixon	0	0%
Fairfield	101	16%	Fairfield	105	17%
Rio Vista	0	0%	Rio Vista	0	0%
Suisun	71	11%	Suisun	70	11%
Vacaville	47	8%	Vacaville	49	8%
Vallejo	341	55%	Vallejo	326	53%
Outside County	24	4%	Outside County	28	5%
<b>Total # of Rides</b>	<b>619</b>	<b>100%</b>	<b>Total # of Rides</b>	<b>619</b>	<b>100%</b>

## August 2024 (LID)

<i>Origin Summary</i>			<i>Destination Summary</i>		
	<b># of Rides</b>	<b>Usage (%)</b>		<b># of Rides</b>	<b>Usage (%)</b>
Benicia	42	6%	Benicia	40	6%
Dixon	0	0%	Dixon	0	0%
Fairfield	126	19%	Fairfield	136	20%
Rio Vista	0	0%	Rio Vista	0	0%
Suisun	77	12%	Suisun	65	10%
Vacaville	54	8%	Vacaville	61	9%
Vallejo	343	52%	Vallejo	330	50%
Outside County	22	3%	Outside County	32	5%
<b>Total # of Rides</b>	<b>664</b>	<b>100%</b>	<b>Total # of Rides</b>	<b>664</b>	<b>100%</b>

## Sept 2024 (LID)

<b>Origin Summary</b>		
	<b># of Rides</b>	<b>Usage (%)</b>
Benicia	36	7%
Dixon	0	0%
Fairfield	90	18%
Rio Vista	0	0%
Suisun	64	13%
Vacaville	38	7%
Vallejo	271	53%
Outside County	8	2%
<b>Total # of Rides</b>	<b>507</b>	<b>100%</b>

<b>Destination Summary</b>		
	<b># of Rides</b>	<b>Usage (%)</b>
Benicia	33	7%
Dixon	0	0%
Fairfield	97	19%
Rio Vista	0	0%
Suisun	53	10%
Vacaville	40	8%
Vallejo	272	54%
Outside County	12	2%
<b>Total # of Rides</b>	<b>507</b>	<b>100%</b>

SOLANO MOBILITY EXPRESS VANPOOL RIDERSHIP DATA FOR JULY

July 2024 - Express Vanpool Ridership Data

July 2024 - Express Vanpool Ridership Data						July 2024 - Express Vanpool Ridership Data						July 2024 - Express Vanpool Ridership Data					
	1-Jul	2-Jul	3-Jul	4-Jul	5-Jul		8-Jul	9-Jul	10-Jul	11-Jul	12-Jul		15-Jul	16-Jul	17-Jul	18-Jul	19-Jul
<b>Morning</b>						<b>Morning</b>						<b>Morning</b>					
V1 (6:30)	3	3	4	0	2	V1 (6:30)	3	3	4	4	4	V1 (6:30)	4	4	4	4	4
V2 (6:30)	2	7	4	0	3	V2 (6:30)	3	8	4	5	1	V2 (6:30)	3	3	4	4	1
D1 (6:45)	1	2	1	0	1	D1 (6:45)	1	3	3	1	0	D1 (6:45)	1	1	0	1	0
V3 (7:30)	2	2	3	0	1	V3 (7:30)	2	3	3	4	1	V3 (7:30)	2	3	3	4	1
<b>AM Total</b>	<b>8</b>	<b>14</b>	<b>12</b>	<b>0</b>	<b>7</b>	<b>AM Total</b>	<b>9</b>	<b>17</b>	<b>14</b>	<b>14</b>	<b>6</b>	<b>AM Total</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>13</b>	<b>6</b>
<b>Afternoon</b>						<b>Afternoon</b>						<b>Afternoon</b>					
V1 (4:30)	1	5	3	0	2	V1 (4:30)	1	3	3	4	0	V1 (4:30)	0	2	4	3	1
D1 (4:30)	1	3	0	0	1	D1 (4:30)	1	3	1	1	0	D1 (4:30)	0	1	0	0	0
V2 (5:15)	4	4	4	0	2	V2 (5:10)	4	7	6	5	4	V2 (5:10)	4	4	4	0	5
V3 (5:45)	2	2	2	0	0	V3 (5:45)	2	2	2	3	0	V3 (5:45)	2	2	2	4	1
<b>PM Total</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>0</b>	<b>5</b>	<b>PM Total</b>	<b>8</b>	<b>15</b>	<b>12</b>	<b>13</b>	<b>4</b>	<b>PM Total</b>	<b>6</b>	<b>9</b>	<b>10</b>	<b>7</b>	<b>7</b>
<b>Daily Total</b>	<b>16</b>	<b>28</b>	<b>21</b>	<b>0</b>	<b>12</b>	<b>Daily Total</b>	<b>17</b>	<b>32</b>	<b>26</b>	<b>27</b>	<b>10</b>	<b>Daily Total</b>	<b>16</b>	<b>20</b>	<b>21</b>	<b>20</b>	<b>13</b>
<b>Weekly Total</b>					<b>77</b>	<b>Weekly Total</b>					<b>112</b>	<b>Weekly Total</b>					<b>90</b>
<b>Program Total</b>					<b>4023</b>	<b>Program Total</b>					<b>4135</b>	<b>Program Total</b>					<b>4225</b>
												<b>July 2024 Monthly Total</b>					
												<b>451</b>					

	22-Jul	23-Jul	24-Jul	25-Jul	26-Jul
<b>Morning</b>					
V1 (6:30)	3	3	3	4	
V2 (6:30)	3	5	3	3	1
D1 (6:45)	0	2	2	0	1
V3 (7:30)	3	5	3	4	1
<b>AM Total</b>	<b>9</b>	<b>15</b>	<b>11</b>	<b>11</b>	<b>3</b>
<b>Afternoon</b>					
V1 (4:30)	0	3	3	5	1
D1 (4:30)	0	1	1	0	0
V2 (5:10)	4	4	4	4	4
V3 (5:45)	2	3	2	3	1
<b>PM Total</b>	<b>6</b>	<b>11</b>	<b>10</b>	<b>12</b>	<b>6</b>
<b>Daily Total</b>	<b>15</b>	<b>26</b>	<b>21</b>	<b>23</b>	<b>9</b>
<b>Weekly Total</b>					<b>94</b>
<b>Program Total</b>					<b>4319</b>

	29-Jul	30-Jul	31-Jul	1-Aug	2-Aug
<b>Morning</b>					
V1 (6:30)	0	4	3		
V2 (6:30)	7	6	3		
D1 (6:45)	2	4	1		
V3 (7:30)	2	3	3		
<b>AM Total</b>	<b>11</b>	<b>17</b>	<b>10</b>	<b>0</b>	<b>0</b>
<b>Afternoon</b>					
V1 (4:30)	2	6	4		
D1 (4:30)	2	3	0		
V2 (5:10)	5	5	5		
V3 (5:45)	2	3	3		
<b>PM Total</b>	<b>11</b>	<b>17</b>	<b>12</b>	<b>0</b>	<b>0</b>
<b>Daily Total</b>	<b>22</b>	<b>34</b>	<b>22</b>	<b>0</b>	<b>0</b>
<b>Weekly Total</b>					<b>78</b>
<b>Program Total</b>					<b>4397</b>

SOLANO MOBILITY EXPRESS VANPOOL RIDERSHIP DATA FOR AUGUST

**August 2024 - Express Vanpool Ridership Data**

	29-Jul	30-Jul	31-Jul	1-Aug	2-Aug		5-Aug	6-Aug	7-Aug	8-Aug	9-Aug		12-Aug	13-Aug	14-Aug	15-Aug	16-Aug
<b>Morning</b>						<b>Morning</b>						<b>Morning</b>					
V1 (6:30)				4	3	V1 (6:30)	1	4	4	4	3	V1 (6:30)	6	9	4	5	3
V2 (6:30)				2	3	V2 (6:30)	2	4	1	3	1	V2 (6:45)	2	1	1	2	4
D1 (6:45)				1	2	D1 (6:45)	1	3	4	2	0	D1 (6:45)	1	3	2	2	1
V3 (7:30)				3	1	V3 (7:30)	2	2	3	4	1	V3 (7:30)	2	3	3	3	1
<b>AM Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>9</b>	<b>AM Total</b>	<b>6</b>	<b>13</b>	<b>12</b>	<b>13</b>	<b>5</b>	<b>AM Total</b>	<b>11</b>	<b>16</b>	<b>10</b>	<b>12</b>	<b>9</b>
<b>Afternoon</b>						<b>Afternoon</b>						<b>Afternoon</b>					
V1 (4:30)				1	1	V1 (4:30)	0	3	2	5	1	V1 (4:30)	1	6	1	4	2
D1 (4:30)				1	1	D1 (4:30)	1	1	2	4	0	D1 (4:30)	1	2	1	1	2
V2 (5:15)				4	5	V2 (5:10)	2	4	5	0	3	V2 (5:10)	4	6	4	4	3
V3 (5:45)				2	2	V3 (5:45)	2	2	3	4	1	V3 (5:45)	2	2	2	2	1
<b>PM Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>9</b>	<b>PM Total</b>	<b>5</b>	<b>10</b>	<b>12</b>	<b>13</b>	<b>5</b>	<b>PM Total</b>	<b>8</b>	<b>16</b>	<b>8</b>	<b>11</b>	<b>8</b>
<b>Daily Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>18</b>	<b>Daily Total</b>	<b>11</b>	<b>23</b>	<b>24</b>	<b>26</b>	<b>10</b>	<b>Daily Total</b>	<b>19</b>	<b>32</b>	<b>18</b>	<b>23</b>	<b>17</b>
<b>Weekly Total</b>					<b>36</b>	<b>Weekly Total</b>					<b>94</b>	<b>Weekly Total</b>					<b>109</b>
<b>Program Total</b>					<b>4433</b>	<b>Program Total</b>					<b>4527</b>	<b>Program Total</b>					<b>4636</b>

	19-Aug	20-Aug	21-Aug	22-Aug	23-Aug
<b>Morning</b>					
V1 (6:30)	6	6	5	4	5
V2 (6:45)	0	4	2	2	4
D1 (6:45)	0	4	3	1	0
V3 (7:30)	2	3	3	4	1
<b>AM Total</b>	<b>8</b>	<b>17</b>	<b>13</b>	<b>11</b>	<b>10</b>
<b>Afternoon</b>					
V1 (4:30)	1	3	0	3	0
D1 (4:30)	0	2	5	1	0
V2 (5:10)	4	7	4	3	5
V3 (5:45)	2	3	2	3	1
<b>PM Total</b>	<b>7</b>	<b>15</b>	<b>11</b>	<b>10</b>	<b>6</b>
<b>Daily Total</b>	<b>15</b>	<b>32</b>	<b>24</b>	<b>21</b>	<b>16</b>
<b>Weekly Total</b>					<b>108</b>
<b>Program Total</b>					<b>4744</b>

	26-Aug	27-Aug	28-Aug	29-Aug	30-Aug
<b>Morning</b>					
V1 (6:30)	5	5	5	4	3
V2 (6:45)	2	4	1	2	1
D1 (6:45)	2	2	3	1	0
V3 (7:30)	2	3	3	4	1
<b>AM Total</b>	<b>11</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>5</b>
<b>Afternoon</b>					
V1 (4:30)	0	2	1	3	1
D1 (4:30)	1	2	2	1	0
V2 (5:10)	4	5	5	3	5
V3 (5:45)	2	1	1	1	0
<b>PM Total</b>	<b>7</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>6</b>
<b>Daily Total</b>	<b>18</b>	<b>24</b>	<b>21</b>	<b>19</b>	<b>11</b>
<b>Weekly Total</b>					<b>93</b>
<b>Program Total</b>					<b>4837</b>

<b>August Monthly Total</b>	
	<b>440</b>

SOLANO MOBILITY EXPRESS VANPOOL RIDERSHIP DATA FOR SEPTEMBER

September 2024 - Express Vanpool Ridership Data

	2-Sep	3-Sep	4-Sep	5-Sep	6-Sep	9-Sep	10-Sep	11-Sep	12-Sep	13-Sep	16-Sep	17-Sep	18-Sep	19-Sep	20-Sep		
<b>Morning</b>						<b>Morning</b>						<b>Morning</b>					
V1 (6:30)	0	7	6	4	2	4	5	3	5	3	3	4	6	6	3		
V2 (6:45)	0	1	1	4	2	0	6	3	3	1	1	3	2	4	5		
D1 (6:45)	0	4	3	1	2	1	4	3	2	1	1	1	2	2	0		
V3 (7:30)	0	2	2	3	1	2	3	3	4	0	2	2	2	3	1		
<b>AM Total</b>	<b>0</b>	<b>14</b>	<b>12</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>18</b>	<b>12</b>	<b>14</b>	<b>5</b>	<b>7</b>	<b>10</b>	<b>12</b>	<b>15</b>	<b>9</b>		
<b>Afternoon</b>						<b>Afternoon</b>						<b>Afternoon</b>					
V1 (4:30)	0	4	4	6	2	1	3	2	4	0	1	4	3	5	2		
D1 (4:30)	0	2	2	1	1	1	1	1	1	2	0	1	1	1	0		
V2 (5:15)	0	6	4	4	4	4	7	5	4	5	5	6	5	6	6		
V3 (5:45)	0	2	1	1	0	1	3	3	3	1	2	1	1	2	1		
<b>PM Total</b>	<b>0</b>	<b>14</b>	<b>11</b>	<b>12</b>	<b>7</b>	<b>7</b>	<b>14</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>8</b>	<b>12</b>	<b>10</b>	<b>14</b>	<b>9</b>		
<b>Daily Total</b>	<b>0</b>	<b>28</b>	<b>23</b>	<b>24</b>	<b>14</b>	<b>14</b>	<b>32</b>	<b>23</b>	<b>26</b>	<b>13</b>	<b>15</b>	<b>22</b>	<b>22</b>	<b>29</b>	<b>18</b>		
<b>Weekly Total</b>					<b>89</b>					<b>108</b>					<b>106</b>		
<b>Program Total</b>					<b>4926</b>					<b>5034</b>					<b>5140</b>		

	23-Sep	24-Sep	25-Sep	26-Sep	27-Sep
<b>Morning</b>					
V1 (6:30)	6	2	3	3	1
V2 (6:45)	1	5	1	1	2
D1 (6:45)	1	4	2	2	1
V3 (7:30)	2	2	1	2	1
<b>AM Total</b>	<b>10</b>	<b>13</b>	<b>7</b>	<b>8</b>	<b>5</b>
<b>Afternoon</b>					
V1 (4:30)	1	4	3	3	2
D1 (4:30)	1	2	1	1	1
V2 (5:10)	5	5	5	4	6
V3 (5:45)	1	1	0	2	1
<b>PM Total</b>	<b>8</b>	<b>12</b>	<b>9</b>	<b>10</b>	<b>10</b>
<b>Daily Total</b>	<b>18</b>	<b>25</b>	<b>16</b>	<b>18</b>	<b>15</b>
<b>Weekly Total</b>					<b>92</b>
<b>Program Total</b>					<b>5232</b>

	30-Sep	1-Oct	2-Oct	3-Oct	4-Oct
<b>Morning</b>					
V1 (6:30)	2				
V2 (6:45)	0				
D1 (6:45)	2				
V3 (7:30)	2				
<b>AM Total</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Afternoon</b>					
V1 (4:30)	0				
D1 (4:30)	1				
V2 (5:10)	4				
V3 (5:45)	2				
<b>PM Total</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Daily Total</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Weekly Total</b>					<b>13</b>
<b>Program Total</b>					<b>5245</b>

September Monthly Total
408



Solano Express Guaranteed Ride (Based on Invoice)											
2022				2023				2024			
Month	# Rides	Cost	# Riders	Month	# Rides	Cost	# Riders	Month	# Rides	Cost	# Riders
N/A				January	333	\$12,547.41	103	January	494	\$18,923.65	158
N/A				February	339	\$12,880.77	100	February	513	\$21,384.16	155
N/A				March	319	\$12,503.24	97	March	644	\$27,914.64	189
N/A				April	236	\$8,851.88	87	April	565	\$25,860.39	181
N/A				May	220	\$8,538.91	75	May	549	\$24,630.42	183
N/A				June	281	\$11,224.55	95	June	549	\$25,089.28	181
N/A				July	332	\$12,917.23	119	July	514	\$24,403.93	180
N/A				August	315	\$12,524.57	117	August	528	\$25,202.74	176
September	28	\$1,039.67	15	September	406	\$16,615.17	132	September	545	\$25,155.14	184
October	136	\$5,101.41	49	October	392	\$16,391.97	146	October	574	\$25,978.17	191
November	203	\$9,376.43	66	November	386	\$15,211.45	130	November	575	\$26,886.99	200
December	270	\$11,214.70	77	December	512	\$21,842.83	162	December	653	\$30,922.29	223
<b>TOTAL</b>	<b>637</b>	<b>\$26,732.21</b>		<b>TOTAL</b>	<b>4071</b>	<b>\$162,049.98</b>		<b>TOTAL</b>	<b>6,703</b>	<b>\$302,350.80</b>	
<b><u>TO DATE</u></b> <b># RIDES: 11,411</b> <b>COST: \$491,132.99</b>											

## Benicia Lyft Ridership by Fiscal Year

	No of Trips 19/20	No of Trips 20/21	No of Trips 21/22	No of Trips 22/23	No of Trips 23/24	No of Trips 24/25 (Q1 only)
Veteran's Corp. DBA Yellow Cab	555	281	12	233	281	66
Lyft \$3	439	179	59	295	927	235
Lyft \$4	16	2	3	221	331	65
Benicia \$5			240	1335	4754	1668
<b>Total Number of Trips</b>	<b>1010</b>	<b>462</b>	<b>314</b>	<b>2084</b>	<b>6293</b>	<b>2034</b>

	Cost 19/20	Cost 20/21	Cost 21/22	Cost 22/23	Cost 23/24	Cost 24/25 (Q1 only)
Veteran's Corp. DBA Yellow Cab	\$ 7,910.00	\$ 3,964.00	\$ 2,662.00	\$ 3,897.00	\$ 3,559.03	\$ 726.00
Lyft \$3	\$ 3,613.14	\$ 1,359.63	\$ 2,106.87	\$ 2,254.84	\$ 5,681.54	\$ 2,189.65
Lyft \$4	\$ 85.48	\$ 8.99	\$ 59.52	\$ 1,166.66	\$ 2,643.33	\$ 442.15
Benicia \$5			\$ 2,794.13	\$ 8,691.31	\$ 31,307.68	\$ 12,147.78
<b>Total Cost</b>	<b>\$ 11,608.62</b>	<b>\$ 5,332.62</b>	<b>\$ 7,622.52</b>	<b>\$ 16,009.81</b>	<b>\$ 43,191.58</b>	<b>\$ 15,505.58</b>

### Suisun City Lyft Ridership by Fiscal Year

Program	FY 21-22	FY 22-23	FY 23-24	FY 24-25 (Q1 only)
	No of Trips			
Lyft \$3	228	692	3288	1548
Lyft \$2	403	2842	6726	2941
Lyft \$1.50	35	252	769	313
<b>Total Number of Trips</b>	<b>706</b>	<b>3786</b>	<b>10783</b>	<b>4802</b>

Program	FY 21-22	FY 22-23	FY 23-24	FY 24-25 (Q1 only)
	Costs			
Lyft \$3	\$3,194.20	\$ 8,868.37	\$ 39,949.47	\$21,170.52
Lyft \$2	\$4,662.97	\$25,309.28	\$ 56,956.15	\$25,236.29
Lyft \$1.50	\$ 558.03	\$ 3,775.00	\$ 9,454.90	\$3,445.16
<b>Total Costs</b>	<b>\$8,415.20</b>	<b>\$37,952.65</b>	<b>\$106,360.52</b>	<b>\$49,851.97</b>

**STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks Goals and Objectives**

**Solano Mobility Vanpool Program: The program should sustain 90% of its existing vanpools annually, grow at least five vanpools per year, and be managed, funded, operated, marketed, priced, and evaluated in adherence to industrywide best practices.**

Solano Mobility’s Vanpooling is oriented to provide transportation to work services to individuals who live at least 15 miles from their workplaces. To ensure its effectiveness, the program must be administered in a way that aligns with the industrywide standards generally recognized as encouraging success. Currently the program is partnered with Commute by Enterprise to provide outreach support and additional subsidies to Solano County employers. Key program aspects include:

- Ensuring broad service coverage with an established, consistent turnkey agreement process between STA and long-serving contractors and vendors.
- Establishing meeting structures that encourage collaboration and idea-sharing between contractors and vendors.
- Ensuring strategic oversight of program services and delivery and clear definition of agency and vendor responsibilities.
- Delivering consistent program administration with clear billing/invoicing, outreach, and customer service practices.
- Maintaining a single source of vanpooling information that is easily communicated, marketed, and promoted to customers, and that enhances public understandability of the program.
- Conducting incentive programs to encourage participation and use.
- Collecting program use data for performance monitoring purposes.

Evaluation Methodology:	Meets Criteria if:
Coordinate with Solano Mobility to review Vanpool program policies and processes.	Solano Mobility Vanpool program sustains 90% of existing vanpools annually, grows at least five vanpools per year, and meets the conditions listed above.
<b>Relates to:</b> MTC Task Force Recommendation #17	

**Solano Mobility Guaranteed Ride Home Program: The program should be accessible to all Solano County employees, should be administered in adherence to industrywide best practices, and should meet the quantifiable service goals listed below.**

Solano Mobility’s Guaranteed Ride Home program provides a free ride home from workplaces for individuals who do not drive alone to work, serving as a lifeline for transit and other mobility program commuters and enabling greater access to the mobility system in general. To ensure its effectiveness, the program must be administered in a way that aligns with the industrywide standards generally recognized as encouraging success. Key program aspects and service goals include:

- Allowing all permanent part-time or full-time employees who work to or from Solano County eligibility to participate.

- Defining the qualifying emergency situations during which registered employees can request service.
- Defining the alternative transportation modes that registered employees must have used on the day of requested service to qualify the Guaranteed Ride Home reimbursement.
- Defining the extents of the service, including the types of trips eligible for reimbursement, trip maximum distances from Solano County employment locations, eligible expenses, and both annual and per-trip reimbursement amount limits.
- Administering a clear and accessible registration process, with registration forms available for completion and submission both online and via mail.
- Responding to initial program applications within two business days of application receipt.
- Responding to initial request for guaranteed ride home reimbursement within two business days of request receipt.
- Processing reimbursements to riders within 45 days of receiving the guaranteed ride home request.

<b>Evaluation Methodology:</b>	<b>Meets Criteria if:</b>
Coordinate with Solano Mobility to review Guaranteed Ride Home program policies and processes.	Solano Mobility Guaranteed Ride Home program meets the conditions listed above.
<b>Relates to:</b> MTC Task Force Recommendation #17	

**Solano Mobility Bucks for Bikes Program: The program should be administered in adherence to industrywide best practices.**

Solano Mobility’s Bucks for Bikes program incentivizes bicycling as a mode of transportation for commuting to work by reimbursing a portion of the cost of a bicycle for any Solano County resident, employee, or college student who will use the bicycle for commuting purposes. To ensure its effectiveness, the program is administered in a way that aligns with industrywide standards generally recognized as encouraging success. Key aspects include:

- Clearly defining participant eligibility, program requirements, and program policies and procedures.
- Requiring participants to provide feedback in three surveys at three-month intervals after receiving the incentive.
- Encouraging Commute Solano on the Ride Amigos platform.
- An increase in program participation with participants from each city in the county.

<b>Evaluation Methodology:</b>	<b>Meets Criteria if:</b>
Coordinate with Solano Mobility to review Bucks for Bikes program policies and processes.	Solano Mobility Bucks for Bikes program meets the conditions listed above.
<b>Relates to:</b> MTC Task Force Recommendation #17	

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DATE: January 15, 2025  
TO: Solano County Intercity Transit Consortium  
FROM: Kristina Botsford, SolTrans Deputy Director  
RE: Update on Solano Express Service (FY) 2024-25 (1<sup>st</sup> /2<sup>nd</sup> Quarter)

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An update on the Solano Express service for Fiscal Year (FY) 2024-25 will be provided at the meeting by SolTrans. To include the following:

1. System Performance for Q2 (similar to what was provided for Q1)
2. System Metrics through Q2 except for cost information (we are still closing Q2)

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DATE: January 21, 2025  
TO: Solano County Intercity Transit Consortium  
FROM: Kristina Botsford, SolTrans Deputy Director  
RE: SolTrans Comprehensive Operational Analysis (COA)

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**Background/Discussion:**

The SolTrans Systemwide COA commenced in May 2024 with an in-depth analysis of existing travel patterns, SolTrans ridership trends, and service performance metrics. This foundational research provided a data-driven understanding of current system strengths and challenges. The Existing Conditions report, (Attachment A), outlines the findings about transit movement and needs in and around Solano County. The COA Existing Conditions Executive Summary, (Attachment B), outlines the key takeaways from the current service analysis and provides a framework for discussing potential improvements to the local transit network in Benicia, Vallejo, and throughout Solano County.

**Recommendation:**

Informational.

Attachments:

- A. SolTrans COA Existing Conditions Report
- B. SolTrans COA Existing Conditions Executive Summary



# Existing Conditions Report

**JANUARY 01, 2025**

## SolTrans Comprehensive Operational Analysis



Prepared by  
**JARRETT WALKER + ASSOCIATES**

ATTACHMENT B  
Agenda Item 11A

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# 1

# Introduction



# What are we doing here?

The SolTrans Comprehensive Operational Analysis (COA) is a planning study that will develop recommendations to improve the overall efficiency and operational effectiveness of the agency's services. In other words, this project will identify possible changes to SolTrans' fixed route bus network that could make it more attractive to passengers.

## Study Overview

Through the COA process, SolTrans will develop options for future changes to its service through three main efforts:

- A detailed analysis of the existing state of the system, travel market and post-pandemic changes; this report.
- An intensive design process where staff from SolTrans, the consultant team and partner agencies use the existing conditions analysis and input from the public to develop detailed recommendations for potential changes.
- Engagement of the public, stakeholders and partner government agencies. Initial engagement was conducted in Summer 2024 as an input to the development of this report; further engagement will be carried out to solicit feedback on draft and final recommendations.

This report was developed in Fall 2024, for release along with the first draft recommendations in early 2025. SolTrans and the consultant team collaboratively developed those recommendations based on this analysis and conversations with the public, stakeholders and partner agencies.

## Next Steps & Timeline

After the Winter 2025 engagement period, SolTrans will use the feedback received to make changes to the draft recommendations. A final recommended plan will be released in late Spring 2025.

**Figure 1** shows the overall timeline for this project.

## Outcomes

This project will develop a set of recommendations that are expected to be finalized in Spring 2025. These recommendations would then be further refined by SolTrans staff through the agency's regular service change process, with the first potential changes to the existing network implemented in 2026 if approved by the SolTrans Board.

## SolTrans Basics

SolTrans is a joint powers authority (JPA) the provides public transportation to the Solano County cities of Vallejo and Benicia. It was established in 2010, and began operating transit services in the two cities in 2011. Since 2022, SolTrans has also operated all express bus service in Solano County, including the Red, Blue, Green, Yellow and 82 Solano Express routes that connect Vallejo, Benicia, Fairfield, Vacaville, Dixon and Davis to the BART rapid transit network.

**Figure 2** summarizes SolTrans' trend in ridership (dashed line) and service level (solid line) over the past four years. The color indicates service and ridership on local (purple) or express (blue) routes.

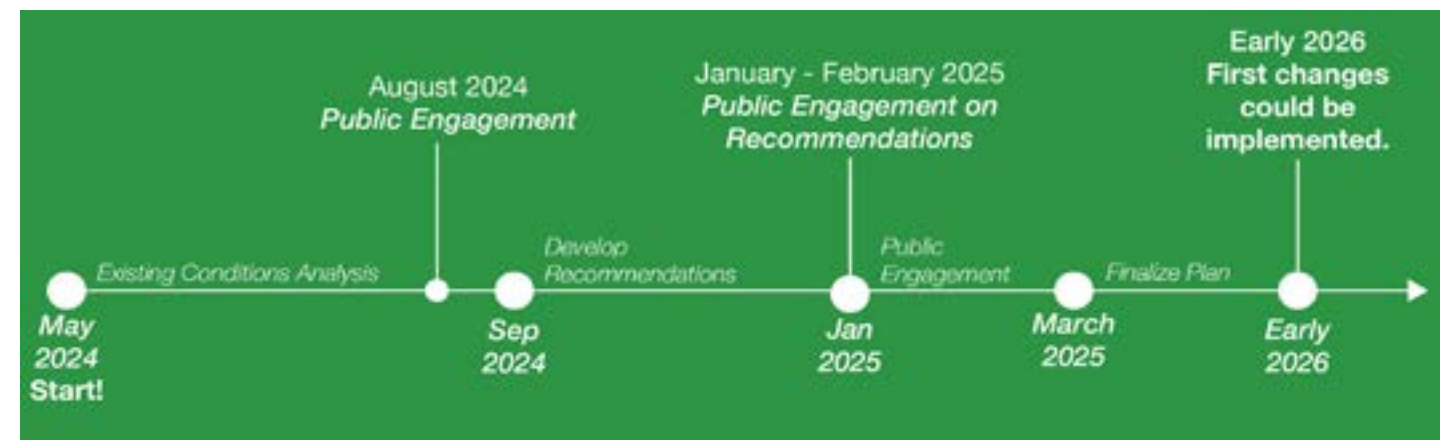


Figure 1: SolTrans COA Timeline

## SolTrans Service and Ridership 2020-2024

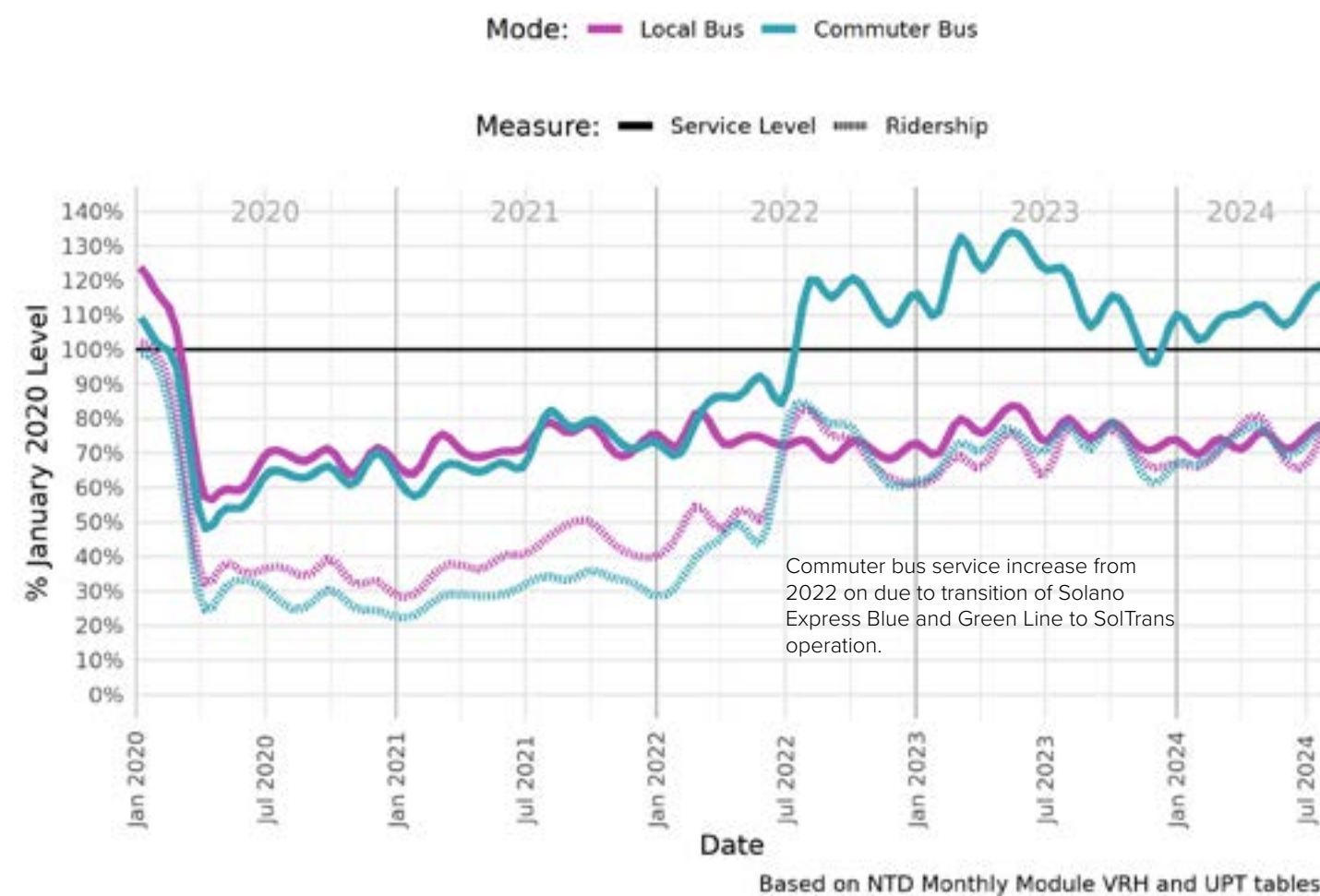


Figure 2: SolTrans Service & Ridership, Jan 2020 - August 2024

Like nearly all US transit agencies, SolTrans was forced to cut service at the beginning of the pandemic when ridership collapsed. In 2020 and early 2021, ridership on both express and local routes reached as low as 25-30% of last 2019 levels.

Ridership has recovered substantially since the depths of the pandemic, but as of August 2024 was still approximately 20% below pre-pandemic levels. Service levels on the local network in Vallejo and Benicia have been relatively flat since 2019, when SolTrans restored some of the service that was initially cut at the onset of the pandemic. The amount of commuter bus service increased substantially in 2022, when SolTrans assumed operation of the Blue and Green Solano Express lines from FAST (in addition to its existing Red and Yellow services).

## Background Studies and Plans

### 2022 SolTrans Short-Range Transit Plan

SolTrans' most recent short-range transit plan (SRTP) update was completed in 2022. This document provides a snapshot of the agency's condition and outlook emerging from the pandemic.

The SRTP provides a succinct overview of the measures SolTrans was forced to take early in the pandemic, when it initially implemented cuts to reducing the frequency of all local routes to every 60 minutes. Saturday service was reduced as well. In making these cuts, SolTrans prioritized continuity of service and preserving span over frequency. As a result, the

overall span of service and availability of routes was largely maintained, at the cost of all of the agency's pre-pandemic 30-minute routes.

This initial cut represented a nearly 50% reduction in the level of weekday service offered by the agency. SolTrans began restoring service later in 2020, but as more recent NTD data show, the overall service level is still well below what was offered in 2019, primarily due to the increase in cost of the new labor contract awarded in 2021. As the SRTP update explains, "a full return to pre-COVID levels is not feasible within the foreseeable future, given the steadily increasing operating costs, flat revenue streams, and uncertain future revenue forecasts."

The SRTP also lays out three high-level scenarios for current service planning. Under all three of these scenarios, SolTrans would operate less local service than in 2020 prior to the pandemic

- **“Robust Recovery” - ridership and overall system funding return to pre-pandemic levels; increased costs mean 100% recovery of pre-pandemic service levels not possible, but improvements above 2022 service baseline could be made.** By year 5 (2028 fiscal year), SolTrans operates about 78% of its pre-COVID local service level. As of mid-2024, SolTrans was operating about 80% of its pre-COVID local service level.
- **“Revenue Recovery, with Fewer Riders - overall funding returns to pre-pandemic level, but ridership recovery is slower, impacting farebox recovery and potentially impeding service restoration and/or requiring modest cuts.** By year 5 (2028 fiscal year), SolTrans operates about 77% of its pre-COVID local service level.

- **“Some Progress” - ridership and funding both stall due to service level reductions.** Limited funding plus increased cost require further cuts, further depressing ridership. By year 5 (2028 fiscal year), SolTrans operates about 68% of its pre-COVID local service level.

### 2018 SolTrans COA

SolTrans last conducted a COA in 2018. That project examined the system as it existed before the pandemic and made a set of recommendations, some of which have been implemented in Fall 2019. The 2018 COA did not analyze the express services.

The most important single recommendation from this project was labeled the “Grand Circle” at the time; this was the conceptual design for a loop route serving most major destinations in Vallejo that was ultimately implemented as routes 7A and 7B. This concept also including supporting network changes such as the termination of Route 2 in north Vallejo (at the time, Route 2 ended in a loop near Solano Community College), and the shortening of Route 3 to enable 30-minute headways.

The 2018 COA also made some recommendations that were not implemented. The most important among these was the “Short-Term BRT Lite Scenario”, which would have tweaked Route 1 and 2 so that they operated along the same routing via Sonoma Blvd, combining for 15-minute service. At the time of the 2018 COA, these routes both operated at 30-minute headways, but with the onset of the COVID pandemic, SolTrans made service reductions across all routes, reducing these frequencies to every 60 minutes and rendering this concept inoperable.

## Why redesign the SolTrans network now?

Since the last time SolTrans examined the design of its network, major shifts have occurred in travel demand. The pandemic was a shock to the entire transportation industry: where, when and how people travel changed dramatically overnight. In the years since, a “new normal” has begun to emerge that involves more travel in the middle of the day, somewhat more working from home, somewhat less peak commuting, and the continued displacement of brick-and-mortar retail by online and app-based services.

SolTrans must work to make its service more useful to more people if it is to continue to recover ridership lost since 2020. The agency has already made great strides, including the launch of the Youth Pass program in mid-2024, but ultimately to prevent the more pessimistic scenarios forecast in the SRTP, service changes that make the network substantially more useful will be required to attract more riders. With few major changes made since 2020 apart from the full integration of Solano Express into SolTrans, the static nature of ridership recovery suggests that the current design of the network has reached its limit in terms of its capacity to naturally recover riders.

SolTrans has never before conducted a study evaluating the entire system, including both local and express routes and how they interact.

2

## SolTrans' Market



# The Ridership Recipe

SolTrans' set out a clear goal in developing this project:

*...to optimally allocate resources to provide the highest quality of service to the community in order to maximize ridership.*

The main goal of this effort is to rebuild ridership lost during the pandemic by improving the quality of service. But what does that mean in practice? Transit ridership arises from the combination of a useful service that provides access to a wide range of potential destinations, and a supportive market that puts lots of potential customers nearby.

A strong transit market is mostly defined by where people are, and how many of them are there, rather than by who people are. We learn about transit needs mostly by examining who people are and what life situation they are in.

This chapter is focused on identifying the land use and demographic indicators that are most important to consider in designing service plans with the goal of building transit ridership.

## Five Geographic Indicators

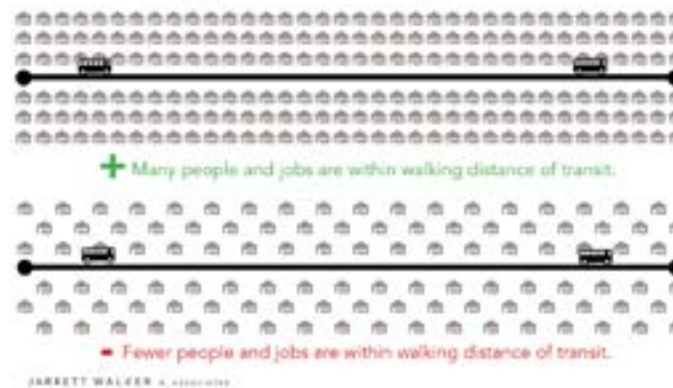
Creating a transit network capable of generating high ridership isn't just about faster or more frequent service. To be useful to many people, fast, frequent service must be available in places where the development pattern supports its use.

The built environment factors shown in **Figure 3** are critical to facilitating a broadly useful network:

- **Density.** Where there are many people, jobs and destinations, there are more potential travelers.
- **Walkability.** An area only becomes accessible by transit if most people can safely walk to nearby transit stops.
- **Linearity.** Direct paths between busy places are faster and cheaper for SolTrans to operate. Deviations increase cost and add travel time for riders.
- **Proximity.** The longer the distance between two places, the more expensive it is to connect them.
- **Mix of Uses.** Where there is a mix of land uses along a direct path, transit can provide access to a variety of destinations. Mixed-use transit corridors tend to be more productive because people ride in both directions all day.

Regardless of the intricacies of local geography, the combination of these five elements determine where transit can be useful for many people, at a relatively low cost.

**DENSITY** How many people, jobs, and activities are near each potential transit stop?



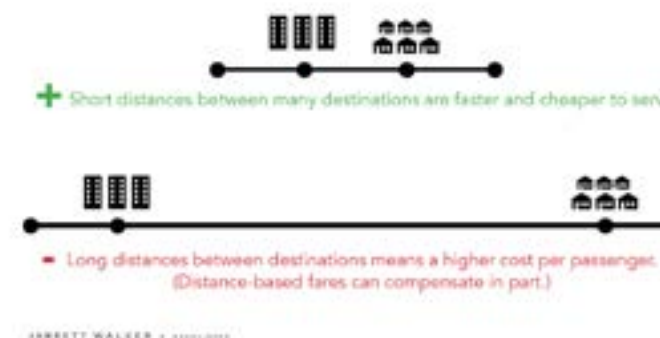
**WALKABILITY** Is it possible to walk between the stop and the activities around it?



**LINEARITY** Can transit run in reasonably straight lines?



**PROXIMITY** Does transit have to traverse long gaps?



**MIX OF USES** Do people travel in both directions, all day?



Figure 3: The Transit Ridership Recipe



# Population Density

Residential density is an essential consideration when thinking about the transit market and where to locate service. This measure tells us how many people live nearby could potentially choose to ride transit. When more people are close together, the potential market that transit can address is larger.

**Figure 4** shows the population density of each census block in Vallejo and Benicia, based on data from the 2020 US Census. While more recent data on population is available via the sample-based American Community Survey, the decennial census provides the most detailed and comprehensive look at where people live, so it is a good starting point for thinking about SolTrans' market.

While not all trips start or end at home, nearly everybody makes at least one trip starting or ending at home on most days. Further, places with many residents are also destinations for other people, whether for visiting, caring for family or home-based trades.

A transit network designed to be useful to a large number of people will offer the most useful services in areas with high residential densities.

A transit network designed to get a little bit of transit close to everyone, no matter how many people live in each area, will have routes going into many low-density residential areas, where few people live near any given stop.

The highest residential densities can be found in Solano County in a few areas.

Vallejo has higher overall residential density with some pockets of high density downtown near Florida and Georgia St. **A**, and in the northern part of the city, near Chabot Terrace and Flosden Acres **B**. There are also some high density pockets near Benicia, in the southeastern part of the city **C**.

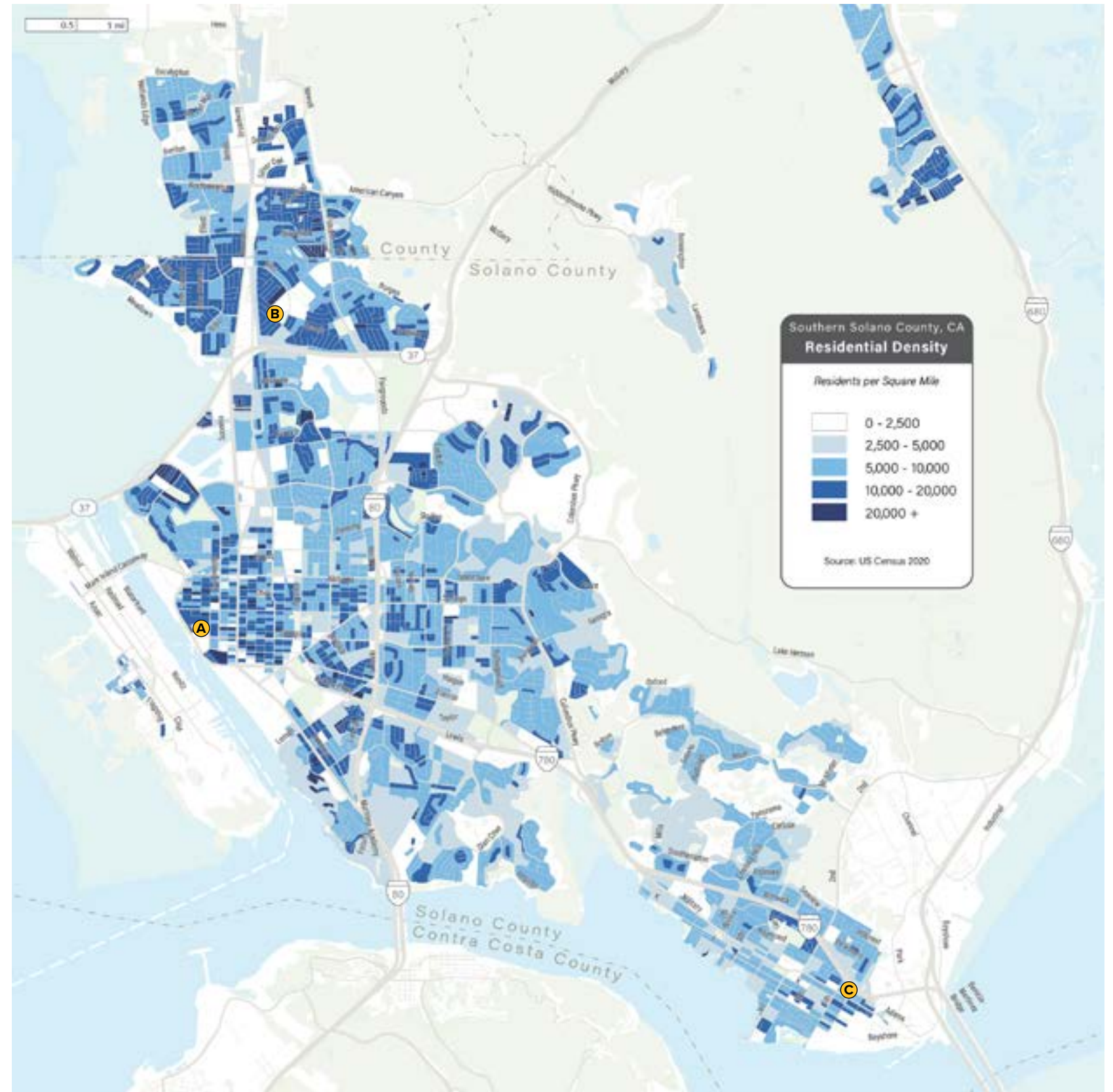


Figure 4: Population Density - Vallejo & Benicia



# Employment Density

Job density can tell us not just about where people go for work, but also about important destinations people travel to. Particularly for retail and service sectors, high job density suggests places that are likely to be major destinations for customers and clients.

