

Travel Training Guide

"Step-by-Step"

CITY COACH

Connecting People to Community



CITY COACH



Connecting People...

Welcome to the Vacaville City Coach free Travel Training Program. Our program promotes greater independence and the confidence to travel through the use of City Coach public transit. As an independent traveler, you can rely less on family and friends for transportation and have the freedom to plan your trips according to your own schedule.

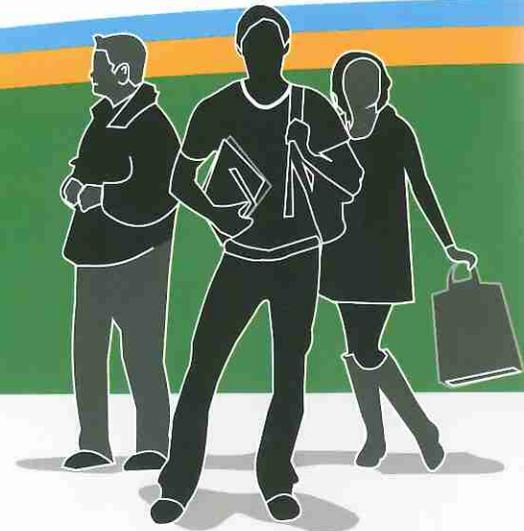


City Coach buses are accessible to all individuals; ramps and lifts make boarding convenient. City Coach connects you to community with more than 400 bus stops at shopping centers, neighborhoods, schools, the Solano Community College Vacaville Center, transportation centers, entertainment and employment sites across the City of Vacaville.



With the confidence and skills to travel independently, City Coach can provide you greater access to the community while maintaining your active lifestyle.

...to Community



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Connecting People
to Community

CITY COACH

Reading the Maps & Schedules

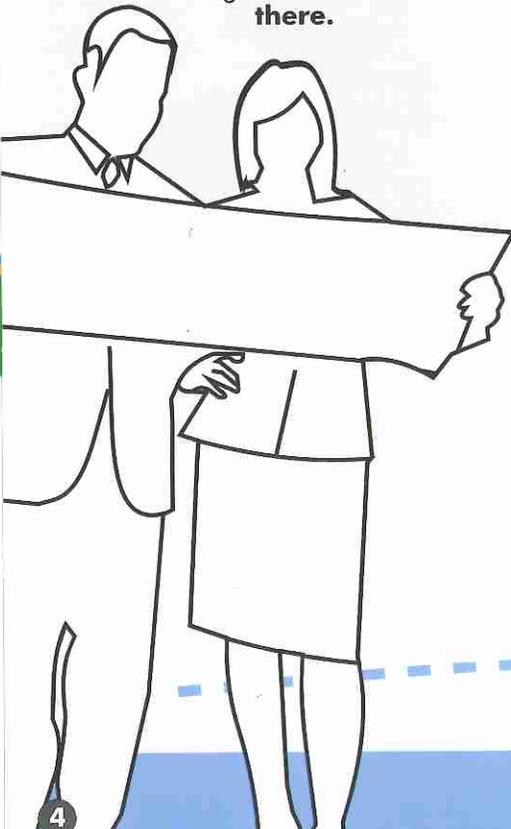
We've made many improvements to the art of getting there!



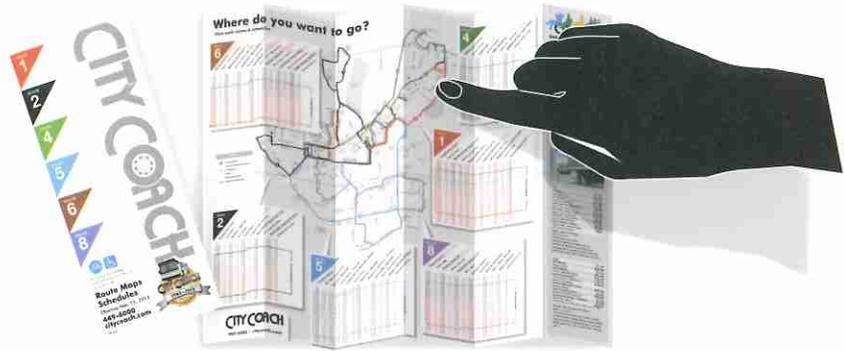
For instance, we've completely redesigned the entire process of identifying the bus route and transfers needed to take you to your destination.

