

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

Appendix A

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

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.

A list of the tables and figures is as follows:

- Figure A-1: Population Density
- Figure A-2: Population Density (Continued)
- Figure A-3: Employment Density
- Figure A-4: Employment Density (Continued)
- Figure A-4: Median Household Income
- Figure A-5: Median Household Income (Continued)
- Figure A-7: Poverty Density
- Figure A-6: Poverty Density (Continued)
- Figure A-7: Youth, Young Adult, and Senior Density
- Figure A-10: Youth, Young Adult, and Senior Density (Continued)
- Figure A-81: Zero Vehicles Households Density
- Figure A-9: Zero Vehicles Households Density (Continued)
- Figure A-13: CalEnviro Screen
- Figure A-10: CalEnviro Screen (Continued)
- Figure A-11: Transit Ridership Potential
- Figure A-16: Transit Ridership Potential (Continued)
- Figure A-12: City of Chico – March 1, 2022 Active Development Map

Figure A-13: Population Density

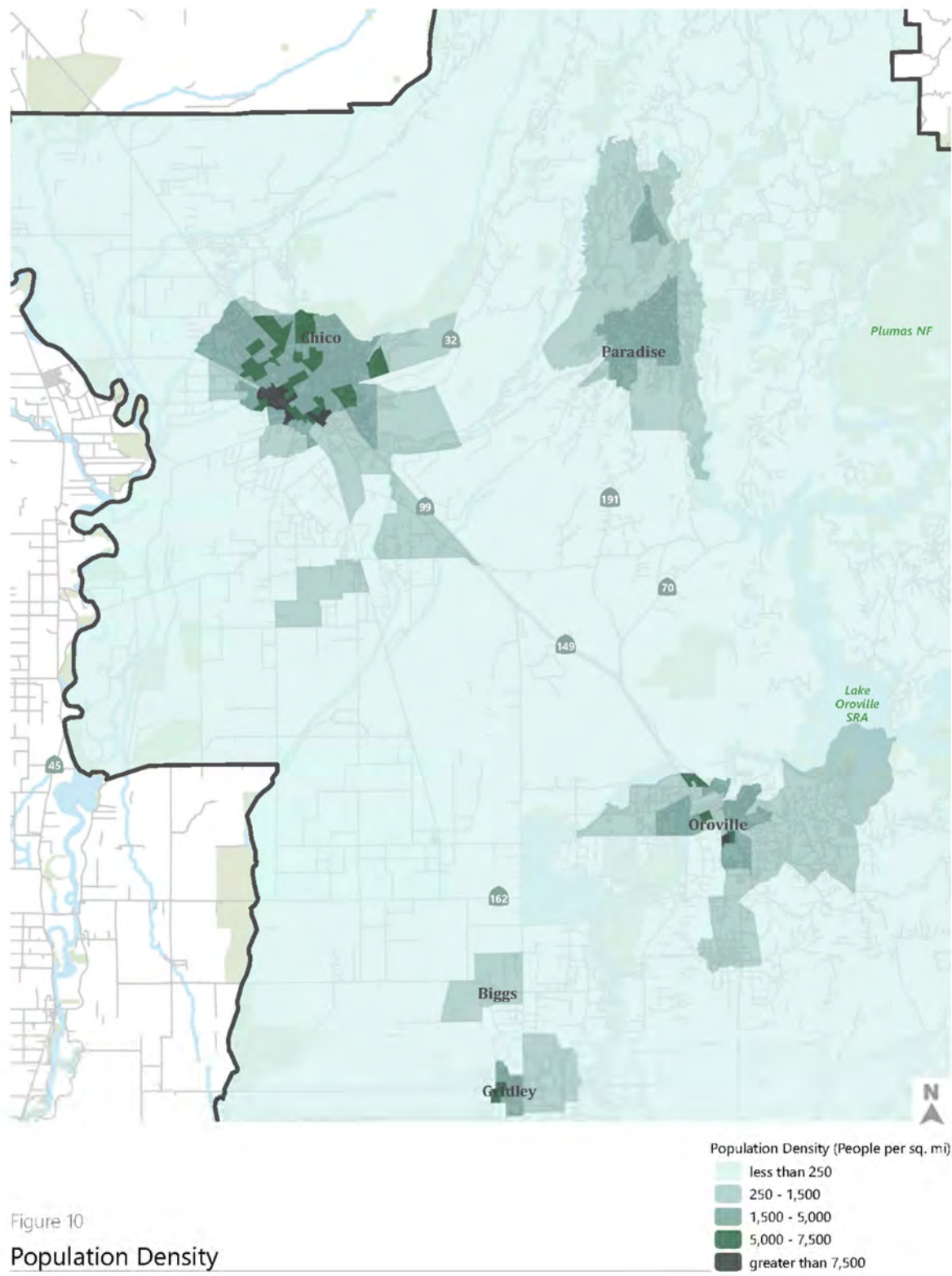


Figure A-14: Population Density (Continued)

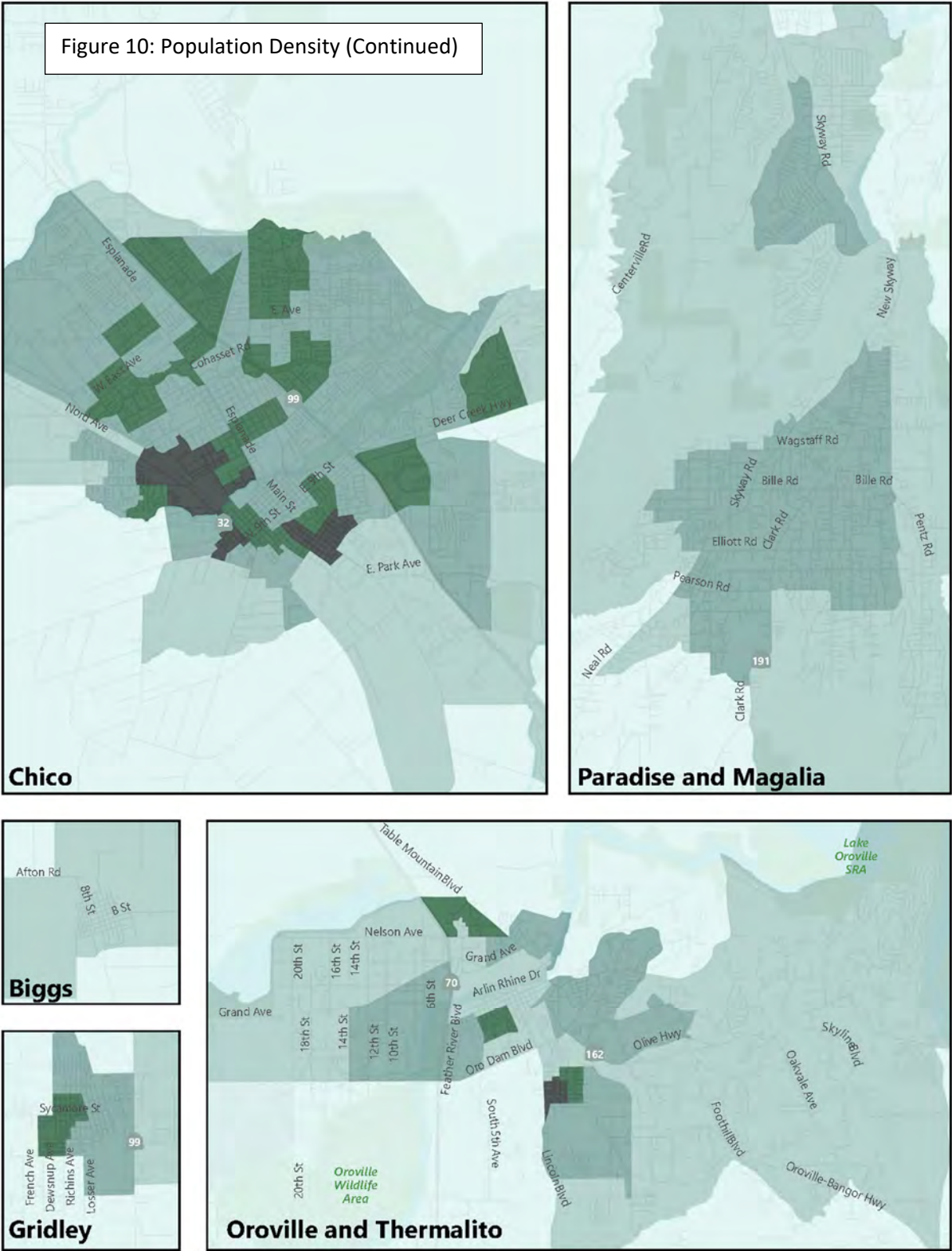


Figure A-15: Employment Density

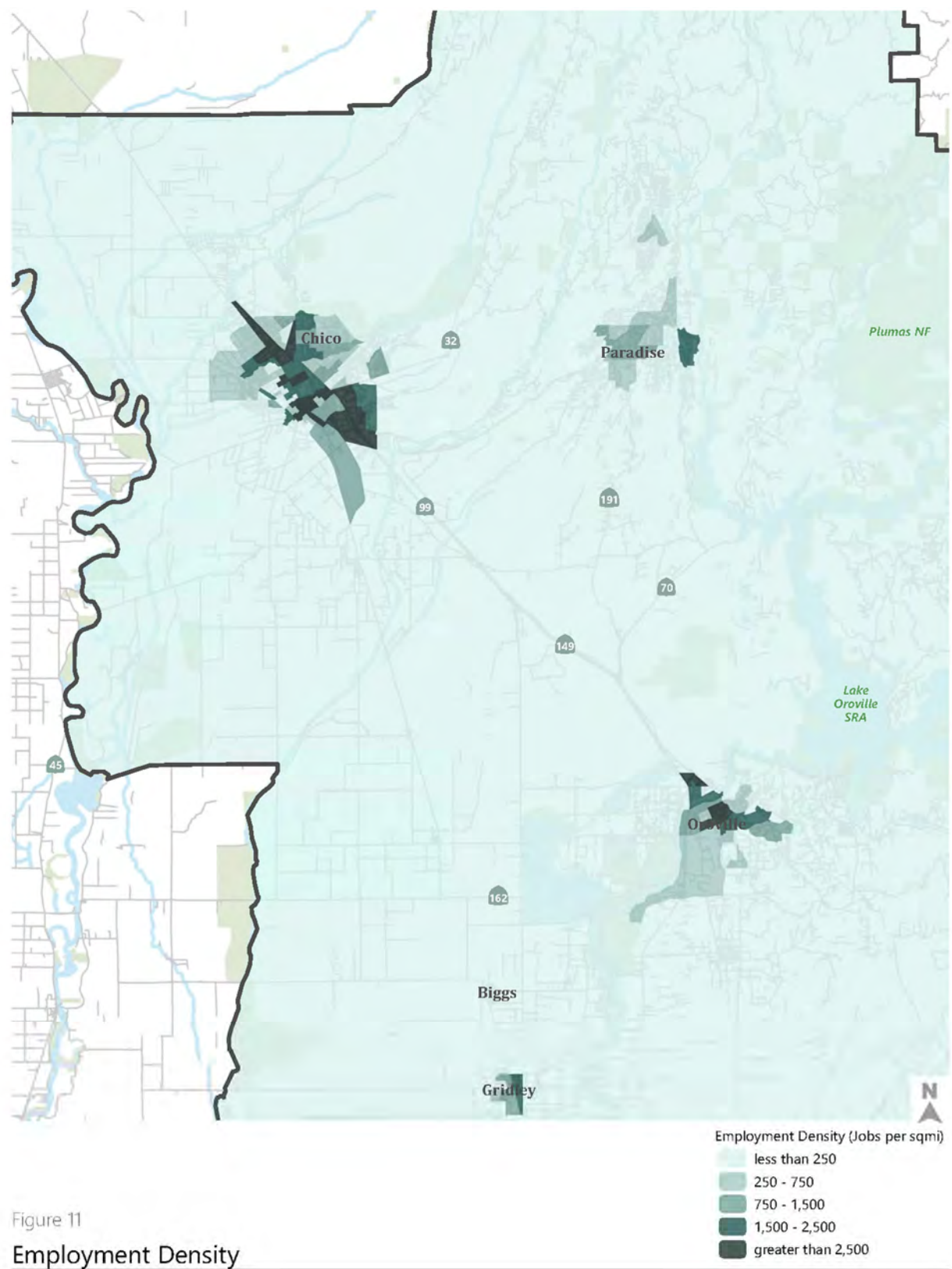


Figure A-16: Employment Density (Continued)

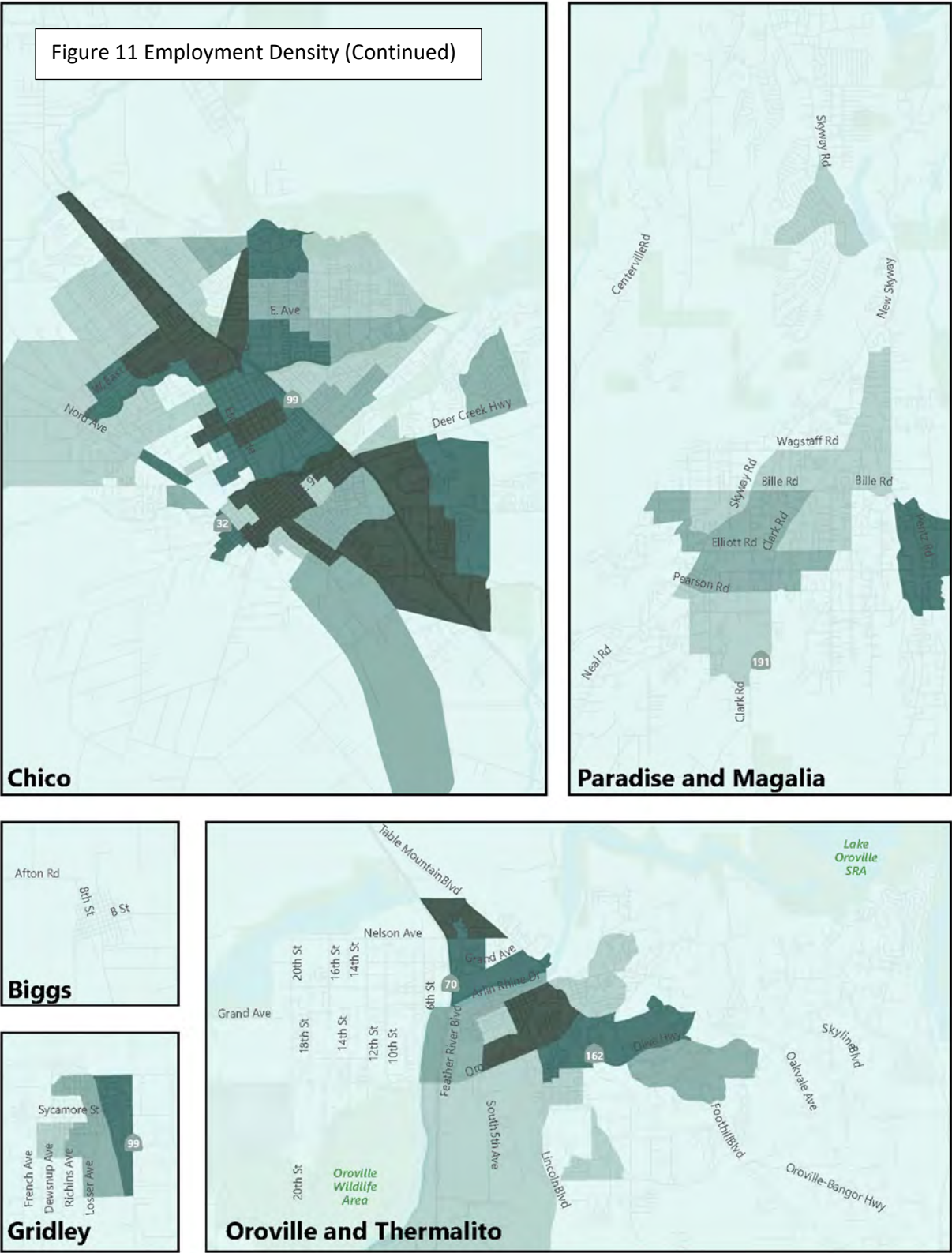


Figure A-17: Median Household Income

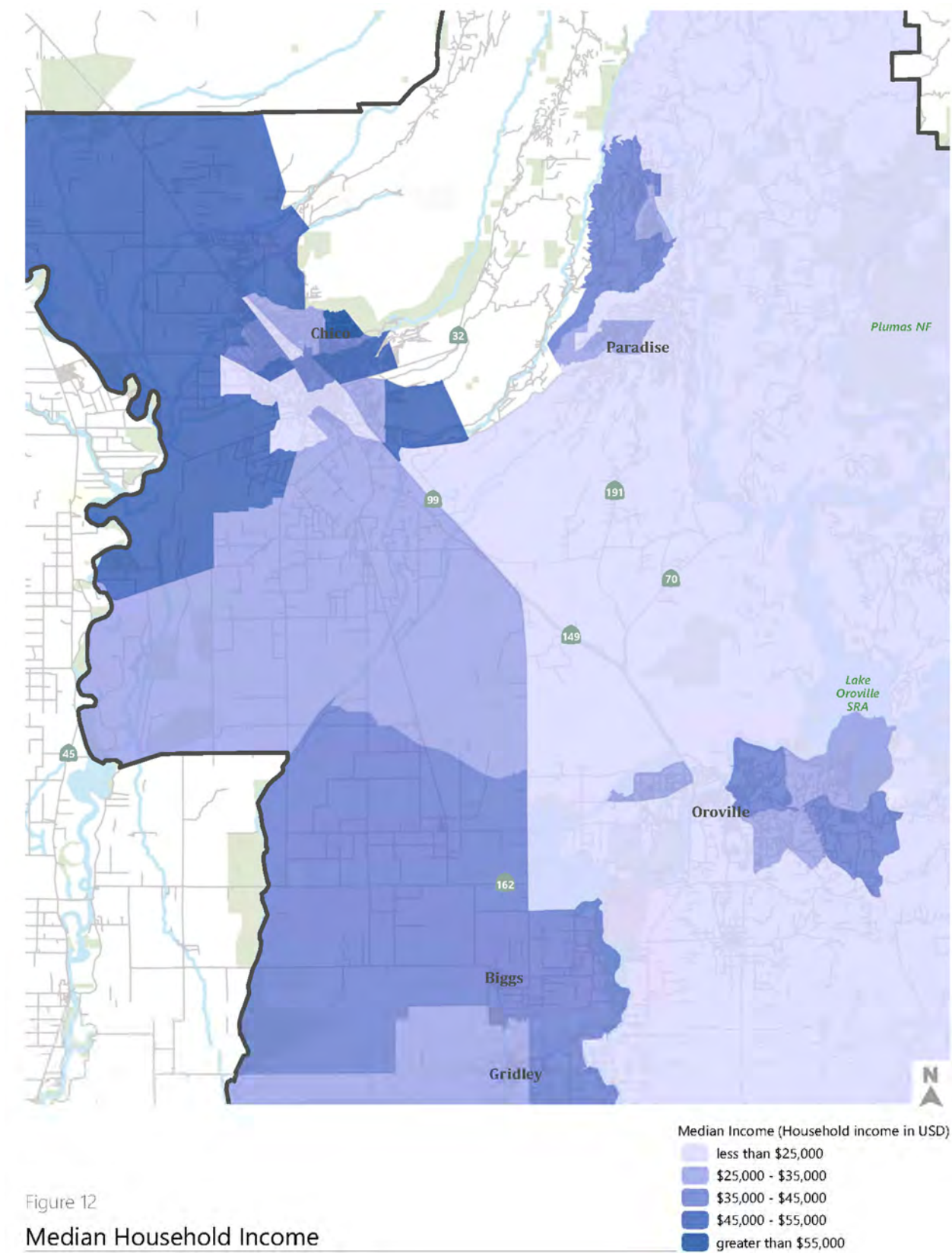


Figure A-18: Median Household Income (Continued)

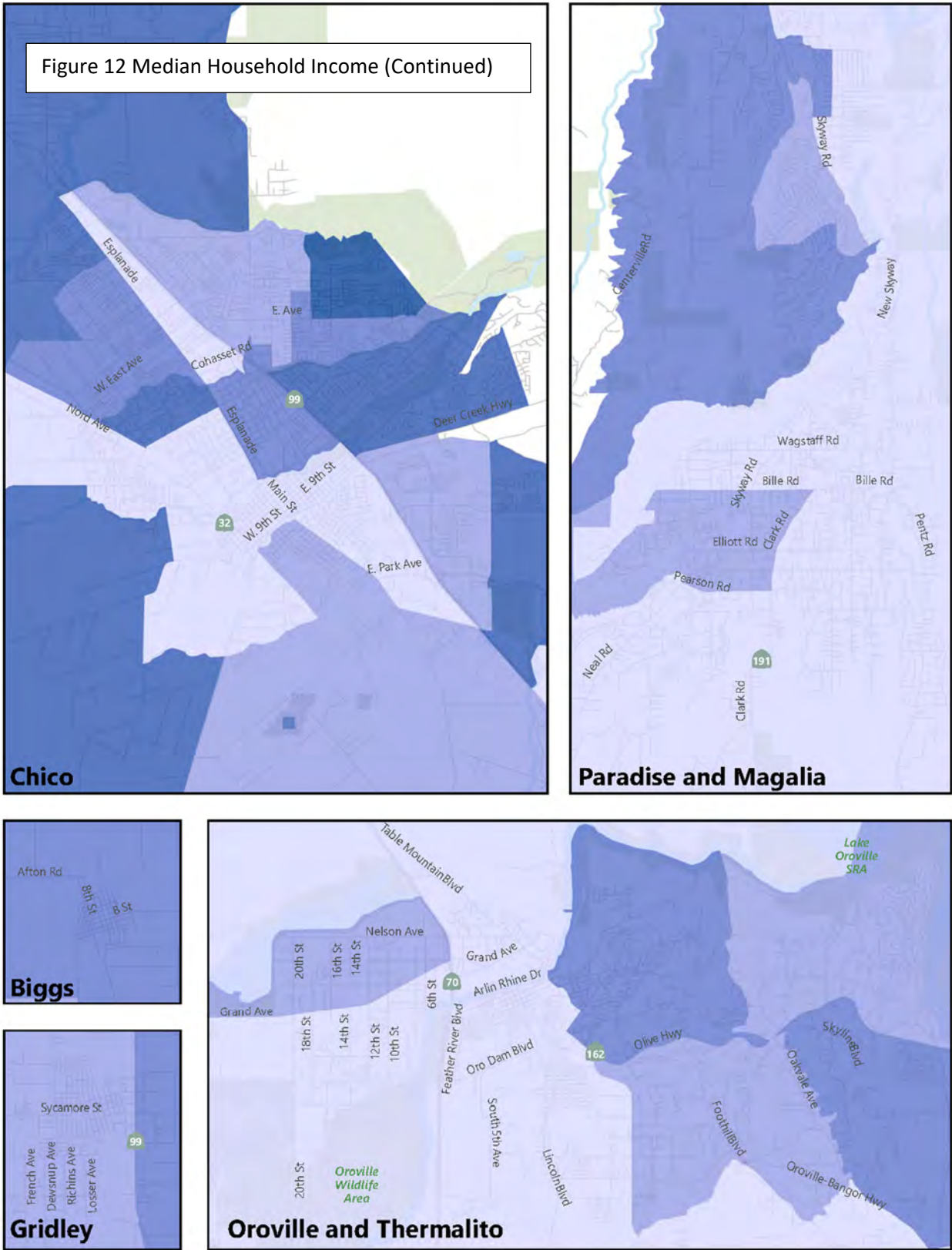


Figure A-19: Poverty Density

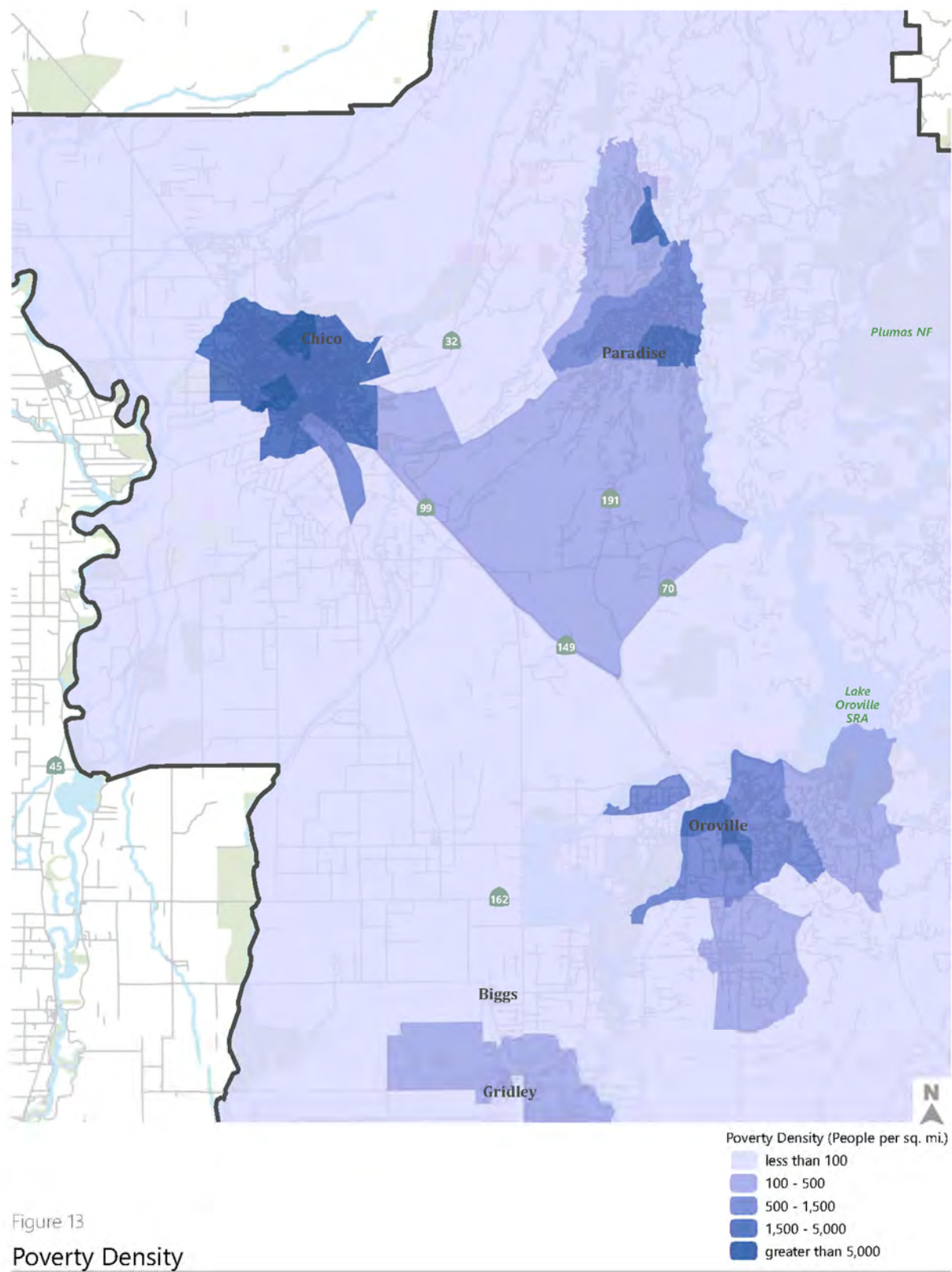


Figure A-20: Poverty Density (Continued)