**Figure 5** maps the density of jobs per square mile within every census block in Vallejo and Benicia, based on a US census data product called the “Longitudinal Employer Household Dynamics” Program, or LEHD. This map displays LEHD employment estimates for 2021, the most recent year available.

A map of job density shows us not only the places people need to travel for work, but also places people go for services, shopping, social needs and more. One person’s workplace may be, throughout the day, a destination for dozens or even hundreds of people. For this reason, job density is typically a better predictor of transit ridership than residential density.

The strongest levels of job density are located in downtown Vallejo **A**, along Sonoma Boulevard **B**, and near Gateway Plaza **C**. High levels of job density are also located around eastern Benicia, where several industrial sites are located **D**.

Other important pockets of higher employment density include the Kaiser **E** and Sutter **F** hospitals, the industrial area near the Meyer Corporation headquarters **G**, and the section of Highway 29 / Broadway in American

Canyon north of American Canyon Way **H**, which includes a mixture of grocery stores, shopping centers, several hotels, and a Wal-Mart.

There is one important employer that is missing from this map - Six Flags **I**. This is likely related to either the payroll location or seasonality of Six Flags employees. Because LEHD is based on reporting through unemployment insurance and the quarterly census of employment and wages, there can sometimes be inconsistencies based on the way individual employers report their locations, especially for larger corporations with multiple work sites and a highly seasonal labor force.

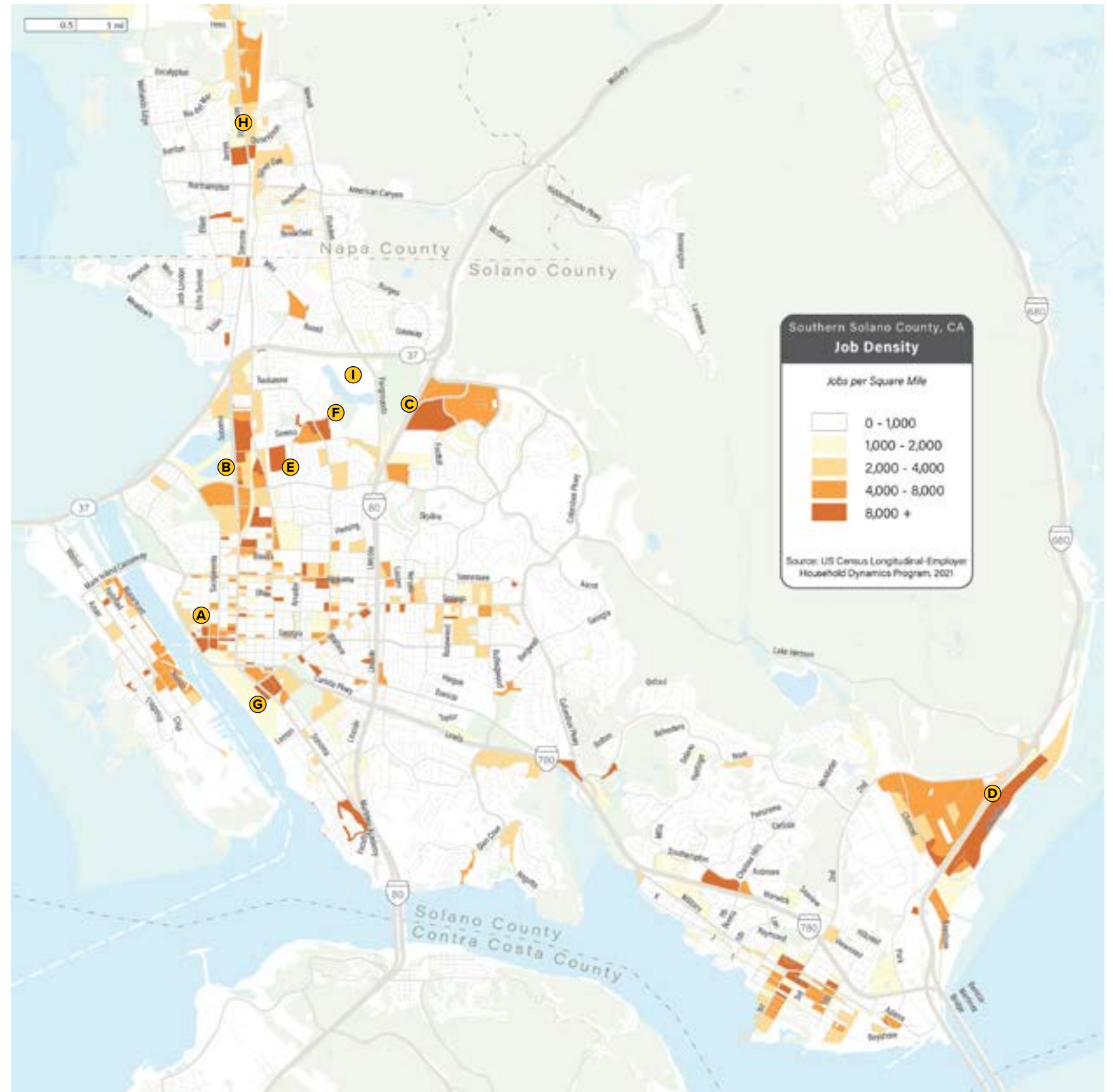


Figure 5: Employment Density - Vallejo & Benicia



# Activity Density

Resident and job density can be combined in a single map that shows activity density. Activity density helps visualize the overall strength of the transit market in an area or along a corridor.

**Figure 6** maps activity density with a three-color scale: residential density is shown in shades of blue, job density is shown in shades of yellow, and places where residents and jobs are both present are shown in shades of purple and red. The darker the color, the greater the number of jobs and/or residents in the area. In places where there are high densities of both jobs and residents, there is likely to be a strong market for travel for most or all of the day.

In addition to density, the mix of uses along a corridor affects how many people transit can attract, relative to cost. This is because an area with a mix of housing, retail, services and jobs tends to generate more demand for transit in both directions, throughout the day.

Where residential, commercial and other uses are mixed, people are traveling in both directions so buses can be full in both directions. Transit routes serving purely residential neighborhoods, or purely employment areas, tend to get less ridership, and cost more to provide, than routes serving a mix of land uses.

The activity density map shows a relatively high degree of separation between employment areas and residential areas. The main exceptions are in Downtown Vallejo **A**, and some

pockets along Sonoma Boulevard **B**. The area around Sutter Solano Medical Center **C** also shows a high concentration of both jobs and residents.

There is also some mixing of residential and employment uses along some of the east-west running commercial corridors like Tennessee, Springs, and Georgia. Each of these corridors are home to varied businesses and stores, but surrounded by moderately dense residential blocks. The result is a pattern of alternating yellow and blue blocks, indicative of a mixture of uses in these areas.

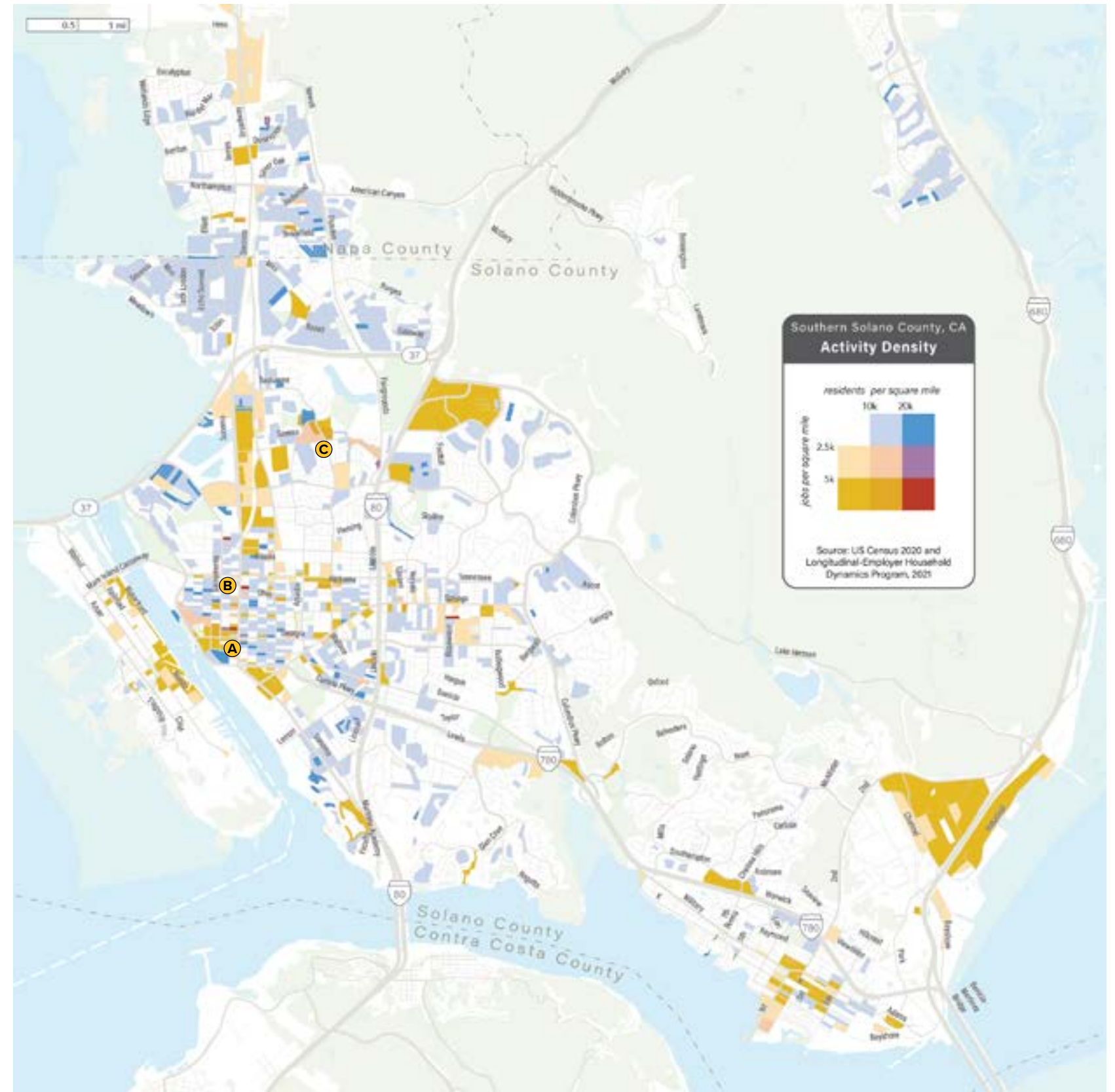


Figure 6: Activity Density - Vallejo & Benicia



# Walk Network Connectivity

Even if there are many people nearby who could choose to ride transit, it is unlikely that many of them will ride if it is impossible, unsafe or very challenging to walk between the transit stops and their final destinations. To evaluate this factor in the ridership recipe, we use a measure called “walk connectivity” that compares the area actually reachable within a short 10-minute walk on foot to the area reachable in 10 minutes in the straight line (“as the crow flies”). **Figure 8** provides an illustration of how measure is calculated.



Figure 8: Walk Connectivity Measure

**Figure 8** maps the connectivity of the pedestrian network in Vallejo and Benicia.

Walk connectivity shows where the local street network makes it easier to reach transit. This measure does not speak to the level of safety or comfort provided by pedestrian infrastructure. It only tells us about how many pedestrian connections the street network makes possible.

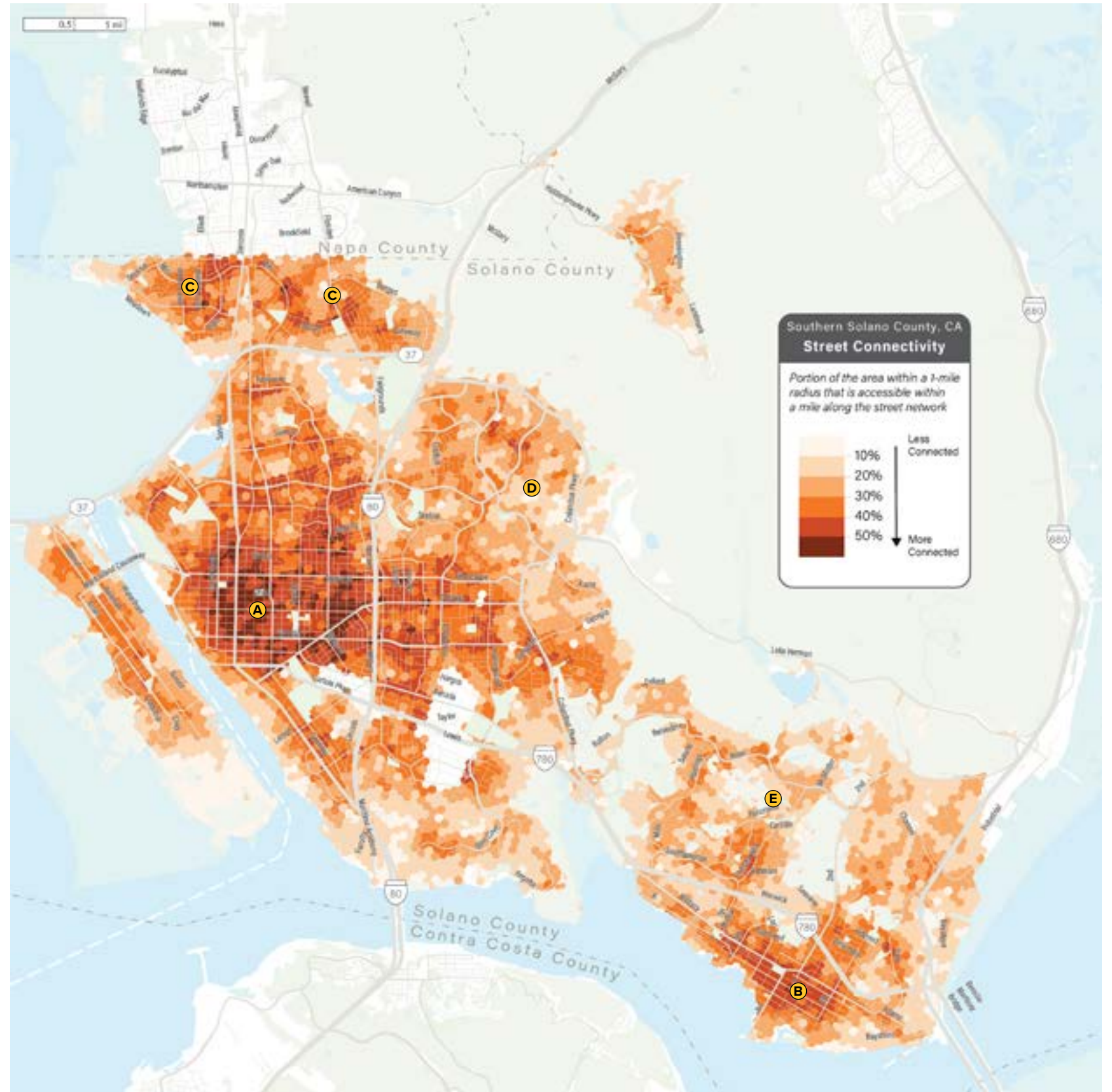
Walk connectivity is highest in central Vallejo **A**, where the streets are laid out in a grid pattern that produces many potential pedestrian paths. Walk connectivity is similarly high in central Benicia **B**, where streets are predominately laid out as a grid.

Walk connectivity is moderate but lower in areas farther from the oldest central sections of both cities. For example, the northern residential neighborhoods of Vallejo on either side of Highway 29 **C** have lower walk network connectivity than do neighborhoods closer to

the center of town, because while their local street network is relatively connected, with few cul-de-sacs or major interruptions, it is laid out in a less regular and more circuitous fashion, which produces longer walking paths and reduces the area reachable in a given travel time on foot.

Walk network connectivity is lowest in the suburban areas of eastern Vallejo **D** and northern Benicia **E**, where neighborhoods are laid out with fewer, more circuitous streets. This produces a pedestrian network with fewer options, reducing the area reachable in a short walk.

Figure 7: Walk Connectivity - Vallejo & Benicia





# People in Poverty

Understanding residents' incomes can help inform the design of transit services. People living on low incomes are less likely to afford to own reliable cars and therefore more likely to use public transit.

**Figure 9** shows where households that are 200% below the Federal Poverty Line are concentrated, based on ACS 2022 5-year estimates.

The highest densities of low-vehicle households are concentrated around downtown Vallejo **A**. High areas of poverty are also located along Springs Rd in Vallejo **B**, and near Chabot Terrace, where some mobile home parks are located **C**.

In neighborhoods with medium to high density of lower-income residents, there is often high ridership potential especially if they have walkable street networks. However, an area with low-income residents doesn't necessarily generate high transit ridership just because of income. If transit isn't useful for the trips people need to make, in a reasonable amount of time, even lower-income residents will not use it. Most people can find other travel options, even if those other options cause them financial distress (such as taking out a high-interest loan for a used car).

People with lower incomes should thus be viewed as a good market for public transit, but one whose ridership must still be earned with service that is good enough to be reasonably convenient. Like everyone else, low-income people only have 24 hours in the day and must use that time efficiently.

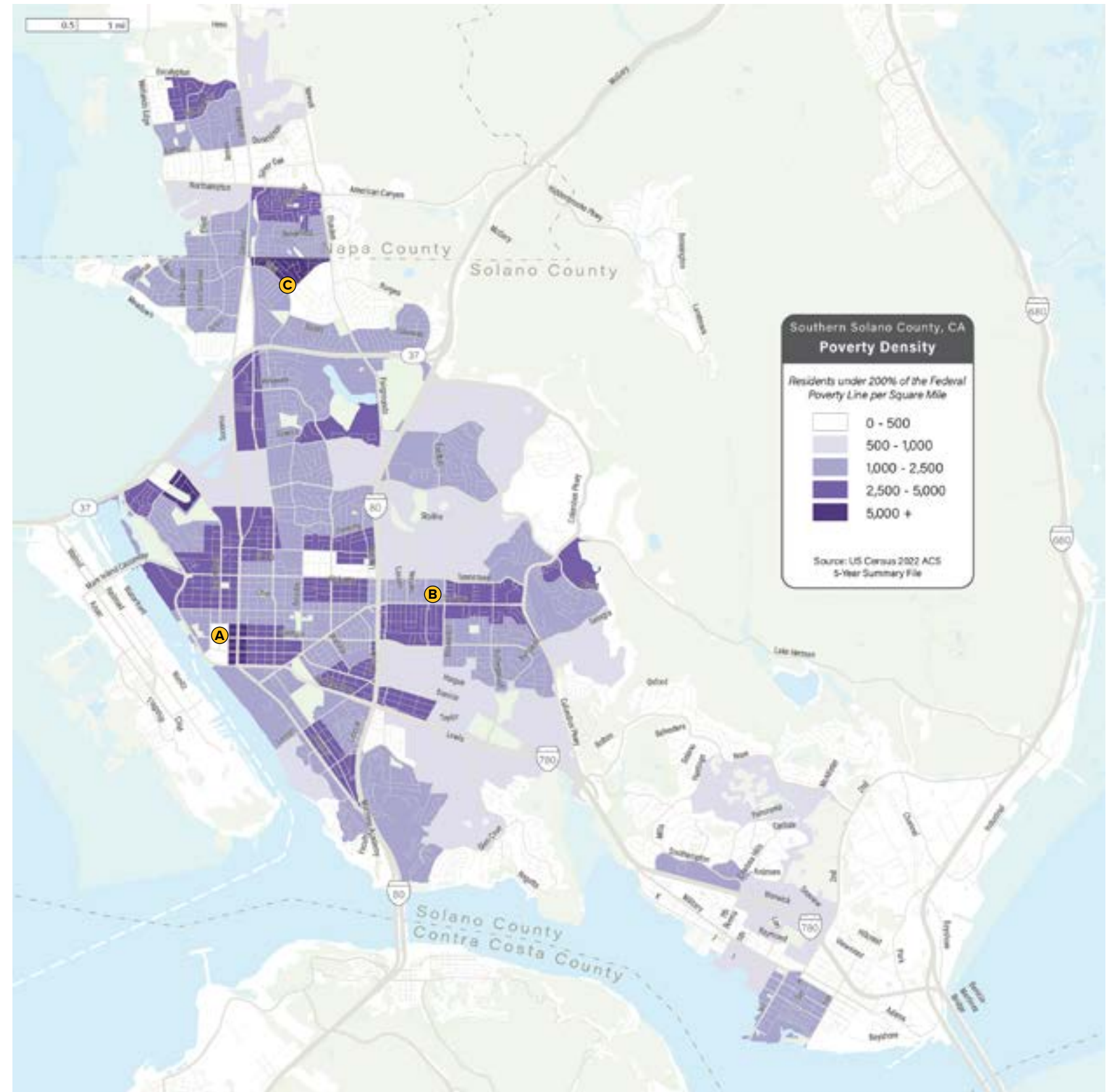


Figure 9: Density of Lower-Income People - Vallejo & Benicia

# Seniors

**Figure 10** shows where seniors (those over the age of 65) live at high densities, based on ACS 2022 5-year estimates.

These areas which have a high proportion of seniors tend to have retirement homes or senior-only housing developments within them. Some seniors cannot drive and may be more likely to use transit.

Seniors tend to have different transit needs than younger people. They may be more sensitive to walking distance, because of limits on their physical ability. Because many seniors are retired, they may have more flexible schedules, and may be less likely to be discouraged by infrequent, slow or indirect routes that take them out of their way.

Most riders who are employed, in school or caring for kids in school will find service with long waits to be intolerable. Thus, the amount of focus that transit agencies place on meeting the needs of seniors should be carefully balanced with the needs and desires of the broader community.

In Vallejo, there is a high density of seniors located in the northwest **A**, where a few senior care homes are located. In Benicia, there is a high density of seniors in the south **B**.

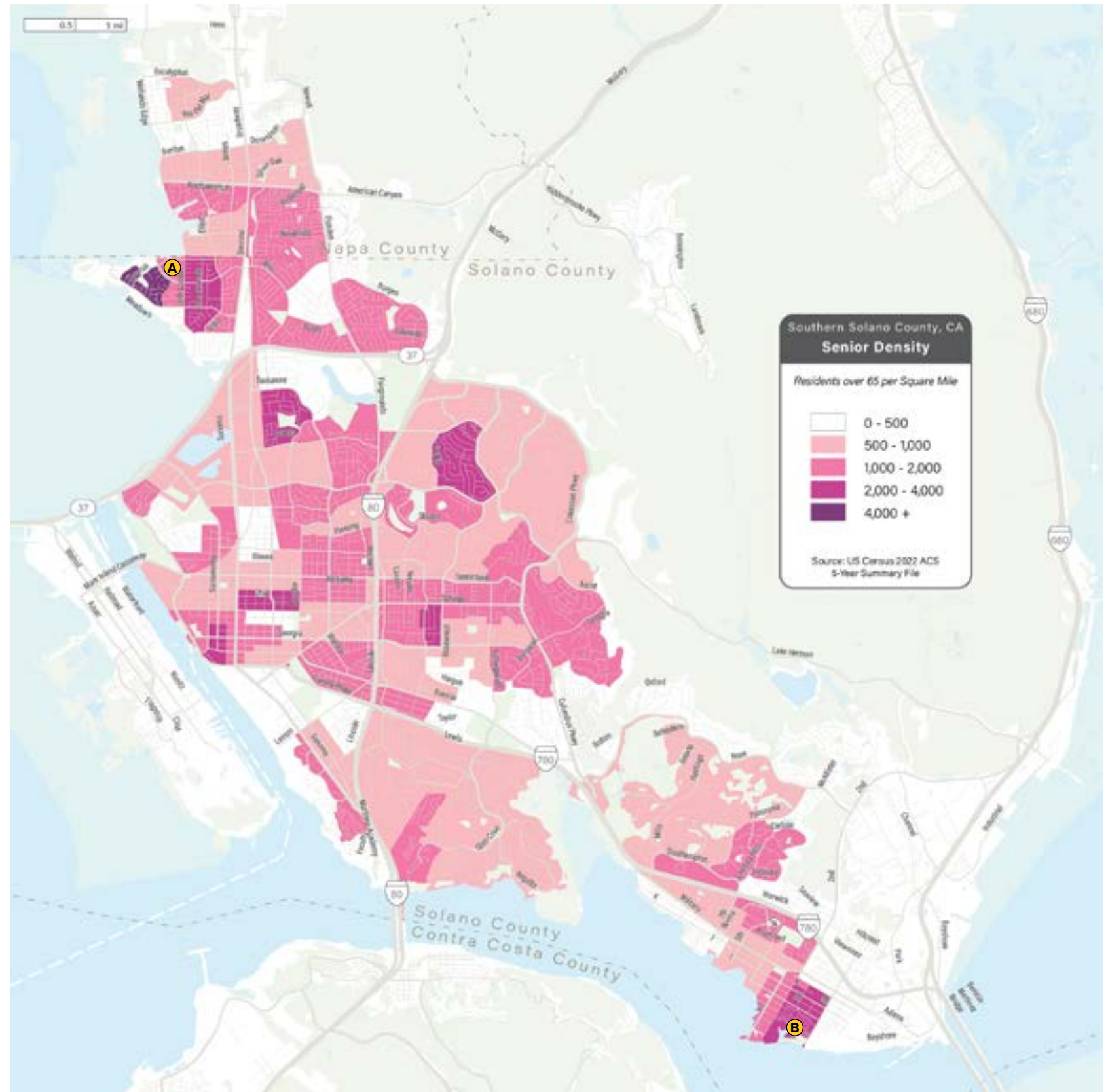


Figure 10: Senior Density - Vallejo & Benicia



# Youth

Just as transit coverage can meet the needs of seniors who cannot or choose not to drive, transit coverage can also meet the needs of children and teenagers who are too young to drive.

Young people and seniors are also often living on a tighter budget than working people, and can therefore be more sensitive to transit fares. Parents of multiple children who rely on transit can be quite sensitive to paying a fare for each child. Whatever effect a change in transit price has on ridership among working age people, it generally has a stronger effect on ridership among young and old people. To help encourage youth ridership, SolTrans is currently running a pilot program through June 2025, to provide free rides for youth 18 and under.

High densities of people under 18 also tend to reflect high densities of adults with high demands on their time. Parents are sometimes perceived as a relatively weak market for transit, because their needs are so specific in time and pull them in many directions. However, a transit system that can allow children (who are old enough to travel on their own) not to depend on their parents for rides, can also be a significant factor in saving parents time, and can make transit a more viable option for them as well.

**Figure 11** shows the density of residents under the age of 18 in Vallejo and Benicia, based on ACS 2022 5-year estimates.

Overall, the density of young residents is higher than senior residents. The density of youth generally tracks with the density of residents overall. There is a pocket of high density of youth near Chabot Terrace **A**.

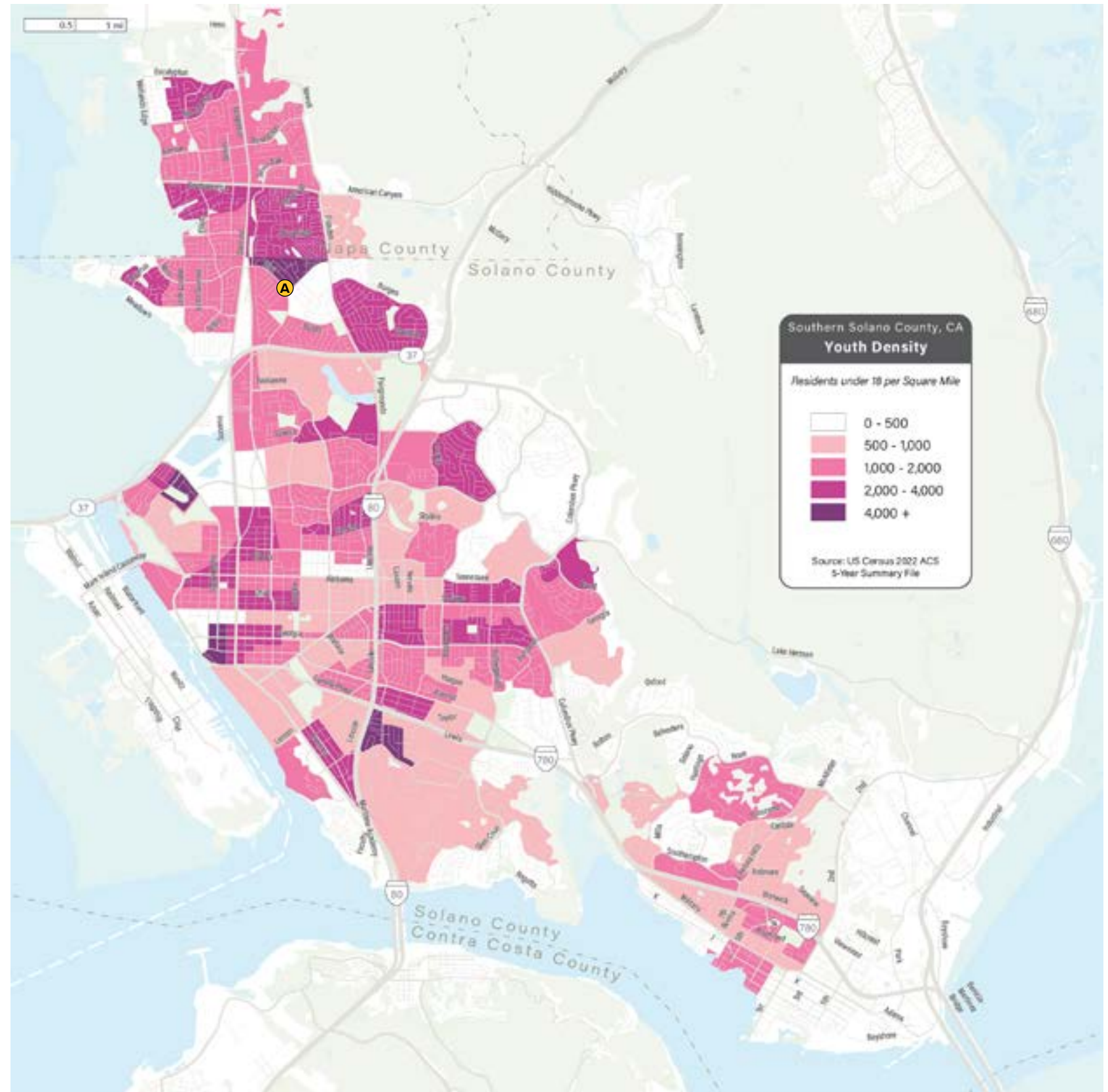


Figure 11: Youth Density - Vallejo & Benicia



# Low/No-Car Households

People who have less or no car access will need to use other modes when they travel. This might include walking, cycling, getting a ride from a friend or family member, or, if makes sense for their trip, transit. Transit can be especially helpful for those without access to a car, or those who cannot drive for a multitude of reasons.

If transit does not present a realistic travel option, then people without cars will find other ways of reaching the places they need to go. People in households without vehicles are not necessarily “transit dependent” but do have a greater inclination toward transit use because they don’t have a car in their driveway, always ready to go.

Zero and low-vehicle households are often correlated with elderly or young residents, high student populations, and low incomes. These are all indicators of people’s individual inclination to use transit.

**Figure 12** shows where households without vehicles, or one vehicle, are concentrated, based on ACS 2022 5-year estimates.

The highest densities of low-vehicle households are concentrated around downtown Vallejo **A**, as well as in the dense multifamily residential area of South Vallejo south of Lemon St. **B**, and the central residential area of Benicia **C**.

In Solano County, about 4.6% of households have access to no vehicles; about 31% of households have access

to a single vehicle. In Vallejo, these numbers are slightly higher: about 6% of households have 0 vehicles, and 34% just one vehicle. Over half of 0-and-1-vehicle households are single people living alone. For about 18% of Vallejo households and 13% of Solano County households, a single vehicle is available for at least two people’s travel needs.

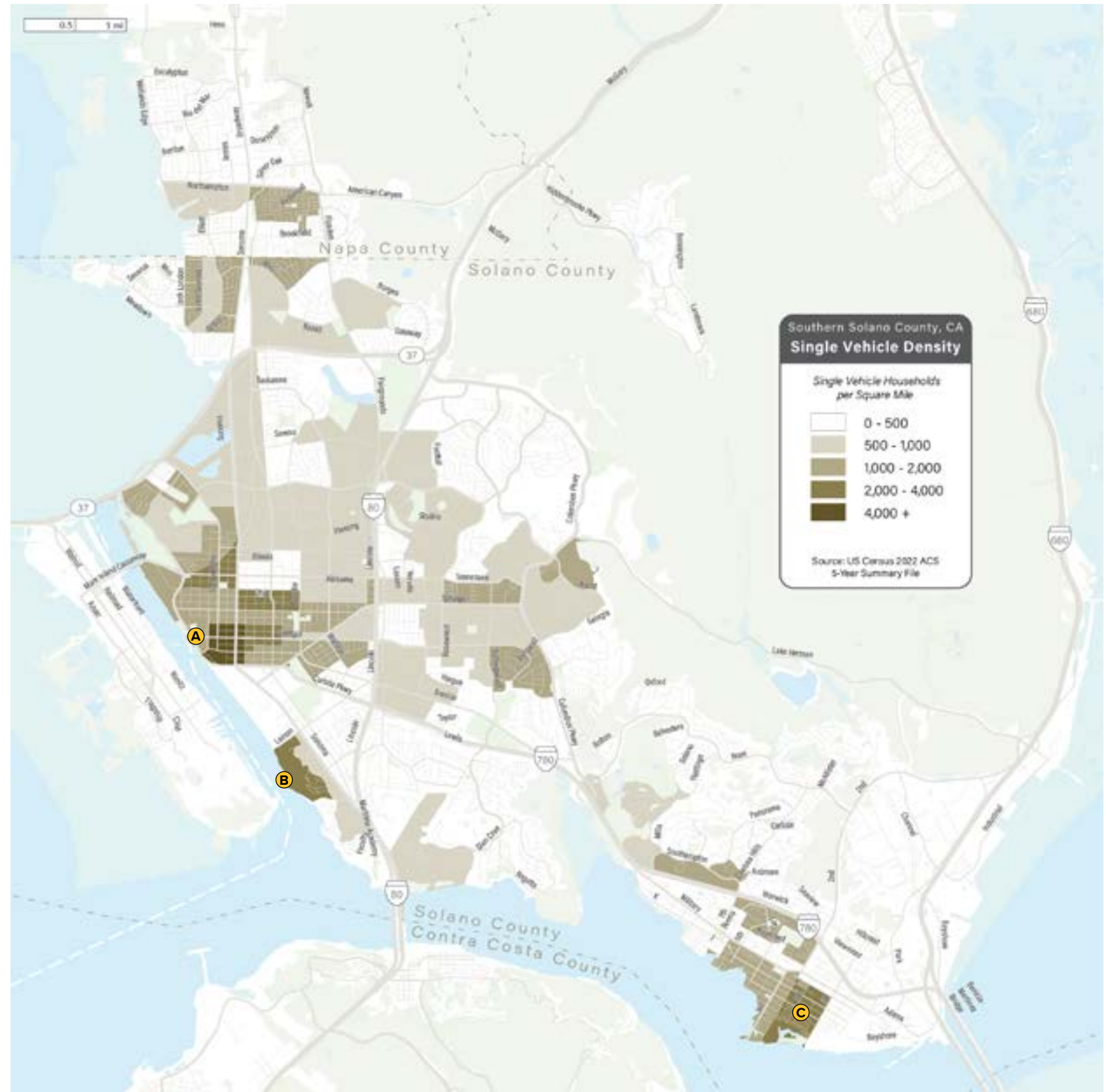


Figure 12: Low/No-Car Households - Vallejo & Benicia



# Race & Ethnicity

**Figure 13** shows where people of different racial and ethnic identities live, based on ACS 2022 5-year estimates.

Each dot in the map represents 10 residents, with the different colors representing Race or Ethnicity categories from the US Census. Where many dots are very close together, the overall density of residents is higher. Where dots of a single color predominate, people of a particular race or ethnicity make up most of that area's residents.

Understanding where people of color live is crucial to fulfilling the obligations of Title VI of the Civil Rights Act and other federal requirements. These federal rules require that SolTrans consider the way benefits and burdens of transit service changes are distributed for historically marginalized populations.

Solano County overall has a very ethnically and racially diverse population. Vallejo is Solano County's most diverse city. According to the 2022 ACS US Census data, in Vallejo, 29% of the population is Hispanic, 23% are Asian; 22% are white; 18% are Black/African American; and 8% are of mixed or other heritage. Benicia is less racially diverse, with 60% of the population being white.

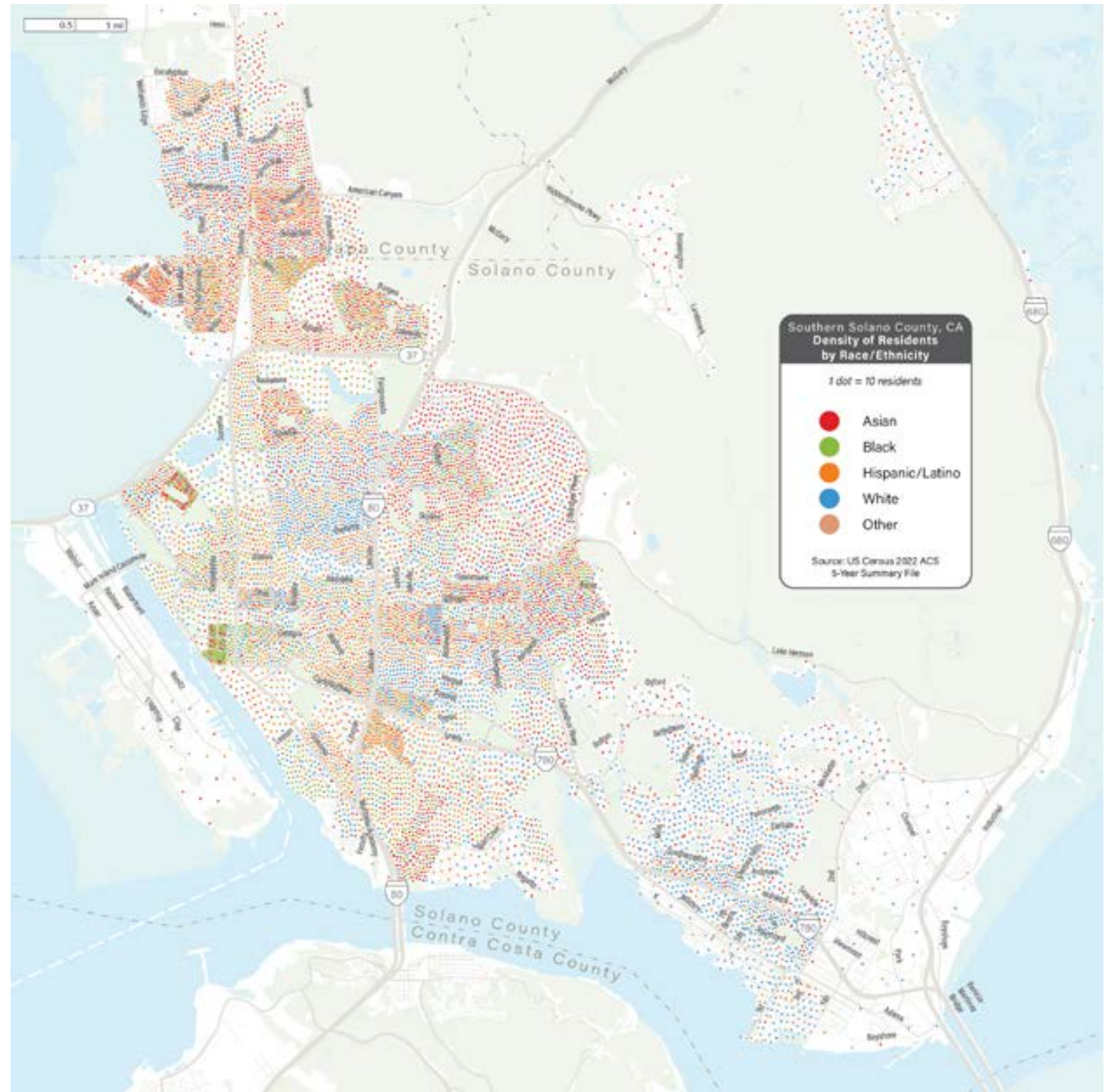


Figure 13: Race & Ethnicity - Vallejo & Benicia



# Travel Demand - All Trips

The previous maps of population, employment and demographics tell us about where people might be located, but they don't provide a sense of where people are going. To understand total travel demand, we use a data source called Replica that combines data from cell phone apps, connected vehicles, the US Census and other public sources to produce a highly demand model of travel across the Bay Area.

**Figure 14** shows how many estimated trips per square mile are located in Census block groups in Vallejo and Benicia. Block groups shown in darker shades of purple attract more weekday travel demand. This map shows estimated trip data for a typical Fall 2023 weekday.

This map includes trips for all purposes, including going to work, returning home, shopping, socializing, and recreating. The most common single trip purpose is returning home (39%). For non-home trips, the most common purposes are shopping (18%), going to work (10%), and going to eat (9%)

Some of the highest demand areas on this map include the Gateway Plaza shopping center **A** and the Solano 80 shopping center **B** in Vallejo and the Southampton Shopping Center in Benicia **C**. Downtown Vallejo **D**, which is home to a variety of potential destinations including employment, public services, and shopping or errands is also an area of elevated demand.

The northern section of Sonoma Blvd between Highway 37 and Redwood Blvd **E** also shows up as a higher-demand area on this map; its trip density is lower than in some other areas because of the large size of the census block groups.

We can also observe higher travel demand in the central commercial areas of Benicia along Military Rd and First St **F**. This area includes not just shopping and employment destinations; it also encompasses the high school, city offices, public library, and other demand generators.

Examining travel demand is essential for understanding a community's transit needs because it reveals the patterns and preferences of how, when, and why people travel within the area. This can add important context to the demographic and employment mapping presented earlier, because it helps show which places in Vallejo are important in the context of people's lives beyond home and work.

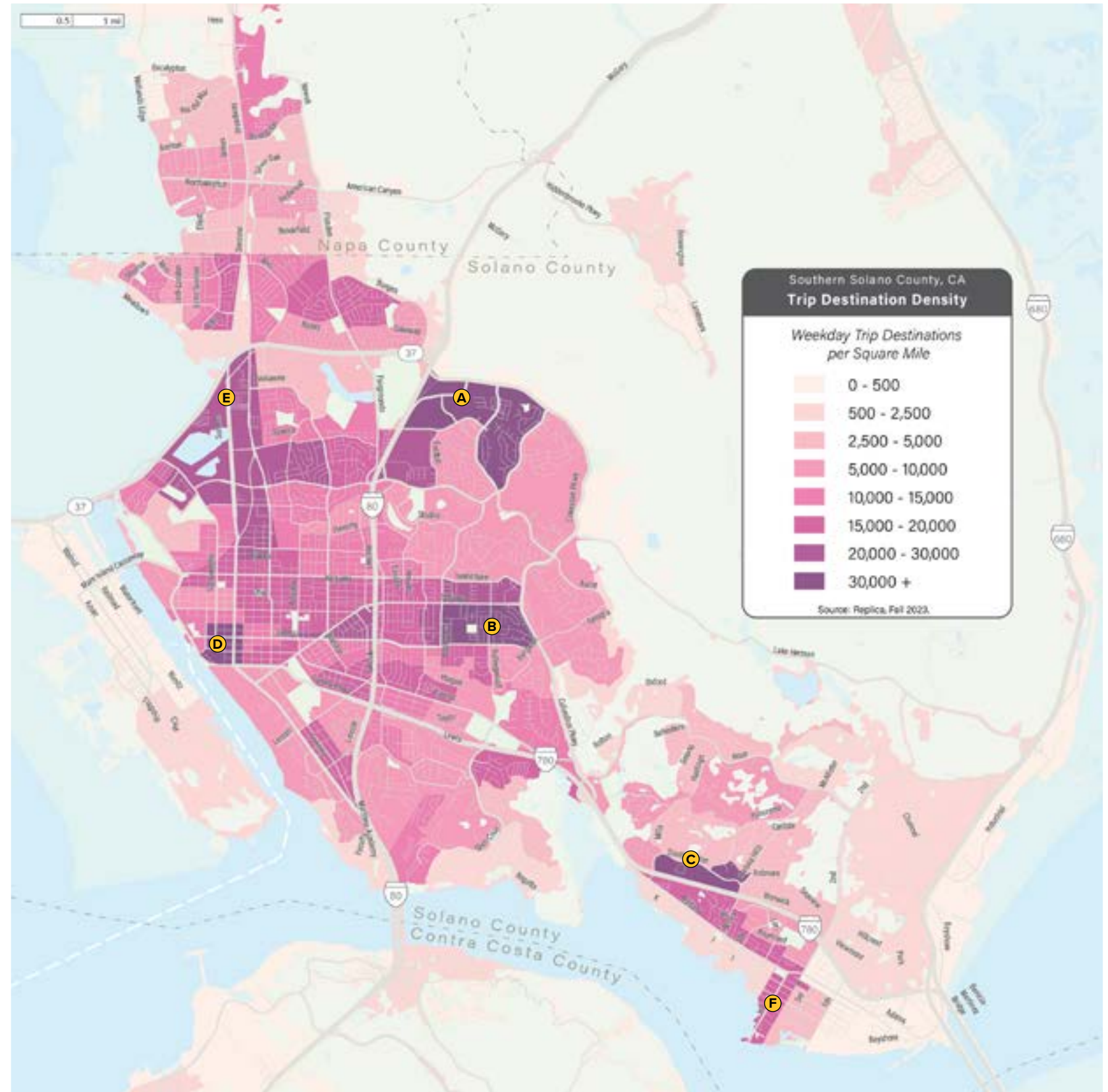


Figure 14: Travel Demand - Vallejo & Benicia



# Travel Demand - Non-Work Trips

Are the trips that people make for all other purposes besides going to work and coming home distributed differently than the entirety of the dataset? **Figure 15** maps the density of trip destinations for only non-work, non-home trips. This map shows estimated trip data for a typical Fall 2023 weekday.