We did this by giving you easier to read maps, convenient kiosks, online bus tracking tools, mobile apps, talking buses, and up-to-the-minute bus arrival information boards at all of our main transit hubs.

With City Coach, it couldn't be easier to travel from **here** to **there**.



1 First, identify where you are now. This is your starting point.



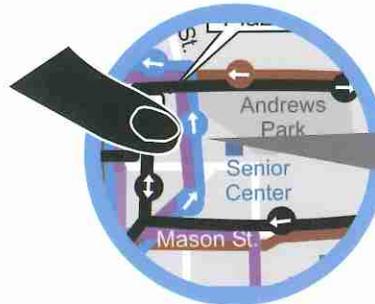
2 Now, find the bus station closest to your starting point.



Note:

The Bus Station icon shows where you can transfer from one bus route to another.

3 Now, identify where you want to go.



Note:

Follow your route. If that bus does not go to your destination, you will need a transfer.

4 Follow your route and determine if you will need a transfer.



Now, identify the bus you need to transfer to get to your destination.

Tip



Look for directional markers on the map to let you know which way the bus travels!

5

Now that you know the route you need, let's look at the route schedule.

ROUTE 5										
Transportation Ctr. / Helen Power Dr. (Wai-Mary) / Nut Tree Rd. / Marshall Rd. / Alamo Dr. (Lucky) / Peabody Rd. / Marshall / Alamo (D'Onofrio Center, etc.) / Transit Plaza / Alamo Dr. / Marshall Rd. / Alamo Dr. / Peabody Rd. (Highway) / Nut Tree Rd. / Marshall Rd. / Helen Power Dr. (Som's Club) / Hobbs Dr. (Target / Subway) / Transportation Ctr.										
6:00	6:04	6:11	6:16	6:21	6:30	6:34	6:41	6:46	6:51	6:57
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ROUTE 1 Transportation Ctr. / Helen Power Dr. (Wai-Mary) / Nut Tree Rd. / Marshall Rd. / Alamo Dr. (Lucky) / Peabody Rd. / Marshall / Alamo (D'Onofrio Center, etc.) / Transit Plaza / Alamo Dr. / Marshall Rd. / Alamo Dr. / Peabody Rd. (Highway) / Nut Tree Rd. / Marshall Rd. / Helen Power Dr. (Som's Club) / Hobbs Dr. (Target / Subway) / Transportation Ctr.	ROUTE 2 Transportation Ctr. / Helen Power Dr. (Wai-Mary) / Nut Tree Rd. / Marshall Rd. / Alamo Dr. (Lucky) / Peabody Rd. / Marshall / Alamo (D'Onofrio Center, etc.) / Transit Plaza / Alamo Dr. / Marshall Rd. / Alamo Dr. / Peabody Rd. (Highway) / Nut Tree Rd. / Marshall Rd. / Helen Power Dr. (Som's Club) / Hobbs Dr. (Target / Subway) / Transportation Ctr.
ROUTE 4 Transportation Ctr. / Helen Power Dr. (Wai-Mary) / Nut Tree Rd. / Marshall Rd. / Alamo Dr. (Lucky) / Peabody Rd. / Marshall / Alamo (D'Onofrio Center, etc.) / Transit Plaza / Alamo Dr. / Marshall Rd. / Alamo Dr. / Peabody Rd. (Highway) / Nut Tree Rd. / Marshall Rd. / Helen Power Dr. (Som's Club) / Hobbs Dr. (Target / Subway) / Transportation Ctr.	ROUTE 5 Transportation Ctr. / Helen Power Dr. (Wai-Mary) / Nut Tree Rd. / Marshall Rd. / Alamo Dr. (Lucky) / Peabody Rd. / Marshall / Alamo (D'Onofrio Center, etc.) / Transit Plaza / Alamo Dr. / Marshall Rd. / Alamo Dr. / Peabody Rd. (Highway) / Nut Tree Rd. / Marshall Rd. / Helen Power Dr. (Som's Club) / Hobbs Dr. (Target / Subway) / Transportation Ctr.
ROUTE 6 Transportation Ctr. / Helen Power Dr. (Wai-Mary) / Nut Tree Rd. / Marshall Rd. / Alamo Dr. (Lucky) / Peabody Rd. / Marshall / Alamo (D'Onofrio Center, etc.) / Transit Plaza / Alamo Dr. / Marshall Rd. / Alamo Dr. / Peabody Rd. (Highway) / Nut Tree Rd. / Marshall Rd. / Helen Power Dr. (Som's Club) / Hobbs Dr. (Target / Subway) / Transportation Ctr.	ROUTE 8 Transportation Ctr. / Helen Power Dr. (Wai-Mary) / Nut Tree Rd. / Marshall Rd. / Alamo Dr. (Lucky) / Peabody Rd. / Marshall / Alamo (D'Onofrio Center, etc.) / Transit Plaza / Alamo Dr. / Marshall Rd. / Alamo Dr. / Peabody Rd. (Highway) / Nut Tree Rd. / Marshall Rd. / Helen Power Dr. (Som's Club) / Hobbs Dr. (Target / Subway) / Transportation Ctr.