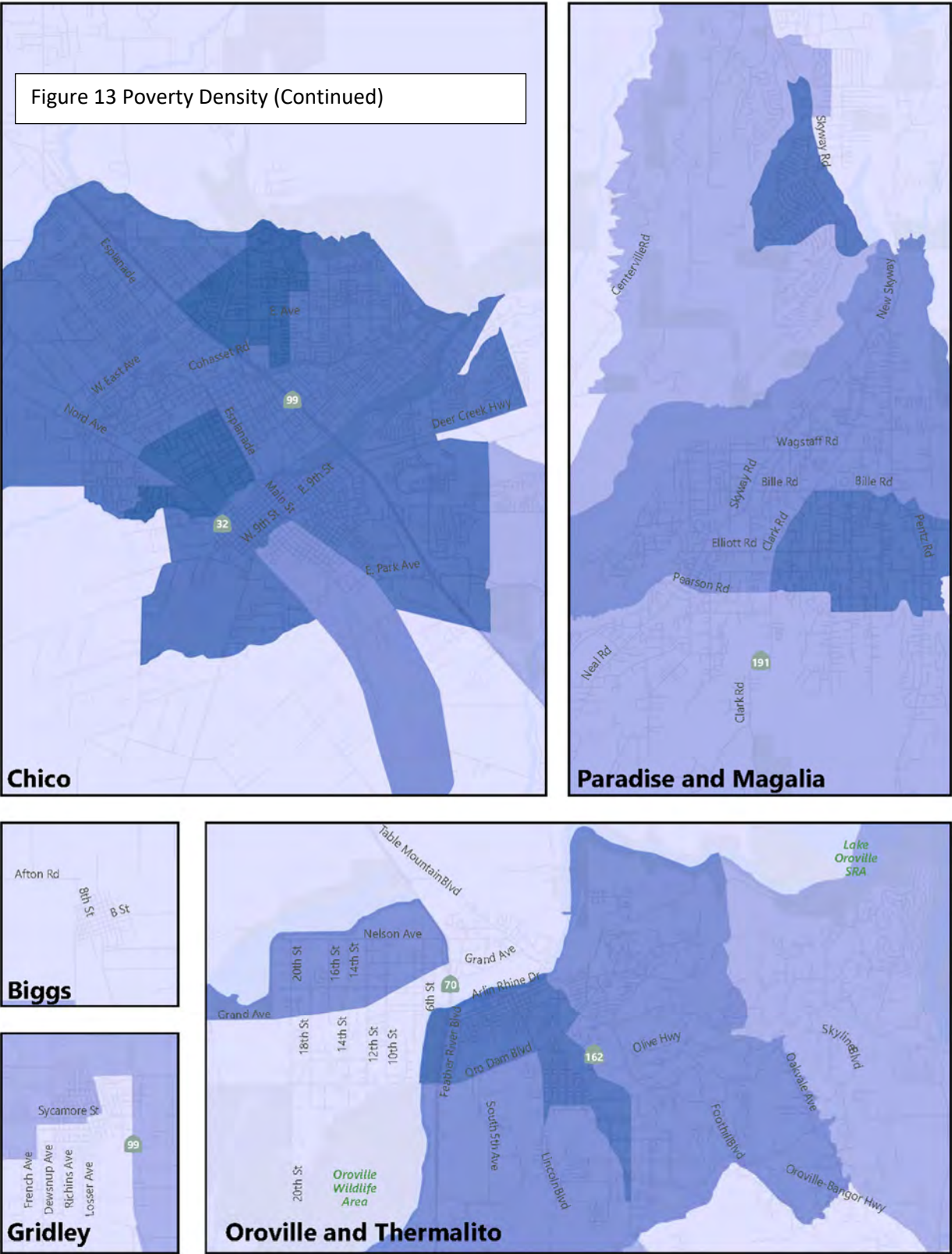


Figure A-21: Youth, Young Adult, and Senior Density

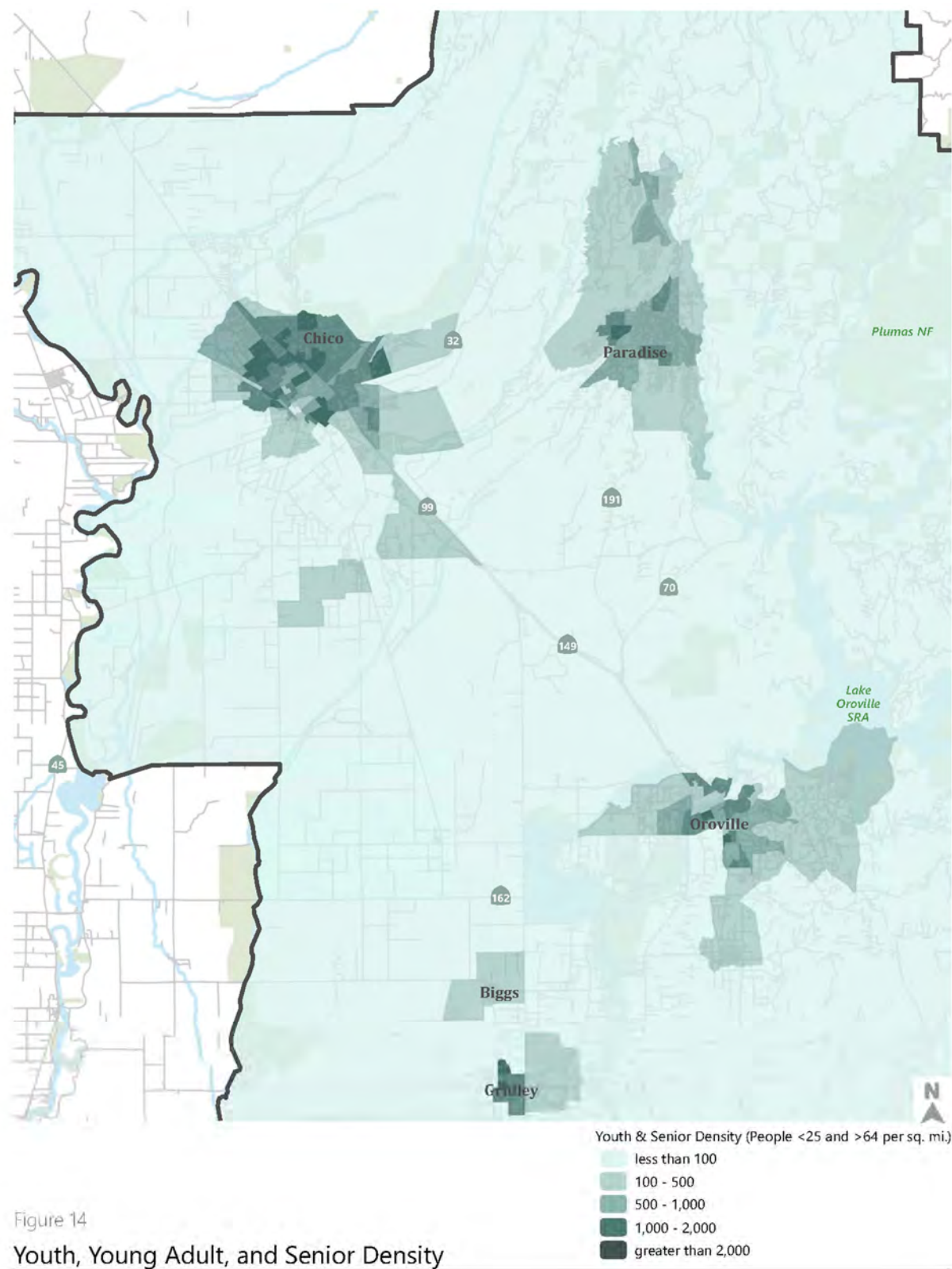


Figure A-22: Youth, Young Adult, and Senior Density (Continued)

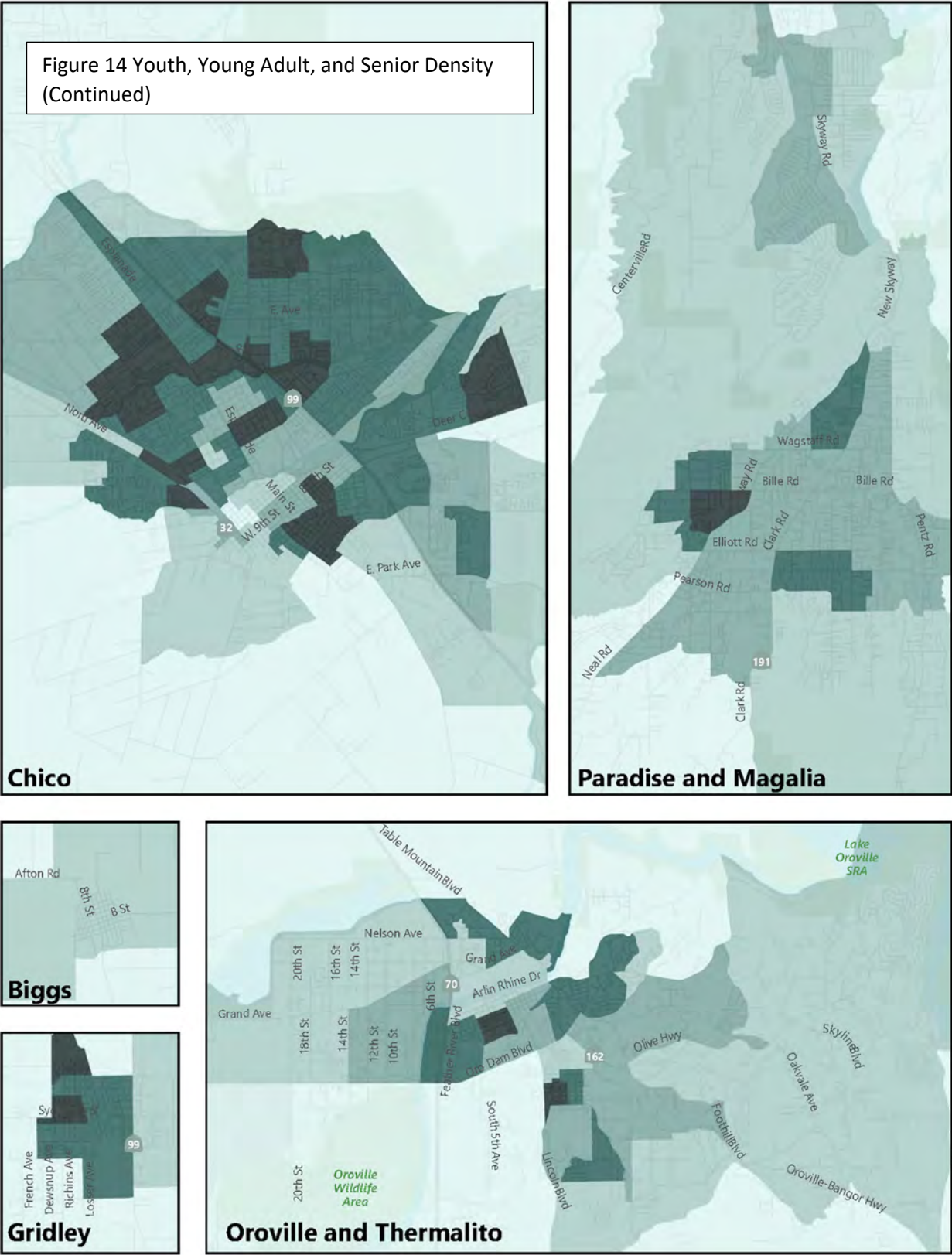


Figure A-23: Zero Vehicles Households Density

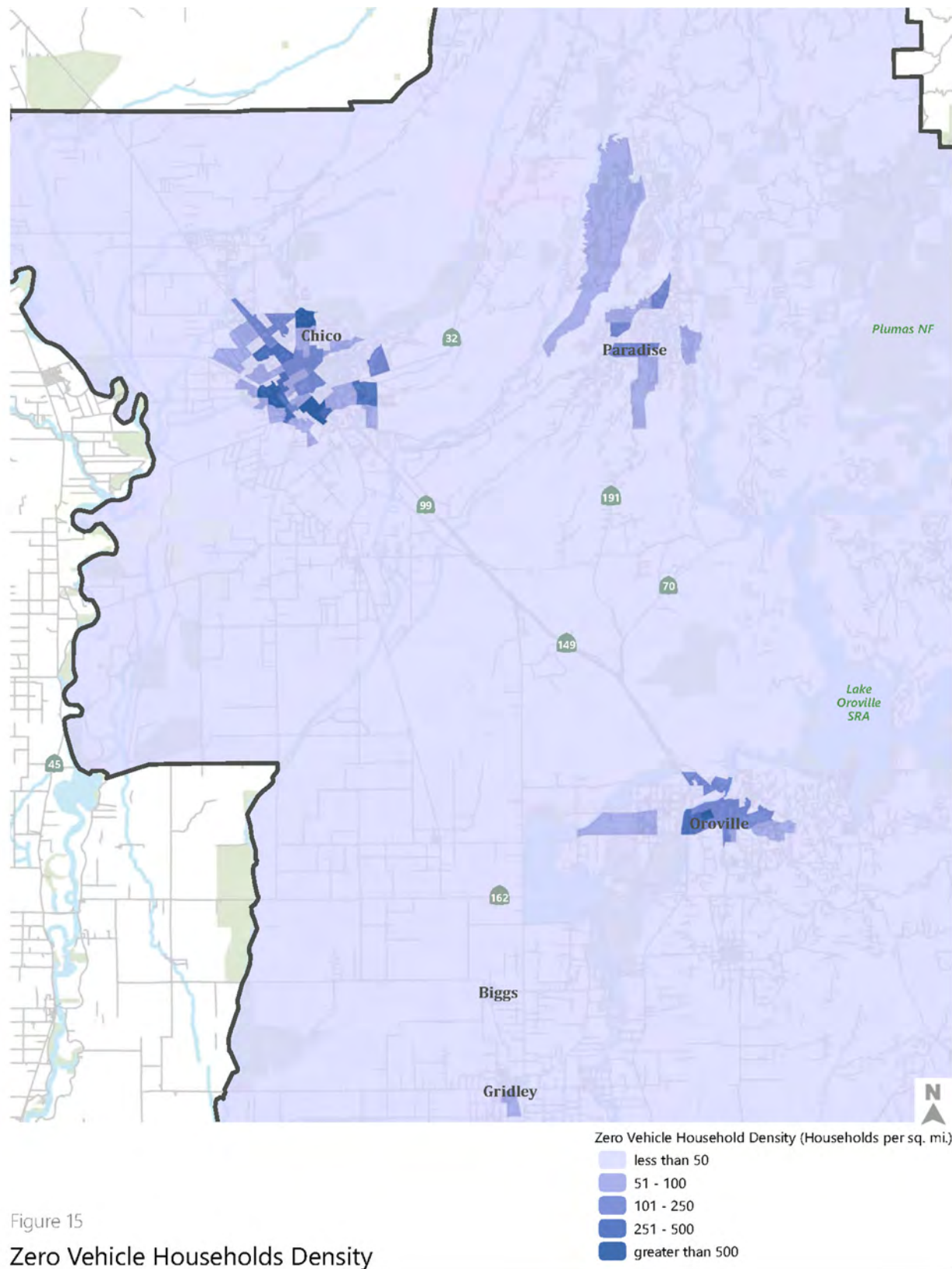


Figure 15

Zero Vehicle Households Density

Figure A-24: Zero Vehicles Households Density (Continued)

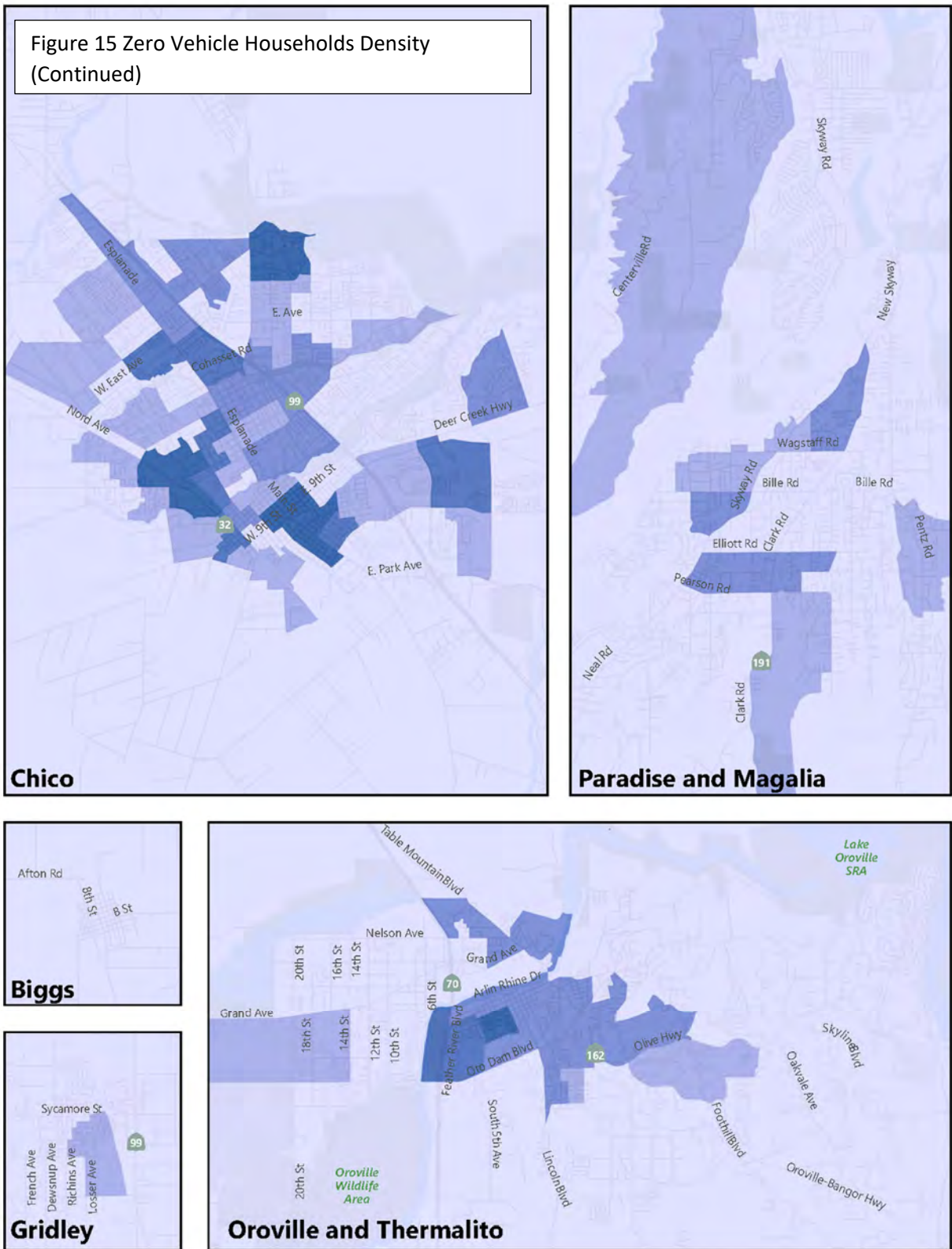


Figure A-25:CalEnviro Screen

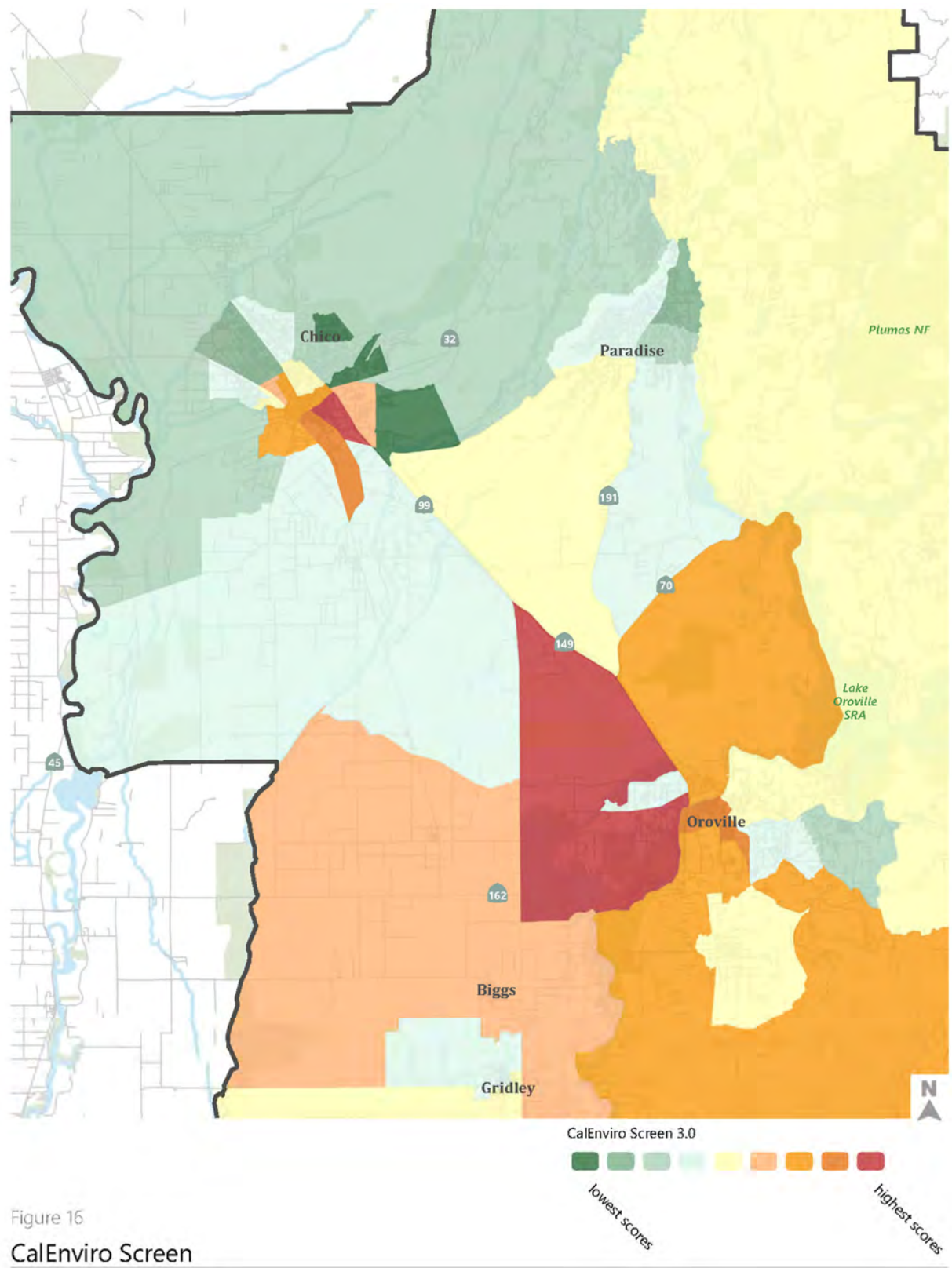


Figure 16
CalEnviro Screen

Figure A-26: CalEnviro Screen (Continued)

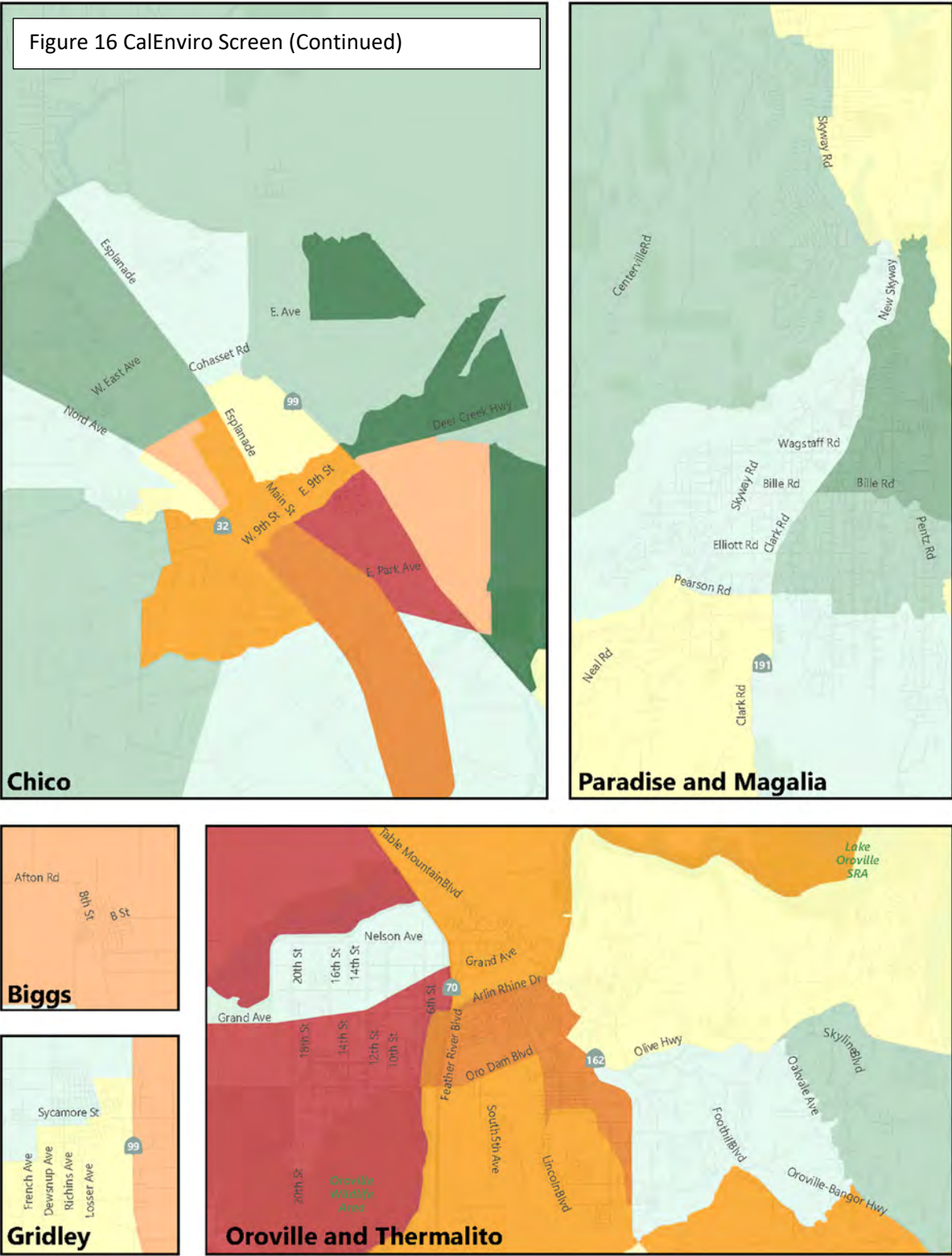


Figure A-27: Transit Ridership Potential

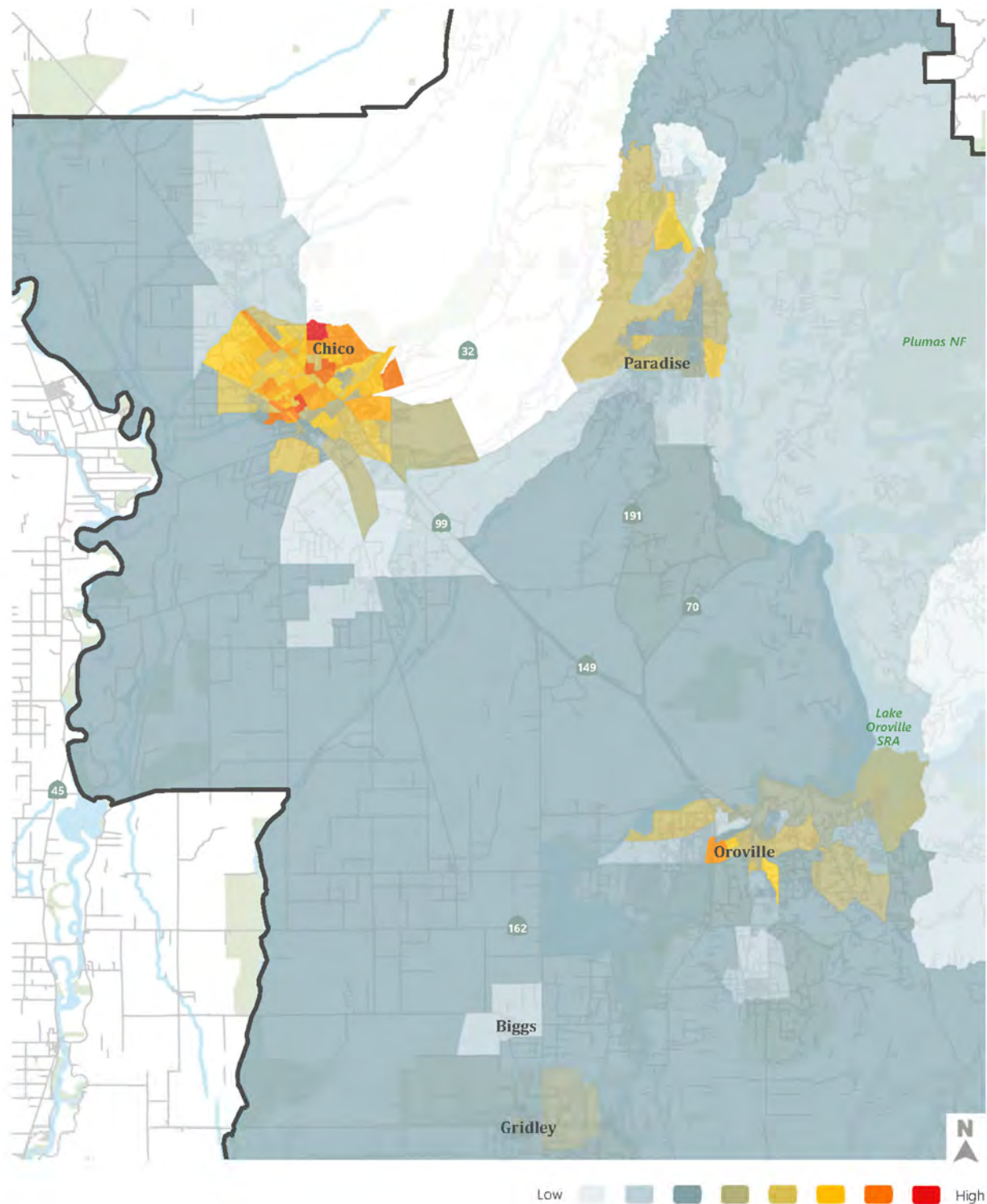
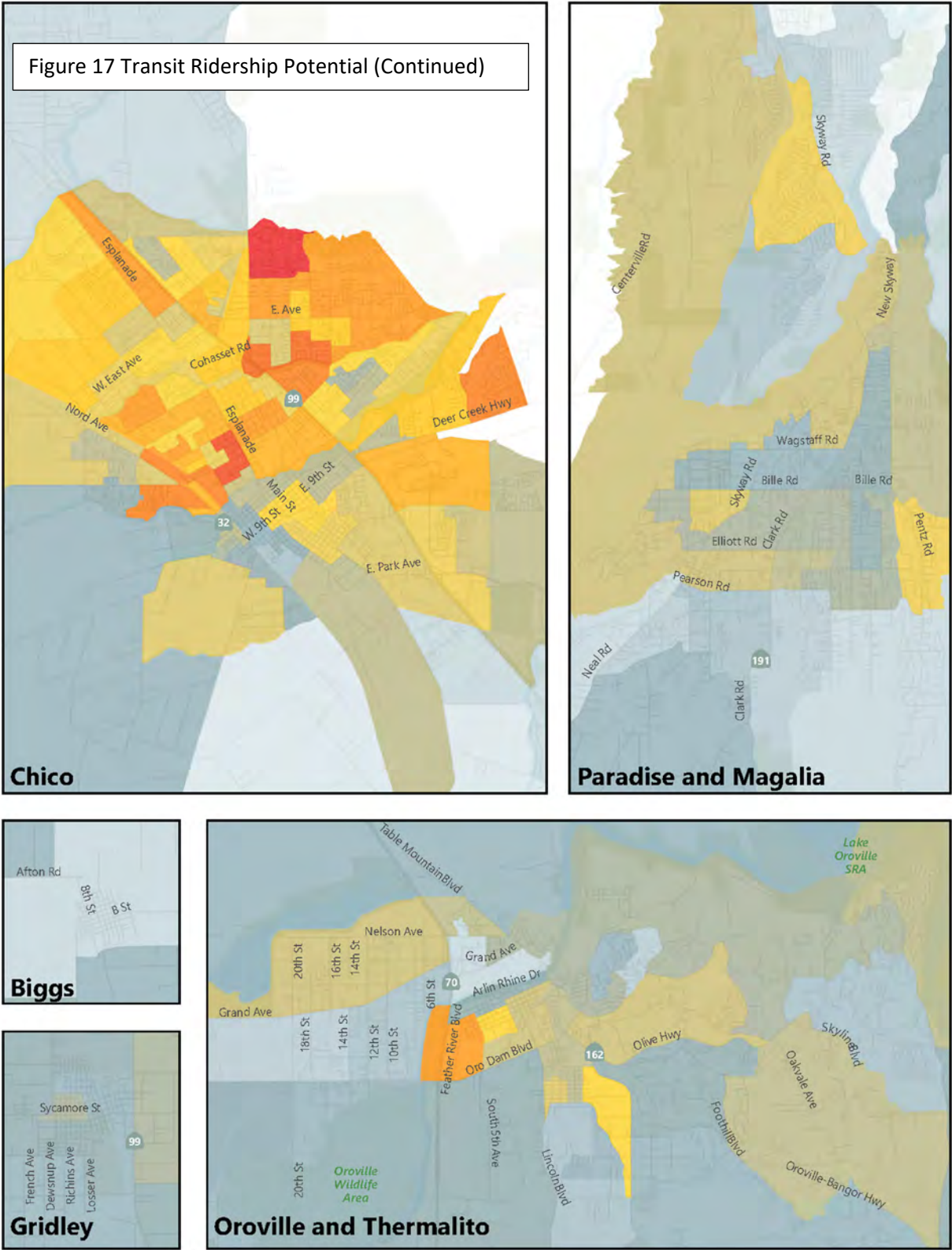


