SolTrans

ADA PARATRANSIT SERVICES

RIDER'S GUIDE

SolTrans.org

TABLE OF CONTENTS

Introduction 3
- What Is ADA? 3
- SolTrans Paratransit 3

Eligibility 4
- How To Apply 4
- Eligibility Status 4
- Presumptive Eligibility 4
- Eligibility Appeals 5
- Recertification 5
- Regional Eligibility 5
- Visitor Eligibility 5

Service Area & Hours 6
- Service Area 6
- Service Area Limitations 6
- Service Hours 6

Fares 7
- Fare Payment Methods 7
- Token Transit Mobile App 7
- SolTrans Paratransit Mobile App 7
- Clipper 7

Reserve A Ride 8
- Reservation Hours 8
- Online & SolTrans Paratransit Mobile App Reservations 8
- Schedule In Advance 8
- Negotiated Pickup Time 8
- Scheduling For An Appointment 8
- Schedule A Return Trip 9
- Information You Must Provide When Scheduling A Trip 9

Canceling A Trip 9

TABLE OF CONTENTS

CONTINUED

Additional Riders 10
- Service Animal & Pet Policy 10
- Personal Care Attendants (PCAs) 10
- Companions 10
- Children 10

Subscription Service 11

Take A Ride 12
- Bring With You 12
- Understanding the Pickup Window 12
- Understanding Wait Times 12
- Understanding Travel Time 12
- Understanding Shared Ride 12
- Package Limitations 13
- Wheelchairs & Mobility Devices 13
- Wheelchair & Mobility Device Limitations 13
- Seat Belts 13
- Medical Equipment 13
- Vehicles 13
- Driver Responsibilities 14
- Trip Notifications 14

Rider Responsibilities 15
- Code of Conduct 15

Policies And Procedures 16
- Lost And Found 16
- Cancellation & No-Show Policy 16
- Penalties 16
- Suspension of Service 17
- Suspension Appeals 17
- Reasonable Modification Requests 18
- Title VI and ADA (Civil Rights) Complaint Process 18

Disclaimer 18

SolTrans System Guide & Paratransit Service Area Map 19

Contact Information 20

INTRODUCTION

Welcome to SolTrans Paratransit.

This guide explains how to use the service successfully. Please review it to ensure the best possible experience with us.

What Is ADA?

The Americans with Disabilities Act (ADA) of 1990 is a federal law that guarantees people with disabilities full and equal access to the same services and accommodations available to people without disabilities.

Under the ADA, public buses that run on regular schedules along specific routes (called fixed-route service) must be accessible to people with disabilities. When fixed-route service is not accessible or when a passenger is unable to use the fixed-route system because of their disability, the ADA mandates that transit systems operate paratransit service complementary to the local fixed-route service. Complementary means the paratransit service operates during the same days, hours and times as the local fixed-route service and has a service area that is defined by the local fixed-route service.

SolTrans Paratransit

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

- complements the SolTrans local fixed-route bus service by serving the same hours and days as the local bus service.
- provides transportation in Vallejo within ¾ of a mile of local fixed-route bus service and within the city limits of Benicia.
- is scheduled by the rider one to seven days in advance. **(Same-day reservations are available up to 2 hours before departure beginning October 26, 2026.)**
- is an origin-to-destination service.
- is a shared bus service, meaning others may be picked up or dropped off during the trip.
- uses a variety of wheelchair-accessible vehicles.



ELIGIBILITY

To use SolTrans Paratransit, the first step is to apply. Because every rider's needs are unique, eligibility is determined through an assessment. Transportation to and from the assessment will be provided upon request if the origin is within the SolTrans Paratransit Service Area.

How To Apply

Call the Solano County ADA Eligibility Program at (707) 541-7184 for information or to schedule an assessment.

Eligibility Status

An eligibility decision will be provided within 21 days of a completed assessment. If you are determined to be ADA Paratransit eligible, your eligibility will fall within one of these categories:



- **Unconditional Eligibility –** Paratransit trips are unlimited for riders who are unable to use fixed-route buses independently for all trips.
- **Conditional Eligibility –** Paratransit trips are limited to those that the rider can't take independently on fixed-route buses.
- **Temporary Eligibility –** Paratransit trips are limited to the duration of the disability that prevents the rider from independently using fixed-route buses.

Once certified, you may immediately use SolTrans Paratransit under your eligibility category terms. Additionally, certification for SolTrans Paratransit qualifies you to ride ADA Paratransit with any transit agency that operates fixed-route bus service in the United States. When planning to travel, contact the transit agency in the area you'll be visiting before your arrival and ask for information on their services as policies and procedures can change from agency to agency.

