



SOLANO TRANSPORTATION AUTHORITY

Member Agencies:

Benicia ♦ Dixon ♦ Fairfield ♦ Rio Vista ♦ Suisun City ♦ Vacaville ♦ Vallejo ♦ Solano County

Solano Transportation Authority
... working for you!

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CONSOLIDATED TRANSPORTATION SERVICES AGENCY ADVISORY COMMITTEE
CTSA-AC

9:30 a.m., Thursday, May 28, 2026
STA Office – STA Board Room
423 Main Street, Suisun City

The CTSA-AC meets quarterly and conducts their meetings in person.
The Zoom link below is available for participants joining the meeting remotely.

Join Zoom Meeting
https://us02web.zoom.us/j/82239747016?pwd=93aQAZnb5WvFVnTGChqpnz1ZRjAbCp.1&from=addon
Meeting ID: 822 3974 7016
Passcode: 713191

MEETING AGENDA

ITEM

STAFF PERSON

1. CALL TO ORDER /INTRODUCTIONS

Edwin Okamura, Chair

2. APPROVAL OF AGENDA

3. OPPORTUNITY FOR PUBLIC COMMENT

4. CONSENT CALENDAR (9:35 – 9:40 a.m.)

Recommendation:

Approve the following consent item.

A. Minutes of the CTSA-AC of September 25, 2025

Johanna Masiclat

Recommendation:

Approve the CTSA-AC Meeting Minutes of September 25, 2025

Pg. 3

CTSA-AC VOTING MEMBERS

Table with 8 columns: Name, Title, Agency. Includes Edwin Okamura (Chair), Terry Scott, Jim Ernest, Catherine Moy, Alma Hernandez, Michael Silva, J.R. Matulac, Wanda Williams (Vice Chair).

OTHER INVITED PARTICIPANTS

Table with 8 columns: Name, Title, Agency. Includes Emery Cowan, Dwayne Hankerson, Shaun Vigil, Lori DaMassa, Nouae Vue, Vacant, Beth Kranda, Greg Malcolm, Father Robert Fuentes, Gwendolyn Gill, Susan Rotchy, Helen-Marie Gordon, Kari Rader, Cynthia Garcia, Cookie Powell, Ruben Brunt.

5. PRESENTATION (9:40 – 10:00 a.m.)

A. OBAG 4 / CARE Funds

Jasper Alve

6. ACTION ITEMS

A. None

7. INFORMATIONAL

**A. Vehicle Share Update
Pg. 7**

Steven Lowe

**B. Solano Mobility Program Second Quarter Report - Call Center for
FY25-26
Pg. 9**

Erika Dohina

**C. Solano Mobility Program Second Quarter Report -
Employer/Commuter Program Reports for FY25-26
Pg. 13**

Lorene Garrett

**D. Solano Mobility Program Second Quarter Report - Older Adults &
People with Disabilities and Veterans for FY 2025-26
Pg. 35**

Debbie McQuilkin

8. CTSA-AC MEMBER COMMENTS

9. ADJOURNMENT

The next meeting is scheduled for **9:30 a.m., Thursday, September 24, 2026**

**For questions, please contact Debbie McQuilkin, Program Manager, STA
at (707) 399-3231 or dmcquilkin@sta.ca.gov**

CTSA-AC
CONSOLIDATED TRANSPORTATION SERVICES AGENCY
ADVISORY COMMITTEE
DRAFT Minutes for the Meeting of September 25, 2025

1. CALL TO ORDER

Vice Chair Okumura called the CTSA-AC meeting to order at **9:30 a.m.**

Board Members Present: *In Alphabetical Order by Last Name*

Vice Mayor Sarah Chapman, City of Vacaville
Mayor Catherine Moy, City of Fairfield
Vice Mayor Edwin Okamura, City of Rio Vista
Vice Mayor Terry Scott, City of Benicia
Supervisor Wanda Williams, Vice Chair, County of Solano

Board Member Absent: *In Alphabetical Order by Last Name*

Vice Mayor Jim Ernest, City of Dixon
Mayor Alma Hernandez, City of Suisun City
Councilmember J.R. Matulac, City of Vallejo

Other Invited Participants: *In Alphabetical Order by Last Name*

Ruben Brunt, PCC Rep.
Emery Cowan, Solano HSS
Lori DaMassa, Vacaville City Coach
Erika Dohina, STA
Kai Eusebio, Assemblymember Lori Wilson's Office
Jacob Francisco, Assemblymember Lori Wilson's Office
Cynthia Garcia, Solano County Superior Court
Ron Grassi, STA
Beth Kranda, SolTrans
Debbie McQuilkin, STA
Sanjay Mishra, City of Fairfield
Kari Radar, CANB
Susan Rotchy, ILRSCCC
Drennen Shelton, MTC
Laina Tekelidis, STA
Brandon Thomson, Rio Vista Delta Breeze
Nouae Vue, City of Suisun City

2. APPROVAL OF AGENDA

On a motion by Mayor Moy, and a second by Vice Mayor Scott, the CTSA-AC Chair Okumura approved the agenda.

3. OPPORTUNITY FOR PUBLIC COMMENT

None.

4. CONSENT CALENDAR

A. Minutes of the CTSA-AC Meeting of September 26, 2024

Recommendation:

Approve the CTSA-AC Meeting Minutes of September 26, 2024

On a motion by Mayor Moy, and a second by Vice Mayor Terry Scott, the CTSA-AC Meeting Minutes of September 26, 2024, were approved.

5. PRESENTATIONS

A. **Countywide Transportation Town Hall with Assembly Member Wilson**

Assemblymember Wilson's staff, Kai Eusebio and Jacob Francisco, announced upcoming town hall meetings for feedback on Regional Transportation Funding and Accessible Transportation in Solano County

Supervisor Wanda Williams joined the meeting.

B. **Mobility Manager Designation in Solano County**

Drennen Shelton provided insight into the Transformation Action Plan Accessibility Initiative, which aims to designate a mobility manager in each county and provide a framework to bolster existing mobility management functions.

6. ACTION ITEMS

A. **None.**

7. INFORMATIONAL PRESENTATIONS

Councilmember Sarah Chapman Joined

A. **Status of Community-Based Transportation Plans (CBTPs) & Projects Implementation**

Debbie McQuilkin summarized the efforts and next steps of the CBTPs for the Cities of Suisun City, Rio Vista, Dixon, and the Unincorporated areas of Solano County.

Councilmember Terry Scott requested a generalized report of needs for each city and unincorporated area to see trends that may crossover between each city and unincorporated area. He noted the importance of having a current CBTP across the county within a 5-to-10-year gap.

Mayor Moy will be submitting a written request for a more current CBTP report since the previous report was completed in 2012, for the city of Fairfield.

B. **Solano Mobility Program Annual Report - Call Center for FY24-25**

Erika Dohina provided a year-end report of the Solano Mobility Program Call Center for FY 2024-25.

C. **Solano Mobility Program Annual Report - Employer/Commuter Program Reports for FY24-25**

Ron Grassi highlighted the newest implemented program Solano Community College Falcon Flyer Vanpool, and the growth of various mobility programs offered by the STA.

Councilmember Terry Scott requested usage charts for the mobility programs

D. **Solano Mobility Program Annual Report - Older Adults & People with Disabilities and Veterans for FY 2024-25**

Debbie McQuilkin outlined a year-end report serving older adults, veterans, and people with disabilities.

E. **Status of Travel Training Program**

Laina Tekelidis provided an overview of the free Travel Training Program provided by STA. Supervisor Williams requested a list of upcoming travel training fieldtrips.

F. Vehicle Share Update – LandTrust

Ron Grassi summarized the Vehicle Share Program, which assists community-based organizations with transportation needs. He mentioned the Solano Land Trust submitted a request to transport children. Unfortunately, after further research, the Fairfield Unified School District requires additional training that STA does not provide to use vehicles.

Chair Okumura read Mayor Alma Hernandez's comment to fully support creating accessibility to the public to reach locations such as Rush Ranch.

8. CTSA-AC MEMBERS' COMMENTS

None.

9. FUTURE AGENDA ITEMS

10. ADJOURNMENT

The meeting adjourned at 10:35 a.m. The next meeting is scheduled for **9:30 a.m., Thursday, May 28, 2026**, at the STA Office.



DATE: May 28, 2026
TO: Consolidated Services Transportation Agency – Advisory Committee (CTSA-AC)
FROM: Ron Grassi, Director of Programs
Steven Lowe, Program Coordinator I
RE: Vehicle Share Program

Background:

The concept of a Vehicle Share Program for Solano County was one of several proposed in Solano Community Based Transportation Studies and the 2011 Solano County Mobility Study for Seniors and People with Disabilities conducted by the Solano Transportation Authority (STA).

The issues raised were as follows: Community Based Organizations (CBOs)/non-profits do not have the funding to own and operate a vehicle and only need a vehicle a few hours a week to transport their clients to medical appointments, social services, and activities to stay engaged in their community.

In November 2018 the Solano County Board of Supervisors approved an intergovernmental agreement with Yocha Dehe Wintun Nation for \$1,000,000 to implement five projects to improve the health and well-being of Solano County residents. One of the projects is to improve transportation options for non-ambulatory low-income older adults and people with disabilities to access medical appointments, social services, and other activities. \$100,000 was allocated to partner with Solano Transportation Authority (STA) to purchase two wheelchair-accessible vans for a Vehicle Share Program. A Vehicle Share Program would allow vehicles to be shared amongst multiple non-profits, the public or any other 501(c)(3) organization that provides services for older adults and people with disabilities in Solano County. With the funds provided by Yocha Dehe Wintun Nation through the County of Solano, STA was able to purchase two-wheel chair-accessible vehicles that were unveiled to the public in June 2019.

STA relieves the burden of owning and maintaining the vehicle, while non-profits fuel and drive the vehicle, all with a purpose to improve the welfare of vulnerable Solano County residents. Bridging the gap of providing accessible transportation allows these organizations to expand services geographically. Since the unveiling, eight Solano County non-profits have used the program.

Discussion:

In FY 25-26, the Vehicle Share Program continued offering transportation for low-income individuals, older adults, and people living with disabilities. Non-profits, such as the Vallejo Project, have provided rides for veterans to access medical appointments, for unhoused individuals to reach shelters and pop-up services, and for people living with disabilities to reach community events and employment opportunities.

STA staff are working closely with organizations to streamline program participation. Program improvements include providing driver training, introducing new technology for vehicle inspections, and providing documentation to clarify program guidelines. Four organizations are in the process of enrolling in the program, totaling twelve Solano County organizations in the program.

