

PCC
SOLANO
PARATRANSIT COORDINATING COUNCIL (PCC)
AGENDA

1:00 – 3:00 p.m.
Thursday, May 21, 2015
City of Benicia, Commission Room
250 East L St.
Benicia, CA 94510

- | <u>ITEM</u> | <u>STAFF PERSON</u> |
|--|-------------------------|
| 1. CALL TO ORDER | Edith Thomas, Chair |
| 2. INTRODUCTIONS
(1:00 – 1:05 p.m.) | |
| 3. APPROVAL OF AGENDA
(1:05 – 1:10 p.m.) | |
| 4. OPPORTUNITY FOR PUBLIC COMMENT
(1:10 – 1:15 p.m.) | |
| 5. COMMENTS FROM STAFF AND REPRESENTATIVES FROM ADVISORY COMMITTEES
(1:15 – 1:20 p.m.) | |
| 6. PRESENTATIONS | |
| • Travel Training Video Preview | Kristina Holden, STA |
| • SolTrans Travel Ambassador Program | Mandi Renshaw, SolTrans |
| (1:20 – 2:20 p.m.) | |
| 7. CONSENT CALENDAR | |
| <u>Recommendation:</u> Approve the following consent item.
(2:20 – 2:25 p.m.) | |
| A. Minutes of the PCC Meeting of March 19, 2015 | Sheila Ernst, STA |
| <u>Recommendation:</u>
Approve PCC minutes of March 19, 2015
Pg. 3 | |

PCC MEMBERS

Richard Burnett
MTC PAC
Representative

Curtis Cole
Public Agency - Health
& Social Services

Lyall Abbott
Member at Large

Judy Nash
Public Agency -
Education

Vacant
Social Service Provider

Ernest Rogers – Vice Chair
Transit User

Edith Thomas, Chair
Social Service Provider

Cynthia Tanksley
Transit User

James Williams
Member at Large

Kenneth Grover
Transit User

Anne Payne
Social Service Provider

8. ACTION ITEMS

A. FY 2015-2016 TDA Claims for Solano Transportation Authority and the City of Vacaville

Liz Niedziela, STA

Recommendations:

1. Review and forward a recommendation to MTC to approve the Solano Transportation Authority's FY 2015-2016 TDA Claim for \$558,776 for planning and administration and passenger rail service.
2. Review and forward a recommendation to MTC to approve the City of Vacaville's FY 2015-2016 TDA Claim for \$1,658,745 for operating and capital projects.
(2:25 – 2:30 p.m.)

Pg. 25

9. INFORMATIONAL ITEMS - DISCUSSION

A. CTSA/ Mobility Management Program Update
(2:30 – 2:40 p.m.)

Kristina Holden, STA

Pg. 51

B. PCC Membership Status and Appointment
(2:40 – 2:45 p.m.)

Kristina Holden, STA

Pg. 117

10. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS

Group

Discussion

(2:45– 2:50 p.m.)

11. INFORMATIONAL ITEMS – NO DISCUSSION

A. Meetings and Locations
Pg. 119

Sheila Ernst, STA

12. TRANSIT OPERATOR UPDATES

Group

- A. Dixon Redit-Ride
- B. Fairfield and Suisun Transit - FAST
- C. Rio Vista Delta Breeze
- D. SolTrans – Solano County Transit
- E. Vacaville City Coach

(2:50 – 3:00 p.m.)

13. ADJOURNMENT

The next regular meeting of the PCC is scheduled to meet at **1:00 p.m., Thursday, July 16, 2015 at the Solano Transportation Authority in Conference Room 1, located at One Harbor Center, Suite 130, Suisun City, CA 94585.**

For questions regarding this agenda:

Please contact Kristina Holden at (707) 399-3234 or kholden@sta.ca.gov



PCC
SOLANO PARATRANSIT COORDINATING COUNCIL
AGENDA
Draft Minutes for the meeting of
March 19, 2015

1. CALL TO ORDER

Chair Thomas called the meeting to order at 1:15 p.m. in the Faculty Staff Lounge at the Solano Community College.

Voting Members Present: *In Alphabetical Order by Last Name*

Richard Burnett	MTC PAC Representative
Curtis Cole	Public Agency - Health & Social Services
Kenneth Grover	Transit User
Cynthia Tanksley	Transit User
Edith Thomas	Chair, Social Service Provider
James Williams	Member-at-Large

Voting Members Not Present: *In Alphabetical Order by Last Name*

Lyall Abbott	Member-at-Large
Judy Nash	Public Agency – Education
Anne Payne	Social Service Provider - Area Agency on Aging
Ernest Rogers	Vice-Chair, Transit User

Also Present: *In Alphabetical Order by Last Name*

Nathan Atherstone	City of Fairfield/FAST
Sheila Ernst	STA, PCC Committee Clerk
Robert Fuentes	Faith In Action
Kristina Holden	STA
Ebony Ingram	Milestones
Vicki Jacobs	City of Dixon/Dixon Read-Ride
Lori Knight	Care Provider for Kenneth Grover
TJ Kumar	North Bay Transit
Debbie McQuilkin	STA
Liz Niedziela	STA
Claudia Preciado	Nelson Nygaard Consulting Associates, Inc.
Elizabeth Romero	Solano County Transit/SolTrans
Mandi Renshaw	SolTrans
Richard Weiner	Nelson Nygaard Consulting Associates, Inc.

2. **INTRODUCTIONS**

3. **APPROVAL OF AGENDA**

On a motion by Richard Burnett and a second by James Williams, the PCC unanimously approved the March 19, 2015 Agenda. (6Ayes, 4 Absent)

4. **OPPORTUNITY FOR PUBLIC COMMENT**

None.

5. **COMMENTS FROM STAFF AND REPRESENTATIVES FROM THE PARATRANSIT COORDINATING COUNCIL**

6. **PRESENTATIONS**

(1) Nathan Atherstone of FAST, provided a presentation on **Fairfield and Suisun Transit (FAST) New Local Scrip Program.** (Attachment A)

(2) Claudia Preciado of Nelson\Nygaard Consulting Associates provided a presentation on the **Solano County Intercity Taxi Scrip.** (Attachment B)

7. **CONSENT CALENDAR**

A. Minutes of the PCC Meeting of January 15, 2015.

Recommendation:

Approve PCC minutes of January 15, 2015.

On a motion by Richard Burnett and second Curtis Cole, the PCC unanimously approved Consent Calendar Item A. (6 Ayes, 4 Absent)

8. **ACTION ITEMS**

A. PCC 2015 PCC Draft Work Plan

Kristian Holden stated that the Work Plan focus on developing expertise and understanding and conducting outreach activities of the range of transportation services for Solano seniors, people with disabilities, the economically disadvantaged and transit dependent passengers. STA staff presented the PCC Work Plan for feedback via mail on January 22, 2015 and Ms. Holden highlighted the three suggestions received as follows:

1. Create a PCC presence on a social media platform, include PCC Meeting notifications

No comments.

~~**2. Look into STA creating a smart phone app that with all various bus routes countywide**~~

Kristina Holden stated that FAST has phone applications that provide this service and SolTrans is working on one.

~~**3. Coordinate with Solano County Transit Operators to provide opportunities for in person outreach for transit services and policy changes.**~~

After discussion amongst the PCC Committee, this item was amended as follows:

3. *Assisting Solano County Transit Providers and identifying opportunities to present to their clients on transportation options or service changes.*

By consensus the following amendments were made to the 2015 PCC Draft Work Plan:

Amendment:

(1) *Create a PCC presence on a social media platform, include PCC Meeting notifications.*

~~(2) *Look into STA creating a smart phone app that with all various bus routes countywide*~~

(3) *Assisting Solano County Transit Providers and identifying opportunities to present to their clients on transportation options or service changes.*

Recommendation:

After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2015 Draft Paratransit Coordinating Council Work Plan.

(6 Ayes, 4 Absent)

On a motion by James Williams and second Kenneth Grover, the PCC unanimously approved the recommendation as amended above in ~~strikethrough~~ ***bold and italics***. (6 Ayes, 4 Absent)

B. 2015 PCC Draft Outreach Plan Discussion

Kristina Holden explained that the purpose of outreach activities is promote awareness of the PCC and its advisory function, and to supply the public with information on transportation issues concerning Solano seniors, people with disabilities, the economically disadvantaged and transit dependents. Outreach activities are also meant to encourage the public and local community to take advantage of the opportunity to provide comments on the transportation system. STA staff presented the PCC Outreach Plan for feedback via e-mail on January 22, 2015. PCC members responded with the following suggestion:

PCC Member Curtis Cole proposed having one location for all of the PCC meetings.

Robert Fuentes recommended to ***include Dixon and Rio Vista in the 2015 PCC Outreach Plan.***

Vicki Jacobs stated that paratransit and senior riders would attend a PCC meeting in Dixon.

Amendment:

Add the Cities of Dixon and Rio Vista to the next PCC Outreach Plan cycle.

Recommendation:

After incorporating direction from PCC members; forward a recommendation to the STA Board to approve the 2015 Draft Paratransit Coordinating Council Outreach Plan.

On a motion by Kenneth Grover and second by Cynthia Tanksley, the PCC approved the recommendation as amended above in ***bold and italics***. (5 Ayes – Richard Burnett, Cynthia Tanksley, Kenneth Grover, James Williams, Edith Thomas, 1 No – Curtis Cole, 4 Absent – Lyall Abbott, Judy Nash, Anne Payne, Ernest Rogers)

9. INFORMATIONAL ITEMS (Discussion)

A. CTSA/Mobility Management Program Update

Kristina Holden stated that between February 1st and February 28th, the Call Center scheduled 161 appointments, and completed 105 assessments. She stated that of the 161 scheduled appointments, 105 (65%) of the applicants appeared for their in-person assessment, 17 (11%) applicants were a no show, and 39 (24%) were cancellations. She concluded that no shows and cancellations provide an incompleteness rate of 35%.

Ms. Holden stated that since January 2015, the Mobility Coordinator made several presentations to Senior Communities providing information about transportation alternatives. She stated that STA staff has met with SolTrans and FAST staff to discuss their Transit Ambassador Programs.

Ms. Holden stated that the Solano Mobility Call Center and Transportation Info Depot continue to see an increase in Mobility inquiries and in February 2015, they received a total of 47 ADA/Mobility related calls and 39 ADA/Mobility related walk ins. She concluded that in February the call center processed 24 RTC Sales and had 3 Senior Clipper Sales.

Ms. Holden stated that the Solano Mobility website is now live and accessible to the public in which provides a variety of resources to the community including, but not limited to local, private and non-profit transportation options, transit training information, a video library, non-profit services information and senior safety driver information.

Liz Niedziela announced that a Travel Training video will be presented at the next meeting.

Nathan Atherstone expressed concerns regarding the ADA Eligibility in-person process and denial rate.

B. Membership Status Update

Kristina Holden provided an update on the PCC Membership Status. She stated that STA Staff was informed from Independent Living Resources that Emily Flynn has withdrawn her membership from the PCC effective February 2015. Ms. Holden concluded that currently, there is one vacancy for a Social Services Provider and that the STA has not received any interest forms, but will continue to recruit for a Social Services Provider.

10. FUTURE AGENDA ITEMS AND COUNCIL COMMENTS

- **Implementation of the Outreach Plan Objectives**
- **New SolTrans Regional Paratransit Program (once approved)**

11. TRANSIT OPERATOR UPDATES

Liz Niedziela provided a handout on Ridership for the County. Ms. Niedziela is planning to provide Faith In Action and Intercity Taxi program updates in the future.

Dixon Redit-Ride:

None.

Fairfield and Suisun Transit:

None.

Rio Vista Delta Breeze:

Liz Niedziela provided brief update on the Rio Vista Delta Breeze service.

SolTrans:

Elizabeth Romero provided brief update on the SolTrans service and promotions.

Vacaville City Coach:

None.

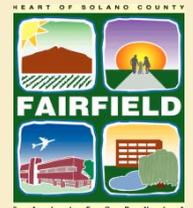
12. ADJOURNMENT

The meeting adjourned at 3:05 p.m. The next meeting of the PCC is scheduled to meet at **1:00 p.m. on Thursday, May 21, 2015, at City of Benicia, in the Commission Room located at 250 East L Street, Benicia, CA 94510.**

Page intentionally left blank

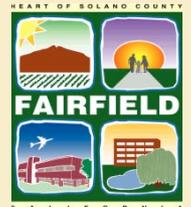
FAST Taxi Scrip Program

Nathaniel Atherstone
Public Works, Transportation Manager
March 19, 2015



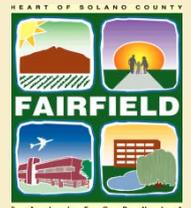
Subsidizing Taxi Trips

- FAST currently subsidizes all qualified local taxi trips at 50%
- Subsidized service is available 24/7/365
- Qualified customers
 - Registered ADA clients
 - Registered Seniors over age 60



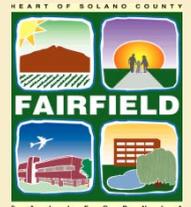
Program Growth

- FAST is observing program growth at an average of 24% annually since 2011
 - FY11 program costs: \$149,683
 - FY14 program costs: \$276,485
- Current growth is unsustainable and annually exceeds forecasted budget levels



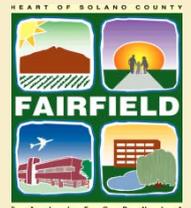
Fiscal Management

- FAST needs to mitigate operating costs in order to ensure a sustainable subsidy program. We cannot allow the costs to freely increase without control.
- Taxi services can be managed with a “scrip” program
- So what is “scrip”?



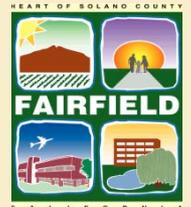
Taxi Scrip Solution

- A “scrip” is a paper voucher with a monetary value used to apply toward a service
- Scrip will be distributed to eligible customers on a limited basis in order to manage program costs



Taxi Scrip Solution

- Scrip will be limited in order to prevent stockpiling
 - 10 booklets (\$200 service value) per customer per month
- Scrip will be printed in a way to prevent abuse/fraud
 - individual serial numbers
 - color print management
 - rotating background



Taxi Scrip – Subsidy Cap

- Vacaville - \$150,000
- SolTrans - \$150,000
- Intercity Scrip (proposed) - \$150,000

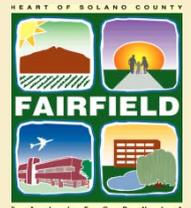
- FAST proposal - \$200,000

Taxi Scrip – Implementation

- FAST intends to bring this item to City Council for formal adoption in spring 2015
- Once adopted, implementation will start July 1, 2015

Taxi Scrip – Alternatives?

- Most eligible clients can ride FAST local fixed-route services at half price (ADA and 65+)
 - Travel training
 - Discounted monthly passes
- Local taxi providers will continue to provide services without scrip for those that run out and for the general public



Page intentionally left blank

Intercity Taxi Scrip/ Paratransit Program

1

**NELSON/NYGAARD WITH
ASSISTANCE FROM NWC PARTNERS**

**Solano County
Intercity Taxi Scrip Program**



PCC Meeting March 19, 2015

Intercity Taxi Scrip Program

2

- Reduced **intercity** (between cities) taxi fare is available for ADA Certified passengers only, who are able to enter and exit a taxi cab without assistance.
- Pay \$15 for \$100 worth of taxi scrip



Important - Please Read
This Intercity Taxi Scrip may be used for taxi trips between cities and rural areas within Solano County Only. Not valid for trips within your local city.
A valid ADA photo ID card issued by a public transit agency within Solano County must be shown to the taxi driver in order to use Intercity taxi Scrip.
For additional information please contact your local public transit agency.



Transition

3

Transition of the Intercity Taxi Scrip Program from Solano County to Solano Transportation Authority is currently underway. Protocols are being developed and staff is being trained.

This will be a short term transition, 2-3 months. Minor program improvements are expected.

The following tasks will be transitioned to STA

- Voucher distribution to cities/ transit operators
- Update of agreements/memoranda of understanding between Solano County, STA, transit operators, and taxi providers
- Invoice reconciliation
- Complaint handling/ Comment cards



Two Key Goals

4

- **Program Sustainability/ Multi year funding plan**
- **Add Non-Ambulatory Service**



These goals will be attainable with the following steps;

1. Hire and train a new Program Manager to take over the program
2. Secure STA Board approval for the new program
3. Implement the new program model
4. Develop and implement a solicitation process if model requires new vendor

Timeline

5

- **February-April 2015: Program Transition to STA**
- **April-June 2015: Program Options Analysis**
- **June-December 2015:**
 - Board to adopt a new program model
 - RFP written/released if necessary
 - Plan for new program implementation

Questions?

