



**ADA PARATRANSIT SERVICES**  
**RIDER'S GUIDE**

**SolTrans.org**

Effective September 2019

# TABLE OF CONTENTS

## ACCESSIBLE FORMATS

This guide is available in accessible formats. To obtain a copy please contact SolTrans Customer Service **(707) 648-4666**.

Esta guía está disponible en formatos accesibles. Para obtener una copia, comuníquese con Servicio al Cliente de SolTrans al **(707) 648-4666**.

Ang gabay na ito ay magagamit sa mga magagamit na format. Upang makakuha ng isang kopya mangyaring makipag-ugnay sa Serbisyo sa Parukyano ng SolTrans **(707) 648-4666**.

<b>INTRODUCTION</b>	<b>2</b>
SolTrans Paratransit	2
Other Transportation Services	3
<b>ELIGIBILITY</b>	<b>5</b>
Eligibility Status	6
Appeals	7
Visitor Eligibility & Out-of-Area Visitor Riding Privileges	7
<b>SERVICE AREA &amp; HOURS OF OPERATION</b>	<b>8</b>
Weekday & Weekend Service	9
Holiday Service	10
SolTrans Customer Service Hours	11
<b>SCHEDULING A RIDE</b>	<b>12</b>
Negotiated Pickup Time	12
Pickup Window	12
Information You Must Provide	12

Confirming Your Ride	14
<b>FARES</b>	<b>14</b>
Benefits of Using SolTrans Fixed-Route Services	15
Purchasing Tickets	16
<b>DRIVER RULES &amp; PROCEDURES</b>	<b>17</b>
Driver Wait Time	17
<b>RIDER RULES &amp; PROCEDURES</b>	<b>18</b>
Cancellation & No-Show Policy	18
Fare Payment	18
Wheelchairs & Mobility Devices	19
Seat Belts	20
Personal Care Attendants (PCAs)	20
Companions	20
Service Animal & Pet Policy	21
Package Limitations	21
<b>SOLTRANS CODE OF CONDUCT</b>	<b>22</b>
Suspension of Service	22
Suspension Appeals	22
<b>FAQS</b>	<b>23</b>
Lost & Found	23
Disclaimers	24
Map of Service Area	included with this guide
Contact Information	back cover

# INTRODUCTION

**Welcome to Solano County Transit (SolTrans) Americans with Disabilities Act (ADA) Paratransit services.** This Rider's Guide explains how to use SolTrans Paratransit, as well as other services that you are qualified for as a result of becoming ADA Paratransit certified. In order to ensure the best experience when using our ADA Paratransit services, please carefully read this Guide and note references to other publications that you may find useful.



## **SOLTRANS PARATRANSIT**

In accordance with the Americans with Disabilities Act (ADA) of 1990, SolTrans Paratransit is an adaptive bus service for people who have disabilities that prevent them from using fixed-route bus service for some or all their trips. SolTrans Paratransit:

- is SolTrans' complementary ADA Paratransit service
- is prescheduled (one to seven days in advance)
- is an origin-to-destination service
- is a shared-ride bus service
- uses a variety of wheelchair-accessible vehicles
- operates the same hours and days as the local, fixed-route bus service
- provides transportation in Benicia and Vallejo

## OTHER TRANSPORTATION SERVICES

In addition to SolTrans Paratransit, there are other transportation services and programs that are available to ADA-certified riders.

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### **SolTrans Local Fixed-Route Bus Service**

Transportation within Benicia and Vallejo for the general public that travels on a designated route pathway at fixed times. These routes use wheelchair-accessible buses with ramps or lifts which can be deployed upon request. ADA-Certified customers are qualified to ride for the Reduced fare (seniors 65+, disabled or medicare cardholders). Please refer to the SolTrans Service Guide for more information.



### **SolanoExpress Intercity Commuter Bus Service**

Longer-distance, fixed-route buses that serve major transit hubs and centers such as BART and other major, regional destinations. These buses are equipped with lifts for wheelchairs, walkers and other non-ambulatory needs. Reduced fares are accepted for riders with disabilities. Please refer to the SolanoExpress Service Guide for more information.