Presumptive Eligibility

If your eligibility determination is not made within 21 days of your completed assessment, you will be presumed eligible and can use SolTrans Paratransit until your assessment is completed. In some cases, an individual may be presumed eligible earlier based on their disability and urgent need for service.

Eligibility Appeals

If you disagree with your eligibility decision or your eligibility status (category), 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 from the date the appeal is received. If your appeal determination takes longer than 30 days, you will be able to use SolTrans Paratransit service pending the decision.

Recertification

Most riders must recertify every three years. The Solano County ADA Eligibility Program will send a new application a few months before the renewal deadline. Please notify the Program if you change your address or if your disability requires a change in your eligibility category, accessibility, or mobility device.

Regional Eligibility

ADA Paratransit eligible residents of the nine San Francisco Bay Area neighboring counties are not considered visitors and may use SolTrans Paratransit services as described within this rider's guide.



Visitor Eligibility

If you are an out-of-region visitor to Benicia or Vallejo with a valid ADA Paratransit certification from your home transit agency, you may use SolTrans Paratransit for 21 days a year without reapplying. The 21 days do not have to be consecutive. Call the Solano County ADA Eligibility Program (707-541-7184) a few days before your visit, and provide documentation of your ADA Paratransit eligibility, or proof of residence and disability if not readily apparent, before scheduling your trips on SolTrans Paratransit.

SERVICE AREA & HOURS

Service Area

SolTrans Paratransit provides service within ¾ of a mile (0.75 miles) of SolTrans local fixed-route bus service in Vallejo, during the same hours and days that the local fixed-route bus service operates. In Benicia, SolTrans provides service throughout the city limits. A map showing the SolTrans Paratransit Service Area can be found on **page 19** of this guide.

Service Area Limitations

Paratransit service is limited to SolTrans' service area, as shown on the map. Some areas, such as Hiddenbrooke and portions of Mare Island and Glen Cove, are outside of our service area.

Reservations are on a space-available basis with 1 to 7 days' advance notice. Beginning Monday, October 26, 2026, riders can make same-day reservations with 2-hours advance notice.

SolTrans offers regional connections to WestCAT and Napa VineGO.
To travel to other areas outside of SolTrans' service area, you may need to:

- establish an alternative location within our service area.
- transfer from SolTrans Paratransit bus service to a Solano Express commuter bus route.
- transfer from the Solano Express commuter bus route to another transit agency's ADA Paratransit service.
- use a third-party transportation program.

If a pickup or drop-off location is not safe for a paratransit vehicle to access or maneuver, we will be unable to provide service at that location (i.e., unsafe double parking, required backup of the vehicle, low-hanging branches, no safe area to board or disembark, steep or narrow roadways, etc.). In these cases, arrangements may be made for an alternative safe pickup or drop-off location.

Service Hours

In Vallejo, SolTrans Paratransit operates the same days and hours as SolTrans' local fixed-route buses that are in service at your origin and destination. In Benicia, SolTrans Paratransit operates during the same hours and days of the local fixed-route bus service in Vallejo. The last paratransit trips of the day are scheduled to be completed within service hours. See the Quick Reference guide for general timeframes.

FARES

ADA Paratransit certified riders pay a $4.00 bus fare per one-way trip on SolTrans Paratransit. Personal Care Attendants (PCAs) travel with the rider free of charge. Companions may travel with the rider if space is available and must also pay the $4.00 bus fare. Up to two children, 5 years old and under, ride free with a fare paying adult.

Fare Payment Methods

You can pay the fare with a SolTrans Paratransit 10-ride pass, the Token Transit mobile app or cash. Starting October 19, 2026, you will also be able to use the SolTrans Paratransit mobile app to pay for fares. When paying with cash, please have the exact fare ready before boarding, as the driver does not carry cash and cannot provide change.

Fare	Cash	10-Ride Pass
SolTrans Paratransit (ADA Certification Required)	$4.00	$40.00

Paratransit 10-ride passes are available for purchase at the Vallejo Transit Center Ticket Office for cash, credit or debit card, personal check, or Commuter Check. Please note that passes have an expiration date and are not refundable or exchangeable.

Vallejo Transit Center
311 Sacramento St.
Vallejo, CA 94590

5 am – 5 pm Weekdays
8:30 am – 4 pm Saturday

Pay your bus fare from your phone!

TOKEN TRANSIT MOBILE APP | Download the Token Transit app from **tokentransit.com/riders/download** or search for Token Transit in Google Play or the App Store.

