

YoloTD Community Survey Key Findings

The YoloTD Community Survey was promoted between June 14 and July 14, 2024, slightly less than two months. After an initial push for responses, the period was extended until August 7, 2024, and additional promotion could be completed to gain more community responses. Outreach and promotion of the survey included social media coverage, posters on the buses, annunciators on the buses, and pop-up events. The survey was available online in the project StoryMap, and paper versions were available at in-person events. A total of 209 surveys were collected by the end of the period. The online survey used question logic to filter community members to the appropriate questions. This included riders currently on the bus, all riders, former riders, and potential riders (respondents who do not currently use YoloTD services).

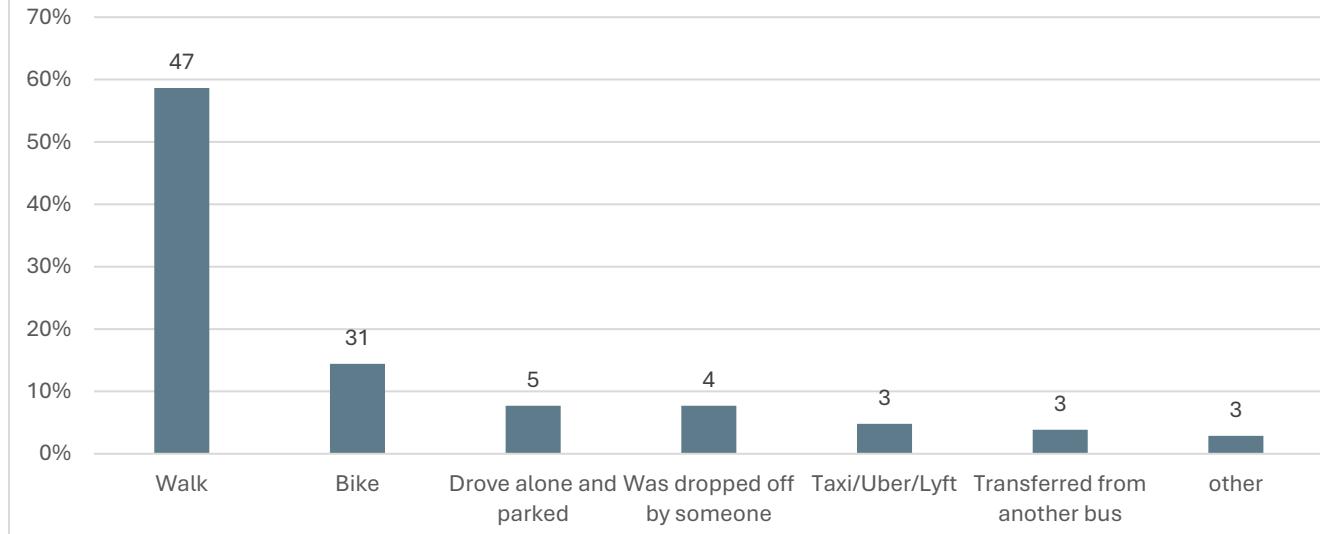
ON BOARD RIDERS

Riders on the bus answered questions about how they get to and from a bus stop, their origins and destinations, and where they are coming from and going.

First – Last Mile

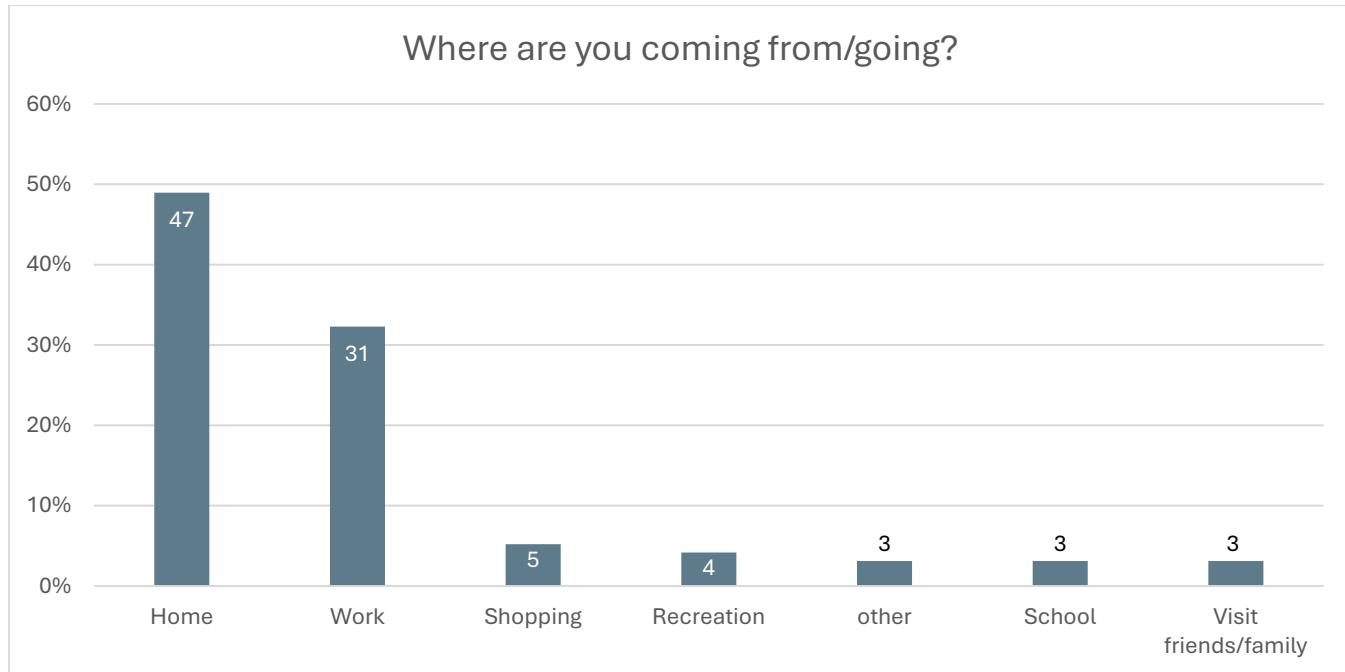
Most riders walk to and from bus stops, followed by bike riding. This means it will be important to ensure that sidewalks are connected and accessible to all community members. Additionally, providing multimodal transportation options at key stops and bike lanes connected to bus stops will allow those to easily reach destinations too far to bike to.

How did you get from your origin to the bus stop, and how will you get to your destination when you get off the last bus of this trip?



Trip Purpose

On-board riders were asked where they were coming from and where they were going. The vast majority were commuting, either to or from work. Shopping and recreation were the next most popular trip purposes.