Fiscal Impact:

In the FY 25-26, the Vehicle Share Program was funded by State Transit Assistance Funds in the amount of \$75,000.

Recommendation:

Informational



DATE : May 22, 2026
TO: Consolidated Services Transportation Agency – Advisory Committee (CTSA-AC)
FROM: Erika Dohina, Program Services Supervisor
RE: Solano Mobility Program Second Quarter Report - Call Center for FY25-26

Background:

The Solano Mobility Program of the Solano Transportation Authority (STA) began as part of a statewide network of rideshare programs funded primarily by Caltrans for the purpose of managing countywide and regional rideshare programs in Solano County and providing air quality improvements through trip reduction.

On February 2014, the STA expanded its services to include the Solano Mobility Call Center. It was originally one of four Solano Mobility priorities identified in the 2011 recent Solano Transportation Study for Older Adults and People with Disabilities. In addition to providing commuters and Solano County employers with information on a variety of transit services and incentive programs, the Mobility Call Center provides Older Adults and people with disabilities with a range of various mobility information.

Discussion:

Solano Mobility Call Center

For the second quarter report of FY 2025-26, the Solano Mobility Call Center assisted 1,634 customers in person and over the phone. There were also 27,613 website hits.

The Call Center Activity Quarterly Summary:

- Assisted 51 walk in customers.
- Processed 112 applications received through Solano Mobility website
- Processed 6 Regional Transit Connection (RTC) Applications
- Attended 6 events and spoke with 250 Solano County residents

Geographical breakdown of City of Residence of callers:

Vallejo	40%
Fairfield	19%
Suisun City	13%
Vacaville	12%
Benicia	6%
Rio Vista	4%
Dixon	2%
Other (outside of Solano County)	5%

Even with an average of increase in calls, walk ins and website hits, the Solano Mobility Call Center staff has an average wait time of answering calls in less than 10 seconds and have received multiple compliments for offering this type of service. We recently adjusted our long-call tracking threshold from 7 minutes to 10 minutes. With the new benchmark, approximately 6% of total calls now exceed 10 minutes. This provides a more focused view on truly extended interactions.

The efficiency and effectiveness of these services are determined using the corresponding STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks, which were approved and adopted by the STA Board on June 28, 2022. The plan is included below. Using the performance measures, STA can determine the ongoing relevance, usability, adaptability, and sustainability of the mobility services currently offered in Solano County. Specifically, the STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks goals and objectives support the recommendations of the Metropolitan Transportation Commission’s (MTC’s) Blue Ribbon Transit Recovery Task Force. All standards meet the criteria as defined in the evaluation methodology.

STA Connected Mobility Implementation Plan Guidelines, Performance Measures & Benchmark Goals and Objectives

Solano Mobility Call Center: Inquiries and requests are handled clearly and responsively in a way that enhances mobility program usability and accessibility, and in a manner that meets the quantifiable conditions listed below.

Overall, Solano Mobility’s call center should be oriented around customer service quality, with a focus on effective responsiveness to caller inquiries. To ensure quality, the program should have customer service standards that detail methods of effectively handling responses, as well as detailing acceptable answer speeds or hold times. These conditions include the following:

- Consistent communication with partnered agencies to keep up to date with relevant information. Fully staffed call center to ensure little to no hold times between the hours of 8-5pm M-F.
- Average call answer time is less than 20 seconds.
- Average call hold time is less than 30 seconds.
- Return messages within one business day of message receipt.
- Respond to valid complaints within 48 hours of complaint receipt.
- Five percent increase in program participation annually.

Evaluation Methodology:	Meets Criteria if:
Coordinate with Solano Mobility to review Call Center policies and processes.	Solano Mobility Call Center program has clearly defined customer service standards that meet the conditions listed above and are oriented to ensure quality, effectiveness, and efficiency of responsiveness.

Fiscal Impact:

The approved FY 2025-26 budget for the One-Stop Call Center programs is \$400,000 funded through FTA 5310 and State Transit Assistance Funds (STAF). Actual expenditures from July 1, 2025, through December 31,2025, total \$186,853.

Recommendation:

Informational.

Attachment: Call Center Activity Chart: Second Quarter Comparisons

(Some data may not have been captured or available in the previous years as a result of call center log changes, updates and/or program availability)

CALL CENTER ACTIVITY CHART
second quarter comparisons

		<u>FY 23/24</u>	<u>FY 24/25</u>	<u>FY 25/26</u>
Public Transportation	Solano Express	574	376	275
	Local Routes	229	275	246
	Travel Training	137	30	80
	Trip Planning	293	195	127
ADA/ PT	ADA/Paratransit	426	307	391
Taxi/PEX	PEX Inquiry	818	684	526
	PEX Add	421	390	281
Private Transit	FIA, Partnership, Northbay	60	51	61
RTC/ Clipper	RTC	61	58	58
	Clipper	67	52	54
Programs	GGG	647	731	913
	Microtransit	272	310	222
	Commuter Incentives	337	233	303
	Veterans	44	45	53
Other	Other	294	231	378
	Amtrak/Greyhound	72	36	32
Calls 7+ minutes		516	581	Calls over 10 min. 278
Bilingual:		18	18	20
TOTAL CALLS:		4,810	4,004	4,000
Walk-In	RTC App Submitted	36	21	18
	Clipper Senior/Youth	36	38	12
	POYNT Transaction	18	22	10
	SMT Transaction	5	6	1
	Clipper Transaction	46	2	0
	Other	102	159	107
TOTAL WALK-INS		243	218	161
TOTAL WEBSITE VIEWS:		48,109	65,736	67,159



DATE: May 11, 2026
 TO: Consolidated Services Transportation Agency – Advisory Committee (CTSA-AC)
 FROM: Lorene Garrett, Transit Mobility Coordinator I
 Steven Lowe, Program Coordinator I
 Julie Davidson, Customer Service Representative II
 Eavan Swanson, Intern
 RE: Solano Mobility Program 2nd Quarter Report – Employer, Commuter, and Student Program Report for FY25-26

Background:

The original Solano County Rideshare Program began as part of a statewide network of rideshare programs in the early 1990s, funded primarily by Caltrans to manage countywide and regional rideshare programs in Solano County, and to provide air quality improvements through trip reduction. In 2000, Solano Commuter Information was transferred from Solano County to STA and became Solano Napa Commuter Information a few years later. Today, the Solano Mobility Employer Commuter Program provides commuter incentives to encourage sustainable mode shift for residents and employees in the county. Solano Mobility staff engage businesses, homeowner associations, community clubs, and organizations to promote commuter benefits.

Discussion:

STA’s Solano Mobility provides commuter incentives and subsidies to residents and employees of Solano County through the ten countywide and three local programs as listed below:

Countywide Programs	
1.	Bucks for Bikes (B4B)
2.	Capitol Corridor + Lyft
3.	Commute Solano (RideAmigos)
4.	Equitable Access to Justice Pilot
5.	First/Last Mile
6.	Guaranteed Ride Home
7.	Solano Community College Falcon Flyer Vanpool
8.	Solano Express 2 for 1
9.	Solano Express Guaranteed Ride
10.	Solano Mobility Express Vanpool
11.	Traditional Vanpool
12.	Vehicle Share
Local Programs	
1.	Benicia Lyft
2.	Suisun City Lyft
3.	Miscellaneous Lyft Programs (Benicia and Vallejo)

A full description and update for each program active in the second quarter of FY 2025-26 is included as Attachment A. Program participation for the second quarter of FY 2025-26 is included in Attachment B.

Outreach

During the second quarter of FY 2025-26, the STA Employer Commuter program and Solano Economic Development Corporation (EDC) staff tabled/attended 10 events reaching 218 commuters and businesses. The program continues outreach via the Solano Mobility website and social media. The Commuter Programs page was the third most viewed page on the Solano Mobility website (Monster Analytics) during the second quarter. STA continued marketing Solano Mobility Commuter Programs in print and other mediums. In partnership with Solano EDC, staff attended Chamber Mixers and business events to develop contacts with local businesses.

Performance Measures and Benchmarks

The efficiency and effectiveness of these programs are determined using the corresponding STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks, which were approved and adopted by the STA Board on July 13, 2022. The plan is included in Attachment C. Using the performance measures, STA can determine the ongoing relevance, usability, adaptability, and sustainability of the mobility programs currently offered in Solano County. Specifically, the STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks goals and objectives support the recommendations of the Metropolitan Transportation Commission's (MTC's) Blue Ribbon Transit Recovery Task Force. The program supports clean air goals and addresses transportation equity as well. STA Mobility staff has evaluated the programs to determine they meet the criteria as defined in the evaluation methodology.

Fiscal Impact:

STA's Solano Mobility Employer Commuter Program FY 2025-26 approved budget:

- Employer Commuter program - \$1,000,000 (includes First/Last Mile) (\$175,000 provided by Bay Area Air District, State Transit Assistance Funds)
- Equitable Access to Justice Pilot - \$50,000 (20% provided by Solano Superior Courts, 80% County TDA)
- Solano Mobility Express Vanpool Pilot - \$606,840 (\$50,000 provided by YSAQMD grant, State Transit Assistance Funds)
- SCC Falcon Flyer Program - \$400,000 (provided by Solano Community College District)
- Solano Express Guaranteed Ride Program - \$250,000 (provided by State Transit Assistance Funds)
- Traditional Vanpool - \$50,000 (State Transit Assistance Funds with \$500/van matching from MTC)
- Suisun Lyft Program - \$200,000 (The City of Suisun City)
- Benicia Lyft Program - \$80,000 (The City of Benicia)
- Miscellaneous Lyft Programs for the Cities of Benicia and Vallejo - \$30,000 (State Transit Assistance Funds)

STA's Solano Mobility Employer Commuter Program is currently staffed by two full-time and one part-time employee, and one Intern.

STA's Solano Mobility Employer Commuter Program is funded by: Congestion Mitigation and Air Quality (CMAQ) program funds, Transportation Fund for Clean Air (TFCA) funds through

the Bay Area Air District (BAAD), Clean Air Funds through the Yolo Solano Air Quality Management District (YSAQMD), Solano County Transportation Development Act (TDA) funds, State Transit Assistance Funds (STAF), an MTC Bike to Wherever Days Stipend, and the Capitol Corridor JPA Marketing Agreement.

Recommendations:

Informational.