PCC

Date: May 6, 2015
To: Solano Paratransit Coordinating Council
From: Liz Niedziela, Transit Program Manager
RE: FY 2015-2016 TDA Claims for Solano Transportation Authority and the City of Vacaville

Background:

The Transportation Development Act (TDA) was enacted in 1971 by the California Legislature to ensure a continuing statewide commitment to public transportation. This law imposes a one-quarter-cent tax on retail sales within each county for this purpose. Proceeds are returned to counties based upon the amount of taxes collected, and are apportioned within the county based on population. To obtain TDA funds, local jurisdictions must submit requests to regional transportation agencies that review the claims for consistency with TDA requirements. Solano County agencies submit TDA claims to the Metropolitan Transportation Commission (MTC), the Regional Transportation Planning Agency (RTPA) for the nine Bay Area counties.

TDA funding is used for public transit services, transportation for seniors and people with disabilities, regional transportation planning, and bicycle and pedestrian programs. MTC requires agencies to have public review of the TDA Article 4 & 8 claims by the Paratransit Coordinating Council (PCC) before they can be approved. However, MTC is not obligated to the recommendations made by the PCC.

Discussion:

TDA funds are shared among agencies to fund joint services such as SolanoExpress intercity bus routes and Intercity Taxi Scrip Program. To clarify how the TDA funds are to be allocated each year among the local agencies and to identify the purpose of the funds, the STA works with the transit operators and prepares an annual TDA matrix. The TDA matrix is approved by the STA Board and submitted to MTC to provide MTC guidance when reviewing individual TDA claims. The claims must be consistent with the TDA matrix; each jurisdiction may not claim more from another agency than has been approved. At this time, the TDA for the FY 2014-15 matrix will be submitted to the STA Board for approval June 11, 2014.

As required by MTC Resolution 1209, Solano Transportation Authority and the City of Vacaville are submitting their FY 2015-2016 Transportation Development Act (TDA) Article 4 and 8 claims for consideration by the PCC.

Solano Transportation Authority

Solano Transportation Authority is requesting \$558,776 in TDA funds (Attachment A). TDA funds in the amount of \$508,776 will be used for Administration and Planning. TDA funds in the amount of \$50,000 will be claimed against Suisun City for operating and maintenance cost for Suisun City AMTRAK station. The claim will be consistent with the TDA matrix going to the STA Board for approval June 10, 2015.

The City of Vacaville

The City of Vacaville is requesting \$1,658,745 in TDA funds (Attachment B). TDA funds in the amount of \$993,745 will be used for operating and the amount of \$665,000 will be used for capital projects. Vacaville's capital projects include two (2) paratransit bus replacement, one (1) van, transit amenities, and Compressed Natural Gas (CNG) fuel station upgrades. The claim will be consistent with the TDA matrix going to the STA Board for approval June 10, 2015.

Recommendation:

1. Review and forward a recommendation to MTC to approve the Solano Transportation Authority's FY 2015-2016 TDA Claim for \$558,776 for planning and administration and passenger rail service.
2. Review and forward a recommendation to MTC to approve the City of Vacaville's FY 2015-2016 TDA Claim for \$1,658,745 for operating and capital projects.

Attachments:

- A. Solano Transportation Authority's TDA Claim Summary
- B. City of Vacaville's Letter and TDA Claim Summary

MTC Claim Application - Document A(b)

Claim Summary

FY 2015-16

Information from other documents (tabs) in the workbook will appear automatically on this form.

Submittal Date:

This form must be signed and dated

Operator: Solano Transportation Authority

OPERATING FUNDS REQUESTED

TDA Operating Fund Request					
Article	Purpose	PUC§	Amount	Apportionment Area	
TDA 4	Planning & Admin	99275 (a)	\$ 33,031	SolTrans	
TDA 4	Planning & Admin	99275 (a)	\$ 22,434	Vallejo/Benicia	
TDA 4	Planning & Admin	99275 (a)	\$ 131,585	Fairfield	
TDA 4	Planning & Admin	99275 (a)	\$ 9,240	Rio Vista	
TDA 4	Planning & Admin	99275 (a)	\$ 34,334	Suisun City	
TDA 4	Planning & Admin	99275 (a)	\$ 112,700	Vacaville	
TDA 4	Planning & Admin	99275 (a)	\$ 142,414	SolTrans	
TDA 4	Planning & Admin	99275 (a)	\$ 23,038	County of Solano	
TDA 4	Passenger Rail Service	#N/A	\$ 50,000	Suisun City	
			Total TDA Operating \$	558,776	

STA Operating Fund Request				
STA fund	Purpose	CCR§	Amount	Apportionment Area
			Total STA Operating \$	-

Other Operating Funds Requested		Feeder Bus Funds \$	-
		AB 1107 Total \$	-
		Regional Measure 2 \$	-
		TOTAL OPERATING REQUEST \$	558,776

CAPITAL FUNDS REQUESTED

TDA Capital Fund Request				
Article	Purpose	PUC §	Amount	Apportionment Area
			Total TDA Capital \$	-

STA Capital Fund Request				
STA fund	Purpose	CCR§	Amount	Apportionment Area
			Total STA Capital \$	-

Other Capital Funds Requested		AB 1107 Total \$	-
		Feeder Bus Total \$	-
		TOTAL CAPITAL REQUEST \$	-

The above named applicant hereby applies for an allocation of Transportation Development Act (TDA), State Transit Assistance (STA), AB 1107 and Feeder Bus funds, as the case may be, in the amount(s) and for the purposes as specified above. Applicant acknowledges that payment of funds allocated by MTC, is subject to such funds being on hand and available for distribution, and agrees to the provision that such funds be used strictly in accordance with statutory and regulator requirements, and the terms of the allocation instruction issued by MTC.

Sign _____

Date

Page intentionally left blank



1001 Allison Drive • Vacaville, California 95687 • (707) 449 - 6000 • citycoach.com

April 15, 2015

Department of Public Works
General Services Division

Paratransit Coordinating Council
c/o Kristina Holden
Solano Transportation Authority
One Harbor Center, Suite 130
Suisun City, CA 94585

Dear PCC:

The City of Vacaville is submitting its annual Transportation Development Act (TDA) Claim to the Metropolitan Transportation Commission (MTC) for operating and capital expenses for the upcoming Fiscal Year 2015-16.

Vacaville City Coach is requesting \$993,745 for our transit operations. Operations include Vacaville fixed route (City Coach), Paratransit, local subsidized taxi program and our contribution to the Intercity Taxi Scrip program. Additionally, a share of our TDA funds are programmed for the support of Solano County's Solano Express Intercity transit bus routes, Intercity Taxi Scrip program, as well as our contribution to the Solano Transportation Authority.

We are seeking \$665,000 in TDA funds for capital expenditures which is comprised of the following projects:

- Procurement of two (2) low-floor, replacement Paratransit buses;
- Continuation of the City's annual transit amenities installation program (including bus shelters, transit information kiosks, solar bus shelter lighting, map cases, bus benches and trash receptacles);
- Compressed Natural Gas system upgrades to our 2009 New Flyer buses;
- A van for transit staff to transport materials transit materials to numerous annual public outreach events;
- Compressed Natural Gas fuel station upgrades.

This claim comprises a total request of \$1,658,745 (\$993,745 TDA Operating and \$665,000 Capital). We request your support of our TDA Claim for Fiscal Year 2015-2016.

Sincerely,

BRIAN MCLEAN
Public Works Manager
General Services Division

Enc.: Vacaville FY2015-16 TDA Claim Narrative
City of Vacaville FY2016 Transit Budget

LEN AUGUSTINE
Mayor

MITCH MASHBURN
Councilmember

RON ROWLETT
Councilmember

CURTIS HUNT
Vice Mayor

DILENNA HARRIS
Councilmember

MTC Claim Application - Document A(a)

Claimant Information

FY 2015-16

Submittal Date: 5/01/2015

Enter requested information in yellow cells

Enter requested information using dropdown menu

Information appears automatically in cells highlighted

Claimant Information

- 1 Claimant Name
- 2 Street Address
- 3 City
- 4 ZIP Code
- 5 County

City of Vacaville
1001 Allison Drive
Vacaville
95687
Solano

Claimant Personnel Information

- 6 Authorized Signature Name
- 7 Authorized Signature Title
- 8 CFO Name
- 9 CFO Title
- 10 Contact Person Name
- 11 Contact Person Title
- 12 Contact Person's Telephone
- 13 Contact Person's FAX
- 14 Contact E-Mail Address

Steven L. Hartwig
Director of Public Works, City Engineer
Jeremy Craig
Assistant City Manager, Director of Finance
Brian McLean
Public Works Manager
(707) 469-6504
(707) 469-6576
brian.mclean@cityofvacaville.com

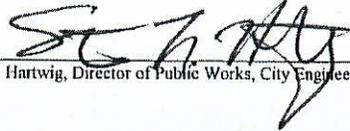
Application Submittal Date

- 15 Fiscal Year
- 16 Claim Submittal Date

2015-16
5/01/2015

Public Transportation Modes Operated

	Mode Type	Service Name
17	Motorbus	City Coach
18	Demand Response	City Coach Special Services
19	Demand Response	Local Taxi Scrip Program
20		
21		
22		
23		
24		
25		
26		

Sign 
Steven L. Hartwig, Director of Public Works, City Engineer

Date 4/14/15

MTC Claim Application - Document F(a)
 Operating Expenses and Revenues
 FY 2015-16

Submittal Date: 5/01/2015

Operator: City of Vacaville

**IF YOU ARE AN FTA GRANTEE, PAST
 ACTUAL MUST BE CONSISTENT
 WITH YOUR NTD REPORT!**

Calculations and mode names appear
 automatically in the cells highlighted blue

Systemwide		
Past Actual FY 2013-14	Current Adjusted FY2014-15	Budgeted FY 2015-16

OPERATING EXPENSES – FUNCTIONAL CLASS

1. Vehicle Operations (010)	\$ 1,420,599	\$ 1,418,308	\$ 1,418,308
2. Vehicle Maintenance (041)	\$ 294,125	\$ 293,972	\$ 306,511
3. Non-Vehicle Maintenance (042)	\$ -	\$ -	\$ -
4. General Administration (160)	\$ 585,191	\$ 635,109	\$ 729,144
5. Adjustment (provide explanation on Form X)	\$ -	\$ -	\$ -
6. TOTAL EXPENSE	\$ 2,299,915	\$ 2,347,389	\$ 2,453,963
7. Memo Item (514, 515, 516)	\$ -	\$ -	\$ -

OPERATING EXPENSES – OBJECT CLASS

8. Labor, Operators (501.01)	\$ -	\$ -	\$ -
9. Labor, Others (501.02)	\$ 131,335	\$ 134,804	\$ 143,079
10. Fringe Benefits (502)	\$ 56,857	\$ 87,302	\$ 120,589
11. Services (503)	\$ 304,710	\$ 348,693	\$ 411,840
12. Fuel and Lubricants (504.01)	\$ 207,518	\$ 209,436	\$ 209,436
13. Tires and Tubes (504.02)	\$ -	\$ -	\$ -
14. Other Materials and Supplies (504.99)	\$ 18,223	\$ 19,894	\$ 19,894
15. Utilities, Propulsion Power (505.01)	\$ -	\$ -	\$ -
16. Utilities, Other (505.02)	\$ 28,347	\$ 23,503	\$ 23,503
17. Casualty and Liability (506)	\$ 109,449	\$ 93,643	\$ 94,102
18. Purchased Transportation (508)	\$ 1,420,599	\$ 1,418,309	\$ 1,418,308
19. Interest Expense (511)	\$ -	\$ -	\$ -
20. Leases and Rentals (512)	\$ 11,714	\$ 9,869	\$ 11,276
21. Other (507, 509, 510)	\$ 11,163	\$ 1,936	\$ 1,936
22. Adjustment (provide explanation on Form X)	\$ -	\$ -	\$ -
23. TOTAL EXPENSE	\$ 2,299,915	\$ 2,347,389	\$ 2,453,963
24. Depreciation (513)	\$ 1,141,017	\$ 1,141,017	\$ 1,141,017

Operator: City of Vacaville

**IF YOU ARE AN FTA GRANTEE, PAST
ACTUAL MUST BE CONSISTENT
WITH YOUR NTD REPORT!**

	Systemwide		
	Past Actual FY 2013-14	Current Adjusted FY2014-15	Budgeted FY 2015-16
25. Memo Item (514, 515, 516)	\$ -	\$ -	\$ -
REVENUE – OPERATING			
26. Fares (401, 402)	\$ 443,039	\$ 474,030	\$ 474,030
27. Charter Service (405)	\$ -	\$ -	\$ -
28. type identity of other oper. revenue here	\$ -	\$ -	\$ -
29. type identity of other oper. revenue here	\$ -	\$ -	\$ -
30. type identity of other oper. revenue here	\$ -	\$ -	\$ -
REVENUE – NON-OPERATING			
Federal, even if administered by Caltrans or MTC (413):			
31. FTA Section 5307	\$ 985,000	\$ 985,000	\$ 985,000
32. FTA Section 5303 Planning	\$ -	\$ -	\$ -
33. type identity of other federal source of rev. here	\$ -	\$ -	\$ -
34. type identity of other federal source of rev. here	\$ -	\$ -	\$ -
State (411, 412):			
35. type identity of state source of rev. here	\$ -	\$ -	\$ -
36. type identity of state source of rev. here	\$ -	\$ -	\$ -
Regional, not allocated by MTC:			
37. AB 434 (411)	\$ -	\$ -	\$ -
38. type identity of other regn'l source of rev. here	\$ -	\$ -	\$ -
39. type identity of other regn'l source of rev. here	\$ -	\$ -	\$ -
Local (409, 410):			
40. General Fund	\$ -	\$ -	\$ -
41. type identity of other local source of rev. here	\$ -	\$ -	\$ -
42. type identity of other local source of rev. here	\$ -	\$ -	\$ -
Other Non-Operating, not allocated by MTC:			
43. Interest Revenue	\$ 296	\$ 1,188	\$ 1,188
44. type identity of other non-oper. revenue here	\$ -	\$ -	\$ -
45. type identity of other non-oper. revenue here	\$ -	\$ -	\$ -
MTC-ALLOCATED REVENUE			
46. 5% Unrestricted Funds	\$ -	\$ -	\$ -
47. type identity of other MTC-allocated rev. here	\$ -	\$ -	\$ -

Operator: City of Vacaville

**IF YOU ARE AN FTA GRANTEE, PAST
ACTUAL MUST BE CONSISTENT
WITH YOUR NTD REPORT!**

	Systemwide		
	Past Actual FY 2013-14	Current Adjusted FY2014-15	Budgeted FY 2015-16
48. type identity of other MTC-allocated rev. here	\$ -	\$ -	\$ -
49. Feeder Bus Funds	\$ -	\$ -	\$ -
50. AB 1107	\$ -	\$ -	\$ -
51. Regional Measure 2 (RM2)	\$ -	\$ -	\$ -
Transportation Development Act (TDA)			
52. TDA 8 - Transit Operating - Vacaville	\$ 871,580	\$ 887,171	\$ 993,745
53.	\$ -	\$ -	\$ -
54.	\$ -	\$ -	\$ -
55.	\$ -	\$ -	\$ -
56.	\$ -	\$ -	\$ -
57.	\$ -	\$ -	\$ -
58.	\$ -	\$ -	\$ -
59.	\$ -	\$ -	\$ -
60.	\$ -	\$ -	\$ -
61.	\$ -	\$ -	\$ -
62.	\$ -	\$ -	\$ -
63.	\$ -	\$ -	\$ -
64.	\$ -	\$ -	\$ -
65.	\$ -	\$ -	\$ -
66.	\$ -	\$ -	\$ -
67.	\$ -	\$ -	\$ -
68.	\$ -	\$ -	\$ -
69.	\$ -	\$ -	\$ -
70.	\$ -	\$ -	\$ -
71.	\$ -	\$ -	\$ -
State Transit Assistance (STA)			
72.	\$ -	\$ -	\$ -
73.	\$ -	\$ -	\$ -
74.	\$ -	\$ -	\$ -
75.	\$ -	\$ -	\$ -
76.	\$ -	\$ -	\$ -
77.	\$ -	\$ -	\$ -
78.	\$ -	\$ -	\$ -
79.	\$ -	\$ -	\$ -
80.	\$ -	\$ -	\$ -
81.	\$ -	\$ -	\$ -
82.	\$ -	\$ -	\$ -
83.	\$ -	\$ -	\$ -
84. TOTAL REVENUE	\$ 2,299,915	\$ 2,347,389	\$ 2,453,963
85. Surplus/(Deficit)	\$ -	\$ -	\$ -
86. (provide explanation on Form X) Memo Item	\$ -	\$ -	\$ -

Document E (a)
DESCRIPTION OF APPLICANT AND SYSTEM

1. Service and Operations Description

(Public Utilities Code §99261 and 21 Cal. Code of Regs. §6630)

City Coach (Intra-City) (Article 8)

The City of Vacaville contracts with First Transit Inc. for City Coach fixed route and dial-a-ride paratransit services within the city limits. Our present service agreement expires July 31, 2016.

