

# SolTrans

## ADA Paratransit Rider's Guide

Effective: August 1, 2016

Paratransit Dispatch  
707-649-5401



311 Sacramento St • Vallejo, CA 94590 • 707-648-4666  
[www.SolTrans.org](http://www.SolTrans.org)



# ADA Paratransit Riders Guide

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## Welcome to SolTrans Paratransit Service

Your ADA eligibility qualifies you for origin-to-destination, shared-ride bus service. SolTrans Paratransit operates as a complement to our fixed-route bus service, meaning it operates the same hours and days as the regular public bus system, and provides you with access to the areas in Vallejo and Benicia within three-quarters of a mile from local fixed-route bus corridors. SolTrans Paratransit also provides several transfer points for riders to continue on to intercity (regional) trips with other Bay Area transit agencies.

Your eligibility also qualifies you for ADA paratransit service with any transit agency that operates fixed-route bus service in the San Francisco Bay Area as well as across the United States. If you are a visitor to the area with ADA Paratransit eligibility in your hometown, you may use any paratransit services for up to 21 days annually without having to register locally, by providing proof of your ADA eligibility in your home area.

### ADA Paratransit Eligibility

SolTrans Paratransit Service is provided in accordance with the Americans with Disabilities Act (ADA) of 1990. Paratransit service is reserved for people with disabilities, or disabling health conditions, that prevent them from independently navigating the regular public bus system for some or all of their trips.

The remainder of this guide is designed for certified riders, but can offer you a preview of how the service works.

### Understanding Your Paratransit Services

This Paratransit Rider's Guide explains how to use this service to ensure a high-quality experience for all paratransit riders.

# Mobility Service Chart



Mobility Needs Served	Traveling	Service	Service Availability	Service Eligibility
I am a passenger needing curb-to-curb service within Vallejo and Benicia respectively.	Within Vallejo and Benicia	Local ADA Paratransit Bus Service	5:50 AM to 8:50 PM Monday – Friday, 6:30 AM to 7:50 PM on Saturday; and 8:30 AM to 7:50 PM on Sunday. (Depending on service hours. See page 14 for details.)	Anyone certified for ADA Paratransit
I am a passenger who can transfer* independently or with an attendant to a fixed-route express bus.	To and from Fairfield and Contra Costa County	ADA Paratransit to Solano Express fixed-route bus	Weekday and weekend travel from ADA Paratransit to Solano Express fixed routes: <ul style="list-style-type: none"> <li>• <b>Route 78</b> travels to Pleasant Hill &amp; Walnut Creek BART Stations and departs every 40-90 minutes<sup>†</sup> Monday through Saturday</li> <li>• <b>Route 80</b> travels to El Cerrito del Norte BART Station and departs every 15-30 minutes<sup>†</sup> Monday through Sunday</li> <li>• <b>Route 85</b> travels to Fairfield and departs every hour to two hours<sup>†</sup> Monday through Saturday.</li> </ul>	Anyone certified for ADA Paratransit
I am a passenger who cannot transfer* to a fixed-route express bus.	To and from Fairfield and Contra Costa County	SolTrans Regional Shuttle	Shuttle service is first come, first served and operates a limited schedule only upon request: <ul style="list-style-type: none"> <li>• Two to three fixed-schedule round trips on weekdays to Fairfield and destinations along the I-80 and I-680 corridors within Contra Costa County. See page 8 for the Regional Shuttle Schedule.</li> </ul>	Certified ADA Paratransit residents of Benicia or Vallejo may request the shuttle for all trips. ADA Paratransit certified residents of other cities may request the shuttle for medical trips.
I am a passenger transferring* to Napa VINE Go Paratransit service.	To and from Napa County	SolTrans ADA Paratransit to Napa VINE Go ADA Paratransit	Travel available during the same days and hours as fixed-route service provided by SolTrans and Napa VINE Go.	Anyone certified for ADA Paratransit
I need same-day, curb-to-curb service.	Within Vallejo or Benicia or between cities within Solano County	Taxi Scrip Programs	Same-day reservation or travel via taxi service. Available 24 hours a day, 7 days a week with Solano County Intercity Taxi Scrip. Your Solano County ADA Paratransit ID card allows you to purchase and use the scrip. Scrip is provided at a substantial discount, expires every quarter, and is nonrefundable or exchangeable. See page 10 for more information.	Certified ADA Paratransit residents of Solano County who are ambulatory <sup>#</sup> or able to enter and exit a taxi without the help of another person. Mobility devices must be able to be folded for transport in the trunk of the taxi.

\* Transfer means you are able to get off a paratransit bus with or without assistance to board a commuter bus when both buses are at the same location.

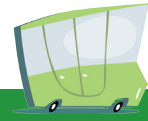
† Buses depart in increments ranging from what is shown, depending on time of day or day of the week.

Destinations include connections to other transit services, including buses and BART.

# Wheelchair users who cannot independently transfer from the wheelchair to the back seat of a taxi should continue to use paratransit for their travel needs.



# Local ADA Paratransit Bus Service



SolTrans ADA Paratransit Bus Service operates in Vallejo and between Vallejo and Benicia within a three-quarter-mile corridor of SolTrans fixed-route bus service. SolTrans buses and paratransit service covers all of Vallejo except for Hiddenbrooke, with limited service to Mare Island.

## SolTrans ADA Paratransit Days & Hours of Operation:

Route times vary on regular buses. This means that the time available for your local trip on ADA Paratransit may also vary.

All SolTrans local fixed-routes (regular buses) operate weekdays between 7 AM and 6 PM, with many beginning or ending earlier or later than these times. If you need a trip earlier or later, the SolTrans

Dispatcher can assist you to determine if your trip is available during the time you request.

Saturday bus service works similarly. All routes operate between 8 AM and 5:30 PM, with many beginning earlier or later, and Sunday service is available in limited areas along Sonoma Blvd. and Springs Road/ Gateway Plaza.

This means that you can always schedule a trip between 7 AM and 6 PM on a weekday, between 8 AM and 5:30 PM on Saturdays and Sundays, and earlier or later trips may be possible depending on the start and end addresses of your trip.