### **Solano Transportation Authority (STA)-SolTrans Subsidized Lyft Pilot Program**

Subsidized rideshare transportation performed by Lyft and wheelchair-accessible van fleets. This service provides on-demand, same-day, trips anywhere within Benicia and to select transfer points in Vallejo at reduced cost to riders. Applications are required for access to the program and increased subsidies. For more information please call Solano Mobility **(800) 535-6883** or SolTrans Customer Service **(707) 648-4666**.





### **Solano Transportation Authority (STA) Intercity Taxi Card Program**

Subsidized taxi services for individuals who can enter and exit a taxi independently. This service provides on-demand, same-day trips between zones in Solano County at a reduced cost to riders. For more information please refer to the Solano County Intercity Taxi Card Program Riders Guide or call Solano Mobility **(800) 535-6883**.



### **Solano Mobility Transportation Programs**

Solano Mobility can help riders plan trips using any of the options above, as well as several other travel options tailored to the needs of all types of riders. Solano Mobility also provides several free or reduced-cost programs for individuals with disabilities. For more information please call Solano Mobility **(800) 535-6883**.

## ELIGIBILITY

**To use SolTrans Paratransit or any of the services in the Other Transportation section,** you must apply for ADA eligibility and become ADA paratransit certified. In accordance with the ADA, eligibility is assessed on a case-by-case basis and assessments are performed in-person by C.A.R.E. Evaluators, an independent transit mobility assessment team that specializes in ADA paratransit eligibility evaluations.

To apply for eligibility, please call C.A.R.E. Evaluators **(707) 541-7184** to schedule an in-person assessment. The assessment is free, and transportation to and from the assessment can be provided upon request from most areas in Benicia and Vallejo. Please see **Service Area & Hours of Operation** (pg. 8) for more details.

**C.A.R.E.**  
evaluators

# ELIGIBILITY

## ELIGIBILITY STATUS

Written notification of an eligibility decision, including any necessary explanations of determining factors, will be provided within 21 days of an in-person eligibility assessment. C.A.R.E. may determine the level of your eligibility or ineligibility for ADA Paratransit service.



If you are determined to be ADA Paratransit eligible, C.A.R.E. will certify your eligibility as one of the following:



### **Unconditional Eligibility**

Under the ADA, unconditional eligibility status means that an individual is unable to independently use fixed-route services under any circumstances and thus must make all trips using complementary paratransit.



### **Conditional Eligibility**

For this eligibility status, the ADA states that complementary paratransit service is required only on trips that cannot be made on fixed-route.



### **Temporary Eligibility**

Individuals with temporary eligibility status are qualified to use ADA paratransit for the duration of their disability that prevents them from using fixed-route services.

If you are certified under one of these statuses, you may immediately begin to use SolTrans Paratransit or any other ADA Paratransit services under the terms of your eligibility.

Depending on your eligibility status, you may be required to complete re-certification every 3 years; C.A.R.E. Evaluators will send you a new application 2 months prior to your renewal deadline. For those individuals with unconditional eligibility, you will be automatically recertified, and an informational update will be mailed to you by C.A.R.E. Evaluators 2 months prior to your renewal deadline.



## **ELIGIBILITY APPEALS**

If you disagree with your eligibility decision or your eligibility status, you have the right to appeal the decision. Instructions for filing an appeal will be included in your determination letter.

The final determination of your appeal will be made within 30 days of receipt of your appeal. Should the determination of your appeal take longer than 30 days, SolTrans will provide ADA Paratransit service pending the decision of the appeal.

## **VISITOR ELIGIBILITY & OUT-OF-AREA VISITOR RIDING PRIVILEGES**

Your SolTrans ADA Paratransit certification qualifies you to ride ADA Paratransit with any transit agency that operates fixed-route service in the United States. When planning trips or vacations, please reach out to the transit agency in the area you plan to visit in advance of your arrival and ask for information on their services.

If you are a visitor to Vallejo or Benicia with valid ADA certification from your hometown, you may use SolTrans Paratransit for up to 21 days annually without seeing C.A.R.E. for an in-person assessment. Please be prepared to provide proof of your ADA certification or proof of residence and proof of disability if not readily apparent, when scheduling trips on SolTrans Paratransit. Visitors are encouraged to contact C.A.R.E. Evaluators at least two business days before they wish to travel on SolTrans Paratransit, so that the appropriate administrative arrangements can be made ahead of time.