Attachments:

- A. STA Countywide Commuter Programs, Employer Program, Local Programs and Students Programs Summary
- B. Commuter Program Participation Fiscal Year Comparison
- C. STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks Goals and Objectives

ATTACHMENT A

STA Countywide Commuter Programs, Employer Program, Local Programs and Students Programs Summary

Countywide Commuter Programs

Bucks for Bikes (B4B) (Funded by Bay Area Air District)

The Bucks for Bikes program was implemented in 2003 to encourage Solano County residents to bike to work for all or a portion of their commute. Approved applicants can receive reimbursement for 60% of the cost of a new commuter bike and helmet up to \$300. Riders are encouraged to log their trips on the Commute Solano (RideAmigos) platform to earn additional incentives.

1 reimbursement for a total of \$300.00 was provided during the second quarter. See Attachments B.1 and B.2 for participation comparisons.

Capitol Corridor Lyft (CC+L) (Funded by Capitol Corridor JPA)

The Capitol Corridor + Lyft Program was designed to reduce greenhouse gas emissions by reducing the number of single occupancy vehicles on the road. For \$20, the Program provides participants with a 10-ride Amtrak pass plus free Solano County train station Lyft connections (up to \$25). Participants must be residents of or employed in Solano County, and new to Capitol Corridor for commuting. Participants can use this program up to 3 times.

17 passes for \$1,925.92 were purchased during the second quarter of FY 2025-26. Five new commuters enrolled in the program in the second quarter, increasing the total enrollment to 184 participants since the start of the program in 2019. See Attachments B.1 and B.2 for fiscal year participation comparisons.

Commute Solano (Rideamigos) Online Platform (Bay Area Air District Funds)

The website platform provides access to Solano Mobility commuter programs, rideshare matching, trip planning, and e-incentives for alternative commutes. Commuters can connect with other employees in their networks. Platform users can log alternative transportation modes such as transit, ridesharing, active transportation, and teleworking to earn points and receive gift cards as a Commute Reward.

During the second quarter, 127 active commuters logged 3,700 alternative commute trips for 95,081.2 miles and an estimated savings of 27.5 tons of CO2. 92 new users joined during the second quarter. See Attachment B.1 for fiscal year comparisons.

Equitable Access to Justice (County TDA, Solano Superior Courts)

In partnership with the Solano Superior Courts, the Equitable Access to Justice pilot program eliminates transportation as a barrier to court participation by providing 100% subsidized rides to court appointments for jurors and collaborative court participants.

The program provided 292 rides for \$7,912.32 during the second quarter.

First/Last Mile (FLM) (Bay Area Air District, State Transit Assistance Funds)

The First/Last Mile program provides 60% off subsidized Lyft rides (up to a maximum of \$20 per ride) to and from 12 Solano County transit hubs (Amtrak stations and Solano Express fixed stops) for Solano County employees and residents who have trouble connecting to transit for their work commute. Commuters qualifying for the low-income subsidy receive 80% off subsidized Lyft rides.

During the second quarter of this fiscal year, 20 commuters registered for the First/Last Mile program, increasing program registration to 1,929 commuters. See Attachments B.1 and B.2 for fiscal year comparisons. See Attachment B.3 for origin/destination ridership for the second quarter.

Guaranteed Ride Home (GRH) (State Transit Assistance Funds)

The Guaranteed Ride Home (GRH) Program supports Solano County residents and employees who commute by reimbursing the cost of a ride home (up to \$100) if an unexpected emergency arises. Program participants may use taxi, Uber, or Lyft for their ride home. To participate in the program, commuters must live or work in Solano County. Participants who commute into Solano County for employment must live within 100 miles of Solano County. Participants can use the program no more than three times per calendar month, and no more than six times during a calendar year. All Commute Solano members are registered for the program.

10 commuters received GRH reimbursements for \$494.64 during the second quarter of this year. See Attachments B.1 and B.2 for fiscal year comparisons.

Solano Express 2-for-1 Incentive (State Transit Assistance Funds)

To encourage new ridership on the Solano Express bus lines, the STA initiated a 2-for-1 incentive in October 2021. Anyone working or living in Solano County is eligible to receive a Clipper Card valued at \$125 with the purchase of a monthly or daily pass.

There were no 2-for-1 incentives redeemed by Solano Express riders during the second quarter. See Attachments B.1 and B.2 for fiscal year comparisons.

Solano Express Guaranteed Ride (GR) (State Transit Assistance Funds)

The Guaranteed Ride program was initiated in September 2022, to increase equity and accessibility for those who cannot afford to pay for their ride and wait for reimbursement under the GRH program. GRH provides an Uber Voucher option for Solano Express riders with a route cancellation, acting as insurance to maintain Solano Express ridership. Riders must register for the program at Commute Solano to receive an Uber Voucher valid for 4 rides each month.

During the second quarter of this fiscal year, 20 Solano Express Riders registered to receive Uber Vouchers. During the second quarter 1,059 rides were provided for \$54,545.52. See Attachments B.1 and B.2 for fiscal year comparisons. See attachment B.5 for rides, cost,

number of riders.

Traditional Vanpool Program (VP) (State Transit Assistance Funds with \$500/van matching from MTC)

STA's Solano Mobility provides a \$200 per month subsidy for two years to new, qualifying, traditional vanpools through Commute with Enterprise. This subsidy adds to the Metropolitan Transportation Commission's (MTC's) \$500 subsidy for a total of \$700 per month to help offset the cost of new vanpools.

STA subsidized 17 vanpools in October, 14 vanpools in November and 13 in December for \$8,800 in subsidies. The number of STA subsidized vanpools decreases as vans reach the two-year subsidy limit. See Attachments B.1 and B.2 for vanpool comparisons (note the number of vanpools at the end of the year is noted in the chart, rather than the total subsidized for the year). During the second quarter, 61 Commute with Enterprise vanpools traveled to, from, or through Solano County (see attachment B.9).

Vehicle Share (State Transit Assistance Funds with Capital Funds from Yocha Dehe Wintun Nation)

In November 2018 the Solano County Board of Supervisors approved an intergovernmental agreement with Yocha Dehe Wintun Nation for \$1,000,000 to implement five projects to improve the health and well-being of Solano County residents. One of the projects was to improve transportation options for non-ambulatory low-income older adults and people with disabilities to access medical appointments, social services, and other activities. \$100,000 was allocated to partner with Solano Transportation Authority (STA) to purchase two wheelchair-accessible vans unveiled to the public in June 2019 for the Vehicle Share Program. The Vehicle Share Program allows vehicles to be shared amongst multiple non-profits, the public, or any other 501(c)(3) organization that provides services for older adults and people with disabilities in Solano County. Since the unveiling, eight Community Based Organizations (CBOs)/Non-profit organizations have used the vans to transport their clients. In addition, the STA and City of Suisun City have used vehicles to transport students and ADA eligible riders on an emergency basis when a micro transit vehicle was inoperable.

Regional/Countywide Transit Programs

Solano Mobility Express Vanpool Program (State Transit Assistance Funds and YSAQMD Grant)

This program provides a replacement option for Solano Express Blue Line riders traveling between Vacaville, Dixon and Sacramento during commute hours. 4 vans travel to and from Sacramento each day. The introductory rate is no more than \$50/month. Solano Express Blue Line riders transfer for free.

1,071 rides were provided during the second quarter. There were no missed runs this quarter. 10,633 rides were provided from the beginning of the program to the end of the second quarter. See Attachment B.4 for second quarter ridership data.

Solano Community College Falcon Flyer (Solano Community College)

In November of 2024 the Solano Community College District (SCCD) asked STA to partner in piloting an Intercampus Vanpool Program to connect the Vacaville, Fairfield, and Vallejo campuses to meet a critical need and one of the major initiatives of the college's three-year Student Equity and Achievement Plan. This initiative assists students with transportation challenges, allowing them to stay engaged and graduate in a timely manner by providing access to courses at campuses outside their home location. In addition, the vanpool facilitates student access to essential resources and participation in extra-curricular activities across campuses. The program launched April 14, 2025.

During the second quarter, the Falcon Flyer vanpool program provided 734 rides.

Pursuant to an asset purchase agreement between SHARE Mobility and Pro Park, LLC, dated May 31, 2025, SHARE Mobility has requested STA's consent to assignment and acknowledgement of assigned contracts for the Solano Mobility Express Vanpool and Solano Community College District Intercampus Vanpool Pilot Programs. The SHARE Mobility management team serving the vanpool program are now employed by Pro Park, the company currently providing the drivers for the vanpool program. Contracting directly with Propark will help to curtail program costs. This change was effective January 1, 2026.

Local Transit Replacement Programs

Benicia Lyft (The City of Benicia)

The program (started in 2019 to provide a replacement option for the Benicia Dial-a-Ride program) provides subsidized Lyft rides throughout the city of Benicia and to the Springstowne Center in Vallejo for qualified Benicia residents. To qualify, Benicia residents must be veterans with a military or veterans ID; disabled with an ADA card, RTC card, Medicare card or DMV placard; or 65 years old or older. The cost is \$4 one-way, or \$3 one-way for individuals qualified for the low-income fare. To qualify for the low-income fare individuals must be a part of a Solano County program like Medi-Cal, Cal Fresh, Cal Works, SSI, etc., or on PG&E CARE/FERA. Residents must contact the Call Center to sign up.

Customers must have a smart phone and be ambulatory to use Lyft for the Dial-a-Ride replacement program. If not, they are provided with the Veteran's Cab number after registration. Customers are informed that this service is in addition to the SolTrans (Benicia) paratransit service that continues to take qualified individuals within ¾ mile of the SolTrans fixed route service (including trips between Benicia and Vallejo).

The \$5 Benicia Lyft Program (started in 2021) provides Lyft rides within the City of Benicia for \$5 (up to \$20) and can be accessed by entering the code 5Benicia in Lyft apps. There is no signup required. The program is open to residents and visitors.

During the second quarter, the Benicia Lyft, and \$5 Benicia Lyft programs provided 3,927 rides for \$ 333,820.80. See attachment B.6 for fiscal year comparisons.

Benicia residents are also able to travel from Benicia City Park and the Benicia Bus Hub to

Gateway Plaza in Vallejo by entering STGATEWAYPLAZA in their Lyft app.

Suisun Lyft (The City of Suisun City)

The Suisun City \$2 Lyft program (started in 2021) provides one-way Lyft rides for residents traveling within Suisun City. Residents enter SUISUN2 in their Lyft app.