Origin-Destination Pairs

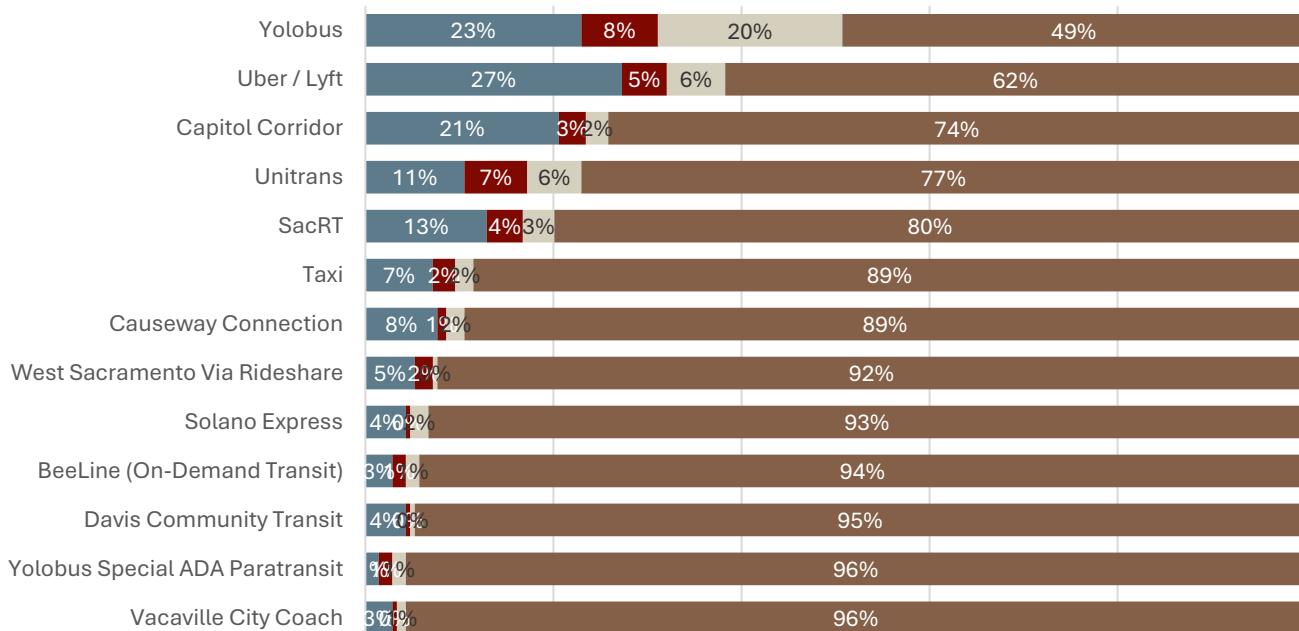
The most popular origins from onboard respondents were Cache Creek Casino, the Mondavi Center for the Performing Arts, and the UC Davis Arboretum. Most of the origins were in Woodland (38 percent), and similar amounts of origins were in Davis, West Sacramento, and Sacramento. Most of the destinations were in Davis (40 percent), followed by Sacramento.

TRANSIT USAGE

The largest change in usage of services pre- and post-pandemic was Causeway Connection, Yolobus, and SacRT, with 45 percent, 43 percent, and 40 percent growth in users, respectively. On Yolobus, the number of frequent riders (four+ times a week) has decreased, while more people are riding a few times a week. This could be from growth in ridership as well as shifting work patterns with fewer residents commuting five days a week. The only services that experienced a growth in residents who do not use the services were Solano Express, Vacaville City Coach, and taxis.

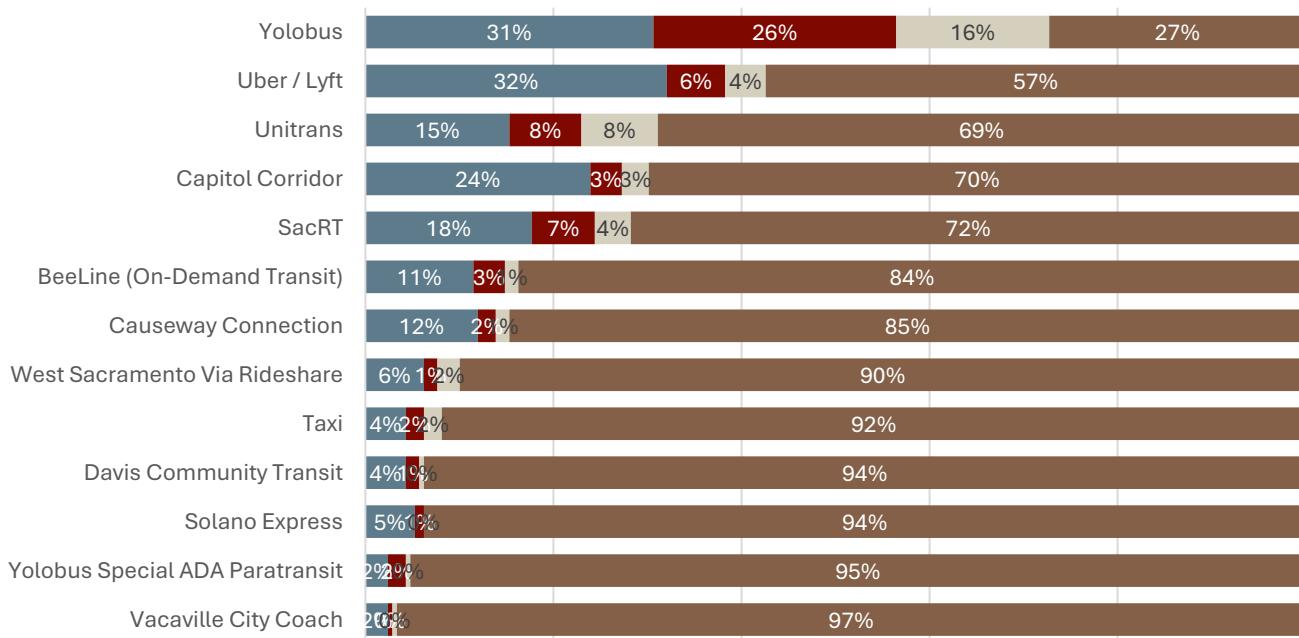
In 2019 (pre-COVID), how often did you use the following?

■ 1-3 times/ month ■ 1-3 times/ week ■ 4+ times/ week ■ I do not use

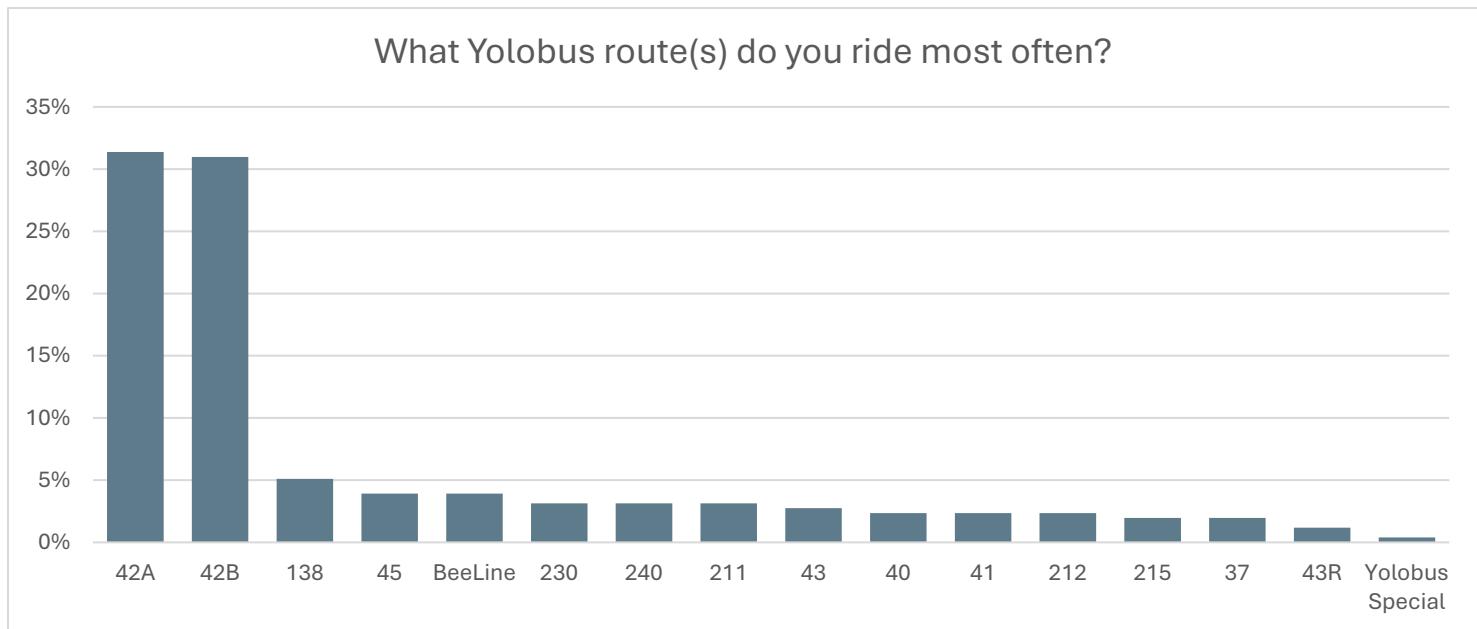


In the last month, how often have you used the following?

