

FAIRFIELD AND SUISUN TRANSIT RIDER'S GUIDE



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(707) 399-3239	

INTRODUCTION

Welcome to Fairfield and Suisun Transit (FAST). This Guide will help you learn the basics of how to use your local fixed route bus system or the SolanoExpress intercity routes. FAST is a reliable, convenient, and inexpensive way to get around and stay actively connected with your community. With frequent 30-minute schedules on most routes, low-cost monthly passes, quick transfers, and easy to understand color-coded maps, FAST provides you with a flexible solution to your travel needs. Whether you travel to school, work, medical appointments, or to visit family and friends, the local FAST and SolanoExpress intercity buses can get you there with ease and at a savings that adds up quickly. Let FAST take you where you want to go!

WANT TO LEARN HOW TO RIDE THE BUS?

FAST offers individual and classroom instruction on how to use the bus system. Interested? Call the Solano Mobility Call Center at (800) 535-6883 to speak with friendly people who would be happy to help you become an expert transit rider!

PLANNING YOUR TRIP

If you have access to the Internet, go to the FAST website at fasttransit.org, where you can use the “Plan Your Trip” tool to quickly find out which bus to take. Printed maps and schedules are also available. Call FAST at (707) 434-3800 to have the “Local Route Maps and Schedules” mailed to you, or call the Solano Mobility Call Center at (800) 535-6883 for assistance.

PLAN YOUR TRIP

START

Address, City, State

3001 Travis Blvd., Fairfield, CA

END

Address, City, State

9th St., Sacramento, CA

CHOOSE ONE:

Departure Time ▾

DATE

09/30/2014

TIME

11:00am

GET DIRECTIONS

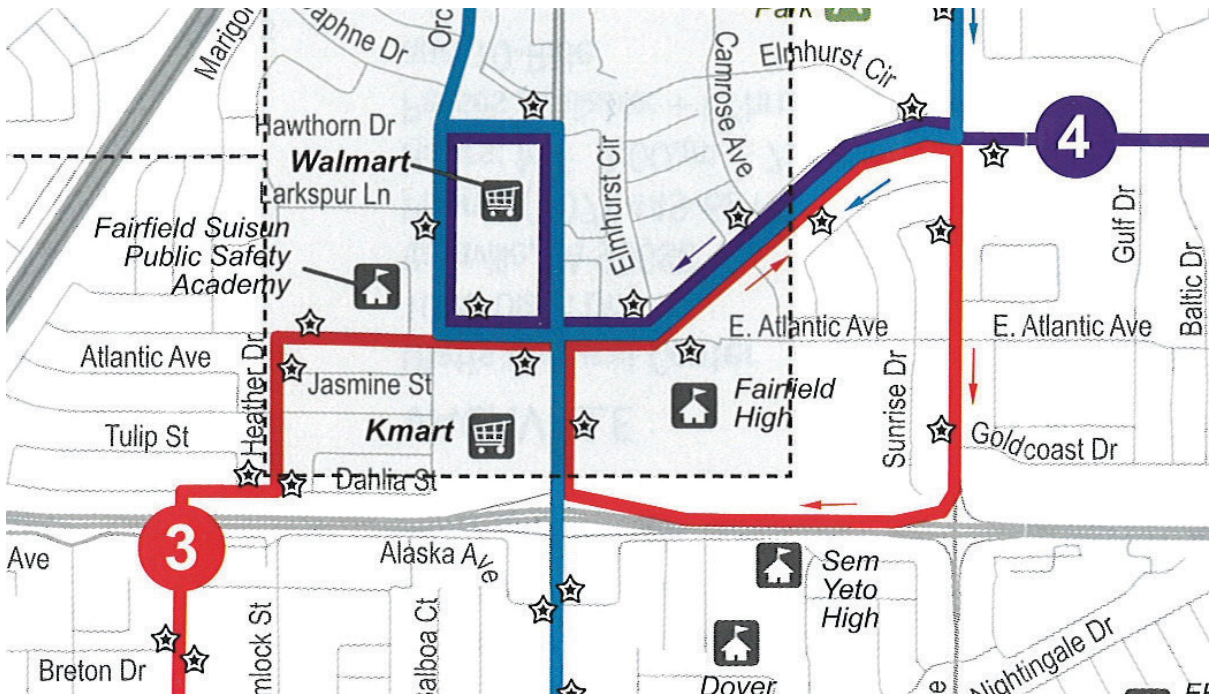
Powered by Google

FAST local bus routes operate Monday through Saturday and travel to popular destinations within Fairfield and Suisun City. FAST buses do not operate on Sundays or on certain holidays.

