

Taxi Fares

When using your Intercity Taxi (ITX) Card, you are required to pay for your trip upon entering the cab or accessible vehicle. **At the time of your trip, you must show your ADA photo ID card to the driver. If you do not have your ADA photo ID card, you will not be able to use the ITX Card for your trip.**

Travel To/From:	Zonal Rates
Dixon - Vallejo/Benicia	\$90
Dixon - Fairfield/Suisun City	\$55
Dixon - Vacaville	\$30
Fairfield/Suisun City - Vacaville	\$25
Fairfield/Suisun City - Rio Vista	\$65
Fairfield/Suisun City - Vallejo/Benicia	\$55
Vacaville - Vallejo/Benicia	\$80
Vacaville - Travis Air Force Base	\$25
Rio Vista - Vacaville	\$80
Rio Vista - Dixon	\$80
Rio Vista - Vallejo/Benicia	\$125
Vallejo/Benicia - Dixon	\$90
Vallejo/Benicia - Fairfield/Suisun City	\$55
Vallejo/Benicia - Vacaville	\$80
\$100 worth of ITX Card funds for ADA certified individuals: \$40 (\$20 for low-income)	

Taxi Wait-Time & Tips

Drivers are not allowed to accept the ITX Card as payment for wait time or tips. You may use cash to have a taxi cab wait for you, or to pay a tip.

Attendant and/or Companion

Fares are charged per trip, not per person. There is no additional charge for extra passengers; however, taxi capacity is limited to the number of persons who can be safely transported while each is wearing a seat belt.



Seat Belts

All passengers must wear lap and shoulder belts as required by CA Motor Vehicle law.

Traveling with Children

When traveling with a child under the age of 8 and shorter than 4’ 9”, you must provide the child’s safety seat or booster compliant with California Child Safety Seat Laws.

Service Animals and Pets

Both service animals and well-behaved pets are allowed, and travel free. All animals must be under your direct physical control at all times.

A driver may refuse to transport an animal if it is not under your control. Please tell the taxi dispatcher you will be traveling with a service animal or pet when scheduling your trip.

Suspension of Service

Suspension from the program can result when a rider obtains or uses service by providing false information on the eligibility application, allowing others to ride using the rider’s ITX Card in their place, or using the ITX Card for any other use than Intercity Taxi Rides.

Customer Service

The public transit providers of Solano County are committed to ensuring quality customer service is offered within the ITX Card program. Your comments are welcome as they are an important tool to improve service. All taxis operating in Solano County carry stamped, self-addressed Taxi Comment Cards available for your use.

Scheduling a Ride

The following taxi companies have agreed to participate in the ITX Card program. Simply call the taxi within your city to request a ride.

Benicia/Vallejo	
Yellow Cab	707-644-1234
City Cab	707-643-3333
Fairfield/Suisun City	
Fairfield Taxi	707-422-5555
Veteran’s Cab	707-421-9999
Yellow Cab	707-428-4400
Dixon/Rio Vista/Vacaville	
AA Taxi	707-449-8294
Checker Cab	707-447-4444
Yellow Cab	707-446-1144
Accessible Vehicle Rides	
Northbay Transit	707-552-5050
City Cab	707-643-3333
Countywide transportation	707-862-1234
Wheelcare Express	707-573-3055



For program concerns or suggestions, or if you are unable to resolve an issue with a taxi company, contact the **Solano Mobility Call Center at (800) 535-6883**

SOLANO COUNTY INTERCITY
TAXI CARD PROGRAM
2018 Rider’s Guide



Solano Mobility
1-800-535-6883
solanomobility.org

The **Solano County Intercity Taxi (ITX) Card** program is a flexible option for qualified ADA (Americans with Disabilities Act) certified individuals. This service provides premium ADA plus, curb-to-curb transportation. The ITX Card program is provided in addition to paratransit services available by public transit providers throughout Solano County.