■ 1-3 times/ month ■ 1-3 times/ week ■ 4+ times/ week ■ I do not use



ALL RIDERS



CURRENT OPINIONS ON YOLOTD SERVICES

The following questions were asked to all respondents about their current opinions of YoloTD's services. Non-riders and former riders were not asked about their satisfaction of services, only their importance because they do not currently use the system.

Importance-Satisfaction

The least important factor in a respondent's decision to ride the bus on average was the cost of riding, ease of paying fare, and seat availability on the bus. Respondents, on average, were most satisfied with seat availability on the bus, cost of riding, and safety while using the bus. The cost of riding and seat availability were also the top two factors with the most positive importance-satisfaction gap, which means that the satisfaction is larger than the importance. These factors are important for customer experience, but it is good to know what attributes do not need to be worked on in this SRTP.

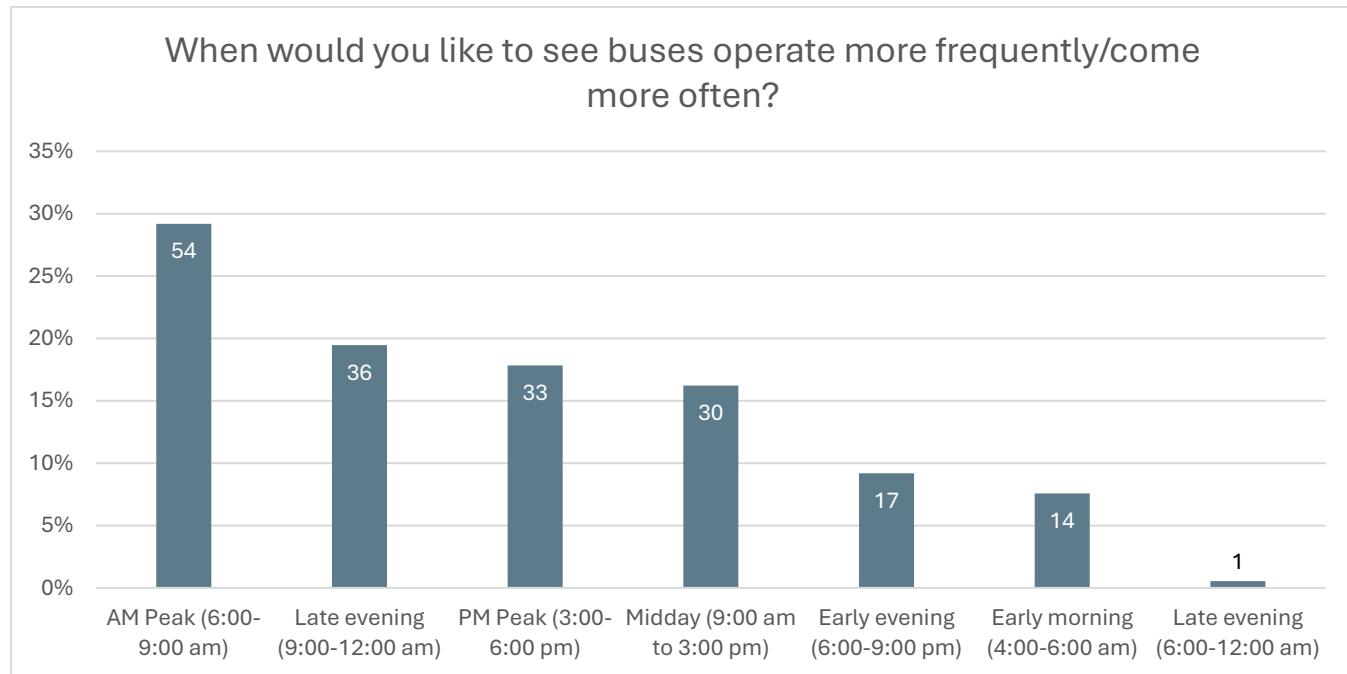
Buses being on time, buses come frequently, and real time bus information were ranked as the highest importance out of all the service attributes. Buses being on time and buses coming frequently also ranked as the attributes that riders were least satisfied with. The attributes with the largest gap between their rated importance and satisfaction by riders include buses being on time, buses coming frequently, and when service is available.

Attribute	Average of Importance	Average of Satisfaction	Importance-Satisfaction Gap
Buses being on time	4.42	2.95	-1.47
Buses come frequently (how often they come)	4.29	3.04	-1.25

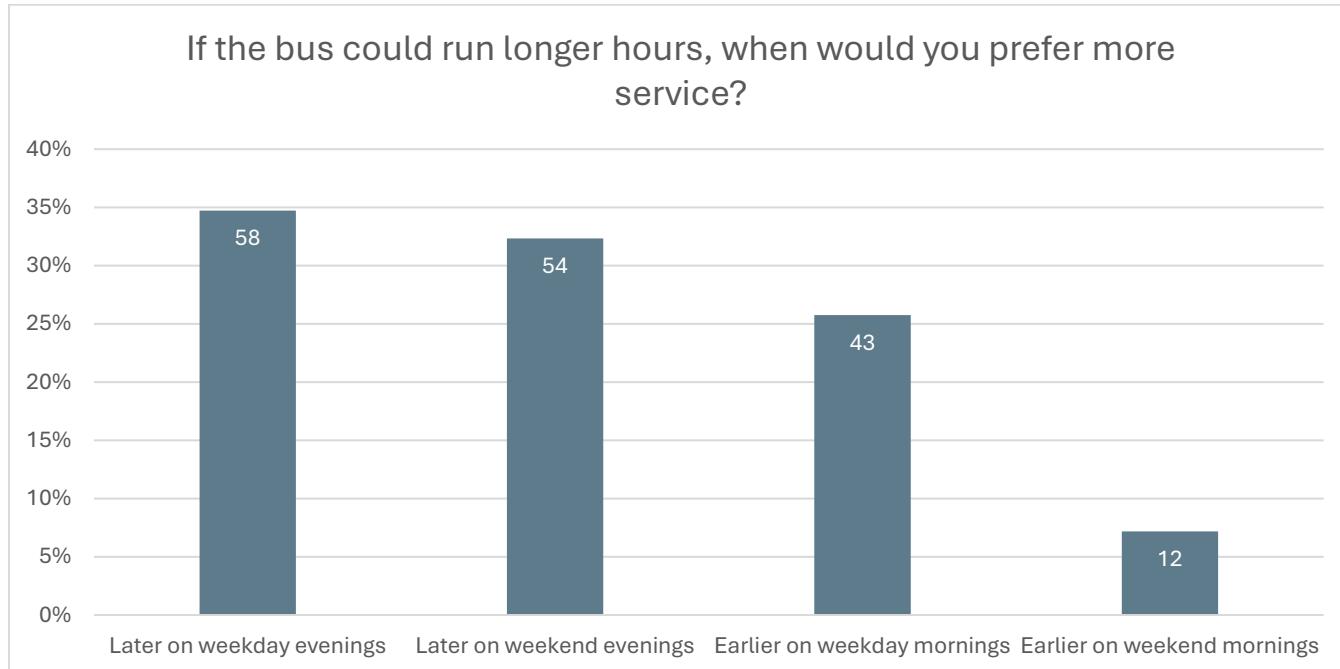
Attribute	Average of Importance	Average of Satisfaction	Importance-Satisfaction Gap
When service is available (hours of operation)	4.25	3.29	-0.95
Real-time bus arrival information	4.28	3.47	-0.80
Time spent traveling	3.93	3.31	-0.62
Distance to/from the bus stop	3.89	3.37	-0.51
Easy-to-understand schedules	3.93	3.66	-0.27
Cleanliness inside the bus	3.93	3.75	-0.18
Safety while using the bus	4.03	3.86	-0.17
Ease of transferring	3.63	3.65	0.02
Ease of paying fare	3.52	3.64	0.12
Bus driver friendliness	3.59	3.82	0.23
Seat availability on the bus	3.58	4.20	0.61
Cost of riding (fares)	3.15	4.04	0.90