SolanoExpress intercity routes travel from Fairfield and Suisun City to Sacramento and serve three BART stations: El Cerrito del Norte, Pleasant Hill, and Walnut Creek. SolanoExpress also directly serves Benicia, Vacaville, Dixon, and Davis. These routes run mostly during commute hours, Monday through Friday, except Route 90 (Monday-Saturday).

Finding the best route for your trip

First, using the map, find where you are now



and make that your departure point. Then find your destination on the map. Next, locate the bus route number that goes to your destination, and find the bus stop closest to your departure point served by that route. Note that bus routes are color coded, and bus stops are shown as stars on the map.

Next, look at the schedule of departure and arrival times for the bus route you want to take. The color of the route on the map matches the color of the schedule. Bus stops are shown at the top of the schedule. Find your departure point and look at the time your bus will depart. Next, look at the arrival point and see what time your bus will arrive at your destination.

The schedules do not list every stop, so find the stop nearest to your departure or arrival points

<div> <div>3</div> <div>Route 3</div> </div>												
Leave FIC		NORTHBOUND								SOUTHBOUND		
Leave FIC	Geni-Towne	Geni-Towne	Geni-Towne	Geni-Towne	Geni-Towne	Geni-Towne	Geni-Towne	Geni-Towne	Geni-Towne	Leave FIC	Geni-Towne	Geni-Towne
268	117	325	256	256	247	105	105	325	518	268		
6:00	6:06	6:13	6:21	6:22	6:26	6:30	6:01	6:10	6:18	6:23		
6:30	6:36	6:43	6:51	6:52	6:56	7:00	7:01	7:10	7:18	7:23		
7:00	7:06	7:13	7:21	7:22	7:26	7:30	7:01	7:10	7:18	7:23		
7:30	7:36	7:43	7:51	7:52	7:56	8:00	8:01	8:10	8:18	8:23		
8:00	8:06	8:13	8:21	8:22	8:26	8:30	8:31	8:40	8:48	8:53		
8:30	8:36	8:43	8:51	8:52	8:56	9:00	9:01	9:10	9:18	9:23		
9:00	9:06	9:13	9:21	9:22	9:26	9:30	9:31	9:40	9:48	9:53		
9:30	9:36	9:43	9:51	9:52	9:56	10:00	10:01	10:10	10:18	10:23		
10:00	10:06	10:13	10:21	10:22	10:26	10:30	10:31	10:40	10:48	10:53		
10:30	10:36	10:43	10:51	10:52	10:56	11:00	11:01	11:10	11:18	11:23		
11:00	11:06	11:13	11:21	11:22	11:26	11:30	11:31	11:40	11:48	11:53		
11:30	11:36	11:43	11:51	11:52	11:56	12:00	12:01	12:10	12:18	12:23		
12:00	12:06	12:13	12:21	12:22	12:26	12:30	12:31	12:40	12:48	12:53		
12:30	12:36	12:43	12:51	12:52	12:56	1:00	1:01	1:10	1:18	1:23		
1:00	1:06	1:13	1:21	1:22	1:26	1:30	1:31	1:40	1:48	1:53		
1:30	1:36	1:43	1:51	1:52	1:56	2:00	2:01	2:10	2:18	2:23		
2:00	2:06	2:13	2:21	2:22	2:26	2:30	2:31	2:40	2:48	2:53		
2:30	2:36	2:43	2:51	2:52	2:56	3:00	3:01	3:10	3:18	3:23		
3:00	3:06	3:13	3:21	3:22	3:26	3:30	3:31	3:40	3:48	3:53		
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6:30	6:36	6:43	6:51	6:52	6:56	7:00	7:01	7:10	7:18	7:23		
7:00	7:06	7:13	7:21	7:22	7:26	7:30	7:31	7:40	7:48	7:53		