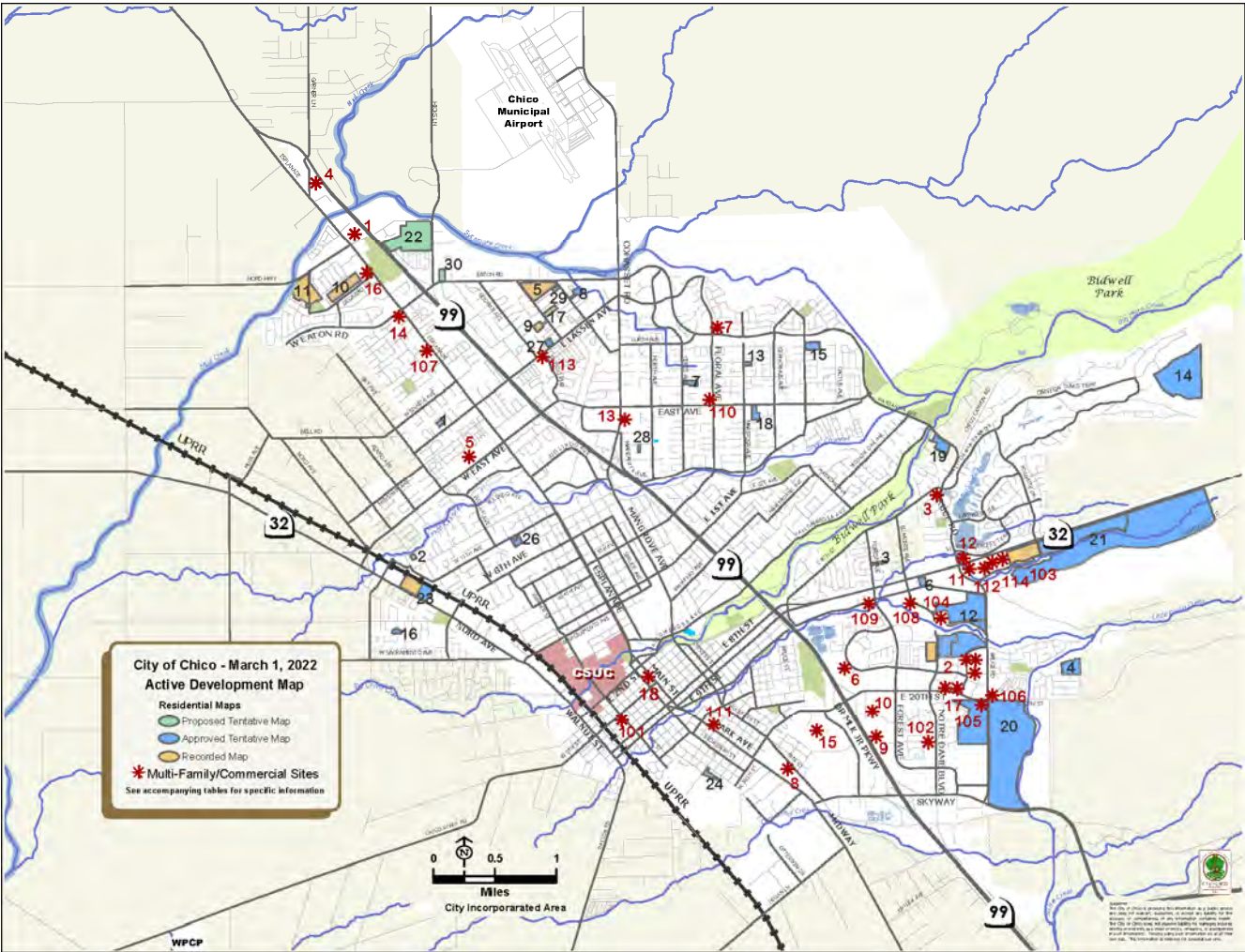
Figure 17
Transit Ridership Potential

Figure A-28: Transit Ridership Potential (Continued)



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

Figure A-29: City of Chico – March 1, 2022 Active Development Map



B-LINE ROUTE PROFILES

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

A list of the tables and figures is as follows:

- Route 2: Mangrove Monday-Saturday
- Route 3: Nord/East Monday – Saturday
- Route 4: First/East Monday – Saturday
- Route 5: E. 8TH St. Monday – Saturday
- Route 7: Bruce/Manzanita Monday – Friday
- Route 8: Nord Monday – Friday
- Route 9: Oak/Warner/Cedar Monday - Friday
- Route 14: Park Forest/MLK Monday – Saturday

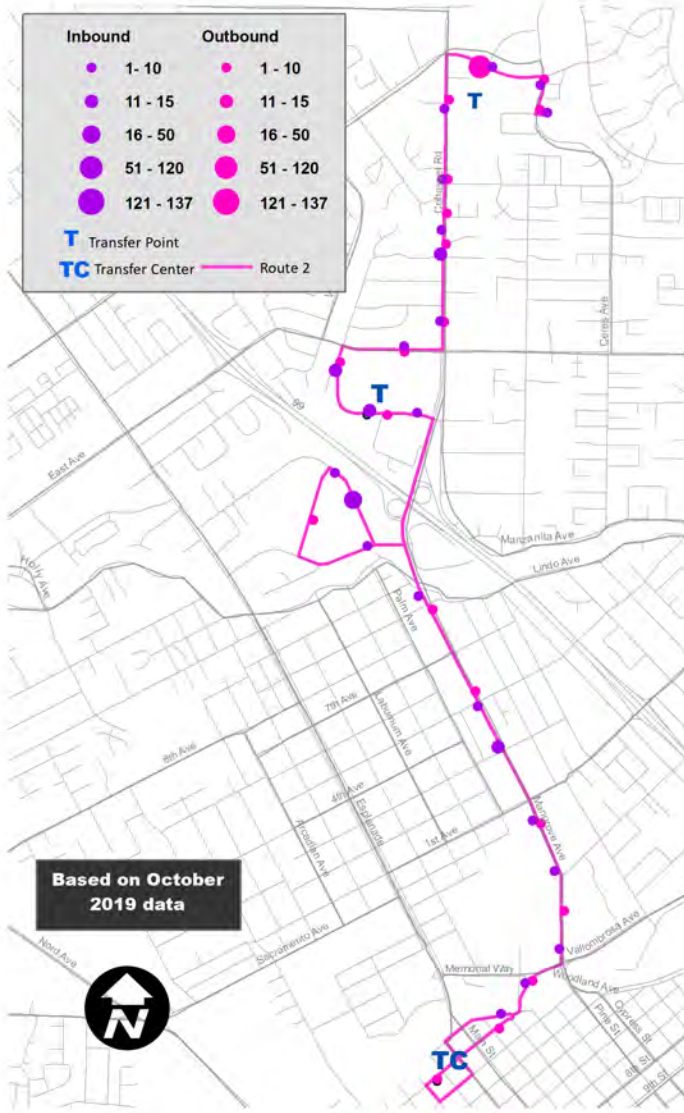
- Route 15: Esplanade/Lassen Monday – Saturday
- Esplanade/SR 99 Monday – Saturday
- Route 17: Park/MLK/Forest Monday – Saturday
- Route 20: Chico-Oroville Monday-Sunday
- Route 24: Thermalito Monday-Friday
- Route 25: Oro Dam Monday – Friday
- Route 26: Olive Highway Monday – Friday
- Route 27: South Oroville Monday – Friday
- Route 30: Oroville-Biggs Monday – Friday
- Route 32: Gridley-Chico Monday – Friday
- Route 40: Paradise-Chico Monday – Friday
- Route 41: Magalia-Chico Monday – Saturday
- Route 52: Chico Airport Express Monday - Friday

Route 2: Mangrove Monday - Saturday

Northbound: Downtown to Ceres/Lassen

Southbound: Ceres/Lassen to Downtown

Interlined
with Route 7



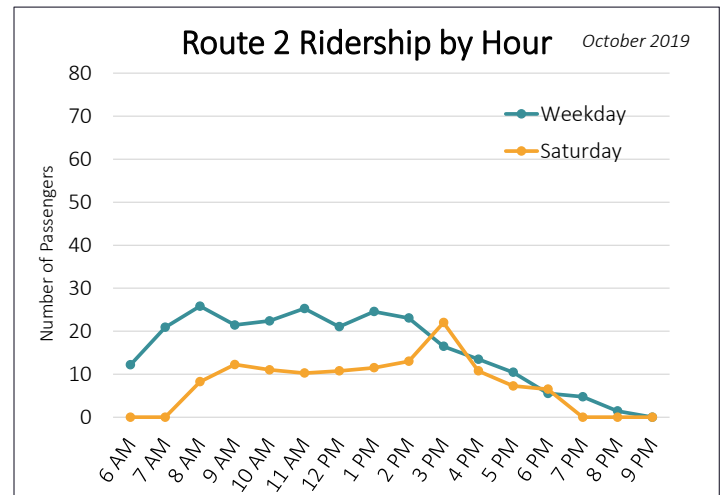
STRENGTHS

- ✓ 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

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



CHALLENGES

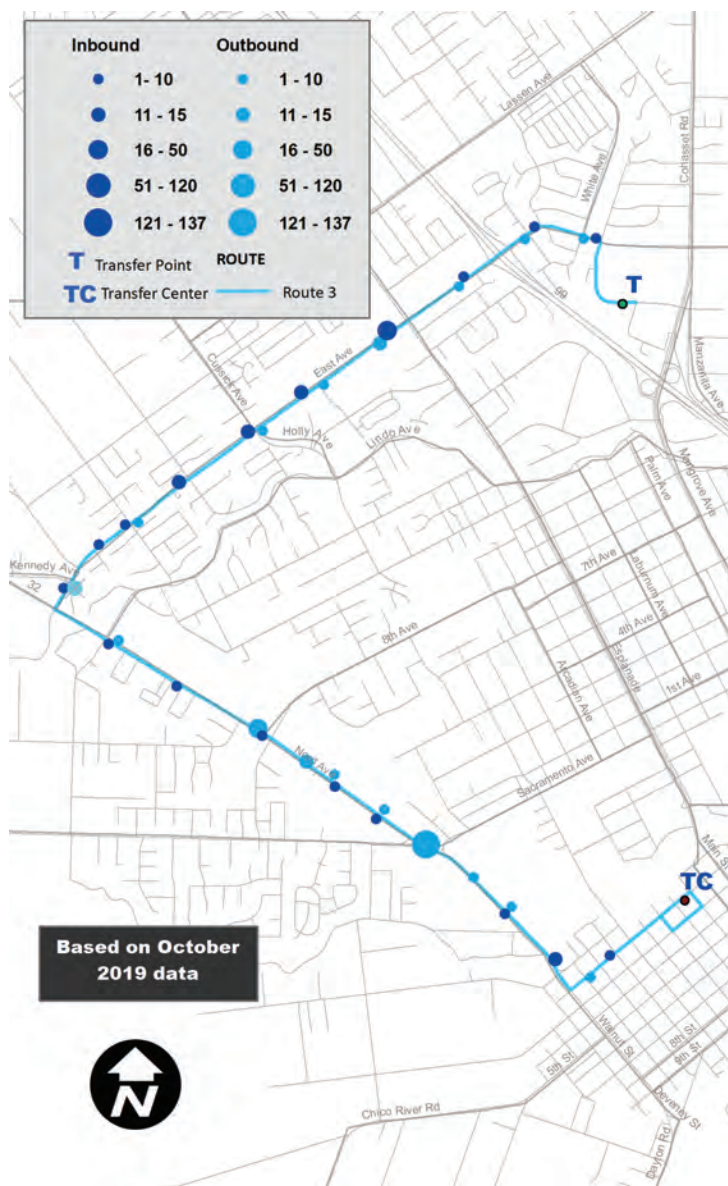
- ✗ Limited Frequency

Route 3: Nord / East Monday - Saturday

Northbound: Downtown to Ceres/Lassen

Southbound: Ceres/Lassen to Downtown

Interlined
with Route 4



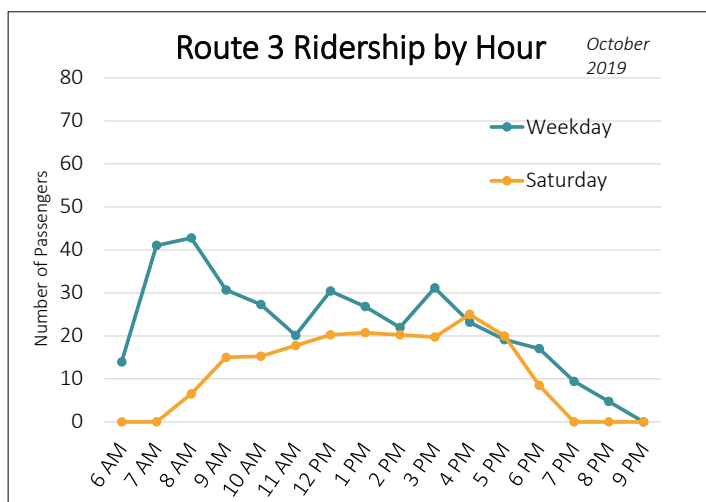
STRENGTHS

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

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



CHALLENGES

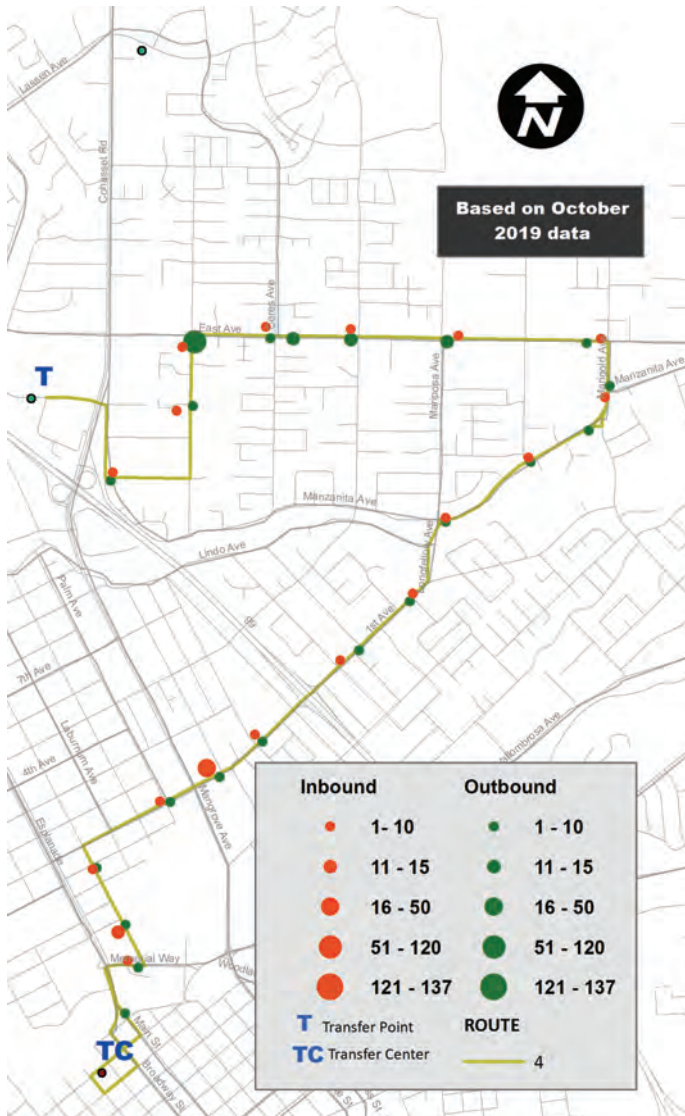
- ✗ Poor On Time Performance

Route 4: First/East Monday - Saturday

Northbound: Downtown to North Valley Plaza

Southbound: North Valley Plaza to Downtown

Interlined
with Route 3



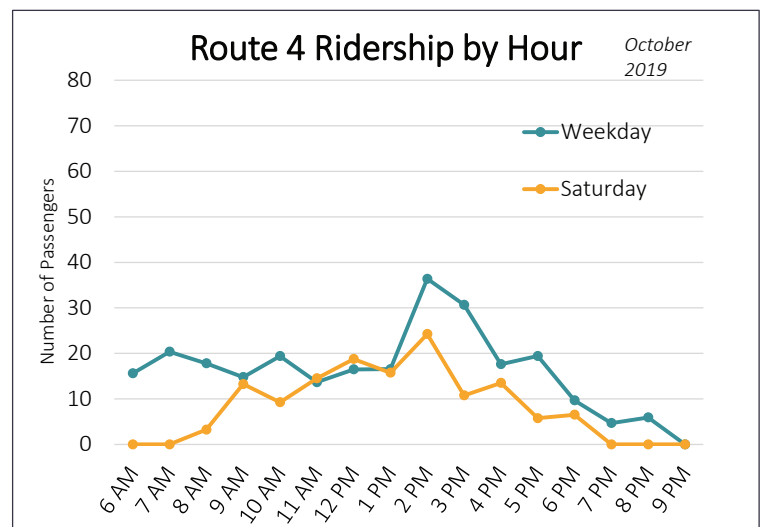
STRENGTHS

- ✓ 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

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



CHALLENGES

- ✗ Poor on-time performance

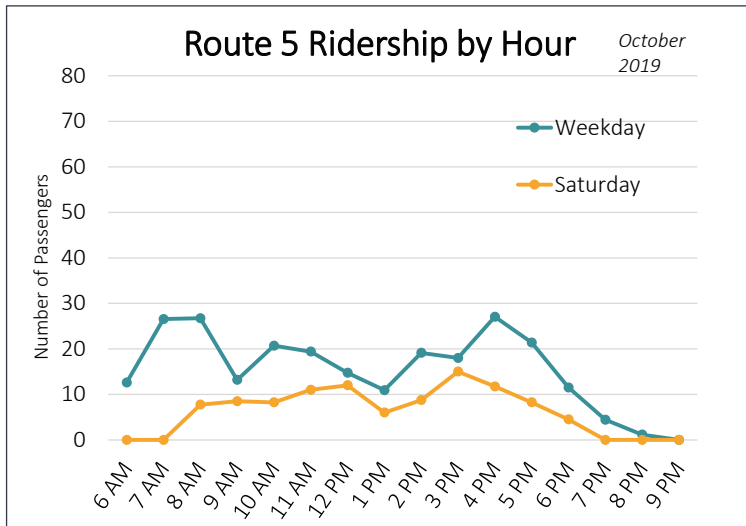
Route 5: E. 8th St. Monday - Saturday

Eastbound: From Downtown Forest Xfer/Chico Mall

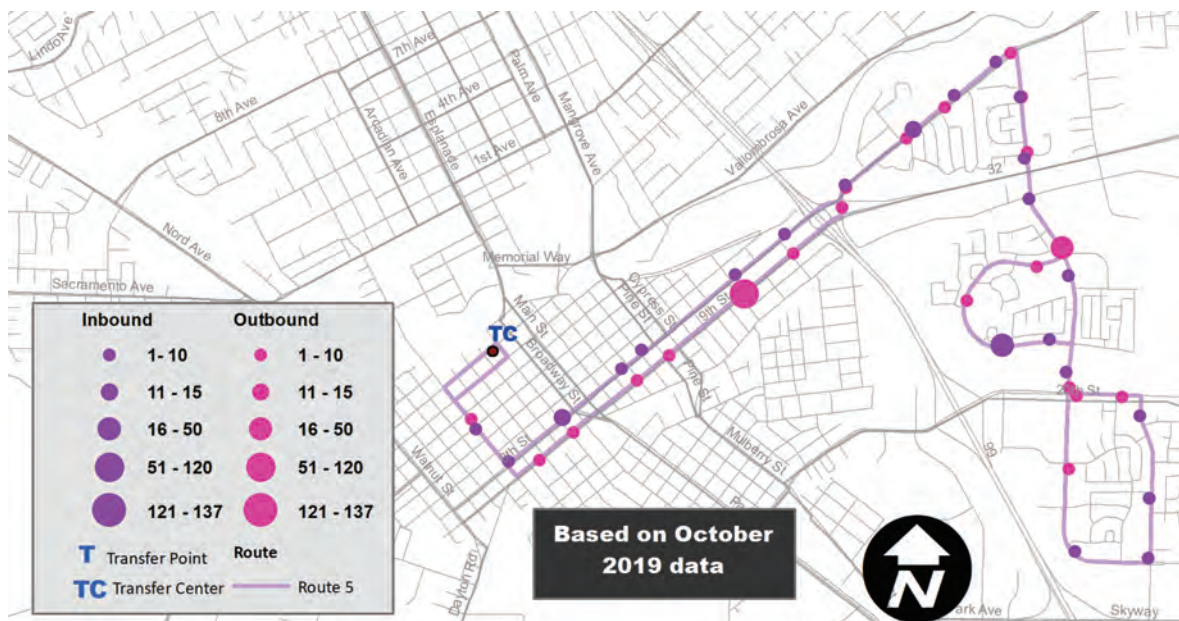
Westbound: Forest Xfer/Chico Mall to Downtown

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

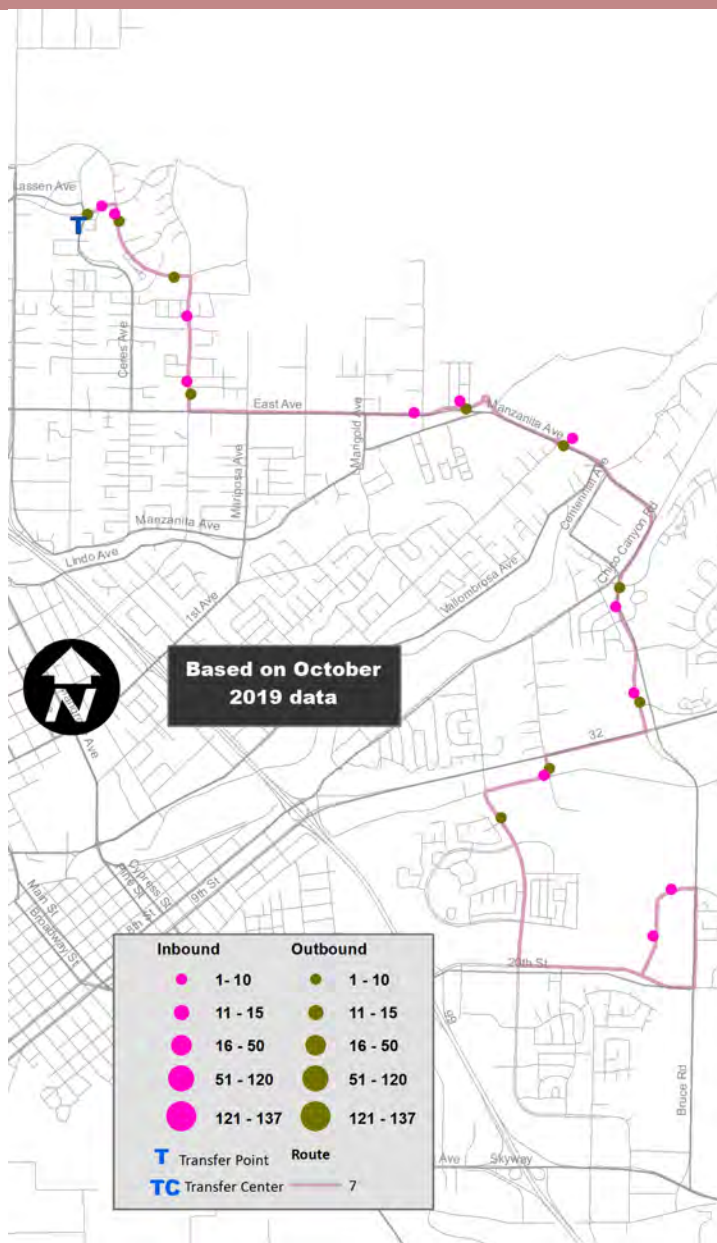
- ✗ Below average productivity
- ✗ Limited frequency
- ✗ Much of route also served by other routes