This map shows us where people are going for errands, to eat, for recreation, to shop, and to socialize. It excludes commuting to work, and returning home; as a result, the total trip volume on this map is about half that shown on the map on the preceding page. Among these trips, the most common specific purpose is shopping at 38%, followed by dining (19%) and socializing (16%).

While at first glance, this map looks somewhat similar to the map of all trips on the last page, there are a few important differences that immediately stand out.

The retail areas of Gateway Plaza **A**, Southampton Shopping Center **B**, and the commercial area near Springs Rd & Rollingwood Dr **C** show the highest density of non-commute trip destinations.

The busy commercial area around Sonoma Blvd and Redwood St **D** appears only moderately dense when work and home trips are removed; this is likely due to both the large geographic size of the census block groups in this area, and because this view removes commuting trips.

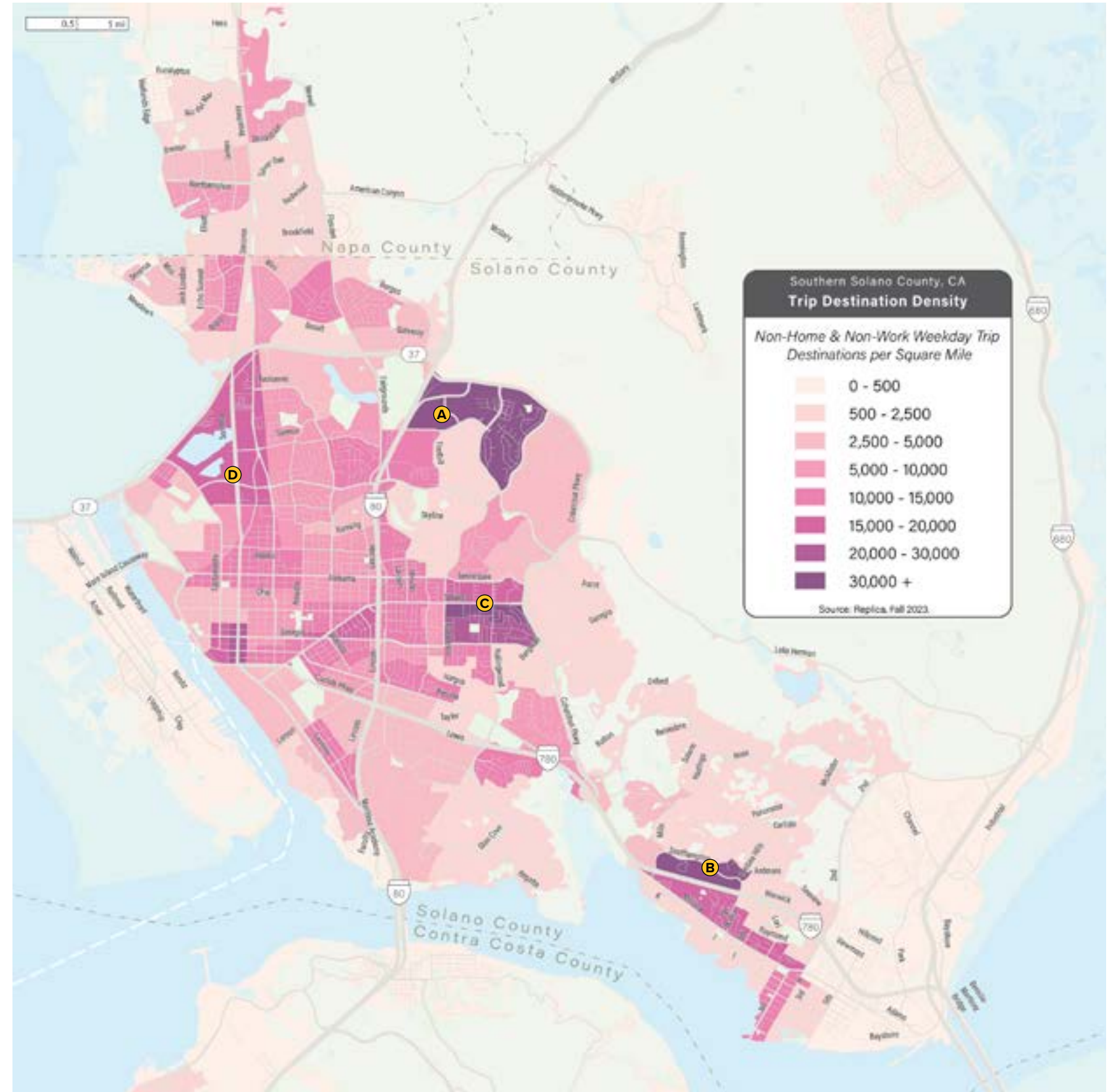


Figure 15: Travel Demand - Vallejo & Benicia

# The Regional Travel Market

So far, this section has focused on the travel market in Vallejo and Benicia. These are the markets that are addressable by SolTrans' local routes. SolTrans also operates the Solano Express network that connects communities throughout the county, so its also crucial to understand the broader regional travel market.

## Commuting

Solano County has sometimes been characterized as a “bedroom community” because a majority of people that live in the county work outside of it.

**Figure 16** shows a summary of data from the LEHD of the percentage of workers living in each community SolTrans serves split by whether they work in or out of Solano County. In all of these communities, a majority of workers work outside of the county, with the highest share of out-of-county workers found in Vallejo and Benicia, the communities closest to the largest Bay Area job centers.

The fact that most Solano County workers commute to a job elsewhere is why SolTrans' Solano Express lines are organized around connecting with BART. Most people need to leave the county to work; the best way to facilitate that by transit is to tap into the region's rapid transit network.

**Figure 18** provides some additional detail on Solano County residents' commuting patterns. This table shows the number of county residents by the city they are employed within (for all work locations over 1% of all county workers). Communities in Solano County are shown in *italic*.

The top three destinations are Fairfield, Vacaville and Vallejo, representing over 20%

City	% Employed in Solano County	% Employed Outside of Solano County
Vallejo	25%	75%
Benicia	27%	73%
Fairfield	35%	65%
Vacaville	41%	39%
Suisun City	38%	62%
Dixon	38%	62%
<b>Entire County</b>	<b>33%</b>	<b>66%</b>

Figure 16: Solano County Workplace Location by Home Location (LEHD 2021)

City	% Trip Destinations in Solano County	% Trip Destinations Outside of Solano County
Vallejo	76%	24%
Benicia	75%	25%
Fairfield	86%	14%
Vacaville	87%	13%
Suisun City	86%	14%
Dixon	75%	25%
<b>Entire County</b>	<b>83%</b>	<b>17%</b>

Figure 17: Solano County Trip Destination by Home Location (Replica 2023)

of workers living in Solano County. These data probably exaggerate the importance of Fairfield as a commuting destination due to the presence of the US Air Force base there. Most of the other major commuting destinations are located outside of Solano County.

## All Trips

Where people live and work doesn't even tell half the story about where they need to go. Only about 22% of trips are work trips; the rest are trips people make for all other reasons, like shopping, picking up kids, visiting friends or relatives, dining, recreation, getting medical

care, and all the other necessities of life.

**Figure 17** shows data from Replica on the destinations for all trips (based on a typical weekday in Fall 2023), split by whether those destinations were in Solano County or elsewhere. When we look at the entire universe of trips, rather than just employment, we see how the vast majority of travel happens locally. Even someone who commutes out of the county to San Francisco, Oakland or Sacramento will likely visit their local supermarket for groceries.

The difference between where people travel for work and where they travel for all

Destination	County	% of Total
<i>Fairfield</i>	<b>22,209</b>	<b>11.5%</b>
<i>Vacaville</i>	<b>16,195</b>	<b>8.4%</b>
<i>Vallejo</i>	<b>12,042</b>	<b>6.3%</b>
San Francisco	11,659	6.1%
Oakland	6,707	3.5%
Sacramento	6,463	3.4%
<i>Benicia</i>	<b>5,881</b>	<b>3.1%</b>
Napa	5,435	2.8%
Concord	4,660	2.4%
Walnut Creek	3,113	1.6%
Richmond	3,052	1.6%
San Jose	3,041	1.6%
Martinez	2,918	1.5%
<i>Dixon</i>	<b>2,068</b>	<b>1.1%</b>

Figure 18: Workplace Location of Solano County Employees (LEHD 2021)

other purposes is an extremely important consideration for the future design of Solano Express. Today, Solano Express is optimized around taking peak commuters from Solano County south into the Bay Area. This means it runs more service during rush hour, less during the middle of the day, and its schedule is structured around the BART schedule. These attributes make it more useful for these commuting trips, but potentially less useful for other types of trips and other types of travelers.



# Regional Travel Flows - All Trips

**Figure 19** shows Replica typical weekday travel flows between Solano County cities and other nearby counties for all trip types. The thickness and color of the line between locations represents the total travel flow between them. This map shows total travel volume, including trips to and from each place. Destinations outside of Solano County are aggregated: for example, the line from Vallejo to Contra Costa County includes trips to and from Richmond, Walnut Creek, and all other locations. Inside Solano County, trips that start or end outside of the cities are grouped into two zones north and south of I-80.

**The highest-demand trips** that start or end in Solano County are local trips within Vallejo, Vacaville and Fairfield.

**The busiest intercity trips** are between Fairfield and Vacaville, Vallejo and Contra Costa County, and Vallejo and Napa County.

**Vallejo's highest-volume links** are trips to Contra Costa and Napa Counties. The next busiest connections are to Alameda County, and then to Fairfield and Vacaville.

**Fairfield, Vacaville and Dixon's highest-volume connections** are less oriented toward the center of the Bay Area. The highest-volume link in this area is between Fairfield and Vacaville; more trips occur between Fairfield and Vacaville and Vallejo than between Fairfield, Vacaville and any of the other counties. For the northern cities, the volume of travel north into Sacramento and Yolo counties is much greater than the number of trips headed south to Alameda or San Francisco.

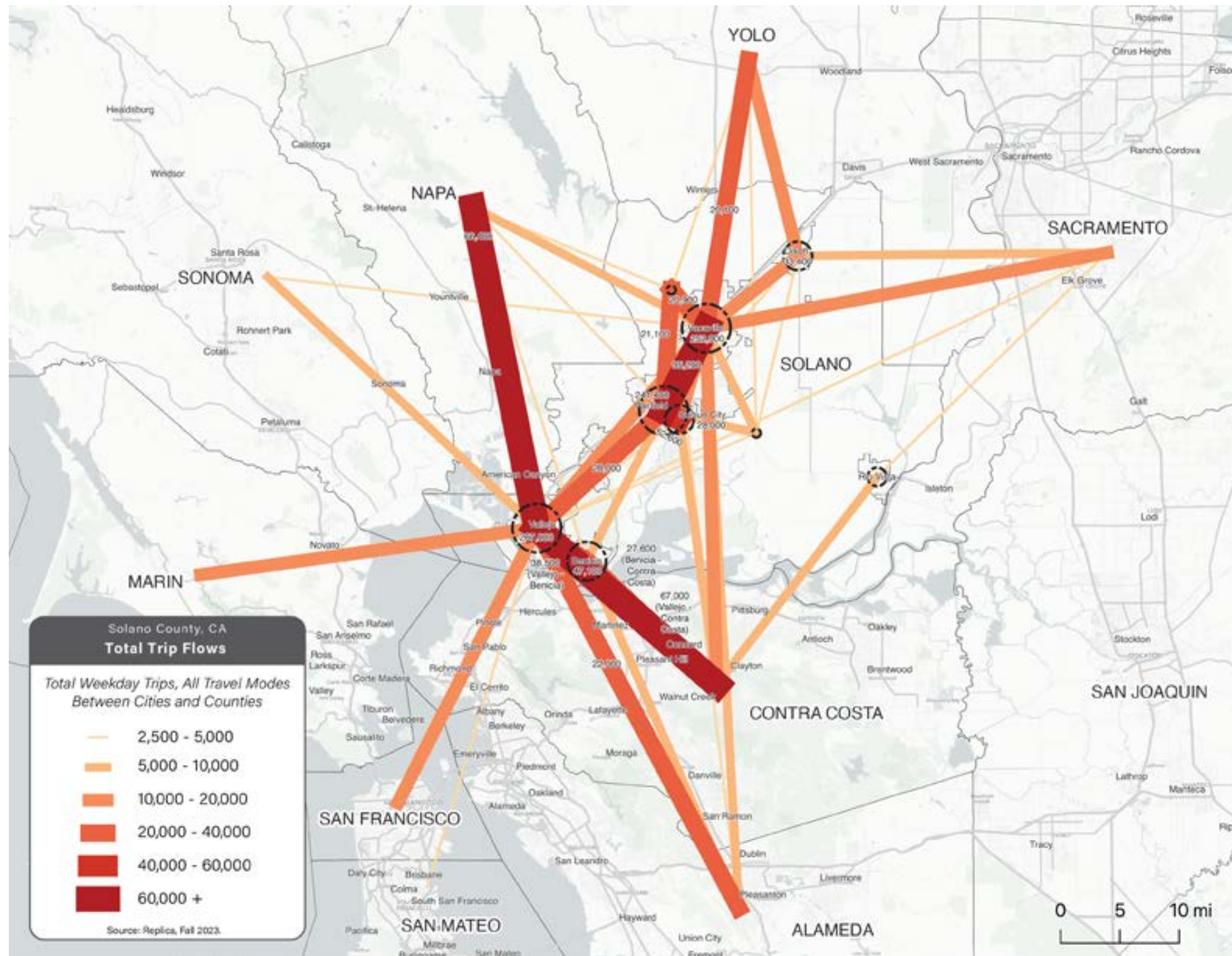


Figure 19: Regional Travel Flows - All Trips



# Regional Travel Flows - Trips by County

We know that a majority of Solano County workers leave the county to travel to their worksite, but what does the volume of overall travel between Solano and the surrounding counties look like? **Figure 20** maps the volume of all trips (including trips to work and returning home) to and from Solano and nearby counties. The number of local trips (with the origin and destination in the county) is shown in the circle at the center.

As with all maps based on Replica data, the numbers shown here refer to modeled trips on a typical weekday, not people or commuters. One commute round trip from Solano County to Contra Costa County would add a value of “2” to the line connecting them: 1 for the trip to work, and 1 for the return trip home.

On the modeled average weekday in Replica, over 1.2 million local trips occur within Solano County. About 500,000 trips occur between Solano and another county, with the largest partners being Contra Costa County (153,000 trips), and Napa County (112,000 trips). Yolo, Alameda and Sacramento were also high-volume destinations.

Fewer trips happened between Solano County and San Francisco and the peninsula, with about 19,000 per day between Solano and San Francisco, and fewer than 10,000 to San Mateo. Similarly, about 19,000 daily trips occur between Marin and Solano.

Its important to put these trips between Solano and other counties in context; overall, internal trips within the county make up over 70% of the total, and no single other county is a destination for over 9% of total trips.

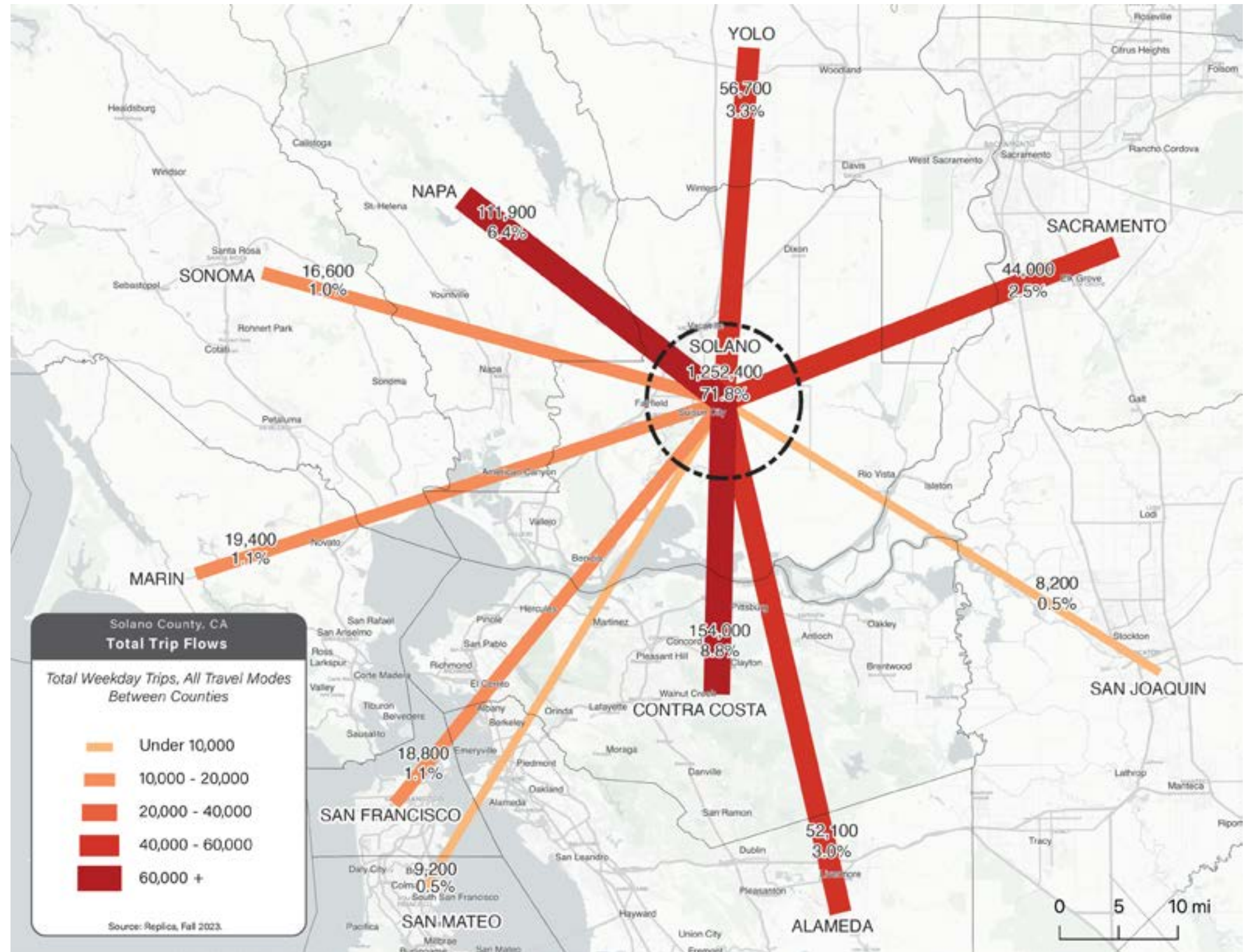


Figure 20: Regional Travel Flows - All Trips by County



# Regional Travel Flows - Non-Work, Non-Home Trips

**Figure 21** shows travel flows between Solano County cities and to other nearby counties for non-work, non-home trips. This map includes trips for all other purposes - dining, shopping, recreation, etc. Because it excludes home trips, it shows only the volume of travel to access other kinds of needs and opportunities.

The largest share of these trips happen within individual cities; most people traveling for an errand or to access services do so in their local area. From this map, we can see that when people leave their community for these kinds of trips, the largest volumes occur between Fairfield and Vacaville, between Vallejo, Napa County and Contra Costa County, and between Fairfield and Vallejo.

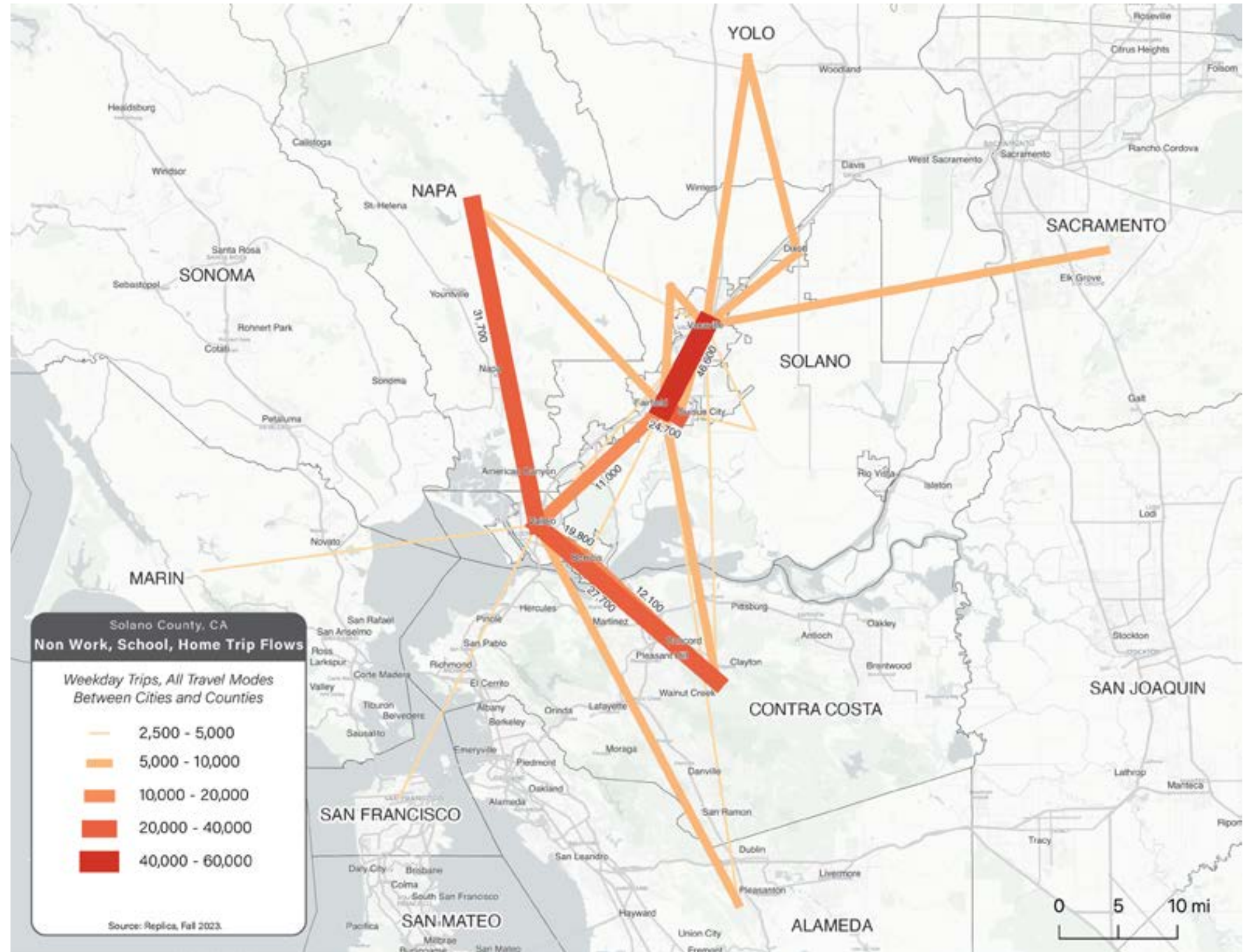


Figure 21: Regional Trip Flows - Non-Work, Non-Home Trips



# 3

# Existing Local & Regional Network

# System Overview

**Figure 22** maps the existing SolTrans network, focused on Vallejo and Benicia. Places served by the express network outside of Vallejo and Benicia are indicated in the diagrams at the top of the page.

## Network Frequency

On this map, routes are color coded based on their midday frequency: how often the bus comes during the middle of the day on a weekday:

- The single dark blue line highlights SolTrans' single 30-minute route: Route 3.
- Most other routes in Vallejo are color-coded light blue for hourly (60-minute) service.
- Routes that run only during certain times of the day, like the school services (routes 15, 17 and 38) are shown in orange lines.

There are also a few lines shown in green. These represent routes operated by the Vine (the transit provider for Napa County) that run in Solano County.

Some routes, like the Red and Green lines, are shown with a dashed line on this map. This indicates that these routes run non-stop, with no local stops in the segments shown with dashed lines.

Today, SolTrans local network is almost entirely hourly. This means that there is a single opportunity to board a bus at each

stop each hour, except where multiple routes serve the same stop. With hourly service, a person showing up randomly at a stop will experience an average wait time of 30 minutes.

## Local Network Structure

All local routes converge at Vallejo Transit Center (TC). There are no all-day "crosstown" services in SolTrans network; a rider who wants to travel from somewhere in north side of Vallejo must pass through downtown and transfer at the transit center to complete a trip to the east side, and vice versa.

## Service in Benicia

Vallejo and Benicia are connected by the Yellow Line express service, which continues south to terminate at the Walnut Creek BART station. The Yellow Line is Benicia's only all-day transit service; it is also served by school services (Route 15 and 17), and the Blue Line express stops at the Benicia Park & Ride on the east side of the city en route to BART at Walnut Creek.



Figure 22: SolTrans Existing Network



# Express Service Structure

**Figure 23** shows a diagram of SolTrans' express services, which connect Solano County cities to the BART rapid transit network. Each line on this map is sized based on the number of daily weekday trips provided per direction.

## Red Line

The Red Line is the busiest of these services, carrying nearly a third of overall SolTrans system daily ridership. It connects Suisun City, Fairfield, and Vallejo to the El Cerrito del Norte BART station. Most trips stop at Six Flags, and some serve the Sereno Transit Center. The Red Line provides two trips per hour for most of the day between El Cerrito del Norte and Vallejo TC; one trip per hour typically continues north to Fairfield. During rush hour, additional Red Line trips operate between Vallejo and BART.

## Green Line

The Green Line provides a direct connection between Suisun City, Fairfield and El Cerrito del Norte BART, bypassing Vallejo. It provides 1-2 trips per hour during the peak periods, with no service available in the middle of the day.

## Yellow Line

The Yellow Line connects Vallejo and Benicia, continuing south to end at the Walnut Creek BART station. The Yellow Line runs hourly.

## Blue Line

The Blue Line connects Fairfield, Vacaville and Dixon to BART at Walnut Creek. A limited number of trips serve Davis, although due to operating issues related to campus security and roadway infrastructure, the Blue Line does not actually stop near on campus center of the university, but south of campus near the Mondavi Center. En route to Walnut Creek, the Blue Line stops at the Benicia Park & Ride, but does not serve the main residential area of the city directly.

The Blue Line's schedule is complex, with multiple patterns. This means that not all stops are served by all trips. While there is hourly service between Fairfield and Walnut Creek, only one trip runs north of Fairfield during the middle of the day.

## Route 82

The four color-name lines operate under the Solano Express brand; the fifth line (Route 82) is a pilot service that provides a one-seat trip to and from Fairfield, Vallejo and San Francisco at times when the Vallejo-San Francisco ferry is not operating. Route 82 runs four round trips between Vallejo and San Francisco each weekday.

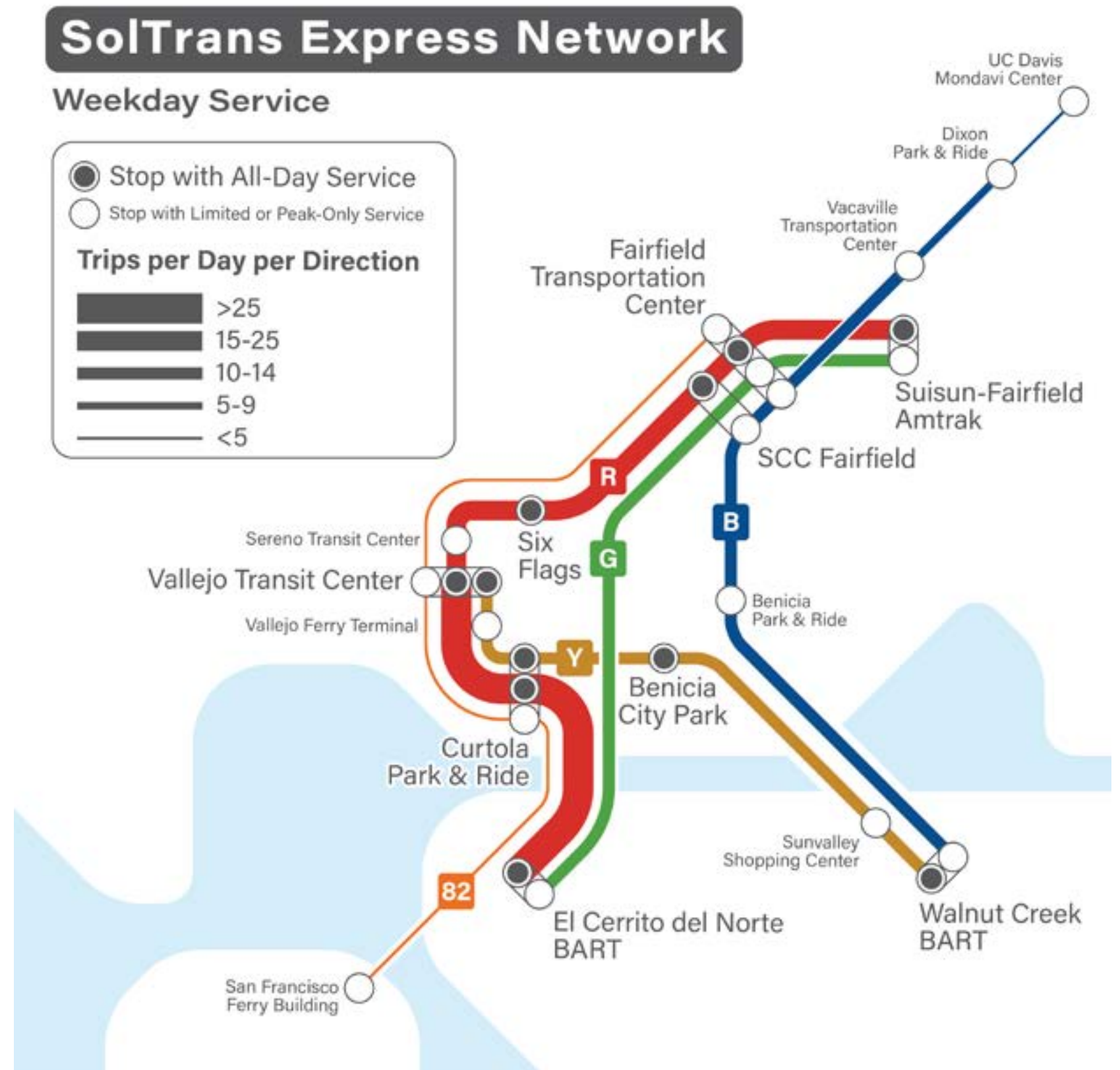


Figure 23: SolTrans Express Network

# Frequency & Span of Service

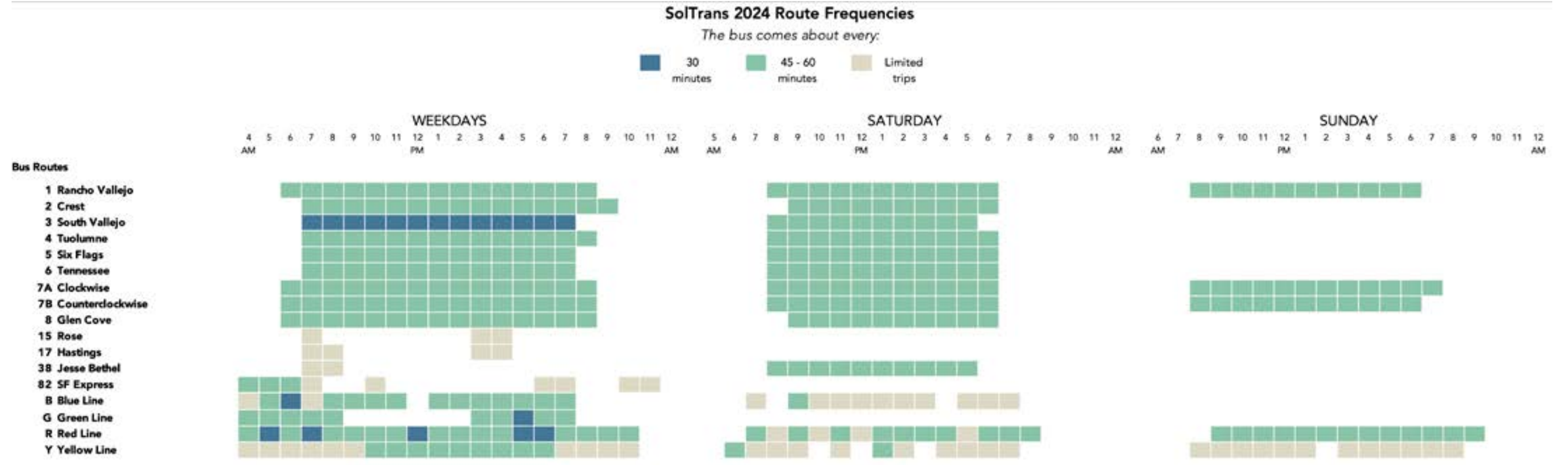


Figure 24: Existing Frequency and Span of Service

SolTrans service runs hourly most of the time. **Figure 24** charts the frequency of SolTrans service by hour, with each hour shown as a square colored-coded by how often the bus ran during that time. This table is based on the “95th percentile” headway; in other words, the worst frequency a person would experience the vast majority (95%) of the time. This means that when a route operates different frequencies in either direction, the worst frequency is shown.

### Local Service Frequency

All local services run every hour, except for Route 3 which serves South Vallejo every 30 minutes in a loop along Curtola Parkway, Fulton Ave, Magazine St and Sonoma Blvd. Route 3’s market is comparable in terms of residential

density to other neighborhoods in Vallejo, and the higher frequency of this route is not based on higher demand. Route 3’s short runtime enables it to be operated using the excess time on other routes. On a typical weekday, 8 different vehicles will be used on Route 3, which will alternate with trips on routes 1, 2, 7A and 7B.

### Local Service Span

On weekdays, local services operate a 12-14 hour span of service, with most routes beginning service at 6 a.m. and ending by 9 p.m. The service day is shorter on weekends, with local routes running from 8 a.m. to 7 p.m. All local routes run on Saturdays, but on Sundays, only routes 1, 7A and 7B operate.

Routes 15, 17 and 38 provide service only during school hours on weekdays.

### Express Service Frequency

Because they operate multiple patterns and are timed with BART schedules, the express services (Red, Yellow, Blue, Green and 82) have more complicated timetables and more variability in frequency throughout the day. For a more detailed breakdown, see the individual sections on each express service on the following pages.



# Weekend Service

## Saturday Service

SolTrans local service on Saturday is similar to weekday, but express services operate a reduced schedule. Only the Green Line, Route 82 and school services don't operate. That means that for local trips in Vallejo, the network provides a similar level of mobility on Saturdays and on weekdays. For trips to BART, the Red, Yellow and Blue line all run, although with reduced schedules due to lower peak demand.

## Sunday Service

Sunday service (shown in **Figure 25**) is much sparser compared to weekdays or Saturdays. Only a handful of routes operate: Routes 1, 7A, and 7B in Vallejo, and then the Red and Yellow express lines. The map on this page shows all routes that do not offer service on Sundays in grey.

As **Figure 24** shows, on Sundays, big parts of Vallejo are without transit service entirely. That includes streets with shops and restaurants, like Tennessee St, Tuolumne St, and Benicia Rd; important destinations like Six Flags (which is open Sundays); and residential neighborhoods like South Vallejo **A**, Chabot Terrace **B**, or Glen Cove **C**.

For everyone who needs to go to or from these places, transit is simply not an option on Sundays (unless a person has a very high tolerance for walking). For anyone who works on Sunday and is considering transit as a options to travel to their job, if their home or job is in one

of these places, there's at least one day of the week for them where the system isn't there for them.

The Red and Yellow express services continue to operate on Sundays, though with a reduced schedule compared to weekdays. The Red Line runs only between Vallejo and BART on Sundays. The Blue Line doesn't run at all, which means Vacaville and Dixon are not connected to the rest of the county by transit.

**On Sundays, only routes 1 and 7A/7B in Vallejo, along with the Yellow and Red Solano Express lines operate. No other services are available.**

Figure 25: SolTrans Existing Network - Saturdays



# Regional Services - Red Line

The Red Line is SolTrans' busiest route, connecting Suisun City, Fairfield, and Vallejo to the El Cerrito del Norte BART station. All southbound trips end at BART. Trips begin in Suisun City, and at Sereno TC and Vallejo TC.

**Figure 26** plots the weekday schedule of the route; the colors indicate the origin and destination stop of each trip, while the line indicates the scheduled travel time of that trip. On this plot red indicates El Cerrito del Norte, Blue indicates the stop at the Suisun City Amtrak station, and purple indicates Vallejo TC.

The Red Line's primary pattern operates between Suisun City and El Cerrito del Norte. Trips depart southbound from Suisun City hourly from 5:55 AM (A) until 9:08 PM. The pattern is similar northbound.

This basic pattern is supplemented with numerous shorter trips. The most common of these are shown in purple, between El Cerrito del Norte and Vallejo TC, but some (4 southbound in the morning and 3 northbound in the evening) trips also serve Sereno Transit Center. Trips before 5:55 AM start from Vallejo and Sereno transit center. After the last northbound trip to Fairfield arrives at 8:52 PM (B), the remaining northbound trips end at Vallejo or Sereno transit center.

With this pattern, there are 15-16 trips per day in each direction from Suisun City and Fairfield to Vallejo and El Cerrito. There are an additional 15-17 trips made by the short patterns that do not operate north of Vallejo.

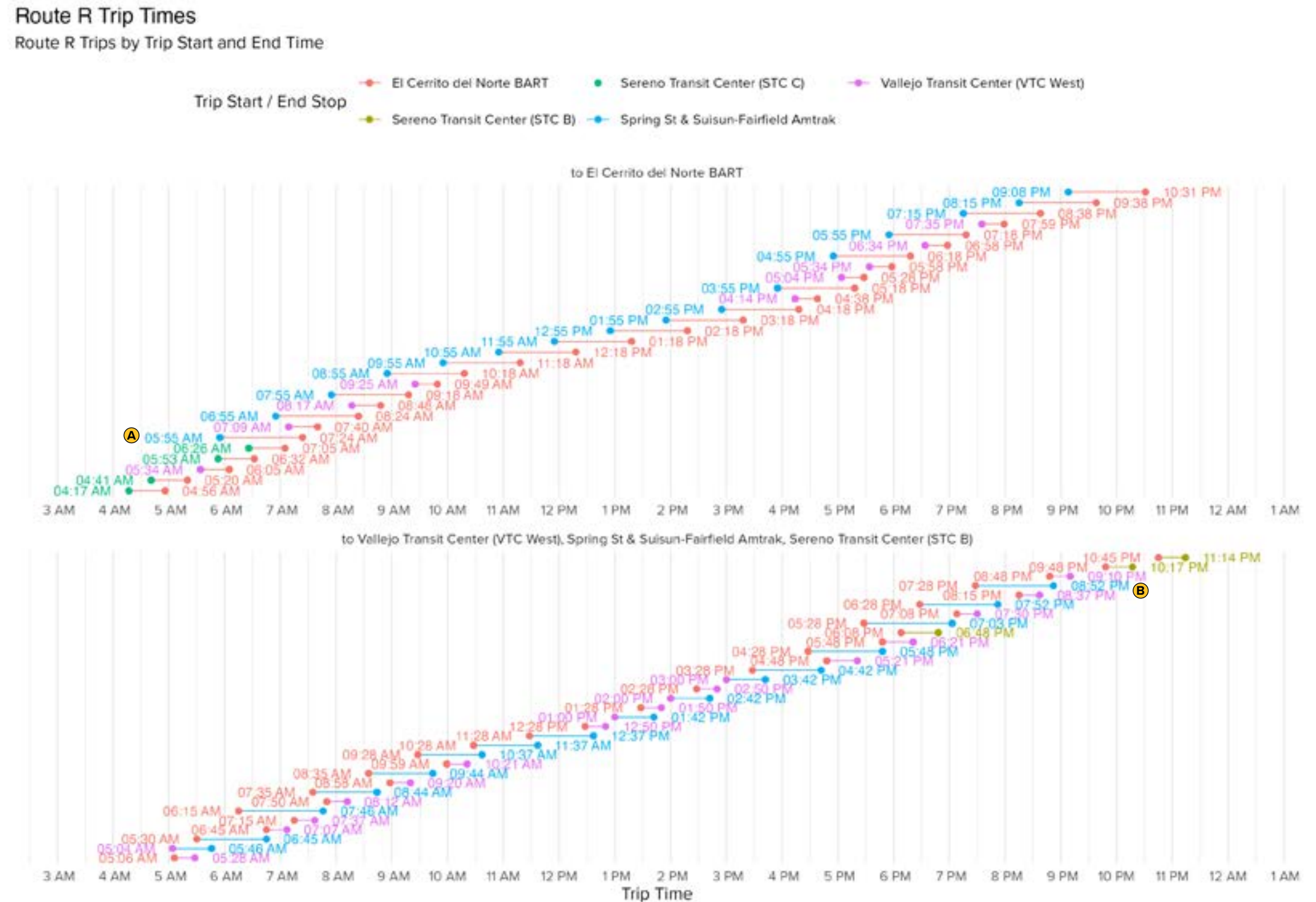


Figure 26: Red Line trips by origin and destination stop



# Regional Services - Green Line

The Green Line provides a faster connection to El Cerrito del Norte from Fairfield and Suisun City. All trips serve Fairfield Transportation Center; most also serve the Suisun City - Fairfield Amtrak station:

- In the morning, northbound trips serve the Amtrak station and then proceed to Fairfield Transportation Center.
- In the afternoon, northbound trips travel directly to Fairfield Transportation Center.
- In the morning, all but two southbound trips depart from Fairfield and do not serve the Amtrak station.
- In the afternoon, all southbound trips start at the Amtrak station and serve Fairfield Transportation Center second.

The Green Line operates approximately hourly during the rush hours only, with a few extra trips at the busiest times. It's first trip departs southbound at 4:15 AM; no Green Line trips operate between 9:00 AM and 2:30 PM; service end at 8:15 PM when the last northbound trip reaches Fairfield.

Along with the Blue Line, the Green Line is one of two SolTrans routes that do not serve Vallejo TC. Since the Green Line does not touch a SolTrans facility, operating this service requires deadheads between Vallejo and Fairfield or El Cerrito del Norte when vehicles go in or out of service.

## Route G Trip Times

Route G Trips by Trip Start and End Time

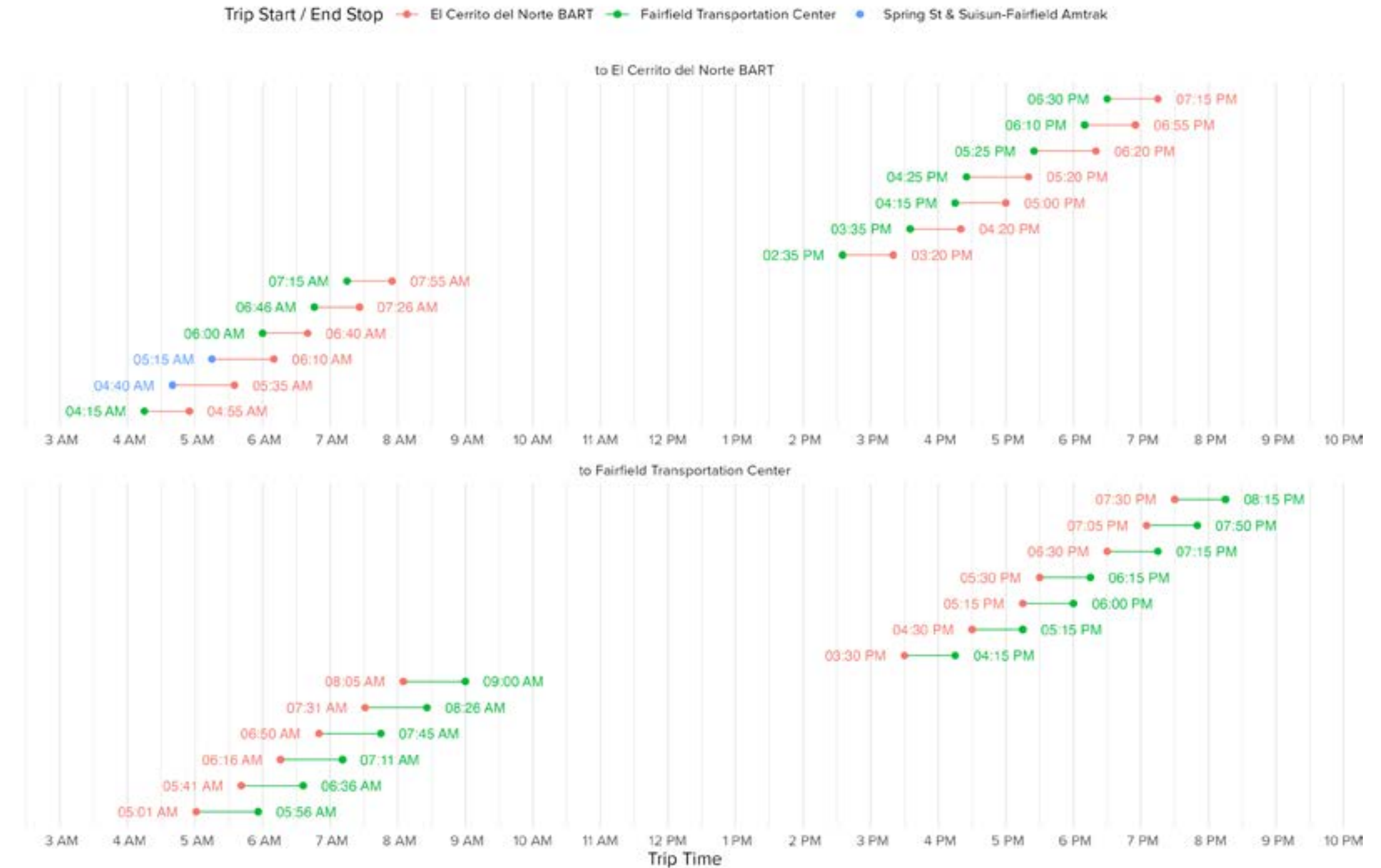


Figure 27: Green Line trips by origin and destination stop

# Regional Services - Yellow Line

The Yellow Line connects Benicia to the Yellow Line BART at Walnut Creek; it is also the only route connecting Benicia to Vallejo. **Figure 28** plots the Yellow Line's weekday schedule.