Benefits of the ITX Card

- Intercity trips between **Transit Service Areas*** in Solano County
- No transfers required

The ITX Card is issued on a pre-paid PEX debit card. You can use this card like a credit card for taxi rides between Transit Service Areas, but not within your local city. The ITX Cards may be loaded in person or over the phone. ITX Card purchases are non-refundable. Limitations apply to the amount of fare you may purchase in any given month and vary from city to city.

ADA certified individuals may use the reduced-fare intercity taxi program to travel between Transit Service Areas. Eligible members may purchase \$100 of taxi card funds for \$40 (\$20 for low-income certified individuals).

****Ineligible for trips between Benicia and Vallejo or Fairfield and Suisun City.***

Eligibility

You must be an ADA certified resident of Solano County. If you are not currently ADA certified, please contact the **Paratransit Eligibility Center for Solano County at (707) 541-7184** to schedule an in-person interview and assessment. If needed, free paratransit service will be provided for transport to the assessment center.

ADA Photo ID Card

When you receive ADA certification, you will get an ADA photo ID card. To obtain and add funds to an ITX Card, you need an ADA photo ID card. This card will allow you to use the ITX Card and Local Taxi Scrip as well as paratransit services throughout Solano County.

There is no charge for your ADA photo ID card. You will need to show your ADA ID each time you purchase, use or add funds to your ITX Card.

Adding Funds to your ITX Card

Once you’ve received your ITX Card, you can add funds via cash or check in person at the offices of your local transit provider, or via credit card by calling the Solano Mobility Call Center. You will need your ADA photo ID card to add funds.

Check your ITX card balance and/or add funds to your ITX card a day before you plan on using it on intercity taxi service. You may check your balance on the card by calling the PEX Card phone number on the back of the card, or by contacting the Solano Mobility Call Center. ***Funds should be available for use within a few hours, but fund transactions processed after 4pm may not be available until the next business day.*** There will be a monthly spending limit on your card. Funds will be limited on your card. Funds will be limited on the same amount of scrip you are currently able to purchase per month.

Replacing your ITX Card

If you misplace your ITX Card, call the Solano Mobility Call Center as soon as possible. ***Trips that take place before reporting the loss will not be refunded.*** The lost Card will be canceled immediately and your new Card will be mailed to you within 10 business days.

For Balance Inquiry or Lost Card Contact:

Solano Mobility Call Center
Weekdays, 7am - 5pm
800-535-6883

PEX Card
24 hours a day, 7 days a week
866-685-0898

Service Areas & Hours of Operation

Taxi service hours vary between companies. 24 hour notice is preferred, however, most operators can provide same day service with at least 4 hours notice.

ITX Card is valid for taxi trips originating and ending within Solano County. For instance, you can use the ITX Card between Benicia and Dixon (both within Solano County), but not to Davis, Sacramento or Richmond, which are located in other counties.

Taxis may only provide service within the jurisdiction in which they are licensed. For example, Vallejo taxis may take a passenger TO another city, but may not be allowed to pick up a passenger FROM another city. For your return trip, you must call a taxi from your current city (point of pick-up).

Scheduling Recurring Trips (Subscription Trips)

Taxi availability is dependent upon overall demand for service in your community. When demand is high, wait times may be longer. You are encouraged to schedule recurring trips in advance.



Service Restrictions

The ITX Card program offers curb-to-curb transportation service. Please note, taxi drivers are not required to assist passengers. If you require assistance, please travel with an attendant.

Drivers are **NOT** Required to:

- Enter the residence of a rider.
- Perform personal care assistance for rider, such as lifting or carrying a passenger.
- Perform errands for riders, such as picking up prescriptions or groceries.
- Assist riders with their carry-on items. If you require assistance, please travel with a companion.

Canceling a Trip

Early trip cancellations provide more service opportunities for other customers. Please make every effort to cancel your trip as early as possible. Persons who repeatedly refuse taxi trips at the door when the taxi has arrived within 10 minutes of the requested pick-up time, may be denied future service or charged a fee by the taxi company. Call the taxi company for rules and policies regarding cancellation and refused trips.

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