TRADE-OFFS AND PRIORITIES

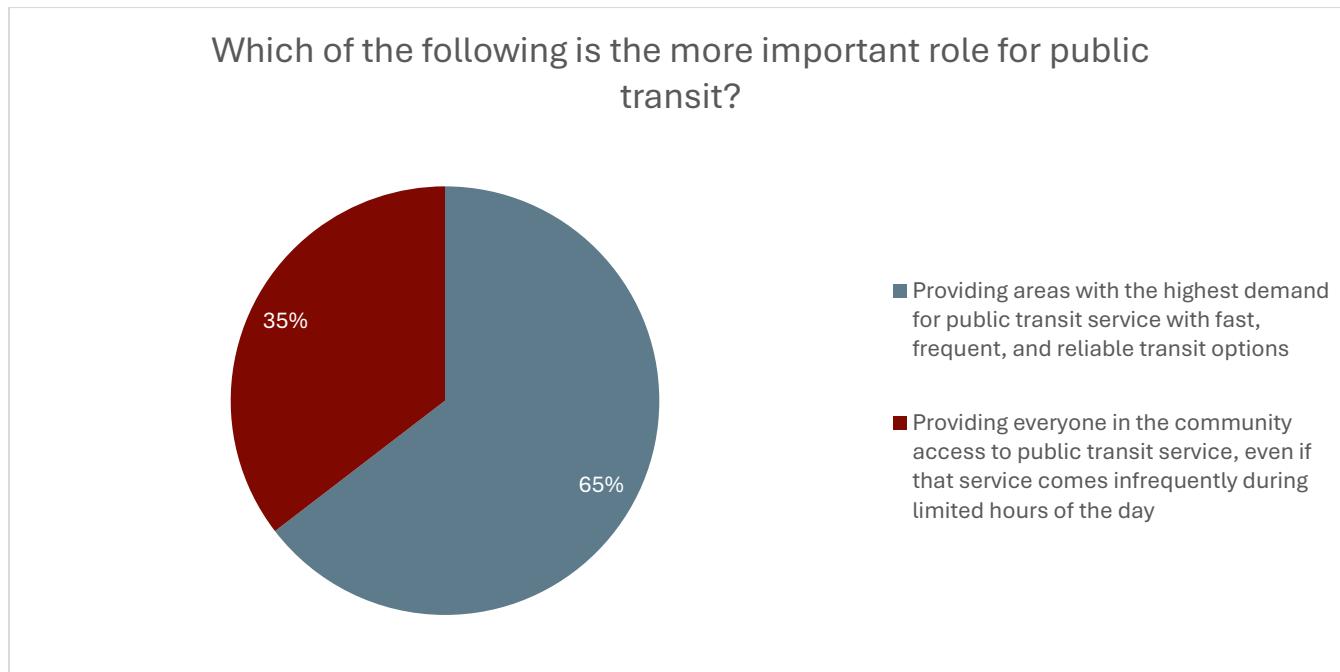
The following questions were asked of all respondents to identify their transit priorities. These questions will also help us understand where investing the most resources among current services will have the greatest impact and support. Respondents indicated they would like to see buses operate more frequently in the AM peak, followed by late evening, PM peak, and midday. Late evening and early morning service was the least important time of the day to provide more service.



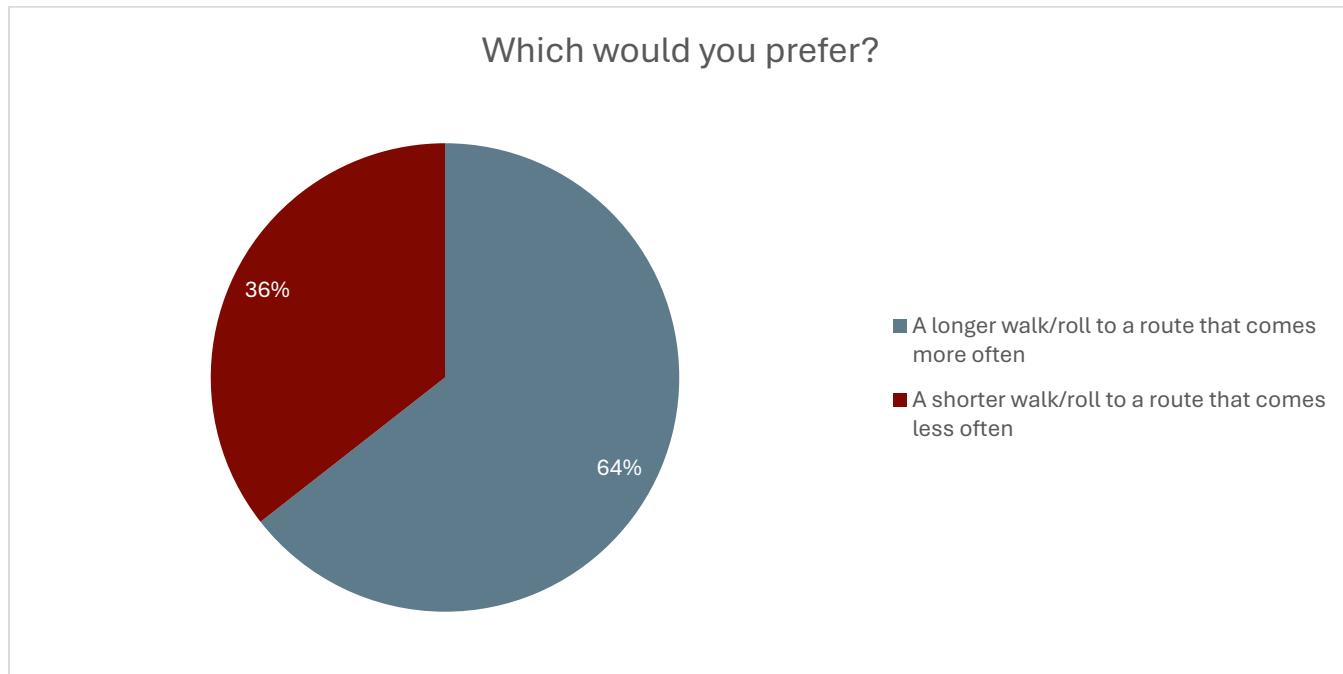
Respondents would like more service hours (increased span) in the evenings more than earlier in the morning.