Fixed route operations commenced in October 1989 with four buses operating on two City-wide loops, providing hourly two-way service. A five-route structure was introduced in August 1993, representing a 25% increase in service. Transit services are evaluated at least every other year, and adjustments are made where necessary.

In late April 2007, City Coach went through a total system overhaul. Routes were restructured, headway times for all routes reduced to a more frequent 30-minutes, a new transfer policy was implemented and staff began a series of aggressive marketing and outreach efforts to promote City Coach transit as a frequent, friendly and green alternative to the automobile. Fares were not increased during the transition to the new routes; in fact the price of bus passes was dropped by \$7 which spurred additional growth.

The public response to the service changes was extremely positive. Ridership began to immediately climb. In addition to operational changes, in August 2007 the City of Vacaville celebrated the dedication of our first official transit station dubbed the Downtown Transit Plaza. Additionally, the City installed the TalkingBus system into all fixed route fleet vehicles to aid patrons in navigating the transit system. The TalkingBus system provides both an audio and visual announcement of upcoming stops, major intersections and places of interest.

At the end of June 2014, City Coach completed its eighth consecutive year of ridership growth, with ridership over 511,000 in a city with a population of just over 93,000.

All routes either begin and end at the Downtown Transit Plaza or the Vacaville Transportation Center, and run for 12.5 hours Monday through Friday starting at 6AM through 6:30PM. Saturday begins at 8AM and continues to 6PM. There is no Sunday service.

In 2010 the City installed a backup Compressed Natural Gas (CNG) station at the Transit Yard and went to a fully CNG fleet of New Flyer fixed route buses. The cost savings derived from this move has been significant. Whereas in years past diesel fuel was \$3.50-\$4 per gallon, today with CNG the cost is approximately \$0.60 per gasoline gallon equivalent. In 2012 the City received over \$92,000 in IRS Alternative Fuel Rebate funds which was reinvested back into the City Coach transit system in the form of various passenger improvements and amenity enhancements.

In May of 2010 the installation of a new solar electric photo voltaic system was completed which provides a 100% offset to Transit electrical power use associated with our CNG fuel station, transit administration building, bus wash and transit yard lighting. This project provides an approximate savings of \$36,000 annually.

After a full year of research, on January 5, 2015 City Coach launched an improved route to more directly provide service to elderly and seniors in the Leisure Town senior residential community (north east Vacaville). The route has proved to be a terrific success with a large number of testimonials provided and letters to City Council.

Our transit fleet consists of 23 vehicles:

- ❑ ten (10) 2009 New Flyer CLF35 buses;
- ❑ five (5) 2011 New Flyer CLFR35 buses;
- ❑ three (3) 2013 New Flyer CLF35 Xcelsior
- ❑ three (3) 2014 ARBOC Paratransit buses (scheduled for retirement); and,
- ❑ two (2) 2008 El Dorado Paratransit buses.

Fixed Route and Paratransit fare structure, route maps and public schedules are attached as an appendix to this TDA Claim.

Description of Transit Services

CITY COACH (Fixed Route)	FY2015-16
---------------------------------	------------------

Fund Source:	TDA Article 8:	Fixed Route
		\$ 712,253
	Fares:	\$ 391,499
	FTA	\$ 796,484
	<u>Interest Revenue</u>	<u>\$ 636</u>
	Total Cost:	\$ 1,900,872

Description: This is Vacaville's local Fixed Route operations. Service is limited to within Vacaville city limits.

SPECIAL SERVICES (Paratransit)	FY2015-16
---------------------------------------	------------------

Fund Source:	TDA Article 8:	Spec Services
		\$ 192,076
	Fares:	\$ 28,291
	FTA	\$ 188,516
	<u>Interest Revenue</u>	<u>\$ 552</u>
	Total Cost:	\$ 409,434

Description: This is Vacaville's local Paratransit operations. Service is limited to within Vacaville city limits.

LOCAL TAXI SCRIP PROGRAM	FY2015-16
---------------------------------	------------------

Fund Source:	TDA Article 8:	\$ 89,416
	FTA	\$ 0.00
	<u>Fares:</u>	<u>\$ 54,240</u>
	Total Cost:	\$ 143,656

Description: City Coach provides half-fare taxi services for the elderly and handicapped. This service does not compete with, but rather complements our local paratransit service (Special Services).

**CITY COACH OPERATIONS
FY 2015-16 BUDGET SUMMARY**

PROJECT	Interest Rev.	Fares	TDA	FTA	TOTAL
<i>Operations</i>					
City Coach	\$636	\$391,499	\$712,253	\$796,484	\$1,900,872
Special Services	\$552	\$28,291	\$192,076	\$188,516	\$409,435
Local Taxi Scrip Program	\$0.00	\$54,240	\$89,416	\$0.00	\$143,656
	\$1,188	\$474,030	\$993,745	\$985,000	\$2,453,963

2. Service Coordination

(Public Utilities Code §99282)

Mobility Management: The City of Vacaville in partnership with our transit agency counterparts in Solano County are continuing to coordinate on mobility management programs. On February 25, 2013 the partners along with the Solano Transportation Authority selected an in-person ADA assessment contractor to begin work on July 1, 2013. In addition the partners are working to develop a single “yellow-pages” of transportation information, via a website on the Solano Napa Commuter Information website. Through this website all the County’s transit providers can access the same information and provide better coordinated transit information to the citizens of the County and beyond.

Intercity Solano Express: The transit partners of Solano County meet monthly at STA through the Transit Consortium. At those monthly meetings we discuss the various operational and financial issues associated with the Solano Express intercity bus system.

Local Fixed Route: The City of Vacaville partners with the Solano Transportation Authority and all the local transit operators in the provision of Intercity bus service across Solano County. To this end, Vacaville has ensured that our local transit system has convenient and coordinated stops at our Vacaville Transportation Center for the Route 20 operating between Fairfield and Vacaville, Route 30 operating between Fairfield, Vacaville and Sacramento and the Route 40 providing service to Walnut Creek BART and Pleasant Hill BART and Route 220 from Woodland. Again, our local City Coach transit service provides connections to stops within Vacaville that are utilized by passengers who patron these Intercity bus lines.

Special Services: Vacaville’s Dial-A-Ride (Special Services), is complemented by coordinating with the City of Fairfield’s DART Paratransit service. City Coach Special Services operates within Vacaville’s city limits, while the Fairfield DART Paratransit service operates along the I-80 corridor between the City of Vacaville and Fairfield. Paratransit trips scheduled to begin from Vacaville and end outside of Vacaville are planned by City Coach staff who in-turn coordinate the passenger transfer with Fairfield dispatch staff and pickup by the Fairfield DART Paratransit system.

Intercity Taxi Scrip Phase II: The transit partners of Solano County are working to develop a new Intercity service which will provide ADA and ADA-Plus service between the jurisdictions of Solano County for both ambulatory and non-ambulatory individuals. We hope to have this new service vetted and ready to implement within the next 12 months.

3. Efficiency and Effectiveness

(Public Utilities Code §99244)

Vacaville partners with the City of Fairfield and SolTrans for weekday peak-hour commute service along Interstates 80 & 680.

4. Description of Capital Program (Article 8)

(Public Utilities Code §99261 and 21 Cal. Code of Regs §6630)

REPLACEMENT PARATRANSIT BUSES	YEAR 2015-2016
-------------------------------	----------------

Fund Source:	TDA Article 8	<u>\$235,000</u>
	Total Project Cost:	\$235,000

TIP: NO SRTP: YES

Description: This project will provide the funding required to procure two (2) low-floor, Paratransit buses to replace three aging diesel Paratransit buses.

TRANSIT AMENITIES	YEAR 2015-2016
-------------------	----------------

Fund Source:	TDA Article 8	<u>\$180,000</u>
	Total Project Cost:	\$180,000

TIP: YES, SOL97AM70 SRTP: YES

Description: This project will provide the funding required to procure and install various transit amenities such as bus shelters, benches, map/schedule displays, trash receptacles, bus shelter solar lighting, electronic passenger kiosks and various public information displays.

FIXED ROUTE BUS FLEET CNG UPGRADES	YEAR 2015-2016
------------------------------------	----------------

Fund Source:	TDA Article 8	<u>\$200,000</u>
	Total Project Cost:	\$200,000

TIP: NO SRTP: NO

Description: This project will provide the funding required to upgrade major Compressed Natural Gas (CNG) systems on our 2009 CNG buses.

TRANSIT PUBLIC OUTREACH VAN	YEAR 2015-2016
-----------------------------	----------------

Fund Source:	TDA Article 8	<u>\$25,000</u>
	Total Project Cost:	\$25,000

TIP: NO SRTP: NO

Description: This project will provide the funding required to upgrade major Compressed Natural Gas (CNG) systems on our 2009 CNG buses.

CNG FUEL STATION UPGRADES	YEAR 2015-2016
---------------------------	----------------

Fund Source:	TDA Article 8	<u>\$25,000</u>
	Total Project Cost:	\$25,000

TIP: NO SRTP: NO

Description: This project will provide the funding required to upgrade major Compressed Natural Gas (CNG) systems on redundant CNG fueling station.

**CAPITAL PLAN
FY 2015-16 BUDGET SUMMARY**

	TDA	TOTAL
<i>Capital Projects</i>		
Replacement Paratransit Buses	\$235,000	\$235,000
Transit Amenities	\$180,000	\$180,000
Fixed Route Bus Fleet CNG Upgrades	\$200,000	\$200,000
Transit Public Outreach Van	\$25,000	\$25,000
CNG Fuel Station Upgrades	\$25,000	\$25,000
<i>Total:</i>	\$665,000	\$665,000

5. Significant Budget Provisions
(21 Cal Code of Regs §6632)

This year's TDA Claim operational expenses are equivalent to the previous fiscal year.

6. Service Contract (21 Cal Code of Regs §6683 and §6684)

Attached as an appendix to this TDA Claim. The existing service contract will expire at the end of July 2016.

7. Applicant's Financial and Management Information Data.
(Article 4.5 applications.) (Public Utilities Code §99275.5)

Not required as part of an Article 8 only TDA Claim

8. Planning and Administration
[Public Utilities Code §99400(d)]

We are not directly claiming funds under this category.

9. Description of Unmet Needs
(Public Utilities Code §99275.5)

Per the Solano Transportation Authority (STA), the transit agencies operating from the County of Solano were relieved of the Unmet Needs process.

SUMMARY

Ridership on Vacaville City Coach continues to climb. At the end of fiscal year 2014, City Coach surpassed 511,000 annual trips provided mark, another milestone for City Coach. With the close of FY2014, City Coach also have marked its *eighth consecutive year of year ridership increases*.

Summer Youth Passes

Good
June-August
2015

unlimited rides
all summer
for ages 6 to 18



and great
discounts too!

- Tweed Hut
- Joe's Café
- Graham Aquatics Center
- Just Cakin' It
- Los Reyes
- Yogurt Shack
- Sonic
- Diggers
- Roundtable
- Jungle Yogurt



For details call 707.449.6000 or visit citycoach.com

WHY I RIDE

"Because, even though I am 90, I love my independence. I can get my groceries and prescriptions and not have to ask my daughter to take me.

Now I have a Golden Pass, and I can do it all for free! ~Lori Krch

All Vacaville residents 80 or older can ride Free* on City Coach for the rest of their lives. Find out more by calling... 449-6000.



*Fixed Route Only

CITY COACH

449.6000 | citycoach.com

Connecting ME to our Community!

POR QUÉ ME PASFO

“Porque a pesar que tengo 90, yo amo mi independendencia. Puedo conseguir mis alimentos y recetas y no tengo que pedirle a mi hija que me lleve.

Ahora tengo un Pase de Oro, y yo puedo hacerlo todo de forma gratuita!” ~Lori Krch

Todos los residentes en Vacaville 80 años o más pueden viajar gratis* en City Coach por el resto de su vida. Para más información llame.....449-6000.



*Ruta Fija Solamente

CITY COACH

449.6000 | citycoach.com

Conectándome a la comunidad!

CITY COACH

Monthly Pass Drawing

Your City Coach Monthly Pass may reward you even after the pass expires. Turn in your previous month's expired monthly pass for a chance to WIN a City Coach Monthly Pass!

For details see below.

*Connecting
People
to Community*

Don't throw your
monthly pass away,
you could be a
WINNER
of the City Coach Monthly
Pass Drawing!



**For more details
call 449.6000 or visit
[citycoach.com/drawing!](http://citycoach.com/drawing)**

PROGRAM RULES & INSTRUCTIONS

To enter the City Coach Monthly Drawing simply write your name and phone number on your expired monthly pass (contact information must be legible; monthly pass must be from the current year and previous month). One entry per passenger per month. Monthly passes must be deposited into the farebox prior to the 10th day of the month. A random drawing will be conducted and the winner will be contacted by phone and their name posted on Facebook. For more information contact City Coach at 449-6000, visit us on [Facebook](https://www.facebook.com/citycoach) or at citycoach.com/drawing

RECEIVED

APR 20 2015

SOLANO TRANSPORTATION
AUTHORITY

CITY COACH

Sorteo De Pase Mensual

Su pase mensual de City Coach los puede recompensar aun después de que el pase este vencido. Entregue su pase mensual del mes anterior para una oportunidad de ganar un Pase Mensual de City Coach!

Para más detalles vea abajo.

*Conectar a
la gente a
la Comunidad*

No tire su pase
mensual,
usted podría ser el
GANADOR
del pase mensual
de City Coach!



Para más detalles
llame 707-449-6000 o visite
citycoach.com/drawing!

REGLAS E INSTRUCCIONES

Para entrar al sorteo del pase mensual de City Coach simplemente escriba su nombre y número de teléfono en su pase mensual vencido (información de contacto debe ser legible y debe ser del año en curso y el mes anterior). Un pase por pasajero por mes. Los pases mensuales deben ser depositados en la caja de cobro antes del día 10 del mes. Un sorteo se llevará a cabo y el ganador será contactado por teléfono y su nombre publicado en Facebook. Para obtener más información llame a Coach City al 449-6000, visítenos en  Facebook o en citycoach.com/drawing




WE GO THERE!

Kaiser Permanente

Meridian Professional Center

Sam's Club

Ulatis Community Center

**Vacaville Premium Outlets
(Burton Street Stop)**

**Vacaville Public Library
Cultural Center**

Walmart

**AND connections to regional bus lines
for service beyond Vacaville.**

CITY COACH

- Per ride \$0.75
- Monthly Unlimited Ride Pass \$18.00
- 30 Ride Punch Pass \$19.00

707.449.6000 | citycoach.com

SAVE *The* DATE

CITY COACH BLOCK PARTY!

Come join City coach as we host a neighborhood block party on your street! Learn how City Coach can be your transportation solution.

- Snacks & Refreshments
- Personalized transit information for your lifestyle
- Free Transit Gifts
- Sign-up for the FREE Golden Pass



PCC

DATE : May 14, 2015
TO: Solano Paratransit Coordinating Council
FROM: Kristina Holden, Transit Mobility Coordinator
RE: CTSA/ Mobility Management Program Update

Background:

The Solano County Mobility Management Program was developed in response to public input provided at two mobility summits held in 2009 and the Solano Transportation Study for Seniors and People with Disabilities completed in 2011. STA has been working with consultants, the Solano Transit Operators, the Paratransit Coordinating Council (PCC), and the Senior and People with Disabilities Transportation Advisory Committee since July 2012 to develop a Mobility Management Plan for Solano County. Mobility Management was identified as a priority strategy to address the transportation needs of seniors, people with disabilities, low income and transit dependent individuals in the 2011 Solano Transportation Study for Seniors and People with Disabilities. On April 9, 2014, the Solano Transportation Authority (STA) Board unanimously adopted the Solano County Mobility Management Plan.

The Solano Mobility Management Plan focuses on four key elements that were also identified as strategies in the Solano Transportation Study for Seniors and People with Disabilities:

1. Countywide In-Person American Disability Act (ADA) Eligibility and Certification Program
2. Travel Training
3. Senior Driver Safety Information
4. One Stop Transportation Call Center

This report summarizes the activities of the Solano Mobility Management Plan.

Discussion:

Countywide In-Person ADA Eligibility Program Update

This update summarizes the Countywide In-Person ADA Eligibility activities of CARE Evaluators in the third quarter of FY 2014-15, the second year of the program.

Evaluations: Between January 1st and March 31st, there were 322 completed evaluations, 130 cancellations and 49 no-shows countywide.

Eligibility Letters: The average duration between an applicant's assessment and receipt of the eligibility determination letter was ten (10) days. In the 3rd quarter there were no violations of the 21-day assessment letter policy.

Paratransit Usage: During the 3rd quarter, 57% of all applicants' utilized complementary paratransit service to and from their assessments.

Comment Cards: There were a total of 17 ADA Comment Cards received this quarter. Of those who completed comment cards, rating their assessment process and service 70% of clients were "very satisfied" and 30% of clients were "satisfied".

Travel Training

Fixed-Route Travel Training Videos

The Fairfield and Suisun Transit (FAST) Travel Training Video final edits are being completed and should be available on the Solano Mobility website by the end of May. Solano County Transit (SolTrans) Travel Training Video is in its final editing stages and will be available early June.