The remainder of this guide is designed for ADA-certified riders using SolTrans Paratransit.

# SERVICE AREA & HOURS OF OPERATION

## MAP OF SERVICE AREA

Please see the map in the pocket at the back of this brochure.



SolTrans Paratransit provides service within  $\frac{3}{4}$  of a mile (0.75 miles) of SolTrans Local Fixed-Route Bus Service. It also provides service within the same areas as the STA-SolTrans Subsidized Lyft Pilot Program.

NOTE: Hiddenbrooke and portions of Mare Island are outside of our service area.

### You can travel within Solano County by using:

- SolTrans Paratransit to transfer to a SolanoExpress Intercity Commuter Bus routes;
- the STA Intercity Taxi Card Program; or
- Solano Mobility Transportation Programs.

### To travel outside of Solano County, use:

- SolTrans Paratransit to transfer to a SolanoExpress Intercity Commuter Bus routes; or
- Solano Mobility Transportation programs to connect to other transit agency ADA paratransit services.

## WEEKDAY & WEEKEND SERVICE

SolTrans Paratransit operates 7 days a week during the same times as SolTrans Local Fixed-Route Bus Service and the STA-SolTrans Subsidized Lyft Pilot Program. Both services operate approximately during the following hours:

Service Day	Hours
Monday – Friday	5:30 am to 9:00 pm*
Saturday	6:30 am to 7:00 pm
Sunday	8:30 am to 6:30 pm

\*Effective December 1, 2019.

Prior to that, service ends at 7:00 pm.

The time of your specific trip depends on the hours of operation of the fixed-route service available at your origin and destination. Last trips will be scheduled to be completed within the hours of service.

# SERVICE AREA & HOURS OF OPERATION

## HOLIDAY SERVICE

SolTrans observes several holidays throughout the year and thus, SolTrans Paratransit is limited or unavailable during the Holidays listed below:

Holiday	Service Type
New Year's Day	No Service
Martin Luther King, Jr. Day	Limited Service: Saturday Service
Presidents Day	Limited Service: Saturday Service
Memorial Day	No Service
Easter Day	No Service
Independence Day	No Service
Labor Day	No Service
Veterans Day	Limited Service: Saturday Schedule
Thanksgiving Day	No Service
Day after Thanksgiving	Limited Service: Saturday Schedule
Christmas Day	No Service
Christmas Eve to New Year's Eve (12/24, 12/26 – 12/31)	Limited Service: Saturday Schedule for all weekdays

## **SOLTRANS CUSTOMER SERVICE, TICKET OFFICE & SOLTRANS PARATRANSIT SCHEDULING HOURS**

For reservations or general inquiries about services and fares, please call SolTrans Customer Service at **(707) 648-4666**.

Please note the following hours of operation for SolTrans departments that you may be trying to reach for your transportation needs:

<b>Type of Inquiry</b>	<b>Department</b>	<b>Service Day</b>	<b>Hours</b>
<b>General Inquiries</b>	SolTrans Customer Service	Monday – Friday	8 am – 7 pm
		Saturday	Closed
		Sunday	Closed
<b>Reservations</b>	SolTrans Paratransit Reservations	Monday – Friday	8 am – 5 pm
		Saturday	9 am – 4 pm
		Sunday	Closed
<b>Fares</b>	SolTrans Ticket Office	Monday – Friday	5 am – 5 pm
		Saturday	8:30 am – 4 pm
		Sunday	Closed

# SCHEDULING A RIDE

To schedule a ride on SolTrans Paratransit, please call SolTrans Customer Service **(707) 648-4666**. Trip requests should be made 1 to 7 business days in advance of your planned trip.



## NEGOTIATED PICKUP TIME

The reservation agent will negotiate a pickup time up to 1 hour before or 1 hour after the requested trip time to accommodate all ride requests. Please remember that our service is a “shared-ride” service, meaning that you may have other riders get on or off the bus during your trip. SolTrans is not able to prioritize rides by trip purpose. A trip on paratransit should take about the same amount of time it would take to make the most similar trip on fixed-route bus service, including travel time to and from bus stops and wait time for transfers.