The Yellow Line operates one pattern, with all trips serving Vallejo TC, Benicia and Walnut Creek. The only variation among its trips is that a few trips in the afternoon make an extra stop closer to the ferry terminal in Vallejo before continuing on to Benicia and Walnut Creek.

The Yellow Line operates approximately hourly, but with a few notable gaps in its schedule (due to constraints associated with its interline with the Blue Line). For example, in the morning, there are only four westbound trips between 5 AM and 12 PM, with 90-120 minute gaps between trips.

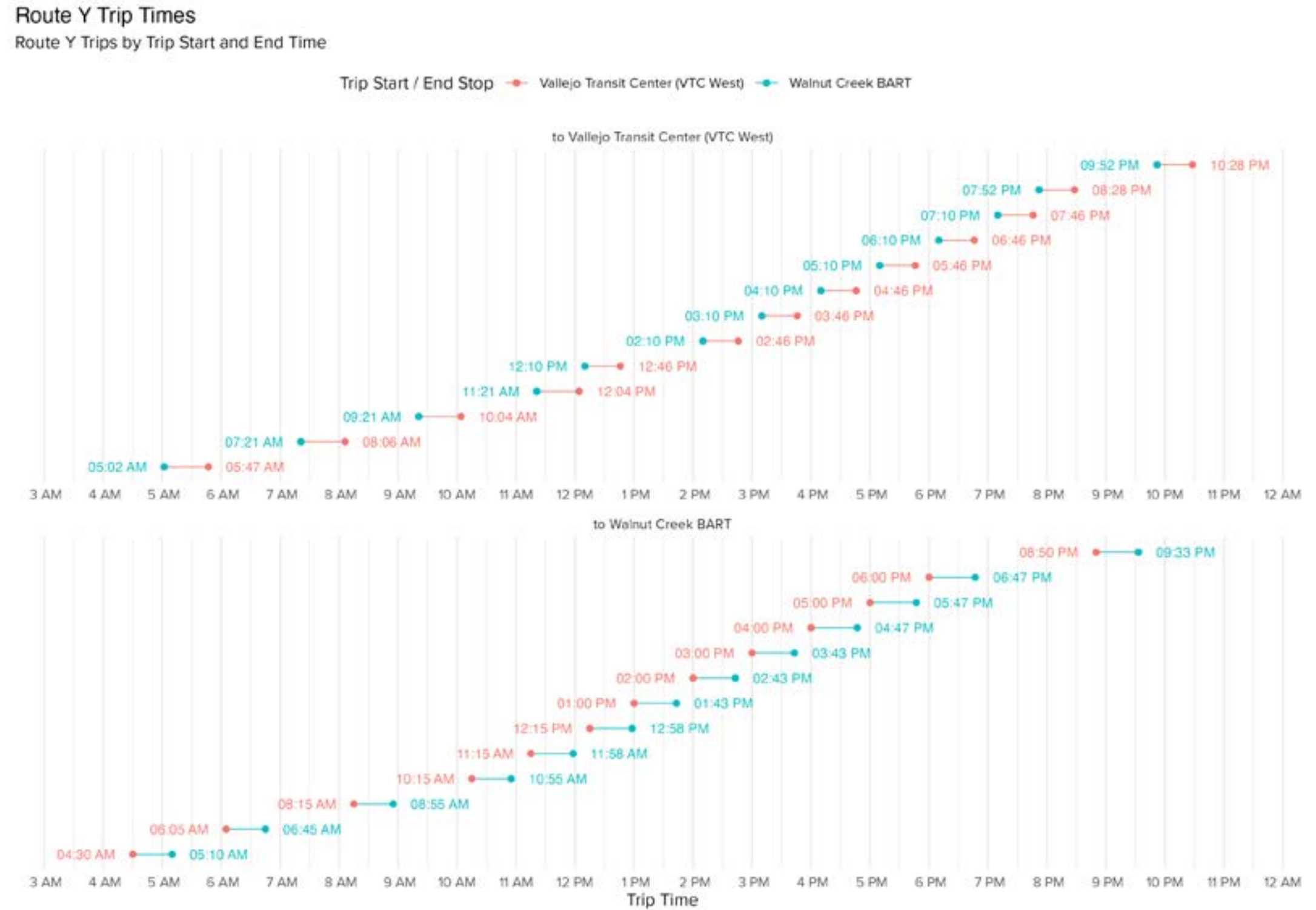


Figure 28: Yellow Line trips by origin and destination stop



# Regional Services - Blue Line

The Blue Line connects Dixon, Vacaville, Fairfield, and Benicia to the Walnut Creek BART station. There are also a few trips to Davis. Because it serves so many different destinations, it has different patterns beginning and ending in each of the different towns.

**Figure 29** plots the weekday schedule of the Blue Line.

All trips serve Fairfield Transportation Center. Service to Vacaville and Dixon is very limited in the middle of the day. For example, in the mornings, the trip that departs Dixon via Vacaville at 8:49 AM is the last trip south until 3:38 PM. In the other direction, the 8:51 AM departure from Walnut Creek to Dixon is the last trip north of Fairfield until 2:00 PM.

There are also a few trips that serve Davis; these are highlighted green on the chart. In the morning, trips depart at 5:21 AM and 6:21 AM from Walnut Creek. These runs take over an hour and a half, so the after they arrive in Davis, the driver returns to Dixon and takes a 30 minute break before beginning a new southbound trip.

Along with the Green Line, the Blue Line is one of two SolTrans routes that do not serve Vallejo TC. Since the Blue Line does not touch a SolTrans facility, operating this service requires vehicles to interline with the Yellow Line. Some Blue Line vehicles that enter service on the northern segment of the route require a deadhead trip from Vallejo to Vacaville.

## Route B Trip Times

Route B Trips by Trip Start and End Time

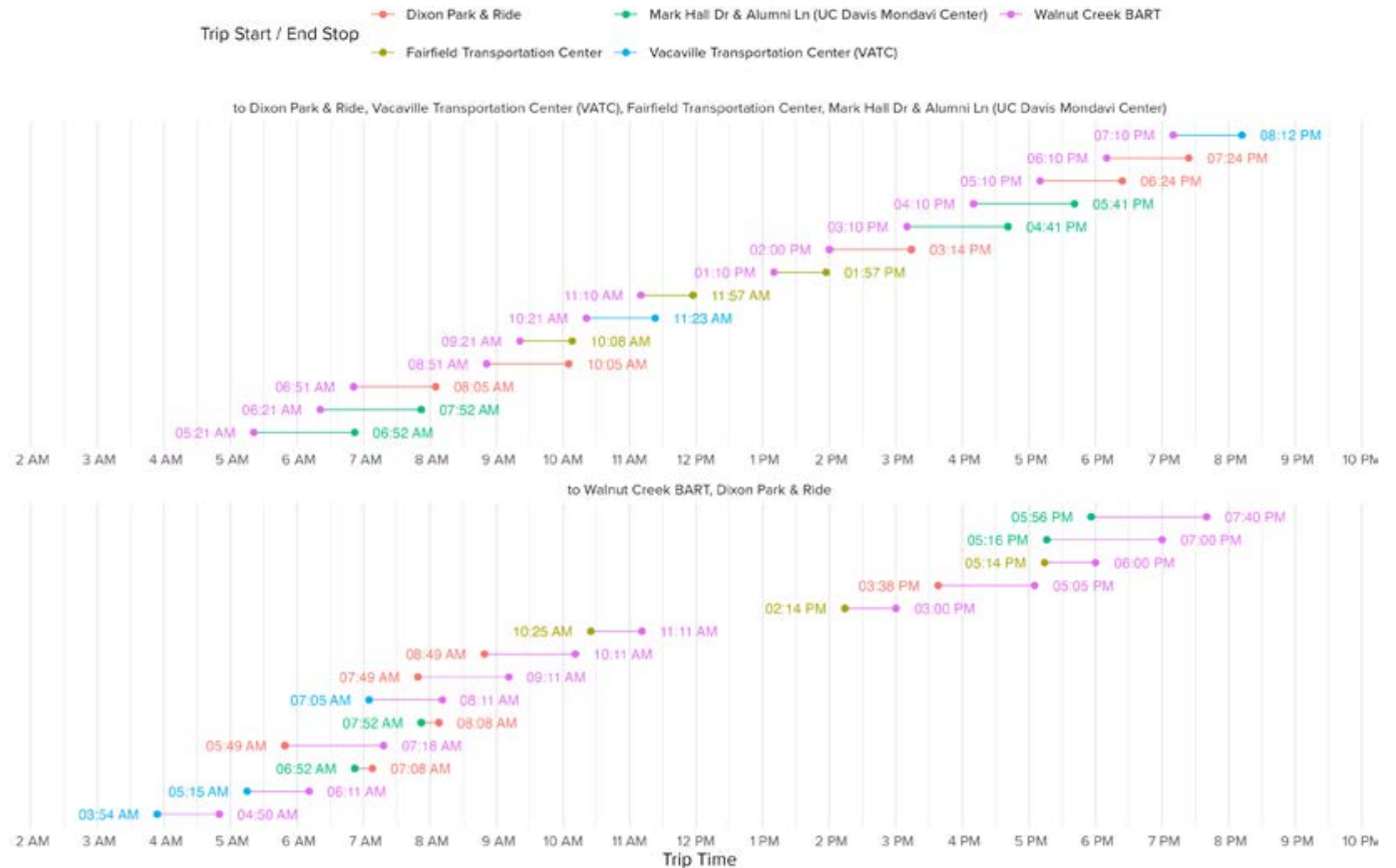


Figure 29: Blue Line trips by origin and destination stop

# Regional Service - Route 82

SolTrans operates one regional service that does not share the SolanoExpress brand: Route 82. Route 82 provides direct trips between Fairfield, Vallejo and the San Francisco Ferry Building, operating during periods when the Vallejo ferry is not available. **Figure 30** plots the weekday schedule of Route 82.

Route 82 provides two trips per direction during the morning and afternoon rush routes. Morning trips arrive in San Francisco at 6:00 AM and 7:13 AM; afternoon trips depart San Francisco at 6:30 PM and 10:40 PM. Both southbound trips in the morning start from Fairfield. Only the 6:30 PM northbound trip goes all the way to Fairfield; all other northbound trips end in Vallejo.

Route 82's trips are spread widely, with a nearly 11-hour interval between the last southbound AM arrival and the first northbound PM departure. For a person using Route 82 to commute to an 8-5 job in San Francisco within walking distance to the ferry building, this means they would arrive about 45 minutes before their shift began, and end work over an hour before the next northbound departure.

This trip timing likely makes it more convenient for many riders to use other options (for example the Vallejo ferry, or BART and the Red Line) for one side of their trip. However, for some riders the wide trip spacing may actually be more convenient, providing enough time to connect via Muni to a final destination.

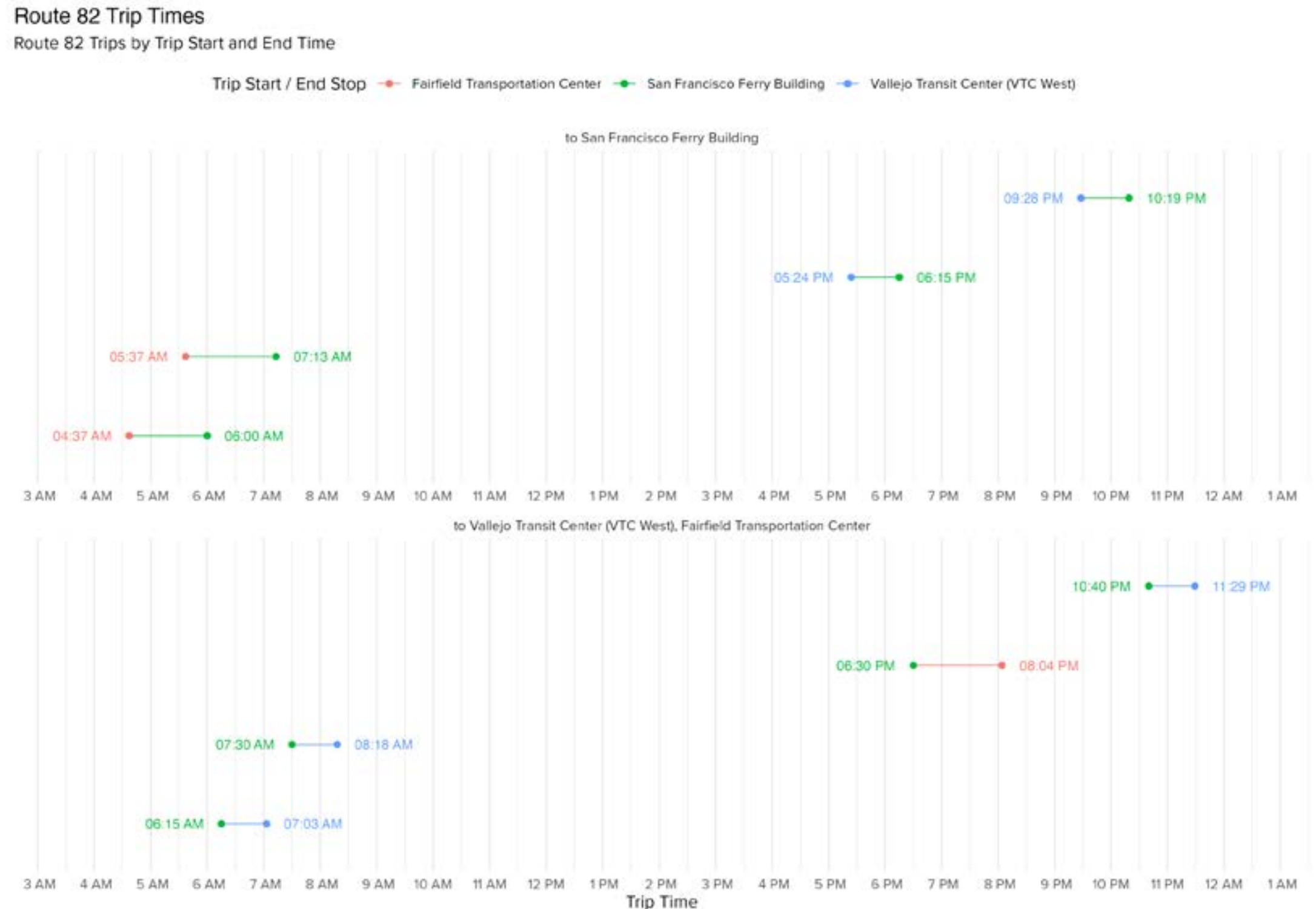


Figure 30: Route 82 trips by origin and destination stop

## School Services

SolTrans is the primary transportation provider for middle and high school students in Vallejo and Benicia.

### School Services

In Vallejo, the local network connects most neighborhoods to their local schools. Vallejo High School is served by routes 1, 7A/B, and 6. There is one additional route, 38, that provides extra service to Jesse Bethel High School. Route 38 connects South Vallejo, Glen Cove and residential areas between I-780 and Springs Rd to Jesse Bethel.

In Benicia, routes 15 and 17 provides trips to Benicia Middle School and Benicia High from neighborhoods north of I-780 where walking or cycling to class would be impractical.

### Youth Pass

Beginning in April 2024, SolTrans began offering free fares for all riders up to age 18. This initiative is currently in the pilot stage; the program will be evaluated in mid-2025, when SolTrans' Board of Directors will decide whether to adopt it permanently.

## Other Transit Service Providers

SolTrans services connect and overlap with 7 different agencies.

### AC Transit

The primary agency offering local service throughout Oakland, Berkeley, Richmond, and the East Bay. SolTrans connects with multiple AC Transit routes at the El Cerrito del Norte BART station.

### BART

The region's rapid transit network. SolTrans' Red and Green lines connect with BART Red and Orange lines at the El Cerrito del Norte station; SolTrans' Yellow and Blue line connects with the BART Yellow Line at the Walnut Creek station.

### City Coach (Vacaville)

The City of Vacaville's Public Works Department operates a network of five local routes. City Coach connects with the SolTrans' Blue Line at Vacaville Transit Center.

### County Connection (Central Contra Costa County)

County Connection provides local transit service in Concord, Walnut Creek, Danville and San Ramon, with express connections to Pleasanton and Antioch. SolTrans' Yellow Line meets several County Connection routes at the Walnut Creek BART station.

### Fairfield and Suisun Transit (FAST)

FAST provides local service within Fairfield and Suisun City. In addition to local mobility, FAST also enables connections to Solano Express and the Capitol Corridor. FAST connects with the Solano Express Blue, Green and Red lines at Fairfield Transit Center and the Suisun City Amtrak Station. SolTrans express routes also stop in Fairfield connecting with FAST at Solano Community College.

### San Francisco Bay Ferry

The Vallejo - San Francisco ferry operates between the Vallejo Ferry Terminal and the SF Ferry Building. The first departure south leaves Vallejo at 5:30 AM; the last trip from San Francisco arrives in Vallejo at 9:10 PM. The trip from Vallejo to San Francisco takes about 60 minutes.

### The Vine (Napa County)

Napa County's main public transit provider. Two Vine routes operate within Vallejo. Route 11 provides local service between Napa, American Canyon, and Vallejo TC, stopping at both the Sutter Solano and Kaiser hospitals along the way. Route 11X offers a fast express connection to the transit center and ferry terminal, with no other stops in Vallejo.

### YoloBus

YoloBus provides service in Yolo County, with most routes in West Sacramento, Davis and Woodland. SolTrans does not correctly with YoloBus, but both agencies serve Davis. YoloBus routes 42A, 42B, 43 and 44 all serve Davis and Sacramento. None of these routes stop near the Mondavi Center where the SolTrans Blue Line currently ends.

Provider	Connection Location	Connecting Routes
AC Transit	El Cerrito del Norte	72, 72R, 72M, 76, 376, 684, 800
BART	El Cerrito del Norte, Walnut Creek	Red Line; Yellow Line; Orange Line
City Coach	Vacaville Transit Center	All City Coach services.
County Connection	Walnut Creek	1, 4, 5, 9, 14, 21, 93X, 95X, 96X, 98X, 301, 311, 321, 601, 602, AC (Alamo Creek shuttle)
FAST	Fairfield Transportation Center	All FAST services
San Francisco Bay Ferry	Vallejo TC / Vallejo Ferry Terminal	Vallejo - Downtown San Francisco; Vallejo - Oracle Park (seasonal)
YoloBus	No connection, but also serves Davis.	42A, 42B, 43, 44.
The Vine	Vallejo TC	11, 11X

Figure 31: Summary of Connecting Transit Providers



# Vehicle Blocking Structure

SolTrans network has 17 distinct routes, which it operates with a peak pullout of 28 vehicles. Because some routes are longer than others or require multiple vehicles at any one time (as with the express services), the system is scheduled so that the same vehicle often provides service on multiple routes.

This is a common transit scheduling practice, often referred to with the term “interlining”. Interlining uses transit resources more efficiently, since short routes can be paired with longer routes to reduce the time a vehicle spends in layover between trips. However, interlining can also make the system more vulnerable to disruption, since a delay on a trip of one route can mean a late departure on the next trip of a different route.

**Figure 32** charts how vehicles are shared between routes. This image shows the number of vehicle “blocks” (the schedule of trips a single vehicle does throughout the day) by route. For each row on the y axis, the cells on the x axis show how many of that route’s blocks are shared with other routes. The schools routes are not shown in this graphic, since they operate only a few trips per day.

Route 3 is SolTrans’ most heavily interlined route **A**. Route 3 is short, so it can be operated using extra time with other routes; it shares blocks with routes 1, 2, 7A and 7B. Routes 4 and 8 **B** and 5 and 6 **C** are similarly paired.

The only route in the system that is not interlined with anything is the Green Line. Red Line buses also run some of Route 82’s trips; the Yellow and Blue lines are interlined, so that when Blue trips arrive at Walnut Creek BART, they depart north as inbound Yellow Line trips to Vallejo. Because the Blue Line does not reach Vallejo, interlining with the Yellow Line is necessary to return vehicles and operators to

Vallejo TC without requiring long deadheads serving no passengers.

Why is this important? Right now, the design of SolTrans network requires this type of interdependency. The current set of routes could not be provided with the current number of vehicles if without interlining.

However, there is a tradeoff associated with this type of scheduling: when most buses have to serve multiple routes over the course of a single drivers’ shift, any delay on one route can impact the schedule of next route in the run.

At its worst, this can produce delays that cascade through the system. Imagine a bus that runs into heavy traffic during a trip on Route 3. It was originally scheduled to get back to Vallejo TC at 2:10 PM, and depart at 2:15 PM as a trip of Route 7B. That means that if that trip of Route 3 is more than 5 minutes behind schedule, not only are riders on Route 3 inconvenienced, but that following 7B trip will start late, delaying and potentially impacting the connections of everyone who needs to use it.

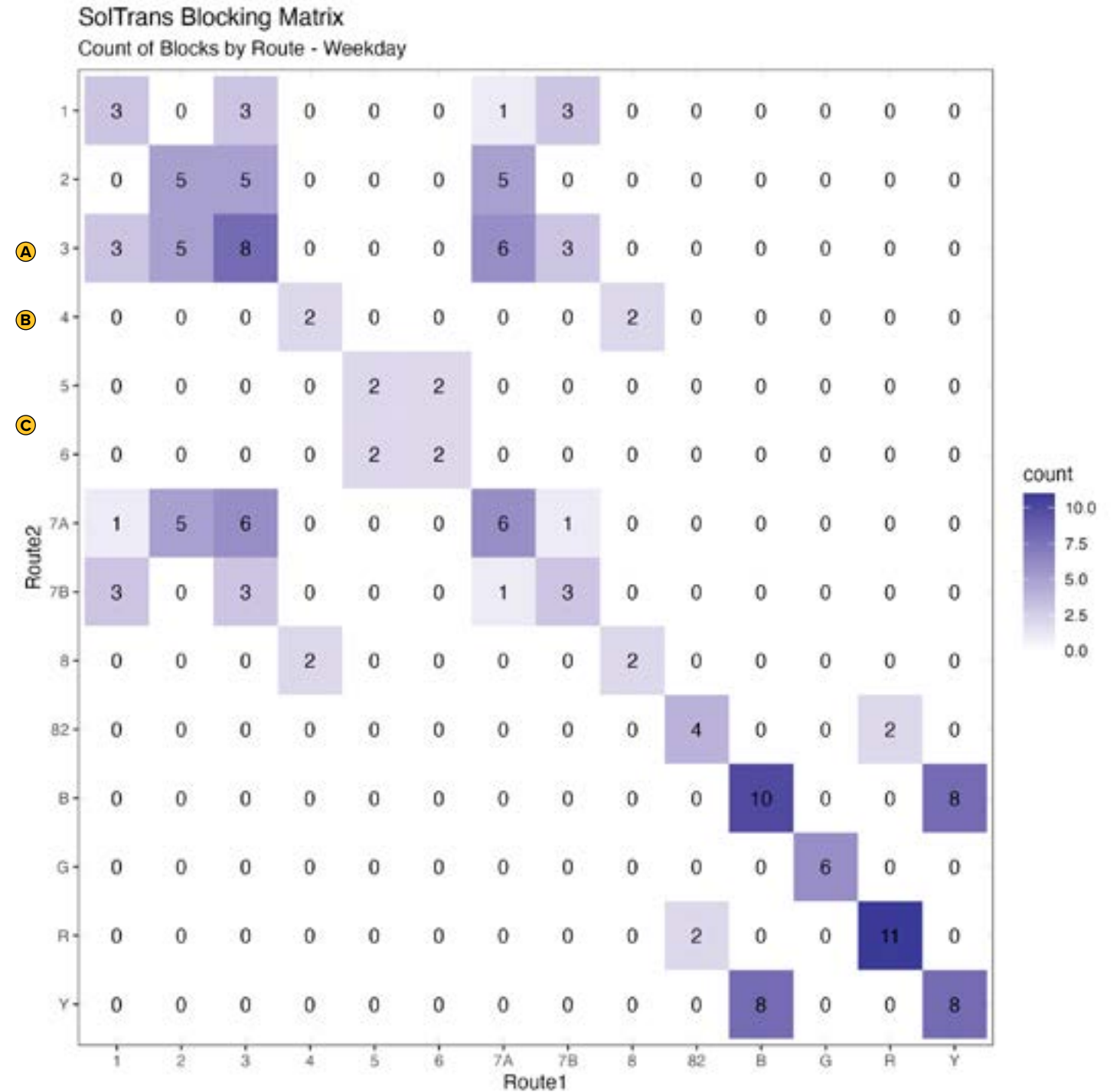


Figure 32: SolTrans Existing Network Vehicle Blocking - Weekday

# Service and Ridership by Time of Day

Service level and ridership vary throughout the day. This is sometimes referred to as “peaking”, after the common pattern of higher ridership observed during the rush hours, or “peaks”.

**Figure 33** shows SolTrans service and ridership by time of day for local and express routes. To create this plot, the day is divided into 30 minute intervals starting from midnight. The solid line on each chart shows the number of unique bus trips running during each 30 minute period; the dashed line shows the average number of daily passenger boardings that happened during that period. To display each variable on a single chart, we have represented them as a percentage of the daily average value.

Service is mostly flat throughout the day on the local network, while ridership peaks around school bell times. There is slightly more service during these times when the school routes are in operation, but because the local routes serving Vallejo operate consistent 30 or 60 minute headways all day long, the amount of service available doesn’t vary much throughout the day.

On the other hand, the express network is highly peaked in both service and ridership. Service is highest during the rush hours, and lower in the midday, when the Green Line and Route 82 are not operating, and when service is reduced on the Red and Blue lines. During the heaviest portion of the peak periods, more than twice as many trips are running on the express network as during the middle of the day.

The dashed ridership line closely follows the solid trips line in this chart. Ridership is highest during the peaks when there is much more express service available, and much lower at midday or in the evening when service is reduced. Compared to the average throughout

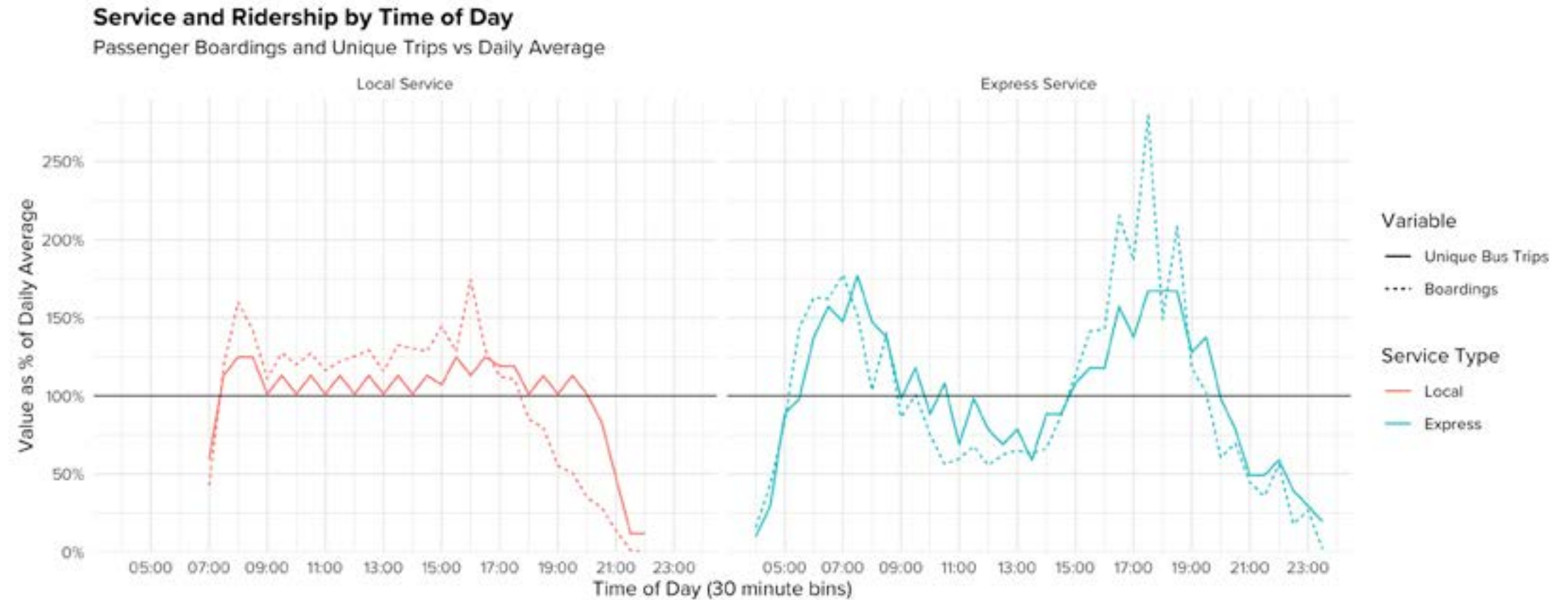


Figure 33: SolTrans Service and Ridership by Time of Day

the day, ridership is much higher than service level during the PM peak period.

In the years since the pandemic, an overall peaked demand pattern has returned, but with important differences. **Figure 34** provides a basic visualization of this, charting total trips originating in Solano County by time of day for Fall 2019 and Fall 2023 from Replica.

Both the green 2019 and blue 2023 lines show an overall peaked demand pattern, but trips during the AM peak hour (7:00 AM to 8:00 AM) dropped from about 8.7% to about 7.1%. PM peak demand during the busiest hour of the afternoon was similar (3:00 PM - 4:00 PM, the afternoon “school peak), but the 2024 Replica data show higher trip volumes throughout the afternoon and evening than in 2019.

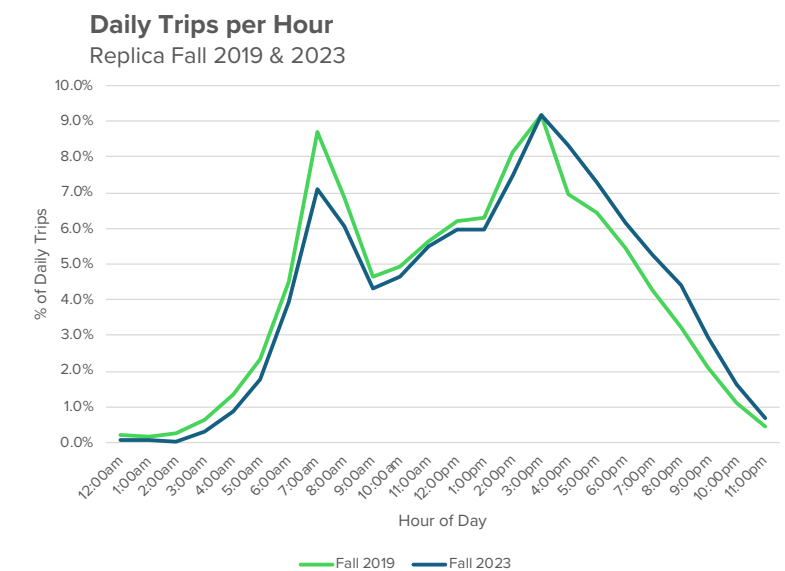


Figure 34: Hourly distribution of Solano County-originating trips, 2019 and 2024 (Replica)

# Mobility Outcomes

What level of mobility does the SolTrans network deliver to riders? This section uses two measures to quantify how useful the network is:

- **Coverage.** How many people are near transit service?
- **Access.** How many potential destinations are actually reachable using transit?

The potential usefulness of the system is a product of the underlying land use and development pattern, as well as the design of the transit network overlaid upon it.

## How do we measure coverage?

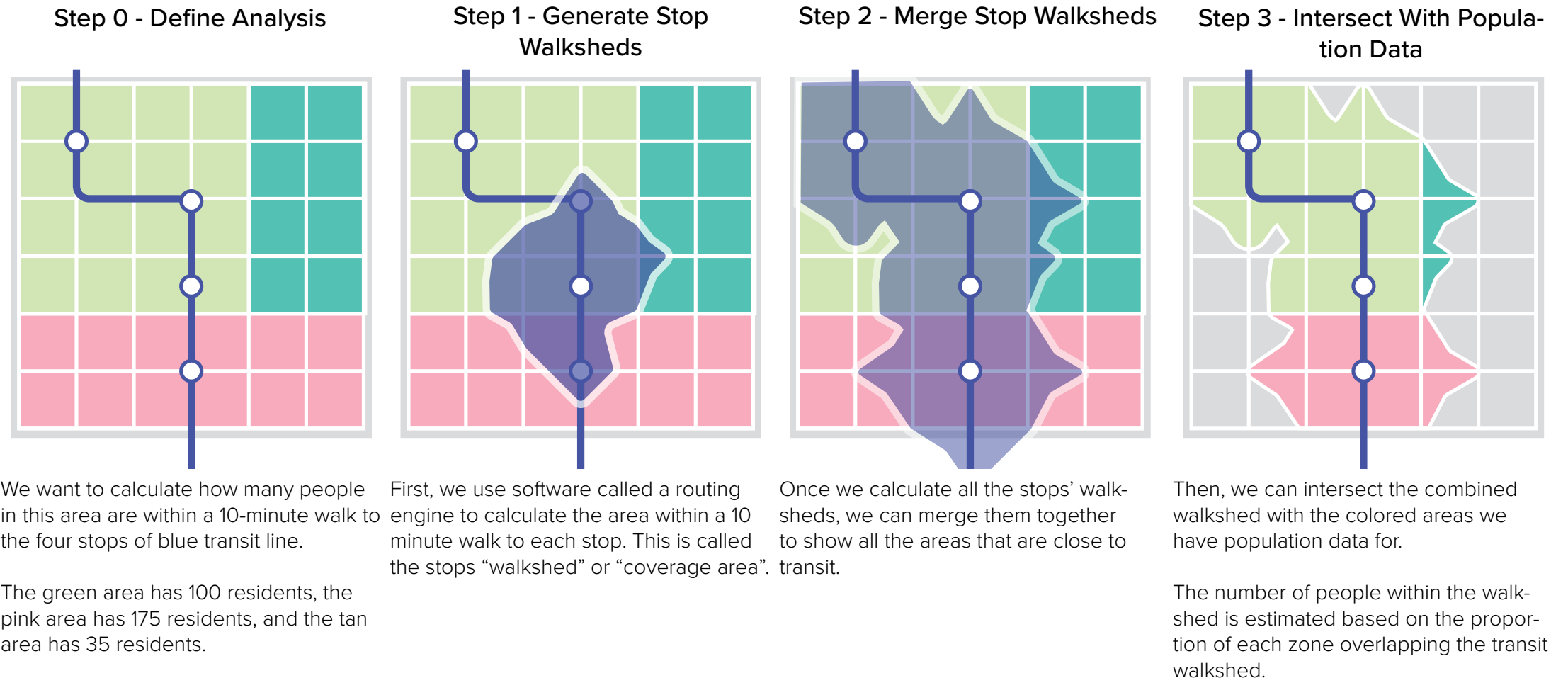
**Figure 35** provides a simple illustration of the steps to estimate the number of people near transit service.

To estimate how many people are located within a short walk to transit, we first use a service called Mapbox to generate the 10-minute walkshed from each SolTrans stop. This walkshed shows us all the places that are reachable along the street network (not “as the crow flies”) from each stop. We then merge all of the individual stops’ walksheds together to form a complete systemwide walkshed that represents all the areas that are up to a 10-minute walk from SolTrans service.

In the analysis on the following pages, we report coverage in terms of the number of people near 30-minute, 60-minute, all-day and any service. To do this, we create separate combined walksheds for only the set of stops that are served at these different service levels.

Once we have created the polygons representing each service level’s walkshed, we

## Calculating Transit Coverage



intersect them with data from the US census that tell us the number of residents and jobs in each block group. We calculate the number of people covered by each walkshed based on the percentage of the area of each block group that overlaps with the walkshed.

Figure 35: Transit Coverage Analysis Simple Methodology



# Mobility Outcomes - Coverage

**About 82% of Vallejo residents live within a 10-minute walk to transit that runs all day. Only about 11% of Benicia residents live near all-day service, although most neighborhoods are served by school routes.**

How well does the SolTrans network at putting residents within a short distance to service? For transit to be useful, it needs to be relatively close to the places people need to go.

**Figure 36** maps the area within a 10 minute walk to a SolTrans bus stop in Vallejo and Benicia. Places near any service are shown in light blue; the areas near a route that runs all day are outlined in dark blue.

Transit coverage is fairly comprehensive in Vallejo, with a few exceptions:

- No service is offered on **A** Mare Island.
- Some of the area along Ascot Pkwy **B** is more than 10 minutes walk to the 7A/7B.
- Some residential areas at the south end of Columbus Pkwy **C** are just beyond a 10-minute walk to either routes 7A/7B or 8.

Apart from these gaps, almost all of Vallejo has access to service that runs all day. About 82% of Vallejo residents live within a 10-minute walk to transit.

Transit coverage in Benicia is more limited. The residential areas north of I-780 **D** are served by routes 15 and 17 (the school routes), but all-day service is only available on the along Military Rd **E** and the Yellow Line. Almost all of Benicia south of I-780 is within a 10-minute walk to one of these Yellow Line stops, including most of the commercial area along First St, but a majority of residents of Benicia live in other areas.

No all-day service is available north of I-780 in Benicia. In our analysis, while about 56% of Benicia residents live within a 10-minute walk to a bus stop, only about 11% are within a 10-minute walk to all-day transit service. All-day service in Benicia also misses the **F** Southampton shopping center and the cluster of dense apartments along Southampton Rd.

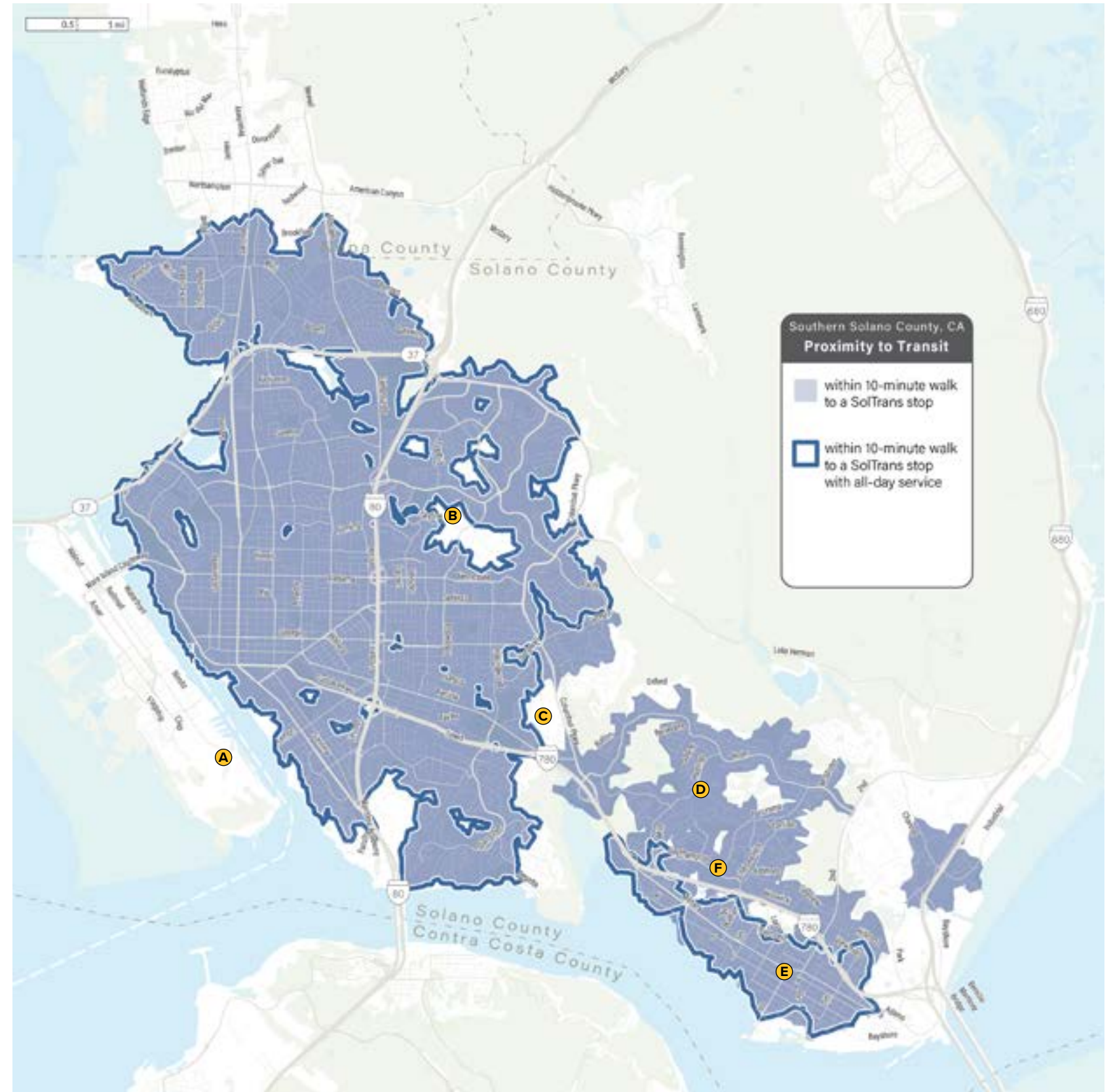


Figure 36: SolTrans Existing Network Coverage Area

# Mobility Outcomes - Coverage

**Figure 37** plots the number of residents, lower-income people, people of color, and jobs near transit service at different levels. This plot shows the number of people within a 10 minute walk to transit located anywhere (in and out of Solano County), in Solano County, in Vallejo, and in Benicia.

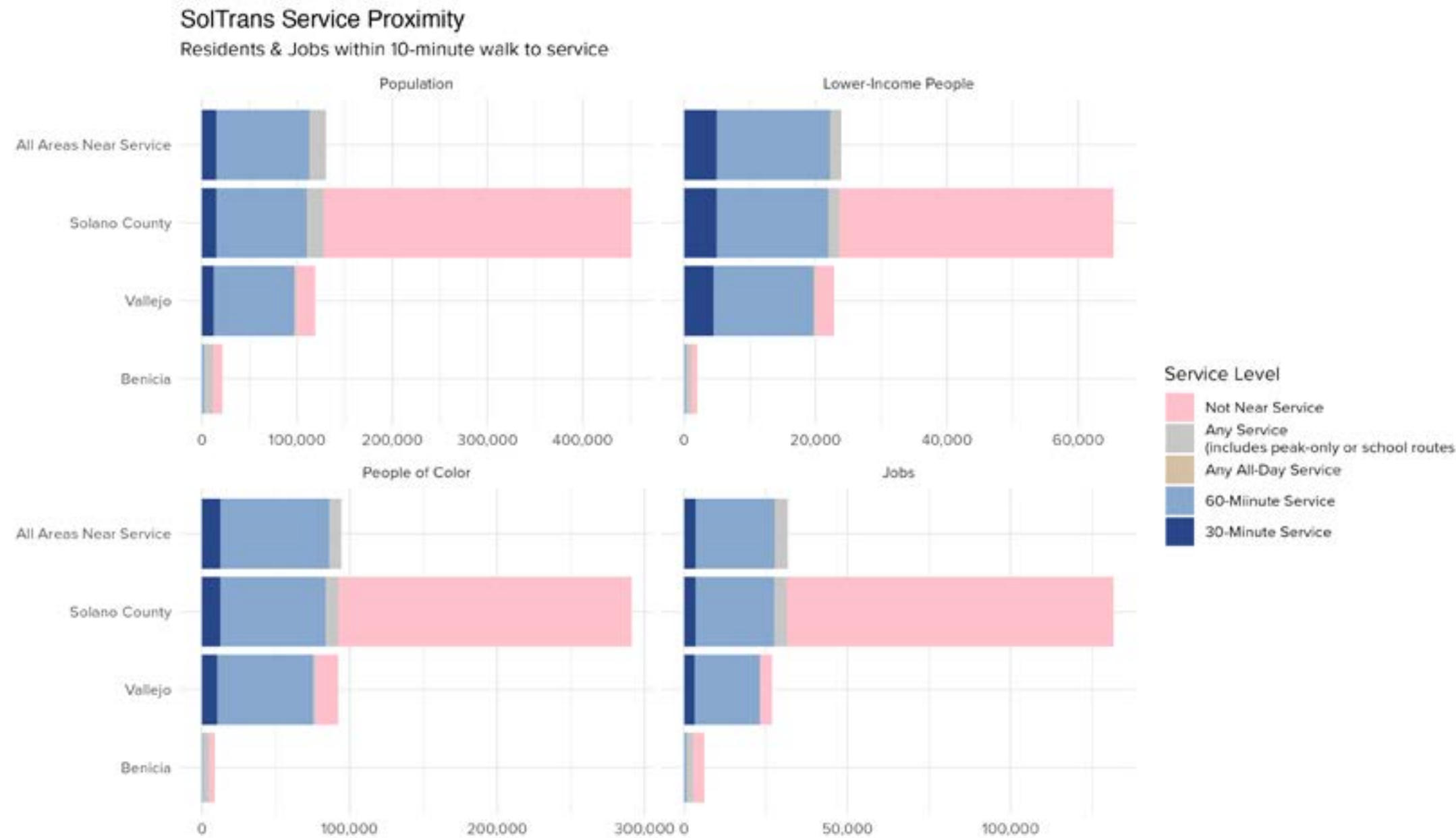
For Solano County, Vallejo, and Benicia, the pink bar shows the number of people within that geography that are not within a short walk to transit. A more detailed table of these statistics is available on the following page. “All Areas Near Service” does not include a pink bar showing people who are not served because this segment includes stops in Alameda County and San Francisco.