AM Hours - AM Saturday Hours - PM Hours - PM Saturday Hours

ROUTE 90 RUTA 90 MGA LURA 90			
<div> <div>90</div> <div>Fairfield to El Cerrito del Norte BART</div> <div>Monday – Friday Service Servicio de lunes a viernes Serbisyo sa Lunes hanggang Biyernes</div> </div>			
Westbound Hacia el oeste Pakanluran			
Suisun AMTRAK	Fairfield Transportation Center	Arrive at the Norte	
172	2:58	4:00	--:--
--:--	4:10	4:50	--:--
4:38	4:45	5:25	--:--
5:08	5:15	5:55	--:--
5:18	5:25	6:05	--:--
5:35	5:42	6:27	--:--
5:54	6:01	6:41	--:--
--:--	6:15	6:55	--:--
6:23	6:30	7:10	--:--
6:38	6:45	7:25	--:--
6:53	7:00	7:40	--:--
7:08	7:15	7:55	--:--
7:23	7:37	8:17	--:--
7:46	8:15	8:55	--:--
--:--	8:42	9:25	--:--
--:--	9:42	10:25	--:--
--:--	10:42	11:25	--:--
--:--	12:42	1:25	--:--
--:--	1:42	2:25	--:--
--:--	2:21	3:01	--:--
--:--	2:42	3:25	--:--
--:--	3:01	3:44	--:--
--:--	3:41	4:24	--:--
--:--	3:42	4:25	--:--
--:--	4:10	4:53	--:--
4:18	4:42	5:25	--:--
--:--	4:52	5:35	--:--
--:--	4:59	5:42	--:--
--:--	5:11	5:54	--:--
--:--	5:42	6:22	--:--
5:38	5:47	6:30	--:--
6:02	6:09	6:52	--:--
--:--	6:10	6:53	--:--
--:--	6:47	7:30	--:--
Eastbound Hacia el este Pasilangan			
Depart del Norte	Fairfield Transportation Center	Arrive at 172	
4:00	2:58	172	--:--
5:00	5:39	5:54	--:--
5:40	6:19	6:26	--:--
6:00	6:39	6:53	--:--
6:17	6:56	7:08	--:--
6:22	7:02	--:--	--:--
7:00	7:39	7:46	--:--
7:40	8:20	--:--	--:--
8:31	9:51	--:--	--:--
8:55	9:35	--:--	--:--
9:31	10:15	--:--	--:--
10:31	11:05	--:--	--:--
11:31	12:15	--:--	--:--
1:31	2:15	--:--	--:--
2:31	3:15	--:--	--:--
3:01	3:41	--:--	--:--
3:33	4:12	4:18	--:--
4:06	4:46	--:--	--:--
4:31	5:11	5:18	--:--
4:46	5:26	5:38	--:--
5:00	5:40	--:--	--:--
5:15	5:55	6:02	--:--
5:31	6:11	6:18	--:--
5:46	6:26	6:33	--:--
6:04	6:44	--:--	--:--
6:16	6:56	7:03	--:--
6:31	7:11	--:--	--:--
6:46	7:26	7:33	--:--
7:06	7:46	--:--	--:--
7:15	7:55	8:02	--:--
7:32	8:12	8:19	--:--

AFL Schedule | [PBN Schedule](#) | [G](#) Service ends; bus returns to garage.

Hermano Platanillo | [Hermano Repente](#) | [G](#) Fin del servicio; el autobús regresa al estacionamiento.

Hermano Platanillo | [Hermano Repente o Gale](#) | [G](#) Detrás del servicio; el autobús regresa al garaje.

to estimate when it will arrive. Note that the schedules show both directions of the route; be sure you are looking at the correct direction of travel for where you want to go.

If the bus route closest to your departure point does not go to your destination, you may need to transfer to another route.

If you need more help, call the Solano Mobility Call Center at (800) 535-6883 to speak to people who can help you plan your trip.

WAITING FOR THE BUS

Finding the Bus Stop

Look for the stars on the map to find the bus stop where you should wait. Sometimes bus stops are across the street from each other to pick up riders going in both directions, so be sure to stand at a stop where traffic is going in the direction you want to go.

The bus stop sign provides the Stop ID (on the picture of the bus) and the routes that serve the stop (vertically on the left). Local FAST schedules also show the Stop ID at the top of the schedule column.

Where's my ride?

