



Frequently Asked Questions regarding Benicia Subsidized Lyft Program

How do I qualify for the SolTrans Benicia Lyft Program?

For programs that require proof of age, Medicare, veteran, ADA or low-income status, please apply through Solano Mobility and be prepared to provide:

- Your Legal Name
- Date of Birth
- Address
- Phone Number
- Email Address
- Copy of Drivers' License or State ID
- ADA # (if applicable)
- Military or Veterans Affairs ID (if applicable)
- EBT card # (if applicable)

All programs require that your trip be taken within the designated starting and ending locations, in order to receive subsidies.

How is the Lyft partnership a better option than Benicia Dial-A- Ride?

Annually DAR serves approximately 4,500 passenger trips, at an average rate of 1.9 passengers per vehicle revenue hour and 0.3 passengers per revenue mile. The DAR service is effectively meeting the SolTrans performance standard for passengers per vehicle revenue hour, which is 2.0. However, it does not meet the performance standard for passengers per revenue mile, which is 1.0. This is about 375 trips passenger per month

A Lyft partnership would allow riders to make on demand trip reservations to destinations within Benicia and to transfer opportunities in Vallejo. The proposed restrictions would include 50% subsidy up to \$6 for seniors, veterans, persons with disabilities and low-income qualifying individuals. There would be a limit to rides per month. With the Lyft partnership, SolTrans could provide about 800 passenger trips per month based, doubling the trips provided on the current DAR service.

What if I don't have a smartphone?

Lyft has a free concierge service that will allow individuals to call in and book their Lyft ride without the app.

What If I don't have a credit card to purchase Lyft rides?

Lyft has pre-loadable and re-loadable cards that riders can load with their funds and use to purchase Lyft rides no credit card needed. Staff will be looking into how to acquire these and disperse to those who need them in the community.



Frequently Asked Questions regarding Benicia Subsidized Lyft Program

Is Lyft safe?

Lyft drivers undergo two types of background checks and give over 1 million rides every single day — the average Lyft ride is rated 4.8 out of 5 stars. Every driver is screened before they're permitted to drive on our platform, starting with professional third-party background and DMV checks. They have minimum age requirements for all cars. Lyft maintains a zero-tolerance drug and alcohol policy for Lyft drivers.

How have you gotten the word about the elimination out to the public?

Every Benicia Dial-A-Ride rider in the last year was sent a letter explaining the proposal and requesting comments. Staff held various workshops and, on the bus townhalls and held a public comment to receive feedback.

Can a family member request a ride for me?

A family member can request a ride for you; however it will need to be under the account associated with your name and phone number.