



SOLANO COUNTY GRAND JURY
2015 - 2016

VACAVILLE CITY COACH
A GOOD RIDE!

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2015-2016 Solano County Grand Jury

I. SUMMARY

The 2015-2016 Solano County Grand Jury elected to investigate the Vacaville City Coach (City Coach) bus system due to a perceived lack of ridership.

II. INTRODUCTION/BACKGROUND

Since July 1981 the City of Vacaville has operated a city wide bus system, which has continued to evolve into the present day fixed route City Coach. Today the system consists of six bus routes plus a Paratransit system. Paratransit is a dispatch system which provides services to disabled citizens of the city. City Coach also provides connections to regional transportation hubs and transports students to bus stops near their schools.

III. METHODOLOGY

- Interviewed transportation management
- Interviewed Vacaville City Manager
- Reviewed independent audit conducted by Pierlott & Associates, LLC
- Reviewed public bus schedules and route maps
- Reviewed various senior, disabled, and teen programs
- Grand Jury members utilized Vacaville City Coach

IV. STATEMENT OF FACTS

Vacaville Unified School District does not provide transportation for its middle and high school students. City Coach has a program to provide transportation to those students at a reduced fare. Students account for the largest percentage of City Coach ridership.

Federal and state grant monies make up 90% of the City Coach's operating budget. The remaining 10% of the budget is from the fare box, advertising, and Clipper System. The Clipper System is an electronic card that the holder can use for various public transportation systems throughout the Bay Area.

Paratransit provides door-to-door service for the disabled within the City of Vacaville. It also coordinates with the city of Fairfield DART (Dial A Ride Transportation) system to provide intercity transportation. Currently, Paratransit utilizes buses, specially equipped for this service and is seldom occupied by more than one passenger.

An independent audit was completed in May 2015 on City Coach stating it was operating within the grant requirements. This audit assessed the efficiency and effectiveness of operating services and found City Coach was in compliance with the Transportation Development Act (TDA).

City Coach has strong community outreach programs designed to inform the public of its services and to increase ridership. Some of the outreach programs include, but are not limited to the following:

- Meet with Leisure Town home owners group
- Meet with senior citizen groups
- Meet with business groups
- Advertise on local radio and community closed circuit television station
- Advertise on City Coach
- Participate in Fiesta Day parade
- Free ride days plus holiday events

V. FINDINGS AND RECOMMENDATIONS

Finding 1

The Paratransit bus is a small specially equipped bus operated on a dispatch system that seldom carries more than 1 rider at a time.

Recommendation 1

When replacing Paratransit buses consider purchasing vans which would reduce maintenance and operating costs.

Finding 2

City Coach is working hard to promote ridership.

Recommendation 2

Continue coming up with new ideas and ways to promote ridership.

Finding 3

City Coach is dependent on federal and state grant monies.

Recommendation 3

Explore alternate sources of funding.

REQUIRED RESPONSES

City of Vacaville, City Manager (Finding 1,2, and 3)

COURTESY COPIES

City of Vacaville, Director of Public Works