About 130,000 people live within a 10-minute walk to SolTrans service. Almost all (126,000) are in Solano County, and a majority (98,000) are in Vallejo, representing about 82% of the population of the city. About the same share of people of color in Vallejo are near service, and a slightly greater (87%) share of lower-income people and jobs.

About 28% of Solano County residents are near SolTrans service. While most people in Vallejo and Benicia are near at least some service, SolTrans service is only available near Solano Express stops in Fairfield, Suisun City, Vacaville and Dixon.

Only about 10% of Vallejo residents are near a 30-minute all-day service, because only 1 route (Route 3) operates at this frequency. Because of the socioeconomic characteristics of Route 3’s service level, a greater share (19%) of lower-income residents of Vallejo are near 30 minute service.

Coverage is much lower in Benicia. Only about 11% of the population of the town is near all-day



service (the Blue and Yellow lines). About 56% of Benicia residents are near a transit stop, but the vast majority of those people are only served by Route 15 and 17, the very limited school services.

Figure 37: SolTrans Existing Network Coverage by Boundary

**About 130,000 people live within a 10-minute walk to SolTrans service, including over 80% of Vallejo residents and over half of Benicia residents.**



# Mobility Outcomes - Coverage

Group	Service Level	Total	Cumulative Total	Total - Solano County	Cumulative Total - Solano County	Pct Cumulative - Solano County	Total - Vallejo	Cumulative Total - Vallejo	Pct Cumulative - Vallejo	Total - Benicia	Cumulative Total - Benicia	Pct Cumulative - Benicia
Population	30 minute	14,998	14,998	14,998	14,998	3%	12,217	12,217	10%	-	-	0%
	60 minute	97,871	112,869	94,799	109,797	24%	85,473	97,690	82%	2,313	2,313	11%
	Any Midday Service	109	112,978	109	109,906	24%	46	97,736	82%	77	2,390	11%
	Any Service	16,156	129,134	16,156	126,062	28%	129	97,865	82%	9,638	12,027	56%
Lower-Income Residents	30	4,910	4,910	4,910	4,910	8%	4,394	4,394	19%	-	-	0%
	60	17,251	22,161	16,991	21,900	34%	15,354	19,748	87%	251	251	12%
	Any Midday Service	14	22,175	14	21,914	34%	10	19,758	87%	7	258	13%
	Any Service	1,615	23,790	1,615	23,529	36%	21	19,779	87%	879	1,136	56%
People of Color	30	12,191	12,191	12,191	12,191	4%	10,043	10,043	11%	-	-	0%
	60	74,264	86,455	71,846	84,037	29%	65,875	75,918	82%	731	731	8%
	Any Midday Service	75	86,530	75	84,112	29%	43	75,961	82%	25	756	9%
	Any Service	6,899	93,429	6,899	91,011	31%	96	76,056	82%	3,844	4,600	53%
Jobs	30	3,418	3,418	3,418	3,418	3%	3,173	3,173	12%	-	-	0%
	60	23,886	27,304	23,700	27,118	21%	19,903	23,076	86%	786	786	13%
	Any Midday Service	42	27,345	42	27,160	21%	4	23,080	86%	18	804	13%
	Any Service	4,278	31,624	4,278	31,438	24%	43	23,123	86%	1,793	2,597	42%

Figure 38: Residents and Jobs Within 10 Minute Walk to Transit Service

# Mobility Outcomes - Access

## WHAT IS ACCESS?

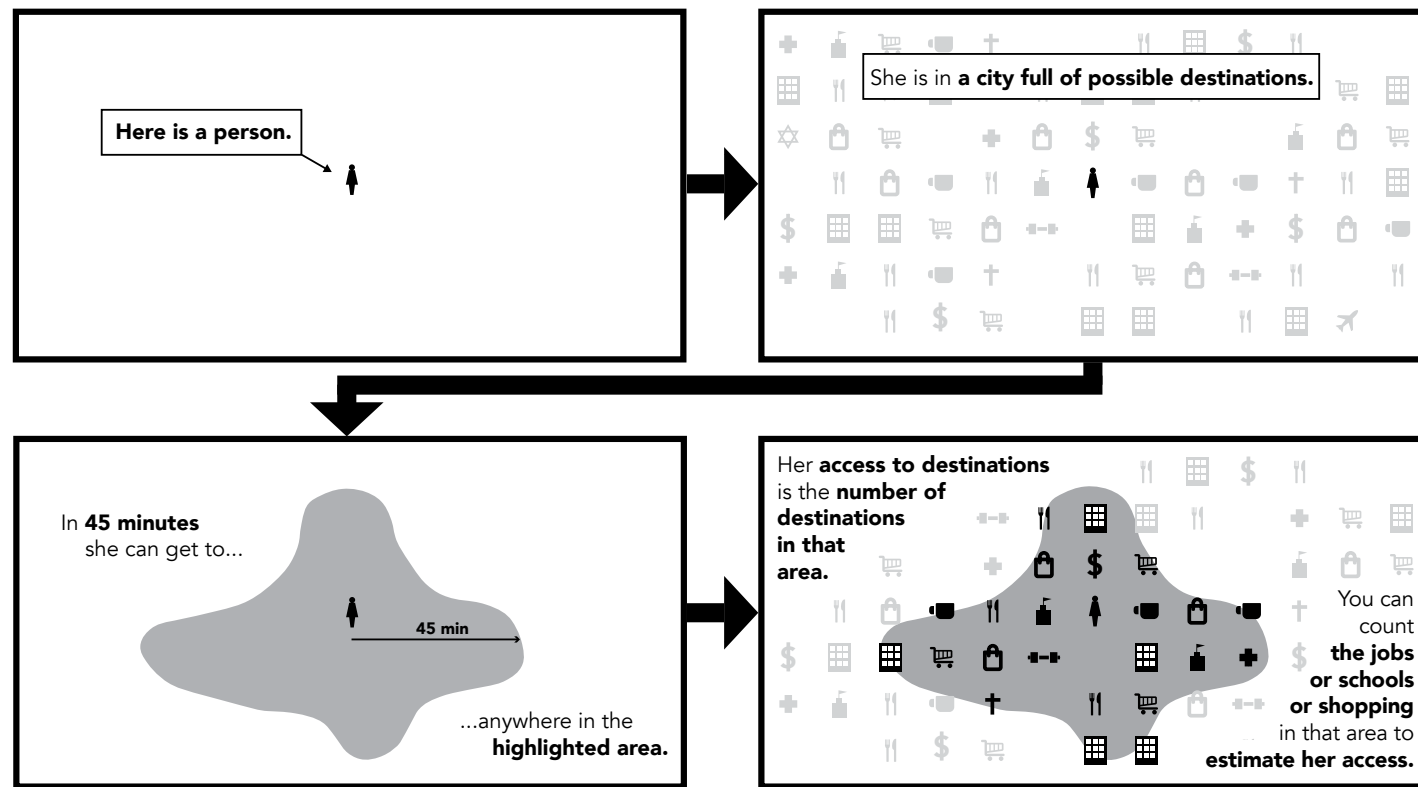


Figure 39: What is access?

How useful is someone likely to find the SolTrans network for the trips they need to make? We use a measure called “access analysis” to quantify how SolTrans’ network can take riders to different places.

**Figure 39** provides a simple explanation of this concept. “Access” is a way of measuring how many jobs, destinations, shops, restaurants, or other places you might want to go to are actually reachable in a given amount of time using transit. The more jobs are reachable from a particular place, the more likely a person living in that place will find transit a convenient option to travel to work; the more grocery stores are reachable, the more likely the one they like to go is reachable, and the more likely they are to take transit.

The simplest way to look at access is to draw a shape on a map that encloses all the places reachable in some amount of travel time, like 45 minutes, similar to the cartoon in **Figure 39**. This type of map is called an “isochrone”.

**Figure 40** shows an isochrone for Vallejo TC; everywhere shown in orange is reachable in 45 minutes or less using transit in the middle of the day.

Because all SolTrans local routes converge at Vallejo TC, most places in Vallejo are reachable within 45 minutes. The only place that’s not is the Gateway Plaza **A** shopping center and the area along Columbus Pkwy **B**. This area is on Route 7A/7B, but because they are on the opposite side of the loop from the transit center, it takes almost 30 minutes of riding to reach

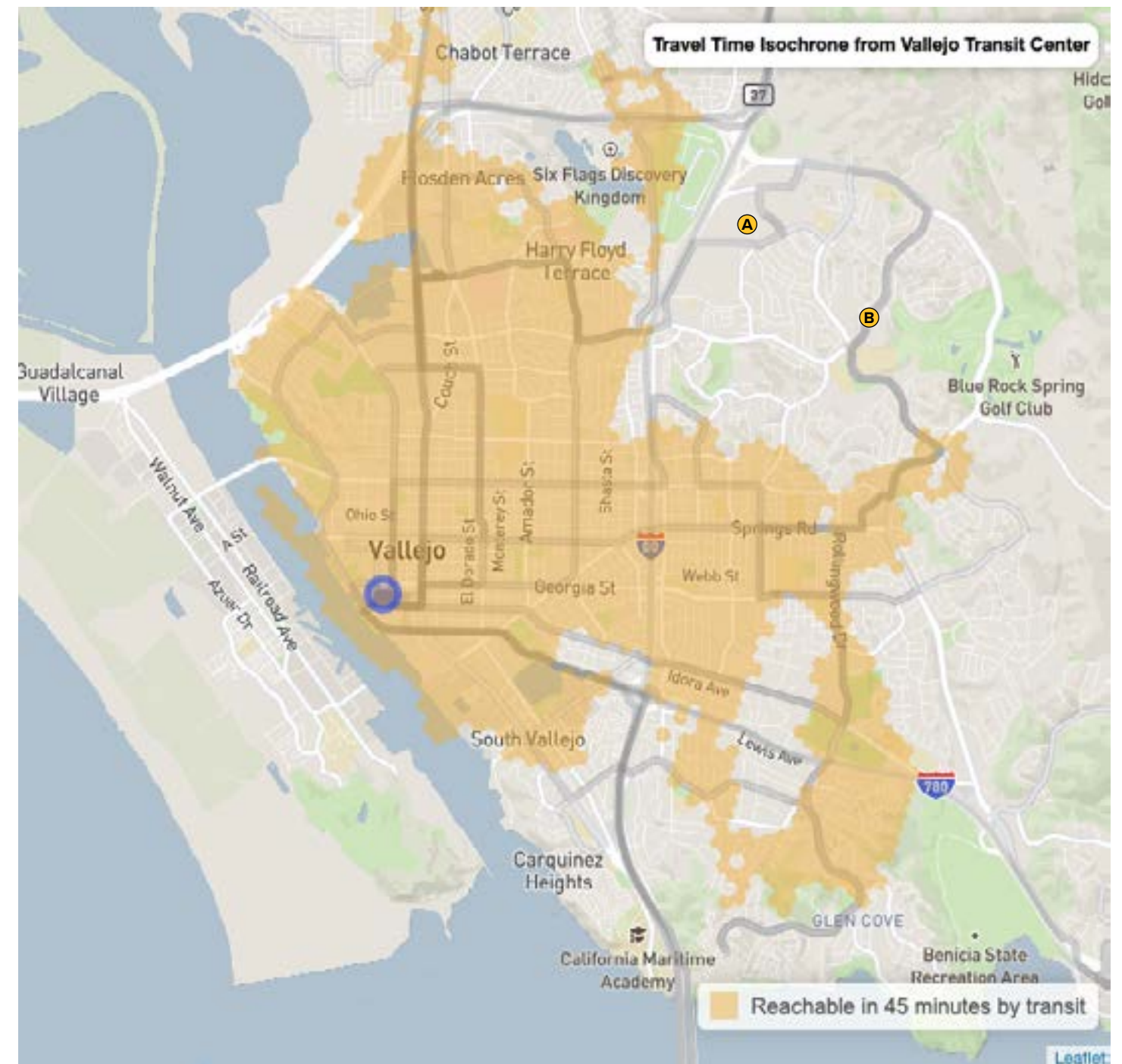


Figure 40: Travel Time Isochrone - Vallejo TC

**What’s included in travel time? In an isochrone, travel time includes any time that would be spent walking, waiting for the bus, riding, waiting to transfer to another route, and walking to your final destination.**



# Mobility Outcomes - Access

them. When you include the initial wait (on average, 30 minutes for a 60 minute route), that puts Gateway Plaza more than 45 minutes away from the transit center.

Every route serves the transit center, so most of the rest of Vallejo is accessible. From other places served by fewer routes, fewer places are reachable. **Figure 41** shows the 45 minute travel time isochrone from Sutter Solano Medical Center on Tuolumne St. on the north side of Vallejo. This hospital is directly served by Route 4; Route 7A/B and Route 5 stop along Sereno Dr., about a 1/4-mile walk to the south.

From this location, much less of the city is reachable in 45 minutes. Since the hospital is right on Route 4, a person boarding there could reach Vallejo TC **A** and any point along Tuolumne St **B** along the way. Six Flags and the residential areas immediate to the north **C** are reachable using Route 5, as is Broadway **D**, which could be accessed via either Route 7A or potentially through a transfer from Route 4 to Route 1 at Sereno Transit Center.

Very little of the rest of the city is reachable in under 45 minutes. Any trips to the east side **E** (Springs Rd., Benicia Rd.) would require a transfer at the transit center, which already takes 45 minutes to reach from the hospital. The same is true for trips to South Vallejo, or any longer regional trips using an express route.

Just because a transit trip takes over 45 minutes doesn't mean its impossible, or that nobody will do it. However, it is important to put these travel times in context. Travel between this hospital and the point labeled "E" on the map will take over an hour on transit; to drive between the two would take about 10 minutes, according to Google Maps.

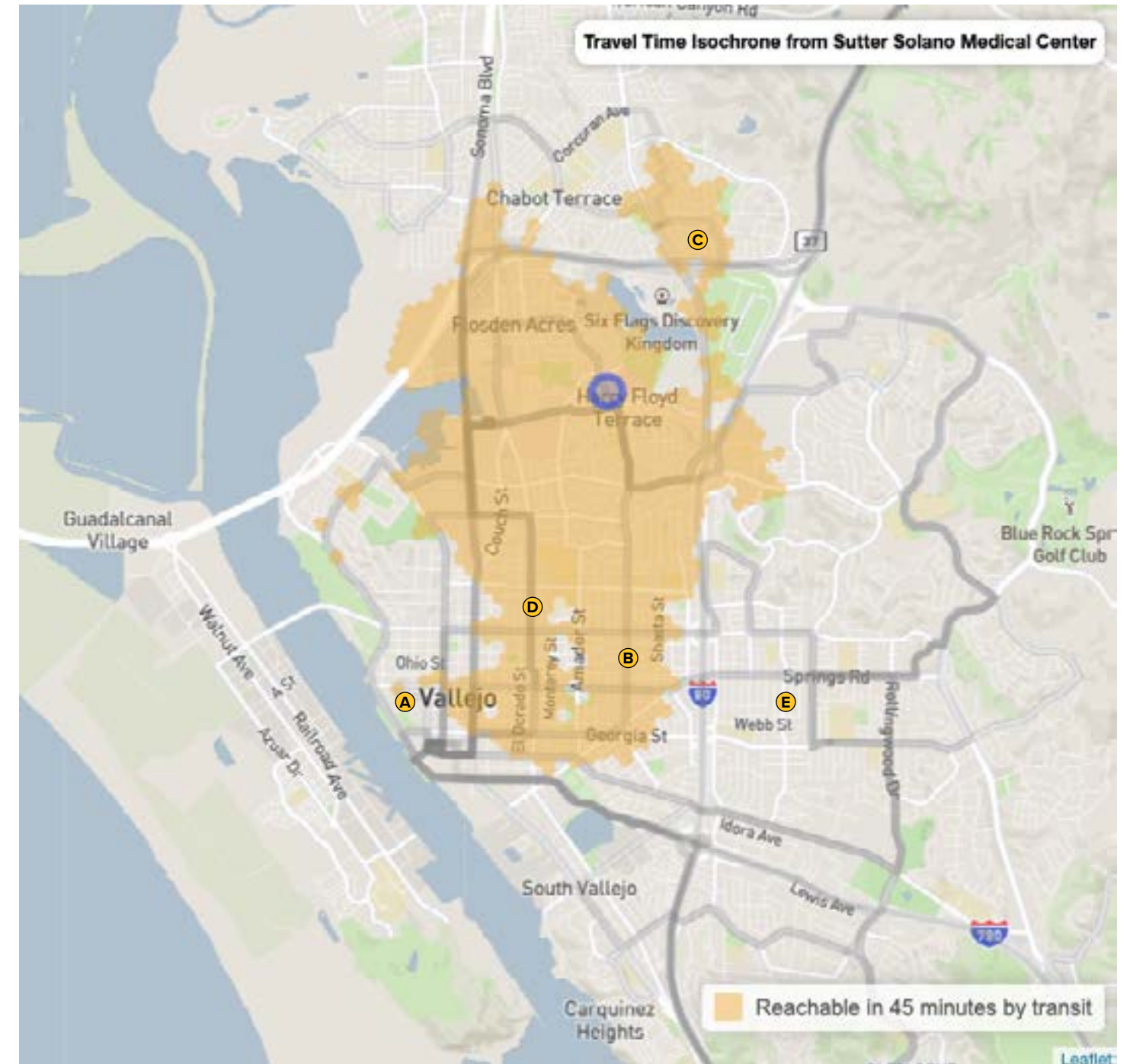


Figure 41: Travel Time Isochrone - Sutter Solano Medical Center



# Access to Jobs - 45 minutes

## How do we measure access?

The isochrones shown on the preceding pages provide a good sense of how far the network can take you from a few particular places. But how much access does the network provide throughout all of Vallejo and Benicia?

One way to measure this is to look at the number of jobs reachable in up to 45 minutes. While commuting makes up only about a quarter of overall travel, commutes are the most regular type of trip made by most adults; places with more jobs also tend to be places that attract people for other reasons; for example, a shopping center has a lot of employment and also attracts many customers.

We calculate the travel time from a grid of points covering all of the two cities to all census block groups in the Bay Area. This is done using a software called a “routing engine”, which enables us to quickly query travel times similar to how Google Maps works, but for millions of possible origin-destination pairs. In our analysis, we use an open-source routing engine called R5 whose development is primarily carried out by the software company Conveyal.

The access values shown here are based on the number of jobs in all Bay Area census block groups (using LEHD data) that are reachable in 45 or 60 minute with transit.

**Figure 42** shows the number of jobs located in the block groups reachable from the center of each little hex on the map in 45 minutes or less. Places where more jobs are reachable are shown in darker shades of orange.

In Vallejo, job access is highest in downtown Vallejo **A**. Downtown Vallejo has many jobs, which are all within walking distance. Because most routes converge here, it is also well-connected to other local job centers like the Kaiser and Sutter hospitals, or the commercial areas along Sonoma Blvd.

Higher levels of job access are also shown to the north along Sonoma Blvd **B** and Redwood St **C**, and near Sereno TC. These parts of Vallejo’s north side have multiple routes running close together, providing good connections to job centers along Sonoma, in downtown, and along Redwood (Gateway Plaza).

Job access is lower on the east side **D** of Vallejo. Even though there are routes serving each of Tennessee St, Springs Rd, Benicia Rd, and Rollingwood Dr, the east side does not have the same level of local job density as in the north. There are no equivalent employment centers to the Kaiser or Sutter Solano hospitals on the east side. Because reaching the hospitals, or the commercial areas along Sonoma Blvd requires transferring at Vallejo TC, these jobs are not within reach in 45 minutes from origin locations on the east side.

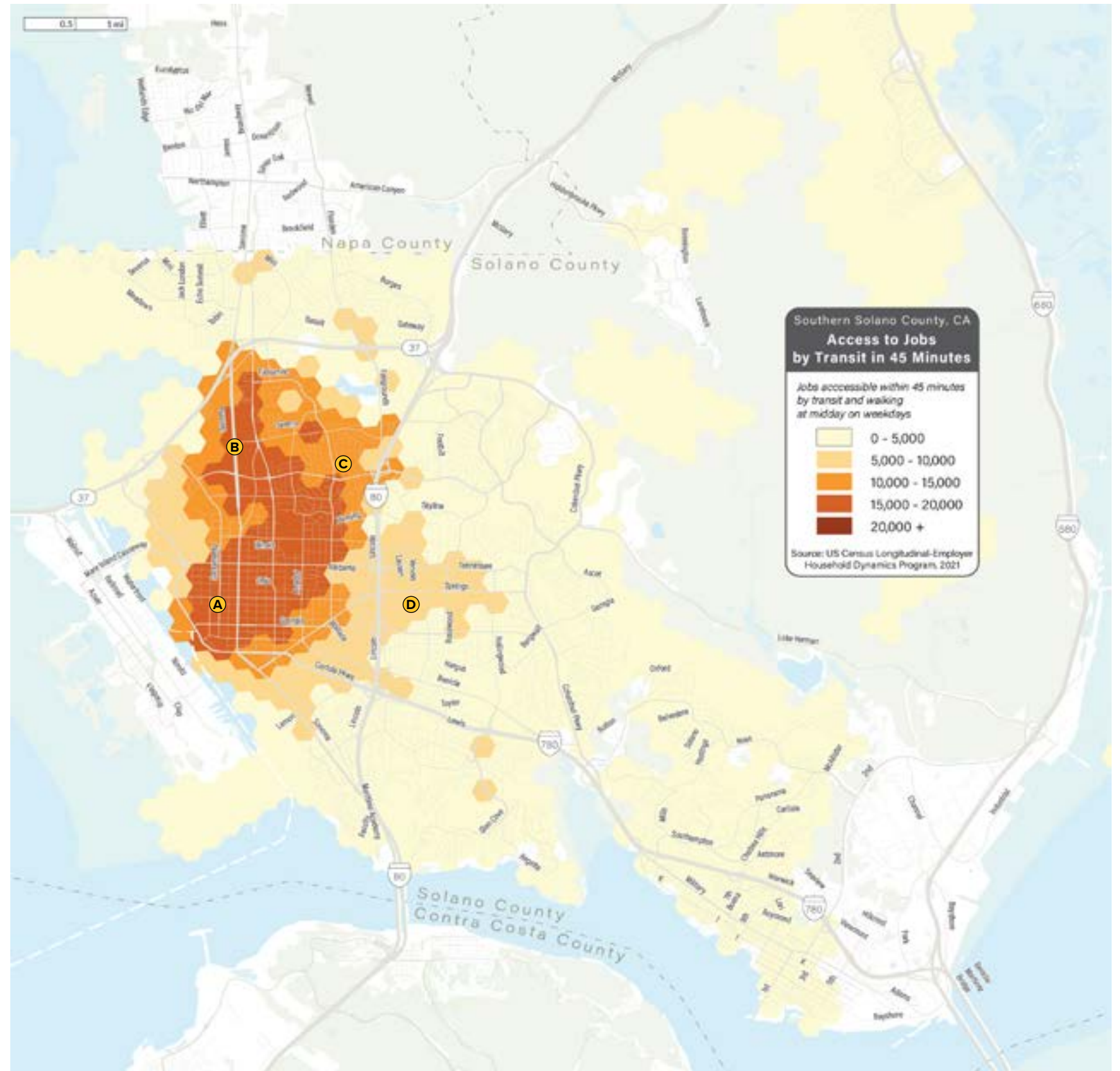


Figure 42: 45-Minute Job Access



# Access to Jobs - 60 Minutes

With more travel time, more jobs are reachable from most places; some of the elements of the network that are mainly useful for longer trips also become more apparent. **Figure 43** maps the number of jobs reachable in up to 60 minutes of transit travel time.

The same basic pattern is apparent; the highest levels of job access are seen in downtown, central Vallejo, and on the north side.

In the 45 minute map, most areas outside of these core zones showed up with the lowest levels of access. 60 minutes of travel time is enough for the value of the network to start showing up in places with access to only a single route. Examples include the path of Route 3 in South Vallejo **(A)**, and Route 1 and 2 on the north side **(B)**.

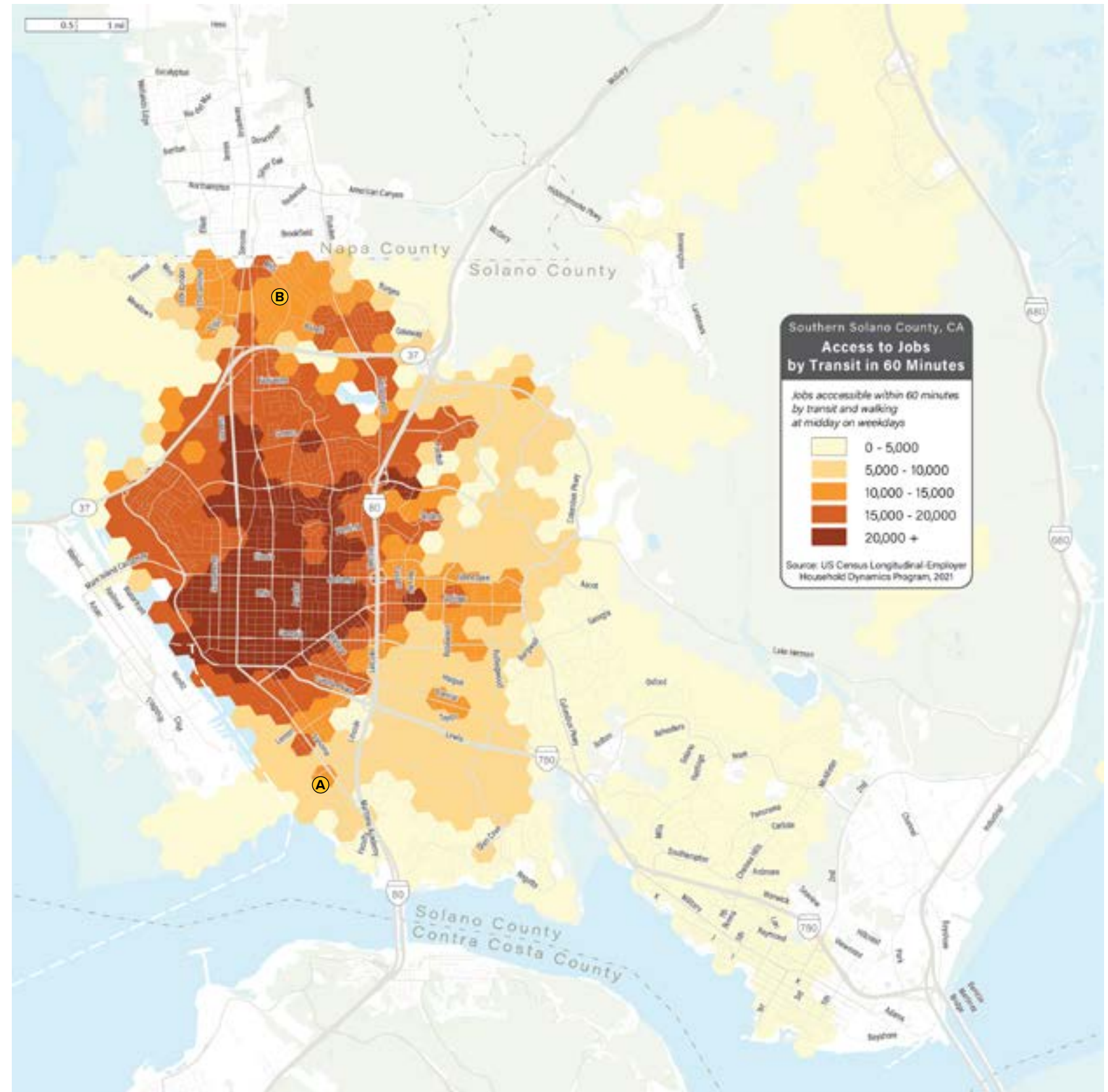


Figure 43: 60-Minute Job Access



# Access to Destinations

Access to jobs is an important baseline for how well the network serves one of the most important recurring trips, but what about all the other trips? According to the National Household Transportation Survey (NHTS), only about 22% of total trips are commutes; the rest is made up of all the other types of travel people engage in: to shop, to visit friends, for recreation, to access services, and so on.

We can also measure how well the network performs at connecting people to these other types of opportunities. To do so, we evaluate the number of Replica trip destinations reachable from each hexagon.

Measuring the number of trip destinations reachable is a good proxy for the usefulness of transit because it directly relates to the range of potential trips that can be conveniently executed using the system. The more destinations a person can reach within a reasonable time, the more valuable the transit network is for daily needs, such as commuting to work, running errands, accessing healthcare, or enjoying leisure activities. This is distinct from the analysis of access to jobs because it includes trip destinations for all purposes, not just commutes.

**Figure 44** shows the number of destinations of trips in Replica’s trip database that are reachable by transit in 60 minutes. Similar to the maps of job access, trip destination access is greatest in central Vallejo west of I-80 **(A)**, especially from downtown north along

Sonoma Blvd **(B)**. These areas have the highest density of employment and trip destinations, and are well connected by multiple transit routes.

As we saw in the job access analysis, access is lower east of I-80 **(C)**. This is for two primary reasons: there are fewer major trip generators in this area, and transit connections to Sonoma Blvd, the Kaiser and Sutter hospitals, and other busy places requires a transfer at Vallejo TC, extending travel time.

On the east side, access is greatest along Springs Rd **(D)** (served by Route 7A/7B). Only places near the 7A/7B have a single-seat ride to Gateway Plaza and other important destinations on the north side of Vallejo, without requiring a transfer downtown.

Destination access is lower in Benicia, because there is less transit available, and fewer local jobs within walking distance. Interestingly, destination access is highest north of I-80 **(E)**, likely because in this area, the Southampton Shopping Center is within walking distance.

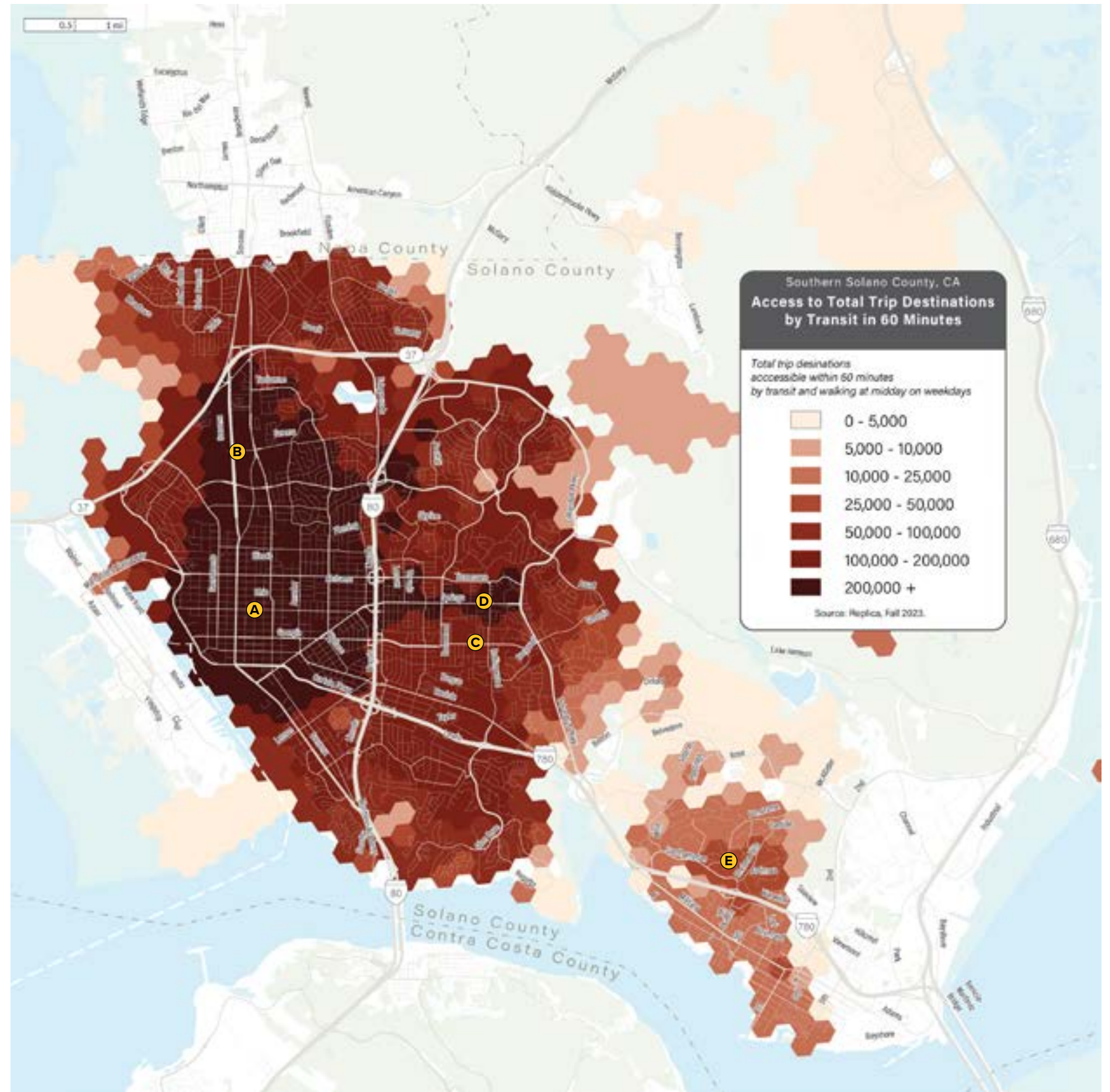


Figure 44: Trip Destinations Reachable in 60 minutes



# Access to Non-Work Destinations

What about trips to non-work destinations? The map on the last page looked at trips for all purposes. **Figure 45** shows the same analysis, but only for access to the destinations of non-work, non-home trips. In other words, how many trip destinations are reachable when the purposes included shopping, errands, recreation, or other reasons besides going to a job or returning home?

This map looks a little different than the previous analyses. While the areas with the highest access are still in downtown Vallejo and to the north, we can also clearly see how destination access is elevated along the path of Route 7A/B, which offers a connection to shopping and other opportunities.

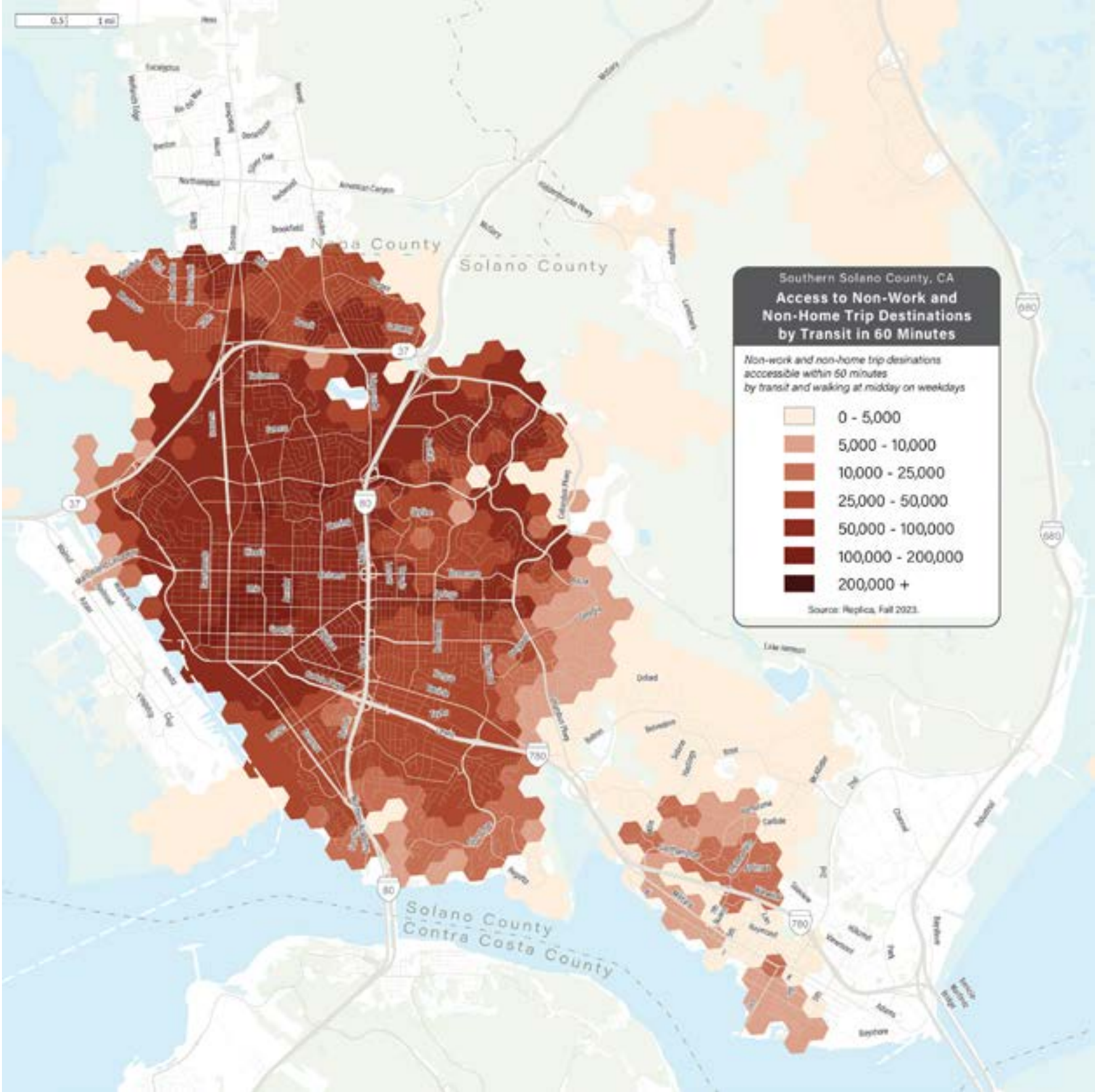


Figure 45: Non-work, non-home Trip Destinations Reachable in 60 minutes

# Access Summary

## Median Access

**Figure 46** displays the median number of jobs and trip destinations reachable in 45 and 60 minutes at midday by Vallejo and Benicia residents, based on the job access at their residential location.

The median resident of Vallejo can reach about 4,100 jobs in 45 minutes, and a about 12,500 in an hour. Job access is much lower for the median resident of Benicia at just 667 jobs; this is because at midday when this analysis was conducted, the only transit service available in Benicia is the Yellow Line, which runs infrequently and is within a short walk to only about 5% of residents.

Many more trip destinations are reachable by the median resident of both cities. That is because trip destinations include all the places people need to travel for work, errands, school, and to return home.

In Vallejo, access is slightly lower for People of Color compared to the median member of the general population, with about 1.5% fewer jobs reachable in an hour. On the other hand, job access is higher for lower-income people (here defined as those living at 200% of the federal poverty level). About 15,000 jobs are reachable by the median lower-income resident, over 23% more than the median number of jobs reachable by a member of the entire population.

Access outcomes are higher for lower-income people in Vallejo than for the entire population because they are more concentrated in central areas of the city near the most useful transit services, as seen in the map of density of lower-income people (**Figure 9 on page 13**).

Job access outcomes are relatively consistent for all people, People of Color, and lower-income people in Benicia. The median Benicia

Demographic Group	Destination Type	Vallejo		Benicia	
		45 min	60 min	45 min	60 min
All Residents	Job Locations	4,113	12,496	667	667
	All Trip Destinations	63,214	162,012	12,187	12,187
	Non-Work, Non-Home Trip Destinations	24,814	49,315	4,982	4,982
Lower-Income People	Job Locations	5,301	15,207	670	670
	All Trip Destinations	81,947	175,650	13,008	13,008
	Non-Work, Non-Home Trip Destinations	27,169	56,374	4,982	4,982
People of Color	Job Locations	4,103	12,313	667	667
	All Trip Destinations	61,114	157,401	10,607	10,607
	Non-Work, Non-Home Trip Destinations	24,117	48,401	2,218	2,218

Figure 46: Median Job and Destination Access

resident can reach about 667 jobs in 45 or 60 minutes, compared to 667 for People of Color and 670 for lower-income people. The values for 45 and 60 minute trips are similar for Benicia residents because this analysis imposes a 1-mile limit on walking, and few residents are close enough to the Yellow Line to benefit from a longer trip without exceeding that long of a walk.

### Comparing Transit Alternatives

Later in this project, we will develop a draft plan of potential changes to the SolTrans network aimed at making the service more useful and attracting more riders. One way of determining the potential of a transit plan to meet that goal is to compare these kinds of access outcomes with the proposed changes and the existing network.

If access increases with the proposed changes, that is a sign the network could become more useful for more people. It's potential attractiveness to riders is thus increasing.

However, access can also show us where a proposed change could have a negative impact. Imagine a transit option that shifts a route from one street to the next. The people living on the original path of the line would have to walk farther to the nearest bus stop, so their access would be reduced. Through this type of analysis, we can identify which people and which places would gain or lose from any proposed set of changes to the transit network; this is important information for the public, stakeholders and decisionmakers to understand when evaluating changes to service.

3

## Ridership & Utilization



# Frequency and Productivity

While SolTrans has lost substantial ridership in the years since the pandemic, we can learn a lot about the system by examining where people are using it the most today.

One of the most fundamental ways to understand ridership is to compare it to service level and cost. **Figure 47** charts each SolTrans route comparing productivity on the y axis and peak frequency on the x axis. Productivity is a measure of how many boardings each route generates for each hour of service required to operate it. Higher-productivity service generates ridership more efficiently, given its costs.

Since 2020, almost all SolTrans routes have operated at hourly frequencies. Only the Red Line, Route 3, and the Yellow Line exceed that threshold at rush hour; all routes run hourly or less often at midday.

Despite this, the most productive routes in SolTrans' network are local, hourly routes in Vallejo: Routes 7A/7B, Route 2 and Route 4. However, since September 2024, all local routes are now exceeding 10 boardings per revenue hour, a marked improvement from their performance prior to the permanent implementation of YouthPass.

These routes have something important in common. Each one serves major sources of transit demand in addition to local residential areas. The Red Line connects Fairfield, Six Flags, downtown Vallejo, and BART. The 7A/7B serve Vallejo High, the Kaiser hospital, Gateway Plaza, and the Springs Rd commercial corridor. Along with Route 1, Route 2 is one of the main services along the Sonoma Blvd corridor. And Route 4 is the only route that directly serves the Sutter hospital as well as the various judicial and social services offices near Tuolumne and Florida St.

Most of the other all-day local services in Vallejo are also strong performers, with routes 1, 4 and 5 all exceeding 10 boardings per revenue hour. The least productive routes in Vallejo are routes 6 and 8, which operate on the south and east sides of the city where there are fewer major destinations present.

Prior to the launch of permanent YouthPass, SolTrans' lowest performing routes are the school services, lines 15 and 17. In September 2024, ridership and productivity on these routes has increased dramatically, but it remains to be seen if this will be a durable trend.

Apart from the Red Line, the most productive Solano Express is the Green Line at just under 10 boardings per revenue hour. The productivity of the express routes is slightly exaggerated in this view, because the denominator for the y-axis is revenue hours, which only include time spent on trips where passengers could be riding, and not the extra time routes spend laying over between trips or in positioning "deadhead" runs from the garage to their starting point. Because of their length and directional alignment with peak demand, the express services spend an average of 15% of their total service time in pull-in/pull-out and preparatory time, compared to an average of 4% for the local services.