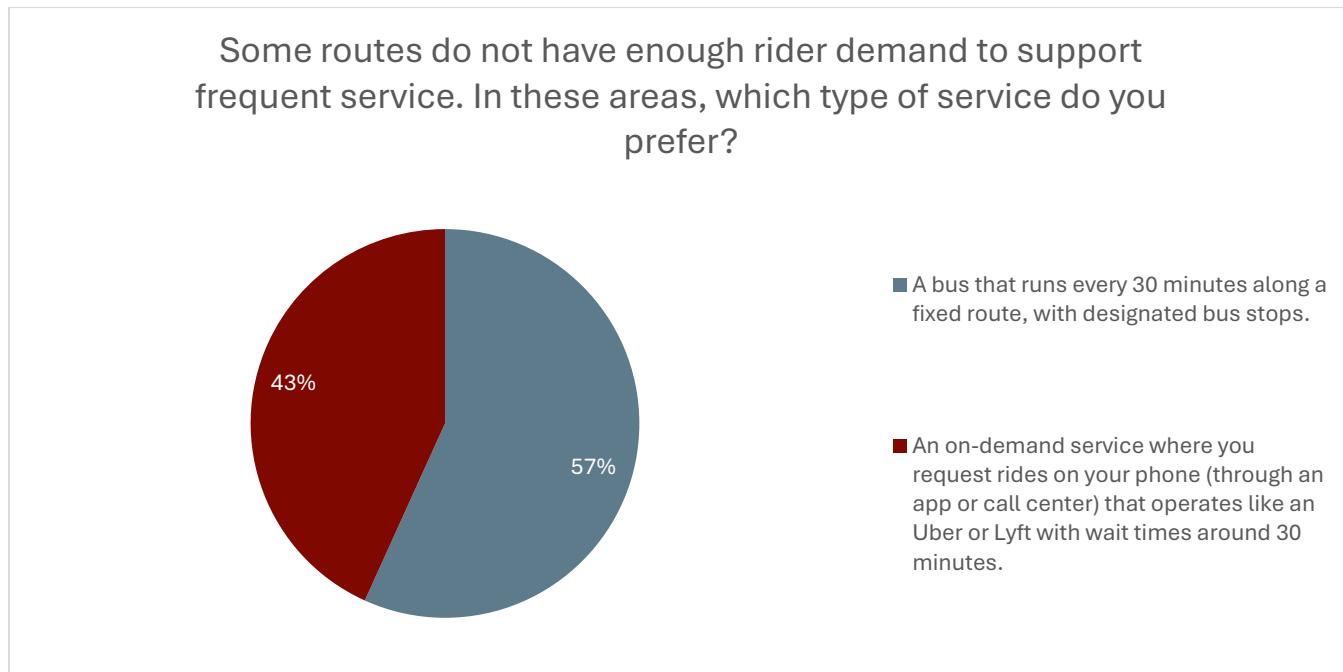
Sixty-five percent of respondents believe frequency is more important for key locations rather than trying to serve everyone in the community.



Respondents would prefer a longer walk to a route with higher frequency than a short walk to a less frequent route.



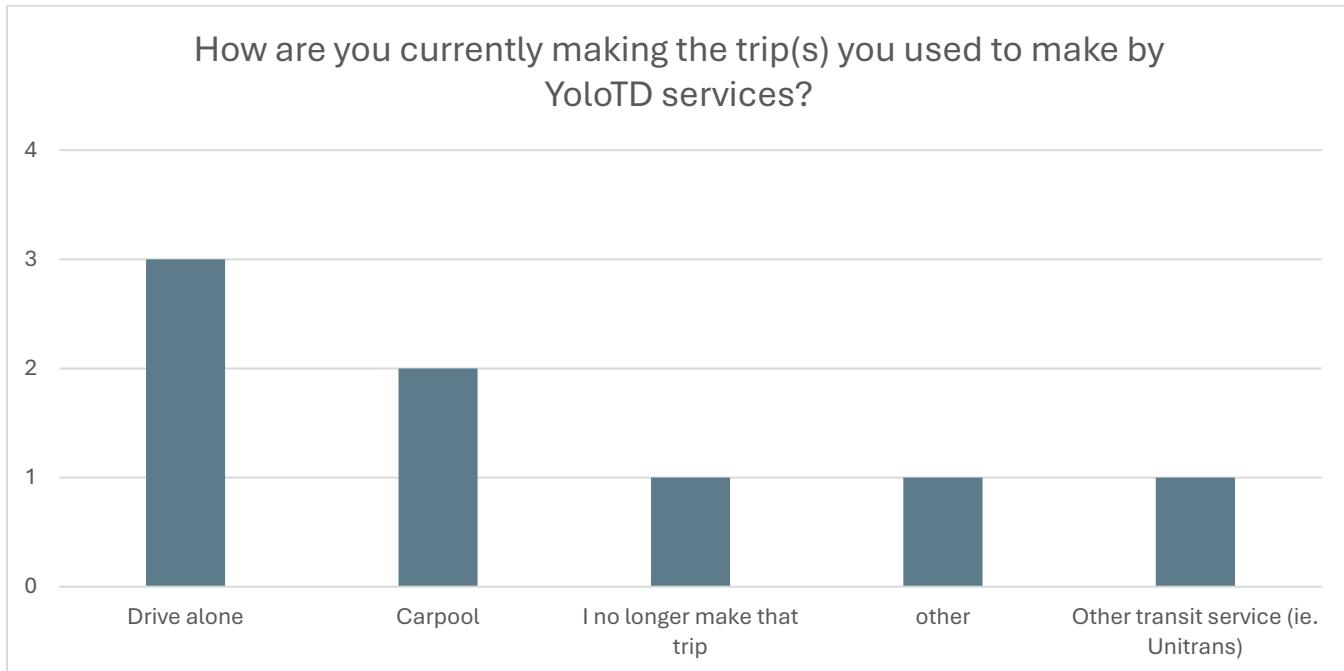
Respondents prefer fixed-route service over microtransit (on-demand service), with 57 percent to 43 percent of respondents saying that they would prefer a fixed route bus that runs every 30 minutes.



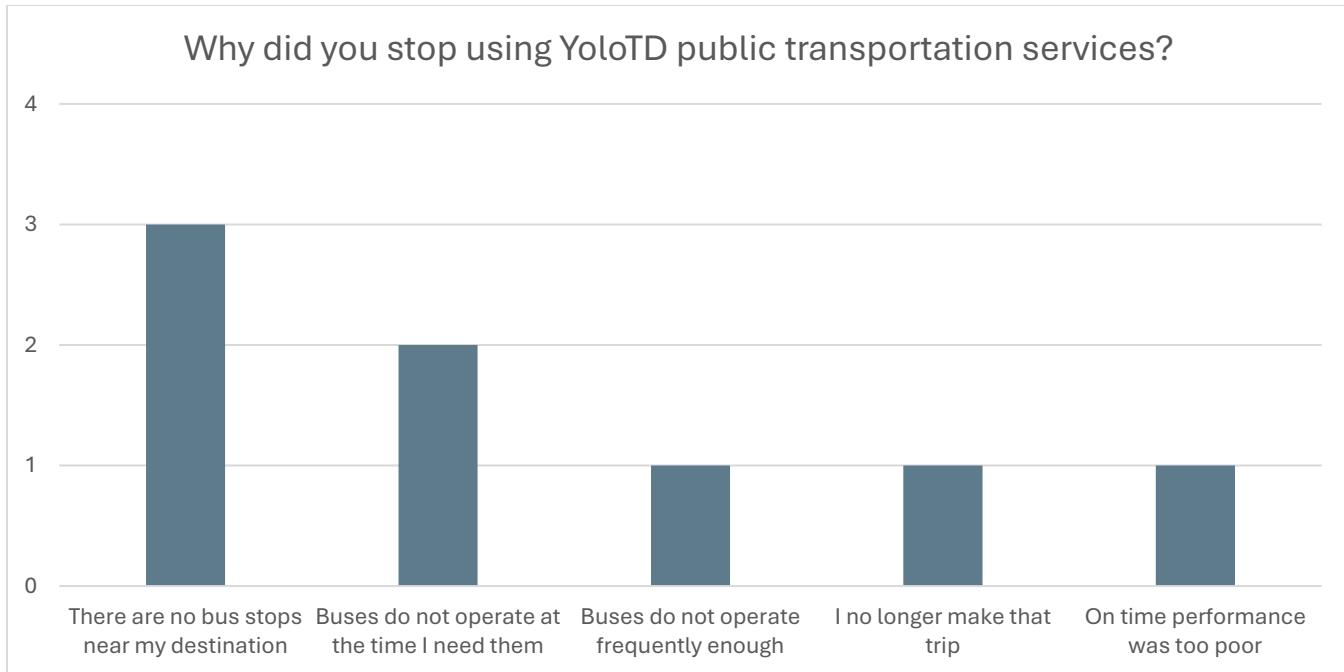
FORMER RIDERS

Based on responses from questions about current and past YoloTD transit usage, respondents who answered that they formerly used transit were asked three questions about how and why their travel mode has changed. There were only eight respondents to these questions.