The Suisun City \$3 Lyft program (started in 2021) provides one-way Lyft rides for residents traveling to 5 locations in Fairfield: Sutter Health, North Bay Medical Center, Kaiser Clinic, Ole Health Clinic, and the Fairfield Transportation Center. Residents enter SUISUN3 in their Lyft app. In January 2025, the Suisun City Council approved the addition of Rush Ranch to the geofence for the Suisun City \$3 Lyft program.

Residents who qualify for the low-income fare (must be a part of a Solano County program like Medi-Cal, Cal Fresh, Cal Works, SSI, etc., or on PG&E CARE/FERA) can travel one-way within Suisun City and to the 5 Fairfield locations for \$1.50. Residents must contact the Call Center to sign up for the low-income fare.

During the second quarter, 6,012 Suisun City Lyft rides for \$56,968.15 were provided. See attachment B.7 for fiscal year comparisons.

Miscellaneous Lyft Programs for the Cities of Benicia and Vallejo (State Transit Assistance Funds)

The Vallejo/Benicia Lyft programs (started in 2019) provide subsidized one-way Lyft rides for residents traveling to/from 9 locations in Vallejo and Benicia. Riders pay 20% of Lyft fares plus the difference in fares over \$20. Designated locations: Vallejo Transit Center to/from Carquinez Mobile Home Park, Vallejo Ferry Center to/from Carquinez Mobile Home Park, Vallejo Transit Center to/from Cal Maritime Academy, Vallejo Ferry Terminal to/from Cal Maritime Academy, Benicia City Park to/from Gateway Plaza, Benicia Bus Hub to/from Gateway Plaza, Vallejo Transit Center to/from Mare Island, and Vallejo Ferry Terminal to/from Mare Island. There is no signup required. The program is open to residents and visitors.

During the second quarter, 512 Vallejo/Benicia Lyft rides were provided for \$5,393.35. See attachment B.8.

Employer Program (Bay Area Air District)

To consolidate Solano Mobility commuter programs and services, the Employer Program was created in October 2017. The Program informs Solano County employers about the benefits and services available to assist their employees with their commutes. Solano EDC continues to partner with Solano Mobility to promote STA's commuter benefits via direct mail, social media and in person events.

During the second quarter, Solano EDC attended 9 chamber/business events speaking with 57 employers. The EDC also presented Solano Mobility programs to local businesses during Business Retention and Expansion visits.

Solano Community College (SCC) Transportation Fee (Solano Community College)

In 2016, Solano Community College students passed a measure providing reduced transit fares through a transportation fee. In April of 2019, the student body voted overwhelmingly to continue the transportation fee for the next decade. SCC students can ride the bus within Solano County. Currently, FREE rides are provided on Solano Express, FAST, SolTrans, and Vacaville City Coach for Solano Community College students showing their IDs. The program was also expanded to allow students to access all Solano Express stops, even those outside the county.

Each of the transit operators is directly reimbursed for the cost. The current distribution is 42.5% for SolTrans and the City of Fairfield, and 15% for the City of Vacaville. \$1,204,749 has been disbursed to the transit operators since FY 2017-18. In May of 2025, the City of Fairfield and SolTrans both received \$73,805.54, and the City of Vacaville received \$26,049.02.

COMMUTER PROGRAM PARTICIPATION FISCAL YEAR COMPARISON

FISCAL YEAR COMPARISON (Redemptions/Participants/Registrants)					
PROGRAM	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26 Q1 & Q2
Bucks for Bikes (B4B) Redemptions	12	12	11	18	7
Capitol Corridor + Lyft (CC+L) Participants	9	25	39	40	28
Commute Solano Active Participants	421	733	639	685	344
First/ Last Mile (FLM) Shuttle Total Registrants	653	1,296	1,675	1,874	1,929
Guaranteed Ride Home (GRH) Redemptions	5	20	7	24	14
Solano Express Guaranteed Ride (GR) Total Registrants	--	276	526	704	750
Solano Express 2-for-1 Redemptions	67	65	62	6	3
Vanpools Subsidized	12	23	9	16	13
Solano Mobility Express Vanpool completed rides	--	--	3,946	4,591	2,096
SCC Falcon Flyer completed rides	--	--	--	170	2,006

COMMUTER PROGRAM PARTICIPATION COMPARISON

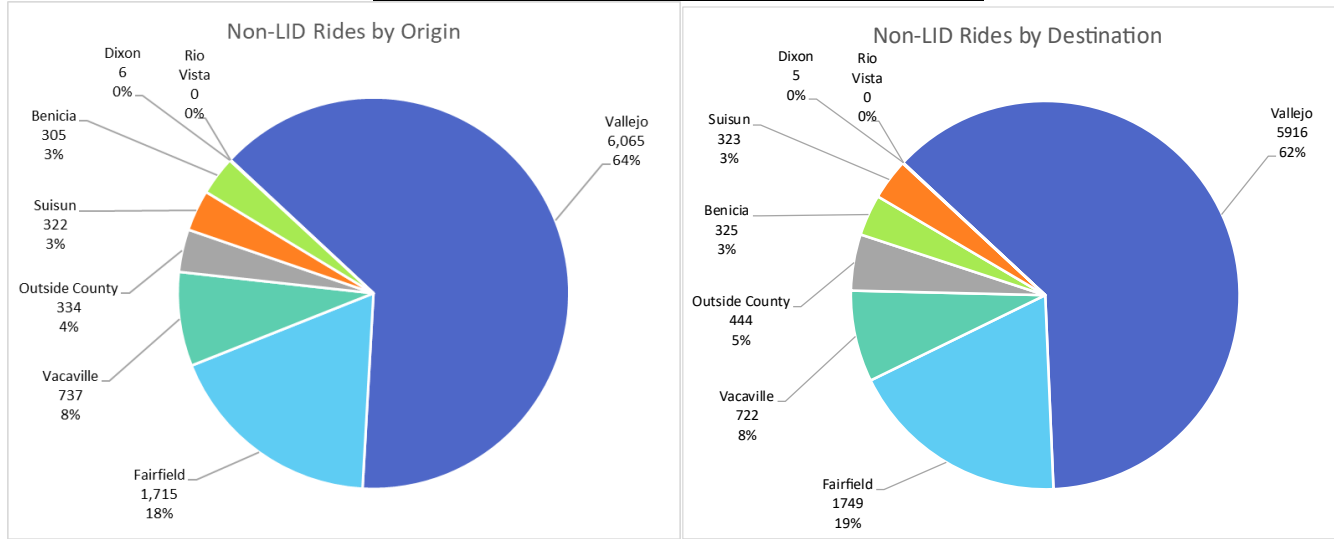
Participation by City- Q1 & Q2 FY 2025-26

Origin	2 for 1	B4B	CC+L	FLM	GRH	GR	Vanpool
Benicia	0	1	2	6	0	1	1
Dixon	0	0	1	2	0	0	1
Fairfield	2	2	7	9	2	6	4
Rio Vista	0	0	0	0	0	0	0
Suisun City	0	1	4	7	2	5	0
Vacaville	0	2	4	8	0	9	5
Vallejo	1	0	3	18	2	21	1
Other	0	1	7	5	8	4	1
Total:	3	7	28	55	14	46	13

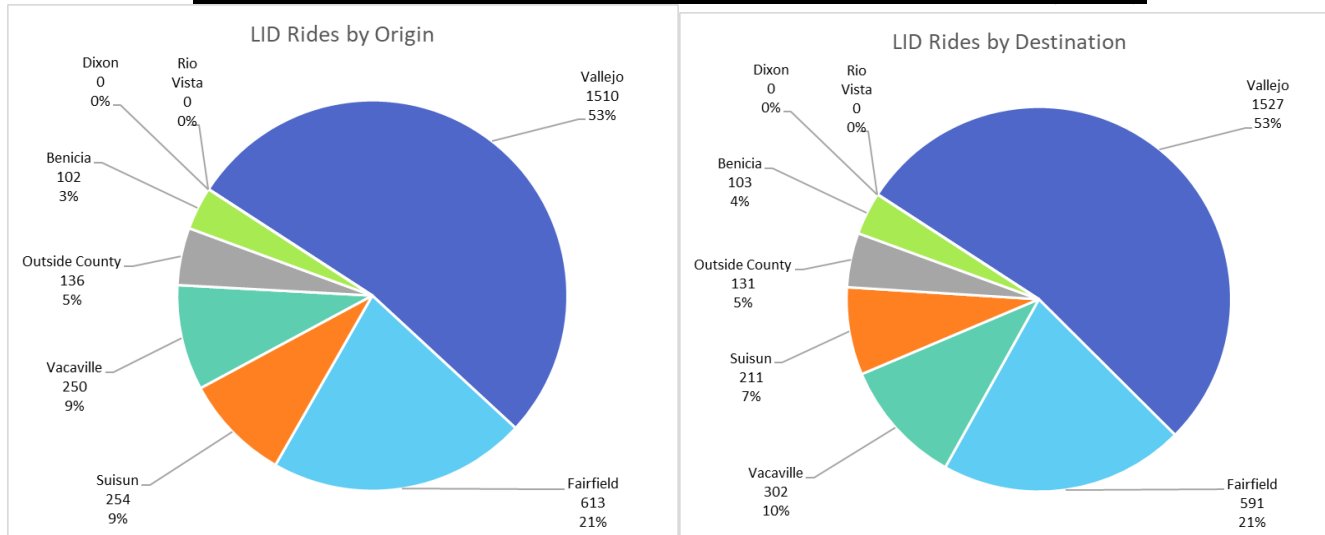
Destination	2 for 1	B4B	CC+L	FLM	GRH	GR	Vanpool
Benicia	0	0	0	0	2	1	0
Dixon	0	0	0	0	0	1	0
Fairfield	0	3	3	11	3	4	1
Rio Vista	0	0	0	0	0	0	0
Suisun City	0	0	2	1	0	0	0
Vacaville	0	0	2	4	1	4	0
Vallejo	0	0	0	3	0	4	0
Other	3	4	21	36	8	32	12
Total:	3	7	28	55	14	46	13

FIRST/LAST MILE ORIGIN AND DESTINATION SUMMARY BY CITY

FY 2025-26 Quarter 2 – Non-LID



FY 2025-26 Quarter 2 - Low-Income Discount (LID)



