

**APPENDIX A: DEMOGRAPHIC MAPS  
FROM THE POST CAMP FIRE REGIONAL POPULATION AND  
TRANSPORTATION STUDY by FEHR & PEERS, 2021**

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*Appendix A*

**Demographic Maps excerpted from the  
*Post Camp Fire Regional Population and Transportation Study*  
Fehr & Peers, 2021**

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### **Demographic Maps**

The attached demographic maps were developed by Fehr & Peers for BCAG as part of the *Post Camp Fire Regional Population and Transportation Study*, completed in April 2021. This data is current and relevant to the Butte Fixed Route Optimization Study and referenced in Chapter 2 of this report. Tables in Chapter 2 have been updated with the latest US Census population statistics as of April 2022, but the maps remain unchanged from their original development.

### **Development Maps**

In addition to the demographic maps, a map produced and maintained by the City of Chico Community Development Department and Planning Division is included. The map identifies locations where multi-family and low income housing will be or is being developed.

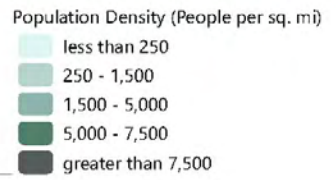
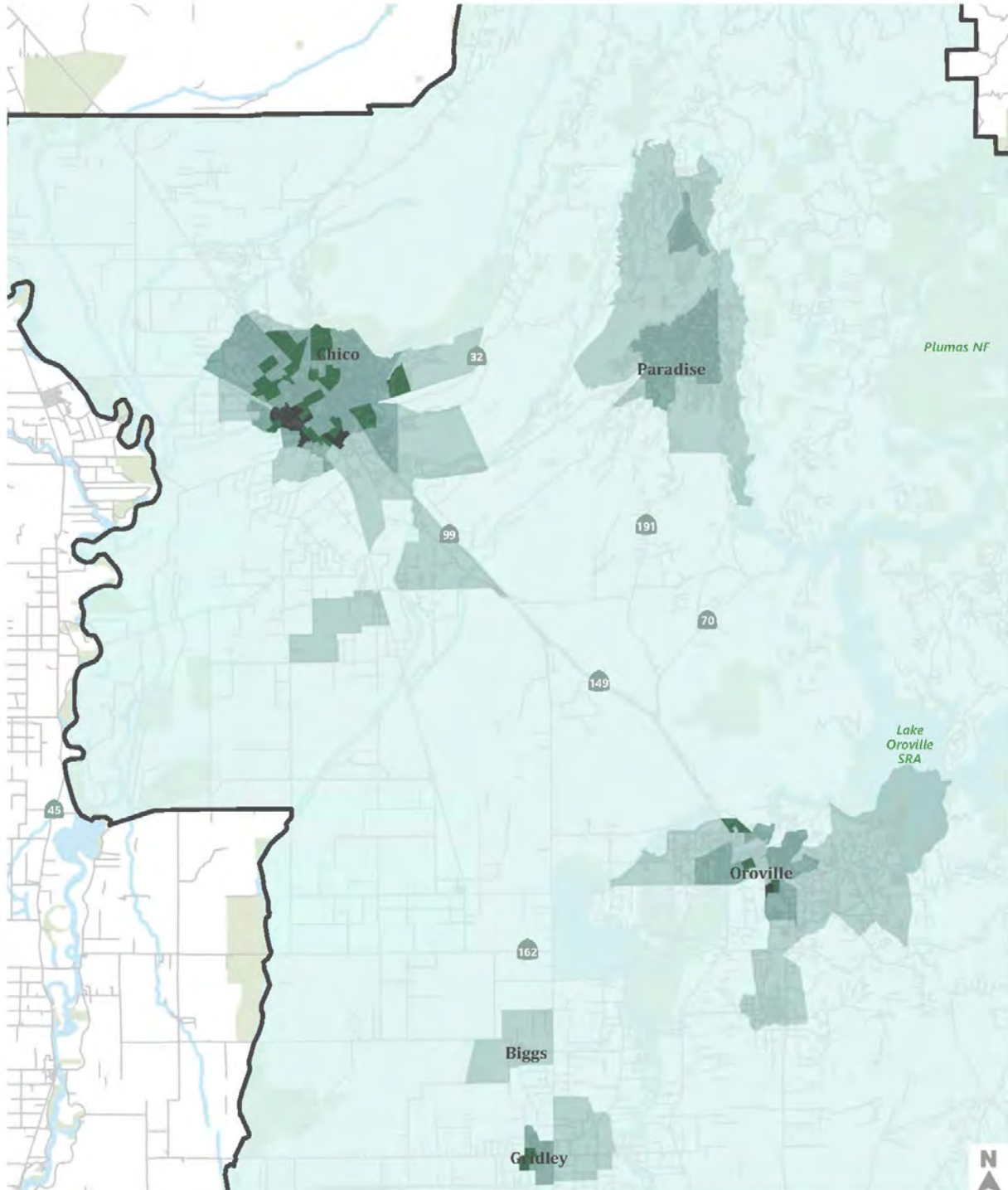
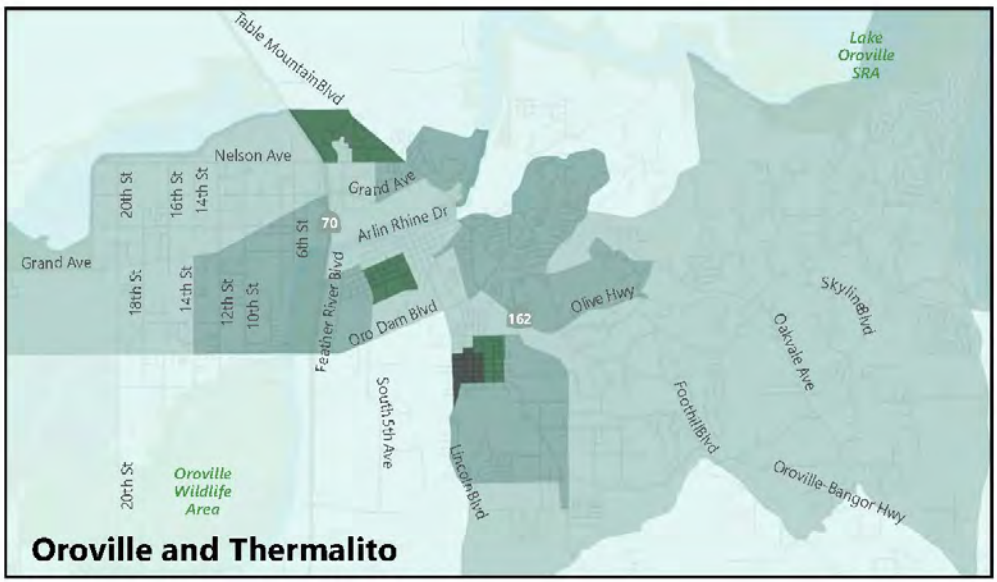
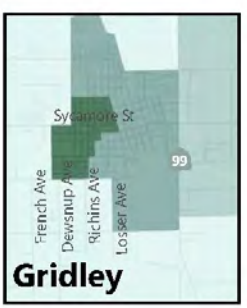
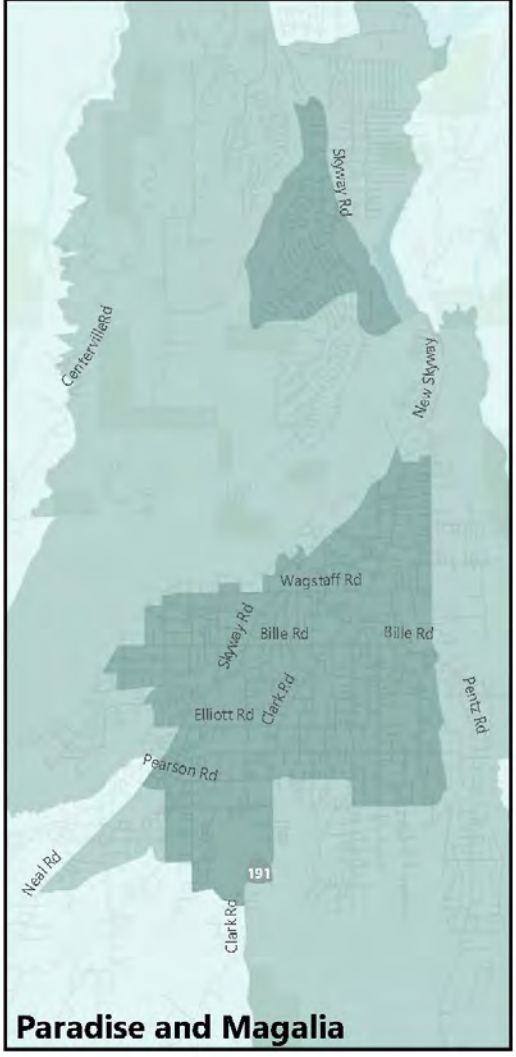


Figure 10  
**Population Density**

Figure 10: Population Density (Continued)



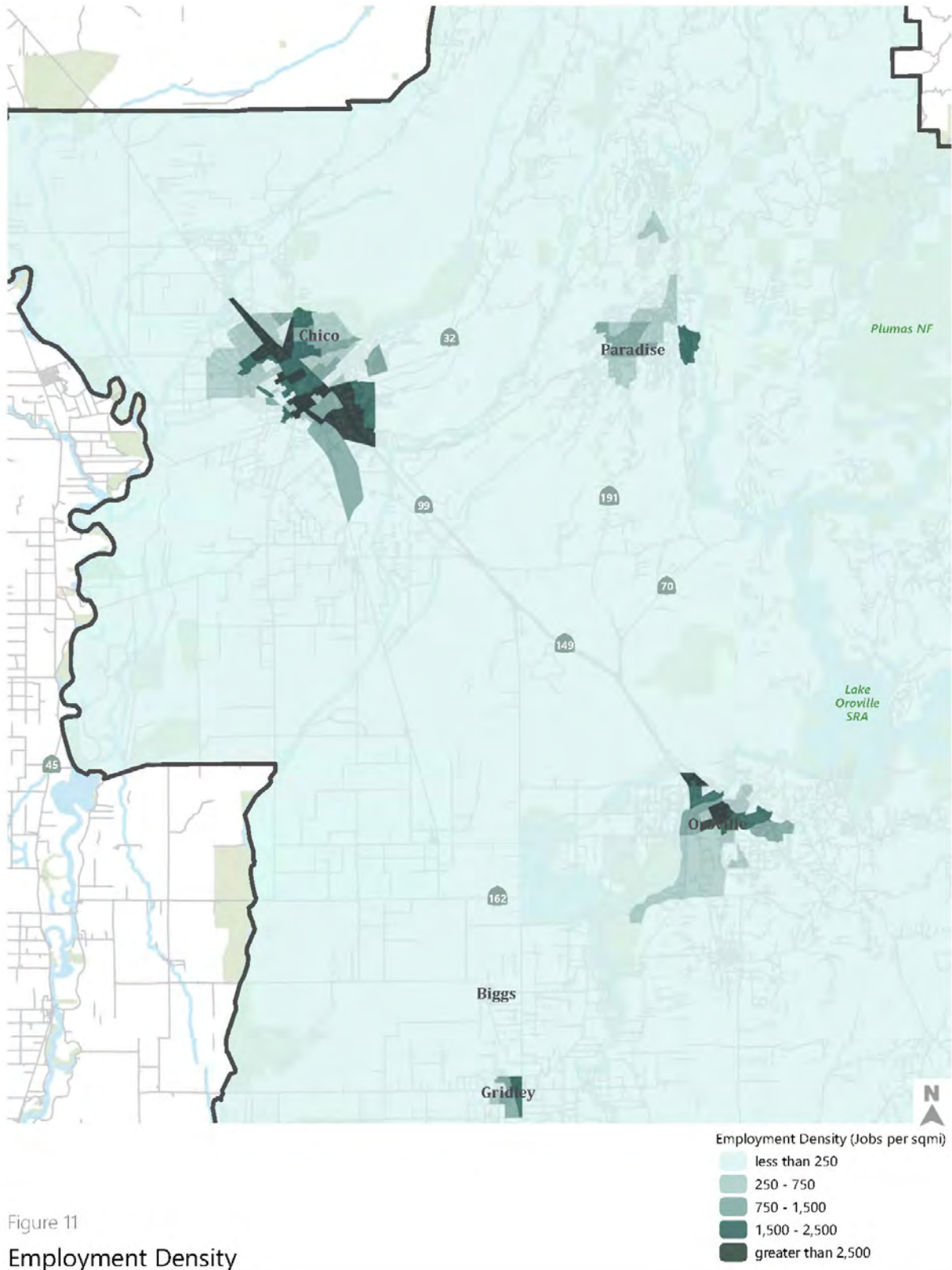
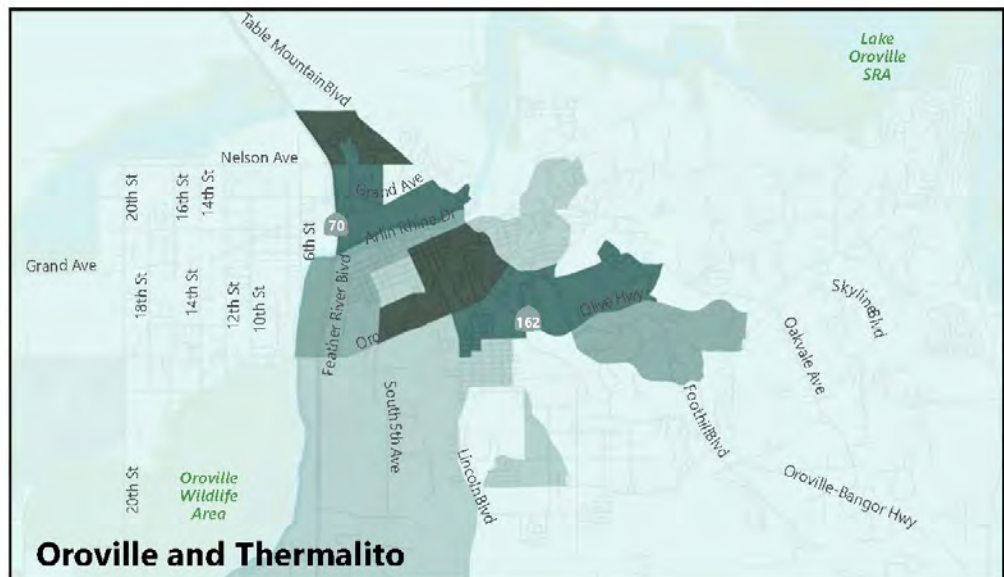
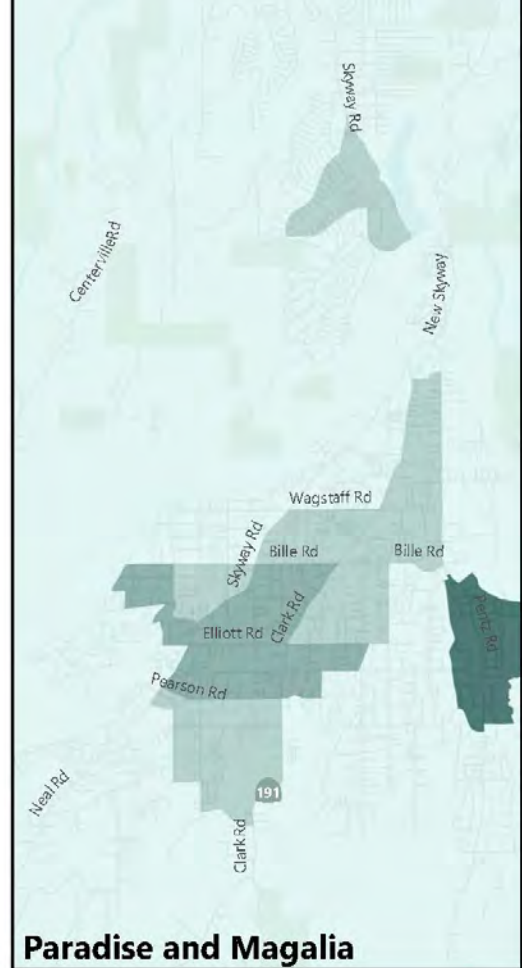


Figure 11  
**Employment Density**

Figure 11 Employment Density (Continued)



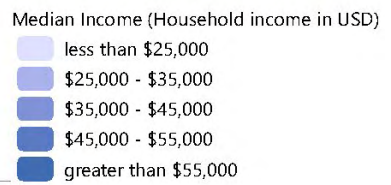
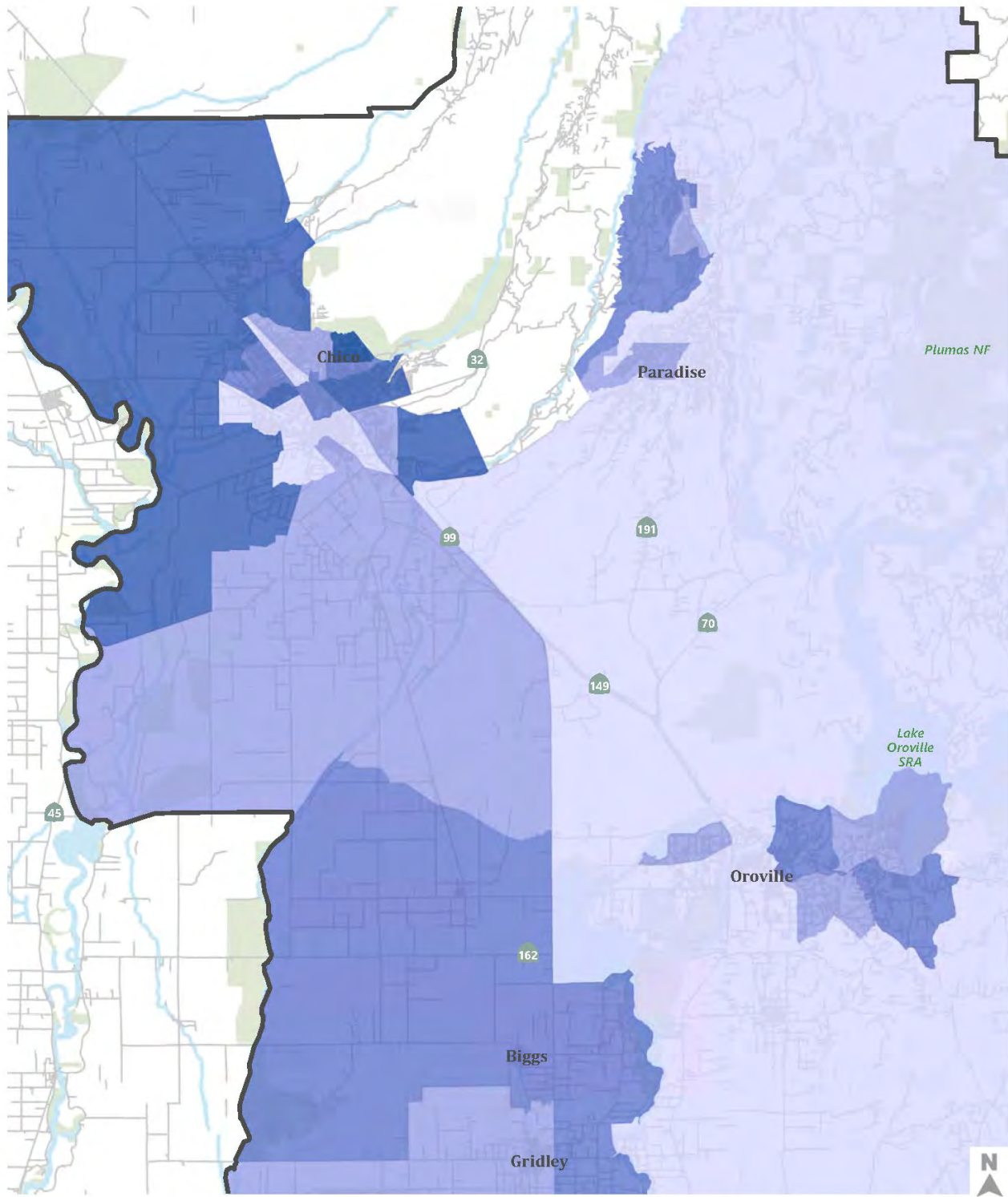
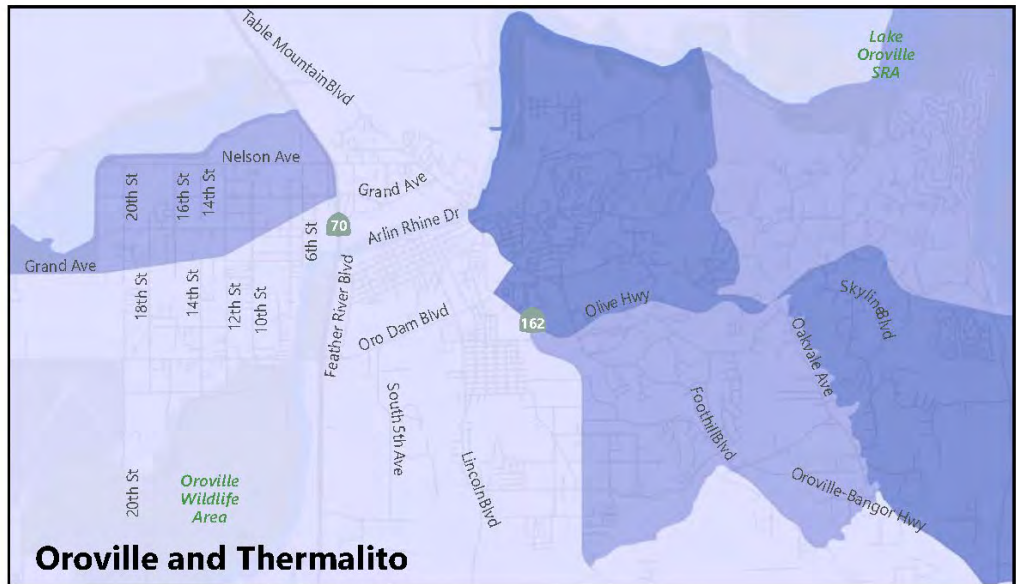
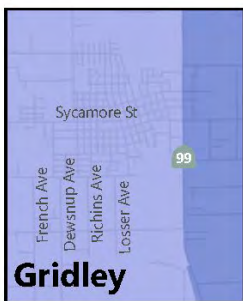
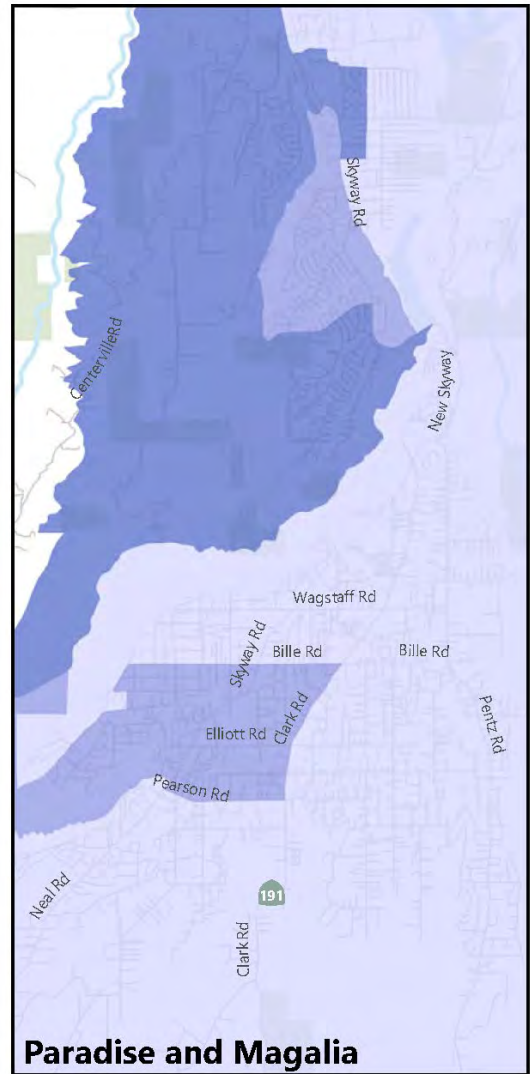
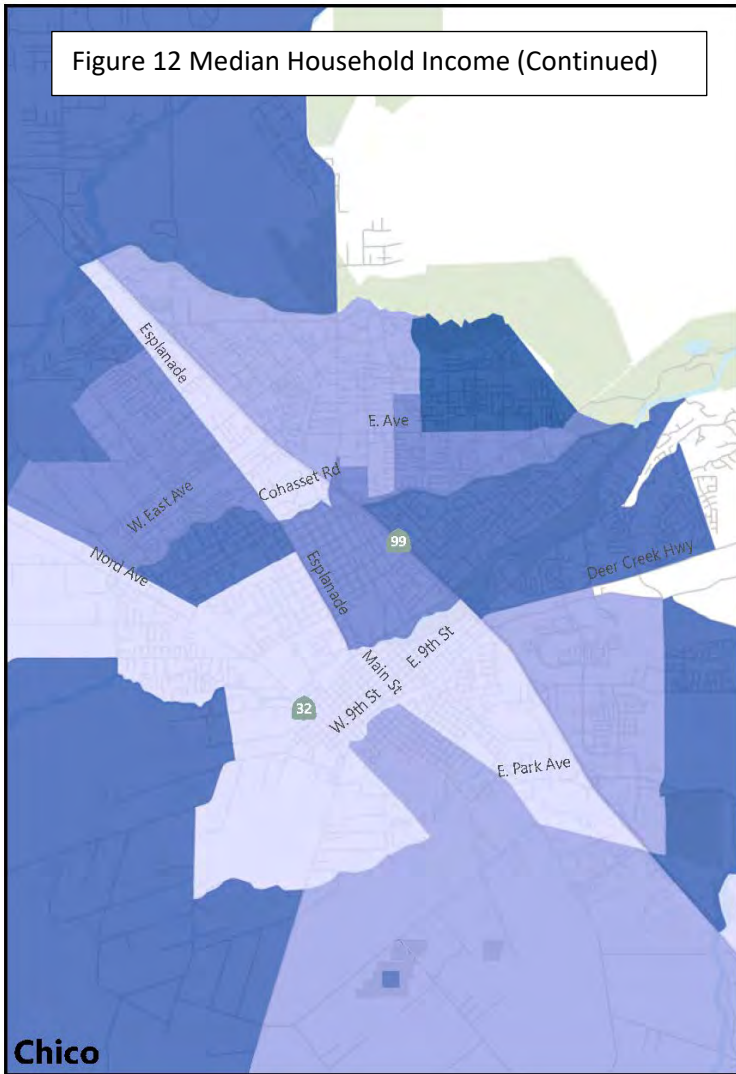


Figure 12

### Median Household Income

Figure 12 Median Household Income (Continued)





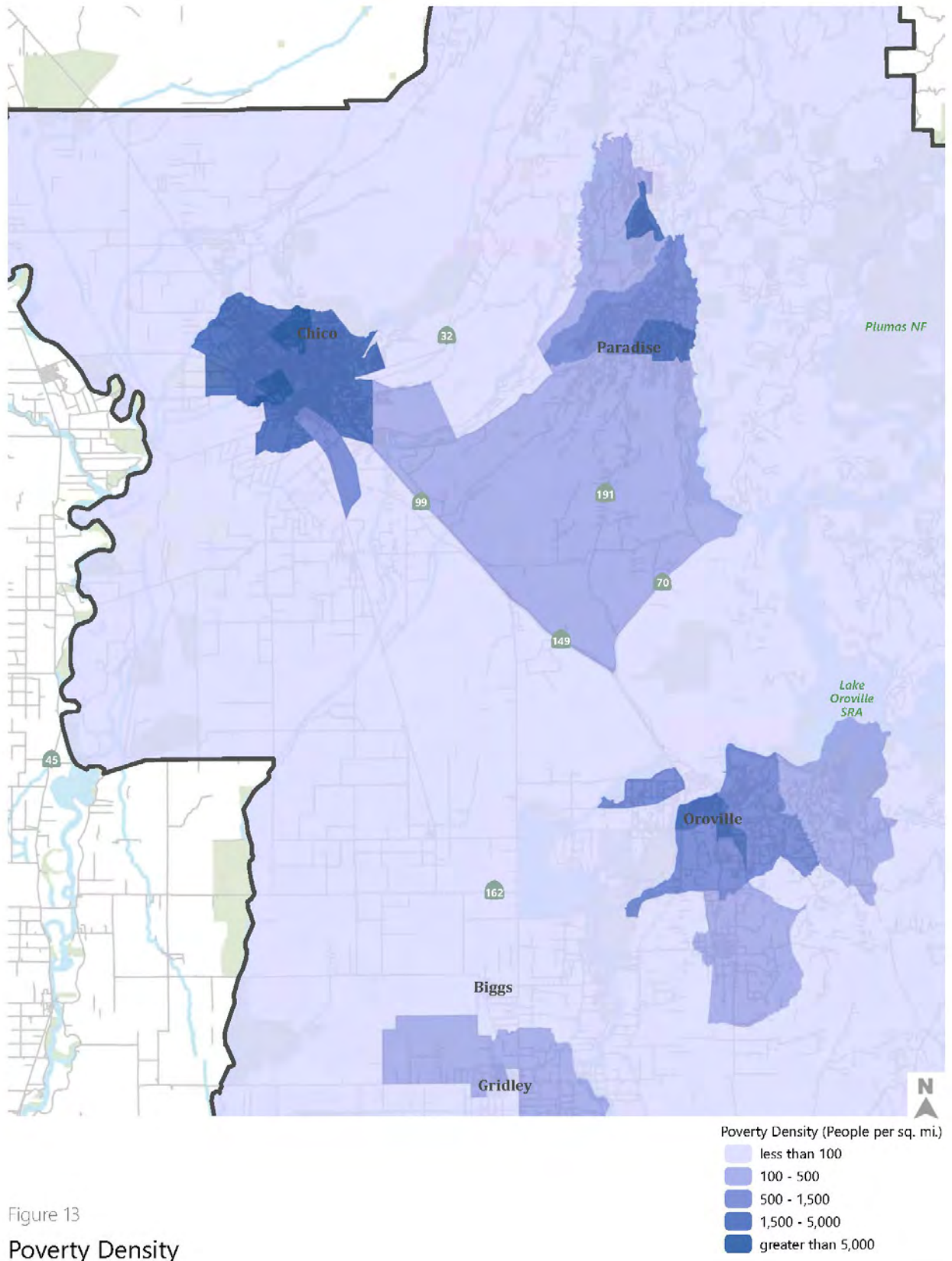
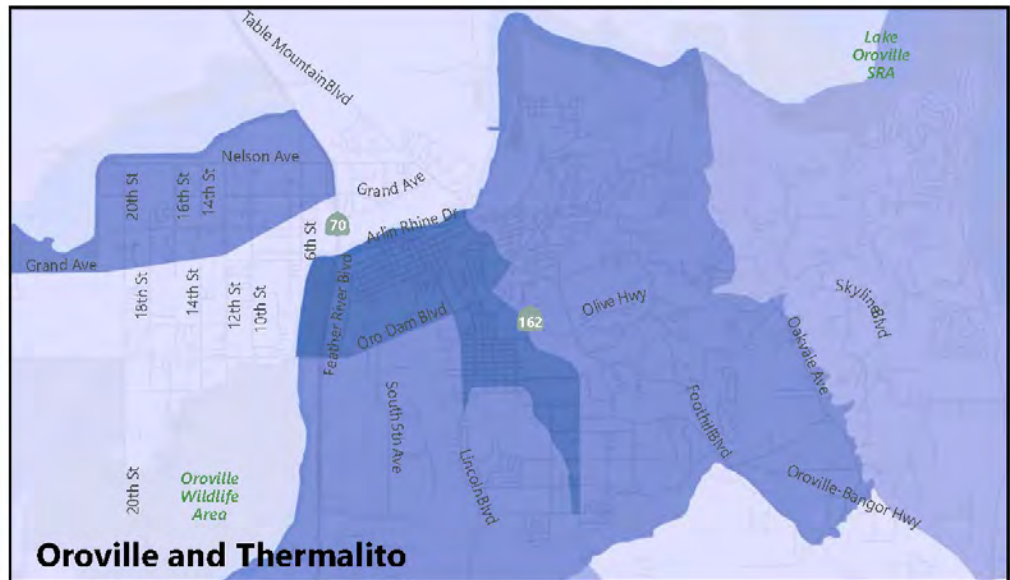
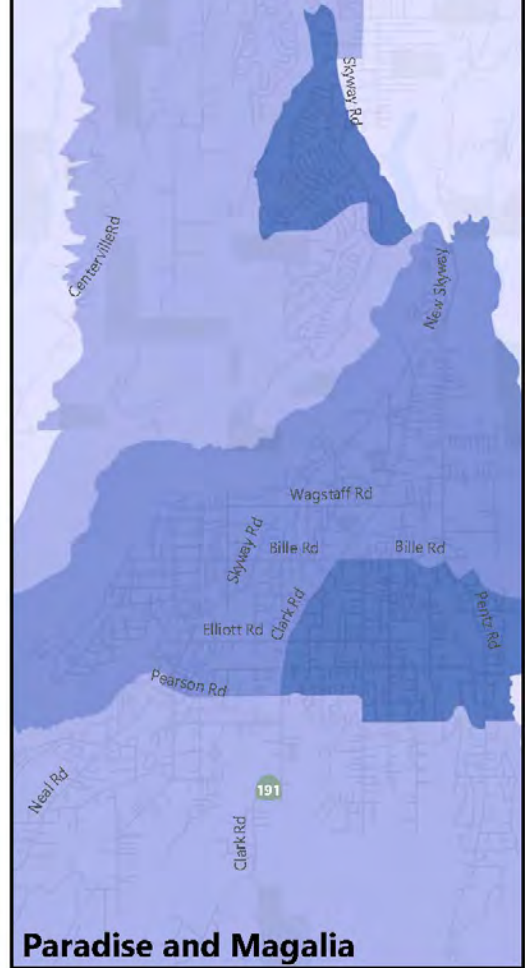
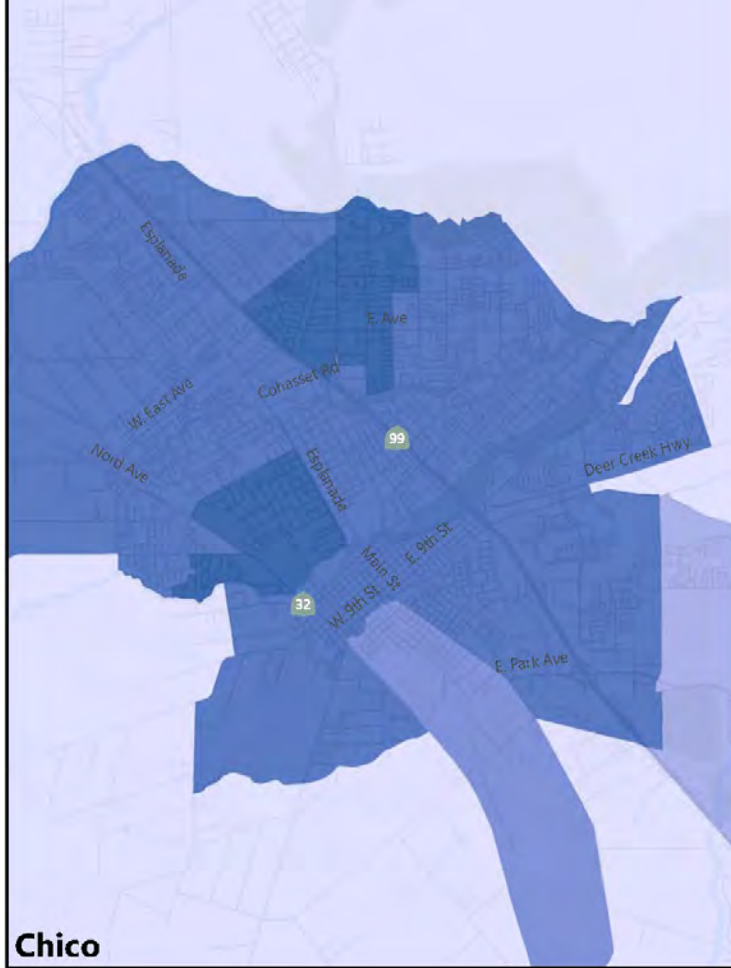


Figure 13  
Poverty Density

Figure 13 Poverty Density (Continued)



