

# SOLANO COUNTY TRANSIT RIDER'S GUIDE



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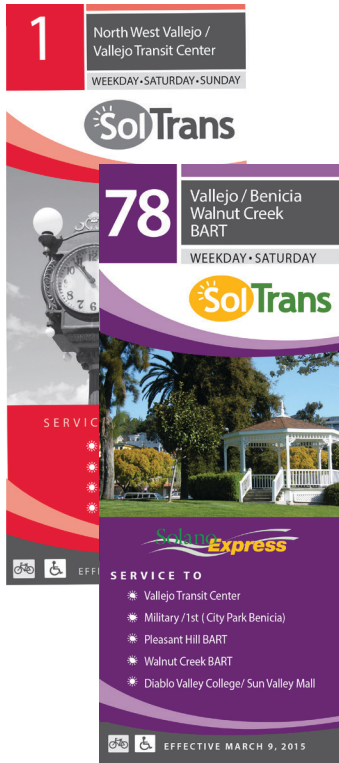
## INTRODUCTION

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 service routes provide coverage in the cities of Benicia and Vallejo. Regional routes provide connections to BART stations at El Cerrito del Norte, Pleasant Hill and Walnut Creek; SolanoTown Center, the Fairfield Transportation Center, Solano Community College, Diablo Valley College and the San Francisco Bay Ferry.

SolTrans public transit is reliable, convenient, and cost-effective. With its frequent 30-60 minute schedule on most routes, low-cost 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 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, visit the “MyRide” tool on the SolTrans website, [soltransride.com](http://soltransride.com) to quickly find information to plan your trip, including bus stops, walking time, transfer time, travel time, and fares. The website has more information about MyRide and downloading the app. The Solano Mobility Call Center also provides live trip planning assistance over the phone from 7am to 5pm weekdays at (800) 535-6883.

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](http://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 table of departure and arrival times in the schedule of 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.

Route 2 – Monday – Friday									
OUTBOUND / NORTHBOUND						INBOUND / SOUTHBOUND			
Vallejo Transit Center	Sereno Transit Center	Raley's Center	Gateway/Griffin	Solano Community College Vallejo	Target Center/Gateway Plaza	Target Center/Gateway Plaza	Mini/Stanford	Raley's Center	Sereno Transit Center
							**5:59	6:04	6:06
6:00	6:15	6:18	6:30	6:36	6:45	6:48	6:57	7:02	7:04
6:30	6:45	6:48	7:00	7:06	7:15	7:20	7:29	7:34	7:36
7:00	7:15	7:18	7:30	7:36	7:45	7:50	7:59	8:04	8:06
7:15	7:30	7:33	7:45	7:51	8:00	8:05	8:14	8:19	8:21



The schedules do not list every stop, so find the timed bus stop before your departure or arrival bus stops 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 during weekday peak periods. A limited number of routes operate on Sundays. SolTrans buses do not operate on certain holidays. Consult the current SolTrans for the latest information as schedules occasionally change.

SolTrans SolanoExpress Intercity routes directly serve 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. SolanoExpress Routes 78 and 80 offer limited service to BART on Sundays. 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 SolTrans MyRide 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 a printed schedule, use the MyStop app (a text/email subscription service that alerts you when your bus will arrive), or call SolTrans Customer Service at (707) 648-4666.



To get estimated bus arrival times just text  
"MR" + bus stop ID to **321123**  
Texto "MR" y el Stop ID a **321123**  
para proxima llegada  
or Visit: **SolTransRide.com/MyRide**



## Which Bus Is Mine?

All SolTrans buses have bright header 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 stepping near the curb and 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. Wait for the passengers on the bus to disembark before boarding. 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?**

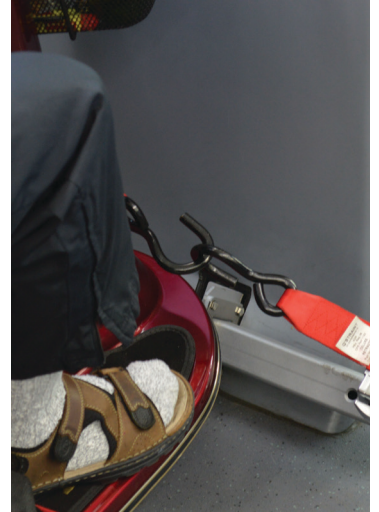
All SolTrans vehicles are fully equipped with lifts or ramps to help you board the bus with your mobility device (wheelchair, walker, cane, etc.). If you are riding an intercity bus with a lift, the driver will operate the lift from the outside, near the middle of the bus. SolTrans buses have a securement 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 on 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 disembarking, 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 who 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 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. 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 [bikelink.org](http://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 schedules. You can also call the Solano Mobility Call Center at (800) 535-6883 or visit the SolTrans website at [www.soltransride.com](http://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 pass for travel on SolTrans local and/or 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.