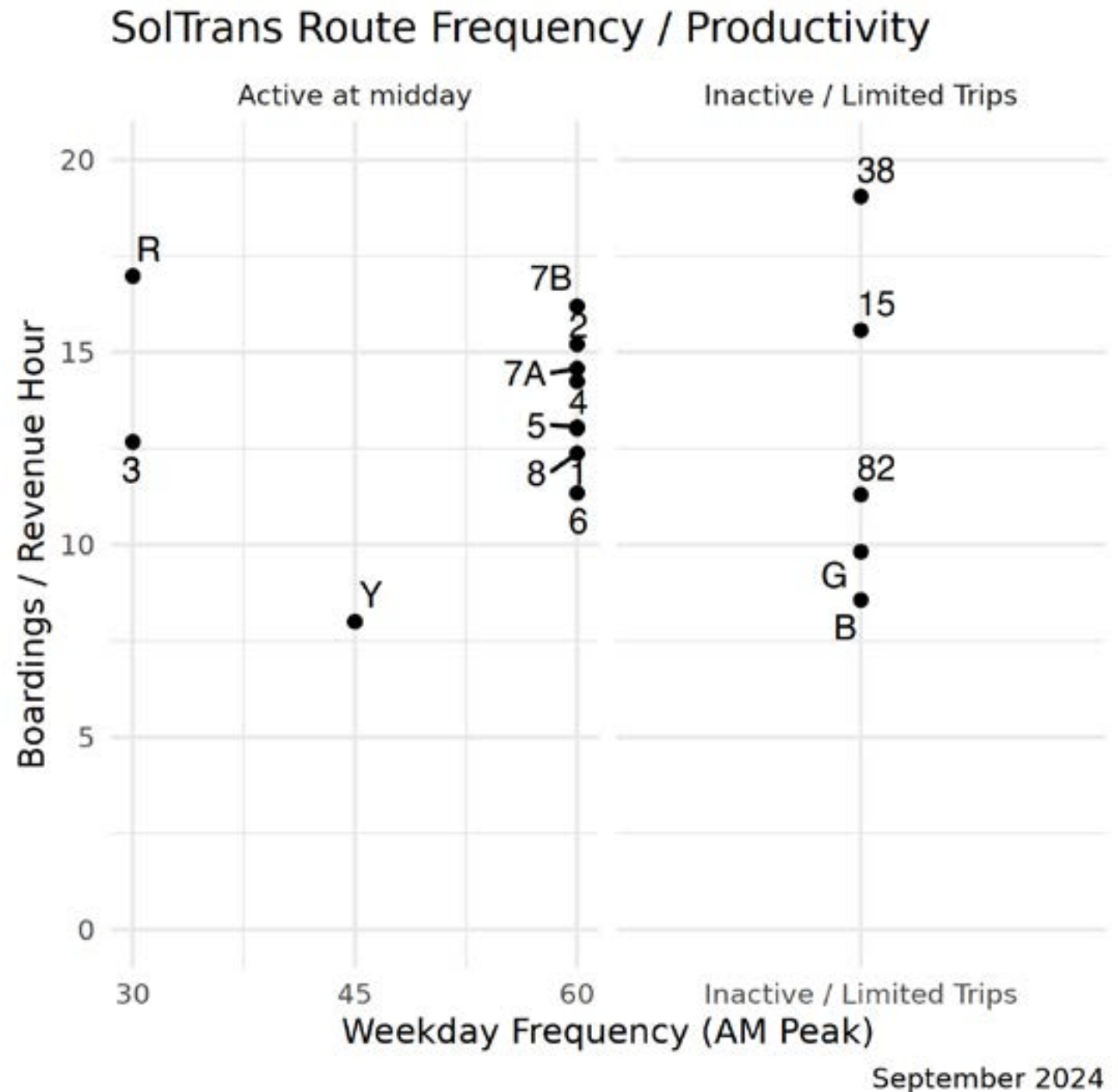


Figure 47: SolTrans Route Frequency and Productivity

# Route Key Performance Indicators

The Red Line is one of SolTrans' most productive routes; its also the highest-ridership route in the system, with over 1000 daily boardings contributing over 27% of daily weekday system ridership. **Figure 48** provides a summary of key performance indicators for each current route for September 2024.

From this table, we can make a few more detailed observations about the performance of current services. As mentioned previously, the most productive routes in the system are routes 7A/7B, 2, 4, and the Red Line. These 5 services contribute over 50% of daily systemwide ridership, and make up about 39% of overall daily service.

On Saturdays, all routes operate a more limited schedule, and carry less ridership. Systemwide, Saturday ridership is about 43% of weekday, and Sunday is about 19%. Systemwide productivity is lower as well, at about 7 boardings per revenue hour compared to 8.7 on weekdays.

On Sundays, only five routes operate, including three of SolTrans' highest ridership services: the Red Line, 7A, and 7B. While Sunday ridership is less half of Saturday, systemwide productivity is actually higher at about 7.6 boardings per revenue hour, led by the Red Line at over 16 boardings per revenue hour.

Ridership has risen substantially through 2024, with September average system ridership at over 4,000 boardings per weekday, compared to about 2,600 in spring 2024. This increase in ridership coincided with the expansion of the YouthPass program, which provides free access to the system to all users under age 18.

In September 2024, all routes averaged at least 20% more weekday riders than on an average weekday in the spring. Routes 15 and 17 gained

Route Number	Route Name	Boardings	Weekday		Saturday		Sunday			
			Revenue Hours per Weekday	Boardings / Rev Hr	Revenue Hours per Weekday	Boardings / Rev Hr	Boardings	Revenue Hours per Weekday	Boardings / Rev Hr	
<b>Local Routes</b>										
1	Rancho Vallejo	231	18.45	13.01	133	13.02	10.22	107	13.02	8.22
2	Crest	259	18.53	15.21	140	11.52	12.16			
3	South Vallejo	200	16.37	12.67	112	11.42	9.81			
4	Tuolumne	211	15.27	14.24	90	10.32	8.72			
5	Six Flags	178	14.13	13.06	128	9.98	12.82			
6	Tennessee	145	13.25	11.34	74	9.53	7.76			
7A	Clockwise	241	17.18	14.58	128	11.72	10.92	108	13.82	7.82
7B	Counterclockwise	264	16.80	16.20	130	11.50	11.30	108	13.42	8.05
8	Glen Cove	165	13.80	12.38	56	9.35	5.99			
15*	Rose	34	4.00	15.57						
17*	Hastings	105	4.40	42.28						
38*	Jesse Bethel	20	1.77	19.05						
<b>Express Routes</b>										
	Blue Line	328	47.87	8.56	92	19.13	4.81	0		
	Green Line	235	29.13	9.82	0			0		
	Red Line	1088	69.23	16.98	554	28.70	19.30	310	12.83	24.16
	Yellow Line	184	25.80	8.00	89	12.92	6.89	75	12.77	5.87
	82	113	12.00	11.3						
<b>Full System</b>		<b>4001</b>	<b>304</b>	<b>13.2</b>	<b>1726</b>	<b>159</b>	<b>10.8</b>	<b>708</b>	<b>71</b>	<b>10.7</b>

Figure 48: SolTrans Route Performance Summary

the most in relative terms, with about 5-10 times as many students using them to travel to school as in the previous school year. Other local routes that saw the largest increase in ridership included Route 3 (+73%), Route 8 (+80%), and Route 1 (+38%).

In September, the highest-ridership local route was still the combined 7A/7B (over 500 daily boardings when both directions are combined). However, routes 1, 2, 3 and 4 all averaged at

least 200 average daily weekday boardings, with routes 2 and 4 exceeding 14 boardings per revenue hour.

Ridership on the Red and Blue lines also grew by over 50%.



# Weekday Ridership

Where are people finding the system useful today? This section examines data on current system ridership. **Figure 49** shows one of the simplest ways of viewing this data, mapping the average number of people who board a bus each day at each stop.

Many stops in SolTrans' network average fewer than one daily boarding. Some of the places with the highest average daily ridership include:

- SolTrans' transit centers **A**. Boardings are high at these locations due to transfers between routes.
- Curtola Park-and-Ride **B**.
- Vallejo High School **C**.
- Stops serving commercial destinations near Redwood and Sonoma.
- Benicia High School and Middle School **E**.

This map also includes a heatmap layer that sums ridership for all stops within 1/2-mile of the center of each hex, weighted by the distance to the stop. This visualization helps show the combined ridership activity of multiple smaller stops.

The heatmap mainly calls out the same activity centers as the stop map, with a few additions. Gateway Plaza is much clearer on the heatmap **D**, because unlike some other destinations its ridership is split among multiple stops in the area.

## Weekend Ridership

The maps on the following page display average daily ridership activity for Saturday and Sunday.

The ridership pattern for both weekend days is generally quite similar to that of weekdays, with the busiest areas apart from the SolTrans' facilities at Gateway Plaza and along Springs Rd on Route 7A/7B.

With Sunday service in Vallejo and Benicia limited to the Red and Yellow lines, 7A/7B, and Route 1, the pattern of ridership on Sundays is similarly limited to the service areas of these routes. As average daily ridership on Sunday is less than 1/4 of the level of weekdays, the overall magnitude of boarding activity is lower across the network.

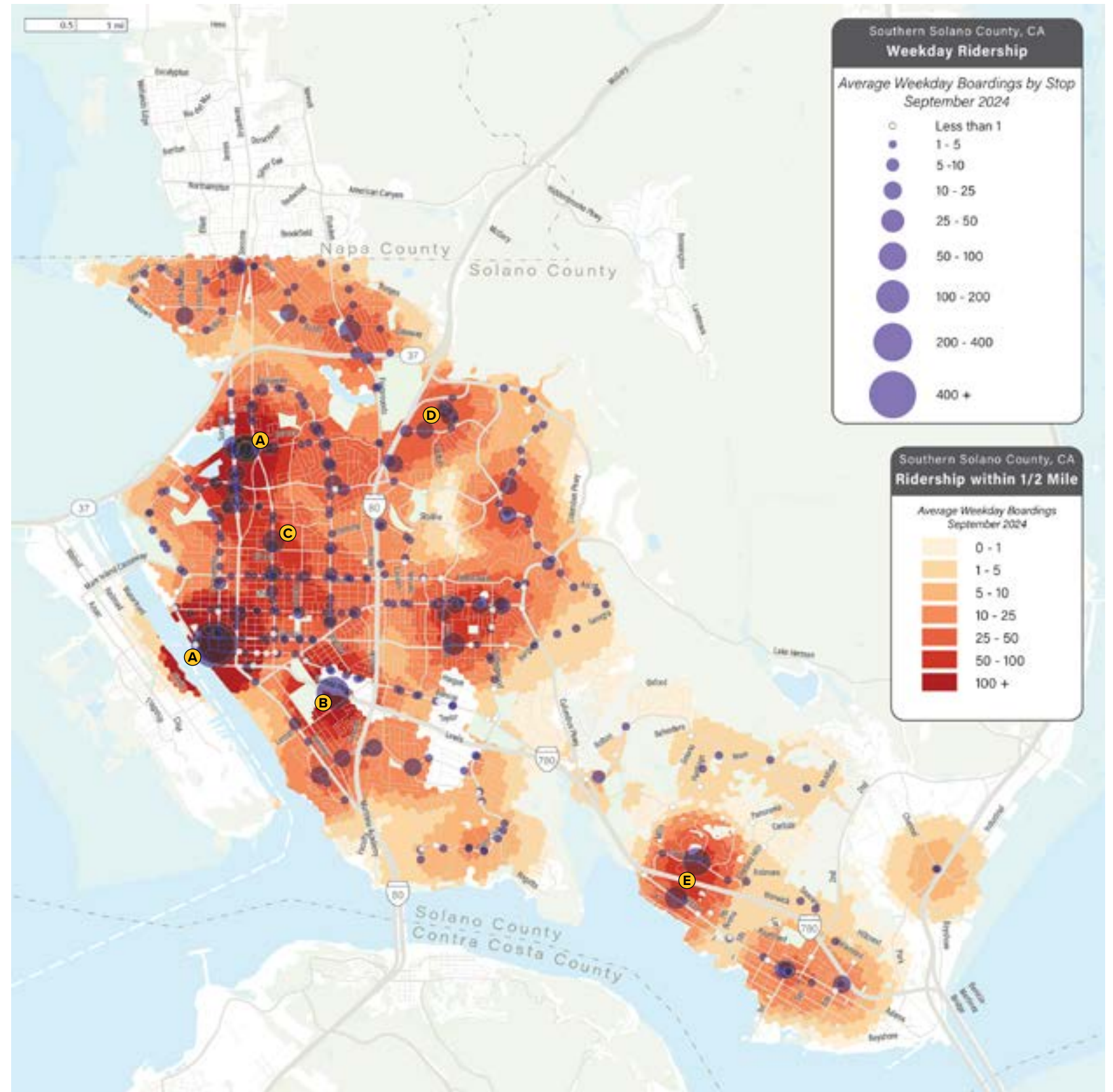


Figure 49: SolTrans Weekday Ridership by Stop - Vallejo & Benicia



# Saturday & Sunday Ridership by Stop

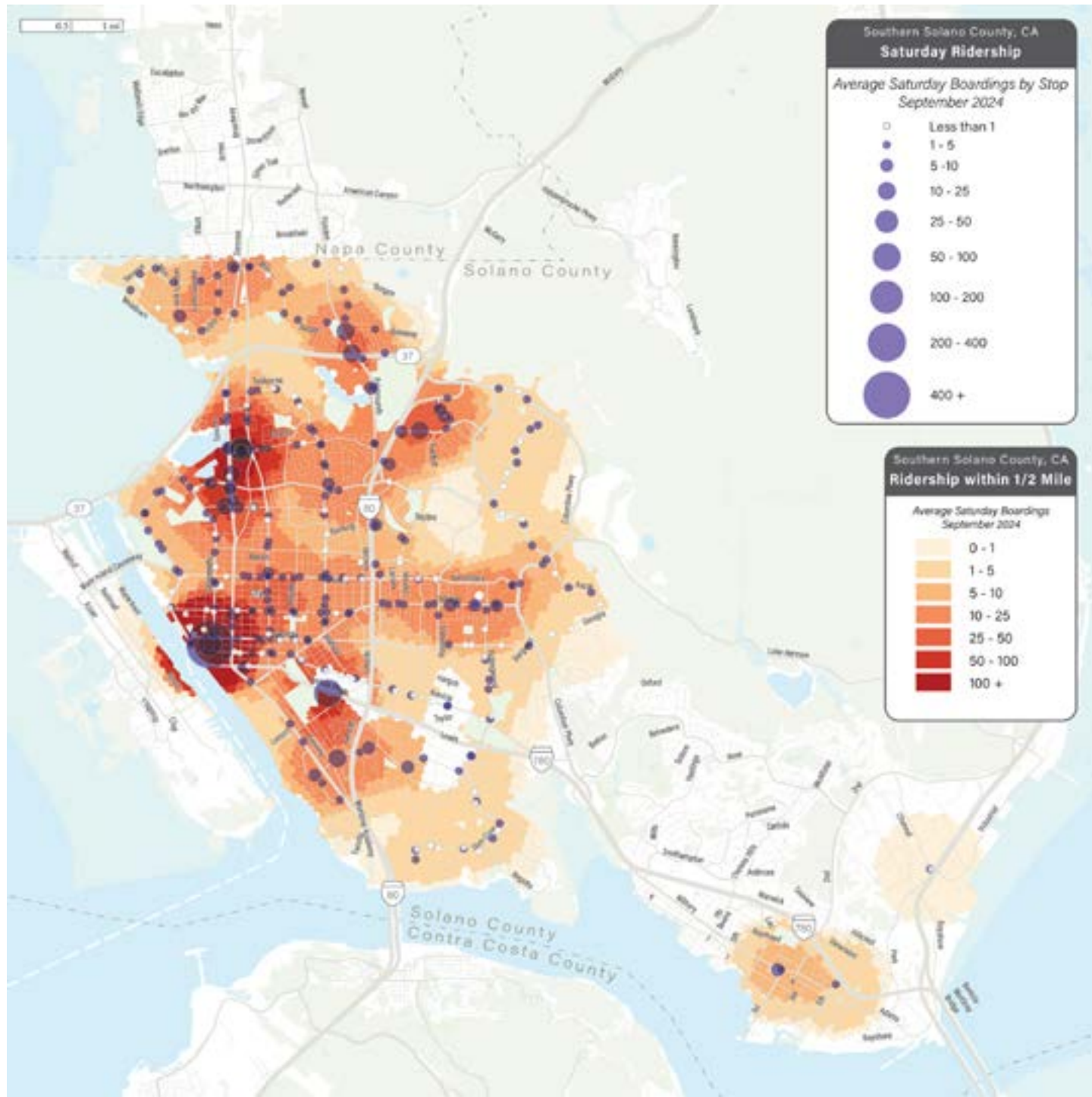


Figure 50: SolTrans Saturday Ridership by Stop - Vallejo & Benicia

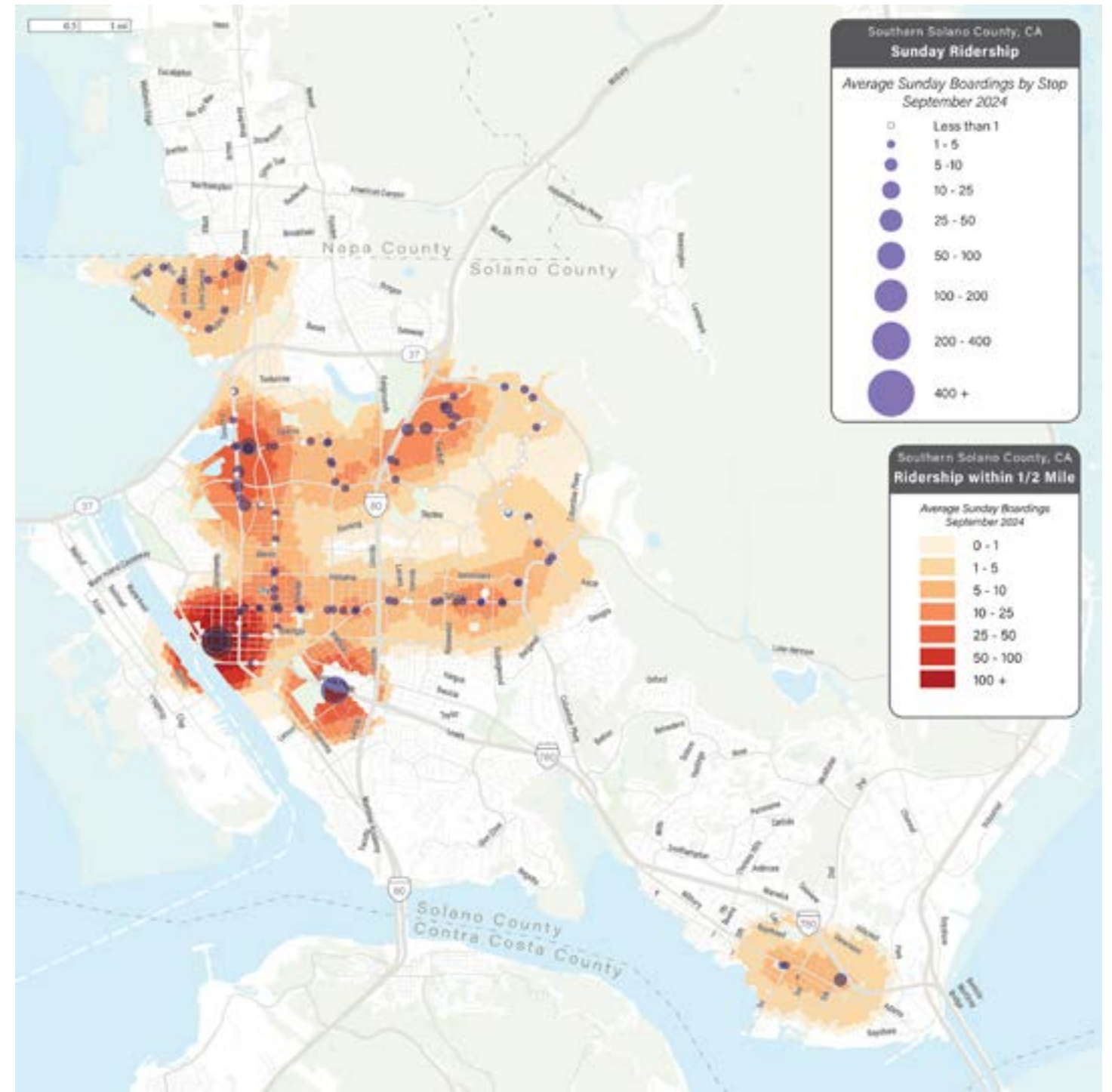


Figure 51: SolTrans Sunday Ridership by Stop - Vallejo & Benicia



# Express Ridership - Red, Green

The previous two pages examined local ridership in Vallejo and Benicia. This section maps ridership on each of SolTrans' Solano Express services.

## Red Line

**Figure 52** displays average weekday boarding activity by stop for the Red Line.

Because the majority of people riding the Red Line use it to travel between Solano County and the El Cerrito del Norte BART station, the northbound Red Line stop at the station is the Red Line's busiest stop (A). About 440 people per day board at this stop.

Southbound, about 46% of Red Line boardings occur at Vallejo TC; about 24% at Curtola Park & Ride, about 12% at Fairfield TC, and about 8% at the Suisun City Amtrak station. The remainder are spread among the other stops, including Sereno TC, Six Flags, and SCC Fairfield.

Through travel from BART to Solano County is the most common type of trip made on the Red Line, there is also some activity for trips between Vallejo and Fairfield. About 80 boardings per day total happen on the Red Line northbound at Vallejo TC or Sereno TC;. Since only about 23 people per day get off a northbound Red Line trip at Sereno TC or Six Flags, the majority of these boardings are people using the Red Line to travel between Vallejo and Fairfield.

## Green Line

**Figure 53** shows ridership by stop for the Green Line. The Green Line offers direct service from Fairfield to El Cerrito del Norte, stopping at both the Suisun City Amtrak station and Fairfield TC. The vast majority of southbound ridership on the Green Line occurs at Fairfield TC, with only about 7% boarding at the Suisun City station.

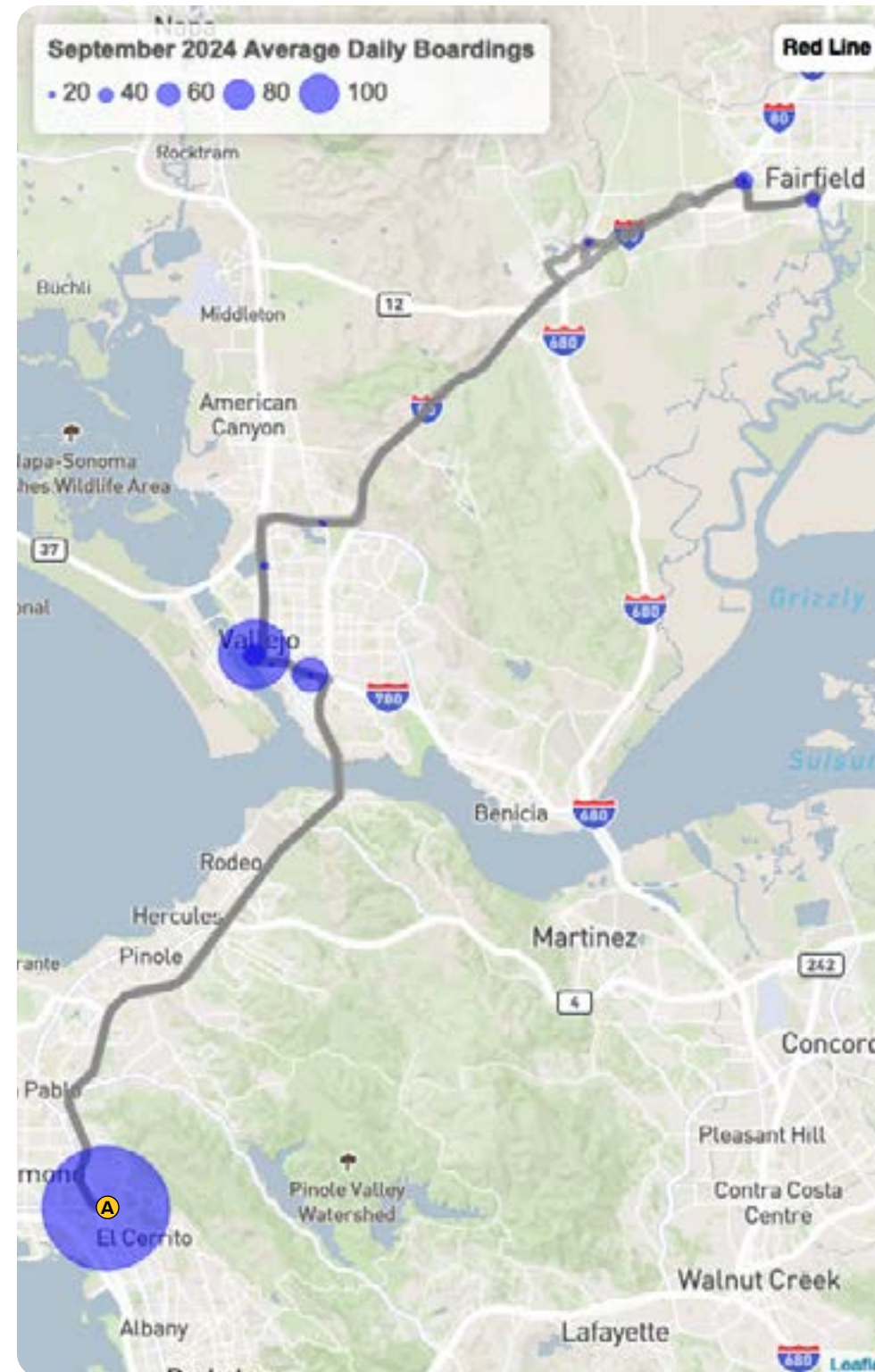


Figure 52: Red Line Weekday Ridership by Stop

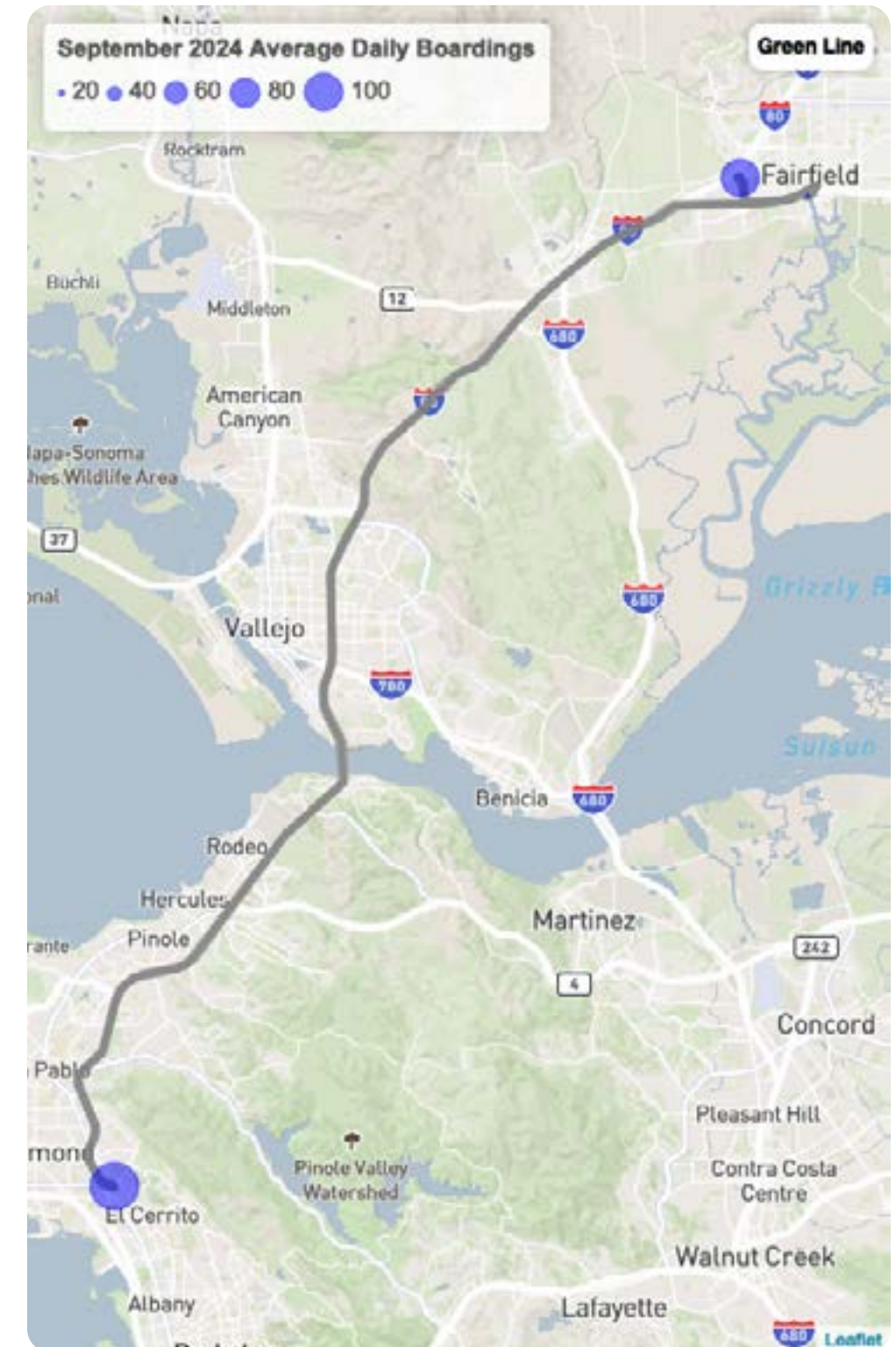


Figure 53: Green Line Weekday Ridership by Stop



# Express Ridership - Blue, Yellow

## Blue Line

**Figure 54** shows average weekday ridership on the Blue Line. The Blue Line connects Dixon, Vacaville Fairfield and Benicia to BART at Walnut Creek. A few trips also serve Davis at a stop near the south end of the university. As mentioned earlier in this document, the Blue Line has relatively limited midday service south of Fairfield.

The majority of riders using the Blue Line utilize it to reach BART from northern Solano County. About 109 boardings per day occur at the Walnut Creek stop, representing about 58% of all northbound ridership on the route.

Interestingly, while trips to and from BART make up the largest source of ridership for the Blue Line, there is evidence that it is also serving an important local circulation function for trips between Fairfield and Vacaville. Nearly 25% of northbound ridership on the Blue Line is actually boarding in Fairfield, which means their destination is somewhere north along I-80.

## Yellow Line

The Yellow Line connects Vallejo and Benicia to the BART Yellow Line at Walnut Creek. **Figure 55** shows average weekday ridership by stop on the Yellow Line. The largest number of daily boardings eastbound occur at Vallejo TC, with about 45% of eastbound boardings. In the first half of 2024, Vallejo TC was responsible for the majority of eastbound boardings, but as of September 2024, nearly as many eastbound riders board in Benicia.

Westbound, over 84% of boardings happen at Walnut Creek; there are only about 6-7 boardings per day westbound in Benicia, indicating that few people are using the route to travel between Vallejo and Benicia, despite the fact that it is the only transit connection between the cities.

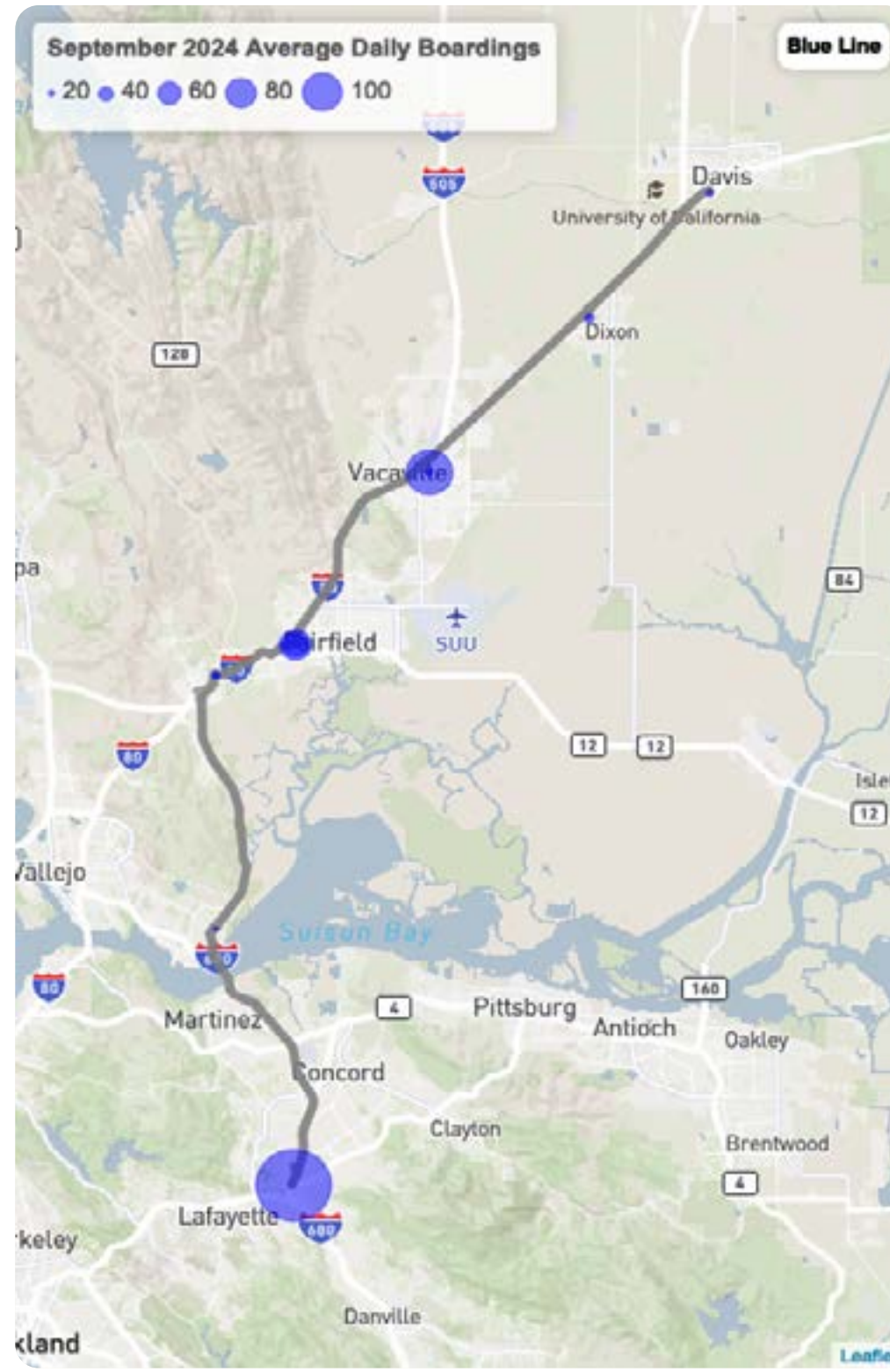


Figure 54: Blue Line Weekday Ridership by Stop

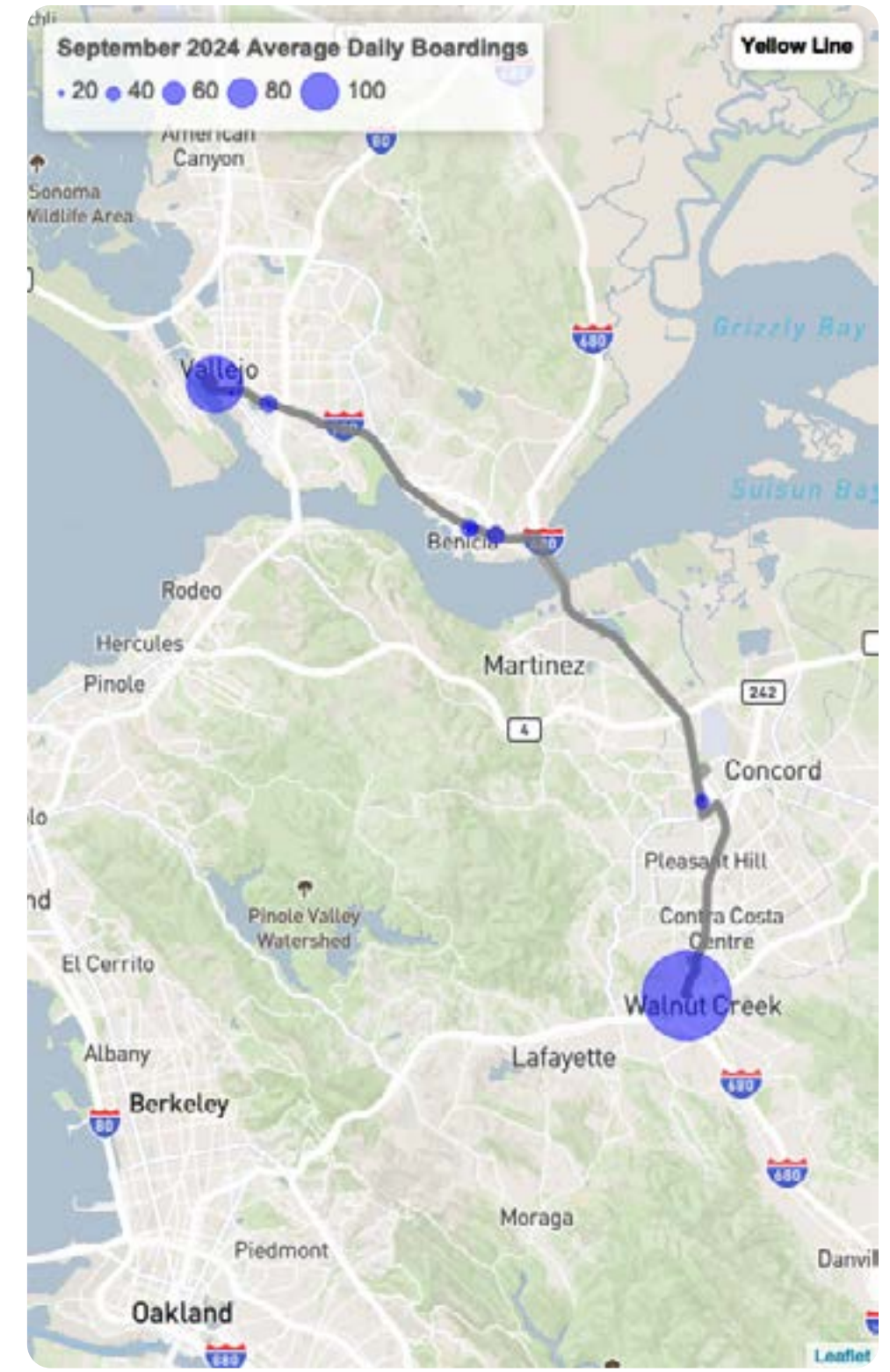


Figure 55: Yellow Line Weekday Ridership by Stop

# 4

# Network Design Strategies



# Potential Strategies - Local

If SolTrans wants to build ridership, making changes to the network could be a powerful tool. Many people already find the existing network useful; the success of high-productivity routes like the 7A/7B and the Red Line are evidence of this.

## Making the Network More Useful

In Chapter 2, we described how the usefulness of the network for reaching jobs and destinations varies in different places, and at different times of the day. Ridership arises when lots of people find the network to be a relatively convenient option for their trips, so the best way to build ridership is to try to broaden the range of trips that could be conducted on transit.

How do we do that? By increasing access. How do we increase access? By addressing some of the challenges in the existing system that make travel hard because of long travel times, insufficient span, or a lack of coverage.

## Key Local Improvements

From our analysis, we identify four major service design challenges for the local network in Vallejo and Benicia:

- **Low-frequency service.** Currently, all local routes run hourly except for Route 3. Prior to the pandemic, several other SolTrans routes ran at 30-minute frequencies. Improving frequency reduces waiting time, which is the most effective way to reduce overall journey times for short trips around Vallejo. Based on the ridership and productivity of current services, the top priority investments for enhanced frequency should be the 7A/B loop and Sonoma Blvd.

- **Limited span of service.** Most local routes turn off by about 8-9 PM on weekdays. This means that transit is not an option for anyone who needs to travel after that time, including anyone who works a closing shift at most retail, food or service jobs.
- **Limited service on Saturdays.** While all routes except school services run on Saturday, spans are shorter limiting the range of potential trips transit can service.
- **Limited service on Sundays.** Only a handful of routes operate on Sundays. That means that anyone who needs to travel to a place that isn't on one of those few routes in operation will need to find another way to travel.

All of these have the potential to make service more useful. Improving frequency throughout the day can reduce waiting times for all sorts of existing trips. On the other hand, extending span or turning on more Sunday routes has the potential to make some trips possible by transit that are just not viable with the current system.

## What would be required to make improvements?

Making any of these improvements would require adding service hours and spending more money. SolTrans is not projecting substantial new revenue in coming years, so any improvements focused on these challenges must be offset by changes that reduce cost elsewhere in the network.

In practice, this will likely require consolidating some existing services to reduce cost, and reinvesting that savings in the enhancements described above. Route consolidation means combining pieces of multiple routes in a new

route, saving resources that can then be deployed elsewhere in the network.

## Early Engagement

In August 2024, we conducted a few public engagement activities to help inform stakeholders and the public about the COA and describe some initial concepts of improvements to the SolTrans network that we are considering.

We hosted a stakeholder meeting, where various community organization leaders and social service providers from the county were invited to provide their feedback on the initial concepts that we developed.

We also tabled at the Vallejo Farmers Market in August, where we showed ideas of route changes to the public, and asked for feedback using a sticker voting exercise.

## What We Heard

For local bus service, we polled attendees at the stakeholder workshop about their priorities for better service. Attendees agreed that better frequency on busy routes was a high priority. They also generally agreed that more service on weekends would be another important area to prioritize.

This input represents only the first engagement effort in this project; further sessions and online efforts will be conducted in 2025 around the draft plan. The initial round of engagement was intended as an early “gut check” to confirm that these service issues are relevant to everyday riders and members of the community, and worthy of consideration during further design efforts.

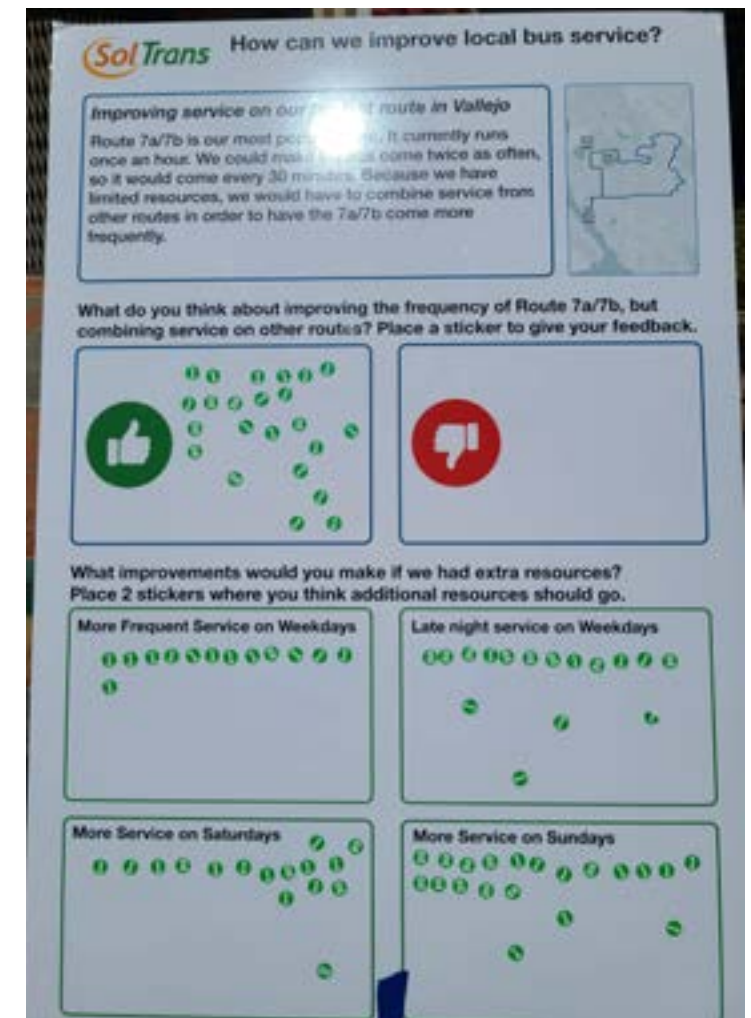


Figure 56: Vallejo Farmers Market Engagement Activity



# Potential Strategies - Express

At the Vallejo Farmers Market, people were asked about their thoughts on doubling the frequency of Route 7A/7B, while consolidating service elsewhere. Most people responded positively to this idea, as shown in the engagement board responses in **Figure 56**.

We also asked farmers market attendees about their top two priorities on how to improve local service, if SolTrans had additional resources to spend. Many people identified having more frequent service on weekdays and more service on Saturdays and Sundays as a top priority.

## Key Express Service Improvements

In addition to local service changes, we asked key stakeholders and the attendees at the farmers market about changes to improve the Express service network. **Figure 57** shows our initial concepts for changing SolTrans' Express Service routes. We wanted to hear from the public whether these ideas were worth exploring further. The changes include:

- Combining Red and Green line service into the Red Line, which would add more trips between Fairfield and Vallejo, or to BART.
- Moving the southern end of Blue and Yellow lines to North Concord instead of Walnut Creek. The route to Walnut Creek BART experiences substantial congestion making service less reliable.
- Discontinuing Blue Line service to UC Davis, and moving the southern end of the route to North Concord. The extra resources from shortening the route could be used to provide a more regular schedule of trips between BART, Fairfield, Vacaville and Dixon.

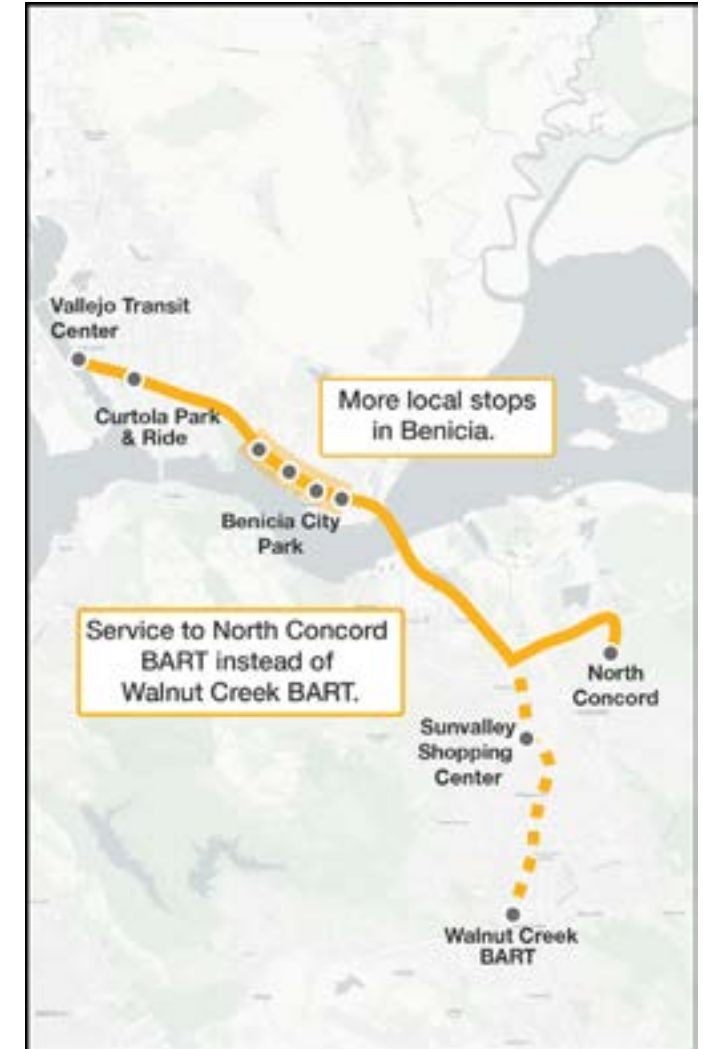


Figure 57: SolTrans Express Service Improvements: Initial Red and Green Line Concepts

These ideas were included in the initial engagement activities, but do not represent the full range of possible improvements that could be developed for the express network. Further input on more detailed express service alternatives will be sought during the second phase of public engagement in 2025.