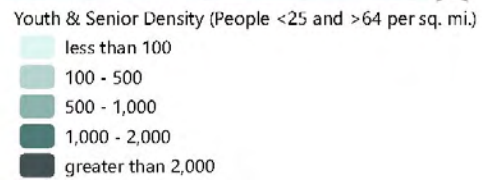
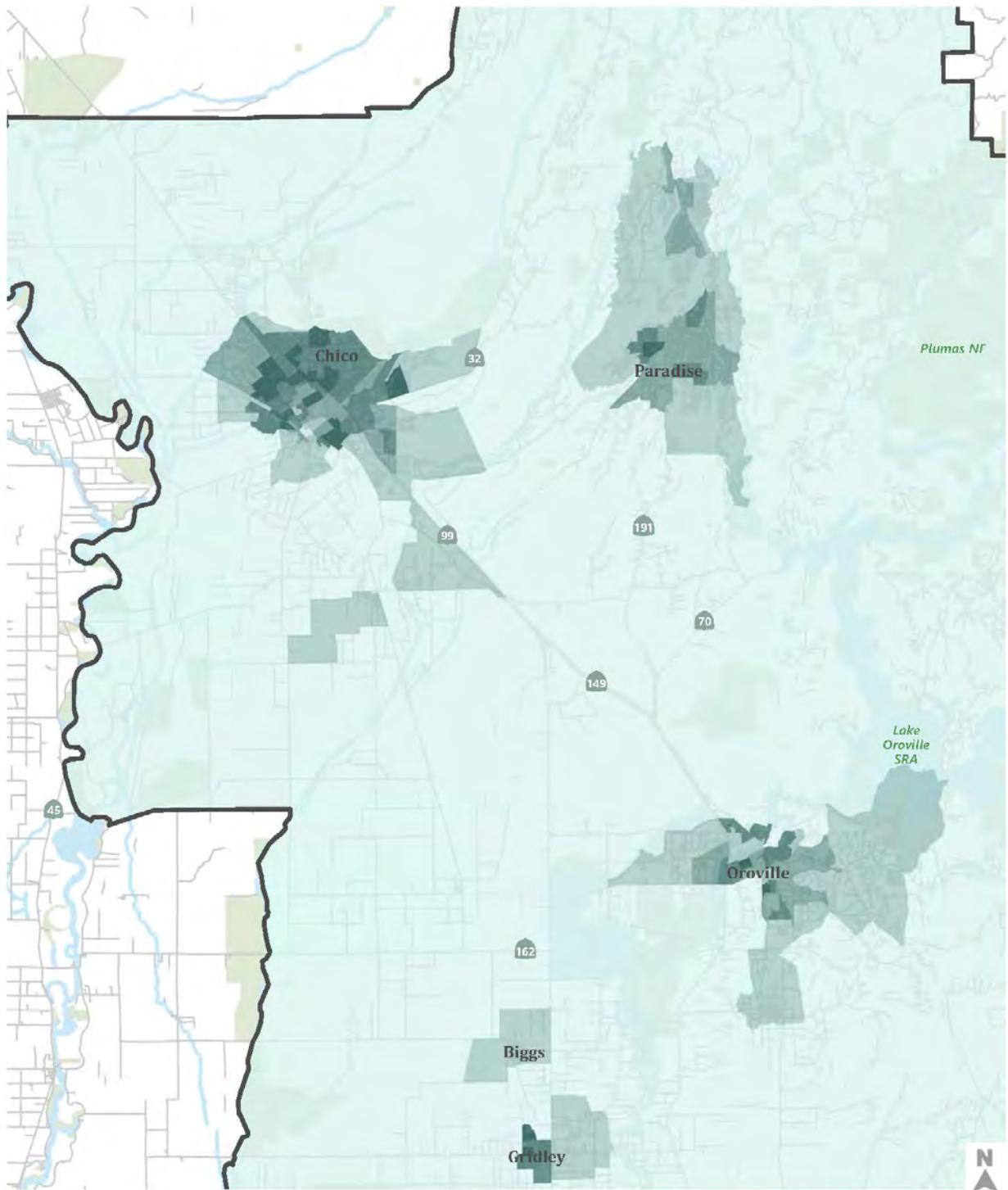
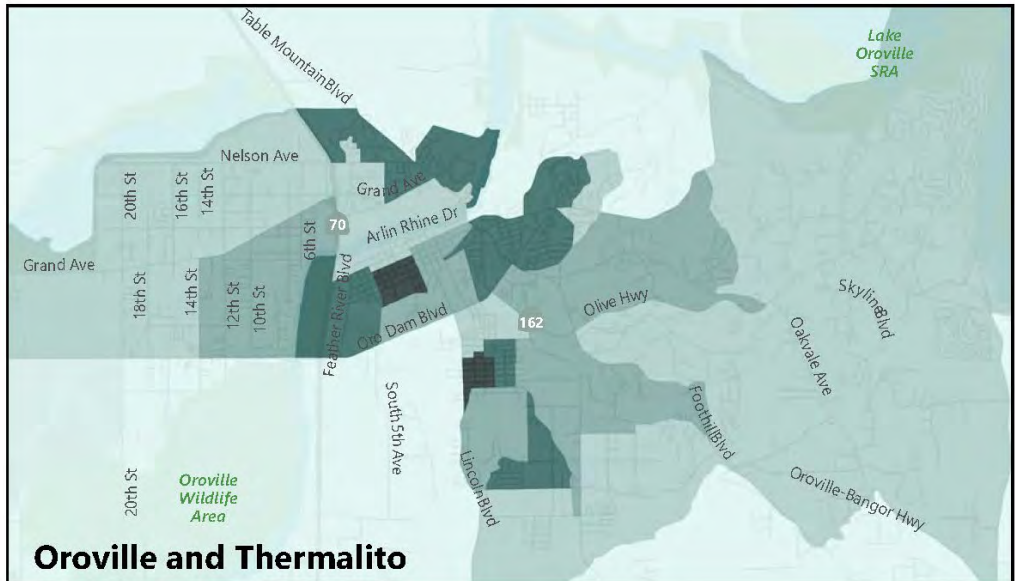
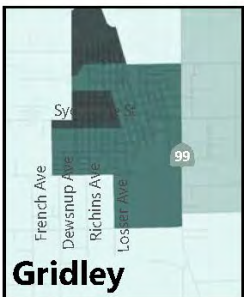
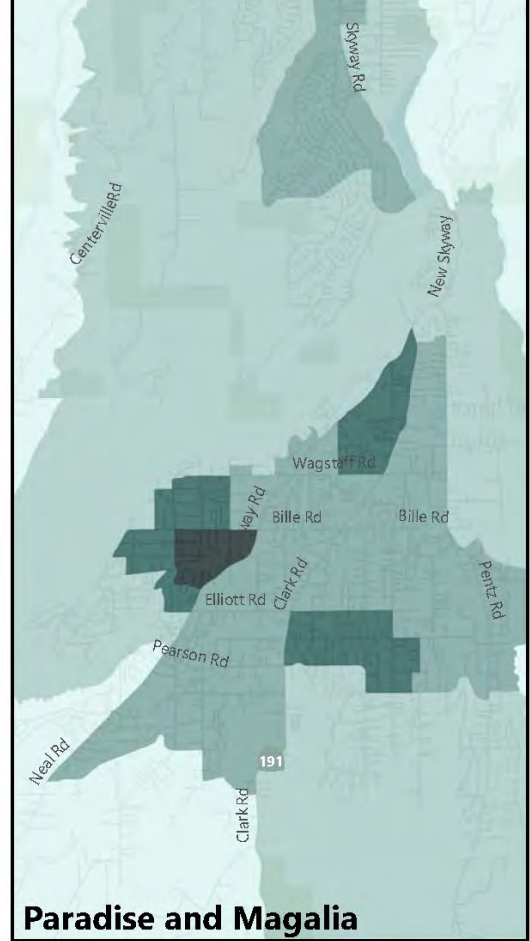


Figure 14

Youth, Young Adult, and Senior Density

Figure 14 Youth, Young Adult, and Senior Density  
(Continued)



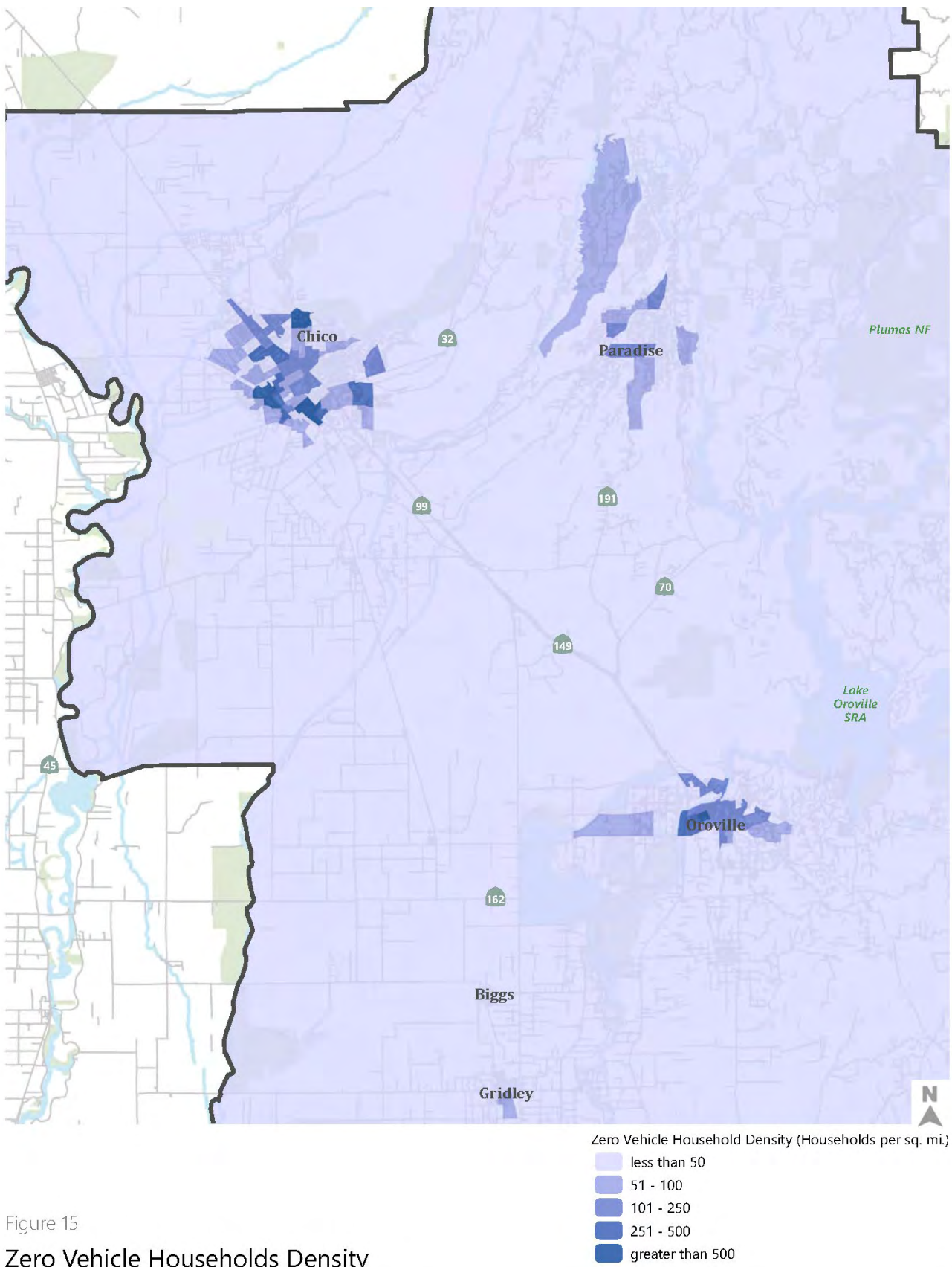
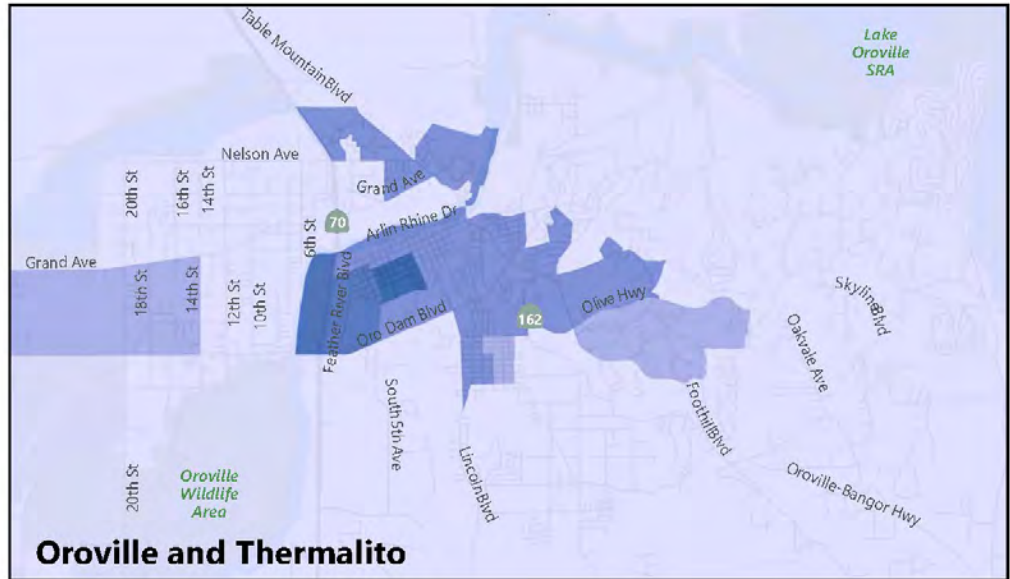
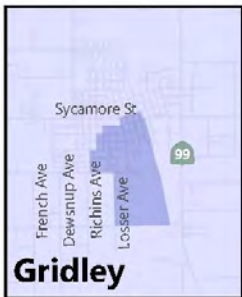
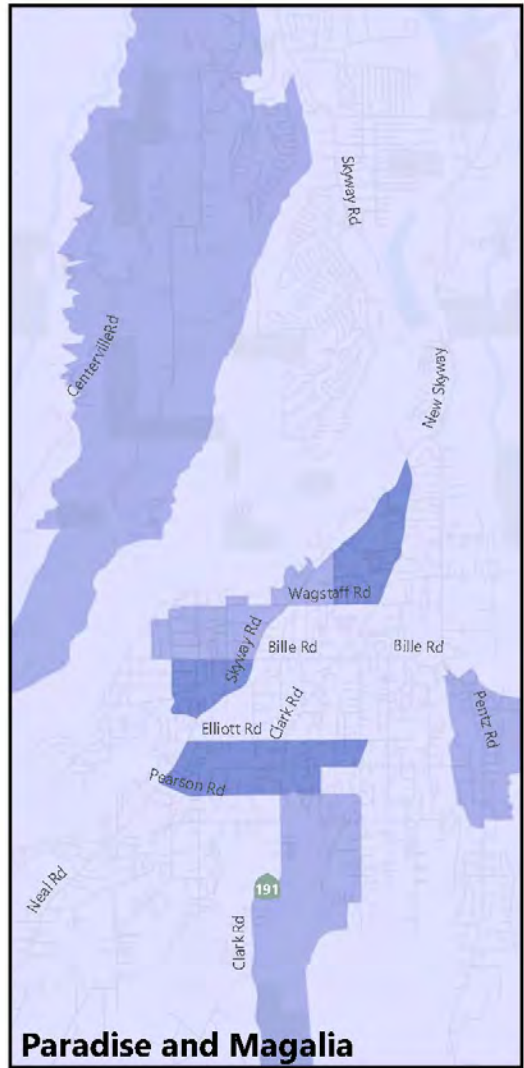
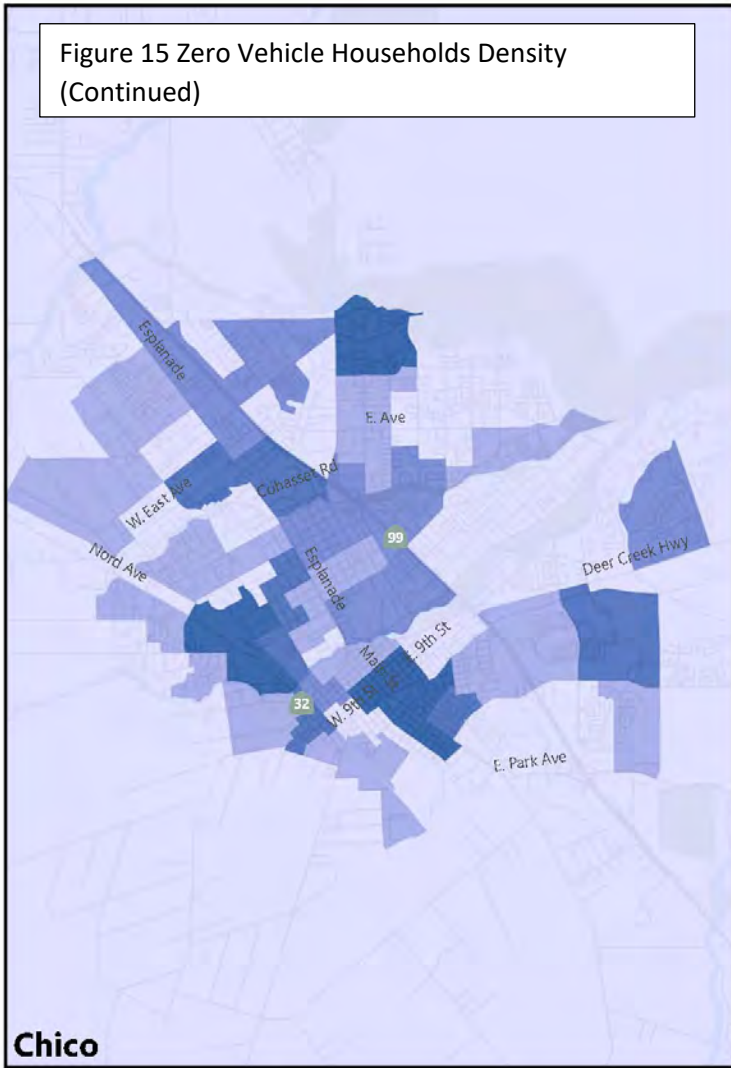


Figure 15

**Zero Vehicle Households Density**

Figure 15 Zero Vehicle Households Density  
(Continued)



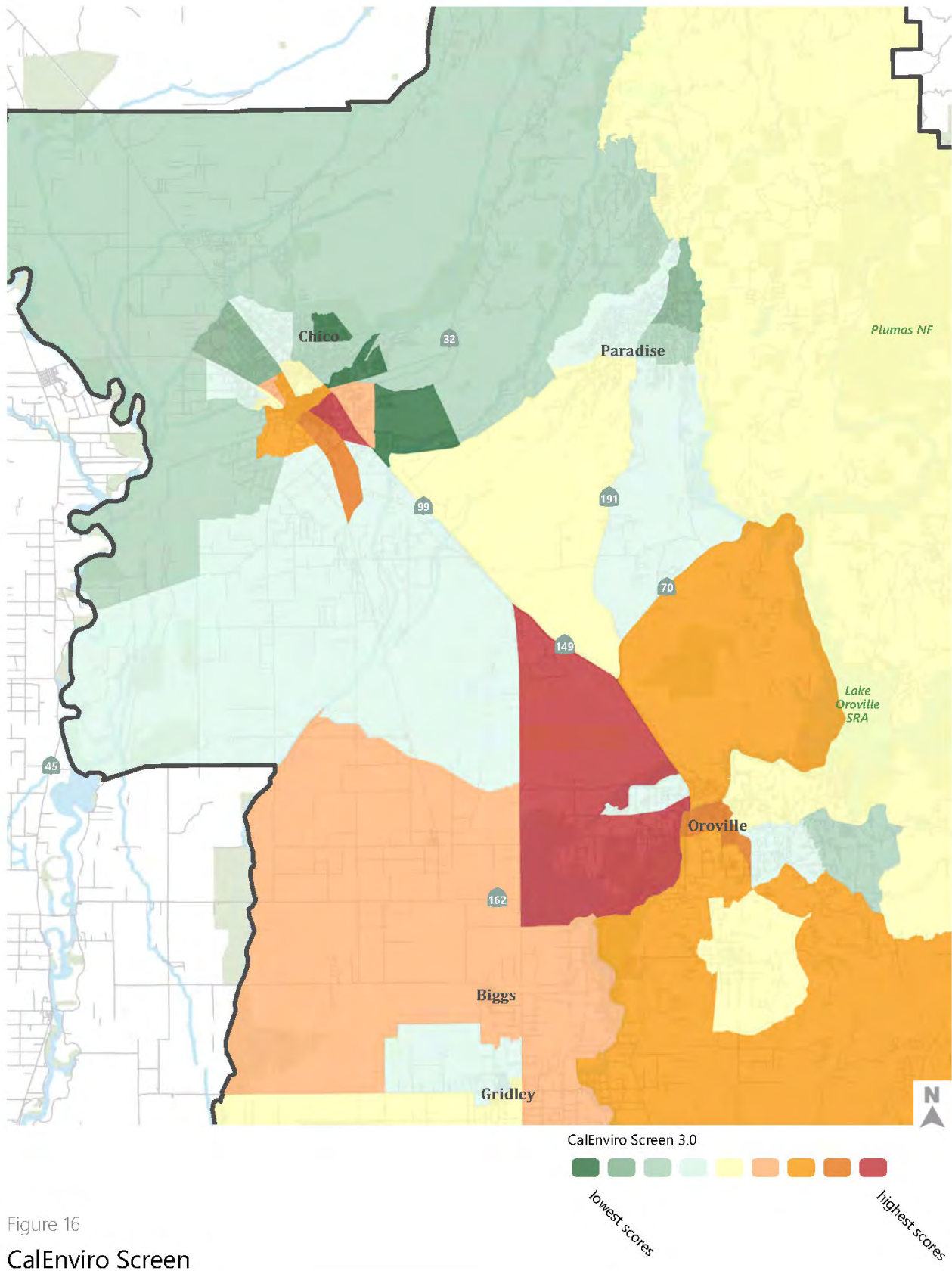
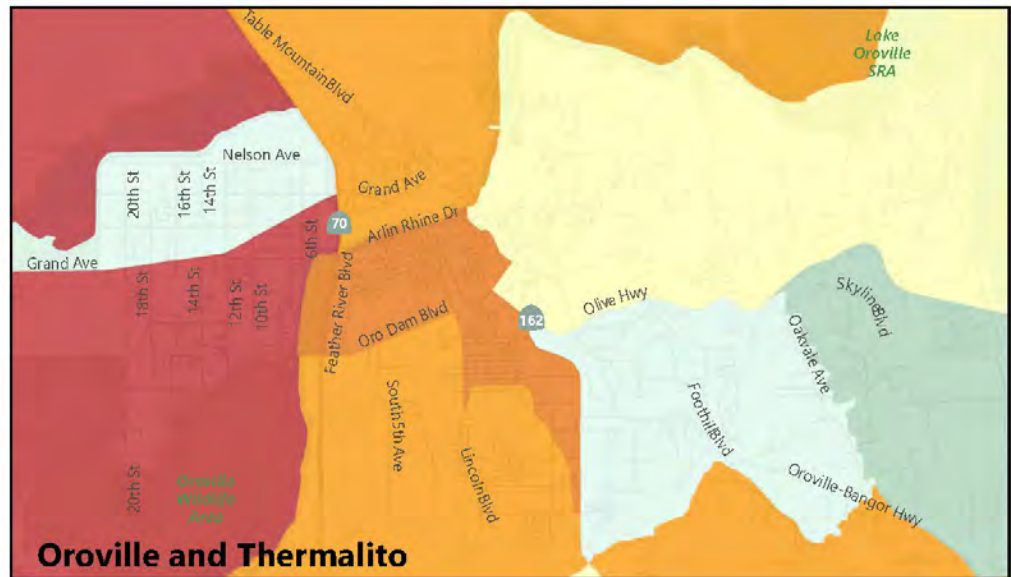
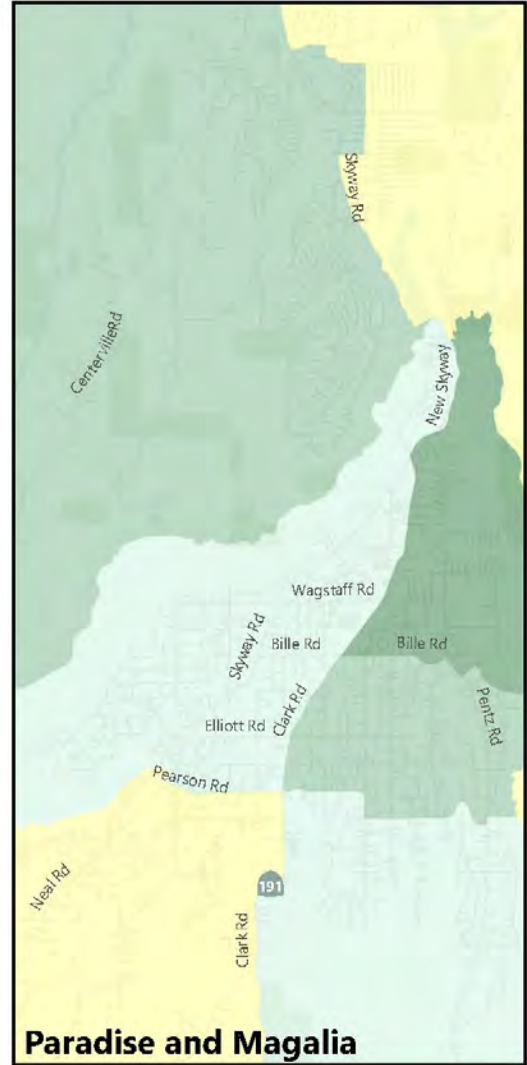
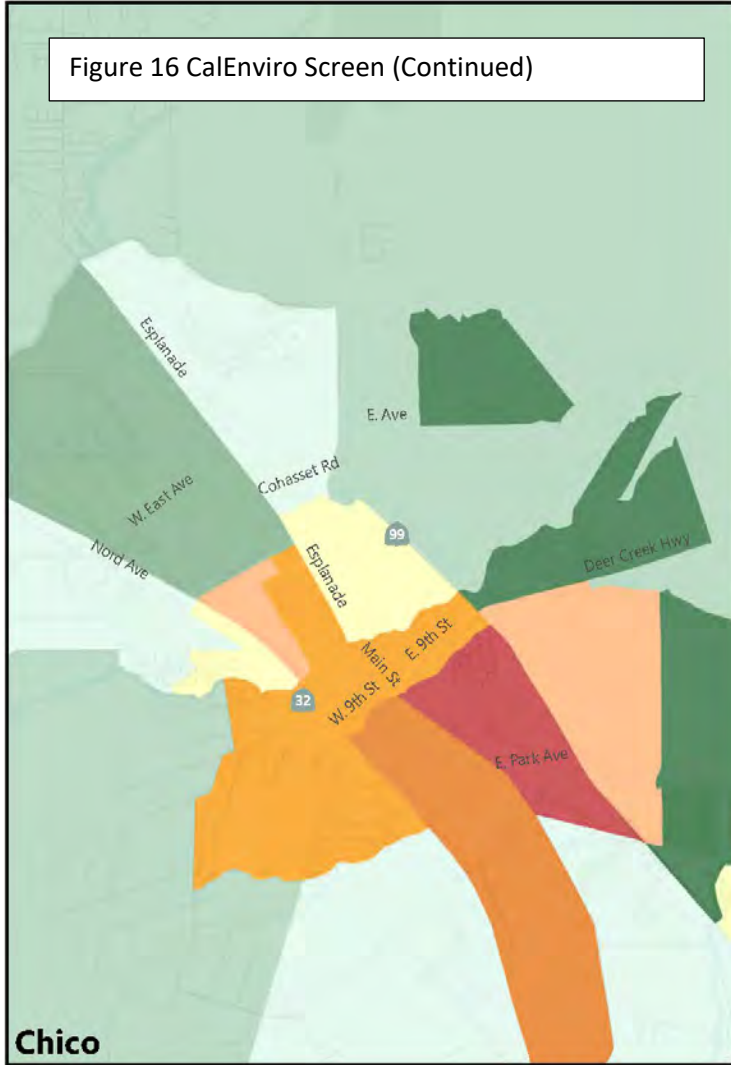


Figure 16  
**CalEnviro Screen**

Figure 16 CalEnviro Screen (Continued)





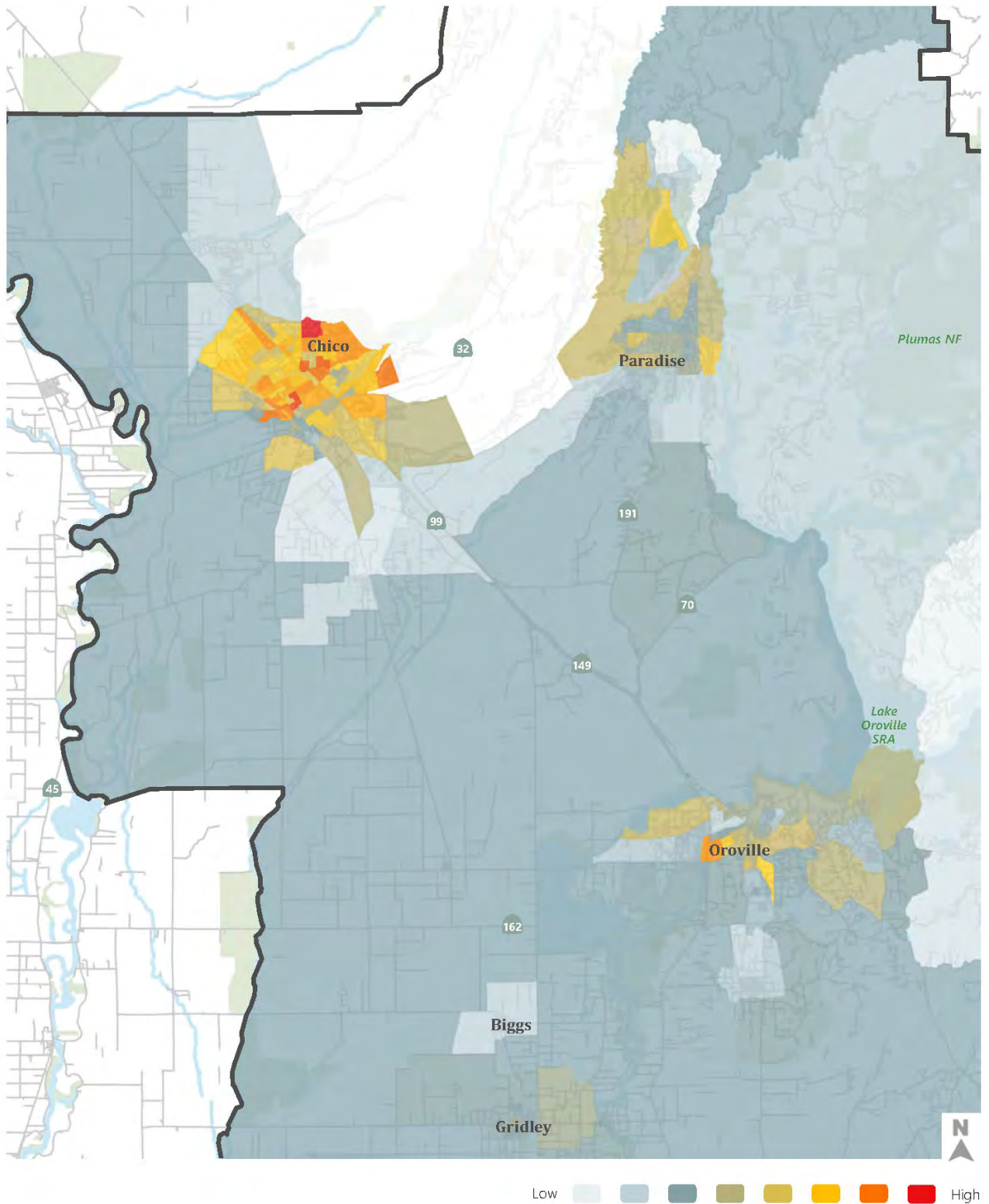
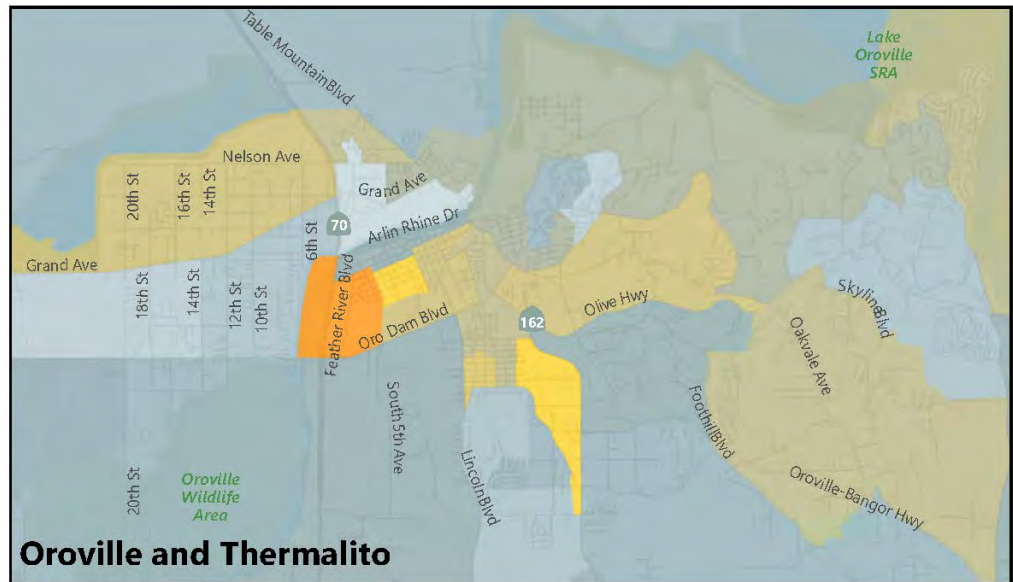
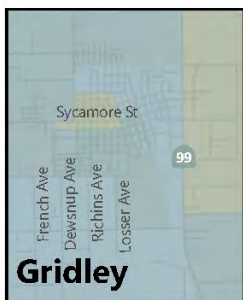
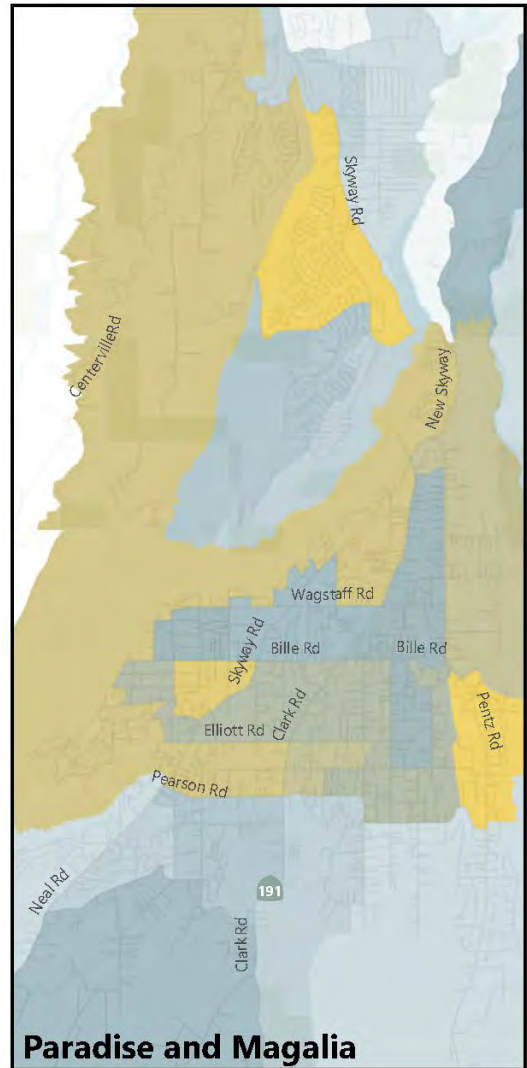
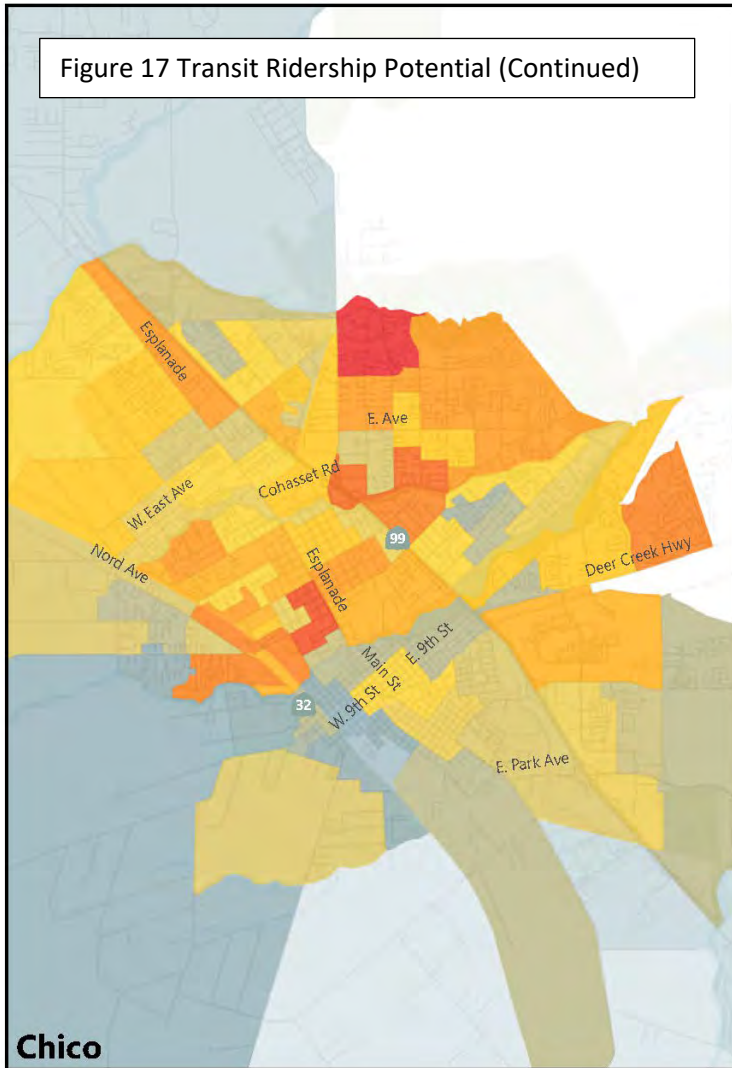
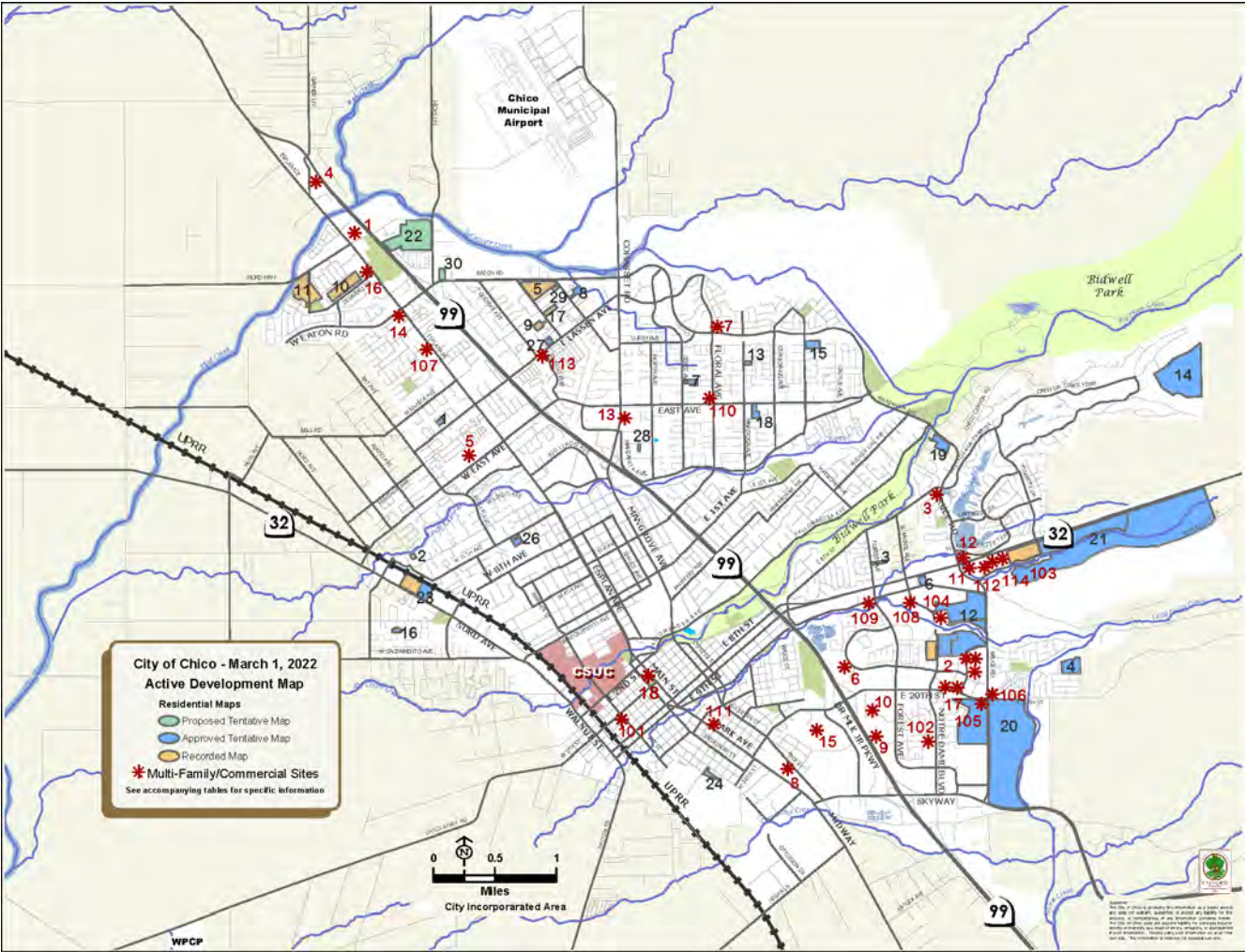


Figure 17  
 Transit Ridership Potential

Figure 17 Transit Ridership Potential (Continued)



# Development Activity, per the City of Chico Community Development Department and Planning Division



*Appendix B*

**B-LINE ROUTE PROFILES**

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### **Route Profiles**

The attached route profiles provide a summary of services for each route, as well as a recent performance review of hours, passenger trips and cost. This data is derived from reports provided by BCAG. Additionally, a list of strengths and challenges are listed for each route, based on observations and performance. Some of the observations are subjective.