Rider's Guide

Full color Rider's Guides for FAST (Attachment C), SolTrans (Attachment D), and Dixon Redit-Ride (Attachment E) have been complete and are being sent to print. They will be distributed to the public by STA and Transit Operators. The Rio Vista Rider's Guide is currently being edited and will be released to the public this summer.

Outreach

STA Mobility Management staff has been doing extensive outreach throughout the county. Since the beginning of 2015 staff has presented Mobility Options and Programs to 14 different community groups (Attachment B), consisting of 733 Solano County residents and provided over 5,300 pieces of program materials.

Solano Mobility Call Center/Solano Mobility Website

Solano Mobility Call Center

The Solano Mobility Call Center and Transportation Info Depot continue to see a steady number of ADA/Mobility inquiries. The call center received a total of 78 ADA/Mobility related calls in March and another 78 in April, 22 ADA/Mobility related walk ins in March and 20 in April. The call center processed 22 RTC Sales and had 4 Senior Clipper Sales in March and 18 RTC Sales and 4 Clipper Sales in April.

Solano Mobility Website

The Solano Mobility website continues to have weekly additions to the Programs/ Services page. A new events page has been created and will list community events for Seniors, People with Disabilities, as well as all residents of Solano County.

Mobility Management staff has a new updated Mobility Guide (Attachment F). These guides will be sent out to all display rack locations in place of the previous guide.

Recommendation:

Informational.

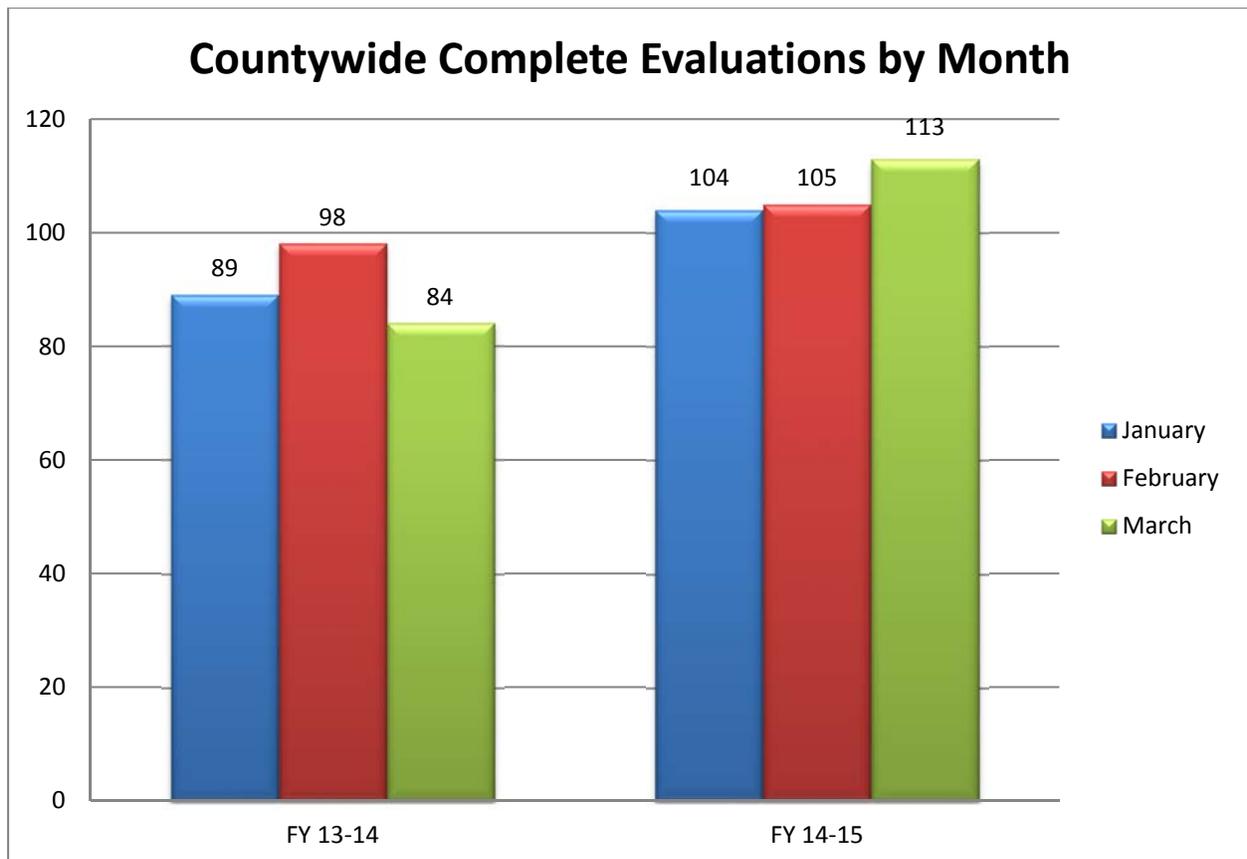
Attachment:

- A. Countywide In-Person ADA Eligibility Program 2015 3rd Quarter Progress Report
- B. Mobility Management Outreach Report
- C. Fairfield and Suisun Transit (FAST) Rider's Guide
- D. Solano County Transit (SolTrans) Rider's Guide
- E. Dixon Redit-Ride Rider's Guide
- F. Senior and People with Disabilities Mobility Guide

Countywide In-Person ADA Eligibility Program FY2014-2015 3rd Quarter Progress Report

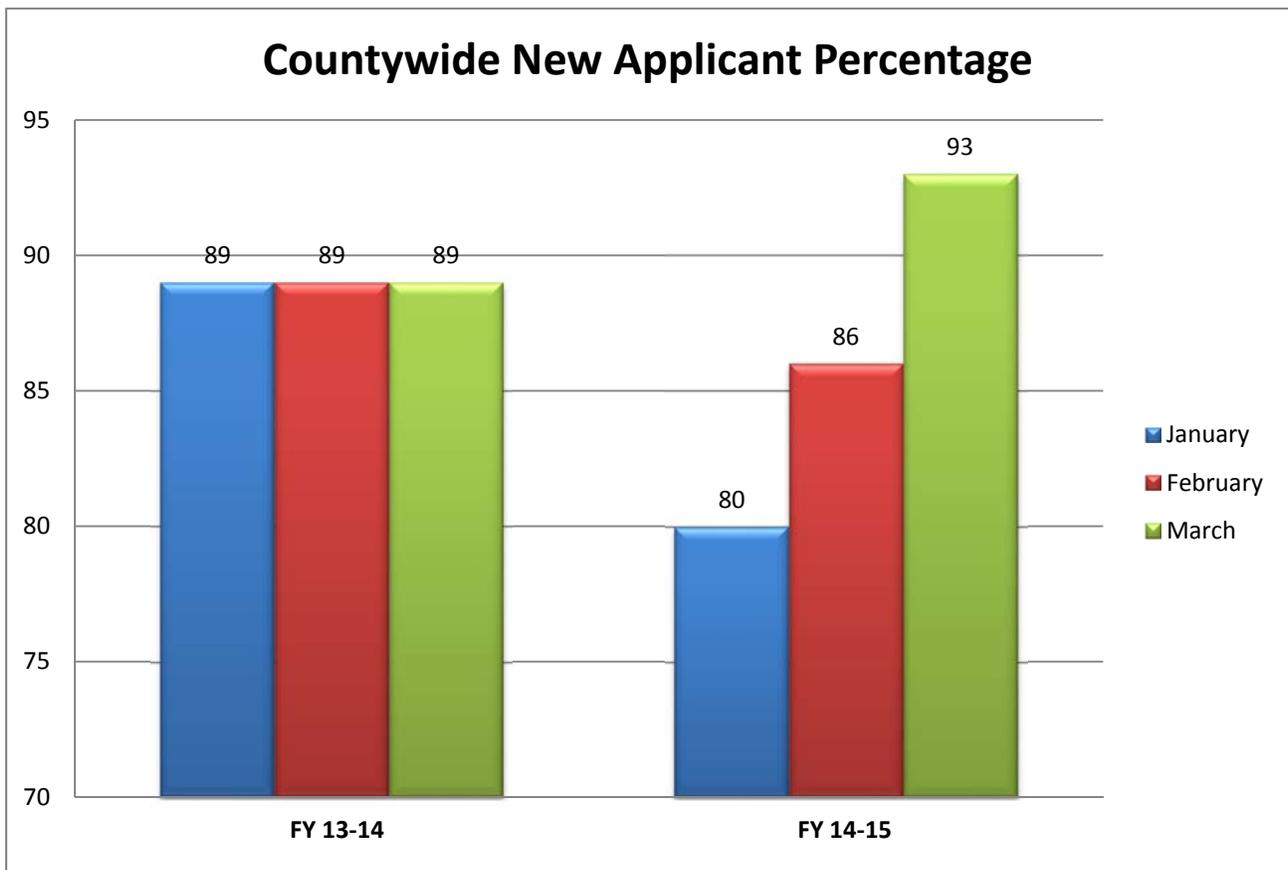
Applicant Volume by Month: CARE Evaluators completed 322 evaluations in Solano County in the third quarter of FY 14-15 (January 1, 2015 – March 31, 2015). The total number of evaluations peaked in March, and increased by 8% overall in comparison to the previous year.

Applicant Volume and Productivity by Location 3rd Quarter FY 14-15						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Completed	322	6	112	3	134	67
Cancellations	130	2	40	0	65	23
No-Shows	49	0	19	1	22	7
Incompletion Rate	36%	25%	35%	25%	39%	31%



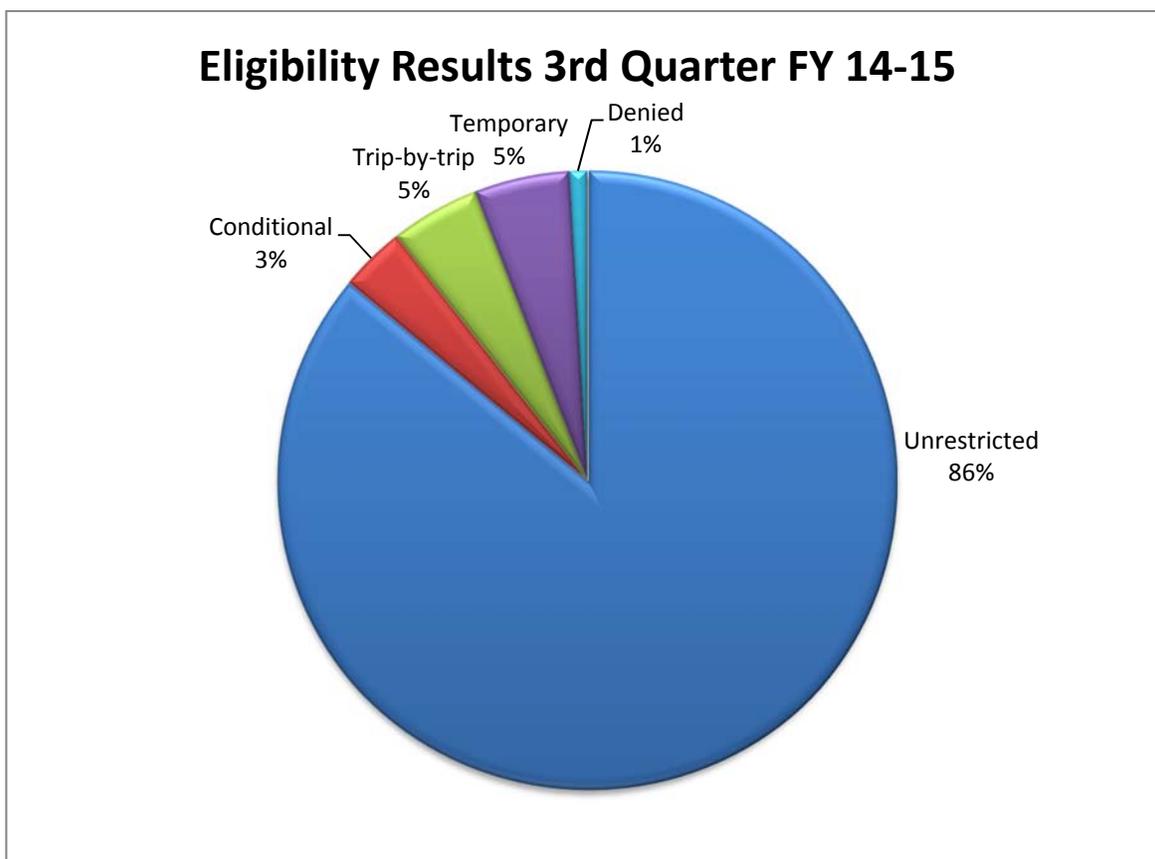
New versus re-certification: In the third quarter of FY 14-15, 278 (86%) of applicants were new, 44 (14%) were seeking recertification.

Countywide Eligibility Results by Application Type 3rd Quarter FY 14-15					
NEW		Percentage	RECERTIFICATION		Percentage
Unrestricted	235	73%	Unrestricted	42	13%
Conditional	11	3%	Conditional	0	0%
Trip-by-trip	15	5%	Trip-by-trip	0	0%
Temporary	14	4%	Temporary	2	1%
Denied	3	1%	Denied	0	0%
TOTAL	278	86%	TOTAL	44	14%



Eligibility determinations: Of the 322 completed assessments, 277 (86%) were given unrestricted eligibility, 11 (3%) were given conditional eligibility, 15 (5%) were given trip-by-trip eligibility, 16 (5%) were given temporary eligibility and 3 (1%) were denied. Similar to the first year of the program, the denial rate remains low, suggesting that applicants are self-selecting out of the evaluation process early and are educated about the basic conditions of eligibility.

Eligibility Results By Service Area 3rd Quarter FY 14-15						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Unrestricted	277	6	99	2	109	61
Conditional	11	0	3	0	6	2
Trip-by-trip	15	0	2	1	10	2
Temporary	16	0	6	0	8	2
Denied	3	0	2	0	1	0
Totals	322	6	112	3	134	67

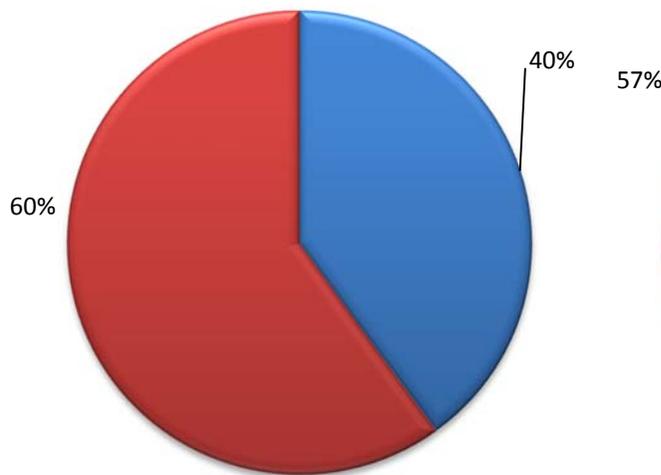


Impact on Paratransit: Applicants are provided a complimentary trip on paratransit for themselves and their Personal Care Attendant (PCA) upon request. On average, in the third quarter of FY 14-15, 57% of all scheduled applicants requested a paratransit trip to the assessment site. Complementary paratransit usage has decreased slightly from the previous year.

Complementary Paratransit Usage 3rd Quarter FY 14-15						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Own Transportation	140	1	50	3	53	33
Complementary Paratransit	182	5	62	0	81	34
Paratransit %	57%	83%	55%	0%	60%	51%

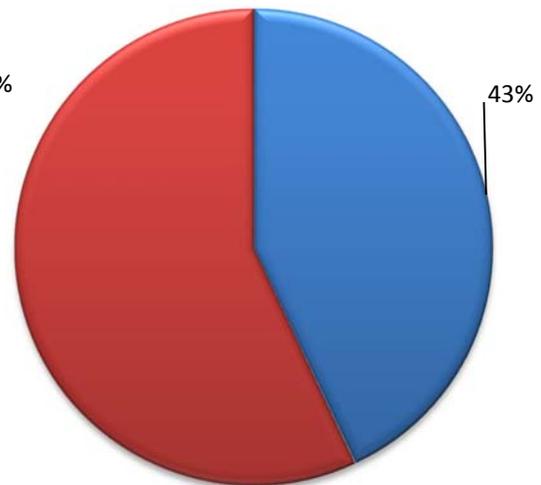
FY 13-14 3rd Quarter

■ Own Transportation ■ Paratransit



FY 14-15 3rd Quarter

■ Own Transportation ■ Paratransit



Type of Disability: Many of the applicants who completed the in-person assessment presented more than one type of disability. Nonetheless, the most common type of disability reported was a physical disability 302 (68%) followed by cognitive disability 76 (17%) and visual disability 55 (13%). An auditory disability was the least commonly reported disability, with 9 (2%) of the total.