## PICKUP WINDOW

A SolTrans Paratransit ride is considered on-time if the vehicle arrives at the pickup location between 15 minutes before and 15 minutes after the negotiated pickup time.

## WAIT TIME

Upon arrival, drivers will wait up to 5 minutes from the time of arrival or the beginning of the pickup window — whichever is later.

## INFORMATION YOU MUST PROVIDE

**When scheduling your trip, please be ready to provide:**

- Your First and Last Name
- Phone Number
- ADA Paratransit ID Number
- Date you would like to travel
- Appointment Time (and Chair Time, if applicable)

- Desired pick-up time
- Pick-up address: Number Street, Apt/Suite #, City, Zip Code
- Drop-off address: Number Street, Apt/Suite #, City, Zip Code
- If you use a mobility device
- If you will be accompanied by a service animal
- If you will be accompanied by a personal care attendant (PCA)
- If you will be accompanied by a companion (including children)
- Any information that the driver may need, such as gate codes, directions to a hard-to-find location or location with multiple housing units.

We will note on your record if you have a mobility device, service animal, PCA or have any special needs common to all your trips, so you do not have to repeat these details each time you make a reservation.

If you are travelling to an appointment, please tell the reservation agent what time you must arrive at your destination, allowing at least 15 minutes before the appointment time for unexpected delays. Please note that the reservation agent cannot negotiate both the pickup and drop-off time for the same trip. Pickups for trips booked with appointment times will be scheduled to allow for enough travel time to ensure on-time arrival at the destination.

If you would like to take a roundtrip, please let our reservation agent know and be prepared to confirm information for your return trip (i.e. pick-up address, drop-off address and desired pick-up time).

## **CONFIRMING YOUR RIDE**

After making the ride request, if you have signed up for SolTrans' myRide for Paratransit alerts, you will receive confirmation of your scheduled trip and pick-up time according to your pre-selected options. myRide for Paratransit is an automated trip confirmation system that allows you to confirm, cancel or reschedule your trips by phone or text one day before your trip. Please refer to the myRide for Paratransit User Guide or call Customer Service for more information or to enroll.

# FARES

Fares for SolTrans Paratransit are \$4.00 per one-way trip. Personal Care Attendants (PCAs) traveling with an ADA certified rider ride free of charge.



All other riders, including guests and children 6 years and older must pay the fare. (Please refer to pg. 20 for **rules on PCAs** and **rules on companions and children** on paratransit) When you make a reservation for a trip on SolTrans Paratransit, you can confirm the total fare for your reservation.

Fares are collected immediately upon boarding, so please have your exact fare ready prior to boarding. You can pay with a pass, cash or a combination of both, but please note that the driver cannot make change.

	Cash	10-Ride Pass
Soltrans Paratransit (ADA Certification Required)	\$4.00	\$40.00



## BENEFITS OF USING SOLTRANS FIXED-ROUTE SERVICES

Many SolTrans Paratransit riders can use fixed-route services for some of their trips. Fixed-route services do not require a reservation and riders can travel at their convenience. SolTrans Paratransit riders qualify for Reduced fares.

Reduced (Senior 65+/ Disabled/Medicare)	Cash	Day Pass	10-Ride Pass	31-Day Pass
Local	<b>\$1.00*</b>	\$2.25	\$9.00	\$30.00*
Solano County Express	\$1.35	\$2.75	N/A	\$35.00
Out Of County Express	2.50*	\$5.00	N/A	\$57.00
Route 82	\$5.00	1 Pass Swipe +Upcharge	N/A	1 Pass Swipe +Upcharge

**\*Available on Clipper** (If you plan on traveling on both SolTrans and FAST systems please purchase a paper pass from either SolTrans or FAST ticket offices, new interagency passes are not available on Clipper.) Discount available if Clipper is used before 12-31-19.

# PURCHASING TICKETS

All SolTrans bus passes are available at the Vallejo Transit Center:



**Vallejo Transit Center**  
311 Sacramento St.  
Vallejo, CA 94590

5 am – 5 pm, Mon – Fri  
8:30 am – 4 pm, Sat

One-way trips must be purchased with cash onboard the SolTrans Paratransit buses.