SOLANO MOBILITY EXPRESS VANPOOL RIDERSHIP DATA FOR OCTOBER

October 2025 - Express Vanpool Ridership Data

1-Oct						6-Oct					13-Oct						
2-Oct						7-Oct					14-Oct						
3-Oct						8-Oct					15-Oct						
4-Oct						9-Oct					16-Oct						
5-Oct						10-Oct					17-Oct						
Morning																	
V1 (6:30)			4	2	2	V1 (6:30)	5	6	4	5	4	V1 (6:30)	5	7	4	5	4
V2 (6:45)			2	2	4	V2 (6:45)	2	4	1	2	1	V2 (6:45)	3	2	4	3	2
V3 (7:30)			2	2	0	V3 (7:30)	2	5	3	2	1	V3 (7:30)	2	3	4	2	1
D1 (6:45)			1	0	1	D1 (6:45)	2	2	3	2	2	D1 (6:45)	2	0	2	2	2
AM Total			9	6	7	AM Total	11	17	11	11	8	AM Total	12	12	14	12	9
Afternoon																	
V1 (4:30)			5	3	1	V1 (4:30)	1	4	5	3	3	V1 (4:30)	1	5	4	3	1
V2 (5:15)			2	0	4	V2 (5:10)	3	4	3	1	1	V2 (5:10)	1	2	1	0	0
V3 (5:45)			2	1	1	V3 (5:45)	3	2	3	4	2	V3 (5:45)	3	3	2	3	3
D1 (4:30)			1	1	1	D1 (4:30)	2	3	1	0	1	D1 (4:30)	2	1	2	1	1
PM Total			10	5	7	PM Total	9	13	12	8	7	PM Total	7	11	9	7	5
Daily Total			19	11	14	Daily Total	20	30	23	19	15	Daily Total	19	23	23	19	14
Weekly Total					44	Weekly Total				107	Weekly Total					98	
Program Total					9606	Program Total				9713	Program Total					9811	

20-Oct					
21-Oct					
22-Oct					
23-Oct					
24-Oct					
Morning					
V1 (6:30)	5	7	4	4	4
V2 (6:45)	2	1	2	3	2
V3 (7:30)	1	5	2	2	1
D1 (6:45)	2	2	3	1	1
AM Total	10	15	11	10	8
Afternoon					
V1 (4:30)	1	5	4	2	1
V2 (5:10)	3	1	0	2	1
V3 (5:45)	2	2	2	2	3
D1 (4:30)	1	3	1	1	1
PM Total	7	11	7	7	6
Daily Total	17	26	18	17	14
Weekly Total					92
Program Total					9903

27-Oct					
28-Oct					
29-Oct					
30-Oct					
31-Oct					
Morning					
V1 (6:30)	4	7	5	5	4
V2 (6:45)	2	3	1	1	2
V3 (7:30)	2	4	3	1	1
D1 (6:45)	2	1	1	2	2
AM Total	10	15	10	9	9
Afternoon					
V1 (4:30)	2	4	5	1	3
V2 (5:10)	2	1	1	1	0
V3 (5:45)	2	1	1	2	1
D1 (4:30)	2	3	2	1	1
PM Total	8	9	9	5	5
Daily Total	18	24	19	14	14
Weekly Total					89
Program Total					9992

October Monthly Total	
430	

SOLANO MOBILITY EXPRESS VANPOOL RIDERSHIP DATA FOR NOVEMBER

November 2025 - Express Vanpool Ridership Data

	3-Nov	4-Nov	5-Nov	6-Nov	7-Nov
Morning					
V1 (6:30)	4	8	4	4	5
V2 (6:45)	2	4	2	4	3
V3 (7:30)	2	2	2	3	1
D1 (6:45)	1	1	2	2	2
AM Total	9	15	10	13	11
Afternoon					
V1 (4:30)	2	5	4	5	2
V2 (5:15)	0	2	1	2	1
V3 (5:45)	1	1	1	2	3
D1 (4:30)	2	2	2	0	1
PM Total	5	10	8	9	7
Daily Total	14	25	18	22	18
Weekly Total					97
Program Total					10089

	10-Nov	11-Nov	12-Nov	13-Nov	14-Nov
Morning					
V1 (6:30)	5	3	5	3	5
V2 (6:45)	2		0	2	3
V3 (7:30)	1		2	2	1
D1 (6:45)	1		2	0	0
AM Total	9	3	9	7	9
Afternoon					
V1 (4:30)	1	2	2	2	2
V2 (5:10)	0		2	0	2
V3 (5:45)	3		2	2	2
D1 (4:30)	1		1	1	0
PM Total	5	2	7	4	6
Daily Total	14	5	16	11	15
Weekly Total					61
Program Total					10150

	17-Nov	18-Nov	19-Nov	20-Nov	21-Nov
Morning					
V1 (6:30)	5	6	4	4	4
V2 (6:45)	2	5	2	2	3
V3 (7:30)	2	2	5	3	0
D1 (6:45)	1	1	0	2	1
AM Total	10	14	11	11	8
Afternoon					
V1 (4:30)	1	4	3	3	2
V2 (5:10)	3	5	6	3	2
V3 (5:45)	6	2	1	1	0
D1 (4:30)	2	2	2	1	1
PM Total	12	13	12	7	5
Daily Total	22	27	23	18	13
Weekly Total					103
Program Total					10253

	24-Nov	25-Nov	26-Nov	Thanksgiving
Morning				
V1 (6:30)	3	3	1	
V2 (6:45)	2	1	2	
V3 (7:30)	2	0	0	
D1 (6:45)	1	2	1	
AM Total	8	6	4	0
Afternoon				
V1 (4:30)	1	2	0	
V2 (5:10)	2	1	0	
V3 (5:45)	2	2	0	
D1 (4:30)	1	1	1	
PM Total	6	6	1	0
Daily Total	14	12	5	0
Weekly Total				31
Program Total				10284

Morning				
V1 (6:30)				
V2 (6:45)				
V3 (7:30)				
D1 (6:45)				
AM Total	0	0		
Afternoon				
V1 (4:30)				
V2 (5:10)				
V3 (5:45)				
D1 (4:30)				
PM Total	0	0		
Daily Total	0	0		
Weekly Total				0
Program Total				10284

November Monthly Total	
	292

SOLANO MOBILITY EXPRESS VANPOOL RIDERSHIP DATA FOR DECEMBER

December 2025 - Express Vanpool Ridership Data

	1-Dec	2-Dec	3-Dec	4-Dec	5-Dec		8-Dec	9-Dec	10-Dec	11-Dec	12-Dec		15-Dec	16-Dec	17-Dec	18-Dec	19-Dec
Morning																	
V1 (6:30)	6	9	4	4	3	V1 (6:30)	2	6	5	5	4	V1 (6:30)	3	6	4	3	3
V2 (6:45)	2	2	3	3	5	V2 (6:45)	2	2	3	2	3	V2 (6:45)	2	2	3	3	4
V3 (7:30)	1	2	2	3	0	V3 (7:30)	2	3	3	1	0	V3 (7:30)	2	3	1	0	0
D1 (6:45)	3	2	1	0	1	D1 (6:45)	1	1	2	1	1	D1 (6:45)	1	1	3	1	1
AM Total	12	15	10	10	9	AM Total	7	12	13	9	8	AM Total	8	12	11	7	8
Afternoon																	
V1 (4:30)	3	4	4	3	3	V1 (4:30)	1	5	3	2	2	V1 (4:30)	1	4	5	1	2
V2 (5:15)	1	5	3	1	2	V2 (5:10)	1	4	1	3	2	V2 (5:10)	0	3	2	2	2
V3 (5:45)	3	2	1	1	1	V3 (5:45)	2	2	4	3	1	V3 (5:45)	2	2	3	2	1
D1 (4:30)	2	1	1	0	1	D1 (4:30)	2	2	4	1	1	D1 (4:30)	2	3	2	0	1
PM Total	9	12	9	5	7	PM Total	6	13	12	8	6	PM Total	5	12	12	5	6
Daily Total	21	27	19	15	16	Daily Total	13	25	25	17	14	Daily Total	13	24	23	12	14
Weekly Total					98	Weekly Total					94	Weekly Total					86
Program Total					10382	Program Total					10476	Program Total					10562
	22-Dec	23-Dec	24-Dec	25-Dec	26-Dec		29-Dec	30-Dec				December Monthly Total					
Morning																	
V1 (6:30)	3	4	2	0	2	V1 (6:30)	3	6				349					
V2 (6:45)	3	2	2	0	3	V2 (6:45)	1	2									
V3 (7:30)	1	0	1	0	0	V3 (7:30)	0	1									
D1 (6:45)	1	1	0	0	0	D1 (6:45)	0	1									
AM Total	8	7	5	0	5	AM Total	4	10									
Afternoon																	
V1 (4:30)	0	2	3	0	2	V1 (4:30)	2	4									
V2 (5:10)	2	0	0	0	1	V2 (5:10)	0	2									
V3 (5:45)	2	2	1	0	1	V3 (5:45)	2	0									
D1 (4:30)	3	1	0	0	0	D1 (4:30)	0	2									
PM Total	7	5	4	0	4	PM Total	4	8									
Daily Total	15	12	9	0	9	Daily Total	8	18									
Weekly Total					45	Weekly Total					26						
Program Total					10607	Program Total					10633						

Solano Express Guaranteed Ride (Based on Invoice)									
2022					2024				
Month	Missed Trips	# Rides	Cost	# Riders	Month	Missed Trips	# Rides	Cost	# Riders
N/A					January		494	\$18,923.65	158
N/A					February		513	\$21,384.16	155
N/A					March		644	\$27,914.64	189
N/A					April		565	\$25,860.39	181
N/A					May	28 (2 weeks)	549	\$24,630.42	183
N/A					June		549	\$25,089.28	181
N/A					July	18	514	\$24,403.93	180
August	230				August	35	528	\$25,202.74	176
September		28	\$1,039.67	15	September	8	543	\$25,155.14	185
October		136	\$5,101.41	49	October	48	574	\$25,978.17	191
November		203	\$9,376.43	66	November	44	575	\$26,886.99	200
December		270	\$11,214.70	77	December	74	653	\$30,922.29	223
TOTAL		637	\$26,732.21		TOTAL		6,703	\$302,350.80	
2023					2025				
Month	Missed Trips	# Rides	Cost	# Riders	Month	Missed Trips	# Rides	Cost	# Riders
January		333	\$12,547.41	103	January	29	593	\$26,374.53	198
February	89	339	\$12,880.77	100	February	21	578	\$28,029.84	194
March	35	319	\$12,503.24	97	March	13	702	\$33,914.99	226
April	60	236	\$8,851.88	87	April	6	685	\$33,495.24	214
May	83	220	\$8,538.91	75	May	3	678	\$33,939.72	224
June	200	281	\$11,224.55	95	June	3	657	\$34,034.57	212
July	88	332	\$12,917.23	119	July	11	697	\$36,225.34	226
August		315	\$12,524.57	117	August	9	494	\$25,104.03	187
September		406	\$16,615.17	132	September	5	431	\$21,116.34	161
October		392	\$16,391.97	146	October	6	383	\$19,239.16	142
November		386	\$15,211.45	130	November	10	339	\$16,710.32	121
December		512	\$21,842.83	162	December		377	\$18,596.04	137
TOTAL		4,071	\$162,049.98		TOTAL	116	6,191	\$310,069.80	