## Service type:

Origin-to-destination shared rides within Vallejo and Benicia, or between Vallejo and Benicia.

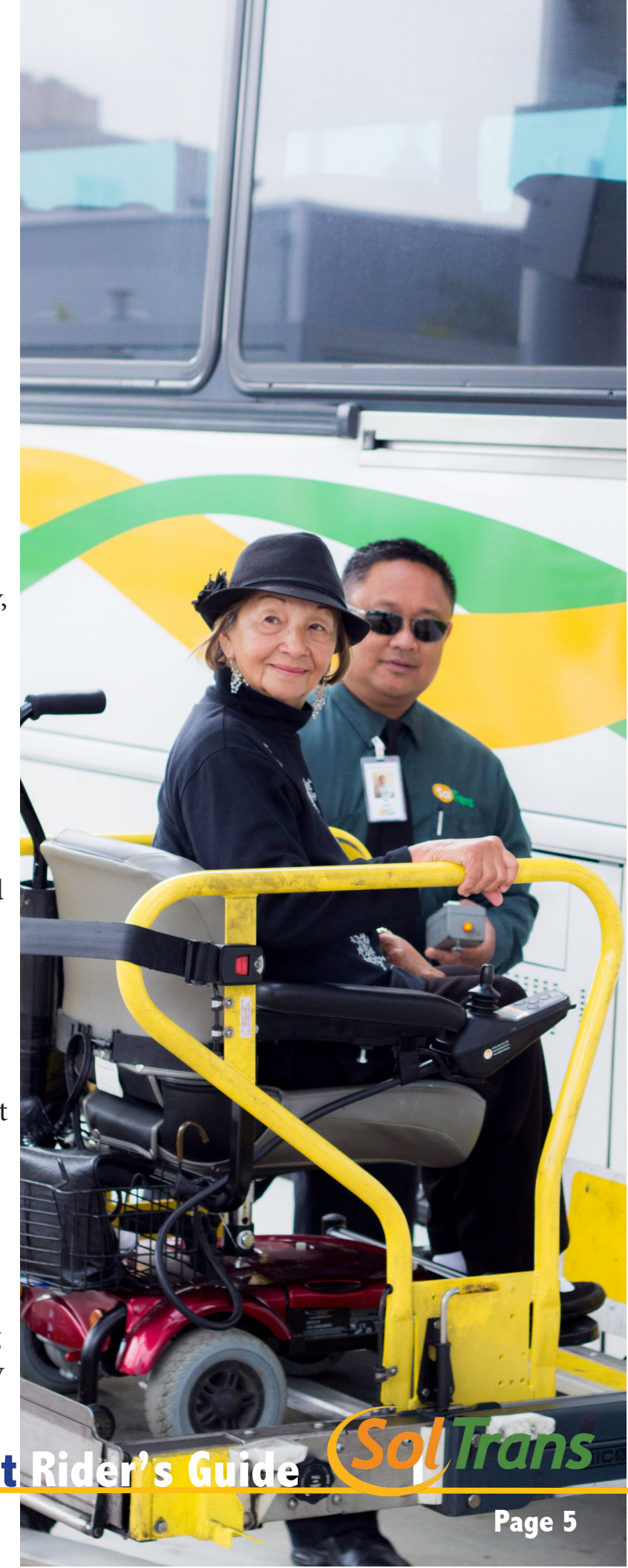
This means the bus will park on your curb to pick you up, and if you need assistance to and from the bus, the driver will come to your door and assist\* you to the bus, provided he remains within the line of sight of the bus.

\*Please note that bus operators are not allowed to enter your home, carry belongings or perform errands. Assistance is limited to escorting you with your mobility aid to and from the bus, operating the lift or ramp, and securing your mobility device for travel.

**Tip!** As a courtesy to passengers aboard, please be ready to go as soon as the vehicle arrives. This helps keep the service on time and maintains the quality of the service for all riders.

This means that SolTrans ADA Paratransit can pick you up and take you to any place within Vallejo except Hiddenbrooke and parts of Mare Island.

There are no restrictions on the type of trips you can take. You can use ADA Paratransit to go to the doctor, grocery store, movie theatre or any other place you would like to travel within our service area.





# ADA Paratransit Bus to Solano Express Fixed-Route Bus



## SolTrans ADA Paratransit Bus

**Reservations:** Can be arranged through SolTrans Paratransit Dispatch one to seven days in advance. SolTrans ADA Paratransit Buses will provide a scheduled, easy connection to or from Solano Express routes at the Vallejo Transit Center. Transfers to Napa VINE Go Route 11 are also available. Upon arrival, passengers will be dropped off and asked to wait for their connection. The Vallejo Transit Center offers seating areas, public restrooms, a ticketing office and 24-hour security.

**Fare:** \$3.00 for a local one-way ADA Paratransit trip, and 50 cents cash fare on Solano Express fixed routes with your ADA Paratransit ID. Transfers to Napa VINE Go Route 11 are free.

## Solano Express

With Solano Express you can easily, and safely, connect with other paratransit providers, BART, and regional destinations such as Solano and SunValley malls and Diablo Valley and Solano Community colleges. The ADA Paratransit bus will pull up directly adjacent to the Solano Express bus for easy transfers. The following are Solano Express routes:

### To/From SolTrans Route 80:

Passengers can easily and safely connect with:

- East Bay Paratransit
- Marin Access/Golden Gate Transit Paratransit
- El Cerrito Del Norte BART Station.

### To/From SolTrans Route 78:

Passengers can easily connect with:

- County Connection LINK Paratransit
- BART at the Walnut Creek BART Station

### To/From SolTrans Route 85:

Passengers can easily connect with:

- FAST Paratransit at Solano Community College in Fairfield
- Local fixed-route bus connections are available at the Solano Mall or Fairfield Transportation Center

### To/From Napa Route 11:

Passengers can easily transfer to Napa VINE Go Paratransit at the Soscol Transit Center or Napa Valley College.

**Arranging a Local Paratransit Trip outside the SolTrans Service Area:** If you're traveling on Solano Express, you will need to make your own local travel arrangements outside the SolTrans service area.