Disability Type Countywide and by Service Area 3rd Quarter FY 14-15						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Physical	302	0	104	0	128	62
Cognitive	76	0	35	0	23	18
Visual	55	0	16	0	26	12
Audio	9	0	4	0	4	1
Totals	442	0	159	0	181	93

Time to receipt of eligibility determination letter: On average, the time between the applicant’s assessment and the receipt of the eligibility determination letter was 10 days. The longest an applicant had to wait for their determination letter was 18 days. There is a requirement that all ADA determination letters are mailed to clients within 21 days of their evaluation. There were no violations of the 21-day ADA policy this quarter. STA staff continues to work with CARE to monitor performance in order to ensure compliance with terms of the contract.

Time (Days) from Evaluation to Letter 3rd Quarter FY 14-15						
	Countywide	Dixon Readi-Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Average for Period	10	10	12	9	9	9
Longest	18	14	18	13	18	13
# of Clients Past 21 Days	0	0	0	0	0	0

Comment Card Summary: There were a total of 17 ADA Comment Cards received by the STA in the third quarter of FY 14-15. Below is a summary of the scores provided by clients and the number each transit operator received. By far, applicants were “highly satisfied” with the service they received during their assessments.

	Countywide	Dixon Readi- Ride	FAST	Rio Vista Delta Breeze	SolTrans	Vacaville City Coach
Very Satisfied	12		6		4	2
Satisfied	5		3			2
Neutral						
Dissatisfied						
Very Dissatisfied						
Total Received	17	0	9	0	4	4

Mobility Outreach Events by Month

ATTACHMENT B

January

Date	Event	Location	# of attendees	# of materials
1/15/2015	Help Me Grow Quarterley Collaborative Meeting	County Events Center, 601 Texas St. Fairfield	48	495
1/20/2015	CHP Age Well Drive Smart	Trilogy, Rio Vista	56	600

February

Date	Event	Location	# of attendees	# of materials
2/17/2015	CHP Age Well Drive Smart	Veterans Hall, Rio Vista	40	280
2/17/2015	Advocates for Dixon Seniors	Dixon Senior Center	16	245
2/18/2015	Omega Boys and Girls Club Travel Training	Omega Boys and Girls Club, Vallejo	43	43
2/19/2015	Emeritus	Emeritus, Vacaville	35	385

March

Date	Event	Location	# of attendees	# of materials
3/4/2015	Skylark Mobile Community	Skylark Mobile Estates, Vacaville	20	200
3/17/2015	Heritage Commons	Heritage Commons Senior Living, Dixon	18	126
3/20/2015	50+ Ministries	Mt. Calvary Baptist Church, Fairfield	50	750

April

Date	Event	Location	# of attendees	# of materials
4/9/2015	Solano County Public Health Fair	Public Health, Fairfield	93	478
4/16/2015	Area Agency on Aging Staff Presentation	Area Agency on Aging, Vallejo	25	150
4/19/2015	Earth Day- City of Fairfield	Civic Center	10	10

May

Date	Event	Location	# of attendees	# of materials
5/13/2015	Celebrate Seniors	Ulatis Community Center, Vacaville	180	
5/14/2015	CHP, Age Well Drive Smart Class	Senior Center, Fairfield	78	1,404
5/14/2015	Parkway Plaza, Senior Community	Parkway Plaza, Fairfield	21	378

Upcoming

6/30/2015	CHP, Age Well Drive Smart Class	Florence Douglas Senior Center, Vallejo		
-----------	---------------------------------	---	--	--

total materials= 5,544

Page intentionally left blank

FAIRFIELD AND SUISUN TRANSIT RIDER'S GUIDE



CONTENTS

Introduction.....	1
Want to Learn How to Ride the Bus?	1
Planning Your Trip.....	1
Waiting for the Bus	4
Boarding the Bus	5
What If I Use a Wheelchair, Scooter, or Walker?	6
Bicycles	8
Traveling with Children	9
Paying Your Fare.....	9
Clipper Card	12
Transfers	12
Riding the Bus	13
Requesting a Stop	14
What If I Miss My Stop?.....	15
SolanoExpress	15
Transit Ambassador Training	16
Transit Training.....	16
Need Help Planning Your Trip?.....	16

For document translation please call:	English
Para la llamada de traducción de documentos:	Spanish
對於文檔翻譯電話	Chinese
Đối với tài liệu gọi dịch:	Vietnamese
Para sa mga dokumento tawag sa pagsasalin:	Filipino

INTRODUCTION

Welcome to Fairfield and Suisun Transit (FAST). This Guide will help you learn the basics of how to use your local fixed route bus system or the SolanoExpress intercity routes. FAST is a reliable, convenient, and inexpensive way to get around and stay actively connected with your community. With frequent 30-minute schedules on most routes, low-cost monthly passes, quick transfers, and easy to understand color-coded maps, FAST provides you with a flexible solution to your travel needs. Whether you travel to school, work, medical appointments, or to visit family and friends, the local FAST and SolanoExpress intercity buses can get you there with ease and at a savings that adds up quickly. Let FAST take you where you want to go!

WANT TO LEARN HOW TO RIDE THE BUS?

FAST offers individual and classroom instruction on how to use the bus system. Interested? Call the Solano Mobility Call Center at (800) 535-6883 to speak with friendly people who would be happy to help you become an expert transit rider!

PLANNING YOUR TRIP

If you have access to the Internet, go to the FAST website at fasttransit.org, where you can use the “Plan Your Trip” tool to quickly find out which bus to take. Printed maps and schedules are also available. Call FAST at (707) 434-3800 to have the “Local Route Maps and Schedules” mailed to you, or call the Solano Mobility Call Center at (800) 535-6883 for assistance.

PLAN YOUR TRIP

START Address, City, State
3001 Travis Blvd., Fairfield, CA

END Address, City, State
9th St., Sacramento, CA

CHOOSE ONE:
Departure Time ▾

DATE TIME
09/30/2014 11:00am

GET DIRECTIONS

Powered by Google

FAST local bus routes operate Monday through Saturday and travel to popular destinations within Fairfield and Suisun City. FAST buses do not operate on Sundays or on certain holidays.

SolanoExpress intercity routes travel from Fairfield and Suisun City to Sacramento and serve three BART stations: El Cerrito del Norte, Pleasant Hill, and Walnut Creek. SolanoExpress also directly serves Benicia, Vacaville, Dixon, and Davis. These routes run mostly during commute hours, Monday through Friday.

Finding the best route for your trip

First, using the map, find where you are now and make that your departure point. Then find



your destination on the map. Next, locate the bus route number that goes to your destination, and find the bus stop closest to your departure point served by that route. Note that bus routes are color coded, and bus stops are shown as stars on the map.

Next, look at the schedule of departure and arrival times for the bus route you want to take. The color of the route on the map matches the color of the schedule. Bus stops are shown at the top of the schedule. Find your departure point and look at the time your bus will depart. Next, look at the arrival point and see what time your bus will arrive at your destination.

The schedules do not list every stop, so find the stop nearest to your departure or arrival points to estimate when it will arrive. Note that the

3 Route 3											
NORTHBOUND						SOUTHBOUND					
268	117	325	256	247	105	105	325	518	268		
Leave TTC	Genl. Inome	Sylvia Loring	Arive Inome	Leave Inome	Dejar Al Transm. C/	Arive Milliken	Leave Milliken	Sylvia Loring	Genl. Inome	Arive TTC	
6:00	6:06	6:13	6:21	6:22	6:26	6:30	6:01	6:10	6:18	6:23	
6:30	6:36	6:43	6:51	6:52	6:56	7:00	6:31	6:40	6:48	6:53	
7:00	7:06	7:13	7:21	7:22	7:26	7:30	7:01	7:10	7:18	7:23	
7:30	7:36	7:43	7:51	7:52	7:56	8:00	8:01	8:10	8:18	8:23	
8:00	8:06	8:13	8:21	8:22	8:26	8:30	8:31	8:40	8:48	8:53	
8:30	8:36	8:43	8:51	8:52	8:56	9:00	9:01	9:10	9:18	9:23	
9:00	9:06	9:13	9:21	9:22	9:26	9:30	9:31	9:40	9:48	9:53	
9:30	9:36	9:43	9:51	9:52	9:56	10:00	10:01	10:10	10:18	10:23	
10:00	10:06	10:13	10:21	10:22	10:26	10:30	10:31	10:40	10:48	10:53	
10:30	10:36	10:43	10:51	10:52	10:56	11:00	11:01	11:10	11:18	11:23	
11:00	11:06	11:13	11:21	11:22	11:26	11:30	11:31	11:40	11:48	11:53	
11:30	11:36	11:43	11:51	11:52	11:56	12:00	12:01	12:10	12:18	12:23	
12:00	12:06	12:13	12:21	12:22	12:26	12:30	12:31	12:40	12:48	12:53	
12:30	12:36	12:43	12:51	12:52	12:56	1:00	1:01	1:10	1:18	1:23	
1:00	1:06	1:13	1:21	1:22	1:26	1:30	1:31	1:40	1:48	1:53	
1:30	1:36	1:43	1:51	1:52	1:56	2:00	2:01	2:10	2:18	2:23	
2:00	2:06	2:13	2:21	2:22	2:26	2:30	2:31	2:40	2:48	2:53	
2:30	2:36	2:43	2:51	2:52	2:56	3:00	3:01	3:10	3:18	3:23	
3:00	3:06	3:13	3:21	3:22	3:26	3:30	3:31	3:40	3:48	3:53	
3:30	3:36	3:43	3:51	3:52	3:56	4:00	4:01	4:10	4:18	4:23	
4:00	4:06	4:13	4:21	4:22	4:26	4:30	4:31	4:40	4:48	4:53	
4:30	4:36	4:43	4:51	4:52	4:56	5:00	5:01	5:10	5:18	5:23	
5:00	5:06	5:13	5:21	5:22	5:26	5:30	5:31	5:40	5:48	5:53	
5:30	5:36	5:43	5:51	5:52	5:56	6:00	6:01	6:10	6:18	6:23	
6:00	6:06	6:13	6:21	6:22	6:26	6:30	6:31	6:40	6:48	6:53	
6:30	6:36	6:43	6:51	6:52	6:56	7:00	7:01	7:10	7:18	7:23	
7:00	7:06	7:13	7:21	7:22	7:26	7:30	7:31	7:40	7:48	7:53	

AM Hours - AM Saturday Hours - PM Hours - PM Saturday Hours

ROUTE 90 | RUTA 90 | MGA RUTA 90

90 Fairfield to El Cerrito del Norte BART Monday - Friday Service | Servicio de Lunes a viernes | Serbisyo sa Lunes hanggang Biyernes

Westbound			Hacia el oeste Pakanluran			Eastbound			Hacia el este Pasilangan		
Suisun AMTRAK	Fairfield Transportation Center	Arive del Norte	Depart del Norte	Fairfield Transportation Center	Suisun AMTRAK						
1:12		4:00	4:00		1:12						
---	4:10	4:50	5:00	5:39	5:54						
4:38	4:45	5:25	5:40	6:19	6:26						
5:08	5:15	5:55	6:00	6:39	6:53						
5:18	5:25	6:05	6:22	6:56	7:08						
5:35	5:42	6:22	6:22	7:02	---						
5:54	6:01	6:41	7:00	7:39	7:46						
---	6:15	6:55	7:40	8:19	8:26						
6:23	6:30	7:10	7:40	8:19	8:26						
6:38	6:45	7:25	7:50	8:29	8:36						
6:53	7:00	7:40	8:10	8:49	8:56						
7:08	7:15	7:55	8:20	9:09	9:16						
7:23	7:31	8:11	8:40	9:19	9:26						
7:46	8:15	8:55	9:20	10:09	10:16						
---	8:42	9:25	10:00	10:39	10:46						
---	9:42	10:25	11:00	11:39	11:46						
---	10:42	11:25	12:00	12:39	12:46						
---	12:42	1:25	2:00	2:39	2:46						
---	1:42	2:25	3:00	3:39	3:46						
---	2:21	3:01	3:40	4:19	4:26						
---	2:42	3:25	4:00	4:39	4:46						
---	3:01	3:44	4:20	4:59	5:06						
---	3:41	4:24	5:00	5:39	5:46						
---	3:42	4:25	5:15	5:55	6:02						
---	4:10	4:53	5:31	6:11	6:18						
4:18	4:42	5:25	5:46	6:26	6:33						
---	4:52	5:35	6:04	6:44	6:51						
---	4:58	5:42	6:16	6:56	7:03						
---	5:11	5:54	6:31	7:11	7:18						
---	5:42	6:22	6:46	7:26	7:33						
---	5:38	6:30	7:06	7:46	7:53						
6:02	6:09	6:52	7:15	7:55	8:02						
---	6:10	6:53	7:32	8:12	8:19						
---	6:47	7:30									

AM Schedule | PM Schedule | G Service ends bus returns to garage.
 Horas Mañana | Horas Noche | G Fin del servicio el autobús regresa al estacionamiento.
 Ibediyel sa Unang Gabi | G Matapos ang serbisyo babalik ang bus sa garage.



schedules show both directions of the route; be sure you are looking at the correct direction of travel for where you want to go.

If the bus route closest to your departure point does not go to your destination, you may need to transfer to another route.

If you need more help, call the Solano Mobility Call Center at (800) 535-6883 to speak to people who can help you plan your trip.

WAITING FOR THE BUS

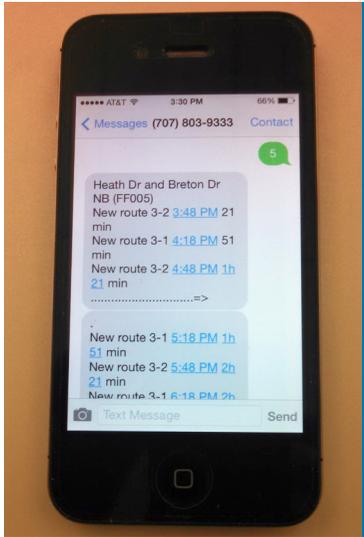
Finding the Bus Stop

Look for the stars on the map to find the bus stop where you should wait. Sometimes bus stops are across the street from each other to pick up riders going in both directions, so be sure to stand at a stop where traffic is going in the direction you want to go.

The bus stop sign provides the Stop ID (on the picture of the bus) and the routes that serve the stop (vertically on the left). FAST schedules also show the Stop ID at the top of the schedule column.

Where's my ride?

If you are at a bus stop and want to know when the next bus is coming, you can use “Where’s My Ride?” to find out when the bus is due to arrive at your stop.



Locate the Stop ID then call (888) 296-2818 and enter your Stop ID number. You will receive an estimated time of arrival for all buses serving that stop.

You can also text your Stop ID number to (707) 803-9333. Once you send your text, an automatic reply will be sent back to your phone with all of the buses due to arrive at that stop and their estimated arrival times. Normal texting charges apply.

Which bus is mine?

All FAST buses have bright signs on the front, rear, and sides of the bus. These signs tell you which route the bus is on and the main destinations where the bus travels.

All FAST buses are equipped with the “Talking Bus” feature. From both inside and outside, the bus will tell you what route number it is and where it is travelling. If you have any questions about how to get to your destination, ask your professional and friendly bus driver. He or she will be glad to help you determine which bus to take and whether you'll need a transfer. All you have to do is ask.

BOARDING THE BUS

To board the bus, stand at the front door of the bus until the driver opens the door. If you are not able to step up the stairs, you can still board the bus. FAST buses “kneel” by lowering the front



steps to make it easier for you to board.

Remember! FAST buses do not make "flag stops." They only stop at designated bus stops. When you see your bus approaching, stand up but never step out in front of the bus.

WHAT IF I USE A WHEELCHAIR, SCOOTER, OR WALKER?

All FAST vehicles are fully equipped with lifts or ramps to help you board the bus with your mobility device.

FAST buses have a securement area for up to two mobility devices (depending on the size). The driver will typically ask other riders to wait while the ramp is deployed and then allow you to board first. After the ramp is fully deployed, you can walk up it or take your mobility device on it. If you use a mobility device like a wheelchair or walker, make sure that all wheels of the mobility device are as centered on the ramp as possible. The bus driver will provide assistance with operating the lift or ramp and securing your mobility device. If you need more help, you may have a personal care attendant ride with you to assist you at no additional charge.

FAST bus drivers are required to secure all mobility devices before the bus can leave the bus stop. If you have a mobility device, you will need to go to the place designated for mobility devices on the bus. If other passengers are sitting in





that area, the driver will request that they move and then fold up the seat so you can pull in.

The driver will then need to secure your mobility device using tie-downs. The driver may ask you to move back and forth a bit to make the tie-downs as tight as possible. The driver will ask you if you would like a lap belt; the belt is optional but recommended.

For riders who use scooters and can easily transfer out of the scooter, it is recommended that they do so since scooters are less secure on buses. Those who use walkers can sit down and hold on to the folded walker or ask the driver for assistance in securing it.

Please note that mobility devices must be in good working condition. Power mobility devices with a leaking or dead battery unit will not be allowed onboard the bus.