### ***Service frequency:***

Based on current (Spring 2022) service parameters.

- High frequency or good frequency is that which is offered every 30 minutes or more.
- Moderate frequency is that offered at 30 to 60 minutes.
- Relatively infrequent would be less than hourly.

### ***Route Productivity:***

Data for 2020-21 was considered.

- The average productivity is 5.0 passenger trips per hour (psgrs/hr)
- Poor productivity is 1.9 to 2.7 psgrs/hr
- Moderately poor productivity is 3.6-3.8 psgrs/hr
- Average productivity is 4.2 to 5.5 psgrs/hr
- Above average productivity is 5.6 to 5.8 psgrs/hr
- Relatively high or good productivity is 7.0 to 8.6 psgrs/hr

### ***On-Time Performance:***

Weekday, February 2020 data was analyzed. Ranges include:

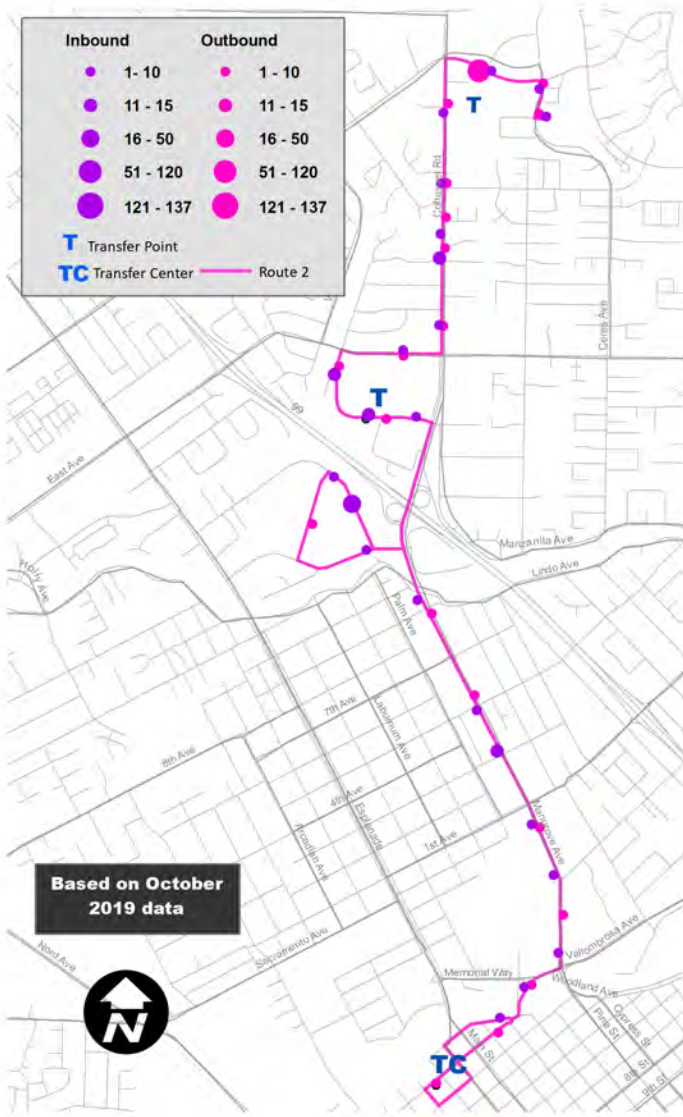
- Very good: late 5% of the time or less
- Good: late 5-15% of the time
- Fair: late 15-20% of the time
- Poor: late 20-30% of the time
- Very poor: late 30% of the time or more

# Route 2: Mangrove Monday - Saturday

Northbound: Downtown to Ceres/Lassen

Southbound: Ceres/Lassen to Downtown

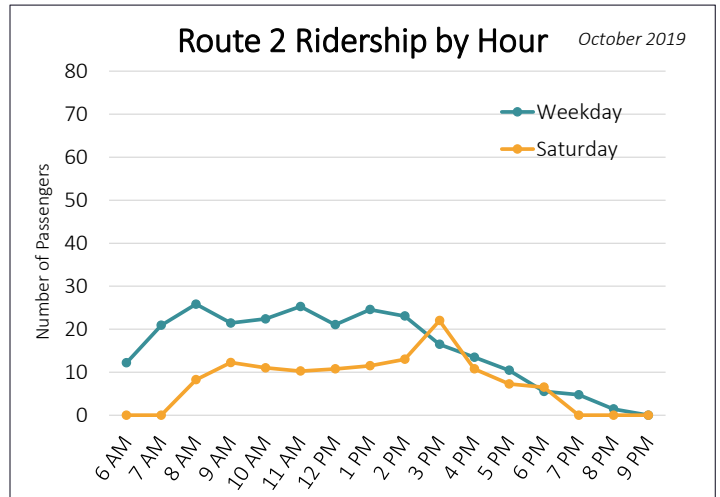
Interlined  
with Route 7



## Service Summary

- Weekday Service: 6:15 AM to 8:24 PM, Every 60 Minutes, Every 30 Minutes from 7:15 AM to 8:50 AM
- Saturday Service: 8:15 AM to 7:00 PM, Every 60 Minutes
- No Sunday Service
- 1 Peak Bus to Operate
- Late 10% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Annual Boardings	69,251	65,289	55,604	32,256
Hours	4,416	4,452	4,447	4,432
Boardings / Vehicle Hr	15.7	14.7	12.5	7.3



## STRENGTHS

- ✓ Serves Chico State, DMV, North Valley Plaza, Social Security
- ✓ Convenient for stops between Chico Transit Center and Lassen / Ceres
- ✓ Transfers to 3 and 4 at North Valley Plaza
- ✓ Transfers to 7 and 15 at Lassen and Ceres
- ✓ Relatively High Productivity

## CHALLENGES

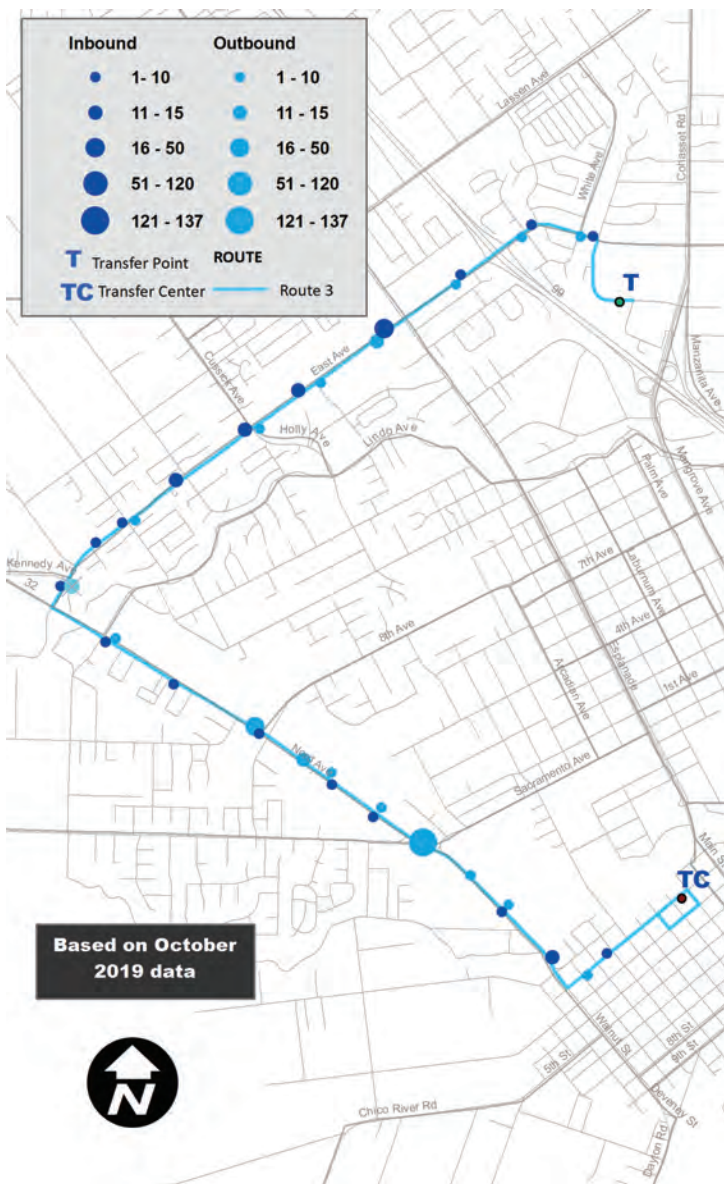
- ✗ Limited Frequency

# Route 3: Nord / East Monday - Saturday

Interlined  
with Route 4

Northbound: Downtown to Ceres/Lassen

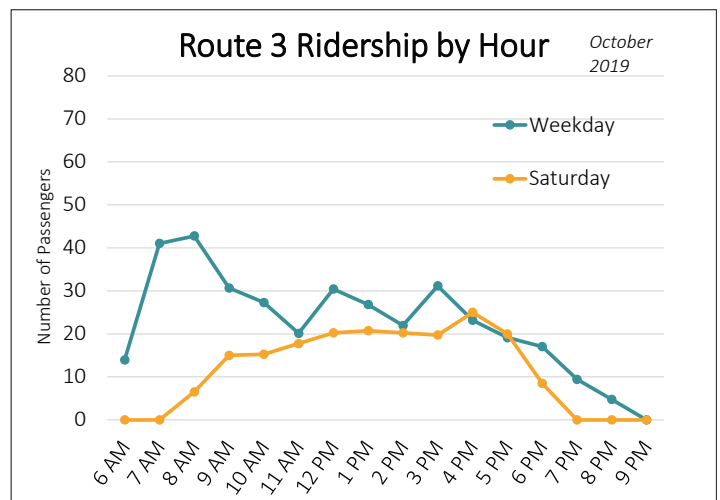
Southbound: Ceres/Lassen to Downtown



## Service Summary

- Weekday Service: 6:18 AM to 9:00 PM, Every 6 Minutes, Every 30 Minutes from 7:18 AM to 9:40 AM
- Saturday Service: 8:50 AM to 7:00 PM, Every 60 Minutes
- No Sunday Service
- 1 Peak Bus to Operate
- Late 25% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Annual Boardings	76,896	71,282	63,854	34,068
Annual Vehicle Hrs	4,440	4,404	4,443	4,427
Boardings / Vehicle Hr	17.3	16.2	14.4	7.7



## STRENGTHS

- ✓ Serves Chico State, University Apartments, North Valley Plaza
- ✓ Transfers to 2 & 4 at Pillsbury Road & to 4 at North Valley Plaza
- ✓ Good productivity

## CHALLENGES

- ✗ Poor On Time Performance

# Route 4: First/East Monday - Saturday

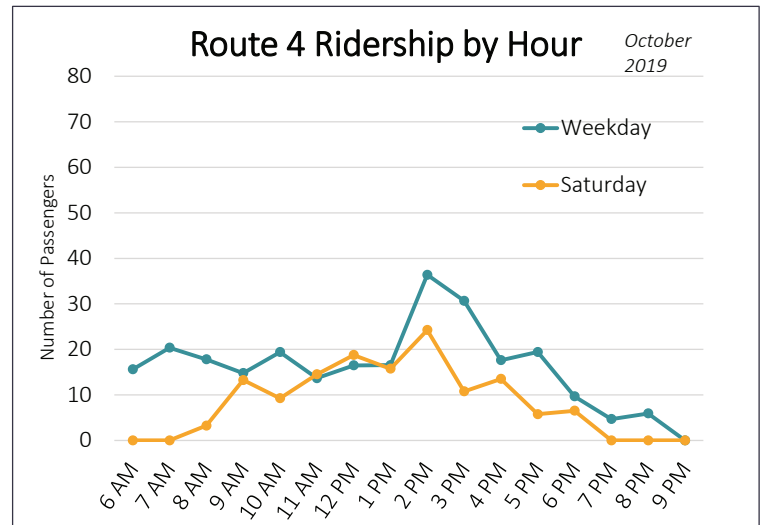
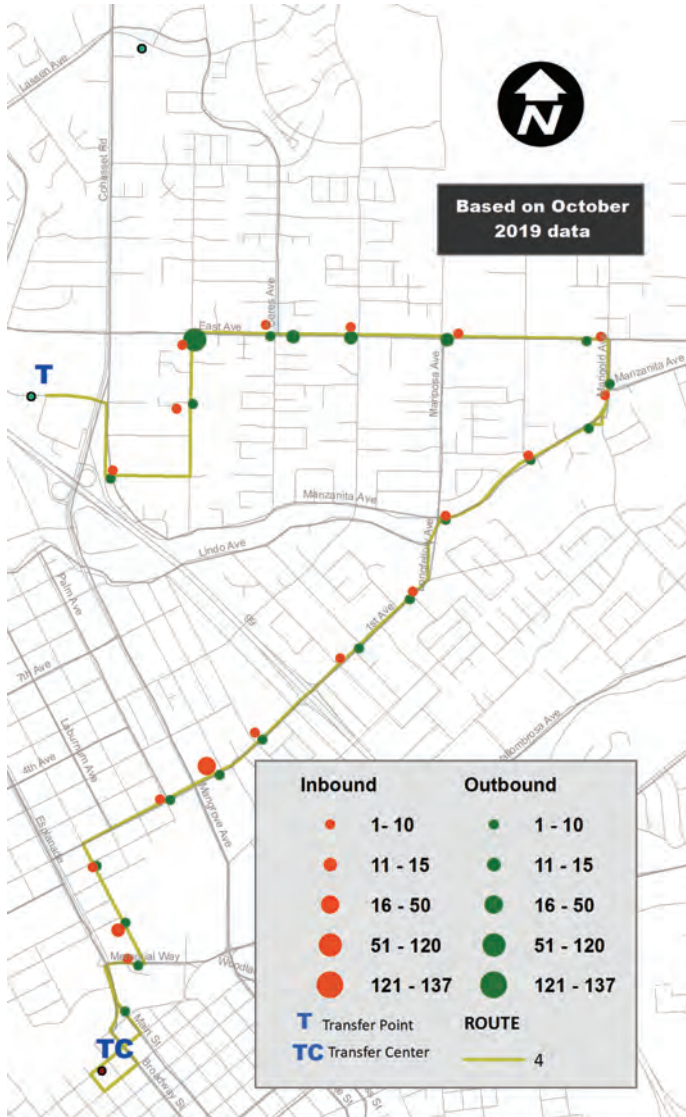
Northbound: Downtown to North Valley Plaza  
 Southbound: North Valley Plaza to Downtown

Interlined  
 with Route 3

## Service Summary

- Weekday Service: 6:15 AM to 9:00 PM, Every 30 Minutes AM Peak, 60 Minutes Off-peak
- Saturday Service: 8:50 AM to 7:00 PM, Every 60 Minutes
- No Sunday Service
- 2 Peak Buses to Operate
- Late 23% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	76,052	62,110	47,299	29,075
Hours	5,112	5,108	5,102	5,084
Boardings / Vehicle Hr	14.9	12.2	9.3	5.7



### STRENGTHS

- ✓ Good peak frequency
- ✓ Serves Chico State, North Valley Plaza, Pleasant Valley HS and Chico JHS
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Above average productivity

### CHALLENGES

- ✗ Poor on-time performance



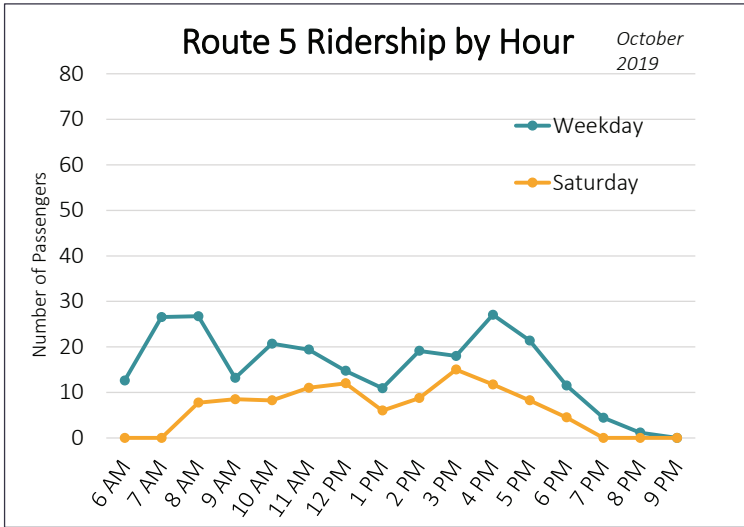
# Route 5: E. 8th St. Monday - Saturday

Eastbound: From Downtown Forest Xfer/Chico Mall

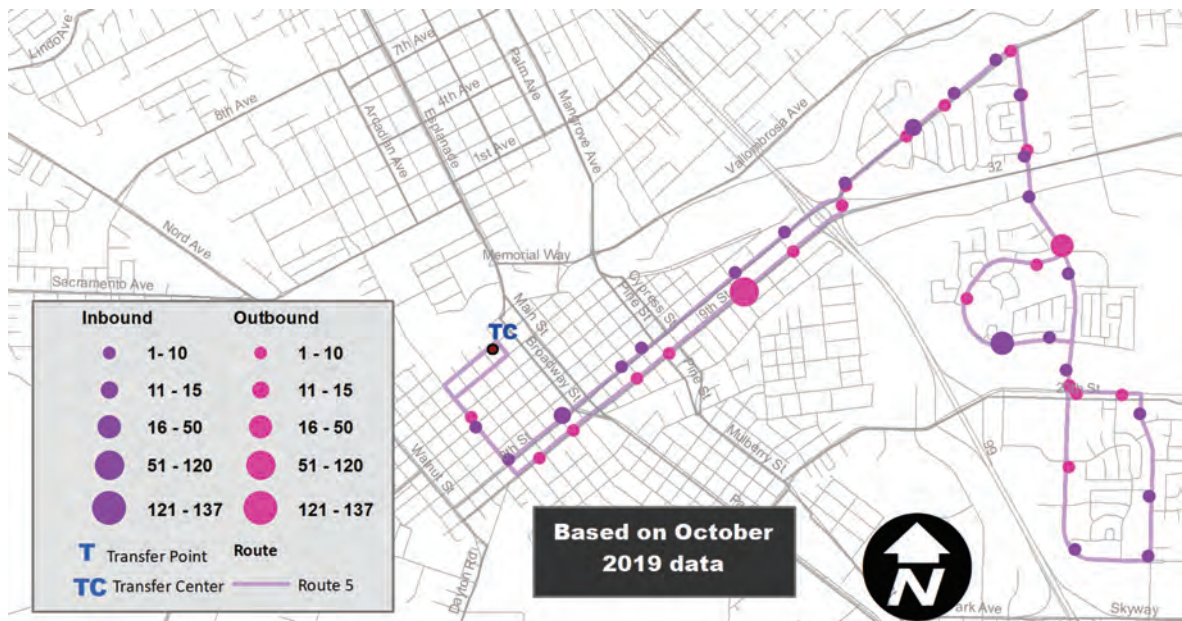
Westbound: Forest Xfer/Chico Mall to Downtown

## Service Summary

- Weekday Service: 6:15 AM to 8:34 PM, Every 60 Minutes
- Saturday Service: 8:15 AM to 7:00 PM, Every 60 Minutes
- No Sunday Service
- 1 Peak Bus to Operate
- Late 11% of runs



Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	52,059	53,552	42,978	20,088
Hours	5,256	5,252	5,244	4,063
Boardings / Vehicle Hr	9.9	10.2	8.2	4.9



### STRENGTHS

- ✓ Serves Chico State, Nature Center, North Butte County Courthouse, Meriam Park
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Transfers to 14, 17, 20, 40, & 41 at Forest Ave Transfer Point
- ✓ Reasonably on time

### CHALLENGES

- ✗ Below average productivity
- ✗ Limited frequency
- ✗ Much of route also served by other routes

# Route 7: Bruce/Manzanita Monday - Friday

Northbound: From Chico Mall/Courthouse to Ceres/Lassen

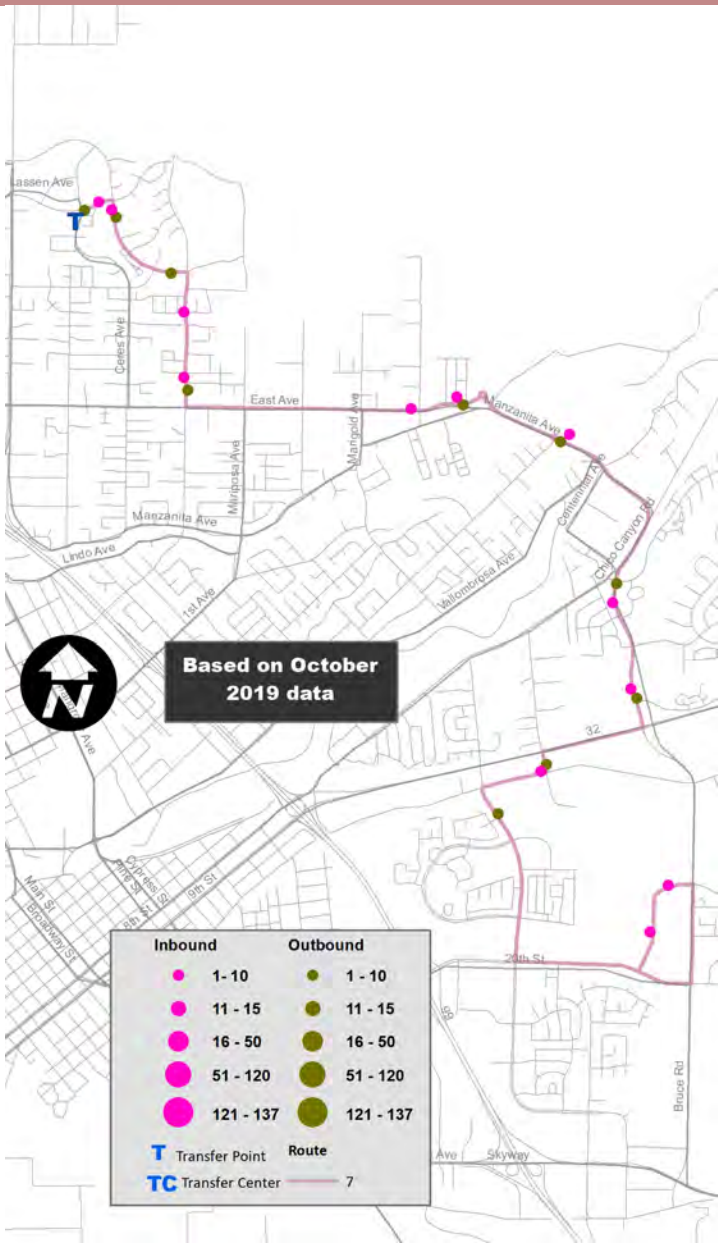
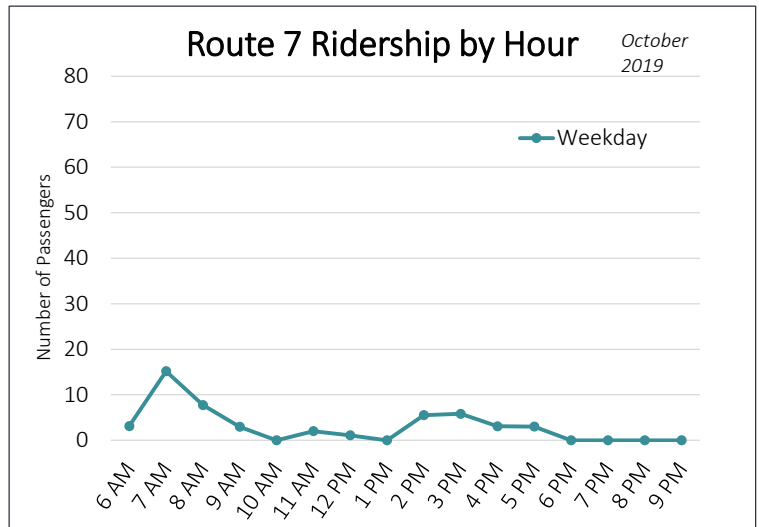
Southbound: From Ceres/Lassen to Chico Mall/Xourthouse

Interlined  
with Route 2

## Service Summary

- Weekday Service: 6:45 AM to 5:30 PM
- Every 30 Minutes during morning peak hours
- Every 60 Minutes midday, late afternoon
- No weekend service
- 1 Peak Bus to operate
- Late 11% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Annual Boardings	16,073	12,163	7,993	4,512
Hours	1,860	1,863	1,856	1,849
Boardings / Vehicle Hr	8.6	6.5	4.3	2.4

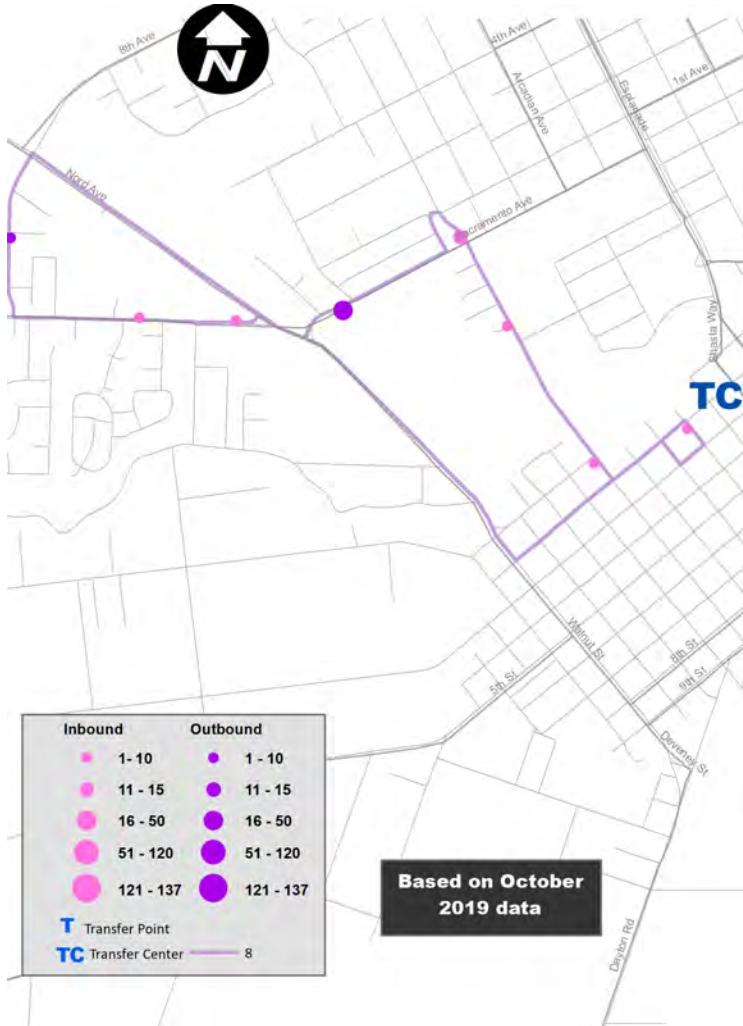


## STRENGTHS

- ✓ Serves Chico State, Nature Center, North Butte Co. Courthouse, VA Center
- ✓ Transfers to 2 & 15 at Lassen and Ceres
- ✓ Reasonably on time

## CHALLENGES

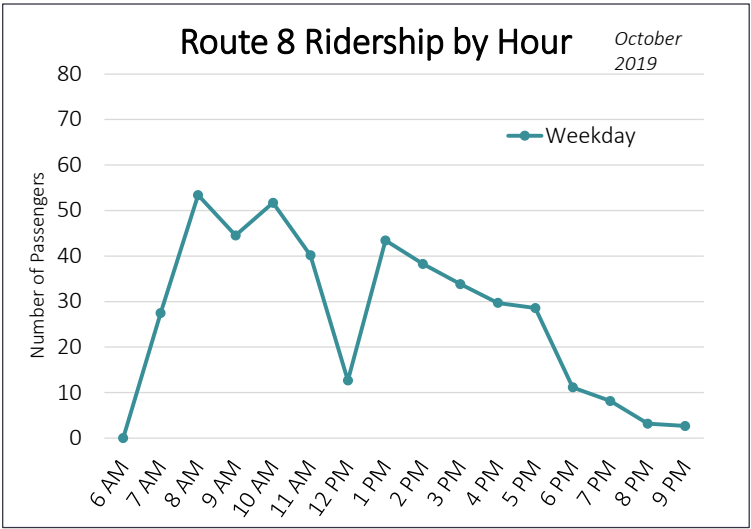
- ✗ Poor productivity
- ✗ Serves relatively low density areas



**Service Summary**

- Monday through Thursday Service: 7:34 AM to 9:34 PM, Every 30 Minutes
- Friday Service ends at 4:04 PM
- No Weekend Service
- 1 Peak Bus to Operate
- Late 11% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	71,653	69,345	45,471	4,875
Hours	1,368	1,369	1,359	1,032
Boardings / Vehicle Hr	52.4	50.7	33.5	4.7



**STRENGTHS**

- ✓ Serves Chico State, Chico State student housing
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Frequent service
- ✓ Highest productivity pre-COVID
- ✓ Reasonably on time

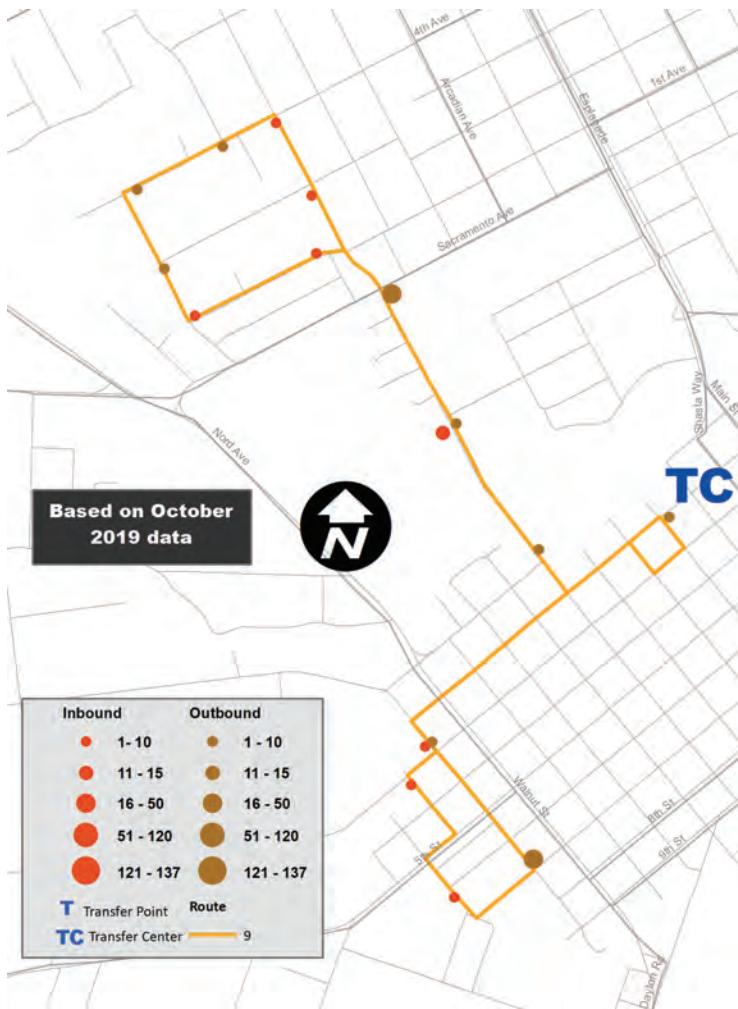
**CHALLENGES**

- ✗ Ends early Fridays
- ✗ Not offered summers
- ✗ Greatest loss in productivity with COVID

# Route 9: Oak/Warner/Cedar Monday - Friday

## Route 9c: Cedar Loop Monday- Saturday

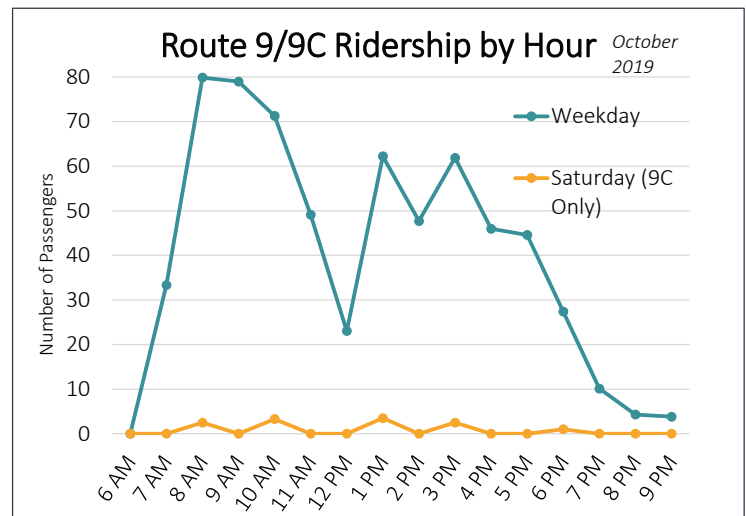
Interlined with Route 8



### Service Summary

- Monday through Thursday Service: 7:33 AM to 10:01 PM, Every 30 Minutes
- Friday Service ends at 4:01 PM
- No Weekend Service
- 1 Peak Bus to Operate
- Late 32% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	95,654	75,876	65,744	9,383
Hours	2,472	2,478	2,466	1,929
Boardings / Vehicle Hr	38.7	30.6	26.7	4.9



### STRENGTHS

- ✓ Serves Chico State, Chico State student housing
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Frequent service
- ✓ High productivity pre-COVID
- ✓ Financially supported by Chico State

### CHALLENGES

- ✗ Ends early Fridays
- ✗ Not offered summers
- ✗ Very poor on-time performance
- ✗ Large loss in productivity with COVID

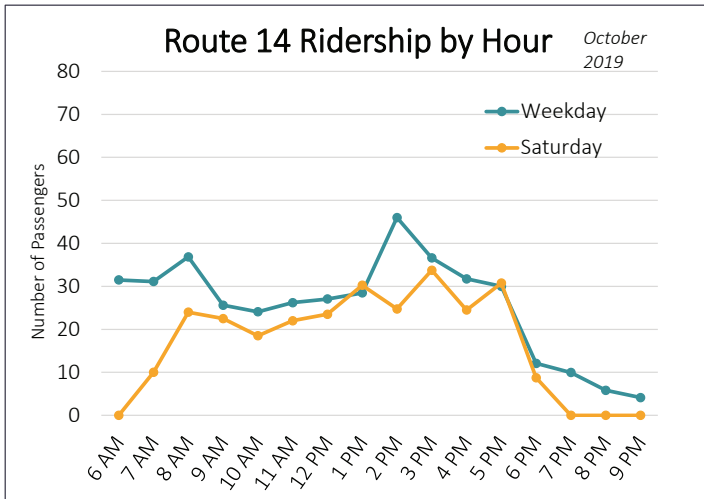
# Route 14: Park Forest/MLK Monday - Saturday

Interlined with Route 15

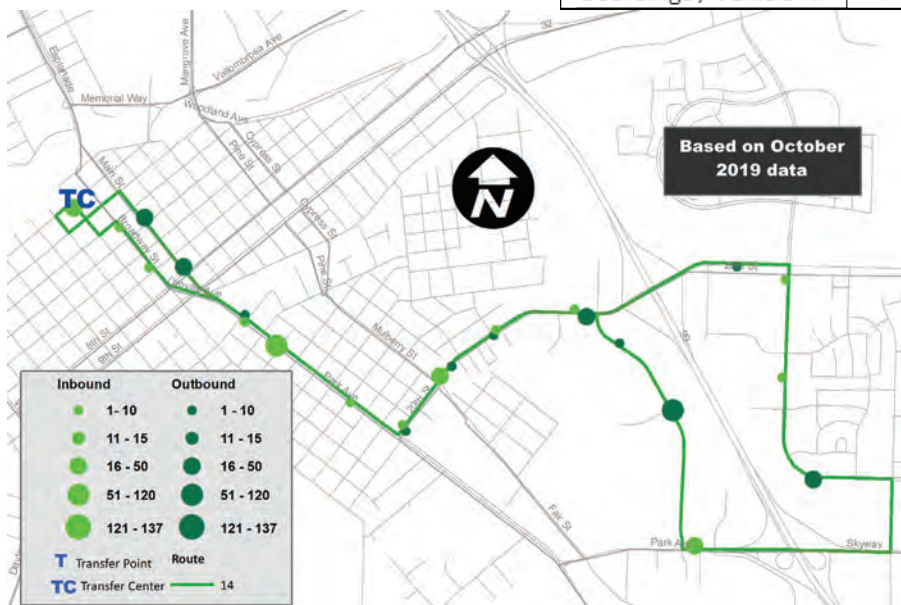
Loop from downtown to Forest Ave, then back via MLK

## Service Summary

- Weekday Service: 6:24 AM to 9:45 PM, every 30 minutes; every 60 minutes midday
- Saturday Service: 7:50 AM to 6:45 PM, Every 60 minutes
- No Sunday Service
- 2 Peak Buses to Operate
- Late 17% of runs



Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	115,531	115,965	90,051	43,928
Hours	6,348	6,348	6,336	6,313
Boardings / Vehicle Hr	18.2	18.3	14.2	7.0



### STRENGTHS

- ✓ Serves Chico State, Walmart, Butte College Chico Campus, Chico Mall
- ✓ Transfers to 5, 17, 20, 40, & 41 at Forest Ave Transfer Point/Walmart
- ✓ Transfers at Chico Transit Center
- ✓ With Route 17, peak service every 20 minutes
- ✓ Moderately high productivity
- ✓ Relatively frequent service
- ✓ Highest Ridership after COVID impacts