SolTrans Dispatch can direct you to the correct neighboring paratransit provider. You'll need to do this in advance. If you live outside Benicia and Vallejo and are coming to the Vallejo Transit Center on a Solano Express bus, you need to call SolTrans Dispatch to arrange your local

trip. Please see our contact page for other paratransit agency information.

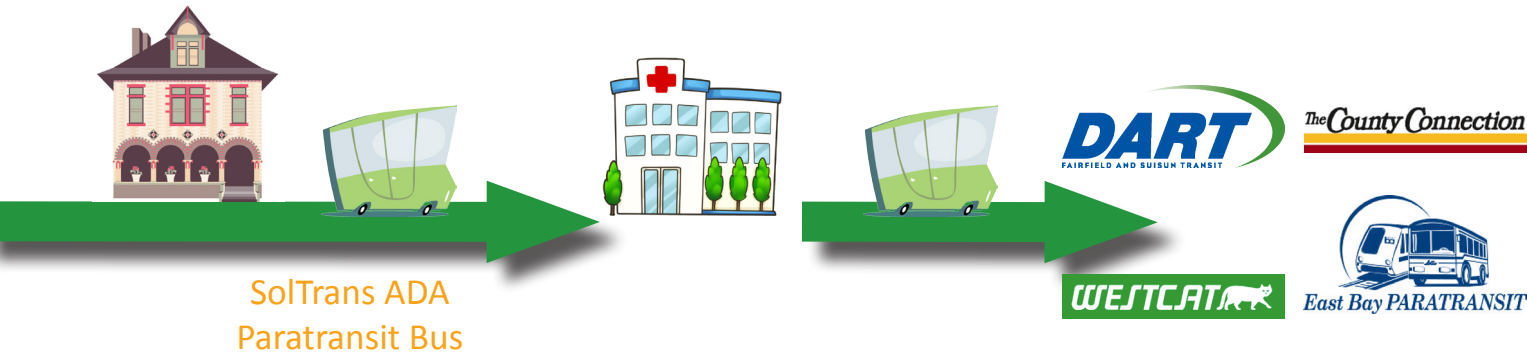
**Solano Express Reduced Fare Program!**  
SolTrans has a new **50-cent, reduced cash fare on Solano Express buses. Valid on Routes 78, 80, and 85 with your ADA Paratransit ID. Personal Care Attendants ride free on ADA paratransit and pay an equally reduced fare on fixed route.**



Connecting to other paratransit agencies as well!



# SolTrans Regional Shuttles



For those customers unable to make the transfer to Solano Express Buses, two to three regional shuttles will operate weekdays on a limited morning and afternoon schedule to Fairfield, and along the I-80 and I-680 corridors into Contra Costa County.

## SolTrans Regional Shuttle Days & Hours of Operation:

Shuttles will operate weekdays when there is demand from Benicia and Vallejo ADA Registrants and/or medical trips for other ADA Registrants. Shuttles are confirmed at least 3 business days before service operates.

**Service type:** Origin-to-connection with a connecting operator provided for Benicia and Vallejo ADA Registrants traveling to Fairfield or Contra Costa County.

**Tip!** SolTrans will ensure your connection so that you are on time for paratransit transfers or other appointments.

**Reservations:** Required 5-7 business days in advance with SolTrans Dispatch. Shuttles operate only weekdays, and only the days and times there is demand from SolTrans ADA riders.

**Fare:** \$5.50 one-way on the SolTrans Regional Shuttle.

I-80 West Corridor transfer at Pinole Shopping Center	I-680 South Corridor transfer at Sunvalley Mall	I-80 East Corridor transfer at Fairfield Transit Center
6:30 AM	8:30 AM	10:30 AM
12:30 PM	2:30 PM	4:30 PM
6:30 PM		

**Arranging ADA Paratransit Provider to and from the Shuttle in Fairfield or Contra Costa County:** If you live in Benicia or Vallejo, please let the reservationist know if you will need a Paratransit trip from the connecting Paratransit service provider to reach your final destination.

SolTrans will relay the request to the appropriate connecting service provider including:

- County Connection Link Paratransit
- East Bay Paratransit
- FAST (Fairfield & Suisun Transit)
- DART Paratransit, or
- WestCAT Paratransit

The connecting paratransit operator will contact you with their proposed paratransit trip time. If you have not received a call, please call the provider at least one day in advance. Please note your pick-up time and retain this information, so you can contact the provider directly in

case there is a service delay or your plans change.  
**If you live outside Benicia or Vallejo:** Riders from communities outside Vallejo and Benicia requiring direct, one-seat origin to destination travel should consult their local transit agency provider for options.

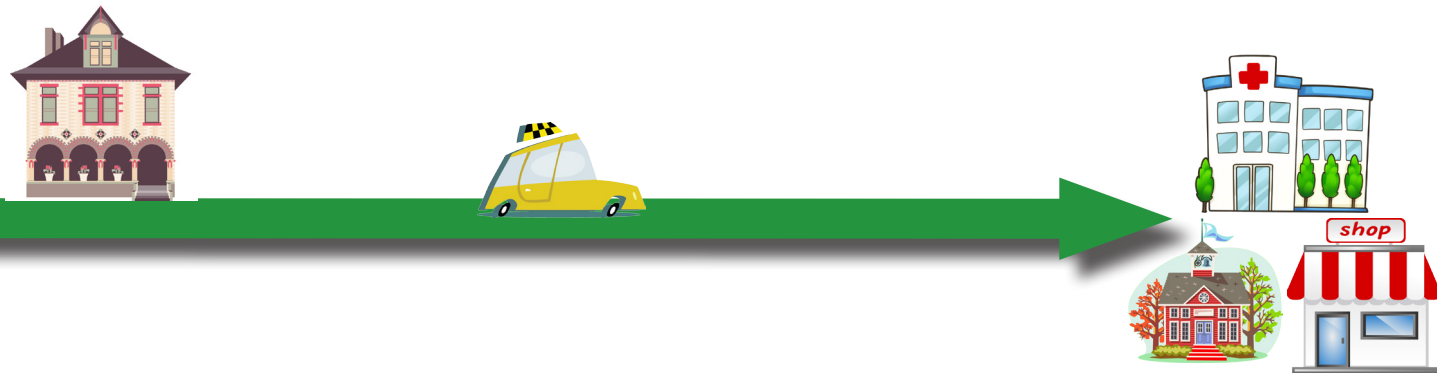
**Timed Transfer:** The SolTrans Regional Shuttle will wait with the passenger for their connection to the regional paratransit provider in an effort to make the service convenient and accessible for the passenger. However, the shuttles are designed to operate on a fixed schedule and cannot typically wait longer than 15-20 minutes for a connection.

