



Solano Transportation Authority

Community-Based Transportation Plan for Cordelia/Fairfield/Suisun Project Area

July 2008

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in conjunction with Synapse Strategies and Resource Development Associates

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Section 1: Executive Summary

Introduction and Background

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

The Metropolitan Transportation Commission's (MTC) *2001 Lifeline Transportation Network Report* identified transit needs in economically disadvantaged communities throughout the San Francisco Bay Area. In addition, the Environmental Justice Report for the *2001 Regional Transportation Plan* also identified the need for MTC to support local planning efforts in low-income communities throughout the region.

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

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

Cordelia was one of three Solano communities that MTC originally identified as a "Community of Concern". MTC uses the term "Communities of Concern" to describe areas where 25% of the population (25% of households) lives at or below the poverty line. More specifically, the area of Cordelia to be studied was mostly the unincorporated area southeast of the I-80/I-680 interchange locally referred to as "Old Cordelia". However, to more effectively use planning resources, the Project Area was expanded to include the portions of Fairfield and Suisun City south of Travis Boulevard and bounded by Chadbourne Road in the west and Sunset Avenue in the east. The broader Cordelia Project Area includes several communities identified as "Communities of Concern" in Solano County.

Overview of Process

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

The Planning Team initiated the community outreach process by soliciting names and contact information for potential stakeholders from the Technical Advisory Committee (TAC). The TAC included representatives from Fairfield/Suisun Transit, Solano County Health and Social Services, Solano County Public Works, Suisun City, MTC, and the Solano Transportation Authority. During the planning process, a total of 111 stakeholders representing nearly 100 organizations were contacted.

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

Outreach in the Cordelia Project Area was conducted in several ways: guided interviews, focus groups and stakeholder interviews. At the conclusion of the community outreach, needs were summarized, along with proposed solutions. At a second stakeholder meeting, participants prioritized the concerns. The top transportation gaps in the Cordelia Project Area are:

- Low-income residents are unable to get to jobs and other destinations due to lack of service on Sundays.
- Low-income residents whose start or end work shifts outside of existing transit service hours (e.g. swing or night shift) have difficulties commuting.
- Low-income residents who don't speak English consider that a significant barrier to transit use.
- Low-income residents need help understanding and feeling comfortable using transit.
- Low-income seniors need transportation assistance beyond that which is provided by public transit agencies.
- Lack of transit information is a barrier to transit use.
- Low-income transit users, especially seniors and parents traveling with kids, would like more bus shelters and benches.
- Infrequent transit service leads to long wait times and expired transfers.
- Some low-income transit riders feel that driver and dispatcher sensitivity training could improve the transit experience.
- The cost of transit is a hardship for the low-income population.

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

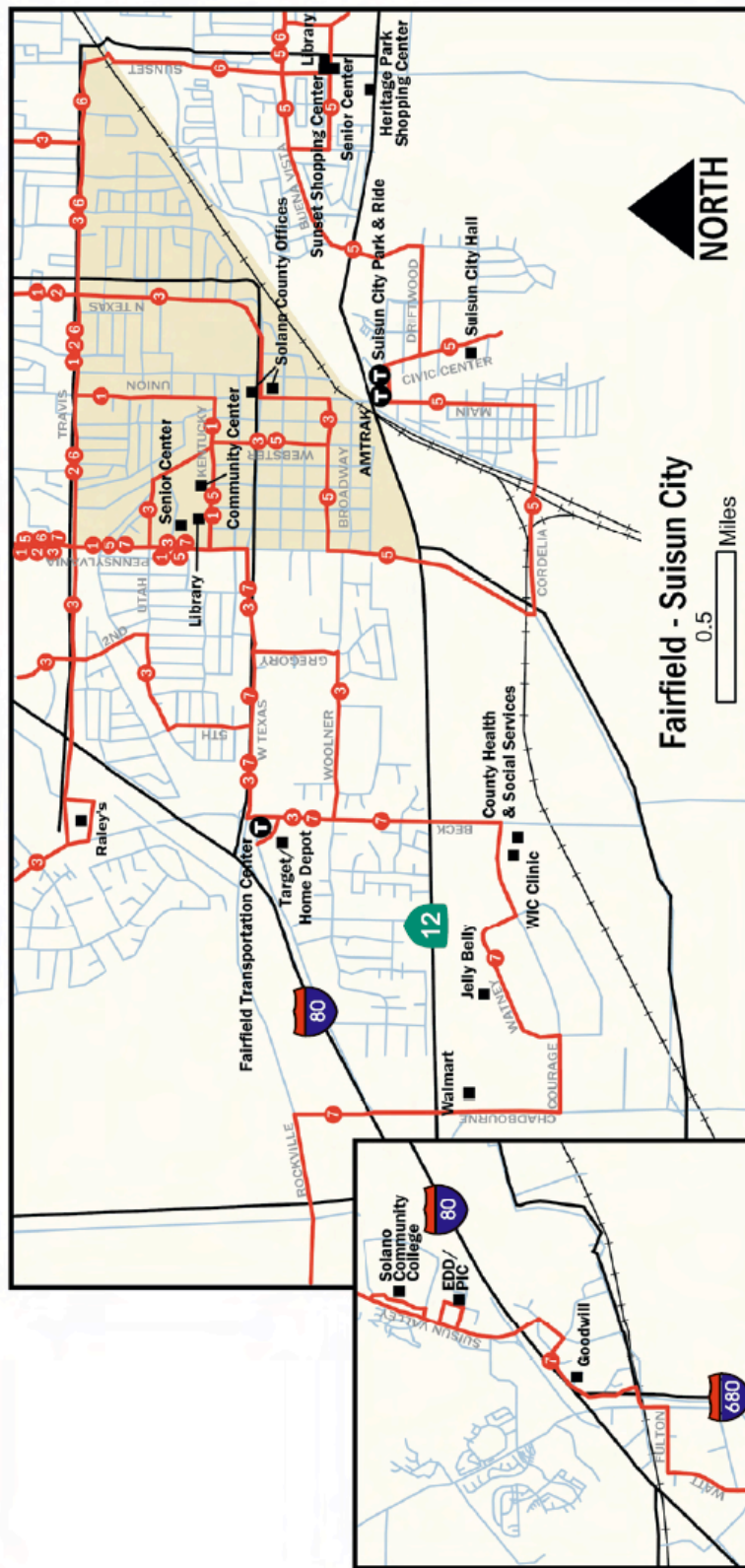
Summarized findings from the community outreach are presented in Section 5 of this report.

The following table shows the priority projects.

Project	Implementation Lead	Potential Funding Sources	Cost
Late-night shuttle, possibly funded by local employers, for employees.	Cities of Fairfield, Suisun City; Fairfield/Suisun Transit, Solano Transportation Authority	Private funding, TDA, STA, JARC, Prop 1B	At least \$40,000/year
Expand service on Sundays, particularly on Rt. 7, and holidays using a public dial-a-ride service.	Fairfield/Suisun Transit	TDA, STA, JARC	At least \$150,000/year
Extend time on transfers and/or offer day passes. Expand frequency of service and/or provide complementary service with shuttles.	Fairfield/Suisun Transit	TDA, STA, JARC, Prop. 1B	TBD
Make infrastructure improvements at bus stops, including shelters and benches.	Fairfield/Suisun Transit	TDA, STA, JARC, Prop 1B	\$12,000/shelter
Lower transit fares; provide additional passes for social services agencies to assist clients.	Fairfield/Suisun Transit, Area Agency on Agency, Solano County Health and Human Services	STA, JARC	Minimal to over \$100,000/year
Post bus schedules at all bus stops.	Fairfield/Suisun Transit	STA, JARC, Prop. 1B	\$350/stop, more than 350 stops
Establish a transit ambassadors/travel buddies program for low-income residents that provides one-on-one orientation and/or accompaniment. Staff can be volunteers or paid.	Fairfield/Suisun Transit, Solano Transportation Authority, others	TDA, STA, JARC, New Freedom	\$100,000/year
Expand services for seniors through existing programs such as Faith in Action.	Faith in Action or other non-profits	STA, JARC	\$75,000/year
Offer enhanced training through Fairfield/Suisun Transit. F/S Transit would provide the training venue and access to drivers and personnel.	Fairfield/Suisun Transit, ILRC,	STA, New Freedom	Less than \$10,000 for meeting space, administration
Provide better route and fare information in Spanish.	Fairfield/Suisun Transit, Solano Transportation Authority	TDA, STA, JARC	\$300/brochure, plus layout and printing costs