Former riders are primarily driving alone or carpooling to make trips they used to make via YoloTD services.



They made this switch due to a lack of bus stops near their homes and the fact that buses do not operate at the time they need to make their trips.



A few respondents identified an interest in riding Route 44 if it was brought back, which is already in the works to be reinstated. Other changes that would encourage former riders to ride the bus again are improved on-time performance and better frequencies.

What would encourage you to ride YoloTD services again?

A much better on-time performance record would be much appreciated.

Add back the commuter routes from Davis to Sac and increase the frequency.

Bring back the Davis, Sacramento Express 44 Route in South Davis.

Come back to South Davis. That is why I stopped!

Consistent access to bicycle racks. This greatly expands the usability range of both public transit and bicycling. I used this combination exclusively when I lived in Santa Cruz and could easily get to the bay or Monterey without trouble.

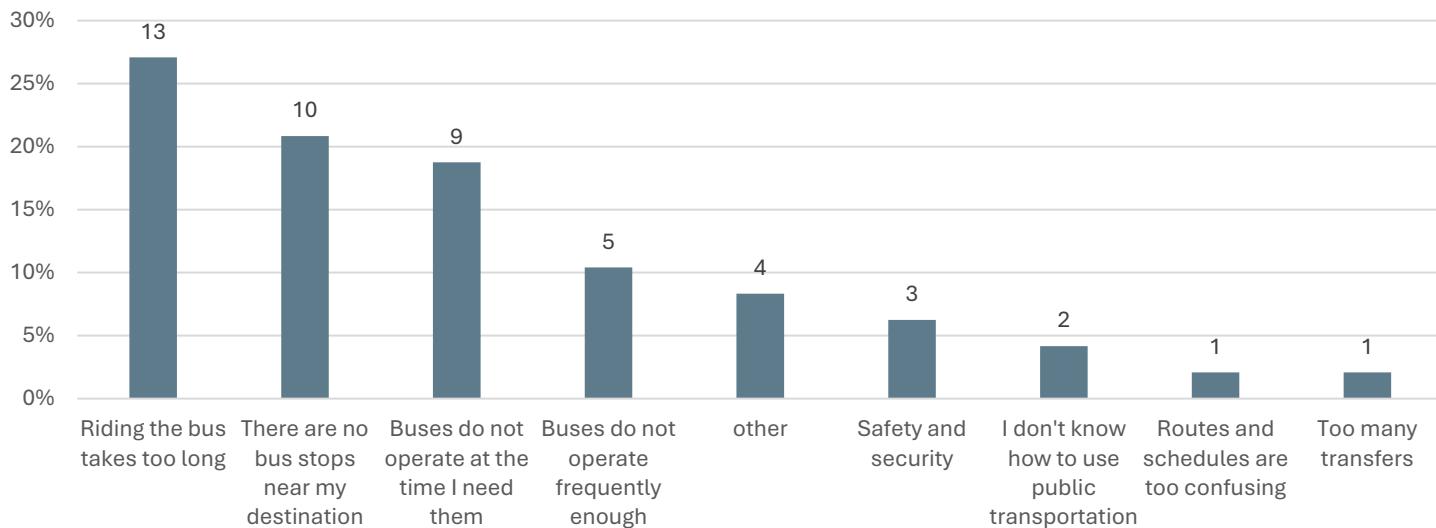
I think they are great, and I advocate for their use. I am fortunate to still have my license, but that may not always be the case.

More frequent buses.

POTENTIAL RIDER

Respondents who do not currently use YoloTD's services believe that riding the bus takes too long. Opportunities to decrease running times and improve the efficiency of routes could attract new customers who previously were not interested in riding the bus. The next most common reason that respondents do not ride the bus is because of a lack of access with no bus stops near their destinations or buses not operating at a time they need.

Besides the availability of a car, what is the primary reasons you do not ride YoloTD services?

