



*Solano County Transit*

# **General Public Dial-A-Ride Riders Guide**

**Updated: August 2015**

# GENERAL PUBLIC DIAL-A-RIDE

## General Information

Dial-A-Ride is available to the general public Monday through Saturday within the city limits of Benicia. Dial-A-Ride offers origin to destination shared-ride service and does not require an application.

Reservations, however, are required and trips are scheduled on a first-come, first-served basis. General Public Dial-A-Ride is not a complementary paratransit service, and is not governed by the Americans with Disabilities Act (ADA). However, paratransit-eligible customers will be accommodated on either General Public Dial-A-Ride for Benicia-only trips, or on paratransit service according to the ADA service criteria. Paratransit-eligible customers traveling from Benicia to Vallejo will be accommodated on traditional paratransit.

## Ride Request & Cancellation Hours

To schedule or cancel a ride, please call (707) 745-0815 between these hours:

Monday-Friday	8:00 a.m. – 5:00 p.m.
Saturday	9:00 a.m. – 4:00 p.m.

## Service Hours and Days of Operation

Monday – Friday	5:50 a.m. – 8:20 p.m.
Saturday	7:00 a.m. – 7:00 p.m.

## Dial-A-Ride Fares

Cash Fare	\$2.00
Cash Fare*	\$1.00 (*Weekdays 10am-3pm and all day Saturday)
10-Ride	\$20.00
Local Day Pass	\$4.00 (Also valid on local fixed-route buses)
Regional Day Pass	\$10.00 (Also valid on all SolTrans fixed-route buses, including multizone routes)

## **Reservations**

Reservations for General Public Dial-A-Ride can be made one to three (1-3) days in advance. Same day reservations are accommodated, schedule permitting, with a minimum of two (2) hours advanced notice.

Flag service, or the practice of waving a bus down and being able to board same-day, is not permitted by SolTrans for this service, primarily because it is not safe.

Trips are booked on a first-come, first-served basis. If the requested pick-up time is not available, the reservationist may negotiate your pick-up time. If you require an early pick-up on Monday, please make advanced reservations, as the reservationists are not available on Sundays.

When making your reservation, please be prepared to provide the following information:

- Your name;
- Your phone number;
- The date of your requested trip;
- The time you would like to arrive at your destination;
- The pick-up address;
- The drop-off address;
- Any special instructions the driver may need, such as gate codes or directions to a hard-to-find location;
- Whether you will travel with a personal care attendant or companion;
- Whether you will be using a mobility aid such as a wheelchair, walker or scooter.

## **Cancellations**

Should you need to cancel a scheduled trip, it is very important that you do so at least sixty (60) minutes before your scheduled pick-up time.

SolTrans makes every effort to schedule trips efficiently to deliver the maximum number of transit rides, and for utilizing transit funds responsibly.

Early scheduling and timely trip cancellations maximizes system efficiency and productivity. However, late cancellations or passenger “no-shows” result in scheduling inefficiencies, impacts to others who also wish to use the service, and financial resources being used to pay for trips not taken.

*To cancel a trip, please call (707) 745-0815.*

### **What to Expect On the Day of Your Trip**

Please be ready to board the bus 15 minutes before and 15 minutes after your scheduled pick-up time as there is a 30-minute pick-up window for Dial-A-Ride trips.

The driver may not wait more than five (5) minutes before departing and continuing to pick up other passengers.

### **Holiday Schedule**

SolTrans does not operate service on the following holidays: New Year’s Day, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, and Christmas Day.

SolTrans operates Saturday service on the following holidays: Martin Luther King Day, Presidents’ Day, Veterans’ Day, and the day after Thanksgiving.

### **Contact Us**

We take pride in our transit services. If you have any comments, compliments or suggestions, please don’t hesitate to contact us by phoning customer service or leaving a comment via the comment form on our website.

Customer Service  
(707) 648-4666

Visit our Website  
[www.soltransride.com](http://www.soltransride.com)