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Solano Transportation Authority, Community-Based Transportation Plan, Cordelia/Fairfield/Suisun



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During the second Stakeholder Meeting, participants reviewed and prioritized the community-identified strategies. Based on the stakeholders’ list of prioritized strategies, the Planning Team analyzed feasibility, developed potential projects and met with potential lead agencies that could seek funding and implement the projects. The following table shows the projects, ranked by highest priority. Section 6 of this report describes the feasibility analysis in greater detail and provides recommendations for implementation.

Project	Implementation Lead	Potential Funding Sources	Cost
Late-night shuttle possibly funded by local employers to fund a late-night shuttle for employees.	Cities of Fairfield, Suisun City; Fairfield and Suisun Transit, Solano Transportation Authority	Private funding, TDA, STA, JARC, Prop 1B	At least \$40,000/year
Expand service on Sundays, particularly on Rt. 7, and holidays using a public dial-a-ride service.	Fairfield/Suisun Transit	TDA, STA, JARC	At least \$150,000/year
Extend time on transfers and/or offer day passes. Expand frequency of service and/or provide complementary service with shuttles.	Fairfield and Suisun Transit	TDA, STA, JARC, Prop. 1B	TBD
Make infrastructure improvements at bus stops, including shelters and benches.	Fairfield and Suisun Transit	TDA, STA, JARC, Prop 1B	\$12,000/shelter
Lower transit fares; provide additional passes for social services agencies to assist clients.	Fairfield and Suisun Transit, Area Agency on Agency, Solano County Health and Human Services	STA, JARC	\$100,000/year
Post bus schedules at all bus stops.	Fairfield and Suisun Transit	STA, JARC, Prop. 1B	\$350/stop, more than 350 stops
Establish a transit ambassadors/travel buddies program for low-income residents that provides one-on-one orientation and/or accompaniment.	Fairfield and Suisun Transit, Solano Transportation Authority, others	TDA, STA, JARC, New Freedom	\$100,000/year
Expand services for seniors through existing programs such as Faith in Action.	Fairfield and Suisun Transit	STA, JARC	\$75,000/year
Offer enhanced training through Fairfield and Suisun Transit. FAST would provide the training venue and access to drivers and personnel.	Fairfield and Suisun Transit, ILRC,	STA, New Freedom	Less than \$10,000 for meeting space, administration
Provide better route and fare information in Spanish.	Fairfield and Suisun Transit, Solano Transportation Authority	TDA, STA, JARC	\$300/brochure, plus printing costs

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Section 2: Project Area

Cordelia, Fairfield and Suisun City adjoin each other in central Solano County. The Project Area is connected to the rest of the region via two major freeways I-80 and I-680. Residents commute to Vallejo, Vacaville, Napa, south into the East Bay and other parts of the Bay Area, as well as to points to the east such as Davis and Sacramento.

Covering flat terrain, the Project Area includes two downtowns, (one in Fairfield and other in Suisun City), a business park, some retail, a wide variety of relatively affordable housing, social services, community resources, schools, and the Cordelia area. The area borders a major mall that employs and serves many low-income residents.

At the same time, the Project Area can be viewed as three distinct areas:

- A portion of central Fairfield is included that covers lower-income neighborhoods including a section that is considered a “community of concern”: the triangular area bounded by Travis Blvd., Pennsylvania Ave. and Railroad Ave. Social services, community services, and a major business park are also located in this Fairfield central area.
- The part of Suisun City included in the project area features the Amtrak station, downtown businesses, neighborhood retail, a senior center and a variety of housing including modestly-priced single family housing as well as high density housing.
- The Cordelia area is geographically separate from the above two areas. It is located in the southwestern portion of the Project Area adjacent to the I-80/I680 interchange. More specifically it is the area on the southeast of the interchange generally referred to as Old Cordelia in the unincorporated County and the adjacent retail and new housing development as well as a Goodwill training center within the Fairfield City limits. This is the area that was originally identified by MTC to study. This area has a population of less than 1,000. This area is connected to the above study area about five miles away by the I-80 freeway and a two-lane rural road surrounded by agricultural uses.

Demographics and Ridership

The Cordelia/Fairfield/Suisun City area has a population of about 132,000 people, although the study area is smaller and only includes approximately one-quarter of Fairfield and less than half of Suisun City’s populated areas.

The most significant single demographic projection is in population growth: Fairfield is projected to grow 43% between 2005 and 2030, and Suisun City is projected to grow 39% during that same timeframe.¹

In using the ridership study conducted in November 2006, and available demographic data, the table below profiles local and intercity riders.

¹ Association of Bay Area Governments

	Fairfield	Suisun City	Local Riders	Intercity riders
Male	50%	50%	39%	42%
Female	50%	50%	61%	58%
White/Caucasian	49%	39%	27%	25%
African American	15%	19%	39%	38%
Asian	11%	17%	8%	12%
Pacific Islander	1%	1%	4%	8%
Native American	2%	1%	2%	1%
Other races	9%	9%	7%	5%
Multiple races	7%	8%	Na	Na
Hispanic/Latino*	19%	18%	14%	13%
Seniors	9%	7%	7%	4%
Household income below \$25K	na	11%	49%	17%
Car ownership	na	na	66%	87%
Type of fare				
Adult	na	na	65%	80%
Senior/disabled	na	na	17%	14%
Student	na	na	18%	5%

*May also be represented in other races.

Some observations of the results of this study are that women tend to ride transit at a higher rate than men. African Americans also ride transit at higher levels than White/Caucasians.

Local riders tend to be less affluent. Among local riders, nearly half (49%) have a household income below \$25,000, whereas among intercity riders, only 17% have household incomes below \$25,000. High proportions, 87%, of intercity transit riders own a car, while only two-thirds of local riders own cars.

Seniors ride transit at lower rate, comprising 7% of local ridership and 4% of intercity ridership. Eighteen percent of local riders use student fares, as do 5% of intercity riders.

Development

The pattern of development in the Project Area is generally a grid system frequently interrupted by obstacles such as creeks, railroad tracks, Hwy. 12, and the Linear Park, (an off-street bicycling/walking trail). The southern boundary of the Project Area is the wetlands of the Suisun Marsh.

The majority of the area is residential with mostly older single-family housing with pockets of newer housing. The area includes a mix of some older and newer high-density housing along portions of Travis Blvd. and Sunset are along W. Texas St. and in downtown Suisun City.

Old Cordelia has some older housing scattered around the area. There are only a few dozen homes, a fire station and a handful of stores. The adjacent retail area with fast food restaurants, motels and gas stations serves primarily freeway travelers.

Downtown Fairfield features housing, local retail and businesses, the main County administrative building, the courthouse, a community center, a library, Fairfield City Hall, a senior center and medical offices.