Tip
All routes now have a distinct color: Route 4 is green, Route 5 is blue, Route 6 is brown and so on...

6

It's easy! Let's Try it!

For example, if you catch the the Route 5 bus at the Transportation Center at 7am

ROUTE 5										
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...and your destination is Lucky on Alamo Drive

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You will be able to get there in about **16 Minutes**

If all else fails you can call a friendly City Coach Dispatcher at 449-6000 to help you get to your desired destination.



It's easy!
Whether you need transportation to school, work, medical appointments or to visit family and friends, City Coach can get you there!



Identify Your Bus

We want to make your riding experience convenient and enjoyable!

Vacaville City Coach operates all our fixed route bus lines with a degree of regularity that you can depend on.

For your safety and convenience we make it easy to identify your bus.

City Coach transit centers are now equipped with electronic real-time arrival signage.



The signage provides transit patrons with the real-time arrival prediction of their bus.



Bus stop signs are located every few blocks along a given bus route. Look for the distinctive City Coach bus stop sign and the number or numbers on the sign. These numbers are **color coded** to the specific bus route that serves that particular bus stop.



All City Coach buses have **bright signs** on the front, side and rear of the bus. These signs tell you what route the bus is on and what destinations that route travels to.



In addition to the bus destination signs, all buses are equipped with a **Talking Bus** feature. From both the outside and inside, the bus will tell you out loud what route number it is and where that bus is traveling to.



Real-time arrival signs are also located at several high-use bus shelters located throughout the City Coach transit system.



For work, school, shopping or just fun - City Coach can get you there!

Smartphone Alerts

To activate the smartphone bus alert feature visit the CityCoach.com website and follow these steps:

City Coach has made your travel planning even easier. Your smartphone can now alert you to when your bus will arrive at your bus stop.

For example, you're doing some shopping or schoolwork and you want an alert that tells you that your bus will be arriving in 15 minutes.

You can now get that alert on your smartphone, taking the anxiety out of riding public transit. No more will you think you have missed your bus - your smartphone will send those alerts to you!

1

First click on the header icon that reads "Maps & Schedules" and select "Real-Time Tracking"



Then click on the link that says "Click here to experience on-line, real time bus tracking"

2

After that, click on the link in the top right hand corner of the screen that says "Register"

3

Create a User ID, Password, Security Question & Answer

4

Receive your activation number by text



5

To begin receiving updates, Login to your account with your established User ID and Password through citycoach.com



Select "Alert" located on the left hand side of the "Real-Time" page on citycoach.com

Select the Route you would like to receive updates on and then

Click the box that says "Text/SMS" to receive your updates via text message

It's encouraging to know your schedule is in your hands. Whether you need transportation to school, work, medical appointments, or to visit family and friends, City Coach strives to provide you with the most up-to-date and convenient information for your travel plans.