SOLTRANS PARATRANSIT MOBILE APP | Download the SolTrans Paratransit app in Google Play or the Apple Store. Follow the instructions to connect your debit or credit card to your account.

CLIPPER | Paratransit fares are currently unavailable on Clipper. The Metropolitan Transportation Commission (MTC) is actively working with all Bay Area agencies to bring Clipper to Paratransit.

RESERVE A RIDE

Reservation Hours

To reserve your Paratransit trips or speak with Customer Service, call **(707) 648-4666** during the hours below:

Department	Service Days	Hours
SolTrans Paratransit Reservations	7 days a week	8 am – 5 pm
SolTrans Customer Service	Monday – Friday	8 am – 8 pm

Online & SolTrans Paratransit Mobile App Reservations

Beginning October 26, 2026, online and mobile app reservations will be available for self-service. Riders can reserve trips on October 19, 2026, for trips happening on or after October 26. Register at **bit.ly/4rowXrn**, or download the SolTrans Paratransit app from Google Play or the Apple Store. Visit the SolTrans Paratransit webpage at **bit.ly/4hJNBxh** for more information.



Schedule In Advance

Call to reserve your trips between one and seven days before your planned trips. Same-day trips with 2 hours' advance notice begin October 26, 2026. Please note that SolTrans cannot prioritize rides by trip purpose.

Negotiated Pickup Time

The reservationist may negotiate a pickup time from one hour before to one hour after your requested trip time to accommodate all ride requests.

Scheduling For An Appointment

If you are traveling to an appointment, please tell the reservationist what time you must arrive at your destination, allowing at least 15 minutes before the appointment time for unexpected delays. Pickups for trips booked with appointment times will be scheduled with enough travel time to ensure an on-time arrival.

Schedule A Return Trip

If you would like to take a round trip, reserve the return trip at the same time you reserve your pickup.

Information You Must Provide When Scheduling a Trip

- ☑ Your first and last name
- ☑ Phone number
- ☑ Date you would like to travel
- ☑ ADA Paratransit ID number
- ☑ If applicable, your appointment time or dialysis chair time
- ☑ Desired pickup time
- ☑ Complete pickup and drop-off addresses
- ☑ If you use a mobility device
- ☑ If you will bring your service animal
- ☑ If you will bring a personal care attendant (PCA) or companion(s), including children
- ☑ Any information the driver may need, such as gate codes, directions to a hard-to-find location, or locations with multiple housing units

We will note on your record if you have a mobility device, service animal, PCA or any special needs common to all your trips, so you don't have to repeat these details each time you reserve a trip.

Canceling A Trip

If you will not be able to take your reserved trip, you must cancel it at least one hour before the scheduled pickup time. Cancellations less than one hour before the scheduled pickup time will be recorded as a no-show. The Cancellation & No-Show Policy is in this guide under Policies and Procedures.



ADDITIONAL RIDERS



Service Animal and Pet Policy

A service animal is any guide dog, signal dog or other animal individually trained to work or perform tasks for an individual with a disability. Pets, emotional support and other companion animals must be in an appropriate crate or pet carrier. Animals must always remain under the direct control of the rider. The Pet Policy is in this guide under **Rider Responsibilities: Code of Conduct**.



Personal Care Attendants (PCAs)

A personal care attendant is someone a rider needs to help them perform daily living activities. Riders who are certified as needing a personal care attendant at the time of their paratransit eligibility assessment can ride with their PCA.



Companions

A companion is a friend, relative, or other person who is traveling with a rider but is not coming along as a personal care attendant. Companions are accommodated on a space-available basis. Companions pay the same fare as the eligible rider.



Children

Paratransit riders may travel with their children as companions. Riders must follow California state regulations regarding child safety seats, which must be supplied by the rider.

SUBSCRIPTION SERVICE

Subscription service is limited. The ADA states that not more than 50% of the rides at any hour of any day may be subscription rides. There may be a waiting list for the subscription service.



Bring With You

Please bring your bus fare payment and ADA Paratransit ID card. Only the ADA Paratransit ID cardholder may take the trip; however, a PCA or companion may ride along with the cardholder.

Understanding The Pickup Window

A SolTrans Paratransit ride is considered on time if the vehicle arrives at the pickup location 15 minutes before and up to 15 minutes after the negotiated pickup time. For example, the trip shown below is on time if the bus arrives between 11:45 am and 12:15 pm.