### CHALLENGES

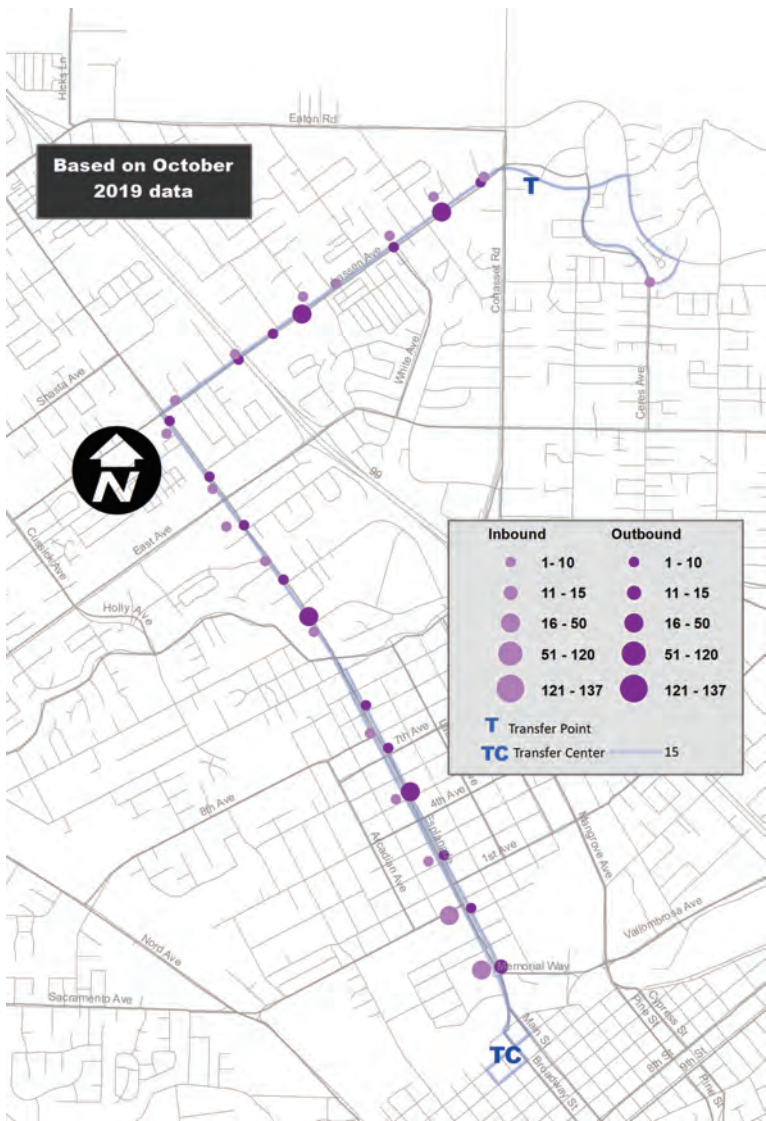
- ✗ Fair on-time performance

# Route 15: Esplanade/Lassen Monday - Saturday

Northbound: Downtown to Ceres/Lassen via Lassen

Southbound: Ceres/Lassen to Downtown via Lassen

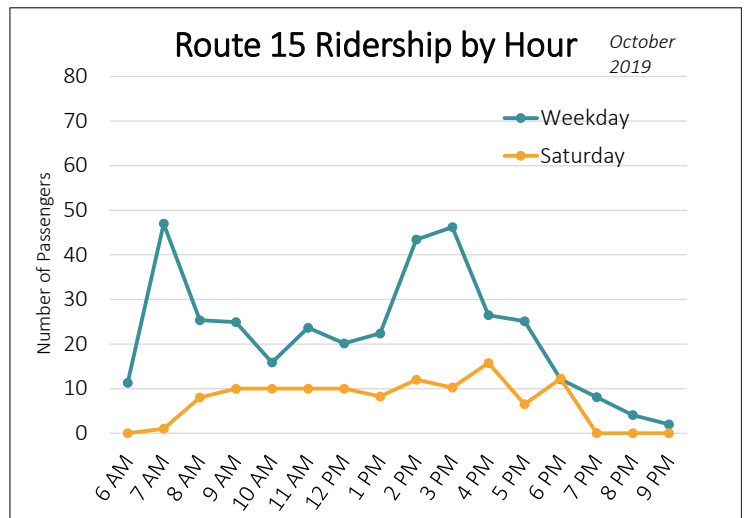
Interlined  
with Route 14



## Service Summary

- Weekday Service: 6:15 AM to 9:34 PM, every 30 minutes; every 60 minutes midday
- Saturday Service: 7:50 AM to 6:34 PM, Every 60 Minutes
- No Sunday Service
- 2 Peak Buses to Operate
- Late 22% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Annual Boardings	86,883	81,776	64,773	35,472
Hours	6,468	6,467	6,454	6,431
Boardings / Vehicle Hr	13.4	12.6	10.0	5.5



## STRENGTHS

- ✓ Serves Chico State, Esplanade, Lassen and Ceres
- ✓ Transfers to 2 and 7 at Lassen and Ceres
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Transfers at Lassen and Cohasset to Routes 2 and 52
- ✓ Above average productivity
- ✓ Relatively frequent service

## CHALLENGES

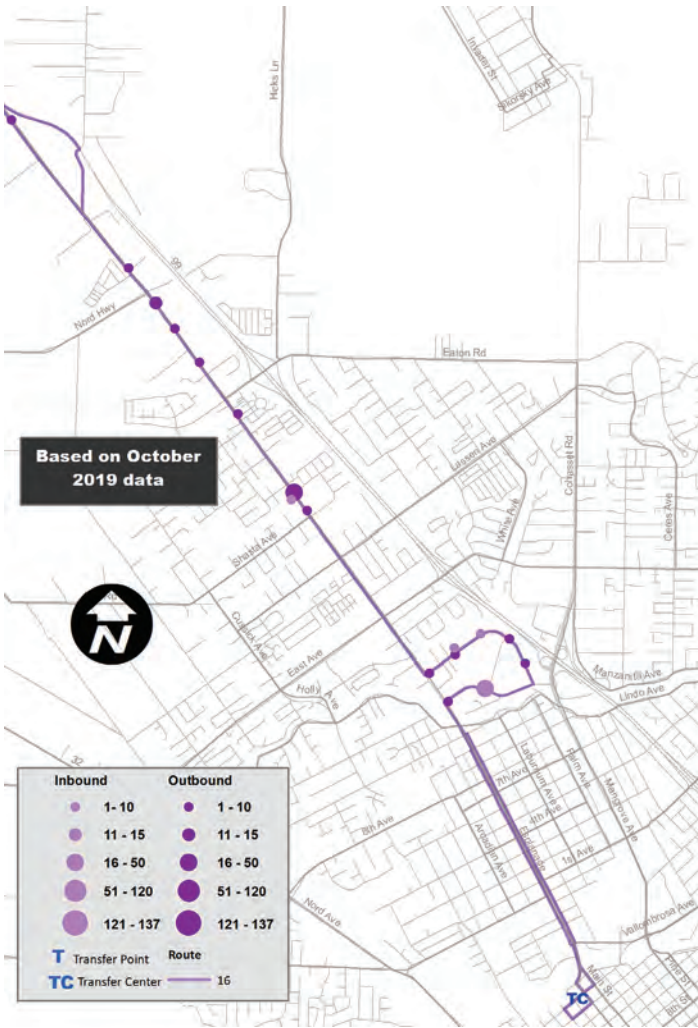
- ✗ Moderately poor on-time performance

# Route 16: Esplanade/SR 99 Monday - Saturday

Northbound: Downtown to Esplanade/SR99

Southbound: Esplanade/SR99 to Downtown

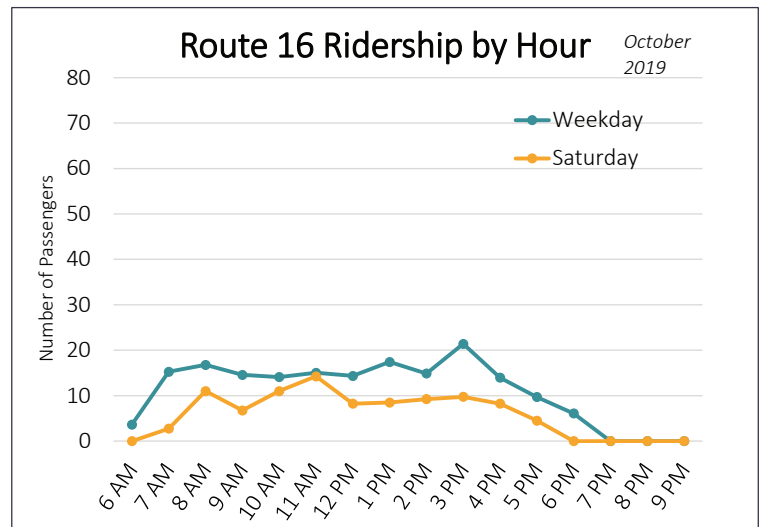
Interlined  
with Route 17



## Service Summary

- Weekday Service: 6:55 AM to 6:55 PM, Every 60 Minutes
- Saturday Service: 7:55 AM to 5:55 PM, Every 60 Minutes
- No Sunday Service
- 1 Peak Bus to Operate
- Late 33% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	48,240	44,199	33,932	18,646
Hours	3,564	3,561	3,559	3,547
Boardings / Vehicle Hr	13.5	12.4	9.5	5.3



## STRENGTHS

- ✓ Serves Chico State, Chico High School, DMV, Enloe Medical Center
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Above average productivity

## CHALLENGES

- ✗ Limited frequency
- ✗ Very poor on-time performance
- ✗ Long segments of low ridership

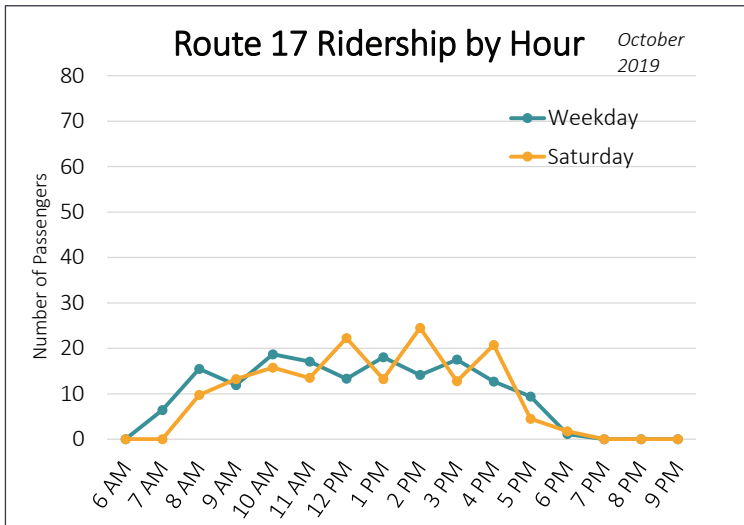
# Route 17: Park/MLK/Forest Monday - Saturday

Interlined  
with Route 16

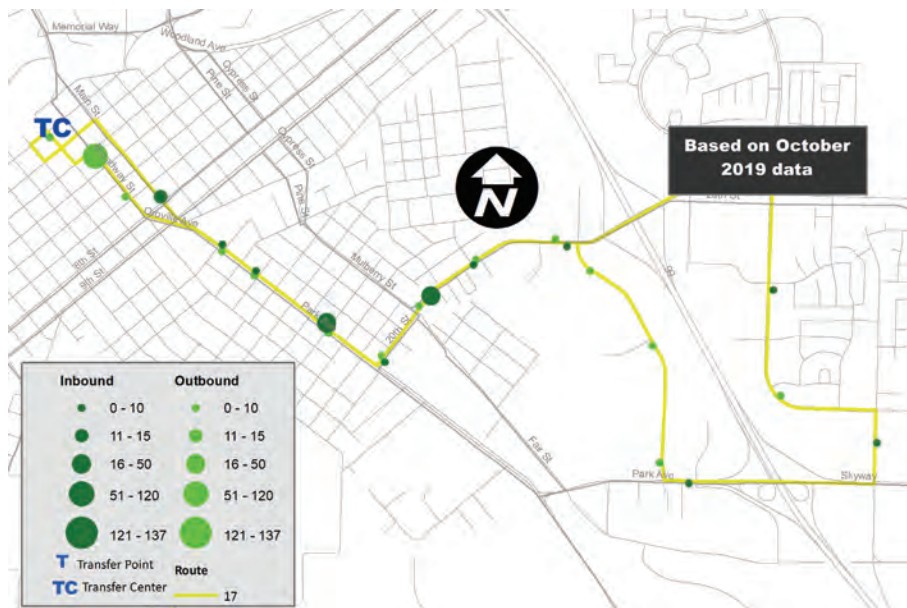
Downtown to Chico Mall (Forest/MLK Loop Counterclockwise)

## Service Summary

- Weekday Service: 7:30 AM to 6:05 PM, Every 60 Minutes
- Saturday Service: 8:30 AM to 6:05 PM, Every 60 Minutes
- No Sunday Service
- 2 Peak Buses to Operate
- Late 17% of runs



Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	48,240	44,199	33,932	18,646
Hours	3,312	3,263	3,262	3,251
Boardings / Vehicle Hr	14.6	13.5	10.4	5.7



### STRENGTHS

- ✓ Serves Chico State, Walmart, Butte College Chico Campus, Costco, the Torres Shelter
- ✓ Transfers to 5, 14, 20, 40, & 41 at Forest Ave Transfer Point/Walmart
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Above average productivity
- ✓ With Route 14, peak service every 20 minutes

### CHALLENGES

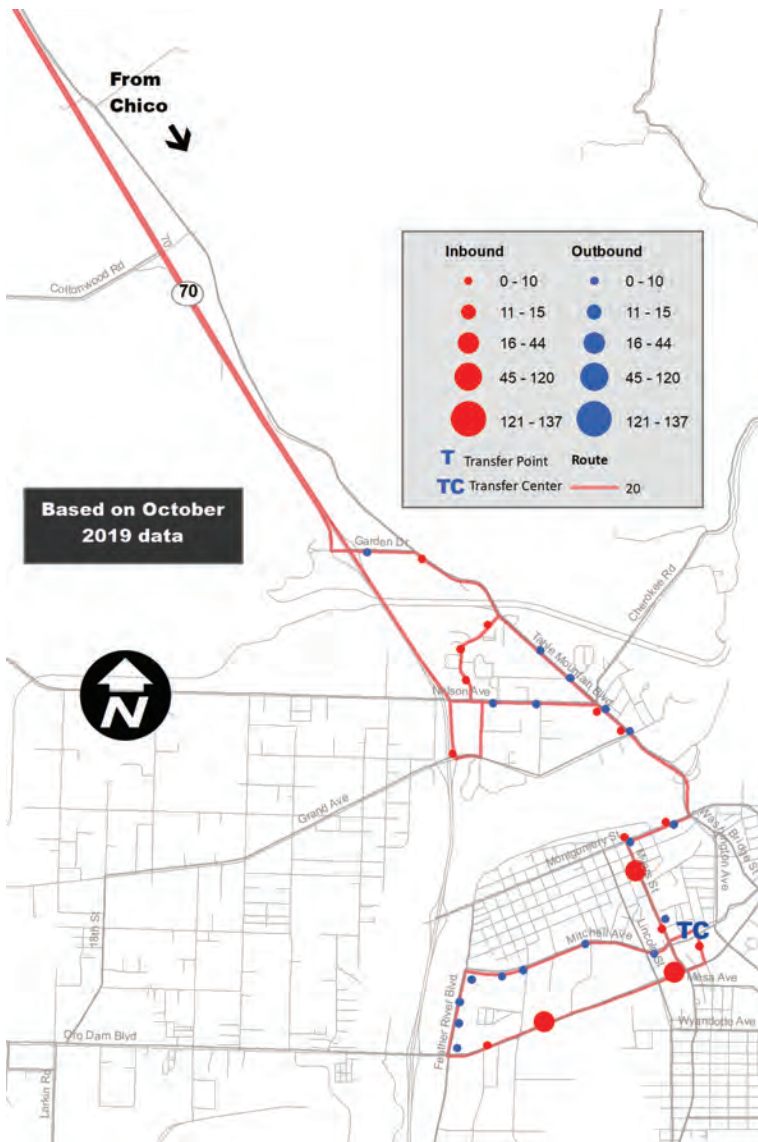
- ✗ Limited frequency
- ✗ Fair on-time performance



# Route 20: Chico-Oroville Monday - Sunday

Southbound: From Chico Transit Center to Oroville

Northbound: From Oroville Transit Center to Chico



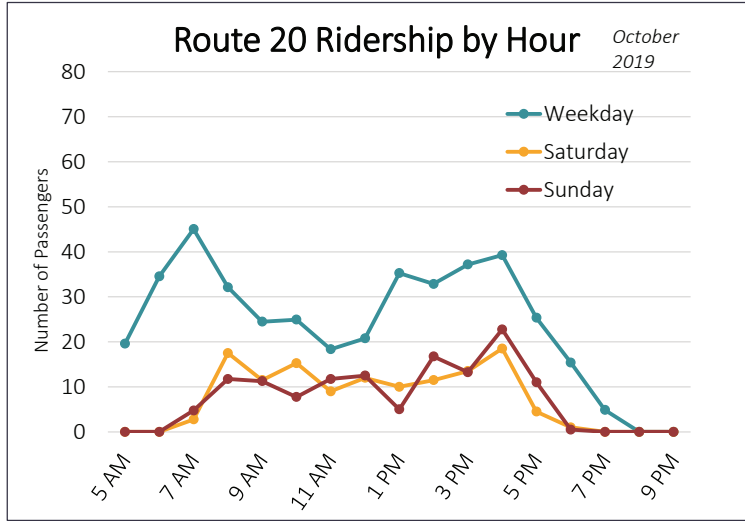
## STRENGTHS

- ✓ Connects Chico and Oroville
- ✓ Transfers to 5, 14, 17, 40, & 41 at Forest Ave Transfer Point/Walmart
- ✓ Transfers to most Chico and Oroville routes at both Transit Centers
- ✓ Transfers to Routes 24, 25, 26, 27 and 30 in Oroville
- ✓ Relatively productive, particularly in peak periods on weekdays

## Service Summary

- Weekday Service: 5:50 AM to 8:00 PM, Every 60 Minutes Peak, Every Two Hours Midday from 8:50 AM to 2:40 PM
- Saturday - Sunday Service, 5 Runs from 7:50 AM to 6:00 PM
- Saturday and Sunday Service
- 2 Peak Buses to Operate
- Late 29% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	113,563	106,292	79,671	42,486
Hours	7,404	7,400	7,385	7,360
Boardings / Vehicle Hr	15.3	14.4	10.8	5.8



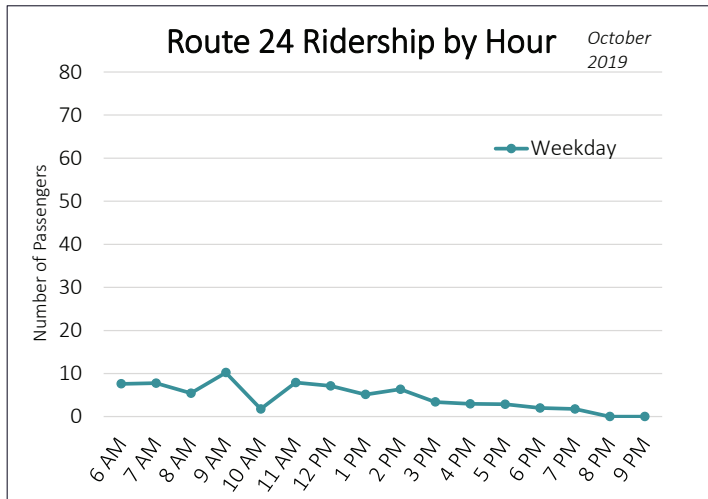
## CHALLENGES

- ✗ Limited frequency in midday period
- ✗ Very poor on-time performance

## Service Summary

- Weekday Service: 6:34 AM to 7:30 PM, Every 60 Minutes
- No Weekend Service
- 1 Peak Bus to Operate
- Late 33% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Annual Boardings	21,631	20,386	16,434	8,704
Hours	1,848	1,850	1,843	1,836
Boardings / Vehicle Hr	11.7	11.0	8.9	4.7



### STRENGTHS

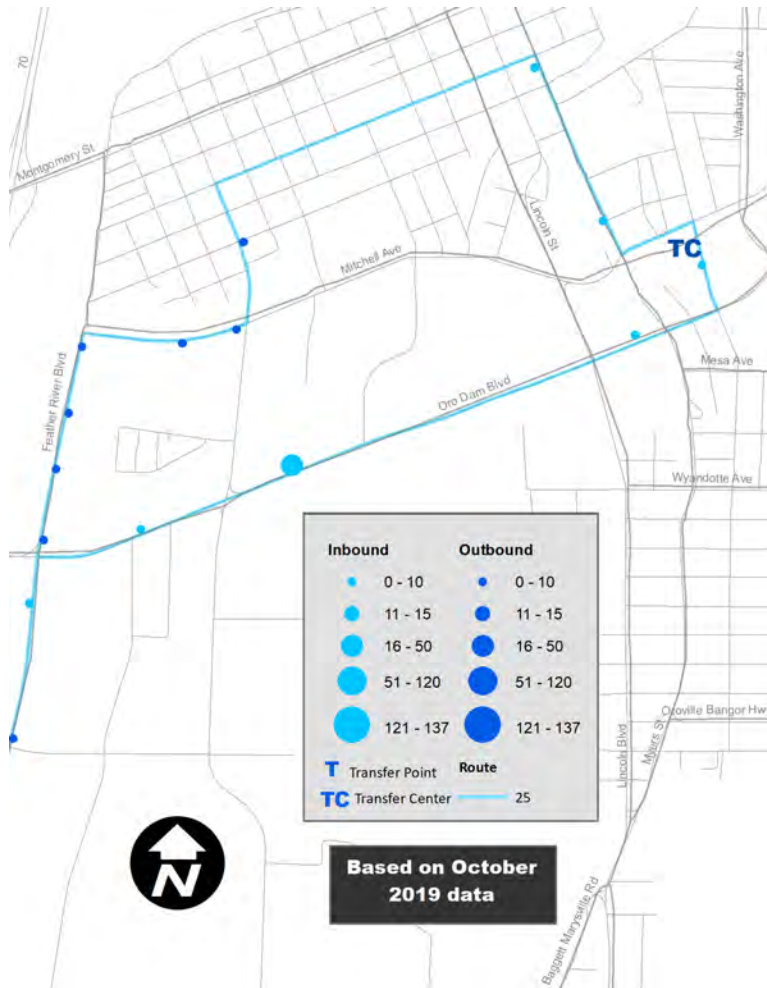
- ✓ Serves Thermalito and Oroville
- ✓ Transfers to Routes 20, 25, 26, 27 and 30 in Oroville
- ✓ Good coverage
- ✓ Serves Oroville DMV, Oroville High School, Social Security, and Butte County Center Offices

### CHALLENGES

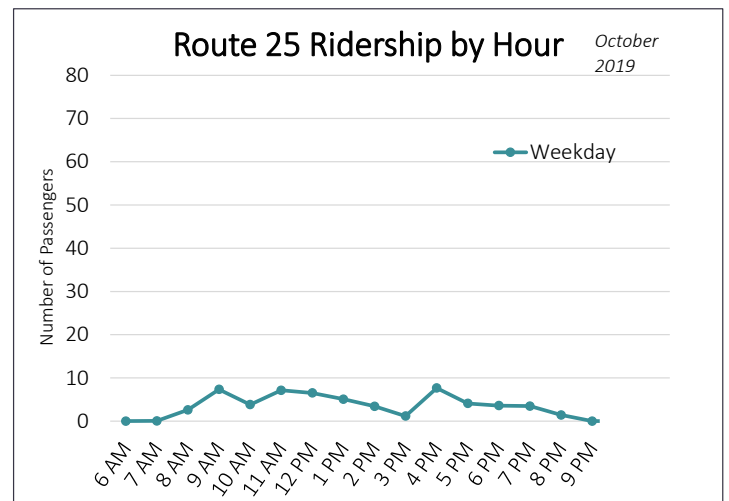
- ✗ Slightly below average productivity
- ✗ Inefficient one-way loop
- ✗ Very low ridership in Thermalito (1 boarding per day)
- ✗ Limited frequency
- ✗ Very poor on-time performance

### Service Summary

- Weekday Service: 6:12 AM to 6:50 PM, Every 60 Minutes
- No Weekend Service
- 1 Peak Bus to Operate
- Late 44% of runs



Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	13,373	14,322	13,657	9,038
Hours	1,056	1,054	1,050	1,046
Boardings / Vehicle Hr	12.7	13.6	13.0	8.6

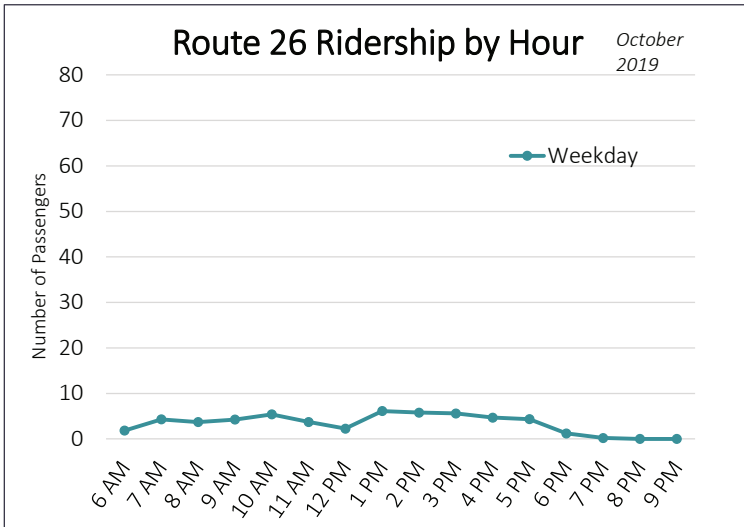


### STRENGTHS

- ✓ Serves core of Oroville, Las Plumas Plaza, Oroville Hospital, DMV
- ✓ Transfers to Routes 20, 24, 26, 27 and 30 in Oroville
- ✓ Highest productivity in Oroville

### CHALLENGES

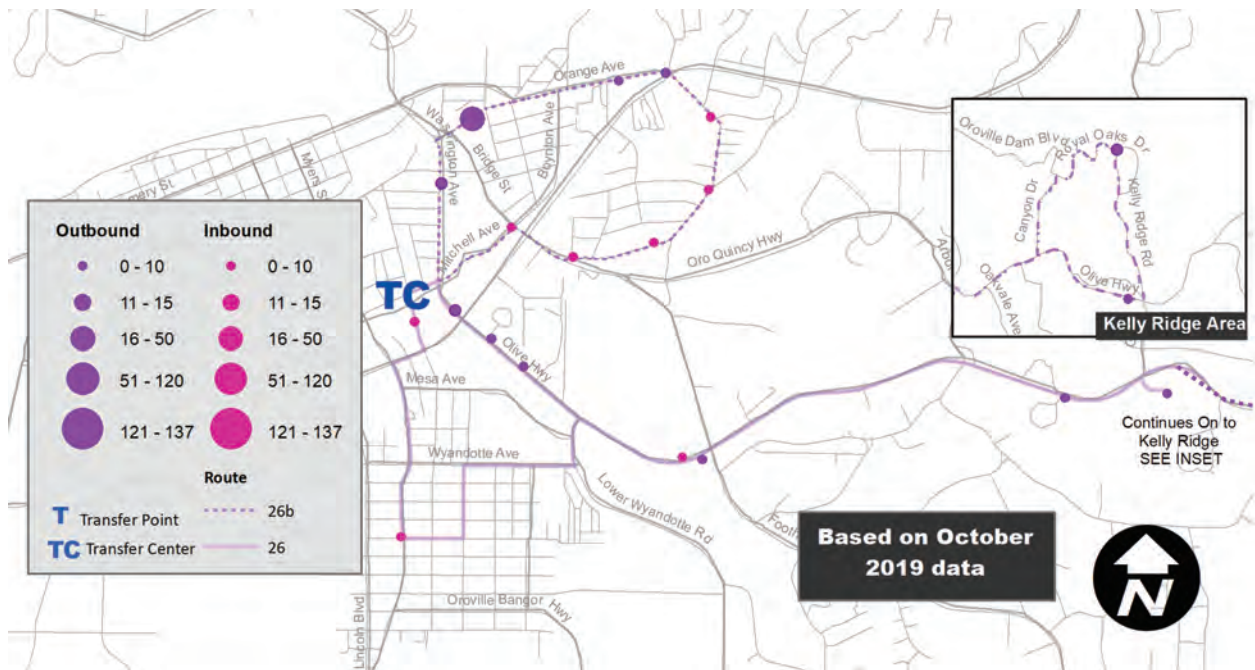
- ✗ Limited frequency
- ✗ Very poor on-time performance



### Service Summary

- Weekday Service: 6:33 AM to 6:21 PM, Every 60 Minutes
- No Weekend Service
- 1 Peak Bus to Operate
- Late 47% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	12,356	12,025	10,133	6,553
Hours	1,836	1,838	1,830	1,823
Boardings / Vehicle Hr	6.7	6.5	5.5	3.6

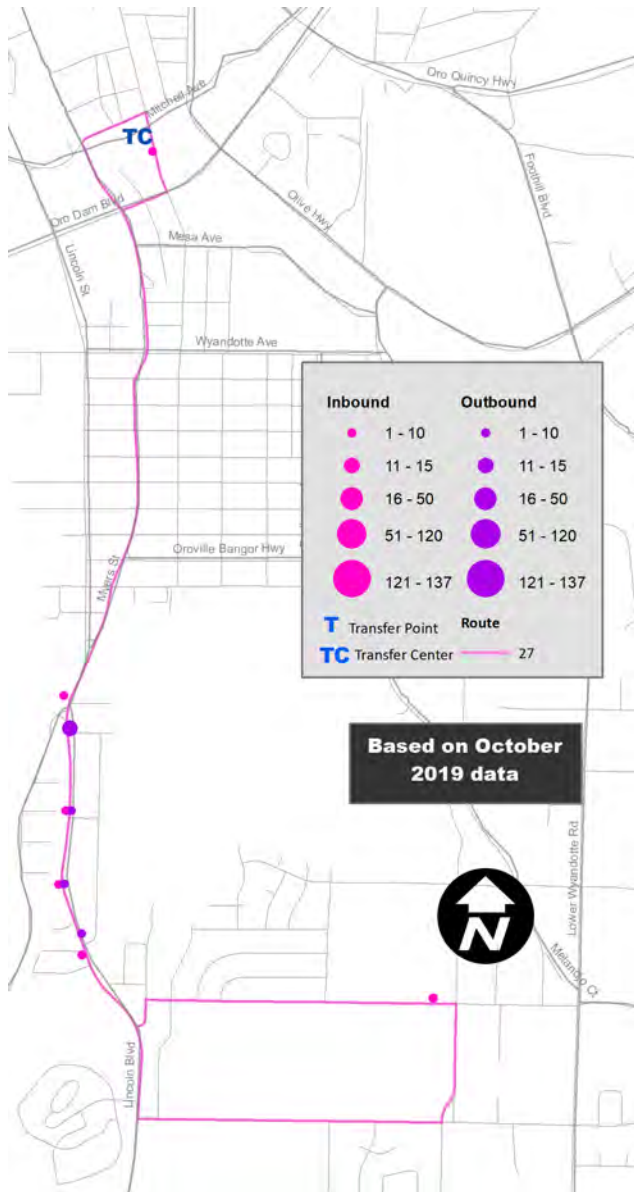


### STRENGTHS

- ✓ Serves core of Oroville, Gold Country Casino and Kelly Ridge
- ✓ Transfers to Routes 20, 24, 25, 27 and 30 in Oroville

### CHALLENGES

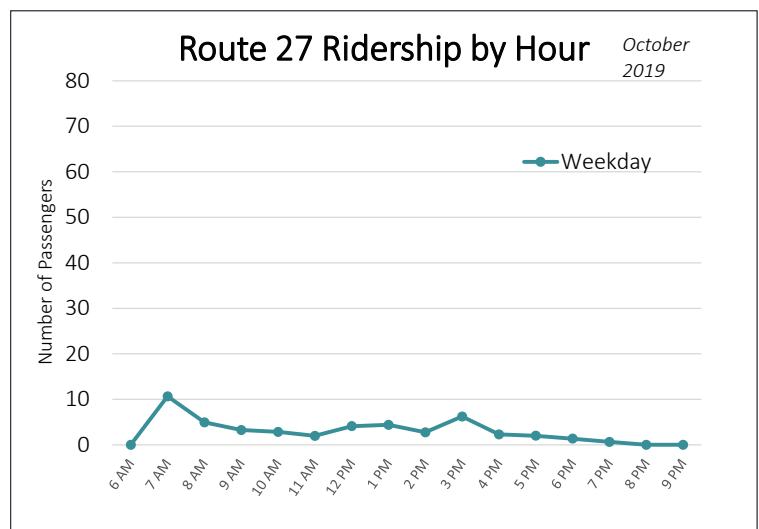
- ✗ Limited frequency
- ✗ Some stops served limited times (can be confusing)
- ✗ Poor productivity
- ✗ Poorest on-time performance of all routes
- ✗ Low ridership on Olive Highway



### Service Summary

- Weekday Service: 7:10 AM to 6:50 PM, Every 60 Minutes
- No Weekend Service
- 1 Peak Bus to Operate
- Late 45% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	13,704	12,378	10,293	6,267
Hours	1,128	1,131	1,126	1,122
Boardings / Vehicle Hr	12.1	10.9	9.1	5.6



### STRENGTHS

- ✓ Serves core South Oroville and Las Plumas HS
- ✓ Transfers to Routes 20, 24, 25, 26 and 30 in Oroville
- ✓ Relatively productive

### CHALLENGES

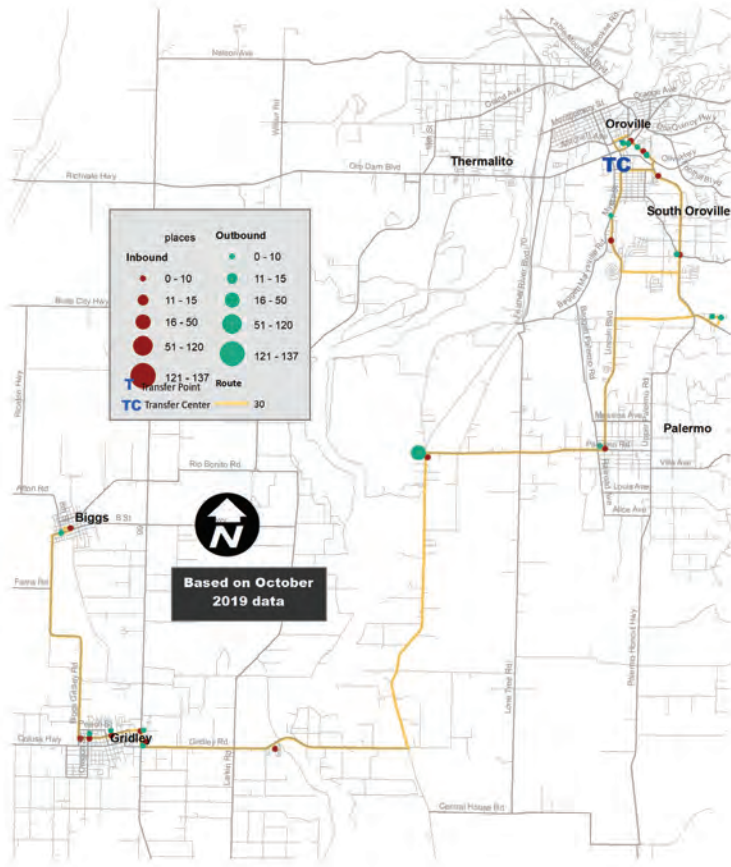
- ✗ Limited frequency
- ✗ Very poor on-time performance
- ✗ Low Ridership on Las Plumas High School loop

# Route 30: Oroville-Biggs Monday-Friday

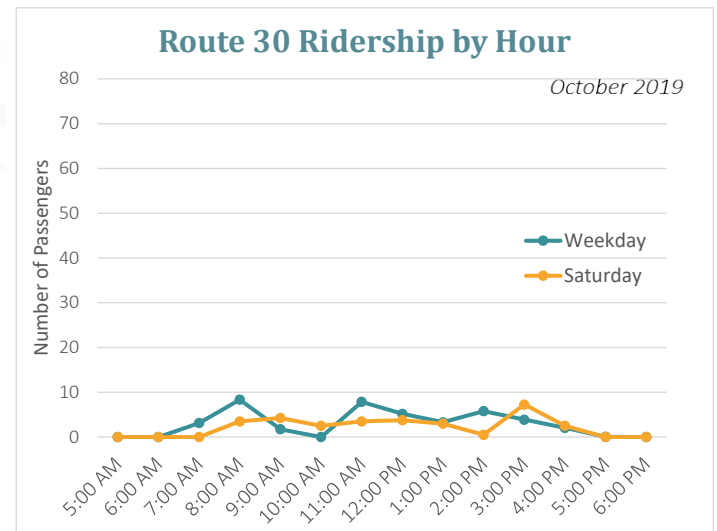
Southbound: From Oroville Transit Center to Gridley/ Biggs

## Service Summary

- Weekday Service: 3 Round Trips Daily
- Saturday Service
- 1 Peak Bus to Operate
- Late 22% of runs



Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Annual Boardings	11,288	12,892	10,428	6,933
Hours	1,668	1,671	1,671	1,666
Boardings / Vehicle Hr	6.8	7.7	6.2	4.2



## STRENGTHS

- ✓ Serves Biggs, Gridley, Farm labor housing, Feather Falls Casino, Oak Grove
- ✓ Transfers to Routes 20, 24, 25, 26 and 27 in Oroville

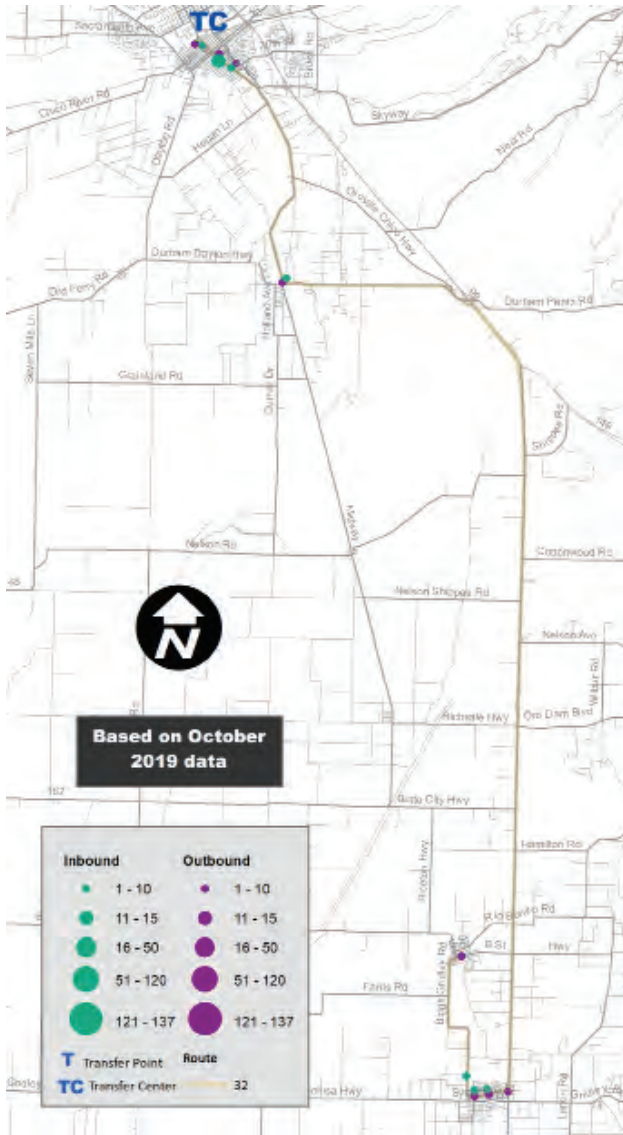
## CHALLENGES

- ✗ Slightly below average productivity
- ✗ Limited trips
- ✗ Poor on-time performance