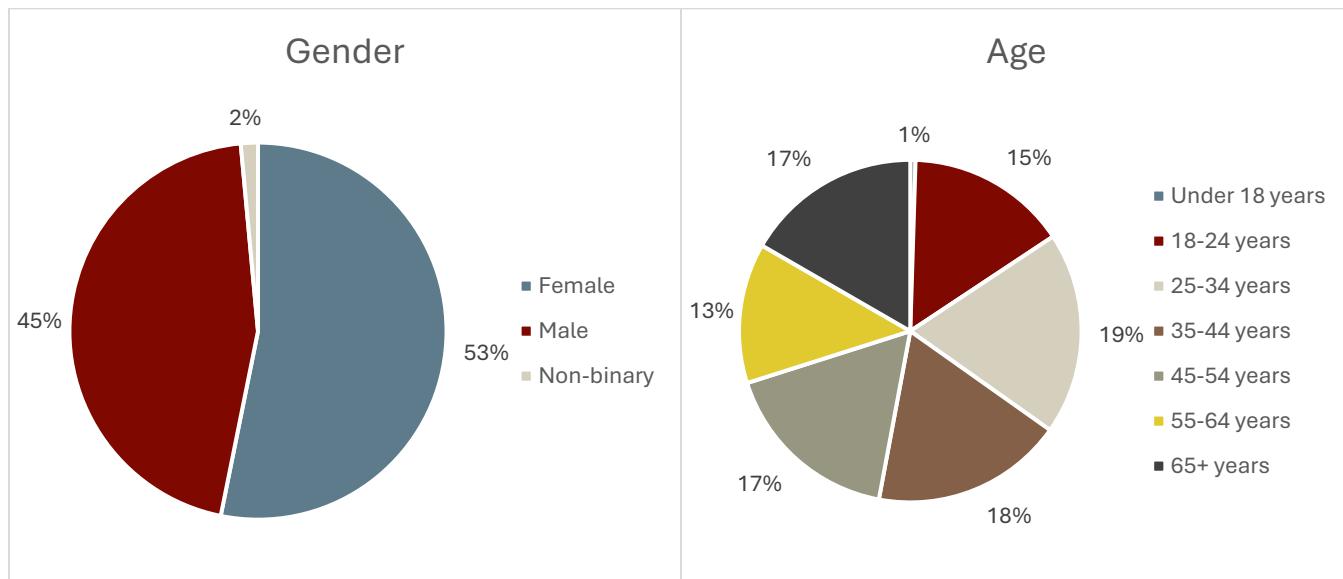


OPEN RESPONSE

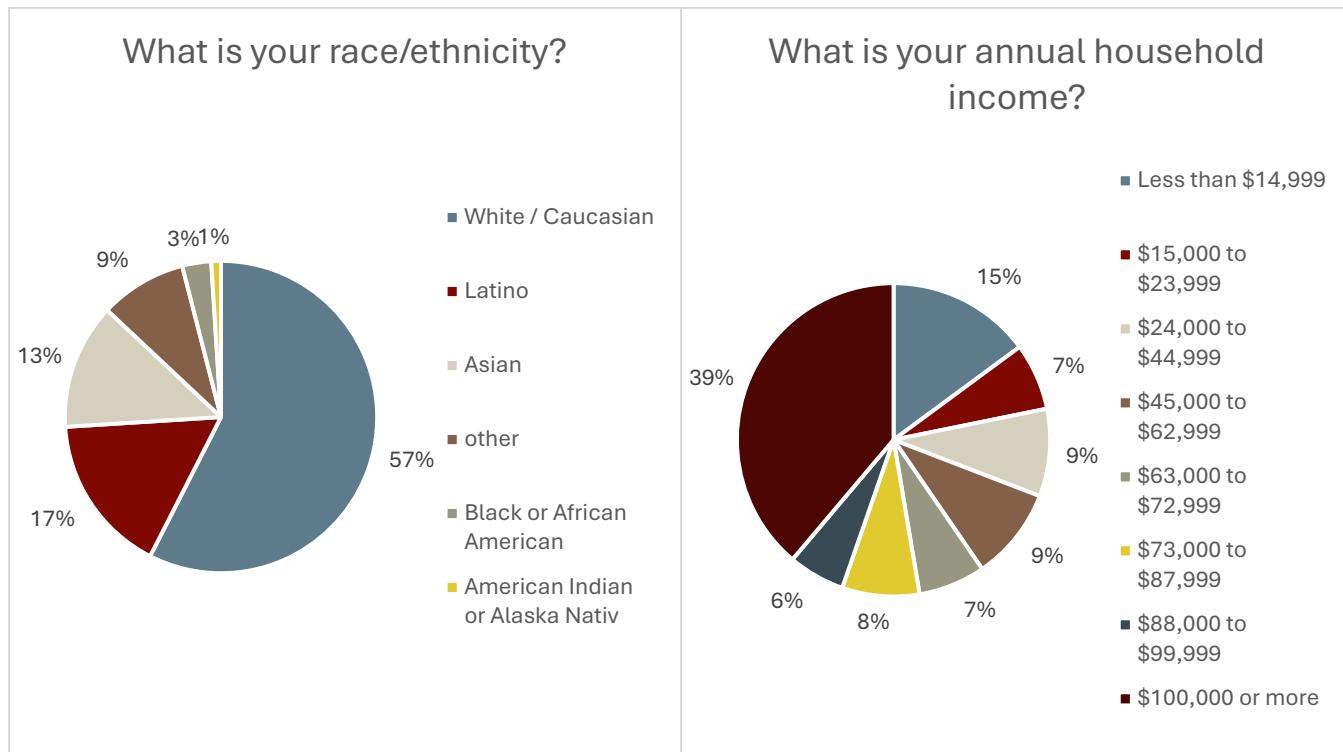
Respondents were asked if there were any other comments they would like to provide, and 107 respondents left responses to this question. About 50 percent of comments were negative, 30 percent were positive, and 20 percent were neutral. The themes from the most common comments were to improve service reliability and punctuality, to provide service to new areas, and to improve comfort and safety at bus stops as well as on buses. The responses are listed at the end of this document.

ABOUT YOU

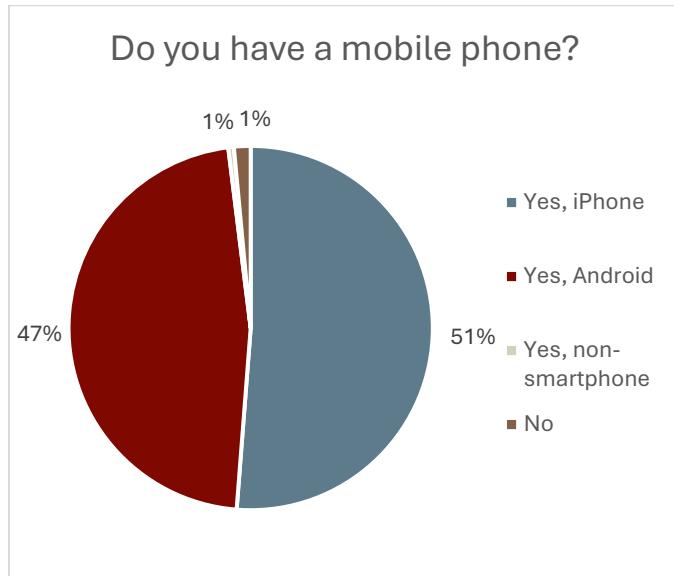
To understand the demographic makeup of survey respondents and compare them to the community and riders in the YoloTD service area, the following demographic questions were asked of respondents. There were slightly more female respondents than male, and two percent identify as non-binary. Ages were well split around 15 to 20 percent of each age range. The only group who was underrepresented was those under 18.



Respondents were primarily white (60 percent), followed by Latino at 20 percent and Asian at 13 percent. Households making over \$100,000 were overrepresented in the survey responses compared to other ranges, and a little under a quarter of respondents made under \$24,000 annually.



Only two percent of respondents did not have a smartphone.



CONCLUSION

Overall, the key takeaways are:

- Improving reliability
- Additional frequency on key routes (particularly in AM peak)
- Additional span in the evenings
- Frequency is preferable to coverage, according to respondents
- Fixed route service is preferable to microtransit services

The following are the un-edited responses to the open-ended question of whether respondents have any other comments they wanted to share with the team.

Do you have any other comments you would like to provide?

I think Yolobus can help CREATE demand for transit by providing fast, frequent, reliable, well-connected service. Could that fund the all-hours everywhere service? (2) When I marked I do not use it, I meant I have used it less than once per month.

Causeway Connection should add one stop in downtown Sac. 2) Suggest adding a frequent service during morning and afternoon peak just between Davis Mace park and ride and downtown Sac.

A stop near the mondavi center is important for those of us working across campus. The MU is a 25 minute walk. It's easier for the bus to get off at the mondavi as well.

Add stops in Spring Lake and the Mondavi center

Additional train number

Allow buses to bypass traffic on shoulders or bus-specific lanes on I-5

Bus goes to casino, too far for 67 year old man to walk

Bus service between Yolo County and Sacramento would be very helpful. Something regional.

Bus was 13 minutes late. I've noticed that some people give up and leave after 5 minutes. I've taken SacRT, Unitrans, El Dorado Transit, and SolTrans. I would say that nearly all of them arrive on time. Yolobus are usually late by 10-15

Cleaner busses and be on time. Need to change when you send the commuter busses out.to start route. Should be earlier than they do now

Downtown Sac night service has 2 issues that make riding unpleasant. There's no "nice" stop to wait at with good lighting and seating. Also, the bus is rerouted during Golden 1 events and you are never really sure what stops it's going to serve.

Drivers have all been friendly. The issues above, however, make Yolobus an incredibly unreliable method of transportation.

Ensure that all versions of schedule agree and have enough time points

Express buses would be great so that a 45 minute drive doesn't take 1.5 hours. Also reliability is important - I need to know it will get me home at night!

For state employee connect card payment is used and if via can take connect card wallet that would be best. It will increase via demand and reduce car use for most full time employee.

For the 37 route, would like a time going from downtown Sacramento back to Southport in West Sacramento around 3pm. Also need to bring back bus stop in Southport at Coyote Rd

Get off of X/twitter, get on Bluesky

Give some more consideration to purchase of paratransit vans that provide better service to the elderly and disabled. A smoother, less painful ride.

GOOD JOB EVERYBODY!!!

I am actually at my wits end with the state of Yolobus. What is going on?? Buses are never on time or don't come, schedules and arrival predictions are wrong, it is almost unusable.

I am grateful for/depend upon public transit and shall continue to lobby my car-addicted friends about its importance and convenience!

I cannot ride Beeline with my young daughter because of the legal requirement for a car seat in those vehicles.

Do you have any other comments you would like to provide?

I do not have a car and depend on public transit to go to work. Current services are sufficient - would be nice if buses came more frequently so if I miss a bus I can catch the next sooner, but I understand it might not be feasible.

I have chronic illnesses that limit driving, bicycling, and walking. I do not feel comfortable using the public transit system in Yolo county as a backup. This is because of poor service, appalling reliability, and extremely limited access.

I live in West Sacramento off Sacramento Ave and would love to be able to take a bus to UC Davis without having to transfer it be able to take a bus to midtown Sac in the evenings

I love taking public transit to work.