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

Reduced fare passes and tickets for seniors 65 and over, Medicare cardholders and individuals with disabilities as defined by the RTC (Regional Transit Connection) discount card program are available at a reduced cost to those who qualify. When purchasing reduced fare passes, you must show one of the following: ADA Paratransit photo ID card from any transportation agency, RTC Card, DMV disabled person parking placard printout or license plate registration, photo ID with Medicare card, or proof of age 65 or older. (Medi-Cal cards do not qualify you for the reduced fare.)



## Clipper Card

You can use a Clipper card on SolTrans local 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 fare is automatically deducted from your Clipper card.

Clipper allows you to load value onto the card over the phone, online, 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. Registering your Clipper card includes balance protection for lost or stolen cards, and available automatic renewal of passes and cash value using a credit card or bank account. Visit [clippercard.com](http://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, ask the driver to give you one when you pay 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.
- Avoid engaging in behavior that might bother other passengers, such as blocking pathways, playing music so loudly that others can hear (you must use headphones if listening to music), 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.

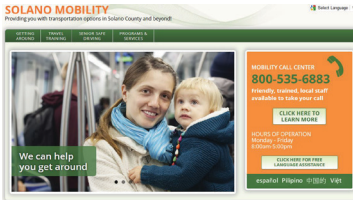


## SOLANOEXPRESS

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 Town Center and Sun Valley Mall, Fairfield Transportation Center, Solano Community College, and Diablo Valley College. SolTrans also connects passengers to the San Francisco Transbay Terminal.

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.soltransride.com](http://www.soltransride.com), or call the Solano Mobility Call Center at (800) 535-6883 or SolTrans Customer Service at (707) 648-4666.





## TRAVEL TRAINING

Would you like to learn more about using public transit in Solano County? With Solano Mobility Travel Training you will learn how to read a bus schedule, board a bus, utilize features that are onboard a bus, and more. Contact the Solano Mobility Call Center at (800) 535-6883 to learn more about the FREE Travel Training program. There are 4 types of training available.

**One-on-One Training:** Personalized one-on-one instruction to and from a specific location.

**Group Training & Presentations:** Group presentations on transportation options and mobility programs can be arranged. Training field trips provide an opportunity to visit points of interest in your community while learning how to ride transit.

**Do-it-Yourself Videos:** Travel Training videos are available at [solanomobility.org](http://solanomobility.org)

**Rider's Guides:** Rider's Guides for each of the transit operators in Solano County are available. Contact the Solano Mobility Call Center at (800) 535-6883 and one will be mailed to you free of charge.

## TRANSIT AMBASSADOR TRAINING

The Solano Mobility Program 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.

## SOLANO MOBILITY CALL CENTER

With information for **Commuters, Employers, People with Disabilities**, and **Seniors**, the Solano Mobility Call Center provides FREE personalized assistance to successfully travel around Solano County and beyond.

### Telephone assistance:

**Weekdays 7am-5pm (800) 535-6883**

In Person assistance is available weekdays:

**7am-3pm**

177 Main Street

Suisun City, CA 94585

**3pm-5pm**

One Harbor Center, Suite 140

Suisun City, CA 94585

Along with providing a variety of local and intercity transit information, the Solano Mobility Call Center provides the following Programs and Services:

ADA Eligibility Assessment Services

Bike Facilities and Maps

BikeLink Locker Card Sales

Carpool/Vanpool Matchlists

Clipper Card Sales

Commuter Emergency Ride Home Program

Commute Incentive Programs

Discount ID Card sales

Discount Transit Tickets

FasTrak Toll Tag Applications

Local and Regional Bus Systems

Local and Intercity Taxi Scrip Programs

Mobility Options for Seniors

and People with Disabilities

Park and Ride Lots

Senior Safe Driving Information

Regional Transit Information

Regional Transit Connection (RTC)

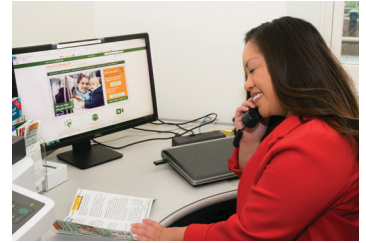
Transit Trip Planning (FREE)

Travel Training Services

Transit Schedules

Transportation Options

Volunteer Driver Program





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  
[www.solanomobility.org](http://www.solanomobility.org)  
[solanomobility@sta.ca.gov](mailto:solanomobility@sta.ca.gov)

SolTrans

(707) 648-4666  
[www.SolTransRide.com](http://www.SolTransRide.com)

SolanoExpress

(800) 535-6883  
[www.SolanoExpress.com](http://www.SolanoExpress.com)  
[commuterinfo@sta.ca.gov](mailto:commuterinfo@sta.ca.gov)