Pickup Window Start	Scheduled Pickup Time	Pickup Window End
11:45 am	12:00 pm	12:15 pm

Understanding Wait Times

Upon arrival, drivers will wait up to 5 minutes after their arrival or the beginning of the pickup window, whichever is later. Like fixed-route bus service, you must be ready to go when the bus arrives. Please look for the SolTrans Paratransit vehicle and be ready to board. Please note that you will not receive a phone call when your bus arrives, and the driver will not honk the horn or come to your door. An exception is available for those whose disability requires origin to destination service, with some limitations. Please see the Reasonable Modification Request section of this guide.

Understanding Travel Time

ADA paratransit regulations require SolTrans to provide paratransit service at a level comparable to local bus service. A trip on paratransit will take a comparable amount of time as a similar trip on fixed-route bus service, including travel time to and from bus stops and wait time for transfers.

Understanding Shared Ride

SolTrans Paratransit service is a shared ride service, meaning other riders will be picked up and dropped off during your trip. Please be considerate of your fellow passengers.

Package Limitations

Riders must be able to manage their packages. Drivers cannot carry packages or perform other personal services. Riders who need assistance with packages may bring their PCA or a companion to assist them. Packages must always be under a rider's direct control and may not block the aisles.

Wheelchairs & Mobility Devices

Drivers will assist riders with wheelchair and mobility device loading and must secure the device before moving the vehicle. Riders who use three-wheeled scooters are encouraged to transfer to a seat for added safety, if their disability permits.

Wheelchair & Mobility Device Limitations

Wheelchair-accessible vehicles are equipped with lifts and ramps that have a load rating consistent with ADA regulations. However, SolTrans may be unable to transport riders who cannot board using the lift or ramp if the size or weight of the mobility device with the passenger exceeds the load rating of the lift. A rider may board separately from their device. Please ensure your mobility device is charged and in working condition before your trip, as devices with dead or leaking batteries will not be allowed onboard the bus.



Seat Belts

The driver will assist with your seatbelt after securing your mobility device. Seatbelt use is encouraged for your safety, though you may decline.

Medical Equipment

Customers may travel with oxygen tanks and respirators when using paratransit service. For safety reasons, you must secure your oxygen tank or respirator.

Vehicles

SolTrans efficiently assigns vehicles to provide all scheduled trips. Riders are not offered a vehicle choice.

Driver Responsibilities



DRIVERS CAN:

- assist with boarding and disembarking
- help fasten seat belts
- offer their arm for stability
- provide direction for sight-impaired riders to navigate, board, or disembark
- open the outside door at the pickup or drop-off location, provided they remain in sight of the vehicle





DRIVERS CANNOT:

- leave the vehicle unattended
- enter a residence or building to look for a rider
- carry grocery bags or other items
- lift or carry a wheelchair or customer
- perform errands for the rider
- maneuver the vehicle in a hazardous way or location, such as backing out of a driveway
- take information from the rider about cancellations or reservation changes
- allow passengers to board who were not included on the trip reservation
- change the destination address from the reservation

Trip Notifications

If you sign up for trip notifications, you will receive a call or text from a Google Voice number with an update about your ride. These numbers are only used for trip updates and are not monitored by SolTrans. If you need help, please call Customer Service.

RIDER RESPONSIBILITIES

SolTrans provides safe, reliable, courteous, efficient, and accessible transportation services that effectively link people, jobs and communities. By riding with SolTrans, you agree to follow the Code of Conduct, which applies to our entire bus system.

Violations may result in immediate removal from a bus or facility and suspension of riding privileges. Your cooperation is appreciated!

Code of Conduct

- Individuals may not board buses until they pay a full and accurate fare.
- Priority seats (designated by signs) shall be yielded to individuals with disabilities and seniors.
- Carry-ons are limited to only those items passengers can safely carry on the bus in one boarding without driver assistance. Carry-on items must always be controlled without blocking seats or aisles.
- Individuals are prohibited from eating, drinking and smoking (including e-cigarettes) on all transit vehicles. Smoking is only permitted in designated areas at transit facilities.
- Children in strollers must be removed from the stroller and placed in a seat or on a parent's lap. Strollers must be folded and stored out of the aisle of the vehicle.
- Individuals must use headphones or earbuds with all sound-emitting electronic devices onboard buses and at transit centers, and at bus stops. Cell phone conversations must be kept at a volume level that does not disturb others. Be courteous to your fellow riders.
- Animals not designated as "service animals" must always be in a pet carrier and securely held.
- Riders must maintain good personal hygiene to prevent the spread of disease and wear a shirt and shoes. Any individual whose bodily hygiene or scent is so pungent as to create a danger of biohazard may be denied passage.
- Individuals are prohibited from damaging the personal property of other passengers or SolTrans property.
- Individuals shall not physically or verbally assault, abuse, or harass other passengers, bus operators, or customer service and security personnel.





