



## SolTrans is moving into the future...

SolTrans continues to keep up with technological advances and is proposing to replace paper passes with digital fare payment options to improve the rider's experience. Fare payment methods such as Token Transit, Clipper, Clipper START, and cash onboard are some ways to pay for bus fare. SolTrans' Staff and Board of Directors are also exploring Open Loop Payment to increase fare payment options, and a Free Youth Fares Pilot program.

### 1) What is Open Loop Payment?

- a) SolTrans staff, with SolTrans Board of Directors, is exploring adding Open Loop readers to all SolTrans buses. Open Loop Payment allows riders to use their debit, credit cards, or digital wallets to complete fare payment onboard SolTrans buses by tapping their card for a single ride. Riders don't have to buy tickets, download an app in advance, or carry cash.

### 2) Why is SolTrans discontinuing paper transit passes?

- a) In September 2023, the SolTrans Board of Directors asked staff to reach out to riders about transitioning SolTrans services to cash and digital fare payment options. SolTrans riders can use several other options to pay their bus fare including cash, Token Transit App, Clipper Card, and Clipper START.

### 3) What is Token Transit? Where can I purchase Token Transit Passes?

- a) Token Transit is a mobile app that lets you ride public transit with ease and convenience. Pay with your credit, debit, or commuter benefits card, and always have your pass in the palm of your hand. All SolTrans passes, including paratransit 10-Ride passes, are available for purchase on Token Transit.

### 4) What is a Clipper Card? Where can I purchase Clipper Cards?

- a) Clipper Card is the all-in-one transit card for use across many Bay Area transit agencies. A Clipper Card can hold transit passes, cash value, or a combination. Cash value works on all participating Bay Area transit systems. Passes and tickets are specific to each system. Clipper cards can be purchased from the Vallejo Transit Center Ticket Office, online at [clippercard.com](http://clippercard.com), or add the Clipper Card to your digital wallet on your smartphone for free.

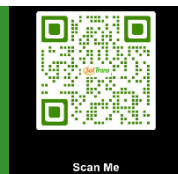
### 5) When will the SolTrans discontinue the sale of paper transit passes?

- a) Should the SolTrans Board vote to transition to cash and digital fare payment options only, the SolTrans Ticket Office will sell paper passes through May 2024 or until supplies last. The current paper passes expire on June 30, 2024.

### 6) Will SolTrans accept paper passes after May 2024?

- a) If approved, paper passes purchased in advance from the Ticket Office will no longer be accepted on SolTrans buses effective Monday, July 1, 2024. Paper Day passes will continue to be available for purchase from the farebox on SolTrans buses with cash. All other passes will need to be purchased with Token Transit, Clipper, or Clipper START

To provide feedback regarding the proposal visit [SolTrans.org](http://SolTrans.org) or scan the QR Code.



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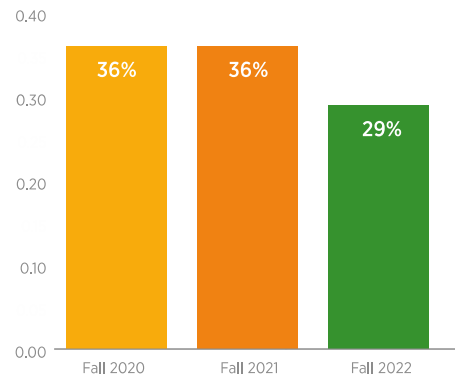
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Type of Inquiry	Department	Service Day	Hours
General Inquiries	SolTrans Customer Service	Monday – Friday	8 am – 6 pm
		Saturday	Closed
		Sunday	Closed
Reservations	SolTrans Paratransit Reservations	Monday – Friday	8 am – 5 pm
		Saturday	9 am – 4 pm
		Sunday	Closed
Fares	SolTrans Ticket Office	Monday – Friday	5 am – 5 pm
		Saturday	8:30 am – 4 pm
		Sunday	Closed