Downtown Suisun City is undergoing redevelopment. Currently there is a mix of office spaces, high-density housing, restaurants and retail stores. A Park and Ride lot sits across from the Amtrak station. Suisun City is connected to downtown Fairfield via a pedestrian bridge from the Amtrak Station to Union St. in Fairfield on the other side of Hwy 12. Along Sunset Ave. corridor in Suisun City can be found large apartment projects, a senior center, a community center, a library and small retail stores, all clustered fairly close together.

Two of the largest employers in or near the project area are the County of Solano (with 3,000 employees) and the City of Fairfield (with 650). Major sites for manufacturing jobs include Abbott Labs, Anheuser-Busch, BOC Coating Technology, Jelly Belly Candy Co., OEA Aerospace and Professional Hospital Supply. Other large employers include State Compensation Insurance Fund, the Fairfield-Suisun Unified School District, Kaiser Medical Center, Macy's, Raley's, Northbay Medical Center, Solano Community College, Wal-Mart, Westamerica Bancorporation and Westfield Shoppingtown Solano. Travis Air Force Base, just outside the project area, employs nearly 15,000 people.²

Fairfield has averaged over 350,000 square feet of new industrial development and 260,000 square feet of commercial and office development for the past 20 years. An additional 5.4 million square feet of retail, office, and industrial development has been planned since 1995 and those numbers are expected to increase as the population continues to grow.³

Suisun City offers a large supply of affordable housing and rental space. Because of the city's proximity to Hwy. 12, the Chamber of Commerce anticipates new businesses in the next 10 years that will produce 700-800 new jobs.⁴

Fairfield-Suisun has experienced consistent growth for the last 10 years, and according to the Association of Bay Area Governments, can expect a 61 percent increase in jobs, a 136 percent increase in population, and a 40 percent increase in households well into the next decade.⁵

² Fairfield-Suisun Chamber of Commerce

³ Fairfield-Suisun Chamber of Commerce

⁴ Fairfield-Suisun Chamber of Commerce

⁵ Fairfield-Suisun Chamber of Commerce

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Section 3: Summary of Existing Transportation Services and Transit Gaps

Transportation Overview

The project area is primarily served by Fairfield and Suisun Transit (FAST). FAST provides the majority of transit service in this area and is governed by the Fairfield City Council. The transportation service is contracted out to MV Transit. Other transit operators directly serving the area are Vallejo Transit, Amtrak, and Rio Vista Delta Breeze.

Fairfield and Suisun Transit operates seven local routes and four intercity routes. It also operates DART and Solano Paratransit (local and intercity ADA paratransit service), and a subsidized taxi program. Overall, the route system has been fairly stable for several years. The last fare increase was in Fall 2006; service changes at that time were only for intercity routes.

The Fairfield Transportation Center is located on Cadenasso Drive at the W. Texas St. adjacent to I-80 freeway in Fairfield. The Transportation Center features 10 sheltered bus bays, three passenger shelters for casual carpools, a 400-space parking structure and 200-space parking lot, 28 bicycle lockers, bicycle racks and the Transit Store ticket office. The Transit Store is open during commute hours for transit information and ticket purchase. The adjacent office building houses the Transit Office (in the offices of Fairfield and Suisun Transit). Transit information and tickets are available in the Transit Office when the Transit Store is closed.⁶

The following narrative and attached map describe the current route coverage in the Project Area.

Local Routes

Rt. 1A/1B – Central Fairfield Loop: From the Solano Mall, Rt. 1A makes a clockwise loop, and Rt. 1B follows the same route, but in a counterclockwise direction. Fairfield High School, Sullivan Middle School, the Civic Center and North Bay Hospital and Medical Center are located along this route. On weekdays, Rt. 1A/1B operates every half hour in each direction from 6:30 a.m. to 7:30 p.m.

Rt. 2 – Travis Air Force Base: Rt. 2 connects Solano Mall to Travis Air Force Base, traveling primarily along Travis Boulevard and Tabor Avenue. Security checks are conducted at the base gates and require military ID for passage onto the base. Grange Middle School as well as multiple retail and residential areas are served by Rt. 2. This route operates 6 days a week. On weekdays, it operates every 30 minutes from 6:00 a.m. to 7:00 p.m.; on Saturday, it operates every 60 minutes from 9:00 a.m. – 5:30 p.m.

Rt. 3A/3B – Outer Fairfield Loop: From the Solano Mall, Rt. 3A makes a clockwise loop, and Rt. 3B follows the same route, but in a counterclockwise direction. Armijo High School, the Fairfield Civic Center, Senior Center, County of Solano offices and courthouse complex, and Fairfield Transportation Center are located along this route. This route operates 6 days a week. On weekdays, this route operates hourly from 6:30 a.m. to 7:30 p.m. On Saturdays, it operates hourly from 9:30 a.m. to 5:30 p.m.

Rt. 5 – Suisun City – West: Rt. 5 begins at Solano Mall and is one of two routes connecting Fairfield and Suisun City. From Solano Mall, it travels south along Pennsylvania Avenue to Cordelia Road, turning off

⁶ MTC Regional Transit Hub Performance Review Project: HUB REVIEW FINDINGS – FAIRFIELD TRANSPORTATION CENTER, October 2006.

Pennsylvania to serve the Fairfield Civic Center, Senior Center, and downtown Fairfield. It then serves downtown Suisun City, including City Hall, the Amtrak Station and the Park and Ride. It continues along Marina Boulevard and through residential areas north of Highway 12 to the Suisun City Senior Center. Rt. 5 operates 6 days a week. On weekdays, service is every half hour from 7:30 a.m. to 7:30 p.m.; on Saturdays, every hour from about 9:00 a.m. to 5:30 p.m.

Rt. 6 – Suisun City – East: Rt. 6 begins at Solano Mall and is one of two routes connecting Fairfield and Suisun City. From Solano Mall, it travels along Travis Boulevard to Sunset Avenue and serves the Senior Center. Then it travels east along Pintail Drive and other streets into several residential neighborhoods north and south of Highway 12 before returning to Sunset Avenue for the return trip to Solano Mall. This route operates 6 days a week. On weekdays, service is every half hour from 6:00 a.m. to 8:00 p.m. On Saturdays, service is hourly from 9:30 a.m. to 6:00 p.m.

Rt. 7 – Cordelia Villages: Rt. 7 connects Cordelia with Solano Mall after traveling along Suisun Valley Road and through the Solano Business Park south of Highway 12. Rodriguez High School, Green Valley Middle School, Solano Community College Main Campus, County Human Services and numerous businesses in the Solano Business Park are served by Rt. 7. This route operates 6 days a week. On weekdays, service is hourly from 7:00 a.m. to 7:00 p.m. On Saturday, service is every two hours from 10:00 a.m. to 6:00 p.m.

Intercity Routes

Rt. 20 - Fairfield/Vacaville: Rt. 20 is an intercity route connecting Fairfield and Vacaville. It has only four stops: Solano Mall; Fairfield Transportation Center; Ulatis Community Center; and Davis Street Park and Ride. Transfers to local routes can be made at each of these stops. It operates 6 days a week. On weekdays, Rt. 20 operates hourly from about 6:30 a.m. – 7:30 p.m. On Saturdays, Rt. 20 operates hourly from 9:30 a.m. to 5:30 p.m.

Rt. 30 - Fairfield/Vacaville/Dixon/Davis/Sacramento: Rt. 30 is an intercity route with limited stops connecting the cities of Fairfield, Vacaville, Dixon, Davis, and Sacramento. Rt. 30 is the only intercity route serving Dixon. Five round trips between Fairfield and Sacramento operate on weekdays only.

Rt. 40 - Vacaville/Fairfield/Benicia/Pleasant Hill/Walnut Creek: Rt. 40 is an intercity route that connects Vacaville, Fairfield, Benicia, Pleasant Hill BART and Walnut Creek BART stations. Rt. 40 operates weekdays during peak periods only. There are four morning round trips and five evening round trips.