All bus passes may be purchased at the ticket office for cash, credit, personal check or Commuter Check. Please note that paratransit fares are not available on Clipper.

Limited bus passes are also available for purchase at the following locations. Please contact the vendor directly for pass availability, store hours and forms of payment accepted.

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**Safeway**  
50 Solano Sq.  
Benicia, CA 94510  
(707) 745-4047

**Safeway**  
122 Robles Way  
Vallejo, CA 94591  
(707) 554-4467

**City of Benicia**  
250 East L St.  
Benicia, CA 94510  
(707) 746-4225

**Safeway**  
709 Lincoln Rd. West  
Vallejo, CA 94590  
(707) 643-2172

**Safeway**  
103 American Canyon Rd.  
American Canyon, CA 94503  
(707) 649-5150

**Florence Douglas Senior Center**  
333 Amador St.  
Vallejo, CA 94585  
(707) 643-1044

**Safeway**  
774 Admiral Callaghan Ln.  
Vallejo, CA 94591  
(707) 554-8035

**Solano Community College Bookstore**  
4000 Suisun Valley Rd.  
Suisun City, CA 94585  
(707) 864-7111

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**Please note** that all SolTrans passes and tickets have an expiration date and are not refundable or exchangeable.

# DRIVER RULES & PROCEDURES

## DRIVERS CAN:

- help fasten lap belts
- assist sight-impaired riders
- offer an arm for stability
- open the outside street door at your pick-up or drop-off location

## DRIVERS CANNOT:

- enter a residence or other building to look for a rider
- lift or carry a wheelchair or customer
- leave the vehicle unattended
- maneuver the vehicle in a way that could be hazardous, including backing out of a driveway and entering some driveways and parking lots
- carry grocery bags or other items (please see **Package Limitations**, pg. 21)
- take information from the rider about cancellations or changes in reservations

# RIDER RULES & PROCEDURES

## CANCELLATION & NO-SHOW POLICY

If you will not be able to take a ride, please cancel it at least 2 hours before the scheduled pickup time. Cancellations less than 2 hours before the scheduled pickup time will be recorded as no-shows.

Riders who establish a pattern or practice of no-shows are subject to sanctions. Riders will be considered to have established a pattern or practice of no-shows if they:

- schedule 30 or more one-way trips within a 30-day period and no-show 10% or more of their scheduled trips; or
- schedule fewer than 30 one-way trips within a 30-day period and no-show 3 or more of their scheduled trips.

Sanctions may include verbal or written warnings and repeated violations may result in a temporary suspension of service not to exceed 30 days. Riders will not be penalized for no-shows that occur for reasons beyond their control.

## FARE PAYMENT

Riders must pay the required fare for each trip. Please refer to **Fares** (pg. 14) for complete SolTrans Paratransit fare information. Repeated failures to pay the required fare may result in sanctions including suspension.

## **WHEELCHAIRS & MOBILITY DEVICE LIMITATIONS**

All SolTrans Paratransit rides are provided in wheelchair-accessible vehicles equipped with lifts or ramps. All lifts and ramps are certified for a load-rating consistent with ADA regulations.

Drivers will assist with wheelchair and mobility device loading and they must secure the device before moving the vehicle. Riders who are using 3-wheeled scooters are encouraged to transfer to a seat on the bus if possible.

SolTrans Paratransit may be unable to transport riders who cannot board using the lift or ramp equipped on their scheduled vehicle. The vehicle used to provide any specific trip is decided based on the most efficient solution for SolTrans Paratransit to provide all the trips scheduled that day. Please remember that we are not able to offer customers a choice of vehicle. A rider may board separately from their device, if they are able to do so without the assistance of the driver.



# RIDER RULES & PROCEDURES

## **SEAT BELTS**

California law requires that riders wear seatbelts when available. For riders who use wheelchairs, the driver will assist you with your seatbelt as part of the securement process. Children travelling on SolTrans Paratransit vehicles must comply with California state regulations regarding child safety seats; child safety seats must be supplied by the rider.