NextBus - Real Time Passenger Information

Check your FAST Bus times:

- **Text "FAST" and Stop ID# to 41411***



- **Download** mobile app (from your provider's app store)
- **Voice** at (707) 439-8528
- **Online** at fasttransit.org/nextbus
*Message & Data rates may apply

Note: FAST has new 5-digit stop ID #s. Stop ID #s are located on bus stop signs at each location.

Questions?

Call FAST Administration at (707) 434-3800 or
FAST Dispatch at (707) 422-2877 | fasttransit.org

Which bus is mine?

All FAST buses have bright signs on the front, rear, and sides of the bus. These signs tell you which route the bus is on and the main destinations where the bus travels.

All FAST buses are equipped with the “Talking Bus” feature. From both inside and outside, the bus will tell you what route number it is and where it is travelling. If you have any questions about how to get to your destination, ask your professional and friendly bus driver. He or she will be glad to help you determine which bus to take and whether you'll need a transfer. All you have to do is ask.

BOARDING THE BUS

To board the bus, stand at the front door of the bus until the driver opens the door. If you are not able to step up the stairs, you can still board the



bus. FAST buses “kneel” by lowering the front steps to make it easier for you to board.

Remember! FAST buses do not make “flag stops.” They only stop at designated bus stops. When you see your bus approaching, stand up but never step out in front of the bus.

WHAT IF I USE A WHEELCHAIR, SCOOTER, OR WALKER?

All FAST vehicles are fully equipped with lifts or ramps to help you board the bus with your mobility device.

FAST buses have a securement area for up to two mobility devices (depending on the size). The driver will typically ask other riders to wait while the ramp is deployed and then allow you to board first. After the ramp is fully deployed, you can walk up it or take your mobility device on it. If you use a mobility device like a wheelchair or walker, make sure that all wheels of the mobility device are as centered on the ramp as possible. The bus driver will provide assistance with operating the lift or ramp and securing your mobility device. If you need more help, you may have a personal care attendant ride with you to assist you at no additional charge.

FAST bus drivers are required to secure all mobility devices before the bus can leave the bus stop. If you have a mobility device, you will need to go to the place designated for mobility devices





on the bus. If other passengers are sitting in that area, the driver will request that they move and then fold up the seat so you can pull in.

The driver will then need to secure your mobility device using tie-downs. The driver may ask you to move back and forth a bit to make the tie-downs as tight as possible. The driver will ask you if you would like a lap belt; the belt is optional but recommended.

For riders who use scooters and can easily transfer out of the scooter, it is recommended that they do so since scooters are less secure on buses. Those who use walkers can sit down and hold on to the folded walker or ask the driver for assistance in securing it.

Please note that mobility devices must be in good working condition. Power mobility devices with a leaking or dead battery unit will not be allowed onboard the bus.



BICYCLES

Bicycle racks for two bicycles are available on the front of all local FAST buses on a first come, first served basis. Riders are responsible for loading and unloading bicycles from the front racks without assistance of the driver. After the bike racks are full, additional bicycles may be brought onboard if the driver says there is space.

Please tell the bus driver before you load the bicycle onto the rack. When you get off the bus, ask the bus operator to wait while you remove your bicycle. After you remove your bicycle, please lift the rack up and step away from the bus.

On some buses, bicycles are stored on racks under the bus. The driver must assist you in loading and unloading your bicycle from these racks.

As an added convenience, bike lockers are available at the Fairfield Transportation Center, and additional locations. Bike lockers provide

safe storage for your bike while you make your transit trip. These lockers are available to rent on a monthly basis and will give you peace of mind that your bike is secure while you are riding transit. For more information on bicycle lockers and policies, please call the FAST Administration office at (707) 434-3800.

TRAVELING WITH CHILDREN

Up to two children age 5 or under may ride any FAST bus free of charge, when accompanied by a fare-paying responsible adult. You can bring your stroller onboard the bus, but it should be collapsed and secured under the seat in front of you while the bus is in motion.

PAYING YOUR FARE

FAST offers several different ways to pay your bus fare.

Cash

You may pay your fare with cash by inserting it



into the farebox on the bus. The driver cannot give change, so you will need to have the exact fare amount with you.

FAST Passes

If you ride the bus often, you may want to purchase a bus pass. Passes are a convenient way to pay your fare, because you won't need to have the exact change. In addition, some passes reduce the amount you will pay for your fare.