Route 7: Bruce/Manzanita Monday - Friday

Northbound: From Chico Mall/Courthouse to Ceres/Lassen

Southbound: From Ceres/Lassen to Chico Mall/Xourthouse

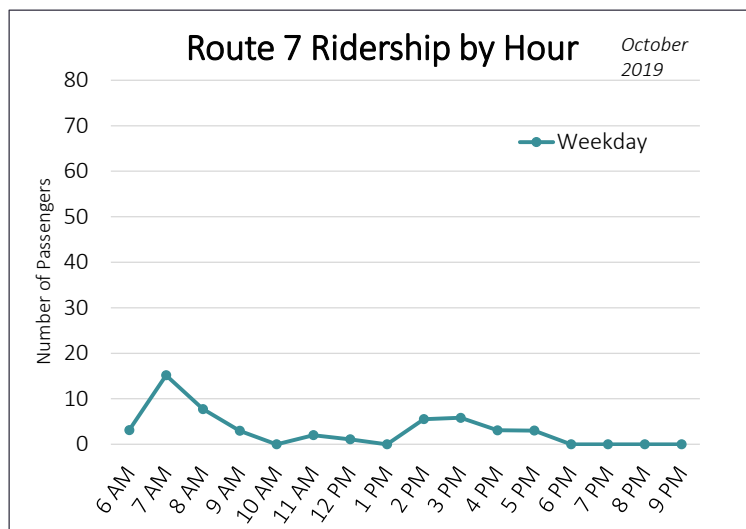
Interlined
with Route 2



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

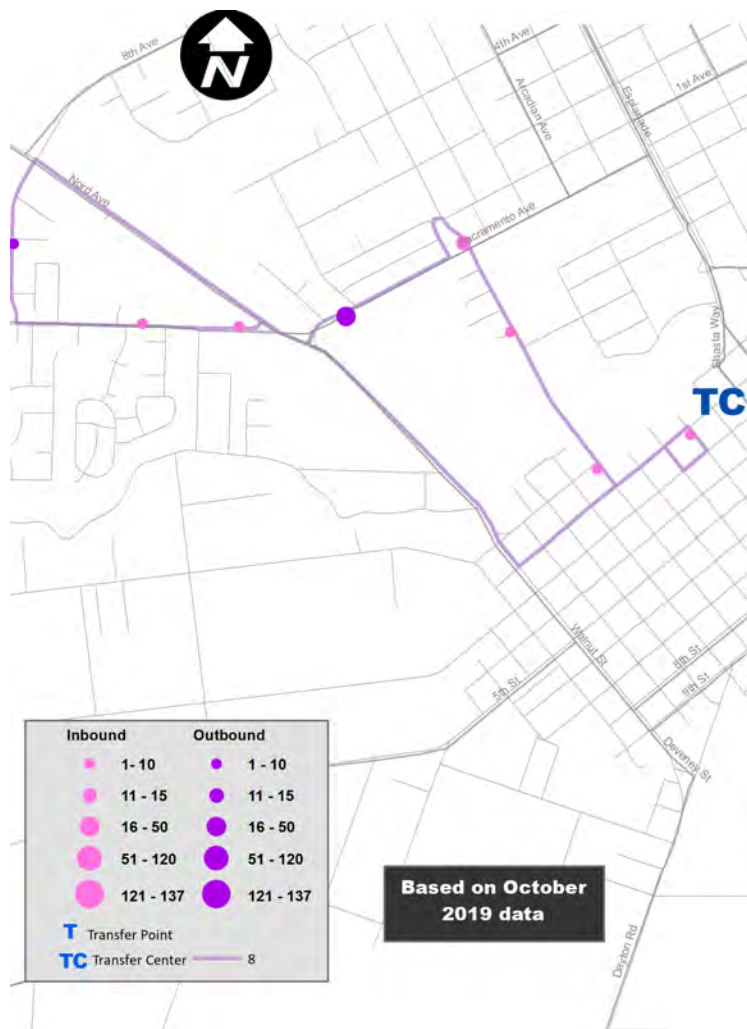
CHALLENGES

- ✗ Poor productivity
- ✗ Serves relatively low density areas

Route 8: Nord Student Shuttle

Monday - Friday

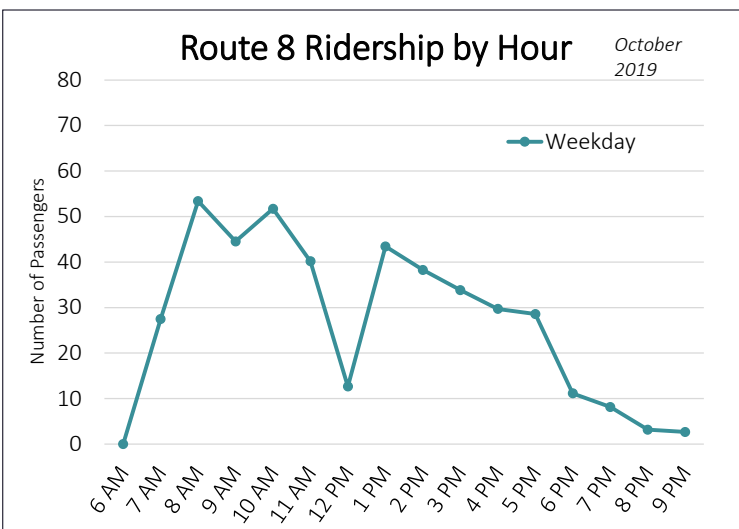
Interlined
with Route 9



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

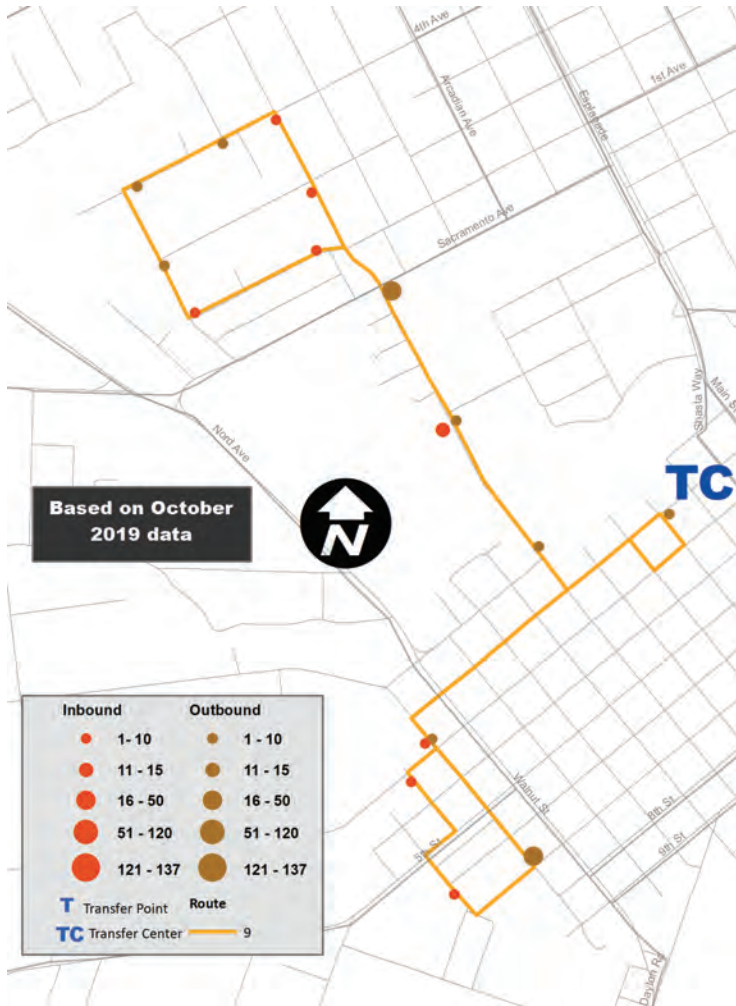
CHALLENGES

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

Route 9: Oak/Warner/Cedar Monday - Friday

Interlined with Route 8

Route 9c: Cedar Loop Monday- Saturday



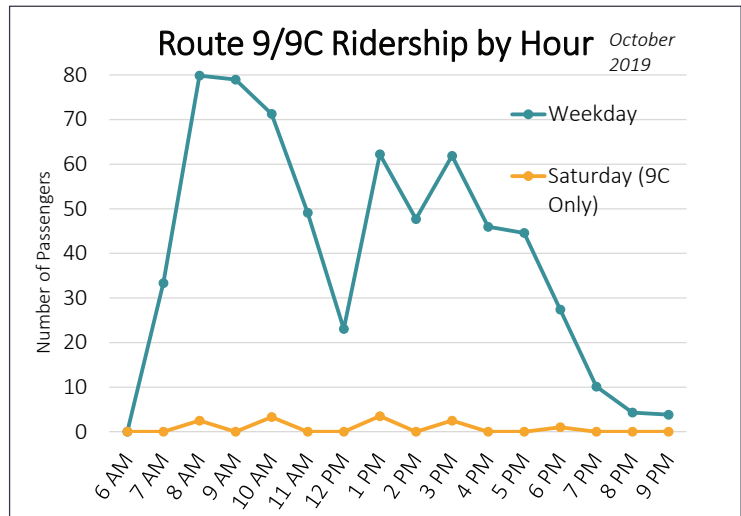
STRENGTHS

- ✓ 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

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



CHALLENGES

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

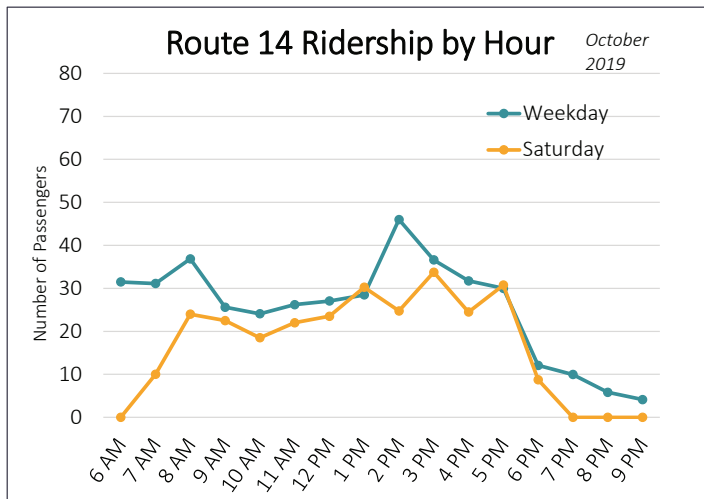
Route 14: Park Forest/MLK Monday - Saturday

Interlined with Route 15

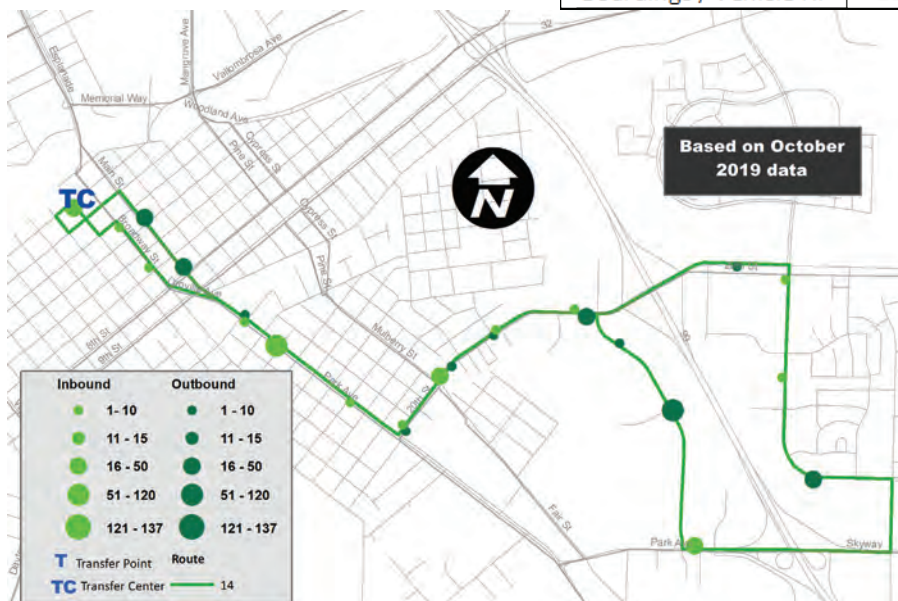
Loop from downtown to Forest Ave, then back via MLK

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

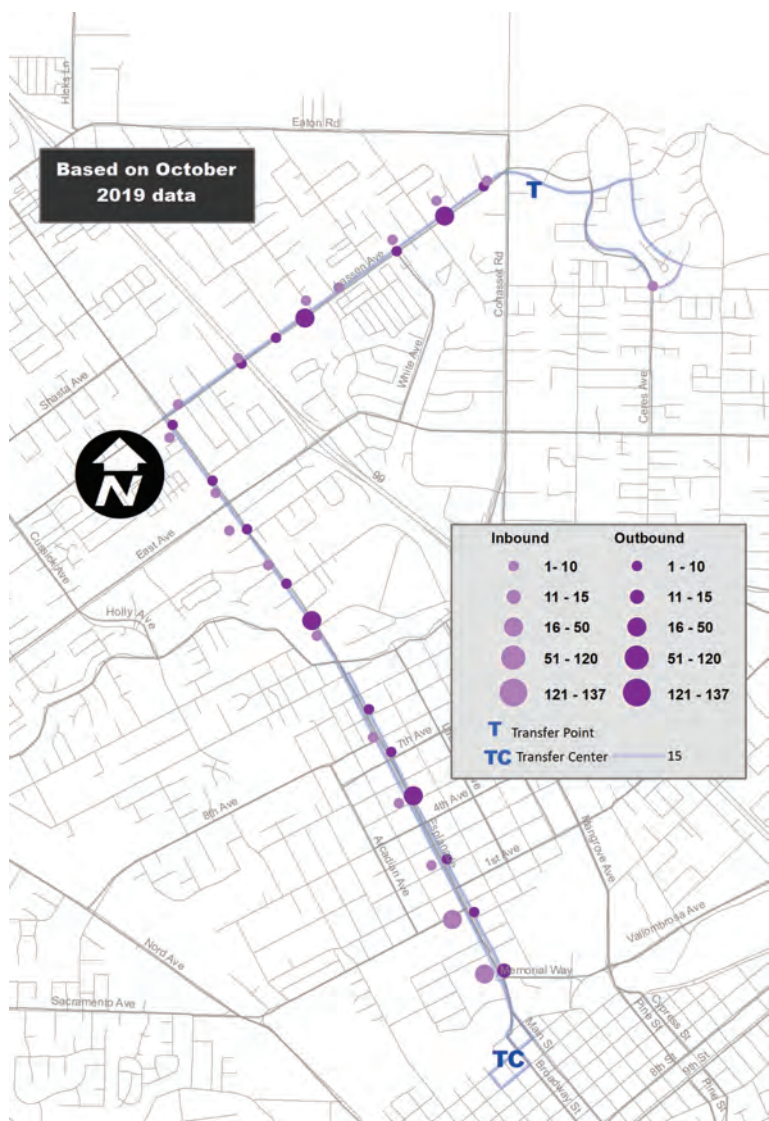
- ✗ Fair on-time performance

Route 15: Esplanade/Lassen Monday - Saturday

Northbound: Downtown to Ceres/Lassen via Lassen

Southbound: Ceres/Lassen to Downtown via Lassen

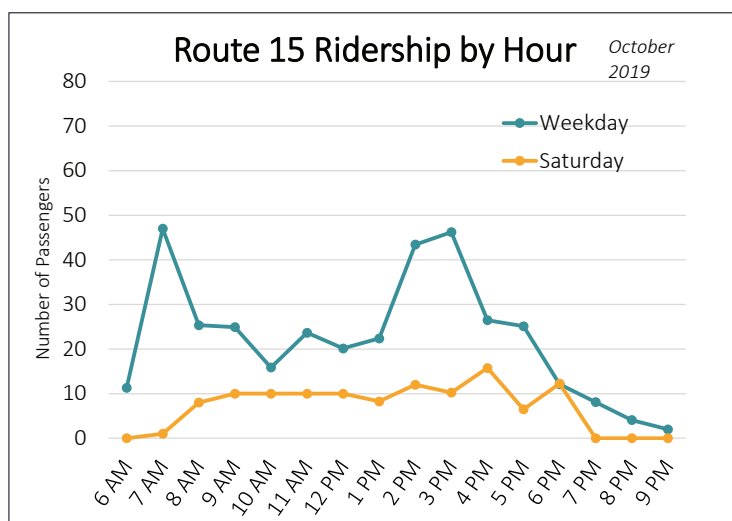
Interlined
with Route 14



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

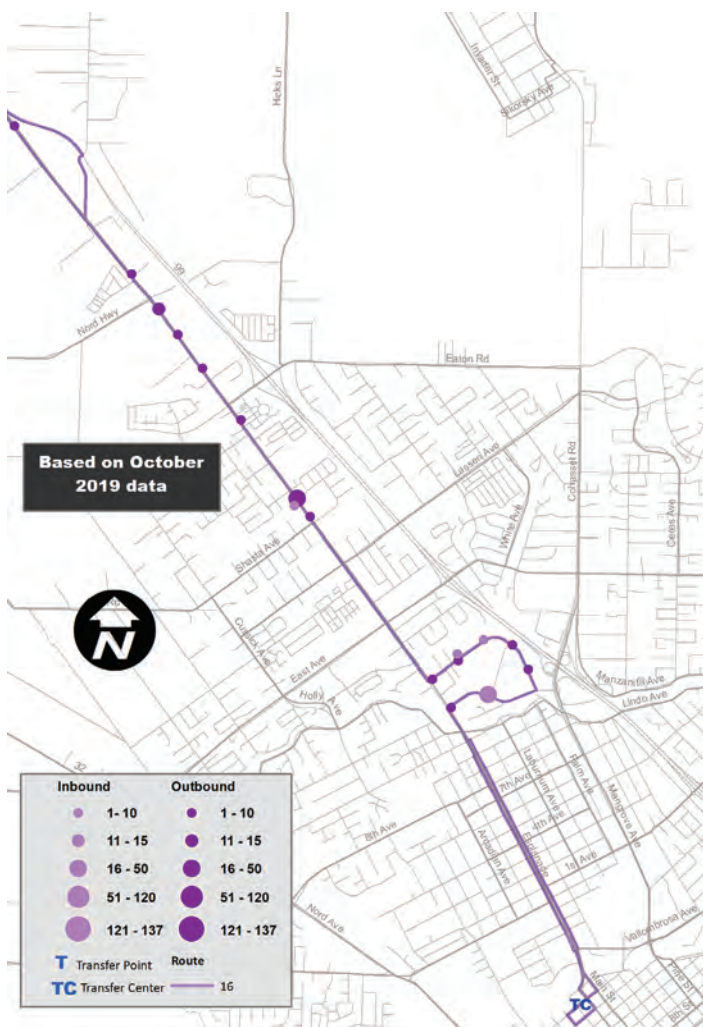
- ✗ Moderately poor on-time performance

Route 16: Esplanade/SR 99 Monday - Saturday

Northbound: Downtown to Esplanade/SR99

Southbound: Esplanade/SR99 to Downtown

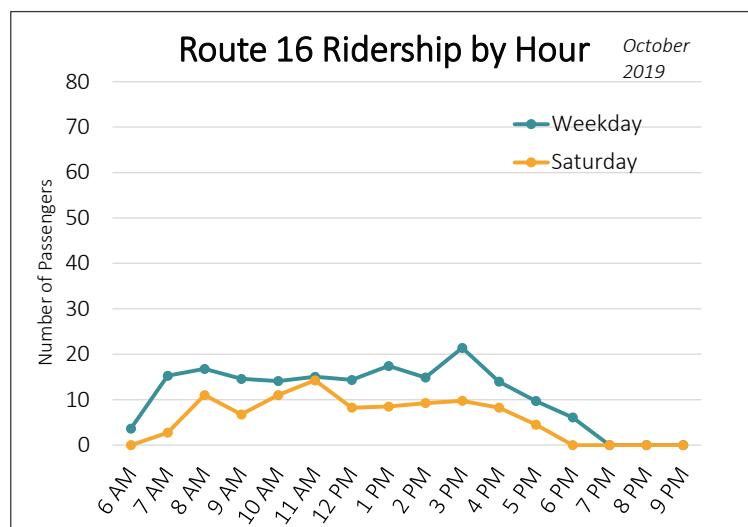
Interlined
with Route 17



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

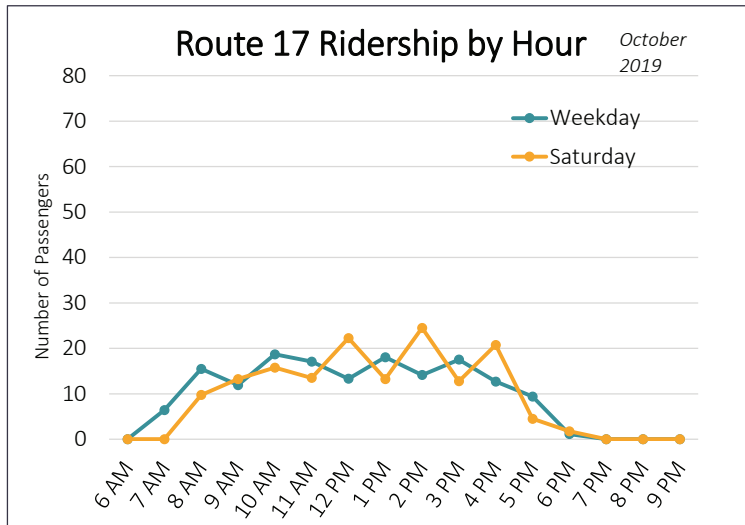
Route 17: Park/MLK/Forest Monday - Saturday

Interlined
with Route 16

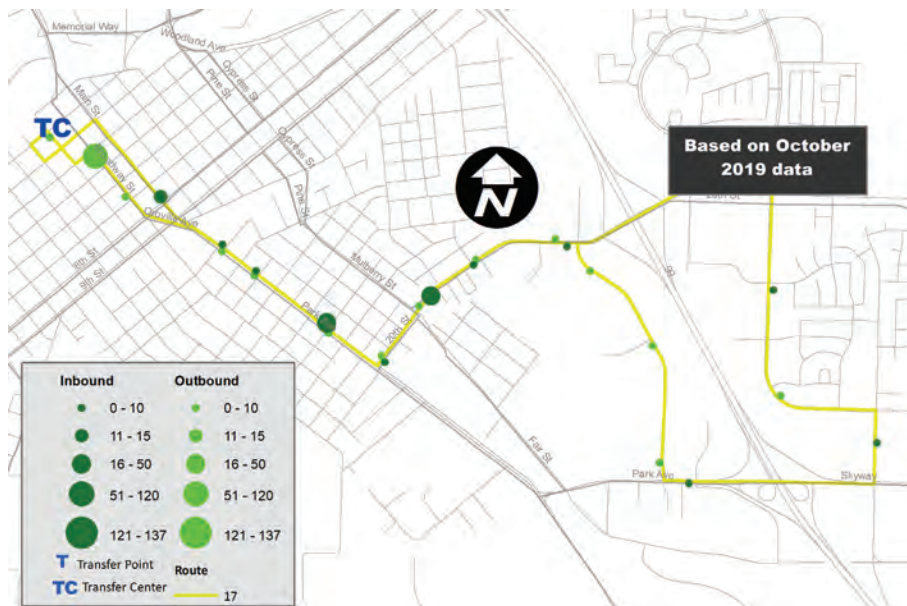
Downtown to Chico Mall (Forest/MLK Loop Counterclockwise)

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

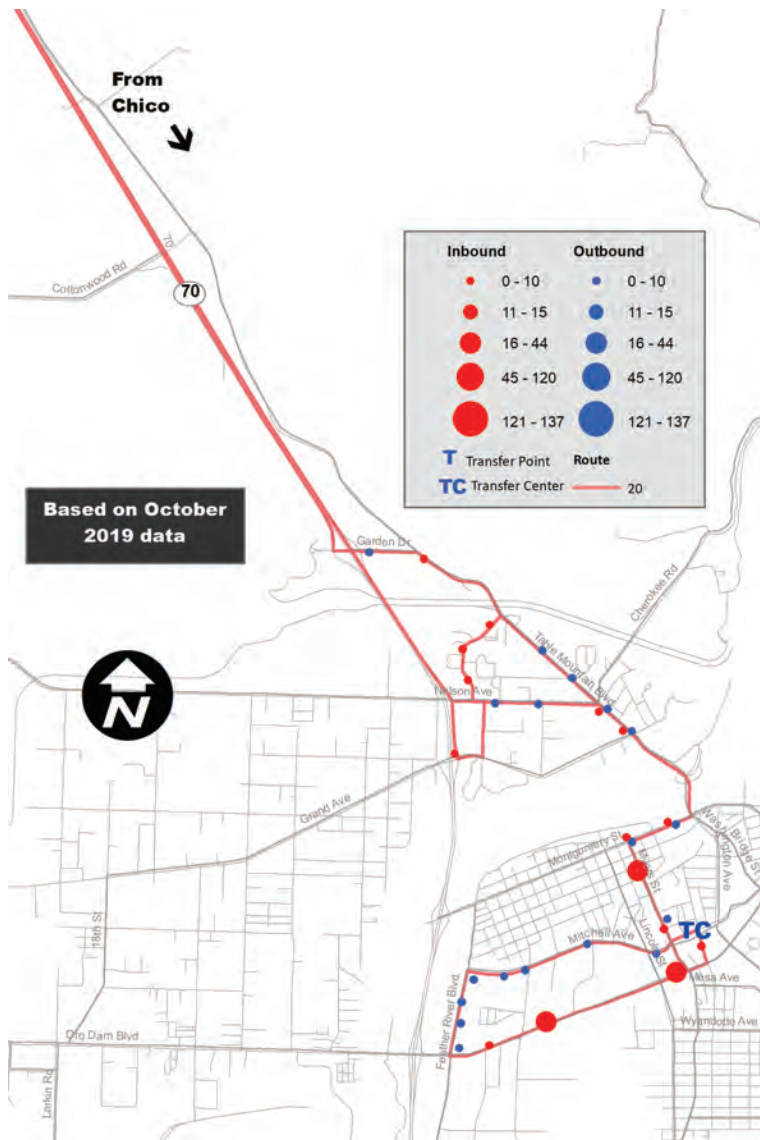
CHALLENGES

- ✗ 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



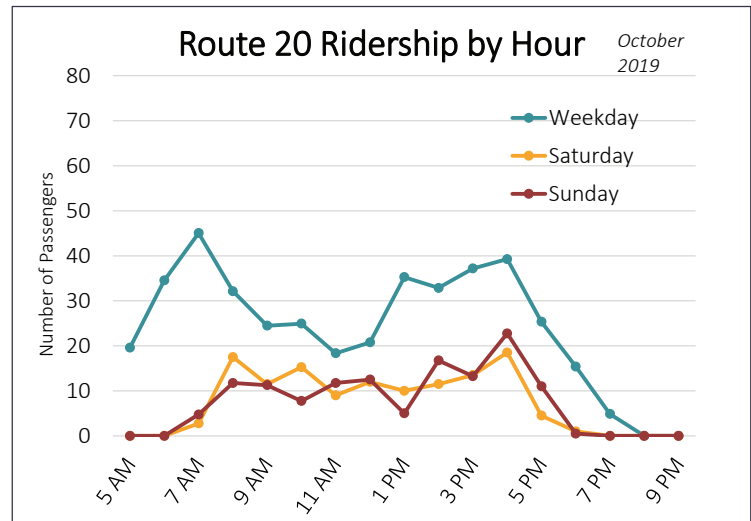
STRENGTHS

- ✓ 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

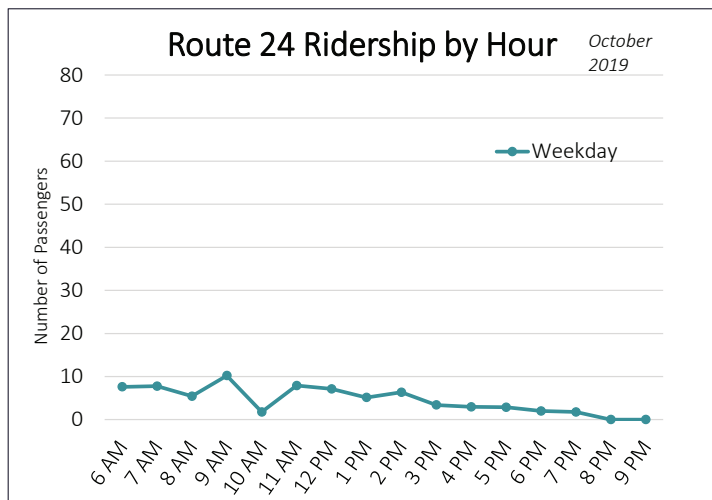
- ✗ Limited frequency in midday period
- ✗ Very poor on-time performance

Route 24: Thermalito Monday-Friday

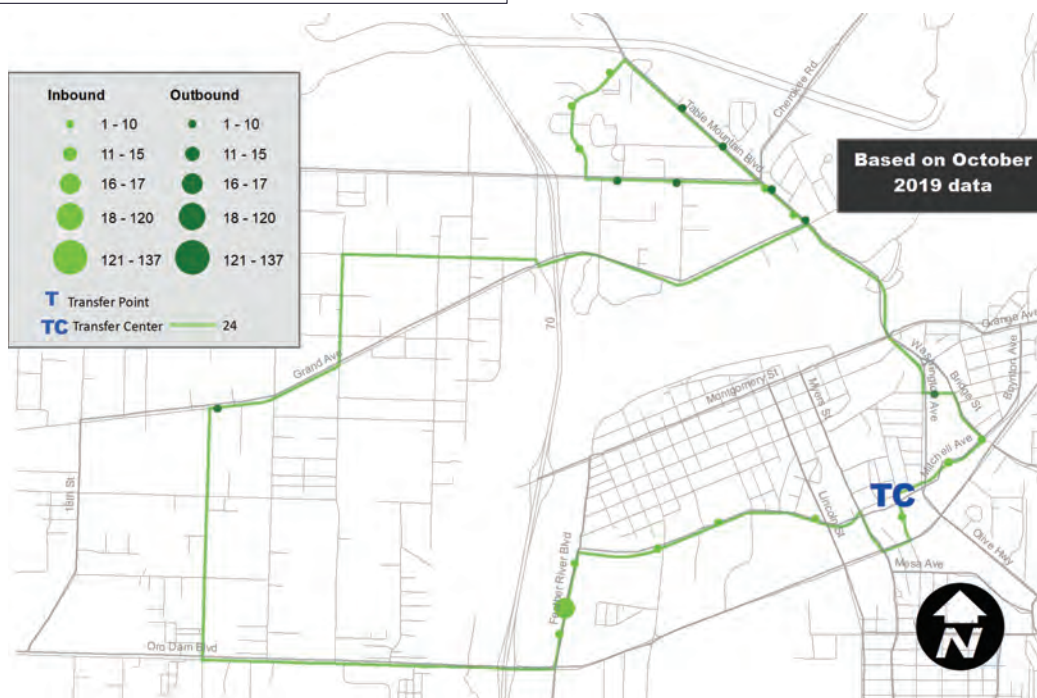
Interlined
with Route 27

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

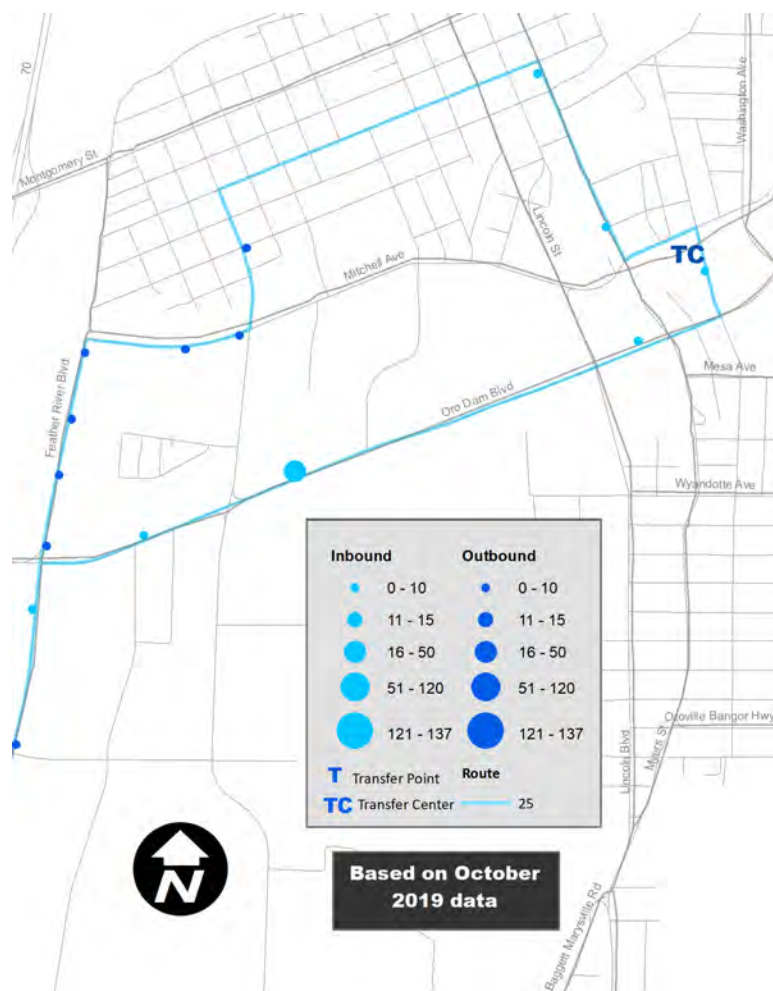


STRENGTHS

- ✓ 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

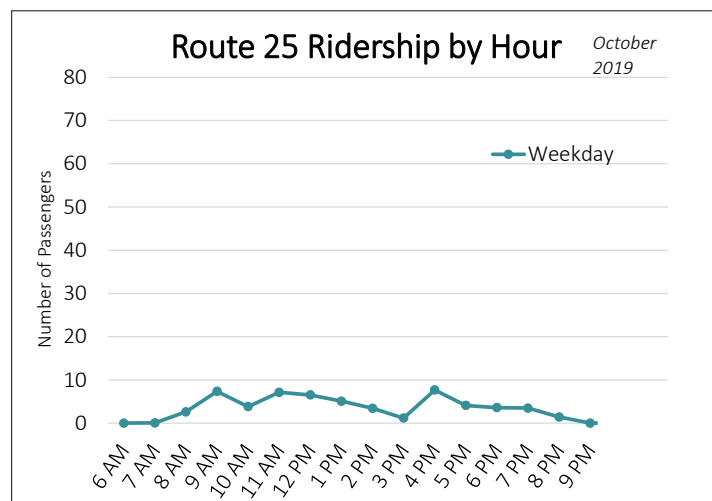
- ✗ Slightly below average productivity
- ✗ Inefficient one-way loop
- ✗ Very low ridership in Thermalito (1 boarding per day)
- ✗ Limited frequency
- ✗ Very poor on-time performance