Boarding the Bus & Bike Lockers

City Coach is a vital help in providing traffic congestion relief on Vacaville's streets and roads. We make boarding the bus easy, convenient and helpful.

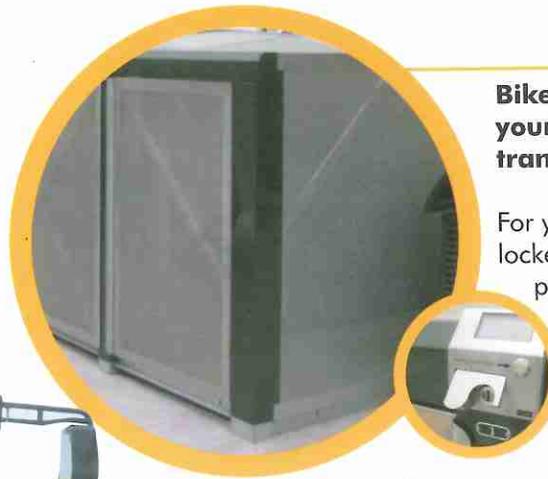
Now you can get your daily bike exercise, take your transit trip, and all the while your bike is stored safely awaiting your return.



The entrance to all of our buses is at curb height - no steps! This helpful design makes it easy to board the bus. All City Coach buses are equipped with ramps or lifts to make City Coach accessible to everyone.



City Coach makes using your bicycle more convenient than ever before. All buses are equipped with a bike rack for quick boarding and offloading. You can also store your bike in bike lockers located at our transit stations.



Bike lockers provide safe storage of your bicycle while you make your transit trip.

For your convenience, our BikeLink bike lockers use a BikeLink card that you can purchase for a small fee from City Coach. Your BikeLink card can then be used at any BikeLink locker throughout the Bay Area.



All our buses have an entrance at curb height - no steps!

For more information on using City Coach bike lockers, visit us at citycoach.com or call City Coach at (707) 449-6000.

Fare Payment, Transfers and Requesting a Stop

Requesting a transfer

Paying your fare is easy.

As you board the bus you will see a fare collection box next to the bus operator. Simply place your cash or coins into the fare box and you are on your way.



Alternatively, you can show the bus operator a City Coach pass. A City Coach Bus Pass can make boarding faster as you won't have to fumble with coins or bills

1

A transfer will be needed when you need to move from one bus route to another to reach your final destination.



If your bus does not go to your destination, you will need a transfer.

2

If you require a transfer during your travels with us, tell the driver and pay the \$0.15 additional transfer fare when boarding the first bus.



Ask your bus operator for a transfer. The transfer slip you will receive, must be provided to the bus operator of the connecting route to complete your trip.



For example if you are boarding the Route 2 bus from Browns Valley and you want to go to the Nut Tree Shopping Center - which is served by Route 6 - you will need a transfer.

Requesting a stop

1

Requesting a stop is simple. Above all seating areas inside the bus you will see a stop request pull line.



Pull down on the stop request pull line and a chime will sound telling the bus operator that a patron has requested a stop. **Make sure to request your stop BEFORE the bus passes it!**

Catch the Coach for shopping, appointments, work, school, sports activities, life... there are many benefits to using public transit.

Fares, Passes and Special Programs

City Coach has the lowest cost bus passes in Solano County.



A real alternative to transportation, City Coach offers great fare prices and convenience for adults, youth, seniors, and the disabled. If you intend to ride City Coach more than once or twice a week, Unlimited Ride Monthly Passes are available on any City Coach bus route and provide unlimited rides throughout the month!

Where to purchase passes?

McBride Senior Center
91 Town Square

Lucky
777 E. Monte Vista
1979 Peabody Rd.

Ulatis Cultural Center
1000 Ulatis Dr.

Vacaville City Hall
650 Merchant Street

Need a shopping tote?

Just ask a friendly City Coach bus operator. The shopping totes are free to use, we only ask that once you are done with your shopping, you return the bag so that another transit patron can also benefit from this convenient program.



DAY PASS

\$3.25
for the General Public
\$2.00
for seniors and people with disabilities.