### Red and Green Line

The Red Line is SolTrans' busiest route, the only connection between Vallejo and El Cerrito del Norte BART, and between Vallejo and Fairfield. It also offers a longer schedule of trips between

Fairfield and El Cerrito del Norte than the nonstop Green Line service.

The Red Line offers 30-minute headways between Vallejo TC and El Cerrito del Norte during the peak periods, but this headway drops to approximately hourly in the middle of the day when all trips continue to Fairfield. As a result, passengers face longer waiting times and fewer opportunities to travel between Vallejo and Richmond during the middle of the day.

The purpose of studying combining the

Green and Red lines is to determine whether using those resources to offer a higher and more consistent all-day frequency between Vallejo and Richmond would improve mobility outcomes in a way that riders and members of the public would value.

### Blue and Yellow Terminus

Walnut Creek is a major transfer point to BART and County Connection services, but accessing it requires operating on the frequently congested I-680 corridor. There are two potential alternative terminus options that



# Initial Public Feedback

would help get Blue and Yellow lines out of this traffic, each with their own advantages and disadvantages.

The first option would be to terminate the Yellow and Blue lines at the North Concord BART station. This would mean a faster connection to BART in terms of the time spent on a SolTrans bus, but at a station with few local bus connections, and with a higher BART fare for trips into Oakland or San Francisco.

The second option would be to terminate at Concord BART station. Concord is a much larger transit hub, where BART fares to major employment centers are less costly. Concord also offers a better range of connections to destinations in Concord than are available at Walnut Creek. If Concord were the Yellow and Blue lines' terminus, the most efficient way to reach the station would likely be via Highway 4 and the North Concord station; with this arrangement, people who just wanted to get on BART as soon as possible and didn't mind paying a little more could transfer at North Concord, while people who wanted to connect with a local bus or pay a lower BART fare could stay on to Concord.

## Davis Terminus

Right now, the Blue Line services Davis at a location that is not particularly convenient for either of the main reasons to serve the town: access to UC Davis, or connections with YoloBus routes continuing into Sacramento. Few people use the service, and it requires expensive deadhead trips from Vallejo to Fairfield to move Blue Line buses to the northern end of the I-80 corridor in time for the commute period.

There are two basic options when it comes to

Davis service. The first is to just stop serving Davis, and use those resources to improve the Blue Line somewhere else. This is the concept we discussed with the members of the public and stakeholders who attended our events in August 2024.

The other option is to extend the Blue Line deeper into Davis to reach the transit hub at the Memorial Union. This would require adding running time (and cost) to the Blue Line, but has the potential to establish a connection with YoloBus that could possibly be used to complete trips between Fairfield, Vacaville, or Dixon, and Sacramento.

## What We Heard

When we asked stakeholder workshop attendees about their opinions on these changes, most strongly agreed or agreed that these changes were worth exploring further.

At the farmers market, many people we talked to also agreed that these ideas were worth exploring further. **Figure 58** shows the results of the sticker voting exercise we conducted at the farmers market. Many people strongly supported exploring these changes further

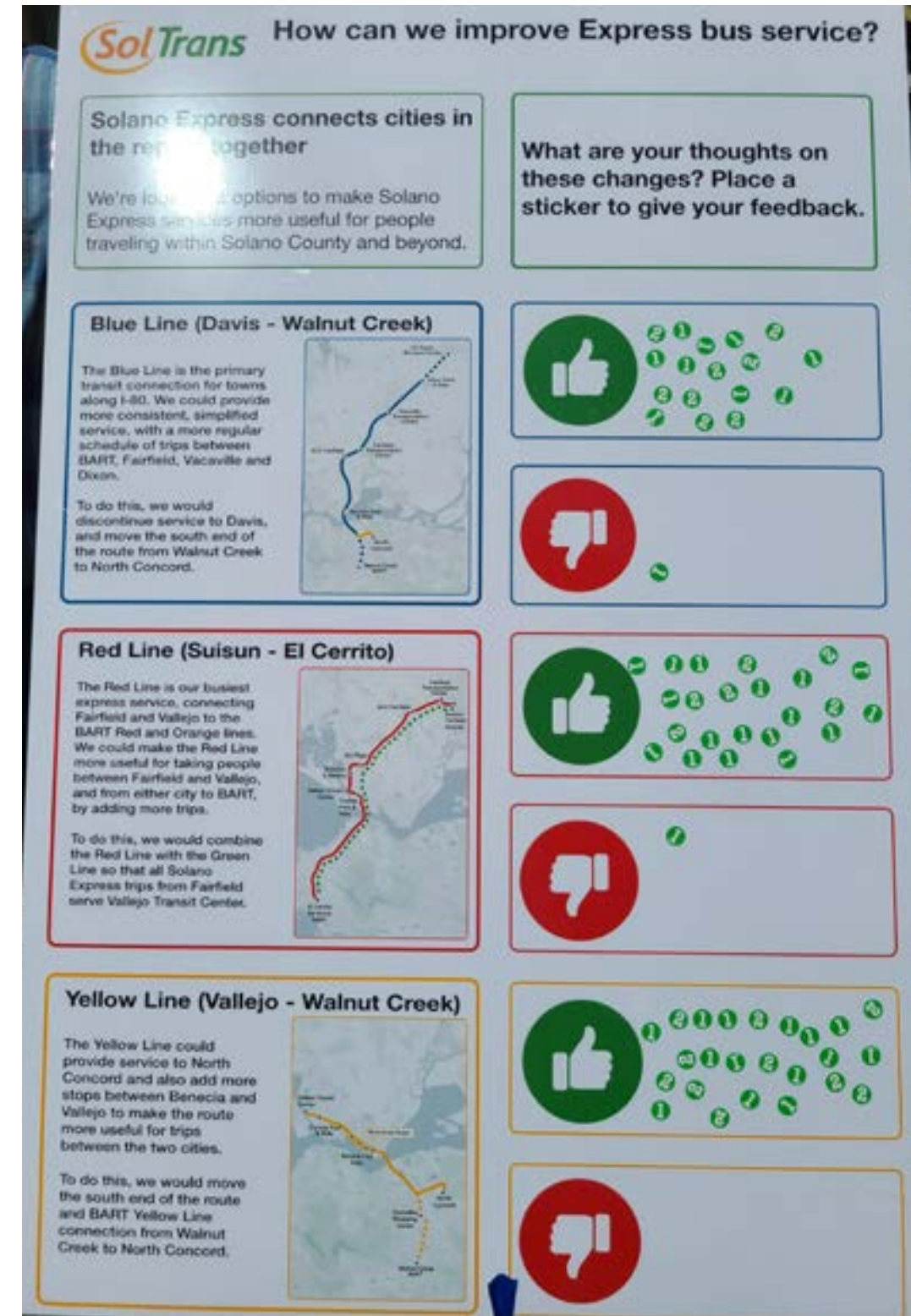


Figure 58: Vallejo Farmers Market Express Engagement Activity

# Next Steps

## Next Steps

As we have heard from our initial public feedback, there is support for exploring our early concepts in a more in-depth way. We will now be developing a detailed draft plan with more specific recommendations and changes during Fall 2024. We will then analyze cost and mobility outcomes of that network, so that the benefits and costs of changes along these lines can be clearly understood.

After the initial plan is developed, we will conduct a more robust engagement effort in early 2025, and ask the public about their specific feedback on the future SolTrans network. That feedback will be used in Spring 2025 to refine the draft into the final plan.

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# Existing Conditions Report - Executive Summary

January 1, 2025

SolTrans Comprehensive Operational Analysis

ATTACHMENT C  
Agenda Item 11A

Prepared by  
JARRETT WALKER + ASSOCIATES



# What are we doing here?

The SolTrans Comprehensive Operational Analysis (COA) is a planning study that will develop recommendations to improve the overall efficiency and operational effectiveness of the agency's services. In other words, this project will identify possible changes to SolTrans' fixed route bus network that could make it more attractive to passengers.

This document summarizes the most important analyses and conclusions of the full Existing Conditions Report completed in December 2024.

## Study Overview

Through the COA process, SolTrans will develop options for future changes to its service through three main efforts:

- A detailed analysis of the existing state of the system, travel market and post-pandemic changes; this report.
- An intensive design process where staff from SolTrans, the consultant team and partner agencies use the existing conditions analysis and input from the public to develop detailed recommendations for potential changes.

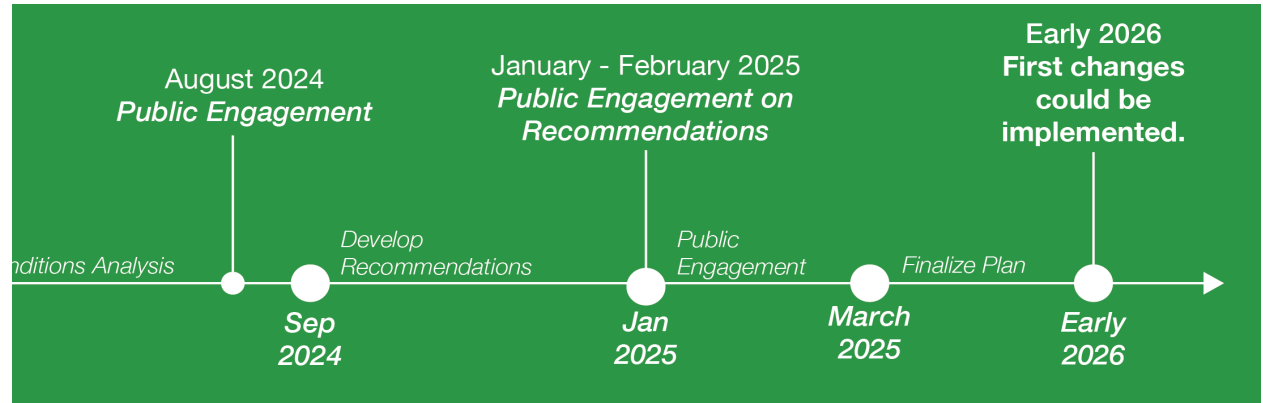


Figure 1: SolTrans COA Timeline

- Engagement of the public, stakeholders and partner government agencies. Initial engagement was conducted in Summer 2024, further engagement will be carried out to solicit feedback on draft and final recommendations in 2025.

After the Winter 2025 engagement period, SolTrans will use the feedback received to make changes to the draft recommendations. A final recommended plan will be released in late Spring 2025.

**Figure 1** shows the overall timeline for this project.

## Why Redesign the Network Now?

Since the last time SolTrans examined the design of its network, important changes in where, when and how people travel have occurred as a result of the COVID-19 pandemic.

SolTrans must work to make its service more useful to more people if it is to continue to recover ridership lost since 2020. The agency has already made great strides such as the launch of the Youth Pass program, but attracting more riders will require a service that is more relevant to their travel needs. SolTrans has never before conducted a study like this that integrated analysis and recommendations for both local and express services.

# SolTrans Basics

SolTrans is a joint powers authority (JPA) that provides public transportation to the Solano County cities of Vallejo and Benicia. It was established in 2010, and began operating transit services in the two cities in 2011. Since 2022, SolTrans has also operated all express bus service in Solano County, including the Red, Blue, Green, Yellow and 82 Solano Express routes that connect Vallejo, Benicia, Fairfield, Vacaville, Dixon and Davis to the BART rapid transit network.

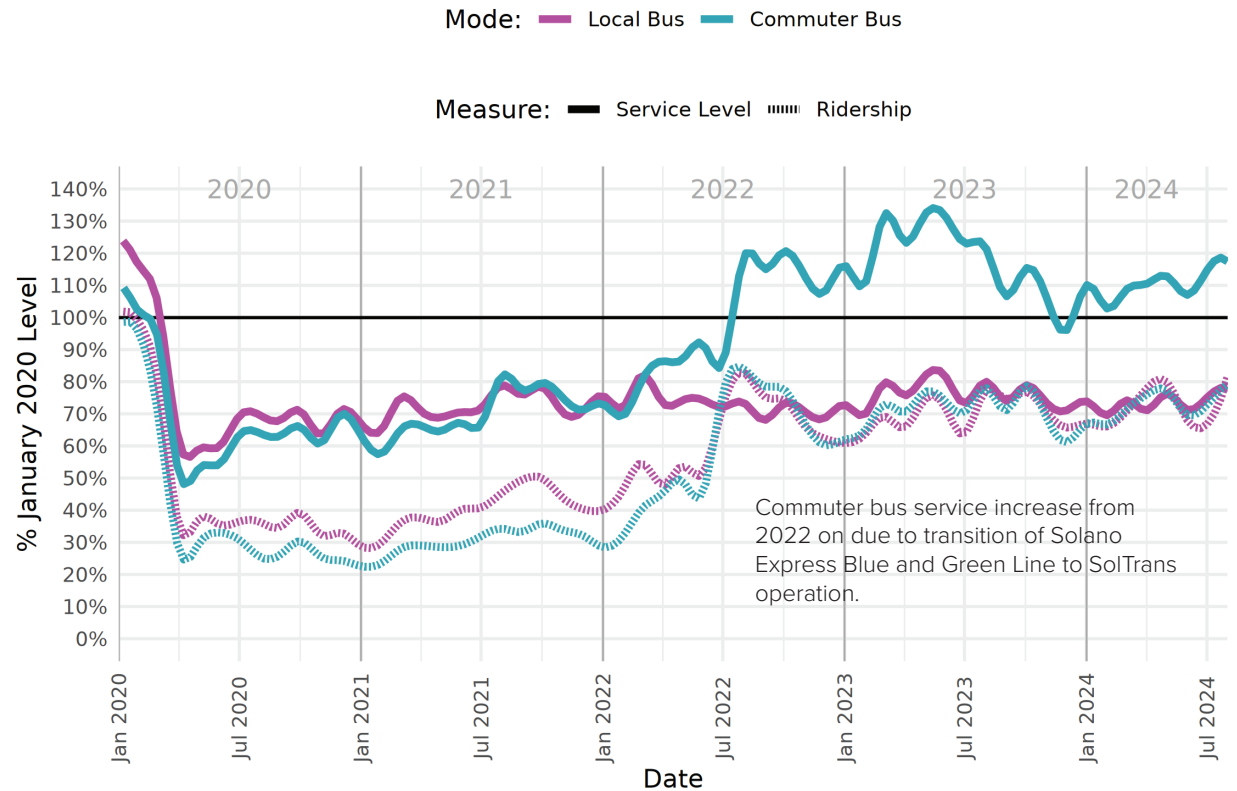
## Pandemic Recovery

**Figure 2** summarizes SolTrans' trend in ridership (dashed line) and service level (solid line) over the past four years. The color indicates service and ridership on local (purple) or express (blue) routes.

Like nearly all US transit agencies, SolTrans was forced to cut service at the beginning of the pandemic when ridership collapsed. In 2020 and early 2021, ridership on both express and local routes reached as low as 25-30% of last 2019 levels.

Ridership has recovered substantially since the depths of the pandemic, but as of August 2024 was still approximately 20% below pre-pandemic levels. Service levels on the local network in Vallejo and Benicia have been relatively flat since 2019, when

SolTrans Service and Ridership 2020-2024



Based on NTD Monthly Module VRH and UPT tables.

Figure 2: SolTrans Service & Ridership, Jan 2020 - August 2024

SolTrans restored some of the service that was initially cut at the onset of the pandemic. The amount of commuter bus service increased substantially in 2022, when SolTrans assumed operation of the Blue and Green Solano Express lines from FAST (in addition to its existing Red and Yellow services).

# The Existing Transit Network

**Figure 3** shows the existing SolTrans network, focused on Vallejo and Benicia. Places served by the express network outside of Vallejo and Benicia are indicated in the diagrams at the top of the page

## Network Frequency

On this map, routes are color coded based on their midday frequency: how often the bus comes during the middle of the day on a weekday. Darker blue lines run every 30 minutes.

There are also a few lines shown in green. These represent routes operated by the Vine (the transit provider for Napa County) that run in Solano County.

Some routes, like the Red and Green lines, are shown with a dashed line on this map. This indicates that these routes run non-stop, with no local stops in the segments shown with dashed lines.

Today, SolTrans local network is almost entirely hourly. This means that there is a single opportunity to board a bus at each stop each hour, except where multiple routes serve the same stop. Almost all routes (except for the Blue and Green lines) serve Vallejo Transit Center, where schedules are coordinated to reduce transfer wait times.



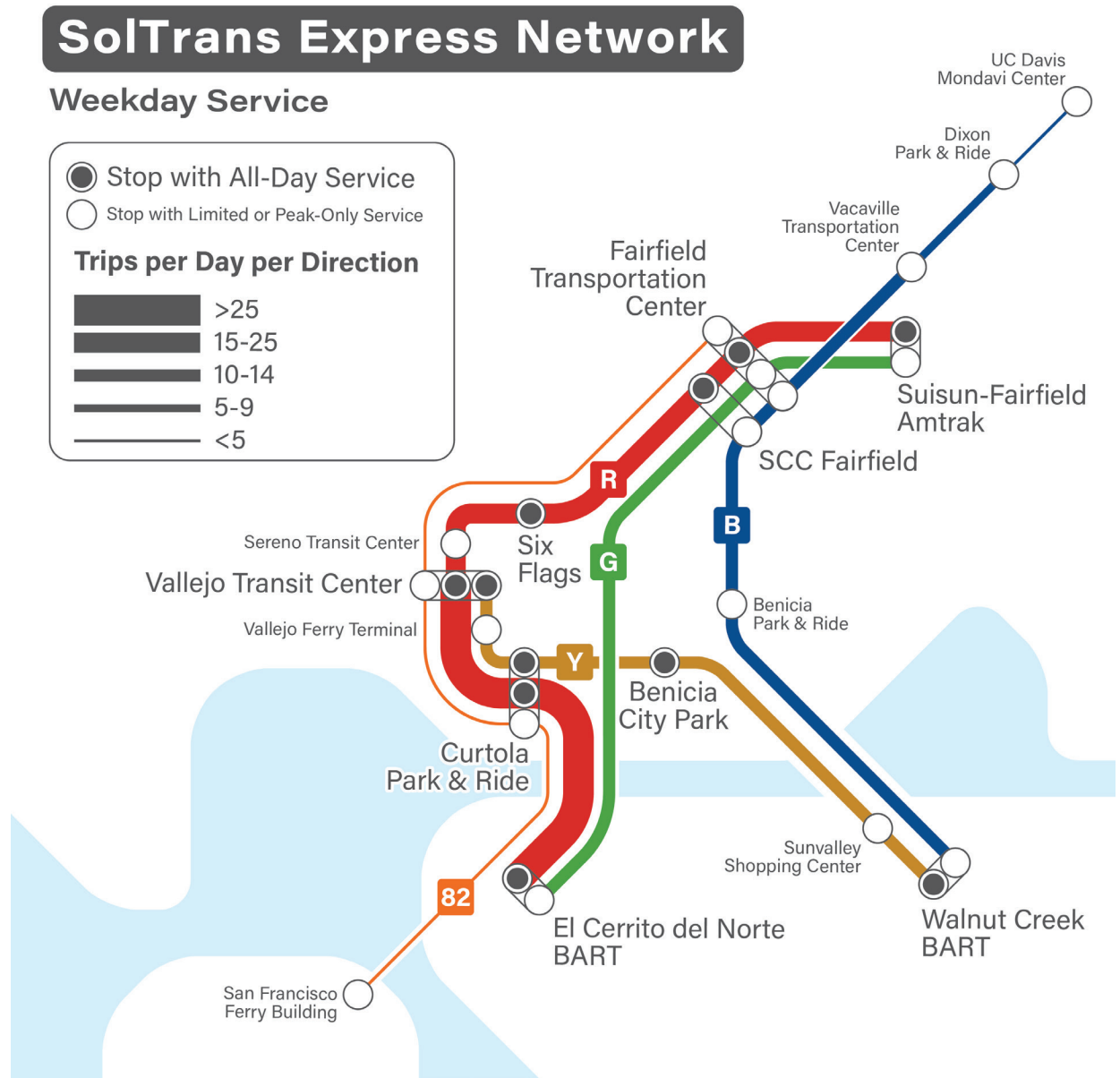
Figure 3: SolTrans Existing Network

# The Express Network

**Figure 23** shows a diagram of SolTrans' express services, which connect Solano County cities to the BART rapid transit network. The thickness of each line represents the number of daily weekday trips provided per direction.

SolTrans' express network has five lines:

- The Red Line connects Fairfield, Vallejo and El Cerrito del Norte BART. About half of its trips serve Fairfield; the rest end at Vallejo.
- The Green Line provides direct service from Fairfield to BART, bypassing Vallejo.
- The Yellow Line connects Vallejo and Benicia to BART at Walnut Creek. It is the only transit connection between Vallejo and Benicia.
- The Blue Line is the only intercity service between Dixon, Vacaville and Fairfield, connecting the I-80 corridor south to BART at Walnut Creek via Benicia. Select trips also serve Davis.
- Route 82 is a pilot service that offers direct trips from the SF Ferry Building to Vallejo and Fairfield during times when the SF Ferry is not operating.





# The Ridership Recipe

SolTrans set out a clear goal in developing this project:

*...to optimally allocate resources to provide the highest quality of service to the community in order to maximize ridership.*

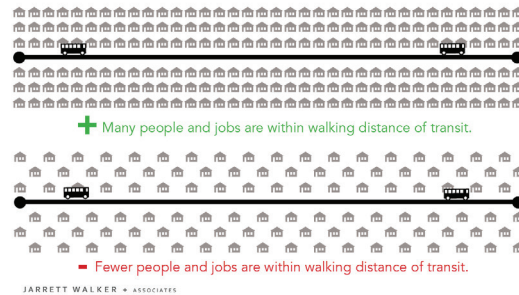
The main goal of this effort is to rebuild ridership lost during the pandemic by improving the quality of service. What does pursuing that goals mean in practice? Transit ridership arises from the combination of a useful service that provides access to a wide range of potential destinations, and a supportive market that puts lots of potential customers nearby. This project is focused on understanding how SolTrans can make its services more useful for its strongest travel markets.

## Five Geographic Indicators

Creating a transit network capable of generating high ridership isn't just about faster or more frequent service. To be useful to many people, fast, frequent service must be available in places where the development pattern supports its use.

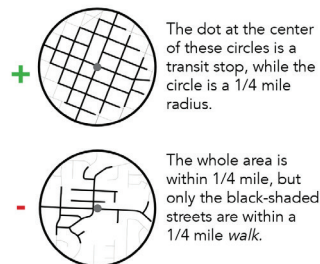
The built environment factors shown in **Figure 3** are critical to facilitating a broadly useful network.

**DENSITY** *How many people, jobs, and activities are near each potential transit stop?*



JARRETT WALKER + ASSOCIATES

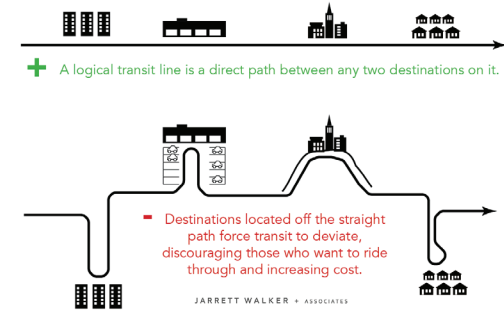
**WALKABILITY** *Is it possible to walk between the stop and the activities around it?*



+ It must also be safe to cross the street at a stop. You need stops on both sides for two-way travel!

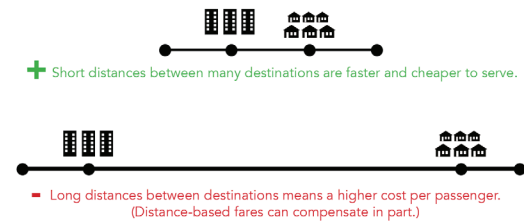
JARRETT WALKER + ASSOCIATES

**LINEARITY** *Can transit run in reasonably straight lines?*



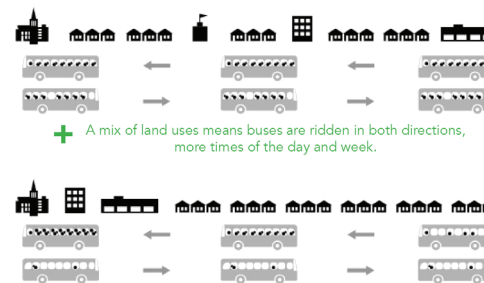
JARRETT WALKER + ASSOCIATES

**PROXIMITY** *Does transit have to traverse long gaps?*



JARRETT WALKER + ASSOCIATES

**MIX OF USES** *Do people travel in both directions, all day?*



JARRETT WALKER + ASSOCIATES

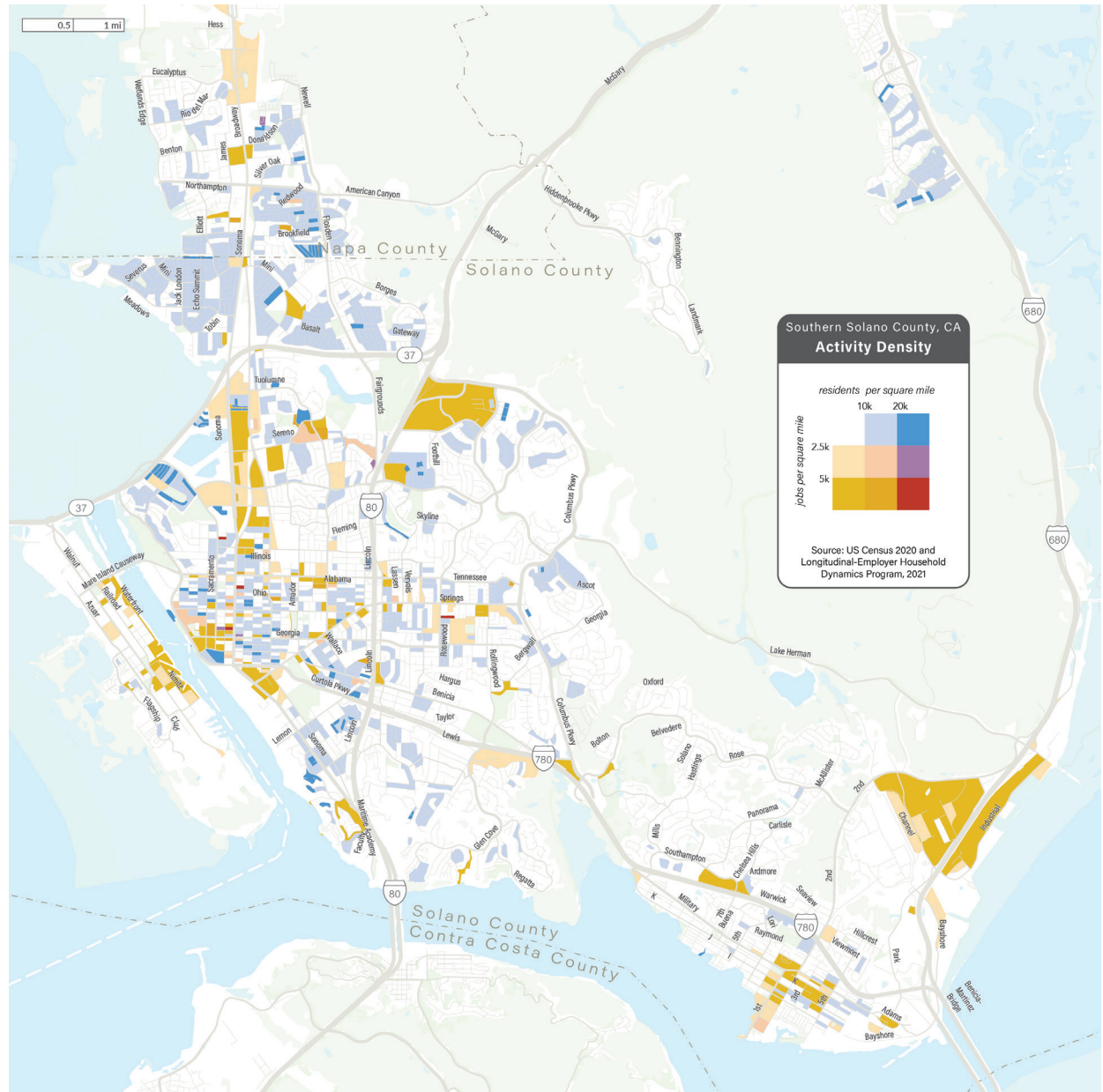


# Where do people live and work?

The most fundamental element of a transit market is its size: how many people are nearby who might choose to ride the service?

A good starting point for understanding the relative size and intensity of different potential transit markets is to examine the density of residents and jobs. The map on this page shows where there are more residents (blue) and jobs (yellow) nearby. The darker the color, the greater the number of jobs or residents in the area. In places where there are high densities of both jobs and residents nearby, there is likely to be a strong market for travel for most or all of the day.

Where residential, commercial and other uses are mixed, people are traveling in both directions so buses can be full in both directions. Transit routes serving purely residential neighborhoods, or purely employment areas, tend to get less ridership, and cost more to provide, than routes serving a mix of land uses



# Where are people going?

The previous map of population and employment shows where people are located and home and at work, but it doesn't provide a sense of where people are going. To understand total travel demand, we use a data source called Replica that combines data from cell phone apps, connected vehicles, the US Census and other public sources to produce a highly detailed model of travel demand for all parts of the Bay Area.

**Figure 14** shows how many estimated trips per square mile are located in US Census block groups in Vallejo and Benicia. Block groups shown in darker shades of purple attract more weekday travel demand. This map shows estimated trip data for a typical Fall 2023 weekday.

This map includes trips for all purposes, including going to work, returning home, shopping, socializing, and recreation. The most common single trip purpose is returning home (39%). For trips to places other than home, the most common purposes are shopping (18%), going to work (10%), and going to eat (9%)

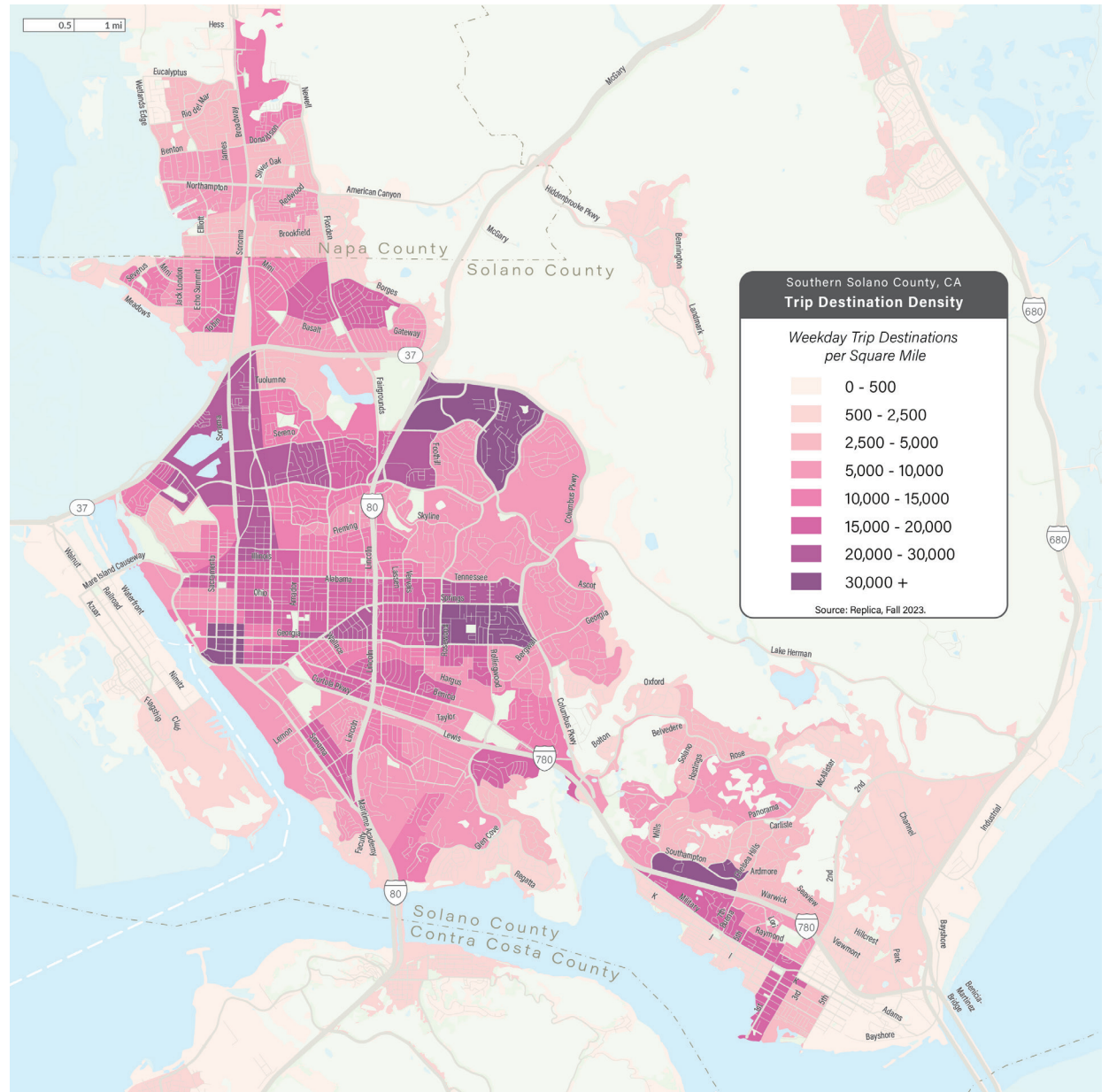


Figure 4: Travel Demand - Vallejo & Benicia



# The Regional Travel Market

**Figure 19** shows Replica travel flows between Solano County cities and other nearby counties for all trip types. The thickness and color of the line between locations represents the total travel flow between them. This map shows total travel volume, including trips to and from each place.

As the largest city in Solano County, Vallejo has the largest volume of trips. Vallejo's highest-volume links are trips to Contra Costa and Napa Counties. The next busiest connections are to Alameda County, and then to Fairfield and Vacaville. Smaller but significant volumes of trips occur between Vallejo and San Francisco, as well as Marin County.

For Fairfield, Vacaville and Dixon, the highest-volume connections are less oriented toward the center of the Bay Area. The highest-volume link in this area is between Fairfield and Vacaville. More trips occur between Fairfield and Vacaville and Vallejo than between Fairfield, Vacaville and any of the other counties. For the northern cities, the volume of travel north into Sacramento and Yolo counties is much greater than to the south.

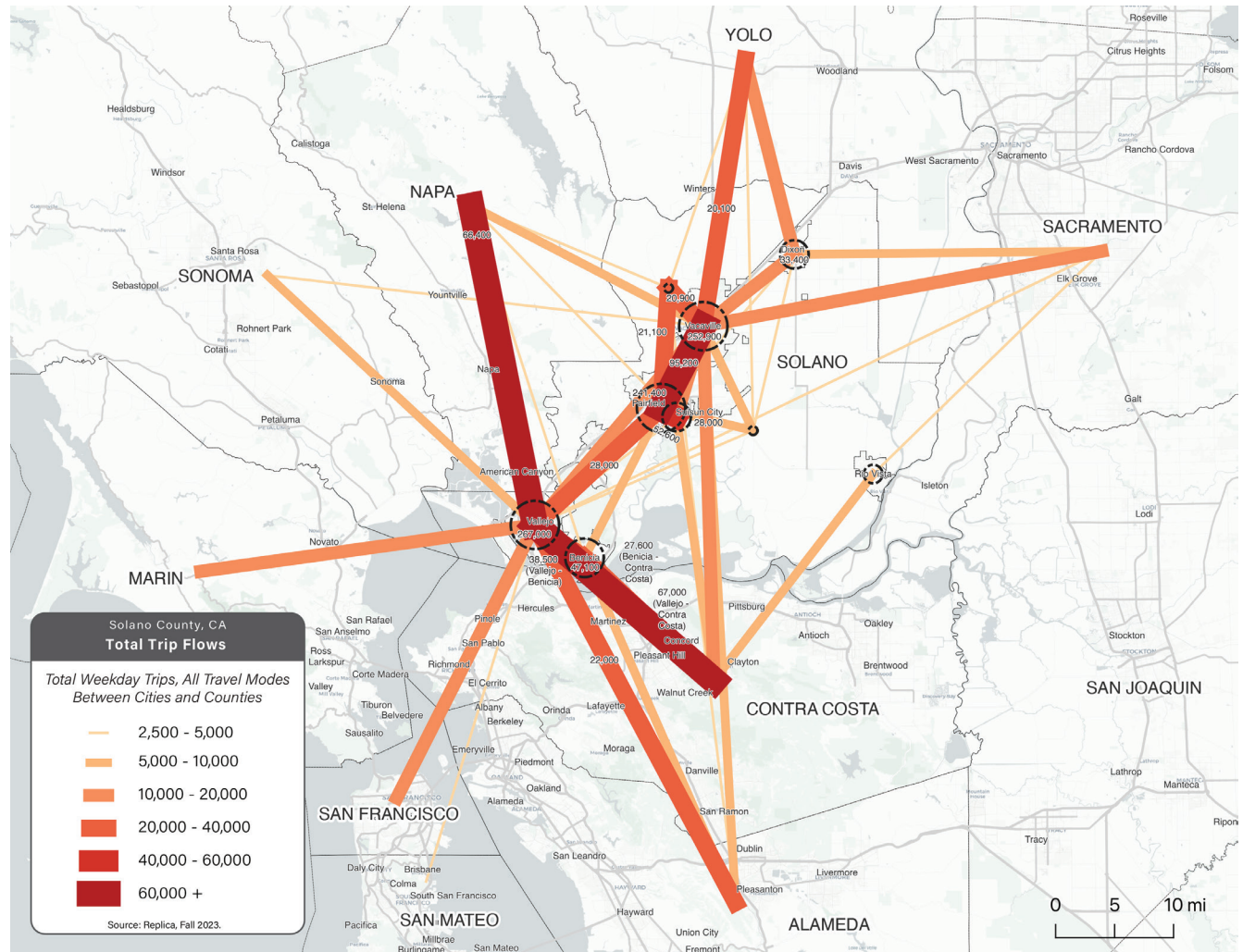


Figure 5: Regional Travel Flows - All Trips

# The Regional Travel Market

## Commuting

Solano County has sometimes been characterized as a “bedroom community” because most people that live in the county work outside of it.

**Figure 16** shows a summary of data from the LEHD of the percentage of workers living in each community SolTrans serves split by whether they work in or out of Solano County. In all of these communities, a majority of workers work outside of the county, with the highest share of out-of-county workers found in Vallejo and Benicia, the communities closest to the largest Bay Area job centers.

## All Trips

Where people live and work doesn’t even tell half the story about where they need to go. Only about 22% of trips are work trips; the rest are trips people make for all other reasons, like shopping, picking up kids, visiting friends or relatives, dining, recreation, getting medical care, and all the other necessities of life.

**Figure 17** shows data from Replica on the destinations for all trips (based on a typical weekday in Fall 2023), split by whether those destinations were in Solano County or elsewhere. When we look at

City	% Employed in Solano County	% Employed Outside of Solano County
Vallejo	25%	75%
Benicia	27%	73%
Fairfield	35%	65%
Vacaville	41%	39%
Suisun City	38%	62%
Dixon	38%	62%
<b>Entire County</b>	<b>33%</b>	<b>66%</b>

Figure 6: Solano County Workplace Location by Home Location (LEHD 2021)

City	% Trip Destinations in Solano County	% Trip Destinations Outside of Solano County
Vallejo	76%	24%
Benicia	75%	25%
Fairfield	86%	14%
Vacaville	87%	13%
Suisun City	86%	14%
Dixon	75%	25%
<b>Entire County</b>	<b>83%</b>	<b>17%</b>

Figure 7: Solano County Trip Destination by Home Location (Replica 2023)

all types of trips (including social, dining, shopping, and recreation) rather than just employment, we see how the vast majority of travel happens locally. Even someone who commutes out of the county to San Francisco, Oakland or Sacramento will likely visit their local supermarket for groceries.

# Where is the network most useful?

How useful is someone likely to find the SolTrans network for the trips they need to make? Even if transit service is present in a place with lots of people, it is unlikely to attract many riders if it is inconvenient to use for the trips people need to make.

We use a measure called “access analysis” to quantify how SolTrans’ network can take riders to different places. Access analysis shows us how many jobs or other destinations are reachable using the transit network in some amount of time, like 30 or 60 minutes. The more destinations are reachable, the more likely it is that someone could find the network to be a convenient option in their daily life.

**Figure 8** shows the number of jobs located in the block groups reachable from the center of each little hex on the map in 60 minutes or less. Places where more jobs are reachable are shown in darker shades of orange. Job access is highest in downtown Vallejo and along Sonoma and Broadway to the north; these areas are served by multiple SolTrans routes, and have more jobs nearby. Job access is lower on Vallejo’s east side and in Benicia, where the fewer jobs are located. For a person beginning a trip in east Vallejo, accessing jobs in the north will require either riding downtown or around 7A/B loop.

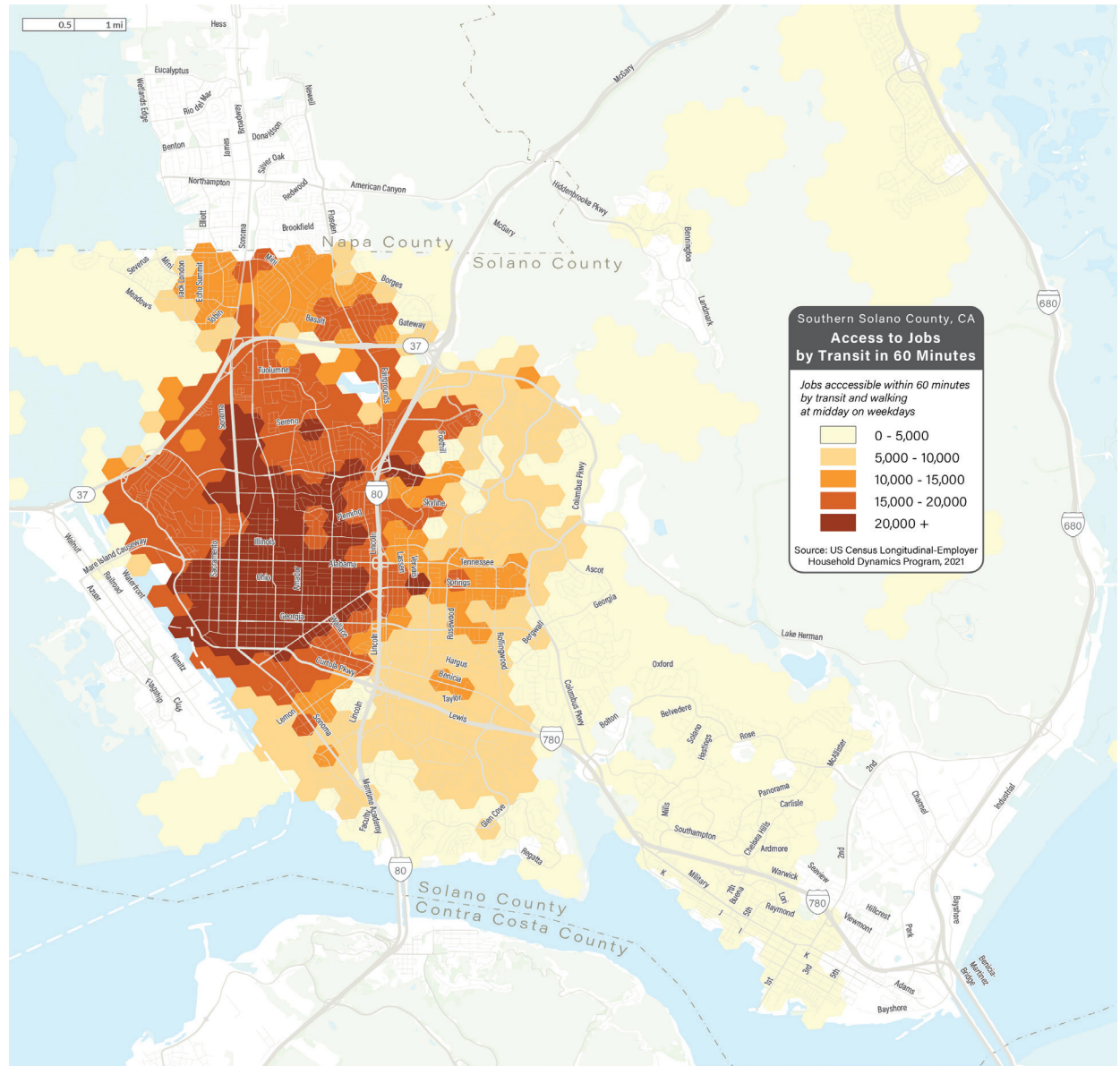


Figure 8: 60-Minute Job Access



# Where are people riding?

Where are people finding the system useful today? This section examines data on current system ridership. **Figure 49** shows one of the simplest ways of viewing this data, mapping the average number of people who board a bus each day at each stop.