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



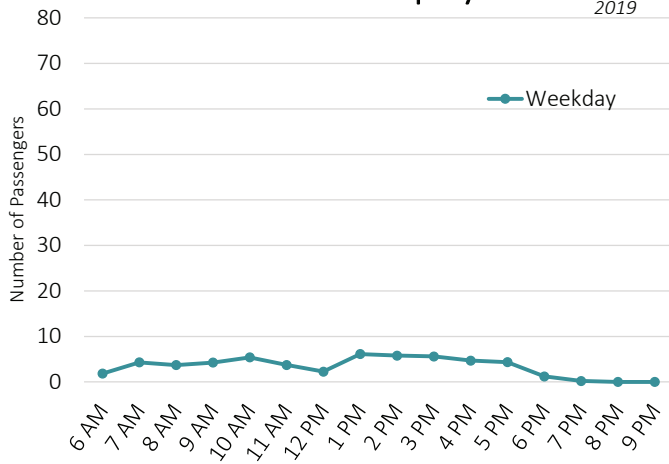
STRENGTHS

- ✓ 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

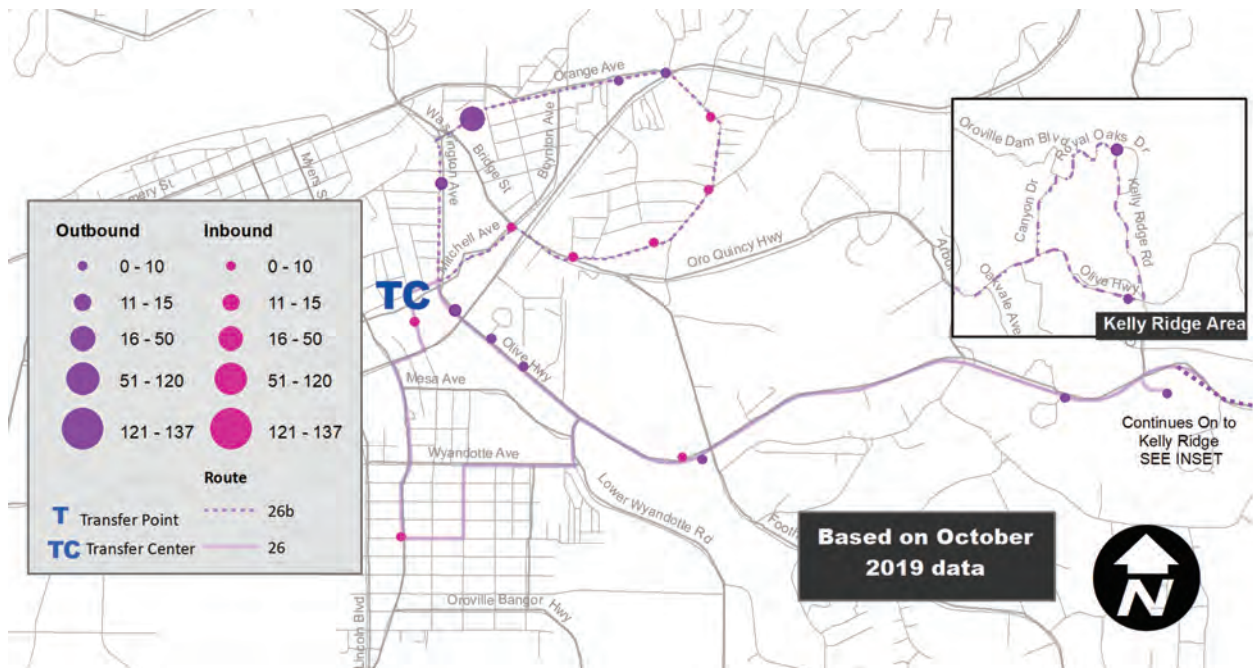
Route 26 Ridership by Hour

October
2019

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

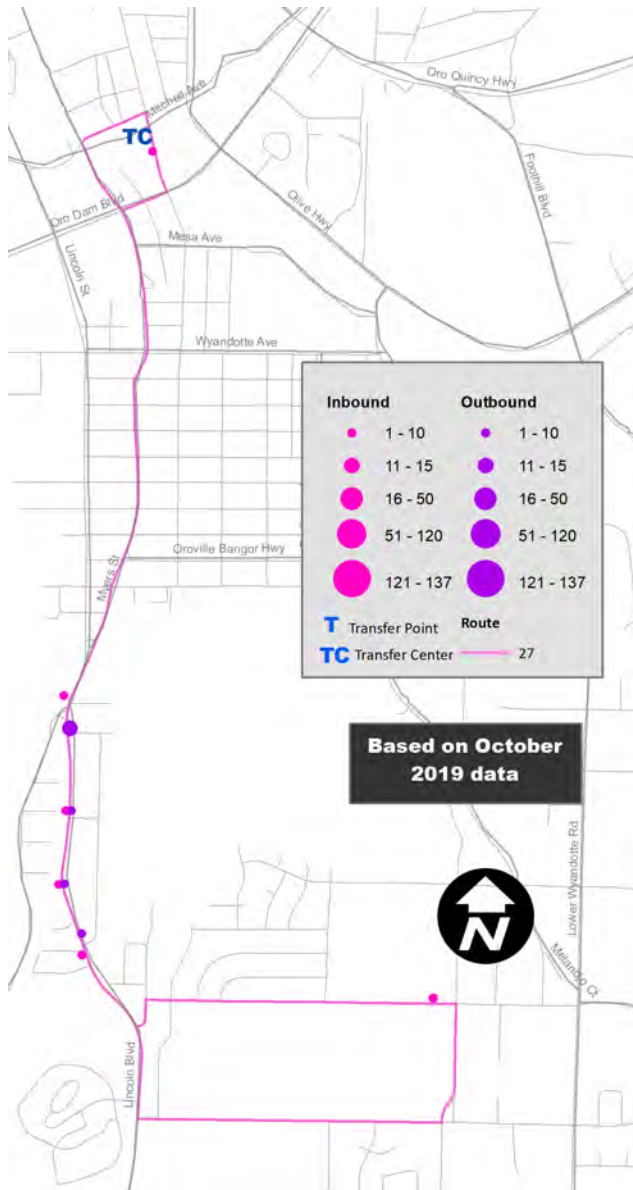


STRENGTHS

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

CHALLENGES

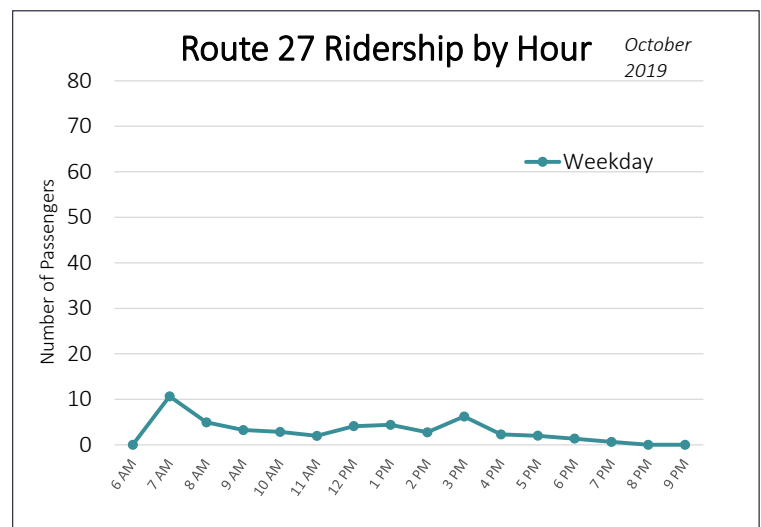
- ✗ Limited frequency
- ✗ Some stops served limited times (can be confusing)
- ✗ Poor productivity
- ✗ Poorest on-time performance of all routes
- ✗ Low ridership on Olive Highway



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

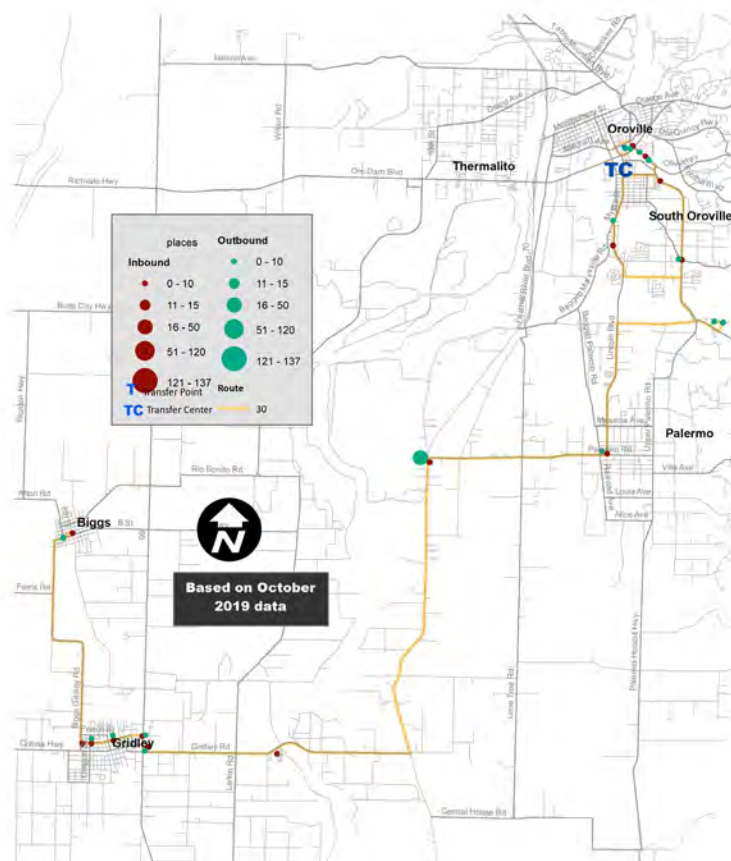
- ✗ Limited frequency
- ✗ Very poor on-time performance
- ✗ Low Ridership on Las Plumas High School loop

Route 30: Oroville-Biggs Monday-Friday

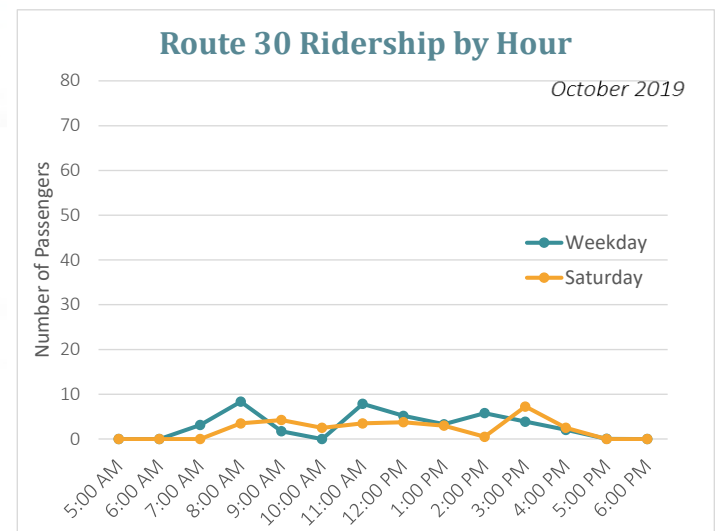
Southbound: From Oroville Transit Center to Gridley/ Biggs

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

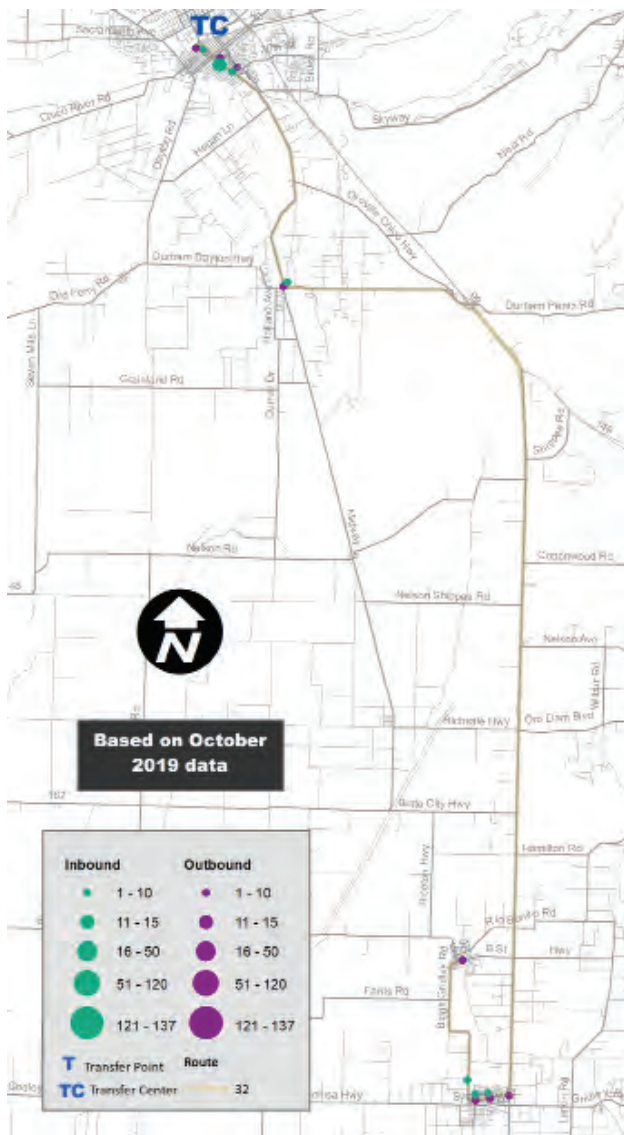
CHALLENGES

- ✗ Slightly below average productivity
- ✗ Limited trips
- ✗ Moderately poor on-time performance

Route 32: Gridley-Chico Monday-Friday

Northbound: From Gridley/Biggs to Chico

Southbound: From Chico to Gridley/Biggs



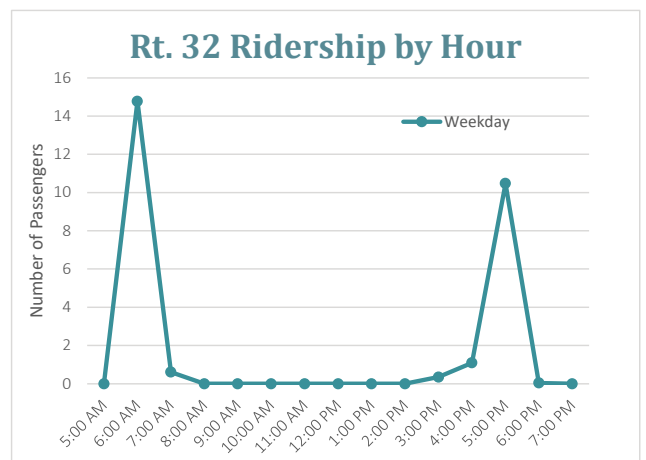
STRENGTHS

- ✓ 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

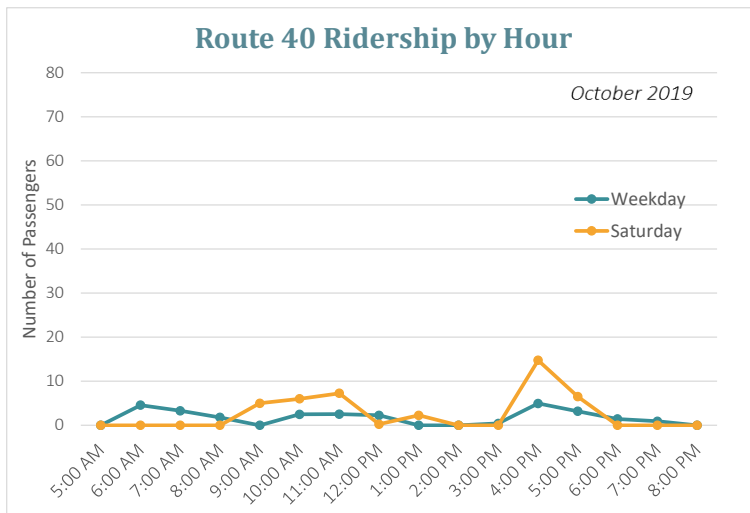
Route 40: Paradise-Chico Monday - Friday

Eastbound: From Chico to Paradise (Clockwise)

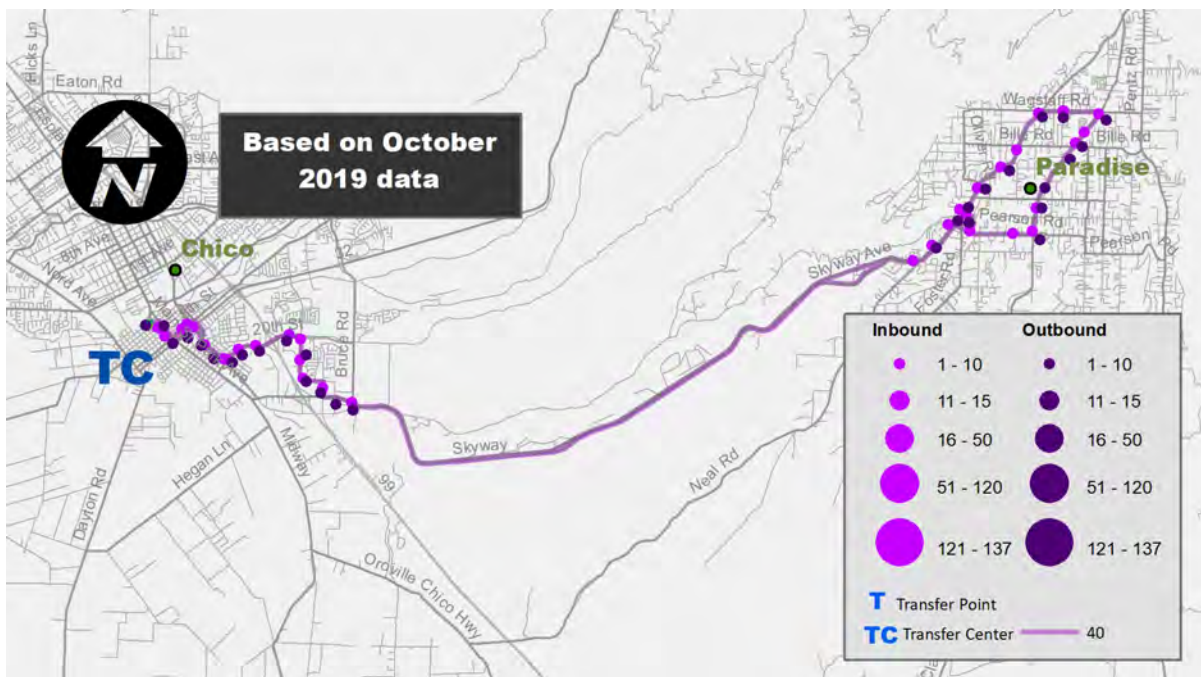
Westbound: From Paradise from Chico (Counterclockwise)

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

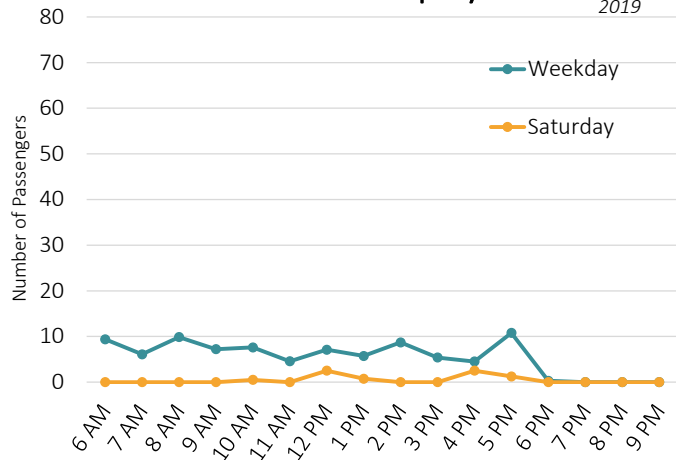
Route 41: Magalia-Chico Monday - Saturday

Eastbound: From Chico Transit Center to Paradise/Magalia

Westbound: From Magalia to Chico Transit Center

Route 41 Ridership by Hour

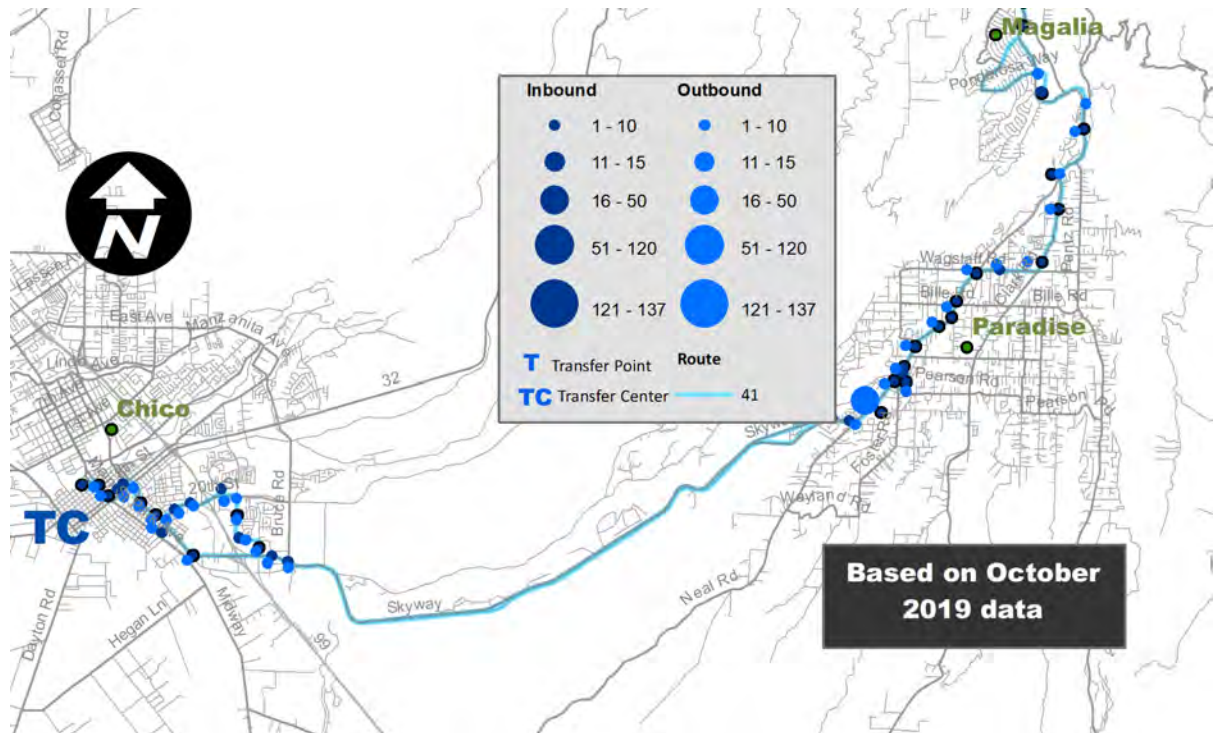
October 2019



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

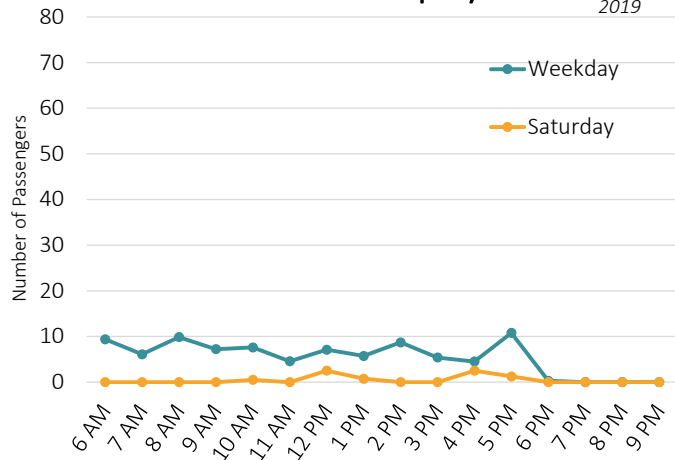
Route 41: Magalia-Chico Monday - Saturday

Eastbound: Transit Center to Paradise/Magalia

Westbound: From Magalia to Chico Transit Center

Route 41 Ridership by Hour

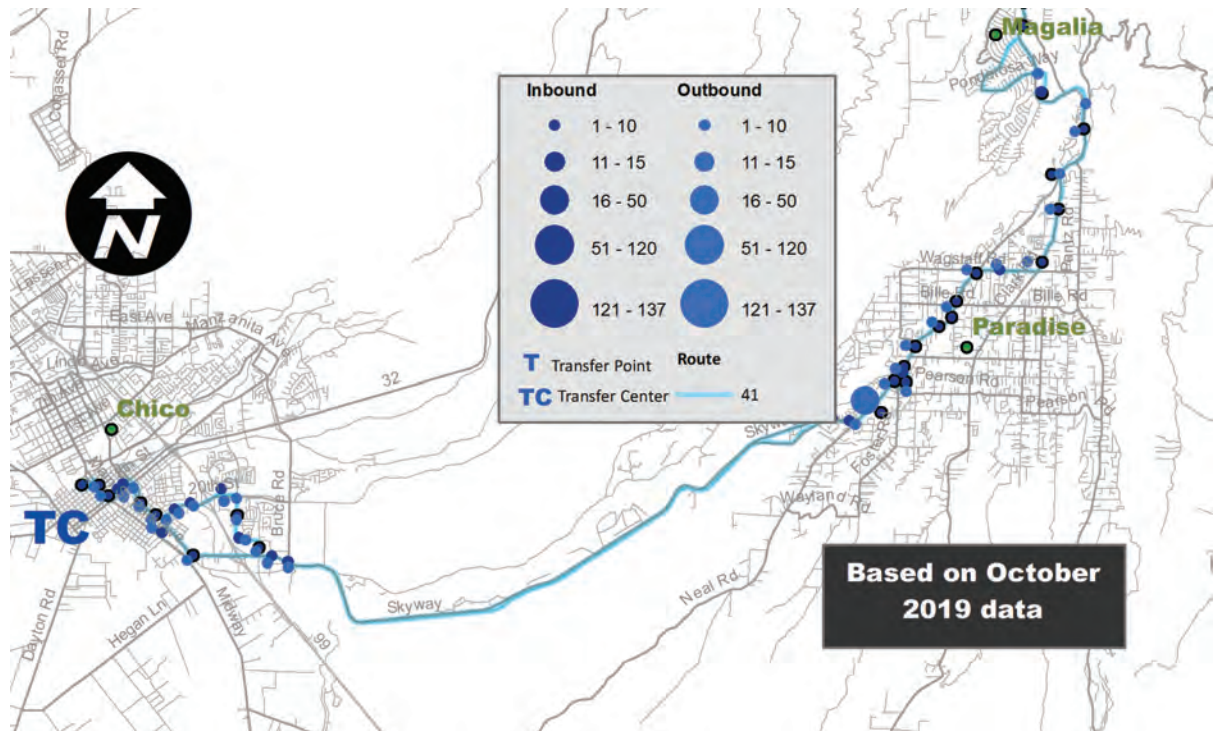
October 2019



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

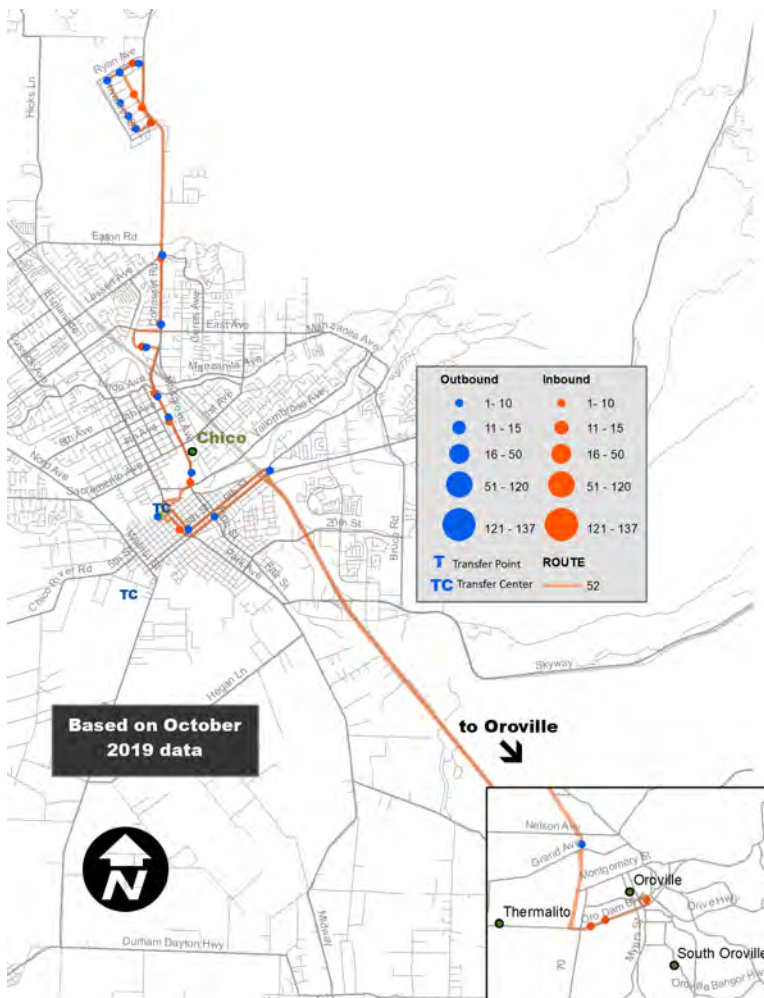
Route 52: Chico Airport Express Monday - Friday