## **PERSONAL CARE ATTENDANTS (PCAS)**

A personal care attendant is someone a rider needs to help them perform daily life activities. Riders who are certified as needing a personal care attendant at the time of their paratransit eligibility assessment, can ride with their PCA. PCAs ride at no additional charge.

## **COMPANIONS**

A companion is a friend, relative or other person who is traveling with a rider but is not coming along primarily to help them. Companions are accommodated on a space-available basis. Companions pay the same fare as the eligible rider. Up to two children 5 and under may travel as companions for free with a fare-paying, certified-eligible rider; additional children pay the same fare as the eligible rider.

## SERVICE ANIMAL & PET POLICY

A service animal is any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If a rider intends to regularly travel with a service dog, the reservation agent at the time of scheduling should be asked to note this for all future trips.

Pets, emotional support and other companion animals must be in an appropriate crate or pet carrier.



## PACKAGE LIMITATIONS

Riders must be able to manage their own packages. Drivers cannot carry packages or perform other personal services (please refer to **Driver Rules & Procedures**, pg. 17). Riders who need assistance with packages may bring along a companion to assist them or PCA if certified for a PCA.

Packages must always be under a rider's direct control and may not block the aisles.

# SOLTRANS CODE OF CONDUCT

SolTrans Paratransit riders must abide by the SolTrans Code of Conduct. Violations may result in immediate removal from a vehicle or facility and suspension of service.

## **SUSPENSION OF SERVICE**

Riders who repeatedly fail to abide by SolTrans rules, policies or procedures may be suspended temporarily. Riders who engage in violent, illegal or seriously disruptive behavior may be suspended immediately and indefinitely.

## **SUSPENSION APPEALS**

Any rider who is suspended has the right to appeal their suspension. Appeal hearings will be held in-person at the earliest feasible opportunity within 30-days of receipt of the appeal request by SolTrans. The appellant will be provided with accessible transportation to and from the hearing free of charge. During the hearing, the rider will have the opportunity to be heard and present evidence and arguments in support of their appeal. The suspension will be enforced pending the final result of the appeal process.



## FAQS

### **What if I need to take a paratransit trip outside of the Benicia, Vallejo (Regional Paratransit Shuttle)?**

Effective, August 30, 2019, SolTrans does not provide a Regional Paratransit Shuttle. Please call Solano Mobility to determine the best mode of transportation to locations outside Benicia or Vallejo.

### **Is there a local taxi scrip program?**

Effective Fall 2019, SolTrans will no longer administer the local taxi scrip program. Please contact Solano Mobility to enroll in all taxi scrip programs.

### **LOST AND FOUND**

To report a lost or found item call SolTrans Customer Service or visit the SolTrans O&M Facility. Riders can also use the Contact Us/Customer Service form on the SolTrans website.

## DISCLAIMERS

The SolTrans ADA Paratransit Services Riders' Guide is subject to revision without notice. In the event of conflict between the Guide and any law or regulatory obligation of SolTrans or its operations subcontractor, the law or regulation will prevail. SolTrans Paratransit operates in accordance with the ADA.

SolTrans is committed to providing safe, reliable, courteous, efficient, and accessible transportation services that effectively link people, jobs, and communities. SolTrans grants reasonable modifications to policies and procedures on an individual basis in order to avoid discrimination on the basis of a disability, unless:

- the requested modification is not actually necessary for the person to use the service;
- granting the modification would result in a direct threat to the health and safety of others; or
- granting the modification would result in a fundamental alteration of SolTrans' services.