Many stops in SolTrans' network average fewer than one daily boarding. Some of the places with the highest average daily ridership include:

- SolTrans' transit centers **A**. Boardings are high at these locations due to transfers between routes.
- Curtola Park-and-Ride **B**.
- High schools and middle schools in Vallejo and Benicia **C**.
- Stops serving commercial destinations near Redwood and Sonoma.

This map also includes a heatmap layer that sums ridership for all stops within 1/2-mile of the center of each hex.

The heatmap mainly calls out the same activity centers as the stop map, with a few additions. Gateway Plaza is much clearer on the heatmap **D**, because unlike some other destinations its ridership is split among multiple stops in the area.

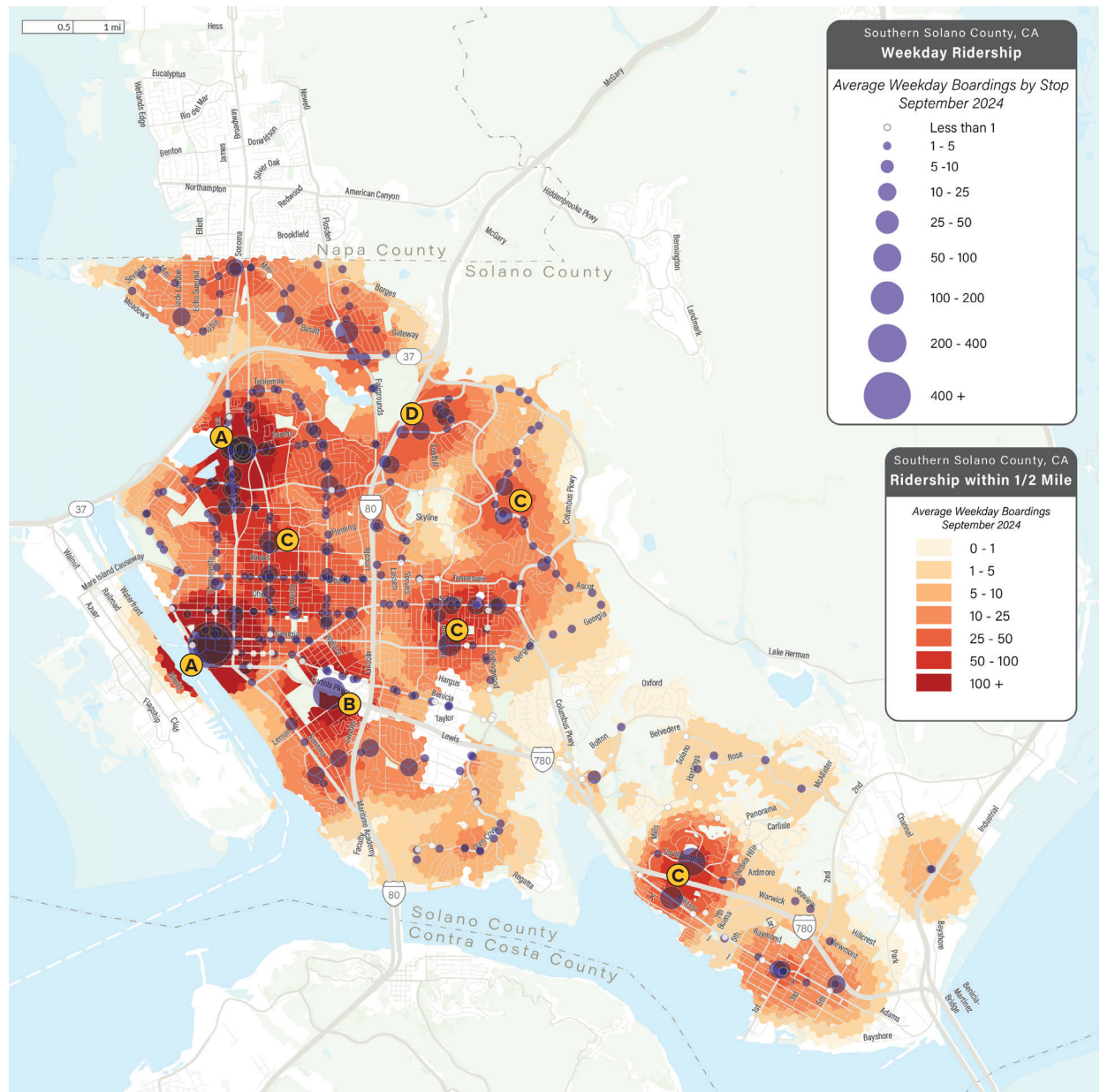


Figure 9: SolTrans Weekday Ridership by Stop - Vallejo and Benicia

# Route Key Performance Indicators

Route Number	Route Name	Boardings	Weekday		Saturday			Sunday		
			Revenue Hours per Weekday	Boardings / Rev Hr	Boardings	Revenue Hours per Weekday	Boardings / Rev Hr	Boardings	Revenue Hours per Weekday	Boardings / Rev Hr
<b>Local Routes</b>										
1	Rancho Vallejo	231	18.45	13.01	133	13.02	10.22	107	13.02	8.22
2	Crest	259	18.53	15.21	140	11.52	12.16			
3	South Vallejo	200	16.37	12.67	112	11.42	9.81			
4	Tuolumne	211	15.27	14.24	90	10.32	8.72			
5	Six Flags	178	14.13	13.06	128	9.98	12.82			
6	Tennessee	145	13.25	11.34	74	9.53	7.76			
7A	Clockwise	241	17.18	14.58	128	11.72	10.92	108	13.82	7.82
7B	Counterclockwise	264	16.80	16.20	130	11.50	11.30	108	13.42	8.05
8	Glen Cove	165	13.80	12.38	56	9.35	5.99			
15*	Rose	34	4.00	15.57						
17*	Hastings	105	4.40	42.28						
38*	Jesse Bethel	20	1.77	19.05						
<b>Express Routes</b>										
	Blue Line	328	47.87	8.56	92	19.13	4.81	0		
	Green Line	235	29.13	9.82	0			0		
	Red Line	1088	69.23	16.98	554	28.70	19.30	310	12.83	24.16
	Yellow Line	184	25.80	8.00	89	12.92	6.89	75	12.77	5.87
	82	113	12.00	11.3						
<b>Full System</b>		<b>4001</b>	<b>304</b>	<b>13.2</b>	<b>1726</b>	<b>159</b>	<b>10.8</b>	<b>708</b>	<b>71</b>	<b>10.7</b>

Figure 10: SolTrans Route Performance Summary

The Red Line is one of SolTrans’ most productive routes; its also the highest-ridership route in the system, with over 1000 daily boardings contributing over 27% of daily weekday system ridership. **Figure 10** provides a summary of key performance indicators for each current route for September 2024.

Ridership has risen substantially through 2024, with September average system ridership at over 4,000 boardings per weekday, compared to about 2,600 in spring 2024. This increase in ridership coincided with the expansion of the YouthPass program, which provides free access to the system to all users under age 18.

In September 2024, all routes averaged at least 20% more weekday riders than on an average weekday in the spring. The highest-ridership local route was still the combined 7A/7B. Routes 1, 2, 3 and 4 all averaged at least 200 average daily weekday boardings with enhanced productivity. Ridership on the Red and Blue lines also grew by over 50%.

# Potential Strategies - Local

If SolTrans wants to build ridership, making changes to the network could be a powerful tool. Many people already find the existing network useful; the success of high-productivity routes like the 7A/7B and the Red Line are evidence of this.

## Key Local Improvements

From our analysis, we identify four major service design challenges for the local network in Vallejo and Benicia:

- **Low-frequency service.** Higher frequency reduces waiting time and makes service more reliable for customers. Currently, all local routes run hourly except for Route 3. Based on the ridership and productivity of current services, the top priority investments for enhanced frequency should be the 7A/B loop and Sonoma Blvd.
- **Limited span of service.** Most local routes turn off by about 8-9 PM on weekdays. This means that transit is not an option for anyone who needs to travel after that time.
- **Limited service on Saturdays.** While all routes except school services run on Saturday, spans are shorter limiting the range of potential trips transit can service.

- **Limited service on Sundays.** Only a handful of routes operate on Sundays, limiting the reach of the network.

All of these have the potential to make service more useful. Improving frequency throughout the day can reduce waiting times for all sorts of existing trips. On the other hand, extending span or turning on more Sunday routes has the potential to make some trips possible by transit that are just not viable with the current system.

## What would be required to make improvements?

Making any of these improvements would require adding service hours and spending more money. SolTrans is not projecting substantial new revenue in coming years, so any improvements focused on these challenges must be offset by changes that reduce cost elsewhere in the network.

In practice, this will likely require consolidating some existing services to reduce cost, and reinvesting that savings in the enhancements described above. Route consolidation means combining pieces of multiple routes in a new route, saving resources that can then be deployed elsewhere in the network.

## Early Engagement - What We Heard

In August 2024, we conducted a few public engagement activities to help inform stakeholders and the public about the COA and describe some initial concepts of improvements to the SolTrans network that we are considering.

For local bus service, we polled attendees at the stakeholder workshop about their priorities for better service. Attendees agreed that better frequency on busy routes was a high priority. They also generally agreed that more service on weekends would be another important area to prioritize.

This input represents only the first engagement effort in this project; further sessions and online efforts will be conducted in 2025 around the draft plan. The initial round of engagement was intended as an early “gut check” to confirm that these service issues are relevant to everyday riders and members of the community, and worthy of consideration during further design efforts.



# Potential Strategies - Express

## Key Express Service Improvements

In addition to local service changes, we asked key stakeholders and the attendees at the farmers market about changes to improve the Express service network. **Figure 11** shows a set of very early express concepts we developed as a way to discuss potential changes to the network that could be worth deeper investigation. These concepts are not proposals for service changes; there were only developed as an initial set of ideas to stimulate discussion among the public, stakeholders and SolTrans' partners.

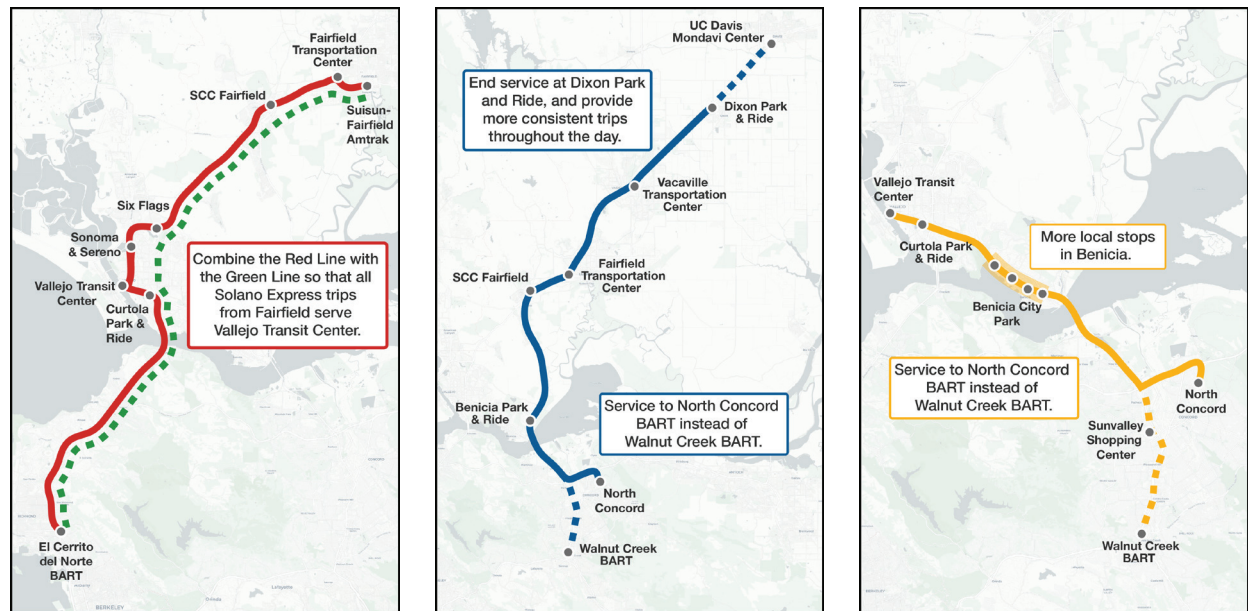


Figure 11: SolTrans Initial Express Concepts

The changes include:

- Combining Red and Green line service into the Red Line, which would add more trips between Fairfield and Vallejo, or to BART.
- Moving the southern end of Blue and Yellow lines to North Concord instead of Walnut Creek. The route to Walnut Creek BART experiences substantial congestion making service less reliable.
- Discontinuing Blue Line service to UC Davis, and moving the southern end of the route to North Concord. The extra resources from shortening the

route could be used to provide a more regular schedule of trips between BART, Fairfield, Vacaville and Dixon.

These ideas were included in the initial engagement activities, but do not represent the full range of possible improvements that could be developed for the express network. Further input on more detailed express service alternatives will be sought during the second phase of public engagement in 2025.

When we asked stakeholder workshop attendees about their opinions on these changes, most strongly agreed or agreed

that these changes were worth exploring further.

At the farmers market, many people we talked to also agreed that these ideas were worth exploring further.

# Next Steps

As we have heard from our initial public feedback, there is support for exploring our early concepts in a more in-depth way. We will now be developing a detailed draft plan with more specific recommendations and changes during Fall 2024. We will then analyze cost and mobility outcomes of that network, so that the benefits and costs of changes along these lines can be clearly understood.

After the initial plan is developed, we will conduct a more robust engagement effort in early 2025, and ask the public about their specific feedback on the future SolTrans network. That feedback will be used in Spring 2025 to refine the draft into the final plan.

Upcoming milestones:

- Early 2025 - release refined draft plan.
- February - March 2025 - partner, public and stakeholder engagement on concepts.
- March - May 2025 - network refinement and plan finalization based on engagement.



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DATE: January 21, 2025  
TO: Solano County Intercity Transit Consortium  
FROM: Daryl Halls, Executive Director  
Ron Grassi, Director of Programs  
RE: Status of Transit 2030 Implementation Recommendations

---

**Background:**

In February 2024, Board members from STA and SolTrans formed a joint policy committee with the initial purpose of developing of a countywide consensus among policy leaders on six key Transit Focus Areas identified in MTC’s *Transit Transformation Action Plan*: Fare Integration, Mapping and Wayfinding, Connected Network Planning, Bus Transit Priority, Rail Network Management and Accessibility. Over the course of the next four months, staff from STA, its transit partners and MTC presented relevant information on each of these topic areas.

In addition, the Committee expanded the scope to address three additional areas:

- Water Transit connectivity (Ferry)
- Defining a Solano Vision for Transit
- Clarify interagency communication and partner roles and responsibilities to achieve greater collaboration.

At their April 10<sup>th</sup> meeting, the Committee approved the following Vision Statement: *Forging a seamless Solano County transit mobility plan focusing on increasing ridership by enhancing rider experience through improving reliability, safety, accessibility and affordability.*

Due to the urgency of resolving impediments to transit partner collaboration, a Policy Subcommittee was appointed to research the problems and recommend actions to resolve them. The Subcommittee met on six occasions to review existing documents outlining the roles and responsibilities of STA and the operators, with a primary focus on the SolTrans contract to provide Intercity Transit services. Staff from STA, SolTrans, and several transit operators attended and participated in the final four meetings. The Subcommittee recommendations were presented to the Solano Transit 2030 Policy Committee at their November 20<sup>th</sup> meeting.

At that time, after comments from each of the Subcommittee members present, the full Committee discussed the recommendations, and voted to adopt them, with one revision. The Committee’s adopted Recommendations are provided as attachment A to this report.

**Discussion:**

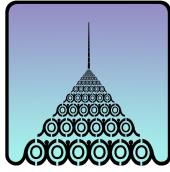
On December 10, 2024, the STA Board reviewed and approved the Solano Transit 2030 Policy Committee’s Final Recommendations to clarify interagency communication and partner roles and responsibilities. Attachment B reflects the Solano Transit 2030 Policy Recommendations and the actions STA is taking to implement them.

**Recommendation:**

Informational

Attachment:

- A. Solano Transit 2030 Policy Committee’s Final Recommendations
- B. Solano Transit 2030 Policy Recommendations and Status of Implementation.



# Civicknit

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## **Transit 2030 Policy Committee Findings & Recommendations**

December 10, 2024

### **Findings**

- 1- Mutual distrust, loss of respect, and poor communication between STA and SolTrans has undermined meaningful collaboration on the planning, funding, and delivery of bus transit services in Solano County. Consortium meetings have been strained, with personal animosities often on display. Competing proposals for managing Intercity Transit services have remained unresolved for two years.
- 2- SolTrans considers that its evolution and growth over its 15 years warrants independence from STA. They propose designating their agency as the intercity transit operator for Solano County, defined in an MOU with their transit partners, who would also participate in an Advisory Committee that reports to the SolTrans Board. A separate funding MOU with STA would allocate a minimum of 50% of annual STAF funds and dedicate the current STAF Reserve balance to Solano Express.
- 3- STA considers its existing intercity transit authority and advisory structure as defined in the JPA to be warranted and worth continuing. Management expressed a willingness to consider allocating STAF funds beyond a one-year horizon, utilizing the Intercity Transit Funding Working Group (ITFWG) for developing a recommendation to the STA Board. They believe the Transit Consortium is the appropriate body to consider process changes.
- 4- SolTrans and FAST managers believe STA micromanages its budget approval and performance oversight. They seek modification of stipulated review and approval procedures they consider inefficient and duplicative. They deem STA's involvement in managing local and intercity transit services to reflect mission creep without sufficient professional experience, and they question the cost/benefit of using STAF funds to support Solano Mobility versus increasing distribution to local transit operators. They believe that the current voting structure of the Transit Consortium favors STA and should be revised.
- 5- Smaller service providers appreciate STA's assistance in managing their service contracts and regulatory reporting requirements.

## **Transit 2030 Policy Committee Recommendations**

- **Intercity Transit**

- 1- STA should continue its current intercity transit services governance and advisory structure.
- 2- STA and SolTrans should execute a Solano Express Funding and Operating Agreement, following consultation with all funding partners.
- 3- Working with the Intercity Transit Funding Working Group (ITFWG), STA should develop a proposed multi-year funding plan for Solano Express.
- 4- STA should utilize the results of SolTrans' Comprehensive Operational Assessment (COA) and STA's Connected Mobility Plan to assess future Solano Express services during 2025.
- 5- The Transit Consortium should establish what Intercity Transit information is adequate to evaluate Solano Express performance and invite SolTrans to present its reports quarterly at the STA Board.
- 6- The Transit Consortium should agendaize a review of its voting structure and explore opportunities to strengthen the working relationship between STA and SolTrans.

- **Solano Mobility**

- 1- All current Solano Mobility programs should continue unchanged during this fiscal year. Potential modifications to improve services or efficiency in subsequent budgets should be evaluated through STA's existing Review and approval framework: 1) Intercity Transit Consortium, 2) Paratransit Coordinating Council, 3) Technical Advisory Committee and finally 4) STA Board
- 2- STA's current year \$3M budget in STAF funds for Solano Mobility should remain in place and continue to be used in support of Solano Mobility programs. If future specific program efficiencies produce cost savings, those funds should be retained within the Solano Mobility budget for use on other improvements.
- 3- No change to STA's cost allocation practices is necessary to adequately evaluate the Solano Mobility Program.

- **Transit Agency Collaboration**

- 1- The STA and SolTrans Boards should publicly acknowledge the fractured working relationship between STA and SolTrans and commit to help re-build healthy, respectful collaboration by identifying staff behavior expectations and providing resources to support that.

**Transit 2030 Policy Committee**  
January 2025 Update

<b>Intercity Transit</b>	
<b>Recommendation</b>	<b>Status</b>
1- STA should continue its current intercity transit services governance and advisory structure.	STA will continue to utilize the current governance and advisory structure which includes the Intercity Transit Funding Working Group, the Solano County Intercity Transit Consortium, the STA TAC, and the STA Board.
2- STA and SolTrans should execute a Solano Express Funding and Operating Agreement, following consultation with all funding partners.	STA has developed a draft Solano Express Intercity Funding and cost sharing agreement which was shared with all the transit operators with comments due by January 21, 2025 and anticipated presentation to the Intercity Transit Consortium/STA TAC in February 2025 and the STA Board in March 2025.
3- Working with the Intercity Transit Funding Working Group (ITFWG), STA should develop a proposed multi-year funding plan for Solano Express.	STA is working with our financial consultant and the Intercity Funding Working Group to develop a multi year funding plan for Solano Express to be presented to the Solano County Intercity Transit Consortium/STA TAC in April 2025 and the STA Board in May 2025. STA is proposing to utilize \$3 million of State Transit Assistance Funds to replace the ARPA funds being fully expended in FY 2024/25.
4- STA should utilize the results of SolTrans' Comprehensive Operational Assessment (COA) and STA's Connected Mobility Plan to assess future Solano Express services during 2025.	STA is coordinating with SolTrans on their COA, which SolTrans will present to the Solano County Intercity Transit Consortium in January 2025 and the STA Board in February 2025. The SolTrans COA needs to be compatible with STA's Connected Mobility Plan and STA Comprehensive Transportation Plan
5- The Transit Consortium should establish what Intercity Transit information is adequate to evaluate Solano Express performance and invite SolTrans to present its reports quarterly at the STA Board.	The Solano County Transit Consortium will consider the Solano Express Performance Measures as part of the Solano Express Intercity Funding and Cost Sharing Agreement. SolTrans is also being asked to continue providing Solano Express Quarterly Reports. The next quarterly report will be presented to the Consortium in January 2025.
6- The Transit Consortium should agendaize a review of its voting structure and explore opportunities to strengthen the working relationship between STA and SolTrans.	STA has requested that the Cities of Rio Vista and Suisun City send representatives to represent their Cities at the Solano County Intercity Consortium to avoid the appearance of a conflict. SolTrans has been invited to provide quarterly reports to the Consortium and the STA Board.
<b>Solano Mobility</b>	
<b>Recommendation</b>	<b>Status</b>
1- All current Solano Mobility programs should continue unchanged during this fiscal year. Potential modifications to improve services or efficiency in subsequent budgets should be evaluated through STA's existing Review and approval framework: 1) Intercity Transit Consortium, 2) Paratransit Coordinating Council, 3) Technical Advisory Committee and finally 4) STA Board	STA continues to evaluate the Solano Mobility Programs with quarterly reports presented through the Solano County Intercity Transit Consortium, STA TAC, STA Board, and the Consolidated Transportation Services Agency (CTSA) Advisory Committee.
2- STA's current year \$3M budget in STAF funds for Solano Mobility should remain in place and continue to be used in support of Solano Mobility programs. If future specific program efficiencies produce cost savings, those funds should be retained within the Solano Mobility budget for use on other improvements.	STA will follow its board's direction on funding Solano Mobility Programs and will present an updated budget for FY 2025/26 and FY 2026/27 in July 2025.
3- No change to STA's cost allocation practices is necessary to adequately evaluate the Solano Mobility Program.	STA will follow its board's direction on funding Solano Mobility Programs and will present an updated budget for FY 2025/26 and FY 2026/27 in July 2025.
<b>Transit Agency Collaboration</b>	
<b>Recommendation</b>	<b>Status</b>
1- The STA and SolTrans Boards should publicly acknowledge the fractured working relationship between STA and SolTrans and commit to help re-build healthy, respectful collaboration by identifying staff behavior expectations and providing resources to support that.	The STA Board approved the Transit 2030 Policy Committee recommendations on December 10, 2024. As of this writing, the SolTrans Board has not publicly discussed the Transit 2030 Policy Recommendations.





DATE: January 17, 2025  
TO: Solano County Intercity Transit Consortium  
FROM: Ron Grassi, Director of Programs  
RE: Low Carbon Transit Operations Program (LCTOP) Fiscal Year (FY) 2024-25  
Funding

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**Background:**

The Low Carbon Transit Operations Program (LCTOP) is one of several programs that are part of the Transit, Affordable Housing, and Sustainable Communities Program established by the California Legislature in 2014 by Senate Bill 862. The LCTOP was created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility, with a priority on serving disadvantaged communities. Approved projects in LCTOP will support new or expanded bus or rail services, intermodal transit facilities, equipment acquisition, fueling, maintenance, and other costs to operate those services or facilities, with each project reducing greenhouse gas emissions. For agencies whose service area includes disadvantaged communities, at least 50 percent of the total money received shall be expended on projects that will benefit disadvantaged communities.

Senate Bill 862 continuously appropriates five percent of the annual auction proceeds in the Greenhouse Gas Reduction Fund (Fund) for LCTOP, beginning in Fiscal Year (FY) 2015-16. This Program is administered by the California Department of Transportation (Caltrans) in coordination with the California Air Resource Board (CARB) and the State Controller Office to ensure that the program's statutory requirements are met in terms of project eligibility, greenhouse reduction, disadvantaged community benefit, and other requirements of the law.

**Discussion:**

On January 15, 2025, the Metropolitan Transportation Commission (MTC) released the initial LCTOP funding estimate for FY 2024-25 (Attachment A). The LCTOP population-based funds for Solano County are estimated at \$1,124,000, and the revenue-based funds are estimated at \$139,000. The revenue-based funds are allocated directly to the transit operators. The STA Board is responsible for recommending the allocation of population-based funds to MTC. LCTOP funds aim to reduce greenhouse gas emissions and support clean transit. Infrastructure and equipment may include but are not limited to, vehicle chargers, electrical equipment, temporary power generation, temporary bus washers, personal protective equipment (PPE), and scaffolding required to maintain battery electric vehicles.

On January 28, 2024, the Solano Express Intercity Transit Consortium will meet to discuss the LCTOP population-based allocation and recommend to the STA Board and MTC the allocations of LCTOP based on Attachment B. MTC needs to know the percent breakdown of the total Countywide amount for each operator by Wednesday, February 19, 2025. Along with the following project information:

- Project title
- Brief project description
- Estimated amount of LCTOP population-based funds (an estimated amount of revenue-based funds on the same project, if applicable)

- Is the project within/benefitting a DAC, as defined by LCTOP guidelines?
- Submission of a [complete streets \(CS\) checklist](#), if applicable. The updated CS Guidance document can be found here <https://mtc.ca.gov/digital-library/5022906-complete-streets-checklist-guidance-resolution-4493>.

**Fiscal Impact:**

No fiscal impact on the STA budget for FY 2024-25.

**Recommendation:**

Informational

Attachments:

- A. MTC LCTOP funding estimate for FY 2024-25
- B. LCTOP Funds by Population for FY 2024-25

**DRAFT**  
**MTC Estimate - Not Final**

**FY 2024 - 25**  
**Low Carbon Transit Operations Program (LCTOP)**  
**Estimated Apportionments for Revenue-Based Program**

Operator	Operator Share per STA Revenue-Based for FY 2023 - 24	Estimated Revenue-Based Apportionment (For Planning Purposes)	State Controller's Office - Confirmed Amount
ACCMA - Corresponding to ACE	0.146%	\$ 78,000	<b>Official amounts to be issued spring 2024</b>
Caltrain	4.740%	\$ 2,534,000	
CCCTA	0.416%	\$ 222,000	
City of Dixon	0.004%	\$ 2,000	
ECCTA	0.201%	\$ 107,000	
City of Fairfield	0.074%	\$ 39,000	
GGBHTD	4.548%	\$ 2,432,000	
LAVTA	0.199%	\$ 106,000	
Marin Transit	0.777%	\$ 415,000	
NVTA	0.056%	\$ 30,000	
City of Petaluma	0.024%	\$ 12,000	
City of Rio Vista	0.001%	<1,000	
SamTrans	4.754%	\$ 2,542,000	
SMART	0.983%	\$ 525,000	
City of Santa Rosa	0.081%	\$ 43,000	
Solano County Transit	0.173%	\$ 92,000	
Sonoma County Transit	0.113%	\$ 60,000	
City of Union City	0.062%	\$ 32,000	
Vacaville City Coach	0.013%	\$ 7,000	
VTA	14.408%	\$ 7,705,000	
VTA - Corresponding to ACE	0.084%	\$ 45,000	
WCCTA	0.264%	\$ 140,000	
WETA	1.292%	\$ 691,000	
<b>SUBTOTAL</b>	<b>33.41%</b>	<b>\$ 17,869,000</b>	
AC Transit	12.711%	\$ 6,797,000	
BART	19.918%	\$ 10,651,000	
SFMTA	33.956%	\$ 18,158,000	
<b>SUBTOTAL</b>	<b>66.59%</b>	<b>\$ 35,607,000</b>	
<b>GRAND TOTAL</b>	<b>100%</b>	<b>\$ 53,476,000</b>	

Estimated Statewide LCTOP Revenue-Based Funds	\$ 99,798,000
Estimated MTC Region LCTOP Revenue-Based Funds	\$ 53,476,000
Estimated MTC Region Share of Statewide LCTOP Revenue-Based Funds	53.6%

*MTC's estimates are based on Cap and Trade Auction Revenues and Caltrans staff estimates provided 12/24/24. Final numbers to be released by the State Controller's Office may be affected by actions by legislature, Caltrans, or State Controller's Office.*

*Due to rounding, the total may not equal the sum of the estimates*

**DRAFT**  
**MTC Estimate - Not Final**

**FY 2024-25**  
**Low Carbon Transit Operations Program (LCTOP)**  
**Estimated Apportionments for Population-Based Program**

Operator / Entity / Program	MTC Cap and Trade Framework Amount (\$ millions)	Percent of Framework Amount	Estimated Population-Based Amount (For Planning Purposes)	State Controller's Office Confirmed Amount
CCCTA	20.4	7%	\$ 1,309,000	<b>Official amounts to be issued spring 2024</b>
ECCTA	12.3	4%	\$ 790,000	
LAVTA	8.4	3%	\$ 541,000	
NCPTA	5.8	2%	\$ 373,000	
City of Union City	3.0	1%	\$ 189,000	
WCCTA	2.7	1%	\$ 174,000	
Marin County Operators (TBD)	10.8	4%	\$ 690,000	
Solano County Operators (TBD)	17.5	6%	\$ 1,124,000	
Sonoma County Operators (TBD)	20.6	7%	\$ 1,321,000	
<b>SUBTOTAL</b>	<b>102</b>	<b>34%</b>	<b>\$ 6,516,000</b>	
Clipper / Fare Policy	<b>100</b>	<b>33%</b>	<b>\$ 6,415,000</b>	
Invest in key transit corridors (i.e. TPI)*	<b>100</b>	<b>33%</b>	<b>\$ 6,415,000</b>	
<b>TOTAL**</b>	<b>302</b>	<b>100%</b>	<b>\$ 19,346,000</b>	
Estimated Statewide LCTOP Population-Based Funds			\$ 99,798,000	
Estimated MTC Region LCTOP Population-Based Funds			\$ 19,346,000	
Estimated MTC Region Share of Statewide LCTOP Population-Based Funds			19.4%	

*MTC's estimates are based on Cap and Trade Auction Revenues and Caltrans staff estimates provided 12/24/24.*

*Final numbers to be released by the State Controller's Office may be affected by actions by legislature, Caltrans, or State Controller's Office.*

*\*For FY 2024-25, MTC Staff intend to recommend the Key Transit Corridors funding be directed towards Clipper / Fare Policy Programs, and in FY 2025-26 the funding for the Clipper / Fare Policy category would be directed towards Key Transit Corridors programs*

*\*\*Due to rounding, the total may not equal the sum of the estimates*

# LCTOP Allocation

FY 2024-25

Agency	Population		% by Population	\$ 1,124,000
City of Dixon (Readi-Ride)	19,143	19,143	0.04265878	47,948.47
City of Rio Vista (Delta Breeze)	10,375	10,375	0.02311993	25,986.80
City of Suisun City (STA)	28,949	28,949	0.06451074	72,510.07
City of Fairfield (FAST)	119,338	119,338	0.26593604	298,912.11
City of Vacaville (City Coach)	101,918	101,918	0.22711684	255,279.33
City of Benicia (SolTrans)	26,567	150,131	0.334556	376,040.94
City of Vallejo (SolTrans)	123,564			
Unincorporated Solano County (STA)	18,893	18,893	0.04210167	47,322.28
<b>Total</b>	<b>448,747</b>	<b>448,747</b>	<b>100%</b>	<b>\$ 1,124,000</b>



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DATE: January 28, 2025  
TO: Solano County Intercity Transit Consortium  
FROM: Sean Person, Legislative Assistant  
RE: Legislative Update

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**Background:**

Each year, STA staff monitors state and federal legislation that pertains to transportation and related issues. On January 8, 2025, the STA Board approved its 2025 Legislative Platform to provide policy guidance on transportation legislation and the STA's legislative activities during 2025.

Monthly legislative updates are provided by STA's state and federal lobbyists and are attached for your information (Attachments A and B). An updated Legislative Bill Matrix listing state bills of interest is available at: <https://sta.ca.gov/operations/legislative-program/current/>

**Discussion:**

Solano County's newest Senator, Christopher Cabaldon, was sworn in on December 2, 2024, when the Legislature returned to Sacramento to begin the 2025-26 Legislative Session.

On January 10, 2025 Governor Newsome released his \$322 billion Proposed Budget for California's 2025-26 fiscal year. This budget reflects a fiscal improvement from the previous year, which faced a \$46 billion deficit. With \$229 billion allocated to general fund spending, the proposal emphasizes a balanced financial strategy, strategic investments, and maintaining substantial reserves to prepare for economic uncertainties.

The budget allocates \$229 billion from the General Fund, marking a \$17 billion increase from the current fiscal year. A projected surplus of \$363 million signals financial stability and prudent planning. Nearly \$17 billion will be maintained in reserves, including contributions to the state's Rainy Day Fund, ensuring California's preparedness for future economic challenges.

The Trump administration's policies are expected to impact California's transportation agencies, potentially affecting funding and infrastructure projects. California's transportation initiatives, including public transit expansion and high-speed rail development, have historically relied on federal support. The incoming Trump Administration's stance on infrastructure funding remains uncertain, raising concerns about the continuity of federal investments in these projects. State leaders are advocating for immediate and sustained federal funding to ensure the progress of transportation initiatives.

The Administration's potential reduction or elimination of federal EV incentives could influence consumer behavior and the adoption of electric vehicles in California. This change may affect the state's efforts to promote clean transportation and could lead to increased vehicle costs, potentially slowing the transition to EVs.

State Legislative Update (Shaw/Yoder/Antwih/Schmelzer/Lange):

The California Legislature convened for its 2025-26 Regular Legislative Session and a new Special Session on December 2. During the organizational session, newly elected legislators, including Senator Christopher Cabaldon of Solano County, were sworn in. Leadership elections confirmed Mike McGuire as Senate President pro Tempore and Robert Rivas as Assembly Speaker. Approximately 170 bills have been introduced so far, with a new cap limiting legislators to 35 bills each over the two-year session. Legislative committees, including transportation, are expected to retain current leadership.

The Special Session aims to strengthen California's legal defenses on issues such as civil rights, reproductive freedoms, and climate action. Governor Newsom plans to sign related funding legislation by January 20, 2025. The regular legislative session begins January 6, and the Governor's proposed budget for FY 2025-26 is expected around January 10.

Separately, the California State Transportation Agency (CalSTA) held its seventh Transit Transformation Task Force meeting on December 10. The Task Force is preparing recommendations for legislative submission by October 2025 under [SB 125](#). Topics discussed included fleet and asset management, new funding sources, and oversight responsibilities. Progress was made on draft findings related to workforce development, land use, and transit-oriented development. The California Transit Association continues to advocate for its members and refine recommendations for the Task Force. The next meeting is scheduled for February 5 in Riverside.

Updates on the following are detailed in Attachment A:

- Legislative Update
- CalSTA's Transit Transformation Task Force
- Bills of Interest

Federal Legislative Update (Akin Gump):

STA's federal legislative advocate (Susan Lent of Akin Gump) continues working with staff to align upcoming federal funding opportunities with STA and STA Member Agency projects.

Updates on the following are detailed in Attachment B:

- Fiscal Year 2025 Appropriations
- Department of Transportation
- Bills of Interest
- 119<sup>th</sup> Congress Outlook

**Fiscal Impact:**

None.

**Recommendation:**

Informational.

Attachments:

- A. State Legislative Update
- B. Federal Legislative Update

December 20, 2024

TO: Board of Directors - Solano Transportation Authority

FM: Matt Robinson & Michael Pimentel - Shaw Yoder Antwih Schmelzer & Lange

RE: **STATE LEGISLATIVE UPDATE – January 2025**

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***Legislative Update***

On December 2, the Legislature returned to Sacramento for the first organizational session of the 2025-26 Regular Legislative Session and for the start of a new Special Session. During the organizational session, new and returning legislators elected in November were sworn-in (including Solano County's newest Senator Christopher Cabaldon), and both the Senate and Assembly selected their legislative leaders, adopted joint rules, and began introducing legislation. To date, approximately 170 bills have been introduced. As part of the joint rules, the houses have voted to limit member bill introductions to 35 over the two-year session, a significant reduction from prior years.

The Senate once again chose Mike McGuire to serve as Senate President pro Tempore and the Assembly once again chose Robert Rivas to serve as the Assembly Speaker. We expect the leaders to announce their committee chairs and rosters soon. We do not expect any changes at the helm of the Senate and Assembly Transportation Committees, which is currently Chaired by Solano County's Lori Wilson in the Assembly.

The Special Session mentioned above will focus on bolstering the state's legal funding to support future actions against the Trump administration to protect California's civil rights, reproductive freedoms, climate action, and immigrant families. This is likely the first of many actions that the Newsom Administration plans to take in partnership with the Legislature to "build up California's defenses" against the incoming federal administration. No later than January 20, 2025, the Governor anticipates signing legislation that would provide additional resources to the California Department of Justice and other state entities, allowing them to immediately begin shoring up legal funds.

The Legislature will reconvene for the first day of the 2025-26 Legislative Session on Monday, January 6. We also expect Governor Newsom to release his Fiscal Year 2025-26 Proposed Budget on or around January 10. For more information about key legislative and budget deadlines for the upcoming year, see the 2025 Legislative Calendar available [here](#).

***CalSTA's Transit Transformation Task Force Holds Seventh Meeting***

The California State Transportation Agency's Transit Transformation Task Force met for its seventh meeting on December 10 in the City of Clovis.

This meeting continued the Task Force's work to develop a report of recommendations, required by [SB 125 \(Committee on Budget and Fiscal Review\) \[Chapter 54, Statutes of 2023\]](#) to be submitted to the California State Legislature by October 31, 2025. Specifically, this meeting invited new discussion between Task Force members around recommendations for the topics of fleet and asset management, including the Innovative Clean Transit regulation; new options for revenue sources to fund transit operations and capital projects to meet necessary future growth of the system for the next 10 years; and state departments or agencies to be responsible for transit oversight and reporting. Additionally, this meeting included review of the draft staff report of findings and recommendations on the topics of workforce opportunities, land use and housing policies, and transit-oriented development and value capture. These topics were the subject of initial discussion at Task Force meetings held on August 29 and October 28. At the Task Force meeting, Task Force members acted to direct CalSTA to further refine the draft staff report of findings and recommendations on these topics.

As we have highlighted for you in our last few reports, the California Transit Association (the trade organization to which SamTrans belongs) continues to lead engagement in the Task Force discussions on behalf of California transit agencies. To inform the positions it takes at Task Force meetings, the Association continues to engage its membership on the challenges / barriers they face in delivering improvements to transit service and has convened an internal Transit Transformation Advisory Committee to develop policy recommendations (for breaking past these challenges) for submittal to the Task Force.

The Task Force is subject to the state's open meeting requirements for state bodies, known as Bagley-Keene, and as such, all agenda materials are available on [CalSTA's website](#). The next Task Force meeting will take place on February 5 in Riverside.

### ***Bills of Interest***

#### **AB 33 (Aguiar-Curry) Autonomous Vehicles – WATCH**

This bill would make technical and non-substantive changes to current law authorizing operation of autonomous vehicles on public roads. While currently a spot bill, it could stand for the re-introduction of AB 316 (Aguiar-Curry), which was vetoed by Governor Newsom in 2023. As a reminder, AB 316 would have established reporting requirements for a manufacturer of an autonomous vehicle that is involved in a collision with a vehicle greater than 10,000 pounds and required an operator onboard until further approvals are granted in state law.





## M E M O R A N D U M

December 23, 2024

**To:** Solano Transportation Authority

**From:** Akin Gump Strauss Hauer & Feld LLP

**Re:** December Report

In December, Akin monitored developments in Washington, including the Fiscal Year 2025 appropriations process and federal funding opportunities.

**Fiscal Year 2025 Appropriations**

On December 20, Congress passed another continuing resolution extending government funding at fiscal year 2024 levels through March 14, 2025. President Biden signed the bill into law, averting a government shutdown. The bill also included supplemental disaster assistance funding and an extension of the farm bill. Next year, Congress must complete work on fiscal year 2025 funding legislation, likely before it tackles fiscal year 2026 funding. This may prove challenging since Republicans have only slim control of the House of Representatives and a lack of party unity.

**Department of Transportation Update**

On December 3, the Federal Transit Administration [announced](#) \$5 million through the FY 2025 Technology Transfer (T2) Program. The purpose of this funding is to promote the deployment of transit innovation that will improve public transportation and enable transit agencies to implement the results in their operations. Local governments can apply for funding as can universities, small businesses and non-profits. Applications are due on February 11, 2025.

On December 18, the Federal Motor Carrier Safety Administration (“FMCSA”) [announced](#) \$88.7 million for the FY 2025 Commercial Driver's License Program Implementation (“CDLPI”). Cities and counties may apply for funds to assist State Driver Licensing Agencies (“SDLAs”) with complying with their safety regulatory requirements. FMCSA expects to award 55 grants. Applications are due on February 24, 2025.

**Bills of Interest**

While all bills introduced in the 118<sup>th</sup> Congress will die and members of Congress must reintroduce them at the start of the 119<sup>th</sup> Congress, we have summarized bills that may be of interest and members are likely to reintroduce next year.

December 23, 2024  
Page 2

On December 18, Sen. Edward Markey (D-MA) introduced [S.5569](#) in the Senate. The bill would establish a state rail formula grant program and direct the Federal Railroad Administration to create a Green Railroads Fund. Additionally, the bill would expand passenger rail programs and establish rail workforce training centers. There are no cosponsors for the bill. The bill was referred to the Committee on Commerce, Science, and Transportation.

On December 19, Rep. John Curtis (R-UT) introduced [H.R.10523](#) in the House. The bill would authorize a Federal Wildfire Relief Fund. There are no cosponsors for the bill. The bill was referred to the Committee on Transportation and Infrastructure, and in addition to the Committee on Energy and Commerce.

On December 19, Rep. Rosa DeLauro (D-CT) introduced [H.R.10525](#) in the House. The bill would establish a National Infrastructure Development Bank. There are no cosponsors for the bill. The bill was referred to the Committee on Energy and Commerce, and in addition to the Committees on Transportation and Infrastructure, and Financial Services.

## **119<sup>th</sup> Congress Outlook**

The inauguration of the new Congress will occur on January 3 and the inauguration of President-elect Trump will occur on January 20. The Republican majority likely will spend the first couple of months attempting to pass reconciliation bills that address immigration and border control and cut taxes. The new Congress will also need to pass legislation to increase the debt limit and fund the federal government for the remainder of fiscal year 2025.

We expect Congress to continue to earmark funds for community projects, including transportation projects. While the timing of the fiscal year 2026 bills is not yet clear, STA will want to determine the projects for which it will seek earmarks and schedule meetings early with Congressmen Garamendi and Thompson staff, as well as staff of Senators Padilla and Schiff, to brief them on STA priorities. We also note that the current transportation law expires on September 30, 2026, and the House and Senate transportation committees will be seeking input from stakeholders this year that will guide them in drafting the new transportation legislation. These are all opportunities for STA and its members to engage in the process.



DATE: January 9, 2025  
 TO: Solano County Intercity Transit Consortium  
 FROM: Jasper Alve, Project Manager  
 RE: Summary of Funding Opportunities

**Discussion:**

Below is a list of funding opportunities that will be available to STA member agencies during the next few months broken up by Federal and State sources.

	FUND SOURCE	TOTAL AMOUNT AUTHORIZED	APPLICATION DEADLINE
<b>Federal</b>			
1.	Rebuilding American Infrastructure with Sustainability and Equity (RAISE) Program <a href="https://grants.gov/search-results-detail/356890">https://grants.gov/search-results-detail/356890</a>	\$1.5B	January 30, 2025
2.	Restoring Fish Passage through Barrier Removal Grants <a href="https://www.fisheries.noaa.gov/grant/restoring-fish-passage-through-barrier-removal-grants">https://www.fisheries.noaa.gov/grant/restoring-fish-passage-through-barrier-removal-grants</a>	\$75M	February 10, 2025
3.	Federal Transit Administration's Technology Transfer Program <a href="https://www.transit.dot.gov/grant-programs/technology-transfer-t2-program">https://www.transit.dot.gov/grant-programs/technology-transfer-t2-program</a>	\$5M	February 11, 2025
4.	Promoting Resilient Operations for Transformative, Efficient, and Cost-Saving Transportation (PROTECT) Program <a href="https://www.fhwa.dot.gov/environment/protect/discretionary/">https://www.fhwa.dot.gov/environment/protect/discretionary/</a>	\$876M	February 24, 2025
5.	Restoring Tribal Priority Fish Passage through Barrier Removal Grants <a href="https://www.fisheries.noaa.gov/grant/restoring-tribal-priority-fish-passage-through-barrier-removal-grants">https://www.fisheries.noaa.gov/grant/restoring-tribal-priority-fish-passage-through-barrier-removal-grants</a>	\$20M	February 27, 2025
6.	San Francisco Bay Water Quality Improvement Fund <a href="https://www.grants.gov/search-results-detail/356855">https://www.grants.gov/search-results-detail/356855</a>	\$2M	April 17, 2025

**Fiscal Impact:**

None.

**Recommendation:**

Informational.