Benicia Lyft Ridership by Fiscal Year

	No of Trips 21/22	No of Trips 22/23	No of Trips 23/24	No of Trips 24/25	No of Trips 25/26- Q1 & Q2
Veteran's Corp. DBA Yellow Cab	12	233	281	257	125
Lyft \$3	59	295	927	854	516
Lyft \$4	3	221	331	652	719
Benicia \$5	240	1335	4754	7848	5779
Total Trips	314	2084	6293	9611	7139

	Cost 21/22	Cost 22/23	Cost 23/24	Cost 24/25	Cost 25/26- Q1 & Q2
Veteran's Corp. DBA Yellow Cab	\$ 2,662.00	\$ 3,897.00	\$ 3,559.03	\$ 2,827.00	\$ 1,308.00
Lyft \$3	\$ 2,106.87	\$ 2,254.84	\$ 5,681.54	\$ 8,168.99	\$ 5,019.93
Lyft \$4	\$ 59.52	\$ 1,166.66	\$ 2,643.33	\$ 6,026.41	\$ 6,442.35
Benicia \$5	\$ 2,794.13	\$ 8,691.31	\$ 31,307.68	\$ 59,584.61	\$ 48,831.53
Total Cost	\$ 7,622.52	\$ 16,009.81	\$ 43,191.58	\$ 76,607.01	\$ 61,601.81

Suisun City Lyft Ridership by Fiscal Year

Program	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26 Q1 & Q2
	Rides				
Lyft \$3	228	692	3288	6431	3637
Lyft \$2	403	2842	6726	12060	6775
Lyft \$1.50	35	252	769	1675	1325
Total Number of Trips	706	3786	10783	20166	11737

Program	FY 21-22	FY 22-23	FY 23-24	FY 24-25	FY 25-26 Q1 & Q2
	Cost				
Lyft \$3	\$ 3,194.20	\$ 8,868.37	\$ 39,949.47	\$ 75,733.60	\$40,635.14
Lyft \$2	\$ 4,662.97	\$ 25,309.28	\$ 56,956.15	\$ 99,196.84	\$57,218.04
Lyft \$1.50	\$ 558.03	\$ 3,775.00	\$ 9,454.90	\$ 16,456.10	\$12,628.93
Total Costs	\$ 8,415.20	\$ 37,952.65	\$ 106,360.52	\$191,386.54	\$110,482.11

Miscellaneous Lyft Programs for the Cities of Benicia and Vallejo

FY 23-24 Totals		
	Rides	Cost
Gateway	458	\$ 4,817.89
Carquinez	83	\$ 804.16
Mare Island	272	\$ 2,772.48
Total	813	\$ 8,394.53

FY 24-25 Totals		
	Rides	Cost
Gateway	1773	\$ 21,987.17
Carquinez	98	\$ 878.17
Mare Island	486	\$ 4,401.42
Total	2357	\$ 27,266.76

FY 25-26 Q1 & Q2 Totals		
	Rides	Cost
Gateway	812	\$ 8,212.31
Carquinez	129	\$ 1,409.64
Mare Island	233	\$ 2,571.76
Total	1174	\$ 12,193.71

**Traditional Vanpools Traveling To/From and Through Solano County
2nd Quarter FY 2025-26**

Home City	Number of Vans
American Canyon/Vallejo	1
Benicia	2
Fairfield	22
Suisun	0
Vacaville	14
Vallejo	9
Rio Vista	1
Work City	Number of Vans
Fairfield	3
Dixon	2
Through County	Number of Vans
Carmichael- Berkeley	1
West Sac -San Quentin	2
West Sac- Foster City	1
West Sac- SF	1
West Sac- Fremont	1
Sacramento - SSF	1
Total	61

STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks Goals and Objectives

Solano Mobility Vanpool Program: The program should sustain 90% of its existing vanpools annually, grow at least five vanpools per year, and be managed, funded, operated, marketed, priced, and evaluated in adherence to industrywide best practices.

Solano Mobility’s Vanpooling is oriented to provide transportation to work services to individuals who live at least 15 miles from their workplaces. To ensure its effectiveness, the program must be administered in a way that aligns with the industrywide standards generally recognized as encouraging success. Currently the program is partnered with Commute by Enterprise to provide outreach support and additional subsidies to Solano County employers. Key program aspects include:

- Ensuring broad service coverage with an established, consistent turnkey agreement process between STA and long-serving contractors and vendors.
- Establishing meeting structures that encourage collaboration and idea-sharing between contractors and vendors.
- Ensuring strategic oversight of program services and delivery and clear definition of agency and vendor responsibilities.
- Delivering consistent program administration with clear billing/invoicing, outreach, and customer service practices.
- Maintaining a single source of vanpooling information that is easily communicated, marketed, and promoted to customers, and that enhances public understandability of the program.
- Conducting incentive programs to encourage participation and use.
- Collecting program use data for performance monitoring purposes.

Evaluation Methodology:	Meets Criteria if:
Coordinate with Solano Mobility to review Vanpool program policies and processes.	Solano Mobility Vanpool program sustains 90% of existing vanpools annually, grows at least five vanpools per year, and meets the conditions listed above.
Relates to: MTC Task Force Recommendation #17	

Solano Mobility Guaranteed Ride Home Program: The program should be accessible to all Solano County employees, should be administered in adherence to industrywide best practices, and should meet the quantifiable service goals listed below.

Solano Mobility’s Guaranteed Ride Home program provides a free ride home from workplaces for individuals who do not drive alone to work, serving as a lifeline for transit and other mobility program commuters and enabling greater access to the mobility system in general. To ensure its effectiveness, the program must be administered in a way that aligns with the industrywide standards generally recognized as encouraging success. Key program aspects and service goals include:

- Allowing all permanent part-time or full-time employees who work to or from Solano County eligibility to participate.

- Defining the qualifying emergency situations during which registered employees can request service.
- Defining the alternative transportation modes that registered employees must have used on the day of requested service to qualify the Guaranteed Ride Home reimbursement.
- Defining the extents of the service, including the types of trips eligible for reimbursement, trip maximum distances from Solano County employment locations, eligible expenses, and both annual and per-trip reimbursement amount limits.
- Administering a clear and accessible registration process, with registration forms available for completion and submission both online and via mail.
- Responding to initial program applications within two business days of application receipt.
- Responding to initial request for guaranteed ride home reimbursement within two business days of request receipt.
- Processing reimbursements to riders within 45 days of receiving the guaranteed ride home request.

Evaluation Methodology:	Meets Criteria if:
Coordinate with Solano Mobility to review Guaranteed Ride Home program policies and processes.	Solano Mobility Guaranteed Ride Home program meets the conditions listed above.
Relates to: MTC Task Force Recommendation #17	

Solano Mobility Bucks for Bikes Program: The program should be administered in adherence to industrywide best practices.

Solano Mobility’s Bucks for Bikes program incentivizes bicycling as a mode of transportation for commuting to work by reimbursing a portion of the cost of a bicycle for any Solano County resident, employee, or college student who will use the bicycle for commuting purposes. To ensure its effectiveness, the program is administered in a way that aligns with industrywide standards generally recognized as encouraging success. Key aspects include:

- Clearly defining participant eligibility, program requirements, and program policies and procedures.
- Requiring participants to provide feedback in three surveys at three-month intervals after receiving the incentive.
- Encouraging Commute Solano on the Ride Amigos platform.
- An increase in program participation with participants from each city in the county.

Evaluation Methodology:	Meets Criteria if:
Coordinate with Solano Mobility to review Bucks for Bikes program policies and processes.	Solano Mobility Bucks for Bikes program meets the conditions listed above.
Relates to: MTC Task Force Recommendation #17	



DATE: May 11, 2026
TO: Consolidated Services Transportation Agency – Advisory Committee (CTSA-AC)
FROM: Debbie McQuilkin, Mobility Program Manager
RE: Solano Mobility Programs FY 2025-26 Q2 Report for Older Adults and People with Disabilities, and Veterans Programs

Background:

The Solano County Mobility Management Program was developed in response to public input provided at two mobility summits held in 2009 and the Solano Transportation Study for Seniors and People with Disabilities completed in 2011. Mobility Management was identified as a priority strategy to address the transportation needs of seniors, people with disabilities, low income and transit dependent individuals in the 2011 study. On April 9, 2014, the Solano Transportation Authority (STA) Board unanimously adopted the Solano County Mobility Management Plan which included authorizing the STA to begin implementation of the four key priority elements identified in the 2014 Plan: Countywide In-Person American Disability Act (ADA) Eligibility and Certification Program, Travel Training, Senior Driver Safety Information, and the Solano Mobility One Stop Call Center.

Between 2017 and 2018, eight (8) additional mobility summits were held throughout Solano County to update the plan. Based on the findings obtained from this outreach, the Medical Trip Concierge Program (through GoGo Grandparent) was implemented to address the number 1 issue that came up at that time: a need for transportation to and from medical appointments. Findings also recommended a need for medical transportation for Solano County Veterans, with specific emphasis on getting to and from the Martinez VA Clinic. Based on these findings, the Medical Trip Concierge Program using GoGo Grandparent was implemented in 2019 and the Veterans’ Mobility Program was implemented as a pilot program in April of 2022. STA additionally manages the Intercity Taxi Card Program, which transitioned from Solano County in February of 2015, and the SolTrans Local Taxi Program utilizing the PEX card. Both taxi programs require ADA eligibility.

Discussion:

Utilization of the Mobility Programs continues to grow based on increased outreach efforts by STA’s Solano Mobility staff. For the purposes of this report, STA staff will provide a fiscal year end highlights on the following programs:

1. Travel Training
2. Countywide ADA In-Person Eligibility Program
3. Taxi Card Program utilizing the PEX Card
4. Medical Trip Concierge using GoGo Grandparent
5. Veterans Mobility Program
6. Faith in Action Volunteer Driver Program

Program highlights are listed below, and program details are included in Attachment A, “Solano Mobility Program Update for FY 2025-26 Q2” and Attachment B, “Solano Mobility Program Details for FY 2025-26 Q2”.