If you are paying with a pass, you can either insert the pass into the farebox or slide the pass across the reader at the top of the farebox. If you have mobility limitations and are unable to reach the fare machine, you can ask the driver for assistance.

FAST offers Adult, Youth, and Senior/Disabled/Medicare (SDM) passes. These passes



may reduce the amount of the fare per ride, depending on the type of pass. Adult, Youth, and SDM passes may be purchased at various locations throughout Fairfield and Suisun City. Refer to your FAST Local Route Maps & Schedules or visit fasttransit.org for a list of locations where passes may be purchased as well as a description of each pass. You may also call the Solano Mobility Call Center at (800) 535-6883 or the FAST Administration at (707) 434-3800 for more information.

Senior/Disabled/Medicare (SDM) passes are available at a reduced cost to those who qualify. When purchasing SDM passes, you must show one of the following: SDM Card issued by FAST, Medicare card, DART card, ADA photo ID card from any agency, Regional Transit Connection Discount Card (RTC Card), or proof of age 65 or older. Some forms mentioned will require a photo ID as well. You cannot use a Medi-Cal card to demonstrate eligibility.

If you are a senior (65 or older) or a qualifying person with a disability, you can ride the FAST buses at half price. Just show the driver your RTC card or your FAST SDM card at the time of boarding. RTC cards are available through the Solano Mobility Call Center at (800) 535-6883.

CLIPPER CARD

You can also use a Clipper card on FAST and SolanoExpress buses, as well as most





transit systems in the Bay Area. To use your Clipper card, simply tap your card on the Clipper card reader; the exact amount of the fare is automatically deducted from your Clipper card.

Clipper cards are like debit cards that are used on transit systems. Clipper cards can be purchased at many retail outlets in the Bay Area, the Solano Mobility Call Center, and online. You can also sign up to have the card automatically reloaded directly from a bank account or credit card. Go to clippercard.com for more information and to buy your card online.

You can determine the amount of your fare by looking at the fare table in the FAST Local Route Maps and Schedules or the SolanoExpress Schedules for the intercity routes.

Remember! If you are unsure of how to pay your fare, the bus driver will be happy to help you.

TRANSFERS

If you need a transfer, request one from the driver at the time you board. The transfer is valued at the current FAST local fare, expires 60 minutes from when it was issued, and is not valid on the route from which it was issued.

RIDING THE BUS

After boarding the bus, take a seat as soon as possible. If you are a senior or a person with a disability, you can use the reserved seats near

the front of the bus.

Rules of Conduct

Taking public transit means sharing space with others so we ask that you observe a few basic courtesies while riding on a FAST or SolanoExpress bus. Please refrain from any activity or behavior that shows a lack of consideration and respect toward those around you. For more detail on the conduct that is expected from passengers onboard FAST and SolanoExpress buses, visit fasttransit.org.

- Carry-on items are not permitted on buses if they are dangerous or restrict free movement of passengers or drivers. Carts must be folded or positioned so that they do not block the aisle. Articles brought on the bus must be readily movable.
- It is important that you treat your fellow riders with courtesy and respect. Avoid speaking loudly or behaving in a rude manner.
- If you are listening to music, use headphones at a low volume so other passengers cannot hear it.
- There is no smoking, eating or drinking allowed on the bus.

Service animals are welcome onboard all FAST and SolanoExpress buses. Service animals are trained to assist an individual with a disability.



Please keep in mind that animals used for emotional support are not considered service animals under ADA regulations. Pets are not allowed onboard FAST and SolanoExpress buses.

Your service animal must be under your control at all times; if your service animal shows aggressive behavior toward people or other animals, you will be asked to remove it. For more details regarding service animals onboard FAST buses, check the FAST website at fasttransit.org.



REQUESTING A STOP

As you approach the stop where you want to get off the bus, you'll need to let the driver know. Requesting a stop is simple. Above the seating areas, you will see a stop request pull cord, or on some buses, a stop request button. Pull the cord or push the button and a chime will sound, telling the bus driver that a rider has requested a stop. Be sure to request your stop before the bus arrives at that stop. If you cannot reach the stop request cord or cannot see the stops, you can call out to the driver for assistance.

For passengers sitting in the ADA seating area of the bus, the stop request cord or bright yellow press pad is placed in a low position, making it easier for passengers in wheelchairs to request a stop.