# Route 32: Gridley-Chico Monday-Friday

Northbound: From Gridley/Biggs to Chico

Southbound: From Chico to Gridley/Biggs



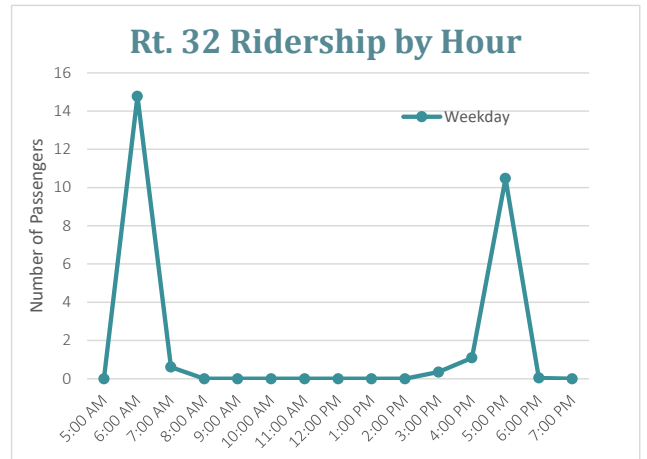
## STRENGTHS

- ✓ Serves Biggs, Gridley, Durham, Chico
- ✓ Transfers to most routes at Chico Transit Center

## Service Summary

- Weekday Service: 1 Morning northbound trip, 1 Evening southbound trip
- No Weekend Service
- 1 Peak Bus to Operate
- Late 24% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	3,585	5,114	3,710	979
Hours	516	514	512	510
Boardings / Vehicle Hr	6.9	9.9	7.2	1.9



## CHALLENGES

- ✗ Limited service
- ✗ Poorest productivity of all routes
- ✗ Poor on-time performance
- ✗ Low ridership in Durham

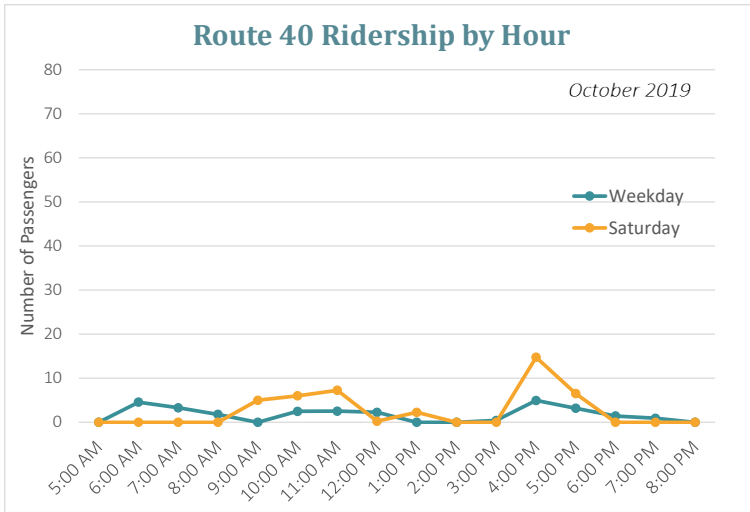
# Route 40: Paradise-Chico Monday - Friday

Eastbound: From Chico to Paradise (Clockwise)

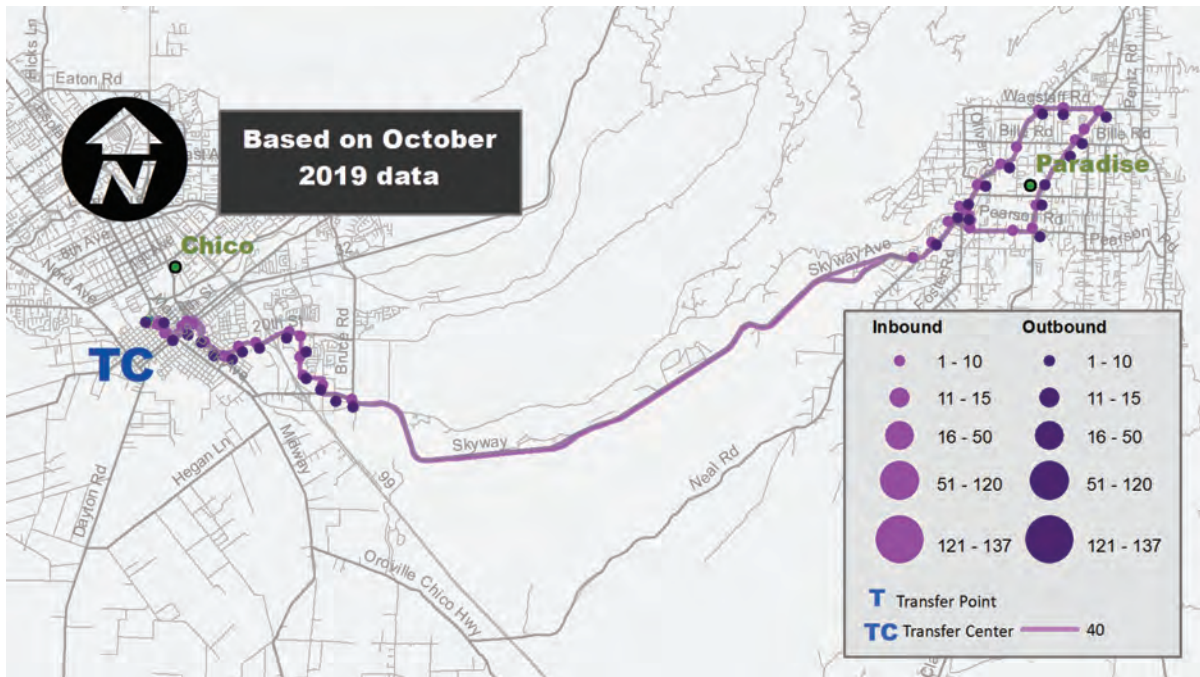
Westbound: From Paradise from Chico (Counterclockwise)

## Service Summary

- Weekday Service: 6:50AM to 7:20 PM, 4 runs daily
- Saturday Service: 9:50 AM to 6:00 PM, 3 Times Daily
- 1 Peak Bus to Operate
- Late 11% of runs



Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	64,445	27,624	6,597	4,604
Hours	5,256	4,183	2,355	2,347
Boardings / Vehicle Hr	12.3	6.6	2.8	2.0



### STRENGTHS

- ✓ Connects Chico with Paradise
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Transfers at Skyway/Wagstaff to Route 41
- ✓ Relatively good on-time performance
- ✓ Serves key destinations in Paradise and within Chico
- ✓ Schedule coordinated with Route 41

### CHALLENGES

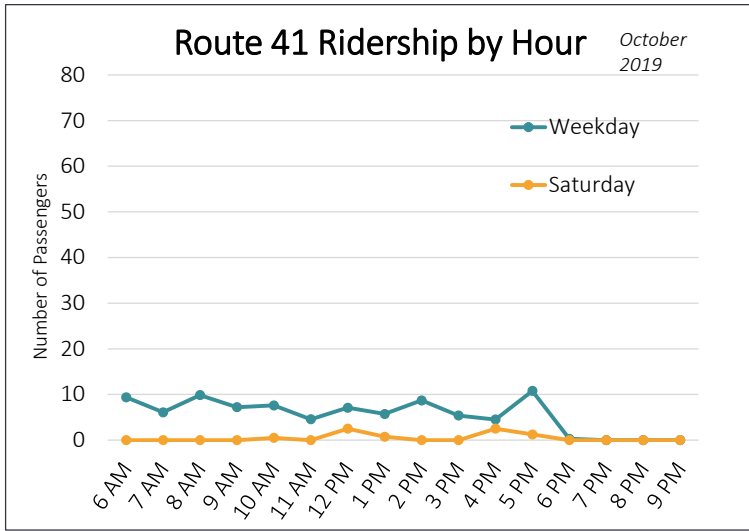
- ✗ Limited frequency
- ✗ Very poor productivity
- ✗ Large drop in ridership due to the 2018 Camp Fire



# Route 41: Magalia-Chico Monday - Saturday

Eastbound: From Chico Transit Center to Paradise/Magalia

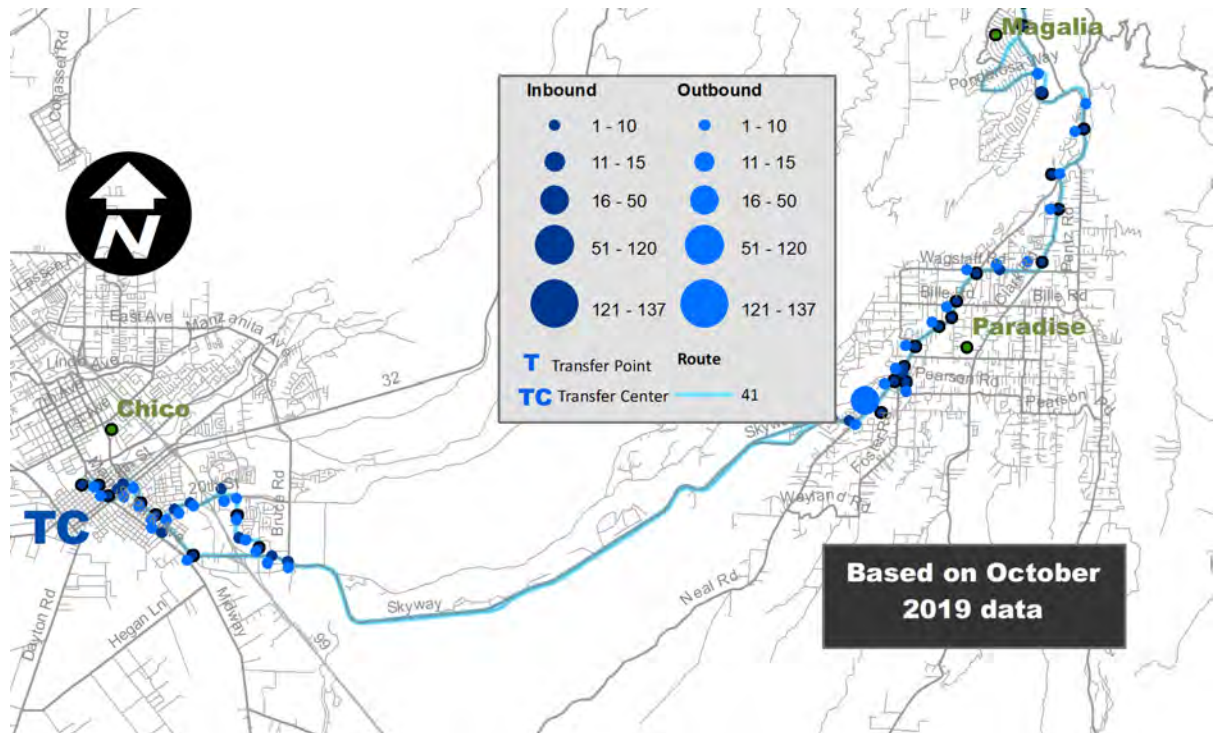
Westbound: From Magalia to Chico Transit Center



## Service Summary

- Weekday Service: 6:35 AM to 6:24 PM, 5 runs per day, approximately every 2 ½ hours
- Saturday Service: 3 round trips
- No Sunday Service
- 1 Peak Bus to Operate
- Late 28% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	48,676	28,754	18,720	12,018
Hours	4,044	4,041	3,162	3,149
Boardings / Vehicle Hr	12.0	7.1	5.9	3.8



### STRENGTHS

- ✓ Connects Chico with Paradise and Magalia
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Transfers at Skyway/Wagstaff to Route 40
- ✓ Schedule coordinated with Route 40

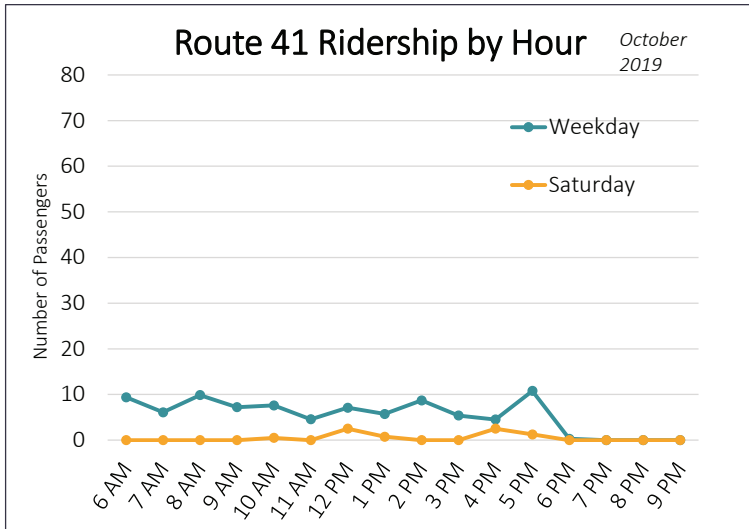
### CHALLENGES

- ✗ Limited frequency
- ✗ Camp Fire has impacted demand

# Route 41: Magalia-Chico Monday - Saturday *Eastbound: From Chico*

*Eastbound: Transit Center to Paradise/Magalia*

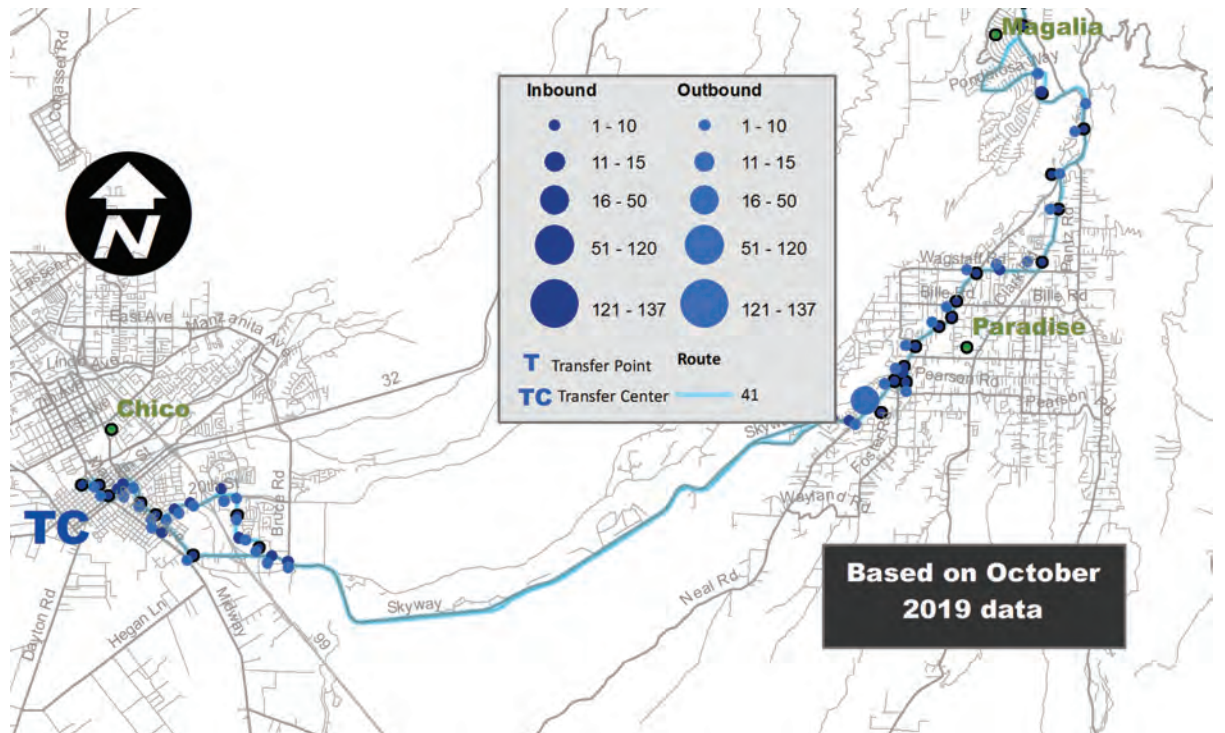
*Westbound: From Magalia to Chico Transit Center*



## Service Summary

- Weekday Service: 6:35 AM to 6:24 PM, 5 runs per day, approximately every 2 ½ hours
- Saturday Service: 3 round trips
- No Sunday Service
- 1 Peak Bus to Operate
- Late 28% of runs

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	48,676	28,754	18,720	12,018
Hours	4,044	4,041	3,162	3,149
Boardings / Vehicle Hr	12.0	7.1	5.9	3.8



### STRENGTHS

- Connects Chico with Paradise and Magalia
- Transfers to most routes at Chico Transit Center
- Transfers at Skyway/Wagstaff to Route 40
- Schedule coordinated with Route 40

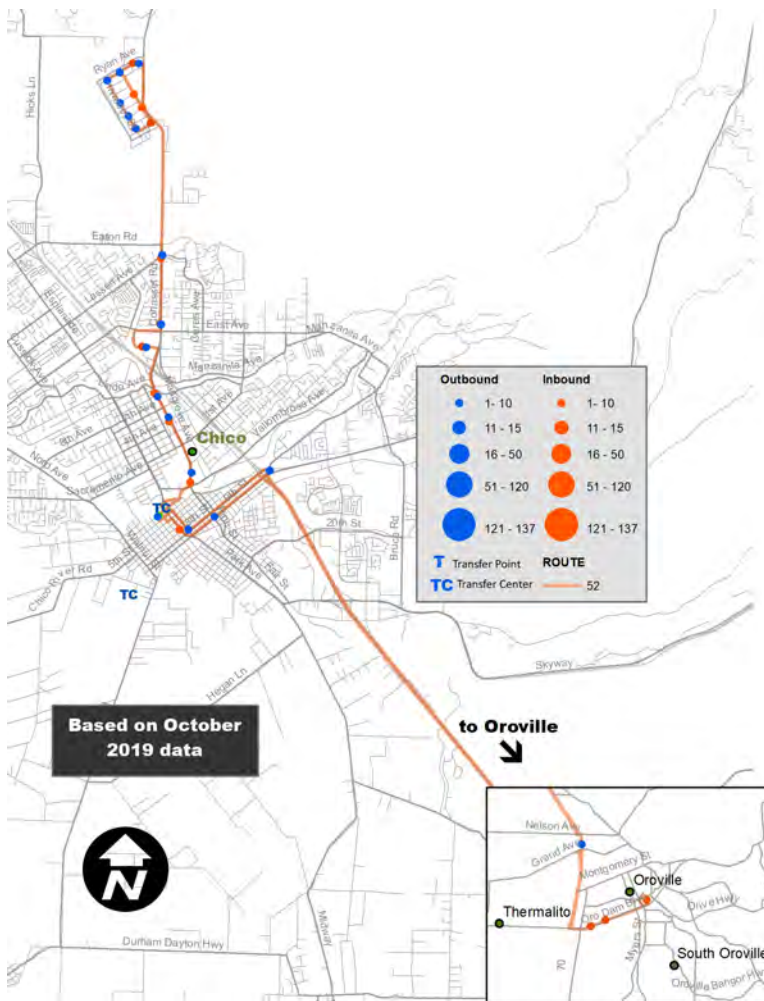
### CHALLENGES

- Limited frequency
- Camp Fire has impacted demand
- Poor on-time performance
- Moderately poor productivity

# Route 52: Chico Airport Express Monday - Friday

Northbound: From Downtown Chico to Airport

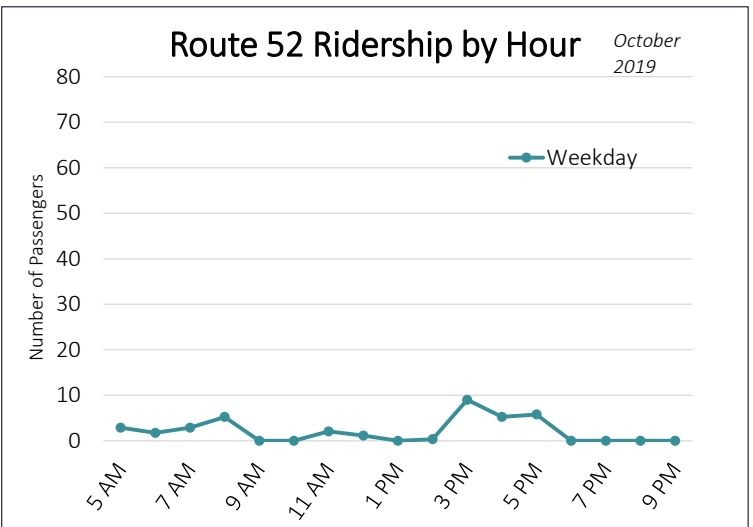
Southbound: From Airport to Downtown Chico



## Service Summary

- Weekday Service: 6:30 AM to 5:40 PM, 5 runs per day
  - No Weekend Service
  - 1 Peak Bus to Operate
  - Late 5% of runs
- Note: Downtown Chico-Oroville service recently dropped

Ridership	2017-2018	2018-2019	2019-2020	2020-2021
Boardings	7,742	7,826	6,963	4,099
Hours	1,980	1,928	1,920	1,525
Boardings / Vehicle Hr	3.9	4.1	3.6	2.7



## STRENGTHS

- ✓ Connects Chico Transit Center with Chico Airport
- ✓ Transfers to most routes at Chico Transit Center
- ✓ Transfers at Pillsbury Road to Routes 2, 3, and 4
- ✓ Transfers at Lassen and Cohasset to Routes 2 and 15

## CHALLENGES

- ✗ Limited frequency
- ✗ Poor productivity

**B-LINE OPERATIONAL AND RIDERSHIP DETAILED DATA**

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## B-LINE OPERATIONAL AND RIDERSHIP DETAILED DATA

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### B-Line Ridership and Operational Details

The tables and figures herein provide greater detail to support the findings presented in the *Butte Routing Optimization Study: Technical Memorandum One*, to which this is an appendix. A list of the tables and figures is as follows:

- Figure C-1: Butte Regional Transit 2021 Route Frequencies
- Table C-1: B-Line Annual Ridership by Route
- Table C-2: B-Line Annual Ridership by Month
- Table C-3: B-Line Ridership by Day of Week
- Table C-4: B-Line Chico Routes - Weekday Ridership by Hour
- Table C-5: B-Line Intercity Routes - Weekday Ridership by Hour
- Table C-6: B-Line Oroville Routes - Weekday Ridership by Hour
- Figure C-2: B-Line Weekday Ridership by Hour
- Table C-7: B-Line Chico Routes - Saturday Ridership by Hour
- Table C-8: B-Line Intercity Routes - Saturday Ridership by Hour
- Figure C-3: Summary of All Routes Saturday Ridership by Hour
- Table C-9: B-Line - Sunday Ridership by Hour
- Figure C-4: B-Line Sunday Ridership by Hour
- Table C-10: B-Line Boardings by Fare Type
- Table C-11: B-Line Revenue by Fare Type
- Table C-12: B-Line Vehicle Fleet - Fixed Route Service
- Table C-13: B-Line Vehicle Fleet - Paratransit Service
- Table C-14: Summary of Existing B-Line Bus Stops



**Table C-1: B-Line Annual Ridership by Route**

Route	Fiscal Year												
	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	2019-20	2020-21
1	109,623	104,687	36,661	<i>&lt; discontinued</i>									
2	99,023	89,555	85,385	81,230	81,179	90,029	85,371	86,129	69,762	65,973	65,289	55,604	32,256
3	108,614	104,735	92,452	93,622	91,656	106,306	113,396	93,717	96,519	69,255	71,282	63,854	34,068
4	99,750	90,358	91,608	92,714	108,041	101,406	101,672	100,095	87,678	70,319	62,110	47,299	29,075
5	117,354	107,739	79,068	65,656	62,471	57,591	63,236	68,429	56,093	48,265	53,552	42,978	20,088
6	204,758	198,743	73,143	<i>&lt; discontinued</i>									
7	21,723	16,846	15,866	13,631	13,582	13,910	15,894	14,323	18,064	14,862	12,163	7,993	4,512
8	73,925	72,734	62,532	78,625	85,252	98,758	91,295	101,192	101,022	61,329	69,345	45,471	4,875
9	84,858	93,709	67,180	64,390	78,338	78,168	79,779	87,247	82,111	79,483	75,876	65,744	9,383
10	57,784	53,202	16,956	<i>&lt; discontinued</i>									
14	<i>initiated &gt;</i>							123,334	111,714	105,262	115,965	90,051	43,928
15	<i>initiated &gt;</i>		208,628	334,276	340,185	326,367	329,954	115,038	95,908	80,398	81,776	64,773	35,472
16	<i>initiated &gt;</i>		8,818	67,796	69,071	71,148	61,035	59,168	59,141	46,881	44,777	37,604	21,979
17	<i>initiated &gt;</i>							52222	42717	40650	44199	33932	18646
20	127,320	123,216	128,505	153,500	165,188	157,993	150,707	135,469	119,605	109,854	106,292	79,671	42,486
24	7,188	5,760	17,298	27,586	29,345	34,357	35,453	26,814	24,464	20,439	20,386	16,434	8,704
25	11,778	12,017	13,534	15,778	16,694	15,993	14,764	13,048	12,523	12,788	14,322	13,657	9,038
26	6,269	8,055	13,379	17,182	14,894	14,527	14,033	12,576	10,178	11,610	12,025	10,133	6,553
27	9,740	8,395	9,503	15,182	14,541	15,741	17,002	14,034	14,490	12,904	12,378	10,293	6,267
30	15,559	15,103	16,164	19,088	18,299	19,695	17,359	12,869	12,102	10,753	12,892	10,428	6,933
31	5,403	4,352	5,151	6,166	6,239	4,545	3,881	2,389	1,922	2,178	584	<i>&lt; discontinued</i>	
32	<i>initiated &gt;</i>		1,767	2581	2709	2556	4427	3600	3668	3232	5114	3710	979
40	75,680	77,582	77,195	84,789	86,562	83,121	82,498	77,688	70,040	61,347	27,624	6,597	4,604
41	47,138	49,820	57,603	71,665	68,066	60,001	55,429	50,909	50,764	47,175	28,754	18,720	12,018
46	731	677	1,021	825	559	899	366	<i>&lt; discontinued</i>					
52	<i>initiated &gt;</i>								2,078	6,694	7,826	6,963	4,099
<b>Total</b>	<b>1,284,218</b>	<b>1,237,285</b>	<b>1,179,417</b>	<b>1,306,282</b>	<b>1,352,871</b>	<b>1,353,111</b>	<b>1,337,551</b>	<b>1,250,290</b>	<b>1,142,563</b>	<b>981,651</b>	<b>944,531</b>	<b>731,909</b>	<b>355,963</b>

Source: BCAG

**Table C-2: B-Line Annual Ridership by Month**

Fiscal Year	Months (Fiscal Calendar)												Annual
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	
2008-09	84,105	98,926	125,534	136,858	101,321	104,104	95,368	111,237	116,105	122,128	104,926	83,606	1,284,218
2009-10	81,249	92,763	120,877	125,393	98,495	97,803	87,438	113,117	115,518	118,526	102,017	84,089	1,237,285
2010-11	82,880	102,000	120,169	119,501	91,984	85,737	85,817	99,664	108,344	108,215	95,347	79,759	1,179,417
2011-12	75,675	109,391	124,341	124,803	108,901	100,055	101,951	125,513	111,828	123,151	112,835	87,838	1,306,282
2012-13	83,510	106,932	122,070	142,599	117,143	108,754	105,387	124,727	117,108	127,127	117,760	79,754	1,352,871
2013-14	81,604	103,529	127,229	139,986	112,324	109,220	110,787	123,651	117,404	130,697	110,540	86,140	1,353,111
2014-15	86,619	102,895	134,782	145,783	108,887	111,474	108,578	118,422	114,601	123,646	98,968	82,896	1,337,551
2015-16	82,218	100,097	131,733	130,817	101,595	100,256	86,660	119,487	110,629	112,695	97,285	76,818	1,250,290
2016-17	68,535	97,617	117,712	117,943	103,610	88,559	83,033	97,131	103,483	99,410	96,099	69,431	1,142,563
2017-18	64,749	90,120	107,671	112,225	94,476	80,523	65,719	68,944	64,138	90,952	84,294	57,840	981,651
2018-19	59,332	76,250	88,640	110,906	69,396	74,890	73,978	81,552	84,855	91,977	79,880	58,215	949,871
2019-20	61,898	74,986	91,844	102,760	76,358	73,539	55,254	85,041	40,697	19,047	25,199	25,479	732,102
2020-21	27,008	25,572	24,124	29,429	25,135	25,023	22,724	24,611	29,592	32,141	30,331	29,813	325,503
2021-22	29,680	37,594	45,741	44,206	39,341	35,527	33,515	43,239	45,185				354,028
<b>Average</b>	<b>69,219</b>	<b>87,048</b>	<b>105,891</b>	<b>113,086</b>	<b>89,212</b>	<b>85,390</b>	<b>79,729</b>	<b>95,453</b>	<b>91,392</b>	<b>99,978</b>	<b>88,883</b>	<b>69,360</b>	<b>1,056,196</b>

Source: BCAG



**Table C-3: B-Line Ridership by Day of Week**

*Pre-COVID and COVID Conditions*

Day of the Week	Average Daily Ridership		Change	
	Pre-COVID <sup>1</sup>	COVID <sup>2</sup>	#	%
Sunday	117	44	-74	-63%
Monday	3,054	984	-2,070	-68%
Tuesday	3,053	940	-2,112	-69%
Wednesday	3,397	953	-2,444	-72%
Thursday	3,166	946	-2,219	-70%
Friday	2,825	1,045	-1,781	-63%
Saturday	1,190	557	-633	-53%
<b>Average</b>	<b>2,415</b>	<b>787</b>	<b>-1,628</b>	<b>-67%</b>

Note 1: Data averages from Sept 1, 2019 to March 15, 2020

Note 2: Data averages from March 16, 2020 to Oct 31, 2020.

Source: BCAG

**Table C-4: B-Line Chico Routes - Weekday Ridership by Hour**

*October 1, 2019 - October 31, 2019*

**Average Daily Ridership by Hour**

Time		Average Daily Ridership by Route												Subtotal Chico Routes
		Chico Routes												
		2	3	4	5	7	8	9 <sup>1</sup>	14	15	16	17	52	
Hour of Day	5:00 AM	--	0.0	0.3	0.2	--	--	--	--	0.0	--	--	2.9	3.4
	6:00 AM	12.2	14.0	15.6	12.6	3.1	--	--	31.5	11.3	3.7	--	1.7	105.6
	7:00 AM	20.9	41.1	20.4	26.6	15.2	27.5	33.4	31.1	47.0	15.3	6.4	2.9	287.6
	8:00 AM	25.8	42.8	17.8	26.7	7.7	53.4	79.9	36.9	25.4	16.8	15.5	5.2	353.8
	9:00 AM	21.4	30.7	14.8	13.2	3.0	44.5	79.0	25.6	24.9	14.6	11.9	0.0	283.6
	10:00 AM	22.4	27.3	19.4	20.7	0.0	51.7	71.3	24.1	15.9	14.1	18.7	0.0	285.5
	11:00 AM	25.3	20.1	13.7	19.4	2.0	40.2	49.1	26.2	23.7	15.0	17.1	2.0	253.7
	12:00 PM	21.0	30.4	16.5	14.7	1.1	12.7	23.0	27.1	20.1	14.4	13.3	1.1	195.4
	1:00 PM	24.6	26.8	16.5	10.9	0.0	43.4	62.2	28.5	22.4	17.4	18.0	0.0	270.8
	2:00 PM	23.1	22.0	36.4	19.1	5.5	38.3	47.7	46.0	43.4	14.9	14.1	0.3	310.8
	3:00 PM	16.5	31.2	30.7	18.0	5.8	33.8	61.9	36.6	46.2	21.4	17.5	9.0	328.5
	4:00 PM	13.5	23.2	17.6	27.1	3.1	29.7	46.0	31.7	26.5	14.0	12.7	5.3	250.2
	5:00 PM	10.4	19.1	19.4	21.4	3.0	28.6	44.6	30.0	25.1	9.7	9.4	5.8	226.5
	6:00 PM	5.5	17.1	9.7	11.5	--	11.1	27.4	12.1	12.1	6.1	1.1	--	113.7
	7:00 PM	4.7	9.4	4.7	4.4	--	8.1	10.1	10.0	8.1	--	--	--	59.6
8:00 PM	1.4	4.7	5.9	1.2	--	3.2	4.3	5.8	4.1	--	--	--	30.6	
9:00 PM	--	--	--	--	--	2.7	3.8	4.1	2.0	--	--	--	12.6	
<b>TOTAL</b>		<b>249</b>	<b>360</b>	<b>259</b>	<b>248</b>	<b>50</b>	<b>429</b>	<b>644</b>	<b>407</b>	<b>358</b>	<b>177</b>	<b>156</b>	<b>36</b>	<b>3372</b>

Note 1: Route 9C ridership was combined with Route 9

**Table C-5: B-Line Intercity Routes - Weekday Ridership by Hour**

October 1, 2019 - October 31, 2019

**Average Daily Ridership by Hour**

		Average Daily Ridership by Route						Subtotal Intercity Routes
		Intercity Routes						
		20	30	32	40	41		
Hour of Day	Time							
	5:00 AM	19.6	--	--	--	0.1	19.7	
	6:00 AM	34.5	--	14.8	4.6	9.4	63.3	
	7:00 AM	45.0	3.1	0.6	3.3	6.1	58.2	
	8:00 AM	32.1	8.4	--	1.8	9.9	52.1	
	9:00 AM	24.5	1.7	--	0.0	7.2	33.4	
	10:00 AM	24.9	0.0	--	2.5	7.6	35.0	
	11:00 AM	18.3	7.9	--	2.5	4.6	33.3	
	12:00 PM	20.8	5.2	--	2.3	7.1	35.3	
	1:00 PM	35.3	3.3	--	0.0	5.7	44.3	
	2:00 PM	32.9	5.8	--	0.0	8.7	47.4	
	3:00 PM	37.2	3.9	0.4	0.4	5.4	47.2	
	4:00 PM	39.3	2.0	1.1	5.0	4.5	51.9	
	5:00 PM	25.4	0.0	10.5	3.2	10.8	49.8	
	6:00 PM	15.4	--	0.0	1.4	0.3	17.2	
	7:00 PM	4.9	--	--	0.9	--	5.8	
8:00 PM	--	--	--	--	--	0.0		
9:00 PM	--	--	--	--	--	0.0		
<b>TOTAL</b>		<b>410</b>	<b>41</b>	<b>27</b>	<b>28</b>	<b>87</b>	<b>594</b>	

**Table C-6: B-Line Oroville Routes - Weekday Ridership by Hour**

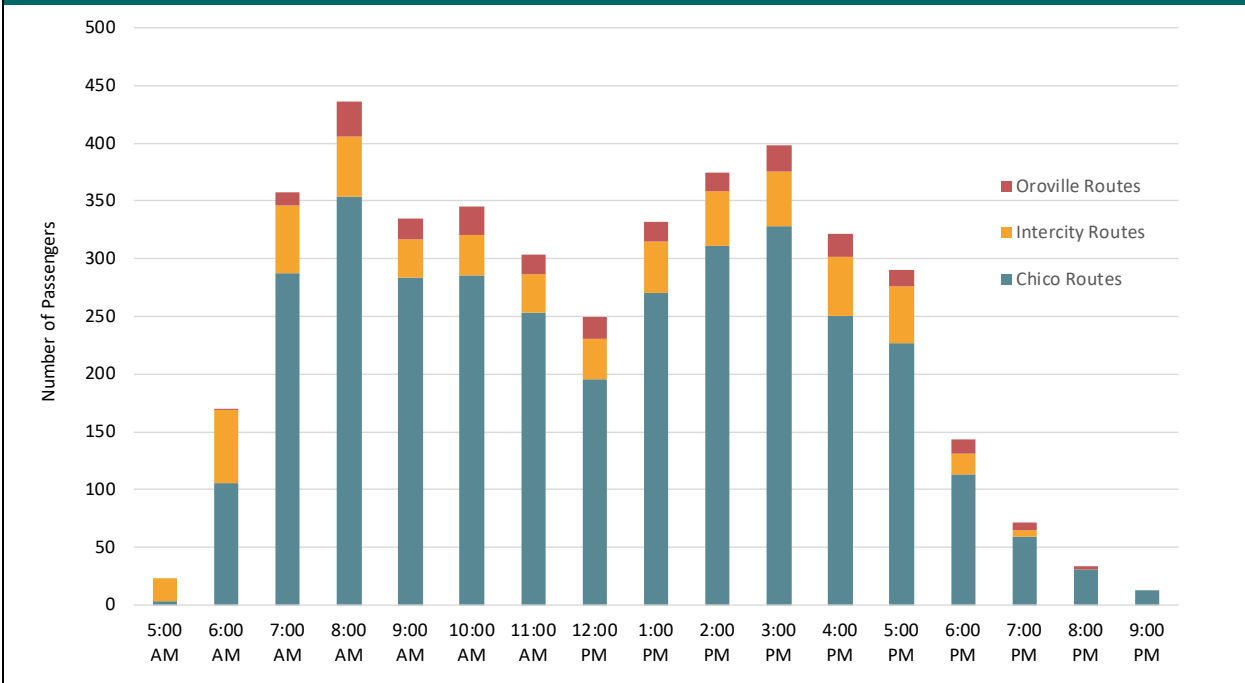
October 1, 2019 - October 31, 2019

**Average Daily Ridership by Hour**

		Average Daily Ridership by Route				Subtotal Oroville Routes
		Oroville Routes				
		24	25	26	27	
Hour of Day	Time					
	5:00 AM	0.1	0.0	--	--	0.2
	6:00 AM	7.6	2.6	1.8	--	12.1
	7:00 AM	7.8	7.4	4.3	10.7	30.1
	8:00 AM	5.4	3.8	3.7	5.0	17.9
	9:00 AM	10.2	7.1	4.3	3.3	24.9
	10:00 AM	1.8	6.5	5.4	2.8	16.5
	11:00 AM	7.9	5.1	3.7	2.0	18.7
	12:00 PM	7.1	3.4	2.3	4.1	16.9
	1:00 PM	5.1	1.2	6.1	4.4	16.8
	2:00 PM	6.4	7.7	5.8	2.7	22.5
	3:00 PM	3.4	4.1	5.6	6.2	19.3
	4:00 PM	3.0	3.6	4.7	2.3	13.6
	5:00 PM	2.9	3.5	4.3	2.0	12.7
	6:00 PM	2.0	1.4	1.2	1.4	6.0
	7:00 PM	1.8	--	0.2	0.7	2.7
8:00 PM	--	--	--	--	0.0	
9:00 PM	--	--	--	--	0.0	
<b>TOTAL</b>		<b>72</b>	<b>57</b>	<b>53</b>	<b>47</b>	<b>231</b>