Lost and Found

If you lose or find an item, call SolTrans Customer Service or complete the “Leave a Comment” form at the bottom of the page at **SolTrans.org**. Please include the date, time and location of travel.



Cancellation & No-Show Policy

A no-show occurs when the vehicle arrives within the scheduled pick-up window and the rider does not board within five minutes. Subsequent trips after a no-show will not be automatically canceled and could result in additional no-shows. Please cancel any trips you do not intend to take.

Trip cancellations received less than one hour before the scheduled pickup time are also recorded as no-shows.

Passengers will be notified in writing of every no-show.

Riders who establish a pattern or practice of no-shows are subject to penalties. A pattern or practice is established if the rider no-shows three or more trips within 30 days, and the number of no-shows exceeds 10% of the total scheduled trips. Penalties increase every 30 days that the passenger exceeds the no-show threshold. Riders will not be penalized for no-shows that occur for reasons beyond their control or for transit agency errors. Should this occur, please notify SolTrans Customer Service.



Penalties

- **1st instance –** Passenger will receive a phone call and a warning letter reviewing the policy, exceptions and number of no-shows and scheduled trips within the last 30 days.
- **2nd instance –** Passenger receives a 14-day suspension.
- **3rd instance and after –** The suspension duration increases by 7 days for each instance, up to 28 days total suspension.
- **Penalties reset after 365 days.**

Suspension of Service

Riders who fail to abide by SolTrans rules, policies, or procedures may be temporarily suspended. Riders who engage in violent, illegal, or seriously disruptive behavior may be suspended immediately and indefinitely. Seriously disruptive behavior is an intentional act within the rider's control that poses a direct threat to others, provides a significant risk to the health and safety of others, and disrupts service. **Examples of behavior that may result in immediate suspension include, but are not limited to, the following:**

- violent or illegal behavior
- physically or verbally threatening the driver or passengers
- engaging in conduct or activity that is dangerous to the rider, driver, or passengers
- damaging or destroying vehicle equipment
- smoking anything in the vehicle
- getting out of the seat while the vehicle is in motion
- leaving the vehicle at a stop other than your scheduled stop
- disturbing the bus driver or other customers
- refusing to exit the vehicle

Suspension Appeals

Passengers facing suspension have the right to appeal and will be sent information about the appeal process with their suspension letter. The suspension letter will specify the basis of the proposed suspension, including the dates and times of no-shows leading to the proposed suspension when applicable, as well as the beginning and ending dates of the proposed suspension. Appeals must include the passenger's name and contact information. A hearing will be scheduled within 30 days of receipt of the appeal. The proposed suspension will be put on hold until the appeal decision is made.

SolTrans must receive the appeal before the proposed suspension period starts. File the appeal by contacting SolTrans Administration by phone, mail, or the SolTrans website. (See the Quick Reference guide.)

At the hearing, the passenger will have an opportunity to be heard and present information and arguments. If desired, the passenger may be accompanied by another person to assist them in presenting their information and arguments. The appellant, or their representative, will be provided with accessible transportation to and from the hearing free of charge upon request. The passenger is not required to attend the hearing in person, and may present their information and arguments in writing, by telephone conference call, or via a representative to present on their behalf. Within 30 days after the hearing, the passenger will be informed in writing of the outcome of the appeal.

Reasonable Modification Requests

SolTrans grants reasonable modifications to policies and procedures on an individual basis to avoid discrimination based on a disability, unless:

- The modification would fundamentally alter the nature of the service; or
- the modification would result in a direct threat to the health and safety of others; or
- the customer can fully use the service without the requested modification; or
- the modification would cause an unreasonable financial or administrative burden.

To request a Reasonable Modification, contact SolTrans' Administration office. (See the Quick Reference guide.)

Title VI and ADA (Civil Rights) Complaint Process

Any person who believes that they have been discriminated against or denied full participation in SolTrans' services or programs based on race, color, national origin, religion, age, marital status, sexual orientation, or disability is encouraged to file a Civil Rights complaint.

Riders may file a Civil Rights complaint by contacting SolTrans Administration. Assistance with filing Civil Rights complaints will be provided upon request.

DISCLAIMER

The SolTrans Paratransit Services Rider's Guide is subject to revision without notice. In the event of a 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 compliance with the Americans with Disabilities Act.

SolTrans

System Guide & Paratransit Service Area



CONTACT INFORMATION

SolTrans Customer Service
(707) 648-4666

Solano Mobility
(800) 535-6883

SolTrans Administration
(707) 736-6990

311 Sacramento Street
Vallejo, CA 94590