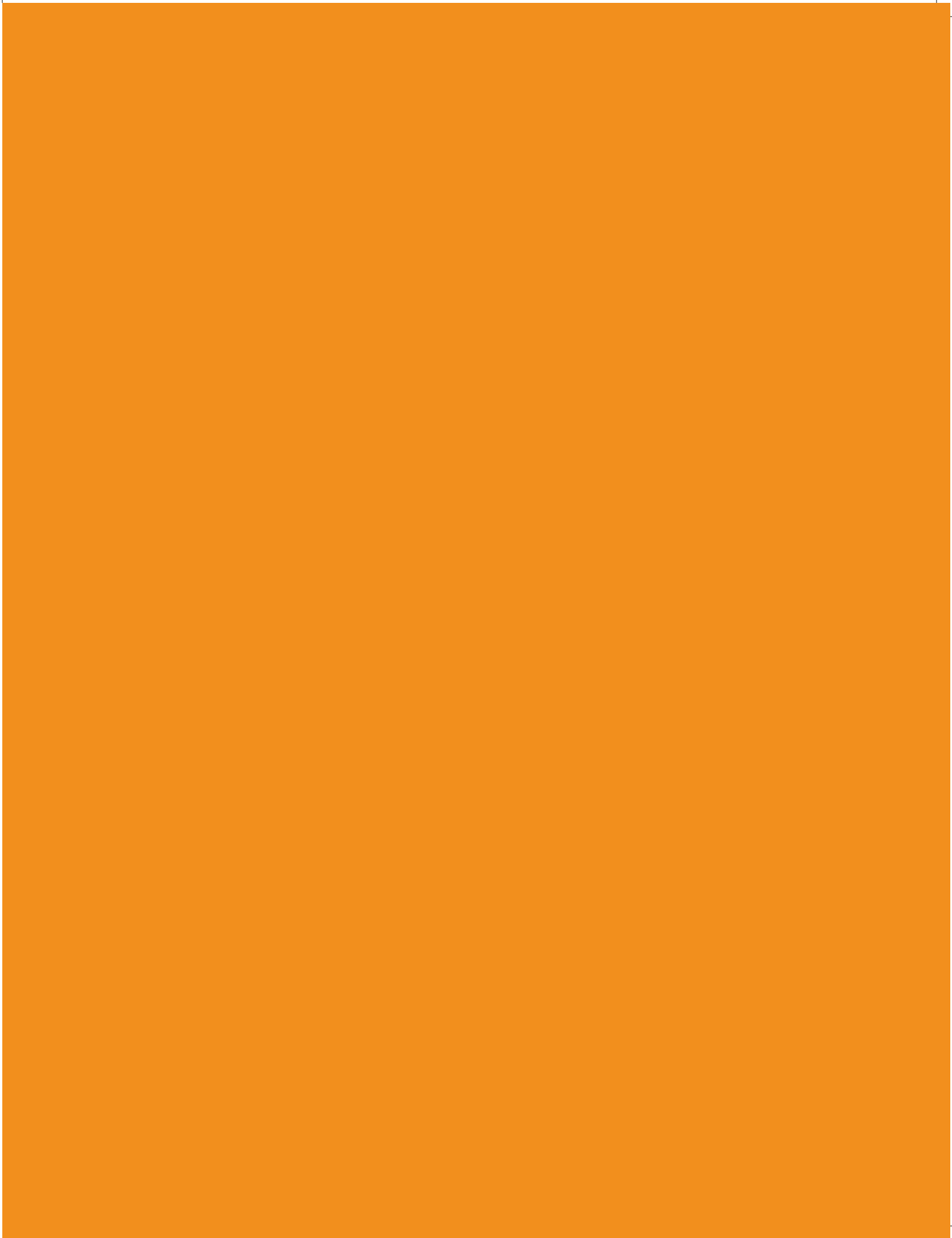
Any person who believes that they have been discriminated against or denied full participation in SolTrans' services or programs on the basis of disability is encouraged to file an ADA complaint. Riders may file ADA complaints or requests for reasonable modification to SolTrans' policies and procedures using the Contact Us form on the SolTrans website, by telephone at **(707) 736-6990**, and by mail or in person at:

Vallejo Transit Center  
311 Sacramento Street  
Vallejo, CA 94590

SolTrans O&M Facility  
Operations & Maintenance  
1850 Broadway Street  
Vallejo, CA 94589

All ADA complaints should be directed to the attention of the Manager, Operations & Planning. Assistance filing ADA complaints will be provided upon request.

To obtain a copy of any SolTrans policy, marketing materials, public records, or other information in an accessible format, please call (707) 648-4666.



## **CONTACT INFORMATION**

SolTrans Customer Service  
**(707) 648-4666**

Solano Mobility  
**(800) 535-6883**

SolTrans Administration  
**(707) 736-6990**  
311 Sacramento Street  
Vallejo, CA 94590

