ADA Paratransit Quick Reference Guide

Service Hours |

SolTrans Paratransit operates the same days and hours as SolTrans local fixed route service, which generally operates between these timeframes:

Service Day	Approximate Hours
Monday – Friday	6:00 am – 10:00 pm
Saturday	7:00 am – 10:00 pm
Sunday	7:00 am – 10:00 pm

Holidays |

SolTrans observes several holidays throughout the year. Paratransit service is not available on No Service holidays and provides limited service on Saturday Service days. If a holiday falls on a weekend, holiday service may be observed on the preceding Friday or following Monday.

No Service	Saturday Service
New Year's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day	Martin Luther King, Jr. Day, Presidents Day, Veterans Day, Day after Thanksgiving

Reservations Hours |

Paratransit reservations are available daily between 8 am and 5 pm, except on No Service holidays. For general information, call Customer Service on weekdays from 8 am to 8 pm. Customer Service closes at 5 pm on Saturday Service holidays.

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

Important Contact Information

Solano County ADA Eligibility
(707) 541-7184 | Eligibility information, application, and application status.

SolTrans Customer Service
(707) 648-4666 | SolTrans ADA Paratransit reservations, general information, service comments or complaints, and trip planning assistance.

SolTrans Administration
(707) 736-6990 | Suspension Appeals, Reasonable Accommodation requests, and ADA or Civil Rights complaints.

SolTrans, 311 Sacramento Street
Vallejo, CA 94590

SolTrans.org

ADA Paratransit Quick Reference Guide

Reservation Quick Tips

RESERVE A RIDE

- Call 1 to 7 days in advance, 8 am to 5 pm, 7 days a week.

  Effective October 26, 2026, same-day reservations are available up to two hours before departure.

- Provide the pick-up and drop-off addresses.
- Tell the reservationist if you use a mobility device or will be traveling with a personal care attendant, companion, or service animal.
- Don't forget to schedule the return trip!
- Allow time for the pickup window: 15 minutes before to 15 minutes after the scheduled pickup.
- Effective October 26, 2026, online and mobile app self-service reservations are available.

CANCEL A RIDE

- Call a minimum of one hour before the scheduled pickup to cancel a trip and avoid a no-show.

BEFORE THE RIDE

- If applicable, ensure the wheelchair or scooter is fully charged.

TAKE A RIDE

- Bring ADA Paratransit ID card and bus fare ($4 paid with cash, pass, or mobile app)
- Be ready to go at the beginning of the pickup window. The bus will only wait five minutes after arrival within the pickup window.
- Limit carry-ons to what you can carry and do not block seats or aisles.
- Food and drinks are not allowed except for medication or if needed due to your disability.

If you signed up for SolTrans trip notifications, you will receive a call or text from a Google Voice number. These numbers are only used for trip updates and are not monitored by SolTrans.

¡Le damos la bienvenida al servicio de autobús de paratránsito de SolTrans!

La Guía para pasajeros de los servicios de paratránsito de SolTrans (SolTrans Paratransit Services Rider's Guide) está disponible en español, tagalo y mandarín, así como en formatos accesibles. Para obtener una copia de esta guía, las políticas de SolTrans, materiales de promoción, registros públicos u otra información en otro idioma o en un formato accesible, llame al (707) 648-4666 o llene el formulario Dejar un comentario (Leave a Comment) en cualquier página de SolTrans.org. Los materiales se proporcionarán en el idioma o formato solicitado tan pronto como sea posible.

Welcome sa serbisyo sa bus ng SolTrans Paratransit!

Available ang Gabay ng Pasahero sa Mga Serbisyo ng SolTrans Paratransit sa wikang Spanish, Tagalog, at Mandarin, pati na rin sa mga naa-access na format. Para makakuha ng kopya ng gabay na ito, mga patakaran ng SolTrans, mga pang-marketing na materyales, mga pampublikong talaan, o iba pang impormasyon sa ibang wika o naa-access na format, tumawag sa (707) 648-4666 o gamitin ang form na Mag-iwan ng Komento ("Leave a Comment") sa anumang page sa SolTrans.org. Ibibigay ang mga materyales sa hiniling na wika o format sa lalong madaling panahon.

欢迎使用SolTrans Paratransit公交服务!

《SolTrans Paratransit Services乘客指南》(SolTrans Paratransit Services Rider's Guide) 备有西班牙语、他加禄语和中文版本，还可以无障碍格式提供。如需获取其他语言版本或无障碍格式的乘客南、SolTrans政策、营销资料或公共记录等信息，请致电 (707) 648-4666 或访问SolTrans.org, 填写任何页面上的"留言"表 (Leave a Comment)。我们将尽快以您要求的语言或格式提供相关资料。