Rt. 90 – Fairfield/Suisun City/El Cerrito: Rt. 90 is an intercity route that connects the Fairfield/Suisun City area to the El Cerrito del Norte BART Station, with limited stops at Suisun City AMTRAK. It uses the I-80 HOV lanes for a significant portion of the journey. It operates weekdays only. Rt. 90 operates from about 4:00 a.m. to 7:30 p.m. with a frequency ranging from every 15 minutes, during some of the peak period, to hourly, during midday.

Fares

Fares are based on distance. Fairfield and Suisun Transit serves cities from Sacramento to Walnut Creek and El Cerrito Del Norte BART.

Zone	Fare	Senior/Disabled Fare	Monthly Pass	S/D Monthly Pass	10-Ride Punch Pass
Local	\$1.50	\$0.75	\$50	\$25	
+1	\$2.50	\$1.25	\$62	\$31	\$25
+2	\$3.50	\$1.75	\$74	\$37	\$35
+3	\$4.50	\$2.25	\$86	\$43	\$45
+4	\$5.50	\$2.75	\$98	\$49	\$55
+5	\$6.50	\$3.25	\$110	\$55	\$65
+6	\$7.50	\$3.75	\$122	\$61	\$75
+7	\$8.50	\$4.25	\$134	\$67	\$85
+8	\$9.50	\$4.75	\$146	\$73	\$95
+9	\$10.50	\$5.25	\$158	\$79	\$105

Youth Monthly Pass	DART Ticket Book	Solano Paratransit Ticket Book	Solano Ride Ticket Book	Solano Ride Senior/Disabled Ticket Book
\$40	\$30	\$15	\$15	\$7.50

Other Public Transit Providers

Residents are also served by several other transit providers, including:

Vallejo Transit: Vallejo Transit operates Rt. 85, providing service the only fixed-route bus connection between the Fairfield area and Vallejo. Rt. 85 connects the local bus transfer location at Solano Mall on Travis Blvd. and the Solano Community College main campus, Six Flags/Discovery Kingdom, Kaiser Hospital and the Baylink Ferry Terminal in Vallejo. Project Area residents can connect to Rt. 85 at Solano Mall or Solano Community College.

AMTRAK: Capitol Corridor trains run between San Jose and Sacramento with a stop in downtown Suisun City. Key stops along the route include Davis, Richmond (connection to BART) and Emeryville (bus transfer to San Francisco). This is the only Capitol Corridor station in Solano County. Fairfield and Suisun Transit Rts. 5 and 90 and Rio Vista Delta Breeze Rt. 50 serve the Suisun City Amtrak Depot. The Amtrak motor coach service connects the Fairfield Transportation Center to the San Joaquin route in Sacramento.

Delta Breeze (Rio Vista): The Rio Vista Delta Breeze operates Rt. 50, between Rio Vista, Fairfield and Suisun City. It stops at the Fairfield Transportation Center and the Suisun Amtrak Station. The route provides four weekday roundtrips.

BART: At the El Cerrito del Norte BART Station, passengers board BART’s Fremont/Richmond Line or the Daly City/Richmond Line. Riders can transfer to San Francisco, San Francisco International Airport,

Pittsburg, Dublin/Pleasanton, or Oakland Coliseum. The station also serves as a connection point for AC Transit routes 7, 70, 71, 72, 72M, 72R, 76, 376, and Transbay Routes L and V. At the BART station, passengers can further connect to Golden Gate Transit (serving Marin, Sonoma and San Francisco counties), and WestCAT (serving western Contra Costa County).

At the Pleasant Hill BART station, passengers can connect to County Connection (serving Contra Costa County), and WHEELS (Livermore Amador Valley Transportation).

Other: Project Area residents are also served by, or can link to, several other transit providers:

- Vacaville City Coach
- Dixon Read-Ride
- YOLOBUS
- Sacramento Regional Transit
- Davis Unitrans

Transportation Information

Solano Napa Commuter Information (SNCI): SNCI offers personalized transportation information to individuals and organizations regarding carpooling, vanpooling, bicycling and transit use. SNCI's primary service area is the Solano and Napa area, but the program offers information on alternative transportation services throughout the Sacramento and Bay areas. Incentives include bicycle and vanpool incentives, and the Emergency Ride Home program. SNCI is a public agency program housed within the Solano Transportation Authority. All services are free. It is also a part of the Bay Area 511 Regional Rideshare Program.

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

Private Transportation Services

Greyhound: Greyhound offers bus service throughout most of the United States. There is no longer a Greyhound station in the Project Area. Service to the Suisun City Amtrak Stations was eliminated a couple years ago. There are two stations in the county; one is in Vacaville and the other is in Vallejo.

Rental Car Companies: Budget Rent-A-Car is the only car rental company located in the Project Area, but many others are available in other parts of Fairfield.

Airporters: Some shuttles provide on-call services to the Project Area, including Solano Airporter, ARP Limousine, Fairfield Airporter Shuttle Service, Reile Transportation Services, Davis Airporter, M&M Luxury Airport Shuttle, and Super Shuttle. Airport shuttles may be a good alternative for occasional travelers who can then connect from the airport to other transit.

Taxis and Reduced Fare Taxi Program: The Project Area is served by several taxi companies, including Veteran's Cab, Commercial Taxi, Fairfield Cab, Fairfield Yellow Cab and Amrik Cab. The reduced fare taxi program is a curb-to-curb demand response service designed to transport persons who are 60 or older within the cities of Fairfield and Suisun City and in nearby unincorporated areas. It is provided through local taxi operators and is available 24-hours a day year-round. Fares are based upon one-half the metered fare at the end of the trip and the metered fare cannot exceed \$20.00. The service is designed for the taxi to drop off passengers and then depart, returning later to pick up passengers.

Services for Specific Populations

Developmentally Disabled: Programs serving people with developmental disabilities are coordinated through the North Bay Regional Center. Programs provide differing levels of transportation:

- PACE provides training, education, and employment services for adults with developmental disabilities in Solano County. There are two PACE programs in Fairfield, (outside of the Project Area) and one in Suisun City. PACE provides daily, set-route, curb-to-curb transportation services to participants attending both Pace Adult Day Programs and several others throughout Solano County. In addition during regular program hours, transportation is available to all participants attending Pace Solano programs for community activities such as shopping trips, lunch out, educational and recreational activities as well as cultural and sporting events.
- The Arc-Solano is a private, nonprofit corporation that plans and develops needed programs and services for people with developmental disabilities and their families. Arc-Solano has its employees pick up clients in their private cars.
- I.M.P.A.C.T. in Fairfield (outside of the Project Area), pays for transport to and from its classes, and uses the city bus or the paratransit service.
- Solano Diversified Services (SDS) in Fairfield provides training and employment services for people with disabilities. SDS provides door-to-door transportation services for those program participants who attend SDS day training programs but are unable to use public transportation and for SDS' work crews.
- Pride Industry provides transportation service to developmentally disabled adults in Fairfield.

Seniors: The Fairfield Senior Center operates a Volunteer Driver Program. This service is a curb-to-curb demand response designed to transport persons who are 50 years of age or older and operates in service central Fairfield only. It operates Monday through Friday between 8:30 a.m. and 2:30 p.m.

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

Helping Hands connects seniors to available resources. Seniors are also entitled to reduced fare taxi cards.

Children: Kid Xpress (a nonprofit organization) provides transportation to school, child care and medical appointments. It currently serves 15 children in the Cordelia/Fairfield/Suisun area, mostly low-income families involved in the Welfare to Work program. Some childcare centers in Fairfield/Suisun offer transportation.