After the bus has come to a complete stop, stand

if you are able and exit the bus. For wheelchair users, the FAST driver will remove the tie-downs. Typically, the driver will let other passengers off and then assist you.

WHAT IF I MISS MY STOP?

If you miss your stop or get lost, don't panic. You can call FAST dispatch at (707) 422-BUSS (2877) to ask what route you should catch to get to your destination. Often, it involves getting off the bus, crossing the street to the bus stop for the same route but in the other direction, and then riding back until you are at the correct stop. Other times, it may involve riding to the end of the line and back. If you do not have a phone, ask the bus driver for help.

SOLANOEXPRESS

If your destination is outside of the Fairfield/Suisun City area, you will want to catch one of the SolanoExpress intercity bus routes. These regional buses travel from Fairfield to Sacramento and also serve the El Cerrito del Norte, Pleasant Hill and Walnut Creek BART stations.

You can board all the SolanoExpress buses at the Fairfield Transportation Center. SolanoExpress Routes 20, 30 and 90 run Monday through Saturday. Route 40 runs Monday through Friday. SolanoExpress buses do not run on Sunday. For schedule information on each of the four SolanoExpress routes, visit fasttransit.org.





TRAVEL TRAINING

Would you like to learn more about using public transit in Solano County? With Solano Mobility Travel Training you will learn how to read a bus schedule, board a bus, utilize features that are onboard a bus, and more. Contact the Solano Mobility Call Center at (800) 535-6883 to learn more about the FREE Travel Training program. There are 4 types of training available.

One-on-One Training: Personalized one-on-one instruction to and from a specific location.

Group Training & Presentations: Group presentations on transportation options and mobility programs can be arranged. Training field trips provide an opportunity to visit points of interest in your community while learning how to ride transit.

Do-it-Yourself Videos: Travel Training videos are available at solanomobility.org

Rider's Guides: Rider's Guides for each of the transit operators in Solano County are available. Contact the Solano Mobility Call Center at (800) 535-6883 and one will be mailed to you free of charge.

TRANSIT AMBASSADOR TRAINING

The Solano Mobility Program is looking for volunteers to help train people to ride Solano County public transit. If you're interested in becoming a Transit Ambassador, contact the Solano Mobility Call Center at (800) 535-6883.



SOLANO MOBILITY CALL CENTER

With information for **Commuters, Employers, People with Disabilities**, and **Seniors**, the Solano Mobility Call Center provides FREE personalized assistance to successfully travel around Solano County and beyond.

Telephone assistance:

Weekdays 7am-5pm (800) 535-6883

In Person assistance is available weekdays:

7am-3pm

177 Main Street

Suisun City, CA 94585

3pm-5pm

One Harbor Center, Suite 140

Suisun City, CA 94585

Along with providing a variety of local and intercity transit information, the Solano Mobility Call Center provides the following Programs and Services:

ADA Eligibility Assessment Services

Bike Facilities and Maps

BikeLink Locker Card Sales

Carpool/Vanpool Matchlists

Clipper Card Sales

Commuter Emergency Ride Home Program

Commute Incentive Programs

Discount ID Card sales

Discount Transit Tickets

FasTrak Toll Tag Applications

Local and Regional Bus Systems

Local and Intercity Taxi Scrip Programs

Mobility Options for Seniors

and People with Disabilities

Park and Ride Lots

Senior Safe Driving Information

Regional Transit Information

Regional Transit Connection (RTC)

Transit Trip Planning (FREE)

Travel Training Services

Transit Schedules

Transportation Options

Volunteer Driver Program





Whether you use FAST to travel locally within Fairfield and Suisun City, or travel outside of the area on the SolanoExpress intercity routes, riding the bus is an easy, convenient, cost-effective option for all your travel needs. Remember, whether you're a new rider or a veteran to the system, when you have a question or a comment, we want to hear from you.

CONTACT INFORMATION

Solano Mobility Call Center

(800) 535-6883

www.solanomobility.org

solanomobility@sta.ca.gov

FAST Dispatch

(707) 422-BUSS (2877)

www.fasttransit.org

FAST Administration

(707) 434-3800

SolanoExpress

(800) 535-6883

www.solanoexpress.com

commuterinfo@sta.ca.gov