



FOR IMMEDIATE RELEASE

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***** MEDIA ADVISORY *** MEDIA ADVISORY *****

SolTrans General Public Dial-A-Ride Service Policies

Benicia, CA – Solano County Transit (SolTrans) offers origin-to-destination, shared-ride service to Benicia residents via the General Public Dial-A-Ride system within the city limits of Benicia only. This service is open to the general public with no application necessary for its use.

SolTrans operates General Public Dial-A-Ride service Mondays through Fridays from 5:50 a.m. to 8:20 p.m., and on Saturdays from 7:00 a.m. to 7:00 p.m. General Public Dial-A-Ride service is not offered on Sundays. There is also no service on major holidays including Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Day and New Year's Day. SolTrans operates Saturday service hours on the following holidays: Day after Thanksgiving, Martin Luther King Day, Veterans' Day, and Presidents' Day.

Reservations are required for General Public Dial-A-Ride, and trips are scheduled on a first-come, first-served basis. If the requested pick-up time is not available, the reservationist may negotiate the pick-up time with a passenger. Reservations can be made one (1) to three (3) days in advance between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, and from 9:00 a.m. to 4:00 p.m. on Saturdays. Individuals requiring a Monday pick-up must make a reservation at least two (2) days in advance, as reservationists are not available on Sundays. Same-day reservations are accommodated, schedule permitting only, with a minimum of two (2) hours advance notice. Flag service is not, and was never permitted by SolTrans for this service, primarily for safety.

Should passengers need to cancel a scheduled trip, they are required to do so at least 60-minutes before their scheduled ride. SolTrans makes every effort to schedule trips efficiently to deliver the maximum number of transit rides, and for utilizing transit funds responsibly. Early scheduling and timely trip cancellations maximizes system efficiency and productivity. However, late cancellations or passenger "no-shows" result in scheduling inefficiencies, impacts to others who also wish to use the service, and financial resources being used to pay for trips not taken.

Please note that General Public Dial-A-Ride service is not a complementary paratransit service, and is not governed by the Americans with Disabilities Act (ADA). However, paratransit-eligible clients will be accommodated on either General Public Dial-A-Ride for Benicia-only trips, or on Paratransit Service according to the ADA service criteria.

Benicia residents wishing to utilize the General Public Dial-A-Ride service may schedule or cancel a trip by calling (707) 745-0815 between 8:00 a.m. and 5:00 p.m., Monday through Friday, and from 9:00 a.m. to 4:00 p.m. on Saturdays. If Benicia residents need information about this service, SolTrans encourages them to visit our website at www.soltransride.com, or call 707-648-4666.

Solano County Transit (SolTrans) is the public transportation provider for the Cities of Benicia and Vallejo. SolTrans provides local fixed route bus, regional express bus, complementary paratransit, dial-a-ride service, and subsidized taxi services. We deliver safe, reliable and efficient transportation services that link people, jobs, and our communities. The agency is a Joint Powers Authority (JPA) that is governed by

a six-member Board of Directors. The Board is composed of two representatives from each member city, Solano County's representative on the Metropolitan Transportation Commission (MTC), and a non-voting representative from the Solano Transportation Authority.

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