Fairfield Suisun Unified School District provides bus service to students for \$275 a year per child in household; third child is free. The school district's buses serve all of the schools in the Project Area except Armijo High School. Armijo is served by fixed-route scheduled service and trippers.

Frail/Sick/Disabled: This population is served by Faith in Action, which provides transportation services throughout Solano County for seniors and the chronically ill at no cost.

The American Cancer Society provides ground transportation for ambulatory patients during preferred treatment times between 9:30 a.m. and 2:30 p.m. Monday - Friday (treatment centers will follow this

guideline when using ACS transportation). One additional passenger per patient is permitted if assistance is required. This program is volunteer-based and subject to driver availability.

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

Potential Transit Gaps

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

Lack of Public Transit Service for Swing and Night Shifts

The lack of public transit service for swing and night shifts has been an ongoing problem. Some people who live and work in Fairfield must ride bikes or walk to/from work at night, raising safety concerns.

Lack of Public Transit Service for Weekend Shifts

Many retail positions require working on weekends. Limited transit service makes it difficult or impossible for low-income people to travel to these jobs.

Lack of Transportation to Out of County Training Programs and Job Sites

There are limited opportunities for job training in Solano County. Due to the combination of long distance and a lack of public transit service, many people are unable to take advantage of the job training programs and jobs that are available in Contra Costa County, Sacramento, Napa and Stockton.

Need for a Coordinated and Simplified Fare System

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

Childcare Issues Related to Transportation

Fewer than half of the licensed childcare providers in Solano County provide transportation to and from school. Using public transit to drop children off at school and pick them up at the end of the day can add multiple destinations and complexity to a parent’s commute.

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

Several important Solano County locations are difficult to reach by public transit, including:

Benicia Industrial Park: The Benicia Industrial Park is located along Industrial Way south of I-680 between Lake Herman Road and Bayshore Road, and off Park Road north of the freeway. Currently there is limited public transit service via a local deviated fixed-route operated by Benicia Breeze. In addition, an intercity fixed-route service, Route 40, stops at the Industrial Park and connects it to Fairfield, Vacaville, and BART stations in Contra Costa County.

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

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

Recently Presented Unmet Transit Needs – MTC Public Hearing

Transportation Development Act (TDA) funds are a major funding source for transit. These funds are distributed directly to local jurisdictions. Because some local jurisdictions in Solano County use TDA funds for Streets and Roads purposes rather than solely for transit, the entire county is subject to an annual Unmet Transit Needs process according to TDA statutes. Fairfield uses all of its TDA for transit purposes but Suisun City does use some of its TDA for streets and roads but after FY 2008-09, Suisun City plans to invest all of its TDA in transit. However, during the countywide process, the public may identify apparent Unmet Transit Needs in any jurisdiction. The issues below were raised during the Unmet Transit Needs process that began in December 2006 and concluded in the summer of 2007.

- Increase service in the I-80 Corridor Cordelia Village to Vallejo and del Norte BART Station
- Increase service in the I-80 Corridor between Vacaville, Fairfield, Vallejo, and San Francisco

Additional Concerns Raised at the January 2008 Stakeholder Meeting

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

- Fairfield/Suisun Senior Volunteer program only runs weekdays, from 8:30 to 2:30.
- More bus shelters are needed; existing shelters need better maintenance.
- Transit providers should be more sensitive to the needs of disabled riders.
- Rider information needs to be translated into Spanish and Tagalog.
- Some populations, including seniors, disabled, youth, non-English speaking, need more help negotiating transportation system.
- Bicycling programs and safe routes are needed.
- Some riders feel unsafe among other passengers, or at transit stops.
- Transit is too expensive, especially for those with children who need multiple bus passes, and those who must transfer to different systems.
- Bus passes are sold in too few locations.

Section 4: Community Outreach Process

Community Outreach Objectives

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

The main objectives of the outreach process were to:

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

Priority Populations

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

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

Outreach Activities

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

The community outreach included:

- Stakeholder group meetings with individuals from a variety of organizations that represent the Project Area’s low-income priority populations, including:
 - Social service agencies and nonprofit organizations
 - Senior and disability advocacy groups
 - Employers, job placement firms, and educational and training centers
- Stakeholder interviews with:
 - Local employers
 - Social service agency representatives who could not attend Stakeholder Group meetings
- Guided interviews in public locations where low-income individuals congregate, such as:
 - Local bus transfer centers
 - Health clinics and hospitals
- Focused discussions with groups at community and social service agencies, such as:
 - Head Start programs
 - Senior centers

The Planning Team facilitated discussion groups and conducted one-on-one guided interviews at bus transfer stations, social service centers, shelters, and community centers and day labor sites. Bilingual outreach workers were sent to locations where there was a high concentration of Spanish speakers. In total, the Planning Team:

- facilitated three (3) Stakeholder Group meetings,
- conducted two (2) key stakeholder interviews,
- completed 56 guided interviews, and
- led seven (7) discussion groups.

Stakeholder Involvement – Initial Meeting

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

On January 17, the Stakeholder Group convened to identify transit gaps and to begin the process of brainstorming strategies. The following are the organizations, companies and agencies that attended the initial Stakeholder Group Meeting. A complete invitation list is included in Appendix A.

Basic Needs
Child Start
Children's Network
City of Fairfield
City of Fairfield - Community Development
County of Solano Supervisor, Dist. 3
County of Solano, Health Services
Fairfield Healthy Start
Fairfield Senior Center
Fairfield-Suisun Community Action Council
Family Resource Centers/Children's Network

First 5 Solano
Guittard Chocolate Co.
Health and Social Services
Healthy Start Suisun
Independent Living Resource
Mayor, City of Suisun City
Mission Solano
Office of Assemblywoman Lois Wolk
Office of Congressman Tauscher
Office of Senator Michael Machado
Paratransit Rider Citizens' Committee
Partnership Health Plan of California
Solano County Health & Social Services
Solano County Office of Education
Solano County Public Works
Solano Diversified Services
Solano Family & Children's Services
Solano Transportation Authority
Suisun City
Superior Court of California, County of Solano
University of California Cooperative Extension (UCCE)
Workforce Investment Board/Private Industry Council (PIC)

As part of these discussions at the initial stakeholder meetings, participants were asked for ideas on how to outreach to their clients and other low-income individuals. As a result, many stakeholders completed commitment cards to indicate the ways in which they could assist with the community outreach. They chose from a list of options and identified other outreach tactics that could be employed.

Additional Stakeholder Interviews

To supplement the stakeholder meetings, brief interviews were conducted with organizations who wanted to provide additional input, and the resulting comments were added to previous stakeholder meeting findings. In addition, a key employer interview was conducted with Goodwill Industries.

Guided Interviews

Guided interviews allowed the Planning Team to reach community members who may not have been connected to an existing community service or social network and who may not have felt comfortable participating in public discussions. The Project Team conducted one-on-one guided interviews within the Project Area at the following locations frequented by low-income residents and transit users:

- Solano Mall Transit Center
- Mission Solano
- Fairfield WIC Clinic
- Fairfield Senior Center
- Day labor sites

A total of 56 interviews were conducted, in English and Spanish. The interview guide is located in Appendix B.

Focused Discussions

Discussion groups provide opportunities for comprehensive investigation of transportation gaps and opportunities. Facilitators used a series of questions to provoke discussion and generate dialogue about specific transportation gaps and strategies for mitigating these gaps. Focused discussions enabled the facilitator to tailor questions appropriate for a particular demographic and area of service—e.g., parents at Healthy Start meetings or participants in a particular job training program—while simultaneously allowing open-ended, multiple responses.

The Planning Team facilitated a total of 7 discussions with groups ranging from 3 to 30 participants. Participants included service staff and advocates as well as low-income individuals. Discussion groups were conducted in English and Spanish.

