Solano Mobility
Programs Serving Solano County

Solano Express Guaranteed Ride Update

9/24/2024

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Solano Express Guaranteed Ride

History

▶ **FY 2021-22:** Guaranteed Ride Home (GRH) program added transit not showing up at scheduled time as emergency.

▶ **July 2022:** Uber Voucher option added to increase equity & accessibility.

▶ **September 2022:** GRH Program expanded to add Guaranteed Ride (GR) for Solano Express commuters whose route was canceled or a trip missed.

Solano Mobility Call Center (800) 535-6883

Solano Express Guaranteed Ride

How GR Works

▶ Must work/live in Solano County & register on Commute Solano (RideAmigos) platform

▶ Must download Uber app to phone

▶ STA staff shares Uber Voucher/sends confirmation

   ▶ 4 rides/voucher

   ▶ Good for current month

   ▶ Up to $100/ride

   ▶ Within 100 miles

▶ Solano Express Route must cancel or miss the trip/stop

Solano Express Guaranteed Ride Data Compared with Missed Runs

Table A.1: Guaranteed Ride (GR) Data Summary

GR Data Summary	
Missed runs (Solano Express)	28
Vouchers Used	198
Unique GR Customers	110

Table A.3: Uber Voucher Ride Data Summary

Uber Voucher Ride Data Summary	
Match	15
Possible Early/Late/Missed Bus	105
GRH	10
Misuse	68
Total	**198**

Table A.2: Solano Express (SE) Missed Runs

Solano Express Missed Runs	
Red	8
Green	17
Blue	1
Yellow	2
Total	**28**

Table A.4: Number of Rides by Customers

Customer Ride Numbers	
4 rides or more	7
3 rides	12
2 rides	37
1 ride	55

Solano Express Guaranteed Ride Data Compared with Missed Runs

Table A.5: Misuse Characterization by Number of Rides

Misuse Characterization	
FLM	11
Local Travel	8
Out of the County	10
Travel to/from Sacramento	4
Outside SE Schedule	31
Overlapping Uses on Same Day	3
Past Transit Hub	1
Total	**68**

Table A.6: Characterization of Possible Early/Late/Missed Bus by Number of Rides

Possible Early/Late/Missed Bus	
Traveled to/from Destination	82
Traveled to and from Transit Hub	23

Solano Express Guaranteed Ride Program

Solano Express Guaranteed Ride
(Based on Invoice)

| 2022				2023				2024			
Month	# Rides	Cost	# Riders	Month	# Rides	Cost	# Riders	Month	# Rides	Cost	# Riders
N/A				January	333	$12,547.41	103	January	494	$18,923.65	158
N/A				February	339	$12,880.77	100	February	513	$21,384.16	155
N/A				March	319	$12,503.24	97	March	644	$27,914.64	189
N/A				April	236	$8,851.88	87	April	565	$25,860.39	181
N/A				May	220	$8,538.91	75	May	549	$24,630.42	183
N/A				June	281	$11,224.55	95	June	549	$25,089.28	181
N/A				July	332	$12,917.23	119	July			
N/A				August	315	$12,524.57	117	August			
September	28	$1,039.67	15	September	406	$16,615.17	132	September			
October	136	$5,101.41	49	October	392	$16,391.97	146	October			
November	203	$9,376.43	66	November	386	$15,211.45	130	November			
December	270	$11,214.70	77	December	512	$21,842.83	162	December			
TOTAL	637	$26,732.21		TOTAL	4,071	$162,049.98		TOTAL	3,314	$143,801.54	

TO DATE
 # RIDES: 8,022
COST: $332,583.73

Solano Express
Guaranteed Ride Program

GR Rides
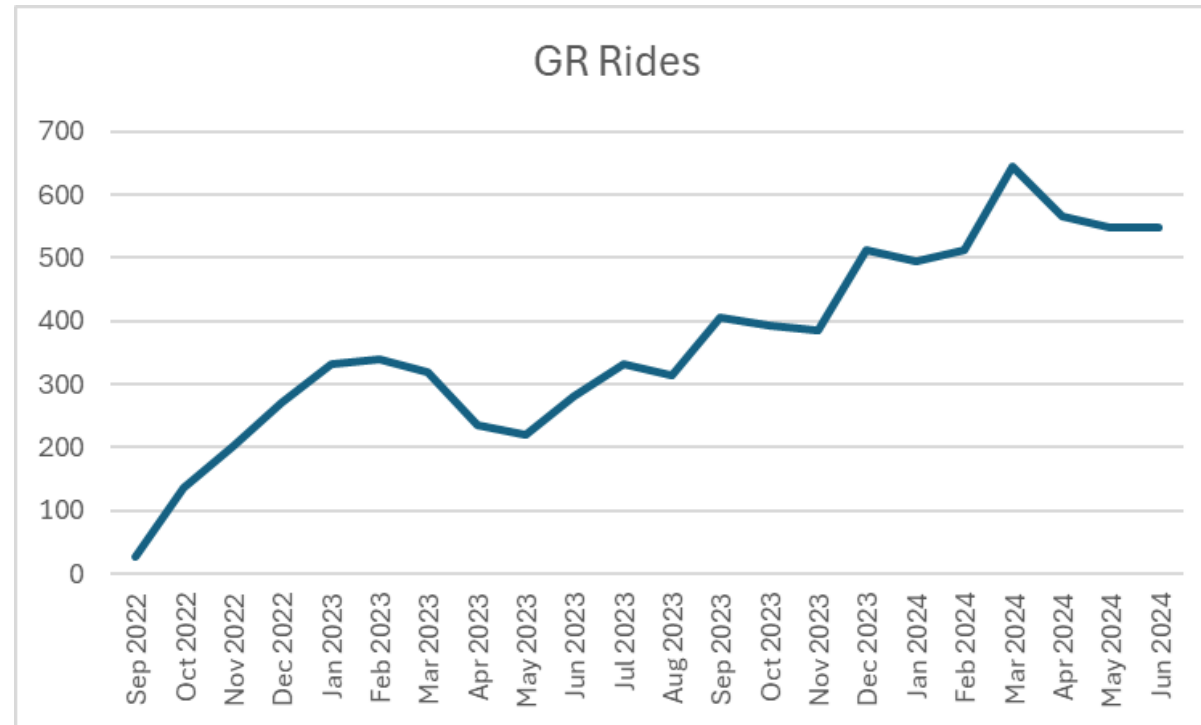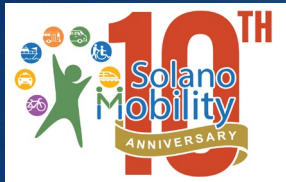
Solano Mobility Call Center 800-535-6883
www.Solanomobility.org

Solano Express Guaranteed Ride

Next Steps For The Guaranteed Ride Program

▶ Email reminder/warning to all riders on proper program use

▶ After a warning is issued, any rider misusing the program will be immediately removed.

▶ Determine if Uber Voucher program is needed to provide equity for the GRH program.

▶ Request SolTrans share Late/Early/Missed bus data, alert notice, and timing for those alerts. Data requested from July 1, 2024, and each month going forward.

▶ Request SolTrans share location information for all Solano Express stops to help accurately update geofences.

▶ Establish objective criteria for scaling down/phasing out the program once reliability is achieved.

Questions

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