The Solano Mobility Older Adults, People with Disabilities, and Veterans Program is staffed by two full-time and one part-time employee.

FY2025-26 Q2 Outreach

- STA’s mobility staff presented, attended or tabled at 15 locations throughout Solano County reaching a total of 809 individuals. This outreach specifically targets locations and organizations that serve or house Seniors, People with Disabilities and Veterans within our county.
- STA staff continues to engage the Solano County Paratransit Coordinating Council (PCC) members and the Consolidated Transportation Services Agency Advisory Committee (CTSA-AC) members for feedback and recommendations for program improvements. Both the PCC and the CTSA-AC advocate for the betterment of transportation and mobility for the Older Adult and Persons with Disabilities.

FY 2025-26 Q2 Highlights

- Completed final community engagement exercise for the Dixon Community Based Transportation Plan.
- Awarded highly competitive 5310 grant funding for Travel Training and Call Center Programs.
- Presentations provided to the PCC and the CTSA-AC regarding the Action 21 Framework for designating Mobility Managers in each county.
- Began exploring the addition of a second NEMT WAV partner for our GoGo program.

FY 2025-26 Goals

The main goal for this fiscal year is to continue extensive outreach to bring awareness of the Mobility Programs for Older Adults, People with Disabilities and Veterans to the community, while monitoring each program’s performance and growth. New outreach staff will bring a fresh perspective to this activity. STA staff are currently exploring options to improve timeliness and cost for the WAV vehicle ride aspect of the Medical Trip Concierge Services Program.

Performance Measures and Benchmarks

The STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks (Attachment C) were approved and adopted by the STA Board on July 13, 2022, and are used to measure the effectiveness of these programs. These performance measures and benchmarks both support the recommendations of the Metropolitan Transportation Commission’s (MTC) Blue Ribbon Transit Recovery Task Force and help STA staff determine the relevance and sustainability of the programs. STA staff have evaluated the Solano Mobility Programs for Older Adults, People with Disabilities and Veterans programs and determined that they meet the criteria as defined in the evaluation approach as approved by the STA Board.

Fiscal Impact:

The program budget amounts for FY 2025-26 are as follows:

Intercity Taxi Card Program	\$550,000
Medical Trip Concierge Program (GoGo)	\$600,000
Countywide Travel Training Program	\$200,000
ADA In-Person Eligibility Program	\$200,000
Faith In Action Volunteer Driver Program	\$45,000

These programs are funded by several sources: Transportation Development Act (TDA) funds, State Transit Assistance Funds (STAF), FTA 5310 funds, and Kaiser Northern California Community Benefit Grant Funding.

Recommendation:

Informational.

Attachments:

- A. Solano Mobility Program Update for FY 2025-26 Q2
- B. Solano Mobility Program Details for FY 2025-26 Q2
- C. STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks Goals and Objectives

Solano Mobility Program 2nd^t Quarter Program Update for FY 2025-26

Travel Training Program

The Solano Travel Training Program was established following extensive countywide outreach conducted as part of the *2011 Solano Transportation Study for Seniors and People with Disabilities* and the *Solano Mobility Management Plan*. These efforts identified Travel Training as one of four priority strategies to improve mobility for older adults, people with disabilities, low-income, and transit-dependent residents.

Launched in 2014, the program helps participants learn how to safely and confidently use Solano County's public transit systems as well as regional transit like BART and the SF Bay Ferry through individualized and group instruction. It was developed collaboratively with local transit operators to ensure a consistent, countywide approach to training.

Today, the program is administered through a contract with Independent Living Resources (ILR), which provides professional trainers to assist participants with trip planning, fare payment, route navigation, and understanding transit accessibility features. The program continues to empower Solano County residents to travel independently and access essential destinations throughout the region.

- A total of 147 Travel Trainings (Individual, Field Trip and Classroom) were conducted in the 2nd Quarter of FY2025-26.
- 6 presentations to 99 audience members were completed.
- 1503 individuals received information during 31 Outreach activities (Tabling/Flyer Distribution/Presentations).

Countywide In-Person Americans with Disabilities Act (ADA) Evaluations:

The Solano County Mobility Management Program was developed in response to public input from two mobility summits held in 2009 and findings from the *2011 Solano Transportation Study for Seniors and People with Disabilities*. That study identified Mobility Management as a key strategy to address the transportation needs of seniors, people with disabilities, low-income, and transit-dependent individuals.

On April 9, 2014, the STA Board unanimously adopted the *Solano County Mobility Management Plan*, authorizing implementation of four priority elements:

- Countywide In-Person ADA Eligibility and Certification Program
- Travel Training
- Senior Driver Safety Information
- One-Stop Transportation Call Center

Before STA's management, each Solano County transit operator conducted its own ADA eligibility assessments, resulting in inconsistent processes and eligibility standards. To create a more uniform and equitable system, STA implemented the Countywide ADA In-Person Eligibility Program on July 1, 2013, one of the plan's key elements.

The program provides eligibility evaluations for individuals who are unable to use fixed-route public transit due to a cognitive or physical disability, allowing them to become ADA paratransit certified. Certification provides access to curb-to-curb paratransit services and reduced-fare taxi programs across Solano County. Paratransit, Inc. now

administers the program, ensuring fair, respectful, and standardized evaluations for all applicants.

- A total of 116 Evaluations were conducted.
- Interviews are conducted in each of the County’s transit jurisdictions except for Rio Vista. All Rio Vista residents are provided with transportation to the Suisun City location for evaluations.

Taxi Card Program utilizing the PEX Card:

The Solano Intercity Taxi Card Program provides subsidized taxi rides for ADA-certified individuals traveling between transit service areas. Participants may purchase ride value through Solano Mobility, receiving \$100 in taxi fare for \$40, or \$20 for qualified low-income riders.

The program was initiated in February 2010 by the City of Vacaville following the dissolution of Solano Paratransit in 2009 and recommendations from two Mobility Summits focused on seniors and people with disabilities. Vacaville transferred the lead agency role to Solano County in July 2013, and the STA Board assumed program management on behalf of the seven cities and the County in June 2014, following a request from the County’s Department of Resource Management.

On February 1, 2015, program management officially transitioned to STA. The program converted from paper taxi scrip to a pre-paid Visa debit card (PEX Card) system with Countywide Zone Rates in October 2018, expanding eligibility to include both ambulatory and non-ambulatory riders. The transition was completed by September 2019.

As part of STA’s Veterans Mobility Program, Solano County Veterans of any age or ability may also register and receive the same benefits, with additional trip access to Travis Air Force Base, the Martinez VA Clinic, and the Hume Center.

- 489 Intercity Taxi trips were taken in the 2nd Quarter of FY 2025-26.

Medical Trip Concierge Program (GoGo Grandparents): The Solano Older Adults Medical Trip Concierge Program, operated through GoGo Grandparent, was developed in direct response to the *highest priority mobility need* identified by older adults and individuals with disabilities across Solano County—access to reliable transportation for medical appointments. This need was highlighted through extensive outreach conducted countywide by STA during community summits held in Fiscal Year 2017–18 as part of the update to the *Solano County Mobility Plan for Older Adults and People with Disabilities*.

The program provides 30 subsidized Uber and Lyft rides through GoGo Grandparent for Solano County residents age 60 and older or those ADA eligible. Rides may be used for medical and other essential trips, including travel to grocery stores, pharmacies, and food pantries, within Solano County. Rio Vista residents also have access to trips to and from three Antioch medical facilities. Certain locations in neighboring counties may also be accessed.

As part of STA’s Veterans Mobility Program, Solano County Veterans of any age or ability may also register and receive the same benefits, with additional trip access to Travis Air Force Base, the Martinez VA Clinic, and the Hume Center.

- 7,838 rides were taken using the GoGo Programs in Q2. 414 of these were Wheelchair Accessible Vehicle (WAV) rides.

Veterans Mobility Program:

The Veterans Mobility Program was created at the direction of the Consolidated Transportation Services Agency Advisory Committee (CTSA-AC) following outreach conducted by STA during community summits in Fiscal Year 2017–18 as part of the *Solano County Mobility Plan for Older Adults and People with Disabilities*. The program builds on the success of the Solano Older Adults Medical Trip Concierge Program (GoGo Grandparent) and provides subsidized transportation for veterans of any age to medical appointments within Solano County and to key destinations in Contra Costa County, including the Martinez VA Clinic, Med Evals (QTR Assessment Center), and The Hume Center. Integrated into both the GoGo and Intercity Taxi Card programs, it helps ensure veterans have reliable access to essential medical services. The Veterans Mobility program started off slowly. However, with extensive outreach throughout the county, the program has begun to grow.

- 227 rides were provided to Veterans in Q2 of FY 2025-26, compared to the 84 rides taken in the same timeframe last year.
- *The statistics for this program are shown separately, but also incorporated into the total of the main GoGo data on Attachment A.*

Faith In Action Volunteer Driver Program:

Faith in Action (FIA) provides a volunteer driver transportation service for Solano County seniors 60 years and older. The contract between STA and FIA is to provide transportation services to older adults chronically ill and people with disabilities who are County Medical Services Programs (CMSP) eligible and/or Medi-Cal eligible to medical and Medi-Cal related appointments.

- FIA provided 152 rides in Q2 of FY 2025-26.