Discussions were held with clients/members of the following organizations:

- Solano County Maternal Child and Adolescent Health Staff Meeting/Black Infant Health Coalition Staff
- Senior Coalition of Solano County
- Fairfield Healthy Start (2)
- Solano County Mayors' Committee for Employment of People with Disabilities –Transportation subcommittee meeting
- Fairfield CalWORKs Job Readiness Class
- Basic Needs Group of Fairfield/Suisun City

Section 5: Community Outreach Summary

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

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

Stakeholder Meeting

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

Transit

- Trips with multiple destinations can be challenging due to connections, both local and intercity.
- Buses need to start earlier in the day and run later in the evening for some workers.
- Service is limited on holidays, weekends.
- Infrastructure improvements are needed, especially bus benches.
- Some populations (senior, disabled, youth, non-English speakers) need further information, help (instructions) on using transit.
- Improve awareness of special needs populations among bus drivers, other transit personnel.
- Fairfield/Suisun Senior Volunteer Driver Program only runs M-F 8:30 a.m.-2:30 p.m. seniors get stranded.
- Paratransit service is limited.

Affordability

- Each city has different fares; discounts when transferring are unclear.
- Transit can be too expensive for low income population, especially those with children who need multiple passes; carpooling not an option because of car seats.
- Social services agencies do not have enough funding for the demand of transit passes need to clients.
- Inconvenient to have to go to multiple ticket outlets for ticket sales, for multiple agencies.
- Bus safety – concerns about other riders, at transit stops.

Biking

- Biking needs to be safer by having more bike paths, similar to Davis or Sacramento.

Information

- People don't know how to find transit/transportation information for fixed-route and paratransit service.
- Transit schedules and information are difficult to understand for non-English speaking/reading ridership.

Key Stakeholder Interviews

Stakeholders who were unable to attend the Stakeholder Group Meeting on January 17, 2008 were interviewed separately. The interviews focused on stakeholders' perceptions of the transportation services environment, including its strengths and challenges, and their vision of how the system could better serve low-income individuals.

The following is a summary of an interview with Goodwill Industries:

Goodwill Industries provides job training to 86 low-income adults at its processing plant and store in Cordelia. Participants stay in the training program for a year, and then move into jobs. Some don't speak English; they are offered ESL classes to increase their employability.

The plant is open every day of the year except Thanksgiving and Christmas. There is a bus stop at the site with hourly service, but no service on Sunday. None of the people in the training program have cars; nearly all ride the bus, a few walk, bike or get dropped off by family and friends.

Adults entering the program have very limited resources and cannot afford to buy bus passes until after they've received several paychecks. Community based organizations CBOs help by providing free passes, but they need more. In addition, participants who miss work get "dis-enrolled" from the program, so if they are scheduled for work on Sunday, they have to find an alternative to the bus.

Goodwill wasn't aware of the Solano Transportation Authority Commuter Bicycle Incentive Program, but thought that some of the trainees would purchase a bicycle if they were made aware of the program.

Guided Interviews

Two-thirds of the respondents reported traveling daily to an employment site. Other common travel destinations included shopping and errands, and slightly less frequently, school and the homes of family and friends. About one-third of respondents stated that they went to social service agencies once a month or more often. One-quarter of the respondents reported traveling to child care providers, usually daily.

Low-income respondents generally reported traveling no further than the Cordelia/ Fairfield/Suisun City area for jobs, school, shopping, social services, religious services and medical and dental needs. They sometimes traveled outside the area to visit family and friends. The most common destinations outside the area included Vallejo and Vacaville.

While the majority of the respondents usually rode the bus, some drove, carpooled, or were dropped off by friends or family members. Very few used a bicycle or walked as a mode of transportation. Among those who rode the bus, about one-third bought monthly passes, usually at City Hall or the Solano Transit Mall.

Respondents were asked what factors they considered in making their transportation decision. The top reasons for not driving included not owning a car or no driver's license and not knowing how to drive. Respondents often complained about the lack of service on Sunday, infrequent service on Saturday, buses that don't run late enough and that traveling by bus takes too long. Several people commented specifically about unreliable routes. The majority of respondents reported that bicycling was not an option, due to distance, and that taxis were prohibitive, due to cost.

Two-thirds of the respondents who use public transportation rode Fairfield and Suisun Transit, one-quarter also used Vallejo Transit, and 10% rode BART. Half needed to connect between transit providers, and one-third noted that there are places they want to go that are not served by transit.

Focused Discussions

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

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Community Needs Assessment

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

Transit - Routes

- Route 6 does not run frequently enough.
- Bus stops along Routes 5 and 6 are too far apart.
- Route 7 goes two different ways, and riders don't know which route they are on.
- Route 7 makes too many stops.
- Route 5 is consistently late.

The following locations are difficult to access via public transportation:

- Vallejo
- Employment Center on Campus Lane
- Safeway in Cordelia/Green Valley
- Costco in Fairfield
- Rancho Solano/Waterman Road area
- Paradise Valley
- Napa
- Sacramento
- Sunset to the WIC office and health clinic on Beck St.

Transit - Span of Service

- Lack of early morning, evening, weekend and holiday service makes it difficult or impossible to get to jobs—regular day shifts as well as evening and weekend shifts.
- Long headways make it difficult to access basic services, such as medical care.
- Buses seem to run on irregular schedules, which make them unreliable.
- Buses make too many stops, takes too long to get to work.

Transit - Costs

- Transit fares are too expensive.
- Single youth fare is the same as adult fare and monthly youth fares are too expensive, especially for families with more than one child.
- Drivers are inconsistent about requiring fares for children.
- Buses don't make change for large bills.

Transit - Safety and Comfort

- Many fear riding the bus.
- Many are concerned about safety and comfort at bus stops; most stops have no benches and poor lighting, and shelters with solid walls feel unsafe, because people can't see if someone is hiding behind them.
- Parents with young children have difficulty loading strollers onto buses. Bus drivers sometimes make them get off buses if they can't close strollers fast enough.
- There are no programs that provide door-through-door service to seniors and people with disabilities, so many remain homebound.

- Many seniors fear the bus because of rowdy and rude behavior by teens; drivers seem to ignore this behavior.
- Grocery shopping is particularly difficult for public transportation users.

Transit - Coordination

- Because clients have difficulty taking public transit to the WIC office, it has had to extend evening hours one day per month so that a working parent with a car can drive the stay-at-home parent to the appointment after they get off work. Even so, these evening hours (until 6:30 p.m.) fill up three months in advance.
- Transfer time limits are too short, especially given the long wait between buses.
- Transfers cannot be used for round trips.
- Routes 5 and 6 do not always take transfers.
- Infrequent service to the WIB Employment Center can result in long waits.

Transit - Customer Service

- There is a perception that some bus drivers need to show more sensitivity to non-English speaking riders.
- Spanish-speaking riders cannot always get information about the bus or lodge complaints with a Spanish-speaking customer service representative.
- Some bus drivers and dispatchers are not always helpful and knowledgeable when asked for directions and transit information.
- Buses don't always stop for riders who are either at the bus stop or running for the bus.

Senior/Disabled Services

- The Fairfield Senior Shuttle works well, but it's only available for trips to the Senior Center, the doctor dentist, or pharmacy.
- Seniors with discount cards sometimes have to wait a long time for the cab to show up. There is a perception that some cab drivers don't treat senior citizen passengers as well as other passengers.
- Paratransit works well for planned trips, but not for unexpected trips.
- Some fixed-route bus drivers have difficulty loading some wheelchairs, which results in delays and frustration for disabled and non-disabled customers.