If your connection is regularly late by 30 minutes or more, you will be given the option to wait for the connection at the transfer location, or return home and re-schedule your trip with the local provider for another day.





# Taxi Scrip Programs



## SolTrans Local Taxi Scrip Program

The SolTrans Local Taxi Scrip Program provides alternative transportation for Medicare cardholders, seniors 65 and over and persons with disabilities living in Vallejo or Benicia.

### Where can I travel?

Eligible Vallejo and Benicia residents may use SolTrans Taxi Scrip for trips beginning and ending within the Cities of Vallejo or Benicia only.

### Who is eligible to buy and use scrip?

You must be a Vallejo or Benicia resident and either a senior 65 years and over, a Medicare cardholder or have a disability as defined by the Regional Transit Connection Discount Card program.

Additionally, you must fill out an application and submit acceptable proofs of eligibility including photo identification, proof of residency in Vallejo or Benicia, and verification of your senior, disability or Medicare cardholder status. If we receive an incomplete application, we will attempt to contact you. However, if the required proofs of eligibility are not received or your application is incomplete or illegible, it may be returned to you. If you do not receive a letter from us within 21 days from the date you delivered your completed application to SolTrans, please call: (707) 736-6990.

### Acceptable Documentation

#### A. Photo Identification:

- Valid CA Dept. of Motor Vehicles ID card
- Valid CA Driver's License
- Current US Military ID

#### B. Vallejo or Benicia Residency:

Acceptable proofs of residency must include your name and current physical address in Vallejo or Benicia (not a PO Box) printed on the document by the issuing agency:

- Most recent PG&E bill or
- Government-issued documentation (For example: California ID or Driver's License)

#### C. Senior/Disabled/Medicare Status:

1. Senior status can be verified by presenting a valid California ID, Driver's License, or Military ID showing your age is 65 years or over.
2. Medicare Cardholder status can be verified by presenting your Medicare (not Medi-Cal) card.
3. Disability status can be verified by one of the following:
  - a. Regional Transit Connection (RTC) Discount Card. The RTC Discount Card program is administered by SolTrans at:  
Vallejo Transit Center Ticket Office  
311 Sacramento Street, Vallejo  
Phone: (707) 648-4666.

**Tip! Scrip booklets expire June 30th every year and are nonrefundable and nonexchangeable.**

The RTC card provides eligibility for reduced fare on bus, rail and ferry systems throughout the Bay Area.

#### b. SolTrans Paratransit Eligibility:

A Solano County ADA Paratransit ID Card or SolTrans Paratransit eligibility letter.

#### c. California DMV:

Valid registration for a parking placard or permanent disabled license plate.

#### d. Veterans Disability Eligibility:

A copy of your Service Connected Disability ID Card or your VA Certification demonstrating a disability rating for aid and attendance, or a service-connected disability with a rating level of 50% or higher.

### How much does scrip cost and how much can I buy?

Scrip booklets cost \$5.00 and contain \$10.00 of scrip coupons (10 coupons worth \$1.00 each). This is a 50% discount off the taxi fare. Program participants may purchase up to ten booklets per week, but no more than twenty booklets per month.



SolTrans Local Taxi Scrip Program is a lifeline service for many people; please purchase only what you will use each month so there will be enough scrip for everyone wishing to utilize the program.

### How do I use scrip?

You must show your proof of eligibility to taxi drivers when paying your fare with SolTrans Local Taxi Scrip. Taxi drivers are required to ask passengers for proof of eligibility to ensure only qualified participants are utilizing taxi scrip.

### Solano County Intercity Taxi Scrip Program:

This is a flexible option limited to qualified ADA Paratransit certified riders. This program is in addition to ADA Paratransit bus service.

The Intercity Taxi Scrip Program provides premium, curb-to-curb, same-day transportation at a reduced cost for trips between cities within Solano County.

For instance, you can use Intercity Taxi Scrip to take a taxi from Benicia to Dixon (both within Solano County), but not to American Canyon, Davis or Richmond which are located in other counties.

Intercity Taxi Scrip is not valid for local trips which begin and end within the same city.

ADA-certified individuals who wish to use this program must be ambulatory or able to enter and exit a taxi without the help of another person. Mobility devices must be able to be folded for transport in the trunk of the taxi. If you are a wheelchair user and cannot independently transfer from the wheelchair to the back seat of a taxi, please continue to use paratransit for your travel needs.

The Solano County ADA Paratransit ID card allows you purchase and use Intercity Taxi Scrip as well as utilize paratransit services throughout Solano County.