Solano Mobility Q2 Program Details for FY 2025-26

Travel Training FY Comparison by Category

Travel Training Yearly Comparison							
	FY19- 20	FY20- 21	FY21- 22	FY22- 23	FY23- 24	FY24- 25	FY25- 26*
Individual Trainings	49	52	56	57	17	6	12
Group/Classroom Trainees	82	0	8	68	62	43	92
Field Trip Totals	16	2	18	14	23	1	7
Field Trip Trainees	83	13	97	74	214	125	43
Presentations Total	20	1	15	16	23	36	28
Audience Members	534	8	112	426	580	884	503
Outreach Activities	98	33	17	32	45	67	76
Number of People Reached	1480	239	817	2295	2264	4410	2341

*Through Q2

ADA Eligibility Results FY Comparison by Eligibility

ADA Eligibility Program FY25-26 Comparison								
	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY 24-25	FY 25-26**
Unrestricted	877	590	516	619	576	389	354	199
Conditional	76	53	47	35	56	45	74	34
Trip-by-trip	2	11	6	1	4	0	0	0
Temporary	56	19	13	19	31	12	12	3
Denied	13	6	7	0	1	37	14	9
Totals	1024	679	589	674	668	483	454	245

*Through Q2

Intercity Taxi Card Program FY Comparison by Month

ITX Trips Per Month FY Comparison							
	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25	FY25-26
Month	Taxi and PEX	PEX	PEX	PEX	PEX	PEX	PEX
July	413	267	240	278	186	193	205
August	482	262	316	298	203	233	168
September	408	289	347	286	197	207	175
October	452	259	266	238	185	200	170
November	455	260	249	240	191	189	151
December	500	292	253	216	176	171	168
January	516	269	299	274	265	247	0
February	460	262	296	277	238	228	0
March	346	318	313	284	268	242	0
April	203	303	263	311	257	210	0
May	259	273	273	247	282	186	0
June	251	260	355	259	237	176	0
Totals:	4,745	3,314	3,470	3,208	2,685	2,482	1,037

***Through Q2**

GoGo Program Trips FY Comparison by Month

Gogo Program Trips FY Comparison								
Month	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	FY23-24	FY24-25	FY25-26
July	0	491	240	529	812	1194	1851	2551
August	0	894	146	558	848	1452	2257	2491
September	0	740	228	624	865	1433	2158	2407
October	0	809	494	662	935	1516	2372	2723
November	0	277	389	698	855	1597	2109	2437
December	0	273	430	663	871	1650	2082	2419
January	0	282	464	768	865	1621	2372	1974
February	0	264	425	716	965	1695	2235	
March	0	155	549	784	1163	1873	2579	
April	3	83	505	746	1049	2055	2598	
May	90	178	462	752	1153	2189	2600	
June	304	267	504	795	1167	2041	2495	
Total		4713	4836	8295	11548	20316	27708	17002

*Through Q2

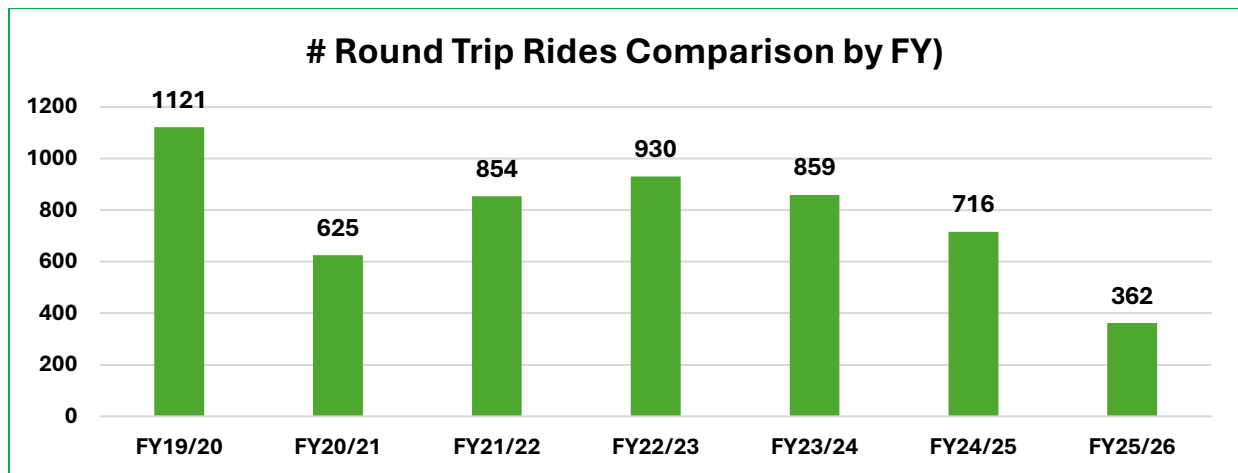
ATTACHMENT B

Veterans Program and Wheelchair Accessible Vehicle (WAV) Rides Through GoGo

Veterans Program and WAV (NEMT) Rides								
	Veterans				WAV/NEMT			
Month	FY22-23	FY23-24	FY24-25	FY25-26	FY22-23	FY23-24	FY24-25	FY25-26*
July	17	13	33	67	0	98	252	151
August	7	7	17	79	0	143	212	147
September	8	44	30	97	0	178	126	182
October	21	95	37	98	0	178	162	163
November	5	114	8	55	0	194	142	120
December	7	116	39	74	0	154	19	131
January	4	140	50		0	180	156	
February	4	122	60		0	194	190	
March	0	125	58		2	176	188	
April	11	113	88		32	242	138	
May	8	85	73		98	240	162	
June	16	66	62		69	208	148	
Totals	108	1040	555	470	201	2185	1895	894

*Through Q2

Faith in Action Volunteer Driver Program



STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks Goals and Objectives

1. Travel Training:

STA’s Travel Training program continues to be popular with the public. The trainers go to various locations such as Adult Day Programs, Senior Centers and Senior Living Communities in an effort to reach those individuals who could most benefit.

- Based on the STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks goals and objectives, Solano Mobility’s Travel Training program currently provides educational resources and direct training for individuals using public transit and other county mobility programs. To ensure its effectiveness, the program must cover industrywide standard elements of educational content, which are considered essential for successful travel training. These topics include:
 - Understanding trip planning software
 - Reading route maps and schedules
 - Locating transit stops
 - Flagging-down buses, where applicable
 - Calculating and paying fares
 - Obtaining and using transit passes
 - Recognizing when the desired stop has been reached.
 - Indicating to bus drivers when to stop
 - Obtaining service updates
 - Using mobility devices safely on vehicles
 - Determining if a vehicle is equipped with mobility devices.
 - Completion of training is determined by the trainee being able to travel safely and independently.

Evaluation Methodology:	Meets Criteria if:	Result of Evaluation:
Coordinate with Solano Mobility to review Travel Training course content and overall curriculum.	Solano Mobility Travel Training program covers the education topics listed above and provides at least two trainings per month.	The Travel Training program meets these criteria.

2. Countywide In-Person Americans with Disabilities Act (ADA) Evaluations:

STA contracted with Paratransit Inc., in July 2023 to conduct the ADA In-Person Evaluations. Paratransit Inc. officially began conducting in-person evaluations throughout the County in September.

- Based on the STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks goals and objectives, Solano County should offer a clear, understandable, and accessible ADA eligibility program that is standardized for use by all county residents, regardless of their jurisdiction of residence. To ensure that the Countywide In-Person Americans with Disabilities Act (ADA) Evaluations program is effective, management of the process should adhere to various industrywide best practices. These include:

- Accommodating accessibility as a part of the ADA assessment process, with various accessible over-the-phone and online opportunities available.
- Issuing clear communications about the program and about all accessible transportation services offered, with information that is readily available, issued in accessible formats and in relevant foreign languages, and easily understandable.
- Accommodating applicant needs by providing transportation to and from interviews and functional assessments, as well as interpretation in sign language.
- Administering interviews and assessments effectively, with ample time provided for applicants to complete necessary processes, adequately preparing applicants for these sessions, and allowing applicants to provide consent for information collection.
- Effectively communicating eligibility decisions by providing responses listing applicant name, agency name, eligibility status, agency contact information, any conditions that may be placed on an individual's eligibility, an eligibility expiration date if applicable, and information about how to appeal the decision.

Evaluation Methodology:	Meets Criteria if:	Result of Evaluation:
Coordinate with STA to review existing ADA eligibility processes in Solano County.	Solano County's ADA eligibility program is available and standardized on a countywide basis and meets the conditions listed above.	The Countywide In-Person Americans with Disabilities Act (ADA) Evaluations program meets the criteria.

3. Taxi Card Program utilizing the PEX Card:

- Based on the STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks goals and objectives, the program should adhere to industrywide best practices that ensure service quality, stakeholder participation, and safety compliance. Solano Mobility's ITX Card program enables qualified ADA-certified Solano County residents, including veterans, to use local taxis as a form of paratransit, accommodating subsidized rides between separate jurisdictions/transit service areas. To ensure its effectiveness, the program must be administered in a way that aligns with the industrywide standards generally recognized as encouraging success. Key program aspects include:
 - Ensuring quality services from taxi companies with an established agreement/commitment from taxi company owners or managers to provide optimal service to ADA paratransit customers, defined customer service standards, an extensive and meaningful driver training program, sufficient driver compensation that is processed in a timely manner, a complaint processing and response program, and ongoing performance monitoring.
 - Maintaining regular communications between Solano Mobility, taxi company management, taxi drivers, and customers that establish a good working relationship between all involved parties and mutually benefits all stakeholders.
 - Participating with multiple taxi providers and allowing riders to select their provider of choice.
 - Ensuring taxi company and driver compliance with regulations.
 - Responding to valid complaints within 48 hours of complaint receipt.

Evaluation Methodology:	Meets Criteria if:	Result of Evaluation:

Coordinate with Solano Mobility to review ITX Card program policies and processes.	Solano Mobility ITX Card program meets the conditions listed above.	The Intercity Taxi Card Program meets the criteria.
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4. Medical Trip Concierge Program (GoGo Grandparents):

The Gogo Grandparents Program continues to grow in participation. The 1st Quarter of this FY is 35% above the usage for the same timeframe last year.

- Based on the STA Connected Mobility Implementation Plan Guidelines, Performance Measures, & Benchmarks goals and objectives, the service should be available for use by older adults countywide, including veterans, and should adhere to industrywide best practices. Solano County’s Older Adults Medical Trip Concierge Service should be oriented for access by all older adult residents in the county, including veterans, regardless of their jurisdiction of residence. To ensure that the program is effective, management and delivery of the service should adhere to various industrywide best practices. These include:
 - Adequately informing recipients and other stakeholders about the availability of the service, eligibility for use, the service authorization process, and how to access the service. This should include a variety of informational materials for distribution that accommodates Limited English Proficiency (LEP) individuals.
 - Operating a toll-free telephone contact center that allows recipients to request services. The contact center should accommodate recipients with disabilities and/or who are hearing impaired.
 - Managing the program to ensure that cost-effective and appropriate services are delivered, with collection and distribution of monthly trip level data reports that indicate performance levels.
 - Coordinating with local stakeholders to maximize service cost-effectiveness and quality. This includes collaboration with public transit programs, public welfare programs, and aging services where appropriate, and linkages/integrations with existing older adult medical transportation services.
 - Verifying recipient eligibility and need in a clear and standardized way, with a clearly-defined and mutually-accessible application process.

Evaluation Methodology:	Meets Criteria if:	Result of Evaluation:
Coordinate with STA to review the existing management and administration process for the Older Adults Medical Trip Concierge Service.	Solano County’s Older Adults Medical Trip Concierge Service is available to older adults countywide, including veterans, and meets the conditions listed above.	The Medical Trips Concierge program meets the criteria.