**Figure C-2: B-Line Weekday Ridership by Hour**

October 1, 2019 - October 31, 2019



**Table C-7: B-Line Chico Routes - Saturday Ridership by Hour**

October 1, 2019 - October 31, 2019

**Average Daily Ridership by Hour**

		Average Daily Ridership by Route										
		Chico Routes										Subtotal Chico Routes
		2	3	4	5	9 <sup>1</sup>	14	15	16	17		
Hour of Day	6:00 AM	--	--	--	--	--	--	1.0	2.8	--	3.8	
	7:00 AM	--	--	--	--	--	10.0	8.0	11.0	--	29.0	
	8:00 AM	8.3	6.5	3.3	7.8	2.5	24.0	10.0	6.8	9.8	78.8	
	9:00 AM	12.3	15.0	13.3	8.5	0.0	22.5	10.0	11.0	13.3	105.8	
	10:00 AM	11.0	15.3	9.3	8.3	3.3	18.5	10.0	14.3	15.8	105.6	
	11:00 AM	10.3	17.8	14.5	11.0	0.0	22.0	10.0	8.3	13.5	107.3	
	12:00 PM	10.8	20.3	18.8	12.0	0.0	23.5	8.3	8.5	22.3	124.3	
	1:00 PM	11.5	20.8	15.8	6.0	3.5	30.3	12.0	9.3	13.3	122.3	
	2:00 PM	13.0	20.3	24.3	8.8	0.0	24.8	10.3	9.8	24.5	135.5	
	3:00 PM	22.0	19.8	10.8	15.0	2.5	33.8	15.8	8.3	12.8	140.5	
4:00 PM	10.8	25.0	13.5	11.8	0.0	24.5	6.5	4.5	20.8	117.3		
5:00 PM	7.3	20.0	5.8	8.3	0.0	30.8	12.3	--	4.5	88.8		
6:00 PM	6.5	8.5	6.5	4.5	1.0	8.8	--	--	1.8	37.5		
<b>TOTAL</b>		<b>124</b>	<b>189</b>	<b>136</b>	<b>102</b>	<b>13</b>	<b>273</b>	<b>114</b>	<b>94</b>	<b>152</b>	<b>1,196</b>	

Note 1: Route 9C ridership was combined with Route 9

## Table C-8: B-Line Intercity Routes - Saturday Ridership by Hour

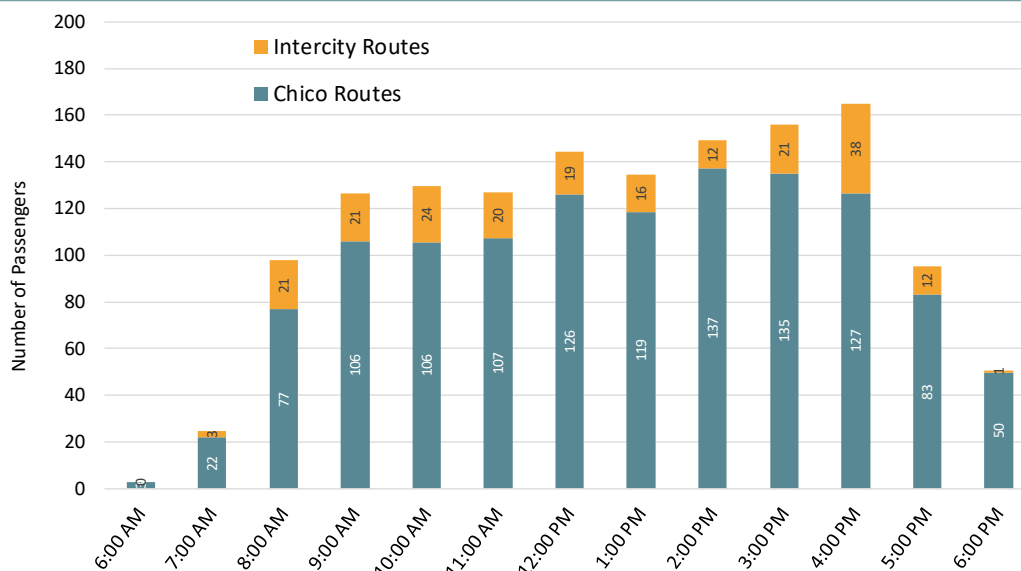
October 1, 2019 - October 31, 2019

### Average Daily Ridership by Hour

		Average Daily Ridership by Route					Subtotal Intercity Routes
		Intercity Routes					
		20	30	32	40	41	
Hour of Day	6:00 AM	--	--	--	--	--	0.0
	7:00 AM	2.8	--	--	--	--	2.8
	8:00 AM	17.5	3.5	--	--	--	21.0
	9:00 AM	11.5	4.3	--	5.0	--	20.8
	10:00 AM	15.3	2.5	--	6.0	0.5	24.3
	11:00 AM	9.0	3.5	--	7.3	0.0	19.8
	12:00 PM	12.0	3.8	--	0.3	2.5	18.5
	1:00 PM	10.0	3.0	--	2.3	0.8	16.0
	2:00 PM	11.5	0.5	--	0.0	0.0	12.0
	3:00 PM	13.5	7.3	--	0.0	0.0	20.8
	4:00 PM	18.5	2.5	--	14.8	2.5	38.3
	5:00 PM	4.5	--	--	6.5	1.3	12.3
6:00 PM	1.0	--	--	--	--	1.0	
<b>TOTAL</b>		<b>127</b>	<b>31</b>	<b>0</b>	<b>42</b>	<b>8</b>	<b>207</b>

### Figure C-3: Summary of All Routes Saturday Ridership by Hour

October 1, 2019 - October 31, 2019



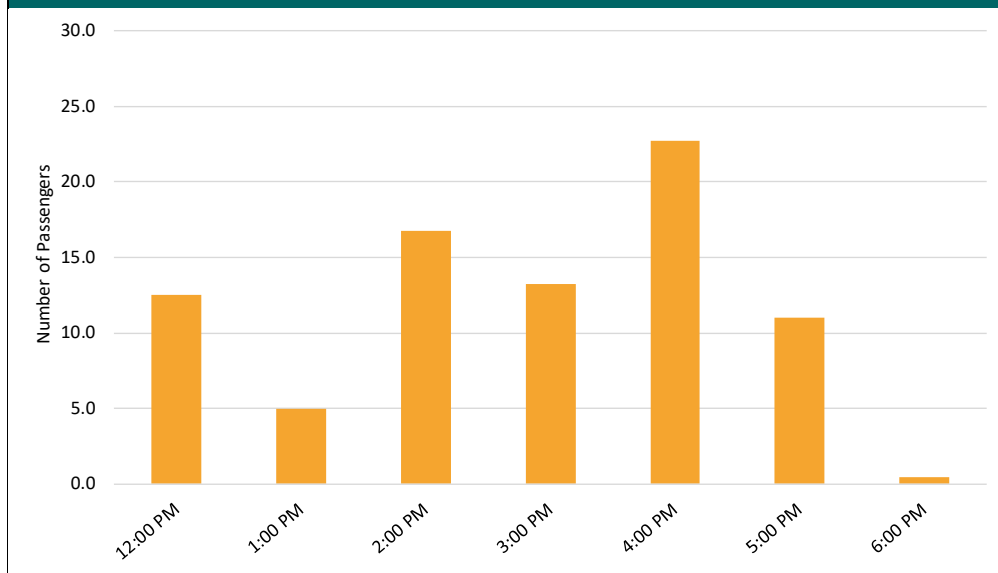
**Table C-9: B-Line - Sunday Ridership by Hour (Route 20)**

October 1, 2019 - October 31, 2019

		Average Daily Ridership by Hour
Hour of Day	Time	Route 20
		7:00 AM
	8:00 AM	11.8
	9:00 AM	11.3
	10:00 AM	7.8
	11:00 AM	11.8
	12:00 PM	12.5
	1:00 PM	5.0
	2:00 PM	16.8
	3:00 PM	13.3
	4:00 PM	22.8
	5:00 PM	11.0
	6:00 PM	0.5
<b>TOTAL</b>		<b>129</b>

**Figure C-4: B-Line Sunday Ridership by Hour (Route 20)**

October 1, 2019 - October 31, 2019



**Table C-10: B-Line Boardings by Fare Type**

			Boardings - February 2020		Boardings - August 2021	
			#	%	#	%
<b>Cash Boardings</b>	<b>All</b>	All	17,964	21.1%	15,570	41.4%
<b>1-Ride Regional Regular</b>	<b>All</b>	All	830	1.0%	329	0.9%
<b>2-Ride Pass</b>	<b>Local</b>	Regular	1,791	2.1%	200	0.5%
		Discount	444	0.5%	77	0.2%
		Youth	277	0.3%	122	0.3%
	<b>Regional</b>	Regular	246	0.3%	62	0.2%
		Discount	146	0.2%	103	0.3%
		Youth	53	0.1%	14	0.0%
<b>All Day Pass</b>	<b>All</b>	All	890	1.0%	658	1.8%
<b>10-Ride Pass</b>	<b>Local</b>	Regular	954	1.1%	265	0.7%
		Discount	1,268	1.5%	550	1.5%
		Youth	411	0.5%	277	0.7%
	<b>Regional</b>	Regular	547	0.6%	137	0.4%
		Discount	373	0.4%	148	0.4%
		Youth	107	0.1%	10	0.0%
<b>30-Day Pass</b>	<b>Local</b>	Regular	2,074	2.4%	962	2.6%
		Discount	10,001	11.8%	4,451	11.8%
		Youth	2,822	3.3%	446	1.2%
	<b>Regional</b>	Regular	1,441	1.7%	620	1.6%
		Discount	3,486	4.1%	1,775	4.7%
		Youth	590	0.7%	197	0.5%
<b>Smart Card</b>	<b>All</b>	All	--	--	418	1.1%
<b>Stored Value Card</b>	<b>All</b>	All	220	0.3%	92	0.2%
<b>University Card<sup>4</sup></b>	<b>All</b>	All	31,239	36.7%	7,242	19.3%
<b>365 Day Employee</b>	<b>All</b>	All	1,356	1.6%	415	1.1%
<b>365 Day Soc. Service</b>	<b>All</b>	All	5,501	6.5%	2,447	6.5%
<b>Paratransit (2-Ride)</b>	<b>All</b>	All	10	0.01%	7	0.02%
<b>TOTAL</b>	<b>All</b>	All	85,041	100.0%	37,594	100.0%

Note 1: Seniors (65+), Disabled, and Medicare card holders are all eligible for discounted fares with supplemental

Note 2: Youth ages 6 to 18 are eligible for youth fare rate

Note 3: Children 6 and under can ride free with a fare-paying adult

Note 4: California State University Chico students ride free by showing a Wildcat ID card.

**Table C-11: B-Line Revenue by Fare Type**

			Revenue - Oct. 2018		Revenue - Oct. 2021		% Change
			\$ Amount	% of Total Revenues	\$ Amount	% of Total Revenues	
2-Ride Pass	Local	Regular	\$153	0.1%	\$193	0.4%	26%
		Regular - Bulk	\$1,391	1.3%	\$0	0.0%	-100%
		Discount	\$51	0.0%	\$92	0.2%	80%
		Discount - Bulk	\$135	0.1%	\$0	0.0%	-100%
		Youth	\$156	0.1%	\$53	0.1%	-66%
		Youth - Bulk	\$108	0.1%	\$0	0.0%	-100%
	Regional	Regular	\$624	0.6%	\$125	0.2%	-80%
		Regular - Bulk	\$702	0.7%	\$0	0.0%	-\$1.00
		Discount	\$260	0.2%	\$41	0.1%	-84%
		Discount - Bulk	\$90	0.1%	\$0	0.0%	-\$1.00
		Youth	\$15	0.0%	\$70	0.1%	367%
		Youth - Bulk	\$54	0.1%	\$0	0.0%	-\$1.00
10-Ride Pass	Local	Regular	\$3,470	3.3%	\$504	0.9%	-85%
		Discount	\$5,218	4.9%	\$2,111	3.9%	-60%
		Youth	\$2,403	2.3%	\$1,485	2.8%	-38%
	Regional	Regular	\$936	0.9%	\$1,244	2.3%	33%
		Discount	\$621	0.6%	\$194	0.4%	-69%
		Youth	\$296	0.3%	\$1,424	2.7%	381%
30-Day Pass	Local	Regular	\$17,775	16.7%	\$2,262	4.2%	-87%
		Discount	\$22,344	21.0%	\$10,772	20.1%	-52%
		Youth	\$2,600	2.4%	\$13,906	25.9%	435%
	Regional	Regular	\$7,236	6.8%	\$1,208	2.3%	-83%
		Discount	\$22,050	20.7%	\$1,020	1.9%	-95%
		Youth	\$2,006	1.9%	\$1,080	2.0%	-46%
Paratransit (2-Ride)	All	All	\$1,032	1.0%	\$2,499	4.7%	142%
Paratransit \$25 Card	All	All	\$5,400	5.08%	\$8,600	16.04%	59%
Paratransit \$50 Card <sup>5</sup>	All	All	\$9,250	8.70%	\$4,750	8.86%	-49%
<b>TOTAL</b>	<b>All</b>	<b>All</b>	<b>\$106,375</b>	<b>100.0%</b>	<b>\$53,632</b>	<b>100.0%</b>	

Note 1: Seniors (65+), Disabled, and Medicare card holders are all eligible for discounted fares with supplemental verification

Note 2: Youth ages 6 to 18 are eligible for youth fare rate

Note 3: Children 6 and under can ride free with a fare-paying adult

Note 4: California State University Chico and Butte College provide access to B-Line services to students and staff

Note 5: The \$50.00 Paratransit Card was discontinued in 2021.

**Table C-12: B-Line Vehicle Fleet - Fixed Route Service**

#	Bus #	Length	MFG		Fuel Type	Seating Capacity	Wheelchair Tie Downs
			Year	Make			
1	081	40'	2008	ORION/ORION VIIMG	CNG	40	2
2	082	40'	2008	ORION/ORION VIIMG	CNG	40	2
3	1103	35'	2011	GILLIG/BRT	DIESEL	35	2
4	1104	35'	2011	GILLIG/BRT	DIESEL	35	2
5	1105	35'	2011	GILLIG/BRT	DIESEL	35	2
6	1106	35'	2011	GILLIG/BRT	DIESEL	35	2
7	1401	40'	2014	GILLIG/BRT	DIESEL	44	2
8	1402	40'	2014	GILLIG/BRT	DIESEL	44	2
9	1403	40'	2014	GILLIG/BRT	DIESEL	44	2
10	1404	40'	2014	GILLIG/BRT	DIESEL	44	2
11	1405	40'	2014	GILLIG/BRT	DIESEL	44	2
12	1406	40'	2014	GILLIG/BRT	DIESEL	44	2
13	1701	40'	2017	GILLIG/BRT	DIESEL	38	2
14	1702	40'	2017	GILLIG/BRT	DIESEL	38	2
15	1703	40'	2017	GILLIG/BRT	DIESEL	38	2
16	1704	40'	2017	GILLIG/BRT	DIESEL	38	2
17	1705	40'	2017	GILLIG/BRT	DIESEL	38	2
18	1706	35'	2017	GILLIG/BRT	DIESEL	31	2
19	1707	35'	2017	GILLIG/BRT	DIESEL	31	2
20	1708	35'	2017	GILLIG/BRT	DIESEL	31	2
21	1709	35'	2017	GILLIG/BRT	DIESEL	31	2
22	1710	35'	2017	GILLIG/BRT	DIESEL	31	2
23	1711	40'	2017	GILLIG/BRT	DIESEL	38	2
24	1712	40'	2017	GILLIG/BRT	DIESEL	38	2
25	1713	40'	2017	GILLIG/BRT	DIESEL	38	2
26	2001	40'	2020	GILLIG/BRT	DIESEL	38	2
27	2002	40'	2020	GILLIG/BRT	DIESEL	38	2
28	2003	40'	2020	GILLIG/BRT	DIESEL	38	2
29	2004	40'	2020	GILLIG/BRT	DIESEL	38	2
30	2005	35'	2020	GILLIG/BRT	DIESEL	31	2
31	2006	35'	2020	GILLIG/BRT	DIESEL	31	2

Source: BCAG



**Table C-13: B-Line Vehicle Fleet - Paratransit Service**

#	Bus #	Length	MFG Year	Make	Fuel Type	Seating Capacity	Wheelchair Tie- Downs
1	1301	25'	2013	FORD E-450	GASOLINE	14	3
2	1302	25'	2013	FORD E-450	GASOLINE	14	3
3	1303	25'	2013	FORD E-450	GASOLINE	14	3
4	1306	25'	2013	FORD E-450	GASOLINE	14	3
5	1307	25'	2013	FORD E-450	GASOLINE	14	3
6	1308	25'	2013	FORD E-450	GASOLINE	14	3
7	1309	25'	2013	FORD E-450	GASOLINE	14	3
8	1310	25'	2013	FORD E-450	GASOLINE	14	3
9	1311	25'	2013	FORD E-450	GASOLINE	14	3
10	1313	25'	2013	FORD E-450	GASOLINE	14	3
11	1314	25'	2013	FORD E-450	GASOLINE	14	3
12	1801	25'	2018	FORD E-450	GASOLINE	14	3
13	1802	25'	2018	FORD E-450	GASOLINE	14	3
14	1803	25'	2018	FORD E-450	GASOLINE	14	3
15	1804	25'	2018	FORD E-450	GASOLINE	14	3
16	1805	25'	2018	FORD E-450	GASOLINE	14	3
17	1806	25'	2018	FORD E-450	GASOLINE	14	3
18	2101	25'	2021	FORD E-450	GASOLINE	14	3
19	2102	25'	2021	FORD E-450	GASOLINE	14	3
20	2103	25'	2021	FORD E-450	GASOLINE	14	3
21	2104	25'	2021	FORD E-450	GASOLINE	14	3
22	2105	25'	2021	FORD E-450	GASOLINE	14	3

Source: BCAG

**Table C-14: Summary of Existing B-Line Bus Stops**

Community	Total Stops	Stop Amenities						Parking Restrictions			
		Shelter	Bench (Without Shelter)	Sign	Schedule Holder	Trash Receptacle	Lighting	Bus Turnout	No Parking	Unpaved Shoulder	No Restrictions
Chico	350	114	17	326	310	74	145	30	245	8	76
Oroville	91	16	3	63	59	8	37	5	34	10	41
Paradise	56	19	6	51	53	4	8	2	27	0	22
Magalia	20	0	0	16	17	0	3	0	0	3	15
Palermo	8	1	0	4	4	0	0	0	0	2	6
Gridley	13	3	1	13	11	1	6	1	6	0	6
Biggs	3	1	0	3	3	0	1	0	0	0	3
Other	3	0	0	2	0	0	1	0	0	0	2
<b>Total Systemwide</b>	<b>544</b>	<b>154</b>	<b>27</b>	<b>478</b>	<b>457</b>	<b>87</b>	<b>201</b>	<b>38</b>	<b>312</b>	<b>23</b>	<b>171</b>
<b>Percent of All Stops In Each Community With Amenity</b>											
Chico	--	33%	5%	93%	89%	21%	41%	9%	70%	2%	22%
Oroville	--	18%	3%	69%	65%	9%	41%	5%	37%	11%	45%
Paradise	--	34%	11%	91%	95%	7%	14%	4%	48%	0%	39%
Magalia	--	0%	0%	80%	85%	0%	15%	0%	0%	15%	75%
Palermo	--	13%	0%	50%	50%	0%	0%	0%	0%	25%	75%
Gridley	--	23%	8%	100%	85%	8%	46%	8%	46%	0%	46%
Biggs	--	33%	0%	100%	100%	0%	33%	0%	0%	0%	100%
Other	--	0%	0%	67%	0%	0%	33%	0%	0%	0%	67%
<b>Total Systemwide</b>	<b>--</b>	<b>28%</b>	<b>5%</b>	<b>88%</b>	<b>84%</b>	<b>16%</b>	<b>37%</b>	<b>7%</b>	<b>57%</b>	<b>4%</b>	<b>31%</b>

Source: BCAG inventory as of August 2019.

## **APPENDIX D: B-LINE ONBOARD SURVEY RESULTS**

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## APPENDIX D: B-LINE ONBOARD SURVEY RESULTS

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### B-Line Onboard Survey Results

B-Line passengers were asked to complete onboard surveys as part of the Butte Route Optimization Study. Survey staff were available on buses for approximately 140 hours total from December 6 to December 13, 2021, to assist and encourage passenger participation. During this time, survey materials were also available on all fixed routes for passengers to complete. Detailed results of the survey effort are provided in this appendix, and key findings will inform the overall Study.

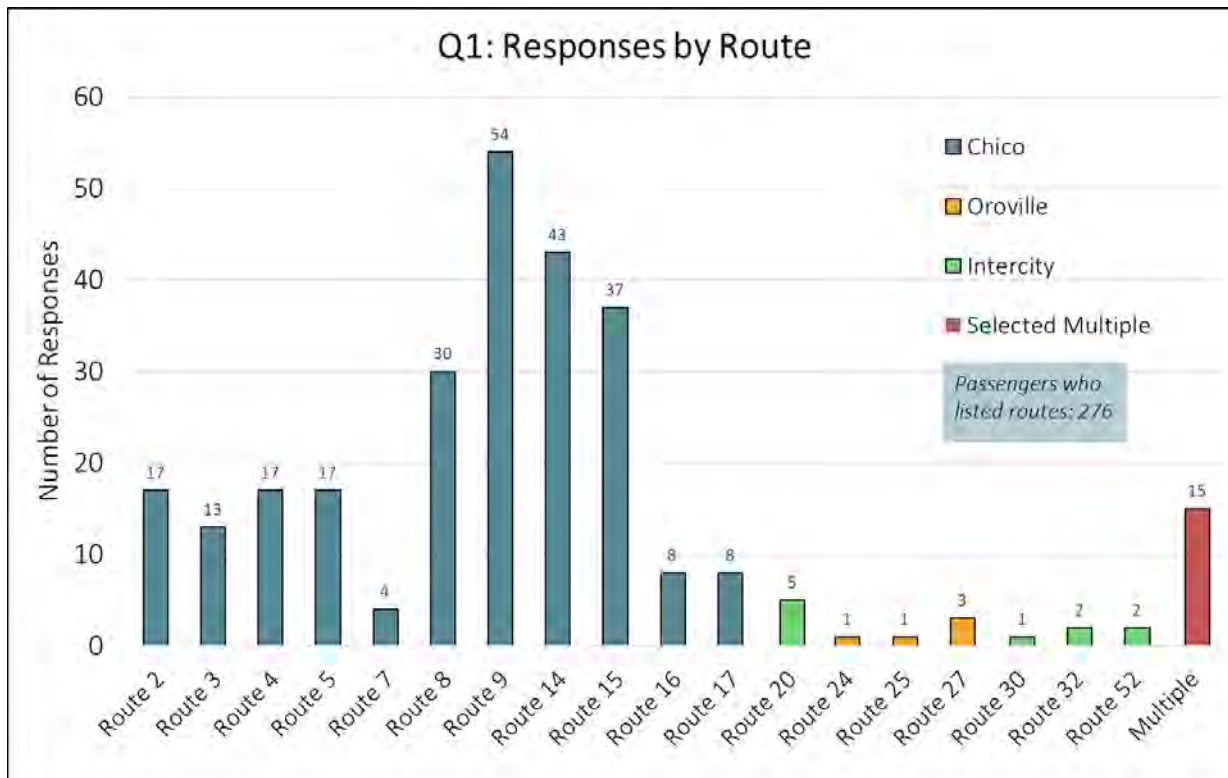
The survey instruments consisted of a one-page questionnaire printed on card stock. One form was in English on one side and Spanish on the reverse side, and a separate form was available in Hmong. The surveys included a simple introduction, with 16 questions in multiple choice, short-answer, or comment format. The number of answers per question varies because many respondents did not answer every single question.

A total of 280 passengers participated in the survey. 269 passengers (96 percent) completed the survey in English, while 11 (4 percent) completed it in Spanish and no responses were received in Hmong. 36 of the forms were completed online and the remainder were completed on paper. Results by question are presented below.

***Q1. Responses by route (280 responses):*** All 280 respondents answered this question, though two chose “other” and did not list a specific route. Most passengers checked one route, as directed, but 6 percent checked multiple routes. Most respondents completed surveys for Chico routes (95 percent, not including answers where multiple routes were listed<sup>1</sup>), and almost half (49 percent) were surveyed on Routes 9, 14, and 15. Just 3 percent of the total responses were on Intercity routes, and 2 percent were on Oroville Routes. This data is portrayed in the chart that follows.

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<sup>1</sup> Including the multiple selected routes would distort the information of those who correctly included just the route they were surveyed on.



**Q2. Boarding times (250 responses):**

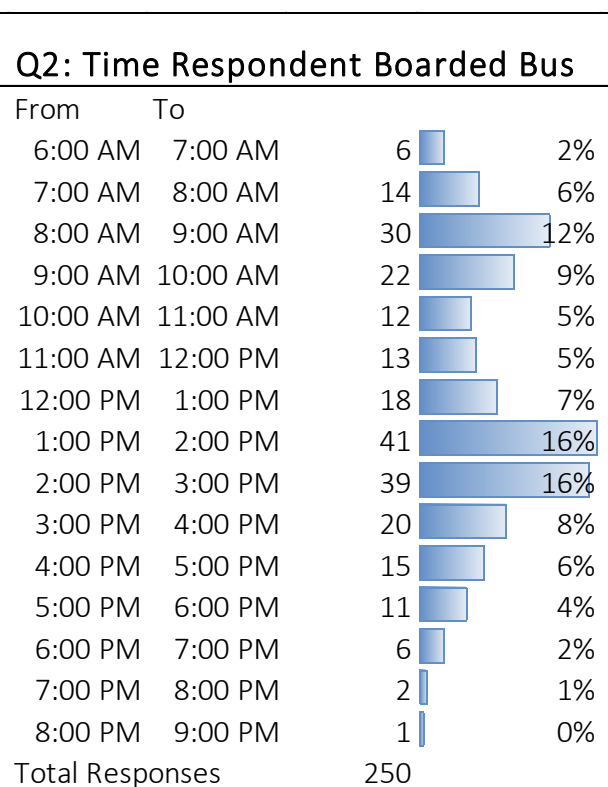
Passengers reported the time they boarded the bus. Over half of the responses were provided from passengers riding between 8:00 -10:00 AM and 1:00 to 3:00 PM.

**Q3. Boarding locations (241 responses):**

Boarding location information provides context for determining where survey participants are starting their trips. Additionally, while boarding data is collected by buses, boarding and alighting pairs are reported by the survey respondents. Not surprisingly, many people boarded at the Chico Transit Center. The 20 most common boarding locations are included in the table below.

**Q4. Alighting locations (240 responses):**

Passengers also wrote down where they would eventually disembark. Many people planned on alighting at the Chico Transit Center. The top 20 most common alighting locations are included in the below table.



Q3: Boarding Locations		
Chico Transit Center	61	20%
Hickory & W. 7th	15	5%
University Village Apartments	8	3%
W. 4th & Cedar	7	2%
Chico State - Whitney Hall	6	2%
Esplanade	6	2%
Forest & Springfield	6	2%
Lassen Ave	6	2%
Nord	6	2%
Ceres & Lassen	5	2%
20th	4	1%
Chico State	4	1%
Chico State - Meriam Library	4	1%
Park & 13th	4	1%
Pillsbury	4	1%
Pleasant Valley High School	4	1%
Costco, Chico	3	1%
Esplanade & East	3	1%
Forest & 20th	3	1%
Oroville Transit Center	3	1%
<b>Total responses</b>	<b>241</b>	<b>100%</b>

Q4: Alighting Locations		
Chico Transit Center	67	28%
Hickory & W. 7th	9	4%
Forest & Springfield	8	3%
W. 4th & Cedar	8	3%
WalMart	7	3%
Chico State	6	3%
University Village Apartments	6	3%
Chico State - Meriam Library	5	2%
Chico State Parking	4	2%
Esplanade	4	2%
20th & Park	3	1%
2nd	3	1%
Cedar	3	1%
Chico High School	3	1%
Cohasset & Pillsbury	3	1%
Esplanade & East	3	1%
Lassen Ave	3	1%
Oroville Transit Center	3	1%
1st	2	1%
<b>Total responses</b>	<b>240</b>	<b>100%</b>

*Q3 Versus Q4. Boarding and Alighting Location Crosstabulation*

It is particularly useful to review the crosstabulation of passengers boarding location versus alighting location, as shown in the table below. Because of the numerous combinations of individual locations, only those boarding/alighting pairs that had two or more individual responses are included (except in the row and column totals). This also indicates the strong concentration of trips to and from the Chico Transit Center (including transfers), with just under half of passenger-trips either boarding or alighting at this location. The other stops serving the Chico State campus (in total) comprise an additional 10 percent of passenger-trips. Other busy stops among the survey respondents were University Village, Ceres & Lassen, Hickory Street (undefined cross-street), Walmart and 4<sup>th</sup> and Cedar. Beyond these key activity locations, the data indicates a diffuse pattern of many stops with low ridership activity.

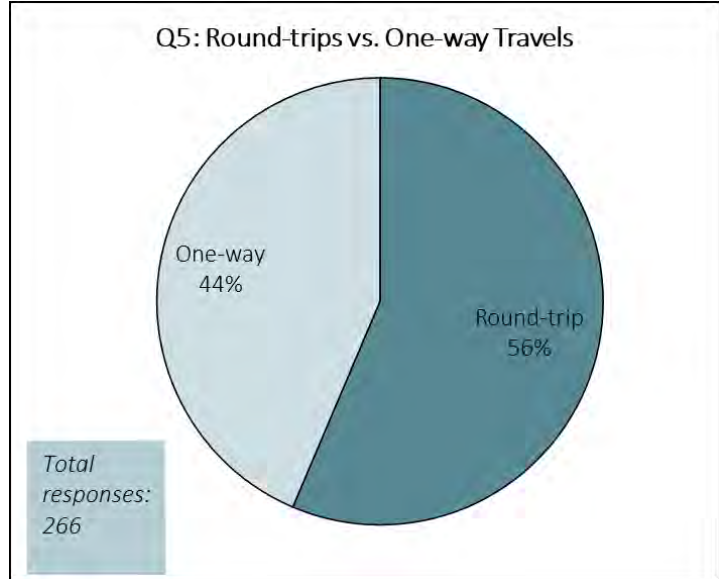
**Q3 X Q4 - Major Origin/Destination Pairs**

*Excludes Stops with 1 Boarding or 1 Alighting*

Boarding Stop	Alighting Stop																Grand Total (1)	
	20th and Fair	20th and Park	4th and Cedar	Burlap Ave.	Chico Mall	Chico State	Chico Transit Center	Downtown	East Ave.	Esplanade	Forest Ave.	Lassen Ave.	Mall	Oroville Transit Center	University Village	W Sac. & Victorian		Walmart
<b>Total Survey Responses</b>																		
20th St.																		2
7th and Oak							2											2
8th and Forest							2											2
Ceres & Lassen							1										1	4
Chico Mall							2											2
Chico State			3			1									1			11
Chico Transit Center	1	1			1					2		1		1	2	1	3	48
Costco							1	1										2
Downtown						1			1									3
E Lassen											2							2
Esplanade				2			1			1								5
Hickory							1	3	1									6
Hickory 7th St							2											3
Nord Ave						1		1										3
Oroville Transit Center							1											3
University Village							2	1							1			5
W Sacramento			1															2
Walmart							2											2
Warner & Legion			1													1		2
Grand Total (1)	2	3	5	2	3	10	55	6	2	3	2	2	3	3	5	2	7	213
<b>Percent of Total Valid Surveys</b>																		
20th St.	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
7th and Oak	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
8th and Forest	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Ceres & Lassen	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Chico Mall	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Chico State	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	5%
Chico Transit Center	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	23%
Costco	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Downtown	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
E Lassen	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	1%
Esplanade	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
Hickory	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
Hickory 7th St	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Nord Ave	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Oroville Transit Center	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
University Village	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
W Sacramento	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Walmart	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Warner & Legion	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
Grand Total (1)	1%	1%	2%	1%	1%	5%	26%	3%	1%	1%	1%	1%	1%	1%	2%	1%	3%	100%
Note 1: Including Stops with 1 Boarding or 1 Alighting																		

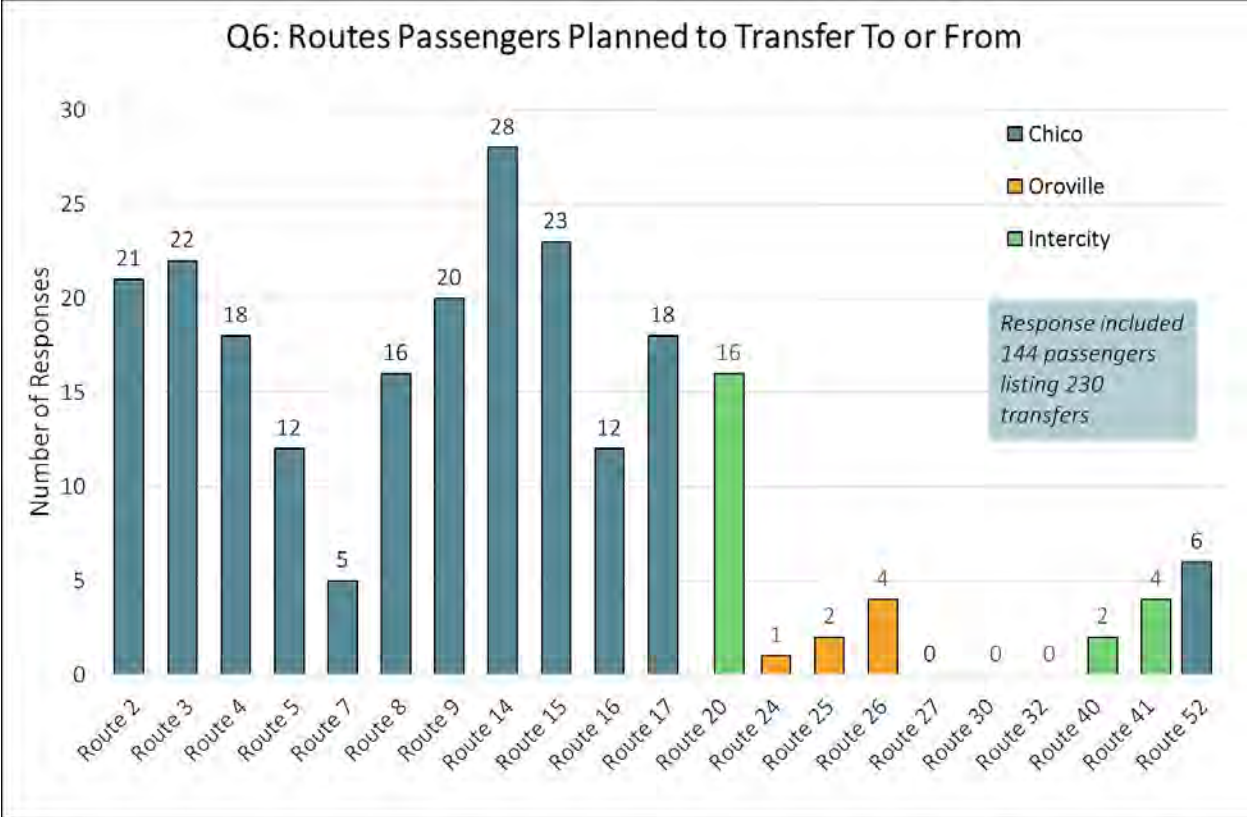
**Q5. Round-trip travel (266 responses):**

A slight majority of the 266 respondents (150 persons or 56 percent) indicated they were completing a round-trip on the B-Line buses, while 116 individuals (44 percent) were only completing a one-way trip.



**Q6. Transfers (144 Passengers providing 230 responses):** Passengers who had either transferred or intended to transfer were asked to identify which routes they planned as part of their trip. Just over half (51 percent) of respondents said that transfers were not a planned part of their trip. The remaining 144 passengers listed routes they planned to transfer to or had transferred from. Transfers were most frequent among Routes 14, 15, and 3, and 2, as shown in the graph below.





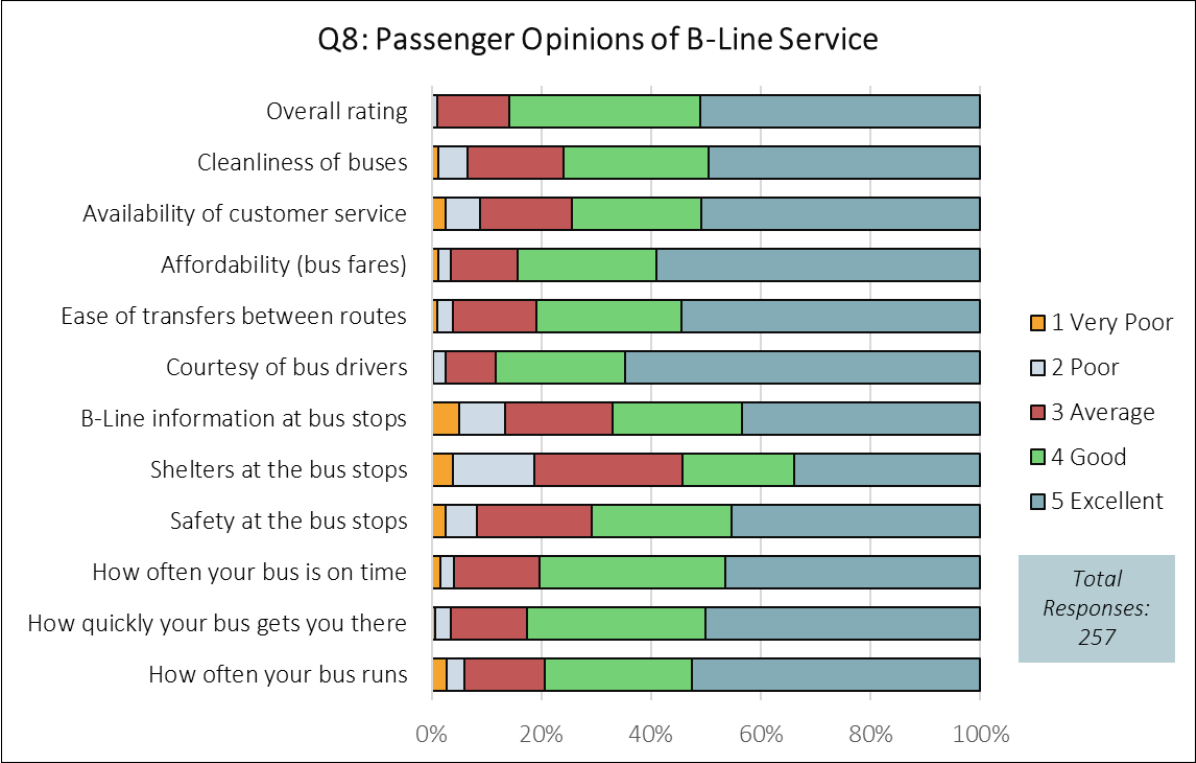
Additionally, transfer pairs were analyzed by route. Almost half of the time passengers that answered the questions about transfers they selected the route they were already on without selecting another. After eliminating those responses, transfer pairs were charted, as shown in the second Q6 graph below. As indicated, Route 14 is most often part of a transfer pairing (31 passengers on Route 14 said they would be transferring), followed by Routes 2 and 15 (each with 14), and Route 8 with 17. Routes 3, 4, 14, 15, 17 and 20 were most often cited as routes passengers would include as part of their trip.