Education and Outreach

- There is a shortage of available information about routes and fares, including information about other County services.
- Bus schedules are difficult to understand.
- There is a shortage of information in Spanish.

Outreach Participants' Ideas for Solutions

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

Transit - Service

- Begin transit service earlier and run it later in the evening to better serve workers.
- Increase service on holidays and weekends.
- Increase frequency of service.
- Provide a shuttle between Suisun City and WIC/Clinic and coordinate transit with appointments.
- Provide a nonstop shuttle/bus that goes between social service locations and Solano Mall.

Transit - Safety

- Make infrastructure improvements, especially benches, but also shelters. Build shelters with clear materials, for better visibility and safety.

Transit - Coordination

- Better coordinate inter- and intra-agency transfers to reduce wait times.
- Extend transfer duration.
- Better coordinate bus services with social service programs.

Transit - Cost

- Lower transit fares.
- Offer family discounts.
- Offer lower cost transit fares to low income people.
- Sell day passes, not just monthly passes.
- Provide additional funding for transit subsidies.
- Expand ticket sales outlets.
- Make the Regional Transit Card (RTC) Discount Card application process easier by providing more outlets.

Transit - Customer Service

- Provide diversity and customer service training to bus drivers and other transit personnel, particularly related to disability and language barriers.
- Train drivers to be more efficient in loading and unloading passengers in wheelchairs.

Transit - Education and Outreach

- Better promote local and regional transit information services.
- Conduct proactive education efforts, especially for populations (senior, disabled, youth, and non-English speakers) who may need extra information or assistance.
- Translate all informational materials into Spanish and other languages, as needed.
- Post bus schedules at all bus stops.
- Conduct special outreach efforts to educate paratransit eligible residents.
- Conduct educational workshops for transit riders.
- Develop a transit ambassador/travel buddy program, particularly for seniors.
- Work through social service agencies to educate about transit and distribute information.

- Coordinate provision of information between STA, transit services and 211 (social services number).

Non-Transit Alternatives

- Coordinate with private shuttles.
- Encourage employers to share costs to operate shuttle programs.
- Provide more bike paths.
- Expand Fairfield Senior Center van service.
- Provide on-demand service for seniors during peak hours using volunteer drivers.
- Provide bike racks on all buses; increase bike capacity.
- Provide more information to Spanish speakers about bicycle incentives.

Top Priority Solutions

At the Stakeholder Prioritization Meeting on March 20, 2008 participants had an opportunity to review the above potential solutions listed above. After reviewing the community recommendations, they participated in a prioritization exercise and discussed their concerns.

- Begin transit service earlier and run it later in the evening to better serve workers.
- Increase service on holidays and weekends.
- Increase route frequency or better coordinate inter- and intra-agency transfers to reduce wait times.
- Better coordinate bus services with social service programs.
- Coordinate with private shuttles.
- Make infrastructure improvements, especially benches, but also shelters. Build shelters with clear materials, for better visibility and safety.
- Offer lower cost transit fares to low income people.
- Post bus schedules at all bus stops.
- Conduct proactive education efforts, especially for populations who may need extra information or assistance.
- Develop a transit ambassador/travel buddy program, particularly for seniors.
- Provide on-demand service for seniors during peak hours using volunteer drivers.
- Provide diversity and customer service training to bus drivers and other transit personnel, particularly related to disability and language barriers.
- Train drivers to be more efficient in loading and unloading passengers in wheelchairs.
- Translate all information materials into Spanish and other languages, as needed.

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Section 6: Feasibility Analysis

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

Need: Low-income residents whose work swing or night shifts do not have access to public transit and often have to walk, which creates a safety issue.

Multiple strategies have been identified:

Strategy/Description 1: Encourage local employers to fund a late-night shuttle or demand-responsive service for employees.

Strategy/Description 2: Expand taxi scrip program eligibility to include low-income during times fixed-route transit does not operate.

Strategy/Description 3: Extend select or all hours of fixed-route transit or general public dial-a-ride service.

Lead Agencies: Cities of Fairfield, Suisun City; Fairfield and Suisun Transit, Solano Transportation Authority

Time Frame: 1-3 years

Cost: Depends upon type of service implemented and level of service. Minimum \$40,000/year.

Potential Funding Source: private employers, TDA, STAF,

Analysis and Implementation Issues: Work through City of Fairfield, Suisun City and STA to develop relationships, outreach and coordinate with employers that operate shifts that are not served by current fixed-route transit. Further analyze level of demand to scale any additional service. Specific worksite locations of issue and residential location of employees on these shifts would need to be determined.

Need: Low-income residents are unable to get to jobs and other destinations due to lack of service on Sundays and holidays.

Strategy: Increase service on Sundays and holidays.

Description: Establish a public dial-a-ride service on Sundays and holidays on a pilot basis. A public dial-a-ride service would be a more cost-effective, flexible, and scalable service than fixed-route service. The passenger trip cost would be more than a fixed-route trip, but less than a taxi ride. An evaluation of the pilot program would measure farebox recovery, cost per hour, cost per mile, passengers per hour, passengers per mile, total passengers carried.

Lead Agency: Fairfield and Suisun Transit

Time Frame: 1-3 years

Cost: Estimated at least \$150,000 for 3 bus on Sundays and 6 holidays per year.

Potential Funding Source: TDA, STA, JARC

Analysis and Implementation Issues: To make this work for the low-income population, fares need to be kept as low as possible. Consider seeking a funding arrangement where Fairfield and Suisun Transit provides marketing and administration while others are subsidizing the fares. (Lifeline funding cannot be used to subsidize fares, but can be used for staffing and other administrative costs.)

Need: Infrequent transit service can lead to long wait times and expired transfers.

Multiple strategies have been identified:

Strategy/Description 1: Extend time on transfers and/or offer day passes. Transfers can be made no matter the frequency between routes and/or offer a daypass that allows unlimited rides on the local system on a given day or 24-hour period.

Strategy/Description 2: Increase frequency of service and/or provide complementary service with shuttles that directly serve key services and employers. More frequent fixed-route service or a new special shuttle could reduce the frustration associated with long waits and expired transfers.

Lead Agency: Fairfield and Suisun Transit

Time Frame: 1-3 years

Cost: One bus would cost \$40,000/year.

Potential Funding Source: STA, JARC or Prop 1

Analysis and Implementation Issues: Fairfield and Suisun Transit can assess the financial impact of extending transfers and/or offering day passes.

Need: Low-income transit users, especially seniors and parents traveling with kids, see the lack of bus shelters and benches as a barrier to transit use.

Strategy: Make infrastructure improvements, including to bus shelters and benches.

Description: Replacing all glass shelters with metal mesh would reduce maintenance costs.

Lead Agency: Fairfield and Suisun Transit

Time Frame: 1-3 years

Cost: Variable, depending on number of shelters improved. Shelters cost roughly \$12,000 each installed.

Potential Funding Source: STA, JARC or Prop 1B

Analysis and Implementation Issues: Shelters near senior centers, assisted living facilities, retirement complexes, and medical offices should be prioritized.

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

Strategy 1: Lower transit fares overall

Strategy 2: Increase supply of transit passes and tokens that social services agencies distribute to targeted clients on a limited time basis.

Description: Low-income community members who participated in the planning process overwhelmingly favored lowering transit fares and offering free or discounted passes.

Lead Agency: To be determined

Time Frame: To be determined

Cost: Variable from very low cost and low impact to very high

Potential Funding Source: JARC, Non-profit organizations, social service funds

Analysis and Implementation Issues: Public transit agencies must maintain fares at a level at which they can reach a mandated farebox recovery rate in order to qualify for funding. Lower transit fares overall would significantly impact the farebox recovery rate as well as create difficulties in generating enough revenue to deliver service. Limited-time fare subsidies for portions of the low-income population are currently available through the County of Solano and some nonprofits for eligible recipients. Most transit funding sources do not allow direct fare subsidy for this purpose. If other funding could be secured, transit funding may be able to assist with the administration of these services. In addition, Lifeline funding is intended to expand the transportation capacity in the Project Area and may not be used to subsidize transit fares or provide passes.