Northbound: From Downtown Chico to Airport

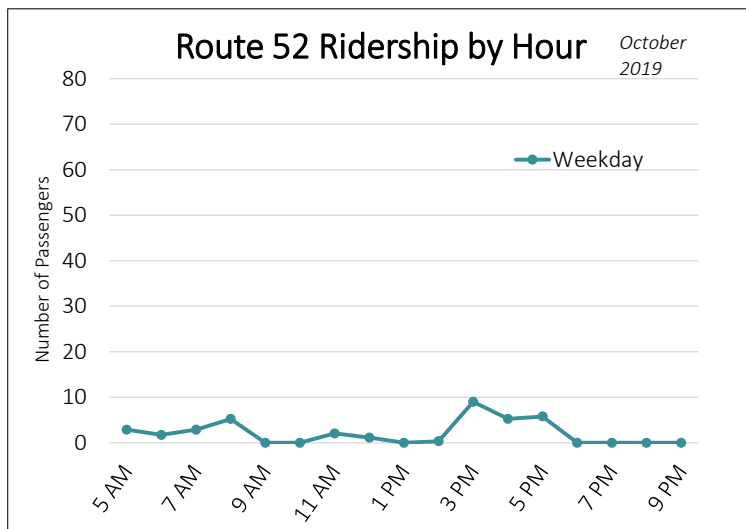
Southbound: From Airport to Downtown Chico

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

B-LINE OPERATIONAL AND RIDERSHIP DETAILED DATA

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

Figure C-1: Butte Regional Transit 2021 Route Frequencies

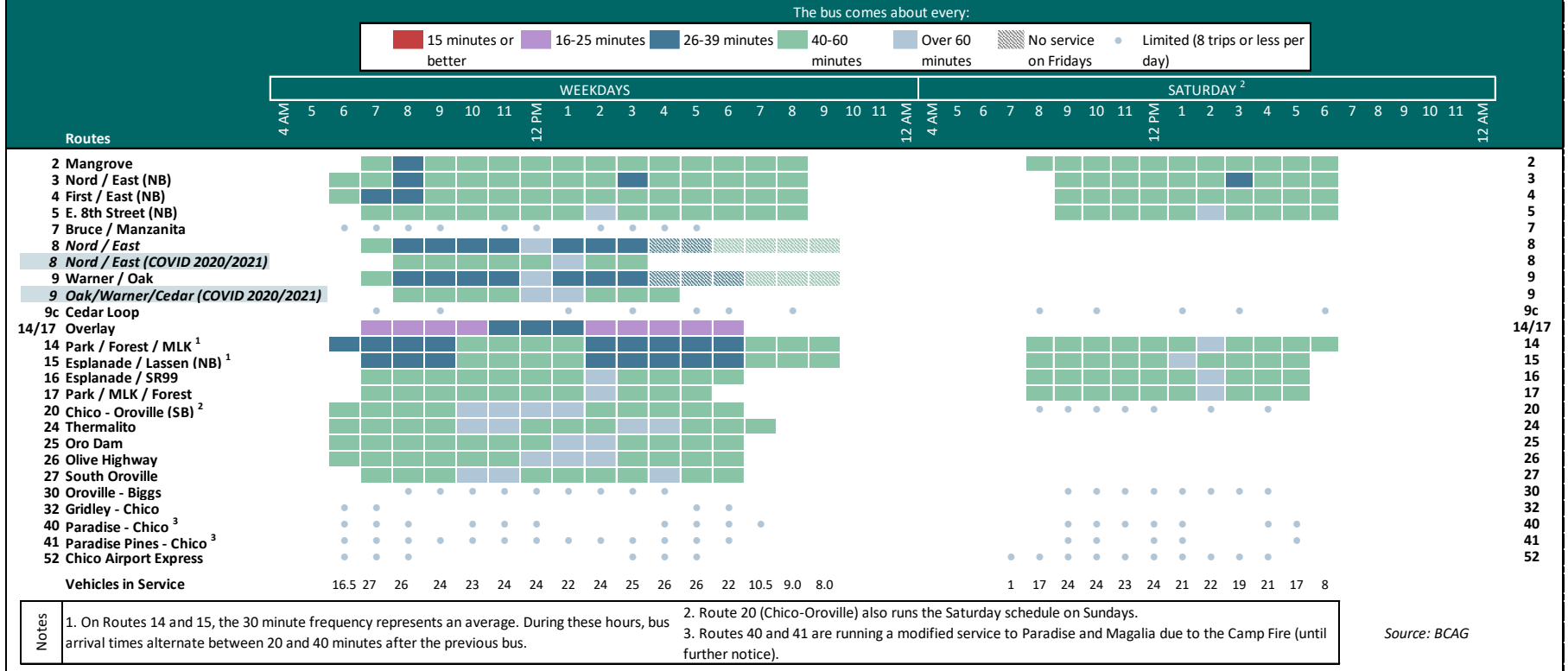


Table C-1: B-Line Annual Ridership by Route

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	< discontinued										
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	< discontinued										
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	< discontinued										
14								initiated >	123,334	111,714	105,262	115,965	90,051	43,928
15	initiated >		208,628	334,276	340,185	326,367	329,954	115,038	95,908	80,398	81,776	64,773	35,472	
16	initiated >		8,818	67,796	69,071	71,148	61,035	59,168	59,141	46,881	44,777	37,604	21,979	
17								initiated >	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	< discontinued		
32	initiated >		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	< discontinued						
52									initiated >	2,078	6,694	7,826	6,963	4,099
Total	1,284,218	1,237,285	1,179,417	1,306,282	1,352,871	1,353,111	1,337,551	1,250,290	1,142,563	981,651	944,531	731,909	355,963	
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
Average	69,219	87,048	105,891	113,086	89,212	85,390	79,729	95,453	91,392	99,978	88,883	69,360	1,056,196

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 ¹	COVID ²	#	%
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%
Average	2,415	787	-1,628	-67%

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**

		Average Daily Ridership by Route												
		Chico Routes												
														Subtotal Chico Routes
Time		2	3	4	5	7	8	9 ¹	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	
TOTAL		249	360	259	248	50	429	644	407	358	177	156	36	3372

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					
		Intercity Routes					
							Subtotal Intercity Routes
Time		20	30	32	40	41	
Hour of Day	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
TOTAL		410	41	27	28	87	594

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				
		Oroville Routes				
						Subtotal Oroville Routes
Time		24	25	26	27	
Hour of Day	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
TOTAL		72	57	53	47	231

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

October 1, 2019 - October 31, 2019

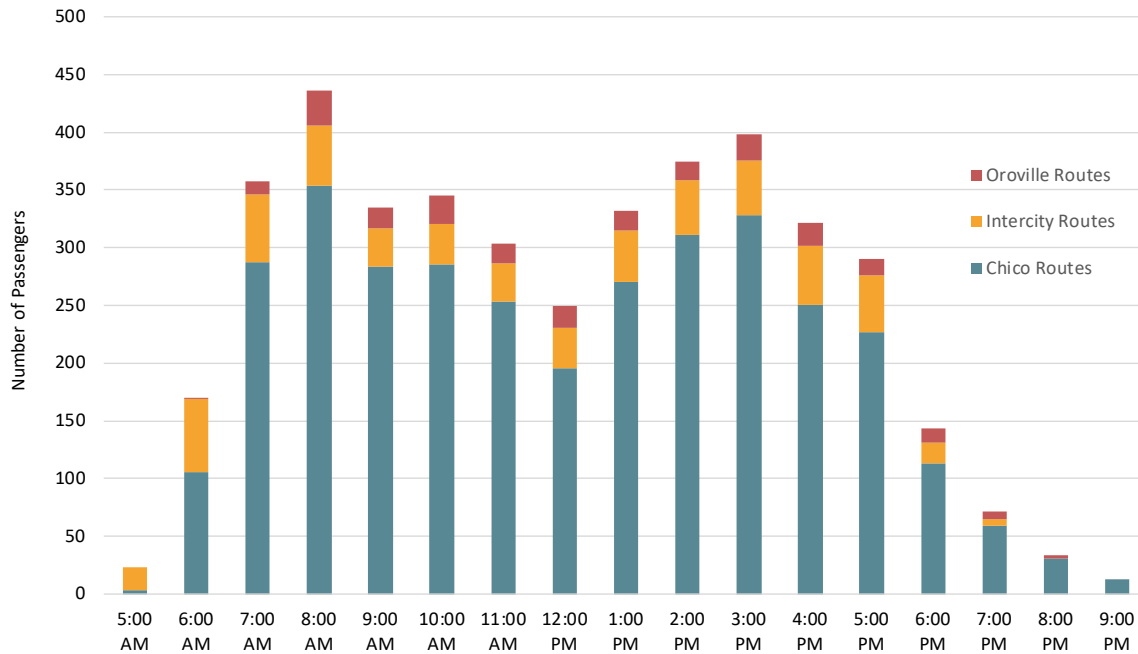


Table C-7: B-Line Chico Routes - Saturday Ridership by Hour

October 1, 2019 - October 31, 2019

Average Daily Ridership by Hour

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

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					
		Intercity Routes					Subtotal 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
TOTAL		127	31	0	42	8	207

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

October 1, 2019 - October 31, 2019

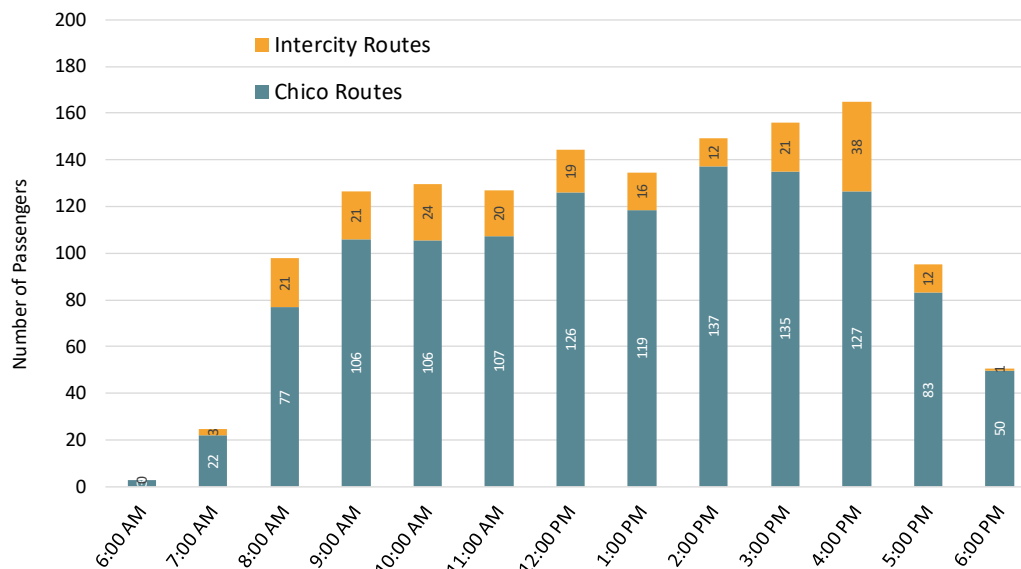


Table C-9: B-Line - Sunday Ridership by Hour (Route 20)

October 1, 2019 - October 31, 2019

	Time	Average Daily Ridership by Hour
		Route 20
Hour of Day	7:00 AM	4.8
	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
TOTAL		129

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

October 1, 2019 - October 31, 2019

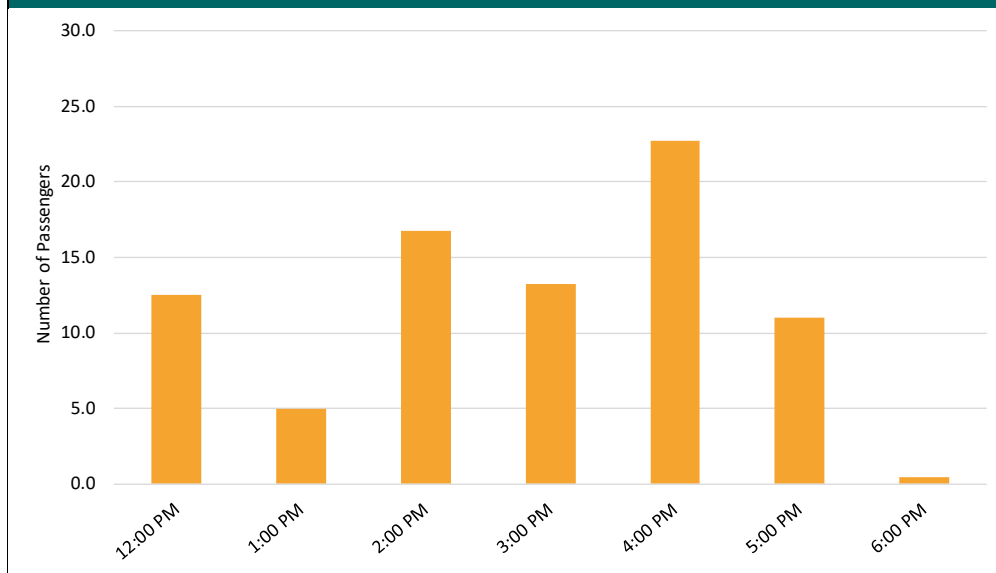


Table C-10: B-Line Boardings by Fare Type

			Boardings - February 2020		Boardings - August 2021	
			#	%	#	%
Cash Boardings	All	All	17,964	21.1%	15,570	41.4%
1-Ride Regional Regular	All	All	830	1.0%	329	0.9%
2-Ride Pass	Local	Regular	1,791	2.1%	200	0.5%
		Discount	444	0.5%	77	0.2%
		Youth	277	0.3%	122	0.3%
	Regional	Regular	246	0.3%	62	0.2%
		Discount	146	0.2%	103	0.3%
		Youth	53	0.1%	14	0.0%
All Day Pass	All	All	890	1.0%	658	1.8%
10-Ride Pass	Local	Regular	954	1.1%	265	0.7%
		Discount	1,268	1.5%	550	1.5%
		Youth	411	0.5%	277	0.7%
	Regional	Regular	547	0.6%	137	0.4%
		Discount	373	0.4%	148	0.4%
		Youth	107	0.1%	10	0.0%
30-Day Pass	Local	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%
	Regional	Regular	1,441	1.7%	620	1.6%
		Discount	3,486	4.1%	1,775	4.7%
		Youth	590	0.7%	197	0.5%
Smart Card	All	All	--	--	418	1.1%
Stored Value Card	All	All	220	0.3%	92	0.2%
University Card ⁴	All	All	31,239	36.7%	7,242	19.3%
365 Day Employee	All	All	1,356	1.6%	415	1.1%
365 Day Soc. Service	All	All	5,501	6.5%	2,447	6.5%
Paratransit (2-Ride)	All	All	10	0.01%	7	0.02%
TOTAL	All	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 ⁵	All	All	\$9,250	8.70%	\$4,750	8.86%	-49%
TOTAL	All	All	\$106,375	100.0%	\$53,632	100.0%	

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	Make	Fuel Type	Seating	Wheelchair Tie
			Year			Capacity	Downs
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
Total Systemwide	544	154	27	478	457	87	201	38	312	23	171
Percent of All Stops In Each Community With Amenity											
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%
Total Systemwide	--	28%	5%	88%	84%	16%	37%	7%	57%	4%	31%
Source: BCAG inventory as of August 2019.											

APPENDIX D: B-LINE ONBOARD SURVEY RESULTS

APPENDIX D: B-LINE ONBOARD SURVEY RESULTS

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.

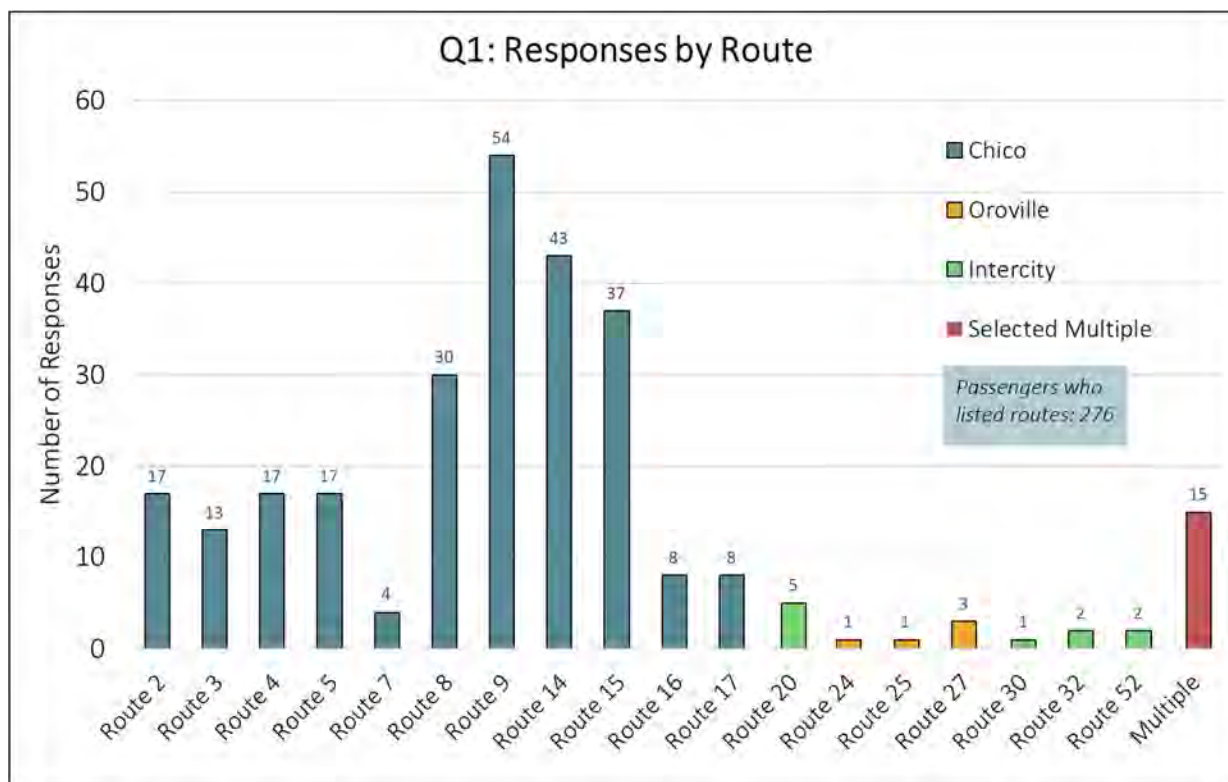
Q1. Responses by route (280 responses): All 280 respondents answered this question, though two chose “other” and did not list a specific route. Most passengers checked one route, as directed, but 6 percent checked multiple routes. Most respondents completed surveys for Chico routes (95 percent, not including answers where multiple routes were listed¹), 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.

A List of the tables and figures below:

- Q1: Responses by Route
- Q2: Time Respondents Boarded Bus
- Q3: Boarding Locations
- Q4: Alighting Locations
- Q3 & Q4: Major Origin/Destination Pairs
- Q5: Round-trips Vs. One-way Travels
- Q6: Routes Passengers Planned to Transfer To or From
- Q6 (Continued): Route Transfer Pattern
- Q7: Trip Purpose

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

- Q8 Passenger Opinions of B-Line Service
- Q9: Did Passengers Have a Vehicle Available for their Trip?
- Q11: Did Passengers Have a Driver's License?
- Q10: How Do Passengers Get Information About B-Line Services?
- Q13: What is Your Age?
- Q14: Passenger's Primary Occupations
- Q14 (Continued): Type of Students
- Q15: Desired Improvements
- Q15a: Desire for Increased Weekday Frequency, by Route
- Q15b: Desire for Increased Weekend Frequency by Route
- Q15c: Desire for Earlier Service, by Route
- Q15d: Desire for Later Service, by Route
- Q15e: Desire for Service to Other Locations
- Q15f: Desire for More Shelters
- Q16: Survey Comments



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.

Q2: Time Respondent Boarded Bus

From	To		
6:00 AM	7:00 AM	6	2%
7:00 AM	8:00 AM	14	6%
8:00 AM	9:00 AM	30	12%
9:00 AM	10:00 AM	22	9%
10:00 AM	11:00 AM	12	5%
11:00 AM	12:00 PM	13	5%
12:00 PM	1:00 PM	18	7%
1:00 PM	2:00 PM	41	16%
2:00 PM	3:00 PM	39	16%
3:00 PM	4:00 PM	20	8%
4:00 PM	5:00 PM	15	6%
5:00 PM	6:00 PM	11	4%
6:00 PM	7:00 PM	6	2%
7:00 PM	8:00 PM	2	1%
8:00 PM	9:00 PM	1	0%
Total Responses		250	

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%
Total responses	241	100%

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%
Total responses	240	100%

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 4th and Cedar. Beyond these key activity locations, the data indicates a diffuse pattern of many stops with low ridership activity.

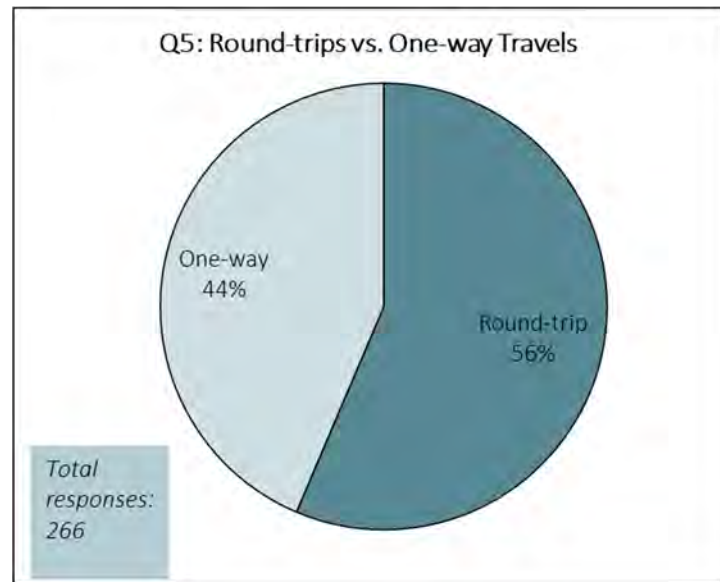
Q3 X Q4 - Major Origin/Destination Pairs

Excludes Stops with 1 Boarding or 1 Alighting

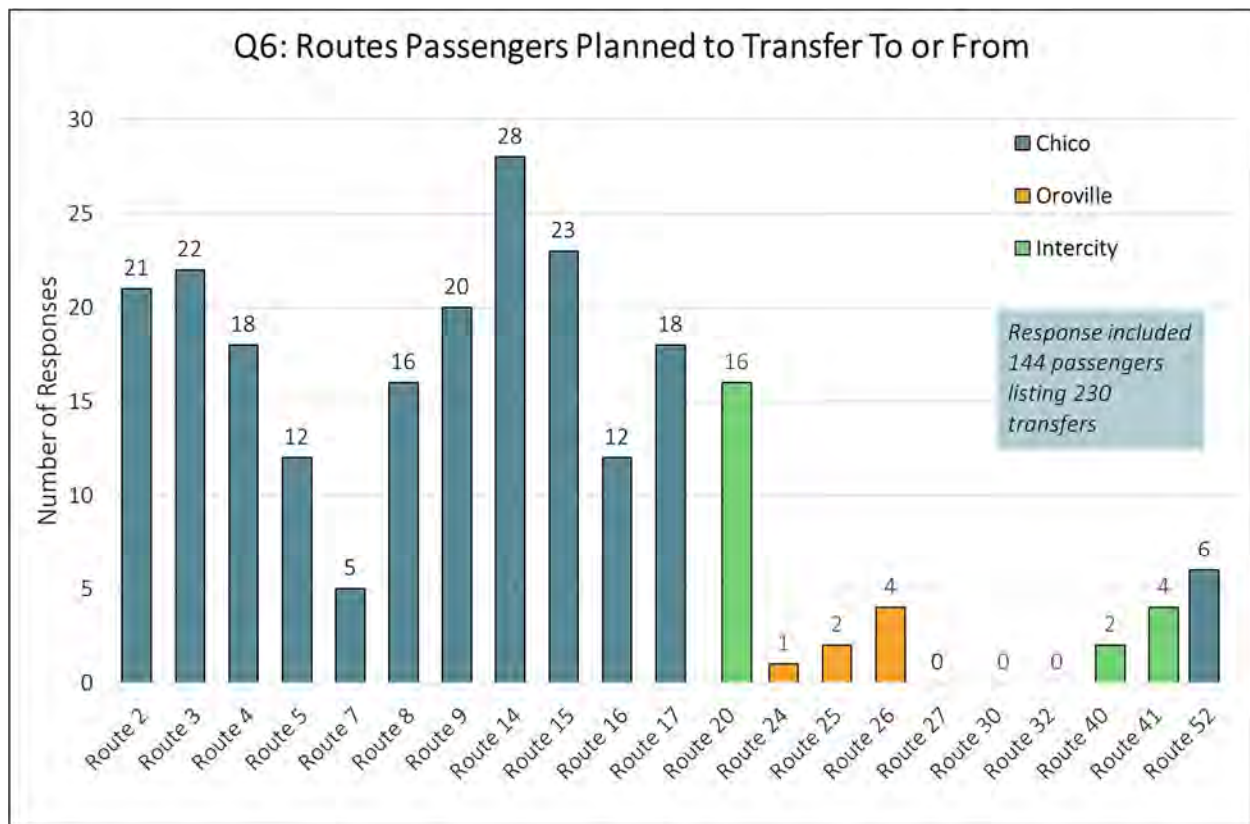
Alighting Stop																		
Boarding Stop	20th and Fair	20th and Park	4th and Cedar	Burlap Ave.	Chico Mall	Chico State	Chico Transit Center	Downtown	East Ave.	Esplanade	Forest Ave.	Lassen Ave.	Mall	Oroville Transit Center	University Village	W Sac. & Victorian	Walmart	Grand Total (1)
Total Survey Responses																		
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
Percent of Total Valid Surveys																		
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	1	0	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

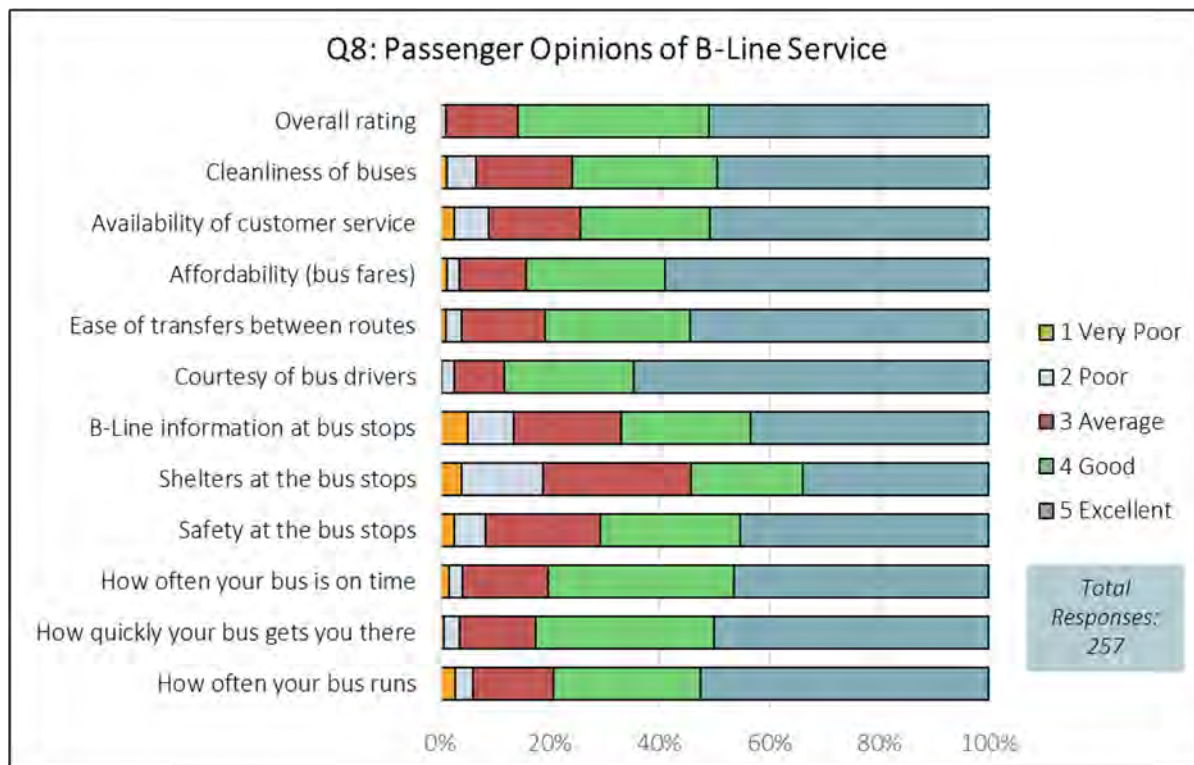
Q7: Trip Purpose (269 Passengers

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).