The DayPass can be purchased directly from a City Coach bus driver and is good for unlimited travel throughout the City Coach transit system for the entire day it is purchased for.



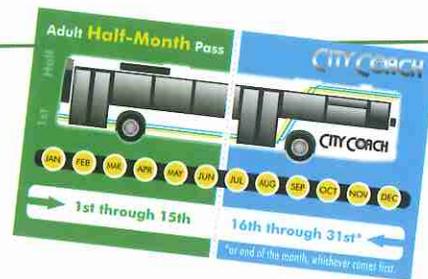
Monthly Pass

\$36 Adult
\$18 Senior/Disabled
\$21 Youth

If you intend to ride City Coach more than once or twice a week, Unlimited Ride Monthly Passes are available. Why fumble with cash or change when one, low cost pass can get you there.

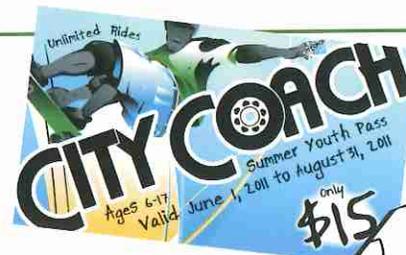
Adult Half-Month Pass

\$18
Stretch your budget!
Buy only what you need, whether it's the first or second half of the month.



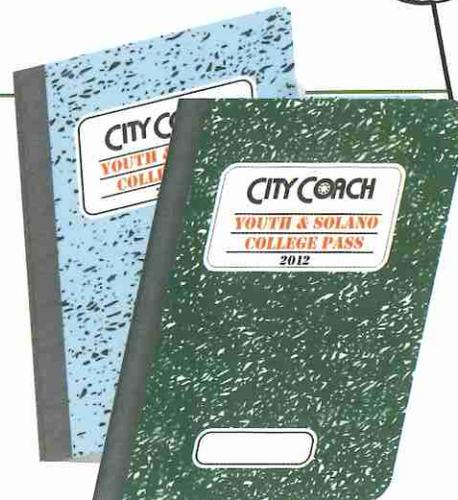
Summer Youth Pass

\$15
For ages 6 – 17,
Unlimited use all summer long!
Good from June 1 – August 31.



Youth & Solano College Vacaville Center Pass

\$21 / Month
For ages 6 – 17, and currently enrolled Solano College students.



Special Services Paratransit

What is Special Services Paratransit?

City Coach takes great pride in serving those with special transportation needs within the city limits of Vacaville. That is why Special Services Paratransit was created.

In order to qualify for this service, the interested party must:



City Coach takes great pride in serving those with special transportation needs.

That is why Special Services Paratransit was created. Special Services Paratransit is a door-to-door service operated by Vacaville City Coach to assist with the transportation needs of qualified individuals who meet the requirements of the Americans with Disabilities Act (ADA).

1

Complete the Solano County ADA application which includes answering specific questions about your disability and how it prevents use of fixed-route service.



2

Obtain a medical doctor's authorizing signature.



3

Obtain a free photo identification card.



The Process

Once the ADA Paratransit application is completed, you can either mail or hand deliver your application to the City of Vacaville. The address and specific instructions are contained within the application.

If approved, you will be notified by mail. The approval letter will contain instructions for you to make arrangements to receive a free

photo identification card. Once you have your photo identification card, you can then schedule rides to doctor appointments, shopping, or any errand or activity within Vacaville at a cost of \$2.00 each way.

Reservations must be made 24 hours in advance by calling

Vacaville City Coach at 449-6000. Recurring appointments can also be scheduled. All Paratransit buses are equipped with wheelchair lifts.

Riders may bring along a Personal Care Attendant free of charge or a companion for an additional \$2.00 per trip.



What happens if your trip is outside of Vacaville?