Need: Lack of information is a barrier to transit use.

Strategy: Post bus schedules at all bus stops.

Description: Fewer than 10 of the 361 bus stops have posted schedules. Some stops are served by multiple routes and would need schedules for all routes.

Lead Agency: Fairfield and Suisun Transit

Time Frame: 1-2 years

Cost: Variable, depending on how many schedules are posted. Posting a schedule costs approximately \$300-\$400 per stop.

Potential Funding Source: STA, JARC, Prop. 1B

Analysis and Implementation Issues: FAST would review the 351 bus stops currently without bus stops. Securing equipment to secure the bus schedules to the bus stop is likely to occur in phases due to cost and time needed to install. Bus stop locations that would have schedules posted would be prioritized and that prioritization would include input from local social service organizations who work with the low-income population. Posting bus schedules near social service agencies and medical centers are likely to be completed first.

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

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

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

Lead Agency: Fairfield and Suisun Transit, possibly Solano Transportation Authority

Time Frame: 1-3 years

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

Potential Funding Source: TDA, STA, New Freedom (a funding source that promotes the shift from paratransit to more cost-effective and increased mobility of fixed-route public transit.)

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

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

Strategy: Expand capacity of nonprofit transportation options for seniors including services provided by organizations such as Faith in Action.

Description: Faith in Action currently provides approximately 5,000 door-through-door trips countywide per year to predominantly low-income seniors and the chronically clients. The agency relies on volunteer drivers using their own vehicles. Only medical trips are reimbursed by the County. To keep this population as active members of the community, Faith in Action wishes to offer trips with unrestricted destinations. To expand this program, Faith in Action needs a full-time staff person to recruit, coordinate, train and support drivers.

Lead Agency: Faith in Action or one of the other nonprofits already offering transportation services

Time Frame: 1-3 years

Cost: Approximately \$75,000/year to fund a staff person and to pay for trips that are not currently reimbursed.

Potential Funding Source: STA or JARC

Analysis and Implementation Issues: Build upon existing programs. Work with the senior centers to identify and qualify potential clients.

Need: Some low-income transit riders feel that driver and dispatcher sensitivity training could improve the transit experience. Drivers could also be trained to more efficiently load wheelchairs to reduce delays for all passengers.

Strategy: Offer enhanced training on these issues to drivers and personnel.

Description: Fairfield and Suisun Transit and their contractor would seek further training for front-line driver and customer service staff. Initially further identify issues of concern with interested local organizations such as the Independent Living Resource Center (ILRC) and Solano Diversified Services (SDS).

Lead Agency: Fairfield and Suisun Transit

Time Frame: 1-3 years

Cost: Costs include providing the meeting facility, driver time, and staff time to organize the event.

Potential Funding Source: None

Analysis and Implementation Issues: The Solano County Mayors' Committee for Employment of People with Disabilities –Transportation subcommittee has offered to help coordinate this meeting.

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

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

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

Lead Agency: Fairfield and Suisun Transit, possibly Solano Transportation Authority

Time Frame: 1-3 years

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

Potential Match Funding Source: STA or JARC

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

Section 7: Funding Sources

State Transit Assistance (STA) funds

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

Job Access Reverse Commute (JARC) funds

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

Prop 1B funds

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

New Freedom funds

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

Transportation Development Act

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

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

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

Community Development Block Grants (CDBG)

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

FTA Section 5310 Grants

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

FTA Section 5311 Grants

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

Direct or In-Kind support from the Cities of Fairfield, Suisun City, County of Solano or Solano Transportation Authority

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

Private Sector

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

Private Foundations

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

User Fees

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

Appendix A: Stakeholder Group Meetings

January 17, 2008, March 20, 2008

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

Abbott Labs - Ross Products Division	Home Depot - Fairfield	State of CA, Dept of Dev. Services, Area 4
ABCO Labs	Independent Living Resource	<u>Suisun City</u>
Amcor PET Packaging USA, Inc.	Interfaith Council of Solano County	Superior Court of California, County of Solano
Anheuser-Busch	J.C. Penney Co., Inc. - Fairfield	Sutter Regional Medical Foundation
Applied Material	Jelly Belly Candy Company	Target Stores - Fairfield
Area Agency on Aging	Kids Xpress	U.S. Postal Service - Fairfield
<u>Basic Needs</u>	Macy's - Fairfield	U.S. Postal Service - Suisun City
BP Solar Inc.	Mayor, City of Suisun City	UCCE
Catholic Social Services of Solano County	<u>Mission Solano</u>	Wal-Mart
Child Start	MTC	Workforce Investment Board (PIC)
Children's Network	NorthBay Transit Group, Inc.	
Children's Nurturing Project	NRE World Bento	
<u>City of Fairfield</u>	Office of Assemblywoman Lois Wolk	
<u>City of Fairfield - Community Development</u>	<u>Office of Congressman Tauscher</u>	
City of Fairfield - Mayor	Office of Senator Michael Machado	
City of Suisun City	Paratransit Coordinating Committee	
City of Suisun City - Senior Center	Paratransit Ride Citizens' Committee	
County of Solano Health & Social Services	<u>Partnership HealthPlan of California</u>	
County of Solano Supervisor D. 3	Pride Industries	
County of Solano, Adult Services Bureau	Professional Hospital Supply	
County of Solano, Board Vice Chair - Supervisor D. 2	SBC	
<u>County of Solano, Health Services</u>	Scandia Family Fun Center	
County of Solano, Maternal & Child Health Bureau	Schurman Fine Papers/PAPYRUS	
Daily Republic	Senior Coalition	
<u>Department of Rehabilitation</u>	Solano Coalition for Better Health	
Fairfield Health Care Center	Solano College, Student Development	
<u>Fairfield Healthy Start</u>	Solano Community College - Fairfield	
<u>Fairfield Senior Center</u>	Solano Community College - Vallejo	
Fairfield and Suisun Transit	<u>Solano County Health & Social Services</u>	
Fairfield-Suisun Community Action Council	Solano County Library	
Fairfield-Suisun Unified School District	Solano County Office of Education	
<u>Faith in Action</u>	Solano County Public Works	
Family Resource Centers/Children's Network	<u>Solano Diversified Services</u>	
<u>First 5 Solano</u>	Solano EDC	
Goodwill Industries	<u>Solano Family & Children's Services</u>	
Guittard Chocolate Co.	<u>Solano Transportation Authority</u>	
<u>Health and Social Services</u>	Solano WORKs Ready Center	
Healthy Start Suisun		

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Appendix B: Outreach Tools

Sample Commitment Form

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

Your Contact Information

Name:	_____
Organization:	_____
Address:	_____ _____
Phone:	() - _____
Email:	_____@_____

Community Outreach Participation

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

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

Additional Stakeholders

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

Name:	_____
Affiliation:	_____
Name:	_____
Affiliation:	_____

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Guided Interview Instrument

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

Interview Guide – Note Alternatives Discussed

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

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

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

2. Where do you go for these activities?

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

Specific part of city: _____

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

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

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

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

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

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

Monday Tuesday Wednesday Thursday Friday Saturday
Sunday

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

8. How many people are in your household? _____

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

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

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

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

11. What is your age?

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

12. Which of the following applies to you?

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

(if use transit)

13. Do you usually buy monthly bus passes?

Yes _____ If yes, Where? _____

No _____

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

15. What are your concerns about your transportation?

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