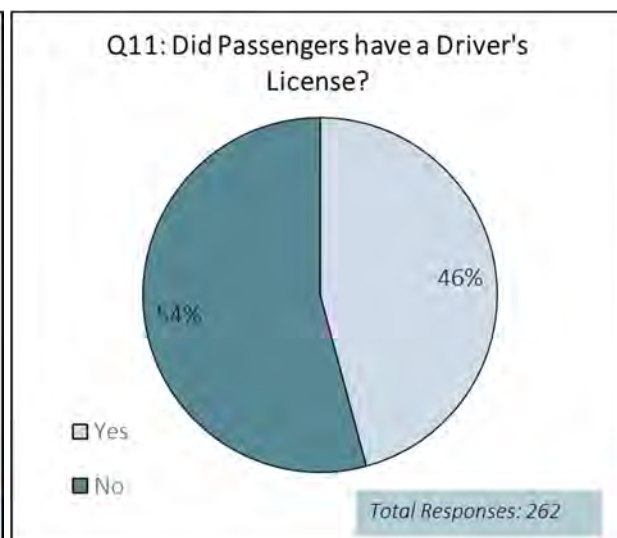
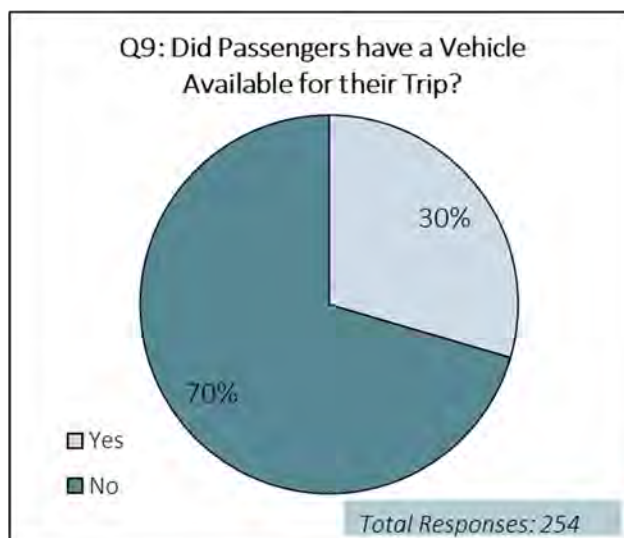
Q7: Trip Purpose

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

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%
Total responses	493		100%

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.

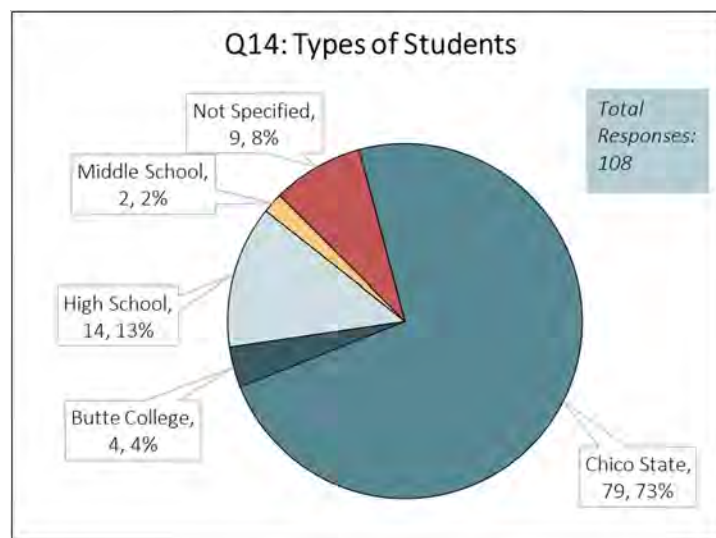
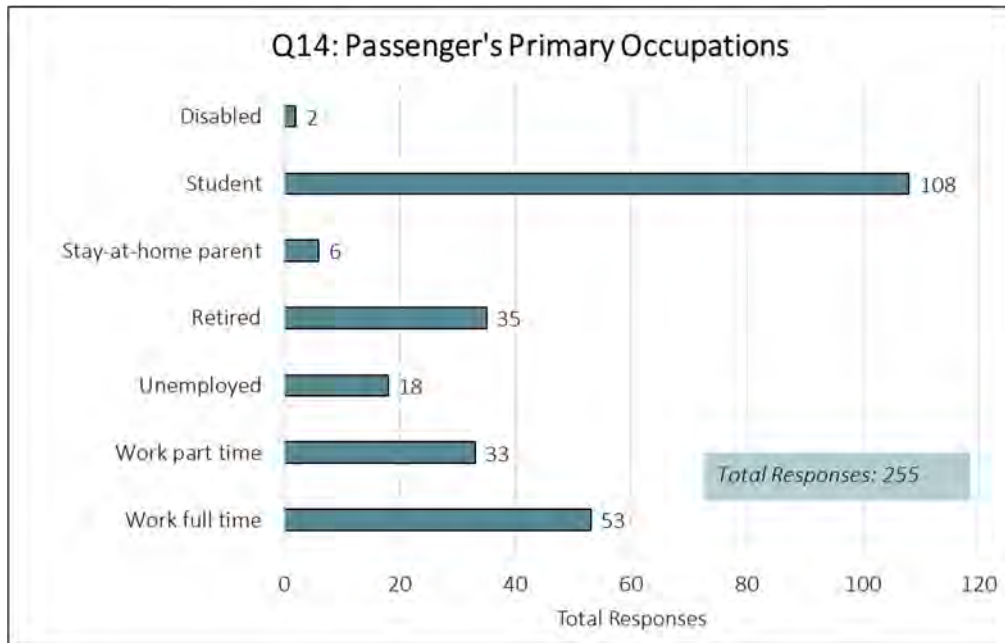
Q13. Age of respondents (258 responses):

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%
Total responses	258		100%

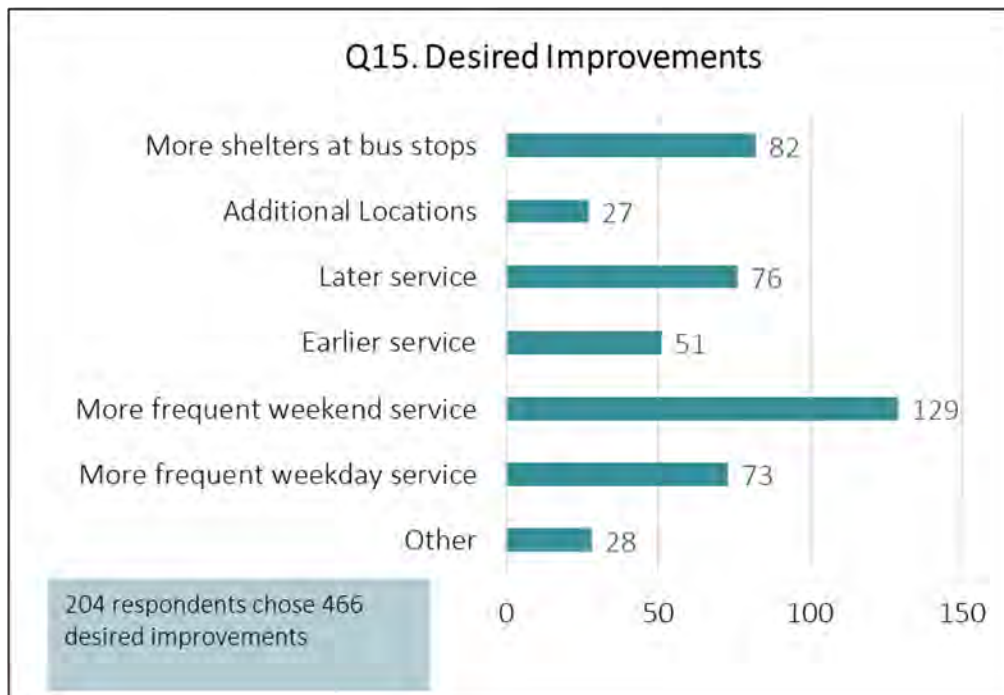
Q14. Passenger's occupations (255 responses):

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
Total	6	6	5	7	4	8	5	6	6	7	8	1	1	1	1	5	2	26	105
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																								
	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	Total
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
Total	9	16	12	8	6	14	11	14	9	6	12	10	5	5	3	4	1	6	4	1	3	2	38	6	205
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																			
	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	Total
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
Total	2	4	6	3	3	4	9	3	5	5	1	6	1	1	3	1	1	17	1	77
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																		
	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	Total
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
Total	6	6	8	5	2	3	8	14	9	3	6	6	1	2	3	1	29	1	113
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.

Q15e: Desire for Service to Other Locations	
Route Surveyed	Location a bus is desired
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				
Route Surveyed	Location a bus is desired	Responses		
		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.
Compliment	4	Schedule	40-41 sucks I have . . . and usually have to walk in hot or very cold wet weather 3-4 hours after
	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.

Appendix E
B-LINE ON-TIME PERFORMANCE

B-LINE ON-TIME PERFORMANCE

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

Below is a list of included tables:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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	15+	Early	On Time	5-15	15+
						Min Late	Min Late			Min Late	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%
	Subtotal		1501	350	1009	142	0	23%	67%	9%	0%
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%
	Subtotal		1420	500	755	162	3	35%	53%	11%	0%
Total			2921	850	1764	304	3	29%	60%	10%	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	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	5	4	5	4	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	4	3	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
North bound	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%
South bound	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%
Total			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
North bound	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	4	5	5	5	5	5	4	4	4	4	-	5
South Bound	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	7	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		Number of Observations						% of Total Observations			
		Dep/Arr	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	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>		1669	233	1107	315	14	14%	66%	19%	1%
South bound	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>		1657	283	948	350	76	17%	57%	21%	5%
Total			3326	516	2055	665	90	16%	62%	20%	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	
North bound	Chico Jr High School	4	4		3	4	3	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
	North Valley Plaza	12	10		-	10	10	10	10	11	11	11	10	11	11	10	9	8	8	11
South Bound	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	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	6

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

Weekdays in Month of February, 2020

On-Time Performance				Number of Observations					% of Total Observations			
						5-15	15+			5-15	15+	
			Dep/Arr	Total	Early	On Time	Min Late	Min Late	Early	On Time	Min Late	Min Late
West bound	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%	
	Subtotal		1842	673	960	208	1	37%	52%	11%	0%	
East bound	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%	
	Subtotal		1770	390	1203	174	3	22%	68%	10%	0%	
Total			3612	1063	2163	382	4	29%	60%	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	
West bound	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
East Bound	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	5-15		15+	5-15		15+	
					On	Min	Min	On	Min	Min	
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%
Total			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		Number of Observations						% of Total Observations			
		Dep/Arr	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%
Subtotal			2142	632	1293	204	13	30%	60%	10%	1%
Total			2142	632	1293	204	13	30%	60%	10%	1%

Running Time From Previous Stop (Min)		Scheduled Time	Average Total	Average By Hour																90th	
				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	Percentile
Loop	W Sac & Nord	8	7			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
	Warner & W Sac	4	3.7			5	3	3	3	3	4	4	4	4	4	4	4	3	3	4	4
	Transit Center 2nd & Normal 2	6	5			6	5	5	5	4	5	5	5	5	5	5	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	15+	Early	On Time	5-15	15+
						Min	Min			Min	Min
North bound	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%
	Subtotal		1265	68	660	506	31	5%	52%	40%	2%
South bound	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%
	Subtotal		39	1	36	2	0	3%	92%	5%	0%
West bound	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%
	Subtotal		1291	140	868	273	10	11%	67%	21%	1%
Total			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	
North bound	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	6	7	6	9	
South bound	Transit Center 2nd & Normal 2	8	9			9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9
West Bound	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		15+ Min		Late
					On	Min	Min	Min	Min	Min	
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%
Total			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%
	<i>Subtotal</i>		2783	699	1608	435	41	25%	58%	16%	1%
Total			2783	699	1608	435	41	25%	58%	16%	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	
Loop	20th St & Park	7	6		5	6	6	6	7	7	6	7	6	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	9
	E Park & MLK	6	5		4	4	5	5	5	6	7	6	6	5	5	6	5	6	4	9
	20th St & Park 2	6	7		6	6	6	7	7	7	8	7	7	7	7	7	5	6	5	4
	Transit Center 2nd & Salem 2	9	6.9		5	8	7	7	5	8	8	8	8	8	7	7	6	6	5	6

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

Weekdays in Month of February, 2020

On-Time Performance				Number of Observations					% of Total Observations			
				5-15			15+	5-15			15+	
			Dep/Arr	Total	Early	Time	Min	Min	Early	Time	Min	Min
North bound	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%	
	Subtotal		2218	300	1582	333	3	14%	71%	15%	0%	
South bound	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%	
	Subtotal		2208	259	1316	617	16	12%	60%	28%	1%	
Total			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	
North bound	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
South Bound	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
North bound	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%
	Subtotal		1,162	192	812	149	9	17%	70%	13%	1%
South bound	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%
	Subtotal		1,114	53	466	520	75	5%	42%	47%	7%
Total			2,276	245	1,278	669	84	11%	56%	29%	4%

Running Time From Previous Stop (Min)		Scheduled Time	Average Total	Average By Hour														90th	
				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	Percentile
North bound	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
South Bound	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	4	5	4	4	4	0	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	15+	Early	On Time	5-15	15+
						Min Late	Min Late			Min Late	Min Late
Loop	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%
	<i>Subtotal</i>		<i>1,228</i>	<i>182</i>	<i>463</i>	<i>351</i>	<i>65</i>	<i>15%</i>	<i>38%</i>	<i>29%</i>	<i>5%</i>
Total			1,228	182	463	351	65	15%	38%	29%	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	
Loop	20th St & Park	7	6			6	5	7	6	6	7	7	7	7	6	7	0	7
	E Park & MLK	7	7			7	7	7	7	6	7	8	8	7	7	6	0	8
	Forest Xfer (Bank)	6	6			5	6	6	6	6	6	6	6	6	6	6	5	6
	20th St & Park 2	6	8			6	6	6	7	8	8	8	9	9	9	9	8	9
	Transit Center 2nd & Salem 2	9	9			0	20	7	7	7	7	8	9	10	7	9	10	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
North bound	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%
Subtotal			1,205	296	709	168	32	25%	59%	14%	3%
South bound	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%
Subtotal			1,120	127	535	425	33	11%	48%	38%	3%
Total			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	
North bound	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
South Bound	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
Loop	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%
Total			913	196	416	254	47	21%	46%	28%	5%

Running Time From Previous Stop (Min)		Scheduled Time	Average Total	Average By Hour															90th
				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	Percentile
Loop	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		Late	On Time		Late	Late
					5-15 Min	15+ Min		5-15 Min	15+ Min		
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%
Total			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
26A	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%
Subtotal			582.0	66.0	295.0	173.0	48.0	11%	51%	30%	8%
26B	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%
Subtotal			685.0	61.0	251.0	250.0	123.0	9%	37%	36%	18%
Total			1,267.0	127.0	546.0	423.0	171.0	10%	43%	33%	13%

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	
26A	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	0	8	0	8	0	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
26B	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	5-15		15+	5-15		15+	
					On	Min		On	Min		
					Time	Late	Late	Early	Time	Late	Late
Loop	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%
Total			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
Loop	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
North bound	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>		195	62	100	33	0	32%	51%	17%	0%
South bound	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>		222	48	115	59	0	22%	52%	27%	0%
Total			417	110	215	92	0	26%	52%	22%	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	
North bound	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
South Bound	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			Number of Observations					% of Total Observations				
		Dep/Arr			5-15		15+			5-15		15+
			Total	Early	On Time	Min Late	Min Late	Early	On Time	Min Late	Min Late	
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%	
	Subtotal		59	10	42	7	0	17%	71%	12%	0%	
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%	
	Subtotal		74	15	35	23	1	20%	47%	31%	1%	
Total			133	25	77	30	1	19%	58%	23%	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
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		Late	On Time		Late	Late
					5-15 Min	15+ Min		5-15 Min	15+ Min		
East bound	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>		<i>381</i>	<i>167</i>	<i>149</i>	<i>63</i>	<i>2</i>	<i>44%</i>	<i>39%</i>	<i>17%</i>	<i>1%</i>
West bound	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>		<i>368</i>	<i>207</i>	<i>142</i>	<i>19</i>	<i>0</i>	<i>56%</i>	<i>39%</i>	<i>5%</i>	<i>0%</i>
Total			749	374	291	82	2	50%	39%	11%	0%

Running Time From Previous Stop (Min)		Scheduled Time	Average Total	Average By Hour														90th	
				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	Percentile
East bound	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
West Bound	Skyway & Wagstaff	14	10		0	11	10	0	0	11	10	0	0	0	0	10	10	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		Early	On Time	5-15	
						Min Late	15+ Min Late			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%
Total			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				Number of Observations					% of Total Observations			
				5-15			15+	5-15			15+	
			Dep/Arr	Total	Early	On Time	Min Late	Min Late	Early	On Time	Min Late	Min Late
North bound	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%	
	Subtotal		555	229	289	37	0	41%	52%	7%	0%	
South bound	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%	
	Subtotal		300	83	171	46	0	28%	57%	15%	0%	
52 IPM	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%	
	Subtotal		80	12	61	7	0	15%	76%	9%	0%	
52 OAM	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%	
	Subtotal		72	53	19	0	0	74%	26%	0%	0%	
Total NB/SB				855	312	460	83	0	36%	54%	10%	0%
Total IPM/OAM				152	65	80	7	0	43%	53%	5%	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	
North bound	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	7	7	7	0	8
South Bound	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
52 IPM	Fir Street Park & Ride	7	7	0	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	0	23	23
	Transit Center Mitchell & Spencer	8	10	0	0	0	0	0	0	0	0	0	0	0	0	0	10	10
52 OAM	3rd St & Grand Ave	10	6	6	0	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	0	25
	Transit Center 2nd & Salem	10	9	0	9	0	0	0	0	0	0	0	0	0	0	0	0	9

APPENDIX F

PROPOSED ELIMINATED STOPS

Community	Stop #	Location	Shelter	Ad	Bench	Sign
Chico	105	East Ave & Manzanita Ave	Yes	No		Yes
Chico	193	Forest Ave & Springfield Dr			Yes	Yes
Chico	196	E 20th St & Huntington Dr	Yes	No		Yes
Chico	197	Notre Dame Blvd & Robailey Dr				Yes
Chico	204	Bruce Rd & Sierra Sunrise Ter				Yes
Chico	205	Bruce Rd & Lakeside Village Commons	Yes	Yes		Yes
Chico	206	Bruce Rd & Cal Park Dr				Yes
Chico	207	Manzanita Ave & Hooker Oak Park				Yes
Chico	208	Manzanita Ave & Hooker Oak Ave				Yes
Chico	209	Bruce Rd & E. 8th St.	Yes	Yes		Yes
Chico	211	Bruce Rd & Sterling Oaks Dr.	Yes	Yes		Yes
Chico	221	Forest Ave & Hartford Dr				Yes
Chico	236	Parmac Rd & Cohasset Rd				Yes
Chico	331	Esplanade & Shasta				Yes
Chico	332	Esplanade at Cavalier Bike Path				Yes
Chico	333	Esplanade & Eaton				Yes
Chico	334	Esplanade & Tonia				Yes
Chico	335	Esplanade at Shasta School				Yes
Chico	336	Esplanade & Valley Ct				Yes
Chico	337	Esplanade & Hwy 99				Yes
Chico	338	Esplanade & Nord				Yes
Chico	339	Esplanade & Nord				Yes
Chico	340	Esplanade & Eaton				Yes
Chico	341	Esplanade & Yellowstone	Yes	Yes		Yes
Chico	342	Esplanade & Shasta				Yes
Chico	348	Ellene Ave & Manzanita Ave				Yes
Chico	349	Ellene Ave & Manzanita Ave	Yes	No		Yes
Chico	352	Marsh Jr High				Yes
Chico	367	East Ave & Cactus Ave	Yes	No		Yes
Chico	368	Bruce Rd & Lakewest Dr.	Yes	No		Yes
Chico	404	Diablo & Ceres	Yes	No		Yes
Chico	446	East Ave & Tuolumne				Yes
Chico	456	Ceres Ave & Diablo				Yes
Chico	464	Manzanita Ave & Centennial Ave				Yes
Chico	517	Esplanade & Cohasset				
Chico	518	Garner Ln & Esplanade				Yes
Chico	528	Notre Dame Blvd & E. 20th St				Yes
Chico	534	Eaton Rd & Lassen Ave				Yes
Chico	535	Eaton Rd & Keith Hopkins Pl				Yes
Chico	537	Floral Ave & Glenshire Ln				Yes
Chico	538	Floral Ave & Whitewood				Yes
Chico	581	Floral Ave & Ravenshoe Way				Yes
Chico	582	Floral Ave & East Ave				Yes
Chico	583	Eaton Rd & Lassen Ave				
Chico	584	Eaton Rd & San Miguel Ct				Yes
Chico	585	Eaton Rd & Floral Ave				
Chico	586	Eaton Rd & Floral Ave				Yes
Chico	587	Lupin Ave & Ceres Ave				Yes
Chico	588	Ceres & Lassen				Yes
Chico	592	East Ave & Cactus Ave				Yes
Chico	607	Esplanade at DeGarmo Park				Yes
Chico	608	Esplanade at DeGarmo Park				Yes
Chico	621	Concord & Bruce				
Chico	623	North BC Courthouse				Yes
Chico	624	E 20th St & Concord				Yes
Chico	626	Ryan Ave & Cohasset Rt				Yes

Community	Stop #	Location	Shelter	Ad	Bench	Sign
Chico	627	Marauder St & Lockheed Ave				Yes
Chico	628	Marauder St & Convair Ave				Yes
Chico	629	Boeing Ave & Marauder St				Yes
Chico	630	Boeing Ave & Fortress St				Yes
Chico	631	Fortress St & Convair Ave				Yes
Chico	632	Fortress St & Lockheed Ave				
Chico	633	Fortress St & Ryan St				Yes
Chico	634	Ryan Ave & Marauder St				Yes
Chico	635	Ryan Ave & Cohasset Rd				Yes
Magalia	25	Skyway & Perry Rd				Yes
Magalia	26	Skyway & Wycliff				Yes
Magalia	27	Skyway & Woodward Dr				Yes
Magalia	28	Skyway & Hidden Lake Ln				Yes
Magalia	29	Skyway & Fremont				Yes
Magalia	30	Skyway & Colter				Yes
Magalia	415	Skyway & Hollywood Rd				Yes
Magalia	416	Skyway & Fir Haven				Yes
Magalia	417	Skyway at Paradise Pines RV Park				Yes
Oroville	47	Oro Dam Blvd & 5th Ave	Yes	Yes		Yes
Oroville	59	Table Mountain Blvd & Jasmine Ct				Yes
Oroville	60	Table Mountain Blvd & Flying Cloud Dr	Yes	No		Yes
Oroville	448	3rd St & Grand Ave				Yes
Oroville	474	Yard St & Bridge St				Yes
Oroville	478	Olive Hwy & Arbol Ave				Yes
Oroville	479	Gold Country Casino				
Oroville	480	Olive Hwy & Foothill Blvd				
Oroville	506	Oro Dam Blvd & 5th Ave				Yes
Oroville	549	Olive Hwy & Skyline Blvd				Yes
Oroville	550	Olive Hwy & Skyline Blvd				Yes
Oroville	551	Las Plumas High School				Yes
Oroville	557	Mitchell Ave & Washington Ave				Yes
Oroville	596	Washington Ave & Yard St				Yes
Oroville	598	Kelly Ridge & Royal Oaks				Yes
Oroville	599	14th & Grand				Yes
Paradise	11	Clark Rd & Billie Rd	Yes	Yes		Yes
Paradise	12	Clark Rd & Maple Park Dr	Yes	Yes		Yes
Paradise	13	Clark Rd & Shadowbrook Wy			Yes	Yes
Paradise	14	Clark & Pearson	Yes	No		Yes
Paradise	15	Pearson Rd & Chapel Dr			Yes	
Paradise	16	Pearson Rd & Black Olive Dr	Yes	No		Yes
Paradise	17	Clark & Pearson				Yes
Paradise	18	Clark Rd & Shadowbrook Rd	Yes	No		Yes
Paradise	19	Clark Rd & Elliot Rd				Yes
Paradise	20	Clark Rd & Rossi Wy	Yes	Yes		Yes
Paradise	21	Clark Rd & Billie Rd	Yes	Yes		Yes
Paradise	405	Pearson Rd & Sierra Park Dr	Yes	Yes		Yes
Paradise	409	Clark Rd & Elk Ln				Yes
Paradise	410	Pearson Rd & Mallan Lane				Yes
Paradise	411	Pearson Rd & Churchill	Yes	Yes		Yes
Paradise	412	Pearson Rd & Recreation Dr				Yes
Paradise	445	Almond & Birch	Yes	No		Yes
Paradise	513	Black Olive Dr & Pearson Rd				Yes
Paradise	514	Clark Rd & Central Park Dr.	Yes	Yes		Yes
Paradise	515	Clark Rd & Central Park Dr				Yes
Paradise	531	Clark Rd & Armstrong Pl				Yes
Paradise	601	Clark Rd & Armstrong Pl				Yes

APPENDIX G: PUBLIC WORKSHOP SUMMARY

Appendix G
Public Workshop Summary

Butte County's B-Line Routing Study Public Workshop Summary

BCAG B-Line Routing Study Community Workshop # 2 Meeting Summary

Butte County's B-Line Routing Study Public Workshop Summary

Project Overview

The Butte County Association of Governments (BCAG), operators of Butte Regional Transit (B-Line), are performing an in-depth routing study of the B-Line services. This study will provide a thorough and comprehensive analysis of all aspects of B-Line operations to determine how best to improve the transit system within available resources. The study will evaluate current routes, schedules, passes, technologies, ridership, marketing, fare policy, media, finances, vehicle size and fleet, facilities, and other assets. The goal of this is to figure out how riders use the B-Line system, what routes best serve riders, and how to improve the user experience for the region's future mobility needs.



To carry out the goal of this study, the County hosted a virtual workshop that analyzed the existing conditions, asked residents in the community for feedback, and discussed the future of transit in Butte County. This meeting took place on July 14th, 2022, online via Zoom, with a total of sixteen community members who joined.

Meeting Format

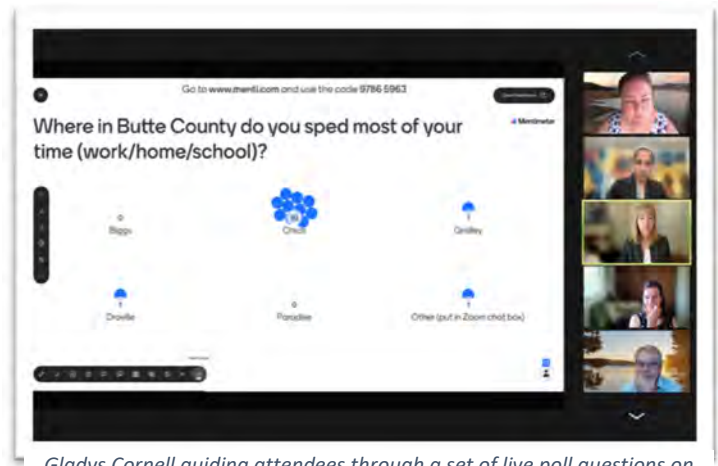
The meeting started with a welcome given by Gladys Cornell, of AIM Consulting. Cornell then explained how attendees would be able to participate and provide input throughout the meeting using Zoom chat or emoji reaction features. She also let the audience know that the recording will be posted on the website along with a summary and encouraged them to share it with their family, friends, and personal networks who may not have been able to join that evening. Afterward, she presented a rundown of the meeting's agenda, giving participants an idea of how it will flow. The agenda was outlined in the following way:

- Meet the Project Team
- Live Polls
- Project Introduction
- Existing Conditions and Service Evaluation
- Survey Outreach and Results
- Potential Improvement Options
- Questions and Answers
- Stay Involved – Next Steps

Gladys then led the attendees to an introduction of the project team. The project team includes:

- Sara Cain of BCAG
- Jon Clark of BCAG
- Victoria Proctor of BCAG
- Amy White of BCAG
- Gordon Shaw of LSC
- Selena McKinney of LSC
- Andrew Ittigson of AECOM
- Gladys Cornell of AIM Consulting
- Katie DeMaio of AIM Consulting
- Angelika Williams of AIM Consulting

Cornell then gave instructions on how participants would be able to answer a couple of live poll questions through the Mentimeter website, an interactive and engaging approach for presenting live questions and answers. We found that most participants do not currently use the B-Line service, with only 3/14 responding that they use it. We also discovered that these community members spend most of their time in Chico, with 11/14 choosing that city over Biggs, Gridley, Oroville, and Paradise.