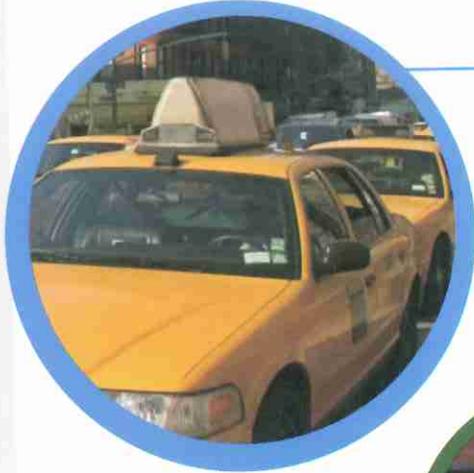
If your trip will take you outside of Vacaville, there are transportation options for you too. Based on your qualifications, you may be eligible to use the Intercity Taxi Scrip program.

Taxi Scrip Program

The City of Vacaville offers two types of taxi service scrip programs for qualified persons.



Both taxi scrip programs make use of the City's local taxicab companies to provide you the timely transportation services you require.



Taxi service provides you flexible, **curb-to-curb service** in a timely manner. Once you place a call for a taxi ride, your taxi will typically arrive within 30-45 minutes.

Local Taxi Scrip Service

The Local Taxi Scrip Program provides service within the city limits of the City of Vacaville. In order to qualify for this program, you must be 65 or older and a resident of the City of Vacaville.



\$20.00 taxi scrip booklets can be purchased for \$10.00. The Local Taxi Scrip booklets can be purchased from the McBride Senior Center, Ulatis Cultural Center or City Hall Finance Department. Once purchased, all you need to do is call a local taxicab company and request a ride. The contact phone numbers are located on the front cover of the taxi scrip booklets.

Intercity Taxi Scrip Program

Persons qualified for the Intercity Taxi Scrip program will receive a free photo ID card. Once you have your photo ID card and have purchased your Intercity Taxi Scrip booklets, you can simply contact one of the local taxicab companies to arrange your ride.

Intercity Taxi Scrip is sold at the Finance Counter at City Hall. For the cost of \$15, you get \$100 worth of Intercity Taxi Scrip.



For more information about either the Local or Intercity Taxi Scrip programs, call City Coach at (707) 449-5170. A friendly customer service representative will be happy to explain the programs further.

Regional Bus Routes

Just think...

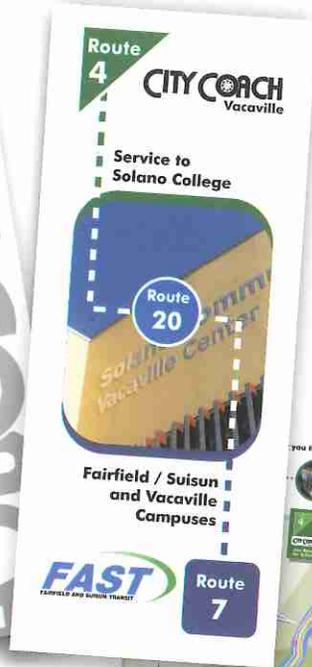


City Coach can get you from your residence in Vacaville to a Regional Bus Line connection point. From there, you can extend your travel to other cities within Solano County or to travel beyond Solano County to Sacramento or to the Bay Area.

Everywhere you need to go!

If your destination is outside of Vacaville, there are multiple regional bus routes that you can take to get there. These regional routes include Fairfield and Suisun Transit routes 20, 30, and 40, as well as Yobabus route 220. You can use City Coach to get to the Vacaville Transportation Center, where all these regional bus routes connect.

At the Vacaville Transportation Center look for signage that marks the pickup location for your regional bus route.



1

For service **between Vacaville and Fairfield**, the Route 20 is your ticket.

2

For service to **Sacramento**, the Route 30 will get you there.

3

For service to the **Walnut Creek and Pleasant Hill BART stations**, the Route 40 is for you.

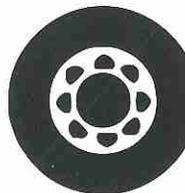
4

For service to **Woodland**, the Yobabus Route 220 can get you there.



The City Coach route map marks the locations where you can make connections from City Coach to these regional bus lines. Look for the green Park and Ride symbol.

For more information on regional bus routes, call City Coach at (707) 449-6000. A friendly customer service representative will be happy to help.



CITY COACH

www.CityCoach.com
(707) 449.6000

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