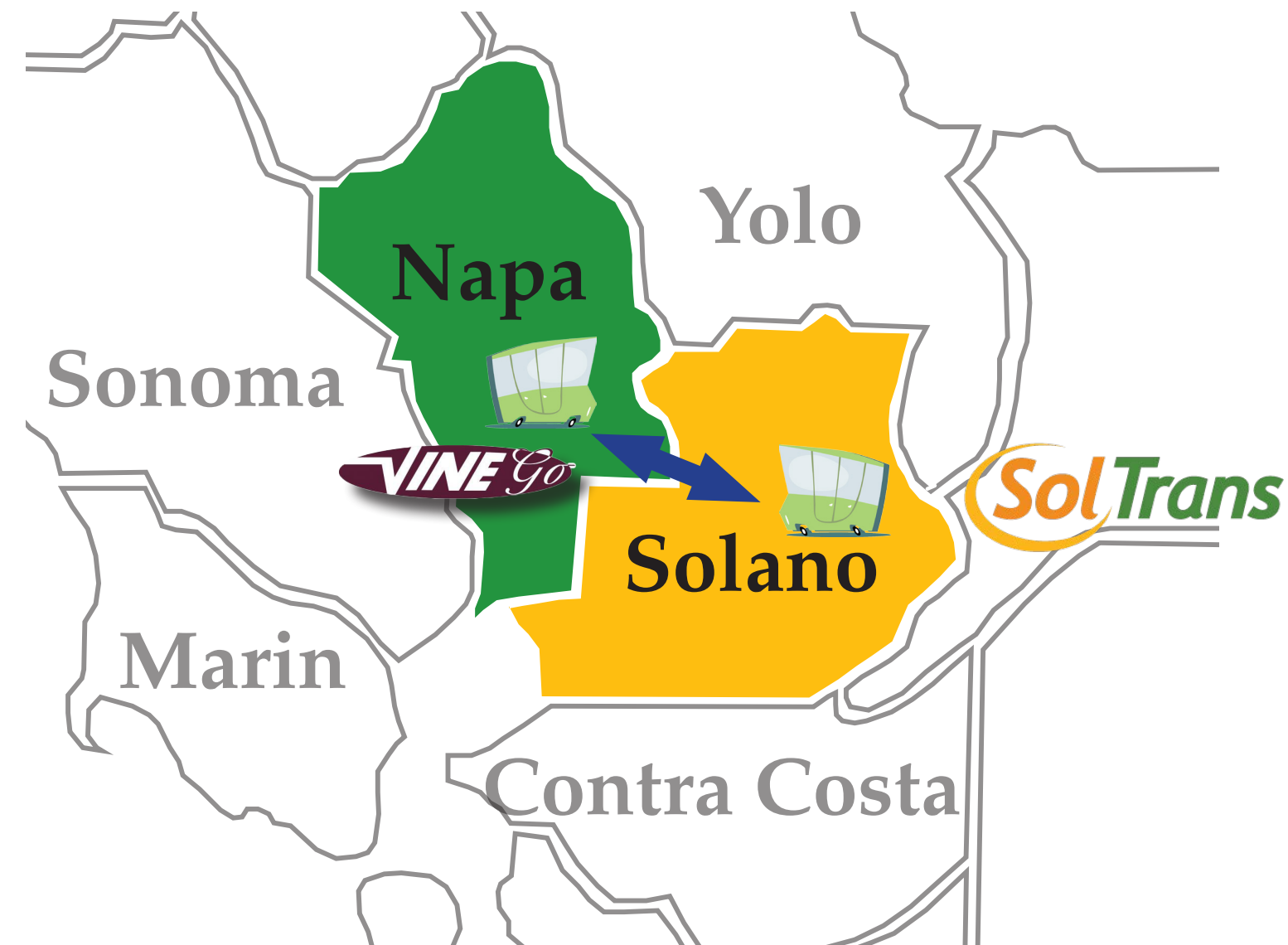
Cardholders who are Benicia residents can purchase Intercity Taxi Scrip at the City of Benicia Finance Dept. located in City Hall at 250 East L Street.

Cardholders residing in Vallejo can purchase Intercity Taxi Scrip at the Vallejo Transit Center Ticket Office located at 311 Sacramento Street.

For more information, including a rider's guide about the program, and cost of the scrip, please call Solano Mobility at 800-535-6883, or visit:

[www.soltransride.com/services/intercitytaxiscripprogram](http://www.soltransride.com/services/intercitytaxiscripprogram)

## SolTrans ADA Paratransit to Napa VINE Go ADA Paratransit



If you need to go to Napa County, SolTrans ADA Paratransit connects with Napa VINE Go Paratransit at the Sereno Transit Center in Vallejo.

**Reservations:** Regional trip transfers to the Napa VINE Go must be requested at least 3 days in advance.

**Fare:** \$3.00 one-way cash fare on SolTrans Paratransit.

**Timed Transfers:** SolTrans and Napa Paratransit buses meet and transfer the passenger from one vehicle to the other. Passengers are not left unattended.





# Service Information

## Service Hours

SolTrans Paratransit bus service operates seven days a week during the same times as our regular fixed-route service. Fixed-route hours are from 5:50 AM to 8:50 PM Monday – Friday, 6:30 AM to 7:50 PM on Saturday; and 8:30 AM to 7:50 PM on Sunday. Because our hours of operation vary, the time of your specific trip depends on the hours of operation of the fixed-route service available at your origin and destination. Last trips will be scheduled to be completed within the hours of service.

## Holidays and Limited Service Days

SolTrans does not operate any service on these national holidays and there are four limited service days:

### Holidays - NO Service

- New Year's Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

### Limited Service Days

- Martin Luther King Day
- President's Day
- Day after Thanksgiving
- Veteran's Day

## Service Area

SolTrans Paratransit service area is within Vallejo and Benicia. This coverage area meets the Americans with Disabilities Act requirements, operating within a three-quarter mile in any direction from local fixed-route corridors, as well as in small areas surrounded by corridors within the core service area. (This does not include Solano Express bus routes).

SolTrans serves Benicia ADA trips with Dial-a-Ride Bus service. SolTrans also provides Regional Paratransit Service which goes above and beyond ADA requirements, to allow passengers to make trips outside the SolTrans service area. SolTrans can take you to another paratransit agency's bus to complete your trip. Dispatch staff can make arrangements with the connecting agency for you.

## Current Fares

The paratransit fare is higher than fixed-route bus fare to reflect the cost of operating premium origin-to-destination service. If you choose to use fixed-route service for some of your trips, the reduced fare for Seniors and Medicare cardholders is only \$0.85 for local routes and \$2.50 for Solano Express routes, which is half of the standard fixed-route fare. ADA Paratransit ID card holders pay \$0.25 for trips on local routes and \$0.50 on Solano Express routes.

ADA Paratransit	Cash Fare	10-Ride
Local Paratransit	\$3.00	\$30.00
Local Fixed Routes	\$0.25	N/A
Solano Express Routes 78, 80, 85	\$0.50	N/A
Regional Shuttle	\$5.50	N/A
General Public Dial-a-Ride		
Benicia only	\$2.00	\$20.00

Effective August 31, 2015

## Fares:

Passengers pay the full fare each time they board a SolTrans Paratransit bus. The fare is \$3.00 per one-way trip within Vallejo or between Vallejo and Benicia, and \$5.50 for one-way trips on the SolTrans Regional Shuttle to areas beyond SolTrans' service area. The General Public Dial-a-Ride fare is \$2 one-way for trips within Benicia only. See page 17 for fare information for attendants and companions.