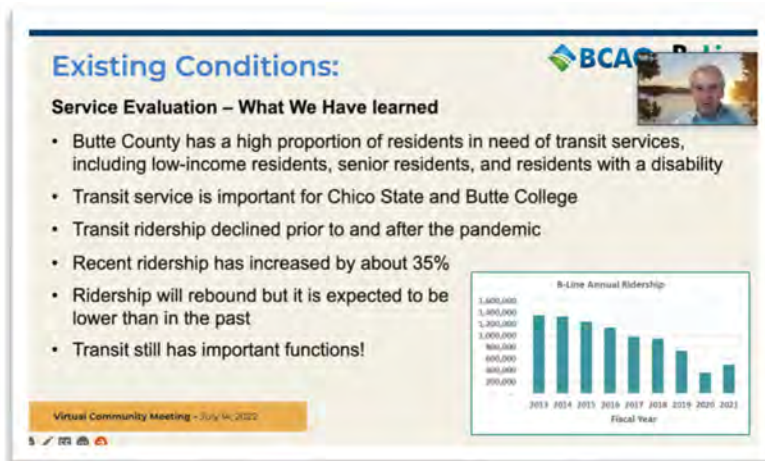
Gladys Cornell guiding attendees through a set of live poll questions on Mentimeter.

Concluding her welcoming remarks and introduction questions, Gladys handed over the presentation to Sara Cain, of the Butte County Association of Governments (BCAG).

Presentation

Sara Cain of BCAG greeted the attendees and introduced herself before giving some background information on what BCAG is – a Regional Transportation Planning Agency (RTPA), a Metropolitan Planning Organization (MPO), and the owner and manager of Butte Regional Transit, known as B-Line. She stated that BCAG is essentially responsible for preparing all state and federally required transportation plans and programs that are necessary for securing transportation funding for highways, streets and roads, transit, bike, and pedestrian facilities, and other transportation modes. Cain then introduced the Routing Study, which will analyze routes and schedules, review fare policies and media, evaluate technologies vehicle needs, and other assets, identify B-Line’s strengths and weaknesses and evaluate service options to improve the functionality of transit in the region and identify preferred service options to develop a plan for implementation through public input. She lastly turned it over to Gordon Shaw of LSC, who would review the study’s goals.

Gordon began introducing himself and the goal of this study. The main goals he mentioned were to provide recommendations to effectively expand mobility, identify, and thoroughly evaluate alternative routing options (i.e., where the bus goes and at what times, extended services like on weekends, service types that would be more appropriate in rural areas), and develop innovative solutions that make the best use of B-Line’s existing resources. He explained that the idea is to be realistic on funding limits and employment limits that public transit has, emphasizing the focus on utilizing existing resources in the short term. He acknowledged the change in the needs of people in the last decade and especially the last two years. He stated that in the big picture, the objective is to make sure we are developing a transit plan for the future that meets the current needs.



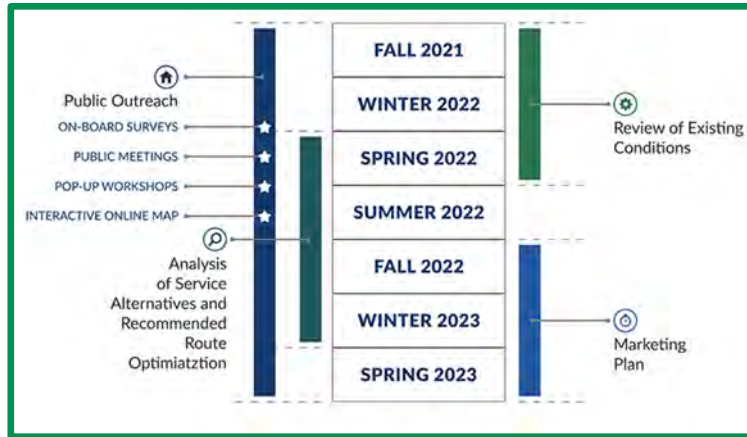
Gordon Shaw describes the existing conditions of B-Line's ridership.

Shaw then followed up by discussing the existing conditions of the B-Line. He expressed that for Butte County, there is a high portion of residents in need of transit services, including college students, low-income residents, senior citizens, and those with a disability. He talked about the steady decline in ridership prior to and after the pandemic, but also how there has been a recent increase of about 35%, proving that transit still has important functions (i.e., day-to-day functions, social service trips, getting to work, and the possible need

considering the rise in gas prices). Shaw indicated some areas of Chico that generate low ridership, as well as high ridership that occurs between downtown/Chico State and the Chico Mall/Butte College areas, and the potential to better serve northern Chico, especially North Valley Plaza. He also identified that the core area of Oroville, east of Highway 99 and south of the river, has higher ridership compared to outlying areas. He suggested that smaller vehicles could serve expected passenger loads in Oroville, especially because there is a problem with on-time dependability.

After that, Gordon talks about the survey outreach that took place in December 2021. There were 280 people who participated in the survey. Outreach for this included flyers and other awareness materials or signs in English, Spanish, and Hmong. Of the findings, it was discovered that 1/3 of respondents were students, while another 1/3 were local employees. The survey results also showed where transfers are most common – between Routes 3 & 4 and Routes 14 & 15. There were 87% of respondents ranked the B-Line service as good or excellent, revealing that the people who use the service find it useful. Survey-takers ranked affordability and driver courtesy the highest but ranked bus stops and shelters and B-Line information at bus stops the lowest. They also requested more frequent weekend services and more shelters at bus stops.

Lastly, Shaw went into the potential improvement options for transit services. Traditionally, Gordon explained how this study will look at route maps to make sure they are on the right streets or finding alternative routes, and if there is too much service in an area, where it can be resourced elsewhere. He also mentioned analyzing the schedules, span of service, and frequency of service. Shaw made sure to reference the idea of using microtransit service in low ridership areas and explained to the audience how it works, comparing it to Uber or Lyft where one can use their phone or web browser to request a ride. The main improvement options will include expanding hours of service, expanding weekend service, and providing buses with priority at key traffic signals. Before heading into the final set of live polling questions by Gladys Cornell, Gordon provided the schedule of this Routing Study (image below).



Gladys then presented the last two live poll questions for attendees to respond to through the Mentimeter website again. We found that all who answered the first question admitted to being more inclined to use microtransit after learning about it during the presentation. A participant even commented that they would be more likely to use BCAG microtransit over Uber or Lyft services. The last question asked participants to rank three potential improvement options in their

order of preference. The number one option was expanding weekend service. An attendee recommended that Sunday would specifically be an ideal day to expand those service hours.

Feedback

Towards the end the presentation, Cornell opened up the floor to allow attendees to ask questions they had or to give their feedback. Participants either had already asked some questions in the chatbox during the presentation or formed questions and comments during this time. These were some exchanges:

- Q: “How would you increase public transit usage and market your new and existing services? B-line to Sacramento? What about free transportation for low or no-income riders?”
 - A: Gordon – “Earlier this year, BCAG completed a commuter study to Sac, it goes into the San Joaquin train system because there are buses today that provide that but there is space to shift it to local ridership service (train).”
 - A: Sara – “We are looking at North Passenger rail in a study from North Natomas to San Joaquin County, hopefully, complete in the next year or so. Currently, there is a train available for that connection. We hope to explore options for free transportation for low or no-income riders”
- Comment: “Suggestion to connect from Yuba-Sutter first to see the numbers there first.”
- Q: “What have been the ridership impacts in the 9 zones for Sacramento's microtransit?”
 - A: Gordon – “It has been modest, about 3 passengers per hour. There are areas that are higher than that and communities that have seen higher than that though. Combining paratransit and micro transit may make best use.”
 - A: Andrew – “Sometimes we minivans or small vans that are meant to provide for lower numbers.”
- Q: “Does the study include Para transit routes?”
 - A: Sara – “Yes it does. The main focus is fixed route, but it will look at paratransit.”
- Q: “Hello. Passenger rail service would not be implemented for many years (I believe the estimate is 2030); if there is time, can you elaborate on why the bus study implementation would need to happen after completion of the rail study when it's a much shorter-term project? Also, SJJPA Thruway buses are not open to bus-only tickets Chico-Sacramento which is a barrier to transit access in the north state.”

- A: Sara – “The bus service would be supplemental to rail service, so they are both being considered as part of the passenger rail study. In addition, there have been other delays on SJPA's side and variations in ridership due to COVID/remote work.”
- Comment: “Butte College is interested in possible options for bus stop(s) to be added at our Main Campus location (3536 Butte Campus Drive on Durham Pentz Road) onto the Chico to Oroville routes and Paradise to Oroville routes. Also, additional service coverage for the south county areas (Biggs/Gridley/Palermo) as well as Paradise.”
- Comment: “I am disabled and would be more interested if improvements were made.” – referring to microtransit services
- Comment: “As I understand it, microtransit could be great for door-to-door for short trips that are within the same zone.”
 - Response: “Typical zones are a few square miles that can connect to a transit hub but are mostly used for shopping trips, school commute, etc.”
- Q: “What are the anticipated fare structures for microtransit?”
 - A: Gordon – “It is to be determined. It would be around the same fare as the fixed route but maybe a little higher like 15-25 cents more.”
- Q: “If the zones are that small, I would never use it; I would use my bike.”
 - A: Gordon – “You’re right. There are people who would choose their bicycle. Maybe three-square miles is a little small because it can get larger than that. With a smaller radius though, there is less opportunity to pick up other passengers for a short trip.”
- Comment: “I support the concept of microtransit in areas that already exist and weren't built in a way that supports fixed route. I would love to see it used in a way that nicely feeds into the fixed route :) Kind of like an alternative to biking for first/last mile, for people who don't can't bike.”
- Comment: “I believe Butte College students would be interested in this type of service depending on location.” – referring to microtransit services
- Comment: “If the microtransit zones are crafted carefully around social service hubs, or low-income housing areas, it could be very useful for low-income residents.”
- Q: “I'm also curious about the above question on phone call requests. Also, curious about how we may support riders who don't have smartphones or even cell phones. Do we have a lot of passengers who don't have phones/smartphones?”
 - A: Sara – “With the rollout of our mobile ticketing app, we haven't heard from many that don't have a smartphone. However, of course, there are exceptions.”
- Comment: “Chico has weeknight service; Magalia does not. We need a span of service more than weekend service up here.”
- Comment: “Providing buses with priority at key traffic signals would help buses to be on time for classes and transfers to other buses for connections. Butte College.”
- Comment: “I think it would be great for my low-income elder clients to get to stores, appointments.” – referring to microtransit services

Wrap Up

Before close, Sara Cain came back to acknowledge the next steps of the project. She first thanked the audience for their time and input. She mentioned that B-Line is committed to robust and ongoing public engagement throughout the project and provided the link to the B-Line website where community members could stay involved and updated. Sara also offered her contact information to anyone with questions, comments, or concerns – scain@bcag.org.

BCAG B-Line Routing Study

Community Workshop #2

Meeting Summary

Introduction

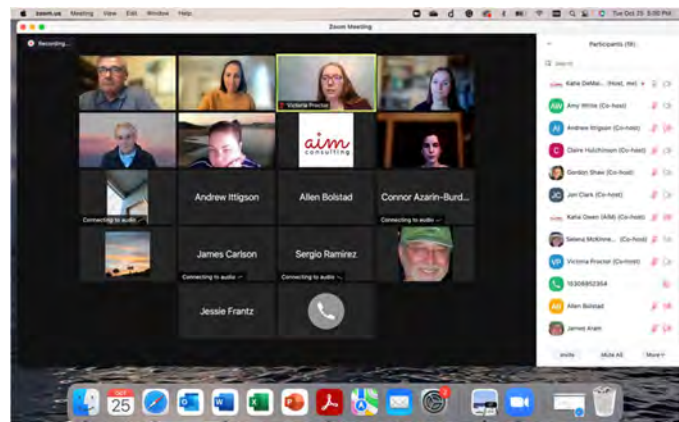
On Tuesday, October 25, 2022, from 5:00 – 6:30 p.m., Butte County Association of Governments (BCAG) held its second virtual community workshop about the B-Line Routing Study, wherein participants had a chance to learn about proposed service improvements following the feedback received at the first community meeting. A total of 16 community members attended the meeting, which was hosted virtually through Zoom to create the most flexibility and accommodation for participants.

About the Project

BCAG operates the B-Line public transit system, serving Butte County and connecting communities such as Chico, Paradise, and Oroville. The B-Line, like many transit systems across the nation, is facing critical changes to ridership due to several factors. The Coronavirus pandemic had an immediate and wide-reaching impact on ridership and has likely changed the long-term demand for transit as many employees and students are working and learning remotely. The Camp Fire significantly impacted many of the region's communities and their mobility patterns. There is also growth in the region and an increasing focus on providing transportation alternatives that need to be considered. Because of all these factors, BCAG is performing an in-depth study that evaluates ridership trends and defines the transit services, routes, and schedules that best meet the region's future mobility needs.

Community Workshop Purpose & Format

Following various pop-up outreach efforts, the first virtual community workshop was held in July to learn more about riders' experiences and needs. The project team then took the findings from that meeting to formulate possible service improvements. The purpose of this second community meeting was to share those proposed improvements and to gather feedback. Specifically, this workshop included a presentation of proposed service improvements; a comment portion for riders and stakeholders to discuss issues on safety, efficiency, and scheduling; and a discussion on the future of transit in Butte County.



As participants joined the meeting, they were welcomed by the project team.

Following a presentation that reviewed the existing conditions and shared potential service concepts, Katie DeMaio of AIM Consulting led the project team in facilitating a large group discussion where participants asked questions and provided input through the virtual “chat box” or by verbally asking questions. The project team concluded the community workshop by reviewing the project's next steps and plans for future outreach events.

Presentation, Part 1: Existing Conditions & Efforts

Katie DeMaio of AIM Consulting first reviewed Zoom norms, went over the meeting agenda, and introduced the project team. Katie then facilitated two polls to gauge participants’ connection to the project: the first asked if participants currently use the B-Line Service (yes, no, and encouraged to share comments in the virtual chat box), and the second asked where in Butte County participants spend most of their time (Biggs, Chico, Gridley, Oroville, Paradise, or other options to share in the chat). For the first question, out of the 14 participants, six use the B-Line compared to seven who do not, including two comments in the chat box: “I’m a rare user, but likely to use more in the future” and “I rarely use it now but feel it is a critical part of a vital community.” The second poll’s results showed a strong representation for Chico (10 out of 14), then two from Paradise and one from Oroville. Two comments in the chat added that they represent the students of each Butte and Chico State respectively, and they come from all over.

1. Do you currently use the B-Line Service?	2. Where in Butte County do you spend most of your time? (Work/Home)
No	Chico
Yes	Chico
Yes	Other (put in chat box)
No	Chico
No	Chico
No	Chico
Comments (put in chat box)	Chico
Yes	Chico
Yes	Chico
Yes	Chico
No	Paradise
No	Oroville
No	Paradise
Yes	Chico

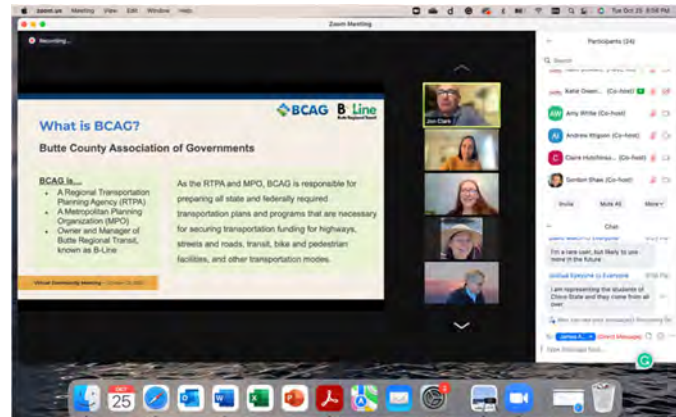
The detailed results of the first two live polls via Zoom, showing most do not use B-Line & most represent Chico.

Jon Clark from BCAG began the formal presentation, which provided an overview of the project, a summary of existing conditions, and prior engagement efforts. Below is a summary of this part of the workshop:

BCAG & Project Overview

Jon explained to participants that the Butte County Association of Governments (BCAG) functions as a regional transportation planning agency, a metropolitan planning organization, and is the owner and manager of Butte Regional Transit (B-Line). As such, they are preparing a routing study that:

- Analyzes B-Line routes and schedules.
- Reviews fare policies & fare media.
- Evaluates technologies, vehicle needs, facilities, and other assets.
- Identifies B-Line's strengths and weaknesses.
- Evaluates service options to improve the functionality of transit in Butte County.
- With public input, identifies preferred service options and develop a plan for implementation.



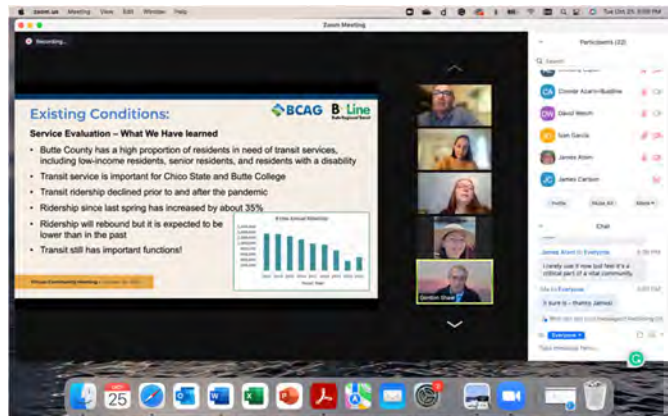
Jon Clark from BCAG provides context and background.

Jon then shared that the study's goals are threefold: provide recommendations to effectively expand mobility, identify and thoroughly evaluate alternative routing options, and develop innovative solutions that make the best use of B-Line's existing resources.

Existing Conditions

Gordon Shaw of LSC then took over to explain the existing conditions of the B-Line public transit system, starting on what has been learned from the service evaluation:

- Butte County has a high proportion of residents in need of transit services, including low-income, seniors, disabilities, etc.
- Transit service is important for Chico State and Butte College.
- Transit ridership declined prior to and after the pandemic (notice the bar graph in the screenshot).
- Ridership since last spring increased by 35% (now 47%, perhaps because of high gas prices and more in-person college classes). Ridership will rebound but is expected to be lower than in the past.



Gordon Shaw of LSC explains what has been learned so far.

Gordon then detailed ridership patterns across the B-Line, including:

- Specific to the Chico area: some areas of Chico generate low ridership, high ridership between downtown/Chico State and the Chico Mall/Butte College, some neighborhoods

are not served, like far to the northwest, and there is potential to better serve northern Chico, focusing on North Valley Plaza.

- Specific to Oroville/Paradise area: core area of Oroville has higher ridership compared to outlying areas, on-time dependability is a problem in Oroville due to being stretched thin, smaller vehicles could serve expected passenger loads in Oroville, low productivity in Paradise/Magalia (routes 40 & 41), and substantial areas of Paradise are not currently served.

Prior Engagement

Katie DeMaio of AIM Consulting then explained prior engagement efforts of the B-Line Routing Study. In December 2021, 280 transit riders completed a survey regarding their travel patterns. As a result of these engagement efforts, the project team learned that:

- 87% of survey respondents ranked B-Line as “good” or “excellent.”
- The highest-ranked factors were “driver courtesy” and “affordability.”
- The lowest-ranked factors were “bus stops and shelters” and “B-Line information at bus stops.”
- Participants requested more frequent weekend service and more shelters at bus stops.

In addition to the survey, a virtual community meeting was held in July (with 16 participants).

Materials for the survey and the meeting were distributed in English, Spanish, and Hmong.

People were assured that today’s meeting will not be the last opportunity to make their voices known.

Presentation, Part 2: Potential Service Concepts

Gordon Shaw then introduced the potential service concepts, broken down by area. He emphasized that this is not a concrete plan, just a set of ideas, and they are open for discussion and comments. Throughout this part of the presentation, Katie encouraged participants to use the chat box to ask questions, and that the team would address them after each area. What follows is a summary of this part of the presentation and comments made:

Chico

The potential near-service concepts proposed for Chico included maintaining key services and the overall route structure is good, addressing on-time performance issues, adding three microtransit zones in lower ridership and less dense areas that are difficult for fixed routes to serve, creating more direct service in southeast Chico, and emphasizing North Valley Plaza as a secondary transit hub.

This part of the presentation also explained what “microtransit” is, a public transit version of Uber or Lyft where service is typically provided within 15-30 minutes of a ride request and costs about the same as fixed route service. A participant commented in the chat, “The microtransit idea is fantastic. Paratransit should have that ease of use. It is very complicated to make reservations.”

Gordon explained the benefits of these proposed changes as providing new stops on the Springfield loop and on Baney Lane/Walmart, providing all-day service on Fair Street, streamlining Route 2, less one-way service in southeast Chico, expanding effective service area with microtransit, improving on-time performance, and reducing overlap between routes. While these changes would increase costs (such as \$250k annually), it would also increase ridership by two to four percent.

Next, mid-range strategies were shared, which would be implemented within five to seven years if the near-term changes are successful. These changes are as follows: add a 15-minute peak service to Routes 2 and 14, update microtransit zones based on ridership patterns, extend service on Saturdays, assess adding Sunday service, and create Route 20 hourly service.

Following this Chico portion of the presentation, Katie DeMaio of AIM Consulting facilitated two live polls asking people “Do you like the concept of replacing fixed-route service with microtransit in the three areas?” and “Do you like the other changes to the fixed routes that are presented?” For both questions, the options were Yes, No, Chat Box – Comments/Concerns. Out of the 14 responses to the first question, all but three expressed support for microtransit. Out of the 10 answers for the second question, all but two support the proposed changes, noting they would share comments in the chat.

1. Do you like the concept of replacing fixed route service with micro transit in the three areas?	1. Do you like the other changes to the fixed routes that are presented?
Yes	Yes
Yes	Yes
No	Yes
Yes	Yes
Yes	Yes
Yes	Yes
Yes	Chat Box - Comments/Concerns
No	Yes
No	Chat Box - Comments/Concerns
Yes	Yes
Yes	Yes
Yes	Yes
Yes	Yes
Yes	Yes

Results of the two live poll questions asked following the Chico portion of the presentation.

During this portion of the presentation, the following comments were made in chat:

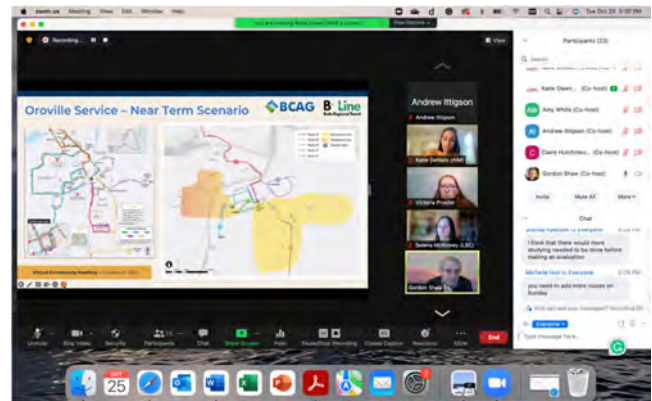
- As new development around E. 20th and Bruce Rd/Meriam Park builds out that will be an important focus for good quality service with its dense housing.
- 15-minute service makes all the difference in people choosing the service voluntarily, not just out of necessity.
- I think that the chosen areas are providing a more specialized service to more affluent residents - would be nice to study other areas.
- Would need more time to study routes to really say.
- Would like to see the concept expanded beyond these plans. A quick response is essential to growing ridership.
- Lumping all changes together is not effective. I do not agree with all and need more time to evaluate.

- I think that there would more studying needed to be done before making an evaluation.
- You need to add more routes on Sunday.

Gordon noted that it is valid to need more time to digest this information to make a more informed decision, and Katie reminded people that the video and summary of this workshop will be available online.

Oroville

Next, potential services concepts for Oroville were presented, including replacing some route segments with microtransit, focusing fixed-route service in high ridership areas such as downtown, using Route 20 for service to the north, maintaining a two-bus system (including a “Thermalito zone” where microtransit shares with paratransit), and potentially ending service at 6:30 p.m.



Gordon Shaw shares proposed service changes to Oroville.

Katie then opened up two more live poll questions, asking similar questions to the ones following Chico. Out of the 10 responses to the question, “Do you like the concept of replacing fixed-route service with microtransit?” all but two expressed yes. There was unanimous support on the second question, “Do you like the other changes to the fixed routes that are presented?” However, it is worth noting that these questions received 10 and eight responses respectively, whereas the meeting has 31 attendees.

1. Do you like the concept of replacing fixed route service with micro transit?			
Yes			
Yes			
No			
Yes			
No			
Yes			
Yes			
Yes			
Yes			
Yes			

1. Do you like the other changes to the fixed routes that are presented?			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			

Results of the two live poll questions asked following the Oroville portion of the presentation.

Paradise/Magalia & Intercity

Next, potential services concepts for Paradise and Magalia were presented, including consolidating Routes 40 and 41, providing consistent hourly service between Chico and Paradise, adding microtransit to serve Magalia and north and east Paradise, and to not reinstate Route 31 (which has not been operational since the Camp Fire).

The benefits of these near-term changes are that hourly service to and from Chico adds three runs per day and makes transit more convenient, it expands service to a larger area, makes use of the planned transit center for transfers, and expands the time in which transit is available. If these changes are successful, the mid-range improvements are to expand Paradise/Chico service in the evenings and weekends, and to expand microtransit to the newly developing areas.

Intercity changes were next shared, including near-term changes to Route 20 (have hourly service and later weekday runs) and mid-term adding of runs to Route 30.

A final set of live poll questions were then asked. The first, “Do you like the concept of replacing fixed route service in Magalia/North Paradise with microtransit in an expanded area?” Five out of six respondents said yes. The second question asked, “Do you like the idea of more consistent weekday hourly service to Chico?” All 12 responses said yes. Finally, participants were asked to select their top preference from a list of improvements to fixed-route Paradise-Chico service, including more runs during weekdays, later service on weekday evenings, more Saturday service, and Sunday service. Only two options received any votes, with “more Saturday service” being selected by five participants, and “more runs during weekdays” selected by four.

1. Do you like the concept of replacing fixed route service in Magalia/North Paradise with microtransit in an expanded area?					
Yes					
Yes					
No					
Yes					
Yes					
Yes					

1. Do you like the idea of more consistent weekday hourly service to Chico?			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			
Yes			

1. Please pick your top preference for the following improvements to fixed-route Paradise-Chico Service					
More runs during weekdays					
More runs during weekdays					
More Saturday service					
More runs during weekdays					
More Saturday service					
More Saturday service					
More Saturday service					
More Saturday service					
More Saturday service					
More runs during weekdays					

Results of the final three poll questions about Paradise/Magalia.

Question & Answer Discussion

The meeting was then opened for questions and answers. What follows is a summary of each question and the project team’s response:

Participant 1 expressed that he was not sure how the microtransit will work for Magalia students needing to connect with the 40/41.

- The project team noted that if they start the microtransit service a half hour before the fixed-route bus gets up the hill, riders can get on the app and request microtransit to get

them down to the transit center to then get on the bus that will take them down the hill and make a transfer.

Participant 2 noted that Butte College students need to get to campus by 8 a.m. Would they be able to make it in time using microtransit and transferring to fixed routes?

- The project team would have to look into that.

Participant 3 expressed she just moved from a place where she is used to transit service 24 hours a day, and with the current B-Line system she cannot get anywhere on Sundays.

- The project team noted that will definitely have to be considered when making changes to the B-Line services.



Screenshot from the Q&A Discussion of the meeting.

Participant 4 asked if BCAG is considering free fares for seniors.

- The project team has not looked into fares, but it is an upcoming part of this study. There are more and more systems throughout the country that are creating fare programs for certain demographic groups, so there are a lot of examples out there.

Participant 5 noted that Butte College has stopped bus service to Paradise, so Paradise students rely on B-Line services to get them to Chico where they can connect to one of Butte College's buses to get to them to the main campus. How can we collaborate to make sure our connections match up?

- The project team asked for this participant's information so they can collaborate.

Participant 6 asked what percentage of operating costs currently come from fares?

- The project team would have to look up the specific number, but it is about 15-20%.

Participant 7 asked if there is a planned conversion for switching to cleaner fuel and energy sources? Are there also efforts that cities and towns can do to help with improving the accessibility for residents and improving the overall transit routes?

- The project team shared that BCAG just submitted its Electric Bus Rollout Plan to the California Resources Board, so they now have timeline requirements when they need to start purchasing electric buses. By 2040, their entire fleet has to be converted.
- To the second question, coming to meetings like this lets the project team and other decision-makers know where buses are needed and how the services are used, so participants were encouraged to continue staying a part of this process.

A follow-up question was then asked: Will the electric buses be powered by renewable energy sources as those become more available?

- BCAG answered possibly down the road. Their entire facility has solar power – but once all buses are electric, they will be using more energy than their solar panels can produce.

Next Steps & Conclusion

Jon Clark concluded the meeting by sharing the project schedule, noting that the results and comments made this evening will be used to continue revising the proposed changes. There will be continued public engagement through this process, so watch for those soon. There will be another community meeting to share the complete recommendations, and changes will not be implemented until late 2023 or early 2024.



Project schedule shared at the end of the meeting.