BICYCLES

Bicycle racks for two bicycles are available on the front of all local FAST buses on a first-come, first-served basis. Riders are responsible for loading and unloading bicycles from the front racks without assistance of the driver. After the bike racks are full, additional bicycles may be brought onboard if the driver says there is space.

Please tell the bus driver before you load the bicycle onto the rack. When you get off the bus, ask the bus operator to wait while you remove your bicycle. After you remove your bicycle, please lift the rack up and step away from the bus.

On some buses, bicycles are stored on racks under the bus. The driver must assist you in loading and unloading your bicycle from these racks.

As an added convenience, bike lockers are available at the Fairfield Transportation Center. Bike lockers provide safe storage for your bike

while you make your transit trip. These lockers are available to rent on a monthly basis and will give you peace of mind that your bike is secure while you are riding transit. For more information on bicycle lockers and policies, please call the FAST Administration office at (707) 434-3800.

TRAVELING WITH CHILDREN

Up to two children age 5 or under may ride any FAST bus free of charge, when accompanied by a fare-paying responsible adult. You can bring your stroller onboard the bus, but it should be collapsed and secured under the seat in front of you while the bus is in motion.

PAYING YOUR FARE

FAST offers several different ways to pay your bus fare.

Cash

You may pay your fare with cash by inserting it into the farebox on the bus. The driver cannot



give change, so you will need to have the exact fare amount with you.

FAST Passes

If you ride the bus often, you may want to purchase a bus pass. Passes are a convenient way to pay your fare, because you won't need to have the exact change. In addition, some passes reduce the amount you will pay for your fare.

If you are paying with a pass, you can either insert the pass into the farebox or slide the pass across the reader at the top of the farebox. If you have mobility limitations and are unable to reach the fare machine, you can ask the driver for assistance.

FAST offers Adult, Youth, and Senior/Disabled/Medicare (SDM) passes. These passes may reduce the amount of the fare per ride,



depending on the type of pass. Adult, Youth, and SDM passes may be purchased at various locations throughout Fairfield and Suisun City. Refer to your FAST Local Route Maps & Schedules or visit fasttransit.org for a list of locations where passes may be purchased as well as a description of each pass. You may also call the Solano Mobility Call Center at (800) 535-6883 or the FAST Administration at (707) 434-3800 for more information.

Senior/Disabled/Medicare (SDM) passes are available at a reduced cost to those who qualify. When purchasing SDM passes, you must show one of the following: SDM Card issued by FAST, Medicare card, DART card, ADA photo ID card from any agency, Regional Transit Connection Discount Card (RTC Card), DMV disabled person placard identification card/receipt, or proof of age 65 or older. Some forms mentioned will require a photo ID as well. You cannot use a Medi-Cal card to demonstrate eligibility.

If you are a senior (65 or older) or a person with a disability, you can ride the FAST buses at half price. Just show the driver your RTC card or your FAST SDM card at the time of boarding. RTC cards are available through the Solano Mobility Call Center at (800) 535-6883.

CLIPPER CARD

You can also use a Clipper card on FAST and SolanoExpress buses, as well as most





transit systems in the Bay Area. To use your Clipper card, simply tap your card on the Clipper card reader; the exact amount of the fare is automatically deducted from your Clipper card.

Clipper cards are like debit cards that are used on transit systems. Clipper cards can be purchased at many retail outlets in the Bay Area, and online. You can also sign up to have the card automatically reloaded directly from a bank account or credit card. Go to clippercard.com for more information and to buy your card online.

You can determine the amount of your fare by looking at the fare table in the FAST Local Route Maps and Schedules or the SolanoExpress Schedules for the intercity routes.

Remember! If you are unsure of how to pay your fare, the bus driver will be happy to help you.

TRANSFERS

If you need a transfer, request one from the driver at the time you board. The transfer is valued at the current FAST local fare, expires 60 minutes from when it was issued, and is not valid on the route from which it was issued.

RIDING THE BUS

After boarding the bus, take a seat as soon as possible. If you are a senior or a person with a disability, you can use the reserved seats near the front of the bus.



Rules of Conduct

Taking public transit means sharing space with others so we ask that you observe a few basic courtesies while riding on a FAST or SolanoExpress bus. Please refrain from any activity or behavior that shows a lack of consideration and respect toward those around you. For more detail on the conduct that is expected from passengers onboard FAST and SolanoExpress buses, visit fasttransit.org.



- Carry-on items are not permitted on buses if they are dangerous or restrict free movement of passengers or drivers. Carts must be folded or positioned so that they do not block the aisle. Articles brought on the bus must be readily movable.
- It is important that you treat your fellow riders with courtesy and respect. Avoid speaking loudly or behaving in a rude manner.
- If you are listening to music, use headphones at a low volume so other passengers cannot hear it.
- There is no smoking, eating or drinking allowed on the bus.

Service animals are welcome onboard all FAST and SolanoExpress buses. Service animals are trained to assist an individual with a disability. Please keep in mind that animals used for emotional support are not considered service

animals under ADA regulations. Pets are not allowed onboard FAST and SolanoExpress buses.

Your service animal must be under your control at all times; if your service animal shows aggressive behavior toward people or other animals, you will be asked to remove it. For more details regarding service animals onboard FAST buses, check the FAST website at fasttransit.org.

REQUESTING A STOP

As you approach the stop where you want to get off the bus, you'll need to let the driver know. Requesting a stop is simple. Above the seating areas, you will see a stop request pull cord, or on some buses, a stop request button. Pull the cord or push the button and a chime will sound, telling the bus driver that a rider has requested a stop. Be sure to request your stop before the bus arrives at that stop. If you cannot reach the stop request cord or cannot see the stops, you can call out to the driver for assistance.

For passengers sitting in the ADA seating area of the bus, the stop request cord or bright yellow press pad is placed in a low position, making it easier for passengers in wheelchairs to request a stop.

After the bus has come to a complete stop, stand if you are able and exit the bus. For wheelchair users, the FAST driver will remove the tie-downs.



Typically, the driver will let other passengers off and then assist you.

WHAT IF I MISS MY STOP?

If you miss your stop or get lost, don't panic. You can call FAST dispatch at (707) 422-BUSS (2877) to ask what route you should catch to get to your destination. Often, it involves getting off the bus, crossing the street to the bus stop for the same route but in the other direction, and then riding back until you are at the correct stop. Other times, it may involve riding to the end of the line and back. If you do not have a phone, ask the bus driver for help.

SOLANOEXPRESS

If your destination is outside of the Fairfield/Suisun City area, you will want to catch one of the SolanoExpress intercity bus routes. These regional buses travel from Fairfield to Sacramento and also serve the El Cerrito del Norte, Pleasant Hill and Walnut Creek BART stations.

You can board all the SolanoExpress buses at the Fairfield Transportation Center. SolanoExpress Routes 20 and 30 run Monday through Saturday. Routes 40 and 90 run Monday through Friday. SolanoExpress buses do not run on Sunday. For schedule information on each of the four SolanoExpress routes, visit fasttransit.org.



TRANSIT AMBASSADOR TRAINING

Solano Transportation Authority is looking for volunteers to help train people to ride Solano County public transit. If you're interested in becoming a Transit Ambassador, contact the Solano Mobility Call Center at (800) 535-6883.

TRANSIT TRAINING

Would you like to learn more about using public transit in Solano County? Contact the Solano Mobility Call Center at (800) 535-6883 to learn about our travel training program. You will learn how to read a bus schedule, board a bus, utilize features that are onboard a bus, and more.

NEED HELP PLANNING YOUR TRIP?

If you need help with planning your trip, call the Solano Mobility Call Center at (800) 535-6883, Monday through Friday, 8:00am – 5:00pm to receive personalized assistance for traveling around the Solano/Napa Counties and other destinations. The operator will tell you if there is a bus route you can take to your destination, the amount of fare you will need, and more.

The Transportation Info Depot is your one stop shop for getting around Solano County and beyond. Along with providing a variety of transit information, local and intercity, they can assist with Clipper Card applications and



sales. Regional Transit Connection Discount ID Card application processing, BikeLink Locker Card sales, car or vanpool matching and free personalized trip planning are offered. The Info Depot is conveniently located in the Suisun City Train Depot at 177 Main St. in Suisun City. The Transportation Info Depot is open weekdays, 6:30am-2:00pm.



If you have Internet access, you can visit 511.org or websites like Google Maps where you will be able to plan your trip. You can also download schedules and route maps at fasttransit.org or you may call FAST Dispatch at (707) 422-BUSS (2877) or FAST Administration at (707) 434-3800.

A screenshot of the FAST website. At the top, there is a navigation bar with links: Schedules & Maps, Services, Fares & Passes, About Us, Rules & Policies, Quick Links, and Contact. Below this is the FAST logo and the text "FAIRFIELD AND SUISUN TRANSIT". There is also a language dropdown set to "English" and social media icons for Twitter and Facebook. The main content area features a central image of a modern building. To the left of the image are three promotional boxes: "Solano Express", "DART PARATRANSIT", and "Save Money Commuting On Routes 40 & 90". To the right of the image is a "PLAN YOUR TRIP" form with fields for START (Address, City, State), END (Address, City, State), CHOOSE ONE (Departure Time), DATE, and TIME (12:00pm). A "GET DIRECTIONS" button is at the bottom of the form, with "powered by google" below it.



Whether you use FAST to travel locally within Fairfield and Suisun City, or travel outside of the area on the SolanoExpress intercity routes, riding the bus is an easy, convenient, cost-effective option for all your travel needs. Remember, whether you're a new rider or a veteran to the system, when you have a question or a comment, we want to hear from you.

CONTACT INFORMATION

Solano Mobility Call Center

(800) 535-6883

mobility@sta.ca.gov

www.solanomobility.org

FAST Dispatch

(707) 422-BUSS (2877)

www.fasttransit.org

FAST Administration

(707) 434-3800

SolanoExpress

(800) 535-6883

commuterinfo@sta.ca.gov

www.solanoexpress.com

SOLANO COUNTY TRANSIT RIDER'S GUIDE



CONTENTS

Introduction.....	1
Want to Learn How to Ride The Bus?	2
Planning Your Trip.....	2
Waiting For The Bus.....	5
Boarding The Bus.....	7
What If I Use a Wheelchair, Scooter, or Walker?	8
Bicycles and Luggage	10
Traveling With Children	12
Paying Your Fare.....	13
Transfers	16
Riding The Bus.....	16
Requesting a Stop.....	17
What if I Miss My Stop?.....	19
SolanoExpress	19
Transit Ambassador Training	20
Transit Training.....	20
Need Help Planning Your Next Trip?	20
SolTrans Contact Information.....	22

For document translation, please call:	English
--	---------

Para traducción de documentos, llame al:	Spanish
---	---------

對於文檔翻譯電話	Chinese
----------	---------

Đối với tài liệu gọi dịch:	Vietnamese
----------------------------	------------

Para sa mga dokumento tawag sa pagsasalin:	Filipino
---	----------

INTRODUCTION

Welcome to Solano County Transit (SolTrans). This Guide will help you learn the basics of how to use the SolTrans fixed route system, which carries over a million passengers a year!

SolTrans is the public transportation provider for the communities of Benicia and Vallejo. SolTrans operates local and regional fixed route, ADA paratransit, General Public Dial-a-Ride, and subsidized local and intercity taxi programs. Local and limited routes provide coverage in the cities of Benicia and Vallejo. Regional routes provide connections to El Cerrito del Norte, Pleasant Hill and Walnut Creek BART; Solano Mall, the Fairfield Transportation Center, and Solano Community College; and Diablo Valley College and the San Francisco Bay Ferry.

SolTrans public transit is reliable, convenient, and cost-effective. With its frequent 30- to 60-minute schedule on most routes, low-cost monthly passes, quick transfers, and easy to understand color-coded maps, SolTrans provides you with a flexible solution to your travel needs. Whether you need transportation to school, work, medical appointments, or to visit family and friends, the local SolTrans and SolanoExpress Intercity buses can get you there with ease, and with savings that quickly add up. Let SolTrans take you where you want to go!





WANT TO LEARN HOW TO RIDE THE BUS?

SolTrans offers individual and classroom instruction on how to use the bus system. Interested? Call the Solano Mobility Call Center at (800) 535-6883 to speak with friendly people who would be happy to help you become an expert transit rider!

PLANNING YOUR TRIP

If you have access to the internet, go to Google Maps or 511.org, where you can use the “Plan Your Trip” tool to quickly find information for your trip, including which bus to take, bus stops, walking time, transfer time, travel time, and fares. The Solano Mobility Call Center also provides live trip planning assistance over the phone; call them at (800) 535-6883 for assistance.

Printed maps and schedules are available at the Vallejo Transit Center, the Solano Mobility Call Center in Suisun City, and by mail. You can also view and print maps and schedules online at www.soltransride.com. These materials give you the tools you need while you are on the go to help you travel spontaneously and independently.

Finding the best route for your trip

First, using the map, find where you are now and where you need to go. Next, locate the bus route that goes to your destination, and then find the bus stop closest to your departure point served by that route. Note that bus routes are color coded.



Next, find the schedule of departure and arrival times for the bus route you want to take. The color of the route on the map matches the color of the schedule. Timed bus stops called “time points” are shown at the top of the schedule. Find your departure point and look at the time your bus will depart. Next, look at the arrival point and see what time your bus will arrive at your destination.

Route 5 – Northbound (Monday – Friday)

NORTHBOUND					
Vallejo Transit Center	Vallejo Ferry Terminal	Sereno Transit Center	Kaiser Hospital	Redwood/Broadway	Gateway/Fairgrounds
6:30 *	6:32 *	6:45 *	—	6:47 *	6:57 *
7:00 #	7:02 #	7:15 #	7:17 #	—	7:27 #
7:30 *	7:32 *	7:45 *	—	7:47 *	7:57 *
8:00 #	8:02 #	8:15 #	8:17 #	—	8:27 #



The schedules do not list every stop, so find the stop nearest your departure or arrival points to estimate when the bus will arrive. Note that the schedules show both directions of the route; be sure you are looking at the correct direction of travel for where you want to go.

If the bus route closest to your departure point does not go to your destination, you may need to transfer to another route. All of the SolTrans routes are timed to connect at the Vallejo Transit Center, so this is a good location to make transfers. Transfers are possible at other locations where the routes overlap, such as at Sereno Transit Center.



Most SolTrans local bus routes operate six days a week, with more frequent service on weekdays. A limited number of routes operate on Sundays. SolTrans buses do not operate on certain holidays. Consult the current SolTrans schedule for the latest information as schedules occasionally change.

SolTrans SolanoExpress Intercity routes directly service Vallejo, Benicia, Fairfield and Contra Costa County Monday through Saturday. Destinations in Contra Costa County include three BART stations (El Cerrito del Norte, Walnut Creek and Pleasant Hill) as well as Diablo Valley College. Limited express, regional service operates on Sundays to BART. Please consult the SolTrans website for the latest information.

Direct connections can be made to other SolanoExpress routes to reach Vacaville, Dixon, Davis, and Sacramento.

If you need more help, call the Solano Mobility Call Center at (800) 535-6883 to speak to people who can help you plan your trip.

WAITING FOR THE BUS

Finding the Bus Stop

The SolTrans schedules do not show every stop, only mapping the bus stops which are time points. To find the bus stop for your trip, either use the trip planning tools listed in the previous section or call the Solano Mobility Call Center at (800) 535-6883 for assistance. Often bus stops are across the street from each other to pick up riders going in both directions, so be sure to stand at a stop where traffic is going in the direction you want to go.

Soltrans' bright green bus stop signs show the route numbers which serve that stop, and the Customer Service phone number.

Where's my ride?

If you are at a bus stop and want to know when the next bus is coming, you can look at either an online or printed schedule, or call SolTrans Customer Service at (707) 648-4666. SolTrans is implementing an automatic vehicle location system in 2016 which will allow customers to use their cell phones to find out when the next bus is coming.



Which bus is mine?

All SolTrans buses have bright signs on the front, rear, and sides of the bus. These signs tell you which route the bus is on and the main destinations to which the bus travels.

It is important to let the driver know that you want to get on the bus, especially if you are at a bus stop that is served by multiple routes. Signal the driver by holding up your arm.

If you have any questions about how to get to your destination, ask your friendly bus driver. He or she will be glad to help you to be certain you're on the right bus, and determine if you need to take another bus upon exiting. There are no transfers within the SolTrans system so a DayPass is recommended if you'll be making multiple trips. SolTrans does have agreements with some connecting transit agencies to offer passengers a reduced fare when they transfer from the SolTrans system to another transit agency, and vice versa. Simply ask your driver to see if this inter-operator transfer applies to your trip when you board the bus.



BOARDING THE BUS

To board the bus, stand at the front door of the bus until the driver opens the door. SolTrans buses “kneel” by lowering the front steps to make it easier for you to board, and can also extend a ramp if required. Please let the bus operator know if you need to use the bus kneeling feature upon boarding or exiting.