## 10-Ride Pass

Customers who prefer not to carry cash for trips may purchase a SolTrans Paratransit 10-Ride Pass for \$30.00 or for trips within Benicia only, a 10-Ride Dial-a-Ride Pass for \$20.00. Passes may be purchased from:

- Your driver with cash or check
- The Vallejo Transit Center: 311 Sacramento St.
- By Mail: SolTrans Ticket-by-Mail  
1850 Broadway St., Vallejo, CA 94589  
(Mail -in form enclosed)

**Note:** You are required to pay a separate fare on every paratransit bus you board during regional or express trips.

## Reserving your Ride

### Reservation Days and Hours

Dispatchers will take your trip requests during normal business hours between 8:00 AM - 5:00 PM (Mon - Fri) and 9:00 AM - 4:00 PM (Sat - Sun)

**Call (707) 649-5401 to reserve your trips.**

Trip requests can be made between one to seven business days in advance of your trip. If a requested trip time is not available for trips within our local area, staff may offer a trip time up to one hour before or one hour after the requested trip time

to accommodate all ride requests. Same-day requests can only be accommodated if space is available. Trips outside Benicia and Vallejo are operated on a fixed schedule and can not be altered. Please

see the Regional Shuttle section on page 8 for more information.





**When making a reservation the dispatcher will ask:**

1. Your name and phone number
2. Pick-up location: exact street address
3. Drop-off location: exact street address
4. Desired pick-up time and any appointment time you need to meet
5. Desired return time
6. Number of people riding (just yourself, or with a Personal Care Attendant and/or companion)

Dispatch will note on your record if you have a mobility device or service animal, if you need assistance to and from the door, or any other special needs common to all your trips so you don't have to repeat these details each time you make a reservation.

**Confirming Your Ride:**

Beginning in 2016, the MyRide system will provide an automated call or text the day before your scheduled ride to confirm your trip. You will be able to confirm, cancel or reschedule your ride with the touch of the phone or reply with a text.

**Watching for Your Ride**

**Your pick-up window**

You should expect your ride within a 30-minute window. The SolTrans Paratransit bus is considered to be on-time if it arrives within 15 minutes of the scheduled time, either 15 minutes before or after your scheduled time. The table below is a sample pick-up window when a passenger must be ready to leave and the corresponding scheduled time.

Pick-up Window Start	Scheduled Pick-up Time	Pick-up Window End
10:00 AM	10:15 AM	10:30 AM

Please go to the vehicle as soon as it arrives. If the SolTrans bus arrives within your pick-up window, and you are not ready, the driver may wait no longer than 5 minutes before leaving and will record your trip as a "No-Show." Please remember that there are other trips scheduled for the bus and driver. This system is in place to enable the service to stay on time. Dispatch will try to contact you as a courtesy before leaving. If

**Tip! Write Down your pick-up time window when you make a reservation.**

contact cannot be made, the driver will be instructed to leave.

**Preparing for Your Trip**

**Personal Care Attendants and Companions**

One Personal Care Attendant (PCA) may ride with you free of charge if your eligibility record shows that you have indicated the need for a PCA. You may also reserve a ride to bring along one companion (family, friend or individual other than your PCA). Companions pay the same fare as the ADA certified passenger. You must tell the dispatcher when making a reservation if your PCA and/or a companion will be riding with you. Additional companions may be accommodated provided space is available on the paratransit vehicle, and will not result in the denial of service to ADA paratransit certified passengers. If you use fixed-route service for some of your trips, your Personal Care Attendant pays the same reduced fare as you, the

**Tip! As courtesy to other passengers onboard, please be ready to go as soon as the vehicle arrives. This helps keep the service on-time and maintains the quality of service for all the riders.**

ADA-certified passenger. However companions pay the regular fare.

**Packages and Folding Push Carts**

Passengers are advised to limit their carry-on bags or packages to three items, weighing no more than twenty pounds each. Passengers must be able to manage their own packages. Passengers may bring foldable shopping carts as long as space is available at the back of the vehicle. Bus

operators will not carry packages or perform other personal services. If you need assistance, please bring a PCA or companion to help you.

**Seat Belts and Car Seats**

For safety, all passengers are required to wear seat belts. Wheelchair passengers will wear a SolTrans provided lap belt.

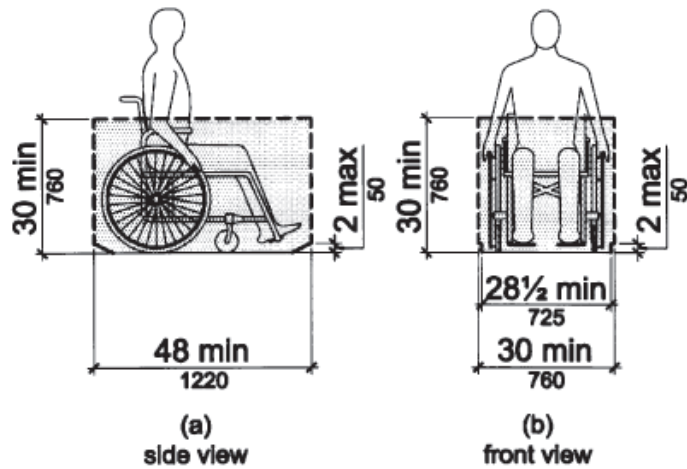
SolTrans Paratransit does not provide children's car seats; customers must provide their own car seat for children ages eight and under as required by state law.