Q6: Route Transfer Pattern																			
Surveyed	Routes Included as Part of Planned Trip																		
Route	2	3	4	5	7	8	9	14	15	16	17	20	24	25	26	40	41	52	Total
2		1	3	1	0	0	0	3	2	0	1	2	1	0	0	0	0	0	14
3	0		3	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	6
4	0	1		0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	3
5	1	1	1		0	0	0	1	1	1	1	0	0	0	0	0	0	0	7
7	0	0	1	1		0	0	0	0	0	0	0	0	0	0	0	0	0	2
8	0	3	0	0	0		4	2	0	0	0	1	0	0	0	0	0	0	10
9	0	0	1	0	0	2		1	0	1	2	1	0	0	0	0	0	0	8
14	3	1	1	2	0	1	1		8	5	3	4	0	1	0	0	0	1	31
15	2	1	0	2	0	0	0	2		0	3	2	0	0	0	0	1	1	14
16	0	1	0	0	0	0	0	0	0		2	0	0	0	1	0	0	0	4
17	0	0	0	1	0	2	0	3	2	0		1	0	0	0	0	0	0	9
20	1	1	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0	2
27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
30	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Multiple	0	6	6	3	4	1	1	5	3	3	3	1	0	1	1	1	0	3	42
Total	7	16	16	10	4	7	7	18	16	10	15	13	1	2	4	1	2	5	154

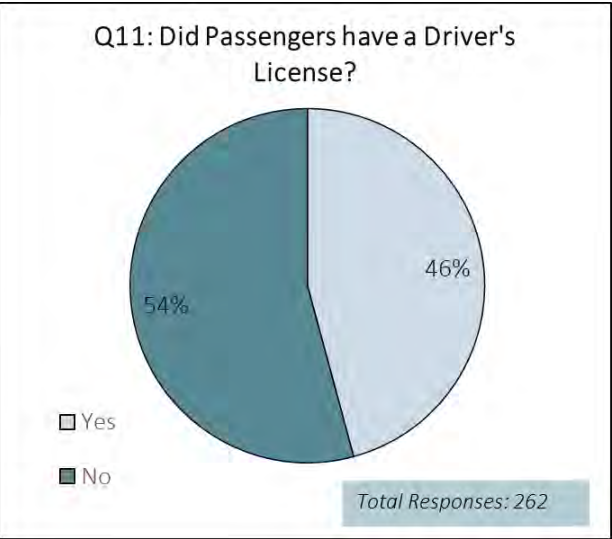
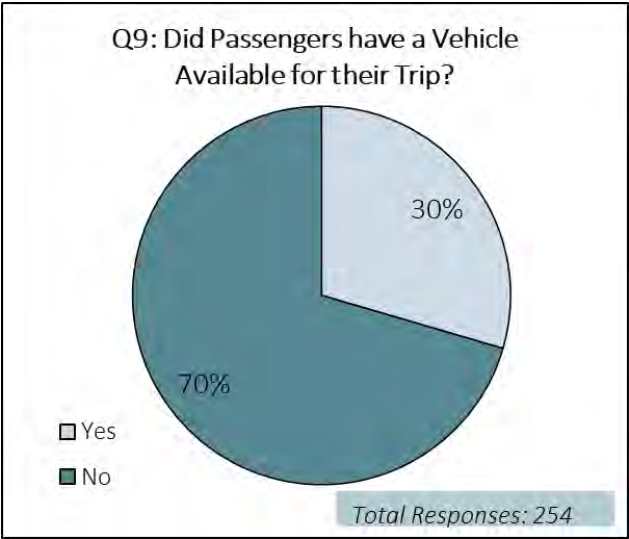
**Q7. Trip purpose (269 Passengers providing 350 responses):** Respondents were asked to identify the purpose of their travel the day they completed the survey. Many people responded with more than one answer. School was the most common trip purpose listed by respondents (29 percent), followed by work (23 percent).

Q7: Trip Purpose		
School	101	29%
Work	81	23%
Shopping	55	16%
Dental/Medical	12	3%
Recreation/Social	19	5%
Personal Errands	42	12%
Home	24	7%
Other	16	5%
<b>Total responses</b>	<b>350</b>	<b>100%</b>

**Q8. Passenger opinions on B-Line service (325 responses):** Passengers were asked to rate the B-Line service on a scale of 1 (poor) to 5 (excellent) on various service characteristics. Between 249 to 257 individuals ranked each factor. Considering all the responses, 78 percent of answers were either 4 (good) or 5 (excellent). The highest ranked B-Line service characteristics included bus driver courtesy (averaging 4.5) and affordability (4.4). The lowest ranked components were bus stops and shelters (3.7) and B-Line information at the bus stops (3.9).



Q9 and Q11. Alternative Vehicle (254 responses) and Driver's License (262 responses): Most passengers surveyed (70 percent) did not have an alternative vehicle available that they could have used for their trip. Slightly less than half of the respondents had a driver's license (46 percent).



**Q10. How do passengers get information about B-Line services (493 responses):**

People were asked how they get information on B-Line services. Many people responded with more than one answer; in total 253 people submitted 493 responses. The most common answer was that people check the B-Line website (28 percent of all responses) while the least common answer was checking B-Line social media for information (2 percent) and Token App (none).

Q10: How do passengers get information about B-Line services		
B-Line website	136	28%
By phone	69	14%
Word of mouth	43	9%
Printed schedules/maps	80	16%
Ask the driver	72	15%
B-Line Facebook/Twitter	9	2%
DoubleMap App	62	13%
MapMyBus	22	4%
Token Transit App	0	0%
<b>Total responses</b>	<b>493</b>	<b>100%</b>

**Q12. Did passengers require a wheelchair lift to board or exit the bus (309 responses):**

6 percent of respondents (21 individuals) reported that they require a wheelchair lift to board or exit the bus.

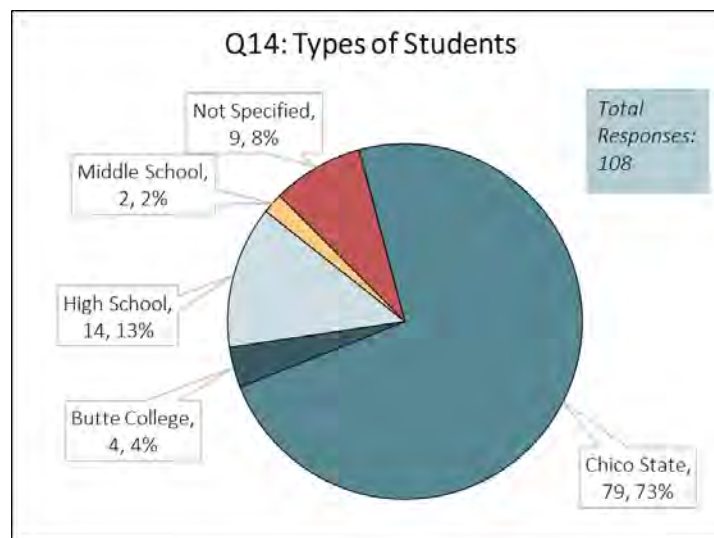
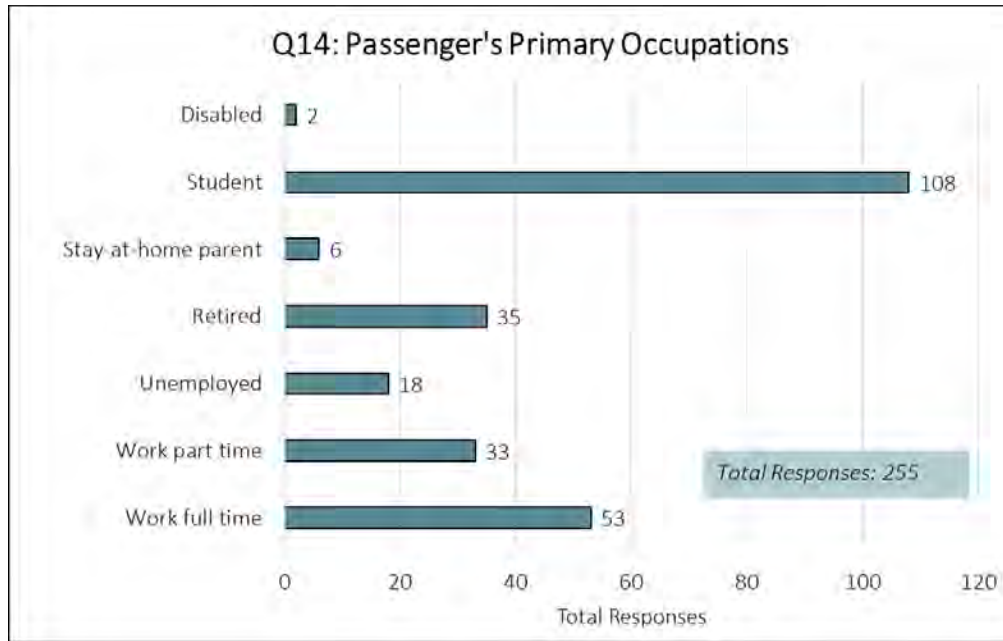
**Q13. Age of respondents (258 responses):**

Respondents were asked to check their age group from a list. 40 percent of respondents were between the ages of 25 to 61, 32 percent were between the ages of 19 to 24, and 12 percent were children ages 18 or younger. Only 2 percent of respondents were over the age of 75.

Q13: What is your age?		
18 or younger	30	12%
19 to 24	82	32%
25-61	104	40%
62-74	37	14%
75 or older	5	2%
<b>Total responses</b>	<b>258</b>	<b>100%</b>

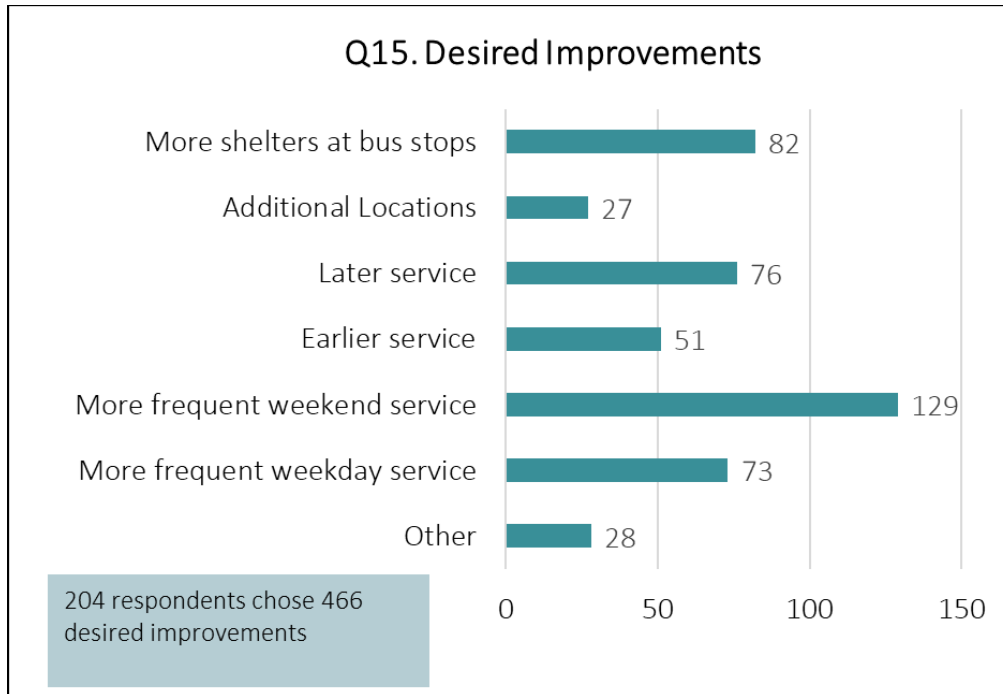
**Q14. Passenger's occupations (255 responses):**

To better understand the passengers utilizing B-Line services, passengers were asked to list their occupation. Among the choices, passengers could select "A Student" and further select which type. Additionally, passengers could select "Other" and explain their response. When selecting "other," many respondents listed themselves as a student, or provided multiple occupations. In all, 255 passengers responded, and 108 identified themselves as students. After students, 34 percent of passengers identified themselves as working full time or part time. Some students (19) who listed their status as students also said they worked. Among students, 79 (73 percent) were Chico State students, and 14 (13 percent) were high school students, with just 4 Butte College and 3 middle school students.



**Q15. Desired improvements to B-Line service (204 Passengers, with 466 responses):**

Passengers were asked to select which improvements to B-Line services (if implemented) would encourage them to ride the bus more often. A total of 204 passengers responded, with most selecting multiple desired improvements, totaling 466 responses. The improvement selected most often was “more frequent weekend service” (selected for 28 percent of all improvements), while more shelters at bus stops each accounted for 18 percent, and later service and more frequent weekday service each accounted for 16 percent of responses, and more frequent weekday service and of responses.



Question 15 responses were cross tabulated by route for each improvement category.

- The desire for **increased weekday frequency** was most often cited for Routes 8 and 17, followed by Routes 5 and 16. Route 8 is on 30-minute headways, while Routes 5, 16 and 17 are on hourly headways.
- For **increased weekend service**, passengers particularly wanted to see increased frequency on Routes 3, 8 and 14, followed by Routes 4 and 20. Route 3 operates on 60-minute headways on weekends, and Routes 8 and 9 do not operate weekends.
- **Earlier service** is desired most on Route 9, followed by Routes 4 and 20.
- **Later service** is desired most on Routes 14, 15 and 4.

### Q15a: Desire for Increased Weekday Frequency, By Route

Route Surveyed	Routes for Which Increased Frequency is Desired																	Non specified	Total
	Route 2	Route 3	Route 4	Route 5	Route 7	Route 8	Route 9	Route 14	Route 15	Route 16	Route 17	Route 20	Route 24	Route 27	Route 32	All	Local Chico		
Route 2	1	1	0	0	0	1	0	0	0	1	0	0	0	0	0	1	0	1	6
Route 3	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	1	4
Route 4	1	0	0	0	2	0	0	0	0	0	0	0	0	1	1	0	0	1	6
Route 5	0	0	1	5	0	0	0	1	0	0	1	0	0	0	0	0	0	2	10
Route 7	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1	3
Route 8	0	1	0	0	0	4	0	1	0	0	1	0	0	0	0	0	0	2	9
Route 9	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	4	8
Route 14	1	1	2	2	0	0	0	3	2	2	2	0	0	0	0	2	0	2	19
Route 15	0	0	0	0	0	0	0	0	2	0	1	0	0	0	0	0	2	0	5
Route 16	0	1	1	0	0	0	0	0	2	3	0	0	0	0	0	0	0	1	8
Route 17	1	1	0	0	0	1	0	1	0	1	3	0	0	0	0	1	0	0	9
Route 20	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	2
Route 27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Route 32	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Route 52	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Not Specified	1	0	1	0	0	1	1	0	0	0	0	0	0	0	0	0	0	9	13
<b>Total</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>4</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>26</b>	<b>105</b>
Percent	6%	6%	5%	7%	4%	8%	5%	6%	6%	7%	8%	1%	1%	1%	1%	5%	2%	25%	100%

**Q15b: Desire for Increased Weekend Frequency, By Route**

Route Surveyed	Routes for Which Increased Weekend Frequency is Desired																						Total		
	Route 2	Route 3	Route 4	Route 5	Route 7	Route 8	Route 9	Route 14	Route 15	Route 16	Route 17	Route 20	Route 24	Route 25	Route 26	Route 27	Route 32	Route 40	Route 41	Route 52	Local Chico	To Oroville		Non Specified	All
Route 2	2	0	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	3	0	10
Route 3	1	2	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3	2	11
Route 4	2	1	3	0	2	0	0	1	1	1	1	1	0	0	0	0	0	1	0	0	0	0	0	0	14
Route 5	0	0	1	3	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	1	0	2	0	9
Route 7	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	2
Route 8	0	4	0	0	0	9	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	16
Route 9	0	1	1	0	0	1	9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	21
Route 14	1	2	2	1	0	1	1	4	0	1	5	2	0	0	0	0	0	1	1	1	0	0	7	2	32
Route 15	0	1	0	0	1	0	0	1	5	1	2	2	1	1	1	1	0	0	0	0	2	1	3	1	24
Route 16	0	0	1	1	0	0	0	1	2	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	8
Route 17	1	1	0	1	0	1	0	2	1	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1	10
Route 20	0	0	0	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	3
Route 24	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Route 25	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2
Route 27	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	2	0	0	0	0	0	0	0	0	4
Route 32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	2
Route 41	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	2
Not Specified	2	4	3	1	1	2	1	2	0	0	0	3	2	2	1	1	0	2	2	0	0	0	5	0	34
<b>Total</b>	<b>9</b>	<b>16</b>	<b>12</b>	<b>8</b>	<b>6</b>	<b>14</b>	<b>11</b>	<b>14</b>	<b>9</b>	<b>6</b>	<b>12</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>6</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>38</b>	<b>6</b>	<b>205</b>
Percent Total	4%	8%	6%	4%	3%	7%	5%	7%	4%	3%	6%	5%	2%	2%	1%	2%	0%	3%	2%	0%	1%	1%	19%	3%	100%



**Q15c: Desire for Earlier Service, By Route**

Route Surveyed	Routes for Which Earlier Service is Desired																		Total	
	Route 2	Route 3	Route 4	Route 5	Route 7	Route 8	Route 9	Route 14	Route 15	Route 16	Route 17	Route 20	Route 25	Route 26	Route 27	Route 30	Route 32	Non Specified		All
Route 2	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Route 3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	3
Route 4	0	0	1	0	0	1	2	0	0	0	0	1	0	0	0	0	0	1	0	6
Route 5	1	0	1	1	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	6
Route 7	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Route 8	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0	3
Route 9	0	1	0	0	0	1	6	0	0	1	1	0	0	0	0	0	0	3	0	13
Route 14	1	1	2	0	1	0	1	2	2	1	0	0	0	0	0	0	0	3	1	15
Route 15	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1	1	0	2	0	8
Route 16	0	0	1	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	3
Route 20	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Route 27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Route 32	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Not Specified	0	1	1	2	1	0	0	1	0	1	0	1	0	0	0	0	0	5	0	13
<b>Total</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>17</b>	<b>1</b>	<b>77</b>
Percent Total	3%	5%	8%	4%	4%	5%	12%	4%	6%	6%	1%	8%	1%	1%	4%	1%	1%	22%	1%	100%

**Q15d: Desire for Later Service, By Route**

Route Surveyed	Routes for Which Later Service is Desired																	Total	
	Route 2	Route 3	Route 4	Route 5	Route 7	Route 8	Route 9	Route 14	Route 15	Route 16	Route 17	Route 20	Route 32	Route 40	Route 41	Route 52	Non Specified		All
Route 2	1	0	1	0	0	0	0	0	0	0	0	1	0	1	0	0	2	0	6
Route 3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Route 4	1	1	1	0	1	0	1	1	1	1	1	1	0	0	0	0	1	0	11
Route 5	0	0	1	3	0	0	0	0	0	0	0	0	0	0	0	0	1	0	5
Route 7	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Route 8	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	1	0	3
Route 9	0	0	0	0	0	0	5	1	0	0	0	0	0	0	0	0	7	0	13
Route 14	2	2	3	1	0	0	0	7	2	1	4	1	0	1	1	1	3	1	30
Route 15	1	2	0	0	0	0	1	3	4	0	1	1	0	0	0	0	4	0	17
Route 16	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
Route 17	0	0	0	0	0	0	0	2	1	1	0	0	0	0	0	0	0	0	4
Route 20	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	2	0	3
Route 32	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Not Specified	1	1	2	1	0	1	1	0	1	0	0	1	0	0	2	0	5	0	16
<b>Total</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>29</b>	<b>1</b>	<b>113</b>
Percent Total	5%	5%	7%	4%	2%	3%	7%	12%	8%	3%	5%	5%	1%	2%	3%	1%	26%	1%	100%

In Question 15, passengers also listed locations which would encourage them to use transit more often. Results are in the table below. Sacramento was most often requested, and specifically the Sacramento International Airport.

<b>Q15e: Desire for Service to Other Locations</b>	
<b>Route Surveyed</b>	<b>Location a bus is desired</b>
5	20th and NVP
14	7th Day Adventist Church
2	Bidwell Park One-Mile Area
9	Colusa
14	Comanche Creek
7	Direct trip to VA Clinic
2 & 7	down Valinberosa
14	Entler Ave
20	Home Depot Oroville
2	I like to see #25 & #27 as one round trip
2 & 41	Magalia
14 & 17	Oasis Bar & Grill (College)
14	Red Bluff
2 & 14	Redding or Red Bluff
9	Ross Stores
3	Concow
3	Sacramento
17	Sacramento
17	Sacramento Airport
20	Sacramento Airport
9	Sacramento International Airport & Sacramento
14	Sacramento International Airport & Sacramento
4	The mall from East Ave.
14	Yuba City
32	Yuba City (Rideout Hospital)

Passengers also indicated that they would like to see more shelters at bus stops and included some specific locations. Route 14 had the most passengers making this request, followed by Route 19.

Q15f: Desire for More Shelters		Responses	
Route Surveyed	Location a bus is desired	No.	Percent
2	Clinic	1	1%
2	Non-specified	7	9%
3	Non-specified	2	2%
4	Non-specified	6	7%
5	Non-specified	4	5%
7	Non-specified	2	2%
8	Non-specified	4	5%
9	Non-specified	9	11%
14	Non-specified	16	20%
15	Non-specified	7	9%
16	Non-specified	3	4%
17	Non-specified	3	4%
24	Non-specified	1	1%
27	Non-specified	1	1%
32	Non-specified	1	1%
52	Non-specified	1	1%
Multiple	Non-specified	8	10%
Non-specified	Non-specified	1	1%
8	Near the WREC by West 2nd & Cherry	1	1%
16	Esplanade & Eaton	1	1%
20	Mangrove Round Table south	1	1%
20	Montgomery and table mountain	1	1%
3	More shelters at stops. Add an emergency button for 911 or security	1	1%
		82	100%

**Q16. Additional Comments (57 responses):** Additional comments were separated into three categories: complaints, compliments, and suggestions, as shown in the table below. Driver compliments were very common. Common recommendations included to improve bus shelters and their design, implement bus service to Sacramento (specifically the airport), and running buses earlier, later, and on Sunday.

**Q16: Survey Comments**

		Surveyed	
	Route	Topic	Comments
Complaint	8	Bus stop	Not always coverings available at stops
	14	Driver	Sometimes drivers aren't nice. No one answered complaints.
	4	On-time	4 usually late at 4:10 and 5:10
	3, 4, 41	Policy	Drivers should let paying riders sit on bus if bus get there early to wait to leave, especially in poor
	20	Schedule	I am a Oroville to Chico commuter utilizing the Oroville park and ride. I can't leave work early spontaneously early since the stop is not on the regular schedule.
	4	Schedule	40-41 sucks I have . . . and usually have to walk in hot or very cold wet weather 3-4 hours after
Compliment	8	Driver	Two survey respondents (2) complimented driver on this route
	14	Driver	Six survey respondents (6) complimented driver on this route
	16	Driver	One survey respondent (1) complimented drivers on this route
	17	Driver	Five survey respondents (5) complimented drivers on this route
	7	Fares	The Token Transit app is a life-saver!
	4	General	The buses have been cleaner recently and staff is kind.
	9	General	Bus is great transportation
	9	General	Excellent
	9	General	I use it Mon-Fri. It's been awesome!
	14	General	Overall the B-Line is great and getting to work earlier than walking 40 minutes.
	15	General	As of Fall 2021, I've had a good, reliable mobility....Thank you, and good job!
	5	Gratitude	Thank you for the great service.
	7	Gratitude	Thank you
	8	Gratitude	Thank you!!
	14	Gratitude	Thank you very much!
	30	Schedule	Route 30 then 26 very little down time between bus and that is a good thing
Suggestion	3	Area Served	Need route to Concow and SAC
	9	Area Served	It would be great if a bus could come to Pomona Ave.
	14	Area Served	I hope that we can go to Sacramento & Sacramento International Airport
	20	Area Served	Please establish route to SAC Airport. THX Oroville Public Works is in dire need of repair.
	Multiple	Area Served	Hire a bus service to Sacramento.
	2	Bus stop	The transit center needs benches where 8 & 9c stop
	15	Bus stop	Enclosed shelters
	15	Bus stop	Put bus stop marker at Thrifty Bargain
	2, 14	Bus stop	Bus stop needs metal instead of plexiglass covers for shelters.
	2, 7	Bus stop	Lights at bus stops for the drive to see the rider.
	14	Buses, Fares	(Condensed) Cleaner buses. Cheaper--I'm homeless and unemployed and it's hard to afford. Would ride more if fares lowered.
	9	General	Fix bus route roads!!
	9	General	Volunteer riders club to help post schedules and clean up.
	20	General	Fix the bus route roads!
	20	Info, fares	More comment slips, schedules on bus
	3	Policy	Drivers should always kneel bus
	2	Schedule	Please look into making 25-27 as one round trip
	5, 15	Schedule	Want the half-hour 5 back
	3	Service Span	Add a bus route for Friday afternoon/evening that combines cedar loop and Nord Ave stops for
	9	Service Span	The 9 should run fully I need it 24/7.
14	Service Span	Need weekend route Sunday	
14	Service Span	Sunday buses can't do any errands without bus	
2, 41	Service Span	Additional runs on Saturday and Sunday. Later service during week.	
Numerous	Service Span	I think all buses should run on Sundays	

## Focused Survey Results – Oroville

To better understand the perspectives of B-Line riders outside the City of Chico, a focused analysis was completed on the 7 surveys submitted by riders who reported that they were either on or had recently ridden a local Oroville route (Routes 24, 25, 26, 27). This limited sample indicates the following:

- Most (5 of 7) were students, while 1 works full time and 1 is retired.
- Most (5 of 7) did not have a car available or a driver's license.
- Most got their information from the website or the Double-Map app.
- Most (6 of 7) did not transfer as part of their trip.
- Average ranking of overall B-Line service was good at 4.3 out of a scale of 1 to 5.
- As with all other respondents, the Oroville passengers were asked which potential improvements to B-Line service would encourage them to ride the bus more frequently. 6 of the 7 individuals said they would prefer more frequent weekend service, and the routes suggested were Routes 3, 4, and 9. One-third of the Oroville respondents reported that they desired earlier service (weekends; Tuesday/Thursday on Route 9), later service (weekends; weekends on Routes 9, 14), and more shelters. Comparatively, only 1 respondent said they would prefer more frequent weekday service, and no one expressed a desire for buses to new locations.

## Comparison to Survey Results from 2021 Transit and Non-Motorized Plan

As a part of the community engagement efforts for the *2021 Transit and Non-Motorized Plan* for Butte County, an on-board passenger survey was available to B-Line passengers during the fall of 2019. This prior survey effort, hereafter the 2019 survey, generated 85 total responses. This total is far less than the survey effort for the Butte Route Optimization Study, hereafter the 2021 survey, which generated 280 responses. The findings from the 2019 and 2021 surveys were compared to determine if B-Line ridership trends and passenger opinions had remained similar over time or if they had changed.

Both the 2019 and 2021 surveys found that a large number of B-Line passengers are transit dependent; in 2019, 84 percent of respondents reported that they did not have a car available to them versus 70 percent of respondents in 2021. 46 percent of respondents to the 2021 survey said they do not have their driver's license, while 39 percent of respondents to the 2019 survey said the B-Line is their only transportation option. These data points indicate that a substantial portion of B-Line ridership continues to be made up of transit-dependent individuals.

In both surveys passengers were asked to rate the B-Line service on a scale of 1 (poor) to 5 (excellent) on various service characteristics. Overall, B-Line passengers approved of the transit service, providing the overall service a rating of 3.95 in 2019 and 4.20 in 2021. Bus driver courtesy was the highest ranked factor in both surveys (4.2 and 4.5), and bus stop shelters were the lowest ranked in both survey efforts (3.1 and 3.7). This data demonstrates that passenger opinions regarding B-Line service have remained consistent over time.

**B-LINE ON-TIME PERFORMANCE**

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## **B-LINE ON-TIME PERFORMANCE**

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### **On-Time Performance by Route**

The attached tables are summary data of schedule adherence for each route. The data was recorded on weekdays in February 2020. This data tracks actual service times at key scheduled stops along each route. The data reflects arrival times (other than the route start, for which departure times are used): therefore, many observations were recorded as “early” when in practice, a route is not considered early unless it departs a stop before the published scheduled time. This analysis does not therefore evaluate early departures (which are considered a problem for schedule adherence) as such data is lacking. Instead, the data considers early arrivals as on-time. Service is considered late if the bus arrives or departs five to fifteen minutes past the published, scheduled time, or very late if arrivals or departures are over fifteen minutes past the published, scheduled time. This data is referenced in the Route Profiles (Appendix B) as well, which categorizes on-time performance as follows:

- Very good: late 5% of the time or less
- Good: late 5-15% of the time
- Fair: late 15-20% of the time
- Poor: late 20-30% of the time
- Very poor: late 30% of the time or more

## Summary of Observed On-Time Performance and Running Time: Route 2 - Mangrove

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
North bound	Transit Center 2nd & Salem	Dep	317	5	301	11	0	2%	95%	3%	0%
	Mangrove Ave & 5th	Arr	311	103	189	19	0	33%	61%	6%	0%
	Rio Lindo & Parmac	Arr	309	119	168	22	0	39%	54%	7%	0%
	North Valley Plaza	Arr	311	42	216	53	0	14%	69%	17%	0%
	Ceres & Lassen	Arr	253	81	135	37	0	32%	53%	15%	0%
<i>Subtotal</i>			<i>1501</i>	<i>350</i>	<i>1009</i>	<i>142</i>	<i>0</i>	<i>23%</i>	<i>67%</i>	<i>9%</i>	<i>0%</i>
South bound	Ceres & Lassen	Dep	292	156	117	19	0	53%	40%	7%	0%
	North Valley Plaza	Arr	291	66	199	26	0	23%	68%	9%	0%
	Rio Lindo & Parmac	Arr	293	77	179	36	1	26%	61%	12%	0%
	Mangrove & 5th	Arr	289	33	192	63	1	11%	66%	22%	0%
	Transit Center 2nd & Salem	Arr	255	168	68	18	1	66%	27%	7%	0%
<i>Subtotal</i>			<i>1420</i>	<i>500</i>	<i>755</i>	<i>162</i>	<i>3</i>	<i>35%</i>	<i>53%</i>	<i>11%</i>	<i>0%</i>
<b>Total</b>			<b>2921</b>	<b>850</b>	<b>1764</b>	<b>304</b>	<b>3</b>	<b>29%</b>	<b>60%</b>	<b>10%</b>	<b>0%</b>

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																90th Percentile	
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM		
North bound	Mangrove Ave & 5th	7	7	-	6	7	7	6	7	8	8	8	7	9	7	9	7	5	5	9
	Rio Lindo & Parmac	5	4.2	-	-	5	4	4	5	4	4	5	4	5	4	4	3	4	3	5
	North Valley Plaza	4	4.8	-	-	4	5	5	5	5	6	5	5	5	5	4	5	4	5	5
	Ceres & Lassen	8	8	-	-	6	13	6	8	8	0	8	13	7	6	0	7	7	6	13
South bound	North Valley Plaza	6	8.6	-	5	11	11	13	6	7	12	7	6	8	11	11	6	5	-	12
	Rio Lindo & Parmac	5	4.5	-	4	6	5	4	4	4	5	5	5	4	5	4	4	3	-	5
	Mangrove & 5th	3	3.3	-	3	3	4	3	3	3	4	3	4	3	4	3	3	3	-	4
	Transit Center 2nd & Salem	11	7	-	7	8	7	6	7	8	9	8	8	0	7	8	6	7	6	8

## Summary of Observed On-Time Performance and Running Time: Route 3 - Nord/East

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>North bound</b>	Transit Center 2nd & Salem	Dep	305	48	218	36	3	16%	71%	12%	1%
	Nord & W 8th Ave	Arr	298	35	198	48	17	12%	66%	16%	6%
	East & Nord	Arr	299	14	206	61	18	5%	69%	20%	6%
	East & Esplanade	Arr	298	15	192	73	18	5%	64%	24%	6%
	North Valley Plaza	Arr	300	52	141	89	18	17%	47%	30%	6%
	<i>Subtotal</i>		1500	164	955	307	74	11%	64%	20%	5%
<b>South bound</b>	North Valley Plaza	Dep	351	3	276	71	1	1%	79%	20%	0%
	East Ave & Esplanade	Arr	350	43	212	87	8	12%	61%	25%	2%
	East & Nord	Arr	349	48	211	82	8	14%	60%	23%	2%
	Nord & W 8th Ave	Arr	352	82	186	77	7	23%	53%	22%	2%
	Transit Center 2nd & Salem	Arr	325	95	155	72	3	29%	48%	22%	1%
	<i>Subtotal</i>		1727	271	1040	389	27	16%	60%	23%	2%
<b>Total</b>			3227	435	1995	696	101	13%	62%	22%	3%

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																	90th Percentile
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	
<b>North bound</b>	Nord & W 8th Ave	9	11	10	8	10	10	10	12	12	13	14	12	11	16	11	11	10	-	14
	East & Nord	2	2.3	-	2	2	3	3	2	2	2	3	2	2	2	2	2	2	-	3
	East & Esplanade	5	4	-	4	4	4	4	5	6	5	4	5	4	4	3	4	4	-	5
	North Valley Plaza	5	5	-	5	5	4	4	5	5	5	5	5	5	4	4	4	4	-	5
<b>South Bound</b>	East Ave & Esplanade	5	6	4	5	5	6	5	6	6	6	7	8	8	7	4	4	4	-	8
	East & Nord	5	4.1	4	5	4	4	4	4	4	4	4	4	4	4	4	4	3	-	4
	Nord & W 8th Ave	3	2.4	2	3	3	2	3	2	2	2	2	2	2	2	2	3	2	-	3
	Transit Center 2nd & Salem	9	8	6	10	8	8	9	8	8	10	8	8	8	8	8	7	7	10	10

## Summary of Observed On-Time Performance and Running Time: Route 4 - First/East

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>North bound</b>	Transit Center 2nd & Salem	Dep	339	5	304	29	1	1%	90%	9%	0%
	Chico Jr High School	Arr	334	14	295	25	0	4%	88%	7%	0%
	First & Longfellow	Arr	331	79	181	69	2	24%	55%	21%	1%
	Pleasant Valley High School	Arr	331	12	213	100	6	4%	64%	30%	2%
	North Valley Plaza	Arr	334	123	114	92	5	37%	34%	28%	1%
	<i>Subtotal</i>		<i>1669</i>	<i>233</i>	<i>1107</i>	<i>315</i>	<i>14</i>	<i>14%</i>	<i>66%</i>	<i>19%</i>	<i>1%</i>
<b>South bound</b>	North Valley Plaza	Dep	339	6	277	47	9	2%	82%	14%	3%
	Manzanita Ave & Marigold Ave	Arr	340	25	221	78	16	7%	65%	23%	5%
	First & Longfellow	Arr	339	43	204	77	15	13%	60%	23%	4%
	Chico Jr High School	Arr	339	79	154	88	18	23%	45%	26%	5%
	Transit Center 2nd & Salem	Arr	300	130	92	60	18	43%	31%	20%	6%
	<i>Subtotal</i>		<i>1657</i>	<i>283</i>	<i>948</i>	<i>350</i>	<i>76</i>	<i>17%</i>	<i>57%</i>	<i>21%</i>	<i>5%</i>
<b>Total</b>			<b>3326</b>	<b>516</b>	<b>2055</b>	<b>665</b>	<b>90</b>	<b>16%</b>	<b>62%</b>	<b>20%</b>	<b>3%</b>

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																	90th Percentile
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	
<b>North bound</b>	Chico Jr High School	4	4	3	4	3	4	4	4	4	4	4	4	4	4	4	3	3	-	4
	First & Longfellow	6	6.5	-	5	7	6	6	6	6	7	6	10	8	10	6	5	5	-	10
	Pleasant Valley High School	3	4	-	5	4	4	4	4	4	4	4	4	4	4	4	4	4	-	4
	North Valley Plaza	12	10	-	10	10	10	10	10	11	11	11	10	11	11	10	9	8	-	11
<b>South Bound</b>	Manzanita Ave & Marigold Ave	9	10	8	12	11	9	11	10	10	10	13	12	10	10	10	10	9	-	12
	First & Longfellow	4	2.9	3	3	3	3	3	3	3	3	4	3	3	2	2	3	-	2	
	Chico Jr High School	6	5.5	4	5	5	5	5	6	6	6	6	6	6	6	5	5	5	-	6
	Transit Center 2nd & Salem	6	5	5	5	4	4	5	4	5	5	5	6	4	1	7	4	4	4	6

## Summary of Observed On-Time Performance and Running Time: Route 5 - E. 8th Street

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>West bound</b>	Forest Xfer (Bank)	Dep	373	15	288	69	1	4%	77%	18%	0%
	8th Street & Forest	Arr	376	182	147	47	0	48%	39%	13%	0%
	E 8th St & Hwy 32	Arr	366	146	187	33	0	40%	51%	9%	0%
	8th Street & Olive	Arr	372	95	242	35	0	26%	65%	9%	0%
	Transit Center 2nd & Salem	Arr	355	235	96	24	0	66%	27%	7%	0%
	<i>Subtotal</i>		<i>1842</i>	<i>673</i>	<i>960</i>	<i>208</i>	<i>1</i>	<i>37%</i>	<i>52%</i>	<i>11%</i>	<i>0%</i>
<b>East bound</b>	Transit Center 2nd & Salem	Dep	347	137	206	4	0	39%	59%	1%	0%
	9th Street & Pine	Arr	357	57	269	31	0	16%	75%	9%	0%
	Fir Street Park & Ride	Arr	355	77	244	34	0	22%	69%	10%	0%
	E 8th St & Forest	Arr	357	25	287	43	2	7%	80%	12%	1%
	Forest Xfer (Bank)	Arr	354	94	197	62	1	27%	56%	18%	0%
	<i>Subtotal</i>		<i>1770</i>	<i>390</i>	<i>1203</i>	<i>174</i>	<i>3</i>	<i>22%</i>	<i>68%</i>	<i>10%</i>	<i>0%</i>
<b>Total</b>			<b>3612</b>	<b>1063</b>	<b>2163</b>	<b>382</b>	<b>4</b>	<b>29%</b>	<b>60%</b>	<b>11%</b>	<b>0%</b>