WHAT IF I USE A WHEELCHAIR, SCOOTER, OR WALKER?

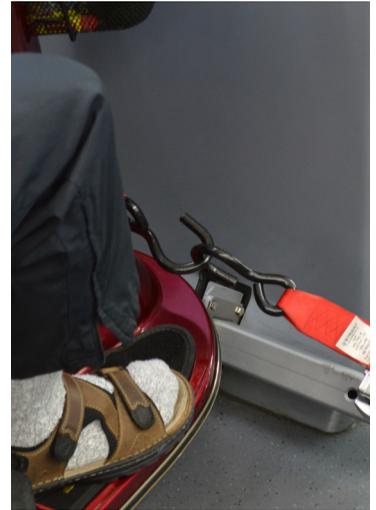
All SolTrans vehicles are fully equipped with lifts or ramps to help you board the bus with your mobility device (wheelchair, walker, cane, etc.). If you are riding an intercity bus with a lift, the driver will operate the lift from the outside, near the middle of the bus. SolTrans buses have a securement area for up to two mobility devices (depending on the size).

The driver will typically ask other riders to wait while the lift or ramp is deployed and then allow you to board first. After the lift or ramp is fully deployed, you can walk up it or take your mobility device on it. If you use a mobility device like a wheelchair or walker, make sure that all wheels of the mobility device are as centered on the

ramp as possible. The bus operator will provide assistance with normal boarding or exiting, securing your wheelchair, and operation of the lift or ramp. If you need more help, you may have a personal care attendant come with you to assist you; the attendant pays the same fare as the passenger whom he or she is accompanying.

SolTrans bus operators are required to secure all mobility devices before the bus can depart. If you have a mobility device, you will need to go to the place designated for mobility devices on the bus. If other passengers are sitting in that designated area, the driver will request that they move and then fold up the seat so you can pull in. The driver will then need to secure your mobility device using tie-downs. The driver will look for securement points on your wheelchair and attach the tie-downs there. The driver may ask you to move back and forth a bit to make the tie-downs as tight as possible. The driver will help secure your lap belt for your safety.

For riders who use scooters and can easily transfer out of the scooter, it is recommended that they do so since scooters are less secure on buses. Those who use walkers can sit down and hold on to the folded walker or ask the driver for assistance in securing it.

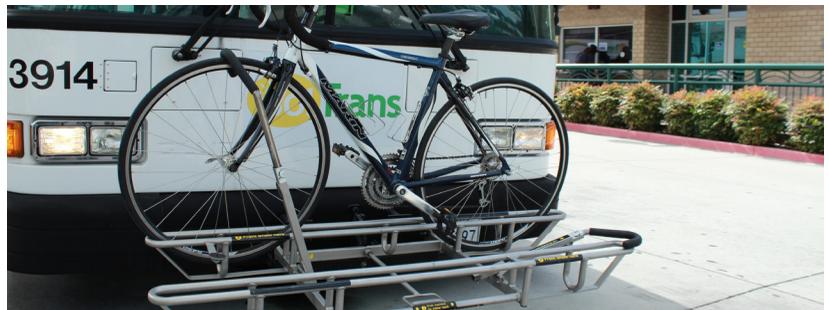


BICYCLES AND LUGGAGE

Luggage space and racks for two bicycles are available on all SolTrans local buses on a first come – first served basis. Riders are responsible for loading and unloading bicycles without assistance of the driver.

To use the bike rack on the front of the bus, first remove anything attached to your bike that might fall off. Alert the bus driver that you will be loading your bicycle. Lower the rack by squeezing the center handle, and lift your bicycle so it sits in the empty wheel well in the position nearest the bus, with the front wheel facing the curb. If yours is the second to be loaded, load with the rear wheel facing the curb. Swing the bicycle support arm over the front tire to hold the bicycle firmly in place.

Board the bus and pay your fare. When you come to your stop, exit the bus at the front and tell the driver that you'll be removing your bicycle. After you unload your bicycle, if the rack is empty, please lift it up and step away from the bus.



On the regional routes, which use large coaches, bikes and luggage are stored in the compartment space underneath the bus. Simply ask the driver to open the compartment so you can load and unload your bike or luggage.

As an added convenience, bike lockers are available at the Vallejo Transit Center (VTC) and at BART stations. Bike lockers provide safe storage for your bike while you make your transit trip. These lockers are available to rent for only cents an hour at the VTC, and will give you peace of mind that your bike is secure while you are riding transit. You can get a BikeLink brochure at the SolTrans ticket office or go to www.bikelink.org for more information on how you can store your bike at the Vallejo Transit Center or at other transit hubs. You can also purchase a BikeLink card at the Solano Mobility Call Center in Suisun City.



TRAVELING WITH CHILDREN

Up to two children ages 5 or under may ride SolTrans free of charge, when accompanied by a fare-paying responsible adult; additional children (ages 6–18) pay the youth fare.

If you are travelling with a stroller, it's best to collapse it before getting on the bus, for safety and timely boarding. Once seated, secure it under the seat in front of you while the bus is in motion. If your child is in a car seat, please hold your child on your lap and place the car seat under your seat or next to you.



PAYING YOUR FARE

You can determine the fare needed by looking at the SolTrans fare card, or the fare tables in the local and SolanoExpress regional schedules. You can also call the Solano Mobility Call Center at (800) 535-6883 or visit the SolTrans website at www.soltransride.com.

SolTrans offers several ways to pay your bus fare.

Cash

You can pay your fare with cash, inserting it into the farebox on the bus. The driver cannot give change, so you will need the exact fare amount.

SolTrans Transit Passes

If you ride the bus often, you may want to purchase some type of Local or Multi-Zone pass for travel on SolTrans local and/or intercity SolanoExpress buses. Passes are a convenient way to pay your fare because you won't need to have exact change. In addition, some passes reduce the amount you will pay for your fare.

If you are paying with a pass, you can either insert the pass into the farebox or slide the pass across the reader at the top of the farebox. If you have mobility limitations and are unable to reach the fare machine, you can ask the driver for assistance.





SolTrans offers Adult, Youth, and Senior/Disabled/Medicare (SDM) passes. These passes may reduce the fare per ride, depending on the type of pass.

Day passes are conveniently sold directly on the bus through the farebox machine.

Passes may be purchased at the Vallejo Transit Center Ticket Office and at the SolTrans Operations Office at 1850 Broadway, both in Vallejo. In addition, limited bus passes are available at retail outlets in Benicia, Vallejo, and American Canyon. Refer to the SolTrans Fare Card or website for a list of locations where passes may be purchased as well as the latest fare information. You may also call the Solano Mobility Center at (800) 535-6883 or SolTrans Customer Service at (707) 648-4666 for more information and for any special programs that may apply to you.

Senior / Disabled / Medicare (SDM) passes are available at a reduced cost to those who qualify. When purchasing SDM passes, you must show one of the following: ADA paratransit photo ID card from any transportation agency, Regional Transit Connection Discount Card (RTC Card), DMV disabled person parking placard printout or license plate registration, photo ID with Medicare card, or proof of age 65 or older. You cannot use a Medi-Cal card to demonstrate eligibility.

Clipper Card

You can use a Clipper card on SolTrans and SolanoExpress buses, as well as on most transit systems in the Bay Area. Clipper cards are like debit cards that are only used on transit systems. When you tap the card on the card reader, the pass is recognized and the exact fare is automatically deducted from your Clipper card.

The Clipper system allows you to load value onto the card over the phone or the internet, or at retail outlets throughout your city such as Walgreens, eliminating the need for you to make a special trip to SolTrans' Ticket Offices to load funds onto your card.

Clipper cards can be purchased at the Vallejo Transit Center, the Vallejo Ferry Building, and at many retail outlets in the Bay Area and online. You can also sign up to have the card automatically reloaded directly from a bank account or credit card.

Go to www.clippercard.com for more information and to buy your card online.

Remember! If you are unsure of how to pay your fare, the bus driver will be happy to help you.





TRANSFERS

There are no route-to-route transfers within the SolTrans system; however, SolTrans does have agreements with several connecting transit agencies to allow you to continue your trip at reduced rates. This includes transfers to or from County Connection, Fairfield and Suisun Transit, Golden Gate Transit, NapaVine, and WestCat. These agreements are subject to change so check with your driver if a transfer applies to your trip when you board.

If you need a paper transfer to board a connecting agency's bus, the driver will give you one after you've paid your fare. Clipper automatically applies transfer rules to your trip, so you do not need a paper transfer when using your Clipper card. The transfer window is for a limited amount of time.

RIDING THE BUS

After boarding the bus, take a seat as soon as possible. If you are a senior or a person with a disability, you can use the designated seats near the front of the bus.

Because taking public transit means sharing space with others, there are a few basic courtesies to observe while riding on a SolTrans or SolanoExpress bus.

- It's important that you treat your fellow riders with courtesy and respect.

- There is no smoking, eating, or drinking allowed on the bus; you must use headphones if listening to music.
- Avoid engaging in behavior that might bother other passengers, such as blocking pathways, playing music so loudly that others can hear, talking loudly, or putting your bags on other seats or in the pathway.

REQUESTING A STOP

As you approach the stop where you want to get off the bus, you'll need to let the driver know. Requesting a stop is simple. Above the seating areas inside the bus, you will see a stop request pull cord or buttons. Pull the cord or push the



button and a chime will sound, telling the bus driver that a rider has requested a stop. Be sure to make your request before the bus reaches your stop. If you cannot find or reach the stop request button or cord, you can call out to the driver for assistance.

After the bus has come to a complete stop, you may exit the bus. For wheelchair users, the SolTrans drivers will remove the tie-downs. Typically the driver will let other passengers off and then assist you. The driver can kneel the bus or deploy the lift or ramp to make it easy for you to step off the bus.

If you have a bike, remember to take it with you when you get off the bus; ask the bus operator to wait while you remove your bicycle.



WHAT IF I MISS MY STOP?

If you miss your stop or get lost, don't worry. You can call SolTrans Customer Service at (707) 648-4666 or the Solano Mobility Call Center at (800) 535-6883 to ask what route you should catch to reach your destination. Often, it involves getting off the bus, crossing the street and finding the nearest bus stop for the same route in the other direction, and then riding back until you are at the correct stop. If you have time and feel more comfortable staying on the bus, simply ride the bus to the end of the line and back. If you do not have a phone, ask the bus driver for help.

SOLANOEXPRESS

If your destination is outside of Benicia and Vallejo, or if you need to travel between these two cities, you'll want to catch one of the SolanoExpress Intercity bus routes. These regional buses serve the El Cerrito del Norte, Pleasant Hill and Walnut Creek BART stations, Solano Mall, Fairfield Transportation Center, Solano Community College, and Diablo Valley College. SolTrans also connects passengers to the San Francisco Bay Ferry and Route 200 to San Francisco.

You can board all the SolanoExpress buses at the Vallejo Transit Center. Most regional SolanoExpress routes operate Monday through Saturday only; SolTrans operates



limited regional Sunday service to BART. For schedule information on each of the regional SolanoExpress routes visit www.soltranside.com, or call the Solano Mobility Call Center at (800) 535-6883 or SolTrans Customer Service at (707) 648-4666.

TRANSIT AMBASSADOR TRAINING

Solano Transportation Authority is looking for volunteers to help train people to ride Solano County public transit. If you're interested in becoming a Transit Ambassador, contact the Solano Mobility Call Center at (800) 535-6883 for more information.

TRANSIT TRAINING

Would you like to learn more about using public transit in Solano County? Contact the Solano Mobility Call Center at (800) 535-6883 to learn about our travel training program or visit www.solanomobility.org. You will learn how to read a bus schedule, board at a bus stop, use features that are on board a bus, and more.

The screenshot shows the Solano Mobility website header with the tagline "Providing you with transportation options in Solano County and beyond!". Below the header are navigation tabs for "GETTING AROUND", "TRAVEL TRAINING", "SENIOR SAFE DRIVING", and "PROGRAMS & SERVICES". The main content area features a photo of a woman holding a child with the text "We can help". To the right is a call center contact box with the phone number 800-535-6883, a description of the staff, and buttons for "CLICK HERE TO LEARN MORE" and "CLICK HERE FOR FREE LANGUAGE ASSISTANCE".

SOLANO MOBILITY
Providing you with transportation options in Solano County and beyond!

Select Language ▾

GETTING AROUND | TRAVEL TRAINING | SENIOR SAFE DRIVING | PROGRAMS & SERVICES

We can help

MOBILITY CALL CENTER
800-535-6883
Friendly, trained, local staff available to take your call

CLICK HERE TO LEARN MORE

HOURS OF OPERATION
Monday - Friday
8:00am-5:00pm

CLICK HERE FOR FREE LANGUAGE ASSISTANCE



NEED HELP PLANNING YOUR NEXT TRIP?

If you need help planning your trip, call the Solano Mobility Call Center at (800) 535-6883, Monday through Friday, 8:00 a.m. – 5:00 p.m. to receive free personalized assistance for traveling around the Solano/ Napa counties and other destinations. You can also find many tools to help you locate transit options on www.solanomobility.org.

A customer service representative will help you find a bus route that you can take to your destination, the amount of fare you will need, and more.

If you have internet access, you can visit 511.org or websites like Google maps where you will be able to type in your departure location and your destination to find information you need to plan your trip. You can also download schedules and route maps at the SolTrans website, www.SolTransride.com, or you may call SolTrans Customer Service at (707) 648-4666.



Whether you use SolTrans to travel locally in Benicia and Vallejo, or outside the area, riding the bus is easy, cost-effective and stress-free. And remember, whether you're a new rider or a veteran to the system, we want to hear from you when you have questions or comments.

SOLANO COUNTY TRANSIT (SOLTRANS) CONTACT INFORMATION

Solano Mobility Call Center

(800) 535-6883
mobility@sta.ca.gov
www.solanomobility.org

SolTrans

(707) 648-4666
www.SolTransRide.com

SolanoExpress

(800) 535-6883
commuterinfo@sta.ca.gov
www.solanoexpress.com

Bicycle Locker Information

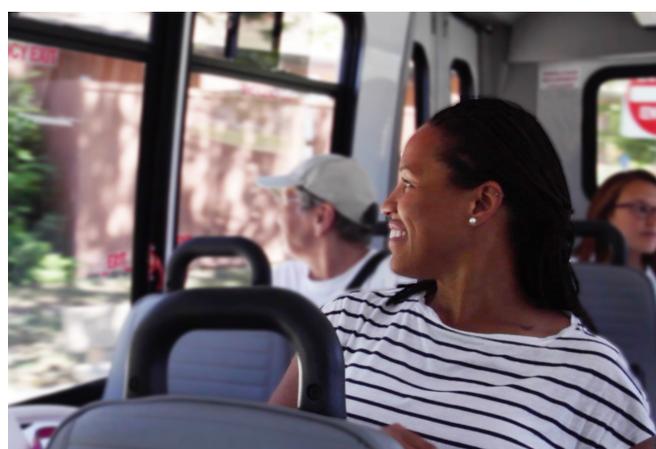
www.bikelink.org

Clipper Card

www.clippercard.com

DIXON READI-RIDE

RIDER'S GUIDE



CONTENTS

Introduction.....	1
How To Schedule Your Ride	2
Fares	3
What If I Use a Wheelchair, Scooter, or Walker?	4
Bicycles & Strollers.....	5
Riding the Bus	5
Alighting from the Bus	6
SolanoExpress	6
Transit Ambassador Training	6
Transit Training.....	6
Need Help Planning Your Trip?.....	7
Readi-Ride Contact Information	8

For document translation, please call:	English
Para traducción de documentos, llame al:	Spanish
對於文檔翻譯電話	Chinese
Đối với tài liệu gọi dịch:	Vietnamese
Para sa mga dokumento tawag sa pagsasalin:	Filipino
(707) 399-3239	

INTRODUCTION

Welcome to Dixon Readi-Ride. This Guide will help you learn the basics of how to use Readi-Ride, a public dial-a-ride transit system which provides transit service within Dixon city limits.

Readi-Ride is a curb-to-curb service, which means you can be picked up from your desired location within Dixon, including your home, and catch a ride to any destination within Dixon city limits. Readi-Ride operates Monday – Friday from 7:00 a.m. to 5:00 p.m. and Saturday from 9:00 a.m. to 3:00 p.m. For riders who are ADA¹-certified, Readi-Ride also offers service to Davis and Vacaville.

Readi-Ride provides you with a flexible solution to your travel needs. Whether you need transportation to school, work, medical appointments, or to visit family and friends, the local Readi-Ride and Solano-Express Intercity buses can get you there with ease, and with savings that quickly add up. Let Readi-Ride take you where you want to go!



¹Americans with Disabilities Act

HOW TO SCHEDULE YOUR RIDE

Readi-Ride is a "dial-a-ride" service, which means that unlike fixed-route buses which run specific routes on firm schedules, Readi-Ride is more like a shared taxi service. You call Readi-Ride and tell the dispatcher when and where you want to go, and the bus will come and pick you up. Your trip may be combined with those of other people who are travelling in the same general direction, and may be picked up or dropped off before you get to your destination.