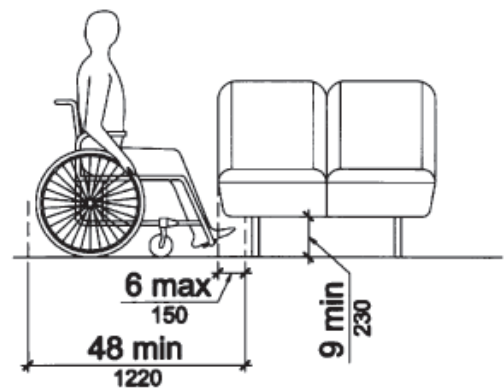


## Mobility Devices

Per ADA Regulations, SolTrans vehicles and lift equipment are designed to carry a “standard mobility device” which is no larger than 48 in. long by 30 in. wide, and weighing no more than 600 pounds, including the weight of the passenger. However, we may be able to accommodate larger mobility devices provided they are within the limits of safe operating requirements. If you use a mobility device which is larger than these standards, you may submit a Reasonable Modification Form. Forms can be obtained in person



**Figure 1**  
Wheelchair or Mobility Aid Envelope



**Figure 2**  
Toe Clearance Under a Fixed Element

from the Vallejo Transit Center Ticket Office by calling 707-648-4666, or completed on our website at: [www.soltransride.com/services/paratransit](http://www.soltransride.com/services/paratransit) Passengers traveling in scooters will be asked to transfer from their scooter to a bus seat for safety and comfort. Power mobility devices with a leaking or dead battery unit will not be allowed to board.

## Pets and Service Animals

Pets are allowed on the bus as long as they are transported in a pet carrier by the passenger.

A service animal is defined by the ADA as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. Animals meeting this definition are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government.

If you intend to regularly travel with your service animal, please notify SolTrans Paratransit Dispatch so this can be recorded in your permanent record.

The service animal must stay on the floor of the vehicle and be under control and well-behaved at all times. If a service animal shows signs of aggression or inappropriate behavior, and is not under control of the owner, we will refuse to allow the animal on the bus. Animals not meeting the definition of a service animal, such as comfort animals, must be in an appropriate crate or pet carrier.

## Timely Cancellation and No-Show Policy

### Timely Cancellations

If you know that you will not need a scheduled trip, please cancel it as early as possible to make sure scheduling is available for other passengers. Cancellations are accepted up to two hours before the trip. Cancellations made less than two hours before a trip are considered late, and marked as a no-show. We appreciate your call to cancel, even if you need to call late because of a reason beyond your control.

**Call Paratransit Dispatch at (707) 649-5401 to cancel a trip.**

### No-Show Policy

A No-Show is recorded each time a late cancellation is made, or when a client is not available for their pick-up during their 30-minute pick-up window.

SolTrans’ ADA Paratransit No-Show Policy is enforced to guarantee reliable service for ADA paratransit riders and minimize the cost incurred by no-shows.

ADA Paratransit No-Show Penalties	
1st Month	Passengers will receive a call and letter to review policy and exceptions
2nd Month	14-day service suspension
3rd Month and thereafter in a calendar year	Increasing penalties by one week, up to a one month suspension

Passengers will be notified of each no-show using a door hanger or postcard and will receive a warning after three (3) “no-shows”. SolTrans has established the following thresholds for excessive passenger no-shows:

- Passengers scheduling 30 or more one-way trips in a month are considered to have excessive no-shows if they no-show 10% or more of total monthly scheduled trips.
- Passengers scheduling fewer than 30

**Tip! It is up to the passenger to notify SolTrans of no-shows beyond their control by calling: Customer Service at (707) 648-4666.**

one-way trips in a month are considered to have excessive no-shows if they no-show 3 or more times in a month.

- Passengers exceeding the no-show threshold will receive a notification of suspension to take

effect within two weeks. The notice will include the appeals process.

- Penalties increase progressively up to a one month suspension, and reset after a calendar year

### No-Shows beyond a passenger’s control

Passengers are not responsible for no-shows resulting from sudden illness, family or personal emergency, transit connection or appointment delay, extreme weather conditions, operator error, or other unforeseen reasons for which it is not possible to call the Paratransit Dispatch line to cancel in time.



### You can avoid a suspension by:

- Signing up for MyRide alerts
- Writing down your 30-minute pick-up window and watching for your bus during the full window
- Boarding within 5 minutes of the arrival of the vehicle
- Cancelling your trip well in advance or as late as 2 hours before the trip
- Calling Paratransit Customer Service to document no-shows beyond your control

### Appeals

Passengers who are suspended have the right to appeal and will be sent information about the appeal process with their suspension letter.

### Subscription Service

Subscription service may be allowed for passengers who attend dialysis and have a regular weekly schedule for these medical appointments. Call Paratransit Customer Service to request an application. Subscription capacity is limited; new applicants may be waitlisted.

### Transportation Options & Resources

Other convenient and affordable transportation services may be available to you.

#### Call (707) 648-4666 for information on:

- SolTrans personalized trip planning assistance on fixed-route service
- Fixed-Route Bus, 50% reduced fare

#### Call (707) 736-6991 for information on:

- Local and Intercity Taxi Scrip Programs

#### For regional trip planning assistance contact:

- Solano Napa Commuter Information:  
1-800-535-6883

- MTC, 511 Trip Planning Assistance: dial 511 or visit [www.511.org](http://www.511.org)

#### For ferry service contact:

- San Francisco Bay Ferry,  
(877) CA-FERRY

#### Questions or Comments?

Feedback from you, our riders, is one of our most valuable sources of information about SolTrans Paratransit service. If you have a comment about a specific trip, please make sure to note the time and date so staff can investigate the issue.

Please share your feedback with us via:

**Mail:** Vallejo Transit Center,  
311 Sacramento St., Vallejo, CA 94590

**Web:** “Leave a Comment” on our homepage

[www.SolTransRide.com](http://www.SolTransRide.com)

**Phone:** Customer Service (707) 648-4666

# Transit Ambassador Program

SolTrans Transit Ambassadors are here to help! If you need help to talk through your travel options, or wish to schedule a time to go on a practice run, let us know. We can arrange a Transit Ambassador to ride with you on your first ADA Paratransit trip locally or regionally.

**Tip! SolTrans Transit Ambassadors can also ride with you on your first paratransit to fixed-route trip to introduce you to this new service and see if it works for you.**

Transit Ambassadors will provide instruction to anyone seeking assistance with SolTrans’ bus service.