I love the Zip Pass app, I never used to ride the bus because I never carried cash, but now I ride it all the time because it's so easy to buy a pass through my phone. I also wish the busses had promotional material that reflected our local wildlife.

I rely on transit options to avoid driving into Sac so thank you for being here.

I reported an incident young man on 42b route bus# 1806 (not sure) around 8 a.m.. He exposed himself to 3 young children and their mother. The coach operator did not call WSPD even after the young man pulled a large hunting knife. Have not heard nothing

I think rides should be free or very low cost. Smaller buses? I guess I don't use buses because I'm not sure they are reliable.

I think the service is great; I just wish it was more frequent, especially for those who commute.

I used the bus while I was working to get to Sacramento on a regular basis. The service is valuable and I know I will rely on it much more after I can no longer have a driver's license.

I wish that the city of West Sacramento would be included in BeeLine.

I wish the app for Unitrans had live update on where the bus is like you can see on Google Maps.

I wish the bus was cleaner safer and on time. In the past year alone, as I waited for the bus, it broke down on the way to the stop causing me to order a ride share.

I would love a Yolobus route that could get me to the new state offices on Richards Blvd.

I would love if yolo is had an express route between Davis, Woodland, West Sac, and the airport. It currently takes an hour to get to the airport on route 42A/B from Davis. An express route with 1 or 2 stops per city would make me more inclined to ride.

I would love to take the bus to work in Downtown Sacramento. It takes too long to get from Bridgeway to the capitol

I've written other surveys. Hopefully, my experience lead to improvements.

I'd like to see more time options for route 45. State workers are going back to the office but the times for pick up and drop off are limiting.

I'd really love the Causeway Connection to come more frequently during peak morning and afternoon/evening hours - even every 30 minutes as opposed to hourly would be amazing.

I'm grateful for your service.

It think it would be awesome to have a Sunday BEELINE service running for those who wish to travel to church and back.

I've been riding Yolobus since day one. The bus stop closest to me has moved about 1/2 mile farther away. I appreciate service to SMF, but would like earlier hours for early flights.

Just to reiterate: the Beeline does not operate in Winters on Sundays. Can that be added? There is an incredible amount of demand for the elderly to attend Sunday Services in (or out of) Winters.

Do you have any other comments you would like to provide?

Keep up the good driving and friendly drivers.

Keep working on getting afternoon buses to meet the time schedule. Also, make printed and online schedules agree.

Later express buses

Love paratransit and depend on it especially when it is too hot to ride my bike or the weather is too windy and/or rainy.

Love West Sacramento California

Maybe add another route on 42A/42B in the morning. There are 1hr gap but would be better if it's 30 minute gaps.

More bus stop w/ bench & shade

More express service to Sacramento, please!

More reliable service.

More space for bikes if possible

More stops at clinic or hospitals.

More transit less cars

My dad works at the Sacramento airport and needs to be at work by 7AM. There used to be bus service from South Davis that would, go that early, but now he needs to drive. If he could take the bus, he could get some extra sleep.

Need to have an hourly train between Davis and Sacramento on the weekends that runs until at least midnight or 1 a.m. It could be a single car train like the old interurbans that ran from Oakland clear to Chico.

no

No not really just am thankful for the drivers and the work they put up with people on the bus

None

not at this time

Not at this time. My comment earlier regarding Routes 42A/42B is the most important one I could come up with for now

NOT REAL

Now that the State has required employees to be in office at least 2 days each week, there is an increased need for available Express bus routes. Plus, many state workers' bargaining units now reimburse employees 100% for using mass transit to commute.

Overall I love taking the bus to the airport. Easy ride, inexpensive and beats paying for parking.

Please expand the Southport bus route to include Village Pkwy! Lots of new development in this area, and no close stops despite existing cutouts alongside the road. Rt 37 would be much more useful if it came back up Village Pkwy. Thank you!

Please provide faster transit!

Please put Yolobus on the NextBus arrival info

Please use the alert system more frequently (e.g., when the bus is going to miss stops due to rerouting). Please change the 230 schedule so that it heads to Sacramento about an hour later in the morning (it is too early for many people).

Prior to 2019. Yolobus had all buses meet all at once at the Mall at the same time. That would be preferred

Public transportation here in Davis/Yolo County is pretty good.

Public transportation is extremely important as I don't have a car. I ride by bike a lot, but The BeeLine has been extremely helpful when riding a bike is not convenient. I use the bus to go to Davis once a week, also extremely important..

Do you have any other comments you would like to provide?

Reinstate Route 44

Reliable service is the best service. Intercity rides should be as short as possible / no extra loops. With 3 or 4 buses running in the slightly more frequent Causeway connection schedule you should be solve all issues.

Remove bus route on third street between Beamer and court. The buses are always empty, and you have to pull over to let them pass.

Thank you for asking these questions and being open to change. It is great to consider the current needs of our community to frequent public transportation. I live in the country so find it difficult to utilize , but should consider it.

Thank you for considering my comments.

Thank you guys, think you guys can make it more easy for us

Thanks for the chance to comment

Thanks for your service to/from Sacramento and SMF.

The 42 routes take way too long, makes it a difficult option to take to catch a flight from Davis. I think an on-demand option like BeeLine from Davis to the Sacramento airport would be very useful and popular

The bus can get me to work either way too early or too late. The only lines that work require me to get into my car and drive several miles.

The bus driver today, Debbie, was late, very confrontational, did not allow me to bring on board my covered drink, and was also argumentative with other riders. The Yolobus app did not indicate that the bus would be late like it normally does.

The bus runs later, especially for school safety reasons or getting off work late.

The Causeway Connection bus is hard to transfer to during UC Davis school breaks when no buses serve the Silo. It should move to MU during breaks. Pls also consider serving Health Sciences along Hutchison or skipping Mondavi Center to save travel time.

The stops on west Capitol are disgusting. I've seen people maturing, screaming, and passed out with needles in their arms. I want to take the bus to work but it is hard to commit to due to the sense of decay.

There are a lot of businesses passed road 102 that are hiring and they could use a bus stop out there for employees.

Transfers should be better. The bus stops should provide more shade and should have a panic buttons.

Trips really shouldn't be taking 3 hours when driving takes 20 mins or less

Trying to get to and from the airport last week, I was at the bus stop according to the schedule two buses would have gone by none of them went by and I ended up taking uber

Usage of the commute buses is limited because of the lack of flexibility (limited span of service). Commute routes should serve start times 7-8 am and end times 4-5 pm, at least.

Using ZipPass for Yolobus is confusing with multiple fare types for various routes & need to buy transfer pass at the same time as primary ticket. Consider streamlining so single ride users are more easily able to figure out what they need.

We need safe options for children under 16.

We need service for rural people so we don't have to drive our cars everywhere

We seriously need RT service directly to downtown Sac without transfers on W Capitol

We should have railcar train service between Woodland, West Sac and Davis. Fast longer-run routes for commuters.

Why are there zero spring lake buses

Do you have any other comments you would like to provide?

Would like to see more early and late runs but if only one would be possible, I'd pick late runs, weekdays and weekends. Love the possibility of having beeline for additional runs more direct.

Would love 42AB service for late night & early morning flights!

Yes please change the pick up for the mall it's dirty, homeless and people doing drugs..

Yes would work more if Yolobus would follow the schedule what is something they haven't done in St least 15byesrs it's a joke

Yes! I hope there can be signs around the bus stops and on the bus that inspire people to drive less and take public transportation more, for the sake of our environment. I really hope to see this change.

Yolobus allows my cognitive challenged senior friend to be independent. Im aging too & will soon need to depend on Yolobus

Yolobus never arrives many times. Like never comes, vanishes

Yolobus should be split into intercity and local providers, as El Dorado transit has done.