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																90th Percentile	
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM		
<b>West bound</b>	8th Street & Forest	11	9		9	9	9	9	9	9	10	9	10	9	9	8	8	8	0	10
	E 8th St & Hwy 32	4	3.9		4	5	4	4	4	3	3	3	3	3	5	4	5	5	0	5
	8th Street & Olive	3	3		3	3	4	3	4	3	4	3	3	3	3	3	3	3	0	4
	Transit Center 2nd & Salem	7	5		5	5	5	5	5	5	5	5	5	5	5	6	5	5	4	5
<b>East Bound</b>	9th Street & Pine	7	11		7	13	13	8	9	12	14	10	8	8	13	16	9	11	9	14
	Fir Street Park & Ride	3	2.3		2	2	3	2	2	2	3	2	2	2	2	2	2	2	2	3
	E 8th St & Forest	3	3		0	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
	Forest Xfer (Bank)	11	11		0	9	10	10	11	12	13	11	12	11	11	11	10	10	10	12

## Summary of Observed On-Time Performance and Running Time: Route 7 - Bruce/Manzanita

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
North bound	North BC Courthouse	Dep	148	2	128	18	0	1%	86%	12%	0%
	Marsh Jr High	Arr	156	60	77	19	0	38%	49%	12%	0%
	Pleasant Valley High School	Arr	156	111	43	2	0	71%	28%	1%	0%
	Ceres & Lassen	Arr	157	92	63	2	0	59%	40%	1%	0%
	<i>Subtotal</i>		617	265	311	41	0	43%	50%	7%	0%
South bound	Lassen & Ceres	Dep	124	1	102	21	0	1%	82%	17%	0%
	Pleasant Valley HS	Arr	138	45	80	13	0	33%	58%	9%	0%
	Marsh Jr High	Arr	136	50	76	10	0	37%	56%	7%	0%
	North BC Courthouse	Arr	137	27	74	36	0	20%	54%	26%	0%
	<i>Subtotal</i>		535	123	332	80	0	23%	62%	15%	0%
<b>Total</b>		1152	388	643	121	0	34%	56%	11%	0%	

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																90th Percentile	
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM		
North bound	Marsh Jr High	7	6	-	6	7	6	-	-	6	-	-	-	5	6	6	-	-	-	6
	Pleasant Valley High School	12	8	-	-	8	8	8	-	-	9	-	-	8	9	8	-	-	-	9
	Ceres & Lassen	6	5	-	-	5	5	6	-	-	6	-	-	5	5	5	-	-	-	6
South Bound	Pleasant Valley HS	7	6	-	-	6	6	6	-	-	5	-	6	6	6	-	-	-	-	6
	Marsh Jr High	9	7.5	-	-	9	7	7	-	-	7	-	8	8	7	-	-	-	-	8
	North BC Courthouse	9	10	-	-	10	8	9	-	-	10	-	-	12	10	10	-	-	-	10

## Summary of Observed On-Time Performance and Running Time: Route 8 - Nord

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
Loop	Transit Center 2nd & Normal	Dep	423	13	369	39	2	3%	87%	9%	0%
	W Sac & Nord	Arr	437	176	220	38	3	40%	50%	9%	1%
	Nord at Univ Village Apts	Arr	440	187	222	28	3	43%	50%	6%	1%
	Warner & W Sac	Arr	434	100	280	50	4	23%	65%	12%	1%
	Transit Center 2nd & Normal 2	Arr	408	156	202	49	1	38%	50%	12%	0%
<i>Subtotal</i>			2142	632	1293	204	13	30%	60%	10%	1%
<b>Total</b>			2142	632	1293	204	13	30%	60%	10%	1%

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																	90th Percentile			
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM				
Loop	W Sac & Nord	8	7			6	6	6	6	6	6	8	7	7	8	8	9	8	6	7	6	8	
	Nord at Univ Village Apts	6	4.9			5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
	Warner & W Sac	4	3.7			5	3	3	3	3	4	4	4	4	4	4	4	4	3	3	4	4	4
	Transit Center 2nd & Normal 2	6	5			6	5	5	5	4	5	5	5	5	5	5	4	4	4	4	4	4	5

## Summary of Observed On-Time Performance and Running Time: Route 9 - Warner/Oak

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations				
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late	
<b>North bound</b>	Transit Center 2nd & Normal	Dep	431	8	272	144	7	2%	63%	33%	2%	
	4th Ave & Cedar	Arr	434	27	225	174	8	6%	52%	40%	2%	
	Transit Center 2nd & Normal 2	Arr	400	33	163	188	16	8%	41%	47%	4%	
	<i>Subtotal</i>		1265	68	660	506	31	5%	52%	40%	2%	
<b>South bound</b>	4th Ave & Cedar	Arr	20	0	19	1	0	0%	95%	5%	0%	
	Transit Center 2nd & Normal 2	Arr	19	1	17	1	0	5%	89%	5%	0%	
	<i>Subtotal</i>		39	1	36	2	0	3%	92%	5%	0%	
<b>West bound</b>	Transit Center 2nd & Normal	Dep	434	25	323	82	4	6%	74%	19%	1%	
	Hickory & 7th St	Arr	430	85	269	73	3	20%	63%	17%	1%	
	Transit Center 2nd & Normal 2	Arr	427	30	276	118	3	7%	65%	28%	1%	
	<i>Subtotal</i>		1291	140	868	273	10	11%	67%	21%	1%	
<b>Total</b>			2595	209	1564	781	41	8%	60%	30%	2%	

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																	90th Percentile		
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM		10 PM	
<b>North bound</b>	4th Ave & Cedar	8	9			0	7	8	8	9	9	8	10	10	8	10	8	8	8	7	10	10
	Transit Center 2nd & Normal 2	8	8			0	8	8	8	7	9	8	8	8	7	8	7	7	6	7	6	9
<b>South bound</b>	Transit Center 2nd & Normal 2	8	9			9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
<b>West Bound</b>	Hickory & 7th St	6	6			5	5	6	5	5	0	6	6	6	6	6	6	6	6	6	0	6
	Transit Center 2nd & Normal 2	5	5.2			5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	0	5



## Summary of Observed On-Time Performance and Running Time: Route 9c - Cedar Loop

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
Loop	Transit Center 2nd & Normal	Dep	11	1	10	0	0	9%	91%	0%	0%
	4th Ave & Cedar	Arr	12	4	8	0	0	33%	67%	0%	0%
	Transit Center 2nd & Salem	Arr	9	5	4	0	0	56%	44%	0%	0%
	<i>Subtotal</i>		32	10	22	0	0	31%	69%	0%	0%
<b>Total</b>			32	10	22	0	0	31%	69%	0%	0%

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																	90th Percentile	
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM		
Loop	4th Ave & Cedar	7	8													8	8	8		8	
	Transit Center 2nd & Salem	7	5.7													9	4		4		4

## Summary of Observed On-Time Performance and Running Time: Route 14 - Park/Forest/MLK

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
Loop	Transit Center 2nd & Salem	Dep	458	7	440	9	2	2%	96%	2%	0%
	20th St & Park	Arr	455	169	267	17	2	37%	59%	4%	0%
	Forest Xfer (WalMart)	Arr	489	135	277	73	4	28%	57%	15%	1%
	E Park & MLK	Arr	488	151	220	112	5	31%	45%	23%	1%
	20th St & Park 2	Arr	487	78	271	126	12	16%	56%	26%	2%
	Transit Center 2nd & Salem 2	Arr	406	159	133	98	16	39%	33%	24%	4%
<b>Subtotal</b>			<b>2783</b>	<b>699</b>	<b>1608</b>	<b>435</b>	<b>41</b>	<b>25%</b>	<b>58%</b>	<b>16%</b>	<b>1%</b>
<b>Total</b>			<b>2783</b>	<b>699</b>	<b>1608</b>	<b>435</b>	<b>41</b>	<b>25%</b>	<b>58%</b>	<b>16%</b>	<b>1%</b>

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																90th Percentile	
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM		9 PM
20th St & Park	7	6		5	6	6	6	7	7	6	7	6	7	7	7	6	7	5	5	7
Forest Xfer (WalMart)	7	8		-	5	6	7	7	9	10	9	9	9	8	9	7	8	6	6	9
E Park & MLK	6	5		4	4	5	5	5	6	7	6	6	5	5	6	5	6	4	9	7
20th St & Park 2	6	7		6	6	6	7	7	7	8	7	7	7	7	7	5	6	5	4	7
Transit Center 2nd & Salem 2	9	6.9		5	8	7	7	5	8	8	8	8	7	7	7	6	6	5	6	8

## Summary of Observed On-Time Performance and Running Time: Route 15 - Esplanade/Lassen

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>North bound</b>	Transit Center 2nd & Salem	Dep	452	6	438	8	0	1%	97%	2%	0%
	Esplanade & 5th Ave	Arr	445	96	337	12	0	22%	76%	3%	0%
	Esplanade & East Ave	Arr	444	49	329	66	0	11%	74%	15%	0%
	Lassen & Cohasset	Arr	443	51	254	136	2	12%	57%	31%	0%
	Ceres & Lassen	Arr	434	98	224	111	1	23%	52%	26%	0%
	<i>Subtotal</i>		2218	300	1582	333	3	14%	71%	15%	0%
<b>South bound</b>	Ceres & Lassen	Dep	464	19	339	105	1	4%	73%	23%	0%
	Lassen & Cohasset	Arr	460	109	265	85	1	24%	58%	18%	0%
	Esplanade & East	Arr	462	46	292	123	1	10%	63%	27%	0%
	Esplanade & 5th Ave	Arr	464	14	263	178	9	3%	57%	38%	2%
	Transit Center 2nd & Salem	Arr	358	71	157	126	4	20%	44%	35%	1%
	<i>Subtotal</i>		2208	259	1316	617	16	12%	60%	28%	1%
<b>Total</b>			4426	559	2898	950	19	13%	65%	21%	0%

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																	90th Percentile
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	
<b>North bound</b>	Esplanade & 5th Ave	7	7	6	6	6	6	7	7	7	7	7	8	7	6	7	6	7	5	7
	Esplanade & East Ave	5	6	0	5	6	6	6	7	7	7	6	7	7	7	5	5	5	4	7
	Lassen & Cohasset	5	6	0	5	6	5	6	6	7	8	6	7	7	7	6	5	5	5	7
	Ceres & Lassen	7	6	0	6	6	6	5	6	6	6	5	6	5	6	5	5	9	4	6
<b>South Bound</b>	Lassen & Cohasset	2	1	1	1	2	1	1	2	1	2	2	2	1	1	1	1	1	0	2
	Esplanade & East	5	6	6	7	6	6	6	7	6	7	6	6	5	6	5	5	4	0	7
	Esplanade & 5th Ave	5	5	4	5	5	5	5	6	5	6	5	5	5	5	5	5	4	0	6
	Transit Center 2nd & Salem	8	7	7	8	8	7	7	8	7	7	7	7	7	7	5	7	6	0	8

## Summary of Observed On-Time Performance and Running Time: Route 16 - Esplanade/SR 99

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>North bound</b>	Transit Center 2nd & Salem	Dep	235	5	223	7	0	2%	95%	3%	0%
	Esplanade & 5th Ave	Arr	233	71	156	6	0	30%	67%	3%	0%
	Rio Lindo & Parmac	Arr	234	78	145	11	0	33%	62%	5%	0%
	Esplanade & East Ave	Arr	234	25	175	33	1	11%	75%	14%	0%
	Esplanade & Hwy 99	Arr	226	13	113	92	8	6%	50%	41%	4%
<i>Subtotal</i>			<i>1,162</i>	<i>192</i>	<i>812</i>	<i>149</i>	<i>9</i>	<i>17%</i>	<i>70%</i>	<i>13%</i>	<i>1%</i>
<b>South bound</b>	Esplanade & Hwy 99	Dep	233	7	122	96	8	3%	52%	41%	3%
	Esplanade & East	Arr	235	7	97	119	12	3%	41%	51%	5%
	Rio Lindo & Parmac	Arr	231	20	94	106	11	9%	41%	46%	5%
	Esplanade & 5th Ave	Arr	234	11	87	114	22	5%	37%	49%	9%
	Transit Center 2nd & Salem	Arr	181	8	66	85	22	4%	36%	47%	12%
<i>Subtotal</i>			<i>1,114</i>	<i>53</i>	<i>466</i>	<i>520</i>	<i>75</i>	<i>5%</i>	<i>42%</i>	<i>47%</i>	<i>7%</i>
<b>Total</b>			<b>2,276</b>	<b>245</b>	<b>1,278</b>	<b>669</b>	<b>84</b>	<b>11%</b>	<b>56%</b>	<b>29%</b>	<b>4%</b>

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour														90th Percentile		
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM		7 PM	
<b>North bound</b>	Esplanade & 5th Ave	7	7			6	6	6	6	7	7	7	7	8	7	7	6	0	7
	Rio Lindo & Parmac	7	7			7	6	7	6	7	7	6	7	7	7	6	7	0	7
	Esplanade & East Ave	3	4			4	4	4	4	4	4	4	5	5	5	4	4	0	5
	Esplanade & Hwy 99	8	10			9	9	8	8	9	10	10	10	11	14	11	10	12	12
<b>South Bound</b>	Esplanade & East	9	10			11	12	9	10	9	10	10	10	11	11	11	10	0	11
	Rio Lindo & Parmac	5	4			3	3	3	4	4	4	4	5	4	4	4	0	4	4
	Esplanade & 5th Ave	6	6.6			6	6	7	7	6	8	6	7	8	6	6	6	0	8
Transit Center 2nd & Salem	7	7			8	7	8	7	7	8	7	7	9	6	7	6	0	8	

## Summary of Observed On-Time Performance and Running Time: Route 17 - Park/MLK/Forest

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations				
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late	
<b>Loop</b>	Transit Center 2nd & Salem	Dep	214	2	142	66	4	1%	66%	31%	2%	
	20th St & Park	Arr	213	71	71	69	2	33%	33%	32%	1%	
	E Park & MLK	Arr	210	42	88	68	12	20%	42%	32%	6%	
	Forest Xfer (Bank)	Arr	212	49	80	70	13	23%	38%	33%	6%	
	20th St & Park 2	Arr	212	18	82	78	34	8%	39%	37%	16%	
	Transit Center 2nd & Salem 2	Arr	167	18	48	62	39	11%	29%	37%	23%	
<b>Subtotal</b>			<b>1,228</b>	<b>182</b>	<b>463</b>	<b>351</b>	<b>65</b>	<b>15%</b>	<b>38%</b>	<b>29%</b>	<b>5%</b>	
<b>Total</b>			<b>1,228</b>	<b>182</b>	<b>463</b>	<b>351</b>	<b>65</b>	<b>15%</b>	<b>38%</b>	<b>29%</b>	<b>5%</b>	

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour														90th Percentile
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	
<b>Loop</b>	20th St & Park	7	6			6	5	7	6	6	7	7	7	6	7	0	7
	E Park & MLK	7	7			7	7	7	7	6	7	8	8	7	7	6	8
	Forest Xfer (Bank)	6	6			5	6	6	6	6	6	6	6	6	6	6	6
	20th St & Park 2	6	8			6	6	6	7	8	8	8	9	9	9	9	9
	Transit Center 2nd & Salem 2	9	9			0	20	7	7	7	7	8	9	10	7	9	10

## Summary of Observed On-Time Performance and Running Time: Route 20 - Chico-Oroville

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>North bound</b>	Transit Center Mitchell & Spencer	Dep	251	1	219	25	6	0%	87%	10%	2%
	Oroville Public Works	Arr	256	40	181	30	5	16%	71%	12%	2%
	Forest Xfer (Bank)	Arr	215	86	96	28	5	40%	45%	13%	2%
	Fir Street Park & Ride	Arr	255	78	127	42	8	31%	50%	16%	3%
	Transit Center 2nd & Salem	Arr	228	91	86	43	8	40%	38%	19%	4%
<i>Subtotal</i>			1,205	296	709	168	32	25%	59%	14%	3%
<b>South bound</b>	Transit Center 2nd & Salem	Dep	238	1	188	46	3	0%	79%	19%	1%
	Fir Street Park & Ride	Arr	235	44	132	56	3	19%	56%	24%	1%
	Forest Xfer (WalMart)	Arr	177	0	75	96	6	0%	42%	54%	3%
	Oroville Public Works	Arr	234	20	73	130	11	9%	31%	56%	5%
	Transit Center Mitchell & Spencer	Arr	236	62	67	97	10	26%	28%	41%	4%
<i>Subtotal</i>			1,120	127	535	425	33	11%	48%	38%	3%
<b>Total</b>			2,325	423	1,244	593	65	18%	54%	26%	3%

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour																90th Percentile
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	
<b>North bound</b>	Oroville Public Works	11	11	10	11	12	12	12	0	12	0	11	11	12	11	10	11	0	12
	Forest Xfer (Bank)	26	24	25	27	24	24	23	0	24	0	24	25	25	0	23	22	0	25
	Fir Street Park & Ride	5	7	4	4	4	4	6	0	6	0	6	6	8	23	13	6	4	13
	Transit Center 2nd & Salem	8	7	6	7	8	7	8	8	7	0	7	7	8	8	7	7	8	8
<b>South Bound</b>	Fir Street Park & Ride	7	7	6	6	7	8	7	8	0	7	8	8	8	9	7	0	0	8
	Forest Xfer (WalMart)	6	7	0	0	0	6	0	7	0	8	7	8	8	8	7	0	0	8
	Oroville Public Works	25	25.6	24	25	25	26	0	27	0	26	26	26	26	26	26	0	0	26
Transit Center Mitchell & Spencer	12	10	9	14	9	9	0	9	0	9	9	10	10	11	12	12	0	12	

## Summary of Observed On-Time Performance and Running Time: Route 24 - Thermalito

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>Loop</b>	Transit Center Mitchell & Spencer	Dep	231	1	158	62	10	0%	68%	27%	4%
	14th & Grand	Arr	228	59	93	60	16	26%	41%	26%	7%
	Oroville Public Works	Arr	229	68	85	65	11	30%	37%	28%	5%
	Transit Center Mitchell & Spencer 2	Arr	225	68	80	67	10	30%	36%	30%	4%
<i>Subtotal</i>			913	196	416	254	47	21%	46%	28%	5%
<b>Total</b>			913	196	416	254	47	21%	46%	28%	5%

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour														90th Percentile	
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM		7 PM
<b>Loop</b>	14th & Grand	14	14	15	14	14	13	0	13	12	14	14	17	16	15	13	12	16
	Oroville Public Works	13	13	0	13	14	12	12	0	13	12	13	13	13	12	12	12	13
	Transit Center Mitchell & Spencer 2	9	8	-35	9	9	8	8	0	8	8	8	9	9	8	9	8	9

## Summary of Observed On-Time Performance and Running Time: Route 25 - Oro Dam

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
Loop	Transit Center Mitchell & Spencer	Dep	236	21	132	67	16	9%	56%	28%	7%
	Wal Mart	Arr	232	22	103	80	27	9%	44%	34%	12%
	Transit Center Mitchell & Spencer 2	Arr	210	30	74	74	32	14%	35%	35%	15%
	<i>Subtotal</i>		678	73	309	221	75	11%	46%	33%	11%
<b>Total</b>			678	73	309	221	75	11%	46%	33%	11%

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour														90th Percentile	
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM		7 PM
Loop	Wal Mart	7	9	6	7	8	7	9	10	12	0	10	9	9	8	7	0	10
	Transit Center Mitchell & Spencer 2	11	11	9	10	11	12	13	14	12	13	12	11	11	10	10	9	13



## Summary of Observed On-Time Performance and Running Time: Route 26 - Olive Highway

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>26A</b>	Transit Center Mitchell & Spencer	Dep	195.0	8.0	110.0	56.0	21.0	4%	56%	29%	11%
	Myers & D St	Arr	96.0	17.0	59.0	18.0	2.0	18%	61%	19%	2%
	Gold Country Casino	Arr	97.0	19.0	53.0	23.0	2.0	20%	55%	24%	2%
	Kelly Ridge & Royal Oaks	Arr	97.0	9.0	39.0	38.0	11.0	9%	40%	39%	11%
	Oroville Hospital	Arr	97.0	13.0	34.0	38.0	12.0	13%	35%	39%	12%
<i>Subtotal</i>			<i>582.0</i>	<i>66.0</i>	<i>295.0</i>	<i>173.0</i>	<i>48.0</i>	<i>11%</i>	<i>51%</i>	<i>30%</i>	<i>8%</i>
<b>26B</b>	Transit Center Mitchell & Spencer	Dep	229.0	7.0	83.0	94.0	45.0	3%	36%	41%	20%
	Myers & D St	Arr	115.0	20.0	40.0	38.0	17.0	17%	35%	33%	15%
	Gold Country Casino	Arr	114.0	16.0	41.0	39.0	18.0	14%	36%	34%	16%
	Oroville Hospital	Arr	113.0	6.0	45.0	41.0	21.0	5%	40%	36%	19%
	Orange & Acacia	Arr	114.0	12.0	42.0	38.0	22.0	11%	37%	33%	19%
<i>Subtotal</i>			<i>685.0</i>	<i>61.0</i>	<i>251.0</i>	<i>250.0</i>	<i>123.0</i>	<i>9%</i>	<i>37%</i>	<i>36%</i>	<i>18%</i>
<b>Total</b>			<b>1,267.0</b>	<b>127.0</b>	<b>546.0</b>	<b>423.0</b>	<b>171.0</b>	<b>10%</b>	<b>43%</b>	<b>33%</b>	<b>13%</b>

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour												90th Percentile			
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM		5 PM	6 PM	
<b>26A</b>	Myers & D St	4	4		3	0	3	4	4	0	0	0	3	4	4	4	0	4
	Gold Country Casino	8	8		7	8	7	8	8	0	0	0	8	0	8	0	8	8
	Kelly Ridge & Royal Oaks	9	11		9	11	9	12	10	17	0	0	0	11	0	10	0	12
	Oroville Hospital	11	11		0	10	0	11	0	11	0	0	0	11	0	10	0	11
	Transit Center Mitchell & Spencer	2	3		-	2	-	3	-	3	0	0	-	3	-	3	0	3
<b>26B</b>	Myers & D St	4	4		0	3	0	3	0	4	4	3	4	3	3	3	4	4
	Gold Country Casino	8	8		0	7	10	8	8	8	9	0	7	0	8	0	9	9
	Oroville Hospital	5	5		0	5	5	5	4	5	5	0	5	0	5	0	4	5
	Orange & Acacia	6	5.7		0	6	6	5	6	5	6	0	6	0	6	0	5	6
	Transit Center Mitchell & Spencer	5	6		0	-	6	-25	7	-	6	-	6	-	6	-	6	6

## Summary of Observed On-Time Performance and Running Time: Route 27 - South Oroville

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>Loop</b>	Transit Center Mitchell & Spencer	Dep	211	0	121	72	18	0%	57%	34%	9%
	Las Plumas High School	Arr	208	38	87	65	18	18%	42%	31%	9%
	Myers & D St	Arr	209	11	93	80	25	5%	44%	38%	12%
	Transit Center Mitchell & Spencer 2	Arr	208	38	75	72	23	18%	36%	35%	11%
<i>Subtotal</i>			836	87	376	289	84	10%	45%	35%	10%
<b>Total</b>			836	87	376	289	84	10%	45%	35%	10%

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour														90th Percentile		
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM		7 PM	
<b>Loop</b>	Las Plumas High School	11	11			11	11	11	10	10	10	11	12	11	10	11	0	11	11
	Myers & D St	4	5			8	5	6	4	4	4	5	5	5	5	5	5	5	6
	Transit Center Mitchell & Spencer 2	5	4			4	3	4	3	4	3	4	4	4	4	4	4	4	4

## Summary of Observed On-Time Performance and Running Time: Route 30 - Oroville - Biggs

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>North bound</b>	Biggs 6th & B Street	Dep	54	23	25	6	0	43%	46%	11%	0%
	Heritage Oaks Mall	Arr	53	12	29	12	0	23%	55%	23%	0%
	Lincoln & Palermo	Arr	55	7	35	13	0	13%	64%	24%	0%
	Transit Center Mitchell & Spencer	Arr	33	20	11	2	0	61%	33%	6%	0%
<i>Subtotal</i>			<b>195</b>	<b>62</b>	<b>100</b>	<b>33</b>	<b>0</b>	<b>32%</b>	<b>51%</b>	<b>17%</b>	<b>0%</b>
<b>South bound</b>	Transit Center Mitchell & Spencer	Dep	56	0	51	5	0	0%	91%	9%	0%
	Lincoln & Palermo	Arr	56	14	26	16	0	25%	46%	29%	0%
	Heritage Oaks Mall	Arr	55	16	20	19	0	29%	36%	35%	0%
	Biggs 6th & B Street	Arr	55	18	18	19	0	33%	33%	35%	0%
<i>Subtotal</i>			<b>222</b>	<b>48</b>	<b>115</b>	<b>59</b>	<b>0</b>	<b>22%</b>	<b>52%</b>	<b>27%</b>	<b>0%</b>
<b>Total</b>			<b>417</b>	<b>110</b>	<b>215</b>	<b>92</b>	<b>0</b>	<b>26%</b>	<b>52%</b>	<b>22%</b>	<b>0%</b>

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour											90th Percentile			
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM		4 PM	5 PM	
<b>North bound</b>	Heritage Oaks Mall	12	13			0	12	0	0	0	13	12	0	0	13	0	13
	Lincoln & Palermo	16	16			0	0	16	0	0	0	16	0	0	17	0	16
	Transit Center Mitchell & Spencer	22	19			0	0	19	0	0	0	0	0	0	19	19	19
<b>South Bound</b>	Lincoln & Palermo	21	22			0	20	0	0	0	23	0	0	24	0	0	23
	Heritage Oaks Mall	17	16.3			0	16	0	0	0	17	0	0	17	0	0	17
	Biggs 6th & B Street	14	12			0	11	0	0	0	13	0	0	12	13	0	13

## Summary of Observed On-Time Performance and Running Time: Route 32 - Gridley - Chico

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	5-15		15+	Early	5-15		15+
					On	Min	Min		On	Min	Min
North bound	Biggs 6th & B Street	Dep	17	1	15	1	0	6%	88%	6%	0%
	Spruce & SR 99	Arr	19	0	16	3	0	0%	84%	16%	0%
	Midway Durham Dayton Hwy	Arr	19	9	8	2	0	47%	42%	11%	0%
	Transit Center 2nd & Salem	Arr	4	0	3	1	0	0%	75%	25%	0%
	<i>Subtotal</i>		<i>59</i>	<i>10</i>	<i>42</i>	<i>7</i>	<i>0</i>	<i>17%</i>	<i>71%</i>	<i>12%</i>	<i>0%</i>
South bound	Transit Center 2nd & Salem	Dep	20	2	13	5	0	10%	65%	25%	0%
	Midway Durham Dayton Hwy	Arr	20	0	9	10	1	0%	45%	50%	5%
	Spruce & SR 99	Arr	20	9	8	3	0	45%	40%	15%	0%
	Biggs 6th & B Street	Arr	14	4	5	5	0	29%	36%	36%	0%
	<i>Subtotal</i>		<i>74</i>	<i>15</i>	<i>35</i>	<i>23</i>	<i>1</i>	<i>20%</i>	<i>47%</i>	<i>31%</i>	<i>1%</i>
<b>Total</b>			<b>133</b>	<b>25</b>	<b>77</b>	<b>30</b>	<b>1</b>	<b>19%</b>	<b>58%</b>	<b>23%</b>	<b>1%</b>

Running Time From Previous Stop (Min)		Scheduled Time	Average Total	Average By Hour												90th Percentile		
				5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM		5 PM	6 PM
North bound	Spruce & SR 99	11	14		14	0	-	-	-	-	-	-	-	-	-	0	0	14
	Midway Durham Dayton Hwy	30	28		0	27	-	-	-	-	-	-	-	-	-	0	0	27
	Transit Center 2nd & Salem	19	19		0	19	-	-	-	-	-	-	-	-	-	0	0	19
South Bound	Midway Durham Dayton Hwy	16	15		0	0	-	-	-	-	-	-	-	-	15	0	15	
	Spruce & SR 99	32	26.7		0	0	-	-	-	-	-	-	-	-	0	27	27	
	Biggs 6th & B Street	12	12		0	0	-	-	-	-	-	-	-	-	0	12	12	

## Summary of Observed On-Time Performance and Running Time: Route 40 - Paradise-Chico

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>East bound</b>	Transit Center 2nd & Salem	Dep	76	61	7	8	0	80%	9%	11%	0%
	Forest Xfer (WalMart)	Arr	76	4	46	25	1	5%	61%	33%	1%
	Almond & Birch	Arr	77	36	31	10	0	47%	40%	13%	0%
	Skyway & Wagstaff	Arr	76	22	45	9	0	29%	59%	12%	0%
	Almond & Birch 2	Arr	76	44	20	11	1	58%	26%	14%	1%
<i>Subtotal</i>			<b>381</b>	<b>167</b>	<b>149</b>	<b>63</b>	<b>2</b>	<b>44%</b>	<b>39%</b>	<b>17%</b>	<b>1%</b>
<b>West bound</b>	Almond & Birch	Dep	77	59	12	6	0	77%	16%	8%	0%
	Skyway & Wagstaff	Arr	74	39	34	1	0	53%	46%	1%	0%
	Almond & Birch 2	Arr	74	43	30	1	0	58%	41%	1%	0%
	Forest Xfer (Bank)	Arr	75	44	27	4	0	59%	36%	5%	0%
	Transit Center 2nd & Salem	Arr	68	22	39	7	0	32%	57%	10%	0%
<i>Subtotal</i>			<b>368</b>	<b>207</b>	<b>142</b>	<b>19</b>	<b>0</b>	<b>56%</b>	<b>39%</b>	<b>5%</b>	<b>0%</b>
<b>Total</b>			<b>749</b>	<b>374</b>	<b>291</b>	<b>82</b>	<b>2</b>	<b>50%</b>	<b>39%</b>	<b>11%</b>	<b>0%</b>

Running Time From Previous Stop (Min)	Scheduled Time	Average Total	Average By Hour														90th Percentile		
			5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM		7 PM	
<b>East bound</b>	Forest Xfer (WalMart)	12	13		0	11	0	0	0	13	0	0	0	0	15	14	0	0	14
	Almond & Birch	22	18		0	17	0	0	0	18	0	0	0	0	18	0	17	0	18
	Skyway & Wagstaff	7	6		0	7	0	0	0	6	0	0	0	0	5	0	5	0	6
	Almond & Birch 2	12	10		0	10	0	0	0	10	0	0	0	0	0	12	11	0	11
<b>West Bound</b>	Skyway & Wagstaff	14	10		0	11	10	0	0	11	10	0	0	0	10	10	0	0	11
	Almond & Birch 2	7	5		0	0	5	0	0	0	5	0	0	0	0	5	5	0	5
	Forest Xfer (Bank)	22	19.3		0	0	19	0	0	0	20	0	0	0	0	0	19	19	19
Transit Center 2nd & Salem	13	13		0	0	12	12	0	0	15	0	0	0	0	0	13	13	13	

## Summary of Observed On-Time Performance and Running Time: Route 41 - Paradise Pines-Chico

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
East bound	Transit Center 2nd & Salem	Dep	93	0	73	19	1	0%	78%	20%	1%
	Forest Xfer (WalMart)	Arr	95	6	41	46	2	6%	43%	48%	2%
	Almond & Birch	Arr	96	24	39	32	1	25%	41%	33%	1%
	Skyway & Wagstaff	Arr	95	4	63	27	1	4%	66%	28%	1%
	Lakeridge (Holiday Mkt)	Arr	95	10	60	24	1	11%	63%	25%	1%
	Skyway & Colter	Arr	95	15	54	25	1	16%	57%	26%	1%
<i>Subtotal</i>			569	59	330	173	7	10%	58%	30%	1%
West bound	Skyway & Colter	Dep	116	2	45	66	3	2%	39%	57%	3%
	Lakeridge (Holiday Mkt)	Arr	112	23	61	27	1	21%	54%	24%	1%
	Skyway & Wagstaff	Arr	130	54	57	18	1	42%	44%	14%	1%
	Almond & Birch	Arr	100	42	46	11	1	42%	46%	11%	1%
	Forest Xfer (Bank)	Arr	95	37	47	10	1	39%	49%	11%	1%
	Transit Center 2nd & Salem	Arr	73	36	24	12	1	49%	33%	16%	1%
<i>Subtotal</i>			626	194	280	144	8	31%	45%	23%	1%
<b>Total</b>			1195	253	610	317	15	21%	51%	27%	1%

Running Time From Previous Stop (Min)		Scheduled Time	Average Total	Average By Hour												90th Percentile	
				5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM		5 PM
East bound	Forest Xfer (WalMart)	12	14	0	11	0	0	13	0	14	0	0	15	0	17	0	15
	Almond & Birch	22	19	0	19	17	0	18	0	18	19	0	19	0	19	0	19
	Skyway & Wagstaff	7	6	0	0	6	0	6	0	0	6	0	6	0	5	5	6
	Lakeridge (Holiday Mkt)	12	11	0	0	10	0	11	0	0	11	0	11	0	0	10	11
	Skyway & Colter	13	14	0	0	14	0	11	13	0	13	0	12	13	0	21	14
West Bound	Lakeridge (Holiday Mkt)	9	6	6	0	6	0	0	7	0	6	0	0	6	0	5	6
	Skyway & Wagstaff	13	10	11	11	10	0	0	10	0	10	10	0	11	0	9	11
	Almond & Birch	7	6	0	5	6	0	0	6	0	6	7	0	5	0	5	6
	Forest Xfer (Bank)	22	20.4	0	20	0	20	0	21	0	0	20	0	20	0	0	20
	Transit Center 2nd & Salem	13	13	0	8	0	12	0	0	15	0	15	0	13	15	0	15

## Summary of Observed On-Time Performance and Running Time: Route 52 - Chico Airport Express

Weekdays in Month of February, 2020

On-Time Performance		Dep/Arr	Number of Observations					% of Total Observations			
			Total	Early	On Time	5-15 Min Late	15+ Min Late	Early	On Time	5-15 Min Late	15+ Min Late
<b>North bound</b>	Transit Center 2nd & Salem	Dep	111	0	108	3	0	0%	97%	3%	0%
	Mangrove Ave & 5th	Arr	111	58	48	5	0	52%	43%	5%	0%
	North Valley Plaza	Arr	72	58	13	1	0	81%	18%	1%	0%
	Ryan Ave & Cohasset Rt	Arr	130	52	61	17	0	40%	47%	13%	0%
	Ryan Ave & Cohasset Rd	Arr	131	61	59	11	0	47%	45%	8%	0%
<i>Subtotal</i>			<i>555</i>	<i>229</i>	<i>289</i>	<i>37</i>	<i>0</i>	<i>41%</i>	<i>52%</i>	<i>7%</i>	<i>0%</i>
<b>South bound</b>	Ryan Ave & Cohasset Rd	Dep	114	16	83	15	0	14%	73%	13%	0%
	North Valley Plaza	Arr	75	3	51	21	0	4%	68%	28%	0%
	Transit Center 2nd & Salem	Arr	111	64	37	10	0	58%	33%	9%	0%
	<i>Subtotal</i>			<i>300</i>	<i>83</i>	<i>171</i>	<i>46</i>	<i>0</i>	<i>28%</i>	<i>57%</i>	<i>15%</i>
<b>52 IPM</b>	Transit Center 2nd & Salem	Dep	20	0	19	1	0	0%	95%	5%	0%
	Fir Street Park & Ride	Arr	20	0	18	2	0	0%	90%	10%	0%
	3rd St & Grand Ave	Arr	20	11	8	1	0	55%	40%	5%	0%
	Transit Center Mitchell & Spencer	Arr	20	1	16	3	0	5%	80%	15%	0%
	<i>Subtotal</i>			<i>80</i>	<i>12</i>	<i>61</i>	<i>7</i>	<i>0</i>	<i>15%</i>	<i>76%</i>	<i>9%</i>
<b>52 OAM</b>	Transit Center Mitchell & Spencer	Dep	18	0	18	0	0	0%	100%	0%	0%
	3rd St & Grand Ave	Arr	18	18	0	0	0	100%	0%	0%	0%
	Fir Street Park & Ride	Arr	18	17	1	0	0	94%	6%	0%	0%
	Transit Center 2nd & Salem	Arr	18	18	0	0	0	100%	0%	0%	0%
	<i>Subtotal</i>			<i>72</i>	<i>53</i>	<i>19</i>	<i>0</i>	<i>0</i>	<i>74%</i>	<i>26%</i>	<i>0%</i>
<b>Total NB/SB</b>			<b>855</b>	<b>312</b>	<b>460</b>	<b>83</b>	<b>0</b>	<b>36%</b>	<b>54%</b>	<b>10%</b>	<b>0%</b>
<b>Total IPM/OAM</b>			<b>152</b>	<b>65</b>	<b>80</b>	<b>7</b>	<b>0</b>	<b>43%</b>	<b>53%</b>	<b>5%</b>	<b>0%</b>

Running Time From Previous Stop (Min)		Scheduled Time	Average Total	Average By Hour													90th Percentile	
				5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	Noon	1 PM	2 PM	3 PM	4 PM	5 PM		6 PM
<b>North bound</b>	Mangrove Ave & 5th	8	7	0	5	7	6	0	0	7	9	0	0	7	7	8	0	8
	North Valley Plaza	5	4	0	3	4	4	0	0	0	4	0	0	0	0	0	0	4
	Ryan Ave & Cohasset Rt	9	9	0	8	9	8	0	0	0	9	0	0	0	9	10	0	9
	Ryan Ave & Cohasset Rd	8	7	0	8	8	7	7	0	0	7	0	0	0	7	7	7	0
<b>South Bound</b>	North Valley Plaza	7	8	0	0	0	0	0	0	0	8	0	0	9	8	8	0	8
	Transit Center 2nd & Salem	17	14.1	0	0	17	19	0	0	0	13	0	0	12	12	12	0	17
<b>52 IPM</b>	Fir Street Park & Ride	7	7	0	0	0	0	0	0	0	0	0	0	0	7	7		7
	3rd St & Grand Ave	25	22.6	0	0	0	0	0	0	0	0	0	0	0	0	23		23
	Transit Center Mitchell & Spencer	8	10	0	0	0	0	0	0	0	0	0	0	0	0	10		10
<b>52 OAM</b>	3rd St & Grand Ave	10	6	6	0	0	0	0	0	0	0	0	0	0	0	0		6
	Fir Street Park & Ride	25	25.2	0	25	0	0	0	0	0	0	0	0	0	0	0		25
	Transit Center 2nd & Salem	10	9	0	9	0	0	0	0	0	0	0	0	0	0	0		9