Learn how to:

- Navigate bus routes to get where you want to go
- Manage bus schedules to stay on time
- Transfer between buses and use the Transit Centers
- Be aware of your surroundings and enjoy the safety and convenience of public transit

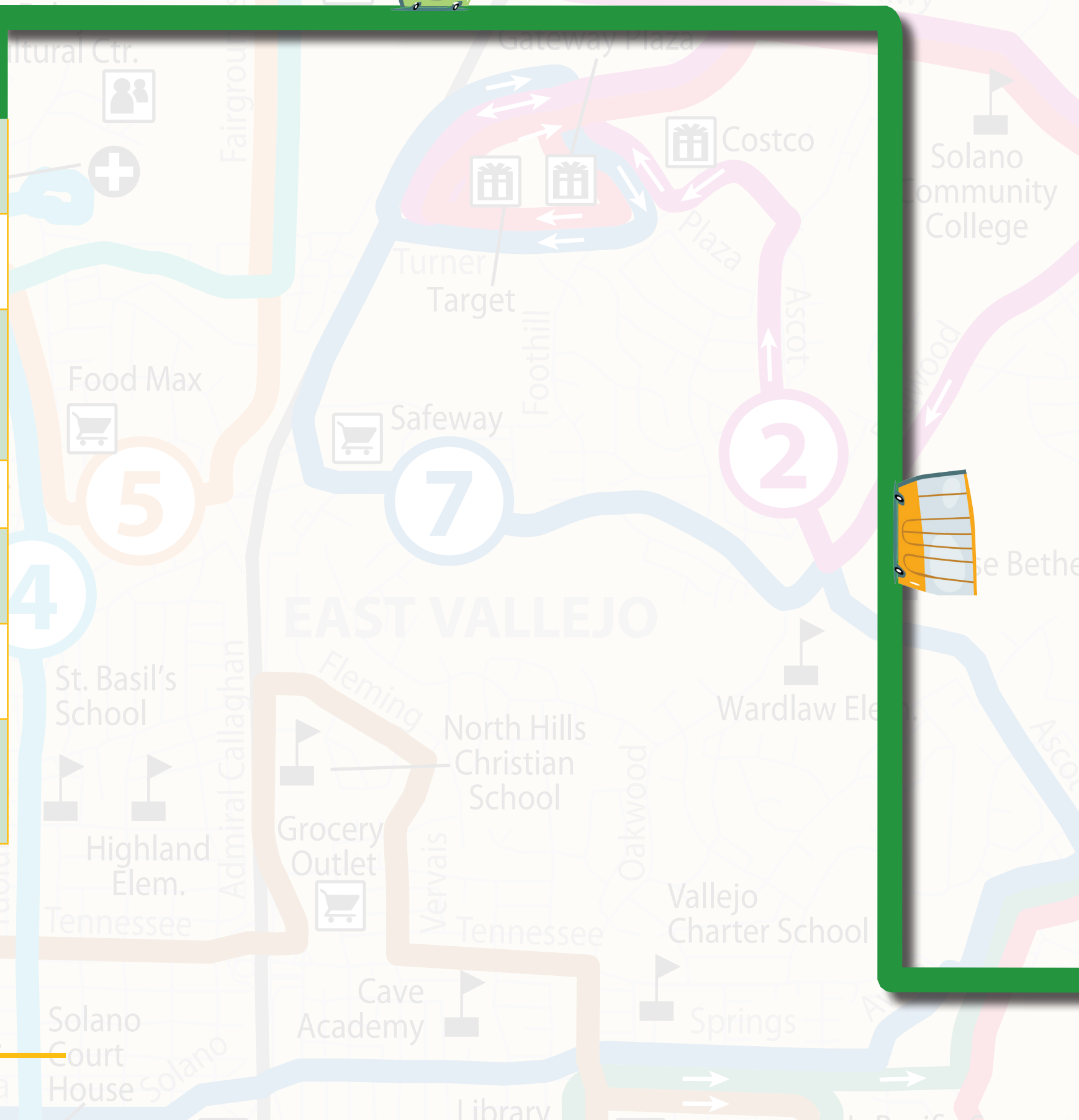
Simply contact the Solano Mobility Call Center at (800) 535-6883 to receive personalized assistance.





# Paratransit Connecting Operators Information

Agency	Reservation Phone Number	Cities Served
<b>SolTrans ADA Paratransit</b>	<b>(707) 649-5401</b>	<b>Vallejo, Benicia, and regional connections to Fairfield, Pleasant Hill, Walnut Creek and El Cerrito Del Norte BART</b>
<b>County Connection LINK Paratransit</b>	<b>(925) 938-7433</b>	<b>Concord, Pleasant Hill, Martinez, Walnut Creek, Clayton, Lafayette, Orinda, Moraga, Danville and San Ramon</b>
<b>East Bay Paratransit</b>	<b>(510) 287-5000</b>	<b>Alameda, Albany, Berkeley, Castro Valley, El Cerrito, El Sobrante, Emeryville, Fremont, Hayward, Kensington, Milpitas (part), Newark, Oakland, Piedmont, Pinole (part), Richmond, San Leandro, San Pablo and Union City</b>
<b>FAST DART Paratransit</b>	<b>(707) 429-2400</b>	<b>Fairfield and Suisun City</b>
<b>Napa VINE Go Paratransit</b>	<b>(707) 252-2600</b>	<b>Calistoga, St. Helena, Napa, American Canyon, the Town of Yountville and the unincorporated areas of Napa County</b>
<b>WestCAT Paratransit</b>	<b>(510) 724-7433</b>	<b>Pinole and Hercules and the unincorporated areas of Montalvin Manor, Bayview, Tara Hills, Rodeo, Crockett and Port Costa</b>
<b>Marin Access/ Golden Gate Transit Paratransit</b>	<b>(415) 454-0902</b>	<b>Marin, Sonoma, San Francisco and Contra Costa counties</b>



**Please contact each regional service provider in advance for their service availability.**





**Solano County Transit  
Vallejo Transit Center  
311 Sacramento St. • Vallejo, CA 94590  
[www.SolTrans.org](http://www.SolTrans.org)**