To schedule a ride, call (707) 678-5020. Calls made between 7:00 a.m. to 5:00 p.m. Monday through Friday will be answered by an operator. Calls made at other hours will be recorded, and a staff member will return your call after 7:00 a.m. the following business day.

It typically takes 20 minutes for the bus to arrive once a call is placed. Monday through Friday you can book a ride the same day you are ready to travel. Please be ready for your ride. To minimize other passengers' wait time, the driver will only wait up to two minutes for each passenger.

For time-sensitive rides, like medical appointments and work-related activities, it is best to make a reservation at least one business day in advance.

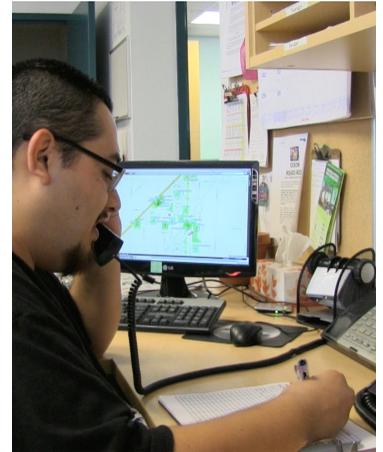
Saturday rides should be booked by Friday since there is limited service that day. During

peak hours, space is limited and there may be additional wait time. All requests will be honored on a space-available basis.

FARES

As of April 2015, Readi-Ride fares are:

Children 0-4 years of age	\$1.00
Youth ages 5 to 17	\$1.75
Adults to age 62	\$2.00
Seniors or disabled	\$1.50
All-day senior and disability pass	\$2.50 (Not available on Saturday)



For the most up-to-date fare information, call Readi-Ride Customer Service at (707) 678-5020. The all-day senior and disabled pass allows you to travel all day and make multiple stops without having to pay an additional fare. Exact change is required. Drivers will not accept more than a \$5 bill.

If you are ADA-certified, Readi-Ride can take you to medical appointments outside of the Dixon area to Vacaville or Davis. The fare is \$5.00 each way. For appointments beyond Vacaville or Davis, Readi-Ride can assist in making arrangements for the entire journey.

WHAT IF I USE A WHEELCHAIR, SCOOTER, OR WALKER?

All Readi-Ride buses have lifts that can accommodate people who use mobility devices like walkers, wheelchairs, and scooters. You do not have to use a mobility device to use the lift. It is available for anyone with difficulty using the steps.

All passengers using Readi-Ride service who need assistance beyond curb-to-curb transportation have the option of providing their own personal care attendant or caregiver. One attendant may accompany a passenger free of charge, provided that the attendant is picked up and dropped off at the same point as the passenger. Call (707) 678-5020 for information regarding eligibility.

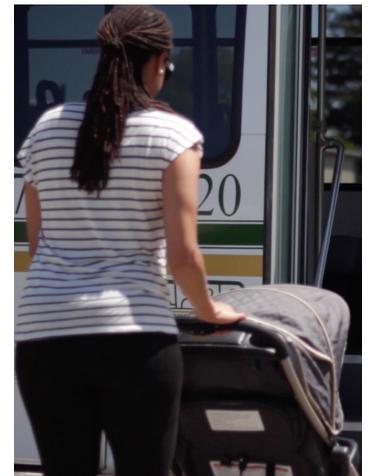


BICYCLES & STROLLERS

All Redi-Ride buses are equipped with two bike racks at the front of the bus. The rider is responsible for loading and unloading the bicycle. Remember to take it with you when you get off the bus; ask the bus operator to wait while you remove your bicycle.



You can bring your stroller onboard the bus, but it must be collapsed and secured between the seats.



RIDING THE BUS

Because taking public transit means sharing space with others, there are a few basic courtesies to observe while riding on a Redi-Ride or SolanoExpress bus.

- It's important that you treat your fellow riders with courtesy and respect. Avoid speaking loudly or behaving in a rude manner. If you are listening to music, use headphones at a low volume so other passengers cannot hear it.
- There is no smoking, eating, or drinking allowed on the bus.
- Articles, baggage, or packages are not permitted on buses if they are dangerous or restrict free movement of passengers or drivers. Carts must be folded or positioned so that they do not block the aisle. Articles brought on the bus must be readily movable.





ALIGHTING FROM THE BUS

After the bus has come to a complete stop, you may exit the bus. For wheelchair users, the Read-Ride drivers will remove the tie-downs. Typically the driver will let other passengers off and then assist you. The driver can deploy the lift to make it easy for you to step off the bus.

SOLANOEXPRESS

Read-Ride can connect you to SolanoExpress Route 30 at the Market Lane Park-n-Ride lot near Pitt School Road. Route 30 provides service to UC Davis, Sacramento, Vacaville, and Fairfield. In Fairfield, you can transfer to a variety of services including SolanoExpress Route 90 to BART; in Sacramento you can transfer to RT light rail and bus services; and in Davis, you can transfer to YoloBus, which travels throughout Yolo County including to the Sacramento Airport. Call the Solano Mobility Call Center at (800) 535-6883 for more information about any of these services.

TRANSIT AMBASSADOR TRAINING

Solano Transportation Authority is looking for volunteers to help train people to ride Solano County public transit. If you're interested in becoming a Transit Ambassador, contact the Solano Mobility Call Center at (800) 535-6883.

TRANSIT TRAINING

Would you like to learn more about using public transit in Dixon or other areas of Solano County?

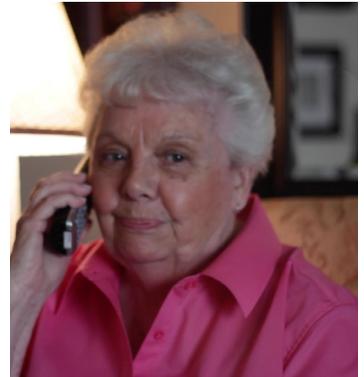
Contact the Solano Mobility Call Center at (800) 535-6883 to learn about our travel training program. You will learn how to read a bus schedule, board at a bus stop, utilize features that are on board a bus, and more.

NEED HELP PLANNING YOUR TRIP?

If you need help with planning your trip, call the Solano Mobility Call Center at (800) 535-6883, Monday through Friday, 8:00 a.m. – 5:00 p.m. to receive personalized assistance for traveling around Solano County and to destinations beyond the county. The operator will tell you if there is a bus route, train, ferry or other service you can take to your destination, the amount of fare you will need, and more.

If you have internet access, you can visit 511.org or websites like Google maps where you will be able to type in your departure location and your destination to find information to plan your trip.

The Transportation Info Depot is your one-stop shop for getting around Solano County and beyond. Along with providing a variety of transit information, local and intercity, they can assist with Clipper Card applications and sales. Regional Transit Connection Discount ID Card application processing, BikeLink Locker Card sales, car or vanpool matching, and free personalized trip planning are offered. The Depot, which is open weekdays 6:30 a.m. to 2:00 p.m., is in the Suisun City Train Depot at 177 Main St. in Suisun City.





Taking Read-Ride to travel locally is easy, cost-effective and stress-free. And remember, whether you're a new rider or a veteran to the system, we want to hear from you when you have questions or comments.

READI-RIDE CONTACT INFORMATION

Readi-Ride Customer Service	(707) 678-5020 Mon-Fri, 7:00 a.m. - 5:00 p.m.
Readi-Ride online	www.ci.dixon.ca.us (From the menu, select Departments/Recreation & Community Service/Transit)
Solano Mobility Call Center	(800) 535-6883 mobility@sta.ca.gov www.solanomobility.org
SolanoExpress	www.solanoexpress.com



**Call Center
800-535-6883**

The **Solano Mobility Call Center** offers free personalized assistance for traveling around Solano, Napa and neighboring counties. The Call Center is a public agency program with information and services for transportation such as bus, rail, ferry, shared ride, airporters, taxis, paratransit, private transport, bicycling and more. Information is available for people with disabilities, seniors, low income individuals and anyone seeking transportation alternatives.

The Call Center also provides Solano-Yolo **BikeLinks maps** at no cost. Contact the Solano Mobility Call Center at (800) 535-6883 Monday through Friday 8 am to 5 pm.

DISCOUNT CARDS FOR TRAVEL IN THE GREATER BAY AREA

The **Regional Transit Connection (RTC) Discount ID Card** is available to qualified persons with disabilities for discount fares on fixed-route, rail and ferry systems. For more information, call SolTrans at 648-4666 or the Solano Mobility Call Center at (800) 535-6883.

The **Senior Clipper Card** is available to adults 65 and over. For more information on all Clipper Cards, please contact the Solano Mobility Call Center at (800) 535-6883.

Transportation Providers

NON-PROFIT PROVIDERS

Fairfield Senior Volunteer Driver Program provides transportation for ambulatory seniors (50+) to the senior center, doctor/dentist appointments and pharmacies in specific areas of Fairfield. Reservations are required at 428-7556. Cost is \$1.50 per one-way trip.

Faith in Action/Ride With Pride provides free door-to-door rides for seniors (60+) throughout Solano County. Advance reservation is required at 469-6675. Donations are accepted.

American Cancer Society/Road to Recovery provides transportation for ambulatory Solano County cancer patients to/from medical appointments only. Advance reservation required at 425-5006 or (800) 227-2345.

PRIVATE PROVIDERS

Private transportation providers are privately owned businesses offering nonsubsidized services for a fee.

- Americare Alliance.....447-7734
- AA Medical Transportation.....552-1193
- Med X Press.....771-0354
- Murphy Medical Transport.....580-1429
- Northbay Transit Group.....644-5555
- Pro-Care Mobility Inc.....208-1569
- Stan's Chaperone Service.....446-9801
- Sully's Transport.....290-6349

The information above does not constitute an endorsement.

Transportation Providers

INTER-REGIONAL TRANSPORTATION

The Capitol Corridor train stops in Suisun City daily. Trains operate between Sacramento, Oakland and San Jose and are ADA accessible. Visit www.capitolcorridor.org or call (877) 974-3322 for more information.

Greyhound Bus Lines provide service to Suisun City and throughout the nation. Call (800) 231-2222 for more information.

INTER-COUNTY TRANSPORTATION

Services connect Solano with Contra Costa, Sacramento, San Francisco and Yolo counties.

SolanoExpress services the cities of Benicia, Dixon, Fairfield, Suisun City, Vacaville and Vallejo and provides service to Davis, Sacramento, Suisun City AMTRAK, San Francisco Bay Ferry & BART (El Cerrito del Norte, Pleasant Hill, Walnut Creek).....(800) 535-6883

VINE connects Vallejo and Fairfield to the Napa Valley.....(800) 696-6443

YoloBus connects Vacaville to Winters and Davis.....(800) 666-2877

San Francisco Bay Ferry connects Vallejo to San Francisco.....648-4349

BART (Bay Area Rapid Transit) serves Contra Costa, Alameda, San Francisco, San Mateo counties.....(510) 465-2278

Solano County Mobility Guide

(800) 535-6883
www.solanomobility.org



For document translation please call:
Para la llamada de traducción de documentos:
對於文檔翻譯電話
Đối với tài liệu gọi dịch:
Para sa mga dokumento tawag sa pagsasalin:
707-399-3239



Fixed-Route Transit

For individuals who can walk to a bus stop, board and exit a bus with or without a mobility device, fixed-route transit offers a low cost transportation alternative. All buses have lifts for wheelchairs.

Special programs and promotions for seniors and people with disabilities are available. Contact the Solano Mobility Call Center at (800) 535-6883 for more information.

Dixon Read-Ride*678-5020
 Fairfield/Suisun Transit.....422-2877
 Rio Vista Delta Breeze*374-2878
 San Francisco Bay Ferry...648-4349
 (from Vallejo to San Francisco)
 SolanoExpress.....(800) 535-6883
 SolTrans (Benicia*/Vallejo)..648-4666
 Vacaville City Coach.....449-6000

Dispatchers are available to help you plan your trip. Contact the Solano Mobility Call Center at (800) 535-6883 for more information.

*General public dial-a-ride includes paratransit service.

Paratransit Service

Getting Started: ADA Paratransit is a shared ride, advanced reservation service for people with disabilities who are unable to use fixed route public transit service because of their disability.

Obtaining eligibility is simple. Please contact the **paratransit eligibility center for Solano County at 541-7184** to schedule an in-person interview and assessment. If needed, paratransit service will be provided for transport to the assessment center.

Once qualified for ADA paratransit service, please contact the local transit agency at the number below for information on fares and to request a ride.

Dixon Read-Ride.....678-5020
 Fairfield/Suisun Transit DART
429-2400
 Rio Vista Delta Breeze.....374-2878
 SolTrans (Benicia/Vallejo)...649-5401
 Vacaville City Coach.....449-6000

Reduced-Fare Taxi

This information is for seniors and ADA eligible individuals who can enter and exit a taxi cab without assistance.

Local Taxi: Transit agencies offer reduced-fare taxi programs to seniors and ADA eligible individuals. Program details vary. Contact the local transit agency for more information.

Intercity Taxi: ADA eligible individuals may use a reduced-fare intercity taxi program to travel between cities. Eligible members may purchase \$100 of taxi scrip (tickets) for \$15 for use within Solano County. For more information and to purchase taxi scrip, call the local transit agency.

Dixon Read-Ride.....678-5020
 Fairfield/Suisun Transit....422-2877
 Rio Vista Delta Breeze....374-2878
 SolTrans (Benicia/Vallejo)..553-7269
 Vacaville City Coach.....449-6000
 Solano Mobility Call Center
(800) 535-6883
 (for unincorporated area residents)

Taxi List

To schedule a ride on a qualified taxi service, please select from the taxi list below.

Benicia/Vallejo

Benicia Yellow Cab.....745-3211
 City Cab.....643-3333; 745-3399
 Yellow Cab.....642-2024

Dixon

AA Taxi Cab.....449-8294
 Yellow Cab of Vacaville..446-1144

Fairfield/Suisun

City AA Taxi Cab.....449-8294
 Fairfield Taxi.....422-5555
 Veteran's Cab.....421-9999

Rio Vista

AA Taxi Cab.....449-8294

Vacaville

AA Taxi Cab.....449-8294
 Vacaville Checker Cab..447-4444
 Yellow Cab of Vacaville..446-1144

(800) 535-6883
www.solanomobility.org

PCC

DATE: May 12, 2015
TO: Solano Paratransit Coordinating Council
FROM: Kristina Holden, Transit Mobility Coordinator
RE: PCC Membership Status and Appointment

Background/Discussion:

The Solano Transportation Authority's (STA) Paratransit Coordination Council (PCC) By-Laws stipulate that there are eleven members on the PCC. Members of the PCC include three (3) transit users, two (2) members-at-large, two (2) public agency representatives, and four (4) social service providers.

Currently, there is currently one (1) vacancy for a Social Services Provider. At the time of this report, STA has not received any interest forms, but will continue to recruit for a Social Service Provider and input from the Committee on recruiting new members is welcomed.

Recommendation:

Informational.

Attachment:

- A. PCC Membership (May 2015)

Solano County
Paratransit Coordinating Council
Membership Status
May 2015

Member	Jurisdiction	Agency	Appointed	Term Expires
Edith Thomas	Social Service Provider	Connections 4 Life	February 2015	February 2018
James Williams	Member at Large	Member at Large	December 2012	December 2015
Judy Nash	Public Agency - Education	Solano Community College	April 2013	April 2016
Cynthia Tanksley	Transit User		February 2015	February 2015
Richard Burnett	MTC PAC Representative		December 2012	December 2015
Anne Payne	Social Service Provider	Area Agency on Aging	June 2013	June 2016
Curtis Cole	Public Agency – Health and Social Services	Solano County Mental Health	September 2013	September 2016
Vacant	Social Service Provider			
Ernest Rodgers	Transit User		June 2014	June 2017
Kenneth Grover	Transit User		June 2014	June 2017
Lyall Abbott	Member at Large		July 2014	July 2017

PCC

DATE: May 8, 2015
TO: Paratransit Coordinating Council (PCC)
FROM: Sheila Ernst, Administrative Assistant II/PCC Clerk
RE: 2015 PCC Meetings and Locations

A. 2015 PCC Meetings and Locations:

City of Benicia, Commission Room

Thursday, May 21, 2015

1:00 – 3:00 p.m.

250 East L St.

Benicia, CA 94510

(707) 746-4202

Solano Transportation Authority, Conference Room 1

Thursday, July 16, 2015

1:00 – 3:00 p.m.

One Harbor Center, Ste. #130

Suisun City, CA 94585

(707) 424-6075

Ulatis Community Center, Room D

Thursday, September 17, 2015

1:00 – 3:00 p.m.

1000 Ulatis Dr.

Vacaville, CA 95687

(707) 469-4000

John F. Kennedy Library, Joseph Room

Thursday, November 19, 2015

1:00 – 3:00 p.m.

505 Santa Clara St.

Vallejo, CA 94590

(866) 572-7587

Recommendation:

Informational.